

Year 2, Vol. IV, July 2026

Insurance Institute of Nepal

IIN BULLETIN



Insurance Institute of Nepal

इन्स्योरेन्स इन्स्टिट्युट अफ नेपाल

IIN BULLETIN

Year 2, Vol. IV, July 2026

The Insurance Institute of Nepal (IIN) extends its deepest gratitude to all individuals and organizations who contributed to the development of this Bulletin. Your help has been invaluable in publishing this bulletin.

ALL RIGHTS RESERVED

This Bulletin is the property of IIN. Without the prior written consent of the Insurance Institute of Nepal, no portion of this publication including text, images, and other content may be copied, saved in a retrieval system, or transmitted in any way, whether it be mechanical, electronic, photocopying, recording, or otherwise. The sole objective of this publication is news delivery.

The information and data provided in this Bulletin are collected from the Insurance Institute of Nepal and other relevant trusted sources.

Editorial Board:

Dr. Laxmi Kanta Paudel
Mr. Poshak Raj Paudel
Mr. Damodar Bhandari

Published By:

Insurance Institute of Nepal
Naxal, Kathmandu, Nepal
www.iin.org.np



IIN Bulletin

Editorial Message

As we close the fourth quarter of the fiscal year, it is a moment to reflect on a period that has meaningfully advanced the work we set out to do together as a professional community. Each quarter has brought its own learning, and this one in particular has reinforced how far the Institute has come in shaping Nepal's insurance sector.

Over the past three months, our focus on capacity building remained steady and productive. The Institute delivered twelve professional development programs to 306 participants across Bagmati, Gandaki, and Sudurpashchim Provinces, covering technical surveying, leadership development, claims and risk management, research methods, and digital analytics.

The industry continues to move toward greater digital adoption, structured certification, and customer-centric practice. This quarter reflected that shift directly, with our collaboration with the Acharyya Institute of Risk & Claims Education (AIRCE), India, leading to the launch of the Certificate in Insurance Surveying & Loss Adjusting (CISLA) program, and continued expansion of our digital platform, IIN CertiFI, including the launch of the Life Insurance Agent Training & Examination Program.

At the Insurance Institute of Nepal, we remain committed to building the platforms and partnerships that allow this progress to continue. The highlights featured in this bulletin reflect our ongoing effort to strengthen the industry through structured learning, meaningful collaboration, and shared professional growth.

Looking ahead, we carry forward a clear sense of the opportunities before us. With continued cooperation from all our stakeholders, we look forward to expanding certification pathways, deepening digital adoption, and strengthening the partnerships that will define the Institute's next phase. We sincerely thank all our members and partners for their continued trust and support, and we look forward to progressing together in the year ahead.

Dr. Laxmi Kanta Paudel
Chief Executive Officer
Insurance Institute of Nepal

HIGHLIGHTS

The official Bulletin of IIN



QUARTERLY TRAINING HIGHLIGHTS

MARINE CARGO SURVEYING: PRACTICAL SKILLS FOR FIELD SURVEYORS

**TRAINING OF TRAINERS (TOT) ADVANCED SALES LEADERSHIP FOR
BRANCH MANAGERS**

**GLOBAL BEST PRACTICES IN CARGO CLAIM MANAGEMENT FOR
CONTAINERISED, PHARMACEUTICAL, AND PERISHABLE CARGO**

RESEARCH METHODS FOR INSURANCE PROFESSIONALS

DATASMART: EXCEL SKILLS FOR BUSINESS ANALYTICS

TECHNICAL EXCELLENCE IN GENERAL INSURANCE OPERATIONS

SUSTAINABLE LIFE INSURANCE OPERATION WITH AML/CFT SAFEGUARDS

**PROPERTY INSURANCE: PRACTICE SKILLS FOR A RESILIENT INSURANCE
WORKFORCE**

LEGISLATIVE DRAFTING, JUDGEMENT WRITING AND WRITTEN REPLAY

**TRAINING OF TRAINERS (TOT) ADVANCED SALES LEADERSHIP FOR
BRANCH MANAGERS**

MOU SIGNED WITH INDIA

**EMOTIONAL INTELLIGENCE MINDSET SKILLS FOR RESPONDING INSTEAD
OF REACTING**

SALES EFFECTIVENESS & CUSTOMER HANDLING WORKSHOP

INSURANCE SUPERVISION: FROM OVERSIGHT TO INSIGHT



Bagmati Province, 23rd April 2026

MARINE CARGO SURVEYING: PRACTICAL SKILLS FOR FIELD SURVEYORS

Insurance Institute of Nepal (IIN) conducted a one-day training program on "Marine Cargo Surveying: Practical Skills for Field Surveyors" on 23rd April 2026 at the IIN Training Hall, Naxal, Kathmandu. The program was designed to strengthen the technical competence of professionals engaged in cargo surveying, inspection, and loss adjustment, addressing the growing complexity of marine cargo insurance amid evolving international trade practices and contractual frameworks such as Incoterms 2020.

