

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date:

12.07.2021


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

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	3	1344	1213	126	8	0	4689
b)	Policy Servcing	30	11821	11103	638	110	0	42031
c)	Proposal processing	4	1810	1640	160	14	0	6107
d)	Survival Claims	26	9798	9189	560	75	0	35404
e)	ULIP Related	0	148	133	10	5	0	333
f)	Unfair Business Practices	4	1182	1095	79	12	0	4401
g)	Others	394	7161	7034	424	97	0	26386
	Total Number	461	33264	31407	1997	321	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)	Beyond 90 days	0	0	0
	Total Number	0	0	0

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


Executive Director
(CRM/PS)