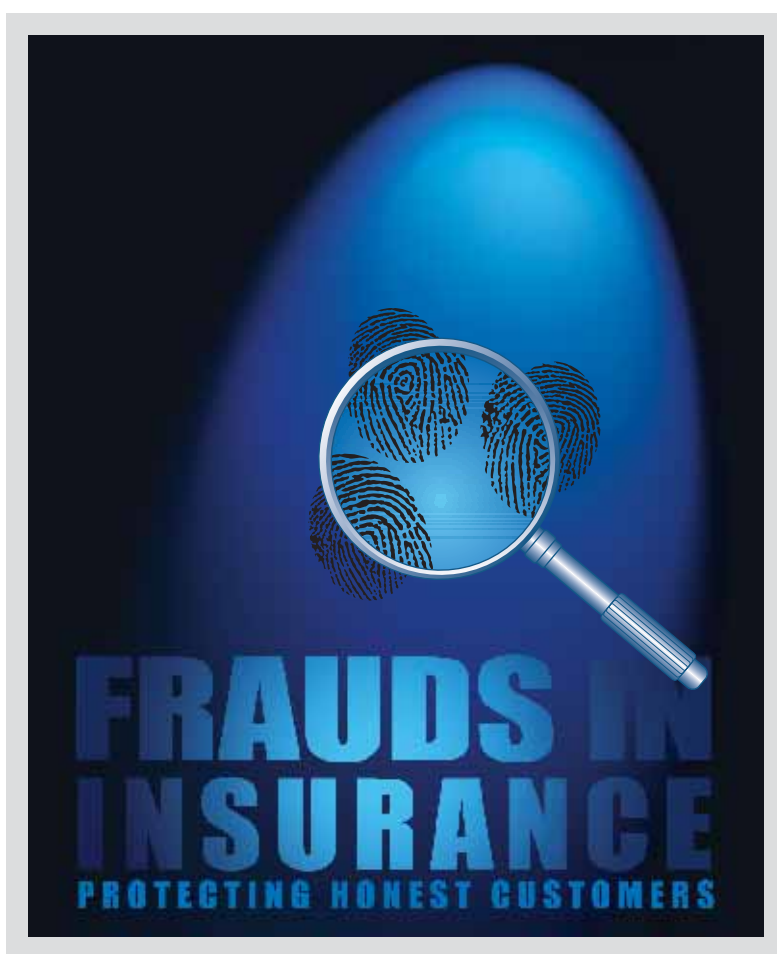




Volume IX, No. 6

Journal

June 2011



Need for Greater Alertness

- Insurance Frauds

बीमा विनियामक और विकास प्राधिकरण



Volume IX, No. 6

Journal

June 2011



Need for Greater Alertness
- Insurance Frauds

बीमा विनियामक और विकास प्राधिकरण

Editorial Board

J. Hari Narayan
R.K. Nair
S.V. Mony
S.B. Mathur
S.L. Mohan
Vepa Kamesam
Ashvin Parekh

Editor

U. Jawaharlal
Hindi Correspondent
Kamal Chowla
Printed by G. Venugopala Krishna and
published by J. Hari Narayan on behalf of
Insurance Regulatory and Development Authority.
Editor: U. Jawaharlal
Printed at Vamsi Art Printers Pvt. Ltd.
(with design inputs from Efforts)
11-6-872, Red Hills, Lakdikapul, Hyderabad.
and published from
Parishram Bhavan, 3rd Floor
Basheer Bagh
Hyderabad - 500 004
Phone: +91-40-23381100
Fax: +91-40-66823334
e-mail: irdajournal@irda.gov.in

© 2010 Insurance Regulatory and Development Authority.
Please reproduce with due permission.
Unless explicitly stated, the information and views published in
this Journal may not be construed as those of the Insurance
Regulatory and Development Authority.

From the Publisher



The occurrence of frauds is a big dampener for the progress of any industry. On one hand, it is responsible for the draining away of monetary resources thereby leading to a big dent in the profitability of the organization. On the other, it directly affects the functioning of the organization's workforce that would eventually lead to the deployment of precious human resources which normally could have directed their energies towards more productive purposes. While the incidence of frauds is universal and cuts across several areas of operation; it is significantly manifest in emerging markets, especially in such of those areas where the levels of understanding are particularly below par.

The analysis of the major areas of fraudulent occurrences would immediately reveal that it is higher in those areas where the checks are either non-existent or not strong enough to ensure their application. To a great extent, this factor has been found to be true in the domain of Indian insurance. If the courts have decided in favour of the claimants on most occasions, it bears silent testimony to the fact that the managements have not enforced enough discipline in combating this evil. Managements need to be more forthright and decisive in distinguishing between what the policyholders' rights are; and what they must do to earn their rights.

A very common area that leads to a majority of frauds in the Indian insurance sector is the lack of understanding of the contractual obligations by the policyholder. If this continues to be the bone of contention despite all the progress made, it is certainly not a healthy sign, unfortunately. There is need to educate the prospects upfront that the premiums being paid by them are to cover the happening of the event; and do not give them the right to enforce a claim on the insurance company. Further, where the insurer has been defrauded on account of systemic loopholes, care must be taken to avoid their recurrence. Above all, there should be a constant vigil against the possibility of the occurrence of an insurer fraud, even unwittingly, that could deal a death blow to the reputation of the entire industry.

'Frauds in Insurance' is the focus of this issue of the **Journal**. As anticipated, the response to this hugely debated topic has been overwhelming; and it is proposed to focus on insurance frauds once again in the next issue of the Journal.

J. Hari Narayan

issue focus

16 New Vistas in Health Insurance
Dr. Dhiraj Goud

19 Need for Extra Caution
B.G. Patki

23 Plugging the Leaks
Ramji Mishra

29 Arresting the Trends
C.L. Baradhwaj

04

Statistics - Life Insurance

10

In the Air

15

Vantage Point

U. Jawaharlal

38

भारत में पेन्शन क्षेत्र के सुधार

एच.एम. जैन

40

बीमा बिक्री की रीढ़ है - अभिकर्ता

जगेंद्र कुमार

44

Statistics - Non-Life Insurance

47

round - up

49

Statistical Supplement (Monthly)

Insurance Frauds

- Drain on Resources

In the domain of personal lines insurance, there is something unique with regard to frauds – on several occasions, the person responsible for its perpetration is not even aware that he or she has committed a fraud, especially in the nascent markets. To start with, there are several questions in the proposal form that eventually enable the underwriters to take decisions with regard to acceptance of the risk. Owing to a partial or total lack of knowledge about the importance of the questions, several proponents answer the queries in a very casual and sometimes careless manner thereby contributing towards the commitment of fraud, albeit unwittingly. In the Indian market, an oft repeated comment about the filling up of the proposal form is that the applicant is not even aware of its contents, which can lead to unintended frauds. The distributor can play a very important role in such a scenario by carefully explaining the importance of the questionnaire; and further by assisting the proponent to give truthful replies that would lead to very objective risk assessment and sound underwriting decisions being made.

Insurance business is exclusively dependent on the uncertainty factor; and it is for providing a financial security to the policyholders against the contingent happening of an event that a premium is charged. It is often very difficult to drive home the point that the premium paid is only for transfer of the risk and does not create a right to enforce a claim. Although the policyholder may not understand the implications clearly, it leads to the perpetration of a fraud. This is particularly true in case of some classes like Health and Motor where policyholders assume a 'rightful claim' after a few claim-free years. In all these cases, there is need to educate the policyholder properly the basics of an insurance contract so that such unintended frauds, at least in personal lines, come down drastically.

'Frauds in Insurance' is the focus of this issue of the **Journal**. Health insurance continues to be one class that is growing at a very rapid rate, on one hand. On the other, there is no end to the controversies associated with the class - including several frauds. Dr. Dhiraj Goud takes up the case of analyzing some of the issues and on what needs to be done to set it right, in the opening article. In the next article, Mr. B.G. Patki brings into discussion several ways of frauds being perpetrated in the Motor insurance class, another class that is ever in limelight. Marine insurance has always remained a fascinating class – for the underwriter as also for the trickster. Mr. Ramji Mishra gives a vivid account of the various frauds that often get to be seen in this domain; and on ways to keep them under check. In the last article, Mr. C.L. Baradhwaj suggests ways to identify fraudulent attempts upfront so that post-event follow-up and recovery exercises can be greatly curtailed.

Considering the importance of such a critical aspect and also looking at the various viewpoints, it is proposed to focus once again on 'Insurance Frauds' in the next issue of the **Journal**. Dr. R. Kannan demitted office as Member (Actuary) earlier during this month. As a member of the Editorial Board of the **Journal**, Dr. Kannan has been a great source of inspiration and an excellent mentor. On behalf of the **Journal**, I take this opportunity to wish him a very peaceful and pleasant retired life; and the **Journal** looks forward to his continued support in future. I also take this opportunity to welcome Mr. R.K. Nair, Member (F & A), IRDA to the Editorial Board of the **Journal**; and look forward to his wisdom and expertise in the conduct of the **Journal**.

U. Jawaharlal

Report Card:LIFE

First Year Premium of Life Insurers for the Period ended April, 2011

Sl No.	Insurer	Premium u/w (₹ in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		April, 11	Upto April, 11	Upto April, 10	April, 11	Upto April, 11	Upto April, 10	April, 11	Upto April, 11	Upto April, 10
1	Bajaj Allianz Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	9.43 61.81 5.12 15.61	9.43 61.81 5.12 15.61	26.65 117.90 4.80 14.68	1624 43535 0 66	1624 43535 0 66	5341 106379 1 106	9520 671878	9520 671878	6001 1646877
2	ING Vysya Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.54 17.25 0.21 0.00	1.54 17.25 0.21 0.00	0.01 28.94 0.54 0.00	153 10257 0 0	153 10257 0 0	2 14409 0 0	47 0	47 0	106 43
3	Reliance Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.45 50.33 1.72 18.33	3.45 50.33 1.72 18.33	8.19 110.81 1.77 11.72	2038 56601 17 38	2038 56601 17 38	2159 91249 24 17	51427 70103	51427 70103	41226 3922
4	SBI Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	37.60 48.49 101.57 9.32	37.60 48.49 101.57 9.32	19.35 87.38 4.06 74.61	3503 19163 26 8	3503 19163 26 8	2442 22622 1 1	25912 53210	25912 53210	261 20119
5	Tata AIG Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	14.64 53.09 2.72 6.16	14.64 53.09 2.72 6.16	2.29 61.46 2.06 1.16	1279 25859 0 3	1279 25859 0 3	321 42480 0 7	6807 44766	6807 44766	3828 13183
6	HDFC Standard Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	11.35 60.75 6.05 26.13	11.35 60.75 6.05 26.13	3.85 117.07 1.38 41.04	1219 19139 19 2	1219 19139 19 2	1998 29539 21 6	28738 234	28738 234	22320 21434
7	ICICI Prudential Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	29.83 97.52 41.80 127.33	29.83 97.52 41.80 127.33	1.11 266.42 10.25 25.90	2827 94759 20 4	2827 94759 20 4	54 99199 88 130	87688 48227	87688 48227	95207 117032
8	Birla Sunlife Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.11 55.57 0.18 9.09	2.11 55.57 0.18 9.09	1.92 70.74 0.22 12.57	99 24717 0 18	99 24717 0 18	21765 125867 0 22	51 109198	51 109198	81 45322
9	Aviva Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.88 15.71 0.05 3.67	1.88 15.71 0.05 3.67	1.10 23.39 0.01 2.53	94 4520 0 7	94 4520 0 7	62 11170 0 8	324 -80617	324 -80617	29 179336
10	Kotak Mahindra Old Mutual Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	11.03 15.26 5.16 12.59	11.03 15.26 5.16 12.59	5.28 32.14 3.93 8.21	828 4930 0 63	828 4930 0 63	437 10300 0 50	21960 157076	21960 157076	16877 101518
11	Max New York Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	15.74 109.53 6.52 2.58	15.74 109.53 6.52 2.58	12.66 119.20 1.17 5.40	-1 48899 10 195	-1 48899 10 195	102 65392 6 161	20860 1351402	20860 1351402	365749 201213
12	Met Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.42 17.01 0.88 1.69	1.42 17.01 0.88 1.69	1.30 19.70 1.90 3.98	207 7645 0 29	207 7645 0 29	321 8506 0 20	810 71878	810 71878	912 44048

13

[illegible]

Note: 1. Cumulative premium / No. of policies upto the month is net of cancellations which may occur during the free look period.

1. Curative premium / No. of policies upto the month is met of cancellation.
2. Compiled on the basis of data submitted by the Insurance companies.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH, 2011

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011
1	Non linked*						
	Life						
	with profit	2590.74	3135.35	160611	460829	2463.18	4357.93
	without profit	70.56	94.97	852184	290604	7532.15	2692.74
2	General Annuity						
	with profit	2.42	3.24	189	170	0.00	0.00
	without profit	925.41	1452.36	24516	38657	1.75	4.84
3	Pension						
	with profit	35.49	29.43	4503	3755	8.23	2.82
	without profit	0.34	40.71	0	1831	0.00	1.01
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2.20	2.10	5135	3098	85.96	84.96
A.	Sub total	3627.15	4758.16	1047138	798944	10091.27	7144.30
1	Linked*						
	Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	7863.01	17659.76	1315336	2645235	13427.86	27138.59
2	General Annuity						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	18182.06	13451.03	4386701	2149934	80.16	300.44
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
B.	Sub total	26045.08	31110.79	5702037	4795169	13508.02	27439.03
C.	Total (A+B)	29672.23	35868.95	6749175	5594113	23599.29	34583.33
	Riders:						
	Non linked						
1	Health##	0.01	0.02	0	0	0.00	-0.01
2	Accident###	0.03	0.15	3	7	2.34	32.24
3	Term	0.00	0.03	0	0	0.07	2.88
4	Others	5.03	4.15	0	0	15.35	13.29
D.	Sub total	5.07	4.35	3	8	17.75	48.40
	Linked						
1	Health##	0.00	0.00	2	1	1.51	1.64
2	Accident###	0.20	0.22	142	1188	185.85	1298.86
3	Term	0.00	0.00	0	0	46.64	0.15
4	Others	0.00	0.00	1	0	0.35	0.48
E.	Sub total	0.21	0.22	145	1190	234.35	1301.12
F.	Total (D+E)	5.28	4.57	148	1198	252.10	1349.52
G.	**Grand Total (C+F)	29677.51	35873.52	6749175	5594113	23851.39	35932.85

* Excluding rider figures.

** for policies Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH, 2011

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011
1	Non linked* Life with profit without profit	20351.60 833.94	25037.50 2374.18	30618486 2824582	31974592 5182108	395733.50 54084.72	459031.25 111781.32
2	General Annuity with profit without profit	1.17 0.00	1.54 0.00	301 0	256 0	0.00 0.00	0.00 0.00
3	Pension with profit without profit	87.34 153.63	108.16 341.23	49533 23666	31407 51694	985.76 2.20	572.35 30.96
4	Health with profit without profit	0.00 92.18	0.00 72.44	0 272206	0 146548	0.00 14377.70	0.00 7571.66
A.	Sub total	21519.87	27935.06	33788774	37386605	465183.87	578987.56
1	Linked* Life with profit without profit	-0.28 22327.72	-0.08 13066.40	0 10474517	0 3773192	0.00 200501.83	0.00 122561.17
2	General Annuity with profit without profit	0.00 0.00	0.00 0.00	0 0	0 0	0.00 0.00	0.00 0.00
3	Pension with profit without profit	0.01 7929.66	0.01 5286.49	0 2001736	0 1263984	0.00 2261.36	0.00 922.57
4	Health with profit without profit	0.00 240.69	0.00 136.89	0 181574	0 103396	0.00 3807.28	0.00 3951.86
B.	Sub total	30497.80	18489.71	12657827	5140572	206570.47	127435.60
C.	Total (A+B)	52017.67	46424.77	46446601	42527177	671754.34	706423.15
D.	Riders: Non linked						
1	Health#	3.55	32.00	196	676	1047.88	1891.63
2	Accident##	6.67	21.45	3525	9969	7326.40	25440.32
3	Term	1.62	4.10	96	593	319.55	1095.68
4	Others	4.30	289.17	27	35	1701.84	5892.62
D.	Sub total	16.15	346.72	3844	11273	10395.68	34320.24
E.	Linked						
1	Health#	4.43	2.94	475	287	1732.57	563.70
2	Accident##	15.59	5.56	3006	1888	19122.57	5414.33
3	Term	0.79	0.50	134	57	2058.03	1143.70
4	Others	1.37	0.59	76	40	1131.66	276.76
E.	Sub total	22.17	9.60	3691	2273	24044.83	7398.49
F.	Total (D+E)	38.32	356.32	7535	13546	34440.52	41718.73
G.	**Grand Total (C+F)	52055.99	46781.08	46446601	42527177	706194.86	748141.89

* Excluding rider figures.

** for policies Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH, 2011

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	2.25	0.00	2	0	882	0	0.09	0.00
	without profit	8810.63	10762.10	2850	2570	1826918	2354525	7410.46	12039.85
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	14.63	13.53	728	143	205663	34717	1549.57	251.57
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	9.13	2.23	941	425	1920258	1554728	5730.03	6818.04
d)	Others with profit	0.00	3.71	0	3	0	7412	0.00	0.02
	without profit	3230.37	3656.97	19721	14988	33609516	22899078	155578.22	151180.80
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	4752.03	6013.35	91	39	9443	9971	0.11	0.13
3	Pension								
	with profit	5.16	0.00	2	0	36	0	0.00	0.00
	without profit	4617.08	5543.42	242	1972	5110788	1148891	0.00	27.70
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
A.	Sub total	21441.27	25995.31	24577	20140	42683504	28009322	170268.47	170318.11
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	39.93	64.35	8	10	11366	57926	27.18	5.79
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2.27	269.56	6	38	7618	29655	45.84	1419.01
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	26.67	0	17	0	19636	0.00	1.96
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	4.53	0.00	1	0	7	0	0.00	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	46.73	360.58	15	65	18991	107217	73.03	1426.77
C.	Total (A+B)	21488.00	26355.89	24592	20205	42702495	28116539	170341.50	171744.87
1	Riders: Non linked								
1	Health#	0.38	0.33	19	23	6923	4919	374.65	271.24
2	Accident##	0.13	0.45	72	107	2425	20493	281.19	2178.77
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
D.	Sub total	0.51	0.78	91	130	9348	25412	655.83	2450.02
1	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.00	0.04	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.00	0.04	0	0	0	0	0.00	0.00
F.	Total (D+E)	0.51	0.82	91	130	9348	25412	655.83	2450.02
G.	**Grand Total (C+F)	21488.51	26356.71	24592	20205	42702495	28116539	170997.33	174194.89

* Excluding rider figures.

** for no. of schemes & lives covered Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

Disability related riders.

The premium is actual amount received and not annualised premium.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED MARCH, 2011

GROUP NEW BUSINESS-NON-SINGLE PREMIUM (INCLUDING RURAL & SOCIAL) (₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011	Mar, 2010	Mar, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	297.17	0	31	0	57646	0.00	5.76
	without profit	981.87	454.50	260	221	389907	264906	1364.53	746.74
b)	Group Savings Linked Schemes with profit	0.00	1.44	0	7	0	1075	0.00	7.91
	without profit	274.32	222.18	80	905	2480706	825562	5425.11	8069.20
c)	EDLI with profit	0.61	0.88	164	155	102116	92212	1169.12	1441.89
	without profit	4.47	18.49	269	294	483857	1891370	5369.16	15235.87
d)	Others with profit	0.00	5.98	0	2	0	3285	0.00	0.33
	without profit	1543.37	6407.21	2267	8036	33020681	50396056	156133.25	276375.30
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
3	Pension								
	with profit	0.00	754.78	0	15	0	13404	0.00	0.00
	without profit	19.47	5660.62	2	13	184	114204	0.00	7.93
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.05	2.25	0	8	9942	21318	55.86	435.13
A.	Sub total	2824.16	13825.50	3042	9687	36487393	53681038	169517.03	302326.06
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2208.82	1698.87	553	366	1359519	1215043	5176.38	4909.83
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	173.97	147.40	305	259	70621	100034	1092.39	2213.52
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	5.90	0	3	0	2539	0.00	0.25
	without profit	88.19	48.88	21	15	18982	36095	11.13	10.11
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	121.97	0.00	9	0	1571	0	121.97	0.00
3	Pension								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	645.31	1081.42	137	59	52704	174547	0.00	0.00
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	3238.25	2982.47	1025	702	1503397	1528258	6401.86	7133.71
C.	Total (A+B)	6062.41	16807.97	4067	10389	37990790	55209296	175918.89	309459.77
1	Riders:								
Non linked									
1	Health#	3.60	4.12	54	74	57043	67116	4145.89	4014.92
2	Accident###	2.32	2.54	100	54	35976	29062	2685.23	2374.72
3	Term	0.01	0.00	1	1	144	187	15.06	3.22
4	Others	0.00	0.07	6	23	73	19690	136.41	3659.65
D.	Sub total	5.94	6.73	161	152	93236	116055	6982.59	10052.52
Linked									
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident###	0.00	0.02	38	0	251	0	4.14	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
E.	Sub total	0.00	0.02	38	0	251	0	4.14	0.00
F.	Total (D+E)	5.95	6.75	199	152	93487	116055	6986.74	10052.52
G.	**Grand Total (C+F)	6068.36	16814.72	4067	10389	37990790	55209296	182905.63	319512.30

* Excluding rider figures.

** for no. of schemes & lives covered Grand Total is C.

All riders related to critical illness benefit, hospitalisation benefit and medical treatment

Disability related riders.

The premium is actual amount received and not annualised premium.

Order

Ref: IRDA/LIFE/ORD/GRV/101/052011

Date: 04-05-2011

Personal hearing in the matter of M/s MetLife India Insurance Company Limited

A personal hearing was given to M/s MetLife India Insurance Company (hereafter referred as Life Insurer) on May 04th, 2011 with regard to the show cause notice issued based on the complaint lodged by Ms. Kalyani Choudhury. Sri Rajesh Relan, CED and his team were present. On Behalf of IRDA, Sri G. Prabhakara, Member (Life) Sri Kunnel Prem, CSO (Life) Sri D.V.S. Ramesh, Deputy Director and Sri K. Srinivas, Assistant Director were present

The findings on the explanations offered by the Life Insurer to the issues raised in the Show Cause Notice dated 16th November, 2010 are as follows.

Issue: A complaint dated 09th September, 2009 lodged by Ms. Kalyani Chaudhuri, Kolkata was received by IRDA on 16th September, 2009. In this complaint the complainant alleged falsification and manipulation of her application for an investment with Axis Bank towards two ULIP policies of Life Insurer. The complaint was forwarded to the Life Insurer on 25/09/2009. Pursuant to an application made under RTI Act by the above complainant, the company was advised on 26/10/2010 to review the matter and submit its response to the Authority.

The Life Insurer submitted that it offered to refund the money considering the complaint as non suitability of the policies and requested the complainant to forward the policy document. Life Insurer informs that the customer insisted on compensation for mental harassment. Life Insurer confirmed that based on subsequent representation received from IRDA, that it has refunded the entire premium on 24/09/2010.

On the request of the insurance company, the

Authority granted a personal hearing on May 4, 2011.

In order to prevent mis-selling and to check fraudulent sales, the IRDA has mandated that a proposal Form be filled in and signed by the prospective policy holder. The proposal form contains a Declaration by the 'proposer / Life to be Assured' agreeing to the revelations made therein. In addition, IRDA also prescribed Benefit Illustration for Unit Linked products requiring the Insurers to obtain the signature of the policyholders that addition to these forms, the Life Insurer, in the present case also obtained a 'Declaration for Unit Linked Products'.

The Authority has examined the original papers and has noted that all the forms have been signed by the prospective policyholder (the complainant in this case). The Life Insurer also informs that certain medical tests were carried out at the premises of the complainant as part of medical underwriting before considering the policies. The Authority has also noted that there are no reasons to doubt the signatures of the complainant. The IRDA is therefore of the opinion that this measure of policyholder protection has been complied with by the Company and indeed the procedure prescribed has been to enhance policyholder protection.

The Authority has also mandated that companies should ascertain the source of funds while prescribing the AML guidelines. It is observed that the Company has obtained the details of the bank transactions of the complainant as a proof of sources of income.

As part of policyholder protection, the IRDA has mandated that insurance companies must respond to any communications raised by policyholders within 10 working days. In the present case, it is noted that the complainant



had first written to the insurance company on 25.02.2009 received by the company on 05.03.2009 and the Company in turn responded to the letter of the complainant on 17.03.2009.

While responding to the policyholder, the Company advised her that the case would be considered as a return of the policy within the free look period and on her return of the policy bond, the monies would be repaid to her. The IRDA has mandated that the policyholders must be given the benefit of returning their policies within a period of 15 days if they are not satisfied with any of the terms and conditions of the policy. In the instant case, it is noted that the Company agreed to treat the matter as within the free look period even though there was no regulatory requirement to extend such an offer beyond the minimum prescribed time.

On examining the documents and submissions of the Life Insurer it is observed that there is no information asymmetry and concerns expressed by the complainant are not well founded. On noting the responses of the life insurer at various points of time it is observed that the Life Insurer attended the complaint with care and caution. No departure is observed from the Regulations and Guidelines issued by IRDA.

Decision: It should be noted that the insurance regulatory architecture in India in so far as it

relates to policyholder welfare is quite elaborate. Firstly, all insurance companies, maintain a system for redressing policyholder grievances, Secondly, in case a policyholder is not satisfied with a decision of an insurer, the Government has provided the Office of Insurance Ombudsman before whom individual complaints can be taken up. The Ombudsman is empowered to come a decision on specific matters where the claim does not exceed ₹20 lakhs. Finally the legal architecture of the country provides remedies such as consumer courts etc. The IRDA, being a regulatory body, examines some complaints on a random basis from time to time to ensure that regulatory architecture designed to protect consumer welfare is functioning well and effectively. During such examination, if any consumer shortcoming comes to light, it gives an opportunity to revisit the Regulations and to put in place appropriate measures.

In the instant case, it is noticed that there are no shortfalls in the regulatory architecture and further that the Insurance Company has not deviated from the elements of the same. In these circumstances, the IRDA concludes that there is no substance in the complaint /allegations of complainant.

Sd/-
(J. Hari Narayan)
Chairman

Right for information

Ref: IRDA/GEN/08/2007

Date:13-06-2011

Right to information act, 2005

The Government of India has enacted the Right to Information Act, 2005 (<http://www.persmin.nic.in>) which has come into effect from October 13, 2005. The Right to Information under this Act is meant to give to the citizens of India access to information under control of public authorities to promote

transparency and accountability in these organisations. The Act, under Sections 8 and 9, provides for certain categories of information to be exempt from disclosure. The Act also provides for appointment of a Chief Public Information Officer to deal with requests for information.

IRDA's Obligation under the Act

The Insurance Regulatory and Development Authority (IRDA) is a public authority as defined in the Right to Information Act, 2005. As such, the Insurance Regulatory and Development Authority is obliged to provide information to members of public in accordance with the provisions of the said Act.

Access to the Information held by IRDA

The right to information includes access to the information which is held by or under the control of any public authority and includes the right to inspect the work, document, records, taking notes, extracts or certified copies of documents / records and certified samples of the materials and obtaining information which is also stored in electronic form.

IRDA Website

The IRDA maintains an active website (URL: <http://www.irda.gov.in>). The site is updated regularly and all the information released by the IRDA is also simultaneously made available on the website. The information published in public domain include the following:

1. Acts/Regulations
2. Information relating to Insurers/Reinsurers, Agents Training Institutes, Appointed Actuaries.
3. Information relating to Surveyors, Third Party Administrators, Insurance Brokers, Corporate Agents
4. Information relating to Insurance Councils, Insurance Ombudsmen
5. Annual Report / IRDA Journal
6. Press Releases.

Complaints against Insurance Companies

IRDA has provided for a separate channel for lodging complaints against deficiency of services rendered by Insurance Companies. If you have a complaint/grievance against an insurance company for poor quality of service rendered by any of its offices/branches, please approach the Nodal Officer of the Insurance Company concerned. In case you are not satisfied with the Insurance Company's response you may also file a complaint with the Insurance Ombudsman in your State. The Insurance Ombudsman is an independent office to provide speedy and cost effective resolution of grievances to the customers. For

more details on Insurance Ombudsman Scheme and their contact numbers, please visit http://www.irdaindia.org/ins_ombusman.htm

Complaints from Policyholders

Policyholders who have complaints against insurers are required to first approach the Grievance/Customer Complaints Cell of the concerned insurer. If they do not receive a response from insurer(s) within a reasonable period of time or are dissatisfied with the response of the company, they may approach the Grievance Cell of the IRDA. For details of contact, please visit IRDA website <http://irda.gov.in/irdaweb/grievancescell.htm>

Making an Application under the Right to Information Act, 2005

Citizens of India will have to make the request for information in writing, clearly specifying the information sought under the Right to Information Act, 2005. The application for request should give the contact details (postal address, telephone number, fax number, email address) so that the applicants can be contacted for clarifications or for further information. As per the Act, information can be furnished only to citizens of India but not to others.

How do I send my application?

As per the Right to Information (Regulation of Fee and Cost) Rules, 2005 prescribed by the Government of India: a request for obtaining information under Section 6(1) of RIA needs to be accompanied by an application fee of ₹10 by way of cash against proper receipt or by DD or bankers' cheque.

You could send your request by post accompanied by the application fee of ₹10/- payable by demand draft or bankers' cheque favouring Insurance Regulatory and Development Authority. The fee can also be paid in cash along with the application. Applications can also be made over fax or email. IRDA will take up the application for consideration, as required under the Act, only after the application fee has been received.

Where do I send my request?

You can send your request addressed to any of the concerned Central Public Information Officers (CPIOs) indicated below:

Department	Functional Areas	Name and Designation of CPIO	e-mail
Actuarial	Actuarial Returns, Appointed Actuary System, File & Use of Life Products and other actuarial matters.	Mr. S.P.Chakravathy, D.D.	shyama@irda.gov.in
Life	Life Returns, Market conduct issues, Micro Insurance, Agents, Corporate Agents, ATI (Agents Training Institutions) and Referrals, approval of Branch Offices of Insurers, etc.	Mr.D.V.S.Ramesh, D.D.	dvsramesh@irda.gov.in
Non-Life	Reinsurance, File & Use of products, Surveyors, Approval of Branch Offices of Insurers and other matters relating to General Insurers and Re-insurer(s), Brokers, TPAs.	Mr. N.M.Bahera, D.D (Health) Mr.K.Sridhar, A.D (Non-Life) Mr.K.Mahipal Reddy, D.D (Broker)	nmbahera@irda.gov.in k.sridharrao@irda.gov.in kmahipalreddy@irda.gov.in
F & I	Accounts & Investments of Insurers and also registration of new Insurers, approval of appointment and remuneration of CEOs of Insurers, etc.	Mr. Mahesh Agarwal,	maheshagarwal@irda.gov.in
Administration, Inspection & Consumer Affairs	HR, Recruitment and training, Promotions, Vigilance etc. and office services, IT, International affairs, Internal Audit and Legal affairs and any other residual matters.	Mr.B.Raghavan, Sr.AD	raghvanb@irda.gov.in
Consumer Affairs Department	Policyholders interests both life and non-life (Grievances, advertisements, Ombudsman etc)	Mr.A.Krishnan,DD	a.krishnan@irda.gov.in
Delhi Office	Liaison work	Mr. Rakesh Bajaj, DD, ACPIO	rakesh@irda.gov.in

Postal Address

Insurance Regulatory and Development Authority
3rd Floor, Parisrama Bhavan, Basheer Bagh
HYDERABAD 500 004
Ph: (040) 6682 0964 / 66789768
Fax: (040) 6682 3334

How long will IRDA take to provide information?

IRDA will, within 30 days of receipt of the application for information along with the fee, communicate to the requestor whether it can or cannot provide the information.

Will I have to pay to get the information?

As per the Right to Information (Regulation of Fee and Cost) Rules, 2005, the public authority shall charge:

- ₹2/- for each page (in A-4 or A-3 size paper) created or copied;
- actual charge or cost price of a copy in larger size paper;
- actual cost or price for samples or models; and ?
- for inspection of records, no fee for the first hour; and a fee of ₹5/- for each 15 minutes (or fraction thereof thereafter)

Further, to provide information under Section 7(5) of the Right to Information Act, 2005, the public authority shall charge:

- ₹50/- per diskette or floppy; and
- for information provided in printed form at the price fixed for such publication or ₹2/- per page of photocopy for extracts from the publication.

At what stage will I have to pay this cost?

If IRDA has the information and can provide it to you it will, within 30 days of its receiving the application along with appropriate fees, communicate to you the cost of providing the information as prescribed under Section 7(1) of Right to Information Act.

When will I get the information?

You will get the information, once IRDA receives the payment towards providing the information.

Can IRDA refuse to give me information?

The Right to Information Act, 2005 under Sections 8 and 9 exempts certain categories of information from disclosures. These include:

- Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the State, relation with foreign State or lead to incitement of an offence.
- Information which has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute contempt of court;
- Information, the disclosure of which would cause a breach of privilege of Parliament or the State Legislature;
- Information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of a third party, unless the competent authority is satisfied that larger public interest warrants the disclosure of such information;
- Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that the larger public interest warrants the disclosure of such information;
- Information received in confidence from foreign Government; information, the disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes;

- Information which would impede the process of investigation or apprehension or prosecution of offenders;
- Cabinet papers including records of deliberations of the Council of Ministers, Secretaries and other officers;
- Information which relates to personal information the disclosure of which has no relationship to any public activity or interest, or which would cause unwarranted invasion of the privacy of the individual.

Do I have a right to appeal?

Under the Right to Information Act, 2005 you have the right to appeal if you are not satisfied with the information provided by IRDA or its decision not to provide the information requested.

Who should I address my appeal to?

You can address the appeal to:
Shri H. Ananthakrishnan
Officer on Special Duty (Legal)
Insurance Regulatory and Development Authority
3rd Floor, Parisrama Bhavan, Basheer Bagh
HYDERABAD 500 04 Ph: (040) 23381100
(D) 23381243, Fax: (040) 6682 3334

What if I am not satisfied even with the decision of the appellate authority?

Under the Act, if you are not satisfied with the decision of the appellate authority within IRDA, you can appeal to the Central Information Commissioner appointed in terms of Chapter 3 of the Right to Information Act, 2005.

Information Under Section 4(1)(b) of RTI Act' 2005

- Composition of Authority
- Duties, Powers and Functions of IRDA
- Directory of IRDA Employees
- Pay and Allowance in IRDA
- Organization Structure
- Addresses of Offices of IRDA
- Committee reports

(Note : The information under this page is under compilation and shall be finalised shortly.)

Information Under Section 4(1)(d) of RTI Act' 2005

- Warnings and Penalties - Life Insurers
- Warnings and Penalties - Non-Life Insurers
- Warnings and Penalties - Reinsurers

Time to Act

- Insurance Frauds

'Rather than lamenting about the continued occurrence of fraudulent claims that adversely affects their profitability, insurers should ensure to put in place effective checks to plug the loopholes in the systems' emphasizes U. Jawaharlal.

Continuing with the earlier debate, it is unfortunate that there is a general human tendency to overlook certain aspects of decorum that leads to a silent perpetration of innocuous looking frauds. In a global survey that was conducted a few years ago, it was revealed that more than five per cent of the total expenses of the corporate world go towards 'pilferage' of office equipment, stationery etc. Abuse of one's office and its machinery is a fashion even among the highest echelons of educated groups - just because they cannot appreciate the fact that it amounts to a fraudulent deed. No wonder then that the average policyholder does not realize the element of fraud involved in making/exaggerating a claim although he/she has paid the premiums for a few years. In all the above cases, there is no doubt need for soul-searching and introspection which only can curtail the incidence of such deeds.

Apart from these, there is also an incidence of deliberate frauds being perpetrated on insurers by some elements taking advantage of laxity in supervision. While there is need for managements to identify all such weak areas and augment the procedures properly, one has to admit that the lack of deterrent punishment in whatever manner encourages such continued occurrence of frauds. There is need for ensuring that notwithstanding business interests, insurers put proper checks in

place to weed out such fraudulent elements. Above all, insurers must put best practices in place so that even the slightest possibility of a supply side fraud does not occur; especially at a time when courts quite often find fault with the systems and pass verdicts against the insurers.

It is often felt that the judgments delivered by the courts are necessarily harsh against the insurers. There could be two ways of looking at the issue - first, that there is need for making the contracts increasingly explicit and thereby avoiding the applicability of the clause *contra proferentem*. Secondly, as has been emphasized time and again, there is need for increasing the general standards of awareness about the importance of the contents of the proposal form, the inherent nature of insurance business that is necessarily to do with uncertainty, policyholders' obligations etc. These measures will go a long way in ensuring that frauds are greatly reduced; and also that verdicts are more balanced.

Taking into consideration the huge importance of the subject and the tremendous response, the focus of the next issue of the Journal will once again be on 'Frauds in Insurance'; and we will get to see a fresh collection of words of wisdom by experts in the domain.



Frauds in Insurance

in the next issue...

New Vistas in Health Insurance

- Fraudulent Trends in India

Dr. Dhiraj Goud contends that in order to keep a check on Health insurance frauds in India, there is need for stricter legislation that would impose heavy penalties on fraudulent claimants.

“ Sometimes the perpetrators are independent, such as the recent rash of Indian surgeons discovered to be needlessly removing women’s uteri in order to increase billings; and sometimes they are colluding with the insureds.

Fraud is as integral to India’s health insurance industry as it is worldwide. However, as insurance fraud in India has long been considered an invisible, victimless crime, with the burden of proof upon insurers, the attitude toward health care fraud has been, until recently, casual at best.

So it is not surprising that today, health insurance fraud has achieved the kind of national volume in India that borders on alarming. At the end of December 2010, an article posted by The Insurance Times, India’s monthly insurance journal, pegged India’s health insurance industry’s loss ratio at about 110% to 140%, a substantial rise from 2003’s 78%; and a 2009 report from India Forensic Research, a Pune-based consultancy that investigates fraud, found that insurers are losing, annually, over ₹15,000 crore due to fraud, with healthcare fraud and motor vehicle fraud leading the list.

Healthcare frauds are categorized as hard and soft, with hard frauds preplanned and premeditated actions such as faking illnesses, changing claims dates and submitting fabricated hospital bills; and soft frauds being more opportunistic and likely to consist of inflating a hospital bill or adding fee for a service which has not been received. Soft frauds can also occur at the application stage, where a prospect might quote a lower age for lower premium.

Fraud is not perpetrated only by policyholders: hospitals, physicians and pharmaceutical providers have also been found to be sources thereof. Sometimes the perpetrators are independent, such as the recent rash of Indian surgeons discovered to be needlessly removing women’s uteri in order to increase billings; and sometimes they are colluding with the insureds.

Indeed, there have been cases where physicians and hospitals, once discovering a patient has insurance, have over-diagnosed, over-treated and/or overpriced treatment. In many markets, health care providers give discounts to insurers based on volume of patient volumes while in India, providers may inflate the prices for patients who have insurance.

Can this growing tide of fraud be halted, or at least stemmed? And if so, how? Some efforts are currently under way, but not at the industry-wide strategic level as some would prefer.

In early 2010, an initiative aimed at combating health care fraud, the Clinical Establishments (Registration & Regulation) Bill, was successfully enacted. The bill seeks to ensure uniform standards of facilities and services by clinical establishments. It provides a legislative framework for the registration and regulation of clinical establishments, prescribes minimum standards for the facilities and for the services

to be provided; and creates a national registry of all clinical establishments in India.

Another effort comes from the General Insurance Public Sector Association (GIPSA), an organization composed of four Indian public-sector insurance companies. GIPSA recently imposed standardized rates for more than three dozen hospital medical procedures for the purpose of settling cashless claims, and is also establishing a joint venture third-party administrator that would handle settlement of cashless claims. These moves should mitigate, at least to some extent, the provider practice of overbilling insureds.

Industry observers in India would like to see things go further. For example, some would like to see a statutory fraud committee established for the insurance industry, along the lines of the U.S.'s 1996 HIPAA (Health Insurance Portability and Accountability Act) legislation, which elevated health care fraud to a federal-level crime. They would like insurance fraud in India to be similarly defined as an offence that carries with it severe punitive consequences, and one where the burden of proof is upon the accused to prove absence of commission of fraud, rather than upon the accuser, as it is now.

An additional possible solution to curtail fraud at the industry level could be to develop a common database of all insured lives, similar to that provided by Credit Information Bureau (India) Limited (CIBIL). Banks, financial institutions, state financial corporations, non-banking financial companies, housing finance companies and credit card companies are all members of CIBIL, which maintains a repository of information about the credit histories of all commercial and consumer borrowers. This information is made available to all members in the form of credit information reports.

A proposed common database of all insured lives could help track, among other relevant information, the details of all the policies

owned by an insured, and the claim histories of all insured lives. Each insured life could also be provided with a unique insurance identification number, or could be linked to some other unique id such as the PAN.

Until these and other improvements or developments occur, health insurance companies must continuously look sharp for fraud, and must be proactive both about developing detection techniques and about continuously assessing them to make sure as many frauds as possible are caught.

First, health insurers would do well to put a system into place as part of the claims examination process that would identify and track common triggers so that claims possessing these triggers can be flagged for further checks. Triggering frauds, from a range of commonly observed frauds, could include:

- Numerous claims from same hospital, submitted at regular intervals
- High-value claims
- Hospital claim amount higher or average length of stay longer for a particular cause than industry average or for that geographic area
- Excessive doctor-patient ratios, and higher than average per-patient visits
- Higher per-patient costs, more (and more costly) per-patient medical tests
- Diagnostic investigation steps and diagnosis of the ailment are unrelated
- Unusually high treatment costs compared to etiology
- Post-operative histopathology reports not available
- Pharmaceutical bills in serial order
- Claimants usually short-term policyholders with lower sums insured

”

A proposed common database of all insured lives could help track, among other relevant information, the details of all the policies owned by an insured, and the claim histories of all insured lives.

”

Health insurance policies should also contain language requiring that all treatment be medically necessary. Internal processes, systems and personnel should be in place to investigate and establish the medical necessity of any treatment claimed.

Claims with these triggers should also be saved in an information bank, so that fraudulent patterns can be detected from policyholders as well as providers.

Health insurance providers can work together to assemble a common, shared database of these triggers, to improve fraud and fraudster detection and take punitive action as needed.

A substantial difference could be made in application fraud if the regulations that govern agent conduct, originally enacted by the Insurance Regulatory and Development Authority in July 2000, were more effectively enforced, and agent training and monitoring improved. According to an article originally published in November 2008 by The Insurance Times, planned non-disclosure of information by Indian health insurance applicants that could affect insurability, or the cost thereof, is commonplace. "Even if the customer wants to disclose, his/her insurance agent advises to the contrary," the article stated.

The regulations clearly lay out how insurance agents are required to sell, what they are and what they are not permitted to do, which includes responsibility for getting the right information from applicants and not encouraging applicants to commit fraud in order to get a better deal.

Health insurance policies should also contain language requiring that all treatment be medically necessary. Internal processes, systems and personnel should be in place to investigate and establish the medical necessity of any treatment claimed. Waiting period should be spelled out, as well as actions that will be taken if fraud is detected (such as

cancellation of policy and forfeiture of premium).

Insurers should also design benefit structures so that rogue providers cannot inflate the cost of treatment.

Schedules of surgical procedures are cumbersome and can be difficult to maintain, but have proven effective in setting realistic levels of compensation for surgeons and anesthetists in some markets.

Finally, insurance companies would do well to develop Best Practice Codes, and adhere to them.

Some of these frauds could be ascribed to the industry's growing pains, as many are the same as were seen in other health insurance markets over the last 25 years. Still, insurers in India, as did insurers elsewhere in the world, must strengthen all of their procedures, from application to underwriting to preauthorization to claims. Doing so, especially in today's environment of escalating health care costs, will help insurers keep a tighter lid on costs as well as losses stemming from planned and opportunistic fraud.

The author is Chief Manager, Health Services, RGA Services India Private Limited.

Need for Extra Caution

- Frauds in Motor Insurance

B.G. Patki comments that while fraudulent tendencies cannot be totally wished away, there is need for a proper risk management system to be in place to curb these trends.

Any result oriented organization has to essentially have its sound risk management process meticulously structured for governance. It is common knowledge that the basic ingredients of risk management process include, inter alia, identifying and then analyzing the various risk factors to enable evolve the most scientific, methodical management system for risk control or loss control as it is called since 1989, in the industry. It is also common knowledge that the results are disastrous in the industry's most voluminous product i.e. Motor. Almost half the volume is occupied by this most sensitive product.

The two components, 'Liability to Third Parties' and 'Loss or Damage to Own Vehicle' constitute the Motor insurance product. This largest non-life product is bleeding – and is bleeding for quite a long time. The belief that only T.P. section is instrumental for such an unhealthy situation is a glaring example of naiveté, to say the least, since both OD & TP contribute towards the losses in Motor.

Identified reasons for losses and/or excess outgo in OD & TP are: underwriting, assessments, modes of settlement; and above all, frauds. However, fraudulent element exists in all the reasons mentioned.

Insurance and frauds go together, historically.

The day the concept of insurance was born, perhaps approx. 400 to 500 B.C., the concept of fraudulently claiming from the insurance companies had also taken birth. Therefore, it stands to reason that the professional 'Motor' management personnel should not unduly get worried about the frauds which are usually taking place but rather be proactive in nipping them in bud.

There is, however, a need to understand what exactly constitutes fraud, and then be on the constant look out to spot when and where the fraudulent element exists so that timely corrective action is taken to safeguard the organization's interest. What then will follow is undoubtedly the elimination of loss and/or excess outgo which is a loss itself.

Fraud could mean: - A) The crime of deceiving somebody in order to get money or goods illegally. B) Wrongful or criminal deception intended to result in financial or personal gain. It is quite important and pertinent to note that even a wrongful deception which results in financial or personal gain of any nature becomes a fraud.

Frauds In Underwriting:-

Since the first reason identified for causing losses in Motor insurance is underwriting, let us take a deep look at our present underwriting culture. While underwriting means: "To accept

”

It is quite important and pertinent to note that even a wrongful deception which results in financial or personal gain of any nature becomes a fraud.

”

It is a well known fact that quite a few questions of the proposal form are left blank, may be even intentionally. Sometimes the proposal forms are not even available on record.

responsibility for an insurance policy so that you will pay money in case a loss or a damage happens", the underwriter has the following responsibility: "he is a person whose job it is to estimate the risks involved in a particular activity and decide how much somebody must pay for insurance".

Both in OD and TP, the risk or perils to be covered, exclusions etc. are structured and are uniform. They are highly regulated. No freedom yet on this count. What remains for an underwriter to decide, in every activity proposed, is to work out the price. It is worthwhile to ascertain if this is practised when the proposal is accepted and when the premium is charged; also if the present premium rate structure has any scientific basis or it is still based on the erstwhile TAC stipulated rate which the industry always blamed for being quite low? Underwriting activity at the grass root level has to work out the accurate chargeable rate before accepting the proposal by examining all the required information supplied by the proposer. That this is not being done is a hard fact staring at us. It is agreed that in the present era, the rates have to be reasonable and competitive. But at the same time the rate charged also has to be viable. If not.....

Proposal form so submitted by the prospective insured is the basis of the legal contract which is issued in the form of a policy document. It is a well known fact that quite a few questions of the proposal form are left blank, may be even intentionally. Sometimes the proposal forms are not even available on record. These things are taking place on regular basis. Is it wise to consider these acts as just negligence and/or inefficiency? Such a scenario does put the organization to losses in future.

In the absence of a pertinent set of data such as 1) previous insurance history, 2) Claims history,

3) Declined status, 4) Proposer's occupation/status, the data which is essentially required to decide whether the proposal is to be at all accepted and if so at what price, the actual premium collected will be far from accurate. This has made companies suffer losses. Several of the SUVs viz. Sumo, Innova etc. are used for carrying passengers illegally while they are registered as private cars. In many a case, the status/occupation of the person will most certainly reveal that these vehicles are purchased with the sole hidden purpose of commercial usage. Motor professionals consider that there is a distinct fraudulent element involved in such activities at the time of acceptance.

Prudent premium rate structure in the Own Damage section essentially warrants differential rating make/model wise. Each and every model poses a different claim cost and therefore, is a different risk. Process of risk analysis of each make and model is required to be conducted to frame viable rating. The system is known as "Risk Factor Rating System". The analysis may depend on each company's individual perception of the risk. That such an exercise has been undertaken is not yet felt or seen by the industry watchers. What does this indicate?

Another factor is the IDV calculation at the time of acceptance. In certain cases the IDV is to be arrived at by applying the stipulated formula. No deviation is permitted. However, deviations are taking place, at times, to suit the individual interest. Erroneous value of the insured vehicle puts the company to a financial loss.

Frauds Post Acceptance/Claims:-

Claims management is the heart of insurance management. This is where the company's money has an outlet. Whenever the company has a liability, payment has to be made. But the quantum of payment made while not liable as

per contract and/or made in excess of liability as per the contract, is tantamount to frauds. Assessment disproportionate to the actual liability of the company has been identified as the major contributory factor towards the excess outgo in OD section resulting in higher Incurred Claims Ratio.

Out of ten perils covered in Sect. I (OD) of the package policy, the sixth peril i.e. "Accidental External Means" peril is the most dominating. Approximately, 90% of the OD claims fall under this peril. It will be quite educative and beneficial to undertake a research of paid claim files by Motor specialists. If done, it will most likely reveal that in quite a few cases, internal parts of the assembly are paid as liability when there is no accidental external means impact on the outer housing of the assembly. For example: Pistons, King Pins, Rear Axle Tube End, Stub Axles - just to name a few.

Climatic conditions are changing. "Flood" peril, for the last 7/8 years, has become a matter of great concern. During monsoon, the city/town roads do get flooded regularly. Intentional wading through such already waterlogged roads is bound to cause some loss or damage to vehicle parts. Insurance company has no liability in such cases. Assessment of liability and subsequent payment made most certainly constitute a fraud.

When the insured vehicle meets with an accident, external impact is likely to cause some damage to various parts of the vehicle. The repairing of the vehicle involves either repairing the damaged part or, if seriously affected, by replacing the same by a new one. Obviously, replacement cost is much higher than the repairing cost. Very often, despite the fact that the liability is assessed on the basis of replacement of the part/s, many times the assessed parts are repaired but still claimed at

the replacement cost. Payment made in such cases is much higher than the expenses incurred. This contributes towards the insurer's excess outgo. These fraudulent market practices are age old. These practices become successful, inter alia, due to lack of controls. In order to eliminate the losses of this nature, concept of 'Reinspection' survey after the accidental repairs of the vehicle is complete, together with the inspection of salvage parts for their genuineness was introduced as far back in the sixties. Systematic reinspection is considered to be the most effective weapon of OD control as it successfully unearths and eliminates the frauds of this kind. Doing away with or even diluting this strong risk control procedure helps such frauds to become a success.

Surveyors are important constituents of insurance management, especially claims. They may be in-house or the job may be outsourced. They are engaged with the specific purpose of 'assessing the liability of the company, if any'. This automatically means that the surveyors so engaged must be equipped with a thorough knowledge of the OD contract [Sect I of the package policy] such as perils covered, their meaning; the exclusions, their meaning; warranties/conditions etc. In fact, surveyors are expected to be masters of Sect I of the package policy which relates exclusively to the loss or damage to the insured vehicle and the parts thereof. This mastery is in addition to their being experienced automobile experts. This aspect is fundamental to the selection of surveyors since it is a contributory factor to the end results. Any negligence/deviation in this regard, therefore, will have to be viewed in the right perspective.

There are instances where the uninsured vehicle meets with an accident causing loss to the owner. Claim, however, is lodged on some

“

In quite a few cases, internal parts of the assembly are paid as liability when there is no accidental external means impact on the outer housing of the assembly.

”

Focus on high claim ratio offices in OD as well as TP will reveal the so far hidden elements. Matters, then, are bound to improve. The governance will definitely produce excellence.

insured vehicle which does not suffer any loss. In a few cases, such an attempt at fraud has been successful. Occasionally, although the insured vehicle does not suffer any accidental loss/damage, loss is claimed by fabricating the accident and damage.

This is not the end of the list of frauds and/or fraudulent attempts in OD section.

Liability To Third Parties:-

This section is also not free from frauds. The coverage is as stipulated by the law i.e. The Motor Vehicles Act, 1988. Price i.e. premium is decided and regulated by the Regulator.

In TP claims, there is the possibility of a galore of frauds. While the list is quite long, some of them are mentioned as illustration.

- Insured's collusion with claimants.
- Advocates collusion/nexus with opposite Advocates.
- Selecting MACT of choice [Namakkal case] by fabricating fraudulent documents/ address.
- As per law, TP liability is based on the principle of fault. Ignoring to make a proper exercise to find facts of the accident for taking appropriate defense results in losing the case.
- Selection of proper Advocates.

And the list continues both in OD and TP. An attempt has been made here to illustrate a few very commonly noticed ones.

However, as already said earlier, frauds will take place. It is part and parcel of the human nature and nothing to get bogged down by. All that is essential is to structure the most effective risk management system of management both in OD and TP; and to ensure its strict implementation. The fraudulent elements will always undoubtedly get exposed to enable the management to nip them in bud and not allow the frauds to become successful. Focus on high claim ratio offices in OD as well as TP will reveal the so far hidden elements. Matters, then, are bound to improve. The governance will definitely produce excellence.

I have said this in the past and will say it again. 'Motor' is a good portfolio capable of producing profits. It, however, depends on how it is managed. By constant vigilance, frauds can be controlled and eliminated. Preventive vigilance is the need of the day.

The author is Consultant - Motor Insurance, Risk Management and Automobile Accident Technology.

Plugging the Leaks

- Frauds in Marine Insurance

Ramji Mishra says “Fraud is an endemic feature of insurance business; there is no ‘universal’ remedy and this is highly unlikely to change, but it can be controlled...”

Marine insurance is one of the most fascinating, as also a unique, form of insurance. It gives the required comfort to the trade, both domestic and international, transferring risk of moving property from one place to another, to insurers. Covering both the vessel (Hull insurance) and the cargo being carried (Cargo insurance), it has evolved into a necessary ingredient of modern commerce. With increase in trade – and consequent marine premiums – have emerged a variety of frauds, relating to both cargo and hull. The range of frauds is fascinating. In this article we have tried to discuss the maritime fraud committed by customer/ insured in connection with an insurance claim.

The variety of hull claim frauds is matched by fraudulent cargo claims. We are aware of tankers carrying edible oil or fuel over-turning and losing all the cargo they were carrying, making a fit case of lodging claim on insurance. Similar stories of loss of cargo on high seas are also common. In another variety of fraud, clever fraudsters insure goods for much higher value than actual, engineer their disappearance, often in a intermediate country en route to destination in a third country, and lodge claim for non-delivery. Such types of claims are used as a vehicle to launder money as well.

What makes the marine claim frauds, especially the international ones, difficult to investigate is the complexity of the marine trade, scores of intermediaries involved – such as bankers,

insurers, shipping line, customs, shipping line agents, custom agent, freight consolidators, container companies, inland carriers, surveyors, cargo inspection agencies and so on – many of them in different locations. Fraudsters have made clever use of such difficulties to make themselves rich at the cost of insurers.

The sinking of an over-insured vessel carrying a high valued non-existent cargo has been encountered at regular intervals. During periods of economic and political upheaval and depression in the shipping business, there have been incidents of unusual losses. In the last few years, these and other factors have led to a significant escalation in the number of incidents that can be termed as 'maritime frauds'.

The elements of the different types of maritime fraud may be summarized as red flags are as under.

- Sinking of vessel in suspicious circumstances.
- Offering goods in stringent demand and not readily available.
- Offering goods at unduly low prices especially from a country or a seller who is not a normal source of supply.
- Calling for payment conditions out of line with those customers normally expect.

During periods of economic and political upheaval and depression in the shipping business, there have been incidents of unusual losses.

//

When the unfortunate purchaser of the goods belatedly realizes that no goods are arriving, he starts checking, only to find that the alleged carrying vessel either does not exist or was loading at some other port at the relevant time.

//

- Requiring advance payment through an intermediary offering the goods without disclosing name of suppliers.
- Involving use of names that resemble but are not those of well known houses.
- Pressurising for fast acceptances of offer and speedy issuance of documentary credit.
- Requiring payment by documentary credit issued in favour of party other than named.
- Requiring Charter Party Bills of Lading to be accepted when contrary to nature of transaction or type of goods.
- Offering for sale an insurance of non-existent cargo.
- Issuance of false certificates by corrupt port officials for short landing of cargo.
- Issuance of Bills of Lading without actual loading of cargo.
- Exportation of rubbish by consignors.
- Charter Party Fraud.
- Laundering of money.

Majority of the above crimes can be classified into four categories as under:

- Scuttling of ships
- Documentary frauds
- Fraud related to the chartering of vessels
- Cargo Thefts/Fraud

Scuttling of Ships

Also known as 'rust bucket' frauds, this involves deliberate sinking of vessels in pursuance of fraud against both cargo and hull interests. With occasional exceptions, these crimes are committed by ship-owners in a situation where a vessel is approaching or has the end of its economic life, taking into account the age of the vessel, its condition and the prevailing freight market. The crime can be aimed at hull

insurers alone or against both hull and cargo interests.

Documentary Frauds

This type of fraud involves the sale and purchase of goods on documentary credit terms and some or all of the documents specified by the buyer to be presented by the seller to the bank in order to receive payment, are forged. Bankers pay against documents. The forged documents attempt to cover up the fact that the goods actually do not exist or that they are not of the quality ordered by the buyer. When the unfortunate purchaser of the goods belatedly realizes that no goods are arriving, he starts checking, only to find that the alleged carrying vessel either does not exist or was loading at some other port at the relevant time.

This has been extended to full load import cargo also. The vessels usually employed by fraudsters are:

- Vessels flying a flag of convenience
- Vessels over 15 or 20 years of age
- Usually small sized ships of 7000 to 10000 GRT
- Vessels having changed their names and owners a few months before the last voyage.

Fraud related to Chartering of vessels

This is also known as "Charter-party fraud. In depressed conditions of shipping market, the vessels' owners, to avoid laying up their vessels, are tempted to charter them to unknown companies without demanding any substantial financial guarantee for the performance of the charter contract. The fraudulent chartered can turn this situation to his advantage. Having chartered a vessel from an unsuspecting owner, the chartered canvasses for cargo, knowing that in a depressed economy, shippers will be willing to cut corners in the hope of reducing transport costs and thus saving on freight so that their goods can be more attractively priced the charterer offers low freight rates on pre-paid basis. He can

afford to do that, as he has no intention of completing the voyage.

Soon, after the vessel sails from the port, the chartered disappears.

Cargo Theft/Fraud

There are several variations in the modus operandi of cargo thefts. In a typical example, the vessel, having loaded a cargo, deviates from its route and puts it into a port of convenience. The cargo may be discharged and sold on the quayside or in a more sophisticated manner. Such an act is often accompanied by changes of the vessel's name or a subsequent scuttling in order to hide the evidence of theft. The whole process of investigation is proved difficult as by the time the loss is known the cargo disappears and the actual recovery of goods is unlikely. The owners of these ships are "paper companies" set up a few days prior to the operation.

A variation of the cargo fraud is the container fraud. Container security primarily relies on the seal, with the belief that such seals cannot be tampered with. However, they can be. Further, wrong practices like handing over the seal to the transporter, who passes it on to the driver, gives a chance for him to fabricate or buy a duplicate, which is put on the container at the time of sealing. The driver coolly parks his vehicle en route, at a friendly warehouse, where the main fraudsters take away a part of the cargo and re-attach the actual seal, which was in driver's possession. Gangs are often known to take the doors of the containers off their hinges, removing skillfully part of the contents, and fixing the doors back, so that no one has doubts on the pilferage.

Case Study:

Money launderers use Marine Insurance fraud as vehicle:

M/s Glass Palace Chandigarh Vs. TataAIG General Insurance Co. Ltd Decided on 5th April 2011

This case study demonstrates that, against the popular perception of non-life insurance being not as vulnerable to money laundering as life insurance, it remains vulnerable to the exploits of fraudsters and money launderers.

A client – a trader-exporter – lodged claim of non-delivery of the whole consignment on its marine insurer. It had sent a consignment of furniture to the buyer-importer in Canada. The consignment was loaded – among with 2 others – in a container. One of the two consignments was meant for Malaysia and the other for Sri Lanka. So, the container went to Colombo, Sri Lanka from Mumbai, India. There, strangely, the Sri Lankan consignee took away consignment meant for Canada and his consignment landed up in Canada. This constituted non-delivery and was payable under the policy.

The investigator appointed at Sri Lanka indicated that the Sri Lankan consignee was non-existent. He called for documents from the consignee in Canada and opined that the entire transaction was a sham, a fraud. This led the claim being referred for investigation by Special Investigation Unit of Insurer. What started was an investigation spanning multiple countries – India, Sri Lanka, Singapore and Canada and involved seeking information from Customs & Port authorities, Banks, shipping lines, customs house agents, freight consolidators etc., with some amount of computer forensics thrown in.

Just as the Sri Lankan consignee was non-existent, the counterpart of the freight consolidator which had taken the three – apparently unconnected consignments for loading into a container & had issued Bill of Ladings (BLs) – in Sri Lanka was also a firm on the verge of being closed down and the man said to be responsible for the act had disappeared from scene. There were questions as to how Sri Lankan customs could have allowed Canadian shipment to be released to

Gangs are often known to take the doors of the containers off their hinges, removing skillfully part of the contents, and fixing the doors back, so that no one has doubts on the pilferage.

//

Most of the mails of the consignee and all mails of the NVOCC were originating from the IP address of the consignor, clearly establishing that consignor was the mastermind of the entire fraud, fronting for the consignee and the NVOCC.

//



an importer who was non-existent, as most countries require importers-exporters to be registered/ licensed! Adding twist to the tale, the Indian consignor of the Sri Lankan consignment had also shifted the address mentioned in the shipping bill and was said to have deceived many and defaulted on bank payments.

The investigation into the Sri Lankan consignment was necessitated because of the feeling of the SIU Head that it was central to the fraud and there was strong chance of the consignor colluding with insured – a feeling that was to be proved right later. Reason was, it was highly unusual for three consignments destined for different countries to be loaded in a single container. Prima facie, the three consignors looked different. Were they really different?

The first wall collapsed when shipping bills filed with customs for the three consignments were procured. The consignor for Malaysian consignment had the same address as that of insured. The two firms were having different names but had same partners/ Directors. It later turned out that the third firm, sending consignment to Sri Lanka, was also owned by relatives of insured firm's Partners.

All this was not enough to prove fraud on part of consignor or consignee. Consignee was incorporated just a few days before placing Purchase Order (PO) on consignor – its first. Consignor had not demanded any Letter of Credit (LC) – which was highly unusual. Most importantly, it had remitted the payment to India to consignor even though it knew that the consignment was not delivered.

Later investigation at Canada indicated that consignee had not availed any credit line from a bank, did not have Business Number from Canada Revenue Agency (CRA) – required for engaging in export-import – clearly indicating that it had no intention to actually import anything.

There were other oddities at consignee end – the product description in the PO was vague, the consignment was shipped after cut-off date mentioned in PO, the payment had come from an account number different from the one mentioned on PO; the list was long.

The third player – the Customs House Agent – was common to the insured firm and the Sri Lankan consignor. The BL was issued by a NVOCC (Non Vessel Owning Common Carrier) – essentially a freight consolidator. The BL – issued on 6/Feb/09 – carried a date of 6/Mar/09, indicating that the NVOCC would not be accepting any business in between, meaning that it was likely to be a sham. The firm, incorporated in Singapore, had a Delhi address, which was found to be a residence. The lady staying there informed that there was no such firm at the address. However, the clinching evidence came from analysis of IP addresses of mails sent by consignor, consignee and the NVOCC. It turned out that, most of the mails of the consignee and all mails of the NVOCC were originating from the IP address of the consignor, clearly establishing that consignor was the mastermind of the entire fraud, fronting for the consignee and the NVOCC. Interestingly, the official of NVOCC writing mails on its behalf never appeared before insurance company investigators.

It was found out later that, the other firm from the three having common Directors/ Partners as that of insured firm – had been involved in an identical claim with an Australian insurer; the common thread being the third firm which had sent consignment to Sri Lanka.

The insured filed a complaint, against the repudiation of claim by Insurer, before SCDR C Chandigarh. The SCDR C dismissed the complaint and held,

“The entire case smacks of fraud with the object of cheating the insurance company by claiming the insurance amount from them. In fact, it

appears to be fit case for registering a criminal case of fraud and fabrication of documents against the complainants. We do not find any merit in this complaint and the same is accordingly dismissed with litigation costs of Rs. 10,000/-"

Precautionary Measures for Fraud Prevention

There are certain basic precautions against maritime fraud that commercial interests, like exporters and importers, banks and insurance companies, should be aware of; and should be able to implement.

Exporters and Importers:

The checks and precautions that buyers and sellers can implement are:

- Care should be exercised when dealing for the first time with unknown parties. Careful inquiries should be made as to their standing and integrity before entering into a binding agreement.
- Shipment should be by well-established shipping lines.
- The cargo owners should be wary:
 - If the freight rate is too attractive
 - If the ship owner owns one vessel
 - If the vessel is over 15 years of age.
 - If the vessel has passed through various owners.
- Payment by irrevocable documentary credit, confirmed by a bank in seller's country, provides the best safeguard to the seller. Should the seller have any doubt about the authenticity of the documentary credit, he should immediately consult his bank before parting with the goods.
- As far as the buyer is concerned, he should ensure that he receives the documents he has stipulated in his documentary credit application. Therefore, the buyer must

consider carefully which documents he requires. For example, an independent "loading certificate" would add significantly to his protection as would detailed instructions on which shipping line or forwarding agent is to be used. The inspection of cargo should be as close to the time of loading on board as possible.

- In order to ensure that the subject cargo is in fact loaded on the specified carrying vessel, the buyer may stipulate for a "report on the vessel" from an independent third party.
- Conference or national lines bills of lading should be used and marked "freight prepaid" with the amount of freight clearly stated in the bill of lading.
- Services of dependable and well-known forwarding agents, who are also members of a national association, should be engaged.
- Buyers and sellers should attempt to identify whether the carrying vessel is on charter and who the charterers and owners are and whether chartering is done only through agents or reputable institutions.

Banks:

Banks should take following precautions against maritime fraud.

- Bankers should make use of Lloyd's shipping index. Important points to check with regard to the carrying vessel are ownership, age, size and importantly the position of the vessel at the time the bill of lading was dated. The following web link may be useful,

<http://www.equasis.org/EquasisWeb/public/HomePage>
- If such checks are considered difficult for a bank because of the volume of work involved, then perhaps a 'super-service' at additional cost to the customers should be

“

Payment by irrevocable documentary credit, confirmed by a bank in seller's country, provides the best safeguard to the seller. Should the seller have any doubt about the authenticity of the documentary credit, he should immediately consult his bank before parting with the goods.

”

It is always important to remember the simple fact that fraud occurs whenever a suitable opportunity presents itself. It is effective resistance which successfully manages fraud, whilst maintaining high levels of customer service.

considered with the actual checks being carried out by outside agent or brokers retained at an annual fee.

- Methods should be examined of improving documentary credit operations by the application of computerized and modern business methods.

Insurers:

Insurers should take the following precautions against maritime fraud.

- Where the name of the carrying vessel is not known at the point when insurance is effected, the insurance is made subject to the Institute Classification Clause (vessel classed with a classification society which is a member of International Association of Classification Societies (IACS) or a National Flag Society) and the requirement that the vessel carrying the goods conforms to the provisions of the clause.
- The assured is required to declare to the insurers the name of the carrying vessel as soon as it is known. When the carrying vessels comply with the requirements of the classifications clause, standard rate premium is charged. Otherwise, extra premium is attracted for over-age, under-tonnage, non-classification and FOC registration of a vessel.
- In India, the exporter is encouraged to use vessels "approved by GIC" to carry the export cargo. This system also applies to import cargo when the carrying vessel is bringing a full load of import cargo to India as also to imports on vessels from Singapore, Malaysia and Far East (excluding Japan, Mainland China).

Focus Area: Insurer

- **Zero Tolerance:** Fraud in any form is not acceptable
- **Resistance:**

It is always important to remember the simple

fact that fraud occurs whenever a suitable opportunity presents itself. It is effective resistance which successfully manages fraud, whilst maintaining high levels of customer service.

It may be described as under,

It is pro active action & effective resistance which successfully manages fraud.

The universal equation says:

$$\text{Incidence of fraud} = \frac{\text{The inclination} + \text{The opportunity}}{\text{The resistance}}$$

Strong Investigation Team:

Sadly, the current economic situation is a perfect breeding ground for instances of fraud to rise. Global data indicates that the incidence of insurance fraud has risen dramatically over the past few years.

For the insurance industry, it is time to realize that marine insurance is also prone

to frauds, understand the types of frauds and create a framework for flagging

suspicious claims early and have them investigated by professional investigators.

Data sharing and legal action:

It is also required to set up industry level claims database to share information on fraudsters and also pursue both civil and criminal action (restitution and prosecution), wherever appropriate. Prompt penal action / litigation and image of the company work as deterrent for potential fraudster:

Educating customer: Fraud is morally unacceptable.

The author is National Head - Claims (Legal & Compliance), TataAIG General Insurance Co. Ltd.

Arresting the Trends

- Frauds in Insurance Industry

C.L. Baradhwaj opines that a strong deterrent punishment for a fraudulent attempt would go a long way in sending the right signals to those elements who are otherwise on the look-out for 'opportunities' to make a quick buck.

Introduction

Like any other industry, insurance is also prone to the risk of frauds. Insurance being a service oriented industry, gains visibility only if the benefits flowing out of insurance are understood by the customer. But for certain products like home loan insurance, health and auto insurance, the need is not appreciated. This coupled with the complexity of the product makes this sector vulnerable to certain peculiar frauds.

While the public sector players had their own tied agents till 2000, with the entry of private companies, new forms of distribution like corporate agents and brokers emerged. New service providers like Third Party Administrators came into the picture while the role of surveyors and loss assessors were clearly defined.

With over 45 insurance companies operating with more than 10,000 offices across the country with an army of 2.7 million agents, the operations life cycle has become complex and with this complexity increases the vulnerability to various types of frauds.

This article discusses the nature of frauds to which this industry is susceptible and the suggested measures to mitigate the fraud risk.

Definition of Fraud

Section 17 of the Indian Contract Act, 1872, defines fraud to include the following:

- (a) the suggestion as a fact of that which is not true by one who does not believe it to be true ("misstatement")
- (b) active concealment of fact by one having knowledge or belief of a fact ("concealment")
- (c) a promise made without any intention of performing it ("false commitments")
- (d) any other act fitted to deceive

Different types of frauds in insurance industry

As per the Fraud Unit of the Department of Insurance of the State of Texas, USA, insurance frauds cost each US family over \$1,000 per year. The dedicated fraud unit of the regulator in Texas has taken conscious efforts to control this menace. 80% of the frauds were reported in health care, followed by 17% in Property and Casualty and 3% in Life and Disability.

In India, broadly frauds in insurance industry can be categorised into the following heads, based on the entity/person from whom the fraud emanates:

(a) Customer related frauds

Both globally and within India, incidence of customer related frauds have been noticed; and in India, this category of frauds has seen an increasing trend after the privatisation of the

“

With over 45 insurance companies operating with more than 10,000 offices across the country with an army of 2.7 million agents, the operations life cycle has become complex and with this complexity increases the vulnerability to various types of frauds.

”

The objective could be to obtain the cover for an uninsurable life or avoiding health extra premiums for a sub-standard life or getting insurance at cheaper rates by understating the age.

industry . A customer fraud can happen in the following ways:

(i) Submission of false documents at the proposal stage

This involves customers indulging in submission of false documents to secure an insurance cover. The objective could be to obtain the cover for an uninsurable life or avoiding health extra premiums for a sub-standard life or getting insurance at cheaper rates by understating the age. Age proofs in such cases are tampered to achieve the objective.

Falsified KYC documents are also submitted along with the proposal form. This typically happens when the customer is not in possession of such documents. Usually, customer related KYC document tampering happens in tandem with the urge to secure an insurance cover as above.

Dedicated teams are employed by the underwriters to scrutinise submission of such forged documents at the entry stage and refer them to the risk control unit for verification of suspicious documents.

(ii) False representations on health, family history, occupation etc. in the proposal form

Another practice resorted to by a customer securing cover through fraudulent means is to make false representations about health – usually in non-medical cases. The health and family related questions are answered in such a way that the proposer and his family are in perfect health, whereas in reality it could be wrong. The objective in this case would be to obtain insurance cover which could otherwise be turned down, or to avoid health extra premiums.

There have been instances of trying to become richer by insuring persons in

death beds by indulging in a shopping spree of policies across insurance companies. In such cases, the customer either conceals the status of health in the proposal form or submits false documents to substantiate his occupation, income or even good health.

These frauds mostly come to earth at the claims stage when the claims are investigated. Claims are repudiated for proven frauds.

(iii) Money laundering through insurance policies, especially life insurance

One of the recent trends in customer related frauds is money laundering related. Under this scenario, the true beneficiary acts from behind. The person who acts as the policyholder could just be a conduit to launder the money. The object of taking an insurance policy is to give the appearance of a legal tender for the money acquired through illegal means. This risk is more pronounced in life than in general insurance.

Insurance companies insist on KYC documents to tackle money laundering both at the new business stage, account maintenance and claims stage. Income proofs are obtained for high risk cases to ensure that the customer has the capacity to pay the premiums. In addition to the above, monitoring the movements in accounts and reporting of suspicious and cash transactions are done with Financial Intelligence Unit.

(iv) Fake claims including submission of fake claim documents

This is prevalent both in life and general, particularly health insurance segment. Making a false claim for hospitalisation by submission of fake bills has created havoc in this segment. Thanks to the institution of Third Party Administrators and Cashless

schemes, this risk has been mitigated to a great extent. However, the risk of collusion between hospitals and patients still exists.

In fact, after the introduction of the cashless Mediclaim facility, most hospitals encourage patients with insurance cover as it becomes easy for them to convince customers to go in for high cost treatments and diagnosis when a simple treatment would do. This enables hospitals to earn higher income in the form of room rent, diagnostic charges etc.

In Motor insurance, exaggerated claims are quite significant. It is not uncommon when making an insurance claim for the insured to exaggerate his claim; this is often done in the expectation that this will give him some leeway when the time comes to negotiate a settlement of the claim with the insurer. There are instances where some part of the claim was genuine while the rest was inflated. There have been many judicial precedents on this point. Courts have adopted a consistent approach to the disallowing of claims which are exaggerated to any material extent. However, if insurers wish to continue to rely on the remedy of avoidance when dealing with such claims, it is advisable to incorporate express terms into their policy contracts to this effect. Another example would be a rigged claim by damaging a part of the car which the owner wants to get replaced (because he does not like it) and claiming it to be an accident.

In Property insurance, it could be claim for items not owned by the claimant or overstated losses to cover the deductibles.

In Life insurance, there have been instances of fake death claims in the last decade. Persons connected with the claims teams of insurance companies during the last decade would remember the famous Jesudas claims case, whereunder the life assured was reported to have died in an accident near Vadipatti in Madurai District of Tamil Nadu, whereas there

were suspicious circumstances surrounding the death and the life assured was believed to have been living in the Gulf under another passport. The other popular case is that of Mahmooda Begum whereunder the facts of the case were similar to that of Jesudas case. In both the cases, life insurance policies were taken from many insurance companies with the intention of gaining benefit out of "purported death" of the life assured.

Claims teams across the life insurance companies share information on such claims and take a concerted action to tackle this menace.

(b) Distributor related frauds

A distributor is the vital link in the policy life cycle. His role begins the time he starts prospecting till settlement of claims. A life insurance agent is the key distributor in terms of number. However, insurance brokers and other intermediaries also play a key role in this process.

Various frauds related to distributors could be classified as follows:

(i) At the point of solicitation:

(a) Submission of false documents at the proposal stage

This involves production of forged documents by a distributor towards age proofs, KYC documents etc. in order to secure issuance of a policy. Age proofs are tampered to either avoid extra premiums on account of health or to reduce the premiums for a stated insurance cover. KYC documents such as identity proof and address proof are tampered for two reasons – one reason being targeting the customers who do not have any valid KYC documents (or) it could be to avoid displeasing the customers by asking multiple documents.

After the introduction of the cashless Mediclaim facility, most hospitals encourage patients with insurance cover as it becomes easy for them to convince customers to go in for high cost treatments and diagnosis when a simple treatment would do.

//

Where the distributor is proved to be involved in submission of false documents, their services are terminated immediately. Further, police complaints are filed, where appropriate, to act as a deterrent.

//



Back office operations teams in insurance companies have dedicated document verification teams who refer suspicious documents to risk control team. Verification of documents is done and their genuineness is confirmed to the operations team. Where the distributor is proved to be involved in submission of false documents, their services are terminated immediately. Further, police complaints are filed, where appropriate, to act as a deterrent.

(b) Forgery of documents

Another violation is the forgery of signatures in the proposal forms. While there are instances of intention to sign the proposal form like customers without informing him, there are situations where this is done with customer's consent also – sometimes the customer is out of station and is not able to sign the proposal form. These cases come to light mostly when the customers and distributors are at loggerheads after the policy is taken due to various reasons. Most of these forgeries do not come to light if they are 'consented to' by the customer.

The document verification team in partnership with the risk control team plays a critical role in detecting and taking appropriate action in such cases.

(c) Incorrect declarations on health, family history, occupation etc. while filling the proposal form on behalf of the customer

It is the agent who fills the proposal form in most of the cases as the prospects hardly find time to fill the forms. While filling the form, the agents also fill in all the health related declarations, family history, occupation, income details etc. without checking with the customers. As a result, the agent just shows the customer the

dotted line where he has to sign – and the customer blindly signs the proposal form often without reading it

The agent often thinks that he will lose the business in case he checks with the prospect and the prospect compels the agent to disclose his adverse health details – as this opens up the possibility of imposing a health extra or even declining the proposal – in the end he will lose his commission. As a result of this apprehension, the agent fills up the questionnaire himself by giving positive replies about the state of the proposer's health.

Hardly does the agent realise that he is doing gross injustice to his customer by doing so. At the time of claim, if the investigations reveal that the customer was suffering from any ailment which was material for the customer to disclose, the claim stands repudiated.

The irony here is that the proposer (customer) is never made aware that he is signing on a health declaration by the agent (who is insurance company's representative at the point of sale). However, if it is proved at the claims stage that some illness which the proposer was suffering from at the time of submission of proposal, was not disclosed in the proposal form, then, as per legal principles upheld by various judicial fora, it is decided that it is a "fraud" (active concealment of a material fact) done by the customer on the insurance company and claim stands repudiated.

As a result of the above process, it is the customer's family who is getting penalised for no fault on his part. It is the agent who exercises a fraud in such cases on the customers (for his own benefit without realising the consequences).

In order to curb this practice, insurance companies must increase awareness of the customers on the need to exercise care and caution while filling up the questions on health, occupation etc. This can be done by highlighting these questions in the proposal form in such a way that the customer's attention is attracted to this section when he signs the proposal form. Further, distributors must be trained by insurance companies to highlight the importance of this point and the consequences it has on the customer's family as well as on the reputation of the insurance company and that of distributors.

(d) Misleading information about the policy features to the customer to influence him to buy the policy

This is popularly called 'mis-selling' in the industry. This includes false representations made by the distributor to the prospect about the policy features or makes false promises in order to entice or induce the customer to buy a policy. This has become a menace towards which IRDA has taken serious steps which includes regulatory action against erring distributors, insurance companies and resolution to the customers. A Consumer Affairs Department functions within the Authority to monitor the customer complaints in this regard.

The risk control unit of insurance companies has dedicated teams who investigate and take appropriate disciplinary action. However, the solution lies in recruiting the right quality of sales force who can take proper care of customers in their agency business – move towards professionalisation of agency force.

(i) Collection stage:

a. Misappropriation & misapplication of funds

This involves misapplication of funds as well as misappropriation of funds. In cash collections, the incidence is higher. Even though the cash collections have been limited to Rs.50,000 per customer, cash frauds happen in small ticket cases especially in Class B and Class C cities.

Misapplication of funds happens when the amount paid by one customer is applied to another customer's policy. Also called "teeming and lading" or "lapping", this happens especially when the customer pays the premium ahead of the due date or days of grace. Since the insurance cover can continue till the expiry of days of grace, the amount remitted by one customer can be applied to another customer's account (which may be the agent's or his relative's policy also) temporarily. By the time the days of grace expires, another customer's funds are collected and adjusted to this customer and so on.

This menace can be controlled if the cheque payments contain the policy number on the reverse of the cheque. Insurance companies normally insist on policy number being written – but this is invariably done by the agent at the time of tendering the premium payment at the insurer's office. For cash transactions, it would be difficult to track.

Whether cash or cheque, the customers must insist on a proper receipt within certain days from the date of handing over premium to the customer. Insurance companies can give wide publicity to this point to control this menace.

b. Issue of fake receipts

This is a sequel to misappropriation of funds as above – a false receipt is issued to the customer to make him believe that the premium has

“ Since the insurance cover can continue till the expiry of days of grace, the amount remitted by one customer can be applied to another customer's account (which may be the agent's or his relative's policy also) temporarily. ”

Medical examiner frauds can happen at the proposal stage. There have been instances where medical reports are issued without the physical presence of the life assured or a favourable medical report is issued without conducting a medical examination.

been remitted. This comes to light only when the customer checks with the insurance company.

c. Issue of fake policy insurance covers

There have been instances of distributors issuing fake policies also. The customer never comes to know that there is no insurance coverage unless and until a claim is made. However, the instances of such a fraud are not many in India.

d. Replacements

“Churning” as it is popularly called, it is a tendency on the part of the distributor to urge the customer to lapse or surrender a policy and invest the proceeds in a new policy with the intention of gaining higher commission on new business. The customer may in the process lose on account of higher exit charges. Mostly the customer is not made aware of the exit charges but is positioned as a scheme of transfer approved by the insurance company for transfer from one policy to another policy.

Internationally, there have been many ways to track and curb this practice. One of them is building rules around payment of commission on new policies taken by existing customers who have in the recent past taken out moneys from their existing policies – as withdrawals, loans, surrenders etc. In such cases commission is paid only on the net accretion of inflow of premiums. Usually a window period of six months is kept for tracking such replacements. It can be both 'backward' and 'forward' replacements (i.e. taking a fresh policy and then taking out money from the existing policy). Such tracking is done at the industry level in US.

(j) Claims stage

Colluding/conniving at false claim documents This happens mostly if the agent is in collusion with the nominee to submit false claim documents. Given the foolproof claim investigation process, these tendencies can be

easily tracked and disciplinary action taken against such distributors.

(k) Vendor related frauds

There are other intermediaries such as medical examiners, third party administrators, surveyors and loss assessors etc. whose role is critical to ensuring that the benefits reach the intended beneficiaries. Further, there are various other service providers who provide critical input services to an insurance company. This varies from service providers such as couriers and office management services etc. whose role is critical especially given that outsourcing is vital to insurance industry.

Medical examiner frauds can happen at the proposal stage. There have been instances where medical reports are issued without the physical presence of the life assured or a favourable medical report is issued without conducting a medical examination. Outside India, medical examiner frauds have been reported in workmen compensation claims – medical examiner knowingly begins or continues to provide medical treatment to the employee that is unnecessary – to enable false claims being submitted under workmen compensation policies. 'Claim mills' represent a situation where the doctors and the plaintiff lawyers conspire to create inflated workmen compensation claims to the consideration of 'business relationship'.

(l) Employee related frauds

Human resources form the critical backbone to an insurance company. They administer the processes and ensure that end results reach the customers. Cutting off the weeds of violation of processes is a continuous process. While watchdogs like internal audit, whistle blower and risk control mechanisms play a critical role in bringing out these violations to light, an effective risk management control framework is necessary.

Employee related frauds relate to the following:

(i) Losses to property

This includes losses to the assets owned by the insurance company – including theft and damage. A proper asset codification in insurance company's offices followed by a periodic stock taking exercise would go a long way in mitigating this risk.

(ii) False expense claims

Employees making false claims for reimbursements by submitting fake bills is another area. Effective finance control trains their team to track such fake bills and builds red flags within the system so that these frauds are checked at early stages. A strong process of referral of suspicious claims to the risk control team who investigate and give their views, is in place in many insurance companies. Appropriate disciplinary action, which includes termination, is taken in such cases.

Importance of a Risk management framework

An effective fraud control framework has the following lines of defence to tackle the frauds:

1st Line of Defence

This comprises of the respective heads of departments who have the primary responsibility of building internal checks and controls to prevent frauds. This includes controls such as “maker-checker” process, financial limits for approvals for various levels, periodic supervision etc. They own the primary responsibility.

2nd Line of Defence

This comprises of the compliance and risk control teams who have oversight responsibilities and support the teams in building up appropriate controls to tackle the

frauds. A risk control and management process is facilitated by this team whereby the Heads of Departments are guided in building the risk control mechanisms to mitigate or eliminate the risks.

3rd Line of Defence

This comprises of the internal audit teams who independently examine the processes and report weaknesses in control mechanisms. Corrective action is agreed and action taken to bring down the risk.

Yearly workshops on risk control are held to facilitate identification of all risks, including the risks of fraud; and action points identified to proactively address the risks.

A strong deterrent would be a robust internal disciplinary action frame work which exhibits 'zero tolerance' to unacceptable behaviours coupled with police complaints, where warranted. A strong internal risk control team which acts as the surveillance unit is critical to manage this risk to ensure smooth business continuity.

The author is VP-Compliance, Bharti AXA Life Insurance Company Limited. The views expressed herein are the personal views of the author and should in no way be deemed to be the views of the company.

A strong process of referral of suspicious claims to the risk control team who investigate and give their views, is in place in many insurance companies. Appropriate disciplinary action, which includes termination, is taken in such cases.

प्रकाशक का संदेश



कपट की घटनाओं से किसी भी उद्योग को एक बड़ा अघात पहुँचता है। एक ओर, इनके परिणामवश वित्तीय संसाधनों की हानी होती है जिससे की संस्था के लाभों में अत्यधिक कमी आ जाती है। दूसरी ओर यह सीधे सीधे संस्था के जनबल की कार्य पद्धति को भी प्रभावित करते हैं जिसके परिणामवश निश्चित रूप से अमूल्य मानव संसाधनों के प्रस्तरण होता है जोकि साधारणतः अपनी शक्तियाँ अधिक उत्पादकता के लिए प्रयोग कर सकते थे। यद्यपि, कपट की घटनाएँ संपूर्ण विश्व में होती हैं तथा जिनसे परिचालन के कई क्षेत्र कट जाते हैं; यह स्पष्ट रूप से नवोदित बाजारों में प्रत्यक्ष है, मुख्यतः उन क्षेत्रों में जहाँ समझबूझ के स्तर विशेषतः काफी निचले स्तर के हैं।

कपट की घटनाओं के प्रमुख क्षेत्रों के आँकड़े तुरंत ही यह प्रकट कर देंगे कि यह उन क्षेत्रों में अधिक हैं जहाँ जाँच या तो होती नहीं है या इतनी कमजोर हैं कि उनके पालन की पुष्टी भी नहीं होती। अधिकाधिक, भारतीय प्रक्षेत्र में यह तथ्य सही पाया गया है। यदि न्यायालयों ने अत्यधिक मामलों में दावेदारों के हित में फैसले सुनाए हैं तो अत्यधिक मामलों में उसे इस मूक साक्ष्य का सामना करना पड़ता है कि प्रबंधनों ने बुराई के विरुद्ध उचित अनुशासन लागू नहीं किया है। प्रबंधनों को इसका अंतर जानने के लिए कि पॉलिसीधारकों के क्या अधिकार हैं; व उन्हें उनके अधिकारों की प्राप्ति के लिए और अधिक स्पष्टवादी व निश्चयकारी होने की आवश्यकता है।

एक सामान्य क्षेत्र जोकि भारतीय बीमा क्षेत्र में अधिकांश कपटों कि ओर ले जाता है वह है पॉलिसीधारक द्वारा संविदात्मक

कर्तव्यों की समझ में कमी। सभी प्रकार की उन्नतियों के उपरांत भी, यदि यह कारण यह सभी विवादों की जड़ बना रहता है तो, दुर्भाग्यता से यह निश्चित रूप से एक स्वस्थ संकेत नहीं है। हमें सबसे पहले संभावितों यह शिक्षा देने की आवश्यकता है कि उनके द्वारा दिया गया प्रीमियम घटना को आवरण देने के लिए है; तथा यह बीमा कंपनी पर दावे का दबाव डालने का अधिकार नहीं देता। आगे, जिस मामले में बीमाकर्ता ने प्रणाली संबंधी कमियों चलते कपट किया है, वहाँ उनके पुनःघटित होने की संभावना को टालने के लिए प्रयास किए जाने चाहिए। सर्वोपरि, किसी भी प्रकार के बीमाकर्ता कपट की संभावना को रोकने के लिए निरंतर चौकसी होनी चाहिए। इसके द्वारा संपूर्ण उद्योग की प्रतिष्ठा पर सांघातिक प्रहार से निपटा जा सकता है।

बीमा में कपट जर्नल के इस अंक का मुख्य विषय है। जैसा कि अपेक्षित है, इस सर्व प्रचलित विषय पर अत्यधिक प्रतिक्रियाएं हो रही हैं; तथा यह प्रस्तावित किया जाता है कि बीमा कपट जर्नल के अगले अंक का भी मुख्य विषय रहेगा।

जे. हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



संकटकाल के समय हमारे राज्याधारित प्रणाली की संग्रहित शक्ति स्पष्ट रूप से प्रकट हो जाती है। अलबामा में विध्वंस हमें बाध्य करता है कि प्रभावितों को सहायता प्रदान करने के लिए हम अपने संसाधनों को शीघ्रता व प्रभावशाली रूप से प्रयोग करें।

सुश्री सुसन ई. वॉस

एनएआईसी अध्यक्षा व लोवा बीमा आयुक्त

विकसित अर्थव्यवस्थाएं समान रूप से अशुद्ध मूल्य पूँजी की संभावना से पूर्ण हैं। उपप्राथमिकता ऋण संकट, जिसने भौगोलिक वित्तीय संकटों को तीन वर्ष से कम समय में तलछट में बिठा दिया, जोकि अशुद्ध मूल्य पूँजी का एक अन्य उदाहरण है जिसके परिणामवश अपरिमित जोखिम उठाए गए व लाभ उठाए गए।

श्री रवि मेनन

प्रबंध निदेशक, मोनेटरी ऑथॉरिटी ऑफ सिंगापुर

बीमा व्यापार के विनियमन के अंतर्राष्ट्रीय मानक विशिष्ट बदलावों के दौर से गुजर रहे हैं तथा यह अत्यंत आवश्यक है कि विनियामकों के पास इन बदलावों के अनुमानों पर विचार विमर्श करने व उन बदलावों का समनुरूप कार्यान्वयन करने का एक सुअवसर है।

श्री डेविड विक

मुख्य कार्यकारी, इस्ले ऑफ मैन इंश्युरेन्स एण्ड पैन्शन ऑथॉरिटी

जैसा कि प्राधिकरण अपने विस्तृत विनियामक संरचना के कार्यान्वयन के साथ उन्नती करती है, जोकि भौगोलिक विनियामक मानकों में विकास के अनुरूप होती है, हम यह स्वीकार करते हैं कि यह न केवल हमारे लिए (बर्मूडा के विनियामक) बल्कि बाज़ार के लिए भी एक महत्वपूर्ण बदलाव का द्योतक है।

श्री जर्मी कॉक्स

प्रमुख कार्यकारी अधिकारी, बर्मूडा मोनेटरी ऑथॉरिटी

जब आप अतिविशिष्ट घटनाओं से गुजरते हैं - जैसे कि हाल ही के आर्थिक संकट - उन पर विचार करना व उनकी पुनरावृत्ति को रोकने के उपायों को तय करना अतिआवश्यक हो जाता है। वैश्विक स्तर पर, विनियामक अपनी भूमिका पुनः परिभाषित कर रहे हैं।

श्री डेनियल बुलेट

अध्यक्ष, कैनेडियन बीमा विनियामक परिषद

स्वास्थ्य बीमा कवचों की संहवणात्मकता ग्राहकों को उत्कृष्ट मर्दे उपलब्ध कराने के लिए एक यथोचित अवधारणा है। यद्यपि, संहवणात्मकता का उद्देश्य केवल तभी पूरा होगा यदि सूचना का आदान - प्रदान निर्विघ्नता से हो।

श्री जे. हरि नारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



भारत में पेन्शन क्षेत्र के सुधार

एच.एम. जैन का कहना है कि यह नया विधेयक जब अधिनियम के रूप में परिवर्तित हो गया है, पेन्शन क्षेत्र में आमूल-चूल परिवर्तन होने के आशा है।

...(पिछले अंक से आगे)

हाल ही में एक शोध संस्थान के अनुमान के अनुसार सन् 2012 तक हमारे देश में स्वास्थ्य बीमा का इतना विकास होगा कि मात्र यह क्षेत्र रु. 25,000 करोड़ की सीमा पार कर जाएगा।

पृष्ठभूमि और आज की मांग

आज सारी दुनियां में जीवन अवधि काफी बढ़ चुकी है जिसमें हमारा देश भी शामिल है। औसत मृत्यु दर के उत्तरोत्तर घटने व बेहतर स्वास्थ्य सेवाओं की उपलब्धि के कारण पिछली जनगणना में ही यह पाया गया था कि एक भारतीय 63.8 वर्ष तक सामान्यतः जीवित रहता है। कुपोषण व प्रदूषण के साथ साथ अनेक महामारियों जैसे प्लेग, मलेरिया व क्षय रोगों का अन्मूलन आज एक वैश्विक सत्य है और विकसित देशों में सामान्य जीवन अवधि 80 से 85 वर्ष तक की हो चुकी है। एक शोध रिपोर्ट अनुसार चिकित्सा क्षेत्र में अत्याधुनिक जटिल खोजों और नई स्वास्थ्य सेवाओं के कारण पश्चिमी देशों में नागरिकों की औसत आयु 90 वर्ष की हो जाएगी। गत आधी शताब्दी में जो प्रगति हुई है उससे सन् 2050 तक चाहे एक जापानी हो या आस्ट्रेलिया का निवासी औसत रूप से 100 वर्ष तक जीवित रहेगा। वैज्ञानिकों ने यह सिद्ध कर दिया है कि मनुष्य के जीन्स जो स्वस्थ जीवन के लिए प्रकृति ने पहले ही हमें दिए हैं वे हमें मानसिक व शारीरिक रूप से सौ वर्ष तक सक्षम बनाए रख सकते हैं, यदि हम अपने पर्यावरण से पूरा ताल मेल बना सकें। इस बदलते परिदृश्य के कारण वरिष्ठ नागरिकों के लिए एक पूरी तरह से नया दृष्टिकोण पैदा करने की आवश्यकता है। पेन्शन योजनाओं की प्रकृति, वृद्धों के लिए नए प्रकार के लाभपूर्ण नियोजन अवसर, दूरगामी स्वास्थ्य सेवाओं के सार्वजनिकरण के लिए पहल, सेवानिवृत्ति की आयु की पुनर्वीक्षा, कम प्रीमियम अथवा निःशुल्क सामूहिक स्वास्थ्य बीमा योजनाओं की उपलब्धि, अस्पतालों, आरोग्य केन्द्रों व मानसिक स्वास्थ्य के लिए विशाल स्तर पर केन्द्रों की स्थापना - यह सब मात्र सरकार की पहल पर नहीं किया जा सकता है। इसमें संगठित निजी क्षेत्र व गैर सरकारी स्वैच्छिक संगठनों को भी एक भूमिका अदा करनी होगी।

हाल ही में एक शोध संस्थान के अनुमान के अनुसार सन् 2012 तक हमारे देश में स्वास्थ्य बीमा का इतना विकास होगा कि मात्र यह क्षेत्र रु. 25,000 करोड़ की सीमा पार कर जाएगा। बीमा के लिए सक्षम जनसंख्या 30 करोड़ से अधिक हो जाएगी और इसका कुल 3 प्रतिशत स्वास्थ्य बीमा के विविध प्रकारों का फायदा उठाएगा। अभी यह प्रतिशत संगठित क्षेत्र में मात्र एक प्रतिशत से कम है। यह क्षेत्र देश की अर्थव्यवस्था के लिए एक नई चुनौती होगा।

मूलभूत प्रश्न

हमारे देश में एक अरसे से स्वास्थ्य बीमा की उपेक्षा होती रही है और बदलते जनसांख्यिक दबावों के कारण जिसके तहत वृद्ध लोगों की संख्या में उत्तरोत्तर वृद्धि हो रही है, अब इस समस्या को अनदेखा करना बीमा कम्पनियों व सरकार के लिए भी मुश्किल हो रहा है। पहले भारतीय बीमा नियामक और विकास प्राधिकरण ने स्वास्थ्य बीमा से जुड़े सभी पक्षों की जांच के लिए एक कार्यकारी समिति का गठन किया था जिसके संयोजक आई. आर. डी. ए. के सामान्य बीमा के सदस्य के. के. श्रीनिवासन थे। प्राधिकरण के कार्यकारी निदेशक पी.सी. जेम्स के अलावा इसके सदस्यों में केन्द्रीय स्वास्थ्य व परिवार कल्याण मंत्रालय और बीमा कम्पनियों के प्रतिनिधि भी थे। इस समिति में गैर सरकारी स्वैच्छिक संगठनों के प्रतिनिधियों को भी स्थान दिया गया था। ग्रामीण क्षेत्र की स्वास्थ्य सम्बन्धी समस्याओं के समग्र रूप व हल को भलीभांति समझने व सुझाव देने के लिए एक विशेष सह-समिति भी बनाई गई थी जिसकी अनुशंसाओं का लाभ उठाकर इस समिति ने अपनी रिपोर्ट हाल में जारी की है। स्वास्थ्य बीमा की कीमत, संरक्षण का दायरा, प्रीमियम संग्रहण, दावों का भुगतान, उत्पादों का विपणन और सामान्य नागरिकों के लिए

उपलब्धता - इन सब विषयों की इस रिपोर्ट में विशद चर्चा है और दी गई अनुशंसाओं के कार्यान्वयन के प्रश्न का भी विशिष्ट उल्लेख किया गया है।

इस रिपोर्ट में कुछ मूलभूत प्रश्नों को भी छुआ गया है जिससे इसका नीति विषयक महत्व भी बढ़ा है। उदाहरण के लिए वरिष्ठ नागरिकों को बीमे के संरक्षण का मौलिक अधिकार उनकी कोई भी आयु हो, मिलना आवश्यकता है। यदि कोई वरिष्ठ नागरिक प्रीमियम देने के लिए तैयार है तब उसे किसी भी आधार पर बीमे से वंचित नहीं किया जाना चाहिए। विशद सामाजिक सुरक्षा योजना के अन्तर्गत यह भी जरूरी माना गया है कि हर व्यक्ति निजी पहल पर समय रहते ही भावी सुरक्षा के लिए पेन्शन व स्वास्थ्य बीमा के लिए पहल करें। सामान्य दरों पर 65 वर्ष तक की आयु के नागरिकों या इसके ऊपर की आयु के लोगों को भी स्वास्थ्य बीमा उपलब्ध हो और बिना किसी ऊपरी आयु की सीमा के बंधन के उसे बीमा के पुनर्चलन का अधिकार दिया जाए। प्रीमियम या अतिरिक्त लोडिंग अनावश्यक रूप से किसी भी स्थिति में ऊंची दर पर नहीं क्योंकि सेवानिवृत्त नागरिकों के पास संसाधन भी अत्यन्त सीमित होते हैं। मूल भावना यह है कि तुलनात्मक रूप से युवा अथवा सेवाकाल में बीमा लेनेवालों के भुगतान से वरिष्ठ नागरिकों के लिए स्वास्थ्य पालिसियों में सहारा दिया जाए और उन्हें कम दर पर वही लाभ दिया जाए। इस तरह

किसी अनावश्यक तकनीकी आधार पर दावे भी नहीं निरस्त किए जाएं और पेन्शन व स्वास्थ्य बीमा के लिए पृथक शिकायत निवारण कानून बनाया जाए या विशेष ओम्बड्समेन की नियुक्ति की जाए। बीमा लेने के पहले के वर्तमान रोगों को वरिष्ठ नागरिकों के लिए बाधा न माना जाए और उनकी सामान्य स्वास्थ्य और चिकित्सकीय आवश्यकताओं पर पूरी संवेदनशीलता दिखाई जाए। किसी भी स्थिति में पहले से हुए रोग के नाम पर जैसे रक्तचाप या मधुमेह के बहाने किसी वरिष्ठ नागरिक को बीमे से वंचित न किया जाए। वरिष्ठ नागरिकों को हमारे बीच सम्माननीय स्थान दिलाने के लिए सरकार, स्वास्थ्य मंत्रालय और बीमा कम्पनियों के बीच परस्पर संवाद को बनाए रखना भी आवश्यक है।

कुछ भी हो आज देश के 14 लाख से अधिक भारतीय जीवन बीमा निगम के अभिकर्ताओं की सुरक्षा को नकारना महंगा पड़ सकता है।

लेखक, अध्यक्ष, लाइफ इंश्योरेंस एजेन्ट्स फ़ेडरेशन ऑफ़ इण्डिया, मुम्बई।

वरिष्ठ नागरिकों को हमारे बीच सम्माननीय स्थान दिलाने के लिए सरकार, स्वास्थ्य मंत्रालय और बीमा कम्पनियों के बीच परस्पर संवाद को बनाए रखना भी आवश्यक है।



GET ALL BACK ISSUES OF IRDA JOURNAL ON:
<http://www.irda.gov.in>

बीमा बिक्री की रीढ़ है - अभिकर्ता

जगेंद्र कुमार का कहना है कि प्राचीनकाल से ही बीमा की बिक्री अभिकर्ताओं के माध्यम से होती रही है।

एक व्यक्तिगत एजेंट जिसने प्रायोगिक प्रशिक्षण लिया है व सम्बन्धित परीक्षा पास की है, बीमा हेतु आग्रह कर सकता है तथा व्यवसाय कर सकता है।

बीमा व्यवसाय की एक विशेषता यह है कि कभी कभी संभाव्य ग्राहक का बीमाकर्ता से कम और मध्यस्थ से ज्यादा नजदीकी सम्बन्ध रहता है। इन मध्यस्थों में बीमा एजेंट प्रमुख है जो प्रारम्भ से ही बीमा ग्राहकों को हर प्रकार की जानकारियाँ एवं बीमा सुविधाएं प्रदान कराते रहे हैं। बीमा एजेंट वो है जो एक जीवन बीमाकर्ता ऐसे ब्याजी की विधिवत जिसमें, प्रशिक्षण, परीक्षा, पात्रता आदि शामिल हैं, के पश्चात लाइसेंस देकर बीमा करने के लिए अधीकृत करती हैं। एक व्यक्तिगत एजेंट जिसने प्रायोगिक प्रशिक्षण लिया है व सम्बन्धित परीक्षा पास की है, बीमा हेतु आग्रह कर सकता है तथा व्यवसाय कर सकता है। इस व्यक्तिगत एजेंट की पहचान उसकी बीमा कम्पनी है। जिसका वह प्रतिनिधि है। वह उसके नियमों में दिए प्रावधानों एवं आचरण का पालन करता है। ऐसे अभिकर्ता को पारिश्रमिक के रूप में उसके दिए हुए प्रशुल्क पर निर्धारित दर से कमीशन मिलता है। विभिन्न बीमा कम्पनियां अपने अभिकर्ताओं को

उनके अच्छे कार्य निष्पादन के आधार पर अन्य प्रोत्साहन भी प्रदान करती हैं जिनमें नकद राशि पुरस्कार, क्लब सदस्यता, तथा विदेश यात्रा सुमुख हैं। भारत में बीमा के प्रारम्भ से ही बीमा सेवाएं प्रमुखतया बीमा अभिकर्ता के माध्यम से उपलब्ध होती रही हैं तथा ये अभिकर्ता अपने संभावित ग्राहकों में जिनमें, मित्र, पड़ोसी, रिश्तेदार, व्यवसाई, क्लब के साथी तथा परिवारजन भी शामिल होते हैं, को अपने नजदीकी होने या घनिष्ठता के आधार पर बीमा सेवाएं प्रदान कर अपने रिश्तों को और मजबूती देती है। बीमाकर्ता के लिए भी यह बीमा बिक्री की रीढ़ हैं।

जीवन बीमा अभिकर्ताओं की स्थिति:

वर्ष 2009-2010 में व्यक्तिगत बीमा अभिकर्ताओं की संख्या 1.39 फीसदी बढ़ी। 31 अप्रैल 2009 को 29.38 लाख से बढ़कर 31 मार्च 2010 को 29.78 लाख पहुंच गई जीवन बीमा के अभिकर्ताओं की स्थिति इस प्रकार है:

बीमा कम्पनी	1.4.2009 तक	जुड़े लोग	हटाए गए	31.3.2010 तक
निजी कम्पनियां	1592579	625336	642439	1575476
एलआईसी	1344856	312547	254596	1402807
कुल	2937435	937883	897035	2978283

निजी जीवन बीमा प्रदाताओं द्वारा जुटाए गए नए व्यावसायिक प्रीमियम में निगमित अभिकर्ताओं की हिस्सेदारी 2008-09 के 31.70% से बढ़कर 2009-10 में 35.16% हो गई। दूसरी ओर जीवन बीमा निगम ने नए व्यावसायिक प्रीमियम का 97.75% व्यक्तिगत अभिकर्ताओं से प्राप्त किया।

नकारात्मक नतीजे:

चिन्ता का विषय यह है कि 2009-10 में नियुक्त किए गए अभिकर्ताओं की संख्या 9.37 लाख थी जबकि हटाए गए अभिकर्ताओं की संख्या 8.97 लाख थी यह स्थिति निजी बीमा कम्पनियों में और भी खराब थी जहां 6.25 लाख जुड़े तथा 6.42

लाख निकाले गए। बड़ी संख्या में अभिकर्ताओं के हटाए जाने से नकारात्मक नतीजे देखे जा सकते हैं। पहला तो यह बीमाकर्ताओं की वित्तीय स्थिति पर काफी बोझ डालता है क्योंकि बीमाकर्ताओं को इनकी तलाश नियुक्ति एवं प्रशिक्षण देने आदि कार्यों में काफी समय और पूंजी खर्च करने पड़ते हैं। दूसरी ओर इनकी सेवाएं समाप्त होने के बाद इनके द्वारा आरंभ की गई पालिसी वस्तुतः अनाथ हो जाती है और प्रायः सेवा प्रदाता के अभाव में समाप्त हो जाती है। तीसरे एजेन्सी की छवि भी घूमिल होती है क्योंकि लोगों में तथा भविष्य में इस पेशे में आने की इच्छा रखने वाले लोगों को इसमें स्थायित्व की कमी नजर आने लगती है और इससे अच्छे अभिकर्ता प्राप्त करना और भी कठिन हो जाता है।

इसलिए यह सभी भागीदारों के हित में हैं कि अभिकर्ताओं के बाहर जाने की संख्या में कमी आए।

कमीशन का व्यय:

कमीशन व्यय और परिचालन व्यय कुल व्यय का मध्यस्थ पूर्ण भाग है। वर्ष 2009-10 के दौरान सार्वजनिक और निजी क्षेत्र की गैर जीवन बीमा कम्पनियों का कमीशन व्यय क्रमशः 1823 और 677 करोड़ रुपए रहा है, जिसका कुल योग गैर जीवन बीमा क्षेत्र में 2503 करोड़ रुपए हैं। कमीशन व्यय सबसे अधिक वाहन खर्च में रहा है जो कि 808 करोड़ रुपए है, और जिसमें सार्वजनिक और निजी क्षेत्रों की भागीदारी क्रमशः 519 और 289 करोड़ रुपए है। कमीशन के खर्चा पर एक नजर डालें :

करोड़ रुपयों में

खण्ड	निजी क्षेत्र		सार्वजनिक क्षेत्र		कुल	
	2008-09	2009-10	2008-09	2009-10	2008-09	2009-10
आग	59.79	60.79	204.81	239.86	264.60	300.65
समुद्र	42.28	40.51	120.66	123.26	162.94	163.77
वाहन	259.69	289.48	528.41	519.09	788.10	808.57
स्वास्थ्य	170.79	129.76	418.70	486.17	589.49	615.93
अन्य	150.24	150.36	398.28	457.43	548.52	613.79
कुल	682.79	676.90	1670.86	1825.81	2355.65	2502.71

बीमा कम्पनी परिवर्तन:

सुविधाओं के अभाव में अभिकर्ताओं की लाइसेंस निरस्त करने वाली बीमा कम्पनी से नाराजगी स्वाभाविक है। समय समय पर अभिकर्ता एक बीमा कम्पनी से अपना एजेन्सी लाइसेंस दूसरी बीमा कम्पनी में स्थानान्तरित करने का अनुरोध करते रहे हैं। यद्यपि बीमाकर्ता को किसी भी अभिकर्ता के जाने या नए के आने से अधिक फर्क नहीं पड़ता किन्तु बीमा धारकों को अपने प्रीमियमों के भुगतान करने तथा अन्य बीमा सेवाओं में समस्या उत्पन्न हो जाती है। साथ ही अभिकर्ता को भी पालिसी पर मिलने वाले लाभ बन्द हो जाते हैं। जिसके कारण बीमाधारकों की सेवा में रुकावट आती है। अभिकर्ताओं की रुचि के अनुसार प्राधिकरण ने बीमा कम्पनियों को यह निर्देश दिया है कि यदि किसी बीमा कम्पनी में लाइसेंस प्राप्त किए अभिकर्ता अपनी बीमा कम्पनी को छोड़कर दूसरी बीमा कम्पनी में स्थानान्तरण चाहते हैं तो अनाशक्ति प्रमाण पत्र जारी करने पर उस अभिकर्ता को स्थानान्तरित किया जा सकता है और इसी प्रकार बीमा

कम्पनी अपने पालिसी धारकों को इसकी लिखित रूप में सूचना देगी। अन्ततः उद्देश्य यह है कि अभिकर्ता का बीमा कम्पनी परिवर्तन का स्वामित्व पालिसीधारकों का नहीं भुगतान पड़े।

व्यक्तिगत नया व्यवसाय:

नए व्यवसाय में जीवन बीमा क्षेत्र की प्रत्यक्ष खरीददारी का हिस्सा 2008-09 में 9.69 से बढ़कर 2009-10 में 10.60% पहुंच गया। यह पहली बार है कि बीमा क्षेत्र में व्यक्तियों को अभिकर्ता नियुक्त होने का मौका दिया गया है और नया व्यवसाय करने का सहारा दिया है। व्यक्तिगत अभिकर्ताओं के नए व्यापार की शुरुआत करने से व्यापार वृद्धि सन् 2009-10 में 79.61 प्रतिशत तक पहुंच गई। निजी जीवन बीमा में निगमित अभिकर्ताओं की जिम्मेदारी 2009-10 में 35.16 प्रतिशत हो गई। दूसरी ओर जीवन बीमा निगम ने नए व्यावसायिक प्रीमियम का 97.75% व्यक्तिगत अभिकर्ताओं से प्राप्त किया। व्यक्तिगत श्रेणी में नए व्यवसायों में किया गया प्रदर्शन इस प्रकार रहा :

बीमाकर्ता को
किसी भी
अभिकर्ता के जाने
या नए के आने से
अधिक फर्क नहीं
पड़ता किन्तु बीमा
धारकों को अपने
प्रीमियमों के
भुगतान करने तथा
अन्य बीमा सेवाओं
में समस्या उत्पन्न
हो जाती है।

(प्रतिशत में)

जीवन बीमाकर्ता	व्यक्तिगत अभिकर्ता	निगमित बैंक	अभिकर्ता दूसरे	दलाल	प्रत्यक्ष विक्रय	व्यक्तिगत व्यवसाय	प्रेषित किए गए
निजी कुल	50.67	24.88	10.28	3.44	10.73	100.00	7.83
जीवन बीमा निगम	97.75	1.64	0.52	0.09	0.00	100.00	0.18
कुल योग	79.69	10.60	4.28	1.38	4.13	100.00	3.13

इरडा का सुझाव है कि हर बीमा अभिकर्ता को प्रति वर्ष कम से कम 20 नई पालिसीयां बेचनी चाहिए और उसके द्वारा जुटाई पहले साल की प्रीमियम आय 1.50 लाख रु. से कम नहीं होनी चाहिए।

महत्वपूर्ण प्रावधान कारपोरेट एजेंट

भारत में अभिकर्ताओं के लिए आई.आर.डी.ए. (बीमा अभिकर्ताओं को लाइसेंस देना) विनियमावली 2000 के तहत महत्वपूर्ण प्रावधान किए गए हैं जैसे :

1. इरडा द्वारा अनुमोदित कोई भी फर्म, कम्पनी, बैंकिंग कम्पनी, क्षेत्रीय ग्रामीण बैंक, सहकारी समिति, पंचायत, स्थानीय प्राधिकरण, गैर सरकारी संस्था, लघु ऋणदाता वित्तीय संस्थान गैर बैंकिंग वित्तीय कम्पनी या कोई अन्य संगठन निगमित अभिकर्ता (कारपोरेट एजेंट) हो सकते हैं।
2. कारपोरेट एजेंट को अपने साझेदार (फर्म के मामले में) निदेशक (कम्पनी के मामले में), या एक से अधिक अधिकारी या कर्मचारियों को निगमित बीमा कार्यपालक के रूप में नामित करना होगा।
3. कारपोरेट एजेंट को अपने किसी एक या अधिक साझेदारों, निर्देशकों या कर्मचारियों को विशिष्ट व्यक्तियों के रूप में नामित करना होगा जो कारपोरेट एजेंट की ओर से व्यवसाय लाने के लिए उत्तरदायी होंगे।
4. व्यक्तिगत एजेंटों की भ्रांति कारपोरेट एजेंट कारपोरेट बीमा पालक का लाइसेंस या विशिष्ट व्यक्ति का प्रमाण पत्र रद्द कर दिया जाएगा।

अभिकर्ता एवं आचार संहिता:

विनियमावली के नियम 8 में प्रत्येक लाइसेंस धारक अभिकर्ता को आचार संहिता का पालन करने की बाध्यता का प्रावधान है। यह संहिता नियमों के अतिरिक्त बीमा बाजार में अभिकर्ताओं की गलत बिक्री को रोकने, अभद्र व्यवहार पर नियंत्रण रखने अपनी पहचान बताने तथा पालिसी धारकों को सही एवं अधिकारिक बीमा सेवा प्रदान करने के लिए हैं। सभी बीमा मध्यस्थों के लिए,

उनके कार्यानुसार बीमा प्राधिकरण ने आचार संहिता का प्रावधान किया है। वास्तविकता यह भी है कि भारतीय बीमा बाजार में ग्राहकों को बीमा उत्पादों की उपलब्धता एवं आवस्था की अधिक जानकारी नहीं होती ऐसे में सम्भाव्य ग्राहक को उत्पादों के बारे में लगाए जाने वाले प्रीमियम, आवरण कमीशन आदि के बारे में सही सूचना प्राप्त का अधिकार है। बीमा कम्पनी का अनुज्ञा पत्रधारी प्राप्त निधी होने के नाते अभिकर्ता का यह दायित्व हो जाता है कि ऐसी समस्त जानकारी एवं बीमा से संबंधित सभी दस्तावेज ग्राहकों को उपलब्ध कराये। यही नहीं स्थाई बीमा कम्पनी द्वारा ग्राहक का प्रस्ताव नकार दिया गया है तो उसकी सूचना भी सही समय सीमा के तहत उपलब्ध कराये। अधिकांशतः पालिसी उपवर्धों में नामांकन, समावेशन तथा हस्तान्तरण आदि के विकल्प उपलब्ध होते हैं जिनका चयन एवं उनकी सूचना बीमाकर्ता को लिखित में देनी आवश्यक होती है। यही नहीं बीमाकर्ता को भी यह आवश्यक हो जाता है कि प्रस्तावित दरों लाभों शर्तों एवं आवरण में कोई परिवर्तन किया गया है, कोई जुर्माना, लोडिंग या अनिवार्य आर्थिकता लगाया गया है, तो उसकी सूचना भी पालिसीधारक को दें अतः अभिकर्ता दोनों पक्षों का आवश्यक रखना प्रेषित करने का एक सशक्त माध्यम है।

बीमा नियामक द्वारा जारी दिशानिर्देश:

बीमा नियामक ने एक मसौदे में यह बात कही है कि लोगों को झाँसा देकर बीमा पालिसी बेचने वाले एजेंट का लाइसेंस रद्द किया जा सकता है। इरडा का सुझाव है कि हर बीमा अभिकर्ता को प्रति वर्ष कम से कम 20 नई पालिसीयां बेचनी चाहिए और उसके द्वारा जुटाई पहले साल की प्रीमियम आय 1.50 लाख रु. से कम नहीं होनी चाहिए। नियामक के आकड़ों के अनुसार वित्त वर्ष 2009-10 में बहुत सी बीमा कम्पनियों की आदी से ज्यादा पालिसियों का नवीनीकरण नहीं हुआ है। साथ ही इरडा का यह

भी मानना है कि भारतीय बीमा उद्योग में अभिकर्ता का जितना कमीशन है उससे सस्ते में बीमा उत्पादों को बेचने का कोई दूसरा तरीका नहीं है। देश में इस समय 40 लाख एजेन्ट हैं। 80 फीसदी बीमा पालिसियों की बिक्री इन्हीं के जरिए होती है 2009-10 में सभी कम्पनियों द्वारा इकट्ठा किया गया जीवन बीमा प्रीमियम लगभग 2,61,000 करोड़ रुपए रहा है। इसका 55% हिस्सा पारम्परिक बीमा उत्पादों से आया है और बाकी 45 फीसदी हिस्सा ही यूलिप उत्पादों से आया है। अभी बीमा उद्योग जितना प्रीमियम इकट्ठा कर रहा है, उसका केवल 7 प्रतिशत हिस्सा ही एजेन्ट के कमीशन के रूप में जाता है इससे सस्ता कोई दूसरा तरीका सम्भव नहीं है। हाल में इरडा ने नए दिशा निर्देश जारी किए हैं जिनके तहत बीमा कम्पनियों के कर्मचारी अपने रिश्तेदारों को कम्पनी में एजेन्ट नहीं बना सकते हैं। कम्पनियों के रिश्तेदारों की परिभाषा में उनकी पत्नी, बहन, माई, माता पिता, बेटा, बेटा, बहु और दामाद शामिल है। ये दिशा निर्देश जुलाई 2011 से लागू होंगे। बीमा उद्योग के अधिकारियों का मानना है कि एजेन्ट के तौर पर रिश्तेदारों की नियुक्ति कई तरह से भ्रष्टाचार के दरवाजे खोलने का काम करती है मसलन ब्रांच मेनेजर अपनी अभिकर्ता पत्नी को सेल के लिए आने वाली काल हस्तांतरित कर दें।

निसन्देह भारत में बीमा बिक्री के क्षेत्र में अभिकर्ता रीढ़ की हड्डी है। प्राचीनकाल से ही बीमा की बिक्री अभिकर्ताओं के माध्यम से होती रही है। अभिकर्ता, व्यावहारिक सम्पर्क रखने वाला कम खर्च में बीमा उत्पाद उपलब्ध कराने वाला वह व्यक्ति है जो अपनी बीमा कम्पनी के उत्पाद एवं सेवाओं का सही आइना प्रस्तुत करना है। अभिकर्ता ऐसा सशस्त्र माध्यम है जो जितना बीमा कम्पनी के प्रति बफादार है उतना ही अपने पालिसीधारकों एवं संभावित ग्राहकों के लिए। भारत में लगभग 30 लाख अभिकर्ता जीवन बीमा तथा 10 लाख से अधिक अभिकर्ता सामान्य बीमा विक्रय करते हैं। बीमा अभिकर्ता किसी भी एक जीवन बीमा कम्पनी तथा एक गैर जीवन बीमा कम्पनी के उत्पाद बिक्री कर सकता है। अभिकर्ताओं को लाइसेन्स जारी करने वाली संस्था

