



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

Version: 1 23.12.2022

For the Quarter: Q2 2021-22

Date: 30.09.2022

SI No.	Particulars	Opening Balance as on 01.07.2022	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	4	4	0	0	0	4
b)	Claims Related	113	1043	591	121	282	162	2017
c)	Policy Related	4	190	147	10	27	10	334
d)	Premium Related	0	27	22	2	3	0	55
e)	Refund Related	2	50	29	3	14	6	70
f)	Coverage Related	2	10	6	4	1	1	19
g)	Cover Note Related	0	2	1	0	0	1	4
h)	Product Related	1	4	2	1	1	1	7
i)	Others (to be specified)	16	183	120	28	27	24	334
	Total	138	1513	922	169	355	205	2844

2	Total No. of policies during previous year:	60,62,128
3	Total No. of claims during previous year:	40,29,372
4	Total No. of policies during current year:	56,99,985
5	Total No. of claims during current year:	26,75,689
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.45
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	7.54

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	152	74.15	0	0	152	74.15
b)	15 - 30 days	25	12.19	0	0	25	12.19
c)	30 - 90 days	27	13.17	0	0	27	13.17
d)	90 days & Beyond	1	0.49	0	0	1	0.49
	Total Number of Complai	205	100	0	0	205	100

Note :-

(a) Opening balance should tally with the closing balance of the previous quarter.