		YTD
Oct'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	444	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%
Total	444	

*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
Sep'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	367	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%
Total	367	

*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
Aug'26		
Grievance Redressal	Nos	Proportion
Resolved within 15 days	306	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%
Total	306	

*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
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%
Total	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
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%
Total	175	

*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
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%
Total	106	

*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
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%
Total	48	

*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.

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%
Total	868	

*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.

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%
Total	893	

*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.

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%
Total	977	

*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
Oct-26		
Policy servicing	Nos	Proportion
Closed within 7 days	21508	99.93%
Closed within 8-15 days	15	0.07%
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%
	21523	100%

*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.

		YTD
Sep-26		
Policy servicing	Nos	Proportion
Closed within 7 days	18478	99.92%
Closed within 8-15 days	15	0.08%
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%
Total	18493	100%

*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.

		YTD
Aug-26		
Policy servicing	Nos	Proportion
Closed within 7 days	15132	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%
Total	15135	

*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.

		YTD
Jul'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%
Total	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.

		YTD
Jun'26		
Policy servicing	Nos	Proportion
Closed within 7 days	3038	100.00%
Closed within 8-15 days	0	0.00%
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%
Total	3038	

*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.

		YTD
May'26		
Policy servicing	Nos	Proportion
Closed within 7 days	2996	99.97%
Closed within 8-15 days	1	0.03%
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%
Total	2997	

*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.

		YTD
Apr'26		
Policy servicing	Nos	Proportion
Closed within 7 days	3317	99.97%
Closed within 8-15 days	1	0.03%
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%
Total	3318	

*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.

FY 25-26		
Policy servicing	Nos	Proportion
Closed within 7 days	39756	99.86%
Closed within 8-15 days	46	0.12%
Closed within 16-30 days	11	0.03%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	39813	

*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.

FY 24-25		
Policy servicing	Nos	Proportion
Closed within 7 days	33979	99.80%
Closed within 8-15 days	40	0.12%
Closed within 16-30 days	28	0.08%
Closed within 31-60 days	0	0.00%
Closed above 60 days	0	0.00%
Unaddressed* at end of period	0	0.00%
Total	34047	

*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.

FY 23-24		
Policy servicing	Nos	Proportion
Closed within 7 days	28674	97.18%
Closed within 8-15 days	833	2.82%
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%
Total	29507	

*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.