The training covered a broad range of topics relevant to the practice of marine cargo surveying, including the essential qualities and ethical responsibilities of a professional surveyor, basic principles of marine insurance, and the various types of surveys such as onsite inspections, joint surveys, and general average surveys. Participants were also introduced to the handling of subrogation rights, warranty surveys for project cargo, and preventive measures for heavy-lift operations. The afternoon session focused on technical skills for survey report writing, covering formats, essential contents, and the legal standing of survey reports, along with a dedicated segment on identifying and investigating marine cargo frauds.

The session was conducted by Capt. Mukesh Gautama, Advisor at Wilson Surveyors and Adjusters Pvt. Ltd., who brought extensive experience from his career in the Merchant Navy and marine insurance surveying, including his association with Lloyd's Agents for India, Nepal, and Bhutan. A total of 13 participants attended the program.

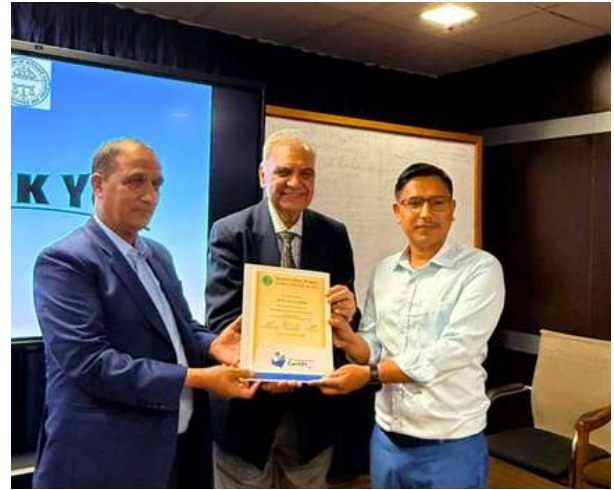
Through expert-led presentations, case study discussions, and review of real-world survey reports, participants gained practical exposure to the nuances of cargo loss assessment, claims handling, and professional documentation. The training is expected to support more informed underwriting and claims decisions within participating institutions.

Programs of this nature reflect IIN's continued effort to build specialized technical capacity within Nepal's insurance sector, equipping professionals with the practical knowledge needed to meet international standards in an increasingly complex trade and insurance environment.

Overall, the program served as a meaningful step toward building a stronger sales culture within the insurance sector by empowering managers to lead with confidence, coach effectively, and drive sustainable performance within their respective organizations. The enthusiasm, active participation, and commitment demonstrated by the attendees throughout the session reflected the program's relevance and impact in today's competitive insurance landscape.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kant Paudel, CEO, Insurance Institute of Nepal and Resource Person Capt. Mukesh Gautama.





Sudurpaschim Province, 24th April 2026

TRAINING OF TRAINERS (TOT) ADVANCED SALES LEADERSHIP FOR BRANCH MANAGERS

Insurance Institute of Nepal (IIN) conducted a one-day Training of Trainers (ToT) program on Advanced Sales Leadership for Branch Managers in Dhangadhi, marking the institute's expansion of this sales leadership initiative into Sudurpashchim Province. The program built on earlier deliveries in Butwal, Pokhara, Birtamod, and Kathmandu, extending a consistent sales leadership curriculum to a region experiencing rapid growth in its insurance branch network.

The training was designed to strengthen branch-level leadership by equipping managers to function not only as supervisors but as coaches and knowledge multipliers within their teams. Sessions covered five core areas: understanding today's changing sales environment, value-based selling approaches, confident objection handling and closing techniques, negotiation strategies that preserve client relationships, and structured planning for sustained sales performance. The sessions combined presentations, group discussions, case studies, and real-world activities to keep the content practical and applicable to daily branch operations.

The program concluded with a certificate distribution ceremony led by Resource Person Mr. Bibek Bhandary

The program was targeted at branch managers, in-charges, and sales executives, reflecting IIN's focus on frontline leadership capability. A total of 26 participants attended the session, held at Hotel Rubus Pvt. Ltd., Dhangadhi. The training was facilitated by Mr. Bibek Bhandary, a Certified Professional Sales Leader (CPSL) and Founder of Ascendify, who brought over a decade of experience in sales, marketing, and business consulting to the session.

