



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 1 2021-22

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2021	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 1 2021-22			COMPLAINTS PENDING AS ON 30.06.2022	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	1	0	1	0	0	0	1
b)	Claim	86	1123	58	660	134	287	186	1181
c)	Policy Related	1	171	1	130	16	14	13	172
d)	Premium	2	62	0	27	7	19	11	62
e)	Refund	1	28	0	16	1	9	3	28
f)	Coverage	2	12	0	9	2	2	1	12
g)	Cover Note Related	0	2	0	2	0	0	0	2
h)	Product	0	1	0	1	0	0	0	1
i)	Others	12	214	3	141	17	41	30	217
	Total No. of complaints	104	1614	62	987	177	372	244	1676

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	3015778
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	574118
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	2669674
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1076102
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.04
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	10.97

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY	COMPLAINTS MADE BY	TOTAL
a)	UPTO 7 DAYS	95	0	95
b)	7 - 15 DAYS	39	0	39
c)	15 - 30 DAYS	57	0	57
d)	30 - 90 DAYS	46	0	46
e)	90 DAYS & BEYOND	7	0	7
	TOTAL NO. OF COMPLAINTS	244	0	244