

PERIODIC DISCLOSURES
FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajajallianz General Insurance Co Ltd

30th Sep '19

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO

DURING FINANCIAL YEAR

Sl No.	Particulars	Opening Balance *As on beginning of Quarter (Correct)	Additions during the Quarter	Complaints Resolved				Complaints Pending at the ending of	Total complaints registered upto the quarter during the
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Proposal Related	0	0	0	0	0	0	0	1
b)	Claims	3	167	33	74	49	12	2	294
c)	Policy Related	4	186	101	59	9	5	16	310
d)	Premium	0	2	1	1	0	0	0	3
e)	Refund	0	24	13	6	0	2	3	48
f)	Coverage	0	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0	1
i)	Others	1	12	1	11	0	1	0	38
	Total	8	391	149	151	58	20	21	695

2	Total No. of policies during previous year:	20720422
3**	Total No. of claims during previous year:	2683374
4	Total No. of policies during current year:	13545143
5**	Total No. of claims during current year:	2602653
6 #	Total No. of Policy Compliant (current year) per 10,000 policies (current year):	0.30
7	Total No. of Claim Compliant (current year) per 10,000 claims registered (current year):	1.13

** Total number of claims have been considered as intimated claims

Total number of policy complaints includes all complaints other than those reported under "Claims" and "Others"

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	18	0	18
b)	7 - 15 days	3	0	3
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & beyond	0	0	0
	Total No. of complaints	21	0	21

* Opening balance should tally with the closing balance of the previous financial year.

Note:- The statement is made as per IRDAI (Protection of Policyholders' Interests) Regulations, 2017