

P705 – Program on Insurance Fraud Detection & Management (Audit Department of LIC)

Background:

Of late, financial sector has been witnessing a number of frauds leading to losses to companies to the tune of thousands of Crores. The nature of frauds have also undergone changes in tune with changes in society, attitude of the people, technology etc. Cyber Crime has gained much ascendance in the last few years. Insurance Sector is no exemption to the frauds that have taken place in the financial sector.

These frauds have raised doubts on Corporate Governance, Business Ethics, Auditor's role, Regulator's role etc. Hence every stakeholder needs to be alert and play his/her role effectively and help companies to detect such frauds.

Objectives:

- Fraud detection and prevention
- Importance of Auditing
- Educating employees the need to be alert
- Ensure systems are followed
- Introduction to cybercrime and cyber laws

Contents:

- Auditor's role in current scenario
- Potential areas of fraud in Life Insurance
- Ways to detect the same
- Fraud prevention mechanism
- Forensic Audit
- Cyber Frauds and tools to detect it including Data Vigilance
- Introduction to Cyber laws and Cybercrime
- Corporate Governance and Business Ethics

Participants Profile- AOs' and ADMs' of Audit Department in DO/ZO/CO

Duration- 3 days

Dates: 11.04.2018-13.04.2018

P633 – ENQUIRY OFFICERS AND PRESENTING OFFICERS (NON-LIFE)

Programme Overview:

In business governance “control” plays very important role. The three pillars of the control are accounts, audit, and vigilance. The first two lead to the third sequentially in taking the path of maintenance of employee discipline, resolution of conflicts and weeding out unwanted elements. The departmental enquiry plays a vital role in bringing efficient control in the office administration.

Generally scale II to Scale V officers take the roles of presenting officer and Scale III to Scale V that of enquiry officer. These are very responsible jobs where CDA rules, CVC guidelines etc. are to be followed. Thus training will equip them with various rules, regulations, steps, stages and recording reporting systems of the enquiry proceedings in time principles of Natural Justice & ensuring that proceedings stand the test of PNJ.

Learning Objectives:

At the end of the programme the participants will be able to:-

- CDA Rules, Principles of Natural Justice
- Authorities- Financial, Risk Acceptance, Underwriting, Claims Management, Legal.
- CVC guidelines and rules. DoPT guidelines
- Enquiry Procedures, parties to it, steps, stages of enquiry. Recording and reporting system of enquiry proceedings.
- Evidence rules
- Witness interrogation and limitations
- Various management policies related to it.
- Coordination with CBI and CVC

Contents:

- Types in disciplines, frauds and corruption and how to take immediate steps to stop it; to start investigation; to suspend errant employee.
- Knowing CDA rules; official powers and authorities to find out misconducts and related sections of manuals.
- Appointment of investigator; Enquiry Officer, Presenting Officer and managing the charged employee and defending officer.
- Preparing Charge Sheets, recording daily proceeding reports; interrogating witnesses; verifying documents.
- Observing Natural Justice; limiting to time frame and authorities; allowing discretion by Enquiry Officer and other authorities.
- Compliances in Cases related to CBI
- Coordination with CVC and reporting methods
- Preparation of Enquiry Report; Penalty Order; Deciding Order on appeals; and Memorials.
- Handling of cases for review, court cases and reference from Commissions.
- Human Element in Post Enquiry Scenario

Pre Programme Assignments and Posts Programme Assignments:

Before the programme participants will be given exercises to align learning objectives, participants' expectations and programme contents. After the programme assessment will be done to know the assimilation level of the participants.

Participants' Profile:

Scale III to V and officers of Vigilance Department; Industrial Dispute; Redressal Departments.

Duration: 3 days

Date: 11.04.2018-13.04.2018

P38 – PROGRAMME FOR RETIRING EXECUTIVES (NON LIFE)

Programme Overview:

Retirement from the work is entering a new phase in life. It is unlike some other transitions that take place in a career spanning many years. There will be numerous concerns, financial and social are the first among them, that demand immediate attention. After many years busy work-schedule, all of a sudden, the employee feels an all-encompassing vacuum in his/her life. To guide the employee to overcome this stage and redirect his experience and energies to the betterment of the society is an art in itself. The retiring person has several avenues to contribute for the benefit of all and thereby for himself too. However, the mind-set about retirement is associated with many negative thoughts as well. It is important for the organizations to take care of the retiring individual by enabling them to take a comprehensive view of retirement and help them to have a measure of internal control to take charge of the new phase of life to which nature is pushing the person.

This programme is a tribute to all the retiring executives for their contribution and loyalty to Indian non-life industry.

Learning Objectives:

At the end of the participants will be able to:-

- Rekindle the internal strength of the retiring officer for his/her personal well-being
- Explore creative ways for engaging in socially useful pursuits.
- Post retirement activities in one's area of expertise and interest

Contents:

- Maintaining health and old age
- Managing finance and long term investment
- Managing relationships and generation gaps
- Managing self
- Creativity for being meaningfully occupied
- Post retirement Activities

Participants' Profile: All Executives about to Retire.

Duration: 3 days

Dates:

- I. 09.04.2018-11.04.2018
- II. 21.05.2018-23.05.2018
- III. 18.06.2018-20.06.2018

P713- SEMINAR ON RIGHT TO INFORMATION ACT (NEW INDIA)

UNDER PREPARATION

Participants' Profile:

RMS/Chief Manager/PIO/CPIO/First Appellate authorities/ Division/Branch heads/those officials who are dealing with RTI of insurance companies

Duration 1 day

Date: 22.06.2018

P644 – COMPREHENSIVE PROGRAMME ON LIFE INSURANCE REGULATIONS (LIFE)

Background:

A responsible governance requires industries dealing with public money to be regulated to protect the customer interests. Life Insurance is a business of trust and involves utilisation of people's money and as such failure to fulfil promises by an insurance company has a severe impact on wellbeing of people. Throughout the world insurance industry is highly regulated. India is no exception to this and has a very proactive and powerful regulator IRDAI.

IRDAI has come out with regulations which affects entire gamut of Life Insurance Business. Focus of these regulations is on protecting the interest of policyholders and to bring orderly growth of the insurance industry.

Though top management ensures compliance of each and every regulation by formulating strategies and policies accordingly, it is very necessary that those who are the executors of these policies understand and appreciate these regulations. Appreciation of the regulations and their applications will ensure a better work place logic and the capability to serve customers better and also demonstrate the delivery of service as envisaged by the regulator. This programme aims to create/enhance awareness of Life Insurance regulations in industry using train the trainer philosophy.

Objectives:

At the end of the programme participants will be able to appreciate:

- The role of the regulatory system in life insurance business
- Impact of regulations on various aspect of Life Insurance Business
- Developments impacting regulatory systems
- The present state of regulation of the life insurance industry in India

Contents:

- The Regulatory Concerns and Key Regulatory Concepts
- Evolution of insurance regulatory Structure in India
- Insurance Act 1938 and Insurance Laws (Amendments) Act, 2015
- Regulations regarding Registration, capital structure and social obligations of Insurers
- Regulations relating to Product and advertising
- Regulations relating to intermediaries (Agents, Brokers, Corporate agents, Web aggregators, TPA, Bancassurance, repository)
- Regulations in relation to remuneration and management expenses
- Regulations regarding protection of policyholders and public disclosures
- Risk Management Regulations and guidelines (investment, corporate governance, Assets, Liabilities and Solvency Margin of Life Insurance Business and Actuarial report and abstract)
- Staff Regulations

Participants' Profile : Secretary (Audit) & RMs (Inspection) of all zones.

Duration: 1 week

Dates: 25.06.2018-29.06.2018

P223 - GENERAL MANAGEMENT PROGRAMME FOR MIDDLE LEVEL EXECUTIVES (LIFE)

Background:

A dynamic environment necessitates a need to update and enhance the management capabilities of the executives working in the Life Insurance Industry. This is possible by updating the knowledge and skills of the officers in key areas of Management functions. The emphasis should be on HRM, Customer Expectations Management. There is also a need to focus on skills essential for higher management functions like, Team Building, Motivating and leading teams for effective functioning. Complexities in environment demand superior problem solving and analytical skills and also orienting teams towards achievement of the corporate objectives in an efficient manner with given constraints on time and resources. This programme has been designed with a view to meet these requirements.

Objectives:

- Provide basic understanding of managerial systems and process
- Understanding at a general level, the basic assumptions regarding the human behaviour
- Providing basic functional inputs- Organizational Behaviour, Human Resources Management, Decision Sciences, Communication skills, etc
- Acquiring skills in developing individuals & teams
- Developing skills in inter personal communications
- Working out strategies for work prioritization and enhancing team effectiveness

Contents:

- Global Insurance Scenario
- Life Insurance Marketing
- RTI
- Effective communication
- Emotional intelligence
- Team Building and group dynamics
- Decision Making & problem solving)
- Relationship Building with Internal Customers
- Negotiation Skills
- Social Marketing
- Self-Management

Participants' Profile:

AOs/ADMs/Sr./BMs with 5 yrs experience & have neither attended PYE nor are eligible for YEP **to be nominated by HRD Depts. of Zonal offices** and Engineers in the rank of AE to EE (to be nominated by CO (Engg) Dept.

Duration: 10 days

Dates: 16.04.2018-25.04.2018

P82 - COMPREHENSIVE TECHNICAL PROGRAMME IN LIFE INSURANCE

Background:

The Middle Level Executives of a life Insurance Company need to go deeper into the principles and practices of life business. The uniqueness of life insurance fundamentals has a great impact on the business processes. Executives have to not only know the basics but they need to have a fresh look at the application of such basics to the changing business environment in terms of changing life expectancy, new social and economic order and current financial market dynamics. The programme is designed to discuss technical aspects of Life Insurance Business in modern day context.

