



Volume XI, No. 6

Journal

June 2013



All-round Progress

- Indian Insurance Industry

बीमा विनियामक और विकास प्राधिकरण

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- Indian Insurance Industry

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From the Publisher



From the days that life insurance made a simple yet significant entry into the Indian domain during the British regime to the present day complex network of insurance relationships that several Indian business houses nurture with some of the biggest names in the global insurance arena; insurance business in India can be said to have traversed a full circle. In between, in the pre-nationalization days, we have had occasion to witness the gross failure of the industry owing to vested interests of the players that prompted the policymakers to nationalize both the arms of insurance – life and non-life – in order that the interests of the policyholders are protected.

Insurance industry has registered phenomenal growth both in terms of business figures as also geographical expansion during this period, reaching even the remote parts of the country that hitherto remained out of the insurance map of the country. In tune with the demands of globalization and liberalization that were the order of the day, the Indian insurance industry was once again opened up for private participation; and this opened the gates for several world renowned players to open shops, in joint ventures with their Indian counterparts, in the insurance domain. The result was further expansion of business and improvement of competition-driven efficiency levels in the entire gamut of insurance services. Notwithstanding the intermittent downward slide in the levels of business, it

can be said that insurance business has registered a noteworthy growth in the over-a-decade period of privatization; and a stage has been set for the establishment of several global standards in business levels and customer service.

The period was also in the news for a few significant landmark developments in the domain of insurance regulation that were driven by reports of large scale exploitation of the consumers' lack of awareness of insurance nuances. In a domain where the majority of the people are below par as far as the understanding of the contractual obligations is concerned, it is even more essential that the players and their distributors exercise an additional care to ensure that the customer understands the features of the product being sold. It is to be appreciated that this alone would guarantee a long-term success of the industry, both as regards business proportions as well as consumer satisfaction and business retention.

'Trends and Challenges in the Industry' is the focus of this issue of the **Journal**. Taking into account the fact that the subject is vast and expansive, the next issue of the **Journal** will also focus on 'Trends and Challenges'.

T.S. Vijayan

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Endless Challenges

- Indian Insurance Industry

The post-nationalization period of the Indian insurance industry presents a healthy picture of rock-like consolidation apart from the reasonably large growth levels that it accomplished. One very significant aspect that can be attributed to it is the geographical expansion that was witnessed during the period. From a level of a near total absence of insurance awareness in the people, the expansion of offices far and wide rendered good exposure to the people about the usefulness of insurance. In a domain devoid of even the basics about insurance knowledge, the rural areas started feeling the presence of one more important arm of the financial services, besides banking. For long, it has been felt that the need for insurance as also the rural folk's affordability towards it were not very great. Although it cannot be said that such a notion is altogether a thing of the past, we have made tremendous progress in this direction.

Nevertheless, it was felt that the presence of only a few players in the domain, further aided by the fact that genuine competition was lacking, led to a situation that seriously brought into discussion whether the industry needed to be opened up again for private participation. This, along with the winds of globalization and liberalization that were blowing across the world, led to the industry being privatized once again – while ensuring that the pitfalls that were experienced earlier would not be repeated. The results of new found competition were there aplenty for everyone to witness. Though huge levels of growth could not be

sustained over a period of time, it was evident that the fruits of a competitive market were by and large being reaped.

This expansion, however, brought along with it several controversies that were related to some aggressive styles of marketing – coupled with insufficient levels of a post-sale follow-up and service. This compelled the policymakers to take a few tough measures in order that the interests of the policyholders were always protected. It would not be out of place to mention here that the focus is emphatic in a few areas of the insurance domain that need to be given the top priority – in the interest of the nation. It is expected that all the stakeholders put their shoulders together in achieving a steady and balanced growth in the years to come.

'Trends and Challenges in the Insurance Industry' is the focus of this issue of the **Journal**. One of the very important lines of insurance business that has a huge role to play in the healthy progress of the country is Health insurance. While on one hand, the class has demonstrated tremendous progress over the last few years; on the other hand, it has been replete with several controversies that have taken the sheen out of the rapid expansion. In the first article of this issue, Mr. Alope Gupta gives a vivid account of what has been ailing the Health insurance class, and a few prescriptions as to what can be done to overcome several of these 'ills'. In the next article, Dr. N. Sivakumar and Mr. R. Yegnanarayanan draw a few parallels in other industries that have set the tone for progressive development; and on how

insurance can take lessons from such trendsetters so that the industry progresses in the long run.

For an emerging market, especially, it is essential that personal lines of insurance industry register large levels of growth so that the essence of healthy expansion is accomplished. Mr. P.C. James deals with the nuances related to personal lines of Non-life insurance class and on how we can improve the performance in this domain. Financial inclusion is the current buzzword globally, and several economies are working hard towards ensuring that the 'bottom of the pyramid' is actively brought into the financial services fold. A few suggestions for 'insurance inclusion' within the overall ambit of financial inclusion are what Ms. Nidhi Choudhari has to make, in the next article. One of the most debated areas of market-related controversies that was referred to earlier in this page relates to improper selling of products to gullible prospects in the Life insurance domain. Mr. Avinash Singaraju argues why it should not be possible to adopt ethical practices while selling policies.

There is no end to the challenges that the industry confronts, as we consolidate and set new trends. Let us have a look at a few more 'Trends and Challenges' of the industry in the next issue of the **Journal** once again.

Report Card:LIFE

First Year Premium of Life Insurers for the Period ended April, 2013

Sl No.	Insurer	Premium u/w (₹ in Crores)		No. of Policies / Schemes		No. of lives covered under Group Schemes			
		Apr., 13	Upto Apr., 13	Upto Apr., 12	Apr., 13	Upto Apr., 12	Apr., 13	Upto Apr., 13	Upto Apr., 12
1	Bajaj Allianz	6.69	6.69	4.50	993	2167	1049865	1049865	10322
	Individual Single Premium	27.60	27.60	28.69	23422	24473	23537	23537	1019912
	Group Single Premium	30.60	30.60	18.26	31	2			
2	ING Vysya	0.81	0.81	0.51	74	53			18
	Individual Single Premium	13.54	13.54	13.48	5969	5810	9	9	0
	Group Single Premium	0.07	0.07	0.10	0	0	0	0	0
3	Reliance Life	16.17	16.17	6.00	1645	4734			
	Individual Single Premium	76.62	76.62	35.69	55633	35132	23888	23888	-1210
	Group Single Premium	2.40	2.40	1.50	20	16	725	725	46057
4	SBI Life	16.27	16.27	21.62	1100	1406			
	Individual Single Premium	55.91	55.91	49.29	19962	18408	9532	9532	22154
	Group Single Premium	204.70	204.70	94.22	3	2	14823	14823	47649
5	Tata AIA	0.96	0.96	2.44	110	267			
	Individual Single Premium	18.91	18.91	26.22	7832	12602	8474	8474	10087
	Group Single Premium	6.00	6.00	5.82	0	0	15734	15734	5865
6	HDFC Standard	4.11	4.11	6.74	296	1902			
	Individual Single Premium	86.31	86.31	77.05	27055	24936	139749	139749	106952
	Group Single Premium	69.54	69.54	23.86	25	22	0	0	221
7	ICICI Prudential	10.60	10.60	5.53	586	245			
	Individual Single Premium	64.89	64.89	108.47	43478	67385	68620	68620	113993
	Group Single Premium	27.01	27.01	27.14	35	27	94	94	940
8	Birla Sunlife	0.95	0.95	0.70	48	53			
	Individual Single Premium	41.87	41.87	37.67	15687	39849	219	219	68
	Group Single Premium	1.51	1.51	0.39	0	0	38102	38102	176590
9	Aviva	0.33	0.33	0.69	38	120			
	Individual Single Premium	4.78	4.78	14.24	4733	9909	82	82	73
	Group Single Premium	0.07	0.07	0.02	0	0	141650	141650	59708
10	Kotak Mahindra Old Mutual	3.54	3.54	5.92	166	217			
	Individual Single Premium	11.09	11.09	11.22	3853	4733	245720	245720	169555
	Group Single Premium	17.31	17.31	7.66	5	1	76326	76326	70750
11	Max LIFE	15.71	15.71	16.16	13	25			
	Individual Single Premium	87.03	87.03	72.87	27238	25657	2085	2085	1391
	Group Single Premium	6.87	6.87	7.92	3	9	52057	52057	16976
12	Met Life	1.27	1.27	43.68	117	6736			
	Individual Single Premium	40.52	40.52	35.84	9988	8537	1947	1947	93
	Group Single Premium	1.34	1.34	0.03	0	0	95006	95006	54857

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.19 0.78 0.00 0.00	0.19 1.06 0.00 0.00	57 876 0 0	57 876 0 0	161 1069 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	
14	Shriram Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	7.89 24.38 11.79 2.28	7.89 24.38 11.79 2.28	930 15597 2 7	930 15597 2 7	1114 6922 0 0	49518 138277	49518 138277	49518 138277	30393 24028	
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.00 13.37 2.17 0.00	0.00 8.05 1.09 0.00	5561 1 0 0	5561 1 0 0	3953 0 0 0	1032 0	1032 0	1032 0	669 0	
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.38 1.88 0.02 1.24	0.90 5.75 0.00 0.25	43 1430 0 4	43 1430 0 4	134 4444 0 2	5307	5307	5307	0 1854	
17	IDBI Federal Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.72 5.30 0.00 1.75	1.27 3.09 0.00 0.19	187 2412 0 2	187 2412 0 2	134 1164 0 0	17711	17711	17711	0 19854	
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.00 22.44 3.49 37.82	0.00 31.69 0.10 0.96	0 3346 0 4	0 3346 0 4	0 3815 0 1	1007 22594	1007 22594	1007 22594	38 29736	
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.06 3.07 0.00 0.00	0.28 5.19 0.02 0.00	8 1752 0 0	8 1752 0 0	44 2793 0 0	0 0 0 0	0 0 0 0	0 0 0 0	41 0	
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.25 7.73 0.00 0.07	0.59 10.95 0.00 0.00	22 6176 0 8	22 6176 0 8	88 8641 0 0	7654	7654	7654	0 0	
21	Star Union Dai-ichi Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	5.85 6.69 1.11 15.68	4.62 2.47 1.15 0.11	320 2940 0 3	320 2940 0 3	378 15566 0 3	869 28165	869 28165	869 28165	631 2393	
22	IndiaFirst Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.00 9.17 72.72 0.00	2.36 17.27 1.23 1.65	88 3603 8 0	88 3603 8 0	293 10667 1 5	14804	14804	14804	5691 50288	
23	Edelweiss Tokio Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Private Total	0.22 1.64 0.17 0.14	0.00 0.53 0.07 0.20	14 893 1 4	14 893 1 4	0 295 0 7	57 4409	57 4409	57 4409	3 1742	
24	Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium LIC Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Grand Total Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	94.96 625.54 458.89 154.28 625.57 1102.03 1681.78 242.34 720.53 1727.56 2120.67 396.61	134.88 605.55 197.77 186.00 560.53 1843.46 1681.78 62.68 695.41 2450.11 1542.82 248.68	6855 289436 134 430	6855 289436 134 430	20271 322750 80 422	1617578 682171	1617578 682171	1617578 682171	470962 1629420	92612 2380604

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

2. Compiled on the basis of data submitted by the Insurance companies

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER MARCH 2013

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013
1	Non linked* Life						
	with profit	6611.70	9977.20	992198	1539825	8831.00	24833.49
	without profit	2407.91	3060.92	629008	668746	13803.04	12213.31
2	General Annuity						
	with profit	2.22	0.00	183	0	0.00	0.00
	without profit	1156.47	1445.44	29705	37350	3.12	70.39
3	Pension						
	with profit	55.25	11.60	4576	927	2.43	44.19
	without profit	65.91	122.17	2410	199	2.13	0.45
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.40	0.15	234	27	14.87	1.09
A.	Sub total	10299.86	14617.48	1658314	2247074	22656.59	37162.93
1	Linked* Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	7922.81	2030.96	1111955	168029	14648.06	3767.25
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	170.53	39.95	15711	176	0.30	-0.05
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	2.17	0.21	457	30	8.12	0.63
B.	Sub total	8095.51	2071.11	1128123	168235	14656.48	3767.83
C.	Total (A+B)	18395.37	16688.59	2786437	2415309	37313.07	40930.76
	Riders:						
	Non linked						
1	Health#	0.03	0.00	0	0	0.32	0.14
2	Accident##	0.32	0.27	14	6	68.30	60.20
3	Term	0.01	0.00	0	0	0.29	0.09
4	Others	5.78	5.12	0	0	10.98	8.87
D.	Sub total	6.14	5.39	14	6	79.90	69.30
	Linked						
1	Health#	0.02	0.01	1	0	2.09	1.18
2	Accident##	0.22	0.19	485	192	838.53	362.94
3	Term	0.00	0.00	0	0	0.47	0.48
4	Others	0.00	0.01	2	0	4.57	1.37
E.	Sub total	0.24	0.21	487	193	845.65	365.97
F.	Total (D+E)	6.38	5.60	502	199	925.55	435.27
G.	**Grand Total (C+F)	18401.75	16694.20	2786437	2415309	38238.62	41366.03

* 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 2013

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013
1	Non linked* Life						
	with profit	34413.33	33666.19	33084402	33266723	504657.10	501767.41
	without profit	3273.18	4676.36	6298878	6833469	180835.49	229300.66
2	General Annuity						
	with profit	2.41	0.85	399	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	342.79	49.07	43897	18713	1307.88	507.29
	without profit	390.09	34.25	62301	-120	118.81	-0.05
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	144.68	127.02	346165	431503	4062.49	3318.21
A.	Sub total	38566.49	38553.74	39836042	40550288	690981.77	734893.53
1	Linked* Life						
	with profit	0.06	0.04	0	0	0.00	0.00
	without profit	7257.83	6395.44	1472074	1132423	73969.57	68191.31
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	0.01	0.00	0	0	0.00	0.00
	without profit	123.81	265.10	9654	23997	-21.03	-11.93
4	Health						
	with profit	0.00	0.00	0	16	0.00	0.00
	without profit	91.21	60.82	57109	33265	1568.22	1179.90
B.	Sub total	7472.92	6721.40	1538837	1189701	75516.76	69359.28
C.	Total (A+B)	46039.41	45275.14	41374879	41739989	766498.53	804252.81
	Riders:						
	Non linked						
1	Health##	12.37	14.70	1351	1555	2400.28	2449.76
2	Accident###	29.52	27.70	13438	10720	38622.90	40174.06
3	Term	4.75	16.38	513	727	945.92	3366.83
4	Others	11.62	13.41	146	211	5011.92	5027.29
D.	Sub total	58.26	72.19	15448	13213	46981.02	51017.94
	Linked						
1	Health##	1.33	0.87	130	44	208.48	120.88
2	Accident###	1.40	1.11	973	576	3717.95	2688.07
3	Term	0.25	0.04	7	1	155.29	84.93
4	Others	0.74	0.65	223	112	156.47	124.62
E.	Sub total	3.72	2.68	1333	733	4238.20	3018.50
F.	Total (D+E)	61.97	74.86	16781	13945	51219.22	54036.44
G.	**Grand Total (C+F)	46101.38	45350.00	41374879	41739989	817717.75	858289.25

* 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 2013

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	11826.81	12492.54	3527	157	3580154	479847	12552.92	409.41
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	33.42	293.03	52	61	8274	12357	89.64	102.17
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2.60	2.56	429	74	2324485	214430	11063.99	2846.80
d)	Others with profit	0.00	1.43	0	0	0	85	0.00	0.01
	without profit	5040.87	4487.60	16549	1390	27886441	20902711	195471.65	232408.77
2	General Annuity								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3296.09	4837.13	34	48	14889	140880	0.02	0.02
3	Pension								
	with profit	0.00	379.23	0	7	0	0	0.00	0.00
	without profit	12872.27	15377.70	642	0	1910151	494506	236.49	224.46
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	33072.07	37871.23	21233	1737	35724394	22244816	219414.71	235991.64
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	10.68	319.01	1	21	7322	45668	0.73	4.37
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	139.84	55.35	4	2	5630	2378	260.88	85.32
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	0.01	30.40	0	0	-22	28	0.00	0.00
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	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	73.95	0	0	0	444	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	150.53	478.70	5	23	12930	48518	261.60	89.70
C.	Total (A+B)	33222.60	38349.93	21238	1760	35737324	22293334	219676.31	236081.34
	Riders:								
	Non linked								
1	Health#	0.51	0.83	28	39	4237	8214	401.97	611.19
2	Accident##	0.80	5.09	110	128	107276	291729	3677.27	6967.15
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	1.31	5.93	138	167	111513.00	299943.00	4079.25	7578.34
	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.04	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	0.04	0.04	0	0	0.00	0.00	0.00	0.00
F.	Total (D+E)	1.35	5.96	138	167	111513.00	299943.00	4079.25	7578.34
G.	**Grand Total (C+F)	33223.95	38355.89	21238	1760	35737324	22293334	223755.56	243659.68

* 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 2013

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

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013	Mar, 2012	Mar, 2013
1	Non linked* Life								
a)	Group Gratuity Schemes								
	with profit	146.60	17.01	20	4	118858	1271	11.89	0.13
	without profit	966.52	1170.44	398	3013	661670	3590412	888.99	14434.27
b)	Group Savings Linked Schemes								
	with profit	6.23	4.57	4	0	4783	4263	34.17	30.95
	without profit	314.63	558.70	644	684	1492397	2221618	13455.68	13140.62
c)	EDLI								
	with profit	0.00	0.00	0	3	0	20574	0.00	278.47
	without profit	22.73	20.58	451	788	1178832	3316154	16489.46	25510.30
d)	Others								
	with profit	2.12	17.37	1	3	2773	19172	0.28	1.92
	without profit	2455.49	995.15	8180	24581	24970684	46237685	253670.70	353975.76
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	536.79	92.03	23	0	1447	711	0.00	0.00
	without profit	9845.07	2178.05	83	52	471334	51425	20.46	56.82
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2.21	-0.01	1	0	20989	-44	405.54	-23.21
A.	Sub total	14298.39	5053.89	9881	29128	29019472.00	55463241.00	284977.14	407406.03
1	Linked* Life								
a)	Group Gratuity Schemes								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1630.18	1406.50	333	376	1018502	575567	5201.11	3410.95
b)	Group Savings Linked Schemes								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	31.00	14.40	54	47	29261	23119	789.16	661.34
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	170.81	102.56	16	18	12514	898	36.38	80.93
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	0.00	0	0	0	0	0.00	0.00
	without profit	365.50	21.39	22	20	7261	1726	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	2197.49	1544.85	425	461	1067538.00	601310.00	6026.66	4153.22
C.	Total (A+B)	16495.89	6598.73	10306	29589	30087010.00	56064551.00	291003.81	411559.26
	Riders:								
	Non linked								
1	Health#	6.30	6.51	130	138	162754	394266	18332.01	32554.09
2	Accident##	3.37	5.19	61	68	50846	78844	3901.04	5773.57
3	Term	0.03	0.09	1	1	7668	7250	609.21	740.17
4	Others	0.02	0.04	6	9	2087	2547	521.46	830.16
D.	Sub total	9.72	11.83	198	216	223355.00	482907.33	23363.72	39897.98
	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.04	0.00	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	0.04	0.00	0	0	0.00	0.00	0.00	0.00
F.	Total (D+E)	9.75	11.83	198	216	223355.00	482907.33	23363.72	39897.98
G.	**Grand Total (C+F)	16505.64	6610.56	10230	29589	29991305	56064551	314367.53	451457.24

* 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.

To Chairman / CEOs of All Insurance Companies

Ref: IRDA/NL/GDL/000/093/05/2013

Date: 15.05.2013.

To,

Chairman / CEOs of all the Insurance Companies

Guidelines for opening of foreign insurance company (including branch office) outside India by an Indian insurance company registered with the IRDA

The Authority has been approached by Indian insurance companies seeking permission to open Offices outside India. In order to exploit the foreign market, after due consideration. The following guidelines are been issued by the Authority under the powers vested on it under section 114 (zd) of the Insurance Act, 1938.

1. A "Foreign insurance company" shall mean a company registered outside India whose paid-up capital is subscribed to by an Indian insurance company and shall include a foreign subsidiary company wherein the Indian insurance company has a holding of more than 50% of its paid-up capital or is in a position to control the composition of its Board of Directors. It shall also include a branch office of the Indian insurance company which means (a) any establishment described as a branch by the company; or (b) any establishment carrying on either the same or substantially the same activity as that carried on by the head of the company.

2. General

i. The class of insurance business to be transacted at foreign insurance company could be:

- a. Life insurance business
- b. General insurance business including health insurance business
- c. Reinsurance business

and will be the same for which the Indian insurance company has been granted the certificate of registration by the Authority.

- ii. A registered Indian insurance company desiring to open a foreign insurance company "(including branch office) to carry on life insurance or general insurance or reinsurance business shall make a requisition for registration application in Form IRDA-FJV-WoS-1, annexed at Annexure -1 to these guidelines.
- iii. The registered Indian Insurance company shall submit to the Authority the regulatory architecture along-with reporting, compliance and all other requirements necessary for the establishment and conduct of insurance business of the jurisdiction where it intends to set up a foreign insurance company (including branch office).
- iv. The Indian insurance company shall also furnish to the Authority the expenses involved in establishing such a foreign insurance company (including branch office) and the burden it will cast on it.

3. Eligibility Criteria

I The Authority would consider requests from registered Indian insurance companies to set-up

foreign insurance company (including branch office) based on the following norms:

- a. The registered Indian insurance company should have been in operations for atleast 3 years. In the case of insurers in the private sector, this will be reckoned from the date of issue of R3.
- b. The registered Indian insurance company should have the following financials:-
 - Net worth for Life insurance companies - 500.00 Crs.
 - Net worth for Non-Life insurance companies - 250.00 Crs.
 - Net worth for Reinsurance companies - 750.00 Crs.
 - Solvency for both life and non-life insurance companies - as prescribed by IRDA
 - Profit for life non-life and reinsurance companies - for the 3 years out of the last 5 years,
- c. Board resolution in support of such a commitment by an Indian insurance company.
- d. The registered Indian insurance company should not suffer from any adverse report of the Authority on its track record of regulatory compliances, for 3 years out of the last 5 years from the date of application.
- e. Any other requirement that may be specified by the Authority from time to time.

4. Terms and Conditions

- I The following terms and conditions which shall govern the approval of the foreign insurance company (including branch office) of insurers:
- a. Initial and further augmentation of capital and liabilities met out of the the Shareholder's funds beyond solvency margin requirement.
 - b. Compliance with Know your Customer (KYC) and Anti-Money Laundering (AML) guidelines.
 - c. Compliance with Foreign Exchange Management Act, 1999 and any other law in force governing the operations of such offices.
 - d. Compliance with host country solvency requirements.
5. The Indian insurance company shall file the copy of the license/certificate of registration upon receipt of the same from the host country.

6. Operational requirements

The Board of the Indian insurance company shall approve the operational details for conducting business in the host country which shall include the following minimum points:-

I. Delegation of underwriting authority:

- a. Indian insurers at the beginning of every year shall review the underwriting limits delegated to the foreign branch office and depending upon the financial net-worth, exposures, business plan, etc have the limits approved by the Board of Directors and filed with the Authority.

ii. Underwriting Issues :

- a. Indian insurers are advised to formulate an 'Underwriting Policy' specially formulated for their foreign branches duly approved by the Board of Directors. Insurers should also formulate country-wise policies, which need to be approved by their Board. The Indian insurers shall ensure that the design and rating of products is on sound and prudent underwriting basis. The contingencies insured under the product should be clear and provide transparent cover which is of value to the insured.
- b. Comprehensive 'Underwriting Manual' to be followed by the foreign branches in respect to different aspects of its underwriting portfolio, should be compiled and enforced for observance at all levels. The Indian insurers should have a mechanism to review the delegated powers of functionaries at the overseas branches as regards adequacy of such powers to meet market opportunities and timely business response needs.

iii. Investment Management:

- a. The Indian insurers should formulate an "Investment Policy" to suit the scale, nature and area of operations of the foreign branch offices apart from business considerations and submit the same before its Board of Directors for its approval. In framing such a policy, the issues relating to compliance with host regulator's requirements, liquidity, prudential norms, exposure limits, stop loss limits in securities trading, management of all investment & market risks, management of assets liabilities mismatch, investment audits and investment statistics, etc. may be addressed.

iv. Risk Management:

- a. The Indian insurers should be compliant to risk management regulatory to meet the regulatory requirements of the host supervisor.

v. Reinsurance:

- a. The Indian insurers shall file with the Board of Directors details of reinsurance arrangements proposed for the foreign branches to take care of the exposures that arise on account of the underwriting of risks taken in those countries. This should cover details of structure of reinsurance programme covering both proportional and non-proportional arrangements, net retentions, obligatory cessions, if any, classes covered by reinsurance arrangements, extent of catastrophe covers, security of reinsurers, placement of reinsurance cessions, reinsurance recoveries, outstanding loss provisions, etc.

vi. Supervision and Control by Parent Indian insurer:

- a. The Indian insurer should review and revise all control returns including the system of periodical reviews submitted by the foreign branches to their Head Office, to ensure effective supervision and control and to monitor their continued viability. Synopsis of the findings of the inspection I audit I scrutiny and compliance submitted by the branches should be put up to the Audit Committee of the Board at half-yearly intervals.
- b. The insurer should also provide systems and checks to ensure that delegated powers are exercised prudently and judiciously by the authorised officials and has no adverse fallout on the parent office.

- c. The Indian insurers should also review the delegated powers of functionaries at the overseas branches as regards adequacy of such powers to meet local policyholder's expectations.

vii. Actuarial Issues:-

- a. The Indian insurer utilize the services of its appointed actuary for valuation of liabilities, investment performance, solvency margin ratio, design and pricing of insurance products, creation of reserves for outstanding claims and any other matter which the Board of Directors deem fit.

viii Claims settlement issues:

- a. The Indian insurer should have a comprehensive "Claims Manual" which gives the manner in which the claims shall be processed, documentation, delegation of authority, policyholders servicing, grievance redressal, etc.
- ix. The Board shall be responsible for monitoring the functioning of the operation of the foreign insurance company (including branch office) at regular levels and report to the Authority any event/development which can impair the functioning of the foreign insurance company (including branch office).

7. Reporting requirements by the company to IRDA for information

The Board of the company shall review the reports of the branches on a regular basis through difference minimum reporting statement given below:-

I. Financial reporting

- a. Audited annual report giving full details of activities undertaken including premium underwritten,

claims incurred, expenses of management, commission, investment income, profits, technical reserves, outstanding recoveries, etc in the form specified in IRDA's accounting regulations.

- b. Investment of funds, returns on investment, NPAs, etc in the formats specified by the Authority.
- c. Report of the appointed actuary on the valuation of assets, liabilities and solvency margin of the foreign branch office.

ii. Business Reporting

- a. On quarterly basis the business mobilized through the branch office, expenses incurred, claims performance, ageing of claims, details of complaints received and redressed, service standards, distribution channels utilized, etc in the formats specified by the Authority

- b. Reinsurance arrangements to ensure that the business being underwritten is adequately protected by suitable arrangements

iii. Others

- a. The insurance company shall immediately report to the Authority any regulatory/ supervisory action taken by the host country regulator with full details and the penalty, any administrative action, if any imposed and the remedial steps taken.

- b. The Authority would also consider at a future date submission of any other return on the foreign branch office operations

- c. Any adverse report/findings shall be communicated to the Authority as soon as it is observed.

8. Capital requirements of the foreign insurance company (including branch office) of Indian insurance company

- I. In line with the requirements specified at para 4(1) (a), the Indian insurance company shall have in place appropriate arrangements to ensure that the policyholder's liabilities that arise for foreign operations are adequately ring-fenced in order to protect the Indian policyholder.

- ii. Wherever the company's foreign insurance company (including branch office) operation results/ likely results point to a loss, then additional capital requirements for meeting the losses shall be contributed out of the shareholder's funds as no contributions from the policyholder's funds of the parent would be available for the purpose.

9. Further powers of the Authority

- I. The Authority shall have the right to call, inspect or investigate any document, record or communication after due process of consultation with the host country supervisor.

- ii. Notwithstanding the above, where the Authority is of the opinion that the operations of a foreign insurance company (including branch office) are not in the interests of the parent company, the Authority would reserve the right to direct the insurer to close the foreign branch office after giving adequate opportunity to the Indian insurance company of being heard.

- iii. Any foreign insurance company (including branch office) with the approval of the Authority shall be closed only with the prior approval of the Authority and subject to compliance of the host country rules and regulations.

(T.S.Vijayan)
Chairman

Order

Ref: IRDA/BRK/ORD/LC/99/05/2013,

Date.: 21-05-2013

CANCELLATION OF BROKER LICENSE NO.168

WHEREAS M/S SUJAY INSURANCE SERVICES PVT. LTD. (hereinafter referred to as the 'Broker'), having its Registered Office at 'Sujay House', # 4, Ultradhi Mutt Road, Shankarapuram, Bangalore-560 004, has been granted license by the Authority to act as a Direct (General Insurance) Broker vide License No.168 w.e.f. 30.5.2003 for a period of three years pursuant to the provisions of the IRDA (Insurance Brokers) Regulations, 2002. The same licence was renewed for the period 30.5.2006 to 29.5.2009

WHEREAS, the Authority vide letter dated 27th February, 2009 sent a letter

to the broker, enclosing a checklist of document to be sent for renewal of licence.

WHEREAS, the Broker vide letter dated 22nd May, 2009 communicated to the Authority that they have decided to close their operations and requested the Authority to treat the letter as an Intimation for closure of business.

WHEREAS, the Broker vide letter dated 25th March, 2013 has submitted the original license No.168.

WHEREAS, the Broker has given an undertaking vide letter dated 31st March, 2008 to service the existing clients whose policies are in force for a

period of six months from date of cancellation of license as required under Regulation 40 of the IRDA (Insurance Brokers) Regulations, 2002 within which it shall make suitable arrangements with another licensed broker to service the contracts already concluded.

NOW THEREFORE, pursuant to the request made by the Broker for surrender of Broker License, the Authority hereby cancels the Direct Broker License No.168 granted to M/s. SUJAY INSURANCE SERVICES PVT. LTD.

This is approval of the Competent Authority.

Suresh Mathur
Sr. Joint Director

Order

Ref: IRDA/AGTS/GDL/CIR/108/ 05/2013

Date.: 29-05-2013

To
All CEO's of Insurance Companies

Sub: Pre-Recruitment Examination of Insurance Agents

The Authority has been receiving representations from various stakeholders expressing the practical difficulties involved in Recruitment of Insurance Agents. The concerns raised have been examined keeping in view the present market scenario.

The Authority has also noticed that the number of candidates appearing for Pre-Recruitment Agents Examination is gradually reducing for various reasons. Among other reasons, the mandated higher bench mark of 50% marks is identified as major reason which is contributing to reduction in agency force in the country. Therefore, considering the fact that the Agents are under direct supervision of marketing officials of insurers who train them on the job continuously, it has been decided to

reduce the pass percentage bench mark to 35% from existing 50%.

In view of this, henceforth candidates who secure 35% or above will be declared "pass" in Agents Pre-Recruitment Examination. This will come into force with immediate effect.

(Sudhin Roy Chowdhury)
Member (Life)

Setting the Priorities Right

- Prime Challenge in Insurance

‘Historically, the lack of insurance awareness has been contributing largely towards avoidable controversies; and there is need to arrest such a situation if the Indian insurance industry is to make steady progress’ mentions **U. Jawaharlal**.

The reason for several problems, especially customer related grievances in the services sector, is said to be the low literacy levels among the general public. In this scenario, there is hardly any need to emphasize that financial literacy is even worse. For ages, the common man has depended on the advice given by the distributor who was supposed to be an expert in the products that he had at his disposal. Particularly in the insurance arena, this aspect was very conspicuous – leading to a situation where even several literate consumers also admit their ignorance about the contractual obligations in their policy. The extensive use of jargon in policy wording is also another contributory factor for several policyholders not being keen to know what the policy has in store for them. One aspect of a total and healthy marketing should be for the distributor to insist that the policyholder read and understand the nuances of the contract. It would also make sense of the existence of the ‘free look period’ which is hardly made use of by the Indian policyholder.

Time and again, in cases where understanding of the policy conditions is concerned, courts have given verdicts favouring the policyholders, adding that their ignorance of the obligations has been exploited by the players. There is no way this can be allowed to go on endlessly – and the one ready solution for such a situation would be to ensure that the customer has been apprised of the details of the policy contract. While this holds true for personal lines of insurance, corporate clients need to be comprehensively aware of the risk coverage, any possible exclusions and other conditions related to claim settlement; so that there is no place for avoidable controversies in the end. Unfortunately, the large number of cases being debated endlessly indicates that such a comfort is yet to be witnessed in the Indian insurance domain. This is one area where a lot of improvement can be registered, considering the fact that there is no place for asymmetry of information between the two parties to the contract.

While it would be ambitious to look for a single point panacea for the large number of controversies in the domain, would it not set at rest several of these, if only the level of consumer awareness and understanding were to take a giant stride? To achieve this, there is need for all the stakeholders to relentlessly work in their own domain and ensure that at least a large part of the ground is gained. Over the last few years, there has been some progress in this direction but what has been achieved is precious little. There is need to understand first what amounts to spreading awareness and then go about working towards that. The lopsided priorities that we have been living with in calling ourselves literate when one can merely write his or her name, should not be repeated in the insurance domain. Only wholesome and genuine imparting of awareness among the people would set several of the problems at rest, and allow the industry to march ahead successfully.

‘Trends and Challenges’ will once again be the focus of the next issue of the **Journal**.

‘Trends and Challenges’
in the next issue...



