

Organisation and Function

S. No.	Item	Details of disclosure	Information
1.1	Particulars of its organization, functions and duties [Sec 4(1)(b)(i)]	Name and address of the Organization	United India Insurance Company Limited, Address: Regd. Office & Head Office: No.24, Whites Road, Chennai - 600014
		(ii) Head of the organization	Chairman cum Managing Director
		(iii) Vision, Mission and Key objectives	<p>Vision: We United India will be</p> <ul style="list-style-type: none"> • The most preferred insurer in India with global footprint & recognition. • Trusted brand admired by all stakeholders • The best in class customer service provider leveraging technology & multiple channels • The provider of a broad range of innovative products to meet the needs of all customer segments. • Great place to work with highly motivated and empowered employees • Recognized for its contribution to the society. <p>Mission:</p> <ul style="list-style-type: none"> • To provide insurance protection to all. • To ensure customer satisfaction • To function on sound business principles • To help minimize national waste and to help develop the indian economy. <p>Key Obejctives</p> <ul style="list-style-type: none"> • Act courteously, fairly and reasonably in all our dealings with customers. • Make sure all policy documents and claim procedure are clear and complete information is given about our products and services • Deal quickly with the grievances of the customers and resolve them through nominated customer care officers. • Respond to all commercially viable general insurance needs of the citizen to provide new covers and promote insurance inclusion. • Continue to provide customized insurance products for the rural particularly for the weaker section of

		<p>the society at affordable price.</p> <ul style="list-style-type: none"> • Continue to develop a professional workforce for execution of roles assigned to them. • Have a regularly consultative process with all our stake holders and set up monitoring mechanism for delivery of promised services to our customers.
	(iv) Function and duties	<p>All the Officers of the company have certain administrative & financial powers depending upon their positions. These powers are revised periodically, depending upon the organization's requirement.</p> <p>https://uiic.co.in/en/rti/companyinfo/190</p>
	(v) Organization Chart	<p>United India Insurance Co. Ltd. Head Office situated at Chennai</p> <p>Head Office → Regional office → Operating Offices</p> <p>https://uiic.co.in/en/aboutus/top-management</p>
	(vi) Any other details-the genesis, inception, formation of the department and the HoDs from time to time as well as the committees/Commissions constituted from time to time have been dealt	<p>https://uiic.co.in/sites/default/files/uploads/rti_pdf/DETAILS%20OF%20INTERNAL%20COMMITTEE%20-%202023-24.pdf</p> <p>https://uiic.co.in/sites/default/files/uploads/publicdisclosure/Annual_Report_2022-23.pdf</p>
1.2	Power and duties of its officers and	<p>(i) Powers and duties of officers (administrative ,financial and judicial)</p> <p>All the Officers of the company have certain administrative & financial powers depending upon their positions. These powers are revised periodically, depending upon the organization's requirement.</p> <p>https://uiic.co.in/en/rti/companyinfo/192</p>

	<p>employees [Section 4(1)(b)(ii)]</p>	<p>(ii) Power and duties of other employees</p>	<p>All the Officers/employees of the company have certain administrative & financial powers depending upon their positions. These powers are revised periodically, depending upon the organization's requirement.</p> <p>https://uiic.co.in/en/rti/companyinfo/192</p>
		<p>(iii) Rules/ orders under which powers and duty are derived and</p>	<p>CDA RULES https://uiic.co.in/en/rti/companyinfo/198</p>
		<p>(iv) Exercised</p>	<p>https://uiic.co.in/sites/default/files/uploads/rti_pdf/CDA%20Rules%202014.pdf</p>
		<p>(v) Work allocation</p>	<p>https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2001.03.2018.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2027.11.2023.pdf</p>
<p>1.3</p>	<p>Procedure followed in decision making process [Section 4(1)(b)(iii)]</p>	<p>(i) Process of decision making Identify key decision making points</p>	<p>There is a well-defined system in the company for decision making process. Financial decisions are taken by the officer based on the financial standing orders of the officers which is issued from time to time. And administrative decisions are taken at various levels by the company officials based on the powers delegated to them by their senior officials. All the functions of the company are subjected to periodic/Internal/Concurrent Audit/Statutory Audit. There is a well-defined organizational structure and clear system of accountability.</p>
		<p>(ii) Final decision making authority</p>	
		<p>(iii) Related provisions, acts, rules etc.</p>	
		<p>(iv) Time limit for taking a decisions, if any</p>	<p>https://uiic.co.in/en/rti/companyinfo/194</p>
		<p>(v) Channel of supervision and accountability</p>	<p>https://uiic.co.in/en/rti/companyinfo/196 https://uiic.co.in/sites/default/files/uploads/rti_pdf/CDA%20Rules%202014.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2001.03.2018.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2027.11.2023.pdf</p>

