



UNITED INDIA INSURANCE COMPANY LIMITED

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**STUDY VISIT OF PARLIAMENTARY STANDING COMMITTEE ON
PERSONNEL, PUBLIC GRIEVANCES, LAW AND JUSTICE AT
CHENNAI ON 28TH APRIL, 2022.**

**REPLIES TO THE QUESTIONNAIRE ON
THE REVIEW OF IMPLEMENTATION OF RTI ACT, 2005**

Q1. Please provide following information related to the implementation of the RTI Act in your organization during past 3 years (2019, 2020 & 2021):

(i) the number of requests made: -

UIICL REPLY :

FINANCIAL YEAR	APPLICATIONS RECEIVED
2019-2020	2150
2020-2021	1875
2021-2022	1505

(ii) the number of requests where first appeal was preferred by the applicant; -

UIICL REPLY :

FINANCIAL YEAR	APPEALS RECEIVED
2019-2020	297
2020-2021	248
2021-2022	187

- (iii) the number of appeals referred to the Central Information Commission, for review, the nature of such appeals and the outcome of those appeals: -

UIICL REPLY :

FINANCIAL YEAR	NO. OF APPEALS REFERRED TO CIC
2019-2020	26
2020-2021	14
2021-2022	14

Nature of appeal – Majority of the Appeals to Hon’ble CIC were regarding Promotion, Confidential Reports and Salary Related. Most Appeals were decided in favour of company and in very few there were mild advisories from CIC which is immediately complied with.

- (iv) Particulars of any disciplinary action taken against any officer in respect of the administration of the RTI Act, on the orders of the CIC, first appellate authority or any other authority; -

UIICL REPLY :

No Disciplinary Action was ordered by CIC.

- (v) Year-wise amount of charges collected under the Act (copy of charges levied by your organization for furnishing of various types of information under the Act may also be provided).

UIICL REPLY :

FINANCIAL YEAR	REGISTERED FEES (Rs.)	ADDITIONAL FEES (Rs.)	TOTAL (Rs.)
2019-2020	20100	20540	40640
2020-2021	17820	25062	42882
2021-2022	12023	44761	56784

Q2. Please provide details of CPIOs/PIOs/APIOs of your organization (including HQ and branch/subordinate offices) appointed under

UIICL REPLY :

Annexure I attached.

Q3. Based on the nature of RTI requests received by your organization in the recent past, broadly under what categories [such as personnel matters, business area (public authority's core function), procurement, others etc.] the RTI requests received may be classified? Whether those areas have been identified and analysed under which the RTI requests are increasing? If so, whether such information has been made available on the organization's website under *suo motu* disclosures?

UIICL REPLY :

The RTI requests are mainly based on the following –

- a) Personnel Matters
- b) Pension Details
- c) Grievance relating to Health Insurance Claims.

Steps taken by the organization with regard to the above RTI requests –

- a) Personnel matters - After analysis of RTI queries, the Annual Performance Appraisal Report (APAR) is now made available/can be viewed by the employee on our Intranet site. The Promotion exam results are declared with marks. Seniority list is also put up on the intranet site. This has brought in transparency in our Promotion exercise and resulted in reduction in RTI applications.
- b) Pension Details – Pension statement is given to the employee. A Nodal Officer has been appointed for redressing pension related issues.
- c) Grievance relating to Health Insurance claims. - Detailed reasons with the Clause / Condition elaborated under which the claim has been decided on / rejected is given to the customer. Complete details of deductions with break up is given to the Insured.

Q4. How many requests (percentage of total request received) have been rejected by your organization during the year 2021 citing various provisions of the RTI Act? Whether internal steps such as training, sensitizing PIOs, better mechanism/ process to access information etc., are being taken by your organization to minimize such rejection?

UIICL REPLY :

10% of the requests have been rejected during the year 2021. Yes, periodically training sessions are conducted to minimize such rejections. We also conduct RTI Workshop for CPIO's from Head Office.

Q5. How many appeals during past 3 years have been upheld in favour of the applicant by the CIC when both CPIO and First Appellate Authority have rejected the RTI request? Please furnish details. Based on this information do you feel that first appeal is effectively implemented in your public authority?

UIICL REPLY :

FINANCIAL YEAR	COMPANY FAVOURABLE	APPLICANT FAVOURABLE	GRAND TOTAL
2019-2020	24	2	26
2020-2021	13	1	14
2021-2022	14	0	14

First appeal is effectively implemented.

Q6. Section 4(1)(a) of the RTI Act says “*maintain all its records duly catalogued and indexed in a manner and the form which facilitates the RTI under the Act*”. Whether your organization is conforming to such requirements of the Act and whether practices / procedures of your organization have been revisited to in order to synchronise with such requirements of the Act?

UIICL REPLY :

Yes. All the records are duly catalogued and indexed, as required by the RTI Act.

Q7. Section 4(1)(a) of the RTI Act says that “..ensure all records that are appropriate to be computerised are, within a reasonable time and subject to availability of resources, computerised and connected through a network all over the country on different systems so that access to such records is facilitated”. Have you analysed what kinds of data are appropriate to be computerised and placed on your website? Please describe the steps taken by your organization in this regard and your future action plan for computerization?

UIICL REPLY :

The Company's end to end operations are fully computerised across all offices on a centralized software platform. Access to records is facilitated for authorised employees. Customers can access information pertaining to their policies or claims through Internet from the Company's website.