इरडा प्रति तीन वर्ष के लिए उन्हें अधीकृत करती है। चिन्ता का विषय यह है कि अभिकर्ता जो कम शिक्षित साधनहीन तथा अन्य आय में बीमा कम्पनियों के लिए अपनी प्रतिबद्धता दर्शाता है उसको अनुबद्ध की शर्तें पूरी न करने पर बीमा कम्पनी या बाहर का रास्ता दिखा देती है। अकेले 2009-10 में 8.97 लाख एजेंटों को निकाला गया तथा 9.37 लाख नए एजेंटों की भर्ती की गई है। अगर किसी कम्पनी में कोई एजेंट 5 साल तक रह जाता है तो वह नवीनीकरण वाली पालिसियों से कमीशन का पात्र हो जाता है जबकि अगर वह 10 साल तक रहता है तो उसके न रहने पर उसके परिवार को कमीशन मिलता है। अगर वह 15 साल तक अभिकर्ता रहता है तो उसे पेंशन भी मिलती है। यही कारण है कि बीमा कम्पनियां पुराने एजेंटों को निकाल कर नए एजेंटों को रखने पर जोर देती हैं। इससे उन्हें एजेंट के कमीशन की बचत का सीधा लाभ मिलता है। विचारणीय बिन्दू यह है कि अभिकर्ताओं के हितों की रक्षा होनी चाहिए जिससे उनकी रोजी रोटी न दिन जाए।

लेखक कापॉरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

हाल में इरडा ने नए दिशा निर्देश जारी किए हैं जिनके तहत बीमा कम्पनियों के कर्मचारी अपने रिश्तेदारों को कम्पनी में एजेन्ट नहीं बना सकते हैं। कम्पनियों के रिश्तेदारों की परिभाषा में उनकी पत्नी, बहन, माई, माता पिता, बेटा, बेटा, बहु और दामाद शामिल है।

GROSS PREMIUM UNDERWRITTEN BY NON-LIFE INSURERS WITHIN INDIA (SEGMENT WISE) :

Sl. No.	Insurer	Fire	Marine	Marine Cargo	Marine Hull	Engineering	Motor
1	Royal Sundaram Previous year	45.55 43.26	25.20 23.02	24.80 22.55	0.41 0.47	36.87 36.34	793.03 616.06
2	TATA-AIG \$ Previous year	186.85 158.72	153.63 115.11	153.63 115.11	0.00 0.00	38.49 39.56	421.47 240.46
3	Reliance Previous year	97.68 129.78	38.70 44.42	22.15 27.35	16.55 17.07	58.31 103.86	1,074.87 1,318.71
4	IFFCO Tokio Previous year	212.72 202.38	129.62 135.12	84.42 70.54	45.19 64.58	64.89 93.57	941.23 849.01
5	ICICI Lombard Previous year	283.46 270.06	166.37 146.57	110.01 81.59	56.37 64.98	149.04 152.83	1,544.96 1,379.16
6	Bajaj Allianz Previous year	288.05 261.40	79.88 74.76	75.89 68.41	3.99 6.35	111.86 100.47	1,714.07 1,445.77
7	HDFC ERGO Previous year	194.32 142.78	48.52 25.01	30.10 15.49	18.41 9.52	53.87 29.31	420.70 366.12
8	Cholamandalam Previous year	56.61 47.77	43.68 42.39	43.67 41.44	0.01 0.95	23.92 22.41	623.49 450.10
9	Future Generali Previous year	69.88 42.38	30.74 15.50	30.74 15.50	0.00 0.00	23.77 15.20	319.49 210.40
10	Universal Sompo Previous year	55.85 42.54	5.98 3.85	5.98 3.85	0.00 0.00	5.87 3.48	163.43 78.90
11	Shriram Previous year	4.42 1.74	0.93 0.04	0.93 0.04	0.00 0.00	2.26 1.48	768.30 411.48
12	Bharti Axa Previous year	39.08 28.52	11.34 5.44	11.34 5.44	0.00 0.00	12.17 13.18	413.61 184.52
13	Raheja QBE* Previous year	1.11 0.16	0.13 0.02	0.13 0.02	0.00 0.00	0.38 0.40	0.24 0.17
14	SBI	23.10	0.17	0.17	0.00	1.51	0.07
15	L&T	2.46	0.43	0.43	0.00	1.74	10.95
16	New India Previous year	1,050.64 923.78	553.92 474.30	271.96 196.01	281.97 278.29	342.04 291.83	2,303.52 2,070.94
17	National Previous year	572.36 426.76	305.89 238.92	170.03 141.80	135.85 97.13	244.51 186.81	2,761.60 2,179.74
18	United India Previous year \$	790.48 647.93	498.76 451.97	274.19 275.68	224.57 176.29	416.51 306.43	2,114.52 1,817.13
19	Oriental Previous year	671.58 575.03	447.58 390.45	233.93 183.42	213.65 207.03	322.25 281.80	1,744.70 1,610.19
	Grand Total Previous year	4,646.22 3,945.01	2,541.45 2,186.90	1,544.48 1,264.24	996.97 922.66	1,910.27 1,678.94	18,134.26 15,228.86
SPECIALISED INSTITUTIONS							
20	ECGC Previous year						
21	Star Health & Allied Insurance Previous year						
22	Apollo MUNICH Previous year						
23	Max BUPA # Previous year						

Commenced operations in March, 2010

\$ Figures revised by Insurer for March, 2009

Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD APRIL - MARCH, 2011 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
629.37 477.62	163.67 138.44	155.98 125.47	0.00 0.00	15.95 16.21	37.26 26.56	33.85 28.63	1,143.70 915.56
361.20 207.76	60.27 32.70	110.72 83.40	0.00 0.00	149.30 141.53	125.07 104.28	28.48 17.53	1,214.01 900.58
738.46 905.71	336.41 413.00	254.28 238.75	45.64 40.61	18.17 18.64	31.95 43.63	35.83 41.26	1,655.43 1,979.65
659.19 501.67	282.04 347.34	176.88 164.22	46.09 41.91	57.06 43.98	28.05 20.60	158.96 88.75	1,815.50 1,639.56
1,136.55 957.22	408.40 421.94	1,341.94 911.81	101.10 57.32	130.34 104.91	94.35 79.69	440.31 192.72	4,251.87 3,295.06
1,302.18 1,052.08	411.89 393.69	339.49 295.39	28.42 28.62	100.19 73.81	53.11 52.73	189.68 182.75	2,904.74 2,515.70
304.26 201.00	116.44 165.13	328.73 268.74	32.61 18.28	76.14 69.18	129.17 72.90	17.99 12.29	1,302.05 1,004.62
433.33 312.82	190.17 137.28	148.07 149.51	0.00 0.00	11.34 12.11	32.32 29.42	28.38 31.15	967.83 784.85
231.69 150.86	87.80 59.55	105.34 69.32	0.00 0.00	13.74 8.93	28.02 13.15	21.19 11.82	612.17 386.72
128.12 61.66	35.31 17.23	23.49 17.41	0.00 0.00	1.93 0.73	3.46 9.84	39.02 32.54	299.04 189.28
406.38 202.64	361.93 208.84	0.00 0.00	0.00 0.00	0.41 0.16	2.85 1.63	1.71 0.39	780.89 416.93
321.30 138.83	92.31 45.69	52.34 49.19	0.00 0.00	2.82 3.20	15.04 23.92	5.08 2.98	551.48 310.95
0.19 0.15	0.06 0.02	0.00 0.00	0.00 0.00	5.50 1.00	0.55 0.18	0.05 0.02	7.96 1.94
0.06	0.00	0.12	11.70	0.00	5.82	0.53	43.02
8.26	2.69	0.00	0.00	0.82	0.00	0.85	17.24
1,345.43 1,172.06	958.09 898.88	1,993.96 1,552.47	70.42 64.40	161.76 126.88	124.07 103.20	496.20 434.72	7,096.53 6,042.51
1,654.55 1,270.38	1,107.04 909.36	1,572.39 1,077.55	25.96 37.13	71.61 53.13	126.54 97.57	434.55 327.49	6,115.41 4,625.10
1,152.54 963.74	961.98 853.39	1,681.47 1,256.14	20.07 30.02	101.36 91.43	132.10 109.17	621.08 527.11	6,376.35 5,237.32
955.72 868.39	788.99 741.80	1,330.82 1,063.51	79.87 92.08	104.43 99.85	151.31 101.12	587.05 504.73	5,439.60 4,718.75
11,768.78 9,444.59	6,365.48 5,784.28	9,616.02 7,322.89	461.87 410.37	1,022.88 865.67	1,121.04 889.58	3,140.81 2,436.85	42,594.81 34,965.08
						885.67 813.71	885.67 813.71
		1,232.44 947.02			11.82 10.59	4.62 4.04	1,248.88 961.64
		270.82 106.43			6.73 4.26	5.89 3.97	283.45 114.66
		25.70 0.00			0.00 0.00	0.00 0.00	25.70 0.00

Report Card: General

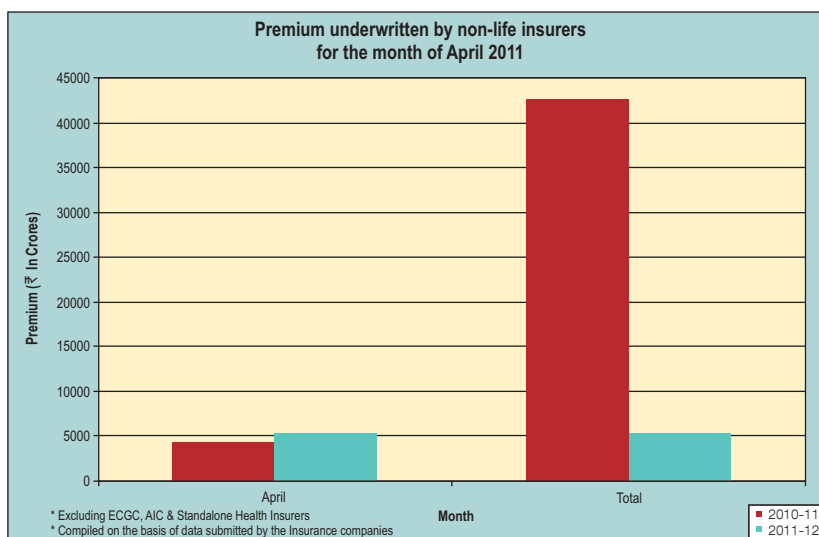
GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF APRIL, 2011

(₹ in Crores)

INSURER	APRIL		APRIL-MARCH		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2011-12	2010-11*	2011-12	2010-11*	
Royal Sundaram	134.48	90.06	134.48	90.06	49.32
Tata-AIG	205.57	161.07	205.57	161.07	27.63
Reliance General	210.64	138.63	210.64	138.63	51.94
IFFCO-Tokio	225.07	209.01	225.07	209.01	7.68
ICICI-Iombard	586.80	487.96	586.80	487.96	20.26
Bajaj Allianz	280.97	265.26	280.97	265.26	5.92
HDFC ERGO General	230.05	160.45	230.05	160.45	43.37
Cholamandalam	111.05	91.59	111.05	91.59	21.25
Future Generali	93.54	70.26	93.54	70.26	33.13
Universal Sampo	31.67	28.01	31.67	28.01	13.07
Shriram General	68.28	42.53	68.28	42.53	60.56
Bharti AXA General	86.49	52.66	86.49	52.66	64.25
Raheja QBE	1.38	0.45	1.38	0.45	205.00
SBI General	17.95	0.22	17.95	0.22	8079.25
L&T General	11.75	0.00	11.75	0.00	
New India	1002.60	891.03	1002.60	891.03	12.52
National	654.00	536.28	654.00	536.28	21.95
United India	719.19	597.92	719.19	597.92	20.28
Oriental	580.76	558.09	580.76	558.09	4.06
PRIVATE TOTAL	2295.69	1798.17	2295.69	1798.17	27.67
PUBLIC TOTAL	2956.55	2583.32	2956.55	2583.32	14.45
GRAND TOTAL	5252.24	4381.49	5252.24	4381.49	19.87
SPECIALISED INSTITUTIONS:					
1. Credit Insurance					
ECGC	65.35	65.27	65.35	65.27	0.12
2. Health Insurance					
Star Health & Allied Insurance	224.48	204.04	224.48	204.04	10.02
Apollo MUNICH	30.69	18.51	30.69	18.51	65.83
Max BUPA	4.10	0.33	4.10	0.33	1144.83
Health Total	259.27	222.87	259.27	222.87	16.33
3. Agriculture Insurance					
AIC	37.96	45.85	37.96	45.85	-17.22

Note: Compiled on the basis of data submitted by the Insurance companies

* Figures revised by insurance companies



The Insurance Regulatory & Development Authority (IRDA) organized a seminar on “Policyholder Protection and Welfare” at New Delhi on 3rd June, 2011, during the course of which its online grievance portal IGMS (Integrated Grievance Management System) was also launched. There were several deliberations on the subjects of Consumer Education; Consumer Protection; and Grievance Management & Dispute Redressal, at the seminar.

IGMS is a comprehensive solution which not only has the ability to provide a centralized and online access to the policyholder but also complete access and control to IRDA for monitoring grievance disposal by insurance companies. IGMS also enables detailed analyses that would help identify issues of concern for the policyholder.



Mr. S.K. Sharma, Secretary, Department of Financial Services, Govt. of India lighting the lamp to mark the inauguration of the seminar. Also seen in the picture are (from L to R): Mr. J. Hari Narayan, Chairman, IRDA; Mr. G. Prabhakara, Member (Life), IRDA; Mr. M. Rama Prasad, Member (Non-Life), IRDA; Mr. R.K. Nair (partially hidden), Member (F & A), IRDA; and Mr. Rajiv Agarwal, Secretary, Ministry of Consumer Affairs, Govt. of India.



Mr. S.K. Sharma releasing a comic book titled 'Ranjan and his Tryst with Insurance', on the occasion. Also seen in the picture is Mr. J. Hari Narayan.



Ms. Yegnapriya Bharath, Joint Director, Consumer Affairs Dept., IRDA speaking at the seminar.

Statistical Supplement

(Monthly - March, 2011)

Name of the Insurer: Bajaj Allianz General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2931.00	28804.51	47543	382288	36.98	2664.10	21554714.00	347176591.00
Previous year	2894.02	26140.41	44873	384962	-7.70	-602.32	28266348.00	274180006.00
Marine Cargo	540.00	7588.91	16029	167844	-39.46	747.92	8199287.00	133320798.00
Previous year	579.46	6841.00	15177	165468	160.99	-208.90	7009885.00	111504546.00
Marine Hull (Including Onshore & Offshore oil energy)	12.65	398.85	3	356	-34.48	-236.44	346000.00	3298841.00
Previous year	47.13	635.30	51	1323	-37.20	-913.64	116278.00	2932090.00
Marine (Total)	552.64	7987.76	16032	168200	-73.94	511.47	8545287.00	136619639.00
Previous year (Total)	626.58	7476.29	15228	166791	123.79	-1122.54	7126163.00	114436636.00
Aviation	504.43	2841.63	22	328	453.81	-20.62	1596222.00	38221506.00
Previous year	50.62	2862.25	45	308	-35.71	-588.74	7748436.00	33614097.00
Engineering	1022.16	11185.93	2207	18053	-153.17	1139.17	23744470.00	176904010.00
Previous year	1175.33	10046.77	1787	17084	54.99	-1100.62	16486318.00	123575340.00
Motor Own Damage	13374.79	130217.99	357491	3596204	1175.54	25010.09	957615.00	9121806.00
Previous year	12199.26	105207.90	391917	3745705	3237.20	6449.13	926869.00	7906776.00
Motor Third party	3956.09	41189.31	362286	3982819	-151.27	1820.50		
Previous year	4107.36	39368.81	397654	3821604	917.45	-776.20		
Motor (Total)	17330.88	171407.30	362286	3982819	1024.26	26830.59	957615.00	9121806.00
Previous year (Total)	16306.62	144576.71	397654	3821604	4154.65	5672.93	926869.00	7906776.00
Workmen's compensation / Employer's liability	231.13	2613.08	1822	20002	55.43	826.21	43005.00	382283.00
Previous year	175.70	1786.87	1773	18347	35.07	-496.43	23968.00	288418.00
Public Liability	4.18	60.63	21	155	-2.88	-1.19	44841.00	198719.00
Previous year	7.06	61.81	13	157	1.66	-593.55	15466.00	168831.00
Product Liability	118.85	1342.14	35	544	27.89	224.16	30680.00	701757.00
Previous year	90.96	1117.98	40	532	-22.92	-652.87	63618.00	811948.00
Other Liability Covers	257.72	6003.50	266	3396	10.79	1589.59	130180.00	2559321.00
Previous year	246.93	4413.91	255	3400	96.54	-29.62	119894.00	2472712.00
Liability (Total)	611.88	10019.34	2144	24097	91.23	2638.77	248706.00	3842080.00
Previous year (Total)	520.65	7380.57	2081	22436	110.35	-1772.47	222946.00	3741909.00
Personal Accident	435.94	5310.65	8242	90807	-6.97	37.45	2307770.00	38713986.00
Previous year	442.91	5273.20	9057	91930	-273.42	-2292.47	1719183.00	26203738.00
Medical Insurance	3594.01	28510.05	90319	927058	907.31	4108.57	2772940.00	29145750.00
Previous year	2686.71	24401.48	80071	1159981	-305.17	-6986.84	3539249.00	39959285.00
Overseas Medical Insurance	377.24	5438.82	41987	505630	28.93	301.29	228029.00	1490287.00
Previous year	348.31	5137.53	42930	428038	17.54	-509.50	99440.00	1695003.00
Health (Total)	3971.25	33948.87	132306	1432688	936.24	4409.86	3000969.00	30636037.00
Previous year (Total)	3035.02	29539.01	123001	1588019	-287.63	-7496.34	3638689.00	41654288.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	-598.96	0.00	0.00
Credit Guarantee	43.77	1698.08	18	243	-101.62	-623.81	204637.00	3636343.00
Previous year	145.39	2321.90	14	274	-285.79	150.83	497100.00	7590447.00
All Other Miscellaneous	1781.16	17269.59	72573	619788	-48.85	1316.97	3333239.00	80685658.00
Previous year	1830.01	15952.62	70518	591582	174.69	3449.58	12979618.00	108629830.00
Grand Total	29185.11	290473.67	643373	6719311	2157.97	38903.95	65493629.00	865557656.00
Previous year (Total)	27027.14	251569.72	664258	6684990	3728.22	-6301.10	79611670.00	741533067.00

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
147.41	1304.01	0	32687	0.00	0.00	0.00	0.00		
253.60	2385.40	12334	72736	0.00	0.00	0.00	0.00		
6.13	228.00	780	7602	0.00	0.00	0.00	0.00		
6.38	368.54	693	7011	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
6.13	228.00	780	7602	0.00	0.00	0	0	0	0
6.38	368.54	693	7011	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
92.98	1386.84	384	3021	0.00	0.00	0.00	0.00		
177.21	1254.23	311	1781	0.00	0.00	0.00	0.00		
59.95	990.74	1616	29941	0.00	0.00	0.00	0.00		
117.06	1557.11	2900	51963	0.00	0.00	0.00	0.00		
1539.56	14359.94	37680	396018	0.00	0.00	0.00	0.00		
1392.65	11982.66	54391	361567	0.00	0.00	0.00	0.00		
1599.51	15350.68	37680	396018	0.00	0.00	0	0	0	0
1509.71	13539.77	54391	361567	0.00	0.00	0	0	0	0
31.44	420.44	265	3440	0.00	0.00	0.00	0.00		
33.28	280.57	285	3413	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.57	4.30	6	19	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
27.54	938.65	1241	17431	0.00	0.00	0.00	0.00		
3.60	54.34	11	114	0.00	0.00	0.00	0.00		
58.98	1359.09	1506	20871	0.00	0.00	0	0	0	0
37.45	339.21	302	3546	0.00	0.00	0	0	0	0
44.40	865.26	5597	53182	2.57	25.67	6035.00	83011.00		
40.98	595.18	4087	26390	2.85	16.66	11400.00	73351.00		
144.26	1123.48	2902	26237	0.00	0.00	0.00	0.00	106449.00	950774.00
128.11	697.05	3278	17310	0.00	0.00	0.00	0.00	106093.00	916901.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
144.26	1123.48	2902	26237	0.00	0.00	0	0	106449	950774
128.11	697.05	3278	17310	0.00	0.00	0	0	106093	916901
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
367.50	3709.46	13055	115726	0.00	0.00	0.00	0.00		
365.58	3804.43	18173	146109	0.00	0.00	0.00	0.00		
2461.17	25326.82	61904	655344	2.57	25.67	6035	83011	106449	950774
2519.02	22983.81	93569	636450	2.85	16.66	11400	73351	106093	916901

Name of the Insurer: Bharti Axa General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	176.92	3907.51	1176	17370	176.92	3730.59	71894652.17	170144884.03
Previous year	429.67	2852.22	1259	15071	429.67	2422.55	779967.13	5176012.09
Marine Cargo	53.88	1133.52	248	2547	53.88	1079.64	791136.09	42043042.27
Previous year	79.39	544.44	197	1681	79.39	465.05	388640.31	2166360.76
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	53.88	1133.52	248	2547	53.88	1079.64	791136.09	42043042.27
Previous year (Total)	79.39	544.44	197	1681	79.39	465.05	388640.31	2166360.76
Aviation								
Previous year								
Engineering	136.00	1217.39	205	1831	136.00	1081.39	-70307675.95	16107775.80
Previous year	91.57	1317.69	187	2039	91.57	1226.13	271437.10	4004156.20
Motor Own Damage	3792.18	32129.91	59434	537899	3792.18	28337.74	2574442.00	24048572.23
Previous year	2528.81	13882.56	45233	200130	2528.81	11353.75	278592.81	1064804.81
Motor Third party	1067.99	9231.06	59434	537899	1067.99	8163.07		
Previous year	1056.06	4569.31	45233	227571	1056.06	3513.25		
Motor (Total)	4860.17	41360.97	59434	537899	4860.17	36500.80	2574442.00	24048572.23
Previous year (Total)	3584.87	18451.87	45233	227571	3584.87	14867.00	278592.81	1064804.81
Workmen's compensation / Employer's liability	9.46	139	45	743	9.46	129.77	10630	328955
Previous year	18	211	195	1727	18.46	192.55	2302	20284
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers	35	142	13	144	34.73	107.71	104057	655554
Previous year	3	109	9	145	2.89	105.91	1663	35651
Liability (Total)	44.19	281.67	58	887	44.19	237.48	114686.97	984509.89
Previous year (Total)	21.34	319.80	204	1872	21.34	298.46	3965.77	55934.17
Personal Accident	135.31	1504.28	2144	20163	135.31	1368.97	7843944.65	148493459.43
Previous year	798.21	2392.34	1097	8074	798.21	1594.13	6438352.32	15549669.34
Medical Insurance	570.21	5234.18	2926	21871	570.21	4663.97	73305.32	600380.29
Previous year	1627.11	4919.41	1595	10001	1627.11	3292.30	13043.42	44463.88
Overseas Medical Insurance								
Previous year								
Health (Total)	570.21	5234.18	2926	21871	570.21	4663.97	73305.32	600380.29
Previous year (Total)	1627.11	4919.41	1595	10001	1627.11	3292.30	13043.42	44463.88
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	47.74	508.14	1019	14387	47.74	460.40	3844232.58	11714596.49
Previous year	57.15	297.55	719	11407	57.15	240.40	65141.39	635244.78
Grand Total	6024.42	55147.65	67210	616955	6024.42	49123.24	16828723.81	414137220.43
Previous year (Total)	6689.32	31095.33	50491	277716	6689.32	24406.01	8239140.26	28696646.02

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
	32.19		4987						
1.97	15.59	5	3165						
	0.16		10						
			1						
0.00	0.16	0	10	0.00	0.00	0	0	0	0
0.00	0.00	0	1	0.00	0.00	0	0	0	0
	5.88		8						
	0.13		2						
	659.85		14385						
26.40	87.74	812	2999						
	11.64								
8.18	27.56								
0.00	671.49	0	14385	0.00	0.00	0	0	0	0
34.58	115.29	812	2999	0.00	0.00	0	0	0	0
	0		1						
	2		6						
0.00	0.35	0	1	0.00	0.00	0	0	0	0
0.00	2.01	0	6	0.00	0.00	0	0	0	0
	88.23		445	11.51	11.51	11140	11140		
686.28	973.92	20	201						
	33.54		250	0.00	0.00	0	0		
226.01	1418.41	5	45		586.25		1400000		
0.00	33.54	0	250	0.00	0.00	0	0	0	0
226.01	1418.41	5	45	0.00	586.25	0	1400000	0	0
	18.52		3969						
0.42	10.53	7	2570						
0.00	850.36	0	24055	11.51	11.51	11140	11140	0	0
949.27	2535.87	849	8989	0.00	586.25	0	1400000	0	0

Name of the Insurer: Cholamandalam Ms General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	466.89	5,661.41	13,045	82,723	215.48	884.20	1,020,748	15,306,967
Previous year	251.41	4,777.21	4,567	22,490	276.60	(607.23)	824,218	18,261,448
Marine Cargo	335.27	4,366.93	739	8,640	11.86	223.15	2,113,964	20,268,328
Previous year	323.42	4,143.79	892	12,112	195.94	616.48	1,217,354	18,141,646
Marine Hull (Including Onshore & Offshore oil energy)	-	1.09	-	-	0.13	(93.68)	-	143
Previous year	(0.13)	94.77	-	49	(4.91)	(33.56)	-	20,299
Marine (Total)	335.27	4,368.02	739	8,640	11.98	129.47	2,113,964	20,268,471
Previous year (Total)	323.29	4,238.56	892	12,161	191.03	582.92	1,217,354	18,161,945
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	278.36	2,392.49	839	7,955	113.74	151.94	353,327	3,474,929
Previous year	164.62	2,240.55	397	4,540	(186.41)	(492.88)	371,294	6,347,320
Motor Own Damage	4,725.17	43,332.78	86,325	737,249	1,950.48	12,050.74	305,425	2,695,845
Previous year	2,774.70	31,282.05	50,535	542,572	922.63	6,649.87	174,613	1,948,485
Motor Third party	2,073.64	19,016.55	-	-	855.96	5,288.45	-	-
Previous year	1,217.67	13,728.09	-	-	667.26	6,407.76	-	-
Motor (Total)	6,798.81	62,349.33	86,325	737,249	2,806.44	17,339.19	305,425	2,695,845
Previous year (Total)	3,992.37	45,010.14	50,535	542,572	1,589.90	13,057.63	174,613	1,948,485
Workmen's compensation / Employer's liability	65.09	526.92	180	1,200	40.89	89.86	58,335	311,744
Previous year	24.20	437.06	150	857	(10.39)	(54.95)	2,129	67,010
Public Liability	25.55	607.29	150	3,547	2.39	(166.66)	15,024	279,067
Previous year	23.16	773.95	336	4,148	8.57	(28.30)	15,817	258,562
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	90.64	1,134.21	330	4,747	43.28	(76.80)	73,359	590,811
Previous year (Total)	47.36	1,211.01	336	5,005	(1.83)	(83.25)	17,945	325,572
Personal Accident	279.29	3,232.00	2,529	23,319	1.39	290.28	322,668	3,668,684
Previous year	277.90	2,941.72	1,850	25,332	158.97	(7.08)	352,325	5,809,376
Medical Insurance	624.12	14,807.34	3,108	23,786	(195.07)	(143.88)	36,076	878,505
Previous year	819.19	14,951.22	2,701	29,530	24.70	(1,637.66)	48,113	1,013,020
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	624.12	14,807.34	3,108	23,786	(195.07)	(143.88)	36,076	878,505
Previous year (Total)	819.19	14,951.22	2,701	29,530	24.70	(1,637.66)	48,113	1,013,020
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	176.27	2,838.10	23,770	104,354	(48.17)	(276.96)	427,801	5,782,124
Previous year	224.44	3,115.06	699	160,608	(98.61)	(870.47)	593,845	4,952,330
Grand Total	9,049.65	96,782.91	130,685	992,773	2,949.08	18,297.43	4,653,368	52,666,337
Previous year (Total)	6,100.57	78,485.48	61,977	802,238	1,954.34	9,941.97	3,599,708	56,819,495

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.36	0.36	-		8.14	953.42				
-	0.27	-	2	193.32	1,639.81	-	-		
-	-	-	-	-		-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-		-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	25.18	58.97	-			
-	-	-	-	42.47	427.26	-	-		
400.47	2,796.67	6,663	45,066	-	-	-	-		
191.94	1,875.25	2,875	27,574	-	-	-	-		
		-	-	-	-	-	-		
		-	-	-	-	-	-		
400.47	2,796.67	6,663	45,066	-	-	-	-		
191.94	1,875.25	2,875	27,574	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	8,570.86					-	5,365,152		
306.35	3,820.66	4	15						
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	8,570.86	-	-	-	-	-	5,365,152	-	-
306.35	3,820.66	4	15			217,368	3,532,995	-	-
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
35.03	186.32	2,221	12,860	55.58	222.05	-			
-	0.45	-	3	94.79	637.88	-	-		
435.86	11,554.21	8,884	57,926	88.91	1,234.45	-	5,365,152	-	-
498.29	5,696.62	2,879	27,594	330.58	2,704.95	217,368	3,532,995	-	-

Name of the Insurer: Future General India Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	784.71	6988.08	1817	12215	168.94	2749.90	967699.48	3916407.17
Previous year	615.77	4238.19	820	6202	447.82	2521.55	1022053.84	4521861.78
Marine Cargo	158.17	3073.69	12898	57328	75.71	1523.30	1493064.78	6568938.28
Previous year	82.46	1550.39	4352	24293	15.30	871.83	434008.90	3353995.51
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Marine (Total)	158.17	3073.69	12898	57328	75.71	1523.30	1493064.78	6568938.28
Previous year (Total)	82.46	1550.39	4352	24293	15.30	871.83	434008.90	3353995.51
Aviation	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Engineering	187.91	2377.05	418	3784	61.77	857.28	107149.52	856320.37
Previous year	126.14	1519.78	237	2078	-122.15	118.60	80366.62	653964.29
Motor Own Damage	2546.86	23169.09	44748	462958	553.66	8083.51	244490.55	1658956.93
Previous year	1993.21	15085.58	46686	411032	902.74	7978.64	189389.47	1085216.40
Motor Third party	956.51	8779.80	44748	462958	168.08	2825.21		
Previous year	788.43	5954.60	46686	411032	364.93	3494.68		
Motor (Total)	3503.37	31948.90	44748	462958	721.74	10908.72	244490.55	1658956.93
Previous year (Total)	2781.63	21040.18	46686	411032	1267.67	11473.33	189389.47	1085216.40
Workmen's compensation / Employer's liability	60.31	602.48	405	3823	23.02	282.47	6695.34	53313.27
Previous year	37.29	320.01	307	2424	23	203	3581.70	25287.57
Public Liability	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	-1	-9	0.00	0.00
Product Liability	66.17	771.79	102	930	16.37	198.33	16013.85	141820.16
Previous year	49.80	573.46	70	706	28	216	7169.95	68201.58
Other Liability Covers	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-			0.00	0.00
Liability (Total)	126.49	1374.27	507	4753	39.39	480.80	22709.19	195133.43
Previous year (Total)	87.09	893.47	377	3130	50.69	410.06	10751.65	93489.14
Personal Accident	258.07	2802.40	4522	41291	179.87	1487.34	328655.16	2944174.77
Previous year	78.20	1315.06	1908	15067	41.24	358.60	52592.85	1982214.68
Medical Insurance	261.71	9674.65	1635	13014	-143.20	3339.43	8944.72	39935.11
Previous year	404.92	6335.23	954	7848	150.16	2209.87	7492.15	46378.85
Overseas Medical Insurance	80.89	859.46	5169	54629	18.51	262.27	25652.65	97346.97
Previous year	62.39	597.19	3574	36386	62.39	597.19	7987.65	50727.22
Health (Total)	342.61	10534.11	6804	67643	-124.69	3601.70	34597.37	137282.08
Previous year (Total)	467.30	6932.41	4528	44234	212.55	2807.06	15479.80	97106.07
Crop Insurance	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	-	-	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	-	-	0.00	0.00	0.00	0.00
All Other Miscellaneous	220.32	2118.60	2754	31591	38.73	936.19	227136.23	1429987.37
Previous year	181.59	1182.41	13803	47915	67.12	626.20	177334.85	878675.17
Grand Total	5581.65	61217.11	74468	681563	1161.45	22545.22	3425502.27	17707200.39
Previous year (Total)	4420.19	38671.89	72711	553951	1980.22	19187.21	1981977.97	12666523.05

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
5.41	485.21	82	1031						
73.00	167.65	214	419						
9.08	312.28	604	3866						
28.00	95.51	1078	1704						
9.08	312.28	604	3866	0.00	0.00	0	0		
28.00	95.51	1078	1704	0.00	0.00	0	0		
18.16	153.94	22	282						
36.00	68.59	44	130						
245.92	2016.84	4604	43435						
634.00	1444.86	12859	29936						
105.39	887.27								
271.00	618.52	5511	12830						
351.31	2904.11	4604	43435	0.00	0.00	0	0		
905.00	2063.38	12859	29936	0.00	0.00	0	0		
	33		54						
4	55.64	26	212						
11	76	1078	1200						
3.75	88.64	26	266	0.00	0.00	0	0		
11.00	75.68	1078	1200	0.00	0.00	0	0		
3.70	79.64	281	2265	0.00	6.55	0	125367		
				0.00	43.31	0	811726		
1.17	93.17	66	646					9756	236305
-7.00	289.86	474	1215						
4.42	32.35	240	1972						
5.59	125.52	306	2618	0.00	0.00	0	0	9756	236305
-7.00	289.86	474	1215	0.00	0.00	0	0	0	0
44.62	375.72	1124	17913						
77.00	381.79	13215	41950						
441.61	4525.05	7049	71676	0.00	6.55	0	125367	9756	236305
1123.00	3142.46	28962	76554	0.00	43.31	0	811726	0	0

Name of the Insurer: *HDFC ERGO General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2,188.36	19,432.47	3,887	33,457	(3,392.14)	5,154.09	2,631,869	37,401,835
Previous year	5,580.49	14,278.38	1,869	10,421	2,868.12	7,805.14	1,693,091	21,633,598
Marine Cargo	193.87	3,010.44	306	2,047	(135.23)	1,461.47	408,949	14,507,874
Previous year	329.10	1,548.97	179	1,203	242.83	959.79	1,650,270	6,065,065
Marine Hull (Including Onshore & Offshore oil energy)	222.41	1,841.49	36	488	406.65	889.15	55,403	3,425,882
Previous year	(184.24)	952.33	65	246	(184.40)	699.39	69,754	445,710
Marine (Total)	416.28	4,851.92	342	2,535	271.41	2,350.62	464,352	17,933,756
Previous year (Total)	144.86	2,501.30	244	1,449	58.43	1,659.18	1,720,024	6,510,775
Aviation	(52.70)	3,260.79	-	25	(56.86)	1,433.16	-	1,375,364
Previous year	4.17	1,827.63	1	10	(73.18)	1,644.94	1,944	696,000
Engineering	455.41	5,386.53	440	3,318	53.89	2,455.57	438,485	6,162,089
Previous year	401.53	2,930.96	322	1,858	(18.00)	1,480.03	430,854	3,700,178
Motor Own Damage	3,875.95	30,425.87	61,440	490,263	626.88	10,326.36	233,515	2,016,256
Previous year	3,249.07	20,099.51	50,462	348,121	1,819.07	7,682.23	178,446	1,269,630
Motor Third party	1,540.15	11,644.12	97,065	687,714	(7,376.85)	(4,868.45)		
Previous year	8,917.00	16,512.57	67,460	462,934	5,610.40	10,396.86		
Motor (Total)	5,416.10	42,069.99	97,065	687,714	(6,749.97)	5,457.91	233,515	2,016,256
Previous year (Total)	12,166.08	36,612.08	67,460	462,934	7,429.47	18,079.09	178,446	1,269,630
Workmen's compensation / Employer's liability	65.97	367.58	70	452	48.11	165.84	104,181	450,558
Previous year	17.85	201.74	40	342	10.32	120.39	12,190	159,158
Public Liability	9.23	155.66	18	168	(9.31)	62.99	12,395	533,990
Previous year	18.54	92.66	8	117	22.37	21.95	4,470	66,325
Product Liability	11.75	217.51	1	34	(10.24)	126.76	4,500	59,714
Previous year	21.99	90.75	8	30	21.99	58.66	746	18,782
Other Liability Covers	404.34	6,873.58	111	1,098	91.48	340.44	132,396	1,594,133
Previous year	312.86	6,533.14	79	818	123.28	3,378.98	69,727	1,321,489
Liability (Total)	491.28	7,614.32	200	1,752	120.04	696.03	253,473	2,638,395
Previous year (Total)	371.24	6,918.29	135	1,307	177.96	3,579.98	87,134	1,565,755
Personal Accident	1,482.23	12,917.27	244,175	1,170,158	(117.83)	5,627.76	894,921	4,152,729
Previous year	1,600.06	7,289.50	62,390	388,571	1,408.68	6,523.81	(6,939,244)	1,363,089
Medical Insurance	2,175.34	32,033.51	32,715	333,986	(3,250.04)	5,797.84	115,548	1,295,282
Previous year	5,425.39	26,235.67	22,179	129,836	4,293.17	21,311.29	295,449	1,322,276
Overseas Medical Insurance	101.34	839.19	359	5,840	48.69	200.75	2,349,334	14,125,453
Previous year	52.64	638.43	343	4,409	6.21	(38.50)	1,514,525	12,676,649
Health (Total)	2,276.68	32,872.70	33,074	339,826	(3,201.35)	5,998.59	2,464,882	15,420,735
Previous year (Total)	5,478.03	26,874.10	22,522	134,245	4,299.38	21,272.78	1,809,974	13,998,926
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	490.01	1,799.41	9,214	35,250	8,034.38	570.08	38,043	662,137
Previous year	(7,544.36)	1,229.33	4,444	25,875	(5,508.71)	1,013.80	971,250	8,210,034
Grand Total	13,163.65	130,205.40	388,397	2,274,035	(5,038.43)	29,743.82	7,419,540	87,763,297
Previous year (Total)	18,202.09	100,461.58	159,387	1,026,670	10,642.18	63,058.75	(46,529)	58,947,983

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
64.34	928.21	230	2,270		-		-		
1,386.13	1,852.65	129	409	-	-	-	-		
3.89	259.60	22	173		-		-		
36.80	173.58	15	104	-	-	-	-		
1.65	(2.84)	1	23		-	-	-		
0.15	0.30	-	-	-	-	-	-		
5.54	256.76	23	196	-	-	-	-	-	-
36.95	173.88	15	104	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
34.74	365.30	45	388		-		-		
6.96	220.22	22	170	-	-	-	-		
389.08	2,842.24	5,330	50,472		-		-		
515.71	3,324.70	9,761	78,030	-	-	-	-		
53.68	1,333.84	11,744	84,624		-		-		
-	-	-	-	-	-	-	-		
442.76	4,176.08	11,744	84,624	-	-	-	-	-	-
515.71	3,324.70	9,761	78,030	-	-	-	-	-	-
2.42	21.95	2	26		-		-		
1.25	9.98	4	19	-	-	-	-		
-	44.40	-	6		-		-		
-	0.48	-	9	-	-	-	-		
-	27.93	-	5		-		-		
-	-	-	-	-	-	-	-		
3.69	351.90	3	57		-		-		
3.90	38.23	2	18	-	-	-	-		
6.11	446.18	5	94	-	-	-	-	-	-
5.14	48.68	6	46	-	-	-	-	-	-
165.12	1,156.34	109,242	246,520		-		-		
84.50	383.62	5,730	25,580	-	-	-	-		
72.01	4,085.40	1,450	16,879	77.73	135.86	151,944	205,223	198,022	1,514,519
836.26	3,146.11	1,225	4,443	31.12	65.49	10,456	53,098	344,012	1,047,575
0.31	21.08	11	141		-		-	16,471	182,225
1.57	17.77	9	202	-	-	-	-	13,305	109,612
72.33	4,106.48	1,461	17,020	77.73	135.86	151,944	205,223	214,493	1,696,744
837.83	3,163.88	1,234	4,645	31.12	65.49	10,456	53,098	357,317	1,157,187
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
4.77	66.25	368	7,075		-		-		
80.20	623.68	972	3,574	-	-	-	-		
795.71	11,501.59	123,118	358,187	77.73	135.86	151,944	205,223	214,493	1,696,744
2,953.42	9,791.32	17,869	112,558	31.12	65.49	10,456	53,098	357,317	1,157,187

Name of the Insurer: ICICI Lombard General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,564.00	28,346.46	2,203	24,934	(11.82)	1,340.28	1,875,830	51,858,401
Previous year	1,575.82	27,006.18	1,837	25,155	1,085.63	(1,943.85)	461,935	40,380,275
Marine Cargo	582.55	11,000.72	1,043	10,959	(33.12)	2,841.97	1,487,665	37,590,200
Previous year	615.67	8,158.75	525	8,829	329.77	(617.63)	1,202,676	28,333,222
Marine Hull (Including Onshore & Offshore oil energy)	47.63	5,636.56	10	560	16.03	(861.28)	9,539	2,817,760
Previous year	31.60	6,497.85	15	584	(521.28)	(7,110.52)	4,254	4,016,137
Marine (Total)	630.18	16637.29	1053	11519	-17.10	1980.69	1497203.58	40407959.81
Previous year (Total)	647.28	14656.59	540	9413	-191.51	-7728.15	1206929.25	32349358.59
Aviation	94.44	10,110.28	7	166	(13.06)	4,378.15	71,192	18,414,704
Previous year	107.50	5,732.13	9	169	94.97	512.04	448,151	22,603,919
Engineering	728.18	14,904.39	621	6,858	120.35	(378.36)	363,706	10,349,806
Previous year	607.82	15,282.74	475	6,582	376.74	(3,254.29)	358,593	8,913,242
Motor Own Damage	11,595.88	113,655.37	417,751	4,215,214	1,408.98	17,933.33	1,511,774	15,030,563
Previous year	10,186.90	95,722.04	318,358	3,234,346	2,938.58	8,263.46	1,132,070	11,535,204
Motor Third party	3,897.98	40,840.31	426,591	4,320,839	(0.90)	(1,353.31)		
Previous year	3,898.87	42,193.62	335,783	3,473,766	(35.29)	(2,477.57)		
Motor (Total)	15493.86	154495.68	426591	4320839	1408.09	16580.02	1511773.90	15030563.19
Previous year (Total)	14085.77	137915.67	335783	3473766	2903.28	5785.89	1132069.83	11535203.52
Workmen's compensation / Employer's liability	165.16	2,008.49	590	5,916	83.00	868.75	21,546	285,629
Previous year	82.16	1,139.74	348	3,910	41.75	157.90	10,111	180,860
Public Liability	0.64	53.81	3	113	0.64	4.08	500	28,163
Previous year	0.00	49.73	-	111	(2.36)	(10.20)	-	100,309
Product Liability	0.54	220.33	2	58	0.08	(74.26)	100	42,610
Previous year	0.46	294.59	-	64	(8.87)	(67.01)	-	65,680
Other Liability Covers	245.48	10,751.05	139	1,648	(151.49)	1,744.09	55,682	1,682,469
Previous year	396.96	9,006.96	108	1,614	260.52	2,387.75	47,873	1,932,821
Liability (Total)	411.82	13033.67	734	7735	-67.76	2542.66	77827.41	2038870.45
Previous year (Total)	479.58	10491.02	456	5699	291.05	2468.44	57984.33	2279670.16
Personal Accident	568.08	9,434.55	38,527	365,234	123.49	1,465.47	792,103	20,509,225
Previous year	444.59	7,969.08	20,580	174,077	159.71	(3,282.79)	979,968	22,138,167
Medical Insurance	7,534.06	128,130.08	31,643	299,949	(620.70)	42,453.96	244,976	8,796,127
Previous year	8,154.76	85,676.13	26,670	304,916	6,139.49	(11,614.84)	927,064	4,750,797
Overseas Medical Insurance	446.70	6,064.29	39,679	490,746	89.32	559.49	880,214	11,285,099
Previous year	357.37	5,504.81	30,883	328,091	(36.01)	(374.23)	641,296.70	9,922,577
Health (Total)	7980.75	134194.38	71322	790695	-531.38	43013.44	1125189.78	20081225.89
Previous year (Total)	8512.13	91180.93	57553	633007	6103.48	-11989.07	1568360.99	14673374.44
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	130.44	2,150.95	3	45	(136.79)	(700.73)	8,456	92,632
Previous year	267.24	2,851.69	9	61	35.90	315.89	8,354	153,562
All Other Miscellaneous	9,755.68	41,879.82	12,461	116,812	7,251.20	25,459.70	1,722,828	27,709,035
Previous year	2,504.48	16,420.11	8,220	133,472	1,945.16	6,638.16	351,415	43,666,312
Grand Total	37357.43	425187.47	553522	5644837	8125.21	95681.33	9046109.05	206492423.31
Previous year (Total)	29232.22	329506.15	425462	4461401	12804.42	-12477.73	6573760.72	198693084.00

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	8.56	-	3	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	(0.18)	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	-0.18	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	4.74	-	33	-	0.00	-	-		
2.00	42.66	12	305	0.00	0.00	-	-		
1136.92	11,907.18	-	-	-	0.00	-	-		
1,025.27	7,791.14	-	108,669	0.00	0.00	-	-		
563.75	6,433.35	27,443	342,336	-	0.00	-	-		
734.88	4,744.72	34,624	199,494	0.00	0.00	-	-		
1700.68	18340.53	27443	342336	0.00	0.00	0	0	0	0
1760.15	12535.86	34624	199494	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	777.56	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	777.56	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	965.32	-	8	115.72	115.72	66,092	66,092		
1796.87	33,802.97	313	4,251	27.30	749.65	8,573	253,053	1,726,209	18,330,545
4,015.69	20,415.99	213	5,046	0.00	33.24	-	27,637	2,498,427	11,605,747
3.49	137.53	128	3,620	-	0.00	-	-	39,679	490,746
25.25	299.30	508	9,159	0.00	0.00	-	-	30,883	328,091
1800.36	33940.51	441	7871	27.30	749.65	8573	253053	1765888	18821291
4040.95	20715.29	721	14205	0.00	33.24	0	27637	2529310	11933838
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
2	40	44	601	-	-	-	-		
7	432	85	1,023	-	-	-	-		
3503.12	53103.76	27928	350841	27.30	749.65	8573	253053	1765888	18821291
5809.67	34699.72	35442	215038	115.72	148.96	66092	93729	2529310	11933838

Name of the Insurer: *Iffco Tokio General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1307.46	21272.43	8358	86862	500.80	1307.46	6916398.08	112529721.39
Previous year	1939.02	20238.11	8012	84936	875.85	1939.02	7188753.73	103989717.44
Marine Cargo	506.48	8442.34	1174	12112	-79.74	506.48	3675423.33	61263823.68
Previous year	563.59	7054.19	1169	11743	-31.93	563.59	4089822.09	51190380.85
Marine Hull (Including Onshore & Offshore oil energy)	104.14	4519.41	83	567	34.17	104.14	675742.21	29326738.37
Previous year	1424.40	6458.15	41	421	1319.76	1424.40	9243026.86	41907351.95
Marine (Total)	610.62	12961.75	1257	12679	-45.57	610.62	4351165.54	90590562.05
Previous year (Total)	1987.99	13512.34	1210	12164	1287.83	1987.99	13332848.95	93097732.81
Aviation	645.82	4608.61	90	436	340.35	645.82	4269514.00	30467630.75
Previous year	376.54	4191.29	57	419	137.05	376.54	2489312.69	27708719.66
Engineering	456.95	6489.24	729	6274	-93.06	456.95	37728.47	535789.06
Previous year	780.86	9357.11	695	6283	219.19	780.86	48855.00	756959.72
Motor Own Damage	6081.97	65919.12	307205	3663567	-324.96	6081.97	247502.06	2682537.78
Previous year	5604.66	50166.86	301616	3165831	986.62	5604.66	228098.94	2041530.07
Motor Third party	2266.81	28204.17	4511	59883	-376.64	2266.81		
Previous year	14370.45	34734.28	2204	55403	12221.47	14370.45		
Motor (Total)	8348.78	94123.28	307205	3663567	-701.60	8348.78	247502.06	2682537.78
Previous year (Total)	19975.11	84901.13	301616	3165831	13208.09	19975.11	228098.94	2041530.07
Workmen's compensation / Employer's liability	129.90	1313.64	888	9914	17.56	129.90	8098.63	81898.97
Previous year	81	945	116	7721	5	80.69	5031	58937
Public Liability	51.86	819.75	13	141	23.05	51.86	246587.27	3898133.03
Previous year	31	475	45	595	0	31.39	149363	2258316
Product Liability	3.89	184.11	16	161	-9.24	3.89	2107.79	99807.57
Previous year	10	87	14	108	1	9.69	5253	54120
Other Liability Covers	133.42	3388.07	209	2606	38.74	133.42	129046.78	3277027.61
Previous year	37	2891	53	1674	-36	37.06	35845	2796045
Liability (Total)	319.06	5705.57	1126	12822	70.11	319.06	385840.46	7356867.19
Previous year (Total)	158.83	4398.46	228	10098	-29.23	158.83	195492.38	5167418.30
Personal Accident	206.81	2805.11	3054	50123	-49.41	206.81	443405.01	6014080.48
Previous year	250.77	2060.41	4328	32241	112.06	250.77	537643.68	4417465.25
Medical Insurance	415.47	17440.57	4148	34490	-654.54	415.47	17531.18	735930.41
Previous year	4062.15	16189.07	3291	46522	3656.31	4062.15	171408.41	683121.77
Overseas Medical Insurance	18.87	247.32	2923	31643	2.46	18.87	3139.89	41150.37
Previous year	16.16	232.53	1848	23081	1.52	16.16	2961.20	42609.34
Health (Total)	434.34	17687.89	7071	66133	-652.08	434.34	20671.07	777080.78
Previous year (Total)	4078.31	16421.60	5139	69603	3657.82	4078.31	174369.61	725731.11
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	5499.44	15896.31	19069	105646	4906.51	5499.44	4082997.83	11802039.06
Previous year	722.50	8875.30	19094	149295	-10.04	722.50	536412.21	6589371.02
Grand Total	17829.29	181550.20	347959	4004542	4276.05	17829.29	20755222.51	262756308.54
Previous year (Total)	30269.93	163955.77	340379	3530870	19458.62	30269.93	24731787.19	244494645.37

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
10.02	359.08	380	11079						
19.22	338.55	23	10986						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.53	144.72	4	195						
509.38	6590.78	15963	319919						
200.53	2844.29	0	0						
709.91	9435.07	15963	319919	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1	15	3	162						
0	2	0	10						
0	0	0	0						
0	2	3	192						
1.10	19.69	6	364	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
121.48	1513.17	931	26369	12.15	83.30	149559	1548292		
74.25	7541.16	81	746	75.26	75.52	37899	38535		
0.00	0.00	0	0						
74.25	7541.16	81	746	75.26	75.52	37899	38535	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
4853.69	6072.49	11653	43041	2674.98	3082.35	222367	295518		
806.27	16729.81	22806	554843	36.48	593.43	188231	1461798		
5770.98	25085.38	29018	401713	2762.39	3241.17	409825	1882345	0	0
825.49	17068.36	22829	565829	36.48	593.43	188231	1461798	0	0

Name of the Insurer: National Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7307.42	57236.30	76397	590580	2776.26	14560.17	51130951	2383267598
Previous year	4531.16	42676.13	73038	580128	415.06	3401.70	20516316	3243548569
Marine Cargo	1957.05	17003.43	14461	156353	241.41	2823.86	44018410	1129771198
Previous year	1715.64	14179.57	9911	98685	567.34	504.06	1112713249	2167431836
Marine Hull (Including Onshore & Offshore oil energy)	1262.13	13585.40	255	2630	749.70	3872.69	645495	110502669
Previous year	512.43	9712.71	256	2697	223.66	3310.20	835138	1026105287
Marine (Total)	3219.18	30588.83	14716	158983	991.11	6696.56	44663906	1240273867
Previous year (Total)	2228.07	23892.27	10167	101382	791.00	3814.24	1113548387	3193537122
Aviation	54.76	2595.93	9	258	-22.77	-1117.51	138989	7327689
Previous year	77.53	3713.44	27	308	-23.51	-1958.22	102357	8490860
Engineering	5071.72	24451.23	4163	32759	1467.15	5769.87	29021559	1063866785
Previous year	3604.57	18681.36	3819	30972	754.28	2043.60	2001744978	2137885497
Motor Own Damage	20215.72	165455.40	435058	4644990	7050.90	38416.98	681383	6440345
Previous year	13164.82	127038.42	376969	4021485	-7031.71	-6858.61	560198	5218848
Motor Third party	12532.35	110704.16	669562	6893835	3419.06	19768.55	680280	6429419
Previous year	9113.29	90935.61	562799	5941549	-5005.63	-3755.81	548908	5202561
Motor (Total)	32748.07	276159.56	669562	6893835	10469.96	58185.53	1361662	12869763
Previous year (Total)	22278.11	217974.03	562799	5941549	-12037.33	-10614.43	1109106	10421408
Workmen's compensation / Employer's liability	436.69	5108.57	4322	50947	100.02	1340.24	46983	425225
Previous year	336.67	3768.33	4168	46187	45.53	487.23	29749	265821
Public Liability	14.09	81.84	75	918	0.73	6.80	4540	36625
Previous year	13.36	75.04	77	820	-0.90	1.17	2500	3435821
Product Liability	40.26	258.27	15	116	4.23	-35.06	15178	208248
Previous year	36.03	293.33	15	106	14.37	-25.53	112355	263615
Other Liability Covers	175.47	1712.71	561	5580	203.61	536.82	125919	1001130445
Previous year	-28.14	1175.89	447	4869	-92.58	84.76	129883	3611430
Liability (Total)	666.52	7161.39	4973	57561	308.59	1848.81	192620	1001800544
Previous year (Total)	357.93	5312.58	4707	51982	-33.57	547.61	274487	7576687
Personal Accident	1145.41	12654.01	38903	374972	-342.30	2897.43	4147482	68210323
Previous year	1487.71	9756.58	37355	362960	846.72	2522.02	136925684	172021555
Medical Insurance	17372.58	156605.89	178653	1400964	4087.47	49497.97	124809256	9362032418
Previous year	13285.11	107107.92	169308	1279593	3170.12	18361.43	17727938	66961030
Overseas Medical Insurance	31.87	633.05	1067	21107	-8.14	-14.01	69	1677
Previous year	40.01	647.06	1225	20332	-1.98	-81.60	35	71
Health (Total)	17404.46	157238.94	179720	1422071	4079.34	49483.96	124809325	9362034096
Previous year (Total)	13325.12	107754.98	170533	1299925	3168.13	18279.83	17727973	66961101
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	21.96	0	4	-8.02	-17.22	0	1975
Previous year	8.02	39.18	1	7	8.02	21.58	500	6401
All Other Miscellaneous	5818.48	43432.85	152458	1163211	1624.69	10723.42	6618093	613219148
Previous year	4193.79	32709.43	157951	1193532	565.20	2700.27	5349712	102756351
Grand Total	73436.00	611541.00	1140901	10694234	21344	149031.00	262084587.68	15752871788.76
Previous year (Total)	52092.00	462510.00	1020397	9562745	-5546	20758.24	3297299498.53	8943205550.29

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
736.28	6290.33	12872	96583	499.93	6296.98	0	0	0	0
585.84	2308.00	11631	89081	433.34	5512.75	0	0	0	0
135.61	850.90	682	6354	197.29	1197.92	0	0	0	0
62.77	268.00	528	4823	86.88	807.15	0	0	0	0
8.84	220.65	61	714	14.4	219.54	0	0	0	0
15.66	0.00	44	583	13.75	142.35	0	0	0	0
144.46	1071.54	743	7068	211.69	1417.46	0	0	0	0
78.42	268.00	572	5406	100.63	949.5	0	0	0	0
0	0.00	0	0	0	3.97	0	0	0	0
0	0.00	0	0	0	2.31	0	0	0	0
463.64	1543.21	611	4396	441.53	2418.56	0	0	0	0
256.54	419.00	610	4790	456.98	1527.32	0	0	0	0
1444.21	13127.64	81576	788741	696.55	6661.5	0	0	0	0
1130.26	10598.00	64809	626222	594.12	5711	0	0	0	0
1427.44	13215.80	129401	1199603	619.09	6213.85	0	0	0	0
1126.27	6899.00	97070	921334	552.9	5515.26	0	0	0	0
2871.65	26343.44	129401	1199603	1315.64	12875.35	0	0	0	0
2256.53	17497.00	97070	921334	1147.02	11226.26	0	0	0	0
43.12	581.08	689	8864	46.73	482.36	0	0	0	0
34.64	184.00	672	6728	33.05	385.56	576	576	0	0
0.02	2.69	3	61	0.14	3.2	0	0	0	0
0.02	30.00	3	32	0.01	3.9	0	0	0	0
0.09	8.95	1	6	0.5	15.89	0	0	0	0
17.57	0.00	4	9	17.98	28.59	0	0	0	0
1.53	110.28	24	264	52.91	263.24	0	0	0	0
4.06	0.00	19	228	20.06	210.09	0	0	0	0
44.76	703.01	717	9195	100.28	764.69	0	0	0	0
56.29	214.00	698	6997	71.09	628.14	0	0	0	0
63.59	565.93	5617	52646	63.47	959.9	25773	235543	205259	2142813
46.94	503.00	4744	46758	59.67	851.64	423211	619300	180955	2055778
1346.31	9442.14	17130	131428	1788.7	18306.49	455668	2888705	489181	3908454
1034.28	2192.00	18468	128138	1412.38	13151.32	196341	1600472	472657	3624596
0.74	22.50	34	732					1119	21699
0.57		34	598					1267	21068
1347.05	9464.64	17164	132160	1788.70	18306.49	455668	2888705	490300	3930153
1034.85	2192.00	18502	128736	1412.38	13151.32	196341	1600472	473924	3645664
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0	0.00	0	0	0	0	0	0	0	0
0	0.00	0	0	0	0	0	0	0	0
1106.25	6805.80	51726	339792	598.08	4033.55	16397	153539	72618	744669
804.17	9419.00	50891	319318	343.66	2867.42	573459	718762	71075	692120
6777.67	52787.90	218851	1841443	5019.32	47076.95	497838.00	3277787.00	768177.00	6817635.00
5119.59	32820.00	184718	1522420	4024.78	36716.66	1193587.00	2939110.00	725954.00	6393562.00

