



## UNITED INDIA INSURANCE COMPANY LIMITED

### **RIGHT TO INFORMATION**

Details of applications and appeals disposed 2022-23 in the financial year are as shown below.

#### **APPLICATIONS /APPEALS 2021-22 & 2022-23 (For Company as a whole)**

	Applications 2021-22	Applications 2022-23	Appeals 2021-22	Appeals 2022-23
Opening Balance	40	48	5	14
Number received	1505	1817	187	200
Number disposed	1497	1828	182	210
Number pending	48	37	10	4
Disposal rate	96.89%	98.02%	94.79%	98.10%

#### **Appeals to CIC (For Company as a whole)**

FINANCIAL YEAR	IN FAVOUR OF COMPANY	IN FAVOUR OF APPLICANT	GRAND TOTAL
2020-21	13	1	14
2021-22	14	0	14
2022-23	39	8	47



## **UNITED INDIA INSURANCE COMPANY LIMITED**

**NOT UTILISED**

### **RIGHT TO INFORMATION**

#### **TO CMD SECRETARIAT**

Right to Information department was formed at Head office immediately after enactment of the Act in 2005. It was enacted to promote openness, transparency and accountability in the administration of every Public Authority. The department has handled successfully, with a remarkable disposal rate of RTI applications and appeals providing maximum information to the information seekers, even during the pandemic period.

The CPIOs of all R.Os are also maintaining excellent TAT for disposal of RTI applications/appeals and are in continuous co-ordination with Head Office. Proper reviews were also done of all the Offices to give guidance for timely disposal of applications/appeals received by the respective Regional Offices. For handling complicated issues advices / guidance were provided from the Head Office.

Our Company's online portal for the citizens of India was rolled out on 29<sup>th</sup> September 2016 and training was imparted to all Second Line Officers and CPIOs.

Applications/appeals are to be disposed of within thirty days from the date of receipt of the same as per the statute. However, wherever possible they are being disposed between 0 and 15 days. CIC orders are complied with, as per the time schedule indicated in the order.

Continuous monitoring and guidance on Online RTI Portal has been given to respective Regional offices. All letters and applications transferred by Ministry were promptly responded to. In the CIC hearings our company's versions were effectively presented before the honorable Commission and all CIC orders were complied with. The Annual Transparency Audit Self-Appraisal was submitted to CIC and the score is 417 out of 507.

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	Applications 2021-22	Applications 2022-23	Appeals 2021-22	Appeals 2022-23
Opening Balance	40	48	5	14
Number received	1505	1808	187	200
Number disposed	1497	1820	182	210
Number pending	48	36	10	4
Disposal rate	96.89%	98.03%	94.79%	98.10%

**Appeals to CIC (For Company as a whole)**

<b>FINANCIAL YEAR</b>	<b>IN FAVOUR OF COMPANY</b>	<b>IN FAVOUR OF APPLICANT</b>	<b>GRAND TOTAL</b>
2020-21	13	1	14
2021-22	14	0	14
2022-23	31	16	47

**(JOICE GONSALVES)**  
**CHIEF MANAGER**