



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

Ref: 4/CA/Insp/NL/2010-11

October 19 2010

Shri. G. Srinivasan
Chairman-cum-Managing Director
M/s. The United India Insurance Co. Ltd.,
24, Whites Road
CHENNAI – 600 014

Sub: Notice to show cause – Non Compliance of provisions of IRDA (Protection of Policyholders' Interests) Regulations 2002 - Complaint of Mr.Sanjeev Kumar Varma, M/s National Surgicals against United India Insurance Co Ltd - Complaint Ref.1525 /UII/COMP/09-10

Your reply dated 25.8.2010 in response to our Show Cause Notice dated 2nd August, 2010 has been examined by the Authority. The following violations by your Company are confirmed.

- i. Regulation 7 of IRDA (Protection of Policyholders' Interests) Regulations, 2002 for not keeping the insured informed of the action to be taken by him upon occurrence of a contingency likely to give rise to a claim under the policy.
- ii. Section 102 of the Insurance Act for not properly responding to the Authority's letter on the subject matter.

A serious view has been taken by the Authority on the above violations. However, taking into account the remedial measures taken by your Company against the TPA M/S Alankit Healthcare TPA Ltd, no further charges are pressed.

The Authority shall take a more serious view on such complaints reported against your Company in the future.

The receipt of this letter may be acknowledged.

Yours faithfully,

(A.Giridhar)
Executive Director