

**PERIODIC DISCLOSURES**

**L-41**

Insurer: **LIFE INSURANCE CORP. OF INDIA**

Date: **26.06.2018**

**GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2018 (FY 2017-2018)**

SI No.	Particulars	Opening Balance as on beginning of the Quarter	Additions during the Quarter	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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>1185</b>	<b>30448</b>	<b>29743</b>	<b>1419</b>	<b>471</b>	<b>0</b>	<b>80722</b>
a)	Death claims	24	499	432	64	27	0	1873
b)	Policy Servcing	492	12518	12294	541	175	0	34078
c)	Proposal processing	40	1159	1116	69	14	0	3227
d)	Survival Claims	163	5072	4971	191	73	0	13422
e)	ULIP Related	5	149	148	2	4	0	439
f)	Unfair Business Practices	48	1119	1061	78	28	0	3040
g)	Others	413	9932	9721	474	150	0	24643
	<b>Total Number</b>	<b>1185</b>	<b>30448</b>	<b>29743</b>	<b>1419</b>	<b>471</b>	<b>0</b>	<b>80722</b>

<b>2</b>	Total no. of Policies (new) during Previous Year	20,131,500
<b>3</b>	Total no. of claims during Previous Year	22,066,047
<b>4</b>	Total no. of Policies (new) during Current Year	21,338,176
<b>5</b>	Total no. of Claims during Current Year	34,009,414
<b>6</b>	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	30.66
<b>7</b>	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	4.50

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	7-15 days	0	0	0
c)	15-30 days	0	0	0
d)	30-90 days	0	0	0
e)	90 days and beyond	0	0	0
	<b>Total Number</b>	<b>0</b>	<b>0</b>	<b>0</b>

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH