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Ensuring the Widest Spread
- Insurance Intermediation

बीमा विनियामक और विकास प्राधिकरण

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Editorial Board

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

Editor

U. Jawaharlal

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Parishram Bhavan, 3rd Floor

Basheer Bagh

Hyderabad - 500 004

Phone: +91-40-23381100

Fax: +91-40-66823334

e-mail: irdajournal@irda.gov.in



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From the Publisher



For a product that carries a huge reputation, the process of intermediation would be redundant – considering its earlier performance that is behind its popularity. There are several products globally, particularly tangible ones, which have managed to acquire such a reputation. Although it is not the intention to say that the model cannot be replicated in the domain of intangible goods, one has to admit that there is a certain need for a product push that keeps it out of the purview of a voluntary purchase; and this holds particularly true for an emerging market.

Even among the financial services, other areas like banking have acquired a long-standing reputation and are better understood by the common man. Insurance continues to remain hazy for a large chunk of the population; and thus compels the existence of an efficient distribution mechanism for the business to be successful. Consequently, it is essential that the distributor – irrespective of the channel – understands the needs of the prospect; and suggests the best possible package taking into account the prospective client's risk profile. Looking at the large scale media reports about mis-selling, one wonders whether we are really able to achieve such a comfort in spreading the word. It is for the insurers and other stakeholders to ensure that these trends are reversed, sooner than later.

The over-riding factor for an efficient intermediation is adding value to the customer. What exactly amounts to adding value depends on the class of operation as also the type of the client.

For an individual, a mere analytical assessment of his needs and suggesting a suitable product would add a lot of value. If it is also supported by rendering the required service during the contract period, the distributor's role can be deemed to have been accomplished. Similarly, in the case of a corporate client, identifying the inherent risk factors and designing a comprehensive risk management package would go a long way in adding value to the customer. To what extent this factor is being achieved in the Indian insurance domain is one's guess.

The competitive nature of the market demands that each of the participants delivers the best. But when the competition takes the shape of chasing a top-line growth and losing sight of the other aspects, there is bound to be a disarray of priorities. It is hoped that the Indian insurance market does not work in that direction; and it is for the distribution channels to ensure that we stay away from such lopsided priorities.

'Intermediation/Distribution in Insurance' is the focus of this issue of the **Journal**. Taking into account its huge importance, the next issue will also focus on the same subject.

J. Hari Narayan

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Vital Link for Business Expansion

- Intermediation in Insurance

Intermediation is the process that forges a proper match between a product and the end-user. It is of utmost importance to ensure that while this process is accomplished successfully, there is value addition to the entire chain – the producer as also the consumer. In the domain of financial services, where it is very difficult to quantify the success of the process, the ultimate business figures have come to be seen as the indicators of achievement. In the absence of a more realistic gauge, the end results do serve the purpose; but it is equally important to take a holistic view of the entire process of intermediation and the means through which the results are obtained, rather than getting carried away entirely by the numbers.

An intermediary can be a great ambassador for the principal that he or she acts for; and quite often, it is the efficiency of the distributor that sets the tone for the reputation of the player. It is thus very vital that the insurers exercise utmost care in building up their distribution channels and are not driven by their business targets exclusively all the time. The high incidence of wrongful selling of products – whether deliberate or otherwise – in the insurance domain is not a very positive indicator of successful intermediation. A proper assessment of the needs of the prospect, followed by a proper choice of the product in consultation with the prospect should end in a successful completion of the process in its true spirit. Besides, there is the facility of the policyholder withdrawing from the contract during the free look period as well; altogether summing up to intermediation being very consummate. But the huge attrition rates and the unending complaints against rampant mis-selling have a different tale to tell!

In the domain of corporate clients, intermediation could assume a much larger role. Assessing the various risks that the entities are exposed to and developing a comprehensive risk management solution for it would be the ideal job for the intermediary. It is good to see that there is a great deal of improvement in this area in the Indian insurance domain where the new channels of

distribution are progressively demonstrating a larger role. It is hoped that one gets to see even more positive contributions from the intermediaries, especially in some niche domains, in order that we move progressively towards higher standards.

‘Intermediation/Distribution in Insurance’ is the focus of this issue of the **Journal**. Mr. Ashvin Parekh opens the account with his article entitled ‘Charting the Map’ in which he elucidates the nuances of an effective distribution and puts special emphasis on the effect of the push factor in insurance distribution in India. In the next article, Dr. P. Nandagopal talks about the progressive transition in the Indian insurance domain in the liberalized regime and how intermediation has played an important role in this journey. A debate, however lively, on which distribution channel best suits the Indian domain, would in all probability lead nowhere. Nevertheless, we have Mr. Sudhir Kumar Jain talking about the merits of a broker as the fittest channel for the corporate accounts. Continuing with the debate, we have Mr. R. Venugopal extolling the positive aspects of the Bancassurance channel, in the last article of the issue wherein he describes how it adds value to both the bank and the insurer.

The changing dynamics of various classes of insurance and the vibrant business figures have become the talking point of several stakeholders. To enable you to draw your conclusions, we have the quarterly segment-wise performance of life and non-life insurers in addition to the regular monthly statistics.

A topic like ‘Distribution in Insurance’ is bound to generate a lot of interesting debate; and as such, we will continue with the focus in the next issue of the **Journal** with a fresh and interesting collection of articles.

U. Jawaharlal

Report Card: LIFE

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

Sl No.	Insurer	Premium u/w (₹ in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		October, 11	Upto October, 11	Upto October, 10	October, 11	Upto October, 11	Upto October, 10	October, 11	Upto October, 11	Upto October, 10
1	Bajaj Allianz	18.24	202.11	403.25	2068	22567	52863	23722	123335	67810
	Individual Single Premium	93.19	562.10	1051.20	66711	489269	788587		5631677	12484767
	Group Single Premium	26.75	129.12	67.41	4	45	31			
2	ING Vysya	53.06	235.13	225.75	49	495	931	741449		
	Individual Single Premium	1.09	12.30	3.17	140	1350	520	40	273	1003
	Group Single Premium	0.18	0.00	0.21	0	0	0	0	0	138
3	Reliance Life	18.10	137.13	220.12	2072	18391	31940	16371	735063	438543
	Individual Non-Single Premium	74.35	516.82	1298.97	72649	512234	1213578	38276	170372	95946
	Group Single Premium	0.79	22.04	18.92	8	111	121			
4	SBI Life	20.51	111.98	81.12	37	135	90			
	Individual Single Premium	76.31	719.39	606.70	5889	56828	58533			
	Group Single Premium	99.81	789.45	1568.42	48404	351815	391958	-6260	114946	207543
5	Tata AIG	20.18	84.81	237.71	7	84	31	76876	454730	404932
	Individual Single Premium	9.30	80.33	115.42	555	6294	14580			
	Group Single Premium	4.33	338.97	489.26	18801	157323	311435	11461	69769	34592
6	HDFC Standard	4.81	80.15	81.28	6	62	48	5055	335547	210415
	Individual Single Premium	15.12	127.00	64.45	1500	17518	86082			
	Group Single Premium	179.26	1202.84	1581.05	42917	287743	333853	127302	537531	130184
7	ICICI Prudential	12.95	156.02	209.27	1	7	31	51	1863	228804
	Individual Single Premium	12.68	161.22	537.59	689	10338	33058			
	Group Single Premium	178.80	1192.95	2447.57	63861	629415	730577	280639	1104776	1287726
8	Birla Sunlife	58.87	532.28	520.17	2	19	29	19032	450043	388759
	Individual Single Premium	5.59	51.94	7.29	108	1109	26340			
	Group Single Premium	72.65	591.37	954.64	78995	441526	673859	77	529	752
9	Aviva	19.49	254.24	207.23	16	159	127	75453	481120	322130
	Individual Single Premium	1.51	22.44	17.67	361	4611	1216			
	Group Single Premium	32.14	211.89	320.21	11606	73472	108658	113	1874	1930
10	Kotak Mahindra Old Mutual	7.86	107.41	30.98	9	61	87	-81234	-516660	1470648
	Individual Single Premium	23.33	141.19	29.95	860	8188	3060			
	Group Single Premium	28.35	183.19	428.81	12327	79346	145496	111775	547165	254856
11	Max New York	5.81	91.32	74.58	40	377	420	64517	933285	928672
	Individual Single Premium	14.40	123.85	118.14	55	501	904			
	Group Single Premium	84.54	743.43	935.51	32941	297956	469316	1947	33733	1184953
12	Met Life	2.94	31.52	48.82	46	571	480	158264	2293176	4136317
	Individual Single Premium	9.35	85.70	54.29	736	6627	7267			
	Group Single Premium	28.54	183.13	262.26	8889	75669	88828	1852	9992	4527
	Individual Non-Single Premium	0.55	5.17	7.52	0	2	3	291964	802625	1482685
	Group Non-Single Premium	60.85	95.99	17.61	20	314	194			

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.87 1.42 0.00 0.00	9.86 17.76 0.00 0.00	20.67 25.39 0.00 0.00	193 3352 0 0	2190 24538 0 0	4806 28926 0 0	2190 24538 0 0	4806 28926 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	11.81 15.03 6.36 0.34	105.50 63.14 46.01 4.31	145.68 115.51 38.97 3.54	1531 11841 0 4	13117 54389 0 15	16678 49035 0 5	13117 54389 0 15	16678 49035 0 5	171970 213192	168406 374781	171970 213192
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.02 10.45 1.92 0.00	0.73 90.32 15.25 0.00	3.47 20.268 11.03 0.00	3 6050 0 0	130 54829 1 0	2441 87710 0 0	130 54829 1 0	2441 87710 0 0	5383 0	6167 0	5383 0
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.16 18.26 0.00 3.48	16.68 128.44 0.20 13.49	6.36 185.60 0.10 17.37	526 10877 0 9	2488 75199 1 69	668 168636 1 48	2488 75199 1 69	668 168636 1 48	0 2724	2241 1965938	0 2724
17	IDBI Federal Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	4.99 10.81 0.00 1.26	58.42 83.70 0.00 9.06	74.44 151.83 0.00 1.47	405 4945 0 0	3766 33600 0 15	9355 50875 0 11	3766 33600 0 15	9355 50875 0 11	0 17960	0 371852	0 17960
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.03 34.65 0.07 50.92	0.06 264.06 2.39 128.08	5.46 378.23 12.10 0.00	0 5340 0 2	1 37227 1 8	257 58098 0 0	1 37227 1 8	257 58098 0 0	41 3187	7260 0	41 3187
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.74 10.69 0.05 0.00	11.52 86.57 0.36 0.00	4.17 105.12 0.32 0.00	59 4409 0 0	660 32865 0 0	359 35583 1 0	660 32865 0 0	359 35583 1 0	-52 0	712 0	-52 0
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.84 4.96 0.00 0.00	7.06 39.55 0.00 0.00	0.80 39.67 0.00 0.00	102 3964 0 0	806 28726 0 0	110 17725 0 0	806 28726 0 0	110 17725 0 0	0 0	0 0	0 0
21	Star Union Dai-ichi Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	26.04 19.70 2.80 2.70	153.41 112.29 32.16 9.08	126.20 105.25 25.18 3.05	1984 11538 0 4	10676 58640 0 19	8213 36155 0 35	10676 58640 0 19	8213 36155 0 35	1917 3351	14460 110832	1917 3351
22	IndiaFirst Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	16.10 8.71 2.91 20.54	144.16 55.71 15.26 85.30	116.84 149.20 4.23 0.58	1351 4357 1 4	11607 27297 2 31	8578 51601 7 8	11607 27297 2 31	8578 51601 7 8	4172 10192	3602 40953	4172 10192
23	Edelweiss Tokio Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Private Total	0.00 0.53 0.00 0.00	0.09 1.16 0.08 0.00	2372.06 7745.64 2330.95 2030.18	2187 538598 68 256	199765 3946198 589 2441	367828 5970442 471 2575	199765 3946198 589 2441	367828 5970442 471 2575	599213 1435565	3817267 25018569	599213 1435565
24	LIC Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Grand Total	658.71 2037.73 1505.09 336.07	6252.90 11861.55 16485.89 6658.68	18630.86 11829.79 12177.00 7969.37	89347 2164982 1607 434	997729 14435959 10620 3087	3056105 13728136 11756 402	997729 14435959 10620 3087	3056105 13728136 11756 402	2294020 713895	16331355 759904	2294020 713895
	Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	928.32 3120.70 1958.05 683.64	8624.96 19607.18 18816.84 8688.86	21312.96 24934.46 13730.38 9730.12	110534 2703580 1675 690	1197494 18382157 11209 5528	3423933 19698578 12227 2971	1197494 18382157 11209 5528	3423933 19698578 12227 2971	2893233 2149460	20148622 25778473	2893233 2149460

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 ENDED SEPTEMBER, 2011

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011
1	Non linked* Life						
	with profit	1011.71	2070.58	169514	307031	1476.88	2978.88
	without profit	30.19	27.91	83398	17946	1515.14	816.03
2	General Annuity						
	with profit	2.33	1.67	64	88	0.00	0.00
	without profit	685.11	515.10	16391	12676	1.54	1.11
3	Pension						
	with profit	8.79	26.86	920	1608	0.29	0.70
	without profit	6.21	26.15	584	841	0.20	0.68
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	1.34	0.15	2217	112	54.12	4.70
A.	Sub total	1745.67	2668.40	273088	340302	3048.16	3802.10
1	Linked* Life						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	4179.71	4910.82	653835	735349	6531.35	7646.21
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	12909.13	113.06	2093006	11027	300.83	0.33
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	1.15	0	282	0.00	4.82
B.	Sub total	17088.84	5025.03	2746841	746658	6832.18	7651.35
C.	Total (A+B)	18834.52	7693.42	3019929	1086960	9880.34	11453.45
1	Riders: Non linked						
	Health#	0.01	0.03	0	0	-0.01	0.21
2	Accident##	0.01	0.15	2	4	0.89	29.31
3	Term	0.03	0.00	0	0	2.84	0.06
4	Others	2.04	2.94	0	0	6.65	5.90
D.	Sub total	2.08	3.12	3	4	10.38	35.48
1	Linked						
	Health#	0.00	0.01	1	1	0.60	1.25
2	Accident##	0.07	0.10	203	218	184.65	299.43
3	Term	0.00	0.00	0	0	0.22	0.30
4	Others	0.00	0.00	0	1	0.16	3.62
E.	Sub total	0.07	0.11	203	221	185.64	304.60
F.	Total (D+E)	2.15	3.23	206	225	196.02	340.08
G.	**Grand Total (C+F)	18836.67	7696.65	3019929	1086960	10076.36	11793.53

* 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 SEPTEMBER, 2011

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011
1	Non linked*						
	Life						
	with profit	8850.74	11762.48	10995581	12428306	152958.47	187904.21
	without profit	1167.41	1103.62	2323160	2326320	39910.44	61361.94
2	General Annuity						
	with profit	0.66	0.66	101	169	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	21.36	148.70	10255	19561	116.74	729.78
	without profit	120.34	153.20	19183	20571	8.06	19.92
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	28.75	63.01	71975	168320	3680.16	1279.87
A.	Sub total	10189.26	13231.67	13420255	14963247	196673.88	251295.72
1	Linked*						
	Life						
	with profit	-0.10	0.02	0	0	0.00	0.00
	without profit	7124.30	3053.35	2380148	680401	60009.87	31340.15
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	4609.20	129.42	1233880	6271	959.66	-6.45
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	63.62	44.46	39244	28643	1421.60	731.60
B.	Sub total	11797.03	3227.25	3653272	715315	62391.14	32065.31
C.	Total (A+B)	21986.29	16458.92	17073527	15678562	259065.02	283361.03
D.	Riders:						
	Non linked						
	1 Health#	2.13	5.07	159	569	460.51	1354.01
	2 Accident##	5.07	12.59	2336	5653	6150.84	16236.82
	3 Term	1.00	2.37	65	276	191.08	487.46
4 Others	2.17	4.59	10	24	1679.81	2124.23	
Sub total	10.37	24.62	2569	6521	8482.23	20202.53	
E.	Linked						
	1 Health#	1.66	0.71	162	75	290.10	177.10
	2 Accident##	3.65	0.65	970	466	2389.44	1678.78
	3 Term	0.17	0.16	55	6	1828.14	98.90
	4 Others	0.41	0.28	23	110	254.58	80.10
Sub total	5.90	1.80	1209	657	4762.26	2034.87	
F.	Total (D+E)	16.26	26.43	3778	7179	13244.49	22237.40
G.	**Grand Total (C+F)	22002.55	16485.35	17073527	15678562	272309.51	305598.43

* 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 SEPTEMBER, 2011

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	4958.90	4702.06	1024	1596	849026	1270391	4012.99	5105.64
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3.77	9.57	113	27	31430	3209	199.98	40.26
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1.89	1.72	242	182	504237	977688	2473.94	6615.41
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1742.54	2333.35	8992	7420	14987081	9435396	83273.74	96144.12
2	General Annuity with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3987.00	1375.20	18	17	2911	7467	0.00	0.00
3	Pension with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	1419.18	8394.31	107	291	338997	579808	0.00	26.69
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	12113.28	16816.20	10496	9533	16713682	12273959	89960.66	107932.14
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	59.71	2.92	14	1	58792	6102	7.07	0.61
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	9.60	39.35	18	0	5603	2895	400.70	111.35
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	26.63	0.01	17	0	19636	-14	1.96	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	0.00	0	0	0	0	0.00	0.00
4	Health with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
B.	Sub total	95.94	42.28	49	1	84031	8983	409.74	111.96
C.	Total (A+B)	12209.21	16858.47	10545	9534	16797713	12282942	90370.40	108044.09
1	Riders: Non linked								
1	Health#	0.13	0.14	10	13	2776	1612	124.30	117.71
2	Accident##	0.15	0.16	31	38	4378	31580	339.23	390.70
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
D.	Sub total	0.27	0.30	41	51	7154	33192	463.53	508.41
1	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.02	0.02	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	0.02	0.02	0	0	0	0	0.00	0.00
F.	Total (D+E)	0.29	0.32	41	51	7154	33192	463.53	508.41
G.	**Grand Total (C+F)	12209.50	16858.79	10545	9534	16797713	12282942	90370.40	108044.09

* 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 SEPTEMBER, 2011

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

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011	Sept, 2010	Sept, 2011
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	26.88	51.42	5	7	30461	56987	3.05	5.70
	without profit	161.31	239.51	91	166	74271	372822	338.32	588.77
b)	Group Savings Linked Schemes with profit	0.00	2.84	0	3	0	2532	0.00	16.17
	without profit	103.52	112.49	403	356	270313	847072	2139.77	8281.62
c)	EDLI with profit	0.59	0.00	111	0	94179	0	1320.01	0.00
	without profit	7.26	11.55	181	245	691665	660669	6623.37	10170.51
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	5332.34	1957.13	1437	3785	22513138	10702672	113506.19	126990.92
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	27.17	120.43	1	7	1	642	0.00	0.00
	without profit	2648.12	4692.45	1	33	23043	145662	0.00	2.81
4	Health								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.06	1.89	0	0	921	17807	7.34	342.66
A.	Sub total	8307.27	7189.71	2230	4602	23697992	12806865	123938.05	146399.15
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	503.76	561.07	153	171	702724	661247	2967.98	3300.85
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	27.38	17.08	185	38	49090	29765	702.70	629.25
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	0.75	0.00	1	0	338	0	0.03	0.00
	without profit	15.93	22.66	3	8	7541	6744	4.79	11.65
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	454.25	210.25	57	19	168508	3650	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	1002.08	811.06	399	236	928201	701406	3675.50	3941.75
C.	Total (A+B)	9309.34	8000.77	2629	4838	24626193	13508271	127613.55	150340.91
1	Riders: Non linked								
1	Health#	2.28	3.07	46	66	38616	81151	2225.98	8467.74
2	Accident##	0.95	1.35	22	23	9613	18595	891.98	1784.95
3	Term	0.00	0.00	1	1	87	503	1.69	49.66
4	Others	0.03	0.01	9	4	6769	511	1609.88	240.53
D.	Sub total	3.27	4.43	78	94	55085	100760	4729.52	10542.88
1	Linked								
1	Health#	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident##	0.01	0.02	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	0.01	0.02	0	0	0	0	0.00	0.00
F.	Total (D+E)	3.27	4.45	78	94	55085	100760	4729.52	10542.88
G.	**Grand Total (C+F)	9312.62	8005.22	2629	4838	24626193	13508271	127614	150341

* 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.

Reconsideration Order

Ref: IRDA/BRK/ORD/REORD/252/11/2011

Date: 17.11.2011

In the matter of Order dated 8th July, 2011 against M/s. Athena Insurance & Reinsurance Brokers Pvt. Ltd. Application dated 5th May, 2009 seeking grant of renewal of Composite Broker Licence

considered and finally on July 8, 2011, the Authority refused to grant renewal of license to the Broker under Regulation 14(1) of the IRDA (Insurance Brokers) Regulations, 2002. The order of the Authority was on the following charges and findings:

IRDA/CB 179/03

Reconsideration Order

Of The Chairman, IRDA Under Regulation 14(4) of IRDA (Insurance Brokers) Regulations 2002

In the matter of Order dated 8th July, 2011 against M/s. Athena Insurance & Reinsurance Brokers Pvt. Ltd. Application dated 5th May, 2009 seeking grant of renewal of Composite Broker Licence.

(i) The Broker failed to disclose material facts in the application submitted for renewal of composite broker licence and violated provisions of circular no. IRDA/BRO/36/Aug-04 dated 18.08.2004:

This Broking Company was issued a license at which point of time the major shareholding was held by Mr. Utpalkapadia and his family. It appears that on August 12, 2005, 1.4 lakh shares of this Company amounting to 33% of the total shares were gifted in favour of one Mrs. Manju Bubna. The husband of Mrs. Manju Bubna, namely Shri Narendra Bubna was actually conducting the affairs of this Company. These facts came to the knowledge of the Authority based on a complaint dated July 30, 2009 and police complaint of April 16, 2009 filed by Shri Narendra Bubna. The Broker applied for renewal of his broking license vide application dated May 5, 2009. This application was accompanied by a declaration to the effect that all questions have been truthfully and fully answered. This assertion by the Broking Company was incorrect in the light of the complaint of Mr. Narendra Bubna dated April 16, 2009 and transfer of shares, the effective management of the Company etc. The execution of gift deed on 12.08.2005 by which 1.40 lacs of shares of Athena Insurance & Reinsurance Brokers Pvt. Ltd. were gifted in favour of Mrs. Manju Buba was not disclosed to the Authority. As per Regulation 28 of IRDA (Insurance Brokers) Regulations, 2002 read with

(i) The Broker failed to disclose material facts in the application submitted for renewal of composite broker licence and violated provisions of circular no. IRDA/BRO/36/Aug-04 dated 18.08.2004:

This Broking Company was issued a license at which point of time the major shareholding was held by Mr. Utpalkapadia and his family. It appears that on August 12, 2005, 1.4 lakh shares of this Company amounting to 33% of the total shares were gifted in favour of one Mrs. Manju Bubna. The husband of Mrs. Manju Bubna, namely Shri Narendra Bubna was actually conducting the affairs of this Company. These facts came to the knowledge of the Authority based on a complaint dated July 30, 2009 and police complaint of April 16, 2009 filed by Shri Narendra Bubna. The Broker applied for renewal of his broking license vide application dated May 5, 2009. This application was accompanied by a declaration to the effect that all questions have been truthfully and fully answered. This assertion by the Broking Company was incorrect in the light of the complaint of Mr. Narendra Bubna dated April 16, 2009 and transfer of shares, the effective management of the Company etc. The execution of gift deed on 12.08.2005 by which 1.40 lacs of shares of Athena Insurance & Reinsurance Brokers Pvt. Ltd. were gifted in favour of Mrs. Manju Buba was not disclosed to the Authority. As per Regulation 28 of IRDA (Insurance Brokers) Regulations, 2002 read with

the 'Regulations').

2. The Authority received a complaint dated July 30, 2009 from one Mr. Narendra Bubna. The contents of this complaint brought to light certain omissions and commissions on the part of M/s Athena Insurance & Reinsurance Brokers Pvt. Ltd. Consequently, when the Broking Company applied for renewal of its license on May 5, 2009, a Show Cause Notice dated February 3, 2010 was issued to the Broker to explain these acts of omission and commission. Thereafter, the explanation of the Broker was



Circular No. 022/IRDA/F&A/Aug 05 dated 25-08-2005, Broking Companies are required to take prior approval of the Authority before effecting changes in shareholding to the Broking Company by any manner whatsoever.

As no such prior approval was taken, the Authority held that the Broker was in violation of the respective Regulation.

(ii) The Payment of premium on behalf of clients by the Broker is not in conformity with the functions of a Direct Broker specified under Reg. 3 of said regulations.

It was noticed that in one instance the Broker even did not recover the premiums paid on behalf of the client and the same was written off as bad debt. There is no mention in the certificate from chartered accountant dated 6th September, 2010 on premiums paid by the Broker on behalf of their clients prior to renewal of license.

(iii) The Broker failed to ensure the requirements specified in Regulation 27:

Taking into consideration the contents of complaints and documents on record, the Authority came to the opinion that the internal controls and systems of the Broker were not adequate for the size, nature and complexity of business. The Broker, thus, violated the requirements of Regulation 27.

3. Aggrieved by the above order of the Authority, the Broker made an application dated August 9, 2011 under Regulation 14(3) seeking reconsideration of the decision of the Authority.

4. Accordingly, the Broker was advised to appear before me for personal hearing on 16.09.2011. The Broker represented by Mr. S.P. Kulkarni, Principal Officer and Mr. Utpal Kapadia, Director appeared before me on the said date for personal hearing and made their oral and

written submissions on the charges against them.

5. On the charge stated under 2(i) above, Mr. Utpal Kapadia, Director admitted that the transfer of shares by way of a gift deed to Mrs. Bubna was not disclosed to the Authority. He further stated that it was agreed mutually not to execute the gift deed until the authorized share capital of the Broking Company was enhanced and as this has not yet occurred, the actual transfer of shares was not affected in their books nor registered with the Registrar of Companies. Continuing, he stated that there were differences between Mr. Narendra Bubna and himself on which Mr. Bubna filed a complaint in the Girgaum Court which in turn ordered the Economic Offences Wing to investigate into the complaint. The Economic Offences Wing completed its inquiry and concluded that the allegations leveled on the Broking Company by Mr. Narendra Bubna were untrue. He stated that failing in his complaint through the legal system/police, Mr. Bubna filed a complaint with the IRDA on basis of which the renewal of license to M/s Athena was rejected.

6. On the charge stated under 2(ii) above, Mr. Kapadia stated that the payment was made on behalf of a certain client due to emergency and that there were four such instances, the last of which was two years ago.

7. On the charge stated under 2(iii) above, Mr. Kapadia stated that they have since ensured that internal controls are now in place.

8. The Authority has observed that new evidence has now been furnished with regard to the report of the Economic Offences Wing and has come to a revised opinion that the rejection of the license renewal application is disproportionate to the acts of omission and commission.



9. In view of the above facts, I am of the considered view that the charge of non-disclosure of material information on transfer of shares and consequent dispute with Mr. Narendra Bubna by the Broking Company is confirmed and in view of the violation, a fine of ₹ 4,00,000 (Rupees four lakhs only) be imposed on the Broker.
10. It is admitted that the broker had paid premium on behalf of the clients which is in violation of the Regulations and for this violation, a fine of ₹ 1,00,000 (Rupees one lakh only) be imposed.

11. The Authority accepts the assurance of the Broker that he has established proper internal controls and systems.

12. Hence, on a reconsideration, under the powers vested in Regulation 14(4) of the IRDA (Insurance Brokers) Regulations, 2002, I order that the Broking license of the applicant be renewed, on collection of fine imposed of ₹ 5,00,000, with effect from 09.06.2009 for a further period of three years.

Sd/-
(J. Hari Narayan)
Chairman

Press Release

Date: 24.11.2011

Mobile application to compare insurance products and premium rates

The Insurance Regulatory and Development Authority has introduced a mobile application that enables one to compare insurance products and premium rates. The application currently lets users of mobile phones/devices with internet connectivity check and compare features of Unit Linked Insurance Policies (ULIPs) introduced on or after 1st September, 2010. The application has been developed with the objective of providing a mechanism for consumers/prospects to make informed decisions by comparing features of insurance products through mobiles. It works on Android, iPhone, Nokia and Blackberry platforms. However a user can also access the information through any mobile that enables internet access or can access the website directly.

