

Virtual Training Session on Role of Consumer Protection in Insurance Industry (CVT) on 2nd November 2026

Participant Profile:

Training would be beneficial to insurers, persons in claim settlement departments, underwriters, and others who are involved in managerial roles of insurance, banks and legal department, corporate lawyers, students of law and others who are interested.

Program Date: 2 November 2026

Program Duration: 1 day (3hrs-CVT)

Program Time (IST):

10.30 am to 01.30 pm

Program Coordinator:

Mr. Satish Hegde, Faculty,
Email: satish.hegde@iii.org.in,
Contact: 022-69654285

Program Fees:

Rs. 1770/-

(₹ 1500/- plus 18% GST)

Certificate of Participation:

Online Certificate in PDF format
will be issued to all the
participant

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PROGRAM CONCEPT AND OBJECTIVES:

Despite various proactive measures taken by the Department of Consumer Affairs (DoCA) and Insurance Regulatory and Development Authority of India (IRDAI), cases pertaining to the Insurance sector are piling up in Consumer Courts.

Data in the public domain tells us that of the total 5,78,061 cases pending in Consumer Commissions as on February 2023, around 28% (1,61,134 cases) pertained to Insurance. In January 2024 also 5,43, 592 cases are pending with the Commissions. Insurance cases are divided into many categories like Travel insurance, Life insurance, Home insurance, Motor insurance, Marine Insurance, Fire Insurance, Crop Insurance, and Medical Insurance. Among them, most of the cases are in Health, Motor and Life insurance claims.

Major issues on which the claims are repudiated like: (i) Ambiguity in the insurance contract - use of technical jargons and complex words, (ii) Eligibility of the consumer to the claim made - claims rejected due to the pre-existing diseases, (iii) Intermediary - not disclosing the terms of the contract, (iv) Crop insurance - Rules related to administering the scheme.

In this context, the College of Insurance has designed a virtual training program to provide a deep understanding of Consumer laws and role of Consumer Courts in settling disputes.

KEY TAKEAWAYS FROM THE PROGRAM:

- Overview of the Indian Consumer Protection Act, 2019 and Consumer Protection Act, 1986.
- Discussions on insurance contract wordings and implications thereof.
- Appreciation of stakeholder consultation on insurance cases in consumer commissions.
- Understanding some case laws pertaining to insurance and financial services.
- Understanding the role of insurance employees in settling claims professionally.
- Understanding the role of Ombudsman in insurance claim settlement procedures

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 Shrivastava		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216