



वार्षिक रिपोर्ट
ANNUAL REPORT
2019-20

भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

ANNUAL REPORT 2019-20



INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

Office

Survey No. 115/1, Financial District
Nanakramguda, Gachibowli
Hyderabad – 500032, India
Phone: +91-40-20204000



This Report is in conformity with the format as
per the Insurance Regulatory and Development Authority
(Annual Report-Furnishing of Return, Statements
and Other Particulars) Rules, 2000.



ANNUAL REPORT 2019-20



भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY OF INDIA

पारगमन पत्र

संदर्भ सं. 101/8/ आर&डी/एसडी/एआर-2019-20/01/ दिसंबर-20

1 दिसंबर, 2020

सचिव,
वित्तीय सेवाएं विभाग, वित्त मंत्रालय
तीसरा तल, जीवनदीप बिल्डिंग,
संसद मार्ग, नयी दिल्ली - 110 001
श्रीमान,

हम बीमा विनियामक और विकास प्राधिकरण अधिनियम, 1999 की धारा 20 के उपबंधों के अनुसार, 31 मार्च 2020 को समाप्त हुये वर्ष के लिये प्राधिकरण की वार्षिक रिपोर्ट, अधिसूचित बी.वि.वि.प्रा. (वार्षिक रिपोर्ट विवरणियों, विवरणों और अन्य विशिष्टियों को प्रस्तुत किया जाना) विनियम, 2000 के विहित प्रारूप में भेज रहे हैं।

भवदीय,
डा. सुभाष चंद्र खुंटिया
अध्यक्ष

LETTER OF TRANSMITTAL

Ref. No. 101/8/R&D/SD/AR-2019-20/01/Dec-20

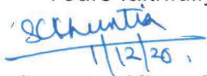
1st December, 2020

The Secretary,
Department of Financial Services
Ministry of Finance
3rd Floor, Jeevan Deep Building
Parliament Street
New Delhi - 110 001

Sir,

In accordance with the provisions of Section 20 of the Insurance Regulatory and Development Authority Act, 1999, we are sending herewith the Annual Report of the Authority for the financial year ended 31st March, 2020 in the format prescribed in the IRDA (Annual Report – Furnishing of return, statements and other particulars) Rules, 2000.

Yours faithfully,


Dr. Subhash Chandra Khuntia
Chairman

CONTENTS

Mission Statement	xv
Members of the Authority	xvii
Senior Officials of IRDAI	xix

**PART – I
POLICIES AND PROGRAMMES**

I.1	Review of General Economic Environment	1
I.2	Appraisal of Insurance Market	3
I.3	Number and Details of Authorised Insurers/Reinsurers	34
I.4	Research and Development Activities Undertaken by the Insurers	34
I.5	Review	
I.5.1	Protection of Interests of Policyholders	41
I.5.2	Maintenance of Solvency Margins of Insurers	48
I.5.3	Monitoring of Reinsurance	49
I.5.4	Monitoring Investments of the Insurers	55
I.5.5	Health Insurance	57
I.5.6	Specified Percentage of Business to be done in Rural and Social Sector	68
I.5.7	Accounts and Actuarial Standards	69
I.5.8	Directions, Orders and Regulations given by the Authority	69
I.5.9	Powers and Functions Delegated by the Authority	70
I.5.10	Other Policies and Programmes having Bearing on the Working of the Insurance Market	70

**PART – II
REVIEW OF WORKING AND OPERATIONS**

II.1	Regulation of Insurance and Reinsurance Companies	81
II.2	Intermediaries Associated with Insurance Business	87
II.3	Professional Institutes connected with Insurance Education	108
II.4	Litigations, Appeals and Court Pronouncements	110
II.5	International Cooperation in Insurance	113
II.6	Public Complaints	116
II.7	Functioning of the Advisory Committee	119
II.8	Functioning of Ombudsman	120
II.9	Insurance Associations and Insurance Councils	121

PART – III

STATUTORY AND DEVELOPMENTAL FUNCTIONS OF THE AUTHORITY

III.1	Issue to the applicant a certificate of registration, renew, modify, withdraw, suspend or cancel such registration	127
III.2	Protection of the interests of policyholders in matters concerning assigning of policy, nomination by policyholders, insurable interest, settlement of insurance claim, surrender value of policy and other terms and conditions of contracts of insurance	127
III.3	Specifying requisite qualifications, code of conduct and practical training for intermediaries or Insurance Intermediaries and agents	134
III.4	Specifying the code of conduct for surveyors and loss assessors	134
III.5	Promoting efficiency in the conduct of insurance business	136
III.6	Promoting and regulating professional organisations connected with the insurance and reinsurance business	140
III.7	Levying fees and other charges for carrying out the purposes of the Act	140
III.8	Calling information from, undertaking inspection of, conducting enquiries and investigations including audit of the insurers, intermediaries, insurance intermediaries and other organisations connected with the insurance business	140
III.9	Control and Regulation of Rates, Advantages, Terms and Conditions that may be offered by insurers in respect of general insurance business not so controlled and regulated by the Tariff Advisory Committee under section 64U of the Insurance Act, 1938 (4 of 1938)	142
III.10	Specifying the form and manner in which books of accounts shall be maintained and statements of accounts shall be rendered by Insurers and other insurance intermediaries	142
III.11	Regulating investment of funds by insurance companies	143
III.12	Regulating maintenance margin of solvency	143
III.13	Adjudication of disputes between Insurers and Intermediaries or Insurance Intermediaries	144
III.14	Specifying the percentage of life insurance business and general insurance business to be undertaken by the Insurers in the rural and social sector	144

**PART – IV
ORGANISATIONAL MATTERS**

IV.1	Organisation	147
IV.2	Human Resources	148
IV.3	Promotion of Official Language	150
IV.4	Information Technology	152
IV.5	Accounts	154
IV.6	IRDAI Journal	154
IV.7	Acknowledgements	155

BOX ITEMS

I.1	Participation of Women in Life Insurance	16
I.2	Loss Prevention and Loss Minimization in General Insurance Industry	29
I.3	Reinsurance Guidelines issued by the Authority during the year 2019-20	53
I.4	Standard Individual Health Insurance Product: Arogya Sanjeevani Policy	66
I.5	COVID Standard Health Insurance policies	67
I.6	Misuse of Total Loss Accident Vehicle documents over Stolen Vehicles	69
I.7	Regulatory Initiatives / Measures Undertaken By Authority During The Covid 19 Pandemic	78
II.1	Guidelines on Public Disclosures by Insurers on the Qualitative and Quantitative parameters of the health services rendered to policyholders	86
II.2	Brief highlights of IRDAI (Third Party Administrators- Health Services) (Amendment) Regulations, 2019	100
II.3	Standards for hospitals in the provider network – Disclosure of Quality Parameters	101
II.4	Cover for Motor Own Damage risks for Cars and Two-Wheelers	112
III.1	Standardization of exclusions in Health Insurance Contracts	131
III.2	Introduction of norms on informing policyholders about the costs of cashless treatment approved to a Policyholder	133
III.3	Benefit Illustration and Market Conduct	138
III.4	Group Life Insurance Products Administration	139

TABLES

I.1	Provisional Estimates of National Income and Expenditure	1
I.2	Provisional Estimates of GVA at Basic Price by Economic Activity	2
I.3	Gross Savings	3
I.4	Financial Savings of the Household sector	3

ANNUAL REPORT 2019-20

I.5	Premium Volume by Region in the World in 2019	5
I.6	Total Real Premium Growth by Region in the World in 2019	5
I.7	Insurance Penetration and Density in India	8
I.8	Premium Underwritten by Life Insurers	9
I.9	Segment-wise Premium Underwritten by Life Insurers	10
I.10	New Individual Policies issued by Life Insurers	11
I.11	Paid up Capital of Life Insurers	11
I.12	Commission Expenses of Life Insurers	12
I.13	Operating Expenses of Life Insurers	13
I.14	Claims of Life Insurers	13
I.15	Death Claims of Life Insurers	14
I.16	Investment Income of Life Insurers	15
I.17	Profit After Tax of Life Insurers	15
I.18	Dividend paid by Life Insurers	16
I.19	Offices of Life Insurers	18
I.20	Premium (within India) Underwritten by General and Health Insurers	19
I.21	Segment-wise Premium (Within India) Underwritten by General and Health Insurers	20
I.22	Premium Underwritten Outside India by General Insurers	21
I.23	New Policies Issued by General and Health Insurers	22
I.24	Paid-up Capital of General and Health Insurers	22
I.25	Commission Expenses of General and Health Insurers	23
I.26	Operating Expenses of General and Health Insurers	24
I.27	Net Incurred Claims of General and Health Insurers	25
I.28	Incurred Claim Ratio of General and Health Insurers	25
I.29	Underwriting Experience of General and Health Insurers	26
I.30	Investment Income of General and Health Insurers	26
I.31	Profit After Tax of General and Health Insurers	27
I.32	Dividend Paid by General and Health Insurers	27
I.33	Offices of General and Health Insurers	28
I.34	Premium Schedule of Reinsurers	31
I.35	Segment-wise Premium Accepted by Reinsurers	32
I.36	Paid-up Capital/ Assigned Capital of Reinsurers	33
I.37	Net Incurred Claims of Reinsurers	33

ANNUAL REPORT 2019-20

I.38	Incurred Claim Ratio of Reinsurers	33
I.39	Registered Insurers and Reinsurers	34
I.40	Complaints on Unfair Business Practices Registered against Life Insurers	45
I.41	Premium Accepted by Reinsurers	51
I.42	Retention and Reinsurance Placement by General Insurers	52
I.43	Net Retention of General Insurers in India	52
I.44	Share of Members in Indian Market Terrorism Risk Insurance Pool	54
I.45	Share of Members in Indian Nuclear Insurance Pool	55
I.46	Total Investments of the Insurance Sector	56
I.47	Investments of Life Insurers: Category-Wise	56
I.48	Investments of Life Insurers: Fund-Wise	56
I.49	Investments of General Insurers and Reinsurers: Category wise	57
I.50	Health Insurance Premium Underwritten by General and Health Insurers	58
I.51	Health Insurance Business of General and Health Insurers: Class of Business-wise	58
I.52	Health Insurance Premium Underwritten by Life Insurers	60
I.53	Segment-wise Health Insurance Premium Underwritten by Life Insurers	60
I.54	Net Incurred Claims under Health Insurance Business of General and Health Insurers	61
I.55	Incurred Claims Ratio under Health Insurance Business of General and Health Insurers	62
I.56	Claims under Health Insurance Business of General and Health Insurers	62
I.57	Claims under Health Insurance Business of Life Insurers	63
I.58	Business under Personal Accident Insurance	64
I.59	Business under Overseas Travel Insurance	64
I.60	Business under Domestic Travel Insurance	65
I.61	Health Insurance Business Underwritten Outside India	65
I.62	List of Central Public Information Officers	73
II.1	Individual Agents Associated with Life Insurers	87
II.2	Gender wise Distribution of Individual Agents Associated with Life Insurers	87
II.3	Individual Agents Associated with General Insurers	88
II.4	Gender wise Distribution of Individual Agents Associated with General Insurers	88
II.5	Individual Agents Associated with Stand-alone Health Insurers	88
II.6	Gender wise Distribution of Individual Agents Associated with Stand-alone Health Insurers	89
II.7	Corporate Agents Associated with Insurance Business	89
II.8	State-wise Registered Offices of Insurance Brokers	90

ANNUAL REPORT 2019-20

II.9	Performance of Micro Insurance Business in Life Insurance Sector	91
II.10	Micro Insurance Agents of Life Insurers	91
II.11	Performance of Micro Insurance Business in General Insurance Sector	92
II.12	State and District-wise Presence of Insurance Marketing Firms	94
II.13	Licenses Issued to Surveyors and Loss Assessors	98
II.14	Network Hospitals Enrolled by TPAs	99
II.15	Business Performance of Intermediaries in Life Insurance	103
II.16	Business Performance of Intermediaries in General Insurance	105
II.17	Business Performance of Intermediaries in Health Insurance	106
II.18	Details of Legal Cases Filed during 2019-20	111
II.19	Details of Legal Cases Disposed/Dismissed during 2019-20	111
II.20	Status of Grievances as per IGMS	117
II.21	Grievances Registered in DARPG Portal and Referred to IRDAI	119
III.1	Status of Claims due to Natural Catastrophes during 2019-20	130
III.2	Onsite Inspections Conducted by IRDAI	141
IV.1	Composition of the Authority as on March 31, 2020	147
IV.2	Details of Meetings of the Authority held during 2019-20	147
IV.3	Sanctioned and Actual Staff Strength in IRDAI	148
IV.4	Category-wise Staff Strength in IRDAI	148
IV.5	Age-wise Distribution of Staff in IRDAI	148
IV.6	Grade-wise Distribution of Staff in IRDAI	149

CHARTS

I.1	Share of Sectors in GVA at Current Prices in 2019-20	2
I.2	Insurance Penetration in India	6
I.3	Insurance Density in India	6
I.4	Insurance Penetration in Select Countries in 2019	7
I.5	Insurance Density in Select Countries in 2019	7
I.6	New Business Premium of Life Insurers	10
I.7	Total Premium of Life Insurers	10
I.8	Trend in Premium Underwritten by Life Insurers	11
I.9	Claims of Life Insurers	14
I.10	Duration-wise Breakup of Pending Claims of Life Insurers	15
I.11	Offices of Life Insurers	18

ANNUAL REPORT 2019-20

I.12	Premium (within India) Underwritten by General and Health Insurers	19
I.13	Share of Different Segments in General Insurance	20
I.14	Offices of General and Health Insurers	28
I.15	Share of Different Segments in Total Reinsurance Premium	32
I.16	Incidence of Mis-selling complaints per 10,000 policies sold	46
I.17	Acceptance Status of Mis-selling Complaints	46
I.18	Channel-wise Mis-selling Complaints	46
I.19	Trend in Health Insurance Premium	58
I.20	Share of Various Classes of Health Insurance Business in Total Premium	59
I.21	Share of various Classes in Lives Covered under Health Insurance Business	59
I.22	Share of States in Health Insurance Premium	59
I.23	Trend in Incurred Claims Ratio of Health Insurance Business	62
II.1	Channel-wise Individual New Business Performance of Life Industry	104
II.2	Channel-wise Group New Business Performance of Life Industry	104
II.3	Channel-wise Business Performance of General Insurers	105
II.4	Channel-wise Performance of Health Insurance Business	105
II.5	Classification of Life Insurance Complaints	117
II.6	Classification of General Insurance Complaints	118
IV.1	Grade-wise Distribution of Staff	149

STATEMENTS

1	International Comparison of Insurance Penetration	159
2	International Comparison of Insurance Density	160
3	Premium Underwritten by Life Insurers	161
4	Segment wise Total Premium of Life Insurers	162
5	Linked and Non-Linked Premium of Life Insurers	163
6	Equity Share Capital of Life Insurers	164
7	Status of Individual Death Claims of Life Insurers	165
8	Status of Group Death Claims of Life Insurers	167
9	State/ UT wise Distribution of Offices of Insurers	169
10	Premium Underwritten by General and Health Insurers (Within and Outside India)	170
11	Segment Wise Premium Underwritten by General and Health Insurers (Within India)	171
12	Equity Share Capital of General and Health Insurers	173
13	Incurred Claims Ratio of General and Health Insurers	174

ANNUAL REPORT 2019-20

14	Status of Claims of General and Health Insurers	176
15	Equity Share Capital/Assigned Capital of Reinsurers/ Branches of Foreign Reinsurers	178
16	Solvency Ratios of Life Insurers	179
17	Solvency Ratio of General and Health Insurers	180
18	Solvency Ratio of Reinsurers	181
19	Investment of Life Insurers	182
20	Investment of General, Health and Reinsurers	185
21	Health Insurance Business of General and Health Insurers	187
22	Health Insurance Business of Life Insurers	188
23	Claims under Health Insurance Business of General and Health Insurers	189
24	Aging of Claims Paid under Health Insurance Business of General and Health Insurers	190

ANNEXURES

1	Insurance Companies Operating in India	192
2	Data for Calculating Motor TP Obligations for the FY 2019-20	194
3	Circulars/Orders/Guidelines/Instructions issued from April 01, 2019 to March 31, 2020	195
4	Regulations framed under the IRDA Act, 1999 up to March 31, 2020	202
5	List of Micro Insurance Products of Life Insurers	207
6	Number of Products Approved during FY 2019-20	208
7	Fee Structure for Insurers and Various Intermediaries and Fee Collected for FY 2019-20	210
8	Penalties Levied by the Authority during FY 2019-20	211
9	(i) Indian Assured Lives Mortality (IALM) - 2012-14 Standard Rates	213
	(ii) Published Mortality Tables- Mortality for Annuitants - LIC	
	(a) (1996-98) Ultimate Rates	214

ABBREVIATIONS

A2ii	:	Access to Inclusive Insurance
ACR	:	Annual Confidential Report
ADB	:	Asian Development Bank Institute
AFIR	:	Asian Forum of Insurance Regulators
AGM	:	Assistant General Manager
AIC	:	Agriculture Insurance Company of India Ltd.
AICTE	:	All India Council for Technical Education
AIDs	:	Acquired Immunodeficiency Syndrome
AM	:	Assistant Manager
AML	:	Anti Money Laundering
ARC	:	Audit and Risk Committee
ASEAN	:	Association of Southeast Asian Nations
ASST	:	Assistant
AUM	:	Assets Under Management
BAP	:	Business Analytics Project
BCs	:	Business Correspondents
CAD	:	Consumer Affairs Department
CAG	:	Comptroller and Auditor General of India
CBDT	:	Central Board of Direct Taxes
CBR	:	Cross Border Reinsurer
CCE	:	Crop Cutting Experiment
CFT	:	Countering the Financing of Terrorism
CGM	:	Chief General Manager
CII	:	Critical Information Infrastructure
CKYCR	:	Central KYC Records Registry
CoI	:	Certificate of Insurance
CoR	:	Certificate of Registration
CPIO	:	Central Public Information Officer
CPIS	:	Coconut Palm Insurance Scheme
CPSC	:	Common Public Service Center
CRS	:	Common Reporting Standard
CSC	:	Common Service Centre
CSC-SPV	:	Common Service Centre Special Purpose Vehicle
CSO	:	Central Statistics Office
CSR	:	Corporate Social Responsibility

CWG	:	Core Working Group
DARPG	:	Department of Administrative Reforms and Public Grievances
DBT	:	Direct Benefit Transfer
DCF	:	District Consumer Forum
DFS	:	Department of Financial Services
DGM	:	Deputy General Manager
DGRC	:	District Grievance Redressal Committee
DPG	:	Directorate of Public Grievances
EAG	:	Eurasian Group on Combating Money Laundering and Financing of Terrorism
ECGC	:	Export Credit Guarantee Corporation of India Ltd.
ECOI	:	Executive Council of Insurers
ED	:	Executive Director
EMEA	:	Europe, Middle East, Africa
EoM	:	Expenses of Management
ERP	:	Enterprise Resource Planning
FAQ	:	Frequently Asked Question
FATCA	:	Foreign Account Tax Compliance Act
FATF	:	Financial Action Task Force
FDI	:	Foreign Direct Investment
FFE	:	Fire Fighting Equipment
FHSI	:	Financial Health and Stability Indicators
FIO	:	Federal Insurance Office
FIU-IND	:	Financial Intelligence Unit- India
FRB	:	Foreign Reinsurer Branch
FSA	:	Financial Sector Assessment
FSAP	:	Financial Sector Assessment Program
FSB	:	Financial Stability Board
FSSA	:	Financial System Stability Assessment
FVCA	:	Fair Value Change Account
GDP	:	Gross Domestic Product
GI	:	General Insurance
GIC	:	General Insurance Corporation of India
GNDI	:	Gross National Disposable Income
GNI	:	Gross National Income
GRC	:	Grievance Redressal Committee

GRO	:	Grievance Redressal Officer
GSLI	:	Group Savings Linked Insurance Scheme
GST	:	Goods and Services Tax
GVA	:	Gross Value Added
HIV	:	Human Immunodeficiency Virus
HNI	:	High Net worth Individuals
HR	:	Human Resources
IAC	:	Insurance Advisory Committee
IAI	:	Institute of Actuaries of India
IAIS	:	International Association of Insurance Supervisors
IBAI	:	Insurance Brokers Association of India
IBNR	:	Incurred But Not Reported
ICAO	:	International Civil Aviation Organization
ICC	:	Internal Complaints Committee
ICP	:	Insurance Core Principles
ICR	:	Incurred Claims Ratio
IFSC	:	International Financial Services Centre
IGCC	:	IRDAI Grievance Call Centre
IGIE	:	Institute of Global Insurance Education
IGMS	:	Integrated Grievance Management System
IIB	:	Insurance Information Bureau of India
III	:	Insurance Institute of India
IIISLA	:	Indian Institute of Insurance Surveyors and Loss Assessors
IIO	:	IFSC Insurance Office
IIRM	:	Institute of Insurance and Risk Management
IIS	:	International Insurance Society
IMF	:	International Monetary Fund
IMFs	:	Insurance Marketing Firms
IND AS	:	Indian Accounting Standard
INFE	:	International Network on Financial Education
INIP	:	Indian Nuclear Insurance Pool
IRCTC	:	Indian Railway Catering and Tourism Corporation
IRDAI	:	Insurance Regulatory and Development Authority of India
ISNP	:	Insurance Self-Network Platform
ISP	:	Insurance Sales Persons

ISTM	:	Institute of Secretariat Training and Management
IWD	:	International Women's Day
KFD	:	Key Feature Document
KYC	:	Know Your Customer
LI	:	Life Insurance
LLP	:	Limited Liability Partnership
LPA	:	Letter Patent Appeal
LPM	:	Loss Prevention and Minimization
MACT	:	Motor Accident Claims Tribunal
MCI	:	Medical Council of India
MFI	:	Micro Finance Institution
MGR	:	Manager
MHA	:	Ministry of Home Affairs
MI	:	Micro Insurance
MISP	:	Motor Insurance Service Provider
MMOU	:	Multilateral Memorandum of Understanding
MoF	:	Ministry of Finance
MoU	:	Memorandum of Understanding
MoRTH	:	Ministry of Road Transport and Highways
MPC	:	Macroprudential Committee
MRO	:	Mumbai Regional Office
MSME	:	Micro, Small and Medium Enterprises
MSP	:	Minimum Support Price
NAIC	:	National Association of Insurance Commissioners
NAV	:	Net Asset Value
NAY	:	Notional Average Yield
NBFC	:	Non-Banking Financial Company
NCDRC	:	National Consumer Disputes Redressal Commission
NCFE	:	National Centre for Financial Education
NCIIPC	:	National Critical Information Infrastructure Protection Centre
NCRB	:	National Crime Records Bureau
NDP	:	Net Domestic Product
NDRO	:	New Delhi Regional Office
NGOs	:	Non-Government Organizations
NIA	:	National Insurance Academy

NIELIT	:	National Institute of Electronics & Information Technology
NNDI	:	Net National Disposable Income
NNI	:	Net National Income
NOC	:	No Objection Certificate
NPS	:	National Pension System
NRA	:	National Risk Assessment
NRI	:	Non Resident Indian
NSFE	:	National Strategy for Financial Education
NSO	:	National Statistical Organisation
OCR	:	Optical Character Reader
OD	:	Own Damage
OECD	:	Organization for Economic Co-operation and Development
OMOP	:	One More Option for Pension
OLI	:	Official Language Implementation
PA	:	Personal Accident
PAN	:	Permanent Account Number
PAT	:	Profit After Tax
PDC	:	Policy Development Committee
PFCE	:	Private Final Consumption Expenditure
PFRDA	:	Pension Fund Regulatory and Development Authority
PGDM	:	Post Graduate Diploma in Management
PIVC	:	Pre-Issuance Verification Calls
PMFBY	:	Pradhan Mantri Fasal Bima Yojana
PMJDY	:	Pradhan Mantri Jan Dhan Yojana
PMJJBY	:	Pradhan Mantri Jeevan Jyoti Bima Yojana
PML	:	Prevention of Money Laundering
PMLA	:	Prevention of Money Laundering Act
PMO	:	Prime Minister's Office
PMSBY	:	Pradhan Mantri Suraksha Bima Yojana
POS	:	Point of Sales Person
PRP	:	Peer Review Process
RAP	:	Rural Authorised Person
RBI	:	Reserve Bank of India
RC	:	Record Clerk
ROE	:	Return on Equity

RSM	:	Required Solvency Margin
RTI	:	Right To Information
RWBCIS	:	Restructured Weather Based Crop Insurance Scheme
SA	:	Senior Assistant
SAARC	:	South Asian Association for Regional Cooperation
SAHI	:	Stand-Alone Health Insurer
SAT	:	Securities Appellate Tribunal
SCDRC	:	State Consumer Disputes Redressal Commission
SCWF	:	Senior Citizens' Welfare Fund
SEBI	:	Securities and Exchange Board of India
SHGs	:	Self Help Groups
SLA	:	Surveyors and Loss Assessors
SOP	:	Standard Operating Procedure
SPOC	:	Single Point of Contact
SPV	:	Special Purpose Vehicle
STRs	:	Suspicious Transaction Reports
TAT	:	Turn Around Time
TIRA	:	Tanzania Insurance Regulatory Authority
TOLIC	:	Town Official Language Implementation Committee
TPA	:	Third Party Administrator
TSIIC	:	Telangana State Industrial Infrastructure Corporation
UAE	:	United Arab Emirates
UFBP	:	Unfair Business Practices
UIDAI	:	Unique Identification Authority of India
UIN	:	Unique Identification Number
ULIP	:	Unit-Linked Product
USA	:	United States of America
USD	:	United States Dollar
UT	:	Union Territory
VAPT	:	Vulnerability Assessment and Penetration Testing
VLE	:	Village Level Entrepreneur
WB	:	World Bank
WBG	:	World Bank Group
XML	:	Extensible Markup Language

MISSION STATEMENT

- ✓ To protect the interest of and secure fair treatment to policyholders;
- ✓ To bring about speedy and orderly growth of the insurance industry (including annuity and superannuation payments), for the benefit of the common man and to provide long term funds for accelerating growth of the economy;
- ✓ To set, promote, monitor and enforce high standards of integrity, financial soundness, fair dealing and competence of those it regulates;
- ✓ To ensure speedy settlement of genuine claims, to prevent insurance frauds and other malpractices and put in place effective grievance redressal machinery;
- ✓ To promote fairness, transparency and orderly conduct in financial markets dealing with insurance and build a reliable management information system to enforce high standards of financial soundness amongst market players;
- ✓ To take action where such standards are inadequate or ineffectively enforced;
- ✓ To bring about optimum amount of self-regulation in day-to-day working of the industry consistent with the requirements of prudential regulation.

INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

Members of the Authority



Dr. Subhash Chandra Khuntia
(Chairman)

WHOLE-TIME MEMBERS



Pournima Gupte
(Upto 12.01.2020)



Nilesh Sathe
(Upto 30.04.2019)



Sujay Banarji
(Upto 08.01.2020)



Pravin Kutumbe



T L Alamelu
(From 01.07.2019)



K Ganesh
(From 31.07.2019)

PART-TIME MEMBERS



Sushama Nath



Debasish Panda



CA Prafulla Chhajer
(Upto 11.02.2020)



Atul Kumar Gupta
(From 12.02.2020)

SENIOR OFFICIALS OF IRDAI

(As on March 31, 2020)

Name and Designation	Department
Executive Directors	
Shri M. Pulla Rao	General (Administration, Accounts, Human Resources, Estates and TAC Matters)
Shri Suresh Mathur	Health, Surveyors, IMF and Reinsurance
Chief General Managers	
Shri Randip Singh Jagpal	Intermediaries
Shri A R Nithiyanantham	Information Technology
Ms. Mamta Suri	Finance and Accounts (Life and Non-Life)
Smt. J Meena Kumari	Inspection
Smt. Yegna Priya Bharath	Non-Life
Shri H Ananthakrishnan	Legal
Shri V Jayanth Kumar	Life
General Manager	
Shri S N Jayasimhan	Investment
Shri Ramana Rao Addanki	Finance and Accounts (Life)
Shri Sanjeev Kumar Jain	Inspection
Shri T S Naik	Consumer Affairs and Agency Distribution
Shri S P Chakraborty	Actuarial
Shri A Venkateswara Rao	Sectoral Development and Chief Vigilance Officer
Shri P K Maiti	Enforcement
Shri Raj Kumar Sharma	Finance and Accounts (Non-Life)
Smt. J Anita	Non-Life
Smt. K G P L Rama Devi	Surveyor, Communication and IMF
Shri D V S Ramesh	Health
Shri Sudipta Bhattacharya	Actuarial
Shri G R Surya Kumar	Executive Assistant to Chairman
Shri P S Jagannatham	Life
Shri M S Jayakumar	CAO
Shri K Mahipal Reddy	Non-Life
Shri T Venkateswara Rao	Life
Shri N M Behera	On Deputation with Insurance Ombudsman, Bhubaneswar
Shri Pankaj Kumar Tewari	Actuarial

Annual Report Team

Mr. A Venkateswara Rao, General Manager
 Mr. Gautam Kumar, Deputy General Manager
 Dr. H.Jeyanthi, OSD
 Mr. Vivek Nayak, Assistant

PART – I

POLICIES AND PROGRAMMES

I.1 REVIEW OF GENERAL ECONOMIC ENVIRONMENT

I.1.1 As per the provisional estimates of Annual National Income, 2019-20 released by Central Statistics Office (CSO), Ministry of Statistics and Programme Implementation, Government of India, the GDP at current prices for the year 2019-20 is estimated at ₹203.40 lakh crore, as against the First Revised Estimates of GDP for the year 2018-19 of ₹189.71 lakh crore, showing a growth rate of 7.2 per cent as compared to growth rate of 11.0 per cent in 2018-19.

I.1.2 The Gross National Income (GNI) at current prices is estimated at ₹201.18 lakh crore during 2019-20, as compared to ₹187.69 lakh crore during 2018-19, showing a rise of 7.2 per cent. The per capita Net National Income (NNI) at current prices during 2019-20 is estimated to have attained a level of ₹134,226 as compared to the estimates for the year 2018-19 of ₹126,521 showing a rise of 6.1

per cent. Per Capital Private Final Consumption Expenditure increased to ₹91,440 in 2019-20 from ₹84,808 in 2018-19 registering a 7.8 per cent increase (source: CSO press note dated May 29, 2020).

I.1.3 In the year 2019-20, two sectors namely 'agriculture, forestry & fishing' and 'public administration, defence and other services' performed better than all other sectors by registering growth of above 10 per cent and also registered higher growth than the one registered in the previous year. The sectors namely 'electricity, gas, water supply & other utility services', 'trade, hotels, transport, communication and services related to broadcasting' and 'financial, real estate & professional services' registered growth over five per cent. Manufacturing sector recorded poor performance than all other sectors registering growth of less than one per cent in 2019-20 (Table I.2).

Table I.1
Provisional Estimates of National Income and Expenditure

(At current prices)

Item	2018-19	2019-20	Percentage change over previous year	
	(First RE)	(PE)	2018-19	2019-20
Domestic Product (₹ lakh crore)				
1. Gross Value Added (GVA) at basic prices	171.40	183.43	10.5	7.0
2. Gross Domestic Product (GDP)	189.71	203.40	11.0	7.2
3. Net Domestic Product (NDP)	169.92	182.21	10.8	7.2
4. Gross National Income (GNI)	187.69	201.18	11.0	7.2
5. Net National Income (NNI)	167.89	180.00	10.8	7.2
6. Gross National Disposable Income (GNDI)	192.63	206.30	11.2	7.1
7. Net National disposable income (NNDI)	172.83	185.12	11.1	7.1
Per Capita Income, Product and Final Consumption (₹)				
8. Per Capita GDP	1,42,963	1,51,677	9.9	6.1
9. Per Capita GNI	1,41,439	1,50,025	9.9	6.1
10. Per Capita NNI	1,26,521	1,34,226	9.7	6.1
11. Per Capita GNDI	1,45,159	1,53,843	10.1	6.0
12. Per Capita PFCE	84,808	91,440	10.4	7.8

RE- Revised Estimates; PE- Provisional Estimates; PFCE- Private Final Consumption Expenditure
Source: CSO, Press Note dated May 29, 2020.

Table I.2
Provisional Estimates of GVA at Basic Price by Economic Activity

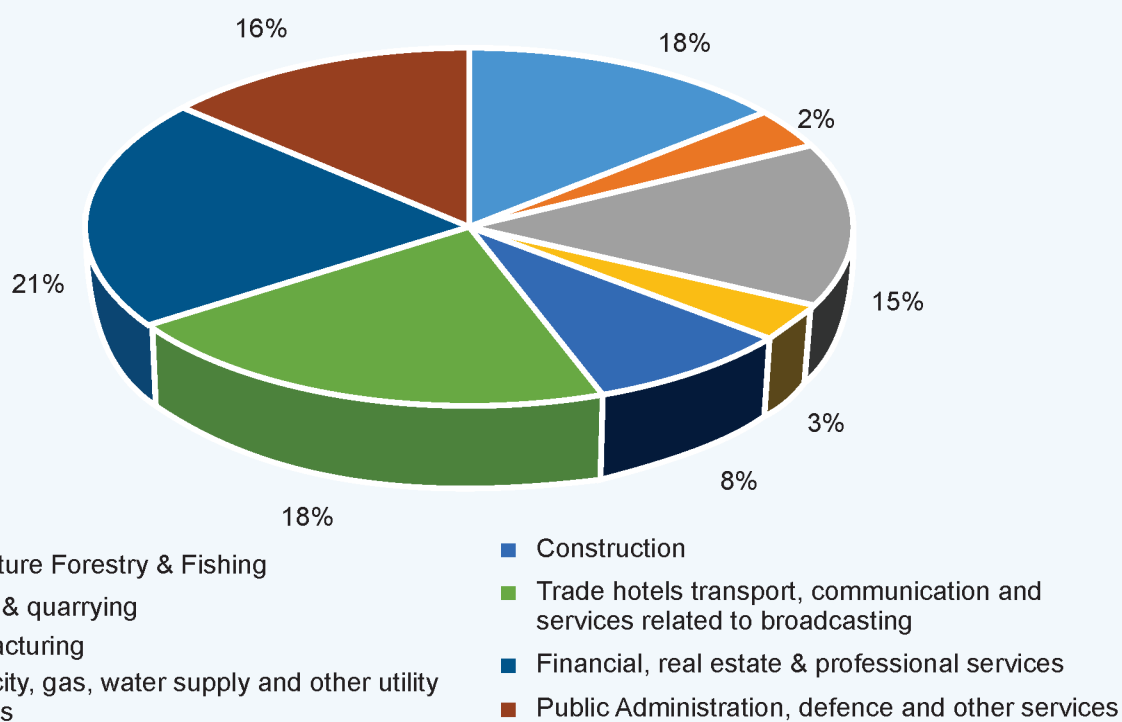
(At current prices) (₹lakh crore)

Item	2018-19	2019-20	Percentage change over previous year	
	(First RE)	(PE)	2018-19	2019-20
Agriculture, forestry & fishing	29.23	32.57	4.5	11.4
Mining & quarrying	3.89	3.93	8.8	1.0
Manufacturing	27.67	27.76	8.6	0.3
Electricity, gas, water supply and other utility services	4.56	4.87	7.4	6.6
Construction	13.44	13.85	12.2	3.0
Trade, hotels, transport, communication and services related to broadcasting	31.43	33.17	11.7	5.5
Financial, real estate & professional services	36.22	38.43	13.0	6.1
Public Administration, defence and other services	24.96	28.87	15.0	15.7
GVA at Basic Price	171.40	183.43	10.5	7.0

PE: Provisional Estimates; RE: Revised Estimate

Source: CSO, Press Note dated May 29, 2020

Chart I.1:
Share of Sectors in GVA at Current Prices in 2019-20



I.1.4 The rate of gross domestic saving which had moderated to 29.7 per cent in 2018-19, is expected to gather pace during 2019-20 on the back of an uptick in household financial savings (Table I.3).

I.1.5 As per the preliminary estimates of RBI, household financial saving has improved to 7.6 per cent of GNDI in 2019-20, after touching the 2011-12 series low of 6.4 per cent in 2018-19 (Table I.4). This improvement has occurred on account of sharper moderation in household financial liabilities than that in financial assets. COVID-19 related economic disruptions, however, caused a sharper decline in household financial assets in Q4 of 2019-20.

Table I.3: Gross Savings
(In per cent of GNDI)

Item	2017-18	2018-19
Gross Savings	32.0	29.7
1.1 Non-financial Corporations	11.9	10.7
1.1.1 Public non-financial corporations	1.4	1.3
1.1.2 Private non-financial corporations	10.6	9.4
1.2 Financial Corporations	2.2	1.8
1.2.1 Public financial corporations	1.4	0.9
1.2.2 Private financial corporations	0.9	0.9
1.3 General Government	-1.1	-0.8
1.4 Household sector	18.9	17.9
1.4.1 Net financial saving	7.6	6.4
Memo: Gross Financial Saving	11.9	10.4
1.4.2 Saving in physical assets	11.0	11.3
1.4.3 Saving in the form of valuables	0.2	0.2

GNDI - Gross National Disposable Income
Source: NSO as published in RBI Annual Report 2019-20.
Note: Net financial savings of the household sector is obtained as the difference between gross financial savings and financial liabilities during the year.

Table I.4: Financial Savings of the Household Sector
(In per cent of GNDI)

Item	2017-18	2018-19	2019-20#
A. Gross financial savings			
of which:	11.9	10.4	10.5
1. Currency	2.8	1.5	1.4
2. Deposits	3.1	4.1	3.6
3. Shares and debentures	1.0	0.4	0.4
4. Claims on government	0.9	1.0	0.0
5. Insurance funds	2.0	1.3	1.7
6. Provident and Pension funds	2.1	2.1	2.1
B. Financial liabilities	4.3	4.0	2.9
C. Net financial savings (A-B)	7.6	6.4	7.6

GNDI - Gross National Disposable Income
Source: NSO as published in RBI Annual Report 2019-20
Note: 1. Figures may not add up to total due to rounding off.
2. #As per the preliminary estimate of the Reserve Bank.

I.2 APPRAISAL OF INSURANCE MARKET

I.2.1 APPRAISAL OF GLOBAL INSURANCE MARKET

I.2.1.1 According to the sigma research publication (no.4/2020) on world insurance by the Swiss Re Institute, insurance markets were on a solid growth path before the COVID-19 pandemic, with total global direct premium written increased near three per cent in 2019 from the year before, supported by the non-life sector in advanced markets, and life and non-life insurance in China. Total insurance premium outperformed real GDP growth in more than 60 per cent of all insurance markets worldwide. Total insurance premium underwritten in 2019 reached USD 6.3 trillion or 7.2 per cent of global GDP, up from the pre-revision total of USD 5.4 trillion.

I.2.1.2 Global life insurance market grew by 2.2 per cent in real terms in 2019, with premium of USD 2916 billion which was a slight deceleration from 2.6 per cent growth recorded in 2018 driven by a slowdown in advanced markets but was still above the annual average of the previous 10 years (1.5 per cent).

I.2.1.3 Aggregate advanced market life premium growth slowed to 1.3 per cent in 2019. In advanced EMEA, aggregate premiums grew by 2.1 per cent. Growth in the Middle East and Africa remained weak due to the challenging economic environment in the region. Premiums were flat in advanced Asia-Pacific (0.1 per cent), due in part to another decline of more than 25 per cent in Australia where there has been a drop in consumer confidence after allegations of mis-selling. In the emerging markets, life premium growth bounced back to 5.6 per cent in 2019 after falling by two per cent in 2018, but was still short of the long-term average of 6.5 per cent. The recovery was mainly China-driven, where premium increased by 6.7 per cent after a contraction of 5.4 per cent in the previous year due to tighter regulations on sales of universal life products. Elsewhere in emerging Asia, life insurance premium continued to increase by 4.3 per cent supported by robust growth in key markets.

I.2.1.4 Global non-life insurance market may witness slow growth in 2020 due to COVID-19 induced recession after a 3.5 per cent increase in premium to USD 3376 billion in 2019 slightly above the 10-year average of 3.2 per cent.

I.2.1.5 In advanced markets, non-life premium growth slowed to 2.7 per cent in 2019 from 3.1 per cent in 2018. Asia-Pacific came out on top with a 4.1 per cent increase, spearheaded by Hong Kong with a 7.1 per cent increase in premiums. Non-life premium in the US and Canada grew by 2.4 per cent, about one percentage point below the 10-year average, mainly due to weaker growth in US A&H. EMEA recorded 2.9 per cent growth, nearly two percentage point above the historic average, based on improved rates in commercial lines in several markets. Premium growth in the emerging economies increased to 7.7 per cent in 2019 from 6.9 per cent in 2018. Emerging Asia continued its expansion although at a slower pace with increase in premium by 5.8 per cent (12 per cent in China).

I.2.1.6 Profitability continues to be under pressure in both the life and non-life sectors. In life, persistent low interest rates in advanced markets have pressured life insurers and undermined profitability, especially in Europe. In non-life, underwriting conditions started to improve at the end of 2017 and through 2018, and rates strengthened in 2019 and into the first quarter of 2020, particularly in commercial lines. The situation at the onset of the COVID-19 crisis is in stark contrast to circumstances at the time of the global financial crisis in 2008-09, when non-life pricing was in a softening phase of the cycle. For this reason, it is expected that the hit to non-life sector profitability will be less severe in the current recession, and outlook as more favorable.

I.2.1.7 The COVID-19 crisis will hit the insurance industry with sigma forecasting of a near three per cent point slowdown in annual average global premium growth in 2020 and 2021 from the pre-crisis growth trajectory. The life sector will be more affected than the non-life. There is a possibility of contraction in premium levels in 2020, followed by bounce-back. Swiss Re expects total global direct premiums written will reach pre-crisis levels in 2021, a strong outcome, considering that recession in 2020 will be the deepest since the 1930s.

I.2.1.8 There will be challenges to industry profitability. Investment returns will remain subdued as interest rates stay low for longer, impacting life and long-tail lines in non-life, and rising corporate defaults could lead to losses on invested assets. In life, falling sales and fee income due to restricted in-person interactions on account of the lockdown measures imposed to contain virus spread will likely also weigh on profits this year.

I.2.1.9 In 2019, global life premiums growth slowed to 2.2 per cent, however stronger than the 1.5 per cent average of the previous 10 years. Swiss Re estimated that the COVID-19 crisis will slow life

premium growth by 4.5 percentage point (ppt) in 2020 and 2021, leading to 1.5 per cent aggregate market contraction. Demand for group and individual savings business will be hit by rising unemployment and falling incomes; individual mortality business should be more stable.

I.2.1.10 In non-life, premium growth of 3.5 per cent in 2019 was slightly above the 10-year average. Swiss Re estimated that a 1.1 ppt pullback in premium growth, making for aggregate sector expansion of 1.6 per cent over 2020-21. Motor, trade, travel and commercial rather than personal lines will likely be hardest hit. The emerging markets will outperform in both life and non-life.

Indian Insurance in the Global Scenario

I.2.1.11 India's share in global insurance market was 1.69 per cent during 2019 (1.58 per cent in 2018). However, during 2019, the total insurance premium (Life and Non-Life) in India increased by 9.21 per cent (6.9 per cent inflation adjusted real growth) whereas global total insurance premium increased by 2.34 per cent (2.9 per cent inflation adjusted real growth) (source: Swiss Re, Sigma No. 4/2020).

I.2.1.12 Globally, the share of life insurance business in total premium was 46.34 per cent and the share of non-life insurance premium was 53.66 per cent during 2019. However, the share of life insurance business for India was high at 74.94 per cent while the share of non-life insurance business was at 25.06 per cent.

I.2.1.13 In life insurance business, India is ranked 10 among the 88 countries, for which data is published by Swiss Re. India's share in global life insurance market was 2.73 per cent during 2019. However, during 2019, the life insurance premium in India increased by 9.63 per cent (7.30 per cent inflation adjusted real growth) when global life insurance premium increased by 1.18 per cent (2.20 per cent inflation adjusted real growth).

I.2.1.14 The Indian non-life insurance sector witnessed a growth of 7.98 per cent (5.70 per cent inflation adjusted real growth) during 2019. During the same period, the growth in global non-life premium was 3.35 per cent (3.50 per cent inflation adjusted real growth). However, the share of Indian non-life insurance premium in global non-life insurance premium was at 0.79 per cent and India ranked 15 in global non-life insurance markets.

I.2.1.15 Region-wise premium volume across the world and total real premium growth in the year 2019 are given in Tables I.5 and I.6.

Table I.5: Premium Volume by Region in the World in 2019

(Premium in USD Billions)

Region	Life	Non-Life	Total
Advanced markets	2,298.70 (44.80)	2,832.22 (55.20)	5,130.92 (100)
Emerging markets	617.57 (53.16)	544.11 (46.84)	1,161.68 (100)
Asia-Pacific	1,114.19 (63.84)	631.22 (36.16)	1,745.40 (100)
India	79.67 (74.94)	26.64 (25.06)	106.31 (100)
World	2,916.27 (46.34)	3,376.33 (53.66)	6,292.60 (100)

Source: Swiss Re, Sigma 4/2020

Note: Figures in bracket indicate share of the segment in per cent.

Table I.6: Total Real Premium Growth by Region in the World in 2019

(In per cent)

Region	Life	Non-Life	Total
Advanced markets	1.3	2.7	2.1
Emerging markets	5.6	7.7	6.6
Asia-Pacific	2.6	7.6	4.4
India	7.3	5.7	6.9
World	2.2	3.5	2.9

Source: Swiss Re, Sigma No. 4/2020

Insurance Penetration and Density

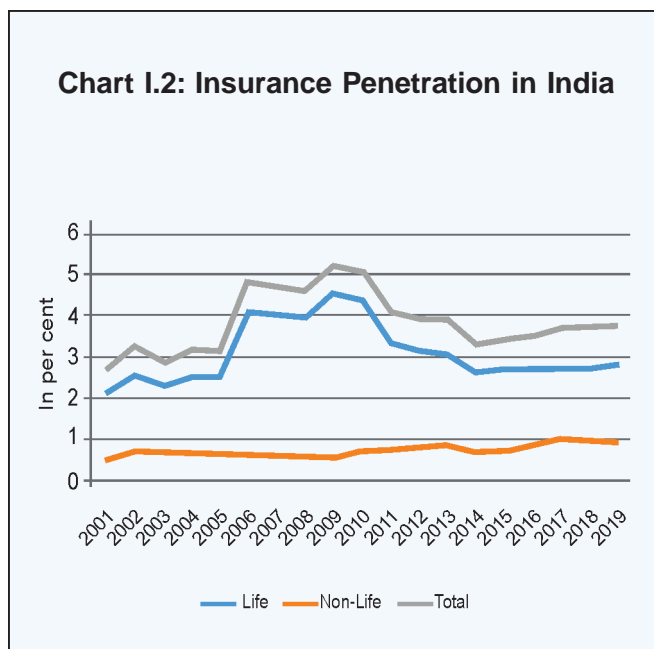
I.2.1.16 The measure of insurance penetration and density reflects the level of development of insurance sector in a country. While insurance penetration is measured as the percentage of insurance premium to GDP, insurance density is calculated as the ratio of premium to population (per capita premium).

I.2.1.17 During the first decade of insurance sector liberalization, the sector has reported increase in insurance penetration from 2.71 per cent in 2001 to 5.20 per cent in 2009. Since then the level of penetration was declining and reached 3.30 per cent in 2014. However, the insurance penetration started again increasing from 2015 and in 2019, penetration was 3.76 per cent. The level of insurance density has reported consistent increase from USD 11.5 in 2001 to USD 64.4 in the year 2010. Since then the level of density was declining up to 2016. But, it started increasing from 2017 and in the year 2019, the insurance density was USD 78.

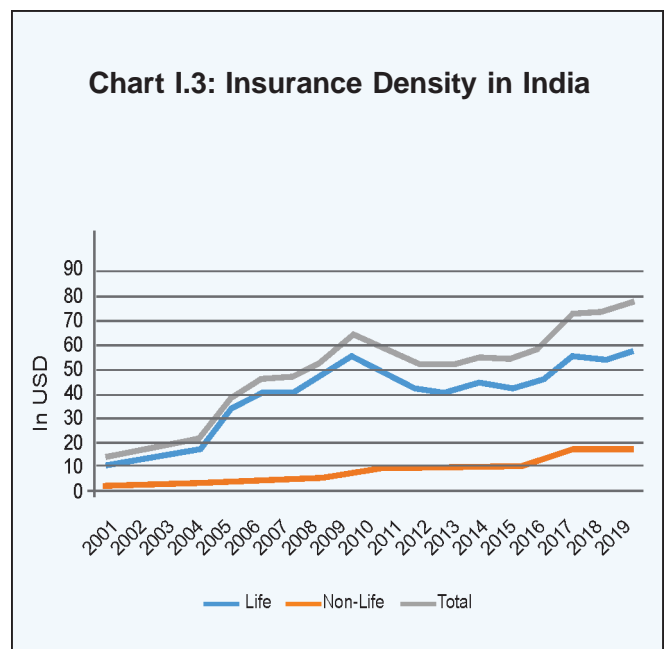
I.2.1.18 The insurance density of life insurance sector had gone up from USD 9.1 in 2001 to reach the peak at USD 55.7 in 2010. Since then it has exhibited a declining trend up to the year 2013 and it started increasing continuously from 2016. During the year 2019, the level of life insurance density was USD 58. The life insurance penetration had gone up from 2.15 per cent in 2001 to 4.60 per cent in 2009. Since then, it has exhibited a declining trend up to the year 2014. Then from 2015 to 2017, it was increasing. After a small decline in 2018 to 2.74, it increased to 2.82 per cent in 2019.

I.2.1.19 The penetration of non-life insurance sector in the country has gone up from 0.56 per cent in 2001 to 0.94 per cent in 2019. Non-life insurance density has gone up from USD 2.4 in 2001 to USD 19 in 2019.

I.2.1.20 Insurance penetration and density in select countries is reproduced from Swiss Re Institute report in Chart I.4 and Chart I.5 and in Statement 1 and Statement 2.

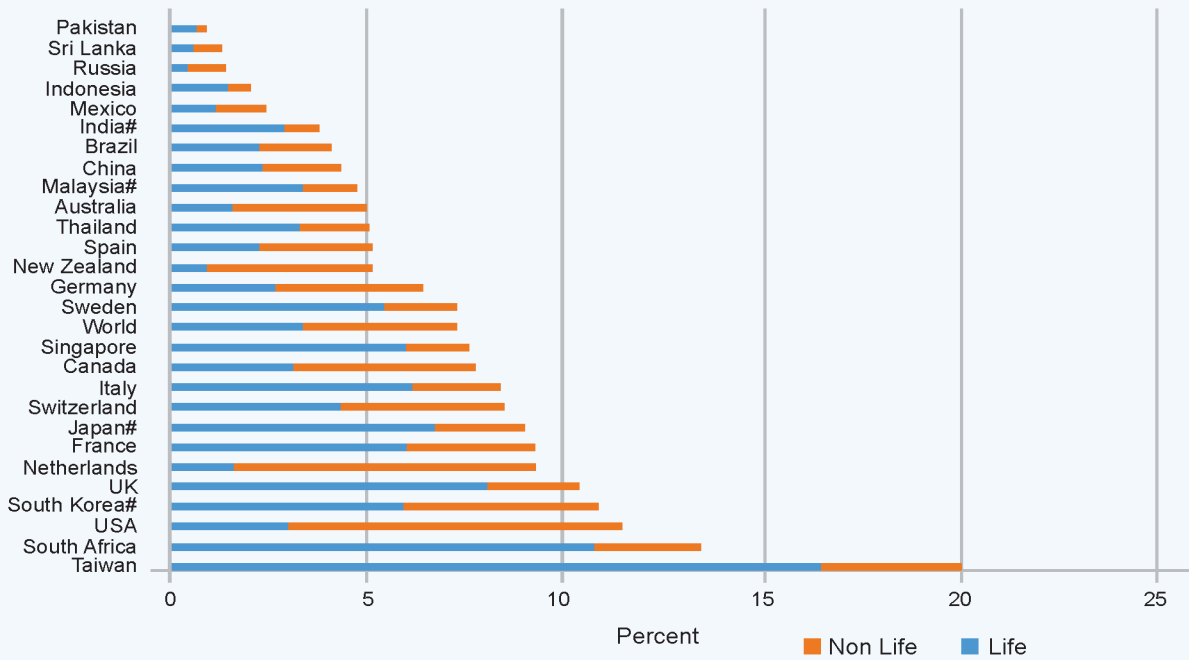


Source: Swiss Re, Sigma, Various Issues.



Source: Swiss Re, Sigma, Various Issues.

Chart I.4: Insurance Penetration in Select Countries in 2019

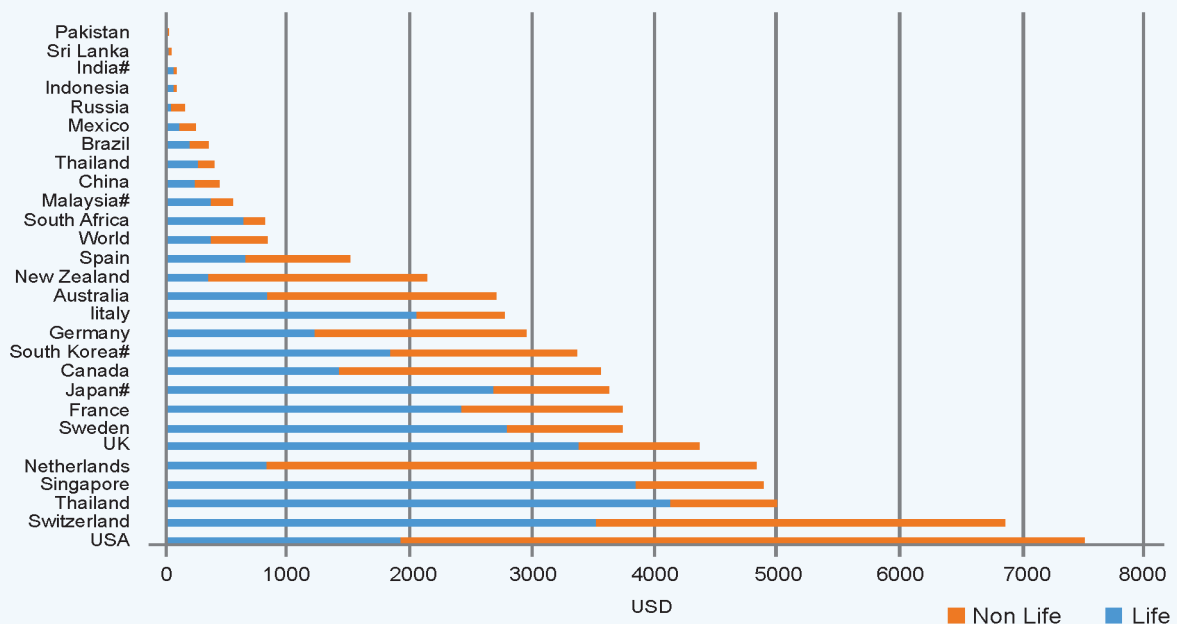


Source: Swiss Re, Sigma No. 4/2020.

Note: 1. Insurance Penetration is measured as percentage of insurance premium to GDP

2. # Data relates to financial year

Chart I.5: Insurance Density in Select Countries in 2019



Source: Swiss Re, Sigma No. 4/2020.

Note: 1. Insurance Density is measured as ratio of insurance premium to population. 2. # data relates to financial year

Table I.7: Insurance Penetration and Density in India

Year	Life		Non-Life		Industry	
	Density (USD)	Penetration (%)	Density (USD)	Penetration (%)	Density (USD)	Penetration (%)
2001	9.10	2.15	2.40	0.56	11.50	2.71
2002	11.70	2.59	3.00	0.67	14.70	3.26
2003	12.90	2.26	3.50	0.62	16.40	2.88
2004	15.70	2.53	4.00	0.64	19.70	3.17
2005	18.30	2.53	4.40	0.61	22.70	3.14
2006	33.20	4.10	5.20	0.60	38.40	4.80
2007	40.40	4.00	6.20	0.60	46.60	4.70
2008	41.20	4.00	6.20	0.60	47.40	4.60
2009	47.70	4.60	6.70	0.60	54.30	5.20
2010	55.70	4.40	8.70	0.71	64.40	5.10
2011	49.00	3.40	10.00	0.70	59.00	4.10
2012	42.70	3.17	10.50	0.78	53.20	3.96
2013	41.00	3.10	11.00	0.80	52.00	3.90
2014	44.00	2.60	11.00	0.70	55.00	3.30
2015	43.20	2.72	11.50	0.72	54.70	3.44
2016	46.50	2.72	13.20	0.77	59.70	3.49
2017	55.00	2.76	18.00	0.93	73.00	3.69
2018	55.00	2.74	19.00	0.97	74.00	3.70
2019	58.00	2.82	19.00	0.94	78.00*	3.76

Source: Swiss Re, Sigma, Various Issues.

Note: 1. Insurance density is measured as ratio of premium to total population.

2. Insurance penetration is measured as ratio of premium to GDP.

3. *Rounding off difference.

I.2.2 APPRAISAL OF INDIAN INSURANCE MARKET

Appraisal of Life Insurance Market

Life Insurance Premium

I.2.2.1 Life insurance industry recorded a premium income of ₹5.73 lakh crore during 2019-20 as against ₹5.08 lakh crore in the previous financial year, registering growth of 12.75 per cent (10.75 per cent in previous year). While private sector insurers posted 13.42 per cent growth (21.37 per cent in previous year) in their premium income, LIC recorded 12.41 per cent growth (6.06 per cent growth in previous year). Premium underwritten by LIC and private sector is provided in Table I.8 and insurer wise is provided in Statement 3.

I.2.2.2 The market share of LIC remains 66.22 per cent in 2019-20 marginally decreased from 66.42

per cent in the previous year. The market share of private insurers has slightly increased from 33.58 per cent in 2018-19 to 33.78 per cent in 2019-20.

Segment wise Life Insurance Premium

I.2.2.3 While renewal premium accounted for 54.75 per cent (57.68 per cent in previous year) of the total premium received by the life insurers in 2019-20, new business premium contributed the remaining 45.25 per cent (42.32 per cent in previous year). During 2019-20, the growth in renewal premium was 7.00 per cent (10.76 per cent in previous year). New business premium registered a growth of 20.59 per cent in comparison to a growth of 10.74 per cent during previous year (Table I.9).

I.2.2.4 Further bifurcation of the new business premium indicates that single premium income received by the life insurers recorded a growth of 10.71 per cent during 2019-20 (10.41 per cent

Table I.8: Premium Underwritten by Life Insurers

Insurer	Premium (₹crore)		Market Share (%)	
	2018-19	2019-20	2018-19	2019-20
LIC	3,37,505.07 (6.06)	3,79,389.60 (12.41)	66.42	66.22
Private Sector	1,70,626.96 (21.37)	1,93,520.59 (13.42)	33.58	33.78
Total	5,08,132.03 (10.75)	5,72,910.19 (12.75)	100	100

Note: Figures in bracket indicates growth (in per cent) over previous year.

growth in previous year). Single premium products continue to play a major role for LIC as they contributed 31.71 per cent of LIC's total premium income (32.89 per cent in previous year). In comparison, the contribution of single premium income to total premium income for private insurance companies was 18.94 per cent (18.04 per cent in previous year) during 2019-20.

1.2.2.5 The first year premium registered a significant growth of 39.71 per cent in 2019-20, as against 11.39 per cent growth in previous year. While LIC registered a remarkable growth of 85.02 per cent in the first year premium (11.30 per cent in previous year), the private life insurers registered a growth of 5.82 per cent (11.46 per cent in previous year). Segment wise premium underwritten is provided in Statement 4.

1.2.2.6 The market share of private insurers in new business premium was 31.24 per cent in 2019-20 (33.80 per cent in previous year). The same for LIC was 68.76 per cent (66.20 per cent in previous year). Similarly, in renewal premium, LIC continued to have a higher share at 64.12 per cent (66.58 per cent in previous year) when compared to 35.88 per cent (33.42 per cent in previous year) share of private insurers.

1.2.2.7 The traditional products registered a growth of 13.40 per cent in 2019-20, with premium of ₹4.90 lakh crore as against ₹4.32 lakh crore in previous

year. On the other hand, Unit-linked products (ULIPs) registered a growth of 9.05 per cent with increase in premium from ₹76,152 crore in 2018-19 to ₹83,046 crore in 2019-20. The share of unit-linked products in total premium marginally decreased to 14.50 per cent in 2019-20 as against 14.99 per cent in 2018-19. Insurer wise details are provided in Statement 5.

Life Reinsurance

1.2.2.8 During 2019-20, ₹327.04 crore was ceded as reinsurance premium by LIC (₹319.67 crore in 2018-19). The private insurers together ceded ₹3074.04 crore (₹2079.96 crore in 2018-19) as premium towards reinsurance. Retention ratio of Life insurers was 99.41 per cent for 2019-20 (99.53 per cent for 2018-19).

Policies Issued by Life Insurers

1.2.2.9 During 2019-20, life insurers issued 288.47 lakh new individual policies, out of which LIC issued 218.96 lakh policies (75.91 per cent) and the private life insurers issued 69.50 lakh policies (24.09 per cent). While the private sector registered a decline of 4.05 per cent in the number of new policies issued against the previous year, LIC achieved a growth of 2.30 per cent (Table I.10).

ANNUAL REPORT 2019-20

**Table I.9:
Segment-wise Premium Underwritten by Life Insurers**

S. No.	Segment	Item	LIC		Private Sector		Total	
			2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
1.	First Year Premium	Premium (₹ crore)	31,326.22	57,958.76	41,887.02	44,326.64	73,213.24	1,02,285.40
		Growth (%)	11.30	85.02	11.46	5.82	11.39	39.71
		Market share (%)	42.79	56.66	57.21	43.34	100	100
2.	Single premium	Premium (₹ crore)	1,11,009.74	1,20,317.48	30,780.06	36,659.50	1,41,789.80	1,56,976.98
		Growth (%)	4.21	8.38	40.54	19.10	10.41	10.71
		Market share (%)	78.29	76.65	21.71	23.35	100	100
3.	New Business Premium (1 + 2)	Premium (₹ crore)	1,42,335.96	1,78,276.24	72,667.08	80,986.14	2,15,003.04	2,59,262.38
		Growth (%)	5.69	25.25	22.17	11.45	10.74	20.59
		Market share (%)	66.20	68.76	33.80	31.24	100	100
4.	Renewal Premium	Premium (₹ crore)	1,95,169.11	2,01,113.36	97,959.88	1,12,534.45	2,93,129.00	3,13,647.81
		Growth (%)	6.33	3.05	20.78	14.88	10.76	7.00
		Market share (%)	66.58	64.12	33.42	35.88	100	100
5.	Total Premium (3+4) = (6+7)	Premium (₹ crore)	3,37,505.07	3,79,389.60	1,70,626.96	1,93,520.59	5,08,132.03	5,72,910.19
		Growth (%)	6.06	12.41	21.37	13.42	10.75	12.75
		Market share (%)	66.42	66.22	33.58	33.78	100	100
Linked & Non-Linked Premium								
6.	Linked Premium	Premium (₹ crore)	813.50	761.58	75,338.67	82,288.08	76,152.17	83,049.66
		Growth (%)	-8.57	-6.38	17.79	9.22	17.43	9.06
		Market share (%)	1.07	0.92	98.93	99.08	100	100
7.	Non-Linked Premium	Premium (₹ crore)	3,36,691.57	3,78,628.02	95,288.29	1,11,232.51	4,31,979.87	4,89,860.53
		Growth (%)	6.10	12.46	24.36	16.73	9.65	13.40
		Market share (%)	77.94	77.29	22.06	22.71	100	100

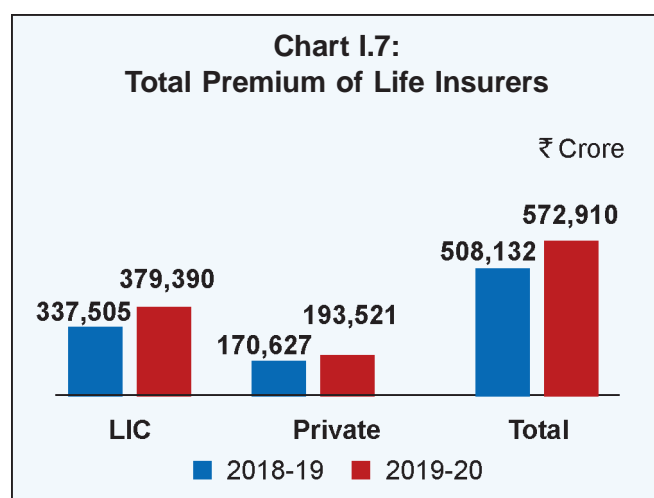
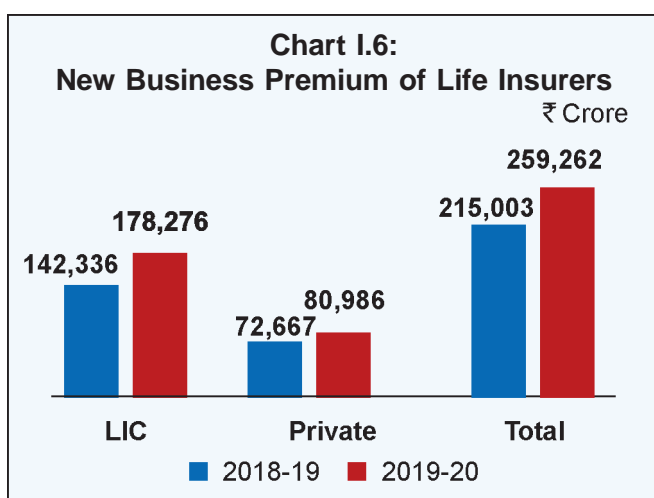


Chart I.8:
Trend in Premium Underwritten by Life Insurers

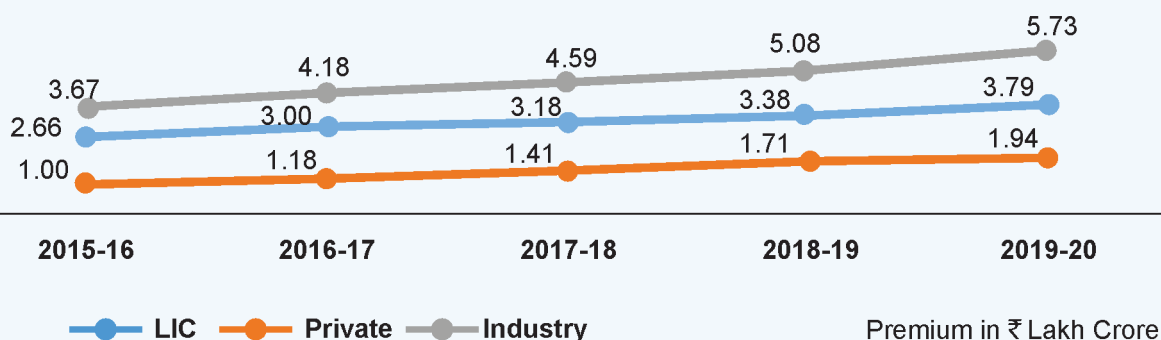


Table I.10:
New Individual Policies issued by Life Insurers
(in lakh)

Insurer	2018-19	2019-20
LIC	214.04 (0.45)	218.96 (2.30)
Private Sector	72.44 (5.72)	69.50 (-4.05)
Total	286.48 (1.73)	288.47 (0.69)

Note: Figures in bracket indicates the growth (in per cent) over the previous year.

Paid-up Capital of Life Insurers

I.2.2.10 The total paid-up capital of the life insurance companies as on March 31, 2020 was ₹28,088 crore. During 2019-20, an additional capital of ₹472 crore was brought in the industry by the private sector insurers. Insurance company wise details are provided in Statement 6.

Table I.11: Paid up Capital of Life Insurers

Insurer	As at March 31, 2019	Additions during 2019-20	As at March 31, 2020
LIC	100.00	-	100.00
Private Sector	27,515.94	472.02	27,987.96
Total	27,615.94	472.02	28,087.96

Note: Paid up Capital excludes Share premium and Share application money

Other Forms of Capital of Life Insurers

I.2.2.11 Pursuant to the power given under section 6A(1)(i) of The Insurance Act, 1938 and in exercise of the power conferred under section 114 A of the Insurance Act and section 26 of the IRDA Act, 1999, the Authority has notified IRDAI (Other Forms of Capital) Regulations, 2016.

I.2.2.12 Under the provisions of said Regulations, no other forms of capital was raised by the life insurance industry during the years 2018-19 and 2019-20. Total Other Forms of Capital as on March 31, 2020 was ₹230 crore.

Expenses of Life Insurers

I.2.2.13 Pursuant to Insurance Laws (Amendment) Act, 2015, section 40B of Insurance Act, 1938 was amended and reads as under: "No insurer shall, in respect of insurance business transacted by him in India, spend as expenses of management in any

ANNUAL REPORT 2019-20

financial year any amount exceeding the amount as may be specified by the regulations made under this Act”.

I.2.2.14 Accordingly, IRDAI (Expenses of Management of Insurers transacting life insurance business) Regulations, 2016 were notified on May 09, 2016. These Regulations prescribe the allowable limits of expenses of management taking into account, inter alia the type and nature of product, premium paying term and duration of insurance business.

I.2.2.15 The commission expenses ratio (commission expenses as a percentage of premium) decreased marginally to 5.14 per cent in 2019-20 from 5.47 per cent in 2018-19. However, total commission increased by 6.12 per cent (total premium growth 12.75 per cent), first year commission increased by 7.62 per cent (first year premium growth 39.71 per cent), new business commission increased by 7.58 per cent (new business premium growth 20.59 per cent) and

renewal commission increased by 4.27 per cent (renewal premium growth 7.00 per cent). The single premium has increased by 10.71 per cent while single commission increased by 6.91 per cent. Segment wise commission expenses and the commission expenses ratio of Life insurers are provided in Table I.12.

I.2.2.16 The operating expenses of the life insurers increased by 17.58 per cent in 2019-20 (4.73 per cent in 2018-19). The operating expenses towards life insurance business stood at ₹60,121 crore in 2019-20 (₹51,130 crore in 2018-19). The operating expenses of LIC increased by 18.46 per cent and that of private insurers by 16.42 per cent. For the industry as a whole, the operating expenses ratio slightly increased from 10.06 per cent in 2018-19 to 10.49 per cent in 2019-20. Operating expenses, as a percent of gross premium underwritten also increased for LIC from 8.65 per cent in 2018-19 to 9.11 per cent in 2019-20. The same for private insurers also increased from 12.86 per cent in 2018-19 to 13.20 per cent in 2019-20 (Table I.13).

**Table I.12:
Commission Expenses of Life Insurers**

S. No.	Segment	Item	LIC		Private Sector		Total	
			2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
1.	First year Commission	Commission (₹ crore)	8,799.61	9,711.17	5,813.95	6,016.65	14,613.56	15,727.82
		Growth (%)	6.85	10.36	13.99	3.49	9.58	7.62
		CER (%)	28.09	16.76	13.88	13.57	19.96	15.38
2.	Commission on Single premium	Commission (₹ crore)	487.72	440.76	391.34	499.03	879.06	939.79
		Growth (%)	-7.02	-9.63	114.27	27.52	24.30	6.91
		CER (%)	0.44	0.37	1.27	1.36	0.62	0.60
3.	New Business Commission (1+2)	Commission (₹ crore)	9,287.33	10,151.93	6,205.30	6,515.68	15,492.63	16,667.61
		Growth (%)	6.02	9.31	17.45	5.00	10.32	7.58
		CER (%)	6.52	5.69	8.54	8.05	7.21	6.43
4.	Renewal Commission	Commission (₹ crore)	10,057.99	10,340.49	2,223.93	2,465.65	12,281.92	12,806.14
		Growth (%)	5.75	2.81	23.67	10.87	8.60	4.27
		CER (%)	5.15	5.14	2.27	2.19	4.19	4.08
Total Commission (3+4)	Commission (₹ crore)	Commission (₹ crore)	19,345.32	20,492.42	8,429.23	8,981.33	27,774.54	29,473.75
		Growth (%)	5.88	5.93	19.03	6.55	9.55	6.12
		CER (%)	5.73	5.40	4.94	4.64	5.47	5.14

CER: Commission Expense Ratio

Table I.13: Operating Expenses of Life Insurers

Insurer	Item	2018-19	2019-20
LIC	Operating Expenses (₹ crore)	29,182.02	34,568.04
	Growth (%)	-3.19	18.46
	OER (%)	8.65	9.11
Private Sector	Operating Expenses (₹ crore)	21,948.24	25,552.96
	Growth (%)	17.51	16.42
	OER (%)	12.86	13.20
Total	Operating Expenses (₹ crore)	51,130.26	60,121.00
	Growth (%)	4.73	17.58
	OER (%)	10.06	10.49

OER: Operating Expense Ratio

Claims of Life Insurers

I.2.2.17 The life insurance industry paid benefits of ₹3.51 lakh crore in 2019-20 (₹3.30 lakh crore in 2018-19) constitutes 61.21 per cent of the gross premium underwritten (64.88 per cent in 2018-19). The benefits paid by the private insurers was ₹97,916 crore (₹80,393 crore in 2018-19) constituting 50.60 per cent of the premium underwritten (47.12 per cent in 2018-19). LIC paid benefits of ₹2.53 lakh crore in 2019-20, constituting 66.62 per cent of the premium underwritten (₹2.49 lakh crore in 2018-19 and 73.86 per cent of the premium underwritten). The benefits paid on account of surrenders / withdrawals increased to ₹1.22 lakh crore in 2019-20 (₹1.11 lakh crore in 2018-19), of which LIC accounted for 57.51 per cent and remaining 42.49 per cent by private sector. In the current year, in case of LIC, out of the ₹70,148 crore surrenders, ULIP policies accounted for ₹3,106 crore (4.43 per cent) as against ₹4,082 crore (5.89 per cent) in 2018-19. In case of the

private insurers, the ULIP surrenders accounted for ₹38,327 crore (73.96 per cent) in 2019-20 as against ₹35,949 crore (85.73 per cent) in 2018-19.

Death Claims

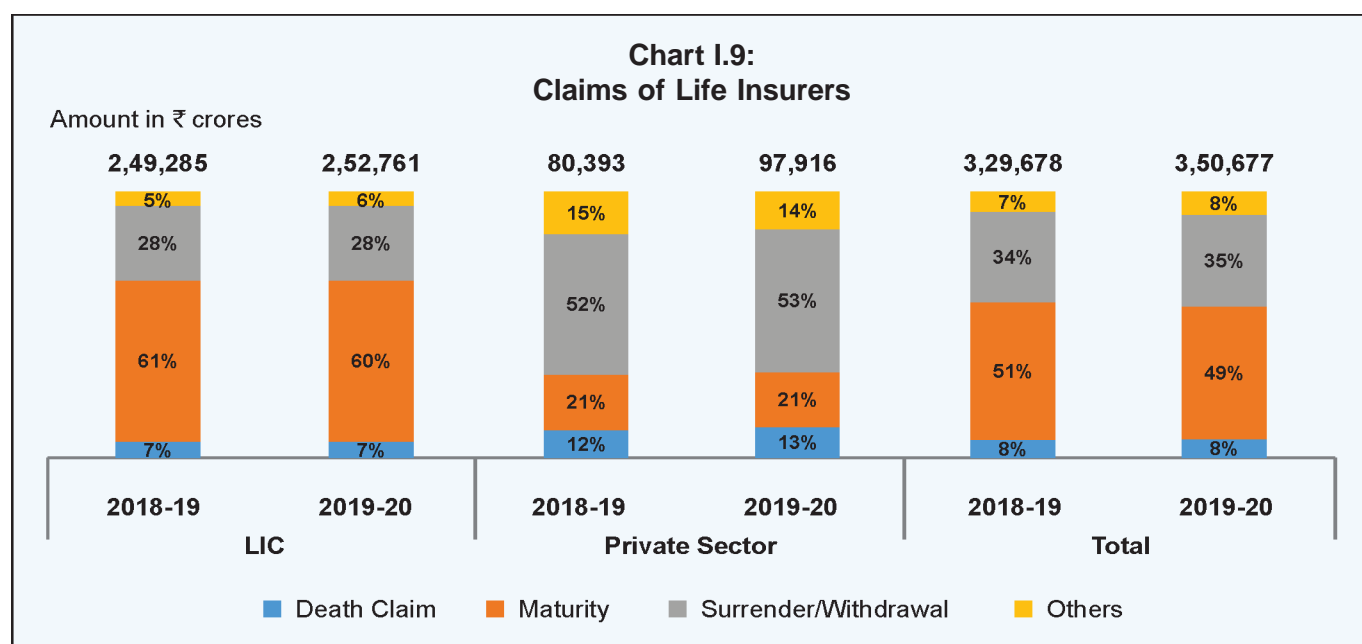
I.2.2.18 In case of Individual Life Insurance business, the life insurance companies have paid 8.46 lakh claims on individual policies, with a total payout of ₹18,042 crore in the year 2019-20. The number of claims repudiated was 8,927 for an amount of ₹555 crore and the number of claims rejected was 2,262 for an amount of ₹20 crore. Insurer wise claim details are provided in Statement 7 and 8.

I.2.2.19 Claim settlement ratio of LIC was at 96.69 per cent as at March 31, 2020 when compared to 97.79 per cent as at March 31, 2019. The proportion of repudiations has increased to 0.81 per cent in 2019-20 compared to that of 0.43 per cent in previous year. For private insurers, settlement ratio

Table I.14: Claims of Life Insurers

(₹ crore)

S. No.	Insurer	LIC		Private Sector		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
1.	Death Claim	17,075.06	17,505.36	9,671.94	12,287.92	26,747.00	29,793.28
2.	Maturity	1,51,446.05	1,51,159.70	16,675.85	20,565.77	1,68,121.90	1,71,725.47
3.	Surrender/ Withdrawal	69,237.27	70,148.12	41,931.73	51,819.01	1,11,169.00	1,21,967.13
4.	Others	11,526.48	13,947.45	12,113.89	13,243.76	23,640.38	27,191.21
	Total	2,49,284.86	2,52,760.62	80,393.42	97,916.46	3,29,678.28	3,50,677.08



had increased to 97.18 per cent during 2019-20 when compared to 96.64 per cent during the previous year. The proportion of repudiations came down to 2.42 per cent in the year 2019-20 when compared to that of 2.83 per cent in previous year. The industry's settlement ratio declined to 96.76 per cent in 2019-20 from 97.64 per cent in 2018-19 and the repudiation ratio increased to 1.02 per cent compared to that of 0.74 per cent in 2018-19.

I.2.2.20 In case of Group Life Insurance business, out of 10.26 lakhs total number of group claims payable during 2019-20, life insurance industry paid a total of 9.98 lakh claims (97.27 per cent). While

LIC paid 91.08 per cent of the claims, the private life insurers paid 98.94 per cent of the claims. The industry repudiated 0.20 per cent of the claims and rejected 0.05 per cent of the claims.

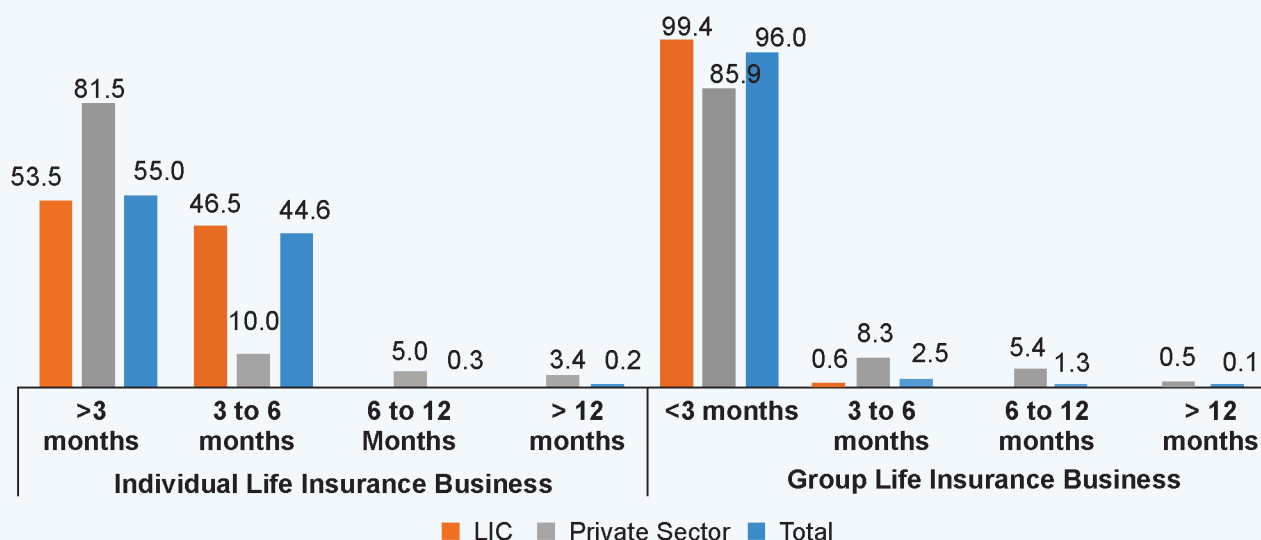
Investment Income of Life Insurers

I.2.2.21 In case of LIC, the investment income (Policyholder's and Shareholder's) including capital gains and other income was ₹2.37 lakh crore in 2019-20 (₹2.24 lakh crore in 2018-19). In case of private insurers, the negative investment income (loss) including capital gains was at ₹3,106 crore in 2019-20 (Investment income ₹61,158 crore in 2018-19).

Table I.15: Death Claims of Life Insurers (2019-20)

Insurer	Total No. of Claims	Percentage to total number of claims				
		Claims paid	Claims repudiated	Claims rejected	Un-claimed	Claims pending at end of year
Individual Life Insurance Business						
LIC	7,58,916	96.69	0.81	0.29	1.44	0.77
Private Sector	1,15,933	97.18	2.42	0.08	0.05	0.28
Total	8,74,849	96.76	1.02	0.26	1.26	0.71
Group Life Insurance Business						
LIC	2,17,984	91.08	0.18	-	-	8.75
Private Sector	8,07,998	98.94	0.21	0.06	0.006	0.79
Total	10,25,982	97.27	0.20	0.05	0.005	2.48

**Chart I.10:
Duration wise Breakup of Pending Claims of Life Insurers (%)**



**Table I.16:
Investment Income of Life Insurers**

Insurer	Investment Income of Life Insurers (₹ crore)	
	2018-19	2019-20
LIC	2,23,642.30	2,36,849.71
Private Sector	61,158.07	-3,105.97*
Total	2,84,800.37	2,33,743.74

Note:

- *Include negative movement in the fair value of Unit Linked Assets.
- Investment income excludes dividend distribution tax

Profits of Life Insurers

I.2.2.22 During the financial year 2019-20, the life insurance industry reported a profit after tax of ₹7,728 crore as against ₹8,436 crore in 2018-19. Out of the 24 life insurers in operation during 2019-20, 17 companies reported profits. The total profit reported by LIC during the year under consideration was ₹2,713 crore (₹2,689 crore in the previous year). The private insurers together reported profit after tax of ₹5,016 crore (₹5,747 crore in the previous year).

**Table I.17:
Profit After Tax of Life Insurers**

Insurer	Profit After Tax of Life Insurers (₹ crore)	
	2018-19	2019-20
LIC	2,688.50	2,712.71
Private Sector	5,747.31	5,015.59
Total	8,435.81	7,728.30

Returns to Shareholders of Life Insurers

I.2.2.23 For the year 2019-20, LIC proposed ₹2,698 crore (₹2,661 crore in 2018-19) as dividend to shareholder i.e. Government of India. Six private life insurers paid/proposed dividends during the financial year 2019-20. ICICI Prudential paid ₹337.42 crore (₹114.87 crore interim dividend for 2019-20 and ₹222.55 crore final dividend for 2018-19) as against ₹703.43 crore in 2018-19; Max Life paid ₹642.80 crore (₹378 crore interim dividend for 2019-20 and ₹264.80 crore final dividend for 2018-19) as against ₹397.19 crore in 2018-19; Shriram Life paid ₹9.33 crore interim dividend for 2019-20 (₹17.94 crore in 2018-19); Bajaj Allianz paid ₹105.50 crore final dividend for 2018-19 (₹105.50 crores for 2017-18); Star Union Dai-ichi Life paid ₹3.24 crore final dividend for 2018-19

(₹5.18 crore interim dividend paid in 2018-19) and IDBI Federal Life paid ₹117.20 crore (₹37.20 crore interim dividend for the FY 2019-20 and ₹80 crore final dividend for the FY 2018-19).

Table I.18:
Dividend paid by Life Insurers

(₹ crore)		
Insurer	2018-19	2019-20
LIC	2,660.60	2,697.74
Private Sector	1,781.26	1,215.75
Total	4,441.86	3,913.49

Note: Sahara India Life Insurance Co Ltd. had declared dividend of ₹23.20 crore for the FY 2018-19, which was cancelled on the directions of the Authority.

Offices of Life Insurers

I.2.2.24 Number of life insurance offices increased to 11,310 as on March 31, 2020 compared to 11,279 as on March 31, 2019. It is observed that majority of offices of life insurers are located in Tier I location. Around 60 per cent (6750 offices) of life insurance offices are located in these areas. After

the Tier I location, Tier III locations with a population of 20,000 to 49,999 are having 16 per cent of life insurance offices (1846 offices). Only about 0.73 per cent of life insurance offices are in Tier VI locations (83 offices) with a population of less than 5,000. State/UT wise distribution of life insurance offices are provided in Statement 9.

I.2.2.25 As at March 31, 2020, the sole public sector life insurer, LIC of India has its offices in 669 districts out of 735 districts in the country. As such, it covered 91 per cent of all districts in the country, whereas the private sector insurers have offices in 592 districts covering 81 per cent of all districts in the country. In total, both LIC and private insurers together covered 92 per cent of all districts in the country. The number of districts with no presence of life insurance offices stood at 47 in the country. Out of these, 39 districts belong to the north eastern states namely Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Sikkim. In 24 states (out of a total of 28 states and 8 union territories in the country), all the districts were covered through life insurance offices.

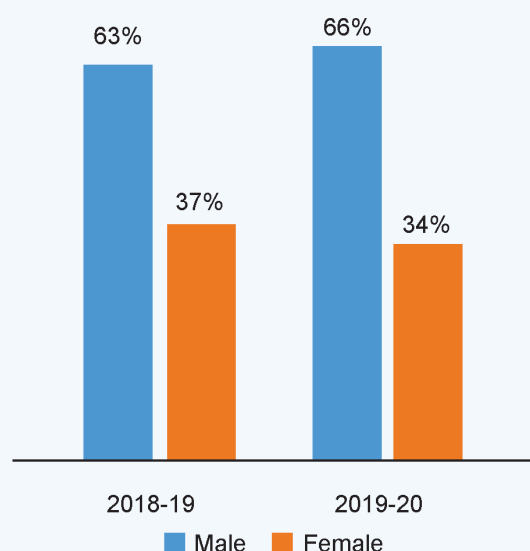
BOX ITEM I.1

PARTICIPATION OF WOMEN IN LIFE INSURANCE

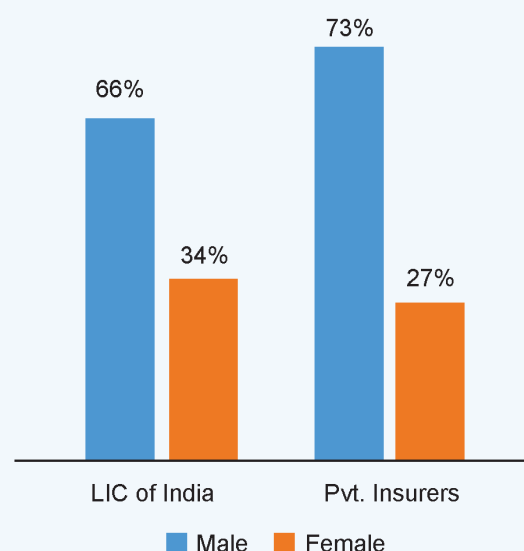
Women comprise roughly 49 per cent of the total population in India. Their contribution to the economic activity of the country is significant and is increasing every year. In this context, a brief analysis was made on the share of women in life insurance business. Only number of policies and first year premium of individual new business for the year 2019-20 have been considered for the purpose.

- i. The total number of policies sold in the year 2019-20 stood at 2.88 crore, with a first year premium (FYP) of ₹1.02 lakh crore.
- ii. The share of women in the year 2019-20 has decreased to 32 per cent in number of policies and 34 per cent in First Year Premium compared to 36 per cent and 37 per cent respectively in the year 2018-19.
- iii. Out of 93 lakh policies bought by women, nearly one-third policies have come from three States, Maharashtra (11.98 per cent), West Bengal (10.60 per cent) and Uttar Pradesh (9.87 per cent); Similarly, out of ₹34,737 crore FYP contributed by women, slightly more than one-third have come from three States, namely, Maharashtra (17.05 per cent), West Bengal (9.66 per cent) and Uttar Pradesh (8.66 per cent).
- iv. The proportion of women policies in case of private life insurers was 27 per cent and that of LIC was 34 per cent.

Contribution of Women to Individual First Year Premium



Share of Women in Policies Sold



- v. In 18 States/UTs, the share in number of policies bought by women to the total policies sold was higher than the all-India average of 32%. The following table provides data of top and bottom five states/UTs in terms of share in no. of policies bought by women to the total policies sold in that State/UT.

Top 5 States/UT with the highest share in number of policies bought by women		Bottom 5 States/UT with the least share in number of policies bought by women	
State	Share in total number of policies (%)	State	Share in total number of policies(%)
Kerala	43	Diu, Daman Dadar & Nagar Haveli	19
Andhra Pradesh	40	Ladakh	22
Mizoram	40	Haryana	27
Puducherry	39	Gujarat	27
Tamil Nadu	38	Jammu Kashmir	27
All India Average	32	All India Average	32

Participation of Women in Life Insurance Marketing

- 6,15,609 women are working as agents in the life insurance industry, making it 27 per cent of the total individual agency force as at March 31, 2020. Of these, the proportion of private life insurers was 55 per cent and LIC was 45 per cent .
- Among the private life insurers, IDBI Federal Life Co. and Max Life Insurance Co. has the highest percentage of women agents, at 45 per cent respectively followed by Star Union Diachi Life Insurance Co. and Tata AIA Life Insurance Co. at 37 per cent respectively.

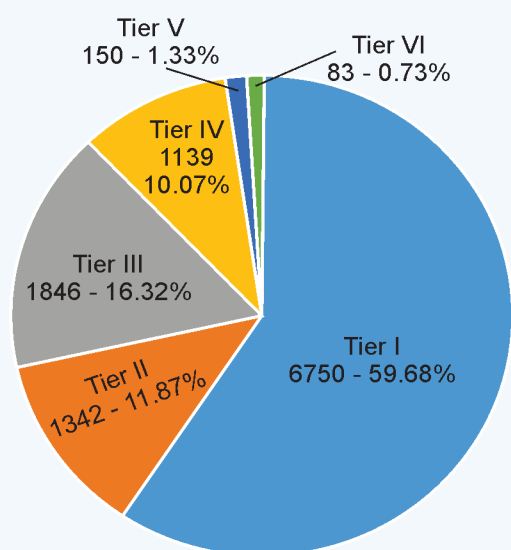
Table I.19: Offices of Life Insurers
(As on March 31)

(Number of Offices)

Location	2019			2020		
	LIC	Private sector	Total	LIC	Private sector	Total
Tier I	1,829	4,881	6,710	1,840	4,910	6,750
Tier II	556	801	1,357	558	784	1,342
Tier III	1,350	500	1,850	1,351	495	1,846
Tier IV	1,026	107	1,133	1,031	108	1,139
Tier V	117	29	146	121	29	150
Tier VI	54	29	83	54	29	83
Total	4,932	6,347	11,279	4,955	6,355	11,310

Note: Tier I - Population 1,00,000 & Above
Tier III - Population of 20,000 to 49,999
Tier V - Population of 5,000 to 9,999

Tier II - Population of 50,000 to 99,999
Tier IV - Population of 10,000 to 19,999
Tier VI - Population less than 5,000

Chart I.11:
Offices of Life Insurers
(As on March 31, 2020)

2018-19, registering a growth rate of 11.49 per cent as against 12.47 per cent growth rate recorded in the previous year. The public sector insurers exhibited growth of 6.71 per cent in 2019-20, over the previous year's growth rate of 1.28 per cent. The private general insurers registered a growth rate of 11.63 per cent, against 24.25 per cent growth rate during the previous year (Table I.20).

1.2.2.27 The standalone health insurers registered a growth rate of 27.47 per cent against 36.56 per cent growth rate during the previous year and the specialized insurers registered a growth rate of 28.08 per cent as against the negative growth of 10.79 per cent recorded during the previous year.

1.2.2.28 The premium underwritten by 28 private sector insurers (including standalone health insurers) in 2019-20 was ₹1.05 lakh crore as against ₹0.93 lakh crore in 2018-19. ICICI Lombard continued to be the largest private sector general insurance company, with market share of 7.05 per cent in the current year against a market share of 8.55 per cent in the previous year. Bajaj Allianz, the second largest private sector general insurance company, which underwrote a total premium of ₹12,780 crore, reported increase in market share from 6.53 per cent in 2018-19 to 6.76 per cent

Appraisal of General Insurance Market

General Insurance Premium

1.2.2.26 The general insurance industry underwrote total direct premium of ₹1.89 lakh crore in India for the year 2019-20 as against ₹1.69 lakh crore in

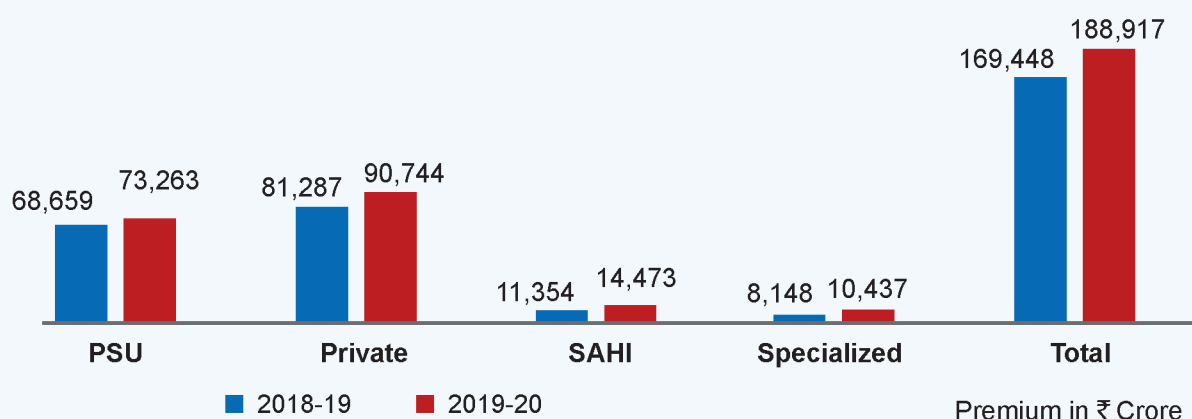
Table I.20: Premium (within India) Underwritten by General and Health Insurers

Insurer	Premium (₹crore)		Market Share (%)	
	2018-19	2019-20	2018-19	2019-20
Public Sector Insurers	68,658.85 (1.28)	73,263.08 (6.71)	40.52	38.78
Private Sector Insurers	81,287.15 (24.25)	90,743.94 (11.63)	47.97	48.03
Standalone Health Insurers	11,354.03 (36.56)	14,472.89 (27.47)	6.70	7.66
Specialized Insurers	8,148.42 (-10.79)	10,436.71 (28.08)	4.81	5.52
Total	1,69,448.46 (12.47)	1,88,916.62 (11.49)	100	100

Note:

1. Figures in bracket indicates growth (in per cent) over previous year.
2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

Chart I.12: Premium (within India)
Underwritten by General and Health Insurers



during the year under review. Out of 28 private insurers (including standalone health insurers) operating in India, 24 insurers reported an increase in premium underwritten in the year 2019-20 as compared to the previous year. Insurance company wise premium underwritten is given in Statement 10.

I.2.2.29 In case of public sector general insurers, all four companies expanded their business with an increase in respective premium collections over the previous year. However, the market share of the public sector insurers except New India has

decreased from previous year. The market share of New India marginally increased to 14.19 per cent in 2019-20 from 14.11 per cent in 2018-19. The market share of United India Insurance, National Insurance and Oriental Insurance declined to 9.27 per cent, 8.08 per cent, and 7.24 per cent in 2019-20 from 9.69 per cent, 8.93 per cent and 7.79 per cent in 2018-19 respectively. New India which collected Direct Premium of ₹26,813 crore, once again remained as the largest general insurance company in India.

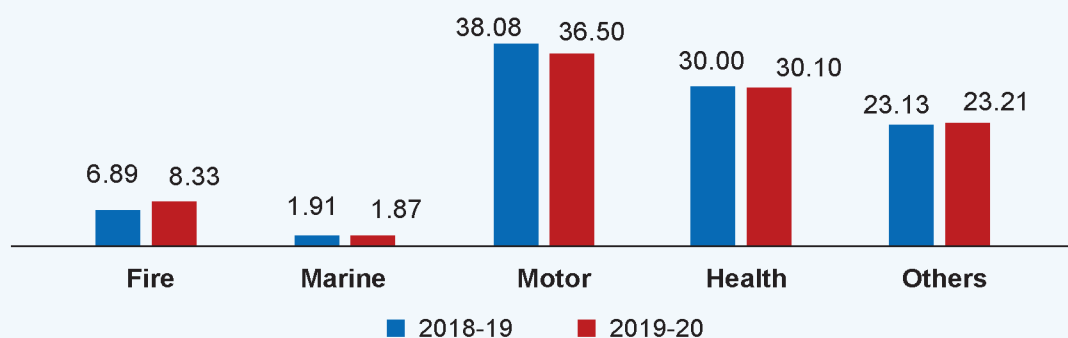
Table I.21: Segment-wise Premium (Within India) Underwritten by General and Health Insurers

Segment	Item	Public Sector Insurers		Private Sector Insurers		Standalone Health Insurers		Specialised Insurers		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	Premium (₹ crore)	5,256.25	6,991.94	6,411.39	8,736.76	NA	NA	NA	NA	11,667.64	15,728.70
	Growth (%)	1.36	33.02	14.60	36.27					8.23	34.81
	Market share (%)	45.05	44.45	54.95	55.55					100	100
Marine	Premium (₹ crore)	1,572.20	1,693.33	1,665.94	1,839.09	NA	NA	NA	NA	3,238.14	3,532.42
	Growth (%)	7.70	7.70	16.10	10.39					11.87	9.09
	Market share (%)	48.55	47.94	51.45	52.06					100	100
Motor	Premium (₹ crore)	26,287.49	25,408.18	38,234.86	43,542.89	NA	NA	NA	NA	64,522.35	68,951.07
	Growth (%)	-4.61	-3.34	20.66	13.88					8.91	6.86
	Market share (%)	40.74	36.85	59.26	63.15					100	100
Health	Premium (₹ crore)	25,319.32	25,966.16	14,160.20	16,426.08	11,354.03	14,472.89	NA	NA	50,833.55	56,865.13
	Growth (%)	9.55	2.55	34.16	16.00	36.56	27.47			21.09	11.87
	Market share (%)	49.81	45.66	27.86	28.89	22.34	25.45			100	100
Others	Premium (₹ crore)	10,223.61	13,203.47	20,814.76	20,199.13	NA	NA	8,148.42	10,436.71	39,186.78	43,839.31
	Growth (%)	-2.44	29.15	28.91	-2.96			-10.79	28.08	9.58	11.87
	Market share (%)	26.09	30.12	53.12	46.08			20.79	23.81	100	100
Total	Premium (₹ crore)	68,658.85	73,263.08	81,287.15	90,743.94	11,354.03	14,472.89	8,148.42	10,436.71	1,69,448.46	1,88,916.62
	Growth (%)	1.28	6.71	24.25	11.63	36.56	27.47	-10.79	28.08	12.47	11.49
	Market share (%)	40.52	38.78	47.97	48.03	6.70	7.66	4.81	5.52	100	100

Note: Health includes Personal Accident and Travel

NA : Not applicable

Chart I.13:
Share of Different Segments in General Insurance (%)



Segment wise General Insurance Premium

I.2.2.30 The Motor business continued to be the largest general insurance segment with a share of 36.50 per cent in 2019-20 (38.08 per cent in 2018-19) followed by Health segment with 30.10 per cent market share (30.00 per cent in 2018-19). Motor segment reported growth rate of 6.86 per cent in 2019-20 (8.91 per cent in 2018-19). The premium

collection in Health segment continued to surge ahead at ₹56,865 crore in 2019-20 from ₹50,834 crore of 2018-19, registering growth of 11.87 per cent. The premium collection in fire segment increased by 34.81 per cent and in Marine segments by 9.09 per cent in 2019-20.

Insurance company wise segment wise premium underwritten is provided in Statement 11.

Table I.22: Premium Underwritten Outside India by General Insurers

Insurer	Outside India Premium (₹ crore)		% to Total Premium of the Company	
	2018-19	2019-20	2018-19	2019-20
National	51.04 (1.81)	50.67 (-0.73)	0.34	0.33
New India .	2,697.83 (10.54)	2,901.94 (7.57)	10.14	9.77
Oriental	285.42 (0.20)	323.37 (13.29)	2.12	2.31
Total	3,034.30 (9.32)	3,275.97 (7.96)	5.49	5.55

Note: 1. Figures in bracket indicate growth (in percent) over previous year.

2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

Premium Underwritten Outside India by General Insurers

I.2.2.31 All Public Sector General Insurers except United India Insurance company are underwriting general insurance business outside India. United India insurance company ceased operations outside India in 2003-04. The total premium underwritten outside the country by the three public sector insurers stood at ₹3,276 crore in 2019-20 as against ₹3,034 crore in 2018-19 registering a growth of 7.96 per cent against growth of 9.32 per cent in 2018-19.

I.2.2.32 New India Assurance company continued to be the largest public sector general insurer in terms of premium underwritten outside India. The overseas premium constitutes 9.77 per cent of the total premium underwritten by New India Assurance company in 2019-20 (10.14 per cent in 2018-19). In case of Oriental insurance company, it is 2.31 per cent in 2019-20 (2.12 per cent in 2018-19). National Insurance company continued to have a small component of overseas business at 0.33 per cent in 2019-20 (0.34 per cent in 2018-19).

I.2.2.33 Of the total premium of ₹3,276 crore underwritten outside India in 2019-20, New India Assurance company underwrote a premium of

₹2,902 crore with a market share of 88.58 per cent in 2019-20 (88.91 per cent in 2018-19). National Insurance underwrote a premium of ₹51 crore in 2019-20. The outside India premium underwritten by Oriental Insurance stood at ₹323 crore in 2019-20 which constitutes 9.87 per cent (9.41 per cent in 2018-19) of total outside India premium.

Policies Issued by General and Health Insurers

I.2.2.34 The general insurers have issued 2415 lakh policies in the year 2019-20 as against 1912 lakh policies issued in the year 2018-19, reporting an increase of 26.32 per cent during 2019-20 against 8.55 per cent increase in 2018-19. The public sector insurers witnessed marginal increase of 0.07 per cent in the number of policies issued against 8.1 per cent decrease in 2018-19. The private sector insurers reported a growth in number of policies issued at 23.77 per cent in 2019-20 against 29.7 per cent in 2018-19. The specialized insurers reported an increase of 314.71 per cent in the number of policies issued during 2019-20 against decrease of 33.2 per cent in the year 2018-19. Increase in specialized insurers' number of policies is mainly due to change in treatment of number of policies in National Crop Insurance Portal (NCIP) of Government of India. The Standalone Health insurers reported a growth in number of policies

issued at 16.56 per cent in 2019-20 against 34.27 per cent in 2018-19.

Table I.23: New Policies Issued by General and Health Insurers

(in lakh)

Insurer	2018-19	2019-20
Public Sector Insurers	733.02 (-8.10)	733.50 (0.07)
Private Sector Insurers	1,021.23 (29.70)	1,263.91 (23.77)
Standalone Health Insurers	79.04 (34.27)	92.18 (16.63)
Specialized Insurers	78.49 (-33.20)	325.50* (314.71)
Total	1,911.78 (8.55)	2,415.09 (26.33)

Note:

1. Figures in bracket indicates the growth (in per cent) over the previous year.
2. *In Crop insurance, up to season Rabi 2018, proposals in NCIP could be created by entering all the survey numbers for a crop in single application. However, from season Kharif 2019, the applications are created at crop-land survey number level instead of crop level.

Paid-up Capital of General and Health Insurers

I.2.2.35 The total paid-up capital of general and health insurers as on March 31, 2019 was ₹16,518 crore. During 2019-20, the General and Health insurers added ₹4,843 crore to their equity capital base. During the year ₹2,500 crore were infused in three Public Sector General Insurers by Government of India, out of which ₹2,400 crore were infused in National Insurance Co. Ltd., ₹50 crore in United India Insurance Co. Ltd. and ₹50 crore in Oriental Insurance Co. Ltd. Private sector general insurers infused further capital to the extent of ₹1,344 crore. Standalone health insurers infused a capital of ₹499 crore. Total paid up capital of all insurers as on March 31, 2020 was ₹21,361 crore.

Insurance company wise paid up capital details are provided in Statement 12.

Table I.24: Paid-up Capital of General and Health Insurers

(₹ crore)

Insurer	As at March 31, 2019	Additions during 2019-20	As at March 31, 2020
Public Sector Insurers	1,274.00	2,500.00	3,774.00
Private Sector Insurers	9,570.88	1,343.93	10,914.81
Standalone Health Insurers	3,472.97	498.94	3,971.92
Specialized Insurers	2,200.00	500.00	2,700.00
Total	16,517.86	4,842.87	21,360.73

Note: Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

Other Forms of Capital of General Insurers

I.2.2.36 Pursuant to the power given under section 6A(1)(i) of The Insurance Act, 1938 and in exercise of the power conferred under section 114 A of the Insurance Act and section 26 of the IRDA Act, 1999, the Authority has notified IRDAI (Other Forms of Capital) Regulations, 2016.

I.2.2.37 Under the provisions of said Regulations, the General insurance industry raised Other Forms of Capital amounting to ₹220 crore during 2019-20 whereas in the year 2018-19, ₹824 crore was raised. During 2019-20, Bharti AXA General Insurance Co. Ltd. raised ₹35 crore while TATA AIG General Insurance Co. Ltd. raised ₹185 crore. Total other forms of capital as on March 31, 2020 was ₹4,875 crore.

Expenses of General and Health Insurers

I.2.2.38 Commission expenses and operating expenses constitute a major part of the total expenses. The gross commission expenses of public sector general insurers, private general insurers, standalone health insurers and specialized insurers stood at ₹5,481 crore, ₹6,549 crore, ₹1,822 crore and ₹41 crore respectively for 2019-20, aggregating to amounting to a total gross commission expense of ₹13,893 crore for the general insurance industry. The gross commission expenses were highest in the Motor segment, which stood at ₹5,967 crore, comprising of ₹2,302 crore for the public sector and ₹3,665 crores for the private sector companies.

I.2.2.39 The overall commission expenses ratio (commission expenses as a percentage of premiums) increased marginally to 7.35 per cent in 2019-20 from 7.25 per cent in 2018-19. Total commission increased by 13.16 per cent (total

premium growth 11.49 per cent), commission in fire segment increased by 30.01 per cent (Fire segment premium growth 34.81 per cent), Marine commission increased by 6.07 per cent (Marine premium growth 9.09 per cent), Motor segment commission increased by 21.70 per cent (Motor premium growth 6.86 per cent), Health segment commission increased by 19.57 per cent (Health premium growth 11.87 per cent) and commission in other segments reduced by 34.09 per cent (Other segment premium growth 11.87 per cent).

I.2.2.40 The operating expenses of general insurance companies stood at ₹35,845 crore in 2019-20 as against ₹28,624 crore in 2018-19, showing overall increase of 25.23 per cent. The operating expenses of the public sector insurers, private sector insurers, standalone health insurers and specialized insurers increased by 24.08 per cent, 28.14 per cent, 18.08 per cent and 20.96 per cent respectively. Operating expenses, as a percent

Table I.25: Commission Expenses of General and Health Insurers

Segment	Item	Public Sector Insurers		Private Sector Insurers		Standalone Health Insurers		Specialised Insurers		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	Commission (₹ crore)	619.15	780.41	559.93	752.46	-	-	-	-	1,179.08	1,532.87
	Growth (%)	1.57	26.05	30.05	34.38	-	-	-	-	13.36	30.01
	CER (%)	11.78	11.16	8.73	8.61	-	-	-	-	10.11	9.75
Marine	Commission (₹ crore)	154.8	162.62	175.72	187.96	-	-	-	-	330.53	350.58
	Growth (%)	5.14	5.05	22.46	6.97	-	-	-	-	13.69	6.07
	CER (%)	9.85	9.60	10.55	10.22	-	-	-	-	10.21	9.92
Motor	Commission (₹ crore)	1,957.35	2,301.88	2,945.87	3,665.16	-	-	-	-	4,903.22	5,967.03
	Growth (%)	-10.94	17.60	42.30	24.42	-	-	-	-	14.89	21.70
	CER (%)	7.45	9.06	7.70	8.42	-	-	-	-	7.60	8.65
Health	Commission (₹ crore)	1,472.67	1,621.28	1,173.49	1,408.74	1,411.45	1,821.59	-	-	4,057.61	4,851.60
	Growth (%)	-2.84	10.09	26.02	20.05	42.88	29.06	-	-	18.13	19.57
	CER (%)	5.82	6.24	8.29	8.58	12.43	12.59	-	-	7.98	8.53
Others	Commission (₹ crore)	837.51	615.27	955.65	534.53	-	-	13.83	41.23	1,806.98	1,191.03
	Growth (%)	36.73	-26.54	157.81	-44.07	-	-	1.36	198.12	81.27	-34.09
	CER (%)	8.19	4.66	4.59	2.65	-	-	0.17	0.40	4.61	2.72
Total	Commission (₹ crore)	5,041.48	5,481.45	5,810.66	6,548.84	1,411.45	1,821.59	13.83	41.23	12,277.42	13,893.11
	Growth (%)	-0.81	8.73	47.25	12.70	42.88	29.06	1.36	198.12	22.40	13.16
	CER (%)	7.34	7.48	7.15	7.22	12.43	12.59	0.17	0.40	7.25	7.35

CER – Commission Expense Ratio Note: Re-classification/re-grouping by the insurers in the previous year's figures, if any, has not been considered.

Table I.26: Operating Expenses of General and Health Insurers

Insurer	Item	2018-19	2019-20
Public Sector Insurers	Operating Expenses (₹crore)	12,161.88	15,090.75
	Growth (%)	4.56	24.08
	OER (%)	17.71	20.60
Private Sector Insurers	Operating Expenses (₹crore)	12,940.27	16,582.22
	Growth (%)	14.20	28.14
	OER (%)	15.92	18.27
Standalone Health Insurers	Operating Expenses (₹crore)	3,065.65	3,620.04
	Growth (%)	33.75	18.08
	OER (%)	27.00	25.01
Specialized Insurers	Operating Expenses (₹crore)	456.30	551.92
	Growth (%)	28.10	20.96
	OER (%)	5.60	5.29
Total	Operating Expenses (₹crore)	28,624.10	35,844.93
	Growth (%)	11.76	25.23
	OER (%)	16.89	18.97

OER – Operating Expense Ratio

Note: Re-classification/re-grouping by the insurers in the previous year's figures, if any, has not been considered.

of gross premium underwritten also increased from 16.89 per cent in 2018-19 to 18.97 per cent in 2019-20.

1.2.2.41 During the financial year 2019-20, six private insurers were under exemption period as the insurers are yet to complete first five years of operations. Out of remaining insurers, 19 insurers were compliant, three insurers were non-compliant and five general insurers were granted forbearance to IRDAI (Expenses of Management of Insurers transacting General or Health Insurance Business) Regulations, 2016, subject to the condition that excess of expenses of management shall be charged to shareholders' fund. In case of Reliance Health Insurance Ltd., its business portfolio has been transferred to Reliance General Insurance Co. Ltd.

Claims of General and Health Insurers

1.2.2.42 The net incurred claims of the general insurers stood at ₹1.08 lakh crore in 2019-20 as against ₹1.01 lakh crore in 2018-19. The incurred claims exhibited an increase of 7.26 per cent during 2019-20. The private sector general insurers,

standalone health insurers and specialized insurers reported increase of 16.21 per cent, 35.47 per cent and 15.95 per cent respectively, while PSU general insurers reported decrease in the incurred claims by 1.09 per cent.

1.2.2.43 The incurred claims ratio (net incurred claims to net earned premium) of the general insurance industry was 85.90 per cent during 2019-20 which was less than the previous year claim ratio of 89.16 per cent. The incurred claims ratio of public sector insurers was 98.28 per cent for the year 2019-20 as against the previous year's ratio of 103.46 per cent. Whereas incurred claims ratio of the private sector general insurers, standalone health insurers and specialized insurers was 75.52 per cent, 64.13 per cent and 115.40 per cent respectively for the year 2019-20 as compared to the previous year's ratio of 76.20 per cent, 60.68 per cent and 106.33 per cent respectively.

1.2.2.44 Among the various segments, miscellaneous segment (Others) had a highest claims ratio of 93.40 per cent. The incurred claims ratio of fire and marine segments have decreased to 78.07 per cent and 71.27 per cent in the year 2019-20 from 90.48 per cent and 84.48 per cent in

the previous year respectively. Whereas the incurred claims ratio of health and motor segments have decreased to 85.70 per cent and 85.61 per cent in the year 2019-20 from the previous year's ratio of 89.34 per cent and 90.60 per cent respectively.

I.2.2.45 Insurance company wise claim ratio is provided in Statement 13. Age analysis of claims of general insurers is provided in Statement 14.

**Table I.27:
Net Incurred Claims of General
and Health Insurers**
(₹ crore)

Insurer	2018-19	2019-20
Public Sector Insurers	57,514.90 (14.74)	56,887.50 (-1.09)
Private Sector Insurers	36,120.88 (23.77)	41,977.62 (16.21)
Standalone Health Insurers	4,750.43 (40.43)	6,435.43 (35.47)
Specialized Insurers	2,664.80 (-9.91)	3,089.71 (15.95)
Total	1,01,051.01 (17.98)	1,08,390.26 (7.26)

Note: Figures in bracket indicate growth (in per cent) over the previous year

Underwriting Experience of General and Health Insurers

I.2.2.46 The underwriting losses of the general insurance industry increased by 6.27 per cent in 2019-20 from ₹22,320 crore in 2018-19 to ₹23,720 crore in 2019-20. The public sector insurers' underwriting losses increased to ₹18,741 crore in 2019-20 from ₹18,533 crore in 2018-19. The private sector insurers reported increase in underwriting losses which was ₹3,647 crore in 2019-20 from ₹2,890 crore in 2018-19. Standalone health insurers reported increase in underwriting losses in 2019-20 which was ₹651 crore as compared to underwriting loss of ₹568 crores in 2018-19. The underwriting losses of Specialized insurers increased to ₹680 crore in 2019-20 from ₹328 crore in 2018-19.

I.2.2.47 The ratio of underwriting loss to net earned premium for public sector insurers, private sector insurers, standalone health insurers and specialised insurers in 2019-20 was 32.38 per cent, 6.56 per cent, 6.49 per cent and 25.40 per cent respectively as compared to 33.34 per cent, 6.10 per cent, 7.26 per cent and 38.44 per cent respectively in the year 2018-19. The ratio of

Table I.28: Incurred Claims Ratio of General and Health Insurers

(in percent)

Segment	Public Sector Insurers		Private Sector Insurers		Standalone Health Insurers		Specialised Insurers		Total	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	98.34	86.20	64.81	55.89	NA	NA	NA	NA	90.48	78.07
Marine	83.71	71.17	85.33	71.36	NA	NA	NA	NA	84.48	71.27
Motor	107.73	96.54	76.22	77.95	NA	NA	NA	NA	90.60	85.61
Health	107.12	102.91	75.85	72.55	60.68	64.13	NA	NA	89.34	85.70
Others	77.24	102.53	77.68	73.08	NA	NA	106.33	115.40	82.88	93.40
Total	103.46	98.28	76.20	75.52	60.68	64.13	106.33	115.40	89.16	85.90

Note: 1. Health includes Personal Accident and Travel

2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

3. NA - Not Applicable

underwriting loss to net earned premium for general insurance industry in 2019-20 was 18.80 per cent as compared to 19.98 per cent in the year 2018-19.

**Table I.29:
Underwriting Experience of General
and Health Insurers**

(₹ crore)

Insurer	2018-19	2019-20
Public Sector Insurers	-18,532.95 (-33.34)	-18,741.35 (-32.38)
Private Sector Insurers	-2,889.87 (-6.10)	-3,647.23 (-6.56)
Standalone Health Insurers	-568.22 (-7.26)	-651.20 (-6.49)
Specialized Insurers	-328.45 (-38.44)	-680.07 (-25.40)
Total	-22,319.50 (-19.98)	-23,719.86 (-18.80)

Note:

- Figures in bracket indicate ratio (in per cent) of underwriting profit/ loss to net earned premium.
- Regrouping/Reclassification, if any, in previous years figures by the insurer has not been considered.
- Underwriting Profit/Loss = Premium Earned (Net) - (Claim Incurred (Net) + Commission and Operating Expenses related to Insurance Business + Premium Deficiency)

Investment Income of General and Health Insurers

I.2.2.48 The investment income of all general insurers during 2019-20 was ₹28,606 crore (₹26,289 crore in 2018-19) registering a growth of 8.81 per cent as against 5.13 per cent in the previous year. During the year under review, the investment income of public sector insurers has decreased by 1.92 per cent. Investment income of private sector insurers, standalone health insurers and specialized insurers has grown at the rate of 25.85 per cent, 43.77 per cent and 7.23 per cent respectively.

**Table I.30:
Investment Income of General
and Health Insurers**

(₹ crore)

Insurer	2018-19	2019-20
Public Sector Insurers	15,599.13 (-0.64)	15,300.37 (-1.92)
Private Sector Insurers	8,884.58 (14.50)	11,181.55 (25.85)
Standalone Health Insurers	515.19 (33.15)	740.71 (43.77)
Specialized Insurers	1,289.60 (11.10)	1,382.89 (7.23)
Total	26,288.51 (5.13)	28,605.52 (8.81)

Note: Figures in bracket indicate growth (in per cent) over the previous year

Profits of General and Health Insurers

I.2.2.49 During the year 2019-20, the net loss of general insurance industry was ₹1,494 crore as against a profit of ₹683 crore in 2018-19. The public sector companies reported a loss of ₹5,701 crore against a loss of ₹3,288 crore in 2018-19. The private sector insurers reported a Profit After Tax (PAT) of ₹4,037 crore against a PAT of ₹3,584 crore in 2018-19 and specialized insurers have reported profit after tax of ₹501 crore against PAT of ₹685 crore in 2018-19 whereas the standalone health insurers reported loss of ₹331 crore against a loss of ₹298 crore in 2018-19.

I.2.2.50 Out of four public sector insurers, one has reported PAT and three have reported loss after tax during the year 2019-20. New India reported a PAT of ₹1,417 crore during the year 2019-20 against a PAT of ₹580 crore in 2018-19. National, Oriental and United reported loss of ₹4,108 crore, ₹1,524 crore and ₹1,486 crore respectively.

I.2.2.51 Among the 21 private general insurance companies, while 12 companies reported PAT, the

remaining nine companies incurred losses during 2019-20.

Insurer	2018-19	2019-20
Public Sector Insurers	-3,287.90	-5,700.55
Private Sector Insurers	3,584.40	4,036.69
Standalone Health Insurers	-298.00	-331.07
Specialised Insurers	684.71	500.54
Total	683.21	-1,494.39

Note: Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

Returns to Shareholders of General and Health Insurers

I.2.2.52 None of the public sector general insurance companies, standalone health insurance companies or specialised insurance companies has paid dividend during the year 2019-20. Private sector general insurers have paid dividend of ₹ 1059 crore.

Insurer	2018-19	2019-20
Public Sector Insurers	-	-
Private Sector Insurers	617.92	1,059.01
Standalone Health Insurers	-	-
Specialized Insurers	30.00	-
Total	647.92	1,059.01

Note:

- Above figures include proposed final dividend and interim dividend also, as reflected in profit and loss account of respective insurers.
- Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

Offices of General and Health Insurers

I.2.2.53 As on March 31, 2020, the general insurers were operating from 11,394 offices as against 11,578 offices as on March 31, 2019, all over the country. When compared to the previous year, there was a decrease of 184 offices. It is observed that majority of offices of general and health insurers are located in Tier I location. Around 68 per cent (7796 offices) of general and health insurance offices are located in these areas. After the Tier I location, Tier III locations with a population of 20,000 to 49,999 are having 12 per cent of general and health insurance offices (1339 offices). Only about one per cent of general insurance offices are in Tier VI locations (107 offices) with a population of less than 5,000 and that too belongs to only public sector general insurers. There are no offices of Standalone Health insurers (SAHI) in Tier V and Tier VI locations. Specialized insurers have offices only in Tier I cities.

I.2.2.54 In the general insurance sector, the public-sector general insurers have offices in 597 out of 735 districts in the country (81.22 per cent of total districts in the country). The private sector general insurers cover 304 districts (41.36 per cent) and SAHI insurers have offices at 303 districts (41 per cent of the districts across the country). The states of Andhra Pradesh, Goa and the union territory of Chandigarh have the presence of SAHI office in all of their districts. There are 15 states/UTs which have the presence of general insurance office in all their districts. The number of districts in India which do not have any offices of general insurers stood at 138. State/UT wise distribution of general insurance offices with district wise coverage are provided in Statement 9.

**Table I.33:
Offices of General and Health Insurers
(As on March 31)**

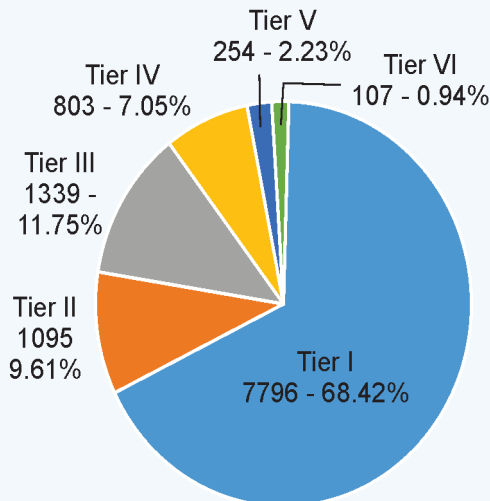
(Number of Offices)

Location	2019					2020				
	Public Sector	Private Sector	Stand-alone Health	Specialized	Total	Public Sector	Private Sector	Stand-alone Health	Specialized	Total
Tier I	4,247	2,301	793	86	7,427	4,283	2465	962	86	7,796
Tier II	967	118	39	-	1,124	874	144	77	-	1,095
Tier III	1607	28	45	-	1,680	1,247	32	60	-	1,339
Tier IV	968	9	6	-	983	786	9	8	-	803
Tier V	292	3	-	-	295	249	5	-	-	254
Tier VI	69	-	-	-	69	107	-	-	-	107
Total	8,150	2,459	883	86	11,578	7,546	2,655	1,107	86	11,394

Note: Tier I - Population 1,00,000 & Above
Tier III - Population of 20,000 to 49,999
Tier V - Population of 5,000 to 9,999

Tier II - Population of 50,000 to 99,999
Tier IV - Population of 10,000 to 19,999
Tier VI - Population less than 5,000

**Chart I.14: Offices of General and Health Insurers
(As on March 31, 2020)**



Motor Third Party Insurance Business Obligations

I.2.2.55 In order to comply with Sec 32D of the Insurance Act, 1938, the Authority, in consultation with the Insurance Advisory Committee issued the

IRDAI (Obligations of Insurers in respect of Motor Third Party Insurance Business) Regulations, 2015 on June 02, 2015 stating the methodology for the minimum obligation of Insurers transacting motor insurance business.

I.2.2.56 In the year 2019-20, out of the 25 general insurers, two insurers did not comply with the minimum obligation with respect to motor third party insurance business. The matter is under examination from the regulatory perspective. All the public sector insurers complied with the Motor Third Party obligations for the financial year 2019-20.

I.2.2.57 Considering that significant time has elapsed from the issuance of the Regulations, and also in the light of the Supreme Court judgement on issuance of Long-Term Motor Third Party (TP) policies as well as certain concerns raised by various insurers, it was decided to review the Regulations. A Working Group was formed to review the current framework during August 2019. The Working Group has submitted its report during April 2020 which is under examination.

LOSS PREVENTION AND LOSS MINIMIZATION IN GENERAL INSURANCE INDUSTRY

1. Loss Prevention and Minimization (LPM) are important aspects of loss control in insurance. Loss prevention seeks to prevent the losses, whereas, loss minimization seeks to mitigate it. It is in the common interest of both the insurer and the insured to prevent the losses in the first place and should the losses occur, take immediate steps to minimize it. It is also important from the point of view of safety and protection of lives and property in general. Steps for LPM will not only help the insurance industry but also help prevent and mitigate economic losses in larger context.
2. In the past, Loss Prevention Association of India has played a leading role in imparting knowledge and sensitizing the industry as well as the public on the matter of LPM. However, since the winding up of LPA, there is no platform to synergize initiatives relating to loss prevention and minimization.
3. A working group, headed by Smt. T. L. Alamelu, Member, IRDAI with representatives from the insurers, brokers, General Insurance Council, National Insurance Academy, Insurance Information Bureau of India and reinsurers was constituted by the Authority on loss prevention and minimization in December 2019. The working group was tasked to suggest means to improve loss prevention and minimization, evaluate current practices followed by the insurance industry and suggest approaches to stitch together the activities of various stakeholders involved in order to ensure better loss prevention and minimization. The Working Group was also tasked to give recommendations for promoting research, education and services related to loss prevention and minimization.
4. The Working Group, in its report, has recommended setting up a Section 8 Company promoted by IRDAI and the industry with the objective of promoting safety and loss prevention. It has recommended that the Company should not be directly involved in commercial activities like risk inspection, specific risk management, tracing of cargo, cargo supervision, route surveys, project monitoring etc. However, the Company should accredit private business units, who will perform the above activities. Further, apart from education, research and creating the right awareness through training, seminars etc. the body should be involved in activities such as setting standards and benchmarks, conducting post loss studies, giving risk improvement suggestion in a generic manner, collaborate with bodies such as IIB, NIA, IIRM, III etc. for the required analyses of relevant data, carry out forensic studies and build capacity in these areas.
5. The Working Group recommended adoption of technology such as Block Chain, Telematics, Data Analytics and Artificial Intelligence through an institutional set-up. The Working Group felt that Block Chain integration of Insurers, IRDAI, IIB, Road Transport Authority, Police Department and MoRTH will help in identifying uninsured vehicles and segregation of vehicles based on manufacturing details to comply with emission guidelines on renewal of insurance.
6. The Working Group has also identified illustrative list of activities which may be conducted by the company. Further, it has recommended that the Company may start working on promoting safety and loss prevention in the areas of Property Insurance, Marine Cargo and Motor Insurance to begin with and can expand into all other areas of general insurance as well as health insurance in the future.

I.2.2.58 Further for calculating motor third party obligations, each insurer requires previous financial year's audited data of all the insurers. The Authority is publishing the data for the previous financial year in both Annual Report and IRDAI website since the year 2017-18 so that there is a single source of data for the entire industry. The data for the year 2018-19 required for calculating Motor Third Party Obligation for 2019-20 can be found in Annexure 2.

Specialized Insurers

ECGC Ltd.

I.2.2.59 ECGC Ltd. (Formerly Export Credit Guarantee Corporation of India Ltd.) is a specialized credit insurance company functioning under the administrative control of Ministry of Commerce & Industry to protect the insurable interest of Indian Exporters and Banks in India. The core activity of the Company is to underwrite export credit insurance business.

I.2.2.60 The Company underwrote a gross direct premium of ₹1,075 crore in 2019-20 reporting decrease of 13.79 per cent against ₹1,247 crore in 2018-19. The insurer's Net Earned Premium was to the tune of ₹831 crore as against ₹854 crore in the previous year. The profit after tax of the company increased to ₹324 crore from ₹244 crore in the previous year. The insurer reported an incurred claims ratio of 115 per cent in 2019-20 (134 per cent in 2018-19).

Agricultural Insurance Company of India Ltd.

I.2.2.61 Agriculture Insurance Company of India Ltd. (AIC) is a specialized insurer underwriting crop insurance business. The company underwrote gross direct premium of ₹9,361 crore during the

year 2019-20, reporting a growth of 36 per cent as against ₹6,901 crore in 2018-19. The insurer's net earned premium for the year 2019-20 was ₹1,846 crore as against ₹1,652 crore in the previous year. The profit after tax of the company was decreased to ₹177 crore from ₹440 crore in the previous year. The company's incurred claims ratio was 115 per cent in 2019-20 as against 92 per cent in 2018-19.

I.2.2.62 AIC has been the major insurer under Pradhan Mantri Fasal Bima Yojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS) with a market share of 30 per cent in the year 2019-20 (26 per cent during the year 2018-19). Apart from this, the Company implemented Bangla Shasya Bima (BSB), Unified Package Insurance Scheme (UPIS) and Coconut Palm Insurance Scheme (CPIS) during the year 2019-20. There are certain in-house products also for crop insurance other than the above-mentioned Government sponsored schemes.

Appraisal of Reinsurance Market

Reinsurers

I.2.2.63 General Insurance Corporation of India (GIC) is the national reinsurer, providing reinsurance to the direct general insurance companies in India. The Corporation's reinsurance program has been designed to meet the objectives of optimizing the retention within the country, ensuring adequate coverage for exposure and developing adequate capacities within the domestic market.

I.2.2.64 As on March 31, 2020, the Authority has allowed nine Foreign Reinsurance Branches (FRBs) and Lloyds to operate in India. Lloyds India is operating with one Syndicate.

Premium Accepted and Ceded by Reinsurers

I.2.2.65 Net written premium of reinsurers increased from ₹46,059 crore in 2018-19 to ₹54,256 crore in 2019-20 registering a growth of 17.80 per cent (10.69 per cent in the previous year). FRBs including Lloyd's recorded an increase of 7.61 per cent while GIC Re recorded 19.64 per cent growth in net written premium. Premium on reinsurance ceded has increased from ₹8,596 crore in 2018-19 to ₹9,456 crore in 2019-20 registering 10 per cent growth (34.25 per cent in the previous year (Table I.34).

I.2.2.66 GIC Re and Branches of Foreign Reinsurers (FRBs) accepted total reinsurance premium of ₹63,712 crore during 2019-20 as against ₹54,656 crore in 2018-19, registering growth of 16.57 per cent. GIC Re, the only Indian reinsurer recorded 15.35 per cent growth in its premium income in the year 2019-20, while Branches of Foreign Reinsurers registered 21.74 per cent growth.

I.2.2.67 During the year 2019-20, GIC Re has accepted reinsurance premium of ₹51,030 crore (₹44,238 crore in 2018-19) constituting a market share of 80 per cent while FRBs have accepted premium of ₹12,682 crore (₹10,418 crore in 2018-19) with a market share of remaining 20 per cent.

Segment wise Premium Accepted by Reinsurers

I.2.2.68 The Other businesses continued to be the largest segment with a share of 39.60 per cent in 2019-20 (39.40 per cent in 2018-19) followed by Fire segment with 21.62 per cent market share (21.58 per cent in 2018-19). The reinsurance premium accepted in life segment continued to surge ahead at ₹2,553 crore in 2019-20 from ₹1,558 crore of 2018-19, registering growth of 63.84 per cent. The reinsurance premium accepted in Health segment reduced by 1.88 per cent. Marine and motor segments reported growth of 19.86 per cent and 24.35 per cent respectively in 2019-20 against 34.42 per cent and 8.83 per cent growth reported in 2018-19.

**Table I.34:
Premium Schedule of Reinsurers**

(₹ crore)

Reinsurer	Premium on Reinsurance Accepted		Premium on Reinsurance Ceded		Net Written Premium	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
GIC Re	44,238.00 (5.83)	51,030.13 (15.35)	5,242.02 (25.94)	4,374.72 (-16.55)	38,995.97 (3.61)	46,655.41 (19.64)
FRBs including Lloyd's	10,417.58 (67.60)	12,682.15 (21.74)	3,354.05 (49.66)	5,081.25 (51.50)	7,063.48 (77.72)	7,600.84 (7.61)
Total	54,655.57 (13.83)	63,712.28 (16.57)	8,596.07 (34.25)	9,455.97 (10.00)	46,059.45 (10.69)	54,256.25 (17.80)

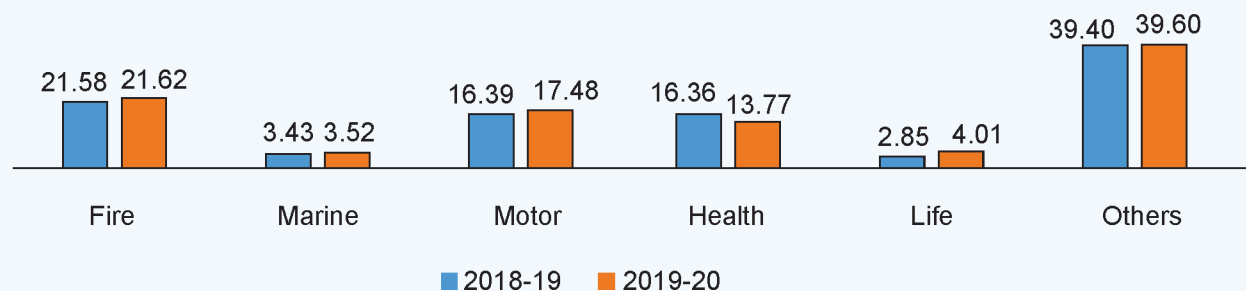
Note: Figures in bracket are growth in per cent over previous year

ANNUAL REPORT 2019-20

**Table I.35:
Segment-wise Premium Accepted by Reinsurers**

Segment	Item	GIC Re		FRBs including Llyod's		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	Premium (₹ crore)	10,312.55	12,026.97	1,481.20	1,748.07	11,793.75	13,775.04
	Growth (%)	3.14	16.62	35.59	18.02	6.34	16.8
	Market share (%)	87.44	87.31	12.56	12.69	100	100
Marine	Premium (₹ crore)	1,772.82	2,109.30	100.11	135.57	1,872.92	2,244.87
	Growth (%)	33.48	18.98	53.52	35.43	34.42	19.86
	Market share (%)	94.66	93.96	5.34	6.04	100	100
Motor	Premium (₹ crore)	8,349.68	9,440.01	607.14	1,697.67	8,956.82	11,137.68
	Growth (%)	3.78	13.06	228.69	179.62	8.83	24.35
	Market share (%)	93.22	84.76	6.78	15.24	100	100
Health	Premium (₹ crore)	5,871.15	6,387.71	3,069.04	2,383.98	8,940.19	8,771.69
	Growth (%)	-0.65	8.8	133.39	-22.32	23.75	-1.88
	Market share (%)	65.67	72.82	34.33	27.18	100	100
Life	Premium (₹ crore)	544.1	955.57	1,013.91	1,597.05	1,558.01	2,552.62
	Growth (%)	24.31	75.62	142.76	57.51	82.15	63.84
	Market share (%)	34.92	37.43	65.08	62.57	100	100
Others	Premium (₹ crore)	17,387.70	20,110.59	4,146.18	5,119.81	21,533.89	25,230.39
	Growth (%)	8.13	15.66	32.02	23.48	12.03	17.17
	Market share (%)	80.75	79.71	19.25	20.29	100	100
Total	Premium (₹ crore)	44,238.00	51,030.13	10,417.58	12,682.15	54,655.57	63,712.28
	Growth (%)	5.83	15.35	67.6	21.74	13.83	16.57
	Market share (%)	80.94	80.09	19.06	19.91	100	100

**Chart I.15:
Share of Different Segments in Total Reinsurance Premium (%)**



Paid-up Capital/ Assigned Capital of Reinsurers

I.2.2.69 The total paid-up capital of GIC as on March 31, 2020 was ₹877 crore same as previous year. Assigned capital of foreign reinsurance branches increased by ₹3,010 crore to ₹8,667 crore as on March 31, 2020 from ₹5,657 crore as on March 31, 2019 (Branch wise details in Statement 15).

Table I.36: Paid-up Capital/ Assigned Capital of Reinsurers

(₹ crore)

Reinsurer	2018-19	2019-20
GIC Re	877.20	877.20
ITI Re*	268.94	-
Total	1,146.14	877.20
FRBs including Lloyd's India#	5,657.27	8,667.49

Note: 1. *Certificate of Registration of Private Reinsurer ITI Re was cancelled in May 2019.

2. #Assigned capital (including assigned capital of syndicates i.e. Markel Service P Ltd. and MS Amlin).

Profit of Reinsurers and Return to Shareholders

I.2.2.70 GIC Re reported a net loss of ₹359 crore in 2019-20 as against profit after tax of ₹2,224 crore in 2018-19. Out of all the foreign reinsurance branches in India, five foreign reinsurance branches have reported profit after tax in the year 2019-20 while remaining foreign reinsurance branches reported loss. Total loss of all foreign reinsurance branches was ₹1,115 crore in 2019-20 as against profit after tax of ₹10 crore in 2018-19.

I.2.2.71 GIC Re has paid dividend of ₹1,184 crore in 2019-20, similar to 2018-19.

Claims of Reinsurers

I.2.2.72 The net incurred claims of the reinsurers stood at ₹49,348 crore in 2019-20 as against ₹39,301 crore in 2018-19. The incurred claims exhibited an increase of 25.57 per cent during 2019-20. The FRBs including Lloyd's reported increase of 13.51 per cent, while GIC Re reported increase in claims by 27.55 per cent.

Table I.37: Net Incurred Claims of Reinsurers

(₹ crore)

Reinsurer	2018-19	2019-20
GIC Re	33,739.95 (-10.45)	43,035.86 (27.55)
FRBs including Lloyd's	5,560.87 (-10.72)	6312.41 (13.51)
Total	39,300.82 (-10.49)	49,348.27 (25.57)

Note: Figures in bracket indicate growth (in per cent) over the previous year

I.2.2.73 Incurred Claim Ratio (ICR) of Reinsurers increased to 98.60 per cent in 2019-20 from 89.51 per cent in 2018-19. The ICR of GIC Re has increased to 97.49 per cent in 2019-20 from 89.55 per cent in 2018-19 and for FRBs including Lloyd's also ICR has increased to 106.91 per cent in 2019-20 from 89.28 per cent in 2018-19. All segments other than Fire segment reported increase in claim ratio in 2019-20 over previous year.

Table I.38: Incurred Claim Ratio of Reinsurers

(in per cent)

Segment	GIC Re		FRBs including Lloyd's		Total	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	103.20	89.56	92.95	79.58	102.40	88.79
Marine	67.49	71.26	40.29	66.77	66.81	71.13
Motor	85.08	87.42	69.96	73.92	84.56	86.12
Health	86.55	92.13	82.42	89.43	85.20	91.49
Life	122.25	100.31	99.21	-211.83	110.53	417.63
Others	86.34	110.86	97.50	91.69	87.79	108.41
Total	89.55	97.49	89.28	106.91	89.51	98.60

I.3 NUMBER AND DETAILS OF AUTHORISED INSURERS/RE-INSURERS

I.3.1 At the end of March 2020, there are 68 insurers operating in India; of which 24 are life insurers, 27 are general insurers, 6 are standalone health insurers and 11 are re-insurers including foreign reinsurers branches and Lloyd's India.

I.3.2 Of the 68 insurers presently in operation, eight are in the public sector and the remaining 60 are in the private sector. Two specialized insurers, namely ECGC and AIC, one life insurer namely LIC of India (LIC), four in general insurance and one in reinsurance namely GIC Re are in public sector. In private sector, there are 23 life insurers, 21 general insurers, six standalone health insurers and 10 reinsurers including foreign reinsurers' branches and Lloyd's India.

I.3.3 The Authority vide order ref. No. IRDA/F&A/ORD/SOLP/200/11/2019 dated November 06, 2019 issued directions to the Reliance Health Insurance Ltd. to stop selling new policies and with effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd.

I.3.4 Out of 21 private general insurers, eight (8) private insurers namely Bajaj Allianz, ICICI Lombard, IFFCO Tokio, Reliance General, Royal Sundaram, Chola MS, HDFC Ergo and Tata AIG have completed more than 15 years of their operations in General Insurance market in India.

Table I.39:

Registered Insurers and Reinsurers

Type of Insurer	Public Sector	Private Sector	Total
Life	1	23	24
General	6	21	27
Standalone Health	-	6	6
Re-insurers	1	10	11
Total	8	60	68

Note: List of registered insurers/reinsurers is given in Annexure 1

I.4 RESEARCH AND DEVELOPMENT ACTIVITIES UNDERTAKEN BY THE INSURERS

Research and Development activities carried out by insurers are provided below as reported by the insurance companies.

Acko General Insurance Limited

- i. High frequency, low ticket size insurance:** Acko, has developed tech-enabled policy issuance system capable of delivering policies of ticket sizes as low as one rupee at high frequencies and at minimal operational cost, where lakhs of policies can be issued in a day.
- ii. Claims automation:** To improve speed and to reduce operational hassle in claims processing, Acko has developed multiple automation solutions across their suite of products. For auto claims, Acko has created a paperless request process where customers won't need to upload documents like RC copy. For advance cash claims settlement, it has developed an assessment calculator, which helps estimate the claims amount. This system is used for approximately half of their bike claims. Acko utilizes a similar process for their service contract liability product, where advance cash claims are assisted through automated system logics. Further, it has experimented on completely automated damage detection and assessment via machine learning as well, and are evaluating large scale implementation of the same. With a leading bus aggregator, it has created a completely automated claims process for their 'Bus Operator Cancellation' and 'Bus Type Mismatch' covers. To manage and process electronic claims during the Covid 19 pandemic period, Acko has switched over to video based survey of the damaged device from customers thus has avoided physical presence of

customer at repair centre and inspection team at customers place.

- iii. **Integration:** Acko's integration with OAG, where it retrieve flight data from OAG and approve/reject the claim based on the delay time of the flight. Acko has integration with VAHAN to get the information available on centralized VAHAN and vehicle national register to fetch and confirm the vehicle registration details online on real-time basis, by doing this they have done away with requirement of physical documents from insured / customer.

Bharti AXA General Insurance

- i. **Innovative Travel Insurance:** Bharti AXA General Insurance in FY 2019-20 brought up a new product 'Smoothie'. The aim of the product is to provide the insured coverage for risk of accidental death and delay in scheduled arrival when travelling in a common carrier. This product is designed to cover domestic trains, domestic flights & international flights. The product will remain in force during the trip tenure for the common carrier, subject to conditions, and will become void once the common carrier reaches the destination airport/station chosen by the policyholder.
- ii. In order to price this cover, desk research as mentioned below was conducted on incidence rates of fatality when travelling in domestic and international flights and as well as domestic trains in India.
- As per a report by International Civil Aviation Organization (ICAO), the average number of accidents per million departures, over the last 11 years (from 2008 till 2018) is about 3.21. Further, another statistical report by 'http://www.planecrashinfo.com' indicates that the

survival rate of passengers on aircraft involved in fatal accidents (carrying 10+ passengers) has been about 24 per cent in the last decade. This gave the chances of dying as 76 per cent given the aircraft gets involved in a fatal accident. Combining this result with the rate of fatal accidents gave an incidence rate of about 0.00024 per cent for accidental death on flights worldwide.

- In case of Indian railways, a report by National Crime Records Bureau (NCRB) mentioned that number of un-natural deaths (All India) due to Indian Railways in 2015 was about 26,000. Further, another report by Indian Railways website indicated that number of railway passengers in the year 2015 were about 8.22 billion. This information was consistent with some other web sources as well. Thus, an incidence rate of about 0.00032 per cent.

Future Generali India Insurance Company Limited

- i. Future Generali had conducted a survey in the last week of March 2020 to understand the consumers' current state of mind regarding the COVID-19 pandemic. About 600 consumers were surveyed across India who had heard about Covid-19 and had at least one insurance policy. The key findings from the survey are
- ii. About 30 per cent of respondents had perceived the situation in India as very severe. About 30 per cent expected the Covid-19 pandemic to worsen in the near future. Covid-19 affected all aspects of consumers' health – physical, mental, social and financial. About 80 per cent of the respondents had already experienced some income loss. About 92 per cent of the respondents estimated additional income loss in the future. On an average,

respondents estimated losing 37 per cent of their household income in the future. Surveyed consumers expected insurance companies to not only support consumers personally but also help society as a whole.

- iii. Half of the surveyed consumers had heard from the insurer recently, primarily through digital channels. About 38 per cent of surveyed consumers had actively contacted an insurer due to coronavirus. Among them 80 per cent felt supported by the insurer, well insured for the crisis and had clarity on coverage of their insurance regarding Covid-19. Among consumers who had not contacted their insurer, only 33 per cent felt supported by their insurer, 40 per cent felt well insured for the crisis and 45 had clarity on coverage of their insurance regarding Covid-19. About 63 per cent of surveyed consumers expected to remain loyal to their current insurers. About 73 per cent considered purchasing life insurance as a result of the crisis

ICICI Lombard General Insurance Co. Ltd

- i. **Digitalization/Paperless Process:** The entire insurance process is digitalized in ICICI Lombard from purchase to policy servicing, claims and renewal – in a contactless and safe manner. About 97 per cent of the policies either directly issued or through channel partners are done without the use of paper.
- ii. For motor claims settlement, used video-based solution, InstaSpect, to provide contactless, real-time motor claims approval. During the lockdown, 100 per cent of the motor own damage cases were assessed remotely using InstaSpect.

- iii. On the health insurance front, 31 per cent of all health cashless claims were authorised using an AI-powered authorization model.
- iv. In risk management, ICICI Lombard further harnessed technology prowess by embracing Internet of Things (IoT) technology in applications such as fire hydrant systems.
- v. As part of mobile app 'IL Take Care', a one-stop shop for all motor and health insurance and wellness needs of their customers, introduced a tele-consult feature, which helped customers to obtain expert medical advice during lockdown from the safe environment of their homes.

Magma HDI General Insurance Co. Ltd.

- i. The company is exploring various possible distribution channels for micro-insurance products by conducting interviews, discussions and research to understand product requirement and analyzing various micro-insurance models in other developing nations.
- ii. Magma is designing travel insurance product which offers not only medical expenses but also has benefits designed for all exigencies during travel.

Tata AIA General Insurance Co. Ltd

- i. Tata AIG has set up an in-house Digital Innovation Lab and Data Science teams in 2019-20 to embrace emerging trends and develop innovative risk solutions.
- ii. The company has developed several innovative offerings including insurance cover for catastrophic risks, pay-as-you drive product, using drones to assist in catastrophic claims processing, launching customer self-service on

- WhatsApp, deploying live streaming and drones for pre-inspection and claim estimation, issuing agent policies almost entirely through company portal, creating a digital payment ecosystem, using data science to support Underwriting (e.g. Retention Propensity) and Claim (e.g. Fraud detection) processes among many others.
- iii. Process and technology modernization allowed online consulting, collaboration and selling of insurance policies to customers. End to end fulfillments cycles were made available on digital channels across buying, payments, availing policy documents, renewals, change in policy and claim settlement.
 - iv. Tata AIG leverage drone technology to capture detailed photos/videos of the damage due to natural catastrophes and used AI/ML tools to translate the images captured into meaningful insights and information. This helped the Loss Assessors and Tata AIG to quickly arrive at an initial estimate of liability and release interim payments to customers.
 - iii. The research shows that lack of knowledge, awareness, and infrastructure are among the crucial factors that have translated into an acute shortage of donors. Several misconceptions about organ donation have also contributed to the low donation rate in India. India has a deceased organ donation rate of about 0.3 per million population as compared to some western countries like Spain and Croatia who have an organ donation rate of more than 35 per million population.
 - iv. Edelweiss Tokio Life Insurance's study shows that a majority are aware about organ donation, but only 35 per cent understand the process. While 67 per cent believe that it is important, 24 per cent are willing to donate their organs, and a meagre 3 per cent have registered with an authority. A whopping 69 per cent participants believe that the organ donor has to incur a financial cost, but only 58 per cent said that an insurance product is necessary to cover these expenses. About 25 per cent believe that an agreement to donate organs in case of death could affect the doctor's efforts in providing the best healthcare.

Edelweiss Tokio Life Insurance Co. Ltd.

- i. **Organ donation:** Organ donation in India is in a dreadful state, with several individuals losing their lives every year due to lack of viable organs. Edelweiss Tokio Life Insurance observed November 2019 as Organ Donation Awareness Month to educate, inform and mobilise support towards this cause.
- ii. Edelweiss Tokio Life conducted a survey across 12 cities in India and interviewed 1565 participants to understand the factors affecting decision-making process for organ donation with the aim to spread and deepen awareness among people regarding the need to tackle this immense challenge.

ICICI Prudential Life Insurance Co. Ltd.

- i. **Digitalization/Paperless Process:**
 - For Presales stage, the company has developed collaboration platform for easy work from home scenario, App-less Collaboration platform developed for sales force to generate and share a meeting link with prospects or customers, Digital training to sales force using digital tools, Analytics based customer experience, Lead Management system (LMS) which is embedded with the capability to do voice or video call, and developed data analytical models using that able to nudge the

- sales team with next best action and tap in to existing opportunities.
- At sales stage, designed to facilitate smoother and smarter ways to on-board our customers such as paperless login with digital consent, e-Pay link, instant OCR through artificial intelligence (AI) enabled Optical Character Reader (OCR) and application tracker.
 - For Underwriting & Issuance, Tele/Video MER is developed to conduct tele or video based medical assessments, implementation of AI for Policy Underwriting, robotics is used extensively for faster issuance.
 - For customer service, developed Omni-channel which provide a seamless standardized service experience across channels, mobile app to which has fingerprint, OTP based login, face-id and m-pin enabled login options and has features such as push notifications / In-app nudges, calendar sync, automated self-service chatbotLiGo for real-time resolution of queries and requests. The accuracy of the bot currently stands at 91% and has been improving through machine learning tools. Developed voice bot using AI and ML power through DialogFlow engine, customer can upload the New Business documents through WhatsApp, download all statements, and perform transactional services. Over 1.5 mn conversations have been managed on chat based WhatsApp platform in the last 4 months.
 - Developed Nudge engine for prompting customers for appropriate next action to achieve the next goal, digital life verification for annuity customers, moved to real-time payout for customers, post submission and verification of all relevant documents.
 - Visual IVR & Speech recognition enabled IVR for customer's call. Customers can get most of their queries and requests addressed instantly at their fingertips through Visual IVR. IVR is now also enabled with speech recognition which enables customers to just ask or speak on the IVR and it will understand the query and respond. Using Natural Language Processing we can understand the context & intent of the query or request and process the same
 - DigiLocker Integration done with which customers can view or download their welcome kit from DigiLocker app.
 - Moving from faceless chatbots to personalized digital humans, tapping into emotional intelligence capabilities, display sensitivity and emotional connect through expressions like happy, glad, joyful, sad, grief, pain etc.

IndiaFirst Life Insurance Co. Ltd.

- i. **WomenFirst Financial Freedom Initiative:** Since the women in India at the lower socio-economic strata are not managing their risks and not saving on a regular basis, a research was conducted to understand the key barriers to risk management and saving for the future with the guidance of Women's World Banking. The target group was semi urban and rural women in the age group of 18-50 years that were either part of self-help groups or engaged in menial jobs; typically making a financial contribution to the household. The survey was conducted with 5500 women and also six Focus Group Discussions (FGDs) were conducted consisting of 5-6 women each. The insights were incorporated into two micro offerings by IndiaFirst Life Insurance

Company. The key learnings from this activity were:

- More than 70 per cent customers take a loan or break their savings to meet their health expenses. They tend to visit a hospital 3-4 times a year
 - About 65 per cent of the customers are willing to invest INR 100 a week. Many suggested that they are not confident of saving INR 500 a month as often they end up spending the money for unforeseen events.
 - More than two-third of the respondents saved for their child's future. This was a very clear motivator to save money.
- ii. **Understanding critical 'connect' and 'communication' for need fulfilment in Rural areas** : IndiaFirst Life designed various collateral for their 'Insurance Khata' plan promoted through the POS network. They did a round of communication testing with 30 POS agents certified to promote insurance and showed them various collaterals and asked them to help us with their feedback in terms of the pitch, communication, tonality and imagery. Their feedback was incorporated in the final material and training was conducted with the sales team so that they give the most accurate information to the customers.

PNB MetLife India Insurance Company

- **Customer service application- 'khushi'**: It is powered with Artificial Intelligence (AI) and speech recognition capabilities and has ability to understand customer's intent to provide tailored responses. Since launch, around 1,00,000+ customers have interacted with khushi and around 1,50,000 servicing requests have been accepted till date.

- **Two factor authentications for connecting in network** to manage and track the user access & privileges more precisely as the security threats were on increasing trend during pandemic.
- **ePathshala- mobile based App**: The Company has brought the entire Sales force in a virtual classroom all together. There are more than 24,000 users of ePathshala accessing the Learning, Videos and gamified modules. More than total 1.5 lakh times, participants have attended 13,000 programs virtually across the country since lockdown.
- **Compliance Management System-:** Company has implemented the WE COMPLY system with the support of third-party knowledge partner which ensures timely update about applicable new laws and regulations along with monitoring of implementation and periodic self-certification through the system.
- **Touchless hiring**: Company has introduced a model for hiring front line sales candidates using AI & Predictive modelling.

SBI Life Insurance Co. Ltd.

- a. Through Digital Moral Hazard Report (MHR) application sales force can submit and evaluate MHR through Smart Advisor Application.
- b. OCR based technology helps to identify KYC documents, read the data from the documents and validate the data with proposal form data. It also matches the name entered in the Benefit Illustration and name in the KYC documents and provides percentage match.
- c. All annuity customers can submit the Certificate of Existence digitally. The application uses Face Recognition Technology

to detect the face of the customer and latitudes and longitudes for generating coordinates.

- d. SMSs are sent to customers requesting them to upload image of a cheque for capturing their bank details, to avoid the visit at branch for maturity payment. Enabled speech based search on corporate website using Google API.
- e. 'Watch Out' is an application to send auto generated messages to smart watch from 'Easy Access' Mobile Application. Customers are able to receive Instant Notifications on Smart Watch about new products, birthday messages, renewal premium due date etc.

Aditya Birla Health Insurance Co. Ltd.

- i. The Company has launched / added new features to the following digital platforms: Email Bot, Medical Reports Digitization and OC, Auto Underwriting tool - Robotic Process Automation (RPA)
- ii. In WhatsApp Integration project additional new features were enabled such as Medical Reports uploading, track Policy Status, Endorsement, Claims etc. Overall there is 44% growth in whatsapp self servicing.
- iii. The company hosted AI-based Chatbots 'ABC Assist' which can perform diverse actions like Pre-Policy Check-up, track Policy Status, Policy Kit, Ecard, Medical Report, Cashless Process, locate Network Hospital, find Claim Status, Renew Payment Link, Renew Notice and FAQs.
- iv. **Robotic Process Automation (RPA):** RPA has been implemented in back office function for handling large volume of business transaction namely Cashless/ reimbursement intimation, policy cancellation & refund processing, policy servicing, receipt generation

and for generation of certificate of insurance which enabled in achieving high accuracy in lesser time and making operational activities automated.

Star Health & Allied Insurance Co. Ltd.

