

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **14/02/2013**  
**GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DEC. 2012 (FY 2012-2013)**

SI No.	Particulars	Opening Balance *As on being of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during			Complaints Pending at the end of the
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by the customers</b>	<b>680</b>	<b>17497</b>	<b>17529</b>	<b>0</b>	<b>0</b>	<b>648</b>
	a) Death claims	21	508	509			20
	b) Policy Servcing	287	7982	7997			272
	c) Proposal processing	54	1123	1125			52
	d) Survival Claims	122	3054	3059			117
	e) ULIP Related	15	361	361			15
	f) Unfair Business Practices	28	509	510			27
	g) Others	153	3960	3968			145
	<b>Total Number</b>	<b>680</b>	<b>17497</b>	<b>17529</b>	<b>0</b>	<b>0</b>	<b>648</b>

2	Total no. of Policies during Previous Year	35750763
3	Total no. of claims during Previous Year	18829511
4	Total no. of Policies during Current Year	22170897
5	Total no. of Claims during Current Year	11213587
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	18.23
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	9.33

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	471	0	471
	b) 7-15 days	71	0	71
	c) 15-30 days	21	0	21
	d) 30-90 days	39	0	39
	e) 90 days and beyond	46	0	46

	<b>Total Number</b>	<b>648</b>	<b>0</b>	<b>648</b>
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\* Opening balance should tally with the closing balance of the previous financial year.

**Executive Director (CRM)**



Total complaints registered upto the Quarter during the
50873
1508
21889
3584
8949
1145
1611
12187
50873