


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 2015			
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH DURING THE FINANCIAL YEAR 2014-15								
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'14- 31st Mar'15)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	1	0	0	28	51
b)	Claim	16	668	18	589	49	37	2365
c)	Policy Related	18	467	436	12	0	0	1832
d)	Premium	2	6	8	0	0	5	42
e)	Refund	2	34	31	0	0	0	161
f)	Coverage	0	1	0	1	0	0	17
g)	Cover Note Related	0	4	4	0	0	0	20
h)	Product	0	1	1	0	0	0	4
i)	others	1	8	8	1	0	0	98
	Total Number of Complaints	39	1190	507	603	49	70	4590
2	No. of Policies during the previous year (1st April'13-31st March'14)	1759534						
3	Total no. of Claims during the previous year (1st April'13-31st March'14)	241254						
4	Total no. of policies during the current year (1st April'14- 31st Mar'15)	2019725						
5	Total no. of Claims during the current year (1st April'14- 31st Mar'15)	291147						
6	Total no. of policy complaints (current year) per 10000 policies	9						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	81						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 Days	35	0	35				
b)	7 to 15 Days	35	0	35				
c)	15 to 30 Days	0	0	0				
d)	30 to 90 Days	0	0	0				
e)	90 Days and beyond	0	0	0				
	Total Number of Complaints	70	0	70				
* Opening balance should tally with the closing balance of the previous financial year.								
Signature_____								