

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

Mr. Mohd. Imtiyaz..... Complainant

VS

Life Insurance Corporation of India.....Respondent

COMPLAINT NO: LCK-L-029-1920-0223 Order No. IO/LCK/A/LI/0093/2020-21

1.	Name & Address of the Complainant	Mr. Mohd. Imtiyaz Mohalla- Gaziya Bazar Post- Mauaima Teh.- Sowon Dist. Prayagraj - 212507 (U.P.)
2.	Policy No: Type of Policy DOC /DOR DOD Duration of policy	312999711 Money Back Plan 20.07.2007 N/A 20 years
3.	Name of the insured / Name of the policyholder	Mr. Mohd. Imtiyaz Mr. Mohd. Imtiyaz
4.	Name of the insurer	Life Insurance Corporation of India
5.	Date of Repudiation/Rejection	N/A
6.	Reason for repudiation/Rejection	N/A
7.	Date of receipt of the Complaint	22.07.2019
8.	Nature of complaint	S.B. DUE ON 2017 IS NOT PAID
9.	Amount of Claim	10,000/-
10.	Date of Partial Settlement	
11.	Amount of relief sought	S.B. DUE ON 2017 IS NOT PAID
12.	Complaint registered under Rule	Rule No.13(1)(a)of Insurance Ombudsman Rule 2017
13.	Date of hearing/place	05.08.2020 at 15.00 P.M.
14.	Representation at the hearing	
	a) For the Complainant	Mr. Mohd. Imtiyaz
	b) For the insurer	Mr. Shivakant
15.	Complaint how disposed	Dismissed
16.	Date of Award/Order	05.08.2020

17. Mr. Mohd. Imtiyaz (Complainant) has filed a complaint against Life Insurance Corporation of India. (Respondent) alleging that Survival Benefit due on 2017 has not been paid.

YKS

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Brief Facts of the Case:-

18. As per the complaint, complainant had taken one policy no. 312999711 under Money Back plan for 20 years on 20.07.2007 from LIC of India. As per policy condition, he had to get Survival Benefit payment on 2012, 2017 and 2022. Complainant had not received Survival Benefit due on 2017. Hence he approached the L.I.C. Branch where they have informed that the said Survival Benefit was paid through NEFT in S.B.I. of India A/C no. 30791438711. But this account does not pertain to him. Complainant A/C no. is 0271010296104 IFSC Code UTBIOMUA506 of United Bank of India, Mauinama Branch. Hence he had not received this amount. Complainant had also given a complaint to Branch and Divisional office in this regard. But he has not received his money. Being aggrieved, the complainant approached this forum for the redressal of his grievance.

Written reply/SCN:-

19. Further RIC vide their mail dt. 05.08.2020 informed that an amount of Rs. 9972/- has been made to the claimant as per detail given below:-

Survival Benefit	-	Rs. 8296/-
Interest @6.65% for 36 months and 14 days	-	Rs. 1676/-

Hence RIC has requested to close the complaint.

20. The complainants have filed a complaint letter along with other relevant papers while respondent has filed SCN. Annexure VIA not enclosed.

21. I have heard the complainant on his mobile no. 9621022651 from mobile no. 9889223333 and perused the record. I have heard the respondent representative on her mobile no. 8840523650 from mobile no. 9889223333 and perused the record.

Findings:-

22. Main complaint of the complainant relates to non-payment of survival benefit due on 20.07.2017.

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23. As per the respondents SCN amount of Rs. 8296/- along with interest at the rate of 6.65 percent per annum. Rs. 1676/- total Rs. 9972/- has been made to the complainant on 04.08.2020. Amount of premium was deducted from the survival benefit. Since the payment has been made with interest complaint becomes infructuous and liable to be dismissed.

Order:-

24. Complaint is dismissed.

25. Let the copies of this award be given to both the parties.

Date: 05.08. 2020
Place: Lucknow

Justice Anil Kumar Srivastava
(Insurance Ombudsman)