



3-Day Capacity Building Workshop on Strengthening Grievance Redressal (GR)

Programme Overview

The Indian insurance sector is undergoing a major transformation following the Insurance Act, 2025 amendments and intensified regulatory focus on policyholder protection, transparency, and market conduct. Grievance redressal is now recognised as a critical governance function influencing trust, compliance, and institutional credibility. As emphasised by the Chairman, IRDAI, "Choose the customer when in doubt, treat grievances as early warnings, and let every resolution strengthen trust—not just close a case." Regulatory expectations around timeliness, quality, and fairness have risen sharply, making grievance management a key indicator of customer centricity and compliance culture. The Chairman, IRDAI, has further noted, "When a grievance is raised, it is a signal that the system needs to listen—how we respond shapes trust in insurance and institutions." In this context, the Institute of Insurance and Risk Management (IIRM) has designed the Capacity Building Programme on Strengthening Grievance Redressal to equip teams with practical, regulation-aligned capabilities for professional, consistent, and trust-enhancing grievance management.

Programme Objectives

The programme aims to:

- Strengthen understanding of the regulatory framework for grievance redressal, including IRDAI guidelines and the Insurance Ombudsman and other mechanisms.
- Enhance capability to resolve grievances fairly, efficiently, and within prescribed timelines
- Improve the quality and legal defensibility of grievance responses, including speaking orders
- Reduce escalation of grievances to Ombudsman, courts, and regulators
- Institutionalise consistent, standardised, and customer-centric grievance handling practices across the organisation

Schedule of Training Program

**Date : 25th - 27th February, 2026
(Wednesday - Friday)**

Time: 10.00 am to 5.00 pm

**Venue: Hotel Orchid,
Vile Parle (E), Mumbai**

Key Coverage - Day-wise

Day 1

Regulatory Framework & Digital Enablement

- IRDAI grievance redressal framework and recent regulatory reforms
- Policyholder protection regulations and escalation mechanisms
- Bima Bharosa portal and grievance reporting protocols
- Use of technology, data analytics, and AI in grievance handling

Day 2

Operational Excellence & Customer-Centric Handling

- Designing effective grievance SOPs and internal mechanisms

- Root cause analysis and sustainable resolution strategies
- Case studies across Life, Health, and Motor insurance
- Empathy-driven communication and service recovery

Day 3

Escalations, Fraud & Governance Oversight

- Handling escalations to Ombudsman, IRDAI, and consumer courts
- Managing mis-selling and fraud-related grievances
- Role of Boards and senior management in grievance governance
- Grievance analytics, KPIs, and action planning for continuous improvement

Training Methodology

Expert-led interactive sessions covering regulatory expectations, grievance frameworks, and governance principles

Case studies and scenario-based discussions drawn from real grievance situations

Group exercises and role plays to strengthen decision-making and communication skills

Experience sharing and peer learning to promote best practices



Category	Inclusions	Base Fee (INR)	+18% GST	Total (INR)
Training Fee	Training Only (No Accommodation)	₹ 45,000	₹ 8,100	₹ 53,100
Single Occupancy Package	Training Fee + 4 Nights' Stay (Single Occupancy)	₹ 45,000 + ₹ 38,000	₹ 14,940	₹ 97,940
Double Occupancy Package	Training Fee + 4 Nights' Stay (Double Occupancy)	₹ 45,000 + ₹ 22,000 (Per head)	₹ 12,060	₹ 79,060

Note: IIRM has a tie-up with a **4-star hotel** in close proximity to Mumbai Airport, offering **special discounted rates of ₹ 9,500 for single occupancy and ₹ 11,000 for double occupancy**. Interested participants may share their accommodation details on or before 18th February 2026 to enable confirmation with the hotel. **Payment can be made directly to the hotel**, with booking support facilitated by IIRM.

Bank Details:

Beneficiary : Institute of Insurance and Risk Management (IIRM), Hyderabad
Bank Name : Union Bank of India
Branch : Nanakramguda Branch, Hyderabad, India
Account No. : 183910100002272
RTGS/NEFT : UBIN0818399
Swift code : UBININBBBBL

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IIRM Training

Conducted by:

Institute of Insurance and Risk Management (IIRM)

Financial District, Gachibowli, Hyderabad, Telangana - 500 032 (India).

Landmark: Opp to Q city, Beside IRDAI Office, Tel: 040 2300 2041/42/43

Website: www.theiirm.ac.in

Programme Co-ordinators

Dr. V. Suresh Naik, Associate Professor & Training Co-ordinator, IIRM, Mobile: 99083 39277

Ms. K. Sunitha, Senior Assistant, Mobile: 8985657769, Email: workshop@theiirm.ac.in