

		YTD
Jul'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	257	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%
	257	

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

		YTD
July'26		
Policy servicing	Nos	Proportion
Closed within 7 days	12338	99.98%
Closed within 8-15 days	3	0.02%
Closed within 16-30 days	0	0.00%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
	12341	

*Unaddressed refers to the Service Requests received during a given month that remain unresolved as of the reporting date and are within the prescribed turnaround time (TAT) of 7 days.