



## PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

## GRIEVANCE DISPOSAL

Q1-2016-17

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2016	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 1 2016-17			COMPLAINTS PENDING AS ON 30.06.2016	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEP	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	13	12	0	1	0	13
b)	Claim	16	1188	631	39	285	249	1222
c)	Policy Related	2	310	258	6	25	23	313
d)	Premium	0	56	41	6	7	2	56
e)	Refund	0	60	37	0	17	6	60
f)	Coverage	0	17	9	1	6	1	17
g)	Cover Note Related	0	14	12	0	1	1	14
h)	Product	0	1	0	0	0	1	1
i)	Others	0	295	203	7	45	40	300
	Total No. of complaints	18	1954	1203	59	387	323	1996

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4069409
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	606143
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4287148
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	889826
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.10
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	13.35

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	113		113
b)	7 - 15 DAYS	47		47
c)	15 - 30 DAYS	76		76
d)	30 - 90 DAYS	83		83
e)	90 DAYS & BEYOND	4		4
	TOTAL NO. OF COMPLAINTS	323	0	323