

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION No. 2785

ANSWERED ON TUESDAY, 17 MARCH, 2026/ 26 PHALGUNA, 1947 (SAKA)

RISING GRIEVANCES ON INSURANCE CLAIM SETTLEMENT DELAYS

2785 DR. MEDHA VISHRAM KULKARNI:

Will the Minister of Finance be pleased to state?

- (a) whether Government has taken cognizance of rising complaints regarding delay and repudiation of insurance claims by private insurers, if so, the details thereof;
- (b) the number of grievances received by the Insurance Regulatory and Development Authority of India during the last three years, company-wise;
- (c) whether Government has reviewed clauses such as mis-selling and pre-existing disease; and
- (d) the corrective steps taken or proposed to ensure timely settlement of genuine claims and protect policyholders?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) & (b): Figures furnished by Insurance Regulatory and Development Authority of India (IRDAI) for the total number of complaints and the number of complaints received on claims and related issues (FY 2022-23, FY 2023-24 and FY 2024-25) are as below:

Year	Total complaints	Complaints towards claims and related issues	Claim related complaints percentage of the total complaints	Percentage of complaints to total number of policies issued	% of complaints to private insurers
2024-25	2,57,790	1,26,412	49.04	0.00767	56.67
2023-24	2,15,569	1,00,996	46.85	0.00597	51.63
2022-23	2,02,640	84,009	41.45	0.00629	49.85

The 5 main reasons for complaints on claims and its percentage to total complaints on claims are given below:

S. No.	Particular	FY 22-23	FY 23-24	FY 24-25
1	Insurer not disposed of the claim	15.2	13.99	15.07
2	Claim repudiated without giving reasons	3.15	5.34	6.54
3	Survival Benefit is not paid	4.35	3.77	3.74
4	Maturity claim is not paid	3.48	3.49	2.96

5	Difference between assessed loss and amount settled by Insurer.	1.06	2.17	2.40
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The company-wise grievances received in last three years are placed at annexure.

(c): The stipulation on mis-selling and pre-existing disease have been reviewed. Waiting period for pre-existing disease has been reduced to 3 years from the earlier 4 years vide IRDAI (Insurance Products) Regulations, 2024 notified on 22.03.2024.

Further, in order to curb the mis-selling, the IRDAI has

1. defined “mis-selling” under IRDAI (Protection of Policyholders’ Interests, Operations and Allied Matters of Insurers) Regulations, 2024.
2. specified that the Board policy of the insurer shall dwell on the measures to curb mis-selling, force-selling and mis-leading sales.
3. specified the mechanism to be put in place to avoid mis-selling of insurance policies.
4. mandated suitability analysis for saving based Insurance Products and Annuity products except those sold to NPS subscriber(s).
5. extended Free Look Period: A uniform period of 30 days is made applicable for Health and Life insurance policies.

(d): Various steps to ensure that insurance companies settle the claims in timely manner and to protect the interest of the policyholders Some of measure taken in this regard are as under:

- i. No claim shall be repudiated without the approval of Product Management Committee (PMC) or a three-member sub-group of PMC called the Claims Review Committee (CRC).
- ii. No claim shall be rejected or closed for want of documents or for delayed intimation of claim.
- iii. In case, the claim is repudiated or rejected or disallowed partially, details shall be communicated to the claimant along with full details giving reference to the specific terms and conditions of the policy document.
- iv. Timelines for settlement of claims have been specified.

Further, in case of delay in settlement of claims, the insurers are required to pay penal interest from the date of intimation or due date of the claim, whichever is applicable, with the penal interest of bank rate plus 2 percent.

