Kshema General Insurance Limited

Grievance Redressal Policy

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1. Introduction

Kshema General Insurance Limited, ("the Company" "Kshema" or "KGIL"), is working predominantly in agriculture and allied business sectors, building customized products for farmers and cultivators in the Indian agriculture sectors and engaged in other general insurance business. The aim of the Company is to ensure no grievances by implementing this policy effectively. The Company has a robust mechanism in place to resolve/ address customer complaints in a timely and effective manner. The Company will strive to provide the highest quality of customer service to ensure continued customer satisfaction, retention and sustained growth of products and services. To facilitate the customers to raise their grievances, the Company has put an appropriate mechanism in place for redressal of customer grievances. The Company has established this Grievance Redressal Policy to supplement the Policy for Protection of Interests of Policyholders.

This policy outlines our approach to managing and resolving customer grievances, aiming to ensure satisfaction, retention, and continued growth through effective and transparent handling of complaints.

2. Objective

a) Ensure the customer an unbiased, fair, and speedy means of dealing with complaints on an ongoing basis.

b) All customers are treated fairly at all times. All complaints, critical requests and issues raised by customers are resolved in time.

c) Protect customers against fraud, deception, or unethical practices.

d) Consistently assess the impact of services to serve clients better.

e) Put in place a formal grievance redressal mechanism for the customers.

f) Ensure speedy and efficient resolution of customer issues with adherence to basic principles of transparency and integrity.

g) Educate the customers about escalation mechanisms for resolution of the complaints, if they are not satisfied with the Company's response.

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3. Definitions

a) **"Complaint/Grievance"** means written expression (includes communication in the form of electronic mail or voice based electronic scripts), of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy related services by Kshema and or/by its distribution channel. For the sake of brevity, an inquiry or service request would not fall within the definition of the "Complaint/Grievance".

b) **"Complainant"** means a policyholder or prospect or nominee or assignee or any beneficiary of an insurance policy who has filed a complaint or grievance against Kshema or its distribution channel.

c) **"Distribution Channels"** include insurance agents, intermediaries or insurance intermediaries, and any persons or entities authorised by IRDAI to involve in sale and service of insurance policies.

d) **"Mis -Selling"** includes sale or solicitation of policies by the Company or through its distribution channels, directly or indirectly by

i. exercising undue influence, use of dominant position or otherwise, or
ii. making a false or misleading statement or misrepresenting the facts or benefits, or
iii. concealing or omitting facts, features, benefits, exclusions with respect to products or
iv. not taking reasonable care to ensure suitability of the policy to the prospects/ policy holders.

e) **"Proposal Form"** means a form to be filled in by the prospect in physical or electronic form, for furnishing the information including material information, if any, as required by Kshema in respect of a risk, in order to enable Kshema to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted. For the sake of brevity, "Material Information" shall mean all important, essential and relevant information and documents explicitly sought by Kshema in the proposal form.

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f) **“Prospect”** means any person who is a potential customer and likely to enter into an insurance contract either directly with Kshema or through its distribution channel.

g) **“Solicitation”** means an act of approaching a prospect or a policyholder by Kshema or by a distribution channel with a view to persuading the prospect or a policyholder to purchase or to renew an insurance policy.

h) **“Unfair trade practice”** shall have the meaning ascribed to such term in the consumer protection Act 2019, as amended from time to time.

4. Documentation of Grievances

Grievance redressal mechanism starts with the standard documentation protocol.

a) Acknowledging the grievance with a complaint Number.
b) Providing necessary action on the grievance received in the stipulated time frame.
c) Escalation details like name, contact number, email ID and website addresses will be furnished.

5. Grievance Redressal Officer

a) The Grievance Redressal Officer (‘GRO’) of the Company is placed at the Corporate Office of the Company and reports to the Chief Compliance Officer. However, CEO may authorize any other senior management executive to supervise the GRO.
b) The Company may, as may be required, designate the respective branch heads, if any, as the Grievance Redressal Officer for each branch office.

6. Source of Complaints

The Company may receive the complaint/grievance from any of the following sources:

a) Prospect
b) Policy Holder
c) Beneficiary under the Policy
d) Claimant / Nominee under the Policy
e) Insurance Regulatory and Development Authority of India (IRDAI) Bima Bharosa
f) Distribution Channel
g) Insurance Councils

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h) National Consumer helpline (NCH)

i) CPGRAMS (Centralised Public Grievance Redress and Monitoring System)

j) KRPH (Krishi Rakshak Portal and Helpline)

k) CM Windows

l) Sampark Portal (Rajasthan)

m) Any other source.

