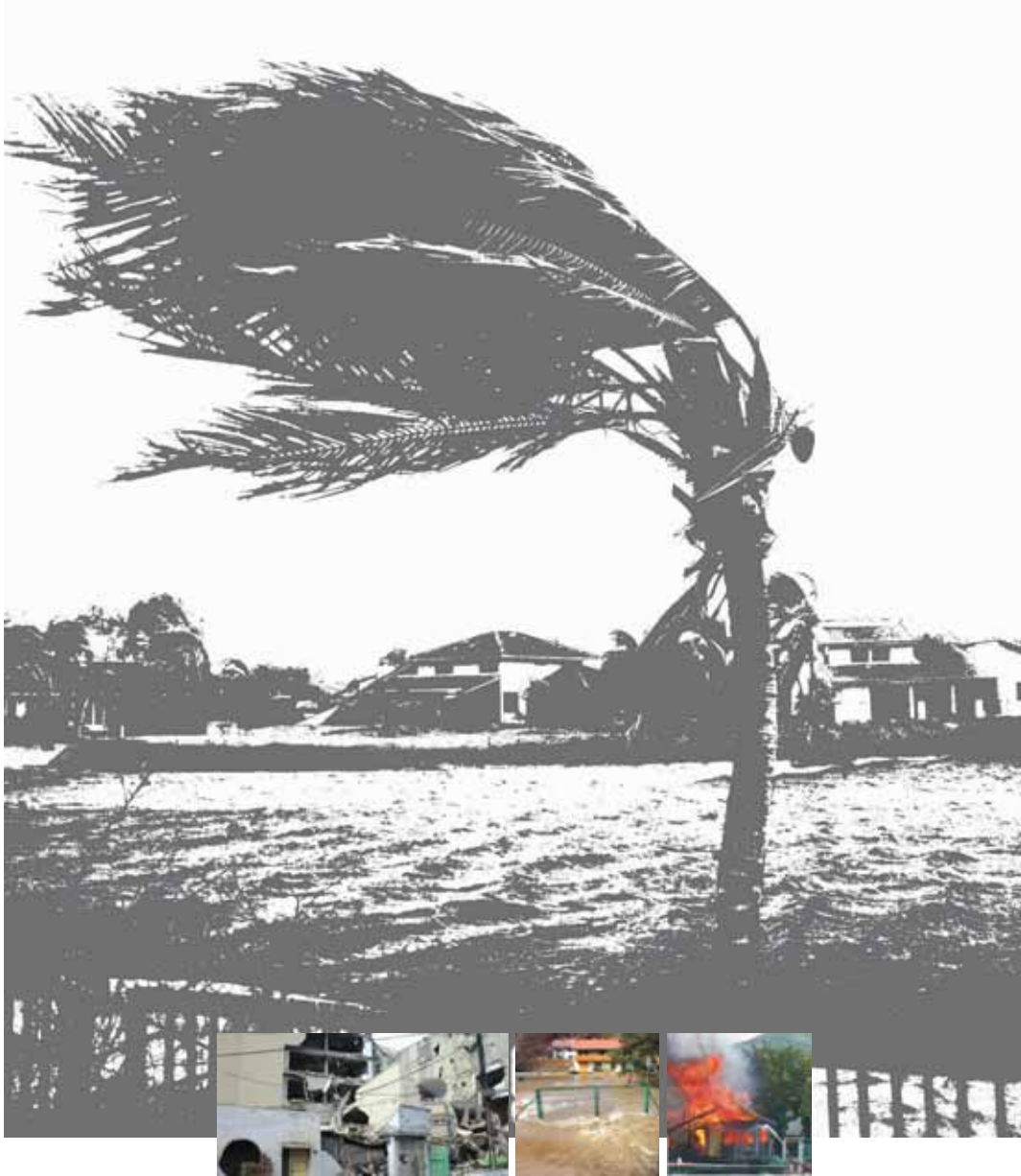




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Journal

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Negating Nature's Fury

- Viable Alternatives

बीमा विनियामक और विकास प्राधिकरण

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From the Publisher



Natural disasters strike at will; and when they do, they leave behind such a trail of devastation that it takes an unduly long time for the affected population to be back on the track, as also for the concerned authorities to restore normalcy. Over the past few decades, it has been the endeavour of humanity to be in a position to anticipate the onset of such natural catastrophes well in advance in order that the damage can be curtailed. Although there is no doubt that scientists have achieved a great deal of progress in this line; when disasters strike, they dominate the human effort – and hence the humongous losses that occur every now and then, universally.

While conceding that owing to several causes, the frequency at which these disasters occur is getting uncomfortably higher; it should be our effort to ensure that the economic losses that are a natural outcome of such devastation are managed to be within control. Modern techniques of engineering and construction can achieve a great progress in such containment, as far as buildings and dwellings are concerned. Similarly, several other assets can also be re-engineered to be environmental-friendly. However, one factor that would still remain unresolved will be the economic losses arising out of such disasters. Insurance of human lives and their assets suitably and sufficiently would provide the best alternative in this regard.

The dependence of insurance on the availability of reliable data needs no emphasis. Especially in the domain of catastrophes, the problem is even more intense. There has been progressive improvement in this regard globally and statisticians have been able to generate viable models based on the past experiences geographically that would enable the industry to make a better assessment of the associated risks. The Indian sub-continent has been vulnerable to several natural hazards at an alarming regularity. It has been among the top-most priorities of the policymakers to be in a position to put a check on the extent of devastation; and also to curtail the losses at the post-event stage. Several measures have been taken by the government in this regard on an on-going basis and the increasingly perceptible role of insurance augurs well for the industry, and for the humanity at large.

'Disaster Management and Role of Insurance' is the focus of this issue of the **Journal**. As anticipated, this hugely important subject has received a tremendous response from various stakeholders. We propose to cover the entire focus in two episodes; and accordingly it will continue to be the issue focus next month as well.

Handwritten signature of J. Hari Narayan.

J. Hari Narayan

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thinking cap

Time to Bring in the Enterprise Flavour*Rama Warriar*

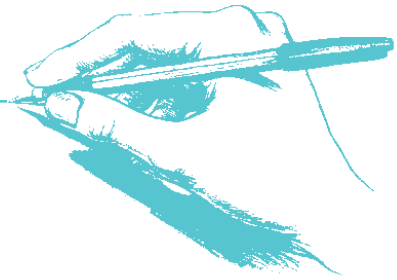
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Visualizing Beyond Business Targets*Rajesh Khandelwal*

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Managing the Disasters

- Progressive Improvement



If there is one thing that has remained insurmountable for humanity, despite the vast advancements in science and technology; it is nature's fury. Extensive research has been happening all over the world on what the causal factors for the occurrence of the calamities are; and on how to arrest the devastating trends. Thankfully, a lot of ground has been gained in this regard but considering the frequency at which these calamities occur and their increasing intensity, one has to admit that we are still woefully short of a level of comfort. Environmentalists have been vociferously advocating the protection of ecological balance in order that natural calamities can be curbed to a great extent. Several organizations at the global level meet frequently to discuss the levels of achievement in this line, and the way forward. All this goes to indicate that we are focused on the issue; and hopefully, the next few decades would usher in a domain of better management of the outcome of natural disasters.

To add to the discomfiture, we have been frequent victims to another form of devastation, of late – the man-made disasters in the garb of terrorism. There has been a general sense of acceptance earlier that these bouts of terrorism could occur only in a few pockets of the world. More recent happenings have blown this myth away; and have sent a fearsome message that any country/place can be a victim of meaningless terrorism – strong or weak, rich or not-so-rich, developed or developing, north or south. While there has been an escalation of anti-terrorist manoeuvres all over the world, the quickness and the

accuracy with which terrorists strike, catches everyone on the wrong foot; and makes it essential that we are prepared at all times to face such an eventuality.

Natural or man-made, disasters result in great misery for humanity. All the hard work and effort put in to generate valuable assets blows up in no time as they leave behind a vast amount of destruction. Countries like India have been frequent victims of both forms of disasters; and accordingly, the policy makers have embarked upon finding the loopholes in the system and plugging them on an on-going basis. It does not need to be emphasized that these efforts of the government have to be supplemented by each one of us to ensure their success.

'Disaster Management and Role of Insurance' is the focus of this issue of the **Journal**. Very aptly, we open the debate with a contribution by Dr. Mohan Kanda, Member of the National Disaster Management Authority, who gives a vivid account of what is envisioned by the Authority and what it has been doing progressively ever since its formation. It has been mentioned time and again that the success of insurance depends greatly on the availability and reliability of data. In the next article, Dr. Praveen Sandri takes up this issue in detail; and makes suggestions for improving the quality of exposure data so that risk assessment gets to be more meaningful. In the first part of a detailed research paper on disaster management and how insurance can be a viable alternative for offsetting the losses, Mr. D.V.S. Ramesh talks about the evolution and the progress of the subject globally.

We have two articles in the 'Thinking Cap' section. The first among them by Mr. Rama Warriar talks about the importance of Enterprise Risk Management for corporate houses; and how especially insurance companies need to have an effective ERM in place. In the next article, Mr. Rajesh Khandelwal throws emphasis on the age-old subject of customer orientation; and on how the practices in insurance can be improved to ensure that the policyholder remains truly satisfied.

In order that the entire gamut of topics associated with disaster management is covered, we will be focusing on 'Disaster Management and Role of Insurance' in the next issue of the **Journal** again.

Report Card: LIFE

statistics - life insurance

First Year Premium of Life Insurers for the Period Ended August, 2010

Sl No.	Insurer	Premium u/w (Rs. in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		August, 10	Upto August, 10	Upto August, 09	August, 10	Upto August, 10	Upto August, 09	August, 10	Upto August, 10	Upto August, 09
1	Bajaj Allianz	88.85	312.29	103.94	8791	39160	25982	7947	25982	22474
	Individual Single Premium	213.80	769.25	871.86	129110	578137	664582	42696	664582	5865459
	Individual Non-Single Premium	6.28	30.47	19.48	4	15	6	7718061	42696	
	Group Single Premium	36.67	121.31	135.22	116	632	298			
2	ING Vysya	0.00	0.03	3.38	-1	3	468		468	
	Individual Single Premium	58.27	208.70	226.59	21237	88811	113287	163	113287	1067
	Individual Non-Single Premium	0.93	4.23	3.70	0	0	0	0	0	2490
	Group Single Premium	0.00	0.21	0.15	0	0	0			
3	Reliance Life	35.06	97.80	44.80	5544	17221	9444		9444	
	Individual Single Premium	243.38	1021.13	824.02	217860	981755	739342	63646	739342	376
	Individual Non-Single Premium	5.18	17.05	49.63	17	97	2	29382	2	376
	Group Single Premium	21.19	70.14	28.96	9	66	201		201	483315
4	SBI Life	134.41	340.95	128.50	12219	34424	23182		23182	
	Individual Single Premium	354.92	1006.22	967.83	87743	261026	402141	17225	402141	33015
	Individual Non-Single Premium	318.56	887.55	58.29	23	52	1	92011	1	411987
	Group Single Premium	42.91	155.37	550.10	14	22	48		48	
5	Tata AIG	32.07	88.65	6.73	3979	11724	1626		1626	
	Individual Single Premium	90.67	351.70	338.60	52512	218959	274728	5963	274728	14845
	Individual Non-Single Premium	2.47	11.98	10.17	4	6	1	65595	1	73693
	Group Single Premium	11.68	49.92	34.79	9	42	33		33	
6	HDFC Standard	15.02	49.58	49.00	5495	15614	119054		119054	
	Individual Single Premium	317.84	1162.09	771.70	60326	245965	241579	12432	241579	129057
	Individual Non-Single Premium	0.47	3.23	53.53	12	76	97	38844	97	4800
	Group Single Premium	25.45	156.63	18.29	26	43	3		3	
7	ICICI Prudential	2.15	6.93	51.15	41	137	5711		5711	
	Individual Single Premium	526.96	2082.45	1347.38	151465	610783	650816	481225	650816	399263
	Individual Non-Single Premium	25.41	86.93	66.31	13	60	163	90007	163	323640
	Group Single Premium	46.04	414.82	260.69	11	24	246		246	
8	Birla Sunlife	1.40	8.84	18.17	34	26289	44179		44179	
	Individual Single Premium	221.66	757.13	763.78	118995	555200	564909	141	564909	584
	Individual Non-Single Premium	0.57	2.14	0.24	0	1	0	75326	0	136579
	Group Single Premium	31.42	139.53	76.71	24	100	88		88	
9	Aviva	9.14	16.60	32.53	498	1062	4307		4307	
	Individual Single Premium	80.40	255.82	198.55	17260	80173	80411	421	80411	0
	Individual Non-Single Premium	0.08	0.22	0.00	1	1	0	274609	1	759864
	Group Single Premium	7.11	20.08	13.49	18	53	35		35	
10	Kotak Mahindra Old Mutual	5.71	26.67	4.77	616	2694	679		679	
	Individual Single Premium	97.35	317.74	235.80	28456	110979	99581	39638	99581	44807
	Individual Non-Single Premium	9.47	39.16	14.41	0	1	4	184650	4	229871
	Group Single Premium	7.65	57.96	30.25	67	313	214		214	
11	Max New York	19.66	84.29	79.78	119	769	12663		12663	
	Individual Single Premium	137.61	635.14	590.88	64505	324655	384564	572950	384564	273021
	Individual Non-Single Premium	4.82	9.04	0.87	8	21	9	2567456	9	2403274
	Group Single Premium	9.14	42.21	24.76	31	422	327		327	
12	Met Life	37.58	45.55	2.80	5179	6510	417		417	
	Individual Single Premium	59.39	190.86	65.09	18160	65179	93763	1069348	93763	6185
	Individual Non-Single Premium	0.51	6.82	12.28	0	0	0	431	0	130679
	Group Single Premium	4.01	13.61	12.99	40	156	79	342838	79	1027765

13	Sahara Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	7.80 6.20 0.00 0.00	17.23 20.34 0.00 0.00	11.19 22.25 0.00 13.36	1822 6429 0	4210 23265 0	3291 25167 1	0 0	0 0	0 1561353
14	Shriram Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	19.22 25.15 6.78 0.00	87.27 85.90 22.91 2.50	29.51 86.39 0.00 0.20	2140 12157 0	10148 37796 0	4507 50373 5	30486 0	101863 265598	0 16529
15	Bharti Axa Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.11 54.73 1.21 0.00	2.96 169.79 7.52 0.00	1.98 118.00 8.61 0.00	665 16912 0	1872 67054 0	2462 55575 2	666 0	4639 0	5786 0
16	Future Generali Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	2.11 31.79 0.02 2.80	4.08 129.20 0.10 11.65	2.93 99.13 0.02 7.93	189 22542 9	442 106602 39	493 84787 44	398 10470	2233 1596293	111 112820
17	IDBI Fortis Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	11.37 27.19 0.00 0.15	36.56 97.87 0.00 0.59	36.08 74.30 0.00 0.02	1293 9047 1	5716 34223 8	5665 22713 2	58473 0	233422 0	13131 0
18	Canara HSBC OBC Life Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.48 82.96 1.93 0.00	4.88 299.67 9.91 0.00	3.91 211.04 0.48 0.00	488 12480 0	230 47271 0	181 31319 2	1220 0	5986 0	305 0
19	Aegon Religare Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	1.77 32.83 0.05 0.00	4.01 81.50 0.28 0.00	0.48 23.06 0.00 0.00	91 9097 0	280 24670 0	50 10078 2	129 0	610 0	0 -2745
20	DLF Pramerica Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.11 5.04 0.00 0.00	0.74 27.58 0.00 0.00	0.03 7.60 0.00 0.00	18 2440 0	102 11647 0	5085 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	39.40 26.29 4.90 0.18	92.53 80.28 16.21 2.64	21.27 42.95 3.48 0.64	2407 9351 0 7	6035 25339 0 22	2782 16473 4 2	2556 16886	8590 49958	3529 4970
22	IndiaFirst # Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Private Total	25.57 24.66 0.48 0.06	65.21 103.42 2.08 0.38	632.90 8086.79 301.51 1208.56	1526 8053 1	4543 35928 3 3	267143 4611273 291 1628	455 5213	1919 24261	934425 12531709
23	LIC Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium Grand Total	5730.12 1854.31 1760.50 5308.90	15827.61 8633.64 6970.34 7652.96	5839.99 6583.18 8387.82 0.00	922511 2215677 100	2564791 9676658 8312 248	1474673 9995194 8315 0	2886760 27610	10241733 728136	7752715 0
	Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	6221.10 4573.41 2150.63 5555.35	17221.25 18487.45 8128.17 8912.52	6472.89 14669.97 8645 1208.56	97524 3291814 2519 483	2753976 14211075 8645 2197	1741816 14606467 8606 1628	4124852 5564886	13369676 20214013	8687140 12531709

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

EXPOSURE DRAFT

To

ALL LIFE INSURERS/NON-LIFE INSURERS/ CONSUMER BODIES/ NGOs/SHGs, and MFIs

Composite package of standard insurance product - rural & social sector

1. Objective and target group:

The proposed standard product is aimed to provide a comprehensive package of insurance covers relevant to persons belonging to economically weaker sections in rural and urban areas. The standard product is also aimed to be the primary instrument for fulfilment of the rural and social obligations of insurers under the Insurance Act. The product will have defined options and levels to provide choice and flexibility to customers in order to cater to individual circumstances with a layered basis, although on a pre-defined basis described herein.

2. Micro-Insurance and Rural & Social Sector Obligations:

The proposed standard product may be mandated for the insurers to offer in the market to meet the rural and social sector obligations. The insurers should not be allowed to market any other product which offers either lower benefits for the premiums charged than in the standard product or higher premium which offers lower benefits than the standard product for the premium charged. This is proposed to eliminate the products which provide no real and long term benefits to the policyholders and to ensure the poorer sections have access to products which provide enough risk cover.

The premium rates are indicative for the covers proposed and the insurer may be given liberty to offer the product with its own premium rates which may be allowed to differ from the proposed indicative rates by 10%.

3. Linking with the Government Sponsored Insurance Schemes:

This product would facilitate supplementing or topping up of any existing social security benefit and would not overlap such benefits. The main criterion to be applied in this context is that the insured person would not benefit from two sources from the same event, one from a government on a free or subsidised basis and another through the insurance cover embedded in the standard product, except to the extent of any explicit topping up provisions. In this context, we may propose the standard product to have different layers. The first layer may be treated as the products that are offered through the Government. The second layer may be offered to those who are willing to have insurance cover over and above the first layer. In the second layer, we may propose to have a deductible equivalent to the sum insured of the first layer. The second layer should be the proposed standard product which is to be mandated. If the policyholder is willing to have insurance over and above the second layer, the policyholder may be allowed to take the insurance under commercial terms with a deductible equivalent to sum insured in the first two layers.

4. Distribution/Acquisition Costs:

The distribution channels and the distribution & acquisition costs for the proposed product may be in similar lines with the IRDA (Micro-Insurance) Regulations, 2005.

5. Linking with Kisan Credit Card, Farmer Clubs and Self Help Groups (SHGs):

The proposal to link with the KCC, farmer clubs, SHGs would enable the insurers to reach out to the policyholders easily for premium payment and other servicing. This would also enable the insurers to improve the persistency as these groups are easily reachable and have collective efforts in meeting their needs. With regard to KCC holders, the holders have the access to money in the form of minimum credit limit of Rs.25000/- and maximum credit limit of Rs.10 lakhs in the form of working capital (allows any number of withdrawals and repayments in the allowed to provide flexibility) and term loan (to/for ST crop loan, consumption loan and repayment of non-institutional loans and to purchase agricultural implements, plants and machinery and land developing including construction of different types of storage facility). The credit card is valid for 5-7 years subject to annual review. The proposal to link with these groups would help insurers not only to meet their obligations, but also helps the insurers to issue products with longer durations and with savings oriented.

6. Distribution Mechanism:

The following mechanism may be followed to ensure that the rural and social sector obligations which are met by the insurers not only comply with the obligations but also ensure that the mechanism encourages the spread of insurance across pan India. To achieve this, the following mechanism may be followed:

- a. For each State two general insurer and two life insurer may be allotted;
- b. The reason for allotting one general insurer and one life insurer to each State is to ensure:

- i. The rural/social/micro-insurance groups across the State are covered completely by these insurers;
- ii. As the combi product has components of both life and non-life, it may be essential to have the presence of both the insurers to ensure proper underwriting/rating of proposals and settlement
- c. Allotment of insurers to each State may need to mandate certain levels of infrastructure/distribution network/TPA/network hospitals and to consider:
 - i. the existing infrastructure established by the insurers in terms of branches across the rural areas/semi-urban areas/urban areas;
 - ii. the existing arrangements of the insurers with different distributional channels/NGOS/SHGs for the propose distribution of the insurance cover across the State;
 - iii. the existing arrangements of the insurers with the TPAS and network hospitals (in similar lines with the RSBY) to ensure that cashless facility is made available in rural/semi-urban/urban areas;
 - iv. the commitments of the insurers to establish such requirements as mandated within a given time frame;
 - v. The existing business portfolio in terms of rural/social/ microinsurance business;
 - vi. The existing business portfolio in terms of serving government sponsored insurance schemes;
- d. Need to examine whether this is considered against competition principles.

7. Tie up between life and non-life insurers:

As in the case of Micro Insurance, a life insurer may issue policies under this standard product and have a tie up with a non-life insurer for the benefit structure relating to "General" described below or a non-life insurer may issue policies under this standard product and have a tie up with a life insurer for the benefit structure relating to "Life" described below. The details of the tie up arrangements between a life insurer and a non-life insurer shall conform to provisions contained in regulation 3 of the IRDA Micro Insurance 2005 Regulations.

8. Benefit structure:

A. Benefit structure:

The benefit structure will include both life insurance and general insurance covers, as listed below.

Life:

- (i) Term life cover on death during defined term,
- (ii) Pension benefits and costs in line with NPS (PFRDA) and
- (iii) On mandatory basis convert accumulated savings in NPS into a pension at the end of the term or on earlier surrender of the policy.

General:

- (i) (a) Personal Accident- Accidental Death benefit (PAAD)
- (i) (b) Personal Accident- Total and permanent disability (PATPD)
- (i) (c) Personal Accident- Partial and permanent disability (PAPPD)
- (i) (d) Personal Accident- Medical expenses (PAME)
- (ii) (a) Health- Pre-hospitalisation (HPH)
- (b) Health- Hospitalisation (HH)
- (c) Health- Post-hospitalisation (HPPH)
- (iii) Critical illness (CI) covering cancer, stroke, kidney failure, first heart attack and major organ transplant
- (iv) (a) Fire-Dwelling (FD)
- (b) Fire-Assets, such as pump set, agricultural tools, farm machinery (FA)
- (c) Fire- Stock (including livestock) (FS)
- (iv) (a) Motor- liability (for 2 wheeler, car and tractor)- (ML)
- (b) Motor- own damage (for 2 wheeler, car and tractor)- (MOD)
- (v) Weather: Protection against adverse weather incidence, such as deficit and excess rainfall, frost, heat (temperature), relative humidity etc based on official records of a recognised government agency (W)

B. Benefit options:

There will be 4 layers of options in ascending order of coverage (and cost) as listed below:

- (i) Base option: This will include Term life, PAAD, PATPD, HH and FD
- (ii) Intermediate option: This will include base option benefits plus survival/pension, PAME, HPPH, FA and ML (2 wheeler)
- (iii) Superior option: This will include Intermediate option plus PAPPD, HPH, ML (tractor), MOD (tractor), W
- (iv) Supreme option: This will include Superior plus all other benefits listed in A above.

C. Benefit levels:

- (i) Sum insured will be available at 6 levels, namely 100000, 200000, 300000, 500000 and 1000000
- (ii) Sum insured to be offered will be in line with limits in the KCC or other verifiable monetary values serving as proxies to income of insured.
- (iii) Sum insured will be linked between LOBs by the relationship of 100% for death cover in Term life, 200% to 300% for PA, 25% to 50% for H and CI, 50% to 150% for F and 25% to 75% for M.
- (iv) Each section such as PA, H or other benefits will be subject to the combined limit of sum insured defined for the section as determined in (iii) above.
- (v) Maximum sum insured for different general classes, after application of criteria (i) to (iii) above, are as stated below:

PA	500000
Health, CI	500000
FD	500000
FA	200000
FS	100000
MOD	300000
W	200000

D. Extension of cover to family members:

Only a supporting spouse contributing to the economic activity of an insured head of family can be covered for death benefit under the Term life sections. Under the general sections, spouse and up to 2 children can be covered for PA, H and CI sections. Under all sections, wherever applicable, spouse will be covered for 50% of SI for insured head of family. Each child will be covered for 25% of SI for insured head of family. The linkages and limits stated in C (iii) above across LOBs will apply on each family member separately.

9. Period of cover and premium paying term:

The period of cover will be 10, 15, 20 and 25 years in all cases of individual assurances/ insurance policies other than auto insurance. Although group policies may be issued on a one year renewable basis, attempts to design level premium long term basis are expected. Premium paying term may either be equal to the period of cover or end 5 years prior to period of cover.

10. Underwriting aspects:

- 1.1 Age proof: Standard age proof is compulsory. Where, a standard age proof is not available, a certified extract from records of KCC, associated bank loan or other similar record may be accepted.
- 1.2 Age limits for entry and cessation of cover: Minimum age at entry 18 and maximum age at entry 50; more liberal limits as per insurer's normal practice may be allowed. Maximum age for continuation of cover in all cases is 70.
- 1.3 Health declaration: Simple health declaration by self/ insured head of family attested by an official nominated by the nodal

agency is compulsory. In the case of group policies, insurer may, if he deems fit, enter into arrangements with the group policyholder/ nodal agency for maintenance of records of health declaration at the latter's office.

- 1.4 In respect of insurance cover for C (critical illness) additional requirement of a short medical examination by a medical examiner acceptable to insurer and a normal body weight and height are required. Further, a survival period of 30 days after diagnosis may be applicable.
- 1.5 In respect of F (fire policies), declaration on continuous occupation and maintenance will be required.
- 1.6 In respect of all insurances, reasonable care clause and exclusion of cover for intentional/ malicious acts of self damage will be applicable.

11. Exclusions, deductibles and waiting periods:

- 1.1 All life insurance covers will be subject to a 3 months waiting period clause. Suicide within 1 year is a further exclusion.
- 1.2 All health insurance and critical illness covers will be subject to exclusion of pre existing diseases as per currently notified conditions approved by IRDA and also exclude chronic or other ailments needing treatment for more than 3 months.
- 1.3 All insurance covers will be subject to exclusion of claim/ damage arising out of intentional self injury, illegal activities or malicious self damage.
- 1.4 Fire and contents cover will be subject to exclusion of cover for thatched houses and jewellery. Burglary cover is not included.
- 1.5 In respect of Motor, 10% deductible will apply on cover for tractors and 5% deductible on 2 wheelers and private cars. Commercial use of all motor vehicles will exclude cover.
- 1.6 All general insurance covers on property of any type (moveable and immovable) will be subject to reasonable care clause.

12. Distribution channels:

- 1.1 Regional rural banks, scheduled banks,

self help groups and micro insurance agents will all be eligible to act as agents subject to IRDA regulations.

1.2 Commission rates will be subject to maxima shown in the table below:

Line of business	First year commission as % of premium	Renewal commission as % of premium
Individual Life	10%	2%
Group Life	2%	0.5%
Non-life-individual	5%	1%
Non-life- Group	2%	0.5%

1.3 Any over-rides spent over and above commission will be subject to upper limit of 10% on commission paid.

13. Premiums:

1.1 Individual life insurance covers will be based on 150% of published mortality rates. Loading for expenses and contingencies, including profit shall fall within a normal range of 20% to 50% in the first year and 5% to 10% in the second and subsequent years.

1. Sample rates for quinquennial in the age range 25 to 50 for terms 15, 20, 25 are worked out. These will indicate the cost involved and help work on any full range of ages and terms required.

2. Bases used for calculation are:

- Mortality: Non medical MMIC (2006-08) rated up by 25%- likely to be 150% of LIC 94-96 and appropriate for population under consideration
- Interest: 5.5%- reasonable in current conditions
- Expenses:
First year: Commission 10% of premium plus 20% of premium for other variable expenses and Rs 200 per policy as fixed cost Second and subsequent years: Commission 2% of premium plus 5% of premium for other variable expenses and Rs 50 per policy as fixed cost
- Profit and other: Ignored- assumed to be through slender margins in above 3 elements

4. Premium rates for individual assurances:

Age	Premium per 1000 Sum Assured for term		
	15years	20years	25years
20	3.14	3.22	3.37
25	3.46	3.65	3.92
30	5.15	5.55	5.65
35	5.55	5.65	6.27
40	6.65	7.42	8.30
45	8.86	9.96	11.20
50	12.42	13.57	15.29

5. Premium rates for group life assurances: To be worked out from tables in 4 above by allowing reductions as indicated in 1.3.

1.2. Premiums for general insurance covers arranged on individual basis will fall in the ranges suggested below:

PAAD 0.20% to 0.35% of sum insured varying by age bands and number of persons covered in the family

PATPD 0.11% to 0.15% of sum insured varying by age bands and number of persons covered in the family

PAPPD 0.25% to 0.50% of sum insured varying by age bands and number of persons covered in the family

PAME 0.25% to 0.50% of sum insured varying by age bands and number of persons covered in the family

HH 2.5% to 4% of sum insured varying by age bands and number of persons covered in the family

HPPH 2.0% to 3.5% of sum insured varying by age bands and number of persons covered in the family

HPH 2.5% to 4% of sum insured varying by age bands and number of persons covered in the family

CI 0.1% to 5% of sum insured varying by age bands and number of persons covered in the family

FD 0.04% to 0.08% of sum insured depending on construction type. Material used for walls such as rubble stone in lime/mud mortar, stone masonry or bricks with cement concrete and material used for roof such as asbestos sheets, RCC or country made brick tiles and similar factors may be considered for classification of risk.

FA 0.04% to 0.08% of sum insured depending on nature of assets

FS 0.04% to 0.08% of sum insured depending on nature of stock

ML 1.2% to 2.5% of sum insured depending on vehicle type and vehicle age

MOD 2.1% to 4.2% of sum insured depending on vehicle type and vehicle age

W To be worked out as per 1000 SI per hectare considering nature of crops covered, deductible and historical record of the meteorological division, from time to time on an annual basis.

1.3 Premiums under group policies will be calculated with reference to premium rates mentioned in 1.1 above and thereafter subjected to a reduction stated below:

Group size	Reduction for Life insurance premiums	Reduction for General insurance premiums
Less than 51	2%	1%
51 to 250	4%	2%
251 to 2000	7%	5%
More than 2000	10%	7%

1.4 All group insurance policies will also have a profit sharing arrangement subject to a maximum profit share as stated below:

Group size	Profit share per cent	Profit share per cent
Less than 50	2%	1%
51 to 250	4%	2%
251 to 2000	7%	5%
More than 2000	10%	7%

1.5 Life insurance covers and general insurance covers may provide option to continue cover even in the event of non-payment of premiums due continuously for a maximum period of 2 years in a 5 year cycle. The option shall be allowed subject to payment of additional premium of 30% of the normal premium.

1.6 All premiums for general insurance covers shall be subject to a reviewability clause to review premium rates once in every three years.

17. Total premium:

SI	Total premium*	Base	Inter-mediatary	Superior	Supreme
1lakh	Min	2224	4664	8514	8564
	Max	4613	9415	16615	19115
2lakhs	Min	4448	9228	16928	17028
	Max	9226	18654	33054	38054
3lakhs	Min	6672	13792	25342	25492
	Max	13839	27893	49493	56993
5lakhs	Min	11120	22920	42170	42420
	Max	23065	46371	82371	94871
10lakhs	Min	22240	45740	84240	84740
	Max	46130	92566	164566	189566

14. Policy conditions:

Policy conditions relating to free look, loan, surrender, lapse and revival, furnishing data under group policies and renewability will be as per individual company's normal practice for other policy contracts applicable.

15. File and Use procedure:

Simplified file and use procedure will apply to this standard product. Separate instructions on this aspect will be circulated to companies.

16. Credit for business under the rural and social obligations:

Credit for business under current plans is under review. Insurers will be given credit for business under this product on a special basis, where insurance covers will be grouped into categories and business falling under each unit will get credit for one unit, as shown below;

- Life- temporary assurance covers 1 unit
- Life- savings element, as an addition, subject to minimum savings element equal to 50% of premium for temporary assurance cover 1 unit
- PA and Health- any part or all parts 1 unit
- Other insurance cover 1 unit

In short, cover for an individual under all categories above will result in credit of 4 units.

*excludes premium for weather insurance and pension/survival benefits Minimum premium and maximum premium refers to lower and upper limits for that cover.

The actual premium may vary depending on age/period of cover/house type/ vehicle type/contents etc

The life and non-life insurers are requested to offer their considered opinion on or before 10/10/10. The consumer organizations, NGOs, SHGs, MFIs, may also respond before that date. All responses may be addressed to meena@irda.gov.in

Sd/
(A Giridhar)
Executive Director

U. Jawaharlal observes that although there has been some progress with regard to ensuring that the gap between economic losses and insured losses is reduced, there is still a long way to go.

Dealing with Disasters

- Measures for Loss Minimization

Continuing with what was mentioned earlier, there seems to be no end to the types of disasters; and at places that have not been major victims earlier. This only goes to show once again that it would be suicidal to look at any particular place as 'disaster-proof' either partially or totally. One has always been familiar with the Australian bush-fires and their devastation. But the recent wild fires in the close proximity of Moscow emphasize on the fact that there is a general tilt of the ecological balance and that no place can be entirely free from such natural disasters. The sudden eruption of Irelandish volcano Eyjafjallajokull, the billowing smoke and the resultant serious damage done to global aviation industry is another case in point.

All these indicate towards the need for the mankind generating an environment that would defy the onset of nature's fury, at least to the extent that it can be managed. Rapid industrialization, veering towards modern lifestyles in order that comfortable living is ensured etc are all contributory if not totally causative factors for such a phenomenon. The various global bodies and organizations – The Kyoto Protocol and the Copenhagen Summit, to name a few – have been emphasizing the fact that there is a strong need to peg the carbon emission levels at a particular level progressively. It has also been voiced that the rapid industrialization of the western and more developed world has adversely impacted the economically developing countries of the world, ostensibly leading to a travesty of justice. Apart from the natural disasters, terrorism has been one subject in disaster management that has caught the attention of the world economies.

The economic losses arising out of natural and man-made hazards are huge and would naturally be out of manageable proportions, however rich the economy is. There are various styles of managing these losses, depending on the level of economic development. Historically, in India, it has been in vogue to allocate funds from the national exchequer to the affected zones. It has continuously put pressure on the annual budgets, as such; and also resulting in the curtailment of fund allocation in other areas of development. It has to be appreciated that insurance offers a viable alternative for offsetting most of the losses; and it must be ensured that progressively there is perceptible development in this regard. Although there is some improvement in the gulf between the economic losses and the insured losses more recently, there is still a large gap in this regard that needs to be addressed.

'Disaster Management and Role of Insurance' will continue to be the focus of the next issue of the **Journal**.



Disaster Management and Role of Insurance

in the next issue...

Dr. Mohan Kanda asserts that taking into account the vulnerabilities that the sub-continent presents, a lot of initiatives have been taken by the centre that will arrest the devastating trends of the disasters to a great extent.

Recent Paradigm Shift

- Disaster Management in India

The largest and the most populous continent of the world, Asia covers 30% of the earth's land area, is home to more than 60% of the world's human population and contributes 40% of the world's wealth.

The Indian sub-continent presents a wide range of geographical, geological and climatic features; and is unfortunately vulnerable to frequent natural hazards of various types, many of which turn into disasters, resulting in enormous loss of life and property. Rapid growth of population, unplanned settlements, unsafe building practices and

Disasters wipe out, in a matter of just minutes and hours, the gains of development made over the decades.

erratic climatic conditions caused by global warming, have only served to compound the frequency and intensity of natural disasters in Asia. Though the whole world faces frequent and severe disasters, the developing countries suffer much more significantly the impact thereof; and the poorer and the weaker sections of society; such as women, children, the aged and the physically challenged, invariably suffer more than the others. Those living in developing countries are naturally much more adversely affected, largely on account of their inherent vulnerabilities and the lack of preparedness.

Disasters wipe out, in a matter of just minutes and hours, the gains of development made over the decades. Various studies have indicated

that countries of the region lose between 2% to 20% of their GDP and 10% to 30% of their revenue every year on account of disasters. Besides, these already resource poor nations are forced to divert a sizeable portion of their precious resources to relief and rehabilitation. Natural disasters have been identified as major factors that perpetuate the condition of poverty in many parts of Asia. The World Development Report 2010 has estimated that urban areas in developing countries are home to 746 million people living below the poverty line (a quarter of the World's poor). This sad situation underscores the urgency of the need for purposeful action. The magnitude of losses on account of disasters whose frequency and intensity have been increasing alarmingly in the recent years is simply unacceptable.

The centre, in recognition of the importance of DM as a major concern of national priority, had in August 1999 set up a High Powered Committee (HPC) and also an all party National Committee on Disaster Management (NCDM) after the Gujarat earthquake, for making recommendations on the preparation of DM plans and suggesting effective mitigation mechanisms. The Tenth Five-Year Plan Document also had, for the first time, a detailed chapter on the subject.

On 23rd December, 2005, the Government of India took a defining step by enacting the Disaster Management Act, which envisaged the creation of the statutory and permanent

institutions like National Disaster Management Authority (NDMA) as nodal authority with Hon'ble Prime Minister as Chairperson and State Disaster Management Authorities (SDMAs) headed by respective Chief Ministers, to spearhead and implement a holistic and integrated approach to DM in India. These institutions are exclusive in nature and are expected to work in close harmony.

Disaster Management (DM) has not been sufficiently highlighted in the earlier policies and programmes. The country's commitment to mainstreaming DM into the process of development planning at all levels, so as to achieve sustainable development, is now to be carried forward across various sectors, and the process has begun.

Mainstreaming disaster management into the development planning process essentially involves looking critically at each activity that is being planned, not only from the perspective of reducing the disaster vulnerability of that activity, but also from the perspective of minimizing that activity's potential contribution to the hazard.

There are two ways of mainstreaming disaster management into the developmental process. These include (a) Structural Measures (b) Non Structural Measures.

In the structural measures there are three ways to build in DM concerns.

All new projects/programmes should be revisited to build in DM resilience with regard to disasters. This would entail-

- (a) Ensuring that all new critical infrastructure projects like power, water, infrastructure and communication etc compulsorily comply with the safety standards of disaster resilience.
- (b) The implementation of techno-legal regimes such as BIS codes and the NDMA's guidelines on various disasters should be in open domain.
- (c) Ensuring that all existing infrastructure projects are retrofitted for resilience to possible disasters, to the maximum possible extent.

The design of ongoing projects/programmes will also need to be similarly audited to ensure

that the completed portion (such as infrastructure like flyovers etc, and including buildings) will need to have structural alternatives added on to ensure resilience, to specific disasters to which the concerned locations are vulnerable.

Completed projects would have to be revisited selectively on priority. The manner of undertaking such an exercise is dealt with, in considerable

As a part of the effort of mainstreaming DM concerns into the overall developmental effort, the Planning Commission had agreed to the conduct of a DM audit of all new and on-going projects and selective revisiting of completed projects.

detail in the NDMA's guidelines, especially those relating to the management of earthquakes, cyclones and floods.

National level initiatives/projects for disaster management are identified by the NDMA for being taken up during the eleventh Five Year Plan. These include National Flood Risk Mitigation Project, National Landslides Risk Mitigation Project, National Earthquake Risk Mitigation Project, National Disaster Communication Network etc. However, details of these projects/schemes will have to be worked out through preparation of detailed project reports. Thereafter, such schemes as are approved for implementation during the Eleventh Five Year Plan will have to be accommodated within the sectoral allocations of the ministries concerned.

The Planning Commission in the XI Five Year Plan (2007-12) document has laid special emphasis on disaster management by:

- Outlining actions that need to be taken by the various central ministries/departments and state governments.
- Giving guidelines for taking up projects and programmes in DM.
- Suggesting programmes/schemes that need to be taken up in the 11th Five Year Plan.
- Bringing out importance of earmarking plan funds for projects and add value to the National DM effort.

As a part of the effort of mainstreaming DM concerns into the overall developmental effort, the Planning Commission had agreed to the conduct of a DM audit of all new and on-going projects and selective revisiting of completed projects. This has now been finally approved

in the form of inclusion of DM Audit in the EFC and the PIB forms as a self certified portion. The Finance Ministry and the Planning Commission have now accepted the need to ensure funding for this activity, as well as support the measures arising from the DM plans required to be made by the central ministries/departments and the states/union territories.

The non-structural measures for mainstreaming disaster management into development plans include;

- Amendment of building by-laws master plans for earthquake proofing/flood management etc.
- Amendment of building and land use regulations.
- Flood plane zoning.

The Thirteenth Finance Commission, in its recent report submitted to the Gol has recommended that a grant of Rs 525 crores may be allotted to the states during the fiscal cycle of 2010-15 for taking up “activities for building capacity in the administrative machinery for better handling of disaster risk response and for preparation of district and state level Disaster Management Plans (DMPs) as envisaged in the Disaster Management Act (2005). The Gol has accepted the recommendation of the commission. The grant will be released to the

The authority has prepared a National Disaster Management Policy which has been submitted to the Government of India for approval and release.

states by the Ministry of Finance on an annual basis from 2010-11. Besides the recommendation of merger of the National Calamity Contingency Fund into the National Disaster Response Fund and the Calamity Relief Fund into the State Disaster Response Fund of the respective States (which the Gol has already accepted), the commission has also recommended that the contribution to the SDR Fund should be shared between the centre and states in the ratio of 75:25 for general category states and 90:10 for special category states; and the provisions relating to the District Disaster Response Fund (DDRF) in the Disaster Management (DM) Act may be reviewed and setting up of these funds left to the discretion of the individual States.

NDMA has engaged Indian Institute Management (IIM), Ahmedabad

to undertake consultancy work on 'Development of a suitable framework with strategies for involving Corporate Sector' in the Disaster Management initiatives of NDMA. With the assistance of IIM, NDMA has prepared a concept note on partnership with the corporate sector in DM. The basic strategy is to match the strengths and preferences of corporate with the states' requirements as part of corporate sector responsibility and sometimes in a public private partnership mode. NDMA has organized a series of workshops to obtain feedback from the representatives of various Chambers of Commerce and Industry and Trade Associations on improving disaster preparedness, mitigation and emergency response. These workshops with members of CII, FICCI, ASSOCHAM and other corporate business houses explored the various possibilities for encouraging Public Private Partnerships (PPP) in the field of DM and for streamlining the role of corporate sector not only in relief measures but also in mitigation and preparedness.

In order to translate the objectives into plans, NDMA has adopted a mission-mode of management involving a number of initiatives with the help of various institutions (administrative, academic, scientific and technical) operating at different levels (national, states, local). The authority has prepared a National Disaster Management Policy which has been submitted to the Government of India for approval and release. This policy document has been circulated to ministries and departments of Government of India and state governments. This is being dealt with in accordance with a “Nine step” participatory process evolved by the NDMA. Several guidelines on natural and man-made disasters and thematic areas have already been issued and some more are being finalized. All central ministries/departments and states are required, to make DM plans in accordance with the guidelines of NDMA duly ensuring integration of DM measures into their developmental activities and implement these plans, ensuring the necessary investment support.

NDMA issued guidelines for the preparation of a national plan comprising three parts, namely

- A national response plan spanning all the central ministries/ departments and related agencies - covering all types of disaster and to be prepared by an inter-ministerial central team formed by the National Executive Committee in the Ministry of Home Affairs
- Mitigation and preparedness plans to be prepared by the various central ministries and departments, and other agencies covering actively the different disasters for which they are the nodal agencies; and
- A National Human Resource and Capacity Building Plan to be prepared by the National Institute of Disaster Management.

NDMA has also taken the initiative to integrate and institutionalize DM education into the formal systems of education. The primary goal of the NDMA is to work with academic/ technical institutions and stakeholder organizations to help create a formal education system through an experiential learning, practice, and experience centered on mitigation, preparedness, response and recovery from the full range of natural, technological and intentional hazards which confront communities, states and the nation.

The subject of social sciences as taught in class VIII & IX of secondary schools contains specific chapters on disaster management.

To initiate the process initially, NDMA, prepared an approach paper and constituted a committee under the chairmanship of Additional Secretary (Higher Education), to review the developments and draw timelines for achieving specific targets. The NDMA is in contact with the department of HRD/ UGC to bring advanced components of disaster management in the courses of civil engineering and architecture throughout the country.

The course curriculum proposed by All India Council of Technical Education (AICTE) on DM as an applied sciences subject in under-graduate programmes of technical education has been accepted by the Committee on Higher Education. It is decided that the course

would be introduced in the next academic year as an optional course with suitable credits. UGC will adopt the curriculum proposed by AICTE, with such modification as considered necessary, for introducing this course in the general educational under-graduate stream as an optional course from the next academic year. It has already been introduced in B.Sc (Ag.) and Bachelor of Veterinary Science following the initiatives of NDMA. Indian Council of Medical Research committee has already drafted the proposed syllabi for U.G., P.G. and the medical professionals.

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The Civil Defence (CD) Policy of the Government of India, till 1962, remained confined to making the states and UTs conscious of the need for civil protection measures and to prepare civil protection plans for major cities and towns under the Emergency Relief Organization Scheme. However, following the Chinese aggression in 1962 and the Indo-Pak conflict of 1965, there was considerable rethinking on the policy and scope of CD Act, 1968. Since then the organization has been functioning as per the provisions of the Act. Even though 225 towns have been identified as CD towns, it is currently operational in only 124 towns.

The current CD training curricula of National Civil Defence College mainly focuses towards emergency response and capacity building of emergency responders. It has been found that the training at state level is not effective due to inadequate resources and lack of appropriate training materials, refresher training to instructors and trainers, and standardized training module on disaster management for CD volunteers. The proposal to make civil defence district-centric and be involved in disaster response has already been approved by the GoI. Its phase-wise implementation has also begun. State governments will ensure their operationalisation in their respective districts.

To facilitate the state governments in reviewing the adequacy and efficacy of the state and selected district's disaster management plans and to identify gaps in resources, communications and systems; NDMA in coordination with the vulnerable states, has undertaken the initiative of conducting mock exercises on various types of natural and

man-made disasters. This will also help in inculcating a culture of preparedness among the community and the first responders.

These mock exercises have had a useful and lasting impact. The response capabilities of the different states/districts/Major Accident Hazards (MAH) Units got reviewed. It also helped in role clarity for the different stakeholders. Most importantly it has resulted in identifying the various gaps and deficiencies that exist in the response capabilities. Follow up action will ensure rectifying and plugging the gaps for better response.

For the purpose of specialised response to a threatening disaster situation or disasters/emergencies both natural and man-made such as those of Chemical, Biological, Radiological and Nuclear origin; the DM Act, 2005 has mandated the constitution of a National Disaster Response Force (NDRF). The general superintendence, direction and control of this force is vested in and exercised by the NDMA and the command and supervision of the force will vest in an officer to be appointed by the Central Government as the Director General of NDRF. Presently, the NDRF comprises of eight battalions. Two additional battalions have been sanctioned by the GoI and are in the process of being formed. These battalions are located at strategic locations and will be deployed proactively as required. NDRF maintains close liaison with the designated state governments/UTs and is available to them in the event of any serious threatening disaster situation. While the handling of all natural disasters rests with all the

Two additional battalions have been sanctioned by the GoI and are in the process of being formed.

NDRF battalions, presently four of them have been equipped and trained to respond to situations arising out of CBRN emergencies. Future plans include training the rest of the battalions also for CBRN response. The NDRF units impart basic training to all the stakeholders identified by the state governments in their respective locations.

Further, a national academy is proposed to be set up to provide training for trainers in DM and to meet related national and international commitments.

NDMA is generating awareness and preparedness through information, education and communication in its endeavor to spread awareness amongst the masses, NDMA has launched public awareness campaigns through electronic and print media. The focus is on creating the appropriate environment for disaster management and creating an impact on the target audience. Exhibition cum workshops on "Public Awareness" has also been undertaken.

With the objective of preparing DM managers and other important functionaries, for integrating DM concerns into their professional occupations, DM training capsules are being introduced in national level training establishments.

The contribution of NDMA in the Kosi floods in Bihar and the recent floods in A.P. and Karnataka has, in particular, been satisfying. The value added to the overall-effort through the NDMA's interaction with the State/Central Governments and related agencies and to ascertain the need for critical requirements such as men, material (including boats, tentage etc) and arrange for timely supply through the mobilization of the civil and military transport-support (railways, aircraft etc)- has been most satisfying. This effort has clearly demonstrated that NDMA can play a vital and special role even during the phase of immediate response and will, no doubt, serve as a pointer towards similar coordinated effort in the future.

The author is an ex-Civil Servant; and Member, National Disaster Management Authority.

Dr. Praveen Sandri emphasizes that the quality of exposure data is very vital for a proper assessment of catastrophic risks; and further adds that this ironically is one area which needs a lot of improvement, globally.

High Quality Exposure Data

- Key to Effective Catastrophe Risk Management

Insurers worldwide are recognizing the impact exposure data has on underwriting, on catastrophe modeling loss estimates, as well as on their ratings. Major insurance markets such as the U.S., the U.K., and Japan, have taken steps to improve their data quality. Insurance companies in India should consider taking similar steps to ensure that they are not left behind.

High quality exposure data is no longer something simply to be wished for—it is becoming a necessity. To better evaluate the financial strength of insurers, rating agencies have begun asking companies exposed to catastrophe risk to report in detail about the quality of their exposure data. A.M. Best is asking for important information on elements such as geocoded location, building replacement value, construction, occupancy, year built, total square footage, and building height to more reliably assess the risk an insurer has taken on. The implication is that companies that do not have this detailed exposure data may not understand their risk or price it properly; and thus may find their ratings adversely impacted.

The availability of high quality exposure data, however, is one of the most significant challenges faced by the industry today. Furthermore, the increased frequency and severity of catastrophe losses in recent years, combined with an expanding concentration of property value in at-risk areas, highlights the need for companies to reassess exposure data collection practices, and put processes in place to enhance data quality.

Insurance companies today are relying more and more on catastrophe models to provide reliable estimates of loss, whether for managing risk over the long term or for understanding their loss potential in real time as an actual event unfolds. Naturally, the reliability of model output is only as good as the quality of the exposure data used as input.

Insurance companies today are relying more and more on catastrophe models to provide reliable estimates of loss, whether for managing risk over the long term or for understanding their loss potential in real time as an actual event unfolds.

Assessing and ensuring the quality of the underlying exposure data used for catastrophe risk analyses can be challenging, but a comprehensive effort to improve exposure data quality can improve decision-making across the enterprise and can provide a competitive advantage.

Exposure Data and Its Importance in Catastrophe Modeling

From a catastrophe modeling point of view, exposure data broadly refers to important building characteristics such as the geocoded location information, replacement values and policy terms, construction, occupancy, year built, and height i.e., number of storeys. However, specific building attributes such as wall type, roof type, wall and roof anchorage, building shape, soft story, percent glass etc., can all be utilized by catastrophe models to better assess losses.

The more information that is known about a specific risk the better the modeled result and the lower the uncertainty around the loss estimate.

Geocoded Location Information

Today's catastrophe models leverage recent advances in computing power to simulate the local intensity of various hazards at extremely high resolution. However, to take full advantage of a model's site-specific characteristics—such as distance to coast or nearest fault, elevation or soil data, and land use/land cover information—analyses must be run using street address- level data, which can be translated into an exact latitude and longitude.

For example, coastal properties whose locations were coded at the PIN Code centroid would underestimate the losses due to cyclones as they would be analyzed using a PIN code centroid which in most cases is farther inland. However, in the absence of such exact latitude and longitude information, the next best option is to rely on the property's PIN Code, which can be very easily collected. Also, for many multi-location commercial policies, a single address is provided for all the properties covered, which typically is the headquarters or billing address as opposed to the actual locations.

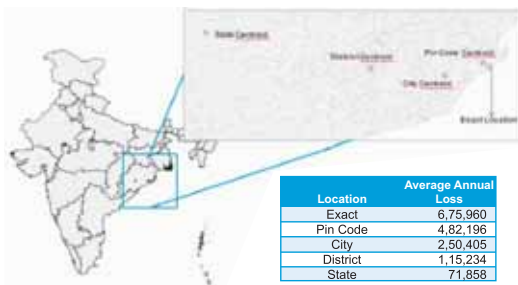


Figure 1: Exact Location Coordinates Provide Better Understanding of Loss Estimates

Building Replacement Value

A property's replacement value is the full cost to replace the building in the event of a total loss. Since catastrophe models estimate loss by applying vulnerability functions to the replacement value before applying policy terms and conditions, accurate replacement values are essential for obtaining accurate catastrophe loss estimates. If a property's replacement value is understated by 40 percent, for example, the estimated catastrophe loss will be understated by at least that much.

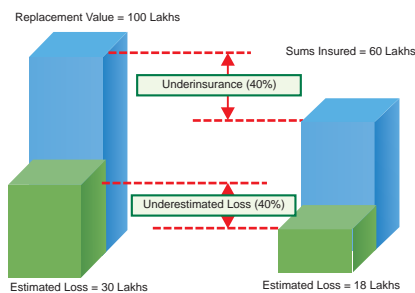


Figure 2: Accurate Data will Enable Insurers to Properly Cover Potential Losses

Construction and Occupancy

To obtain accurate loss estimates, separate damage functions are developed for many different construction types and occupancies for a given country. At a given wind speed, light metal structures, for example, are more than three times as vulnerable as those built using reinforced concrete. Other risk-specific structural details—the presence or absence of hurricane shutters, roof type, the percentage of the exterior represented by glazing and others—will also have an effect on loss estimates. The greater the accuracy of available detail, the more accurate the loss estimates will be.

Damage to buildings and their contents is also a function of occupancy class, so accurate occupancy information is also important. Occupancy provides insights into the level of engineering the building would have received during design and construction, such as a hospital. For a given construction type, e.g. steel frame, occupancy also provides insight into the likely size and footprint of the building, and the percentage of the exterior taken up by windows. Occupancy information is also used to provide insight into the type of contents present and, hence, their damageability.

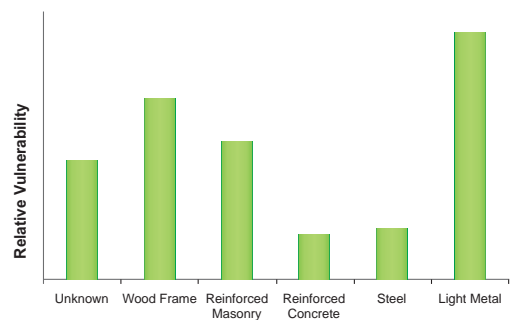


Figure 3: Construction-Type Affects Vulnerability and Losses Significantly

Year Built and Building Height

The vulnerability of a building also depends upon the building's height and year of construction. Categorizing buildings such as low-rise – typically single family dwellings and small commercial establishments, midrise – typically multi family dwelling such as apartments and medium size commercial buildings, and high-rise – which are usually structures above 8 storeys, helps provide insights into the engineering that goes into

designing and constructing such properties.

Year of construction also plays an important role as it provides insights into the building codes, construction materials and prevailing building practices at the time when the building was constructed. For buildings that were constructed decades ago their maintenance records can provide insights into how the property can withstand the damaging effects caused by natural disasters.

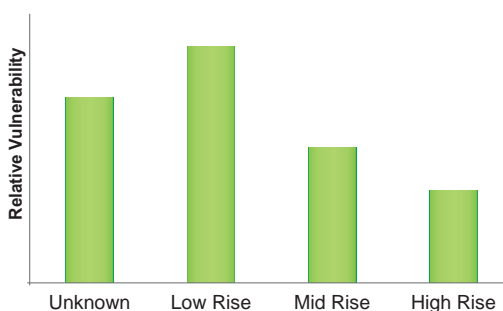


Figure 4: Building Height Affects Vulnerability

A Three Step Approach to Achieving Data Quality Goals

Short of inspecting every property, insurers can look into alternate ways to improve data quality. A three-step exposure data assessment and enhancement process that encompasses validation, benchmarking and augmentation provides companies with a comprehensive approach to reach their data quality goals. Admittedly, this process is something that would take time to adopt and implement. However, by gaining awareness of existing best practices, Indian insurers can shorten the time to successfully implement them.

The Value of Validation

A data validation analysis can help a company understand the magnitude and extent of uncertainty of its data quality. Underwriting departments can use the results of this analysis to enhance exposure data collection processes during underwriting. Portfolio managers can leverage these insights to devise ways to more effectively transfer exposure data from policy underwriting systems to portfolio management systems.

The information attained from a data validation analysis can provide a basis for external communication of data quality to reinsurers,

rating agencies and regulators, which is quickly becoming a requirement for insurers exposed to catastrophe risk.

Furthermore, exposure data can have an impact on the prices insurers pay for reinsurance. As stated in a 2008 Ernst & Young exposure data quality survey, "...if cedants can eliminate some of the uncertainty from their data quality, the reinsurers will reward them for reducing the reinsurers' risk."

The Value of Benchmarking

Comparing a company's data to industry distributions provides another way to assess exposure data quality and validate whether the portfolio reflects the company's underwriting strategy. Analyzing a company's data in comparison to industry distributions can assist in determining whether the composition of the portfolio is sensible.

If the comparison is reasonable, decision-makers can be more confident in modeled losses. If not, the benchmarking analysis may highlight areas for further investigation and identify potential systemic problems in the integrity of the data the company is collecting.

Of course, not every portfolio should match up exactly with industry distributions. In some cases, it may make sense for the two to differ, depending on the composition of the portfolio.

For example, a company may be intentionally writing higher-value homes in particular areas. If the analysis confirms that the data reflect this underwriting strategy, the results can help provide evidence of successful implementation of the strategy to stakeholders. If not, the company may be overvaluing or undervaluing its risks and should take a closer look at underwriting and exposure data collection practices.

The Value of Augmentation

When property data is missing or is of questionable value, it should ideally be enhanced with external data sources at the point of underwriting. Even when robust information has been used in underwriting, the data is not always effectively transferred from the underwriter to the portfolio-level decision-maker. This makes it essential to enhance exposure data at the portfolio level before it is used in catastrophe risk analyses and distributed outside the company.

While it's easy to detect missing data, it is much harder to identify incorrect or unreasonable data. Portfolio-level data validation can leverage rules to identify unrealistic data; but the challenge is to determine which datum is wrong.

When data is missing or unreliable, companies need a way to efficiently augment their portfolio-level exposure data in a way that aligns with their current underwriting workflow. Fortunately, data can also be enhanced at the portfolio level.

Importance of Standards in Data Formats

India can leverage the knowledge and expertise of other countries' initiatives on exposure data quality to create an integrated, seamless approach to data accumulation and sharing. The standardization of data collection, reporting and use will enable India to quickly close the gap on exposure data. The use of a standard data format will

streamline the collection process, thereby reducing errors throughout the catastrophe modeling chain. Furthermore, the ease of using and translating the data will reduce translation and human error and shorten the time to perform catastrophe risk analyses, enabling firms to focus their resources on their core businesses.

When property data is missing or is of questionable value, it should ideally be enhanced with external data sources at the point of underwriting.

Data accumulation from entry through to the underwriting process can be potentially fraught with error. Creating a common standard across all entities will enable any errors to be discovered earlier, saving firms' time and precious resources. This reduced error will lead to greater confidence in catastrophe modeling loss estimates.

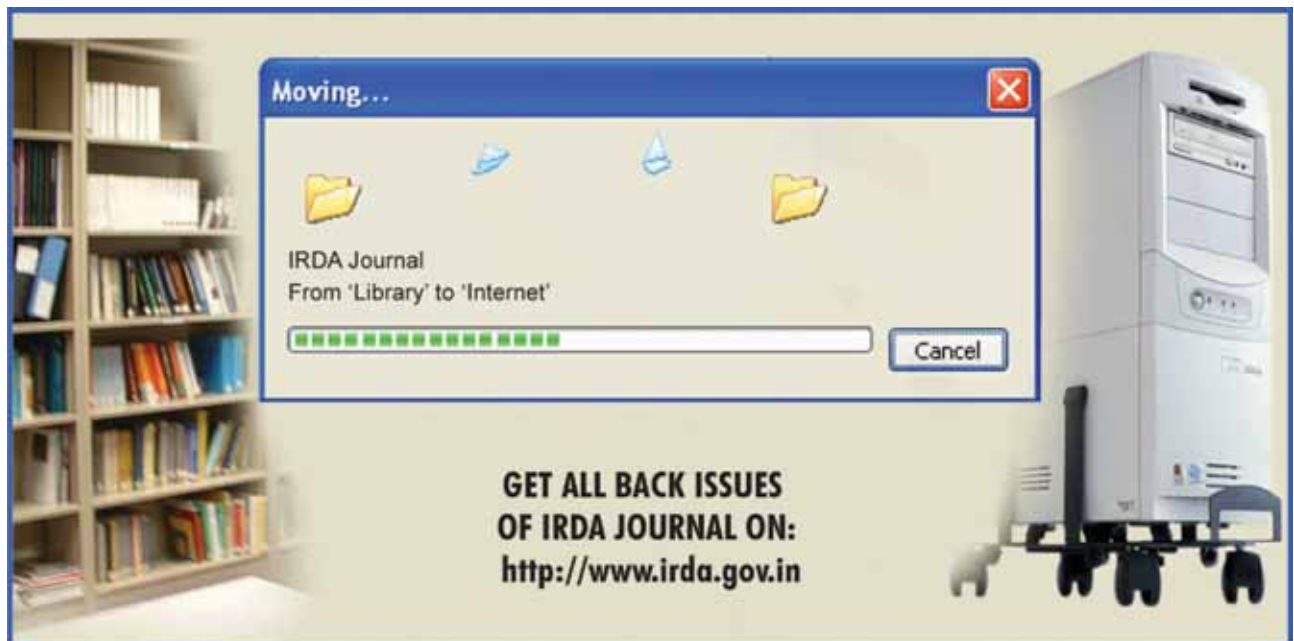
In addition, standardization of exposure data will enable firms to easily share and report to external agencies such as reinsurers, investors, regulatory bodies and rating agencies. Insurers in other nations have already begun the standardization of exposure data.

Indian insurers can position themselves well by understanding and leveraging the successes of data collection practices of other countries and embracing open data formats.

Conclusion

Catastrophe models are the industry standard solution for catastrophe risk management. Companies now need to pay close attention to strategies that will enhance their model output. Improving the quality of exposure data input into the models should be at the top of the list. Ensuring the use of detailed, property-specific exposure data, including building replacement value, geocoded location, construction, occupancy, height, and other building characteristics will enhance catastrophe analysis at the individual risk and portfolio levels. Finally, enabling the standardization of exposure data across enterprises will result in greater confidence in catastrophe loss estimates, both internally and with key external stakeholders.

The author is Managing Director, AIR Worldwide India Pvt Ltd.



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The advertisement features a central graphic with a blue 'Moving...' dialog box overlaid on a background of a bookshelf and a server tower. The dialog box contains the text 'IRDA Journal From 'Library' to 'Internet'', a progress bar, and a 'Cancel' button. Below the dialog box, the text 'GET ALL BACK ISSUES OF IRDA JOURNAL ON: http://www.irda.gov.in' is displayed.

D.V.S Ramesh avers that insurance has a huge role to play in absorbing the economic losses arising out of calamities. He further adds that otherwise, it would be a huge burden for budgets to be in a position to provide for the humongous setbacks, year after year.

Adopting a Holistic Approach

- Role of Insurance in Disaster Management

"Climate change is not a natural disaster but has largely been caused by wealthy countries emitting greenhouse gases during their industrialisation, yet the poorest countries that have contributed least to the problem are most vulnerable to its effects."

Gordon McGranahan of the International Institute for Environment and Development (UK).

The increasing global warming is resulting in the increasing frequencies of severe natural disasters causing widespread damage across the world. While in some economies the costs of natural disasters have successfully been transferred to reinsurers and capital markets by means of 'Alternate Risk Transfer' models; in others they are being met on an ad hoc basis on the lines of 'pay as you go' model. India is not an exception to the occurrence of severe natural disasters which result in phenomenal damages to private properties; as also to monetary losses to the nation's exchequer. Successive Indian governments have been adopting the 'ad hoc model' of meeting the disaster costs that also results in diversion of funds from one head of account to the other. That apart, the other associated problem with this system is the flow of funds; which may be paralysed as a result of another disaster. In a majority of developed economies, disaster pools were created and 'Alternate Risk Transfer' models were adopted leveraging on the strengths of capital markets. In this paper, an attempt is made to explain how the successive budget plans were affected in India

with serial natural disasters year after year; and how insurance could be effectively utilised as an economic tool to mitigate the monetary losses of both the individuals and the State.

Whosoever may be the sources of contributors and whatsoever be the reasons the result of increasing global warming is the increased frequencies of disasters – be it floods, famines, cyclones etc.

In a majority of developed economies, disaster pools were created and 'Alternate Risk Transfer' models were adopted leveraging on the strengths of capital markets.

Increased industrialisation, increased urbanization leading to deforestation are a few factors that are contributing to the rising global warming. It is estimated that deforestation alone contributes to about 20% of global warming levels. The theme 'green' is drawing the attention of all the states and business houses on similar lines. The immediate reduction in the global warming levels is not an easy task; as, it is estimated that the damaging carbon emissions that were already released into the atmosphere are sufficient to carry forward in furthering the global warming in the coming decades. Top industrialised nations like the G-8 countries have yet to initiate measures for cutting the gas emissions. The concept of 'green building' which aims in harvesting the energy and water with the aim

of creating better indoor habitation and reducing the impact of building construction on the economy is in infancy stage in a number of countries. On the other hand, in India, Government initiatives to encourage bio-fuels like ethanol blended petrol are leaving great business opportunities to the business houses thereby providing a ray of hope on alternate energy resources. Development of solar, wind energies is a long way to go in India.

On the other hand, scientific researches established increasing retreat of Himalayan glaciers due to global warming. As per findings of ISRO there is a reduction of glacial surface area by 21% that led to the reduction in the mean surface area of glacial extent from 1 Sq. km. to 0.32 sq. km. during the period 1962-2004. In another finding, the snow line - a line above which there is no snow melt, had increased to 5300m in 2006 from the earlier 4900m. It is also estimated that glaciers in the region would vanish in the coming 40 years thereby leading to water shortage affecting 500 millions of inhabitants of Indus, Ganges and Brahmaputra river basins. The impact of deglaciation would be ultimately on the economy be it for providing the required employment avenues to the affected lives or for meeting food shortages. Shortage of water leads to job losses in rural areas leading to their migration to urban lands, which are already choked. The projection of UN supports the same, predicting about 70% of world's population living in urban areas by 2050.

There is an urgent need for economic community across the globe, in particular in the developing countries like India to promote risk mitigation and loss controlling tools like insurance as part of overall disaster management programme.

It is laudable that there are increased efforts of late, by various agencies to create awareness regarding the affect of greenhouse emissions on environment. The 31st March 2007 was a remarkable day to the environment conscious citizens of the globe, when an estimated 50000 homes and business establishments switched off their lights in Sydney city for an hour from 07.30 PM. Its aim was to create awareness amongst the Sydneysiders to reduce the city's gas emissions by 5% by 2008. This remarkable feat would have created enough consciousness amongst the citizens as to the purpose of everybody's involvement in protecting the global environment.

The increased levels of global warming resulted in increased natural disasters; and the consequences of disasters are very disturbing. On one hand, the individuals will be displaced all of a sudden with no possibility of preparing themselves; and on the other, the damage caused to their habitat leaves them with no possibility of earning the routine and regular livelihood in the near future. Significant number of man days would be lost in the entire area leading to considerable economic losses. Apart from this; other factors like cattle carcasses, stagnation of water, loss of fodder etc will have an impact on their health with the outbreak of contagious diseases, thus leading to even an exodus, which could be a disaster by itself.

Efforts are on by scientists across the globe to provide solutions for a pollution free world, by scouting for alternate sources of energy removing the carbon particles from the environment etc. However, there is an urgent need for economic community across the globe, in particular in the developing countries like India to promote risk mitigation and loss controlling tools like insurance as part of overall disaster management programme.

In this paper it is explained in detail how natural disasters are leading to the economic losses globally; the roll of insurance in absorbing the losses; and the practices adopted in a few international markets. Further, there is also mention of how India is prone to natural disasters and their effect on Indian economy, with special emphasis on two states where significant economic losses were recorded in the recent past; the possible impact of adhoc compensation programme on triggering of an event which is in vogue and the available opportunities to make insurance as an integral part of disaster management policy.

Disasters could be of two types – natural and man-made. The focus in this paper is on the scope for transferring the economic burden of governments in providing relief and rebuilding activities in the aftermath of natural disasters to insurance companies and then to capital markets. The main rationale behind this approach is to spare the taxpayers from the ever increasing costs of natural disasters. The objective of considering natural disasters in this study is the immediate possibility of developing parametric indices for disasters to

enable such transfers. These indices can be developed on a scientific basis institutionalising the efforts of institutions already involved. Since, man made disasters, despite putting in place safety norms, occur as a result of behaviour pattern of human beings and which are difficult to predict by any means; the focus is on natural disasters.

Natural Disasters – A Global Phenomenon:

The losses caused by some of the natural disasters and the projected losses of future disasters are phenomenally high. In 1986, an earthquake in El Salvador caused an economic loss of approximately 36% of its GDP. It is predicted that a possible hurricane may result in an economic loss of 200% of the GDP of Jamaica. Recently, the President of Maldives wondered if the population of their country has to search for a new home, possibly in India, due to a possible submerging of its land as a result of rising sea levels. On examining the world wide data available on natural disasters (Figure – 1) it may be observed that globally there is an increasing incidence of natural disasters. With 32 disasters recorded in the

year 1970 the number of disasters increased to a three digit number in 1990, crossing 150 mark in the year 2005. However, it may be found that (Figure – 2) despite a rise in the number of events, the incidence of fatalities is not in direct proportion to the rise in the number of natural disasters. This may be attributed to the safety and preventive measures initiated by successive governments of various states together with the technological advances that forecast the events well in advance.

But there is a consistency in the amount of insured loss (Figure – 3) on account of the natural disasters till late nineties subsequent to which there is a rise in the insured losses also. The consistency of the insured losses could be attributed to lower levels of insurance density but in respect of some years where there is a surge in the insured losses, may be, it was attributable to specific major catastrophes.

A further analysis of the world wide data (Table-1) for the last six years indicates consistency of the insured losses vis-à-vis the total losses which may be attributed to stagnancy in insurance density. Even in respect of the insured losses recorded in USA where insurance density is 3875.2 (in 2005) one of the largest amongst the developed nations; the percentage of losses covered by insurance to total losses due to various hurricanes in the year 2005 is 32.3% and in respect of a specific hurricane (Katrina) though the total losses are \$ 135 bn the insurance could cover only 33.3% of these total losses. These figures indicate the extent of ravages that these catastrophes could cause and the limitations of insurance solutions even in advanced countries.

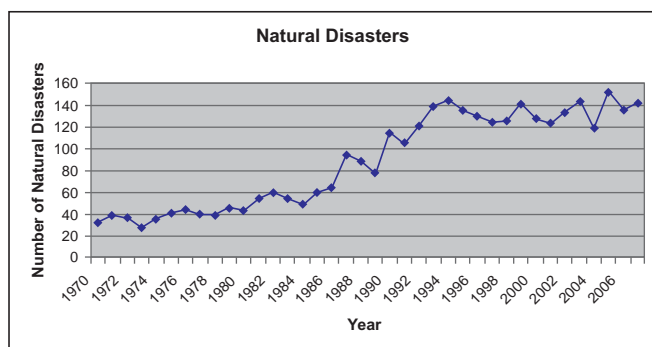


Figure - 1

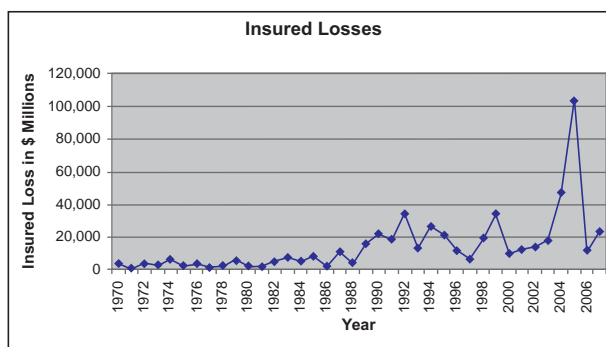


Figure - 3

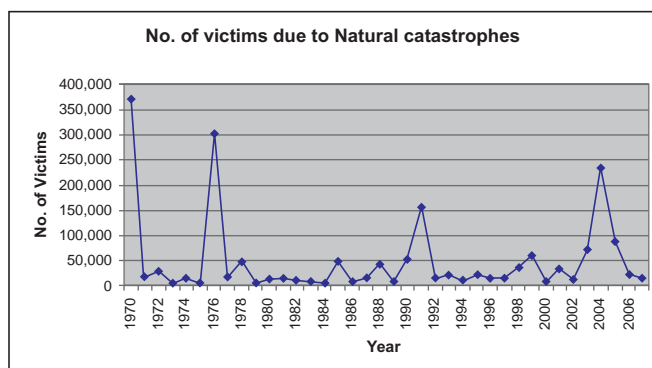


Figure - 2

World wide Data on Total Vs Insured Losses (\$ bn)				
Year	Total Losses	Insured Losses	% of Insured Losses to Total Losses	World Insurance Density
2002	42	13.5	32.14	422.9
2003	70	18.5	26.43	469.6
2004	123	49.0	39.84	511.5
2005	230	83.0	36.09	518.5
2006	48	15.9	33.13	554.8
2007	70	27.6	39.43	607.7

Table - 1

Chapter - 2

Natural Disasters' proneness in India and measures initiated:

Research studies revealed that the global warming is resulting in surging sea levels thereby affecting the lives of people living in the littoral areas. It is estimated that 63 million Indians are living in the low elevation coastal zones while 3% of Indian land falls within this vulnerable zone. As per the estimations of National Disaster Management Authority, about 60% of Indian land is prone to earthquakes and 40 million hectares is prone to floods. While 8% of land is prone to cyclones, 68% of land is susceptible to famines. Official estimates indicate that about 30 million of Indian population are annually affected by disasters. These predictions are substantiated with the figures released by Centre for Research for Epidemiology of Disasters that between 1974-2003 out of 'top 10 disasters with highest number affected', India is the second after China with 918 million people affected both by floods and droughts, out of this 86% were only due to droughts. The data released compiled in the 'Figure – 4' indicates the increasing trend of economic losses of Indian economy during 1974-2003 aggregating to \$ 43378 million on account of 83 natural disasters.

To tackle the Acts of God, modern states are addressing the issues by putting in place comprehensive policies, to protect the population from the colossal impact of these natural ravages. One such step initiated in India is the enactment of Disaster Management Act, 2005. The provisions of the Act attempt to mitigate the effect of disaster and prepare the nation to handle the eventualities of disasters. The objective of the provisions of the Act is to ensure that the nation shall prepare itself to handle any of the consequences at a short notice. This is all part of the responsibilities of a welfare state.

The main provisions of the Act that are relevant from the perspective of proposing 'inclusion of insurance' as part of Disaster Management Policy are as follows:

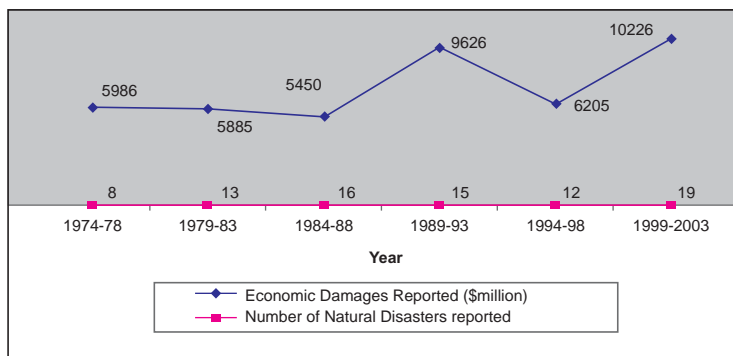


Figure - 4

Section 2 (d) of Disaster Management Act, 2005 defines disaster as "a catastrophe, mishap, calamity or grave occurrence in any area, arising from natural or man made causes, or by accident or negligence which results in substantial loss of life or human suffering or damage to, and destruction of property; or damage to, or degradation of, environment, and is of such a nature or magnitude as to be beyond the coping capacity of the community of the affected area". In the same

section, proviso (m) defines preparedness as "the state of readiness to deal with a threatening disaster situation or disaster and the effects thereof".

The Act constitutes the National Disaster Management Authority (NDMA) with Chairman and nine other members running the Authority. Prime Minister of India is the ipso facto ex officio Chairman of the Authority, the remaining nine members being nominated by him. Apart from other functions, the NDMA frames national policy for disaster management and lays down guidelines for state governments for framing the state plans for disaster management. National executive committee which assists NDMA in discharging its functions has representatives from agriculture, atomic energy, defense, drinking water supply, environment and forests, finance (expenditure), health, power, rural development, science and technology, space, telecommunication, urban development, water resources and the Chief of the Integrated Defense Staff of the Chiefs of Staff Committee. Since insurance is not made part of disaster management in India there are no representatives from the insurance sector. The Act requires NDMA to put in place in consultation with state governments and other organizations a national plan for prevention, mitigation and preparedness for disasters and for infusing capacity building to tackle the disasters.

Section 12 of the Act also specifies the minimum guidelines for providing at least the minimum relief in the relief camps like food, water and health care, care for orphans and widows and ex-gratia assistance for loss of lives and dwellings etc. The Act also stipulates the provisions for recommending interest relief on loans and rescheduling the loans on account of disasters. The Act requires all state governments to constitute similar authorities at the state level and put in place state plans to tackle the disasters. The state level committees conduct periodical exercises on disaster management to review the preparedness of various departments like police and revenue to handle the disasters at various districts and remote areas.

Further, the Act requires, inter alia, identification of vulnerable areas, promote education, awareness, community training on

the measures to be taken to prevent disasters, to mitigate and respond to such a disaster, carrying out mock drills periodically. The Act has constituted National Institute of Disaster Management an apex body responsible for planning, promoting, training and research in the area of disaster management. The institute is also responsible for development of information base relating to disaster management, prevention and mitigation policies. The Act lays down emphasis for constitution of training institutes for capacity building of stakeholders. The Act vide Section 52 empowers to impose punishments of imprisonment up to two years and fine; on those people who have willfully obstructed implementation of provisions and those who have defied the directions issued there under.

Need for including Insurance in Disaster Management Policy:

There is no reference in any part of the Act considering insurance as one of the initiatives. Insurance as a concept of risk sharing /risk transfer can play a dominating role in ensuring the self sustainability of the affected section of the population. Making insurance a part of disaster management policy will enable all, including the state, to absorb the shocks of disasters to some extent. It attempts to reduce the financial burden of the affected population whose property was lost or damaged. Life insurance on the other hand provides an immediate financial relief to the dependents of the deceased. Since the business of insurance has necessarily to do with large numbers, covering the lives and properties of a wider section of the population that are spread over various geographical locations provides an affordable economic solution to this specific class of market segment. The readiness of the state to prepare itself to handle disasters would not be complete if it does not comprehensively include the services of financial sector including insurance. Especially in the post disaster scenario the financial service providers have a major role to play in providing relief and promoting the rehabilitation measures. Inclusion of insurance in the disaster management strategy lowers the financial burden of the states and ensures the timely flow of the required monies. On the other hand, inclusion of insurance in the disaster management planning also helps in

inculcating insurance awareness levels among insuring public in general.

When it comes to bringing back the affected population to the track of normal course, the state again relies on the course of public-private partnership say; by arranging the loans from financial institutions. Rebuilding the ravaged infrastructure in PPP model thereby

The readiness of the state to prepare itself to handle disasters would not be complete if it does not comprehensively include the services of financial sector including insurance.

attempting to create employment generation to those who lost employment, thus targeting the sustainable development at all times is the order of the day. At this stage too providing insurance coverage to these projects gives a higher level of comfort to the financiers. Absence of sustainable flow of financial resources in the post disaster scenario may lead to half hearted implementation of prescribed disaster management policies at execution level or to sudden failure of the interlinking systems in implementing prescribed disaster management policies which again might prove to be disastrous.

The benefits of insurance services as part of disaster management differ from one class of assets to another. While for lives the loss can never be revocable, in the case of properties insurance solutions attempt to make good the monetary loss. Rebuilding the public infrastructure is one of the top most priorities, although they might be associated with consumption of valuable resources and time.

Life Insurance: As a consequence of a natural disaster, it is common to find a number of families being left in the lurch by the death of a lone breadwinner. That apart, a number of individuals could be orphaned. Providing relief and taking up the rehabilitation of these affected population is a difficult task to the state. Quite often donor agencies would step in to provide the temporary relief operations. However, there are limitations to offers of both the state and donor agencies. A time would come that the affected shall ultimately stand on their own. Providing life insurance solutions to the targeted population of the disaster prone areas would enable an immediate financial offer by means of the benefits of life insurance policies. In addition to this, the life insurance benefits reduce the need for staying in relief and rehabilitation camps for longer durations. Thus, this is a win-win situation to both the state/donor agencies and affected population, as the former would concentrate at macro level policy matters for

overcoming the post-disaster shocks while the latter would join the mainstream with the help of the financial benefit of life insurance policies.

Non-Life Insurance: The role of non life insurance is more in depth. At a micro level the loss of properties of the affected population will not only take away their life time assets but also their earning abilities. In the absence of tools, earning a meaningful livelihood is very difficult to this class of population. For a majority of the affected section of this population who are experts in their own field, gaining employment in any other field is very difficult. Securing the lost tools is replete with huge expenses and hence the need for covering the micro assets also. There are also a number of small and micro enterprises in the tertiary sector, whose business would be also affected. The losses suffered by these enterprises would have a multi pronged effect by way of economic loss to the entrepreneurs, man days lost to the laborers and loss of business continuity. Thus the need for insurance is imminent. A recent survey carried out in UK revealed absence of total awareness on the implications of climate change on the business houses with only 49% of executives interviewed admitting having fully understood the consequences, while 86% of business leaders interviewed do not have a strategy in place for responding to climate change. The survey further highlighted the need for Government to

At a micro level the loss of properties of the affected population will not only take away their life time assets but also their earning abilities.

take up the task of education and inculcating awareness when 56% favoured the government to lead the campaign. The highlight of the survey from the perspective of insurance fraternity comes when 84% favoured education and inculcating awareness as key drivers that combat the climate change. (Source: Climate Change Business Leaders Survey – KPMG LLP (UK)/You Gov Survey April, 2007). In an advanced country like UK if that is the situation, in a developing economy like India it is difficult to imagine how alert small and micro entrepreneurs are to the changing strides of the atmosphere.

To reinforce the role of insurance in disaster management policy;

- Insurance could be a value addition to the role of Disaster Management Authority as the above provisions of the act could affectively be implemented by including insurance as part of macro level disaster management policy. The definition of disaster leaves enough scope to the role of insurance as an economic instrument in sharing/transferring the loss of few affected amongst

a large number of people who come forward for getting the similar coverage.

- Insurance as a major contributor of the nation's economy would get a focused attention when the apex body of the NDMA rolls out a debate on insurance as part of disaster management policy thereby enhancing the awareness and acceptance levels amongst the public.
- As part of the awareness campaign, Central Government has initiated including disaster management as part of school curricula from class VIII in all CBSE schools. A similar effort is in the offing to introduce the same in all state board run schools. Making insurance as part of disaster management would be helpful in inculcating the insurance awareness amongst the future generations.
- Capacity building of the targeted population would not be complete if the same is not self sustainable. Insurance in its approach plays a possessive role in prevention, mitigation and preparedness for disasters. Though, prevention of disasters is to be handled at a macro level by inculcating awareness in initiating preventive measures, insurers have a stake in the preventive measures initiated by public, as it enables them to weigh the appropriate ratings. As reported in the above referred report, if habitats situated near the sea levels carry high risk, insurers as part of their corporate social responsibility may dissuade the concentrated settlements in those zones. On the other hand if insurance also happens to be part of the disaster management it would enable the insurers to have an access to the data of disaster prone areas for appropriate ratings. Insurance being the business of large numbers, spread of risk mitigates the losses suffered as a consequence of disaster.
- The ability of the state to put in place a comprehensive disaster management policy is a business opportunity of insurance companies. Now insurance companies are ready to offer insurance solutions to any of the contingencies be it for covering lives, crops, assets or for covering against loss of man days. Though, insurance cannot be a substitute to the state

in providing immediate relief, by way of relief camps as stipulated in Section 12 of Disaster Management Act the coverage offered by insurance companies through their insurance solutions would partially supplements the interest relief and cost of loan rescheduling.

- If insurers have to be part of various committees, their participation in the periodical preparedness review exercises increases the promotion of insurance as a viable economic tool amongst the public. It could also be viewed as part of spreading insurance education. The role of insurance companies during post-disaster phase would be very significant, if insurance solutions offered are widely spread. For rendering timely services insurers initiate proactive measures taking the settlement services to the door steps of the affected population. Knowing the preparedness of other departments and the targeted regions would be helpful to insurers in strategizing their services in the contingent events.
- Insurers will have a significant stake in the proposed research and development activities of the Disaster Management Authority. Identifying and mapping of the vulnerable areas enable insurers to apply appropriate rating and underwriting strategies. Insurers as part of their business approach/strategy do carry out their own studies on issues related to risk exposure, risk mitigation, mortality and morbidity. These results would also be helpful to strategize disaster management policy. In effect this stage would end up in a win-win situation to both.

As part of disaster management policy Reserve Bank of India, was advised to issue guidelines to the financial institutions to see that housing and development projects financed are adhered to the stipulated standards in seismically vulnerable zones. From a macro level perspective this direction need not be restricted to those zones alone. With increased housing demands in Cities and with the mushrooming of multi storied residential complexes, adherence to the prescribed standards of respective urban development authorities is a must whether or not seismically vulnerable. Restricting the finances to all those that do not adhere to these prescribed

standards will help in mitigating the disasters in a large way. With the concentration of multi storied residential complexes within a small density of land, a relatively unexpected havoc may trigger a disaster, if these complexes do not adhere to the prescribed standards of building norms. Lack of strict enforcement on the part of urban/town planning authorities along with the liberal financing by financial institutions is leading to mushrooming of the multi storied complexes diluting the prescribed standards. The Observation of Gujarath High Court on Gujarath earthquakes worth mentioning here. The honourable court observes "Earthquake is a natural calamity comparable to a major act of God but collapse of a number of buildings at different places has

The role of insurance companies during post-disaster phase would be very significant, if insurance solutions offered are widely spread.

raised questions about the quality of construction and construction material" (Indian Express, 06th February, 2001). For raising the finances as insurance is made mandatory all insurers are participating in the risk by underwriting the risks of these types, thus even the insurers are caught in the vicious circle of drawing themselves closure to the disaster risks. Thus, the involvement of insurance as part of disaster management will address these issues from a macro level perspective.

In various developed economies and disaster prone economies; insurance had been made part of the disaster management policy. One of the factors of inclusion of insurance as part of disaster management may be the development of insurance and capital markets. In some economies like USA, insurance markets are so well developed that insurers are transferring the catastrophe risks to the capital markets by issuing cat bonds. On the other hand the capital markets are in a position to absorb the shocks of catastrophes in the event of their triggering. Absence of a well developed insurance markets may resort the states in providing exgratia payments on an adhoc basis in the event of disasters, as is prevailing in India.

Expenditure incurred on Relief Operations and Rebuilding Activities of Natural Disasters in India – A Review:

Except in a few rare instances there is no comprehensive data with regard to the insured losses of natural disasters in India. Even as regards to the total losses on account of a natural disaster there are always a wide range of disparities to the figures declared at one stage to the one that is confirmed at a later stage. It is also common to observe that some NGOs and other donor agencies differing with the

officially declared losses as a sequel to natural disasters. Absence of standalone loss recording agencies, absence of standardised loss reporting procedures may be one of the reasons to this gap. However, as successive Governments keep incurring hefty expenses as relief amounts on account of natural calamities, this may be considered as one of the measures for determining the extent of losses due to natural disasters. For the purpose of analysing the impact of ad hoc system of meeting the losses on pay as you go model, in this paper, the total monetised losses reported is considered as the total losses. There are two heads under this expenditure; one is the expenses incurred by State Governments from their respective state budgets, the other is the grants from Central Government.

If the severity of a natural disaster escalates the budgetary allocation it leads to the diversion of the funds from one account to the other.

In this part it is proposed to review the pattern of expenditure incurred on 'relief on account of natural calamities' by Indian Governments (both Centre and State) and two State Governments Bihar and Gujarath during the last 7-8 years (Bihar for its furious seasonal floods every year causing huge damage to the state; and Gujarat for the devastating earth quake that rocked the state and shocked the nation in 2001).

Indian Governments (Both Centre and State):

The procedure adopted by successive Indian Governments to meet the costs of natural disasters is allocation of budgetary expenditure on an adhoc basis on 'pay as you go' model as and when a natural disaster strikes. If the severity of a natural disaster escalates the budgetary allocation it leads to the diversion of the funds from one account to the other. The quantum of amount would also vary based on the severity

and the extent of loss. When it comes to the grants allocated by Central (aka Federal) Government to various State Governments it would be generally based on the relative factor when there are more than one natural disaster strikes in a given year. Thus grants allocation may be on a proportionate basis amongst various states that were affected by natural disaster. The effect of this procedure is the relief operations and rebuilding activities would be a long drawn process on account of release of funds in phases. Examination of expenses related to natural disasters reveals the following unique trends as further detailed in the succeeding paragraphs.

1. There is a rise on the quantum of amounts incurred towards relief on account of natural calamities; an indication of increasing losses due to natural disasters.
2. The percentage of expenditure towards relief on account of natural calamities on social sector expenditure is on the rise; an indication of a cut in the social sector expenditure.
3. The variation of the actuals incurred to the budgeted amounts (of expenses on account of natural calamities) both by State and Central governments is highly significant; an indication of higher diversion of funds.

(To be continued.....)

The author is Deputy Director (Life), IRDA. The views are personal.

Rama Warriar mentions that although the insurance industry has risk management as its primary focus, successful implementation of ERM has not been its strong point globally, India included.

Time to Bring in the Enterprise Flavour

- ERM in Insurance

Enterprise Risk Management has been a topic of intense discussion world over, in the last few years. However, a keen observer could make out that the progress on the implementation front has not been praiseworthy. But there could be not much argument on the unmistakable trend towards Enterprise Risk Management (ERM); it is more a question of 'when' than 'if'.

Insurance industry which has Risk Management as the primary focus would naturally be expected to be on top. Surprisingly that is not the case. Insurance industry across the globe has also been struggling to successfully implement ERM as other industries. The status of Indian insurance industry is no different.

A different approach

The key difference between ERM and the traditional approach to Risk Management is the importance of interplay of risks which is the foundation of ERM. In the traditional approach, which incidentally is what is in vogue in majority of the organisations, each risk is managed separately and the impact or influence of one on the other is hardly evaluated.

Also, in the traditional model there is no centralised management and reporting of risk. This makes the response of organisations less effective, especially under complex situations.

Growing relevance

Regulators globally are moving towards a Risk Based Capital approach to regulate insurer solvency. United States had adopted Risk Based approach long back and Europe is in transition with the adoption of Solvency II norms. In a Risk Based Capital regime, capital adequacy will be evaluated from the perspective of availability of

In the traditional approach, which incidentally is what is in vogue in majority of the organisations, each risk is managed separately and the impact or influence of one on the other is hardly evaluated.

capital to match the risk which the insurer is exposed to. A well designed ERM would be essential for companies to manage their solvency in this scenario.

The growing complexity of risks and the high value of exposures have made it imperative on insurers to carefully and systematically manage their exposures. It has also prompted them to consider the overall impact of risks rather than look at each silo separately.

The increase in awareness and mounting pressure on corporates to have efficient and transparent governance mechanisms have led to the empowerment of Chief Risk Officers. With the evolution of this

role with an enterprise level view and responsibility, ERM is gaining ground.

Developing an effective ERM model

There are several essential ingredients needed to develop an effective ERM.

Strategic Objectives: Identifying and compiling the strategic objectives of ERM is essential for it to deliver expected results. These have to be aligned to, and embedded well within the strategic goals of the company. This will ensure that the stream of risk management contributes effectively to the strategic goals of the firm.

Coverage: One of the key differences between the traditional risk management approach and ERM is the integration of various risk exposures and the inclination to evaluate the combined impact rather than individual effect. This is built on the principle that when a risk impacts two different dimensions, the combined effect on the firm may be more than the sum of them seen separately. So it is essential to ensure that the scope of ERM covers all the operational and support functions. The tendency is usually to focus on the core elements like underwriting, claims and investments and lose sight of aspects like compliance.

Governance: This is one of the most important elements of ERM – the element which would help bring in the right culture of risk management and provide the required level of transparency and visibility. At the centre of the governance piece is the CRO who is expected to provide direction and operational control for the risk

When a risk impacts two different dimensions, the combined effect on the firm may be more than the sum of them seen separately.

management efforts. It is the responsibility of the CRO to invite the attention of the board whenever necessary and put in place the required checks, balances and controls in the system.

Framework, policy and standards: There are different frameworks and approaches prescribed for ERM implementation. COSO is one of the more popular ones. These are, however, generic in nature and have to be adapted well to suit each organisation. Choice of the framework and the development of policies and standards based on that would determine the success of ERM implementation to a very large extent.

Data and Management: ERM calls for the collection, collation and analysis of a large volume of data. Ability to store, retrieve and

generate useful information out of data is an essential ingredient to succeed in the ERM journey.

Stumbling blocks

The basic theory of managing risks at an enterprise level has been refined a lot in the last half a decade or so. But the implementation of this on the ground still poses several challenges.

Data and Systems: As mentioned in the previous section, availability of relevant and reliable data is absolutely essential to the implementation of ERM. Many of the data elements have unfortunately not been collected or archived since they were not viewed as important. The new approach gets limited in its ability to evolve, on this count. Insurance companies do operate a lot on legacy IT systems, which owing to its technical limitations may not provide data in the required form or type.

Adoption of ERM would call for the review and revision of data being collected and upgrading of systems. The implementation difficulties associated with systems could potentially be an obstacle in the way of ERM.

Measuring Risk: Traditionally, risk measurement has been limited to direct financial parameters and there are well refined models to do that. But when several other factors are brought into the ambit of risk measurement, the lack of availability of measures shows up. Similarly, the ways of aggregating risks and understanding their correlation is still in early stages. To cite an example, life insurers may be affected directly by a drop in interest rates. Though insurers have traditionally been handling interest risk exposure on growth of business and reduction in investment returns, aggregation of the two may not be easy to model.

Cultural change: ERM as the name indicates requires enterprise-level acceptance. Employees have to adopt a culture of being sensitive to risk and its management. It is quite common to see the attitude of 'risk is not my job' in most organisations. ERM calls for a shift in that attitude where everyone in one way or the other is managing their risk exposures.

How to successfully implement ERM?

The following are some critical points which should be kept in mind by any organisation that

sets out on the endeavour to implement ERM.

Objectives and goal setting: It is important to define the scope of the initiative and precisely record the key objectives and how they align to the strategic goals of the firm. The measures for each one of these objectives and the factors which determine the success of the initiative should be defined at the outset.

Identify & tweak a framework: Identification of a suitable framework and tweaking it to suit the specific needs on hand is very critical to move ahead with ERM.

Empowerment of CRO: Getting the role of CRO right is another key aspect. The CRO should be adequately empowered to coordinate with different groups and roll out risk related initiatives. The governance and reporting structure should facilitate easy operation for the CRO.

Communication: It is important for the CRO to carry the whole organisation with the ERM initiative failing which the objectives are unlikely to be met. Continuous communication with the organisation is, hence, something which has to be at the top of the agenda all the time.

Technology: A well thought through investment in technology is truly worth when it comes to ERM. The priority should be for a system which talks to various IT applications in the firm and picks up the right data. Priority should be in managing data and having the ability to model and perform complex statistical analysis.

Reporting: The larger organisation and the stakeholders outside would be measuring the success of the ERM initiative mainly through the reporting which comes out of it. Hence, designing efficient reporting mechanisms

appropriate for each category being addressed, is another critical step. Whether it is the dashboard for senior management or a mundane report for an external party, care should be taken to ensure accuracy and ease of use.

Review and improvement: Till the time we figure out a perfect way of implementing ERM, constantly reviewing the initiative and refining it appears the only way of achieving the desired goals. The review and revision mechanisms should be defined and incorporated into the project plan of the initiative.

Whether it is the dashboard for senior management or a mundane report for an external party, care should be taken to ensure accuracy and ease of use.

It is no cakewalk

In the current phase when the approach is getting refined and the practices are still evolving, adopting ERM is no smooth ride. But it is an ideal time for insurers to adopt the ERM approach and appropriately re-engineer their data, processes and systems. It could help immensely in the transition to a Risk-based approach to capital which is quickly gaining ground as the optimal way of managing capital and solvency.

As modern thinking goes, successful businesses are those which anticipate and manage their risks in the most optimal way. Adopting an enterprise approach to risk management is the right way to achieve this. Insurers, being professionals in managing risks, are in the best position to lead the way.

The author runs Conzulting, an independent Management Consulting practice.

Rajesh Khandelwal writes that there is a lot that needs to be done to gain the confidence of the average policyholder in order that the large number of consumer complaints is reduced to the barest minimum.

Visualizing Beyond Business Targets

- In the Service of the Customer

The perceived difficulty to understand language and procedures the insurance industry has developed is one of the reasons for the negative impression of the sector by the society. For ordinary citizens, insurance professionals are viewed as specialists in financial techniques, who often use – and hide themselves behind – an unintelligible jargon. Contracts are usually fraught with a myriad of obscure clauses, often written in small print, which prove difficult to understand for the layman. The insurance industry is associated with forms, papers and red tape relating to immaterial services; as a result, it is often seen as unattractive and is not placed in the top of the

More generally, the complexity of the market makes comparisons difficult for customers.

preference list when seeking first job. More generally, the complexity of the market makes comparisons difficult for customers. Due to the large number of existing companies and to the variability of available contracts, the insurance arena is very sophisticated and looks like a jungle; individual customers often lack reliability elements to assess the offers of different companies. Besides, it is obligation for customers – individuals or businesses – to subscribe to various policies (eg: against Fire, Accident, Motor, etc.) and they often sense that the level of premiums is too high compared to the risks at stake; they don't have the necessary knowledge to check that they pay the right level of price for the service they receive. In sum, policy holders

may have the impression of being trapped in a system that is organized to take their money without caring very much about their real insurance needs. It is no surprise then that the insurance industry has been the target of widespread criticism for its commercial practices, often characterized by devious advertising, misrepresentation, mis-selling – especially in the long-term savings and life insurance businesses. As customers experience difficulty to understand the products a frequent complaint against the insurance industry is that information about products presented in marketing, advertising or other sales efforts is unreliable, misleading, or incomplete: this is misrepresentation. For instance, insurers often use bullish growth projections in the benefits illustrations of investment-linked life insurance products, to lure consumers to buy the policies.

A number of financial institutions – not only insurance companies – have been confronted to consumer protest for not giving enough information about the products they sold, in particular relating to risky aspect of variable income, stock-based investments. Sometimes, misrepresentations are not deliberately done to deceive buyers, but exist instead due to agents' lack of product knowledge and training. Besides, numerous complaints against the insurance industry concern agents who sell customers products that are unsuitable to them, in order to meet sales quotas and/or boost their earnings as these products give the agent higher commission. Mis-selling could also be

due to agents giving wrong advice to customers' needs. Moreover, it happens frequently in the insurance contracts that charges are hidden, or disclosed only in small print in advertisement, brochures or policy documents. There are also instances where insurance agents do not highlight exclusions of the coverage to customers.

Another important aspect one should take a note of is that, an agent by himself cannot mis-sell the product without the assistance of others in the insurance company. Business development policy of the management is the primary culprit of mis-selling, not an agent. Financial products should not be sold on the basis of emotional and/or celebrity appeal, this would amount to mis-selling again. They should be sold on the basis of financial facts and there must be a ban on such advertisements. Hence there is an urgent need to take the customer service standards to the next level.

Focussing on the customer

Insurance industry is a financial services company that supplies solutions to the policyholders around their financial needs. Policyholders usually don't say anything about creation of a great product. They only ask how it is delivered to them and whether it meets their need. The whole purpose of operations and technology rests on customer needs. And to deliver against those needs requires best operational processes and best technology. But one can't start with one and graft on other. It is the integration of technology and operations, from beginning to end, that really allows serving customers effectively. This is how insurance industry should transform their organisation to think differently from the ways that financial services companies have thought in the past - that is to say one to move beyond an individual silo mentality. Drawing the organisational chart from customer's perspective is the guiding principle; and not connecting the dots according to their whims but around the interest of the policy holder who pays the premium. After all, policy holders are not buying technology or process; they are buying a solution.

To do that, one has to ask the customers what they want and then listen carefully to the answer. They also have to be able to digest what a customer says and know how to put that into

action. What customer really saying is that he wants consistency; he wants a common way to access all of his information with the company. And he wants simplification. When he wants to open a relationship across five products, he wants to be treated like one customer, not five. He prefers to do paper work once, instead of five times. In other words he wants power of all 5000 people, but organised in such a way that the services are delivered in a simple

Financial products should not be sold on the basis of emotional and/or celebrity appeal, this would amount to mis-selling again.

way. Policy holders want to see things from their perspective. They want to see everything together; they don't want it delivered piecemeal. The principle is, if one can rally the organisation around the customer's vantage point, one can deliver higher productivity and greater effectiveness. What is interesting is that this also drives employee satisfaction. People want to feel like they are valued, and there is nothing like the customer telling you that you're valued to make you feel good about your contribution. Sometimes people think that customer value is all on the front line, the face. But if the technology behind the scenes can't process the request, the customer is not going to be happy.

Change or innovation is inevitable for making customer happy. Any time you ask people to change, they wonder if they have done something wrong. To move past that, you explain the rationale and the vision of where you go-in this case, moving from an internal focus to an external one centered on the customer's perspective. Once you get people excited about change and give them the freedom to think, you unleash their intellectual capabilities. They do amazing things, and that is how you get innovation.

Insurers have to encourage their staff to go out and invent a better way of doing things. To empower them, they should be supplied with resources and management support. That combination of ideas and follow-through is how you create new possibilities. Innovation requires more than just smart people with good ideas; it also requires an environment in which it can flourish. Change like this does not happen overnight; it happens in small steps.

Insurers must focus very heavily on creating learning and development opportunities for employees, because if you don't do that, then you can't ask them to take risks. They have to be taught how to take risk, how to make change happen. It is not possible to change the organisation unless you ask people there to change as well. This is

the common mistake companies make—they separate the two as if they are independent.

In over the next five years there are few important characteristics and skill sets that insurance industry needs, that if you don't have as a company, you probably are going to be lagging behind others. Along with collaboration and teamwork skills data-management will also be essential, since the ability to understand and integrate information into the organisation is critical.

Collaborating tools will be critical. Companies will need a better balance between their global ambitions and their regional execution.

Successful partnership will also be important as financial services companies learn that they can no longer be all things to all people. They have to learn from other industries that have gone through economic crunches that they have to become more effective in their delivery of services as they can't produce everything themselves.

They also have to become better in procuring, and globalization will be the key. This raises another important need: how well do you

operate in a virtual world, where you can't control everyone? When people working with you are across the world, you can't control outcomes; you can only influence them. Collaborating tools will be critical. Companies will need a better balance between their global ambitions and their regional execution.

Finally, insurers should become best in class with e-channels. There is no question the business is going that way, but the insurers should continue to ask themselves whether they are serving their customers the way they want to be served. Here, all the segments of the organisation should work closely—marketing, research, strategy—because this touches so many things within the business - transactions, financial content, customer service and their proprietary information that gives them a competitive edge.

The author is an industry expert and market analyst; and is based at Hyderabad. The views expressed are his own.

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प्रकाशक का संदेश



प्राकृतिक आपदाएँ स्व-इच्छा से होती हैं; तथा जब यह होती हैं, तब यह तबाही का ऐसा मंजर पीछे छोड़ जाती हैं कि प्रभावित जनसंख्या को वापिस अपने पुराने अवस्थाओं में आते-आते व संबंधित प्राधिकरणों को भी जनजीवन को सामान्य बनाने में कई वर्ष लग जाते हैं। पिछले कई दशकों से, मनुष्य का यह परम उद्देश्य रहा है कि वह पहले से ही इन प्राकृतिक आपदाओं का उनके घटने से पहले ही अनुमान लगा ले ताकी तबाही कम से कम हो। यद्यपि, इसमें कोई संदेह नहीं है कि वैज्ञानिकों ने इस क्षेत्र में बड़ी उपलब्धियाँ हासिल कर ली हैं; लेकिन यदा-कदा जब भी आपदा आती है, वह मानवीय कोशिशों पर अपना प्रभुत्व बनाए रखती है – तथा विज्ञ भर में भारी तबाही होती है।

जब विभिन्न कारणों से हम इस बात को स्वीकार करते हैं कि इन आपदाओं की तीव्रता, जिससे वह घटती हैं, कष्टप्रद रूप से वह बढ़ती जा रही है; हमारा प्रयास यह होना चाहिये कि इस प्रकार की विध्वंसकारी आपदाओं के कारण हुई हानि का हम प्रबंधन कर पाएँ। जहां तक इमारतों व घर बनाने का सवाल है, इंजीनियरिंग व भवन निर्माण की आधुनिक तकनीक इस पर काबू पाने में एक अच्छी सफलता प्राप्त कर सकती है। उसी प्रकार, अन्य कई परिसम्पत्तियों को भी पर्यावरण-उपयोगी रूप से पुनः सुनियोजित ढंग से बनाया जा सकता है। फिर भी, एक ऐसा तथ्य अभी भी असुलझा रह जाता है, वह है इस प्रकार के विध्वंस से होने वाली वित्ति

हानि। मनुष्य के जीवन तथा उसकी संपत्ति का बीमा इस संबंध में उपयुक्त व पर्याप्त रूप से श्रेष्ठ विकल्प साबित होगा।

विज्ञसनीय आँकड़ों की उपलब्धता के आधार पर बीमा की निर्भरता पर ध्यान देने की आवश्यकता नहीं है। विशेषरूप से आपदा के प्रक्षेत्र में, कठिनाई कुछ अधिक ही गहन है। भौगोलिक रूप से इस संबंध में निरंतर प्रगति हो रही है तथा सांख्यिकिविद् आज इस अवस्था में हैं कि वह पिछले भौगोलिक अनुभवों के आधार पर साध्य नमूने तय्यार कर सकते हैं जोकि बीमा उद्योग को इस प्रकार के संबंधित जोखिमों का बेहतर अनुमान लगाने में सहायक सिद्ध हो सकते हैं। भारतीय उपमहाद्वीप भयानक रूप से कई प्रकार के अतिसंवेदनशील प्राकृतिक जोखिमों से घिरा हुआ है। पॉलिसी बनाने वाले इस बात को अत्यंत प्राथमिकता देते हैं कि वह तबाही की सीमा को माप सकें; तथा आपदा घटने के बाद होने वाली हानियों को कम कर सकें। इस संबंध में सरकार व बीमा भविष्यवक्ताओं द्वारा प्रत्यक्षरूप से उद्योग व मनुष्य जाति के लिये निरंतर कई उपाय किये गये हैं।

‘आपदा प्रबंधन तथा बीमा का महत्व’ जर्नल के इस अंक का केन्द्र बिन्दु है। जैसा कि अनुमान लगाया जा रहा था, इस अत्यंत महत्वपूर्ण विषय पर बहुत से हिस्सेदारों द्वारा प्रतिक्रिया प्राप्त हुई है। हम पूरे केन्द्र बिन्दु को दो कड़ियों में पूरा करना चाहते हैं; तथा तदनुसार, अगले अंक का केन्द्र बिन्दु भी यही रहेगा।

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण



आइएआइएस अपनी वित्तीय स्थिरता समिति के द्वारा आजकल वित्तीय स्थिरता प्रदान करने के लिये भौगोलिक-स्तर पर किये जा रहे प्रयत्नों को मजबूती प्रदान करने में कार्यरत है। इन प्रयासों में दीर्घ-मित्त्वयी आवेक्षण आँकड़ों की पहचान में सहयोग तथा बीमा क्षेत्र से संबंधित उपकरणों के विकास सम्मिलित हैं।

श्री पीटर ब्रामुल्लर

अध्यक्ष, आइएआइएस कार्यान्वयन समिति

हमारे सर्वेक्षण विष्कर्ष से इस तथ्य की स्पष्ट सूचक हैं कि अधिकतम अमरीकी इस तथ्य से अवगत नहीं हैं कि कितनी जल्दी कुछ प्रारंभिक स्वास्थ्य संरक्षण बदलाव उन पर क्या प्रभाव डाल सकते हैं। उम्भोक्ताओं के लिये यह जानना अनिवार्य है कि उन्हें क्या अपेक्षा रखनी चाहिये तथा उन्हें कब अधिक जानकारी के लिये अपने राज्य के बीमा विभागों से सलाह लेनी चाहिये।

सुश्री जेन एल क्लाइन

एनएआइसी, अध्यक्ष तथा पश्चिमी वर्जीनिया बीमा आयुक्त

पूँजी का, भौगोलिक वित्तीय बाजारों में अब आसानी से संक्रमण, मुजरिमों व आतंकवादियों के लिये उनके संसाधनों को तेज़ी से स्थानांतरित करने तथा उनके निशान छुपाने में अवसर प्रदान कर रहा है।

श्री के. शनमुगम

कानून मंत्री, तथा द्वितीय गृह प्रशासन मंत्री, सिंगापुर सरकार

क्यों वित्तीय प्रणाली इतनी अस्थिर साबित हुई, इसके आभास, तथा नवीनतम वित्तीय संकट इतने बड़े क्यों थे इसमें नीहित है, इसलिये, बैंकों के, अचल संपत्ति वित्त के, तथा तरल कारोबार बाजारों के भरोसेमंद अनुबंध कुछ विशिष्ट विशेषताओं के पारस्परिक मेलजोल के लिये में तर्क करता हूँ।

श्री अडायर टरनर

अध्यक्ष, एफ एस ए, यूके

एपीआरए की पर्यवेक्षण पद्धति का एक स्पष्ट लक्ष्य है। यह सुनिश्चित करता है कि विनियमित संस्थान से संबंधित हमारे निरीक्षणात्मक निर्णय सटीक, सामयिक व मजबूत हैं, तथा प्रत्येक संस्थान को दिया गया पर्यवेक्षक महत्व उपयुक्त है।

श्री जोन एफ. लैकर

अध्यक्ष, ऑस्ट्रेलियाई मित्त्वयी विनियामक प्राधिकरण

राहत व पुनर्सुधार (आपदा प्रबंधन के अंश के रूप में) के संचालन के लिये एक कुशल प्रणाली होना अत्यंत आवश्यक है; साथ ही साथ प्रभावित क्षेत्रों में भारी मात्रा में होने वाली वित्तीय हानियों की ओर ध्यान देना भी आवश्यक है।

श्री जे. हरि नारायण

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत



डॉक्टर जॉर्ज ई, थॉमस का मानना है कि स्वास्थ्य बीमाधारकों में से बहुत कम प्रतिशत लोग ही बड़े दावे के अनुपात के लिये जिम्मेदार हैं, कहीं न कहीं दावे के प्रबन्धन में चूक हो रही है जिसका गम्भीरता से निरीक्षण करने की आवश्यकता है।

दावा प्रबन्धन प्रणाली

- एक स्वास्थ्य जाँच

बाज़ार की पृष्ठभूमि की समझबूझ: हमारे देश में स्वास्थ्य बीमा को पैर पसारने में अभी समय लगेगा। इस परिवेश में एक छोर पर वह बीमाकर्ता हैं जो यह समझते हैं कि कम्पनियों स्वास्थ्य बीमा दावों के कारण अस्वस्थता कि मार झेल रही हैं, वहीं कुछ स्वास्थ्य प्रीमियम से काम चला रहे हैं, कुछ स्थायी खिलाड़ियों ने स्वास्थ्य व्यापार की अत्यधिक मांग को दर्शाया है। प्रचलन के अनुसार अधिकतर बीमाकर्ता 15 से 25% तक स्वास्थ्य संविभाग को अधिमान देते हैं। परिवेश के अन्य छोर पर हमें कुछ विशिष्ट बीमाकर्ताओं का एक समूह देखने को मिलता है जिन्होंने अपनी संपूर्ण कार्यक्षमता स्वास्थ्य बीमा पर लगा दी है और यह उम्मीद कर रहे हैं कि उन्हें इस संविभाग से अच्छे प्रतिफल प्राप्त होंगे। 2008-09 के अंतराल में, जब उद्योग का कुल प्रीमियम रु. 31,159 करोड़ था, जब स्वास्थ्य बीमा प्रीमियम रु. 6,625 करोड़ था, जोकि कुल व्यापार का 21.26% था। यह एक रोचक तथ्य है कि 2002-03 से 2008-09 की अवधि में स्वास्थ्य बीमा प्रीमियम में रु. 1002 करोड़ से रु. 6625 करोड़ तक (561%) तक का उथान हुआ जबकि उद्योग का कुल प्रीमियम रु. 13,927 करोड़ से रु. 31,159 करोड़ (124%) तक कि वृद्धि देखी गई। हमें यह देखने को मिलता है कि दीर्घ स्तर पर 2006-07 में यह 1.47% थी। हम देख सकते हैं कि प्रत्येक बीमित व्यक्ति का प्रीमियम साधारणतः पिछले छः साल से रु 1218/- प्रत्येक बीमित की औसत से स्थाई है जबकी दावा राशियां भी इस कालावधि में औसतन दावा माप रु 1119/- हैं। आईआरडीए के द्वारा मुद्रित आंकणों के अनुसार, हम देख सकते हैं कि 2008-09 में 3,27,10,604 बीमाधारकों पर 20,81,297 दावे दायर किये गए जोकि 45,75,725 पॉलिसियों में सम्मूहित थे। यह इस बात को इंगित करता है कि 1000 बीमित व्यक्तियों में से केवल 64 दावे ही दायर किये गये। यद्यपि आवृत्ति के नजरिये

...(पिछले अंक से आगे)

से 6.4% एक स्वस्थ आंकड़ा है, हम धारणा करते हैं कि कुछ गत वर्षों से स्वास्थ्य दावा अनुपात 100% के आस पास रहा है। हमें यह जान कर अत्यंत आश्चर्य होगा कि यह 6.4% दावेदार बीमाकर्ताओं द्वारा पूरे साल भर कठिन परिश्रम से एकत्र किया हुआ 100% पैसा ले जाते हैं। इससे यह तात्पर्य निकलता है कि उद्योग को स्वास्थ्य बीमा दावा प्रबंधन प्रणाली कि ओर और अधिक सूक्ष्मता से ध्यान देना होगा।

वर्तमान में टीपीए आगणन उनके वित्तीय प्रदर्शन पर निर्भर करते हैं तथा पारिश्रमिक प्रीमियम की निश्चित प्रतिशतता से दिये जाते हैं।

नियामक के दृष्टिकोण का मूल्यांकन: स्वास्थ्य बीमा दावा प्रबंधन प्रणाली मुख्यतः तृतीय पक्ष प्रबंधकों (टीपीए) द्वारा चलाई जाती है। ऐसी बीमाकर्ताओं की कई घटनाएं हैं जिनमें देखा गया कि उन्होंने टीपीए प्रणाली को छोड़ कर अपना अलग इन-हाउस दावा प्रबंधन विभाग बना लिया। वेब पर टीपीए के विषय पर खोज करने से पता चलेगा कि आईआइएम, अहमदाबाद में टीपीए पर स्वयं किसी बीमा कम्पनी से ज्यादा अध्ययन किया गया है। आईआइएमए के स्पेश भट्ट, सुनील महेजरी, सोमेन साहा के द्वारा किये गए अध्ययन के अनुसार यह तथ्य सामने आते हैं कि टीपीए के कार्य-निष्पादन में और अधिक विकास लाने के लिये अभी तक कोई प्रक्रिया नहीं बनी है। वर्तमान में टीपीए आगणन उनके वित्तीय प्रदर्शन पर निर्भर करते हैं तथा पारिश्रमिक प्रीमियम की निश्चित प्रतिशतता से दिये जाते हैं। आज के समय में टीपीए कम्पनियों के प्रबंधन को उनके कार्य निष्पादन तथा ग्राहक संतुष्टि से जोड़ने की आवश्यकता है। उन्हें ऐसा लगा कि "अंततः उद्योग को टीपीए के बीमा कंपनीयों के साथ संबद्धता व टीपीए की सेवाओं की उत्कृष्टता के अनुसार भविष्य के लिये तय्यार होना है।"



तृतीय पक्ष स्वास्थ्य प्रबंधक, स्वास्थ्य बीमा का एक अभिन्न अंग होने के साथ साथ हमें उसका अत्यधिक ध्यान रखना होगा। कार्यप्रणाली के बड़े नकारात्मक विवादित मुद्दों को नजरंदाज करना संभव नहीं होगा। तथापि, बीमा मध्यस्तों के लिये लोगों द्वारा की गई प्रशंसा या निदानों को ध्यान में न रखते हुए भी बीमा उद्योग टीपीए के उद्देश्यों की रूप रेखा व वैज्ञानिक मापदण्डों को भली भांति मूल्यांकन कर सकती है।

भारतीय विनियमों के अनुसार टीपीए, आईआरडीए द्वारा अनुज्ञप्ति प्राप्त स्वास्थ्य सेवाएँ प्रदान करने के लिये बीमाकर्ताओं द्वारा व्यस्त कंपनियाँ हैं जिनके पास निर्धारित पूंजी का स्तर व कम से कम एक मेडिकल डॉक्टर निदेशक के रूप में नियुक्त होता है। बीमाकर्ता एक साथ कई टीपीए कंपनियों को नियुक्त कर सकते हैं तथा टीपीए कंपनियाँ एक साथ कई बीमाकर्ताओं को सेवाएँ प्रदान कर सकते हैं। टीपीए कंपनियों को 'सूचना की गोपनीयता' तथ आचार संहिता को बनाए रखना होता है।

टीपीए तत्वतः एक अमरीकी सिद्धांत है अतः टैक्सस के विनियामक द्वारा बनाई गई प्रशासनिक नियामवली (टीपीए कंपनियों की अनुज्ञप्ति एवं परीक्षण के लिये) का संदर्भ लेना उचित नहीं होगा। इस नियामवली के अनुसार, यह टीपीए कंपनियों को निम्नलिखित गतिविधियों में व्यस्त होना निषेध है: (1) अपनी सेवाओं की शर्तों, लाभों व प्रकृति को गलत ढंग से प्रस्तुत करना, (2) किसी बीमाकर्ता या व्यक्ति को अपनी सेवा संविदाओं के लिये प्रेरित करने के लिये किसी अन्य टीपीए कंपनी या व्यक्ति से मिथ्यापूर्ण या अधूरी तुलना करना, टीपीए की सेवा संविदा को जारी रखना या बंद कर देना; (3) बीमा संहिता के अनुसार संविदा की नियामवली में उल्लेखित जोखिमों के अतिरिक्त किसी अन्य जोखिम को मंजूर करना या खारिज करना; (4) किसी भी बीमाकर्ता योजना प्रयोजक की बिना पूर्व लिखित अनुमति के उसके व्यापार के आर्थिक समर्थन के विज्ञापनों या सूचनात्मक समग्री, अनुज्ञप्ति पत्र, छोटी पुस्तिका या विवरणिका का प्रकाशन व वितरण करना; या (5) रूपरेखा तय्यार करना, निर्माण करना या लिखित अनुबंध के अंतर्गत अवरोधकों को

प्रत्यायुक्त कार्यों को बीमाकर्ताओं द्वारा निर्धारित किये गए उद्देश्यों व वास्तविक मापदण्डों के अधार पर ही मुल्यांकित किया जाना चाहिये।

कार्यान्वित करना जोकि बिना किसी कारण के आने वाले किसी सुनियोजित बीमाकर्ताओं जो अपने अभिकर्ताओं द्वारा व्यक्तिगत बीमा, स्वास्थ्य या दुर्घटना पॉलिसियाँ या वार्षिकी बेचना चाहते हैं; हम यह समझना चाहते हैं कि टैक्सस के बाज़ार के पर्यावरण ने पहले ही विनियामक के लिये टीपीए की अनुज्ञप्ति के लिये प्रशासनिक नियामवली से संबंधित निषेधात्मक सौदों के लिये प्रावधान बना दिये होते।

टीपीए प्रणाली का स्वतः मूल्यांकन: बीमाकर्ताओं को पूर्व-टीपीए परिदृश्य को भूलना नहीं चाहिये, जब उन्हें स्वास्थ्य बीमा दावों का निपटारा करने के लिये अत्यधिक परिश्रम करना पड़ता था। आइआइएम अहमदाबाद के भट्ट व राजगोपाल के द्वारा किया गया प्रकाशित अध्ययन साल 1997-1999 के अनुसार उपयुक्त है, जिसके अनुसार दावा निपटारे के लिये

लिया गया समय डिस्चार्ज होने की तिथि के 7 दिन से 429 दिन के बीच होता था। उन सभी 15 समूहों में जिनमें गहन अध्ययन किया गया उनके अनुसार बीमा उद्योग में दावों के निपटारे के अनुपातिक समय लगभग 128 दिन था और इन विलम्बों के विभिन्न कारण थे। एक विशिष्ट बिमारी के अध्ययन के अनुसार नेत्र-विज्ञान संबंधी दावों का निपटारा औसतन 99 दिन में होता था व अंतः स्त्रावी बिमारियों के लिये 182 दिन लगते थे।

इस प्रकार का अभी तक कोई भी औपचारिक अध्ययन नहीं किया गया है जो यह सिद्ध कर सके कि टीपीए प्रणाली ने उस स्थिति में आकस्मिक पूर्ण परिवर्तन कर दिया है। कुछ महीने पहले आईआरडीए द्वारा प्रकाशित आँकड़ों में एक दावे के बाद से कुछ सुधार देखा गया। दीर्घकाल से लटके हुए वह दावे जिनका निपटारा अभी तक नहीं हुआ है वे संभवतः केस की जटिलता या अधूरे दस्तावेजों के कारण हैं, जिसमें अभी भी सुधार लाने की आवश्यकता है।

बीमाकर्ताओं को टीपीए कंपनियों को दिये गये कार्य को निरंतर आँकने व निगरानी रखने की आवश्यकता है। प्रत्यायुक्त कार्यों को बीमाकर्ताओं द्वारा निर्धारित किये गए उद्देश्यों व वास्तविक मापदण्डों के अधार पर ही मुल्यांकित किया जाना चाहिये।

टीपीए के उत्पादों का आँकलन: आईआरडीए के विनियमन भली प्रकार से एक शुरुआत हो सकते हैं, यद्यपि टीपीए कंपनियाँ बीमाकर्ताओं से अनुबंध के द्वारा बंधी हुई हैं। आइआइएमए द्वारा प्रयोग किये गये कुछ मापदण्ड निरंतर अवलोकन की प्रणाली के लिये प्रयोग में लाए जा सकते हैं। आइआरडीए की आचार संहिता कार्य दक्षता को सुदृढ़ बनाने पर जोर देती है, कर्मचारियों का अपने ग्राहकों को अपनी पहचान बताना, प्रदान की जाने वाली सेवाओं से अवगत कराना, किसी बीमाकर्ता के विरुद्ध रिपोर्ट देना या उसकी अयोग्यता साबित करना, या किसी भी प्रकार के बीमा कंपनी के व्यवसाय से संबंधित ठोस तथ्यों को बताना, बीमा दावे के परीक्षण से संबंधित जरूरी दस्तावेजों को प्राप्त करना, बीमाधारकों / दावाकर्ताओं / वृत्तिभोगियों को दावे के निपटारे की जरूरतों तथा अपने व्यवहार में नम्रता लाना। यह नियमावली टीपीए कंपनियों की ऐसी कार्यप्रणाली अपनाने के लिये मना करती है जिसके फलस्वरूप बीमाधारक को किसी एक बीमाकर्ता से दूसरे बीमाकर्ता के पास जाने को बाध्य करे, अपने पास संग्रहित जानकारी व दस्तावेजों के बल पर व्यापार करे, अपने व्यापार / सेवाओं का बिना बीमाकर्ता की अनुमति के विज्ञापन करे, बीमाधारकों से कोई सूचना छुपाए तथा दावाकर्ता से बीमाकर्ता द्वारा प्राप्त की हुई क्षतिपूर्ति की राशी से अपना हिस्सा माँगे। नियमानुसार, टीपीए कंपनी को अपने व्यापार काल में अपने द्वारा संग्रहित आँकड़ों को गुप्त रखना होता है। आतैव, भारतीय बाज़ार टीपीए से यह आशा रखता