By extending this training to Sudurpashchim Province, IIN continues its broader effort to institutionalize consistent sales practices and coaching-driven leadership across Nepal's insurance branches. Programs of this nature support the sector's longer-term goal of building internal leadership pipelines and sustaining professional capacity in emerging insurance markets.







Bagmati Province, 24th April 2026

GLOBAL BEST PRACTICES IN CARGO CLAIMS MANAGEMENT FOR CONTAINERISED, PHARMACEUTICAL, AND PERISHABLE CARGO

Insurance Institute of Nepal (IIN) conducted a one-day training program on global best practices in cargo claims management, with particular focus on containerised, pharmaceutical, and perishable cargo. The program was designed to strengthen participants' technical understanding of marine cargo insurance, moving beyond foundational policy knowledge toward the practical judgment required for underwriting and claims decisions in an increasingly complex logistics environment shaped by containerised movements, evolving Incoterms, hydro project exposures, and rising instances of maritime cargo fraud.

The morning session covered policy coverage, average terms, types of losses, loss investigation procedures, underwriters' defences, and subrogation and recovery rights, including time-bar considerations under COGSA, Warsaw, and domestic conventions. The post-lunch session addressed warranties applicable to hydro and project cargo risks including express warranty wordings, breach implications, and loss prevention techniques alongside a dedicated segment on maritime cargo fraud, covering its causes, detection, prevention, underwriters' liability, and case studies drawn from recent claims.

The training was attended by 24 participants, including marine underwriters, claims managers and handlers, reinsurance faculty, risk management and compliance officers, insurance intermediaries engaged in cargo placements, and senior technical staff involved in import, logistics, and project insurance arrangements. The session was led by Capt. Mukesh Gautama, Advisor at Wilson Surveyors and Adjusters Pvt. Ltd. and former Managing Director of the firm, which serves as Lloyd's Agents for India, Nepal, and Bhutan.

Through expert-led presentations, case study discussions, and review of real-world survey reports and documentation, participants gained sharper capability in assessing cargo losses, interpreting policy and Incoterm provisions, managing hydro project risk exposures, and identifying fraud indicators.

By building this level of technical depth among practitioners, the program contributes meaningfully to strengthening claims handling standards and regulatory confidence within Nepal's growing marine insurance sector.





Bagmati Province, 24th -25th April 2026

RESEARCH METHODS FOR INSURANCE PROFESSIONALS

The Insurance Institute of Nepal (IIN) conducted a two-day training programme titled "Research Methods for Insurance Professionals," aimed at strengthening the analytical and research capabilities of managers within Nepal's insurance sector. The programme was designed in response to a growing need for evidence-based decision-making, as insurers increasingly navigate shifting market conditions, evolving regulatory expectations, and emerging risks that require structured inquiry rather than reliance on intuition alone.

The training covered the fundamentals of research in a contemporary insurance context, including the philosophy and paradigms underlying research design, and guided participants through the process of developing research titles, problem statements, and research questions. Considerable attention was given to qualitative research methods and their application to insurance-related studies, along with practical sessions on planning data collection and interpreting findings in ways that support organizational decision-making. Quantitative research methods were also included as part of the broader curriculum.

The programme was attended by twenty participants, drawn primarily from mid-to-senior level regulatory managers and officers responsible for policy, supervision, and research functions within insurance companies. Through interactive lectures, case studies, hands-on exercises, and group discussions, participants worked toward developing preliminary research proposals grounded in real organizational challenges, while building confidence in applying qualitative methods to uncover customer, agent, and market insights

By the end of the programme, participants were better equipped to design and interpret research relevant to their day-to-day responsibilities, narrowing the gap between the data insurance companies already hold and the strategic insights that data can generate. In doing so, the training contributed to IIN's broader mission of fostering analytical rigor and professional capacity across Nepal's insurance industry.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO of IIN





Bagmati Province, 4th-11th May 2026

DATASMART: EXCEL SKILLS FOR BUSINESS ANALYTICS

The Insurance Institute of Nepal (IIN) conducted a one-week training program titled "DataSmart: Excel Skills for Business Analytics," aimed at strengthening employees' proficiency in data manipulation and analysis for insurance operations. The program was designed to build practical, job-ready Excel skills that translate directly into improved productivity and more informed decision-making across the sector.