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	https://uiic.co.in/en/home
		(ii) Norms/ standards for functions/ service delivery	https://uiic.co.in/en/rti/companyinfo/196
		(iii) Process by which these services can be accessed	https://uiic.co.in/en/home
		(iv) Time-limit for achieving the targets	https://uiic.co.in/en/aboutus/citizenscharter

		(v) Process of redress of grievances	https://uiic.co.in/en/customercare/grievance
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1)(b)(v)]	Title and nature of the record/manual/instruction.	https://uiic.co.in/en/rti/companyinfo/198
		(ii) List of Rules, regulations, instructions manuals and records.	https://uiic.co.in/sites/default/files/uploads/rti_pdf/CDA%20Rules%202014.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2001.03.2018.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2027.11.2023.pdf
		(iii) Acts/ Rules manuals etc.	https://uiic.co.in/sites/default/files/uploads/rti_pdf/CDA%20Rules%202014.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2001.03.2018.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/Ammendment%20to%20CDA%20Rules2014%20dated%2027.11.2023.pdf
		(iv) Transfer Policy & Transfer Orders	https://uiic.co.in/sites/default/files/uploads/rti_pdf/TMP%20Officers%202002.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/TMP%20Officers%20Amendment%20dt%2029-05-2019.pdf

			https://uiic.co.in/sites/default/files/uploads/rti_pdf/Class%203%20&%204%20Inter-region%20request%20transfer%20details%20FY%202023-24.pdf
1.6	Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]	(i) Categories of documents	https://uiic.co.in/en/rti/companyinfo/200
		(ii) Custodian of documents/ categories	The Head of the department at Head Office & Regional Office and In charges of the Operating offices are the custodian of documents held in their respective offices. https://uiic.co.in/sites/default/files/uploads/rti_pdf/1.6.2%20CUSTODIAN%20OF%20DOCUMENTS%20.pdf
1.7	Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]	(i) Name of Boards, Council, Committee etc.	https://uiic.co.in/sites/default/files/uploads/publicdisclosure/Annual_Report_2022-23.pdf
		(ii) Composition	https://uiic.co.in/sites/default/files/uploads/rti_pdf/BOARD_OF_DIRECTORS_BOARD_SUB_COMMITTEE_DETAILS_AS_ON_date.pdf
		(iii) Dates from which constituted	https://uiic.co.in/sites/default/files/uploads/publicdisclosure/Annual_Report_2022-23.pdf
		(iv) Term/ Tenure	
		(v) Powers and functions	Point 1.7(vi) N/A
		(vi) Whether their meetings are open to the public?	Point 1.7(vii) N/A
		(vii) Whether the minutes of the meetings are open to the public?	Point 1.7(viii) N/A
		(viii) Place where the minutes if open to the public are available?	

