

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **30/09/2014**

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	0	1	1	0	0	0
b)	Policy Administration rela	1	479	351	13	92	24
c)	Insurance Policy Coverag	0	6	0	0	4	2
d)	Claims related	19	652	76	64	439	92
e)	Others	1	119	40	18	49	13
d)	Total Number	21	1257	468	95	584	131

2	Duration wise Pending S	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	33	0	33
b)	Greater than 15 days	98	0	98
	Total Number	131	0	131

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