Health Insurance

- The Next Paradigm

Aloke Gupta emphasizes that the health, welfare and sense of security of a policyholder should come first, always and every time; and this should be the guiding doctrine for Health insurers.

Health insurance segment has witnessed dramatic growth since the liberalisation of insurance sector in 2000. This paper examines distinct phases of evolution of Health insurance and builds a case for next phase of reforms and initiatives so that future growth in this segment creates a win-win for all – government, insurers, providers, society and above all the policyholder.

The growth and evolution of Health insurance in India can be divided into three phases. The first phase pertains to 1987 till 2000, the second phase relates to 2001 till 2012 and a prognosis for the third phase - 2013 till 2025 – the next paradigm.

First Phase – 1987 till 2000:

The year 1987 marked the first phase, when Mediclaim, a hospitalisation policy was launched as the first retail Health insurance product. Prior to this phase, Group Health insurance was available in the form of tailor-made group policies for ‘preferred’ corporate clients. Despite being available, these

Group Health insurance policies were not widely popular since most employers preferred to self-fund (partially or fully) the health expenses of their employees and families.

Introduction of Mediclaim coincided with setting up of large corporate hospitals in a few large cities. It is interesting to note that Mediclaim in its initial avatar was introduced as a cashless cover with a network of healthcare providers. The product was mainly sold through agents, had limited buyers, mainly from metro cities and suffered from huge issues of adverse selection and non-disclosure arising out

It is interesting to note that Mediclaim in its initial avatar was introduced as a cashless cover with a network of healthcare providers.

of inexperience of the insurers in underwriting, medical claims and managing provider networks.

Second Phase – 2001 till 2012:

Health insurance got its fillip post liberalisation of the insurance sector in 2000 and grew on an exponential trajectory during this phase. One of the critical drivers for growth was the adoption of cashless-basis of claims settlement for hospitalisation episodes by the insurance industry, enabled by the introduction of Third Party Administrators.

Other factors included intensive competition led by private general insurers, aggressive distribution, heightened awareness among middle and upper middle classes for the need to cover generally inflating hospitalisation expenses and increasing incidence of non-communicable diseases like cancer, heart ailments, chronic kidney diseases, stroke etc. Rising medical costs also propelled corporates to choose Health insurance as a way to budget their employee

healthcare expenses. Simultaneously insurers, in their bid to shore up their top-line, were more than willing to offer comprehensive group medical cover often with complete disregard to adequate pricing – more as an accommodation cover. Thus, this period also witnessed a paradox of loss led growth or unprofitable growth.

The second phase, especially from 2003 onwards, also witnessed adoption of Health insurance by Central and State Governments as a vehicle for financing healthcare expenses of the poor.

The formulation and introduction of Yeshasvini Health Insurance Scheme for rural farmers and peasants in Karnataka was the tipping point of the phenomenon of mass-based Health insurance for the poor and other target segments. Andhra Pradesh introduced Rajiv Aarogyashri in 2007; and not wanting to be left behind, the Central Government came up with Rashtriya Swasthya Bima Yojana or RSBY in 2008. As of date, 29 States have adopted RSBY covering 496 districts with around 16 crore covered beneficiaries. Similarly, large populations of poor households have been covered by Government sponsored schemes in Tamil Nadu, Maharashtra and Goa to mention a few.

With a plethora of Health insurance schemes for the poor in operation, it is apparent that there is a visible shift in government thinking on healthcare – not only in provisioning but also in financing it. Health insurance is being increasingly deployed as a tool for improving access to healthcare delivery for the poor. Clearly, Health insurance

**Health insurance is
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for the poor and vulnerable has become an innovation laboratory for experimentation by Governments, be it in terms of target segments, covered benefits, insured amounts or deployment of smart technology aimed at reducing paper work, documentation and simplifying the hospitalisation process. Unfortunately, coverage for out-patient expenses largely remains experimental.

In the processes of growth and evolution of the Health insurance industry in India, the second phase has been defining as well as limiting in terms of the following:-

- Fastest segmental growth not driven by statutory coverage unlike Motor
- Advent of stand-alone Health insurers – mostly global Health insurers
- Standardization initiatives of the industry regulator
- Limited product innovation
- Complexity of products

Third Phase – 2013 till 2025 – The Next Paradigm:

As we stand on the threshold of transition of the Health insurance industry to the next level in the next 10-12 years, we need to define the vision and the path required to achieve it. The building blocks of the next paradigm will comprise numerous structural changes including regulatory, legal, product-related, new operating entities, partnership with providers, universal health coverage etc.

Legal & Regulatory – Present legal and regulatory regime is constrained to license only Life and General insurance companies. Health is licensed under a general insurance license. Thus, bundling of Health insurance under general insurance creates operating impediments for Health insurers like higher solvency margins and a regulatory eco-system more tuned for Property and Casualty insurers. Higher minimum capital requirement of ₹100 crore for Health insurers prohibits entry of small regionally focused players who may not have the ambition to create a national foot-print, but may help deepen the market by operating on smaller geographies with greater intensity of distribution and product customization. Entry of a few regional players is likely to intensify competition and compel insurers and healthcare providers to improve their operating efficiencies, bring in transparency and introduce wellness programmes to generally improve the health status of their policyholders, thereby reducing claims outgo.

Present legal and regulatory regime straitjackets Health insurance products between Life and General insurance. Health insurance products written by Life insurers can only be long-term (3 years+), whereas those written by General insurers are required to be for less than a 3 year term. Similarly, Health products by life insurers are limited to be defined benefit type only. Thus, these restrictions driven by Life and General insurance license format hinder innovation and obstruct seamlessness of product continuum.

Addressing Health Insurance Fraud:

Health insurance fraud is a significant causative factor in continuing losses in the Health insurance segment. It is time that the Health insurance industry took steps in the area of detecting and managing fraudulent claims. Use of information technology, deploying standard treatment and cost guidelines as a basis of claim cost assessment, tighter provider contracting similar to CGHS and GPS based identification of providers are a few steps to stem this tide.

IRDA should engage with government to bring in legislation similar to the U.S. Health Insurance Portability and Accountability Act (HIPAA). HIPAA, in addition to addressing issues related to privacy of patient data and electronic health transactions, also defines numerous offenses relating to healthcare and sets civil and criminal penalties for them. It also creates several programs to control fraud and abuse within the health care system¹.

Developing a whistleblower policy and institutionalising the process is vital in reducing and controlling the high level of fraud and abuse in the Health insurance arena. This would strengthen IRDA's own initiative on fraud control database and analytics.

An uncontrolled adverse claim ratio not only prevents sustainable growth of the industry; but in a retrograde manner, it adversely impacts the affordability of Health insurance to large sections of the society due to periodic upward rate corrections.

Product Innovation and Development:

Insurance companies, like other financial institutions constantly strive to develop and provide product and services to clients as per changing needs of the times. Transforming and evolving societies demand differing security instruments at differing times and, insurers have risen to offer them. Development of Managed Care in the US is an example of evolution of insurance products in the Health insurance segment, when the relentless increase

in claims year after year made it difficult for employers to keep up with employee healthcare benefits and ensuing costs.

Our health care system has changed substantially over the last decade and continues to evolve. Medical cost inflation and rapidly changing medical technology require developing strategies that make healthcare accessible and affordable to larger sections of society. Next generation Health insurance products include, health savings, long term care, disability income, mental care, and hospital based health plans etc.

Health savings account or a Medical savings account in the U.S is a tax-exempt savings account similar to an Individual Retirement Account, but earmarked for medical expenses. Deposits in the account are 100% tax-exempt for the self-employed and can be easily withdrawn to pay for routine medical bills. Larger medical expenses are covered by a low-cost, high deductible Health insurance policy. Un-utilised annual balances in the account accumulate and continue to earn interest, which is tax exempt and supplements individual retirement account. The combination of the medical savings account and low-cost high deductible Health insurance policy is meant to replace traditional high-cost Health insurance policies which bring with them various restrictions. Countries like Singapore, China and South Africa have adopted health savings account in some form or the other. Adoption of the health savings

Insurance companies, like other financial institutions constantly strive to develop and provide product and services to clients as per changing needs of the times.

product model most suitable to India is an immediate necessity and should be proactively actioned upon by the IRDA.

Senior Citizen Health insurance: Welfare of the poor, the vulnerable and senior citizens is an area of concern and intervention for most governments world over. It is an accepted fact that market mechanism in a competitive market does not often address the needs of the poor and the vulnerable. Governments hence step in to reach out to support these groups either through regulatory oversight or by direct action. In the U.S, Medicaid and Medicare are government led Health insurance programmes for the poor and the senior citizens, respectively. Similarly in India, both Central and State governments have actively implemented Health insurance programmes for the poor, with good results.

A related approach need to be taken for the elderly segment of the population. IRDA should conduct an evaluation of the level of penetration of Health insurance for the elderly and the cost of such coverage presently. On a cursory look, it would become evident that Health insurance premiums rise dramatically as one enters the age of 60 years and continue to rise with age, eventually reaching a level of un-affordability. Increase in longevity in India has created a situation where the elderly are bereft of support of both the public healthcare system as well as the 'regulated' Health insurance industry – thereby denying or restricting access to healthcare, when needed most!

Financial consequences of a disability can be more debilitating for the family than death itself!

Health insurance for senior citizens needs to be taken up on priority. The industry should adopt recommendations of the Senior Citizen Health insurance committee appointed by IRDA in 2007. IRDA should moderate the pricing of Health insurance products for the senior citizen segment from the point of view of affordability. To shore up adverse claims experience of this segment, it may be worthwhile for IRDA to explore with the Ministry of Social Justice and Empowerment, the possibility of creating a senior citizens Health insurance pool to share 'excessive' claim payouts by Health insurers on a pre-determined formula.

Long Term Care (LTC) insurance covers physical or mental incapacity that prohibits an insured from performing activities of daily living. Though age lessens an individual's ability to fully take care of oneself, most elderly persons require no assistance with their activities of daily living, whereas there are instances of many young person requiring assistance. LTC insurance not only has relevance to the rapidly ageing population but also has a bearing on middle aged and young persons experiencing similar exposures due to accidents or medical conditions such as

certain critical illnesses and debilitating diseases.

Disability Income Insurance seeks to provide income benefit to insured where physical or mental incapacity prevents him/her from being able to work. Financial consequences of a disability can be more debilitating for the family than death itself! Large proportions of the wage earning population are purchasing group and individual Life insurance to obviate financial hardships to their dependents due to the possibility of their (i.e. wage-earners') death. However, due to absence of a disability income product in the market, wage-earners are not able to cover the eventuality of losing their income due to disability caused by accident or disease. The need for disability income insurance and LTC is increasing due to declining family support as a result of disintegration of the 'extended family'.

New Operating Entities – The present Health insurance operating environment is structured around a completely disintegrated model consisting of insured, insurer, healthcare provider and a third-party administrator. Such a model increases intermediation costs and devoids ownership for management of claims expenses by any stakeholder, except the insurer, who is presently in a weak controlling position. The market needs evolution of models that integrate delivery and financing of healthcare and that build in incentives to control costs by reducing over-utilisation of health services.

In a multi-layered society that we live in, no single model of healthcare financing can be over-arching. The model has to undergo evolution – with different sub-models addressing the needs of different market segments and socio-economic groups. It is with this in view, the concept of managed care, evolved indigenously and organically be of relevance to India. Essential elements of Managed care are:-

- arrangements with selected providers to furnish a comprehensive set of healthcare services to enrollees
- explicit standards for the selection of healthcare providers
- formal programs for ongoing quality improvement and utilisation review
- an emphasis on keeping enrollees healthy to reduce use of services
- financial incentives for enrollees to use providers and procedures associated with the plan.

Hospital groups and also individual hospitals can introduce hospital-based health plans (staff-based HMO²) that integrate risk sharing and health delivery thereby bringing down healthcare costs while managing quality.

Introduction of HMO model would require legislative changes in the existing insurance laws or developing a new legislation similar to the Health Maintenance Act of the U.S.

Partnership with Providers – The relationship between healthcare providers and insurers for long has been

adversarial. This has often led to public-spats and worsening public perception about the unethical conduct of providers. Insurers are perceived no better. Health insurance is the most-litigated segment of insurance after Motor Third Party insurance and insurance ombudsmen receive large number of complaints against denial or short-payment of Health insurance claims by insurers. The Health insurance segment (both insurer and healthcare provider) has experienced trust deficit by policyholders. Loss of credibility can erode the growth of this segment and both insurer and provider need to get cognizant of the need to improve their standing among the insuring public.

Universal Health Coverage -

A high level expert committee (HLEG) appointed by the Planning Commission on Universal Health Coverage (UHC) in India has laid down its vision regarding UHC as –“every citizen should be entitled to essential primary, secondary and tertiary health care services that will be guaranteed by the Central government. The range of essential health care services offered as a National Health Package (NHP) will

cover all common conditions and high-impact, cost-effective health care interventions for reducing health-related mortality and disability”.

Implementing UHC for Indian population is a laudable vision, yet putting it in operation requires large financial resources, adequate and equitable distribution of healthcare providers of all care levels and simple yet effective transaction process that caters to both the illiterate and the educated, the poor and the rich, the primary care seeker and the tertiary care patient.

Though, the HLEG is not in favour of insurers being purchasers of healthcare on behalf of the government, yet it is open to exploring “ a completely different approach towards the use of insurance companies and independent agents – more in the “managed care” framework, where they take on explicit population level health outcome responsibilities or invest further in the capacity of the Ministries and Departments of Health to directly provide and purchase services from contracted-in private providers wherever necessary.” (It favours the latter option).

It is still not conclusively resolved as to what shape and hue UHC implementation in the country will eventually take, but it may be appropriate for the Health insurance industry to engage with Government in developing a model of UHC that allows them the role of an enabler and a partner in this initiative. The successful implementation of RSBY through its technology platform (a laudable example of effective use of technology

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to simplify delivery of healthcare services to the bottom of the pyramid population) on a nationwide basis and other mass-based social Health insurance schemes in Andhra Pradesh, Karnataka and Tamil Nadu demonstrates the execution capacity and capability of Health insurers. It would thus be inappropriate for the Government not to harness the expertise available and partner with Health insurers in implementation of UHC.

Ethics of Selling - Mis-selling of coverage and benefits has cost the insurance industry dearly - in terms of negative growth (Life insurance) and loss of trust and credibility among insuring population. Insurance, the sunrise industry of the last decade, in a bid to win the valuation game, used sales push to achieve top line growth and often drove the sales process in the realm of ethical fading³. Goals, rewards, informal pressures and often, even the compliance systems effectively blinds one to the ethical implications of his/her actions.

Manifestation of ethical fading in Health insurance relates to mis-selling the benefits of a Health insurance policy to first time customers who are not familiar with Health insurance and its limitations. There are instances where critical illness policies have been sold in lieu of mediclaim policies, policy being churned frequently with different insurers without the customer being informed about its implication on extended pre-existing waiting period etc. There is also anecdotal evidence of Health insurance companies not sending renewal notices to policyholders whose policies have

Ethical fading may benefit the sales personnel or the organisation in the short term; but in the long-term, it harms the credibility of the organisation and the industry they represent.

completed their pre-existing conditions waiting period! Ethical fading may benefit the sales personnel or the organisation in the short term; but in the long-term, it harms the credibility of the organisation and the industry they represent. Lack of ethics has had serious impact on healthcare provider practices which, in the absence of regulatory controls, have come to represent 'greed' over everything else. Ethical fading is one of the significant contributors for the present trust deficit among all the three stakeholders – policyholders, providers and Health insurers.

As we position Health insurance segment to the next generation growth path, we need to overhaul the eco system surrounding Health insurance and pave the way to that growth with ethics and care for the policyholder. We should consider it a privilege to be accorded such an historical opportunity, which is rare in the evolution of most businesses. We should define and lay down a road map for an orderly growth of an important socio-economic business initiative, which if done honestly and rightly, can have a favourable impact on the health status of our future generations!!!

¹Wikipedia

1. ²A health maintenance organization (HMO) is an organization that provides or arranges managed care for health insurance, self-funded health care benefit plans, individuals and other entities in the United States and acts as a liaison with healthcare providers on a prepaid basis. The Health Maintenance Organization Act of 1973 required employers with 25 or more employees to offer federally certified HMO options if the employer offers traditional healthcare options. Unlike traditional indemnity insurance, a HMO covers care rendered by those doctors and other professionals who have agreed by contract to treat patients in accordance with the HMO's guidelines and restrictions in exchange for a steady stream of customers. HMOs cover emergency care regardless of the health care provider's contracted status. (Wikipedia)

2. Staff-based HMO - In the staff model, physicians are salaried and have offices in HMO buildings. In this case, physicians are direct employees of the HMOs. This model is an example of a closed-panel HMO, meaning that contracted physicians may only see HMO patients. (Wikipedia)

³Ethical Fading involves the elimination of the ethical dimension of a decision. The term was created in the article Ethical Fading, the Role of Self-Deception in Unethical Behavior, by Ann Tenbrunsel and David Messick, which appeared in Social Justice Research in 2004.

The author is Director – Strategy, Cigna India. The views expressed are personal.

Harbingers of Good Management Practices

– Lessons from Insurance

Dr. N. Sivakumar and R. Yegnanarayanan opine that it is not merely sufficient to have proper insurance in place but it has to be ensured that the right practices have been adopted, in order that corporates do not face any hurdles at the time of claims settlement.

Introduction:

Good management practices improve the efficiency and effectiveness of firms. Insurance contracts while helping firms to transfer their risks have also made firms improve their management practices either with foresight or on hindsight. Management lessons to be learnt from each case have been delineated. In all the cases, insurance is highlighted as a driver of good management practices.

Management is defined as the process of planning, organising, executing and controlling the activities of any venture. Good management practices are a sine qua non for the success of any business. However, several business ventures have failed or have been adversely affected due to poor management practices.

Insurance contracts help firms to transfer risks to specialist insurance firms who specialise in pooling risks. Firms in hindsight have found that their management practices have been faulty when their insurance contracts go

awry, leading to losses for firms. In this article a few real incidents have been portrayed in which insurance contracts have made firms rethink about their management practices and change them. The article also presents cases of good management practices arising from insurance contracts, juxtaposed against poor management practices. In all the instances, insurance has acted as a harbinger of good management practices.

The equipment had been in the use of the firm for several years and all those years due to improper initial planning, the firm had been using the wrong serial number.

The case of improper planning - Faulty serial machine number:

A firm which had an Engineering policy made a claim for damage to machinery. The insurer wanted the firm to provide the records of the equipment for the purpose of processing the claim. The firm sent the concerned details including the serial number of the machine. The claim survey found that all the conditions for the payment of the claim were satisfied. However, to the astonishment of the insured, the serial number embossed in the machine was different from the one found in the records of the firm. The equipment had been in the use of the firm for several years and all those years due to improper initial planning, the firm had been using the wrong serial number. The insurer rejected the claim under the contention that the damaged machinery was never used by the client as per its records. As the firm could not prove insurable interest otherwise, it had to bear the loss of damage to the machinery.

The same issue was faced even in case of a Marine insurance policy where there is a discrepancy between the serial number on the equipment being transported and the concerned transport documents. Due to poor planning, the firm did not have a system which checked the equipment numbers before the transit leading to bearing of losses later.

Management lesson: An important good management practice to be learnt is to plan properly and ensure that all the details relating to assets are accurately captured and maintained from the moment an asset is purchased and put into use. Another good practice is to review all the information collected about an asset at periodic intervals to check for any mistakes and deviations. If any detail is found incorrect, this exercise can help firms to initiate corrective action immediately. In this case, if the firm had found the wrong serial number at some point of time before its damage, corrective action for an endorsement of the equipment serial number could have been initiated and losses could have been avoided.

Intellectual property infringement - The case of good planning:

A well-known IT company in India recently took a Liability policy for intellectual property infringement by its employees. The insurer would bear losses in case of liabilities payable by the company for accidental infringement of

Proper planning ensures that mistakes are reduced. Insurance contracts provide a window to companies to plan properly in advance to avoid future confusion.

copyrights and patents by its employees. The insurance contract specified the meaning of the term 'accidental'. The IT company prepared elaborate HR policies and action steps to be followed by its employees at every stage of a software project, in terms of the appropriate permissions taken to use copyrights and patents. The entire records and documents were well preserved throughout the project implementation. This process ensured that the IT company could make claims for accidental infringement - situations where it was originally felt that permissions were not required, but later found that permissions were needed. The elaborate procedures created by the IT firm ensured that such accidental infringements were contained to the minimum, which could be passed on to the insurer.

Management lesson: Proper planning ensures that mistakes are reduced. Insurance contracts provide a window

to companies to plan properly in advance to avoid future confusion.

The case of improper organising - Not learning from service level agreements:

A courier firm entered into an insurance contract to cover its losses due to not maintaining service levels to its customers caused by faults in delivery which included delays, damages and loss of packages to be delivered. When the service level agreements were not maintained, claims were made which led the insurer to initiate a claims survey. During the survey a startling fact was revealed. While the courier firm entered into service level agreements (SLA) with its clients, these levels were not maintained by the employees due to lack of standard operating procedures (SOP). Proper organising of work could have ensured creation that SLAs were converted into SOPs. As employees did not have proper SOPs, they could not maintain appropriate SLAs. This was pointed out by the insurer, who refused to entertain any claim until proper SOPs were created. As losses mounted the courier firm was encouraged to create proper SOPs.

Management lesson: SOPs lead to proper organising of work in a firm. Without SOPs employees would be at a loss to take proper decisions at critical moments. The case of the courier firm highlights the need for learning from SLAs and organising the work flow properly through SOPs.

Managing employee data for Health insurance - The case of good organising:

India has emerged as an IT hub of the world in the recent times. Big IT firms employ large number of employees. An interesting yet painstaking feature of the IT industry is the large employee turnover in excess of 15%. In some of the big companies, this results in an astonishing 200 to 300 members joining or leaving the firm on a daily basis. As these firms provide Group Health insurance (GMC), it is necessary to update customer records on a daily basis to reduce hassles in Health insurance claims processing. These firms have organised this work so efficiently with the help of technology that when an employee joins or leaves, all data concerned to the employee automatically migrates.

Management lesson: Technology is a powerful tool to organise work and it is important to leverage technology to one's advantage. Insurance contracts make firms to organise their work effectively and conform to best practices in the industry.

The case of improper execution - the reinstatement conundrum:

Plans need to be executed properly. Execution involves taking into account ground realities and taking appropriate decisions. Many firms enter into insurance contracts with a reinstatement clause with the hope that

in case of claims they would be able to replace the asset when it is damaged. These firms then continue using the asset without replacing them even when they become obsolete, under the contention that the insurance contract will eventually pay for the replacement. However, these firms make the execution mistake of not timing their replacement. All reinstatement insurance contracts allow replacement only when the improvement factor - the ratio between the market value and the book value is within an allowed limit. When the factor goes beyond the allowed limits, insurance firms charge heavy depreciation rates leading to large losses to firms. The execution mistake done was the inordinate delay in the replacement of assets. When these firms make insurance claims, they hold obsolete assets which will not be reinstated by insurers.

Management lesson: Asset replacement decisions must be executed as planned

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or as and when assets become outdated. Continuing with assets even when they become obsolete with the hope that they would be replaced during an insurance claim would be like chasing a mirage.

Vehicle repairs and replacements - The case of good execution:

With the rise in air travel, the use of airport taxis has been on the rise. Taxi firms have been regularly maintaining their vehicles and replacing them with more efficient models as a part of their business strategy. This has resulted in customer satisfaction as seen from their exponential growth. This is especially noticed in the case of travel agencies catering to upmarket segment. Most importantly, these firms have not waited for the assets to become obsolete to reinstate them. This has also resulted in reduced insurance hassles.

Management lesson: Customer satisfaction is more important than just ROI considerations to maintain market leadership. Replacing assets at the appropriate time is an important factor in this regard.

The case of improper control - Underinsurance and carelessness:

Control is the process of ensuring that goals of the firm are properly achieved. This involves proper measurement of results achieved and comparing them with goals set to take corrective action. One of the basic areas of measurement

from an insurance perspective deals with valuation of assets. In many cases the book value is considered as the insured value. The market value of the subject matter of insurance is hardly considered at the time of insurance renewal. This results to undervaluation of assets leading to underinsurance. At the time of claim, firms have to bear a part of the loss because of underinsurance.

One of the popular forms of insurance taken by IT firms is laptop insurance. The insurance covers loss or damage to laptop computers. Insurers have encountered instances where employees have been careless in the security and maintenance of laptops insured. This is a case of morale hazard due to which claims are denied.

Management lesson: In both the above cases, the issue has been lack of proper control. While in the first case the issue was the case of improper measurement, in the second case it was sheer negligence. Insurance contracts make firms to implement proper control measures to contain losses.

Natural catastrophe insurance – The case of good management control:

One of the upcoming areas of risk management deals with natural catastrophes. When the tsunami hit the Indian shores in 2004, large properties were lost without any insurance backing. One of the important reasons, among others, for this poor state of

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affairs was the lack of models to quantify the risk due to natural catastrophes of such large order. However, due to good management control practices, statistical models have been developed since which can correctly quantify the risk due to natural catastrophes. Such models are being used by companies to insure their risks due to natural catastrophes. This was illustrated in the risk management techniques followed by Japanese firms affected by the 2011 tsunami. A large part of the risk was insured which had been quantified a priori using statistical models.

Management lesson: Good management control requires risk quantification. Statistical models can help firms quantify even difficult risks. Using these models improves risk management and control.

Conclusion:

Good management practices go a long way in improving the efficiency and effectiveness of firms. The cases presented in this paper show that firms are capable of exhibiting both poor and good management practices. Insurance contracts drive firms to revisit their existing management practices and convert poor ones into good practices. Such practices help in faster settlement of claims. By driving good management practices insurance contracts also help firms achieve better efficiency and reduce insurance disappointments and hassles.

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Recipe for a Bright Future

- Non-Life Insurance in India

P C James is categorically of the opinion that personal lines of Non-life insurance in India are just waiting to be tapped, with a touch of down-to-the-earth involvement from the insurers.

India has since long been found considerably underinsured and uninsured; and non-life penetration has been stagnating for long. The blame for the deficiency is generally on the consumer. Consumer unawareness and reluctance to waste money on risk transfer is proving to be a solid wall of resistance to insurance penetration. Insurers may however wish to introspect as to why consumers which lap up all useful products and services like everyone else in the world are slow on insurance in India. Many remarkable revolutions have happened in India since independence such as the green and white revolutions, the dramatic surge in use of cellphones and IT, the proliferation of motor vehicles and so on.

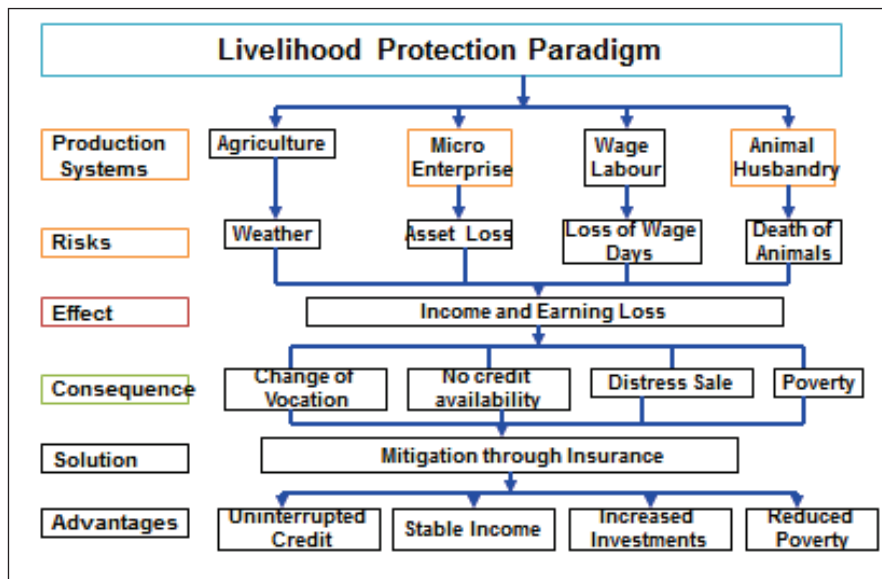
Things may get right and quickly so, if there is a reordering of priorities based on customer preferences, to achieve rapid growth in insurance penetration.

Insurers perhaps need to rethink from the customer end for shaping best-selling ideas. This could be the reason why even though more than a crore of agents have gone through the agents' examination of the Insurance Institute of India; there is hardly any dramatic breakthrough in

insurance penetration or agent retention in the industry. However, things may get right and quickly so, if there is a reordering of priorities based on customer preferences, to achieve rapid growth in insurance penetration and financial inclusion, which is so necessary for sustainable development.

Insurance is in the business of risk proofing, but an industry background that for long nurtured a culture of tariffs, market agreements and other non-risk differentiating arrangements, stunted the risk vision of the average insurance practitioner which is necessary to attract and retain consumers. Hence rightly a back-to-basics focus on the core value of underwriting is needed to make breakthroughs in customer attraction and

	ASSETS / RISKS TO BE INSURED	PREMIUM POTENTIAL
1	Motor car – e.g. a middle level car with no NCB	₹15,000
2	Health insurance for 2 parents (60+), wife + husband (40), 2 children (15), @₹3 lakh per head	₹25,000
3	House/Flat @₹35 on reinstatement value with ₹15 lakh contents on market value (household insurance)	₹3000
4	Personal accident insurance @₹10 lakh for wife & husband, `5 lakh for others	₹3000
5	Other sundry occasional insurance	₹1000 p.a.
	Total	₹47,000



retention. Insurance works best when risks can be understood in their true sense and reduced for both the consumer and the insurer, and thereafter when a real loss that is covered takes place, pay without hesitation or delay in transparent manner.

Possibilities in Personal Insurances:

Once the industry is known for its risk vision and solution orientation, customers in the market will be found to be necessarily risk averse. There is now a definitive asset and earnings growth in the lives of people in India, and wealth accretion is palpable across various customer segments even in rural India. If we take an average middle class family of 6 persons, in a mini-metro, the premium

potential could be as per the chart below:

For an insurance office needing say an accretion of ₹10 crore in premium a year, the insurance of 2500 families per year can get this premium, assuming an average premium of ₹40,000 per family. Ten good agents on average covering one family per day will need only 250 days in a year to do the job. It has been assumed that these insurances are not scattered and that the agents are well trained. Opening up to the burgeoning middle class demand for insurance in India indicate enormous business growth. A software company employing more than one lakh employees once estimated that the personal insurance premium potential of their employees (with families) would be ₹500 crore in a year. A

systematic urban based middle class inclusion drive may see a dramatic growth in general insurance premium.

The above analysis of premium potential shows interesting change in today's premium composition based on risk protection priorities. Traditionally, insurers focused on Property insurance such as Fire, but now the real growth areas are Motor and Health, and so companies learning to master risks and insurance needs in these segments will witness faster growth. New growth areas are seen in package policies for residential units/ apartments, shops, farms and so on. Liability insurance and Project insurance are also poised to take off. To get these products off the shelf into the consumers' minds and wallets, there has to be real clarity as to consumer needs and priorities. R&D and new product development is key to best-selling products and insurance services.

Protect balance sheets and livelihoods:

The need for asset insurance has given way to concern for sustainability of balance sheets and livelihoods. Micro-insurance initiatives give an indication of what needs to be done in this area. Many breakthroughs have happened in crop and animal insurances; similarly loss of wages either through lack of work owing to weather disasters or hospitalisation can

Traditional Farmers Package	Need based Farmers' Package Sections
• Sec I – Fire & Allied Perils	• Sec I – Crop (seasonal – declaration policy)
• Sec II – Fire & Allied for farm produce	• Sec II – Animal
• Sec III – Burglary & Housebreaking	• Sec III – Health
• Sec IV – TV, VCR etc.	• (Death – Life Insurer)
• Sec V – Pedal cycle etc.	• Sec IV – Personal Accident
• Sec VI – Personal Accident	• Sec V – Farm / occupational equipments
• Sec VII – Village industrial unit	• Sec VI – Fire & allied perils for farm produce etc.
• Sec VIII – Cattle & livestock	• Sec VII – Household risks

be linked with the respective proxy/parametric Weather insurance and Health insurance. Insurance has to act as contingent capital to save incomes and pay for costs that are unforeseen and insurable. So new approaches are required to ensure that non-damage, supply chain based losses and unforeseen cost insurance which are germinating slowly are moved from the margins to the mainstream.

Livelihood issues need to be seen across economic strata. In India, unlike the earlier industrialised countries, the majority of the population works in the unorganised sector. Hence insurance strategies are needed to penetrate into segments where the push factor and solicitation needs to be done with conviction that insurers have real answers to the many diverse problems of the unorganised sector.

Life needs need to be integrated into the policy format. For instance from a livelihood point of view, the prioritization of needs would look very different from the traditional Farmer's Package Policy as may be seen in the chart below. Crop insurance is a true livelihood risk and it is so high that in most countries including India, the Government pays most of the premium, and both the Government and the banks that finance cropping ventures would want every farmer covered, but insurers are not available and hence the majority of the farmers are still uninsured because insurers either do not have the necessary products or the reach or the awareness that so many farmers/governments/ rural organisations will love to ensure that all farmers are covered so that farmers move from poor farming practices to

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and solutions.**

sustainable high end farming.

Micro-insurance has allowed linking Life and Non-life insurance, and hence in Farm insurance, it would be possible to link an Agriculture insurer, a Life insurer, a specialised Health insurer and a General insurer with back to back policies and no gap in between for protection. Similar end to end policies would be required for various customers that need solutions across the value chain. A flower exporter would need protection for green houses, growing plant insurance, cut flower storage, export insurance, loss due to delay from airline failure, for rejection, political and credit risks. These would require collaboration between various insurers. It could also be done by an insurer having core competence across the value chain.

Where risks remain the same, insurance needs vary. In Project insurance, insurers have to differentiate owner controlled insurance programme from a financier controlled programme or a contractor

initiated programme. Complexities in risks that permeate projects and insurers are challenged to compete in managing diverse projects across customer requirements and each project's unique requirements and over long time spans. Such mastery of risk management sophistication should permeate down the line equally for more mundane and pedestrian risks. Dynamic flexibility should be the hallmark of all insurances, because livelihoods, occupational assets, myriad services and traditional asset risks call for new answers and solutions.

More practically, House insurance need to move from market value to reinstatement value on clear-cut valued basis, because people do not need indemnity on market value basis, but their houses/flats back. In Shop insurance the sum insured need inbuilt flexibilities for taking care of sudden increase in sum insured during festive times. Flat buyers need an insurance for losses that may arise from latent defects to structures for a period of around 10 years after the apartment-complex is completed. Apartment insurance need to take care of linked damages that will affect multiple owners on seamless basis on reinstatement value basis.

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Insurance Inclusion

- Current Status, Challenges & Measures

Nidhi Choudhari asserts that just as there has been a steady consolidation in the domain of banking through expansion in the rural areas, similarly there is need for expansion of the insurance industry beyond the cities and towns.

Financial inclusion has become the buzzword in recent years. It is variously defined as access to safe, easy and affordable financial services to the poor and vulnerable groups, disadvantaged areas and lagging sectors. So far, financial inclusion efforts have largely remained concentrated around banking inclusion but the focus is fast shifting towards inclusion of poor people in insurance also. In a growing economy like India, a large segment of the population remains to be insured. Around 80 per cent of the population remains excluded in the life insurance category and 90 per cent out of non-life insurance

category. Thus, insurance inclusion has got a long way to go in India.

Current Status of Insurance Inclusion

Since opening up of Indian insurance sector for FDI and private participation, India has reported increase in insurance density and penetration on account of increased competition, proliferation of innovative products and distribution channels, raising of regulation standards, rising awareness and growing consumer class etc. Yet, insurance penetration remains at 4.1 per cent with 3.4 per cent in life insurance and only around 0.7 per cent in non-life insurance segment (Chart 1).

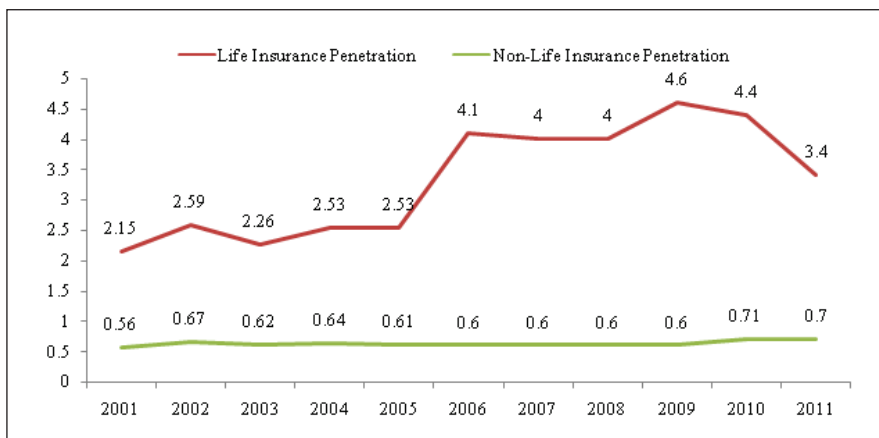
Although, insurance industry in India has grown significantly in the past one decade, yet the density is only US\$49 per capita for life insurance and only US\$10 per capita for non-life insurance for the year 2011 (Chart 2). Non-life insurance sector is performing very poorly on both insurance penetration and insurance density and needs to be focussed upon by policy makers.

Importance of Insurance Inclusion

The goal of financial inclusion will remain unmet until the insurance needs of people particularly of those living in rural and semi-urban areas are met. Insurance provides security against several risks to life and property, and therefore, becomes very crucial for masses. It also contributes to economic growth of a country in more ways than one, which are described in the following points:

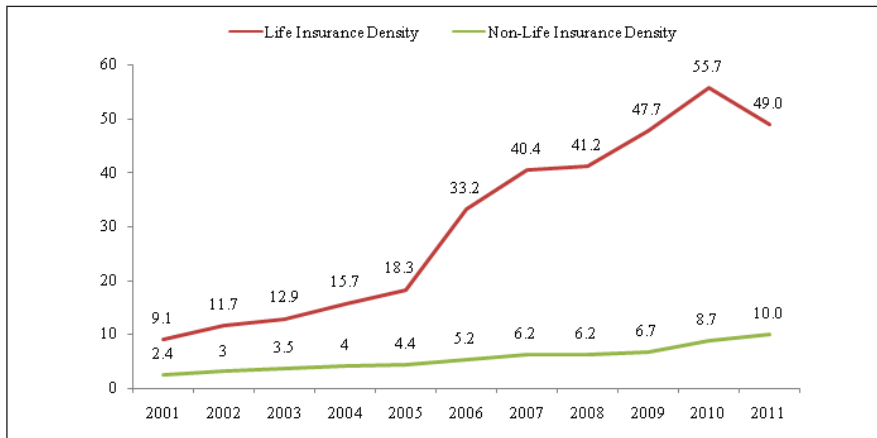
- **Contribution to GDP:** Together with other financial services, insurance services contributed 7% of the country's GDP in 2009. A well-developed and evolved insurance sector is a boon for economic development as it provides long-term funds for infrastructure development

Chart 1- Insurance Penetration in India



Insurance penetration is measured as ratio of premium (in USD) to GDP (in USD).
Source: IRDA Annual Report, 2011-12

Chart 2: Insurance Density in India



Note: Insurance density is measured as ratio of premium (in USD) to total population.

Source: IRDA Annual Report, 2011-12

and concurrently strengthens the risk-taking ability of the country.

- Provides Hedging against Risk:** Insurance is a form of risk management primarily used to hedge against the risk of a contingent, uncertain loss. Insurance is defined as the equitable transfer of the risk of a loss, from one entity to another, in exchange for payment. Therefore, insurance inclusion is necessary to make people aware about the need for managing risks through insurance cover.
- Encourages Savings & Investment:** By the nature of its business, insurance is closely linked to saving and investing and thus, insurance inclusion would facilitate greater penetration and deepening of financial inclusion.
- Employment Generation:** Insurance has been a notable employment generator, not only for the insurance industry, but has also created significant demand for a range of associated professionals such as

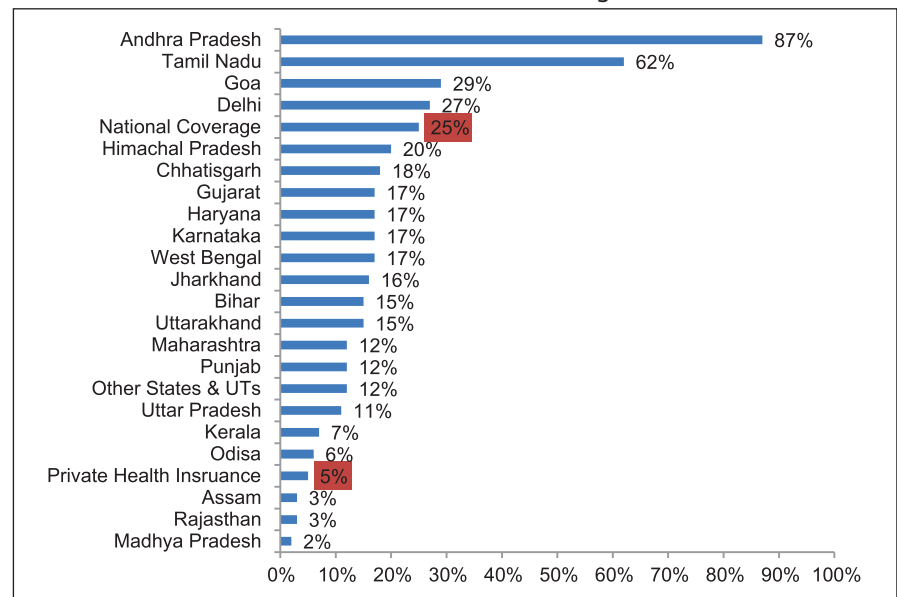
brokers, insurance advisors, agents, underwriters, claims managers and actuaries. Insurance inclusion would further generate employment potential of the industry.

- Capital Creation-** Life insurance, non-life insurance and ULIPs have accumulated a significant amount of capital over time, which can be invested productively in the economy. The mutual dependence of insurance

and capital markets plays an instrumental role in channelling funds and investment capabilities to augment the development potential of the Indian economy.

- Disaster Relief:** Poor suffer the most devastating consequences on life and property because of natural disasters. The insurance industry should prepare to deal with any kind of catastrophic losses more so for the poor.
- Poverty Reduction:** Few people living below poverty line have access to formal insurance that affords protection against risks arising out of death or major accident of primary breadwinner, severe or chronic illness, loss of property, assets and livestock during calamities etc. These shocks make poor more vulnerable and perpetually plunge them in vicious cycle of poverty. This cycle can be broken by providing them access to affordable insurance products.

Chart 3: National & State wise Health Insurance Coverage in 2010



Source: IRDA

- Unmet Demand for Health Insurance:** According to some estimates, there are between 800 and 900 million people in India who do not have any medical cover. In a country like India where expenditure on medical treatment is one of the constraints in poverty alleviation, expansion of Universal Health insurance can be a good intervention. The coverage of Health insurance continues to be very low in the country and only around 25% population receives any kind of Health insurance (Chart 3).

Challenges of Insurance Inclusion

The mission of insurance inclusion is not an easy one because insurance penetration in the country is very low and thereby asks for greater expansion of insurance services with easy accessibility, affordability, innovation and high customer satisfaction. The major challenges that the process of insurance inclusion is facing are given below:

- Sales Driven Industry:** In India, insurance is largely a "sales" driven industry and not a "need" driven industry. It is extremely dependent on the push-sales model wherein, majority of insurance products are sold through agents which is seen as a 'push' product by the customers.
- Low Customer Satisfaction:** As customers see insurance as a push product, which they are forced into buying by the agents, the customer satisfaction remains very low across the industry. The distributors push products without explaining the benefits and limitations of the policy,

Table 1- Number of Individual Agents as on March-end

(in Lakh)

	2007	2008	2009	2010	2011	2012
Private	8.90	13.27	15.93	15.75	13.02	10.81
LIC	11.03	11.94	13.45	14.03	13.37	12.78
Industry	19.93	25.21	29.38	29.78	26.39	23.59

Source: IRDA Annual Report, 2011-12

which create discontent amongst the customers. According to the Global Consumer Insurance Survey 2012 conducted by Ernst & Young, most consumers surveyed in India cited that the products on offer are 'too technical and complicated' and they feel the need for expert assistance to make more important financial decisions.

- High Attrition Rate:** The year 2011-12 witnessed 10.63 per cent decrease in the number of individual agents. The number has gone down from 26.39 lakh as on 31st March, 2011 to 23.59 lakh as on 31st March, 2012. While the private life insurers recorded a decrease of 17.02 per cent, LIC showed a decrease of 4.40 per cent. One major concern that emerges from the data as presented above is the high percentage of attrition of agents. In 2011-12, the

total number of agents appointed was 7.14 lakh while the number of agents terminated was as high as 9.95 lakh¹. The high attrition is also related to increased customer complaints.

- Too Complex to Comprehend:** Insurance is probably the least understood financial arena. The policy documents are complex and run into several pages loaded with legal and technical jargons which are difficult to understand even for a financially literate person. This makes insurance all Greek and Latin for the layman and hampers the expansion of insurance coverage in a big way.
- Challenges of Non-life Insurance:** The non-life insurance segment suffers from low awareness and willingness among customers; low penetration in smaller cities and rural areas; difficulty in getting intermediaries and lack of a robust distribution models beyond tier I cities. The non-life insurance penetration is 0.7 per cent of India's GDP against world average of 2.14 per cent, as per a joint research paper released by CRISIL and ASSOCHAM. According to this paper, India ranks 136 on non-life insurance penetration and lags behind China (106), Thailand (87), Russia (86) and Brazil (85). There are over 3,000 non-life insurance products in the market,

The distributors push products without explaining the benefits and limitations of the policy, which create discontent amongst the customers.

which causes confusion and inaction for consumers. The joint paper by CRISIL and ASHOCHAM states that one of the biggest constraints facing the non-life insurance business is the lack of reach beyond the cities.

Measures for Insurance Inclusion

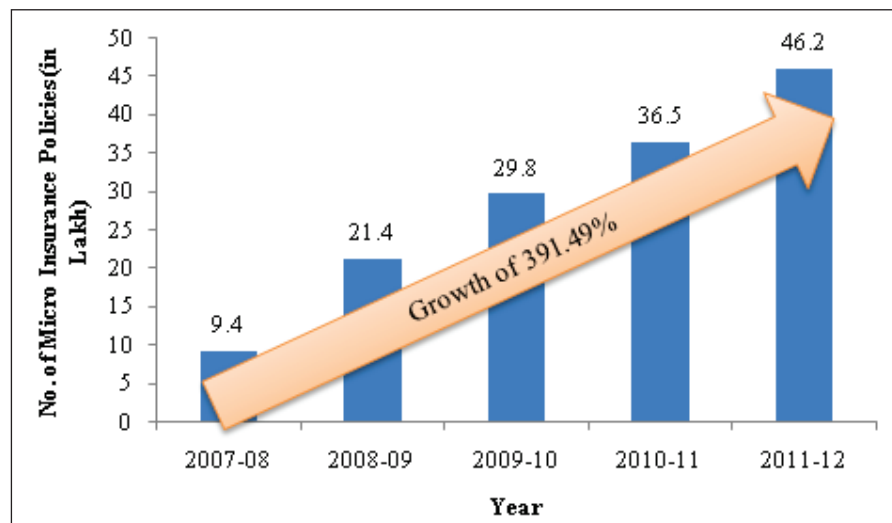
Insurance should reach every nook and corner of the country and not just confined to the Tier-1 and Tier-2 cities. It is very important that it reaches the masses of the country that become vulnerable in case of certain events in the absence of adequate insurance. It is high time that the government, the regulator and the players of insurance industry took up insurance inclusion on mission mode. Some measures have been discussed in the below mentioned points:

- **Change in Financial Culture:** There is a need to change the financial culture of the country wherein gold, land etc. are considered best insurance against risks instead of formal financial instruments. This insurance culture can be changed by raising consumer awareness about the importance of formal insurance products.
- **Raising Insurance Literacy:** A vast improvement in the awareness levels of the insuring public is necessary for enhanced insurance inclusion of the masses. In other words, the project of financial literacy should also include insurance literacy as a major component to make people aware about the need and utility of insurance.
- **Innovation:** The insurance industry should focus on innovation in both products and service delivery, which

will offer consumers simple and easy-to-understand choices. Innovation should not only be in the form of benefits attached to the products, but also in the delivery mechanism through various marketing tie-ups. In the words of Mr. J. Hari Narayan, “Innovation in product development has been a ‘felt need’ in the Indian insurance domain for long... There is need for having a strong research and development wing in the area of product development so that the pulse of the average buyer can be gauged; and products introduced in the market accordingly.”

- **Freedom & Flexibility:** IRDA should aim at providing greater freedom and level playing field to insurance companies in product design and pricing. With freedom and flexibility in operations comes greater competition, which would in turn bring greater penetration that automatically reduces prices for users as seen in the case of mobile telephony.
- **Simplification of Policy Documents:** IRDA should focus on simplification of policy documents and processes to reduce the chances of mis-selling and aggressive marketing of expensive products. IRDA is in the process of making guidelines for 'mono line' insurance agents who will be authorised to sell one simple insurance product. The policy documents for these agents would be very simple, the forms would be pre-underwritten and preferably a one-page document. This move will raise customer understanding and will widen insurance inclusion.
- **Restricting Expensive Insurance:** While allowing operational freedom, it is very important that legitimate restrictions are placed on selling of higher premium and lower benefits products particularly to the poor. It is essential to discourage insurance agents from pushing expensive endowment products to the poor, who are not aware of such insurance products.

Chart 4- Growth in number of Micro Insurance Policies



Source: IRDA Annual Report 2011-12

- **No-frills Insurance:** Replicating the success of no-frills savings bank account, the government should promote no-frills insurance in both life and non-life segment. It is noteworthy that the finance ministry has asked public sector general insurers to expedite the launch of no-frills Health insurance which will be available at a lower premium.
- **Tapping the Potential:** With rising incomes in the country, the need for insurance is bound to rise and this provides opportunity for the insurance industry to tap this growing need and provide insurance cover both life and non-life to the large masses of this country.³ Rural India in particular, is witnessing a surge of income growth, and the propensity to consume financial products has increased considerably in recent years. The insurance companies should channelize this additional wealth in over 6,00,000 villages of India towards savings and investment through insurance coverage for life and property.
- **ICT Adoption:** Adoption of ICT has the potential to save cost, innovate and reduce pricing of the product in insurance industry. According to a recent report by research firm Netscribes, ICT adoption in the insurance industry will witness a dynamic growth in the coming years. According to the study, ICT spending by insurers in India stood at ₹76.17 billion in 2011 and is anticipated to grow at around 14 per cent till 2015.

Recently, one of the public sector general insurance companies launched “Adoption of Village for Financial Inclusion” to include all population of the village into the insurance fold.

- **Micro Insurance:** It refers to *“the protection of low-income people against specific perils in exchange for regular monetary payments (premiums) proportionate to the likelihood and cost of the risk involved.”*⁴ Micro insurance attempts to find the right balance between adequate protection and affordability. There has been a growth of 391.49 per cent in number of micro insurance policies between 2007-09 and 2011-12. As on March 31, 2012 a total of 46.2 lakh micro insurance policies were issued which stood at only 9.4 lakh in 2007-08 (Chart 4).
- **Government Schemes:** The Government of India has also introduced many special products aimed at the rural markets like Aam Admi Bima Yojana (AABY), Janshree Bima Yojana (JBY), Rashtriya Swasthya Bima Yojana (RSBY), Mahatma Gandhi Bunkar Yojana (MGBY), Crop Insurance, etc. for the

benefit of poor and needy populace in the country. The government should focus on providing universal insurance coverage and prepare a comprehensive scheme for this purpose. Without the support of government, it would be difficult for insurance companies to get access to India’s rural market.

- **Bancassurance:** Despite existing for more than a decade, bancassurance model has not developed to its full potential. Recently, the Finance Minister proposed that banks should be allowed to sell policies of multiple insurance companies. IRDA is also considering a proposal to allow cross selling of micro-insurance products by banks. This would increase insurance access due to the large network of banks for selling their products.
- **Adoption of Villages:** Recently, one of the public sector general insurance companies launched “Adoption of Village for Financial Inclusion” to include all population of the village into the insurance fold. This kind of scheme should be made mandatory for other insurance companies as well by IRDA.
- **Distribution Channels:** The effectiveness and cost of diverse distribution strategies of different players is crucial in ensuring the success of players in the insurance business, particularly in the retail lines of business.

- **Allocation of Insurance Agents:** It is imperative to identify the states and union territories, which are at the extreme ends of under-insurance and over-insurance so that more number of insurance agents can be allocated to these regions. The insurers need to analyze the misallocation, if any, in the distribution of agents, offices etc. and optimize it, subject to constraints. This may facilitate in increasing the business volumes, and thus, pushing up both insurance penetration and insurance density of the country.
- **Customer Service:** Insurance industry has suffered from low levels of customer service. It is therefore, important to focus more on consumer needs and preference and develop customised products and services. Insurance inclusion will be possible only by bringing insurance closer to the customer as well as making it more relevant, appropriate and convenient.
- **FDI in Insurance Sector:** India's insurance industry has witnessed rapid growth during the last decade after opening up of the sector for FDI. Consequently, many foreign companies have expressed their interest in Indian insurance sector. As of now, the foreign shareholding limit is fixed at 26% for the life as well as non-life insurance sectors. If FDI in insurance could be raised further, it would bring in more competition, latest innovation and technology.

Conclusion

To sum up, we can say that the insurance industry in India has progressed significantly over the last decade, which is amply evident in the strong growth witnessed in the insurance premiums, strengthened outreach, increased number of players, product innovation and its enhanced regulatory framework⁵. To bring more and more people under the insurance blanket, insurance inclusion should be pushed in a big way by the government and other agencies because it contributes significantly to economic development of the country and helps poor in breaking the clutches of poverty. Although, insurance inclusion has got a long way to go, yet efforts for achieving this have already begun and will start bearing fruits soon.

As of now, the foreign shareholding limit is fixed at 26% for the life as well as non-life insurance sectors. If FDI in insurance could be raised further, it would bring in more competition, latest innovation and technology.

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Achieving Targets Ethically

- First Priority for a Distributor

Avinash Singaraju writes that in order to weed out unprofessional individuals, the process of qualifying the agents should include a test of the aspirant's behavioural aspects.

Million Dollar Round Table Association – popularly known as MDRT – this association is synonymous to life insurance distribution. Driven by high standards of ethics and productivity, the association has gained an unmatched reputation worldwide to such an extent that achieving its membership tops the dream list of every professional engaged in life insurance distribution.

Life insurance business is not new to the Indian market, nor is the association of MDRT. It is a matter of fact that insurance business started in India with the setting up of Oriental Life Insurance Company way back in the year 1818 AD. The business initially began by treating Indian lives as substandard and the Indians were charged a higher premium than the resident Europeans then. The industry since then underwent many transformations to become one of the most promising markets not just in the Indian subcontinent but in the global arena. The value of Indian lives has substantially risen over the decades since independence from the British rule.

While most of the more advanced economic systems are trying hard for survival due to economic meltdown,

Indian life insurance industry is still witnessing a healthy growth. It is the dynamically evolving Indian insurance industry that has enabled it to cope with the changing economic environment. Indian insurance industry has modified itself with the passage of time, by introducing customized products based on customers' needs and making them available through innovative distribution channels. The opening up of the sector for private insurers broke the monopoly of the giant monolith and brought in many options for the customers to choose from.

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Though the opening up of insurance industry to global players ensured the entry of many multi nationals into this arena, the market share of the long standing LIC was not disturbed for quite some time. The new entrants were surely lacking the credibility which LIC enjoyed and the geographical spread of LIC was unmatched. Agency network, the main strength of LIC, was so well knit and established that convincing these agents to sell their products became one of the main challenges for the newly entering private players. It should however be noted that all the players flourished, albeit to different extent, thanks to the growing insurance business as a whole. The penetration into non-urban areas was very constrained and the monopoly of LIC continued as the private companies found it difficult to create confidence amongst the conservative citizens of small towns and rural areas.

With innovative products and aggressive marketing tactics, the insurers started targeting the buyers in more than one ways. Investment, though started as an additional feature of life insurance product, slowly became the dominant parameter to such an extent that today the life insurance business runs more as an investment option than as a risk

transfer mechanism. Tax sops have provided the boost to life insurance penetration and created the much desired hype especially amongst the salaried class. It is an undisputable fact with specific reference to life insurance business that the “I” of insurance now symbolises investment. The traditional risk transfer products have slowly faded away in the shadows of the multi utility investment oriented insurance products.

Introduction of Unit Linked Insurance Products (ULIPs) revolutionised the manner of selling life insurance. The objective of providing a hedge against the inflation through a contract of insurance pushed insurers to link the insurance policy with stock market and thus the industry witnessed the beginning of unit linked insurance policies. Investors who shied away from stock markets initially began to consider ULIP as a safer bet. However, it is to be emphasized that the operation of ULIP, when not clearly analysed, would result in the unpleasant experience of losing hard earned monies.

It is not just the innovation and customisation of products that drove the life insurance business to what it is today. Innovation and customisation have indeed created opportunities to the customers to consider buying life insurance for various reasons, but it is the role of distribution channels that has to be highlighted for having taken these products and options right to the customer’s doorstep. Various channels of intermediaries have emerged post liberalisation of the industry but the agency channel still remains the most dominant.

To become a life insurance agent was considered a serious career option thanks to the hefty intermediation commissions and other incentives earned till very recent times. Ability to offer apt advice to the prospective customer was the key to

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success and the leveraging of one’s own natural market only increased their spread. Proper guidance, mainly at the time of claim settlement, more so in the event of a sudden demise of the family member earned the insurance agents the respect that they deserved. Life insurance agents donned the role of full-fledged financial planners and started advising on all matters right from planning of child education to retirement preparedness. The agents would feel the responsibility of providing correct advice to the customers and not just visualise the customer as a money minting machine. The agents who performed in ethical manner not only earned monetary benefits but also gathered more referrals as also enjoyed more respect in the society. Becoming a member of the MDRT association was thus complementary and a true recognition of professionalism.

The scenario has of late witnessed a sea change with some agents resorting to unscrupulous practices of misguiding the customers and resorting to mis-selling, mainly to earn more commissions or to book more premiums to get qualified as a member of MDRT association. As the

qualifying criterion for the membership of MDRT association is more inclined towards the premium generated, there suddenly arose a mad rush for recognition at the cost of customer service and professional ethics. The launching of market linked policies further aggravated the situation whereby the customers started becoming scapegoats to the selfish motives of unscrupulous insurance agents. It can be understood that the ever increasing competition in the market leaves hardly any room for the insurers to have a constant monitoring of the levels of professionalism on the part of their agents. Writing premiums to achieve organisational target takes the front seat for all obvious business reasons. Also, it has to be noted that even the regulatory examination required to qualify as a certified insurance agent only tests the subject knowledge but not the personal traits of the prospective agent. It is an issue of concern that the fundamentals for getting qualified as a member of MDRT association are getting jeopardised and yet there is no mechanism to disqualify the erring agents from being a part of the prestigious club. The prominence of agency channel is the prime reason for this channel getting a blot for malpractices. Though there have been such instances reported from other intermediation channels too, their size is insignificantly small for any comparison to be made.

It is a normal practice that the individual agents and other intermediaries approach customers to create awareness about the product they wish to offer. They persuade the customer to purchase their product by giving references to past performance of the product and the various benefits associated. It is this area which has of late become a matter of concern as there has been increasing incidence of mis-selling. Grievances of this nature arise when the policy is successfully sold by unethical and

misleading commitments given by the agent.

At this juncture, it is imperative to note the emergence of Bancassurance as a successful distribution model. Banks are being used as an effective alternate channel to distribute insurance products either as 'stand-alone insurance products' or as 'add-ons to the bank products' by way of combining the insurance with typical banking products/services. The reach of Indian banking sector is so vast that not many countries can even dream of such a wide geographical spread. Added to this is the inclination being displayed by the bankers in the conduct of insurance business. Apart from elevating the banker's reputation as a complete financial service provider, bancassurance model also provides bankers with substantial intermediary commission. Undoubtedly, insurance commissions top the list of cross-selling revenues earned by the bankers, more so with reference to life insurance business.

Bank employees who successfully clear the qualifying examination get licensed by the regulator to procure business just as any other individual agent. However, the bankers enjoy gratuitous advantage as compared to their non-banking counterparts. The number of instances where customers heed to agent's advice about a specific product is much high in bancassurance model. Thus, bancassurance channel technically performs like the traditional agency channel with respect to sourcing of business.

The issues related to bancassurance are unique to this channel and are observed to be uniform irrespective of the banker involved. Cross-selling, more than mis-selling is the area which is being highlighted very commonly by the banking customers as being imposed. Sanctioning loan disbursements, opening of

Apart from elevating the banker's reputation as a complete financial service provider, bancassurance model also provides bankers with substantial intermediary commission.

new accounts, provision of bank safety lockers and such other areas have become the gateways of cross selling opportunities and the customers are seldom left with any option but to pay heed to the banker's instructions. It is no wonder that the rate of qualification for MDRT association membership is the highest in the bancassurance channel as compared to any other distribution channel. There have been stray instances where the sanctioned loan amounts were enhanced to service the insurance premiums though the client has not applied for the same. Experiences such as these leave the client in a helpless situation where insurance premiums become a pain rather than a necessity.

It is to be noted from an overall industry perspective that though the sector is growing fast, the industry has not yet insured even 50% of insurable population of India. There is enormous potential to grow. Unethical practices would not just impact the organisation adversely but also create an unsecure environment for the industry at large as customers tend to stay away. Thus it is not just a regulatory issue to ensure that the insurance domain

performs ethically but also the responsibility of all the stake holders involved.

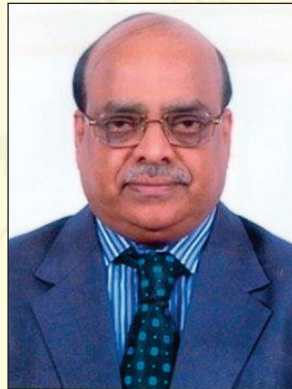
The regulator may consider options beyond the acts of identifying and penalising the errant players. Care has to be taken right from the stage of certification of agents so as to ensure that only serious professionals enter the domain. The selection criteria which now test only subject knowledge should also include testing of ethical attitude towards business as also customer service. Objective questions that test the behavioural traits of the individuals should be incorporated in the selection procedure to weed out the apparent misfits.

From the MDRT Association point of view, it should be ensured that the selection parameters for the prestigious membership is more aligned to the core principles of professionalism and ethical behaviour, and not just depend on premium written. Selection criteria should vary in accordance with the channel attributes thereby bringing every prospective agent onto a level playing field. Only when the association imposes objective guidelines will the agents become conscious of their customer-oriented performance or rather, lack of it.

Ensuring professionalism across all their distribution channels should be one of the top priorities for all insurers. This alone would enable them to cater to the needs of varied segments of the population so that insurance can become more meaningful and affordable. That should be the real target; not mere numbers in a spreadsheet!

The author is Underwriting Manager – Corporate & SME, Hyderabad Office, SBI General Insurance Co. Ltd. The views expressed are personal.

Welcome



Mr. D.D. Singh joined Insurance Regulatory and Development Authority (IRDA) as a whole-time Member (Distribution), on 20th May, 2013.

Prior to joining IRDA, Mr. D.D. Singh was Zonal Manager, LIC of India, South Zone, Chennai; and was in charge of insurance activities of the life insurance behemoth LIC of India in the states of Tamilnadu, Kerala & Pondicherry. Mr. D.D. Singh was also Zonal Manager of South Central Zone earlier and was in charge of insurance activities of LIC of India in Andhra Pradesh & Karnataka states.

Mr. D.D. Singh joined Life Insurance Corporation as a direct recruit officer in 1977. He has experience in Marketing for more than 16 years and in Information Technology for more than a decade. He had set up the Health insurance department in LIC of India and was the first Executive Director of Health insurance department in LIC of India.

Mr. D.D. Singh holds Masters Degree in Public Administration and Masters in Business Administration with specialization in Marketing. He has attended various training sessions organized in India and abroad including training at Indian Institute of Management, Lucknow; Indian School of Business in Hyderabad; Foundation for Advancement of Life Insurance around the World (FALIA) Japan;

Mr. D.D. Singh is an avid reader of books and has interest in music.

प्रकाशक का संदेश



जीवन बीमा ने जब ब्रिटिश शासन के दौरान भारतीय क्षेत्र में प्रवेश किया था जो साधारण परंतु महत्वपूर्ण था, उन दिनों से लेकर बीमा संबंधों के आज के जटिल नेटवर्क तक जिसे अनेक भारतीय व्यावसायिक प्रतिष्ठानों ने बीमा के वैश्विक अखाड़े में कुछ सर्वाधिक प्रभावशाली नामों के साथ विकसित किया है; यह कहा जा सकता है कि भारत में बीमा व्यवसाय ने एक पूर्ण परिधि को पार किया है। इस बीच राष्ट्रीयकरण से पहले के दिनों में हमें उद्योग की घोर विफलता को देखने का अवसर मिला है जो खिलाड़ियों के निहित स्वार्थ के कारण थी जिसने नीति-निर्धारकों को बीमा के दोनों-- जीवन और जीवनेतर अंगों का राष्ट्रीयकरण करने के लिए प्रेरित किया जिससे पॉलिसीधारकों के हितों की रक्षा की जा सके।

बीमा उद्योग ने इस अवधि में व्यावसायिक आंकड़ों और भौगोलिक विस्तार -- दोनों की दृष्टि से अभूतपूर्व वृद्धि दर्ज की है और यह देश के ऐसे दूरस्थ इलाकों में भी पहुँच गया है जो अब तक देश के बीमा नक्शे से बाहर ही रह गए हैं। वैश्वीकरण और उदारीकरण की माँगों के अनुरूप जो आज के लिए उपयुक्त हैं, भारतीय बीमा उद्योग को निजी सहभागिता के लिए पुनः एक बार खोल दिया गया; और इससे अनेक विश्वविख्यात खिलाड़ियों को बीमा के क्षेत्र में अपने भारतीय प्रतिस्थानियों के साथ संयुक्त उद्यमों के अंतर्गत विपणन-स्थान स्थापित करने के लिए द्वार खुल गए। इसके परिणामस्वरूप बीमा सेवाओं के समूचे दायरे में कारोबार का आगे और विस्तार हुआ तथा प्रतियोगिता से संचालित कुशलता के स्तरों में सुधार आया। व्यवसाय के स्तरों में बीच-बीच में आनेवाली अधोमुखी

फिसलन के बावजूद यह कहा जा सकता है कि बीमा व्यवसाय ने निजीकरण की एक दशक से अधिक अवधि में उल्लेखनीय प्रगति दर्ज की है; तथा व्यवसाय के स्तरों और ग्राहक-सेवा में अनेक वैश्विक मानक स्थापित करने के लिए एक मंच निश्चित किया गया है।

यह अवधि बीमा विनियमन के क्षेत्र में कुछ उल्लेखनीय युगांतरकारी गतिविधियों के लिए भी सुखियों में है जो बीमा संबंधी अर्थभेदों की जानकारी से उपभोक्ताओं की अनभिज्ञता के कारण बड़े पैमाने पर अनुचित लाभ उठाने की सूचनाओं से प्रेरित थीं। एक ऐसे क्षेत्र में जहाँ अधिकांश लोगों की संविदागत बाध्यताओं की समझ औसत स्तर से कम है, यह और अधिक आवश्यक है कि खिलाड़ी और उनके वितरक यह सुनिश्चित करने के लिए अतिरिक्त सावधानी बरतें कि ग्राहक बेचे जा रहे उत्पाद की विशेषताओं को समझे। यह समझना होगा कि केवल यही व्यावसायिक अनुपातों एवं उपभोक्ता के संतोष और कारोबार के प्रतिधारण -- दोनों के संबंध में उद्योग की दीर्घकालिक सफलता की गारंटी देगा।

‘उद्योग की प्रवृत्तियाँ और चुनौतियाँ’ पत्रिका के इस अंक का केंद्रबिंदु है। इस तथ्य को ध्यान में रखते हुए कि यह विषय सुविस्तृत और व्यापक है, पत्रिका के अगले अंक का फोकस भी ‘प्रवृत्तियों और चुनौतियों’ पर रहेगा।

टी.एस. विजयन

टी.एस. विजयन
अध्यक्ष

दृष्टि कोण



हम जिस वैश्विक-बीमा विपणन-स्थान में परिचालन करते हैं, उसके लिए एक ऐसे बीमा पर्यवेक्षक की आवश्यकता है जिसमें उपभोक्ताओं के हित के लिए त्वरित रूप से और प्रभावी ढंग से सहयोग करने की क्षमता हो।

श्री पीटर ब्राउम्बूलर
अध्यक्ष, कार्यकारिणी समिति, अंतर्राष्ट्रीय बीमा पर्यवेक्षक संघ (आईएआईएस)।

यह निर्णय (एक अमेरिकी भारतीय संपर्क समिति का गठन) सभी बीमा उपभोक्ताओं के हित के लिए एक समावेशित और साम्यिक विपणन-स्थान को प्रोत्साहित करने की हमारी प्रतिबद्धता को प्रतिबिंबित करता है।

श्री जिम डोनेलॉन
एनएआईसी अध्यक्ष और लूसियाना बीमा आयुक्त।

उधारकर्ताओं को मेरी सलाह है कि समस्या से मुँह मत मोड़िए, बल्कि अभी कार्रवाई कीजिए। अपने बंधक करार की शर्तों को समाझिए और नियंत्रण रखिए; गणना कीजिए कि क्या आपके बंधक की अवधि पूरी होने पर आप बकाया राशि अदा कर सकेंगे।

श्री मार्टिन वीटली
मुख्य कार्यपालक, वित्तीय व्यवहार प्राधिकरण, यूके।

एशिया एक देश नहीं है। यह समरूप नहीं है। धारणीय और लाभकारी वृद्धि प्राप्त करने के लिए बीमाकर्ताओं के लिए इन बाजारों को भली भाँति समझने की आवश्यकता है।

श्री नग नम सिन
सहायक प्रबंध निदेशक, मौद्रिक प्राधिकरण, सिंगापुर।

जोखिम नियंत्रण सहित किसी संस्था के जोखिम प्रबंध ढाँचे हेतु प्रभावी होने के लिए एक मजबूत जोखिम संस्कृति अवश्य होनी चाहिए जो कंपनी के समर्थित मूल्यों और उसकी जोखिम प्रवृत्ति के अनुरूप हो।

श्री इयान लाफलिन
सदस्य, आस्ट्रेलियन पुडेन्शियल रेगुलेशन अथॉरिटी।

प्राधिकरण प्रौद्योगिकी के अवशोषण तथा ऐसे नवोन्मेष और पारदर्शी उत्पाद खंडों को सुसाध्य बनाने पर ध्यान दे रहा है जो व्यष्टि-बीमा को न केवल बीमाकर्ताओं के लिए एक अर्थक्षम व्यवसाय मॉडल बना सकें, बल्कि ग्राहकों के हितों की रक्षा करते समय उन्हें अधिक संतोष भी प्रदान कर सकें।

श्री टी. एस. विजयन
अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत।



जीवन बीमा अभिकर्ता और ग्राहक सम्बन्ध

डॉ. सुबोध कुमार एवं डॉ. हरीश चन्द्र रतूडी का कहना है कि बीमा उत्पाद जटिल होते हैं। इसके लिए ग्राहक शिक्षा की अत्यधिक आवश्यकता है।

.... (पिछले अंक से आगे)

बीमा एजेंट या विपणन से जुड़े उन कार्मिकों, जो ग्राहक सेवा से सीधे जुड़े हैं, के लिये बीमा उत्पादों की भलीभाँति जानकारी होने के साथ ग्राहकों (संभावित व विद्यमान दोनों) को उत्पादों के बारे में प्रभावशाली ढंग से बताने का गुण आत्मसात् करना आवश्यक है। बीमा पॉलिसियों से सम्बन्धित मुद्दों पर तर्क को रखने और उसको विस्तृत रूप देने के आधार पर बीमा का निर्णय प्रभावित होता है। अलग-अलग व्यक्तियों के समक्ष तर्क रखने के आधार व शैली में फर्क हो सकता है। परन्तु, कभी भी तथ्य को तोड़-मरोड़कर प्रस्तुत करने का प्रयास नहीं करना चाहिए, अनैतिक तरीकों के जरिये ग्राहकों को लुभाने का प्रयास नहीं करना चाहिये। यह उत्तम विपणन का दोष होने के साथ-साथ गैरकानूनी कृत्य भी है। ग्राहक से मिलने से पूर्व (यदि मुलाकात पूर्व निर्धारित है) वार्ता सम्बन्धी बिन्दु तय कर लेना बेहतर है। ग्राहक को बातचीत के दौरान भावनात्मक एवं बुद्धिमानीपूर्वक तरीके से उत्पाद के प्रति जोड़ने की कोशिश करनी चाहिये। ग्राहक की शिकायत को सुझाव के रूप में लिया

जाये, यह ग्राहक सम्बन्ध प्रबन्धन की दृष्टि से बहुत उपयोगी सिद्ध होगा। अभिकर्ता उत्पाद के बारे में पूरी और अद्यतन जानकारी रखे ताकि ग्राहक की जिज्ञासाओं का यथासंभव व सटीक समाधान हो सके। ग्राहक की ओर से मदद माँगने पर, फोन करने पर अथवा दावे की प्रक्रिया में एजेंट का सहर्ष और सक्रिय सहयोग मिलना चाहिए इससे ग्राहक सम्बन्धों को उचित पोषण मिलता है। (आईआरडीए जर्नल 2007)

ग्राहक की शिकायत को सुझाव के रूप में लिया जाये, यह ग्राहक सम्बन्ध प्रबन्धन की दृष्टि से बहुत उपयोगी सिद्ध होगा।

आईआरडीए (प्रोटेक्शन ऑफ पॉलिसी होल्डर्स इन्ट्रैस्ट्स) नियमावली 2002 के नियम 6 में जीवन बीमा पॉलिसी की विषय वस्तु के संदर्भ में उल्लेख किया गया है कि इसमें अनिवार्य रूप से दिया जाना चाहिये – बीमा योजना का नाम एवं लाभ सहित है अथवा लाभ रहित, किस जोखिम पर क्या लाभ देय होगा, मुख्य पॉलिसी के साथ संलग्न राइडर, यदि कोई हों, प्रीमियम राशि, अवधि, अनुग्रह दिवस, गारण्टीड समर्पण मूल्य प्रावधान, आयु, अहरण नियम, कालातीत और पुनर्चलन नियम, पॉलिसी और राइडर्स के अपर्वजन, नामांकन, समनुदेशन, ऋण एवं ब्याजपरक विषय, आत्महत्या वाक्य एवं गर्भावस्था वाक्य, बीमादाता का पता, दावे के समर्थन में सामान्यतया प्रस्तुत किये जाने वाले अभिलेख। नियम 6 (2) में 'फ्री लुक अवधि' के बारे में वर्णन है कि पॉलिसीधारक को पन्द्रह दिन का समय उपलब्ध है जिसमें वह पॉलिसी की शर्तों और नियमों को समझ ले और असहमत होने पर पॉलिसी वापिस की जा सकती है। (राव जी वी 2007)

प्राथमिक समकों पर आधारित सर्वेक्षण अध्ययन में कालातीत पॉलिसियों के कारणों को चिन्हित किया गया जो कि इस प्रकार थे - प्रीमियम दे पाने में असमर्थता; प्रीमियम जमा करने की याद न रहना; पॉलिसी अनुपयोगी लगना; अभिकर्ता का व्यवहार अच्छा न होना; अभिकर्ता द्वारा धोखाधड़ी आदि। एजेंट के लिये सुझावों में उल्लेख किया गया है - एजेंट को बीमा विषय का पर्याप्त ज्ञान होना चाहिए; विपणन में ग्राहक हित सर्वोपरि होना चाहिए; पॉलिसी के गुण-दोष अनिवार्य रूप से स्पष्ट करने चाहिये; पॉलिसी विक्रय के बाद भी ग्राहक के साथ सहयोगपूर्ण व्यवहार रखना चाहिए तथा कपटपूर्ण आचरण कभी नहीं करना चाहिए। (सुबोध कुमार एवं रतूजी हरीश चन्द्र 2009 ए)

एजेंट का व्यवहार : भारतीय जीवन बीमा निगम

बीमा एजेंट के व्यवहार के सम्बन्ध में भारतीय जीवन बीमा निगम के 1000 ग्राहकों में से 597 व्यक्तियों ने अपने एजेंट का व्यवहार 'बहुत अच्छा' बताया। यहाँ उल्लेखनीय है कि प्रायः एजेंट उनके रिश्तेदार, अच्छे मित्र अथवा सहकर्मी हैं, जिन्होंने अपनी पत्नी के नाम एजेन्सी ली हुई है। इस प्रकार के समीकरण के सम्बन्धों में सहजता होना स्वाभाविक है। निगम के 324 ग्राहकों ने अपने बीमा एजेंट के व्यवहार को 'साधारण' बताया। ग्राहकों के इस समूह में बीमादार को अपने बीमा एजेंट से कोई शिकायत नहीं रही होगी। साथ ही, कोई अतिरिक्त सुविधा अथवा सहायता भी नहीं मिली होगी। सर्वेक्षण में निगम के 56 ग्राहक अपने एजेंट से प्रभावित थे। इस वर्ग में दो प्रकार के मामले हैं- (i) एजेंट पारिवारिक सदस्य हैं; (ii) एजेंट सफल व्यवसायी हैं। बीमा में ऐसे एजेंट भी हैं, जिन्होंने अपने व्यावसायिक कौशल के साथ व्यावसायिक

नैतिक मर्यादाओं व श्रेष्ठ परम्पराओं का निर्वहन करते हुए अपनी साख बनाई है। जीवन बीमा में प्रायः दो अवसर होते हैं, जब एजेंट बीमा ग्राहक की विशेष सहायता कर सकता है- (i) पॉलिसी पर ऋण लेना, (ii) मृत्यु दावा प्रस्तुत करना। व्यवहार में, ऐसे उदाहरण मिले हैं जब एजेंट ने बीमादार की अतिरिक्त सहायता और भरपूर सहयोग कर ग्राहक को प्रभावित किया। जीवन बीमा के 23 ग्राहकों ने बीमा एजेंट के व्यवहार को 'खराब' बताया। एजेंट के खराब व्यवहार के संदर्भ में दो प्रकार के उदाहरण मिले हैं- (i) असंवेदनशील व्यवहार, (ii) कपटपूर्ण व्यवहार। कालातीत पॉलिसियों के अध्ययन में भी स्पष्ट हुआ है कि एजेंट का संवेदनहीन व्यवहार अथवा कपटपूर्ण व्यवहार पॉलिसी के कालातीत होने का भी कारण बनता है। (सुबोध कुमार एवं रतूजी हरीश चन्द्र 2009)

तालिका-1 एजेंट का व्यवहार : भारतीय जीवन बीमा निगम

(अ) साधारण	324
(ब) प्रभावी	56
(स) खराब	23
(द) बहुत अच्छा	597
योग :	1000

एजेंट का व्यवहार : निजी कम्पनियों

निजी जीवन बीमा कम्पनियों के ग्राहकों में 26 प्रतिशत ग्राहकों ने अपने बीमा एजेंट के व्यवहार को 'बहुत अच्छा' बताया है। यदि भारतीय जीवन बीमा निगम से इस वर्ग की तुलना की जाये, तब वहाँ 60 प्रतिशत ग्राहकों ने एजेंट के व्यवहार को बहुत अच्छा बताया। अंतर के कारण के रूप में एक तथ्य बहुत सरलता से चिन्हित किया जा सकता है, वह है- 'कार्य अवधि में अंतर'। निगम के एजेंटों की बाजार में दशकों की स्टेपिंग है,

जबकि नई कम्पनियों को तुलनात्मक रूप से काफी कम समय हुआ है। एजेंट की प्रभावी भूमिका के मामले निगम के संदर्भ में 5.6 प्रतिशत थे, जो कि निजी कम्पनियों में 4 प्रतिशत है। इस दृष्टि से, एजेंटों में व्यावसायिक कौशल और सम्बन्ध विपणन गुणवत्ता के आधार पर निगम के एजेंट श्रेष्ठतर कहे जा सकते हैं। निगम के 32 प्रतिशत ग्राहकों ने एजेंट का व्यवहार 'साधारण' बताया, जबकि निजी कम्पनियों में इस श्रेणी में 69 प्रतिशत ग्राहक थे। खराब व्यवहार की श्रेणी में निगम के 2.3 प्रतिशत ग्राहकों ने टिप्पणी की, जबकि निजी कम्पनियों में यह भाग 1.4 प्रतिशत था।

तालिका-2

एजेंट का व्यवहार : निजी कम्पनियों

(अ) साधारण	345
(ब) प्रभावी	20
(स) खराब	07
(द) बहुत अच्छा	128
योग :	500

सर्वेक्षण में 50 एजेंटों में से 35 एजेंट ने अपने को पूर्ण कालिक बीमा अभिकर्ता बताया शेष 15 एजेंटों ने अपने व्यवसाय को अशकालिक बताया अक्सर देखा जाता है कि अपने व्यवसाय या प्राइवेट नौकरी वाले व्यक्ति भी बीमा कम्पनी की एजेन्सी लेकर कार्य करते हैं।

तालिका-3

आपका प्रधान व्यवसाय बीमा

अभिकर्ता	अन्य
35	15

50 एजेंटों में से 36 एजेंट भारतीय जीवन बीमा निगम के शेष 14 एजेंट विभिन्न निजी कम्पनियों के थे। सर्वेक्षण वाले स्थान पर भारतीय जीवन बीमा की पॉलिसियाँ अधिक है।

तालिका-4

जीवन बीमा कम्पनी का नाम

भारतीय जीवन बीमा निगम कम्पनी का नाम	अन्य निजी कम्पनी
36	14

अध्ययन में पाया गया कि 50 अभिकर्ताओं में से 40 सिटीजन चार्टर से परिचित नहीं है जबकि मात्र 10 अभिकर्ता ही इससे परिचित है। इससे यह सिद्ध होता है कि अभिकर्ता अधिक जागरूक एवं जानकार नहीं है।

तालिका-5

सिटीजन चार्टर की बारे में जानकारी

हाँ	नहीं
10	40

अपने कमीशन का कुछ हिस्सा ग्राहकों को आकर्षित करने के लिए देने पर 42 एजेण्टों द्वारा नहीं में जवाब दिया गया जबकि शेष एजेण्टों ने अपने कमीशन में से कुछ हिस्सा देने की बात स्वीकारी।

तालिका-6

जब ग्राहक से सम्पर्क करते हैं उस समय उनको आकर्षित करने के लिए अपने कमीशन देने का आश्वन देते हैं।

हाँ	नहीं
08	42

पॉलिसी करने के बाद भी पॉलिसीधारक की मदद करते हैं में भी सभी एजेण्टों ने हाँ में जवाब दिया।

तालिका-7

पॉलिसी करने के बाद भी पॉलिसीधारक की मदद करते हैं

हाँ	नहीं
50	-

पॉलिसीधारक से कोई औपचारिक/अनौपचारिक फीडबैक लेने मामलों में 35 अभिकर्ताओं ने हाँ में जवाब दिया जबकि 15 अभिकर्ताओं ने नहीं में जवाब दिया।

तालिका-8

पॉलिसी धारक से कोई औपचारिक/अनौपचारिक फीडबैक लेते हैं

हाँ	नहीं
35	15

ग्राहक सन्तोष में वृद्धि के लिए बीमा कम्पनी को अगर आप कोई सुझाव देते हैं उस पर ध्यान दिया जाता है प्रश्न के जवाब में 70 प्रतिशत अभिकर्ताओं ने हाँ में जवाब दिया जबकि 30 प्रतिशत अभिकर्ताओं ने नहीं में जवाब दिया।

तालिका-9

ग्राहक सन्तोष में वृद्धि के लिए बीमा कम्पनी को अगर आप कोई सुझाव देते हैं उस पर ध्यान दिया जाता है

हाँ	नहीं
35	15

आप ग्राहको से उनकी पॉलिसी के लिए प्रीमियम, राशि बीमा कार्यालय में जमा करने के लिए एकत्र करते हैं (प्रथम प्रीमियम के अलावा) प्रश्न पूछे जाने पर सात अभिकर्ताओं ने कभी नहीं में जवाब दिया। जबकि 15 लोगों ने कभी-कभी में जवाब दिया और शेष 28 लोगों ने बहुधा में जवाब दिया।

तालिका-10

आप ग्राहकों से उनकी पॉलिसी के लिए प्रीमियम की राशि बीमा कार्यालय में जमा करने के लिए एकत्र करते हैं

कभी नहीं	कभी-कभी	बहुधा
07	15	28

आपकी बीमा कम्पनी ग्राहकों को कॉल सेन्टर सुविधा उपलब्ध कराती है के पूछे जाने पर हाँ में 23 लोगों ने जवाब दिया शेष 27 लोगों ने नहीं में जवाब दिया। सम्भवतः अधिक अभिकर्ताओं को अपनी बीमा कम्पनी के कॉल सेन्टर के बारे में जानकारी न हो इसीलिए अधिक लोगों ने नहीं में जवाब दिया।

तालिका-11

आपकी बीमा कम्पनी ग्राहकों को कॉल सेन्टर सुविधा उपलब्ध कराती है

हाँ	नहीं
23	27

अभिकर्ता का प्रमुख काम है कि वह प्रस्तावक की आय के अनुरूप ही बीमा पॉलिसी और बीमा राशि सिफारिश करे। यदि प्रीमियम देने पाने में असमर्थता के कारण अधिक पॉलिसियाँ कालातीत होती हैं, तब एजेण्ट के कर्तव्य पालन पर अवश्य ही प्रश्न चिन्ह लगता है। एजेन्ट अपने द्वारा की गयी पॉलिसियों का स्टेटस चैक करता रहें और चूक के मामलों में जानकारी लेकर ग्राहक की मदद और मार्गदर्शन कर दें।

एजेण्टों में बीमा विषय के प्रति सजगता स्तर समान नहीं देखा जाता है। सजगता स्तर में अंतर के दो प्रधान कारण है - आयु और शैक्षिक पृष्ठभूमि। अपेक्षाकृत अल्प वय और उच्च शिक्षा प्राप्त अभिकर्ता बीमा नियमों की अधिक और सटीक जानकारी रखते हैं। ऐसे व्यस्त एजेण्ट भी हैं जो काफी व्यवसाय कर लेते हैं, किन्तु पॉलिसी सम्बन्धी शर्तों से लगभग अनभिज्ञ हैं। एजेण्ट की ज्ञान सम्पन्नता बीमा अनुबन्ध के सभी पक्षकारों के लिए बहुत हितकर होगी। यही बात बीमा विकास अधिकारियों के सम्बन्ध में भी लागू होती है।

कभी-कभी देखने में आता है कि पॉलिसी कराने के बाद प्रस्तावक को लगता है कि यह पॉलिसी उसके लिए अनुपयोगी है फिर भी ऐसी स्थिति आने पर फ्री लुक पीरियड सुविधा का उपयोग कर लिया जाय। अगर फ्री लुक अवधि निकल गयी हो तब पॉलिसी के पेड-अप होने की प्रतिक्षा कर सकते हैं। एजेण्ट की ओर से अतिरिक्त सावधानी रखी जाय।

सर्वेक्षण में मिले संकेतों के आधार पर ऐसे मामले अवश्य मिलें जिनमें एजेंट के अतिशय दुराग्रह के आधार पर बीमा संविदा सम्पन्न हुई। जब यह कहा जाता है कि बीमा आग्रह का विषय है। तब, यह आग्रह दुराग्रह तक विस्तृत हो जाता है। सर्वेक्षण में तीन बीमा ग्राहकों ने अपने अनुभव बाँटे कि उनके एजेंट का आग्रह शालीनता की सीमा के परे था। संयोगवश तीनों बीमाधारक उच्च शिक्षा में संलग्न वर्ग से हैं। इनमें एक प्रस्तावक ने पूर्व निर्णय के आधार पर कि वे इस पॉलिसी को कदापि नहीं चलायेंगे और प्रथम प्रीमियम की राशि पाँच हजार रुपये का भुगतान एजेंट की हठधर्मिता के निमित्त कर दिया। यह पॉलिसी कालातीत हुई जो कि मैक्स न्यूयार्क कम्पनी की ओर से निर्गत हुई थी। शेष दो पॉलिसियों को बीमादाओं ने बाद में जारी रखना स्वीकार कर लिया। एजेंट को इस प्रकार के अतिशय निवेदन से बचना चाहिए जो कि बीमा संविदा के लिये संकटपूर्ण बन सकता है। बीमा अभिकर्ता की ओर से अतिवादी आग्रह की स्थिति प्रायः हास्यास्पद और उपहासपरक बन जाती है।

‘बीमा आग्रह का विषय है’ यह आग्रह कभी-कभी दुराग्रह तक विस्तृत हो जाता है बीमा ग्राहकों के मध्य ऐसे उदाहरण मिलते हैं उनका आग्रह शालीनता की सीमा से परे था

एजेण्ट को इस प्रकार की अतिशय निवेदन से बचना चाहिए जो कि बीमा संविदा के लिए संकटपूर्ण बन सकता है। बीमा अभिकर्ता की ओर से अतिवादी आग्रह की स्थिति प्रायः हास्यास्पद और उपहासपरक बन जाती है कतिपय ऐसे मामले देखने में आये हैं कि इस प्रकार सम्पन्न हुई बीमा संविदा बाद में खण्डित हुई जो कि सभी पक्षकारों के लिए एक अप्रिय स्थिति है।

कालातीत पॉलिसियों में चार पॉलिसियों के कालातीत होने का कारण मिला – ‘एजेंट का खराब व्यवहार’। ग्राहकों के अनुभव सुनने के बाद निष्कर्ष मिला कि बीमादार एजेंट से सदैव सदाशय व्यवहार की अपेक्षा रखते हैं। बहुत प्रमुख प्रतिक्रिया जो ग्राहक वर्ग से मिली वह थी कि अभिकर्ता बीमा करते समय अच्छा व्यवहार करते हैं, किन्तु बाद में परिवर्तित हो जाते हैं। बहुत स्पष्ट सुझाव मिला कि एजेंट एक-सा व्यवहार बनाये रखें। प्रबन्ध कौशल के अनिवार्य अंग के रूप में स्वीकार किया गया है – ‘संवेदनशीलता’। बीमा विपणन के क्षेत्र और ग्राहक सम्बन्ध प्रबन्धन की दृष्टि से एजेंट में भी संवेदनशीलता अनिवार्य गुण माना जायेगा। यहाँ कालातीत पॉलिसी के धारक के एक उदाहरण का उल्लेख उपयुक्त होगा, जिसने

**प्रबन्ध कौशल के
अनिवार्य अंग के
रूप में स्वीकार
किया गया है –
‘संवेदनशीलता’।**

एजेंट के संवेदनाहीन व्यवहार के कारण आहत होकर पॉलिसी के प्रीमियम का भुगतान बन्द कर दिया। धारक समृद्ध पृष्ठभूमि का व्यक्ति है। एजेंट का क्षेत्र में बहुत अधिक बीमा व्यवसाय है। बहुत अच्छे परिचित होने के कारण एजेंट ने बीमादार के घर रात्रि विश्राम किया। किन्तु, जानकारी होने के बावजूद बीमादार के निकट सम्बन्धी की दुर्घटना के विषय में सूचना नहीं दी जिसमें उनके एक बालक की मृत्यु हो गई थी। बीमित व्यक्ति को एजेंट के संवेदनाहीन व्यवहार से निराशा हुई। फलतः, उसने अपनी पॉलिसी बंद कर दी।

वित्तीय सेवाओं में धोखाधड़ी की संभावना रहती है। एजेंट और ग्राहक के मध्य विश्वासाश्रित सम्बन्ध होता है। ग्राहक प्रायः बीमा प्रीमियम की राशि बीमा एजेंट को दे देते हैं। ग्रामीण क्षेत्र अथवा ऐसे स्थान जहाँ बीमा शाखा कार्यालय समीप नहीं हैं, वहाँ व्यवहार में बीमादार एजेंट के माध्यम से ही प्रीमियम जमा करते हैं। ऐसा देखने को मिला है कि एजेंट अपने पास से अपने बीमा ग्राहकों का प्रीमियम जमा कर देते हैं और बीमादार बाद में अपनी सुविधा से भुगतान करते हैं। बीमा एजेंट बहुत बार परिवार के सदस्य, निकट सम्बन्धी, अच्छे मित्र, सहकर्मी अथवा अच्छे परिचित होते हैं। यदा-कदा बीमा संविदाओं में एजेण्ट द्वारा धोखाधड़ी के मामले प्रकाश में आते हैं। ग्राहक से ली गई प्रीमियम राशि का गबन कर लेना इसमें प्रमुख विषय है इस सन्दर्भ में बीमा धारक की सजगता और सावधानी बहुत अपेक्षित है। साथ ही बीमा कम्पनी ऐसे उपाय कर सकती है कि एजेण्ट के आचरण पर अंकुश रहें।

कालातीत पॉलिसी एवं एजेण्ट की भूमिका

कालातीत पॉलिसी में एजेण्ट सम्बन्धी कारण	कालातीत पॉलिसी के विषय में एजेण्ट के लिए सुझाव
<ul style="list-style-type: none"> अभिकर्ता के द्वारा ग्राहकों के साथ धोखाधड़ी करने पर। एजेंट द्वारा ग्राहकों को उनकी आर्थिक स्थिति के अनुरूप पॉलिसी नहीं देने के कारण। अभिकर्ता का व्यवहार ग्राहक के प्रति अच्छा न होने के कारण। अभिकर्ता को बीमा पॉलिसी और बीमा विषय की सम्यक् जानकारी न होना। अभिकर्ता का पूरी तरह प्रशिक्षित न होने के कारण। ग्राहक को एजेंट द्वारा 'फ्री लुक पीरियड' न बताने के कारण। अभिकर्ता अपने कमीशन को महत्व देते हैं और ग्राहक का हित नहीं देखते हैं। ग्राहक को अनुपयोगी पॉलिसी देने के कारण। ग्राहक को 'चुकता पॉलिसी' के बारे में जानकारी नहीं देने के कारण। अभिकर्ता के द्वारा ग्राहक को पॉलिसी के गुण एवं दोषों का उल्लेख नहीं करने के कारण। ग्राहक को उनकी प्रीमियम देय तिथि पर सूचना न देने के कारण। 	<ul style="list-style-type: none"> अभिकर्ता को ग्राहक के साथ कपटपूर्ण व्यवहार नहीं करना चाहिए। अभिकर्ता को ग्राहक के साथ हमेशा अच्छा व्यवहार रखना चाहिए – पॉलिसी लेते समय भी एवं उसके पश्चात् भी। अभिकर्ता को हमेशा ग्राहक को पॉलिसी के बारे में सही जानकारी देनी चाहिए जिससे पालिसी कालातीत कम होंगी। अभिकर्ता को ग्राहक को बताना चाहिए कि यदि आप इस पॉलिसी को लेकर संतुष्ट नहीं हैं तो आप इसे 15 दिन के अन्दर बदलकर दूसरी पॉलिसी ले सकते हैं। अभिकर्ता को हमेशा ग्राहक के सम्पर्क में रहना चाहिए जिससे वे प्रीमियम देय होने पर ग्राहक को समय पर जानकारी दे सकें। अभिकर्ता को अपने कमीशन को ही नहीं देखना चाहिए बल्कि ग्राहकों के हित का भी ध्यान रखना चाहिए जिससे उनको उपयोगी पॉलिसी दी जा सके। अभिकर्ता द्वारा ग्राहक को जानकारी दी जानी चाहिए कि कम से कम 3 वर्ष तक पॉलिसी चलानी चाहिए। यदि आप 3 वर्ष तक पॉलिसी नहीं चलाते हैं तो आपको नुकसान होगा। अभिकर्ता को पॉलिसी कराते समय ग्राहक को पॉलिसी से सम्बन्धित उसके गुण एवं दोषों का उल्लेख करना चाहिए। अभिकर्ता को बीमा विषय का पर्याप्त ज्ञान होना चाहिए जिससे वे ग्राहक की आवश्यकताओं की पूर्ति करने वाली बीमा पॉलिसी उन्हें दे सकें। सभी अभिकर्ताओं को ध्यान रखना चाहिए कि उनके ग्राहकों की पॉलिसी कालातीत न हो पाये क्योंकि पॉलिसी कालातीत होने पर सभी पक्षकार प्रभावित होते हैं। इसलिए, अभिकर्ता द्वारा बीमा ग्राहक को बीमा के प्रति सचेत किया जाना चाहिए।

रिबेट विषयक प्रावधान : धारा 41

बीमा अधिनियम 1938 की धारा 41 के अनुसार किसी प्रस्तावक या बीमादार को प्रत्यक्ष या अप्रत्यक्ष रूप से प्रीमियम से कोई रिबेट देना एक दण्डनीय अपराध है, जिसके लिए पाँच सौ रुपये जुर्माना निर्धारित है। अतः एजेंट को इस सम्बन्ध में सावधान रहना चाहिए। बीमा कम्पनी की ओर से घोषित और प्रकाशित किसी छूट के अलावा बीमा अभिकर्ता अपनी जेब से अथवा अपने कमीशन में से कोई राशि बीमा ग्राहक को नहीं दे सकता और इस प्रकार की कोई राशि बीमादार द्वारा स्वीकार किया जाना भी दण्डनीय अपराध है।

धारा 41 में वर्णित व्यवस्था केवल किताबों तक सीमित होकर रह गयी है। व्यवहार में, अस्सी प्रतिशत बीमा अनुबन्धों के मामले में

अभिकर्ता द्वारा बीमा ग्राहक को अपने कमीशन में से रिबेट के रूप में कुछ न कुछ राशि अवश्य दी गयी। रिबेट की राशि की सीमा ग्राहक और अभिकर्ता के मध्य सौदेबाजी, पॉलिसी पर अभिकर्ता को अर्जित होने वाले कमीशन की राशि आदि घटकों के आधार पर तय हुई। ऐसे मामले जहाँ रिबेट का लेनदेन नहीं हुआ, वे हैं – छोटी राशि की पॉलिसी; कम कमीशन अर्जन की पॉलिसी; कम पढ़े-लिखे ग्राहक; मित्र/ रिश्तेदार/ सहकर्मी प्रस्तावक; किसी अन्य रूप में प्रतिफल प्राप्तकर्ता ग्राहक।

सर्वेक्षण में प्रकाश में आया कि बीमा व्यवहारों में रिबेट का चलन इतना ज्यादा है कि काफी कम पढ़े-लिखे लोग भी इस परम्परा से परिचित हैं कि बीमा अभिकर्ता बीमा करते समय रिबेट देते हैं। ग्राहक रिबेट के लिए

अच्छा खासा मोलभाव करते हैं, जिसमें अभिकर्ता की भी सक्रिय भूमिका रहती है। सर्वेक्षण में यह भी पाया गया कि अधिकांश ग्राहक धारा 41 के प्रतिबंध से परिचित नहीं हैं। बीमा विषय और व्यवसाय से जुड़े लोग नियम से परिचित थे किन्तु रिबेट राशि के लोभ का संवरण न कर सकें। वस्तुतः, काफी ग्राहक रिबेट को अपने अधिकार के रूप में मानते और माँगते हैं।

रिबेट विषयक प्रावधान और इसके अनुपालन के बारे में बीमा अभिकर्ताओं और विकास अधिकारियों का मत जानने का प्रयास किया गया। एजेंटों का अभिप्राय था कि रिबेट उनके व्यवसाय में एक प्रेरक घटक है इसके बिना उन्हें कार्य करना कठिन हो जायेगा। यद्यपि वे इसके प्रतिबंधित होने की बात भलीभाँति जानते हैं।

स्वरूप समिति की रिपोर्ट में धारा 41 के उल्लंघन की समस्या का समाधान निहित है। किन्तु, बीमा उद्योग में इस रिपोर्ट का विरोध भी मुखर हो चुका है। बीमा अभिकर्ता व्यवसाय में लक्ष्य आदि के दबाव में काम करते हैं। साथ ही, बीमा पॉलिसी बेचना श्रम साध्य माना जाता है। इस सम्बन्ध में गोवर्धन कमेटी की सिफारिशें भी उल्लेखनीय हैं जिसमें अभिकर्ताओं के कमीशन की पुनर्संरचना प्रस्तावित की गयी। कमीशन दरों में परिवर्तन अथवा कमीशन प्रणाली बंद करने का बीमा व्यवसाय पर प्रतिकूल प्रभाव पड़ने की आशंका व्यक्त की जा रही है। जीवन बीमा में अभिकर्ताओं के अपने व्यवसाय को छोड़ने की दर पहले ही चिंताजनक स्तर से अधिक है जिसके और बढ़ जाने की आशंका है। इस धारणा को महज आशंका ही माना जा सकता है क्योंकि दूसरे कुछ देशों में फ्रीस आधारित बीमा विपणन सफलतापूर्वक चल रहा है।

कई कम्पनियों ने ऑनलाइन बीमा पॉलिसियों का विपणन शुरू किया है जिसमें अभिकर्ता की कोई मध्यस्थता नहीं होती। इस प्रकार, एजेंट के कमीशन पर होने वाले व्यय की बचत होती है और पॉलिसी सस्ती हो जाती है। विशेष रूप से, अवधि बीमा योजनाओं के संदर्भ में यह रीति अधिक उपयुक्त होगी जहाँ तुलनात्मक विश्लेषण सरल होता है और परामर्श की अधिक आवश्यकता नहीं होती। इस प्रकार, ऑनलाइन विपणन में धारा 41 के उल्लंघन की समस्या का समाधान भी हो जाता है। जीवन बीमा में रिबेट सम्बन्धी प्रतिबंध का खुला उल्लंघन हो रहा है। ऐसी स्थिति में इस नियम के समाप्त करने की सिफारिश की जा सकती है।

स्वरूप कमेटी ने वित्तीय सेवाओं के बाजार में ग्राहक जागरूकता और ग्राहक शिक्षा के लिये उपाय किये जाने की सिफारिश की है। वित्तीय साक्षरता के लिए 'फाइनेंशियल वेल बीइंग बोर्ड' की स्थापना का सुझाव दिया है। व्यवसाय में ग्राहक शिक्षा को सेवाप्रदाता का दायित्व माना जाता है। प्रीमियम में रिबेट सम्बन्धी नियम को उपभोक्ता शिक्षा में

शामिल कर लेने पर समस्या के निराकरण की दिशा में सुविधा होगी।

बैंक एश्योरेंस में प्रमुख समस्या के रूप में अनुभव किया जा रहा है कि बीमा ग्राहक प्रीमियम में अनाधिकृत रिबेट की माँग बैंक अधिकारी से करते हैं जिस प्रकार कि विगत में उन्हें अपने बीमा एजेंट से सदैव मिलती रही है, जबकि बैंक अधिकारी इस प्रकार के व्यवहार में लिप्त नहीं हो सकते। यहाँ, उल्लेखनीय है कि बैंक में आने वाले बीमा ग्राहक अपेक्षाकृत शिक्षित, जागरूक और उच्च आय वर्ग से आते हैं, इसलिए उनके द्वारा रिबेट आदि माँग करने की संभावना अधिक बनती है। किन्तु, यह भी रोचक बात है कि बैंक द्वारा उन्हें समझाया जाना भी आसान होगा। बैंक अधिकारी उन्हें स्पष्ट कर सकते हैं कि बैंक में बीमा व्यवहारों में रिबेट दिया जाना संभव नहीं है। यह देखने में आया है कि बैंक, बीमा ग्राहकों को आकर्षित करने और बनाये रखने के लिए कतिपय नये और अभिनव प्रयोग कर रहे हैं। उदाहरण के लिए, चिकित्सकीय परीक्षण आदि के व्यय की प्रतिपूर्ति ग्राहक को कर दी जाती है। इस प्रकार ग्राहक को वस्तुस्थिति स्पष्ट करने और अन्यथा बेहतर सर्विस प्रदान करके संतुष्ट रखा जा सकता है।

सन्दर्भ सूची

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डॉ. सुबोध कुमार, रीडर एवं
डॉ. हरीश चन्द्र रतूडी, शोध छात्र
एचएनबी घरवाल विश्वविद्यालय
घरवाल, उत्ताराखंड

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	92.53	29.32	27.77	1.55	38.15	1,105.67
	Previous year	51.07	31.52	31.18	0.34	36.83	1,066.96
2	TATA-AIG	274.46	210.66	210.66	0.00	51.17	1,044.18
	Previous year	190.26	189.01	189.01	0.00	37.52	760.44
3	Reliance	168.42	28.47	27.81	0.66	84.89	1,291.68
	Previous year	116.33	40.49	39.68	0.81	90.70	1,135.00
4	IFFCO Tokio	173.79	102.14	88.63	13.51	66.21	1,587.90
	Previous year	175.20	130.62	102.30	28.31	63.82	1,112.35
5	ICICI Lombard	380.34	229.19	160.56	68.63	188.50	2,705.76
	Previous year	308.36	198.91	128.20	70.72	178.81	2,138.84
6	Bajaj Allianz	354.53	97.27	95.79	1.48	133.89	2,399.23
	Previous year	287.28	89.91	89.11	0.80	123.62	1,951.13
7	HDFC ERGO	299.11	76.78	60.53	16.25	70.75	803.44
	Previous year	267.54	60.90	41.87	19.02	65.16	671.04
8	Cholamandalam	93.54	50.98	50.97	0.01	32.95	1,066.46
	Previous year	71.63	50.45	50.45	0.00	24.64	881.25
9	Future Generali	106.34	54.51	54.51	0.00	35.65	619.78
	Previous year	84.07	39.53	39.53	0.00	27.87	535.60
10	Universal Sompo	90.32	14.95	14.95	0.00	12.25	290.72
	Previous year	77.28	8.90	8.90	0.00	9.59	215.40
11	Shriram	9.25	1.72	1.72	0.00	4.82	1,517.47
	Previous year	7.76	1.90	1.90	0.00	3.62	1,247.48
12	Bharti Axa	51.34	21.03	21.03	0.00	27.22	842.90
	Previous year	43.38	17.11	17.11	0.00	13.39	629.79
13	Raheja QBE	0.79	0.04	0.04	0.00	0.39	0.42
	Previous year	0.51	0.03	0.03	0.00	0.28	0.34
14	SBI	314.77	7.29	7.29	0.00	20.73	267.43
	Previous year	158.03	1.84	1.84	0.00	10.67	34.84
15	L&T	24.11	7.62	7.62	0.00	16.05	96.63
	Previous year	13.41	5.97	5.97	0.00	13.39	94.00
16	Magma HDI	7.65	0.00	0.00	0.00	0.08	87.26
	Previous year	NA	NA	NA	NA	NA	NA
17	Liberty Videocon	0.18	0.00	0.00	0.00	0.00	2.00
	Previous year	NA	NA	NA	NA	NA	NA
18	Star Health & Allied Insurance						
	Previous year						
19	Apollo MUNICH						
	Previous year						
20	Max BUPA						
	Previous year						
21	Religare Health						
	Previous year						
	Private Total	2,441.48	931.98	829.90	102.08	783.69	15,728.93
	Previous year	1,852.09	867.08	747.07	120.01	699.91	12,474.47
22	New India	1,338.41	668.95	316.91	352.04	414.38	3,793.18
	Previous year	1,150.81	606.42	294.04	312.39	393.02	3,040.39
23	National	830.86	343.48	207.66	135.82	312.29	4,461.26
	Previous year	671.13	347.87	193.11	154.76	295.11	3,620.23
24	United India	1,120.76	601.51	321.30	280.20	563.75	3,389.87
	Previous year	956.92	566.43	330.04	236.39	525.21	2,955.81
25	Oriental	905.16	474.00	259.25	214.75	372.27	2,403.80
	Previous year	774.38	483.32	279.91	203.41	344.82	2,150.79
26	ECGC						
	Previous year						
27	AIC of India						
	Previous year						
	Public Total	4,195.20	2,087.94	1,105.12	982.82	1,662.68	14,048.11
	Previous year	3,553.23	2,004.04	1,097.09	906.95	1,558.16	11,767.22
	Grand Total	6,636.68	3,019.92	1,935.02	1,084.90	2,446.36	29,777.04
	Previous year	5,405.32	2,871.12	1,844.16	1,026.96	2,258.07	24,241.69

Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD MARCH 2013 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
816.54	289.13	209.23	0.00	22.02	48.08	16.10	1,561.09
792.75	274.21	208.86	0.00	18.84	36.60	29.11	1,479.79
731.85	312.33	181.87	1.10	196.86	120.16	54.58	2,135.04
587.68	172.76	137.69	0.00	169.22	116.71	40.72	1,641.57
748.50	543.18	295.53	2.28	36.21	22.28	80.24	2,010.01
698.47	436.53	225.28	3.65	19.88	25.61	55.61	1,712.55
995.80	592.10	210.79	5.91	40.31	30.26	352.87	2,570.18
745.31	367.04	162.44	10.08	41.24	27.28	252.21	1,975.24
1,829.77	875.99	1,665.17	70.69	142.35	168.97	583.01	6,133.98
1,502.23	636.60	1,499.28	118.34	134.86	138.73	434.01	5,150.14
1,707.38	691.85	594.85	7.15	146.85	56.52	209.52	3,999.81
1,429.08	522.05	427.08	26.08	122.44	59.37	199.71	3,286.62
539.55	263.88	521.50	24.85	107.80	253.68	295.30	2,453.20
440.58	230.46	411.50	22.65	100.07	187.19	53.41	1,839.46
593.94	472.52	287.00	0.00	12.25	53.30	24.42	1,620.90
531.40	349.86	235.72	0.00	15.02	47.15	20.67	1,346.54
431.16	188.62	139.13	0.00	29.17	62.35	58.34	1,105.27
353.35	182.25	130.55	0.00	23.04	46.32	34.40	921.38
148.28	142.44	55.27	0.00	3.98	2.94	63.92	534.35
171.90	43.51	35.84	0.00	3.01	4.63	49.93	404.58
589.58	927.88	0.00	0.00	0.87	3.53	3.54	1,541.19
537.90	709.58	0.00	0.00	0.56	2.64	2.48	1,266.45
615.03	227.87	195.49	0.00	10.63	27.80	13.81	1,190.22
471.90	157.89	145.43	0.00	4.67	21.82	8.41	884.00
0.12	0.31	0.02	0.00	14.26	0.62	4.75	21.30
0.20	0.14	0.00	0.00	8.03	0.50	5.10	14.79
163.24	104.19	6.74	16.21	2.05	108.45	27.18	770.85
26.25	8.60	3.74	22.33	0.04	6.05	12.59	250.14
63.22	33.41	26.37	0.00	5.31	3.37	2.60	182.07
60.22	33.78	5.75	0.00	4.12	1.92	4.97	143.51
52.32	34.94	0.00	0.00	0.15	0.00	0.00	95.14
NA	NA	NA	NA	NA	NA	NA	NA
1.78	0.22	0.00	0.00	0.00	0.00	0.01	2.19
NA	NA	NA	NA	NA	NA	NA	NA
		843.80			16.70	0.00	860.50
		1,067.52			15.30	2.24	1,085.06
		598.75			13.16	8.08	619.99
		458.95			9.29	7.62	475.85
		206.42			0.92	0.00	207.34
		99.08			0.00	0.00	99.08
		38.39			0.40	0.00	38.80
		NA			NA	NA	NA
10,028.07	5,700.86	6,076.33	128.19	771.08	993.50	1,798.25	29,653.42
8,349.22	4,125.25	5,254.72	203.13	665.06	747.11	1,213.19	23,976.76
1,954.80	1,838.38	2,757.71	122.07	228.53	158.80	553.61	10,035.65
1,593.35	1,447.04	2,349.17	108.97	222.80	141.99	529.29	8,542.86
2,089.62	2,371.63	2,372.22	60.75	94.89	130.42	549.48	9,155.65
1,739.45	1,880.78	2,065.20	36.67	89.36	143.74	521.39	7,790.70
1,583.20	1,806.67	2,642.81	63.95	147.64	190.93	544.82	9,266.04
1,402.08	1,553.73	2,231.81	44.26	135.68	188.24	574.97	8,179.33
1,136.87	1,266.93	1,491.94	94.01	115.39	128.38	558.56	6,543.51
1,038.14	1,112.65	1,310.64	88.78	115.34	151.46	628.35	6,047.88
						1,157.22	1,157.22
						1,005.11	1,005.11
						3,235.25	3,235.25
						2,577.07	2,577.07
6,764.50	7,283.61	9,264.69	340.79	586.44	608.53	6,598.94	39,393.31
5,773.02	5,994.20	7,956.83	278.69	563.19	625.42	5,836.18	34,142.96
16,792.57	12,984.47	15,341.01	468.97	1,357.52	1,602.03	8,397.19	69,046.73
14,122.24	10,119.45	13,211.54	481.82	1,228.24	1,372.54	7,049.37	58,119.72

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF APRIL 2013

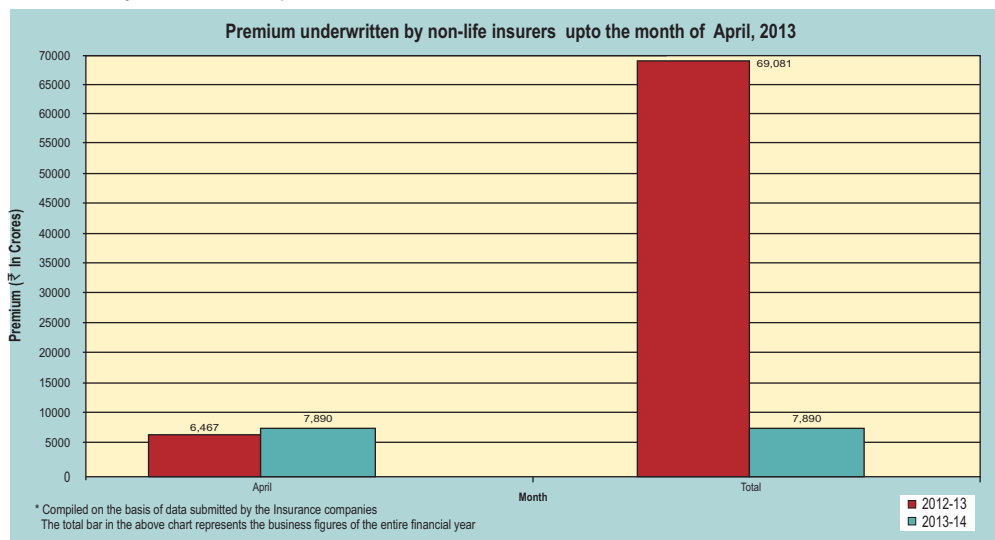
(₹ in Crores)

(%)

INSURER	APRIL		APRIL		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2013-14	2012-13*	2013-14	2012-13*	
Royal Sundaram	145.66	112.73	145.66	112.73	29.20
Tata-AIG	314.79	250.03	314.79	250.03	25.90
Reliance General	296.99	233.36	296.99	233.36	27.27
IFFCO-Tokio	317.44	222.00	317.44	222.00	42.99
ICICI-Iombard	817.88	676.51	817.88	676.51	20.90
Bajaj Allianz	384.48	308.56	384.48	308.56	24.61
HDFC ERGO General	416.96	273.36	416.96	273.36	52.53
Cholamandalam	182.05	121.15	182.05	121.15	50.27
Future Generali	125.76	102.65	125.76	102.65	22.51
Universal Sampo	50.86	42.67	50.86	42.67	19.20
Shriram General	111.29	98.42	111.29	98.42	13.08
Bharti AXA General	195.04	123.95	195.04	123.95	57.35
Raheja QBE	1.71	1.49	1.71	1.49	14.77
SBI General	100.01	55.19	100.01	55.19	81.20
L&T General	26.91	23.68	26.91	23.68	13.62
Magma HDI	18.66	NA	18.66	NA	NA
Liberty	3.47	NA	3.47	NA	NA
Star Health & Allied Insurance	55.72	87.52	55.72	87.52	-36.34
Apollo MUNICH	38.72	36.08	38.72	36.08	7.31
Max BUPA	18.60	10.43	18.60	10.43	78.33
Religare	21.89	NA	21.89	NA	NA
New India	1,355.49	1,181.50	1,355.49	1,181.50	14.73
National	918.75	805.60	918.75	805.60	14.05
United India	1,021.74	911.88	1,021.74	911.88	12.05
Oriental	742.74	651.47	742.74	651.47	14.01
ECGC	81.64	69.98	81.64	69.98	16.66
AIC	125.16	66.76	125.16	66.76	87.46
PRIVATE TOTAL	3,644.89	2,779.80	3,644.89	2,779.80	31.12
PUBLIC TOTAL	4,245.52	3,687.20	4,245.52	3,687.20	15.14
GRAND TOTAL	7,890.40	6,467.00	7,890.40	6,467.00	22.01

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

* Figures revised by insurance companies



Statistical Supplement

(Monthly - March, 2013)

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	5436.50	35452.92	46823.00	405310.00	2723.98	7292.46	82222967.00	706036923.00
Previous year	2712.51	28727.76	47445.00	405117.00	-255.07	2808.82	76050413.00	548148391.00
Marine Cargo	926.65	9579.02	14503.00	145700.00	62.57	594.39	12512879.00	154461072.00
Previous year	864.07	8910.60	14663.00	166010.00	327.42	1363.27	8961985.00	108229058.00
Marine Hull (Including Onshore & Offshore oil energy)	2.01	147.74	12.00	26.00	1.04	247.38	868.00	8631882.00
Previous year	0.96	80.31	5.00	101.00	-11.68	-290.10	640.00	1871043.00
Marine (Total)	928.65	9726.76	14515	145726	63.62	841.77	12513747.00	163092954.00
Previous year (Total)	865.04	8990.91	14668	166111	315.74	1073.18	8962625.00	110100101.00
Aviation	17.67	715.13	22.00	196.00	13.93	-1892.32	536748.00	12373832.00
Previous year	3.74	2608.11	12.00	305.00	-500.68	-234.18	299552.00	30910900.00
Engineering	1303.96	13388.56	2459.00	18826.00	45.18	1039.64	22856082.00	215417445.00
Previous year	1258.78	12362.29	2154.00	18060.00	264.37	2128.40	21349947.00	173402003.00
Motor Own Damage	18887.60	170738.22	499758.00	4271596.00	3250.64	27621.69	1637632.00	11920972.00
Previous year	15636.96	142907.82	431748.00	4097016.00	2320.59	12925.03	1314439.00	10611932.00
Motor Third party	8102.60	69184.66	508650.00	4374958.00	2657.32	17125.81		
Previous year	5445.28	52204.82	435968.00	4142301.00	1489.30	10868.03		
Motor (Total)	26990.20	239922.88	508650	4374958	5907.96	44747.50	1637632.00	11920972.00
Previous year (Total)	21082.24	195112.64	435968	4142301	3809.88	23793.06	1314439.00	10611932.00
Workmen's compensation / Employer's liability	337.48	3230.18	1902.00	20477.00	37.86	151.96	80320.00	844098.00
Previous year	299.62	3078.21	1984.00	21229.00	68.49	465.13	97021.00	615744.00
Public Liability	5.42	65.94	22.00	186.00	-1.54	-1.91	27882.00	260867.00
Previous year	6.95	67.86	27.00	209.00	2.77	7.23	30820.00	348360.00
Product Liability	202.70	2127.75	70.00	808.00	-126.09	350.85	100181.00	1225844.00
Previous year	328.79	1782.80	44.00	658.00	209.94	440.66	74291.00	923132.00
Other Liability Covers	324.04	9260.71	308.00	4077.00	-41.88	1920.52	330680.00	5829846.00
Previous year	365.92	7315.35	327.00	3754.00	108.20	1378.72	255562.00	4150772.00
Liability (Total)	869.63	14684.57	2302	25548	-131.65	2421.42	539063.00	8160655.00
Previous year (Total)	1001.28	12244.21	2382	25850	389.40	2291.74	457694.00	6038008.00
Personal Accident	501.95	5652.38	7515.00	79092.00	-123.07	-257.10	3924248.00	37951538.00
Previous year	625.01	5937.05	7447.00	77806.00	189.08	626.40	2781836.00	27201090.00
Medical Insurance	6864.43	52212.42	111200.00	948691.00	1994.90	15899.35	8445659.00	54901282.00
Previous year	4869.53	36342.99	119834.00	869928.00	1866.79	8424.22	4067419.00	52611163.00
Overseas Medical Insurance	526.22	7273.04	40939.00	511224.00	50.97	908.01	219931.00	8524268.00
Previous year	475.25	6365.03	46229.00	550390.00	98.01	926.20	595280.00	12670732.00
Health (Total)	7390.65	59485.46	152139	1459915	2045.87	16807.36	8665590.00	63425550.00
Previous year (Total)	5344.78	42708.02	166063	1420318	1964.81	9350.43	4662699.00	65281895.00
Crop Insurance	0.00	0.00	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	0.00	0.00
Credit Guarantee	106.31	744.36	13.00	91.00	17.29	-392.06	1102339.00	8331407.00
Previous year	89.03	1136.42	12.00	187.00	45.25	-561.66	462800.00	4508726.00
All Other Miscellaneous	3611.35	20207.66	193126.00	766003.00	1339.15	1370.33	6306450.00	38792245.00
Previous year	2272.20	18834.50	90364.00	672377.00	492.19	1596.66	9199271.00	66782701.00
Grand Total	47156.88	399980.68	927564	7275665	11902.26	71979.01	140304866.00	1265503521.00
Previous year (Total)	35254.61	328661.91	766515	6928432	6714.96	42872.84	125541276.00	1042985747.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
162.27	2083.21	4143.00	30989.00	0.00	0.00	0.00	0.00		
171.76	1979.57	4258.00	33834.00	0.00	0.00	0.00	0.00		
57.73	356.11	957.00	8807.00	0.00	0.00	0.00	0.00		
29.34	448.42	895.00	9768.00	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		
57.73	356.11	957	8807	0.00	0.00	0	0	0	0
29.34	448.42	895	9768	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		
103.67	1038.62	498.00	2935.00	0.00	0.00	0.00	0.00		
128.39	1037.57	221.00	2153.00	0.00	0.00	0.00	0.00		
1561.17	13876.53	859.00	47192.00	0.00	0.00	0.00	0.00		
1402.56	11859.51	2840.00	162646.00	0.00	0.00	0.00	0.00		
833.57	6444.09	48851.00	368517.00	0.00	0.00	0.00	0.00		
605.00	4811.59	39362.00	228182.00	0.00	0.00	0.00	0.00		
2394.74	20320.62	48851	368517	0.00	0.00	0	0	0	0
2007.56	16671.10	39362	228182	0.00	0.00	0	0	0	0
32.56	416.29	241.00	3068.00	0.00	0.00	0.00	0.00		
29.97	394.53	257.00	2996.00	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	0.00	0.00	0.00		
18.97	465.36	32.00	303.00	0.00	0.00	0.00	0.00		
0.93	252.15	6.00	2633.00	0.00	0.00	0.00	0.00		
51.52	881.65	273	3371	0.00	0.00	0	0	0	0
30.90	646.68	263	5629	0.00	0.00	0	0	0	0
33.03	482.90	6817.00	60793.00	9.90	109.10	25652.00	318058.00		
54.78	621.70	5636.00	56170.00	4.20	46.66	8781.00	101644.00		
285.09	3670.97	4317.00	36165.00	0.00	0.00	0.00	0.00	145475.00	1535076.00
194.96	1484.70	4452.00	29852.00	0.00	0.00	0.00	0.00	119856.00	1261617.00
57.34	590.08	1936.00	23418.00	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
342.43	4261.05	6253	59583	0.00	0.00	0	0	145475	1535076
194.96	1484.70	4452	29852	0.00	0.00	0	0	119856	1261617
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		
272.68	1386.27	17571.00	67495.00	0.00	0.00	0.00	0.00		
434.21	3804.39	14366.00	132260.00	0.00	0.00	0.00	0.00		
3418.08	30810.43	85363	602490	9.90	109.10	25652	318058	145475	1535076
3051.90	26694.13	69453	497848	4.20	46.66	8781	101644	119856	1261617

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	187.05	5133.59	1837.00	19247.00	187.05	4946.54	408894.93	11436051.28
Previous year	174.94	4337.86	1095.00	15063.00	174.94	4162.92	339012.19	8249382.94
Marine Cargo	44.92	2103.17	255.00	3319.00	44.92	2058.25	1011978.84	6532455.01
Previous year	43.04	1711.01	263.00	2239.00	43.04	1667.97	47963.96	3007294.90
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	44.92	2103.17	255	3319	44.92	2058.25	1011978.84	6532455.01
Previous year (Total)	43.04	1711.01	263	2239	43.04	1667.97	47963.96	3007294.90
Aviation								
Previous year								
Engineering	277.00	2722.25	369.00	3074.00	277.00	2445.25	-326736.79	-1434557.86
Previous year	130.90	1338.62	173.00	1446.00	130.90	1207.73	301149.89	1260771.73
Motor Own Damage	5249.87	61502.73	105644.00	1049354.00	5249.87	56252.85	589437.47	6531101.73
Previous year	6863.67	47189.92	87147.00	654219.00	6863.67	40326.25	341875.89	2634987.32
Motor Third party	2456.84	22787.18	105644.00	1049354.00	2456.84	20330.33		
Previous year	2205.32	15789.20	87147.00	654219.00	2205.32	13583.89		
Motor (Total)	7706.71	84289.90	105644	1049354	7706.71	76583.19	589437.47	6531101.73
Previous year (Total)	9068.99	62979.13	87147	654219	9068.99	53910.14	341875.89	2634987.32
Workmen's compensation / Employer's liability	38.99	460	186	1555	38.99	421.10	220616	329438
Previous year	14.32	157	68.00	569	14.32	142.87	2181.73	23759
Public Liability	0	8.01	0	20.00	0.00	8.01		
Previous year	0		0		0.00		0	
Product Liability					0.00	0.00	0	
Previous year	0		0		0.00		0	
Other Liability Covers	23	595	17	336	22.82	572.32	26349	225703
Previous year	14.08	310	11.00	158	14.08	296.07	5546.18	98401
Liability (Total)	61.82	1063.23	203	1911	61.82	1001.42	246965.59	555140.85
Previous year (Total)	28.40	467.34	79	727	28.40	438.94	7727.91	122160.05
Personal Accident	179.93	2780.32	898.00	10816.00	179.93	2600.39	11741343.32	22038210.55
Previous year	188.52	2182.38	1223.00	11722.00	188.52	1993.86	379802.61	4637460.33
Medical Insurance	589.45	19548.87	1693.00	17729.00	589.45	18959.42	9184.31	116121.43
Previous year	1252.80	14543.09	1905.00	17251.00	1252.80	13290.29	10851.79	75361.79
Overseas Medical Insurance								
Previous year								
Health (Total)	589.45	19548.87	1693	17729	589.45	18959.42	9184.31	116121.43
Previous year (Total)	1252.80	14543.09	1905	17251	1252.80	13290.29	10851.79	75361.79
Crop Insurance								
Previous year								
Credit Guarantee	30	169	1	4	29.60	139.11		
Previous year								
All Other Miscellaneous	74.24	1212.26	1447.00	17138.00	74.24	1138.01	421579.35	2469777.66
Previous year	42.98	840.94	867.00	14158.00	42.98	797.96	53552.39	890485.67
Grand Total	9150.73	119022.31	112347	1122592	9150.73	109871.58	14102647.02	48244300.65
Previous year (Total)	10930.56	88400.37	92752	716825	10930.56	77469.82	1481936.62	20877904.74

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
21.57	224.01	1302.00	14417.00						
3.63	84.25	14.00	1673.00						
0.03	3.58	1.00	36.00						
0.33	192.79	4.00	111.00						
0.03	3.58	1	36	0.00	0.00	0	0	0	0
0.33	192.79	4	111	0.00	0.00	0	0	0	0
89.76	137.25	35.00	234.00						
2.45	66.94	11.00	113.00						
292.09	3727.45	5326.00	68125.00						
466.37	2941.47	5052.00	49231.00						
138.36	1378.06		0.00						
206.17	1595.35	0.00	0.00						
430.45	5105.51	5326	68125	0.00	0.00	0	0	0	0
672.55	4536.82	5052	49231	0.00	0.00	0	0	0	0
1.11	16	6.00	32.00						
1.05	9	4.00	18.00						
0.00	0.53	0.00	1.00						
0.00	3.93	0.00	5						
0.00	25.27	0.00	4						
1.11	20.81	6	38	0.00	0.00	0	0	0	0
1.05	34.74	4	22	0.00	0.00	0	0	0	0
8.05	400.43	95.00	864.00						
2.78	49.08	31.00	579.00	0.93	0.93	15200	15200		
8.78	252.19	24.00	317.00						
59.73	202.15	31.00	497.00						
8.78	252.19	24	317	0.00	0.00	0	0	0	0
59.73	202.15	31	497	0.00	0.00	0	0	0	0
	0								
9.31	149.21	1027.00	12662.00						
1.22	32.07	10.00	2020.00						
569.06	6293.00	7816	96693	0.00	0.00	0	0	0	0
743.73	5198.87	5157	54246	0.93	0.93	15200	15200	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	838.3	9,354.0	14,360	149,154	247.0	2,191.4	1,774,815	26,132,626
Previous year	591.3	7,162.6	12,277	144,608	105.0	1,481.8	538,868	20,570,315
Marine Cargo	242.1	5,097.4	848	6,034	(325.6)	52.0	863,772	31,513,824
Previous year	567.7	5,045.4	629	8,279	232.4	678.5	3,970,506	50,257,458
Marine Hull (Including Onshore & Offshore oil energy)	-	1.1	-	3	-	1.1	-	109
Previous year	-	-	-	-	-	(1.1)	-	0
Marine (Total)	242.1	5,098.5	848	6,037	(325.6)	53.0	863,772	31,513,933
Previous year (Total)	567.7	5,045.4	629	8,279	232.4	677.4	3,970,506	50,257,458
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	275.1	3,294.6	1,318	9,954	66.2	830.9	694,699	5,565,717
Previous year	208.9	2,463.7	872	10,095	(72.5)	68.2	430,300	4,572,074
Motor Own Damage	5,723.4	59,393.5	71,397	780,854	713.9	6,253.9	386,385	4,057,096
Previous year	5,009.6	53,139.6	71,248	755,924	277.8	9,800.3	372,549	3,531,917
Motor Third party	4,672.5	47,252.1	72,812	789,003	1,374.3	12,266.3	-	-
Previous year	3,298.2	34,985.8	71,425	757,947	1,221.7	15,966.4	-	-
Motor (Total)	10,395.9	106,645.7	72,812	789,003	2,088.1	18,520.2	386,385	4,057,096
Previous year (Total)	8,307.7	88,125.4	71,425	757,947	1,499.5	25,766.6	372,549	3,531,917
Workmen's compensation / Employer's liability	38.0	641.4	181	2,846	38.0	(32.0)	9,571	144,769
Previous year	-	673.4	308	3,664	(65.1)	146.5	8,326	96,753
Public Liability	76.5	583.8	74	798	(33.4)	(244.9)	10,203	140,294
Previous year	109.9	828.7	62	1,132	85.4	222.5	20,169	198,751
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	114.5	1,225.2	255	3,644	4.6	(276.9)	19,774	285,063
Previous year (Total)	109.9	1,502.2	370	4,796	20.3	369.0	28,495	295,504
Personal Accident	538.1	5,330.3	3,508	20,523	52.3	615.0	272,924	4,395,627
Previous year	485.8	4,715.2	1,937	19,944	210.7	1,487.4	138,074	3,607,497
Medical Insurance	3,130.0	28,130.4	9,563	63,117	2,351.0	5,240.8	98,186	1,002,042
Previous year	779.0	22,889.6	5,540	31,264	148.6	8,076.0	32,173	1,402,705
Overseas Medical Insurance	47.1	569.8	1,033	16,799	2.7	(112.7)	1,683	30,037
Previous year	44.4	682.5	1,475	29,709	44.4	682.5	2,205	67,312
Health (Total)	3,177.1	28,700.1	10,596	79,916	2,353.7	5,128.1	99,869	1,032,079
Previous year (Total)	823.4	23,572.0	7,015	60,973	193.1	8,758.5	34,378	1,470,017
Crop Insurance	485.0	1,364.2	25	49	(129.5)	326.2	5,882	14,737
Previous year	614.5	1,038.0	1	34	614.5	1,038.0	-	7,918
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	106.4	1,077.8	4,275	42,991	34.3	48.7	338,989	3,712,582
Previous year	72.2	1,029.0	3,992	39,554	(87.0)	(1,791.9)	150,724	4,345,641
Grand Total	16,172.6	162,090.4	107,997	1,101,271	4,391.2	27,436.7	4,457,109	76,709,460
Previous year (Total)	11,781.4	134,653.6	98,518	1,046,230	2,716.1	37,855.0	5,663,894	88,658,340

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
5.2	19.6	27	126	-	-	-	-	-	-
0.3	8.4	17	894	51.2	4,284.0	533	115,169	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.4	24.7	7	34	-	-	-	-	-	-
1.3	29.9	4	40	412.8	1,126.2	11,755	17,898	-	-
630.3	5,943.0	12,817	127,152	-	-	-	-	-	-
393.3	3,783.6	8,417	85,506	-	-	-	-	-	-
336.0	3,197.3	12,860	127,639	-	-	-	-	-	-
197.7	1,910.7	8,459	85,804	-	-	-	-	-	-
966.3	9,140.3	12,860	127,639	-	-	-	-	-	-
591.0	5,694.3	8,459	85,804	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2,291.0	19,099.4	8	31	-	-	1,927,854	8,684,034	-	-
-	16,107.2	-	159	-	-	-	10,194,045	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2,291.0	19,099.4	8	31	-	-	1,927,854	8,684,034	-	-
-	16,107.2	-	159	-	-	-	10,194,045	-	-
485.0	1,364.2	25	49	-	-	-	-	-	-
614.5	1,038.0	1	34	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
5.5	441.3	1,882	17,741	-	-	-	-	-	-
51.4	413.5	2,062	18,374	39.1	515.3	1,702	19,246	-	-
3,753.4	30,089.5	14,809	145,620	-	-	1,927,854	8,684,034	-	-
1,258.6	23,291.3	10,543	105,305	503.2	5,925.6	13,990	10,346,358	-	-

Name of the Insurer: Future Generali 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	833.14	10634.37	3010	31704	74.79	2227.62	2309669.56	22054091.41
Previous year	758.35	8406.75	2342	23396	329.80	2495.01	1687509.57	4369841.94
Marine Cargo	635.31	5451.13	1203	11737	356.08	1498.29	1138794.49	14718798.54
Previous year	279.23	3952.84	1010	9044	121.33	880.55	337288.57	4415904.31
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)	635.31	5451.13	1203	11737	356.08	1498.29	1138794.49	14718798.54
Previous year (Total)	279.23	3952.84	1010	9044	121.33	880.55	337288.57	4415904.31
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	334.27	3564.67	801	7093	58.30	777.82	222876.96	1960045.64
Previous year	275.97	2786.85	722	5789	89.73	511.37	246714.22	605380.39
Motor Own Damage	4725.96	43116.13	60568	600902	965.13	7780.70	263157.82	2417754.30
Previous year	3760.83	35335.43	56857	571472	1213.97	12166.34	306766.04	1653721.57
Motor Third party	1804.40	18862.21	110	868	-24.49	637.20		
Previous year	1828.89	18225.01	56948	571979	872.38	9445.20		
Motor (Total)	6530.36	61978.34	60568	600902	940.64	8417.90	263157.82	2417754.30
Previous year (Total)	5589.72	53560.44	56948	571979	2086.35	21611.55	306766.04	1653721.57
Workmen's compensation / Employer's liability	125.03	1579.91	782	8435	39.48	404.54	12849.15	229735.89
Previous year	85.55	1175.37	567	5968	25	573	8970.31	54629.51
Public Liability	62.69	1337.03	181	1754	-26.33	207.92	25408.21	382139.50
Previous year	89.01	1129.10	133	1221	23	357	25783.23	193920.54
Product Liability					0.00	0.00		
Previous year								
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)	187.72	2916.94	963	10189	13.16	612.47	38257.36	611875.39
Previous year (Total)	174.56	2304.47	700	7189	48.07	930.21	34753.54	248550.05
Personal Accident	304.13	6235.01	7345	79043	-46.61	1602.96	270973.71	18098772.70
Previous year	350.75	4632.06	6752	58045	92.67	1829.66	247261.33	6609486.49
Medical Insurance	823.87	12868.78	2777	22885	128.69	809.38	43158.08	570553.47
Previous year	695.19	12059.40	2717	19489	433.47	2384.75	13262.74	85527.56
Overseas Medical Insurance	85.30	1044.35	4126	57578	-9.37	48.44	71547.09	479197.30
Previous year	94.67	995.91	4575	58223	13.77	136.45	32765.60	89045.21
Health (Total)	909.17	13913.14	6903	80463	119.32	857.82	114705.17	1049750.77
Previous year (Total)	789.85	13055.31	7292	77712	447.25	2521.20	46028.34	174572.77
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	432.68	5833.75	5261	53619	-16.30	2394.05	469005.80	6793947.46
Previous year	448.98	3439.71	3278	28525	228.67	1321.11	277666.30	1178184.81
Grand Total	10166.78	110527.36	86054	874750	1499.37	18388.93	4827440.88	67705036.22
Previous year (Total)	8667.41	92138.44	79044	781679	3443.87	32100.66	3183987.90	19255642.33

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
79.06	1,018.49	187	2804						
46.35	629.61	162	2425						
33.84	656.08	91	898						
8.62	387.93	81	668						
-	-	-	-						
-	-	-	-						
33.84	656.08	91	898	0.00	0.00	0	0		
8.62	387.93	81	668	0.00	0.00	0	0		
-	-	-	-						
-	-	-	-						
17.38	282.77	87	635						
21.10	242.15	60	492						
366.02	3,471.42	5380	50855						
360.98	3,413.18	5914	55485						
176.28	1,828.77	-	-						
207.39	2,013.57	-	-						
542.30	5,300.19	5380	50855	0.00	0.00	0	0		
568.37	5,426.75	5914	55485	0.00	0.00	0	0		
4.27	104.50	33	428						
7.75	103.03	63	349						
3.99	55.09	15	119						
2.00	57.59	1	15						
8.26	159.59	48	547	0.00	0.00	0	0		
9.75	160.62	64	364	0.00	0.00	0	0		
8.31	162.49	476	6969	0.67	15.02	11349	118372		
9.50	127.12	356	3639						
9.14	149.94	135	1222					55466	524787
8.10	234.61	146	1033					32313	462387
5.50	54.62	210	3207						
4.43	46.96	240	2844						
14.64	204.56	345	4429	0.00	0.00	0	0	55466	524787
12.53	281.57	386	3877	0.00	0.00	0	0	32313	462387
-	-	-	-						
-	-	-	-						
-	-	-	-						
-	-	-	-						
185.18	1,859.04	3531	32327						
161.59	793.17	1741	12702						
888.97	9,643.20	10145	99464	0.67	15.02	11349	118372	55466	524787
837.81	8,048.92	8764	79652	0.00	0.00	0	0	32313	462387

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	5,373.80	29,910.94	9,468	59,935	434.47	3,157.29	3,965,985	60,147,334
Previous year	4,939.33	26,753.65	5,241	47,828	2,835.50	8,736.71	3,329,839	52,323,691
Marine Cargo	500.42	6,053.25	390	3,396	97.94	1,866.07	899,563	23,840,812
Previous year	402.47	4,187.18	566	2,936	208.60	1,179.26	699,414	14,467,780
Marine Hull (Including Onshore & Offshore oil energy)	202.33	1,624.54	14	403	143.43	(277.93)	84,150	860,872
Previous year	58.89	1,902.47	23	448	(163.51)	68.69	30,299	501,196
Marine (Total)	702.74	7,677.79	404	3,799	241.37	1,588.14	983,713	24,701,684
Previous year (Total)	461.37	6,089.65	589	3,384	45.09	1,247.94	729,713	14,968,976
Aviation	24.17	2,484.85	-	50	10.45	220.00	120	3,393,619
Previous year	13.72	2,264.85	-	54	66.42	(995.94)	-	1,997,878
Engineering	479.86	7,075.09	672	5,469	146.29	558.83	170,720	2,170,662
Previous year	333.57	6,516.27	696	5,224	(73.03)	1,764.22	(353,396)	4,595,590
Motor Own Damage	6,289.49	53,955.37	78,524	731,770	1,008.11	9,897.10	428,854	3,533,822
Previous year	5,281.38	44,058.26	70,756	627,381	1,405.43	13,632.39	357,625	2,935,060
Motor Third party	3,184.29	26,388.39	155,099	1,363,991	391.32	3,342.87		
Previous year	2,792.97	23,045.53	132,638	1,120,627	1,252.82	11,401.41		
Motor (Total)	9,473.78	80,343.76	155,099	1,363,991	1,399.42	13,239.97	428,854	3,533,822
Previous year (Total)	8,074.36	67,103.79	132,638	1,120,627	2,658.25	25,033.80	357,625	2,935,060
Workmen's compensation / Employer's liability	93.30	781.08	151	1,121	34.02	235.04	30,721	223,399
Previous year	59.28	546.04	107	747	(6.69)	178.46	13,754	429,133
Public Liability	11.67	200.61	25	204	(5.48)	44.38	22,681	156,472
Previous year	17.16	156.23	20	204	7.93	1.57	17,361	(296,883)
Product Liability	17.14	476.65	3	29	14.60	239.45	5,600	36,290
Previous year	2.54	237.20	1	33	(9.21)	19.69	2,249	29,601
Other Liability Covers	593.17	9,321.54	138	1,327	111.28	253.90	209,660	2,473,310
Previous year	481.90	9,067.64	129	1,328	77.56	2,346.77	(7,308,361)	2,392,857
Liability (Total)	715.28	10,779.88	317	2,681	154.41	772.77	268,662	2,889,470
Previous year (Total)	560.87	10,007.11	257	2,312	69.59	2,546.49	(7,274,997)	2,554,709
Personal Accident	2,100.47	25,367.65	141,996	1,485,469	150.37	6,648.23	1,199,079	43,011,423
Previous year	1,950.10	18,719.42	116,282	1,141,076	467.87	5,802.15	1,746,806	37,555,629
Medical Insurance	3,151.19	49,738.32	36,610	467,763	4.58	10,160.18	167,976	1,965,599
Previous year	3,146.62	39,578.15	40,241	436,971	971.27	7,544.66	123,078	1,537,263
Overseas Medical Insurance	224.27	2,411.80	1,451	14,475	113.71	840.20	1,126,164	25,316,600
Previous year	110.56	1,571.60	583	7,689	9.23	732.41	110,645	7,739,076
Health (Total)	3,375.47	52,150.13	38,061	482,238	118.29	11,000.38	1,294,140	27,282,198
Previous year (Total)	3,257.18	41,149.75	40,824	444,660	980.50	8,277.08	233,723	9,276,339
Crop Insurance	93.61	923.60	8	19	(183.17)	622.42	5,036	23,517
Previous year	276.78	301.19	(15)	8	276.78	301.19	11,859	12,469
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	2,803.53	28,605.93	285	5,440	1,805.27	23,565.63	332,190	4,408,789
Previous year	998.27	5,040.30	336	2,619	508.25	3,240.89	289,366	3,450,437
Grand Total	25,142.72	245,319.62	346,310	3,409,091	4,277.18	61,373.65	8,648,499	171,562,518
Previous year (Total)	20,865.53	183,945.97	296,848	2,767,792	7,835.21	55,954.53	(929,462)	129,670,779

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
91.77	1,178.77	734	4,166	-	-	-	-	-	-
77.80	914.50	294	2,583	-	-	-	-	-	-
10.56	148.15	36	364	-	-	-	-	-	-
14.27	91.67	64	321	-	-	-	-	-	-
-	58.11	-	10	-	-	-	-	-	-
-	8.45	-	2	-	-	-	-	-	-
10.56	206.26	36	374	-	-	-	-	-	-
14.27	100.13	64	323	-	-	-	-	-	-
-	9.83	-	1	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
35.49	423.23	44	829	-	-	-	-	-	-
17.98	300.65	70	552	-	-	-	-	-	-
719.65	5,323.79	9,362	75,623	-	-	-	-	-	-
474.00	4,082.71	6,768	60,281	-	-	-	-	-	-
547.38	4,157.50	28,824	217,005	-	-	-	-	-	-
374.14	3,043.29	17,470	144,026	-	-	-	-	-	-
1,267.03	9,481.29	28,824	217,005	-	-	-	-	-	-
848.14	7,126.01	17,470	144,026	-	-	-	-	-	-
1.22	38.06	3	60	-	-	-	-	-	-
0.05	14.60	-	24	-	-	-	-	-	-
2.51	5.72	3	10	-	-	-	-	-	-
0.44	5.21	1	9	-	-	-	-	-	-
3.68	6.96	-	2	-	-	-	-	-	-
-	24.15	-	2	-	-	-	-	-	-
8.15	171.55	5	58	-	-	-	-	-	-
4.36	159.64	3	39	-	-	-	-	-	-
15.56	222.30	11	130	-	-	-	-	-	-
4.84	203.60	4	74	-	-	-	-	-	-
213.64	2,080.72	14,391	137,134	35.50	101.73	39,887	119,036	-	-
162.40	1,485.81	9,472	98,951	72.00	235.78	87,000	329,357	-	-
166.16	3,053.01	2,247	26,464	-	-	-	-	591,921	3,181,760
115.40	2,127.61	1,936	21,334	-	14.16	-	10,297	58,335	1,161,619
0.95	7.17	44	318	-	-	-	-	105,537	1,088,861
0.30	17.17	8	179	-	-	-	-	14,849	148,363
167.10	3,060.17	2,291	26,782	-	-	-	-	697,458	4,270,621
115.70	2,144.78	1,944	21,513	-	14.16	-	10,297	73,184	1,309,982
38.50	336.28	-	-	-	-	-	-	-	-
29.84	54.24	(23)	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1,201.66	21,610.14	23	280	-	-	-	-	-	-
935.35	4,237.68	9	107	-	-	-	-	-	-
3,041.30	38,608.99	46,354	386,701	35.50	101.73	39,887	119,036	697,458	4,270,621
2,206.32	16,567.40	29,304	268,129	72.00	249.93	87,000	339,654	73,184	1,309,982

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	2,600.65	38,034.03	2,231	26,345	289.18	7,197.68	2,678,895	59,429,086
Previous year	2,311.47	30,836.35	2,224	24,696	747.47	2,489.89	2,526,339	65,253,200
Marine Cargo	1,024.53	16,055.95	1,207	12,712	590.03	3,236.17	3,409,559	59,162,900
Previous year	434.50	12,819.77	1,019	13,299	(148.05)	1,819.05	170,881	48,145,505
Marine Hull (Including Onshore & Offshore oil energy)	398.01	6,862.96	4	133	220.47	(208.63)	33,048	1,647,730
Previous year	177.54	7,071.58	2	130	129.91	1,435.02	35,897	1,830,756
Marine (Total)	1422.54	22918.90	1211	12845	810.50	3027.54	3442606.98	60810629.60
Previous year (Total)	612.04	19891.36	1021	13429	-18.13	3254.07	206777.58	49976261.83
Aviation	499.32	7,069.36	16	167	279.98	(4,764.24)	522,960	5,880,684
Previous year	219.34	11,833.60	12	163	124.90	1,723.32	161,366	5,354,590
Engineering	944.62	18,850.15	718	7,836	(382.21)	969.53	1,310,029	11,819,091
Previous year	1,326.83	17,880.62	501	7,212	598.65	2,976.23	1,046,545	13,784,208
Motor Own Damage	16,618.94	182,977.38	645,990	7,064,525	491.62	32,753.98	2,160,638	23,482,448
Previous year	16,127.31	150,223.39	546,382	5,610,774	4,531.43	36,568.02	1,970,800	19,624,435
Motor Third party	8,958.31	87,598.69	656,626	7,175,426	2,141.13	23,938.52		
Previous year	6,817.19	63,660.17	555,541	5,693,760	2,919.21	22,819.85		
Motor (Total)	25577.25	270576.07	656626	7175426	2632.75	56692.50	2160638.38	23482448.02
Previous year (Total)	22944.50	213883.56	555541	5693760	7450.64	59387.88	1970800.00	19624434.74
Workmen's compensation / Employer's liability	192.96	3,424.88	798	8,988	38.12	638.53	22,874	634,666
Previous year	154.84	2,786.35	619	7,303	(10.32)	777.86	16,169	384,047
Public Liability	2.59	53.40	7	144	1.81	13.20	2,550	88,091
Previous year	0.78	40.20	2	106	0.15	(13.62)	1,000	57,050
Product Liability	2.67	202.98	1	62	2.67	(11.09)	500	54,458
Previous year	0.00	214.07	-	61	(0.54)	(6.26)	-	48,556
Other Liability Covers	267.96	10,554.08	178	2,406	(12.86)	108.56	80,404	2,423,308
Previous year	280.82	10,445.53	234	2,083	35.34	(305.52)	107,644	4,109,778
Liability (Total)	466.18	14235.34	984	11600	29.74	749.20	106327.98	3200523.68
Previous year (Total)	436.44	13486.14	855	9553	24.63	452.46	124812.92	4599431.70
Personal Accident	1,349.73	16,896.83	45,920	582,276	324.89	3,023.51	1,221,499	24,204,054
Previous year	1,024.84	13,873.32	62,462	665,489	456.76	4,438.77	1,423,513	29,502,119
Medical Insurance	12,286.13	159,311.11	54,038	435,569	4,081.20	15,727.61	592,491	6,667,235
Previous year	8,204.93	143,583.50	42,508	392,145	670.88	15,453.42	304,375	6,086,836
Overseas Medical Insurance	531.59	7,205.86	62,897	842,412	57.68	861.36	1,502,055	22,113,488
Previous year	473.91	6,344.50	66,991	692,624	27.21	280.21	1,075,174.33	14,146,369
Health (Total)	12817.72	166516.97	116935	1277981	4138.87	16588.96	2094545.51	28780723.86
Previous year (Total)	8678.84	149928.01	109499	1084769	698.09	15733.63	1379549.26	20233205.31
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	339.66	2,102.35	4	66	9.99	117.40	16,942	116,492
Previous year	329.67	1,984.95	7	48	199.22	(166.01)	15,854	100,308
All Other Miscellaneous	1,854.02	56,198.49	9,503	89,654	(1,837.01)	14,782.51	3,369,515	33,215,155
Previous year	3,691.03	41,415.98	6,810	75,053	(6,064.65)	(463.84)	2,556,961	29,996,547
Grand Total	47871.70	613398.50	834148	9184196	6296.69	98384.62	16923957.98	250938886.46
Previous year (Total)	41575.01	515013.88	738932	7574172	4217.58	89826.40	11412517.90	238424304.83

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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	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	-	-	0.00	0.00	-	-		
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.84	-	14	0.00	0.00	-	-		
925.11	10,663.43	-	-	-	0.00	-	-		
1,416.22	15,043.73	-	-	0.00	0.00	-	-		
897.39	8,844.40	34,624	363,886	-	0.00	-	-		
946.54	10,525.53	33,039	372,358	0.00	0.00	-	-		
1822.50	19507.83	34624	363886	0.00	0.00	0	0	0	0
2362.76	25569.26	33039	372358	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	-	-	-	0.00	-	-		
0.00	121.62	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	121.62	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	5.30	-	58,502		
1412.61	25,995.00	186	2,579	42.89	295.69	-	75,640	2,458,930	24,823,910
1,781.83	32,220.69	296	3,210	0.00	279.02	-	128,462	2,944,108	27,186,219
0.16	89.83	12	2,096	-	0.00	-	-	62,897	842,412
11.08	108.17	216	2,441	0.00	0.00	-	-	66,991	692,624
1412.78	26084.83	198	4675	42.89	295.69	0	75640	2521827	25666322
1792.91	32328.87	512	5651	0.00	279.02	0	128462	3011099	27878843
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-33	31,697	391	2,335	-	-	-	-		
2,001	22,395	183	2,302	-	-	-	-		
3202.60	77289.98	35213	370896	42.89	295.69	0	75640	2521827	25666322
6156.31	80415.68	33734	380325	0.00	284.32	0	186964	3011099	27878843

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	1081.89	17378.96	7349.00	60657.00	306.85	1055.25	2453106.98	36435436.25
Previous year	1002.19	17519.98	4768.00	73166.00	374.59	1002.19	2363246.39	25458700.74
Marine Cargo	574.06	8862.55	991.00	9587.00	175.88	572.55	1304279.69	24612389.43
Previous year	543.02	10230.32	951.00	9176.00	-429.23	543.02	346742.62	17930316.90
Marine Hull (Including Onshore & Offshore oil energy)	44.05	1351.31	50.00	513.00	44.91	44.05	15818.32	965777.08
Previous year	98.87	2831.49	49.00	500.00	63.59	98.87	2281295.86	26589450.69
Marine (Total)	618.11	10213.87	1041	10100	220.80	616.60	1320098.00	25578166.50
Previous year (Total)	641.88	13061.81	1000	9676	-365.63	641.88	2628038.47	44519767.59
Aviation	117.92	590.85	4.00	94.00	91.70	117.92	1093554.85	3362075.21
Previous year	127.30	1008.47	18.00	299.00	5.06	127.30	1998379.00	21430526.94
Engineering	553.31	6620.83	656.00	5244.00	-763.27	545.41	117500.54	2328066.88
Previous year	418.06	6382.23	249.00	4593.00	-350.66	418.06	21599.65	389798.72
Motor Own Damage	9779.20	99580.47	294706.00	3869453.00	-1514.83	7992.94	426457.91	6421044.30
Previous year	8171.27	74531.02	322533.00	3338239.00	601.24	8171.27	44864030.72	319518455.19
Motor Third party	5521.90	59209.89	8388.00	63800.00	-270.67	5521.90		
Previous year	3207.49	36704.24	1459.00	27639.00	-477.80	3207.49		
Motor (Total)	15301.09	158790.37	294706	3869453	-1785.50	13514.84	426457.91	6421044.30
Previous year (Total)	11378.76	111235.26	322533	3338239	123.44	11378.76	44864030.72	319518455.19
Workmen's compensation / Employer's liability	120.27	1328.87	888.00	10189.00	-22.11	119.09	2220.00	26892.81
Previous year	83	1314	776	8879	-35	82.56	112127	816665
Public Liability	21.27	648.08	20.00	151.00	-37.61	18.18	26693.58	287542.44
Previous year	10	721	8	148	-37	10.43	12276	338717
Product Liability	8.19	222.11	3.00	68.00	2.83	8.19	6231.97	56927.36
Previous year	2	179	2	122	-4	2.31	17677	270502
Other Liability Covers	50.46	1831.80	29.00	371.00	-23.61	50.46	55897.68	501020.59
Previous year	52	1909	251	2354	-1	52.45	15380	841410
Liability (Total)	200.18	4030.86	940	10779	-80.49	195.91	91043.24	872383.20
Previous year (Total)	147.74	4124.25	1037	11503	-77.44	147.74	157460.52	2267293.24
Personal Accident	321.18	3025.83	3192.00	25020.00	142.16	320.83	568254.88	2340318.30
Previous year	220.26	2727.54	2247	24926	18.56	220.26	3566777.21	45884632.35
Medical Insurance	791.13	20808.95	3495.00	25224.00	-1039.30	789.29	309730.45	2877055.51
Previous year	526.46	15958.77	2030	25786	-1366.46	526.46	10310.54	191078.78
Overseas Medical Insurance	23.97	270.15	2704.00	34461.00	5.98	23.97	31721.52	130389.21
Previous year	20.08	285.51	2765	37784	1.00	20.08	434632.45	4350703.80
Health (Total)	815.10	21079.10	6199	59685	-1033.32	813.27	341451.97	3007444.71
Previous year (Total)	546.55	16244.28	4795	63570	-1365.46	546.55	444942.99	4541782.58
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	5065.41	35287.47	43431.00	399388.00	3706.41	5059.36	123446507.82	246414682.50
Previous year	6246.72	25220.56	45345	139248	3814.36	6246.72	122657917.66	1952193598.72
Grand Total	24074.20	257018.14	357518	4440420	805.33	22239.37	129857976.19	326759617.85
Previous year (Total)	20729.47	197524.38	381992	3665220	2176.83	20729.47	1178702392.60	2416204556.06

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
21.90	274.85	503	7134.00						
14.74	765.34	58	13124.00						
0.00	0.00	0	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		
1.03	31.57	0.00	94.00						
28.06	259.28	216.00	658.00						
485.97	6305.58	16862.00	361059.00						
801.80	7314.20	46307.00	525044.00						
371.28	5204.03	0.00	0.00						
672.98	5611.16	0.00	0.00						
857.25	11509.61	16862	361059	0.00	0.00	0	0		
1474.78	12925.36	46307	525044	0.00	0.00	0	0		
3	34	61	571						
8	127	94	1172						
0	0	0	5						
0	6	0	18						
0	0	0	0						
0	0	0	0						
1	11	52	561						
1	6	43	223						
3.75	45.06	113	1137	0.00	0.00	0	0		
9.00	139.00	137	1413	0.00	0.00	0	0		
177.28	1546.17	612	8999	8.47	66.93	169546	1233092		
133.74	1248.90	-1051	3775	8.44	68.87	169816	1377470		
0.65	5513.28	83	1334	-0.06	4995.26	0	2585292		
1578.48	5386.75	54	2088	1581.69	3229.56	970716	1941646		
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.65	5513.28	83	1334	-0.06	4995.26	0	2585292	0	0
1578.48	5386.75	54	2088	1581.69	3229.56	970716	1941646	0	0
	0								
		0							
4344.71	21894.81	8643	51304.00	3712.13	18031.62	220035	1257377		
3050.75	8406.18	8778	55476.00	92.22	3057.33	24424	300808		
5406.57	40815.35	26816	431061	3720.54	23093.81	389581	5075761	0	0
6289.55	29130.81	54499	601578	1682.35	6355.76	1164956	3619924	0	0

Name of the Insurer: *L&T 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	231.82	2,411.40	487	2,776	74.33	1,070.71	585,743	9,411,199
Previous year	157.49	1,340.68	267	1,735	157.49	1,340.68	503,870	5,391,616
Marine Cargo	83.54	762.43	859	5,009	11.31	165.36	640,075	4,364,864
Previous year	72.24	597.08	823	3,562	72.24	597.08	234,426	2,427,622
Marine Hull (Including Onshore & Offshore oil energy)					-	-		
Previous year	-	-			-	-		
Marine (Total)	83.54	762.43	859	5,009	11.31	165.36	640,075	4,364,864
Previous year (Total)	72.24	597.08	823	3,562.00	72.24	597.08	234,426	2,427,622
Aviation	-	-			-	-		
Previous year	-	-			-	-		
Engineering	243.19	1,604.55	597	3,617	(11.18)	266.04	126,101	1,656,722
Previous year	254.37	1,338.51	873	3,515	254.37	1,338.51	280,415	1,391,656
Motor Own Damage	941.43	6,322.18	11,062	74,755	117.21	300.21	93,153	612,240
Previous year	824.22	6,021.97	8,571	67,965	824.22	6,021.97	81,368	565,073
Motor Third party	409.66	3,341.25	112	1,408	(92.79)	(36.46)	-	-
Previous year	502.45	3,377.71	43	270	502.45	3,377.71	-	-
Motor (Total)	1,351.09	9,663.43	11,062	74,755	24.42	263.75	93,153	612,240
Previous year (Total)	1,326.67	9,399.69	8,571	67,965	1,326.67	9,399.69	81,368	565,073
Workmen's compensation / Employer's liability	46.51	399.47	510	3,071	14.91	128.30	6,393	68,237
Previous year	31.60	271.17	308	1,780	31.60	271.17	5,623	51,943
Public Liability								
Previous year								
Product Liability	-	-			-	-	-	-
Previous year	-	-			-	-	-	-
Other Liability Covers	13.54	131.75	39	170	1.38	(8.83)	13,710	173,766
Previous year	12.16	140.58	20	108	12.16	140.58	9,321	384,217
Liability (Total)	60.04	531.22	549	3,241	16.28	119.47	20,103	242,002
Previous year (Total)	43.76	411.75	328	1,888	43.76	411.75	14,944	436,160
Personal Accident	48.89	336.96	766	5,663	38.03	144.86	173,635	1,219,121
Previous year	10.86	192.10	293	8,791	10.86	192.10	64,876	632,146
Medical Insurance	1,589.96	2,636.85	1,401	6,738	1,582.11	2,062.24	62,930	112,831
Previous year	7.85	574.61	254	677	7.85	574.61	1,013	338,316
Overseas Medical Insurance					-	-		
Previous year	-	-			-	-	-	-
Health (Total)	1,589.96	2,636.85	1,401	6,738	1,582.11	2,062.24	62,930	112,831
Previous year (Total)	7.85	574.61	254	677	7.85	574.61	1,013	338,316
Crop Insurance					-	-		
Previous year	-	-			-	-		
Credit Guarantee					-	-		
Previous year	-	-			-	-		
All Other Miscellaneous	29.28	260.05	265	1,526	(2.85)	(236.64)	136,887	930,406
Previous year	32.13	496.69	156	1,194	32.13	496.69	51,217	844,736
Grand Total	3,638	18,207	15,986	103,325	1,732	3,856	1,838,626	18,549,385
Previous year (Total)	1,905	14,351	11,565	89,327	1,905	14,351	1,232,130	12,027,325

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
5.78	70.93	15	144						
0.44	27.39	3	92						
1.72	15.86	47	350						
2.41	6.46	11	87						
	-								
-	-								
1.72	15.86	47	350	-	-	-	-		
2.41	6.46	11	87	-	-	-	-		
	-								
-	-								
2.50	48.54	17	198						
3.50	26.76	12	107						
88.80	734.30	1,149	8,849						
87.41	677.74	999	8,432						
47.73	390.12	-	-						
136.52	1,124.41	1,149	8,849	-	-	-	-		
136.20	1,009.18	999	8,432	-	-	-	-		
3.95	16.53	11	60						
0.64	8.07	6	47						
-	-								
-	-								
0.61	1.46	2	14						
3.95	16.53	11	60	-	-	-	-		
1.25	9.53	8	61	-	-	-	-		
0.05	0.51	11	149	0.29	1.54	1,306	4,126		
0.05	0.90	77	416	0.02	4.80	14	5,774		
-	-			3.69	14.12	508	3,092	59,330	71,340
-	-			0.60	1.22	116	235		
-	-								
-	-								
-	-			3.69	14.12	508	3,092	59,330	71,340
-	-			0.60	1.22	116	235		
-	-								
-	-								
-	-								
0.61	5.91	5	49						
0.29	4.21	2	32						
151	1,283	1,255	9,799	4	16	1,814	7,218	59,330	71,340
144	1,084	1,112	9,227	1	6	130	6,009	0	0

Name of the Insurer: *Liberty Videocon 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	6.68	18.15	7.00	19.00	0.00	0.00	115166.20	133052.45
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Cargo	0.00	0.00	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	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	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	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	0.00	0.00	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	0.00	0.00
Engineering	0.00	0.00	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	0.00	0.00
Motor Own Damage	112.17	178.42	764.00	1232.00	0.00	0.00	4273.93	9084.95
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	13.75	21.97	764.00	1232.00	0.00	0.00		
Previous year	0.00	0.00	0.00	0.00	0.00	0.00		
Motor (Total)	125.92	200.40	764	1232	0.00	0.00	4273.93	9084.95
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	0.00	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	0.00	0.00
Public Liability	0.00	0.00	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	0.00	0.00
Product Liability	0.00	0.00	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	0.00	0.00
Other Liability Covers	0.00	0.00	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	0.00	0.00
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	0.00	0.00	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	0.00	0.00
Medical Insurance	0.00	0.00	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	0.00	0.00
Overseas Medical Insurance	0.00	0.00	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	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	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	0.00	0.00
All Other Miscellaneous	0.72	0.72	3.00	3.00	0.00	0.00	114432.78	114432.78
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	133.32	219.27	774	1254	0.00	0.00	233872.91	256570.18
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

Name of the Insurer: Magma HDI 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	31.10	765.34	13.00	52.00	33.15	752.37	209862.02	916827.47
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Cargo	0.00	0.00	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	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year		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	0.00	0.00	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	0.00	0.00
Engineering	7.31	8.14	9.00	11.00	7.31	8.14	4876.52	5365.72
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Own Damage	1614.62	5231.87	21921.00	71813.00	1714.51	5338.24	171113.56	531110.07
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	1182.53	3493.72	21989.00	71930.00	1187.18	3506.15		
Previous year	0.00	0.00	0.00	0.00	0.00	0.00		
Motor (Total)	2797.15	8725.59	21989	71930	2901.69	8844.40	171113.56	531110.07
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	0.00	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	0.00	0.00
Public Liability	0.00	0.00	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	0.00	0.00
Product Liability	0.00	0.00	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	0.00	0.00
Other Liability Covers	3.47	14.79	1.00	4.00	3.47	14.79	7052.17	13113.54
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	3.47	14.79	1	4	3.47	14.79	7052.17	13113.54
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	0.00	0.00	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	0.00	0.00
Medical Insurance	0.00	0.00	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	0.00	0.00
Overseas Medical Insurance	0.00	0.00	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	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	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	0.00	0.00
All Other Miscellaneous	0.00	0.00	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	0.00	0.00
Grand Total	2839.02	9513.85	22012	71997	2945.61	9619.69	392904.27	1466416.80
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

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	10692.60	83085.78	66559	549005	2598.08	15972.71	1065516583	1648345675
Previous year	8094.52	67113.07	71196	569236	1283.56	10865.93	100037619	561310433
Marine Cargo	1780.09	20766.22	12778	145526	-414.18	1455.48	34135561	111829893
Previous year	2194.27	19310.74	9922	106356	222.50	3398.34	137629877	216449680
Marine Hull (Including Onshore & Offshore oil energy)	1332.24	13581.97	263	3292	263.82	-1894.43	10126331	40094400
Previous year	1068.42	15476.40	299	3040	-46.59	1835.16	13260467	167441790
Marine (Total)	3112.33	34348.19	13041	148818	-150.36	-438.94	44261892	151924293
Previous year (Total)	3262.69	34787.13	10221	109396	175.91	5233.49	150890345	383891470
Aviation	450.21	6075.24	8	118	339.10	2407.81	3189661	23419893
Previous year	111.11	3667.43	6	148	57.55	1231.45	1017326	1022153588
Engineering	3998.96	31228.59	5171	38293	-97.59	1717.99	12820109	62984939
Previous year	4096.55	29510.60	4541	39485	-1164.72	5315.37	11401858	90095814
Motor Own Damage	20563.72	208962.30	485655	5440894	7226.05	35017.53	830810	8191462
Previous year	13337.67	173944.77	472387	5134779	1476.33	15220.07	805406	7569725
Motor Third party	23716.68	237163.49	754164	8123326	8841.28	49085.52	828741	10646136
Previous year	14875.40	188077.97	712584	7601987	4230.16	38595.11	803898	7557718
Motor (Total)	44280.40	446125.79	754164	8123326	16067.33	84103.05	1659551	18837598
Previous year (Total)	28213.07	362022.74	712584	7601987	5706.49	53815.18	1609305	15127443
Workmen's compensation / Employer's liability	566.13	6862.92	4518	54418	-12.65	378.01	49002	718222
Previous year	578.78	6484.91	4674	55683	150.20	1431.12	60596	566505
Public Liability	13.68	95.40	72	1105	-1.57	-1.10	1515	53431
Previous year	15.25	96.50	79	902	1.23	15.08	9102	66373
Product Liability	36.36	425.31	12	117	-22.44	-11.24	11063	171134
Previous year	58.80	436.55	13	115	18.54	182.82	20103	286408
Other Liability Covers	180.19	2105.08	744	7971	-0.70	186.99	102346	1586928
Previous year	180.89	1918.09	638	6826	8.44	221.99	129620	1778035
Liability (Total)	796.36	9488.71	5346	63611	-37.37	552.66	163926	2529714
Previous year (Total)	833.73	8936.05	5404	63526	178.41	1851.01	219420	2697320
Personal Accident	1725.45	13042.08	38027	379941	-153.23	-1331.66	9276458	40455398
Previous year	1878.68	14373.74	38687	377528	692.91	1886.71	4475879	40785579
Medical Insurance	34195.45	235215.03	182733	1569823	-566.75	29432.77	1772430	47516038
Previous year	34762.20	205782.26	179230	1499265	17968.43	53376.71	4268678	156875570
Overseas Medical Insurance	162.26	2007.28	882	17634	133.35	1269.46	0	20416
Previous year	28.91	737.82	914	18971	-2.31	108.01	0	5743
Health (Total)	34357.71	237222.31	183615	1587457	-433.40	30702.22	1772430	47536454
Previous year (Total)	34791.11	206520.09	180144	1518236	17966.11	53484.73	4268678	156881313
Crop Insurance								
Previous year								
Credit Guarantee	4.80	4.80	1	1	4.80	4.75	1171	1171
Previous year	0.00	0.05	0	1	0.00	-21.91	0	15
All Other Miscellaneous	6614.18	54943.51	109493	914689	-4652.36	2804.41	23129805	194109126
Previous year	11266.54	52139.10	132952	1044129	5566.44	9211.71	13191691	177160769
Grand Total	106033.00	915565.00	1175425	11805259	13485.00	136495.00	1161791585	2190144260
Previous year (Total)	92548.00	779070.00	1155735	11323672	30462.66	142873.67	287112122	2450103743

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
670.15	6372.13	9841	73193	692.63	7272.10	0	0	0	0
563.95	5956.88	9705	83398	501.23	6455.05	0	0	0	0
64.48	816.75	494	5152	115.53	1519.80	0	0	0	0
91.59	1015.43	398	4902	28.26	1654.07	0	0	0	0
13.32	186.89	51	625	14.94	244.19	0	0	0	0
18.97	207.16	67	648	28.36	395.85	0	0	0	0
77.80	1003.63	545	5777	130.47	1764.00	0	0	0	0
110.56	1222.59	465	5550	56.62	2049.91	0	0	0	0
0.00	7.25	0	1	0.00	0.00	0	0	0	0
				0.35	1.50	0	0	0	0
325.73	1738.36	548	3933	220.94	3567.37	0	0	0	0
292.82	1798.25	537	4306	298.15	3013.48	0	0	0	0
1796.99	16644.68	95944	991755	1081.63	10133.64	0	0	0	0
1537.79	14975.51	84959	889799	1003.71	8161.35	0	0	0	0
2692.15	24399.05	148915	1480282	1371.33	12691.39	0	0	0	0
2053.29	19758.10	128630	1336294	1107.44	9529.38	0	0	0	0
4489.13	41043.72	148915	1480282	2452.96	22825.03	0	0	0	0
3591.08	34733.60	128630	1336294	2111.15	17690.73	0	0	0	0
59.50	741.70	652	8615	39.70	640.86	0	0	0	0
66.53	748.76	692	9062	56.66	694.80	0	0	0	0
0.01	2.00	1	45	0.03	3.20	0	0	0	0
0.02	4.02	2	54	0.03	4.25	0	0	0	0
7.92	33.32	2	7	7.86	44.27	0	0	0	0
0.09	12.92	1	7	9.42	28.58	0	0	0	0
2.75	30.04	84	500	14.40	188.24	0	0	0	0
2.57	115.58	45	300	12.62	288.56	0	0	0	0
70.17	807.07	739	9167	62.00	876.57	0	0	0	0
69.21	881.28	740	9423	78.73	1016.19	0	0	0	0
117.43	660.24	4726	48987	151.21	1013.51	38888	257883	178642	2016586
107.06	625.91	4670	51413	76.93	971.64	24583	224857	186691	2247463
1562.92	8011.42	13541	120339	8549.28	35382.59	30162550	39514713	33408030	44207819
3891.14	10821.47	15481	125054	4161.49	20296.64	6417592	17833077	483990	4137402
0.37	12.30	17	418	2.77	49.91	128	1580	1388	18947
1.04	20.62	28	654	3.39	60.32	79	1752	1073	19726
1563.29	8023.72	13558	120757	8552.05	35432.49	30162678	39516293	33409418	44226766
3892.18	10842.10	15509	125708	4164.88	20356.96	6417671	17834829	485063	4157128
								0	0
								0	0
835.65	5841.93	32956	229070	641.65	3511.50	14682	127372	592389	1202917
1098.11	7110.63	40794	288155	490.36	3607.73	6390	121755	48526	723393
8149.35	65498.05	211828	1971167	12903.91	76262.57	30216248	39901548	34180449	47446269
9724.97	63171.24	201050	1904247	7778.40	55163.19	6448644	18181441	720280	7127984

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	0.41	79.46	0	73	0.41	79.46	0.00	125955.12
Previous year	2.56	51.07	4	43	2.56	51.07	3520.18	77171.92
Marine Cargo	1.13	3.76	0	5	1.13	3.76	74.19	3685.11
Previous year	0.40	2.69	0	13	0.00	0.71	500.00	3801.08
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00						
Previous year	0.00	0.00						
Marine (Total)	1.13	3.76	0	5	1.13	3.76	74.19	3685.11
Previous year (Total)	0.40	2.69	0	13	0.00	0.71	500.00	3801.08
Aviation								
Previous year								
Engineering	7.13	38.98	2	26	7.13	38.98	35.71	14370.46
Previous year	7.71	28.20	3	35	1.07	11.24	5847.83	42807.92
Motor Own Damage	0.00	11.86	0	138	0.00	11.86	0.00	1793.02
Previous year	3.19	20.04	33	193	2.34	12.99	467.07	2766.77
Motor Third party	12.34	30.62	251	844	12.34	30.62	0.00	0.00
Previous year	3.06	14.04	233	1129	0.91	8.15	0.00	0.00
Motor (Total)	12.34	42.48	251	844	12.34	42.48	0.00	1793.02
Previous year (Total)	6.25	34.08	233	1129	3.24	21.13	467.07	2766.77
Workmen's compensation / Employer's liability	0.82	16.91	9	43	0.82	16.91	1723.20	27865.23
Previous year	1.85	14.60	10	37	0.76	9.18	445.17	3573.41
Public Liability	1.40	22.63	1	21	1.40	22.63	200.00	10055.20
Previous year	0.81	17.80	2	14	0.00	2.16	60.00	5977
Product Liability		0.00						
Previous year		0.00						
Other Liability Covers	105.85	1386.93	34	336	105.85	1386.93	23702.89	433308.21
Previous year	101.80	770.47	33	251	101.80	770.47	32774.50	247299
Liability (Total)	108.07	1426.47	44	400	108.07	1426.47	25626.09	471228.64
Previous year (Total)	104.46	802.87	45	302	102.56	781.81	33279.67	256849.96
Personal Accident	2.07	62.23	11	128	2.07	62.23	15387.58	120047.47
Previous year	3.99	50.37	38	183	27.11	43.28	8406.63	60705.26
Medical Insurance	0.49	1.51	27	44	0.49	0.08	224.00	337.00
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)	0.49	1.51	27	44	0.49	0.08	224.00	337.00
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	0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	4.18	0	1	0.00	4.18	0	230
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	47	470.60	0	67	46.91	470.60	14771	130627
Previous year	0	509.81	3	47	93.37	338.09	271	86853.05
Grand Total	178.55	2129.67	335	1588	178.55	2128.24	56118.07	868273.66
Previous year (Total)	125.86	1479.09	326	1752	229.93	1247.35	52292.00	530955.96

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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	58.82	0.00	20.00	0.00	0.00	0.00	0.00		
1.16	41.26	2.00	12.00	0.00	0.00	0.00	0.00		
0.00	0.20	-2.00	1.00	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	0.20	-2	1	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2.73	26.36	4.00	42.00	0.00	0.00	0.00	0.00		
10.06	17.37	1.00	17.00	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		
0.55	5.56	66.00	683.00	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.55	5.56	66	683	0.00	0.00	0	0		
1	3	7	11	2	4	36	340		
1	3	7	12	2	2	35	272		
-0.14	0.00	-1.00	0.00	0	0	0	0		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
				0	0	0	0		
				0	0	0	0		
1.41	22.61	1.00	3.00	0	0	0	0		
0.00	0.14	0.00	1.00	0.00	0.00	0.00	0.00		
1.95	25.14	7	14	1.61	3.61	36	340		
0.91	3.05	7	13	2.30	2.30	35	272		
2.04	31.36	39	132	1.03	4.91	11017.00	15718.00		
1.85	33.05	30	149	10.23	22.12	7055	13866		
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	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		
0.00	0.00			0	0	0	0		
0.95	2.78	0	18	0.00	0.00	0	0		
0.02	0.84	1	9	0.00	0.00	0	0		
7.67	144.66	48	227	2.64	8.52	11053	16058		
14.55	101.13	107	883	12.53	24.42	7090	14138		

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	706.14	16842.48	5504.00	39556.00	339.36	5209.98	1771242.73	34016358.21
Previous year	366.78	11632.50	5061.00	40318.00	-201.75	1864.79	601713.16	19757805.46
Marine Cargo	74.50	2781.05	1257.00	20463.00	-30.70	-1187.01	227935.81	10921686.88
Previous year	105.20	3968.06	2566.00	26509.00	26.32	1753.50	263139.03	7948536.04
Marine Hull (Including Onshore & Offshore oil energy)	10.17	65.57	0.00	7.00	9.93	-15.60	0.00	9754.95
Previous year	0.24	81.17	0.00	7.00	63.96	-1573.81	0.00	6003.41
Marine (Total)	84.67	2846.62	1257	20470	-20.77	-1202.61	227935.81	10931441.83
Previous year (Total)	105.44	4049.23	2566	26516	90.28	179.69	263139.03	7954539.45
Aviation	14.26	228.01	0.00	32.00	14.14	-136.86	-3927.00	816891.51
Previous year	0.12	364.87	5.00	45.00	-0.05	-4199.43	105.00	686220.95
Engineering	339.54	8489.41	459.00	4507.00	84.39	-580.46	271550.02	7072233.70
Previous year	255.15	9069.87	367.00	4511.00	-769.23	3252.71	122703.22	9928259.76
Motor Own Damage	6369.36	74849.76	141388.00	1639077.00	-74.55	5002.57	392333.22	4771280.49
Previous year	6443.91	69847.19	144136.00	1584708.00	-1292.40	-3998.63	434164.05	4477782.84
Motor Third party	4484.50	54317.92	166123.00	1808485.00	140.31	10665.37		
Previous year	4344.19	43652.55	146561.00	1614308.00	924.68	10011.65		
Motor (Total)	10853.86	129167.68	166123	1808485	65.76	15667.94	392333.22	4771280.49
Previous year (Total)	10788.10	113499.74	146561	1614308	-367.71	6013.02	434164.05	4477782.84
Workmen's compensation / Employer's liability	61.12	766.92	257.00	2874.00	7.69	175.09	7125.99	112317.84
Previous year	53.43	591.83	216.00	2061.00	5.20	-28.14	4920.80	64299.00
Public Liability	3.51	212.82	60.00	637.00	0.01	22.05	7250.60	117309.31
Previous year	3.50	190.77	55.00	743.00	-0.63	78.28	4053.76	99882.25
Product Liability	0.21	7.38	1.00	11.00	0.21	-0.72	6.00	3486.00
Previous year	0.00	8.10	0.00	13.00	0.00	-4.07	0.00	3666.00
Other Liability Covers	10.22	2634.06	695.00	7375.00	-2.63	1436.92	10459.50	770580.48
Previous year	12.85	1197.14	633.00	6530.00	-148.45	124.81	13372.77	426487.76
Liability (Total)	75.06	3621.18	1013	10897	5.28	1633.34	24842.09	1003693.63
Previous year (Total)	69.78	1987.84	904	9347	-143.88	170.89	22347.33	594335.01
Personal Accident	148.37	2228.14	2297.00	17615.00	48.98	-332.76	454719.81	6044458.60
Previous year	99.39	2560.90	1650.00	23053.00	1030.06	-647.85	201897.91	6808278.94
Medical Insurance	2927.14	26078.99	33034.00	215970.00	1608.18	7144.25	7020001.75	459928536.62
Previous year	1318.96	18934.74	17005.00	112902.00	-166.53	-2854.80	10374.60	842953.31
Overseas Medical Insurance	281.72	3474.07	60673.00	721290.00	34.60	-119.67	1972228.16	37049488.36
Previous year	247.12	3593.74	55603.00	725651.00	-6.70	-44.76	1035698.34	25346991.27
Health (Total)	3208.86	29553.06	93707	937260	1642.78	7024.58	8992229.91	496978024.98
Previous year (Total)	1566.08	22528.48	72608	838553	-173.23	-2899.55	1046072.94	26189944.58
Crop Insurance	0.00	25.67	0.00	21.00	-5.03	20.64	0.00	374.41
Previous year	5.03	5.03	4.00	4.00	5.03	5.03	59.44	59.44
Credit Guarantee	0.00	0.00	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	0.00	0.00
All Other Miscellaneous	243.49	7998.30	8689.00	57430.00	-13.10	2442.03	291110.35	11523891.62
Previous year	256.59	5556.27	8730.00	58060.00	-91.39	1972.78	305269.12	8503948.56
Grand Total	15674.25	201000.53	279049	2896273	2161.79	29745.80	12422036.93	573158648.98
Previous year (Total)	13512.46	171254.73	238456	2614715	-621.85	5712.07	2997471.20	84901174.99

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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	767.26	0.00	2930.00	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	190.92	0.00	1221.00	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	0
0.00	190.92	0	1221	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		
0.04	215.35	3.00	279.00	0.00	0.00	0.00	0.00		
29.99	534.65	40.00	547.00	0.00	0.00	0.00	0.00		
117.44	6397.14	7592.00	141759.00	0.00	0.00	0.00	0.00		
698.04	6376.10	16173.00	153694.00	0.00	0.00	0.00	0.00		
103.44	4919.33	2871.00	13647.00	0.00	0.00	0.00	0.00		
516.66	4374.91	183.00	2213.00	0.00	0.00	0.00	0.00		
220.88	11316.47	7592	141759	0.00	0.00	0	0	0	0
1214.70	10751.01	16173	153694	0.00	0.00	0	0	0	0
0.27	40.40	13.00	212.00	0.00	0.00	0.00	0.00		
9.48	134.58	32.00	235.00	0.00	0.00	0.00	0.00		
0.02	5.06	4.00	63.00	0.00	0.00	0.00	0.00		
0.12	12.79	11.00	83.00	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	0.17	0.00	1.00	0.00	0.00	0.00	0.00		
0.44	34.07	40.00	360.00	0.00	0.00	0.00	0.00		
0.56	16.71	45.00	1077.00	0.00	0.00	0.00	0.00		
0.74	79.53	57	635	0.00	0.00	0	0	0	0
10.16	164.25	88	1396	0.00	0.00	0	0	0	0
0.50	102.07	133.00	1207.00	0.00	0.00	0.00	0.00		
7.37	85.95	165.00	1317.00	0.00	0.00	0.00	0.00		
1144.03	4939.48	179.00	2773.00	0.00	0.00	0.00	0.00	1600340	7239128
-370.73	1698.74	521.00	6258.00	0.00	0.00	0.00	0.00	802042	3127033
6.82	173.75	2460.00	44807.00	0.00	0.00	0.00	0.00	8430	91998
19.74	280.09	3506.00	54936.00	0.00	0.00	0.00	0.00	7830	154221
1150.85	5113.23	2639	47580	0.00	0.00	0	0	1608770	7331126
-350.99	1978.83	4027	61194	0.00	0.00	0	0	809872	3281254
0.00	25.67	0.00	21.00	0.00	0.00	0.00	0.00		
5.03	5.03	4.00	4.00	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		
12.24	203.45	839.00	7016.00	24.49	228.97	832.00	240556.00		
28.91	607.46	1371.00	9472.00	22.17	212.24	333.00	410964.00		
1385.25	17055.77	11263	198497	24.49	228.97	832	240556	1608770	7331126
945.17	15085.36	21868	231775	22.17	212.24	333	410964	809872	3281254

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	460.06	9252.91	3936.00	30685.00	-73.28	4146.06	929568.26	10564614.50
Previous year	533.34	5106.85	3810.00	30471.00	147.83	552.00	1016295.65	9026721.38
Marine Cargo	322.93	2776.87	4053.00	44398.00	-74.61	-340.63	917355.35	7044847.08
Previous year	397.54	3117.50	3404.00	33336.00	87.37	637.85	842277.40	7091420.95
Marine Hull (Including Onshore & Offshore oil energy)	0.00	155.06	0.00	0.00	0.00	120.72	0.00	179210.81
Previous year	0.00	34.34	5.00	5.00	0.00	-6.40	11996.52	11996.52
Marine (Total)	322.93	2931.93	4053	44398	-74.61	-219.91	917355.35	7224057.89
Previous year (Total)	397.54	3151.84	3409	33341	87.37	631.45	854273.92	7103417.47
Aviation								
Previous year								
Engineering	454.35	3814.73	169.00	1211.00	20.08	131.34	242314.64	1271452.26
Previous year	434.27	3683.39	193.00	1261.00	139.92	-3.71	137946.09	861557.27
Motor Own Damage	8089.34	81653.60	114849.00	1072650.00	-546.28	2378.45	437924.13	4003198.85
Previous year	8635.63	79275.15	115105.00	1058568.00	1773.96	16338.62	480110.11	4216561.80
Motor Third party	3406.36	28913.37	2038.00	10250.00	392.44	1492.43		
Previous year	3013.92	27420.94	994.00	6942.00	1215.16	11054.34		
Motor (Total)	11495.70	110566.97	114849	1072650	-153.84	3870.88	437924.13	4003198.85
Previous year (Total)	11649.54	106696.09	115105	1058568	2989.12	27392.97	480110.11	4216561.80
Workmen's compensation / Employer's liability	24.55	325.51	103.00	892.00	0.78	57.06	3342.97	53520.54
Previous year	23.77	268.44	54.00	614.00	10.96	39.14	2532.21	34296.62
Public Liability	25.47	1569.81	45.00	504.00	-76.23	265.04	14105.01	339528.23
Previous year	101.70	1304.77	44.00	480.00	73.05	201.37	14795.95	304880.35
Product Liability	23.13	306.72	4.00	93.00	1.58	-3.63	2116.66	96106.86
Previous year	21.55	310.34	7.00	90.00	0.27	47.80	4872.29	95656.36
Other Liability Covers								
Previous year								
Liability (Total)	73.15	2202.04	152	1489	-73.87	318.47	19564.64	489155.63
Previous year (Total)	147.02	1883.56	105	1184	84.27	288.31	22200.45	434833.32
Personal Accident	373.66	4807.56	15489.00	163277.00	-15.24	1147.41	471427.35	23680843.13
Previous year	388.90	3660.15	13436.00	109470.00	44.80	-65.78	514862.38	23428601.97
Medical Insurance	2067.98	20923.34	27531.00	261725.00	767.79	37.32	288043.31	5056854.01
Previous year	1300.19	20886.02	25715.00	262614.00	-66.43	5287.73	452582.13	18209213.80
Overseas Medical Insurance								
Previous year								
Health (Total)	2067.98	20923.34	27531	261725	767.79	37.32	288043.31	5056854.01
Previous year (Total)	1300.19	20886.02	25715	262614	-66.43	5287.73	452582.13	18209213.80
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	132.02	1610.02	1114.00	10311.00	3.59	-1301.20	1190249.50	4033620.89
Previous year	128.43	2911.22	783.00	8611.00	42.33	-473.89	50336.13	1021090.92
Grand Total	15379.85	156109.49	167293	1585746	400.63	8130.38	4496447.17	56323797.15
Previous year (Total)	14979.22	147979.11	162556	1505520	3469.21	33609.07	3528606.86	64301997.93

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
2.79	38.09	261.00	2290.00						
7.82	56.46	347.00	2868.00						
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	1.36	0.00	9.00						
0.00	4.89	0.00	30.00						
394.92	5878.37	2395.00	48435.00						
586.54	5805.81	5791.00	66230.00						
394.92	5878.37	2395	48435	0.00	0.00	0	0		
586.54	5805.81	5791	66230	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		
23.81	326.97	3521.00	36443.00	0.00	0.41	0.00	1210.00		
-10.48	144.71	-8855.00	28609.00	0.03	1.92	92.00	6901.00		
580.20	4463.69	1932.00	40848.00	541.33	3499.78	156536.00	1153034.00	325187.50	4043014.00
-173.50	8848.55	-13590.00	44008.00	0.02	2613.15	15.00	644593.00	351722.00	4057221.50
580.20	4463.69	1932	40848	541.33	3499.78	156536	1153034	325188	4043014
-173.50	8848.55	-13590	44008	0.02	2613.15	15	644593	351722	4057222
306.29	4355.80	4305.00	60324.00	0.00	0.00	0.00	0.00		
278.92	2361.38	4461.00	35558.00	0.00	0.00	0.00	0.00		
1308.00	15064.28	12414	188349	541.33	3500.19	156536	1154244	325188	4043014
689.29	17221.79	-11846	177303	0.05	2615.08	107	651494	351722	4057222

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	4443.51	31476.84	35511.00	267383.00	1818.46	15673.86	3852485.74	23919662.29
Previous year	2625.05	15802.98	26196.00	187254.00	1478.77	13492.79	1981238.31	10880481.25
Marine Cargo	52.87	729.36	203.00	1349.00	37.00	545.79	169129.93	1624064.72
Previous year	15.87	183.57	48.00	219.00	-1.01	166.69	58643.04	404272.30
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	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	0.00	0.00
Marine (Total)	52.87	729.36	203	1349	37.00	545.79	169129.93	1624064.72
Previous year (Total)	15.87	183.57	48	219	-1.01	166.69	58643.04	404272.30
Aviation	-127.28	1620.50	18.00	144.00	-128.48	-612.93	0.00	314697.61
Previous year	1.20	2233.43	4.00	88.00	1.20	1063.35	0.00	333384.81
Engineering	136.32	2072.59	411.00	2974.00	46.25	1005.52	146073.42	1617594.34
Previous year	90.07	1067.07	162.00	1158.00	42.44	916.46	62223.54	1111932.71
Motor Own Damage	2791.71	16324.17	42415.00	266143.00	2096.13	13699.34	796857.47	2487140.09
Previous year	695.58	2624.83	15243.00	51726.00	692.16	2618.43	48068.40	250185.57
Motor Third party	2000.57	10419.12	75.00	715.00	1689.82	9559.57		
Previous year	310.75	859.55	33.00	33.00	310.32	26.13		
Motor (Total)	4792.28	26743.29	42415	266143	3785.95	23258.91	796857.47	2487140.09
Previous year (Total)	1006.33	3484.38	15243	51726	1002.48	2644.56	48068.40	250185.57
Workmen's compensation / Employer's liability	6.03	98.06	29.00	244.00	5.14	93.62	1247.90	11209.72
Previous year	0.89	4.44	2.00	7.00	0.89	0.00	990.06	1711.31
Public Liability	0.00	1.42	0.00	6.00	0.00	1.42	0.00	4980.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	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	0.00	0.00
Other Liability Covers	4.55	105.94	17.00	114.00	4.53	105.92	1990.00	71731.00
Previous year	0.02	0.02	1.00	1.00	0.02	0.00	10.00	10.00
Liability (Total)	10.58	205.42	46	364	9.67	200.96	3237.90	87920.72
Previous year (Total)	0.91	4.46	3	8	0.91	0.00	1000.06	1721.31
Personal Accident	2102.41	10845.32	88.00	597.00	2071.69	10240.32	9155181.28	22843159.50
Previous year	30.72	605.00	25.00	38.00	-8.70	22.59	88482.65	5878111.15
Medical Insurance	50.45	674.11	279	1228	11.50	299.79	1552.30	15968.95
Previous year	38.95	374.32	10	64	27.09	362.46	522.90	9694.88
Overseas Medical Insurance	0.00	0.00	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	0.00	0.00
Health (Total)	50.45	674.11	279	1228	11.50	299.79	1552.30	15968.95
Previous year (Total)	38.95	374.32	10	64	27.09	362.46	522.90	9694.88
Crop Insurance	0.00	0.00	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	0.00	0.00
Credit Guarantee	0.00	0.00	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	0.00	0.00
All Other Miscellaneous	306.98	2717.76	37219.00	188588.00	191.66	1458.50	1090938.55	24150436.12
Previous year	115.32	1259.26	8269.00	26466.00	95.42	1206.46	62415.04	4311223.45
Grand Total	11768.12	77085.19	116190	728770	7843.70	52070.72	15215456.59	77060644.34
Previous year (Total)	3924.42	25014.47	49960	267021	2638.60	19875.36	2302593.94	23181007.43

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
1100.34	8639.78	14559.00	104549.00	0.00	2352.25	0.00	56750.00		
453.84	2846.34	6070.00	37885.00	2.66	2.66	702.00	702.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.30	2.41	3.00	13.00	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		
0.30	2.41	3	13	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		
25.43	370.84	98.00	857.00	0.00	0.00	0.00	0.00		
16.22	163.62	50.00	348.00	0.00	0.00	0.00	0.00		
357.63	3923.37	5813.00	71266.00	1778.39	1778.39	74428.00	74428.00		
123.32	604.41	2558.00	12847.00	178.07	178.07	8032.00	8032.00		
135.33	2477.98	0.00	38.00	1369.17	1369.17	0.00	0.00		
46.63	211.55	0.00	0.00	141.01	141.01	0.00	0.00		
492.96	6401.35	5813	71266	3147.56	3147.56	74428	74428		
169.95	815.96	2558	12847	319.08	319.08	8032	8032		
-1.42	16.30	4.00	42.00	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	0.61	0.00	2.00	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		
1.92	4.33	4.00	11.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.50	21.24	8	55	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	160.85	0.00	180736.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
3.01	6.12	92.00	195.00	0.00	0.00	0.00	0.00	1438.00	24165.00
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1003.00	51123.00
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
3.01	6.12	92	195	0.00	0.00	0	0	1438	24165
0.00	0.00	0	0	0.00	0.00	0	0	1003	51123
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		
155.06	632.59	16873.00	61199.00	0.00	0.00	0.00	0.00		
57.96	175.66	4235.00	10603.00	1.47	1.47	497.00	497.00		
1777.30	16071.92	37443	238121	3147.56	5660.66	74428	311914	1438	24165
698.27	4003.99	12916	61696	323.21	323.21	9231	9231	1003	51123

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	67.28	925.04	702	3926	-20.21	148.81	73484.81	1970300.20
Previous year	87.49	776.24	203	1872	49.86	334.26	325439.06	1775331.38
Marine Cargo	12.78	172.39	88	2006	-40.01	-17.90	37554.78	362830.25
Previous year	52.79	190.30	76	1386	14.27	97.25	-22004.90	322808.95
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)	12.78	172.39	88.00	2006.00	-40.01	-17.90	37554.78	362830.25
Previous year (Total)	52.79	190.30	76.00	1386.00	14.27	97.25	-22004.90	322808.95
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	126.21	481.54	146	773	76.66	119.23	64398.99	291207.12
Previous year	49.55	362.31	62	687	20.10	136.03	37200.97	187118.68
Motor Own Damage	6716.95	58958.35	165814	1585499	187.69	5168.16	655378.36	5767087.51
Previous year	6529.26	53790.20	208251	1712482	1602.64	13152.61	644835.06	5443501.01
Motor Third party	10158.27	92788.34	166312	1628492	1560.62	21830.11		
Previous year	8597.65	70958.23	208254	1713734	4384.41	34765.53		
Motor (Total)	16875.22	151746.69	166312	1628492	1748.31	26998.27	655378.36	5767087.51
Previous year (Total)	15126.91	124748.42	208254	1713734	5987.05	47918.14	644835.06	5443501.01
Workmen's compensation / Employer's liability	8.78	60.38	79	487	5.32	26.38	185.34	1337.59
Previous year	3.46	34.00	27	256	0.78	7.48	84.46	635.23
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	0.04	26.70	1	90	-0.03	4.83	10.00	25121.18
Previous year	0.06	21.86	3	97	-0.20	6.96	30.00	18442.26
Liability (Total)	8.81	87.07	80	577	5.29	31.21	195.34	26458.77
Previous year (Total)	3.52	55.86	30	353	0.58	14.45	114.46	19077.50
Personal Accident	14.02	352.70	1876	12441	5.59	88.86	10455.22	423270.92
Previous year	8.43	263.84	429	7379	-73.05	-20.96	5996.52	317773.17
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	18.27	353.95	645	3181	11.90	106.27	19048.11	1589395.30
Previous year	6.37	247.68	207	1842	-4.77	76.74	13245.87	1203608.03
Grand Total	17122.59	154119.39	169849	1651396	1787.53	27474.73	860515.60	10430550.07
Previous year (Total)	15335.06	126644.65	209261	1727253	5994.04	48555.90	359991.98	3825717.72

*Wherever applicable

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	3,241	27,446	11,874	77,977	-	-	21,379,789	179,500,098
Previous year	1,435	19,026	6,155	185,643	-	-	15,206,319	120,353,573
Marine Cargo	1,346	21,066	3,172	43,242	-	-	442,146	6,514,906
Previous year	1,262	18,901	3,434	33,823	-	-	428,685	6,122,173
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,346	21,066	3,172	43,242	-	-	442,146	6,514,906
Previous year (Total)	1,262	18,901	3,434	33,823	-	-	428,685	6,122,173
Aviation	6	110	-	7	-	-	-	1,450,549
Previous year	-	-	-	-	-	-	-	-
Engineering	200	5,117	92	1,074	-	-	630,174	18,682,863
Previous year	160	3,752	87	1,161	-	-	494,356	12,359,320
Motor Own Damage	8,115	73,185	231,931	1,922,002	-	-	553,955	4,297,577
Previous year	5,625	58,768	161,099	1,598,170	-	-	368,332	3,338,327
Motor Third party	4,539	31,233	231,931	1,922,002	-	-	-	-
Previous year	1,987	17,276	161,099	1,598,170	-	-	-	-
Motor (Total)	12,655	104,418	231,931	1,922,002	-	-	553,955	4,297,577
Previous year (Total)	7,612	76,044	161,099	1,598,170	-	-	368,332	3,338,327
Workmen's compensation / Employer's liability	193	1,959	77	473	-	-	44,790	594,361
Previous year	161	1,661	26	299	-	-	34,855	455,232
Public Liability	374	3,266	55	619	-	-	204,341	5,318,585
Previous year	330	2,910	47	554	-	-	221,074	3,507,861
Product Liability	36	566	10	107	-	-	35,396	919,212
Previous year	28	626	10	135	-	-	47,533	819,490
Other Liability Covers	1,713	13,895	780	9,129	-	-	609,662	5,755,039
Previous year	754	11,725	733	8,029	-	-	315,922	4,918,438
Liability (Total)	2,317	19,686	922	10,328	-	-	894,189	12,587,197
Previous year (Total)	1,273	16,922	816	9,017	-	-	619,384	9,701,021
Personal Accident	814	12,016	17,569	80,144	-	-	12,530,962	108,916,184
Previous year	856	11,671	3,673	42,304	-	-	9,439,481	97,809,866
Medical Insurance	1,219	9,749	20,701	38,787	-	-	434,010	2,305,515
Previous year	646	5,064	417	2,846	-	-	37,901	319,283
Overseas Medical Insurance	915	8,438	23,507	442,629	-	-	10,527,918	150,249,478
Previous year	650	8,705	37,342	467,677	-	-	15,120,720	209,684,288
Health (Total)	2,134	18,187	44,208	481,416	-	-	10,961,928	152,554,993
Previous year (Total)	1,296	13,769	37,759	470,523	-	-	15,158,621	210,003,571
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	462	5,458	8,332	64,999	-	-	21,300	2,014,002
Previous year	309	4,072	10,874	88,903	-	-	12,852	179,610
Grand Total	23,174	213,504	318,100	2,681,189	-	-	47,414,443	486,518,369
Previous year (Total)	14,201	164,157	223,897	2,429,544	-	-	41,728,030	459,867,461

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
239	2,829	2,084	10,553	-	-	-	-	-	-
324	1,809	707	5,654	-	-	-	-	-	-
196	2,477	158	1,840	-	-	-	-	-	-
108	2,125	211	1,782	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
196	2,477	158	1,840	-	-	-	-	-	-
108	2,125	211	1,782	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
4	201	5	54	-	-	-	-	-	-
3	69	7	63	-	-	-	-	-	-
2,688	19,104	61,379	481,312	-	-	-	-	-	-
1,364	11,802	37,153	360,509	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2,688	19,104	61,379	481,312	-	-	-	-	-	-
1,364	11,802	37,153	360,509	-	-	-	-	-	-
6	44	20	48	-	-	-	-	-	-
3	44	6	29	-	-	-	-	-	-
77	1,144	107	1,112	-	-	-	-	-	-
74	911	104	1,006	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
83	1,188	127	1,160	-	-	-	-	-	-
77	955	110	1,035	-	-	-	-	-	-
128	941	6,547	20,262	1,087	7,606	468,542	3,966,229	-	-
97	905	388	4,388	-	2,309	-	1,672,481	-	-
1,500	7,426	2,663	6,547	-	-	-	-	-	-
600	4,077	45	247	-	-	-	-	-	-
55	472	1,146	19,786	-	-	-	-	-	-
35	484	1,602	21,574	-	-	-	-	-	-
1,555	7,898	3,809	26,333	-	-	-	-	-	-
636	4,561	1,647	21,821	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
112	1,442	6,967	49,190	-	-	-	-	-	-
243	2,121	11,187	91,983	-	-	-	-	-	-
5,005	36,079	81,076	590,704	1,087	7,606	468,542	3,966,229	-	-
2,852	24,346	51,410	487,235	-	2,309	-	1,672,481	-	-

