



Name of the Insurer: HDFC ERGO GENERAL INSURANCE COMPANY LIMITED  
 Registration No. 146 and Date of Registration with the IRDAI: July 09, 2010

FORM NL-45-GREIVANCE DISPOSAL

Statement as on March 31, 2024

GRIEVANCE DISPOSAL

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 during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	12	7	-	5	-	78
b)	Claims Related	30	918	171	75	702	-	3,662
c)	Policy Related	5	292	180	4	113	-	956
d)	Premium Related	-	35	12	1	22	-	310
e)	Refund Related	1	30	18	2	11	-	117
f)	Coverage Related	-	14	2	1	11	-	40
g)	Cover Note Related	-	-	-	-	-	-	3
h)	Product Related	2	21	7	4	12	-	66
i)	Others	-	196	75	4	117	-	819
	<b>Total</b>	<b>38</b>	<b>1,518</b>	<b>472</b>	<b>91</b>	<b>993</b>	-	<b>6,051</b>
<b>2</b>	<b>Total No. of policies during previous year:</b>	12,206,468						
<b>3**</b>	<b>Total No. of claims during previous year:</b>	5,077,748						
<b>4</b>	<b>Total No. of policies during current year:</b>	11,589,594						
<b>5**</b>	<b>Total No. of claims during current year:</b>	5,315,867						
<b>6#</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	1.35						
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	6.89						

# Total number of policy complaints includes all complaints other than those reported under "Claims" and "Others"

\*\* Total number of claims have been considered as intimated claims

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	-	0%	-	0%	-	0%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	<b>Total Number of Complaints</b>	-	0%	-	0%	-	0%