The application enables real time mobile based access to the IRDA repository containing details of the products by accessing www.irda.gov.in. Users will be able to compare the features of Unit Linked Insurance Products such as

Premium, Benefits etc. Users can search products for comparison through three search options - Search by Company, Search by Policy type and Search by Keywords. The launch screen of the application displays the three options.

Search by Company lists the companies offering similar products and allows the user to choose the products he or she wants to compare. Up to three products can be selected at a point in time for comparison. Search by Policy type lists different types of policies from which the user can select the required type and it displays the products available. Again, the user can select up to three products for comparison. Search by Keywords enables the user to search either by policy type or company wise by entering a keyword. The selected product information is displayed in a pop-up window.

Sd/-
(J. Hari Narayan)
Chairman

To All the CEOs of Life Insurance Companies

Ref: IRDA/Life/CIR/AGN/257/11/2011

Date: 25.11.2011

Guidelines on Persistency of Life Insurance

Policies

Reference is invited to IRDA's Circular Ref: IRDA/CAD/GDL/AGN/016/02/2011 dated 11th February, 2011 regarding 'Guidelines for Individual Agents for Persistency of Life Insurance Policies'. In partial modification to Clause III (e) of the said guidelines, it is clarified that the requirement of Insurers to endorse the record referred to in the said clause is now dispensed with. It may, however be noted that maintenance of records of policies sold and their persistency on a year to year basis needs to be complied by all agents and life insurers as stipulated.

Further all the provisions of the above referred Guidelines as modified vide IRDA Circular IRDA/Life/GDL/GLD/217/09/2011 dated 20th September, 2011 together with the above referred exemption are now made applicable to Corporate Agents that solicit life insurance

business. However, it is also clarified that Clause (5) of Modified Guidelines (Relatives of employees of Insurers) issued vide Circular IRDA/Life/GDL/GLD/217/09/2011 dated 20th September, 2011 is not applicable to the Corporate Agents.

The stipulated persistency rate requirements will be effective for all Corporate Agency renewals that are due from 01st July, 2014. All other provisions of the above referred circulars are 'mutatis mutandis' applicable to Corporate Agents.

The above guidelines are issued under Section 14 (2) of the IRDA Act, 1999 and all Insurers are requested to put in place procedures for effective implementation of the same.

Sd/-

(J Hari Narayan)

Chairman

Order

Ref: IRDA/BRK/ORD/LC/256/11/2011

Date: 25.11.2011

Cancellation Of Broker License No. 276

WHEREAS, M/s. LORD KRISHNA INSURANCE BROKERS PVT. LTD., (hereinafter referred to as the 'Broker') having its Registered Office at 3rd Floor, Hind Bharti Tower, 7 DDA Service Centre, Sector - 5, Rohini, Delhi - 110085 has been granted license by the Authority to act as a Direct Broker vide License No. 276 on 9th day of September, 2004 pursuant to the provisions of the IRDA (Insurance Brokers) Regulations, 2002.

WHEREAS, the Broker has not made the renewal application in Form A to the Authority as required under Regulation 13(1) of the said Regulations and the validity of direct Broker License No. 276 issued to M/s. Lord Krishna Insurance Brokers Pvt. Ltd. expired on 8th September, 2007.

WHEREAS, The Authority in view of the Broker's failure to apply for renewal of direct Broker license No. 276 as per Regulation 13(1) of the

said Regulations, passed an order dated 11th January, 2008 declaring the validity of direct broker license no. 276 expired with effective from 8th September, 2007 and accordingly the company shall cease to act as an insurance Broker.

WHEREAS, The Broker vide letter dated 05.08.2008 conveyed the surrender of License and confirmed that the company has stopped working as Insurance Broker since August 2007.

WHEREAS, the Broker vide its letter dated 23.12.2009 submitted the original license No. 276 which was already expired on 08.09.2007

and subsequently vide letter dated 12.09.2011, they have complied with all the requirements of surrender of a license.

NOW THEREFORE, pursuant to the request made by the Broker for Surrender of Broker License, the Authority hereby cancels the Direct Broker License No. 276 granted to M/s. LORD KRISHNA INSURANCE BROKERS PVT. LTD.

Sd/-

(Suresh Mathur)

Sr. Joint Director

Order

Ref: IRDA/Life/Ord/Misc/258/11/2011

Date: 28.11.2011

Order in the matter of M/s Life Insurance Corporation of India

The Insurance Regulatory & Development Authority, 3rd Floor, Parishram Bhavanam, Basheer Bagh, Hyderabad

In Chair: Sri J. Hari Narayan, Chairman, IRDA

A personal hearing was given to M/s Life Insurance Corporation of India (hereafter referred as Life Insurer) on October 17th, 2011 with regard to the show cause notice issued based on the complaint lodged by Ms. Padma Patro and subsequent inspection carried out by IRDA.

Sri D K Mehrotra, Current-in-charge and Sri K Ganesh, Executive Director (CRM) were present. On behalf of IRDA, Sri G. Prabhakara, Member (Life), Sri V Jayanth Kumar, Joint Director (Life), Smt Yegna Priya Bharath, Joint Director (C A D), Sri DV S Ramesh, Deputy Director (Life) and Sri T

V Rao, Deputy Director (C A D) were present.

The findings on the explanations offered by the Life Insurer to the issues raised in the Show Cause Notice dated 09th August, 2010 are as follows.

Issue:

A complaint lodged by Ms Padma Patro, was registered by IRDA on 21st April, 2009 regarding partial settlement of death claim. The complaint was forwarded to the Life Insurer on 21st April, 2009. Difference of death claim was settled by LIC of India on the orders of Ombudsman on 24th March, 2010.

As a sequel to the captioned complaint an inspection was carried out by IRDA on 31st May, 2010 which revealed no specific violations in respect of the complaint under reference. However, it is noticed during the course of inspection, that the Life Insurer had taken more than 6 months to repudiate the group

insurance death claims in respect of 24 cases and to complete the investigations in respect of 263 individual claims during the year 2009 - 10. It was also noticed that a number of maturity claims were settled beyond 6 months. On these findings an explanation was called for from the Life Insurer on 16th June, 2010 for violating the provisions of Regulation 8 (3) of IRDA (Protection of Policyholders Interests) Regulations, 2002.

In its response dated 06th July, 2010, the Life Insurer furnished information in respect of Group Insurance death claims and submitted that post inspection by IRDA, there were only 14 repudiated death claims as on 31st March, 2010 and out of these, only two cases were repudiated beyond 6 months. On examining the response a Show Cause Notice dated August 09th 2011 was issued to the Life Insurer for breach of the obligations cast on an Insurer under Insurance Regulatory and Development Authority (Protection of Policyholders' Interests) Regulations, 2002 leading to delay in completing Investigations in time and also for delays beyond six months in repudiating the death claims.

In reply, the Life Insurer submitted that Claim settlement has always been its prime focus and as it handles large volumes of claims, some delays occur in early claim settlement due to unavoidable dependence on external authorities like Doctors, hospitals, police departments. It was also submitted that LIC exercises abundant precaution to ensure that the claim amount goes only to genuine and legitimate claimants. It further submitted that during Financial Year 2009-10, only 32 early claim investigations were pending beyond 6 months.

On the request of the Life Insurer, the Authority granted a personal hearing on 17th October, 2011.

The Life Insurer during the course of personal hearing submitted that it processes very large volumes of claims transactions year on year and in spite of such large volumes, its performance matches global standards. While efforts have been taken to settle all the claims, including death claims at the earliest, there was some delay in a few cases. It also submitted that it has been very conscious that no claim should be repudiated without proper justification and therefore some delays have occurred in a few cases. It has further submitted that the Life Insurer has initiated measures in rural areas to educate the claimants for timely submission of documents while lodging the claim and claim investigation is one of the priorities of its personnel. It is also further submitted that it is constantly reviewing its claim settlement position to improve the same.

In order to protect the interests of the policyholders and also to ensure timely settlement of claims the IRDA has notified Protection of Policyholders' Interests Regulations, 2002. As per Regulation (8) there under where warranted, an insurance company shall initiate and complete such investigation at the earliest and in any case not later than 6 months from the date of lodging the claim. The claim shall also be paid or be disputed, giving all the relevant reasons, within 30 days from the date of receipt of all relevant papers and clarifications required.

On examining the documents and submissions of the Life Insurer it is observed that though the Life Insurer had a track record of settling substantial number of death claims annually,

yet there were 300 cases as at 31st March, 2010 where investigations were pending beyond 6 months. It is also noticed that 1424 maturity claims were pending for more than 6 months during 2009-10. Despite huge number of death claims being handled by LIC, there is still scope for LIC to improve the claim settlement performance and adhere to the provisions of the above referred Regulations. While the inability of the life insurer to complete all the death claim related investigations and decide on the admissibility or otherwise of a death claim within the time frame of six months is in violation of the provisions of Regulation (8) of IRDA (Protection of Policyholders' Interests) Regulations, 2002, cognizance has been taken

of the large volumes being handled and comparatively better track record of the Insurer in claim settlement.

Decision:

In light of the above the issue is not pressed. The Authority advises the Life Insurance Corporation of India to expeditiously complete all the claim investigations within the stipulated time frame and also put in place effective systems to settle the claims promptly in accordance to the provisions of within referred regulations.

Sd/-

(J. Hari Narayan)

Chairman

Circular

Ref: IRDA/BRK/CIR/GLD/270/12/2011

Date: 07.12.2011

Claim consultancy by Insurance Brokers

The Insurance Regulatory and Development Authority (Insurance Brokers) Regulations, 2002 have laid down the functions of a Direct Broker in Regulation 3. Regulations 3(e) and 3(j) envisage that an insurance broker should render advice to a client on appropriate insurance cover and terms and assist in the negotiations of claims. However, as per Clause 7(e) of Schedule 3 of the said Regulations, an insurance broker should not to take up a recovery assignment on a policy contract which has not been serviced through him nor work as a claims consultant for a policy which has not been serviced through him.

2. The broking industry in India is still relatively new and the expertise of the broking industry in matters of claims settlement etc are not

generally availed of by holders of insurance policies. As a consequence, holders of policies where the risk cover is relatively low are at a disadvantage when dealing with insurance companies on account of asymmetry of knowledge and information. The Authority is of the view that it will be in the interest, particularly of the relatively smaller policyholders, to provide an avenue to such policyholders to obtain more competent advice particularly in the matter of settlement of claims.

3. In this view of the matter, therefore, the Authority has decided to relax the condition specified in Clause 7(e) of schedule 3 - Code of Conduct of Insurance Regulatory and Development Authority (Insurance Brokers) Regulations, 2002 to permit limited claim

consultancy, subject to the following conditions:

(i) Broking companies may offer claim consultancy for claims not exceeding ₹ 1 crore provided such claim does not emanate from a policy which has been placed by any other broker.

(ii) Before offering consultancy, the broker shall obtain a written mandate from the client to represent the client with the insurer concerned for the claim for which consultancy has been sought by the policyholder and offered by the broker.

(iii) The insurance broker may charge fee for such services as may be mutually decided between the broker and the policyholder.

However, such fee shall not be expressed as a percentage of the claim.

(iv) The broker shall, in all his dealings with such clients, be governed by the provisions of Code of Conduct as specified in Schedule 3 of the IRDA (Insurance Brokers) Regulations, 2002.

(v) Any dispute between two or more brokers arising out of such consultancy arrangements shall, in the first instance, be considered by the Insurance Brokers Association of India (IBAI) and thereafter the IBAI shall forward the substance of such dispute together with its recommendation to the IRDA for final disposal.

Sd/-

(J. Hari Narayan)

Chairman

Notice

Date: 08.12.2011

Calling applications for Offline Agents Training Institutes

The Authority has decided to open the window for application for Offline Agents Training Institutes (ATIs), which was closed on 15.10.2007. The guidelines for the same are attached herewith. The eligible entities can apply for accreditation from 1st January, 2012 to 29th February, 2012. All applications received will be put up to the committee constituted for this purpose which will recommend accreditation on the basis of need for ATIs and eligibility to the Authority.

Before applying, the applicants are advised to see the list of offline ATIs on our website www.irda.gov.in since the fresh accreditation will be need based. The applicants can send

their application on plain paper confirming their eligibility by providing documentary evidence, as per the guidelines. The existing ATIs can also apply for the shifting of ATIs and opening new branches up to 15th January, 2012.

The guidelines will also apply to In-house ATIs of insurers.

Applications received after 29th February, 2012 will not be considered. Any enquiry in this regard to the Authority will be entertained only through e-mail at skjain@irda.gov.in.

Sd/-

(Suresh Mathur)

Sr. Joint Director

Redesigning Business Priorities

- Insurance Distribution

'It would be ambitious to believe that any business can register a huge growth year-on-year for ever. There has to be a stage of consolidation somewhere that has to be utilised for strengthening the other aspects; and the distributor plays a crucial role in accomplishing this' writes **U. Jawaharlal**.

Continuing with our debate on the efficacies of different distribution channels, it would be naïve to believe that the same styles of distribution would suit all the players and in all geographical regions uniformly. There could be some strengths that could be native to some players and would automatically add to their dominance in that particular area of operation. For example, if a player has a strong liaison with a banker that has wide presence in a geographical region; there would automatically be some additional strengths for that player. In such a scenario, the player might strengthen his relationships with its clientele using the network of the bank; and it would not be wise to think of an absolutely level playing ground which in any case would remain largely hypothetical.

It would thus boil down to the fact that the players need to identify their strengths and build their distribution strategies accordingly. The Indian insurance industry is at a stage of consolidation; and the large percentage growths that were the order of the day not very long ago look conspicuous more by their absence. It is at this juncture that the real impact of the distribution channels is to be felt. It would make a great deal of sense to set right several aberrations that might have crept in during the earlier phase of phenomenal growth. The initiative could indeed be used as a strong weapon to foster

stronger relationships with the clientele that could come in handy for future growth.

The brokers channel, that was introduced in the Indian market after it was opened up for private participation, was expected to bring about a great deal of transformation in the domain of corporate risk management, particularly in the detariffed regime. While the impact has been largely perceptible, we do not stand in comparison to other overseas markets where the brokers play a very crucial role in the entire value chain of corporate insurance business. More particularly, there is specific need for the brokers strengthening their role in niche domains where the domestic skills may not be very strong. This is of great importance if we were to achieve global standards in the near future. It needs no emphasis to mention that efficient service delivery will be the clinching factor in business consolidation; and not short-lived methods like cross-subsidization and heavy discounts.

In view of the importance of the topic at a very crucial juncture such as the present one, the **Journal** will focus on the importance of 'Distribution/Intermediation in Insurance' once again. We will get to see a wider range of opinions and viewpoints from a cross-section of the stakeholders.

Distribution/Intermediation in Insurance

in the next issue...



Charting the Map

- Insurance Distribution in India

Ashvin Parekh emphasizes that there is need for the players to redesign their distribution strategies in order to gain the long-term advantages of business persistency, rather than chasing ephemeral targets.

Present State: A need to introspect on distribution

As a noun, the term “intermediary” is defined as an agent who acts as a mediator between two extremes, the buyer and seller. A “distributor” is defined as an agent who supplies goods that reach the end user.

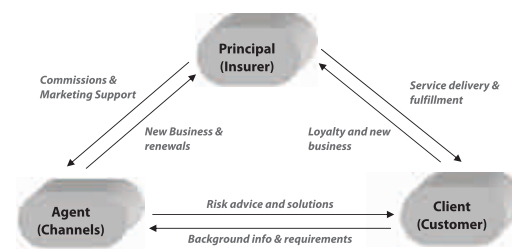
We need to take a good look at the difference in the definitions to understand the difference in the role performed by each. The comparison is then between an intermediary as a mediator between two parties and a distributor as a supplier for one party.

Each of the two roles requires a different mindset. The mediator necessarily needs to understand both the demand and the supply side. In insurance, as in most other services, each customer is unique in terms of his requirement of risk mitigation. Even within a single family, different members have different needs and requirements. This is the basis of their individual roles as socio-economic members of the family and responsibilities, both current and future. A scholarly son of a small grocery store owner in a small town would possibly aspire to work at a multinational in a metropolitan city, while his parent would want him to take care of their future needs when they reach seniority in age. A distributor may have a smart pension plan for the parent because her company is promoting it in the market. But if the customer or the prospective customer was the son, his requirement may have been a pure term

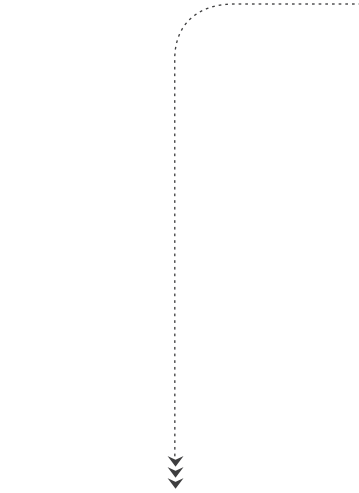
insurance to cover his income due to his parent's reliance on him. The intermediary would understand the customer's requirements, and deliver the solutions available in the repository.

So what is it that we have been doing in the Indian insurance segment? As in any institution, including the governing, regulating, and commercial ones, we are theoretically expected to put the customer first. A robust framework to analyze this is the Principal-Agent theory of economics. The dynamics of this framework have been presented specifically for the insurance industry.

Figure 1: Principal - Agent theory for Insurance



The insurer, even today is removed from the direct understanding of the market. A full-fledged customer strategy with end to end management, from segmentation and prospecting to service delivery and fulfillment; is not typically a single view in most organizations. Rather, a fragmented view from each department/line/vertical is put into a collage of the customer.



“ The intermediary would understand the customer's requirements, and deliver the solutions available in the repository. ”

“ The loss of reputation has cost us in terms of the negative headlines and punitive regulations on mis-selling. The cost of rebuilding this reputation falls on even those not responsible for tarnishing it.

More specifically, we tend to segment our channels rather than segment the customers. The ticket size is the surrogate used for the segmentation. The channel of sales is another segment. For instance, if a customer has bought a policy with the annual premium of ₹25,000; he would be categorized as mass affluent, immaterial of the fact that this would be a HNI premium on a term policy, a mass affluent premium in the pension category and a mass premium in the savings and child plan category.

In addition to this, the channel push becomes an important factor for most insurers. Some have been leading the pack by pushing only specific products through each channel. This may result in a product mix that the company wants. But it does not imply that the distribution channels will search for the customers with those requirements. Nor will such a strategy be the most effective for an insurer.

As with other products, the distributor's push of a product may not really be a convincing factor for the customer for the sale to be completed. The push of the supply chain will thus result in the lower sales conversion. This can be seen when you visit the bank branch where at a given time, the insurance “expert” on one of the teller desks is talking specifically only about a particular product. The customers before him may vary in age, gender and socio-economic profile. But an observer would find that the best “experts” would change their pitch basis the customer segment, but not the product.

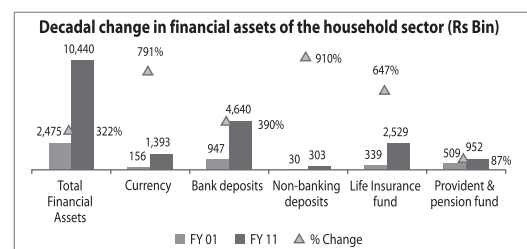
This push of a pre-programmed product as a solution to all varieties of customers available; as well as willful and ignorant misrepresentation of the features and services has resulted in a major pushback from the customer. This voice of a sizeable segment of disgruntled insurance customer had found its way not only to the regulator's ears, but also to

the platform offered by the vibrant mass media in India. The media, in its gusto may have in turn, tarred and feathered every component of the industry.

This is quite representative of the post-modern political-economy theory of “The Tragedy of the Commons” by Garret Hardin. This common property resource called ‘industry reputation’ owned by each stakeholder in the insurance industry has to be protected and defended by all. But it has taken us over a decade to realize this. The loss of reputation has cost us in terms of the negative headlines and punitive regulations on mis-selling. The cost of rebuilding this reputation falls on even those not responsible for tarnishing it.

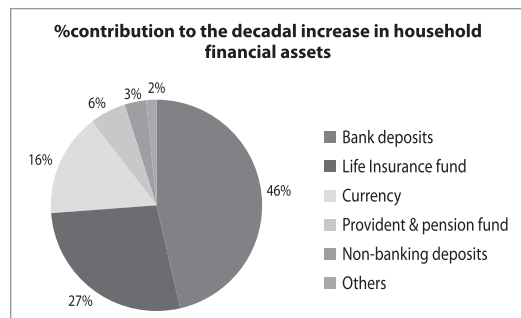
A look at RBI's data on Indian economy, specifically the household financial asset changes over the decade give us an insight into the problem. As indicated in Figure 2, the household financial assets have increased by over eight trillion rupees, a net increase of 322% over the decade beginning figure. The consumer wealth of financial assets has largely flown, as expected, to bank deposits. Avenues of wealth including Claims on Government, Shares & Debentures and Net Trade Debt have been categorized as others.

Figure 2: Decadal changes in financial assets of the household sector



It would, however, be of interest to note what percentage of this household wealth created went to which segment. In Figure 3, it looks nice that bank deposits, LI & PF account take up 89% of the newly created wealth.

Figure 3: Allocation of the 8 Trillion decadal change in household assets by investment segment



The concern area is if these statistics don't bother us. The 11% ceded, i.e. 1.5 trillion rupees has gone into currency or in the non-banking deposits including the chit funds and the like. This is the unorganized segment of the financial system in India. These segments, as a percentage of the largest segment, the bank deposits represent an interesting picture.

While insurance has grown from having 36% of assets compared to banking in 2001 to 55% in 2011, PF & Pensions have de-grown from 54% to 21%. Hence the overall risk coverage assets as compared to the bank deposits have fallen from being 89% the size of banking deposits to 75% the size, a good 14% drop, showing that the wealthier economy of 2011 has lesser risk coverage than it had in the poorer 2001.

Meanwhile, the cash and non-banking deposits including chit funds, high in terms of risk have grown from being 20% of the banking deposits to 37%, a rise of 17%. Of this, 13% rise is from cash alone.

The stocks and debentures segment have seen a fall in absolute terms too.

It is but obvious that the households trust cash to a larger extent. There still exists a broad segment that trusts the currency and chit funds over the big brand names in India. The failure to address this segment is the result of a

combination of issues of Distribution v/s Intermediation and Mis-selling/Mis-representation.

Navigating the present: Developments in distribution

With the regulatory changes, the industry shakeout and several distributors turned manufacturers; the industry is poised on the threshold of change. In the entire customer cycle from market segmentation to policy fulfillment, the role of the distribution is being subjected to intense scrutiny by most of the cost conscious insurers.

The components of each channel in terms of its reach, capability, scale and quality are being examined closely to determine the future course of expansion or presence. It is but a matter of time before customer-centric views and strategy determine the organizational distribution, sales and product strategy; rather than the counter-intuitive reverse methodology that exists today. There are also other important factors that will influence the course of each distribution segment. But largely, if the organization is able to deliver the best value to the client, the regulator and government can enjoy the tan by the seaside or a round of golf while the corporations enjoy their profits through customer loyalty.

A good case in point would be the way in which the insurers have reacted to the 2008 Lehman Brothers crisis. Many senior managers went countrywide to meet the distribution and allay the fears. The mutual fund industry has been doing the investor connect programs that aim to woo back the retail consumers. This emerges from the lessons they learnt on extensive reliance on the highly liquid institutional investors before the crisis. However, retail is a slow-moving; hard-working model, not something that shows instantaneous results.

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But then again, understanding the customer is a continuous process: If you're out of the field for a quarter, you lose your insight and someone else will gain it.

The tied agency, the predominant channel in insurance has had the biggest effect with the regulatory changes. The cost management area has resulted in a drop in commissions for tied agents. The proposed regulatory changes in terms of "Full Time" (policies per year), "Persistency norms" and "Un-tied" agency indicates that this segment would be the channel that takes the biggest hit if it does not make radical changes to the way it functions today.

The current model for all but a few insurers is to use the agency distribution as a mass model of "Garbage-In Garbage-Out" in which a few gems are found. This model may be useful in mining gold, given its high market price, but bodes ill for an industry trying to prune its cost. To most insurers, the licensed advisors constitute less than 40% of the candidates expressing their desire to be an insurance intermediary. Should the termination norms for part timers along with persistency standards come into play, nearly 70% of the industry's advisors may no longer be associated with the sector. This would not just impact the street credibility of insurance in terms of word of mouth reputation, but also affect the livelihoods of the families of an educated and IRDA licensed individual.

So what is the future direction in this multiple principals model where part time advisors would move out? The loss of reputation of the industry has also hit the ability to attract talent in advisory segment. The way forward would require insurers to add value to the advisors through training, tools and market insights. This would only be possible if the insurer is

reasonably certain about the candidate's interest in pursuing financial advisory as full time.

A look at the long term full time advisors created in the industry indicates that the Pareto again applies here. Most of these Multi-MDRTs were created pre-2007. They persisted in the profession through the crisis time with a client diary of over 500 customers. The later entrants, whose success was fleeting, gave up the profession before their failure was absolute. This is a clear indication of how the depth of knowledge and network helped the established players tide over the difficult situation. Many insurers are trying their hand at the variable agency models like the Chief Life Insurance Agent model. The existing risks are compounded here to a greater extent here since an inefficient process of agent recruitment and hand holding is effectively being outsourced to an entity who is not even the paid employee of the organization. The variable model needs to be well thought through by the insurer before burning more capital.

When we look at the Bancassurance space, a large number of distribution channels have turned to production of insurance. But the buy v/s make argument is very specific to a firm as a recent move showed where stake in the insurer was seen as a better option than manufacturer.

One idea making its rounds in the think-tanks is for banks to have tie-ups with multiple insurers. This may not be an effective direction given that many banks have insurance subsidiaries. The product innovation or price segmentation in the Indian market is not a competitive advantage due to ease of replication. Insurers who have invested in making the Bancassurance experience seamless to their channel partners and the customers have not

benefitted tremendously given that economics rather than experience has taken precedence. With these experiences, it would be difficult to envisage a bank selling a product of an insurer rather than its own subsidiary/preferred partner.

However, there are suggestions to move along the lines of RBI's lead banking where there would be a lead insurer for a district. This is a suggestion that has its merits and perhaps substantial demerits. However, it would be an idea far ahead in time. If and when Micro Insurance takes off in a manner that Micro Finance did in the first half of the last decade, the single national regulator and existence of clear guidelines offer such a conducive environment. Such a vision would seamlessly marry the UID of the Universal ID Authority of India with the Insurance Depository organization, the Micro Insurance Institution and the lead insurer who would probably offer the re-insurance services/investment/actuarial/IT & Operations services to the Micro Insurers. Till such a time, the idea is fraught with sunk costs for the insurers that see little or no return in the medium term. A good comparison would be between Telecom and Banking. Mainstream telecom services today are being offered in villages without banking presence, driven by competition, while the DCCBs and cooperative banks have remained in stasis due to multitude of problems, most involving political interference and questionable management practices in the governance of these small institutions. Then, there is another idea of creating spheres or zones in the market for different banking companies and restricting them to function in other segments. Such restrictive practices may reduce penetration and increase cost of intermediation. Some of these ideas may work but the cost of experimentation will have to be paid by the customers at the end.

The Brokers segment offers a perplexing problem to the insurers. This segment is able to reach out to a wide audience and has gained pace over the decade since liberalization. Hence it is an effective channel to gain market share. But profitability issues remain due to greater costs incurred on this high maintenance channel. Given that the Indian customer, just as customers in the developing world, is loathe to pay upfront charges for consulting, the broker too needs to maintain his overheads by placing the policy that makes the most economic sense, rather than one that would benefit the customer the most. This is a generalized statement and may not hold in the scenario of corporate/group and other GI segments. That said, brokers segment is a specialized channel that will continue to maintain a reasonable share in the new business premiums.

Analysis of these channels brings us to the interesting question on the "Agent" in the agency theory, the distribution. The primary motivation of the distribution continues to remain short term economic rather than long term sustainable in each case: The small individual agent, the medium sized institution of brokerage and the large size institution of banks and other corporate agents. Add to this the regulatory view on distribution margins and commissions. The situation does not necessarily clarify the need for insurer to control the distribution better. As can be learned from the older sector of manufacturing and the primary sector of agriculture, the economics of tighter supply chain integration tend to improve efficiencies and offer better value to the customers.

The regulator's views on disclosure of commissions to customers can be fully appreciated and is a step in the positive direction. However, in terms of the

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commissions earned, this should be market determined and not imposed upon. For insurance to be a risk mitigation tool for the masses of India, each segment – the customer, the distributor and the insurer need to co-exist sustainably in the long term. Any segment making disproportionate gains can only be a chimera that is short lived. The dynamics of the other players within the system will ensure that there is little arbitrage, if any. The market will punish any such unsustainable behavior and the regulator will punish if such behavior is improper.

In terms of the insurer held distribution, online is a fledgling, but emerging market. The current platforms look at online through the distribution prism and hence compete on price. If viewed from the perspective of the customer/consumer who is online, it is an effective engagement tool that provides the customer multiple solutions in her everyday life, maintains her finances and communicates to her network among other things. This makes the online platform an effective launching pad for an engaging insurance product, hitherto an unexplored territory. It could help break the mold of insurance being just a high involvement purchase product with low engagement. However, this involvement would require a rethink and innovation since the early adopters tend to be sticky to larger platforms on the internet.

The High Street: Direct distribution

Before we jump into the case for direct distribution, let us examine a small case study of a very large conglomerate. When this conglomerate, in the late 70s and early 80s went from clothing to backward integrating into PSF yarn manufacture, they introduced a brand into the clothing market. This brand, like other large clothing mills at the time was sold throughout the country in the normal

distribution model of Carrying & Forwarding Agent-Wholesaler-Retailer. However, this conglomerate that was increasingly integrating towards upstream petroleum refining and later on, crude oil production; charted a new course.

In selected markets that it deemed significant, it opened insignificant direct retail shops owned by the based firm itself. The rationale, the chief of the firm said was to "feel" the customer as the customer felt the fabric. An insight that would not undergo the Chinese whisper filters of the regular distribution channels.

An echo of this is the now more highly publicized "Apple Store". It started as a retail store in the high street of likes of Times Square in New York with not more than 3-4 products like the music player, the desktop and the laptop. The channel does offer a significant amount of revenues to Apple today. However, none of the stores have any sales targets since inception and were not expected to sell. Every detail of customer interaction is specified to the employee and no product is pushed to the customer - he needs to request for store employee assistance and query resolution. While the customer experiences Apple products, Apple experiences the customer on these high streets gaining insights into the buying behavior and customer mindsets.

This is a road that not many of the direct distribution channels of Indian Life insurers or even the "Comprehensive Financial Supermarkets" have taken. For insurers, the direct channel, once again pushes products to existing or new customers. It does not have a comprehensive financial and risk assessment of customers, a data that could offer vital insights into customer preferences and choices. It does not capture the objections raised by the

customer during the purchase, an important part of the feedback loop for product design. And most importantly, it does not assess the customer comfort with the process of sale or service. However, it is a matter of time before some insurers figure a methodology to increase the customer engagement without incurring significant costs.

The road less traveled: MicroInsurance:

The last mile is always the most difficult and is seen as least rewarding. But then, the demographic dividend leaves its bread and butter in the last mile, the bottom of the pyramid. That India's populace is migrating and urbanizing is a given. It has only been tempered by the likes of NREGS and certainly not stopped. Tapping this segment can be both profitable and worthwhile for a going concern.

A look at the top institutions today indicates how bankers attract loyalty among young customers by offering banking services and credit cards to students at the IITs and IIMs. Once bitten, these potential future HNIs would continue on. This is because of inertia, in case of average service levels, or loyalty, in case of good experience with these financial services. The brand becomes a part of the customer subconscious when remembering the service and product requirement.

So is the case of the rural segment. The currency and the chit funds would be more prevalent in these areas as a size of their total savings than in the urban centers. These are the migrant workers to the cities during the non-monsoon seasons offering manual services like chauffeuring, laundry and pressing etc. There are certain financial institutions of scale that offer savings and deposits for even such a segment. The reputation of one such large chit fund is that in Category C & D towns in Uttar Pradesh, its native location, their agents would

come to the customer everyday on a bicycle to collect even a single rupee of saving. Those days may have changed due to the changes in the regulations, but looking at the MFI model, it still seems possible to deliver financial services to the rural segment profitably.

The loan size in MFIs can be as low as ₹3,000. The MFIs of scale would be able to collect the equated repayment in weekly installments as low as 50, and profitably, at that. With their operating costs at 4-6% depending on their scale, they have been able to scale up massively. It is only thanks to their intervention that the traditional money-lenders' rates have fallen from nearly 100% to around 50% over the past decade. The MFIs tend to cluster around 24% rate of interest and were running profitable operations until the AP government regulations derailed their journey. The traditional money lenders in Andhra now have a breathing space and have increased their interest. A study is essential to determine the extent to which the rural borrower approaches the money lender arising out of the insurable needs. There may perhaps be a blurred line between insurable and bankable needs. This may be particularly true if these needs arise due to health or other risks like crop failure.

The MicroInsurance segment would possibly need a different kind of venture rather than having the large insurers distributing smaller ticket products. Should the insurers promote low overhead institutions with similar operating principles as the MFIs; large scale profitable insurance business is possible in the MicroInsurance segment. However, these smaller expense and scale players may need to rely on/outsource to the larger parents, the more expensive, scale demanding back end services like Actuarial, IT and other central operations. Until such matters are feasible under the economic and regulatory guidelines,

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this large bottom of the pyramid market will continue to hold its assets in currency.

The road ahead: Conclusion

For an industry poised on the threshold of change, it is imminent that each insurance player remodels itself around the understanding of the customer and the customer strategy. The mad rush for market share has been tempered by the focus on costs. However, sanity will be restored once the insurers stop pandering to high maintenance channels that do not provide long term sustainable gains. The number of players manufacturing insurance would also reduce due to consolidation. Insurers would migrate to channels that offer better customer loyalties, i.e., ones that intermediate better.

However, channel reward would veer towards market determined characteristics where the value offered by the channel to the customer and the insurer would outweigh the fees received for the advisory service offered. With the affluent segment of the population making more decisions online (including mobile), an engaging, comprehensive and simple online solutions would offer long-term engaging platform for future growth.

A deep understanding of the customer is therefore at the core of the issue. The journey entails the insurer making a sincere effort to understand his needs. He has to work towards obtaining the understanding and experience every bit of it. The regulator support or intervention may perhaps help only a little.

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The author is Partner, National Leader - Global Financial Services, Ernst & Young. The views expressed in the article are his own.

Distribution in Insurance

- The Paradox

Dr. P. Nandagopal observes that when more complicated and intangible products are bought voluntarily, it is inexplicable as to why insurance needs to be pushed all the time.

Where we are!

For an economy to grow, its citizens' financial prosperity is of prime importance. One of the key essentials here is making sure that life insurance is no longer the last priority for the customer. In the current scenario, insurers certainly need to become more disciplined and innovative to focus on profitable growth. These include considering insurance as an investment and every investment as insurance and applying the same principles of Bancassurance to other distribution models to make them more efficient.

Nearly as old as the banking industry or perhaps even older, life insurance as a model of risk management, is centuries old. Though the industry began in a small way, it evolved to become an integral part of the financial services businesses over time. In fact, India is now the world's 10th largest life insurance market and has the right mix of economic and demographic ingredients to catapult right to the top overtime.

The four fundamental issues of human existence (insecurity, poverty, sickness and old age support) if managed through a customer lifetime value proposition, present a whole range of business opportunities for us to leverage.

To tap its full potential, and reach out to the vast hinterland, to build its turnaround story for the next decade, the life insurance industry must truly understand customer value. Presently, the true sense of customer value – the benefits of a

product, service or relationship as perceived by the customer and its importance to the industry - are seldom realized. Consumers feel cornered by a lack of process understanding, incorrect information or bad process execution within the insurance value chain. For a complete change in view and enhanced confidence, the three main ingredients are trust, transparency and technology. Distribution methods - agency and bancassurance need a major overhaul. Effecting cost control will facilitate creation of value for all.

The paradox not understood

Everyone believes no one buys insurance on their own. It needs to be hard sold. It's true but do we know the reasons why? More complicated, expensive and intangible products than insurance are sometimes bought and not necessarily always sold.

Besides, today internet is making its tentative entry into the insurance distribution space, where customers are buying insurance themselves and are not being hard sold. If we closely examine our product proposition, the picture may become clearer.

Life insurance is a volume game. It cannot succeed if customers are few. Insurance by design works better within the law of large numbers. If we need volumes, the pull has to be so strong that a large number of people ask for it. Presently, car insurance and health insurance may enjoy a better pull factor than endowment, ULIP or pension plans.

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It's possible to improve the pull appeal of these plans to some extent if we

- Make the product that is simple to understand
- Make it available at a fair price and
- Back it up with efficient service and honest advice

But what is a fair price? As price includes essentially distribution commissions, is 1%, 2%, 5% or 40% a fair commission? If a customer is expected to earn about 6-10% returns annually, the agency commissions cannot be higher than the returns customers get on their hard earned money. Such a deal is not a fair one.

But if we look closely, sales agents may not necessarily pursue high commissions - they chase high incomes. Income and commission are two different aspects. Income is a product of volume sold and the rate of commission on per unit of sale. If today for many companies over 30% of business is from single premium plans on which, a sales person earns only 1-2 % commissions, why are such products being sold regardless of low commissions?

The answers again are product simplicity, fair price and may also be efficient service and honest advice. Can we bring in these features into regular premium saving plans? Yes, we can.

The problem in fact is similar to the chicken and egg syndrome. If prices are high customers do not feel like buying them; so we need hard push our sales force who need to be compensated high for their hard work. It normally takes about 6 meetings to convince a customer to cut a check. Obviously an insurance agent is not expected to make 6 trips and dissipate his time, effort and money unless the outcome of his prospecting earns him good money. But imagine if he is able to close one out of every two prospects, then he can live with 1/3rd of his current commissions. But how can one out of every two prospects want to buy insurance?

They may, if

- The target customer is correctly chosen
- His needs are appropriately identified
- Products are correctly pitched to fulfill his needs

- He feels the price is fair and
- The quality of advice and service are of high standard

We cannot deny that a distributor creates an economic value of place and time utility in the value chain for which he needs to be paid fairly for his efforts. What is an optimal effort involved in insurance sale and what is the fair payment for such an effort - are the key questions. The answer is available in the popularity of single premium plans. If the product is equally simple and easy to understand, the distributor is willing to settle for 1/10th or 1/20th of his current commissions (in traditional plans).

If we move away collectively as an industry from this supply side approach, we can still protect the distributor interests along with those of customers. There is a fair chance that the pull factor of the product would improve and the push ingredient may be used less.

But if we ignore the ground reality, we slip into a no man's land like the NPS (New Pension Scheme) did by completely eliminating commissions. Or can we mimic the mutual funds which have witnessed disappearance of retail inflows and small time distributor completely?

There is an exceptional opportunity available for the industry to have a re-think on this subject and try to develop-

- New models of bancassurance
- New models of agency
- New models of distance marketing
- New models of wholesale marketing
- New models of IT channel marketing

Conclusion

The writing on the wall is clear - the dynamics of free market economy and initiatives from a proactive regulator will compel us to work on these lines to bring a balance between the interests of the customer and those of the other stakeholders.

The author is CEO, IndiaFirst Life Insurance Company Ltd.

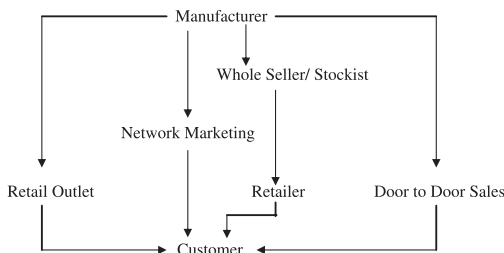
Expanding the Scope of Insurance

- Through Effective Distribution

Sudhir Kumar Jain touches upon the basic information of various distribution channels; and says that despite the large variety of the distribution channels, the rural and remote areas of the country are still not served sufficiently.

Everyone is a buyer in this world, whether one is buying in small or large quantity of any product. The products can be classified as tangible or intangible. The tangible products can be touched or seen like pulses, vegetables, vehicles or electronics etc. while intangible products cannot be seen or touched but can be felt like insurance policies life or non life. Distribution refers to the arrangement by which the product, after manufacture is moved till it reaches the customers with the objective to ensure that the product is available to the customer when he wants to buy it.

Generally for the tangible products the distribution channel is as follows:



Wholesaler/Stockists: The wholesaler buys the goods from the manufacturer in large quantities, holds the stock and distributes them to retailers as per their requirements.

Retailers: The retailer is one of the last distribution channels, who sells the product to the customer.

Retail outlet: Sometimes the manufacturer

opens a retail outlet in each part of country to have a direct access with customer. E.g.: BATA showroom for shoes, Titan for wrist watches.

Door to Door Sales: Under this system, the sale is made directly to the customer through the salesman, who is visiting at residence of the customer/prospects.

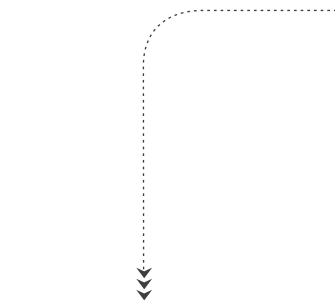
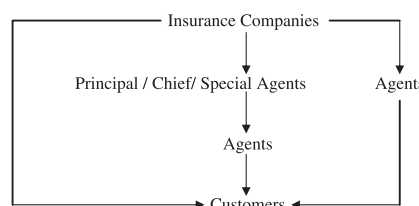
E.g.: Eureka Forbes Products – (Water filter, Vacuum Cleaner etc), Tupperware, Avon Cosmetic.

Multilevel Marketing: This concept of marketing started a few years back under which the manufacturer is selling the product to an individual and forms a chain to provide more benefit to the customers. E.g. Amway products.

The insurance products cannot be distributed like any other tangible products as the distribution channels of insurance industry are regulated by Insurance Regulatory & Development Authority (IRDA).

Initially, in the Insurance Act 1938 the distribution channels were as follows:

Before Nationalization



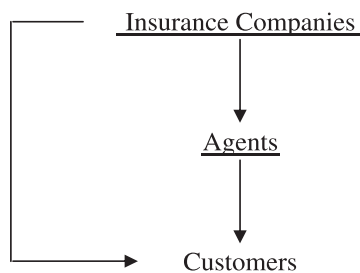
“ Distribution refers to the arrangement by which the product, after manufacture is moved till it reaches the customers with the objective to ensure that the product is available to the customer when he wants to buy it.



The basic and main difference in these distribution channels is that the channels other than insurance brokers represent the insurance company, while the insurance brokers are representing the customer.

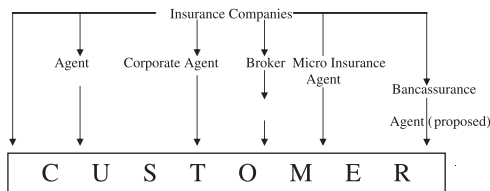
Principal Agent/ Chief/ Special Agents were the Agents appointed under Section 42A, 42B and 42C of the Insurance Act 1938. The appointment of these agents was stopped with effect from 1/4/1950 but the concept of Agent is still in existence not only in India but all over the world. After 1950 the distribution channels were either directly or through Agents.

After Nationalization



After liberalization of the Insurance Sector in the year 2000 and formation of the Authority, new distribution channels have been introduced.

After Privatization in 2000



After liberalization of the insurance sector, the distribution channels are strictly controlled by the Authority through various regulations namely Insurance Agents Regulations, Insurance Brokers Regulations, Insurance Corporate Agent Regulations, and Insurance Micro-Insurance Agent Regulations.

These regulations prescribe the qualification, training, examination fees, commission rates, duration of license and its renewal and code of conduct of the distribution channels. The basic

and main difference in these distribution channels is that the channels other than insurance brokers represent the insurance company, while the insurance brokers are representing the customer.

Various Distribution Channels:

i) An agent, century old distribution channel, can represent one life insurer, one general insurer, one health insurer and one credit insurer by paying ₹250/- as fees.

ii) The Corporate Agent/Bancassurance Agent/ Insurance Broker is new concept in India. The corporate agent is an extension of the agent as the insurance agent is an individual and if two agents join together and form a firm or company, it becomes corporate agent. The procedure to become a corporate agent is the same as that of an agent but may have to contribute the share capital of 15 lakh at the discretion of the insurer. The corporate agent should also appoint a Principal Officer who is qualified from Insurance Institute of India, Mumbai.

As stated earlier, the Bancassurance is also new distribution channel in India but it is similar to corporate agent. In fact the banks have become corporate agents and known as Bancassurance. But in international markets, the Bancassurance means the insurer designs the special insurance products which can be sold only through Banks. But such practice is not followed in India and banks are selling the normal products to its customers. It is for the information of the readers that the concept of Bancassurance is successful only in France but not in any other country; and there is only one product i.e. Health insurance which is designed for the account holders of selected banks; and no doubt it is cheaper as compared to other Health insurance products but the only demerit is that after sale, service at the time of claim is

not provided by the banks and policyholders are unhappy and seek assistance of an expert.

iii) As per latest draft regulations, the Banks who are interested to sell insurance may have to obtain a license as per Bancassurance Agent Regulation proposed by the Authority effective from Feb 2012. Under these proposed regulations, any institution which is registered under Banking Regulations Act 1949 including NBFC can become a Bancassurance agent. The banks can sell the product of one life insurer and one general insurer one health insurer or any specialized insurer. Each branch will have a specified person who will solicit the insurance business.

iv) Another new distribution channel is an Insurance Broker, which is being totally new can sell the products of all the insurers on all India basis but minimum capital requirement is `50 lakh with proper office infrastructure and manpower. Every Insurance Broker will have to pay annual fees of 0.5% of his brokerage and insure himself under Professional Indemnity insurance.

v) The Authority has also permitted to appoint Micro Insurance Agents under IRDA (micro insurance) Regulations. These agents are Non Govt. Organization (NGO), Self Help Group (SHG) and Micro Financial Institutional (MFI) which can sell only micro insurance products. The micro insurance products can also be sold by any other distribution channel i.e Agent, Corporate Agent and Insurance Brokers etc.

vi) In addition to these distribution channels, the insurers can also sell the products directly to the customer.

Why Insurance penetration is not improving in India?

In spite of various distribution channels as explained above the insurance penetration is

not progressing keeping in view India's profile i.e. with 1.2 billion population and area of 32.87 lakh sq kms. The main reason is that neither insurer nor any distribution channels is having office in villages where more than 60% Indian population lives. Unconfirmed data reveals that 60% of two wheelers running on Indian roads are uninsured because insurance is not available in these areas; and to insure the two wheeler, the owner has to travel 40 kilometers to the get his/her vehicle insured. Secondly the people who have already bought are not comfortable with the after sale service of the insurer.

Customer's Expectation

The Indian insurance sector is exposed to various criticisms relating to service level – like speed of claim settlement, efficiency, value for money, standards of technical competency in staff.

In fact, the customer expectations are (i) multiple choice, (ii) better cost, (iii) better products, (iv) better administration etc; and in addition, the customers want to be treated better, with attention to their problems, to be understood and they expect an ethical approach to business. In the end, the customer wants to be recognized, as being a valuable and integral part of insurance business.

Best Distribution Channel

Though it is a million dollar question as to which is the best distribution channel, every individual has a different perception and opinion of the different channels. Some people prefer a known person/relative. A few others can be under undue pressure from someone in a bank or a government department whether he is well versed with the products or not; and yield to the payout of a consideration (though it is prohibited under section 41 of the Insurance Act), poor after sale service etc.

”

Unconfirmed data reveals that 60% of two wheelers running on Indian roads are uninsured because insurance is not available in these areas.

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“ The insured have no option but to resort to take some action as prescribed by the Authority or take legal action against the insurer. These grievances or legal battles can be avoided if a well reputed professional and insurance qualified distribution channel is appointed.

Most people buy insurance for any of the following reasons:

1. to provide for an income for surviving dependents
2. to provide cash or income for one's old age
3. to pay the cost of building /plant & machinery/stocks- in case of loss
4. to pay the cost of medical expenses.

It is well established fact that the insurers have a great reservation against payment of claims (in full or partially) that tend to look fabricated or falsified – even if they are genuine. Hence the insured have no option but to resort to take some action as prescribed by the Authority or take legal action against the insurer. These grievances or legal battles can be avoided if a well reputed professional and insurance qualified distribution channel is appointed.

To choose the distribution channels the following points need to be considered:

1. Knowledge of all the insurance products available in the market - life/ non-life
2. Knowledge of insurance market
3. Understand the needs of the customer
4. Suggest the product which meets the need of an individual at best price.
5. Provide assistance afterwards in case of any modification in the policy
6. Past record of the distribution channel – it should be long standing with a good reputation
7. To provide assistance to get the claim amount
8. To represent the customer and not the insurer.

At the end it is worthy to mention that the insurance broker is the best distribution channel because it is a corporate entity, well versed with latest developments in the insurance market, representing all the insurers- life as well as non-life. An insurance broker is well versed with the products of all the insurers and does the need analysis of the customer.

To conclude, the best distribution channel is the one who learns to study customer's needs first and the policies next; and the customers who follow this sequence through whichever distribution channel always buy the best product.

The above conclusion may be applicable to an individual in urban area but to increase the insurance penetration in villages, the Authority should formulate the policy that the basic insurance policies like PA cover/Two wheeler insurance/Term insurance up to certain sum assured should be available across the various counters i.e. E-Disha/E-Sampark/Kiosks/Post offices/rural branches of banks in the villages.

The author is Managing Director, Embee Insurance Brokers Ltd Chandigarh; and Director, Insurance Brokers Association of India. The views expressed are his own.

A Viable Additional Channel

- Bancassurance

R. Venugopal mentions that although Bancassurance is a model that can bring in a lot of advantages both to the bankers as well as insurers, there is need to exercise caution in a few areas of operation.

Insurance market has undergone a lot of changes after the portfolio was privatized in 1999 with the advent of IRDA and the entry of many private, foreign players. This has led to the emergence of a host of different distribution channels, apart from the traditional agency model. It is more apt to call them as additional channels instead of alternate channels since they are also engaged in procuring new business additionally and not as an alternative.

New Distribution Channels

We have now the following channels in operation besides the agency model:

- Corporate Agents
- Bancassurance
- Brokers
- Website Marketing
- Direct Marketing
- Tele Marketing
- Kiosks/ ATMs/ Franchisees
- Net Marketing
- Post Assurance
- Shop Assurance
- Mall Assurance, etc.

Share of Business

No doubt, even today the agency channel reigns supreme in the market – for LIC it is 97%,

but for the private players, it ranges from 25% to 70% of the total business brought in. But among the new channels of distribution, Bancassurance stands out with distinction as the second most preferred channel for the customers. Hence the topic Bancassurance and its synergies has been taken up for discussion in this article.

The Need for Additional Distribution Channels

Before we take up the subject of Bancassurance in detail, let us look at some of the factors driving towards the need for additional distribution channels. First and foremost is the changing profile of the customers, who are getting more financially independent and want to have total control over their finances. Hence they demand more valuable services at their convenience and door steps. Secondly, opening up of new markets like the IT Industry, BPOs, Venture Capitalists, Health care, Education etc provides opportunities for expansion to the insurers. Thirdly, the cost factor for the insurers, considering the fact that the distribution cost is the highest among all operating costs. The agency channel is capital intensive heavily in view of the expenses involved in recruiting, training and preparing the agents in making them self-reliant. Hence

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the insurers are constantly on the lookout for improved services at a lower cost; and what better avenue can be there other than the Bancassurance – selling insurance products through the branches of a bank?

Bancassurance – The Background

Bancassurance is the distribution of insurance products through the employees of a bank. It is the concept of selling the insurance plans along with a complete range of banking and investment products and services. In a nutshell, Bancassurance attempts to strike a synergy between the insurer and the bank.

Everybody a Winner

For banks, it is a source of additional fee-based income. For insurers, it is a tool of increasing their market penetration and premium turnover. For the customers, it is a bonanza in terms of easy purchase, high quality product and service delivery at own will and doorstep. Thus it is a win-win situation for all.

From the Bank's Point of view

This is an increased return on assets (ROA) through fee-based income. By leveraging their intimacy with the clients in view of the banker's knowledge of the customer's financial soundness, the suitable insurance products can be easily sold. The branch network of the bank aids in the face-to-face contact with the client which is so important in the sale of personal insurance. There is the advantage of lower cost per sales lead made possible by their sizable, loyal customer base.

Banks enjoy significant brand awareness within their geographic regions, again providing for a lower per-lead cost through advertizing through print, radio and television. Banks have extensive experience in marketing to both existing customers and new clients. They have

access to multiple communication channels like the direct mail, ATMs, tele-marketing etc. There is a vast scope for life insurance business when banks provide the insurance support for Home loan, Personal Loan, Vehicle Loan etc.; and an equally considerable opportunity for selling General insurance while sanctioning other advances for machinery, equipment, properties and the like.

The bank manager knows personally all the top most clients of his branch. As a matter of fact, whenever a bank manager is transferred in, the take-over process takes more than 15 days, as he has to individually check each loan transaction document, jewel loan and others giving him the chance of knowing the credit-worthiness of customers of his branch. This is not wholly true in the case of an insurance branch manager where the handing-over is done in a day, mostly in a hurry. There are about 20 crores bank accounts in India through around 70000 branches whereas the insurance branches are in the range of 11465 branches only. There are 60150 ATMs of banks as on 31-03-2011.

Benefits to Insurers

Insurers too have much to gain from Bancassurance. The cost of the traditional agency channel is prohibitive with the high risk of agency turnover ranging between 30 to 40% every year, thus making the entire recruiting and training expenses going down the drain.

Moreover, the price competition has reduced the profit margins and increased the compensation demands of the successful agents. The incentive pattern has a lot to do in this spiraling of the cost of the agency channel.

Bancassurance has come in very handy for winning the middle income market who form

the bulk of the bank customers. There is an estimated population of 30 crore middle income families in India. With Bancassurance, the cost of opening new insurance branches comes down drastically for the insurer. With the signing of MOU with a bank, all the thousand and more branches of the bank become the extended arms of the insurer in a minute.

The Customer becomes the King

The customer too need not always wait for his insurance agent to come and render service. Whenever the client goes to the bank for his/her other needs like housing loan, overdraft, some draft issuance etc, he can complete his insurance needs too.

For paying his premium, again he need not necessarily visit his insurance branch – he can remit through his bank, certain selected ATMs, ECS method etc. A few services are available through his bank who is a partner with an insurance company.

Bancassurance Models and other Procedures

The Referral model is a simple one where the bank only refers the details of their clients to the insurance companies who tap that source through their insurance agents. There is referral commission payable under this by the insurer to the bank. There is no policy servicing responsibility under this model to the bank.

The corporate model is an elaborate one in the sense the bank employees undergo the mandatory 50 hour training of the IRDA, pass the test and become qualified to sell insurance policies. The bank is expected to complete the insurance proposals of their clients and help in policy servicing including claims. Many of the banks have only this arrangement with an insurer called the corporate agency model.

Presently a bank can sign an MOU with one life insurer and one general insurer to sell the products of that one insurance company only.

Joint venture model is the one where a financially strong bank can join with an insurance company and undertake insurance business with risk participation. Already the following banks have started their joint insurance ventures in India:

SBI, ICICI Bank, J & K Bank, Canara Bank, HSBC Bank, Oriental Bank of Commerce, Union Bank of India, Bank of India, Punjab National Bank and Bank of Baroda.

All the above three models have to be approved by the regulator – IRDA.

The following are some of the other conditions laid down by the regulator:

Each bank that sells insurance must have a CEO to handle all the insurance activities.

All the employees of the bank who are involved in the insurance selling should undergo the mandatory IRDA 50 hour training at an institute accredited by IRDA and pass the examination conducted by the Authority. Banks cannot become insurance brokers.

Commercial banks including cooperative banks and regional banks may become corporate agents of an insurance company.

Bancassurance- A SWOT Analysis

Strengths

In a country of more than one billion population, sky is the limit for selling insurance products. There is a vast untapped potential as the life insurance industry just covered around 20 crores of people – the number of policies will be more in view of the multiplicity of the policies per person. Millions of people travel



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The bank employee is so well entrenched in his classical way of working that there is a definite threat of resistance to any change the Bancassurance may bring in.



out of India every year for various reasons, necessitating the purchase of Travel insurance and Health insurance. This is besides their need for conventional policies.

After discounting the population below the poverty line, there is the middle income market segment around 30 crore – the second largest in the world after China.

There are a lot of sunrise industries like the IT sector, the hospitality sector, the healthcare portfolio, the education sector, BPOs and the call centers, R & D etc, providing a huge pool of professionals ready to be tapped for their insurance needs.

Weaknesses

The middle class population is over-burdened today by the inflationary pressures and the now prevalent concept of consumerism. Where is the money left for insurance?

Elementary IT requirement like the net-working is not in place in many of the insurance offices with the result the IT culture is missing. Even several branch managers do not have internet connections in their offices. Another drawback is the absence of customized products and the inflexibility of the existing products for requirements of the customers.

There is no tailor-made special product for the Bancassurance. There is no clarity of how to involve the bank staff in the selling of insurance products as there is no separate incentive for the bank employees for doing this job. Again issues like how to train the staff in improving their selling skills and how to percolate the enthusiasm of the senior officers of the bank to the lower level people remain.

Opportunities

Banks' database is enormous. This has to be

analyzed thoroughly and homogenous groups are to be churned out in order to position the Bancassurance products. With a good IT infrastructure, this can do wonders.

In Europe, banks handle over 60% of life insurance business (for instance: in France, Spain and Italy). But in Asia (including India), the percentage ranges from 5 to 40% of new business in countries like Taiwan, Hong Kong and Singapore. Since the Government pensions and other payments are handled through the bank branches, the bank can become a rallying point for more and more insurance business. Banks can become the 'one stop shop' where a customer can apply for mortgages, pensions, savings and insurance products.

Threats

The bank employee is so well entrenched in his classical way of working that there is a definite threat of resistance to any change the Bancassurance may bring in. The knowledge level of the bank staff on insurance matters is so low that all enquiries of the customers are turned over to the insurer much to the disappointment and discomfiture of the client. The bank employee simply becomes a post man in transferring the problems of the client. The same trouble comes in the matter of other servicing aspects like the policy revivals or claims. There are hazards of direct competition to conventional banking products. The bank personnel may become resistant to sell insurance products, fearing that the bank's savings may be diverted to the insurance companies.

The life style of consumerism is another great threat in the sense it is no more another insurer or bank that is your competitor. It can be

actually any other consumer item like the jewels, textiles, vehicles or any such 'tempting sale' coming in the way of the insurance sale. In short, it is the person who lays his hands on the wallet of the customer first is your real competitor.

A Few Ethical Issues

Apart from the above, there are a few ethical issues which merit discussion in the Bancassurance channel. No doubt the bank customer looks at the bank manager as a storehouse of financial knowledge and may listen to him for financial solutions normally. However since he derives certain benefits from the bank like the overdraft facility, loan sanction etc, there is a possibility of the customer getting pressurized to accept the insurance proposal from the bank manager. Although this can not be strictly called high pressure selling, still there is an element of compulsion in this selling which cannot be totally denied. This is an ethical issue. Similarly at the time of any early death claim too, there is a possibility of the bank manager trying to impress up on the insurance company to settle the claim waiving a few formalities or trying to avoid the rejection of the claim as the policy was procured from a high net worth customer of the bank and any repudiation of the claim may bring bad publicity to the bank. Again the insurance company may have their set rules of claim processing, settlement and rejection, but still there is some room for manipulation, making it an ethical issue.

Conclusion

Competition has brought in a lot of changes in the insurance industry including in the matter of distribution. Ultimately it is the customer who calls the shots. The insurer has to rise to the expectations of the customer and fulfill them if he wants to exist and earn profits. The Bancassurance channel is one of such initiatives. In the earlier years there used to be a lot of competition among the banks and the insurance companies. Now they have joined hands, may be true to the adage 'if you can't beat the competitor, it is better to join him'. Multi-channel distribution has come to stay and Bancassurance has a key role to play in it. The creation of Bancassurance operations has a material impact on the financial services industry at large. Banks and insurance companies are converging towards a model of global retail financial institution offering a wide array of products.

The author is a Retired Executive Director, LIC of India; and Retired Professor, National Insurance Academy, Pune. The views expressed are his own.

“ Competition has brought in a lot of changes in the insurance industry including in the matter of distribution. Ultimately it is the customer who calls the shots. ”

प्रकाशक का संदेश



एक उत्पाद जो कि काफी प्रतिष्ठापूर्ण है उसके लिए मध्यस्थता की प्रक्रिया व्यर्थ होगी, इसकी लोकप्रियता एवं पूर्व प्रदर्शन पर विचार हुए। यहाँ दुनिया भर में ऐसे कई उत्पाद हैं, विशेष रूप से मूर्तवान, जोकि इस तरह की प्रतिष्ठा हासिल करने में कामयाब रहे हैं। यद्यपि कहने का यह इरादा नहीं है कि यह अमूर्तवान उत्पादों के क्षेत्र में नहीं दोहराया जा सकता है। हर किसी को यह स्वीकार करना पड़ेगा कि ऐसे उत्पाद की निश्चित तौर पर आवश्यकता है जोकि स्वैच्छिक खरीद के दायरे से बाहर रहता है, यह विशेष रूप से उभरते हुए बाजार के लिए सच्चाई है।

यहाँ तक कि वित्तीय सेवाओं के बीच, अन्य क्षेत्रों जैसे बैंकिंग ने काफी अधिक प्रतिष्ठा अर्जित की है और आम आदमी के बीच बेहतर तौर पर समझी जाती है। बीमा क्षेत्र अभी भी आवादी के एह बड़े हिस्से के लिए समझ से परे है। व्यवसाय की सफलता के लिए वितरण व्यवस्था के अस्तित्व को बनाये रखने के लिए मजबूर है। परिणामस्वरूप यह आवश्यक है कि वितरक चैनल के अलावा - सभावित की आवश्यकता को समझें एवं संभावित की रिस्क प्रोफाइल को ध्यान में रख कर सर्वश्रेष्ठ पैकेज सुझायें। बड़े पैमाने पर गलत विक्री की मीडिया की रिपोर्टों को देखते हुए, एक चमत्कार लगता है कि क्या हम वास्तव में इस शब्द को फैलाने में सहज महसूस कर रहे हैं। यह बीमा कंपनियों और अन्य हितधारकों को सुनिश्चित करना होगा कि इन प्रवृत्तियों को बदला जाए जितनी जल्दी हो सके।

एक कुशल मध्यस्थता के लिए सबसे अहम कारक ग्राहक मूल्यों को संवर्धित करना है। वास्तव में मूल्य संवर्धन ग्राहकों के प्रकार एवं ऑपरेशन के वर्ग पर निर्भर करता है। एकल व्यक्ति के लिए

मात्र जरूरतों का विश्लेषणात्मक मूल्यांकन और एक उचित उत्पाद का सुझाव देना काफी मूल्य संवर्धित करता है। यदि अनुबंध अवधि के दौरान आवश्यक सेवा प्रातिपादन द्वारा वितरक की भूमिका को पूरा किया गया समला जा सकता है। इसीतरह, कॉर्पोरेट ग्राहक के मामले में, निहित जोखिम कारकों की पहचान करना और एक व्यापक जोखिम प्रबंधन पैकेज डिजाइन करना ग्राहकों के लिए मूल्य संवर्धन में एक लम्बा रास्ता तय करेगा। भारतीय बीमा क्षेत्र में इन कारकों की किस सीमा तक प्राप्ति होगी यह अनुमान लगाना होगा। प्रतिस्पर्धात्मक प्रकृति के बाजार हमेशा मांग करते हैं। प्रत्येक प्रतिभागी अपनी तरफ से सर्वश्रेष्ठ प्रस्तुत रहेगा। किन्तु जब प्रतियोगिता टॉप लाइन ग्रोथ को प्राप्त करने के लिए होती है तब अन्य पहलू अपना महत्व खोने लगते हैं, वहाँ प्राथमिकताओं का आगे पीछे होना स्वाभाविक है। यह आशा की जाती है भारतीय बीमा बाजार इस तरह से कार्य नहीं करते हैं। वितरण चैनलों के लिए यह सुनिश्चित करना होगा कि ऐसी असंतुलित प्राथमिकताओं से दूर रहें।

बीमा में मध्यस्थता वितरण इस जर्नल का केन्द्र बिन्दु है। इसके महत्व को ध्यान में रखते हुए, अगला अंक इसी विषय पर केन्द्रित होगा।

जे. हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



गैर पारंपरिक उत्पाद अक्सर अर्थिक या वित्तीय बाजार के एक उच्च स्तर पर निर्भरता का प्रदर्शन करते हैं, जो उन्हें पारंपरिक बीमा कलन विकास के लिए कमजोर बनाता है।

श्री पीटर ब्रोमुलर

पीढासीन, आई ए आईएस कार्यापालन समिति

बीमा विनियामकों के रूप में विश्वस्तर पर अपने नियमों को संशोधित मूल सिद्धांतों की तरह बैचमार्क बनाने के लिए उनके विनियमन ढाँचे और पर्यवेक्ष प्रथाओं को बढ़ाना होगा।

श्री ली बून नियाप

सहायक प्रबंध निदेशक, मॉनेटरी अथॉरटी ऑफ सिंगपूर

कारोबारी लाइफ पॉलिसी निवेश (टी एल टी आई) एक विषाक्त उत्पाद है जो खुदरा निवेशकों के लिए अहम जोखिम रखता है। अतीत में इन उत्पादों की असफलता ने उपभोक्तकों को बड़ी हानि पहुँचायी है। हमें डर है कि नये निवेशक हानि उग सकते हैं यदि हम इसकी बिक्री एवं वितरण को रोकने के लिए उचित कदम नहीं उठाते हैं।

सुश्री मागरिट कोल

प्रबंध निदेशक एफ एसए ब्रिटेन

जैसा कि बैशविक नीतिकारों ने स्वीकार किया है, कि केवल मजबूत विनियम ही संकट से निपटने के लिए एक व्यापक प्रतिक्रिया है, सुतिरचित करती है पर्यवेक्षी एजेंसीयाँ पूर्ण रूप से सत्तमहै और हर महत्वपूर्ण कार्य करने की इच्छा शक्ति रखती है।

श्री जॉन एफ लकर

अध्यक्ष, ऑस्ट्रेलियन प्रूडेंशियल रेग्युलेशन अथॉरटी

वर्तमान स्थिति की असामान्य प्रकृति को देखते हुए, विश्व अर्थव्यवस्था के भविष्य के कार्यकलाप के बारे में भविष्यवाणी विशेष रूप से कठिन बना रहे हैं। जैसा कि हम जानते हैं कि विलीय संकट एक गंभीर संघट्टन की तरह स्थायी प्रभावी होगा, और इसका कोई तुरंत इलाज नहीं है।

सुश्री जूली डिक्सन

अधीक्षक, वित्तीय संस्थानों के अधीक्षक का कार्यालय, कनाडा

वर्तमान में बीमा उद्योग धोखाधड़ी संबंधी एक प्रभावी डेटाबेस प्रबंधन नहीं कर रहा है। एक डेटाबेस संचालित धोखाधड़ी प्रबंधन प्रणाली में बड़े पैमाने पर एक प्रभावी समाधान होगा।

श्री जे.हरि नारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



सामान्य बीमा में शिकायतों की स्थिति – एक विप्लेण

प्रमोद कुमार वर्मा का कहना है कि शिकायतों का अभिलिखित होना बीमाधारकों की असन्तुष्टि को व्यक्त करता है।

...(पिछले अंक से आगे)

यदि सार्वजनिक कम्पनियाँ दावों का शीघ्र निपटारा करने लगे तो उनके शिकायतों के निस्तारण की दर निजी कम्पनियों से अधिक हो सकती है।

निष्कर्ष एवं सुझाव

● इस प्रकार कहा जा सकता है कि सार्वजनिक एवं निजी कम्पनियों में सुलझाई एवं गैर-सुलझाई शिकायतों में जो भी असमानताएं विद्यमान हैं। जिसके परिणाम स्वरूप निजी कम्पनियाँ शिकायतों के सुलझाने में सार्वजनिक कम्पनियों से आगे हैं। इसके पीछे प्रमुख कारण सार्वजनिक कम्पनियों में दावों के निस्तारण में विलम्ब का होना है। यदि सार्वजनिक कम्पनियाँ दावों का शीघ्र निपटारा करने लगे तो उनके शिकायतों के निस्तारण की दर निजी कम्पनियों से अधिक हो सकती है। यदि, सम्पूर्ण शिकायतों की स्थिति के सन्दर्भ में कहा जाए तो निजी कम्पनियाँ शिकायतों को सुलझाने में आगे हैं, ऐसा इसलिए भी है क्योंकि उनके पास दर्ज शिकायतें सार्वजनिक कम्पनियों की तुलना में आधे से कम हैं। किन्तु शेष अन्य क्षेत्रों में यथा गतवर्ष की अदत्त शिकायतें, दर्ज शिकायतें, कुल शिकायतें तथा बीमा पत्र से सम्बन्धित शिकायतों में सार्वजनिक कम्पनियों का निष्पादन निजी बीमा कम्पनियों की तुलना में श्रेष्ठ रहा है।

● समकों के विश्लेषण एवं प्राप्तियों के आधार पर कहा जा सकता है कि अध्ययन अवधि में सार्वजनिक एवं निजी कम्पनियों में क्रमशः प्रतिवर्ष औसतन 1222 एवं 675 शिकायतें दर्ज हुई अर्थात् सार्वजनिक कम्पनियों में निजी कम्पनियों की तुलना में लगभग दुगनी शिकायतें दर्ज हुईं। कुल शिकायतों की तुलना में भी सार्वजनिक कम्पनियाँ, निजी कम्पनियों से लगभग ढाई गुना अधिक शिकायतें प्रतिवर्ष औसत की दर से अभिलिखित हुईं। प्रतिवर्ष औसत की दर से सार्वजनिक कम्पनियाँ निजी कम्पनियों की तुलना में दुगने शिकायतों का निपटारा कर रही हैं किन्तु अदत्त शिकायतें (गैर-सुलझाई शिकायतें) की प्रतिवर्ष औसत की तुलना में सार्वजनिक कम्पनियों के पास लगभग कुल दर्ज शिकायतों की पाँच गुना अधिक शिकायतें निजी कम्पनियों की तुलना में है। गैर-सुलझाई शिकायतों की प्रकृति के अध्ययन से स्पष्ट है कि बीमापत्र से सम्बन्धित समस्याओं के निपटारे में सार्वजनिक कम्पनियाँ निजी कम्पनियों से बेहतर हैं जबकि दावों के विलम्ब

निपटारे में निजी कम्पनियों का प्रदर्शन सार्वजनिक कम्पनियों से अधिक श्रेष्ठ है जबकि दावा परित्याग या दावों का आंशिक निस्तारण में सार्वजनिक कम्पनियों का निष्पादन मिला-जुला रहा।

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बीमा उद्योग में लोकपालों की भूमिका

जगेन्द्र कुमार का कहना है लोकपाल का कार्य पालिसीधारको तथा बीमाकर्ता के बीच उत्पन्न विवादो से सम्बंधित शिकायतों का कम लागत पर प्रभावी तौर पर तथा निष्पक्षता से निवारण करना है।

लोकपाल के समक्ष शिकायतकर्ता और बीमाकर्ता व्यक्तिगत रूप से उपस्थित होकर भी अपना पक्ष रख सकते हैं, किन्तु अधिवक्ताओं के जरिये मामलों पर तर्क देने की अनुमति नहीं है।

बीमा उद्योग में लोकपालों की भूमिका

बीमा अधिनियम की धारा 114 की उपधारा (1) में प्रदत्त शक्तियों का प्रयोग कर केन्द्र सरकार ने लोक शिकायत निवारण अधि नियम 1998 की सरचना की है कि इन नियमों के जरिये बीमा परिषद नियंत्रण निकाय को बीमा उद्योग हेतु लोकपाल नियुक्त करने का अधिकार दिया गया है। लोकपाल का कार्य पालिसीधारको तथा बीमाकर्ता के बीच उत्पन्न विवादो से सम्बंधित शिकायतों का कम लागत पर प्रभावी तौर पर तथा निष्पक्षता से निवारण करना है। बीमा आधिनियम 1938 द्वारा प्रदत्त अधिकारों का प्रयोग करते हुये केन्द्र सरकार ने सरकारी गजट अधिसूचना (11 नवम्बर 1998) द्वारा जन शिकायत निवारण (रिड्रेसल आफ पब्लिक ग्रीवेन्स) नियम, 1998 व्यक्तिगत प्रकार के बीमा अर्थात व्यक्तिक हैसियत से लिये गये बीमा के सम्बन्धमें जीवन बीमा और साधारण बीमा पर लागू होते हैं।

कौन है लोकपाल ?

लोकपाल अपने दायरे में आने वाली शिकायतों पर एक सलाहकार और मध्यस्त की भूमिका निभाते है। वह न्यायिक प्राधिकारी नहीं है। वह गवाहों को सम्मन जारी नहीं कर सकते। उन्हें अपना निर्णय प्रस्तुत दस्तावेजों के आधार पर ही देना होता है। लोकपाल के समक्ष शिकायतकर्ता और बीमाकर्ता

व्यक्तिगत रूप से उपस्थित होकर भी अपना पक्ष रख सकते हैं, किन्तु अधिवक्ताओं के जरिये मामलों पर तर्क देने की अनुमति नहीं है। लोकपाल की योग्यता को निम्नानुसार निधारित किया गया है।

1. उसे उच्च न्यायालय के न्यायधीश के पद का होना चाहिये एवं या
2. उसे उद्योग, सिविल सेवाओं या प्रशासनिक सेवाओं का गहन अनुभव रहा हो।
3. वह 65 वर्ष से अधिक आयु का ना हो।

लोकपाल का क्षेत्राधिकार :

लोकपाल निम्न के सदर्म में शिकायत स्वीकार करते है उन पर विचार कर सकता है।

1. बीमाकर्ता द्वारा आंशिक या पूर्णरूप से नकारा गया कोई भी दावा
2. पालिसी की शर्तों के आधार पर प्रदत्त या देय प्रीमियम के सम्बंध मे कोई उत्पन्न विवाद।
3. पालिसियों की विधिएं सरचना पर उत्पन्न विवाद, जहां तक ऐसे विवादो का संबन्ध दावों से है।
4. दावा निपटान में हुआ विलम्ब।
5. प्रीमियम प्राप्ति के बाद किसी ग्राहक को पालिसी दस्तावेज जारी न किया जाना।

लोकपाल विचारार्थ विषयों पर बीमाधारक एवं

बीमाकर्ता की परस्पर सहमति से मध्यस्थ अथवा सलाहकार का कार्य कर सकता है। किसी शिकायत को स्वीकार अथवा अस्वीकार करने संबंधी लोकपाल का निर्णय अंतिम होता है। लोकपाल उपभोक्ता मंचों के क्षेत्राधिकार को किसी भी रूप में प्रतिबंधित या कम नहीं करेगा।

कब की जा सकती है लोकपाल को शिकायत ?

लोकपाल को शिकायत तभी की जा सकती है जब बीमाकर्ता ने शिकायत को रद्द कर दिया हो या शिकायत करने की तिथि के एक महीने के भीतर कोई उत्तर नहीं दिया हो या दिया गया उत्तर असन्तोषजनक हो। बीमाकर्ता द्वारा शिकायत निवारण करने के एक वर्ष के भीतर शिकायत लोकपाल को प्रस्तुत की जा सकती है तथा विवादित मामला किसी कोर्ट या उपभोक्ता मंच या मध्यायों के समक्ष पहले से लंबित न हो। लोकपाल की जाने वाली शिकायत लिखित रूप में हो तथा बीमाधारक या उसके कानूनी उत्तराधिकारी द्वारा हस्ताक्षरित की जानी चाहिये। जिस लोकपाल के क्षेत्राधिकार में बीमाकर्ता की शाखा कार्यालय आता है उसे दस्तावेज सहित पहुँची हानि की प्रकृति एवं बीमा तथा चाही गयी राहत सहित प्रस्तुत की जानी चाहिये।

निर्धारित कार्यप्रणाली का अनुसरण :

लोकपाल अपनी संस्तुति तभी देगा जब दोनों पक्ष उनकी मध्यान्ता हेतु सहमत है। संस्तुति शिकायत प्राप्त होने के अधिकतम एक माह के भीतर होनी चाहिये। संस्तुति की प्रतियाँ शिकायतकर्ता तथा बीमाकर्ता दोनों को भेजी जानी चाहिये। शिकायतकर्ता संस्तुति प्राप्त होने के पन्द्रह दिन के भीतर संस्तुति हेतु अपनी स्वीकृति देगा। स्वीकार पत्र की प्राप्ति शिकायतकर्ता तथा बीमा कम्पनी को प्रेषित की जायेगी। शिकायतकर्ता को ऐसी संस्तुति प्राप्त होने के 15 दिन के भीतर लिखित रूप से

संस्तुति स्वीकानी होगी। बीमाधारक द्वारा स्वीकार किये गये एक पत्र की एक प्रति बीमाकर्ता को भेजी जाती चाहिये और उससे ऐसे एकीकरण पत्र की प्राप्ति के 15 दिन के भीतर लिखित पुष्टी प्राप्त करनी चाहिये।

लोकपाल से अपेक्षा।

लोकपाल से अपेक्षा की जाती है। कि वे शिकायत प्राप्त होने की तिथि से एक महीने के भीतर अपनी सिफारिश प्रस्तुत करे। यदि शिकायतकर्ता इस सिफारिश को मान लेते हैं तो बीमाकर्ता को 15 दिनों में इसका अनुपालन करना होती है और लोकपाल को सूचित कारना होता है। यदि शिकायतकर्ता लोकपाल की सिफारिश को स्वीकार नहीं करता तो लोकपाल लिखित में एवार्ड पारित करेंगे। जिसमें पारित रकम की उल्लेख होगा तथा यह रकम बीमित आपदा में शिकायतकर्ता को हुए हानि को कवर करने की राशी से अधिक या 20 रूपये (जो भी कम हो) से अधिक नहीं होगी। एवार्ड तीन महीने में पारित होना चाहिये। शिकायतकर्ता को एवार्ड से सहमति संबंधी पत्र एक महीने के भीतर बीमाकर्ता को देना चाहिये तथा बीमाकर्ता को 15 दिनों के भीतर उसका पालन कर लोकपाल को सूचित करना होगा। यदि शिकायतकर्ता अपनी सहमति नहीं देते हैं तो एवार्ड का कार्यान्वयन नहीं हो सकता।

पालिसीधारकों को सूचना :

प्रत्येक बीमाकर्ता के पास पालिसीधारकों की शिकायत समस्याओं के कुशल तीव्रगति से निपटने के लिये सही प्रक्रिया व कार्यप्रणाली का होना आवश्यक है। बीमा लोकपाल (ओम्बड्समैन) से संबंधित सूचना भी पालिसीधारकों को पालिसी दस्तावेज के साथ देनी चाहिये। कोई भी पालिसी धारक दावे के निपटाने सेवा में किसी कमी के कारण उठी परिस्थिति में बीमाकर्ता के किसी निर्णय से यदि बीमित को किसी प्रकार की समस्या आये तो वह

प्रत्येक बीमाकर्ता के पास पालिसीधारकों की शिकायत समस्याओं के कुशल तीव्रगति से निपटने के लिये सही प्रक्रिया व कार्यप्रणाली का होना आवश्यक है।

वर्ष 2009-10 में कुल 16064 शिकायतों को प्राप्त किया तो उनमें से जीवन बीमा कम्पनियों से सम्बन्धित 8967 यानि 56% तथा बाकी 7097 यानि 44% गैर बीमा कम्पनियों से सम्बन्धित थी ।

बीमाकर्ता के शिकायत निबटाने संबंधी आधिकारी के पास जा सके ।

लोकपालों की भूमिका ।

वर्ष 2009-10 में कुल 16064 शिकायतों को प्राप्त किया तो उनमें से जीवन बीमा कम्पनियों से सम्बन्धित 8967 यानि 56% तथा बाकी 7097 यानि 44% गैर बीमा कम्पनियों से सम्बन्धित थी । 12

बीमा क.	31.03.2001 तक शिकायत	2009-10 तक शिकायतें प्राप्त	कुल शिकायतें	शिकायतों का फैसला	31-3-2010 तक लीखित
जीवनबीमा	557	8967	9524	8636	888
गैर जीवन बीमा	838	7097	7935	6554	1381
सयुक्त	1395	16064	17459	15190	22269

बीमा लोकपाल की उपस्थिति :

बीमा लोकपाल का मुख्य कार्य बीमाकृत व्यक्तियों की शिकायतों का तत्काल निपटान करना तथा शिकायतों के निपटान में आने वाले समस्याओं को कम करना है । यह व्यवस्था महत्वपूर्ण है और पालिसी धारकों के हितों की रक्षा करने से संबंधित है और साथ ही उनकी पद्धति में विश्वास को एक आकार प्रदान करती है । बीमा लोकपाल की उपस्थिति ने उपभोक्ताओं और बीमाकर्ता दोनों से समान निष्ठा और विश्वास पैदा करने में सहायता की है । कोई भी व्यक्तिगत पालिसीधारक या उसका कानूनी उत्तराधिकारी बीमा कारोबार की पर्सनल लाइन पालिसियों के संबंध में शिकायतों के लिये लोकपाल से सम्पर्क कर सकता है । बीमा कारोबार की पर्सनल लाइन में मैडीकलेम, व्यक्तिगत सम्पत्ती का बीमा जैसे मोटर वाहन, घरेलू सामान आदि शामिल है । इसके लिये कोई भी शुल्क की आवश्यकता नहीं है यहा तक कि किसी वकील की भी जरूरत नहीं है । लेकिन बीमा लोकपाल के पास जाने से पूर्व एक आवेदन बीमा कम्पनी को किया जाना अवश्यक है। यदि एक माह के भीतर

लोकपाल केन्द्रों का विस्तार पूरे भारत में हुआ है । (लोकपालों ने 2009-10 में 1745 मामलों पर विचार विमर्श किया है तथा उनमें से 15190 शिकायतों का निपटारा किया है । कुल शिकायतों में से 6 शिकायतों को वापस लिया गया है । और आठ प्रतिशत को रद्द किया गया है । फैसला की गए शिकायतों का विवरण इस प्रकार है ।

संतोषजनक उत्तर नहीं मिलता तो लोकपाल से सम्पर्क किया जा सकता है । बीमा लोकपाल के केन्द्र हैं, भोपाल, भुवनेश्वर, कोचप, गुवाहटी, चंडीगढ़, नईडिल्ली, चेन्नई, कोलकता, अहमदाबाद, लखनऊ, मुम्बई और हैदराबाद । लोकपाल, दावे की अधीकृती या इनके भुगतान में देरी प्रीमियम पर विवाद या पालिसी प्रपत्र जारी न होने जैसे मुद्दे का निवारण करते हैं । वे शिकायतें मिलने के एक माह के अन्दर लोकपाल सिफारिशें देते हैं तथा तीन महीने के अन्दर फैसला अगर जरूरत हो तो पालिसीधारक को हर्जाना भी दिलवाते हैं ।

लोकपालों की शक्तियां और आवश्यकताएं ।

बीमा विनियामक ने हाल ही में संकेत दिये हैं कि बीमा लोकपाल के और शक्तियां दी जायेंगी । बीमा लोकपाल को और मजबूत बनाने में कुछ समय लग सकता है । इसका मानना है कि बीमा से जुड़े शिकायतों को सुलझाने में बीमा लोकपाल की अहम भूमिका रहती है । अदालतों व उपभोक्ता अदालतों में मामले सुलझाने में विलम्ब होती है, ऐसे मामले लोकपाल कार्यालय में जल्दी सुलझार है बीमा लोकपाल एक स्वतन्त्र कार्यालय है ।

तस्वीर का दूसरा पहलू :

