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Enhancing Societal Values

- Corporate Social Responsibility

बीमा विनियामक और विकास प्राधिकरण

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Editor
U. Jawaharlal
Hindi Correspondent
Kamal Chowla
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Parishram Bhavan, 3rd Floor
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Phone: +91-40-23381100
Fax: +91-40-66823334
e-mail: irdajournal@irda.gov.in

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From the Publisher

A lot of debate has been happening globally on what amounts to the accomplishment of general standards of happiness among the people. By and large, it is an accepted fact that irrespective of the highest levels of economic development, people generally look at several other factors that make them feel secure and comfortable. There has been a great thrust by several countries in ensuring that there are constant endeavours in this direction; and it has been felt for long that it is the sole responsibility of the governments to provide this state of happiness. More recently, the business houses have been drafted either by mandate or on their own volition into an active participation in this line.

In India, there has been tremendous progress in the general improvement of the standards of living, relatively. The role of the corporates in achieving this progress cannot be sidelined, although there is scope for greater contribution. It has begun to be understood that this is not a domain where mandatory compulsions are in place, rather than a voluntary participation in identifying some problem areas and going about their improvement. It is also gratifying that the work is not limited only to the public sector only, but there is an active participation by the private business houses. Is there need to emphasize that one should not be guided merely by what has been mandated?

The insurance industry has been involved in this social responsibility right from the beginning. However, some areas where a higher emphasis needs to be put are improvement of awareness among the masses, working towards achieving a least controversial domain etc. In drawing a road-map for this, insurers should be guided by the importance of educating the masses about preventive healthcare, adoption of general hygiene, arresting the rate of accidents etc. While it may sound very mundane, there is need for spreading awareness in these aspects, especially in the rural and under-developed areas. In due course, these attempts could lead to better business results for the insurers while showing positive results in visible development of the society.

'Corporate Social Responsibility for Insurers' is the focus of this issue of the **Journal**. In a domain replete with increasing risks of various types, managing the risks demands an efficiency of the highest order. 'Risk Management for Insurers' will be the focus of the next issue of the Journal.

J. Hari Narayan

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The importance of Corporate Social Responsibility has been going up steadily over the past few years, thankfully. Irrespective of whether they are in pubic or private sector, business houses have been contributing in a big way for making it a better and healthier world to live in. A stray visit to any place in the country would vouch for this fact either a large plantation under the social forestry, a water purification plant for potable purposes, laying motorable roads etc are some areas that one gets to notice under the CSR initiatives of large corporates. They undoubtedly contribute towards the elevation of general standards of living, especially in the country-side.

It is essential to understand that standards of living, however, are not limited to mere mundane physical comforts but should aim at emancipating the downtrodden including their intellectual pursuits and way of thinking. The communication media are powerful tools in shaping the characters of individuals, especially the less-literate ones. The visual media in particular play a very important role in the lives of people belonging to this class. Accordingly, the messages conveyed through this medium should be progressive and aim at overall improvement. It is sad to observe that some programmes on the electronic media not only promote but glorify retrograde themes which the gullible and ignorant masses unfortunately absorb in their life-styles. There is a huge role for the corporates not to support such causes. Insurers should doubly ensure that while spreading the message of insurance, they do not overstep the threshold levels in such sponsorships; their business interests notwithstanding.

CSR is more of a voluntary act rather than being mandated on somebody. With the proposed introduction of a certain percentage of the profits being allotted to CSR every year, there is going to be a need for fulfillment of the required mandates. However, it is for the insurance industry to be guided by their roles of a genuine promotion of a cause rather than answering to the prescribed diktats. Insurers should look deeper into the ways the word is spread; ensure that the problems associated with servicing the policyholders are sincerely addressed; and work towards achieving higher levels of insurance coverage for all the needy. When this happens, a major contribution towards genuine CSR would be deemed to have been achieved.

'Corporate Social Responsibility for Insurers' is once again the focus of this issue of the **Journal.** Continuing the debate from where we left last month, Mr. Karanam Nagarajarao takes up the case of corporate social entrepreneurship as a step beyond CSR; and mentions that the planning processes for insurers can aim at progressive transition from obligations to strategies. In the next article, Ms. Nirmala Ayyar discusses the role for insurers in taking up the cause of an overall societal development while not diluting the norms associated with cost-cutting. As has been said time and again, the cause of social security is inherent in life insurance in particular; Dr. G. Gopalakrishna throws light on this very important aspect in his article that follows next.

If one is looking at implementing CSR in right earnest, one should think beyond rewards and returns; and that brings us to discussing socially responsible behaviour which is the highlight of the next article by Mr. Rajesh Khandelwal. In the next article, Mr. R. Venugopal gets down to the nitty-gritty of how CSR can be implemented both at a company and an individual level. In the last article of the issue, Ms. K.G.P.L. Rama Devi takes up the case of a possible CSR tackling risk management for insurers at a macro level; and how it can help in curtailing losses in the long run while at the same time improving the general standards of living.

The risks for insurers in their day to day business as also in more vital areas like Capital Adequacy and Asset-Liability Management are progressively increasing in a global environment that has become ever sensitive and volatile. 'Risk Management for Insurers' will be the focus of the next issue of the Journal.

U. Jawaharlal

Report Card:LIFE

First Year Premium of Life Insurers for the Period Ended December, 2010

Sl No.	Insurer	Premium u/w (₹ in Crores)			No. of Policies / Schemes			No. of lives covered under Group Schemes		
		December, 10	Upto December, 10	Upto December, 09	December, 10	Upto December, 10	Upto December, 09	December, 10	Upto December, 10	Upto December, 09
1	Bajaj Allianz									
	Individual Single Premium	77.26	557.01	235.50	10879	73610	49536			
	Individual Non-Single Premium	142.77	1305.49	1969.86	105736	991097	1409572			
	Group Single Premium	42.85	150.20	40.40	7	46	8	20410	105972	53703
	Group Non-Single Premium	39.88	322.99	280.19	89	1141	698	783652	17045839	12511175
2	ING Vysya									
	Individual Single Premium	2.58	7.75	6.59	423	1272	942			
	Individual Non-Single Premium	53.73	408.16	427.12	27377	177228	199127			
	Group Single Premium	0.42	6.08	6.42	0	0	0	82	1164	1645
	Group Non-Single Premium	0.00	0.21	0.23	0	0	0	0	138	4000
3	Reliance Life									
	Individual Single Premium	80.26	373.52	146.73	10267	51691	27552			
	Individual Non-Single Premium	127.58	1511.85	1863.22	95455	1366890	1563313			
	Group Single Premium	0.81	21.84	87.58	10	157	12	17718	508352	5865
	Group Non-Single Premium	4.22	96.66	72.91	2	106	361	1474	111120	654500
4	SBI Life									
	Individual Single Premium	248.54	996.19	323.13	20176	92144	52681			
	Individual Non-Single Premium	296.61	2020.66	2580.19	80758	518980	924188			
	Group Single Premium	183.25	1362.75	165.04	9	89	1	4027	239465	75516
	Group Non-Single Premium	45.02	318.39	1323.90	6	43	93	87433	556037	997514
5	Tata AIG									
	Individual Single Premium	14.02	138.66	12.62	1520	17074	2662			
	Individual Non-Single Premium	86.82	640.83	701.53	44435	400578	489221			
	Group Single Premium	4.81	26.27	18.61	0	9	8	14395	57543	31634
	Group Non-Single Premium	5.22	88.97	88.75	7	56	52	35350	320128	93748
6	HDFC Standard									
	Individual Single Premium	136.72	290.97	106.68	51297	168543	259926			
	Individual Non-Single Premium	263.49	2012.32	1617.11	54924	428723	454369			
	Group Single Premium	0.30	4.66	248.18	9	136	167	15449	175291	305133
	Group Non-Single Premium	19.56	262.26	26.69	7	39	6	5970	234892	6963
7	ICICI Prudential									
	Individual Single Premium	251.97	960.08	97.99	15296	57933	9926			
	Individual Non-Single Premium	264.40	2854.33	3099.87	97245	881378	1253949			
	Group Single Premium	24.57	177.86	118.57	10	113	245	329123	1793883	956505
	Group Non-Single Premium	56.89	658.38	516.42	0	31	282	11892	421986	499818
8	Birla Sunlife									
	Individual Single Premium	9.73	22.05	32.91	536	27310	89576			
	Individual Non-Single Premium	117.10	1159.77	1587.09	81497	794024	1174039			
	Group Single Premium	0.68	4.49	0.06	0	2	1	135	995	693
	Group Non-Single Premium	14.25	249.73	423.22	23	175	184	32842	611573	278222
9	Aviva									
	Individual Single Premium	21.57	40.12	42.12	1530	2790	5553			
	Individual Non-Single Premium	36.68	390.56	419.08	11400	131907	156079			
	Group Single Premium	0.04	0.41	0.00	1	3	0	260	2399	0
	Group Non-Single Premium	3.38	38.20	27.95	11	108	86	-23300	1504942	1442496
10	Kotak Mahindra Old Mutual									
	Individual Single Premium	0.90	31.14	45.25	173	3342	3821			
	Individual Non-Single Premium	57.74	527.85	576.39	20527	182999	210875			
	Group Single Premium	9.86	77.90	35.54	1	4	16	42814	359582	118439
	Group Non-Single Premium	6.15	90.27	61.70	33	497	385	70377	1143659	537030
11	Max New York									
	Individual Single Premium	25.15	159.51	151.34	245	1275	5627			
	Individual Non-Single Premium	189.47	1236.33	1149.75	92249	612282	726127			
	Group Single Premium	7.61	27.77	4.41	1	27	22	328446	1495603	651717
	Group Non-Single Premium	5.14	60.74	60.29	46	563	528	2698318	7844815	4577086
12	Met Life									
	Individual Single Premium	33.86	104.85	7.83	5167	14931	890			
	Individual Non-Single Premium	38.25	332.84	582.45	11214	109678	191031			
	Group Single Premium	0.53	8.55	26.99	2	5	0	495	5962	12565
	Group Non-Single Premium	4.49	28.48	22.92	11	219	124	61069	1603673	300045

