

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 13.02.2024

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2023

Sl No.	Particulars	Opening Balance at the beginning of the Quarter	Additions during the Quarter (net of duplicate complaints)	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	Not in favour		
1	Complaints made by the customers (ICMS)							
a)	Death Claims	51	940	770	112	37	72	2947
b)	Policy Servicing	179	6832	5788	588	437	198	20471
c)	Proposal Processing	40	811	710	67	34	40	2998
d)	Survival Claims	137	5183	4435	421	344	120	15236
e)	ULIP Related	5	63	55	3	5	5	202
f)	Unfair Business Practices	28	624	503	58	60	31	2068
g)	Others	70	4969	4199	363	252	225	15387
	Total Number of Complaints	510	19422	16460	1612	1169	691	59309

2	Total no. of Policies upto corresponding period of previous year	1,29,16,422
3	Total no. of Claims upto corresponding period of previous year	3,64,53,496
4	Total no. of Policies during current year	1,25,81,555
5	Total no. of Claims during current year	4,21,87,533
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	32.69
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.31

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Upto 15 days	629	91.03%	0	0	629	91.03%
b)	15-30 days	26	3.76%	0	0	26	3.76%
c)	30-90 days	30	4.34%	0	0	30	4.34%
d)	90 days and Beyond	6	0.87%	0	0	6	0.87%
	Total Number of Complaints	691		0	0	691	

[Signature]
Executive Director (CRM/PS)