



Right to Information Act, 2005

Pursuant to the “Right to Information Act, 2005” enacted by the Government of India, Life Insurance Corporation of India has designated the following Officers as Central Assistant Public Information Officer (CAPIO) / Central Public Information Officer (CPIO) / Appellate Authority.

1. **Central Assistant Public Information Officer (CAPIO):** For all Branch Offices including the Satellite Offices the branch/office In-Charge has been designated as CAPIO. The CAPIO will receive the request for information from the person(s) and forward it to CPIO for necessary action.

The Role of CAPIO : The CAPIO will receive the request for information or the appeals under the Act and forward the same immediately to the CPIO or the Appellate Authority, as the case may be.

2. **Central Public Information Officer (CPIO):** The following Officers have been designated as CPIO

i) **At Divisional Offices :** The Manager, Customer Relationship Management (CRM) has been designated as CPIO for that Divisional Office as well as all the Branch Offices (including Satellite Offices) and Divisional Training Centres (DTC) coming under the jurisdiction of that Divisional Office.

ii) **At Zonal Offices :** The Regional Manager (Marketing) has been designated as CPIO for that Zonal Office (except Southern Zone) as well as the Engineering Wing, all the Sales Training Centres (STC) and Zonal Training Centres (ZTC) coming under the jurisdiction of that Zonal Office. For Southern Zone, Regional Manager (CRM) has been designated as CPIO for the Southern Zonal Office as well as the Engineering Wing, all the Sales Training Centres (STC) and Zonal Training Centre (ZTC) coming under the jurisdiction of Southern Zonal Office.

iii) **At Central Office :** The Executive Director (New Projects/CPIO) has been designated as CPIO for the Central Office as well as the Management Development Centre (MDC).

The Role of CPIO : The CPIO will process the request for information received directly or through the CAPIO and dispose of the same, either by providing the requested information or rejecting the request, within a period of 30 days from the date of receipt of the request.

3. **Appellate Authorities :** The following Officers have been designated as Appellate Authorities :

i) **At Division Offices :** The Sr./Divisional Manager has been designated as the Appellate Authority for the Divisional Office as well as all the Branch Offices (including Satellite Offices) and Divisional Training Centres (DTC) coming under the jurisdiction of that Divisional Office.



ii) At Zonal Offices : The Zonal Manager has been designated as the Appellate Authority for that Zonal Office as well as the Engineering Wing, all the Sales Training Centres (STC) and Zonal Training Centres (ZTC) coming under the jurisdiction of that Zonal Office.

iii) At Central Office : Shri Thomas Mathew T. , Managing Director has been designated as the Appellate Authority for the Central Office as well as the

Management Development Centre (MDC).

The Role of Appellate Authority : The Appellate Authority will receive the appeals, directly or through CAPIO or CPIO, against the decision of the CPIO as required under the Act.

CPIO AND APPELLATE AUTHORITIES AT CENTRALOFFICE

<u>NAME OF CPIO</u>	<u>TELEPHONE NO</u>	<u>E-MAIL ID</u>
MRS THANKOM MATHEW T Executive Director (New Projects)	66598487	co_cpio@licindia.com

<u>NAME OF APPELLATE AUTHORITY</u>	<u>TELEPHONE NO</u>	<u>E-MAIL ID</u>
MR. A K DASGUPTA Managing Director Executive Director (New Projects/CPIO)	66598725	mdakd@licindia.com

The addresses of our various offices are available at the internet site
<http://www.licindia.com/lichome2/mapping.shtml>

The structure of Life Insurance Corporation of India is as follows: