Insurance Institute of India, COI, Mumbai

Virtual Training Session on Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases (CVT) 21 December 2026

Program Concept and Objectives:

The Indian insurance industry has established various mechanisms to protect the rights of the customers of insurance and ensure fair treatment to them. IRDAI has specific regulations to protect the rights of policyholders and to provide them with multiple mechanisms for voicing their grievances. This includes platforms for resolving customer grievances within insurance companies, escalating unresolved complaints to the regulator, approaching Insurance Ombudsmen, enabling Alternative Dispute Redressal (ADR) mechanisms like arbitration and out of court settlements, in addition to consumer forums, 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 on the *Virtual Classroom Training (CVT)* mode to reach out to far flung areas of the country and sensitize the industry and its customers 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**
- **Awareness of different types of Customer Grievances and their causes**
- **Understanding various dispute resolution mechanisms and the functioning of the Insurance Ombudsman system**
- **Understanding Alternative Dispute Resolution methods in the insurance industry and the Arbitration system**

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.

Program Fees: Rs. 1770/-(₹ 1500/- plus 18% GST)

Certificate of Participation: Online Certificate in PDF format will be issued to all the participant.

Program Coordinator: Mr. Shiva Kumar Singh, Faculty, Email: sk.singh@iii.org.in, Contact: 022-69654247

Program Date: 21 December 2026 | **Program Duration: 1 day (3hr-CVT)** | **Program Time (IST): 10.30 am to 01.30 pm**

REGISTER NOW

PROGRAM TEAM:

Ms. Yogeeta Kulkarni	Any help/queries mail to college_insurance@iii.org.in	022-69654255
Ms. Rupali Thakur		022-69654284
Ms. Sakshi Pawar		022-69654251
Mr. A. G. Madwal		022-69654254
Mr. P. H. Ekke		022-69654234
Ms. Akshara Nagpal		022-69654266
Ms. Meghana Shivtarkar		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

Program ID: CPG

Website: www.insuranceinstituteofindia.com