

**FORM NL-41 - GRIEVANCE DISPOSAL****UNITED INDIA INSURANCE COMPANY LIMITED****GRIEVANCE DISPOSAL - III QUARTER**

Sl.No.	Particulars	Opening Balance (01.10.2011)	Additions (01.10.2011 to 31.12.2011)	Complaints Resolved (01.10.2011 TO 31.12.2011)			Complaints pending (31.12.2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	36	71	35	13	28	31
b)	Policy Administration Related	34	35	20	8	16	25
c)	Insurance Policy Coverage related	17	28	15	6	12	12
d)	Claims related	951	936	400	155	337	995
e)	Others	29	58	30	7	13	37
	Total Number	1067	1128	500	189	406	1100
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days	132	0	132			
b)	Greater than 15 days	968	0	968			
	Total Number	1100	0	1100			