Name of the Insurer: Raheja QBE General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	10.95	110.63	6	78	10.95	110.63	18480.98	145029.15
Previous year	6.69	15.87	8	45	6.69	15.87	4110.65	18222.42
Marine Cargo	5.43	12.52	4	43	5.43	12.52	5125.02	12996.59
Previous year	0.06	1.53	1	36	0.06	1.53	126.55	2535.82
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0				
Previous year	0.00	0.00	0.00	0				
Marine (Total)	5.43	12.52	4	43	5.43	12.52	5125.02	12996.59
Previous year (Total)	0.06	1.53	1	36	0.06	1.53	126.55	2535.82
Aviation	0.00	0.00	0	0				
Previous year	0.00	0.00	0	0				
Engineering	7.89	38.26	3	26	7.89	38.26	593.34	25452.34
Previous year	23.93	39.55	12	13	23.93	39.55	17551.43	17553.68
Motor Own Damage	4.08	18.70	33	180	4.08	18.70	518.96	2654.92
Previous year	0.89	14.92	8	148	0.89	14.92	138.53	2274.53
Motor Third party	0.66	5.75	0	475	0.66	5.75		
Previous year	0.07	2.50	0	37	0.07	2.50	0.00	
Motor (Total)	4.74	24.45	33	475	4.74	24.45	518.96	2654.92
Previous year (Total)	0.95	17.42	8	148	0.95	17.42	138.53	2274.53
Workmen's compensation / Employer's liability	1.29	4.80	9	12	1.29	4.80	107.12	732.12
Previous year	1.42	3.03	9	13	1.42	3.03	0	0
Public Liability	3.86	6.25	3	7	3.86	6.25	125.00	2650
Previous year	0.00	1.54	0	2	0.00	1.54	0	1000
Product Liability								
Previous year								
Other Liability Covers	12.60	539.05	12	108	12.60	539.05	9722	175152
Previous year	7.01	95.44	2	21	7.01	95.44	2850	39640
Liability (Total)	17.75	550.10	24	127	17.75	550.10	9953.72	178534.36
Previous year (Total)	8.43	100.00	11	36	8.43	100.00	2850.00	40639.86
Personal Accident	1.61	54.61	2	24	1.61	54.61	1796.00	196378.14
Previous year	9.67	18.33	32	45	9.67	18.33	29953.06	39059.06
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1.84	5.34	6	40	1.84	5.34	1363.74	3303.39
Previous year	1.08	1.62	3	19	1.08	1.62	350.75	44037.51
Grand Total	50.22	795.91	78	813	50.22	795.91	37831.76	564348.89
Previous year (Total)	50.81	194.33	75	342	50.81	194.33	55080.98	164322.89

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	30.91	0	2	1.50	1.68	3500	7500		
11.02	11.02	15	15	5.17	5.17	575504	575504		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	30.91	0	2	1.50	1.68	3500	7500		
11.02	11.02	15	15	5.17	5.17	575504	575504		

Name of the Insurer: *Reliance General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	568.53	9767.71	4687	40488	84.34	-3210.36	864861.55	13877266.57
Previous year	484.18	12978.06	4611	39121	-39.60	335.81	-473237.63	27538207.90
Marine Cargo	78.88	2214.56	2467	25694	-79.73	-520.13	228118.88	5674633.98
Previous year	158.61	2734.69	2757	23245	-69.96	-488.62	388069.72	12420877.04
Marine Hull (Including Onshore & Offshore oil energy)	-63.72	1654.98	0	19	0.67	-52.02	0.00	1810093.49
Previous year	-64.39	1707.00	0	119	-115.29	-1234.87	0.00	950718.73
Marine (Total)	15.16	3869.54	2467	25713	-79.06	-572.15	228118.88	7484727.47
Previous year (Total)	94.22	4441.69	2757	23364	-185.25	-1723.49	388069.72	13371595.77
Aviation	0.17	4564.30	2	46	-6.81	503.77	250.00	354259.74
Previous year	6.97	4060.53	2	121	-11.09	2959.79	-950.00	4914951.95
Engineering	1038.58	5831.36	405	4628	-1155.25	-4554.92	273735.90	4966024.44
Previous year	2193.83	10386.28	434	5394	1050.96	-1536.32	18572.70	7460591.03
Motor Own Damage	7736.31	73845.82	168941	1556532	2388.59	-16724.99	496708.60	4656411.91
Previous year	5347.72	90570.81	146504	2050465	-1230.21	7684.05	346761.41	5584707.42
Motor Third party	3419.51	33640.90	172507	1729187	909.85	-7659.28		
Previous year	2509.66	41300.18	151262	2156841	-276.64	7699.83		
Motor (Total)	11155.81	107486.72	172507	1729187	3298.44	-24384.27	496708.60	4656411.91
Previous year (Total)	7857.38	131871.00	151262	2156841	-1506.85	15383.89	346761.41	5584707.42
Workmen's compensation / Employer's liability	48.23	619.97	147	2546	8.61	-60.97	4729.27	59707.47
Previous year	39.62	680.95	267	4103	-22.42	-144.13	3776.80	76329.62
Public Liability	4.13	112.49	67	506	-2.18	-129.65	2688.46	189366.57
Previous year	6.31	242.14	36	454	-0.02	-65.97	4052.56	25149716.63
Product Liability	0.00	12.17	0	13	0.00	-58.93	0.00	3575.00
Previous year	0.00	71.10	0	70	0.00	-40.01	0.00	9375.00
Other Liability Covers	161.30	1072.33	552	6552	141.64	202.22	18808.28	329851.83
Previous year	19.65	870.10	419	1305	-105.84	-459.94	6402.59	290346.85
Liability (Total)	213.66	1816.95	766	9617	148.07	-47.33	26226.01	582500.87
Previous year (Total)	65.59	1864.29	722	5932	-128.28	-710.05	14231.96	25525768.10
Personal Accident	-944.87	3194.55	3245	54093	-1047.43	-1168.30	-44615.42	9953789.76
Previous year	102.55	4362.85	3692	54635	0.45	-981.40	245360.46	12150043.74
Medical Insurance	1485.49	21789.54	19307	195705	-474.59	1142.86	-39028.93	688548.23
Previous year	1960.08	20646.68	36650	450422	-97.49	-7462.12	391590.11	2302132.77
Overseas Medical Insurance	253.82	3638.50	49425	679820	34.79	410.38	1594605.34	22901450.83
Previous year	219.04	3228.12	47858	522582	49.94	254.07	1276041.53	14120588.67
Health (Total)	1739.31	25428.03	68732	875525	-439.81	1553.24	1555576.41	23589999.06
Previous year (Total)	2179.12	23874.80	84508	973004	-47.55	-7208.05	1667631.64	16422721.44
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0.00	0	0	0.00	0.00	0	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	347.98	3583.49	8004	64685	64.48	-542.16	476411.41	7277206.75
Previous year	283.50	4125.66	8495	78161	310.93	-42.38	258065.52	5432012.03
Grand Total	14134.31	165542.66	260815	2803982	866.97	-32422.50	3475573.33	72742186.57
Previous year (Total)	13267.34	197965.15	256483	3336573	-556.28	6477.80	2464505.77	118400599.37

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
24.14	201.46	460	3414		29.39		0.00		
15.61	725.81	197	1568	0.00	0.00	0.00	0.00		
6.25	75.33	57	451		0.00		0.00		
-0.05	24.75	7	134	0.00	0.00	0.00	0.00		
0.00	0.00	0	1		0.00		0.00		
0.22	1.04	0	2	0.00	0.00	0.00	0.00		
6.25	75.33	57	452	0.00	0.00	0	0	0	0
0.17	25.79	7	136	0.00	0.00	0	0	0	0
0.00	0.00	0	0		0.00		0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
8.55	133.43	31	309		0.83		0.00		
4.49	135.10	23	229	0.00	0.00	0.00	0.00		
1026.03	0.00	19396	222374		0.00		0.00		
571.10	9736.26	13586	187390	0.00	0.00	0.00	0.00		
0.00	0.00	19764	227980		0.00		0.00		
301.95	3781.42	585	8507	0.00	0.00	0.00	0.00		
1026.03	0.00	19764	227980	0.00	0.00	0	0	0	0
873.05	13517.68	13586	187390	0.00	0.00	0	0	0	0
0.92	50.00	5	94		0.00		0.00		
0.55	15.87	8	136	0.00	0.00	0.00	0.00		
0.05	0.95	5	17		0.00		0.00		
0.00	2.97	0	3	0.00	0.00	0.00	0.00		
0.00	0.00	0	1		0.00		0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
5.48	40.96	336	2941		0.00		0.00		
0.30	4.51	20	44	0.00	0.00	0.00	0.00		
6.44	91.90	346	3053	0.00	0.00	0	0	0	0
0.84	23.35	28	183	0.00	0.00	0	0	0	0
2.59	29.31	160	2158		133.45		504038.00		
1.42	114.58	574	2937	2.67	943.05	14443.00	5598693.92		
34.80	203.80	522	3795		0.00		0.00		
1338.81	3537.94	580	9339	0.00	0.00	0.00	0.00		
6.15	84.73	810	7704		0.00		0.00		
14.28	127.23	4460	30061	0.00	0.00	0.00	0.00		
40.95	288.52	1332	11499	0.00	0.00	0	0	0	0
1353.09	3665.18	5040	39400	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0	0.00	0	0	0	0.00	0	0.00		
0.00	0.00	0	0	0.00		0.00	0.00		
29.56	256.40	1376	11444	12.73	83.86	861.00	7752.00		
12.29	116.31	555	5316	8.77	110.06	1941.00	38041.00		
1144.51	1076.36	23526	260309	12.73	247.53	861	511790	0	0
2260.97	18323.78	20010	237159	11.44	1053.11	16384	5636735	0	0

Name of the Insurer: *Royal Sundaram Alliance Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	385.51	4554.85	3560	33279	33.92	228.59	718636.36	7729391.86
Previous year	351.59	4326.26	4593	35741	552.85	-757.62	693865.28	6709586.30
Marine Cargo	310.17	2479.65	3741	35761	-75.97	224.71	637732.35	5824912.52
Previous year	386.13	2254.94	16533	48407	230.84	305.04	961237.97	5337967.70
Marine Hull (Including Onshore & Offshore oil energy)	0.00	40.74	0	0	5.16	-6.61	0.00	0.00
Previous year	-5.16	47.34	5	5	-5.74	0.38	11063.51	11063.51
Marine (Total)	310.17	2520.39	3741	35761	-70.80	218.11	637732.35	5824912.52
Previous year (Total)	380.97	2302.28	16538	48412	225.10	305.42	972301.48	5349031.21
Aviation							0.00	
Previous year							0.00	
Engineering	294.35	3687.10	146	1470	-97.13	53.38	67448.69	1281037.79
Previous year	391.48	3633.73	226	2011	10.93	-150.38	140141.67	1192906.83
Motor Own Damage	6861.67	62936.52	94134	875748	1466.21	15174.37	373474.43	3338436.89
Previous year	5395.46	47762.15	75653	723470	706.01	5852.60	292386.52	2554350.91
Motor Third party	1798.76	16366.60	741	5824	281.67	2522.39		
Previous year	1517.09	13844.21	559	8847	130.20	2763.08		
Motor (Total)	8660.42	79303.12	94134	875748	1747.88	17696.76	373474.43	3338436.89
Previous year (Total)	6912.54	61606.36	75653	723470	836.21	8615.67	292386.52	2554350.91
Workmen's compensation / Employer's liability	12.82	229.31	40	489	0.46	14.73	1755.95	23778.50
Previous year	12.35	214.58	62	611	2.46	-127.16	1765.59	27062.20
Public Liability	28.65	1103.40	26	438	-15.16	-86.48	6332.58	239898.23
Previous year	43.81	1189.88	33	419	7.30	741.36	14423.02	264384.51
Product Liability	21.28	262.54	8	84	17.59	46.09	6208.03	81675.66
Previous year	3.69	216.45	4	64	-5.08	73.73	-5790.76	54312.05
Other Liability Covers								
Previous year								
Liability (Total)	62.75	1595.25	74	1011	2.89	-25.66	14296.56	345352.39
Previous year (Total)	59.86	1620.91	99	1094	4.67	687.93	10397.85	345758.76
Personal Accident	344.10	3725.93	6916	72242	337.01	1069.94	2352092.19	28428840.48
Previous year	7.09	2656.00	6047	80115	-220.18	-148.80	304868.17	3163107.24
Medical Insurance	1366.62	15598.29	21636	218703	331.16	3051.26	136942.92	1739335.35
Previous year	1035.46	12547.04	21785	255139	79.76	1107.59	216885.84	2026059.52
Overseas Medical Insurance								
Previous year								
Health (Total)	1366.62	15598.29	21636	218703	331.16	3051.26	136942.92	1739335.35
Previous year (Total)	1035.46	12547.04	21785	255139	79.76	1107.59	216885.84	2026059.52
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	86.10	3385.11	14894	465610	-286.05	522.06	197846.19	19390282.42
Previous year	372.15	2863.05	42392	99508	252.88	1317.02	473383.40	10320810.63
Grand Total	11510.01	114370.04	145101	1703824	1998.87	22814.42	4498469.70	68077589.71
Previous year (Total)	9511.14	91555.62	167333	1245490	1742.21	10976.84	3104230.21	31661611.40

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-0.50	106.01	0	3034						
15.58	132.54	641	4429						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.21	7.87	2	38						
0.37	4.48	3	15						
568.85	6625.72	6066	90186						
255.90	4699.00	3165	62034						
568.85	6625.72	6066	90186	0.00	0.00	0	0		
255.90	4699.00	3165	62034	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
17.37	542.01	8247	320556	0.89	9.87	3208.00	30695.00		
36.75	232.62	27705	63156	1.35	13.90	3488.00	41269.00		
59.78	5894.04	6272	135510	17.17	2477.31	4344.00	977844.00	47507.00	551061.00
247.09	2049.65	6731	37513	288.48	289.69	319612.00	324562.00	48949.00	617015.00
59.78	5894.04	6272	135510	17.17	2477.31	4344	977844	47507	551061
247.09	2049.65	6731	37513	288.48	289.69	319612	324562	48949	617015
191.81	1831.49	3165	27328	0.00	0.00	0.00	0.00		
202.77	1144.31	3020	17809	0.00	0.00	0.00	0.00		
837.51	15007.13	23752	576652	18.06	2487.18	7552	1008539	47507	551061
758.47	8262.60	41265	184956	289.82	303.59	323100	365831	48949	617015

Name of the Insurer: SBI General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1146.28	2310.19	7424	15124	1146.28	2310.19	654579.92	1471094.82
Previous year								
Marine Cargo	16.88	16.88	6	6	16.88	16.88	42012.50	42012.50
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	16.88	16.88	6	6	16.88	16.88	42012.50	42012.50
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	1170.08	0	58	0.00	1170.08	0.00	230555.49
Previous year								
Engineering	47.63	150.61	53	127	47.63	150.61	116869.11	159370.32
Previous year								
Motor Own Damage	3.43	6.40	35	38	3.43	6.40	165.71	327.90
Previous year								
Motor Third party	0.43	0.49	35	38	0.43	0.49		
Previous year								
Motor (Total)	3.86	6.89	35	38	3.86	6.89	165.71	327.90
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	39.42	582.41	7	12	39.42	582.41	571585.00	2416802.81
Previous year								
Medical Insurance	11.86	11.86	6	6	11.86	11.86	382.20	382.20
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	11.86	11.86	6	6	11.86	11.86	382.20	382.20
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	19.90	52.80	264	623	19.90	52.80	149228.12	444933.54
Previous year								
Grand Total	1285.83	4301.72	7795	15994	1285.83	4301.72	1534822.56	4765479.58
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
81.59	155.86	580	971	41.70	41.70	6415.00	6415.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
2.56	13.10	3	14	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	1472	1472
0.00	0.00	0	0	0.00	0.00	0	0	1472	1472
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.68	3.66	2	66	0.00	0.00	0	0		
84.83	172.62	585	1051	41.70	41.70	6415	6415	1472	1472
0.00	0.00	0	0	0.00	0.00	0	0	0	0

Name of the Insurer: Shriram General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	37.63	441.98	198	1394	20.77	267.91	63058.37	733373.06
Previous year	16.85	174.06	11	460	16.18	151.76	22674.77	223307.96
Marine Cargo	38.52	93.05	103	557	34.20	88.73	162143.05	255412.66
Previous year	4.32	4.32	26	26	4.32	4.32	4789.22	4789.22
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	38.52	93.05	103	557	34.20	88.73	162143.05	255412.66
Previous year (Total)	4.32	4.32	26	26	0.00	0.00	4789.22	4789.22
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	29.45	226.28	72	473	11.84	78.51	12032.88	149522.07
Previous year	17.61	147.77	26	151	15.06	84.77	6286.45	109069.32
Motor Own Damage	4926.62	40637.59	144658	1181421	1992.32	20373.17	503887.11	3434557.24
Previous year	2934.30	20264.42	82944	611503	2617.92	14463.20	238266.99	1588888.44
Motor Third party	4213.24	36192.69	145888	1198719	1329.11	15308.69		
Previous year	2884.13	20884.00	91946	649688	2572.98	15413.61		
Motor (Total)	9139.86	76830.28	145888	1198719	3321.43	35681.86	503887.11	3434557.24
Previous year (Total)	5818.43	41148.42	91946	649688	5190.90	29876.81	238266.99	1588888.44
Workmen's compensation / Employer's liability	2.68	26.52	14	132	2.13	12.06	29.88	336.61
Previous year	0.55	14.46	11	53	0.40	5.29	17.67	135.84
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0.26	14.90	10	117	-0.23	13.17	86.50	10531.95
Previous year	0.49	1.73	7	38	0.48	1.11	170.00	680.00
Liability (Total)	2.94	41.42	24	249	1.90	25.23	116.38	10868.56
Previous year (Total)	1.04	16.19	18	91	0.00	0.00	187.67	815.84
Personal Accident	81.48	284.81	1285	16107	78.22	122.11	89677.47	341009.78
Previous year	3.26	162.70	858	14543	0.63	160.07	2199.61	197549.47
Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	11.14	170.94	160	1315	0.08	131.73	25030.53	792523.96
Previous year	11.05	39.20	121	2015	7.00	32.74	13513.93	24639.56
Grand Total	9341.02	78088.75	147730	1218814	3468.44	36396.08	855945.79	5717267.33
Previous year (Total)	5872.56	41692.66	93006	666974	5229.77	30306.15	287918.64	2149059.81

* Wherever applicable

FOR AND UP TO THE MONTH OF MARCH, 2011

[illegible]

Name of the Insurer: Tata AIG General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,270	18,685	10,119	106,268	-	-	3,945,337	132,557,853
Previous year	1,048	15,872	11,580	176,225	-	-	6,750,357	241,319,166
Marine Cargo	1,285	15,363	2,233	22,635	-	-	382,922	8,594,864
Previous year	896	11,511	2,178	22,398	-	-	422,917	9,104,916
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,285	15,363	2,233	22,635	-	-	382,922	8,594,864
Previous year (Total)	896	11,511	2,178	22,398	-	-	422,917	9,104,916
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	163	3,849	74	985	-	-	722,061	16,623,577
Previous year	479	3,956	68	878	-	-	1,552,105	11,384,469
Motor Own Damage	4,962	36,120	120,563	855,892	-	-	256,568	1,997,068
Previous year	2,538	20,776	47,227	407,162	-	-	114,963	1,018,042
Motor Third party	782	6,027	120,563	855,892	-	-	-	-
Previous year	347	3,270	47,227	407,162	-	-	-	-
Motor (Total)	5,744	42,147	120,563	855,892	-	-	256,568	1,997,068
Previous year (Total)	2,885	24,046	47,227	407,162	-	-	114,963	1,018,042
Workmen's compensation / Employer's liability	91	1,044	17	203	-	-	24,938	330,055
Previous year	597	791	15	146	-	-	12,072	132,791
Public Liability	240	3,049	51	569	-	-	264,554	4,307,358
Previous year	281	2,852	49	452	-	-	176,947	1,452,703
Product Liability	25	565	10	160	-	-	49,032	7,311,601
Previous year	38	530	23	292	-	-	66,357	3,168,965
Other Liability Covers	497	10,271	578	6,620	-	-	130,255	3,036,178
Previous year	(37)	9,979	444	4,302	-	-	278,454	3,983,959
Liability (Total)	853	14,930	656	7,552	-	-	468,779	14,985,192
Previous year (Total)	878	14,153	531	5,192	-	-	533,830	8,738,418
Personal Accident	1,133	12,507	10,251	94,519	-	-	690,166	8,120,791
Previous year	1,183	10,428	6,269	77,947	-	-	608,175	5,271,727
Medical Insurance	118	1,415	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	845	9,657	33,656	341,243	-	-	3,897,552	40,438,867
Previous year	1,012	8,340	25,626	293,802	-	-	3,264,750	36,843,625
Health (Total)	962	11,072	33,656	341,243	-	-	3,897,552	40,438,867
Previous year (Total)	1,012	8,340	25,626	293,802	-	-	3,264,750	36,843,625
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	278	2,848	12,782	72,309	-	-	3,030	80,722
Previous year	300	1,753	1,149	4,053	-	-	3,754	131,635
Grand Total	11,688	121,401	190,334	1,501,403	-	-	10,366,415	223,398,934
Previous year (Total)	8,681	90,058	94,628	987,657	-	-	13,250,850	313,811,998

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
62	1,137	117	1,130		-		-		
10	721	43	779	-	-	-	-		
146	1,366	118	942		-		-		
33	551	36	268	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
146	1,366	118	942	-	-	-	-	-	-
33	551	36	268	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
4	99	2	25		-		-		
0	31	-	20	-	-	-	-		
680	4,852	22,315	143,127		-		-		
184	2,602	48,637	76,186	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
680	4,852	22,315	143,127	-	-	-	-	-	-
184	2,602	48,637	76,186	-	-	-	-	-	-
2	21	1	10		-		-		
20	23	417	421	-	-	-	-		
55	513	58	533		-		-		
26	224	20	183	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
57	535	59	543	-	-	-	-	-	-
45	247	437	604	-	-	-	-	-	-
31	546	1,339	12,902	1,415	1,416	640,628	654,392		
291	425	2,447	5,209	-	13	-	108,331		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
104	1,697	333	2,862		-		-		
464	1,540	2,948	3,467	-	-	-	-		
104	1,697	333	2,862	-	-	-	-	-	-
464	1,540	2,948	3,467	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
176	1,247	10,679	55,026		-		-		
122	421	4,406	8,999	-	-	-	-		
1,261	11,479	34,962	216,557	1,415	1,416	640,628	654,392	-	-
1,149	6,537	58,954	95,532	-	13	-	108,331	-	-

Name of the Insurer: The New India Assurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7460.25	105064.24	-958211	1041598	1163.33	12685.99	2173065900.27	4046383888.86
Previous year	6296.92	92378.25	118059	1006009			126809484.05	505183237.71
Marine Cargo	4066.79	27195.58	59089	302667	2293.04	7594.27	5807876.48	106308220.30
Previous year	1773.75	19601.31	-7620	282911			58903634.28	182556941.58
Marine Hull (Including Onshore & Offshore oil energy)	3547.74	28196.64	487	12585	-952.29	367.73	364849.93	28206175.27
Previous year	4500.03	27828.91	1401	17103			1066519.41	29707933.62
Marine (Total)	7614.53	55392.22	59576	315252	1340.75	7962.00	6172726.41	134514395.57
Previous year (Total)	6273.78	47430.22	-6219	300014	0.00	0.00	59970153.69	212264875.20
Aviation	173.35	7041.58	287	1586	-1598.18	602.02	3670694.66	78904450.28
Previous year	1771.53	6439.56	-67661	475			13187.16	2186091.43
Engineering	4661.20	34203.98	14106	89100	2349.78	5021.25	59016669.03	571520481.50
Previous year	2311.42	29182.73	9809	80542			15087420.02	84404846.38
Motor Own Damage	14148.09	134543.18	1355131	6170267	2099.30	17337.09	235645755.43	520202636.31
Previous year	12048.79	117206.09	1071256	6024050			-1118636580.04	172271135.20
Motor Third party	9623.33	95808.68	809310	5243724	528.18	5920.84		
Previous year	9095.15	89887.84	270901	3440093				
Motor (Total)	23771.42	230351.86	1355131	6170267	2627.48	23257.93	235645755.43	520202636.31
Previous year (Total)	21143.94	207093.93	1071256	6024050	0.00	0.00	-1118636580.04	172271135.20
Workmen's compensation / Employer's liability	207	4964	6343	81933	-105.52	1476.09	257865	1329935
Previous year	313	3487.79	-6561	63721			32276	910491
Public Liability	-33	32	-229	408	-182.77	-259.38	-9995	638177
Previous year	149	291.48	760	3870			28457	730070
Product Liability	-25	406	696	1910	-118.00	85.97	256514	618936
Previous year	93	320	7	105			69828	520913
Other Liability Covers	1392	10773	12964	67432	228.98	2185.55	3409913	5410676
Previous year	1163	8588	4329	55606			-1454423	3406727
Liability (Total)	1541.30	16175.91	19774	151683	-177.31	3488.23	3914297.18	7997723.69
Previous year (Total)	1718.61	12687.68	-1465	123302	0.00	0.00	-1323861.64	5568201.30
Personal Accident	1510.36	12407.07	77895	592356	200.80	2087.13	2058754.63	1785263323.76
Previous year	1309.56	10319.94	51006	528223			13078389.67	46737677.03
Medical Insurance	19866.64	198173.98	319888	1552411	3704.43	44309.74	5667630.00	378766327.00
Previous year	16162.21	153864.24	167076	1401157			5336893430.74	7777142910.68
Overseas Medical Insurance	104.15	1221.94	7879	55173	78.04	-161.15	17713.14	265347.50
Previous year	26.11	1383.09	4674	45111			-84667.84	1964312.51
Health (Total)	19970.79	199395.92	327767	1607584	3782.47	44148.59	5685343.14	379031674.50
Previous year (Total)	16188.32	155247.33	171750	1446268	0.00	0.00	5336808762.90	7779107223.19
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	5.72	0	58	0.74	7.89	0.00	19.65
Previous year	-0.74	-2.17	-8	14			-88799.50	28510.47
All Other Miscellaneous	5862.30	49614.49	196191	1308845	1418.58	6140.60	213209075.73	517377474.94
Previous year	4443.72	43473.89	258746	1514017			47884667.48	395007653.67
Grand Total	72565.50	709652.99	1092516	11278329	11108.44	105401.63	2702439216.48	8041196069.06
Previous year (Total)	61457.06	604251.36	1605273	11022914	0.00	0.00	4479602823.79	9202759451.58

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
663.20	6697.56	12533	102250	713.84	4616.53	0.00	0.00		
406.49	5690.00	15498	93932	654.41	2945.30	0.00	0.00		
138.54	978.13	767	11020	31.40	775.41	0.00	0.00		
186.38	681.54	1172	9489	182.48	687.50	0.00	0.00		
6.39	27.20	11	352	80.67	173.41	0.00	0.00		
1.39	23.93	24	223	10.89	34.92	0.00	0.00		
144.93	1005.33	778	11372	112.07	948.82	0	0		
187.77	705.47	1196	9712	193.37	722.42	0	0		
0.00	0.00	0	0	12.98	12.98	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
292.10	1290.24	1030	6068	368.84	1353.87	0.00	0.00		
312.47	1447.59	291	5955	126.60	980.24	-197.00	0.00		
3364.46	13031.51	37213	404025	1684.13	8235.47	53600.00	458880.00		
1097.41	9613.46	28489	358480	296.43	5057.81	1661.00	15655.00		
3471.82	9539.74	40619	344061	2776.80	7445.75	93768.00	624466.00		
599.99	5386.33	19868	182404	-1178.99	3764.41	-150170.00	158959.00		
6836.28	22571.25	40619	404025	4460.93	15681.22	147368	1083346		
1697.40	14999.79	28489	358480	-882.56	8822.22	-148509	174614		
85	520	855	6849	94	519	1569	27305		
42	389	106	4028	68	380	714	14990		
-4	3	-42	26	-8	18	338	1241		
44	53	70	275	9	18	0	0		
10	34	1	8	6	52	-1	0		
0	23	-1	5	1	32	0	0		
67	531	500	6428	22	247	-73	635		
27	335	-5521	4430	54	179	4089	4682		
157.63	1088.29	1314	13311	113.80	836.73	1833	29181		
112.21	800.94	-5346	8738	132.88	608.81	4803	19672		
113.31	767.08	9883	55607	410.57	1802.68	65223	746449		
-2647.15	852.94	4099	35475	-362.26	377.41	48745	461949		
3421.54	9253.49	10968	145128	3810.91	10728.67	836002	4842266	1090689	6600392
2832.99	5156.43	-41506	681986	-937.80	2158.56	-429415	2543237	1016417	4824621
3.42	80.19	106	2511	-0.91	94.27	1070	9230	-15823	27515
-2.15	30.07	800	1979	3.37	32.65	6789	22581	-24489	43659
3424.96	9333.68	11074	147639	3810.00	10822.94	837072	4851496	1074866	6627907
2830.84	5186.50	-40706	683965	-934.43	2191.21	-422626	2565818	991928	4868280
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2079.44	14369.63	26933	291377	905.27	4484.47	343800	7712840		
1517.47	8324.01	-32664	409359	643.52	3368.21	153421	6326750		
13711.85	57123.06	104164	1031649	10908.30	40560.24	1395296.00	14423312.00	1074866.00	6627907.00
4417.50	38007.24	-29143	1605616	-428.47	20015.82	-364363.00	9548803.00	991928.00	4868280.00

