

08-01-2020

To:

Policyholders, Insurers and all other Stakeholders


Sub: Publication of Consumer Affairs Booklet for the Financial Years 2017-18 and 2018-19

I am delighted to inform the publication of Consumer Affairs Booklet for the Financial Years 2017-18 and 2018-19 by IRDAI. The Booklet contains review of Regulatory Framework, trends, Insurers Initiatives etc. in relation to Policyholder grievances during the said years.

The primary intention of publishing this Booklet is to ensure that the Policyholder is made well aware of the Grievance Redressal mechanism in Insurance Sector. I am confident that Insurers and other entities involved would also find valuable inputs towards improving policyholder service and reduced grievances.

Feedback and suggestions on the Booklet are welcome from all Stakeholders.

Yours Sincerely,



Sujoy Banarji
Member (Distribution)