

## LIC Profile-2021

The Life Insurance Corporation of India came into existence on 1st September, 1956, with the objective of spreading life insurance more widely and in particular to the rural areas with a view to reach all insurable persons in the country, providing them adequate financial cover at a reasonable cost .

From then to now, LIC has crossed many milestones and has set unprecedented performance records in various aspects of life insurance business. LIC continues to be the dominant life insurer even in the liberalized scenario of Indian insurance and is moving fast on a new growth trajectory surpassing its own past records. In its 64 years of existence, LIC has grown from strength to strength be its customer base, agency network, branch office network, new business premium and has a significant role in spreading life insurance widely across the country.

### Organisational Structure as on 31.3.2021

Classification of Offices	No. of Offices
Central Office	1
Zonal Office	8
Divisional Office	113
P&GS Unit	77
SSS Unit	4
Branch Office	2048
Satellite Office	1546
Employees	108987
Agents	13,53,808

### NEW BUSINESS DURING THE YEAR 2020-21

	Policies ( in lacs )	First Year Premium Income ( Rs. in Cr )
Composite	209.75	1,84,296.13
Market Share %	74.58 %	66.18 %

- Excluding Business procured under Pradhan Mantri Vaya Vandana Yojana

### PRADHAN MANTRI VAYA VANDANA YOJANA DURING THE YEAR 2020-21

Policies	2,28,153
FPI ( Rs. in Cr )	18,640.21

### PENSION AND GROUP BUSINESS

Achievement from 01.04.2020 to 31.03.2021:

	P&GS Conventional
No. of Lives (in lakh)	315.65
NB Premium Income (in cr.)	1,27,769.44
Total Premium Income (in cr.)	1,35,091.41

**Business in force as on 31.03.2021**

	In Crore	Sum Assured/NCO (Rs.in Crores)
Individual Policies	28.62	52,47,094

**CLAIM SETTLEMENT PERFORMANCE 2020-21 (Individual Claims Only with IO & MICRO)**

Total Number of Claims settled	229.15 Lacs
Total amount of Claims paid	1,47,754.63 Crores
Percentage of Maturity claims Paid	89.78
Percentage of Death Claims Paid	98.62

**OTHER PERFORMANCE PARAMETERS**

(Rs.in crs)

	F.Y.2020-21
Total Income	6,82,205.00
Total Premium Income	4,02,844.35
Payment to Policyholders	2,86,883.81
Total Life Fund	34,36,686.27
Total Assets	38,04,610.01

**The existing plans of Pension & Group Schemes are:**

Sr No	Name of the Product	UIN Number
1	LIC's New Group Gratuity Cash Accumulation Plan	512N281V03
2	LIC's New Group Leave Encashment Plan	512N282V03
3	LIC's New Group Superannuation Cash Accumulation Plan	512N274V03
4	LIC's New One Year Renewable Group Term Assurance Plan-I	512N275V01
5	LIC's New One Year Renewable Group Term Assurance Plan-II	512N276V01

6	LIC's Single Premium Group Insurance	512N298V01
7	LIC's Group Credit Life Insurance	512N302V01
8	Group Immediate Annuities	512N049V01
9	Pradhan Mantri Jeevan Jyoti Bima Yojana	512G300V01
10	LIC's One Year Renewable Group Micro Term Assurance Plan	512N335V01

### **Grievance Redressal Mechanism: For Group Insurance Policies**

Central Office- Executive Director (P&GS)

All Zonal Offices- Regional Managers (P&GS)

All Division Offices- Unit-In-Charge (P&GS)

### **PRODUCT DEVELOPMENT**

At the end of the financial year 2020-21, we have 30 plans for sale under Individual Business. The products satisfy the different needs of various segments of the society. The various categories being Endowment, Term Assurance, Children, Pension, Micro Insurance, Health Insurance, Unit linked type plans etc.

INDIVIDUAL PLANS (AS ON 31.03.2021)

Sr.No.	Plan No.	Plan Name
1	854	LIC's Tech- Term
2	855	LIC's Jeevan Amar
3	914	LIC's New Endowment Plan
4	915	LIC's New Jeevan Anand
5	916	LIC's New Bima Bachat
6	917	LIC's Single Premium Endowment Plan
7	920	LIC's New Money Back - 20 years
8	921	LIC's New Money Back - 25 years
9	932	LIC's New Children's Money Back Plan
10	933	LIC's Jeevan Lakshya
11	934	LIC's Jeevan Tarun
12	935	LIC's New Endowment Plus
13	936	LIC's Jeevan Labh Plan
14	939	LIC's Bhagya Lakshmi
15	940	LIC's New Jeevan Mangal
16	943	LIC's Aadhaar Stambh
17	944	LIC's Aadhaar Shila
18	945	LIC's Jeevan Umang
19	947	LIC's Jeevan Shiromani
20	948	LIC's Bima Shree
21	951	LIC's Micro Bachat
22	849	LIC's Nivesh Plus
23	852	LIC's SIIP
24	856	Pradhan Mantri Vaya Vandana Yojana

25	857	LIC's Jeevan Akshay-VII
26	904	LIC's Jeevan Arogya
27	905	LIC's Cancer Cover
28	858	LIC's New Jeevan Shanti
29	860	LIC's Bima Jyoti
30	861	LIC's Bachat Plus

For details of plans, kindly visit our website [www.licindia.in](http://www.licindia.in) or intranet site of Marketing Department , Central Office.

### **Direct Marketing**

LIC Direct is one of the Alternate Marketing Channel of the Corporation ,established in August 2009 initially with 6 Units.Over the years, the Channel has expanded &it has now been operating with 119 Units in all 112 Divisions.

The purpose of the Channel is to bring a culturally different approach to the Marketing of Life Insurance products. The Channel over the years has created new systems for business generation, sales process monitoring and business processes with a view to reach out to untapped markets and provide improved buying experience to our Customers.

The Channel is driven by the Values of Passion, Professionalism and Performance with presence in digital platform, to enable our Tech-Savvy Customers and Millennials to buy Policy Online.

The Channel consists of two Verticals:

- 1) Offline Vertical with Chief Organizers (COs)/Direct Sales Advisors (DSAs) - attached to our 119 Unit Offices, and
- 2) Online Vertical - for tech-savvy customers through Online Portal link - available in LIC's Web Sight.

In the Financial Year 2020-21, the Channel has procured First Year Premium Income (FYPI) of ₹1242.86 Crore only with a completion of 97,788 Policies - contributing 2.21% & 0.47% to Corporation's Total New Business on FYPI & Policy respectively.

The Chief Organizers (LIC Direct) Scheme 2015 was introduced w.e.f. 01.04.2015 to allow appropriate career-progression window for existing Direct Sales Executives to migrate into new scheme to take forward the objectives of the Channel at Unit-level. The Chief Organisers have been authorized to recruit Direct Sales Advisors and City Career Direct Sales Advisors to solicit New Business by themselves and through their supervised intermediaries. On completion of migration process, Direct Sales Executive Scheme 2010 has been closed with effect from 01.04.2019. As on 31.03.2021 , we have 1035 Chief Organizers , 5714 Direct Sales Advisors and 380 City Career Direct Sales Advisors - attached to 119 Direct Marketing Units. These Resources have contributed First Premium Income of ₹597.64 Crore only with a completion of 65,333 Policies in Unit Offices. We treat this business as Offline Business of the Channel.

Our Distance Marketing Centre of the Channel at Vile Parle, Mumbai, processes Immediate Annuity Proposals from NPS Beneficiaries - sourced from Contributions made in NPS Fund and other Online Products. Our Online Vertical of the Channel has procured a First Premium

Income (FPI) of ₹588.20 Crore only with a completion of 26,118 Policies. Currently, 9 products viz., LIC's Tech Term (Online Term plan), LIC's Cancer Cover (Protection against Cancer), LIC's NewJeevan Shanti (Immediate and Deferred Annuity Plan), Nivesh Plus (Unit linked Single premium Plan) LIC's SIIP (Unit linked non Single premium plan), Jeevan Akshay-VII (Annuity Plan), BimaJyoti, Bachat Plus, Pradhan Mantri VayaVandanaYojana (PMVVY) a Pension Scheme for Senior Citizens are available on the Online Platform. The Customer can buy Online Policies from LIC Web Site: [www.licindia.in](http://www.licindia.in) by clicking on "Buy Policies Online".

