

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 12.07.2021

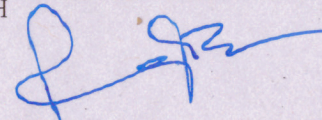
GRIEVANCE DISPOSAL FOR THE YEAR ENDING March 2021 (FY 2020-2021)

Sl No.	Particulars	Opening Balance as on beginning of the year	Additions during the year	Complaints Resolved/ settled during the year			Complaints Pending at the end of the year	Total complaints registered during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Death claims	1	4689	4121	511	58	0	4689
b)	Policy Servcing	19	42031	39139	2542	337	0	42031
c)	Proposal processing	2	6107	5563	502	369	0	6107
d)	Survival Claims	11	35404	32892	2283	44	0	35404
e)	ULIP Related	1	333	303	25	240	0	333
f)	Unfair Business Practices	2	4401	4037	292	6	0	4401
g)	Others	63	26386	24358	1754	74	0	26386
	Total Number	99	119351	110413	7909	1128	0	119351

2	Total no. of Policies (new) during Previous Year	2,19,25,106
3	Total no. of claims during Previous Year	2,67,86,897
4	Total no. of Policies (new) during Current Year	2,10,07,234
5	Total no. of Claims during Current Year	2,90,12,422
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	37.73
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	13.82

8	Duration wise Pending Status	Complaints made by customers	Complaints - made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	8-15 days	0	0	0
c)	16-30 days	0	0	0
d)	31-90 days	0	0	0
e)	90 days and beyond	0	0	0
	Total Number	0	0	0

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



Executive Director (CRM/PS)