Over six sessions, participants worked through a structured progression of topics: a general overview of Excel fundamentals, working with tables, conditional and logical functions, lookup functions for information retrieval, PivotTables and PivotCharts for dynamic analysis, and data validation and macros. The training combined instructor-led practical sessions with hands-on exercises, live demonstrations, and case-based discussions grounded in real insurance scenarios, culminating in an interactive dashboard creation project.

The program was tailored for professionals from departments such as Underwriting, Claims, Reinsurance, Actuarial, Finance, MIS, and Operations, along with staff involved in data analysis, reporting, or business intelligence functions.

The training was facilitated by Subash Manandhar, Senior Software Engineer at Techkraft Inc Pvt Ltd (contracted by Abacus Insights) and a trainer with IIN since 2024, who brings experience in automation, data engineering, and Power BI alongside his Excel and Excel VBA training background.

Participants left the program with sharper skills in accurate data handling, streamlined reporting, and the ability to build clear, effective visualizations and dashboards — capabilities directly applicable to underwriting reviews, claims tracking, and portfolio analysis.

By equipping employees with these analytical tools, the program reflects IIN's continued commitment to building a more data-literate and efficient workforce, reinforcing the professional capacity that underpins Nepal's insurance sector.



The program concluded with a certificate distribution ceremony led by resource person Mr. Subash Manandhar





Bagmati Province, 15th May- 5th June 2026

TECHNICAL EXCELLENCE IN GENERAL INSURANCE OPERATIONS

The Insurance Institute of Nepal (IIN) conducted a 15-day intensive training programme titled "Technical Excellence in General Insurance Operations," designed to build comprehensive technical expertise across the major functional areas of non-life insurance. The programme addressed the growing need for insurance professionals to move beyond theoretical knowledge and develop stronger practical, analytical, and decision-making capabilities in response to Nepal's evolving regulatory environment, rising market competition, and increasing customer expectations.

Delivered through a blended model combining in-person classroom sessions with virtual learning, the training covered insurance fundamentals, Nepal's legal and regulatory framework, underwriting, and specialized lines including property, engineering, motor, marine, aviation, and miscellaneous insurance. Additional sessions addressed financial management in insurance, claims management, medi-claim handling, risk management, reinsurance, and sales for general insurance policies. Sessions combined instructor-led presentations, case-based learning, group discussions, and Q&A, supported by comprehensive handouts and presentation materials.

The programme was aimed at professionals up to officer level in the general insurance industry, along with other interested learners seeking a stronger technical grounding in the sector. Participation totalled [Information Not Provided], guided by 15 resource persons drawn from national and international backgrounds.

By the end of the programme, participants were expected to apply underwriting techniques to real scenarios, process claims with greater accuracy, identify and mitigate risk using structured approaches, and handle specialized products such as marine, aviation, and engineering insurance with more confidence. At the closing session, Dr. Laxmi Kanta Paudel, CEO of the Insurance Institute of Nepal, handed over certificates to the participants in recognition of their successful completion of the programme.

Programmes of this nature reflect IIN's continued commitment to strengthening the technical and professional capacity of Nepal's insurance workforce, supporting a sector that is increasingly expected to operate with greater precision, compliance, and customer focus.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel





Gandaki Province, 22nd - 23rd May 2026

PROPERTY INSURANCE: PRACTICAL SKILLS FOR A RESILIENT INSURANCE WORKFORCE

Insurance Institute of Nepal successfully conducted a two-day training program titled “Property Insurance: Practical Skills for a Resilient Insurance Workforce” in Janakpurdham, aimed at strengthening the practical capabilities of professionals engaged in the non-life insurance sector. The program brought together 9 participants from non-life insurance companies, creating a focused and interactive learning environment that encouraged active participation and meaningful exchange of ideas.

The training was designed to enhance participants’ understanding of property insurance within Nepal’s regulatory and risk landscape. Key sessions covered fundamental insurance principles, property insurance products, underwriting and pricing techniques, policy issuance, documentation control, and claims handling processes. Special emphasis was placed on Nepal-specific risks such as earthquakes, floods, and landslides, along with the importance of compliance with Nepal Insurance Authority (NIA) guidelines. Through practical discussions, case studies, and real-world examples, participants gained valuable insights into improving service delivery, minimizing operational errors, and strengthening customer communication.

The sessions were facilitated by experienced resource person Mr. Deepak Kumar Dhoot, whose extensive industry knowledge and practical approach added significant value to the training. The program also included interactive discussions and a final Q&A session, allowing participants to clarify concepts and share their professional experiences.