1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	(i) Name and designation	https://uiic.co.in/en/rti/companyinfo/206
		(ii) Telephone , fax and email ID	https://uiic.co.in/en/branch-locator
1.9	Monthly Remuneration received by officers & employees including system of compensation [Section 4(1) (b) (x)]	(i) List of employees with Gross monthly remuneration	
		(ii) System of compensation as provided in its regulations	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Active_employees_31032024.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/payscale_22.pdf

1.10	Name, designation and other particulars of public information officers [Sec 4(1) (b) (xvi)]	(i) Name and designation of the public information officer (PIO), Assistant Public Information (s) & Appellate Authority	https://uiic.co.in/sites/default/files/uploads/rti_pdf/faa_cpio_100424.pdf
		(ii) Address, telephone Nos and email ID of each designated official	https://uiic.co.in/sites/default/files/uploads/rti_pdf/CPIO_FAA_Details.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/List%20of%20CPIOs%20&%20Appellate%20Authorities%20FY%202023-24.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/List%20of%20CPIOs%20&%20Appellate%20Authorities%20FY%202022-23.pdf
1.11	No. Of employees against whom Disciplinary action has been proposed/ taken (Section 4(2))	No. of employees against whom disciplinary action has been (i)Pending for Minor penalty or major penalty proceedings (ii)Finalized for Minor penalty or major penalty proceedings	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Transparency_Audit_1.11.pdf & https://uiic.co.in/sites/default/files/uploads/rti_pdf/NON-VIGILANCE_Disciplinary-Proceedings.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/NON-VIGILANCE_Disciplinary-Proceedings.pdf & https://uiic.co.in/sites/default/files/uploads/rti_pdf/Transparency_Audit_1.11.pdf
1.12	Programmes to advance understanding of RTI (Section 26)	(i) Educational programs (ii) Efforts to encourage public authority to participate in these programs (iii) Training of CPIO/APIO (iv) Update & publish guidelines on RTI by the Public Authorities concerned	United India organizes training sessions on the online portal and offline for RTI applications & appeals at regular intervals to all CPIOs/APIOs. The various aspects of RTI and its compliance are discussed during the said session. Employees are encouraged to participate in the programme. https://uiic.co.in/sites/default/files/uploads/rti_pdf/rti%20workshop.pdf RTI manual has been updated in September 2023. https://uiic.co.in/en/rti-2005

Budget and Programme

S. No.	Item	Details of disclosure	Remarks
2.1	Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.	(i) Total Budget for the public authority	Not applicable
(ii) Budget for each agency and plan & programmes		Not applicable	
(iii) Proposed expenditures		Not applicable	
(iv) Revised budget for each agency, if any		Not applicable	

	[Section 4(1)(b)(xi)]	(v) Report on disbursements made and place where the related reports are available	Not applicable
--	-----------------------	--	----------------

2.2	Foreign and domestic tours (F. No. 1/8/2012- IR dt. 11.9.2012)	(i) Budget	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Transparency%20Audit%20Pt%202.2.(i).pdf
		(ii) Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department. Places visited The period of visit The number of members in the official delegation Expenditure on the visit	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Foreign_Travel.pdf
		(iii) Information related to procurements Notice/tender enquires, and corrigenda if any thereon, Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, The works contracts concluded – in any such combination of the above- and The rate /rates and the total amount at which such procurement or works contract is to be executed.	N/A
2.3	Manner of execution of subsidy programme [Section 4(i)(b)(xii)]	(i) Name of the programme of activity	N/A
		(ii) Objective of the programme	N/A
		(iii) Procedure to avail benefits	N/A
		(iv) Duration of the programme/ scheme	N/A
		(v) Physical and financial targets of the programme	N/A
		(vi) Nature/ scale of subsidy /amount allotted	N/A
		(vii) Eligibility criteria for grant of subsidy	N/A
		(viii) Details of beneficiaries of subsidy programme (number, profile etc)	N/A
2.4	Discretionary and non-discretionary grants [F.No. 1/6/2011-IR dt. 15.04.2013]	(i) Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	N/A
		(ii) Annual accounts of all legal entities who are provided grants by public authorities	N/A

