

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date : 11.08.2025

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE, 2025

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		
<b>1</b>	<b>Complaints made by the customers (ICMS)</b>							
a)	Death Claims	0	945	702	154	54	35	945
b)	Policy Servcing	0	3449	2827	326	253	43	3449
c)	Proposal Processing	0	940	748	114	50	28	940
d)	Survival Claims	0	4452	3713	406	229	104	4452
e)	ULIP Related	0	97	78	10	6	3	97
f)	Unfair Business Practices	0	671	519	68	61	23	671
g)	Others	0	3707	3012	370	257	68	3707
	<b>Total Number of Complaints</b>	<b>0</b>	<b>14261</b>	<b>11599</b>	<b>1448</b>	<b>910</b>	<b>304</b>	<b>14261</b>

<b>2</b>	Total no. of Policies upto corresponding period of previous year	35,72,050
<b>3</b>	Total no. of Claims upto corresponding period of previous year	54,49,569
<b>4</b>	Total no. of Policies during current year	30,43,557
<b>5</b>	Total no. of Claims during current year	1,27,42,888
<b>6</b>	Total no. of Policy Complaints (current year) per 10000 policies (current year)	29.12
<b>7</b>	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.24

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 14 days	280	92.11%	0	0	280	92.11%
b)	15-30 days	13	4.28%	0	0	13	4.28%
c)	30-90 days	11	3.62%	0	0	11	3.62%
d)	90 days and Beyond	0	NA	0	0	0	NA
	<b>Total Number of Complaints</b>	<b>304</b>		<b>0</b>		<b>304</b>	