

**Efficacy of Grievance redressal (TAT adherence for grievance resolution)-**  
**FY26**

| <b>TAT*</b>        | <b>FY26 count</b> | <b>FY26 % Adherence</b> |
|--------------------|-------------------|-------------------------|
| <b>&lt;15 days</b> | 24,929            | 93.20%                  |
| <b>&lt;30 days</b> | 26,473            | 99.00%                  |
| <b>&lt;60 days</b> | 26,685            | 99.80%                  |
| <b>Overall</b>     | 26,741*           | 100%                    |

**\*Note-**

- On a sample size of 2000+ servicing related grievances, 24% were non- serviceable as per extant regulatory/contractual norms
- TATs have been calculated on the principle of business days or working days
- Grievances regarding group business and claims are same as reported in public disclosures on grievances