INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA INFORMATAION TECHNOLOGY DEPARTMENT

Functions and responsibilities of IT Department

Information Technology Department has been providing day-to-day assistance in planning, organizing, and implementing IT Projects designed to support IRDA in all aspects of information technology.

The department has currently THREE divisions. The broad functions of these divisions are as follows:

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| **INFORMATION TECHNOLOGY DEPARTMENT** |
| **Hardware & support** |  Procurement Network Management Database and Systems Administration Website maintenance Help support for IRDAI Users |
| **Internal applications (**Supporting the internal functions of Authority) |  Mail tracking Applications (RNI) RTI Application Intranet Circular Numbering Biometric attendance ATI database Referral Database CBR Module RAP (Rural Authorised persons) module for CSS IR (Insurance Repository) module |
| **External Applications** (Industry facing applications) and Business Analytics Project |  Integrated Grievance Management System Agency Licensing IT policy and guidelines for Industry Business Analytics Project* Licensing applications
* Online filing
* Reports and Analytics
* Product approvals
* Advertisements and Branch Office
* Analytics

The activities like help desk support, application support, user complaints, change requests, Paymentgateway, User management, Contract Management, |

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|  | SLA monitoring etc. needs are being monitored closely on an on-going basis for the said applications. |

The following office orders contain the detailed job descriptions for the supervisory and functional positions of the IT department.

1. [IRDA/ADMIN/ORD/PER/098/05/2013 dated 17th May 2015 – Job Descriptions of Supervisory positions](http://www.irda.gov.in/ADMINCMS/cms/Uploadedfiles/JD_IT_13.PDF)
2. [IRDA/ADMIN/ORD/PER/183/08/2012 dated 2](http://www.irda.gov.in/ADMINCMS/cms/Uploadedfiles/JD_ID_12.pdf)nd [Aug 2012 – Job Descriptions of Functional positions](http://www.irda.gov.in/ADMINCMS/cms/Uploadedfiles/JD_ID_12.pdf)

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