13	Sahara Life									
	Individual Single Premium	3.90	26.49	24.09	809	5950	6914			
	Individual Non-Single Premium	3.87	31.67	42.70	4867	37117	48030			
	Group Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
	Group Non-Single Premium	0.01	0.01	19.82	1	1	3	450	450	2212416
14	Shriram Life									
	Individual Single Premium	44.90	224.04	58.17	5019	25825	9416			
	Individual Non-Single Premium	7.54	122.88	188.14	5812	58054	89316			
	Group Single Premium	6.57	51.64	15.18	0	0	1	24074	216448	57467
	Group Non-Single Premium	0.08	3.63	0.46	2	7	10	11132	385913	54115
15	Bharti Axa Life									
	Individual Single Premium	0.06	3.54	4.54	168	2816	4825			
	Individual Non-Single Premium	24.55	243.95	234.59	12979	109167	107992			
	Group Single Premium	1.65	14.09	18.16	0	3	7	784	7744	11079
	Group Non-Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
16	Future Generali Life									
	Individual Single Premium	6.25	14.32	5.48	853	1704	871			
	Individual Non-Single Premium	32.32	245.25	261.72	33898	234056	207421			
	Group Single Premium	0.00	0.10	0.03	0	1	0	0	2241	119
	Group Non-Single Premium	1.94	21.24	17.66	11	69	73	17797	2018154	1307696
17	IDBI Federal									
	Individual Single Premium	21.11	113.34	60.46	1846	12593	9364			
	Individual Non-Single Premium	17.43	183.20	159.11	6906	63919	47347			
	Group Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
	Group Non-Single Premium	1.64	4.89	0.05	1	11	4	42169	509871	24075
18	Canara HSBC OBC Life									
	Individual Single Premium	-0.07	5.36	7.01	-1	254	355			
	Individual Non-Single Premium	70.80	494.24	415.62	14855	80695	64694			
	Group Single Premium	0.31	13.16	2.49	1	3	3	118	7624	1568
	Group Non-Single Premium	50.01	55.01	0.00	1	3	0	42754	42879	0
19	Aegon Religare									
	Individual Single Premium	0.25	4.50	1.10	61	454	211			
	Individual Non-Single Premium	21.73	142.08	73.38	8511	50525	24889			
	Group Single Premium	0.04	0.42	0.00	0	1	0	93	959	0
	Group Non-Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
20	DLF Pramerica									
	Individual Single Premium	0.00	0.80	0.03	0	110	0			
	Individual Non-Single Premium	7.17	51.10	19.11	4011	24216	11646			
	Group Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
	Group Non-Single Premium	0.00	0.00	0.00	0	0	0	0	0	0
21	Star Union Dai-ichi									
	Individual Single Premium	44.98	198.01	137.36	2863	13038	16226			
	Individual Non-Single Premium	23.48	143.46	139.95	6400	47502	53429			
	Group Single Premium	3.87	33.65	8.67	2	2	4	3173	19825	9517
	Group Non-Single Premium	0.40	13.62	0.79	6	44	7	15157	157987	11127
22	IndiaFirst #									
	Individual Single Premium	12.53	142.45	5.40	1067	10753	479			
	Individual Non-Single Premium	18.14	186.31	18.96	7401	66728	13099			
	Group Single Premium	1.16	6.20	0.00	0	7	0	786	5104	0
	Group Non-Single Premium	18.17	18.77	0.00	3	11	0	536912	580618	0
	Private Total									
	Individual Single Premium	1036.47	4414.72	1512.33	130194.00	585412.00	557353.00			
	Individual Non-Single Premium	1901.67	16245.14	18126.92	828457	7367743	9419753			
	Group Single Premium	289.35	1988.03	796.32	53	608	495	802382	5006156	2293165
	Group Non-Single Premium	276.44	2332.43	2943.96	260	3124	2896	4431448	35094674	25512026
23	LIC									
	Individual Single Premium	1774.43	22061.04	16391.93	302112	3638431	4096896			
	Individual Non-Single Premium	2201.04	15795.92	13547.64	3069931	19074065	19751434			
	Group Single Premium	1369.88	14780.53	14238.49	2053	15899	15535	3272363	27020588	25279259
	Group Non-Single Premium	859.69	9081.03	0.00	81	547	0	13269	790328	0
	Grand Total									
	Individual Single Premium	2810.89	26475.77	17904.27	432306	4223843	4654249			
	Individual Non-Single Premium	4102.71	32041.06	31674.57	3898388	26441808	29171187			
	Group Single Premium	1659.23	16768.56	15034.81	2106	16507	16030	4074745	32026744	27572424
	Group Non-Single Premium	1136.13	11413.46	2943.96	341	3671	2896	4444717	35885002	25512026

Note: 1. Cumulative premium / No.of policies upto the month is net of cancellations which may occur during the free look period.
2. Compiled on the basis of data submitted by the Insurance companies

Circular

Ref: IRDA/MOT TP (REVA0 Date: 04-01-2011

Exposure Draft on Review of Motor Insurance premium rates for third party liability cover

The third party motor insurance is mandatory for all classes of vehicles that ply on the public place. Prior to 2007, premiums for all lines of business in the non-life sector were regulated by the Tariff Advisory Committee. The third party motor insurance premiums were till then governed by the provisions of the India Motor Tariff of 1st July 2002. In 2007, regulation of tariffs was withdrawn. However it was continued to be regulated in the case of third party motor insurance. Considering that due regard had to be paid to the developments since then, the Authority, in 2007, caused a detailed analysis of the various rates etc; and after discussions with various apex associations of transporters, initially notified a rate for different classes of vehicles as set out in column-I of Annexure-

1. Later, in response to various concerns expressed, the premium was scaled down and a revised notification was issued on 23rd January 2007 as set out in column-2 of Annexure-1. These rates remain in force till today.
2. Parallelly, in order to ensure that this class of. business, which seems to be basically unviable, is not disproportionately loaded only on to certain classes of insurers, the Regulatory Authority constituted a Pool which was structured on the premise that all insurers shall share losses arising from the provision of third party insurance cover in proportion to their market share.
3. Having regard to the claims experience and loss experience as well as in response to rising costs and considering that the present notification has retained the rates untouched since 2007, the General Insurance Council organized various discussions with the transporters' associations in order to discuss a revision of rates for this class of business.

The General Insurance Council and the transporters' associations had several meetings which were inconclusive as the differences in approach could not be completely narrowed down. The GIC, in turn, submitted a report on their discussions to the Authority with a request to take the matter forward. The Authority in its turn held two rounds of meetings with the All India Confederation of Goods Vehicle Owners Association (which also represented members of All India Bus Operators Association) and one round of meeting with the All India Motor Transport Congress. During these discussions, certain concerns were raised by the transporters' associations which were responded to by the Authority and this position is set out in the following paragraphs. Further, during the discussions, one of the participant transporter associations expressed a view that it would not be in the long term interests either of the insurance industry or the transport industry if the third party motor business is run in a manner' other than at least on a. no-loss no-profit basis.

Sl No	Transporters' Query	IRDA's Response
1	No relevant data on third party insurance was supplied to them during their meetings with the G.I. Council.	A booklet containing detailed information on Motor Third party portfolio was compiled and provided by the Authority to all the apex associations. This booklet contains the latest trends in motor third party insurance including data on the 3 years experience of Motor Pool.

2	Motor Third Party Pool has not served its purpose hence it should be dismantled and premium should be market determined and not regulated. The Authority can fix the maximum retail price (MRP) and give freedom to insurers to charge prices lower than the MRP.	The Third Party Motor Pool was constituted as a measure to share the losses as the premiums being charged for this class of insurance are not viable. The statistics pertaining to motor third party insurance for, the previous two years is summarized in para 4 below. The loss ratio of all classes of vehicles is set out in Annexure-II. The Authority has also analyzed the claim development pattern for goods vehicles and. passenger carrying vehicles and the statistics establish that it takes 8 years for 99% of the claims to be filed. As the Pool commenced only in the year 2007-08, the last claim for all vehicles which were insured in that year would be expected to be filed only in the year 2015-16. Hence, the statistics of incurred claims ratio are t90 narrow to enable one to take a decision to dismantle the pool without further experience at hand. Apart from the incurred claim ratio, the absolute amount of compensation being awarded has shown a significant upward trend. Claims settled in 2007-08 had an average claim amount per claim of ₹ 1.03 lakh. This increased to ₹ 1.21 lakhs for claims in 2008-09 which further increased to ₹ 1.55 lakhs for the claims settled in 2009-10. This increase in claim amount brings out unequivocally that the pattern of settlement is on the increase and this would have profound implications on the loss ratios in the years to come. For all these reasons, it will be premature to consider total abolition of the Pool.
3	MV. Act should be amended to bring in fixed limit compensation	Till 1988, the liability for motor third party in claims was limited. However, the Motor of Vehicles Act 1939 was amended in 1988 to provide for unlimited liability. The Authority has recommended to the Government that the original position of limited liability should be restored. Further, the Authority has also recommended that the MV Act be amended to provide for a limitation period in the matter on filing claims before MACT.
4	Claims for passengers should be segregated from claims for non-passengers before reviewing the per passenger component of the premium.	The law treats passengers and other third parties on equal footing. However efforts are on to work out separate data for passenger and non-passengers for the future by the Insurance Information Bureau (IIB).
5	Out of court settlements should be encouraged.	The Supreme Court judgment on Sarla Verma's case has set a higher bench mark which the future judgments are likely to follow. With the 30-50% extra compensation pursued by advocates on behalf of claimants, insurers' submission that out of court settlements are not successful has merit. The Supreme Court has grossly increased the final claim amount by similar percentage. The Court has also standardized the deductibles (which are essentially amounts the victim would have spent on self had he/she been alive).

4. Statistics compiled by the Insurance Information Bureau (1IB) of the Authority show that the motor third party insurance portfolio for commercial vehicles is consistently making losses. The summary of incurred claims ratio for preceding 2 years for motor third party insurance for (i) Good carrying vehicles (Public Carrier) and (ii) Passenger Carrying Vehicle (4 wheelers), are given below:

		TP Incurred Claims Ratio	
Class Code	**Description**	**2007-08**	**2008-09**
17	Goods Carrying Public (other than 3 wheelers)	152.50	173.08
21	Passengers Carrying 4 wheeler	158.62	149.94

The data for third party insurance for all classes of vehicles for 2007-08 and 2008-09 years are placed in Annexure-II (a), II (b) respectively.

5. The Authority is of the view that the issue of review of motor third party premium deserves due importance and urgency. The data clearly shows that the portfolio is running at a considerable loss to the insurance companies. The development of claims for this portfolio also takes several years as illustrated in Annexure-III. The development is illustrated separately for all classes of vehicles in respect of (I) death (Ii) third party property damage and (Iii) other causes which can be accessed in the website of IRDA www.irda.gov.in ("What is New"/ 09th Nov, 2010).

6. This class of insurance being mandatory, the motor pool whereby the insurers are sharing the loss, is also bursting at seems, with the long term liability, threatening to run to 197%. It is also to be noted that as per IRDA estimates the insurance premium represent less than 1 % of operating cost of transporters.

   IRDA estimates the insurance premium represent less than 1 % of operating cost of transporters.

7. In view of the above factors placing severe strain on the underwriting of mandatory third party insurance business by the general insurers, it has become necessary to come out with this exposure draft reviewing the third party premium and replace the current tariff by rates as proposed in column-3 of Annexure-I.

8. The rates proposed are the premium that can be charged by insurers till further orders.

9. All stake holders are invited to provide their comments on this draft proposal so as to reach the Authority by email addressed to hananthakrishnan@irda.gov.in on or before 17th January 2011.

Sd/-

(M.Ramaprasad)

Member Non-Life

The CEOs of Insurance Companies

Ref: IRDA/LIFE/CIR/MISC/001/01/2011 Date: 04-01-2011

Clarification on Guidelines on Group Insurance Policies

Reference is invited to Clause C (4) of IRDA's Guidelines on Group Insurance Policies issued vide circular 015/IRDA/Life/Circular/GI Guidelines/ 2005 dated 14th July, 2005 wherein insurers are prohibited to make any other payments, whether as management expenses or documentation expenses or profit commission or bulk discount or payment of any other description to the agent or corporate agent or group organiser or group manager. Keeping in view the objective of ensuring the lower ultimate costs of insurance to the insured members of the group insurance, the following part of the within referred Clause C (4) of the Guidelines stands omitted.

If the Group Manager wishes to collect a service charge from the members to cover his costs, he should clearly disclose it as an additional cost and not as premium, in his communication to his members .

Further, any organisation / entity in its capacity as Group Organiser / Group Manager, with whatsoever nomenclature may be, is prohibited from collecting any amount other than the insurance premium payable to the Insurers with regard to the underlying Group Insurance.

The above clarification is issued under Section 14 (2) (e) of Insurance Regulatory and Development Authority Act, 1999.

This circular would come into effect from 01st April, 2011.

Sd/-
(A Giridhar)
Executive Director

CEOs of all General Insurance Companies

Ref:IRDA/NL/CIR /F&U/003/01/2011 Date: 06-01-2011

General Insurance products – Compliance with "File & Use" terms and conditions

Insurers file with Authority new insurance products and modifications to existing insurance products as required by the File & Use circular No:IRDA/Cir/010/2003 dated 27th March 2006 and subsequent circulars on the same. Whenever, an insurance product is cleared every insurer should market the product strictly in accordance with the terms and conditions and other features of the product as cleared by the Authority. In the File & Use , papers submitted to IRDA, insurers mention a range within which the premium rates would vary depending on unfavourable risk factors. It is believed that companies quote the rates strictly within the range filed with the IRDA and the variations within the range are as per judgment of underwriters, also any advice given by the Appointed Actuary. It should be ensured that no premium quotation is given which is outside the range filed with IRDA and a rate which the underwriter and Appointed Actuary did not approve.

It has come to the notice of the Authority, however, that some of the Insurers: (i) Offer premium rates outside the range filed with IRDA; (ii) Offer discounts in premiums not specified in the filing; (iii) Offer discount in the premium without specific approval for the same from the

underwriter and Appointed Actuary and (iv) Offer enhanced benefits on the products without charging any premiums.

This is unhealthy practice, which besides attracting regulatory penal action, will impact the financials of the Insurer, ultimately affecting the interest of the policyholders and shareholders as well. Such practices should be stopped forthwith.

Any deviation from the instructions in this circular will attract penal action.

All CEOs are requested to acknowledge this communication and respond as required within ten days of receipt of this communication.

Sd/-
(M. Ramaprasad)
Member (Non-Life)

Circular

Ref.29/CA/Insp/Non-Life/July 2010 Date: 10-01-2011

To
Shri J.S. Gujral, CEO
Shriram General Insurance Company Ltd.,
Sitapura, Jaipur 302 002.

Re: Inspection of records of Complaint received from Mr. Dhanraj Uchil, Shriram General Insurance Co Ltd, Jaipur - Complaint ref.2/SRI/COMP/09-10-Policy No.215063/31/09/000717-Claim No.1000/31/09/C/001532.

The Authority has examined your reply dated 13.9.2010 in response to its letter dated 31.8.2010 seeking your explanations in regard to violation of IRDA (Protection of Policyholders' Interests) Regulations, 2002 while disposing of the above claim. The following violation by your Company is confirmed.

*Regulation 9(5) of IRDA (Protection of Policyholders' Interests) Regulations, 2002 for delay in disposal of the above complainant's claim.

You are required to note that internal claims procedures and processes of your Company should not come in the way of efficient disposal of insurance claims. You are advised to direct th concerned to ensure that the turnaround time for claims disposal conform to the IRDA (PPH1) Regulations 2002. The Authority shall take a more serious view on such complaints reported against your Company in the future.

Sd/-
(A. Giridhar)
Executive Director

Circular

Ref. CAD/1/10-11 21-01-2011

The CEOs of all General and Life Insurers

The Authority has received complaints from various individuals about certain spurious call as mentioned above. While IRDA has already filed a police complaint at New Delhi and also issued a notice cautioning the public regarding such callers, it is necessary for the Insurers too to get this matter investigated and initiate necessary action. In fact, we had already written to some of the Insurers whose names these callers are purported to have used.

You are advised to initiate necessary steps to help eliminate this menace wherever such calls are received from members of the public trying to verify the authenticity of such calls.

Sd/-
(A. Giridhar)
Executive Director

Circular

Ref: IRDA/CAD/WRN/CPR/012/01/2011 24-01-2011

The Authority has considered the contents of your referenced letter and upon analysis of the same, observes the following:

1. Your company has admittedly defaulted on non-payment of penal interest for claims settled beyond six months and repudiation/investigation of claims beyond six months.

2. The Authority has noted that your company has largely attributed the above default to process infirmities and inadequate quality resources. The Authority has also noted that you have reviewed all cases beyond six months and paid the penal interest admissible. The Authority has also noted that you have put a process in place to ensure that penal interest is paid as a rule in respect of cases where admitted beyond six months and investigations/repudiations are completed within six months without fail.

3. In view of the above, in exercise of the powers conferred upon it under Section 14 of the IRDA Act, 1999, your company is hereby warned for having contravened the provisions of Regulation 8 of the Policyholder Protection Regulations, 2002 and are advised to exercise preventive controls to avoid recurrence.

4. Your company is further advised to note any future occurrence of his nature resulting in the non-compliance of the provisions of Insurance Act, 1938, the IRDA Act, 1999 and the Rules and Regulations issued there under as also the various directions issued by the Authority shall be viewed seriously and visited with appropriate action by the Authority.

5. You are hereby, directed to bring this warning letter to the Notice of your Board in its next meeting. A copy of note placed before the Board and the duly certified relevant extract of the Board Resolution thereon, shall be filed with the Authority.

Sd/-
(A. Giridhar)
Executive Director

To all Non-Life Insurers

Ref: IRDA/F&A/CIR/SOLVN/011/01/2011 Date: 27-01-2011

Valuation of Premium Receivable from Central/ State Government for Computation of Solvency Position

Various general insurance companies are running health insurance schemes which are sponsored/subsidized by Central/State Government. However, the premium of such schemes are not paid upfront but paid at a later stage. The IRDA (Assets, Liabilities and Solvency Margins of Insurers) Regulations, 2000 lay down the manner of computation of solvency margin, clause 2(1) of Schedule I lays down the value to be placed on the assets of the insurer. Further, clause 2(1)(a) of the said Schedule prescribes that Agent's balances and outstanding premium in India, to the extent they are not realized within a period of thirty days should be placed with value zero for the purpose of calculating Available Solvency Margins. The above said clause does not differentiate between the Government and non-government receivables.

Authority has received representations from various insurers for relaxing the provisions of regulation 2(1)(a) for the receivable from

Central/State Government since they experience considerable delay in receipt of the dues which in turn may adversely effects their solvency position. Authority has carried out analysis of the dues from the Government and observes that the average time lag for the receipt of such dues varies up to 180 days.

In order to mitigate the difficulties of Insurance Companies in meeting the solvency requirement and given the fact that most of the receivables relates to Central/State Government sponsored health insurance schemes such as RSBY, Rajiv Aryogashri etc., Authority hereby provides a special dispensation to the extent that authority will exercise forbearance for a period of six months (two quarters) in case the solvency ratio falls below 1.50 provided that:

1. the fall in the solvency ratio should be only on account of premium receivable from Central/State Government .
2. the product(s) for which such premium receivable is outstanding, must have been filed and cleared by the Authority in terms of its file and use guidelines
3. A statement in the enclosed format certified by CEO and CFO should also be annexed to the Solvency Statement

The circular comes into effect immediately.

Sd/-
(J. Hari Narayan)
Chairman

The CEOs of All Non-life Insurers

Ref: IRDA/F&I/CIR/F&A/015/02/2011 Date: 02-02-2011

Creation of Reserve for Unexpired Risk (URR) by the Non-life Insurance Companies for Health Segment

Authority vide Circular No. IRDA/F&A/CIR/49/Mar-09 dated March 24, 2009 had relaxed the requirement of Section 64(1)(ii)(b) of the Act for computation of Reserve for Unexpired Risk for Health segment for the year 2008-09 and had permitted to compute Reserve for Unexpired Risk on 1/365 days method basis. The said relaxation was extended to the financial year 2009-10 vide Circular No. IRDA/F&I/CIR/F&A/081/12/2009 dated 17th December, 2009.

The Authority has examined the representations from non-life insurers for extension of the above said relaxation for a further period of 3 years. Taking into account the unique nature of the health segment and in order to promote the health insurance, Authority hereby extends the said relaxation to the non life insurers with respect to the health segment for a further period of three financial years starting from 2010-11 provided that the following conditions are complied with:-

a) Insurer must comply with the item 2, 3 & 4 of the Circular No. IRDA/F&A/CIR/49/Mar-09 dated March 24,2009.

b) Insurer must ensure to make adequate provision for incurred claims, outstanding claims and IBNR/IBNER in the books of accounts for the respective year itself.

c) The operating profit, net of tax, generated on account of the difference between the reserve created on the basis of 1/365 method and URR as would have been created based on Section 64V(1)(ii)(b) of the Act shall be transferred to a Contingency Reserve for Unexpired Risks as stated in Para 3 of Circular No.IRDA/F&A/CIR/49/Mar-09 dated March 24, 2009. Such reserve may be transferred to General Reserve in the succeeding financial year provided that

i) It will be shown separately as an addition to the General Reserve;

ii) A disclosure to this effect will be made in the notes to the accounts.

d) In the Notes to the Accounts, the following disclosures shall be made:-

The Company has created the Reserve for Unexpired Risk as at the end of the Accounting period based on the 1/365 method in the health segment as per IRDA Circular No.IRDA/F&I/CIR/015/02/2011 dated February 02, 2011. The difference between the reserve on the basis of 1/365 method and URR as would have been created based on Section 64V(1)(ii)(b) of the Act has been transferred to Contingency Reserve for Unexpired Risks and the same will be transferred to the General Reserve in the succeeding year.

e) The relaxation given above will be applicable for the financial years 2010-11, 2011-12 and 2012-13 only.

Sd/-
(R. K. Nair)
Member (F&I)

All Life and General Insurers

Ref: IRDA/CHM/MISC/CIR/029/02/2011 Date: 10-02-2011

Insurance schemes sponsored by Governments

All the insurers are required to comply with the File and Use procedure for each product that is being offered in the market. However, with regard to the insurance products offered by insurers for schemes sponsored by the State and Central Governments, it is noted that the insurers are expected to adhere to the conditions of the scheme which the Government is sponsoring and are also required to change the conditions as the per the changes proposed by the Government from time to time. In this context, to meet the dynamic nature of such schemes, the insurers are required to comply with the file and use procedure and other related issues as below:

1. Insurers shall be allowed to participate in the tender process, provided the
   a. Proposed insurance scheme is sponsored by Government;
   b. Insurer shall be responsible to comply with the provision of Section 64VB.
2. Where the insurer is participating in such tender process, once the tender is awarded to the insurer, the insurer shall file the product as accepted, in accordance with the requirements of the File and Use Procedure within 10 days from the date of such award;
3. If an existing product of the insurer, which is approved by the Authority, is in total conformity with the proposed insurance scheme including the pricing, the insurer shall not be required to submit the product for approval under File and Use Procedure in accordance with point no 2 above. However, the insurer shall inform the Authority of such award and submit all the relevant details.
4. The file and use application shall contain complete details of all the places where the insurance scheme would be offered and the period of insurance for which the insurer is awarded the tender;
5. The pricing of such schemes shall be based on the previous experience of such schemes offered by the insurer, if any;
6. Where the insurer is awarded the tender for different areas subsequently, the insurer shall submit this information to the Authority along with the differences, if any, with regard to the pricing of the contract and features of the contract. In such circumstances, the filing shall include:
   a. The method of computation of premium;
   b. Source of data, assumptions and loadings made;
   c. Expected loss ratios and expected combined ratios across the age groups for non-life insurance products and life insurance products. with policy term less than or equal to two years;

d. In addition to (c) above, expected profit margins along with the risk discount rates across different age-groups for non-life insurance products and life insurance products with policy term greater than two years;

e. The Appointed Actuary certificate on viability of the rates proposed;

f. Features that have been changed from the previous filing;

7. Insurer shall inform the Authority any penalties/termination imposed by the Government, immediately after receipt of intimation of any such action;

8. If the premium is the only variant for the subsequent tender award across various other districts or other areas, the insurer shall state this in the intimation letter to the Authority and shall not be required to submit the file and use application again. However, the insurer shall be required to submit the details of pricing as stated in point no. 6 above;

9. The insurers shall submit its claims experience district-wise/state-wise/country-wise every half year to the Authority along with an objective analysis giving rationale for such claims experience in relation to the pricing details filed with the Authority;

10. If such claims experience (incurred claims ratio) for the said portfolio turns out to be more than 70% for the consecutive four half years, the insurer may not be allowed to participate in the tender for any Government sponsored scheme for a period of at least two years; However, the insurer shall be allowed to continue to provide services in the areas where the tender is awarded till the agreed period of tender;

    Further, where such restriction is imposed, the insurer shall not participate in any Government sponsored tender process unless an explicit approval for such participation is sought by the insurer and approved by the Authority.

All life and General Insurers

Ref: IRDA/HLT/MISC/CIR/030/02/2011 Date: 10-02-2011

Portability of Health Insurance Policies

1. In general, health insurance policies have specific exclusions for pre-existing diseases for a specified period of cover during the initial years. However, it has been observed that in cases where policyholder wishes to switch from one insurer to other, they do not gain any credit for the period of cover with previous insurer. Consequently the insured is tied to the insurer which is detrimental to competition. This places in policyholder at a distinct disadvantage.

2. In order to address this, the Authority is satisfied that the following guidelines on the portability of health insurance policies shall be allowed in the manner prescribed in this guideline. This circular is issued in exercise of powers conferred upon the Authority under section 14(1) of the IRDA Act, 1999 to protect the interests of the policyholders and to regulate, promote and ensure the orderly growth of the insurance industry.

3. All insurers issuing health insurance policies shall allow for credit gained by the insured for pre existing condition(s) in terms of waiting period when he/she switches from one insurer to another or from one plan to another, provided the previous policy has been maintained without break.

For example if under a previous policy, the condition was excluded from coverage for two years and under a new plan with a different insurer the exclusion period for the same condition is three years, the new health insurance policy can only exclude the condition from coverage for one extra year.

4. This credit (in terms of waiting period) would be limited to the sum assured (including bonus) under the previous policy.

5. The insurers shall strictly comply with

Regulation 4(6) of IRDA (Protection of policyholders interests) Regulations, 2002 in accepting the proposals when the policyholder is switching from one insurer to other.

6. If the policy results into discontinuance because of any delay by the insurer in accepting the proposal, the insurer shall not treat the policy as discontinuance and shall allow portability.

7. Insurers shall clearly draw the attention of the policyholder in the policy contract and the promotional material like prospectus, sales literature etc that:

   i. all health insurance policies are portable;

   ii. policyholder should initiate action to approach another insurer, to take advantage of portability, well before the renewal date to avoid any break in the policy coverage due to delays in acceptance of the proposal by the other insurer.

8. All insurers are hereby directed that the entire database including the claim details of the policies, where the policyholders has opted for portability, shall be shared with their counterparts, if requested by the counterpart within seven working days of such request by the counterpart.

9. All applications for the portability shall be acknowledged by the insurers within three working days.

10. This shall be applicable for all existing contracts and new contracts with effect from 1st July 2011.

sd/-
(J. Hari Narayan)
Chairman

Press Release

Date: 10-02-2011

Portability of Health Insurance Policies

There have been several representations from consumer associations and policyholders for enabling portability of health insurance policies from one insurer to other insurer. Persons shifting from one region to other regions are many times put to disadvantage due to lack of insurers office providing necessary policy servicing at the new location. Further, employees shifting from one organization to another organization many times lose health insurance cover due to lack of portability of the health insurance policies. It is essential to protect the policyholders against discontinuity and consequential loss of Pre Existing Diseases (PED) cover by making the health insurance plans portable across the insurance companies. The portability will also ensure that the policyholder is not tied to one single insurer throughout his life for fear of losing the cover of PED.

The Authority has examined various issues involved in the portability of health insurance plan and has issued necessary orders for effecting portability which will be implemented from 1st July, 2011. The main features of portability are :

1. The credit from the period elapsed excluding PED shall be carried forward to the new insurer.

2. The accepting insurer shall provide cover, atleast upto the sum assured in the previous insurance policy.

3. The request for porting the policy shall be completed as per the timelines prescribed in the IRDA (Protection of Policyholders Interests) Regulations and guidelines.

The Authority is making the policy wise claim history of the health insurance policies available to the insurers for effecting quick portability from 1st July, 2011.

Sd/-
(J Hari Narayan)
Chairman

Dealing with Risk

- Way of Life for Insurers

'Insurance business is all about risk management. However, in an environment that is ever facing unforeseen challenges, there is need for the insurers to be aware of the several risks; and have a vibrant risk management process in place' comments U. Jawaharlal.

Any business activity is replete with risk; and risk is something that cannot be done away with totally. There is need for an efficient risk management for every corporate entity in order that its business is not interrupted. In a way, it can be said that risk management is the process of making and carrying out decisions that minimize the adverse impact of accidental losses. While there are several ways of managing the risk, the most efficient system of dealing with risk is by way of risk transfer at a price. For an insurer, thus, there is an accumulation of risks of various intensities and sizes which need to be managed efficiently. The magnitude and complexity of these risks is always on the rise on account of several complex relationships globally.

For an insurer across the globe, the risks emerging on account of several forces have become so dynamic that they play havoc with their business priorities, despite any amount of risk management being in place, sometimes. Natural catastrophes that occur at frequent intervals all over the globe are a huge test for the best of actuarial assessments made by insurers. Similarly, terrorist attacks that occur sporadically even at hitherto unknown and seemingly unexpected places cause inestimable losses and sometimes result in the operations of the strongest players being shattered. More recently, both these natural calamities and man-made disasters have posed challenges to the best of risk management tools being in place.

Further, for insurers, there are several other areas where they are exposed to risks in their strategic decisions or their day-to-day operations. In India, in particular, compliance with dynamic regulations is a task that demands the best attention of the players. This is an additionally sensitive area in an emerging scenario where progressive changes with regulation are bound to occur on an on-going basis. The punitive measures that had to be taken against some insurers are examples of dealing with transgression either inadvertent or deliberate. Similarly, there are regulatory decisions taken with regard to keeping a check on the management expenses and keeping a check on the overall costs of operation.

Above all, the ever-increasing claims ratios in several areas of operation are a great cause of concern which should be a top priority for risk managers. The unbridled competition unmindful of the eventual results needs to be arrested; and underwriting surpluses should be the immediate concern of the players. As has been said ad nauseum, cross subsidization, either between insured groups or between different areas of operation, is an unhealthy trend. Especially in a global environment that is changing rapidly, over-dependence on investment income to offset other losses should not be the preferred route. The corporate world has been a victim of several large tainted occurrences; and this necessitates the existence of the best of governance in order that sound reputation garnered over a long period is not nullified by a few management indiscretions.

Risk Management for Insurers will be the focus of the next issue of the **Journal**. Considering the huge challenges associated with different areas of operation, we will look forward to a good collection of words of wisdom.

Risk Management for Insurers

in the next issue...

Moving Beyond CSR

- Corporate Social Entrepreneurship in Life Insurance

Karanam Nagarajarao observes that insurance companies, apart from a direct participation in socially responsible initiatives, can tie up with individuals and groups that are prepared to contribute largely towards social upliftment.

Introduction:

'Corporate Social Responsibility (CSR) is a commitment to improve community well-being through discretionary business practices and contributions of corporate resources' (Philip Kotler & Nancy Lee). It involves activities initiated by companies to support social causes and for public good. CSR is viewed by many companies as a philanthropic activity not fundamental to business sense and hence not actively promoted it. Of late the dominant intellectual thought perceives that CSR can make business sense if it is woven with social and environmental considerations that touch the core of consumer interest. Acting as Corporate Social Entrepreneur, a company can conceive creative social causes to churn out business volumes and chart out success stories. Insurance industry in India is no exception to this trend and in fact the insurance companies can chalk out more initiatives for social good. In a country where the insurance is still a more urban phenomenon and regulatory obligations on rural and social front are still operational, there lays a golden chance for the companies to have a paradigm shift in their planning process from 'Obligations to Strategies' to make corporate social responsibility a business proposition. In this paper an attempt is made to study the trends of CSR in general and list out a few corporate social initiatives already initiated by the life insurance companies in India and also offer a few suggestions to make them more entrepreneurial, more vibrant and more acceptable to society at large. Let CSR move from the plane of charitable and philanthropic plank to inclusive growth trajectory with win-win business considerations.

Why Corporate Social Responsibility?

The arguments in favor and against CSR have checkered history of course with valid reasons. The contemporary discussion on topic of business ethics has its philosophical roots in the writings of Adam Smith who, in his Wealth of Nations, advocated the primacy of the State over the Church in the matters of economics and advocated free market capitalism. In attacking the so-called 'Poor Laws', Smith attacked the charity, which he considered as oppressive and only creating dependence. He argued that a free-market mechanism legitimizes the pursuit of self-interest: goods can be produced more efficiently and cheaply if each person strives to maximize his or her self-interest in the market place. By pursuing one's own interest in a perfectly competitive market, one automatically attains an optimal social outcome. The interests of morality are best served by business selfishness. Every individual generally neither intends to promote the public interest, nor knows how much he is promoting it. He intends only his own gain, and he is in this, as in many other cases, led by an invisible hand to promote an end which was not part of his intention. Nor is it always the worse for society that it was no part of it. By pursuing his own interest he frequently promotes that of the society more effectively than when he really intends to promote it. I have never known much good done by those who effected trade for the public good. The ideas of Smith were still taken forward by Noble Laureates like Friedrich Hayek (1899-1992) and Milton Friedman (1912-2006). These economists argued that the social and moral responsibilities are void concepts in the

"Let CSR move from the plane of charitable and philanthropic plank to inclusive growth trajectory with win-win business considerations."

"The concepts of inclusive growth, business ethics, egalitarianism, moral social fabric, community well-being etc which are echoed in business parlance in modern age necessitated many a firm to increasingly adopt CSR as strategies in their planning process."

context of corporate business. The ideas of Adam Smith pronounced some three centuries back have supporters even today. I have come across an argument by a chief manager of an industrial firm who, when being interacted by the MBA students, point blankly telling as to why he should go for CSR when his firm is paying more than 35% of profits as tax to the government, which the government can use for social causes. It cannot be denied that his argument lacks conviction. But the relevance of these doctrines is increasingly questioned by thinkers like John Kenneth Galbraith, Thomas Donaldson, Robert Solomon, Michael Porter, Andrew Carnegie and the like. The famous dictum of Andrew Carnegie that 'the man who dies rich dies disgraced' set the tone for many corporate business empires to start thinking in terms of corporate social responsibility and Michael Porter's strategic philanthropy model in early 1980s set the tone for strong foundations of CSR. The concepts of inclusive growth, business ethics, egalitarianism, moral social fabric, community well-being etc which are echoed in business parlance in modern age necessitated many a firm to increasingly adopt CSR as strategies in their planning process. Since companies and corporations do not conduct business in isolation and the increasing acceptance of inter dependence of business and society in the business environment, the current intellectual thought widely endorses and supports the cause of social responsibility.

The present trends:

Traditional forms of philanthropy are strongly favored for tax rules and regulations. CSR in the current decade is no more viewed as a charity. It is being increasingly woven in marketing plan to forge new strategic alliances with social charitable organizations to advance business goals. 'Fulfilling Obligations' is being sought to be pursued for achieving 'Corporate Objectives' as well. More and more companies are picking a few strategic areas of focus that fit with corporate values, selecting initiatives that support business goals, choosing issues related to core products and core markets; and supporting issues that provide opportunities to meet marketing objectives such as increased market share, market penetration, building brand identity etc. Some empirical studies also revealed that companies can benefit strongly by supporting a social cause. For example the survey of Cone/ Roper, conducted in 1993-94 with the customers of USA revealed the following trends:

- Eighty four percent said they have a more positive image of companies that do something to make the world better.
- Seventy eight percent of adults said that they would be more likely to buy a product associated with a cause they cared about.
- Sixty percent said they would switch brands to support a cause they cared about.
- Sixty two percent said they would switch retail stores to support a cause.
- Sixty four percent believe that cause-related marketing should be a standard part of company's activities.

Various other reports like Klein, 1990; Chase and Smith, 1992; Environics International Ltd report, 1999; Cone/Roper Corporate Citizenship Study, 2001 etc suggest that customers tend to form good impressions about the companies with the causes they pursue and do not hesitate avoiding the products of companies if they are perceived to be socially not responsible.

In the light of the changing patterns of CSR, leading companies started adopting social causes and integrating to their marketing strategies. A few examples taken from Cone, 2011 report are as follows:

- Wal-Mart Joins Michelle Obama, Will Make, Sell Healthier Foods:

  Wal-Mart, the nation's largest grocer, says it will reformulate thousands of products to make them healthier and push its suppliers to do the same. The company plans to reduce sodium and added sugars in some items, build stores in poor areas that don't already have grocery stores, reduce prices on produce and develop a logo for healthier items.

- Honda Expands Green Purchasing Guidelines Worldwide:

- Japan's second largest automaker announced major revisions to their Green Purchasing expanding the reach to include all Honda suppliers around the globe and establishing a more robust framework for tracking and reducing the environmental footprint of their complete supply chain.

- Unilever Says 'New Business Model' Necessary for Food Security:

Unilever, the world's second-biggest consumer-goods maker, said companies must target sales growth without increasing their consumption of natural resources to ensure food security in the future. Growth and sustainability is their Mantra.

Some of the initiatives of the Indian Companies are as follows:

- Aptech Ltd strongly believes that education is an integral part of the country's social fabric and works towards supporting basic education and basic computer literacy amongst the underprivileged children in India.

- ICICI Bank Ltd works with a mission to build the capacities of the poorest of the poor to participate in the larger economy.

- Infosys leadership has set examples in the area of corporate citizenship and has involved itself actively in key national bodies. It has taken initiatives to work in the areas of Research and Education, Community Service, Rural Reach Programme, Employment, Healthcare for the poor, Education and Arts & Culture.

- Mahindra & Mahindra's vision is to transform the lives of people in India through education, financial assistance and recognition to them, across age groups and across income strata.

- TCS initiated Adult Literacy programme and designed Computer Based Functional Literacy Method (CBFL), an innovative teaching strategy that uses multimedia software to teach adults to read within about 40 learning hours.

- Dalmia Cements found the villages in and around the Dalmia Cement factory are dependent on rains. During summer months, the villagers, particularly women folk, travel long distances to fetch water for drinking and other purposes. The company, after discussing with the village elders and concerned Government authorities, took the initiative of making water available by providing deep bore wells in many villages surrounding the factory.

- ITC has made farmer development a vital part of its business strategy, and made major efforts to improve the livelihood standards of rural communities. The ITC e-chaupal is a huge hit in rural markets.

- Unilever is using micro enterprises to strategically augment the penetration of consumer products in rural markets.

The Journey of CSR in Life Insurance Companies in India:

The CSR as an integral plan of marketing strategy is yet to be well acknowledged by the Indian life insurance companies, even though all the companies have embraced CSR in a big way. In fact most of the investments of the insurance companies are intertwined with industrial growth, rural electrification, infrastructure development and sanitation areas. The companies are also contributing liberally towards PM's National Relief Fund and augmenting efforts for alleviating the sufferings of people arising from earthquakes, tsunamis etc. To give a formal shape to their CSR activities, some companies have formally launched charitable / philanthropic foundations with objectives such as:

1. Relief of poverty or distress.
2. Advancement of Education
3. Medical Relief
4. The advancement of any other object of general public utility.

The other CSR activities include primary health of women and children, advancing elementary education in government schools, expanding

"Unilever, the world's second-biggest consumer-goods maker, said companies must target sales growth without increasing their consumption of natural resources to ensure food security in the future. Growth and sustainability is their Mantra."

"The basic idea under this argument is that when the company is marketing its products for a specified sector/ group with a special cash incentive, can't it be pushed further by internal structural alignments as a CSR initiative?"

access to financial services and supporting environmentally sustainable economy. They also started supporting micro financing of fishing boats, supporting orphanage centers, auctioning of paintings drawn by street children etc. Some companies are actively involved in financial literacy programmes to teach young children the importance of savings and started collecting piggy bank collections from the children studying in government and municipal schools.

A few companies have aligned with certain charitable organizations like Akshaya Patra programme of International Society for Krishna Consciousness (ISCON), SNEHA (a nonprofit organisation in India) for the education of under privileged children of tribal areas, association with Teach for India Foundation and such other activities.

A few companies have adopted the vision of giving back to society. Gift Drishti (restoring vision) for elderly citizens of India with the association of Helpage India, 'The Read India Pledge' for sensitizing general public etc are part of CSR initiatives taken up by life insurance companies.

A close look of the CSR initiatives of the insurance companies indicates that they have earmarked certain budgets for CSR to be taken care by departments dealing with CSR activities. Not much inference can be drawn that the CSR has integrated with marketing activity. The cause-related marketing as such has yet to gain ground for the mutual advantage of the industry and the customers.

A few suggestions:

A broad view of the initiatives indicates that many companies have yet to weave the CSR into marketing wheel. A few suggestions in this direction could be:

Some insurance companies have marketing concepts of contributing ₹ 25000 to the village in which at least 75% of the household take insurance policies. It is definitely a marketing strategy. Can this laudable concept of donating money for village problems be restructured in a better fashion by internal process adjustments and infusing more money under the banner of CSR? For example, this concept can be brought to the fold of direct marketing and the savings under the agency commission expenses can be channeled for community purpose in the villages. Once the village is declared an 'insurance village', the funds under CSR budget can be utilized for other community benefits in the village. If necessary, the insurance company can have liaison with schemes like PM's Rozgar Yojana and actively promote them. This helps the companies in brand building and help in employee satisfaction and employee retention. The companies concerned have to ponder over this idea taking into account the cost of expenses of employees' salaries under direct channel marketing. The same analogy can be extended to other programmes as well. The basic idea under this argument is that when the company is marketing its products for a specified sector/ group with a special cash incentive, can't it be pushed further by internal structural alignments as a CSR initiative?

Insurance companies may have to don the role of Social Entrepreneur or Corporate Social Entrepreneur by forging the marketing strategies in the rural areas by doing good to the villages and rural communities without losing profit objectives in mind. The companies can forge alliances with rural SHGs and NGOs who are working for a social cause and try to promote the insurance products in the areas. This model helps in securing broad based affiliation and thus reducing the risk of adverse selection since the insurance companies can make use of the information freely available within the communities. The micro insurance model developed by Craig Churchill as shown here can be utilized for traditional insurance also.

A new market for insurers

Janus- the two faces of micro insurance

Social Protection for workers in the informal economy

Source: Micro insurance model, Craig Churchill.

Life insurance companies, in order to achieve the rural and social interests, can align with major charitable and philanthropic organizations and start rolling out products at subsidized rates. When a charity is available for a cause, say, health care for the rural daily wage workers, does not it not sound a business sense to develop products at subsidized rates with the help of philanthropic organizations and push the products under common banner? There are many philanthropic organisations and business men across the globe who are liberally willing to donate funds for social causes. Sometimes they find it difficult to donate in the absence of finding the right persons for implementing the right social causes. When responsible institutions like insurance companies shoulder this responsibility with matching CSR budgets, there cannot be better opportunities for them than these for public good. As part of CSR, the insurance companies can also allocate or reserve funds for subsidized premium funding for socially deprived sectors under this banner.

Many state governments and the central government roll out insurance schemes with major government subsidy. Yasaswini and Rajiv Arogya Sree are a few examples which are a roaring success. By funding and aligning with schemes of this nature, the insurance companies can draw a large leeway and build up their brand images. By aligning with schemes and programmes that are nearer to its core operational processes, the companies gain public image and customer loyalty.

The IRDA guidelines put certain obligations under rural and social sectors. For many companies these are viewed more as obligations and not as responsibilities. It would have been better for the IRDA to change the nomenclature, possibly as rural/ social gestures or rural/ social initiatives or rural/ social corporate responsibilities or any other such thing for more emphasis that these are no more obligations. The IRDA can also encourage companies to forge CSR with marketing strategies with the ultimate object of securing the interests of the policy holders. Conclusion:

The concept CSR has to move out from terrains of Charity or Philanthropy. It is more pronounced for insurance companies since they act as trustees to the monies collected from the policy holders. Involving the poor for inclusive growth demand that the Poor be empowered- not by dolling out charities but by involving them and fit them in to corporate business strategy. Insurance companies need to develop new processes and new techniques by forging their CSR budgets for the ultimate object of promoting their products for social good. What is needed is a better approach to help the poor, an approach that involves partnering with them to innovate and achieve sustainable win-win scenarios where the poor are actively engaged and, at the same time, the companies providing products and services to them are profitable. Entrepreneurship on a massive scale is the key. Old and tired solutions cannot create markets at the BOP (C.K.Prahlad).

