



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

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For the Quarter: Q4 2022-23

**GRIEVANCE DISPOSAL**

Version: 1

SI No.	Particulars	Opening Balance as on 01.01.2023	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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	7	6	0	1	0	12
b)	Claims Related	233	1870	1547	230	320	6	5351
c)	Policy Related	24	296	276	24	20	0	872
d)	Premium Related	3	27	26	1	3	0	103
e)	Refund Related	11	89	88	5	7	0	214
f)	Coverage Related	2	16	16	0	2	0	39
q)	Cover Note Related	0	2	2	0	0	0	8
h)	Product Related	0	8	5	1	2	0	19
i)	Others (to be specified)	20	267	210	35	39	3	780
	<b>Total</b>	<b>293</b>	<b>2582</b>	<b>2176</b>	<b>296</b>	<b>394</b>	<b>9</b>	<b>7398</b>

2	Total No. of policies during previous year:	1,29,84,546
3	Total No. of claims during previous year:	91,49,482
4	Total No. of policies during current year:	1,28,92,802
5	Total No. of claims during current year:	57,43,914
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.59
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	9.32

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	9	100	0	0	9	100
b)	15 - 30 days	0	0	0	0	0	0
c)	30 - 90 days	0	0	0	0	0	0
d)	90 days & Beyond	0	0	0	0	0	0
	<b>Total Number of Complai</b>	<b>9</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>100</b>

- 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.