

FORM NL-41 GRIEVANCE DISPOSAL for the quarter 1.01.11 to 31.03.11

Insurer: UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL - IV QUARTER

Sl.No.	Particulars	Opening Balance (01.01.2011)	Additions (01.01.2011 to 31.03.2011)	Complaints Resolved (01.01.2011 TO 31.03.2011)			Complaints pending (31.03.2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	63	218	74	35	165	7
b)	Policy Administration Related	68	101	99	27	35	8
c)	Insurance Policy Coverage related	39	83	43	19	59	1
d)	Claims related	1326	1425	854	235	1109	553
e)	Others	51	229	37	3	210	30
	Total Number	1547	2056	1107	319	1578	599
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days	411	0	411			
b)	Greater than 15 days	188	0	188			
	Total Number	599	0	599			

(M R VIJAY)
MANAGER