

FORM NL-45-GREIVANCE DISPOSAL
Name of the Insurer: INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000
GRIEVANCE DISPOSAL for the period ended March 31, 2026

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 March 31, 2025
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	8	1	1	6	0	38
b)	Claims Related	0	1019	150	11	858	0	3027
c)	Policy Related	0	207	129	17	61	0	801
d)	Premium Related	0	20	15	1	4	0	56
e)	Refund Related	0	27	12	2	13	0	127
f)	Coverage Related	0	20	7	2	11	0	37
g)	Cover Note Related	0	2	0	0	2	0	7
h)	Product Related	0	27	8	4	15	0	103
i)	Others	0	114	72	6	36	0	365
	Total	0	1444	394	44	1006	0	4561
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	1,12,15,727						
5	Total No. of claims during current year	65,92,517						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.37						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	4.59						
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	-	-	-	-	-	-	