

## Licence Registration:

### Applicant: (New Requirement)

- a. Form for an applicant desirous of securing a licence to act as an insurance agent. This will be entry point in the Agent Registration process .After finalising the form, a unique number will be generated and the same number will be issued as reference number throughout the agent licensing process.
- b. Provision for applicant to verify status of his application at various stages of licensing process.
- c. Facility to renew the license. As soon as the license is renewed, one should be able to print the license.

### Training Institutes (New Requirement)

- a. Facility to log training details for applicant

### III (Insurance Institute of India) Examination (New Requirement)

- a. Facility to log examination result for applicant.

### DP Licencing:

- a. Facility to process eligible applications for issue of NEW/RENEWAL of Agents licence.
  1. Individual –VA
  2. Corporate – Form A1
  3. Certificates – Form A2
- b. Facility to process eligible applications for COMPOSITE Licence.
- c. Facility to process Agents Transfer of licences/certificates from one Insurer to another with requisite Insurer approval process
- d. Facility to reject the transfer requests in case of fraudulent activity by the agent ( ***new requirement*** )

### Agent Licence Management:

- a. **REPORTS:** Facility to query on various criteria to view NEW/RENEWAL/COMPOSITE/ CANCELLED/TERMINATED Licence/Certificates by insurers.
- b. **PRINT:** Facility to quick print Agents Licence/ID
- c. **Quick View:** Facility to view complete details of any applicants licence issued
- d. **Daily Activity:** Report on agents licence/certificates New & Renewal issued for a particular day
- e. Facility to maintain the information of Agents, who are doing unlawful activities, misconduct etc. This database should be made available to all insurers. ( New requirement )

## IRDA

- a. Facility to withdraw any part of Composite Licences
- b. **REPORTS:** Facility to query on various criteria to view NEW/RENEWAL/COMPOSITE/CANCELLED/TERMINATED Licence/Certificates by insurers.
- c. **Agent Licence Management:**
  - i. **REPORTS:** Facility to query on various criteria to view NEW/RENEWAL/COMPOSITE/CANCELLED/TERMINATED Licence/Certificates by insurers.
  - ii. **PRINT:** Facility to quick print Agents Licence/ID
  - iii. **Quick View:** Facility to view complete details of any applicants licence issued
  - iv. **Audit Report:** All requests from DP's between specified days – Summary/Detail

## PUBLIC (New Requirement)

Interface to the public so that the public can view the names and contact details of

1. Agents in their locality
2. List of Agents whose licenses have been cancelled

## Web-Wallet Accounting System:

In order to streamline the process of licence fee collection, the insurance companies will estimate the annual licence fee payable and send RTGS to IRDA. IRDA will give the insurance companies credit so as to enable the DP's to issue the new or renewed licences. The website will maintain a main account ledger for each of the insurance companies and a sub ledger account for each of the designated persons.

All the insurance companies can periodically generate statements – ledger summary as well as detail which provides all transaction particulars.

### For Insurers

1. **Deposit:** Provision to deposit & verify the deposits made to IRDA.
2. **Reversal- Debit/Credit:** Provision to interact with IRDA in case of any discrepancy related to the deposits made.
3. **Reports:** Provision to generate consolidated ledger for any given period.

### For Designated Personals

1. **Fee Adjustments:** Auto debit fee based on the type of licence – New/Renewal/Print/Duplicate Licence etc. with controls based on web-wallet set-up parameters.
2. Provision to view the current balance of the Insurer.
3. **Reports:** DP can generate ledger for any given period.

### **For IRDA**

1. **Set-up** : Insurer-wise notification value or common notification value for all Insurers; Insurer -wise safety value or common safety value for all Insurers
2. **Receipts Entry**: Capture receipts from the Insurers.
3. **Receipt Outlook**: Provision to view as on time balance for any given insurer
4. **Reversal- Debit/Credit** : Provision to Interact with Insurers in case of any accounting discrepancy
5. **Reports**: Connected reports – DP ledger; Insurer Ledger

### **For Tech Support**

1. **Set-up** : Insurer-wise notification value or common notification value for all Insurers; Insurer -wise safety value or common safety value for all Insurers
2. **Receipt Outlook**: Provision to view as on time balance for any given insurer
3. **Reversal- Debit/Credit** : Provision to Interact with Insurers in case of any accounting discrepancy
4. **Reports**: Connected reports – DP ledger; Insurer Ledger

## CareSite:

The support activity for web site irdaonline.org are:

1. Data entry corrections
2. Licence cancellations
3. Clarifications
4. Notify errors
5. Suggestions

### For Designated Personals

#### 1. Data Correction Request:

- a. DP to query on licence/certificate number for which the data correction is required.
- b. System to display the information captured and allow him to provide the correct information.
- c. Set up a monitoring system for such requests with IRDA approval process

#### 2. Licence Cancellation Request:

- a. DP to query on licence/certificate number and note reasons for cancellation
- b. Set up a monitoring and IRDA approval process for such requests

#### 3. Licence Recall Request:

- a. Set up a mechanism for monitoring requests made by DP's for re-call of cancelled licences/certificates
- b. Set up a mechanism for monitoring and IRDA approval process on such requests made by DP's

#### 4. Clarification Request:

- a. Set up a mechanism for monitoring Technical clarification on requests made by DP's
- b. Set up a mechanism for monitoring and IRDA approval process clarification on requests made by DP's

#### 5. Error / Bug notification:

- a. Set up error/bug notification maintenance system with escalation to IRDA

#### 6. Suggestions:

- a. System to provide facility for suggestions by DP's/Insurers/Tech Support

#### 7. Request ID status:

- a. Provide facility to view all requests made by DP
- b. Provision for DP to verify status of any request made.
- c. System to provide the list of requests posted by DP with the status (i.e Open / Closed)

## **FOR IRDA**

### **1. Request ID status:**

- a. Provide facility to view all requests made by DP. System to provide the list of requests posted by DP with the status (i.e Open / Closed)

### **2. IRDA Approval Process:** Provision for IRDA to verify and approve/reject request made by Insurers/DP

1. Licence/Certificate Data Correction
2. Licence/Certificate Cancellation
3. Re-call Cancelled Licences/Certificates
4. Licence/Certificate Termination Approval
5. Renewal Approval for lapsed licences/Certificates

## **For Tech Service Provider**

### **1. Request ID status:**

- a. Provide facility to view all requests made by DP. System to provide the list of requests posted by DP with the status (i.e Open / Closed)
  - b. Interface for support personal for action on the various requests for licence/certificates such as Data Correction/Cancellation/Recall/ posted by DPs for approval by IRDA
  - c. Escalation matrix to be built for closure of request
2. Audit log of all requests
  3. Auto mail to be sent to Tech support when request made and to DP when request gets closed
  4. Statistical report on requests received/closed/open.

## **General Functions:- For ALL**

1. **Demographics** – Details of Insurer/DP/IRDA/Tech Support user
2. **Password Maintenance:** Facility for maintenance on login and transaction password of Insurer/DP/IRDA user.

## **Additional Functions for IRDA/Tech Support**

**MASTERS:** Facility to create and maintain

1. State
2. District
3. Insurers
4. DP Code Range
5. Designated Persons (DP)
6. Fee Master
7. IRDA Users
8. Tech Support Users

**Alert Management:** Provide global alerts on changes or any other information made in the portal that needs to be communicated to all DP's