**Annexure referred in reply to parts (a) & (b) of Rajya Sabha unstarred Question No. 2785 for
17.03.2026**

Company wise grievances received in FY 2024-25		
Company	Insurance type	Complaints
Life Insurance Corporation of India	Life Insurance	74104
Star Health And Allied Insurance Company Limited	Non Life Insurance	20527
National Insurance Company Limited	Non Life Insurance	12859
Care Health Insurance Limited	Non Life Insurance	10281
United India Insurance Company Limited	Non Life Insurance	10126
Niva Bupa Health Insurance Company Limited	Non Life Insurance	7970
ICICI Lombard General Insurance Company Limited	Non Life Insurance	7781
The New India Assurance Co. Ltd.	Non Life Insurance	7768
HDFC Ergo General Insurance Company Ltd.	Non Life Insurance	7326
The Oriental Insurance Company Ltd.	Non Life Insurance	6854
Aditya Birla Health Insurance Co. Limited	Non Life Insurance	5329
Max Life Insurance Company Limited	Life Insurance	5165
HDFC Standard Life Insurance Co. Ltd	Life Insurance	4744
SBI General Insurance Co. Ltd.	Non Life Insurance	4503
Bharti-Axa Life Insurance Company LTD	Life Insurance	3892
Bajaj Allianz Life Insurance Company Ltd	Life Insurance	3827
Bajaj Allianz General Insurance Company Ltd	Non Life Insurance	3807
Shriram General Insurance Co. LTD.	Non Life Insurance	3733
IFFCO TOKIO General Insurance Co. Ltd.	Non Life Insurance	3697
TATA AIG General Insurance Company Ltd.	Non Life Insurance	3577
ICICI Prudential Life Insurance Company Ltd	Life Insurance	3557
Cholamandalam MS General Insurance Company Ltd.	Non Life Insurance	3467
Reliance General Insurance Co Ltd	Non Life Insurance	3396
Tata AIA Life Insurance Company LTD	Life Insurance	3391
SBI Life Insurance Co. Ltd.	Life Insurance	3041
Shriram Life Insurance Company Ltd.	Life Insurance	2869
Go Digit General Insurance Limited	Non Life Insurance	2362
PNB MetLife India Insurance Company Ltd.	Life Insurance	2296
ManipalCigna Health Insurance Company Limited	Non Life Insurance	2041
Kotak Life Insurance Company Ltd	Life Insurance	1911
IndiaFirst Life Insurance Company Limited	Life Insurance	1803
Birla SunLife Insurance Company Limited	Life Insurance	1494
Acko General Insurance Limited	Non Life Insurance	1441
Star Union Dai-ichi Life Insurance Company Limited	Life Insurance	1376
Reliance Nippon Life Insurance Company Limited	Life Insurance	1288
Universal Sompo General Insurance Company Limited	Non Life Insurance	1259
Future Generali India Insurance Company limited	Non Life Insurance	1211
Agriculture Insurance Company of India Limited	Non Life Insurance	1098
Canara HSBC Life Insurance Company Limited	Life Insurance	1097
Royal Sundaram General Insurance Co. Limited	Non Life Insurance	1052
Edelweiss Tokio Life Insurance	Life Insurance	910
Future Generali India Life Insurance Company Limited	Life Insurance	804

Aviva Life Insurance Company India Limited	Life Insurance	684
Magma HDI General Insurance Co Ltd	Non Life Insurance	673
Liberty General Insurance Limited	Non Life Insurance	609
Pramerica Life Insurance Limited	Life Insurance	588
Zurich Kotak General Insurance Company (India) Ltd	Non Life Insurance	547
Zuno General Insurance Ltd	Non Life Insurance	491
Kotak Mahindra General Insurance Company Limited	Non Life Insurance	436
IDBI Federal Life Insurance Co Ltd	Life Insurance	407
Navi General Insurance Limited	Non Life Insurance	367
Sahara India Life Insurance Co. Ltd.	Life Insurance	346
Bandhan Life Insurance Limited	Life Insurance	299
Kshema General Insurance Limited	Non Life Insurance	276
Raheja QBE General Insurance Company Limited	Non Life Insurance	273
Export Credit Guarantee Corporation of India Ltd	Non Life Insurance	220
Acko Life Insurance Ltd	Life Insurance	213
Go Digit Life Insurance Limited	Life Insurance	206
Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited	Life Insurance	89
CreditAccess Life Insurance Limited	Life Insurance	12
AEGON Life Insurance Company Limited	Life Insurance	10
Exide Life Insurance Company Limited	Life Insurance	6
Narayana Health Insurance Limited	Non Life Insurance	3
Bharti AXA General Insurance Company Limited	Non Life Insurance	1
Grand Total		257790

