

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 05.02.2019

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2018 (FY 2018-2019)

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	24	677	524	87	21	46	1918
b)	Policy Servicing	367	9659	8656	521	173	367	28800
c)	Proposal processing	32	822	743	40	9	33	2509
d)	Survival Claims	215	4688	4187	251	90	187	15912
e)	ULIP Related	8	131	109	7	2	13	575
f)	Unfair Business Practices	45	984	860	60	22	55	3335
g)	Others	282	6544	6790	339	147	139	21139
	Total Number	973	23505	21869	1305	464	840	74188
2	Total no. of Policies (new) during Previous Year			2,13,38,176				
3	Total no. of claims during Previous Year			3,40,09,414				
4	Total no. of Policies (new) during Current Year			1,32,11,034				
5	Total no. of Claims during Current Year			1,89,09,413				
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)			42.66				
-7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)			9.43				

8	Duration wise Pending Status	Complaints made by		Total
		customers	by intermediaries	
a)	Upto 7 days	689	0	689
b)	7-15 days	71	0	71
c)	15-30 days	32	0	32
d)	30-90 days	44	0	44
e)	90 days and beyond	4	0	4
	Total Number	840	0	840

Figures are inclusive of complaints registered through ICMS, CPGRAMS, MOF & NCH


 Chief (CRM)