

## FORM L-41

## GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 20.01.2022

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September, 2021

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							
a)	Death Claims	67	2451	2208	219	18	73	3923
b)	Policy Servcing	170	8944	8478	447	103	86	17671
c)	Proposal Processing	63	2020	1787	137	18	141	3794
d)	Survival Claims	182	9567	9087	472	82	108	19815
e)	ULIP Related	3	90	86	7	0	0	194
f)	Unfair Business Practices	22	936	890	40	17	11	1775
g)	Others	104	6298	5965	281	80	76	12481
	<b>Total Number of Complaints</b>	<b>611</b>	<b>30306</b>	<b>28501</b>	<b>1603</b>	<b>318</b>	<b>495</b>	<b>59653</b>

2	Total no. of Policies upto corresponding period of previous year	61,61,576
3	Total no. of Claims upto corresponding period of previous year	98,56,865
4	Total no. of Policies during current year	73,74,125
5	Total no. of Claims during current year	1,32,64,720
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	48.70
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	17.90

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	366	73.94	0	0	366	73.94
b)	15-30 days	88	17.78	0	0	88	17.78
c)	30-90 days	38	7.68	0	0	38	7.68
d)	90 days and Beyond	3	0.61	0	0	3	0.61
	<b>Total Number of Complaints</b>	<b>495</b>		<b>0</b>		<b>495</b>	



Executive Director (CRM/PS)