



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 2017	
								
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE DURING THE FINANCIAL YEAR 2017-18								
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'17)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	8	8	0	0	0	8
b)	Claims	5	393	21	302	63	12	393
c)	Policy Related	16	367	346	10	14	13	367
d)	Premium	1	14	14	0	1	0	14
e)	Refund	0	13	12	1	0	0	13
f)	Coverage	0	17	13	3	1	0	17
g)	Cover note Related	0	1	1	0	0	0	1
h)	Product	0	2	2	0	0	0	2
i)	Others	1	8	9	0	0	0	8
	Total Number of Complaints	23	823	426	316	79	25	823
2	No. of Policies during the previous year (1st April'16-31st March'17)	1927546						
3	Total no. of Claims during the previous year (1st April'16-31st March'17)	246903						
4	Total no. of policies during the current year (1st April'17- 30th June'17)	460050						
5	Total no. of Claims during the current year (1st April'17- 30th June'17)	61674						
6	Total no. of policy complaints (current year) per 10000 policies	9.35						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	64						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	24	0	24				
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	25	0	25				
* Opening balance should tally with the closing balance of the previous financial year. <div style="text-align: right; margin-top: 10px;">Signature_____</div>								