FORM NL-45-GREIVANCE DISPOSAL Insurer: ICICI Lombard General Insurance Co. Ltd.								
	tion No: 115 dated August 03, 2001							
CIN: L67	200MH2000PLC129408							
GRIEVANCE DISPOSAL								
SI No.	Particulars	Opening Balance *	Additions during the		plaints Resolv		Complaints Pending	Total Complaints
			quarter (net of	Fully	Partial	Rejected	at the end of the	registered up to the
			duplicate complaints)	Accepted	Accepted		quarter	quarter during the financial year
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claims Related	79	842	313	109	392	107	842
c)	Policy Related	16	226	194	16	16	16	226
d)	Premium Related	2	49	27	3	17	4	49
	Refund Related	4	53	46	3	4	4	53
f)	Coverage Related	13	186	112	15	47	25	186
q)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others (to be specified)	-			-	-		
.,	(i)	35	194	158	21	34	16	194
	(ij)	55	151	150		5.	10	
	Total	149	1550	850	167	510	172	1550
	Total	115	1550	050	107	510	1/2	1550
	Total no. of policies during previous							
2	vear: FY 2023-24	36,177,981						
3	Total no. of claims intimated during	2,893,157						
5	previous year: FY 2023-24							
4	Total no. of policies upto Q1 2024-	8,478,503						
	25 Tatal as of eleineristicated webs							
5	Total no. of claims intimated upto	917,266						
	Q1 2024-25	· · · · · · · · · · · · · · · · · · ·						
~	Total no. of policy complaints (upto	0.04						
6	Q1 2024-25) per 10,000 policies	0.84						
	(upto Q1 2024-25)							
	Total No . of Claim Complaints (upto							
7	Q1 2024-25) per 10,000 claims	9.19						
-	registered (upto Q1 2024-25)							
			Complain	te mado hv			l	
	Duration wise Pending Status	Complaints ma	ade by customers	Complaints made by Intermediaries		Total		
8					Percentage			
•	Duration moet chang status	Number	Percentage to Pending	Number	to Pending	Number	Percentage to	
		Namber	complaints	Number	complaints	Number	Pending complaints	
-	Lin to 15 days	172	3%			172	3%	
	Up to 15 days	0	0%	0	0	0	0%	
٤١	15 - 30 days	0	0%	0	0	0	0%	
			0%	0	0	0	0%	
c)	30 - 90 days	0	V 70	0	-	-		
c)	90 days & Beyond	0	30/	•	0			
c)		0 172	3%	0	0	172	3%	
c) d)	90 days & Beyond Total Number of Complaints	172		0	0	172	3%	
c) d) Note :- (90 days & Beyond Total Number of Complaints (a) Opening balance should tally with	172 n the closing balance of	of the previous quarter.	0	0	172	3%	
c) d) Note :- ((b	90 days & Beyond Total Number of Complaints (a) Opening balance should tally with) Complaints reported should be net c	172 In the closing balance of duplicate complaint	of the previous quarter. s		0	172	3%	
c) d) Note :- ((b (c)	90 days & Beyond Total Number of Complaints (a) Opening balance should tally with) Complaints reported should be net c) No. of policies should be new policie	172 n the closing balance o of duplicate complaint es (both individual an	of the previous quarter. s d group) net of cancellati		0	172	3%	
c) d) Note :- (b (c) (d	90 days & Beyond Total Number of Complaints (a) Opening balance should tally with) Complaints reported should be net c) No. of policies should be new policie) Claims should be no. of claims repor	172 n the closing balance o of duplicate complaint es (both individual an rted during the period	of the previous quarter. s d group) net of cancellati	ons	0	172	3%	
c) d) Note :- (b (c) (d	90 days & Beyond Total Number of Complaints (a) Opening balance should tally with) Complaints reported should be net c) No. of policies should be new policie	172 n the closing balance o of duplicate complaint es (both individual an rted during the period	of the previous quarter. s d group) net of cancellati	ons	0	172	3%	