- i. In 2019-20, STAR Health carried out a study to understand the aspirations of the new age customers, where the tech savvy millennials who increasingly influence the market with the pop culture and technology. Based on the research, Star Health introduced 'Young STAR Insurance Policy', an indemnity policy specially designed for individuals between 18 and 40 years making a departure from the traditional approach of prospects where purchase of health insurance was considered only around the age of 45 – 50 years and thus changing the concept as insure early and pay less.
- ii. The transition to digital process through its Digital Assets like **Star Atom Mobile App** for Agents, **Star Power Mobile App** for Customers and **STAR Health Sales Web Portal** has brought about significant results. Star also has taken steps for introducing Auto Adjudication in the processing of Claims to ensure faster settlement.
- iii. **Wellness initiative - Care Beyond Cover:** To meet the ever increasing needs of customers (old & young) to access care without leaving their homes, Star Health started Talk To Star - from Illness to Wellness, (a teleconsultation facility) which provides Tele Consult- General as well as Specialist Consultations, E-Prescription and thus a complete Health Concierge is in place.

I.5 REVIEW

I.5.1 PROTECTION OF INTERESTS OF POLICYHOLDERS

Regulations on Protection of Policyholders' Interests

I.5.1.1 The basic framework for protection of policyholders' interests is contained in the IRDAI (Protection of Policyholders' Interests) Regulations, 2017 which superseded IRDA (Protection of Policyholders' Interests) Regulations, 2002. They contain framework for insurers, intermediaries and agents on procedures to be followed at point of sale, proposal stage, policy issuance stage and at claims stage. The Regulations prescribe insurers to have in place a board approved policy for protection of policyholders' interests which shall include their Insurance awareness programmes, defining service parameters, turnaround times, procedure for expeditious resolution of complaints, steps to prevent mis-selling and unfair business practices and steps to ensure proper information flow to prospects. The regulations also prescribe insurers to pay interest on delayed settlement of insurance claims.

Insurance Laws (Amendment) Act, 2015: Amendment to Section 42 of the Insurance Act, 1938

I.5.1.2 The amendments to the Insurance Act, 1938 have been made through the enactment of Insurance Laws (Amendment) Act, 2015. In terms of section 42 (A)(2), no person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance policy through multilevel marketing scheme. Further, section 42 (A)(3) prescribes that the Authority may through an officer authorized in this behalf, make a complaint to the appropriate police authorities against the entity or persons involved in multilevel marketing scheme.

This Amendment Act vide section 42(5) also prescribes that the insurers shall be responsible for all the acts and omissions of its agents including violation of code of conduct and liable to a penalty which may extend to one crore rupees.

I.5.1.3 These changes will enable the interests of consumers to be better served through provisions like those enabling penalties on intermediary's / insurance companies for misconduct and disallowing multilevel marketing of insurance products in order to curtail the practice of mis-selling. The amended Law has several provisions for levying higher penalties ranging from up to ₹1 crore to ₹25 crore for various violations including mis-selling and misrepresentation by agents'/ insurance companies.

Insurance Laws (Amendment) Act, 2015: Amendment of Section 45 of the Insurance Act, 1938

I.5.1.4 The amendment made to Section 45 removes much of the confusion by

- i. extending the period for calling to question the facts stated in proposal from two years to three years
- ii. dropping the provision for such action even after two years on the ground of fraudulent intentions on the part of the proposer
- iii. clearly defining the date of reckoning for determining the period of three years and
- iv. defining fraud as any misrepresentation or concealment of fact or omission by the proposer or the agent.

I.5.1.5 The amendment states that in case of fraud, the insurer must write to the claimant the basis of their considering the proposal or the claim as an attempt to defraud the company. Onus is now on the policyholders or the beneficiaries to prove that

the misstatement or suppression of a fact was not done deliberately. The amendment eliminates chances of litigation after three years of the commencement of risk by clearly stating that a policy cannot be disputed after the expiry of three years 'on grounds whatsoever'.

I.5.1.6 The amendment has thus taken full care of the interest of the insurers as well as of the insured and it is likely to reduce litigation. Any policyholder can now be sure of payment of claims amount to his heir in case of his unfortunate demise if his life insurance policy has completed three years since inception or revival. The insurers, on the other hand, will have to upgrade their underwriting standards and skills to protect themselves against potential fraud.

Consumer Education

I.5.1.7 Protection of interests of insurance policyholders and ensuring the orderly growth of the insurance sector in India are the objectives which are at the core of IRDAI's mission. Insurance, being a complex financial product, requires special knowledge to understand the nature of insurance products on offer, their utility and the terms and conditions. Since its inception, IRDAI has been continuously engaged in various insurance awareness initiatives with the aim of equipping the existing and the prospective policyholders with reasonable understanding of their risk coverage needs and for choosing insurance products suitable to meet those needs.

I.5.1.8 Some of the important insurance literacy and consumer awareness initiatives taken by IRDAI are:

i. Consumer Education Website

IRDAI's policyholder website (www.policyholder.gov.in) serves as a single point source of information to policyholders on the basic

concepts of insurance. By the end of the FY 2019-20, the portal has registered 1.8 crore visitors. The website is made more dynamic and relevant by updating information on a continuous basis.

ii. Cautioning public against spurious calls and fictitious offers

Considering the fact that several complaints were received from members of public relating to spurious calls and fictitious offers involving insurance products, IRDAI launched a multi-pronged campaign to caution members of public through print, electronic and social media platforms and by way of specific directions to insurers to incorporate the caution in their publicity material in policy related advertisements as well as advertisements in print, electronic media and Television.

Also the Authority involved in devising various films, comics, games, handbooks and FAQs relating to insurance and publicizing them.

iii. Seminars

Conducting regular seminars involving customer groups addressing policyholder concerns and policyholder education

iv. Insurance Awareness Campaigns

'BimaBemisaal' is the brand name for IRDAI's insurance awareness campaign. It is a consumer education initiative and has the tagline "Promoting Insurance. Protecting Insured". BimaBemisaal educates policyholders about their rights and obligations and informs them about the complaints resolution methods available to them. It also creates awareness about insurance among the general public.

The insurance awareness campaigns conducted by the Authority during the year 2019-20 are

- Television Campaign: IRDAI has undertaken a pan Indian campaign where Television Commercials (TVCs) cautioning the public on Spurious Callers were telecast on Doordarshan and Private Television channels.
- Radio Campaign: Radio Jingles on Life Insurance, Property Insurance, Health Insurance, Motor Insurance, Misselling in Insurance, etc. were broadcast across All India Radio and other private FM Channels throughout the country for the purpose of creating insurance awareness.
- Metro Campaign: Insurance Awareness Campaign through Metro Train Network stations were undertaken at Hyderabad and Chennai. Based on the feedback on the same, IRDAI plans to undertake similar campaigns in other cities of India.
- The expenses incurred on these campaigns during FY2019-20 are:

Insurance Awareness Campaigns	Expenses (₹ lakh)
Metro Campaigns at Hyderabad and Chennai	73.51
Radio Campaign	530.49
Television Campaign	703.81
Total	1307.81

v. Adoption of Districts

To further the cause of financial inclusion through insurance, IRDAI has advised insurance companies to adopt districts for spreading insurance literacy and for coverage of all families based on their insurance needs. The objective of the campaign is two-fold:

- to make every household aware of the four common types of insurance, viz. life, health, motor and property insurance; and
- to motivate every household to have at least two policies of relevance.

The 117 aspirational districts as identified by the NITI Aayog are indicated as the target areas for the pilot project. The first pilot was launched on 26th July, 2019 in the Ri-Bhoi district of Meghalaya, which is one of the aspirational districts. The campaign is for a duration of one year from the date of launch of the same in each district by the respective insurer. Based on the outcome of the pilot, the feasibility of rolling out the campaign in other districts of the country, would be examined.

vi. National Strategy for Financial Education

IRDAI continues to play an active role as a Member of the Core Committee of the National Centre for Financial Education (NCFE), an institution comprising representatives of all the financial sector regulators in India with an aim to implement the National Strategy for Financial Education (NSFE). The NCFE was set up as a Section 8 Company in 2018 with Board of Directors comprising one member each from the four regulators. Accordingly, IRDAI has nominated its official as a member on the Governing Board of NCFE. IRDAI was also actively involved in the drafting of National Strategy for Financial Education (NSFE) 2019-24, in co-ordination with other regulators.

vii. IRDAI Research Grant Scheme

IRDAI sponsors proposals under the Research Grant Scheme, which provides opportunities for applied research in the field of Insurance. An amount of up to five lakh rupees per project is sanctioned under the scheme. For the FY 2019-20, four research proposals have been shortlisted

for the award of the grant and an amount of ₹4.86 lakhs has been spent for this purpose.

Earlier, IRDAI has sponsored research on topics such as Insurance awareness among millennials, Crop Insurance as a drought mitigation strategy, Life Insurance and the factors responsible for its deficiency in the state of Uttar Pradesh and Kerala, Determinants of Consumer Purchase decisions of Health Insurance in Gujarat, Potential users of Health Insurance in India, Measurement of productive and economic efficiency of Indian insurers through analysis of quarterly data and Assessing the Protection gap of healthcare needs of rural areas through community participation and PPP.

Proposer or Policyholders' Grievances

I.5.1.9 Grievance/complaint has been specifically defined in Regulation 4(4) of the IRDAI (Protection of Policyholders' Interests) Regulations, 2017 which reads as follows:

“Complaint” or “Grievance” means written expression (includes communication in the form of electronic mail or other electronic scripts), of dissatisfaction by a complainant with insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities about an action or lack of action about the standard of service or deficiency of service of such insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities;

Explanation: An inquiry or request would not fall within the definition of the “complaint” or “grievance”.

Grievance Redressal

I.5.1.10 The IRDAI facilitates resolution of policyholder grievances by monitoring the insurers' policy of Grievance Redressal and takes several initiatives towards protecting the interests of the Insurance consumers. Grievance Redressal

procedure is prescribed in Protection of Policyholders' Interests Regulations, 2017 in terms of which the IRDAI mandated all insurers to have in place a grievance redressal policy, designate a Grievance Redressal Officer (GRO) at the Head Office/Corporate Office/Principal Office and also a Grievance Redressal Officer at every other office. The Regulations also prescribe insurers to constitute a policyholder protection committee in accordance with the corporate governance guidelines for receiving and analysing reports relating to grievances and their Redressal.

I.5.1.11 In order to provide alternative channels to receive complaints against insurers, IRDAI has set up IRDAI Grievance Call Centre (IGCC) which receives complaints through a toll free telephone number and by email and registers complaints apart from furnishing the status of the resolution. IRDAI has also put in place the Integrated Grievance Management System (IGMS) as an online system for grievance management that is not only a gateway for registering and tracking grievances online but also act as an industry-wide grievance repository for IRDAI to monitor disposal of grievances by insurance companies. IGCC has an interface with IGMS; and through IGMS, IRDAI has an interface with grievance systems of all insurers.

I.5.1.12 The IRDAI receives complaints on insurers from prospects and policyholders; and takes up these grievances with insurers for resolution. Prospects and policyholders are advised to first file their complaints with the respective insurance companies. An insurance company is required to resolve a grievance within two weeks of its receipt. If a complainant is unhappy with service/Redressal provided by an insurance company or an intermediary associated with the company, he/she should approach the GRO of the insurance company first and give a complaint in writing along with the necessary supporting documents. The GRO should provide resolution within two weeks.

In case, the complaint is not resolved within two weeks of its receipt or it is unattended, or if the insurance company does not resolve the complaint to the satisfaction of the complainant, the complainant can approach insurance ombudsman of appropriate jurisdiction.

I.5.1.13 The Regulations prescribe that insurers shall provide contact details of insurance ombudsman having jurisdiction over complaints, in every policy document issued by them. The insurance ombudsman resolves grievance either through effective mediation or by passing an award. The award passed by insurance ombudsman is binding on insurer. However, there are instances wherein courts have allowed appeals by insurers on the orders passed by ombudsman in exercise of their constitutional powers. Therefore, in order to ensure timely disposal of complaints, the Authority has issued circular dated November 03, 2015 advising insurers to comply with the orders of Insurance Ombudsman, Motor Accidents Claims Tribunals (MACT) and other judiciary bodies as per time lines specified in the orders or within 60 days of receipt of the order/award by insurer, in cases where no time limit is specified in the order. If insurer chooses to prefer an appeal against the order, such appeal against the order shall be preferred within the stipulated time limit as per applicable rules and the customer should be informed accordingly.

Unfair Business Practices

I.5.1.14 Complaints categorised under unfair trade practices include misrepresentation of terms, conditions and benefits available under the life insurance products, false advertising or representation of a product, bundled with other products free prize or gift offers, deceptive pricing etc.

I.5.1.15 Mis-selling could arise in life insurance sector where there is saving and/or investment element along with risk coverage element. It could also be there to an extent in health insurance where misrepresentations about benefits or coverage or both are made to solicit and sell health cover. In pure risk policies like other non-life policies, there is not much scope of mis-selling.

I.5.1.16 The IRDAI categorised following complaints as Unfair Business Practices:

- Mis-selling/Mis-representation
- Tampering Records/Forging Signature

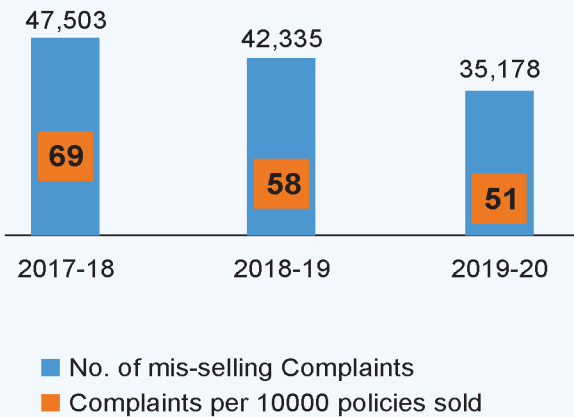
I.5.1.17 Complaints related to Unfair Business Practices registered against public and private sector life insurers is furnished in Table I.40. Though there is an increase in number of complaints on life insurers in 2019-20 compared to 2018-19, number of complaints related to Unfair Business Practices

Table I.40: Complaints on Unfair Business Practices Registered against Life Insurers

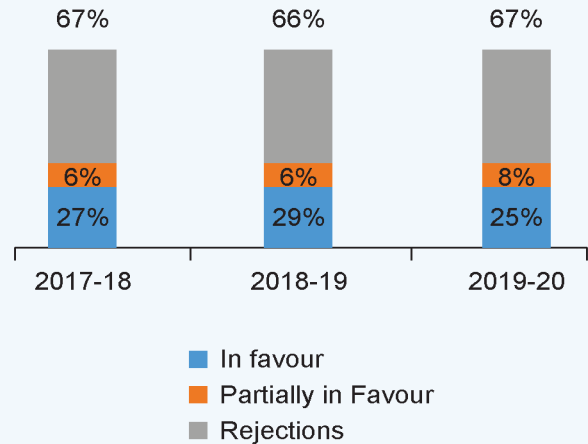
Complaints	2018-19			2019-20		
	LIC	Private	Total	LIC	Private	Total
No. of UFBP complaints	4,276	45,294	49,570	3,994	39,450	43,444
% change over last year	47.04	-11.74	-8.59	-6.59	-12.90	-12.36
Total complaints on Life Insurers	1,02,127	61,137	1,63,264	1,12,005	53,212	1,65,217
Share of UFBP complaints to Total complaints (%)	4.19	74.09	30.36	3.57	74.14	26.30
No. of policies under individual new business (lakhs)	214.04	72.44	286.48	218.96	69.50	288.47
Share of UFBP to new policies sold (%)	0.02	0.63	0.17	0.02	0.57	0.15

UFBP- Unfair Business Practices

**Chart I.16:
Incidence of Mis-selling
Complaints per 10,000 Policies Sold**



**Chart I.17:
Acceptance Status of
Mis-selling Complaints**

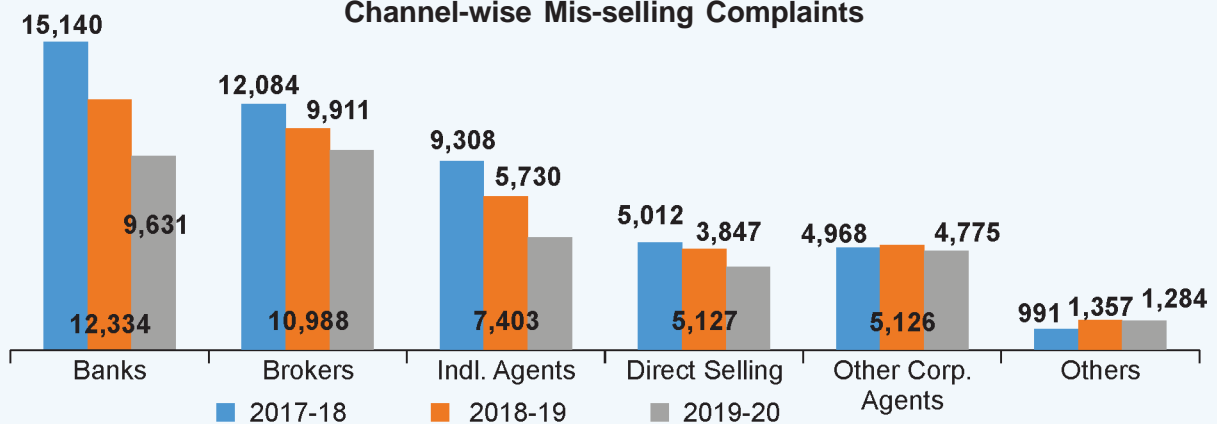


were reduced in the year 2019-20. The share of UFBP complaints in total complaints were 26.30 per cent in 2019-20 reduced from 30.36 per cent in 2018-19. The UFBP complaints against private life insurers is high but due to the effective supervision and efforts of IRDAI there is a continuous reduction in UFBP complaints over the years. The number of UFBP complaints registered against private life insurers were reduced by 12.90

per cent from 45,294 in 2018-19 to 39,450 in 2019-20 and so, the percentage of UFBP complaints to new policies sold has been reduced from 0.63 per cent to 0.57 per cent.

1.5.1.18 The analysis of mis-selling complaints data of private life insurers shows that number of mis-selling complaints have reduced from 47,503 in 2017-18 to 35,178 in 2019-20. Also, incidence of mis-selling complaints per 10,000 policies sold has

**Chart I.18:
Channel-wise Mis-selling Complaints**



reduced over the years. The complaints being disposed in favour of complainant has reduced slightly from 27 per cent in 2017-18 to 25 per cent in 2019-20. Analysis of channel wise mis-selling complaints of private life insurers reveals that banks and broker channels received most mis-selling complaints than other channels (Chart I.18).

Possible Causes of Mis-selling Complaints

I.5.1.19 Based on the submissions made by Insurers and analysis of complaints, the following issues have been identified as root cause of mis-selling complaints:

- a. Incorrect explanation of product features and benefits by sales person sourcing the business.
- b. Incorrect premium paying term and policy term is explained to policyholder especially in cases where regular premium paying product is sold as single premium product.
- c. Policy is sold to gullible prospects assuring Loan / Bonus / Medical Benefits/ Gold coins/ Mobile towers/other benefits upon purchase of insurance policy.
- d. Tampering, forgery of proposal/ other related documents.
- e. High attrition rate amongst Sales team
- f. Pressure on the sales person to meet sales target.
- g. Free look cancellation requests are rejected by sales personnel who are not authorized to take such decisions.
- h. Splitting of policies wherein multiple policies are issued to the same proposer at the same time.
- i. Life Insurance policies are sold only as Tax saving/ Investment plans.
- j. Sales personnel lack proper knowledge /are inadequately trained, thereby recommending unsuitable products to prospects.
- k. Improper/Incorrect financial needs assessment of Prospect is done while sourcing the policy by the sales personnel.
- l. Charges under the policy and lock in period are not properly explained while sale of Unit Linked Insurance Policies.
- m. Churning of policies.
- n. Contact numbers updated on the proposals are tampered, which restricts the success of the pre-issuance verification calls.
- o. Lack of awareness on insurance on the policyholder's part thus being misled into buying the insurance policy.
- p. Policyholders failing to cross-check details.
- q. Financial Problems/incapacity of the policyholder to pay future premiums.
- r. Bundling and making it conditional for availing bank services.
- s. Sale without proper consent of customer
- t. Insurance is sold to clients who were not present in India at the time of sourcing along with premium being funded without customer consent through bank accounts held with the bank.
- u. Instigation by employees, advisor, channel partners, others who are no longer sourcing new business for the insurer.

Spurious Calls

I.5.1.20 Spurious calls in the name of officials of IRDAI/IGMS, various government agencies and other financial institutions is a matter of concern for the Insurance Industry. IRDAI has issued several public notices, press releases, advertisements in leading Television Channels, newspapers, and directions to Insurance Companies to caution public against spurious calls etc. at various touch points and in media as well. In order to ensure that all the complaints under mis-selling and spurious calls are handled as per the laid down policy of the Insurance company in all cases, all the life insurers were advised to draw out a company specific policy on handling mis-selling complaints and also a company specific policy on handling spurious calls complaints.

All the life insurance companies have drawn the above policies. IRDAI also has cautioned the public not to transact with spurious callers in any manner.

Action on Mis-selling

I.5.1.21 On the advise of IRDAI insurers have also started taking the issue of mis-selling seriously by doing a root cause analysis to identify the major causes and have taken suitable steps to prevent or reduce mis-selling. Some of them are to ascertain suitability of product, place controls on the various channels tuning it based on the vulnerability of the channel and have a strategy on dealing with complaints of mis-selling.

I.5.1.22 In addition to the action taken by IRDAI, insurers also have taken up necessary action against the agents or intermediaries in the form of issuing warning letters, terminating employees, filing police complaints and most commonly resort to claw-back of commission wherever the policies have been cancelled as a consequence of proven mis-selling. Further, every insurer has a Board approved insurance awareness policy containing

the strategy and efforts to build awareness among customers.

I.5.2 MAINTENANCE OF SOLVENCY MARGINS OF INSURERS

I.5.2.1 Every insurer is required to maintain a Required Solvency Margin as per Section 64VA of the Insurance Act, 1938. Every insurer shall maintain an excess of the value of assets over the amount of liabilities of not less than an amount prescribed by the IRDA, which is referred to as a Required Solvency Margin. The IRDAI (Assets, Liabilities and Solvency Margin of Life Insurance Business) Regulations, 2016 and the IRDAI (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016 describe in detail the method of computation of the Required Solvency Margin.

Solvency Ratio of Life Insurers

I.5.2.2 In the case of life insurers, the minimum Required Solvency Margin is rupees fifty crore (rupees one hundred crore in the case of reinsurer) and arrived at in the manner specified by the Authority. The Insurance Laws (Amendment) Act, 2015 specifies a level of solvency margin known as control level of solvency, on the breach of which, the Authority shall direct the insurer to submit a financial plan indicating a plan of action to correct the deficiency within a specified period not exceeding six months.

I.5.2.3 At the end of March 2020, all 24 life insurers complied with the stipulated solvency ratio of 1.5. Insurance company wise solvency ratio for life insurers is provided in Statement 16.

Solvency Ratio of General and Health Insurers

I.5.2.4 As at March 31, 2020, 27 out of 28 private sector general insurers (including the standalone health insurers) have complied with the stipulated solvency ratio of 1.50. Reliance Health Insurance

ANNUAL REPORT 2019-20

Ltd. reported solvency ratio of 0.49 as on March 31, 2020. The business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order IRDA/F&A/ORD/SOLP/200/11/2019 dated November 06, 2019.

I.5.2.5 For computation of solvency ratio as on March 31, 2020, forbearance as per the table hereunder has been granted:

With aforesaid forbearance, National, Oriental and United have reported solvency ratio of 0.02, 0.92 and 0.30 times respectively, as on March 31, 2020.

Forbearance	National Insurance Co. Ltd	Oriental Insurance Co. Ltd.	United India Insurance Co. Ltd.
FVCA as Admissible Assets	100% as on February 28, 2020	100% at the end of the Quarter	100% at the end of the Quarter
Discounting of Motor TP IBNR Reserve	At the rate of 4%	-	-
Govt. Receivables as admissible assets	Due up to 18 months.	-	-
Pension liability towards OMOP	Amortization over a period not exceeding 5 years		

Note: 1. FVCA - Fair Value Change Account. 2. IBNR - Incurred But Not Reported 3. OMOP—One More Option for Pension

I.5.2.6 New India has reported solvency ratio of 2.11 as on March 31, 2020. The specialized insurers AIC and ECGC reported a solvency ratio of 2.83 and 15.02 respectively.

Insurance company wise solvency ratio for general and health insurers is provided in Statement 17.

Solvency Ratio of Reinsurers

I.5.2.7 The national reinsurer, General Insurance Corporation of India, reported a solvency ratio of 1.53 as on March 31, 2020. All foreign reinsurance branches have reported solvency margin above 1.50 as on March 31 2020.

Reinsurance company wise solvency ratio is provided in Statement 18.

I.5.3 MONITORING OF REINSURANCE

Indian Reinsurers

I.5.3.1 As at March 31, 2020, there is only one Indian Reinsurer registered with the Authority, namely General Insurance Corporation of India

(GIC Re). GIC Re has been providing reinsurance support to Direct Insurance Companies in India and Foreign Insurers/Reinsurers. The Corporation's reinsurance program has been designed to meet the objectives of optimizing retention within the country, ensuring adequate coverage for cedants' exposure at reasonable cost and developing technical expertise and adequate financial capacities within the domestic market. It is also managing the Nuclear Pool and Terrorism Pool.

I.5.3.2 Pursuant to request made by M/s. ITI Reinsurance Limited for surrender of Certificate of Registration (CoR) for cancellation, the IRDAI has cancelled CoR No. 154 granted to M/s. ITI Reinsurance Limited vide Order No. IRDA/RI/ORD/MISC/075/05/2019 dated May 08, 2019.

Obligatory Cessions to Indian Reinsurer/s

I.5.3.3 GIC Re receives statutory cessions on each and every policy issued by domestic general insurers subject to certain limits and leads most of the treaty programs and facultative programs of these companies.

I.5.3.4 Statutory provision about Obligatory Cessions to Indian Reinsurer/s

- a. Section 101A of the Insurance Act 1938 stipulates that every insurer shall reinsure with the Indian reinsurer/s such percentage of the sum insured on each general insurance policy as may be specified by the Authority (which is called as 'obligatory cessions' or 'statutory cessions'), with the previous approval of the Central Government, after consultation with the Reinsurance Advisory Committee constituted under section 101B of the Act.
- b. The Insurance Act also provides that the Authority may by notification specify the percentages of the sum insured on each policy to be reinsured with the Indian reinsurer and different percentages may be specified for different classes of insurance provided that no percentage so specified shall exceed 30 per cent of the sum insured on such policy.
- c. Section 101A (4) provides that a notification under sub-section (2) of Section 101A of the Insurance Act, 1938 may also specify the terms and conditions in respect of any business of re-insurance required to be transacted under this section and such terms and conditions shall be binding on Indian re-insurers and other insurers.

I.5.3.5 Obligatory Cession to Indian Reinsurer/s for 2019-20

- a. The percentage of the sum insured on each General Insurance policy to be reinsured with the Indian Reinsurer as notified is 5% in respect of insurances attaching during the year April 01, 2019 to March 31, 2020.
- b. The rate of obligatory cession is maintained at 5% since 2013-14.

Branches of Foreign Reinsurers and the Society of Lloyd's

I.5.3.6 With the view to make India a Reinsurance hub, the Insurance Law (Amendment) Act, 2015 has allowed Foreign Reinsurers and the Society of Lloyd's to open their Branches in India to transact reinsurance business in India.

I.5.3.7 As on March 31, 2020, the Authority has allowed nine foreign reinsurance branches and Lloyds to operate in India. Lloyds India is operating with one Syndicate. In addition, Authority has also allowed Insurers/ Reinsurers to open their offices in International Financial Services Centre (IFSC) at Gujarat International Finance Tech-city (GIFT) SEZ, Gujarat for transacting reinsurance business.

I.5.3.8 Pursuant to request made by M/s. MS Amlin (India) Private Limited and MS Amlin Syndicate 2001 (hereinafter referred to as the 'MS Amlin') a service company of Lloyd's India, for surrender of Certificate of Registration (CoR) for cancellation, the IRDAI has cancelled CoR No. LLOYD'S/SC/002 granted to MS Amlin vide Order No. IRDA/RI/ORD/MISC/113/07/2019 dated July 10, 2019.

Cross Border Reinsurers

I.5.3.9 "Cross Border Reinsurers" (CBR) are those reinsurers who do not have any physical presence in India but carry on reinsurance business with Indian Insurance Companies. The Authority, under provisions of Section 14 of the IRDA Act, 1999 had issued guidelines on "Cross Border Reinsurer". These guidelines were effective from April 01, 2016. The Authority regulates the reinsurance business placement by Indian Insurers/Reinsurers with Cross Border Reinsurers as per IRDAI (Re-insurance) Regulations, 2018.

I.5.3.10 The reinsurer should be a legal entity in its home country and regulated by its home country supervisor. The CBR should have a credit rating of at least BBB with S&P or equivalent international rating agency for a period of past three continuous years and should have a satisfactory past claims

performance. The solvency of the reinsurer should not be lower than standards prescribed by the home country regulator/supervisor, which monitors financial strength, quality of the management and adequacy of technical reserving methodologies. It is also required that the country of the reinsurer should have signed Double Taxation Avoidance Agreement with Government of India. The CBRs are provided with a Filing Reference Number (FRN) by the Authority, which is valid for one financial year, enabling the foreign reinsurer to transact reinsurance business with Indian Insurers/ Reinsurers.

I.5.3.11 In the year 2019-20, 378 CBRs participated in Indian Reinsurance Business as against 371 CBRs in the year 2018-19.

Premium Accepted by Reinsurers

I.5.3.12 Out of the total reinsurance premium accepted in the year 2019-20, Indian business accounted for 77 per cent and foreign business accounted for the remaining. Out of the total Indian business of ₹48,819 crore in the year 2019-20, GIC Re accounted for 74 per cent (76 per cent in 2018-19) and remaining by FRBs and Lloyd's.

Retention and Reinsurance Placement by General Insurers

I.5.3.13 Reinsurance premium placed within India reported an increase of 26.89 per cent in the year 2019-20 from ₹41,841 crore in the year 2018-19

**Table I.41: Premium Accepted by Reinsurers
(FY 2019-20)**

(₹ crore)

S.No.	Reinsurer	Indian Business	Foreign Business	Total
1	GIC Re	36,233.84 (74.22)	14,796.29 (99.35)	51,030.13 (80.09)
	Branches of Foreign Reinsurers			
2	Allianz Global	225.23	24.57	249.80
3	AXA France Vie	1,559.48	-	1,559.48
4	Gen Re	393.85	-	393.85
5	Hannover Re	1,246.87	1.43	1,248.30
6	Munich Re	3,761.46	61.30	3,822.75
7	RGA Life	453.36	-	453.36
8	SCOR SE	1,550.55	-	1,550.55
9	Swiss Re	2,906.97	1.93	2,908.90
10	XL SE	472.24	7.37	479.61
11	Lloyd's	15.58	-	15.58
	Branches of Foreign Reinsurers	12,585.59 (25.78)	96.59 (0.65)	12,682.18 (19.91)
	Grand Total	48,819.43 (100)	14,892.88 (100)	63,712.31 (100)

to ₹51,182 crore in the year 2019-20. Reinsurance premium placed outside India also reported an increase of 7.34 per cent in the year 2019-20 against 7.45 per cent growth registered in the previous year. All segments reported increase in reinsurance placement within and outside India in

the year 2019-20. Fire and Aviation segments registered higher growth in reinsurance placement within India in the year 2019-20 while Marine hull and Aviation segments registered higher growth in reinsurance placement outside India.

ANNUAL REPORT 2019-20

Table I.42:
Retention and Reinsurance Placement by General Insurers (₹ crore)

Segment	Reinsurance Premium Placed Within India		Reinsurance Premium Placed Outside India		Net Retained Premium		Total Premium	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	5,842.55	7,932.15	2,435.11	3,718.89	4,414.60	5,418.64	12,692.92	17,069.68
	46.03	46.47	19.19	21.79	34.78	31.74	100	100
Marine Cargo	502.39	583.97	320.06	432.03	1,653.51	1,706.82	2,476.05	2,722.82
	20.29	21.45	12.93	15.87	66.78	62.69	100	100
Marine Hull	434.86	341.50	328.21	388.87	377.38	183.27	1,140.47	913.64
	38.13	37.38	28.78	42.56	33.09	20.06	100	100
Motor	7,165.00	9,463.97	689.70	215.95	56,636.39	59,551.68	64,491.45	69,231.59
	11.11	13.67	1.07	0.31	87.82	86.02	100	100
Aviation	262.58	374.62	335.19	258.90	100.94	181.78	692.82	815.29
	37.90	45.95	48.38	31.75	14.57	22.30	100	100
Engineering	885.58	1,055.62	547.90	582.23	1,192.24	1,195.17	2,625.49	2,833.02
	33.73	37.26	20.87	20.55	45.41	42.19	100	100
Others	26,747.62	31,429.79	8,165.38	8,362.91	52,950.45	57,999.31	87,869.97	96,716.54
	30.44	32.50	9.29	8.65	60.26	59.97	100	100
Total	41,840.59	51,181.61	12,821.56	13,959.78	1,17,129.58	1,26,236.67	1,71,971.19	1,90,302.59
	24.33	26.89	7.45	7.34	68.11	66.33	100	100

Note: Figures in second row are percentage to total

I.5.3.14 Net retention of general insurers reduced from 68.11 per cent in 2018-19 to 66.33 per cent in 2019-20. All segments except Aviation segment reported reduction in net retention in the year 2019-20 compared to previous year. While public sector

insurers reported increase in retention in the year 2019-20 in Fire, motor and aviation segments, private sector insurers reported increase in retention in Marine hull, Engineering, Aviation and Other segments compared to the previous year.

Table I.43:
Net Retention of General Insurers in India

(As a Per cent of Gross Premium)

Segment	Public Sector Insurers		Private Sector Insurers		Total	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Fire	47.49	48.91	24.47	18.32	34.78	31.74
Marine Cargo	77.00	69.07	60.58	59.03	66.78	62.69
Marine Hull	38.71	23.71	2.93	3.76	33.09	20.06
Motor	90.05	90.37	86.29	83.49	87.82	86.02
Engineering	62.95	54.69	23.98	27.21	45.41	42.19
Aviation	14.96	22.29	13.02	22.34	14.57	22.30
Others	64.77	62.50	56.09	57.61	60.26	59.97
Total	71.21	69.04	65.53	64.23	68.11	66.33

REINSURANCE GUIDELINES ISSUED BY THE AUTHORITY DURING THE YEAR 2019-20

During the year under review, the Authority amended the guidelines on IRDAI (IIO) 2017 and issued new guidelines on filing of re-insurance arrangements.

IRDAI (Registration and Operations of International Financial Service Centre Insurance Offices (IIO)) Guidelines 2017-Amendments

Pursuant to insertion of a new sub section (3) in section 6 of the Insurance Act 1938, the Authority vide Ref No. IRDA/RI/GDL/SEZ/211/11/2019 dated November 27, 2019 issued amendments to the Guidelines for Registration and Operations of International Financial Service Centre Insurance Offices (IIO) Guidelines 2017 dated December 21, 2017.

The amendment is brought in Clause 8 (b) of IIO Guidelines 2017, according to which now the applicant which is a foreign company engaged in re-insurance business and proposes to establish a branch in an International Financial Services Centre, shall have Net Owned Funds (NOF) of not less than one thousand crores and such NOF shall be maintained by the applicant at all times during the subsistence and validity of registration. All other provisions of IRDA (IIO) Guidelines 2017 remain unaltered.

Guidelines on Filing of Reinsurance Arrangements with the IRDAI

In exercise of powers conferred under Section 14 of IRDA Act, 1999, the Authority has issued guidelines on January 31, 2020 to be complied by all insurers, Re-insurers, IFSC, IIOs, Exempted Insurers in addition to submissions made by them under Regulation 3 (3) (A) (b) of IRDAI (Re-insurance) Regulations, 2018.

These guidelines stipulate that all re-insurance treaties for a particular financial year shall necessarily meet risk transfer requirements. Any re-insurance arrangement which does not have pure risk transfer such as Capital Gearing Treaty, Alternative Risk Transfer Solution, Financial Re-insurance, Non-Traditional Structured solution or any other term or name called needs to be informed to IRDAI on or before March 01, of the upcoming financial year in context. It also states that any entity intending to adopt such an arrangement shall require prior approval of the Authority.

Insurance Pools

Terrorism Pool

I.5.3.15 The Indian Market Terrorism Risk Insurance Pool was formed with the initiative of all non-life insurance companies in India in April 2002, after terrorism cover was withdrawn by international reinsurers post 9/11 incident. The Pool has thus completed 18 years of successful operation. All Indian non-life insurance companies, Government Insurance Fund, Gujarat and GIC Re are members of the Pool. The Pool is administered by GIC Re. The Pool is applicable to insurance of terrorism risk

covered under property insurance policies, including cover to dwellings and fixed assets in multiple locations. The limit of indemnity per location has been maintained at ₹2000 crore like previous year and member share also remains same as previous year (Table I.44).

I.5.3.16 The premium income of the Pool for the year 2019-20 was ₹595.31 crore as against ₹531.21 crore in the year 2018-19. The claims paid by the Pool during the year 2019-20 was ₹1.3 crore. No major losses were reported to the Pool during 2019-20.

Table I.44:
Share of Members in Indian Market Terrorism Risk Insurance Pool
(FY 2019-20)

S. No.	Member Company	Per risk Capacity (₹crore)	Share (%)
1	General Insurance Corporation of India	333.69	16.68
2	The New India Assurance Co. Ltd.	333.69	16.68
3	United India Insurance Co. Ltd.	250.05	12.50
4	The Oriental Insurance Co. Ltd.	238.31	11.92
5	National Insurance Co. Ltd.	167.62	8.38
6	ICICI Lombard General Insurance Co. Ltd.	165.74	8.29
7	Bajaj Allianz General Insurance Co. Ltd.	106.28	5.31
8	IFFCO-Tokio General Insurance Co. Ltd.	78.64	3.93
9	Reliance General Insurance Co. Ltd.	39.72	1.99
10	Cholamandalam General Insurance Co. Ltd.	39.06	1.95
11	Tata-AIG General Insurance Co. Ltd.	31.46	1.57
12	Future Generali General Insurance Co. Ltd.	28.16	1.41
13	Royal Sundaram Alliance Insurance Co. Ltd.	27.72	1.39
14	Liberty Videocon General Insurance Co. Ltd.	20.81	1.04
15	Govt. Insurance Fund, Gujarat	20.00	1.00
16	Shriram General Insurance Co. Ltd.	20.00	1.00
17	SBI General Insurance Co. Ltd.	15.62	0.78
18	Bharti AXA General Insurance Co. Ltd.	15.11	0.76
19	HDFC Ergo General Insurance Co. Ltd.	15.00	0.75
20	Magma HDI General Insurance Co. Ltd.	10.32	0.52
21	Kotak Mahindra General Insurance Co. Ltd.	10.00	0.50
22	Universal Sompo General Insurance Co. Ltd.	10.00	0.50
23	Go Digit General Insurance Co.	10.00	0.50
24	Edelwiess General Insurance Co. Ltd.	10.00	0.50
25	DHFL General Insurance Co. Ltd.	2.00	0.10
26	Raheja QBE General Insurance Co. Ltd.	1.00	0.05
	Total	2000	100

Nuclear Pool

I.5.3.17 The enactment of Civil Liability for Nuclear Damage Act, 2010 mandates protection of unknown and potentially catastrophic risk arising out of nuclear event. Generally, nuclear perils are excluded from conventional insurance covers as it requires a large insurance capacity. Therefore, to protect the liability arising out of nuclear perils, Indian Nuclear Insurance Pool (INIP) was formed in 2015. This pool is also managed by GIC Re with

an indemnity limit of ₹1500 crore, per location like previous year and member share also remains same as previous year (Table I.45). The pool will provide coverage to nuclear operators in the country and also to nuclear suppliers.

I.5.3.18 The premium income of the Pool for the year 2019-20 was ₹105.31 crore, which was ₹100.16 crore in the year 2018-19. No claim has been paid by the pool during the year 2019-20.

Table I.45: Share of Members in Indian Nuclear Insurance Pool (FY 2019-20)

S. No.	Member Company	Per risk Capacity (₹ crore)	Share (%)
1	General Insurance Corporation of India	600	40.00
2	The New India Assurance Co. Ltd.	300	20.00
3	United India Insurance Co. Ltd.	200	13.33
4	The Oriental Insurance Co. Ltd.	100	6.67
5	National Insurance Co. Ltd.	100	6.67
6	ICICI Lombard General Insurance Co. Ltd.	100	6.67
7	Reliance General Insurance Co. Ltd.	20	1.33
8	Tata AIG General Insurance Co. Ltd.	20	1.33
9	IFFCO Tokio General Insurance Co. Ltd.	20	1.33
10	Cholamandalam General Insurance Co. Ltd.	15	1.00
11	SBI General Insurance Co. Ltd.	15	1.00
12	Universal Sompo General Insurance Co. Ltd.	10	0.67
	Total	1500	100

I.5.4 MONITORING INVESTMENTS OF THE INSURERS

I.5.4.1 Insurers have been mandated to follow the pattern of investment, as required under IRDAI (Investment) Regulations. Details of investments by Life, General, Health and Reinsurance companies as on March 31, 2020 are as under:

Total Investments of the Insurance Sector

I.5.4.2 As on March 31, 2020, the investments made by the Insurance industry stood at ₹42.53 lakh crore as against ₹38.47 lakh crore as on March 31, 2019, registering an increase of 10.54 per cent. The share of Life insurers stood at 91.47 per cent, General insurers including Specialized insurers and Stand-Alone Health Insurers (SAHI) constituted 6.87 per cent and Reinsurers including branches of foreign

reinsurers constituted 1.66 per cent as on March 31, 2020. The share of PSUs stood at 76.79 per cent and private sector constituted 23.21 per cent in the same period. The details of investments are provided in Table I.46.

Investments of Life Insurers

I.5.4.3 Funds of life insurers are split based on investments made out of traditional products and ULIP products. The funds of life insurers as on March 31, 2020 was ₹38.90 lakh crore, of which ₹35.17 lakh crore (90.41 per cent to total funds) was from traditional products and balance of ₹3.73 lakh crore (9.59 per cent to total funds) from ULIP products. The category-wise investments of life insurers are provided in Table I.47. Life insurance company-wise investments are provided in Statement 19.

ANNUAL REPORT 2019-20

**Table I.46: Total Investments of the Insurance Sector
(As on March 31)**

(₹ crore)

Sector	Life Insurers		General Insurers		Reinsurers		Total	
	2019	2020	2019	2020	2019	2020	2019	2020
Public	27,60,658 (9.25)	30,70,852 (11.24)	1,26,054 (9.91)	1,36,291 (8.12)	52,923 (10.68)	58,757 (11.02)	29,39,635 (9.30)	32,65,901 (11.10)
Private	7,72,485 (16.67)	8,19,422 (6.08)	1,28,346 (24.63)	1,55,895 (21.47)	7,008 (103.37)	11,712 (67.12)	9,07,839 (18.12)	9,87,029 (8.72)
Total	35,33,143 (10.79)	38,90,274 (10.11)	2,54,400 (16.88)	2,92,187 (14.85)	59,932 (16.91)	70,469 (17.58)	38,47,474 (11.26)	42,52,930 (10.54)

Note: 1. Figures in brackets represent growth in percentage over the previous year.

2. General Insurers included Specialized Insurers and SAHI

3. Reinsurers included Branches of Foreign Reinsurers

**Table I.47: Investments of Life Insurers:
Category-wise
(As on March 31)**

(₹ crore)

S.No	Category	2019	2020
A.	Traditional Products		
1	Central Government Securities	12,15,622 (38.94)	14,05,754 (39.97)
2	State Government and Other Approved Securities	8,67,521 (27.79)	9,65,846 (27.46)
3	Housing and Infrastructure	2,53,187 (8.11)	2,75,434 (7.83)
4	Approved Investments	6,61,247 (21.18)	7,32,023 (20.81)
5	Other Investments	1,24,141 (3.98)	1,38,145 (3.93)
A.	Total (1+2+3+4+5)	31,21,717 (100)	35,17,202 (100)
B.	ULIP Funds		
6	Approved Investments	3,78,781 (92.07)	3,49,193 (93.60)
7	Other Investments	32,645 (7.93)	23,879 (6.40)
B.	Total (6+7)	4,11,425 (100)	3,73,072 (100)
	Grand Total	35,33,143	38,90,274

Note: Figures in brackets are percentage to total

I.5.4.4 Based on the method of classification of funds, Life fund contributed ₹26.19 lakh crore (67.33 per cent to total funds), Pension and General Annuity & Group fund ₹8.98 lakh crore (23.08 per cent to total funds) and Unit Linked Fund (ULIP) ₹3.73 lakh crore (9.59 per cent to total funds) to total investments as on March 31, 2020. During the FY 2019-20, the share of Life fund and Pension/Annuity fund to total investments have gone up from 66.44 per cent to 67.33 per cent and from 21.91 per cent to 23.08 per cent respectively. But the share of ULIP fund has decreased from 11.65 per cent in 2018-19 to 9.59 per cent in 2019-20. The volume of Life, Pension/Annuity funds have increased by ₹2.72 lakh crore and ₹1.24 lakh crore respectively in FY 2019-20. The volume of ULIP fund has decreased by ₹38,353 crore in FY 2019-20.

**Table I.48: Investments of Life Insurers: Fund-wise
(As on March 31)**

(₹ crore)

Insurer	Life Fund		Pension and General Annuity & Group Fund		Unit Linked Fund		Total	
	2019	2020	2019	2020	2019	2020	2019	2020
LIC	20,42,651	22,53,495	6,83,735	7,92,485	34,272	24,872	27,60,658	30,70,852
Private	3,04,804	3,65,661	90,527	1,05,560	3,77,153	3,48,200	7,72,485	8,19,422
Total	23,47,455 (66.44)	26,19,157 (67.33)	7,74,262 (21.91)	8,98,045 (23.08)	4,11,425 (11.65)	3,73,072 (9.59)	35,33,143 (100.00)	38,90,274 (100.00)
Growth (%)	9.82	11.57	14.94	15.99	8.86	-9.32	10.79	10.11

Note: Figures in brackets are percentage of respective funds to the total funds.

Investments of General Insurers and Reinsurers

I.5.4.5 Share of investments by General Insurers and Reinsurers stood at 8.53 per cent in total investments made by the insurance sector. The total amount of investments made by the General Insurers and Reinsurers was ₹3.63 lakh crore as on March 31, 2020 as against ₹3.14 lakh crore of the corresponding period of the previous year, registering an increase of 15.37 per cent.

I.5.4.6 As on March 31, 2020, General insurers and Reinsurers have invested ₹1.56 lakh crore (43.10 per cent) majorly in Central, State Government and other approved securities and ₹1.03 lakh crore (28.27 per cent) in approved Investments. The investments made category wise by General insurers and Reinsurers are shown in Table I.49. General Insurance and Reinsurance company-wise investments are provided in Statement 20.

**Table I.49: Investments of General Insurers and Reinsurers: Category-wise
(As on March 31)**

(₹ crore)

S. No.	Category	General Insurers		Reinsurers		Total	
		2019	2020	2019	2020	2019	2020
1.	Central Government Securities	61,546 (24.19)	69,750 (23.87)	20,210 (33.72)	24,449 (34.69)	81,755 (26.01)	94,199 (25.97)
2.	State Government and Other Approved Securities	40,455 (15.90)	50,314 (17.22)	8,493 (14.17)	11,791 (16.73)	48,948 (15.57)	62,105 (17.12)
3.	Housing and Loans to State Government for Housing & FFE	26,161 (10.28)	27,791 (9.51)	5,609 (9.36)	5,384 (7.64)	31,770 (10.11)	33,176 (9.15)
4.	Infrastructure Investments	44,143 (17.35)	48,203 (16.50)	5,927 (9.89)	6,728 (9.55)	50,070 (15.93)	54,931 (15.15)
5.	Approved Investments	72,443 (28.48)	85,086 (29.12)	17,719 (29.57)	17,451 (24.76)	90,162 (28.68)	1,02,536 (28.27)
6.	Other Investments	9,652 (3.79)	11,043 (3.78)	1,975 (3.29)	4,666 (6.62)	11,626 (3.7)	15,709 (4.33)
	Total	2,54,400 (100.00)	2,92,187 (100.00)	59,932 (100.00)	70,469 (100.00)	3,14,331 (100.00)	3,62,656 (100.00)

Note: 1. Figures in brackets are percentage to total
2. General Insurers included Specialized Insurers and SAHI insurers
3. Reinsurers included branches of Foreign Insurers
4. FFE: Fire Fighting Equipment

I.5.5 HEALTH INSURANCE

Premium, Policies and Lives Covered

A. Health Insurance Business of General and Health Insurers

I.5.5.1 During the year 2019-20, General and Health Insurance companies collected ₹50,758 crore as Health Insurance premium (excluding Personal Accident and Travel Insurance premium) registering a growth of 13 per cent over the previous year. The

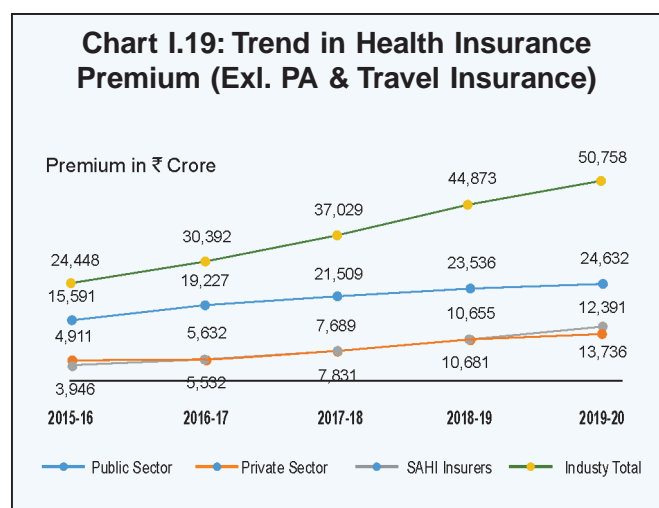
four public sector general insurers continued to hold a larger market share with 49 per cent during the year 2019-20. However, there was a reduction in the market share of public sector insurers from 52 per cent in 2018-19. On the other hand, the share of stand-alone health insurers has increased from 24 per cent in the year 2018-19 to 27 per cent in the year 2019-20 and the share of private sector general insurers in health insurance premium has remained at 24 per cent in 2018-19 and 2019-20.

ANNUAL REPORT 2019-20

Table I.50: Health Insurance Premium Underwritten by General and Health Insurers

Insurer	Premium (₹ crore)		Market Share (%)	
	2018-19	2019-20	2018-19	2019-20
Public Sector Insurers	23,536.26 (9.42)	24,631.85 (4.65)	52.45	48.53
Private Sector Insurers	10,655.09 (38.57)	12,390.72 (16.29)	23.75	24.41
Standalone Health Insurers	10,681.41 (36.42)	13,735.50 (28.59)	23.80	27.06
Total	44,872.76 (21.18)	50,758.07 (13.12)	100	100

Note: 1. Figures in bracket indicates growth (in per cent) over previous year.
2. The data does not include the detail of health insurance business carried-out in foreign countries.
3. Premium is excluding of Personal Accident and Travel Insurance Business



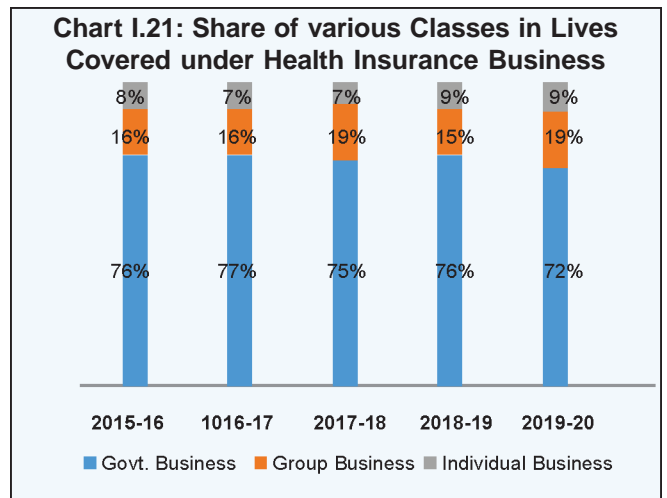
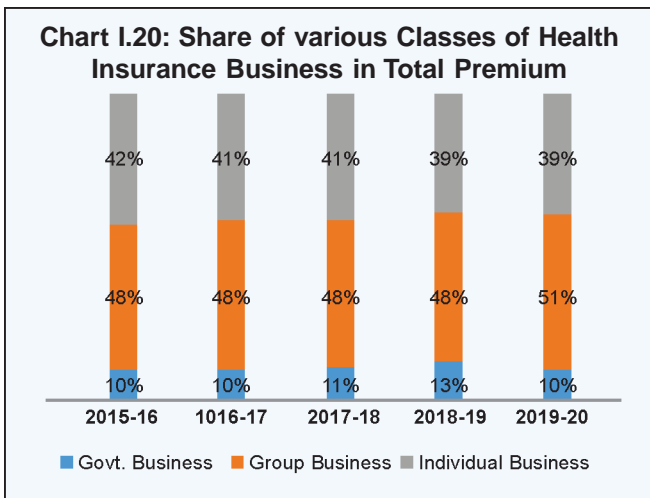
Health Insurance Business of General and Health Insurers: Class of Business-wise

I.5.5.2 Health insurance business is classified into Government Sponsored Health Insurance, Group Health Insurance (Other than Government Sponsored) and Individual Health Insurance. In terms of amount of premium collected, the share of Group Business was the highest (51 per cent), followed by individual business (39 per cent) and Government Business (10 per cent). The premium from health insurance business has more than doubled during the last five-year period.

Table I.51: Health Insurance Business of General and Health Insurers: Class of Business-wise

Class of Business	Item	No. of Policies (Lakhs)		No. of Lives Covered (lakhs)		Gross Premium (₹ crore)	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Government Business	No. / Premium	0.003	0.002	3,571.17	3,619.71	5,672.10	4,920.62
	Growth (%)	-3.04	-4.71	-0.60	1.36	42.47	-13.25
	Share (%)	0.001	0.001	75.65	72.58	12.64	9.69
Group Business (Excl. Govt. Business)	No. / Premium	10.90	7.61	728.54	935.17	21,676.01	25,880.83
	Growth (%)	68.78	-30.20	-18.55	28.36	22.08	19.40
	Share (%)	5.27	4.24	15.43	18.75	48.31	50.99
Individual Business	No. / Premium	195.91	171.72	420.64	432.25	17,524.64	19,956.63
	Growth (%)	39.11	-12.35	26.41	2.76	14.61	13.88
	Share (%)	94.73	95.76	8.91	8.67	39.05	39.32
Total	No. / Premium	206.82	179.33	4,720.35	4,987.13	44,872.76	50,758.07
	Growth (%)	40.41	-13.29	-2.06	5.65	21.18	13.12
	Share (%)	100	100	100	100	100	100

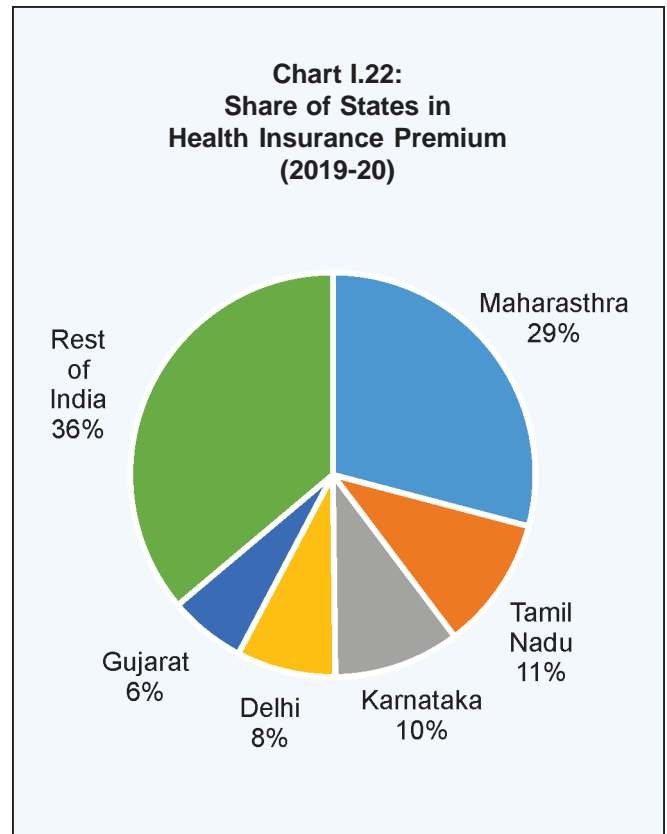
Note: 1. The data does not include the detail of health insurance business carried-out in foreign countries.
2. Premium is excluding of Personal Accident and Travel Insurance Business



I.5.5.3 During 2019-20, the General and Health Insurance companies have covered 49.87 crore lives under 1.79 crore health insurance policies (excl. policies issued under PA and Travel Insurance). In terms of number of lives covered, 72 per cent of the lives were covered under government sponsored health insurance schemes, 19 per cent of the lives were covered under group business and the remaining 9 per cent of the lives were covered under individual policies issued by general and health insurers.

Health Insurance Business of General and Health Insurers: State-wise

I.5.5.4 While five states namely Maharashtra, Tamil Nadu, Karnataka, Delhi UT and Gujarat contributed 64 per cent of total health insurance premium (excluding Personal Accident and Travel Insurance Business), the rest of the States/UTs have contributed 36 per cent of the total Health insurance premium. The state of Maharashtra alone contributed ₹14,781 crore (29 per cent) of total health insurance premium.



B. Health Insurance Business of Life Insurers

I.5.5.5 During the year 2019-20, Life Insurance companies collected ₹1,219 crore as Health Insurance premium registering a growth of 15 per cent over the previous year. The private life insurers

continued to hold a larger market share with 65 per cent during the year 2019-20 (59 per cent in 2018-19). On the other hand, the share of LIC has decreased from 41 per cent in the year 2018-19 to 35 per cent in the year 2019-20 with a reduction in premium growth in 2019-20 (-2 per cent).

**Table I.52:
Health Insurance Premium Underwritten by Life Insurers**

Insurer	Premium (₹ crore)		Market Share (%)	
	2018-19	2019-20	2018-19	2019-20
LIC	435.50 (12.51)	426.33 (-2.11)	41.13	34.96
Private Sector	623.30 (-19.74)	793.14 (27.25)	58.87	65.04
Total	1,058.80 (-9.01)	1,219.47 (15.17)	100	100

**Health Insurance Business of Life Insurers:
Class of Business-wise**

i. Health Insurance Products Marketed by Life Insurers

I.5.5.6 During the year 2019-20, Life Insurers have procured a total premium of ₹884 crore from various health insurance products. While Renewal premium

contributed 73 per cent (₹642 crore) of total premium, New Business contributed the remaining 27 per cent (₹241 crore).

I.5.5.7 During the year 2019-20, Life Insurers have issued 4.40 lakh new policies covering 6.49 lakh number of lives, while they renewed 8.20 lakh number of policies covering 11.98 lakh number of lives (Statement 22).

**Table I.53:
Segment-wise Health Insurance Premium Underwritten by Life Insurers**

(₹ crore)

Class of Business	LIC		Private		Total	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Health Products						
New Business	112.60	104.74	170.13	136.36	282.73	241.09
Renewal Business	312.61	309.33	231.70	333.17	544.31	642.50
Product Total	425.22	414.07	401.82	469.52	827.04	883.59
Health Riders						
New Business	1.00	1.11	124.32	169.79	125.32	170.90
Renewal Business	9.28	11.14	97.16	153.83	106.44	164.97
Rider Total	10.28	12.25	221.48	323.62	231.76	335.87
Grand Total	435.50	426.33	623.30	793.14	1,058.80	1,219.47

ii. Health Insurance Riders attached to Life Insurance Products

I.5.5.8 Riders which are attached to the base products are offered as a value addition to policyholders. Premium of ₹336 crore was procured through health insurance riders attached to life insurance policies. Out of the total premium from these riders, Renewals accounted for 49 per cent (₹165 crore) while the rest 51 per cent (₹171 crore) was contributed by New Business.

I.5.5.9 During the year 2019-20, 4.31 lakh health insurance riders were issued along with new life insurance products covering 31.46 lakh lives. During the same period, 13.98 lakh riders attached to life insurance products were renewed which covered 21.65 lakh number of lives (Statement 22).

Claims under Health Insurance Business

A. Claims under Health Insurance Business of General and Health Insurers

I.5.5.10 The net incurred claims of the health insurance business of general and health insurers stood at ₹34,058 crore in 2019-20 as against ₹30,027 crore in 2018-19. The incurred claims exhibited an increase of 13.42 per cent during 2019-20. The PSUs, private sector general insurers, and standalone health insurers reported increase of 6.66 per cent, 17.64 per cent and 36.14 per cent respectively.

Table I.54: Net Incurred Claims under Health Insurance Business of General and Health Insurers
(₹ crore)

Insurer	2018-19	2019-20
Public Sector Insurers	19,275.79 (1.96)	20,559.99 (6.66)
Private Sector Insurers	6,158.44 (51.68)	7,244.95 (17.64)
Stand-alone Health Insurers	4,593.03 (39.98)	6,252.98 (36.14)
Total	30,027.26 (14.40)	34,057.92 (13.42)

Note: 1. Figures in bracket indicate growth (in per cent) over the previous year.
2. It is excluding of Personal Accident and Travel Insurance Business.

I.5.5.11 There is an improvement in Incurred Claims Ratio (ICR) of health business (excluding Personal Accident and Travel Insurance Business) from 91 per cent in the year 2018-19 to 88 per cent in the year 2019-20. There is also an improvement in ICR of Group businesses from 105 per cent in 2018-19 to 99 per cent in 2019-20.

I.5.5.12 In terms of sector wise ICR, there is an improvement in claim ratio of public sector and private sector. The ICR of public sector insurers improved from 105 per cent in 2018-19 to 102 per cent in 2019-20 and for private sector insurers improved from 84 per cent in 2018-19 to 82 per cent in 2019-20. Whereas ICR for standalone health insurers descended to 66 per cent in 2019-20 from 63 per cent in 2018-19.

I.5.5.13 During 2019-20, General and Health Insurers have settled 1.67 crore health insurance claims and paid ₹40,026 crore towards settlement of health insurance claims. The average amount paid per claim was ₹23,866.

I.5.5.14 In terms of number of claims settled, 70 per cent of the claims were settled through TPAs and the balance 30 per cent of the claims were settled through in-house mechanism (Statement 23).

I.5.5.15 In terms of mode of settlement of claims, 56 per cent of total number of claims paid were settled through cashless mode and another 40 per cent of the claims were settled through reimbursement mode. Insurers have settled 4 per cent of their claims amount through “both cashless and reimbursement mode”.

I.5.5.16 During 2019-20, insurers have settled 84 per cent of total number of claims registered in their books and have repudiated 8 per cent of total number of claims registered. The balance 8 per cent of the claims registered were pending for settlement as on March 31, 2020.

ANNUAL REPORT 2019-20

Table I.55:
Incurred Claims Ratio under Health Insurance Business of General and Health Insurers
(in per cent)

Insurer	Govt. Business		Group Business		Individual Business		Total	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Public Sector Insurers	86.27	99.45	114.78	106.18	90.35	91.73	104.99	101.54
Private Sector Insurers	92.62	96.74	91.34	87.19	65.99	66.53	84.01	82.19
Stand-alone Health Insurers	182.21	78.40	78.48	85.82	56.55	59.18	62.73	66.16
Total	90.18	97.22	104.98	98.84	72.13	72.86	90.96	88.43

Note: It is excluding of Personal Accident and Travel Insurance Business

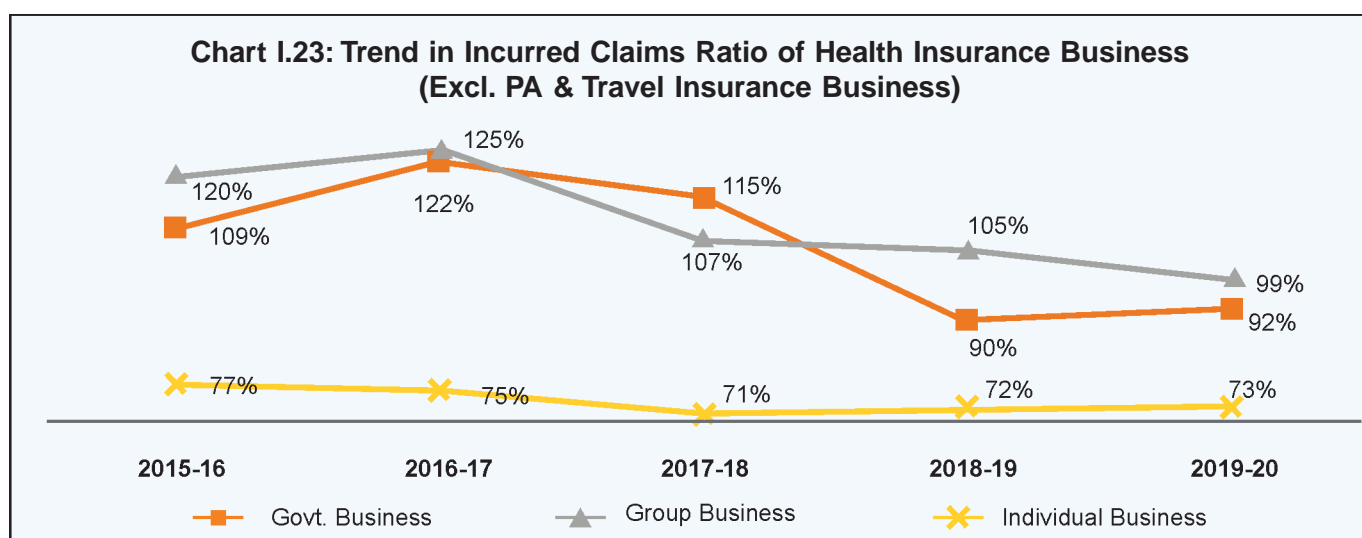


Table I.56:
Claims under Health Insurance Business of General and Health Insurers
(Excl. PA & Travel Insurance)
(Numbers in Lakhs and Amount in ₹crore)

Particulars	Only Cashless		Only Reimbursement		Both Cashless and Reimbursement		Benefit Based		Total	
	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
Claims o/s at the beginning of the period	11.24 74%	1,871.81 52%	3.24 21%	1,345.02 37%	0.65 4%	283.89 8%	0.06 0.4%	130.09 4%	15.19 100%	3,630.81 100%
New claims registered during the period	101.23 55%	25,337.43 55%	75.21 41%	16,866.80 37%	6.71 4%	3,153.88 7%	0.59 0.32%	425.06 0.93%	183.75 100%	45,783.18 100%
Claims paid during the period	93.24 56%	22,501.55 56%	67.55 40%	14,314.30 36%	6.46 4%	2,977.91 7%	0.46 0.4%	231.82 1%	167.71 100%	40,025.59 100%
Claims repudiated during the period	6.85 45%	2,807.84 51%	7.86 52%	2,384.99 44%	0.33 2%	134.11 2%	0.12 0.5%	142.93 3%	15.17 100%	5,469.87 100%
Claims o/s at the end of the year	12.37 77%	2,340.21 55%	3.04 19%	1,380.10 33%	0.58 4%	325.74 8%	0.08 0.2%	175.75 4%	16.06 100%	4,221.79 100%

ANNUAL REPORT 2019-20

I.5.5.17 Aging of claims paid under Health Insurance business of general and health insurers is provided in Statement 24.

B. Claims under Health Insurance Business of Life Insurers

I.5.5.18 During the year 2019-20, life insurers have paid ₹221 crore as claims towards settlement of 41,426 number of claims under health insurance products. Out of the total number of claims

registered by life insurers under health insurance products, insurers have paid 81 per cent of claims while 17 per cent of number of claims were repudiated or rejected.

I.5.5.19 During the year 2019-20, claim amounting to ₹58 crore was paid by the life insurers towards settlement of 24,070 number of rider claims. Out of the total number of claims registered under rider claims, 98 per cent of them were paid while two per cent were repudiated or rejected.

Table I.57: Claims under Health Insurance Business of Life Insurers

(Amount in ₹crore)

Class of Business	Claims O/S at the start of year		Claims Reported during the Year		Claims Paid during the period		Claims Repudiated /Rejected		Claims O/S at the end of year	
	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
Health Insurance Products										
Government Business	-	-	-	-	-	-	-	-	-	-
Group Business	1	-	1,185	6.10	1,106	1.90	59	3.80	21	0.50
Individual Business	531	11.20	49,622	309.40	40,320	218.60	8,811	77.50	719	20.60
Total	532	11.20	50,807	315.50	41,426	220.50	8,870	81.30	740	21.10
Health Insurance Riders										
Government Business	-	-	-	-	-	-	-	-	-	-
Group Business	-	-	359	37.10	211	19.80	144	15.50	4	1.90
Individual Business	57	0.40	24,180	53.70	23,859	38.30	279	12.70	55	3.00
Total	57	0.40	24,539	90.80	24,070	58.10	423	28.20	59	4.90

Personal Accident Insurance

I.5.5.20 During 2019-20, the insurance industry has covered a total of 156.33 crore number of lives under Personal Accident insurance reporting an increase of 29 per cent over previous year. It includes 93.61 crore number of lives covered under Government Sponsored Schemes namely Pradhan Mantri Suraksha Bima Yojana (PMSBY), Pradhan Mantri Jan Dhan Yojana (PMJDY) and IRCTC Travel Insurance for e-ticket passengers.

I.5.5.21 During 2019-20, the gross premium income from Personal Accident insurance business was ₹5,205 crore. While private sector general insurers have contributed 63 per cent of total premium, public sector general insurers contributed 25 per cent of premium and the rest 12 per cent was contributed by the stand-alone health insurers. The ICR for this line of business was 72 per cent for the year 2019-20.

ANNUAL REPORT 2019-20

Table I.58: Business under Personal Accident Insurance

Insurer	No. of Lives (lakh)		Gross Premium (₹ crore)		Incurred Claim Ratio (%)	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Public Sector General Insurers	6,990 (0.10)	7,589 (8.57)	1,688.28 (-4.34)	1,305.67 (-22.66)	119.80	153.38
Private Sector General insurers	4,944 (7.04)	7,859 (58.96)	2,959.70 (22.08)	3,282.36 (10.90)	46.36	40.70
Stand-alone Health Insurers	141 (69.88)	184 (30.50)	561.19 (41.98)	617.15 (9.97)	26.44	26.38
Total	12,075 (3.34)	15,633 (29.47)	5,209.16 (13.63)	5,205.18 (-0.08)	71.89	71.75

Note:

1. Figures in bracket are growth in per cent over previous year
2. The data is inclusive of number of lives covered under IRCTC, PMSBY & PMJDY businesses.
3. The data does not include the details of PA business carried-out in foreign countries.
4. It is to be noted that under IRCTC Scheme, PA cover is offered to railway passengers only for a specified journey undertaken by the passenger and one person may undertake multiple journeys during the reported period. In respect of lives covered in any of PA policy/schemes, one person may have been covered multiple times.

Travel Insurance

i. Overseas Travel Insurance

I.5.5.22 During 2019-20, 57.58 lakh lives were covered under 19.38 lakh overseas travel insurance policies. The gross premium income from Overseas Travel Insurance business for the year 2019-20 was ₹758 crore. The Incurred Claims Ratio (ICR) for this line of business was 48 per cent for the year 2019-20.

I.5.5.23 In this line of business, private general insurers are the major players with a market share of 80 per cent in gross premium. Public sector general insurers and stand-alone health insurers had a share of 4 per cent and 16 per cent respectively. The top three insurers namely Tata AIG (24 per cent), ICICI Lombard (15 per cent) and Bajaj Allianz (15 per cent) contributed 48 per cent of total premium.

Table I.59: Business under Overseas Travel Insurance

Insurer	No. of Lives (lakh)		Gross Premium (₹ crore)		Incurred Claim Ratio (%)	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Public Sector General Insurers	1.09 (-2.79)	0.97 (-11.62)	30.63 (-1.51)	28.63 (-6.55)	121.53	45.68
Private Sector General insurers	43.55 (31.63)	50.74 (16.50)	615.46 (17.75)	609.02 (-1.05)	52.92	49.51
Stand-alone Health Insurers	5.89 (26.97)	5.88 (-0.23)	111.39 (25.15)	119.92 (7.66)	36.50	42.78
Total	50.54 (30.08)	57.58 (13.94)	757.49 (17.85)	757.57 (0.01)	53.88	48.46

Note:

1. Figures in bracket are growth in per cent over previous year.
2. The data does not include the details of overseas travel insurance business carried-out in foreign countries.

ANNUAL REPORT 2019-20

ii. Domestic Travel Insurance

I.5.5.24 The gross premium income from domestic travel insurance business was ₹188 crore during 2019-20, registering a growth of 62 per cent over

the previous year's gross premium of ₹116 crore. During 2019-20, the general and health insurers have covered 41.30 crore lives under 72.20 lakh policies. The ICR for this line of business was 17 per cent for the year 2019-20.

Table I.60: Business under Domestic Travel Insurance

Insurer	No. of Lives (lakh)		Gross Premium (₹ crore)		Incurred Claim Ratio (%)	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Public Sector General Insurers	-	-	-	-	-	-
Private Sector General insurers	2,587.37 (2150.73)	4129.90 (59.62)	116.19 (89.05)	187.57 (61.44)	14.11	16.62
Stand-alone Health Insurers	0.12 (-10.77)	0.27 (123.29)	0.05 (-75.52)	0.33 (521.61)	0.00	0.00
Total	2,587.49 (2148.21)	4,130.16 (59.62)	116.24 (88.48)	187.89 (61.64)	14.09	16.58

Note: Figures in bracket are growth in per cent over previous year.

Health Insurance Business Underwritten Outside India

I.5.5.25 Only three public sector general insurers namely New India, National Insurance and Oriental Insurance did health insurance business in foreign countries. During the year 2019-20, these three insurers have procured a total of ₹254 crore as gross premium from health insurance business (incl.

PA and Travel Insurance Businesses) and have covered a total number of 17.84 lakh lives. Amongst these three insurers, New India Assurance alone contributed 69 per cent of total health insurance premium from foreign countries covering 96 per cent of total number of lives covered in foreign countries. The ICR of this line of business carried out outside India was 95 per cent during 2019-20.

Table I.61: Health Insurance Business Underwritten Outside India

Insurer	No. of Policies Issued		No. of Lives Covered ('000)		Gross Premium (₹ crore)		Incurred Claim Ratio (%)	
	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
National	64 (10.34)	77 (20.31)	19 (-34.48)	38 (100.00)	2.73 (-3.87)	2.87 (5.13)	94	131.47
New India	13,015 (-10.41)	10,666 (-18.05)	3,909 (254.08)	1,707 (-56.33)	166.63 (-0.94)	190.63 (14.40)	102	85.66
Oriental	3,701 (21.78)	970 (-73.79)	116 (-4.13)	40 (-65.52)	36.44 (24.67)	83.97 (130.43)	105	116.35
Total	16,780 (-4.79)	11,713 (-30.20)	4,045 (222.57)	1,784 (-55.90)	205.8 (2.76)	277.47 (34.83)	102	94.73

Note: The data is inclusive of businesses from Health, PA & Travel Insurance businesses.

Standard Individual Health Insurance Product: Arogya Sanjeevani Policy

1. Health insurance market is having a number of individual health insurance products with unique features and the insuring public may find it a challenge to choose an appropriate product.
2. In order to address this and with the following objectives, the Authority has mandated all general and health insurers to offer the standard individual health insurance product:
 - Insurance policy to take care of basic health needs of insuring public
 - To have a standard product with common policy wordings across the industry
 - To facilitate seamless portability among insurers
3. The guidelines on Standard Individual Health Insurance Product are published on the website of Authority on January 02, 2020. The standard product shall have the mandatory covers as specified in these Guidelines which shall be uniform across the market.
4. Insurance Coverage is available in ArogyaSanjeevani Policy for the following:
 - i. Hospitalization Expenses
 - ii. Expenses incurred on treatment of Cataract
 - iii. Dental treatment and Plastic surgery necessitated due to disease or injury
 - iv. All the day care treatments
 - v. AYUSH Treatment
 - vi. Pre-Hospitalization medical expenses
 - vii. Post-Hospitalization medical expenses
5. No plan variants or add-ons are allowed in this product.
6. The terms and conditions of the policy as well as the customer information sheet to be issued by the insurers were standardized.
7. All the general and health insurers were directed to offer ArogyaSanjeevani Policy from April 01, 2020 and 30 General and Health Insurers launched this product.
8. Since features of ArogyaSanjeevani Policy are common across the industry and as the terms and conditions of the policy are already specified by the Authority, with the objective of reducing the operating costs and to pass on this benefit of reduced operational cost to the policyholders by way of affordable premiums, insurers are allowed to issue the policy contract of ArogyaSanjeevani Policy in electronic / digital format.
9. Vide public notice dated November 27, 2019 suggestions were invited for a name to the "Standard Individual Health Insurance Product". On considering the suggestions received, the product was named "ArogyaSanjeevani Policy". Public who suggested the name "Sanjeevani" were awarded Cash prize along with certificate of appreciation by Chairman, IRDAI.

COVID STANDARD HEALTH INSURANCE POLICIES

In view of the global pandemic COVID 19, in order to address financial protection needs relating to the costs of treatment of COVID 19, the Authority has designed the following two COVID specific products with common benefits and policy wordings across the industry.

- Individual COVID Standard Health Policy called Corona Kavach Policy – This is an indemnity based health policy.
- Individual COVID Standard benefit based Health Insurance policy called Corona Rakshak Policy.

