

PERIODIC DISCLOSURES

L-41

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

Date:

23/5/2017

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2017 (FY 2016-2017)

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	197	8303	7764	548	188	0	33724
a)	Death claims	14	414	344	66	18	0	1738
b)	Policy Servcing	89	4060	3892	183	74	0	15174
c)	Proposal processing	10	408	370	34	14	0	1727
d)	Survival Claims	42	1988	1832	147	51	0	8371
e)	ULIP Related	4	28	29	1	2	0	272
f)	Unfair Business Practices	9	258	229	30	8	0	1330
g)	Others	29	1147	1068	87	21	0	5112
	Total Number	197	8303	7764	548	188	0	33724

2	Total no. of Policies (new) during Previous Year	20,546,749
3	Total no. of claims during Previous Year	21,787,588
4	Total no. of Policies (new) during Current Year	20,131,500
5	Total no. of Claims during Current Year	22,066,047
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	11.73
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	4.58

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