

## FORM L-41

## GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 10.06.2025

## GRIEVANCE DISPOSAL FOR THE YEAR ENDING March, 2025

Sl No.	Particulars	Opening Balance at the beginning of the Year	Additions during the Year (net of duplicate complaints)	Complaints Resolved/Settled during the Year			Complaints Pending at the end of the Year	Total complaints registered during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers (ICMS)							
a)	Death Claims	0	3902	3076	628	198	0	3902
b)	Policy Servicing	0	20483	16556	2279	1648	0	20483
c)	Proposal Processing	0	4288	3527	582	179	0	4288
d)	Survival Claims	0	22783	18960	2206	1617	0	22783
e)	ULIP Related	0	437	365	41	31	0	437
f)	Unfair Business Practices	0	2761	2254	304	203	0	2761
g)	Others	0	19636	15923	2074	1639	0	19636
	Total Number of Complaints	0	74290	60661	8114	5515	0	74290

2	Total no. of Policies upto corresponding period of previous year	20,430,305
3	Total no. of Claims upto corresponding period of previous year	60,061,955
4	Total no. of Policies during current year	17,815,243
5	Total no. of Claims during current year	57,823,320
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	26.72
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.61

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	0	N/A	0	N/A	0	N/A
b)	15-30 days	0	N/A	0	N/A	0	N/A
c)	30-90 days	0	N/A	0	N/A	0	N/A
d)	90 days and Beyond	0	N/A	0	N/A	0	N/A
	Total Number of Complaints	0	N/A	0	N/A	0	N/A