Name of the Insurer: *The Oriental Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	8313.17	67158.35	63309	536334	924.04	9655.35	19751396.61	151082150.66
Previous year	7389.13	57503.00	61747	512547				
Marine Cargo	2394.79	23393.49	18307	181357	235.08	5051.49	6913599.16	73177370.63
Previous year	2159.71	18342.00	18214	172897				
Marine Hull (Including Onshore & Offshore oil energy)	2396.98	21364.61	617	5023	-1662.45	661.61	1115607.61	6570238.74
Previous year	4059.43	20703.00	399	4583				
Marine (Total)	4791.77	44758.10	18924	186380	-1427.37	5713.10	8029206.77	79747609.37
Previous year (Total)	6219.14	39045.00	18613	177480				
Aviation	346.67	7987.29	51	451	-328.92	-1220.71	170736.00	13325675.07
Previous year	675.59	9208.00	45	423				
Engineering	5123.98	32225.02	4258	41900	-57.41	4045.02	4546712.79	29730904.71
Previous year	5181.39	28180.00	4597	41703				
Motor Own Damage	9036.42	95571.64	471766	5166508	151.18	8732.64	609728.78	6354573.67
Previous year	8885.24	86839.00	462794	4668526				
Motor Third party	7243.04	78898.57	651976	7136212	-204.40	4718.57	0.00	0.00
Previous year	7447.44	74180.00	637529	6431962				
Motor (Total)	16279.46	174470.21	651976	7136212	-53.22	13451.21	609728.78	6354573.67
Previous year (Total)	16332.68	161019.00	637529	6431962				
Workmen's compensation / Employer's liability	617.80	6855.82	5248	61487	105.18	1189.82	10937.05	112609.43
Previous year	512.62	5666.00	5083	58347				
Public Liability	13.92	105.10	50	429	-4.03	-5.84	1318148.03	13050038.11
Previous year	17.95	110.94	64	466				
Product Liability	30.24	459.15	12	143	-12.73	-53.81	118637.17	2680345.41
Previous year	42.97	512.96	12	140				
Other Liability Covers	447.28	3023.22	2906	29675	108.25	-671.63	731791.98	11069838.02
Previous year	339.03	3694.85	2835	28625				
Liability (Total)	1109.24	10443.29	8216	91734	196.67	458.54	2179514.23	26912830.97
Previous year (Total)	912.57	9984.75	7994	87578				
Personal Accident	3143.98	15130.63	97933	1041539	2329.98	5018.63	4867254.79	26618799.02
Previous year	814.00	10112.00	105737	1101729				
Medical Insurance	18205.29	132371.00	107253	872522	4289.02	26810.02	709618.47	5067355.10
Previous year	13916.27	105560.98	92969	722757				
Overseas Medical Insurance	35.43	710.97	940	21471	-7.59	-78.71	87300.58	2056913.30
Previous year	43.02	789.68	1072	22256				
Health (Total)	18240.72	133081.97	108193	893993	4281.43	26731.31	796919.05	7124268.40
Previous year (Total)	13959.29	106350.66	94041	745013				
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
All Other Miscellaneous	12236.27	58705.40	126808	1106456	5713.93	8232.81	14717175.32	1113508139.59
Previous year	6522.34	50472.59	148917	1164827				
Grand Total	69585.26	543960.26	1079668	11034999	11579.13	72085.26	55668644.34	1454404951.46
Previous year (Total)	58006.13	471875.00	1079220	10263262	0.00	0.00	0.00	0.00

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
604.34	4090.44	12743	94327	0.00	14832.22	0	0	0	0
430.92	3019.47	9896	73113	2089.99	4659.57	0	0	0	0
95.29	868.75	813	8622	0.00	3549.54	0	0	0	0
61.51	607.85	725	6210	527.25	1073.59	0	0	0	0
22.90	169.81	249	1912	0.00	2126.25	0	0	0	0
6.92	65.10	177	1514	332.74	390.92	0	0	0	0
118.19	1038.56	1062	10534	0.00	5675.79	0	0	0	0
68.43	672.95	902	7724	859.99	1464.51	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
181.95	1156.01	585	5620	0.00	3726.03	0	0	0	0
213.69	1112.16	765	5069	963.06	1861.00	0	0	0	0
1595.72	16984.38	81484	888981	0.00	18062.75	0	0	0	0
1362.18	6555.83	71116	662405	2614.71	13934.60	0	0	0	0
1459.03	15314.03	119290	1264237	0.00	14418.47	3895	4173089	847718	11578452
1247.66	5527.03	100190	915444	2078.75	12486.16	408443	10212741	149875	954173
3054.75	32298.41	119290	1264237	0.00	32481.22	3895	4173089	847718	11578452
2609.84	12082.86	100190	915444	4693.46	26420.76	408443	10212741	149875	954173
92.28	907.17	915	10501	150.64	1791.31	1339	122634	2284	641669
71.68	605.34	848	8517	120.59	654.20	15	94	15	100
1.35	7.32	3	31	0.00	12.57	0	0	0	0
1.61	4.81	10	23	2.49	8.58	0	0	0	0
0.00	9.13	0	4	0.00	79.32	0	0	0	0
0.00	9.81	0	7	9.81	19.62	0	0	0	0
32.02	211.59	283	2462	0.00	836.94	903	2225	3231	20428
23.96	138.16	259	1744	46.21	160.67	2546	151070	2655	1445529
125.65	1135.21	1201	12998	150.64	2720.14	2242	124859	5515	662097
97.25	758.12	1117	10291	179.10	843.07	2561	151164	2670	1445629
193.47	1403.89	12998	219528	715.30	4463.77	28222	1174346	564946	4721366
123.02	1114.82	24032	195530	281.52	1273.87	12145	1057738	12145	662518
473.20	3048.39	18669	64675	2815.24	22592.47	11967	2176091	1317999	5898276
329.19	2320.36	6003	34998	2327.07	4318.67	801	272329	801	70843
1.25	24.98	37	671	0.00	145.58	0	9989	0	16259
1.96	16.98	20	377	11.65	26.68	15	2298	15	314
474.45	3073.37	18706	65346	2815.24	22738.05	11967	2186080	1317999	5914535
331.15	2337.34	6023	35375	2338.72	4345.35	816	274627	816	71157
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
6942.93	18805.97	51474	370674	4026.51	13196.52	11615	693222	225583	5923967
1092.39	13392.99	54825	319631	1467.17	4345.35	5265	4208134	5265	4208134
11695.73	63001.86	218059	2043264	7707.69	99833.74	57941.00	8351596.47	2961761.00	28800417.00
4966.69	34490.71	197750	1562177	12873.01	45213.48	429230.00	15904404.00	170771.00	7341611.00

Name of the Insurer: *United India Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	9086.00	79048.00	187551	990613	1140.00	14255.00	14525979	126448174
Previous year	7946.00	64793.00	238454	962488	1165.65	7513.65	12754414	76640325
Marine Cargo	2738.00	27419.00	122229	406057	-2891.00	-149.16	5806999	58160717
Previous year	5629.00	27568.16	134264	405099	2347.47	5408.63	11951168	46006151
Marine Hull (Including Onshore & Offshore oil energy)	1019.00	22457.00	7560	27980	-457.00	4828.04	366547	8075732
Previous year	1476.00	17628.96	7189	19127	951.60	6095.56	527143	4548919
Marine (Total)	3757.00	49876.00	129789	434037	-3348.00	4678.88	6173546	66236449
Previous year (Total)	7105.00	45197.12	141453	424226	3299.07	11504.19	12478311	50555070
Aviation	977.00	2007.00	106	746	-1217.45	-994.82	146587	301125
Previous year	2194.45	3001.82	952	1262	464.36	-220.43	329200	421741
Engineering	6267.00	41651.00	13568	138577	265.68	11008.00	2701293	17959337
Previous year	6001.32	30643.00	18455	137971	3185.72	5657.40	2597974	10063573
Motor Own Damage	13257.00	115254.00	335113	5427685	8550.85	18880.00	1881098	16353931
Previous year	4706.15	96374.00	575273	5200449	9007.55	20497.40	667778	9657885
Motor Third party	8753.00	96198.00	662219	8799143	-4830.40	10859.00		0
Previous year	13583.40	85339.00	868936	6801314	-5849.25	4867.35		0
Motor (Total)	22010.00	211452.00	662219	8799143	3720.45	29739.00	1881098	16353931
Previous year (Total)	18289.55	181713.00	868936	6801314	3158.30	25364.75	667778	9657885
Workmen's compensation / Employer's liability	1052.39	5707.94	22233	84902	48.36	520.06		0
Previous year	1004.03	5187.88	21886	77989	38.64	318.94	49373	49373
Public Liability	238.39	1232.51	3186	9528	6.91	320.25	40405	212610
Previous year	231.48	912.26	2702	4922	27.70	-98.63	46296	137334
Product Liability	39.85	724.69	199	2127	-4.60	256.32	7929	144191
Previous year	44.45	468.37	273	2566	15.63	31.66	8846	67264
Other Liability Covers	236.37	2470.86	849	20026	-238.44	-103.28	71913	751732
Previous year	474.81	2574.14	2280	28321	-258.21	22.92	144460	606727
Liability (Total)	1567.00	10136.00	26467	116582	-187.77	993.35	120247	1108533
Previous year (Total)	1754.77	9142.65	27141	113798	-176.24	274.89	248974	860698
Personal Accident	2149.00	13210.00	330397	837633	-369.75	2293.11	7076052	43498122
Previous year	2518.75	10916.88	237266	758555	-4958.99	-2788.48	5475543	24528399
Medical Insurance	26541.62	159311.98	2395852	3733889	8306.48	41061.93	3666337	22006621
Previous year	18235.14	118250.05	2394611	3629355	3203.09	34846.86	1679110	11466050
Overseas Medical Insurance	-902.62	8835.02	2358	109609	-142.31	1471.07	-265555	2599365
Previous year	-760.31	7363.95	11120	123982	-960.35	695.05	-49693	889243
Health (Total)	25639.00	168147.00	2398210	3843499	8164.17	42532.99	3400782	24605986
Previous year (Total)	17474.83	125614.00	2405731	3753337	2242.74	35541.91	1629417	12355294
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
All Other Miscellaneous	10262.01	62108.00	608069	2407530	4812.56	9397.36	1978218	11972605
Previous year	5449.45	52710.64	585559	2255002	13582.08	13106.80	5848027	12474563
Grand Total	81714.00	637635.00	4356376	17568360	12979.88	113902.89	38003801.37	308484261.74
Previous year (Total)	68734.12	523732.12	4523947	15207953	21962.69	95954.69	42029638.73	197557547.69

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
91.82	6548.01	111786	238348	0.00	0.00	0	0		
88.26	5640.63	91447	234279	0.00	0.00	0	0		
181.58	1070.59	9979	31644	0.00	0.00	0	0		
210.81	1002.47	6672	28021	0.00	0.00	0	0		
114.79	195.46	162	1957	0.00	0.00	0	0		
112.54	203.97	85	1514	0.00	0.00	0	0		
296.37	1266.05	10141	33601	0.00	0.00	0	0		
323.35	1206.44	6757	29535	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.05	0	0		
4.87	2062.63	3804	28876	0.00	0.00	0	0		
263.51	1711.38	2806	24643	0.00	0.00	0	0		
126.40	23019.49	159905	908382	0.00	0.00	0	0		
256.53	23287.64	159548	923140	0.00	0.00	0	0		
107.59	16217.51	193699	1351023	0.00	0.00	0	0		
99.53	12611.61	189974	1174728	0.00	0.00	0	0		
233.99	39237.00	193699	1351023	0.00	0.00	0	0		
356.06	35899.24	189974	1174728	0.00	0.00	0	0		
81.58	516.44	4475	15528	20.04	949.01	121	67691		
75.75	494.81	4934	14993	32.44	879.84	220	57496		
0.00	41.76	0	951	0.00	0.00	0	0		
0.00	27.72	0	739	0.00	0.00	0	0		
0.00	2.91	0	30	0.00	0.00	0	0		
0.00	8.89	0	19	0.00	0.00	0	0		
0.00	143.70	0	1728	0.00	0.00	0	0		
0.00	138.78	-4	1937	0.00	0.00	0	0		
81.58	704.81	4475	18235	20.04	949.00	121	67692		
75.75	670.20	4930	17688	32.44	879.84	220	57496		
0.23	5051.49	93812	161566	35.69	4250.55	797925	995567		
758.28	3300.73	58514	123873	152.02	4159.91	3199	972371		
5701.21	12557.39	538960	655638	419.24	15541.02	2437349	14698042	15315331	29161724
4553.01	9138.84	527677	621761	389.93	9121.20	-1347160	9891754	27359	8359070
8.82	291.66	172	4059	0.00	0.00	0	0	113	137689
17.46	273.44	306	4885	-0.89	0.00	-45	0	79	119303
5710.03	12849.05	539132	659697	419.24	15541.03	2437349	14698042	15315444	29299413
4570.47	9412.28	527983	626646	389.04	9121.20	-1347205	9891754	27438	8478373
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
3090.31	20159.42	197484	1595442	1467.34	11825.52	14217	538112		
2997.67	18368.24	142198	1591180	2762.35	12104.82	2666	269309		
9509.20	87878.46	1154333	4086789	1942.31	32566.10	3249612.25	16299413.32	15315444.00	29299413.00
9433.35	76209.15	1024608	3822572	3335.85	26265.82	-1341120.16	11190929.84	27438.00	8478373.42

Name of the Insurer: Universal Sampo General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	845.01	5585.15	14993	101504	190.27	1331.63	1259479.44	6714837.53
Previous year	654.74	4253.53	12676	96427	151.04	3177.04	801948.96	4663716.90
Marine Cargo	93.00	598.29	258	1382	73.55	213.32	969425.29	4305896.90
Previous year	19.45	384.97	178	1005	7.71	330.67	181362.29	2473034.69
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	93.00	598.29	258	1382	73.55	213.32	969425.29	4305896.90
Previous year (Total)	19.45	384.97	178	1005	7.71	330.67	181362.29	2473034.69
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	113.52	586.57	216	1129	69.50	238.66	73896.34	385692.49
Previous year	44.02	347.91	132	856	-15.62	217.12	38527.33	363578.82
Motor Own Damage	1532.63	12812.24	41093	420903	311.29	6645.86	112044.68	874884.01
Previous year	1221.34	6166.38	59844	232316	1086.19	5774.19	-40505.73	509187.92
Motor Third party	383.17	3531.15			-396.71	1807.66		
Previous year	779.88	1723.49	0	0	779.88	1723.49		
Motor (Total)	1915.80	16343.40	41093	420903	-85.42	8453.52	112044.68	874884.01
Previous year (Total)	2001.22	7889.87	59844	232316	1866.07	7497.68	-40505.73	509187.92
Workmen's compensation / Employer's liability	19.51	126	141	888	13.80	87.27	1630	12452
Previous year	5.71	39	23	304	0.69	32.40	-18389	11129
Public Liability	0.00	4.27	0	4	0.00	-1.74	0	5900
Previous year	0.00	6.01	0	7	0.00	4.33	0.00	5005.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	8.66	62.45	17	77	-0.35	34.34	1773	41249
Previous year	9.01	28.11	70	101	9.01	28.11	500	6274
Liability (Total)	28.17	193.06	158	969	13.45	119.87	3403.21	59600.71
Previous year (Total)	14.72	73.19	93	412	9.70	64.84	-17889.37	22408.08
Personal Accident	28.50	346.08	1260	6945	9.00	-637.89	95903.15	2082034.26
Previous year	19.50	983.96	450	2429	23.87	911.04	93500.25	10811126.64
Medical Insurance	220.32	2348.91	7492	42995	94.05	608.28	13201.73	139395.41
Previous year	126.27	1740.64	4384	36184	0.72	1433.00	8716.07	111866.99
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	220.32	2348.91	7492	42995	94.05	608.28	13201.73	139395.41
Previous year (Total)	126.27	1740.64	4384	36184	0.72	1433.00	8716.07	111866.99
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	744.77	3902.26	24554	155763	219.04	648.75	403074.99	2057456.62
Previous year	525.73	3253.51	22153	146485	293.51	2282.00	478520.33	1853175.12
Grand Total	3989.09	29903.74	90024	731590	583.44	10976.15	2930428.83	16619797.92
Previous year (Total)	3405.65	18927.59	99910	516114	2337.00	15913.40	1544180.11	20808095.14

* Wherever applicable

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
257.60	1578.28	8148	55429	0	0.00	0	0		
186.33	1320.66	6920	47907	0	0.00	0	0		
257.60	1578.28	8148	55429	0.00	0.00	0	0	0	0
186.33	1320.66	6920	47907	0.00	0.00	0	0	0	0

Name of the Insurer: Agriculture Insurance Company of India Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured		
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	
Fire									
Previous year									
Marine Cargo									
Previous year									
Marine Hull (Including Onshore & Offshore oil energy)									
Previous year									
Marine (Total)									
Previous year (Total)									
Aviation									
Previous year									
Engineering									
Previous year									
Motor Own Damage									
Previous year									
Motor Third party									
Previous year									
Motor (Total)									
Previous year (Total)									
Workmen's compensation / Employer's liability									
Previous year									
Public Liability									
Previous year									
Product Liability									
Previous year									
Other Liability Covers									
Previous year									
Liability (Total)									
Previous year (Total)									
Personal Accident									
Previous year									
Medical Insurance									
Previous year									
Overseas Medical Insurance									
Previous year									
Health (Total)									
Previous year (Total)									
Crop Insurance	18592.66	195999.45	55764	602908	8884.83	44137.99	43068.15	4518577.12	
Previous year	9707.83	151861.46	64786	615256	2558.51	70359.44	304971.10	4256853.68	
Credit Guarantee									
Previous year									
All Other Miscellaneous									
Previous year									
Grand Total	18592.66	195999.45	55764	602908	8884.83	44137.99	43068.15	4518577.12	
Previous year (Total)	9707.83	151861.46	64786	615256	2558.51	70359.44	304971.10	4256853.68	

* Wherever applicable

[illegible]

Name of the Insurer: Apollo Munich Health Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured		
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	
Fire									
Previous year									
Marine Cargo									
Previous year									
Marine Hull (Including Onshore & Offshore oil energy)									
Previous year									
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Aviation									
Previous year									
Engineering									
Previous year									
Motor Own Damage									
Previous year									
Motor Third party									
Previous year									
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Workmen's compensation / Employer's liability									
Previous year									
Public Liability									
Previous year									
Product Liability									
Previous year									
Other Liability Covers									
Previous year									
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Personal Accident	88.26	673.16	4861	31812	88.26	673.16	62786.63	397752.00	
Previous year	51.51	426.45	3477	20785	51.51	426.45	32513.75	1127577.93	
Medical Insurance	3037.32	26619.74	59104	603920	3037.32	26619.74	101673.56	3952817.50	
Previous year	1350.26	10194.94	35818	1279443	1350.26	10194.94	96263.44	967892.84	
Overseas Medical Insurance	46.93	462.53	2435	26911	46.93	462.53	230740.38	2285144.45	
Previous year	29.40	447.98	711	21758	29.40	447.98	101787.75	1804894.25	
Health (Total)	3084.25	27082.27	61539	630831	3084.25	27082.27	332413.94	6237961.95	
Previous year (Total)	1379.66	10642.91	36529	1301201	1379.66	10642.91	198051.19	2772787.09	
Crop Insurance									
Previous year									
Credit Guarantee									
Previous year									
All Other Miscellaneous	37.81	589.26	64223	596604	37.81	589.26	321115.00	2988020.00	
Previous year	16.57	396.50	16422	392770	16.57	396.50	82110.00	1963386.00	
Grand Total	3210.32	28344.69	130623	1259247	3210.32	28344.69	716315.56	9623733.95	
Previous year (Total)	1447.73	11465.87	56428	1714756	1447.73	11465.87	312674.94	5863751.02	

* Wherever applicable

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
8.44	38.30	3115	20620	0.24	3.84	2399	17970		
15.48	15.99	4540	8733	0.33	2.08	2475	7459		
330.33	1506.00	8044	52966	0.49	46.83	117	9923	117	846945
336.13	388.79	23675	34370	60.27	146.06	15904	28885	92491	535932
								64223	90932
								1171	28248
330.33	1506.00	8044	52966	0.49	46.83	117	9923	64340	937877
336.13	388.79	23675	34370	60.27	146.06	15904	28885	93662	564180
338.78	1544.30	11159	73586	0.73	50.68	2516	27893	64340	937877
351.61	404.77	28215	43103	60.60	148.14	18379	36344	93662	564180

Name of the Insurer: Export Credit Guarantee Corporation of India Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured		
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	
Fire									
Previous year									
Marine Cargo									
Previous year									
Marine Hull (Including Onshore & Offshore oil energy)									
Previous year									
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Aviation									
Previous year									
Engineering									
Previous year									
Motor Own Damage									
Previous year									
Motor Third party									
Previous year									
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Workmen's compensation / Employer's liability									
Previous year									
Public Liability									
Previous year									
Product Liability									
Previous year									
Other Liability Covers									
Previous year									
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Personal Accident									
Previous year									
Medical Insurance									
Previous year									
Overseas Medical Insurance									
Previous year									
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Crop Insurance									
Previous year									
Credit Guarantee	9565	88567	1482	12881	1365	7196	443081	4098708	
Previous year	8200	81371	1477	13405	286	6904	358600	4039944	
All Other Miscellaneous									
Previous year									
Grand Total	9565.23	88567.36	1482	12881	1365.14	7195.96	443081.07	4098708.01	
Previous year (Total)	8200.09	81371.40	1477	13405	285.85	6904.24	358599.69	4039944.32	

* Wherever applicable

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		

Name of the Insurer: Max Bupa Health Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured		
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	
Fire									
Previous year									
Marine Cargo									
Previous year									
Marine Hull (Including Onshore & Offshore oil energy)									
Previous year									
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Aviation									
Previous year									
Engineering									
Previous year									
Motor Own Damage									
Previous year									
Motor Third party									
Previous year									
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Workmen's compensation / Employer's liability									
Previous year									
Public Liability									
Previous year									
Product Liability									
Previous year									
Other Liability Covers									
Previous year									
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Personal Accident									
Previous year									
Medical Insurance	508.89	2570.26	5210	28789	498.23	2546.03	15631.7	106173.30	
Previous year									
Overseas Medical Insurance									
Previous year									
Health (Total)	508.89	2570.26	5210	28789	498.23	2546.03	15631.70	106173.30	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	
Crop Insurance									
Previous year									
Credit Guarantee									
Previous year									
All Other Miscellaneous									
Previous year									
Grand Total	508.89	2570.26	5210	28789	498.23	2546.03	15631.70	106173.30	
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00	

* Wherever applicable

FOR AND UP TO THE MONTH OF MARCH, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
48.53	75.26	581	937	8.20	8.20	1561	1561	9268	47732
48.53	75.26	581	937	8.20	8.20	1561	1561	9268	47732
0.00	0.00	0	0	0.00	0.00	0	0	0	0
48.53	75.26	581	937	8.20	8.20	1561	1561	9268	47732
0.00	0.00	0	0	0.00	0.00	0	0	0	0

Name of the Insurer: *Star Health and Allied Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Cargo			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Engineering			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Own Damage			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Third party			0	0				
Previous year			0	0				
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	117.51	1181.99	14433	134606	29.11	337.53	185986.58	1742685.67
Previous year	88.40	1058.65	11240	106115	40.49	-588.12	114321.70	933486.23
Medical Insurance	3480.96	122095.30	115681	880999	-388.13	17426.72	309539.00	32095691.78
Previous year	3869.09	93917.04	22023	486240	2441.70	45421.20	140505.80	30067465.55
Overseas Medical Insurance	102.41	1148.50	3145	308330	16.48	313.74	308752.11	3774350.32
Previous year	85.93	784.95	-1730	20971	58.35	397.27	212056.34	3815305.36
Health (Total)	3583.37	123243.80	118826	1189329	-371.65	17740.46	618291.11	35870042.10
Previous year (Total)	3955.02	94701.99	20293	507211	2500.05	45818.47	352562.14	33882770.91
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	47.45	462.00	17065	164901	26.01	55.52	170650	4862200.00
Previous year	21.44	403.84	6637	142703	-12.83	-51.94	66370.00	1427030.00
Grand Total	3748.33	124887.79	150324	1488836	-316.53	18133.51	974927.69	42474927.77
Previous year (Total)	4064.86	96164.48	38170	756029	2527.71	45178.41	533253.84	36243287.14

* Wherever applicable

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
44.28	408.12	5698	56319	33.03	372.96	18813	241190.00		
357.07	528.69	-26636	16674	-509.13	214.65	-61653	319947.00		
987.82	53576.53	39327	302128	1821.58	88012.41	64667	19684611.00	138475	85779893
48486.19	52792.12	-108517	68797	-55553.85	28348.10	-52778754	44046611.00	14520279	132504437
25.28	247.75	711	7039	22.33	521.28	651	18653.00	3138	38741
-140.69	14.64	-3807	489	-113.77	248.42	-4451	8417.00	-859	21840
1013.10	53824.28	40038	309167	1843.91	88533.69	65318	19703264	141613	85818634
48345.50	52806.76	-112324	69286	-55667.62	28596.52	-52783205	44055028	14519420	132526277
				0.00	108.50	0	38574		
				-382.40	0.00	-135886	0		
1057.38	54232.40	45736	365486	1876.94	89015.15	84131	19983028	141613	85818634
48702.57	53335.45	-138960	85960	-56559.15	28811.17	-52980744	44374975	14519420	132526277



“ క్లెయిమ్లు చేస్తూ అన్ని డాక్యుమెంట్లు నేను పంపి
మూడు వారాలయింది... వాళ్ళు తొందరలోనే
డబ్బు పంపిస్తారని నేను ఆశిస్తున్నాను.”

“ అవును. వాళ్ళు పంపిస్తారు. అన్ని కాగితాలు
సరిగా ఉన్నట్లయితే, వాళ్ళు 30 రోజుల లోపల
పరిష్కరించవలసి ఉంటుంది. అది రూలు!”

భారత్లోని ఇన్సూరెన్స్ కంపెనీల పర్యవేక్షణ సంస్థ అయిన ది ఇన్సూరెన్స్ రెగ్యులేటరీ అండ్ డెవలప్మెంట్ అథారిటీ (ఐఆర్డిఐ), పాలసీదారుల
ప్రయోజనాలను సంరక్షిస్తుంది. ఐఆర్డిఐ నిధించిన కొన్ని నియమాలు కొన్ని ఇక్కడ సొండుపరచబడ్డాయి:

- సంబంధిత డాక్యుమెంట్లన్నీ అందుకున్న 30 రోజుల లోపల భీమా కంపెనీ ద్వారా ఒక క్లెయిమ్లు చెల్లించబడాలి లేదా అవసరమయిన కారణాలను చూపుతూ వినాదాన్ని తెలియజేయాలి.
- ఒక ప్రతిపాదన అందుకున్న 30 రోజుల లోపల భీమా కంపెనీ భావి పాలసీదారునికి వివరణిక, ప్రతిపాదన పత్రం ఒక కాపీ, ఛార్జ్ ఏమీ లేకుండా ఉచితంగా ఇవ్వవలసి ఉంటుంది.
- భీమా కంపెనీ ప్రతిపాదనలు ముట్టిన 15 రోజుల లోపల ప్రక్రియాత్మకం చేయాలి మరియు వర్తమానం పంపవలసి ఉంటుంది.
- అవసరమయిన డాక్యుమెంట్లన్నీ సమర్పించిన తరువాత క్లెయిమ్లు పరిష్కారంలో ఒకవేళ జాప్యం జరిగినట్లయితే, నిర్ణయించబడిన మొత్తంలో వడ్డీని చెల్లించవలసిన బాధ్యత భీమా కంపెనీకి ఉంటుంది.
- ఒక జీవిత భీమా పాలసీదారుడు పాలసీని రద్దు చేసుకోవడానికి 15 రోజుల "ఫ్రీ లుక్ పీరియడ్" (పాలసీ ముట్టిన తేదీనుండి) సొందడానికి హక్కు ఉన్నది.
- పాలసీదారుల నుండి ఎలాంటి సమాచారం అందినా అందిన 10 రోజుల లోపల భీమా కంపెనీ ప్రతి సమాధానం ఇవ్వవలసి ఉంటుంది.



పజా హితార్థం జారీచేసిన వారు
बीमा विनियामक और विकास प्राधिकरण
ఇన్సూరెన్స్ రెగ్యులేటరీ అండ్ డెవలప్మెంట్ అథారిటీ
3వ అంతస్తు, పరిశ్రమ భవన్,
బస్ స్టాప్, హైదరాబాద్-500004
వెబ్సైట్: www.irda.gov.in

SPREAD THE WORK...

The above advertisement is issued by IRDA in the Public interest.
Those wishing to publish it for spreading consumer awareness of Insurance
may use this artwork for reproduction.

19 – 22 June 2011 Venue: Toronto, Canada	47th Annual Seminar <i>By International Insurance Society</i>
23 – 24 June 2011 Venue: Kuala Lumpur	2nd Annual World Takaful Conference <i>By Asia Insurance Review, Singapore</i>
23 – 25 June 2011 Venue: NIA Pune	Management of Marine (Hull) Insurance <i>By National Insurance Academy.</i>
04 – 05 July 2011 Venue: Kuala Lumpur, Malaysia	1st Asian Captives Conference <i>By Asia Insurance Review, Singapore</i>
11 – 12 July 2011 Venue: Jakarta, Indonesia	5th Asian Conference on Microinsurance <i>By Asia Insurance Review, Singapore</i>
14 – 16 July 2011 Venue: NIA Pune	Reinsurance Management <i>By National Insurance Academy.</i>
19 July 2011 Venue: New Delhi	FICCI's Health Insurance Conference <i>By FICCI, New Delhi.</i>
24 – 26 July 2011 Venue: Colombo	2nd Asian Motor Insurance and Claims Management Conference <i>By Asia Insurance Review, Singapore</i>
08 – 10 Aug 2011 Venue: NIA Pune	Management of Liability Risk <i>By National Insurance Academy.</i>
11 – 13 Aug 2011 Venue: NIA Pune	Workshop on Distribution Channel Management <i>By National Insurance Academy.</i>

view point



The collective strength of our state-based system is most evident during times of crisis. The devastation in Alabama compels us to utilize our resources to act quickly and effectively in providing assistance to those affected.

Ms. Susan E. Voss

NAIC President and Iowa Insurance Commissioner

Developed economies are equally prone to the risks of mispriced capital. The subprime mortgage crisis, which precipitated the global financial crisis less than three years ago, is another example of mispriced capital leading to excessive risk taking and leverage.

Mr. Ravi Menon

Managing Director, Monetary Authority of Singapore

International standards for the regulation of insurance business are undergoing a period of considerable change and it is very important that regulators have the opportunity to discuss the implications and consistent implementation of those changes.

Mr. David Vick

Chief Executive, Isle of Man Insurance and Pensions Authority

As the authority progresses with implementation of its enhanced regulatory framework, in line with developments in global regulatory standards, we acknowledge that this represents significant change, not only for ourselves as Bermuda's regulator, but also for the market.

Mr. Jeremy Cox

Chief Executive Officer, Bermuda Monetary Authority

When you live through extraordinary events – like the recent economic crisis – it is necessary to reflect upon them and consider what steps are required to prevent their reoccurrence. Internationally, regulators are redefining their roles.

Mr. Daniel Boulet

Chair, Canadian Council of Insurance Regulators

Portability of Health insurance covers is an excellent concept to enable consumers get better terms. However, portability will not have any meaning unless the sharing of information happens smoothly.

Mr. J. Hari Narayan

Chairman, Insurance Regulatory & Development Authority, India



If undelivered please return to:

IRDA, Parishram Bhavan, 3rd Floor, Basheer Bagh, Hyderabad - 500 004. Ph: +91-40-23381100