है कि वह अपनी सेवाएँ विनियमों व संविदा के नियमों के दायरे में रह कर निष्पादित करेगा।

बीमाधारकों के लिये मुख्य उत्पाद: निःशुल्क अस्पताल में भर्ती होना, समय पर दवाओं का निःपट्टा करना तथा सभी शंकाओं का तत्पर जवाब देना।

अस्पतालों के लिये मुख्य उत्पाद: कम से कम प्रक्रियात्मक परेशानियों के साथ प्रतिपूर्ति अदा करना।

बीमकर्ताओं के लिये मुख्य उत्पाद: कम से कम प्रशासनिक खर्च के साथ मूल्य-दक्षता एवं तत्पर दवा प्रक्रमण, स्वास्थ्य संरक्षण प्रणाली की बेहतर समझ, स्वास्थ्य संरक्षण कीमत का मानकीकरण, बिलिंग आरूप का मानकीकरण तथा सुनिश्चित करना कि उसमें किसी भी प्रकार की गलत सूचना न हो। (इससे बीमकर्ताओं को वैज्ञानिक व बीमार्थिक मूल्य निर्धारण के एकरूप वैज्ञानिक आँकड़े प्राप्त होंगे)।

बाज़ार / उद्योग / विनियमक के लिये मुख्य उत्पाद: मूल्य नियन्त्रण के लिये प्रबंधन प्रणाली का विकास, व्यर्थ चिकित्साओं / तहकिकतों को कम करने के लिये प्रोटोकॉल का विकास करना / चिकित्सा संबंधी कीमतों / नैदानिक प्रणाली / चिकित्सा लेखा जोखा / चिकित्सा लेखांकन का मानकीकरण करना, बीमकर्ताओं की माँग के अनुसार उनके गहन अनुसंधान, अस्पताल में गैर नकदी चिकित्सा करना, अस्पताल की सेवाओं में सुधार सहित बीमाधारकों में स्वास्थ्य बीमा का प्रचार करना, इत्यादी के लिये चिकित्सा संबंधी जानकारी जैसे उत्पादों के अच्छे मूल्य / उत्पाद नवरचना / अनुसंधान व विकास आदी संग्रहित करना।

कार्य निष्पादन के अनुसार मूल्यांकन: इन विशिष्ट उत्पादों के विप्रीत, बीमकर्ता को टीपीए कंपनी के कार्य निष्पादन के मूल्यांकन के लिये सही व्यक्तियों से सही सवाल करने चाहिये। बड़े हुए उपभोक्तावाद के कारण इस प्रणाली से उम्मीदें बहुत बढ़ गई हैं। बीमाधारक ऑन-लाइन मदद चाहता है, अस्पताल में अधिमाम्य व्यवहार, कठिनाई रहित दवाओं का निःपट्टा, बड़े दवाओं का पूर्व-प्राधिकार तथा नकदी रहित अस्पताल में भर्ती होने का सुख चाहता है। मूल्यांकन की प्रणाली को टीपीए को कार्य निष्पादन संकेतकों के अनुसार मूल्यांकन करना चाहिये, जैसे:

टीपीए कम्पनियों का स्वास्थ्य क्षेत्र पर प्रभाव: सामान्य क्रियाकलापों, स्वास्थ्य संरक्षण उत्पादों का मनकीकरण, मूल्य निर्धारण / बिल प्रारूप में समरूपता, तन्त्र व प्रणालियों में सुधार, सूचना के संग्रहण की प्रणाली पर विजस्नियता।

समाज पर असर: उद्योग के रूप में बीमा तभी विकास कर सकता है जब उसके बीमाधारक प्रसन्न हों। विनियामक एवं उद्योग, बाजार के विकास व अधिक से अधिक लोगों तक बीमा के लाभ पहुंचाने में रुचि रखते हैं।

सर्वेक्षण करना व प्रश्नावली तयार करना: आइआइएम के अध्ययन के अनुसार निर्देशात्मक अधाभूत प्रश्नावली हमें शुरुआत करने के लिये मार्ग दर्शन कर सकती हैं। एक तरफ उपभोक्तावाद की इच्छा-सूचि के विकास के साथ-साथ उसमें सवाल निरंतर बढ़ते जायेंगे तथा दूसरी तरफ बीमार्थकों की विशिष्ट माँगें बढ़ती रहेंगी। सवालों की रूप-रेखा ऐसी होनी चाहिये जिनका जवाब निष्पक्ष हो सके तथा उसे प्रस्तुत विषय को भी ध्यान में रखना चाहिये, जिसका मूल्यांकन किया जा सके।

क्या आपको बताया गया था कि सूची में सम्मिलित अस्पतालों के अलावा अन्य अस्पतालों में इलाज करने पर आपको भुगतान किया जाएगा?

बीमाधारकों के लिये सवाल: क्या आपको बताया गया था कि रोग निहित है / निहित नहीं है?

- क्या आपको नकदी-रहित सेवाओं से अवगत करया गया था?
- क्या आपको सूची में सम्मिलित अस्पतालों की सूची दी गई थी?
- क्या आपको बताया गया था कि सूची में सम्मिलित अस्पतालों के अलावा अन्य अस्पतालों में इलाज करने पर आपको भुगतान किया जाएगा?
- क्या आपको बताया गया था कि शहर से बाहर के अस्पतालों में भर्ती होना स्वीकृत है?
- क्या आपको अस्पताल में भर्ती होने कि प्रक्रिया से अवगत कराया गया था?

दावाकर्ता के लिये सवाल:

- अस्पताल में भर्ती होने के अतराल में क्या टीपीए कभी निरीक्षण करने आया?
- क्या टीपीए ने विशेषज्ञ परामर्श की व्यवस्था की?
- क्या टीपीए ने चिकित्सा प्रोटोकॉल के बारे में पूछा?
- क्या टीपीए ने बिलों का परीक्षण / जाँच की?
- क्या टीपीए ने जाँच / कमरे के दामों के बारे में पूछताछ की?
- क्या टीपीए ने रहने की अवधी के बारे में पूछताछ की?
- क्या टीपीए के हस्तक्षेप से आपका अस्पताल में भर्ती होने का अनुभव बेहतर रहा?
- क्या टीपीए के पास ऐसा कोई सेवा अनुबंध है जिससे कि आपके चिकित्सा खर्च में कमी आई हो?
- क्या टीपीए के हस्तक्षेप से आपको अस्पताल से कुछ खास लाभ हुआ है?
- क्या टीपीए ने अस्पताल को किसी नियत प्रणाली के अनुपालन के लिये बाध्य किया?
- क्या टीपीए ने नैदानिक प्रक्रिया के लिये प्रभाव डलने की कोशिश की?

- क्या टीपीए ने आपको उत्कृष्ट नैदानिक सेवाओं / उत्कृष्ट तकनीकी लेने के लिये प्रभाव डालने की कोशिश की?

अस्पतालों के लिये सवाल:

- टीपीए समूह से आपके व्यवसाय पर क्या प्रभाव पड़ता है?
- क्या आपके पास भर्तियों की संख्या में वृद्धि हुई है?
- क्या आपके पास दारिद्रियों की संख्या में वृद्धि हुई है?
- क्या आपके प्रति बैड प्रति दिन मूल्य बढ़ गये हैं?
- क्या आपके अस्पताल के कुल खर्चों में वृद्धि हुई है?

बाज़ार के निरीक्षण के द्वारा उक्तलिखित तथ्यों की वस्तुनिष्ठ समीक्षा से बीमाकर्ता को टीपीए प्रणाली की साफ़ व निष्पक्ष छवी दिखेगी।

- क्या आपका कर्मचारियों क खर्च बढ़ गया है?
- क्या टीपीए से संबंध रखना कठिन है? क्यों?
- क्या टीपीए दावे के निपटारे में अधिक समय लगाते हैं?
- दावे के निपटारे की संविदित कालावधि कितनी है?
- संविदा के अनुसार दावे का निपटारा कितने समय में हो जाना चाहिये?
- दावे के निपटारे में कितन समय लगता है?

परिणामों के आधार पर निर्णायक कार्यवाही करना: भारतीय स्वास्थ्य बीमा दावा प्रबंधन प्रणाली जिसके टीपीए कंपनियाँ आज मुख्य आधार हैं उन्हें ही बाज़ार के वातावरण में अधिक रखरखाव, कम दावे, दावों के निपटारे के लिये कम खर्च, कम प्रीमियम अधिक

बीमा निवेश तथा अधिक लभों को प्राप्त करने के लिये मुख्य भूमिका निभानी होगी। दावा प्रबंधन प्रणाली की सफलता के लिये उसे (क) बीमाकर्ताओं की छवि में सुधार लाना होगा, (ख) बीमाकर्ता का कार्यभार तथा लागत को कम करना होगा, (ग) उनके द्वारा वान्छनीय संपूर्ण डाटा उपलब्ध कराना होगा, (ग) बीमाधारक को अच्छी सेवाएँ उपलब्ध करानी होंगी, (घ) अस्पताल की कार्यप्रणाली को और अधिक पारदर्शी बनाना होगा, (ङ) ग्राहकों का बीमा प्रणाली पर और अधिक भरोसा दिलाना होगा, (च) अस्पताल – बीमाधारक – ग्राहक के संबंधों को और मजबूत करना होगा, (छ) बाज़ार का ध्यान अस्पताल व चिकित्सा सेवाओं की तरफ़ आकर्षित करना होगा।

बाज़ार के निरीक्षण के द्वारा उक्तलिखित तथ्यों की वस्तुनिष्ठ समीक्षा से बीमाकर्ता को टीपीए प्रणाली की साफ़ व निष्पक्ष छवी दिखेगी। प्रणाली को आँकने के बाद बीमाकर्ताओं को यह दायित्व उठाना होगा कि अगर उन्हें सही लगे तो वह प्रणाली का अधिकाधिक लाभ उठेंगे; अगर कभी कोई कमी है तो उसे पूरा करेंगे तथा अगर उन्हें यह सही न लगे तो इसे

बंद करने के लिये भी कदम उठाएँगे। गंभीरता से निरीक्षण करने पर प्राप्त तथ्यों के आधार पर बीमाकर्ताओं को लोक हित में सही फैसला करना होगा।

संदर्भ:

1. भट्ट रमेश...

लेखक इंस्टीट्यूट ऑफ़ इण्डिया में सचिव (साधारण बीमा) है। उक्त लेख में कथित सभी विचार उनके व्यक्तिगत हैं। कानूनी पेचीदगियाँ समझना इतना आसान नहीं होता तथा इसी कारण से संविदा में समझने में ग्राहक को अक्सर चूक हो जाती है।

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विश्वविजय सिंह का मत है कि ग्राहक को जब भी जरूरत हो, उसे सतत सहायता पहुंचाने से बीमाकर्ताओं को लम्बे समय तक अपनी प्रतिष्ठा बनाए रखने में सहायता मिलेगी।

प्रदर्शन व वितरण की आवश्यकता

- पॉलिसीधारक के हितों की रक्षा

पॉलिसी धारक सुरक्षा अधिनियम, 2002 बीमा विनियामक और विकास प्राधिकरण (बी.वि.वि.प्रा.) द्वारा पॉलिसीधारकों के हितों की रक्षा के लिये बनाया गया था। अधिनियम बीमाकर्ताओं दिशानिर्देशों का एक समूह है जिसमें बिक्री, प्रस्ताव विवरण, विवाद निपटारे, पॉलिसी विवरण, दावा प्रक्रिया तथा पॉलिसी सेवा प्रमुख हैं। इन दिशानिर्देशों से परदर्शिता झलकती है तथा स्वच्छ व्यवसाय मिलता है इसलिये यथोक्त व्यापारिक वातावरण बनाया जाता है। दिशानिर्देश पॉलिसी का पूरा जीवन-चक्र संरक्षित कर सकते हैं तथा बीमाधारक को सुविज्ञ क्रय निर्णय लेने के साथ-साथ पॉलिसी के सभी लाभ अर्जित करने में मदद करते हैं। अधिनियम के अनुसार भावी ग्राहक व ग्राहकों को पूर्वोक्त उल्लेखित क्षेत्रों की उचित जानकारी दी जानी आवश्यक है।

बीमा एक वादा है: पॉलिसीधारक के हितों की रक्षा का संदर्भ तभी स्पष्ट हो जाता है जब बीमा कंपनी यह वादा करती है कि पॉलिसीधारक को वह दावे के समय उसे दावा राशी का भुगतान कर देगी। यह वचन पॉलिसी शब्दावली के अनुसार अधिचालित होता है तथा बीमा बीमित व बीमाकर्ता के बीच एक कानूनी संविदा है। यद्यपि, पॉलिसी शब्दावली कानूनी शर्तों के अनुसार होती है जबकी पुरोबन्ध सलाहकार व ग्राहक के आधार पर किया जाता है। कानूनी पेचीदगियों समझना इतना आसान नहीं होता तथा इसी कारण से संविदा में समझने में ग्राहक को अक्सर चूक हो जाती है। यह बीमा कंपनी के लिये बाध्य है कि पूरी प्रक्रिया के अन्तराल में वह ग्राहक के हितों को ध्यान में रखते हुए पूरी तरह से पार्दर्शिता रखे। एक दीर्घकालीन परिप्रेक्ष्य के लिये यह आवश्यक है कि बीमा कंपनी बीमा की प्रत्येक मुख्य सेवा के क्षेत्र में अपने ग्राहक के विनास को जीते।

व्यापक प्रसंग में, पॉलिसीधारक के हितों की रक्षा क्रमशः तीन क्षेत्रों को आवरण प्रदान करता है: (क) सूचना की

पार्दर्शिता, (ख) ग्राहक केन्द्रित सेवा, (ग) विशुद्ध दावों के निपटारे की गुणवत्ता। वह बीमा कम्पनियाँ जो इन क्षेत्रों में अधिक ध्यान दे रही हैं, ग्राहकों का अधिक विनास जीत रही हैं, निष्ठावान व पक्ष-समर्थक सिद्ध हो रही हैं तथा उत्कृष्ट दीर्घ-आयु के लिये प्रशंसा अर्जित कर रही हैं। इससे आगे, जैसे-जैसे प्रतिद्वन्द्विता बड़ती जाती है वैसे-वैसे ग्राहकों के पास अधिक विकल्प एकत्रित होते जाते हैं, इन क्षेत्रों के अलगाव प्रतिद्वन्द्विता के लाभों के साधन सिद्ध होंगे।

कानूनी पेचीदगियाँ समझना इतना आसान नहीं होता तथा इसी कारण से संविदा में समझने में ग्राहक को अक्सर चूक हो जाती है।

पार्दर्शिता: ग्राहक, पॉलिसी के जीवन चक्र में प्रत्येक स्तर पर सूचना की पार्दर्शिता की माँग करता है। सभी स्पर्श-बिन्दुओं पर अत्यधिक जानकारी उपलब्ध कराई जा सकती है चाहे वे वेबसाइट हों, कॉल सेंटर या फ़िर शाखा या चैनल। वह ग्राहक जो इन्स्टैंट का अत्यधिक प्रयोग करते हैं उनके लिये वेसाइट एक प्रभावशाली साधन है जोकि पॉलिसी आवरण की स्पष्टता, अपवर्जन, प्रीमियम व दावा प्रक्रिया प्रदान करता है। उदाहरण के लिये, कुछ बीमाकर्ता पॉलिसी शब्दावली को वेबसाइट पर डाउनलोड करने की आज्ञा दी सहित पीडीएफ़ में प्रकाशित करते हैं। बीमाकर्ताओं की वेब साइट 24 x 7 से भी ऑनलाइन चैट व टॉल फ्री टेलिफोन समर्थित की जा सकती है जिससे कि ग्राहक अपने बीमाकर्ता से दिन/रात, हफ्ते के दिनों में या हफ्ते की समाप्ति के दिनों में कभी भी अपनी आवश्यकानुसार संपर्क कर सकता है। इलेक्ट्रॉनिक चैनलों द्वारा ग्राहकों का लेखा परीक्षण अधिक सरल होता है क्योंकि चैट से वार्तालाप करना अधिक सरल होता है व सभी कॉलों को भविष्य के संदर्भ के लिये रिकॉर्ड किया जा सकता है। सभी कॉल सेंटरों में काम करने वाले कर्मचारियों का निरन्तर प्रशिक्षण व गुणवत्ता पर नियंत्रण ग्राहकों की माँग के अनुसार उन्हें सही सूचना पहुंचाना एक महत्वपूर्ण विषय बन जाता है। उपयुक्त सीआरएम प्रार्थनापत्रों से कॉल सेंटर में काम करने वाले कर्मचारियों को ज्ञान वृक्ष के द्वारा ग्राहकों को



विविन्न परिस्थितियों में क्या उत्तर देना चाहिये की, उचित जानकारी प्राप्त करने में सहायता मिलती है।

पॉलिसी की विक्रय प्रक्रिया से ही बीमा संविदा का आरंभ होता है, तथा उस समय ग्राहक का शर्तों को जानना आवश्यक होता है ताकी दावे के समय किसी प्रकार की अड़चन न खड़ी हो। बिक्री से पहले संवर्धन सामग्री के द्वारा पॉलिसी की शर्तों का सही प्रस्तुतिकरण, बिक्री के समय जोखिम पूर्वानुमान से संबंधित उपयुक्त सूचना ग्रहण करने, इत्यादि से बीमाकर्ता व बीमित के बीच सुदृढ़ संबंध स्थापित होते हैं।

ग्राहक केन्द्रित सेवा

बीमा के कानूनी संविदा होने के कारण उसमें पृष्ठांकन द्वारा सुधार करना या रद्द करना सरल होता है। बीमाकर्ताओं को अनिवार्य तौर पर एक ऐसी प्रणाली को कार्यान्वित करना चाहिये जिसके अंतर्गत पॉलिसी सेवाओं में ऐसे विकल्प हों जिनके चलते ग्राहकों को किसी प्रकार की परेशानी न हो क्योंकि वह बीमाकर्ता पर अटूट विश्वास के कारण ही उससे जुड़ा है।

प्रणाली को सरल, तत्पर व सुगम बनाने में तकनीक का बड़ा योगदान होता है। सुदृढ़ सीआरएम प्रणाली के द्वारा सभी सेवाओं को एक संदर्भ संख्या प्रदान की जाती है जिसकी सहायता से सेवा के समाप्त होने तक उसका रिकॉर्ड देखा जा सकता है। सेवा की स्थिति की जानकारी के लिये आजकल सरल मोबाइल संदेश व ई-मेल के द्वारा ग्राहक के पास उनकी प्रार्थना से संबंधित सदैव नई से नई जानकारी रहती है। इंटरनेट का प्रयोग अपनी प्रार्थना जमा करने व उससे संबंधित नई से नई जानकारी लेने के लिये बढ़ता जा रहा है।

चाहे किसी भी माध्यम से पॉलिसी खरीदी गई हो, आजकल कंपनियाँ एकल टॉल-फ्री नंबर द्वारा 24 x 7 की सेवा उपलब्ध करवा रही हैं, जिससे की बीमाधारक को यह विज्ञापन रहता है कि उसका बीमाकर्ता उससे सिर्फ एक टेलिफोन कॉल की ही दूरी पर है।

बीमा दुःख के प्रबंधन का व्यापार है तथा दावे के निपटारा इसका अंतिम सच है।

संपर्कता ही ग्राहक को सभी संचार पहुंचाए जा सकते हैं तथा बीमाकर्ता व बीमित दोनों के लिये यह आवश्यक है कि वह एक दूसरे को सदैव अपने प्रस्तुत संपर्क विवरण से अवगत करवा कर रखें ताकी सेवा से जुड़ी सभी जानकारियों व नवीनीकरण सूचना समय पर भेजी जा सके। बीमा उत्पाद केवल पॉलिसी के विक्रय तक ही सीमित नहीं है वरन इसके अंतर्गत बिक्री के बाद व नवीनीकरण तक सेवा प्रदान की जाती है।

सेवा प्रणाली की रूपरेखा ग्राहक की आवश्यकताओं को ध्यान में रख कर ही की जानी चाहिये। जैसे की, किसी यात्रा से संबंधित पृष्ठांकन यात्रा के प्रस्थान की तिथि से पहले ही शीघ्रता से कार्यान्वित की जानी चाहिये। किसी आपातकाल नगद रहित पूर्व-प्राधिकरण प्रार्थना के लिये किसी अन्य योजनाबद्ध उपचार की तुलना में कम समय मिलता है। कार का प्रतिस्थापन या रैरेज नगद कवच की रूपरेखा ग्राहक को उस समय भी अंतरणीयता प्रदान करता है जब उसकी कार की मरम्मत चल रही होती है।

ग्राहक केन्द्रित सेवा बीमा कंपनियों द्वारा किये गये वादों व आईएसओ प्रमाणीकरण पर भी निर्भर करती है जोकि उनके द्वारा किये गये वादों व सेवा के निष्पादन का प्रमाण साबित होती है।

वास्तविक दावों का निपटारा

बीमा दुःख के प्रबंधन का व्यापार है तथा दावे के निपटारा इसका अंतिम सच है। बीमाकर्ता का प्रथम कदम होता है कि उसे यह अभीनिश्चित करना होता है कि दावा असली ही है तथा इस अवस्था में संवेदनशीलता की आवश्यकता होती है। ऐसे समय में पॉलिसी की शर्तें अत्यधिक महत्वपूर्ण हो जाती हैं, यदि ग्राहक के पास पूरी जानकारी है कि उसने क्या खरीदा है। दावा प्रणाली सरल व किसी भी प्रकार की असंगति से रहित होना चाहिये। किसी बीमाकर्ता की योग्यता तभी प्रमाणित हो जाती है, जब वह एक सुदृढ़ दावा मूल्यांकन प्रणाली का निर्माण करता है जिसके अंतर्गत वास्तविक दावों का जल्द ही निपटारा हो जाता है व कपटपूर्ण दावों को समय रहते पहचान लिया जाता है व उन पर उचित कार्यवाही समय रहते की जाती है।

वास्तविक दावों को अदा करने की इच्छा के साथ-साथ, बीमाकर्ताओं को अपने जोखिम के समय उससे निपटने की योग्यता भी दिखानी चाहिये। आईसीआरए व ऐएम बैस्ट जैसे अभिकरणों से सकरात्मक रेटिंग मिलना बड़े दावों का निपटारा करने की योग्यता के द्योतक है। विनियामक द्वारा निर्धारित शोधन-क्षमता के अनुपात से अधिक अनुपात बनाए रखना भी पॉलिसीधारक के लिये बीमाकर्ता की स्थिरता का प्रतीक है। पुनः बीमा कार्यक्रम की नीव को सुदृढ़ बनाने के लिये यथोचित कवच प्रदान किये जाने चाहिये जिससे की जोखिम के समय के मूल्य को प्रत्येक स्तर पर संरक्षित किया जा सके।

निष्कर्ष

अंत में, यह अत्यंतवश्यक है कि पॉलिसीधारकों की भी यह जिम्मेदारी है कि बीमाकर्ता से संविदा करने के समय संविदा से जुड़ी प्रत्येक जानकारी को ठीक से समझें। उन्हें जानकारी प्राप्त करने का अधिकार है तथा उनसे भी यह आशा की जाती है कि वे बीमाकर्ता को सही व संपूर्ण जानकारी उपलब्ध करवायें। ऐसा करने से उन्हें शिकायत दूर करने के समय आसानी होती है, यदि कोई होती है तो, चाहे वह बीमा कंपनी के साथ हो या लोकपाल द्वारा।

पॉलिसीधारक के हितों की रक्षा को ध्यान में रखना ही ग्राहक केन्द्रियता का मुख्य उद्देश्य है। यह दर्शन ही बीमा उत्पाद व सेवाओं की रूपरेखा बनाते समय व बीमा उद्योग के लिये मुख्य सिद्धांत होना चाहिये। बीमा उद्योग का की विकसित छवि व दीर्घ कालिक विकास व देश में अधिकाधिक बीमा का प्रचार व प्रसार के रूप में कुछ समय में दिखने लगगा।

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF AUGUST, 2010

(₹ in Crores)

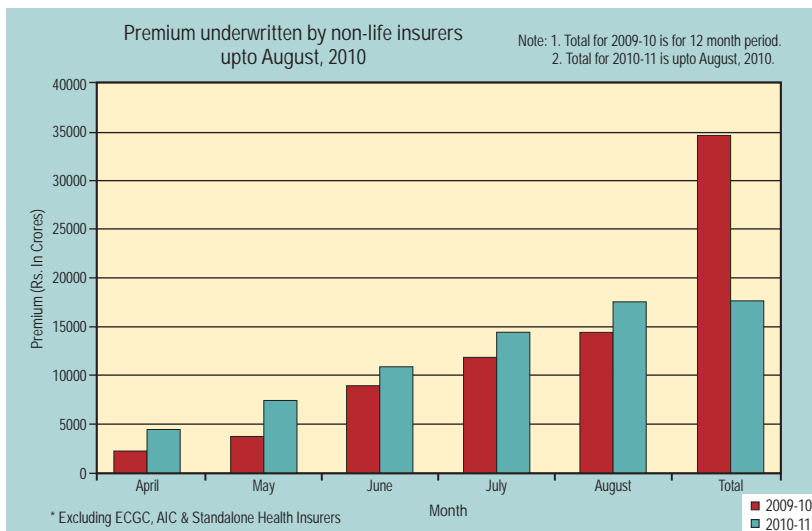
INSURER	AUGUST		APRIL-AUGUST		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2010-11	2009-10*	2010-11	2009-10*	
Royal Sundaram	88.10	74.05	442.73	359.99	22.99
Tata-AIG	88.70	58.21	528.78	397.96	32.87
Reliance General	125.31	148.86	689.66	876.82	-21.34
IFFCO-Tokio	128.36	91.16	769.42	644.15	19.45
ICICI-lombard	358.09	263.03	1755.00	1375.30	27.61
Bajaj Allianz	230.00	190.08	1198.44	1039.77	15.26
HDFC ERGO General	111.08	70.10	544.20	361.34	50.60
Cholamandalam	73.18	57.84	398.81	353.93	12.68
Future Generali	55.11	27.52	261.39	146.62	78.27
Universal Sampo	22.79	9.56	126.96	54.33	133.70
Shriram General	56.05	31.26	253.98	111.29	128.22
Bharti AXA General	39.77	17.60	219.57	79.65	175.67
Raheja QBE	1.03	0.18	3.08	0.26	1067.37
SBI General#	0.32	0.00	6.94	0.00	
New India	456.36	382.89	3051.78	2540.88	20.11
National	441.47	332.46	2376.05	1847.28	28.62
United India	511.78	413.55	2571.18	2073.01	24.03
Oriental	413.30	359.76	2225.80	1956.89	13.74
PRIVATE TOTAL	1377.88	1039.43	7198.97	5801.40	24.09
PUBLIC TOTAL	1822.91	1488.66	10224.81	8418.06	21.46
GRAND TOTAL	3200.79	2528.09	17423.78	14219.46	22.53
SPECIALISED INSTITUTIONS:					
1. Credit Insurance ECGC	70.18	67.22	338.29	326.71	3.54
2. Health Insurance					
Star Health & Allied Insurance	26.54	15.65	555.15	419.94	32.20
Apollo MUNICH	12.55	7.75	68.53	34.63	97.87
Max BUPA @	1.91	0.00	5.80	0.00	
Health Total	41.00	23.40	629.48	454.58	38.48
3. Agriculture Insurance AIC	431.55	234.65	709.94	467.80	51.76

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

@ Commenced operations in March, 2010

Commenced operations in April, 2010

* Figures revised by insurance companies



Confederation of Indian Industry (CII) organized the 4th International Health Insurance Summit 2010 at New Delhi on 9th and 10th September, 2010 with the caption “Health Insurance: Collaborating to build a foundation for growth and sustainability”.

The conduct of the summit at this juncture was very crucial considering the fact that Health Insurance is facing huge challenges. The importance of the event was underscored by the presence of Mr. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission of India; who presented the inaugural address. He stated that the government was keen to increase its contribution to health from 1% of GDP to 2-3%. He also emphasized on the need for employers necessarily providing group health insurance to their employees.

There was a general consensus among the participants that there is need to improve communication and awareness between various stakeholders of the industry. One way of achieving this, it was felt, is to have uniformity by adopting 'standard definitions' for commonly used terms.



The final report of CII Healthcare Sub-committee on Accessibility “Bridging the Payor-Provider Continuum” was released on the occasion. Photograph shows (L to R): Mr. A. Vaideesh, MD, Johnson & Johnson Medical India, and Chairman, 4th International Health Insurance Summit; Dr. Naresh Trehan, Chairman; Medanta - The Medicity; Mr. J. Hari Narayan, Chairman, IRDA; Mr. Montek Singh Ahluwalia; Dr. Pratap C. Reddy, Chairman, Apollo Hospitals Group; Mr. Analjit Singh, Chairman, Max India Ltd; and Mr. Bhargav Dasgupta, MD & CEO, ICICI Lombard General Insurance Co. Ltd.



Mr. Montek Singh Ahluwalia being greeted by Mr. J. Hari Narayan
Others in the picture are (L to R): Mr. A. Vaideesh,
Dr. Naresh Trehan (partially hidden); and Dr. Pratap C. Reddy.



Mr. J. Hari Narayan delivering the key-note address.

The convocation ceremony of the Institute of Insurance and Risk Management (IIRM) was held on 7th September, 2010 at Hyderabad. The Chief Guest for the function was Dr. Sanjaya Baru, former Media Advisor to Prime Minister Mr. Manmohan Singh; and presently Editor, Business Standard. He also delivered the Convocation Address.

International post-graduate diplomas were awarded to the students of the 6th batch regular stream and the candidates of Distance Learning Mode, who have passed out in November 2009 and May 2010 examinations. Ninety newly admitted students of the current year's Life Insurance, General Insurance and Risk Management courses; and 4 students of Actuarial Science course were also welcomed to the institute.



Mr. J. Hari Narayan, Chairman, IRDA lighting the lamp to mark the inauguration of the convocation function. Also seen in the picture are (L to R): Dr. R. Kannan, Member (Actuary), IRDA; Mr. M.R. Vikram, Practicing Chartered Accountant; and Mr. Vepa Kamesam, Managing Director, IIRM.



Dr. Sanjaya Baru being presented with a memento by Mr. J. Hari Narayan. Looking on is Mr. Vepa Kamesam.



The IIRM Prize for the Best Student being awarded to Ms. Deeksha Pandit of the Risk Management stream by Mr. J. Hari Narayan. Also seen is Mr. Vepa Kamesam.

The Associated Chambers of Commerce and Industry of India (ASSOCHAM) organized a Global Insurance Summit 'Opportunities in Emerging Indian Market' on 1st September, 2010 at Mumbai. Coming at a time when the industry is successfully facing the challenges, the event was very significant. Mr. Pranab Mukherjee, Hon'ble Union Finance Minister laid emphasis on the aspect of reaching the masses as being very critical for financial inclusion as also the long term success of the industry.