लोकपाल के पास बीमा सम्बंधी विवाद कम आने का बड़ा कारण यह है कि लोकपाल द्वारा बीमा विवाद की स्थिति में उपभोक्ताओं को न्याय दिलाने के लिये वकील के माध्यम से अपील वर्जित की गई है जागरूकता के अभाव में विवाद होने की स्थिति में बीमा नियंत्रण वकील के पास है जिसके बाद अधिकतर मामलों में वकील उसे लोकपाल की बजाय उपभोक्ता मंच में जाने की सलाह देता है। बीमा लोकपाल के पास आने वाले विवादों में बड़ी संख्या ऐसी अपील की होती है जिसमें अभिकर्ता द्वारा एकल प्रीमियम वाली पालिसी बताकर रेगूलर प्रीमियम में डाल दिया जाता है। इसके बाद मृत्यु दावों, मैडीक्लेम एवं वाहन संबंधी विवाद आते हैं किन्तु बीमा सम्बंधी जागरूकता के अभाव में बीमा उपभोक्ता अपने अधिकारों का इस्तेमाल नहीं कर पाते हैं। अन्य बजहों में प्रमुख है अंग्रेजी भाषा। बीमा कंपनियों अपनी पालिसीयाँ अंग्रेजी में बनाती हैं जिन्हें अधिकांश बीमा उपभोक्ता पढ़ नहीं पाते हैं। क्योंकि ग्रामीण क्षेत्रों के पालिसीधारकों को अंग्रेजी का पर्याप्त ज्ञान नहीं होता। अतः लोकपाल होने के बावजूद लोकपाल कार्यालय में बीमा संबंधी विवादों के निपटारे के लिए आने वाले लोगों की संख्या बेहद कम है। पालिसीधारक या बीमा कम्पनी के फैसले से संतुष्ट नहीं है या उनकी सही सुनवाई नहीं होती है तो बीमा लोकपाल या इरडा के शिकायत निवारण सेल में जा सकते हैं। शिकायत निवारण सेल के पास क्लेम निपटारे या फैसले का आधिकार नहीं है। लेकिन यह शिकायतों पर बीमा कंपनी से बात करती है और मामला न सुलझने पर जरूरत के मुताबिक उसे संबंधित बीमा लोकपाल के पास भेज देते हैं। देश में 12 लोकपालों के हर सेंटर का अपना न्यायक्षेत्र है। बीमा कम्पनियाँ दावों के निपटारे में अधिकांशतः अपनी मनमानी कर पालिसीधारकों के

प्रति अपनी जबाबदेही से बचने की कोशिश करती है। लोकपाल के जारिये पालिसीधारक स्वयं सादे कागज पर ही शिकायत दर्जकरा सकते हैं।

इसी ओर कई केन्द्रों पर लम्बी अवधि से लोकपाल के पद खाली पड़े हैं। पंजाब, हरियाणा, हिमाचल प्रदेश, जम्मू काश्मीर के न्याय क्षेत्र वाले चन्डीगढ़ केन्द्र में लोकपाल का पद पिछले 19 माह से खाली है। वहाँ लोगों की बढ़ती शिकायतों के मद्देनजर वित्त मन्त्रालय ने गुजरात के लोकपाल को कुछ समय के लिए अतिरिक्त प्रभार सौंपा था। इन दिनों नई दिल्ली के लोकपाल के पास अतिरिक्त प्रभार है। ऐसे ही अहमदाबाद में पिछले नौ माहसे बीमा लोकपाल का पद खाली है। उपभोक्ता शिक्षा एवं शोध केन्द्र ने बीमा विनियामक और विकास प्राधिकरण में ऐसे पद पर नियुक्ति का आग्रह किया है। इरडा की जिम्मेदारी है कि पालिसीधारकों के हितों के संरक्षण हेतु सभी केन्द्रों पर लोकपाल नियुक्त रहे व मामलों को सुलझाने में अपनी महत्वपूर्ण भूमिका अदा करे जिससे बीमा कंपनियों की मनमानी पर भी अंकुश लगे।

जगेन्द्र कुमार कॉर्पोरेट हेड (ट्रेनिंग) श्रीराम जनरल इन्श्योरेन्स

किन्तु बीमा सम्बंधी जागरूकता के अभाव में बीमा उपभोक्ता अपने अधिकारों का इस्तेमाल नहीं कर पाते हैं। अन्य बजहों में प्रमुख है अंग्रेजी भाषा। बीमा कंपनियों अपनी पालिसीयाँ अंग्रेजी में बनाती हैं जिन्हें अधिकांश बीमा उपभोक्ता पढ़ नहीं पाते हैं

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	30.15	11.70	11.70	0.00	19.04	475.82
	Previous year	29.90	12.86	12.86	0.00	17.14	351.84
2	TATA-AIG	144.47	98.09	98.09	0.00	35.51	336.72
	Previous year	130.51	78.47	78.47	0.00	26.39	166.96
3	Reliance	65.52	26.23	25.68	0.56	52.17	570.28
	Previous year	60.79	18.60	13.71	4.89	21.16	464.51
4	IFFCO Tokio	146.89	70.51	52.15	18.36	31.54	493.04
	Previous year	150.02	73.25	45.80	27.45	31.82	423.88
5	ICICI Lombard	230.14	110.35	72.13	38.21	96.99	917.10
	Previous year	197.83	81.59	55.85	25.73	81.59	702.87
6	Bajaj Allianz	160.63	45.41	44.89	0.51	58.97	920.52
	Previous year	144.50	41.41	38.23	3.18	49.06	818.84
7	HDFC ERGO	164.91	34.37	22.29	12.09	40.28	284.63
	Previous year	114.79	18.90	13.05	5.85	27.54	178.07
8	Cholamandalam	40.78	23.98	23.98	0.00	12.48	424.14
	Previous year	35.45	21.42	21.41	0.01	11.85	281.98
9	Future Generali	57.04	20.55	20.55	0.00	13.53	247.11
	Previous year	42.30	16.38	16.38	0.00	12.03	144.83
10	Universal Somp	37.13	4.95	4.95	0.00	4.51	89.36
	Previous year	24.42	2.77	2.77	0.00	3.08	85.96
11	Shriram	3.92	1.07	1.07	0.00	1.63	512.43
	Previous year	1.57	0.12	0.12	0.00	0.87	313.46
12	Bharti Axa	28.64	10.31	10.31	0.00	6.30	246.14
	Previous year	24.03	6.46	6.46	0.00	6.55	180.24
13	Raheja QBE	1.13	0.01	0.01	0.00	0.10	0.15
	Previous year	0.78	0.02	0.02	0.00	0.03	0.08
14	SBI	61.70	0.54	0.54	0.00	3.48	5.33
	Previous year	1.24	0.00	0.00	0.00	0.00	0.00
15	L&T	7.99	2.69	2.69	0.00	4.74	35.36
16	New India	671.31	278.36	139.79	138.57	191.78	1,371.96
	Previous year	633.71	267.90	131.87	136.03	145.61	1,055.93
17	National	380.33	164.88	92.38	72.50	135.27	1,648.89
	Previous year	310.04	122.82	79.67	43.15	98.67	1,281.90
18	United India	497.08	289.39	173.67	115.72	245.74	1,289.39
	Previous year	431.19	241.86	144.27	97.59	190.61	969.78
19	Oriental	463.82	262.07	140.31	121.76	148.59	1,004.15
	Previous year	400.01	235.36	112.04	123.31	145.68	841.54
20	AIC of India						
	Previous year						
	Grand Total	3,193.56	1,455.45	937.17	518.28	1,102.64	10,872.52
	Previous year	2,733.07	1,240.18	772.98	467.20	869.70	8,262.68
SPECIALISED INSTITUTIONS							
21	ECGC						
	Previous year						
22	Star Health & Allied Insurance						
	Previous year						
23	Apollo MUNICH						
	Previous year						
24	Max BUPA						
	Previous year						

Compiled on the basis of data submitted by the Insurance companies

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

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
354.76	121.05	133.71	0.00	5.42	18.41	18.49	712.73
276.58	75.26	84.54	0.00	4.72	18.73	17.97	537.68
286.78	49.94	65.67	0.00	89.15	66.10	18.52	854.22
142.41	24.55	64.61	0.00	72.33	66.14	10.93	616.34
355.56	214.71	127.09	1.46	12.76	14.72	24.03	894.27
315.28	149.23	128.53	43.68	12.42	28.70	21.62	800.02
323.71	169.33	94.55	11.66	26.95	14.43	118.12	1,007.69
293.24	130.64	81.19	24.21	39.28	13.47	60.18	897.30
645.16	271.94	768.24	68.36	67.31	69.24	194.80	2,522.52
509.66	193.21	751.97	37.95	63.22	50.73	157.81	2,125.56
667.98	252.54	216.24	11.55	73.99	27.29	93.02	1,607.61
613.57	205.27	167.37	12.51	61.34	26.83	97.86	1,419.72
185.37	99.27	209.85	11.23	55.44	85.69	17.12	903.52
129.10	48.98	154.41	24.62	46.28	57.27	6.94	628.82
260.42	163.72	118.87	0.00	8.40	22.62	13.37	664.65
195.98	86.00	85.88	0.00	6.67	16.97	14.92	475.15
161.70	85.41	67.46	0.00	11.66	26.31	16.11	459.77
104.26	40.57	51.01	0.00	6.48	16.43	10.50	299.94
71.06	18.30	18.45	0.00	1.63	3.29	22.95	182.26
66.14	19.82	11.78	0.00	0.73	2.31	16.10	147.15
222.68	289.75	0.00	0.00	0.27	0.39	1.93	521.65
163.25	150.21	0.00	0.00	0.26	0.45	0.19	316.93
180.12	66.01	76.52	0.00	2.21	12.55	4.00	386.67
139.43	40.81	27.30	0.00	1.10	9.58	2.11	257.37
0.09	0.07	0.00	0.00	6.59	0.15	1.61	9.75
0.07	0.02	0.00	0.00	2.97	0.19	0.02	4.10
4.53	0.80	2.16	9.83	0.00	5.66	5.22	93.92
0.00	0.00	0.00	1.48	0.00	4.45	0.10	7.26
23.22	12.14	2.03	0.00	2.14	1.68	3.99	60.60
713.40	658.57	1,304.43	58.93	118.10	82.14	285.50	4,362.51
608.76	447.17	1,112.69	32.39	82.75	62.50	241.42	3,634.89
856.95	791.93	969.46	21.26	46.38	70.99	233.01	3,670.45
712.08	569.82	733.39	13.91	34.68	60.32	187.92	2,843.64
623.69	665.70	1,096.37	3.91	48.43	63.71	366.35	3,900.37
522.42	447.36	825.81	3.36	43.56	57.91	284.73	3,048.81
484.27	519.88	659.53	37.63	60.35	94.34	337.95	3,068.42
458.54	383.00	596.37	33.04	53.54	73.20	259.56	2,638.29
					1,459.43	1,459.43	
					952.75	952.75	
6,421.46	4,451.06	6,721.53	235.80	637.18	690.23	3,695.91	28,604.82
5,250.76	3,011.92	5,540.34	227.16	532.33	575.06	2,764.00	22,744.51
						454.64	454.64
						415.19	415.19
		596.85			6.41	2.25	605.51
		147.41			4.11	3.50	155.02
		81.87			2.65	2.96	87.48
		46.64			0.00	0.00	46.64
		8.25			0.00	0.00	8.25

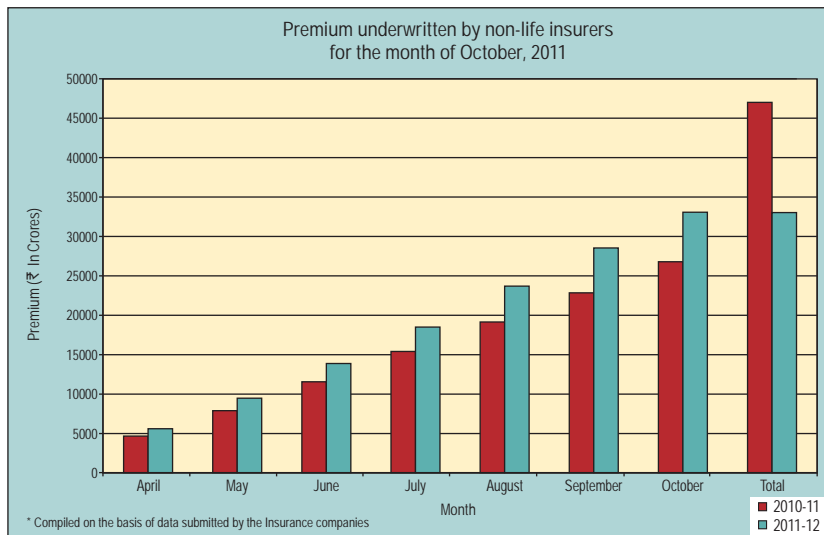
Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UPTO THE MONTH OF OCTOBER, 2011

(₹ in Crores)

INSURER	OCTOBER		APRIL-OCTOBER		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2011-12	2010-11*	2011-12	2010-11*	
Royal Sundaram	128.15	102.47	840.87	640.16	31.35
Tata-AIG	132.39	89.92	986.61	706.26	39.70
Reliance General	122.68	150.01	1016.95	950.02	7.04
IFFCO-Tokio	139.04	155.16	1146.73	1052.46	8.96
ICICI-lombard	432.14	418.08	2954.66	2543.64	16.16
Bajaj Allianz	267.90	233.68	1875.51	1653.40	13.43
HDFC ERGO General	139.60	111.40	1043.12	740.22	40.92
Cholamandalam	117.80	88.69	782.44	563.84	38.77
Future Generali	68.27	49.18	528.03	349.12	51.25
Universal Sampo	26.15	20.33	208.41	167.48	24.44
Shriram General	112.11	68.55	633.76	385.48	64.41
Bharti AXA General	73.30	39.26	459.45	296.63	54.89
Raheja QBE	2.05	0.56	11.80	4.66	153.35
SBI General	23.10	3.16	117.02	10.43	1022.39
L&T General	12.61	0.00	73.21	0.00	
Star Health & Allied Insurance	163.24	199.10	768.75	780.95	-1.56
Apollo MUNICH	35.21	15.73	190.23	103.21	84.31
Max BUPA	6.48	2.41	53.12	10.60	401.17
New India	611.57	553.78	4974.08	4188.67	18.75
National	583.27	482.61	4253.71	3326.03	27.89
United India	616.76	488.62	4517.13	3537.43	27.70
Oriental	450.96	429.44	3519.38	3067.73	14.72
ECGC	73.12	71.63	527.76	486.83	8.41
AIC	105.16	182.56	1564.59	1135.32	37.81
PRIVATE TOTAL	2002.22	1747.68	13690.67	10958.55	24.93
PUBLIC TOTAL	2440.84	2208.64	19356.65	15742.00	22.96
GRAND TOTAL	4443.06	3956.33	33047.32	26700.56	23.77

Note: Compiled on the basis of data submitted by the Insurance companies
* Figures revised by insurance companies



Statistical Supplement

(Monthly - September, 2011)

Name of the Insurer: Bajaz 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	1571.06	16062.62	31734	200850	23.02	1612.34	34567564.00	238375834.00
Previous year	1548.04	14450.28	29341	180437	372.41	2197.52	32477682.00	212734929.00
Marine Cargo	607.03	4489.50	16156	84744	56.54	666.31	7676292.00	52974459.00
Previous year	550.49	3823.18	13813	84706	124.91	540.53	11019492.00	81729943.00
Marine Hull (Including Onshore & Offshore oil energy)	7.76	51.07	4	63	-43.13	-267.09	142085.00	1293881.00
Previous year	50.90	318.16	13	194	15.41	-7.58	26377.00	2293312.00
Marine (Total)	614.79	4540.57	16160	84807	13.41	399.23	7818377.00	54268340.00
Previous year (Total)	601.38	4141.34	13826	84900	140.32	532.95	11045869.00	84023255.00
Aviation	189.72	1155.26	32	181	55.79	-96.08	7632682.00	19185351.00
Previous year	133.93	1251.34	41	153	-442.13	-630.29	2018774.00	20904931.00
Engineering	885.01	5896.65	1424	8390	69.62	991.01	14431804.00	82022836.00
Previous year	815.39	4905.64	1238	8144	-39.33	-73.43	16495397.00	95434887.00
Motor Own Damage	11684.82	66797.98	321472	1987805	1099.78	5440.81	859274.00	4894009.00
Previous year	10585.04	61357.17	314968	1958150	2830.84	13089.96	759369.00	4511101.00
Motor Third party	4390.10	25254.12	323372	2001638	1194.70	4727.38		
Previous year	3195.40	20526.74	325134	1993812	392.06	1681.84		
Motor (Total)	16074.92	92052.10	323372	2001638	2294.48	10168.19	859274.00	4894009.00
Previous year (Total)	13780.45	81883.91	325134	1993812	3222.90	14771.80	759369.00	4511101.00
Workmen's compensation / Employer's liability	252.70	1564.41	1797	11280	41.44	346.71	44836.00	271561.00
Previous year	211.26	1217.71	1561	10267	77.75	328.62	30722.00	168552.00
Public Liability	3.88	38.47	12	132	-0.49	3.75	11045.00	262369.00
Previous year	4.37	34.71	7	80	-0.10	1.12	9200.00	89899.00
Product Liability	133.50	923.69	38	333	83.52	242.97	37878.00	420104.00
Previous year	49.98	680.72	29	262	-19.55	147.76	21611.00	319757.00
Other Liability Covers	282.54	4872.41	258	1796	-41.98	671.30	245413.00	1660192.00
Previous year	324.52	4201.11	247	1711	163.95	1657.15	214528.00	1335589.00
Liability (Total)	672.62	7398.98	2105	13541	82.49	1264.73	339172.00	2614226.00
Previous year (Total)	590.13	6134.25	1844	12320	222.05	2134.65	276061.00	1913797.00
Personal Accident	628.74	2729.45	6742	38762	193.90	46.89	2525055.00	12167983.00
Previous year	434.84	2682.56	6785	47802	7.62	-320.97	1958373.00	27678000.00
Medical Insurance	2274.69	17887.88	87150	392780	13.87	4490.74	4406100.00	20076371.00
Previous year	2260.82	13397.14	70935	464956	961.01	321.19	2125973.00	14908139.00
Overseas Medical Insurance	547.31	3735.84	44291	307749	50.73	395.75	266772.00	6089602.00
Previous year	496.58	3340.09	42426	289690	39.80	158.33	91284.00	723553.00
Health (Total)	2822.00	21623.72	131441	700529	64.61	4886.49	4672872.00	26165973.00
Previous year (Total)	2757.40	16737.23	113361	754646	1000.82	479.52	2217257.00	15631692.00
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	26.78	545.26	10	101	-78.91	-677.46	258403.00	2415941.00
Previous year	105.69	1222.73	20	119	-380.71	293.38	257504.00	1705468.00
All Other Miscellaneous	1459.98	8756.82	69533	319918	99.36	193.81	23712833.00	37096982.00
Previous year	1360.62	8563.01	50363	308308	226.84	813.18	1963378.00	64670810.00
Grand Total	24945.63	160761.43	582553	3368717	2817.76	18789.14	96818036.00	479207475.00
Previous year (Total)	22127.87	141972.29	541953	3390641	4330.79	20198.31	69469664.00	529208870.00

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
224.34	885.38	3918	16700	0.00	0.00	0.00	0.00		
202.62	1116.36	4317	24441	0.00	0.00	0.00	0.00		
155.36	278.93	2029	5495	0.00	0.00	0.00	0.00		
17.91	118.66	516	4134	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
155.36	278.93	2029	5495	0.00	0.00	0	0	0	0
17.91	118.66	516	4134	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
77.15	520.18	176	959	0.00	0.00	0.00	0.00		
125.37	778.13	157	1359	0.00	0.00	0.00	0.00		
1340.98	5818.01	3441	118965	0.00	0.00	0.00	0.00		
69.87	530.97	2260	14699	0.00	0.00	0.00	0.00		
491.31	2385.64	36595	76093	0.00	0.00	0.00	0.00		
1118.71	6885.51	29745	194250	0.00	0.00	0.00	0.00		
1832.29	8203.65	36595	118965	0.00	0.00	0	0	0	0
1188.58	7416.47	29745	194250	0.00	0.00	0	0	0	0
23.45	212.17	194	1615	0.00	0.00	0.00	0.00		
45.92	206.93	256	1747	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.87	207.13	16	2565	0.00	0.00	0.00	0.00		
0.00	145.76	0	55	0.00	0.00	0.00	0.00		
24.32	419.30	210	4180	0.00	0.00	0	0	0	0
45.92	352.69	256	1802	0.00	0.00	0	0	0	0
93.08	332.60	7522	28982	4.46	19.86	9767.00	44872.00		
56.95	509.68	4365	17735	2.11	10.09	6810.00	34210.00		
164.72	716.13	3268	13467	0.00	0.00	0.00	0.00	124256.00	636020.00
48.51	455.01	1303	10424	0.00	0.00	0.00	0.00	69955.00	475301.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
164.72	716.13	3268	13467	0.00	0.00	0	0	124256	636020
48.51	455.01	1303	10424	0.00	0.00	0	0	69955	475301
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
371.15	1884.04	13989	68482	0.00	0.00	0.00	0.00		
233.44	1517.37	7104	69437	0.00	0.00	0.00	0.00		
2942.41	13240.21	67707	257230	4.46	19.86	9767	44872	124256	636020
1919.30	12264.38	47763	323582	2.11	10.09	6810	34210	69955	475301

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	139.80	2863.55	1430	8167	139.80	2723.75	390942.08	5950088.84
Previous year	163.66	2403.17	2238	7939	163.66	2239.51	12808859.51	51217470.48
Marine Cargo	16.06	1031.47	242	1157	16.06	1015.40	92112.94	2001836.26
Previous year	105.50	645.67	261	1109	105.50	540.16	4834726.27	19433951.37
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	16.06	1031.47	242	1157	16.06	1015.40	92112.94	2001836.26
Previous year (Total)	105.50	645.67	261	1109	105.50	540.16	4834726.27	19433951.37
Aviation								
Previous year								
Engineering	52.89	630.28	107	657	52.89	577.39	61979.62	495487.33
Previous year	51.21	655.41	215	845	51.21	604.20	11826319.39	31013632.80
Motor Own Damage	3334.29	18012.46	46018	263217	3334.29	14678.17	194868.34	1064336.23
Previous year	2905.26	13942.88	50296	232285	2905.26	11037.61	2452362.39	8921500.28
Motor Third party	1209.15	6601.27	46018	263217	1209.15	5392.12		
Previous year	869.84	4081.38	50296	232285	869.84	3211.54		
Motor (Total)	4543.44	24613.72	46018	263217	4543.44	20070.29	194868.34	1064336.23
Previous year (Total)	3775.11	18024.25	50296	232285	3775.11	14249.15	2452362.39	8921500.28
Workmen's compensation / Employer's liability	7.35	88	37	286	7.35	80.86	1497.15	15758
Previous year	3.67	69.37	56	508	3.67	65.70	37132.33	149753.69
Public Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Product Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Other Liability Covers	6.13	133	9	80	6.13	126.69	4560.06	50120
Previous year	9.61	40.15	3	76	9.61	30.54	60613.84	258801.65
Liability (Total)	13.49	221.04	46	366	13.49	207.55	6057.20	65878.03
Previous year (Total)	13.28	109.52	59	584	13.28	96.24	97746.17	408555.34
Personal Accident	169.05	1254.60	856	6591	169.05	1085.56	314919.68	2946487.90
Previous year	95.95	957.82	2225	8470	95.95	861.87	17247661.96	69603480.27
Medical Insurance	1266.68	7652.42	1024	9698	1266.68	6385.74	5776.79	30372.63
Previous year	-471.50	2729.83	2432	9531	-471.50	3201.33	58588.66	218501.02
Overseas Medical Insurance								
Previous year								
Health (Total)	1266.68	7652.42	1024	9698	1266.68	6385.74	5776.79	30372.63
Previous year (Total)	-471.50	2729.83	2432	9531	-471.50	3201.33	58588.66	218501.02
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	54.58	400.37	1275	7887	54.58	345.79	45580.37	433721.25
Previous year	46.72	211.04	1789	6213	46.72	164.32	942892.54	3625393.78
Grand Total	6255.98	38667.45	50998	297740	6255.98	32411.47	1112237.03	12988208.48
Previous year (Total)	3779.94	25736.70	59515	266976	3779.94	21956.77	50269156.89	184442485.33

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
12.79	61.05	1245	6664						
	0.22		16						
0.14	0.74	2	15						
0.14	0.74	2	15	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
1.93	9.54	12	43						
160.46	709.12	3203	15583						
58.96	189.75	442	4114						
81.98	339.58	0	0						
	11.64								
242.44	1048.70	3203	15583	0.00	0.00	0	0	0	0
58.96	201.39	442	4114	0.00	0.00	0	0	0	0
0.05	2	1	9						
0.23	0.23	2	2						
0.28	2.13	3	11	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
35.87	183.34	61	587						
	33.36		87						
6.94	44.17	53	389						
-456.57	8.86	2	24	-190.53	0.00	-1600000.00	0.00		
6.94	44.17	53	389	0.00	0.00	0	0	0	0
-456.57	8.86	2	24	-190.53	0.00	-1600000	0	0	0
9.32	43.88	1080	6406						
	1.54		72						
309.70	1393.55	5659	29698	0.00	0.00	0	0	0	0
-397.61	245.37	444	4313	-190.53	0.00	-1600000	0	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	434.4	4,077.9	10,448	74,981	(64.9)	532.9	719,276	4,370,743
Previous year	499.3	3,545.0	10,352	42,080	140.9	(50.7)	509,641	8,766,312
Marine Cargo	355.1	2,398.0	624	4,321	(64.2)	256.9	148,095	20,710,878
Previous year	419.3	2,141.1	79	4,200	98.8	(14.8)	2,510,926	11,415,994
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	(1.1)	-	0
Previous year	-	1.1	-	-	(3.2)	(92.4)	-	104
Marine (Total)	355.1	2,398.0	624	4,321	(64.2)	255.8	148,095	20,710,878
Previous year (Total)	419.3	2,142.2	79	4,200	95.6	(107.2)	2,510,926	11,416,098
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	214.6	1,248.1	640	4,901	68.6	62.9	633,415	2,382,943
Previous year	146.0	1,185.3	542	4,225	(20.4)	(58.0)	76,474	1,593,913
Motor Own Damage	4,533.0	26,042.0	62,553	372,772	1,227.6	6,444.4	272,410	1,610,408
Previous year	3,305.4	19,597.6	51,050	336,108	529.3	3,376.0	244,698	1,302,612
Motor Third party	2,849.8	16,371.7	62,772	373,853	1,399.2	7,771.3	-	-
Previous year	1,450.6	8,600.4	-	-	545.7	3,556.4	-	-
Motor (Total)	7,382.8	42,413.6	62,772	373,853	2,626.8	14,215.7	272,410	1,610,408
Previous year (Total)	4,756.0	28,197.9	51,050	336,108	1,075.1	6,932.4	244,698	1,302,612
Workmen's compensation / Employer's liability	(1.9)	138.2	209	1,802	(82.9)	(132.5)	44,307	45,608
Previous year	81.0	270.7	11	613	48.5	33.2	11,887	40,300
Public Liability	180.4	702.1	224	727	158.3	306.0	99,698	173,205
Previous year	22.1	396.1	66	1,710	(0.8)	(26.0)	12,059	179,255
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	178.6	840.3	433	2,529	75.4	173.5	144,005	218,813
Previous year (Total)	103.1	666.8	77	2,323	47.7	7.2	23,947	219,555
Personal Accident	388.4	2,262.0	1,756	10,019	131.0	564.8	252,530	1,782,918
Previous year	257.4	1,697.2	768	11,547	7.4	180.0	286,315	1,954,758
Medical Insurance	2,615.5	11,887.4	2,845	11,449	1,288.9	3,299.1	103,392	558,412
Previous year	1,326.5	8,588.3	755	13,311	275.2	(489.9)	71,088	441,018
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	2,615.5	11,887.4	2,845	11,449	1,288.9	3,299.1	103,392	558,412
Previous year (Total)	1,326.5	8,588.3	755	13,311	275.2	(489.9)	71,088	441,018
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	278.5	1,337.2	6,323	38,204	152.3	(155.0)	268,596	2,192,123
Previous year	126.2	1,492.2	3,346	46,953	(116.4)	(420.4)	92,559	2,354,419
Grand Total	11,847.8	66,464.5	85,841	520,257	4,214.0	18,949.6	2,541,718	33,827,239
Previous year (Total)	7,633.8	47,514.9	66,969	460,747	1,505.1	5,993.5	3,815,648	28,048,685