The presence of a representative from the Nepal Insurance Authority (NIA) added importance to the program, reinforcing the regulatory perspective and encouraging adherence to industry standards. At the conclusion of the training, certificates were distributed to all participants by the resource person, recognizing their active engagement and successful completion of the program.

Overall, the training served as a meaningful step towards building a more competent and resilient non-life insurance workforce, equipping participants with practical skills and confidence to effectively handle property insurance operations in Nepal’s evolving risk environment.



The program concluded with a certificate distribution ceremony led by Mr. Deepak Kumar Dhoot





Gandaki Province, 22nd - 23rd May 2026

SUSTAINABLE LIFE INSURANCE OPERATION WITH AML/CFT SAFEGUARDS

Insurance Institute of Nepal (IIN) conducted a two-day professional development workshop titled "Sustainable Life Insurance Operation with AML/CFT Safeguards" in Pokhara, bringing together life insurance professionals to strengthen both technical competency and regulatory compliance capabilities. The program was designed to address the evolving demands of Nepal's life insurance sector, where professionals are increasingly expected to combine strong technical expertise with a sound understanding of Anti-Money Laundering and Counter Financing of Terrorism (AML/CFT) obligations.

The first day focused on core technical areas, covering the life insurance landscape in Nepal, advanced product and policy structuring, underwriting fundamentals, claims management and assessment, and needs-based selling and financial advisory practices. The second day centred on AML/CFT compliance, with sessions on the fundamentals and risk environment, the legal and regulatory framework, KYC, CDD and EDD requirements under a risk-based approach, STR and red flag indicators, and the practical implementation of AML/CFT compliance within the life insurance sector.

The workshop was attended by 33 participants, including life insurance professionals, branch managers, team leaders, and insurance advisors and agents. Mr. Digvijay Singhal, Chief Operating Officer and Deputy General Manager at Liberty Micro Life Insurance Limited, and Ms. Ragni Singh, Deputy Director at Nepal Rastra Bank, served as resource persons, sharing their professional experience through expert-led presentations, case studies, and practical exercises. At the conclusion of the programme, IIN's Chief Executive Officer, Dr. Laxmi Kanta Paudel, handed over certificates to the participants.

By combining practical insurance knowledge with Nepal-specific regulatory requirements, the workshop equipped participants to better identify AML/CFT risks, apply due diligence practices, and recognise suspicious transactions in their day-to-day work. Programmes of this nature reflect IIN's continued commitment to building a technically sound and compliance-conscious insurance workforce across Nepal.



The program concluded with a certificate distribution ceremony led resource person by Ms. Ragni Singh





Bagmati Province, 22nd - 23rd May 2026

LEGISLATIVE DRAFTING, JUDGEMENT WRITING AND WRITTEN REPLY

Insurance Institute of Nepal (IIN) conducted a training programme on Legal Drafting, Judgment Writing, and Written Reply Preparation, designed to strengthen the legal and regulatory capacity of professionals working within Nepal's insurance sector. As the regulatory environment governing insurers and reinsurers has grown more complex, the need for clear, well-structured, and legally sound documentation has become increasingly important. The programme was developed to address this need directly, equipping participants with both the theoretical grounding and practical skills required to produce dependable legal and regulatory documents.

Over the course of the training, participants engaged with the foundational principles of legal drafting, the language and style appropriate to legal instruments, and the structure of bills and other legislative documents, including their amendment. Sessions also covered delegated legislation, examining its conceptual basis, its limits, and the relevant provisions of the Legislation Act, 2081, along with the various forms delegated legislation can take, such as regulations, bylaws, directives, and standards. Further sessions addressed judgment writing from both a theoretical and practical standpoint, as well as the preparation of written replies and counter-affidavits for submission to courts.

The training was delivered through an interactive, participant-centred methodology that combined conceptual presentations with hands-on drafting exercises, participant presentations with facilitator feedback, question-and-answer sessions, and group discussions, allowing theoretical understanding to be reinforced through direct application.

A total of 19 participants took part in the programme, drawn from the Nepal Insurance Authority, compliance and regulatory divisions, legal departments, and units engaged in policy and regulatory drafting. The sessions were facilitated by Mr. Hum Bahadur K.C., Mr. Prakash Neupane, Mr. Parashuram Dhungana, and Mr. Durga Dhungel. At the conclusion of the programme, Dr. Laxmi Kanta Paudel, CEO of the Insurance Institute of Nepal, handed over certificates to the participants.

