



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

QUARTER IV 2011-12

Sl.No.	Particulars	Opening Balance (01.01.2012)	Additions (01.01.2012 to 31.03.2012)	Complaints Resolved (01.01.2012 TO 31.03.2012)			Complaints pending (31.03.2012)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	31	1	2	5	21	4
b)	Policy Administration Related	25	67	42	6	3	41
c)	Insurance Policy Coverage related	12	12	9	2	12	1
d)	Claims related	995	1802	893	721	905	278
e)	Others	37	60	23	17	45	12
	Total Number	1100	1942	969	751	986	336
2	Duration wise Pending Status	Complaints made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days	0	0	0			
b)	Greater than 15 days	336	0	336			
	Total Number	336	0	336			