

GRIEVANCE Redressal Mechanisam in case of Life cover under
Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

Following is the Grievance Redressal System, at Banks for the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

- a) Branch In-charge / _____(as specified by bank) of the Bank –
at Branch level
- b) The Regional Head / _____(as specified by bank) of the Bank –
at Regional Level
- c) The D/G.M. / _____(as specified by bank) of the Bank –
at Head/Corporate Office

Following is the Grievance Redressal System, in all servicing Pension and Group (P&GS) Units of LIC of India for the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

- a) In the Divisional Office, the Manager (CRM) shall be the Grievance Redressal Officer (GRO) and in P&GS Unit – the Unit In-Charge shall be the Grievance Redressal Officer (GRO)
- b) At Zonal Office, Regional Manager (P&GS) shall be the Grievance Redressal Officer (GRO)
- c) At Corporate Office, Executive Director (P&GS) shall be the Grievance Redressal Officer (GRO)