By the end of the training, participants were expected to be better equipped to draft clear and effective legal instruments, prepare regulatory and compliance documents to a professional standard, and contribute more confidently to institutional decision-making processes. In doing so, the programme reflects IIN's continued commitment to strengthening legal and regulatory capacity across Nepal's insurance industry.





Bagmati Province, 5th June 2026

TRAINING OF TRAINERS (TOT) ADVANCED SALES LEADERSHIP FOR BRANCH MANAGERS- CHITWAN EDITION

Insurance Institute of Nepal (IIN) conducted a Training of Trainers (ToT) program on Advanced Sales Leadership for Branch Managers in Chitwan, extending an initiative earlier delivered in Kathmandu, Butwal, Pokhara, and Birtamod. The program was designed to strengthen branch-level sales leadership by helping managers grow into effective leaders, coaches, and internal knowledge multipliers, in line with the rising business activity and customer expectations across Chitwan's insurance market.

The training covered five core areas: understanding today's changing sales environment, value-based selling strategies, confidence in handling objections and closing, negotiation techniques that preserve client relationships, and structured planning for sustained sales performance. Sessions combined presentations, group discussions, case studies, and real-world activities.

The program was attended by 29 participants, comprising branch managers, in-charges, and sales executives. It was facilitated by Mr. Bibek Bhandary, a Certified Professional Sales Leader (CPSL) from the National Association of Sales Professionals, USA, and Founder of Ascendify, who brought over a decade of experience across sales, marketing, and business consulting.

Participants gained practical tools for leading sales teams, coaching frontline staff, and improving branch-level execution and accountability, with an emphasis on translating these skills into day-to-day operations rather than one-off performance gains. Dr. Laxmi Kanta Paudel, CEO of the Insurance Institute of Nepal, was present to hand over certificates to the participants, marking the formal conclusion of the program.

By equipping branch managers with structured leadership and coaching capabilities, the program supports IIN's broader effort to build a consistent, sustainable sales leadership pipeline within Nepal's insurance sector, reducing dependency on external hiring and reinforcing service quality across branches.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO of IIN





Bagmati Province, 13th -14th June 2026

EMOTIONAL INTELLIGENCE: MINDSET SKILLS FOR RESPONDING INSTEAD OF REACTING

Insurance Institute of Nepal (IIN), in collaboration with MetLife-Nepal, conducted a two-day training program on Emotional Intelligence Mindset, aimed at equipping employees with the skills to respond thoughtfully rather than react impulsively in high-stress workplace situations. The program was designed for managers, department heads, and high-potential employees preparing for leadership roles, recognizing that insurance professionals frequently engage with customers during sensitive situations ranging from claims settlement to policy servicing.

The training was structured as a series of five interconnected workshops covering key areas of emotional intelligence. Sessions addressed developing needs awareness for self-awareness and empathy, noticing assumptions and identifying hidden needs, understanding feelings as messengers of underlying needs, differentiating between needs and strategies for resolving differences, and asking for what one wants while hearing clear requests to collaborate more effectively. The sessions were delivered through experiential activities linked to participants' daily insurance roles, supported by reflection and group sharing, practical frameworks for immediate application, and Kolb's Learning Cycle to ensure learning extended beyond the sessions themselves.

The program was facilitated by Mr. Sagar Satyal, co-founder of My Emotions Matter, a social enterprise established after the 2015 Nepal earthquake. A total of 37 participants attended the training. At the conclusion of the program, Dr. Laxmi Kanta Paudel, CEO of Insurance Institute of Nepal, handed over certificates to the participants.

The training is expected to help participants manage stress and pressure in high-stakes situations such as claims and grievances, foster stronger teamwork through reduced conflict, and enhance workplace culture through greater trust and psychological safety. By strengthening emotional intelligence alongside technical expertise, the program reinforces IIN's continued commitment to building a resilient, empathetic, and capable workforce for Nepal's insurance sector.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO of IIN.





Bagmati Province, 21st May 2026

INSURANCE INSTITUTE OF NEPAL SIGNS MOU WITH AIRCE INDIA

The Insurance Institute of Nepal (IIN) signed a Memorandum of Understanding with the Acharyya Institute of Risk & Claims Education Pvt. Ltd. (AIRCE), India, on 21 May 2026 in Kathmandu, formalizing a strategic collaboration for professional excellence in risk, insurance, and claims education. The agreement was signed by Dr. Laxmi Kanta Paudel, CEO of IIN, and Mr. Gautam Acharyya, CEO of AIRCE, in the presence of representatives from both institutions.