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	14545.96	133841.46	81112	687127	996.59	18760.64	291452537.03	1378342444.32
Previous year	13549.37	115080.82	69915	727213			3589457452.19	12151585541.15
Marine Cargo	3353.29	31690.58	28544	278094	-484.36	2287.01	150863497.35	437391547.39
Previous year	3837.65	29403.57	41579	284980			50193908.31	367713934.77
Marine Hull (Including Onshore & Offshore oil energy)	5703.49	35204.28	471	10660	1836.23	3965.51	4010049.68	311069572.01
Previous year	3867.26	31238.77	1184	10903			10180511.49	32491075.89
Marine (Total)	9056.78	66894.86	29015	288754	1351.87	6252.52	154873547.03	748461119.40
Previous year (Total)	7704.91	60642.34	42763	295883	0.00	0.00	60374419.80	400205010.66
Aviation	1508.11	12207.30	131	806	-734.39	1310.79	11724575.50	179540321.10
Previous year	2242.50	10896.51	121	917			12088678.60	119787531.90
Engineering	5966.48	41437.97	8480	69289	1011.96	2135.68	436589039.80	556281628.42
Previous year	4954.52	39302.29	7271	131721			38369425.78	251115319.08
Motor Own Damage	18673.97	195480.23	748321	7022302	814.51	36145.10	5631586.67	34259915.37
Previous year	17859.46	159335.13	732808	6471649			6043868.24	109217937.83
Motor Third party	20721.86	183837.95	787156	8678652	5973.77	39134.12		
Previous year	14748.09	144703.83	975823	6758991				
Motor (Total)	39395.83	379318.18	787156	8678652	6788.28	75279.22	5631586.67	34259915.37
Previous year (Total)	32607.55	304038.96	975823	6758991	0.00	0.00	6043868.24	109217937.83
Workmen's compensation / Employer's liability	538	7832	7524	74980	-876.17	1966.93	848736	2633818
Previous year	1414	5865	1662	57433			-2650350	2210633
Public Liability	342	459	1431	2027	265.55	104.17	64	32512
Previous year	77	355	163	644			-9760	17031
Product Liability	5	558	7	85	33.22	91.52	49	12282
Previous year	-28	466	-26	128			-1064	2323
Other Liability Covers	1263	14004	7749	82032	1395.43	-1589.86	1048536	3542118
Previous year	-132	15594	10752	80972			3621704	20395978
Liability (Total)	2148.72	22852.61	16711	159124	818.03	572.76	1897384.34	6220729.76
Previous year (Total)	1330.69	22279.85	12551	139177	0.00	0.00	960530.05	22625965.00
Personal Accident	295.89	15879.52	54492	547579	-290.32	1680.67	123254691.88	578154176.50
Previous year	586.21	14198.85	63572	570490			185945217.59	298445986.84
Medical Insurance	27936.35	274741.32	200623	1632981	6277.01	40853.33	14577785.64	139404376.09
Previous year	21659.34	233887.99	189246	1577979	21633.57	232857.89	14600800.73	647294730.05
Overseas Medical Insurance	25.77	1030.10	471	27916	-49.87	0.75	8985.66	876387.35
Previous year	75.64	1029.35	-2859	29758			13400.74	565627.44
Health (Total)	27962.12	275771.42	201094	1660897	6227.14	40854.08	14586771.30	140280763.44
Previous year (Total)	21734.98	234917.34	186387	1607737	21633.57	232857.89	14614201.47	647860357.49
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	2.52	25.25	16	20	2.52	24.70	433000.00	448000.00
Previous year	0.00	0.55	10	25			0.00	3.05
All Other Miscellaneous	7034.05	55336.04	145876	1058409	1623.16	2407.15	725762.11	331174797.57
Previous year	5410.89	52928.89	50154	1077686			50572936.25	829344920.51
Grand Total	107916.46	1003564.61	1324083	13150657	17794.84	149278.21	1041168895.66	3953163895.88
Previous year (Total)	90121.62	854286.40	1408567	11309840	21633.57	232857.89	3958426729.97	14830188573.51

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
419.03	14877.98	7804	91027	3020.99	8090.62	0	0		
1927.92	11210.80	10722	87554	3483.80	6353.35	0	0		
-156.31	4474.45	414	18446	423.40	1906.95	0	0		
575.19	2755.29	1238	14574	170.15	920.05	0	0		
-10.45	254.28	104	717	2.84	28.92	0	0		
24.78	236.31	168	738	-69.83	17.43	0	0		
-166.76	4728.73	518	19163	426.24	1935.87	0	0		
599.97	2991.60	1406	15312	100.32	937.48	0	0		
0.69	12.89	0	0	0.00	0.00	0	0		
14.18	27.27	1	2	-6.54	0.00	0	0		
101.61	3944.70	460	7348	251.73	1761.92	0	0		
802.45	2969.15	874	18845	853.26	2250.33	0	0		
4864.82	53545.89	-14231	763535	834.45	10478.81	67445	466235		
5356.58	37864.32	107209	654947	476.07	6779.87	11338	128078		
4438.19	56943.66	78828	839440	1640.17	12219.31	90481	608189		
4130.52	35719.21	97949	592295	707.32	6738.06	146869	826460		
9303.01	110489.55	78828	839440	2474.62	22698.12	157926	1074424		
9487.10	73583.53	97949	592295	1183.39	13517.93	158207	954538		
-22	1257	323	9690	82	597	2725	15248		
150	1122	-328	5592	51	343	581	22899		
0	2	1	15	0	0	0	0		
0	0	116	118	0	0	0	0		
1	83	1	20	-25	3	0	0		
0	16	-29	10	2	4	0	0		
-54	2638	1955	18956	129	1168	-1344	8041		
321	2140	1496	17343	235	857	46001	54011		
-74.64	3980.36	2280	28681	185.76	1767.69	1381	23289		
471.41	3278.44	1255	23063	287.91	1203.54	46582	76910		
83.48	2057.64	6197	61368	-74.01	2431.58	40811	6161943		
249.76	1444.58	7123	64234	1689.67	2103.57	50886	735646		
4257.01	36640.11	-8186	93569	1780.22	12539.15	1308011	18895618	2050260	31788829
5530.81	14070.03	115839	184019	1229.58	11357.57	11122543	15362148	1423865	10612694
-215.01	33.23	30	686	1.55	33.99	722	4289	3077	23790
6.26	51.42	270	2017	4.68	34.72	-919	5580	-3031	20648
4042.00	36673.34	-8156	94255	1781.77	12573.14	1308733	18899907	2053337	31812619
5537.07	14121.45	116109	186036	1234.26	11392.29	11121624	15367728	1420834	10633342
0.00	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		
3390.25	17075.10	26628	323791	807.67	4657.60	116550	3806097		
2221.13	14223.24	28777	289616	136.86	4097.53	181509	10431505		
17098.67	193840.29	114559	1465073	8874.77	55916.54	1625401	29965660		
21310.99	123850.06	264216	1276957	8962.93	41856.02	11558808	27566327		

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	9775.96	90516.21	57661	511633	608.97	13078.58	18645581.33	192370816.36
Previous year	9166.99	77437.63	56570	512578				
Marine Cargo	1180.64	25925.22	16390	176925	-1299.36	-2065.70	8404285.35	98615588.12
Previous year	2480.00	27990.92	18331	180957				
Marine Hull (Including Onshore & Offshore oil energy)	1682.94	21474.84	397	5263	277.53	1133.60	1565590.93	73173393.28
Previous year	1405.41	20341.24	405	5149				
Marine (Total)	2863.58	47400.06	16787	182188	-1021.83	-932.10	9969876.28	171788981.40
Previous year (Total)	3885.41	48332.16	18736	186106				
Aviation	274.56	9401.40	43	401	-793.63	523.11	2609048.80	8769711.88
Previous year	1068.19	8878.29	48	463				
Engineering	6377.96	37226.55	5870	45925	-311.69	2745.04	4214060.66	29343186.20
Previous year	6689.65	34481.51	4567	42006				
Motor Own Damage	11222.50	113686.97	500050	5645479	969.23	9872.93	735471.12	7399181.85
Previous year	10253.27	103814.04	512544	5508239				
Motor Third party	12629.87	126693.03	703085	7650825	1398.29	15427.89	0.00	0.00
Previous year	11231.58	111265.14	704461	7509890				
Motor (Total)	23852.37	240380.00	703085	7650825	2367.52	25300.82	735471.12	7399181.85
Previous year (Total)	21484.85	215079.18	704461	7509890				
Workmen's compensation / Employer's liability	668.59	7562.73	6166	64930	45.86	-4.94	9057.34	123059.26
Previous year	622.73	7567.67	5569	64773				
Public Liability	17.06	116.04	47	442	-1.59	1.28	646438.47	12522631.23
Previous year	18.65	114.76	52	448				
Product Liability	52.56	528.91	11	104	31.05	2.62	381780.79	2519630.76
Previous year	21.51	526.29	12	121				
Other Liability Covers	332.46	3330.86	3020	36213	-143.86	5.30	5047643.60	19351866.21
Previous year	476.32	3325.56	3190	34059				
Liability (Total)	1070.67	11538.54	9244	101689	-68.54	4.26	6084920.20	34517187.46
Previous year (Total)	1139.21	11534.28	8823	99401				
Personal Accident	1206.95	12837.80	79721	865733	-147.75	-2308.26	3149194.10	21103031.58
Previous year	1354.70	15146.06	86625	932517				
Medical Insurance	15733.38	148576.22	148070	1121761	-571.17	18209.82	990031.17	5820998.72
Previous year	16304.55	130366.40	122562	973252				
Overseas Medical Insurance	47.12	618.12	915	17159	-0.13	-79.59	80039.74	1651510.03
Previous year	47.25	697.71	1004	19754				
Health (Total)	15780.50	149194.34	148985	1138920	-571.30	18130.23	1070070.91	7472508.75
Previous year (Total)	16351.80	131064.11	123566	993006				
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	8840.88	55855.78	106591	855263	-18.44	-6978.87	6859674.11	77903894.09
Previous year	8859.32	62834.65	113142	943049				
Grand Total	70043.43	654350.68	1127987	11352577	43.31	49562.81	53337897.51	550668499.57
Previous year (Total)	70000.12	604787.87	1116538	11219016			0.00	0.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
655.63	6060.70	12544	100204	0.00	0.00	0	0	0	0
499.27	5159.95	11340	96071	0.00	0.00	0	0	0	0
108.71	1041.87	780	8039	0.00	0.00	0	0	0	0
114.57	1019.79	879	8722	0.00	0.00	0	0	0	0
64.47	189.78	90	1180	0.00	0.00	0	0	0	0
15.66	1320.99	125	1748	0.00	0.00	0	0	0	0
173.18	1231.65	870	9219	0.00	0.00	0	0	0	0
130.23	2340.78	1004	10470	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
207.99	1292.53	723	8956	0.00	0.00	0	0	0	0
172.38	1323.16	786	6107	0.00	0.00	0	0	0	0
2211.77	21605.57	104244	1109175	0.00	0.00	0	0	0	0
1865.22	19577.21	95354	1009167	0.00	0.00	0	0	0	0
2977.16	27797.18	151973	1551119	0.00	0.00	103	312260	130682	1050217
2416.22	23609.79	139374	1448778	0.00	0.00	0	2008861	123838	10548678
5188.93	49402.75	151973	1551119	0.00	0.00	103	312260	130682	1050217
4281.44	43187.00	139374	1448778	0.00	0.00	0	2008861	123838	10548678
105.01	1078.92	878	11104	179.92	1964.27	0	0	0	0
83.92	999.51	857	10559	178.80	1970.59	0	7917	0	52988
0.00	5.14	0	31	0.00	0.00	0	0	0	0
1.94	9.70	4	25	0.00	0.00	0	0	0	0
0.00	0.74	0	4	0.00	0.00	0	0	0	0
0.00	0.91	0	4	0.00	0.00	0	0	0	0
39.12	289.85	341	3245	0.00	0.00	0	0	0	0
31.98	245.74	291	2918	0.00	0.00	0	0	0	0
144.13	1374.65	1219	14384	179.92	1964.27	0	0	0	0
117.84	1255.86	1152	13506	178.80	1970.59	0	7917	0	52988
69.49	1081.90	13685	167107	213.56	3344.23	69	3775	1801	23702
154.81	1259.65	17679	197168	257.34	3423.25	78	321091	1428	630214
672.59	4665.87	11956	75070	2990.05	25305.97	51	448	202	1945
551.71	4017.88	9366	63922	2554.07	23741.61	53	1109541	206	309785
1.72	26.98	40	730	0.00	0.00	0	0	0	0
1.30	21.56	22	627	0.00	0.00	0	0	0	453
674.31	4692.85	11996	75800	2990.05	25305.97	51	448	202	1945
553.01	4039.44	9388	64549	2554.07	23741.61	53	1109541	206	310238
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
1106.72	10479.00	48248	299240	3956.39	20845.67	2815	49564	3125	51289
2521.32	17797.24	49889	332050	2508.27	18895.35	-43	560983	320	1582246
8220.38	75616.03	241258	2226029	7339.92	51460.14	3038	366047	135810	1127153
8430.30	76363.08	230612	2168699	5498.48	48030.80	88	4008393	125792	13124364

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	13035.61	112076.43	333251	1193082	1270.11	16384.93	14123088	121426251
Previous year	11765.50	95691.50	199265	1048760	2679.50	16643.50	12747026	103674436
Marine Cargo	2640.13	32130.20	105774	413780	-816.05	-873.98	5599427	68144645
Previous year	3456.18	33004.18	124889	422658	718.18	5585.18	7330184	69998265
Marine Hull (Including Onshore & Offshore oil energy)	2362.75	28020.42	20484	44495	800.12	4381.79	849910	10079288
Previous year	1562.63	23638.63	8035	31886	543.63	1181.63	562097	8503104
Marine (Total)	5002.88	60150.62	126258	458275	-15.93	3507.81	6449337	78223933
Previous year (Total)	5018.81	56642.81	132924	454544	1261.81	6766.81	7892281	78501369
Aviation	1247.45	6394.70	5	1873	-1022.82	1968.43	187164	959444.46
Previous year	2270.27	4426.27	125	951	1293.27	2419.27	340626	664107
Engineering	8613.55	56374.58	11265	158735	1712.33	3853.36	3712737	24299388
Previous year	6901.22	52521.22	14546	155348	634.22	10870.22	2974662	22638455
Motor Own Damage	3612.11	158320.39	580975	6777886	-11471.77	18112.51	512539	22464823
Previous year	15083.88	140207.88	346789	6098221	1826.88	24953.88	2140322	19894753
Motor Third party	29130.70	180666.73	963246	11184501	5613.50	25293.53		0
Previous year	23517.20	155373.20	760326	10241120	14764.20	59175.20	0	0
Motor (Total)	32742.81	338987.12	963246	11184501	-5858.27	43406.04	512539	22464823
Previous year (Total)	38601.08	295581.08	760326	10241120	16591.08	84129.08	2140322	19894753
Workmen's compensation / Employer's liability	920.10	8753.11	954	106093	-129.94	623.08		0
Previous year	1050.04	8130.03	16630	86116	-2.35	2422.09	0	0
Public Liability	137.42	1304.08	2789	9193	559.21	-52.03	23292	221031
Previous year	-421.79	1356.11	3489	9633	-660.18	123.60	-71490	229849
Product Liability	208.71	1154.08	730	2582	103.20	167.77	41526	229622
Previous year	105.51	986.31	358	2174	65.66	261.62	20993	196242
Other Liability Covers	1381.58	3552.69	1021	28970	1065.66	456.78	420329	1080863
Previous year	315.92	3095.91	909	20891	79.55	625.06	96115	941895
Liability (Total)	2647.81	14763.96	5494	146839	1598.13	1195.60	485147	1531516
Previous year (Total)	1049.68	13568.36	21386	118814	-517.32	3432.36	45619	1367985
Personal Accident	5705.94	19093.25	37620	573616	4579.11	269.42	18788080	62868785
Previous year	1126.83	18823.83	319675	848268	-1022.16	5613.84	3710353	61981668
Medical Insurance	30130.42	263774.40	2268211	4392021	-25334.52	40984.69	4162077	36436577
Previous year	55464.94	222789.71	2251041	3747569	20457.85	55012.26	7661671	30775141
Overseas Medical Insurance	-302.48	506.50	-14131	3118	10546.20	114.95	-88991	149015
Previous year	-10848.68	391.55	-101578	2681	-1480.59	22.00	-3191727	115197
Health (Total)	29827.94	264280.90	2254080	4395139	-14788.32	41099.64	4073086	36585592
Previous year (Total)	44616.26	223181.26	2149463	3750249	18977.26	55034.26	4469943	30890337
Crop Insurance	350.00	350.00	29723	29723	350.00	350.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	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	0
All Other Miscellaneous	-3714.46	54132.20	289937	2299047	-8991.17	-3364.83	-716040	10435123
Previous year	5276.71	57497.03	256910	2226553	-4985.29	-4610.97	1017198	11083765
Grand Total	95460	926604	4050879	20440831	-21167	108670	47615139	358794855
Previous year (Total)	116626	817933	3854620	18844607	34912	180298	35338030	330696877

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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
43.48	8046.32	241147	392971	0.00	0.00	0	0		
92.93	6871.93	112638	245528	0.00	0.00	0	0	0	0
123.66	1302.39	21323	43424	0.00	0.00	0	0		
118.20	1087.22	10721	32819	0.00	0.00	0	0	0	0
118.29	224.84	302	2150	0.00	0.00	0	0		
113.26	205.22	205	2036	0.00	0.00	0	0	0	0
241.95	1527.23	21625	45574	0.00	0.00	0	0		
231.46	1292.44	10926	34854	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
6.96	2533.08	988	39341	0.00	0.00	0	0		
5.01	2247.97	5831	36670	0.00	0.00	0	0	0	0
34.30	32202.03	218064	1196401	0.00	0.00	0	0		
205.65	25616.98	160927	1006706	0.00	0.00	0	0	0	0
14.64	28331.66	131117	1617556	0.00	0.00	0	0		
151.14	21094.04	195771	1491974	0.00	0.00	0	0	0	0
48.94	60533.69	218064	1617556	0.00	0.00	0	0		
356.79	46711.02	195771	1491974	0.00	0.00	0	0		
14.07	697.90	5479	21388	88.43	1560.94	246	81839		
91.90	635.48	4937	17980	-73.30	1143.66	-934	70016	0	0
0.45	50.43	3	1079	0.00	0.00	0	0		
0.00	43.85	0	961	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	3.79	0	35	0.00	0.00	0	0	0	0
0.00	193.01	0	2610	0.00	0.00	0	0		
0.00	159.51	0	2039	-7.78	0.00	0	0	0	0
14.52	941.34	5482	25077	88.43	1560.94	246	81839		
91.90	842.63	4937	21015	-81.08	1143.65	-934	70017		
121.14	7565.90	106464	194156	224.03	4721.28	30682	3693852		
0.89	5910.86	95229	171791	187.67	4276.08	-2387575	1019977	0	0.00
4173.72	24552.22	978824	1213210	10552.73	48331.73	9733110	36630013	6710888	38863810
3895.76	15208.46	525283	688632	11445.53	35342.19	6336058	27528807	4708228	29739882
-200.63	36.05	88	3649	0.00	0.00	0	0	-1134	25425
-152.02	30.04	-2500	515	0.00	0.00	0	0	173	383
3973.09	24588.27	978912	1216859	10552.73	48331.73	9733110	36630013	6709754	38889235
3743.74	15238.51	522783	689147	11445.53	35342.19	6336058	27528807	4708401	29740265
350.00	350.00	29723	29723	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	-0.01	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
2937.09	23768.26	519998	1534149	1642.79	16532.68	194652	983919		
3169.02	22798.49	198006	1623923	568.56	13516.29	11980	596618	0	0
7737	129854	2122403	5095406	12508	71147	9958690	41389624	6709754	38889235
7692	101914	1146121	4314904	12121	54278	3959530	29215418	4708401	29740265

Name of the Insurer: *Universal Sompco 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	1154.59	9032.12	15751.00	118318.00	110.70	1304.19	2254262.62	15296525.55
Previous year	1043.89	7727.93	15524.00	116204.00	199.41	2143.30	1794563.76	9805360.05
Marine Cargo	163.66	1495.17	317.00	2416.00	65.32	605.55	2353358.70	14307342.40
Previous year	98.33	889.62	285.00	2145.00	6.24	292.23	1077882.17	7864827.58
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	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	0.00	0.00
Marine (Total)	163.66	1495.17	317	2416	65.32	605.55	2353358.70	14307342.40
Previous year (Total)	98.33	889.62	285	2145	6.24	292.23	1077882.17	7864827.58
Aviation	0.00	0.00	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	0.00	0.00
Engineering	94.44	1225.40	225.00	2068.00	-4.67	265.97	70837.18	734956.11
Previous year	99.11	959.43	201.00	1635.00	-20.14	367.12	137108.37	771252.10
Motor Own Damage	1861.09	14827.97	62206.00	482554.00	-121.18	-2361.67	158146.96	1236700.23
Previous year	1982.26	17189.64	50722.00	466076.00	-3.48	3924.28	105789.69	870062.94
Motor Third party	1905.23	14243.54	0.00	0.00	1409.66	9892.83		
Previous year	495.58	4350.71	0.00	0.00	564.57	1271.72		
Motor (Total)	3766.32	29071.52	62206	482554	1288.48	7531.17	158146.96	1236700.23
Previous year (Total)	2477.84	21540.35	50722	466076	561.09	5196.00	105789.69	870062.94
Workmen's compensation / Employer's liability	25.85	236	177	1518	8.29	21.77	3789	44439
Previous year	17.56	213.78	102.00	1190.00	-1.95	87.44	2494.52	33899.10
Public Liability	0.00	2.68	0.00	11.00	0.00	-4.89	0	6250
Previous year	0.00	7.57	0.00	22.00	0.00	3.30	0.00	10435.50
Product Liability	0.00	21.66	0.00	11.00	0.00	12.67	0.00	4255.25
Previous year	0.00	8.99	0.00	6.00	0.00	8.99	0.00	1993.75
Other Liability Covers	8	138	23	211	0.22	67.35	2758	47086
Previous year	8	71	21	158	-1	8	1581	20238
Liability (Total)	33.87	398.18	200	1751	8.52	96.90	6547.47	102030.06
Previous year (Total)	25.36	301.28	123	1376	-2.82	108.20	4075.79	66566.52
Personal Accident	-170.37	294.24	-2258	4505	-196.24	-168.49	-2088051.50	1776020.41
Previous year	25.87	462.73	1564.00	9128.00	-2.63	116.65	64801.79	4523652.42
Medical Insurance	897.96	5512.63	38695	118983	518.52	1939.13	82537.41	352628.06
Previous year	379.44	3573.50	8412	55988	159.14	1224.62	19357.46	178396.44
Overseas Medical Insurance	0.35	14.00	66.00	1546.00	-0.09	3.68	5037.28	343092.78
Previous year	0.44	10.32	22.00	554.00	-0.12	9.76	7125.07	177064.14
Health (Total)	898.31	5526.62	38761	120529	518.43	1942.80	87574.70	695720.84
Previous year (Total)	379.88	3583.82	8434	56542	159.03	1234.39	26482.53	355460.58
Crop Insurance	0.00	0.00	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	0.00	0.00
Credit Guarantee	0.00	0.00	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	0.00	0.00
All Other Miscellaneous	1114.33	6391.51	31744.00	191783.00	391.31	1398.23	2688680.49	5784527.72
Previous year	723.02	4993.28	26494.00	184243.00	-22.00	1090.78	382149.58	2910432.04
Grand Total	7055.14	53434.77	146946	923924	2181.85	12976.34	5531356.61	39933823.31
Previous year (Total)	4873.30	40458.43	103347	837349	878.18	10548.67	3592853.68	27167614.24

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF MARCH, 2013

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	0.00	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	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0	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	0.00	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	0
0.00	0.00	0	0	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	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
676.99	2772.24	16927.00	82659.00	258.77	258.77	2516107.00	2516107.00		
330.88	2050.45	11633.00	75595.00	205.67	205.67	2436177.50	2436177.50		
676.99	2772.24	16927	82659	258.77	258.77	2516107	2516107	0	0
330.88	2050.45	11633	75595	205.67	205.67	2436178	2436178	0	0

Name of the Insurer: Agriculture Insurance Company of India Ltd.

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	22656.81	323524.96	50035	625445	8121.98	65817.60	408488.66	6176493.04
Previous year	14534.83	257707.36	43069	695250	-4057.83	61707.91	414278.29	5418066.26
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	22656.81	323524.96	50035	625445	8121.98	65817.60	408488.66	6176493.04
Previous year (Total)	14534.83	257707.36	43069	695250	-4057.83	61707.91	414278.29	5418066.26

*Wherever applicable

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	226.99	1315.59	6511	37960.00	226.99	1315.59	312683.75	1946151.61
Previous year	137.34	928.69	5079	34185	137.34	928.69	95554.13	570917.38
Medical Insurance	6934.84	59317.84	59425	324863.00	6934.84	59317.84	321465.17	2369668.19
Previous year	5441.78	45433.36	47852	243142	5441.78	45433.36	158317.35	1169954.77
Overseas Medical Insurance	38.01	557.12	2857	25810.00	38.01	557.12	285087.00	2893174.36
Previous year	21.52	461.43	1827	22020	21.52	461.43	195457.50	2560449.57
Health (Total)	6972.85	59874.96	62282	350673	6972.85	59874.96	606552.17	5262842.55
Previous year (Total)	5463.30	45894.80	49679	265162	5463.30	45894.80	353774.85	3730404.34
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	34.62	808.07	0	2	34.62	808.07	300475.00	4067750.00
Previous year	36.49	761.55	0	2	36.49	761.55	219890.00	3569795.00
Grand Total	7234.46	61998.62	68793	388635	7234.46	61998.62	1219710.92	11276744.16
Previous year (Total)	5637.13	47585.04	54758	299349	5637.13	47585.04	669218.98	7871116.72

*Wherever applicable

Name of the Insurer: *Export Credit Guarantee Corporation of India Ltd.,*

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	13243	115722	1081	9698	-332	15211	399433	4646140
Previous year	13575	100511	1188	11969	4010	12683	329894	3945878
All Other Miscellaneous								
Previous year								
Grand Total	13243.21	115721.56	1081	9698	-332.01	15210.84	399433.06	4646140.01
Previous year (Total)	13575.22	100510.72	1188	11969	4009.99	12682.95	329893.50	3945877.87

*Wherever applicable

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	12.09	92.43	892	8130	12.09	92.43	7725.00	61568.01
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Medical Insurance	3,200.94	20,641.75	21962	142007	3200.94	20,641.75	203116	839300.57
Previous year	1,672.98	9,908.46	13,163.00	76140	1,672.98	9,908.46	37566.3	356135.8
Overseas Medical Insurance								
Previous year								
Health (Total)	3200.94	20641.75	21962	142007	3200.94	20641.75	203116.31	839300.57
Previous year (Total)	1672.98	9908.46	13163	76140	1672.98	9908.46	37566.30	356135.80
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	3213.03	20734.18	22854	150137	3213.03	20734.18	210841.31	900868.58
Previous year (Total)	1672.98	9908.46	13163	76140	1672.98	9908.46	37566.30	356135.80

*Wherever applicable

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								
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	321.83	1669.92	16014	136589.00	19.00	140.30	218263.46	2295033.04
Previous year	302.83	1529.62	7592	127856.00	192.72	355.03	-789772.28	1222272.55
Medical Insurance	11492.47	82985.46	166304	1253840.00	9474.36	-25007.46	966745.02	5571066.40
Previous year	2018.11	105558.26	52828	1010499.00	663.75	-14410.44	6697775.68	32716096.98
Overseas Medical Insurance	196.60	1394.70	3880	43675.00	130.83	201.09	436823.91	4773683.78
Previous year	65.77	1193.61	-2712	35193.00	-36.82	44.93	-4001990.60	151710.78
Health (Total)	11689.07	84380.16	170184	1297515	9605.19	-24806.37	1403568.93	10344750.18
Previous year (Total)	2083.88	106751.87	50116	1045692	626.93	-14365.51	2695785.08	32867807.76
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.00	0.00	0	0.00	51.92	-224.18	0	0.00
Previous year	-51.92	224.18	0	98959.00	-100.43	-238.88	0	989590.00
Grand Total	12010.90	86050.08	186198	1434104	9676.11	-24890.25	1621832.39	12639783.22
Previous year (Total)	2334.79	108505.67	57708	1272507	719.22	-14249.36	1906012.80	35079670.31

*Wherever applicable

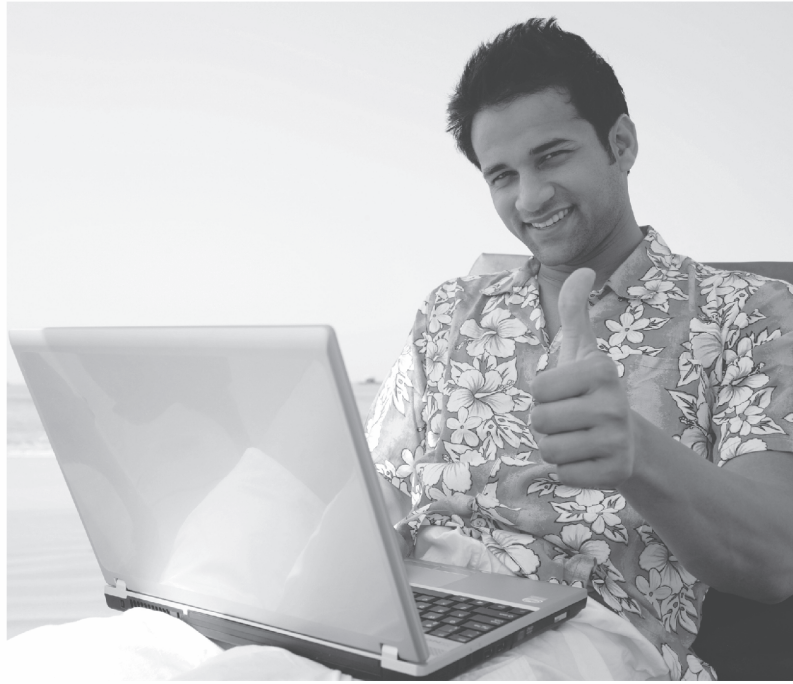
Name of the Insurer: *Religare Health Insurance Company Limited*

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	7.21	40.39	11.00	34.00	7.21	40.39	60.05	110464.84
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	572.49	3839.14	4404.00	16775.00	572.49	3839.14	30560.50	171627.20
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	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	0.00	0.00
Health (Total)	572.49	3839.14	4404	16775	572.49	3839.14	30560.50	171627.20
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								
Previous year								
Grand Total	579.70	3879.53	4415	16809	579.70	3879.53	30620.55	282092.04
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

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16 – 19 Jun 2013 Venue: Seoul, S.Korea	IIS 49th Annual Seminar By International Insurance Society.
17 – 19 Jun 2013 Venue: NIA, Pune	HRM and Industrial Relations By National Insurance Academy.
19 – 21 Jun 2013 Venue: Singapore	21st Annual Strategic Issues Conference By Limra/Loma
24 – 27 Jun 2013 Venue: Mumbai	Workshop on Marine Hull Insurance By Insurance Institute of India.
27 – 29 Jun 2013 Venue: NIA, Pune	Information Security Awareness By National Insurance Academy.
01 – 03 Jul 2013 Venue: NIA, Pune	Programme on Micro-insurance (Life) By National Insurance Academy.
08 – 10 Jul 2013 Venue: NIA, Pune	Management of Liability Insurance By National Insurance Academy.
18 – 19 Jul 2013 Venue: Taipei, Taiwan	Conference on Catastrophe Insurance in Asia By Asia Insurance Review.
22 – 24 Jul 2013 Venue: NIA, Pune	Risk-based Underwriting & Actuarial Appreciation By National Insurance Academy.
30 – 31 Jul 2013 Venue: Colombo	Seminar on Risk Based Capital By Asia Insurance Review.

view point



The global insurance marketplace in which we operate demands an insurance supervisor with the ability to cooperate quickly and effectively for the benefit of consumers.

Mr. Peter Braumüller

Chair of the Executive Committee of the
International Association of Insurance Supervisors (IAIS).

This decision (the formation of an American Indian Liaison Committee) reflects our commitment to fostering an inclusive and equitable marketplace for the benefit of all insurance consumers.

Mr. Jim Donelon

NAIC President and Louisiana Insurance Commissioner.

My advice to borrowers is to not bury your head in the sand – take action now. Understand the terms of your mortgage agreement and take control; work out if you can repay the outstanding amount when your mortgage matures.

Mr. Martin Wheatley

Chief Executive of the Financial Conduct Authority, UK.

Asia is not a country. It is not homogeneous. In order to achieve sustainable and profitable growth, insurers need to understand these markets well.

Mr. Ng Nam Sin

Assistant Managing Director, Monetary Authority of Singapore.

For an institution's risk management framework, including its risk governance, to be effective; there must be a strong risk culture which is consistent with the company's espoused values and its risk appetite.

Mr. Ian Laughlin

Member, Australian Prudential Regulation Authority.

The authority is looking at facilitating technology absorption and innovative and transparent product segments that can make micro-insurance not only a viable business model for insurers but also more satisfying to the customers while protecting their interests.

Mr. T.S. Vijayan

Chairman, Insurance Regulatory & Development Authority, India.



If undelivered please return to:

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