### **Mktg. - Bancassurance & Alternate Channels**

#### **Achievement from 01-04-2020 to 31-03-2021**

	Volume	Percentage share to Total New Business	Growth %
Policies	246910	1.18	0.58
First Premium Income (₹. in crore)	1900.76	3.38	23.43

We have tie-ups with **8 PSU Banks, 6 Private Banks, 13 Regional Rural Banks, 41 Co-operative Banks and 1 Foreign Bank** under Corporate Agency agreement. These Banks procure New Business for LIC through their Branch Outlets. At present, we have about 57919 Outlets under these Banks and our endeavor is to enhance the productivity of each outlet and revenue earning of Banks thereby.

During the financial year, 79 Brokers were active. Apart from the banks, we have tie up with 69 other Corporate Agents & 145 Insurance Marketing Firms, as our Channel partners. In this year, 4 Banks, 6 Other Corporate Agents & 24 Insurance Marketing Firms (IMFs) were newly appointed.

#### **Top 3 Bank Partner on First Premium.**

Rank	Bank Name	First Premium (₹. in crore)
1	IDBI BANK LTD	863.42
2	AXIS BANK LTD	373.16
3	City UNION BANK	97.62

#### **Top 3 Bank Partner on Number of Policies.**

Rank	Bank Name	Number of Policies
1	IDBI BANK LTD	82521
2	AXIS BANK LTD	49053
3	CENTRAL BANK OF INDIA	23077

357 Bank Branches procured ₹ 1 crore and above TFPI, while 423 Bank Branches, procured TFPI between ₹ 50 lacs to ₹ 99 lacs, during the year.

### **Chief Life Insurance Advisor Marketing Channel**

The Chief Life Insurance Advisor Scheme was introduced with effect from 12<sup>th</sup> April, 2008 with a **VISION** to create a formidable distribution channel in order to bring about qualitative and quantitative improvement in business and making it a dominant channel with highest

share in total business. **MISSION** of the Channel is to enhance market presence by adding substantial number of agents through Chief Life insurance Advisors to improve market share.

To fulfill its vision and mission the Channel empowered existing Professional Agents, Financial Service Executives and Retired Employees to recruit and train Supervised Agents.

As on 31.03.2021 the Chief Life Insurance Advisor Marketing Channel has 23585 active members and net agency of 228121 Supervised Agents. For the year 2020-21 the Channel added 34171 Supervised Agents to its kitty and showed a growth of (17.62%) in net addition to its agency force over Last Year.

In the Financial Year 2020-21, the Channel procured its highest ever First Year Premium Income of Rs.7794.48 crs surpassing the previous highest of Rs.6650 crs (2019-20). Collection of Rs.7794.48 crs helped the Channel in achieving allotted Single Premium Budget of Rs.3530 crs (Achieved on 10.12.2020), First Year Renewal Premium Budget of Rs.1170 crs (Achieved on 15.02.2021) and First Year Premium Budget of Rs.6650 crs (Achieved on 03.03.2021).

Chief Life Insurance Advisor Channel also increased its share to the total New Business of the Corporation in all 5 parameters (No. of policy, Single Premium, Non-Single Premium, First Year Renewal Premium and First Year Premium Income). All round support to the Channel is helping in realizing its vision and Mission.

The NB position during F.Y. 2020-21 is given below:

	NOP	S.P	N.S.P	F.Y.R.P	F.Y.P.I.
Budget	31,00,000	3530 cr	1950 cr	1170 cr	6650 cr
Volume	30,90,673	4626.91 cr	1881.56 cr	1286 cr	7794.48 cr
% Growth	-0.19	31.23	-2.82	10.12	17.57
% A2B	99.70	131.07	96.49	109.91	117.21
% Share	14.73 (LY 14.14)	16.29 (LY 16.07)	11.06 (LY 10.43)	11.83 (LY 10.93)	13.85 (LY 12.95)

### **Senior Business Associates**

The SBA Scheme was introduced in the year 2009 to recognize high performing Development Officers and to empower them with certain financial and non-financial functions. The SBAs are empowered to collect renewal premium and proposal deposit through "LIFE PLUS" office run by them. They can complete new proposals through E2E module and provide basic servicing functions. As on 31.03.2021, there are 4279 SBAs and their new business performance for the year 2020-2021 is as follows:

Parameter	Policies	Single Premium (Rs in Cr)	Non Single Premium (Rs in Cr)	First Year Renewal Premium (Rs in Cr)	First Year Premium Income (Rs in Cr)
Actual	57,47,856	6906.84	5378.76	3746.44	16,032.03
% A2B	92.71	132.82	89.65	107.04	109.06
% Growth	-10.39	30.28	-13.11	-0.004	5.21
%Share in corporation's Business C-Y 3/2021	27.40	24.32	31.62	34.45	28.48
%Share in corporation's Business L-Y 03/2020	27.30	23.24	31.39	31.09	27.83

Some of the performance highlights for the year 2020-2021 are as follows:

- SBA channel achieved Rs 16,032.03 Crore First Year Premium Income. This is highest ever achievement of First Year Premium Income
- South Central Zone achieved Budget on all Five Counts under SBA Channel
- 29 Divisions achieved Budget on All Five Pillars ,17 Divisions on Four Pillars and 31 Divisions on Three Pillars
- 03 SBAs have crossed 10,000 policies while 14 other SBAs have crossed 5000 policies.
- 03 SBAs crossed 40 crore TFPI (SP+NSP) and 06 other SBAs crossed 25 Cr. TFPI (SP+NSP)
- 02 SBAs have more than 500 agents on roll, 05 other have more than 300 agents.
- 03 SBAs recruited more than 100 agents during the financial year
- As on 31.03.2021 No. of agents under SBAs are 3,32,096
- Patna DO-1 is Number One Division in share of SBA channel in total new business in policies by procuring 51.75% in NOP and 51.28% in FYPI.
- 6758 Agents under SBAs have qualified as MDRT in Membership Year 2021 as against 4479 in membership year 2020.
- SBAs have completed 2,58,611 policies under End to end Online Underwriting system.
- SBAs have collected an amount of Rs. 17846.67 crore under 3.03 crore transactions

### **LIC Associates (LICA)**

The LICA scheme was introduced from 01.04.2016 with an objective to introduce an innovative distribution channel and strengthening the distribution system by gainfully redeploying the valuable marketing talent of retired Senior Business Associates. The LICAs are empowered to appoint new agents and monitor the existing agents and procure new business from these agents besides collect renewal premium and proposal deposit through "BIMA CONNECT" offices run by them. As on 31.03.2021, there are 322 LICAs whose new business performance for the year 2020-2021 is as below:

Parameter	Policies	Single Premium (Rs in Cr)	Non Single Premium (Rs in Cr)	First Year Renewal Premium (Rs in Cr)	First Year Premium Income (Rs in Cr)
Actual	3,82,942	565.78	370.10	133.96	1069.84
% Growth	48.56	105.14	32.78	125.48	74.26
% Share in NB C-Y 03/2021	1.83	1.99	2.18	1.23	1.90
% Share in NB L-Y 03/2020	1.18	1.26	1.50	0.56	1.20

Some of the performance highlights for the year 2020-2021 are as follows:

- 08 LICAs have crossed 3000 policies
- 07 LICAs have crossed 10 crore TFPI ( NSP+SP)
- 04 LICAs have 200 or more agents on roll
- LICAs have collected an amount of Rs. 1366.67 crore under 24.17 lacs transactions

#### **Life Point Scheme for Development Officers**

Life Point Scheme for Development officers has been introduced with effect from 01.07.2020 and 1471 Development officers are authorised to collect premium in their Life Point portal as on 31.03.2021. They have collected an amount of Rs.416.70 crore under 7.59 lacs transactions.