The features of these products are as follows:

CORONA KAVACH POLICY

- i. All General and Health Insurers' transacting Health Insurance business were mandated to offer this product on or before July 10, 2020 and 30 general and standalone health insurers have launched the product on July 10, 2020.
- ii. The product has one base cover on indemnity basis- Covid Hospitalization cover and One Optional cover on benefit basis- Hospital Daily Cash.
- iii. Sum insured options range from ₹50,000 to ₹5,00,000 (in the multiples of ₹50,000).
- iv. The policy covers medical expenses of hospitalization on diagnosis of Covid along with pre-hospitalization (15 days) and post-hospitalization expenses (30 days).
- v. The policy also covers cost of treatment incurred by the insured person on availing treatment at home for Covidon positive diagnosis up to 14 days per incident, which in the normal course would require care and treatment at a hospital but is actually taken while confined at home.
- vi. Policy period shall be offered for any one of three policy durations viz. 3 ½ months, 6 ½ months and 9 ½ months including waiting period of 15 days.
- vii. This policy can be availed by persons between the age of 18 years up to minimum 65 years. Policy can be availed for self, spouse, parents, parents-in-law and dependent children (up to 25 years of age).
- viii. Lifelong renewability, migration and portability are not applicable to this product.
- ix. A special feature is 5 per cent discount in premium for the health workers availing this insurance.

CORONA RAKSHAK POLICY

- i. All Insurers (General, Health and Life) transacting Health Insurance business were encouraged to offer this product preferably by July 10,2020.
- x. The Corona Rakshak policy shall be offered for any one of three policy durations viz. 3 ½ months, 6 ½ months and 9 ½ months including waiting period of 15 days.
- ii. Lump sum benefit equal to 100 per cent of the sum insured shall be payable on positive diagnosis of COVID, requiring hospitalization for a minimum continuous period of 72 hours.
- iii. This policy can be availed by persons between the age of 18 years up to minimum 65 years.
- iv. Sum insured range from ₹50,000 to ₹2,50,000 (in the multiples of ₹50,000).
- v. Lifelong renewability, migration and portability are not applicable to this product.

I.5.6. SPECIFIED PERCENTAGE OF BUSINESS TO BE DONE IN RURAL AND SOCIAL SECTORS

Regulation on Obligations of Insurers to Rural and Social Sectors

I.5.6.1 The IRDAI (Obligations of Insurers to Rural and Social Sectors) Regulations, 2015 stipulated targets to be fulfilled by insurers on an annual basis. In terms of these regulations, Insurers are required to cover year wise prescribed targets under

- i. Social sector in terms of percentage of lives out of total business; and
- ii. Rural sector for life insurers in terms of percentage of number of policies to be underwritten from rural areas whereas for general and standalone health insurers a percentage of total gross premium income written.

I.5.6.2 The regulations require insurers to underwrite business in these segments based on the year of commencement of their operations and the applicable targets are linked to the year of operations of each insurer. For meeting these obligations, the regulations further provide that, if an insurance company commences operations in the second half of the financial year and is in operations for less than six months as at March 31 of the relevant financial year

- i. no rural or social sector obligations shall be applicable for the said period; and
- ii. the annual obligations as indicated in the Regulations shall be reckoned from the next financial year which shall be considered as the first year of operations for the purpose of compliance.

In cases where an insurance company commences operations in the first half of the financial year, the applicable obligations for the first year shall be 50 per cent of the obligations for rural areas and 2500 lives for social sector.

Fulfilment of Obligations by Insurers during 2019-20

i. Life Insurers

I.5.6.3 During 2019-20, 22 private sector life insurance companies had fulfilled their rural sector obligations. The number of policies underwritten by them in the rural sector as a percentage of the total policies underwritten in the year 2019-20 was as per the obligations applicable to them. The lone public sector insurer, Life Insurance Corporation of India was also compliant with its obligations in the rural sector for 2019-20.

I.5.6.4 The life insurers underwrote 64.96 lakh policies in the rural sector, viz., 22.49 per cent of the new individual policies (288.85 lakh total policies) underwritten by them in 2019-20. LIC underwrote 21.37 per cent of the new policies and private insurers underwrote 26.02 per cent of their new individual policies in the rural sector.

I.5.6.5 Twenty-two private life insurers and public sector LIC of India have fulfilled their social sector obligations during 2019-20. The number of lives covered by them under the Social Sector were above the stipulations prescribed in the IRDA (Obligations of Insurers to Rural or Social Sectors) Regulations 2015.

I.5.6.6 M/s Sahara India Life Insurance Co. Ltd. was directed not to underwrite any kind of new business from June 24, 2017 vide the IRDAI Order reference IRDAI/F&A/OR/FA/148/06/2017 under section 52 B (2) of the Insurance Act, 1938. Hence, Sahara India Life is not considered for Rural and Social Sector Obligations.

ii. General Insurers

I.5.6.7 During 2019-20, all the public and private sector general insurance companies had fulfilled their rural sector obligations. General insurers underwrote a premium of ₹31,368 crores in the rural sector in the year 2019-20. Public sector and private insurers underwrote 35.33 per cent and 64.67 per cent respectively of total gross premium procured in the rural sector.

I.5.6.8 All the 21 private general insurers and four public sector insurers have fulfilled their social sector obligations during 2019-20. The number of lives covered by them under the social sector were above the stipulations prescribed in the IRDA (Obligations of Insurers to Rural or Social Sectors) Regulations 2015.

iii. Stand-alone Health Insurers

I.5.6.9 During the FY 2019-20, the six Stand-alone Health Insurers doing business in India have fulfilled their rural and social sector obligations as stipulated under the Regulations. The six SAHI insurers procured ₹1,746.52 crore premium in rural sector constituting 12.07 per cent of Gross Premium procured by them in the year 2019-20 (₹14,466.91 crore).

I.5.7 ACCOUNTS AND ACTUARIAL STANDARDS

Accounts

I.5.7.1 The financial statements of insurers are prepared in the form and manner prescribed under the IRDA (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002, amended from time to time and also by various circulars and guidelines issued from time to time. Books of accounts are maintained in order to present various line items as required under these Regulations.

Appointed Actuary System

I.5.7.2 The Appointed Actuary system is in place for more than a decade in Indian Insurance Industry. IRDA (Appointed Actuary) Regulations, 2000 read along with the amendments from time to time regulate Appointed Actuary system. As per the Regulations, every Insurer is required to appoint an actuary known as Appointed Actuary.

I.5.7.3 The Appointed Actuary is responsible for rendering actuarial advice to the management of the insurer, in particular in the areas of product design and pricing. Insurance contract wording, investments and reinsurance; ensuring solvency of the company and complying with the Authority's directions from time to time.

I.5.7.4 The Appointed Actuary has access to all the information or documents in possession or under control of the insurer if such access is necessary for the proper and effective performance of the functions and duties of the Appointed Actuary.

I.5.8 DIRECTIONS, ORDERS AND REGULATIONS GIVEN BY THE AUTHORITY

I.5.8.1 The Authority issued a number of directions, orders and circulars during 2019-20. The list of all such directions, orders and circulars which were issued from April 01, 2019 to March 31, 2020 are placed at Annexure 3. In addition, the list of all

BOX ITEM I.6

MISUSE OF TOTAL LOSS ACCIDENT VEHICLE DOCUMENTS OVER STOLEN VEHICLES

It had come to the notice of Authority that in case of Total Loss (TL) of the vehicle, salvage of the vehicle was being sold to scrap dealers without cancelling Certificate of Registration (RC) of the vehicle. Further, the Law Enforcement Authorities have also informed that documents pertaining to such vehicles were being misused for giving new identity to the stolen vehicles by forging engine number and chassis number of destroyed vehicles under TL claims.

Hence, all insurers were advised vide circular dated July 25, 2019 to ensure cancellation of Certificate of Registration (RC) of the vehicle in case of total loss claim settlement.

regulations notified by the Authority till March 31, 2020 are placed at Annexure 4.

I.5.9 POWERS AND FUNCTIONS DELEGATED BY THE AUTHORITY

I.5.9.1 During the year 2019-20, no powers and functions have been delegated by the Authority to the Chairman, Whole time Members and other Senior Officers of the Authority under the Regulations/Guidelines.

I.5.10 OTHER POLICIES AND PROGRAMMES HAVING BEARING ON THE WORKING OF THE INSURANCE MARKET

A. Anti-Money Laundering/Countering the Financing of Terrorism (AML/CFT) Programme

AML/CFT Guidelines

I.5.10.1 Empowered by the Prevention of Money Laundering Act (PMLA) and the rules framed there under, the AML/CFT guidelines (the guidelines) to the insurance sector were first issued in March 2006. Since then the insurance sector has been working towards an effective AML/CFT regime in India. The guidelines emphasize the importance of the customer due diligence processes, reporting obligations and record keeping requirements as required under the PMLA.

I.5.10.2 Insurers have laid down systems and processes towards implementation of various requirements under the broad oversight of their board through the audit committee. There is a regular review of the effectiveness of the systems through the insurer's internal audit/inspection departments. Compliance with the guidelines is also monitored by IRDAI through both on-site and off-site processes.

Cash Acceptance Threshold

I.5.10.3 The insurance sector is very similar to the banking sector in that both are vehicles and instrumentalities for encouraging savings amongst the people in the country. The insurance laws in the country also mandate that a certain proportion of every company's business must emanate from the rural sector. Given the vast number of villages in India, compared to which the spread of banks is limited, to remove the hindrances posed by the restrictions on acceptance of cash, the IRDAI had aligned the stipulation with that prevalent in the banking sector. This was also aimed at encouraging insurance companies to tap rural business effectively, consequently improving on insurance penetration and density.

I.5.10.4 The requirement was also in line with the CBDT notification S.O. 1214 (E) dated May 26, 2011 amending Rule 114B of the Income-tax Rules, 1962, inserting clause (q) which requires every person to quote his Permanent Account Number (PAN) in all documents pertaining to the transactions where there is a payment of an amount aggregating to fifty thousand rupees or more in a year as life insurance premium to an insurer as defined in clause (9) of section 2 of the Insurance Act, 1938 (4 of 1938).

I.5.10.5 In order to have tighter controls as regards 'acceptance of premium in cash', the IRDAI has mandated stringent controls like the requirement of verification of the PAN number so obtained from the customer. Insurers are also required to lay down proper mechanisms to check any kind of attempts to avoid disclosure of PAN details. In case of possible attempts to circumvent the requirements, insurers are directed to report the same as suspicious activity to Financial Intelligence Unit-India (FIU-IND).

AML/CFT Guidelines Applicable to General Insurance Companies

I.5.10.6 Considering the fact that AML/CFT requirements applicable to general insurance companies differ from those applicable to life insurance companies, the guidelines have been modified to meet the nuances of typical characteristics of the general insurance business. Various related aspects were widely deliberated with all the general insurance companies through the General Insurance Council. A consolidated circular on various stipulations/requirements of AML/CFT framework, as applicable to general insurance companies, was issued in February 2013. Through this circular, insurers have been advised to apply the AML/CFT requirements based on their risk assessment of each of the product's profile. The earlier exemption given to standalone medical and health insurance policies now stands withdrawn.

Revision of AML/CFT Guidelines for Life Insurers

I.5.10.7 Pursuant to amendment of PML (Maintenance of Records) Rules, 2005 in 2013 by Central Government, IRDAI master circular on AML/CFT issued in 2010 for Life Insurers was revised in line with amendments. The revised Master Circular was issued on September 28, 2015.

Coordination with Various Agencies/Departments

I.5.10.8 IRDAI is in active coordination with various agencies/departments in ensuring effective implementation of AML/CFT regime in India and is part of the Working Group for National Risk Assessment (NRA) on AML/CFT constituted by the Department of Revenue. IRDAI is also part of the Core Working Group (CWG) constituted by the Department of Economic Affairs (FATF Cell) for implementation of revised recommendations of FATF.

I.5.10.9 In addition, IRDAI is also actively associated with the Eurasian Group on Combating Money Laundering and Financing of Terrorism (EAG), a FATF style regional body.

I.5.10.10 IRDAI has initiated regular interaction with the Financial Intelligence Unit-India (FIU-IND) and actively took part in the working group constituted with industry representatives on finalization of report on the 'Red Flag Indicators for Insurance Sector'. IRDAI is also part of the Department of Financial Services initiative of building Central KYC Registry.

I.5.10.11 IRDAI and FIU-IND signed a Memorandum of Understanding (MoU) on Mutual Cooperation on January 29, 2014 as part of continued coordinated efforts in effective implementation of requirements of the Prevention of Money Laundering Act and the rules framed there under.

According to the MoU, IRDAI and FIU-IND will cooperate with each other in areas of mutual interest including the following:

- a. Sharing of intelligence and information available in their respective databases.
- b. Laying down procedure and manner in which the reporting entities report to FIU-IND under the PML (Maintenance of Records) Rules.
- c. Conducting outreach and training for reporting entities.
- d. Upgradation of AML/CFT skills reporting entities regulated by IRDAI.
- e. Assessment of Anti-Money laundering/Countering the Financing of Terrorism (AML/CFT) risks and vulnerabilities in the Insurance Sector.
- f. Identification of red flag indicators for Suspicious Transaction Reports (STRs) in the insurance sector.

- g. Supervising and monitoring the compliance of reporting entities with their obligations under PMLA.
- h. Compliance with each other's obligations under the relevant international standards.

Operationalization of Central KYC Records Registry

I.5.10.12 In order to facilitate Banks/Financial Institutions with KYC related information of customers so as to avoid multiplicity of undertaking KYC by Banks/Financial Institutions each time a customer avails any financial product/service, Hon'ble Finance Minister announced in the Union Budget 2012-13 that a Central Know Your Customer (KYC) depository will be developed to avoid multiplicity of registration of KYC data.

I.5.10.13 As per the 2015 amendment to PML (Maintenance of Records) Rules, 2005, every reporting entity shall within three days of the establishment of client based relationship file the electronic copy of the client's KYC records with the Central KYC Records Registry (CKYCR).

I.5.10.14 IRDAI vide circular dated July 12, 2016 advised insurers to upload the KYC records of individual policyholders to Central KYC Registry.

Guidelines for e-KYC

I.5.10.15 UIDAI issued Aadhaar (Authentication) Regulations, 2016 inter alia prescribing the procedure for e-KYC authentication of Aadhaar Number. Accordingly, IRDAI vide circular dated August 31, 2017, advised insurers to perform the verification of the client through "e-KYC authentication facility" provided by UIDAI.

I.5.10.16 Hon'ble Supreme Court of India in Writ Petition (Civil) No.494/2012 vide order dated September 26, 2018 has upheld the constitutional

validity of the Aadhaar Act and attendant authentication of Aadhaar. However, the amendment to Rule 9 (making Aadhaar and PAN/ form 60 mandatory for availing financial services including insurance) of the PML (Maintenance of Records) Rule 2005, by PML Amendment Rules' 2017 has been held unconstitutional.

Thereafter, UIDAI vide circular F.No 13012/171/2018/ Legal/UIDAI/114 dated October 23, 2018 based on the opinion of the Learned Attorney General of India has clarified that physical copy of the Aadhaar card as well as e-Aadhaar, masked Aadhaar and offline electronic xml provided by UIDAI (if offered voluntarily by the client) can be accepted as an Officially Valid Documents for KYC purpose

I.5.10.17 Accordingly, IRDAI has issued a circular on January 29, 2019 advising insurers not to mandatorily seek Aadhaar and Form/60 from the proposer/ policyholder as part of KYC. However, insurers may accept Aadhaar card as one of the documents for establishing identity and/or address of the proposer/policyholder for KYC purpose subject to the following conditions:

- The proposer/policyholder voluntarily offers Aadhaar card as one of the documents for KYC purpose. This includes physical copy of e-Aadhaar, masked Aadhaar and Offline Aadhaar XML. However, the insurers will under no circumstance do the authentication either using e-KYC facility or Yes/No authentication facility of UIDAI.
- Insurers should ensure that the first 8 digits of the Aadhaar number are properly/ appropriately masked.
- At no point in time more than last 4 digits of the Aadhaar number of any individual should be stored by the insurers in physical or digital form.

I.5.10.18 In this connection, Department of Revenue/ Ministry of Finance dated February 13, 2019, has notified “Prevention of Money-Laundering (Maintenance of Records) Amendment Rules, 2019” which specifies that every reporting entity shall, where its client submits his Aadhaar number, ensure such client to redact or blackout his Aadhaar number through appropriate means where the authentication of Aadhaar number is not required.

Thereafter, Ministry of Law and Justice has notified “Aadhaar and the other laws (Amendment)

Ordinance, 2019” on March 02, 2019 allowing online authentication of Aadhaar only by Banking companies and Telecom industries and offline verification for Insurers under the Aadhaar (Targeted Delivery of Financials and other Subsidies, Benefits and Services) Act, 2016.

B. Right To Information (RTI) Act, 2005

I.5.10.19 During the year 2019-20, the Authority designated the officers shown in Table I.62 as the Central Public Information Officers (CPIOs) in terms

Table I.62: List of Central Public Information Officers

S. No.	Name and Designation of the CPIO (Shri/Smt./Ms.)	Department
1	Deepak Gaikwad, DGM	Accounts, Administration, Buildings, Internal Audit, Corporate Services, Human Resources & Official Language Implementation.
2	S.P. Chakraborty, GM	Actuarial
3	T.S. Naik, GM	Agency Distribution & Consumer Affairs
4	K.G.P.L. Rama Devi, GM	Communication and IMF
5	P.K. Maiti, GM	Enforcement
6	A. Ramana Rao, GM	F & A (Life)
7	R.K. Sharma, GM	F & A (Non-Life)
8	D.V.S. Ramesh, GM Mohammad Ayaz, AGM	Health Health (w.e.f 06.12.2019 -in the absence of Mr. D.V.S. Ramesh, GM till 09.01.2020)
9	S.N. Jayasimhan, GM	Investment
10	A.R. Nithyanantham, CGM	Information Technology
11	J. Meenakumari, CGM	Inspection
12	Randip Singh Jagpal, CGM	Intermediaries – Brokers
13	Nimisha Srivastava, DGM	Intermediaries – Surveyors
14	Marimuthu P, AM	Adjudication
15	H. Ananthkrishnan, CGM	Legal
16	V. Jayanth Kumar, CGM	Life
17	Yegna Priya Bharat, CGM Josyula Anita, GM	Non-Life Non-Life (w.e.f 26.11.2019 - in the absence of Smt. Yegna Priya Bharat, CGM till 20.12.2019)
18	N.M. Behera, DGM	Re-insurance (till 29.05.2019)
	Latha C, DGM	Re-insurance (w.e.f 30.05.2019)
19.	A. Venkateswara Rao, GM	Sectorial Development & Vigilance

of Section 5(1) of the RTI Act, 2005. During the same period, Mr. Deepak Khanna, DGM was designated as Central Assistant Public Information Officer for its Delhi Office and Mr. Vikas Rane, Assistant Manager was designated as Central Assistant Public Information Officer for its Mumbai Office in terms of Section 5(2) of the RTI Act, 2005 to discharge the functions assigned in terms of the said section of the RTI Act 2005. Further, during the same period, Mr. Suresh Mathur, Executive Director was designated as First Appellate Authority in terms of Section 19(1) of the RTI Act, 2005 to discharge the functions assigned in terms of the said Section of the RTI Act, 2005.

During the year, a one-day Sensitization Programme was organised on July 29, 2019 for CPIOs and Appellate Authority on the provisions of RTI Act, 2005 for effective discharge of duties and responsibilities. The Institute of Secretariat Training and Management (ISTM), Department of Personnel and Training, New Delhi has deputed a resource person for organising the same.

C. Government Sponsored Socially Oriented Insurance Schemes

Pradhan Mantri Fasal Bima Yojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS)

I.5.10.20 Pradhan Mantri Fasal Bima Yojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS) were launched in the year 2016 with the aim of supporting production in agriculture by providing an affordable crop insurance product to ensure comprehensive risk cover for crops of farmers against all non-preventable natural risks from pre-sowing to post-harvest stage. WBCIS uses weather parameters as “proxy” for crop yields in compensating the

cultivators for deemed crop losses. The schemes are being administered by Ministry of Agriculture.

I.5.10.21 The Union Cabinet has approved revamping of Pradhan Mantri Fasal Bima Yojana (PMFBY) and Restructured Weather Based Crop Insurance Scheme (RWBCIS) to address the existing challenges in implementation of crop insurance schemes in February 2020. The revamped operational guidelines for PMFBY/ RWBCIS has been issued after incorporating the provisions/parameters approved by Cabinet. The revamped scheme of PMFBY and RWBCIS is effective from Kharif 2020 season.

I.5.10.22 The highlights of modification made under revamped PMFBY and RWBCIS are:

- i. With an objective to increase the outreach of Scheme, the period of allocation of areas among Insurance Companies for implementation of PMFBY/ RWBCIS has been fixed at three years. This will ensure assured business to insurance companies for longer duration leading to increased commitment towards infrastructure and manpower deployment for better policy servicing.
- ii. Considering demands from various quarters of farmer's /farmers organizations for making the scheme voluntary for all farmers, existing loanee farmers has given a provision to opt-out from the Schemes by submitting requisite declaration to concerned bank branches any time during the year but at least by seven days prior to the cut-off date for enrolment of farmers for the respective seasons.
- iii. States/UTs has option to choose Scale of Finance or district level Value of Notional Average Yield (NAY) as Sum Insured for any

district crop combination under PMFBY/RWBCIS. This provision will result in better benefit to farmers as sum insured can be decided based on notional value of average yield rather than Scale of Finance which may not reflect true value of crop in many regions.

Notional value of average yield is calculated as Notional Average Yield (NAY) multiplied by Minimum Support Price (MSP), for any district-crop combination. Farm gate price will be considered for the other crops for which MSP is not declared.

- iv. Earlier scheme offered comprehensive coverage of risk from pre-sowing to post harvest losses irrespective of the risk associated with the crops and agro-climatic areas. It had been observed that few of the offered risks are not required in some particular areas and crops. Hence, it was decided to offer a basket of risks with the choice to States to top up any or many additional features such as prevented sowing, localized calamity, mid-season adversity, and post-harvest losses based on the suitability of the risk associated with that particular area/crop.
- v. To rationalize the available resources and reduce the inconsistency in production data and claims, a "Two-Step Process of Loss Estimation" based on defined deviation matrix using specific triggers like weather indicators, satellite indicators, etc. has been allowed. This will help in conduct of need based CCEs in insurance units where triggers are in deviation range resulting into better estimation of yield losses under PMFBY.
- vi. Technology solutions like Smart Sampling Technique (SST) and optimization of number of CCEs are to be adopted in conducting CCEs

for the purpose of PMFBY. In case of non-provision of yield data beyond cut-off date by the States to implementing insurance companies, claims to be settled under PMFBY based on yield arrived through use of technology solution.

- vii. It has been observed that some district crop combinations have higher claim experience season to season leading to higher premium rate. The higher actuarial premium rate in some crops and areas also indicates inconsistencies in the cultivation of crops as per the suitability of the climate, inconsistencies in collection of yield data, etc. This leads to adverse selection and moral hazard. Hence, Govt. of India has capped its share of subsidy up to 30 per cent for unirrigated areas/crops and 25 per cent for irrigated areas/crops. State Govt. may continue to implement the PMFBY/RWBCIS for such high premium crops, however, Central premium subsidy liability will be limited up to the aforesaid capped limits, beyond which additional premium subsidy will be borne by State Government.
- viii. It had been observed that settlement of claims to the beneficiary farmers has been considerably delayed due to delay in state share of subsidy by many State Governments, which hampers the basic objective and adversely affects the scheme. Hence, in the interest of beneficiary farmers and bring in more accountability within the scheme, it has been decided that States where there is a considerable delay in release of requisite premium subsidy to concerned insurance companies beyond a prescribed time limit will not be allowed to implement the scheme in subsequent seasons.

- ix. Central share in premium subsidy has increased to 90 per cent for north eastern states from the existing sharing pattern of 50:50 (both PMFBY/RWBCIS).
- x. For seamless implementation and overall achievement of desired objectives of the scheme, up to three per cent of the total allocation for the scheme by Government of India and implementing State Governments has been provisioned for administrative expenses.

Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

I.5.10.23 Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) is a government subsidized one year cover Term Life Insurance Scheme. The PMJJBY is available to people in the age group of 18 to 50 years having a bank account who give their consent to join / enable auto-debit. The life cover of two lakh rupees shall be for the one year period stretching from June 01 to May 31 and will be renewable. The premium is ₹330 per annum. The scheme is being offered by Life Insurance Corporation and all other life insurers who are willing to offer the product on similar terms with necessary approvals and tie up with banks for this purpose.

Pradhan Mantri Jan Dhan Yojana (PMJDY)

I.5.10.24 Pradhan Mantri Jan-Dhan Yojana program under the National Mission for Financial Inclusion was launched initially for a period of 4 years on August 28, 2014. It envisages universal access to banking facilities with at least one basic banking account for every household, financial literacy, access to credit, insurance and pension. Later, the Government extended the comprehensive PMJDY program with the modification in the accidental insurance cover wherein accidental insurance cover

for new RuPay card holders raised from existing one lakh rupees to two lakh rupees to new PMJDY accounts opened after August 28, 2018.

I.5.10.25 The New India Assurance Company is the only insurance company offering the insurance cover under this scheme of the Government of India. In the year 2019-20, under this scheme 54.20 crore lives were covered and gross premium of ₹27 crore was collected as against 50.30 crore lives covered and ₹15 crore premium collected in the previous year.

Pradhan Mantri Suraksha Bima Yojana (PMSBY)

I.5.10.26 The Scheme is available to people in the age group 18 to 70 years with a bank account who give their consent to join / enable auto-debit on or before May 31 for the coverage period 1st June 01 to May 31 on an annual renewal basis. The risk coverage under the scheme is two lakh rupees for accidental death and full disability and one lakh rupee for partial disability. The premium of ₹12 per annum is to be deducted from the account holder's bank account through 'auto-debit' facility in one instalment.

I.5.10.27 The scheme is offered by public sector and private sector general insurance companies who are having tie up with banks for this purpose. In the year 2019-20, under this scheme 16.28 crore lives were covered and gross premium of ₹195 crore was collected as against 13.42 crore lives covered and ₹161 crore premium collected in the previous year.

Pradhan Mantri Vaya Vandana Yojana (PMVVY)

I.5.10.28 Based on the success and popularity of Varishtha Pension Bima Yojana 2003 (VPBY-2003), Varishtha Pension Bima Yojana 2014 (VPBY-2014) schemes and to protect elderly persons aged 60 years and above against a future fall in their interest

income due to the uncertain market conditions, as also to provide social security during old age, Government of India launched a simplified scheme of assured pension of 8 per cent called the Pradhan Mantri Vaya Vandana Yojana (PMVVY).

I.5.10.29 The scheme is being implemented through Life Insurance Corporation (LIC) of India. As per the scheme, on payment of an initial lump sum amount ranging from a minimum purchase price of ₹1.50 lakh for a minimum pension of ₹1000 per month to a maximum purchase price of ₹7.50 lakh for maximum pension of ₹5,000 per month, subscribers will get an assured pension based on a guaranteed rate of return of 8 per cent per annum, payable monthly.

I.5.10.30 The Government of India has introduced PMVVY with modified rate of pension under this plan in May 2020 and extended the period of sale of this plan for a further period of three years from FY 2020-21 till March 31, 2023. As per the terms and conditions under this plan, guaranteed rates of pension for policies sold during a year will be reviewed and decided at the beginning of each year by Ministry of Finance, Government of India. For the first financial year i.e. upto March 31, 2021, the Scheme will provide an assured pension of 7.40 per cent per annum payable monthly.

Pradhan Mantri Jan Arogya Yojana (PM-JAY)

I.5.10.31 Pradhan Mantri Jan Arogya Yojana (PM-JAY) is a flagship scheme of Government of India under Ayushman Bharat scheme, was launched on September 23, 2018. The scheme provides a health cover of five lakh rupees per family per year for secondary and tertiary care hospitalization to poor and vulnerable households. PM-JAY was earlier known as the National Health Protection Scheme (NHPS) which subsumed the Rashtriya Swasthya Bima Yojana (RSBY) which had been launched in 2008. The scheme is fully funded by the Government and cost of implementation is shared between the Central and State Governments.

D. Revised Guidelines on Stewardship Code for Insurers in India

I.5.10.32 The Authority has issued Revised Guidelines on Stewardship Code for Insurers in India on February 07, 2020, to be complied with by all the insurers from FY2020-21. Insurers have been mandated to undertake active participation and voting on resolutions/proposals of the investee companies under the following circumstances:

Size of the AUM of the Insurer (₹crore)	Compulsory voting required, if the Insurer's holding of the paid up capital of investee company (in percentage) is
Up to 2,50,000	3% and above
Above 2,50,000	5% and above

In other cases, insurers may voluntarily participate and vote if such resolutions/proposals are considered significant and may have an impact on the value of investments of the insurer. Insurers have to disclose their voting activities in which they have actively participated and voted, as a part of Quarterly Public Disclosures on their respective website as per the prescribed format.

Insurers have also been advised to submit Annual Certificate of Compliance to the Authority on or

before June 30 every year in this regard, duly signed by Compliance Officer and CEO, certifying that the Guidelines given on Stewardship Code for Insurers in India by IRDAI are duly followed and all the principles detailed in the guidelines are duly complied with.

The active participation of Insurers would improve the governance standards of the companies, where insurers are investing.

**REGULATORY INITIATIVES / MEASURES UNDERTAKEN BY AUTHORITY
DURING THE COVID 19 PANDEMIC**

COVID 19 pandemic has thrown unexpected challenges to all stakeholders of health insurance industry. Since the onset of pandemic, the Authority continuously monitored its effect on the health insurance industry and had taken wide range of proactive measures giving relief to policyholders as well as insurance industry.

The following are some of the important measures initiated by IRDAI:

- i. To protect the interests of the policyholders the authority vide circular dated March 04, 2020 advised all insurers to expedite processing of claims relating to COVID-19 and to ensure that COVID specific claims are not repudiated without being reviewed thoroughly.
- ii. Instructions on renewal of health insurance policies falling due for renewal during lockdown period March 25, 2020 to May 03, 2020 were issued for providing insurance coverage and continuity benefits during grace period provided renewal premium was paid on or before May 15, 2020.
- iii. To ease payment of premiums by policyholders, renewal premiums in respect of all existing health products due for renewal up to March 31, 2021 are allowed to be collected in instalments at the option of insurers.
- iv. Public are clarified that indemnity-based health insurance products that cover the treatment costs of hospitalization offered by all general and health insurance companies cover the costs of hospitalization treatment on account of COVID -19.
- v. All insurers have been advised to publish FAQs on COVID-19 claims in their respective websites.
- vi. Insurers were advised to make available comprehensive transparent health covers at affordable cost to various organizations / employers / establishments in compliance with norms set by Ministry of Home Affairs (MHA), GoI.
- vii. In order to expedite settlement of claims, the Authority vide circular dated April 18, 2020 fixed a turnaround time (TAT) of two hours for granting both cashless pre-authorization and for final discharge of the insured patient.

- viii. In order to ensure that claims are settled seamlessly, all Insurers were advised to put in special efforts for electronic submission of documents for settlement of claims during lockdown.
- ix. Guidelines on Telemedicine were issued on June 11, 2020. Insurers were advised to make provision for telemedicine services in compliance with the Telemedicine Practice Guidelines dated March 25, 2020 issued by Medical Council of India (MCI) as part of claim settlement process.
- x. Vide circular dated June 23, 2020, all insurers (Life, General and Health Insurers) are allowed to offer COVID 19 specific short term (from a minimum tenure of three months to 11 months) health insurance policies until March 31, 2021. Life insurers are allowed to offer short term benefit based policies.
- xi. Standard COVID specific products for short duration (3 ½ months, 6 ½ months 9 ½ months) with standard benefit and common policy wordings are designed to address the basic health insurance needs of general public by providing financial protection against COVID 19.
 - a. All general and health insurers are mandated to offer standard health indemnity insurance policy known as “Corona Kavach”. As a gesture to the efforts of frontline healthcare workers, a 5 per cent discount in premium is provided to all health care workers (including doctors, nurses) who are forefront in the fight against COVID 19. “Corona Kavach” policy is also permitted to be issued in ‘group’ so as to enable various organizations obtain short term COVID cover on their employees / workers.
 - b. All insurers (General, Health and Life) transacting Health Insurance business are encouraged to offer “Corona Rakshak” benefit based product.
- xii. The Authority advised insurance companies to ensure cashless facility is made available at all empanelled network providers (hospitals) and a press release is also issued advising the general public in the event of denial of cashless by any hospital, the concerned insurance company shall be contacted for redressal of grievances.
- xiii. Vide circular dated July 16, 2020 norms were issued on settlement of COVID claims treated at makeshift or temporary hospitals as permitted by Government.

IRDAI has taken following measures, having bearing on financial statements of the insurers:

- Advised the insurance companies to:
 - Take a conscious call as regards declaration of dividend for the FY 2019-20 with a view to conserve capital both for the protection of the interests of policyholders and the economy at large.
 - Take a conscious call on expending resources on expenses of management.
 - Critically examine their capital availability and solvency margin as required in the current financial year 2020-21 and devise strategies to ensure that they have adequate capital and resources available with them;
- Allowed meeting of Board through video conferencing or other audio visual means.
- Granted extension of timelines to insurers for furnishing various Regulatory Returns and periodic compliances, as under:
 - Monthly Returns: 15 days
 - Quarterly, Half-Yearly and Yearly Returns: 30 days
- Permitted insurers to grant a moratorium of three months towards payment of installments falling due between March 01, 2020 and May 31, 2020.
- Directed to insurers that the rescheduling of payments, including interest, will not qualify as a default for the purpose of reporting of NPAs.

PART – II

REVIEW OF WORKING AND OPERATIONS

II.1 REGULATION OF INSURANCE AND REINSURANCE COMPANIES

During the year under review, the Authority has brought out significant changes in the regulatory stipulations for the purpose of orderly growth of the insurance sector. In the year 2019-20, 10 regulations were framed under the IRDA ACT, 1999. They are

- i. IRDAI (Appointed Actuary) (Amendment) Regulations, 2019
- ii. IRDAI (Unit Linked Insurance Products) Regulations, 2019
- iii. IRDAI (Non-Linked Insurance Products) Regulations, 2019
- iv. IRDAI (Registration of Insurance Marketing Firm) (Amendment) Regulations, 2019
- v. IRDAI (Re-insurance Advisory Committee) Regulations, 2019
- vi. IRDAI (Regulatory Sandbox) Regulations, 2019
- vii. IRDAI (Common Public Services Centers) Regulations, 2019
- viii. IRDAI (Insurance Intermediaries) (Amendment) Regulations, 2019
- ix. IRDAI (Health Insurance) (Amendment) Regulations, 2019
- x. IRDAI (Third Party Administrators - Health Services) (Amendment) Regulations, 2019

The brief descriptions of the above regulations are:

II.1.1 IRDAI (Appointed Actuary) (Amendment) Regulations, 2019

II.1.1.1 During the year under review, the Authority has notified the IRDAI (Appointed Actuary) (Amendment) Regulations, 2019. As per the amendment, in the IRDAI (Appointed Actuary) Regulations, 2017, Regulation 6, inserted the following proviso as clause 6 (c):

“For business continuance, the insurer may need exemption from Regulation 5 for a further period beyond one year. Upon request of the insurer and based on merits of the case, the Chairperson may grant extension for a further period not exceeding two years.”

II.1.2 IRDAI (Unit-Linked Insurance Products) Regulations, 2019

II.1.2.1 The Unit linked Insurance Products Regulations notified by the Authority in the year 2019 are applicable for all life insurance companies offering unit linked insurance products. The objective of these regulations is to ensure that insurers follow prudent practices in designing and pricing the life insurance products and to protect the interest of the policyholders. These regulations also ensure that sound and responsive management practices are followed while designing and pricing life insurance products. The Regulation stipulates that all existing and new products filed with the Authority should comply with these regulations. Some of the regulatory requirements, amongst others, as prescribed by the regulation are in respect of the minimum death benefit, discontinuance terms, caps on various charges under such products and administration and disclosure norms of such products.

II.1.3 IRDAI (Non-Linked Insurance Products) Regulations, 2019

II.1.3.1 The Non linked Insurance Products Regulations notified by the Authority in the year 2019 are applicable for all life insurance companies offering non linked insurance products. The objective of these regulations is to ensure that insurers follow prudent practices in designing and pricing the life insurance products and to protect the interest of the policyholders. These regulations also ensure that sound and responsive management practices are followed while designing and pricing life insurance products. The Regulation stipulates that all existing and new products filed with the Authority should comply with these regulations. Some of the regulatory requirements, amongst others, as prescribed by the regulation are in respect of the minimum death benefit, minimum policy term, surrender value offered under such products.

II.1.4 IRDAI (Registration of Insurance Marketing Firm) (Amendment) Regulations, 2019

II.1.4.1 The Authority constituted a Committee for review of IMF Regulations on June 15, 2018. The committee submitted its report to the Authority on August 09, 2018. Based on the recommendations of the committee, Insurance Regulatory and Development Authority of India (Registration of Insurance Marketing Firm) (Amendment) Regulations, 2019 was notified on July 24, 2019.

II.1.4.2 The amended regulation has included the Aspirational Districts Programme of Govt. of India, which is aimed at expeditiously improving the Socio-Economic Status of 117 Districts from across 28 states through Convergence (of Centre & State Schemes), Collaboration (of Citizens & Administration) and Competition among Districts.

II.1.4.3 Further, the IMFs can solicit or procure all kinds of products sold on individual and / or retail

basis, including crop insurance for non-loanee farmers and combi products, property, group personal accident, group health, GSLI and term insurance policies for Micro, Small and Medium Enterprises (MSME). The IMFs are not allowed to solicit and procure commercial lines of business for any segment except for MSMEs.

II.1.5 IRDAI (Re-insurance Advisory Committee) Regulations, 2019

II.1.5.1 The IRDAI (Re-insurance Advisory Committee) Regulations, 2019 were notified on July 25, 2019 with the objective of conducting the meetings of Re-Insurance Advisory Committee effectively and to seek advice of the Committee on other reinsurance related matters apart from those specified under section 101A of the Act. These regulations repeal the IRDA (Re-insurance Advisory Committee) Regulations, 2001.

II.1.5.2 The term of office of Members of the Committee may normally be for a period of three years. However, the Chairperson of the Authority, based on the necessity, by recording the reasons, may extend the term for a period not exceeding one year. All outgoing Members shall be eligible for re-nomination.

II.1.5.3 Resignation and filling of casual vacancies, procedure for conduct of the meeting of the Committee and allowances payable to Members are redefined in the Regulations, 2019.

II.1.6 IRDAI (Regulatory Sandbox) Regulations, 2019

II.1.6.1 To give a fillip to insurance penetration, there is a need to facilitate innovations in the insurance sector, especially those triggered by technology. The extant regulatory framework may pose certain hindrances for regulated entities to try out new ideas or new technology. With a view to facilitate innovations, the Authority has adopted a Regulatory Sandbox approach.

II.1.6.2 The “Regulatory Sandbox Approach” is used to carve out a safe and conducive environment to experiment with innovative approaches (including Fin-Tech solutions), and where the consequences of failure, if any, can be contained. In light of the same, the Insurance Regulatory and Development Authority of India has created a Regulatory Sandbox whose objective is to use innovative ideas to foster growth and increase the pace of most innovative companies, in a way that provides flexibility in dealing with regulatory requirements and at the same time focussing on policyholder protection. The Authority notified the IRDAI (Regulatory Sandbox) Regulations, 2019 on July 26, 2019.

II.1.6.3 The objectives of these Regulations are:

- i. To strike a balance between orderly development of Insurance sector on one hand and protection of interests of policyholders on the other, while at the same time facilitating innovation.
- ii. To facilitate creation of regulatory sandbox environment and, if deemed fit, to relax such provisions of any existing Regulations as needed.

II.1.6.4 Further as per Regulation 13(3) of the IRDAI (Regulatory Sandbox) Regulations, 2019, the Authority has issued the guidelines on the operation of the Regulatory Sandbox outlining the procedure to be followed in implementing the “innovation in insurance” programme.

II.1.6.5 Application can be filed by either an Insurer, an intermediary or an insurance intermediary or any person other than an individual having a minimum net worth of 10 lakh rupees for previous financial year or any other person recognized by the Authority seeking singly or jointly permission for promoting innovation in insurance in India.

II.1.6.6 The applications can be filed in any one or more of the following categories: a) Insurance Solicitation or Distribution; b) Insurance Products; c) Underwriting; d) Policy and Claims Servicing; e) Any other category recognized by the Authority.

II.1.6.7 Permission may be granted if the technology a) promotes innovation beneficial to insurance; b) is in interest of policyholders; c) conducive for orderly growth; d) promotes insurance penetration; e) meets the requirements specified in the regulations. The validity of approval will be for the period of 6 months.

II.1.7 IRDAI (Common Public Services Centers) Regulations, 2019

II.1.7.1 The Authority has notified Insurance Regulatory and Development Authority of India (Insurance Services by Common Public Service Centers) Regulations, 2019 on July 30, 2019 to regulate insurance related services offered by CPSC-SPV that are incorporated by Central and State governments. These Regulations shall supersede the Insurance Regulatory and Development Authority of India (Insurance Services by Common Service Centres) Regulations, 2015.

II.1.7.2 The salient features of these Regulations are:

- i. “Common Service Centres” are redefined as “Common Public Service Centres” to include “Common Service Centre” established under National e- Governance Plan by M/s CSC e-Governance Services India Limited or similar centers established by the Special Purpose Vehicle of respective State Governments.
- ii. Introduced “Village Level Entrepreneur-Ins” (VLE-Ins) who is a Village Level Entrepreneur (VLE) who can sell simple over the counter insurance products besides Rural Authorized Person (RAP).

- iii. Qualification, training, examination and certification requirements of VLE-Ins are same as those stipulated under the Guidelines for Point of Sales Person issued by the Authority from time to time.
- iv. The remuneration payable to CPSC-SPV by the Insurer, for solicitation of insurance policies (including Micro-insurance products and Government sponsored insurance schemes) by the RAP and VLE-Ins shall be as per Insurance Regulatory and Development Authority of India (Payment of commission or remuneration or reward to insurance agents and insurance intermediaries) Regulations, 2016.
- v. CPSC-SPV, on receipt of any remuneration or charges from the insurer, shall distribute not less than 90 per cent of the same to the respective RAP and not less than 85 per cent of the same to the respective VLE-Ins, as the case may be.
- ii. IRDAI (Insurance Web Aggregators) Regulations, 2017
- iii. IRDAI (Registration of Insurance Marketing Firm) Regulations, 2015
- iv. IRDAI (Registration of Corporate Agents) Regulations, 2015
- v. IRDAI (Insurance Surveyor and Loss Assessors) Regulations, 2015
- vi. IRDAI (Third Party Administrators – Health Services) Regulations, 2016

II.1.8.3 The regulations that carries reference to limit of FDI and Indian owned and Indian control criteria in the above regulations have been omitted by the IRDAI (Insurance Intermediaries) (Amendment) Regulations, 2019. The regulations also stipulate that every applicant, who is a company incorporated under the Companies Act, 2013 and has a majority of shareholding of foreign investors, shall furnish an undertaking confirming the following:

II.1.8 IRDAI (Insurance Intermediaries) (Amendment) Regulations, 2019

II.1.8.1 Pursuant to the amendment to the Indian Insurance Companies (Foreign Investment) Rules, 2015 by the Indian Insurance Companies (Foreign Investment) Amendment Rules, 2019 issued by the Central Government, removing, inter alia, the cap to foreign equity investment for intermediaries or insurance intermediaries, to amend corresponding provisions of various regulations applicable to intermediaries or insurance intermediaries, the Authority has notified the IRDAI (Insurance Intermediaries) (Amendment) Regulations, 2019 on October 30, 2019.

II.1.8.2 By notifying the above regulations, amendments have been made to the following regulations:

- i. IRDAI (Insurance Brokers) Regulations, 2018

- a. Chairman of the Board of Directors or Chief Executive Officer/ Principal Officer/ Managing Director of the insurance intermediary is a resident Indian citizen;
- b. shall take prior permission of the Authority for repatriating dividend;
- c. shall bring in the latest technological, managerial and other skills;
- d. shall not make payments (other than dividend) to related parties taken as a whole, beyond 10 per cent of the total expenses of the company in a financial year;
- e. majority of the directors on the Board are resident Indian citizens;
- f. majority of Key management persons are resident Indian citizens.

II.1.9 IRDAI (Health Insurance) (Amendment) Regulations, 2019

II.1.9.1 IRDAI (Health Insurance) (Amendment) Regulations, 2019 were notified on November 19, 2019. Taking into consideration the developments in the health insurance space certain new enabling provisions are introduced for the benefit of policyholders in this amendment regulation. The following are the important amendments carried out to IRDAI (Health Insurance) Regulations 2016:

- i. The definition “Third Party Administrators” is omitted as it was already defined under IRDAI (Third Party Administrators – Health Services) Regulations 2016. The definition of “Portability” is also omitted to review and shifted this definition to Chapter I – Standard Definitions of IRDAI “Guidelines on Standardization in Health Insurance”.
- ii. Certain provisions on “Norms on settlement of Claims under multiple policies” which were already in existence by virtue of clause c(1) of Chapter V of Master circular dated July 22, 2020 are subsumed into the Regulations.
- iii. Certain provisions clarifying on the following are inserted:
 - a. Applicability of migration to only indemnity based policies.
 - b. Reimbursements shall be allowed at any hospitals or medical establishments subject to policy terms and conditions.
 - c. Seeking specific consent while charging underwriting loading, if any, over and above the approved premium at the point of underwriting was specified at Regulation 23(i) under Special provisions for Senior Citizens. This is shifted to Regulation 8 so as to make it applicable to all policyholders.

- iv. Existing granular norms on (i) “AYUSH Coverage” and (ii) “norms on Wellness and Preventive features” are omitted and enabling provisions incorporated for notifying suitable guidelines.
- v. Enabling provisions are also incorporated in the Regulations to issue Guidelines on the following:
 - a. Standard product
 - b. Standardization of exclusions
 - c. Settlement of claims
 - d. Settlement of claims through electronic platforms
 - e. Portability and migration norms
- vi. A new provision has been incorporated not to collect premiums more than 90 days in advance.

II.1.10 IRDAI (Third Party Administrators - Health Services) (Amendment) Regulations, 2019

II.1.10.1 IRDAI (Third Party Administrators-Health Insurance) (Amendment) Regulations, 2019 were notified on December 03, 2019. The following are the important amendments carried out to IRDAI (Third Party Administrators-Health Insurance) Regulations 2016:

- i. Additional provisions have been inserted in order to enable the policyholders of health policies choose a TPA of their choice from amongst TPAs engaged by general and health insurers for servicing their policies.
- ii. Enabling provisions inserted for notification of quantitative and qualitative disclosures with respect to services rendered by TPAs in order to enable the policyholders take an informed choice.
- iii. The notified regulations also specified the additional pre-requisites (financial and non-financial) to be fulfilled by an applicant seeking Certificate of Registration from the Authority to act as a TPA.

BOX ITEM II.1

GUIDELINES ON PUBLIC DISCLOSURES BY INSURERS ON THE QUALITATIVE AND QUANTITATIVE PARAMETERS OF THE HEALTH SERVICES RENDERED TO POLICYHOLDERS

1. Public disclosures play a role in influencing the decision making process at various levels. Public disclosures also help in ensuring an equal access to the same set of facts or data disclosed.
2. In order to enable the policyholder to make an informed choice, it is stated in the IRDAI (Third Party Administrators- Health services) (Amendment) Regulations 2019, that the Authority may specify guidelines for disclosure of qualitative and quantitative parameters by all insurers and TPAs with respect to the health services rendered.
3. In light of the above, the Authority vide circular dated June 10, 2020 published the public disclosures to be made by the Insurance companies and TPAs. The brief highlights of the disclosures are:
 - i. All general and health insurers registered with IRDAI rendering health services both through TPA and/or in-house shall make the TPA wise public disclosures every year in a specified format.
 - ii. The policyholders desirous of knowing the public disclosures shall be able to access all the information on visiting the website of respective Insurer or the TPA.
 - iii. The guidelines also specified that in case of termination of services of a TPA, the Insurer shall publish the same in its website along with the reasons for termination within three days from the effective date of termination.
 - iv. The disclosures shall provide the information with regards to number of lives and policies serviced by the respective TPAs for Individual, group and government policies, geographical area in which services are rendered, average turnaround time for approval of cashless pre-authorization request, final discharge from the hospitals in respect of individual and group policies respectively, average turnaround time taken in respect of settlement or repudiation of claims status of grievances received, resolved and outstanding.
 - v. The disclosures shall be published by September 30, 2020 for data as on March 31, 2019.

Table II.1: Individual Agents Associated with Life Insurers

(Number of Agents)

Insurer	As on March 31, 2019	Appointment during 2019-20	Termination during 2019-20	As on March 31, 2020
LIC	11,79,229	2,73,337	2,43,740	12,08,826
Private Sector	10,15,518	3,77,070	3,22,949	10,69,639
Total	21,94,747	6,50,407	5,66,689	22,78,465

II.2 INTERMEDIARIES ASSOCIATED WITH INSURANCE BUSINESS

II.2.1 Individual Agents

An individual agent is one who has undergone requisite training, passed an examination and been duly licensed by IRDA to sell insurance policies to the public and provide after-sales service including assisting at the time of a claim. His license may be for life insurance, general insurance or both. In addition to representing one life insurance company and one non-life insurance company an agent can also represent one standalone health insurance company as well as Agriculture Insurance Company of India for selling crop insurance and Export Credit Guarantee Corporation of India for credit insurance.

Individual Agents Associated with Life Insurers

II.2.1.1 The number of individual agents associated with life insurers as at March 31, 2020 were 22.78 lakhs as against 21.95 lakhs as at March 31, 2019. While the private life insurers recorded a growth of 5.33 per cent, LIC recorded a growth of 2.51 per cent. At the end of the year 2019-20, while the number of agents with LIC stood at 12.09 lakhs, the corresponding number for private sector insurers was 10.69 lakhs.

II.2.1.2 During the year 2019-20, the total number of agents appointed in Life Industry were 6.50 lakhs and the number of agents terminated were 5.67 lakhs. While private insurers appointed 3.77 lakh

agents and terminated 3.23 lakh agents, LIC appointed 2.73 lakh agents and terminated 2.44 lakh agents (Table II.1).

II.2.1.3 Out of the total 22.78 lakh individual agents of Life insurance industry, male individual agents form 72.98 per cent and female individual agents are 27.02 per cent. For LIC, the proportion of male and female individual agents is at 77 per cent and 23 per cent. In case of private sector, the male-female proportion is at 68 per cent and 32 per cent.

Table II.2: Gender-wise Distribution of Individual Agents Associated with Life Insurers (2019-20)

Insurer	Male	Female	Total
LIC	9,31,050	2,77,776	12,08,826
Private Sector	7,31,806	3,37,833	10,69,639
Total	16,62,856	6,15,609	22,78,465

Individual Agents Associated with General Insurers

II.2.1.4 The number of individual agents associated with general insurers as at March 31, 2020 were 5.15 lakhs as against 4.70 lakhs as at March 31, 2019. While the number of Individual agents under private general insurers recorded a growth of 13.60 per cent, the number of individual agents working for PSUs recorded a growth of 7.62 per cent. At the end of the year 2019-20, while the number of agents with PSUs stood at 2.23 lakhs, the corresponding number for private sector insurers was 2.92 lakhs.

ANNUAL REPORT 2019-20

II.2.1.5 During the year 2019-20, the total number of agents appointed in PSU general insurers was 36,368 and the number of agents terminated was 11,649. While private insurers appointed 22,623 agents and terminated 1,929 agents.

II.2.1.6 Out of the total 5.15 lakh individual agents of General insurance industry, male individual agents form 79 per cent and female individual agents are 21 per cent. For PSUs, the proportion of male and female individual agents is at 82 per cent and 18 per cent. In case of private sector, the male-female proportion is at 75 per cent and 25 per cent respectively .

**Table II.3:
Individual Agents Associated with General Insurers**

(Number of Agents)

Insurer	As on March 31, 2019	Appointment during 2019-20	Termination during 2019-20	As on March 31, 2020
Public Sector	1,98,422	36,368	11,649	2,23,141
Private Sector	2,71,662	22,623	1,929	2,92,356
Specialized Insurer	-	-	-	-
Total	4,70,084	58,991	13,578	5,15,497

**Table II.4:
Gender-wise Distribution of Individual Agents
Associated with General Insurers
(2019-20)**

Insurer	Male	Female	Total
Public Sector	1,68,261	54,880	2,23,141
Private Sector	2,39,119	53,237	2,92,356
Specialized Insurer	-	-	-
Total	4,07,380	1,08,117	5,15,497

Individual Agents Associated with Stand-alone Health Insurers (SAHI)

II.2.1.7 The number of individual agents as at March 31, 2020 were 6.81 lakhs as against 5.20 lakhs as at March 31, 2019. As on March 31, 2020, Star Health with 3.59 lakh individual agents contributed 52.75 per cent of the total individual agents of SAHI insurers. During the year 2019-20, the total number of agents appointed by SAHI insurers were 1.73 lakhs and the number of agents terminated were 12,190. Out of the total individual agents of SAHI

**Table II.5:
Individual Agents Associated with Stand-alone Health Insurers**

(Number of Agents)

Insurer	As on March 31, 2019	Appointment during 2019-20	Termination during 2019-20	As on March 31, 2020
Aditya Birla	18,811	12,927	6,679	25,059
HDFC Ergo Health\$	72,747	26,187	862	98,072
ManipalCigna#	27,655	7,209	529	34,335
Max Bupa	31,540	9,990	1,532	39,998
Reliance Health@	524	0	0	0
Religare	85,544	39,759	963	1,24,340
Star Health	2,83,829	77,137	1,625	3,59,341
Total	5,20,650	1,73,209	12,190	6,81,145

Note:\$ - Formerly Apollo Munich; #- Formerly Cigna TTK

@-The Authority vide Order Ref. No. IRDA/F&A/ORD/SOLP/200/11/2019 dated Nov 06, 2019 issued directions to the Reliance Health to stop selling new policies and transfer the portfolio to Reliance General

**Table II.6:
Gender-wise Distribution of Individual Agents Associated with Stand-alone Health Insurers
(2019-20)**

Insurer	Male	Female	Total
Aditya Birla	17,121	7,938	25,059
HDFC Ergo Health\$	73,111	24,961	98,072
ManipalCigna#	23,811	10,524	34,335
Max Bupa	25,837	14,161	39,998
Religare	88,447	35,893	1,24,340
Star Health	2,64,073	95,268	3,59,341
Total	4,92,400	1,88,745	6,81,145

Note:# Formerly Cigna TTK \$ Formerly Apollo Munich

insurers, 72 per cent were male and 28 per cent were female.

II.2.2 Corporate Agents

II.2.2.1 Corporate entities represent an insurance company and sell its policies. Usually they are engaged in a particular business and sell insurance policies to their existing customers based on the situation. Corporate Agents can represent one life insurer, one non-life insurer and one standalone health insurer. In addition they can represent the two specialised insurance companies.

II.2.2.2 As on March 31, 2020, the Authority has issued Certificate of Registration to 658 corporate Agents under IRDAI (Registration of Corporate Agents) Regulations, 2015. Out of 658 Corporate Agents, there are 265 Banks and 393 NBFCs/ Cooperative Societies/Limited Liability Partnership Firms and other eligible firms.

**Table II.7: Corporate Agents Associated with Insurance Business
(As on March 31, 2020)**

Category	Banks	NBFCs and Others	Total
Life	22	47	69
General	15	44	59
Health	-	1	1
Composite	228	301	529
Total	265	393	658

II.2.3 Insurance Brokers

II.2.3.1 The Authority allowed insurance brokers to operate in the Indian market since 2003 and the first Broking Certificate of Registration (CoR) was issued on January 30, 2003 pursuant to the provisions of the IRDA (Insurance Brokers) Regulations, 2002. These regulations were superseded by IRDA (Insurance Brokers) Regulations, 2013 in the year 2013-14. Further IRDA (Insurance Brokers) Regulations, 2013 were superseded by IRDAI (Insurance Brokers) Regulations, 2018 in the year 2017-18. The Regulations stipulated a capital requirement of 75 lakh rupees for direct insurance brokers, 400 lakh rupees for reinsurance brokers and 500 lakh rupees for composite insurance brokers. The insurance broking is steadily popularizing and the number of registrations increased to 589 as on March 31, 2020.

II.2.3.2 Out of the total number of 589 registered brokers, the valid brokers stood at 463 and 126 were not in force as on March 31, 2020. The 463 valid brokers comprise of 397 direct brokers, 61 composite brokers and 5 reinsurance brokers (Table II.8). The Authority has issued 28 new Certificate of Registration (CoR) in 2019-20 out of which 27 as Direct Insurance Broker and 1 as Reinsurance Broker.

II.2.3.3 During 2019-20, the Authority has renewed 110 insurance broker registrations. As per the regulations, an insurance broker may apply for renewal 90 days in advance prior to the expiry of their registration. The Authority has been taking steps to improve the quality of compliance levels of the insurance brokers. Some of them include conduct of workshops, regular interaction with Insurance Brokers Association of India, etc.

II.2.3.4 As a prelude for moving towards paperless environment, the Authority implemented the Business Analytics Project (BAP) from January 01, 2016. The processing of new applications for

insurance broker certificate of registration, renewal of insurance broker certificate of registration and corporate governance matters are being done through BAP module.

II.2.4 Micro Insurance Agents

II.2.4.1 In order to facilitate penetration of insurance to the lower income segments of population, IRDAI had notified the Micro Insurance Regulations in 2005. They provided a platform to distribute insurance products, which are affordable to the rural and urban poor and to enable micro insurance to play its role in financial inclusion.

**TABLE II.8: State-wise Registered Offices of Insurance Brokers
(As on March 31, 2020)**

S. No.	State/UT	No. of Registered Offices	Category wise Registered Office		
			Direct Broker	Composite Broker	Reinsurance Broker
1	Andhra Pradesh	1	1	-	-
2	Bihar	1	1	-	-
3	Chandigarh	6	6	-	-
4	Chhattisgarh	1	1	-	-
5	Gujarat	23	21	2	-
6	Haryana	14	13	1	-
7	Jharkhand	1	1	-	-
8	Jammu and Kashmir	1	1	-	-
9	Karnataka	20	18	2	-
10	Kerala	14	13	1	-
11	Madhya Pradesh	6	6	-	-
12	Maharashtra	134	97	33	4
13	New Delhi	84	74	9	1
14	Odisha	2	2	-	-
15	Punjab	11	11	-	-
16	Rajasthan	7	7	-	-
17	Tamil Nadu	41	37	4	-
18	Telangana	41	37	4	-
19	Uttar Pradesh	25	22	3	-
20	West Bengal	30	28	2	-
	Total	463	397	61	5

**Table II.9:
Performance of Micro Insurance Business in Life Insurance Sector
(FY 2019-20)**

Insurer	Individual New Business		Group New Business		
	Policies (Lakh)	Premium (₹ Crore)	Schemes	Lives Covered (Lakh)	Premium (₹ Crore)
LIC	8.59	222.09	1	57.96	34.55
Private sector	1.69	4.57	762	1,349.33	4,391.90
Total	10.28	226.66	763	1,407.29	4,426.45

Note: New business premium includes first year premium and single premium.

II.2.4.2 The main thrust of micro insurance regulations is protection of low income people with affordable insurance products to help cope with and recover from common risks with standardized popular insurance products adhering to certain levels of cover, premium and benefit standards. These regulations allow Non-Government Organizations (NGOs) and Self Help Groups (SHGs) to act as agents to insurance companies in marketing the micro insurance products and also allow both life and non-life insurers to promote combi-micro insurance products (combination of different lines of business).

II.2.4.3 The Authority undertook the review of the Micro Insurance Regulations, 2005 comprehensively. In this connection, the Authority has notified the Amended Regulations on March 13, 2015 wherein it has permitted several more entities like District Co-operative Banks, Regional Rural Banks including Business Correspondents of Scheduled Commercial Banks to be appointed as Micro Insurance agents facilitating better penetration of Micro Insurance business and included additional policyholder protection measures.

Micro Insurance in Life Insurance Sector

II.2.4.4 Thirty two (32) micro insurance products of 16 life insurers were available in the market for sale as at March 31, 2020. Of these 32 products, 11 are Individual products and the remaining 21 are Group products (Annexure 5).

II.2.4.5 While the individual new business under the micro insurance segment for the year 2019-20

stood at 10.28 lakh new policies with a premium of ₹226.66 crore, the lives covered under group business were 14.07 crore with a premium of ₹4426.45 crore. LIC contributed to the business procured in this portfolio by garnering 8.59 lakh individual policies with a premium of ₹222.09 crore and 57.96 lakh lives with ₹34.55 crore premium under group micro business. The private sector contributed the remaining 1.69 lakh policies and ₹4.56 crore premium in individual business and 13.49 crore lives with ₹4,391.90 crore premium under group micro business.

II.2.4.6 The number of micro insurance agents as at March 31, 2020 stood at 90,574 of which 20,907 agents pertained to LIC and the remaining 69,667 pertained to private sector life insurers. Out of the total 90,574 Micro Insurance agents of Life insurance industry, NGOs form 7 per cent, Self Help Groups (SHGs) form 0.4 per cent, Micro Finance Institutions (MFIs) form 0.4 per cent, Business Correspondents (BCs) form 0.15 per cent and other MI Agents form 92 per cent.

**Table II.10
Micro Insurance Agents of Life Insurers**

Agents	LIC	Private Sector	Total
NGO's	6,504	111	6,615
SHG's	336	17	353
MFI's	295	27	322
Business Correspondents (BCs)	101	32	133
Other MI Agents	13,671	69,480	83,151
Total	20,907	69,667	90,574

Micro Insurance in General and Health Insurance Sector

II.2.4.7 General Micro Insurance Products cover health insurance, cover for belongings, such as, hut, livestock or tools or instruments, personal accident, either on individual or group basis with a maximum amount of cover of Rupees one lakh (2.5 lakh for family/group health) and for a period of one year.

II.2.4.8 Types of micro insurance product offered by the registered general insurance companies are Cattle Micro Insurance Policy, Kisan Agriculture Pumpset Micro Insurance Policy, Janata Personal Accident Sukshma Bima Policy, Silkworm Sukshma Bima Policy, Sheep and Goat Micro Insurance Policy, Sampoorna Griha Suraksha Policy etc. These products are targeted at the low income segment of the population. The Authority has permitted Pradhan Mantri Fasal Bima Yojana (PMFBY) covering non-loanee farmers, to be solicited and marketed by micro insurance agents under IRDAI (Micro Insurance) Regulations, 2015.

II.2.4.9 Further, general insurance policies issued to Micro, Small and Medium Enterprises as classified in MSMED Act, 2006 under various lines of general insurance business will also qualify as general Micro Insurance business up to ₹10,000 premium per annum per MSM enterprise.

II.2.4.10 Micro insurance being a low price-high volume business, its success and sustainability depends mainly on keeping the transaction costs down. Section 32B and 32C of the Insurance Act, 1938 and IRDAI (Obligations of insurers of Rural and Social sectors) 2015, stipulate obligations to insurers in respect of rural and social sector, which have also contributed substantially to the development and promotion of micro insurance products in India.

II.2.4.11 Total number of general insurance policies issued by Micro Insurance agents in the year 2019-20 are as follows:

Private	Public	Total
58,980	74,424	1,33,404

Note: Does not include Micro Insurance policies issued by SAHI insurers

II.2.4.12 While public sector insurers have issued about 70 per cent (3.08 lakh policies) of general insurance policies under micro insurance segment in the year 2019-20, private insurers excluding SAHI collected 92 per cent of premium under micro insurance segment.

Table II.11: Performance of Micro Insurance Business in General Insurance Sector (FY 2019-20)

Insurer	Number of Policies	Gross Direct Premium (₹ crore)
Public Sector	3,07,592	1.35
Private Sector (excluding SAHI)	1,10,737	19.62
Specialized Insurer	18,080	0.30
Total	4,36,409	21.27

II.2.4.13 Health Insurance business excluding Personal Accident and Travel Insurance done by Micro Insurance agents are as below:

Number of policies issued	: 493
Number of persons covered	: 29.53 lakh
Gross Direct Premium	: ₹40.08 crore

II.2.4.14 The number of micro insurance agents with Stand-alone Health insurers was one as at March 31, 2020, which pertains to Religare Health.

II.2.5 Insurance Marketing Firm

II.2.5.1 Insurance Marketing Firm (IMF) is a distribution channel introduced by the Authority in 2015. It is envisaged to be a one stop shop, offering financial products required at various stages of the life of an individual. IMFs are registered by the Authority under Insurance Regulatory and Development Authority of India (Registration of Insurance Marketing Firm) Regulations, 2015. The registration is district-wise, and the IMFs are allowed

to opt for a maximum of three districts within a state. The IMFs follow the concept of open architecture, wherein they are allowed to solicit and procure insurance products of maximum of two Life, two General and two Health insurance companies at any point of time. In addition to these six tie-ups, the IMFs are also allowed to tie-up with Agriculture Insurance Company of India Ltd. (AIC) and Export Credit Guarantee Corporation Ltd. (ECGC). IMFs are allowed to procure all types of life insurance products, whereas, only retail lines of insurance products are permitted in respect of general insurance. IMFs can also distribute other financial products as permitted by RBI, SEBI, PFRDA, Department of Posts, etc. after obtaining due approvals from such authorities.

II.2.5.2 The Authority issues 'No Objection Certificates' (NOCs) for registration of the applicant with Registrar of Companies either as a Private Limited Company or as a LLP. Subsequent to this, IMF Department of the Authority processes the applications submitted through online portal for grant of registration as IMFs. Applications for NOC/Registration are received through the online portal www.imf.irda.gov.in.

II.2.5.3 The Authority conducted a workshop for the IMFs at Lucknow in July, 2019. The objective of the workshop was to generate awareness about IMFs and to sensitize the existing IMFs about compliance requirements. Operational feedback was obtained from the IMFs. Operational issues between the IMFs and the insurers were sorted out.

II.2.5.4 During the year 2019-20, 317 NOCs were issued by the Authority. With this, the total number of NOCs issued as on March 31, 2020 was 1762. Further, the Authority has issued 68 IMF registrations in the year 2019-20, and the total number of registrations as on March 31, 2020 was 339. The business generated by the IMF channel was ₹103.23 crore in the year 2019-20 for Life, General and Health insurance segments together.

Segment	Insurance Companies having tie-ups with IMFs	Total Premium Income (₹ Crore)
Life Insurance	10	51.51
General Insurance including Health	25	51.72
Total	35	103.23

II.2.5.5 The state and district wise presence of IMFs is shown in Table II.12. The States of Maharashtra, Delhi, Uttar Pradesh, Gujarat and Telangana have the maximum number of IMFs registered as on March 31, 2020. Out of the 117 aspirational districts, IMFs are present in three of the aspirational districts in three states viz. Gaya district in Bihar, Giridih district in Jharkhand and Gadag district in Karnataka.

II.2.6 Common Public Service Centre-SPV

II.2.6.1 Common Public Service Centres (CPSC) are established under Digital India Programme of Government of India and implemented by M/s CSC e-Governance Services India Limited and includes similar centers established by the Special Purpose Vehicle of respective State Governments. The Common Public Service Centre-Special Purpose vehicle (CPSC-SPV) shall market insurance products and also offer other insurance related services through the CSC network of those insurance companies who have entered into an agreement with the CPSC-SPV.

II.2.6.2 The Authority has notified the Insurance Regulatory and Development Authority of India (Insurance Services by Common Service Centres), Regulations 2015 on October 05, 2015 which is superseded by IRDAI (Insurance Services by Common Public Service Centers) Regulations, 2019.

**Table II.12:
State and District-wise Presence of Insurance Marketing Firms**

S. No.	State	Number of IMFs	Districts
1	Andhra Pradesh	8	Guntur (4), Krishna (3), Prakasam (1)
2	Bihar	8	Aurangabad (1), Gaya (1), Muzaffarpur (2), Patna (4)
3	Chandigarh	7	Chandigarh (7)
4	Chhattisgarh	3	Raipur(3)
5	Delhi	45	C-Delhi (1), E-Delhi (4), N-Delhi (2), NE Delhi (1), NW Delhi (10), S-Delhi (8), SW Delhi (8), W-Delhi (11)
6	Gujarat	32	Ahmedabad (16), Anand (1), Gandhinagar (2), Rajkot (1), Surat (5), Vadodara (6), Valsad (1)
7	Haryana	13	Ambala (1), Gurugram (3), Hisar (1), Jind (1), Karnal (1) , Kurukshetra (1), Panchkula (1), Roktak (2), Sonipat (1), Yamunanagar (1)
8	Himachal Pradesh	3	Hamirpur (1), Mandi (1), Shimla (1)
9	Jammu Kashmir	5	Jammu (5)
10	Jharkhand	4	Dhanbad (1), Giridih (1), Hazaribagh (1), Ranchi (1)
11	Karnataka	12	Bangalore (9), Belgaum (1), Gadag (1), Shimoga (1)
12	Kerala	11	Ernakulam (4), Kannur (1), Malappuram (1), Palakkad (1), Trivandrum (2), Thrissur (2)
13	Madhya Pradesh	3	Bhopal (1), Indore (1), Ujjain (1)
14	Maharashtra	61	Mumbai (26), Nagpur (5), Nashik (3), Pune (20) Thane (7)
15	Odisha	4	Cuttack (1), Khordha (2), Sabalpur (1)
16	Punjab	14	Amritsar (1), Hoshiarpur (1), Ludhiana (5), Mohali (7)
17	Rajasthan	7	Ajmer (1), Jaipur (4), Jodhpur (1), Pratapgarh (1)
18	Tamil Nadu	9	Chennai (4), Coimbatore (3), Kanchipuram (1), Kanyakumari (1)
19	Telangana	25	Hyderabad (19), Karimnagar (1), Ranga Reddy (3), Warangal (2)
20	Uttar Pradesh	43	Aligarh (1), Deoria (1), Gautam Buddha Nagar (8), Ghaziabad (5), Gorakhpur (2), Jalaun (1), Kanpur (1), Lucknow (15), Mathura (1), Meerut (1), Moradabad (1), Muzaffarnagar (1), Prayagraj (1), Varanasi (4)
21	Uttarakhand	6	Dehradun (6)
22	West Bengal	16	Bardhaman (1), Hooghly (2), Jalpaiguri (1), Kolkata(10), North 24 Parganas (2)
	Total	339	

Note: Figures in bracket are number of IMFs

II.2.6.3 Village Level Entrepreneur (VLE) is an individual registered and authorized to operate the Common Public Service Centre, who is in-charge of running the daily operations of the CPSC, as approved by the SCA or SDA and CPSC-SPV under CSC Model.

II.2.6.4 Rural Authorized Person (RAP) is an individual Village Level Entrepreneur (VLE) or its equivalent Registered and Authorized by CPSC-SPV to operate and manage a Common Public

Service Centre, and approved by the Authority upon successful completion of training and examination, as specified by the Authority.

II.2.6.5 The IRDAI (Insurance Services by Common Public Service Centers) Regulations, 2019 introduced "Village Level Entrepreneur-Ins" (VLE-Ins) who is a VLE who can sell simple over the counter insurance products besides Rural Authorized Person (RAP). Qualification, training and examination requirements of VLE-Ins are same as

those stipulated for Point of Sales Person. RAP and VLE-Ins can sell products available to Point of Sales Person and all micro-insurance products and all government schemes underwritten by insurers.

II.2.6.6 The total number of RAP and VLE who have undergone training and passed exam and have been issued certificates since inception is 70,804. The performance of CPSC-SPV channel during the FY 2019-20 is as under:

• Number of RAP enrolled during FY 2019-20	16,555
• Number of VLE-Ins enrolled during FY 2019-20	12,734
• Total Insurance premium procured (Life and Non-life)	₹253 crore
• Total Renewal premium collected (Life)	₹901 crore

II.2.7 Web Aggregators

II.2.7.1 The Authority has promoted an insurance distribution channel called the Insurance Web Aggregator, for comparing and distribution of Insurance Policies online. The objective of an Insurance Web Aggregator is to maintain a website for providing interface to the insurance prospects for price comparison and information of products of different insurers and other related matters. This initiative was taken to increase the insurance penetration through e-commerce and contribute to the Government of India's Digital India initiative.

II.2.7.2 IRDAI (Insurance Web Aggregators) Regulations, 2017 was notified on April 13, 2017 with an objective to supervise and monitor the Insurance Web Aggregators. These regulations supersede Insurance Regulatory and Development Authority (Web Aggregators) Regulations, 2013. Insurance Web Aggregators are allowed to sell Life, General and Health Insurance products through online and distance marketing modes.

II.2.7.3 As on March 31, 2020, the number of certified Insurance Web Aggregator was 25. The business generated by 18 active insurance Web Aggregator channel for FY 2019-20 is as follows:

- i. Total number of visitors: 4.26 crore
- ii. Total number of policies issued: 61,38,150
- iii. Total premium procured: ₹3,258 crore

II.2.8 Point of Sales Person (POSP)

POS-Life Insurers

II.2.8.1 In order to give an added fillip in providing easy access to Life Insurance products to people at large and to enhance insurance penetration and density as part of Regulator's development mandate, the Authority has issued necessary Guidelines to Life Insurers.

II.2.8.2 Salient features of Guidelines on POS – Life Insurance Products

- Defined POS Product as simple plain vanilla type of products wherein each and every benefit is predefined and disclosed upfront clearly at the time of Sale itself and is very simple to understand
- Prescribed the categories of products which can be offered as POS Product specifying the parameters
- Allowed offering only non-linked and individual products under POS product
- Prescribed a Key Feature Document – cum – Proposal form for POS product
- Prescribed channels who can solicit POS Products
- Submission of half yearly returns to the Authority on POS product business
- Allowed filing the existing Non-POS products which meet the parameters of the categories of POS Life Insurance products under existing provisions of “minor modification” enclosing KFD and the certificates from Life Insurer stating that the existing product meets the applicable parameters mentioned in the Guidelines and that their existing IT systems and internal controls are in compliance to these Guidelines.

II.2.8.3 Salient features of Guidelines on POS Persons – Life Insurance

- Defined POS Persons as an individual who possesses the minimum qualifications, has undergone training and passed the examination as specified in the Guidelines and solicits and markets only such products as specified by the Authority.
- Prescribed provisions on training, examination, appointment of POS persons
- Specified the products that can be solicited by POS Persons
- Allowed POS persons to distribute Micro Insurance products of Life Insurers.

POS - General and Health Insurers

II.2.8.4 The Authority has observed that there are number of persons who are involved in undertaking simple and routine activities pertaining to solicitation and marketing of insurance policies. For e.g. bulk of products in motor insurance, travel insurance, personal accident insurance, etc. require very little underwriting. These happen to be largely pre-underwritten products wherein based on the information provided by the prospect, the insurance policy is automatically generated by the system. The intervention required for such a product is minimal and the training and examination for such persons could be of a lesser degree.

II.2.8.5 In order to facilitate the growth of insurance business in the country and to enhance insurance penetration and insurance density, the Authority as part of its developmental agenda issued guidelines on “Point of Sales Persons” on October 26, 2015.

II.2.8.6 Salient features of the guidelines on Point of Sales Persons

- “Point of Sales Person” who can solicit and market only certain pre-underwritten products approved by the Authority.
- Every “Point of Sales Person” shall be identified by his PAN Card.
- The persons soliciting and marketing such pre-underwritten products approved by the Authority shall be called as “Point of Sales Person”.

- The “Point of Sales Person” shall be at least 10th pass.
- The General insurer including stand-alone health insurer or insurance intermediary proposing to engage the POS person shall:
- Ensure that the applicant is not engaged with any other insurer or insurance intermediary by cross-checking with the database housed in Insurance Information Bureau (IIB), Hyderabad.
- Conduct an in-house training of 15 hours for the candidate
- Conduct an examination after successful completion of the training
- Issue a certificate to the candidate who has passed the examination in the format attached to the circular.
- Engage the successful candidate as POS person by entering into a written agreement, specifying the terms and conditions.
- Upload the details in the IIB date-base at the end of the day.
- Maintain a proper record of training and examination for at least five years from the end of financial year in which these are conducted which shall be made available to the inspecting official of the Authority during on-site inspection.
- A “Point of Sales Person” can represent an insurance company or an insurance intermediary.
- It is hereby clarified that if the maximum sum insured under the policy crosses the limit on account of no claim bonus accruing to the policyholder, it will be unfair to the POS to be denied his fees on the policy sourced by him. Therefore, the sponsoring entity is allowed to recognize such policies as being sourced by the POS and pay the fees to the POS, so long it can be clearly established that the excess sum insured is only on account of No-Claim Bonus.

II.2.8.7 The “Point of Sales Person” can sell only the following pre-underwritten product and their respective sum insured limit:

ANNUAL REPORT 2019-20

S. No.	Product Category	Maximum Limit of Sum Insured for a General Insurance Product Marketed by POS
i.	Motor Package (2-wheeler, private car and commercial vehicles)	₹50 lakhs per risk
ii.	Motor Third Party (2-wheeler, private car and commercial vehicles)	No limit
iii.	Personal Accident	₹50 lakhs per life
iv.	Travel	₹3 crores per life/ risk or equivalent currency in foreign exchange
v.	Home	₹50 lakhs per risk
vi.	Fire & Allied Peril (Dwelling)	₹50 lakhs per risk
vii.	Hospital Cash	₹1 lakh per individual
viii.	Critical Illness	₹3 lakh per individual
ix.	Health Indemnity	₹5 lakh per individual
x.	Cattle/ Livestock	₹1.5 lakhs per risk
xi.	Agricultural Pump-set	₹1.5 lakhs per risk
xii.	PMFBY/ WBCIS/ CPIS/ PMSBY/ Govt Schemes	No limit
xiii.	Crop Insurance other than Govt Schemes	₹1 lakh per acre
xiv.	Micro Insurance products of General and Health insurance	

II.2.8.8 The Authority has issued Guidelines on Regulatory Framework for appointment of Postmen and GrameenDakSevaks of Dept. of Posts as Point of Sales Person by India Post Payment Bank (IPPB) vide order dated December 04, 2019.

II.2.8.9 The number of POSP as on March 31, 2020 is as under:

Description	No. of POSPs
POSPs as on March 31, 2019	2,43,317
POSPs deactivated during 2019-20	6,089
POSPs added during 2019-20	2,89,674
Total POSPs as on March 31, 2020	5,39,080

II.2.9 Motor Insurance Service Provider (MISP)

II.2.9.1 The Authority issued guidelines on Motor Insurance Service Provider (MISP) on August 31, 2017 with the objective of recognizing the role of the automotive dealer in distributing and servicing motor insurance policies so as to have regulatory oversight over their activities connected to insurance.

II.2.9.2 "Motor Insurance Service Provider (MISP)" means an automobile dealer appointed by the insurer or the insurance intermediary to distribute and/ or service motor insurance policies of automotive vehicles sold through it. The MISP shall be sponsored by either insurer(s) or an insurance

intermediary. If an insurance intermediary appoints the MISP, then it shall work for the number of insurers as allowed under the respective regulations governing the intermediary. A MISP may work for one or more insurers either directly or through the insurance intermediaries, if it so desires.

II.2.9.3 The MISP shall appoint a Designated Person and all persons distributing motor insurance policies shall be at least class 12 pass and shall undergo training and examination of Point of Sales Person. The appointment of a MISP shall be normally valid unless revoked in case of insurers and valid as long as the certificate of registration is valid in case of insurance intermediaries. A periodic review of the controls, systems, procedures, and safeguards put in place by the MISP, shall be carried out, at least once a year, by the sponsoring entity(ies).

II.2.9.4 An elaborate code of conduct for the MISP and obligations of the sponsoring entity(ies) has been prescribed in the guidelines. The MISP shall ensure that the following minimum conditions are met at all times:

- i) The distribution of motor insurance policies through MISP shall be on the basis of an agreement entered into between the insurer or insurance intermediary and the Motor Insurance Service Provider, as the case may be.
- ii) The MISP shall distribute and/ or service motor insurance policies including add-ons only.

ANNUAL REPORT 2019-20

Type of Vehicle	Max. Distribution Fees payable to MISP	Max. Remuneration & Reward payable to insurance intermediary by insurer*
2 wheeler automotive vehicle	22.5% of the OD portion of the automotive vehicle	22.5% of the OD portion of the automotive vehicle
Other than 2 wheeler automotive vehicle	19.5% of the OD portion of the automotive vehicle	19.5% of the OD portion of the automotive vehicle

Note: *The insurer shall not pay both the remuneration & reward and distribution fees on the same motor insurance policy.

- iii) The maximum distribution fees payable to MISP shall be as follows:
- iv) The MISP or any of its associate company, shall not receive directly or indirectly from the insurer and the insurer shall not pay directly or indirectly to the MISP or any of its associate company any fees, charges, infrastructure expenses, advertising expenses, documentation charges, legal fees, advisory fees, or any other payment by whatever name called except as specified in the guidelines.
- v) The MISP shall facilitate the creation of e-insurance account and issuance of e-insurance policies.
- vi) The sponsoring entity(ies) and MISP shall have in place a mechanism to address policyholders' grievances.
- vii) In case there are more than one sponsoring insurers of a MISP, then all such insurers shall be jointly and severally liable for the actions of the MISP and open for penalties.
- viii) Automotive dealers holding any insurance intermediary license/ certificate of registration shall not be allowed to distribute and service motor insurance policies.
- ix) They shall surrender existing license/ certificate of registration and necessarily become a Motor Insurance Service Provider in order to distribute and service motor insurance policies.

II.2.9.5 The number of MISP as on March 31, 2020 is as under:

Description	No. of MISPs
MISPs as on March 31, 2019	18,629
MISPs deactivated during 2019-20	42
MISPs added during 2019-20	3,815
Total MISPs as on March 31, 2020	22,486

II.2.10 Surveyors and Loss Assessors

II.2.10.1 Surveyors and Loss Assessors (SLA) play an important role in the process of evaluation and settlement of claims pertaining to general insurance policies. Section 64UM of the Insurance Act, 1938 provides that no person shall act as a surveyor or loss assessor in respect of general insurance business unless he holds a valid SLA license issued by IRDAI. No claim in respect of a loss which has occurred in India and requiring to be paid or settled in India equal to or exceeding an amount specified in the regulations by the Authority in value on any policy of insurance, arising or intimated to an insurer shall be admitted for payment or settled by the insurer unless he has obtained a report, on the loss that has occurred, from a person who holds a license to act as a surveyor or loss assessor. As per Section 64 UM of Insurance Act, 1938 amended vide The Insurance Laws (Amendment) Act, 2015, academic qualification as specified by the Authority and membership of Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA) are statutory requirements for a person to act as a surveyor and loss assessor.

**Table II.13:
Licenses Issued to Surveyors and Loss Assessors**

Type of SLA	2018-19	2019-20
Fresh Licenses		
Individual	512	478
Corporate	27	16
Total	539	494
Renewals		
Individual	2,423	3,507
Corporate	53	51
Total	2,476	3,558
Trainee Enrolments	1,320	1,158

II.2.11 Third Party Service Providers (TPAs)

II.2.11.1 Third Party Administrator (TPA) means a company registered with the Authority and engaged by an insurer, for a fee or by whatever name called and as may be mentioned in the health services agreement, for providing health services.

ANNUAL REPORT 2019-20

II.2.11.2 TPA may render the following services to an insurer under an agreement in connection with health insurance business:

- i. Servicing of claims under health insurance policies by way of pre authorization of cashless treatment or settlement of claims other than cashless claims or both, as per the underlying terms and conditions of the respective policy and within the framework of the guidelines issued by the insurers for settlement of claims.
- ii. Servicing of claims for Hospitalization cover, if any, under Personal Accident Policy and domestic travel policy.

iii. Facilitating carrying out of pre-insurance medical examinations in connection with underwriting of the health insurance policies.

II.2.11.3 As on March 31, 2020 there were 24 TPAs registered by IRDAI. During the year 2019-20, no Certificate of Registration was granted to any new TPA. Certificate of Registration of Focus Health Insurance TPA Private Limited was cancelled by Authority on July 12, 2019. The list of TPAs registered with Authority along with network hospitals enrolled by them is provided in Table II.14. The TPAs expanded the network of the hospitals by adding new hospitals to their network as specified in Table.

**Table II.14:
Network Hospitals Enrolled by TPAs**

(Number of Hospitals)					
S. No.	Name of the TPA	As at March 31, 2019	Additions during 2019-20	Withdrawal/ Removal during 2019-20	As at March 31, 2020
1	Alankit Insurance TPA Limited	5,067	173	5	5,235
2	Anmol Medicare Insurance TPA Limited	509	30	0	539
3	Anyuta Insurance TPA In Health Care Private Limited	1,077	0	0	1,077
4	East West Assist Insurance TPA Private Limited	5,188	86	54	5,220
5	Ericson Insurance TPA Private Limited	6,147	1,974	0	8,121
6	Family Health Plan Insurance TPA Limited	12,460	5,146	4,522	13,084
7	Genins India Insurance TPA Limited	4,798	310	83	5,025
8	Good Health Insurance TPA Limited	5,855	405	144	6,116
9	Grand Insurance TPA Private Limited	4,085	73	0	4,158
10	Health India Insurance TPA Services Private Limited	6,240	2,389	313	8,316
11	Health Insurance TPA of India Limited	2,317	3,625	48	5,894
12	Heritage Health Insurance TPA Private Limited	7,157	1,300	433	8,024
13	MDIndia Health Insurance TPA Private Limited	10,789	5,218	949	15,058
14	Medi Assist Insurance TPA Private Limited	6,872	4,791	417	11,246
15	Medsave Health Insurance TPA Limited	8,855	227	73	9,009
16	Paramount Health Services & Insurance TPA Pvt. Ltd.	15,397	1,234	1,518	15,113
17	Park Medclaim Insurance TPA Private Limited	3,736	375	0	4,111
18	Raksha Health Insurance TPA Private Limited	7,761	576	235	8,102
19	Rothshield Insurance TPA Limited	3,691	232	21	3,902
20	Safeway Insurance TPA Private Limited	5,276	1,210	395	6,091
21	United Health Care Parekh Insurance TPA Pvt. Ltd.	5,300	179	161	5,318
22	Vidal Health Insurance TPA Private Limited	7,701	382	134	7,949
23	Vipul Medcorp Insurance TPA Private Limited	9,479	2,195	270	11,404
24	Vision Digital Insurance TPA Private Limited	3,982	868	7	4,843
Total Network Hospitals*		1,49,739	32,998	9,782	1,72,955

Note: * Hospitals may have tied up with more than one TPA

BOX ITEM II.2

**BRIEF HIGHLIGHTS OF IRDAI (THIRD PARTY ADMINISTRATORS- HEALTH SERVICES)
(AMENDMENT) REGULATIONS, 2019**

Insurance Regulatory and Development Authority of India (Third Party Administrators-Health Services) Regulations, 2001 were notified on September 17, 2001 introducing the concept of Third Party Administrators (TPAs) into the Health Insurance Industry. Since the notification of these Regulations, significant developments have taken place in Health Insurance space. Most importantly, under the Insurance (Amendment) Act, 2015, the definition of word intermediary or Insurance intermediary was amended and Third Party Administrators were brought under the definition of the Insurance Intermediaries. In this backdrop, the then IRDA (TPA-Health Services) Regulations, 2001 were revisited and IRDAI (Third Party Administrators-Health Services) Regulations, 2016 (referred as TPA Regulations, 2016) were notified on March 14, 2016.

Subsequently, taking into consideration the experience gained while reviewing the performance of the TPA industry, it is considered important to strengthen certain regulatory provisions. It was also considered important to put in place suitable measures for effective functioning of the TPA industry.

Hence, IRDAI (TPA-Health services) (Amendment) Regulations, 2019 were notified vide gazette notification dated December 04, 2019. Some of the important provisions introduced are presented hereunder:

- a) The concept of choosing a TPA by policyholders of their choice from amongst the TPAs engaged by the insurers were introduced. This choice is made available only in the cases where services of TPAs are engaged by the insurer for a given insurance product subject to certain conditions.
- b) In order to enable the policyholder to make an informed choice of choosing a TPA, enabling provisions introduced to specify guidelines for disclosure of qualitative and quantitative parameters by all insurers and TPAs on health services rendered.
- c) In order to ensure that only serious players enter the TPA space, the Authority introduced the following additional norms for promoters of the applicant companies seeking registration as Third Party Administrators.
 1. The applicant shall demonstrate the preparedness in respect of adequate technological capabilities, data security and human resources.
 2. The promoters of the applicant shall have professional competence and general reputation of fairness and integrity to the satisfaction of the Authority.
 3. Each of the promoters shall satisfy the following criteria:
 - i. Must be carrying on business not related to insurance or engaged in offering professional services not related to insurance for a period not less than three years to the date of application.
 - ii. Have a positive net worth in all the immediately preceding three financial years to the date of application and
 - iii. Have a net worth of not less than the capital contributed in the immediately preceding two financial years to the date of application.

4. Where there are one or more investors in an applicant, any investor holding the shares in the applicant exceeding 10 per cent of the paid up equity capital shall be considered as promoter of the applicant.
 5. Indian investors, other than the promoters put together shall not hold more than 25 per cent of the paid up equity capital of the applicant.
 6. The promoters shall agree to a lock-in period of three years for the funds proposed to be invested in the applicant. The lock-in period of three years shall reckon from the date of granting certificate of registration by the Authority.
- d) In order to prevent the existence of non-players in TPA industry a provision was incorporated to ensure that where the TPA could not commence the business operations within twelve months from date of grant of CoR, it shall seek extension of time for a period not exceeding 6 months. In case the TPA did not commence the business operations within the extended period, the Authority shall cancel the certificate of registration. Norms are also introduced on where, an applicant or any of the promoters of the applicant against whom an order of refusal for grant of certificate of registration has been passed by the Authority shall not, for a period of one year from such refusal, submit a fresh application to the Authority for the grant of certificate of registration as a TPA.
- e) A TPA against whom an order of revocation or cancellation or denial of the renewal has been passed by the Authority shall not, for a period of two years from the date of such revocation or cancellation or denial, submit a fresh application to the Authority for the grant of certificate of registration as a TPA.
- f) The Authority also introduced the provisions on maintenance files, data and other related information pertaining to the settlement of claims in electronic form, hence, maintenance of the same by the TPAs again in the physical form is dispensed with.
- g) To prevent the abuse/unauthorized sharing of information among various stakeholders, authority incorporated provisions whereby any information or data relating to the group insurance policies of one insurer shall not be shared with any other insurer or any other third party. For the purpose of underwriting, a TPA, with the explicit written approval of the concerned insurer and the Group Insurance Policyholder, may share information or data to any other insurer.

BOX ITEM II.3

STANDARDS FOR HOSPITALS IN THE PROVIDER NETWORK – DISCLOSURE OF QUALITY PARAMETERS

1. Hospitals are playing a key role in providing health services in the country. Health insurance is also growing year on year and is reaching out to larger sections of population.
2. The health insurance claims are settled on cashless basis or reimbursement basis with cashless settlement playing a predominant role over reimbursement mode in terms of number as well as amount of health insurance claims settled.
3. While service providers (Insurers and TPAs) may be privy to the scope of services provided along with infrastructural facilities available with the Network providers at the time of empanelment (while entering into Service Level Agreement), policyholders are not cognizant of the same.

4. As policyholders can make a choice about the network provider at the point of availing cashless facility, there is scope for dissemination of information on quantitative and qualitative parameters of various network providers to the policyholders and insuring public at large. This information enables them understand the medical infrastructure and qualitative medical service being rendered by various hospitals.
5. With this objective of enhancing information flow to the policyholders about the network providers, insurers were mandated to disclose the specified details on infrastructure of the network providers. The draft circular on disclosure of hospital quality parameters was published on the website of IRDAI on February 06, 2020 for consultation. The final circular on disclosure of hospital was notified by IRDAI on June 10, 2020.
6. As per the norms notified by IRDAI, the following details relating to hospitals (Network Providers) are to be disclosed by the insurers:
 - i. Total Bed strength of the Hospital
 - ii. Number of Doctors and qualified nurses in the hospital
 - iii. Total number of ICU beds in the hospital
 - iv. Number of Doctors and qualified nurses exclusively available for ICU
 - v. Accreditation received by the Hospital, if any

Further, the following qualitative parameters are also to be disclosed by the insurers:

 - vi. Doctor-Bed ratio
 - vii. Nurse-Bed ratio
 - viii. Doctor- Bed ratio in ICU
 - ix. Nurse- Bed ratio in ICU
 - x. C-section rate
7. With regards to quality of health services rendered by hospitals (network providers) to the policyholders of the insurance company, disclosure of the following parameters is mandated. These parameters are to be counted taking the number of admitted cases relating to the concerned insurance company.
 - a. Average Admission Time
 - b. Average Discharge time
 - c. Average length of stay for medical cases
 - d. Average length of stay for surgical cases
8. It was mandated that these details shall be updated as at March 31 of every financial year and be disclosed by June 30.
9. TPAs and Insurers were also directed to disclose the web addresses of the network providers enabling policyholders to visit the website of the respective hospitals for up to date information at any given point of time.
10. These directions will come into effect from April 01, 2021 and the data for financial year ending March 31, 2021 shall be published by June 30, 2021.

II.2.12 Performance of Intermediaries Associated with Insurance Business

Performance of Intermediaries in Life Insurance Business

Individual New Business

II.2.12.1 The traditional channel individual agency force continues to be the major channel of distribution for individual new business. The contribution of individual agents to the individual new business premium has decreased to 60.09 per cent during the year 2019-20 compared to 62.26 per cent in 2018-19. But for LIC, individual agents are the dominant channel of distribution (94.74 per cent) while it was 24.63 per cent for the private sector. The second major distribution channel of individual new business is corporate agents. The contribution of corporate agents, which was at 28.45 per cent during 2018-19 has marginally increased to 28.99 per cent in the year 2019-20. The share of corporate agents in the new business premium procured by the private life insurers was

significant at 55.73 per cent in 2019-20 (56.75 per cent in 2018-19). On the other hand, LIC had only 2.86 per cent.

II.2.12.2 The share of Insurers' direct sales channel increased from 6.42 per cent in 2018-19 to 7.19 per cent in 2019-20. While private insurers procured 13.09 per cent of their new business premium through direct selling, LIC procured 1.44 per cent. Online sales channel contributed at 1.45 per cent in the year 2019-20, increased from 1.13 per cent in 2018-19. Micro Insurance (MI) agents, Common Service Centres (CSCs), Web Aggregators, Insurance Marketing Firm (IMF) and Point of Sales (POS) channels all together were contributing less than one per cent (0.59 per cent) to the individual new business premium in 2019-20, a marginal increase from 0.31 per cent in 2018-19, as shown in the Table II.15.

Group New Business

II.2.12.3 Direct selling continues to be the dominant channel of distribution for group business, with a share of 91.76 per cent of premium during

**Table II.15:
Business Performance of Intermediaries in Life Insurance
(2019-20)** (Figures in percent of Premium)

S. No.	Distribution Channel	Individual New Business			Group New Business		
		LIC#	Private Sector	Total	LIC#	Private Sector	Total
1	Individual Agents	94.74	24.63	60.09	1.62	0.87	1.47
2	Corporate Agents						
	i. Banks	2.78	52.70	27.45	0.007	22.56	4.40
	ii. Others*	0.08	3.03	1.54	0.03	7.50	1.49
3	Brokers	0.05	3.36	1.68	0.02	3.72	0.74
4	Direct Sale	1.44	13.09	7.19	98.33	64.58	91.76
5	Online Direct Sale	0.45	2.46	1.45	-	-	-
6	Micro Insurance Agents	0.43	0.002	0.22	-	0.77	0.15
7	Common Service Centres	-	0.003	0.001	-	-	-
8	Web Aggregators	-	0.54	0.27	-	-	-
9	Insurance Marketing Firm	0.03	0.11	0.07	-	-	-
10	Point of Sales	-	0.08	0.04	-	-	-
	Total	100	100	100	100	100	100
	Referrals	-	0.04	0.02	-	-	-

Note:

1. New business premium includes first year premium and single premium.
2. The leads obtained through referral arrangements have been included in the respective channels.
3. * Any entity other than banks but licensed as a corporate agent.
4. # Does not include its overseas new business premium.

Chart II.1 Channel-wise Individual New Business Performance of Life Industry (2019-20)

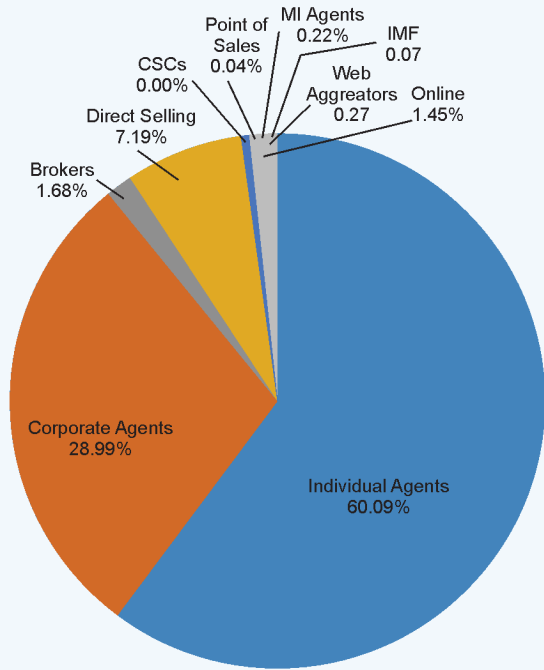
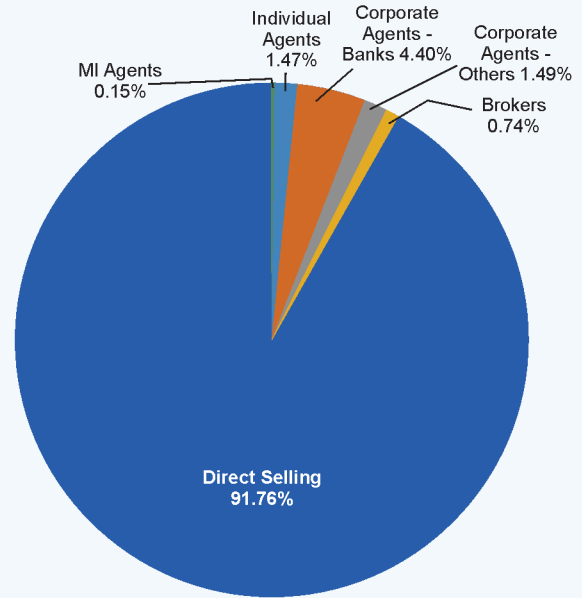


Chart II.2 Channel-wise Group New Business Performance of Life Industry (2019-20)



Figures in percent of premium

2019-20. The corresponding share in 2018-19 was 90.78 per cent. This channel contributed 64.58 per cent and 98.33 per cent of the group new business premium of the private and public sector Insurers respectively. Another important distribution channel for Group business of the private insurers was Banks. During the year 2019-20, banks contributed 22.56 per cent of the total group new business premium in case of the private insurers whereas it was 19.03 per cent in 2018-19. LIC procured 1.62 per cent of the group business premium through its traditional channel individual agency force while private insurers procured 0.87 per cent through this channel. The contribution of brokers channel was 0.74 per cent to the industry new business premium under group business (Table II.15).

Performance of Intermediaries in General Insurance Business

II.2.12.4 Amongst various channels of distribution of business for General Insurers, direct sale channel contributed to major share in premium with 28.39 per cent followed by brokers and individual agents with 25.93 per cent and 24.17 per cent respectively

in the year 2019-20. The contribution of corporate agents was 10.32 per cent of premium. All other channels together contributed to remaining 11.20 per cent of premium.

Performance of Intermediaries in Health Insurance Business (Excl. PA and Travel Insurance)

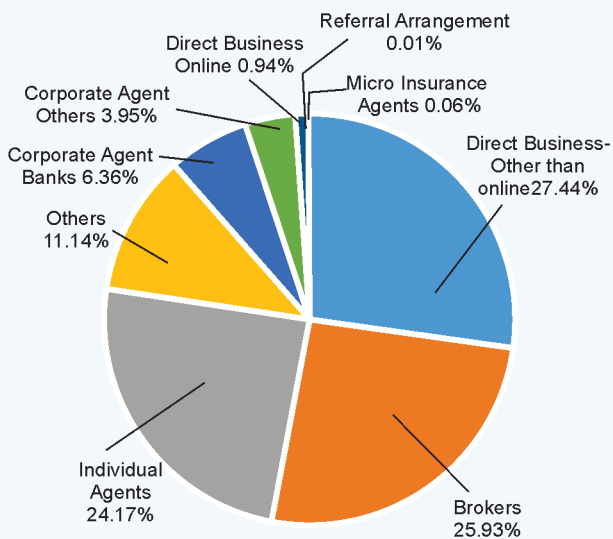
II.2.12.5 Amongst various channels for distribution of health insurance policies, individual agents contributed a major share in total health insurance premium at 34 per cent. The share of this channel was high at 75 per cent in individual Health Insurance premium. Direct sales (other than online) is the second major channel for distribution of health insurance business. This channel contributed 29 per cent in total health insurance premium. Their share in government business was 100 per cent. Third important channel for distribution of health insurance business is brokers, who contributed 23 per cent of total health insurance premium. The share of brokers was high at 42 per cent in group health insurance premium. “Bancassurance” channel contributed 9 per cent of total health

ANNUAL REPORT 2019-20

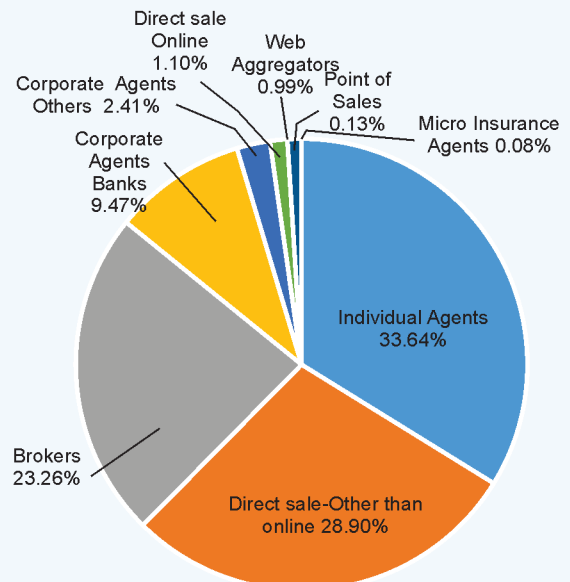
**Table II.16:
Business Performance of Intermediaries in General Insurance**
(2019-20) *(Figures in percent of Premium)*

S. No.	Distribution Channel	Public Sector Insurer	Private Sector Insurer (excl. SAHI)	Specialized Insurer	Total
1	Individual Agents	39.32	14.71	-	24.17
2	Corporate Agents	2.50	17.81	0.01	10.32
	i. Banks	1.48	11.04	-	6.36
	ii. Others	1.03	6.77	0.01	3.95
3	Brokers	19.27	33.84	3.85	25.93
4	Direct Business	31.84	27.77	9.51	28.39
	i. Online	0.40	1.49	0.03	0.94
	ii. Other than online	31.44	26.28	9.47	27.44
5	Micro Insurance Agents	0.0003	0.005	0.93	0.06
6	Referral Arrangement	0.02	0.00	-	0.01
7	Others	7.05	5.86	85.71	11.14
	Total	100.00	100.00	100.00	100.00

**Chart II.3
Channel-wise Business Performance of General Insurers (2019-20)**



**Chart II.4:
Channel-wise Performance of Health Insurance Business (Excl. PA & Travel Insurance)**



**Table II.17:
Business Performance of Intermediaries in Health Insurance
(Excl. PA and Travel Insurance)
(2019-20)**

(Figures in percent of Premium)

S. No.	Distribution Channel	Govt. Business	Group Business	Individual excl. Govt. Business	Total Business
1	Individual Agents	-	7.99	75.21	33.64
2	Corporate Agents	-	16.44	8.91	11.88
	i. Banks	-	12.37	8.06	9.47
	ii. Others	-	4.07	0.85	2.41
3	Brokers	-	42.31	4.30	23.26
4	Direct Business	100.00	33.05	8.77	30.00
	i. Online	-	0.53	2.12	1.10
	ii. Other than online	100.00	32.52	6.66	28.90
5	Micro Insurance Agents	-	0.15	0.00	0.08
6	Common Service Centres	-	-	0.001	0.0002
7	Web Aggregators	-	0.06	2.44	0.99
8	Insurance Marketing Firms	-	0.002	0.04	0.02
9	Point of Sales	-	0.01	0.31	0.13
	Total	100.00	100.00	100.00	100.00

insurance premium and “Online Sale” channel contributed one per cent of total health insurance premium.

II.2.13 Regulation for Payment of Commission or Remuneration or Reward

II.2.13.1 Subsequent to promulgation of Insurance Law (Amendment) Act, 2015, Sec 40 states that no person shall pay or contract to pay any remuneration or reward, whether by commission or other-wise for soliciting or procuring insurance business in India to any person except an insurance agent or an intermediary in such manner as may be specified by the regulations. In addition, Sec 31 B states that no insurer shall in respect of insurance business transacted by him, shall pay to any person by way of remuneration, whether by way of commission or otherwise in excess of such sum as may be specified by the regulations.

II.2.13.2 Pursuant to the above Sections of the Insurance Act, the Authority had issued IRDAI

(Payment of commission or remuneration or reward to insurance agents and insurance intermediaries) Regulations, 2016 on December 14, 2016 which was made effective from April 01, 2017. The salient features of the regulations are as under:

- i. Commission, Remuneration and Reward defined under the regulations
- ii. Every insurer shall have a Board approved policy for payment of commission or remuneration to insurance agents and insurance intermediary.
- iii. The objective of the Policy shall include the utilization of insurance agents and insurance intermediaries in that manner that: a) increase insurance penetration and density in the country; b) is in the interest of policyholders; c) is commensurate with the business strategy; d) brings cost efficiencies; e) gives an indication on the relative degree of importance placed on each of them.

- iv. The maximum commission or remuneration or reward that is allowed for life insurance products, health insurance and general insurance products are specified in the regulations.
- v. Reward shall be payable over and above the commission or remuneration based on the Board approved policy.
- vi. No reward shall be paid to insurance intermediaries whose revenues from other than insurance intermediation activities is more than fifty percent of their total revenue from all the activities.
- vii. Reward to be calculated on an overall basis for insurance agents and insurance intermediaries respectively and not linked to each and every policy solicited by an insurance agent or an insurance intermediary.
- viii. Reward in Life insurance not more than 20 per cent of first year commission or remuneration paid to insurance agents and insurance intermediaries
- ix. Reward in General insurance including health insurance not more than 30 per cent of commission or remuneration paid to insurance agents and insurance intermediaries.
- x. Insurers shall submit the Board approved policy on payment of commission and to the Authority as specified in the regulations.
- ii. The board approved policy shall stipulate the specific proportion of rewards to commission/ remuneration which shall be reasonable and justifiable, to individual insurance agent/ insurance intermediary subject to the overall limit as given in the Reg. 6(d)(ii) and 6(e)(ii) of IRDAI (Payment of commission or remuneration or reward to insurance agents and insurance intermediaries) Regulations, 2016.
- iii. There shall be consistency in the approach to rewards payable to insurance agents and insurance intermediaries for similar businesses and situations.
- iv. The insurers shall communicate in writing at the beginning of the year to insurance agents and insurance intermediaries about the maximum rewards that they can earn during the year subject to fulfilment of stipulated criteria of board policy and keeping in view the laid down proportion of rewards to commission / remuneration.
- v. Further, if any addition/ changes/ deletion in the reward program is undertaken by the insurer, the same also be communicated to insurance agents and intermediaries in advance.

II.2.13.3 The Authority has perused the Board approved policies submitted by insurers on Payment of commission or remuneration or reward. Based on the observations, the Authority has issued circular on April 03, 2020 clarifying and emphasizing the following:

- i. The board approved policies shall contain the objective and transparent criteria including the parameters on which the rewards are calculated along with the necessary justification and logic.

II.2.14 Central Database of Licensed Insurance Sales Persons in India (ENVOY)

II.2.14.1 In an endeavour to ensure that all licensed insurance sales persons working for insurers and intermediaries including entities such as Insurance Agents, Broker Qualified Persons, Specified Persons of Corporate Agents, Authorized Verifiers of Web Aggregators, Point of Sales Persons (POS) etc. do not work with multiple insurers/insurance intermediaries in the same business category, IRDAI has initiated the Central Database of all Insurance Sales Persons in India (ENVOY), to be constituted at Insurance Information Bureau of India (IIB).

II.2.14.2 The database (ENVOY – <https://envoy.iib.gov.in>) was launched on August 24, 2017 initially covering Point of Sales Persons, Specified Persons of Corporates Agents, Qualified Persons of Insurance Brokers and Authorized Verifiers of Web Aggregators and subsequently during May 2018, was extended to insurance agents of insurance companies and Insurance Sales Persons of IMF.

II.2.14.3 ENVOY also provides a search facility for the use of Insurers and Insurance Intermediaries whereby an applicant insurance sales person's details are queried for a match in the database. Appointment of such a person by the insurer or insurance intermediary shall be taken up only after ensuring that the applicant does not already figure in the database.

II.2.14.4 Considering the constraints in the sharing and storage of Aadhar number due to the recent changes in the rules, the Authority issued circular on June 30, 2020 by shifting the identifier from Aadhar number to PAN and also directed all insurers and intermediaries to submit the same to Insurance Information Bureau (IIB) not later than August 14, 2020.

II.2.14.5 The number of Licensed Insurance Sales Persons in ENVOY database as on March 31, 2020 are as under:

Sponsoring agency	Number of Entities	Number of Insurance Sales Persons
Insurer	38	4,54,399
Insurance Broker	156	8,581
Corporate Agent	104	1,00,382
IMF	16	16
Web Aggregator	1	3,821
Total		5,67,199

II.3 PROFESSIONAL INSTITUTES CONNECTED WITH INSURANCE EDUCATION

The Indian Insurance sector has seen a rise in demand for insurance education, training and research. As such, the Authority remains in touch with professional institutions connected with Insurance Education in India and abroad.

II.3.1 Institute of Insurance and Risk Management (IIRM)

II.3.1.1 The Institute of Insurance and Risk Management (IIRM), Hyderabad set up in 2004, is a Joint Initiative by IRDAI and the State Government of Telangana under the aegis of TSIIC. It has been conceived as a Centre of Excellence for Advanced Research and Training in areas of Financial Services including Insurance, Actuarial Sciences and Analytics, Risk Management and Pension Fund Management along with meeting multiple demands of the Indian economy. The Institute aims to strengthen education in various aspects of the Financial Services Sector in general and Insurance Industry in particular. Approved by the AICTE, IIRM is an effort to establish an Institute of Global Standards, catering to all aspects of Financial Services.

II.3.1.2 IIRM's two-year Management program with Insurance as a key specialization has given a new outlook for the Insurance sector for the students. In order to strengthen Insurance education, the institute offers a two-year Post Graduate Diploma in Management program (PGDM) with a combination of electives that trains students for managerial positions in the Insurance sector and other Industries.

II.3.1.3 To specifically address the skill based talent for the Insurance sector, IIRM also has a one-year Certificate Course with specialization in Insurance

& Risk Management (PGCM). This course imparts the requisite skills and knowledge to handle insurance businesses. Students of this program are absorbed in various departments of an Insurance Companies.

II.3.1.4 The Institute's recent efforts have made many students consider Insurance sector as a viable career option. The institute has reached out to educational Institutes across the country sensitizing students and creating awareness about the prospects and growth in the Insurance sector. IIRM's efforts to popularize and provide relevant human resources to the Insurance sector has been paying dividends. There is an enhanced optimism about the Insurance sector and its contribution to the economy among the student community.

II.3.2 Insurance Institute of India (III)

II.3.2.1 The Insurance Institute of India (III) was established in the year 1955, for the purpose of promoting insurance education and training. The Institute is governed by the Council consisting of Corporate Members representing Indian public sector insurers and Associated Institutes spread all over the country.

II.3.2.2 The Institute conducts Licentiate, Associateship and Fellowship Examinations at 160 centers in the country and at 13 locations abroad. As on 31.03.2020, there were 3,48,302 members including 57,964 Associate Members and 33,877 Fellow Members of the Institute. Institute qualifications are held in high esteem not only in India but also in neighbouring SAARC countries, Africa, the Middle East and in ASEAN region.

II.3.2.3 Through participation in the essay and technical paper writing competitions, the Institute encourages members to study and express themselves on different topics, and, offers cash awards and recognition by way of publishing selected essays/ papers in the Institute's Journal.

II.3.2.4 Apart from conducting professional examinations, the Institute has been mandated to develop course content and conduct pre-recruitment test for insurance agents and pre-licensing exam for surveyors as well. It is also a training centre for pre/ renewal licensing training for Brokers, Insurance Marketing Firms (IMFs), Corporate Agents and to conduct exam for Principal Officers/ Specified Officers of Corporate Agents. The Institute has also come up with a course for village level entrepreneurs under Common Service Centre guidelines.

II.3.2.5 The Institute is a Member of the Institute of Global Insurance Education and has long standing association with many other reputed global institutions and associations. The Institute is a Member of the International Insurance Society (IIS) and acts as IIS Ambassador for India and SAARC region. The Institute has professional alliances with training institutes abroad. During the year 2019-20, it entered into an agreement with Insurance Institute of Nepal for cooperation in conduct of examinations, training and capacity building in insurance sector.

II.3.2.6 During the year 2019-20, Institute concluded and published two research reports relating to Property Insurance in New and Existing Housing and Flood Peril Study for Mumbai city on behalf of sponsoring organisations. The Institute works closely with Chambers of Trade and Commerce and shares its research/ survey results and other learnings with the insurance industry participants.

II.3.2.7 College of Insurance, the training arm of the Institute is recognised by Government of India as institution of higher learning in insurance, and, has, in Mumbai and Kolkata state of the art training facilities and hostel rooms, library and gymnasium. During the year ended March 31, 2020, about 2,500 participants from India and abroad attended

trainings. CoI also organises seminars/conferences/ workshops. During the year, thought provoking seminars were organised in the areas of Health Insurance, Fraud Risk Management, Disaster Risk Management, Risk Based Capital and Credit Insurance.

II.3.2.8 With the aim of giving impetus to insurance awareness, loss prevention and skill development, as also to make available employable youth to the insurance industry participants, the Institute reaches out to Colleges and Universities across the country and conducts workshops, insurance awareness programmes. During the year, the Institute established connect with Agricultural Universities so as to make the students aware of crop insurance and the opportunities in agriculture insurance arena.

II.3.3 Indian Institute of Insurance Surveyors and Loss Assessors

II.3.3.1 The Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA) is an institute promoted and established by the Authority and incorporated under Section 25 of the Companies Act, 1956 on October 04, 2005. Membership of the institute is mandatory for grant of surveyor license. The Institute seeks to function as a self-regulatory body.

II.3.3.2 The institute is established to promote quality in profession of Surveyors and Loss Assessors through education and training, facilitate introduction of best practices amongst its members and to disseminate technical information amongst its members to upgrade their skill and knowledge. It conducts professional examinations relating to the profession of Surveyors and Loss Assessors. It

promotes research and studies in loss control and minimization techniques and measures and share the same with Insurance Industry and general public and to update its members on application of new technologies for improving service to the users and consumers. It brings out guidance notes, instruction manuals, periodicals for the use and benefit of members and others connected with the profession of surveyors and loss assessors.

II.3.4 Other Professional Institutes

II.3.4.1 The Authority also has statutory representation in the Council of the Institute of Actuaries of India (IAI), a statutory and professional body for regulation of profession of Actuaries in India. Its objective, among other things, includes regulation of the practice by the Members of the profession of Actuary.

II.3.4.2 Another noteworthy integrated management school in relation to insurance education is the National Insurance Academy (NIA), Pune which promotes, develops and nurtures research and consultancy activities on institutional and individual basis.

II.4 LITIGATIONS, APPEALS AND COURT PRONOUNCEMENTS

II.4.1 The details of the litigation in terms of cases filed before the Supreme Court, various High Courts, Securities Appellate Tribunal (SAT), Civil Courts, Motor Accident Claims Tribunal (MACT), and Lok Adalat, as also cases disposed/dismissed during 2019-20 are provided in Table II.18 and Table II.19.

ANNUAL REPORT 2019-20

**Table II.18:
Details of Legal Cases Filed during 2019-20**

S. No.	Particulars of Cases filed	Life		Non-Life		Health		Intermediaries		HR		CAD		Total	
		A	B	A	B	A	B	A	B	A	B	A	B	A	B
1	Supreme Court	-		1		1		-		-		-		2	
2	Writ Petitions filed in High Courts	3		18		11		19		1		18		70	
3	Securities Appellate Tribunal	-		3		-		8		-		-		11	
4	Writ Appeals, LPAs filed in High Courts	-		2		-		-		-		-		2	
5	Contempt Petitions filed in High Courts	-		-		-		-		-		1		1	
6	Consumer Cases (DCF+SCDRC+NCDRC)	-		-		-		-		-		60		60	
7	Civil and Lok Adalat cases	-		1		-		-		-		3		4	
8	MACT cases	-		-		-		-		-		1		1	
9	PILs	-		1		-		-		-		1		2	
	Total	3		26		12		27		1		84		153	

**Table II.19:
Details of Legal Cases Disposed/Dismissed during 2019-20**

S. No.	Particulars of Cases filed	Life		Non-Life		Health		Intermediaries		HR		CAD		Total	
		A	B	A	B	A	B	A	B	A	B	A	B	A	B
1	Writ Petitions filed in High Courts	1	3	-	10	-	3	4	6	-	2	5	9	10	33
2	Securities Appellate Tribunal	1	1	-	1	-	-	-	-	-	-	-	-	1	2
3	Writ Appeals, LPAs filed in High Courts	-	-	-	2	-	-	-	-	-	-	-	-	-	2
4	Consumer Cases (DCF+SCDRC+NCDRC)	-	-	-	-	-	-	-	-	-	-	-	18	-	18
5	PILs	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	Total	2	5		13		3	4	6		2	5	27	11	56

Note:A- Cases disposed with direction to IRDAI
B- Cases disposed without direction to IRDAI

COVER FOR MOTOR OWN DAMAGE RISKS FOR CARS AND TWO-WHEELERS

Further to Circular dated August 28, 2018 on implementation of the Directions of the Hon'ble Supreme Court of India in the matter of WP No.295/2012 of Shri.S. Rajaseekaran vs Union of India and Ors., the Authority issued the following guidelines on June 21, 2019 relating to Own Damage Insurance cover for Cars and Two-wheelers which replaced guidelines in Para 5 (i) (2) set out in the circular referred above, relating to annual cover for Motor Own Damage.

- a. Effective September 01, 2019, insurers were instructed to make available stand-alone annual Own Damage covers (including standalone OD cover for fire and/or theft (GR 45 A and 45 B) if opted for by the policyholder) for cars and two-wheelers, both new and old. Consequently, effective September 01, 2019, the issuance of bundled policies for cars and two-wheelers is not compulsory. However, Long term standalone Own Damage policy was not permitted.
- b. Policyholders have the option to renew the Own Damage component of a bundled cover falling due on or after September 01, 2019, with the same insurer or different insurer, on an annual basis.
- c. For issuance of stand-alone Own Damage annual cover as well as for renewal of the Own Damage component of a bundled cover, insurers were instructed to ensure that OD cover is offered only if a Motor TP cover is already in existence or is taken simultaneously. The name of the insurer, policy number and the start date and end date of the TP policy shall be indicated in the OD policy document. The Stand-alone Own Damage policy shall clearly mention that the coverage is only for Own Damage and no other liability in connection with the vehicle.
- d. The pricing of a stand-alone OD policy shall continue to be that being offered for the OD component of a package policy.

Another circular was issued on July 11, 2019 to reiterate provision of the Authority's previous circular dated August 28, 2018 on implementation of the Directions of the Hon'ble Supreme Court of India in the matter of WP No.295/2012 of Shri.S.Rajaseekaran vs Union of India and Ors.

It was reiterated that long term motor product permitted under para 2(i), 5 (i) of the above circular shall be offered only to new private cars and new two-wheelers. These products shall not be offered for renewal of existing policies or for old vehicles.

However, Long Term Two Wheeler Insurance Policy being issued for three-years as permitted vide circular ref IRDA/NL/CIR/MOTP/192/08/2014 dated August 04, 2014 may continue to be offered for renewal.

II.5 INTERNATIONAL COOPERATION IN INSURANCE

IRDAI recognizes importance of adopting international best practices while introducing and implementing regulatory measures domestically. In this context, and in furtherance of its regulatory objectives, IRDAI engages with various international organization, forums and foreign regulators. IRDAI continued to actively engage and contribute to ongoing developments in the international arena in the year 2019-20 as well.

II.5.1 Association with International Association of Insurance Supervisors (IAIS)

II.5.1.1 The major international engagement continues to be with International Association of Insurance Supervisors (IAIS), an international standard setting body responsible for developing principles, standards and other supporting material for the supervision of the insurance sector and assisting in their implementation. Established in 1994, IAIS represents insurance supervisory authorities of more than 200 jurisdictions representing 152 countries. The IAIS provides a forum for Members to share their experiences and understanding of insurance supervision and insurance markets. It holds annual conference where supervisors, industry representatives and other professionals discuss developments in the insurance sector and topics affecting insurance regulation.

II.5.1.2 The IAIS conducts its activities through a committee system led by Executive Committee which in turn supported by five Committees (called "Parent Committees") viz., Audit and Risk (ARC), Budget (BC), Macroprudential (MPC), Policy Development (PDC) and Implementation and Assessment (IAC) Committees.

II.5.1.3 An Executive Committee, whose members represent different geographical regions, heads the IAIS. From Asian region, there are five Members representing in the Executive Committee. Chairman, IRDAI, is one of the Members representing from Asian region, others being the insurance regulators from China, Japan, Korea, UAE, Malaysia, Hong Kong and Singapore.

II.5.1.4 IRDAI have participation in the main committees of Policy Development Committee, Macroprudential Committee and Implementation and Assessment Committees. These committees oversee standard setting activities in the area of policy development, financial stability and implementation and assessment of IAIS supervisory material etc.

II.5.1.5 Under IAIS Committee System, each committee has established various working groups/ task forces to help in carrying out their duties. The IRDAI has participation in the IAIS working groups looking into aspects of Financial Inclusion, Corporate Governance, Market Conduct, Macro Prudential Policy and Surveillance and Insurance Capital Standard Development.

II.5.1.6 IRDAI contributes to IAIS's work by active participation in the meetings of the Committees/ Working Group/ Task Forces held in-person and through tele conference. The deliberations and knowledge sharing translate into the formulation and adoption of global insurance standards. Participation in the meetings of IAIS committees/ Working Groups/Task forces have provided very useful inputs and have been useful in IRDAI's own domestic regulation making.

II.5.1.7 IRDAI supported the role of IAIS in providing a platform for insurance supervisors to share their experiences on the possible implications of COVID-19 pandemic for the global insurance sector. Accordingly, IRDAI joined the IAIS's initiative for

information exchange between insurance supervisors by providing periodical updates on the regulatory, supervisory and other financial policy measures being taken in response to the COVID-19 pandemic by IAIS Member authorities.

II.5.1.8 During the year, IRDAI had participated in a couple of Peer Review Process (PRP) exercises by IAIS that involve assessing the implementation and observance level of Insurance Core Principles' standards, and its effectiveness in a jurisdiction. The PRP output report also contain useful findings and practices to encourage effective implementation of supervisory practices by member jurisdictions. IRDAI participated in the PRPs on thematic topics of "Mandate for Supervisors and Supervisory Powers" which includes ICP 1 and 2, "Corporate and Risk-Governance" that includes ICP 4 (Licensing), ICP 5 (Suitability of Persons), ICP 7 (Corporate Governance), ICP 8 (Risk Management and Internal Controls), "Conduct of Business" which addresses ICP 19. IRDAI found to have been satisfactory observance levels where reports have been published.

II.5.1.9 IRDAI had also participated in a survey on Financial Health and Stability Indicators (FHSIs) that was facilitated by the IAIS in support of the International Monetary Fund (IMF) and the World Bank Group (WBG), whose objective was to obtain some key information related to the use of FHSIs by insurance supervisors.

II.5.1.10 Some of supervisory staff of the Authority had also successfully completed capacity building programme of IAIS called "FSI-IAIS Regulatory and Supervisory Training Online (FIRST ONE)", a combination online tutorials and live webinars.

II.5.1.11 During the year, the IAIS's implementation partner 'Access to Inclusive Insurance (A2ii)' had selected India represented by IRDAI along with three other developing countries (Argentina,

Morocco and Rwanda) to participate in an 18 months' duration project called "Inclusive Insurance Innovation Lab". In the lab, each jurisdiction is represented by a team consisting of broad range of stakeholders including industry. The participants are engaged in dialogue and mutual learning and develop innovative solutions to increase uptake of insurance amongst vulnerable people and businesses.

II.5.2 Bilateral Engagements

II.5.2.1 Effective May 2013, IRDAI is a signatory to the Multilateral Memorandum of Understanding (MMOU) of International Association of Insurance Supervisors (IAIS) which provides an international platform for cooperation and sharing of information. Further, the IRDAI (Sharing of Confidential Information Concerning Domestic or Foreign Entity) Regulations, 2013 are in place which provides for the manner in which confidential information can be shared with other regulatory bodies.

II.5.2.2 IRDAI had so far signed two bilateral MoUs. One with Insurance Authority, United Arab Emirates UAE and another with Federal Insurance Office (FIO), United States of America (USA). IRDAI and FIO have concluded the MoU during August, 2019. The MoU proposal provides a framework for cooperation and coordination, including for the exchange of information and research assistance with respect to each Authority's overview and other lawful responsibilities. Under the agreement, both the countries intend to share their experiences on various regulatory functions and to provide mutual assistance including training activities. India and USA have also agreed to continue to facilitate cooperation on international standard-setting activities, financial stability and the development and implementation of consumer protection through sound prudential regulation of the insurance sector.

II.5.3 Asian Forum of Insurance Regulators (AFIR)

II.5.3.1 Asian Forum of Insurance Regulators (AFIR), a forum of insurance supervisors from Asia and Oceania regions, was established based on Beijing Declaration on Regional Insurance Regulation Cooperation in 2005. The mission of the AFIR is to strengthen capacity building, facilitate insurance regulatory capability and promote regulatory cooperation in Asia and Oceania regions. AFIR currently has 21 members. AFIR Members have been meeting annually with each participating jurisdiction taking turns to be the host organizer. The first AFIR conference was held in Beijing in 2006 and the latest conference was held in Macau in 2019. The eighth annual conference was held in India in 2013 and during the Macau conference, the members have accepted the proposal to host the 2020 annual conference in India.

II.5.4 Financial Stability Board (FSB)

II.5.4.1 Financial Stability Board (FSB) is an international body established to address financial system vulnerabilities and to drive the development and implementation of strong regulatory, supervisory and other policies in the interest of financial stability. One of the main mandates of FSB is to implement G20 policy announcements on financial regulation. In FSB, India is represented by Ministry of Finance (MoF), Reserve Bank of India (RBI) and Securities Exchange Board of India (SEBI). IRDAI contributes to FSB's work by way of providing its views and comments on insurance sector related issues discussed in the FSB meetings to the Ministry of Finance. IRDAI also provides responses to FSB surveys/questionnaires/reviews relevant to insurance.

II.5.5 Financial Sector Assessment Programme (FSAP)

II.5.5.1 The Financial Sector Assessment Program (FSAP), a joint programme of the International Monetary Fund (IMF) and World Bank (WB), is a comprehensive and in-depth assessment of a country's financial sector. In developing economies and emerging markets, FSAP assessments are conducted jointly by IMF and World Bank and in advanced economies by IMF alone. The FSAP includes two major components viz., financial stability assessment (responsibility of the IMF) and financial development assessment (responsibility of the World Bank). FSAPs are mandatory for every five years for the 29 systemically important jurisdictions. India is one of these 29 countries. The first FSAP for India was conducted in 2011-12 and the report published by IMF on August 29, 2013.

II.5.5.2 The second FSAP mission was initiated by the joint IMF-WB team in December 2016 followed by two more mission visits in March and June-July, 2017. Subsequently, IMF and WB have released the Financial System Stability Assessment (FSSA) and Financial Sector Assessment (FSA) reports respectively for India on December 21, 2017. As part of the India 2017 FSAP, the IMF also published a technical note on "Insurance Sector Regulation and Supervision". This technical note provides an assessment of the recent development of regulation and supervision of the Indian insurance sector and made recommendations for Indian Insurance market. The Report observes that most of the 2011 FSAP recommendations on insurance regulation have been addressed. The report mentions that the four ICPs rated in 2011 as only Partly Observed (PO), the related recommendations have all been addressed, through the legislative changes, strengthening of non-life reserving requirements and introduction of a set of requirements on insurance fraud.

II.5.6 OECD International Network on Financial Education (INFE)

II.5.6.1 The Organization for Economic Co-operation and Development (OECD) provides a unique policy forum for governments to exchange views and experiences on financial education as an important means to financial inclusion. Having recognized the importance of financial literacy, OECD International Network on Financial Education (INFE) was launched in 2008 by OECD governments. India participates regularly in the INFE's activities, represented by four of India's financial regulators viz. RBI, SEBI, IRDAI and PFRDA. IRDAI became a member of OECD INFE in April, 2012. During OECD INFE meetings, the participants share initiatives taken across the globe with regard to Financial Literacy and Financial Inclusion.

II.5.7 Other Engagements

II.5.7.1 The Authority was supposed to co-host two international events involving Organization for Economic Co-operation and Development (OECD) and Asian Development Bank Institute (ADB) viz. Roundtable on Insurance and Pension – March 16-17, 2020 and Symposium on Reinsurance – March 18, 2020. In October 2019, a team from OECD had a field trip to India to better understand reinsurance market structure and its supervision as part of their study project. However, due to prevailing COVID 19 pandemic, the said event has been deferred for next year.

II.5.7.2 In June, 2019, a two-member team from Tanzania Insurance Regulatory Authority (TIRA) have undergone as part of attachment training programme, at IRDAI's office, Hyderabad, on good practices in regulation and supervision of insurance sector.

II.5.7.3 During 2019-20, IRDAI continued to contribute towards an effective and useful engagement with the Government of India with regard to various international Treaties and dialogues in areas related to insurance sector.

II.5.7.4 IRDAI also participates in international conferences, seminars and workshops in order to strengthen the exchanges and cooperation in insurance field.

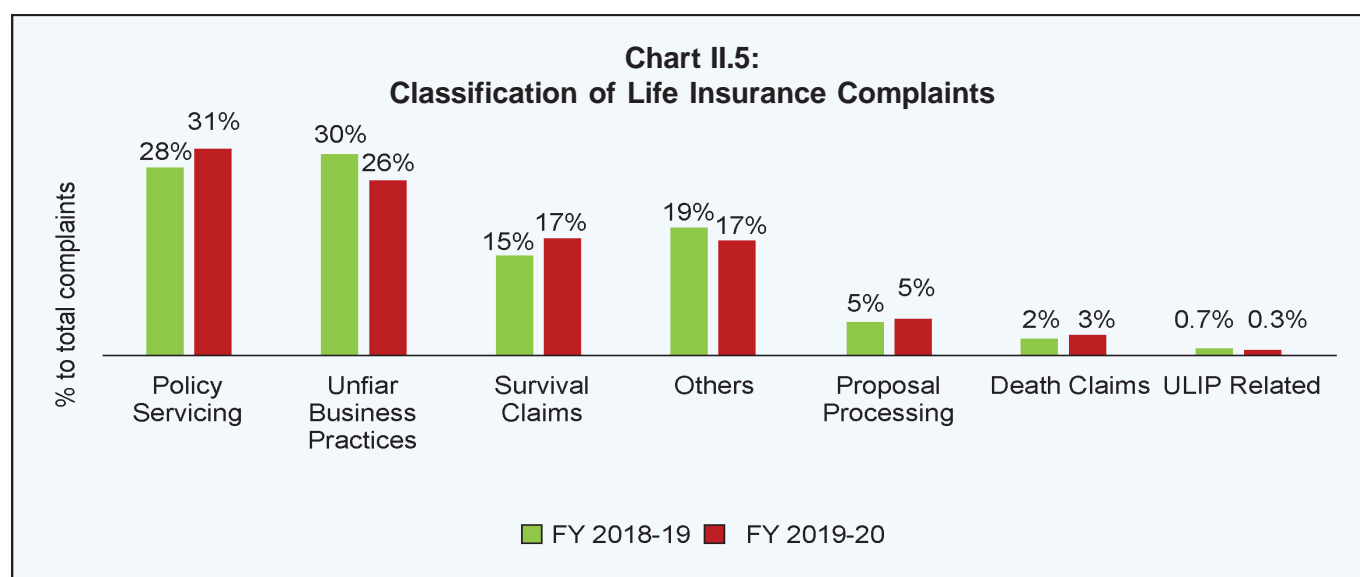
II.6 PUBLIC COMPLAINTS

II.6.1 Grievance Redressal Policy

II.6.1.1 The IRDAI facilitates resolution of policyholder grievances by monitoring the insurers' policy of Grievance Redressal and takes several initiatives towards protecting the interests of the Insurance consumers. Grievance Redressal procedure is prescribed in protection of policyholders' interests Regulations, 2017 in terms of which the IRDAI mandated all insurers to have in place a grievance redressal policy, designate a Grievance Redressal Officer at the Head Office/Corporate Office/Principal Office and also a Grievance Redressal Officer at every other office. The Regulations also prescribe insurers to constitute a policyholder protection committee in accordance with the corporate governance guidelines for receiving and analysing reports relating to grievances and their Redressal.

II.6.2 Integrated Grievance Management System

II.6.2.1 In order to provide alternative channels to receive complaints against insurers, IRDAI has set up IRDAI Grievance Call Centre (IGCC) which receives complaints through a toll free telephone number and by email and registers complaints apart from furnishing the status of the resolution. IRDAI has also put in place the Integrated Grievance



Management System (IGMS) as an online system for grievance management that is not only a gateway for registering and tracking grievances online but also act as an industry-wide grievance repository for IRDAI to monitor disposal of grievances by insurance companies. IGCC has an interface with IGMS and through IGMS, IRDAI has an interface with grievance systems of all insurers.

II.6.3 Status of Grievances in IGMS

Life Insurers

II.6.3.1 During 2019-20, the life insurance companies resolved 98.26 per cent of the

complaints handled. The private life insurers resolved 99.95 per cent of the complaints reported, while LIC resolved 97.45 per cent of the complaints

II.6.3.2 In number of complaints reported, there has been an increase of about 1.2 per cent in the year 2019-20.

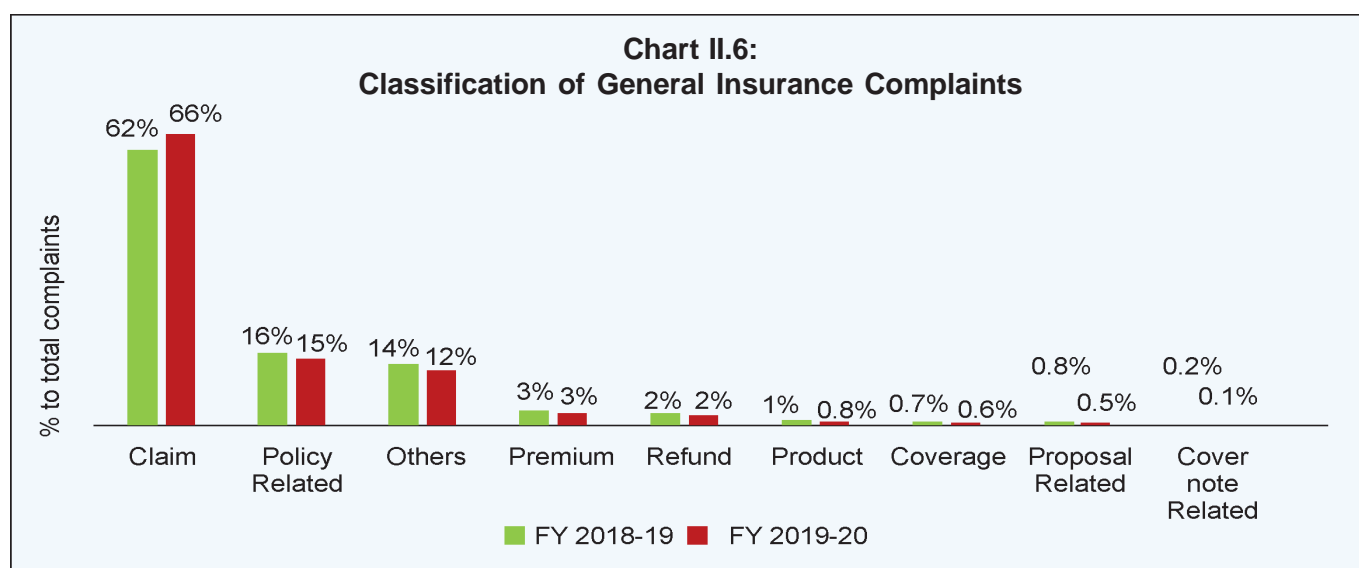
II.6.3.3 As can be seen from Chart II.5, the classification as per the IGMS in terms of grievance redressal guidelines, indicates a substantial decrease of four per cent in the complaints under Unfair Business Practices and marginal decrease of two per cent in the complaints under other

Table II.20: Status of Grievances as per IGMS

(Number of Grievances)

Insurer Type	2018-19			2019-20		
	Reported during the year	Attended during the year	Pending at the end of the year	Reported during the year	Attended during the year	Pending at the end of the year
Life Insurer						
LIC	1,02,127	1,02,127	0	1,12,005	1,09,153	2,852
Private	61,137	61,254	84	53,212	53,272	24
Life Insurer Total	1,63,264	1,63,381	84	1,65,217	1,62,425	2,876
General Insurer						
Public Sector	20,968	21,931	339	23,002	22,699	642
Private	21,793	21,876	261	26,986	27,218	29
General Insurer Total	42,761	43,807	600	49,988	49,917	671
Grand Total	2,06,025	2,07,188	684	2,15,205	2,12,342	35,47

**Chart II.6:
Classification of General Insurance Complaints**



category during 2019-20 over 2018-19; increase of one per cent in the complaints under Death Claims, increase of two per cent in the complaints under Survival Claims and increase of three per cent in the complaints under Policy Servicing during 2019-20 over 2018-19. The complaints under ULIP Related and Proposal processing have maintained relatively same share to the total complaints during the last two years.

General Insurers

II.6.3.4 The General insurance companies resolved 98.67 per cent of the complaints handled during the year 2019-20. The private General insurance companies resolved 99.89 per cent and public General insurance companies resolved 97.24 per cent of the complaints handled by them. As at March 31, 2020, a total of 671 complaints were pending for resolution, out of which 29 were belonging to private sector insurance companies and the remaining 642 were pertaining to public sector insurance companies.

II.6.3.5 In number of complaints reported, there has been an increase of 16.9 per cent in the year 2019-20 as compared to the number reported in 2018-19.

II.6.3.6 As can be seen from the Chart II.6 that there is a one per cent reduction of the complaints reported under policy related and two per cent reduction under other category during 2019-20 over 2018-19. There is an increase of four per cent in the complaints reported under Claims in the complaints reported during 2019-20 over 2018-19. Complaints reported under all other categories have maintained relatively same share as that of the previous year.

Insurance Industry

II.6.3.7 Industry has witnessed an increase of 4.46 per cent complaints in the year 2019-20. A total of 2.15 lakh complaints were reported in the year 2019-20 as against 2.06 lakh complaints in the year 2018-19.

II.6.4 Status of Grievances in DARPG portal

II.6.4.1 From the grievances registered in Department of Administrative Reforms and Public Grievances (DARPG) portal, 5339 grievances have been referred to IRDAI during the year 2019-20. A total of 5372 grievances have been disposed of during the year. A total of 126 grievances were pending as at March 31, 2020. Out of this, 6 grievances were pending for resolution beyond 60 days.

Table II.21: Grievances Registered in DARPG Portal and Referred to IRDAI

(Number of Grievances)

Grievance Source	Grievances at the start of 2019-20	Received during 2019-20	Total Grievances of 2019-20	Grievances disposed of during 2019-20	Grievances at the end of 2019-20
DARPG	11	271	282	272	10
DPG	3	279	282	281	1
Local/Internet	53	2,510	2,563	2,507	56
Pension	-	8	8	8	-
PMO	90	2,242	2,332	2,274	58
President Secretariat	2	29	31	30	1
Total	159	5,339	5,498	5,372	126

Note: DARPG - Department of Administrative Reforms and Public Grievances; DPG- Directorate of Public Grievances; PMO- Prime Minister's Office

Pending for	Number of Grievances
< 15 days	84
15 - 30 days	21
31 - 60 days	15
> 60 days	6
Total	126

II.7 FUNCTIONING OF THE ADVISORY COMMITTEE

Insurance Advisory Committee

II.7.1 The Insurance Advisory Committee (IAC) consists of 25 members to represent the interests of commerce, industry, transport, agriculture, consumer fora, surveyors, agents, intermediaries, organizations engaged in safety and loss prevention, research bodies and employees' association in the insurance sector. The Chairperson and the members of the Authority are the ex officio Chairperson and ex officio members of the Insurance Advisory Committee. The object of the Insurance Advisory Committee is to advise the Authority on matters relating to the making of the regulations. The Insurance Advisory Committee may advise the Authority on such other matters as may be prescribed.

II.7.2 Two meetings of the Insurance Advisory Committee were convened during the year 2019-20. They are:

- i. 39th Meeting of the IAC was held on June 06, 2019
- ii. 40th Meeting of the IAC was held on September 25, 2019

Reinsurance Advisory Committee

II.7.3 Based on the approval dated December 06, 2018 of DFS, GoI under Section 101B (1) of the Insurance Act, 1938, the IRDAI vide Order No. IRDAI/RI/ORD/MISC/212/12/2018 dated December 31, 2018 had re-constituted Re-Insurance Advisory Committee (RAC) for the period of three years upto December 30, 2021. The details of members are as under:

Mrs. T L Alamelu, joined the IRDAI as Member (NL) w.e.f. July 01, 2019, which resulted in a casual vacancy in the RAC. Mr. Arun Agarwal has been nominated as Member of RAC in place of Mrs. TL Alamelu.

II.7.4 One meeting of the Reinsurance Advisory Committee was convened during the year 2019-

20 on July 25, 2019. The RAC in its meetings dated March 15, 2019 and July 25, 2019 had discussed and recommended Obligatory Sessions for FY 2020-21.

II.8. FUNCTIONING OF OMBUDSMAN

II.8.1 In order to provide an expeditious and inexpensive forum for adjudication of matters relating to claims in respect of personal lines of insurance upto a certain limit, Government introduced a system of Ombudsman in the Insurance Sector with effect from November 11, 1998. Currently there are 17 insurance ombudsmen in the country who are allotted to different geographical areas as their areas of jurisdiction.

II.8.2 The grounds relating to claims for which a complaint can be made to the Insurance Ombudsman are as follows:

- i. Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999
- ii. Any partial or total repudiation of claims by the life insurer, general insurer or the health insurer
- iii. Disputes over premium paid or payable in terms of insurance policy
- iv. Misrepresentation of policy terms and conditions at any time in the policy document or policy contract
- v. Legal construction of insurance policies in so far as the dispute relates to claim

- vi. Policy servicing related grievances against insurers and their agents and intermediaries
- vii. Issuance of life insurance policy, general insurance policy including health insurance policy which is not in conformity with the proposal form submitted by the proposer
- viii. Non-issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance
- ix. Any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f) .

II.8.3 Each Ombudsman is empowered to redress customer grievances in respect of insurance contracts on personal lines where the compensation amount sought is less than ₹30 lakhs. The Insurance Ombudsman adjudicates upon the complaint and issues an Award. The insurer shall comply with the award given by the Ombudsman within 15 days of the receipt of the acceptance letter from the complainant and it shall intimate the compliance to the Ombudsman.

II.8.4 IRDAI in order to monitor the non-compliance of the award of Insurance Ombudsman has issued Circulars Ref: CAD/Insu.Omb/10-11 dated November 23, 2010 and Ref: IRDAI/Cir/Misc/194/11/2015 dated November 03, 2015. In the circular dated November 03, 2015 issued by IRDAI, Insurers have been advised as follows:

Name	Organization	Position in RAC
Shri M Ramaprasad	Ex Member, IRDAI	Chairman
Smt. T L Alamelu	CMD, Agriculture Insurance Company of India Ltd.	Member
Shri Girish Radhakrishnan	CMD, United India Insurance Company Ltd.	Member
Shri Rajive Kumaraswami	MD & CEO, Magma HDI General Insurance Co. Ltd.	Member
Shri Ritesh Kumar	MD & CEO, HDFC ERGO General Insurance Co. Ltd.	Member

- Orders of Judicial/Quasi-Judicial Bodies should be complied with by the Insurer within the time frame stipulated in the order or award and in cases where time frame is not specified in the order/award, the order/award should be complied within 60 days of the receipt of the order/ award by the Insurer and
- In cases where the Insurer prefers an appeal against the order of the Judicial/ Quasi-Judicial body, such appeal against the order should be preferred within the stipulated time limit as per the rules applicable.
- The Complainant should be informed in the matter accordingly.
- d. Organizing structured and proactive discussions with Government, lawmakers and regulators.
- e. Conducting research in life insurance, publish monographs and contribute to development of the sector.
- f. Acting as forum of interaction with other organizations of the financial services sector.
- g. Playing a leading role in insurance education, research, training and conferences.
- h. Providing help and guidance to members when necessary.
- i. Be an active link between the Indian life insurance industry and the global markets.

II.9 INSURANCE ASSOCIATIONS AND INSURANCE COUNCILS

II.9.1 Life Insurance Council

II.9.1.1 Life Insurance Council is a forum that connects the various stakeholders of the Life Insurance sector. It develops and coordinates all discussions between the Government, Regulatory Board and the Public. Constituted under Sec.64C of Insurance Act 1938, the Life Insurance Council functions through several sub-committees and includes all 24 life insurance companies in India.

II.9.1.2 The Functions of LI Council

Some of LI Council functions are

- a. Creating a positive image of the industry and enhancing consumer confidence.
- b. Maintaining high standards of ethics and governance.
- c. Promoting awareness of the role and benefits of life insurance.

II.9.1.3 Committees/sub-committees working under LI Council

The committees/sub-committees working under LI Council are providing valuable suggestions to the Authority.

- i. Sub-committee to develop report on 'Common Minimum Standards' for the Industry for reporting purposes to IRDAI

The sub-committee had submitted its report and recommendations to IRDAI.

- ii. Sub-committee for review of Fraud Monitoring Framework for Life Insurance industry

IIB had entered into Master Service Agreement with Life Insurance Council and Individual Agreements with the Life Insurers for the purpose of Quest Database. IIB is also working with the Industry led Committee on Industry-level Data Standardisation in Life Insurance.

iii. Sub-committee for Legal and Compliance

Based on the discussions in Legal and Compliance Sub-committee meeting of life council, appropriate representations were sent to IRDAI and other government authorities which included suggesting Amendments to the Insurance Act, 1938 as amended by Insurance Law, (Amended Act 2015) and Seeking exemption for Filing of Form DPT-3 under Rule 16A of Companies (Acceptance of Deposits) Rules 2014.

iv. Sub-committee for Risk Management

The Chief Risk Officers Committee of LI Council was constituted to deliberate and discuss on various aspects of risk factors being faced by Life Insurance Industry and to mitigate the same. The committee discussed how the crisis in IL&FS, DHFL etc. have affected the financial service sector and contributed to the investment risk to the insurers and emphasized the need for thorough analysis before making any investments as well as the risks involved in simply relying upon credit ratings.

v. Committee to Review Resignation of ISP's of IMF's

The three member committee constituted by IRDAI to take decision on resignation of Insurance Sales persons (ISP) got dissolved due to taking effect of Amendment in the IRDAI Registration of Insurance Marketing Firm (Amendment) Regulation, 2019 issued on July 26, 2019.

vi. Sub-Committee for Insurance Awareness

The five member Insurance Awareness Committee was vested with the task of enhancing insurance awareness in the country and to remove the misconception about the

life insurance sector in general & of Life Insurance products in comparison of other Financial Institutions. The working group of Chief Marketing Officers created specialized sub groups for PR, Media, Creative & Digital. All sub group leads are supported by CMOs & sub teams of representatives across the LI industry. This Life Insurance Awareness campaign was launched on December 05, 2019 with "Sabse Pehle Life Insurance" as its final creative expression. The campaign was covered cross tv, digital, radio, outdoor and other mediums successfully.

vii. Committee on Health Regulations

Life Insurance Council had submitted representation to IRDAI to allow life insurers to sell indemnity products. Also Life Council along with the Industry representatives had a discussion with Chairman IRDAI on the subject matter. Basis the representation and discussions, IRDAI had formed a Committee and requested the Committee to submit the report. The Committee consists of representatives from both Life and General Insurers.

II.9.1.4 Other activities carried out by Life Insurance Council in 2019-20

i. Meeting with RBI

Secretary, LI Council took a delegation of heads of taxation of Life Insurers on April 08, 2019 to meet General Manager, RBI to seek Clarification on Income earned by Life Insurance Companies on Insurance policies purchased by NRIs. It was agreed that RBI would consider the issue raised by Life Insurers and come out with suitable clarification. RBI also issued clarification letter on Convertible Foreign Exchange with respect to premium received by Life Insurance Companies.

ii. Aadhaar Authentication License

On advice of IRDAI, LI Council collected application forms from Life Insurers and submitted the same to IRDAI. Consequently 53 insurers have been allowed by the Department of Revenue to offer Aadhaar Authentication services to policyholders.

iii. Expenses of Management of Life Insurers

Life Insurance Council had sent representation to IRDAI seeking forbearance from Expense of Management regulations for the FY 2019-20. A detailed discussion with Member Finance and Member Life, IRDAI on September 16, 2019 and submitted detailed recommendations for changes to EoM regulations vide its letter dated October 07, 2019. The recommendations were approved in the EC meeting and GB meeting of LI Council held on December 13, 2019 at Mumbai.

iv. Meeting of Tax Heads

Tax Heads of Life Insurers meet at regular intervals at LI council office to discuss the issues related to Direct and Indirect tax of the Industry. LI Council took up those issues with MoF, Gol and followed up consistently along with the Industry Tax Group. E&Y and KPMG are the Consultants appointed by LI Council for direct and indirect tax representation. Secretary, Life Insurance Council along with few tax heads of Life Insurers gave pre- budget 2020-21 presentation to Ministry of Finance.

v. Representation on Dispensation on Regulatory Compliances in the wake of COVID-19

Life Insurance Council had submitted representation to IRDAI to seek Dispensation on Regulatory Compliances in wake of COVID-19 which was considered by IRADI in the interest of both the insurers and the policyholders.

vi. Actuarial Studies on HIV/AIDS

IRDAI had asked LI and GI council to jointly undertake actuarial studies on HIV/AIDS. As agreed in the eighth GB meeting of LI Council held on March 25, 2019, IAI agreed to the proposal from LI Council that they will constitute a Committee of Actuaries to look in to the HIV related cases to draw way forward. LI Council provided the nomination details as requested to IAI on August 20, 2019. In the eleventh GB meeting of LI Council held on September 27, 2019, President, IAI briefed GB Members that they are awaiting nominees from GI Council and also mentioned the cost for carrying out the study will be around five lakh rupees to which GB Members gave principal approval to LI Council to go ahead with study.

vii. Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)

Council submits weekly data to DFS, Ministry of Finance (MoF) highlighting the reconciled statement of claims in respect of PMJJBY. Council also regularly updates its members on any communication received by it from DFS, MoF and IRDAI with respect to the PMJJBY Scheme.

viii. Common Public Service Centers

As per Insurance Services by Common Public Service Centers Regulations, 2019, Insurers will directly remit the funds to CPSC-SPV as per the agreement between Insurers and CPSC-SPV for distribution of its insurance products through the CPSC-SPV centers. Hence, Insurers have stopped remitting funds to Life Council's Escrow Account.

II.1.9.5 Representations to IRDAI and GOI

Life council made a number of representations to IRDAI and Government of India and some of the key representations are as follows:

ANNUAL REPORT 2019-20

- Transfer Pricing Provisions to Life Insurance Companies
- Prayer for deferment of implementation of IRDAI's circular on a) Benefit Illustration and b) Other market conduct aspects dated September 26,2019
- Draft application form for use by Insurance Companies to IRDAI for usage of Authentication Services under the Aadhaar Act
- AMC for unclaimed policyholder folio
- Committee recommendation on e-Repository for Life Insurers
- Committee report on 'Persistency Improvement in Life Insurance Products'
- Concept Paper/Proposal on Index Linked Annuities
- Convenient solutions to Annuitants (Senior Citizens) for submission of Life Certificate
- Feedback sought regarding IC-38 syllabus and Question Bank for IC-38
- Frequently Asked Questions (FAQs) regarding amendment to section 194DA of the Income tax Act, 1961 as introduced by the Finance (No. 2) Act, 2019 and issues arising therefrom
- Comments on draft IRDAI (Minimum Information for Inspection or Investigation) Regulations 2019
- Implementation of provision related to Sec 3(3) of RPwD Act, 2016
- IRDAI Communication seeking Suggestions on PIVC (Pre-Issuance Verification Calls)
- IRDAI Draft Circulars containing Operational Guidelines on Life Insurance Products.
- IRDAI Letter on "Challenges of Insurers and Capabilities of Insurance Repositories"
- IRDAI Revised Draft -Master Guidelines on AML/CFT - for all the Reporting Entities in Insurance Sector
- Recommendations on Master Circular on Point of Sales Products and Persons - Life Insurance dated December 02, 2019
- Report on Minor Modification to Product Regulations
- Pre budget 2020-21 suggestions
- Life Insurance Industry representation for ITC availment on account of Amnesty Scheme for filing of GSTR 1
- Life Insurance Industry representation on implementation of E-invoicing on Outward Supplies
- Life Insurance Industry representation on implementation of E-invoicing on Procurements
- Mandate to capture contact details such as mobile numbers, email id of all policyholders
- Non-applicability of Companies (Acceptance of Deposits) Rules, 2014 to Insurance Companies
- Proposed amendments in guidance under Principle-6 of Guidelines on Stewardship Code for Insurers in India
- Insurance cover to HIV/AIDS in Health Insurance policies
- Recommendations of Appointed Actuaries on New Product Regulations
- Recommendations to allow Use & File modification in Term and Term-with-ROP products to the extent of change in reinsurance arrangement

- Representation to allow sharing the Certificate of Insurance (CoI) through either physical or electronic mediums such as email, SMS etc.
- Representation on sharing of hospital information to Private Life Insurance companies for effective fraud investigation and claim assessment.
- Representation on prevention of Money-laundering (Maintenance of Records) Third Amendment Rules, 2019
- Representation on reporting of Unfair Business Practices
- Request for deferment of penalty prescribed under section 271DB of the Income-tax Act, 1961 (Act)
- Seeking Amendment to the Insurance Act, 1938 as amended by the Insurance Laws (Amendment) Act, 2015.
- Suggestions on PMJJBY scheme to the MoF Committee
- Views/Comments on further opening up of FDI for Insurance companies
- Plea to defer adoption date of IND AS 117 for Life Insurance Industry

II.9.2 General Insurance Council

II.9.2.1 The General Insurance Council (GI Council) is a representative body of general insurers including Stand-alone Health Insurers, Specialized Insurers, Reinsurers, Foreign Reinsurer Branches (FRBs) and Lloyd's India, registered with IRDAI. As per Section 64C of the Insurance Act, 1938 (and amended in January 2015) all general insurers, health insurers and reinsurers granted registration and licence by IRDAI to carry out business in India are members of the General Insurance Council. As

on date, there are a total of 44 companies (25 general insurance, six standalone health insurance, one PSU reinsurance, 10 FRBs and two specialized insurance companies) which are members of the GI Council. After the passage of the Insurance Laws (Amendment) Act in April 2015, GI Council is a Self-Regulatory Organization for the non-life insurance industry's market conduct and practices.

