

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **Bajaj Allianz General Insurance Co Ltd**

Date: **Apr 12 to Sept 12**

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	2	32	31	-	3	-
b)	Policy Administration Related	94	3756	3722	-	74	54
c)	Insurance Policy Coverage related	4	68	61	-	9	2
d)	Claims related	35	1188	1063	-	128	32
e)	others	15	391	344	-	33	29
d)	Total Number	150	5435	5221	-	247	117

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	105	-	105
b)	Greater than 15 days	12	-	12
	Total Number	117	-	117