### **MICRO INSURANCE**

#### **A. Achievement from 01.04.2020 to 31.03.2021**

	Policies	First Premium Income (Rs in crore)	A2B (NOP) %	A2B (FPI) %	% Share to Total Business (Policies)
Micro Insurance	992200	Rs.341.52 crs.	124.03%	284.60%	4.73%

#### **B. MI Products:**

Term Assurance Plans, LIC's Bhagya Lakshmi (Plan No.939) and LIC's New Jeevan Mangal (Plan No.940) and the Endowment Plan, LIC's Micro Bachat (Plan No.951) were available for sale through this vertical during the Financial Year.

#### **C. Distribution Channel:**

Micro Insurance policies are sold through a specialized distribution channel comprising of Non-Government Organization (NGO), Self Help Groups (SHG), Micro Finance Institutions (MFI), Corporate Agents, select Conventional agents, Brokers, District Cooperative Banks (DCB), Regional Rural Banks (RRB), Urban Cooperative Banks (UCB), Primary Agricultural



Cooperative Societies (PACS), Other Cooperative Societies (CS), Banking Correspondents (BC) and Farmer Producer Companies (FPCs). There are 21547 MI Agents on roll as on 31.03.2021 with a net addition of 640 for the year.

#### **D. New Initiative:**

The Point of Sales Persons-Life Insurance (POSP-LI), Rural Authorized Persons (RAP) and Village Level Entrepreneurs - Insurance (VLE-Ins) of Intermediaries are allowed to distribute MI Products. We have introduced an online completion process for the business done through the POSP-LI/RAP/VLE-Ins which is aimed at extending reach to the financially weaker sections of the society and ensuring their Financial Inclusion. This has enabled the Channel to use the large network of POSPs available at All India level under various Brokers and Corporate Agents as also the RAP/VLE-Ins engaged by Common Public Service Centres (CPSCs). The Channel has entered into tie-ups with Intermediaries viz., CSC e-Governance Services India Limited (CSC), Mahindra Insurance Brokers Ltd (MIBL), Vakrangee Limited and Coverfox Insurance Broking Private Limited.

#### **E. Premium Collection channels:**

MI policyholders can deposit their renewal premium at the designated Premium Points and Common Service Center (CSC) outlets. During the F.Y. 2020-21, 248 new Premium Points have been added to the existing 4147 at the beginning of the year, taking the total to 4395, which covers all Branch areas of the Corporation.

#### **F. MI Bima Gram:**

In the F.Y. 2020-21, 575 villages were declared Micro Insurance Bima Grams (MIBGs) under "Micro Insurance Bima Gram" Scheme. The scheme envisages providing a financial incentive to a village for developmental activities on completion of a certain minimum number of new policies from that area, during the Financial Year.

#### **Health Insurance**

Health Insurance Division started its operations at Hyderabad in February 2008 with an objective of tapping the vast Health Insurance market through suitable Health Insurance products and services. Since inception, 5 health products, including two unit linked products, have been launched. Out of which, only 2 products viz. Jeevan Arogya (Table No.904) & Cancer Cover plans (Table No.905) are in vogue at present & both are non linked defined benefit products

Under Jeevan Arogya plan, other members of the family i.e., the Spouse, Children, Parents and Parents in law can also be covered under the same plan.

Health Claims under Jeevan Arogya plan are processed by the TPAs. There are three TPAs at present, namely Genins India Insurance TPA Pvt.ltd for Central, North, North Central and West Zones, Heritage Insurance TPA Pvt.ltd for East, East Central and South Central Zones. & Med Save Insurance TPA Pvt. Ltd for South Zone.

Except Cancer Cover Plan, the claims processing and payments under all other health plans are being made by the Central Office, Health Insurance Department, Hyderabad with payment gateway at CO HI.

Though, Epidemics are excluded as per the policy terms and conditions for payment of health claims, LIC is settling the Covid-19 claims under Board approved Policy on ex gratia basis under all the fixed benefit plans. As at 31.03.2021, we have settled 1404 Covid claims for an amount of Rs 3.14 crores.

In the current financial Year, 3,23,777 Health Insurance Policies were sold collecting a First premium income of Rs 90.27 crores covering 3,69,322 lives. The total First Year Premium Income (FYPI) stood at Rs 102.75 crores.

Health Channel mobilized Rs 281 crores Renewal Premium and the total premium income stood at Rs 383 crores for the financial year.

During the year 2020-21, 11264 Health claims were settled for an amount of Rs 50.94 crores. There is one outstanding Health Claim as at 31.03.2021. 2340 maturity claims were settled for an amount of Rs 24.98 crores.

1,23,867 Agents (10.24%) have sold Health Insurance during the year.

## **CUSTOMER RELATIONSHIP MANAGEMENT**

### **Call Center Services:**

LIC's Centralized Call Center became operational from 29<sup>th</sup> September, 2018. The services are accessible through a single number 022-68276827 which is operational 24x7 in Hindi , English and eight regional languages ( Bengali , Gujarati , Malayalam , Marathi , Oriya, Tamil and Telugu ) A total of 52 lakh calls were received in 2020-21. Of these, 61% calls were completed through IVRS and 39% were received by Call Center Agents. Customer Satisfaction Ratings on a scale of 1 - 5 is at 4.51 as on 31<sup>st</sup> March, 2021. Only 5.8% of Calls attended by Call Center Executives were escalated to LIC Helpdesk for further resolution, the remaining 94.2% of the calls were closed at Call Center.

### **Premium payments: The WWW effect**

Our CRM strategy has been to use software support and improve on our relationship with the customer. Specifically, the endeavour in the premium collection space is to deploy IT initiatives for ease of performing transactions and improve the customer experience.

LIC has facility of premium payment through various alternate channels to enable the customers to pay the premium, anytime and anywhere. The Alternate Channels include - (a) giving standing instructions to Bank, (b) Credit/Debit Cards, (c) Net Banking facility, (d) IMPS, Wallets, Pre-Paid cards, Apps. and, (e) payment in cash or by cheque, by walk in customers at the authorized collection centres.

**The available alternate channels for collection of premium are as under:**

#### A. Offline Payment Channels:

1. **National Automated Clearing House (NACH):** Customer can contact the agent / servicing branch to avail the facility of auto debit from any Bank through a NACH mandate.
2. **Electronic Bill Presentation and Payment (EBPP):** Customers can register for this facility of debit through the websites of Corporation Bank, ICICI Bank, Axis Bank, Federal Bank, Bill Desk, Ingenico and LIC Credit Card.

#### B. Online Payment Channels:

3. **Customers' Portal Payment Gateway:** Premium, Policy Loan/Interest and Advance Premium can be paid online on LIC Website ([www.licindia.in](http://www.licindia.in)) through Net Banking, E Wallets, Debit cards, Credit cards UPI free of charges
4. **Premium Collection through Banks:**
  - **Axis Bank:** Premium can be paid at any Bank branch or Extension Counter of Axis Bank, in cash or by cheques, drawn on Axis Bank.
  - **City Union Bank:** Premium can be paid at any bank branch or Extension Counter of City Union Bank in cash or cheques drawn on City Union Bank.
  - **IDBI Bank:** With effect from 28th February'2019, Premium can be paid at any Bank branch, or Extension Counter of IDBI Bank, in cash or cheques drawn on any Bank.

Premium collection for ULIP and Health Insurance Policies is not yet enabled through the cash counters of Banks.

#### 5. Premium collection through Franchisees:

The following Franchisees are approved to collect renewal premium in cash ONLY:

- **APTOnline:** a digital gateway for the Government of Andhra Pradesh and Telangana. (Website: [www.aponline.gov.in](http://www.aponline.gov.in)).
- **MPOnline:** a digital gateway for the Government of Madhya Pradesh. (Website: [www.MPonline.gov.in](http://www.MPonline.gov.in)).
- **SuvidhaaInfoserve Pvt. Ltd.** is a collection center pan India for bill collection. Toll Free helpline number: 9223225225.
- **CSC Centers through CSC e-Governance Service India Ltd:** Premium can be paid in cash at the collection centres of CSC e-governance
- **Paytm App:** Premium can be paid through Paytm App, either by Wallet, Net banking, Debit Card, Credit Card or, through UPI/BHIM.
- **InstaPay:** Option under the generic term "INSTAPAY Service" is available across all banking platforms in India. Premium can be paid only through Net Banking mode. Presently this service is facilitated through 24 scheduled banks.

- **Other App based digital collection channels include :**

- **PhonePe**
- **Google Pay**
- **Amazon Pay**
- **Mobikwik**

Premium collection for ULIP, Health and e-Term Policies is not yet enabled through these Apps.

6. **Premium collection through Senior Business Associates (SBA):** Selected Development Officers called SBA, are authorized to collect the premium, both in Cash and Cheque online
7. **Premium collection through Empowered Agents:** Corporation has empowered selected Agents to collect the renewal premium through their collection Centers called as **"Premium Point"**. Authorized Agents across the country can collect the premium for all ordinary, in-force policies, except e-Term plan in cash or cheque.
8. **Premium collection through Retired Employees:** Selected retired LIC Employees are also authorized to collect the premium online for all ordinary, in-force policies, except e-Term plan.
9. **Premium collection through LICAs (LIC Associates):** LICAs (Retired Development Officers) are also authorized to collect premium online and issue receipt instantly at their collection centers called as **"BIMA Connect"**.
10. **Premium collection through Chief Organizers:** Chief Organizers are also authorized to collect premium online for all ordinary, in-force policies, except e-Term plan.
11. **LIC Mobile Application:** Premium can be paid online using LIC Mobile application **MyLIC** downloadable on Windows and Android phones.
12. **Payment of premiums at POS machines:** Renewal premium can be paid by policyholders by swiping debit card at POS machines installed at selected Branches and Premium Points of Authorized Agents (Merchants).
13. **Online Advance Premium** is enabled on the *licindia.in* Customer Portal and through **MyLIC** App. Policyholder can deposit the premium in advance for the current financial year and for the next financial year for a maximum period of three months in advance of the due date of the premium.

All channels of premium payments are Free of Charges. The analysis of trends in digital premium payments indicates a surge in cashless and cardless transactions through the payment gateways of the LIC customer portal and a proliferation through the Paytm App, Google Pay and PhonePe etc. These gateways support UPI payments also. The key driver for this shift in customer preferences is manifold increase in Smartphone users and the convenience the digital medium provides.

The *licindia.in* website has a facility under "Help Us To Serve You Better" which allows customers to update their contact details in policy records by keying in mobile number, email

address. the updation of these requests is facilitated by the official at the CZEE which is mapped to the servicing branch of the customer and ensures a seamless updation within 24 hours.

### **CUSTOMER ZONES**

Customer Zones have been created for specific purpose of ensuring immediate assistance in policy services to our valued customers at a single point of contact.

LIC of India has 74 Customer Zones across the country at present. In some locations, these CZEEs function in shifts to ensure convenience of touch point services to customers during their off-peak work hours.

Policy enquiry, SV/Revival/Loan Quotations, issue of premium paid certificate, validation of online requests for change in address and PAN validation for online customers, walk-in ,mail-in and phone -in customers and customers whose specific detailed queries are raised as tickets and escalated by the Call center executives Attending to LIC HELP SMS (call out to customers on receipt of SMS from them in LIC HELP SMS No.-9222492224). Apart from this anywhere submission of claim documents, customer zone admin portal for online services has been launched in this financial year in CZee's. The CZee admin portal for online services comprises of policy transaction enquiries and other service request enquiries done in last three years, policy and NACH search options and online payment and loan eligibility options.

The licindia.in website has a facility under "Help Us To Serve You Better "which allows customers to update their contact details in policy records by keying in mobile number, email address. The updation of these requests is facilitated by the official at the CZEE which is mapped to the servicing branch of the customer and ensures a seamless updation within 24 hours.

### **Claims Dispute Redressal Committee (CDRC):**

The Corporation pioneered the initiative of introducing an internal review mechanism to give an opportunity to the claimant to appeal further, when a claim is repudiated by the Divisional Office. If the claim is repudiated, the claimant is explicitly informed about the grounds of repudiation and that he may prefer his / her appeal to Zonal Office Claims Disputes Redressal Committee (ZO CDRC). ZO CDRC consists of senior officials of the Zonal Office and a retired District or High Court Judge. Such Committees are functioning in all our eight Zonal Offices.

In case the claimant is not satisfied with the decision of ZO CDRC and the net claim amount exceeds the amount stipulated for final decision by ZO CDRC, the claimant may prefer his / her appeal to Central Office Claims Disputes Redressal Committee (CO CDRC) for further review. CO CDRC consists of senior officials of the Central Office and a retired High Court judge. (Retired District or High Court judges are inducted in the Committees to bring in transparency in the process of review vis-à-vis the claimant.)

### **Insurance Ombudsman**

If claim repudiation is upheld by Claims Review Committee, claimant can approach the Office of Insurance Ombudsman for redressal of the grievance.

### **Enterprise Document Management System (EDMS)**

LICs EDMS project began in 2007 with the intention of providing a strong image repository of all policy dockets as well as Administrative and Agency documents, which facilitates viewing of images from anywhere with simultaneous access to more than one authorized user at different locations.

As on 31.03.2021, approximately 55.6 crore policy dockets and 30.9 crore Incremental documents have been scanned.

The Premier Services users for LICs Customer Portal can view the EDMS images of his / her policies through their customer portal login.

### **Metropolitan Area Servicing Hub (MASH):**

MASH centre is a back office operational unit for batch processing jobs like bulk printing and NACH administration, which do not need interaction with or physical presence of customers. The main objectives of MASH centre are

1. Taking on the printing load for the attached Branch Offices, ensuring allocation of more time and space for customer care.
2. Focused and efficient handling of printing and despatch as an outcome of batch processing.

25 MASH Centres are presently operational across the country.

### **SMS:**

CO-CRM/PS Dept has sent more than 160 types of SMSs to policy holders on various servicing and payment aspects during the year 2020-21. Apart from policyholders, SMSs are sent to Agents and Marketing Officials to enable alerts for communication with their customer base

In addition, New Year, LIC Day greetings, Vaccination awareness SMS were sent in English and Hindi to policyholders in the financial year 2020-21. SMS at every stage of processing of a policy servicing request received from policyholder is now enabled until the request registered reaches its logical conclusion. Approximately 145 Crore SMS were sent during the financial year 2020-21 to our valued customers.

### **Online Services for Portal users:**

As on today, the following Online Services are available to the policyholders on LIC's Customer Portal.

1. **Services available to the registered users:** These are the users who have registered on Portal by providing basic details, without any KYC procedure. The following Services are available to them:
  - Payment of Premium/Loan interest/Loan repayment
  - Payment of Premium in advance
  - Premium Paid Certificate

- Policy Status/Loan Status/Claim Status
  - Revival Quotation
  - Online Receipt printing
  - View Premium Calendar/Policy Schedule
  - Register request for PAN Registration
  - Register request for NEFT Registration
2. **Services for Premier Service users:** These are the users who have registered for Premier Services and where KYC procedure has been completed. In addition to the Services mentioned in [1] above, the Premier Service users can avail the following additional Online Services
- View Policy and Proposal Images
  - View Claim History
  - Register request for Online Loan
  - Register request for Online Change of Address
  - Online Switching of Funds for ULIP Plans
  - Online Change of Mode
3. **Online Services to all:**
- **Payment of Premium**
4. **Mobile App:**
- LIC has a Mobile App which can be downloaded by its Customers and the Online Services mentioned above are available to the Customers.
5. **Anywhere Services provided to the policyholders:**  
Any customer can avail the following services visiting any of our Offices
- Premium payment
  - Loan interest payment
  - Revival of lapsed policies (Spot Revival)
  - Change of Address
  - Updation of Contact details
  - Nomination/Change of Nomination
  - NEFT Capture
  - PAN Capture
  - Providing Premium Paid Certificate
  - Submission of Life Certificate
  - Providing Loan quotation
  - Providing Surrender quotation
  - Providing Forms for various services
  - Providing information about requirements for various alterations, Claim payments
  - Revival within DO (including FMRs) at SOs using LICDocQ App
  - Receipt of Claim Papers at any Office and upload using LICdocQ App was provided at the year end.

