



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

Title:Seminar on Policyholder Protection and Welfare

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The Insurance Regulatory & Development Authority (IRDA) is organizing a Seminar on “**Policyholder Protection and Welfare**” at New Delhi on 3rd June, 2011, during which time its online grievance portal IGMS (Integrated Grievance Management System) will be launched. During the seminar, there will be deliberations on the subjects of Consumer Education, Consumer Protection and Grievance Management & Dispute Redressal. IGMS is a comprehensive solution which not only has the ability to provide a centralized and online access to the policyholder but also complete access and control to IRDA for monitoring grievance disposal by insurance companies. IGMS also enables detailed analyses that would help identify issues of concern for the policyholder. IGMS will have the ability to classify different complaint types based on pre-defined rules. The system will be able to assign, store and track unique complaint IDs and also enable intimation to various stakeholders as required, within the workflow. The system will enable defining of target Turnaround Times (TATs) and measuring the actual TATs on all complaints. The system sets up alerts for pending tasks nearing the laid down Turnaround Time. Thus, the system automatically triggers activities at the appropriate time through rule based workflows.

IGMS provides a standard platform to all insurers to resolve policyholder grievances and also enables the stakeholders to analyze data on complaints and make systemic changes wherever required. It will be an effective regulatory tool.

Sd/-

J. HARI NARAYAN
CHAIRMAN