



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q1-2017-18

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 ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	9	6	0	0	3	9
b)	Claim	99	1687	830	93	381	482	1687
c)	Policy Related	2	329	272	19	21	19	329
d)	Premium	0	73	58	7	5	3	73
e)	Refund	1	49	32	3	8	7	49
f)	Coverage	1	26	11	1	8	7	26
g)	Cover Note Related	0	13	12	0	1	0	13
h)	Product	0	5	4	0	1	0	5
i)	Others	10	328	227	18	34	59	328
	Total No. of complaints	113	2519	1452	141	459	580	2519

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4287148
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	889826
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	5961820
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1384978
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.18
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	12.18

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	128		128
b)	7 - 15 DAYS	97		97
c)	15 - 30 DAYS	140		140
d)	30 - 90 DAYS	194		194
e)	90 DAYS & BEYOND	21		21
	TOTAL NO. OF COMPLAINTS	580	0	580