Company wise grievances received in FY 2023-24		
Company	Insurance type	Complaints
Life Insurance Corporation of India	Life Insurance	80963
Star Health And Allied Insurance Company Limited	Non Life Insurance	16572
United India Insurance Company Limited	Non Life Insurance	7183
The New India Assurance Co. Ltd.	Non Life Insurance	6597
Care Health Insurance Limited	Non Life Insurance	6494
HDFC Ergo General Insurance Company Ltd.	Non Life Insurance	6020
National Insurance Company Limited	Non Life Insurance	5671
ICICI Lombard General Insurance Company Limited	Non Life Insurance	5171
Niva Bupa Health Insurance Company Limited	Non Life Insurance	5165
Max Life Insurance Company Limited	Life Insurance	4290
HDFC Standard Life Insurance Co. Ltd	Life Insurance	4045
Aditya Birla Health Insurance Co. Limited	Non Life Insurance	3918
The Oriental Insurance Company Ltd.	Non Life Insurance	3831
TATA AIG General Insurance Company Ltd.	Non Life Insurance	3793
ICICI Prudential Life Insurance Company Ltd	Life Insurance	3629
Bajaj Allianz Life Insurance Company Ltd	Life Insurance	3054
SBI Life Insurance Co. Ltd.	Life Insurance	2952
Bajaj Allianz General Insurance Company Ltd	Non Life Insurance	2857
Bharti-Axa Life Insurance Company LTD	Life Insurance	2796
Tata AIA Life Insurance Company LTD	Life Insurance	2651

Reliance General Insurance Co Ltd	Non Life Insurance	2644
IndiaFirst Life Insurance Company Limited	Life Insurance	2367
PNB MetLife India Insurance Company Ltd.	Life Insurance	2353
SBI General Insurance Co. Ltd.	Non Life Insurance	2289
IFFCO TOKIO General Insurance Co. Ltd.	Non Life Insurance	1894
Cholamandalam MS General Insurance Company Ltd.	Non Life Insurance	1794
Go Digit General Insurance Limited	Non Life Insurance	1740
ManipalCigna Health Insurance Company Limited	Non Life Insurance	1707
Kotak Life Insurance Company Ltd	Life Insurance	1561
Birla SunLife Insurance Company Limited	Life Insurance	1404
Agriculture Insurance Company of India Limited	Non Life Insurance	1397
Acko General Insurance Limited	Non Life Insurance	1346
Star Union Dai-ichi Life Insurance Company Limited	Life Insurance	1314
Shriram Life Insurance Company Ltd.	Life Insurance	1290
Universal Sompo General Insurance Company Limited	Non Life Insurance	1255
Reliance Nippon Life Insurance Company Limited	Life Insurance	1091
Canara HSBC Life Insurance Company Limited	Life Insurance	1037
Edelweiss Tokio Life Insurance	Life Insurance	968
Future Generali India Insurance Company limited	Non Life Insurance	908
Shriram General Insurance Co. LTD.	Non Life Insurance	908
Aviva Life Insurance Company India Limited	Life Insurance	857
Royal Sundaram General Insurance Co. Limited	Non Life Insurance	845
Future Generali India Life Insurance Company Limited	Life Insurance	761
Zurich Kotak General Insurance Company (India) Ltd	Non Life Insurance	735
Liberty General Insurance Limited	Non Life Insurance	624
IDBI Federal Life Insurance Co Ltd	Life Insurance	496
Magma HDI General Insurance Co Ltd	Non Life Insurance	479
Navi General Insurance Limited	Non Life Insurance	471
Pramerica Life Insurance Limited	Life Insurance	306
Export Credit Guarantee Corporation of India Ltd	Non Life Insurance	283
Bandhan Life Insurance Limited	Life Insurance	237
Sahara India Life Insurance Co. Ltd.	Life Insurance	216
Zuno General Insurance Ltd	Non Life Insurance	170
Raheja QBE General Insurance Company Limited	Non Life Insurance	116
Go Digit Life Insurance Limited	Life Insurance	54
Grand Total		215569

