



FORM NL-45-GREIVANCE DISPOSAL
UNITED INDIA INSURANCE COMPANY LIMITED

UNITED INDIA INSURANCE COMPANY LIMITED								For the Quarter: Q3 2021-22
GRIEVANCE DISPOSAL								Date: 31.12.2021
SI No.	Particulars	Opening Balance as on 01/07/2021	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claims Related	127	1030	559	150	281	167	3456
c)	Policy Related	6	155	124	2	21	14	491
d)	Premium Related	5	25	21	1	7	1	129
e)	Refund Related	6	32	25	5	5	3	101
f)	Coverage Related	0	9	3	1	4	1	35
g)	Cover Note Related	1	0	1	0	0	0	7
h)	Product Related	1	3	4	0	0	0	9
i)	Others (to be specified)	24	203	144	26	31	26	666
	Total	170	1457	881	185	349	212	4896

2	Total No. of policies during previous year:	1,08,33,855
3	Total No. of claims during previous year:	51,22,992
4	Total No. of policies during current year:	94,34,215
5	Total No. of claims during current year:	62,05,454
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.53
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	5.57

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	153	72.16	0	0	153	72.16
b)	15 - 30 days	17	8.01	0	0	17	8.01
c)	30 - 90 days	35	16.5	0	0	35	16.5
d)	90 days & Beyond	7	3.3	0	0	7	3.3
	Total Number of Complaints	212	99.97	0	0	212	99.97

Note :-

- (a) Opening balance should tally with the closing balance of the previous quarter.
- (b) Complaints reported should be net of duplicate complaints
- (c) No. of policies should be new policies (both individual and group) net of cancellations
- (d) Claims should be no. of claims reported during the period
- (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.