



Lok Jagruti Kendra University
University with a Difference

Diploma in Automobile Engineering



Course Code: 025010510

Insurance Surveyor

Programme / Branch Name			Automobile Engineering			
Course Name	Insurance Surveyor				Course Code	025010510
Course Type	HSSC	BSC	ESC	PCC	OEC	PEC

Legends: HSSC: Humanities and Social Sciences Courses BSC: Basic Science Courses
 ESC: Engineering Science Courses PCC: Program Core Courses
 OEC: Open Elective Courses PEC: Program Elective Courses

1. Teaching and Evaluation Scheme

Teaching Hours / Week					Evaluation Scheme				
L	T	P	Total Teaching Hours	Total Credit	CA	CCE	SEE (TH)	SEE (PR)	Total
3	2	0	5	5	10	40	50	-	100

Legends: L: Lectures T: Tutorial P: Practical
 CA: Continuous Assessment (Attendance + Activity)
 CCE: Continuous & Comprehensive Evaluation
 SEE (Th): Semester End Evaluation (Theory)
 SEE (Pr): Semester End Evaluation (Practical)

2. Prerequisite

✓ No Prerequisite

3. Rationale

The course aims to provide students with a comprehensive understanding of the principles, techniques, and practices involved in surveying motor vehicles for insurance purposes. The syllabus has been developed to ensure that students have the necessary knowledge and skills to carry out their responsibilities as motor insurance surveyors effectively.

4. Objectives

- ✓ Gain an understanding of relevant laws and regulations governing motor insurance surveying
- ✓ Learn about legal terminology and procedures to facilitate effective communication with legal professionals
- ✓ Understand the role of courts and tribunals in settling disputes
- ✓ Learn about the importance of ethics and professionalism in motor insurance surveying practices
- ✓ Understand the claims process and documentation requirements
- ✓ Learn techniques for conducting investigations and gathering evidence to ensure accurate assessment of liability and damages
- ✓ Develop negotiation skills to settle claims in a fair and efficient manner

5. Contents

Unit No.	Topics	Sub-Topics	Learning Outcome	% Weightage	Hours
1.	Introduction to Motor Insurance Surveying	1.1 Understanding the role and responsibilities of a motor insurance surveyor 1.2 Principles of insurance surveying and loss assessment 1.3 Overview of Indian motor insurance industry and regulatory framework 1.4 Overview of motor insurance policies and coverage	<ul style="list-style-type: none"> Grasp the basics of Motor Insurance Surveying 	15	5
2.	Surveying Motor Vehicles	2.1 Types of motor vehicles and their construction 2.2 Techniques for inspecting and assessing damage to motor vehicles 2.3 Understanding and interpreting repair estimates and bills 2.4 Understanding the process of settling claims	<ul style="list-style-type: none"> Understanding Surveying of Motor Vehicles 	20	10
3.	Investigation of Claims	3.1 Understanding the claims process and documentation requirements 3.2 Techniques for conducting investigations and gathering evidence 3.3 Assessing liability and quantum of damages 3.4 Negotiation skills and settlement of claims	<ul style="list-style-type: none"> Understanding Investigation and Types of Claims 	25	15
4.	Legal and Regulatory Framework	4.1 Understanding relevant laws and regulations governing motor insurance surveying 4.2 Knowledge of legal terminology and procedures 4.3 Understanding the role of courts and tribunals in settling disputes 4.4 Understanding the importance of ethics and professionalism	<ul style="list-style-type: none"> Understanding The Legal Structure 	20	4
5.	Emerging Trends in Motor Insurance Surveying	5.1 Technological advances in motor insurance surveying 5.2 Changes in customer expectations and behavior 5.3 Emerging risks in motor insurance and their impact on surveying practices	<ul style="list-style-type: none"> Understanding new trends of surveying 	20	8

		5.4 Understanding the need for continuous professional development and staying up-to-date with industry trends and practices			
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Total Hours **42**

6. Suggested Specification Table with Hours

Unit No.	Chapter Name	Teaching Hours	Distribution of Topics According to Bloom's Taxonomy					
			R %	U %	App %	C %	E %	An %
1.	Introduction to Motor Insurance Surveying	9	40	40	20	0	0	0
2.	Surveying Motor Vehicles	9	25	50	25	0	0	0
3.	Investigation of claims	9	10	20	70	0	0	0
4.	Legal and regulatory framework	9	40	40	20	0	0	0
5.	Emerging trends in motor insurance surveying	6	30	50	20	0	0	0

Legends: R: Remembering U: Understanding
 App: Applying C: Creating
 E: Evaluating An: Analyzing

7. Reference Books

- 1) "Motor Insurance Surveying" by S. K. Sahoo and S. K. Das
- 2) "Insurance Surveying and Loss Assessment" by N. K. Khanna
- 3) "Insurance Surveyorship and Loss Assessment" by R. K. Bhatnagar
- 4) "Motor Vehicle Surveyor Handbook" by The Chartered Institute of Loss Adjusters
- 5) "Principles and Practice of Motor Insurance Surveying" by K. R. Shinde

8. Open Sources (Website, Video, Movie)

- 1) <https://www.youtube.com/c/TheAutomotives>
- 2) <https://theautomobileengineers.blogspot.com/>
- 3) <http://nptel.ac.in/>
- 4) <https://www.youtube.com/c/LearnEngineering>
- 5) <http://www.learnerstv.com/>
- 6) <http://auto.howstuffworks.com/>
- 7) https://www.youtube.com/watch?v=rb3_suXXbxY
- 8) <https://www.youtube.com/watch?v=WeLm7wHvdxQ>
- 9) <https://www.youtube.com/watch?v=yYAw79386WI>
- 10) <https://www.youtube.com/watch?v=6DL0j0eKD8Y>
- 11) https://www.youtube.com/watch?v=u_y1S8C0Hmc
- 12) https://www.youtube.com/watch?v=u_y1S8C0Hmc
- 13) <https://www.youtube.com/watch?v=WwMYGF2avrs>
- 14) <https://www.youtube.com/watch?v=mWtFkEwF6II>

