

PERIODIC DISCLOSURES							
FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2010-11 (For the Quarter ending 31st December, 2010)						
GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
a)	Sales Related	48	1421	1392	0	29	48
b)	New Busines Related	2	1194	1176	0	20	0
c)	Policy Servcing related	10	1803	1625	0	183	5
d)	Claim Servicing related	14	294	229	0	76	3
e)	Related to receipt of Policy Documents**	0	19421	19359	0	60	2
f)	Others	3	504	482	0	22	3
	<b>Total Number</b>	<b>77</b>	<b>24637</b>	<b>24263</b>	<b>0</b>	<b>390</b>	<b>61</b>
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries			Total	
a)	Less than 15 days	36	0			36	
b)	Greater than 15 days	25	0			25	
	Total Number	61	0			61	
Opening balance should tally with the closing balance of the previous financial year.							
** Queries and Requests related to Receipt of Policy Document or Duplicate Policy have been included under this category.							





