

F.No. 14017/104/2011-Ins.II
Government of India
Ministry of Finance
Department of Financial Services

2nd floor, Jeevan Deep Building,
Parliament Street, New Delhi
Dated: 11th October, 2012

To
Chairman, LIC of India, Mumbai.
CMD, New India Assurance Co. Ltd., Mumbai.
CMD, National Insurance Co. Ltd., Kolkata.
CMD, Oriental Insurance Co. Ltd., New Delhi.
CMD, United India Insurance Co. Ltd., Chennai

Subject: Mechanism for early settlement of customer disputes.

Sir (s),

It has been observed that there are large number of cases filed by customers in various consumer courts/forum, Ombudsman and other courts. These cases, for various reasons are kept pending in these forums for a long period of time causing hardship and agony to the petitioners and also causing increasing claims for the Insurance Companies. It is imperative that these cases are finalized at the earliest.

In order to expedite the quick settlement of these cases, it is suggested that the public sector Insurance companies may work out a mechanism for across the table settlement of disputes. For this purpose, the company shall approach the petitioners and try to settle the issues amicably. The insurance companies may like to involve persons from judiciary like retired judges and other retired insurance professionals for such speedy settlement of pending cases.

This exercise may be started immediately and a progress report may be furnished to this Department on regular basis.

This issues' with the approval of JS (P & I).

Sd/-
(Arun Kumar Misra)
Under Secretary to the Govt.of India
Tel.No.23748789