

**THE NEW INDIA ASSURANCE OFFICERS' ASSOCIATION
HYDERABAD REGIONAL UNIT,
5TH FLOOR, SURYA TOWERS, SARDAR PATEL ROAD,
SECUNDERABAD-500 003**

Date: 17.03.2011.

**TO
SRI M.RAMDOSS,
CHAIRMAN-CUM-MANAGING DIRECTOR,
THE NEW INDIA ASSURANCE COMPANY LIMITED,
HEAD OFFICE,
MUMBAI.**

Dear Sir,

**Sub: IMPACT OF CWISS ON OUR DAY TO DAY
ACTIVITIES**

Our Company has been implementing CWISS Software for various lines of business starting with Motor since Feb, 2009. It has been informed that this software will solve all our problems with regard to Underwriting, Claims, Accounts, Management Information System (MIS). After a period of 2 years our experience shows that this software has created more problems rather than improving the efficiency in our day to day functioning. Day by day situation is worsening and problems are getting more and more complicated. Officers are bearing the brunt with no ray of hope on the other side of the tunnel. The situation is causing tremendous stress on the officers community which is getting sandwiched between genuine demands of the customers and insensitive and unreasonable performance parameters and time deadlines fixed by top management. If this situation continues any more, the morale of the officers will hit the rock bottom which breeds negative results.

Information Technology Department at Head Office has been receiving complaints from all the offices and is unable to come up with solutions as required. The sheer volume of the complaints has led to a situation that the persons working in the Department are unable to attend telephone calls which are pouring from across the length and breadth of the country. The situation appears to be unmanageable at every level.

In your periodical interactions with General Managers, DGMs and various Regional Offices you might have come to know the problems faced by operating offices, claims hubs. We are giving hereunder some of the major areas of concern:

- ❖ System and connectivity problems, multiple in nature, are seriously dislocating day's work and hampering intended out put vis- a- vis the volume of business for that day. The backlog in underwriting and claims activities is getting carried forward day by day.**
- ❖ Frequent changes in software without prior intimation to operating offices is causing embarrassment to marketing officials**
- ❖ As migration of policies from GENISYS to CWISS is defective, operating offices are forced to spend most of their time in underwriting old policies through non system mode for registration of claims/ effecting any refunds or to pass any endorsements.**
- ❖ The data of Tailor made Group Medi Claim Policies which require additions & deletion Endts periodically was not migrated and now enormous data of 10 months needed to be manually created and uploaded.**
- ❖ Uploading problems in case of group policies (PA, MACHINERY AND MEDICLAIM POLICIES)**
- ❖ Underwriting and Accounting of instalment premium under project policies**
- ❖ Calculation errors in commission & brokerage**
- ❖ Co-Insurance Accounting**
- ❖ Application Server Limitation problems**

- ❖ **Premature roll out of some products without foolproof testing resulting in bugs**
- ❖ **Non availability of MIS as per HO requirement**
- ❖ **Absence of crucial and unique fields in the package of Motor Third Party Insurance is impeding retrieval of required claims data**

You will appreciate that the above problems are only illustrative and not exhaustive. Software problems are affecting every area of our day to day functioning and causing dissatisfaction among our customers. We are unable to complete the basic activity of underwriting and issuing the document to the client within a reasonable time. The Office Incharges are not in a position to focus on Marketing as they are entangled in CWISS issues and providing enormous data to higher offices. Claims registrations are getting delayed seriously dislocating the targets for settlement. Officers are finding it increasingly difficult to cope with the situation to complete the assigned business and claims targets due to software problem. The sole reason for this unique and deplorable situation is utter failure of CWISS package both in its development and implementation without proper vision and understanding of the requirements of the Organisation.

It may be noted that our officers should not be held responsible for the consequences caused by the failure of the software. Being the head of the Organisation, we request your immediate intervention to solve the software problem to ensure smooth functioning in all the areas of our operations. Our members support is always with you in this mission.

**K.NAGESWARA RAO
PRESIDENT**

**G.V.RAMANA
GENERAL SECRETARY**