Objectives:

At the end of the programme the participants will be able to understand

- Risk management principles
- Advanced Concepts of Life Insurance
- Current regulations in Life insurance industry
- Pension and Group Insurance
- Current competitive business environment
- Financial markets
- Life fund investment & investment regulations
- Valuation methods and solvency issues
- Information Technology outputs and their application to Life Business

Contents:

- Enterprise risk management
- International practices in life insurance
- Actuarial Principles & Practices
- Product development and pricing issues
- Pension and group schemes
- Principles and Practices in Underwriting
- Distribution channel management
- Customer expectation management
- Leveraging IT for life insurance operations
- Life insurance accounting
- Demographic Changes & life Insurance
- Business ethics and Corporate Governance
- Financial Markets and life fund investment
- Social Marketing
- Valuation methods and Solvency Issues
- Emerging market and Takaful Insurance

Participants' Profile: ADMs/DMs of Central Office and Zonal Offices of LIC to be nominated by HRD Depts. of respective offices & officers from other life insurance companies.

Duration: 2 Weeks

Dates: 16.04.2018 – 27.04.2018

P589 - CORPORATE BRANDING AND REPUTATION (NON LIFE)

Background:

At a time when maintaining credible products and services differentiations are difficult, when customers and other stakeholders are very sophisticated and markets more complex, managing corporate branding and corporate reputation have come into business spotlight. Organizations increasingly are recognizing the latent economic value inherent in managing and developing corporate brand and importance of corporate reputation in achieving business goal and in staying competitive. It is more and more realized that those who master the art and science of these new and potential areas can indeed make remarkable difference for their companies in today's business environment.

Learning Objectives:

- Understand corporate branding and corporate reputation
- Understand the significance of building and maintaining corporate branding and corporate reputation
- Identify the factors behind strong and effective corporate branding and reputation
- Understand the impact of various factors on strong and effective corporate branding and reputation
- Understand the challenges of building and maintaining corporate branding and corporate reputation
- Take strategic initiatives toward building and maintaining strong and effective corporate branding and corporate reputation

Contents:

- Brand as an Asset and Value of Branding
- Services and branding
- Requirements for Successful Branding
- Challenges in Managing Powerful Brands
- Corporate Reputation
- Product and Service Differentiation
- Essentials of Corporate Communication
- Consumers' perceptions and expectations
- Creating and maintaining customer loyalty through branding
- Corporate Branding, Reputation and Relationship Building

Participants' Profile:

Regional Managers, Chief Managers, SDMs and Managers of general insurance companies

Duration: 3 days

Date: 16.04.2018-18.04.2018

P10 – EXECUTIVE DEVELOPMENT PROGRAMME (NON LIFE)

Programme Overview:

Development of managerial acumen is essential for the growth and sustenance of any company. The junior officers usually work on specific functional areas; however, they need to achieve excellence in services by adding to customer values and understand role of various functional areas.

The Programme for Young Executives from General Insurance Companies is targeted at junior level Officers. The participants will receive inputs on latest developments in insurance industry and various functional areas.

Interactive sessions, case studies, presentations, and group discussions will help the participants in understanding interdependence of various functions and roles.

Learning Objectives:

At the end of the programme the participants will be able to:-

- Identify environmental trends impacting Insurance Industry and challenges being faced
- Learn role of various functional areas and their contribution to organizational effectiveness
- Appreciate Role of Customer Orientation and Service Excellence in Insurance Industry

Contents:

- Emerging Trends in Insurance Industry
- Contemporary practices in Finance, Marketing HRM, IT, and Insurance Business Lines
- Performance Management System
- Managing Customers' Expectations
- Service Excellence

Participants' Profile: Junior Level Officers (Scale II & III)

Duration: 1 week

Dates: 23.04.2018-27.04.2018

P162 – MANAGEMENT OF MISCELLANEOUS INSURANCE BUSINESS (NON-LIFE)

Background:

With the increase in public awareness and consequent thrust of the Insurance Industry in the areas of Health Insurance, Liability Insurance and other personal lines of insurances, the miscellaneous portfolio of Insurance is poised to be the sunrise portfolio of General Insurance business. This programme has been designed keeping in mind these developments in the market and attempts to address the need for increased awareness of the multidimensional miscellaneous portfolio.

Objectives:

- To enhance the participants understanding of the miscellaneous portfolio
- To acquaint them with various aspects of Health and Liability Insurance in context with the Current scenario
- Help them explore the potential of rural insurance in line with the regulatory guidelines.
- To emphasize the importance of and explore the potential of personal line of business under miscellaneous portfolio.

Contents:

- Analysis of the miscellaneous insurance products
- Health Care Management – Indian and Global Perspective
- TPA's an Effective Service Provider
- Legal framework and Liability Insurance Products
- Rural and Social Sector - regulations, product and marketing
- Personal line products – potential and marketing, distribution channels
- Scope and Coverage of New Products
- Credit Default Cover
- Bankers Indemnity Insurance/ Jewelers Block Covers; Stock Brokers / Insurance Brokers Indemnity
- Packaging & Product Development
- Special Contingency Covers
- Emerging Changes

Participants' Profile:

Executives handling Technical Departments and Office In-charge of operating offices of General Insurance Companies

Duration: 1 week

Dates: 23.04.2018-27.04.2018

P690- PROGRAMME ON ‘SUSTAINABLE INSURANCE’ (COMBINED)

Background

“The principles for sustainable insurance are a foundation upon which the insurance industry and the society as a whole can build a stronger relationship, one that puts sustainability at the heart of risk management in pursuit of a more forward-looking and better managed world.”
Anchim Steiner, UN under Secretary General & UNEP Executive Director.

The citizens are increasingly expecting higher levels of transparency, accountability and disclosures so as to mitigate their risk due to the dynamic environmental changes and styles of conduct of business and services. The insurance industry’s core business is ‘risk management. Hence Insurers world over are embracing the principles of Environment, Social and Governance (ESG) to build a better risk managed world.

The Rio Summit launched the principles of Sustainable insurance that set the course for contemporary sustainable development. The insurance practitioners needs to restructure their system thinking, processes and processes internalising the principles of sustainable insurance.

Objectives:

At the end of the programme participants will be able to understand

- Principles of sustainable insurance
- Purpose of UNEP finance initiatives

Contents:

- UNEP finance initiatives
- Responsible corporate global citizenship
- Principles of Sustainable insurance
- Investor obligations and duties
- Social issues

Participant’s profile: Officers in the cadre of DM and above from any Dept. in the insurance industry expecting take up higher management positions in future

Duration: 3 days

Date: 23.04.2018-25.04.2018

P687- INSURANCE FRAUD MANAGEMENT (LIFE)

Programme Overview:

India is one of the fastest growing economies, and so is the case with the country's insurance sector. Insurance business is a business of taking risk and as such needs to be the most efficient in managing its own risk. Fraud is an operational risk and results in leakage of funds, significant legal costs, and most importantly in erosion of confidence in public/market.

Good governance principles demand that an organization's board of directors, ensure overall high ethical behaviour in the organization and thus prevent fraud as far as possible. However the best way to prevent fraud is to develop a culture where each individual in the organisation act as eyes of the organisation. This programme is designed to educate the participants about regulatory framework related to fraud management and also preventive aspects of insurance frauds in an integrated way to counter Insurance Fraud.

Objectives:

- Get acquainted with the fraud scenario in the BFSI sector
- potential areas to appreciate potential areas of fraud
- To know regulatory framework for prevention of frauds
- To get acquainted with best practices of fraud prevention across the world

Contents:

- Fraud Scenario in BFSI sector (worldwide)
- IRDA Corporate Governance Guideline
- Regulatory Frame work for prevention of Insurance frauds
- Risk Management Systems and processes
- Role of Internal operating procedures in preventing fraud
- Cyber frauds threats (Role of technology and social media)
- Money Laundering in Insurance including AML/CFT/FATKA
- Intelligence and Investigating tools & techniques in insurance Frauds
- Principles of Insurance & analysis of Claims Processing Procedure & Insurance Fraud
- Internal audit & inspection role in preventing and detecting frauds
- Forensic Audit

Participants' Profile: Manager (Claims), Manager (CRM), Manager (F&A), Manager (Legal) to be nominated by HRD Department of the Zonal Offices

Duration: 3 days

Date: 26.04.2018-28.04.2018

P319 - FINANCIAL AUDIT & CONTROLS (LIFE)

Background:

Corporate frauds and white collar crimes put in jeopardy the confidence of the stake holders, particularly the investors. To protect the money of the investors and instil confidence in the minds of the public, a vibrant audit system in tune with the change in time and business environment is necessary. The officers who are heading Finance and Accounts functions must be aware of various ways by which frauds may take place in the office and how to prevent such frauds. The audit team of insurance companies needs to update their knowledge and skills.

Objectives: This programme aims to:

- Provide comprehensive Cover on the role of Audit and Control functions
- Facilitate interaction between personnel in the Audit and Accounts Departments
- Avoid problems arising out of shortcuts in procedures and role of Auditors

Contents:

- Internal Audit
 - Scope and Coverage
 - Methods and Procedures in underwriting/ claims/ other financial areas.
 - Inbuilt audit trails/consistency checks
 - Claims Settlement
 - Early claims study
 - Handling of fraudulent claims
- Statutory Audit
 - Consolidation of Final Accounts and Audit issues
 - Issues arising out of Tax Audit
- Vigilance
- Complementary responsibilities of Internal Audit and Vigilance Dept.
- Regulator's expectations from the entire audit mechanism
- Case Studies with regard to Employees, Customers etc.
- Corporate Governance for Insurance Industry
- Computer Audit
 - Strict implementation of Password security
 - e – fraud
 - Use of Information Technology in Audit
- Forensic Audit
- Solvency

Participants' Profile:

Managers of Divisional offices with at least an year of experience, Asst. Secy. (F&A) and Audit officers of Central Office, Zonal Office to be nominated by HRD Departments of the Zonal offices and Central Office.

Duration: 3 days

Date: 02.05.2018-04.05.2018

P706- PROGRAM ON COMPLETE DIGITIZATION WITH REGARD TO NEW BUSINESS (LIFE)

Learning Objectives:

We are in an era of digital disruptions and each day new paradigms are created or developed in systems and processes of doing business. Insurance Industry is not immune to that. Accepting these Insurance Companies all over the world (especially in developed economies) are adopting new technology in a faster pace hitherto unknown. So much so that some standalone digital distribution/retail companies have converted themselves into insurance companies (in some developed countries).

In view of this, life insurance executives who are working in Underwriting Department need to be familiar with the latest developments in technology. They must also be prepared to face challenges for the future where digital products will become core products of a life insurance company.

At the end of the Programme, the participants will be able to appreciate and implement the usage of new age technology like artificial intelligence, Block Chain and Internet of Things (IOT), etc. They will find themselves prepared for future change in underwriting standards and procedures in view of these and upcoming technological advances.

Contents:

- Linking of Aadhaar at NB stage/ E-KYC and PAN verification
- Agent Assisted Module (fully automated and paperless)
- Semi automated Agent Assisted Module/Underwriting through e-Engines
- Online TPA Module
- E-Insurance Policy
- Integration of Propsino pearl with E-feap
- Underwriting through reinsurer's e-calculator at Divisional office
- Online Reinsurance Module
- Data linking of previous policies in NB Module
- CKYC
- Predictive Modelling / Tele Underwriting / Tele Medicals etc.

Participants' Profile

- Officers posted in NB & Actuarial department of Zones/Divisions in the cadre of ADM/AO with the minimum standing of at least two/three years in the cadre.

Duration: 3 days.

Dates: 21.05.2018 - 23.05.2018

P17 – PROGRAMME ON SALES AND MARKETING FOR FRONTLINE EXECUTIVES (NON-LIFE)

Background:

The programme is designed to provide holistic view of key tools and techniques for insurance sales and marketing in addition to providing understanding of best practices that the frontline executives, who are either already handling or are aspiring to hold responsibilities, in the marketing and sales functions.

Objectives:

At the end of the programme the participants will be able to:

- Understand the dynamics of insurance market
- Learn about principles, processes and tools for effective sales and marketing
- Gather market intelligence and apply for efficient marketing decisions and productivity
- Create value for various stakeholders like channel partners and customers through effective use of marketing resources

Contents:

- Conceptual understanding of services marketing
- Dynamics of Insurance Market: Developments, Issues and Challenges
- Latest Regulatory Changes and Implications for Sales and Marketing
- Distribution Channel Partners and Distribution Channel Management
- Customer Service Management & Relationship building
- Market research and marketing intelligence
- Marketing Strategies vis-à-vis Retail Insurance, Corporate Insurance, Micro and Rural Insurance etc
- Communication and presentation skills in marketing
- Brand building, Advertising and Corporate Communication

Participants' Profile:

Indian: Officer in charge of Divisions, Deputy Managers and Managers from R.O. /H.O. associated with marketing activities and equivalent Cadre.

Overseas: Managers in-charge of Marketing Department

Duration: 3 days

Dates: 02.05.2018-04.05.2018

P663 – PROGRAMME FOR RETIRING EXECUTIVES IN SCALE V AND ABOVE (NON LIFE)

Programme Overview:

Retirement from the work life is entering a new phase. It is unlike some other transitions that take place in life. The retiring person has several avenues to contribute for the benefit of all in the society and for himself. However, the mind-set about retirement is associated with many negative thoughts as well. It is important for the organizations to take care of the retiring individual by enabling them to take a comprehensive view of retirement and help them to have a measure of internal control to take charge of the new phase of life to which nature is pushing the person.

This programme is a tribute to all the retiring executives for their contribution and loyalty to Indian non-life industry.

Learning Objectives:

At the end of the participants will be able to:-

- Rekindle the internal strength of the retiring officer for his/her personal well-being
- Explore creative ways for engaging in socially useful pursuits.
- Post retirement activities in one's area of expertise and interest

Contents:

- Personal Financial Management
- Health Management
- Second Innings – Focusing on Meaning and Purpose
- Managing Self, Relationships and generation gaps
- Engaging with Family and Society

Participants' Profile: Scale V and above

Duration: 3 days

Dates: 02.05.2018-04.05.2018

P14 –YOUNG EXECUTIVES PROGRAMME (LIFE) **(Exclusively for LIC of India)**

Background:

The young and dynamic officers of L.I.C. of India, who currently hold positions at the level of Senior/Branch Manager, Administrative Officers/Assistant Divisional Managers are the torch bearers of the Corporation, in future. It is essential that they are groomed in such a way that they not only give an excellent account of themselves in their present jobs, but are also enabled to shoulder higher responsibilities in future.

Objectives:

At the end of the programme participants will be able to:

- Analyze the various environmental factors and their impact on organizational operations
- Develop competencies required for operating in a competitive market-driven environment
- Understand the basics of change management
- Appreciate the need of multiple channels of distribution and their handling
- Understand the concepts of financial management
- Internalize the philosophy of HRM and other concepts like Key Result Areas (KRAs) and Key Performance Areas (KPAs)
- Understand the source and use of data for effective decision making (Data Management & Applications)
- Appreciate how to leverage technology for better performance
- Update and enhance knowledge of the mechanics of product development, valuation and other technical aspects of life insurance

Contents:

Environmental scanning with special focus on:

- Global Insurance Scenario
- Latest Trends In Life Insurance
- Changing Customer Profile
- Competitor Intelligence

Life Insurance Marketing

- Issues in insurance marketing
- Customer relationship management
- Distribution channels and their management
- Marketing research & data analytics
- Social marketing
- Social media

Finance & Accounting

- Life fund and its management
- Solvency margin norms
- Interpretation of financial statements of Life insurance companies
- Convergence of financial markets
- Capital Markets
- Self Awareness
- Goal Setting
- Leadership Development
- Team building
- Business Ethics
- Negotiation skills

- Personal Effectiveness
- Communication skills
- Business Etiquettes & Personal grooming

Information Technology

- Concept of data management
- E-commerce concepts
- Future trends in I.T. for insurance
- IT solution to CRM
- Data Security and Data Integrity

Insurance - Technical

- Appreciation of actuarial techniques
- Product designing and pricing
- Valuation aspects
- Legal & Regulatory Aspects
- IRDA Regulations
- Grievance Redressal
- General / Specific project work relevant to his / her area of work to be given to the participants at early stage by the coordinator.
- Book Review and Project (Resume) Presentation to be submitted by the participant.
- Implication of R.T.I. Act

Participants' Profile: AAOs, who have completed minimum 5 years of service and AOs who have not attended PYE or GMP of Central Office and Zonal Offices and age up to **45** years. To be nominated by respective HRD Depts.

Duration: 2 Weeks

Dates:

- I. 07.05.2018 – 18.05.2018
- II. 18.06.2018 – 29.06.2018

P678- PROGRAMME ON ALTERNATE CHANNELS MANAGEMENT (LIFE)

Background:

Indian Life Insurance Industry is undergoing fast changes and poised for high growth due to favourable demographics and Government's pro-active approach towards social, financial and insurance inclusion. The regulatory interventions have also provided fillip to the above changing scenario. IRDAI has come out with many regulations for alternate distribution channels to achieve the above goals.

It is the need of the hour that marketing officials holding exclusive charge of alternate channels are exposed to changes that are coming in alternate channels of distribution so that they are able to leverage them better, for desired business growth.

Objectives:

At the end of the programme, the participants will be able to:

- Understand the changing market dynamics of life insurance industry
- Appreciate various regulations concerning alternate channels of distribution
- Formulate strategies to leverage alternate channels more effectively
- Acquaint with changing consumer behaviour
- Develop personal competencies in managing teams of alternate channels

Contents:

- Global Scenario of life insurance business
- Changing demographics and demand potential in India
- Emerging trends in marketing
- Regulations of alternate channels
- Analysis of different channels of distribution
- Their unique characteristics, strength and weaknesses and positioning in the market
- Sales Performance Management – discussion on each channel
- Channel Conflict and its management
- Digital marketing including social media and mobile marketing

Participants' Profile:

Marketing officials posted in Branch and Divisional Offices exclusively looking after alternate channels, to be nominated by HRD Depts. of Zonal Offices **of LIC of India.**

Duration: 1 Week

Dates: 07.05.2018-11.05.2018

P95 – PROGRAMME ON RETAIL INSURANCE (NON-LIFE)

Background:

Retail Insurance has been gaining importance as a growth driver for the Indian Insurance Market. However in spite of its significance and growth potential, currently it is witnessing low sales and low penetration levels. The programme, therefore, intends to take a comprehensive view of the Retail Insurance market starting with the emerging trends, issues and challenges in the way of expanding the market to various prospects of value creation for its stakeholders. This way the programme aims to cater to the needs of the current and aspiring executives/managers in gaining knowledge and expertise in a wide range of productivity enhancement areas.

Objectives:

This programme aims to:

- Equip participants with knowledge of latest trends in Retail Insurance Marketing including the regulatory changes
- Facilitate examination of various growth opportunities and how to choose among options
- Assist participants in understanding the importance of Communication and Customer Relationship in Retail Insurance

Contents:

- Latest Trends in Retail Insurance Marketing
- Developments in Regulatory Environment
- Retail Insurance Products and Recent Innovations
- Retail Insurance Market Segments and corresponding Marketing Strategies
- Distribution Channel Design Decisions and Management
- Business Process Improvement for productivity and customer value enhancement
- Managing Marketing Information for Gaining Customer insights and for effective decision making
- Consumer Buying Behaviour
- Customer Relationship Management
- Digital (Online) Marketing including social media
- Marketing Communication

Participants' Profile:

Sales and Marketing Executives (DMs/ BMs) of General Insurance Companies engaged in personal line insurance marketing, development and customer service.

Duration: 3 days

Dates: 07.05.2018-09.05.2018

P66 – MANAGEMENT OF PROPERTY INSURANCE (FIRE) (NON-LIFE)

Background:

The steep downturn in Fire Insurance has put a question mark on the profitability of the portfolio and its ability to subsidize marine and health covers of corporate clients. Therefore it is important, to manage this portfolio with utmost care in assessing the hazards and pricing the risk. Improved underwriting techniques including risk management skills can result into better management of this class of business.

Objectives:

- To enhance the participants, understanding of Fire and Business Interruption Insurance concepts and practices
- Material damage Policies like IAR & Mega Policy including Petrochemical risks
- To improve underwriting skills in the de-tariff and deregulated Product scenario
- Exposures to Inspection procedures and risk assessment techniques.
- Acquaintance with PML concepts, Loss assessment, prevention and control techniques
- Reinsurance of mega-size and high tech risks.

Contents:

- Global approach in Fire Insurance Portfolio
- A study of the various inspection procedures and risk assessment techniques
- Analysis of fire insurance policies -rating principles, underwriting terms and conditions
- Basic Concepts of Underwriters
- Business interruption insurance concepts
- Risk Management & U/W of Mega Risk & Hitech Industries – Drafting of Policies & Risk Inspection
- Catastrophic losses
- PML concepts
- Loss assessments and claims management
- Reinsurance of mega-size and high tech risks
- Special aspects of commodity loss assessment
- Fraud/leakages
- Case Studies
- Regulatory environment

Participants' Profile:

Indian: Executives handling fire Technical departments and officers' in-charge of General Insurance Companies operating offices.

Overseas: Insurance Executives who are to be trained for specializing in fire insurance

Duration: 1 week

Dates: 07.05.2018-11.05.2018

P72 – MANAGEMENT OF LIABILITY INSURANCE (NON-LIFE)

Background:

Liability Insurance in India is in its nascent stage. This is an area with enormous potential. Legal consciousness is an indicator of the progress of the society and as the people move up the social ladder, the chances of litigation to establish their rights are quite high. Added to this is the large influx of funds expected from the foreign business groups in the wake of the emerging economic scenario. Huge demand in various types of insurance protection to safeguard the interests of these new entrants will sure to boost up the portfolio to new levels. Because of the technicalities involved, Liability calls for real expertise for effective management. The programme aims to equip the officials with the required knowledge.

Objectives:

The programme aims to help the participants:

- To discuss the Risk Management Technique in general.
- To understand the risk in Liability Insurance in India.
- To analyse the reasons for adverse claims experience in the world Liability Insurance Market & Lessons for Indian Insurance Industry
- Emerging trends in Indian Liability Insurance market and techniques to manage the risk
- To discuss the different products available in world market
- To discuss the growing risk potential because of increase in environmental activism in India.

Contents:

- Loss Exposures and Risk Management Process, tools / techniques
- Failure Analysis and Risk Improvement
- Essentials of Legal liability, Tort liability and other legal issues in third party claims.
- Commercial & Industrial Sector Liabilities like Public liability, Product liability, Director & Officers' Liability / E&O/ CGL
- Liability exposure during Construction phase of engineering Projects, including Aviation & Maritime liabilities.
- Special risk factor in key industries like Chemical, Petrochemical, dangerous goods manufacturing industries, cyber liability in IT risks.
- Liability risk control environmental factors, need for risk management to prevent pollution, damage and liability.
- Loss adjusters'/Lawyers' role in risk management

Participants' Profile:

Indian: Middle Level Executives and above in Technical Departments/ Risk Managers in charge of insurance portfolio in industrial houses.

Overseas: Insurance Executives handling large industrial risks, Liability insurance

Duration: 3 days

Dates: 07.05.2018-09.05.2018

P159 – INSURANCE REGULATION & COMPLIANCE (NON-LIFE)

Background:

In keeping with the Economic Liberalization and Reforms Agenda, Insurance Industry in India has been opened up to private participation. This will usher in an era of open market, multiple players and resultant competition. All these aim at growth of insurance business, more choices for the customer and wealth creation for the Nation. The role and responsibilities of the regulatory authority and industry players will assume great importance in the coming years and will be crucial for the healthy and orderly growth of Insurance Industry in the Country.

Objectives:

At the end of the programme, the participants will be able to:

- Identify the principles, rationale and various roles of the Insurance Regulatory & Development Authority
- Market conduct norms and other prudential norms
- Take steps in building records in offices for regulatory compliance

Contents:

- Global Economic and Financial Scenario
- Comprehensive Introduction to Insurance Regulation and Supervision
- Market Conduct Norms
- The protective role of IRDA towards policy holders' interest
- Insurance Council Ombudsman Scheme
- Product development, pricing and reinsurance and role of regulatory authority
- Committees global negotiations and regulations
-

Participants' Profile:

Operational Executives from General Insurance Industry, IRDA, & AICL

Duration: 2 days

Date: 10.05.2018-11.05.2018

**P707-PROGRAMME ON DRAFTING AND REPORTING SKILLS FOR AUDIT
DEPT. OF LIC**

Insurance being a business of Trust, it involves not only a huge amount of regular collection of funds towards premium, benchmarks return and other Misc. items and also confirmation of these accumulated funds over a very long period of time, but also due repayment (outflow) of equally bigger amount towards payments of benefits to the policy holders, Investments of funds in various financial as well as non-financial onsets and also for regular management expenses.

This certainly calls for strict system of checks and controls to achieve confidence in the minds of stakeholders which is a vital ingredient for building Brand image / value. A vibrant, receptive audit system attuned to the changing technological perspectives is absolutely necessary.

The official performing this vital role therefore necessarily need to be adequately trained in ensuring due balance between his duties both towards the internal stakeholders and the external stakeholders. This role requires the official to not only be thorough in his knowledge about department but also at the same time effectively communicate the existence or non – existence of the required checks and controls and these should clearly brought out through skilfully drafting of the audit report.

Objectives :

The programme would aim to impart knowledge on

- The required role or the scope of the audit function
- Aspects involved in consolidation of final accounts and audit issues arising therefrom.
- Effective use of system / technology for Auditing
- Ultimately to prepare effective Audit Report within the prescribed Regulatory Framework.

Thereby enhancing the skill of participants in drafting and reporting.

Contents :

- Role of Auditor in Life Insurance Business
- System Audit & Checks and Controls
- Consolidation of Accounts and Auditing
- How to prepare Audit Report

Participants Profile : Audit Officials in the rank of ADM, AO and AAO

Duration : 2 days

Date : 14.05.2018 – 15.05.2018

P352 – MANAGEMENT OF ENGINEERING INSURANCE (NON LIFE)

Background:

The steep decline in Fire and Engineering Insurance prices has put a question mark on the profitability of the portfolio. More and more infrastructure projects are coming up having public – private stake holdings patterns. FDI stake in these projects is also growing. Lenders / Financial institutes insist on global standard insurance policy coverage and appropriate terms & conditions. Demand for ALOP cover, posing very high degree of exposure and liability to insurers, is increasing. On the operational front, more and more customers are going for IAR policies where majority of losses are reported for MB and MLOP covers. With growing competition vis a vis growing exposures and liability, this is the appropriate time for underwriters of ‘Engineering’ LOB to sharpen their skills with better understanding of different covers being offered and fix appropriate pricing / limits of liability for add on covers.

Objectives:

- To enhance the level of understanding of the participants for different products offered in Indian Market ‘Off the shelf’ under Engineering LOB – both under ‘project’ and ‘operational’ policies
- To enable the participants to understand the concept of ALOP and related key features
- To enable the participants to appreciate the importance of ‘project monitoring’ for smooth handling of ALOP claims
- To enable the participants to appreciate importance of Risk inspections, PML , Reinsurance arrangements, R/I treaty terms and restrictions
- To enlighten the participants about claims procedures / claims management with case studies

Contents:

- Discussions on increasing demand of project insurance policies with special reference to infrastructure projects
- Traditional CAR / EAR policies – Coverage, exclusions, conditions
- Civil Risks-Road Projects/Tunnels/Metro Rail
- Salient features of ALOP policy including project monitoring
- Traditional operational policies (MB/BE/EEI/CPM) – Coverage, exclusions, conditions
- Risk inspections, Concept of PML, PML computation, PML based Reinsurance arrangements
- R/I treaty terms and restrictions
- Procedure of handling engineering claims, salvage disposal etc.
- Claim assessment under project policies (PD & ALOP) with case studies
- Claims assessment under operational policies (PD + BI) with case studies
- CBI – Contingent Business Interruption & MLOP

Participant’s profile:

Middle level property underwriters and claim managers working in Engineering & Fire depts. at operating offices/Regional offices/Head offices of Insurance companies

Duration: 1 week

Dates: 14.05.2018-18.05.2018

P214 – CLAIMS MANAGEMENT (NON-LIFE)

Background:

Claim Departments in Indian insurance companies generally focus on “Claims Handling” which is the claims process with emphasis upon claim review, investigation and negotiation. This excludes emphasis upon the monitoring and lowering of claims costs. “Claims Management” includes both the aspects besides Customer Satisfaction and Customer Care contributing to retention of business and enhancing brand image and reputation of the company. This programme is designed to deal with the subject in this new perspective to cover the entire gamut of Claims Management – its strategic role, cost-monitoring role, service aspect, redressal and customer satisfaction.

Objectives:

This Programme aims towards enabling the participants to:

- Appreciate the difference between “Claims Handling” and “Claims Management”
- Understand intricacies of claims settlement
- Importance of Quality Management in Claims Management
- Claims estimating and reserving
- Handling fraudulent claims/ leakages
- Handling claims related litigation, Ombudsman, Consumer Forum/ Arbitration
- To handle claims related complaints towards ultimate satisfaction of customer
- Regulatory matters

Contents:

- Claims case studies
- Quality in Claims Management
- Claims Estimating and Reserving
- Insurance Fraud and Handling Fraudulent Claims / Money Laundering
- Role of grievance cell, Insurance Ombudsman, Consumer Dispute Redressal Forum
- Customer Service Management through claims management
- TAT, Surveys etc.
- Regulations to help the policyholders

Participants’ Profile:

Executives handling Technical Departments and Officers in-charge of operating offices of General Insurance Companies

Duration: 3 days

Dates: 14.05.2018-16.05.2018

P646 – AGRICULTURAL INSURANCE (NON LIFE)

Background:

Agriculture, the profession supporting the food security to all, is always at the mercy of nature. With the increased aberrations and changes in the behaviour of nature, farmers have been continuously experiencing the threat by operation of various perils and resulting into considerable production losses. The age old means of Risk Management adopted by the farmers are not adequate to cope with this changed scenario. At times, the federal Governments as well as Provincial governments also find it difficult to provide adequate financial support to compensate the loss. Agriculture Insurance especially crop insurance is considered to be one method by which the farmers can reap benefits of protection against disastrous effect of crop losses due to natural hazards and be motivated to produce more to meet the swelling demand for food.

Objectives:

- To discuss and explore the problems and prospects of crop insurance in India and other countries
- To look into the role of government in implementing various crop insurance schemes
- To look into the inter institutional support for enhancing the effectiveness in implementing and marketing the product
- To understand the role of Technology in Underwriting and Loss Assessment
- To expand agriculture distribution network to improve the penetration of Crop Insurance

Contents:

- Dynamics of Crop Insurance in India
- Risk copping and management: Conventional and Innovative methods
- Salient Features of Prime Minister Fasal BimaYojana (PMFBY)
- Weather Based Crop Insurance Scheme including Horticulture Insurance
- Process of tendering and clustering of PMFBY
- Crop Cutting Experiments and Yield Estimation
- Role of Technology including Satellite Images and Process of Underwriting and Loss Assessment
- Process of Claim Settlement –Issues and Challenges
- Reinsurance Arrangement for Crop Insurance
- Marketing and Distribution of Crop Insurance to Improve Penetration among the farmers.

Participants' Profile:

Executives of Insurance Companies dealing with Crop Insurance and allied rural insurance product and Reinsurance, Government Officials dealing in Crop, Banks, NABARD, Micro Finance Organizations, Micro Insurance Institutions, Market Intermediaries, Service Providers, NGOs and Corporate engaged In Agricultural Development / Farmers Welfare.

Duration: 3 Days

Dates: 14.05.2018-16.05.2018

P708- FINANCE FOR NON-FINANCE OFFICIALS
(Exclusively for LIC of India)

Background:

Financial functions are integral part of working of any organization. Life Insurance products are viewed within the purview of overall financial space. In view of this, life insurance executives who are working in departments other than Finance too need to be familiar with the basic terminologies and functions related to finance.

Objective:

- To familiarise the participants with basic concepts, technique and products in finance.

Contents:

- Economic environment
- Financial statement analysis
- Financial arithmetic
- Understanding financial markets institutions, intermediaries, products
- Insurance investments
- ULIP and NAV calculations
- Insurance Accounts
- Financial Planning

Participants' Profile: Chief Managers (I/C) or all Non finance Officials in the cadres up to DM

Duration: 3 days

Dates:

- I. 16.05.2018-18.05.2018
- II. 25.06.2018-27.06.2018

P709- SPECIAL GENERAL EXECUTIVE PROGRAMME (LIC)

Background:

Life Insurance Industry has been undergoing transformation in the last few years. With more people turning to social media for information, companies going digital, the industry is definitely in a transformation phase. Data Analytics, Artificial Intelligence are another big disruptive initiatives awaiting insurance industry. Business dynamics also has undergone change in last few years.

Managers and Leaders need to be aware of such changes and prepare themselves for these big changes. The Special Executive Program is intended to update the developments of the industry to the young executives and prepare them for these changes.

Objectives:

- Latest developments in the Life Insurance Industry
- Preparing the executives for the changes
- Marketing Strategies for the new generation
- Enable executives to prepare their teams for the changes
- Innovation and Leadership

Contents:

- Financial Markets
- Demographic Changes & Life Insurance Business
- New Paradigm in Life Insurance Distribution
- Marketing Strategies
- Digital Marketing
- Risk Management and ERM
- Business Ethics and Corporate Governance
- Brand Building Strategy

Participants Profile- New Direct Recruit Officers with at least 3 years' experience

Duration: 2 weeks

Dates: 21.05.2018 - 01.06.2018

P681 - PROGRAMME ON CUSTOMER EXPERIENCE MANAGEMENT FOR C ZONE MANAGERS (LIFE)

Background:

It costs many times more to acquire a new customer than retain an existing one. However, not all customers are created equal. Some require more attention than others, some need guidance from time to time and some simply do not wish to be disturbed. By gaining insights on needs, preferences and behaviour, customer journeys can be optimized at critical touch points.

This programme intends at creating differentiated experience at touchpoints particularly “Customer Zones” that customer choose to interact with LICl. It may help the CZ managers in enhancing and aligning their service delivery capabilities towards the behavioural shifts of the target customers. It is about knowing our customers so completely that one can create and deliver personalized experiences that will entice the customer to not only remain loyal to LICl/company, but also to evangelise to others about the Company.

Objectives:

At the end of the Programme, participants will be able to appreciate:

- Global Trends in the Life Insurance Industry
- CRM Initiatives
- Competitors strategy in Customer Retention
- Digital Era and Consumer Influence
- Improvement in Customer Loyalty through valued and memorable customer interaction

Contents:

- Global Trends in Life Insurance
- CRM Initiative in current Era
- Service Quality Management
- Consumer Behaviour in Digital Era
- Customer Complaints and Grievances
- Lead Management
- Conflict Resolution
- Live Chat Conversation
- Effective Communication Skill
- Art of Listening

Participants’ Profile: Customer Zone Managers of LICl

Duration: 1 week

Dates: 21.05.2018-25.05.2018

P603 - WORKSHOP ON SELF MANAGEMENT & TRANSFORMATION (NON-LIFE)

Programme Overview:

The changing business environment is posing new challenges to insurance executives. They need to gear up and explore new venues of self development to find befitting answers to the upcoming challenges. The program facilitates realignment of values, beliefs and attitude through self- awareness techniques. The realignment brings effectiveness, enthusiasm and willingness to exert oneself even in most challenging situations.

The workshop will be conducted with the help of experiential exercises, role plays, and group work. The participants will find workshop extremely useful in their professional as well as personal life.

Learning Objectives:

At the end of the participants will be able to:

- Identify areas of personal and interpersonal growth
- Develop clarity about systemic, personal and interpersonal issues
- Identify ineffective behavioural patterns and mind sets and develop skills to alter them
- Acquire techniques to sustain chosen patterns mind sets

Contents:

- Origin of self and beliefs
- Manifestation of beliefs in working style
- De-fragmented self and implications for interpersonal-relationships
- Identification and overcoming of ineffective behavioural patterns and mind sets
- Translating learning into workplace behaviours

Post Workshop Evaluation:

After the workshop, impact assessment will be done through exercises.

Duration: 3 Days

Dates: 21.05.2018-23.05.2018

P686- PROGRAMME ON MICRO AND SOCIAL SECTOR INSURANCE (LIFE)

Background:

The micro insurance sector has experienced persistent growth in client outreach and premium volumes over the recent past. Nonetheless, many people are still without cover. Indian insurers will have billions of people without a safety net and at risk of falling (back) into poverty. The government initiatives in financial inclusion have also driven greater attention to the genre. The social responsibility of insurers, including micro insurance, is thus a matter of great significance to insurance industry personnel.

Objectives:

At the end of the program, the participants should be able to understand and appreciate the role, duties and obligations of insurers in the social sector and the micro insurance.

Content:

- Demographic profile
- Social initiatives
- Social responsibilities
- Micro insurance and performances
- Micro insurance initiatives – success stories
- Regulations

Participants' Profile: ADM in LIC of India and similar level executives in other financial service company

Duration: 3 days

Date: 24.05.2018-26.05.2018

P364 - FINANCIAL AWARENESS PROGRAMME
(Exclusively for LIC of India)

Background:

The financial function is an integral part of working of any organisation. In particular, Life insurance products are viewed as a subset of a financial product space. In view of this, life insurance executives have to acquire basic familiarity with finance.

Objective:

- To familiarise the participants with basic concepts, technique and products in finance.

Contents:

- Economic environment
- Financial statement analysis
- Financial arithmetic
- Understanding financial markets institutions, intermediaries, products
- Insurance investments
- ULIP and NAV calculations
- Insurance Accounts
- Financial Planning

Participants' Profile: Marketing Officials in the cadre of BMs and ADMs from branches and DOs **to be nominated by HRD Depts. of respective Zonal Offices**

Duration: 1 week

Dates: 28.05.2018-01.06.2018

P13 – PROGRAMME FOR WOMEN MANAGERS (COMBINED)

Background:

Women Managers have carved out a niche for themselves in our country. This specially designed programme aims to provide the concepts of management, highlighting the special issues concerning women managers.

Learning Objectives:

At the end of the programme the participants will be able to:-

- To help women establish their own identity in corporate circles.
- To enable them to acquire the necessary skill for balancing their different roles.
- To provide motivation and understanding of career goals.
- To facilitate their empowerment in the area of health, personal finances and thought processes.

Contents:

- Super Woman Syndrome
- Goal setting - personal and professional.
- Health issues specific to women
- Stress management
- Financial and Tax Planning
- Work Life Balance
- Assertiveness and Positive Attitude
- Business Etiquettes & Social Grace

Participants' Profile: Middle Level Women Executives from Life and General Insurance Companies

Duration: 1 week

Dates: 28.05.2018-01.06.2018

P561 – REINSURANCE MANAGEMENT (NON LIFE)

Background:

The need for reinsurance for enhancing the capacity and stability of insurance companies is adequately realized by all insurance managers. . This programme is intended as re-orientation to the broad principles of reinsurance, its functions, its role in enabling insurance companies to assume risks, make use of various techniques of reinsurance, principles governing placement and acceptance of reinsurance covers, drawing up of different types of reinsurance programmes and also reinsurance accounting and settlement procedures, practice of reinsurance in international markets, financial implications of reinsurance on ultimate underwriting results. The whole gambit of RI programme designing with hands on or discussion of the practical difficulties and solutions and its contribution to augmentation of financial reserves / strengths of direct insurers in view of the emerging trend.

Objectives:

This programme aims to acquaint participants with:

- Various mechanisms and methodologies of reinsurance
- Principles and practices of reinsurance accounting
- International market scenario and its impact on the RI programme
- Regulatory aspects of reinsurance

Contents:

- Theory and practice of reinsurance, various methods of reinsurance
- Pricing Aspects of Reinsurance
- World reinsurance market & the global trend in the reinsurance market.
- Role of Intermediaries' in Reinsurance Markets.
- Retention Limits – PML assessment & its applications in specialized risks like Mega Risk, aviation, oil, gas and satellite etc.
- Legal wordings and clauses in reinsurance contracts and designing of Reinsurance programme
- Reinsurance Accounting and credit control

Participants' Profile:

Indian: Middle Level Executives in Reinsurance Dept. or other technical depts., who have exposure to reinsurance operations directly or indirectly.

Overseas: Junior/middle level Managers/Officers in Reinsurance department departments who have exposure to reinsurance operation directly or indirectly.

Duration: 3 days

Dates: 28.05.2018-30.05.2018

P26 – FINANCE FOR NON-FINANCE EXECUTIVES (NON-LIFE)

Programme Overview:

The finance function plays a vital role in the overall functioning of any organisation. Therefore, executives working in other departments need to be familiar with the finance function. This programme aims to give inputs on finance to Insurance executives which will help decision making.

Learning Objectives:

At the end of the programme the participants will be able to:-

- Understand basic concepts in financial management
- Determine a company's financial strengths and weaknesses
- Know about the basics of capital budgeting and approaches to analysis and control
- Examine the role of audit - internal checks and internal controls
- Acquaint with investment of insurance funds

Contents:

- Financial & Economic Environment
- Financial Statements Analysis
- Insurance Accounting & Financial Analysis of Insurers
- Solvency Analysis
- Investment Management of Insurance Companies
- Internal Checks and Control & Statutory Audit
- Capital Budgeting
- Closing of Accounts Process → Process – Role of Audit / CAG in Company Accounts – Expectation of organisation in submitting quality accounts & achieving Nil Qualifications, Some concepts of Accounting, Standards, Direct Cash Flow Method – Coinsurance & Reinsurance Accounting, Improving Solvency through Accounting & Latest changes in IFRS

Participants' Profile:

Executives in Insurance Core/ Technical/ Major/ Supportive Departments like Marketing, Underwriting, Claims, Customer Care, HRM, and Agency

Duration: 3 days

Dates: 28.05.2018-30.05.2018

P593 – NEW AGE MARKETING (LIFE)

Background:

The market place has turned ‘virtual’ and the technological developments are catching up with this shift in the market place. The tendency of avoiding the middlemen, using comparison sites and decision making based on peer reviews is the new normal. New age marketing is about marketing in the emerging dynamic scenario.

Objectives:

An introduction to the concepts of new age marketing and practices

Key concepts:

- Social marketing approach
- Benefits of using social marketing concept
- Developing, implementing and evaluating a social marketing campaign.
- Market intelligence
- Emerging customer expectations
- Digital media and customer engagement
- Predictive business analytics

Contents:

- Social marketing – introduction
- Social marketing concepts
- Evolution of market place
- E-marketing
- Consumer behaviour
- Emerging Marketing trends
- Market Intelligence
- Data analytics and predictive marketing
- Social media
- Social etiquettes

Participant’s Profile: - Manager (Sales) /Marketing Managers **to be nominated by HRD Depts. of Zonal Offices of LIC of India.**

Duration: 1 Week

Dates: 04.06.2018-08.06.2018

P315 – WORKSHOP ON COMMUNICATION & PRESENTATION SKILLS (LIFE)

Background:

Communication is basic activity in life. The world today thrives on communication at all levels of existence. Effective communication holds the key to survival, as modern business and its operations grow and become increasingly competitive and complex. Presentations are means of effective communication. The importance of communication in the Insurance Industry cannot be denied for, the business is all about selling of an intangible product. Therefore, it is imperative to equip the Marketing Personnel of Insurance Industry with effective personal communication and presentation skills.

Objectives:

This programme aims:

- To provide an overview of Communication
- To train the participants with Verbal and non-Verbal Communication Techniques
- To introduce the participants to effective Presentation Techniques
- To equip participants in negotiation skills.
- To develop participants in building effective interpersonal relations

Contents:

- Basics of Communication
- Verbal Communication
- Non-Verbal Communication
- Microanalysis
- Listening Skills
- Interpersonal Communication
- Negotiation Skills
- Managing Meetings
- Effective Presentation Skills
- Business Etiquettes

Participants' Profile:

Sr./BMs/Managers (Admn)/HODs of divisional offices and Engineers in the rank of AE to EE.

Duration: 1 week

Dates: 04.06.2018-08.06.2018

P587 – GENERAL MANAGEMENT PROGRAMME FOR BMS AND DMS (NON-LIFE)

Programme Overview:

The principle to perform and flourish, else perish is strongly felt at present keeping in view the intra and inter competition to achieve the excellence in the performance to have a dignified survival in the business landscape. This entails a comprehensive appraisal of the strategies at every level of the organisation and to sensitize the managers operating at different layers of the organisation to analyse, realise and to crystallise the business ethos. In the entire exercise the managers take a position of nucleus and navigate the destiny of the organisation. Hence, there is a daunting need to keep the managers well trained with various dimensions of the business.

Learning Objectives:

At the end of the programme the participants will be able to:-

- Develop requisite managerial skill-sets for overall performance of Operating Unit
- Enable managers to utilise available human resources effectively

Contents:

- Business scenario mapping
- Goal Setting and decision making
- Effective delegation
- Succession planning
- Effective communication at work place
- Team Building
- Integration of People, process and technology
- Conflict resolution
- Feedback Skills

Participants' Profile: Operating Unit Heads of General Insurance Companies

Duration: 3 Days

Dates: 04.06.2018-06.06.2018

P212 - MANAGEMENT OF MARINE INSURANCE (CARGO) (NON-LIFE)

Background:

This programme aims to equip executives with knowledge on Cargo segment. Marine Cargo Insurance is truly international in character besides being the oldest form of insurance. It comprises of two major branches, the Marine Hull (Insurance of vessels plying in water) and Marine Cargo (Insurance of goods in transit by any mode). The English Marine Insurance Act 1906 and its Indian counterpart, the Indian Marine Insurance Act 1963 encompasses both Marine Hull and Marine Cargo Insurance. Hence it is imperative that a Marine Insurance practitioner has the knowledge of both these branches of Marine Insurance. Special emphasis is needed because of the uniqueness of marine insurance, its underwriting, claims processing, loss control, risk management, reinsurance, and marine recoveries to ensure that the portfolio is profitable and remains healthy.

Objectives:

- To equip participants in administration and development of Marine Cargo Insurance Portfolio.
- To familiarize them with underwriting procedures & practices of Marine Cargo Business.
- Better understanding of claims management
- Exposure to risk management and loss minimization programmes.

Contents:

- International marine insurance scenario
- Marine Insurance Act, 1963 and its impact on Marine insurance transactions
- Other relevant Acts which has a bearing on Marine Insurance Recovery like Carrier Act 2007, GOGSA etc.
- Underwriting and coverages / Marine Insurance Clauses : Cargo
- Roles of Marine Adjuster, Surveyor and Recovery Agents.
- Claims management procedures and practices Marine Cargo, including General Average Adjustment
- Importance of packaging in Marine Cargo Insurance
- Role of parties involved in a marine transaction like stevedores, clearing and forwarding agents etc.
- Containerization and bulk shipments and Multi - Modal Transport / Oversized Cargo
- Maritime fraud
- Risk Management & Loss minimization
- Understanding ports and port activities
- Inco terms 2010, Comparison of Institute Cargo Clauses 1982 and 2009”

Participants' Profile:

Indian: Executives handling technical departments and office in-charge of General Insurance Companies

Overseas: Junior / Middle level Insurance Executives requiring training in Marine Cargo Insurance.

Duration: 1 Week

Dates: 04.06.2018-08.06.2018

P363 - INSURANCE ACCOUNTING, AUDIT & CONTROL (NON-LIFE)

Programme Overview:

With the opening up of the insurance industry the methods and techniques of Insurance Accounting and Audit along with Regulatory Norms have undergone revolutionary changes. Insurance management, as we know, is a critical process of fund management. It is a management of policyholders' fund and shareholders' funds for timely payment of claims to policyholders and payment of dividend to shareholders. The efficiency of this fund management function lies in the efficiency of financial management based on statutory insurance accounting and audit and also observance of financial regulations. Financial accounting based on Indian Accounting Standards, Accounting regulations and the provisions of the Companies Act and the Insurance Act. The process, practice and techniques of financial management and insurance business are adopted with reference to the general principles and perspectives of financial management as well as to the above statutory and regulatory aspects. This Programme is designed to cover all above aspects under the broad heads of i) Insurance Accounting, ii) Audit and iii) Financial Regulations.

Insurance Accounting:

There are several areas in insurance accounting and financial management both at the corporate level and operational level that need focused attention and critical review of the corporate management for their managerial decisions. Though the basic accounting principles and accounting standards are same for accounting of insurance business, there are certain intricacies and peculiarities in insurance transactions due to very nature of insurance business, that need particular formats of financial statements with particular set of guidelines for preparation of financial statements complying disclosure norms and principles as specified below.

