FORM NL-41 GRIEVANCE DISPOSAL for the quarter 1.4.10 to 30.6.10

Insurer: UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL

Sl.No.	Particulars	Opening Balance (01.04.2010)	Additions (01.04.2010 to 30.06.2010)	Complaints Resolved (01.04.2009 T0 31.03.2010)			Complaints pending (30.06.2010)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	71	356				268
a)	Sales related	0	29	16	0	0	13
b)	Policy Administration Related	0	37	11	1	0	25
c)	Insurance Policy Coverage related	0	9	3	0	0	6
d)	Claims related	71	242	56	14	29	214
e)	Others	0	39	29	0	0	10
	Total Number	**71**	**356**	**115**	**15**	**29**	**268**

2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total
a)	Less than 15 days	49	0	49
b)	Greater then 15 days	219	0	219
	Total Number	268	0	268