

10th May, 2006**ORDER**

The Authority hereby constitutes a committee to look into the existing grievance redressal systems in the PSUs and formulate guidelines for adoption by the insurers and suggest modifications to the regulations for protection of policyholders' interests. The committee shall comprise of the following members:

- 1) Sri Vepa Kamesam, Managing Director, IIRM, Chairman
- 2) Dr. H. C. Jain, Executive Director, LIC of India, Member
- 3) Mrs. Asha Nair, DGM, The New India Assurance Co. Ltd., Member
- 4) Mrs. Pushpa Girimaji, Consumer Activist, Member

Mrs. Yegnapriya Bharath, OSD, IRDA shall be the Convener/Secretary

The terms of reference of the committee shall be as follows:

1. Study of the existing redressal systems in the PSUs to identify the good features and the shortcomings.
2. Study of the systems of private insurers to identify the good features and the shortcomings.
3. Study the published information/web based systems existing in insurance companies abroad.
4. Study the published information/web based regulations and guidelines existing abroad on grievance redressal systems in insurance.
5. Formulate guidelines for implementation of grievance redressal systems in insurance companies.
6. Suggest modifications, if any, in IRDA Regulations relating to Protection of Policyholders' Interests, 2002.

The committee shall submit its report within three months of the date of this order.

C.S.Rao
10.5.06
(C.S.Rao)
Chairman

Sri Vepa Kamesam, Managing Director, IIRM
 Dr. H. C. Jain, ED (CRM), LIC
 Mrs. Asha Nair, DGM, The New India Assurance Co. Ltd.
 Mrs. Pushpa Girimaji, Representative of Consumers.
 Mrs. Yegnapriya Bharath, Officer on Special Duty, IRDA