


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 2016		
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH DURING THE FINANCIAL YEAR 2015-16								
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'15- 31st Mar'16)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	4	4	0	0	0	19
b)	Claims	20	502	155	289	57	21	2111
c)	Policy Related	25	388	325	69	2	17	1786
d)	Premium	0	4	3	1	0	0	24
e)	Refund	0	45	44	0	0	1	179
f)	Coverage	0	0	0	0	0	0	18
g)	Cover note Related	0	2	2	0	0	0	11
h)	Product	0	0	0	0	0	0	2
i)	Others	0	8	2	1	5	0	35
	Total Number of Complaints	45	953	535	360	64	39	4185
2	No. of Policies during the previous year (1st April'14- 31st March'15)	2019725						
3	Total no. of Claims during the previous year (1st April'14-31st March'15)	291147						
4	Total no. of policies during the current year (1st April'15- 31st Mar'16)	1902279						
5	Total no. of Claims during the current year (1st April'15- 31st Mar'16)	252191						
6	Total no. of policy complaints (current year) per 10000 policies	10.90						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	84						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	22	0	22				
b)	7 to 15 days	17	0	17				
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	39	0	39				
* Opening balance should tally with the closing balance of the previous financial year. <div style="text-align: right; margin-top: 20px;"> Signature_____ </div>								