

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2718  
ANSWERED ON:19.12.2003  
UPGRADATION OF OFFICES OF LIC  
CHANDRA NATH SINGH;SADASHIVRAO DADOBHA MANDLIK

**Will the Minister of FINANCE be pleased to state:**

- (a) whether Life Insurance Corporation of India has begun a country-wise exercise to upgrade existing technology and to provide a face lift to all its existing offices;
- (b) if so, the details thereof;
- (c) the amount being invested in this regard along with the time schedule for its completion; and
- (d) the other steps taken by the Government to provide the best service to the customers?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANDRAO VITHOBA ADSUL):

- (a) Yes, Sir.
- (b) The Life Insurance Corporation of India (LIC) has informed that after computerising all branches they have already networked 1909 branches and 1847 branches are on Wide Area Network. Migration to LINUX MF Cobal from LINUX has also been completed in all the Branches. In addition to opening of infocentres and information kiosks, LIC is also implementing alternate premium payment channels like payment through internet, premium collection kiosks etc.
- (c) The face lifting of branch offices is being carried out at an average estimated cost of Rs. 25 lac per branch and the cost for face lifting of Corporate Office is about Rs. 1500 lac and are to be completed by April, 2004.
- (d) The LIC has informed that some of the major steps taken by them to provide best service to the customers include Computerisation, Wide Area Network, Green Channel Facility, Single Window System and Payment of Premiums electronically etc.