



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

Version: 1/ DOS-28-10-2022

For the Quarter: Q1 2022-23

GRIEVANCE DISPOSAL

Date: 30.06.2022

SI No.	Particulars	Opening Balance as on 01.04.2022	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		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claims Related	30	974	532	121	238	113	974
c)	Policy Related	0	144	110	19	11	4	144
d)	Premium Related	0	28	16	7	5	0	28
e)	Refund Related	1	20	13	1	5	2	20
f)	Coverage Related	0	9	5	0	2	2	9
g)	Cover Note Related	0	2	1	0	1	0	2
h)	Product Related	0	3	2	0	0	1	3
i)	Others (to be specified)	3	151	90	17	31	16	151
	Total	34	1331	769	165	293	138	1331

2	Total No. of policies during previous year:	26,69,674
3	Total No. of claims during previous year:	10,76,102
4	Total No. of policies during current year:	26,49,332
5	Total No. of claims during current year:	16,04,363
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.35
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	6.07

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	112	81.16			112	81.16
b)	15 - 30 days	19	13.77			19	13.77
c)	30 - 90 days	6	4.34			5	4.34
d)	90 days & Beyond	1	0.73			1	0.73
	Total Number of Complaints	138	100.00			138	100.00

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.