



FORM NL-45-GREIVANCE DISPOSAL
UNITED INDIA INSURANCE COMPANY LIMITED

Date of Upload : 24-09-2025								For the Quarter: Q1 2025-26
Report Version : 1		GRIEVANCE DISPOSAL						Date: 30.06.2025
SI No.	Particulars	Opening Balance * at the start of Quarter as on 01.04.2025	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	3	1	0	1	1	3
b)	Claims Related	12	2264	1580	158	289	249	2276
c)	Policy Related	0	244	196	12	27	9	244
d)	Premium Related	0	33	16	2	9	6	33
e)	Refund Related	0	100	79	3	10	8	100
f)	Coverage Related	1	25	14	0	11	1	26
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	12	8	0	4	0	12
i)	Others (to be specified) (i)_____	1	150	106	5	22	18	151
	Total	14	2831	2000	180	373	292	2845

2	Total No. of policies during previous year:	44,58,250
3	Total No. of claims during previous year:	13,79,421
4	Total No. of policies during current year:	51,54,493
5	Total No. of claims during current year:	13,48,471
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.10
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	16.88

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	247	85%	0	0%	247	85%
b)	15 - 30 days	27	9%	0	0%	27	9%
c)	30 - 90 days	18	6%	0	0%	18	6%
d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total Number of Complai	292	100%	0	0%	292	100%

Note :-

- (a) Opening balance should tally with the closing balance of the previous quarter.
- (b) Complaints reported should be net of duplicate complaints
- (c) No. of policies should be new policies (both individual and group) net of cancellations
- (d) Claims should be no. of claims reported during the period
- (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.