Financial Regulations:

Insurance Regulatory issued a specific Regulation in this regard providing a separate set of guidelines of accounting general insurance companies. The Insurance Act 1938 and the IRDA Act 1999 that deal with insurance business in India provide the legal framework of insurance accounting in India over and above the principles and practice prescribed by Generally Accepted Accounting Principles (GAAP) and the various Accounting Standards (AS) issued by the Institute of Chartered Accountants of India and other international Financial Accounting Standards Board (IASB). IRDA (Preparation of Financial Statements & Auditor's Report of Insurance Companies) Regulations, 2000 provide the Insurance Accounting and Financial Regulations

Audit & Financial Control:

Schedule 'C' of the above IRDA Regulations prescribe the matters to be specified in the Report of the Auditors on the Financial Statements. In insurance business various types of audits such as Statutory Audit, C&AG Audit Regulatory Audit Special Audit and Investment Audit are carried out. Every audit has its own process, perspective and requirements. **Statutory Audit** is conducted as per the provisions Sec.224 to Sec. 233 of the Companies Act' 1956 (as amended) for reporting the matters specified in the schedule C of the IRDA Regulation, 2000. **C&AG Audit** is conducted by an auditor appointed by or reappointed by the Controller and Auditor General of India under Sec.619 of the Companies Act for the Govt. Company as defined by Sec.617 of the Companies Act, 1956, **Regulatory Audit** is an audit, checking, examination and verification of books of accounts, investments of funds, margin of solvency etc per provisions of sec.14 of the IRDA Act, 1999. **Special Audit** is an audit conducted by a Chartered accountant or Company's Auditor under the directives of the Central Govt. as per provisions

of Sec.233A of the Companies (Amendment) Act 1960 in certain cases. The Programme is intended to cover all above aspects

Learning Objectives:

At the end of the programme the participants will be able to:-

- Understanding of Accounting Framework
- Preparations of Financial Statements and guidelines
- Understanding the Financial Control and Analysis
- Understanding the concept and application of solvency and liquidity
- Understanding of the disclosures in Directors' Reports
- Understanding of Audit requirements
- Understanding Corporate Governance
- Understanding Accounting information for financial analysis.
- Understanding Systems and Structure of Corporate Taxation in Insurance
- Understanding IT implementation in Financial Accounting, Audit and Control
- Understanding Financial Planning & Control Systems

Contents:

- Recognition of Revenue
- Financial Accounting Standard
- Accounting Principles. Historical Cost Principle, Revenue Recognition Principles, The Matching Principles, Full Disclosure Principles etc
- Regulatory Prescription on Principles of Accounting
- Preparation of Financial Statements
- Financial Statement Analysis
- Working Capital Management
- Ascertainment of liability for policyholders,
- Asset Liability Management
- Directors' Report, Balance Sheet Income Statement, Cash Flow Statement,
- Auditors' Report and Corporate Governance Report etc.
- Accounting for Insurance Business with reference to IRDA regulations
- Familiarization of Specific & relevant Accounting Standards promulgated by the Institute of Chartered Accountants of India
- Financial Report Analysis and Solvency Measures

Participants Profile: Accounts Officers of Operating / Controlling Offices of General Insurance Companies

Duration: 3 days

Dates: 04.06.2018-06.06.2018

P1 – MANAGEMENT OF STRATEGIC ISSUES FOR INSURANCE EXECUTIVES (NON-LIFE)

Background:

Corporate environment is becoming increasingly complex with the rapidly changing world. Countries are shifting from controlled and directed economic policies to liberalized, market driven economies. Coping with this dynamic environment and staying ahead have become survival imperatives for organizations.

Objectives:

At the end of the programme, participating senior executives will be able to:

- Identify, formulate and implement new strategies required under the emerging competitive market
- Develop an integrated management perspective including marketing, finance, people development in organizations, information technology and planning for improved results in launching strategic action initiatives.
- Launch strategic action initiatives

Contents:

- The emerging international economic scenario and strategies for change management
- Emerging dimensions of risk management
- Marketing strategies in a competitive environment
- Product innovation and development in free markets
- Human resources management as a strategic response
- Leadership role – new dimensions
- New frontiers in the financial products and services
- Role of Information Technology in strategic management
- Role of re-insurance in a developing economy
- Values in management of insurance business
- Knowledge Management
- Business Ethics
- Investment Analysis

Participants' Profile:

Indian: Senior Executives from General Insurance Companies

Overseas: Top and Senior level executives of General Insurance Companies

Duration: 2 days

Date: 07.06.2018-08.06.2018

P510 –MANAGERIAL EFFECTIVENESS (LIFE)

Background:

Insurance Industry in India has undergone a major shift in terms of technology, customer expectations and financial growth. As a result life insurance companies are under immense pressure to beat the competition. Innovation and speed in service is ultimately going to decide the position of the insurer in the years to come. The managers require dynamism in leadership to deal with changes in the industry and transform themselves to high performance work teams. A manager should be able to develop a self motivated team with high level of employee involvement and goal internalization to achieve business excellence. This programme is especially designed for newly promoted ADMs of LIC.

Objectives:

- To understand concept of leadership
- To identify individual leadership styles.
- To equip participants in acquiring leadership competencies
- To facilitate teamwork and coordination among different departments and individuals

Contents:

- Current economic scenario and its implications for life insurance industry
- Organizational transformation
- Role of Individuals & groups
- Understanding Self and Others
- Goal Setting
- Feedback Skills
- Change Management
- Empowerment and Delegation
- Decision Making
- Managing emotions
- Enhancing leadership competencies
- Social Marketing
- Business Ethics

Participants' Profile: ADMs having at least one year experience to be nominated by HRD Depts. of Zonal Offices

Duration: 1 week

Date: 11.06.2018-15.06.2018

P710- PROGRAMME ON FINANCIAL MARKETS (LIFE)

Background:

Insurance industry in India controls a significant amount of Investible Fund and is a major player in the financial market. The Assets under Management (AUM) OF Life Insurance Industry is quite significant and has an impact on the overall Financial Market of the Country. As financial intermediaries, insurance companies play a significant role in providing funds to central, state, local governments and corporate bodies through various financial instruments.

Objectives:

To familiarize participants with the functioning of various segments of financial markets and securities as well as related aspects of regulation, taxation etc.

Contents:

- Economic scenario
- Overview of Financial system
- Money Market
- Long term Debt market
- Primary and secondary equity markets
- Role and functions of derivative markets
- Mutual Funds and ULIPs
- Insurance –Financial Markets Interface
- Regulatory framework
- Financial Planning

Participants' Profile: Middle level executives from life insurance companies

Duration: 3 days

Dates: 11.06.2018-13.06.2018

P625 - PROFITABLE MANAGEMENT OF HEALTH PORTFOLIO (NON-LIFE)

Background:

The Insurance industry in India has seen myriad changes over the past one decade. The number of players, the mode of distribution, the regulatory changes, technological improvements together with the healthy economic growth have all propelled the industry to where it is positioned today.

Before liberalization health was very small portfolio in Non-Life insurance. Now composition has significantly changed and from a 9% share in 2004-05, it has become 22% of the entire industry's premium. Still it is said that it is a 'sunrise sector'. There is a huge potential but we have to keep twin parameters that is 'growth with profit' in mind and also the 'customer satisfaction and compliance of IRDA norms'.

Phenomenal growth has brought in many challenges also - like moral hazard and cost escalation. Product development to address the changing needs of society, compatible distribution channels for meeting the ever-growing demand are a few others.

Objectives:

This programme aims:

- To provide participants with an overview of Health Insurance Systems
- To help participants examine the issues of morbidity and risk selection.
- To assist the participants in a study of various medical insurance products available
- To introduce the concept of Managed Health Care
- To introduce reinsurance concepts for covering high end risk
- Developing & designing new Health Insurance products for various segments like senior citizens, AIDs victims, LGBT Group
- To send participants to TPA / Hospitals for study tour to understand their working.
- Regulatory changes and challenges

Contents:

- Product Innovation in Health Insurance
- Health Insurance Pricing
- Medical underwriting
- Overview of health insurance, Issues and concern,
- Standard treatment guidelines
- 'Live' case studies
- Preferred Providers' network
- Health Claim Process
- Fraud and Abuse Management
- Role of Intermediaries/ TPA
- Role of Medical Association
- State Health Plans
- Moral Hazard
- Regulatory changes: issues and challenges

Participants' Profile:

Indian: Middle and Senior Level Executives of General Insurance Companies.

Overseas: Middle and Senior Executives in General Insurance Companies who are involved in development, pricing, underwriting and marketing of health insurance products, Health providers, TPAs, Academicians, Researchers, Consultants & Broking Firms.

Duration: 1 week

Dates: 11.06.2018-15.06.2018

**P712- PROGRAMME ON CROP, AGRICULTURE, RURAL AND MICRO
INSURANCE (NEW INDIA)**

UNDER PREPARATION

Duration: 1 week

Dates: 11.06.2018-15.06.2018

P217 - PROGRAMME ON CONSUMER COURTS, OMBUDSMAN AND GRIEVANCE REDRESSAL (COMBINED)

Background:

Ombudsman secretaries and officials play a vital role in helping the Ombudsmen in redressing the Grievance of customers. To acquaint them with concepts of insurance principles, personal claims management and possible solutions to the disputes between the Insured and the underwriter arising out of wrong interpretation of policy conditions.

