

OFFICE ORDER

IRDAI/PP&GR/ORD/CMT/67/4/2024


10th April, 2024

1. In accordance with Rule 19 of the Insurance Ombudsman Rules, 2017, it has been decided to reconstitute Advisory Committee comprising of the following members to review the performance of the Insurance Ombudsman system from time to time.

S, No.	Particulars	Designation
1	Ms. Shalini Prasad, former Special Secretary, NITI Aayog, Government of India	Chairperson
2	Mr. Rakesh Joshi, former Whole-time Member, IRDAI	Member
3	Mr. Kuldip Singh, former Insurance Ombudsman & former Director, New India Assurance Co. Ltd	Member
4	Ms. Pushpa Girimaji, Consumer Rights Advocate	Member
5.	Director, Ministry of Consumer Affairs, Government of India	Member
6.	Head of the Department, Policyholders' Protection and Grievance Redressal Department, IRDAI	Convener

2. **Terms of reference:** To review the performance of the Insurance Ombudsman and other matters related to enhance efficiency of Institution of Insurance Ombudsmen.
3. **Tenure:** The tenure of the Committee will be two years.
4. **Meetings:** The Advisory Committee will generally meet at least twice a year and will submit a report to IRDAI on annual basis for review and further action as deemed necessary.
5. **Quorum:** Three Members would constitute a quorum.
6. **Fees and Other Expenses:** The Chairperson and Members shall be eligible for travel boarding and lodging in addition to sitting fee at par with other committees constituted by the Authority.

This issues with the approval of the Competent Authority


B C Patnaik
Member-Life