2.5	Particulars of	(i) Concessions, permits or authorizations	N/A
-----	----------------	--	-----

	Recipients of concessions, permits of authorizations granted by the public authority [Section 4(1) (b) (xiii)]	granted by public authority	
		For each concessions, permit or authorization granted Eligibility criteria Procedure for getting the concession/ grant and/ or permits of authorizations Name and address of the recipients given concessions/ permits or authorisations Date of award of concessions /permits of authorizations	N/A
2.6	CAG & PAC paras [F.No. 1/6/2011- IR dt. 15.4.2013]	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	NIL ATR laid before parliament

Publicity Band Public interface

S.No.	Item	Details of disclosure	Remarks
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)] [F No 1/6/2011- IR dt. 15.04.2013]	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	https://uiic.co.in/en/products
		Arrangements for consultation with or representation by Members of the public in policy formulation/ policy implementation Day & time allotted for visitors Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Particulars%20of%20any%20arrangement%20that%20exists.pdf
		Public- private partnerships (PPP)	Not applicable
		(i) Details of Special Purpose Vehicle (SPV), if any	
		(ii) Detailed project reports (DPRs)	Not applicable
		(iii) Concession agreements.	Not applicable
		(iv) Operation and maintenance manuals	Not applicable
		(v) Other documents generated as part of the implementation of the PPP	Not applicable
		(vi) Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorization from the government	Not applicable
		(vii) Information relating to outputs and outcomes	Not applicable

		(viii) The process of the selection of the private sector party (concessionaire etc.)	Not applicable
		(ix) All payment made under the PPP project	Not applicable
3.2	Are the details of policies / decisions, which affect public, informed to them [Section 4(1) (c)]	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive; (i) Policy decisions/ legislations taken in the previous one year	Not applicable
		(ii) Outline the Public consultation process	Not applicable
		(iii) Outline the arrangement for consultation before formulation of Policy	Not applicable
3.3	Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]	Use of the most effective means of communication (i) Internet (website)	https://uiic.co.in/en/home
3.4	Form of accessibility of information manual/ handbook [Section 4(1)(b)]	Information manual / handbook available in (i) Electronic format	Certified copy of the listed matter can be obtained from the nearby office by paying reasonable fee applicable under RTI act, 2005. List of documents are available in the home page of organizations website. https://uiic.co.in/en/rti/companyinfo/215
		(ii) Printed format	https://uiic.co.in/en/rti/companyinfo/215 https://uiic.co.in/en/downloadforms/downloads
3.5	Whether information manual/ handbook available free of cost or not [Section 4(1)(b)]	List of materials available (i) Free of cost	https://uiic.co.in/en/rti/companyinfo/215 https://uiic.co.in/en/downloadforms/downloads
		(ii) At a reasonable cost of the medium	https://uiic.co.in/sites/default/files/uploads/rti_pdf/3.5.2%20Infomation%20of%20manual%20-%20handbook.pdf

E. Governance

S.No.	Item	Details of disclosure	Remarks
4.1	Language in which Information Manual/ Handbook Available [F No. 1/6/2011- IR dt. 15.4.2013]	(i) English	Yes https://uiic.co.in/en/downloadforms/downloads
		(ii) Vernacular/ Local Language	Yes https://uiic.co.in/en/downloadforms/downloads
4.2	When was the information Manual /Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013]	Last date of Annual updation	30/04/ 2024
4.3	Information available in electronic form [Section 4(1)(b)(xiv)]	(i) Details of information available in electronic form	https://uiic.co.in/en/rti/companyinfo/215
		(ii) Name/ title of the document/record/ other information	https://uiic.co.in/en/rti/companyinfo/215
		(iii) Location where available	https://uiic.co.in/en/downloadforms/downloads
4.4	Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]	(i) Name & location of the faculty	https://uiic.co.in/en/branch-locator
		(ii) Details of information made available	https://uiic.co.in/en/rti-2005
		(iii) Working hours of the facility	Monday to Thursday 10:00 a.m. to 5:45 p.m. Friday 10:00 to 6:00 p.m.
		(iv) Contact person & contact details (Phone, fax email)	https://uiic.co.in/en/branch-locator
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	(i) Grievance redressal mechanism	https://uiic.co.in/en/customercare/grievance
		(ii) Details of applications received under RTI and information provided	https://uiic.co.in/sites/default/files/uploads/rti_pdf/RTI%20Annual%20Return%20Information%20System%20-%20I%20Quarter%202023-2024.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/RTI%20Annual%20Return%20Information%20System%20II%20Quarter%202023-24.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/3rd_Qtr_Statistic

