



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

Ref: 25/CA/INSP/NL/JULY 2010

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 - June 2010; Complainant: Mr.D.R.Mehta - Complaint No.987/OIC/COMP/09-10 - Motor Insurance Claim in respect of Vehicle No. DL 3 CA 6704 - Violation of Regulation 9(6) of IRDA PPHI Regulations 2002

We draw your attention to your letter 22.05.2012 in regard to non-settlement of motor claim and delay in responding to the insured post the claim intimation in regard to the above complaint. The competent authority has taken serious note of your company's violation of Regulation 9(6) 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 of claim servicing.

The receipt of this letter may be acknowledged.

Yours faithfully,


(Yegnapriya Bharath)
Joint Director