

A. Critical Role Matrix in P&GS

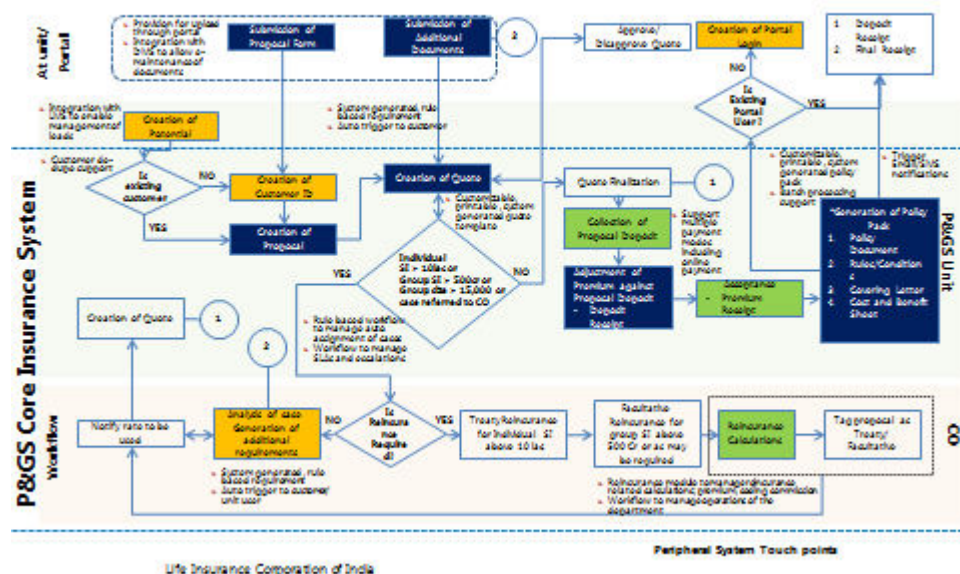
The indicative Organizational Hierarchy in P&GS Vertical is spread across the Cadres and Designations in various Offices is given in **Table – 1**, an Indicative list of Indicative List of Daily Business Functions is given in **Table – 2**.

Table – 1						
Cadre	Designation	CO	ZO	Unit	SO	MH
Zonal Manager (Selection Grade)	Executive Director	Y				
Zonal Manager (Selection Grade)	Zonal Manager (IC / ED)		Y			
Zonal Manager (Selection Grade)	Additional Executive Director	Y				
Zonal Manager (Selection Grade)	Additional Zonal Manager		Y			
Zonal Manager (Ordinary Grade)	Chief (ZMO)	Y				
Zonal Manager (Ordinary Grade)	Regional Manager (ZMO)		Y			
Deputy Zonal Manager	Regional Manager (DZM)		Y			
Divisional Manager	Regional Manager (DM)		Y			
Deputy Zonal Manager	Secretary (DZM)	Y	Y			
Divisional Manager	Secretary (DM)	Y	Y			
Divisional Manager	Deputy Secretary (DM)	Y	Y			
Deputy Zonal Manager	Senior Divisional Manager (I/C)			Y		
Divisional Manager	Divisional Manager (I/C)			Y		
Divisional Manager	Marketing Manager (DM)			Y		
Divisional Manager	Chief Manager(DM)			Y		
Divisional Manager	Divisional Manager (P&GS)			Y		
Divisional Manager	Manager (DM)	Y	Y	Y		
Divisional Manager	Manager (Sales) (DM)			Y		
Assistant Divisional Manager	Manager (Admin)	Y	Y	Y		
Assistant Divisional Manager	Senior Branch Manager(P&GS)			Y	Y	Y
Assistant Divisional Manager	Manager (ADM)	Y	Y	Y	Y	Y
Assistant Divisional Manager	Manager (Sales / ADM)			Y	Y	Y
Assistant Divisional Manager	Assistant Secretary (ADM)	Y	Y	Y	Y	Y
Assistant Divisional Manager	Senior Branch Manager (I/C)			Y	Y	Y
Administrative Officer	Branch Manager (PG&S)			Y	Y	Y
Administrative Officer	Administrative Officer	Y	Y	Y	Y	Y
Administrative Officer	Branch Manager (Sales)			Y	Y	Y
Administrative Officer	Branch Manager (I/C)			Y	Y	Y
Assistant Administrative Officer	Assistant Branch Manager (I/C)			Y	Y	Y
Assistant Administrative Officer	Assistant Branch Manager (Sales)			Y	Y	Y
Assistant Administrative Officer	Assistant Administrative Officer (Prog)	Y	Y	Y	Y	Y
Assistant Administrative Officer	Assistant Administrative Officer	Y	Y	Y	Y	Y
Higher Grade Assistant	Higher Grade Assistant	Y	Y	Y	Y	Y
Higher Grade Assistant	Higher Grade Assistant (Prog)	Y	Y	Y	Y	Y
Actuarial Assistant	Actuarial Assistant	Y	Y			
Assistant	Assistant	Y	Y	Y	Y	Y
Assistant	Typist	Y	Y	Y	Y	Y
Assistant	Micro Processor Operator	Y	Y	Y	Y	Y
Assistant	Cashier	Y	Y	Y	Y	Y
Record Clerk	Record Clerk	Y	Y	Y	Y	Y

