

PERIODIC DISCLOSURES

L-41

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

Date: **08.05.2019**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2019 (FY 2018-2019)

SI 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	840	32652	30175	1812	471	0	106840
a)	Death claims	46	745	656	107	18	0	2662
b)	Policy Servicing	367	15090	13841	830	303	0	43911
c)	Proposal processing	33	934	906	54	17	0	3411
d)	Survival Claims	187	6670	6204	324	119	0	22579
e)	ULIP Related	13	54	55	4	2	0	627
f)	Unfair Business Practices	55	1146	1048	72	24	0	4478
g)	Others	139	8013	7465	421	182	0	29172
	Total Number	840	32652	30175	1812	665	0	106840

2	Total no. of Policies (new) during Previous Year	2,13,38,176
3	Total no. of claims during Previous Year	3,40,09,414
4	Total no. of Policies (new) during Current Year	2,14,33,256
5	Total no. of Claims during Current Year	3,10,65,087
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	38.07
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.12

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	7-15 days	0	0	0
c)	15-30 days	0	0	0
d)	30-90 days	0	0	0
e)	90 days and beyond	0	0	0
	Total Number	0	0	0

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



**Executive Director
(CRM/Payment)**