

YTD

Jun'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	175	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	175	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

YTD

May'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	106	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	106	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

YTD

Apr'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	48	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	48	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 25-26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	868	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	868	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 24-25		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	893	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	893	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

FY 23-24		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	977	100.00%
Resolved within 16-30 days	0	0.00%
Resolved within 31-60 days	0	0.00%
Resolved above 60 days	0	0.00%
Pending* at end of period	0	0.00%
	977	

*Pending refers to the grievances received during the reposting period that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 15 days.

Policy servicing	Apr'26	May'26	Jun'26
Closed within 7 days	99.97%	99.97%	99.98%
Closed within 8-15 days	0.03%	0.03%	0.02%
Closed within 16-30 days	0.00%	0.00%	0.00%
Closed within 31-60 days	0.00%	0.00%	0.00%
Closed above 60 days	0.00%	0.00%	0.00%
Unaddressed* at end of period	0.00%	0.00%	0.00%