

PERIODIC DISCLOSURES

L-41

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

Date: **13.08.2018**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2018 (FY 2018-2019)

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		26124	23688	1208	421	807	26124
a)	Death claims	0	557	463	42	24	28	557
b)	Policy Servcing	0	9096	8283	392	133	288	9096
c)	Proposal processing	0	826	737	43	18	28	826
d)	Survival Claims	0	6852	6271	295	107	179	6852
e)	ULIP Related	0	287	263	10	8	6	287
f)	Unfair Business Practices	0	1225	1075	76	18	56	1225
g)	Others	0	7281	6596	350	113	222	7281
	Total Number	0	26124	23688	1208	421	807	26124

2	Total no. of Policies (new) during Previous Year	21,338,176
3	Total no. of claims during Previous Year	34,009,414
4	Total no. of Policies (new) during Current Year	3,551,298
5	Total no. of Claims during Current Year	6,556,758
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	52.7
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	11.3

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	575		575
b)	7-15 days	120		120
c)	15-30 days	78		78
d)	30-90 days	34		34
e)	90 days and beyond	0		0
	Total Number	807	0	807

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH