

Government of India  
Ministry of Finance  
Department of Financial Services  
Lok Sabha  
Unstarred Question No. 1748

Friday, March 10, 2017/Phalgun 19, 1938 (Saka)

**Insurance Agents**

1748. SHRI PONGULETI SRINIVASA REDDY:

Will the Minister of FINANCE  
be pleased to state:

- (a) whether according to ASSOCHAM survey the insurance agents are not properly explaining the pros and cons/benefits of the policy to the customers and customers are not happy with the agents;
- (b) if so, whether the insurance companies are not following due procedure while appointing agents; and
- (c) if so, the details thereof and corrective measures taken by the Government to boost the confidence of customers?

Answer  
Minister of State in the Ministry of Finance  
(Shri Santosh Kumar Gangwar)

(a) to (c): As per Insurance Regulatory and Development Authority of India, the ASSOCHAM survey report does not categorically say so. It only says that a group of respondents had this view. The survey appears to lack independence and impartiality.

Agency Channel is an established channel of selling insurance and there is no large scale dissatisfaction from the agents. Insurance Companies follow the due procedure for appointment of agents in their companies.

Further, IRDAI has taken various steps for insurance awareness through all possible channels including print, electronic and social media. The consumer education website [www.policyholder.gov.in](http://www.policyholder.gov.in) hosts insurance related information to the public.