

## PERIODIC DISCLOSURES

Insurer: LIFE INSURANCE CORP. OF INDIA

Date:

22/6/2016

GRIEVANCE DISPOSAL FOR THE Year ENDING March 2016 (FY 2015-2016)

SI No.	Particulars	Opening Balance as on beginning of the year	Additions during the year	Complaints Resolved/ settled during the year			Complaints Pending at the end of the year	Total complaints registered during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by the customers</b>	<b>0</b>	<b>67853</b>	<b>62726</b>	<b>3058</b>	<b>2069</b>	<b>0</b>	<b>67853</b>
a)	Death claims	0	1798	1437	265	96	0	1798
b)	Policy Servcing	0	33444	31197	1248	999	0	33444
c)	Proposal processing	0	3398	3143	181	74	0	3398
d)	Survival Claims	0	12413	11291	648	474	0	12413
e)	ULIP Related	0	657	614	25	18	0	657
f)	Unfair Business Practices	0	1991	1825	101	65	0	1991
g)	Others	0	14152	13219	590	343	0	14152
	<b>Total Number</b>	<b>0</b>	<b>67853</b>	<b>62726</b>	<b>3058</b>	<b>2069</b>	<b>0</b>	<b>67853</b>

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	20,546,749
5	Total no. of Claims during Current Year	21,787,588
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	26.11
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	6.52

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	7-15 days	0	0	0
c)	15-30 days	0	0	0
d)	30-90 days	0	0	0
e)	90 days and beyond	0	0	0
	<b>Total Number</b>	<b>0</b>	<b>0</b>	<b>0</b>

1. Figures are inclusive of complaints registered through ICMS + DPG + MOF

2. The number of ICMS complaints are inclusive of 762 complaints identified and accordingly categorized as 'duplicate complaints' in IRDA's IGMS.