



भारतीय बीमा विनियामक और विकास प्राधिकरण  
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

**Title:**To all

**Reference No.:**--

**Date:**18/06/2010

Selection of Implementing Agency for IRDA Grievance Call Center (IGCC)

Based on the detailed scrutiny of the Commercial Proposals submitted by the shortlisted BPO firms and further evaluation based on Quality Cum Cost Based System (QCBS), M/s Sparsh BPO Services Ltd has been selected as an Implementing Agency for setting up of IRDA Grievance Call Center.

Sd/-  
(A.Giridhar)  
Executive Director ( Admin & IT)