

PERIODIC DISCLOSURES

L-41

Insurer: **LIFE INSURANCE CORP. OF INDIA**

Date:

11/2/2016

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2015 (FY 2015-2016)

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	302	17749	16433	847	466	305	51567
a)	Death claims	19	397	330	52	16	18	1313
b)	Policy Servcing	99	8979	8335	389	219	135	25400
c)	Proposal processing	20	835	764	46	19	26	2623
d)	Survival Claims	73	2934	2671	185	98	53	9414
e)	ULIP Related	2	193	182	9	2	2	496
f)	Unfair Business Practices	15	489	445	28	12	19	1455
g)	Others	74	3922	3706	138	100	52	10866
	Total Number	302	17749	16433	847	466	305	51567

2	Total no. of Policies (new) during Previous Year	20,171,063
3	Total no. of claims during Previous Year	22,959,147
4	Total no. of Policies (new) during Current Year	12,600,894
5	Total no. of Claims during Current Year	13,388,422
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	32.41
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.01

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	194	0	194
b)	7-15 days	23	0	23
c)	15-30 days	56	0	56
d)	30-90 days	29	0	29
e)	90 days and beyond	3	0	3
	Total Number	305	0	305

* Figures are inclusive of complaints received through ICMS, DPG & MOF

Executive Director(CRM)