

F.No.G-14013/11/2011-Ins.II
Government of India
Ministry of Finance
Department of Financial Services
(Insurance Division)

3rd floor, Jeevan Vihar Building,
Parliament Street, New Delhi.
Dated: 9th February, 2012

To,

1. Shri D.K Mehrotra, Current In-charge, LIC of India, Mumbai.
2. Shri G. Srinivasan, CMD United India Insurance Co. Ltd., Chennai.
3. Shri N.S.R. Chandraprasad, CMD, National Insurance Co. Ltd., Kolkata.
4. Shri R. K. Kaul, CMD, Oriental Insurance Co. Ltd., New Delhi.
5. Shri A.K. Roy, Current In-charge, GIC of India, Mumbai.
6. Shri A.R. Sekar, Current In-Charge, New India Assurance Co. Ltd., Mumbai

Subject : Preparation of internal e-governance plan for each institution/Regulator under DFS.

Sir(s),

I am directed to refer to the captioned matter and to say that a meeting was convened by Additional Secretary (FS) where it has been decided that the insurance companies may formulate/structure model e-governance plan by suitably incorporating the following:

- 1) Websites to be redesigned to make them more service centric and customer friendly.
- 2) Vision/mission should be broadened by taking inspiration from Private Sector Insurance Companies.
- 3) E-readiness report may be got prepared by experts.
- 4) A mechanism to evaluate the level of e-governance be devised in order to appreciate the implementation of e-governance plan after the same is adopted.

Appropriate Action Taken in the matter may please be informed to this Department.

Yours faithfully

(Jitendar Kumar Mehan)
Under Secretary to the Govt. of India
Tel.No.23748789

Copy to : 1) JS (P& I) / Director (Insurance).
2) CE, GIPSA for coordination.