

**PERIODIC DISCLOSURES**

**L-41**

Insurer: **LIFE INSURANCE CORPORATION OF INDIA**

Date: **05.11.2018**

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

SI 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		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Death claims	28	680	601	82	26	24	1241
b)	Policy Servcing	288	10003	9157	463	193	367	19141
c)	Proposal processing	28	859	836	34	8	32	1688
d)	Survival Claims	179	4408	3821	261	97	215	11224
e)	ULIP Related	6	159	129	9	4	8	444
f)	Unfair Business Practices	56	1126	928	68	24	45	2351
g)	Others	222	7325	7064	374	215	282	14595
	<b>Total Number</b>	<b>807</b>	<b>24560</b>	<b>22536</b>	<b>1291</b>	<b>567</b>	<b>973</b>	<b>50684</b>

<b>2</b>	Total no. of Policies (new) during Previous Year	21,338,176
<b>3</b>	Total no. of claims during Previous Year	34,009,414
<b>4</b>	Total no. of Policies (new) during Current Year	8,604,051
<b>5</b>	Total no. of Claims during Current Year	12,101,721
<b>6</b>	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	44.42
<b>7</b>	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	10.30

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Upto 7 days	670	0	670
b)	7-15 days	116	0	116
c)	15-30 days	83	0	83
d)	30-90 days	92	0	92
e)	90 days and beyond	12	0	12
	<b>Total Number</b>	<b>973</b>	<b>0</b>	<b>973</b>

Figures are inclusive of complaints registered through ICMS, CPGRAMS, MOF & NCH