

# FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 13.11.2023

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September, 2023

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	49	1071	875	158	36	51	2007
b)	Policy Servicing	103	7030	6334	524	96	179	13639
c)	Proposal Processing	29	1116	1024	74	7	40	2187
d)	Survival Claims	98	4709	4264	317	89	137	10053
e)	ULIP Related	2	58	50	3	2	5	139
f)	Unfair Business Practices	18	717	634	61	12	28	1444
g)	Others	81	5226	4683	384	170	70	10418
	<b>Total Number of Complaints</b>	<b>380</b>	<b>19927</b>	<b>17864</b>	<b>1521</b>	<b>412</b>	<b>510</b>	<b>39887</b>

2	Total no. of Policies upto corresponding period of previous year	83,74,748
3	Total no. of Claims upto corresponding period of previous year	2,59,56,672
4	Total no. of Policies during current year	80,76,638
5	Total no. of Claims during current year	2,60,57,003
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	34.45
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.59

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	478	93.73%	0	NA	478	93.73%
b)	15-30 days	22	4.31%	0	NA	22	4.31%
c)	30-90 days	9	1.76%	0	NA	9	1.76%
d)	90 days and Beyond	1	0.20%	0	NA	1	0.20%
	<b>Total Number of Complaints</b>	<b>510</b>		<b>0</b>	<b>0</b>	<b>510</b>	

*(Signature)*  
Executive Director (CRM/PS)

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