

**FORM NL-45-GREIVANCE DISPOSAL**

**Name of the Insurer: RELIANCE GENERAL INSURANCE COMPANY LIMITED**  
**Registration No. 103 and Date of Registration with the IRDAI 23.10.2000**

**GRIEVANCE DISPOSAL for the period ended June 30, 2025**

SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter ended June 30, 2025
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	11	6	-	5	-	11
b)	Claims Related	-	549	129	3	417	-	549
c)	Policy Related	-	138	94	14	30	-	138
d)	Premium Related	-	6	1	1	4	-	6
e)	Refund Related	-	22	15	-	7	-	22
f)	Coverage Related	-	5	1	-	4	-	5
g)	Cover Note Related	-	0	0	-	-	-	-
h)	Product Related	-	22	8	4	10	-	22
i)	Others	-	40	17	3	20	-	40
	<b>Total</b>	<b>-</b>	<b>793</b>	<b>271</b>	<b>25</b>	<b>497</b>	<b>-</b>	<b>793</b>
<b>2</b>	<b>Total No. of policies during previous year:</b>	93,77,558						
<b>3</b>	<b>Total No. of claims during previous year:</b>	42,88,356						
<b>4</b>	<b>Total No. of policies during current year</b>	23,27,282						
<b>5</b>	<b>Total No. of claims during current year</b>	7,07,648						
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	1.05						
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	7.76						
<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>		<b>Complaints made by Intermediaries</b>		<b>Total</b>		
		<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>	
a)	Up to 15 days	-	-	-	-	-	0%	
b)	15 - 30 days	-	-	-	-	-	-	
c)	30 - 90 days	-	-	-	-	-	-	
d)	90 days & Beyond	-	-	-	-	-	-	
	<b>Total Number of Complaints</b>	<b>-</b>	<b>0%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>0%</b>	