



FORM NL-45-GREIVANCE DISPOSAL
UNITED INDIA INSURANCE COMPANY LIMITED

For Quarter:Q2 2021-22

Date: 30.09.2021

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance as on 01/07/2021	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	0	0	1	0	2
b)	Claims Related	186	1245	742	217	345	127	2426
c)	Policy Related	13	164	140	11	20	6	336
d)	Premium Related	11	42	27	0	21	5	104
e)	Refund Related	3	41	30	4	4	6	69
f)	Coverage Related	1	14	11	0	4	0	26
g)	Cover Note Related	0	5	4	0	0	1	7
h)	Product Related	0	5	3	0	1	1	6
i)	Others (to be specified)	30	246	182	21	49	24	463
	Total	244	1763	1139	253	445	170	3439

2	Total No. of policies during previous year:	69,06,372
3	Total No. of claims during previous year:	34,31,823
4	Total No. of policies during current year:	60,62,128
5	Total No. of claims during current year:	40,29,372
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.67
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	6.02

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	133	78.24	0	0	133	78.24
b)	15 - 30 days	14	8.23	0	0	14	8.23
c)	30 - 90 days	21	12.35	0	0	21	12.35
d)	90 days & Beyond	2	1.18	0	0	2	1.18
	Total Number of Complai	170	100	0	0	170	100

- Note :-
- Opening balance should tally with the closing balance of the previous quarter.
 - Complaints reported should be net of duplicate complaints
 - No. of policies should be new policies (both individual and group) net of cancellations
 - Claims should be no. of claims reported during the period
 - For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.