

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:823
ANSWERED ON:01.03.2013
INSURANCE COMPANIES IN THE COUNTRY
Meghe Shri Datta Raghobaji

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government proposes to make a slew of changes in the Life Insurance Sector in near future to increase its penetration across the country and canalise huge funds into infrastructure sector;
- (b) if so, the details thereof;
- (c) whether the Insurance Regulatory and Development Authority(IRDA) is likely to come out with a new policy giving automatic clearance to standard life insurance products and relax investment guidelines to encourage the flow of funds into the infrastructure sector; and
- (d) if so, the details thereof?

Answer

Minister of State in the Ministry of Finance (Shri Namo Narain Meena)

(a) : The Insurance Regulatory and Development Authority(IRDA) has informed that 8 Public Sector Companies (1 in life insurance and 7 in non-life insurance) and 44 Private Sector Companies (23 in life insurance and 21 in non-life insurance) are functioning in the country.The insurance companies (both life and non-life) have a Pan India presence and have offices in all parts of the country.

(b) and (c): IRDA has informed that they have received through Integrated Grievance Management System (IGMS), 1578 complaints alleging advertisement regulations violation during 2011 -12 and 1229 such complaints during 2012 – 13(upto 31-12-2012).IRDA has started implementing IGMS w.e.f 01st April 2011. The company wise details for the period 01.04.2011 to 31.12.2012 are at Annex.

Complaints received through the IGMS are referred to the respective insurance companies through the system. Insurers are required to acknowledge the same within 3 days and attend to the complaint within 15 days. The various complaints are looked into by the respective insurance companies. All these complaints have already been attended to by the various insurance companies.

(d) and (e): IRDA has informed that the Authority interacts periodically with the industry and issues guidelines whenever necessary.