

# GRIEVANCE REDRESSAL POLICY



## AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED

REGISTERED OFFICE: 13<sup>TH</sup> FLOOR, AMBADEEP BUILDING,  
14, KASTURBA GANDHI MARG, NEW DELHI - 110001

## COMPANY'S PROFILE

**AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED [AIC]** was incorporated on 20<sup>th</sup> December, 2002 to exclusively cater to the insurance needs of the farming community, with Authorised Share Capital of Rs. 1500 crore and Paid-up Share Capital of Rs. 200 crore, contributed by the following:

- General Insurance Corporation of India [GIC] - 35%
- National Bank for Agriculture and Rural Development [NABARD] - 30%
- National Insurance Company Ltd. [NIC] - 8.75%
- The New India Assurance Company Ltd. [NIA] - 8.75%
- Oriental Insurance Company Ltd. [OIC] - 8.75%
- United India Insurance Company Ltd. - [UII] - 8.75%

AIC commenced its business on 1<sup>st</sup> April 2003 and, at present, the Company has a country-wide network of 17 Regional Offices at State Capitals, with its Registered and Head Office at New Delhi.

## COMPANY'S VISION

- **A**ccelerate the economic momentum of the Nation by bringing financial stability to rural India.
- **I**nnovate and develop rural-oriented and farmer-friendly insurance products for all agricultural allied risks.
- **C**ast a protective net over agricultural and allied activities from natural perils and risks.

## COMPANY'S MISSION

- **A**gricultural insurance products be designed and developed on scientific basis and sound insurance principles to address diverse needs of farmers;
- **I**mprove delivery and service of agricultural insurance so as to bring the remotest and poorest farmer under its umbrella in an economical and effective manner;
- **C**reate widespread awareness about agricultural insurance as the principal risk mitigation tool, and thus establish it as an effective bulwark of the rural economy.

## COMPANY'S ACTIVITIES

- **A**griculture and allied insurance products, insuring more than 35 crops during Kharif and 30 crops during Rabi season.
- **I**mplementing Agency for “National Agricultural Insurance Scheme” and “Weather Based Crop Insurance Scheme”, the Crop Insurance Schemes of the Government.
- **C**reate innovative, tailor-made & farmer-friendly insurance products for specific risk perceptions.

## GRIEVANCE REDRESSAL POLICY [GRP]

### **I. REGULATORY REQUIREMENT**

According to Section 5 of the Insurance Regulatory and Development Authority (Protection of policyholders' interests) Regulations 2002, every insurer shall have in place proper procedures and effective mechanism to address complaints and grievances of policyholders, efficiently and with speed.

### **II. DEFINITIONS**

1. '*Grievance*' shall mean any written communication by a Complainant that expresses dissatisfaction about an action or lack of action by, or about the standard of service of, the Company and/or its representative, in relation to his/her insurance coverage by the Company.

Illustrations: Policy issuance (e.g. non-issuance, delay), Premium refund (e.g. admissibility, quantum, delay), Claims (e.g. admissibility, quantum, delay) etc.

2. '*Company*' shall mean Agriculture Insurance Company of India Limited [AIC].
3. '*Complainant*' shall mean any policyholder (including legal heirs, assigns, and authorized representatives) who has a Grievance.
4. '*Redressal*' shall mean the final disposal of the Grievance through communication to the Complainant (in case of non-redressal, stating reasons for the same).
5. '*Regulator*' shall mean the Insurance Regulatory and Development Authority [IRDA].
6. '*Working Day*' shall mean any day (other than Saturday, Sunday or Public Holiday) on which the Company is open for business.
7. '*Week*' shall mean consecutive seven Working Days.

### III. GRIEVANCE REDRESSAL SET-UP OF AIC

1. **Chief Grievance Redressal Officer [CGRO]** – a designated Officer at HO, as the representative of the Company for its Grievance Redressal Policy [GRP]
2. **Grievance Redressal Officer [GRO]** – a designated Officer at HO and each RO, as the implementing officer of GRP at the respective office
3. **Grievance Redressal Register [GRR]** – in the prescribed format to keep track of the Grievances and their Redressal, to be maintained by each designated GRO at his respective office.