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
6.5	6.5	780	780						
156.3	454.3					-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
2.4	2.4	16	16			-	-		
34.3	96.4					-	-		
293.1	1,616.8	6,983	37,588	-	-	-	-		
139.6	825.1	3,184	17,412	-	-	-	-		
168.3	836.7	7,011	37,734	-	-	-	-		
59.9	312.7	3,187	17,467	-	-	-	-		
461.3	2,453.5	7,011	37,734	-	-	-	-		
199.5	1,137.9	3,187	17,467	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,958.4	7,784.5	-	-			1,184,319	5,119,257		
861.4	4,808.1	-	-			531,078	3,026,349		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,958.4	7,784.5	-	-	-	-	1,184,319	5,119,257		
861.4	4,808.1	-	-	-	-	531,078	3,026,349		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
40.7	187.2	1,753	8,884	-	-	-	-		
47.2	47.2	73	151			-	-		
2,469.3	10,434.0	9,560	47,414	-	-	1,184,319	5,119,257	-	-
1,298.7	6,543.9	3,260	17,618	-	-	531,078	3,026,349	-	-

Name of the Insurer: Future General India Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	504.36	5703.92	1775	11591	212.35	1474.27	1216695.28	6549062.51
Previous year	292.02	4229.65	811	5570	-292.02	-4229.65	427439.15	2103138.80
Marine Cargo	277.59	2055.31	743	4371	123.70	417.24	413626.53	2973939.33
Previous year	153.88	1638.06	4646	21933	9.87	920.06	455058.22	3028684.80
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)	277.59	2055.31	743	4371	123.70	417.24	413626.53	2973939.33
Previous year (Total)	153.88	1638.06	4646	21933	9.87	920.06	455058.22	3028684.80
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	217.56	1352.66	404	2634	119.69	149.51	84894.49	696221.20
Previous year	97.87	1203.14	242	1532	9.86	589.79	19559.34	459851.70
Motor Own Damage	2999.13	16169.85	48023	270297	1171.22	5744.18	281781.73	1408847.29
Previous year	1827.91	10425.68	34461	230543	782.23	4030.61	168854.68	595516.63
Motor Third party	1670.16	8541.16		265	974.29	4484.26		
Previous year	695.88	4056.90	34461	230543	282.30	1556.54		
Motor (Total)	4669.29	24711.02	48023	270297	2145.51	10228.44	281781.73	1408847.29
Previous year (Total)	2523.79	14482.58	34461	230543	1064.53	5587.15	168854.68	595516.63
Workmen's compensation / Employer's liability	110.50	620.95	509	2898	69.78	341.34	12020.71	78277.31
Previous year	40.72	279.62	313	1768	20	141	4459.65	25878.22
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	-2	0.00	0.00
Product Liability	64.29	544.74	89	608	-19.38	176.48	16375.65	110597.43
Previous year	83.67	368.26	106	460	59	147	12609.38	77690.37
Other Liability Covers	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
Liability (Total)	174.79	1165.70	598	3506	50.41	517.81	28396.36	188874.74
Previous year (Total)	124.39	647.88	419	2228	78.71	285.92	17069.03	103568.59
Personal Accident	394.53	2631.02	5666	25430	265.41	988.25	516219.63	6502976.24
Previous year	129.12	1642.77	4878	20073	68.90	929.89	5060374.44	5525335.58
Medical Insurance	943.21	6162.09	1727	8578	653.71	1565.30	12850.28	66051.60
Previous year	289.49	4596.78	972	5525	185.58	1684.76	4222.38	32179.70
Overseas Medical Insurance	76.73	583.59	4445	34721	3.21	79.80	6928.35	51259.43
Previous year	73.52	503.78	5044	30402	73.52	503.78	7998.65	44789.37
Health (Total)	1019.94	6745.67	6172	43299	656.92	1645.10	19778.63	117311.03
Previous year (Total)	363.01	5100.57	6016	35927	259.10	2188.55	12221.03	76969.07
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	302.42	1611.25	2467	13922	130.70	561.42	304504.97	1389312.04
Previous year	171.72	1049.83	1660	19447	28.36	234.25	174826.50	962589.12
Grand Total	7560.48	45976.54	65848	375050	3704.69	15982.05	2865897.62	19826544.37
Previous year (Total)	3855.79	29994.48	53133	337253	1227.32	6505.96	6335402.38	12855654.29

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
10.42	387.04	193	1344						
14.66	288.82	87	613						
19.05	225.69	52	291						
8.77	159.08	210	1773						
19.05	225.69	52	291	0.00	0.00	0	0		
8.77	159.08	210	1773	0.00	0.00	0	0		
50.03	123.60	24	220						
2.52	79.26	15	112						
291.87	1,596.06	4384	26304						
148.43	780.98	2907	20477						
184.22	909.90								
63.61	357.61	2907	6436						
476.10	2,505.96	4384	26304	0.00	0.00	0	0		
212.04	1,138.59	5814	26913	0.00	0.00	0	0		
6.26	64.11	25	157						
	33.00		54						
10.20	19.18	1	9						
21.00	27.78	21	72						
16.46	83.30	26	166	0.00	0.00	0	0		
21.00	60.78	21	126	0.00	0.00	0	0		
4.41	72.63	268	1641	0.00	33.02		215000		
1.70	32.14	98	738	0.00	5.20	0	95367		
4.23	113.96	107	470					176	5171
0.51	70.07	41	267						
2.87	26.46	196	1636						
3.63	13.64	196	780						
7.10	140.42	303	2106	0.00	0.00	0	0	176	5171
4.14	83.71	237	1047	0.00	0.00	0	0	0	0
48.11	220.05	1128	5721						
19.93	206.00	564	13932						
631.68	3758.69	6378	37793	0.00	33.02	0	215000	176	5171
284.76	2048.38	7046	45254	0.00	5.20	0	95367	0	0

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,161.28	16,490.53	3,932	23,296	523.16	5,011.68	1,675,510	35,254,764
Previous year	638.12	11,478.85	2,601	16,044	(29.01)	5,345.44	1,846,968	23,226,504
Marine Cargo	190.09	2,228.51	185	1,102	128.06	923.59	621,337	8,926,916
Previous year	62.02	1,304.92	132	889	27.86	764.41	165,703	4,349,747
Marine Hull (Including Onshore & Offshore oil energy)	459.20	1,208.60	36	237	298.40	623.43	34,105	178,334
Previous year	160.81	585.17	33	223	146.70	124.44	37,679	146,669
Marine (Total)	649.29	3,437.11	221	1,339	426.46	1,547.03	655,443	9,105,250
Previous year (Total)	222.83	1,890.09	165	1,112	174.56	888.85	203,382	4,496,415
Aviation	98.28	1,122.79	4	22	(368.15)	(1,339.19)	111,358	1,507,210
Previous year	466.42	2,461.98	2	17	356.42	2,048.94	15,572	1,221,369
Engineering	485.98	4,028.39	310	1,991	129.66	1,274.63	(414,260)	2,069,156
Previous year	356.32	2,753.77	219	1,353	165.19	1,521.71	168,592	2,901,237
Motor Own Damage	3,408.84	18,536.85	48,106	272,572	1,122.27	5,626.95	228,177	1,243,434
Previous year	2,286.57	12,909.90	35,664	202,290	689.26	5,058.19	140,446	856,579
Motor Third party	1,852.63	9,926.65	85,025	486,137	999.38	5,029.06		
Previous year	853.25	4,897.59	48,645	267,704	186.92	1,103.54		
Motor (Total)	5,261.47	28,463.50	85,025	486,137	2,121.65	10,656.01	228,177	1,243,434
Previous year (Total)	3,139.82	17,807.48	48,645	267,704	876.18	6,161.73	140,446	856,579
Workmen's compensation / Employer's liability	48.94	265.05	59	322	28.10	124.85	51,962	305,873
Previous year	20.84	140.20	26	206	19.73	56.00	25,831	137,996
Public Liability	12.96	159.00	14	129	(26.72)	21.55	(409,611)	(332,941)
Previous year	39.69	137.46	6	89	34.75	86.74	7,835	63,433
Product Liability	0.39	168.51	1	19	(14.70)	30.77	480	16,913
Previous year	15.09	137.74	3	19	15.09	122.95	1,580	40,516
Other Liability Covers	813.44	4,951.12	109	650	28.97	738.55	1,584,750	2,656,142
Previous year	784.47	4,212.57	88	492	(28.78)	520.81	131,668	881,213
Liability (Total)	875.73	5,543.68	183	1,120	15.65	915.71	1,227,581	2,645,986
Previous year (Total)	860.09	4,627.97	123	806	40.79	786.51	166,914	1,123,158
Personal Accident	1,632.60	8,568.79	88,243	522,138	672.41	2,841.65	514,421	9,146,582
Previous year	960.19	5,727.14	85,696	394,046	286.68	3,859.31	211,259	906,499
Medical Insurance	2,495.55	20,180.54	32,996	206,315	956.99	5,176.36	101,347	745,196
Previous year	1,538.56	15,004.18	22,970	142,831	863.79	2,949.76	64,538	534,556
Overseas Medical Insurance	138.95	804.69	618	3,850	75.28	367.55	297,685	7,302,800
Previous year	63.67	437.13	480	3,385	14.92	122.75	30,042	5,990,135
Health (Total)	2,634.50	20,985.23	33,614	210,165	1,032.27	5,543.92	399,032	8,047,995
Previous year (Total)	1,602.23	15,441.31	23,450	146,216	878.71	3,072.52	94,580	6,524,691
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	314.91	1,711.85	128	832	98.68	1,018.20	270,808	2,090,847
Previous year	216.23	693.65	1,751	10,142	(266.93)	(2,916.71)	160,410	590,500
Grand Total	13,114.03	90,351.87	211,660	1,247,040	4,651.79	27,469.63	4,668,069	71,111,225
Previous year (Total)	8,462.25	62,882.24	162,652	837,440	2,482.60	20,768.29	3,008,122	41,846,952

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
39.27	692.29	204	1,213		-		-		
(1.65)	679.38	194	1,116	-	-	-	-		
6.04	68.31	22	114		-		-		
3.04	81.22	-	65	-	-	-	-		
7.43	7.94	-	1		-		-		
0.15	0.15	21	21	-	-	-	-		
13.47	76.25	22	115	-	-	-	-	-	-
3.19	81.37	21	86	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
58.22	197.68	37	224		-		-		
30.16	134.40	38	176	-	-	-	-		
297.31	1,823.08	4,288	27,209		-		-		
217.32	1,127.00	3,918	19,714	-	-	-	-		
257.96	1,319.19	11,099	64,513		-		-		
112.39	594.68	5,873	31,761	-	-	-	-		
555.28	3,142.27	11,099	64,513	-	-	-	-	-	-
329.72	1,721.69	5,873	31,761	-	-	-	-	-	-
0.11	8.11	1	17		-		-		
0.06	10.28	1	18	-	-	-	-		
0.42	0.42	1	1		-		-		
35.70	35.84	1	2	-	-	-	-		
-	-	-	-		-		-		
-	3.26	-	-	-	-	-	-		
27.40	100.35	3	18		-		-		
181.28	220.93	11	22	-	-	-	-		
27.94	108.88	5	36	-	-	-	-	-	-
217.04	270.31	13	42	-	-	-	-	-	-
114.27	669.07	6,963	46,794	-	62.29	-	130,833		
65.03	456.43	12,414	41,955	-	-	-	-		
49.88	1,385.63	1,566	10,804	-	7.81	-	5,683	54,579	666,856
68.17	2,526.39	1,212	7,097	42.25	58.13	43,711	60,338	46,429	543,630
1.57	14.93	8	104	-	-	-	-	11,776	77,239
1.19	6.90	13	82	-	-	-	-	11,970	112,583
51.46	1,400.55	1,574	10,908	-	7.81	-	5,683	66,355	744,095
69.36	2,533.29	1,225	7,179	42.25	58.13	43,711	60,338	58,399	656,213
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,087.55	1,267.14	5	38		-		-		
4.39	28.67	474	2,677	-	-	-	-		
1,947.45	7,554.14	19,909	123,841	-	70.10	-	136,516	66,355	744,095
717.23	5,905.54	20,252	84,992	42.25	58.13	43,711	60,338	58,399	656,213

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	803.19	23,013.60	1,846	12,544	(128.74)	3,230.21	2,760,010	38,264,767
Previous year	931.94	19,783.39	2,229	12,524	302.64	318.30	2,190,153	33,488,657
Marine Cargo	675.81	7,213.38	991	6,650	144.78	1,628.08	3,218,567	28,747,574
Previous year	531.04	5,585.30	813	4,770	137.12	850.05	2,023,804	21,874,831
Marine Hull (Including Onshore & Offshore oil energy)	1,135.21	3,821.21	11	79	763.38	1,248.00	119,449	742,554
Previous year	371.84	2,573.21	7	315	(9.99)	(730.43)	12,186	1,705,171
Marine (Total)	1811.03	11034.59	1,002	6,729	908.15	2876.08	3338016.20	29490128.17
Previous year (Total)	902.88	8158.52	820	5,085	127.13	119.62	2035990.57	23580001.85
Aviation	492.31	6,835.96	18	100	87.80	3,040.57	715,029	2,724,387
Previous year	404.51	3,795.38	11	90	(266.83)	103.70	-311,216	10,841,097
Engineering	1,564.16	9,698.57	603	3,749	599.22	1,539.29	692,491	5,715,801
Previous year	964.94	8,159.28	510	3,236	(142.06)	(1,025.42)	287,318	6,737,022
Motor Own Damage	10,926.06	64,516.12	396,886	2,376,403	2,058.28	13,550.40	1,381,651	8,516,441
Previous year	8,867.78	50,965.72	313,605	1,807,197	1,505.10	8,229.20	1,173,686	6,634,931
Motor Third party	4,887.10	27,194.11	403,659	2,417,010	1,643.40	7,872.63		
Previous year	3,243.70	19,321.48	320,843	1,864,992	62.55	175.39		
Motor (Total)	15813.16	91710.23	403,659	2,417,010	3701.68	21423.03	1381651.15	8516441.07
Previous year (Total)	12111.48	70287.20	320,843	1,864,992	1567.65	8404.59	1173685.61	6634931.10
Workmen's compensation / Employer's liability	244.88	1,370.09	604	3,596	100.63	502.00	34,762	197,715
Previous year	144.25	868.10	446	2,744	55.24	310.08	23,160	125,898
Public Liability	2.98	31.48	8	77	0.79	(9.94)	5,000	44,199
Previous year	2.18	41.42	7	84	(1.63)	3.89	4,100	13,602
Product Liability	1.12	148.69	1	33	(39.54)	(9.32)	235	33,250
Previous year	40.66	158.01	5	36	37.91	10.59	5,395	31,142
Other Liability Covers	863.97	5,180.95	197	1,024	(408.30)	(73.06)	2,535,400	3,728,524
Previous year	1,272.28	5,254.01	132	908	(107.94)	270.56	347,293	974,139
Liability (Total)	1112.94	6731.22	810	4,730	-346.43	409.68	2575397.43	4003686.96
Previous year (Total)	1459.37	6321.54	590	3,772	-16.42	595.12	379947.93	1144781.12
Personal Accident	1,074.05	6,924.30	65,265	272,467	479.69	1,851.42	1,481,162	17,959,035
Previous year	594.36	5,072.88	24,768	128,504	(11.61)	76.77	1,176,881	12,294,924
Medical Insurance	11,169.43	72,919.45	28,194	177,839	(397.80)	1,569.05	439,311	3,284,288
Previous year	11,567.23	71,350.40	23,818	140,579	5,520.50	33,546.68	676,059	6,125,552
Overseas Medical Insurance	515.97	3,904.29	38,603	271,671	(57.55)	57.69	1,139,904	7,304,012
Previous year	573.52	3,846.61	39,187	246,721	56.08	239.92	956,914.50	6,346,589
Health (Total)	11685.40	76823.75	66,797	449,510	-455.35	1626.74	1579214.59	10588300.45
Previous year (Total)	12140.75	75197.01	63,005	387,300	5576.59	33786.61	1632973.48	12472141.47
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	123.10	790.28	7	22	(211.11)	(406.00)	10,286	24,690
Previous year	334.22	1,196.28	6	26	110.15	(260.10)	7,510	32,694
All Other Miscellaneous	5,181.57	18,689.75	6,479	37,693	(2,030.10)	4,104.83	714,967	4,793,191
Previous year	7,211.67	14,584.92	11,901	61,787	6,168.74	9,267.33	1,209,612	16,253,001
Grand Total	39660.92	252252.26	546,486	3,204,554	2604.81	39695.85	15248222.85	122080427.61
Previous year (Total)	37056.11	212556.40	424,683	2,467,316	13415.98	51386.53	9782856.07	123479250.41

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	0	0	0	0
0.00	0.00	-	-	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
(0.00)	0.84	1	13	-	0.00	-	-		
0.42	4.74	3	33	0.00	0.00	-	-		
1056.95	6,301.37	-	-	-	0.00	-	-		
866.17	5,275.71	-	-	0.00	0.00	-	-		
817.37	4,553.41	28,659	167,211	-	0.00	-	-		
492.40	3,126.22	26,173	163,678	0.00	0.00	-	-		
1874.32	10854.78	28,659	167,211	0.00	0.00	0	0	0	0
1358.57	8401.93	26,173	163,678	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	-	-		
-	121.62	-	-	-	0.00	-	-		
0.00	781.18	-	-	0.00	0.00	-	-		
0.00	121.62	-	-	0.00	0.00	0	0	0	0
0.00	781.18	-	-	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	5.30	-	58,502		
0.00	0.00	-	-	0.00	0.00	-	-		
3721.08	20,614.91	281	1,643	73.50	279.01	39,495	128,461	2,126,403	11,022,392
4,598.89	23,970.40	650	2,472	155.71	510.11	48,547	177,619	1,632,484	10,007,741
9.97	54.00	221	1,297	-	0.00	-	-	38,603	271,671
10.10	120.58	327	2,962	0.00	0.00	-	-	39,187	246,721
3731.04	20668.92	502	2,940	73.50	279.01	39495	128461	2165006	11294063
4609.00	24090.98	977	5,434	155.71	510.11	48547	177619	1671671	10254462
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
3,338	9,309	426	1,106	-	-	-	-		
8	30	66	416	-	-	-	-		
8943.20	40955.00	29,588	171,270	73.50	284.32	39495	186963	2165006	11294063
5976.19	33308.85	27,219	169,561	155.71	510.11	48547	177619	1671671	10254462

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	1012.89	14689.04	7909	41332	-693.17	14689.04	2040090.11	16429727.29
Previous year	1070.35	15001.75	7735	45102	-395.12	1070.35	5662094.22	79358227.10
Marine Cargo	764.40	5215.04	1115	5182	151.28	5215.04	1261948.13	8122051.52
Previous year	711.68	4579.61	1057	5864	135.83	711.68	5164443.98	33233013.13
Marine Hull (Including Onshore & Offshore oil energy)	79.33	1836.17	31	183	-1.85	1836.17	1033333.85	20510863.45
Previous year	285.38	2745.48	24	190	-338.85	285.38	1851862.97	17815626.60
Marine (Total)	843.73	7051.21	1146	5365	149.43	7051.21	2295281.98	28632914.97
Previous year (Total)	997.06	7325.09	1081	6054	-203.02	997.06	7016306.95	51048639.73
Aviation	187.53	1165.53	58	204	-10.32	1165.53	2447477.73	7870729.54
Previous year	241.45	2421.46	24	170	-15.93	241.45	1596216.41	16008286.23
Engineering	466.55	3153.76	499	2557	133.81	3153.76	34391.89	247016.84
Previous year	519.80	3182.36	421	2786	142.63	519.80	42917.72	262753.78
Motor Own Damage	5469.99	32370.65	277375	1756202	8.98	32370.65	32417524.55	194566264.27
Previous year	5178.65	29324.34	286013	1701382	149.52	5178.65	210741.80	1193335.88
Motor Third party	2852.11	16933.23	1543	21059	132.26	16933.23		
Previous year	2270.59	13063.65	816	26221	83.70	2270.59		
Motor (Total)	8322.10	49303.88	277375	1756202	141.24	49303.88	32417524.55	194566264.27
Previous year (Total)	7449.24	42387.99	286013	1701382	233.22	7449.24	210741.80	1193335.88
Workmen's compensation / Employer's liability	121.81	700.62	1065	5628	35.50	700.62	79460.41	419185.97
Previous year	110.20	592.23	896	4792	-3.75	110.20	6870.12	36922.69
Public Liability	64.68	490.64	16	94	27.90	490.64	14832.43	111455.41
Previous year	88.04	545.08	5	99	-10.14	88.04	418673.69	2591985.79
Product Liability	10.22	87.07	14	85	-0.33	87.07	4891.97	40537.31
Previous year	3.80	131.40	11	81	-7.31	3.80	2058.48	71233.63
Other Liability Covers	217.76	1417.03	235	1389	174.09	1417.03	21429.93	574853.04
Previous year	189.92	2659.07	250	1614	152.12	189.92	183695.96	2571921.27
Liability (Total)	414.48	2695.36	1330	7196	237.16	2695.36	120614.74	1146031.72
Previous year (Total)	391.96	3927.78	1162	6586	130.92	391.96	611298.25	5272063.37
Personal Accident	201.75	1442.51	2864	14318	16.07	1442.51	5303614.19	34198095.51
Previous year	262.76	1347.44	5069	22984	-64.02	262.76	563355.83	2888879.78
Medical Insurance	761.00	9290.94	3277	16698	-429.31	9290.94	8841.36	65181.40
Previous year	1027.85	7980.76	2764	15226	270.65	1027.85	43371.57	336759.89
Overseas Medical Insurance	27.87	164.28	4460	22460	7.84	164.28	617574.62	2752653.30
Previous year	21.42	138.01	2010	14926	3.20	21.42	3564.10	22962.21
Health (Total)	788.87	9455.22	7737	39158	-421.48	9455.22	626415.98	2817834.70
Previous year (Total)	1049.27	8118.77	4774	30152	273.85	1049.27	46935.67	359722.10
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	3201.72	11812.24	8699	50194	37.62	11812.24	177110956.09	512319676.84
Previous year	806.33	6017.65	7000	44805	-149.91	806.33	598650.19	4467736.34
Grand Total	15439.62	100768.75	307617	1916526	-409.63	100768.75	222396367.27	798228291.67
Previous year (Total)	12788.21	89730.28	313279	1860021	-47.39	12788.21	16348517.04	160859644.30

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
191.67	523.37	2219	9214						
22.47	174.58	952	5148						
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						
16.32	47.25	40	84						
2.05	28.68	22	117						
1322.55	4256.02	89129	232203						
433.80	3255.87	25465	193016						
898.59	2429.74	0	0						
209.48	1570.87	0	0						
2221.14	6685.76	89129	232203	0.00	0.00	0	0		
643.28	4826.74	25465	193016	0.00	0.00	0	0		
19	27	88	186						
1	8	6	101						
4	6	10	15						
0	2	0	6						
0	0	0	0						
0	0	0	0						
2	3	49	76						
0	1	13	87						
24.60	35.62	147	277	0.00	0.00	0	0		
0.95	11.05	19	194	0.00	0.00	0	0		
100.44	499.37	461	2475	4.88	27.63	97376	551410		
162.18	565.08	1791	7942	9.18	33.67	182226	645463		
32.65	3382.70	247	806	0.00	362.10	0	183332		
1.90	3913.66	50	225						
0.00	0.00	0	0						
0.00	0.00	0	0						
32.65	3382.70	247	806	0.00	362.10	0	183332	0	0
1.90	3913.66	50	225	0.00	0.00	0	0	0	0
2482.60	5319.58	5009	20917	1786.02	2901.88	140545	246529		
65.19	804.56	2146	13378	8.59	315.75	3063	49479		
5069.42	16493.65	97252	265976	1790.90	3291.61	237921	981271	0	0
898.02	10324.35	30445	220020	17.77	349.42	185289	694942	0	0

Name of the Insurer: National Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	5972.45	38032.68	44944	278715	1579.91	7029.05	30997421	303250077
Previous year	4392.54	31003.63	42886	279825	1815.91	6223.92	18205307	1139908081
Marine Cargo	1605.57	9237.68	13385	78735	412.25	1270.51	5090394	43445615
Previous year	1193.32	7967.17	8717	53454	99.07	948.25	13723561	55823575
Marine Hull (Including Onshore & Offshore oil energy)	1121.20	7249.92	242	1384	519.47	2935.35	50092	129250113
Previous year	601.73	4314.57	266	1349	-745.08	-812.92	2305721	105235972
Marine (Total)	2726.77	16487.61	13627	80119	931.72	4205.87	5140486	172695728
Previous year (Total)	1795.05	12281.74	8983	54803	-646.01	135.33	16029282	161059547
Aviation	682.41	2125.66	9	91	319.18	734.76	537286	16181006
Previous year	363.23	1390.90	13	146	-367.31	-1295.03	24474	2644411
Engineering	2253.80	13526.76	3622	19163	488.39	3659.47	7357353	46955340
Previous year	1765.41	9867.29	2554	16373	528.71	2593.41	6531935	1020126293
Motor Own Damage	16454.60	85695.39	421400	2435689	3647.36	14487.52	647020	3540503
Previous year	12807.24	71207.87	364985	2147691	1460.49	7074.14	518415	2900897
Motor Third party	14966.17	79193.41	622296	3620213	5390.75	22211.17	645771	3535175
Previous year	9575.42	56982.24	536125	3184502	920.01	4639.23	517543	2895424
Motor (Total)	31420.77	164888.80	622296	3620213	9038.11	36698.69	1292791	7075677
Previous year (Total)	22382.66	128190.11	536125	3184502	2380.50	11713.37	1035958	5796322
Workmen's compensation / Employer's liability	546.78	3321.87	4618	28131	176.36	871.63	49208	281834
Previous year	370.42	2450.24	3875	26156	82.27	603.13	28093	207604
Public Liability	7.76	48.83	68	446	2.35	5.69	34000	51071
Previous year	5.41	43.14	86	532	2.45	4.56	0	13035
Product Liability	90.94	241.46	13	66	72.23	110.63	80727	142520
Previous year	18.71	130.83	14	64	-2.00	-25.77	46050	131165
Other Liability Covers	161.87	1026.01	576	3297	10.18	182.45	327629	1071405
Previous year	151.69	843.56	468	2690	51.86	267.82	79543	495917
Liability (Total)	807.36	4638.18	5275	31940	261.14	1170.40	491565	1546830
Previous year (Total)	546.22	3467.78	4443	29442	134.57	849.75	153686	847722
Personal Accident	1066.81	7098.74	33387	188121	114.96	1067.22	2739109	23257409
Previous year	951.85	6031.52	31397	184882	-28.32	1326.16	5819017	45266851
Medical Insurance	17894.06	96549.12	127580	701606	6874.21	23645.25	25890124	34375615
Previous year	11019.85	72903.87	111051	636907	3683.22	26711.67	102007321	218248119
Overseas Medical Insurance	48.92	396.51	1654	12010	-4.78	-38.76	313	5743
Previous year	53.70	435.27	1839	13645	1.39	2.80	70	1531
Health (Total)	17942.97	96945.63	129234	713616	6869.42	23606.49	25890436	34381358
Previous year (Total)	11073.55	73339.14	112890	650552	3684.61	26714.47	102007392	218249651
Crop Insurance								
Previous year								
Credit Guarantee	0.00	0.00	0	0	0.00	-21.96	0	0
Previous year	0.00	21.96	0	4	0.00	0.74	0	1975
All Other Miscellaneous	4067.66	23300.94	87279	487795	919.17	4531.05	4017143	127692514
Previous year	3148.49	18769.89	91649	539328	745.52	3379.58	4376597	121961719
Grand Total	66941.00	367045.00	939673	5419773	20522.00	82681.04	78463589.56	733035939.34
Previous year (Total)	46419.00	284363.96	830940	4939857	8248.18	51641.70	154183647.37	2715862570.32