		s submitted CIC.pdf
(iii)	List of completed schemes/ projects/ Programmes	https://uiic.co.in/sites/default/files/uploads/rti_pdf/OUTSOURCING_CONTRACTOR_DETAIL_HO_100.pdf
(iv)	List of schemes/ projects/ programme underway	https://uiic.co.in/sites/default/files/uploads/rti_pdf/4.5.4%20contracts%20underway.pdf

		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	https://uiic.co.in/sites/default/files/uploads/rti_pdf/OUTSOURCING_CONTRACTOR_DETAIL_HO_100.pdf
		(vi) Annual Report	https://uiic.co.in/en/public-disclosures#annual-reports
		(vii) Frequently Asked Question (FAQs)	https://uiic.co.in/sites/default/files/Online_Portal_FAQ_270421.pdf
		Any other information such as Citizen's Charter	https://uiic.co.in/en/aboutus/citizenscharter
		b) Result Framework Document (RFD)	
		c) Six monthly reports on the	
		d) Performance against the benchmarks set in the Citizen's Charter	
4.6	Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013]	(i) Details of applications received and disposed	https://uiic.co.in/sites/default/files/uploads/rti_pdf/RTI%20Annual%20Return%20Information%20System%20-%20I%20Quarter%202023-2024.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/RTI%20Annual%20Return%20Information%20System%20II%20Quarter%202023-24.pdf https://uiic.co.in/sites/default/files/uploads/rti_pdf/3rd_Qtr_Statistics_submitted_CIC.pdf
		(ii) Details of appeals received and orders issued	
4.7	Replies to questions asked in the parliament [Section 4(1)(d)(2)]	Details of questions asked and replies given	No such question.

Information as may be prescribed

S. No.	Item	Details of disclosure	Remarks
5.1	Such other information as may be prescribed [F. No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013]	Name & details of Current CPIOs & FAAs Earlier CPIO & FAAs from 1.1.2015	https://uiic.co.in/sites/default/files/uploads/rti_pdf/faq_cpio_100424.pdf
		Details of third party audit of voluntary disclosure, Dates of audit carried out, Report of the audit carried out	https://uiic.co.in/sites/default/files/uploads/rti_pdf/CIC_Transparency_Audit_Report_2022-23.pdf
		Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD Date of appointment Name & Designation of the officers	https://uiic.co.in/sites/default/files/uploads/rti_pdf/Appoi ntment_of_Nodal_Officers_24.pdf
		Consultancy committee of key stake holders for advice on suo-motu disclosure Dates from which constituted Name & Designation of the officers	https://uiic.co.in/sites/default/files/uploads/rti_pdf/faq_cpio_100424.pdf
		Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI Dates from which constituted Name & Designation of the Officers	https://uiic.co.in/sites/default/files/uploads/rti_pdf/faq_cpio_100424.pdf

Information Disclosed on own Initiative

S. No.	Item	Details of disclosure	Remarks
--------	------	-----------------------	---------

6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information		https://uiic.co.in/en/rti-2005
-----	---	--	---

6.2	Guidelines for Indian Government Websites (GIGW) is followed (released in February 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India)	(i) Whether STQC certification obtained and its validity. (ii) Does the website show the certificate on the Website?	Not applicable
-----	--	---	----------------