

FORM NL-41 GRIEVANCE DISPOSAL FOR THE PERIOD 2006-07

Insurer: UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL

SI.No.	Particulars	Opening Balance (01.04.2006)	Additions during the year 2006-07	Complaints Resolved (01.04.2006 TO 31.03.2007)			Complaints pending (31.03.2007)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales related	0	34	19	13	2	0
	b) Policy Administration Related	0	14	9	3	2	0
	c) Insurance Policy Coverage related	0	0	0	0	0	0
	d) Claims related	401	961	204	306	510	342
	e) Others	0	0	0	0	0	0
	Total Number	401	1009	232	322	514	342
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
	a) Less than 15 days	34	0	34			
	b) Greater than 15 days	308	0	308			
	Total Number	342	0	342			

**(M R VIJAY)
MANAGER**