

FORM NL-41 GRIEVANCE DISPOSAL FOR THE PERIOD 2005-06

Insurer: UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL

SI.No.	Particulars	Opening Balance (01.04.2005)	Additions during the year 2005-06	Complaints Resolved (01.04.2005 TO 31.03.2006)			Complaints pending (31.03.2006)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales related	0	9	5	2	2	0
	b) Policy Administration Related	0	21	7	3	11	0
	c) Insurance Policy Coverage related	0	0	0	0	0	0
	d) Claims related	385	672	131	194	331	401
	e) Others	0	0	0	0	0	0
	Total Number	385	702	143	199	344	401
	2 Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
	a) Less than 15 days	40	0	40			
	b) Greater than 15 days	361	0	361			
	Total Number	401	0	401			