### IV. NOMINATION AND RESPONSIBILITIES OF CGRO AND GRO

<b>G R Officer</b>	<b>Office</b>	<b>Officer Level</b>	<b>Responsibilities</b>	<b>Nominating Authority</b>
CGRO	HO	Not below Scale VI	<ul style="list-style-type: none"><li>▪ Representative of the Company for its Grievance Redressal Policy [GRP]</li><li>▪ Appellate Authority for the Grievance cases</li><li>▪ To apprise the Board and other Authorities about the Company's GR status and policy review.</li><li>▪ Periodical review of Company's GRP</li></ul>	CMD
GRO	HO	Not below Scale IV	<ul style="list-style-type: none"><li>▪ Implementation and compliance of the Grievance Redressal Policy at the respective office.</li><li>▪ To report to CGRO periodically about the GR status at the respective office.</li><li>▪ To suggest/recommend to CGRO, systemic amendments, if any, with a view to minimizing the incidence of Grievance.</li></ul>	CGRO
	RO	Any Officer		

### V. GRIEVANCE REDRESSAL PROCEDURE

1. A Grievance may be communicated by the Complainant to the Company [GRO] in writing, through post, e-mail, fax, personal submission, etc. In case of personal submission, a receiving signature is necessary.
2. Upon receipt of a Grievance, the GRO shall enter the details thereof in the Grievance Redressal Register [GRR].

3. Within 5 (five) Working Days of receipt of a Grievance, an Acknowledgement shall be sent by the GRO to the Complainant, containing details of the GRO (name, designation, contact), Grievance (reference no., remarks, if any), and Redressal (set-up & procedure, AND, estimated Redressal time/final Redressal).
4. Effort should be made by GRO to redress every Grievance within 5 (five) Working Days from the date of its receipt. If the same is achieved, it shall be communicated to the Complainant in the Acknowledgement itself.
5. If the Grievance has not been redressed within 5 (five) Working Days from its receipt, the Acknowledgement shall mention the estimated time limit of Redressal {not exceeding 4 (four) Weeks from receipt}.
6. If the Grievance has not been redressed by the end of 4 (four) Weeks of its receipt, the GRO shall send to the Complainant a further letter informing the reasons for such delay and the further estimated time limit {not exceeding 8 (eight) Weeks from receipt} for Redressal.
7. If the Grievance has still not been redressed at the level of the GRO by the end of 8 (eight) Weeks of its receipt, the matter can be escalated to Appeal by the Complainant before the CGRO.

## **VI. APPEAL**

1. The Appellate Authority under GRP shall be the CGRO.
2. A Complainant may escalate the Grievance to Appeal in the following circumstances:
  - a) If the Complainant has not received any of the mandated communiqués (as per clauses 3 and 6 of Section V) within 2 (two) Weeks of the mandated time limits.
  - b) If the Grievance has not been redressed at the level of the GRO by the end of 8 (eight) Weeks of its receipt.
  - c) If the Complainant is not satisfied with the Redressal of Grievance by the GRO.
3. An Appeal can be preferred in writing within 12 (twelve) Weeks from the date of communication of the Grievance to the Company. It is abundantly clarified here that beyond this time limit the Complainant shall lose his right to Appeal, and the Grievance shall be deemed to have been closed.
4. The Appellate Authority (CGRO) shall decide the Appeal (and thus close the Grievance) within 4 (four) Weeks of receipt of Appeal (in case of non-

Redressal, stating reasons for the same). This final decision shall be communicated to the Complainant by the CGRO.

5. The decision of the Appellate Authority (CGRO) shall be final and shall close the Grievance. To this end, the Appellate Authority shall be guided by the principles of natural justice, fair play and equity while deciding the Appeal.
6. Any Grievance escalated to Appeal shall be automatically (online) reported to the Regulator through integration of the Company's IT system with that of the Regulator. Till such time as a suitable IT system is developed, the CGRO shall periodically report to the Regulator the pending Appeal cases.