Company wise grievances received in FY 2022-23		
Company	Insurance Type	Complaints
Life Insurance Corporation of India	Life Insurance	81302
Star Health And Allied Insurance Company Limited	Non Life Insurance	12465
National Insurance Company Limited	Non Life Insurance	6310
United India Insurance Company Limited	Non Life Insurance	5905
The New India Assurance Co. Ltd.	Non Life Insurance	5189
HDFC Ergo General Insurance Company Ltd.	Non Life Insurance	4921
Care Health Insurance Limited	Non Life Insurance	4876
ICICI Lombard General Insurance Company Limited	Non Life Insurance	4598

SBI Life Insurance Co. Ltd.	Life Insurance	4502
Max Life Insurance Company Limited	Life Insurance	4203
The Oriental Insurance Company Ltd.	Non Life Insurance	3762
Niva Bupa Health Insurance Company Limited	Non Life Insurance	3753
HDFC Standard Life Insurance Co. Ltd	Life Insurance	3610
ICICI Prudential Life Insurance Company Ltd	Life Insurance	3531
Bharti-Axa Life Insurance Company LTD	Life Insurance	3417
IndiaFirst Life Insurance Company Limited	Life Insurance	3376
TATA AIG General Insurance Company Ltd.	Non Life Insurance	3091
PNB MetLife India Insurance Company Ltd.	Life Insurance	2734
Bajaj Allianz Life Insurance Company Ltd	Life Insurance	2670
Bajaj Allianz General Insurance Company Ltd	Non Life Insurance	2626
Aditya Birla Health Insurance Co. Limited	Non Life Insurance	2475
Cholamandalam MS General Insurance Company Ltd.	Non Life Insurance	2108
Reliance General Insurance Co Ltd	Non Life Insurance	2003
Birla SunLife Insurance Company Limited	Life Insurance	1888
Kotak Life Insurance Company Ltd	Life Insurance	1831
Universal Sompo General Insurance Company Limited	Non Life Insurance	1819
IFFCO TOKIO General Insurance Co. Ltd.	Non Life Insurance	1756
SBI General Insurance Co. Ltd.	Non Life Insurance	1739
Tata AIA Life Insurance Company LTD	Life Insurance	1580
Star Union Dai-ichi Life Insurance Company Limited	Life Insurance	1284
ManipalCigna Health Insurance Company Limited	Non Life Insurance	1276
Canara HSBC Life Insurance Company Limited	Life Insurance	1217
Royal Sundaram General Insurance Co. Limited	Non Life Insurance	1115
Reliance Nippon Life Insurance Company Limited	Life Insurance	1070
Agriculture Insurance Company of India Limited	Non Life Insurance	1055
Go Digit General Insurance Limited	Non Life Insurance	1038
Future Generali India Life Insurance Company Limited	Life Insurance	1014
Aviva Life Insurance Company India Limited	Life Insurance	991
Shriram Life Insurance Company Ltd.	Life Insurance	982
Exide Life Insurance Company Limited	Life Insurance	980
Edelweiss Tokio Life Insurance	Life Insurance	945
Future Generali India Insurance Company limited	Non Life Insurance	899
Acko General Insurance Limited	Non Life Insurance	666
Shriram General Insurance Co. LTD.	Non Life Insurance	553
Liberty General Insurance Limited	Non Life Insurance	513
IDBI Federal Life Insurance Co Ltd	Life Insurance	485
Zurich Kotak General Insurance Company (India) Ltd	Non Life Insurance	404
Magma HDI General Insurance Co Ltd	Non Life Insurance	380
Export Credit Guarantee Corporation of India Ltd	Non Life Insurance	342
Bandhan Life Insurance Limited	Life Insurance	333
Pramerica Life Insurance Limited	Life Insurance	295
Bharti AXA General Insurance Company Limited	Non Life Insurance	189
Navi General Insurance Limited	Non Life Insurance	184
Zuno General Insurance Ltd	Non Life Insurance	140
Raheja QBE General Insurance Company Limited	Non Life Insurance	116

Reliance Health Insurance Limited	Non Life Insurance	81
Sahara India Life Insurance Co. Ltd.	Life Insurance	53
TOTAL		202640