

GRIEVANCE REDRESSAL POLICY



AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED

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

COMPANY'S PROFILE

AGRICULTURE INSURANCE COMPANY OF INDIA LIMITED [AIC] was incorporated on 20th December, 2002 to exclusively cater to the insurance needs of the farming community, with Authorized 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 1st 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

- Accelerate the economic momentum of the Nation by bringing financial stability to rural India.
- Innovate and develop rural-oriented and farmer-friendly insurance products for all agricultural allied risks.
- Cast a protective net over agricultural and allied activities from natural perils and risks.

COMPANY'S MISSION

- Agricultural insurance products be designed and developed on scientific basis and sound insurance principles to address diverse needs of farmers;

- Improve delivery and service of agricultural insurance so as to bring the remotest and poorest farmer under its umbrella in an economical and effective manner;
- Create 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 ACTIVITY

- Agriculture and allied insurance products, insuring more than 35 crops in each of the Kharif and Rabi season.
- Implementing Agency for “National and Modified National Agricultural Insurance Scheme” and “Weather Based Crop Insurance Scheme”, the Crop Insurance Schemes of the Government.
- Create innovative, tailor-made & farmer-friendly insurance products for specific risks.

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. A “**Grievance/complaint**” is defined as any communication that expresses dissatisfaction about an action or lack of action about the standard of

service/ deficiency of service of the Company and/or any intermediary or ask for remedial action.

2. **“Inquiry”**: An “Inquiry is defined as any communication from the customer for the primary purpose of requesting information about the company and /or its services.
3. **“Request”**: A “request” is defined as any communication from the customer soliciting a service such as a change or modification in the policy.
4. **‘Company’** shall mean Agriculture Insurance Company of India Limited [AIC].
5. **‘Redressal’** shall mean the final disposal of the Grievance through communication to the Complainant (in case of non-redressal, stating reasons for the same).
6. **‘Regulator’** shall mean the Insurance Regulatory and Development Authority [IRDA]
7. **‘Working Day’** shall mean any day (other than Saturday, Sunday or Public Holiday) on which the Company is open for Business.
8. **‘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 RESPONSIBILITY OF GRO AND CGRO

GR Office	Office	Officer Level	Responsibilities	Nominating Authority
CGRO	HO	Not below Scale VI	Representative of the Company for its Grievance Redressal Policy [GRP] Appellate Authority for the Grievance cases To apprise the Board and other Authorities about the Company's GR	CMD
GRO	HO	Not below Scale IV	Implementation and compliance of the Grievance Redressal Policy at the Head Office	CGRO

GRO	RO	Head of that office	<p>respective office. To report to CGRO periodically about the GR status at the respective office.</p> <p>To suggest/recommend to CGRO, Systemic amendments, if any, with a view to minimize the incidence of</p>	CGRO
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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 or through AIC's online Grievance Portal
2. Upon receipt of a Grievance, the GRO shall enter the details thereof in the Grievance Redressal Register [GRR].
3. Within 3 (Three) 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 3 (Three) 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 3 (Three) Working Days from its receipt, the company shall resolve the grievance within 2 (Two) weeks of its receipt and send a final letter of Redressal.

6. If the Grievance is redressed within 2 (Two) Weeks of its receipt, the GRO shall send to the Complainant a written response which offers redress or reject the complaint and give reason for doing so.
7. The Company shall also inform that it will regard the complaint as closed if it does not receive a reply within 8 weeks from the date of receipt of response by the complainant.
8. If the Grievance has still not been redressed at the level of the GRO by the end of 2 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.
A Complainant may escalate the Grievance to Appeal in the following circumstances:
 - a) If the Complainant has not received any of the mandated communiqués
 - b) If the Grievance has not been redressed at the level of the GRO by the end of 2(two) Weeks of its receipt.
 - c) If the Complainant is not satisfied with the Redressal of Grievance by the GRO.
2. An Appeal can be preferred in writing within 4 (four) Weeks from the date of receipt of communication of the Redressal or rejection 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.
3. 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.

4. 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.
5. 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.
6. The decision of the CGRO shall be final in case of Appeal.

VII. FINAL REDRESSAL AND CLOSURE OF GRIEVANCE

1. A Grievance shall be considered as disposed of and closed when.
 - (a) The company has acceded to the request to the complaint fully.
 - (b) Where the complainant has indicated in writing, acceptance of the response of the company.
 - (c) Where the complainant has not responded within 8 weeks of Company's written response.
 - (d) Where the GRO has certified that the Company has discharged its contractual, Statutory and regulatory obligations and therefore closes the complaint.
 - (e) Where the Complainant has not preferred any Appeal within 4(four Weeks))from the date of receipt of Redressal or rejection of grievance communicated by the Company
 - (f) Where the Appeal decision has been communicated to the Complainant by the CGRO
2. Where the grievance is not resolved in favour or partially resolved in favour of the policy holder, shall inform the complainant of the option to take up the

matter before insurance ombudsman with details of the name & address of the Ombudsman of competent jurisdiction.

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, such other points which the Regulator (or other Authority) may desire from time to time.
- b) Such other points which the Regulator (or other Authority) may desire from time to time.

IX. SYSTEM AUTOMATION OF GRIEVNCE REDRESSAL MECHANISM

1. The Company shall attempt to develop 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) Providing links / 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 and generation of Reports.
2. The Company to provide on its website – [“www.aicofindia.com](http://www.aicofindia.com), detailed information about the Company and its activities, different schemes & products, Grievance Redressal Policy, etc.

X. PUBLICISING THE GRIEVNCE 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.com”, 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. In case of personal submission, a receiving signature is necessary.
3. Communication by the Company pursuant to a Complaint shall be in the language of the Complaint as far as is practicable.
4. In case of any discrepancy or inconsistency in the provisions of the policy the decision taken by the CGRO shall be final and binding

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