II.9.2.2 The Executive Committee of the General Insurance Council consists of the following persons:

- a. four representatives of members of the General Insurance Council elected in their individual capacity by the members
- b. an eminent person not connected with insurance business, nominated by the IRDAI
- c. four persons to represent insurance agents, third party administrators, surveyors and loss assessors and policyholders respectively as may be nominated by the IRDAI

One of the elected representatives as mentioned in (a) is elected as the Chairperson of the Executive Committee of the General Insurance Council.

II.9.2.3 As per Section 64L (1) of the Insurance Act, 1938 the GI Council has the following functions:

- a. to aid and advise insurers, carrying on general insurance business, in the matter of setting up standards of conduct and sound practice and in the matter of rendering efficient service to holders of policies of general insurance
- b. to render advise to IRDAI in the matter of controlling the expenses of such insurers carrying on business in India in the matter of commission and other expenses
- c. to bring to the notice of IRDAI the case of any such insurer acting in a manner prejudicial to the interests of holders of general insurance policies

d. to act in any matter incidental or ancillary to any of the matters specified in clauses (a) to (c) as with the approval of IRDAI may be notified by the GI Council in the Gazette of India.

II.9.2.4 The General Insurance Council is an important link between the Insurance Regulatory and Development Authority of India and the Non-Life insurance industry. It also takes up for the Industry's issues with the Government. While the Council plays the role envisaged for it by the Insurance Act, it also facilitates overall growth of the industry in a fair and equitable manner in the interest of all stakeholders.

II.9.2.5 The activities of the council during the year 2019-20 are:

- i. As a representative body of all non-life insurers, SAHI companies, reinsurance companies and specialized insurers operating in India, the Council has furnished the views of the industry to the IRDAI and or Government of India in respect of various new regulations framed, amendments carried out to the existing regulations, as a part of the consultative process the Regulator / Gol adopts.
- ii. Participated in the discussions and contributed its views, where ever sought, in the development and notification of The Motor Vehicle Act (comprehensively amended in 2019). Council is also participating in the discussions aimed at developing the applicable CMV Rules.
- iii. Taken up various tax issues that are impacting the industry, at appropriate levels, including CBDT, CBIC and Finance Ministry.
- iv. Organized several intra industry level discussions among Chief Underwriters and Chiefs of Claims' Departments for enhancing customer satisfaction and bringing in more customer centric products.
- v. Actively interacted in various groups, committees and sub-committees formed by IRDAI, various industry bodies like FICCI, CII, ASSOCHAM, etc. aimed at overall enhancement of policy holders'/ insurance beneficiaries' experience.
- vi. Contributed to the IRDAI's customer centric initiatives of standardization of wordings and exclusions in some of the popular insurance products.
- vii. Launched and carried out an 'Insurance Education and Information Campaign' over Television and Digital Media with support of its member companies over a period of about four months in 2019-20 and received appreciation from general public.
- viii. Actively been involved in seminars, workshops, discussions, Television interviews, training college sessions and presented the perspective of the General Insurance industry for proper appreciation of the insurance principles and nuances.

PART – III

STATUTORY AND DEVELOPMENTAL FUNCTIONS OF THE AUTHORITY

Section 14 of the IRDA Act, 1999 (IRDA Act) lays down the duties of the Authority to regulate, promote and ensure orderly growth of the insurance business and reinsurance business. Sub-section (2) of the said section lays down the powers and functions of the Authority. Part III of the Annual Report covers the activities of the Authority in 2019-20 while carrying out its functions and exercising the powers conferred on it.

III.1 Issue to The Applicant a Certificate of Registration, Renew, Modify, Withdraw, Suspend or Cancel Such Registration

III.1.1 During the FY 2019-20, no new insurance or reinsurance company has been granted Certificate of Registration (CoR).

III.1.2 ITI Re was granted CoR by the Authority to transact reinsurance business with effect from December 30, 2016. The Company failed to commence its business operations within one year of date of issue of CoR and even after granting extension of time. Pursuant to request made by M/s. ITI Reinsurance Limited for surrender of Certificate of Registration (CoR) for cancellation, the IRDAI has cancelled CoR No. 154 granted to M/s. ITI Reinsurance Limited vide Order No. IRDA/RI/ORD/MISC/075/05/2019 dated May 08, 2019.

III.1.3 Pursuant to request made by M/s. MS Amlin (India) Private Limited and MS Amlin Syndicate 2001 ('MS Amlin') a service company of Lloyd's India, for surrender of Certificate of Registration (CoR) for cancellation, the IRDAI has cancelled CoR No. LLOYD'S/SC/002 granted to MS Amlin vide Order No. IRDA/RI/ORD/MISC/113/07/2019 dated July 10, 2019.

III.2 Protection of The Interests of Policyholders in Matters Concerning Assigning of Policy, Nomination by Policyholders, Insurable Interest, Settlement of Insurance Claim, Surrender Value of Policy and Other Terms and Conditions of Contracts of Insurance.

Grievance Redressal

II.2.1 The Authority has notified IRDAI (Protection of Policyholders' Interests) Regulations, 2017 providing for various do's and don'ts for insurers and intermediaries at the point of sale, point of claim, etc. The Authority has also prescribed insurers to have in place, a board approved policy for protection of policyholders which shall include various service parameters and Turnaround time (TAT) for rendering services to policyholders under the said regulations. Further, the regulations also mandate insurers to have in place an effective mechanism for redressal of policyholder's grievances. The Authority, through its Consumer Affairs Department has set up a "Grievances Cell" as well as a "Grievance Call Center" for policyholders of life and general insurance companies in order to provide speedy, cost effective and efficient grievance redressal system. The system enables the complainants to register, track their complaints online. Apart from playing a facilitative role in helping policyholders getting their grievances redressed by the insurers within the stipulated time, the Authority also examines on a continuous basis, the underlying issues that cause grievances and works towards rectifying the systemic issues involved.

The Authority has also mandated all insurers to have in place, a Policyholders' Protection Committee as stipulated in the guidelines for

Corporate Governance. The Regulations also prescribes Grievance Redressal Procedure and lay down the circumstances in which the complaint is treated as closed. It is also emphasized about the need to review the systems in place to sensitize not only frontline staff but also customer service staff/officials at all levels of the organization on handling policyholder grievances with seriousness, promptness and empathy to enhance the trust and confidence in the insurance sector.

Settlement of Insurance Claim

III.2.2 The Authority has advised all insurance companies to honor the genuine claims intimated or submitted at a later date than the time specified in the policy, due to unavoidable circumstances. The insurer's decision to reject a claim due to delay in submission of intimation or documents, shall have to be based on sound logic and valid grounds as the time limitation clause is neither absolute nor does work in isolation. As such an insurer shall not repudiate any claim unless and until the reasons of delay are specifically ascertained, recorded and insurers satisfy themselves that those claims would have otherwise been rejected even if reported in time.

Dealing with Orphan Policies

III.2.3 Keeping in mind the gap created by the exit of insurance agents in servicing the life insurance policies and also to promote the persistency of insurance policies, the Authority has prescribed that insurance companies allot lapsed orphan life insurance policies to individual insurance agents whose registration is in force. The allotted agent's details would be intimated by the insurer to the policyholder concerned.

Web based Facility for Motor Policy holders

III.2.4 To enable access to data relating to insurance status of motor vehicles with a view to assisting road accident victims or claimants of motor

third party insurance, the Authority, through the Insurance Information Bureau of India, has provided a web based facility. The facility provides the users the details of the vehicle, insurance status and address of the policy issuing office.

Addressing issues of Unclaimed amounts

III.2.5 Various issues relating to unclaimed amounts have been addressed by the Authority as mentioned below

- a) Unclaimed amounts defined - "Unclaimed amount includes any amount payable to Policyholder as death claim, maturity claim, survival benefits, premium due for refund, premium deposit not adjusted against premium and indemnity claims etc. remained unclaimed beyond six months from the due date for settlement of the claim amount."
- b) Unclaimed amounts need to be maintained as a single segregated fund with investment mandated in money market instruments and/or fixed deposits of scheduled banks. Recovery of expenses capped at 20 basis points. Information of unclaimed amounts needs to be disclosed on website and the bank account mandated to be linked for all new policies. Communication to policyholder is mandated and ageing reporting format prescribed. No appropriation or write back is allowed.
- c) Unclaimed amounts shall not be counted for solvency margin and reporting on aging of the unclaimed amounts as also disclosures in the notes to Accounts are prescribed. From the financial year 2016-17 onwards, the investment income earned was mandated to be allocated to the unclaimed amount fund. It was also prescribed that the insurer pays the identified unclaimed amount along with the investment income so credited to the Insured/policyholders/claimants. In case of any award/order made by statutory body including a court,

which includes an interest component, it shall not carry any further interest.

- d. All insurers having unclaimed amounts of policyholders for a period of more than 10 years, need to transfer the same to the Senior Citizens' Welfare Fund (SCWF) of the Government.

Addressing Issues in Deferred Annuity Plans

III.2.6 On noticing that in deferred annuity plans, non-receipt of Annuity Option from the policyholders before the vesting date is leading to delay in the commencement of annuity on vesting date and consequent inconvenience/loss to annuitants, in order to protect the policyholder's interests, the Authority mandated as under in respect of deferred pension/annuity plans where all Annuities falling due from 1st April 2016 onwards.

- The Insurer shall obtain Annuity Option duly exercised by the proposer at the proposal stage. Necessary provision shall be made in the proposal forms. The same shall be captured in the proposal/policy record.
- In all the deferred annuity policies where the life insurer has not obtained Annuity Option exercised by the proposer at proposal stage, the same may be obtained and captured in the policy records without further loss of time.
- At least 6 months prior to the vesting date, the insurer shall send a communication to the policyholder intimating the Annuity amount under various options available and the selected option. Insurer shall provide an opportunity for the policyholder to review his decision based on the latest information and select any other annuity option than what he/she selected earlier. Insurer shall clearly inform the policyholder in that communication that the last date for receipt of revised option, if any, is at least 90 days prior to the date of vesting giving a specific date.

- If no revised option is received at least 90 days prior to date of vesting, the Insurer may go ahead and process the annuity payments as per the original option exercised at the proposal stage/ collected later as stated at Point 2. If a revised option is exercised by the policyholder which is received by the Insurer at least 90 days prior to the date of vesting, the annuity payments are to be processed and released according to the revised option.

Guidance on Insurance Claims due to Floods and Cyclone

III.2.7 The year 2019 have seen the occurrence of several Natural Catastrophic events in various parts of the country. While in May 2019, State of Orissa faced the wrath of Fani, there were floods in the States of Karnataka, Kerala, Gujarat and Maharashtra in August, 2019. The Authority issues guidance to the industry during catastrophes, keeping the interests of policyholders affected in view.

III.2.8 During the year 2019-20, guidance was issued to general insurers with a view to ensure that claims pertaining to loss of life and property arising out of the above events were attended promptly. The Authority advised the Insurers to initiate steps for quick registration and disposal of claims on the following lines:

- a. To nominate a senior officer at the company level to act as a Nodal Officer for the affected States. The Nodal Officer's duty is to coordinate the receipt, processing and settlement of all eligible claims.
- b. Details of offices/ special camps set up for the purpose and other relevant details may be publicized through the Insurer's website, media and through State Government channels to enable filing of claims.

- c. Claims to be surveyed immediately and claim payments/on account payments were disbursed at the earliest.
- d. Adequate number of surveyors to be engaged immediately in the affected areas.
- e. The Insurers were also requested to launch extensive awareness campaign in the affected states duly highlighting the measures taken by them.

III.2.9 The status of claims due to natural catastrophes in the year 2019-20 is provided in Table III.1.

III.2.10 In respect of the majority of the cases, claims are outstanding due to reinstatement of property not having taken place. However, on account payments are largely settled. There are also some instances of the required documents not having been submitted by the insured.

III.2.11 In the year 2020, Cyclone Amphan have created havoc in the states of West Bengal and Orissa in the month of May and Cyclone Nisarga in Maharashtra, Gujarat and other neighbouring states in the month of June. During FY 2020-21 also, the Authority has issued guidance to insurers to attend the claims arising out of the above events promptly. As on June 30, 2020, claim amounting to ₹1713.78 crores were reported by 13592 claimants

due to Cyclone Amphan and Nisarga and out of this, claims amounting to ₹ 54.26 crores were settled to 3369 claimants. Disposal of pending claims at various stages is being monitored by the Authority regularly.

Guidance on Insurance Claims in North East Delhi caused by riots

III.2.12 During the year 2019-20, the Authority issued guidelines to insurers in order to speed up attending to insurance claims arising out of loss of life, property and business due to the tragic riots in North East Delhi during February 2020. The Authority advised Insurers to act immediately on receipt of claim intimations and nominate a senior officer who would act as a nodal officer for Delhi State, for co-ordination and facilitation.

III.2.13 Insurers were advised to publish in the press and communicate through State Government channels, the contact details of offices/special arrangements set up for the purpose. Insurers were advised to initiate immediate steps for quick registration of claims and engage adequate number of surveyors immediately in the affected areas to ensure that all claims are promptly assessed and payments of claims/on account payments are disbursed within 15 days. Insurers were also advised to create extensive awareness campaigns

**Table III.1:
Status of Claims due to Natural Catastrophes during 2019-20**

(Amount in ₹crore)

Catastrophe Event	Claims Reported		Claims Settled		Claims Outstanding	
	Number of claims	Amount of claims	Number of claims	Amount of claims	Number of claims	Amount of claims
Cyclone Fani	13,836	1,426.65	11,188	464.17	304	306.52
Maharashtra Floods	24,869	806.14	21,457	351.73	386	258.49
Karnataka Floods	67,835	400.37	67,202	107.07	185	111.88
Kerala Floods	16,511	242.44	10,328	118.88	5,466	60.69
Gujarat Floods	17,753	524.00	14,481	148.74	262	215.25
Total	1,40,804	3,399.61	1,24,656	1,190.59	6,603	952.82

Note: Updated status as on June 30, 2020

BOX ITEM III.1

STANDARDIZATION OF EXCLUSIONS IN HEALTH INSURANCE CONTRACTS

1. Regulatory framework relating to Health Insurance has undergone various changes and improvements over the years. The IRDAI (Health Insurance) Regulations as well as the TPA (Third Party Administrators) Regulations and guidelines notified thereunder have introduced standardization of various definitions and formats to be used in the health insurance industry. These standardizations were introduced with the main objective of promoting uniformity keeping the interests of policyholders in focus.
2. With the increase in number of insurance companies offering health insurance as well as health insurance products in the market, it has been considered important to rationalize and standardize the exclusions prevalent in the health insurance policy contracts. It is also considered very much important to enhance the availability of health insurance coverage through this exercise. Further, uniform industry wide approach adopted while incorporating exclusions shall also result in enhancing transparency in health insurance contract.
3. With the above objectives, the Authority has notified the guidelines on standardization of exclusion in health insurance contracts vide Circular Ref: IRDAI/HLT/REG/CIR/175/09/2019, dated September 27, 2019.
4. The important highlights of the aforementioned guidelines are:
 - i. Exclusions not allowed in Health Insurance Policies: With the objective of enhancing availability of health insurance in health insurance contract, it is decided not to allow the Insurance companies to incorporate certain prevailing exclusions, which are twelve in number, in Health Insurance Contracts (i.e. diseases contracted after taking the policy, Puberty and Menopause related Disorders).
 - ii. Standard Wordings for 18 common exclusions: In order to ensure uniformity across the industry and enhance transparency the wordings for 18 common exclusions that have been prevalent in Health Insurance Policies were standardized. In order to enable industry develop suitable analytical reports unique codes were also specified for all these exclusions.
 - iii. Certain specified category of existing diseases allowed to be permanently excluded: To encourage the inclusion of person(s), who are already suffering from illnesses like sarcoidosis, malignant neoplasms, chronic liver disease, insurers are now allowed to permanently exclude the specified 16 existing diseases and issue the policy without the existing diseases. Permanent exclusions shall be allowed only in cases where the policyholder may be denied coverage as per the underwriting policy of the Insurer for the existing diseases disclosed at the time of underwriting. Further, it is categorically specified that claims shall not be denied for those diseases / treatments which were not excluded.
 - iv. Coverage of Modern Treatment Methods and Advancement in Technologies: In order to make available modern treatments to policyholders of health insurance contracts, insurers are mandated to cover 12 specified medically and technologically advanced common procedures like Robotic

surgeries, intravitreal injections, uterine artery embolization. Thus, insurers are prohibited to exclude these specified modern treatments in the health insurance policy contracts. It is envisaged that this measure helps policyholders take relatively painless treatment of their choice at the point of treatment.

- v. Norms for treatment of Non-Disclosure / Misrepresentations surfaced during policy period specified. In order to nudge insurers continue the coverage for health insurance in the instances of non-disclosures / misrepresentations at the point of taking policy, insurers are advised consider continuing the coverage as under:
 - a) If the non-disclosure relates to the list of the permanent exclusions specified, the insurer can take consent from the policyholder and permanently exclude the existing disease and continue with the policy.
 - b) If the non-disclosed condition is other than from the list of permanent exclusions, then the insurer can incorporate additional waiting period of not exceeding 4 years for the said undisclosed disease or condition from the date the non-disclosed condition was detected and continue with the policy subject to obtaining the prior consent of the policyholder or the insured person.
 - c) Where the non-disclosed condition allows the Insurer to continue the coverage by levying extra premium or loading based on the objective criteria as per underwriting policy, the Insurer may levy the same prospectively from the date of noticing the non-disclosed condition.
 - d) The above three options will not prejudice the rights of the insurer to invoke the cancellation clause of 'Disclosure to Information norm' under the policy for non-disclosure /misrepresentation subject to its underwriting policy.
- vi. Introduction of Concept of Moratorium period: Though, health insurance contracts are subject to lifelong renewability, claims under Health Insurance policies are subject to repudiation at any point of time on grounds of non-disclosure of material information or mis-representation. In order to protect the interests of policyholders who have been continuously renewing the health insurance contracts without any break, the concept of moratorium period is introduced in health insurance contract. Under this concept after completion of eight continuous policy years, insurers are not permitted to repudiate claims on grounds of non-disclosure / misrepresentation. This period of eight years is called as moratorium period. After the expiry of Moratorium Period, no health insurance policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. However, a claim is always subject to applicable sub-limits, co-payments, deductibles as per the policy.
- vii. It is specified that all disclosed and accepted pre-existing diseases to be covered maximum after 48 months except diseases which can be permanently excluded.
- viii. These guidelines are applicable on all products filed on or after October 01, 2019.
- ix. All the existing products shall be modified to make them compliant to the guidelines from October 01, 2020 onwards.

INTRODUCTION OF NORMS ON INFORMING POLICYHOLDERS ABOUT THE COSTS OF CASHLESS TREATMENT APPROVED TO A POLICYHOLDER

It was observed that there is no information to the policyholders in respect of package rates agreed between the insurer and network service providers. It is considered that information flow is essential to the policyholders at the point of treatment so that what is paid to the hospitals out of insurance proceeds is known in time and there shall be no instances of payments/ additional/ double payments to hospitals directly by policyholders as well.

In order to address this, the existing format for “Request for Cashless Hospitalization for Health Insurance Policy (Part C)” was modified. A new format “Standard Cashless Authorization Letter Format (Part D)” was introduced vide Circular Ref: IRDA/HLT/REG/CIR/86/05/2019, dated May 27, 2019.

The main highlights of the aforementioned circular which has come into effect from July 01, 2019 are:

1. Modification in Part C (request for cashless hospitalization) under “Declaration by Hospital”

- i. Hospital shall confirm that no additional amount would be collected from the insured in excess of Agreed Package Rates except costs towards non-admissible amounts.
- ii. Hospitals to confirm that no recoveries would be made from the deposit amount collected, if any, from the insured except for costs towards non-admissible amounts.
- iii. In the event of unauthorized recovery of any additional amount from the insured in excess of Agreed Package Rates, the authorized TPA / Insurance Company reserves the right to recover the same from the Network Provider and/or take necessary action, as provided under the MoU or applicable laws.

2. Introduction of Standard Cashless Authorization Letter Format (Part- D)

All the Insurers and the TPAs shall ensure that every network provider is notified about the actual amount of cashless authorization granted in Part- D specified by IRDAI. A copy of this Part- D shall also be simultaneously notified to the policyholder.

3. Insurers and TPAs are also advised to capture details of Part – C and Part – D in Optical Character recognition (OCR) / Machine readable format for seamless information flow as envisaged in the above circular.

in the affected areas duly highlighting the measures taken by them for the information of the policyholders.

III.2.14 As on June 30, 2020, claim amounting to ₹ 11.44 crores were reported by 339 claimants due to riots in Delhi and out of this, claims amounting to ₹ 3.10 crores were settled to 153 claimants.

III.3 Specifying Requisite Qualifications, Code of Conduct and Practical Training for Intermediaries or Insurance Intermediaries and Agents.

III.3.1 The licensing and code of conduct for all the intermediaries in the insurance business are specified clearly in the regulations framed under the IRDA Act, 1999 vide Insurance Surveyors and Loss Assessors (Licensing, Professional Requirements and Code of Conduct) Regulations, 2015, Insurance Regulatory and Development Authority (Insurance Brokers) Regulations, 2018, Insurance Regulatory and Development Authority of India (Appointment of Insurance Agents) Regulations, 2016 and Insurance Regulatory and Development Authority of India (Registration of Corporate Agents) Regulations, 2015.

III.3.2 A regulatory frame work has been laid down by the Authority to further strengthen the regulatory supervision by issuing circular No. IRDA/INT/CIR/T&E/136/07/2016 on harmonization of training and examination requirements for various channels of distribution.

III.4 Specifying The Code of Conduct for Surveyors and Loss Assessors

III.4.1 The duties and responsibilities of a surveyor and loss assessor are specified in Chapter IV of the IRDAI (Insurance Surveyors and Loss Assessors) Regulations, 2015. The Regulation 13 inter alia states that:

- It shall be the duty of every Licensed Surveyor and Loss Assessor to investigate, manage, quantify, validate and deal with losses (whether insured or not) arising from any contingency and report thereon to the insurer or insured.
- All licensed surveyors and loss assessors shall carry out the said work with competence, objectivity and professional integrity strictly adhere to the code of conduct as stipulated in IRDAI Surveyors Regulations, 2015.

III.4.2 The code of conduct regarding the professional and ethical requirements for conduct of their professional work is specified in Chapter VI of the Regulations. The Regulation 16 elaborates on the code which, inter alia, stipulates that every surveyor and loss assessor shall:

- Behave ethically and with integrity in the professional pursuits;
- Strive for objectivity in professional and business judgment;
- Act impartially when acting on instructions from an insurer in relation to a policyholder's claim under a policy issued by that insurer;
- Conduct himself with courtesy and consideration with all people he comes into contact during the course of his work;
- Not accept or perform survey work in areas for which he does not hold a license;
- Carry out his professional work with due diligence, care skill and with proper regard to technical and professional standards expected of him;
- Work only as surveyor and loss assessor in insurance business and not undertake any business advisory or consultancy service or work which could give rise to conflict of interest;

- Not perform any outsourced activity other than those permitted by the Authority's Outsourcing Guidelines;
- Every surveyor and loss assessor who is an employee of an insurer shall only survey and assess the loss and not involve himself/herself in settlement of claims.

III.4.3 Further, in order to protect the interest of policyholders, the Authority has notified the IRDAI (Protection of Policyholders' Interest) Regulations, 2017 which supersedes IRDA (Protection of Policyholders' Interest) Regulations, 2002. Adherence to code of conduct by surveyors and loss assessors has been further emphasized under Regulation 15 of the said Regulation, while dealing with settlement of claims in respect of general insurance policy.

III.4.4 The Authority receives grievances from surveyors regarding empanelment for survey jobs, nonpayment of survey fee by insurance companies, denial of membership by IISLA to in house surveyors and lapsed license holders, denial of level of membership by IISLA, etc. Such complaints are forwarded to respective insurance companies and IISLA for resolution at their end. Policyholders also complain against surveyors/surveyors firms on non-receipt of copy of survey report, delay in issuance of survey report, misconduct, violation of IRDA Surveyor Regulations etc. Such complaints are taken up with surveyors for speedy disposal of the issues. Apart from above, various RTI's and references are also received by the Authority against surveyors and corporate surveyor firms. During the year 2019-20, the Authority received 92 complaints and after addressing the complaints, five were outstanding as on March 31, 2020.

III.4.5 During the year 2019-20, Authority has issued following surveyors related circulars/Order:

- Vide Order No. IRDAI/SURV/ORD/MISC/104/06/2019, Authority has accepted voluntary surrender of the Corporate SLA License IRDA/

CORP/SLA-200006 (valid up to October 20, 2019) granted to M/s Connate Insurance Surveyors and Loss Assessors Private Limited, without prejudice to such course of action that may be contemplated arising out of any violations by M/s Connate Insurance Surveyors and Loss Assessors Private Limited or its Directors/Partners of applicable Laws, Regulations, Guidelines or any conditions imposed.

- Vide Notification of Regulation F.No. IRDAI/Reg/13/164/2019, Authority has notified Insurance Regulatory and Development Authority of India (Insurance Intermediaries) (Amendment) Regulations, 2019. The Regulations amends the Insurance Regulatory and Development Authority of India (Insurance Surveyors and Loss Assessors) Regulations, 2015 by inserting new regulation 4A – Foreign Investment which prescribes that every applicant, who is a company incorporated under the Companies Act, 2013 and has a majority of shareholding of foreign investors, shall furnish an undertaking as given in Schedule – AA.
- Vide Exposure Draft Ref. No. IRDAI/SURV/Regl-1/18-19 dated October 31, 2019, Authority has sought comments of stakeholders on amendments proposed to existing Insurance Regulatory and Development Authority of India (Insurance Surveyors and Loss Assessors) Regulations 2015.
- Vide Order ref. no. IRDAI/SUR/ORD/MISC/197/11/2019 dated November 01, 2019, Authority exempted classes of claims under sub-section (10) of Section 64 UM of the Insurance Act, 1938 where it is customary to entrust the work of survey or loss assessment to any person other than a licensed surveyor or loss assessor, or it is not practicable to make any survey or loss assessment.

- Vide Circular ref. no. IRDAI/SUR/CIR/MISC/042/02/2020 dated February 04, 2020, Authority has allowed additional departments to surveyors and loss assessors subject to meeting eligibility criteria.

III.5 Promoting Efficiency in the Conduct of Insurance Business

Insurance Regulatory Sandbox

III.5.1 A sandbox is an environment used in the financial services sector, which provides testing ground for new business models, processes and applications that may not necessarily be covered fully by or are not fully compliant with existing Regulations. Considering the needs of innovative idea and in order to nurture such innovations, the Authority has notified the IRDAI ((Regulatory Sandbox) Regulations, 2019 on July 26, 2019.

III.5.2 The Authority invited applications for the first cohort of the Regulatory Sandbox starting from September 15, 2019 till October 14, 2019. A total of 173 applications were filed with the Authority. The applications were from diverse areas of the insurance value chain including innovative insurance sales and servicing aspects encompassing innovative technologies and products. The applications covered concepts such as Wellness, Wearables, Group insurance, Usage Based Insurance, Loyalty / Rewards programmes, electronic platforms, KYC onboarding, Distribution, products, etc.

III.5.3 In order to support IRDAI in the process of evaluating such proposals, the Authority has constituted an Evaluation Committee comprising of experts in the field and senior officers of IRDAI.

III.5.4 Out of the 173 applications filed with the Authority, 29 were filed by life insurers, 103 by general insurers, nine by stand-alone health

insurers, 18 by insurance intermediaries and 14 by insurtech firms. The Authority approved a total of 67 applications which included 10 applications of life insurers, 43 of general insurers, nine of stand-alone health insurers, one of insurance intermediary and four of insurtech firms.

III.5.5 Of the 173 applications filed, 25 were in life insurance, 53 were in general insurance, 35 in health insurance and balance 60 in distribution development. The Authority approved a total of 67 applications which included nine life insurance, 23 general insurance, 26 health insurance and nine distribution development applications.

III.5.6 The Authority granted approvals to Regulatory Sandbox applications in three tranches.

- Approved 33 applications in the first tranche for the period February 01, 2020 to July 31, 2020. This included 11 applications of general insurance, 19 of health insurance and three of distribution development. Six applications have completed the experiment and are moving to the next stage. Nineteen applications have been granted extension of time as they could not complete the experiment due to COVID-19 pandemic.
- Approved 16 applications in the second tranche for the period May 01, 2020 to October 31, 2020. This included seven applications of life insurance and nine applications of general insurance.
- Approved 18 applications in the third tranche for the period July 01, 2020 till December 31, 2020. This included two applications of life insurance, three of general insurance, seven of health insurance and six of distribution development.

Insurance Repositories

III.5.7 The Insurance Repository System is an initiative of the Authority to de-materialize insurance policies. The objective is to provide policyholders a facility to keep insurance policies in electronic form and to undertake changes, modifications and revisions in the insurance policy with speed and accuracy in order to bring about efficiency, transparency and cost reduction in the issuance and maintenance of insurance policies. To achieve this objective, the Authority issued the guidelines on Insurance Repositories and electronic issuance of insurance policies in April, 2011. The Insurance Repository system was formally launched on September 16, 2013. However, due to various reasons, the full benefit of this electronic platform was not realized. In order to leverage this electronic platform to the benefit of all stakeholders, Pilot implementation Scheme was launched on June 2014. Subsequently in May, 2015, the Authority has issued the “Revised Guidelines on Insurance Repositories and electronic issuance of Insurance policies”.

III.5.8 Where an insurer issues and maintains ‘e-insurance policies’, he shall mandatorily do so by utilizing the services of an insurance repository. All such insurance policies in electronic form shall be treated as valid insurance contracts. Every insurer who desires to issue e-insurance policies shall enter into service level agreements with one or more insurance repositories.

III.5.9 “e-Insurance Account” or “eIA” is an electronic account opened by a person with an insurance repository wherein the portfolios of insurance policies of a policyholder are held in an electronic form. At present, there are total 56.78 lakh eIA created and a total of 56.39 Lakh policies converted into electronic mode since April, 2011.

III.5.10 In order to discharge the services and obligations, an insurance repository may appoint

any number of approved persons to represent it before policyholders, subject to prior permission of IRDAI. A request for opening of eIA can be made to the Insurance Repository directly or through authorized Approved Persons or through Insurers. There are total 271 active Approved Person associated with Insurance Repositories.

III.5.11 “iTrex” is a central index server that offers deduplication services and acts as a messaging hub between entities creating eIAs, electronic policies and their servicing. iTrex shall act as a KYC repository, messaging and de-duplication hub. iTrex shall provide an electronic platform for the insurers and the IRs to reconcile their records on a periodic basis. iTrex shall provide electronic interface to seamlessly communicate with other entities in insurance space on a real time basis.

III.5.12 There are four Insurance Repositories approved by the Authority as on March 31, 2020. They are

- i. NSDL National Insurance Repository
- ii. CDSL Insurance Repository Limited
- iii. CAMS Repository Services Limited
- iv. Karvi Insurance Repository Limited

III.5.13 In order for the entities to communicate electronically on a seamless basis, the Authority shall prescribe data definitions, message and data standards as may be required for the smooth conduct of electronic transactions on a seam-less basis. The Authority embarked on the task of compiling the data standards to facilitate easy interfacing of IT systems of multiple entities in the insurance sector. The data standards bring about common definitions for the information exchange. This helps in easy interfacing of multiple systems both within and outside an organization.

III.5.14 In order to support the Insurance Repository System, standard Extensible Markup Language (XML) schema consisting of the field definitions,

BENEFIT ILLUSTRATION AND MARKET CONDUCT

The Authority has issued directions to all life insurers on (a) Benefit Illustrations and (b) other Market Conduct aspects vide circular dated September 26, 2019.

Some of the salient features of this Circular are:**Benefit Illustration**

- i. A customized Benefit Illustration (BI) needs to be given at point of sale and needs to be signed by the prospect and individual agent or intermediary involved in sale process.
- ii. The BI is not applicable to the policies issued under IRDAI (Micro Insurance) Regulations, 2015, Guidelines on Point of Sales(POS) - Life Insurance Products, 2016 and IRDAI (Insurance services by Common Service Centres) Regulations, 2019 as amended from time to time.
- iii. This BI needs to be as per the formats prescribed in the circular and shall clearly distinguish between guaranteed and non-guaranteed benefits.
- iv. In case of online sales, specific and separate confirmation and consent for BI shall be obtained from the proposer about understanding the benefits illustrated.

Market Conduct

- i. Atleast annually the contact information of the policyholders needs to be verified and updated by Life Insurers.
- ii. A status report of policies disclosing the premium payment status, accrued bonus and other benefits, paid-up value, and other relevant information needs to be sent to the policyholders, annually.
- iii. Pension products need to disclose an illustrative target purchase price for each policyholder and other possible risks involved.
- iv. Splitting of policies shall not result into any increase, directly or indirectly to the policyholder by way of fees or charges in whatsoever name at any time during the term of the policies and not just at the inception.
- v. Separate periodical training, on a continuous basis, needs to be imparted to the agents and intermediaries before they are authorized to sell unit linked insurance products to ensure required expertise.
- vi. Suitability information of every prospect, except in respect of pure risk and pure health products, shall be collected by Life Insurer/Agent/Intermediary and make recommendations on purchase of life insurance product only basis such information. This suitability document needs to be signed by the prospect and the person involved in the solicitation of the business and needs to be enclosed to the proposal.
- vii. All life insurers shall provide on their website a standalone premium calculation module for the products which are on offer for sale.
- viii. An advertisement of the unit linked insurance product shall contain adequate, accurate, explicit and updated information fairly as prescribed in the Circular.

GROUP LIFE INSURANCE PRODUCTS ADMINISTRATION

Group insurance facilitates enhancing the access to life insurance to both formal and informal sectors of the society and thereby increase insurance penetration. It's an important tool to offer beneficial coverage at moderate cost. The Authority has initially issued Group Insurance Guidelines on July 14, 2005. Consequent to issue of Linked and Non-Linked Life Insurance Product Regulations, 2019 there arose a need to review Group Insurance Guidelines and thus the Circular dated September 26, 2019 was issued applicable to all Life Insurers.

The following are the key features of the Circular on Group Life Insurance Products and other operational matters:

1. Claim Payments under the Lender Borrower schemes where Life Insurer can make claim payment in favour of Master Policy Holders in case of select Regulated entities defined.
2. For better awareness, in case of employer-employee schemes, the master policy shall be made available for guidance to all the insured members of the group.
3. The Insurer may utilize the services of the master policyholder in facilitating the intimation and settlement of a claim except in case of lender-borrower group insurance schemes, where a specified procedure is laid down.

field properties and message content were earlier shared for exchange of data between multiple players for the Life Segment. Similarly, schemas have been finalized to support the needs of Health, Motor, Other lines of business, Corporate & Group. These schemas would support the 'individual & Group lines' of Life, Non-life and Health insurance transactions in the Insurance Repository System.

III.5.15 The insurers, IRs and iTrex shall together strive towards providing correct and consistent version of electronic policies and transactions. They shall strive towards a faster and more efficient system that shall contribute towards the usage of the electronic system in particular to further the growth of Insurance sector.

Insurance e-commerce

III.5.16 In order to increase the insurance penetration through the medium of e-commerce, the Authority has issued guidelines on Insurance e-commerce on March 09, 2017 to promote e-commerce in insurance space which is expected to lower the cost of transacting insurance business

and bring higher efficiencies and greater reach. In this regard, a new platform namely Insurance Self-Network Platform (ISNP) is introduced.

III.5.17 Insurance Self-Network Platform (ISNP) means an electronic platform set up by any applicant with the permission of the Authority. An individual agent is not permitted to set up a separate insurance Self-Network platform instead can use respective insurers' platform, if available.

III.5.18 Market Participants on Insurance Self-Network Platform shall include

- i. Insurers registered by the Authority
- ii. Insurance Intermediaries registered by the Authority
- iii. Any other person so recognized by the Authority

III.5.19 The Authority has launched ISNP online portal (isnp.irda.gov.in) on April 11, 2017 for filling online applications. The status of the ISNP

application received from insurers and intermediaries as on March 31, 2020 is:

Description	Numbers
Insurers	50
Brokers	111
Web Aggregators	23
Corporate Agents	36
Total	220

III.6 Promoting and Regulating Professional Organizations Connected with the Insurance and Reinsurance Business

The following professional organizations are connected with the insurance and reinsurance business:

Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA)

III.6.1 The Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA) is an institute established by the Authority and incorporated under Section 25 of the Companies Act, 1956. Membership of the institute is mandatory for grant of surveyor license. The Institute seeks to function as a self-regulated body.

Insurance Brokers Association of India (IBAI)

III.6.2 In similar lines, brokers registered by the Authority are necessarily required to be the members of the Insurance Brokers Association of India (IBAI).

Insurance Information Bureau of India (IIB)

III.6.3 Section 14(2)(f) of the IRDAI Act, 1999 empowers the Authority to promote and regulate professional organizations connected with the insurance and re-insurance business. Accordingly, Authority established the Insurance Information Bureau of India (IIB) to fulfil the need for a sector-level data repository and analytics which would

empower stakeholders through provision of accurate, timely, reliable insurance data and analysis.

Institute of Insurance and Risk Management (IIRM)

III.6.4 The Institute of Insurance and Risk Management (IIRM) is a professional body jointly set up by IRDAI and erstwhile Government of Andhra Pradesh as an international education and research organization for promotion of insurance education and it is incorporated under Section 25 of the Companies Act, 1956. The overall working of IIRM is overseen by Board of Directors headed by the Chairman of IRDAI.

III.7 Levying Fees and Other Charges for Carrying Out the Purposes of the Act

III.7.1 The Authority levies various regulatory fees and charges for licensing and renewal of license for insurers, reinsurers and intermediaries. During the year 2019-20, there are no changes in the fee structure for insurers and intermediaries except for the Third Party Administrator (TPA). Total amount of ₹180.12 crore was collected from insurers and intermediaries in the year 2019-20 as fees and other charges. The fee structure for insurers and intermediaries along with the fee collected in the FY 2019-20 is provided in Annexure 7.

III.8 Calling Information from, Undertaking Inspection of, Conducting Enquiries and Investigations Including Audit of the Insurers, Intermediaries, Insurance Intermediaries and Other Organisations Connected with The Insurance Business

III.8.1 The Authority, through the Inspection Department, pursues its on-site supervision of the regulated entities with regard to their observance of / compliance to provisions of relevant Acts, Regulations, Guidelines/ Circulars, Directions, Standards, etc.

III.8.2 Section 33 of Insurance Act, 1938 and Sec.14(2)(h) of the IRDAI Act, 1999 lay down the statutory provisions for calling of information from and carrying out on-site inspection, including investigation, of insurance companies, intermediaries, insurance intermediaries and other organizations connected with the insurance business. Supervisory oversight, at the minimum involves a two-pronged approach, viz., off-site examination and on-site inspection. General, focused and thematic inspections are undertaken at the site of the regulated entities for assessment of their functioning by examination of relevant records, books of accounts and business activities on sample basis. The manuals on inspection are suitably customized to assess compliance to various regulatory provisions and other applicable laws relating to financial condition, market conduct, corporate governance, overall risk profile, and related matters of the regulated entities.

III.8.3 During the year 2019-20, the Inspection Department has undertaken 108 onsite inspections. Out of this, 46 inspections (42.6 per cent) are conducted in insurance companies and remaining in intermediaries. The details are provided in Table III.2.

III.8.4 As per the set prescribed procedure, the final report along with the responses of the inspected are analyzed entities are analyzed at the Enforcement Department considering supporting evidences and courses of action as proposed for each of the inspection observation. Proposed course of actions are submitted to the Head of Department (HOD) of the concerned Nodal department for their comments/inputs within 15 days' time. After taking care of the comments from the HODs and also considering the actions taken offsite/onsite on other similar issues, Enforcement Department recommends a course of action, which is submitted to the Competent Authority for approval. Based on the course of action approved by the competent Authority, the inspected entity is either charged or advised and/or observation is closed. The entity which is charged for certain regulatory violation/non-compliance is given an opportunity to present their submission in person through personal hearing and then final actions like penalty, warning, caution, direction, advisory etc. is taken by the Competent Authority.

In addition, in certain cases where the violations are quite serious warranting cancellation of registration/ license etc., the Authority cancels the registration/license after following due process.

**Table III.2:
Onsite Inspections conducted by IRDAI**

Type of Entity	Number of entities inspected			
	General inspection	Focused inspection	Thematic inspection	Total
Life Insurance Company	2	2	19	23
General Insurance Company	1	1	18	20
Health Insurance Company			2	2
Reinsurance Company			1	1
Insurance Brokers	17			17
Corporate Agents	24	1		25
Corporate Surveyors	20			20
Total	64	4	40	108

III.8.5 Apart from the above, the Authority also exercises Adjudication process in case of violation of certain specified Sections of Insurance Act.

III.8.6 All orders passed by the IRDAI are appealable in Securities Appellate Tribunal.

III.8.7 The details of monetary penalties levied by the Authority during the year 2019-20 are given at Annexure 7.

III.9 Control and regulation of rates, advantages, terms and conditions that may be offered by insurers in respect of general insurance business not so controlled and regulated by the Tariff Advisory Committee under section 64U of the Insurance Act, 1938 (4 of 1938)

III.9.1 All classes of tariffed General insurance business were de-tariffed w.e.f from January 01, 2007 except Motor Third Party business so far as pricing is concerned. Since Motor Third Party cover is a statutory insurance cover under the provisions of Motor Vehicles Act, 1988, the Authority retained the powers to determine the rates, terms and conditions under Section 14(2)(i) of the IRDA Act, 1999. The Authority first notified Motor Third Party rates vide order no. "043/IRDA/De-Tariff/Jan-07" on January 23, 2007 which came into effect from January 01, 2007. Next, the Authority vide order no. "IRDA/NL/NTFN/MOTP/066/04/2011" dated April 15, 2011 notified rates and stated that the rates would be reviewed and notified annually. Motor Third Party premium rates have been notified every year since then and the rates for the year 2019-20 were notified vide order no. IRDAI/NL/NTFN/MOTP/91/06/2018 on June 04, 2019. Owing to the pandemic situation, as per order dated March 27, 2020, the Authority has extended the validity of the premium rate notified for 2019-20 to continue beyond March 31, 2020 until further orders.

III.10 Specifying The Form and Manner in Which Books of Accounts Shall Be Maintained and Statements of Accounts Shall Be Rendered by Insurers and Other Insurance Intermediaries.

III.10.1 The financial statements of insurers are prepared in the form and manner prescribed under the IRDA (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002, amended from time to time and also by various circulars and guidelines issued from time to time. Books of accounts are maintained in order to present various line items as required under these Regulations.

In case of intermediaries, books of accounts and financial statements are required to be maintained in the form and manner stipulated under the respective regulations/ circulars/ guidelines.

Wherever the Authority has not stipulated the form/ and manner in which books of accounts are to be maintained, provisions of Companies Act/Rules and other applicable Acts/Rules apply.

III.10.2 During FY 2019-20, in order to have uniformity, consistency and comparability, the Authority, in exercise of the power under section 14 of IRDA Act, 1999:

- Specified the manner of presentation of following in Financial Statements:
 - a. Excess Expenses of Management
 - b. Personal Accident and Travel (including domestic as well as overseas) sub segments
 - c. Rewards and/or remuneration to agents, brokers or other intermediaries
 - d. Expenditure towards Corporate Social Responsibility

- Directed that, with regard to Quota Share Reinsurance Treaty on Clean-cut basis, Direct insurers (cedant) shall create the adequate reserves including Unearned Premium Reserve, Premium Deficiency Reserve and Outstanding Claims Reserve.
- Extended requirement to segregate Policyholders' Funds and Shareholders' Funds till further orders.
- Directed that all co-insurance transactions shall be reconciled with balances as per ETASS and a Certificate from Statutory Auditors shall be furnished in the prescribed format.

III.11 Regulating Investment of Funds by Insurance Companies

III.11.1 IRDAI (Investment) Regulations, 2016 read along with Master Circular and guidelines amended from time to time regulate Insurers' Investments.

III.12 Regulating Maintenance of Margin of Solvency

III.12.1 Every insurer is required to maintain a Required Solvency Margin as per Section 64VA of the Insurance Act, 1938. Every insurer shall maintain an excess of the value of assets over the amount of liabilities of not less than an amount prescribed by the IRDA, which is referred to as a Required Solvency Margin. The IRDAI (Assets, Liabilities and Solvency Margin of General Insurance Business) Regulations, 2016 describe in detail the method of computation of the Required Solvency Margin for General insurers, Standalone Health Insurers, Reinsurers and Branches of Foreign Re-insurers. Similarly, The IRDAI (Assets, Liabilities and solvency margin for Life Insurance Business) Regulations, 2016 addresses the matter in respect of Life Insurers.

III.12.2 In the case of life insurers, the minimum Required Solvency Margin is rupees fifty crore (rupees one hundred crore in the case of reinsurer) and arrived at in the manner specified by the Authority. The Insurance Laws (Amendment) Act, 2015 specifies a level of solvency margin known as control level of solvency, on the breach of which, the Authority shall direct the insurer to submit a financial plan indicating a plan of action to correct the deficiency within a specified period not exceeding six months.

III.12.3 In the case of general insurers, Re-insurers and Branches of Foreign Re-insurers, the Required Solvency Margin shall be the maximum of the fifty percent of minimum capital/Assigned Capital requirement for the insurer or reinsurer or Branches of Foreign Re-insurers; or higher of RSM-1 and RSM-2 computed as under for each Line of Business separately:

- RSM-1 means the Required Solvency Margin based on net premiums, and shall be determined as twenty percent of the amount which is higher of the Gross Premiums multiplied by a Factor A and the Net Premiums. For the purpose of calculation of RSM1, 'Trailing 12 month's premium' will be taken into account.
- RSM-2 means the Required Solvency Margin based on net incurred claims, and shall be determined as thirty percent of the amount which is the higher of the Gross Incurred Claims multiplied by a factor B and the Net Incurred claims. For the purpose of calculation of RSM2, Claims will be taken into account as maximum of 'Trailing 12 months Claims' and 'Trailing 36 months Claims divided by 3'.

III. 12.4 In order to have uniformity, consistency and comparability, the Authority, in exercise of the power under section 14 of IRDA Act, 1999, issued following directions during FY 2019-20:

- The IT/Computer software shall be depreciated at the rate of not less than 1/12th in each quarter on straight line basis, starting from the quarter in which the IT/Computer software were added to the Gross Block. The Written Down Value shall be considered for the purpose of computation of Available Solvency Margin;
- The hypothecated/encumbered assets shall be considered for the purpose of computation of solvency margin only if the corresponding obligation(s) / contingency(ies) have also been recognized as liability in the books of accounts;
- Intangible assets shall be considered as inadmissible for the purpose of computation of available solvency margin;
- Personal Accident and Travel (including domestic as well as overseas) shall be clubbed with Health segment and RSM-1 and RSM-2 shall be computed accordingly;
- Solvency returns shall be submitted within 45 days from the end of quarter for quarter ending on June 30, September 30 and December 31. In case of quarter ending on March 31, 2020, solvency return shall be submitted within three months from the end of the period to which they refer to or within thirty days from the date of adoption of accounts by the Board of the insurer, whichever is earlier.
- Insurers who are having such treaties on their books shall submit:
 - Board approved Action Plan to the Authority on or before June 30, 2020 for phasing out the treaties along with timelines such that it complies with the Solvency Stipulations;
 - The plan of action shall also include assessment of requirement of capital infusion and sources of funds for the capital infusion so required due to prospective closure of these Capital Gearing treaties;
- Direct insurers (cedants) shall create appropriate reserves towards Unearned Premium Reserves, Premium Deficiency Reserves, and Outstanding Claims Reserves.

III.13 Adjudication of Disputes Between Insurers and Intermediaries or Insurance Intermediaries

III.13.1 As per Regulation 59(2) of IRDAI (Insurance Brokers) Regulations, 2018, any disputes arising between an insurance broker and an insurer or any other person either in the course of his engagement as an insurance broker or otherwise may be referred to the Authority by the person so affected; and on receipt of the complaint or representation, the Authority may examine the complaint and if found necessary proceed to conduct an enquiry or an inspection or an investigation in terms of these regulations.

III.14 Specifying the Percentage of Life Insurance Business and General Insurance Business to be undertaken by the Insurers in the Rural and Social Sector.

III.14.1 IRDAI (Obligations of Insurers to Rural and Social Sectors) Regulations, 2015 have been notified on August 24, 2015 and shall supersede the IRDA (obligations of Insurers to Rural and Social Sectors) Regulations, 2002. The obligations stated in these regulations shall be applicable from FY 2016-17.

III.12.5 Capital Gearing Treaties

The Authority, in exercise of the power under section 14 of IRDA Act, 1999, issued following directions on capital gearing treaties:

- No insurer shall enter into any fresh Capital Gearing treaties;

The obligations of the insurers as per regulatory provisions are as under:

III.14.2 Rural sector

(a) In respect of a Life Insurer, the following percentages of the total number of policies written in the respective years shown below: -

Financial Year From Inception	Percentage of Number of Policies
First year	7
Second year	9
Third year	12
Fourth year	14
Fifth year	16
Sixth and seventh year	18
Eighth and ninth year	19
Tenth year and every year thereafter	20

(b) In respect of a General Insurer, the percentage of gross premium income written direct in the respective years is shown below: -

Financial Year From Inception	Percentage of Number of Policies
First year	2
Second year	3
Third year to seventh year	5
Eighth year	6
Ninth year and every year thereafter	7

(c) In respect of Standalone Health Insurers, 50% of the obligations prescribed for General Insurers.

III.14.3 Social Sector

In respect of all insurers (Life, General, Standalone Health): -

Age of the Insurer in Years	Percentage of Social Sector Lives Computed on the Total Business Procured In the Preceding Financial Year
1	0.5
2	1.0
3	1.5
4	2.0
5	2.5
6	3.0
7	3.5
8	4.0
9	4.5
10 and above	5.0

Note: Total business for the purpose of these regulations is the total number of policies issued in case of individual insurance and number of lives covered in case of Group Insurance. In case of Individual health insurance policies covering the lives of family members, the lives covered under such policy may be taken into account both in determination of target as well as actual performance.

In case where an Insurer commences operations in the second half of the financial year and is in operations for less than six months as at March 31 of the relevant financial year:

- No rural and social sector obligations shall be applicable for the said period, and
- Where the insurer commences operations in the first half of the financial year, that shall be treated as the first year of operations and the applicable obligations for the first year shall be 2500 lives for Social Sector. Similarly, the obligations for Rural Sector shall be half of the percentage prescribed for the first year.

PART – IV

ORGANISATIONAL MATTERS

IV.1 ORGANISATION

IV.1.1 Dr. Subhash C. Khuntia, IAS (Retd.), appointed as Chairman of the Authority by the Government of India for a period of three years with effect from May 7, 2018, continued during the year. Shri Pravin Kutumbe, Whole-time Member (Finance and Investments), Mrs. T.L. Alamelu, Whole-time Member (Non-Life) and Shri K. Ganesh, Whole-time Member (Life) continued in the Authority during the year.

Shri Sujay Banarji, Whole-time Member (Distribution) held the office till attaining the age of 62 years on January 8, 2020. Ms. Pournima Gupte, Whole-time Member (Actuary), appointed for five years, held the office till January 12, 2020.

IV.1.2 Shri Debasish Panda, Secretary, Department of Financial Services, Ministry of Finance and Ms. Sushama Nath, former Finance Secretary, continued as Part-time Members of the Authority during the year. Shri Prafulla Chhajed, President, the Institute of Chartered Accountants of India became Part-time Member of the Authority with effect from February 12, 2019 and continued up to February 11, 2020. Thereafter, Shri Atul Kumar Gupta, President, Institute of Chartered Accountants of India became Part-time Member of the Authority with effect from February 12, 2020. The composition of the Authority as on March 31, 2020 is given in Table IV.1.

Meetings of the Authority

IV.1.3 During 2019-20, the Authority met on three occasions. They are

- 105th Meeting on June 21, 2019
- 106th Meeting on October 7, 2019
- 107th Meeting on December 20, 2019

The details of the meetings attended by each member are given in Table IV.2.

**Table IV.2:
Details of Meetings of the Authority
held during 2019-20**

Name	Number of Meetings	
	Held	Attended
Dr. Subhash C. Khuntia	3	3
Ms. Pournima Gupte (up to 12.01.2020)	3	3
Shri Pravin Kutumbe	3	3
Shri Sujay Banarji (up to 08.01.2020)	3	3
Smt. T L Alamelu	2*	2
Shri K Ganesh	2*	1
Smt. Sushama Nath	3	3
Shri Debasish Panda	3	1
Shri Prafulla P Chhajed (from 12.02.2019 to 11.02.2020)	3	1
Shri Atul Kumar Gupta (w. e. f. 12.02.2020)	0*	0

*Note: * Number of meetings held after assuming charge.*

**Table IV.1:
Composition of the Authority as on March 31, 2020**

Name	Position	Provision
Dr. Subhash C. Khuntia	Chairman	Under Section 4(a) of the IRDAI Act, 1999
Shri Pravin Kutumbe	Whole-time Member (Finance and Investments)	Under Section 4(b) of the IRDAI Act, 1999
Smt. T L Alamelu	Whole-time Member (Non-Life)	Under Section 4(b) of the IRDAI Act, 1999
Shri K Ganesh	Whole-time Member (Life)	Under Section 4(b) of the IRDAI Act, 1999
Smt. Sushama Nath	Part-time Member	Under Section 4(c) of the IRDAI Act, 1999
Shri Debasish Panda	Part-time Member	Under Section 4(c) of the IRDAI Act, 1999
Shri Atul Kumar Gupta	Part-time Member	Under Section 4(c) of the IRDAI Act, 1999

IV.2 HUMAN RESOURCES

IV.2.1 The staff strength and the need for additional manpower are reviewed from time to time. As on March 31, 2020, the total number of employees was 216 out of sanctioned strength of 280 (Table IV.3). During the year 2019-20, two employees in the grade of Assistant Manager had resigned and no employee had joined. The category-wise staff strength is presented in Table IV.4.

Class	2018-19		2019-20	
	Sanctioned	Actual	Sanctioned	Actual
I	224	202	258	200
III & IV	22	16	22	16
Total	246	218	280	216

Gender and Age Profile of Employees

IV.2.2 Out of 216 employees, almost one fourth of them (53) are female. IRDAI is a young and dynamic organization and about 44 per cent of employees are 40 years or below in age. The average age of employees is about 41 years. The distribution of employees across different age groups is given in Table IV.5.

Age (Years)	Number	Per cent
21 - 30	40	18.52
31 - 40	56	25.93
41 - 50	88	40.74
51 - 60	32	14.81
Total	216	100

Region-wise and Grade-wise Distribution of Employees

IV.2.3 Of the total employees, 186 employees (86.11 per cent) are working in Head Office and remaining 20 employees are working in New Delhi Regional Office (9.26 per cent) and 10 employees are working in Mumbai Regional Office (4.63 per cent).

IV.2.4 Out of 216 employees, 200 employees are officers (92.59 per cent) and 16 employees (7.41 per cent) comprise Assistant, Senior Assistant and record clerk. Also, five Officers have been promoted from Deputy General Manager to General Manager grade during 2019-20 and the grade-wise distribution of staff members is provided in Table IV.6.

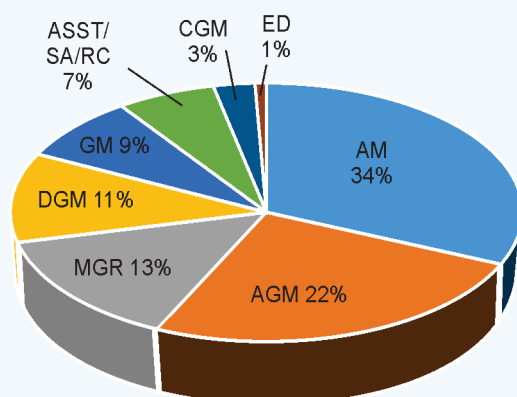
Category Class	2018-19				2019-20			
	SC	ST	Others	Total	SC	ST	Others	Total
I	22 (10.89)	7 (3.47)	173 (85.64)	202 (100)	22 (11.00)	7 (3.50)	171 (85.50)	200 (100)
III & IV	2 (12.50)	1 (6.25)	13 (81.25)	16 (100)	2 (12.50)	1 (6.25)	13 (81.25)	16 (100)
Total	24 (11.01)	8 (3.67)	186 (85.32)	218 (100)	24 (11.11)	8 (3.70)	184 (85.19)	216 (100)

Note: Figures in brackets are percentage to total

**TABLE IV.6:
Grade-wise Distribution of staff
in IRDAI**

Grade	2018-19	2019-20
Executive Director (ED)	2	2
Chief General Manager (CGM)	7	7
General Manager (GM)	14	19
Deputy General Manager (DGM)	29	24
Assistant General Manager (AGM)	47	47
Manager (MGR)	27	27
Assistant Manager (AM)	76	74
Assistant (ASST)/ Senior Assistant (SA)/ Record Clerk (RC)	16	16
Total	218	216

**Chart IV.1: Grade-wise Distribution of Staff
(2019-20)**



Training and Development

IV.2.5 Training and Development is critical for helping employees to develop their personal and professional skills, knowledge, and abilities. In order to enhance and widen the knowledge base, employees have been nominated for various training programs. Several training initiatives were undertaken during the year to enhance the knowledge, skills and efficiencies of staff members.

In-house Training

IV.2.6 To create a talent pool, Capacity Building Program was initiated in IRDAI by imparting weekly training to the staff members on the Core Curriculum modules (Insurance Core Principles-ICPs) developed by International Association of Insurance Supervisors (IAIS) by the experienced senior officials of the Authority. The aim of the program was to develop sufficient well-qualified staff, including experienced actuaries, auditors, insurance/re-insurance experts, economists, lawyers, and IT specialists to meet the demands of regulation and supervision. In addition, supervisors must keep up with insurance industry practices and levels of sophistication so as to supervise the regulated entities effectively.

IV.2.7 During the year, knowledge sharing sessions by eminent speakers on various topics such as Awakening a Powerful Attitude, Group Insurance Schemes of Insurance Companies, Telematics, etc. were organized for the staff members.

Foreign Training

IV.2.8 To carry out the core functions effectively and efficiently in a globalized market and to build adequate capacity, a proper understanding of international best practices on various aspects of insurance regulation is necessary. In this context, IRDAI has nominated employees for various seminars, conferences, workshops organized by various regulatory/multilateral agencies/organizations abroad. In the year 2019-20, one officer was nominated for NAIC International Fellows Program, USA, for a session in October, 2019. One Officer each was nominated for the following seminar/conference/workshops:

- Financial Services Authority (FSA), Japan
- Lloyd's Asia Pacific Regulators Programme, Singapore
- International Micro Insurance Conference, Dhaka, Bangladesh
- China Banking and Insurance Regulatory Commission, China

Internship

IV.2.9 IRDAI offers internship to students who are pursuing Graduate and Post graduate courses or Research from reputed universities and educational institutions during the summer recess. The aim of internship is to provide exposure to emerging young talent in the specific area of insurance and provide future professionals with practical experience in regulatory environment where learning is the primary objective. During the year 2019-20, IRDAI offered internships to 19 students, of which 10 students are from IIRM and nine students are from other reputed universities and educational institutions in India.

Recreational activities for employees

IV.2.10 Indoor sports facility was inaugurated for employees at Head Office providing access to Table Tennis, Carom and Chess. One-day outing program for all the employees of Head Office of IRDAI along with their family members was organized in January 2020 at a Resort in Hyderabad.

Observance of International Yoga Day and Women's Day

IV.2.11 The International Day of Yoga aims to raise awareness worldwide of the many benefits of practicing yoga. As a part of Yoga Day celebrations, officials from IRDAI participated in the official Yoga Day Celebrations conducted by the Department of AYUSH, Government of Telangana on June 21, 2019. The International Women's Day (IWD) 2020 was observed on March 8, 2020. It is a day when women are recognized for their achievements and an occasion for looking to the untapped potential and opportunities that await future generations of women. Madam Swati Lakra, IPS, IGP Law and Order, In-charge of Women Safety including SHE Teams and Bharosa for Telangana State, was invited to address employees on the occasion.

Internal Committee for Women Employees

IV.2.12 In terms of provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Internal

Complaints Committee (ICC) has been reconstituted on August 28, 2017 with a view to redressing the complaints in this regard as also to ensure compliance of various provisions laid down in the Act. There were no complaints received in the year 2019-20.

Grievance Redressal Committee

IV.2.13 The Grievance Redressal Committee (GRC) was constituted under Regulation 72 of IRDA (Condition of Service of Officers & Other Employees) Regulations, 2000, on February 4, 2011, to look into grievances, if any, of its officers and employees brought before the Committee. Regulation 78 of IRDAI Staff (Officers and Other Employees) Regulations, 2016 prescribes the provisions and process for grievance redressal and welfare of employees. The Authority shall take such steps as it considers necessary for the welfare and development of its employees. The Committee was last reconstituted on January 21, 2020. During the year 2019-20, no complaint has been received for reference to the Committee.

IV.3 PROMOTION OF OFFICIAL LANGUAGE

IV.3.1 The Insurance Regulatory and Development Authority of India continued its concerted efforts to promote usage of Hindi in official work. A separate Official Language Implementation Department (OLI) has been functioning to ensure effective compliance of various provisions relating to implementation of official language. During the year, special efforts were made to ensure compliance of the Official Language policy of the Union enshrined in the Constitution of India including the Official Languages Act, 1963, the Official Languages Rules, 1976, Government of India annual program for use of Hindi and the orders issued by the Department of Official Language from time to time. Annual program for use of Hindi for the year 2019-20 was published through office order for compliance.

IV.3.2 All documents, laid on the table of Parliament, were submitted in bilingual form. The letters/representations/appeals/RTI applications received

in Hindi were replied in Hindi in compliance of Rule 5 of the O.L. Rules, 1976. Implementation of Rule 11 of the said Rules was also ensured.

IV.3.3 All employees were encouraged to use Hindi in their day-to-day correspondence, assisted in the preparation of agenda and minutes in Hindi for Authority meetings, maintain registers in bilingual form and encouraged office noting and documents in Hindi. Translation from Hindi to English and vice versa, as and when required by internal Departments were also arranged. Because of the above efforts, Hindi correspondence stood at 67.10 per cent and Hindi noting at 83.66 per cent as against the requirement of 55 per cent and 30 per cent respectively, for the period ending March 31, 2020.

Progress Report

IV.3.4 Quarterly Progress Report from all the Departments in IRDAI is collected in the format prescribed by the Rajbhasha Vibhag, GOI. The report was submitted to Department of Official Language, Ministry of Home Affairs and Department of Financial Services, Ministry of Finance within the stipulated time period. Besides quarterly progress report, half yearly progress report, annual progress report and evaluation reports were also prepared and submitted to the aforesaid Departments.

Awards

IV.3.5 IRDAI has been awarded the first prize by Town Official Language Implementation Committee (Bank) Hyderabad (TOLIC) for implementation of the official language. Eleven employees have won prizes in different Hindi competitions, organized under the aegis of TOLIC. An Official Language Technical Seminar and Hindi Quiz competition were organized by IRDAI for the member offices of TOLIC.

Hindi Trainings

IV.3.6 The roster of employees is updated according to their proficiency/working knowledge in Hindi, which is particularly utilized for nominating

employees for Probodh, Praveen, Pragma and Parangat trainings conducted by Hindi Training Institute, Department of Official Language, Ministry of Home Affairs, Government of India. During 2019-20, 22 employees were given, Pragma and Parangat Hindi knowledge training and five employees were given training in Hindi typing. One employee has undergone advance translation training at Central Translation Bureau. To promote usage of Hindi, IRDAI has taken certain initiatives. Desk training is being imparted and 13 employees have been trained. An honorarium for Hindi training has been introduced under which Parangat training holders are also being felicitated. Under the scheme, 39 employees have been rewarded with this honorarium. Eighteen awards will also be given away under the Hindi Cash Price Incentive Scheme.

Hindi Workshops and Meetings

IV.3.7 The OLI Committee has been reconstituted under the chairmanship of Chairman with all HODs as members and the review meetings were held once in every quarter. The OLI Committees have been set up at New Delhi Regional Office (NDRO) and Mumbai Regional Office (MRO) also. Hindi workshops were conducted regularly for employees to familiarize them with the rules relating to Hindi and Hindi typing with the help of Unicode and other easy-to-use methods for wider use of Hindi in day-to-day work. During 2019-20, 121 employees of Head Office, Hyderabad attended these workshops. The Hindi workshops were also conducted at NDRO and MRO and 17 and two employees respectively were given training. Leaflets of Hindi Rules, annual program for use of Hindi and common Hindi notings were distributed during Hindi workshops.

IV.3.8 IRDAI attended the half yearly meetings of the Town Official Language Implementation Committee (Bank) Hyderabad (TOLIC) with the participation of top executives. IRDAI attended the fourth and fifth Official Language Implementation review meeting organized by Department of Financial Services, Ministry of Finance respectively on April 24, 2019 at New Delhi and on November 13, 2019 at Nagpur.

OLI inspection

IV.3.9 Official Language Department, Ministry of Home Affairs conducted OLI inspection at Head Office on June 27, 2019 to assess official language implementation. Also, OLI Department in Head Office conducted OLI inspection of Mumbai Regional Office and New Delhi Regional Office, besides inspection of all departments of Head Office in March 2020.

Hindi Pakhwada

IV.3.10 Hindi Pakhwada was celebrated from September 13-30, 2019 with the inauguration by the Chairman. During the celebrations, various competitions were conducted like essay writing, translation, noting and drafting, poem recitation, story writing, quiz and antakshari. The Pakhwada ended with a closing ceremony which was attended by all employees. The Chairman presented prizes to 59 winners under various categories (Hindi speaking and non-Hindi speaking). The Pakhwada was also celebrated at NDRO and MRO, in which 16 and seven employees respectively were given awards.

Other information

IV.3.11 To promote Hindi, 99 Hindi books written by prominent authors were added to the Library this year. The OLI Department interacted regularly with Communication Department of IRDAI for publishing consumer awareness materials in Hindi and other regional languages.

IV.4 INFORMATION TECHNOLOGY

IV.4.1 During the year 2019-20, several enhancements have been made in the IT applications and infrastructures in order to ensure effective delivery of services to the regulated entities and the internal departments of IRDAI.

Business Analytics Project (BAP)

IV.4.2 Business Analytics System, the regulatory application for offsite monitoring was upgraded at a cost of ₹ 1.02 crore following the change

management methodology laid down in the agreement. In addition to these enhancements, a sum of ₹ 3.40 crore was also spent for the BAP-annual maintenance, hosting and SAP-annual technical support. Further, the validity of the contract was extended till March 31, 2020 to the total cost of ₹ 1.13 crore.

IV.4.3 Several modules in BAP have undergone major modifications during this year, in order to ensure that the regulatory applications are aligned to the current regulatory requirements.

BAP Module	Modification
TPA	Application changes to align the current regulatory requirements
Surveyor	Surveyor New license Application for CROP Line of Business
F&A Life and F&A Nonlife	New returns and Modifications in existing returns
Life, Nonlife & Health	Merger requirements of Life and Nonlife companies for F&A modules only
Re-insurance	Outsourcing returns to be submitted by Life, Non-Life and Health insurers
Broker	Places of business Outside India - New returns implemented in BAP
Actuarial	Separation of Reinsurance module from Non-Life operational module
	Additional documents upload section in changes during licensing. L3 user should be able to reassign tasks assigned to L1/L2/L3 users
	Life Products - Minor Modifications (Use and File)

IV.4.4 Other major activities in BAP are

- SMS integration for surveyor and Broker module to inform status of processing of applications for registrations, renewals etc.
- Integration with Paygov for Multiple payment options.
- Upgrading of the existing storages which have become end-of-support.
- Initiation of tendering activities for BAP 2.0

Status of Utilization of BAP Module

IV.4.5 The following modules of the portal are extensively used and the operations of these modules have been fully established.

- Investment module (Online filing of returns)
- Life module (Online filing of returns)
- Advertisement (Life/General/Health)
- Brokers module (Registrations and On-life filing)
- Surveyors (Registrations and On-line filing)
- Product filing (Life and Non-Life)
- Office filing ((Life/General/Health)
- F&A (Life and Non-Life)
- TPA (Registrations and On-line filing)
- Reinsurance module (Online filing of returns)

Information and Cyber Security for Insurers

IV.4.6 The IT department of the Authority has taken up the following initiatives/activities for the information and cyber security for insurers:

- A team of three officers have been formed to closely evaluate the cyber security audit reports of insurers, conduct the review meetings with insurers and take necessary follow-up actions in order to ensure that the guidelines issued for information and cyber security are effectively implemented.
- Due to close follow-ups with insurers on the implementation of cyber security guidelines

and also due to mandatory annual assurance audit, it is observed that the IT security posture of the insurance companies have considerably improved.

- In order to continuously strengthen cyber security controls of insurers, advisories are being issued to insurers from time-to-time. It helps insurers keep up with the evolving challenges in the cyber security front.
- IRDAI, in coordination with National Critical Information Infrastructure Protection Centre (NCIIPC) is also in the process of identifying the Critical Information Infrastructure (CII) in insurance sector, and declaring the identified CII as protected systems. This will ensure that CII are closely monitored by NCIIPC and proactive alerts are provided to CII to protect themselves from the possible cyber security breaches.
- Further, necessary steps are being taken to draft separate cyber security guidelines for insurance intermediaries.

Strengthening of Internal Information and Cyber Security Posture

IV.4.7 Steps have been taken to conduct regular Information and Cyber Security Audit for IT infrastructure in IRDAI through a CERT-In empanelled auditor for a period of three years.

IV.4.8 The scope of audit includes testing of all applications for cyber security related issues, review of Information Security Policy and Procedures, conduct of Gap Assessment in IT security and operating procedures, assessment of network security and information security, documentation and review of IT manuals containing Standard Operating Procedures (SOP), conduct of Vulnerability Assessment and Penetration Testing (VAPT), review of data centres including physical visits, compliance with IRDAI Information and Cyber Security Guidelines and submission of reports.

The select agency has already been commenced the audit work.

SAP ERP Application

IV.4.9 The following activities have been carried out during the year as a part of continuous upgradation of ERP application.

- Fixing of vulnerabilities suggested by Cyber Security Auditor
- Development of loan balances confirmation form
- Development of forms for providing feedback on accounts department
- Development of medical reimbursement declaration form
- Enhanced Annual Confidential Report (ACR) form with new functionalities
- Developing workflow for maintenance of contact details
- Upgrade of HCM patches to version 76 from version 55 in Development, Quality and Production servers
- Development of the reports to generate Annexures (9 numbers) that are part of Annual accounts
- Upgrading of leave approval to include additional features

Networking and Security

IV.4.10 Network infrastructures have been upgraded as per the following

- New server infrastructures related to managing of Local Area Network, Antivirus update and patch managements with high availability have been installed for handling these activities for head office and regional offices centrally.
- Implementation of Active Directory with high availability

- Network and Server Security of IRDAI systems were enhanced as per findings of third party Security Auditor.

Other Major Activities

IV.4.11 The other major activities completed during the year 2019-20 are as follows:

- ERP application was upgraded to handle certain existing functionalities which were not automated earlier.
- Tendering activities were initiated for revamping of Integrated Grievances Management System, Website and intranet.

IV.5 ACCOUNTS

IV.5.1 The accounts of the Authority for the Financial Year 2019-20 have been submitted to the Comptroller and Auditor General of India (C&AG) for audit and certification.

The audited accounts for the Financial Year 2018-19 were laid before the Lok Sabha on February 10, 2020 and before the Rajya Sabha on February 11, 2020, in terms of Section 17 of The IRDA Act, 1999.

IV.6 IRDAI JOURNAL

IV.6.1 Since the year 2002, IRDAI has been publishing its Journal, with the aim of providing insurance insights and information that serve as an educational tool to sensitize various stakeholders of the insurance industry about the development in the Indian and Global Insurance Sector. The contributions are obtained from the seasoned experts of the industry with high domain knowledge and vast industry experience. These contributions have undoubtedly been a major source of strength for the Journal which stands to benefit immensely from their intellectual wherewithal. The journal captures thematic issues alongside including ongoing current issues wherever possible. Data pertaining to Life, Non-Life and the Health Insurance sectors is also published to provide a bird's eye-view of the Indian

insurance industry. The web copy of the Journal continues to be the source of information and covers many topical issues for the various stakeholders.

IV.6.2 Since the beginning, various topics reflecting the dynamism of the industry which ran the gamut from customer service, health Insurance, re-insurance, disaster management-role of insurance in risk mitigation, grievance handling in insurance industry, crop insurance, role of intermediaries in insurance industry, role of CSR activities in insurance industry, Micro Insurance, Motor Insurance, role of information technology in insurance sector, protection of policyholders' interests, technology adoption in Insurance sector etc. have been meticulously captured by the Journal in order to provide an absorbing and thought-provoking experience to the readership.

IV.7 ACKNOWLEDGEMENTS

IV.7.1 IRDAI would like to place on record its appreciation and sincere thanks to the Members of the Authority, Members of the Insurance Advisory Committee, the Reinsurance Advisory Committee, Department of Financial Services (Ministry of Finance), Members of the Consultative Committee, all insurers and intermediaries for their invaluable guidance and co-operation in its proper functioning; and to the compact team of officers and employees of IRDAI for efficient discharge of their duties. The Authority also records its special thanks to the members of the public, the press, all the professional bodies and international agencies connected with the insurance profession through their councils including the International Association of Insurance Supervisors (IAIS) for their valuable contribution from time to time.

STATEMENTS

INTERNATIONAL COMPARISON OF INSURANCE PENETRATION

(In per cent)

S. No.	Country*	2018			2019		
		Life	Non-Life	Total	Life	Non-Life	Total
	America						
1	USA	2.88	4.26	7.14	2.92	8.51	11.43
2	Canada	3.16	4.32	7.48	3.07	4.60	7.67
3	Brazil	2.1	1.8	3.9	2.25	1.78	4.03
4	Mexico	0.99	1.24	2.23	1.13	1.29	2.42
	Europe-Middle East-Africa						
5	France	5.75	3.14	8.89	5.98	3.24	9.21
6	Germany	2.41	3.62	6.03	2.64	3.69	6.33
7	Italy	6.17	2.17	8.34	6.15	2.18	8.33
8	Netherlands	1.72	7.51	9.24	1.59	7.63	9.22
9	Spain	2.39	2.80	5.20	2.21	2.88	5.10
10	Sweden	4.91	1.84	6.75	5.39	1.83	7.22
11	Switzerland	4.32	4.10	8.42	4.3	4.09	8.38
12	UK	8.32	2.29	10.61	7.99	2.31	10.3
13	Pakistan	0.68	0.25	0.93	0.61	0.27	0.88
14	Russia	0.47	1.06	1.53	0.37	0.97	1.35
15	South Africa	10.27	2.62	12.89	10.73	2.67	13.4
	Asia Pacific						
16	India#	2.74	0.97	3.7	2.82	0.94	3.76
17	China	2.30	1.92	4.22	2.30	2.01	4.30
18	Japan#	6.72	2.14	8.86	6.69	2.31	9.00
19	Indonesia	1.49	0.47	1.95	1.41	0.58	1.99
20	Malaysia#	3.32	1.45	4.77	3.35	1.37	4.72
21	Singapore	6.22	1.6	7.82	5.96	1.59	7.55
22	South Korea#	6.12	5.05	11.16	5.84	4.95	10.78
23	Taiwan	17.48	3.4	20.88	16.51	3.46	19.97
24	Thailand	3.59	1.68	5.27	3.28	1.71	4.99
25	Sri Lanka	0.54	0.62	1.15	0.55	0.7	1.25
26	New Zealand	0.88	4.27	5.15	0.85	4.29	5.14
27	Australia	2.13	3.46	5.58	1.52	3.44	4.95
	World	3.31	2.78	6.09	3.35	3.88	7.23

Source: Swiss Re, Sigma Volumes 3/2019 and 4/2020

Note: Insurance penetration is measured as ratio of premium (in US Dollars) to GDP (in US Dollars)

* Data pertains to the calendar year 2018 and 2019.

#Data pertains to financial year 2018-19 & 2019-20.

INTERNATIONAL COMPARISON OF INSURANCE DENSITY

(In US \$)

S. No.	Country*	2018			2019		
		Life	Non-Life	Total	Life	Non-Life	Total
	America						
1	USA	1,810	2,672	4,481	1,915	5,580	7,495
2	Canada	1,462	1,996	3,457	1,421	2,128	3,548
3	Brazil	186	159	345	196	155	351
4	Mexico	93	116	209	111	128	239
	Europe-Middle East-Africa						
5	France	2,370	1,296	3,667	2,413	1,306	3,719
6	Germany	1,161	1,747	2,908	1,222	1,712	2,934
7	Italy	2,110	742	2,852	2,039	725	2,764
8	Netherlands	913	3,977	4,890	832	3,990	4,822
9	Spain	732	857	1,588	654	854	1,508
10	Sweden	2,653	991	3,644	2,783	946	3,729
11	Switzerland	3,555	3,379	6,934	3,502	3,332	6,835
12	UK	3,532	971	4,503	3,383	978	4,362
13	Pakistan	10	4	14	8	4	12
14	Russia	50	114	164	43	113	157
15	South Africa	669	170	840	643	160	803
	Asia Pacific						
16	India#	55	19	74	58	19	78@
17	China	221	185	406	230	201	430
18	Japan#	2,629	837	3,466	2,691	930	3,621
19	Indonesia	58	18	76	58	24	82
20	Malaysia#	361	157	518	380	156	536
21	Singapore	3,944	1,014	4,958	3,844	1,028	4,872
22	South Korea#	1,898	1,567	3,465	1,822	1,544	3,366
23	Taiwan	4,320	841	5,161	4,129	865	4,993
24	Thailand	262	123	385	256	134	389
25	Sri Lanka	23	26	49	23	29	51
26	New Zealand	367	1,780	2,146	354	1,790	2,144
27	Australia	1,203	1,957	3,160	827	1,875	2,702
	World	370	312	682	379	439	818

Source: Swiss Re, Sigma Volumes 3/2019 and 4/2020

Note: Insurance density is measured as ratio of premium (in US Dollar) to total population.

