

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:4255  
ANSWERED ON:19.04.2002  
CALL CENTRES OF LIC  
ASHOK NAMDEORAO MOHOL;RAMSHETH THAKUR

**Will the Minister of FINANCE be pleased to state:**

- (a) whether Life Insurance Corporation has decided to set up eight call centres in the country to provide informations relating to services of LIC to its customers;
- (b) if so, the details thereof;
- (c) whether any such centres would be set up in Karnataka;
- (d) if so, the details thereof and if not, the reasons therefor; and
- (e) the extent to which the network of LIC would be extended as a result thereof?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL)

(a) to (d): The Life Insurance Corporation of India(LIC) has informed that eight call centres known as Info Centres are proposed to be set up in the country at Mumbai, New Delhi, Kolkata, Chennai, Hyderabad, Bangalore(Karnataka), Pune and Ahmedabad to provide information relating to products and services of LIC to its customers. The Info Centre at Mumbai is already operational.

(e): These centres will supplement the efforts of branch offices in providing information relating to products, services and details of LIC policies to its customers. To achieve this objective, the centres will function beyond office hours and would be manned by specially trained personnel.