



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q2-2016-17

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 30.06.2016	ADDITIONS	ESCALATED	COMPLAINTS DISPOSED DURING QUARTER 2 2016-17			COMPLAINTS PENDING AS ON 30.09.2016	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	4	0	2	0	2	0	17
b)	Claim	249	1147	30	720	82	386	238	2301
c)	Policy Related	23	270	0	235	9	34	15	577
d)	Premium	2	40	0	37	1	4	0	96
e)	Refund	6	40	0	29	2	14	1	100
f)	Coverage	1	13	0	7	1	2	4	30
g)	Cover Note Related	1	10	0	9	1	0	1	24
h)	Product	1	1	0	1	1	0	0	2
i)	Others	40	254	3	194	18	57	28	544
	Total No. of complaints	323	1779	33	1234	115	499	287	3691

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4083226
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	700252
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4463763
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	993439
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.42
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.55

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	112		112
b)	7 - 15 DAYS	47		47
c)	15 - 30 DAYS	40		40
d)	30 - 90 DAYS	75		75
e)	90 DAYS & BEYOND	13		13
	TOTAL NO. OF COMPLAINTS	287	0	287