

Policyholder Grievance Process

Insurance

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Designs an IRDAI-aligned policyholder grievance redressal process — Grievance Officer, turnaround times, IGMS/Bima Bharosa integration and Ombudsman escalation. Use it to build a compliant grievance mechanism. For the entity's broader obligations, use the Insurance Regulatory Compliance Checklist.

Purpose of this tool & output

Set up an IGMS-aligned grievance workflow

How the output is used

Use the guide to set up an IGMS-aligned grievance workflow so complaints are logged, tracked and resolved on time.

Important cautions

AI-generated framework; confirm IRDAI grievance regulations.

Companion documents

- Insurance Regulatory Compliance Checklist
- IRDAI Agent / Broker Licensing Guide
- POSP Onboarding Compliance
- AML / KYC for Insurance
- Web-Aggregator / Outsourcing Compliance
- Product Filing (UIN) Guide

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.