

EAST CENTRAL ZONE INSURANCE EMPLOYEES' ASSOCIATION
Jeevan Deep Buildings(First Floor), Exhibition Road, Patna-800001
www.ecziea.org

Circular No. 02/2017

Date: 22.02.2017

To, All Members

Symposium on "LIC @ 60" – A Huge Success

The ECZIEA had organized a symposium on the theme "LIC @ 60 – A Glorious Journey of Service and Trust". The event was organized on 18th February 2017 at Patna in the auditorium of Bihar Industries Association. Sri Vipin Anand, Zonal Manager, LIC East Central Zone, inaugurated the symposium and delivered the keynote address. Sri P.B. Roy, Regional Manager (P&IR), LIC East Central Zone attended and addressed the symposium as a Special Guest. Sri M.M. Ansari, Sr. Divisional Manager Patna I and Sri P.K. Sethi, Sr. Divisional Manager Patna II also attended and addressed the meeting. Sri Prabhat Kumar, General Secretary, NFIFWI, East Central Zonal unit and Sri Vinay Kumar Singh of LIAFI also attended and greeted the meeting. Com. P.K. Mukherjee, President ECZIEA, presided over the symposium. Around 250 participants – our members, the entire secretariat of ECZIEA, class I officers, class II officers, agents and development officers – attended the symposium and listened with rapt attention.

The symposium was a follow up of the decisions of the 4th ECZIEA conference held at Jamshedpur from 8-10 December 2016. The ECZIEA conference had given a clarion call to strengthen LIC in the public sector by coalescing our struggle with that of other stake holders in LIC. The Conference felt that the best way to accomplish the task was to reiterate our commitment to customer servicing in the diamond jubilee year of LIC. With this in mind, the conference gave calls of 'Each One Buy One', NEFT Data capture Campaign, Regular Interface with the field forces and Improved Customer Servicing. Accordingly, it was decided that the ball in this regard should be set rolling from the zonal headquarters by way of organizing a broad based convention. The symposium held on 18th February was thus the fruition of the dream visualized at Jamshedpur in the sidelines of our conference.

Com. P.K. Mukherjee, President ECZIEA, welcomed the guests and explained the rationale behind the symposium. The General Secretary of ECZIEA initiated the discussion and threw light on the giant strides made by LIC in the last six decades. Describing LIC as an epitome of customer servicing, he said that there was a room for improvement in every service related industry. The symposium was a collective effort to identify and plug the loop holes, if any, in our servicing; averred Com. Mishra. Referring to the deliberations of the historic AIIEA conference at Cochin held in the month of January, he called upon the house not only to talk the talk but to walk the talk so that LIC continues to prosper in perpetuity.

Sri Vipin Anand, Zonal Manager LIC East Central Zone, inaugurated the symposium and gave the keynote address. In his inaugural address, he commended ECZIEA for organizing the symposium and gave a bird's eye view of the tremendous progress that LIC had achieved in its glorious history of sixty years. He said that LIC had survived all the trials and tribulations in its onward march due to its exemplary claim settlement record. Claims settlement, he felt, was the

sine qua non which can help LIC beat competition effectively in the future too. He exuded confidence that given LIC's propensity to rise up to every challenge as a team, the collective effort of all stake holders will ensure all round growth and prosperity for LIC in the days to come. Attending the meeting as a Special Guest, Sri P.B. Roy, RM (P&IR) also appreciated the role of ECZIEA for having taken the lead in mobilizing all stake holders with the singular objective of bring about further improvements in customer servicing. He expressed confidence that team LIC is capable of meeting all challenges and this time too east central zone will leave no efforts to ensure that claim payments were made in time.

Sri M.M. Ansari, Sr. Divisional Manager Patna I and Sri P.K. Sethi, Sr. Divisional Manager Patna II, also attended and greeted the symposium. Sri Ansari appreciated the role and concern of the organization for customer servicing and made a fervent plea that this message should go down to the grassroots level so that LIC continues to maintain its pre-eminent position in the market. Sri Sethi also praised the efforts of the organization in bringing together all stake holders under one platform and said that this would help LIC meet future challenges successfully.

Sri Vinay Ku. Singh of LIAFI said that the only thing that was constant in these changing times was the stellar performance of LIC. He exuded confidence that seminars and symposia like the one being held at Patna were quite reassuring insofar as taking the message of LIC was concerned. Sri Prabhat Kumar, Gen. Secretary of NFIFWI East Central Zone, also greeted the symposium and assured all help and co-operation in taking forward the message of the symposium.

Com. Trinath Dora, Joint Secretary ECZIEA, gave a very erudite presentation on the huge strength of LIC. Quoting extensively from national and international media, he said that all doomsday predictions had been proved wrong by LIC because of the commitment of its workforce. Describing NEFT Data capture as the surest way to improve our servicing and as a means of reaching the customer he implored the employees and officers to take this as a big campaign. Reiterating the decision of 4th ECZIEA conference, Com. Dora called upon all units of ECZIEA to implement the calls of the conference – Each One Buy One, NEFT Data Capture, Regular Interface with Field Forces and improved customer servicing – in letter and spirit.

The symposium concluded with the customary vote of thanks by Com. Virchand Singh, Joint Secretary ECZIEA. The symposium was a huge success.

Comrades, the success of the symposium has given us additional responsibilities. The event has generated a lot of goodwill, new hope and new aspirations. Now we will be looked upon with more expectations as the service provider. That is because we have talked big. Now is the time to take big steps to walk that talk. We are confident that our comrades, our units throughout the territorial limit of the zone, will rise to the occasion and give a befitting account of themselves.

With Greetings,

Comradely Yours

General Secretary