Mr. J. Hari Narayan, Chairman, IRDA lighting the inaugural lamp. Also seen in the photograph are (L to R): Mr. T.S. Vijayan, Chairman, LIC of India; Mr. D.S. Rawat, Secretary General, ASSOCHAM; Mr. Pranab Mukherjee; Ms. Swati Piramal, ASSOCHAM President; and others.



Mr. J. Hari Narayan being felicitated on the occasion with a bouquet of flowers by Mr. D.S. Rawat.

Statistical Supplement

(Monthly - July, 2010)

Name of the Insurer: Bajaj Allianz General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2714	10311.07	32198	120881	-249.49	1378.24	27323476.00	132005866.00
Previous year	2963.22	8932.83	35032	127959	941.79	-533.32	43320170.00	105759950.00
Marine Cargo	501	2694.79	14644	57018	-163.65	381.54	5289224.00	55448111.00
Previous year	664.42	2313.25	14114	54562	-23.60	-1056.01	8055549.00	28319147.00
Marine Hull (Including Onshore & Offshore oil energy)	17.35	249.99	31	160	-28.68	10.63	168974.00	2202377.00
Previous year	46.03	239.36	102	494	-37.81	-415.23	602585.00	1304779.00
Marine (Total)	518.11	2944.78	14675	57178	-192.34	392.17	5458198.00	57650488.00
Previous year (Total)	710.45	2552.61	14216	55056	-61.41	-1471.24	8658134.00	29623926.00
Aviation	564.58	1032.88	36	98	200.59	-151.05	9915556.00	15099765.00
Previous year	363.99	1183.93	29	93	300.96	874.68	5039361.00	10218562.00
Engineering	860.14	3256.89	1525	5561	-49.03	-297.29	19630795.00	69107352.00
Previous year	909.17	3554.18	1577	5750	-307.83	-1700.76	9062369.00	38269155.00
Motor Own Damage	9766.52	40331.18	335670	1320488	2084.57	8087.17	758382.00	2991307.00
Previous year	7681.95	32244.01	294340	1134095	-1248.20	-6534.12	625119.00	2405573.00
Motor Third party	3360.91	13932.45	336229	1340226	289.92	1019.32		
Previous year	3070.99	12913.13	305354	1195234	-1411.39	-3413.63		
Motor (Total)	13127.43	54263.63	336229	1340226	2374.49	9106.49	758382.00	2991307.00
Previous year (Total)	10752.94	45157.14	305354	1195234	-2659.59	-9947.76	625119.00	2405573.00
Workmen's compensation / Employer's liability	204.40	803.05	1847	7003	51.41	195.18	26142.00	107734.00
Previous year	152.99	607.87	1630	6424	-9.80	-60.60	20698.00	107773.00
Public Liability	1.57	29.65	6	69	-0.02	1.31	7800.00	76094.00
Previous year	1.59	28.35	8	80	-0.43	-4.19	7551.00	83653.00
Product Liability	121.66	555.08	38	185	-1.65	199.86	69179.00	226086.00
Previous year	123.31	355.22	55	196	-63.65	-193.01	67438.00	266454.00
Other Liability Covers	2282.30	3529.93	307	1192	1225.67	1412.95	241272.00	933232.00
Previous year	1056.63	2116.98	337	1244	-180.83	279.04	268271.00	993918.00
Liability (Total)	2609.93	4917.71	2198	8449	1275.41	1809.30	344393.00	1343146.00
Previous year (Total)	1334.52	3108.41	2030	7944	-254.70	21.25	363958.00	1451798.00
Personal Accident	435.28	1735.23	10795	32934	-61.02	-454.53	5437715.00	23888952.00
Previous year	496.30	2189.76	9169	29965	268.79	388.26	2143184.00	11876647.00
Medical Insurance	2025.89	9099.13	109993	305883	-199.27	-1108.55	2500554.00	10367474.00
Previous year	2225.16	10207.68	140580	532435	303.86	2822.20	3900713.00	13592984.00
Overseas Medical Insurance	367.98	2289.83	46101	204804	-21.39	156.53	262305.00	486454.00
Previous year	389.37	2133.30	34090	155106	-157.38	-532.81	483285.00	702081.00
Health (Total)	2393.87	11388.96	156094	510687	-220.66	-952.02	2762859.00	10853928.00
Previous year (Total)	2614.53	12340.98	174670	687541	146.48	2289.39	4383998.00	14295065.00
Crop Insurance	0	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	577.63	1004.78	30	79	439.21	670.42	480396.00	1331414.00
Previous year	138.42	334.36	29	101	48.94	-216.10	597148.00	1854425.00
All Other Miscellaneous	1237.05	5988.74	70861	208310	19.12	374.11	2603716.00	53503394.00
Previous year	1217.93	5614.63	45675	196891	-798.10	-1965.07	2484283.00	49132015.00
Grand Total	25037.75	96844.68	624641	2284403	3536.28	11875.85	74715486.00	367775612.00
Previous year (Total)	21501.47	84968.84	587781	2306534	-2374.69	-12260.67	76677724.00	264887116.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
117.57	796.18	4150	15974	0.00	0.00	0.00	0.00		
136.06	719.05	6127	17165	0.00	0.00	0.00	0.00		
15.46	85.29	772	2846	0.00	0.00	0.00	0.00		
69.47	184.04	665	1896	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		
15.46	85.29	772	2846	0.00	0.00	0	0	0	0
69.47	184.04	665	1896	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		
124.01	528.76	275	927	0.00	0.00	0.00	0.00		
49.54	500.96	93	371	0.00	0.00	0.00	0.00		
91.77	379.49	2504	10045	0.00	0.00	0.00	0.00		
164.11	628.56	6185	23576	0.00	0.00	0.00	0.00		
1173.86	4582.76	33859	130536	0.00	0.00	0.00	0.00		
979.32	3872.53	29554	94031	0.00	0.00	0.00	0.00		
1265.64	4962.26	33859	130536	0.00	0.00	0	0	0	0
1143.43	4501.09	29554	94031	0.00	0.00	0	0	0	0
26.90	134.10	274	1217	0.00	0.00	0.00	0.00		
19.18	74.82	317	949	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		
0.70	145.06	10	45	0.00	0.00	0.00	0.00		
9.03	9.03	22	22	0.00	0.00	0.00	0.00		
27.60	279.16	284	1262	0.00	0.00	0	0	0	0
28.21	83.85	339	971	0.00	0.00	0	0	0	0
55.14	397.60	5911	7459	3.15	4.83	12100.00	15300.00		
15.70	539.87	741	8531	1.45	4.25	4836.00	17916.00		
113.34	293.16	2743	6378	0.00	0.00	0.00	0.00	75469.00	325320.00
48.98	151.40	1120	3641	0.00	0.00	0.00	0.00	77338.00	343092.00
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
113.34	293.16	2743	6378	0.00	0.00	0	0	75469	325320
48.98	151.40	1120	3641	0.00	0.00	0	0	77338	343092
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		
272.50	1011.43	12552	49781	0.00	0.00	0.00	0.00		
434.48	1238.90	20410	52763	0.00	0.00	0.00	0.00		
1991.25	8353.83	60546	215163	3.15	4.83	12100	15300	75469	325320
1925.87	7919.16	59049	179369	1.45	4.25	4836	17916	77338	343092

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	297.10	2136.98	1435	3832	297.10	1839.88	11316448.78	26966117.70
Previous year	142.34	1025.05	2607	4434	142.34	882.71	279871.09	1512646.63
Marine Cargo	78.83	476.04	179	652	78.83	397.21	4332376.31	9964892.58
Previous year	39.52	137.36	172	510	39.52	97.84	130194.30	555770.03
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	78.83	476.04	179	652	78.83	397.21	4332376.31	9964892.58
Previous year (Total)	39.52	137.36	172	510	39.52	97.84	130194.30	555770.03
Aviation								
Previous year								
Engineering	149.25	384.36	140	508	149.25	235.10	3326066.91	7606246.44
Previous year	84.42	380.43	149	558	84.42	296.01	408728.83	1484217.07
Motor Own Damage	2306.06	8782.59	38994	141403	2306.06	6476.53	2048998.69	4236404.32
Previous year	754.16	2467.46	11365	35227	754.16	1713.31	67029.70	221812.14
Motor Third party	752.21	2513.29	38994	141403	752.21	1761.08		
Previous year	233.78	712.84	11365	35227	233.78	479.05		
Motor (Total)	3058.27	11295.88	38994	141403	3058.27	8237.61	2048998.69	4236404.32
Previous year (Total)	987.94	3180.30	11365	35227	987.94	2192.36	67029.70	221812.14
Workmen's compensation / Employer's liability	14.70	53	112	392	14.70	38.76	35659	76006
Previous year	22	57	154	457	21.82	35.13	2548	6547
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers	2.01	29.01	5	67	2.01	27.00	80074	140832
Previous year	0	5	4	38	0.00	5.35	750	6022
Liability (Total)	16.71	82.48	117	459	16.71	65.77	115732.49	216837.35
Previous year (Total)	21.82	62.30	158	495	21.82	40.48	3297.84	12568.85
Personal Accident	162.10	752.76	1819	4802	162.10	590.66	16488795.49	35605855.92
Previous year	44.55	248.90	738	2066	44.55	204.34	248442.14	1344650.29
Medical Insurance	1296.02	2738.72	2572	5356	1296.02	1442.70	53851.55	105703.94
Previous year	702.22	1107.75	495	1526	702.22	405.53	1683.87	5624.43
Overseas Medical Insurance								
Previous year								
Health (Total)	1296.02	2738.72	2572	5356	1296.02	1442.70	53851.55	105703.94
Previous year (Total)	702.22	1107.75	495	1526	702.22	405.53	1683.87	5624.43
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	22.38	113.00	1212	2850	22.38	90.63	821103.22	1785189.06
Previous year	24.91	63.21	2227	3262	24.91	38.30	58227.01	291613.26
Grand Total	5080.66	17980.22	46468	159862	5080.66	12899.56	38503373.45	86487247.31
Previous year (Total)	2047.72	6205.30	17911	48078	2047.72	4157.58	1197474.77	5428902.70

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
	0.22		16						
10.24	13.23	2614	3129						
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
	64.74		1945						
4.25	9.34	128	266						
	11.64								
1.90	3.61								
0.00	76.39	0	1945	0.00	0.00	0	0	0	0
6.15	12.95	128	266	0.00	0.00	0	0	0	0
1	1	4	5						
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.62	0.64	4	5	0.00	0.00	0	0	0	0
	25.92		52						
23.71	24.39	40	58						
457.28	460.78	1	13	190.53	1.00	1600000	1600000		
586.25	586.25	1	1						
457.28	460.78	1	13	190.53	1.00	1600000	1600000	0	0
586.25	586.25	1	1	0.00	0.00	0	0	0	0
	1.54		72						
8.00	9.86	2228	2556						
457.28	564.85	1	2098	190.53	1.00	1600000	1600000	0	0
634.97	647.31	5015	6015	0.00	0.00	0	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	396	2,657	7,630	25,306	309.39	(339.69)	859,583	7,850,788
Previous year	87	2,997	1,784	5,753	(281.90)	(15.77)	806,833	9,887,961
Marine Cargo	413	1,540	938	3,477	3.77	(1.32)	1,968,571	7,701,231
Previous year	409	1,541	923	3,467	34.03	87.56	1,863,506	6,059,669
Marine Hull (Including Onshore & Offshore oil energy)	-	1	-	10	(4.86)	(9.16)	-	104
Previous year	5	10	10	19	4.86	10.25	323	7,104
Marine (Total)	413	1,541	938	3,487	(1.09)	(10.48)	1,968,571	7,701,335
Previous year (Total)	414	1,551	933	3,486	38.89	97.81	1,863,829	6,066,773
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	178	857	1,384	3,171	(77.96)	(63.01)	306,454	1,417,774
Previous year	256	920	513	1,300	(34.94)	(177.30)	801,456	2,594,644
Motor Own Damage	3,254	13,028	47,107	216,848	491.75	2,113.01	164,751	811,165
Previous year	2,762	10,915	44,392	166,685	653.23	2,481.29	198,902	623,564
Motor Third party	1,428	5,718	-	-	568.31	2,359.02	-	-
Previous year	860	3,359	-	-	187.39	1,096.03	-	-
Motor (Total)	4,682	18,746	47,107	216,848	1,060.06	4,472.03	164,751	811,165
Previous year (Total)	3,622	14,274	44,392	166,685	840.62	3,577.31	198,902	623,564
Workmen's compensation / Employer's liability	36	132	220	520	(1.33)	(36.59)	4,500	19,977
Previous year	37	168	101	560	(2.48)	(25.61)	4,399	30,844
Public Liability	41	309	291	1,318	(45.01)	(43.35)	15,079	146,769
Previous year	86	352	249	1,192	35.52	53.49	31,339	125,374
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	77	440	511	1,838	(46.34)	(79.94)	19,579	166,746
Previous year (Total)	124	520	350	1,752	33.04	27.89	35,738	156,218
Personal Accident	346	1,154	2,985	7,639	99.87	95.68	425,241	1,314,903
Previous year	246	1,058	2,197	6,240	31.84	103.76	50,292	370,426
Medical Insurance	1,719	6,015	2,813	9,158	489.59	(917.71)	91,545	301,607
Previous year	1,229	6,933	1,740	8,140	90.67	740.99	87,858	366,089
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	1,719	6,015	2,813	9,158	489.59	(917.71)	91,545	301,607
Previous year (Total)	1,229	6,933	1,740	8,140	90.67	740.99	87,858	366,089
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	290	1,153	8,670	35,656	(63.82)	(202.30)	323,272	2,067,473
Previous year	354	1,356	20,595	66,206	89.50	(305.12)	529,679	2,423,357
Grand Total	8,101	32,563	72,038	303,103	1,769.71	2,954.58	4,158,996	21,631,791
Previous year (Total)	6,332	29,609	72,504	259,562	807.72	4,049.58	4,374,588	22,489,032

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
-				109.07	268.97				
-	0.21		1	90.92	682.32	750.00	750.00		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			16.27	47.67	-	-		
-	-			44.57	135.49	96.00	96.00		
206.31	745.09	3,339	11,294	-	-	-	-		
165.79	601.71	2,640	8,920	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
206.31	745.09	3,339	11,294	-	-	-	-		
165.79	601.71	2,640	8,920	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
1,090.33	3,241.09			-	-	635,421	2,069,223		
343.97	1,133.97	1	2	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
1,090.33	3,241.09			-	-	635,421	2,069,223	-	-
343.97	1,133.97	1	2	-	-	-	-	-	-
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			7.07	75.67	-	-		
-	0.43		3	44.47	253.43	611.00	611.00		
1,296.64	3,986.18	3,339	11,294	132.41	392.31	635,421	2,069,223	-	-
509.76	1,736.32	2,641	8,926	179.96	1,071.24	1,457	1,457	-	-

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	542.19	2995.59	1045	3913	366.37	1828.10	771835.02	1641733.14
Previous year	175.82	1167.49	856	3219	80.89	668.42	316726.97	2850940.09
Marine Cargo	202.29	1243.17	2911	12650	117.37	838.31	403935.52	2432656.07
Previous year	84.92	404.86	1738	6058	47.16	256.82	505431.31	2535139.90
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)	202.29	1243.17	2911	12650	117.37	838.31	403935.52	2432656.07
Previous year (Total)	84.92	404.86	1738	6058	47.16	256.82	505431.31	2535139.90
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	261.01	957.70	287	1073	131.97	464.64	189212.01	437504.48
Previous year	129.04	493.05	260	987	88.93	296.24	167309.75	615038.97
Motor Own Damage	1709.03	6877.15	41073	160728	528.28	2596.21	150677.09	290830.82
Previous year	1180.74	4280.94	39220	143677	709.19	3062.67	99088.57	353065.07
Motor Third party	694.51	2701.74	41073	160728	216.67	1038.94		
Previous year	477.84	1662.80	39220	143677	348.81	1380.72		
Motor (Total)	2403.54	9578.89	41073	160728	744.95	3635.15	150677.09	290830.82
Previous year (Total)	1658.59	5943.74	39220	143677	1058.00	4443.39	99088.57	353065.07
Workmen's compensation / Employer's liability	48.58	185.75	357	1144	26.34	93.82	4396.20	16810.09
Previous year	22.24	91.93	181	770	16	65	1930.53	8375.12
Public Liability	0.00	0.00	0	0	0.00	-1.83	0.00	0.00
Previous year	0.00	1.83	8	75	0	1	0.00	508.55
Product Liability	62.03	242.82	61	321	34.38	100.83	10659.02	46527.06
Previous year	27.65	141.98	71	263	-9	64	7452.50	35723.46
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)	110.61	428.56	418	1465	60.72	192.82	15055.22	63337.16
Previous year (Total)	49.90	235.74	260	1108	5.96	130.25	9383.03	44607.13
Personal Accident	138.04	656.50	3151	9744	27.92	191.71	139808.45	451200.16
Previous year	110.12	464.78	1738	4710	-324.97	-98.13	143017.41	2092259.11
Medical Insurance	792.43	3787.96	1090	3773	343.17	1125.41	12920.06	35215.91
Previous year	449.26	2662.55	1350	4359	174.98	1407.36	15452.50	141690.62
Overseas Medical Insurance	69.92	367.86	3919	21704	69.92	367.86	7189.35	31484.92
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	862.35	4155.82	5009	25477	413.09	1493.28	20109.41	66700.83
Previous year (Total)	449.26	2662.55	1350	4359	174.98	1407.36	15452.50	141690.62
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	135.37	611.30	1453	15951	37.27	73.21	142648.13	986424.28
Previous year	98.10	538.09	5079	24821	79.89	480.04	73403.25	685430.62
Grand Total	4655.41	20627.53	55347	231001	1899.66	8717.22	1833280.86	6370386.94
Previous year (Total)	2755.75	11910.31	50501	188939	1210.83	7584.38	1329812.78	9318171.50

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
30.21	244.86	105	404						
8.42	33.04	12	87						
15.86	145.39	212	1370						
0.84	16.26	7	176						
15.86	145.39	212	1370	0.00	0.00	0	0		
0.84	16.26	7	176	0.00	0.00	0	0		
27.55	73.73	20	77						
0.88	7.57	3	22						
118.33	503.29	3218	14842						
42.24	241.71	1346	8177						
78.89	238.60	3218	3218						
18.10	103.59	1346	8177						
197.22	741.89	3218	14842	0.00	0.00	0	0		
60.35	345.29	1346	8177	0.00	0.00	0	0		
	33.19		54						
4.41	4.41	32	32						
0.06	3.76	4	44						
4.41	37.60	32	86	0.00	0.00	0	0		
0.06	3.76	4	44	0.00	0.00	0	0		
2.16	42.41	174	528						
2.38	58.06	53	191						
33.68	224.27	80	206						
3.03	7.40	187	436						
5.41	65.46	240	627	0.00	0.00	0	0	0	0
33.68	224.27	80	206	0.00	0.00	0	0	0	0
25.08	132.00	393	12537						
15.20	79.25	1401	6477						
307.90	1,483.34	4394	30471	0.00	0.00	0	0	0	0
119.43	709.45	2853	15189	0.00	0.00	0	0	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	1,129.07	7,103.18	3,099	11,043	887.56	4,275.05	(8,359,701)	17,402,667
Previous year	241.51	2,828.13	177	521	194.49	2,407.27	469,148	6,217,658
Marine Cargo	261.88	1,088.33	170	605	177.08	652.62	639,347	3,780,416
Previous year	84.80	435.71	72	261	42.42	298.79	675,305	1,960,619
Marine Hull (Including Onshore & Offshore oil energy)	52.67	386.56	14	162	33.67	(36.10)	12,621	79,436
Previous year	19.00	422.66	3	15	19.00	422.66	1,200	11,365
Marine (Total)	314.55	1,474.89	184	767	210.74	616.52	651,968	3,859,853
Previous year (Total)	103.80	858.37	75	276	61.43	721.44	676,505	1,971,984
Aviation	812.92	1,936.48	2	15	724.13	1,657.24	17,100	1,205,797
Previous year	88.79	279.24	2	4	91.02	264.16	204,040	348,265
Engineering	278.69	1,967.26	270	877	78.45	1,098.79	416,703	2,328,251
Previous year	200.24	868.47	43	176	140.24	621.17	387,587	1,176,742
Motor Own Damage	2,295.17	8,313.85	36,526	129,471	942.68	3,447.93	157,980	562,775
Previous year	1,352.49	4,865.92	26,678	93,739	389.06	1,005.64	90,854	294,252
Motor Third party	853.48	3,211.12	46,268	171,445	152.75	745.20		
Previous year	700.72	2,465.92	35,906	128,829	573.76	1,956.07		
Motor (Total)	3,148.65	11,524.97	46,268	171,445	1,095.43	4,193.13	157,980	562,775
Previous year (Total)	2,053.21	7,331.84	35,906	128,829	962.82	2,961.70	90,854	294,252
Workmen's compensation / Employer's liability	32.36	87.16	44	129	23.41	22.67	25,853	63,218
Previous year	8.95	64.49	28	99	4.78	41.48	(2,449)	47,349
Public Liability	13.66	49.02	21	69	9.88	12.88	7,240	43,082
Previous year	3.77	36.14	9	46	2.57	29.80	3,387	27,738
Product Liability	23.96	111.79	5	14	17.39	97.79	26,735	37,305
Previous year	6.58	14.00	3	8	2.73	6.14	2,508	6,187
Other Liability Covers	922.63	3,161.26	119	327	133.99	592.49	208,797	659,417
Previous year	788.64	2,568.76	75	250	455.80	1,634.97	161,353	475,291
Liability (Total)	992.61	3,409.23	189	539	184.67	725.84	268,625	803,021
Previous year (Total)	807.94	2,683.39	115	403	465.86	1,712.40	164,798	556,564
Personal Accident	1,067.53	3,807.07	67,609	235,762	942.17	3,079.70	151,265	529,444
Previous year	125.36	727.38	977	3,789	51.24	494.68	689,744	2,945,278
Medical Insurance	3,451.39	11,544.91	27,458	98,839	(3,051.24)	693.68	102,742	384,946
Previous year	6,502.63	10,851.23	961	1,894	5,254.73	9,514.61	222,263	412,056
Overseas Medical Insurance	82.36	301.90	507	2,446	17.35	72.47	1,596,155	4,694,774
Previous year	65.02	229.43	461	1,742	(0.49)	(51.29)	1,034,446	3,812,962
Health (Total)	3,533.76	11,846.81	27,965	101,285	(3,033.89)	766.15	1,698,897	5,079,720
Previous year (Total)	6,567.65	11,080.66	1,422	3,636	5,254.23	9,463.32	1,256,709	4,225,018
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	45.77	242.23	2,172	6,091	(752.60)	(2,224.79)	17,233	110,657
Previous year	798.37	2,467.02	1,286	3,796	752.39	2,240.14	357,165	2,990,160
Grand Total	11,323.55	43,312.12	147,758	527,824	336.66	14,187.62	(4,979,931)	31,882,185
Previous year (Total)	10,986.89	29,124.50	40,003	141,430	7,973.72	20,886.28	4,296,550	20,725,920

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
33.54	450.90	170	716		-		-		
109.56	327.66	41	64	-	-	-	-		
7.77	53.43	7	44		-		-		
16.47	88.50	33	43	-	-	-	-		
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
7.77	53.43	7	44	-	-	-	-	-	-
16.47	88.50	33	43	-	-	-	-	-	-
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
13.70	55.57	24	93		-		-		
85.27	150.18	14	31	-	-	-	-		
219.03	727.56	4283	12787		-		-		
227.91	1,049.22	19860	31529	-	-	-	-		
105.81	385.49	5606	20554		-		-		
-	-	0	0	-	-	-	-		
324.83	1,113.05	5,606	20,554	-	-	-	-	-	-
227.91	1,049.22	19,860	31,529	-	-	-	-	-	-
4.30	9.18	4	14		-		-		
1.00	2.84	4	8	-	-	-	-		
-	0.14	0	1		-		-		
0.08	0.40	1	3	-	-	-	-		
-	3.26	0	0		-		-		
-	-	0	0	-	-	-	-		
26.64	36.95	7	10		-		-		
-	10.19	3	7	-	-	-	-		
30.93	49.52	11	25	-	-	-	-	-	-
1.07	13.43	8	18	-	-	-	-	-	-
95.22	287.52	7070	20735		-		-		
2.71	9.09	40	512	-	-	-	-		
1,174.45	2,387.94	1648	4749	(2.28)	15.89	(1,286)	12,154	138,525	385,037
22.96	50.12	631	632	-	-	-	-	85,168	275,012
1.26	4.52	15	57		-		-	60,891	90,040
5.42	16.12	35	148	-	-	-	-	8,055	30,604
1,175.71	2,392.46	1663	4806	(2.28)	15.89	(1,286)	12,154	199,416	475,077
28.39	66.24	666	780	-	-	-	-	93,223	305,616
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
-	-	0	0		-		-		
-	-	0	0	-	-	-	-		
2.83	15.09	152	1002		-		-		
44.52	154.24	95	223	-	-	-	-		
1,684.53	4,417.55	14,703	47,975	(2.28)	15.89	(1,286)	12,154	199,416	475,077
515.90	1,858.56	20,757	33,200	-	-	-	-	93,223	305,616

Name of the Insurer: ICICI Lombard General Insurance Company Limited

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,534.53	11,181.20	2,004	8,632	(63.58)	(711.47)	3,092,843	24,763,130
Previous year	1,598.12	11,892.67	2,173	9,793	(465.68)	(2,062.52)	4,010,759	19,182,667
Marine Cargo	882.10	4,388.12	784	3,163	290.81	728.59	3,009,652	18,031,172
Previous year	591.30	3,659.53	843	3,284	(322.72)	(740.22)	2,296,397	13,862,226
Marine Hull (Including Onshore & Offshore oil energy)	525.28	1,984.90	140	297	(243.01)	(1,481.00)	805,238	1,673,890
Previous year	768.29	3,465.90	114	281	(813.34)	(3,657.16)	717,498	2,634,770
Marine (Total)	1407.38	6373.03	924	3460	47.79	-752.40	3814889.65	19705062.29
Previous year (Total)	1359.58	7125.43	957	3565	-1136.06	-4397.38	3013895.41	16496995.76
Aviation	240.85	3,235.52	8	66	(138.30)	335.00	291,368	11,001,358
Previous year	379.15	2,900.52	10	61	169.57	1,581.17	1,223,453	13,332,698
Engineering	1,561.94	6,403.79	495	2,226	258.86	(589.24)	1,085,318	5,941,430
Previous year	1,303.09	6,993.03	566	2,423	(291.87)	(1,906.96)	336,593	5,867,149
Motor Own Damage	8,459.59	33,830.52	337,623	1,194,889	1,087.52	5,459.70	1,161,235	4,372,997
Previous year	7,372.07	28,370.82	305,330	848,740	(355.08)	(587.67)	883,737	3,541,347
Motor Third party	3,391.20	12,968.91	346,265	1,238,308	387.75	277.71		
Previous year	3,003.45	12,691.20	325,629	945,806	(1,022.56)	(1,283.62)		
Motor (Total)	11850.79	46799.43	346265	1238308	1475.27	5737.41	1161235.45	4372996.76
Previous year (Total)	10375.52	41062.02	325629	945806	-1377.63	-1871.28	883736.85	3541346.99
Workmen's compensation / Employer's liability	184.33	576.14	558	1,873	74.06	192.77	22,127	86,942
Previous year	110.27	383.37	462	1,174	16.37	(23.37)	13,090	55,137
Public Liability	4.34	32.80	11	64	0.77	2.64	-225	7,952
Previous year	3.57	30.15	13	68	(2.05)	(10.26)	9,435	75,171
Product Liability	31.18	84.75	8	25	(22.18)	(31.99)	4,900	17,622
Previous year	53.35	116.74	7	28	3.85	(44.29)	8,800	36,958
Other Liability Covers	594.07	3,533.60	126	637	8.72	280.58	157,088	555,441
Previous year	585.36	3,253.02	175	678	221.72	60.54	179,064	731,584
Liability (Total)	813.91	4227.28	703	2599	61.36	443.99	183890.24	667957.45
Previous year (Total)	752.55	3783.29	657	1948	239.90	-17.38	210389.39	898849.87
Personal Accident	939.40	3,794.16	27,605	80,722	389.36	(41.68)	1,978,914	9,535,700
Previous year	550.04	3,835.84	11,359	51,657	(298.52)	(573.28)	1,024,203	6,252,996
Medical Insurance	10,572.28	48,553.85	25,405	91,929	2,496.57	21,691.76	1,294,242	4,665,377
Previous year	8,075.71	26,862.08	26,516	110,991	980.23	(14,840.97)	665,272	1,608,867
Overseas Medical Insurance	607.64	2,622.37	36,819	170,496	(13.46)	204.74	987,752	4,469,484
Previous year	621.10	2,417.63	31,201	120,736	45.01	119.38	1,037,339.82	4,566,347
Health (Total)	11179.92	51176.21	62224	262425	2483.11	21896.50	2281993.93	9134860.87
Previous year (Total)	8696.81	29279.71	57717	231727	1025.25	-14721.58	1702611.59	6175214.03
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	296.02	748.29	6	19	111.23	(177.17)	6,375	22,853
Previous year	184.79	925.46	-	20	(79.88)	(4.47)	1,743	22,486
All Other Miscellaneous	2,777.41	5,751.99	11,469	39,967	1,975.14	2,322.73	5,318,153	13,217,234
Previous year	802.27	3,429.26	9,583	33,433	(214.70)	(943.03)	1,127,753	18,377,957
Grand Total	32602.16	139690.90	451703	1638424	6600.23	28463.68	19214980.67	98362582.21
Previous year (Total)	26001.93	111227.22	408651	1280433	-2429.63	-24916.71	13535135.53	90148359.98

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	8.56	-	3	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.64	4.22	4	27	-	0.00	-	-		
2.32	15.39	18	149	0.00	0.00	-	-		
582.27	3,405.05	-	-	-	0.00	-	-		
200.35	2,434.25	9,027	58,193	0.00	0.00	-	-		
347.02	2,058.32	23,402	107,820	-	0.00	-	-		
130.63	806.23	2,280	29,696	0.00	0.00	-	-		
929.29	5463.37	23402	107820	0.00	0.00	0	0	0	0
330.98	3240.48	9027	58193	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	-	-		
-	600.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	600.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	965.37	-	8	0.00	0.00	-	-		
3233.76	14,918.91	229	1,501	0.00	123.19	-	64,721	436,685	7,239,007
2,399.04	4,917.76	132	1,791	1.56	33.24	1,490	27,637	1,975,593	4,257,217
14.68	92.81	533	2,277	-	0.00	-	-	36,819	170,496
24.58	123.40	612	4,747	0.00	0.00	-	-	31,201	120,736
3248.44	15011.72	762	3778	0.00	123.19	0	64721	473504	7409503
2423.63	5041.15	744	6538	1.56	33.24	1490	27637	2006794	4377953
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
7	17	72	287	-	-	-	-		
7	374	33	308	-	-	-	-		
4185.63	21096.68	24240	111912	0.00	123.19	0	64721	473504	7409503
2763.68	9645.03	9822	65199	1.56	33.24	1490	27637	2006794	4377953