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
259.43	3460.96	6541	42593	193.06	3914.81	0	0	0	0
1400.40	3380.96	6437	42037	1399.29	3783.71	0	0	0	0
111.98	455.74	569	3390	179.91	760.76	0	0	0	0
49.86	348.29	370	2492	82.61	498.72	0	0	0	0
11.19	105.07	49	347	67.14	194.94	0	0	0	0
11.01	109.79	57	443	8.81	114.40	0	0	0	0
123.17	560.81	618	3737	247.05	955.70	0	0	0	0
60.86	458.08	427	2935	91.42	613.13	0	0	0	0
				0.00	0.00	0	0	0	0
				0.00	2.50	0	0	0	0
110.53	1040.51	406	2219	222.42	1666.51	0	0	0	0
40.37	700.69	336	2014	226.60	1087.14	0	0	0	0
1296.84	7235.72	76071	429346	610.09	3533.73	0	0	0	0
1013.61	5674.81	61294	346013	507.93	3057.62	0	0	0	0
1748.98	9630.97	114292	658216	742.77	4290.14	0	0	0	0
1002.59	5806.09	92080	521361	462.17	2881.21	0	0	0	0
3045.82	16866.69	114292	658216	1352.86	7823.87	0	0	0	0
2016.20	11480.91	92080	521361	970.09	5938.83	0	0	0	0
50.27	372.90	820	4631	68.55	330.55	0	0	0	0
36.30	253.51	658	4509	28.10	214.22	0	0	0	0
0.04	2.45	5	32	0.22	2.53	0	0	0	0
0.01	0.68	12	33	0.01	2.04	0	0	0	0
0.00	5.93	0	2	5.39	5.39	0	0	0	0
0.00	5.93	0	2	1.25	4.96	0	0	0	0
3.01	13.44	23	146	23.20	75.86	0	0	0	0
3.94	11.58	21	122	10.72	70.79	0	0	0	0
53.32	394.71	848	4811	97.35	414.32	0	0	0	0
40.25	271.70	691	4666	40.08	292.00	0	0	0	0
68.06	284.57	4630	27207	75.55	508.42	19183	101522	177930	1120311
51.16	298.81	4405	26024	157.83	617.21	21896	120400	178124	1085077
476.91	3881.43	11045	57719	1518.99	8523.75	36158	198215	370142	1936309
713.88	4320.69	11391	61390	1712.22	8811.63	32542	182373	311670	1770397
2.35	15.53	107	459					1717	12308
1.44	15.22	54	461					1909	14091
479.26	3896.96	11152	58178	1518.99	8523.75	36158	198215	371859	1948617
715.33	4335.90	11445	61851	1712.22	8811.63	32542	182373	313579	1784488
								0	0
								0	0
1070.05	3305.61	23647	125619	278.27	1605.42	9693	55625	71205	363422
421.69	2760.63	25744	144228	374.59	1759.28	9558	53273	62445	377964
5209.64	29810.82	162134	922580	3985.55	25412.80	65034.00	355362.00	620994.00	3432350.00
4746.26	23687.68	141565	805116	4972.12	22905.43	63996.00	356046.00	554148.00	3247529.00

Name of the Insurer: Raheja QBE General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	6.32	113.27	7	37	6.32	113.27	145310.63	273767.75
Previous year	4.76	77.96	3	56	4.76	77.96	18456.30	93667.23
Marine Cargo	0.00	0.54	0	12	0.00	0.54	0.00	3480.48
Previous year	0.00	2.44		23	0.00	2.44		2860.02
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.54	0	12	0.00	0.54	0.00	3480.48
Previous year (Total)	0.00	2.44	0	23	0.00	2.44	0.00	2860.02
Aviation								
Previous year								
Engineering	4.84	9.96	5	22	4.84	9.96	6455.85	14047.76
Previous year	0.85	3.18	1	8	0.85	3.18	2755.08	3922.74
Motor Own Damage	2.61	8.88	24	82	2.61	8.88	192.25	1020.22
Previous year	1.71	6.56	19	73	1.71	6.56	281.60	1056.65
Motor Third party	1.74	6.59	62	608	1.74	6.59	0.00	0.00
Previous year	0.35	1.65		43	0.35	1.65		
Motor (Total)	4.35	15.47	62	608	4.35	15.47	192.25	1020.22
Previous year (Total)	2.06	8.21	19	73	2.06	8.21	281.60	1056.65
Workmen's compensation / Employer's liability	4.66	7.22	5	12	4.66	7.22	1495.17	2254.51
Previous year	0.00	3.15		2	0.00	3.15		550.00
Public Liability	0.00	1.54	0	2	0.00	1.54	0.00	1000
Previous year	0.00	1.54	0	2	0.00	1.54	0.00	2000
Product Liability								
Previous year								
Other Liability Covers	58.59	650.03	24	135	58.59	650.03	23759.00	186020
Previous year	94.73	292.49	10	41	94.73	292.49	40080	111991
Liability (Total)	63.25	658.79	29	149	63.25	658.79	25254.17	189274.85
Previous year (Total)	94.73	297.18	10	45	94.73	297.18	40080.00	114541.22
Personal Accident	0.51	15.45	1	16	0.51	15.45	25.00	36296.00
Previous year	-0.20	19.10	1	16	-0.20	19.10	25.00	36296.00
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	104	161.27	3	24	103.73	161.27	32905	37970.36
Previous year	0.01	1.86	1	28	0.01	1.86	5.00	1443.14
Grand Total	183.00	974.75	107	868	183.00	974.75	210142.49	555857.43
Previous year (Total)	102.20	409.93	35	249	102.20	409.93	61602.98	253786.99

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	2.21	0	5	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.52	4.14	62	610	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.52	4.14	62	610	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
		0	0	0.42	9.13	342	4484		
0.04	0.13	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.52	6.35	62	615	0.42	9.13	342	4484		
0.04	0.13	0	0	0.00	0.00	0	0		

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	474.37	6552.07	2906	19778	-119.49	473.23	888905.58	9464117.54
Previous year	593.86	6078.84	3204	21471	-128.77	-2352.35	631712.81	8161224.06
Marine Cargo	202.90	2567.58	2355	13930	17.80	1196.61	347001.16	5578266.25
Previous year	185.10	1370.97	1640	12055	-52.25	-385.93	328045.69	3370534.90
Marine Hull (Including Onshore & Offshore oil energy)	19.03	55.86	0	4	19.03	-433.27	-3390.00	-2333.98
Previous year	0.00	489.13	0	6	-18.98	128.86	0.00	176390.39
Marine (Total)	221.93	2623.44	2355	13934	36.83	763.34	343611.16	5575932.27
Previous year (Total)	185.10	1860.10	1640	12061	-71.22	-257.07	328045.69	3546925.29
Aviation	41.50	145.51	1	26	-45.09	-4222.62	45000.00	97649.40
Previous year	86.59	4368.13	6	30	-1134.80	2889.10	26565.50	183152.13
Engineering	555.39	5217.23	355	2351	269.96	3100.88	400224.90	3374010.70
Previous year	285.43	2116.35	403	2661	-280.08	-2496.84	-3067363.02	2949110.10
Motor Own Damage	4917.85	35556.27	115579	801424	-225.73	4028.26	315061.95	2276940.49
Previous year	5143.58	31528.00	126494	631428	-2520.99	-16035.76	327139.46	1994878.12
Motor Third party	3271.68	21471.42	117417	818315	903.19	6548.77		
Previous year	2368.49	14922.65	129915	785272	-1052.81	-6537.46		
Motor (Total)	8189.53	57027.68	117417	818315	677.45	10577.03	315061.95	2276940.49
Previous year (Total)	7512.08	46450.65	129915	785272	-3573.80	-22573.22	327139.46	1994878.12
Workmen's compensation / Employer's liability	40.44	299.91	151	1033	-21.64	-27.29	2314.86	30021.68
Previous year	62.08	327.20	236	1572	-62.57	-162.66	5182.47	30941.98
Public Liability	6.95	70.67	68	422	4.57	-9.78	6980.28	49819.52
Previous year	2.38	80.45	37	230	-9.84	-29.65	994.50	159391.65
Product Liability	0.00	6.55	0	8	-0.12	-4.27	0.00	2360.00
Previous year	0.12	10.82	1	9	-3.62	-36.05	75.00	2325.00
Other Liability Covers	31.12	898.49	636	3413	23.52	74.84	11556.75	336313.25
Previous year	7.60	823.65	960	4006	3.77	91.19	3483.85	273701.94
Liability (Total)	78.51	1275.62	855	4876	6.33	33.51	20851.89	418514.45
Previous year (Total)	72.18	1242.11	1234	5817	-72.26	-137.18	9735.81	466360.57
Personal Accident	217.45	1472.49	1720	13883	84.34	-1397.46	614906.33	3230306.99
Previous year	133.11	2869.95	5654	29761	-379.00	5.79	466502.82	4838188.72
Medical Insurance	830.50	10786.58	8360	47413	-694.93	-4.62	61170.13	465784.22
Previous year	1525.43	10791.20	7782	130424	-291.97	214.70	81193.54	349544.61
Overseas Medical Insurance	275.86	1922.55	53205	343059	30.11	-139.66	2004395.56	13395292.84
Previous year	245.75	2062.21	44924	358553	-34.69	231.08	1448202.85	12227073.31
Health (Total)	1106.36	12709.13	61565	390472	-664.82	-144.28	2065565.69	13861077.06
Previous year (Total)	1771.18	12853.41	52706	488977	-326.66	445.78	1529396.39	12576617.92
Crop Insurance	0	0	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	291.61	2403.41	4475	26497	-104.54	241.12	538546.79	3400601.97
Previous year	396.15	2162.29	5326	35316	128.39	-77.61	2986731.37	5046128.68
Grand Total	11176.65	89426.58	191649	1290132	140.97	9424.75	5232674.29	41699150.88
Previous year (Total)	11035.68	80001.83	200088	1381366	-5838.21	-24553.60	3238466.82	39762585.57

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
40.22	718.95	336	2308	0.00	0.00	0.00	0.00		
-18.63	330.19	91	737						
31.43	144.97	98	1017	0.00	0.00	0.00	0.00		
-0.01	21.85	-1	78						
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.30	0	1						
31.43	144.97	98	1017	0.00	0.00	0	0	0	0
-0.01	22.15	-1	79	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0						
39.82	328.12	59	336	0.00	0.00	0.00	0.00		
-14.53	62.30	18	126						
374.98	3401.62	9784	81375	0.00	0.00	0.00	0.00		
414.76	2599.79	7670	55406						
297.66	2224.30	121	1408	0.00	0.00	0.00	0.00		
221.41	1380.85	7850	17307						
672.64	5625.92	9784	81375	0.00	0.00	0	0	0	0
636.18	3980.64	7850	55406	0.00	0.00	0	0	0	0
8.38	83.48	9	105	0.00	0.00	0.00	0.00		
-1.20	11.70	2	49						
0.95	9.98	8	47	0.00	0.00	0.00	0.00		
0.00	1.09	0	3						
0.00	0.17	0	1	0.00	0.00	0.00	0.00		
0.00	0.27	0	1						
2.45	13.32	174	789	0.00	0.00	0.00	0.00		
0.14	0.98	12	104						
11.78	106.95	191	942	0.00	0.00	0	0	0	0
-1.05	14.04	14	157	0.00	0.00	0	0	0	0
0.45	58.87	44	617	0.00	0.00	0.00	0.00		
1.34	42.06	472	3346	43.84	127.79	160232.00	362804.00		
116.94	1071.89	259	4313	0.00	0.00	0.00	0.00	90801	1552505
9.91	1102.48	99	1786						
21.86	167.51	5259	32334	0.00	0.00	0.00	0.00	8341	74543
9.51	99.87	3080	27763						
138.80	1239.40	5518	36647	0.00	0.00	0	0	99142	1627048
19.42	1202.35	3179	29549	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0						
0	0	0	0	0	0	0	0		
0.00	0.00	0	0						
17.67	503.93	830	4813	53.94	134.53	162178.00	350613.00		
8.24	62.87	595	2950	4.95	49.30	274.00	5842.00		
952.81	8727.11	16860	128055	53.94	134.53	162178	350613	99142	1627048
630.95	5716.59	12218	92350	48.79	177.09	160506	368646	0	0

Name of the Insurer: Royal Sundaram Alliance Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	212.59	3015.17	2641	14370	-113.72	25.47	514952.71	5485791.60
Previous year	326.31	2989.71	2916	17531	66.10	489.95	413659.07	4825488.69
Marine Cargo	231.81	1169.63	3099	16507	51.49	-116.00	613555.88	3378540.42
Previous year	180.32	1285.63	3335	18380	-20.38	172.84	533322.80	3287603.96
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	-4.56	0.00	0.00
Marine (Total)	231.81	1169.63	3099	16507	51.49	-116.00	613555.88	3378540.42
Previous year (Total)	180.32	1285.63	3335	18380	-20.38	168.27	533322.80	3287603.96
Aviation							0.00	
Previous year							0.00	
Engineering	398.26	1904.06	104	595	22.24	190.37	97151.88	372323.04
Previous year	376.02	1713.69	144	804	-147.07	-238.00	126279.42	668085.92
Motor Own Damage	6520.76	35476.50	91675	485186	589.22	7818.80	375558.96	1901823.23
Previous year	5931.54	27657.70	80695	385366	1861.60	5342.20	315407.98	1480636.42
Motor Third party	2305.77	12105.10	495	3152	753.07	4578.97		
Previous year	1552.71	7526.14	457	2748	434.27	981.31		
Motor (Total)	8826.54	47581.60	91675	485186	1342.29	12397.76	375558.96	1901823.23
Previous year (Total)	7484.25	35183.84	80695	385366	2295.87	6323.51	315407.98	1480636.42
Workmen's compensation / Employer's liability	22.55	136.98	95	359	-3.21	5.15	15695.41	32024.51
Previous year	25.76	131.83	50	261	-153.59	-161.06	3791.35	12267.75
Public Liability	40.16	389.96	0	190	-0.10	166.56	0.00	82594.08
Previous year	40.26	223.40	34	215	27.19	56.42	17558.95	79955.74
Product Liability	0.00	15.36	0	22	-7.89	-101.08	0.00	23127.25
Previous year	7.89	116.44	5	30	-89.43	-83.68	4599.83	27631.10
Other Liability Covers								
Previous year								
Liability (Total)	62.71	542.30	95	571	-11.19	70.62	15695.41	137745.84
Previous year (Total)	73.90	471.67	89	506	-215.83	-188.32	25950.14	119854.59
Personal Accident	313.25	1840.53	9182	57943	168.76	-32.43	2099047.51	12940228.11
Previous year	144.49	1872.96	5797	36479	-142.61	358.95	2661059.27	12956231.00
Medical Insurance	1821.35	13371.37	24688	132142	1188.75	4917.15	1380600.75	12102151.26
Previous year	632.60	8454.22	14143	114205	-318.84	2430.51	124535.30	872568.71
Overseas Medical Insurance								
Previous year								
Health (Total)	1821.35	13371.37	24688	132142	1188.75	4917.15	1380600.75	12102151.26
Previous year (Total)	632.60	8454.22	14143	114205	-318.84	2430.51	124535.30	872568.71
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	214.65	1848.77	766	4538	-62.40	52.19	14669.45	655184.72
Previous year	277.05	1796.57	29743	278287	146.51	593.30	1734751.41	10320153.21
Grand Total	12081.15	71273.42	132250	711852	2586.21	17505.13	5111232.55	36973788.23
Previous year (Total)	9494.94	53768.29	136862	851558	1663.75	9938.17	5934965.40	34530622.49

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
4.84	26.92	321	1403						
8.34	54.76	271	1916						
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		
1.37	2.58	6	19						
0.39	5.24	2	20						
408.26	2284.87	5268	25209						
408.06	2000.22	4698	22353						
408.26	2284.87	5268	25209	0.00	0.00	0	0		
408.06	2000.22	4698	22353	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		
15.65	94.25	3845	25254	0.01	1.37	25.00	5136.00		
122.90	349.95	80615	219900	0.94	4.17	3613.00	11931.00		
751.01	7469.92	6997	35783	324.97	2026.92	80907.00	502669.00	47326.50	272396.50
781.02	2993.47	19356	78066	414.17	1530.11	118722.00	421267.00	42182.00	301964.00
751.01	7469.92	6997	35783	324.97	2026.92	80907	502669	47327	272397
781.02	2993.47	19356	78066	414.17	1530.11	118722	421267	42182	301964
182.56	1032.95	2813	14949	0.00	0.00	0.00	0.00		
139.81	826.85	1827	12141	0.00	0.00	0.00	0.00		
1363.69	10911.48	19250	102617	324.98	2028.29	80932	507805	47327	272397
1460.52	6230.50	106769	334396	415.11	1534.28	122335	433198	42182	301964

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	1249.77	6170.30	18190	70615	1220.21	6046.73	659840.51	3806970.31
Previous year	29.56	123.57	54	149	29.56	123.57	50325.79	199236.05
Marine Cargo	17.32	53.60	24	39	17.32	53.60	13070.21	124565.73
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
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)	17.32	53.60	24	39	17.32	53.60	13070.21	124565.73
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	15.82	982.71	7	40	0.00	835.10	59581.40	186982.29
Previous year	0.00	147.61	0	14	0.00	147.61	0.00	84120.55
Engineering	75.89	348.32	124	470	75.89	348.32	47610.78	275442.26
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Motor Own Damage	170.86	453.01	2573	7106	170.86	453.01	1682.70	12186.56
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Motor Third party	28.49	79.50	0	0	17.59	26.13		
Previous year	0.00	0.00	0	0	0.00	0.00		
Motor (Total)	199.35	532.51	2573	7106	188.45	479.14	1682.70	12186.56
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	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
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	0.00	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
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	566.39	0	9	0.00	121.53	0.00	5788192.00
Previous year	0.00	444.86	0	2	0.00	444.86	0.00	38555.54
Medical Insurance	19.15	216.13	6	17	19.15	216.13	1537.50	6017.21
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)	19.15	216.13	6	17	19.15	216.13	1537.50	6017.21
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	276.98	522.30	1373	4064	274.42	511.89	332043.56	1771282.64
Previous year	2.56	10.41	13	35	2.56	10.41	74558.76	162313.34
Grand Total	1854.27	9392.25	22297	82360	1795.43	8612.43	1115366.66	11971639.00
Previous year (Total)	32.12	726.45	67	200	32.12	726.45	124884.55	484225.48

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
161.72	890.43	2419	10386	0.00	0.00	0.00	0.00		
7.56	7.56	9	9	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
12.12	46.42	45	134	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
29.80	60.53	489	1022	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
5.07	10.83	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
34.87	71.36	489	1022	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0	44374.00	46382.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0	0	44374	46382
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
5.44	22.41	249	669	0.00	0.00	0.00	0.00		
0.14	0.14	4	4	0.00	0.00	0	0		
214.15	1030.62	3202	12211	0.00	0.00	0	0	44374	46382
7.70	7.70	13	13	0.00	0.00	0	0	0	0

Name of the Insurer: Shriram General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	125.83	391.81	104	1014	115.97	234.34	493250.85	895868.74
Previous year	9.86	157.47	89	535	3.04	105.40	18854.14	214646.69
Marine Cargo	28.76	107.36	131	611	28.24	95.10	53071.09	315747.18
Previous year	0.52	12.26	24	170	0.52	12.26	526.08	12842.09
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)	28.76	107.36	131	611	28.24	95.10	53071.09	315747.18
Previous year (Total)	0.52	12.26	24	170	0.52	12.26	526.08	12842.09
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	28.98	163.23	63	345	3.80	75.94	10481.18	69217.49
Previous year	25.18	87.29	30	139	20.89	61.58	25470.24	75918.45
Motor Own Damage	4257.74	22267.51	130277	714138	938.58	5942.70	434752.65	2264726.78
Previous year	3319.16	16324.81	92122	414978	2047.27	9653.83	256590.50	1267708.76
Motor Third party	5975.27	28975.14	130318	715037	3055.20	13954.06		
Previous year	2920.07	15021.08	93279	486296	1597.88	8089.69		
Motor (Total)	10233.01	51242.65	130318	715037	3993.78	19896.76	434752.65	2264726.78
Previous year (Total)	6239.23	31345.89	93279	486296	3645.15	17743.52	256590.50	1267708.76
Workmen's compensation / Employer's liability	2.73	17.83	29	126	1.14	5.34	52.77	332.78
Previous year	1.59	12.49	6	56	-3.43	3.78	8.90	104.71
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	0.60	9.53	9	51	-6.01	-4.23	170.00	5782.91
Previous year	6.61	13.76	11	44	6.26	12.79	5160.00	9399.31
Liability (Total)	3.33	27.35	38	177	-4.87	1.10	222.77	6115.69
Previous year (Total)	8.20	26.25	17	100	2.83	16.57	5168.90	9504.02
Personal Accident	3.83	38.98	540	4674	-5.78	-6.25	2333.62	27754.91
Previous year	9.61	45.23	1726	7784	6.87	8.14	5667.29	45035.60
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	159.13	193.25	164	868	156.81	174.70	471850.58	606291.29
Previous year	2.32	18.55	86	716	0.72	1.90	5593.65	37745.28
Grand Total	10582.87	52164.64	131358	722726	4287.95	20471.70	1465962.73	4185722.07
Previous year (Total)	6294.92	31692.94	95251	495740	3680.02	17949.37	317870.80	1663400.89

* 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	893	14,447	9,285	102,566		-	10,200,376	70,501,566
Previous year	942	13,051	9,282	63,241	-	-	4,907,604	97,045,034
Marine Cargo	1,270	9,809	1,902	13,777		-	305,569	2,378,255
Previous year	1,114	7,847	1,523	8,824	-	-	1,648,763	6,397,326
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,270	9,809	1,902	13,777	-	-	305,569	2,378,255
Previous year (Total)	1,114	7,847	1,523	8,824	-	-	1,648,763	6,397,326
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	313	3,551	79	619		-	1,319,912	6,464,762
Previous year	180	2,639	57	435	-	-	419,424	8,799,471
Motor Own Damage	5,008	28,678	115,220	714,926		-	261,765	1,560,604
Previous year	2,888	14,241	68,016	345,854	-	-	158,527	826,415
Motor Third party	863	4,994	115,220	613,187		-	-	-
Previous year	476	2,455	68,016	345,854	-	-	-	-
Motor (Total)	5,871	33,672	115,220	714,926	-	-	261,765	1,560,604
Previous year (Total)	3,364	16,696	68,016	345,854	-	-	158,527	826,415
Workmen's compensation / Employer's liability	146	807	27	179		-	23,185	270,008
Previous year	91	518	14	112	-	-	5,195	126,895
Public Liability	243	1,479	48	282		-	859,310	3,891,678
Previous year	310	1,740	43	304	-	-	427,728	1,379,594
Product Liability	89	430	14	68		-	250,012	950,870
Previous year	85	330	8	111	-	-	81,224	6,771,044
Other Liability Covers	1,154	6,199	727	3,953		-	159,942	1,828,936
Previous year	624	4,645	497	3,313	-	-	162,336	1,941,163
Liability (Total)	1,632	8,915	816	4,482	-	-	1,292,448	6,941,492
Previous year (Total)	1,110	7,233	562	3,840	-	-	676,482	10,218,696
Personal Accident	975	6,610	9,150	59,939		-	885,468	5,529,575
Previous year	862	6,614	6,521	49,208	-	-	564,747	4,618,470
Medical Insurance	200	704	-	-		-	-	-
Previous year	1,229	1,229	-	-	-	-	-	-
Overseas Medical Insurance	920	5,862	31,993	218,078		-	3,875,064	25,802,732
Previous year	(348)	5,232	27,651	179,173	-	-	3,388,851	20,509,705
Health (Total)	1,120	6,567	31,993	218,078	-	-	3,875,064	25,802,732
Previous year (Total)	881	6,461	27,651	179,173	-	-	3,388,851	20,509,705
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	306	1,852	8,010	43,242		-	8,595	66,564
Previous year	303	1,093	7,286	18,684	-	-	17,503	48,301
Grand Total	12,380	85,422	176,455	1,157,629	-	-	18,149,197	119,245,551
Previous year (Total)	8,756	61,634	120,898	669,259	-	-	11,781,900	148,463,418

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
67	1,115	481	1,755		-		-		
25	626	62	420	-	-	-	-		
188	1,240	118	807		-		-		
58	512	39	279	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
188	1,240	118	807	-	-	-	-	-	-
58	512	39	279	-	-	-	-	-	-
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
150	200	7	38		-		-		
1	48	1	12	-	-	-	-		
786	4,726	24,933	144,640		-		-		
223	1,017	5,246	26,117	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
786	4,726	24,933	144,640	-	-	-	-	-	-
223	1,017	5,246	26,117	-	-	-	-	-	-
0	27	2	13		-		-		
4	5	2	4	-	-	-	-		
32	426	103	469		-		-		
39	240	28	133	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
32	453	105	482	-	-	-	-	-	-
42	245	30	137	-	-	-	-	-	-
149	572	2,614	13,911	232	704	155,602	527,847		
49	286	629	4,301	(0)	2	(154)	13,143		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
143	708	26	236		-		-		
1	1,244	88	538	-	-	-	-		
143	708	26	236	-	-	-	-	-	-
1	1,244	88	538	-	-	-	-	-	-
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
178	920	6,659	43,856		-		-		
77	344	5,502	15,643	-	-	-	-		
1,693	9,935	34,943	205,725	232	704	155,602	527,847	-	-
476	4,322	11,597	47,447	(0)	2	(154)	13,143	-	-

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	7948.57	67131.07	58161	390317	-2169.50	3760.29	82649043.32	225276458.19
Previous year	10118.07	63370.78	87710	478397			520236855.06	684747570.31
Marine Cargo	2097.78	13979.04	25451	129527	49.97	792.32	11570133.33	54185401.10
Previous year	2047.81	13186.72	18260	145122			11659799.35	60494967.96
Marine Hull (Including Onshore & Offshore oil energy)	1043.63	13857.25	778	3902	-1779.04	254.16	1400715.90	15666868.15
Previous year	2822.67	13603.09	991	6005			-4362601.62	16182413.88
Marine (Total)	3141.41	27836.29	26229	133429	-1729.07	1046.48	12970849.23	69852269.25
Previous year (Total)	4870.48	26789.81	19251	151127	0.00	0.00	7297197.73	76677381.84
Aviation	178.45	5892.77	128	415	243.55	2653.61	21794291.79	66164522.47
Previous year	-65.10	3239.16	69	351			37894.39	8422988.58
Engineering	4646.28	19177.77	24167	61239	2083.05	4617.27	34732207.54	57130055.95
Previous year	2563.23	14560.50	6411	35276			169311383.20	224946750.72
Motor Own Damage	13187.83	71339.73	499516	2841251	2555.47	10463.36	7962568.73	28814952.46
Previous year	10632.36	60876.37	588483	2597158			4652517.49	23453053.43
Motor Third party	12491.86	65856.60	504590	2960550	4919.74	21139.79		
Previous year	7572.12	44716.81	200172	2023930				
Motor (Total)	25679.69	137196.33	504590	2960550	7475.21	31603.15	7962568.73	28814952.46
Previous year (Total)	18204.48	105593.18	588483	2597158	0.00	0.00	4652517.49	23453053.43
Workmen's compensation / Employer's liability	391	2635	18144	42344	52	127	2085778	3120636
Previous year	339	2508	7331	41182			73430	496278
Public Liability	0	164	348	548	21	135	-3497	17729
Previous year	-21	29	-963	226			3796930	4370221
Product Liability	0	114	-131	46	-22	-202	-2015	2252
Previous year	22	316	-2	83			57942	248557
Other Liability Covers	2183	8897	5849	39849	1252	3475	-45694	850491
Previous year	932	5423	10722	28921			540284	1116574
Liability (Total)	2574.08	11810.13	24210	82787	1302.91	3534.70	2034571.01	3991107.70
Previous year (Total)	1271.17	8275.43	17088	70412	0.00	0.00	4468586.03	6231629.18
Personal Accident	1471.95	8213.67	51998	299783	854.86	1963.77	21519351.97	33926037.83
Previous year	617.09	6249.90	39805	288826			5249301.43	54379869.71
Medical Insurance	21030.77	129892.04	122536	702925	4658.64	19447.16	85906693.06	100660248.26
Previous year	16372.13	110444.88	120024	626352			20361347.22	389107795.22
Overseas Medical Insurance	0.00	551.34	-1795	16142	-99.13	-272.28	-2242951.78	114497.64
Previous year	99.13	823.62	6164	34309			3959.66	178705.15
Health (Total)	21030.77	130443.38	120741	719067	4559.51	19174.88	83663741.28	100774745.90
Previous year (Total)	16471.26	111268.50	126188	660661	0.00	0.00	20365306.88	389286500.37
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	0.55	0	15	-2.23	-2.20	0.00	3.05
Previous year	2.23	2.75	43	53			3.35	6.25
All Other Miscellaneous	5894.18	28549.27	-1438876	473338	2261.51	4410.22	148787620.14	360793533.35
Previous year	3632.67	24139.05	124605	638572			12263220.33	219364508.52
Grand Total	72565.38	436251.23	-628652	5120940	14879.80	72762.17	416114245.01	946723686.15
Previous year (Total)	57685.58	363489.06	1009653	4920833	0.00	0.00	743882265.89	1687510258.91