The MOU established the framework for a joint certification program, the Certificate in Insurance Surveying & Loss Adjusting (CISLA), designed to bridge academic learning with industry practice in risk assessment and claims management. The program targets graduates from any discipline, final-year students, practicing insurance and claims professionals, and surveyor and loss adjusting trainees. Delivered as a hybrid learning program, CISLA combines structured professional certification with industry-oriented practical training, covering claims and loss assessment fundamentals, ethical and regulatory compliance, and internship support to connect learners with career pathways across insurance companies, surveying and loss assessing firms, risk and compliance teams, and claims administration functions.

The course will be made available on IIN's CertiFI e-learning platform, with the first batch commencing in August 2026. On successful completion, participants will receive a Certificate of Competency jointly issued by IIN and AIRCE.

The collaboration marks IIN's continued effort to expand specialized, industry-aligned certification offerings within Nepal's insurance sector and reflects a broader push to formalize surveying and loss adjusting as a recognized professional discipline.







Bagmati Province, 28th June 2026

SALES EFFECTIVENESS & CUSTOMER HANDLING WORKSHOP

The Insurance Institute of Nepal (IIN) conducted a Sales Effectiveness & Customer Handling Workshop for Batas Hire Purchase Pvt. Ltd. The program was designed to strengthen customer handling capabilities, structured sales and payment conversations, negotiation confidence, and overall field effectiveness among the organization's sales and collection teams, in response to evolving customer behaviour in the hire purchase and credit sales industry.

The workshop covered changing customer behaviour and market realities, structured customer conversation flow, negotiation and commitment conversations, objection handling, and emotional control during difficult interactions. Participants also engaged with sales discipline and personal effectiveness, including prioritization of customer accounts, follow-up consistency, and customer relationship management. Sessions were delivered through practical examples, real-life scenarios, group activities, and scenario-based customer handling practice rather than a lecture-based format.

The program was attended by 20 participants from Batas Hire Purchase Pvt. Ltd.'s sales and collection teams. The sessions were facilitated by Mr. Bibek Bhandary

By the end of the workshop, participants were expected to demonstrate improved professional communication, greater confidence in handling difficult customer conversations, stronger negotiation and commitment-building techniques, and better discipline in follow-up and prioritization. The Chief Executive Officer of IIN, Dr. Laxmi Kanta Paudel, handed over certificates to the participants upon completion of the program.

Programs of this nature reflect IIN's continued efforts to build practical, field-relevant capacity within Nepal's financial and insurance-linked sectors, equipping frontline teams to manage customer relationships with greater professionalism amid a changing market environment.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel





Bagmati Province, 8th- 11th July 2026

INSURANCE SUPERVISION: FROM OVERSIGHT TO INSIGHT

The Insurance Institute of Nepal (IIN) successfully conducted a four-day specialized training programme titled "Insurance Supervision: From Oversight to Insight" for officials of the Nepal Insurance Authority (NIA). The programme was organized to strengthen the technical and supervisory capabilities of regulatory officers responsible for overseeing Nepal's growing insurance sector.

A total of 22 officers from the Nepal Insurance Authority participated in the programme, which focused on enhancing practical knowledge and supervisory skills in Property Insurance, Contractors' All Risk (CAR), Erection All Risk (EAR), Marine Insurance, and Insurance Supervision Practices.

The sessions were facilitated by distinguished industry experts Mr. Dibash Timalsina, Mr. Deepak Kumar Dhoot, and Mr. Subash Chandra Ghimire, who shared their professional expertise through instructor-led presentations, practical case studies, interactive discussions, and real-world supervisory scenarios.

Throughout the programme, participants strengthened their understanding of risk-based supervision, underwriting audits, claims management reviews, fraud identification, regulatory compliance, and structured inspection techniques. The training emphasized practical supervisory approaches that enable regulators to identify operational weaknesses, improve governance, and promote greater transparency within the insurance industry.

