

PROCEEDINGS BEFORE - THE INSURANCE OMBUDSMAN, LUCKNOW
(UNDER RULE NO: 16(1)/17 OF THE INSURANCE OMBUDSMAN RULE 2017)

Mr. Radhey Shyam Shukla Complainant

V/S

Life Insurance Corporation of India.....Respondent

COMPLAINT NO: LCK-L-029-1718-0293

Order No. IO/LCK/A/LI/0002/2019-20

1.	Name & Address of the Complainant	Mr. Radhey Shyam Shukla Jankinagar Colony Gonda
2.	Policy No: Type of Policy Duration of policy/DOC	215217470 --- 15.03.2005
3.	Name of the insured Name of the policyholder	Mr. Radhey Shyam Shukla Mr. Radhey Shyam Shukla
4.	Name of the insurer	Life Insurance Corporation of India
5.	Date of Repudiation/Rejection	---
6.	Reason for repudiation/Rejection	---
7.	Date of receipt of the Complaint	28.06.2017
8.	Nature of complaint	Non Payment of S.V.
9.	Amount of Claim	---
10.	Date of Partial Settlement	---
11.	Amount of relief sought	---
12.	Complaint registered under Rule	Rule No. 13(1)(a) of Ins. Ombudsman Rule 2017
13.	Date of hearing/place	On 22.04.2019 at 11.00 am at Lucknow
14.	Representation at the hearing	
	a) For the Complainant	Absent
	b) For the insurer	Mr. Faujdar Pathak
15.	Complaint how disposed	Dismissed as settled
16.	Date of Award/Order	22.04.2019

17. Mr. Radhey Shyam Shukla (Complainant) has filed a complaint against the Life Insurance Corporation of India. (Respondent) alleging non payment of S.V.

18. Brief Facts Of the Case:- Mr. Radhey Shyam Shukla has filed a complaint dated 28.06.2017 before this Forum allegeing that he had surrendered the above policy on 21.02.2017 but did not receive the payment .He approached the GRO of the RIC but received no proper response. Being aggrieved, the complainant approached this forum for the redressal of his grievance and then after our intervention RIC has paid him the said S.V. of Rs. 1,48,913/- on 08.08.2017 through Neft and

has also paid interest of Rs.6,234/-.The complainant has approached this forum for payment of compensation.

In their SCN/reply respondent have stated that the S.V. amount of Rs. 148913/- on the above policy was paid on 08.08.2017 through Neft.

19. The complainant has filed a complaint letter, annexure VI A, correspondence with respondent and copy of policy document while respondent filed SCN with enclosures.

20. During hearing the complainant remained absent. I have heard the representative of the respondent and perused papers filed on behalf of complainant as well as respondent.

21. E-mail of complainant dated 23.11.2017, 19.04.2019 and e-mail of complainant's son dated 19.04.2019 is on record in which complainant has requested to close the complaint. As per complainant's e-mail dated 23.11.2017 payment of S.V. amount with interest had already been made to him. Hence, let complaint be closed as prayed by complainant.

22. Let complaint be dismissed as settled.

23. Let copies of Award be given to both the parties.

Dated : April 22, 2019

Place : Lucknow

(G.S. Shrivastava)
Insurance Ombudsman