

PERIODIC DISCLOSURES

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

Date:

18-06-2015

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2015 (FY 2014-2015)

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	216	24471	22881	1030	776	0	81614
a)	Death claims	12	420	361	53	18	0	1721
b)	Policy Servcing	80	12903	12092	489	402	0	40629
c)	Proposal processing	14	1078	1040	33	19	0	4207
d)	Survival Claims	47	4055	3773	199	130	0	15180
e)	ULIP Related	3	158	154	5	2	0	694
f)	Unfair Business Practices	12	650	619	27	16	0	2368
g)	Others	48	5207	4842	224	189	0	16815
	Total Number	216	24471	22881	1030	776	0	81614

2	Total no. of Policies (new) during Previous Year	3,45,11,781
3	Total no. of claims during Previous Year	2,54,05,603
4	Total no. of Policies (new) during Current Year	2,01,71,063
5	Total no. of Claims during Current Year	2,29,59,147
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	32.08
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	7.36

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

* Opening balance should tally with the closing balance of the previous quarter.

Executive Director (CRM)