## **ULIP**

In continuation of the centralization of ULIP operations, which began on 14<sup>th</sup> August, 2019, the year 2020-21 witnessed fine-tuning of the accuracy of different types of transactions pertaining to unit fund allocation and redemption. Checks and balances were also added. New automated processes like discontinuance of ULIP policies as per latest IRDAI guidelines were introduced. This year the old CO-FEAP system which was in use for daily escalation of units to investment was migrated to a more secure cloud environment and the process got further streamlined. The set up for centralized payment system through NEFT is also put in place in coordination with our Bankers. A sum of Rs. 43.65 Crore was settled under various types of transactions like, death claim, cooling off, foreclosure, partial surrender and surrender which originated from nearly 3575 transactions during the year. Currently, all the new ULIP plans (835, 935, 852, 849) are running on the new system. Total number of policies serviced in the new system is 1,66,500 under the above mentioned plans.

### **Customers' Grievance Redressal :**

The Corporation has Grievance Redressal Officers at Branch/ Divisional/ Zonal/ Central Office to redress grievances of customers. Their names and time of availability are published in newspapers with wide circulation from time to time and also available on our website. The spirit of customer relations and customer care has been ingrained in our complaint redressal system with emphasis on placing customer oriented personnel at all touch points. IT enabled support system has been operationalised to reduce manual interventions and minimize grievances.

For ensuring quick redressal of customer grievances, the Corporation has in place Customer friendly online system- 'Integrated Complaint Management System' (ICMS) through 'LIC's e-services' available on our website <http://www.licindia.in>, where a registered policyholder can directly register complaint and track its status. Customers can also contact at e-mail id [co\\_complaints@licindia.com](mailto:co_complaints@licindia.com) for redressal of any grievances.

#### **❖ Complaints are received from the following sources:**

- ICMS (Integrated Complaint Management System) integrated with IRDAI's IGMS.
- CPGRAMS (Centralized Public Grievance Redress And Monitoring System) from Government of India.
- MOF (Physical Complaints from Ministry of Finance) received through EDAK and emails.
- NCH (National Consumer Helpline) INGRAM- an initiative by Ministry of Consumer Affairs-LIC joined from 04.10.2017.
- Physical Complaints addressed to our Chairman through EDAK- Priority Complaints.
- By Dak, Telephone, Fax etc.

- ❖ Portal wise Statistics of Grievances for the F.Y. 2020-21 is as below



	Total Grievances Registered	Total Resolved	Pending	Resolved within 15 days	% Of Resolved within 15 days
<b>ICMS</b>	111382	111382	0	109015	97.87%
<b>CPGRAMS</b>	6991	6991	0	6471	92.56%
<b>NCH</b>	791	791	0	760	96.08%
<b>MOF</b>	187	187	0	178	95.19%
<b>TOTAL</b>	<b>119351</b>	<b>119351</b>	<b>0</b>	<b>116424</b>	<b>97.55%</b>

## IT/BPR

Emerging technologies always define how the organisations operate&strategizeto provide the best of services to customersas well as other stakeholders and LIC has been a pioneer in implementing latest trends in Information Technology.

The IT/BPR Department enables the user departments by providing latest infrastructure and support mechanism through provisioning of ComputerHardware, Private Cloud, Network infrastructure and Management, Integrated Communications using Emails, SMS and Video Conferencing Solutions.

The department also manages access controls using Active Directory for Windows and Linux desktops, 2FA Authentication, Anti-virus, Centralised Data Warehouse,Maintenance of Intranet and Internet websites etc.

The brief details of IT infrastructure are:

1. An on premises private cloud with more than 100 Virtual Servers.
2. All Branches, Satellite Offices, Divisions, Zones, Central Office and Co-Located Data Centres have been networked through MPLS Links having sufficient band-width through two service providers to ensure network redundancy.
3. Network traffic encryption has been implemented for security of data while in transit.
4. Network Monitoring System for automated alerts for reduced network downtime.
5. Internet outbreak from multiple service providers to cater to all Internet facing applications as well as enabling "Work from Home" through secure VPN access as part of Network BCP.
6. Implemented DDoS Solution for internet facing applications in helping withstand volumetric attacks.
7. Firewall for Internet Perimeter Gateway Network Security.
8. SIEM (Security Information & Event Management) Solution for management and correlation of Security Logs, triggering of alerts pertaining to Security Events and facilitating the SOC operations.
9. A dedicated Video Conferencing for virtual meetings and conferences for Internal as well as external participants through Room Based setup and/or Internet. During the lock down period, all the meetings have been managed on this platform.

10. 2FA Fingerprint Biometric Authentication system is being used by eFeap Next, Concurrencia, eAPAR and other applications for safe access.
11. Updated SMS Gateway is being maintained through two vendors for OTP and Non-OTP messages using real-time API integration as well as Bulk file upload.
12. Email Solution on Microsoft Exchange 2016 in place with larger mail boxes for the employees with many new features.
13. A latest data warehouse which is used for all regulatory reports and custom reports for CO, ZO,DO levels to augment decision support system.
14. LIC is in the process of Implementing various tools & technologies to comply with the 'Guidelines on information and cyber security for insurers' prescribed by IRDAI to ensure that adequate systems and procedures are in place for ensuring that there is no leakage of information.
15. A panel of Cert-In empanelled audit firms for conducting various information security audit related activities.
16. LIC in the process of setting up Security Operations Centre (SOC) in Mumbai to identify, detect, assess, prevent, respond and recover to cyber security threats and incidents and to fulfill and assess regulatory compliance. For this, 5 consultants empanelled and RFP for gap assessment has been floated.
17. LIC has procured online web scanning services for its various websites exposed over internet.

### **Software Development**

LIC has been one of the pioneering organizations in India to introduce the leverage of Information Technology in servicing and in their business. Today all operations are computerized and the proposal and policy documents are held in digital form. Information Technology at LIC has been supporting business to be efficient and competitive within the realms of legacy applications and associated technologies.

Covid19 has brought increased awareness of the importance of insurance amidst the current pandemic, there is a requirement for contactless, completely digitized and digital insurance solutions. The current situation has significantly accelerated the opportunities of digital engagement and digitized delivery and this is going to see a significant jump in the migration of customers from physical to digital as the users are becoming more accustomed to digital interaction. Adoption of cloud technology is likely to receive a surge.

LIC enhanced the focus on digital delivery of services to customers in a Self Service Mode and introduced multiple online facilities for customers. The customer portal system of LIC is designed to enhance the digital experience and provide online services to the customers. Informational services like Insurance product information, plan brochures, premium calculator, policy status, premium calendar, LIC office locator, ULIP statement, loan and claim status are available on the portal. Self-service options like online premium payment, loan repayment, loan interest payment, online loan request, online address change, PAN and NEFT registration, ULIP fund switch, mode alteration, advance premium payment, grievance registration, online service request, online policy purchase etc. are also available through the portal and online sale platforms.

LIC has leveraged various digital platforms for electronic premium payments to provide a seamless experience to customers. PayTM (directly), PhonePe and GooglePay (through BillDesk) are some of the more recent modes that are available to our customers for premium payment digitally. Renewal premium collection transactions through the Portal infrastructure have reached an all-time high of 48%. About 26% of all India Loan collection transactions are done through Portal.

In order to fulfill the objective of the corporation i.e. to spread life insurance to every nook and corner, more than 42000 Premium Points, Life Point and Life Plus Offices have been enabled where customers can make premium payments and also obtain policy-related information. To face the lockdown situation due to COVID, collection limit has been enhanced for Premium Points of Empowered Agents and SBA's. Development Officers were allotted the "Life Point" Office.

LIC launched a chatbot by the name "LIC Mitra", which is capable of answering a variety of questions on the plans available for sale, servicing related queries and also premium payment enquiries. Hindi version of Chatbot has also been released.

GOI-DBT schemes where LIC is Nodal Agency i.e. VPBY and PMVVY plans got on-boarded on GOI- UMANG (Unified Mobile Application for New-age Governance) as single point enquiry and online sale. LIC e-Policy in GOI-Digilocker has also been implemented. Online micro insurance module with CSC e-Governance Services India Ltd, wherein CSC designated persons can sell our micro-insurance products online, has also been implemented end to end.

