



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

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Version: 1  
For the Quarter: Q4 2021-22  
Date: 31.03.2022

Sl No.	Particulars	Opening Balance as on 01.01.2022	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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claims Related	167	969	660	182	264	30	4425
c)	Policy Related	14	147	127	7	27	0	638
d)	Premium Related	1	39	29	3	8	0	168
e)	Refund Related	3	33	27	3	5	1	134
f)	Coverage Related	1	14	8	0	7	0	49
g)	Cover Note Related	0	3	3	0	0	0	10
h)	Product Related	0	6	4	1	1	0	15
i)	Others (to be specified)	26	148	129	13	29	3	814
	<b>Total</b>	<b>212</b>	<b>1359</b>	<b>987</b>	<b>209</b>	<b>341</b>	<b>34</b>	<b>6255</b>

<b>2</b>	<b>Total No. of policies during previous year:</b>	<b>1,47,83,311</b>					
<b>3</b>	<b>Total No. of claims during previous year:</b>	<b>70,50,972</b>					
<b>4</b>	<b>Total No. of policies during current year:</b>	<b>1,29,84,546</b>					
<b>5</b>	<b>Total No. of claims during current year:</b>	<b>91,49,482</b>					
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	<b>1.41</b>					
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	<b>4.84</b>					
<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>		<b>Complaints made by Intermediaries</b>		<b>Total</b>	
		<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>
a)	Up to 15 days	26	76.47			26	76.47
b)	15 - 30 days	6	17.64			6	17.64
c)	30 - 90 days	2	5.88			2	5.88
d)	90 days & Beyond	0	-			0	-
	<b>Total Number of Complaints</b>	<b>34</b>	<b>100.00</b>			<b>34</b>	<b>100.00</b>

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.