Q8. Section 4(1)(b) of the Act prescribes certain requirements for the public authorities as listed below. Kindly complete the table below:

Requirements under 4(1)(b) Clause	Published? (Y/ N)	Frequency of updation?	Who is responsible for updation?	Setup system for Feedback / Social Audit? (Y/ N)
(i) to (xvii)				

UIICL REPLY :

Requirements under 4(1)(b) Clause	Published? (Y/ N)	Frequency of updation?	Who is responsible for updation?	Setup system for Feedback / Social Audit? (Y/ N)
(i) to (xvii)	Y	As and when required.	Concerned Department.	Yes. Feed back system in the form of interaction through Meetings with unions/ associations and employee groups/ grievance system

Q9. Section 4(1)(c) of the Act says “*publish all relevant facts while formulating important policies or announcing decisions which affect the public*”. What are the three most important policies formulated in your Organization in the recent past? Are these three policies published on the website? Were the relevant facts published while the above mentioned policies were being formulated?

UIICL REPLY :

Yes.

1. Policy for Protection of Policyholders’ Interest, Customer Grievance Redressal Mechanism
2. Fraud Risk Management Policy
3. Whistleblower Policy

Q10. Section 4(1)(d) of the Act says “*provide reasons for its administrative or quasi-judicial decisions to affected persons*”. List three decisions of the recent past where the affected persons have been given reasons of the decisions?

UIICL REPLY :

1) RTI Ref. No. UIICL/R/E/21/00320) – application of Sri. K. Manoj Kumar Sharma – The applicant has been furnished with the

- Marks secured by him for the parameters of selection for promotion to cadre of Scale III in the Promotion Exercise 2021-22,
- Cut-off marks (of the last selected candidate),
- His APAR calculation work sheet for the past three years
- Parameters considered for promotion.

2) RTI Ref. No. UIICL/R/E/21/00319) – application of Sri Satya Pal Singh – The applicant has been furnished with the

- APAR marks secured by him for various parameters for the past three years,
- His marks for APAR (average of three years), seniority, total marks,
- Cut-off marks of selection.

3) RTI Ref. No. UIICL/R/E/2200050) – Application of Sri Bhasyam Siva Prasad – In the recruitment for the post of Assistant, the applicant has been furnished with

- Cut-off marks of selection in the recruitment exercise
- His status for non selection / reason for his non-selection.

Q11. Section 4(2) of the Act says “*provide as much information suo motu to the public at regular intervals through various means of communication, including internet, so that the public have minimum resort to the use of this Act to obtain information*”. Name any three proactive disclosures that your organization has done other than the requirements under section 4(1)(b)?

UIICL REPLY :

Product Information and Links, “Customer Services” tab, “Information Centre” tab on our website www.uiic.co.in hosts information for the clients to verify in respect of their policies, claims etc.

Q12. To ensure implementation of various provisions of Section 4 of the RTI Act, 2005, guidelines have been issued *vide* DoPT's O.M. No. 1/6/2011-IR dated 15.04.2013 and were subsequently amended in 2016 and 2019. These guidelines, *inter-alia*, provide for third party audit of proactive disclosure by Public Authority. Whether your organization has carried out any third party audit so far? If so, the details therefor and if not, the reasons thereof.

UIICL REPLY :

Third Party Audit has not been conducted so far. However, we have conducted Transparency Audit for the years 2018-19, 2019-2020 & 2020-2021 as per advises of DFS. The Self Appraisal Report in the DFS prescribed format has been uploaded in the designated site.

Q13. Whether facility to file online RTI application through DoPT's 'RTI Online portal' (<https://rtionline.gov.in/>) has been made available to the applicants with respect to your organization? If no, reasons for the same may be furnished.

UIICL REPLY :

Yes, Facility has been provided in the RTI portal by our Company for filing RTI applications online.

Q14. Whether training programmes are being imparted by your organization to the CPIOs/Appellate Authorities/employees in general on various aspects of the Act? Please furnish details.

UIICL REPLY :

Yes. Regular training programmes and RTI workshops are conducted by our Company.

Q15. Based on the experience of last 15years on implementation of the RTI Act in your organization, what are your suggestions for improvements in the Act?

UIICL REPLY :

The Act by itself is very robust. However, we suggest the following improvements in the Act.

- 1) Majority of the applications received are personal in nature, our suggestion is that there should be a restriction on using the Act for seeking information which are purely personal such as promotion, transfer, disciplinary proceedings and related issues.
- 2) Some capping on the number of queries and applications by single individual could be introduced. We may suggest that there should be some express provision to deal with cases of repetitive RTI applicants / RTI activists which put frequent RTIs on the similar subject matter detrimental to the interest for which RTI Act is formed and taking too much time of the CPIOs / public servants.
- 3) Reasons for seeking particular information should also be sought for, from the applicant.
- 4) A Notice may be carried on RTI website highlighting the primary purpose of the Act, so that members of public are reminded of the same
- 5) The RTI Fees was fixed in 2005. This could be revised to minimum Rs.100/- in order to help avoid frivolous applications.

Q16. What are your suggestions for improvements in the RTI data reporting mechanism?

UIICL REPLY :

The Data Reporting Mechanism is quite complete in all aspects.

In our view, the RTI data reporting mechanism is comprehensive and provides for capture of data on manifold aspects. As the system is robust and comprehensive, we do not have any suggestions for improvement at the current juncture.

Q17. Do you feel that by implementing the RTI Act, your organisation has obtained the goodwill of the public; and the transparency & accountability of your organisation has increased?

UIICL REPLY :

Yes, by implementing the RTI Act in our Company, there is an increase in transparency and accountability. This has resulted in reduction in grievances and RTI applications.