LIC docQ-app got implemented for effecting revival of policies in Satellite Offices, Online processing of claim requirements for settlement of claims without procuring the original documents and also for New Underwriting Application users.

Processes have been re-engineered to adapt to the digital way of working. We have introduced Online Underwriting Application (NUA) which enables the medical examiner and underwriters to work on the proposal remotely and online.

The Digital NB platform has been developed to enable LIC's sales channels (SBAs, CLIAs, agents, BAC, DMKT) do the entire process of policy completion online in a seamless way 365 X 24 X 7, from the luxuries of the place of their choice. It has the provisions enabled for paperless e-KYC and e-signing of the proposals by the customer and e-signing of the ACR by the agent, along with the facility of uploading the scanned documents online. It has an inbuilt online underwriting rules validation engine for validating the proposals entered by the user.

LIC has introduced few new applications, which enabled end-to-end digital processing and more and more automation. Digital learning platform has been provided to the employees and agents. Launch of Gyanpeeth for enhancing knowledge of employees of the corporation is a step in this direction.

Launch of digital application "ANANDA" acronym for Atma Nirbhar Agents New Business Digital Application as a tool for onboarding process to get the life insurance policy through a paperless module with the help of agent or intermediary has also been undertaken.

Agents have been provided with an information rich portal and mobile application to facilitate performance monitoring and customer service. Agents are also enabled with sales automation using Financial Need Analysis; Quote and Illustration; and eProposal.

eFEAP Next project has been implemented successfully on 12-03-2021 with the consolidation of a hardware infrastructure of 113 mini data centers and various non-DC setups at 4 professionally managed co-location data centers with Central Command Center (CCC) for centralized handling and monitoring of hardware and software issues. eFEAP Next project ensures reduced capital and operating costs, minimized or eliminated downtime, increased IT productivity, efficiency, agility and responsiveness and finally towards greater business continuity and disaster recovery.

eLife package has been implemented in 8 overseas Subsidiary/Branches of LIC of India.

LIC is committed to embracing and integrating best practices as per information security guidelines and the latest technology in its operations to enhance operational efficiency and deliver a quality customer experience across different touch points.

### **PEOPLE'S MONEY FOR PEOPLE'S WELFARE**

The Life Insurance Corporation of India has been a nation builder since its formation in 1956. True to the objective of nationalization, the Corporation has mobilized the funds invested by the people in the life insurance for the benefit of the community at large.

The Corporation has deployed the funds to the best advantage of the policy holders as well as the community as a whole, true to the spirit of nationalization. National priorities and obligation of reasonable returns to the policyholders are the main criteria of our investments.

The total funds, so invested for the benefit of the community at large are Rs.36,76,170.31 crore as on 31<sup>st</sup> March 2021. The investment of the Corporation's funds is governed by Section 27A of the Insurance Act, 1938, subsequent guidelines/instructions issued from time to time by the Government of India and the IRDAI by way of regulations.

### **INVESTMENT IN GOVT. & SOCIAL SECTOR**

Rs.In Crore

Type of Investment			
	31.03.2019	31.03.2020	31.03.2021
01 Central Government Securities	1,034,828	1,190,288	1,387,821
02 State Government & Other Govt. Guaranteed Marketable Securities	844,251	929,050	987,544
Sub-Total (A)	1,879,079	2,119,338	2,375,365
03 Housing & Infrastructure Investment			
(a) Housing	54,285	58,478	54,406

(b) Power	108,154	111,082	123,532
(c) Irrigation/ Water Supply & Sewerage	1,500	1,297	1,163
(d) Road, Port & Bridges,Railways	65,620	76,679	90,948
(e) Others (Incl. Telecom.)	31,468	34,587	41,114
Sub- Total (B)	261,027	282,123	311,162
Total A+B	2,140,106	2,401,461	2,686,527

### **International Operations**

Life Insurance Corporation of India has its overseas operations in 14 countries through its Branch Offices, Joint Venture Companies and Wholly Owned Subsidiary, as given below:

#### **Branch Offices:**

Fiji Branch, Mauritius Branch and UK Branch

#### **Joint Venture Companies:**

1. LIC (International) B.S.C (c) Bahrain: The Company operates in GCC countries of Bahrain, Qatar, Kuwait, U.A.E (Dubai & Abu Dhabi) and Oman.
2. LIC (Nepal) Ltd.
3. LIC (Lanka) Ltd.
4. LIC (Bangladesh) Ltd.
5. Kenindia Assurance Co. Ltd.

#### **Wholly Owned Subsidiary:**

1. LIC (Singapore) Pte Ltd.

The International Operations Dept. provides necessary support and guidance to all the overseas units on a wide range of issues related to Corporate Governance, Regulatory issues, Marketing, IT, Personnel, etc.

The functioning of all overseas units is reviewed by the Board of LIC of India periodically.

## **Performance Highlights of IO Dept.**

- The collective business of all the foreign units during the Financial Year 2020-21 was 180263 policies with First premium Income of INR 1448.86 Crore.
- The Notional Share of First Premium Income of International Operations to that of Corporation's is 3.19% as on 31.03.2021.
- LIC Fiji Branch is ranked first in terms of Number of Policies (62%) and second in terms of First Premium Income (49%) in Fiji.
- LIC (Nepal) Ltd. is ranked second in terms of FPI (10.39%) in Nepal.
- Total No. of Agents from overseas units qualified for MDRT in the year ended 2020 is 336.
- The Market Share of Kenindia Assurance Co. Ltd increased from 5.6% to 6.4%.The Company moved one position up to 4<sup>th</sup> position in the Insurance Industry on the basis of Gross Premium Income as on 31.12.2020.

In the following paragraphs, a brief profile of each overseas unit is given.

## **UNITWISE PROFILE**

### **1. LICI Fiji:**

LICI Fiji branch was established on 08.10.1956 and is one of the premier financial institutions in the country. LIC Fiji Branch extends insurance cover to all residents of the country irrespective of their residential status.

Asset base of the branch which was F\$ 1.1 million during inception in the year 1956, stands at F\$ 778 million at the end of the Financial Year 2020.

The main Branch Office is situated in Suva, with a branch Office in Lautoka, a Marketing office at Labasa & nine sales/service points at different locations.

The Branch has been the market leader both in NOP & FPI in Fiji, for the past five Financial Years.

The Branch has produced 12 Million Dollar Round Table (MDRT) agents and 3 Centre of Table (COT) agents for the FY 2020.

### **2. LIC Mauritius:**

LIC Mauritius Branch was formed on 30<sup>th</sup> November, 1956. The branch office is situated at Port Louis and one Satellite office is functioning at Quatre -Bornes. LIC Mauritius extends insurance cover to the entire eligible population in Mauritius.

The Branch has produced 3 MDRT agents during the FY 2020-2021.

### **3. LICI UK:**

LIC's branch office at UK was established on 01.09.1960, mainly to cater to the insurance needs of the Indian nationals and persons of Indian origin residing in the UK. The branch has traditionally been targeting the niche market segment of NRIs/PIOs.

### **4. LIC (Singapore) Pte. Ltd., Singapore:**

A Wholly Owned Subsidiary, Life Insurance Corporation (Singapore) Pte. Ltd. was incorporated as per the Companies Act of Singapore on 30.4.2012. The establishment of a subsidiary in Singapore is part of LIC's plans to expand its global footprint into South-east Asia. LIC Singapore extends insurance cover to all the eligible population in Singapore.

### **5. Foreign Joint Venture Companies:**

#### **Life Insurance Corporation (International) B.S.C.(c), Bahrain:**

LIC (International) BSC (c) came into existence on the 23rd of July, 1989 in the Kingdom of Bahrain in partnership with International Agencies Co. Ltd. (Intercol). The Company caters to the life insurance needs of Non-Resident Indians (NRIs) and local population in the Gulf by issuing life insurance policies in US Dollars.

The initial Shareholding pattern was 99% (LIC) and 1% (Intercol), which now stands at 99.70% (LIC) and 0.30% (Intercol).

Starting its operations with an asset base of USD 0.245 million, the Company's assets surpassed the USD 2 billion mark in the year 2017.

LIC (International), Bahrain has bagged number of awards and accolades including the prestigious MEIF 2012 from Central Bank of Bahrain, for its innovative products and customer service.

