

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **25/5/2017**

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

Sl No.	Particulars	Opening Balance as on beginning of the year	Additions during the year	Complaints Resolved/ settled during the year			Complaints Pending at the end of the year	Total complaints registered during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	0	33724	30682	1869	1173	0	33724
a)	Death claims	0	1738	1366	267	105	0	1738
b)	Policy Servcing	0	15174	14084	597	493	0	15174
c)	Proposal processing	0	1727	1587	90	50	0	1727
d)	Survival Claims	0	8371	7514	545	312	0	8371
e)	ULIP Related	0	272	259	6	7	0	272
f)	Unfair Business Practices	0	1330	1175	108	47	0	1330
g)	Others	0	5112	4697	256	159	0	5112
	Total Number	0	33724	30682	1869	1173	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