



## **GRIEVANCE REDRESSAL POLICY**

### **IFFCO TOKIO GENERAL INSURANCE COMPANY LIMITED**

**Registered Office: IFFCO Sadan, C1, District Centre,  
Saket, New Delhi 110017.**

**Corporate Office: 2<sup>nd</sup>, 4<sup>th</sup> & 5<sup>th</sup> Floors, IFFCO Tower,  
IFFCO Tower, Plot No. 3, Sector - 29,  
Gurgaon — 122001, (Haryana)**

## Grievance Redressal Policy

### 1.0 INTRODUCTION

- 1.1 At IFFCO TOKIO General Insurance, we believe in providing the best of services to our customers and channel partners. We provide easy access to information, products and services, as well as quick redressal of all grievances. We strive to promptly respond to our customer's complaint with efficiency, courtesy and fairness. The Procedure described below is to be observed by concerned officials of the Company who have been assigned the responsibility of attending to any/all Grievances received by the Company
- 1.2 It shall come into force with effect from the <X> day of <MONTH> 2010

### 2.0 DEFINITION & INTERPRETATIONS

- 2.1 **“Appropriate Authority”** means the Board of Directors or the authorized Sub Committee of the Board or the Chairman/Managing Director/CEO. It also includes such other person who has been duly authorized by the Appropriate Authority
- 2.2 The term **“Company”** shall mean IFFCO TOKIO General Insurance Co. Ltd (ITGI)

- 2.3 **“Grievance/complaint”** shall mean any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency or service on part of the Company and/or asks for remedial action. An “Inquiry” or “Request” shall not be part of Grievance/complaints
- 2.4 **“Inquiry”** shall mean any communication from the customer for the primary purpose of requesting information about a company and/or its services
- 2.5 **“Request”** shall mean any communication from a customer soliciting a service such as a change or modification in the policy
- 2.6 **“Chief Grievance officer”** shall mean the Compliance Officer of the Company or such other person as may be appointed by the appropriate Authority to address the Customer’s Grievances on behalf of the Company. Chief Grievance officer will head the team of Grievance officers appointed across different operating offices of the Company and shall be posted at the Corporate office of the Company
- 2.7 The term **“Grievance officer”** shall mean any person appointed by Chief Grievance officer across different operating offices of the Company to address the Customer’s Grievances on behalf of the Company

### 3.0 APPLICABILITY

- 3.1 The policy and procedures described herein below will be applicable to all operating offices of the Company

## 4.0 GRIEVANCE REDRESSAL SYSTEM

4.1 Grievance Registration: In case a customer is aggrieved with the service of the Company or with any of its representative/employee for any reason whatsoever (refer to table 2 for complaint classification) he/she may contact –

4.1.1 24 hours contact centre: 1-800-103-5499 (toll free) & (0124) 428 5499 (local call charges apply). Email: [complaint@iffcotokio.co.in](mailto:complaint@iffcotokio.co.in).

4.1.2 Contact Grievance Officer at the nearest branch of the Company

4.1.3 Send an email to Chief Grievance officer at [chiefgrievanceofficer@iffcotokio.co.in](mailto:chiefgrievanceofficer@iffcotokio.co.in) or write to the Chief Grievance Officer at the address mentioned below:

IFFCO TOKIO General Insurance Company Limited  
4<sup>th</sup> & 5<sup>th</sup> Floor, IFFCO Tower, Plot No 3, Sector – 29  
Gurgaon – 122001, Haryana  
India

4.1.4 Register complaint on the company website at [www.iffcotokio.co.in](http://www.iffcotokio.co.in) under primary head CONTACT US and sub-head GRIEVANCE & COMPLAINTS.

4.2 The Company has developed system and procedure for receiving, registering and disposing of grievances in each of its offices with estimated Turnaround Time (TAT) as defined for the activities as below:-

- 4.2.1 The Company shall send an acknowledgement, written and via SMS (system driven) to the complainant within 3 working days of receipt and registration of grievance/complaint.
- 4.2.2 The acknowledgement shall contain unique system generated Complaint no. which can be used for all future communication regarding that particular complaint. The name and contact details of Grievance officer and details of the operating office which will be dealing with the complaint. The acknowledgement must also highlight the grievance redressal procedure of the company and the time taken for resolution of disputes
- 4.2.3 The aggrieved customer/complainant shall be required to quote his unique complaint number in all his future correspondences with the company till a resolution is received for this grievance/complaint
- 4.2.4 As part of inbuilt process adopted in our In-house Grievance/CRM Module, the grievance/complaint on successful registration will be routed to the relevant operating office and will rest in the queue of the concerned grievance officer of that office
- 4.2.5 Where the grievance is resolved within 3 working days, information regarding the resolution will be communicated along with the acknowledgement of grievance/complaint
- 4.2.6 Where the Grievance is not resolved within 3 working days, Grievance officer of the respective operating office shall resolve the grievance within 2 weeks of its receipt and send final letter of resolution which offers redress or reject the complaint and gives reasons for doing so:-

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- 4.2.6.1 The Grievance officer will inform the complainant about how he/she may pursue the complaint if dissatisfied
- 4.2.6.2 The Grievance officer shall inform the complainant/Insurer that the complaint stands closed if they do not receive reply within 8 weeks from date of sending letter of final resolution
- 4.2.7 Closure of Grievance. A complaint shall be considered as disposed of and closed when:-
  - 4.2.7.1 Grievance officer has acceded to the request of the complainant fully
  - 4.2.7.2 Where the complainant has indicated in writing, acceptance of the response of the Grievance officer
  - 4.2.7.3 Where the complainant has not responded within 8 weeks of the from the date of sending letter of final resolution
  - 4.2.7.4 Where the Grievance officer has certified that the company has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint
- 4.2.8 Escalation. Where the final letter of resolution is not sent to the complainant within 2 weeks of receipt of complaint, that complaint will be automatically (via system) escalated to Chief Grievance Officer who will ensure the complaint is resolved on priority

4.2.9 In the event the complainant is not satisfied with the response received, they can make a reference to the Chief Grievance Officer at [chiefgrievanceofficer@iffcotokio.co.in](mailto:chiefgrievanceofficer@iffcotokio.co.in) or write to the Chief Grievance Officer at the address mentioned below:

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Gurgaon – 122001, Haryana  
India

4.2.10 A daily system generated report on grievance/complaint which are more than 14 days old will be distributed to all Grievance officer with copy to Chief Grievance Officer and the Appropriate Authority

#### 4.2.11 Grievance Redressal Procedure

Table 1 below gives a brief explanation on Grievance redressal procedure with timelines. The Company shall publicize its Grievance Redressal Procedure and will also ensure that it is specifically made available on company's website

Step No	Parameter	Action/Timelines
1	Complaint Receipt and Registration	Immediate
2	Acknowledgement to Complainant	Within 3 working days
3	Final Letter of Resolution	Within 10 working days
4	Escalation to Chief Grievance Officer	If final letter of resolution not send within 10 working days
5	If complainant not satisfied with resolution	Refer to clause 4.1.8 above in Grievance redressal policy doc
6	Complaint Closure	Refer to Clause 4.1.6 above in Grievance redressal policy doc

Table 1: Grievance Redressal Procedure

## 5.0 CATEGORIZATION OF COMPLAINTS

Listed in Table 2 below are complaint categories basis their primary heads and the Turn Around Time which the Company will adhere to for each complaint type.

Sr. No.	Complaint Type	TAT (working days)
1	Proposal related	10 days
2	Cover note related	10 days
3	Policy related	10 days
4	Premium related	10 days
5	Coverage related	10 days
6	Refund related	10 days
7	Product related	10 days
<b>8</b>	<b>Claims related</b>	
<b>8.1</b>	<i>Appointment of Surveyor</i>	72 Hours
<b>8.2</b>	<i>Insured not issued claim cheque inspite of offer of settlement</i>	7 days
<b>8.3</b>	<i>Others</i>	10 days
9	Distance marketing	10 days
10	Others	10 days

Table 2: Categorization of Complaints

## 6.0 TURN AROUND TIMES

There are two types of turnaround times involved:-

- 6.1 The service level turnaround times are mapped to each classification of complaints as explained in table 2 above
- 6.2 The turnaround time involved for grievance Redressal. Minimum TAT to be followed is highlighted in table 1 above



## 7.0 SOFTWARE & REPORT AVAILABILITY

The Company has developed automated system that will allow the complainant to register their complaint online, tracking status of grievances and periodical reports prescribed by IRDA. The system also has the capability to integrate seamlessly with the Authority's system in the manner prescribed by the Authority

Table 3 below highlights report requirement by IRDA

GRIEVANCE DISPOSAL		Year 2009-10			
<b>Insurer:</b>	<b>IFFCO Tokio General Insurance Co. Ltd.</b>	<b>Date: DD.MM.YYYY</b>			
Sr. No.	Complaint Type	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Proposal related				
2	Cover note related				
3	Policy related				
4	Premium related				
5	Coverage related				
6	Refund related				
7	Product related				
8	Claims related				
9	Distance marketing				
10	Others				
<b>Total Number</b>					
Duration wise Pending Status		Complaints made by customers	Complaints made by intermediaries	Total	
a)	Less than 14 days				
b)	Greater than 14 days				
<b>Total Number</b>					
<b>* Opening balance should tally with the closing balance of the previous financial year.</b>					

Table 3: Report requirement from IRDA