



THE ORIENTAL INSURANCE COMPANY OFFICERS ASSOCIATION

(Central Committee)

Regn. No. 2916/CNI

(AFFILIATED TO THE NATIONAL CONFEDERATION OF GENERAL INSURANCE OFFICERS' ASSOCIATIONS)

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OICOA/CC/GenSecy/ 034

05th December, 2017

Shri A V Girijakumar
Chairman-cum-Managing Director
The Oriental Insurance Co Ltd
Head Office, New Delhi.

Dear Sir,

Re: Working of Business Centers across our Company.

Our Company embarked upon the concept of Extension Counters way back in 2003 to harness the untapped business opportunities in such unrepresented areas. Further in line with the Government of India initiative of Financial Inclusion, large number of such Business Centres were opened during the last decade or so to ensure availability of insurance to the weaker and vulnerable segment of our population at an affordable cost.

Today, our Company has 989 Business Centres procuring a business of Rs.673 crores with a GR of about 18%. A critical examination of the performance of these business centres reveals that:

1. About 25% of these business Centres are procuring about 65% of total premium from this segment. All such business Centres have crossed business procurement of One Crores and one third of them has even crossed two crores mark. Despite such an excellent performance of these Business Centres, not much support has been extended to these business Centres. A Branch Office with a premium of around two crores may have 4-5 Officers / staff in addition to marketing personnel but a Business Centre with one crores or even two crores of premium continues to remain one man show. Such a situation is leading to unwarranted stress and ultimately demotivation to In-charges of these BCs.
2. About 45% of our total Business Centres procure on an average only around Rs.10 lacs per year. There may be large number of BCs with even zero premium. The cost of maintaining / managing each BC could be something around Rs.10 lacs per year. The performance of all such business Centres, which are more than 400 in number, need prudent and urgent evaluation by our Management on the following lines :

- Many of them remain headless even after five years of their opening;

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- 2 -

- In many cases, even though some person has been officially posted, but such persons are being utilized elsewhere by RO / DO concerned.
 - Lack of support for controlling office in approval of discounts, payment of incentive to agents, settlement of claims etc.
 - Many of these centres have locational disadvantage in terms of premium potential in the area.
 - Many of such centres have infrastructural issues – non availability of systems & connectivity, Cash box & almirah / cupboards, civic amenities like toilet etc.
3. It is also a matter of concern that most of the Business Centre In-charges have completed more than 3 years of their mandatory NPP (in many cases even more than 5 years) and such officers are being declined request transfer back to their place of choice in the absence of availability of replacements. There is an urgent need to address this situation and to ensure that there is no heart-burn to these officers.

In May 2017, Head Office issued a communication to Regional In-charges for identifying Scale I / Scale II officers for deployment from Admn to Marketing side. We have not seen any further progress in this regard. Also during last few years, a large number of AOs have been recruited for Marketing stream. Therefore, a large number of experienced and qualified officers are available and we request for prudent deployment of all such officers to handle the Business Centres.

It is also requested that the performing BC In-charges be provided a Lap-top with INLIAS connectivity enabling them to attend to the Company business even when they are away from their office.

Sir, you will kindly appreciate that the Company is spending huge amounts in manning and maintaining these Business Centres; this is not only inflicting huge financial burden on our Company but also resulting in under and uneconomic utilisation of human resources at the cost of other offices which face shortage of manpower.

In view of the above, we request you for a comprehensive review for strengthening of the performing BCs, consolidation / closure of non-viable BCs and deployment of manpower to resolve the HR issues of Business Centres in the Company vis-à-vis working condition and parity materialization of request transfers of officers posted at these centres.

We look forward to an action in the matter.

With sincere regards,

Yours truly,

Girish Khurana
General Secretary

OICOA GOAL

Survival of Oriental as a Healthy & Growing Company and Protection of Officers' Interest.