

Dear Friends,

Our profession is passing through yet another hard time. I feel it is my duty to talk to my members, share my feelings and apprise you of the situation.

Friends, one & the foremost thing which I have felt is that there is lack of trust & confidence among members. It is very pathetic to note that members look at each other with a negative opinion. Secondly, members are not doing the profession with honour. Members succumb to the unjustified terms & conditions of the insurers for the sake of getting survey job allotments from them. I request all my members to understand the future consequences of getting into compromises with the insurers. I have been requesting time & again not to accept survey jobs for lesser remuneration. It is against the "Code of Conduct" and liable for action. I request my members to avoid such situation in all circumstances.

Recently, New India Assurance Company & Oriental Insurance Co Ltd Limited has started the process of outsourcing Motor survey jobs falling within Rs. 50,000.00. This has shaken the surveyor community – especially the young surveyors. I have already requested all my members not to participate in such an exercise initiated by these Companies. I, once again, request all my members to withdraw if they have expressed their interest in this exercise. Once again, allow me to mention that this is against the "Code of Conduct" and in contravention of the AOA. Please avoid any disciplinary action by your own IIISLA HO. All said & done, if any member has entered into this exercise, he should withdraw immediately through mail under a copy to admin@iiisla.co.in.

Friends, it may be noted here that this exercise by New India/Oriental (& may be by other PSUs in near future) is being started on an experiment basis in few cities only - may be in two or three cities only. Insurers' prime objective to get into this kind of exercise is to control their ICR (Incurred Claim Ratio) which is on the rise and improve TAT. I am sure that no sooner insurers will realize that saving on account of survey fee expenses will not be of any help to them. Rather, their ICR may go up further if assessment of loss is not done by a qualified & independent surveyor.

Side by side, I am of the opinion that we as a professional should also bring in perfection in our services. If a job is completed with meticulous fineness & completeness, I am sure we cannot be ignored or taken lightly. I appeal to all my members to bring in improvement in their services on every next day. They should be prompt in submission of reports once the loss is finalized. They should also keep the insurers informed in case of delay due to any reason. I am sure that a timely disposal will bring in more peace in our minds and transparency in our tasks.

Friends, remuneration proposed by the New India for Motor survey jobs within Rs. 50,000.00 are so meager that no qualified professional would accept or be comfortable with it. Secondly, one can imagine the level of services insurers would get for this meager remuneration. It is only a matter of time that result will speak about the success / failure of this exercise by PSUs.

We are trying to develop a software for speedy settlement of claim and shared this view with the officials of New India also. It was also firmly conveyed to them that in no case surveyor will accept remuneration lesser than those specified by the GIPSA schedule.

I appeal to all my members to develop trust & faith among each other and maintain the dignity of our profession.

I assure my members that your Central Council is all concerned about the present situation and other affairs. We are always on the job and trying our best to sort out the problems. Please have faith your Central Council.

Rgds!

(Lalit Gupta)
National President