



INDIAN INSTITUTE OF INSURANCE SURVEYORS AND LOSS ASSESSORS

(Promoted by IRDA, Govt. of India)

Dear Friends,

A meet was conducted at HO, UIIC, Chennai with Hon'ble CMD Sh. Satyajit Tripathy, Ms Gauri Venkatesan, GM, UIIC and the officials of MTD Along with myself, Sh. B Shivaprakash Vice President, Sh Rishi Partap Bhasin, Director.

Following are the MOM for reference and notice of worthy members.

1. Distribution of claims up to INR 6 Lacs through electronic mode to be allocated as per categorization level of IIISLA membership according to limit fixed by insurer. The procedure adopted is for Implementation of Equal Allocation of Jobs and Early Settlement of Claims. The step is highly appreciated and shall surely help in reducing TAT.
2. Re mapping of surveyors as per their geographical situation for hassle free job allocation. IIISLA is ready to provide the detailed list of Surveyors with their correct locations for an early solution.
3. Immediate Generation of Surveyors Code at the time of announcement of SMP results for new entrants. The acceptance on the subject is highly appreciated.
4. Very low motor claim settlement ratio in North East Region (73%). IIISLA on its end shall make the communication with its East Zone Incharge and Chapter Officials to take necessary steps and encourage the area surveyors to reduce TAT to achieve the desired targets of 90% plus CSR as achieved by other regions.
5. On issue of proposed utilization of LAA for estimated losses upto INR 50000/-, it was brought into the notice of Competent Authority that LAA are using unlicensed person for the jobs allocated and moreover LAA are not a Member of IIISLA which is mandatory requirement as per Insurance Act to act as surveyor/loss assessor. Hence operations of LAA are a complete violation of Insurance Act and are illegal. The reports so issued by the agencies like MFC, IAR and others have no legal standing. Attention of the Competent Authority and Motor Technical Department was also drawn towards the communique made by The General Manager (Surveyors), IRDAI. The sited communication was made with all the Heads of PSU and Pvt Insurers including the esteemed office of CMD, UIIC. The point was well taken and noted for perusal by the department.
6. The attention of the department was also drawn towards section 82 (7) of Insurance amendment Act 2015 as

82 (7) No insurer shall, after the expiry of a period of one year from the commencement of the Insurance Laws (Amendment) Act, 2015 pay to any person any fee or remuneration for surveying, verifying or reporting on a claim of loss under a policy of insurance unless the person making such survey, verification or report is an approved surveyor or loss assessor.



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It is clarified from above section that remunerations for any survey, investigation carried under any policy can only be paid to an approved surveyor and not to any agency, unlicensed investigators who doesn't hold a Surveyor Licence along with mandatory IIISLA membership. The point was well taken and noted for perusal by the department.

7. *The attention of the department was also drawn towards section 82 (4) of Insurance amendment act 2015 as:*

82 (4) No claim in respect of a loss which has occurred in India and requiring to be paid or settled in India equal to or exceeding an amount specified in the regulations by the Authority in value on any policy of insurance, arising or intimated to an insurer at any time after the expiry of a period of one year from the commencement of the Insurance Laws (Amendment) Act, 2015, shall, unless otherwise directed by the Authority, be admitted for payment or settled by the insurer unless he has obtained a report, on the loss that has occurred, from a person who holds a licence issued under this section to act as a surveyor or loss assessor (hereafter referred to as "approved surveyor or loss assessor"):

Provided that nothing in this sub-section shall be deemed to take away or abridge the right of the insurer to pay or settle any claim at any amount different from the amount assessed by the approved surveyor or loss assessor.

It is clarified from above mentioned point that survey can be carried out only by an approved surveyor/loss assessor and there is no mention of allocation of jobs to any outside agencies having no valid credentials.

Malpractices of LAA were brought into the notice of the authority that the so called LAA are utilizing the services of garages/ unlicensed person to procure photographs and documents through emails/ what's app and thereby no actual survey carried out. The process so adopted by LAA automatically leads to illegal operations. The point was well taken and noted for perusal by the department.

The meeting ended at a happy note with a resolution that both the organisations shall work cohesively and more such meetings shall be conducted in the times to come.

Lalit Gupta
President