* Data pertains to the calendar year 2018 and 2019.

#Data pertains to financial year 2018-19 & 2019-20.

@Rounding off difference

PREMIUM UNDERWRITTEN BY LIFE INSURERS

(₹ crore)

S.No.	Insurer	2018-19	2019-20
	Private Sector Insurers		
1	Aditya Birla Sun Life Insurance Co. Ltd.	7,511.26	8,009.97
2	Aegon Life Insurance Co. Ltd.	568.88	575.74
3	Aviva Life Insurance Co. Ltd.	1,264.94	1,193.64
4	Bajaj Allianz Life Insurance Co. Ltd.	8,857.16	9,752.53
5	Bharti AXA Life Insurance Co. Ltd.	2,075.50	2,187.26
6	Canara HSBC OBC Life Insurance Co. Ltd.	3,490.74	3,942.82
7	Edleweiss Tokio Life Insurance Co. Ltd.	919.31	1,048.48
8	Exide Life Insurance Co. Ltd.	2,886.20	3,219.59
9	Future Generali Life Insurance Co. Ltd.	1,243.16	1,480.25
10	HDFC Life Insurance Co. Ltd.	29,186.02	32,706.89
11	ICICI Prudential Life Insurance Co. Ltd.	30,929.77	33,430.70
12	IDBI Federal Life Insurance Co. Ltd.	1,932.52	1,842.51
13	IndiaFirst Life Insurance Co. Ltd.	3,212.55	3,360.44
14	Kotak Mahindra Life Insurance Co. Ltd.	8,168.29	10,340.08
15	Max Life Insurance Co. Ltd.	14,575.23	16,183.65
16	PNB Met Life India Insurance Co. Ltd.	4,777.20	5,506.96
17	Pramerica Life Insurance Co. Ltd.	1,816.86	1,228.06
18	Reliance Nippon Life Insurance Co. Ltd.	4,357.93	4,440.94
19	Sahara Life Insurance Co. Ltd.	100.71	87.43
20	SBI Life Insurance Co. Ltd.	32,989.42	40,634.73
21	Shriram Life Insurance Co. Ltd.	1,699.46	1,729.05
22	Star Union Dai-ichi Life Insurance Co. Ltd.	1,994.07	2,310.36
23	TATA AIA Life Insurance Co. Ltd.	6,069.76	8,308.51
	Private Total	1,70,626.96	1,93,520.59
		(21.37)	(13.42)
24	LIC of India	3,37,505.07	3,79,389.60
		(6.06)	(12.41)
	Industry Total	5,08,132.03	5,72,910.19
		(10.75)	(12.75)

Note: Figures in the brackets represent the growth (in per cent) over the previous year.

STATEMENT 4

SEGMENT-WISE TOTAL PREMIUM OF LIFE INSURERS
(2019-20)

(₹ crore)

Linked (Individual and Group)

Type	Non-Participating			Participating			Both			
	First Year	Renewal	Single	Total	First Year	Renewal	Single	Total	Grand Total	Percentage
Annuity	-	-	-	-	-	-	-	-	-	-
Health	-0.02	193.62	-	193.60	-	-	-	-	193.60	0.23
Life	18,691.38	51,721.70	6,446.09	76,859.17	-	1.14	-	1.14	76,860.30	92.55
Pension	1,808.95	3,852.36	334.36	5,995.67	-	0.08	-	0.08	5,995.76	7.22
Variable	-	-	-	-	-	-	-	-	-	-
Total	20,500.31	55,767.68	6,780.45	83,048.44	-	1.22	-	1.22	83,049.66	100

Non-Linked (Individual and Group)

Type	Non-Participating			Participating			Both			
	First Year	Renewal	Single	Total	First Year	Renewal	Single	Total	Grand Total	Percentage
Annuity	-	3.91	38,041.81	38,045.72	-	4.49	5,606.50	5,610.99	43,656.71	8.91
Health	165.74	441.37	43.90	651.00	-	-	-	-	651.00	0.13
Life	15,697.65	28,891.93	42,783.45	87,373.04	37,342.17	223,542.69	7,754.48	268,639.34	356,012.38	72.68
Pension	27,902.48	2,686.32	50,232.07	80,820.88	154.88	1,449.34	30.60	1,634.82	82,455.69	16.83
Variable	350.78	131.12	5,429.06	5,910.96	171.37	727.76	274.66	1,173.79	7,084.75	1.45
Total	44,116.66	32,154.65	136,530.29	212,801.59	37,668.42	225,724.28	13,666.24	277,058.94	489,860.53	100

Linked and Non-Linked (Individual and Group)

Type	Non-Participating			Participating			Both			
	First Year	Renewal	Single	Total	First Year	Renewal	Single	Total	Grand Total	Percentage
Annuity	-	3.91	38,041.81	38,045.72	-	4.49	5,606.50	5,610.99	43,656.71	7.62
Health	165.72	634.99	43.90	844.60	-	-	-	-	844.60	0.15
Life	34,389.03	80,613.63	49,229.54	164,232.21	37,342.17	223,543.82	7,754.48	268,640.47	432,872.68	75.56
Pension	29,711.44	6,538.68	50,566.44	86,816.55	154.88	1,449.42	30.60	1,634.90	88,451.45	15.44
Variable	350.78	131.12	5,429.06	5,910.96	171.37	727.76	274.66	1,173.79	7,084.75	1.24
Total	64,616.96	87,922.32	143,310.74	295,850.03	37,668.42	225,725.50	13,666.24	277,060.16	572,910.19	100

**LINKED AND NON-LINKED PREMIUM OF LIFE INSURERS
(FY 2019-20)**

(₹ crore)

S.No.	Insurer	Linked Premium				Non-Linked Premium				Total Premium						
		First Year	Single	New Business (First Year + Single)	Renewal	Total (New Business + Renewal)	First Year	Single	New Business (First Year + Single)	Renewal	Total (New Business + Renewal)	First Year	Single	New Business (First Year + Single)	Renewal	Total (New Business + Renewal)
1	Aditya Birla Sun life	548.06	1051.56	1599.62	1513.84	3113.46	1242.47	815.12	2057.60	2838.92	4896.52	1790.53	1866.69	3657.22	4352.76	8009.97
2	Aegon Life	21.54	1.73	23.27	129.64	152.92	66.69	1.77	68.46	354.36	422.82	88.23	3.50	91.73	484.00	575.74
3	Aviva Life	46.57	0.97	47.54	240.74	288.28	159.61	10.44	170.05	735.31	905.36	206.18	11.41	217.59	976.05	1193.64
4	Bajaj Allianz	966.67	591.45	1558.13	2279.27	3837.40	952.39	2668.49	3620.88	2294.25	5915.13	1919.06	3259.95	5179.01	4573.52	9752.53
5	Bharti AXA	51.96	47.82	99.78	74.08	173.85	536.89	191.90	728.78	1284.62	2013.40	588.85	239.71	828.56	1388.70	2187.26
6	Canara HSBC	397.63	10.61	408.24	1389.21	1797.45	571.23	548.26	1119.50	1025.88	2145.38	968.86	558.87	1527.74	2415.09	3942.82
7	Edelweiss Tokio	94.33	2.65	96.99	196.18	293.17	257.55	28.59	286.14	469.18	755.32	351.88	31.25	383.13	665.36	1048.48
8	Exide Life	36.41	40.23	76.65	153.81	230.46	738.28	73.96	812.24	2176.89	2989.13	774.69	114.20	888.88	2330.70	3219.59
9	Future Generali	62.84	3.18	66.03	78.77	144.80	621.74	79.73	701.47	633.98	1335.45	684.59	82.91	767.50	712.75	1480.25
10	HDFC Life	1644.92	1133.86	2778.78	8413.71	11192.49	4399.35	10060.32	14459.67	7054.73	21514.40	6044.27	11194.18	17238.45	15468.44	32706.89
11	ICICI Prudential	4677.79	2220.87	6898.66	16451.90	23350.56	1830.00	3758.86	5588.86	4491.28	10080.14	6507.79	5979.73	12487.52	20943.18	33430.70
12	IDBI Federal	62.79	141.65	204.44	303.26	507.70	205.69	150.38	356.06	978.75	1334.82	268.47	292.03	560.50	1282.01	1842.51
13	IndiaFirst	258.92	46.42	305.35	705.14	1010.49	589.65	971.79	1561.44	788.51	2349.95	848.58	1019.21	1866.79	1493.65	3360.44
14	Kotak Mahindra	1160.81	556.82	1717.64	1264.14	2981.78	1948.35	1439.78	3388.13	3970.16	7358.30	3109.16	1996.61	5105.77	5234.31	10340.08
15	Max Life	1613.54	43.93	1657.47	3390.19	5047.65	2474.96	1451.05	3926.01	7209.98	11135.99	4088.50	1494.98	5583.48	10600.17	16183.65
16	PNB Metlife	434.02	18.68	452.70	737.12	1189.82	920.64	405.31	1325.95	2991.19	4317.14	1354.66	423.98	1778.64	3728.31	5506.96
17	Pramerica Life	3.19	8.02	11.21	30.09	41.30	151.41	349.15	500.56	686.20	1186.77	154.60	357.17	511.77	716.30	1228.06
18	Reliance Nippon	312.26	11.58	323.84	594.45	918.29	625.07	57.20	682.27	2840.37	3522.65	937.33	68.79	1006.11	3434.82	4440.94
19	Sahara	0.00	0.00	0.00	2.29	2.29	0.01	0.00	0.01	85.13	85.15	0.01	0.00	0.01	87.42	87.43
20	SBI Life	7329.76	745.41	8075.17	15459.29	23534.46	2499.04	6018.29	8517.33	8562.95	17100.27	9828.79	6763.70	16592.49	24042.23	40634.73
21	Shriram Life	7.63	20.79	28.42	18.68	47.10	454.92	216.86	671.78	1010.17	1681.95	462.55	237.65	700.21	1028.85	1729.05
22	Star Union Dai-ichi	94.88	30.27	125.15	216.41	341.56	483.58	162.29	645.87	1322.93	1968.80	578.47	192.55	771.02	1539.34	2310.36
23	Tata AIA	621.27	11.16	632.43	1453.38	2090.81	2149.31	460.27	2609.58	3608.12	6217.70	2770.58	471.43	3242.01	5066.49	8308.51
24	Private Total	20447.81	6739.69	27187.50	55100.58	82288.08	23878.83	29919.81	53798.64	57433.87	111232.51	44326.64	36659.50	80986.14	112534.45	193520.59
	LIC	52.50	40.76	93.26	669.32	761.58	57906.26	178182.98	200445.04	378628.02	57958.76	120317.48	178276.24	201113.36	379389.60	
	Industry Total	20500.31	6780.45	27280.76	55768.90	83049.66	81785.09	150196.52	231981.62	257878.91	489860.53	102285.40	156976.98	259262.38	313647.81	572910.19

EQUITY SHARE CAPITAL OF LIFE INSURERS

(₹ crore)

S.No.	Insurer	As on March 31, 2019	Infusion during the year	As on March 31, 2020	Indian Promoter*	Foreign Investor	Foreign Investment %
1	Aditya Birla Sun Life	1,901.21	-	1,901.21	969.62	931.59	49.00
2	Aegon Life	1,463.11	2.49	1,465.60	747.46	718.14	49.00
3	Aviva Life	2,004.90	-	2,004.90	1,022.50	982.40	49.00
4	Bajaj Allianz	150.71	-	150.71	111.53	39.18	26.00
5	Bharti AXA	2,526.20	365.00	2,891.20	1,474.51	1,416.69	49.00
6	Canara HSBC	950.00	-	950.00	703.00	247.00	26.00
7	Edelweiss Tokio	312.62	-	312.62	159.44	153.18	49.00
8	Exide Life	1,850.00	-	1,850.00	1,850.00	-	-
9	Future Generali	1,842.82	93.00	1,935.82	987.27	948.55	49.00
10	HDFC Life	2,017.38	1.42	2,018.80	1,327.77	691.03	34.23
11	ICICI Prudential	1,435.78	0.08	1,435.86	894.81	541.05	37.68
12	IDBI Federal	800.00	-	800.00	592.00	208.00	26.00
13	Indiafirst	625.00	10.00	635.00	462.50	172.50	27.17
14	Kotak Mahindra	510.29	-	510.29	510.29	-	-
15	Max Life	1,918.81	-	1,918.81	1,429.88	488.93	25.48
16	PNB Metlife	2,012.88	-	2,012.88	1,367.70	645.18	32.05
17	Pramerica Life	374.06	0.00	374.06	190.77	183.29	49.00
18	Reliance Nippon	1,196.32	-	1,196.32	610.13	586.20	49.00
19	Sahara	232.00	-	232.00	232.00	-	-
20	SBI Life	1,000.00	0.03	1,000.03	598.09	401.94	40.19
21	Shriram Life	179.38	-	179.38	103.35	76.03	42.39
22	Star Union Dai-ichi	258.96	-	258.96	140.00	118.96	45.94
23	Tata AIA	1,953.50	-	1,953.50	996.29	957.22	49.00
	Private Total	27,515.94	472.02	27,987.96	17,480.88	10,507.07	37.54
24	LIC	100.00	-	100.00	100.00	-	-
	Industry Total	27,615.94	472.02	28,087.96	17,580.88	10,507.07	37.41

Note: * Includes Indian Investors Holding

**STATUS OF INDIVIDUAL DEATH CLAIMS OF LIFE INSURERS
(FY 2019-20)**

S. No.	Insurer	(Benefit Amount in ₹ crore)																				
		Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims Repudiated		Claims rejected		Claims Unclaimed		Claims pending at end of the period		Break up of claims pending - duration wise (Policies)			Total	
		No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	<3 months	3-6 months	6-12 months		>12 Months
1	Aditya Birla Sun Life	24	9.79	5138	361.26	5162	371.05	5095	342.89	108	24.36	0	0.00	0	0.00	19	3.80	1	0	0		19
						100%	100%	97.54%	92.41%	2.09%	6.56%						1.02%	5.26%				100%
2	Aegon	0	0.00	351	69.00	351	69.00	344	64.60	7	4.40	0	0.00	0	0.00	0	0.00	0	0	0	0	0
						100%	100%	98.01%	93.63%	1.99%	6.37%											
3	Aviva	2	0.30	808	83.03	810	83.33	790	80.78	11	0.97	4	0.81	0	0.00	5	0.78	0	0	0	5	100%
						100%	100%	97.53%	96.94%	1.36%	1.16%	0.49%	0.97%				0.93%	100.00%				100%
4	Bajaj Allianz	3	0.33	12124	331.82	12127	332.15	11887	310.71	237	20.78	0	0.00	1	0.01	2	0.65	0	0	0	2	100%
						100%	100%	98.02%	93.55%	1.95%	6.26%	0.01%	0.00%				0.20%	100.00%				100%
5	Bharti Axa	7	1.02	1313	63.27	1320	64.29	1285	61.56	33	1.58	0	0.00	0	0.00	2	1.15	0	0	0	2	100%
						100%	100%	97.35%	95.75%	2.50%	2.45%						1.79%	100.00%				100%
6	Canara HSBC OBC	1	0.75	1275	114.52	1276	115.27	1252	106.53	22	3.71	0	3.04	0	0.00	2	2.00	0	0	0	2	100%
						100%	100%	98.12%	92.42%	1.72%	3.21%	2.63%	2.63%				1.74%	100.00%				100%
7	Edelweiss Tokio	0	0.00	326	32.86	326	32.86	272	21.80	54	11.06	0	0.00	0	0.00	0	0.00	0	0	0	0	0
						100%	100%	83.44%	66.35%	16.56%	33.65%											
8	Exide Life	0	0.00	3468	101.16	3468	101.16	3404	88.95	26	3.16	0	0.00	0	0.00	38	9.05	5	1	0	38	100%
						100%	100%	98.15%	87.94%	0.75%	3.12%						8.95%	13.16%	2.63%			100%
9	Future Generali	8	0.91	1135	48.92	1143	49.83	1089	44.90	51	4.62	0	0.00	0	0.00	3	0.31	1	0	0	3	100%
						100%	100%	95.28%	90.10%	4.46%	9.27%						0.62%	33.33%				100%
10	HDFC	34	10.19	12592	692.26	12626	702.45	12509	650.33	54	25.46	15	7.16	13	1.92	35	17.58	2	4	0	35	100%
						100%	100%	99.07%	92.58%	0.43%	3.63%	0.12%	1.02%	0.10%	0.27%	0.28%	2.50%	5.71%	11.43%			100%
11	ICICI Prudential	21	15.37	11439	1101.64	11460	1117.01	11212	1023.84	153	49.49	0	0.00	0	0.00	95	43.70	3	6	0	95	100%
						100%	100%	97.84%	91.64%	1.34%	4.43%						3.91%	3.16%	6.32%			100%
12	IDBI Federal	8	1.53	1408	69.35	1416	70.88	1366	63.27	45	6.35	0	0.00	0	0.00	5	1.26	0	0	0	5	100%
						100%	100%	96.47%	89.27%	3.18%	8.96%						1.77%	100.00%				100%
13	India First	9	1.55	2232	77.41	2241	78.95	2166	70.17	66	6.25	0	0.00	0	0.00	9	2.53	2	0	0	9	100%
						100%	100%	96.65%	88.88%	2.95%	7.92%						3.21%	22.22%				100%
14	Kotak Mahindra	12	4.08	3334	188.79	3346	192.87	3225	170.14	112	10.66	0	0.00	0	0.00	9	12.14	0	0	0	9	100%
						100%	100%	96.38%	88.22%	3.35%	5.49%						6.30%	22.22%				100%

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

Contd... STATEMENT 7

STATUS OF INDIVIDUAL DEATH CLAIMS OF LIFE INSURERS
(FY 2019-20)

S. No.	Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims Repudiated		Claims rejected		Claims Unclaimed		Claims pending at end of the period		Break up of claims pending - duration wise (Policies)			
		No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	< 3 months	3 - < 6 months	6 - 12 months	> 12 Months
15	Max Life	3	1.60	15460	593.84	15463	595.43	15342	562.54	120	32.88	0	0.00	0	0.00	1	0.02	0	0	0	1
16	PNB Met Life	0	0.00	4364	269.56	4364	269.56	4241	235.11	123	34.45	0	0.00	0	0.00	0	0.00	0	0	0	0
17	Pramerica Life	2	0.30	567	23.14	569	23.43	560	22.44	7	0.77	0	0.00	0	0.00	2	0.22	0	0	0	2
18	Reliance Nippon	4	0.91	8013	166.13	8017	167.03	7866	157.03	149	9.43	0	0.00	0	0.00	2	0.57	0	0	0	2
19	Sahara	16	0.24	638	5.97	654	6.21	585	5.44	10	0.18	13	0.00	0	0.00	46	0.58	2	0	0	46
20	SBI Life	28	4.63	22462	898.75	22490	903.38	21257	810.71	1157	79.37	0	0.00	40	5.52	36	7.78	16	5	0	36
21	Shriram	39	2.16	3035	91.82	3074	93.98	2816	77.88	195	8.66	58	7.32	0	0.00	5	0.12	0	0	0	5
22	Star Union	5	0.33	1243	52.96	1248	53.29	1210	50.47	35	2.10	0	0.00	0	0.00	3	0.72	0	0	0	3
23	Tata AIA	0	0.00	2982	231.96	2982	231.96	2954	222.47	28	9.49	0	0.00	0	0.00	0	0.00	0	0	0	0
	Private Total	226	55.96	115707	5669.40	115933	5725.37	112667	5244.39	2803	350.08	90	18.32	54	7.62	319	104.96	32	16	11	319
	LIC	791	135.92	758125	13558.42	758916	13694.34	733809	12797.85	6124	205.02	2172	2.08	10936	339.70	5875	349.69	2731	0	0	5875
	Industry Total	1017	191.88	873832	19227.82	874849	19419.71	846476	18042.24	8927	555.10	2262	20.40	10990	347.32	6194	454.65	2763	16	11	6194

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

**STATUS OF GROUP DEATH CLAIMS OF LIFE INSURERS
(FY 2019-20)**

S. No.	Insurer	(Benefit Amount in ₹ crore)																			
		Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims Repudiated		Claims rejected		Claims Unclaimed		Claims pending at end of the period		Break up of claims pending - duration wise (Policies)			
		No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	<3 months	6-1 Year	>1 Year	Total
1	Aditya Birla Sun Life	15	4.04	10524	233.20	10539	237.24	10519	233.96	15	1.47	0	0.00	0	0.00	5	1.81	0	1	0	5
						100%	100%	99.81%	98.62%	0.14%	0.62%					80.00%	0.76%	20.00%	0	0	100%
2	Aegon	0	0.00	137	16.50	137	16.50	137	16.50	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0
				100%	100%	100%	100%	100.00%	100.00%												
3	Aviva	0	0.00	799	14.21	799	14.21	796	14.04	2	0.16	1	0.00	0	0.00	0	0.00	0	0	0	0
				100%	100%	100%	100%	99.62%	98.86%	0.25%	1.11%	0.13%	0.04%								
4	Bajaj Allianz	172	0.91	178064	915.82	178236	916.73	177914	904.30	177	9.25	8	0.02	1	0.00	136	3.16	0	0	0	136
				100%	100%	100%	100%	99.82%	98.64%	0.10%	1.01%	0.00%	0.00%	0.00%	0.00%	100.00%	0.35%	100.00%	0	0	100%
5	Bharti Axa	1	0.26	413	41.88	414	42.15	400	40.45	10	1.27	0	0.00	0	0.00	4	0.43	0	0	0	4
				100%	100%	100%	100%	96.62%	95.98%	2.42%	3.01%					100.00%	1.01%	100.00%	0	0	100%
6	Canara HSBC OBC	1	0.50	3723	90.69	3724	91.19	3701	87.14	22	2.94	0	1.10	0	0.00	1	0.02	0	0	0	1
				100%	100%	100%	100%	99.38%	95.55%	0.59%	3.22%		1.20%			100.00%	0.02%	100.00%	0	0	100%
7	Eidelweiss Tokio	0	0.00	445	44.95	445	44.95	420	43.12	25	1.83	0	0.00	0	0.00	0	0.00	0	0	0	0
				100%	100%	100%	100%	94.38%	95.83%	5.62%	4.07%										
8	Exide Life	0	0.00	7980	124.75	7980	124.75	7980	124.75	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0
				100%	100%	100%	100%	100.00%	100.00%												
9	Future Generali	5	0.41	1496	103.67	1501	104.08	1438	98.29	59	5.57	0	0.00	0	0.00	4	0.22	0	0	1	3
				100%	100%	100%	100%	95.80%	94.44%	3.93%	5.35%					0.27%	0.21%	66.67%	33.33%	0	100%
10	HDFC	524	12.64	265649	1575.66	266173	1588.30	264621	1512.42	389	43.28	0	0.00	0	0.00	1163	32.61	107	45	4	1163
				100%	100%	100%	100%	99.42%	95.22%	0.15%	2.72%					0.44%	2.05%	9.20%	3.87%	0.34%	100%
11	ICICI Prudential	1174	12.36	99519	559.98	100693	572.22	98633	529.07	22	4.44	8	0.95	0	0.00	4830	37.85	4131	278	21	4880
				100%	100%	100%	100%	95.17%	92.46%	0.02%	0.78%	0.01%	0.15%			4.80%	6.61%	85.53%	5.76%	0.43%	100%
12	IDBI Federal	0	0.00	969	16.24	969	16.24	957	13.67	10	2.20	0	0.00	0	0.00	2	0.37	2	0	0	2
				100%	100%	100%	100%	98.76%	84.18%	1.03%	13.57%					0.21%	2.25%	100.00%			100%
13	India First	1	0.72	11834	285.08	11835	285.80	11708	280.30	127	5.50	0	0.00	0	0.00	0	0.00	0	0	0	0
				100%	100%	100%	100%	98.93%	98.08%	1.07%	1.92%										
14	Kotak Mahindra	176	1.74	72655	660.76	72831	662.51	72334	632.93	335	21.65	0	0.00	0	0.00	162	7.93	16	13	0	162
				100%	100%	100%	100%	99.32%	95.54%	0.46%	3.27%					0.22%	1.20%	9.88%	8.02%		100%

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

Contd... STATEMENT 8

STATUS OF GROUP DEATH CLAIMS OF LIFE INSURERS
(FY 2019-20)

S. No.	Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims Reputeded		Claims rejected		Claims Unclaimed		Claims pending at end of the period		Break up of claims pending - duration wise (Policies)				
		No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	<3 months	<6 months	6 - 1 Year	>1 Year	Total
15	Max Life	0	0.00	12849	236.15	12849	236.15	12788	226.46	61	9.69	0	0.00	0	0.00	0	0.00	0	0	0	0	0
				100%	100%	99.53%	95.90%	4.10%														
16	PNB Met Life	0	0.00	4890	212.75	4890	212.75	4857	207.80	31	4.69	0	0.00	2	0.26	0	0.00	0	0	0	0	0
				100%	100%	99.33%	97.67%	0.63%														
17	Pramerica Life	260	6.67	71908	369.82	72168	376.49	71858	348.32	229	21.71	19	0.81	26	0.12	34	5.53	2	0	0	0	36
				100%	100%	99.57%	92.52%	0.32%														
18	Reliance Nippon	4	0.14	3183	25.07	3187	25.22	3163	23.77	10	1.22	9	0.10	3	0.01	1	0.11	1	0	0	0	2
				100%	100%	99.25%	94.28%	0.31%														
19	Sahara	0	0.00	1	0.00	1	0.00	1	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0	0	0	0
				100%	100%	100.00%	100.00%															
20	SBI Life	14	0.71	27764	938.78	27778	939.49	27466	907.73	284	27.16	2	0.00	15	0.78	6	3.82	2	0	3	11	
				100%	100%	98.88%	96.62%	1.02%														
21	Shriram	31	1.64	24252	193.29	24283	194.94	24368	188.86	-164	3.10	52	1.48	0	0.00	22	1.50	0	5	0	27	
				100%	100%	100.35%	96.88%	-0.68%														
22	Star Union	2	0.04	6031	124.79	6033	124.83	5614	123.32	14	0.53	398	0.80	0	0.00	7	0.17	0	0	0	7	
				100%	100%	93.05%	98.79%	0.23%														
23	Tata AIA	0	0.00	533	127.50	533	127.50	527	127.18	6	0.32	0	0.00	0	0.00	0	0.00	0	0	0	0	
				100%	100%	98.87%	99.75%	1.13%														
	Private Total	2380	42.79	805618	6911.43	807998	6954.22	799400	6884.38	1664	167.96	497	5.17	47	1.19	5488	95.53	530	342	29	6389	
				100%	100%	98.94%	96.12%	0.21%														
	LIC	788	7.48	217196	4872.65	217984	4880.13	198532	4621.72	382	1.82	0	0.00	0	0.00	18961	256.58	109	0	0	19070	
				100%	100%	91.06%	94.70%	0.18%														
	Industry Total	3168	50.27	1025982	11834.34	1025982	11834.34	997932	11306.09	2046	169.78	497	5.17	47	1.19	24449	352.11	639	342	29	25459	
				100%	100%	97.27%	95.54%	0.20%														

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

STATE/ UT WISE DISTRIBUTION OF OFFICES OF INSURERS
(As on March 31, 2020)

S. No.	State/UT	Number of Offices			No. of Districts	Number of districts with Offices		
		Life Insurers	General Insurers	Stand-alone Health Insurers		Life Insurers	General Insurers	Stand-alone Health Insurers
1	Andhra Pradesh	519	531	46	13	13	13	13
2	Arunachal Pradesh	15	9	-	25	10	4	0
3	Assam	284	229	15	33	31	24	8
4	Bihar	471	274	17	38	38	30	5
5	Chhattisgarh	202	164	14	28	24	17	5
6	Goa	54	56	6	2	2	2	2
7	Gujarat	640	666	64	33	32	31	16
8	Haryana	331	318	47	22	22	22	14
9	Himachal Pradesh	114	120	4	12	11	11	4
10	Jharkhand	290	199	16	24	24	16	5
11	Karnataka	611	689	81	30	30	30	24
12	Kerala	597	550	78	14	14	14	13
13	Madhya Pradesh	635	404	46	52	51	38	13
14	Maharashtra	1,135	1,244	157	36	36	36	21
15	Manipur	25	10	1	16	6	3	1
16	Meghalaya	25	31	1	11	7	4	1
17	Mizoram	13	11	-	11	6	4	0
18	Nagaland	19	12	1	12	7	3	1
19	Odisha	402	323	33	30	30	26	18
20	Punjab	364	444	44	22	22	22	15
21	Rajasthan	521	531	41	33	33	33	12
22	Sikkim	10	9	-	4	2	2	0
23	Tamil Nadu	957	1,078	131	37	32	37	36
24	Telangana	373	351	46	33	31	33	15
25	Tripura	38	45	2	8	8	7	1
26	Uttarakhand	150	123	14	13	13	9	4
27	Uttar Pradesh	1,343	836	78	75	75	68	25
28	West Bengal	750	472	59	23	23	23	17
29	Andaman & Nicobar Islands	3	12	-	3	2	2	0
30	Chandigarh	39	57	9	1	1	1	1
31	Dadra & Nagar Haveli and Daman & Diu	3	8	-	3	2	2	0
32	Delhi	255	326	45	11	11	11	9
33	Jammu & Kashmir	96	109	6	20	20	13	2
34	Ladakh	2	5	-	2	1	2	0
35	Lakshadweep	1	2	-	1	1	1	0
36	Puducherry	23	39	5	4	4	3	2
	Total	11,310	10,287	1,107	735	675	597	303

**PREMIUM UNDERWRITTEN BY GENERAL AND HEALTH INSURERS
(WITHIN AND OUTSIDE INDIA)**

(₹ crore)

S.No.	Insurer	2018-19	2019-20
	Private Sector Insurers		
1	Acko General Insurance Ltd.	141.89	373.07
2	Bajaj Allianz General Insurance Co. Ltd.	11,059.41	12,779.77
3	Bharti AXA General Insurance Co. Ltd.	2,258.05	3,134.24
4	Cholamandalam MS General Insurance Co. Ltd.	4,428.16	4,398.49
5	Edelweiss General Insurance Co. Ltd.	92.55	146.36
6	Future Generali India Insurance C. Ltd.	2,553.94	3,417.49
7	Go Digit General Insurance Ltd.	894.82	1,767.86
8	HDFC ERGO General Insurance Co. Ltd.	8,612.85	9,308.40
9	ICICI Lombard General Insurance Co. Ltd.	14,488.23	13,312.84
10	IFFCO Tokio General Insurance Co. Ltd.	7,001.84	7,961.04
11	Kotak Mahindra General Insurance Co. Ltd.	301.11	433.39
12	Liberty General Insurance Ltd.	1,125.16	1,531.37
13	Magma HDI General Insurance Co. Ltd.	970.11	1,224.77
14	Navi General Insurance Ltd.*	243.07	157.99
15	Raheja QBE General Insurance Co. Ltd.	115.96	158.12
16	Reliance General Insurance Co. Ltd.	6,191.03	7,465.04
17	Royal Sundaram General Insurance Co. Ltd.	3,172.57	3,666.96
18	SBI General Insurance Co. Ltd.	4,706.55	6,796.97
19	Shriram General Insurance Co. Ltd.	2,356.34	2,466.19
20	Tata AIG General Insurance Co. Ltd.	7,742.66	7,384.53
21	Universal Sompo General Insurance Co. Ltd.	2,830.87	2,859.05
	Private Total	81,287.16 (24.25)	90,743.94 (11.63)
	Public Sector Insurers		
22	National Insurance Co. Ltd.	15,179.94	15,312.88
23	The New India Assurance Co. Ltd.	26,607.99	29,715.07
24	The Oriental Insurance Co. Ltd.	13,484.75	13,996.01
25	United India Insurance Co. Ltd.	16,420.47	17,515.09
	Public Total	71,693.15 (1.59)	76,539.05 (6.76)
	Specialized Insurers		
26	Agriculture Insurance Co. of India Ltd.	6,900.88	9,361.24
27	Export Credit Guarantee Corporation of India Ltd.	1,247.54	1,075.47
	Specialized Total	8,148.42 (10.79)	10,436.71 (28.08)
	Standalone Health Insurers		
28	Aditya Birla Health insurance Co. Ltd.	496.80	872.04
29	HDFC ERGO Health Insurance Co. Ltd.**	2,194.44	2,521.66
30	ManipalCigna Health Insurance Co. Ltd.@	484.82	576.19
31	Max Bupa Health Insurance Co. Ltd.	947.02	1,242.89
32	Reliance Health Insurance Ltd.#	4.09	5.99
33	Religare Health Insurance Ltd.	1,825.57	2,388.99
34	Star Health and Allied Insurance Co. Ltd.	5,401.29	6,865.14
	Stand-alone Health Total	11,354.04 (36.56)	14,472.89 (27.50)
	Grand Total	1,72,482.77 (12.41)	1,92,192.59 (11.43)

Note:

- Figures in bracket indicate growth (in per cent) over previous year.
- Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
- *Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile Cigna TTK Health Insurance Co. Ltd.
- # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.

STATEMENT 11
SEGMENT WISE PREMIUM UNDERWRITTEN BY GENERAL AND HEALTH INSURERS (WITHIN INDIA)

(₹ crore)

S.No.	Insurer	Fire		Marine		Motor		Health		Others		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
	Private Sector Insurers												
1	Acko General	-	-	-	-	75.32	218.74	31.68	96.59	34.89	57.73	141.89	373.07
2	Bajaj Allianz	946.14	1,225.66	160.97	176.65	4,857.03	5,230.52	2,597.03	2,474.80	2,498.24	3,672.14	11,059.41	12,779.77
3	Bharti AXA	123.26	221.55	52.08	81.88	1,143.00	1,487.79	333.70	410.31	606.02	932.70	2,258.05	3,134.24
4	Cholamandalam MS	264.61	339.96	74.99	89.65	3,001.08	3,244.77	558.66	621.44	528.82	102.68	4,428.16	4,398.49
5	Edelweiss General	1.71	3.61	0.28	1.43	26.90	76.44	63.59	64.72	0.08	0.16	92.55	146.36
6	Future Generali	255.57	344.25	70.66	64.72	1,143.47	1,355.45	360.07	472.92	724.17	1,180.14	2,553.94	3,417.49
7	Go Digit	11.25	42.35	1.01	1.86	854.53	1,649.51	15.36	47.52	12.67	26.61	894.82	1,767.86
8	HDFC Ergo	719.65	979.45	180.14	184.41	3,059.97	3,388.07	1,973.17	1,939.78	2,679.92	2,816.69	8,612.85	9,308.40
9	ICICI Lombard	1,084.58	1,550.18	443.68	484.59	6,423.53	6,787.63	2,796.32	3,332.00	3,740.11	1,158.45	14,488.22	13,312.84
10	IFFCO Tokio	327.70	530.91	160.16	176.79	3,261.25	3,526.71	928.71	1,409.75	2,324.02	2,316.88	7,001.84	7,961.04
11	Kotak Mahindra	16.23	35.07	-	-	197.60	249.79	75.74	133.51	11.54	15.02	301.11	433.39
12	Liberty	39.13	77.91	24.34	27.24	754.70	1,046.88	217.27	274.03	89.72	105.30	1,125.16	1,531.37
13	Magma HDI	72.57	78.42	21.67	21.16	746.55	1,029.13	85.14	52.02	44.19	44.04	970.11	1,224.77
14	Navi General*	94.63	24.13	-	-	21.11	88.03	126.01	38.74	1.31	7.10	243.07	157.99
15	Raheja OBE	2.42	3.65	0.08	0.01	76.96	103.75	0.42	0.90	36.08	49.81	115.96	158.12
16	Reliance	433.15	697.48	71.75	113.74	2,856.74	3,109.23	1,126.79	1,537.08	1,702.59	2,007.52	6,191.03	7,465.04
17	Royal Sundaram	150.47	225.24	37.39	38.25	2,075.87	2,081.60	416.07	455.16	492.76	866.70	3,172.57	3,666.96
18	SBI General	947.84	1,196.16	20.05	28.17	916.10	1,568.53	1,123.51	1,575.42	1,699.04	2,428.68	4,706.55	6,796.97
19	Shriram General	30.78	34.77	1.88	1.46	2,252.45	2,381.56	38.48	16.08	32.76	32.31	2,356.34	2,466.19
20	Tata AIG	742.92	946.31	327.32	312.01	3,791.34	4,037.15	1,119.41	1,154.05	1,761.67	935.01	7,742.66	7,384.53
21	Universal Sompo	146.78	179.72	17.48	35.05	699.36	881.59	173.08	319.24	1,794.16	1,443.46	2,830.87	2,859.05
	Private Total	6,411.39	8,736.76	1,665.94	1,839.09	38,234.86	43,542.89	14,160.20	16,426.08	20,814.76	20,199.13	81,287.15	90,743.94

Note:

1. Health includes Personal Accident and Travel.
2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
3. * Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile Cigna TTK Health Insurance Co. Ltd.
4. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.
5. NA - Not Applicable

Contd... STATEMENT 11
SEGMENT WISE PREMIUM UNDERWRITTEN BY GENERAL AND HEALTH INSURERS (WITHIN INDIA)

S.No.	Insurer	(₹ crore)											
		Fire		Marine		Motor		Health		Others		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
	Public Sector Insurers												
22	National	867.99	1,026.36	209.41	235.35	6,164.28	5,743.23	6,060.43	5,472.93	1,826.79	2,784.34	15,128.90	15,262.22
23	New India	2,224.75	3,063.16	708.89	741.06	8,846.68	8,922.23	8,779.72	9,747.09	3,350.12	4,339.59	23,910.16	26,813.13
24	Oriental	990.60	1,333.09	329.38	362.32	4,535.20	4,202.02	4,677.39	4,876.56	2,666.76	2,898.66	13,199.32	13,672.65
25	United India	1,172.91	1,569.32	324.52	354.60	6,741.33	6,540.70	5,801.77	5,869.58	2,379.94	3,180.88	16,420.47	17,515.09
	Public Total	5,256.25	6,991.94	1,572.20	1,693.33	26,287.49	25,408.18	25,319.32	25,966.16	10,223.61	13,203.47	68,656.85	73,263.08
	Specialized Insurers												
26	AIC	NA	NA	NA	NA	NA	NA	NA	NA	6,900.88	9,361.24	6,900.88	9,361.24
27	EGGC	NA	NA	NA	NA	NA	NA	NA	NA	1,247.54	1,075.47	1,247.54	1,075.47
	Specialized Total	NA	NA	NA	NA	NA	NA	NA	NA	8,148.42	10,436.71	8,148.42	10,436.71
	Standalone												
	Health Insurers												
28	Aditya Birla Health	NA	NA	NA	NA	NA	NA	496.80	872.04	NA	NA	496.80	872.04
29	HDFC ERGO Health**	NA	NA	NA	NA	NA	NA	2,194.44	2,521.66	NA	NA	2,194.44	2,521.66
30	Manipal Cigna@	NA	NA	NA	NA	NA	NA	484.82	576.19	NA	NA	484.82	576.19
31	Max Bupa	NA	NA	NA	NA	NA	NA	947.02	1,242.89	NA	NA	947.02	1,242.89
32	Reliance Health#	NA	NA	NA	NA	NA	NA	4.09	5.99	NA	NA	4.09	5.99
33	Religare Health	NA	NA	NA	NA	NA	NA	1,825.57	2,388.99	NA	NA	1,825.57	2,388.99
34	Star Health	NA	NA	NA	NA	NA	NA	5,401.29	6,865.14	NA	NA	5,401.29	6,865.14
	Standalone Health Total	NA	NA	NA	NA	NA	NA	11,354.03	14,472.89	NA	NA	11,354.03	14,472.89
	Grand Total	11,667.64	15,728.70	3,238.14	3,532.42	64,522.35	68,951.07	50,833.55	56,865.13	39,186.78	43,839.31	169,448.46	188,916.62

Note:

- Health includes Personal Accident and Travel,
- Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
- * Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile Cigna TTK Health Insurance Co. Ltd.
- # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.
- NA - Not Applicable

EQUITY SHARE CAPITAL OF GENERAL AND HEALTH INSURERS

(₹ crore)

S.No.	Insurer	As on March 31, 2019	Infusion during the year	As on March 31, 2020	Promoter			Non-promoter (including foreign)	FDI (%)
					Indian	Foreign	Total		
Private Sector Insurers									
1	Acko General	236.00	310.00	546.00	546.00	-	546.00	-	-
2	Bajaj Allianz	110.23	-	110.23	81.57	28.66	110.23	-	26.00
3	Bharti AXA	1,621.45	384.54	2,005.98	1,023.05	982.93	2,005.98	0.00	49.00
4	Cholamandalam MS	298.81	-	298.81	179.28	119.52	298.81	-	40.00
5	Edelweiss General	208.00	100.00	308.00	308.00	-	308.00	-	-
6	Future Generali	809.80	95.00	904.80	674.02	230.78	904.80	-	25.51
7	Go Digit	674.57	142.28	816.84	729.57	-	729.57	87.28	-
8	HDFC Ergo	605.42	0.42	605.84	305.84	292.20	598.04	7.80	48.23
9	ICICI Lombard	454.31	0.16	454.47	253.84	-	253.84	200.62	-
10	IFFCO Tokio	274.22	-	274.22	139.85	134.37	274.22	-	49.00
11	Kotak Mahindra Liberty	220.00	85.00	305.00	305.00	-	305.00	-	-
12	Liberty	1,085.23	0.75	1,085.98	557.28	528.69	1,085.98	-	48.68
13	Magma HDI	125.00	18.75	143.75	98.36	32.00	130.36	13.39	22.26
14	Navi General*	190.05	120.00	310.05	310.05	-	310.05	-	-
15	Raheja QBE	207.00	-	207.00	105.57	101.43	207.00	-	49.00
16	Reliance	251.55	0.00	251.55	251.55	-	251.55	-	-
17	Royal Sundaram	449.00	-	449.00	269.40	179.60	449.00	-	40.00
18	SBI General	215.50	-	215.50	185.35	-	185.35	30.15	-
19	Shriram General	259.08	0.09	259.16	198.60	59.40	258.00	1.16	22.92
20	Tata AIG	907.50	86.96	994.46	735.90	258.56	994.46	-	26.00
21	Universal Sampo	368.18	0.00	368.18	240.74	127.44	368.18	-	34.61
	Private Total	9,570.88	1,343.93	10,914.81	7,498.83	3,075.59	10,574.41	340.40	28.18
Public Sector Insurers									
22	National	100.00	2,400.00	2,500.00	2,500.00	-	2,500.00	-	-
23	New India	824.00	-	824.00	704.00	-	704.00	120.00	-
24	Oriental	200.00	50.00	250.00	250.00	-	250.00	-	-
25	United India	150.00	50.00	200.00	200.00	-	200.00	-	-
	Public Total	1,274.00	2,500.00	3,774.00	3,654.00	-	3,654.00	120.00	-
Specialized Insurers									
26	AIC	200.00	-	200.00	200.00	-	200.00	-	-
27	ECGC	2,000.00	500.00	2,500.00	2,500.00	-	2,500.00	-	-
	Specialized Total	2,200.00	500.00	2,700.00	2,700.00	-	2,700.00	-	-
Standalone Health Insurers									
28	Aditya Birla Health	212.03	86.83	298.86	152.42	146.44	298.86	-	49.00
29	HDFC ERGO Health**	358.41	47.26	405.67	207.52	196.47	403.99	1.69	48.43
30	Manipal Cigna@	590.86	138.04	728.90	371.74	357.16	728.90	-	49.00
31	Max Bupa	981.00	145.00	1,126.00	625.87	500.13	1,126.00	-	44.42
32	Reliance Health#	186.55	7.35	193.90	193.90	-	193.90	-	-
33	Religare Health	688.55	39.40	727.95	698.90	-	698.90	29.05	-
34	Star Health	455.58	35.06	490.64	322.96	-	322.96	167.68	-
	Standalone Health Total	3,472.97	498.94	3,971.92	2,573.30	1,200.20	3,773.50	198.42	30.22
	Grand Total	16,517.86	4,842.87	21,360.73	16,426.12	4,275.79	20,701.91	658.81	20.02

Note: 1. Infusion during the year includes cancellation, reduction and fresh issue of shares

2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.

3. * Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile CignaTTK Health Insurance Co. Ltd.

4. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.

INCURRED CLAIMS RATIO OF GENERAL AND HEALTH INSURERS

(in per cent)

S.No.	Insurer	Fire		Marine		Motor		Health		Others		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
	Private Sector Insurers												
1	Acko General	129.34	97.58	23.69	21.08	61.17	73.19	58.61	60.33
2	Bajaj Allianz	74.42	68.01	93.87	67.15	62.36	65.83	85.29	81.96	55.41	73.81	68.62	70.74
3	Bharti AXA	65.95	75.21	78.10	116.10	75.47	81.91	88.55	77.50	69.24	43.96	76.96	78.33
4	Cholamandalam MS	39.89	42.28	58.97	57.63	84.24	82.95	35.30	40.67	106.29	47.20	76.58	74.99
5	Edelweiss General	236.26	120.61	-10.24	-81.99	144.76	116.31	115.35	113.05	79.53	98.66	122.54	114.70
6	Future Generali	68.86	53.23	73.12	58.63	69.33	57.67	73.31	62.52	59.93	65.42	68.78	59.66
7	Go Digit	220.37	78.11	91.67	50.34	75.89	74.82	10.76	51.83	90.63	91.77	78.83	75.00
8	HDFC Ergo	53.33	69.99	93.20	81.73	81.78	79.21	62.29	69.01	85.23	85.37	76.36	77.20
9	ICICI Lombard	83.20	64.02	84.00	65.26	73.78	76.53	76.45	69.90	77.42	49.71	75.32	72.86
10	IFFCO Tokio	64.89	45.67	60.48	63.93	87.03	87.77	101.92	95.66	77.10	87.15	88.29	88.61
11	Kotak Mahindra	58.61	80.99	.	.	73.73	75.66	47.20	49.22	36.78	43.82	68.06	68.80
12	Liberty	212.02	2.05	118.95	59.37	69.94	70.95	81.64	87.78	60.99	36.36	73.38	72.42
13	Magma HDI	92.83	70.86	192.82	174.31	65.18	85.13	90.46	72.87	151.06	57.94	70.58	84.35
14	Navi General*	12.39	-13.39	.	.	29.15	150.69	46.07	34.69	31.51	81.18	28.41	66.52
15	Rateja OBE	4.60	37.00	14.10	-20.20	102.44	103.90	32.87	85.07	47.69	20.10	83.50	75.19
16	Reliance	54.34	37.35	224.79	109.41	84.94	84.63	93.55	89.36	79.50	80.33	85.82	83.65
17	Royal Sundaram	78.01	52.46	86.31	58.97	88.96	92.23	60.52	63.55	90.08	69.01	84.84	85.03
18	SBI General	74.01	55.36	114.17	72.18	87.04	92.05	52.03	50.54	87.40	88.77	72.04	71.12
19	Shriram General	51.91	4.56	52.67	-21.37	68.61	65.43	52.51	96.64	54.64	65.21	68.29	65.04
20	Tata AIG	74.93	61.52	85.66	73.92	70.14	80.29	77.89	66.61	107.52	85.80	78.34	77.44
21	Unversal Sampo	35.61	42.33	89.97	56.08	87.89	89.54	92.19	76.68	46.47	39.56	70.43	73.41
	Private Total	64.81	55.89	85.33	71.36	76.22	77.95	75.85	72.55	77.68	73.08	76.20	75.52

Note:

1. Health includes Personal Accident and Travel.
2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
3. *Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile Cigna TTK Health Insurance Co. Ltd.
4. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.
5. NA- Not Applicable

INCURRED CLAIMS RATIO OF GENERAL AND HEALTH INSURERS

(in per cent)

S.No.	Insurer	Fire		Marine		Motor		Health		Others		Total	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
	Public Sector Insurers												
22	National	55.91	77.11	89.94	50.43	127.50	116.44	107.64	103.30	71.16	95.81	109.94	105.86
23	New India	113.07	76.13	82.38	68.04	87.54	85.35	103.74	100.83	88.51	103.25	95.39	91.43
24	Oriental	112.49	79.55	66.65	96.94	112.62	101.63	108.80	104.97	78.12	108.39	106.10	102.34
25	United India	89.48	130.09	98.15	68.29	120.79	96.45	110.51	104.24	64.05	101.86	109.40	101.46
	Public Total	98.34	86.20	83.71	71.17	107.73	96.54	107.12	102.91	77.24	102.53	103.46	98.28
	Specialized Insurers												
26	AIC	NA	NA	NA	NA	NA	NA	NA	NA	92.25	115.42	92.25	115.42
27	ECGC	NA	NA	NA	NA	NA	NA	NA	NA	133.56	115.34	133.56	115.34
	Specialized Total	NA	NA	NA	NA	NA	NA	NA	NA	106.33	115.40	106.33	115.40
	Standalone Health Insurers												
28	Aditya Birla Health	NA	NA	NA	NA	NA	NA	58.61	49.08	NA	NA	58.61	49.08
29	HDFC ERGO Health**	NA	NA	NA	NA	NA	NA	62.59	73.69	NA	NA	62.59	73.69
30	Manipal Cigna@	NA	NA	NA	NA	NA	NA	61.94	61.64	NA	NA	61.94	61.64
31	Max Bupa	NA	NA	NA	NA	NA	NA	53.93	53.51	NA	NA	53.93	53.51
32	Reliance Health#	NA	NA	NA	NA	NA	NA	13.57	62.17	NA	NA	13.57	62.17
33	Religare Health	NA	NA	NA	NA	NA	NA	55.23	59.13	NA	NA	55.23	59.13
34	Star Health	NA	NA	NA	NA	NA	NA	62.73	65.91	NA	NA	62.73	65.91
	Standalone Health Total	NA	NA	NA	NA	NA	NA	60.68	64.13	NA	NA	60.68	64.13
	Grand Total	90.48	78.07	84.48	71.27	90.60	85.61	89.34	85.70	82.88	93.40	89.16	85.90

Note:

1. Health includes Personal Accident and Travel.
2. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
3. *Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile Cigna TTK Health Insurance Co. Ltd.
4. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.
5. NA- Not Applicable

**STATUS OF CLAIMS OF GENERAL AND HEALTH INSURERS
(FY 2019-20)**

S.No.	Insurer	Number of Claims					Age Analysis of Number of Claims Paid (%)						
		C	D	E	F	G	H	I	J	K	L	M	N
		Claims O/S at Start of Period	Claims Intimated/Booked during the period	Claims paid during the period	Claims Repudiated during the period	Claims closed during the period	Claims O/S at the End of Period	<3 months	3 months to 6 months	6 months to <1 year	1 year to <3 years*	3 years to <5 years**	>5 years
A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Private Sector Insurers												
1	Acko General	2,544	195,695	147,942	11,618	26,752	12,003	93.49	5.57	0.93	0.003	-	-
2	Bajaj Allianz	170,564	5,766,512	5,334,364	64,414	270,173	268,125	98.61	0.97	0.25	0.09	0.04	0.04
3	Bharti AXA	29,208	308,361	273,481	8,555	25,266	30,267	92.17	5.21	1.30	0.79	0.27	0.26
4	Cholamandalam MS	52,686	297,618	255,007	18,607	14,486	62,204	91.47	4.47	1.90	1.59	0.37	0.20
5	Edelweiss General	11	9,197	7,561	291	263	1,093	99.72	0.24	0.04	-	-	-
6	Future Generali	31,472	260,370	232,610	14,008	13,893	31,331	93.34	2.57	1.04	2.72	0.16	0.18
7	Go Digit	1,612	194,499	163,170	10,334	12,255	10,352	99.65	0.24	0.08	0.02	-	-
8	HDFC Ergo	120,286	1,481,221	1,446,143	16,088	50,375	88,901	99.80	0.12	0.06	0.02	0.001	0.001
9	ICICI Lombard	196,322	1,894,100	1,680,709	104,881	100,047	204,785	96.93	1.79	0.53	0.40	0.15	0.19
10	IFFCO Tokio	72,712	1,097,565	1,082,533	42,823	36,265	87,744	81.67	12.80	3.66	1.23	0.30	0.34
11	Kotak Mahindra	1,383	50,083	39,797	5,097	3,543	3,029	98.62	0.83	0.38	0.17	0.003	-
12	Liberty	11,557	243,275	209,400	13,513	16,011	15,908	97.84	1.31	0.52	0.28	0.04	0.002
13	Magma HDI	8,099	78,272	65,060	2,276	8,911	10,124	95.40	1.84	1.12	1.20	0.37	0.08
14	Navi General	287	12,626	10,453	93	1,585	782	98.70	1.13	0.16	0.01	-	-
15	Raheja QBE	489	862	416	-	-	770	30.29	7.21	21.15	37.50	3.13	0.72
16	Reliance	258,915	1,853,280	1,608,766	86,685	54,217	362,527	98.16	0.68	0.32	0.42	0.21	0.22
17	Royal Sundaram	41,143	596,284	569,167	11,576	18,685	39,383	97.75	1.04	0.52	0.45	0.10	0.14
18	SBI General	31,047	765,530	712,931	13,163	41,617	28,866	97.84	1.34	0.44	0.26	0.10	0.03
19	Shriram General	56,343	250,572	203,841	7,677	35,043	60,354	87.53	4.74	3.01	2.54	0.92	1.26
20	Tata AIG	51,211	1,220,302	1,074,652	33,517	103,513	59,831	92.82	5.30	1.31	0.45	0.07	0.04
21	Universal Sampo	11,199	185,344	157,571	7,073	14,513	17,386	22.14	26.43	48.60	2.50	0.17	0.16

Note :

1. Claims O/S at the end of the year may not be consistent with the formula i.e. H=C+D+E-F-G because of the partial payments/multiple payments/orphan claims etc.
2. #The Authority vide order dated November 06, 2019 issued directions to the Reliance Health to stop selling new policies
3. *In case of Standalone Health Insurers, age is 1 year to < 2 years
4. **In case of Standalone Health Insurers, age is beyond 2 years

STATUS OF CLAIMS OF GENERAL AND HEALTH INSURERS

(FY 2019-20)

S.No.	Insurer	Number of Claims						Age Analysis of Number of Claims Paid (%)					
		C	D	E	F	G	H	I	J	K	L	M	N
		Claims O/S at Start of Period	Claims Intimated/Booked during the period	Claims paid during the period	Claims Repudiated during the period	Claims closed during the period	Claims O/S at the End of Period	< 3 months	3 months to 6 months	6 months to < 1 year	1 year to < 3 years*	3 years to < 5 years**	≥ 5 years
A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Public Sector Insurers												
22	National	520,594	5,692,728	4,996,054	168,787	4,169	1,044,313	45.37	12.39	6.96	34.70	0.25	0.34
23	New India	309,506	5,812,400	5,730,150	268,663	-	391,756	91.99	4.45	1.80	1.10	0.24	0.42
24	Oriental	250,810	3,571,151	3,497,321	4,935	128,424	324,640	92.71	4.34	1.62	0.89	0.21	0.23
25	United India	660,234	4,866,214	4,470,407	462,809	22,837	570,894	89.18	8.87	1.29	0.49	0.11	0.07
	Specialized Insurers												
26	AIC	4,536,017	12,997,531	8,643,927	-5,570	110,274	8,784,917	83.99	3.62	6.49	4.33	1.57	0.00
27	EGGC	592	2,006	553	1,233	-	812	53.35	28.75	13.56	4.34	-	-
	Standalone Health Insurers												
28	Aditya Birla	3,914	99,554	78,395	20,090	-	4,983	99.36	0.54	0.11	-	-	-
29	Apollo Munich	21,446	475,055	434,133	36,219	-	26,149	99.99	0.01	-	-	-	-
30	Manipal Cigna	1,637	223,936	193,395	29,879	-	2,299	99.96	0.03	0.01	0.003	-	-
31	Max Bupa	1,983	145,353	132,750	13,504	-	1,082	99.91	0.08	0.01	-	0.001	-
32	Reliance Health #	8	818	348	413	-	65	97.13	2.87	-	-	-	-
33	Religare	127,639	1,036,711	980,518	71,731	-	112,101	100.00	-	-	-	-	-
34	Star Health	42,280	1,092,692	892,369	179,503	-	63,100	99.90	0.06	0.03	0.001	0.0001	-

Note :

1. Claims O/S at the end of the year may not be consistent with the formula i.e. H=C+D-E-F-G because of the partial payments/ multiple payments/orphan claims etc.
2. #The Authority vide order dated November 06, 2019 issued directions to the Reliance Health to stop selling new policies
3. *In case of Standalone Health Insurers, age is 1 year to < 2 years
4. **In case of Standalone Health Insurers, age is beyond 2 years

EQUITY SHARE CAPITAL/ASSIGNED CAPITAL OF REINSURERS/
BRANCHES OF FOREIGN REINSURERS

(₹ crore)

S.No.	Reinsurer	As on March 31, 2019	Infusion during the year	As on March 31, 2020
Equity Share Capital of Reinsurers				
1	Public Sector Reinsurer - GIC	877.20	-	877.20
2	Private Sector Reinsurer- ITI Re*	268.94	-268.94	-
	Reinsurers' Total	1,146.14	-268.94	877.20
Assigned Capital of Branches of Foreign Reinsurers				
3	Allianz Global	200.24	-	200.24
4	Hannover Re	474.53	94.25	568.78
5	Lloyd's of India**	110.00	-	110.00
6	Munich Re	1,080.90	512.10	1,593.00
7	RGA	629.00	1,703.84	2,332.84
8	SCOR SE	975.17	-	975.17
9	Swiss Re	626.96	668.14	1,295.11
10	XL SE	168.76	31.89	200.66
11	AXA France Vie	908.93	-	908.93
12	Gen Re	482.77	-	482.77
	Branches of Foreign Reinsurers' Total	5,657.27	3,010.22	8,667.49
	Grand Total	6,803.41	2,741.28	9,544.69

Note:

- * CoR of ITI Re was cancelled in May 2019.
- **includes assigned capital of syndicates i.e. Markel Service P Ltd. and MS Amlin
- For GIC Re, Indian promoter share is ₹752.50 crore and non-promoter share is ₹124.70 crore.

**SOLVENCY RATIOS OF LIFE INSURERS
(FY 2019-20)**

S.No.	Insurer	June 2019	September 2019	December 2019	March 2020
	Private Sector Insurers				
1	Aditya Birla Sun Life Insurance Co. Ltd.	1.96	1.96	1.91	1.78
2	Aegon Life Insurance Co. Ltd.	2.74	2.45	2.04	2.36
3	Aviva Life Insurance Co. Ltd.	3.07	3.09	3.01	2.42
4	Bajaj Allianz Life Insurance Co. Ltd.	7.90	7.70	7.56	7.45
5	Bharti AXA Life Insurance Co. Ltd.	1.76	1.92	1.68	1.86
6	Canara HSBC OBC Life Insurance Co. Ltd.	3.91	3.82	3.75	3.65
7	Edelweiss Tokio Life Insurance Co Ltd	2.14	2.11	2.24	2.32
8	Exide Life Insurance Co. Ltd.	1.97	1.90	1.80	2.10
9	Future Generali India Life Insurance Co. Ltd.	1.56	1.54	1.66	1.59
10	HDFC Life Insurance Co. Ltd.	1.93	1.92	1.95	1.84
11	ICICI Prudential Life Insurance Co. Ltd.	2.17	2.11	2.07	1.94
12	IDBI Federal Life Insurance Co. Ltd.	3.20	3.22	3.29	2.98
13	IndiaFirst Life Insurance Co. Ltd.	1.79	1.81	1.82	1.72
14	Kotak Mahindra Life Insurance Co. Ltd.	3.02	3.06	3.04	2.90
15	Max Life Insurance Co. Ltd.	2.25	2.24	2.20	2.07
16	PNB MetLife India Insurance Co. Ltd.	2.01	1.97	1.97	1.89
17	Pramerica Life Insurance Co Ltd	3.51	3.38	3.46	3.50
18	Reliance Nippon Life Insurance Co. Ltd.	2.66	2.62	2.55	1.84
19	Sahara Life Insurance Co. Ltd.	8.19	7.94	8.03	9.13
20	SBI Life Insurance Co. Ltd.	2.17	2.20	2.30	1.95
21	Shriram Life Insurance Co. Ltd.	1.95	1.93	1.86	1.78
22	Star Union Dai-ichi Life Insurance Co. Ltd.	2.65	2.60	2.60	2.40
23	TATA AIA Life Insurance Co. Ltd.	2.20	2.04	1.84	2.35
	Public Sector Insurer				
24	LIC of India	1.60	1.55	1.52	1.55

SOLVENCY RATIO OF GENERAL AND HEALTH INSURERS
(FY 2019-20)

S.No.	Insurer	June 2019	September 2019	December 2019	March 2020
	Private Sector Insurers				
1	Acko General Insurance Ltd.	3.72	2.68	2.94	4.24
2	Bajaj Allianz General Insurance Co. Ltd.	2.49	2.43	2.36	2.54
3	Bharti AXA General Insurance Co. Ltd.	1.60	1.52	1.67	1.63
4	Cholamandalam MS General Insurance Co. Ltd.	1.53	1.56	1.57	1.58
5	Edelweiss General Insurance Co. Ltd.	1.95	2.15	2.43	2.36
6	Future Generali India Insurance C. Ltd.	1.64	1.58	1.56	1.51
7	Go Digit General Insurance Ltd.	2.21	1.86	1.57	3.24
8	HDFC ERGO General Insurance Co. Ltd.	1.70	1.70	1.81	1.89
9	ICICI Lombard General Insurance Co. Ltd.	2.20	2.26	2.18	2.17
10	IFFCO Tokio General Insurance Co. Ltd.	1.62	1.59	1.63	1.58
11	Kotak Mahindra General Insurance Co. Ltd.	2.38	2.73	2.44	2.13
12	Liberty General Insurance Ltd.	1.81	2.63	2.25	2.18
13	Magma HDI General Insurance Co. Ltd.	1.76	1.66	1.58	1.71
14	Navi General Insurance Ltd.*	2.46	2.30	1.84	3.35
15	Raheja QBE General Insurance Co. Ltd.	3.60	3.22	3.00	2.46
16	Reliance General Insurance Co. Ltd.	1.60	1.53	1.53	1.52
17	Royal Sundaram General Insurance Co. Ltd.	1.91	1.88	1.84	1.69
18	SBI General Insurance Co. Ltd.	2.34	2.12	2.12	2.27
19	Shriram General Insurance Co. Ltd.	3.11	3.37	3.47	3.67
20	Tata AIG General Insurance Co. Ltd.	1.70	1.72	2.10	1.84
21	Universal Sompo General Insurance Co. Ltd.	2.24	2.01	2.07	2.28
	Public Sector Insurers				
22	National Insurance Co. Ltd.\$	0.95	0.42	0.12	0.02
23	The New India Assurance Co. Ltd	2.13	2.08	2.10	2.11
24	The Oriental Insurance Co. Ltd.\$	1.56	1.52	1.54	0.92
25	United India Insurance Co. Ltd.\$	1.40	1.05	0.94	0.30
	Specialized Insurers				
26	Agriculture Insurance Co. of India Ltd.	2.99	1.91	1.84	2.83
27	Export Credit Guarantee Corporation of India Ltd.	12.24	12.10	15.11	15.02
	Standalone Health Insurers				
28	Aditya Birla Health insurance Co. Limited	1.59	2.19	2.40	1.81
29	HDFC ERGO Health Insurance Co. Ltd.**	1.51	1.62	1.52	1.74
30	ManipalCigna Health Insurance Co. Ltd.@	1.86	1.67	1.86	1.90
31	Max Bupa Health Insurance Co. Ltd.	1.52	1.63	1.66	1.77
32	Reliance Health Insurance Ltd.#	1.06	0.63	0.48	0.49
33	Religare Health Insurance Ltd.	1.52	1.52	1.54	1.55
34	Star Health and Allied Insurance Co. Ltd.	1.81	1.54	1.56	1.88

Note:

1. Reclassification/Regrouping in the previous year's figures, if any, by the insurer has not been considered.
2. \$ after considering the forbearance granted for solvency computation.
3. * Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile CignaTTK Health Insurance Co. Ltd.
4. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.

STATEMENT 18

SOLVENCY RATIO OF REINSURERS

S.No.	Reinsurer	March 2019	March 2020
1	Public Sector - GIC	2.06	1.53
	Branches of Foreign Reinsurers		
2	Allianz Global	2.78	2.75
3	Hannover Re	1.97	1.92
4	Lloyd's of India*	2.03	2.05
5	Munich Re	1.94	1.92
6	RGA	1.98	2.46
7	SCOR SE	2.16	2.66
8	Swiss Re	1.71	1.81
9	XL SE	2.59	1.59
10	AXA France Vie	1.63	2.04
11	Gen Re	2.67	2.49

Note: *MS Amlin's CoR cancelled on July 10, 2019 on its request

INVESTMENT (AUM) OF LIFE INSURERS
(As on March 31)

(₹ crore)

S.No.	Insurer	LIFE FUND											
		Central Government Securities		State Government & Other Approved Securities		Housing & Infrastructure Investments		Approved Investments		Other Investments		Total (Life Fund)	
		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
1	Aditya Birla Sun life	4,850.61	6,317.88	555.40	857.89	2,865.36	3,760.24	1,854.58	2,325.09	444.94	475.68	10,570.89	13,736.78
2	Aegon Life	760.40	842.89	141.95	162.48	419.12	483.44	223.82	289.58	5.42	0.94	1,550.71	1,779.33
3	Aviva Life	3,917.10	4,323.38	88.95	178.65	868.36	967.43	338.79	535.48	29.14	41.14	5,242.34	6,046.08
4	Bajaj Allianz	11,535.00	12,317.73	2,804.81	3,257.89	6,148.80	4,635.09	5,204.76	7,701.31	694.83	1,004.62	26,388.20	28,916.64
5	Bharti AXA	1,548.36	2,174.54	545.11	798.40	782.30	1,134.38	1,003.41	1,229.50	279.73	220.83	4,158.91	5,557.65
6	Canara HSBC	1,146.06	1,772.57	850.40	942.44	1,032.61	1,573.28	747.58	940.37	28.26	5.00	3,804.91	5,233.66
7	Edelweiss Tokio	1,054.95	1,160.49	45.93	56.33	305.91	407.54	512.75	430.07	108.15	107.06	2,027.69	2,161.49
8	Exide Life	6,524.09	7,276.66	292.79	540.79	1,717.59	2,121.86	1,426.48	1,857.14	94.22	78.37	10,055.17	11,874.82
9	Future Generali	1,363.68	1,877.36	197.84	156.86	463.70	543.77	365.24	355.55	30.14	33.29	2,420.60	2,966.83
10	HDFC Life	16,669.55	16,264.30	4,333.30	8,261.43	7,839.25	8,125.74	7,840.19	9,291.91	989.18	1,679.22	37,671.47	43,622.60
11	ICICI Prudential	19,594.75	24,513.87	2,334.48	2,484.68	8,319.02	8,627.96	9,916.29	11,984.29	1,493.62	1,482.59	41,658.16	49,093.39
12	IDBI Federal	1,964.55	1,858.86	1,263.18	1,569.41	1,056.82	1,447.26	1,274.74	1,581.38	52.21	43.97	5,611.50	6,500.88
13	IndiaFirst	641.58	748.84	400.04	784.42	441.28	700.22	475.21	513.27	66.24	76.52	2,024.35	2,823.27
14	Kotak Mahindra	9,341.30	14,375.76	693.61	658.01	2,679.88	3,191.17	1,851.55	1,132.85	668.08	499.88	15,234.42	19,857.67
15	Max Life	23,303.29	26,663.85	1,917.18	4,018.98	7,999.94	9,248.32	7,459.95	6,602.73	634.04	2,042.48	41,314.40	48,576.36
16	PNB MetLife	6,342.77	7,454.25	744.34	1,217.41	3,339.59	4,493.64	2,879.17	3,553.69	234.58	204.44	13,540.45	16,923.43
17	Pramerica Life	1,315.54	1,734.31	89.79	73.00	659.71	883.04	292.69	405.84	232.08	109.41	2,589.81	3,205.60
18	Reliance Nippon	7,127.11	7,714.29	1,341.03	2,539.81	2,582.69	3,240.36	2,033.19	1,922.66	593.33	265.86	13,677.35	15,682.98
19	Sahara	373.40	446.00	274.45	257.85	477.67	503.26	111.98	101.85	17.70	21.05	1,255.20	1,330.01
20	SBI Life	18,957.48	21,810.04	3,097.98	4,529.31	8,018.49	8,443.39	9,074.14	13,077.07	1,488.22	2,030.60	40,636.31	49,890.41
21	Shriram Life	972.92	1,426.74	535.05	565.24	586.10	1,136.03	872.41	695.11	166.18	127.80	3,132.66	3,950.92
22	Star Union Dai-ichi	1,710.43	2,066.83	796.53	841.83	716.49	1,597.12	610.75	734.10	70.94	118.62	3,905.14	5,358.50
23	Tata AIA	10,616.77	13,072.52	103.55	112.76	3,048.19	3,438.27	2,336.57	3,727.04	228.26	221.50	16,333.34	20,572.09
	Private Total	151,631.69	178,213.96	23,447.69	34,865.87	62,368.87	70,702.81	58,706.24	70,997.88	8,649.49	10,990.87	304,803.98	365,661.39
24	LIC	826,452.89	932,260.91	502,006.56	551,551.95	190,818.46	204,731.33	407,882.11	437,697.13	115,491.05	127,253.81	2,042,651.07	2,253,495.13
	Industry Total	978,084.58	1,110,474.87	525,454.25	566,417.82	253,187.33	275,434.14	466,588.35	508,665.01	124,140.54	138,144.68	2,347,455.05	2,619,156.52

INVESTMENT (AUM) OF LIFE INSURERS
(As on March 31)

(₹ crore)

S.No.	Insurer	Pension, General Annuity & Group Fund							
		Central Government Securities		State Govt & Other Approved Securities		Approved Investments		Total (Pension, General Annuity & Group Fund)	
		2019	2020	2019	2020	2019	2020	2019	2020
1	Aditya Birla Sun life	1601.17	1544.97	361.58	418.39	2685.86	2727.18	4648.61	4690.54
2	Aegon Life	4.02	6.67	0.00	0.00	2.80	0.84	6.82	7.51
3	Aviva Life	220.52	239.44	1.97	13.45	76.71	91.04	299.20	343.93
4	Bajaj Allianz	2352.86	4528.73	1472.67	1065.45	2703.25	2412.81	6528.78	8006.99
5	Bharti AXA	125.58	131.01	76.81	84.69	282.37	289.05	484.76	504.75
6	Canara HSBC	528.50	572.32	248.86	284.48	993.52	1150.60	1770.88	2007.40
7	Edelweiss Tokio	156.16	157.89	0.00	12.84	55.77	52.87	211.93	223.60
8	Exide Life	1105.35	1183.97	138.88	154.84	679.34	687.81	1923.57	2026.62
9	Future Generali	159.43	182.39	141.31	175.28	421.04	492.42	721.78	850.09
10	HDFC Life	6994.84	11661.50	3915.86	4253.12	12591.48	14454.68	23502.18	30369.30
11	ICICI Prudential	3198.08	3680.85	91.08	132.29	1343.53	2211.76	4632.69	6024.90
12	IDBI Federal	108.70	127.16	134.16	134.01	190.72	285.21	433.58	546.38
13	IndiaFirst	2293.39	1925.97	1976.29	2172.37	4282.97	3682.87	8552.65	7761.21
14	Kotak Mahindra	301.62	1248.41	122.16	8.75	484.28	426.06	908.06	1683.22
15	Max Life	467.42	470.71	261.65	300.72	387.45	597.84	1116.52	1369.27
16	PNB Metlife	137.46	182.91	2.98	2.98	92.66	99.32	233.10	285.21
17	Pramerica Life	595.52	639.88	112.77	84.39	709.77	620.23	1418.06	1344.50
18	Reliance Nippon	133.42	131.80	45.99	55.07	41.95	46.98	221.36	233.85
19	Sahara	2.00	1.93	0.00	0.00	0.20	0.20	2.20	2.13
20	SBI Life	10314.61	10862.55	5883.10	7784.70	14007.27	15186.38	30204.98	33833.63
21	Shriram Life	130.17	142.68	79.46	74.14	288.19	279.22	497.82	496.04
22	Star Union Dai-ichi	596.77	585.60	281.65	431.50	539.72	810.64	1418.14	1827.74
23	Tata AIA	471.13	745.56	21.14	20.99	297.47	354.62	789.74	1121.17
	Private Total	31998.72	40954.90	15370.37	17664.45	43158.32	46940.63	90527.41	105559.98
24	LIC	205539.04	254324.13	326696.02	361764.06	151499.90	176397.23	683734.96	792485.42
	Industry Total	237537.76	295279.03	342066.39	379428.51	194658.22	223337.86	774262.37	898045.40

INVESTMENT (AUM) OF LIFE INSURERS
 (As on March 31)

(₹ crore)

S.No.	Insurer	UNIT LINKED FUND						Total (ULIP Funds)		Total (All Funds)	
		Approved Investments		Other Investments		2019	2020	2019	2020	2019	2020
		2019	2020	2019	2020						
1	Aditya Birla Sun life	23686.37	21570.85	1352.76	1114.16	25039.13	22685.01	40258.63	41112.33		
2	Aegon Life	867.11	742.27	64.76	34.99	931.87	777.26	2489.40	2564.10		
3	Aviva Life	3415.57	2554.52	479.84	234.76	3895.41	2789.28	9436.95	9179.29		
4	Bajaj Allianz	21500.59	18078.37	1131.39	1183.89	22631.98	19262.26	55548.96	56185.89		
5	Bharti AXA	928.99	837.13	120.56	62.55	1049.55	899.68	5693.22	6962.08		
6	Canara HSBC	8024.81	7452.18	1247.79	703.20	9272.60	8155.38	14848.39	15396.44		
7	Edelweiss Tokio	558.67	671.98	86.67	69.70	645.34	741.68	2884.96	3126.77		
8	Exide Life	1863.50	1585.93	153.29	101.77	2016.79	1687.70	13995.53	15589.14		
9	Future Generali	560.36	525.15	65.73	45.00	626.09	570.15	3768.47	4387.07		
10	HDFC Life	59046.35	51138.60	4331.07	3043.48	63377.42	54182.08	124551.07	128173.98		
11	ICICI Prudential	98535.72	88378.11	12410.10	8706.87	110945.82	97084.98	157236.67	152203.27		
12	IDBI Federal	2578.84	2415.68	168.85	90.13	2747.69	2505.81	8792.77	9553.07		
13	IndiaFirst	3796.15	3557.56	450.11	398.56	4246.26	3956.12	14823.26	14540.60		
14	Kotak Mahindra	12636.81	12216.77	1157.11	969.54	13793.92	13186.31	29936.40	34727.20		
15	Max Life	18428.92	17737.17	1433.00	1426.99	19861.92	19164.16	62292.84	69109.79		
16	PNB Metlife	5783.95	4900.09	755.87	368.83	6539.82	5268.92	20313.37	22477.56		
17	Pramerica Life	331.38	293.92	32.35	20.53	363.73	314.45	4371.60	4864.55		
18	Reliance Nippon	5966.76	4278.78	209.30	93.18	6176.06	4371.96	20074.77	20288.79		
19	Sahara	107.90	68.87	1.02	6.03	108.92	74.90	1366.32	1407.04		
20	SBI Life	65656.36	75235.84	3472.72	3329.48	69129.08	78565.32	139970.37	162289.36		
21	Shriram Life	513.20	412.69	16.20	20.68	529.40	433.37	4159.88	4880.33		
22	Star Union Dai-ichi	2476.06	1811.42	201.09	209.83	2677.15	2021.25	8000.43	9207.49		
23	Tata AIA	9751.94	8740.64	795.44	761.58	10547.38	9502.22	27670.46	31195.48		
	Private Total	347016.31	325204.52	30137.02	22995.73	377153.33	348200.25	772484.72	819421.62		
24	LIC	31764.61	23988.20	2507.48	883.72	34272.09	24871.92	2760658.12	3070852.47		
	Industry Total	378780.92	349192.72	32644.50	23879.45	411425.42	373072.17	3533142.84	3890274.09		

**INVESTMENT (AUM) OF GENERAL, HEALTH AND REINSURERS
(AS ON MARCH 31)**

(₹ crore)

