सत्यमेव जयते
न्यायालय मुख्य आयुक्त दिव्यांगजन
COURT OF THE CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)
दिव्यांगजन सशक्तिकरण विभाग/Department of Empowerment of Persons with Disabilities (Divyangjan)
सामाजिक न्याय और अधिकारिता मंत्रालय/Ministry of Social Justice & Empowerment
भारत सरकार/Government of India
5वाँ तल, एन.आई.एस.डी. भवन, जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष : (011)20892364
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Case No. 14081/1141/2023

In the matter of:

Shri Ashok Kumar **…Complainant**

Versus

The Chairman,
Insurance Regulatory & Development Authority of India (IRDAI),
Financial District,
Nanakramguda, Gachibowli, Hyderabad

…Respondent No. 1

The Chairman,
Life Insurance Corporation of India,
Central Office, 'Yogakshema',
Jeevan Bima Marg, Nariman Point, Mumbai

…Respondent No. 2

1. Gist of the Case

1.1 Shri Ashok Kumar, a person with above benchmark disability, filed a complaint dated 03.04.2023 stating that he was receiving a monthly social security pension of ₹1,000/-. He submitted that his late father, Shri Mansingh Sharma, had purchased an LIC "Plan for Dependent Handicapped" Policy No. 251323560 dated 28.11.1998. After the death of his father in 2022, the Complainant submitted a claim with LIC on 06.06.2022. However, according to the Complainant, no action was taken by LIC despite his subsequent complaint dated 21.09.2022.

1.2 The Complainant requested, inter alia, that LIC process the delayed claim and take appropriate action in the matter. He also referred to the provisions of the Consumer Protection Act, 2019 and Section 35 of the Rights of Persons with

Disabilities Act, 2016.

2. Notice Issued to the Respondents

2.1 Notice dated 30.05.2023 was issued to the Respondents, calling for their comments within 30 days under Sections 75 and 77 of the Rights of Persons with Disabilities Act, 2016 (hereinafter referred to as “the Act”). A final reminder dated 30.06.2023 was also issued to the Respondents under Rule 38(2) of the Rights of Persons with Disabilities Rules, 2017.

3. Submissions of the Respondent

3.1 The representative of Respondent No. 2, Branch Manager, Modipuram, Meerut, vide reply dated 03.07.2023, submitted that in respect of Policy No. 251323560, wherein Shri Man Singh Sharma was the Life Assured and Shri Ashok Kumar Sharma was the beneficiary under Plan 114-10-10, a death claim of ₹12,000/- had been paid on 29.05.2023 vide Voucher No. D/20232024/000040.

3.2 It was further submitted that, upon receipt of pension ratification from SDC on 07.06.2023, the pension had been ratified under IPP through Annuity Option-D (Monthly) for an amount of ₹476/-, which was remitted through NEFT to the beneficiary's bank account. It was also submitted that the claimant had been informed telephonically and through registered post.

4. Current Status of the Grievance

4.1 Vide email dated 03.11.2025, the current status of the grievance was sought from both the Complainant and the Respondents. No response was received from either party.

5. Proceedings of the Hearing

5.1 Thereafter, a Notice of Hearing dated 07.11.2025 was issued, requiring the parties to appear before this Court on 12.11.2025.

5.2 In response to the said Notice, the Complainant, vide email dated 08.11.2025, informed the Court that his grievance had been resolved and expressed his willingness to withdraw the complaint.

6. Observation and Recommendation

6.1 Upon consideration of the facts of the case and the material available on record, including the submissions made by Respondent No. 2 regarding payment of the death claim and commencement of the pension, as well as the

Complainant's communication dated 08.11.2025 confirming that his grievance had been resolved, this Court is of the view that the grievance raised in the present complaint stands redressed.

6.2 In view of the above, no further intervention of this Court is considered necessary in the matter.

6.3 Accordingly, the case is disposed of.

Digitally signed by
Ipsita Mitra
Date: 07-10-2026
12:18:27

(Ipsita Mitra)
Dy. Chief Commissioner for Persons with Disabilities