



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q3-2016-17

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	10	0	0	3	30
b)	Claim	238	1122	659	53	347	301	3487
c)	Policy Related	15	259	208	8	37	21	839
d)	Premium	0	67	41	0	14	12	163
e)	Refund	1	31	20	1	4	7	131
f)	Coverage	4	14	7	0	5	6	44
g)	Cover Note Related	1	9	9	1	0	0	33
h)	Product	0	2	0	0	2	0	4
i)	Others	28	229	170	5	38	44	781
	Total No. of complaints	287	1746	1124	68	447	394	5512

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4069304
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	774816
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4300576
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1070864
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.92
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	10.48

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	97		97
b)	7 - 15 DAYS	76		76
c)	15 - 30 DAYS	80		80
d)	30 - 90 DAYS	109		109
e)	90 DAYS & BEYOND	32		32
	TOTAL NO. OF COMPLAINTS	394	0	394