



भारतीय बीमा विनियामक और विकास प्राधिकरण  
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

**Title:**Notice

**Reference No.:**

**Date:**18/12/2002

Consumer Grievance Cell of IRDA

The Authority has been contemplating to create within its existing set-up a **cell to look after consumer grievances**. Though the system of Ombudsman have been established in twelve towns in the country and that system is working reasonably well, of late there have been some complaints received from the members of the public about the delay in the settlement of claims and inattention to the requirements of consumers and customers of the insurance companies. To take care of such representations, the Authority hereby constitutes a cell within its existing organisation which will receive the complaints/grievances and attend to them in as expeditious manner as possible. It is hereby stated that while the Authority cannot function as an underwriter and decide on issues like the adoption of underwriting practices, the claims procedure etc. it is the individual insurers to adopt. It will look into genuine cases of delay in the settlement of public grievances. Persons who would like to use this facility may write to the Authority at its Hyderabad address given below and mark the envelope specially with the subscription as public grievances.

Insurance Regulatory and Development Authority  
5-9-58/B, Parisrama Bhavanam  
Basheer Bagh  
Hyderabad - 500 004

The cell will constitute the following:

- 1) Mr. Prabodh Chander, Executive Director
- 2) Mr. Randip Singh Jagpal }
- 3) Mr. Anil Kumar Arora } - officers of the Authority
- 4) Ms. Rashmi Jagdeep Abhichandani }

-Sd/-  
**(N. Rangachary)**  
**Chairman**