

**FORM NL-41 GRIEVANCE DISPOSAL****Insurer: UNITED INDIA INSURANCE CO LTD.**

Date : 31.03.2010

GRIEVANCE DISPOSAL

SI.No.	Particulars	Opening Balance	Additions	Complaints Resolved			Complaints pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	252	1228				71
	a) Sales related	0	80	57	12	11	0
	b) Policy Administration Related	0	117	74	31	12	0
	c) Insurance Policy Coverage related	0	2	1	1	0	0
	d) Claims related	252	860	673	77	291	71
	e) Others	0	169	108	32	29	0
	<b>Total Number</b>	<b>252</b>	<b>1228</b>	<b>913</b>	<b>153</b>	<b>343</b>	<b>71</b>

	Complaints Made by customer	Complaints made by intermediaries	Total
<b>2 Duration wise Pending Status</b>			
a) Less than 15 days	0	0	0
b) Greater then 15 days	71	0	71
<b>Total Number</b>	<b>71</b>	<b>0</b>	<b>71</b>