



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR 2014-15

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2014	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 1 2014-15			COMPLAINTS PENDING AS ON 30.06.2014	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	7	7	0	0	0	7
b)	Claim	88	876	329	49	231	355	876
c)	Policy Related	5	255	176	13	5	66	255
d)	Premium	5	56	43	2	6	10	56
e)	Refund	3	15	12	0	0	6	15
f)	Coverage	1	9	1	2	2	5	9
g)	Cover Note Related	0	16	15	0	1	0	16
h)	Product	2	4	3	0	2	1	4
i)	Others	5	183	96	11	16	65	183
	Total No. of complaints	109	1421	682	77	263	508	1421

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4370908
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	209879
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4880317
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	294316
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.74
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	29.76

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	160	143	303
b)	7 - 15 DAYS	27	15	42
c)	15 - 30 DAYS	29	31	60
d)	30 - 90 DAYS	43	44	87
e)	90 DAYS & BEYOND	1	15	16
	TOTAL NO. OF COMPLAINTS	260	248	508