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
876.60	4824.54	6803	44643	226.15	1370.64	0.00	0.00		
573.37	2550.22	3164	46429	590.82	2140.19	0.00			
171.18	1166.77	1253	5516	-73.03	209.73	0.00	0.00		
170.47	501.18	967	4871	80.10	379.76	0.00			
44.77	102.77	98	193	-1.27	7.02	0.00	0.00		
1.42	20.24	12	147	1.65	44.58	0.00			
215.95	1269.54	1351	5709	-74.30	216.75	0	0		
171.89	521.42	979	5018	81.75	424.34	0	0		
0.53	12.96	0	1	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00			
195.83	909.05	2075	5309	143.99	512.82	0.00	0.00		
51.39	523.11	454	2395	115.64	460.89	0.00	0.00		
2927.55	14703.85	50873	299025	693.05	2899.04	-116267.00	33033.00		
514.44	3282.89	32662	185616	541.10	3009.96	1147.00	12655.00		
2991.14	14128.91	28063	288635	797.54	3017.75	-21508.00	58257.00		
401.30	2375.80	18695	150894	-1104.99	1977.61	-8627.00	7253.00		
5918.69	28832.76	50873	299025	1490.59	5916.79	-137775	91290		
915.74	5658.69	32662	185616	-563.89	4987.57	-7480	19908		
100	492	-8616	2488	19	200	-1008	11045		
69	297	407	2455	72	197	3018	10936		
-2	0	-5	2	-1	0	0	0		
0	1	-6	10	0	10	0	0		
4	12	-21	6	0	1	0	0		
0	18	1	4	36	37	0	0		
139	886	1788	7473	-50	192	43	5160		
39	182	429	2952	-39	109	4	622		
241.04	1390.15	-6854	9969	-31.32	393.16	-965	16205		
106.97	497.79	831	5421	69.68	352.34	3022	11558		
74.45	548.72	3834	30219	183.48	477.79	149458.00	372527		
62.49	345.73	2146	24371	117.97	355.77	23041.00	186724		
693.52	4386.39	3843	48079	243.26	3895.64	107885.00	2413438	723179.00	4848690
2180.85	4206.47	9151	84350	1225.60	3363.41	295371.00	1497500	904642.00	3362893
-0.49	21.46	170	1221	-20.68	1.93	6013.00	9586	7368.00	17215
15.33	60.57	116	1509	7.26	59.90	920.00	4478	4658.00	27339
693.03	4407.85	4013	49300	222.58	3897.57	113898	2423024	730547	4865905
2196.18	4267.04	9267	85859	1232.86	3423.31	296291	1501978	909300	3390232
0.00	0.00	0	0	0.00	0.00	0.00	0		
0.00	0.00	0	0	0.00	0.00	0.00	0		
0.00	0.00	0	0	0.00	0.00	0.00	0		
0.00	0.00	0	0	0.00	0.00	0.00	0		
2067.05	6661.15	27455	125653	84.61	1529.60	84229.00	3155825		
800.94	5142.06	29448	151855	435.38	1394.27	26380.00	95354		
10283.17	48856.72	89550	569828	2245.78	14315.12	208845.00	6058871.00	730547	4865905
4878.97	19506.06	78951	506964	2080.21	13538.68	341254.00	1815522.00	909300	3390232

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	7194.53	46382.37	42410	259367	2083.64	6381.40	19101014.25	102749998.86
Previous year	5110.89	40000.97	42435	264578				
Marine Cargo	2209.17	14031.11	16209	89570	767.50	2826.76	8279276.06	46031368.31
Previous year	1441.67	11204.35	15202	91333				
Marine Hull (Including Onshore & Offshore oil energy)	1830.45	12175.90	415	2646	-356.19	-155.42	920376.95	9283566.88
Previous year	2186.64	12331.32	496	2601				
Marine (Total)	4039.62	26207.01	16624	92216	411.31	2671.34	9199653.01	55314935.19
Previous year (Total)	3628.31	23535.67	15698	93934				
Aviation	113.94	3762.54	53	227	-410.39	458.95	91086.25	3711553.84
Previous year	524.33	3303.59	26	186				
Engineering	2461.42	14859.16	3414	20515	-633.23	291.14	2314788.29	12594262.44
Previous year	3094.65	14568.02	3475	21011				
Motor Own Damage	8519.15	48426.63	451984	2602497	673.47	2572.77	567030.56	3223533.16
Previous year	7845.68	45853.86	429227	2461844				
Motor Third party	9355.85	51988.26	612088	3567615	2994.34	13687.88	0.00	0.00
Previous year	6361.51	38300.38	579777	3413792				
Motor (Total)	17875.00	100414.89	612088	3567615	3667.81	16260.65	567030.56	3223533.16
Previous year (Total)	14207.19	84154.24	579777	3413792				
Workmen's compensation / Employer's liability	673.91	3976.94	5449	32594	96.61	424.80	8977.22	61654.44
Previous year	577.30	3552.14	4890	31289				
Public Liability	5.09	56.91	31	221	-2.47	0.71	1277262.00	9364290.06
Previous year	7.56	56.20	37	224				
Product Liability	31.32	283.18	16	65	-105.85	-3.04	131172.57	948280.99
Previous year	137.17	286.22	19	74				
Other Liability Covers	249.30	1718.11	2954	17426	4.75	258.64	392387.41	9837423.62
Previous year	244.55	1459.47	2483	15024				
Liability (Total)	959.62	6035.14	8450	50306	-6.96	681.11	1809799.20	20211649.11
Previous year (Total)	966.58	5354.03	7429	46611				
Personal Accident	3588.75	9433.68	83366	472292	2188.65	2114.04	1807922.87	24489527.60
Previous year	1400.10	7319.64	87692	532910				
Medical Insurance	12616.31	65499.69	85230	455549	3994.44	6336.85	517904.98	3076442.68
Previous year	8621.87	59162.84	70106	417968				
Overseas Medical Insurance	63.21	453.41	1787	13012	0.85	-20.86	165093.31	1287435.07
Previous year	62.36	474.27	1756	13976				
Health (Total)	12679.52	65953.10	87017	468561	3995.29	6315.99	682998.29	4363877.75
Previous year (Total)	8684.23	59637.11	71862	431944				
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	12378.71	33794.53	77975	457544	9042.82	7838.59	11419334.27	47728367.41
Previous year	3335.89	25955.94	92296	545313				
Grand Total	61291.11	306842.42	931397	5388643	20338.94	43013.21	46993626.99	274387705.36
Previous year (Total)	40952.17	263829.21	900690	5350279			0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
393.40	2718.05	7329	46827	0.00	0.00	0	0	0	0
237.16	1867.46	7473	44040	761.94	8316.35	0	0	0	0
62.74	429.91	708	4291	0.00	0.00	0	0	0	0
69.45	421.14	796	4056	376.88	2064.11	0	0	0	0
685.75	772.33	75	867	0.00	0.00	0	0	0	0
8.81	68.46	155	1000	294.24	1201.21	0	0	0	0
748.49	1202.24	783	5158	0.00	0.00	0	0	0	0
78.26	489.60	951	5056	671.12	3265.32	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
102.14	624.39	452	2933	0.00	0.00	0	0	0	0
108.85	542.10	539	2812	425.13	2154.19	0	0	0	0
1572.67	9171.51	79379	473384	0.00	0.00	0	0	0	0
1331.26	7921.67	68559	414562	2306.32	11779.37	0	0	0	0
1899.39	10932.02	113004	681020	0.00	0.00	128	1476759	40154	10011286
1172.91	7184.94	97377	588896	1807.10	9535.42	53494	2058689	1501931	5172565
3472.06	20103.53	113004	681020	0.00	0.00	128	1476759	40154	10011286
2504.17	15106.61	97377	588896	4113.42	21314.79	53494	2058689	1501931	5172565
100.50	526.97	903	5419	173.90	1022.73	0	7917	0	52988
75.49	449.29	851	5335	174.94	793.85	197	2469	487164	502945
0.34	3.16	1	11	0.00	0.00	0	0	0	0
0.03	2.38	1	11	3.07	5.60	0	3	7	19
0.26	0.76	1	2	0.00	0.00	0	0	0	0
8.37	9.12	2	4	15.53	31.66	1	2	2	10
17.60	128.72	343	1574	0.00	0.00	0	0	0	0
6.92	105.56	169	1246	56.87	368.76	73	826	337	3228
118.70	659.61	1248	7006	173.90	1022.73	0	7917	0	52988
90.81	566.35	1023	6596	250.41	1199.87	271	3300	487510	506202
142.14	724.36	16984	98526	189.02	1827.12	156	205941	1222	325367
108.90	681.71	19741	118561	319.21	1771.21	3635	190307	1664207	2398287
307.13	1828.08	5407	28718	1802.68	12189.28	43	191515	160	308877
203.07	1317.64	3880	24616	2480.58	7938.72	2956	228688	1503433	1846480
0.65	14.67	34	418	0.00	0.00	0	0	0	0
2.35	15.59	55	403	14.82	77.25	80	810	324	4537
307.78	1842.75	5441	29136	1802.68	12189.28	43	191515	160	308877
205.42	1333.23	3935	25019	2495.40	8015.97	3036	229498	1503757	1851017
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
6254.33	9993.00	25329	150231	4230.56	9012.05	10332	534158	11349	1552771
174.40	14361.55	29992	166633	885.22	5570.72	6786	203950	1721457	4096008
11539.04	37867.93	170570	1020837	6396.16	24051.18	10659	2416290	52885	12251289
3507.97	34948.61	161031	957613	9921.85	51608.42	67222	2685744	6878862	14024079

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	6926.00	49708.00	73595	456282	1814.00	6589.00	11072742	79469225
Previous year	5112.00	43119.00	63494	429686	1137.00	7913.00	8172662	69007727
Marine Cargo	3548.00	17367.00	41879	181971	1618.00	2940.00	7524920	36833510
Previous year	1930.00	14427.00	34766	169389	-620.00	2638.00	4093319	30606104
Marine Hull (Including Onshore & Offshore oil energy)	838.00	11572.00	2142	14679	284.00	1813.00	301439	4162590
Previous year	554.00	9759.00	2216	12536	194.00	1794.00	199281	3508106
Marine (Total)	4386.00	28939.00	44021	196650	1902.00	4753.00	7826359	40996100
Previous year (Total)	2484.00	24186.00	36982	181926	-426.00	4432.00	4292600	34114211
Aviation	110.00	391.00	43	436	-25.00	55.00	16504	58665
Previous year	135.00	336.00	34	420	114.97	131.18	20255	50412
Engineering	4581.00	24574.00	13054	69457	1315.00	5513.00	1974569	10592241
Previous year	3266.00	19061.00	12118	60944	777.00	5993.00	1407759	8222268
Motor Own Damage	11572.00	62369.00	542904	3031064	2679.00	10127.00	1642005	8849830
Previous year	8893.00	52242.00	380108	2607855	300.00	3366.00	1261869	7412862
Motor Third party	12408.00	66570.00	898091	5073003	4995.00	21834.00		0
Previous year	7413.00	44736.00	640730	4256874	1894.00	9580.00	0	0
Motor (Total)	23980.00	128939.00	898091	5073003	7674.00	31961.00	1642005	8849830
Previous year (Total)	16306.00	96978.00	640730	4256874	2194.00	12946.00	1261869	7412862
Workmen's compensation / Employer's liability	441.00	2832.22	7273	42118	30.59	288.47		0
Previous year	410.41	2543.75	6889	38764	13.65	335.28	0	0
Public Liability	11.21	516.92	463	4043	0.52	82.13	1900	87614
Previous year	10.69	434.79	400	3439	0.80	-37.60	1812	77403
Product Liability	53.63	320.86	151	1008	9.04	19.62	10671	63840
Previous year	44.59	301.24	143	977	6.13	88.09	8872	59939
Other Liability Covers	212.49	1173.33	1838	13549	-45.33	97.11	64648	356972
Previous year	257.82	1076.22	2020	11999	60.77	20.25	78438	327429
Liability (Total)	718.33	4843.33	9725	60718	-5.17	487.33	77219	508426
Previous year (Total)	723.50	4356.00	9452	55179	81.34	406.02	89121	464771
Personal Accident	1153.00	6371.00	89737	300565	-184.71	580.00	3796505	20977935
Previous year	1337.71	5791.00	91468	297629	-700.38	555.82	4404709	19069423
Medical Insurance	16246.47	103848.08	108350	857399	2930.05	26089.14	2244212	14345094
Previous year	13316.42	77758.94	88239	757295	3946.64	22534.65	1839468	10741260
Overseas Medical Insurance	870.53	5788.91	10534	69808	30.95	966.85	256115	1703123
Previous year	839.58	4822.07	10395	74051	227.36	1082.35	247009	1418738
Health (Total)	17117.00	109637.00	118884	927207	2961.00	27055.99	2500327	16048217
Previous year (Total)	14156.00	82581.00	98634	831346	4174.00	23617.00	2086478	12159998
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	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	6539.67	36634.67	178396	1098276	2312.89	8161.68	1260659	7062105
Previous year	4226.78	28473.00	157676	974851	1176.06	2522.97	814801	5488748
Grand Total	65511.00	390037.00	1425546	8182594	17764.01	85156.00	30166889.55	184562744.17
Previous year (Total)	47747.00	304881.00	1110588	7088855	8528.00	58517.00	22550253.53	155990420.68

* Wherever applicable

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
274.88	3036.14	4831	66245	0.00	0.00	0	0		
608.99	2985.99	11505	65195	0.00	0.00	0	0	0	0
65.18	413.78	6111	13292	0.00	0.00	0	0		
63.56	347.18	5995	12642	0.00	0.00	0	0	0	0
8.40	56.51	110	1074	0.00	0.00	0	0		
13.25	41.85	149	1045	0.00	0.00	0	0	0	0
73.58	470.30	6221	14365	0.00	0.00	0	0		
76.82	389.03	6144	13687	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
263.87	936.19	2224	6374	0.00	0.00	0	0		
251.46	853.46	1149	4759	0.00	0.00	0	0	0	0
1208.89	11085.20	61263	408972	0.00	0.00	0	0		
1194.15	9169.85	49622	365508	0.00	0.00	0	0	0	0
1115.85	11024.93	101076	656419	0.00	0.00	0	0		
1083.43	8024.78	82625	574000	0.00	0.00	0	0	0	0
2324.74	22110.13	101076	656419	0.00	0.00	0	0		
2277.58	17194.62	82625	574000	0.00	0.00	0	0		
41.38	291.26	622	5101	24.23	129.14	36	298		
34.99	216.83	542	4199	13.68	93.16	12	217	0	0
4.49	30.75	128	579	0.00	0.00	0	0		
3.98	26.79	104	510	0.00	0.00	0	0	0	0
0.00	3.05	0	21	0.00	0.00	0	0		
0.00	2.16	0	18	0.00	0.00	0	0	0	0
14.38	96.22	203	1252	0.00	7.78	0	0		
12.87	67.50	193	1025	0.00	5.71	0	0	0	0
60.25	421.27	953	6953	24.23	136.92	36	299		
51.84	313.28	839	5752	13.68	98.87	12	217		
63.08	1535.14	5109	25713	53.18	1944.24	11980	349402		
153.91	1343.65	7929	23283	729.04	2387.53	18858	85758	0	0
296.80	4684.63	7339	94751	912.36	10458.83	2333146	16447792	1713388	17242258
289.31	2991.35	6957	65546	878.40	6334.84	616791	3926273	396548	1340633
5.99	146.21	148	2630	0.00	0.00	-109	0	2124	113870
11.99	199.02	311	3121	0.00	5.94	0	363	2048	7182
302.79	4830.84	7487	97381	912.36	10458.83	2333037	16447792	1715512	17356128
301.30	3190.38	7268	68667	878.40	6340.79	616791	3926636	398596	1347815
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
240.52	7314.31	18717	207948	1257.35	5758.02	101130	125333		
1835.71	7892.89	32857	209839	871.34	4157.12	123228	148507	0	0
3603.71	40654.31	146618	1081399	2247.12	18298.02	2446183.13	16922825.04	1715512.00	17356128.00
5557.61	34163.29	150316	965181	2492.46	12984.30	758888.66	4161118.10	398596.00	1347815.00

Name of the Insurer: Universal Sampo General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	720.25	3712.65	12850	55770	366.95	1270.49	976930.76	4964723.13
Previous year	353.29	2442.16	7845	46999	-29.82	663.69	397214.27	3235371.06
Marine Cargo	113.46	494.58	225	945	99.66	217.70	710089.76	3803355.61
Previous year	13.80	276.88	102	636	2.18	83.85	40041.11	1928912.49
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)	113.46	494.58	225	945	99.66	217.70	710089.76	3803355.61
Previous year (Total)	13.80	276.88	102	636	2.18	83.85	40041.11	1928912.49
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	89.82	450.78	197	774	68.97	142.78	94774.16	393138.31
Previous year	20.85	308.00	68	498	-15.89	87.30	43228.48	149826.11
Motor Own Damage	1980.84	7106.44	50861	191497	1024.81	492.04	103906.58	355628.13
Previous year	956.03	6614.41	33236	234793	556.36	5110.76	63669.54	431870.19
Motor Third party	495.22	1829.83	0	0	256.20	-151.79		
Previous year	239.02	1981.62	0	0	211.84	1830.03		
Motor (Total)	2476.07	8936.27	50861	191497	1281.02	340.25	103906.58	355628.13
Previous year (Total)	1195.05	8596.02	33236	234793	768.20	6940.78	63669.54	431870.19
Workmen's compensation / Employer's liability	33.57	102	147	580	28.51	64.65	9422	18328
Previous year	5.06	37.27	58	344	-1.47	15.05	267.03	3584.37
Public Liability	0.02	6.57	2	13	0.02	2.30	101	6036
Previous year	0.00	4.27	0	4	0.00	-1.71	0.00	5900.00
Product Liability	0.00	8.39	0	5	0.00	8.39	0.00	1943.75
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	3	46	20	80	2.44	13.89	1794	12373
Previous year	0	32	-19	29	0	22	24888	34178
Liability (Total)	36.43	162.60	169	678	30.98	89.23	11316.48	38680.30
Previous year (Total)	5.45	73.37	39	377	-1.95	34.97	25155.11	43661.95
Personal Accident	24.12	328.96	1537	4111	-3.94	97.93	867550.30	4081790.51
Previous year	28.06	231.04	746	2813	22.27	-460.93	66604.57	1698101.51
Medical Insurance	251.04	1839.64	4279	19436	130.81	662.01	15811.33	98846.86
Previous year	120.23	1177.64	2224	13011	58.03	424.23	6964.00	73502.65
Overseas Medical Insurance	1.18	5.46	52	209	1.18	5.46	16758.35	68154.85
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	252.22	1845.10	4331	19645	131.99	667.47	32569.67	167001.71
Previous year (Total)	120.23	1177.64	2224	13011	58.03	424.23	6964.00	73502.65
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	557.79	2294.80	20602	86306	275.41	684.83	314403.13	1462897.05
Previous year	282.38	1609.97	12127	70638	-58.67	233.77	143683.20	872275.08
Grand Total	4270.15	18225.76	90772	359726	2251.05	3510.68	3111540.85	15267214.75
Previous year (Total)	2019.11	14715.09	56387	369765	744.34	8007.67	786560.28	8433521.04

* Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF SEPTEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
227.07	930.17	9173	34278	0	0.00	0	0		
126.45	687.81	4747	25904	0	0.00	0	0		
227.07	930.17	9173	34278	0.00	0.00	0	0	0	0
126.45	687.81	4747	25904	0.00	0.00	0	0	0	0

Name of the Insurer: Agriculture Insurance Company of India Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)								
Previous year (Total)								
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)								
Previous year (Total)								
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)								
Previous year (Total)								
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)								
Previous year (Total)								
Crop Insurance	32068.31	145942.99	96484	285980	7787.07	50667.65	765974.53	2857919.85
Previous year	24281.24	95275.34	86425	265603	-4638.16	14992.94	662463.00	2353344.43
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	32068.31	145942.99	96484	285980	7787.07	50667.65	765974.53	2857919.85
Previous year (Total)	24281.24	95275.34	86425	265603	-4638.16	14992.94	662463.00	2353344.43

* 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	94.52	410.63	2807	15262	94.52	410.63	42814.75	230974.38
Previous year	45.88	265.45	2836	14734	45.88	265.45	31969.38	166339.88
Medical Insurance	2290.76	14442.37	18565	89451	2290.76	14442.37	65477.27	317184.81
Previous year	1769.21	7905.14	12919	55389	1769.21	7905.14	55928.57	279091.86
Overseas Medical Insurance	62.03	298.85	2417	13269	62.03	298.85	252011.00	1399049.74
Previous year	32.34	281.61	1790	12310	32.34	281.61	191199.81	1107323.41
Health (Total)	2352.80	14741.22	20982	102720	2352.80	14741.22	317488.27	1716234.55
Previous year (Total)	1801.54	8186.75	14709	67699	1801.54	8186.75	247128.38	1386415.27
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	41.83	350.31	0	2	41.83	350.31	298910.00	1636330.00
Previous year	47.15	295.51	0	2	47.15	295.51	234570.00	1339845.00
Grand Total	2489.16	15502.17	23789	117984	2489.16	15502.17	659213.02	3583538.92
Previous year (Total)	1894.57	8747.70	17545	82435	1894.57	8747.70	513667.75	2892600.14

* Wherever applicable

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

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee	8059	45464	1033	5956	368	3945	397612	2144293
Previous year	7691	41519	1066	6274	1324	2481	476288	2380160
All Other Miscellaneous								
Previous year								
Grand Total	8058.55	45464.02	1033	5956	367.72	3944.65	397612.16	2144293.36
Previous year (Total)	7690.83	41519.37	1066	6274	1323.83	2481.37	476287.59	2380160.30

* 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								
Previous year								
Medical Insurance	1563.75	4663.74	5521	27566	622.97051	3556.14318	5796.3	173199.4
Previous year	247.27	824.63	2888	9429	241.43	818.79	9701.50	32020.50
Overseas Medical Insurance								
Previous year								
Health (Total)	1563.76	4663.74	5521	27566	622.97	3556.14	5796.30	173199.40
Previous year (Total)	247.27	824.63	2888	9429	241.43	818.79	9701.50	32020.50
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	1563.76	4663.74	5521	27566	622.97	3556.14	5796.30	173199.40
Previous year (Total)	247.27	824.63	2888	9429	241.43	818.79	9701.50	32020.50

* 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	143.48	641.40	11186	62927	36.53	17.05	200256.42	1113855.00
Previous year	106.95	624.35	10645	62822	27.83	299.55	183386.18	812308.64
Medical Insurance	6005.61	58906.60	86888	491510	3564.99	2283.24	306629.10	24337394.15
Previous year	2440.62	56623.36	69663	360082	1209.85	14202.35	153152.00	22589300.25
Overseas Medical Insurance	87.36	778.09	3221	25965	-7.00	64.01	396499.64	2796043.08
Previous year	94.36	714.08	3327	23488	32.79	261.63	343685.77	2209214.39
Health (Total)	6092.97	59684.69	90109	517475	3557.99	2347.25	703128.74	27133437.23
Previous year (Total)	2534.98	57337.44	72990	383570	1242.64	14463.98	496837.77	24798514.64
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	34.39	224.80	12363	80664	6.89	1.70	123630	806640.00
Previous year	27.50	223.10	9809	79317	6.21	33.65	98090.00	793170.00
Grand Total	6270.84	60550.89	113658	661066	3601.41	2366.00	1027015.16	29053932.23
Previous year (Total)	2669.43	58184.89	93444	525709	1276.68	14797.18	778313.95	26403993.28

* Wherever applicable



If you are looking for a higher amount of life insurance coverage for a small premium, Term Insurance is probably the right plan for you.

- In a term assurance policy the monetary benefits are paid to dependants in the event of death. No maturity or survival benefits are normally payable on such policies.
- Choose a sum assured that is adequate to meet future needs of your family. A sum assured of 6-12 times the annual income is normally considered desirable, subject to your age and future earnings potential.
- Choose a policy term that is long enough to cover your entire earning span.
- Make sure to appoint a nominee on your policy for hassle-free payment of benefits in case a claim arises.
- Ensure timely payment of premium by ECS, Credit Card etc. to have risk coverage without any break.

A public awareness initiative by



बीमा विनियामक और विकास प्राधिकरण

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26 - 28 Dec 2011 Venue: NIA Pune	Management of Petrochemical Risks <i>By National Insurance Academy.</i>
09 - 14 Jan 2012 Venue: NIA Pune	Management of Rural & Micro Insurance <i>By National Insurance Academy.</i>
16 - 21 Jan 2012 Venue: NIA Pune	Management of Strategic Issues for Insurance Executives <i>By National Insurance Academy.</i>
18 - 20 Jan 2012 Venue: Mumbai	5th India Rendezvous <i>By Asia Insurance Review, Singapore.</i>
24 Jan 2012 Venue: Hyderabad	National Seminar on Healthcare Insurance: Present Scenario <i>By Institute of Insurance and Risk Management, Hyderabad.</i>
30 – 31 Jan 2012 Venue: Singapore	2nd Climate Change Summit for Asia's Insurance Industry <i>By Asia Insurance Review, Singapore.</i>
13 - 18 Feb 2012 Venue: NIA Pune	Management of Fire Insurance & Business Interruption <i>By National Insurance Academy.</i>
16 Feb 2012 Venue: Mumbai	Optimizing Distribution Efficiency <i>By Asia Insurance Post, Mumbai.</i>
22 - 23 Feb 2012 Venue: Cairo, Egypt	Middle East Microinsurance & Microtakaful Conference <i>By Asia Insurance Review, Singapore.</i>
05 - 06 Mar 2012 Venue: Singapore	1st Conference on Social Media & Mobile Marketing for Insurance <i>By Asia Insurance Review, Singapore.</i>

view point



Non-traditional products quite often display a high degree of economic or financial market dependency, which makes them vulnerable to developments outside the conventional insurance calculus.

Mr. Peter Braumüller

Chair, IAIS Executive Committee

As insurance regulators globally benchmark their regimes against the revised Core Principles, many will have to enhance their regulatory framework and supervisory practices.

Mr Lee Boon Ngip

Assistant Managing Director, Monetary Authority of Singapore

Traded Life Policy Investments (TLPIs) are toxic products which pose significant risks for retail investors. The failure of these products in the past has led to significant consumer detriment and we fear new investors will suffer unless we take the necessary steps now to prevent their sale and distribution.

Ms. Margaret Cole

Managing Director, FSA, UK

As global policymakers have acknowledged, stronger regulations are only part of a comprehensive response to the crisis; ensuring supervisory agencies have both the ability and the willingness to act is every bit as important.

Mr. John F Laker

Chairman, Australian Prudential Regulation Authority

Given the unusual nature of the current situation, predictions about the future course of the world economy are especially difficult to make. What we now know is that the financial crisis – like a severe concussion – will have lasting effects, and there is no quick fix.

Ms. Julie Dickson

Superintendent, Office of the Superintendent of Financial Institutions Canada (OSFI)

Currently, the industry is not doing an effective database management as regards frauds. A database-driven fraud management system would be an effective solution in largely containing the frauds.

Mr. J. Hari Narayan

Chairman, Insurance Regulatory & Development Authority, India.



If undelivered please return to:

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