S.No.	Insurer	Central Government Securities		State Government & Other Approved Securities		Housing & Loans to State Government for Housing and FFE		Infrastructure Investments		Approved Investments		Other Investments		Total Investments	
		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
	Private Insurers														
1	Acko General	53.76	164.64	20.04	-	25.28	60.88	60.10	120.29	51.62	77.23	-	-	210.80	423.04
2	Bajaj Allianz	4,078.63	4,686.51	3,134.08	3,296.85	1,890.06	2,241.38	3,025.47	3,292.19	4,171.21	4,900.89	408.75	196.28	16,708.20	18,614.10
3	Bharti AXA	888.20	1,185.60	318.84	449.06	410.74	579.39	1,064.81	1,415.62	839.27	1,016.97	372.79	188.60	3,894.65	4,835.24
4	Cholamandalam MS	1,623.13	2,622.66	1,436.28	3,692.67	1,027.15	764.03	1,517.49	786.32	1,775.88	1,218.37	224.84	201.21	7,604.77	9,285.26
5	Edelweiss General	58.92	87.62	11.24	31.63	48.05	65.45	28.13	45.88	56.98	71.43	-	3.34	203.32	305.35
6	Future Generali	850.43	1,036.65	453.13	533.89	396.12	591.92	871.91	1,055.99	1,031.37	1,064.10	32.88	97.56	3,635.84	4,380.11
7	Go Digit	637.37	1,867.09	68.34	194.07	110.44	240.39	252.12	533.93	384.32	654.46	-	3.32	1,452.59	3,493.26
8	HDFC Ergo	2,335.35	3,251.66	1,232.18	1,670.69	819.68	991.13	2,229.84	2,552.68	2,424.45	2,925.91	90.00	185.34	9,131.50	11,577.41
9	ICI Lombard	5,563.46	5,968.72	1,158.42	2,705.84	2,577.15	2,522.48	4,301.88	4,162.64	7,615.21	9,890.28	660.72	1,510.50	21,896.84	26,760.46
10	IFFCO Tokio	1,927.75	2,264.58	1,043.94	1,188.63	1,227.46	1,386.74	3,397.26	2,889.93	1,230.34	1,904.28	82.82	43.36	8,909.57	9,677.52
11	Kotak Mahindra	104.06	159.21	39.66	42.30	47.59	66.70	119.74	247.08	96.56	143.27	6.69	23.20	414.30	681.76
12	Liberty	399.67	617.69	179.82	328.80	214.54	334.30	432.08	639.91	576.38	781.83	25.00	-	1,827.49	2,702.53
13	Magma HDI	496.91	717.86	66.66	148.68	175.61	294.45	274.74	516.76	448.35	552.01	-	54.93	1,462.27	2,284.69
14	New General	50.70	82.12	25.01	25.03	14.91	40.22	45.16	75.21	59.06	101.73	10.01	10.02	204.85	334.33
15	Raheja OBE	142.08	204.55	-	-	50.31	65.49	101.25	85.79	102.87	109.17	20.00	20.00	416.51	485.00
16	Reliance	2,520.38	2,399.22	1,020.83	1,179.09	1,293.11	1,520.33	1,041.02	1,350.45	3,330.91	4,166.84	255.69	349.91	9,461.94	10,965.84
17	Royal Sundaram	1,218.73	1,721.67	358.24	331.43	790.31	845.27	1,079.44	1,231.60	1,339.21	1,465.05	301.24	280.05	5,087.17	5,875.07
18	SBI General	1,796.59	1,788.47	802.03	760.25	868.82	1,114.55	1,335.60	1,876.56	1,521.34	1,844.32	79.50	130.08	6,403.88	7,514.23
19	Shriram General	2,459.69	2,790.64	299.65	98.66	2,594.58	2,265.07	2,728.22	3,106.80	857.47	1,283.98	28.48	23.48	8,968.09	9,569.63
20	Tata AIG	2,573.16	3,171.71	1,376.13	999.21	1,206.98	1,215.52	1,676.29	1,828.69	2,754.39	4,147.50	427.70	857.24	10,014.65	12,219.87
21	Universal Sampo	545.08	713.78	274.59	373.04	300.75	337.43	694.82	1,059.60	496.97	522.72	46.01	33.25	2,348.22	3,039.82
	Private Total	30,344.05	37,502.65	13,319.11	18,050.82	16,089.64	17,543.12	26,267.37	28,873.92	31,164.16	38,842.34	3,073.12	4,211.67	120,257.45	145,024.52
	Public Insurers														
22	National	4,652.30	4,879.71	2,974.19	2,958.39	1,246.32	1,392.33	2,377.25	2,354.19	9,201.81	11,042.29	1,060.49	1,103.36	21,512.36	23,730.27
23	New India	9,546.38	9,642.67	10,767.67	12,492.63	2,468.30	2,739.90	4,489.79	4,782.68	10,093.70	12,321.38	1,962.61	1,840.17	39,318.45	43,819.43
24	Oriental	3,856.63	4,075.31	4,713.51	6,390.99	1,253.38	1,054.93	1,900.71	2,220.90	5,677.73	4,512.23	1,103.31	1,016.86	18,565.27	19,271.22
25	United India	6,237.90	6,411.96	5,503.90	6,166.70	2,362.45	2,429.55	3,387.38	3,372.17	9,847.59	9,311.39	2,010.63	2,087.71	29,349.85	29,779.48
	Public Total	24,293.21	25,009.65	23,959.27	28,008.71	7,320.45	7,616.71	12,215.13	12,729.94	34,820.83	37,187.29	6,137.04	6,048.10	108,745.93	116,600.40

NA - Not Applicable

HDFC General renamed as HDFC ERGO

* Health portfolio transferred to Reliance General w.e.f Nov 15, 2019

**INVESTMENT (AUM) OF GENERAL, HEALTH AND REINSURERS
(AS ON MARCH 31)**

(₹ crore)

S.No.	Insurer	Central Government Securities		State Government & Other Approved Securities		Housing & Loans to State Government for Housing and FFE		Infrastructure Investments		Approved Investments		Other Investments		Total Investments	
		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
	Specialized Insurers														
26	AIC	1,902.96	1,769.89	999.50	1,801.59	687.01	546.55	875.55	811.06	2,482.89	2,556.48	15.00	13.92	6,962.91	7,489.49
27	ECGC	2,175.01	2,483.93	1,677.72	1,485.34	1,206.17	1,260.56	2,734.73	2,815.61	2,179.72	3,855.49	371.64	290.66	10,344.99	12,191.59
	Specialized Total	4,077.97	4,253.82	2,677.22	3,286.93	1,893.18	1,807.11	3,610.28	3,626.67	4,662.61	6,411.97	386.64	304.58	17,307.90	19,691.08
	Stand-alone Health Insurers														
28	Aditya Birla Health	118.96	197.37	66.29	261.72	70.07	80.41	116.13	80.65	117.16	220.68	-	-	488.61	840.83
29	HDFC ERGO Health (Apollo Munich)	410.52	445.50	165.43	219.36	167.22	193.90	297.23	423.94	633.90	825.25	34.81	34.99	1,709.11	2,142.94
30	Manipal Cigna	122.37	145.67	71.70	71.88	84.92	55.37	114.55	202.60	152.78	124.02	5.00	31.44	551.32	630.98
31	Max Bupa	188.64	261.05	66.47	112.23	105.65	130.61	170.08	271.26	282.15	304.51	10.05	10.03	823.04	1,089.69
32	Reliance Health*	31.99	-	5.01	-	-	-	-	-	3.00	-	-	-	40.00	-
33	Religare Health	306.95	445.75	124.98	122.93	180.45	140.27	324.65	581.83	361.27	482.63	5.00	5.00	1,303.30	1,778.41
34	Star Health	1,651.17	1,488.74	-	179.28	249.30	223.96	1,027.52	1,411.76	244.98	687.12	-	397.03	3,172.97	4,387.89
	Stand-alone Health Total	2,830.60	2,984.08	499.88	967.40	857.61	824.52	2,050.16	2,972.04	1,795.24	2,644.21	54.86	478.49	8,088.35	10,870.74
	Reinsurers														
35	GIC	14,776.66	15,430.81	8,462.09	11,724.66	5,174.64	4,654.71	5,052.79	5,182.61	17,506.50	17,097.78	1,950.66	4,666.01	52,923.34	58,756.58
	Reinsurers Total	14,776.66	15,430.81	8,462.09	11,724.66	5,174.64	4,654.71	5,052.79	5,182.61	17,506.50	17,097.78	1,950.66	4,666.01	52,923.34	58,756.58
	Branches of														
	Foreign Reinsurers														
36	Allianz Global - India Branch	-	-	-	35.77	-	40.52	94.93	51.17	-	25.24	-	-	-	272.75
37	AXA France (ie - India Branch)	804.35	913.58	25.36	25.26	-	60.48	163.10	144.25	78.84	60.77	-	-	1,071.65	1,204.34
38	General Reinsurance AG India Branch	444.23	457.80	-	-	-	-	94.93	99.99	-	-	23.00	-	562.16	557.79
39	Hannover Re India Branch	550.98	696.80	5.23	5.17	65.21	117.54	124.30	224.45	134.07	266.84	1.00	-	880.79	1,310.80
40	Munich Re India Branch	1,323.95	2,107.61	-	-	60.09	236.66	186.42	182.60	-	-	-	-	1,570.46	2,526.87
41	RGA Life - India Branch	2,094.22	-	-	-	-	-	390.06	390.06	-	-	-	-	-	2,484.28
42	SCOR SE India Branch	1,112.17	1,157.11	-	-	144.99	90.24	125.76	211.75	-	-	-	-	1,382.92	1,459.10
43	Swiss Re India Branch	931.44	1,147.89	-	-	163.82	179.18	117.84	148.27	-	-	-	-	1,213.10	1,475.34
44	XL Insurance Co. SE, India Branch	265.83	323.07	-	-	-	5.07	61.45	92.94	-	-	-	-	327.28	421.08
	Branches Total	5,432.95	9,018.13	30.59	66.20	434.11	729.69	873.80	1,545.48	212.91	352.85	24.00	-	7,008.36	11,712.35
	Grand Total	81,755.44	94,199.14	48,948.16	62,104.72	31,769.63	33,175.86	50,069.53	54,930.66	90,162.25	102,536.44	11,626.32	15,708.85	314,331.33	362,655.67

HDFC General renamed as HDFC ERGO

* Health portfolio transferred to Reliance General w.e.f Nov 15, 2019

**HEALTH INSURANCE BUSINESS OF GENERAL AND HEALTH INSURERS
(Excl. PA and Travel Insurance)**

S.No.	Insurers	No. of policies		No. of Persons Covered ('000)		Gross Direct Premium (₹ Crore)	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
	Private Insurers						
1	Acko General	1	16	3	1,041	2.03	23.36
2	Bajaj Allianz	531,046	577,515	24,685	32,935	2,204.96	2,138.53
3	Bharti AXA	21,829	23,425	1,740	2,491	228.93	266.94
4	Cholamandalam MS	103,232	124,236	1,806	2,112	273.71	316.99
5	Edelweiss General	10,449	7,425	11	123	28.50	45.06
6	Future Generali	64,670	81,072	4,838	1,943	281.09	381.96
7	Go Digit	865	6,277	1	43	0.74	17.52
8	HDFC ERGO	1,066,395	987,590	9,605	11,753	1,254.23	1,264.57
9	ICICI Lombard	4,234,760	1,174,578	15,179	16,425	2,267.16	2,695.15
10	IFFCO Tokio	155,454	226,026	22,015	25,749	799.91	1,315.81
11	Kotak Mahindra	349,931	31,228	439	982	60.76	105.68
12	Liberty	50,692	50,948	880	865	257.15	243.62
13	Magma HDI	4,477	11,318	72	112	81.29	47.63
14	Navi General*	119,733	4,603	200	227	104.26	33.35
15	Raheja QBE	135	994	0	2	0.10	0.62
16	Reliance	91,492	99,870	27,464	13,264	1,002.73	1,359.93
17	Royal Sundaram	185,450	175,677	1,406	1,447	355.46	394.60
18	SBI General	756,443	564,200	2,748	4,039	513.44	742.46
19	Shriram General	564	1,318	1	3	0.11	1.05
20	Tata AIG	220,583	168,794	2,248	3,309	803.76	835.42
21	Universal Sompo	267,221	244,971	1,137	1,386	134.79	160.47
	Private Total	8,235,422	4,562,081	116,478	120,252	10,655.09	12,390.72
	Public Insurers						
22	National	1,725,290	1,555,292	147,728	152,994	5,889.96	5,277.67
23	New India	1,683,506	1,665,437	87,561	89,897	8,241.20	9,381.78
24	Oriental	1,250,812	1,204,290	30,325	38,634	4,047.71	4,642.63
25	United India	1,182,067	1,080,675	54,468	52,740	5,357.39	5,329.77
	Public Total	5,841,675	5,505,694	320,081	334,265	23,536.26	24,631.85
	Stand-alone Health Insurers						
26	Aditya Birla Health	186,244	309,925	1,489	5,140	423.43	755.50
27	HDFC ERGO Health**	1,068,479	1,206,449	5,116	5,469	1,987.53	2,358.92
28	Manipal Cigna@	229,817	250,164	1,101	1,949	468.82	567.29
29	Max Bupa	696,107	822,100	5,433	4,549	914.49	1,177.56
30	Reliance Health#	3,145	5,580	7	11	4.09	5.99
31	Religare Health	691,739	807,660	10,713	12,818	1,611.22	2,151.25
32	Star Health	3,734,365	4,462,963	11,617	14,260	5,271.82	6,718.99
	Stand-alone Health Total	6,609,896	7,859,261	35,475	44,185	10,681.41	13,729.52
	Grand Total	20,686,993	17,927,036	472,035	498,702	44,872.76	50,752.09

Note: 1. * Erstwhile DHFL General Insurance Co. Ltd., ** Erstwhile Apollo Munich Health Insurance Ltd., @ Erstwhile CignaTTK Health Insurance Co. Ltd.
2. # With effect from November 15, 2019, the business portfolio of Reliance Health Insurance Ltd. was transferred to Reliance General Insurance Co. Ltd vide IRDAI Order dated November 06, 2019.

HEALTH INSURANCE BUSINESS OF LIFE INSURERS

Class of Business	Item	No. of Policies (Lakhs)		No. of Lives Covered (Lakhs)		Gross Premium (₹ crore)	
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
A. Health Insurance Products Marketed by Life Insurers							
a. New Business							
i. Govt. Business		-	-	-	-	-	-
ii. Group Insurance	No./Premium	0.003	0.0006	10.16	1.82	52.69	57.19
	Growth (%)	21.33	-75	720.99	-82.05	426.9	8.55
	Share (%)	0.05	0.01	65.19	28.1	18.64	23.72
iii. Individual Business	No./Premium	4.95	4.4	5.42	4.67	230.05	183.9
	Growth (%)	-9.92	-11.09	-11.46	-13.97	1.79	-20.06
	Share (%)	99.95	99.99	34.81	71.9	81.37	76.28
New Business Total	No./Premium	4.96	4.4	15.58	6.49	282.73	241.09
	Growth (%)	-9.91	-11.13	111.63	-58.35	19.8	-14.73
	Share (%)	100	100	100	100	100	100
b. Renewal Business							
i. Govt. Business		-	-	-	-	-	-
ii. Group Insurance	No./Premium	0	0	0.003	0.13	0.09	0.75
	Growth (%)	-	33.33	-	3,896.42	-	736.01
	Share (%)	0.0004	0.0005	0.03	1.12	0.02	0.12
iii. Individual Business	No./Premium	6.79	8.2	10.8	11.85	544.22	641.75
	Growth (%)	-25.87	20.75	-27.42	9.74	-21.58	17.92
	Share (%)	100	100	99.97	98.88	99.98	99.88
Renewal Business Total	No./Premium	6.79	8.2	10.8	11.98	544.31	642.5
	Growth (%)	-25.87	20.75	-27.4	10.94	-21.57	18.04
	Share (%)	100	100	100	100	100	100
B. Health Riders Attached to the Life Insurance Products							
a. New Business							
i. Govt. Business		-	-	-	-	-	-
ii. Group Insurance	No./Premium	0.003	0.003	9	27.19	83.05	122.27
	Growth (%)	8.02	-2.34	-45.86	190.34	-6.69	47.22
	Share (%)	0.05	0.06	66.44	86.42	66.27	71.54
iii. Individual Business	No./Premium	4.72	4.31	4.73	4.27	42.27	48.64
	Growth (%)	17.4	-8.73	99.54	-9.71	403.21	15.06
	Share (%)	99.95	99.94	33.56	13.58	33.73	28.46
New Business Total	No./Premium	4.73	4.31	14.1	31.46	125.32	170.9
	Growth (%)	17.4	-8.73	-41.47	123.2	1.89	36.37
	Share (%)	100	100	100	100	100	100
b. Renewal Business							
i. Govt. Business		-	-	-	-	-	-
ii. Group Insurance	No./Premium	0.004	0.01	6.93	7.89	19.1	28.04
	Growth (%)	147.65	40.86	192.5	13.81	127.38	46.81
	Share (%)	0.04	0.04	41.69	36.46	17.94	17
iii. Individual Business	No./Premium	9.86	13.97	9.7	13.76	87.34	136.93
	Growth (%)	-42.9	41.7	-47.75	41.82	-14.71	56.78
	Share (%)	99.96	99.96	58.31	63.54	82.06	83
Renewal Business Total	No./Premium	9.86	13.98	16.63	21.65	106.44	164.97
	Growth (%)	-42.88	41.7	-20.54	30.14	-3.94	54.99
	Share (%)	100	100	100	100	100	100

**CLAIMS UNDER HEALTH INSURANCE BUSINESS OF GENERAL AND HEALTH INSURERS
(Excl. PA & Travel Insurance)
(2019-20)**

(Numbers in Lakhs and Amount in ₹crore)

Particulars	Only Cashless		Only Reimbursement		Both Cashless and Reimbursement		Benefit Based		Total	
	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
A. Claims Handled through TPAs										
Claims O/S at start of period	7.48 74%	1,296.68 61%	2.02 20%	580.89 27%	0.65 6%	253.97 12%	0 0%	0.08 0%	10.15 100%	2,131.61 100%
Claims registered during the period	65.46 51%	16,167.23 53%	56.02 44%	11,478.50 38%	6.47 5%	2,917.69 10%	0.01 0%	3.93 0%	127.95 100%	30,567.34 100%
Claims paid during the period	61.59 52%	14,952.60 54%	49.92 42%	9,753.40 36%	6.25 5%	2,753.23 10%	0.01 0%	1.58 0%	117.77 100%	27,460.81 100%
Claims repudiated during the period	3.8 39%	1,570.30 52%	5.65 58%	1,301.47 43%	0.3 3%	125.62 4%	0.01 0%	2.35 0%	9.77 100%	2,999.73 100%
Claims O/S at the end of period	7.54 71%	1,438.43 55%	2.46 23%	907.18 34%	0.57 5%	292.81 11%	0 0%	0.06 0%	10.56 100%	2,638.49 100%
B. Claims handled directly by the insurers										
Claims O/S at start of period	3.76 75%	575.13 38%	1.22 24%	764.14 51%	0 0.10%	29.92 2%	0.06 1%	130.01 9%	5.04 100%	1,499.20 100%
Claims registered during the period	35.77 64%	9,170.21 60%	19.19 34%	5,388.31 35%	0.25 0.40%	236.19 2%	0.58 1%	421.14 3%	55.79 100%	15,215.84 100%
Claims paid during the period	31.65 63%	7,548.96 60%	17.62 35%	4,560.90 36%	0.21 0.40%	224.68 2%	0.45 1%	230.24 2%	49.94 100%	12,564.78 100%
Claims repudiated during the period	3.05 56%	1,237.54 50%	2.21 41%	1,083.52 44%	0.03 0.50%	8.5 0%	0.12 2%	140.58 6%	5.4 100%	2,470.14 100%
Claims O/S at the end of period	4.83 88%	901.77 57%	0.58 11%	472.91 30%	0.01 0.20%	32.93 2%	0.08 1%	175.69 11%	5.49 100%	1,583.31 100%
C. Claims handled both through TPAs and In-House										
Claims O/S at start of period	11.24 74%	1,871.81 52%	3.24 21%	1,345.02 37%	0.65 4%	283.89 8%	0.06 0.40%	130.09 4%	15.19 100%	3,630.81 100%
Claims registered during the period	101.23 55%	25,337.43 55%	75.21 41%	16,866.80 37%	6.71 4%	3,153.88 7%	0.59 0.32%	425.06 0.93%	183.75 100%	45,783.18 100%
Claims paid during the period	93.24 56%	22,501.55 56%	67.55 40%	14,314.30 36%	6.46 4%	2,977.91 7%	0.46 0.40%	231.82 1%	167.71 100%	40,025.59 100%
Claims repudiated during the period	6.85 45%	2,807.84 51%	7.86 52%	2,384.99 44%	0.33 2%	134.11 2%	0.12 0.50%	142.93 3%	15.17 100%	5,469.87 100%
Claims O/S at the end of period	12.37 77%	2,340.21 55%	3.04 19%	1,380.10 33%	0.58 4%	325.74 8%	0.08 0.20%	175.75 4%	16.06 100%	4,221.79 100%

**AGING OF CLAIMS PAID UNDER HEALTH INSURANCE BUSINESS OF GENERAL
AND HEALTH INSURERS (Excl. PA & Travel Insurance)
(2019-20)**

(Numbers in Lakhs and Amount in ₹crore)

Aging of Claim Paid	Only Cashless(1)		Only) Reimbursement(2)		Both Cashless and Reimbursement (3)		Benefit Based		Total	
	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
A. Aging of Claims Paid by insurers through TPAs										
< 1 Month	42.28	8,789.01	38.49	6,316.36	0.94	417.38	0.01	1.50	81.72	15,524.25
	68.60%	58.80%	77.10%	64.80%	15.10%	15.20%	95.70%	94.80%	69.40%	56.50%
1 to 3 months	16.28	5,199.04	8.73	2,711.64	3.02	1,270.07	0.0003	0.08	28.03	9,180.83
	26.40%	34.80%	17.50%	27.80%	48.30%	46.10%	4.30%	5.20%	23.80%	33.40%
3 to 6 months	2.18	665.72	2.06	557.23	1.61	909.97	-	-	5.85	2,132.91
	3.50%	4.50%	4.10%	5.70%	25.70%	33.10%	0.00%	0.00%	5.00%	7.80%
6 to 12 months	0.73	236.05	0.47	117.52	0.57	103.89	-	-	1.78	457.46
	1.20%	1.60%	1.00%	1.20%	9.10%	3.80%	0.00%	0.00%	1.50%	1.70%
1 to 2 years	0.11	55.33	0.16	46.51	0.11	38.94	-	-	0.39	140.77
	0.20%	0.40%	0.30%	0.50%	1.80%	1.40%	0.00%	0.00%	0.30%	0.50%
More than 2 years	0.01	7.46	0.01	4.14	0.00	12.98	-	-	0.02	24.58
	0.00%	0.00%	0.00%	0.00%	0.00%	0.50%	0.00%	0.00%	0.00%	0.10%
Total	61.59	14,952.60	49.92	9,753.40	6.25	2,753.23	0.01	1.58	117.77	27,460.81
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
B. Aging of Claims Paid by insurers through In-house settlement										
< 1 Month	31.32	7,255.10	16.71	3,691.51	0.20	210.62	0.44	195.92	48.67	11,353.14
	99.00%	96.10%	94.80%	80.90%	94.90%	93.70%	96.90%	85.10%	97.50%	90.40%
1 to 3 months	0.21	211.99	0.65	526.95	0.01	9.73	0.01	15.46	0.88	764.13
	0.70%	2.80%	3.70%	11.60%	4.20%	4.30%	2.10%	6.70%	1.80%	6.10%
3 to 6 months	0.10	67.31	0.20	232.85	0.002	3.48	0.003	12.32	0.30	315.96
	0.30%	0.90%	1.10%	5.10%	0.70%	1.50%	0.60%	5.30%	0.60%	2.50%
6 to 12 months	0.02	10.28	0.05	83.40	0.0004	0.85	0.001	5.41	0.07	99.95
	0.10%	0.10%	0.30%	1.80%	0.20%	0.40%	0.30%	2.40%	0.10%	0.80%
1 to 2 years	0.002	1.95	0.01	24.65	0.0001	0.01	0.0002	0.62	0.02	27.23
	0.00%	0.00%	0.10%	0.50%	0.00%	0.00%	0.10%	0.30%	0.00%	0.20%
More than 2 years	0.0004	2.33	0.002	1.53	0.00	0.00	0.0001	0.52	0.00	4.37
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.20%	0.00%	0.00%
Total	31.65	7,548.96	17.62	4,560.89	0.21	224.68	0.45	230.24	49.94	12,564.78
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
C. Aging of Claims Paid by insurers through both TPAs and In-house										
< 1 Month	73.60	16,044.11	55.20	10,007.87	1.14	627.99	0.44	197.42	130.39	26,877.39
	78.90%	71.30%	81.70%	69.90%	17.70%	21.10%	96.90%	85.20%	77.70%	67.20%
1 to 3 months	16.49	5,411.03	9.38	3,238.60	3.03	1,279.80	0.01	15.54	28.91	9,944.96
	17.70%	24.00%	13.90%	22.60%	46.80%	43.00%	2.10%	6.70%	17.20%	24.80%
3 to 6 months	2.28	733.03	2.26	790.08	1.61	913.45	0.00	12.32	6.15	2,448.87
	2.40%	3.30%	3.30%	5.50%	24.90%	30.70%	0.60%	5.30%	3.70%	6.10%
6 to 12 months	0.75	246.32	0.52	200.92	0.57	104.75	0.001	5.41	1.84	557.41
	0.80%	1.10%	0.80%	1.40%	8.80%	3.50%	0.30%	2.30%	1.10%	1.40%
1 to 2 years	0.11	57.28	0.18	71.15	0.11	38.95	0.0002	0.62	0.40	168.00
	0.10%	0.30%	0.30%	0.50%	1.80%	1.30%	0.10%	0.30%	0.20%	0.40%
More than 2 years	0.01	9.79	0.01	5.67	0.003	12.98	0.0001	0.52	0.02	28.95
	0.00%	0.00%	0.00%	0.00%	0.00%	0.40%	0.00%	0.20%	0.00%	0.10%
Total	93.24	22,501.55	67.55	14,314.29	6.46	2,977.91	0.46	231.82	167.71	40,025.59
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

1. Claims are settled only through Cashless Mode. No part of the claim is settled through reimbursement.

2. Claims are settled only through Reimbursement mode. No part of the claim is settled through Cashless mode.

3. Claims which are paid through both cashless and reimbursement modes.

Note: The values given in percentage indicate the ratio of claims paid within a particular time limit to the total claims paid under respective mode of settlement

ANNEXURES

INSURANCE COMPANIES OPERATING IN INDIA

Life Insurers	General Insurers
<p>Public Sector</p> <ol style="list-style-type: none"> Life Insurance Corporation of India <p>Private Sector</p> <ol style="list-style-type: none"> Aditya Birla Sun Life Insurance Co. Ltd. Aegon Life Insurance Co. Ltd. Aviva Life Insurance Co. Ltd. Bajaj Allianz Life Insurance Co. Ltd. Bharti AXA Life Insurance Co. Ltd. Canara HSBC OBC Life Insurance Co. Ltd. Edleweiss Tokio Life Insurance Co. Ltd. Exide Life Insurance Co. Ltd. Future Generali Life Insurance Co. Ltd. HDFC Life Insurance Co. Ltd. ICICI Prudential Life Insurance Co. Ltd. IDBI Federal Life Insurance Co. Ltd. India First Life Insurance Co. Ltd. Kotak Mahindra Life Insurance Co. Ltd. Max Life Insurance Co. Ltd. PNB Met Life India Insurance Co. Ltd. Pramerica Life Insurance Co. Ltd. Reliance Nippon Life Insurance Co. Ltd. Sahara Life Insurance Co. Ltd. SBI Life Insurance Co. Ltd. Shriram Life Insurance Co. Ltd. Star Union Dai-ichi Life Insurance Co. Ltd. TATA AIA Life Insurance Co. Ltd. 	<p>Public Sector</p> <ol style="list-style-type: none"> National Insurance Co. Ltd. The New India Assurance Co. Ltd. The Oriental Insurance Co. Ltd. United India Insurance Co. Ltd. <p>Private Sector</p> <ol style="list-style-type: none"> Acko General Insurance Ltd. Bajaj Allianz General Insurance Co. Ltd. Bharti AXA General Insurance Co. Ltd. Cholamandalam MS General Insurance Co. Ltd. Edelweiss General Insurance Co. Ltd. Future Generali India Insurance Co. Ltd. Go Digit General Insurance Limited HDFC ERGO General insurance Co. Ltd. ICICI Lombard General Insurance Co. Ltd. IFFCO TOKIO General Insurance Co. Ltd. Kotak Mahindra General Insurance Co. Ltd. Liberty General Insurance Limited Magma HDI General Insurance Co. Ltd. NAVI General Insurance Limited Raheja QBE General Insurance Co. Ltd. Reliance General Insurance Co. Ltd. Royal Sundaram General Insurance Co. Ltd. SBI General Insurance Co. Ltd. Shriram General Insurance Co. Ltd. Tata AIG General Insurance Co. Ltd. Universal Sompo General Insurance Co. Ltd. <p>Specialised Insurers (Public Sector)</p> <ol style="list-style-type: none"> Agricultural Insurance Company of India Ltd. ECGC Ltd. <p>Standalone Health Insurers (Private Sector)</p> <ol style="list-style-type: none"> Aditya Birla Health Insurance Co. Ltd. HDFC ERGO Health Insurance Co. Ltd. ManipalCigna Health Insurance Co. Ltd. Max Bupa Health Insurance Co. Ltd. Religare Health Insurance Co. Ltd. Star Health & Allied Insurance Co. Ltd. Reliance Health Insurance Ltd.*

Note:

1. List as on March 31, 2020

2. *Takeover of Reliance Health Insurance portfolio by Reliance General Insurance

Reinsurers

Public Sector

- 1 General Insurance Corporation of India (GIC Re)

Private Sector**Foreign Reinsurer's Branches**

1. Allianz Global Corporate & Specialty SE, India Branch
2. AXA France Vie - India Reinsurance Branch
3. General Reinsurance AG - India Branch
4. Hannover Rück SE – India Branch
5. Münchener Rückversicherungs-Gesellschaft Aktiengesellschaft - India Branch
6. RGA Life Reinsurance Company of Canada, India Branch
7. SCOR SE - India Branch
8. Swiss Reinsurance Company Ltd, India Branch
9. XL Insurance Company SE, India Reinsurance Branch

Lloyd's

10. Lloyd's India Reinsurance Branch
Market Services India Private Limited

Note: List as on March 31, 2020

DATA FOR CALCULATING MOTOR TP OBLIGATIONS FOR THE FY 2020-21

(₹ crore)

Insurer	Financial Year 2019-20			
	Motor OD GDP	Motor Third Party GDP	Total Motor GDP	Total GDP
Acko General Insurance Ltd.	67.26	151.49	218.74	373.07
Bajaj Allianz General Insurance Co. Ltd	2099.38	3131.14	5,230.52	12,779.77
Bharti AXA General Insurance Co. Ltd	870.22	617.57	1,487.79	3,134.24
Cholamandalam MS General Insurance Co. Ltd	1088.57	2156.20	3,244.77	4,398.49
DHFL General Insurance Ltd	15.65	72.38	88.03	157.99
Edelweiss General Insurance Co. Ltd	51.54	24.90	76.44	146.36
Future Generali India Insurance Co. Ltd	556.23	799.22	1,355.45	3,417.49
Go Digit General Insurance Ltd.	465.15	1184.36	1,649.51	1,767.86
HDFC ERGO General Insurance Co. Ltd	1570.23	1817.85	3,388.07	9,308.40
ICICI Lombard General Insurance Co. Ltd	3688.78	3098.85	6,787.63	13,312.84
IFFCO Tokio General Insurance Co. Ltd	1644.34	1882.36	3,526.71	7,961.04
Kotak Mahindra General Insurance Co. Ltd	133.46	116.32	249.79	433.39
Liberty General Insurance Co. Ltd	596.74	450.15	1,046.89	1,531.37
Magma HDI General Insurance Co. Ltd	290.13	739.00	1,029.13	1,224.77
National Insurance Co. Ltd	1889.67	3853.56	5,743.23	15,262.22
The New India Assurance Co. Ltd	2786.89	6135.34	8,922.23	26,813.13
The Oriental Insurance Co. Ltd	1202.26	2999.75	4,202.02	13,672.64
Raheja QBE General Insurance Co. Ltd	8.11	95.64	103.75	158.12
Reliance General Insurance Co. Ltd	1209.47	1899.76	3,109.23	7,465.04
Royal Sundaram General Insurance Co. Ltd	1166.05	915.56	2,081.60	3,666.96
SBI General General insurance Co. Ltd	753.05	815.49	1,568.53	6,796.97
Shriram General General Insurance Co. Ltd	546.73	1834.83	2,381.56	2,466.19
TATA AIG General Insurance Co. Ltd	1808.89	2228.26	4,037.15	7,384.53
United India Insurance Co. Ltd	1619.98	4920.73	6,540.70	17,515.09
Universal Sompo General Insurance Co. Ltd	395.17	486.42	881.59	2,859.05
Grand Total	26,523.94	42,427.13	68,951.07	164,007.02

Note: Exempted Insurers are not included

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
1	IRDA/OLI/ORD/MISC/057/04/2019	4/4/2019	OLI	Order	Annual Programme of Govt. of India for implementation of official language policy for the year 2019-20
2	IRDA/RI/CIR/MISC/058/04/2019	4/4/2019	Reinsurance	Circular	Cross Border Reinsurers granted approval under Regulation 4 of IRDAI (Re-insurance) Regulation, 2018
3	IRDA/CAD/CIR/PPHI/059/04/2019	4/8/2019	Consumer Affairs	Circular	Information to the insurance policyholders/claimants about various insurance policy services
4	IRDA/RI/ORD/MISC/061/04/2019	4/22/2019	Reinsurance	Order	Committee on Microinsurance
5	IRDA/SUR/MISC/ORD/64/04/2019	4/26/2019	Surveyors	Order	Appointment of Election Officer to conduct full Council Elections of IISLA
6	IRDA/INSP/ORD/RBSF/069/04/2019	4/30/2019	Inspection	Order	Constitution of Consultancy Evaluation Committee (CEC) for evaluation of bids received for EOI on Consultant for RBSF
7	IRDA/NL/GDL/MISC/074/05/2019	5/8/2019	Non Life	Guidelines/Instructions	Guidelines on Insurance Claims of Victims of Cyclone Fani (May 2019) in the states of Odisha ,West Bengal and Andhra Pradesh
8	IRDA/RI/ORD/MISC/075/05/2019	5/8/2019	Reinsurance	Order	Cancellation of certificate of registration no. 154 upon request of M/s ITI Reinsurance Limited
9	IRDA/IT/CIR/MISC/079/05/2019	5/16/2019	Information	Circular Technology	Migration to National Informatics Centre - email services from existing google email
10	IRDA/F&A/CIR/MISC/080/05/2019	5/20/2019	Finance & Accounts	Circular	Reconciliation of Co-insurers balance from ETASS
11	IRDA/F&A/CIR/MISC/081/05/2019	5/20/2019	Finance & Accounts	Circular	Preparation of financial statements for FY 2019-20 and onwards
12	IRDA/F&A/CIR/MISC/082/05/2019	5/20/2019	Finance & Accounts	Circular	Preparation of solvency statement for FY 2019-20 and onwards

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
13	IRDA/HLT/REG/CIR/086/05/2019	5/27/2019	Health	Circular	Modification of existing format for "Request for cashless Hospitalization for Health Insurance Policy (Part C)" and introduction of Standard Cashless Authorization Letter Format (Part D)
14	IRDA/SUR/CIR/MISC/084/05/2019	5/27/2019	Surveyors	Circular	Nomination of Single point of contact for IRDAI related correspondances
15	IRDA/NL/ORD/MOTP/091/06/2019	6/4/2019	Non Life	Order	Premium rates for Motor TP Liability Insurance cover for FY 2019-20
16	IRDA/NL/CIR/MOTOD/095/06/2019	6/11/2019	Non Life	Circular	Cover for motor Own Damage risks for cars and two-wheelers
17	IRDA/INSP/ORD/OFS/102/06/2019	6/19/2019	Inspection	Order	Constitution of committee to review MISP guidelines
18	IRDA/NL/CIR/MOTOD/112/07/2019	7/10/2019	Non Life	Circular	Clarification: Issuing long term Motor Products - private car and two wheelers
19	IRDA/RI/ORD/MISC/111/07/2019	7/10/2019	Reinsurance	Order	Committee on inclusion of terrorism pool balance for calculation of solvency margin
20	IRDA/RI/ORD/MISC/113/07/2019	7/10/2019	Reinsurance	Order	Surrender of COR issued to MS Amlin (India) Pvt. Ltd.
21	IRDA/F&A/CIR/ACTS/114/07/2019	7/11/2019	Finance & Accounts	Circular	Working group on Ind AS Implementation in insurance sector
22	IRDA/INSP/ORD/OFS/117/07/2019	7/24/2019	Inspection	Order	Committee to review MISP Guidelines- Inclusion of additional members
23	IRDA/ACT/CIR/SLM/119/07/2019	7/25/2019	Actuarial	Circular	Solvency Margin for crop insurance business
24	IRDA/NL/CIR/MOTOD/118/07/2019	7/25/2019	Non Life	Circular	Misuse of total loss accident vehicle documents over stolen vehicle
25	IRDA/ACT/CIR/MISC/124/07/2019	7/26/2019	Actuarial	Circular	Use and file procedure for certain modification under existing procedure and riders offered by life insurers

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
26	IRDA/ACT/CIR/MISC/125/07/2019	7/26/2019	Actuarial	Circular	Implementation of IRDAI (Non-Linked Insurance Products) Regulation, 2019 and IRDAI (Unit Linked Insurance Products) Regulations, 2019
27	IRDA/HLT/GDL/CIR/122/07/2019	7/26/2019	Health	Circular	Extension of timelines to comply with the guidelines on standard and benchmarks for the hospitals in the provider network
28	IRDA/F&A/CIR/MISC/129/08/2019	8/6/2019	Finance & Accounts	Circular	Withdrawal of Instructions issued on reporting of payouts to insurance Agents and insurance intermediaries
29	IRDA/NL/GDL/MISC/131/08/2019	8/9/2019	Non Life	Guidelines/Instructions	Guidelines on insurance claims of victims of recent floods (August 2019) in parts of Maharashtra
30	IRDA/NL/GDL/MISC/132/08/2019	8/9/2019	Non Life	Guidelines/Instructions	Guidelines on insurance claims of victims of recent floods (August 2019) in parts of Karnataka
31	IRDA/NL/ORD/MISC/133/08/2019	8/13/2019	Non Life	Order	Working group on revisiting guidelines on trade credit insurance
32	IRDA/LIFE/GDL/MISC/136/08/2019	8/14/2019	Life	Guidelines/Instructions	Guidelines on settlement of Life insurance claims to the victims of recent floods in many states
33	IRDA/INT/GDL/RSB/139/08/2019	8/22/2019	Intermediaries	Guidelines/Instructions	Guidelines on operational issues pertaining to the Regulatory Sandbox
34	IRDA/NL/GDL/MISC/142/08/2019	8/22/2019	Non Life	Guidelines/Instructions	Guidelines on insurance claims of victims of recent floods (August, 2019) in parts of Kerala
35	IRDA/NL/GDL/MISC/143/08/2019	8/22/2019	Non Life	Guidelines/Instructions	Guidelines on insurance claims of victims of recent floods (August, 2019) in parts of Gujarat
36	IRDA/NL/ORD/MOTP/149/08/2019	8/28/2019	Non Life	Order	Working group to revisit the IRDAI (Motor Third Party Obligation in respect of insurers), Regulations 2015

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
37	IRDA/CW/ORD/MISC/150/09/2019	9/4/2019	Communication	Order	Reconstitution of IRDAI Journal-Editorial Board
38	IRDA/HLT/CIR/MISC/151/09/2019	9/6/2019	Health	Circular	Guidelines on filing of Minor Modification in the approved individual insurance products offered by general and stand alone health insurers on certification basis
39	IRDA/NL/ORD/MISC/153/09/2019	9/6/2019	Non Life	Order	Working group to examine and recommend linking of motor insurance premium with traffic violation
40	IRDA/LIFE/MISC/CIR/172/09/2019	9/26/2019	Life	Circular	Circular on Group Life Insurance Products and other operational matters
41	IRDA/LIFE/MISC/CIR/173/09/2019	9/26/2019	Life	Circular	Benefit Illustration and other market conduct aspects
42	IRDA/HLT/MISC/CIR/174/09/2019	9/27/2019	Health	Circular	Circular on Travel Insurance Products and Operational Matters
43	IRDA/HLT/REG/CIR/175/09/2019	9/27/2019	Health	Circular	Modification guidelines on product filing in health insurance business
44	IRDA/HLT/REG/CIR/176/09/2019	9/27/2019	Health	Circular	Modification guidelines on standardization in Health insurance
45	IRDA/HLT/REG/CIR/177/09/2019	9/27/2019	Health	Circular	Guidelines on standardization of exclusions in Health insurance contracts
46	IRDA/NL/ORD/PRO/180/10/2019	10/1/2019	Non Life	Order	Working group to revisit the product structure of Title Insurance
47	IRDA/F&A/CIR/MISC/184/10/2019	10/4/2019	Finance & Accounts	Circular	Preparation of financial statements by Life insurers
48	IRDA/NL/CIR/F&U/188/10/2019	10/15/2019	Non Life	Circular	Furnishing of data/statement specified in the Schedule IV of Guidelines on Product Filing Procedures for General Insurance products
49	IRDA/LIFE/CIR/MISC/189/10/2019	10/16/2019	Life	Circular	Master circular on insurance advertisements

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
50	IRDA/SDD/CIR/MISC/191/10/2019	10/17/2019	Sectoral Development	Circular	Submission of data to Insurance Information Bureau of India
51	IRDA/INT/ORD/RSB/195/10/2019	10/25/2019	Intermediaries	Order	Constitution of Committee to evaluate application filed under IRDAI (Regulatory Sandbox) Regulations, 2019
52	IRDA/SUR/ORD/MISC/197/11/2019	11/1/2019	Surveyors	Order	Exemption of classes of claims under Sub-Section (10) of section 64UM of the Insurance Act, 1938
53	IRDA/F&A/ORD/MISC/198/11/2019	11/5/2019	Finance & Accounts	Order	Working Group to review Audit Formats under IRDA(Preparation of Financial Statements and Auditor's Report) Regulations, 2002
54	IRDA/INT/CIR/ORD/202/11/2019	11/19/2019	Intermediaries	Circular	(i) Withdrawal of circular no. IRDA/INT/CIR/ORD/208/11/2015 dt.20.11.2015; and (ii) Deletion of para 6 of circular no. IRDA/F&A/GDL/180/10/2015 dt. 19.10.2015 pertaining to Indian owned and control
55	IRDA/HLT/REG/CIR/209/11/2019	11/26/2019	Health	Guidelines/Instructions	Modified guidelines on Standardization in Health insurance business
56	IRDA/VIGL/ORD/MISC/210/11/2019	11/26/2019	Vigilance	Order	List of Sensitive Posts in the Authority
57	IRDA/RI/GDL/SEZ/211/11/2019	11/27/2019	Reinsurance	Guidelines/Instructions	IRDAI (Registration and Operations of International Financial Service Centre Insurance Offices (IIO)) Guidelines, 2017 - Amedments
58	IRDA/LIFE/CIR/MISC/212/11/2019	11/28/2019	Life	Circular	Extension of time/withdrawal of existing products
59	IRDA/LIFE/CIR/MISC/215/12/2019	12/2/2019	Life	Circular	Point of sales products and persons- Life Insurance
60	IRDA/INT/GDL/INDP/219/12/2019	12/5/2019	Intermediaries	Guidelines/Instructions	Guidelines on Regulatory Framework for appointment of postmen and grameen dak sevaks of Department of Posts as Point of Sales Person by India Post Payment Bank (IPPB)

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
61	IRDA/F&I/CIR/INV/222/12/2019	12/11/2019	Investment	Circular	Guidelines for Investment in Debt ETFs with CPSE Bonds as underlying
62	IRDA/NL/ORD/MISC/223/12/2019	12/11/2019	Non Life	Order	Constitution of working group to make recommendations for loss prevention of loss minimization in general insurance industry
63	IRDA/HLT/REG/CIR/001/01/2020	1/1/2020	Health	Guidelines/Instructions	Guidelines on Standard Individual Health Insurance Product
64	IRDA/HLT/REG/CIR/002/01/2020	1/1/2020	Health	Guidelines/Instructions	Modification guidelines on Standardization in Health Insurance
65	IRDA/HLT/REG/CIR/003/01/2020	1/1/2020	Health	Guidelines/Instructions	Guidelines on migration and portability of Health insurance policies
66	IRDA/INT/GDL/MISC/004/01/2020	1/3/2020	Intermediaries	Guidelines/Instructions	Guidelines on repatriation of dividends by insurance intermediaries having majority by foreign investors
67	IRDA/INT/CIR/PSP/019/01/2020	1/13/2020	Intermediaries	Circular	Marketing Standard Individual Health Insurance Product through PoS
68	IRDA/F&A/CIR/ACTS/023/01/2020	1/21/2020	Finance & Accounts	Circular	Implementation of Ind AS in the Insurance sector
69	IRDA/HLT/REG/CIR/031/01/2020	1/24/2020	Health	Circular	Guidelines on Standard Individual Health Insurance Product
70	IRDA/HLT/REG/CIR/036/01/2020	1/28/2020	Health	Guidelines/Instructions	Guidelines on Group Health Insurance Policies upon Merger of Public Sector Banks (PSBs)
71	IRDA/RI/GDL/MISC/038/01/2020	1/31/2020	Reinsurance	Guidelines/Instructions	Guidelines of filling of Re-insurance arrangements with the IRDAI
72	IRDA/RI/ORD/MISC/041/02/2020	2/4/2020	Reinsurance	Order	Committee on Development of a concept paper on standalone Micro-insurance company
73	IRDA/SUR/CIR/MISC/042/02/2020	2/4/2020	Surveyors	Circular	Allowing additional departments to Surveyors and Loss Assessors
74	IRDA/RI/ORD/MISC/044/02/2020	2/5/2020	Reinsurance	Order	Committee on designing of combi products for Micro-Insurance segment

**CIRCULARS/ORDERS/GUIDELINES/INSTRUCTIONS ISSUED
FROM APRIL 01, 2019 TO MARCH 31, 2020**

S. No.	Reference No.	Date (MM/DD/YYYY)	Department	Notification Type	Subject
75	IRDA/F&A/GDL/CPM/045/02/2020	2/7/2020	Finance & Accounts	Guidelines/Instructions	Revised Guidelines on Stewardship Code for Insurers in India
76	IRDA/HLT/REG/CIR/046/02/2020	2/10/2020	Health	Guidelines/Instructions	Amendments in respect of provisions of Guidelines on Standardisation of Exclusions in Health Insurance Contracts and Modification Guidelines on Standardization in Health Insurance
77	IRDA/HLT/ORD/MISC/050/02/2020	2/25/2020	Health	Order	Committee on studying allowing life insurers to offer indemnity based Health policy
78	IRDA/HLT/REG/CIR/054/03/2020	3/4/2020	Health	Circular	Guidelines on handling of claims reported under Corona Virus
79	IRDA/HLT/REG/CIR/055/03/2020	3/4/2020	Health	Circular	Modifications Guidelines on Standard Individual Health Insurance Product
80	IRDA/NL/CIR/MISC/058/03/2020	3/4/2020	Non Life	Circular	Guidance on insurance claims arising in North-East Delhi caused by Riots
81	IRDA/LIFE/CIR/MISC/060/03/2020	3/6/2020	Life	Circular	Clarification/modifications to the master circular on Point of Sales Products and Persons - Life Insurance dated 2nd Dec, 2019
82	IRDA/F&A/ORD/CG/069/03/2020	3/19/2020	Finance & Accounts	Order	Constitution of a Committee on Corporate Governance Guidelines for Insurers in India
83	IRDA/RI/CIR/MISC/068/03/2020	3/19/2020	Reinsurance	Circular	Filing Reference Number (RRN) for Cross Border Reinsurers granted approval under Regulation 4 of IRDAI (Re-insurance) Regulation, 2018
84	IRDA/LIFE/CIR/MISC/072/03/2020	3/23/2020	Life	Circular	Covid -19 Global pandemic related instructions to Life insurers
85	IRDA/INSP/CIR/MISC/077/03/2020	3/27/2020	Inspection	Circular	Covid -19 related instructions
86	IRDA/NL/ORD/MOTP/075/03/2020	3/27/2020	Non Life	Order	Premium rates for Motor TP Liability insurance cover
87	IRDA/F&A/CIR/MISC/076/03/2020	3/28/2020	Finance & Accounts	Circular	Capital Gearing Treaties

**REGULATIONS FRAMED UNDER THE IRDA ACT, 1999
UP TO MARCH 31, 2020**

S.No.	Name of the Regulation
1	IRDA (The Insurance Advisory Committee) (Meeting) Regulations, 2000
2	IRDA (Appointed Actuary) Regulations, 2000
3	IRDA (Actuarial Report and Abstract) Regulations,2000
4	IRDA (Licensing of Insurance Agents) Regulations, 2000
5	IRDA (Assets, Liabilities and Solvency Margin of Insurers) Regulations,2000
6	IRDA (General Insurance-Reinsurance) Regulations,2000
7	IRDA (Registration of Indian Insurance Companies) Regulations,2000
8	IRDA (Insurance Advertisements and Disclosure) Regulations,2000
9	IRDA (Obligations of Insurers to Rural Social Sectors) Regulations,2000
10	IRDA (Meetings) Regulations,2000
11	IRDA (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2000
12	IRDA (Investment) Regulations,2000
13	IRDA (Conditions of service of Officers and other Employees) Regulations,2000
14	IRDA (Insurance Surveyors and Loss Assessors-Licensing, Professional Requirements and Code of Conduct) Regulations,2000
15	IRDA (Life Insurance - Reinsurance) Regulations,2000
16	IRDA (Investment) (Amendment) Regulations, 2001
17	IRDA (Third Party Administrators-Health Services) Regulations, 2001
18	IRDA (Re-Insurance Advisory Committee) Regulations,2001
19	IRDA (Investments) (Amendment) Regulations, 2002
20	IRDA (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002
21	IRDA (Protection of Policyholders' Interests) Regulations,2002
22	IRDA (Insurance Brokers) Regulations,2002
23	IRDA (Obligations of Insurers to Rural Social Sectors) Regulations,2002
24	IRDA (Licensing of Corporate Agents) Regulations,2002
25	IRDA (Licensing of Insurance Agents) (Amendment) Regulations,2002
26	IRDA (Protection of Policyholders' Interests) (Amendment) Regulations,2002
27	IRDA (Manner of Receipt of Premium) Regulations,2002
28	IRDA (Distributions of Surplus) Regulations,2002
29	IRDA (Registration of Indian Insurance Companies) (Amendment) Regulations,2003
30	IRDA (Investment)(Amendment)Regulations,2004
31	IRDA (Qualification actuary) Regulations,2004
32	IRDA (Obligations of Insurers to Rural / Social Sectors) (Amendment) Regulations, 2004
33	IRDA (Micro Insurance) Regulations,2005

**REGULATIONS FRAMED UNDER THE IRDA ACT, 1999
UP TO MARCH 31, 2020**

S.No.	Name of the Regulation
34	IRDA (Conditions of Service of Officers and other Employees) (Amendment) Regulations,2005
35	IRDA (Obligation of Insurers to Rural or Social Sectors) (Amendment) Regulations,2005
36	IRDA (Licensing of Insurance Agents)(Amendment) Regulations, 2007
37	IRDA (Licensing of Corporate Agents) (Amendment) Regulations, 2007
38	IRDA (Insurance Brokers) (Amendment) Regulations, 2007
39	IRDA (Obligation of Insurers to Rural or Social Sectors) (Third Amendment) Regulations,2008
40	IRDA (Obligation of Insurers to Rural or Social Sectors) (Fourth Amendment) Regulations,2008
41	IRDA (Registration of Indian Insurance Companies) (Second Amendment) Regulations,2008
42	IRDA (Conditions of service of Officers and other Employees) (Amendments) Regulations,2008
43	IRDA (Investment) (Fourth Amendment) Regulations,2008
44	IRDA (Sharing of Database for Distribution of Insurance Products) Regulations,2010
45	IRDA (Treatment of Discontinued Linked Insurance Policies) Regulations,2010
46	IRDA (Insurance Advertisements and Disclosure) (Amendment) Regulations, 2010
47	IRDA (Licensing of Corporate Agents) (Amendment) Regulations, 2010
48	IRDA (Scheme of Amalgamation and Transfer of General Insurance Business) 2011
49	IRDA (Issuance of Capital by Life Insurance Companies) Regulations, 2011
50	IRDA (Registration of Indian Insurance Companies) (Third Amendment) Regulations,2012
51	IRDA (Insurance Advisory Committee (Meetings) (First Amendment) Regulations. 2012
52	IRDA (Sharing of confidential information concerning domestic or foreign entity) Regulations, 2012
53	IRDA (Registration of Indian Insurance Companies) (Fourth Amendment) Regulations, 2013
54	IRDA (Appointed Actuary) (First Amendment) Regulations, 2013
55	IRDA (General Insurance - Reinsurance) Regulations, 2013
56	IRDA (Insurance Brokers) (Second Amendment) Regulations, 2013
57	IRDA (Scheme of Amalgamation and Transfer of Life Insurance Business) Regulations, 2013
58	IRDA (Third Party Administrator-Health Services) (First Amendment) Regulations, 2013
59	IRDA (Standard Proposal Form for Life Insurance) Regulations, 2013
60	IRDA (Places of Business) Regulations, 2013
61	IRDA (Issuance of Capital by General Insurance Companies) Regulations, 2013
62	IRDA (Non-linked Insurance Products) Regulations, 2013
63	IRDA (Health Insurance) Regulations, 2013
64	IRDA (Linked Insurance Products) Regulations, 2013
65	IRDA (Investment) (Fifth Amendment) Regulations, 2013
66	IRDA (Life Insurance - Reinsurance) Regulations, 2013
67	IRDA (Insurance Surveyors and Loss Assessors - Licensing, Professional requirements and code of conduct) (Amendment) Regulations,2013

**REGULATIONS FRAMED UNDER THE IRDA ACT, 1999
UP TO MARCH 31, 2020**

S.No.	Name of the Regulation
68	IRDA (Licensing of Banks as Insurance Brokers) Regulations, 2013
69	IRDA (Web aggregators) Regulations, 2013
70	IRDA (Meetings) (First Amendment) Regulations, 2013
71	IRDA IAC (Meetings) (Second Amendment) Regulations, 2013
72	IRDA (Insurance Brokers) Regulations, 2013
73	IRDA (TPA-Health Services) (Second Amendment) Regulations, 2013
74	IRDA (Registration of Indian Insurance Companies)(Fifth Amendment) Regulations, 2013
75	IRDA (Licencing of Insurance Agents) (Amendment) Regulations 2013
76	IRDA(Insurance Surveyors and Loss Assessors- Licensing, Professional requirements and code of conduct) (Second Amendment) Regulations, 2013
77	IRDA (Conditions of Service of Officers and Other Employees) (Third Amendment) Regulations, 2014
78	IRDA (Registration of Indian Insurance Companies) (Sixth Amendment) Regulations, 2014
79	IRDA (Health Insurance) (First Amendment) Regulations, 2014
80	IRDAI (Registration of Insurance Marketing Firm) Regulations, 2015
81	IRDAI (Micro Insurance) Regulations, 2015
82	IRDAI (Transfer of Equity Shares of Insurance Companies) Regulations, 2015
83	IRDAI (Fee for registering, cancellation or change of Nomination) Regulations, 2015
84	IRDAI (Fee for granting written acknowledgement of the receipt of Notice of Assignment or Transfer) Regulations, 2015
85	IRDAI (Obligation of Insurer in respect of Motor Third Party Insurance Business) Regulations, 2015
86	IRDAI (Places of Business) Regulations, 2015
87	IRDAI (Maintenance of Insurance Records) Regulations, 2015
88	IRDAI (Registration of Corporate Agents) Regulations, 2015
89	IRDAI (Obligations of Insurers to Rural and Social sectors) Regulations, 2015
90	IRDAI (Minimum Limits for Annuities and other Benefits) Regulations, 2015
91	IRDAI (Acquisition of Surrender and Paid up values) Regulations, 2015
92	IRDAI (Insurance Services by Common Service Centres) Regulations, 2015
93	IRDAI (Registration and Operations of Branch Offices of Foreign Reinsurers other than Lloyd's) Regulations, 2015.
94	IRDAI (Insurance Surveyors and Loss Assessors) Regulations, 2015
95	IRDAI(Insurance Advertisements and Disclosure) (Amendment) Regulations, 2015
96	IRDAI (Other Forms of Capital) Regulations, 2015
97	IRDAI (Issuance of Capital by Indian Insurance Companies transacting other than Life Insurance business) Regulations, 2015
98	IRDAI (Issuance of Capital by Indian Insurance Companies transacting Life Insurance business) Regulations, 2015

**REGULATIONS FRAMED UNDER THE IRDA ACT, 1999
UP TO MARCH 31, 2020**

S.No.	Name of the Regulation
99	IRDAI (Registration and Operations of Branch Offices of Foreign Reinsurers other than Lloyd's) (First Amendment) Regulations, 2016
100	IRDAI (Inspection and Fee for Supply of Copies of Returns) Regulations, 2015
101	IRDAI (Registration of Indian Insurance Companies) (Seventh Amendment) Regulations, 2016
102	IRDAI (Lloyd's India) Regulations, 2016
103	IRDAI (TPA- Health Services) Regulations, 2016
104	IRDAI (Assets, Liabilities, and Solvency Margin of General Insurance Business) Regulations, 2016
105	"IRDAI (Qualification of Actuary) (Repeal) Regulations, 2016""
106	IRDAI (Assets, Liabilities, and Solvency Margin of Life Insurance Business) Regulations, 2016
107	IRDAI (Actuarial Report and Abstract for Life Insurance Business) Regulations, 2016
108	IRDAI (Appointment of Insurance Agents) Regulations, 2016
109	IRDAI (Expenses of Management of Insurers transacting General or Health Insurance Business) Regulations, 2016
110	IRDAI (Loans or Temporary advances to the Full-time Employees of the Insurers) Regulations, 2016
111	IRDAI (Expenses of Management of Insurers transacting life insurance business) Regulations, 2016
112	IRDAI (General Insurance - Reinsurance) Regulations, 2016
113	IRDAI (Issuance of e-Insurance Policies) Regulations, 2016
114	IRDAI (Health Insurance) Regulations, 2016
115	IRDAI (Registration of Indian Insurance Companies) (Eighth Amendment) Regulations, 2016
116	IRDAI Staff (Officers and Other Employees) Regulations, 2016
117	IRDAI (Investment) Regulations, 2016
118	IRDAI (Issuance of e-insurance policies) (First Amendment) Regulations, 2016
119	IRDAI (Registration and Operations of Branch Offices of Foreign Reinsurers other than Lloyd's) (Second Amendment) Regulations, 2016
120	IRDAI (Payment of Commission or Remuneration or Reward to Insurance Agents and Insurance Intermediaries) Regulations, 2016
121	IRDAI (Registration of Insurance Marketing Firm) (First Amendment) Regulations, 2016
122	IRDAI (Payment of commission or remuneration or reward to insurance agents and insurance intermediaries) (First Amendment) Regulations, 2017
123	IRDAI(Insurance Web Aggregators) Regulations, 2017
124	IRDAI(Outsourcing of Activities by Indian Insurers) Regulations, 2017
125	IRDAI(Appointed Actuary) Regulations, 2017
126	IRDAI (Insurance Surveyors and Loss Assessors) (First Amendment) Regulations, 2017
127	IRDAI(Protection of Policyholders' Interests) Regulations, 2017

**REGULATIONS FRAMED UNDER THE IRDA ACT, 1999
UP TO MARCH 31, 2020**

S.No.	Name of the Regulation
128	IRDAI (Payment of commission or remuneration or reward to insurance agents and insurance intermediaries) (Second Amendment) Regulations, 2017
129	IRDAI (Insurance Brokers) Regulations, 2018
130	IRDAI(Standard proposal form for Life Insurers) (Repeal) Regulations, 2018
131	IRDAI (Re-Insurance) Regulations, 2018
132	IRDAI (Insurance Brokers) (First Amendment) Regulations, 2018
133	IRDAI (Appointed Actuary) (Amendment) Regulations, 2019
134	IRDAI (Unit Linked Insurance Products) Regulations, 2019
135	IRDAI (Non-Linked Insurance Products) Regulations, 2019
136	IRDAI (Registration of Insurance Marketing Firm) (Amendment) Regulations, 2019
137	IRDAI (Re-insurance Advisory Committee) Regulations, 2019
138	IRDAI (Regulatory Sandbox) Regulations, 2019
139	IRDAI (Common Public Services Centers) Regulations, 2019
140	IRDAI (Insurance Intermediaries) (Amendment) Regulations, 2019
141	IRDAI (Health Insurance) (Amendment) Regulations, 2019
142	IRDAI (Third Party Administrators - Health Services) (Amendment) Regulations, 2019

Note: Notified in the Gazette of India

LIST OF MICRO INSURANCE PRODUCTS OF LIFE INSURERS
(As at March 31, 2020)

S. No.	Insurer	Name of the Product	
		Individual Category	Group Category
1	Aditya Birla Sun Life Insurance Co. Ltd.	-	ABSLI Group Bima Yojana
2	Bajaj Allianz Life Insurance Co. Ltd.	-	Bajaj Allianz Life Group Sampoorn Suraksha Kavach
3	Canara HSBC OBC Life Insurance Co. Ltd.	-	Canara HSBC Oriental Bank Of Commerce Life Insurance Sampoorna Kavach Plan
4	Edleweiss Tokio Life Insurance Co. Ltd.	Edelweiss Tokio Life - Raksha Kavach	Edelweiss Tokio Life - Jan Suraksha
5	Exide Life Insurance Co. Ltd.	-	Group Micro Term Insurance
6	HDFC Life Insurance Co. Ltd.	-	HDFC Life Group Suraksha HDFC Life Group Jeevan Suraksha
7	ICICI Prudential Life Insurance Co. Ltd.	ICICI Pru Sarv Jana Suraksh ICICI Pru Anmol Bachat	ICICI Pru Shubh Raksha Credit ICICI Pru Shubh Raksha One ICICI Pru Shubh Raksha Life
8	IDBI Federal Life Insurance Co. Ltd.	-	Group Microsurance Insurance Plan
9	India First Life Insurance Co. Ltd.	IndiaFirst Life Micro Bachat Plan	IndiaFirst Life Group Micro Insurance Plan
10	Kotak Mahindra Life Insurance Co. Ltd.	Kotak Sampoorn Bima Micro-Insurance Plan	Kotak Raksha Group Micro-Insurance Plan
11	PNB Met Life India Insurance Co. Ltd.	-	PNB MetLife Bima Yojana
12	Pramerica Life Insurance Co. Ltd.	-	Pramerica Life Sarv Suraksha Pramerica Life Sampoorna Suraksha
13	SBI Life Insurance Co. Ltd.	SBI Life - Grameen Bima	SBI Life Shakti SBI Life Grameen Super Suraksha
14	Shriram Life Insurance Co. Ltd.	Shriram Grameena Suraksha	Shriram Jana Sahay Shriram Life Sujana
15	TATA AIA Life Insurance Co. Ltd.	Micro Insurance Saat Saath	-
16	Life Insurance Corporation of India	LIC'S BHAGYA LAKSHMI LIC'S New Jeevan Mangal LIC'S MICRO BACHAT	LIC's One Year Renewable Group Micro Term Assurance Plan

NUMBER OF PRODUCTS APPROVED DURING FY 2019-20

S. No.	Life Insurers	No. of Products
	Public Sector	
1	Life Insurance Corporation of India	31
	Private Sector Insurers	
2	Aditya Birla Sun Life Insurance Co. Ltd.	36
3	Aegon Life Insurance Co. Ltd.	7
4	Aviva Life Insurance Co. Ltd.	14
5	Bajaj Allianz Life Insurance Co. Ltd.	43
6	Bharti AXA Life Insurance Co. Ltd.	35
7	Canara HSBC OBC Life Insurance Co. Ltd.	30
8	Edelweiss Tokio Life Insurance Co Ltd	29
9	Exide Life Insurance Co. Ltd.	21
10	Future Generali India Life Insurance Co. Ltd.	25
11	HDFC Life Insurance Co. Ltd.	68
12	ICICI Prudential Life Insurance Co. Ltd.	36
13	IDBI Federal Life Insurance Co. Ltd.	24
14	IndiaFirst Life Insurance Co. Ltd.	21
15	Kotak Mahindra Life Insurance Co. Ltd.	21
16	Max Life Insurance Co. Ltd.	26
17	PNB MetLife India Insurance Co. Ltd.	19
18	Pramerica Life Insurance Co Ltd	20
19	Reliance Nippon Life Insurance Co. Ltd.	23
20	Sahara Life Insurance Co. Ltd.	-
21	SBI Life Insurance Co. Ltd.	37
22	Shriram Life Insurance Co. Ltd.	24
23	Star Union Dai-ichi Life Insurance Co. Ltd.	5
24	TATA AIA Life Insurance Co. Ltd.	35
	Total	630

NUMBER OF PRODUCTS APPROVED DURING FY 2019-20

S. No.	General and Health Insurers	No. of Products	
		General Insurance Product*	Health Insurance Product
	Public Sector		
1	National Insurance Co. Ltd.	88	5
2	The New India Assurance Co. Ltd.	25	5
3	The Oriental Insurance Co. Ltd.	26	2
4	United India Insurance Co. Ltd.	193	7
	Private Sector		
5	Acko General Insurance Ltd.	106	5
6	Bajaj Allianz General Insurance Co. Ltd.	41	11
7	Bharti AXA General Insurance Co. Ltd.	38	8
8	Cholamandalam MS General Ins. Co. Ltd.	39	11
9	Edelweiss General Insurance Co. Ltd.	120	5
10	Future Generali India Insurance C. Ltd.	34	8
11	Go Digit General Insurance Ltd.	241	4
12	HDFC ERGO General Insurance Co. Ltd.	35	10
13	ICICI Lombard General Ins. Co. Ltd.	23	9
14	IFFCO Tokio General Insurance Co. Ltd.	25	6
15	Kotak Mahindra General Ins. Co. Ltd.	166	2
16	Liberty General Insurance Ltd.	24	5
17	Magma HDI General Insurance Co. Ltd.	22	3
18	Navi General Insurance Ltd.	22	2
19	Raheja QBE General Insurance Co. Ltd.	37	4
20	Reliance General Insurance Co. Ltd.	122	6
21	Royal Sundaram General Ins. Co. Ltd.	21	1
22	SBI General Insurance Co. Ltd.	51	3
23	Shriram General Insurance Co. Ltd.	17	1
24	Tata AIG General Insurance Co. Ltd.	74	12
25	Universal Sompo General Ins. Co. Ltd.	345	2
	Specialised Insurers		
26	Agricultural Insurance Co. of India Ltd.	1	-
27	ECGC Ltd.	-	-
	Standalone Health Insurers		
28	Aditya Birla Health insurance Co. Ltd.	-	5
29	HDFC ERGO Health Insurance Co. Ltd.	-	10
30	ManipalCigna Health Insurance Co. Ltd.	-	4
31	Max Bupa Health Insurance Co. Ltd.	-	6
32	Reliance Health Insurance Ltd.	-	2
33	Religare Health Insurance Ltd.	-	6
34	Star Health and Allied Ins. Co. Ltd.	-	13
	Total	1936	183

Note:

- *Products/add-on noted under 'File & Use' and automatic UINs generated under 'Use & File' during FY 2019-20
- For detailed information about the products, please refer to IRDAI website

**FEE STRUCTURE FOR INSURERS AND VARIOUS INTERMEDIARIES
AND FEE COLLECTED FOR FY 2019-20**

(Fee in ₹)

S. No.	Insurer/ Intermediary	Fee structure				Fee collected
		Processing Fee	Registration Fee	Renewal Fee	Periodicity of Renewal	
1	Insurer (Life / General/Health)	-	5,00,000	1/20th of 1% of Gross Direct Premium written in India subject to a minimum of ₹5,00,000 and maximum of ₹10 crore	Every year (by January 31)	162,01,16,779
2	Reinsurer	-	5,00,000	1/20th of 1 % of the total premium in respect of facultative reinsurance accepted in India subject to a minimum of ₹5,00,000 and maximum of ₹10 crore	Every year (by January 31)	1,41,00,590
3	Branch of Foreign Reinsurers including Lloyds	-	5,00,000	1/20th of 1 % of the total premium in respect of facultative reinsurance accepted in India subject to a minimum of ₹5,00,000 and maximum of ₹10 crore	Every Year (by December 31)	1,72,70,275
4	Service Company of Lloyds	-	50,000	50,000	Every Year (by December 31)	0
5	Amalgamation and transfer of General / Life insurance business	1/10th of 1% of Gross Direct Premium written in India by the transacting entities during the financial year preceding the financial year in which the application is filed with the Authority subject to a minimum of ₹50 lakh and maximum of ₹5 crore	-	-	-	7,19,84,394
6	Third Party Administrator	1,00,000	2,00,000	1,50,000	3 years	11,40,100
7	Brokers-Direct Brokers-Reinsurance Brokers-Composite	25,000 50,000 75,000	50,000* 1,50,000* 2,50,000*	1,00,000 3,00,000 5,00,000	3 years 3 years 3 years	1,74,86,912
8	Surveyors and Loss Assessors (Individual and Corporate)	-	1,000	Renewal fee if application filed before 30 days from the date of expiry: ₹100 Renewal fee if renewal application filed later but within six months from the date of expiry of licence: ₹850 with penalty of ₹750	3 years	15,45,301
9	Corporate Agents	10,000#	*CoR for the entity: ₹25000 Certificate to the PO/SP/AV: ₹500	CoR Renewal: ₹25000 Renewal of Certificate to PO/SP/AV: ₹500	3 Years	5,43,44,323
10	Web Aggregators	10,000	25,000	25,000	3 Years	3,28,693
11	Common Public Service Centre (CPSC)	-	10,000	2,000	3 Years	17,21,860
12	Referrals	-	10,000	10,000	3 Years	1,55,000
13	Insurance Marketing Firm	-	5,000	2,000	3 Years	5,65,357
14	Insurance Repository	10,000	1,00,000	50,000	3 Years	-
15	ISNP(Insurance Self-Network Platform)	-	10,000	-	-	4,31,100
	Total					180,11,90,684

Note: 1. *After grant of in-principle approval,
2. # Non Refundable Fee,
3. CoR- Certificate of Registration,
4. PO- Principal Officer, SP- Specified Person & AV- Authorised Verifier

PENALTIES LEVIED BY THE AUTHORITY DURING FY 2019-20

S. No.	Name of the entity	Amount of Penalty (₹)	Date of issuance of penalty order (MM/DD/YYYY)	Brief particulars of the violation committed
1	Anand Rathi Insurance Broker	3,00,000	4/30/2019	i. Penalty of ₹ 2 lakh is imposed for providing claim consultancy on two occasions and ii. Penalty of ₹ 1 lakh for appointing a consultant to refer customers."
2	The New India Assurance Co. Ltd.	3,00,000	9/12/2019	Delay in making an offer of claim settlement beyond 30 days of receipt of survey report
3	Shriram Transport Fianance Co Ltd	15,00,000	9/27/2019	For soliciting business through unlicensed individuals
4	Cholamandalam MS General Insurance Co. Ltd.	1,01,00,000	10/22/2019	i. Penalty of ₹ 1 crore imposed for incorrect confirmation to Authority on rectifying the systems and ii. Penalty of ₹ 1 lakh for agreeing to payment terms not in company's interest.
5	SBI Life Insurance Co. Ltd.	4,00,000	10/25/2019	The provisions of Section 41(2) and section 45 of Insurance Act, 1938 were not provided in proposal form.
6	India Infoline Insurance Broker Pvt Ltd	2,04,00,000	11/26/2019	i. Penalty of ₹ 1 crore on not having its own infrastructure and is being shared by all the group companies. ii. Penalty of ₹ 1 crore on not disclosing related party transactions and iii. Penalty of ₹ 4 lakh for soliciting business through unlicensed individuals.
7	Bajaj Allianz General Insurance Co. Ltd.	2,00,000	1/28/2020	Violation of F&U guidelines.
8	ICICI Lombard General Insurance Co. Ltd.	1,00,00,000	1/28/2020	Violation of F&U guidelines.
9	Maruti Insurance Broking Pvt Ltd	3,00,00,000	12/17/2019	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 & Regulatoin 8(2) of IRDAI (Insurance Brokers) Regulations 2018 and MISP Guidelines issued by the Authority.

PENALTIES LEVIED BY THE AUTHORITY DURING FY 2019-20

S. No.	Name of the entity	Amount of Penalty (₹)	Date of issuance of penalty order (MM/DD/YYYY)	Brief particulars of the violation committed
10	Hero Insurance Broking India Pvt Ltd	2,18,00,000	12/18/2019	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 & Regulation 8(2) of IRDAI (Insurance Brokers) Regulations 2018 and MISP Guidelines issued by the Authority.
11	Aditya Birla Insurance Brokers Ltd	3,00,00,000	12/23/2019	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 & Regulation 8(2) of IRDAI (Insurance Brokers) Regulations 2018 and MISP Guidelines issued by the Authority.
12	SMC Insurance Brokers Pvt Ltd	3,00,00,000	1/8/2020	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 & Regulation 8(2) of IRDAI (Insurance Brokers) Regulations 2018 and MISP Guidelines issued by the Authority.
13	Toyota Tsusho Insurance Broker Pvt Ltd	3,00,00,000	1/8/2020	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 & Regulation 8(2) of IRDAI (Insurance Brokers) Regulations 2018 and MISP Guidelines issued by the Authority.
14	Unison Insurance Brokers Pvt Ltd	1,00,00,000	1/8/2020	Violation of Functions of the Insurance Broker as specified in Regulation 4 of IRDAI (Insurance Broker) Regulations, 2018 and Code of Conduct as specified in Reg. 30 of IRDAI (Insurance Brokers) Regulations 2018.

**INDIAN ASSURED LIVES MORTALITY (IALM) – 2012-14 STANDARD RATES-
MALE INSURED LIVES THAT ARE MEDICALLY UNDERWRITTEN AT INCEPTION**

Age	q _x (Graduated)	Age	q _x (Graduated)	Age	q _x (Graduated)
2	0.000915	40	0.00168	78	0.051024
3	0.00047	41	0.001815	79	0.056231
4	0.000271	42	0.001969	80	0.061985
5	0.000185	43	0.002144	81	0.068338
6	0.000152	44	0.002345	82	0.07535
7	0.000149	45	0.002579	83	0.083082
8	0.000167	46	0.002851	84	0.091601
9	0.000206	47	0.003168	85	0.100979
10	0.000265	48	0.003536	86	0.111291
11	0.000341	49	0.003958	87	0.122616
12	0.000429	50	0.004436	88	0.135037
13	0.000522	51	0.004969	89	0.148639
14	0.000614	52	0.00555	90	0.163507
15	0.000698	53	0.006174	91	0.179726
16	0.00077	54	0.006831	92	0.19738
17	0.000829	55	0.007513	93	0.216547
18	0.000874	56	0.008212	94	0.237302
19	0.000905	57	0.008925	95	0.259706
20	0.000924	58	0.009651	96	0.283813
21	0.000934	59	0.010393	97	0.309659
22	0.000937	60	0.011162	98	0.337265
23	0.000936	61	0.011969	99	0.36663
24	0.000933	62	0.012831	100	0.397733
25	0.000931	63	0.013765	101	0.430529
26	0.000931	64	0.014792	102	0.46495
27	0.000934	65	0.015932	103	0.500904
28	0.000942	66	0.017206	104	0.538278
29	0.000956	67	0.018635	105	0.576942
30	0.000977	68	0.02024	106	0.616752
31	0.001005	69	0.02204	107	0.657553
32	0.001042	70	0.024058	108	0.699191
33	0.001086	71	0.026314	109	0.741515
34	0.00114	72	0.028832	110	0.784383
35	0.001202	73	0.031638	111	0.827673
36	0.001275	74	0.034757	112	0.871285
37	0.001358	75	0.038221	113	0.915145
38	0.001453	76	0.042061	114	0.959214
39	0.00156	77	0.046316	115	1

Note:

1. Age as on Last Birthday
2. q_x(Graduated) Rates are Graduated Mortality Rates

PUBLISHED MORTALITY TABLES

[Within the meaning of Regulation 4 of IRDA (Assets, Liabilities and Solvency Margin of Insurers) Regulations, 2000]

Mortality for Annuitants - LIC (a) (1996-98) Ultimate Rates

Age (x)	Mortality rate (qx)	Age (x)	Mortality rate (qx)
20	0.000919	70	0.024301
21	0.000961	71	0.02741
22	0.000999	72	0.030862
23	0.001033	73	0.034656
24	0.001063	74	0.038793
25	0.00109	75	0.043272
26	0.001113	76	0.048093
27	0.001132	77	0.053257
28	0.001147	78	0.058763
29	0.001159	79	0.064611
30	0.001166	80	0.070802
31	0.00117	81	0.077335
32	0.00117	82	0.08421
33	0.001171	83	0.091428
34	0.001201	84	0.098988
35	0.001246	85	0.106891
36	0.001308	86	0.115136
37	0.001387	87	0.123723
38	0.001482	88	0.132652
39	0.001593	89	0.141924
40	0.001721	90	0.151539
41	0.001865	91	0.161495
42	0.002053	92	0.171794
43	0.002247	93	0.182436
44	0.002418	94	0.193419
45	0.002602	95	0.204746
46	0.002832	96	0.216414
47	0.00311	97	0.228425
48	0.003438	98	0.240778
49	0.003816	99	0.253473
50	0.004243	100	0.266511
51	0.004719	101	0.279892
52	0.005386	102	0.293614
53	0.006058	103	0.307679
54	0.00673	104	0.322087
55	0.007401	105	0.336836
56	0.008069	106	0.351928
57	0.00871	107	0.367363
58	0.009397	108	0.383139
59	0.01013	109	0.399258
60	0.010907	110	0.41572
61	0.011721	111	0.432524
62	0.01175	112	0.44967
63	0.01212	113	0.467159
64	0.012833	114	0.484989
65	0.013889	115	0.503163
66	0.015286	116	0.521678
67	0.017026		



భారతీయ బీమా నియంత్రణ మరియు ప్రోత్సాహ సంస్థ
भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA



प्रधान कार्यालय
सर्वे नं. 115/1, फाइनेंशियल डिस्ट्रिक्ट,
नानकरामगुडा, गच्चीबाउली,
हैदराबाद-500 032, तेलंगाना (भारत)
फोन: +91-40-20204000

Head Office
Sy. No. 115/1, Financial District,
Nanakramguda, Gachibowli,
Hyderabad-500032, Telangana (India)
Phone: +91- 40 - 20204000