



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

Ref: 67/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: Mr. Mohan Lal Nahar - Complaint No.41/OIC/COMP/10-11 - Delay in settlement of fire insurance claim under Shopkeepers Insurance Policy - Violation of Regulation 9(1), Regulation 9(3) and Regulation 5 of IRDA PPHI Regulations 2002

We draw your attention to your letter 22.05.2012 in regard to delay in settlement of Fire insurance Claim, delay in seeking query from the Surveyor on his report and the delay in informing the Authority about the resolution of the above complaint. The competent authority has taken serious note of your company's violation of Regulation 9(1), Regulation 9(3) & Regulation 5 of IRDA PPHI Regulations 2002 in the matter.

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

The receipt of this letter may be acknowledged.

Yours faithfully,


(Yegnapriya Bharath)
Joint Director