

**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY**

**3<sup>rd</sup> floor, Parisram Bhavan, Basheerbagh, Hyderabad**

**Tel: 91 40 23381100 Fax: 91 40 66823334**

**APPOINTMENT OF CONSULTANT FOR IRDA GRIEVANCES  
CALL CENTRE ON CONTRACT BASIS**

The Authority launched IRDA Grievance Call Centre from 20<sup>th</sup> July 2010. The call centre is based out of Hyderabad.

The Authority is looking for a suitable external Consultant to oversee the call centre operations in addition to assisting the Authority with the periodical audit of the Call Centre from Technology (IVR-Interactive Voice Response system/ACD – Automatic call distribution/Line in queue/Manning workstations) and Process (Scripts/Service levels including Defective calls/Fatal errors/Exceptional calls) points of view.

The Consultant will be provided with Online Barging facility as well as access to call centre software including CRM (Customer Relationship Management) application to monitor quality of recorded/live calls/emails/scanned documents along with the Vendor's Quality Analysis Team for appropriate data capture and efficient redressal of grievances of policyholders.

The following are the duties of Consultant:

- To monitor quality and also study required number of live/recorded calls/emails/documents for monitoring quality of voice and email/scanned documents processes
- To observe the performance of the Call centre Response Team and suggest ways of improving efficiency of Call centre Executives having regard to their floor behavior
- To identify the need for Refresher Training for Call centre Executives not performing well enough both in terms of soft skills and Insurance/Grievance redressal process knowledge.
- To assist the Authority in expanding the initiative and also forecasting number of work stations from time to time.
- To oversee knowledge management including adding new scripts and modifying Standard Operating Procedure
- To assess implementation of call centre in regional languages and suggest ways and means of improving the reach
- To study and inspect Technology infrastructure on behalf of the Authority from time to time to ensure appropriate PRI (Primary Rate Interface) Utilization, reduction in average queue time and to ensure appropriate connectivity
- To oversee Vendor managing backups

**Qualifications/Experience:** The candidates should be a Graduate and possess experience in managing Call centre/CRM operations. Scale IV and above Officers retired from Public sector Insurance Companies/Central Government/Financial Regulators or equivalent may apply. Qualified professionals with appropriate experience in call centre management/private Insurance companies may also apply. Candidates should indicate the names and addresses with phone numbers of two Senior Managers under whom they had worked. The Authority reserves the right to relax any of the requirements for the candidates in deserving cases.

**Maximum Age limit:** Not above 62 years as on April 15, 2014

**Tenure:** The period of contract will be for one year and may be extended for another term of one year subject to continued need and performance..

**Remuneration:** The remuneration for the Consultant shall be as under:

- A retainer fee may range between Rs.40,000 and Rs.70,000/- per month depending on the qualifications and experience
- Rs.3000 per month will be paid for local conveyance

**Mode of selection:** Mode of selection will be short-listing and interview. Only the short-listed candidates will be called for interview.

**How To Apply**

- Candidates who satisfy the eligibility conditions may apply giving their bio data strictly in the format given below. Applications should be sent by ordinary post in a cover super scribing 'CONSULTANT FOR IGCC ON CONTRACT BASIS' to the below mentioned address  
Senior Joint Director (Gen), Insurance Regulatory and Development Authority, 3<sup>rd</sup> Floor, Parisram Bhavan, Basheer Bagh, Hyderabad - 500004
- Last date of receipt of application 15-04-2014
- Candidate should also send a scanned copy of the application by email to [hr@irda.gov.in](mailto:hr@irda.gov.in).

**Other Conditions:**

- Notwithstanding his/her engagement as Consultant, IRDA retains its authority to appoint any other expert to deal with Call centre issues as it may decide.
- The engagement may be terminated through written intimation by either side by giving one month's notice without assigning any reasons.
- During the period, the Consultant will not advise or accept any assignment with any regulated entity or Vendor.
- The Consultant shall not accept any assignment which shall have conflict of interest with IRDA.

**INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY  
HYDERABAD**

**APPLICATION FOR CONSULTANT FOR IRDA GRIEVANCE CALL CENTRE ON CONTRACT  
BASIS- 2014**

Ref: 008/IRDA/CALL CENTRE/01/2014

NAME OF CANDIDATE

SEX MALE/FEMALE

DATE OF BIRTH

DETAILS OF WORK EXPERIENCE INCLUDING CALL CENTRE/CRM OPERATIONS

CURRENTLY WORKING/NOT

DESIGNATION LAST HELD

DATE OF RETIREMENT (IF, RETIRED)

TOTAL EXPERIENCE (IN YEARS)

EXPERIENCE IN CALL CENTRE/CRM OPERATIONS (IN YEARS)

EMPLOYER NAME & ADDRESS	DESIGNATION	FROM (MONTH AND YEAR)	TO (MONTH AND YEAR)	JOB PROFILE

DETAILS OF QUALIFICATIONS (FROM GRADUATION)

QUALIFICATION	EXAMINATION PASSED	YEAR OF PASSING	UNIVERSITY / INSTITUTE	% OF MARKS

CONTACT DETAILS

POSTAL ADDRESS (IN CAPITAL LETTERS ONLY)		EMAIL:
		MOBILE:
	DIST:	TELEPHONE:
	STATE:	PIN

DETAILS OF REFERENCES

NAME, ADDRESS AND DESIGNATION OF THE REFERENCE-I	NAME, ADDRESS AND DESIGNATION OF THE REFERENCE -II
MOBILE NO:	MOBILE NO:

I declare that the information furnished above is true and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that I do not satisfy the eligibility criteria according to the Authority, my candidature/ appointment is liable to be cancelled/ terminated. I have read and understood the stipulations given in the advertisement and hereby undertake to abide by them.

Place:

Signature of the Applicant

Date :