



# IIRM

(A Joint Initiative of IRDAI and  
Govt. of Telangana)



## 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 :** 25<sup>th</sup> – 27<sup>th</sup> 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

**5% Flat Discount**  
For ≥ 5 nominations from an organization

**5% Flat Discount**  
For early bird nomination before 18<sup>th</sup> February, 2026

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  
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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](http://www.theiirm.ac.in)

#### Programme Co-ordinators

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