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 Sept 30, 2026

Sl 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, 2026
				Fully Accepted	Partial Accepted	Rejected		
1	**Complaints made by customers**							
a)	Proposal Related	0	4	2	0	2	0	11
b)	Claims Related	0	1015	82	6	883	44	2077
c)	Policy Related	0	99	61	13	25	0	223
d)	Premium Related	0	9	6	2	1	0	23
e)	Refund Related	0	22	10	2	9	1	42
f)	Coverage Related	0	16	8	4	4	0	24
g)	Cover Note Related	0	2	1	0	0	1	5
h)	Product Related	0	28	13	5	10	0	61
i)	Others	0	68	38	3	27	0	165
	Total	**0**	**1263**	**221**	**35**	**961**	**46**	**2631**

2	**Total No. of policies during previous year:**	1,12,15,727
3	**Total No. of claims during previous year:**	65,92,517
4	**Total No. of policies during current year**	80,76,208
5	**Total No. of claims during current year**	50,82,132
6	**Total No. of Policy Complaints (current year) per 10,000 policies (current year):**	0.69
7	**Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):**	4.09

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	46	100%	-	-	46	100%
b)	15 - 30 days	-	-	-	-	-	-
c)	30 - 90 days	-	-	-	-	-	-
d)	90 days & Beyond	-	-	-	-	-	-
	Total Number of Complaints	**46**	**100%**	-	-	**46**	**100%**