



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

Ref: 1563/NIA/COMP/09-10

March 20, 2012

Shri A.R.Sekhar
In-charge
The New India Assurance Co Ltd
New India Assurance Bldg
87, M.G.Road, Fort
Mumbai 400 001

Dear Sir,

Sub: Notice to show cause - Non Compliance of provisions of Regulations 5 and 10 of the IRDA (Protection of Policyholders' Interests Regulation) 2002 and Section 102 of the Insurance Act -Violation of File & Use Guidelines - Complaint of Shri Bhagi Ramanath against New India Assurance Co Ltd, Adoni - Mediclaim Policy No.610702/34/09/11/00000008

This has reference to your letter of 9th August, 2010, responding to the Show Cause Notice dated 27th July, 2010 issued by the Authority.

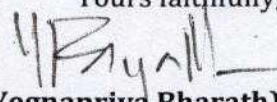
The competent authority has concluded that your Company has violated the File and Use Guidelines ref. 021/IRDA/F&U/Sep-06 dt.28.9.2006 by not charging the premium as per the product/premium filed by your Company with the Authority. While no charges are pressed for the moment, you are hereby advised to scrupulously adhere to the above File & Use Guideline and the Authority will be constrained to take a more serious view on such complaints in the future.

Further, you are also hereby directed to:

- (a) refund the excess premium charged in respect of Shri. Bhagi Ramanath's Mediclaim Policies that are not in conformity with the product filed with the Authority.
- (b) refund the excess premium charged (which are not in conformity with the product filed with the Authority) to the concerned Mediclaim Policyholders who have made similar complaints.

The Authority may be kept informed of the action taken by your Company in the matter within 10 days of receipt of this letter.

Yours faithfully,


(Yegnapriya Bharath) 20/3/12
Joint Director