

FORM L-41

GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 12-02-2025

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2024

Sl No.	Particulars	Opening Balance at the beginning of the Quarter	Additions during the Quarter (net of duplicate complaints)	Complaints Resolved/Settled during the Quarter			Complaints Pending at the end of the Quarter	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Not in favour		
1	Complaints made by the customers (ICMS)							
a)	Death Claims	49	908	725	126	54	52	2967
b)	Policy Servicing	61	4442	3606	539	303	55	15884
c)	Proposal Processing	35	1392	1083	231	68	45	3010
d)	Survival Claims	106	5700	4842	588	357	19	17169
e)	ULIP Related	0	151	129	11	9	2	343
f)	Unfair Business Practices	24	632	531	69	39	17	2062
g)	Others	105	4823	3880	565	379	104	14822
	Total Number of Complaints	380	18048	14796	2129	1209	294	56257

2	Total no. of Policies upto corresponding period of previous year	1,25,81,555
3	Total no. of Claims upto corresponding period of previous year	4,21,87,533
4	Total no. of Policies during current year	1,17,35,012
5	Total no. of Claims during current year	4,11,52,921
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	30.78
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.89

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Upto 15 days	264	89.80%	0	0	264	89.80%
b)	15-30 days	15	5.10%	0	0	15	5.10%
c)	30-90 days	12	4.08%	0	0	12	4.08%
d)	90 days and Beyond	3	1.02%	0	0	3	1.02%
	Total Number of Complaints	294		0	0	294	