



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER I 2013-14

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2013	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - I - 2013-14			COMPLAINTS PENDING AS ON 30.06.2013	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	1	10	9	0	0	2	10
b)	Claim	199	1089	379	46	314	549	1089
c)	Policy Related	17	285	154	13	23	112	285
d)	Premium	6	68	51	5	5	13	68
e)	Refund	2	27	18	1	5	5	27
f)	Coverage	2	11	7	1	5	0	11
g)	Cover Note Related	4	33	27	2	1	7	33
h)	Product	0	1	1	0	0	0	1
i)	Others	29	212	109	9	40	83	212
	Total No. of complaints	260	1736	755	77	393	771	1736

2	TOTAL NO OF POLICIES DURING SAME PERIOD PREVIOUS YEAR	4632006
3	TOTAL NO OF CLAIMS DURING SAME PERIOD PREVIOUS YEAR	445937
4	TOTAL NO OF POLICIES DURING SAME PERIOD CURRENT YEAR	4370908
5	TOTAL NO OF CLAIMS DURING SAME PERIOD CURRENT YEAR	209879
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.99
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	51.89

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	219	201	420
b)	7 - 15 DAYS	44	57	101
c)	15 - 30 DAYS	36	49	85
d)	30 - 90 DAYS	31	98	129
e)	90 DAYS & BEYOND	9	27	36
	TOTAL NO. OF COMPLAINTS	339	432	771