

Classroom Training Session on Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases (CT) - 8 to 9 September, 2025

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. 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
- 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 program 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 DURATION: 2 days

PROGRAM DATE: 8 to 9 September 2025

PROGRAM TIME(IST): 10 AM to 5 PM (6 Hrs. Every Day)

PROGRAM COORDINATOR: Dr. George E Thomas, Faculty
(Email: thomas@iii.org.in, Contact No: 022-69654271)

PROGRAM FEES:

- **Participants requiring residential facilities: Total amount Required – Rs. 12980/- i.e. (Rs. 11000/- 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. 9440/- i.e. (Rs. 8000/- plus 9% CGST + 9% SGST).**
 - (The fees cover tuition, course material and day boarding (i.e. breakfast, lunch and tea/coffee during tea breaks for actual days of training).)

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