



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q4-2016-17

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.01.2017	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 4 2016-17			COMPLAINTS PENDING AS ON 31.03.2017	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	3	12	14	1	0	0	42
b)	Claim	301	1366	1063	92	413	99	4853
c)	Policy Related	21	364	336	14	33	2	1203
d)	Premium	12	99	89	6	16	0	262
e)	Refund	7	46	44	3	5	1	177
f)	Coverage	6	22	17	1	9	1	66
g)	Cover Note Related	0	8	8	0	0	0	41
h)	Product	0	2	2	0	0	0	6
i)	Others	44	303	276	11	50	10	1084
	Total No. of complaints	394	2222	1849	128	526	113	7734

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	5199042
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	915673
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	5685806
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1075392
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.51
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	12.7

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	36		36
b)	7 - 15 DAYS	28		28
c)	15 - 30 DAYS	26		26
d)	30 - 90 DAYS	20		20
e)	90 DAYS & BEYOND	3		3
	TOTAL NO. OF COMPLAINTS	113	0	113