



# INDIAN INSTITUTE OF INSURANCE SURVEYORS AND LOSS ASSESSORS

(Promoted by IRDA, Govt. of India)

Ref: IIISLA / CC 2019/President Desk

Date: March 15, 2020.

Dear IIISLA Members,

We bring before you an indication of path we will be traversing ahead. Besides the things already brought to your notice through earlier messages, and notifications on the website of IIISLA, we felt that we need to focus on our priorities. Such message of priorities is already circulated amongst the CC members, and the same is furnished below.

-Quote

Fri, Mar 6, 8:35 AM (3 days ago)

**dcs raju <president@iisla.co.in>**

to F/N/02396, rahul, vipin\_shukla2675, RAMESH, manoj, Rajnish, ccmsachinmulge, Tanmoy, Dulal, Sreeku mar, Gurdeep, Chairman, suresh@irdai.gov.in, ADMIN, suresh,

Dear Sirs,

Let us have a look at certain issues that are construed or misunderstood, in view of lack of an approved document for governance of IIISLA, except COI, MOA, and AOA. Though on and off certain efforts were made to frame Regulations, Code of Ethics; there is no published documents to show a path providing guidance and follow up.

However, at Board level, we should be able to work out objectively, keeping larger perspectives and priorities in view. This does not appear being practiced by our CC, thus creating hiccups in our action plan rather than smooth sailing.

We need to understand that the 12 (elected - at present 11 only) represent the SLA fraternity across India, while the nominee directors are there representing the stakeholders of insurance industry at large, and Govt. of India.

Our present 11 have elected 4 office bearers (which I termed as EC - Executive Council - though this term is not there in AOA - the purpose is clear as this term represent the office bearers only). President is designated as head of the institution which is provided in the AOA itself. Role of President and Vice President may be seen, quoted in the following para. Thus it is to be understood that; while the CC (BOD) has all the powers, only next to General Body of Members; the execution of decisions / resolutions taken or made rests with EC or the President. When majority of CC has taken a decision, it naturally shall be binding on all. But we see that such understanding is lacking in us.

-Quote

*45. Subject to the Provisions of the Act, the President of the Council shall act as representative of the Institute in all its affairs. He shall conduct and manage all matters in accordance with the provisions of these regulations and of all resolutions of the Council and of all general meetings, and may arrange, adjourn and otherwise regulate all meetings and proceedings of the Council.*

*46. The Vice-President shall assist the President in the dispatch of all matters and affairs of the Institute and the Vice-President shall in the absence of the President act on his behalf.*

-Unquote

The decision making and its execution process are to be understood in terms of the procedure laid down or in absence of such procedure documentation, the practice that prevailed and prevails in such Corporate governance. Once the decisions are made by the CC in its meeting or by a circular resolution, the execution is left to the EC / President through admin machinery. CC will be updated and reported to through ATR in the next Board meeting or when the task is accomplished. It is not possible or practicable to update from time to



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time in between. While the President / EC keeps the execution process going, the CC shall be contributing by enriching the process, whenever needed through consultation of the Committees formed for the purpose.

It is also, observed that certain CC are directing admin machinery for making travel arrangements, without informing the purpose or approval of the President / EC. It is necessary to seek approval of such tours on IIISLA cost, by furnishing the details of purpose of the tour, and then approach admin for making arrangements. On completion of the tour also, a report needs to be provided for record purpose. This is essential to avoid observation of such lapses like in the Anandam Committee Audit report, and to have in place desirable good practices in Corporate Governance. Office Bearers including President will follow this to keep the record straight.

I request ALL in the CC to please understand the role and let us strive to place IIISLA on right track. We have more than handful to attend to immediately, and I once again request to remain focused on issues, leaving aside personal differences, if any. We will sort out such differences by talking one to one; and for such discussions we may arrive a day earlier for every CC meeting. My request is not to indulge in spreading mutual distrust and rumors.

## ***Our Agenda / Tasks:***

01. Streamlining of Membership Register as on 31.03.2020
02. Surveyor Regulations 2019
03. 64UM amendment proposals
04. Survey Fee persuasion
05. Training Calendar 2020-2021
06. Work on Regulations, Procedures, Protocols, Complete Admin Manual by devising SOP
07. Conduct Elections for Chapters and Zones
08. Education Modules
09. Work on Standardization of Survey Practice, guidance notes.

The above needs to be specifically focused, while the routine of membership issues, licenses issues, and other industry matters are to be attended regularly. So, please remain focused and let us do our best to accomplish the above. Target is to accomplish the above by end of September 2020. Are we ready.

Thanks & Regards,

D. Chandrasekhara Raju,  
B. Tech (Mech), MBA, FIII,  
President, IIISLA, Hyderabad.  
+91-99490-95995.

-Unquote

Besides the above, the following two items are also on our priorities;

10. Work on the concept of Claims Portal.
11. Initiate Training Center at Jaipur to start with, and at different places subsequently.



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Thus on perusing the above, you may now gauge our intentions, and seriousness we attach to the systematic functioning of IIISLA to send right signals to the Regulator and Industry. We now seek the help and cooperation of the members by following certain dos and don'ts.

Dos:

1. Please do visit website of IIISLA frequently for updates.
2. Note the contact details given and keep in touch with the admin for any clarifications. The number given 040-23261072 is an IVR enabled facility which connects the caller to the right person.
3. Any information sought or complaint to be made, be made officially to the given email id. Please avoid writing such information sought, or complaint made directly in social media; without first referring to admin and giving reasonable time to respond / resolve. Please make sure the information sought or complaint made is falling within the purview of objectives and scope of IIISLA.
4. Contribute your time, energy, knowledge to the betterment of profession; and suggest ways how IIISLA can do things better, and concentrate on better things.
5. Be a responsible member by keeping your status of membership in good standing by paying your annual subscription regularly in the month of April, and in any case before the end of dead line published from time to time.
6. Stick to the Code of Ethics, and directions / guidelines provided by HO from time to time.

DONTS:

1. Do not indulge in impersonation and use of proxy in Survey. This is a first to improve our dignity and credibility in the Survey profession. Any assistant should be limited to sundry jobs related to Survey, but not the Survey itself.
2. Do not indulge in rumor mongering and / or spreading such issues not known to you personally and have some substantiating evidence with you.
3. Please note that no CC member or office bearers are full time officials of IIISLA, and not a know all persons; and respect their time, privacy and limitation in responding. The best mode is mailing the subject precisely and mentioning what exactly you want to say or expect in response.
4. You should not involve in any sort of activity that give rise to 'conflict interest' in dealing with the claims assigned by Insurers and / or Policy holders.
5. Please refrain from indulging in slanderous campaign against any of the IIISLA members and other stake holders, in the Surveyor groups or exchange of mails with IIISLA. There are concerned agencies to take care of such issues, and we would better leave such things to be handled by such agencies.
6. And please do not involve in Trade Union like activities. Please refer to our MOA clause; III (B) 14;

-Quote:

*14. To amalgamate, any other association or institute or body whose objects are similar or in part similar to the objects of the company, with the company the establishment or promotion of which may be beneficial to the company.*

***Provided that the company shall not support with its funds, or Endeavour to impose or procure to be observed by, its members or others, any regulation or restriction which, if an object of the company would make it a trade union.***

-Unquote



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7. It is observed that certain persons belonging to the profession are indulging in forming separate associations purporting to represent the interest of Surveyors, and approaching and propagating for membership from IIISLA members. Please do not encourage such dubious outfits / persons, and do not extend your patronage to such entities, as we all know that IIISLA is the only entity recognized by the Govt. as representative body of SLA profession in India. Let us all be part of it and try to build to achieve our objectives.

8. It is also observed that some members are making presentations / representations directly to Regulator, MOF, PMO and so on. This gives an indication of disunity and send wrong signals to Govt., that we are not united. We may have our differences, but still let us try to route our presentations through IIISLA only.

*Finally, we appeal for a self regulation be followed by ALL of us; that we will pursue the above Agenda / Tasks objectively, and will refrain from improper comments in the social media. We remain focused on the objectives and will contribute to accomplish the same unitedly.*

*Some years back I have seen and was greatly impressed by a writing on the wall; in an eating place;*

*"If Satisfied Tell Others;  
If not Tell Us"*

*The above message is apt for the situation, and I am for it to be adopted in respect of IIISLA affairs.*

Thanks & Regards,

(D. Chandrasekhara Raju)  
President, IIISLA, Hyderabad.