

College of Insurance
Insurance Institute of India, Mumbai
Classroom Training Session on Customer Grievance, Insurance
Arbitration, Ombudsman and Consumer Cases - Program ID – CPG54
(From: 15th – 16th January 2024)

Relevance of the Program:-

The primary objectives of Customer Grievance mechanism, Insurance Arbitration and Ombudsman Services are to protect the rights of insurance customers, ensure fair treatment and provide a platform for resolving.

These mechanisms help maintain trust in the industry by promoting accountability, fair practices and effective resolution of customer concerns.

They also serve as a means to improve the overall quality of service provided by the insurance companies and foster customer confidence in the insurance sector. They play an important role in ensuring customer satisfaction and resolution of disputes in the industry and thus are crucial for maintaining a positive relationship with customers.

IRDAI has mandated that Insurance companies have dedicated grievance mechanisms to address these concerns promptly and effectively. In addition to the internal grievance redressal mechanisms, Arbitration and Ombudsman act as a neutral intermediary and offer accessible avenue for customers to seek resolution when they are dissatisfied with insurance company's response to their complaint.

Hence, the College of Insurance has designed this special program for the professionals working in the Insurance Companies, Brokers and Agents including Corporate Agents etc. to provide knowledge of handling disputes through various mechanisms available to the customers.

Program Objectives:-

- Understanding Consumer Rights
- Learning how to handle grievances effectively
- Exploring dispute resolution mechanisms
- Types of Consumer Grievances in the Insurance Industry and their causes
- Alternative Dispute resolution methods

Participant's Profile:-

The program is designed for Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand the various aspects

College of Insurance
Insurance Institute of India, Mumbai
Classroom Training Session on Customer Grievance, Insurance
Arbitration, Ombudsman and Consumer Cases - Program ID – CPG54
(From: 15th – 16th January 2024)

of customer dispute resolution and management of Arbitration, Consumer Forum and Ombudsman Mechanisms.

Course Coordinator:-

Mr Arun Kumar Bhatia – 022-69654247 Email: arunbhatia@iii.org.in

Program Duration & Timing: -

2 days & from 10.00 a.m. to 05.00 p.m.

Course Fees:-

- **Participants requiring residential facilities: Total amount Required – Rs. 11800/- i.e. (Rs. 10000/- 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. 8496/- i.e. (Rs. 7200/- 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.

College of Insurance
Insurance Institute of India, Mumbai
Classroom Training Session on Customer Grievance, Insurance
Arbitration, Ombudsman and Consumer Cases - Program ID – CPG54
(From: 15th – 16th January 2024)

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	Fort Branch, 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/cmc/eventDetails?eventid=1933

Training Venue:-

Please follow below link / QR Code for Training Venue

<https://qr.go.page.link/qs2Qb>



Parking Facility:-

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

Respond to:-

Mr. Vivek Rane	college_insurance@iii.org.in	022-69654284
Ms. Nilambari Bagde		022-69654234
Ms. Snehal Vartak		022-69654251
Ms Vrushali Nagawekar		022-69654266
Ms Jayashree Salian		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

College of Insurance
Insurance Institute of India, Mumbai
Classroom Training Session on Customer Grievance, Insurance
Arbitration, Ombudsman and Consumer Cases - Program ID – CPG54
(From: 15th – 16th January 2024)

Nomination Form

- 1) Name: _____
- 2) Address: _____
- 3) Educational Qualification: _____
- 4) Date of Birth: _____
- 5) Position Held.: _____
- 6) Mobile No : _____
- 7) Telephone No. : _____
- 8) E-Mail: _____
- 9) Alternate E-Mail: _____
- 10) Sponsoring Organisation: _____

Please affix
your
photograph
here

- 11) Food preference: ☐ Vegetarian ☐ Non-Vegetarian
- 12) Accommodation Required: ☐ Yes ☐ No

- 13) Details of Fee Paid: Cheque / D.D. No. _____ dt. _____
Drawn on _____ Bank, for Rs. _____

Signature & seal of the authority
of the Sponsoring organisation

Signature of the Participant

*Name of Co-ordinator: _____

Mobile No: _____ Tel. No.: _____

Email-Id.: _____ Company Name: _____

**This column is mandatory for those participants who are sponsored by company.*