#### **VII. FINAL REDRESSAL AND CLOSURE OF GRIEVANCE**

1. A Grievance shall be treated as finally redressed and/or closed in any of the following circumstances:
  - a) Where the Complainant has indicated in writing, his/her acceptance of the Company's Redressal of Grievance.
  - b) Where the Complainant has not preferred an Appeal within 12 (twelve) Weeks from the date of communication of the Grievance to the Company.
  - c) Where the Appeal decision has been communicated to the Complainant by the CGRO.
2. The final Redressal and closure of Grievance shall be communicated to the Complainant by the GRO concerned (in Appeal cases, by the CGRO).

#### **VIII. REVIEW AND REPORTING**

1. The GRO shall periodically submit an analytical report to the CGRO in a prescribed format (prescribed by CGRO from time to time), in respect of Grievance Redressal status.
2. The GRO may suggest/recommend to the CGRO, systemic amendments, if any, with a view to minimizing the incidence of Grievance.
3. The CGRO shall periodically review the Grievance Redressal procedure, reports submitted by the GRO, cases decided by various Consumer Fora, Ombudsman and other Judicial Bodies, in order to improve
  - a) The Grievance Redressal Policy of the Company
  - b) The process, systems & activities of the Company to reduce the incidence of the Grievance.

4. The CGRO shall submit a quarterly report to the Board of Directors of the Company on Grievance Redressal status, informing :
  - a) Complaints at the beginning of the period
  - b) Complaints received during the period
  - c) Complaints redressed during the period
  - d) Complaints pending at the end of the period
  - e) Analytical note on Grievance status
  - f) Such other points which the Board may desire from time to time
  
5. The CGRO shall periodically report to the Regulator (and other Authorities if required):
  - a) The Grievance Redressal status of the Company, including Appeal cases;
  - b) Such other points which the Regulator (or other Authority) may desire from time to time.

#### **IX. SYSTEM AUTOMATION OF GRIEVANCE REDRESSAL MECHANISM**

1. The Company shall explore the development of an IT module for automation of the workflow of its Grievance Redressal mechanism to the extent possible, for the purpose of:
  - a) Online filing of Grievance; issuance of Reference No. for tracking status.
  - b) Progressive status of Redressal of the Grievance.
  - c) Generation of different Reports pertaining to GRP and/or its implementation.
  - d) Integration with the relevant IT module of the Regulator (IRDA) or other Authorities (eg. Ministry of Agriculture (Extension Department), GoI, and the Directorate of Public Grievances, GoI), to enable automatic (online) submission of Appeal cases and Reports.
  - e) Providing links to our Grievance Redressal system in the Portals of Ministry of Agriculture (Extension Department), GoI, and the Directorate of Public Grievances, GoI.
  
2. The Company shall provide on its website - "[www.aicofindia.org](http://www.aicofindia.org)", detailed information about the Company and its activities, different schemes & products, Grievance Redressal Policy, etc.

#### **X. PUBLICISING THE GRIEVANCE REDRESSAL POLICY**

1. All business policies or similar documents issued by the Company shall contain an indicative to the Grievance Redressal Mechanism of the Company, including the reference source and advisory.

2. All suitable Publicity medium shall contain an indicative to the Grievance Redressal Mechanism of the Company, including the reference source and advisory.
3. The Company website - "*www.aicofindia.org*", shall display the Grievance Redressal Policy in a detailed manner.

**XI. MISCELLANEOUS**

1. All Departments and Employees concerned shall be under obligation to assist and support the GRO to redress the Grievance in the best possible manner within the prescribed time limits.
2. Any communication by/to the Company shall be made in writing by post, email, fax, personal submission, etc.
  - In case of personal submission, a receiving signature is necessary.
  - Communication by the Company pursuant to a Complaint shall be in the language of the Complaint as far as is practicable.
3. The Company shall utilize this Grievance Redressal mechanism to address similar references/requirements/compliances under other Acts and Statutes (e.g. Right To Information Act), to the extent feasible, and not in mutual conflict amongst each other.