

FORM NL-41 GRIEVANCE DISPOSAL FOR THE SECOND QUARTER (1.7.10 to 30.9.10)**Insurer: UNITED INDIA INSURANCE CO LTD.****GRIEVANCE DISPOSAL**

Sl.No.	Particulars	Opening Balance (01.07.2010)	Additions (01.07.2010 to 30.09.2010)	Complaints Resolved (01.07.2010 TO 30.09.2010)			Complaints pending (30.09.2010)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales related	13	28	20	0	0	21
	b) Policy Administration Related	25	36	27	0	1	33
	c) Insurance Policy Coverage related	6	42	19	1	13	15
	d) Claims related	214	958	237	79	144	712
	e) Others	10	33	9	3	3	28
	Total Number	268	1097	312	83	161	809
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
	a) Less than 15 days	160	14	174			
	b) Greater then 15 days	606	29	635			
	Total Number	766	43	809			