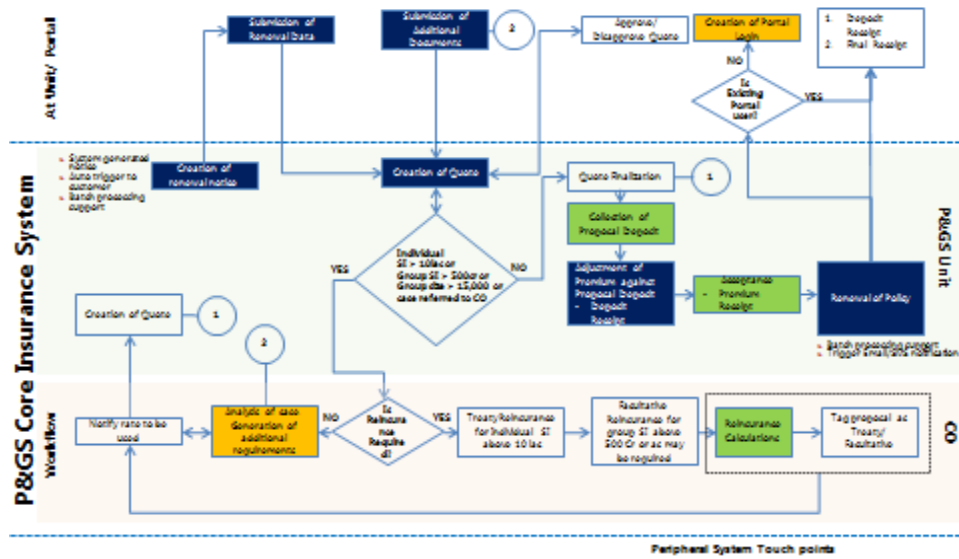
Table – 2	
P&GS User	Indicative List of Daily Business Function
Divisional Units Satellite Units Marketing Hubs	1. Lead Management 2. New Business 3. Policy Servicing 4. Claims Management 5. Collections and Disbursement 6. MIS Reporting
Central Office Zonal Offices	1. Lead Monitoring 2. Manage and monitor SLAs 3. Rating 4. Reinsurance 5. Valuation 6. Financial Management 7. Product Configuration and Management 8. Regulatory and MIS Reporting 9. System Administration

B. P&GS KEY PROCESS FLOWS

Functional Overview – New Business Process



Functional Overview – Policy Servicing Process



Functional Overview – Claim Process

