

PERIODIC DISCLOSURES

L-41

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

Date: **14-02-17**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2016 (FY 2016-2017)

Sl 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		
1	Complaints made by the customers	197	6500	5791	391	318	197	25421
a)	Death claims	15	401	314	65	23	14	1324
b)	Policy Servcing	74	2827	2522	128	162	89	11114
c)	Proposal processing	12	331	309	17	7	10	1319
d)	Survival Claims	44	1653	1467	115	73	42	6383
e)	ULIP Related	2	42	36	1	3	4	244
f)	Unfair Business Practices	12	274	239	23	15	9	1072
g)	Others	38	972	904	42	35	29	3965
	Total Number	197	6500	5791	391	318	197	25421

2	Total no. of Policies (new) during Previous Year	20,546,749
3	Total no. of claims during Previous Year	21,787,588
4	Total no. of Policies (new) during Current Year	1,18,54,162
5	Total no. of Claims during Current Year	14,451,311
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	14.94
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	5.33

	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	141	0	141
b)	7-15 days	35	0	35
c)	15-30 days	12	0	12
d)	30-90 days	9	0	9
e)	90 days and beyond	0	0	0
	Total Number	197	0	197

Figures are inclusive of complaints registered through ICMS + DPG + MOF

Executive Director (CRM)