


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 30th June 2016			
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE DURING THE FINANCIAL YEAR 2016-17								
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'16- 30th June'16)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	1	0	0	0	2
b)	Claims	21	528	213	259	56	21	528
c)	Policy Related	17	386	297	87	1	18	386
d)	Premium	0	4	3	1	0	0	4
e)	Refund	1	46	39	5	0	3	46
f)	Coverage	0	3	2	1	0	1	3
g)	Cover note Related	0	4	1	0	0	3	4
h)	Product	0	0	0	0	0	0	0
i)	Others	0	7	2	2	3	0	7
	<b>Total Number of Complaints</b>	<b>39</b>	<b>980</b>	<b>558</b>	<b>355</b>	<b>60</b>	<b>46</b>	<b>980</b>
2	No. of Policies during the previous year (1st April'14-31st March'15)	1902279						
3	Total no. of Claims during the previous year (1st April'14-31st March'15)	252191						
4	Total no. of policies during the current year (1st April'15-31st Mar'16)	470085						
5	Total no. of Claims during the current year (1st April'15-31st Mar'16)	62009						
6	Total no. of policy complaints (current year) per 10000 policies	9.62						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	85						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	21	0	21				
b)	7 to 15 days	25	0	25				
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>46</b>	<b>0</b>	<b>46</b>				
* Opening balance should tally with the closing balance of the previous financial year.								
Signature_____								