Objectives:

The programme aims to:

- Familiarize the participants with principles of insurance
- Equip the participants with procedures of claim settlement
- Acquaint participants with various personal insurance covers available in the insurance market

Contents:

- Law of Contract and its application in insurance – Fundamental Principles of Insurance
- Genesis and evolution of Insurance Regulations in India – Regulations covering service to policyholders
- Practice of Life Insurance, types of Policies, Acceptance Processes, Claims Processes
- Practice of General Insurance – Personal Lines – Health Insurance
- Management of motor Own Damage Claims
- Insurers concerns with grievance settlements
- Consumer Courts
- Policyholder Regulations

Participants' Profile:

Secretary and Asst. Secretary of the Ombudsman, Senior Officials from Grievance Redressal Department of Insurance Companies

Duration: 3 days

Dates: 11.06.2018-13.06.2018

P684- PROGRAMME ON GST AND LIFE INSURANCE ACCOUNTING (LIFE)

Background : One of the most significant economic reform that took effect from 1st July 2017 was implementation of Goods and Service Tax. The primary aim of introduction of a single tax was to remove tax barriers between States and thus create a single market. All other existing indirect taxes by whatever names called i.e. excise duty, sales tax, VAT, custom duty, entertainment tax were subsumed into GST. Understanding the prescriptions of the new law and the procedural changes, particularly relevant to Insurance Industry, is very vital not only from compliance point of view but also from taking due benefits available therefrom which could have significant financial implications for the organisation.

It is an introductory course on GST for Middle Level Executives working in F & A, Marketing, OS, Audit, IT and Legal departments.

Contents

- Overview of GST and Model Law- Constitutional Provisions, Taxable Event (supply), Designation Principles, Dual GST Structure, IGST Model, Taxable Persons
- Meaning and Scope of Supply of Goods and Services – Definition, Intra and Inter State Supply, Exempted and Zero Rated Supply, Mixed and Composite Supply, Time of Supply and Valuation of Supply of Goods and Services, Place of Supply, Reverse Charge Mechanism, Overview of IGST Act.
- Process and Returns – Filing of Returns, types of Returns and Formats, Input Tax, Credit and its matching.
- Life Insurance Accounting,
- Direct Tax and Life Insurance
- Solvency in Life Insurance

Objectives : The objective is to give basic overall understanding of the new law on GST as also to rightly appreciate its impact on the functioning of Insurance companies and ultimately to duly comply with the requirements of the law.

Participant Profile : Middle Level Executives from F & A, Marketing, OS Audit, IT and Legal.

Duration: 2 days

Dates: 14.06.2018-15.06.2018

P 711- FINANCE FOR NON – FINANCE FOR CHIEF MANAGERS (LIFE)
(Exclusively for LIC of India)

Background:

Financial functions are integral part of working of any organization. Life Insurance products are viewed within the purview of overall financial space. In view of this, life insurance executives who are working in departments other than Finance too need to be familiar with the basic terminologies and functions related to finance.

Objective:

- To familiarise the participants with basic concepts, technique and products in finance.

Contents:

- Economic environment
- Financial statement analysis
- Financial arithmetic
- Understanding financial markets institutions, intermediaries, products
- Insurance investments
- ULIP and NAV calculations
- Insurance Accounts
- Financial Planning
- Solvency in Insurance
- Cash Flow and Fund Flow Statement.

Participants' Profile: Chief Managers (I/C)

Duration: 1 week

Dates: 18.06.2018-22.06.2018

P361 – WORKSHOP ON DISTRIBUTION CHANNEL MANAGEMENT (NON-LIFE)

Background

Distribution channel partners play crucial role in driving business expansion and in achieving profitability objectives of insurers. In recent times, due to continued changes in customer behaviour, regulatory, operational and technological environments, the insurance industry has witnessed emergence of many new alternative distribution channels. This has led insurers to adopt multichannel distribution architecture. It has also led insurers to face the challenge of integrating various channels in such a way that cost remains low while effectiveness in customer service and channel productivity is enhanced. Multichannel distribution architecture also give rise to increased instances of channel conflicts. Thus, for insurance companies it is vital to have distribution channel model which is effectively designed and managed. The programme aims at discussing all the key areas crucial in this regard.

Objectives:

On completion of the programme, the participants will gain:

- Understanding of latest trends and developments in Distribution Channel Ecosystem
- Learn the ways to improve the systems and processes of Channel Management to achieve higher productivity and business growth
- Identify new sources of value creation for channel partners as well as customers

Contents:

- Latest Trends And Developments In Distribution Channel Ecosystem
- Recent developments in intermediary regulations and implications
- Major Steps In Distribution Channel Management Planning (from recruitment to retention)
- Analysis of Various channels' characteristics and market-channel potential mapping
- Strategies For Establishing And Strengthening Relationships With Channels Partners
- Strategies Of Enabling Channel Partners For Enhanced Productivity
- Applications Of Information and communication Technology In Channel Management
- Managing Channel Conflicts

Participants' Profile:

Assistant Managers (Development), Branch Managers, Divisional Managers and Officers from the Marketing Department of Regional Offices & Head Offices. Brokers, Corporate Agents, and/or Bancassurance

Duration: 3 days

Dates: 18.06.2018-20.06.2018

P700-PROGRAMME FOR YOUNG OFFICERS (NON-LIFE)

Background:

The young and dynamic officers of General Insurance who currently hold positions at the level of Administrative Officers, Assistant Managers and Deputy Managers are likely to be the game changers in non-life sector, in future. It is essential that they are groomed in such a way that they not only give an excellent account of themselves in their present jobs, but are also enabled to shoulder higher responsibilities in future.

Objectives:

At the end of the programme participants will be able to:

- Update and enhance knowledge of the mechanics and dynamics of general insurance market
- Analyse the various environmental factors and their impact on organizational operations
- Develop marketing skills required for operating in a competitive environment
- Management of multiple channels of distribution
- Appreciate how to leverage technology for better performance
- Work on self-development and people management skills

Contents:

1. Insurance Technical
 - a. Global Trends in General Insurance
 - b. Legal & Regulatory Aspects
 - c. Insurance Underwriting and Claims Management
 - d. Fraud Management
2. Soft Skills
 - a. Self-Management
 - b. Being a team player
 - c. Communication Skills
 - d. Conflict Management
 - e. Leading Versus Managing
3. Marketing
 - a. Changing Customer Profile
 - b. Customer Relationship Management
 - c. Distribution Channel Management
 - d. Social Media Marketing
4. Finance
 - a. Financial Statements of General Insurance Companies
 - b. Investment of General Insurance Funds
 - c. Capital Requirements and Solvency Norms
5. IT
 - a. 21st Century Skills for Young Officers
 - b. Multi-Dimensional Analytics
 - c. Orientation to Risk Analytics

Participants' Profile: Middle Level Officers

Duration: 1 Week

Dates: 25.06.2018-29.06.2018

P156 – WORKSHOP ON MOTOR THIRD PARTY CLAIMS (NON-LIFE)

Background:

Motor Insurance forms a largest market share in developing countries including India. Though the volumes are significant, Motor Portfolio is often a loss-making in many of the markets. Analysis shows that the third party liability claims are single handedly contributing to losses and are also exposed to large number of fraudulent claims. Because of the significant impact, it has become imperative for insurance companies to manage motor third party claims effectively so that it does not impact the overall profitability of the company.

Objectives:

- To examine the provisions of Motor Vehicles Act
- To analyse various mechanism utilized for settlement of Third Party Claims
- To define the role of Investigators/ Advocates / Police / Judiciary
- To deliberate on the role of officers dealing with Third Party Claims
- To provide a forum to participants to share knowledge and experience

Contents:

- Motor Vehicles Act – Provisions & Ambiguities
- Written statements / Pleadings / Evidence
- Conciliatory mechanism
- Defences available to insurers
- Role of Investigators/ Advocates / Police / Judiciary / Hospitals
- Role of Officers dealing with Third Party Claims
- Supreme Court Landmark cases on various issues
- Tracking Fraud
- Effective Recovery
- Provisioning Aspect
- Lok Adalats/other modes of settlement
- Likely Changes in the M.V. Act

Participants' Profile:

Officers dealing with motor claims – OD & TP Depts. General Insurance Companies

Duration: 3 days

Dates: 25.06.2018-27.06.2018

P666- ENTERPRISE RISK MANAGEMENT FOR SENIOR AND MIDDLE LEVEL EXECUTIVES OF INSURANCE INDUSTRY (NON-LIFE)

Background:

Enterprise Risk Management takes a broad perspective on identifying the risks that could cause an organization to fail to meet its strategies and objectives. There are various risks that an insurance company is exposed to, apart from their core insurance business risks, underwriting risks, reserving risks, operational risks, financial risks, strategic and regulatory risks, etc. It is important for the operational executives to identify these risks within their department and portfolios to take proactive actions and control measures or develop suitable risk mitigation strategies for better management of risks within the organization.

Enterprise risk assessments are performed using a variety of approaches and tools, including surveys, interviews and historical analysis. More importantly, the organization needs to develop a risk map or register containing causes of risk, ownership, likelihood and impact on organization profitability and business objectives across all the key functional departments both at portfolio level as well as business unit level. Further, it is also essential to capture the risk relationships, directions and trend of risks as well as its financial impact on the solvency capital of insurers. Risk adjusted revenues allow management to see how revenues could look if risks were managed better. The success of ERM depends on how effectively the risk initiatives and the derived results are communicated across the organization.

Objectives:

- Check whether every participant understands, recognizes the importance of ERM and accepts it as their regular way of practice.
- Identification and assessment of risks both internal as well as external risks affecting the company both at key functional as well as operational unit level.
- Development of risk indicators and building risk register for quantification or assessment of risks.
- Development of risk reports for effective monitoring, control and management of risks.
- Develop suitable risk mitigation strategies for effective risk management within the organization.

Contents:

- Concept of ERM and COSO Principles, New ERM Guidelines by IAIS.
- Relevance of ORSA and Risk Based Capital Solvency and importance of ERM.
- Identification and assessment of risks both internal as well as external risks affecting the company both at key functional as well as operational unit level.
- Development of risk indicators and building risk register for quantification or assessment of risks.
- Risk reports for effective monitoring, control and management of risks.
- Risk mitigation strategies for effective risk management.

Participants' Profile: Middle level executives particularly officers in the scale of 2 to 4, Department Heads, and Risk Officers working in the general insurance companies, Brokers, Risk Officers / Managers from other financial institutions in India and Abroad.

Duration: 3 Days

Date: 28.06.2018-30.06.2018