

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 11.08.2021

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2021 (FY 2021-2022)

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		
1	Complaints received through ICMS							
a)	Death claims	0	1472	1208	185	12	67	1472
b)	Policy Servcing	0	8727	7837	641	79	170	8727
c)	Proposal processing	0	1774	1548	151	12	63	1774
d)	Survival Claims	0	10248	9224	771	71	182	10248
e)	ULIP Related	0	104	95	4	2	3	104
f)	Unfair Business Practices	0	839	746	62	9	22	839
g)	Others	0	6183	5525	490	64	104	6183
	Total Number	0	29347	26183	2304	249	611	29347

2	Total no. of Policies (new) during Previous Year	21,007,234
3	Total no. of claims during Previous Year	29,012,422
4	Total no. of Policies (new) during Current Year	2,311,806
5	Total no. of Claims during Current Year	5,125,154
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	76.25
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	22.87

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	450	0	450
b)	8-15 days	125	0	125
c)	16-30 days	23	0	23
d)	31-90 days	12	0	12
e)	Beyond 90 days	1	0	1
	Total Number	611	0	611



Executive Director (CRM/PS)