

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:462
ANSWERED ON:24.11.2006
DISPOSAL OF CASES IN LIC
Khairi Shri Chandrakant Bhaurao

Will the Minister of FINANCE be pleased to state:

- (a) whether the Life Insurance Corporation has fixed any timeframe for payments of loan, settlement of claims and dispatch of bonds to policy holders;
- (b) if so, the details thereof, and
- (c) the steps taken to implement it effectively?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) & (b): Yes, Sir. The Life Insurance Corporation of India (LIC) has fixed the following time schedule: -

- i) Payment of Loan - within 3 days from the date of receipt of all requirements.
- ii) Settlement of claim - within 3 days from the date of receipt of all requirements.
- iii) Dispatch of policy bonds after acceptance of the proposal - within 5 days.

(c): Following steps have been taken by the LIC to effectively implement the above time-schedule:-

1. Bench-mark fixed for policy servicing as per Citizens` Charter are displayed in all the Branch Offices.
2. Corporate guidelines/action plan formalized every year.
3. Implementation with reference to bench mark is scrutinized during inspections.
4. Quality Management Analysis is carried out by senior officials during routine visits.
5. Monitoring of performance by Divisional Office, Zonal Office and Central Office.