भारतीय बीमा विनियामक और विकास प्राधिकरण

Insurance Regulatory and Development Authority of India

प्रेस प्रकाशनी / Press Release | 26.11.2025

IRDAI Calls for Stronger Customer-Centricity and Higher Standards of Grievance Redressal in Industry Meeting

The Insurance Regulatory and Development Authority of India (IRDAI) on Wednesday, 26th November, 2025 convened a high-level meeting with Chief Compliance Officers (CCOs) and Grievance Redressal Officers (GROs) of all insurers. The discussions centred on strengthening policyholder protection, improving grievance redressal standards, and addressing operational challenges faced by the insurance sector.

The meeting opened with the Chairman, IRDAI extending greetings on the Constitution Day, underscoring the significance of the Constitution and its values of justice, equality, and liberty. Addressing the participants, he emphasised the centrality of trust in insurance and the critical role played by compliance and grievance redressal functions in upholding that trust.

A detailed review of compliance practices and the effectiveness of existing grievance redressal mechanisms was carried out. The Authority also engaged with the Insurance Ombudsmen from Bhopal and Thane, who presented the operational issues and challenges observed in handling cases filed at their respective offices. An analysis of consumer complaints and emerging trends in policyholder issues further shaped the conversation, highlighting areas where the industry must enhance its responsiveness.

The Authority expressed concern over the rising number of complaints and emphasised the need for insurers to significantly improve the quality and timeliness of resolutions. Insurers were advised to develop a clear and standardised operating procedure for classifying consumer references into complaints and service requests. IRDAI also urged insurers to adopt a more proactive, policyholder-centric approach and to strengthen their internal systems to ensure strict compliance with prescribed timelines.

Highlighting the need for deeper cultural alignment within organisations, the Chairman remarked: ***"Compliance cannot be a department— it must be a mind-set. And grievance redressal cannot be the end of a process— it must be our early warning system. When in doubt, choose the customer. If we do that consistently, trust will follow, growth will follow, and the industry will stand stronger than ever."*** The Chairman highlighted the complementary roles of CCOs and GROs, calling them the "conscience and credibility" of insurance companies.

***