

FORM L-41**GRIEVANCE DISPOSAL**

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 15.06.2022

GRIEVANCE DISPOSAL FOR THE YEAR ENDING March, 2022 (2021-22)

Sl No.	Particulars	Opening Balance as on beginning of the Financial Year	Additions during the Year (net of duplicate complaints)	Complaints Resolved/Settled during the Year			Complaints Pending at the end of the FY	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Death Claims	0	7192	6470	669	53	0	7192
b)	Policy Servicing	0	34776	32544	1888	344	0	34776
c)	Proposal Processing	0	7766	7253	466	47	0	7766
d)	Survival Claims	0	35895	33761	1835	299	0	35895
e)	ULIP Related	0	332	311	16	5	0	332
f)	Unfair Business Practices	0	3516	3259	207	50	0	3516
g)	Others	0	24967	23308	1356	303	0	24967
	Total Number of Complaints	0	114444	106906	6437	1101	0	114444

2	Total no. of Policies upto corresponding period of previous year	21,007,234
3	Total no. of Claims upto corresponding period of previous year	29,012,422
4	Total no. of Policies during current year	21,754,965
5	Total no. of Claims during current year	33,717,207
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	32.80
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	12.78

8	Duration wise Pending Status	Complaints made by customers		Complaints made by		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Upto 15 days	0	N.A.	0	0	0	N.A.
b)	15-30 days	0	N.A.	0	0	0	N.A.
c)	30-90 days	0	N.A.	0	0	0	N.A.
d)	90 days and Beyond	0	N.A.	0	0	0	N.A.
	Total Number of Complaints	0		0	0	0	

* Complaints registered on ICMS Portal

Executive Director (CRM/PS)