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	1435.40	12465.92	7858	29632	-485.86	1435.40	7593189.59	65943879.84
Previous year	801.91	11146.15	8276	30169	-599.27	801.91	4242054.55	58962382.55
Marine Cargo	846.91	3292.09	967	3750	16.43	846.91	6145806.37	23889803.11
Previous year	567.79	2949.07	1088	3874	-411.56	567.79	4120320.06	21400593.39
Marine Hull (Including Onshore & Offshore oil energy)	78.64	1835.87	26	142	-11.39	78.64	510321.13	11913075.56
Previous year	851.79	2467.33	32	117	667.19	851.79	5527353.23	16010653.11
Marine (Total)	925.55	5127.96	993	3892	5.05	925.55	6656127.50	35802878.67
Previous year (Total)	1419.59	5416.39	1120	3991	255.63	1419.59	9647673.29	37411246.50
Aviation	763.89	1922.63	23	122	411.52	763.89	5050061.98	12710537.21
Previous year	300.20	1001.06	16	74	-47.09	300.20	1984621.94	6618048.80
Engineering	671.64	2285.38	468	1944	209.57	671.64	55454.57	188694.34
Previous year	600.96	4423.90	433	1923	-2156.15	600.96	49618.58	365262.61
Motor Own Damage	4979.76	19116.57	291153	1129356	-186.41	4979.76	202648.27	777937.09
Previous year	3776.72	14639.14	243955	948838	161.06	3776.72	153691.27	595730.78
Motor Third party	2153.07	8606.17	4639	20906	-36.05	2153.07		
Previous year	1751.58	6628.24	232987	948838	73.32	1751.58		
Motor (Total)	7132.83	27722.74	291153	1129356	-222.45	7132.83	202648.27	777937.09
Previous year (Total)	5528.30	21267.38	243955	948838	234.38	5528.30	153691.27	595730.78
Workmen's compensation / Employer's liability	107.36	368.09	777	3000	21.25	107.36	6693.25	22948.76
Previous year	82	351	655	2820	-14	82.41	5138	21908
Public Liability	39.79	358.85	12	89	9.56	39.79	189190.40	1706419.80
Previous year	71	215	16	271	44	70.55	335506	1021198
Product Liability	14.12	116.50	20	59	-26.40	14.12	7656.68	63154.90
Previous year	5	37	3	43	-36	5.07	2751	26505
Other Liability Covers	597.88	2431.35	287	1114	-158.36	597.88	578280.18	2351661.35
Previous year	514	2085	158	605	-39	514.02	497168	2017113
Liability (Total)	759.14	3274.79	1096	4262	-153.95	759.14	781820.51	4144184.81
Previous year (Total)	672.05	2688.11	832	3739	-44.57	672.05	840562.77	3086722.94
Personal Accident	197.77	757.90	2548	12846	-49.68	197.77	424015.51	1624905.31
Previous year	164.44	656.79	2694	9910	-51.90	164.44	352551.37	1408132.39
Medical Insurance	2930.75	6195.71	2717	9698	1873.46	2930.75	123667.48	261437.16
Previous year	2222.88	5216.78	4368	14786	1106.53	2222.88	93797.56	220129.59
Overseas Medical Insurance	19.60	98.36	2548	10906	-12.03	19.60	3260.60	16366.03
Previous year	18.66	106.84	1481	8811	-6.98	18.66	3418.54	19578.17
Health (Total)	2950.35	6294.07	5265	20604	1861.43	2950.35	126928.08	277803.19
Previous year (Total)	2241.53	5323.62	5849	23597	1099.56	2241.53	97216.11	239707.76
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1006.99	4255.08	6729	30805	-658.11	1006.99	747628.34	3159133.98
Previous year	976.72	3376.19	10571	50563	-161.26	976.72	725157.32	2506618.34
Grand Total	15843.57	64106.46	316133	1233463	917.50	15843.57	21637874.35	124629954.43
Previous year (Total)	12705.70	55299.60	273746	1072804	-1470.67	12705.70	18093147.20	111193852.66

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
39.29	125.84	1043	3288						
34.34	145.33	1620	4677						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
6.60	25.89	20	83						
459.96	2331.12	30846	140582						
225.00	1134.03	0	0						
684.96	3465.15	30846	140582	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
3	7	22	87						
2	2	3	6						
0	0	0	0						
0	1	15	65						
5.76	9.60	40	158	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
98.64	247.78	362	3454	5.86	15.65	119326	292264		
2110.31	3907.10	36	126						
0.00	0.00	0	0						
2110.31	3907.10	36	126	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
108.04	674.67	2082	9370	34.84	297.63	3732	43889		
2818.97	6168.91	49251	203983	29.51	385.35	89413	337357		
3053.60	8456.03	34429	157061	40.70	313.28	123058	336153	0	0
2853.31	6314.24	50871	208660	29.51	385.35	89413	337357	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	5742.29	23733.98	45219	208823	2175.59	5683.19		
Previous year	3566.70	18050.79	33907	170612	765.57	1141.57		
Marine Cargo	1125.55	5663.30	9479	68412	-74.41	610.05		
Previous year	1199.96	5053.25	9967	64170	138.05	212.81		
Marine Hull (Including Onshore & Offshore oil energy)	438.72	3861.52	25	687	-327.85	638.96		
Previous year	766.57	3222.56	36	608	475.66	583.33		
Marine (Total)	1564.27	9524.82	9504	69099	-402.26	1249.01	0.00	0.00
Previous year (Total)	1966.53	8275.81	10003	64778	613.71	796.14	0.00	0.00
Aviation	-26.03	893.61	2	36	-426.62	-748.12		
Previous year	400.59	1641.73	4	46	-255.71	-206.14		
Engineering	1359.07	5995.41	6759	22961	82.85	1069.13		
Previous year	1276.22	4926.28	6309	19992	259.19	76.67		
Motor Own Damage	13529.79	55238.58	584267	1157351	2489.20	11603.25		
Previous year	11040.59	43635.33	477861	975040	384.64	-2343.73		
Motor Third party	6488.13	26601.95	164218	546741	-256.90	487.45		
Previous year	6745.03	26114.50	139004	467590	437.77	-803.41		
Motor (Total)	20017.92	81840.53	584267	1157351	2232.30	12090.70	0.00	0.00
Previous year (Total)	17785.62	69749.83	477861	975040	822.41	-3147.14	0.00	0.00
Workmen's compensation / Employer's liability	421.83	1854.23	2246	13211	19.09	637.27		
Previous year	402.74	1216.96	2019	9737	156.55	384.08		
Public Liability	96.37	483.62	567	3020	19.39	213.84		
Previous year	76.98	269.78	508	2453	27.01	60.38		
Product Liability	14.02	245.52	71	230	1.75	99.99		
Previous year	12.27	145.53	61	150	8.81	50.30		
Other Liability Covers	48.19	312.57	846	3180	-2.26	7.36		
Previous year	50.45	305.21	1062	3564	1.56	-33.21		
Liability (Total)	580.41	2895.94	3730	19641	37.97	958.46	0.00	0.00
Previous year (Total)	542.44	1937.48	3650	15904	193.93	461.55	0.00	0.00
Personal Accident	1133.11	4124.09	69486	182008	465.41	1125.71		
Previous year	667.70	2998.38	44521	136331	11.80	554.80		
Medical Insurance	12608.23	49333.74	156341	458764	5334.56	17390.16		
Previous year	7273.67	31943.58	90123	303960	-455.03	751.00		
Overseas Medical Insurance	29.42	134.88	497	3426	3.94	-2.21		
Previous year	25.48	137.09	453	3324	8.32	-3.94		
Health (Total)	12637.65	49468.62	156838	462190	5338.50	17387.95	0.00	0.00
Previous year (Total)	7299.15	32080.67	90576	307284	-446.71	747.06	0.00	0.00
Crop Insurance	0.00		0					
Previous year	0.00		0					
Credit Guarantee	0.00		0					
Previous year	0.00		0					
All Other Miscellaneous	3871.31	14981.00	137421	613207	1098.34	3160.05		
Previous year	2772.97	11820.95	117354	527035	40.74	-628.64		
Grand Total	46880.00	193458.00	1177444	3282057	10602.08	41976.08	0.00	0.00
Previous year (Total)	36277.92	151481.92	923189	2684612	2004.93	-204.13	0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
68.41	775.52	2697	16798	31.28	550.19				
52.07	672.73	2564	14919	29.03	549.74				
10.50	83.93	21	741	0.00	27.27				
15.61	105.00	35	1006	1.31	53.88				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
10.50	83.93	21	741	0.00	27.27				
15.61	105.00	35	1006	1.31	53.88				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
21.44	126.94	264	1412	4.69	67.20				
15.03	123.76	208	1336	9.47	80.90				
819.42	4270.82	31254	170349	342.11	1869.42				
613.02	3493.12	20186	132059	218.00	1419.73				
342.19	2614.03	8469	92597	121.40	1082.65				
355.19	2284.37	9125	77223	101.46	861.37				
1161.61	6884.85	31254	170349	463.51	2952.07				
968.21	5777.49	20186	132059	319.46	2281.10				
11.33	68.87	164	1060	1.66	17.83	42	180		
16.84	67.62	187	946	2.64	23.07	58	234		
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0			
0.00	2.00	0	86	0.00	1.03	0			
2.67	10.57	38	228	0.67	4.05	0			
11.33	70.87	164	1146	1.66	18.86	42	180		
19.51	78.19	225	1174	3.31	27.12	58	234		
20.19	209.24	5679	18604	35.69	304.32	68413	204410		
9.82	154.96	3146	14902	20.96	207.90	39058	139076		
279.46	849.81	8651	35747	201.39	1137.46	102647	297424		
102.50	503.15	4537	26719	72.51	612.97	25317	129055		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
279.46	849.81	8651	35747	201.39	1137.46	102647	297424		
102.50	503.15	4537	26719	72.51	612.97	25317	129055		
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
346.87	1575.95	21467	127865	326.47	1637.09	35429	77855		
213.47	1152.27	10130	91960	211.84	1292.81	15347	43832		
1919.81	10577.11	78666	465259	1064.69	6694.46	206531	579869		
1396.22	8567.55	50156	361298	667.89	5106.42	79780	312197		

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	14.57	40.92	16	37	14.57	40.92	12060.96	40695.96
Previous year	0.78	0.95	5	12	0.78	0.95	918.80	1092.80
Marine Cargo	0.88	1.01	11	17	0.88	1.01	1122.97	1368.97
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.88	1.01	11	17	0.88	1.01	1122.97	1368.97
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering	0.07	0.55	3	4	0.07	0.55	26.68	891.54
Previous year								
Motor Own Damage	1.32	4.34	14	49	1.32	4.34	218.95	695.27
Previous year	1.64	4.30	14	39	1.64	4.30	243.28	640.87
Motor Third party	0.12	1.21		42	0.12	1.21		
Previous year	0.12	0.37			0.12	0.37		
Motor (Total)	1.44	5.55	14	49	1.44	5.55	218.95	695.27
Previous year (Total)	1.76	4.67	14	39	1.76	4.67	243.28	640.87
Workmen's compensation / Employer's liability	0.00	1.95	0	1	0.00	1.95	0.00	
Previous year								
Public Liability	0.83	1.54	1	2	0.83	1.54	500.00	2000
Previous year	0.83	0.83	1	1	0.83	0.83	500	500
Product Liability								
Previous year								
Other Liability Covers	44.24	133.98	8	19	44.24	133.98	12690	50405
Previous year	1.59	1.59	1	1	1.59	1.59	400	400
Liability (Total)	45.06	137.47	9	22	45.06	137.47	13190.00	52405.25
Previous year (Total)	2.42	2.42	2	2	2.42	2.42	900.00	900.00
Personal Accident	0.48	18.48	2	12	0.48	18.48	84.00	35456.00
Previous year	0.01	0.17	1	9	0.01	0.17	5.00	118.50
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	0.31	1.18	10	16	0.31	1.18	293.24	695.24
Previous year	0	0	1	3	0.02	0.06	20.00	35.25
Grand Total	62.82	205.16	65	157	62.82	205.16	26996.80	132208.22
Previous year (Total)	4.99	8.27	23	65	4.99	8.27	2087.08	2787.42

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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	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	0		
0.00	0.00	0	0	0.00	0.00	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	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		

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	767.45	4892.91	4065	15030	-849.10	-2430.70	1117586.87	6977678.90
Previous year	1616.55	7323.61	4043	13303	166.06	1640.39	3072254.63	14505155.43
Marine Cargo	102.23	1055.51	2403	8171	-203.30	-237.22	221885.55	2779941.21
Previous year	305.53	1292.73	2178	7172	-42.79	5.75	647011.57	4313217.07
Marine Hull (Including Onshore & Offshore oil energy)	-6.60	319.53	1	5	-36.46	-84.28	301.13	176387.72
Previous year	29.86	403.81	8	83	248.37	132.99	116879.25	166112.86
Marine (Total)	95.63	1375.04	2404	8176	-239.76	-321.50	222186.67	2956328.93
Previous year (Total)	335.39	1696.54	2186	7255	205.58	138.74	763890.82	4479329.92
Aviation	49.02	3456.36	6	23	32.42	3276.80	133796.29	135334.13
Previous year	16.60	179.56	2	45	-189.86	-313.19	6050.00	209812.59
Engineering	803.78	706.96	542	1836	102.83	-2819.35	3958552.35	5710425.73
Previous year	700.95	3526.31	399	1940	180.84	447.38	555479.06	2863869.82
Motor Own Damage	5402.63	20929.96	133906	374774	-1598.95	-10880.33	347592.56	1331734.16
Previous year	7001.58	31810.29	155782	673139	6388.28	8520.96	432184.44	1933073.66
Motor Third party	2618.30	10057.87	138853	520675	-690.97	-4359.55		
Previous year	3309.27	14417.42	167424	716797	-1927.67	-150.18		
Motor (Total)	8020.93	30987.83	138853	520675	-2289.92	-15239.88	347592.56	1331734.16
Previous year (Total)	10310.85	46227.71	167424	716797	4460.61	8370.78	432184.44	1933073.66
Workmen's compensation / Employer's liability	46.53	198.75	334	1101	-14.98	-71.35	4827.41	20394.16
Previous year	61.52	270.09	398	1659	-9.64	-42.29	5454.21	31704.87
Public Liability	23.35	72.12	38	163	13.06	-20.47	121429.31	152546.65
Previous year	10.30	92.60	41	161	-1.20	14.23	25001628.64	25046161.05
Product Liability	2.87	10.70	2	8	-32.43	-31.15	160.00	2250.00
Previous year	35.30	41.86	2	63	-12.57	-10.39	5590.00	6825.00
Other Liability Covers	89.20	791.65	900	2175	34.37	85.67	19006.30	261750.74
Previous year	54.83	705.98	20	128	2.35	-257.61	12243.64	248452.89
Liability (Total)	161.96	1073.22	1274	3447	0.01	-37.30	145423.03	436941.55
Previous year (Total)	161.95	1110.52	461	2011	-21.06	-296.06	25024916.49	25333143.81
Personal Accident	164.00	2576.43	3898	19459	-523.83	364.03	435918.83	4095787.22
Previous year	687.83	2212.39	3996	25058	-173.38	-2252.22	1159445.15	4016564.06
Medical Insurance	2855.74	8390.51	7094	115735	276.30	784.50	47239.20	237653.97
Previous year	2579.44	7606.00	26189	131949	-312.97	-6790.43	1073308.45	1369030.91
Overseas Medical Insurance	377.98	1494.46	67367	253625	75.49	215.97	1932928.45	9106434.90
Previous year	302.49	1278.50	38829	172620	-125.24	-15.52	10540697.05	11818852.84
Health (Total)	3233.73	9884.97	74461	369360	351.80	1000.47	1980167.65	9344088.87
Previous year (Total)	2881.93	8884.50	65018	304569	-438.21	-6805.95	11614005.50	13187883.75
Crop Insurance	0	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0	0	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0.00	0	0	0.00	0.00	0	0.00
Previous year	0	0	0	0	0.00	0.00	0	0
All Other Miscellaneous	204.00	1481.45	6531	24378	-131.81	-152.94	134005.28	1695930.00
Previous year	335.80	1634.39	7404	27332	-26.83	-826.06	281629.87	2496102.30
Grand Total	13500.50	56435.16	232034	962384	-3547.35	-16360.37	8475229.54	32684249.49
Previous year (Total)	17047.85	72795.53	250933	1098310	4163.75	103.81	42909855.96	69024935.35

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
6.47	345.10	154	534						
25.69	605.99	322	831						
1.75	19.25	17	71						
5.20	13.28	33	66						
0.30	0.30	1	1						
0.00	0.60	0	2						
2.05	19.55	18	72	0.00	0.00	0	0	0	0
5.20	13.88	33	68	0.00	0.00	0	0	0	0
0.00	0.00	0	1						
0.00	0.00	0	0						
5.55	71.26	21	93						
7.24	98.51	26	106						
461.99	1785.21	9937	39727						
729.45	4314.52	15943	68671						
252.22	945.62	275	1222						
397.32	870.65	80	2144						
714.21	2730.83	9937	39727	0.00	0.00	0	0	0	0
1126.78	5185.18	15943	68671	0.00	0.00	0	0	0	0
2.27	10.08	10	37						
5.28	11.50	24	85						
0.58	1.09	1	3						
0.00	2.87	1	2						
0.00	0.27	0	1						
0.00	0.00	0	0						
0.31	0.67	30	72						
0.00	4.00	0	2						
3.16	12.11	41	113	0.00	0.00	0	0	0	0
5.29	18.37	25	89	0.00	0.00	0	0	0	0
21.59	39.77	347	2658	0.00	24.54	0.00	202572.00		
3.72	98.49	334	1030	459.17	536.82	5000857.00	5004376.92		
9.60	1087.69	91	1595						
52.88	153.32	1050	4197						
21.40	73.22	5740	19897						
14.66	48.93	2075	8564						
31.00	1160.91	5831	21492	0.00	0.00	0	0	0	0
67.53	202.25	3125	12761	0.00	0.00	0	0	0	0
0.00	0.00	0	0						
0.00	0.00	0	0						
0	0.00	0	0						
0	0	0	0						
10.91	46.81	466	1820	3.76	39.61	351.00	5437.00		
17.17	52.96	710	1873	6.81	27.45	824.00	3893.00		
794.95	4426.33	16815	66510	3.76	64.15	351	208009	0	0
1258.61	6275.64	20518	85429	465.98	564.27	5001681	5008270	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	574.35	2452.54	2980	11834	95.93	510.55	608770.93	4042149.62
Previous year	478.42	1942.00	11757	17492	8.63	-902.08	521498.82	2747293.89
Marine Cargo	131.56	836.16	3049	12359	-68.19	68.07	409313.62	2217758.00
Previous year	199.76	768.09	2448	9023	-26.18	37.33	338818.30	1922340.38
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	-1.25	-1.25	0.00	0.00
Previous year	1.25	1.25	0	0	1.25	1.25	0.00	0.00
Marine (Total)	131.56	836.16	3049	12359	-69.44	66.82	409313.62	2217758.00
Previous year (Total)	201.00	769.34	2448	9023	-24.93	38.58	338818.30	1922340.38
Aviation							0.00	
Previous year							0.00	
Engineering	265.47	1112.56	133	543	64.55	-57.61	77631.95	459239.42
Previous year	200.92	1170.17	197	753	-47.09	-267.80	82462.00	359962.07
Motor Own Damage	4302.39	16948.84	56629	237302	459.45	2848.06	229718.66	913031.62
Previous year	3842.94	14100.78	63656	212033	537.31	2290.04	213312.15	776837.08
Motor Third party	1196.61	4696.92	397	1916	0.94	460.23		
Previous year	1195.67	4236.69	997	3260	374.69	1298.30		
Motor (Total)	5499.00	21645.76	56629	237302	460.40	3308.28	229718.66	913031.62
Previous year (Total)	5038.61	18337.47	63656	212033	912.00	3588.34	213312.15	776837.08
Workmen's compensation / Employer's liability	24.01	85.27	48	178	-8.19	-14.11	1446.00	7192.34
Previous year	32.20	99.38	83	274	-6.16	-34.64	2509.27	8641.76
Public Liability	63.08	171.18	31	157	14.45	57.09	15136.83	52055.68
Previous year	48.63	114.09	25	114	24.64	14.96	13652.24	59024.51
Product Liability	19.46	41.97	9	19	-1.19	4.50	9027.07	15973.24
Previous year	20.66	37.48	8	17	15.70	12.08	5101.97	7568.72
Other Liability Covers								
Previous year								
Liability (Total)	106.56	298.43	88	354	5.07	47.48	25609.89	75221.26
Previous year (Total)	101.48	250.94	116	405	34.18	-7.59	21263.48	75234.98
Personal Accident	631.30	1523.97	5383	24696	366.61	439.70	3222949.08	8108189.38
Previous year	264.69	1084.27	12522	46228	-54.64	76.43	281594.16	1013035.58
Medical Insurance	1915.09	6668.81	22141	81291	747.33	2518.82	176552.28	583259.01
Previous year	1167.76	4149.99	26977	83683	7.21	-133.00	155398.85	765478.52
Overseas Medical Insurance								
Previous year								
Health (Total)	1915.09	6668.81	22141	81291	747.33	2518.82	176552.28	583259.01
Previous year (Total)	1167.76	4149.99	26977	83683	7.21	-133.00	155398.85	765478.52
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	169.66	925.17	16151	98679	-62.36	35.39	1111399.86	6212728.82
Previous year	232.03	889.78	2693	9400	113.49	414.42	810644.31	3465647.65
Grand Total	9292.99	35463.39	106554	467058	1608.09	6869.43	5861946.28	22611577.13
Previous year (Total)	7684.91	28593.96	120366	379017	948.85	2807.30	2424992.05	11125830.15

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
11.37	36.15	362	1245						
12.78	40.71	345	1742						
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		
2.12	3.55	8	12						
0.00	0.00	0	0						
412.88	1010.25	4294	10878						
578.93	1857.84	7220	28604						
412.88	1010.25	4294	10878	0.00	0.00	0	0		
578.93	1857.84	7220	28604	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		
36.13	144.41	22627	87259	0.24	2.70	788.00	6381.00		
15.98	100.11	1054	3434	0.62	1.92	2823.00	7494.00		
589.54	1615.96	7210	28175	326.42	709.50	58529.00	170954.00	57955.00	213580.50
200.49	600.59	3532	10197	0.00	0.43	0.00	538.00	58558.50	253200.50
589.54	1615.96	7210	28175	326.42	709.50	58529	170954	57955	213581
200.49	600.59	3532	10197	0.00	0.43	0	538	58559	253201
150.22	564.09	2290	8498	0.00	0.00	0.00	0.00		
108.97	319.39	1873	6141	0.00	0.00	0.00	0.00		
1202.27	3374.41	36791	136067	326.66	712.20	59317	177335	57955	213581
917.15	2918.63	14024	50118	0.62	2.35	2823	8032	58559	253201

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	15.39	73.10	22	68	15.39	73.10	27609.93	126736.36
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	54.32	147.61	10	14	54.32	147.61	35770.59	84120.55
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	433.99	433.99	1	1	433.99	433.99	37412.37	37412.37
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								
Previous year								
All Other Miscellaneous	0.58	7.25	11	17	0.58	7.25	4825.24	85395.82
Previous year								
Grand Total	504.28	661.95	44	100	504.28	661.95	105618.13	333665.10
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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	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	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	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

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	31.01	141.17	77	405	28.44	104.21	45740.83	191148.43
Previous year	2.57	36.96	28	163	1.24	35.63	2765.19	31846.14
Marine Cargo	0.67	11.13	38	127	0.67	11.13	720.68	11849.24
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)	0.67	11.13	38	127	0.67	11.13	720.68	11849.24
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
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	16.33	45.18	28	90	15.68	27.39	11564.69	31039.39
Previous year	0.65	17.79	3	15	-0.41	16.73	61.50	23546.78
Motor Own Damage	2965.66	10053.83	30533	238837	2103.09	6170.05	228066.93	787332.41
Previous year	862.57	3883.78	30533	125099	846.52	3867.73	60370.00	284683.49
Motor Third party	2767.66	9484.16	89575	307793	1898.64	5464.81		
Previous year	869.02	4019.35	31956	128408	861.28	4011.61		
Motor (Total)	5733.32	19537.99	89575	307793	4001.73	11634.86	228066.93	787332.41
Previous year (Total)	1731.59	7903.13	31956	128408	1707.80	7879.34	60370.00	284683.49
Workmen's compensation / Employer's liability	2.79	10.28	29	46	1.13	6.66	28.29	67.46
Previous year	1.66	3.62	12	22	1.66	3.62	63.42	88.19
Public Liability	0	0	0	0	0	0	0	0
Previous year	0	0	0	0	0	0	0	0
Product Liability	0	0	0	0	0	0	0	0
Previous year	0	0	0	0	0	0	0	0
Other Liability Covers	0.21	6.35	5	28	0.21	5.90	61.00	4130.31
Previous year	0.00	0.45	0	4	0.00	0.45	0.00	185.00
Liability (Total)	3.00	16.63	34	74	1.34	12.56	89.29	4197.77
Previous year (Total)	1.66	4.07	12	26	1.66	4.07	63.42	273.19
Personal Accident	6.55	26.59	1179	4461	-8.15	-1.45	7427.92	35755.01
Previous year	14.70	28.04	3206	7014	14.70	28.04	14465.09	21211.76
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	3.16	13.96	122	508	-0.56	0.79	13832.43	30825.34
Previous year	3.72	13.17	263	1015	3.72	13.17	1016.80	3978.95
Grand Total	5794.04	19792.65	91053	313458	4039.15	11789.49	307442.77	1092147.59
Previous year (Total)	1754.89	8003.16	35468	136641	1728.71	7976.98	78742.00	365540.31

* 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	2,310	10,818	12,641	40,324		-	3,891,009	86,233,611
Previous year	1,632	9,198	9,413	45,472	-	-	12,929,627	50,720,529
Marine Cargo	1,484	5,743	1,038	6,007		-	318,532	4,453,001
Previous year	952	4,394	2,103	6,246	-	-	358,091	3,366,154
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,484	5,743	1,038	6,007	-	-	318,532	4,453,001
Previous year (Total)	952	4,394	2,103	6,246	-	-	358,091	3,366,154
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	673	2,243	84	309		-	460,006	7,514,209
Previous year	501	2,124	71	246	-	-	689,920	2,954,930
Motor Own Damage	2,561	8,614	62,307	215,976		-	160,801	518,020
Previous year	1,460	5,344	31,448	119,282	-	-	80,854	308,267
Motor Third party	434	1,537	62,307	215,976		-	-	-
Previous year	257	967	31,448	119,282	-	-	-	-
Motor (Total)	2,995	10,151	62,307	215,976	-	-	160,801	518,020
Previous year (Total)	1,717	6,311	31,448	119,282	-	-	80,854	308,267
Workmen's compensation / Employer's liability	8	104	11	87		-	316	114,338
Previous year	15	99	12	62	-	-	5,013	78,618
Public Liability	320	1,204	27	204		-	117,476	657,432
Previous year	238	990	30	175	-	-	148,939	529,263
Product Liability	58	184	18	93		-	49,717	6,639,272
Previous year	33	160	20	146	-	-	168,670	2,510,875
Other Liability Covers	970	3,706	524	2,230		-	255,980	1,548,523
Previous year	919	3,507	420	1,459	-	-	409,318	1,388,886
Liability (Total)	1,357	5,198	580	2,614	-	-	423,490	8,959,565
Previous year (Total)	1,204	4,755	482	1,842	-	-	731,940	4,507,642
Personal Accident	1,355	4,710	7,841	35,514		-	735,219	3,450,041
Previous year	998	4,213	9,631	38,674	-	-	666,841	2,698,971
Medical Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	1,131	4,580	31,956	123,644		-	3,694,819	13,743,244
Previous year	659	2,503	22,926	90,443	-	-	2,695,452	10,085,757
Health (Total)	1,131	4,580	31,956	123,644	-	-	3,694,819	13,743,244
Previous year (Total)	659	2,503	22,926	90,443	-	-	2,695,452	10,085,757
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	265	564	3,926	6,419		-	13,400	23,648
Previous year	141	476	75	805	-	-	14,300	51,010
Grand Total	11,569	44,008	120,373	430,807	-	-	9,697,277	124,895,340
Previous year (Total)	7,804	33,975	76,149	303,010	-	-	18,167,026	74,693,260

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
19	575	61	284		-		-		
71	311	84	358	-	-	-	-		
49	406	35	180		-		-		
11	111	26	97	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
49	406	35	180	-	-	-	-	-	-
11	111	26	97	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
5	30	2	9		-		-		
1	13	4	12	-	-	-	-		
184	611	4,730	16,450		-		-		
77	299	1,600	6,302	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
184	611	4,730	16,450	-	-	-	-	-	-
77	299	1,600	6,302	-	-	-	-	-	-
0	2	-	2		-		-		
1	1	-	1	-	-	-	-		
45	167	24	79		-		-		
25	75	16	69	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
45	169	24	81	-	-	-	-	-	-
25	77	16	70	-	-	-	-	-	-
32	127	722	3,042	0	2	3,006	13,200		
13	52	411	1,081	-	0	-	1,402		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
253	1,071	90	381		-		-		
0	4	42	188	-	-	-	-		
253	1,071	90	381	-	-	-	-	-	-
0	4	42	188	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
63	202	3,428	5,903		-		-		
23	47	334	1,223	-	-	-	-		
651	3,192	9,092	26,330	0	2	3,006	13,200	-	-
221	913	2,517	9,331	-	0	-	1,402	-	-

