

FORM NL-45-GREIVANCE DISPOSAL

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

GRIEVANCE DISPOSAL for the period ended Sept 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 Sept 30, 2025
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	10	8	1	1	-	21
b)	Claims Related	-	656	100	8	548	-	1205
c)	Policy Related	-	180	133	33	14	-	318
d)	Premium Related	-	10	8	2	-	-	16
e)	Refund Related	-	33	19	3	11	-	55
f)	Coverage Related	-	5	2	-	3	-	10
g)	Cover Note Related	-	2	0	-	2	-	2
h)	Product Related	-	22	15	2	5	-	44
i)	Others	-	70	39	5	26	-	110
	Total	-	988	324	54	610	-	1781
2	Total No. of policies during previous year:	93,77,558						
3	Total No. of claims during previous year:	42,88,356						
4	Total No. of policies during current year	49,70,736						
5	Total No. of claims during current year	27,13,250						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.16						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	4.44						
8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total		
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	
a)	Up to 15 days	-	-	-	-	-	-	
b)	15 - 30 days	-	-	-	-	-	-	
c)	30 - 90 days	-	-	-	-	-	-	
d)	90 days & Beyond	-	-	-	-	-	-	
	Total Number of Complaints	-	-	-	-	-	-	