

FORM L-41

GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 14.08.2024

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE, 2024

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	Rejected		
1	Complaints made by the customers (ICMS)							
a)	Death Claims	0	960	684	168	34	74	960
b)	Policy Servicing	0	5701	4414	636	420	231	5701
c)	Proposal Processing	0	884	709	109	32	34	884
d)	Survival Claims	0	5464	4408	576	336	144	5464
e)	ULIP Related	0	77	62	11	2	2	77
f)	Unfair Business Practices	0	701	529	75	58	39	701
g)	Others	0	4703	3704	462	339	198	4703
	Total Number of Complaints	0	18490	14510	2037	1221	722	18490

2	Total no. of Policies upto corresponding period of previous year	32,22,557
3	Total no. of Claims upto corresponding period of previous year	1,33,45,041
4	Total no. of Policies during current year	35,72,050
5	Total no. of Claims during current year	54,49,569
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	33.78
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	11.79

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	681	94.32%	0	0	681	94.32%
b)	15-30 days	16	2.22%	0	0	16	2.22%
c)	30-90 days	25	3.46%	0	0	25	3.46%
d)	90 days and Beyond	0	NA	0	0	0	NA
	Total Number of Complaints	722		0		722	