

## Instructions for use of online Vigilance Complaint Portal:

1. The fields marked \* are mandatory.
2. Complaints must be brief and contain factual details, verifiable facts and related matters.
3. LIC of India does not entertain anonymous/pseudonymous complaints so please mention your proper name and address.
4. Complaints should not be vague or contain absurd allegations and sweeping statements since these are liable to be filed.
5. The text of the application may be written at the prescribed column.
6. At present, the text of an application that can be uploaded at the prescribed column is confined to 3000 characters only. In case an application contains more than 3000 characters, it can be uploaded as an attachment.
7. Status of the online complaint can be known by the complainant by clicking at "Check Status".
8. Complaint can be lodged only against offices/employees/agents/Medical examiners of LIC of India.
9. On submission of a complaint, a unique complaint number would be issued, which may be referred by the applicant for any references in future.
10. The complaint filed through this Web Portal would reach electronically to the Vigilance Department of Life Insurance Corporation of India, who would take appropriate action on it.