

FORM NL 41 GRIEVANCE DISPOSAL FOR THE QUARTER 01.04.2011 TO 30.06.2011

Insurer : UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL - I QUARTER ENDING 30 JUNE 2011

Sl.No.	Particulars	Opening Balance (01.04.2011)	Additions (01.04.2011 to 30.06.2011)	Complaints Resolved (01.04.2011 TO 30.06.2011)			Complaints pending (30.06.2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	7	60	25	3	6	33
b)	Policy Administration Related	8	92	38	12	20	30
c)	Insurance Policy Coverage related	1	38	3	13	6	17
d)	Claims related	553	938	513	95	251	632
e)	Others	30	64	31	18	18	27
	Total Number	599	1192	610	141	301	739
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days	119	13	132			
b)	Greater then 15 days	587	20	607			
	Total Number	706	33	739			

**M R VIJAY
MANAGER**