

# Insurer: UNITED INDIA INSURANCE CO LTD.

## FORM N L 41 GRIEVANCE DISPOSAL FOR THE THIRD QUARTER (1.10.2010 to 31.12.2010)

Sl.No.	Particulars	Opening Balance (01.10.2010)	Additions (01.10.2010 to 31.12.2010)	Complaints Resolved (01.10.2010 to 31.12.2010)			Complaints pending (31.12.2010)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	21	141	94	3	2	63
b)	Policy Administration Related	32	135	89	4	6	68
c)	Insurance Policy Coverage related	12	79	41	6	5	39
d)	Claims related	716	1593	567	163	253	1326
e)	Others	28	93	40	5	25	51
	<b>Total Number</b>	<b>809</b>	<b>2041</b>	<b>831</b>	<b>181</b>	<b>291</b>	<b>1547</b>
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days	553	9	562			
b)	Greater than 15 days	979	6	985			
	<b>Total Number</b>	<b>1532</b>	<b>15</b>	<b>1547</b>			

**(M R VIJAY)  
MANAGER**