

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 28.07.2020

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March, 2020 (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	440	30577	26907	2194	238	99	115053
a)	Death claims	14	931	821	65	9	1	3371
b)	Policy Servcing	175	11812	10379	831	133	63	49925
c)	Proposal processing	18	1487	1312	112	1	19	4453
d)	Survival Claims	142	8088	7188	554	57	2	27027
e)	ULIP Related	2	66	60	3	1	11	308
f)	Unfair Business Practices	14	976	846	85	6	1	3981
g)	Others	75	7217	6301	544	31	2	25988
	Total Number	440	30577	26907	2194	238	99	115053

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	2,19,25,106
5	Total no. of Claims during Current Year	2,67,86,897
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	38.61
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	11.35

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	54	0	54
b)	8-15 days	29	0	29
c)	16-30 days	6	0	6
d)	31-90 days	9	0	9
e)	Beyond 90 days	1	0	1
	Total Number	99	0	99

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


Chief (CRM-Process)