



बीमा विनियामक और विकास प्राधिकरण  
**INSURANCE REGULATORY AND  
DEVELOPMENT AUTHORITY**

Ref: 66/CA/INSP/NL/JAN 2011

February 26, 2013

**Dr. A.K.Saxena**  
**Chairman cum Managing Director**  
**The Oriental Insurance Company Limited**  
**"Oriental House", A-25/27, Asaf Ali Road,**  
**New Delhi - 110 002**

Dear Sir,

**Re: Inspection of complaint pertaining to M/s. Oriental Insurance Company Limited - January 2011; Complainant: M/s. J.B. Handloom Centre - Complaint No. 4/OIC/COMP/10-11 - Delay in settlement of claim under Property / Fire Insurance Policy - Violation of Regulation 9(1) & Regulation 9(5) of IRDA PPHI Regulations 2002**

We draw your attention to your letter 22.05.2012 in regard to delay in responding to the insured post the claim intimation and also to the delay in making offer of claim settlement in regard to the above complaint. The competent authority has taken serious note of your company's violation of Regulation 9(1) and Regulation 9(5) IRDA PPHI Regulations 2002.

While no further charges are pressed for the moment, you are specifically advised to scrupulously adhere to IRDA PPI Regulations 2002 in all matters claim servicing.

The receipt of this letter may be acknowledged.

Yours faithfully,

  
**(Yegnapriya Bharath)**  
**Joint Director**