The Company operates in 5 GCC countries with its Corporate Office in Bahrain, Branch Offices in Bahrain, Dubai, Abu Dhabi, Oman and Marketing Units in Kuwait & Qatar.

LIC (International) B.S.C. (c), Bahrain has been the market leader in Bahrain both in Number of Policies and Gross Total Premium up to the FY 2018.

The Company has produced 37 Million Dollar Round Table (MDRT) agents and 5 Centre of Table (COT) agents and 3 Top of Table (TOT) agents during the FY 2020.

### **6. Life Insurance Corporation (Nepal) Ltd, Nepal:**

LIC (Nepal) Ltd., a Joint Venture company between LIC of India and M/s Vishal Group of companies in the Republic of Nepal was established on 3<sup>rd</sup> December 2001. LIC holds 55% share in the Company, M/s Vishal Group holds 25% and the balance 20% is held by the public of Nepal. It is a listed company whose shares are traded on the Nepal Stock Exchange.

The Company has its Corporate Office at Kathmandu and has 4 Regional Offices and 76 Branches across Nepal. The Company caters to the insurance needs of the population in Nepal.

LIC (Nepal) Ltd. is ranked second in terms of FPI (market share 10.39%) in Nepal.

The number of agents qualified for MDRT in the FY 2020 is 283, which is an all-time high.

#### **7. Life Insurance Corporation (Lanka) Ltd., Lanka:**

LIC (Lanka) Ltd., a Joint Venture company between LIC of India and M/s Bartleet Transcapital Ltd. was established on 1<sup>st</sup> March, 2003 in Sri Lanka.

LIC's shareholding in the Company is 80% and M/s Bartleet Transcapital Ltd. holds the balance 20%.

The Corporate Office is at Colombo and there are 28 branches in key locations across the island. The Company offers insurance protection to the eligible population in Sri Lanka.

It is the only Insurance Company to offer protection of Gratuity liability of employers and is managing a Gratuity Fund of more than LKR 200 Mn. covering Sri Lankan Companies in Petroleum Sector, Manufacturing Sector, Hospitality Sector, Insurance Sector, IT Sector, etc.

#### **8. Kenindia Assurance Co. Ltd., Kenya:**

Kenindia Assurance Co. Ltd., a Joint Venture company between LIC of India, General Insurance Corporation of India and others was established on 6<sup>th</sup> December, 1978 in Kenya. The Company transacts both life and non-life business. LIC's share holding in the Company is 10.21%. The share holding of General Insurance Corporation of India and its associates is 89.79%.

The Company is head-quartered at Nairobi and has 14 branch offices across the country.

Kenindia Assurance Co. Ltd has been continuously achieving its TFPI Budget from the FY 2014 barring FY 2019.

#### **9. LIC Bangladesh Ltd.**

Life Insurance Corporation (LIC) of Bangladesh Limited, a Joint Venture Company of LIC with two local partners, Strategic Equity Management Ltd (SEML) and Mutual Trust Bank (MTB), was established on 14.12.2015.

The Corporate Office is situated in Dhaka and the Company has 12 Branches across the country.



The Company caters to the insurance needs of the entire eligible population in Bangladesh.

## **PROFITABILITY OF OVERSEAS UNITS**

### **VALUATION SURPLUS RECEIVED FROM FOREIGN BRANCHES**

Out of the Total Actuarial Valuation Surplus generated by the branch offices, 5% is given to LIC of India; the surplus amount received in the last five financial years (in INR Crore) is given below:

<b>Branches</b>	<b>2019-20</b>	<b>2018-19</b>	<b>2017-18</b>	<b>2016-17</b>	<b>2015-16</b>
Fiji	2.18	2.07	1.89	1.55	1.72
Mauritius	0.87	0.96	0.94	0.90	0.88
UK	0.20	0.31	0.087	0.19	0.37
<b>Total</b>	<b>3.25</b>	<b>3.34</b>	<b>2.83</b>	<b>2.64</b>	<b>2.97</b>

### **Dividend received by LIC from Joint Venture Companies (In INR Cr./FY-LIC of India)**

<b>JV Companies</b>		<b>2019-20</b>	<b>2018-19</b>	<b>2017-18</b>	<b>2016-17</b>	<b>2015-16</b>
LIC (International) B.S.C (c) Bahrain		NIL	NIL	35.89	33.49	34.88
Kenindia Assurance Co. Ltd., Kenya	Bonus shares	0.032	0.34	0.34	0.32	0.38
	Cash Dividend	0.17				
LIC Lanka Ltd		NIL	NIL	0.74	0.15	0.18
LIC Nepal Ltd.	Bonus shares	Yet to be declared	6.91	17.71	9.19	7.41
	Cash Dividend		NIL	16.46	NIL	NIL

LIC Bangladesh Ltd. and LIC Singapore Pte Ltd. are yet to break even and hence no dividends have been declared by the two Companies so far.

## **Golden Jubilee Foundation (GJF)**

Life Insurance Corporation of India is a Statutory Corporation established under Section 3 of LIC Act, 1956. LIC is always at the forefront in nation building activities. In order to give a formal shape to our Community Development initiatives, LIC Golden Jubilee Foundation Trust (LIC GJF) was established in the year 2006, which is registered with the Charity Commissioner under Bombay Public Trust Act 1950.

The objectives of the Foundation are relief of poverty or distress, advancement of education, medical relief and provision for any other object of general public utility. The Board of Trustees of the Foundation includes persons of repute contributing to the society through their various social initiatives.

The Foundation has supported projects ranging over construction of hospitals, school buildings and classrooms, libraries, computer centers, old age homes, hostel buildings for children in tribal areas, vocational training centers for differently abled persons,

empowerment of women for livelihood generation etc so as to provide infrastructural facilities to needy persons in different pockets of the country.

GJF has disbursed funds to various projects spread across the country for various Community Development activities including education, healthcare, and other development activities through reputed charitable institutions (NGOs) which have been registered for at least three years and are engaged in doing charitable work for the poor and needy across the country, especially in rural and remote areas. We also extend a helping hand to people in places affected with natural calamities. We have provided aid to victims of floods in Chennai and in the State of Kerala and Odisha. We have provided funds to the tune of Rs 1.54 Cr for construction of 169 toilets in 113 Schools across the country under 'Swachh Vidyalaya Abhiyan' of Hon'ble Prime Minister. LIC GJF has also funded "Clean Ganga Abhiyan" as a part of environment protection project. LIC GJF has adopted the poorest village of Govindpur in Sonbhadra District of Uttar Pradesh for Health and Literacy campaign by providing an Ambulance and assistance in literacy initiatives. The Foundation is also funding construction of two Community Toilets with facilities for drinking water in Govindpur Village. LIC GJF has provided funds to Tata Memorial Hospital for treatment of children suffering from Cancer. It has also funded towards purchase of bus for transporting patients from Tata Memorial Hospital, Parel to their Research centre at Kharghar. Also funded to TMH- Homi Bhabha Cancer Hospital, Varanasi for Mobile Blood donation van. The Foundation has also funded Cochlear implant surgery for children from KEM Hospital, Pune and extended support to Indian Cancer Society for initial diagnosis of cancer at their 5 empanelled hospitals at viz.BKL Hospital, Chiplun, Cachar Cancer Hospital, Silchar, Homi Bhabha cancer hospital, varanasi, Padhar Hospital, MP, Sher E Kashmir Institute of Medical sciences, Srinagar.

During the COVID 19 pandemic which engulfed the entire world, LIC GJF has contributed Rs.5 Crores to PM CARES Fund and Rs.1 Crore to Chief Ministers Relief Fund, Maharashtra State and Rs.50 Lakhs to International Association of Human Values Disaster Relief Fund for COVID-19 relief and Rs.1 Crore to Tata Memorial Hospital for Cancer Covid care relief.

**The highlight of this Foundation is that unlike other Community Development activities which are conducted either as one-time or at a single cluster of places, GJF Trust works round the year in a large variety of projects, spread across the country including very remote pockets.**

The details of the Projects sanctioned in the FY 2020-21 is

No. of projects	Amount Sanctioned ( Crs)
46	Rs. 10.72

The details of the projects and funds disbursed since inception as on 31.03.2021 for projects and Scholarship is follows.

