

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date:

14.02.2020

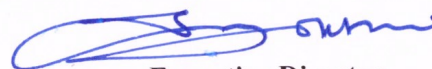
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2019 (FY 2019-2020)

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							
a)	Death claims	34	715	526	87	12	14	2440
b)	Policy Servcing	490	11097	9094	477	117	175	38113
c)	Proposal processing	37	1016	844	57	3	18	2964
d)	Survival Claims	233	5589	4531	269	27	142	18939
e)	ULIP Related	2	66	40	4	1	2	242
f)	Unfair Business Practices	17	808	640	30	15	14	3005
g)	Others	43	5614	4468	200	66	75	18773
	Total Number	856	24905	20143	1124	241	440	84476

2	Total no. of Policies (new) during Previous Year	2,14,33,256
3	Total no. of claims during Previous Year	3,10,65,087
4	Total no. of Policies (new) during Current Year	1,55,64,458
5	Total no. of Claims during Current Year	1,75,16,023
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	40.54
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	12.20

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	302	0	302
b)	8-15 days	55	0	55
c)	16-30 days	34	0	34
d)	31-90 days	46	0	46
e)	Beyond 90 days	3	0	3
	Total Number	440	0	440

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



**Executive Director
(CRM/Payment)**