

PERIODIC DISCLOSURES

FORM I GRIEVANCE DISPOSAL

Insurer **The Oriental Insurance Co Ltd.** **3rd** Quarter  
 up to 31-12-2018

GRIEVANCE DISPOSAL						
Sl No.	Particulars	Opening Balance	Additions	Fully Accepted	Complaints Resolved Partial Accepted Rejected	Complaints
<b>1</b>	<b>Complaints made by customers</b>					
a)	Sales Related		4	4		
b)	Policy Administration related		342	262	39	26
c)	Insurance Policy Coverage related		16	3	4	6
d)	Claims related	5	1076	348	163	476
e)	Others	1	563	298	93	122
d)	<b>Total Number</b>	6	2001	915	299	630
						15
						3
						94
						51
						163

GRIEVANCE DISPOSAL				
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	104		104
b)	Greater than 15 days	59		59
	<b>Total Number</b>	163		163

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