

Oriental Insurance Company

Grievance Redressal Mechanism

Customer Service-An Oriental Tradition

The Oriental Insurance Company has an established system in each and every operating / policy issuing office for redressal of grievances referred by policy holders and customers.

Definition of grievance:

A 'grievance / complaint' is defined as "any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of an insurance company and / or an intermediary representing the insurance company".

Branch Office:

Customers/policy holders of Branch Office can take up their grievances with the Branch Manager either in writing or by oral communication for redressal of their grievances. The Branch Office acknowledges all grievances and sends letter to the customers by allotting separate reference number, which can be used by the customer for future reference. The Branch also maintains a grievance register at their level and all grievances are serially numbered so as to have a proper control over registering and disposal of grievances.

At Branch Office, the claims repudiated or rejected by them are reviewed by Divisional Office. All matters relating to policy issuance are being attended by the Branch Office, besides matters on claims are also dealt at Branch Office. An officer of the rank of Administrative Officer is given the job of redressal of grievances at Branch Office and the Branch Manager will be operating as over all in charge for all matters at Branch Office level. The Branch has a system of reporting number of grievances registered and redressed to their controlling Divisional Office.

'May I help You' counter is also functioning at Branch Office to provide service to visiting clients. The clients can meet the Branch Manager or the second officer during office hours for redressal of grievances and on matters relating to availing policy and settlement of claims. Complaints/Suggestion box is kept for the benefit of customers at a prominent place in Branch Office and the Box is opened by the Branch Manager on weekly basis. Necessary action on the suggestions made by the customers will be initiated by the Branch Manager. The customer grievances are expected to be redressed within 10 working days from the date of receipt of grievance.

Divisional Office:

Complaints/grievances received at Divisional Office are acknowledged by Divisional Office and letters providing reference number on the grievance referred to Divisional Office is provided to customers for their future follow up. Divisional Office records every grievance received from the public and proper scrutiny is made by the office before a suitable reply is given to the customer. A Grievance Committee headed by Divisional Manager with two Senior Officers at Divisional Office will review the grievances reported and take a common decision and inform the insured accordingly. Divisional Office will also review the grievances on repudiated claims falling within the authority of Branch Office and inform the

decision to the insured. There is a provision to keep a suggestion box and maintain 'May I help you' counters at Divisional Office for the benefit of visiting customers. Divisional Office will send a report to Regional Office on the grievance matter registered and redressed on monthly basis. An officer of not less than the rank of Asstt Manager will exclusively handle customer grievances at Divisional Office with an over all supervision by Senior Divisional Manager/Divisional Manager. The customer grievances are expected to be redressed within 10 working days from the date of receipt of grievance.

Regional Office:

Customer grievances received by Regional Offices are registered and acknowledged to the customers. Reference number is allotted for use of the customer for follow up with Regional Office on the matter raised by the customers. In case the grievance pertains to the Regional Office, a separate committee headed by Regional In charge (DGM/CRM) is functioning for redressal of grievances taken up by customers to Regional Office.

The Regional Office has control over the grievances of the operating offices (BO's/DO's) and they monitor and advise operating offices and ensure that time bound satisfactory responses are given to the complainants. Regional office has a system of reporting the number of grievance reported and redressed at their level on monthly basis to the Corporate Office for effective monitoring and redressal of grievances registered at Regional Offices by Head Office. At Regional Office, an officer of not less than the rank of Regional Manager / Manager is given the charge of Grievance Dept and he can be contacted directly by the customers on all working days for redressal of grievances. The customer grievances are expected to be redressed within 10 working days from the date of receipt of grievance.

Suggestion Box / Complaint box is kept at Regional Office for the use of customers. The box is opened on weekly basis and necessary action is being taken by Regional Office.

Head Office:

Head office Grievance Cell is headed by a Chief Manager who is directly reporting to General Manager on grievance matters. The customer grievances received by Head Office are acknowledged immediately and a reference number is allotted which will be used by the customers for future follow up with Head Office. The customer grievances are immediately referred to the policy issuing offices and they are advised to redress the grievances within 10 days of receipt of letter from Head Office. At Corporate Office level, we receive replies from various offices informing us redressal of customer grievances and such replies are scrutinized at Head Office for proper redressal and closure of customer grievances.

A separate Board Note is also prepared by the Customer Service Dep't. And Board is informed on the number of pending grievances status. The Company's Annual Report contains details on customer grievances received and redressed during the financial year. We endeavor to resolve all grievances reported at Head Office and Regional Offices. We have an Open Door Policy for our customers who can have personal interaction with the Grievance Offices posted at BO/DO/RO/HO with prior appointment.

At Corporate Office we have Grievance Committee consisting of members from Technical, Marketing and Grievance Deptt to examine grievances falling within the purview of Head Office and ensure the redressal of the same. This committee meets as and when necessary.

Web Portal for Grievance Redressal:

As a measure to speed up disposal of customer grievances, our company is actively involved in developing a web portal, which will be made operational by February/March'09. Once the web portal is

fully made operational, the customers can directly register the grievances through portal and the complaints will be immediately referred to the operating office which will give online reply to the customers and the customer will be in a position to know the status of their grievance online.

Besides receiving grievances from the policy holders, we also receive grievances from the following sources:-

1. IRDA
2. DPG
3. Ministry of Finance, Deptt. Of Economic Affairs, Insurance Division
4. VIP references
5. Consumer Groups
6. Surveyors against for non receipt of survey fee bills.
7. Advocates against for non receipt of legal fee bills.
8. Agents against non release of commission etc.

'May I help you' counters are functioning in all DO/BO to provide assistance to customers visiting offices.

PROPOSED GRIEVANCE REDRESSAL MECHANISM

The company is developing a web portal for use of Customers, Agents, Brokers, Corporate Agents, Surveyors, and Advocates etc. Customers can buy policy online through web portal and they can take a print out of the policy also once the policy is bought through portal. Customers can register claims and grievances through web portal and they can know the status of their claims and grievance by using the reference number provided to them.

We are also planning to open a call center to cater to the needs of customers on policy enquiry, claim enquiry, grievance enquiry and any assistance which customer needs it on day to day basis.

The above two measures will provide quality service to customers and speedy disposal of matters referred by customers to company.

Management Note on the approach followed in resolution of the grievances under Consumer Protection Act.

All offices have been advised by way of circular to adhere to time limit and other stipulations provided in the IRDA regulations on protection of policy holders interests while handling matters relating to policy issuance and claim settlement.

Offices have been instructed to issue policies with all terms and conditions along with endorsements so that disputes may not creep at the time of settlement of claims.

Offices repudiating claims should give reasons for repudiation of claim in terms of policy conditions to avoid any ambiguity when a claim is rejected by the Company.

Offices handling consumer cases have been advised to settle awards speedily to avoid any complaints by policy holders.
