



# Insurance Institute of India, COI, Mumbai

## Virtual Training Session on

### Right to Information Act (RTI) : Focus Insurance Industry (CVT) - 17 June, 2026

#### Program Concept and Objectives:

The Right to Information Act, 2005 (RTI Act) is a landmark legislation that empowers citizens to seek information from public authorities, thereby fostering transparency, accountability, and good governance. For the insurance sector-particularly the public-sector insurance companies, regulatory bodies, and institutions covered under the definition of public authority - understanding and effectively implementing the RTI Act is essential for building trust and ensuring regulatory compliance.

In an increasingly complex insurance ecosystem driven by digital transactions, customer rights, and regulatory oversight, professionals in legal, compliance, ombudsman, and ethics functions play a crucial role in responding to RTI requests, managing disclosures, and ensuring adherence to statutory norms. The insurance industry in India is regulated by the Insurance Regulatory and Development Authority of India (IRDAI), which promotes fairness, transparency, and customer protection. Many insurance entities - particularly public-sector insurers, specialized insurance institutions, and the offices of Insurance Ombudsmen - fall under the purview of the RTI Act as “public authorities.”

Given these challenges, specialized capacity-building is essential to equip professionals with the knowledge and skills required for effective RTI compliance. This concept note outlines a virtual training program designed to enhance institutional capacities in the insurance industry for managing RTI obligations effectively.



#### Key Takeaways from the program:

- Upon completion of the program, participants will:
- Demonstrate improved understanding of RTI obligations in the insurance context
- Be able to handle RTI applications efficiently and lawfully
- Interpret exemptions accurately to balance transparency with confidentiality
- Reduce risks associated with appeals or adverse orders
- Strengthen organizational governance and accountability
- Enhance customer trust through responsible disclosure practices

**Participant Profile:** The virtual training program has been specifically designed for professionals associated with:

- Legal and Compliance Departments of insurance companies
- Insurance Ombudsman Offices
- Ethics and Integrity Offices within insurance organizations
- Public Information Officers (PIOs) and Appellate Authorities
- Staff members involved in claims, underwriting, customer service, and grievance redress who support RTI responses

**Program Date:** 17 June 2026    **Program Duration:** 1 day (CVT)    **Program Time (IST):** 10.30 am to 01.30 pm

**Program Coordinator:** Dr. Ramesh Kumar Satuluri, Faculty, Email: [ramesh@iii.org.in](mailto:ramesh@iii.org.in), Contact No: 022-69654263

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

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

#### PROGRAM TEAM:

Ms. Nilambari Bagde	Any help/queries mail to <a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. A. G. Madwal		022-69654254
Mr. P. H. Ekke		022-69654284
Ms. Akshara Nagpal		022-69654266
Ms. Meghana Shivtarkar		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

