

Efficacy of Grievance redressal (TAT adherence for grievance resolution)-
Q1 FY27

TAT*	Q1 FY27 count	Q1 FY27 % Adherence
<15 days	5,688	97.2%
<30 days	5,818	99.4%
<60 days	5,846	99.9%
Overall	5,854*	100.0%

***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