

STAR HEALTH AND ALLIED INSURANCE CO LIMITED

Registration No. and Date of Registration with the IRDA : 129 / 16.Mar.2006

FORM NL-41	Grievance Disposal for the period January 2020 to March 2020						Date	31.03.2020
INSURER	Star Health and Allied Insurance Co Ltd							
Sl No.	Particulars	Opening Balance At the beginning 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
				Fully Accepted	Partially accepted	Rejected		
1	Complaints made by Customers							
a)	Proposals related	0	3	2	0	1	0	10
b)	Claim	215	1784	448	499	964	88	6475
c)	Policy Related	18	222	115	36	88	1	919
d)	Premium	0	3	0	1	2	0	7
e)	Refund	11	55	53	5	7	1	195
f)	coverage	0	1	0	1	0	0	7
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	0	3	2	1	0	0	16
i)	Others	8	47	25	7	19	4	205
	Total number of Complaints	252	2118	645	550	1081	94	7834
2	Total No. of policies during the quarter ended 31st March 2019	15,11,821						
3	Total No. of claims during the quarter ended 31st March 2019	2,04,855						
4	Total No. of policies during the quarter ended 31st March 2020	16,62,615						
5	Total No. of claims during the quarter ended 31st March 2020	2,60,809						
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	2.01						
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	10.73						
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	up to 7 days	30	0	0				
b)	7-15 days	64	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				