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

Title: RTI 41biv	
Reference No.:--	**Date:** 15/07/2020

<div align="center">Department Wise - Process of redress of grievances</div>

From Existing Link - Regulation 78 (under Chapter IX) if IRDAI Staff (Officers and Other Employees) Regulations, 2016 provides norms for grievance redressal of employees.

The Chairperson shall constitute a Grievance Redressal Committee comprising any of the Whole-time Members/Part-time Members of the Authority to look into grievances, if any, of its employees with one of such members designated as Chairman of the Committee.

The Committee shall provide reasonable opportunity of hearing the aggrieved person and submit a report to the Chairperson for necessary action and the decision of the Chairperson on the grievance shall be final.

S.No	Department	Remarks
1	Agency Distribution	Grievances received will be forwarded to the respective insurers / corporate agents for redressal.
2	Vigilance	Not Applicable
3	Surveyors	For grievances - surveyordelhi@irdai.gov.in surveyor@irdai.gov.in
4	Actuarial	Not Applicable
5	Sectoral Development Department	Not Applicable (as the department normally functions as co-ordinating department ; we send the grievances to respective departments)
6	Inspection	Not applicable to inspection department as there is no involvement of public in the functioning of the Inspection Department.
7	Non Life	Grievances against various functions are attended initially by the concerned nodal officer. He/She will take necessary approval/advise from the competent authority to resolve the grievances
8	Health	Information may be sought from CAD.
9	Consumer Affairs Department (CAD)	The process for redressal of grievances is published in www.policyhollder.gov.in. The same can be accessed through following link. http://www.policyholder.gov.in/Integrated_Grievance_Management.aspx. It also contains IGMS video tours including the details of Integrated Grievance Call Centre (IGCC) and a link to lodge complaints through

		IGMS.
10	Admin,HR, Internal Accounts, Corporate Affairs, OLI Department	Annexure Link
11	IT	Not Applicable