



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 4 2020-21

S.NO	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2020	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 4 2020-21			COMPLAINTS PENDING AS ON 31.03.2021	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	763	102	403	200	262	0	865
b)	Claim	132	4643	178	2747	775	1345	86	4821
c)	Policy Related	6	924	7	628	98	210	1	931
d)	Premium	2	216	3	135	37	47	2	219
e)	Refund	7	156	3	80	40	45	1	159
f)	Coverage	0	68	0	32	11	23	2	68
g)	Cover Note Related	0	14	0	11	2	1	0	14
h)	Product	0	14	0	11	1	2	0	14
i)	Others	12	1073	25	641	188	269	12	1098
	Total No. of complaints	159	7871	318	4656	1271	2317	104	8189

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	16508340
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	4866214
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	14783311
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	7050972
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.54
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	6.84

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY	COMPLAINTS MADE BY	TOTAL
a)	UPTO 7 DAYS	49		49
b)	7 - 15 DAYS	13		13
c)	15 - 30 DAYS	19		19
d)	30 - 90 DAYS	23		23
e)	90 DAYS & BEYOND	0		0
	TOTAL NO. OF COMPLAINTS	104		104