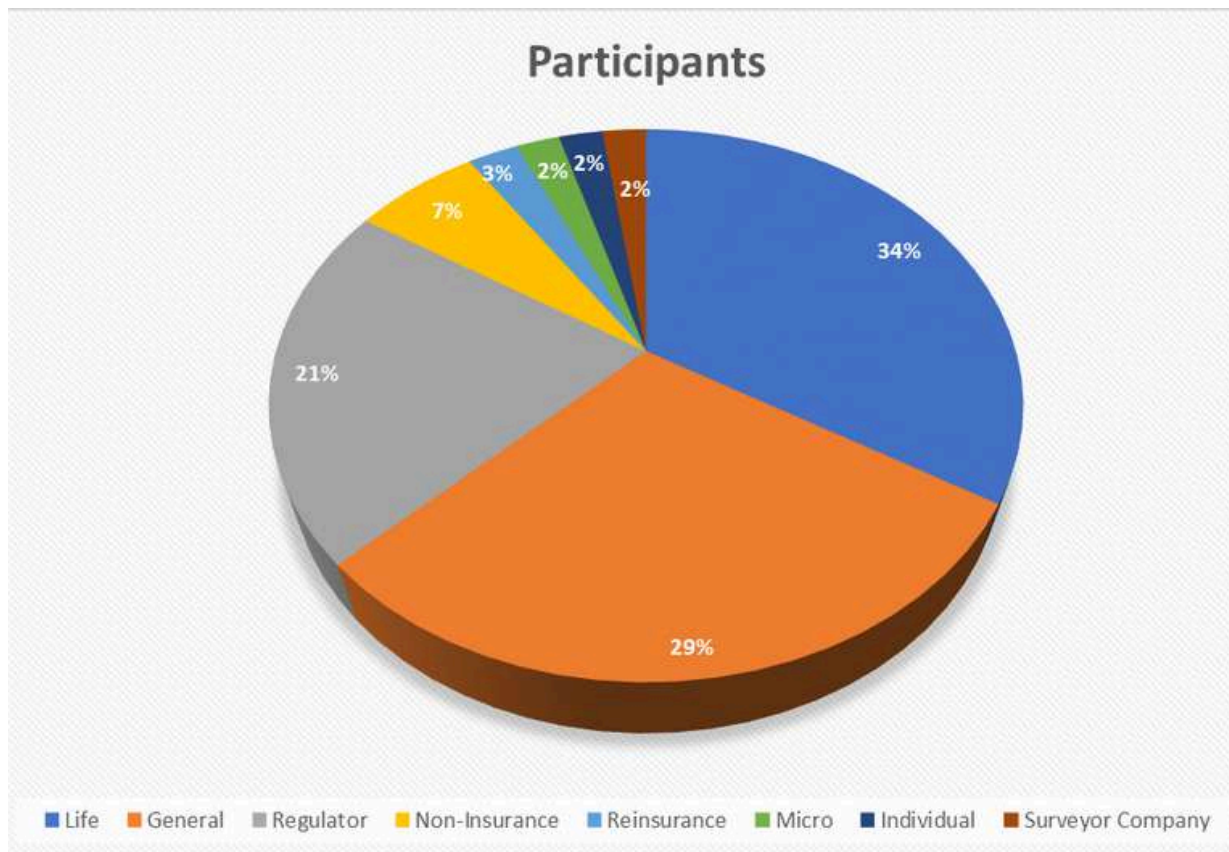
The programme concluded with a certificate distribution ceremony, where Certificates of Completion were handed over by the CEO of the Insurance Institute of Nepal in recognition of the participants' successful completion of the programme. The event marked the successful conclusion of the training and reaffirmed IIN's commitment to supporting the Nepal Insurance Authority in developing a highly competent supervisory workforce and fostering a resilient, transparent, and well-governed insurance sector in Nepal.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel



SNAP OF PARTICIPANTS



Summary Insight

During the fourth quarter, Insurance Institute of Nepal (IIN) successfully engaged 306 participants representing 47 organizations from across Nepal's insurance and financial services ecosystem. The quarter witnessed strong participation from a diverse mix of stakeholders, reflecting IIN's continued commitment to strengthening professional capacity across the industry.

The life insurance sector recorded the highest participation with 104 participants (33.9%), followed by the general insurance sector with 90 participants (29.3%). Regulatory institutions accounted for 66 participants (20.5%), demonstrating continued collaboration with sector supervisors and policymakers. In addition, 20 participants (6.5%) joined from non-insurance organizations, highlighting the growing demand for insurance knowledge beyond the traditional insurance sector.

Specialized industry segments also contributed to the learning initiatives, including reinsurance (8 participants), microinsurance (7 participants), surveyor companies (7 participants), and individual professionals (7 participants).

The broad participation across insurers, regulators, corporate organizations, and independent professionals' underscores IIN's expanding role as a national center for professional learning and capacity development, delivering industry-relevant knowledge to a wide range of stakeholders.

Year 2, Vol. IV, July 2026

Insurance Institute of Nepal

STAY IN TOUCH WITH US



01-4519722 /9851350705



info@iiin.org.np



Narayanchaur, Naxal



IIN
CertiFI

