



# College of Insurance

## Insurance Institute of India, Mumbai

### Classroom Training Session on Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases (CT-CGIAOCC), (On: 13<sup>th</sup> January, 2025)

#### Program Concept and Objectives:

The Insurance industry has established various mechanisms to protect the rights of the customers of insurance and ensure fair treatment to them. This includes providing platforms for resolving customer grievances within insurance company, escalating unresolved complaints to the regulator, appointing Insurance Ombudsmen, enabling Alternative Dispute Redressal (ADR) mechanisms like arbitration and out of court settlements, in addition to the consumer for a, tribunals and judicial systems. IRDAI has mandated that Insurance companies have dedicated grievance redressal mechanisms to address these concerns promptly and effectively.

These mechanisms help in fostering customer confidence and maintaining trust in the industry by promoting accountability, fair practices and effective resolution of customer concerns. These also serve as a means to improve the overall quality of service provided by insurance companies, to ensure customer satisfaction and to maintain positive relationships with customers.

College of Insurance has designed this special program to sensitize the industry on these issues and provide knowledge about the working of the various mechanisms available to the customers.

#### Key Takeaways from the Program:

The program is designed to provide the following:

- Awareness about Consumer Rights
- Knowledge to handle grievances effectively
- Understanding different types of Customer Grievances and their causes
- Understanding various dispute resolution mechanisms and functioning of the Insurance Ombudsman
- Awareness of Alternative Dispute Resolution methods in the insurance industry – Focus on Arbitration

#### Participant Profile:

The programme is designed for Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.



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**Insurance Arbitration, Ombudsman and Consumer**  
**Cases (CT-CGIAOCC), (On: 13<sup>th</sup> January, 2025)**

**Program Coordinator:**

Mr. Arun Kumar Bhatia

022-69654247

Email: [arunbhatia@iii.org.in](mailto:arunbhatia@iii.org.in)

**Program Duration & Timing:**

1 day & from 10.00 a.m. to 05.00 p.m.

**Program Fees:**

- **Participants requiring residential facilities: Total amount Required –Rs. 5900/- i.e. (Rs. 5000/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

- **Non-residential participants: Total amount Required –Rs. 4248/- i.e. (Rs. 3600/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

**Payment Terms and Conditions:**

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to receipt of payment.

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3) Please see below details for Bank Transfer.

Name of the Beneficiary	Insurance Institute of India
Account No.	004010100143462
IFS Code	UTIB0000004
MICR Code	400211002
Swift Code	AXISINBB004
Name of Bank	Axis Bank Ltd
Address	Branch - Fort Branch Address - Universal Insurance Building, Ground Floor, Sir P M Road, Fort, Mumbai - 400001.

4) For online payment mode by following the below link

[https://www.insuranceinstituteofindia.com/o/COI\\_WebPortal/cmcc/eventDetails?eventid=2283](https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmcc/eventDetails?eventid=2283)

#### Program Venue, Location and Parking:

##### Program Venue:

College of Insurance,  
Insurance Institute of India,  
C-46, G-Block, Bandra-  
Kurla Complex,  
Mumbai - 400 051 India.

Please follow the link /  
scan QR Code for  
training venue.



<https://qrgo.page.link/qs2Qb>

Public parking available at 5 minutes walking distance (Behind US Consulate).

#### Program Team:

Ms. Nilambari Bagde	<a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. Sujay Mahadik		022-69654251
Ms. Akshara Nagpal		022-69654266
Ms. Jayashree Salian		022-69654249
Ms. Mrunal Satam		022-69654216