

PERIODIC DISCLOSURES							
FORM L-41	Greivance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2008-09						
(Rs in Lakhs)							
GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	0	3008	1762	0	1246	0
b)	New Busines Related	0	35136	35136	0	0	0
c)	Policy Servcing related	0	7774	7774	0	0	0
d)	Claim Servicing related	0	558	558	0	0	0
e)	Others	0	762	762	0	0	0
	Total Number	0	47238	45992	0	1246	0
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries				Total
a)	Less than 15 days	0	0				0
b)	Greater than 15 days	0	0				0
	Total Number	0	0				0

* Opening balance should tally with the closing balance of the previous financial year.

The grievances received, include complaints through IRDA, Life Council and other sources.