

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date :05.08.2026

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE, 2026

SI 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	0	1050	896	103	36	15	1050
b)	Policy Servcing	0	4239	3656	281	232	70	4239
c)	Proposal Processing	0	1235	1084	62	68	21	1235
d)	Survival Claims	0	4548	3963	308	224	53	4548
e)	ULIP Related	0	224	196	15	11	2	224
f)	Unfair Business Practices	0	4	0	0	4	0	4
g)	Others	0	4277	3666	296	248	67	4277
	Total Number of Complaints	0	15577	13461	1065	823	228	15577

2	Total no. of Policies upto corresponding period of previous year	30,43,557
3	Total no. of Claims upto corresponding period of previous year	1,27,42,888
4	Total no. of Policies during current year	31,05,635
5	Total no. of Claims during current year	1,21,20,121
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	32.13
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.62

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	144	63.16%	0	0	144	63.16%
b)	15-30 days	79	34.65%	0	0	79	34.65%
c)	30-90 days	5	2.19%	0	0	5	2.19%
d)	90 days and Beyond	0	NA	0	0	0	NA
	Total Number of Complaints	228		0		228	