

Be it for a product, or service, tangible or intangible, consumers' grievances are the first hand sources of inputs to make the business of the product/service. It is not a cause of concern, rather cause of concern is its remedial measures to redress. Once the grievance is redressed, it enhances the viability of the products/services and ensure their acceptability with total satisfaction from the consumer point of view.

Insurance is no exception and being intangible, it is much more essential to look into the services, redressal of complaints in order to insure the preventing of the product and its hassle free services.



COI has created '**Virtual Training (CVT) Rooms**' as a cost-effective mechanism for participants to equip themselves academically at their respective locations.

Program Objectives:

- The system will take care of identifying the complaint, nature of complaints, so as to find out their solution.
- Their will ensure a fair way to deal with complaints.
- This will reduce the dissatisfaction due to pure services.
- This will ensure a time bound turnaround time to close the complaints.
- Over all, this will ensure improvements in the level of complaints management.

Program Contents:

- Consumer Rights
- Challenges in handling Grievances
- Redressal methods involved in the system
- Section 23, COPRA 1986, Right & Responsibilities
- Integrated Grievance Redressal Mechanism (INGRAM)
- Case studies in Life Insurance and Analysis of Legal Cases

Participant Profile: AAOs/AOs/BMs/working in Policy servicing dept., CRM dept., and other desired group.

Duration	Date	Time (IST)	Hours
One Day	31 st January 2024	10.30 hrs. - 13.30 hrs.	03.00 Hours

Course Fees: Rs.1770/- (Rs.1500/- + 9% CGST + 9% SGST)

How to enroll: [Click here for Registration](#) and for any help/queries please mail to college_insurance@iii.org.in

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

Programme Co-coordinator:

Dr. Sanjay Tupe, Faculty (Email id: tupe@iii.org.in, Contact no. 022 69654203)

For enrolment and technical support call	Name	Contact No	Name	Contact No
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