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	10019.96	47301.67	82795	326138	2308.34	9632.93	-156334913.08	151617494.09
Previous year	7711.62	37668.74	76725	292116			112715386.23	201779545.19
Marine Cargo	2000.97	9410.56	24240	101915	141.06	2015.70	-114106056.31	44620973.14
Previous year	1859.91	7394.86	22258	93521			1472039.24	50570312.60
Marine Hull (Including Onshore & Offshore oil energy)	1767.47	10378.30	1059	3888	-866.66	1725.00	-3138864.61	11505300.82
Previous year	2634.13	8653.30	700	4444			1335940.41	13450213.20
Marine (Total)	3768.44	19788.86	25299	105803	-725.60	3740.70	-117244920.92	56126273.96
Previous year (Total)	4494.04	16048.16	22958	97965	0.00	0.00	2807979.65	64020525.80
Aviation	1669.06	2958.54	55	189	44.78	107.31	20883.03	975270.12
Previous year	1624.28	2851.23	-34	165			2749165.31	4024553.06
Engineering	2140.60	10435.63	5469	24796	-108.04	700.59	-4418384.54	52279069.45
Previous year	2248.64	9735.04	3487	25615			32633366.97	54628769.37
Motor Own Damage	10163.17	40115.02	438666	1635941	438.12	2008.84	-4332874.46	10062265.71
Previous year	9725.05	38106.18	438251	1675832			143193773.18	145488347.16
Motor Third party	7639.49	29939.79	354700	1383270	167.92	391.26		
Previous year	7471.57	29548.53	237070	832186				
Motor (Total)	17802.66	70054.81	438666	1635941	606.04	2400.10	-4332874.46	10062265.71
Previous year (Total)	17196.62	67654.71	438251	1675832	0.00	0.00	143193773.18	145488347.16
Workmen's compensation / Employer's liability	479	1713	7971	27514	97.46	336.99	-970052	404181
Previous year	381	1376	2340	27579			57944270	58098749
Public Liability	-1	137	-113	732	-14.86	91.22	6167	510391
Previous year	14	46	422	1400			20155	536470
Product Liability	36	241	70	102	283.15	73.03	-22045424	115312
Previous year	-247	168	-8	42			15029	201957
Other Liability Covers	901	3625	-2506	14713	-156.25	257.55	-9310778	413514
Previous year	1058	3367	-50218	15489			5181075	5569756
Liability (Total)	1415.83	5716.98	5422	43061	209.50	758.79	-32320088.03	1443398.46
Previous year (Total)	1206.33	4958.19	-47464	44510	0.00	0.00	63160529.71	64406931.76
Personal Accident	1857.94	5134.97	55783	197701	375.04	1214.55	16624860.71	36673772.41
Previous year	1482.90	3920.42	53355	164797			3845458.01	18092376.68
Medical Insurance	16918.56	80914.16	146359	421980	6012.37	23765.35	30637835.40	282417638.95
Previous year	10906.19	57148.81	92005	373842			38650500.09	49881508.75
Overseas Medical Insurance	129.26	624.10	3897	24124	-35.39	-85.65	-65542250.95	440985.01
Previous year	164.65	709.75	2928	23271			826350.98	885518.58
Health (Total)	17047.82	81538.26	150256	446104	5976.98	23679.70	-34904415.55	282858623.96
Previous year (Total)	11070.84	57858.56	94933	397113	0.00	0.00	39476851.07	50767027.33
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	0.52	0	10	10.40	-2.75	0.00	2.90
Previous year	-10.40	3.27	-557	18			-44782.51	51309.90
All Other Miscellaneous	4107.82	16611.56	114517	407898	246.78	1510.99	-1117121018.61	235968670.67
Previous year	3861.04	15100.57	101352	473367			148382908.93	213746602.28
Grand Total	59830.13	259541.80	878262	3187641	8944.22	43742.91	-1450030871.45	828004841.73
Previous year (Total)	50885.91	215798.89	743006	3171498	0.00	0.00	548920636.55	817005988.53

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
296.59	1634.31	8432	36346	407.18	1303.09	0.00	0.00		
440.23	1846.46	7213	28670	189.70	774.25	0.00	0.00		
73.18	292.22	616	3235	86.18	264.32	0.00	0.00		
26.25	170.26	584	2580	39.29	172.24	0.00	0.00		
1.53	16.08	23	109	22.37	62.14	0.00	0.00		
0.90	6.25	20	75	0.36	8.33	0.00	0.00		
74.71	308.30	639	3344	108.55	326.46	0	0		
27.15	176.51	604	2655	39.65	180.57	0	0		
2.65	2.65	5	5	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
96.36	383.41	450	1591	90.25	326.75	0.00	0.00		
69.03	280.40	437	1749	50.34	256.84	0.00	0.00		
564.20	2238.15	18141	137938	569.31	2040.89	3555.00	7679.00		
147.85	2323.92	20403	144060	67.43	1882.90	1059.00	6588.00		
558.12	1679.14	28595	111954	1759.65	2711.03	3631.00	11929.00		
14.63	1621.17	8120	61556	-2.03	1237.45	2935.00	8372.00		
1122.32	3917.29	28595	137938	2328.96	4751.92	7186	19608		
162.48	3945.09	20403	144060	65.40	3120.35	3994	14960		
91	212	965	1783	44	100	1564	7249		
-41	128	434	1954	24	86	3074	7548		
2	2	12	23	1	12	0	0		
4	5	13	41	3	4	0	0		
0	18	3	6	0	25	0	0		
0	19	0	4	0	24	0	0		
-88	165	189	2003	63	127	1	5		
8	70	537	1718	10	52	1	5		
5.00	396.69	1169	3815	108.91	264.99	1565	7254		
-28.56	221.26	984	3717	37.16	165.07	3075	7553		
49.51	219.16	3484	19835	52.47	198.75	36192	150935		
30.41	141.36	2631	12932	80.52	159.03	6607	204962		
305.81	1642.67	9317	59075	220.84	1622.35	116791	1092942	738266	2146969
167.86	798.77	5091	23763	68.67	975.15	43637	10222840	164201	1460095
4.22	38.27	97	1214	27.55	50.61	1040	3130	11124	17737
3.82	17.17	42	651	-3.68	12.50	-3735	5113	965	11371
310.03	1680.94	9414	60289	248.39	1672.96	117831	1096072	749390	2164706
171.68	815.94	5133	24414	64.99	987.65	39902	10227953	165166	1471466
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		
-0.03	0.00	-6	0	-12.43	0.00	0	0		
935.50	3127.95	22287	90383	200.79	794.96	14388	69239		
663.54	2118.83	47122	125853	229.27	900.95	11148	5221706		
2892.67	11670.70	74475	353546	3545.50	9639.88	177162	1343108		
1535.93	9545.85	84521	344050	744.60	6544.71	64726	15677134		

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	7183.60	28381.46	42801	180298	-1169.38	1120.51	19619019.89	74213799.61
Previous year	8352.98	27260.95	45158	170878				
Marine Cargo	1816.49	7843.55	15713	60612	233.48	1552.62	5343768.40	21871176.42
Previous year	1583.01	6290.93	23348	80525				
Marine Hull (Including Onshore & Offshore oil energy)	1927.30	9434.50	337	1434	702.34	4108.25	533658.00	2149304.54
Previous year	1224.96	5326.25	550	1723				
Marine (Total)	3743.79	17278.05	16050	62046	935.82	5660.87	5877426.40	24020480.96
Previous year (Total)	2807.97	11617.18	23898	82248				
Aviation	1108.03	2550.34	14	121	659.26	-493.50	148355.46	4531149.55
Previous year	448.77	3043.84	31	145				
Engineering	1893.29	9573.92	3425	14276	-1109.01	128.99	1679352.63	9357650.96
Previous year	3002.30	9444.93	4268	15277				
Motor Own Damage	7200.75	30471.52	396693	1609115	226.49	2342.38	484317.29	2033044.02
Previous year	6974.26	28129.14	387639	1493354				
Motor Third party	6235.19	25645.69	559231	2251947	56.20	1379.54	0.00	0.00
Previous year	6178.99	24266.15	151275	569364				
Motor (Total)	13435.94	56117.21	559231	2251947	282.69	3721.92	484317.29	2033044.02
Previous year (Total)	13153.25	52395.29	387639	1493354				
Workmen's compensation / Employer's liability	642.33	2363.69	5275	21139	114.22	197.98	9090.07	38594.30
Previous year	528.11	2165.71	5839	22226				
Public Liability	5.84	45.52	30	157	0.92	1.18	170359.20	8052853.14
Previous year	4.92	44.34	42	188				
Product Liability	16.59	129.33	12	44	-23.66	-167.92	75151.18	1508100.53
Previous year	40.25	297.25	14	51				
Other Liability Covers	225.88	1024.13	2593	10135	-58.00	-512.90	1163058.81	6362111.73
Previous year	283.88	1537.03	2684	10054				
Liability (Total)	890.64	3562.67	7910	31475	33.48	-481.66	1417659.26	15961659.70
Previous year (Total)	857.16	4044.33	8579	32519				
Personal Accident	975.77	4542.77	94116	351926	-158.07	299.00	1358105.91	7170555.78
Previous year	1133.84	4243.77	101207	357371				
Medical Insurance	10084.45	39856.02	81214	267042	1447.77	9275.46	338147.87	1441188.95
Previous year	8636.68	30580.56	70326	216354				
Overseas Medical Insurance	61.74	349.12	1744	10343	-12.94	-38.28	167275.21	1070292.67
Previous year	74.68	387.40	2135	11118				
Health (Total)	10146.19	40205.14	82958	277385	1434.83	9237.18	505423.08	2511481.62
Previous year (Total)	8711.36	30967.96	72461	227472				
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	4369.35	19038.20	85827	362361	389.98	2343.46	3172562.12	1049342736.04
Previous year	3979.37	16694.74	104793	375134				
Grand Total	43746.60	181249.76	892332	3531835	1299.60	21536.77	34262222.04	1189142558.24
Previous year (Total)	42447.00	159712.99	899309	3323762				

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
275.25	1406.31	7814	29748	4012.32	6002.03	0	0	0	0
1011.02	8352.98	5839	19177	27.72	1011.02	0	0	0	0
54.12	291.58	614	2544	370.71	1127.19	0	0	0	0
137.66	1583.01	877	3135	33.53	137.66	0	0	0	0
12.88	42.41	134	662	132.00	378.51	0	0	0	0
14.80	1224.96	91	678	4.44	14.80	0	0	0	0
67.00	333.99	748	3206	502.71	1505.69	0	0	0	0
152.46	2807.97	968	3813	37.97	152.46	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
67.32	368.12	450	1866	451.38	1375.83	0	0	0	0
251.64	3002.30	444	1438	6.51	251.64	0	0	0	0
1206.90	5313.68	66815	275613	2141.31	7307.24	0	0	0	0
3163.71	6974.26	43261	166757	128.68	3163.71	0	0	0	0
1160.74	4837.36	96783	391116	1782.60	5953.13	380386	2001497	1393863	3637226
2910.92	6178.99	17986	66146	133.02	2910.92	5497	9432	63376	238753
2367.64	10151.04	96783	391116	3923.91	13260.37	380386	2001497	1393863	3637226
6074.63	13153.25	43261	166757	261.70	6074.63	0	9432	63376	238753
89.71	303.18	953	3622	133.60	448.95	676	1722	3338	14421
151.48	528.11	677	2330	7.39	151.48	0	0	0	0
0.03	1.82	3	7	0.68	1.61	0	2	1	11
0.42	4.92	3	4	0.00	0.42	0	0	0	0
0.00	0.50	0	1	1.49	5.27	0	0	1	2
0.67	40.25	0	3	0.00	0.67	0	0	0	0
17.04	88.20	176	903	95.89	248.17	128	420	550	1994
52.67	283.88	91	445	0.64	52.67	0	0	0	0
106.78	393.70	1132	4533	231.66	703.99	804	2144	3890	16428
205.24	857.16	771	2782	8.03	205.24	0	0	0	0
155.30	454.57	20641	79001	284.46	1015.47	32083	182675	48752	576067
255.45	1133.84	13132	46104	39.54	255.45	0	0	0	0
234.28	839.66	5238	15884	1653.01	3542.11	3006	221808	23044	320100
523.61	10537.14	1868	6262	48.45	523.61	0	0	0	0
3.34	10.89	51	245	18.13	46.55	155	667	729	3843
5.10	74.68	17	95	0.43	5.10	0	0	0	0
237.62	850.55	5289	16129	1671.14	3588.66	3161	222475	23773	323943
528.71	10611.82	1885	6357	48.88	528.71	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
849.10	13149.70	25782	107898	829.15	3915.95	21930	187138	389887	2305643
1930.12	3979.37	20800	80917	72.85	1930.12	3261	1301	34467	118581
4126.01	27107.98	158639	633497	11906.73	31367.97	438364	2595929	1860165	6859307
10409.27	43898.69	105086	393491	503.20	10409.27	3261	10733	97843	357334

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	6640.00	30642.00	76104	283403	913.00	5578.00	10615508	49060485
Previous year	5727.00	25064.00	68212	273410	1561.00	1378.00	9207395	40273002
Marine Cargo	1971.00	10742.00	29549	107475	-117.00	2863.00	4180276	22790622
Previous year	2088.00	7879.00	35862	110627	624.00	183.58	4565930	17232898
Marine Hull (Including Onshore & Offshore oil energy)	1567.00	7646.00	3486	8018	780.00	649.00	563669	2748034
Previous year	787.00	6997.00	4321	7117	586.00	2857.42	253626	2255015
Marine (Total)	3538.00	18388.00	33035	115493	663.00	3512.00	4743945	25538656
Previous year (Total)	2875.00	14876.00	40183	117744	1210.00	3041.00	4819556	19487913
Aviation	12.82	145.00	13	360	11.29	108.40	1923	21755
Previous year	1.53	36.60	3	73	-6.87	-522.15	225	5385
Engineering	2486.00	12463.00	6197	31536	1091.00	3950.00	1071552	5378303
Previous year	1395.00	8513.00	4982	30606	-242.00	87.00	618050	3771610
Motor Own Damage	8616.00	34576.00	402347	1673282	345.00	2194.00	1222565	4906151
Previous year	8271.00	32382.00	382062	1614322	1214.00	3665.81	1030590	4034876
Motor Third party	7798.00	29691.00	666124	2753767	1557.00	5932.00		0
Previous year	6241.00	23759.00	569219	2388877	684.00	2466.19		0
Motor (Total)	16414.00	64267.00	666124	2753767	1902.00	8126.00	1222565	4906151
Previous year (Total)	14512.00	56141.00	569219	2388877	1898.00	6132.00	1030590	4034876
Workmen's compensation / Employer's liability	420.36	1825.72	8298	26340	35.80	328.77		0
Previous year	384.56	1496.95	5438	19393	38.87	-129.84	0.00	0
Public Liability	97.99	401.80	477	2626	8.01	1.51	16609	71811
Previous year	89.98	400.29	299	1754	-7.49	-27.34	15251	69704
Product Liability	59.65	228.28	128	729	2.76	80.09	11868	45423
Previous year	56.89	148.19	136	602	12.93	14.77	11805	30753
Other Liability Covers	76.24	674.20	114	8103	-41.35	-23.75	23195	205121
Previous year	117.59	697.95	213	7952	17.57	94.13	35100	208333
Liability (Total)	654.24	3130.00	9017	37798	5.22	386.62	51672	322354
Previous year (Total)	649.02	2743.39	6086	29701	61.88	-48.27	62156	308790
Personal Accident	621.24	3496.36	38209	145984	83.97	977.75	2045571	11513820
Previous year	537.27	2518.61	37495	129896	64.94	300.30	1938291	9086321
Medical Insurance	14378.84	51163.86	153800	529043	6757.02	16745.64	1986227	7067539
Previous year	7621.82	34418.22	99371	426546	1061.68	9391.08	1228497	5547583
Overseas Medical Insurance	722.16	3081.14	15456	43837	82.98	809.36	212462	906550
Previous year	639.18	2271.78	12708	36805	60.32	544.92	188883	671287
Health (Total)	15101.00	54245.00	169256	572880	6840.00	17555.00	2198689	7974089
Previous year (Total)	8261.00	36690.00	112079	463351	1122.00	9936.00	1417380	6218869
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
All Other Miscellaneous	4899.70	19179.63	141960	643432	489.52	622.23	944521	3697256
Previous year	4410.18	18557.40	140279	609107	251.05	681.12	822155	3459508
Grand Total	50367.00	205956.00	1542262	6257935	11999.00	40816.00	22895946	108412870
Previous year (Total)	38368.00	165140.01	1360600	5657086	5920.00	20985.01	19915798	86646274

* Wherever applicable

FOR AND UP TO THE MONTH OF JULY, 2010

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
211.39	1966.97	7920	45514	0.00	0.00	0	0		
402.51	1847.81	10269	41921	6.28	414.22	498	1481		
-13.01	194.21	1004	5464	0.00	0.00	0	0		
73.98	237.02	1592	5462	3.21	84.71	0	195		
0.00	17.45	210	611	0.00	0.00	0	0		
7.12	19.73	192	422	0.89	8.16	0	0		
-13.01	211.66	1214	6074	0.00	0.00	0	0		
81.10	256.75	1784	5884	4.10	92.87	0	195		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
114.03	484.03	327	2780	0.00	0.00	0	0		
164.35	493.82	389	2889	0.00	165.09	0	52		
1183.99	6733.82	64688	242621	0.00	0.00	0	0		
1172.16	6108.34	63923	238332	0.00	601.55	261	5003		
650.46	5657.59	98670	379655	0.00	0.00	0	0		
631.00	4809.46	76312	317378	0.00	350.13	395	2423		
1834.45	12391.41	98670	379655	0.00	0.00	0	0		
1803.16	10917.80	76312	317378	0.00	951.68	656	7426		
19.78	136.26	360	3011	10.91	69.33	22	179		
31.89	148.44	912	2970	9.72	40.06	586	692		
0.00	16.60	0	339	0.00	0.00	0	0		
1.92	8.92	74	256	0.00	3.97	0	2		
0.00	2.16	0	18	0.00	0.00	0	0		
0.00	7.59	0	2	0.00	1.45	0	0		
0.00	37.56	0	643	0.00	0.00	0	0		
16.28	42.08	57	623	0.00	10.53	0	0		
19.78	192.57	360	4011	10.91	69.33	22	180		
50.09	207.03	1043	3851	9.72	56.01	586	694		
193.96	1097.08	1179	10795	435.79	1025.93	11025	52672		
384.45	1264.82	1896	14047	312.68	779.04	7936	26680		
529.07	1904.68	12126	44185	2777.49	5225.65	3217803	3296237	428204	548639
481.81	1438.47	7122	30410	112.71	495.68	8125	47075	226978	309951
0.00	89.49	0	1436	0.00	5.75	0	362	1761	2937
61.29	135.37	1259	2516	0.00	0.00	0	0	1620	2437
529.07	1994.17	12126	45621	2777.49	5231.40	3217803	3296599	429965	551576
543.10	1573.84	8381	32926	112.71	495.68	8125	47075	228598	312388
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		
146.56	5249.77	27133	147912	780.79	2906.40	5401	19826		
1492.43	6215.59	41264	165954	538.54	2425.67	41891	49344		
3036.23	23587.66	213617	884983	4004.98	9233.06	3234251	3369277	429965	551576
4921.19	22777.47	205261	823183	984.03	5380.26	59692	132946	228598	312388

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	371.74	1693.26	8440	30836	86.93	538.24	447385.20	2086583.43
Previous year	284.81	1155.02	6900	27114	274.84	1118.16	382513.76	1295057.57
Marine Cargo	44.31	256.84	156	437	-20.28	87.31	580246.35	1865158.55
Previous year	64.59	169.53	74	279	64.59	152.13	520331.64	920898.11
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)	44.31	256.84	156	437	-20.28	87.31	580246.35	1865158.55
Previous year (Total)	64.59	169.53	74	279	64.59	152.13	520331.64	920898.11
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	35.44	258.30	87	359	13.73	88.60	11896.52	92992.61
Previous year	21.71	169.70	46	263	21.63	169.62	64771.68	165349.70
Motor Own Damage	1382.84	4557.50	45805	166082	1123.80	3803.74	86745.50	301305.62
Previous year	259.04	753.76	7889	21207	259.04	753.76	26545.66	72714.94
Motor Third party	345.71	1467.37	0	0	307.01	1362.96		
Previous year	38.70	104.41	0	0	38.70	104.41		
Motor (Total)	1728.56	6024.87	45805	166082	1430.82	5166.70	86745.50	301305.62
Previous year (Total)	297.74	858.17	7889	21207	297.74	858.17	26545.66	72714.94
Workmen's compensation / Employer's liability	6.99	24	75	229	0.36	9.61	1096	2646
Previous year	6.63	14.59	21	61	6.63	14.59	1444.43	2443.69
Public Liability	0.00	4.27	0	4	0.00	-1.71	0	5900
Previous year	0.00	5.98	0	6	0.00	5.98	0.00	5000.00
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	9.03	30.74	13	46	9.03	21.40	2732	8990
Previous year	0.00	9.34	0	26	0.00	9.34	0	4497
Liability (Total)	16.02	59.21	88	279	9.39	29.30	3827.62	17535.14
Previous year (Total)	6.63	29.91	21	93	6.63	29.91	1444.43	11940.69
Personal Accident	17.18	174.77	452	1514	7.33	-491.58	49618.85	1228882.39
Previous year	9.85	666.35	194	476	9.85	619.83	6430.06	7448536.53
Medical Insurance	130.36	896.50	2737	7883	57.24	285.16	6300.35	58315.65
Previous year	73.12	611.34	1519	4951	73.12	611.34	3656.76	50573.94
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)	130.36	896.50	2737	7883	57.24	285.16	6300.35	58315.65
Previous year (Total)	73.12	611.34	1519	4951	73.12	611.34	3656.76	50573.94
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	288.49	1053.16	12582	45876	72.60	236.57	144315.99	565447.68
Previous year	215.89	816.59	10536	39512	215.89	816.59	99237.63	432970.98
Grand Total	2632.09	10416.91	70347	253266	1657.75	5940.30	1330336.37	6216221.06
Previous year (Total)	974.34	4476.61	27179	93895	964.29	4375.75	1104931.62	10398042.46

* Wherever applicable

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	13031.22637	27839.1589	24675	105383	3009.496432	4745.7	313714.1347	865946.8347
Previous year	10195.35994	23314.74062	38788	88508	2784.824888	9792.8	248387.947	725800.7426
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	13031.22637	27839.1589	24675	105383	3009.496432	4745.7	313714.1347	865946.8347
Previous year (Total)	10195.35994	23314.74062	38788	88508	2784.824888	9792.8	248387.947	725800.7426

* 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	57.87	161.38	2932	9103	57.87	161.38	35525.88	97097.38
Previous year	35.26	92.30	2282	5706	35.26	92.30	99904.56	276092.79
Medical Insurance	1254.09	5029.97	35687	124639	1254.09	5029.97	54982.28	170396.39
Previous year	634.14	2266.22	4149	13308	634.14	2266.22	67398.00	189360.58
Overseas Medical Insurance	39.05	201.64	1817	9330	39.05	201.64	186380.63	750993.85
Previous year	41.47	207.05	1777	10373	41.47	207.05	144624.00	707206.50
Health (Total)	1293.13	5231.61	37504	133969	1293.13	5231.61	241362.90	921390.24
Previous year (Total)	675.62	2473.27	5926	23681	675.62	2473.27	212022.00	896567.08
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	42.06	205.46	41775	178242	42.06	205.46	208875.00	891210.00
Previous year	31.95	122.58	31806	122059	31.95	122.58	159030.00	610035.00
Grand Total	1393.06	5598.45	82211	321314	1393.06	5598.45	485763.78	1909697.62
Previous year (Total)	742.83	2688.15	40014	151446	742.83	2688.15	470956.56	1782694.87

* 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	6006	26810	1095	3977	-971	862	433334	1332514
Previous year	6977	25948	1276	4422	1023	3524	350991	1304157
All Other Miscellaneous								
Previous year								
Grand Total	6006.43	26810.45	1095	3977	-970.57	862.26	433334.40	1332513.67
Previous year (Total)	6977.00	25948.19	1276	4422	1023.00	3524.00	350990.64	1304157.00

* 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	169.67	400.48	1779	4326	164.19	388.46	6361.50	14758.50
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	169.67	400.48	1779	4326	164.19	388.46	6361.50	14758.50
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	169.67	400.48	1779	4326	164.19	388.46	6361.50	14758.50
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

* 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			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Cargo			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Engineering			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Own Damage			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Third party			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
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			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Public Liability			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Product Liability			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Other Liability Covers			0	0			0.00	0.00
Previous year			0	0			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	196.50	423.84	11633	41436	135.99	242.53	108902.51	471940.82
Previous year	60.51	181.31	9667	28695	25.93	69.29	73868.34	209513.78
Medical Insurance	20515.42	51768.66	70654	223607	2881.50	11983.24	11896711.05	22286958.55
Previous year	17633.92	39785.42	42956	133125	7766.20	17700.84	11333308.73	21559613.96
Overseas Medical Insurance	116.37	517.76	3644	16842	42.01	190.31	318108.51	1519040.21
Previous year	74.36	327.45	2267	9470	30.79	158.90	200071.35	793281.31
Health (Total)	20631.79	52286.42	74298	240449	2923.51	12173.55	12214819.56	23805998.76
Previous year (Total)	17708.28	40112.87	45223	142595	7796.99	17859.74	11533380.08	22352895.27
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	42.90	151.40	15692	54266	11.93	16.37	156920	542660.00
Previous year	30.97	135.03	11140	47790	-7.93	40.27	111400.00	477900.00
Grand Total	20871.19	52861.66	101623	336151	3071.43	12432.45	12480642.07	24820599.58
Previous year (Total)	17799.76	40429.21	66030	219080	7814.99	17969.30	11718648.42	23040309.05

* Wherever applicable



“ਦਾਅਵੇ ਦੇ ਕਾਗਜ਼-ਪੱਤਰ ਭੇਜੇ ਹੋਏ ਮੈਨੂੰ ਤਿੰਨ ਹਫ਼ਤੇ ਹੋ ਗਏ ਹਨ। ਆਸ ਹੈ ਉਹ ਛੇਤੀ ਹੀ ਪੈਸੇ ਭੇਜ ਦੇਣਗੇ।”

“ਜੀ ਹਾਂ, ਉਹ ਜ਼ਰੂਰ ਭੇਜਣਗੇ। ਜਦੋਂ ਸਾਰੇ ਕਾਗਜ਼-ਪੱਤਰ ਤਰਤੀਬ ਵਿਚ ਹੋਣ ਤਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 30 ਦਿਨਾਂ ਦੇ ਅੰਦਰ ਅੰਦਰ ਹਿਸਾਬ ਚੁਕਦਾ ਕਰਨ ਪੈਂਦਾ ਹੈ। ਇਹ ਅਸੂਲ ਹੈ!”

ਭਾਰਤ ਵਿਚ ਬੀਮਾ ਕੰਪਨੀਆਂ ਦੀ ਨਿਗਰਾਨੀ ਕਰਨ ਵਾਲੀ ਸੰਸਥਾ ਬੀਮਾ ਵਿਨਯਮਕ ਅਤੇ ਵਿਕਾਸ ਪ੍ਰਾਧਿਕਰਣ (ਆਈਆਰਡੀਏ) ਪਾਲਸੀਧਾਰਕਾਂ ਦੇ ਹਿੱਤਾਂ ਦੀ ਰਖਵਾਲੀ ਕਰਦੀ ਹੈ। ਆਈਆਰਡੀਏ ਦੇ ਬਣਾਏ ਕੁਝ ਕਾਇਦੇ ਇਸ ਪ੍ਰਕਾਰ ਹਨ :

- ਬੀਮਾ ਕੰਪਨੀ ਨੂੰ ਸਾਰੇ ਸੰਬੰਧਿਤ ਕਾਗਜ਼-ਪੱਤਰ ਮਿਲਣ ਦੇ 30 ਦਿਨਾਂ ਦੇ ਅੰਦਰ ਅੰਦਰ ਦਾਅਵੇ ਦਾ ਭੁਗਤਾਨ ਕਰਨਾ ਪਵੇਗਾ ਜਾਂ ਕੋਈ ਢੁਕਵਾਂਕਾਰਣ ਦੇ ਕੇ ਇਸ ਨੂੰ ਵਿਵਾਦਗ੍ਰਸਤ ਕਰਨਾ ਪਵੇਗਾ।
- ਬੀਮਾ ਕੰਪਨੀ ਪ੍ਰਸਤਾਵ ਸਵੀਕਾਰ ਕਰਨ ਦੇ 30 ਦਿਨਾਂ ਦੇ ਅੰਦਰ ਅੰਦਰ ਭਾਵੀ ਪਾਲਸੀਧਾਰਕ ਨੂੰ, ਪ੍ਰਸਤਾਵ ਫਾਰਮ ਦੀ ਇਕ ਨਕਲ ਮੁਫਤ ਮੁਹਈਆ ਕਰਵਾਏਗੀ।
- ਬੀਮਾ ਕੰਪਨੀ ਦੁਆਰਾ ਪ੍ਰਸਤਾਵ ਪ੍ਰਾਪਤ ਕਰਨ ਦੇ 15 ਦਿਨਾਂ ਦੇ ਅੰਦਰ ਅੰਦਰ ਇਸ ਉੱਤੇ ਕਾਰਵਾਈ ਕਰਨੀ ਚਾਹੀਦੀ ਅਤੇ ਇਸ ਦੀ ਸੂਚਨਾ ਦੇਣੀ ਚਾਹੀਦੀ ਹੈ।
- ਸਾਰੇ ਜ਼ਰੂਰੀ ਕਾਗਜ਼-ਪੱਤਰ ਜਮ੍ਹਾਂ ਕਰਵਾਉਣ ਤੋਂ ਮਗਰੋਂ ਦਾਅਵੇ ਦੇ ਭੁਗਤਾਨ ਵਿਚ ਦੇਰੀ ਦੇ ਮਾਮਲੇ ਵਿਚ ਬੀਮਾ ਕੰਪਨੀ ਵਿਆਜ ਦੀ ਤਹਿਸ਼ੁਦਾ ਰਕਮ ਅਦਾ ਕਰਨ ਲਈ ਜ਼ਿੰਮੇਵਾਰ ਹੋਵੇਗੀ।
- ਜੀਵਨ ਬੀਮਾ ਦਾ ਪਾਲਸੀਧਾਰਕ ਪਾਲਸੀ ਰੱਦ ਕਰਨ ਲਈ 15 ਦਿਨਾਂ ਦੇ (ਪਾਲਸੀ ਮਿਲਣ ਦੀ ਤਾਰੀਖ ਤੋਂ) “ਫਰੀ ਲੁੱਕ ਪੀਰੀਅਡ” ਦਾ ਹੱਕਦਾਰ ਹੋਵੇਗਾ।
- ਬੀਮਾ ਕੰਪਨੀ ਨੂੰ ਆਪਣੇ ਪਾਲਸੀਧਾਰਕਾਂ ਦੇ ਕਿਸੇ ਵੀ ਚਿੱਠੀ-ਪੱਤਰ ਦਾ ਜਵਾਬ 10 ਦਿਨਾਂ ਦੇ ਅੰਦਰ ਅੰਦਰ ਦੇਣਾ ਚਾਹੀਦਾ ਹੈ।



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Through its Financial Stability Committee, the IAIS is currently engaged in strengthening global-level efforts in providing financial stability. These efforts include contributing to the identification of macro-prudential surveillance data and development of tools relevant to the insurance sector.

Mr. Peter Braumuller

Chair of IAIS Executive Committee

Our survey findings are a clear indicator that most Americans are not aware of how soon some of the early health care changes may impact them. It's essential for consumers to understand what to expect and when to consult their state insurance departments for more information.

Ms. Jane L. Cline

NAIC President and West Virginia Insurance Commissioner

The ease at which capital can now move across global financial markets has presented criminals and terrorists with opportunities to move their resources quickly, and hide their tracks.

Mr. K. Shanmugam

Minister for Law, and 2nd Minister for Home Affairs; Government of Singapore

The essence of why the financial system proved so unstable, and why the latest financial crisis was so great, lies therefore, I argue, in the interaction between the specific characteristics of credit contracts, of banks, of real estate finance, and of liquid traded markets.

Mr. Adair Turner

Chairman, FSA, UK

APRA's approach to supervision has a clear goal. It is to ensure that our supervisory judgements about a regulated institution are accurate, timely and robust; and that the supervisory attention afforded to each institution is appropriate.

Mr. John F. Laker

Chairman, Australian Prudential Regulation Authority

It is very important to put in place an efficient mechanism to handle relief and rehabilitation (as a part of disaster management); as also to pay attention to the financial losses that take place in great magnitude across the affected region.

Mr. J. Hari Narayan

Chairman, Insurance Regulatory & Development Authority India

