

## FORM L-41

## GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 25.02.2022

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2021

SI No.	Particulars	Opening Balance at the beginning of the Quarter	Additions during the Quarter (net of duplicate complaints)	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	73	1773	1573	151	12	110	5696
b)	Policy Servcing	86	7681	7241	350	83	93	25352
c)	Proposal Processing	141	1930	1945	74	11	41	5724
d)	Survival Claims	108	7419	7142	253	70	62	27234
e)	ULIP Related	0	66	63	1	1	1	260
f)	Unfair Business Practices	11	803	727	45	13	29	2578
g)	Others	76	5690	5271	246	73	176	18171
	<b>Total Number of Complaints</b>	<b>495</b>	<b>25362</b>	<b>23962</b>	<b>1120</b>	<b>263</b>	<b>512</b>	<b>85015</b>

2	Total no. of Policies upto corresponding period of previous year	11,554,067
3	Total no. of Claims upto corresponding period of previous year	18,086,576
4	Total no. of Policies during current year	12,673,354
5	Total no. of Claims during current year	21,181,690
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	41.10
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	15.55

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Upto 15 days	450	87.89%	0	0	450	87.89%
b)	15-30 days	37	7.23%	0	0	37	7.23%
c)	30-90 days	22	4.30%	0	0	22	4.30%
d)	90 days and Beyond	3	0.59%	0	0	3	0.59%
	<b>Total Number of Complaints</b>	<b>512</b>		<b>0</b>	<b>0</b>	<b>512</b>	



Executive Director (CRM/PS)