No. of projects	Amount disbursed for Projects & Scholarship (Crs)
589	Rs. 145.10

**LIC Golden Jubilee Scholarship Scheme** is a unique example of Community Development activity wherein Scholarships are awarded to meritorious students from economically weaker sections of society so as to provide them better opportunities for higher education in the field of Engineering, Medicine, Arts/Science/Commerce, Diploma Courses in any field and Vocational courses leading to immediate employment. Since inception of the scheme, total 17244 students have benefited from the scheme. Scholarships are awarded through a fair & transparent selection process. Scholarship amount for Rs 20,000 per annum is granted to regular scholars and Rs.10,000 p.a to special girl child for pursuing 10 + 2 education. From GJSS 2020, the scheme is migrated to E- feap.

### **Office Services Department**

- Continuing with the Swachh Bharat Initiative of the Government of India and to encourage cleanliness and good ambience in Branches and Divisions , Model Branch and Model Division Competition has been continued for the year 2021-22. Cleanliness and hygiene in offices is also being monitored and improved through the Ambience Poll which is being held every quarter.
- In the last two years , special emphasis has been given for toilet renovation and repair across all offices of the Corporation. In the current year, we have given specific instructions to all offices for construction / renovation of ladies toilets.
- All offices of the Corporation are now procuring goods and services on GeM. To encourage the efforts of the offices, Zones are being ranked every month on the basis of procurement of Divisions under their jurisdiction on GeM .
- Revised Outsourcing Policy and new Procurement Policy has been approved by the Board and has been uploaded on Jeevan Sanchar.
- Various steps have been taken to ensure safety against COVID-19. Posters of COVID-19 prevention tips have been uploaded on our social media LIC India Forever on Facebook and LIC India Forever on Twitter and the same posters have been pasted in all prominent places of the offices of the Corporation. Safety protocols like provision of mask, sanitizer , handwash have been made in all offices and guesthouses of the Corporation. All our Security Guards , Housekeeping Staff and Canteen Staff have been provided with all the above facilities. Circulars have been issued from time to time to all offices.

### **Estates**

- The rental income of the department was 361.65 cr which was an increase of 0.68% over the preceeding year.
- Two plots and a ready built property were purchased during the year.
- Vacant space admeasuring 2,55,524.80 sq. ft. was let out during the year.
- 34 cases before Estate Officer have been disposed of, of these 27 cases have been decided in favour of LIC, while 32 cases before various courts have been disposed of and 22 cases have been decided in favour of LIC.

## **Management Development Centre**

Management Development Centre, the Apex training Centre of LIC of India, has been tasked with augmenting the competencies of Middle and Senior Level officers of the Corporation and has the pride to be an IS/ISO 9001:2015 certified training Institution .

Best training inputs are being provided, keeping in mind this era of stiff competition, rapidly changing technology and raising Customer expectations. The Organizational needs, the training needs of the Officers of different Target Groups, the skills required to discharge their duties more confidently and effectively to face market challenges in the Globalised Competitive environment are also areas of focus.

MDC published “Compendium of Book review” on bestselling books.

MDC is moving towards “Zero waste” and is carrying forward the “Go Green” initiative. Butterfly garden has been developed where about 30 different types of Butterflies can be found. Cactus garden, Garden of Herbs and Bonsai Garden have also been developed. For conservation of water, catchment areas have been made. Dry leaves are being converted into compost and being used in the garden.

This year Online training was imparted to 8423 Officers as against 6118 officers during 2019-20, showing a growth of 37.68 % in number trained.

## **SUBSIDIARIES**

Subsidiaries Department was formed in April 2019, to liaison between the Corporation and its Subsidiaries and Associate Companies and to facilitate action on identified points of synergy between them.

Subsidiaries Department is working towards

- Creating a common vision among all the subsidiaries to realise the dream of making LIC a global financial conglomerate.
- Working as a nodal agency to co-ordinate, support and synergise with the Subsidiaries/Associate Companies.
- Providing support to higher management for analyzing data and reviewing the performance.
- Creating awareness about each other’s strengths to leverage them for growth and prosperity
- Creating a common data base about the subsidiaries information for reference and use.
- Functioning as the effective single conduit for requisition and collection of financial and performance data to and from the Subsidiaries and Associates.

Life Insurance Corporation of India has the following Subsidiaries and Associate Companies:

### **Subsidiary Companies**

1. LIC Pension Fund Limited (100 per cent wholly owned)
2. LIC Cards Services Limited (100 per cent wholly owned)

### **Associate Companies**

- 1} LIC Housing Finance Limited (40.31 per cent)

LIC Housing Finance Limited has the following Subsidiaries:

- LICHFL Care Homes Limited
- LICHFL Financial Services Limited
- LICHFL Asset Management Company Limited

2) LIC Mutual Fund Asset Management Company Limited (45 per cent)

3) IDBI Bank Limited (49.24 per cent)

The companies promoted by LIC of India have made significant mark in their respective area of operations.

## **ENGINEERING DEPT**

...During the year the Engineering Department has completed 3 Branch Offices (Washim, Yamunanagar and CBO IV Mysore) and 8 nos Residential units (Washim and Mysore) and Construction are in progress for DO building at Bhubaneswar, 9 nos BO's and 90 nos Officer's Quarters at various locations and Sales Training Centre at Warangal & Bareilly. Investment Buildings are in progress at CP-3 Lucknow; GIFT CITY Gandhinagar; EM Bypass Road Kolkata total generating a BUA of 10.73 lakh sqft.

Ø Tenders have been invited for Construction of **major** Investment Buildings at Ludhiana and Scheme 54 Indore total generating a BUA of 7.89 lakh sqft and building for Sales Training Centre at Bhilai having BUA of 0.55 lakh sqft.

Ø IGBC has awarded Gold rating in Green Building Category for our newly constructed Divisional Office Cum Investment building at Jaipur during the FY 2020-21.

Ø LIC of India with a view, to promote renewable and clean energy for sustainable development as a whole, has installed 2184 KWp of Solar PV since beginning from 24.06.2014 upto 31.03.2020 resulting in approximate savings in revenue of Rs. 679.05 Lakh and 4753.41 carbon credits. During financial year FY 2020-21 (i.e from 01.04.2020 to 31.03.2021) 955 KWp capacity has been added resulting in approximate savings in revenue of Rs 294.98 Lakh and 2064.91 carbon credits.

Ø Modernization works Completed at KMDO-I Kolkata, DO Mysore, DO Satna, DO Indore and DO Salem and works are in progress at ZO & DO I Chennai, DO Sambalpur and DO Srinagar.



# Awards & Accolades 2020-21



Golden Peacock Award 2020  
For Excellence in  
Corporate Governance



Business Leader  
of the Year Award  
Micro Insurance Leader



Business Leader  
of the Year Award  
Claim Service Leader



Business Leader  
of the Year Award  
Most Admired  
Company of the year



Business Leader  
of the Year Award  
Technology Initiative of the Year  
'ANANDA'



FICCI Insurance  
Industry Awards 2020  
SPECIAL JURY AWARD



WPP Kantar Brandz Top  
75 Most Valuable  
Indian Brands 2020  
2nd Most Valuable Brand



SKOCH EXCELLENCE  
IN BFSI For Claim Settlements



Certificate of Appreciation by  
Governor of Maharashtra for  
excellent work done during  
Lockdown arising out of the  
COVID-19 Pandemic



Reader's Digest  
Trusted Brand 2020  
Category - Life Insurance



National Awards  
for Excellence in Financial Services  
Customer Service Excellence



National Awards  
for Excellence in Financial Services  
Life Insurance Company of The Year 2020



National Awards  
for Excellence in Financial Services  
Marketing



IPRCCA  
Continuous Campaign  
(Metro Only) 'Pehle LIC'



ABCI Award  
Wall Calendar



ABCI Award  
Corporate Intranet



ABCI Award  
Photo Feature  
Yogakshema Magazine



ABCI Award  
Wall Paper for  
Yogakshema Magazine



ABCI Award  
Web Communication  
Online Campaign