

LIC Response Time/Escalation Matrix for BHEL Pension (Office Timings on working days : 10:00AM to 1:30PM AND 2:00PM to 5:30 PM, Saturday and Sunday Closed)

1	2	3	4	6	7	9		
Stage	Work Activity	Address	Email ID	Dealing Officers	EPABX No.	Incharge responsible	Escalation Levels (beyond stipulated timeline mentiond in Column 4)	
Stage I	Processing of Fresh Pension Cases	P& GS Dept., 6th Floor, Jeevan Prakash Building 25 KG Marg, New Delhi-110001	adarsh.negi@licindia.com bo_g103@licindia.com	Veena Bhutale, AO 9811998498 beena.badhai@licindia.com		Ms. Adarsh Negi, Mgr.(LCC) 8826238995 adarsh.negi@licindia.com		
	Allocation of Annuity No.							
	Issuing of Annuity Certificate / Non receipt of Annuity certificate AND Issuing of Fund Statements etc.							
Stage II	Changes post allocation of Annuity Number	Non Receipt of Annuity payments	P& GS Dept., 7th Floor, Jeevan Prakash Building 25 KG Marg, New Delhi-110001	bo_g103annuity@licindia.com, suman9@licindia.com	Ms. Suman A.O. 9990688812, 011-23705950, suman9@licindia.com	011-23354985 011-23354984 011-23730707	Mrs. Santosh Maggu/ Manager, 8470898235, 011-23708275 (D)	
		Addition in Annuity Payments						
		Change of Nomination						
		Change of Annuitants' Address						
		Change of Annuitants' Bank details etc.						
		Updation of Life/ Existence certificates.						
		Issuance of Form-16.						
	Processing of Death Claim							
Transfer of annuity records to other unit of LIC of india No Transfer allowed								

Level -1: Sh. Pradeep Kumar Jain(Sr.Branch Manager)/ 9811464244
pradeepkumar.jain@licindia.com
Level-2: Sh.Devender Kumar Joshi (Divisional Manager-Incharge) 011-2334037 (D)
email ID:devender.joshi@licindia.com

Level-3: Sh.Raman Kumar (PGSM),Northern Zone
email ID: nz_pngs@licindia.com