

**PERIODIC DISCLOSURES**

**L-41**

Insurer: **LIFE INSURANCE CORP. OF INDIA**

Date:

18.11.2019

**GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER, 2019 (FY 2019-2020)**

Sl No.	Particulars	Opening Balance as on beginning of the Quarter	Additions during the Quarter	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	Rejected		
1	Complaints made by the customers	950	31646	29173	1847	421	856	59571
a)	Death claims	45	855	758	96	12	34	1725
b)	Policy Servicing	381	15167	14049	823	185	490	27016
c)	Proposal processing	42	1017	924	82	17	37	1948
d)	Survival Claims	207	5815	5424	298	67	233	13350
e)	ULIP Related	2	90	87	11	2	2	176
f)	Unfair Business Practices	42	1197	1089	102	21	17	2197
g)	Others	231	7205	6841	435	117	43	13159
	<b>Total Number</b>	<b>950</b>	<b>31346</b>	<b>29172</b>	<b>1847</b>	<b>421</b>	<b>856</b>	<b>59571</b>

2	Total no. of Policies (new) during Previous Year	2,14,33,256
3	Total no. of claims during Previous Year	3,10,65,087
4	Total no. of Policies (new) during Current Year	85,16,503
5	Total no. of Claims during Current Year	1,07,13,822
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	52.25
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	14.07

8	Duration wise Pending Status	Complaints made		Total
		by customers	by intermediaries	
a)	Upto 7 days	422	0	422
b)	8-15 days	209	0	209
c)	16-30 days	137	0	137
d)	31-90 days	79	0	79
e)	Beyond 90 days	9	0	9
	<b>Total Number</b>	<b>856</b>	<b>0</b>	<b>856</b>

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH



**Executive Director  
(CRM/Payment)**