7. Lodging of Complaints:

A Complainant may register any Complaint concerning issue of insurance policy or mistake in insurance policy, claim related Complaints or any product related service through any of the following:

a) Toll-free number 1800 572 3013

b) E-mail - customer.support@kshema.co

c) At the policy issuing address as mentioned on the policy schedule.

d) Through the Company's website – www.kshema.co

e) Through the Company's mobile application- Kshema.

f) If your grievance/complaint is not resolved, you may write to our designated Grievance Officer at gro@kshema.co, details of the same is available at Company's website.

g) If you are not satisfied with the resolution provided by the Grievance Redressal Officer, you may register your complaints at Bima Bharosa Portal of IRDAI at https://bimabharosa.irdai.gov.in/. You may also reach out to IRDAI Grievance Call Centre (IGCC) at 1800-4254-732/155255 for voice calls and complaints@irdai.gov.in through e-mail for registration of your grievance/complaint. For more details, you may visit IRDAI site a https:// irdai.gov.in

h) If you are still not satisfied after having followed the above steps, you may approach the Insurance Ombudsman for Redressal. Login to https://cioins.co.in/Complaint/online. to get details on Insurance Ombudsman Offices.

8. Grievance Redressal Procedure

- All the grievance received shall be forwarded to the SPOC /Manager of respective functions immediately.

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- In case of additional requirement raised customer support team shall interact with the Complainant for the document requirement and upon receipt shall forward the documents to SPOC.
- On receipt of Complaint, an acknowledgement has been given to the Complainant immediately and action is taken as per turn around time as stated in this Policy.
- Complainant can track the status of the Complaint by logging-in to the Bima Bharosa portal or grievance portal or on the call centre.
- Where the Grievance is not resolved in favour of the Policy holder or partially resolved in favour of the Policy holder, the Company shall inform the Complainant of the option to take up the matter before the Insurance Ombudsman in the relevant jurisdiction;

For Senior Citizens

- Any grievance received by Senior Citizen shall be taken on priority and the Company shall ensure to take due precautions to close these Complaints expeditiously.

9. Grievance Redressal System:

a) The Company’s system shall involve, mirroring of its Grievance database with the Bima Bharosa Portal (earlier known as IGMS) of the IRDAI and shall also facilitate analysis of complaints, mitigation, improvement of processes and system, through constant review;

b) The Company shall have in place a system to receive and deal with all kinds of Complaints, relating to grievances, from Prospects and Policyholders;

c) The system shall enable and facilitate the required interfacing with the IRDAI’s system of handling Complaints;

d) The Company shall issue a unique Complaint number to the Complainant.

e) Complaint will be updated in the Bima Bharosa Portal of IRDIA upon receipt and followed until closure.

f) The Company shall send a written acknowledgement to the Complainant and also the details of the closure as defined by IRDAI;

g) Closure of Complaint: A Complaint shall be considered as closed when:

   1) The Company has acceded to the request of the Complainant fully;

   2) Where the Complainant has indicated in writing, acceptance of the response of the Company;

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3) Where the Complainant has not responded to the Company within 8 weeks of its written response;

h) Collective insights from all the Complaints will be derived through detailed root cause analysis and necessary remediation measures will be implemented to avert recurrence; and

10. Steps Taken in Mis-selling and Unfair Business Practices at Point of Sale and Services

Process for handling Mis-selling Complaints: The grievance redressal process set out in this Policy will be replicated for handling Mis-selling Complaints;

a) Mis-selling Complaints are to be put on to the fast track mode for resolution;

b) Mis-selling Complaints are escalated to the respective distribution channel head for review and resolution;

c) Mis-selling Complaints will be referred to concerned department for investigation and necessary action;

d) Appropriate action and resolution are implemented after investigation and conclusion;

e) Closure of the Complaint can further be classified in the following categories;

1) Complainant agreeing to retain the policy with actual terms and conditions of the product;

2) If the Complaint is a proven case of Mis-selling, then premium refund will be initiated in favour of the Complainant; and

3) Disciplinary action will be initiated against the sales person/(s);

f) Letter for closure of the complaint will be sent to the Complainant.

g) Post resolution/closure of the Complaint, the Company shall, on random basis on regular interval, take the feedback from Policyholder on the grievance redressal process and the level of satisfaction.

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11. Turnaround Time in the Grievance Handling

Sr. no.	Activity	Timeline (from the date of registration of the grievance)
1.	Written acknowledgement of grievance to the Complainant	Immediately
2.	Seek and obtain further details, if any, from the Complainant	Within 7 days
3.	Action on Complaint & Intimation of Decision to the Complainant	14 days
4.	If Complaint is NOT resolved by Kshema, communicate the details to the Policyholder of options including referring receipt of the Complainant to Insurance Ombudsman.	14 days from original date of receipt of Complaint*
5.	Closure of grievance on non-receipt of reply from the Complainant	Within 8 weeks.

*(The Policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved within 30 days or if the decision of the Company is not acceptable to the Policyholder.)

12. Policyholder Protection, Grievance Redressal and Claims monitoring Committee (PPGR & CM Committee)

PPGR & CM Committee will be responsible for supervising redressal of customer grievance and to ensure the implementation of this Policy. Roles and responsibilities of the PPGR & CM Committee is outlined in the Policy for Protection of Interest of Policyholders.

13. Review of the Policy:

The policy shall be reviewed on as per the requirement by the PPGR & CM committee or whenever any changes are to be incorporated into the Policy due to any amendment to the regulations.

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