



# REKHA VARSHNEY

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**Secretary** (Retd)  
P&GS Department, Central Office  
LIC of India, Mumbai

Date of Birth: 30/09/1960  
Experience : 40 years  
Current Location: New Delhi

Extensive experience in IT, CRM, IPP, Policy Servicing, NB and P&GS functions.

## QUALIFICATIONS

AFII Insurance Institute of India	1987	
Master of Science (Chem) St. Johns College, Agra, Agra University	1981	Div II
Bachelor of Science G.D. College, Alwar, Rajasthan University	1979	Div I
Higher Secondary CBSE Kendriya Vidyalaya, Alwar	1976	Div I

## SKILLS

Computer Languages:  
COBOL, C++

Software:  
MS Office Word, Excel. Powerpoint

Languages:  
Professional Proficiency: English, Hindi  
Conversational: Punjabi, Bengali, Kannada, Telugu

Project Management, Multi-Stakeholder  
Collaboration involving private and government  
entities, Conference Organization, Teaching.

## EXPERIENCE

Principal Consultant	CSC e-Governance Service India Ltd	2021 (Jan) – Till Date
Sr Divisional Manager	Central Office	2017 - 2020
Divisional Manager	Central Office	2010 – 2017
Assistant Divisional Manager	Central Office	2005 – 2010
Administrative Officer	Divisional and Branch Office	1996 – 2005
Programmer Grade I (AAO)	Zonal Office	1991 – 1996
Programmer Grade II	Divisional Office	1986 – 1991
Assistant	Divisional and Branch Office	1981 – 1986

## RESPONSIBILITIES IN CENTRAL OFFICE SINCE 2005:

- Preparation and implementation of RFPs, MOUs etc and to ensure proper implementation of services with the agreed conditions and timelines with external entities.
- Studying IRDAI & other guidelines & regulations, Gazette Notifications and to ensure CRM/policy service instructions are followed in the Corporation by issuing suitable instructions and Circulars. In other words take all possible and feasible steps for implementing world class customer services in LIC within the regulatory guidelines.
- Liaison with Banks and other external agencies to get efficient services and support.
- Regular classes at Management Development Center (MDC) as visiting faculty.
- Various projects as described in major accomplishments.

## ADMINISTRATIVE EXPERIENCE DETAILS

As Computer Programmer 1986 – 1996	Set up the IT department in Divisional Office (Bareilly) and Zonal Office Kanpur. <ul style="list-style-type: none"><li>• Developed several Programs for different type of jobs.</li><li>• Represented Zonal Office Kanpur in the team at Central Office level to develop employee module.</li></ul>
As Asst Secretary, Dy. Secretary 2005 – 2016	Setting up PCMC as described in major projects. Regular Classes at DTC, ZTC and MDC.
As Dy. Secretary, Secretary 2016 – Sept 2020	<ul style="list-style-type: none"><li>• Headed Individual Pension Policy section throughout the country.</li><li>• Headed EDMS (Electronic Document Management System);</li><li>• Headed CRM/PS operations throughout the country.</li><li>• Setting up system for monitoring of Pradhan Mantri's various Mandhan Schemes and monitoring of same.</li><li>• Regular Classes at ZTC &amp; MDC.</li></ul>

## ACCOMPLISHMENTS

Set up a department "Premium Collection Management Center (PCMC) for premium collection through Alternate Channels. Premium collection through various alternate channels was initiated through this department:

- ECS, EBPP (Electronic Bill Presentment and Processing)
- Online – Debit and Credit cards and through e-Wallets
- Various Bank Branches
- External entities like APOne/ MPOne centers, Suvridha Inforserve, CSC etc.

Single centralized Call Center for LIC : End to end implementation of a centralized call center for LIC starting from floating RFP all the way to making it operational, including designing IVR Tree, IVR scripts, Call Center Screen, CRM sharing and Ticketing system.

Online Existence Certificate: Enablement of acceptance of Online Existence Certificate i.e. Jeevan Pramaan through CSC using Aadhaar under the Individual Pension Plan (IPP) department.

Improvement in ICMS module: Simplification of Grievance Redressal process and system.

LIC new Customer Portal and Mobile App: Subject Matter Expert and consultant

Online services for online policy revival, loan registration etc.

Pradhan Mantri Mandhan Schemes : Currently leading the team for Prime Minister's various Man Dhan Pension Schemes. Setting up new systems of auto debit, enabling Call Center for these plans. Liaising with Ministry, Bank, NPCI, and service provider for call center.

**Responsibilities at CSC e-Governance Service India Ltd** : It has been set up by the Ministry of Electronics & IT under the Companies Act, 1956 as centralized collaborative framework for delivery of various e-governance services through digital connectivity to translate the dream of Digital India into a reality.

As Principal Consultant, the major activity undertaken is training at various levels regarding Insurance, Prime Minister's Schemes like e-Shram, Maandhan Pension schemes etc. This includes course designing , training schedule preparation, presentations etc. Other jobs are advising the company regarding Insurance and Ministry schemes.

## INTERESTS

Administration  
Consultation

Corporate Social Responsibility  
Training

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