

**ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED**

**FORM L-41 GRIEVANCE DISPOSAL  
GRIEVANCE DISPOSAL SCHEDULE**

**Date: 30th September 2010**

<b>SI No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>	<b>Complaints Pending</b>
<b>1</b>	<b>Complaints made by customers</b>	<b>1651</b>	<b>12902</b>	<b>12284</b>	<b>2269</b>
	a) Sales Related	1028	9894	9477	1445
	b) New Business Related	19	385	343	61
	c) Policy Servicing related	347	2348	2214	481
	d) Others	257	275	250	282
<b>2</b>	<b>Complaints made by intermediaries</b>	<b>9</b>	<b>34</b>	<b>42</b>	<b>1</b>
	a) Advisor Servicing related	9	34	42	1
	<b>Total Number</b>	<b>1660</b>	<b>12936</b>	<b>12326</b>	<b>2270</b>

  

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
	a) Less than 15 days	1439	0	1439
	b) Greater than 15 days	830	1	831
	<b>Total Number</b>	<b>2269</b>	<b>1</b>	<b>2270</b>

# As per the new IRDA Grievance definition Legal notice data has been added this quarter resulting in difference in opening balance

# As per the new IRDA Grievance definition Advisor related grievances have been excluded with effect from August 1, 2010

# All the numbers reported above are non unique grievance / complaints