

**PERIODIC DISCLOSURES**

**FORM NL-41 : GREIVANCE DISPOSAL**



Name of the Insurer: BHARTI AXA General Insurance Company Limited  
Registration No: 139 and Date of Registration with the IRDA : 27th June 2008

Date: As on 31st March 2014

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH DURING THE FINANCIAL YEAR 2013-14**

Sl No.	Particulars	Opening Balance * As on being of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints Registered upto the quarter during the Financial year (1st April'13- 31st March'14)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	15	11	1	1	2	60
b)	Claim	13	315	71	210	19	28	2055
c)	Policy Related	47	515	534	3	0	25	2309
d)	Premium	2	15	15	1	0	1	107
e)	Refund	0	29	23	1	1	4	114
f)	Coverage	1	4	5	0	0	0	55
g)	Cover Note Related	1	14	14	0	0	1	159
h)	Product	0	3	2	0	0	1	10
i)	others	1	54	33	18	2	2	489
	<b>Total Number of Complaints</b>	<b>65</b>	<b>964</b>	<b>708</b>	<b>234</b>	<b>23</b>	<b>64</b>	<b>5358</b>

<b>2</b>	<b>Total No. of policies during previous year:</b>	1122496
<b>3</b>	<b>Total No. of Claims during previous year:</b>	183466
<b>4</b>	<b>Total No. of policies during current year:</b>	1759534
<b>5</b>	<b>Total No. of Claims during current year:</b>	241254
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year) :</b>	13
<b>7</b>	<b>Total No. of Claim Complaints ( current year) per 10,000claims registered (current year) :</b>	85

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Upto 7 Days	56	0	56
b)	7 to 15 Days	8	0	8
c)	15 to 30 Days	0	0	0
d)	30 to 90 Days	0	0	0
e)	90 Days and beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>64</b>	<b>0</b>	<b>64</b>

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

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