

FORM NL-41 GRIEVANCE DISPOSAL FOR THE PERIOD 2008-09**Insurer: UNITED INDIA INSURANCE CO LTD.****GRIEVANCE DISPOSAL**

Sl.No.	Particulars	Opening Balance (01.04.2007)	Additions during the year 2008-09	Complaints Resolved (01.04.2008 TO 31.03.2009)			Complaints pending (31.03.2009)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales related	0	59	27	2	7	0
	b) Policy Administration Related	0	0	0	0	0	0
	c) Insurance Policy Coverage related	0	65	50	9	6	0
	d) Claims related	248	1539	247	501	787	252
	e) Others	0	0	0	0	0	0
	Total Number	248	1663	324	512	800	252
		Complaints Made by customer	Complaints made by intermediaries	Total			
2	Duration wise Pending Status						
	a) Less than 15 days	48	0	48			
	b) Greater than 15 days	204	0	204			
	Total Number	252	0	252			