

PERIODIC DISCLOSURES

L-41

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

Date:

22/6/2016

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2016 (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	305	16286	15532	722	337	0	67853
a)	Death claims	18	485	404	70	29	0	1798
b)	Policy Servcing	135	8044	7751	286	142	0	33444
c)	Proposal processing	26	775	748	43	10	0	3398
d)	Survival Claims	53	2999	2821	158	73	0	12413
e)	ULIP Related	2	161	160	1	2	0	657
f)	Unfair Business Practices	19	536	512	26	17	0	1991
g)	Others	52	3286	3136	138	64	0	14152
	Total Number	305	16286	15532	722	337	0	67853

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
	Total Number	0	0	0

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.