


PERIODIC DISCLOSURES								
FORM NL-41 : GREIVANCE DISPOSAL								
 redefining general insurance		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 2017
GREIVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH 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- 31st Mar'17)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	1	2	2	1	0	0	6
b)	Claims	16	377	124	225	39	5	1724
c)	Policy Related	20	389	296	89	8	16	1682
d)	Premium	2	15	14	2	0	1	35
e)	Refund	2	22	22	2	0	0	135
f)	Coverage	0	6	1	3	2	0	21
g)	Cover note Related	0	1	0	1	0	0	6
h)	Product	0	3	1	2	0	0	6
i)	Others	0	28	10	13	4	1	53
	Total Number of Complaints	41	843	470	338	53	23	3668
2	No. of Policies during the previous year (1st April'15-31st March'16)	1902279						
3	Total no. of Claims during the previous year (1st April'15-31st March'16)	252191						
4	Total no. of policies during the current year (1st April'16- 31st Mar'17)	1927546						
5	Total no. of Claims during the current year (1st April'16- 31st Mar'17)	246903						
6	Total no. of policy complaints (current year) per 10000 policies	10.09						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	70						
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	1	0	1				
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	23	0	23				
* Opening balance should tally with the closing balance of the previous financial year.								
Signature_____								