

Laxmibai Bhaurao Patil Mahila Mahavidyalay, Solapur


Department of Commerce

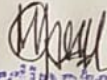
Notice

(Short Term Certificate Course in Insurance)

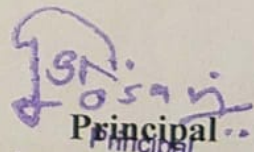
Date: - 01.12.2015

All the students of commerce department are noticed hereby the **Short Term Certificate Course in Insurance** is arranged in the college after regular teaching hours from 15 Dec 2015. Interested / Aspirants students are requested to enroll their admission / confirmation of course with Prof. Cholle I.S. up to 10/12/2015.


Head, Department of Commerce
Head,
Department of Commerce
L.B.P. Mahila Mahavidyalay,
SOLAPUR.


Coordinator IQAC
L.B.P. M. Mahavidyalaya,




Principal
Laxmibai Bhaurao Patil
Mahila Mahavidyalaya, Solapur.

Syllabus for Short Term Certificate course in Insurance

Sr. No	Module/Units	Detailed Topic wise Syllabus	Total Hours
1.	CUSTOMER SERVICE	General concepts - Why Customer Service Quality of service - Customer service and insurance - Insurance agent's role in providing great customer service - The Point of Sale - Best advice - The proposal stage - Acceptance stage - The claim stage - Grievance redressal - Integrated Grievance Management System (IGMS) - The Consumer Protection Act, 1986 - The Insurance Ombudsman - Communication process - Non-verbal communication - Ethical behavior.	15
2.	GRIEVANCE REDRESSAL MECHANISM:	Consumer courts, Ombudsman - Integrated Grievance Management System (IGMS) - The Consumer Protection Act, 1986 - The Insurance Ombudsman.	05
3.	DOCUMENTATION:	Proposal forms - Role of intermediary - Duty of an intermediary towards prospect - Acceptance of the proposal - Premium receipt - Cover notes - Certificate of Insurance - Policy Document - Warranties - Endorsements - Interpretation of policies - Renewal notice	10
4.	CLAIMS PROCEDURE:	Claims Settlement process - Importance of settling claims - Limitations or notice of loss - Investigation and assessment - Surveyors and loss assessors - Claim forms - Loss assessment and claim settlement - Important Aspects in an insurance claims - categories of claim - Discharge vouchers - Post settlement action - Salvage - Recoveries - Disputes related to claims - Other disputes resolution mechanisms	10


Reference Study Material:-

Principles & Practice of Insurance ISBN Number: 978-93-5097-137-6 HPH 2017
<http://www.licindia.com>

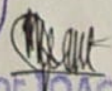
<http://www.nationalinsuranceindia.com>

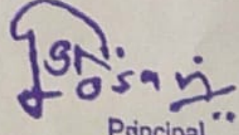
<http://www.irdaindia.org>

<http://www.insuremarket.com>


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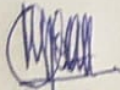

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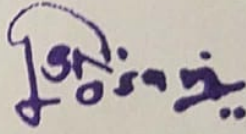
Rayat Shikshan Sanstha's
Laxmibai Bhaurao Patil Mahila Mahavidhyalaya, Solapur
Department of Commerce
Short Term Certificate Course in Insurance Agent
Student List
2015-16

Sr.NO.	Name of the Students	Class
1	AUSEKAR PRANALI DEEPAK	B.Com II
2	AWALE SHIVGANGA JAGDISH	B.Com II
3	BABARE MEGHA SURESH	B.Com II
4	BHAGAT AAMRAPALI TANAJI	B.Com II
5	BHUTTE SUVARNA KHANDU	B.Com II
6	CHAVAN PUJA KISHOR	B.Com II
7	CHAVAN RAVIKA SHAHU	B.Com II
8	CHAVAN PRIYANKA JAYWANT	B.Com II
9	CHAVAN SUPRIYA MAHADEV	B.Com II
10	CHOULAGI SHAKUNTALA SHRISHALI	B.Com II
11	DAS POONAM ARAVIND	B.Com II
12	DESHMUKHE AISHWARYA DATTATRAYA	B.Com II
13	DOGE SHUBHANGI MARUTI	B.Com II
14	DORNALE MADHURI NAGNATH	B.Com II
15	FADATARE MAYURI NANASAHEB	B.Com II
16	FALAKE SHAKUNTALA TUKARAM	B.Com II
17	GAIKWAD PALLAVI GANESH	B.Com II
18	GAIKWAD MUKTA BAJARANG	B.Com II
19	GAIKWAD PRATIKSHA SATISH	B.Com II
20	GAIKWAD SEEMA RAJENDRA	B.Com II
21	GAIKWAD SHWETA ASHOK	B.Com II

22	GARAD ROHINI DHANAJI	B.Com II
23	GAVALI DEEPALI PRAKASH	B.Com II
24	GAVHANE PRATIBHA HARI	B.Com II
25	GAWALI PRIYA SANTOSH	B.Com II
26	GUNDALA ANITA BALKISAN	B.Com II
27	HAKKE POOJA IRANNA	B.Com II
28	INGOLE LATA RAJU	B.Com II
29	INGOLE ASHWINI VIJAY	B.Com II
30	JADHAV KOMAL SHIVAJI	B.Com II
31	JADHAV KOMAL SATISH	B.Com II
32	JADHAV MEENA SHAM	B.Com II
33	JADHAV PRIYANKA TIPANNA	B.Com II
34	JADHAV SHILPA SANJAY	B.Com II


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Rayat shikshan santha's
Laxmibai Bhaurao Patil Mahila Mahavidyalya Solapur

Department of Commerce

Report

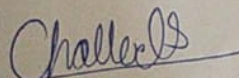
Of

Certificate Course in Insurance

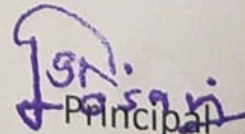
Date: - 4/02/2016

A Certificate course in Insurance was organized by our college. It was held from Dec 2015 to Jan 2016. The timing was from 11.30 a.m. to 12.30 p.m. There were 34 students enrolled for this course. The syllabus was framed with the help of Board of Studies. The theme behind the course was that to give practical knowledge in the field of insurance. The role of insurance agent, acceptance of proposal form, policy documents, Customer service and settlement of claim procedure etc theoretical and practical knowledge provided. This course helps the students for developing their practical knowledge in insurance. At the end of the course Practical Exam was conducted and certificates were issued to all the participant students.


Coordinator


Prof. Cholle I.S.




Principal

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LAXMIBAI BHURAO PATIL
MAHILA MAHAVIDYALAYA
SOLAPUR.


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