

FORM L-41

GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 13.11.2024

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September, 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	74	1099	864	210	50	49	2059
b)	Policy Servicing	231	5741	4794	619	498	61	11442
c)	Proposal Processing	34	734	637	84	12	35	1618
d)	Survival Claims	144	6005	5090	542	411	106	11469
e)	ULIP Related	2	115	98	8	11	0	192
f)	Unfair Business Practices	39	729	610	81	53	24	1430
g)	Others	198	5296	4374	570	445	105	9999
	Total Number of Complaints	722	19719	16467	2114	1480	380	38209

2	Total no. of Policies upto corresponding period of previous year	80,76,638
3	Total no. of Claims upto corresponding period of previous year	2,60,57,003
4	Total no. of Policies during current year	91,87,321
5	Total no. of Claims during current year	2,87,18,046
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	26.86
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.71

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	342	90.00%	0	NA	342	90.00%
b)	15-30 days	16	4.21%	0	NA	16	4.21%
c)	30-90 days	18	4.74%	0	NA	18	4.74%
d)	90 days and Beyond	4	1.05%	0	NA	4	1.05%
	Total Number of Complaints	380		0	0	380	