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The author is Assistant Professor, Entrepreneurship Development Institute of India, Ahmedabad.

"By aligning with schemes and programmes that are nearer to its core operational processes, the companies gain public image and customer loyalty."

Endless Options for Progress

- Role of Corporate Social Responsibility

Nirmala Ayyar writes that while spreading the CSR initiatives, due emphasis should be laid on preventive healthcare measures so that in the end, we aim at a healthier society.

> "All businesses understand the primary concern to serve the interests of their internal and external stakeholders, mainly shareholders and customers."

A news item in the Economic Times a few days ago, states that the government is working on a framework for quantifying the Corporate Social Responsibility (CSR) initiatives of companies to permit trading in them. Backed with some tax incentives, the government expects such a framework to encourage companies to take up CSR initiatives more seriously. According to the report, there is no precedence anywhere in the world for trading CSR credits similar to trading in carbon credits, but the then Corporate Affairs Minister Salman Khurshid felt there should be a way to do so in order to provide an incentive for better awareness of, and participation in, Corporate Social Responsibility.

The corporate governance guidelines put forth by the IRDA define corporate governance as a system of financial and other controls in a corporate entity. It broadly defines the relationship between the Board of directors, senior management and shareholders. In defining the role and responsibility of the Board, the IRDA guidelines stipulate that The Board would primarily concentrate on the direction, control and governance of the insurer, and in particular, should articulate and commit to a corporate philosophy and governance that will shape the level of risk adoption, standards of business conduct and ethical behavior of the company at macro levels. The Board should also set clear and transparent policy framework for the translation of the corporate objectives . It goes on to elaborate that since there could arise a conflict of interest amongst the various stakeholders, a key Board function is to establish strategies and policies that define ethical individual and corporate behavior and ongoing effective processes that ensure adherence to these strategies and policies . However, there is no specific reference in the guidelines to CSR except to the extent of ensuring fairness to policyholders. The IRDA has, of course, given detailed guidelines under the Policyholders' Protection Act for protection of policyholders' interests. It must be admitted that policyholders constitute but a very small segment of society.

The Business dictionary defines CSR as a voluntary approach that a business enterprise takes to meet or exceed stakeholder expectations by integrating social, ethical and environmental concerns together with the usual measures of revenue, profit and legal obligation. The World Business Council for sustained development defines CSR as: Corporate social responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large.

So, CSR has to serve a dual function. All businesses understand the primary concern to serve the interests of their internal and external stakeholders, mainly shareholders and customers. However this group ought to include employees as well on an equal basis, which may not be the case in many a thriving enterprise. Secondly there is the requirement to contribute to the local community and society at large. While Corporate Governance takes into account ethical concerns, social and environmental concerns are not necessarily part of the package. So the new initiative on the part of businesses would have to focus on employee welfare, and, social and environmental concerns. With the current emphasis on cost cutting, how are these new concerns going to impact business? Let us look at each of the issues in detail and examine whether CSR and cost effectiveness are, in reality, mutually exclusive, or, if they can be made to work for each other.

Employee welfare is an area with a huge scope but riddled with legal issues as well. The attempt here is to only study some effective examples that throw up ideas to mull on:

- Sri Sivasailam, Chairman, Amalgamations group, while being awarded the Lifetime Achievement Award , asserted that the value systems of India came to the rescue of the industry in tackling the economic downturn. The concern for people working in the organisation is a significant aspect of our value system . The group did not resort to downsizing when that was the global trend to cope with recession. He said his group could turn around sooner than those who resorted to retrenchment, because their strategy ensured staff loyalty and availability of the skill sets of experienced people, with the result productivity fulfilled expectations. On the other hand, those who resorted to retrenchment had to cope with inexperienced staff, their insecurity and loss of productivity, resulting in a longer and more painful turn around time span.

- SBI, the country's largest lender, has engaged a consultant to find out the reasons for its employees quitting almost at every level. Known to be a training ground for bankers-to-be, its officers working at the treasury desk, risk management and credit are reported to be among the best talent available in the banking industry. As salary levels are nowhere near what private or foreign banks provide, it is not surprising, that trained staff leave for greener pastures. As opposed to the Values in which the Amalgamations group has reposed its faith, this is an example of the new work ethos projecting short term objectives, quick money, no loyalty as the values, and is as much a reality as the other.

- Gender discrimination which is a social issue can also be an employee issue. It was reported that 50% of the new recruits entering the $60 billion Indian IT industry are female. However, the ratio drops to 15% to 20% at midlevel, and 5% to 10% at senior management level. Gender discrimination can be one reason, but the rate of attrition among women employees being very high, especially at mid and senior levels, adds significantly to the problem. While some companies have introduced women friendly initiatives like crèches, overnight stay facilities, flexi-time, longer maternity leave, friendly transfer policies etc., the long working hours and project deadlines are not compatible with a work-home balance. When there is a conflict, a woman chooses home and the secure future of her children or a lesser paying job with more reasonable demands on her time and other resources, to the current well paid high profile job. This results in attrition of trained and talented workforce. Since emotional security for children is a high impact area for ensuring a better society in the future, this aspect of employee welfare can be said to have a high level of social significance.

- Gender discrimination in promotions and the thriving of the glass ceiling all over the world are realities that demonstrate that men are more comfortable dealing with men; and giving even one third representation for women in the representative body of the Government is perceived as a great threat. Legislation is bringing about some change, but perhaps a corporate approach to the problem might help hurry up the process of gender equality in employment some more. Many women are quitting well paid jobs to start their own businesses and succeeding too, if reports are to be believed. Women as business owners might do much more for women as employees and bring about a social change, though the process is bound to be slow.

- Healthcare is another issue that impinges on employee welfare as well as the social arena. US is busy in its plans to overhaul its healthcare system, UK has tried various measures to discharge its duty as a welfare state. Everywhere the basic concern is one of the soaring costs of healthcare. Neither the state, nor the employer, nor the man on the street can cope with this burgeoning evil. Some employers in the US have made a brave attempt to stem the tide. They have resorted to prevention as the panacea and have enrolled medical personnel for preventive care for their employees. The scheme was found so successful, they are in an expansion mode. "Every time an employee walks into the clinic, we save money," said Evelyne Steward, Discovery's global vice president who oversees wellness and diversity issues. The

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"There is a need to step up social initiatives in the field of hygiene and healthcare, especially for Life and Health insurers. For instance, there can be support for campaigns for preventive care like vaccinations, diabetes, heart diseases, for active physical exercises etc."

only way to beat the health care cost problem is getting people healthy , says one US senator, who observes that the larger debate over reforming the system has forced companies to take a hard look at their role. This is definitely one area where CSR will work for the company and not against its budget, especially if it can co-opt a Health Insurer.

Organisations need to become sensitive to the problems posed to employees by cost of transport, time lost in covering distances, lack of living space in metros and the skyrocketing cost of food. These considerations eat away a vital portion from the quality of life. A recent report in the Hindu stated that one in every five of the young in India today suffer from some form of mental illness, either manifest or otherwise. These are our future workforce. What is now in the seed will grow into dwarfed or twisted trees in the future. This is an outcome of the modern life style, ridden with tensions, unnecessary pressures and undue ambition. Definitely there is a vital link to the value system, which needs overhaul, more at the corporate level than elsewhere.

As regards purely social and environmental concerns, the scope for corporate participation is quite large. Take for instance the concepts of solar energy, rain water harvesting and water recycling, or the greening of the earth. Even villages and individuals are able to successfully implement these ideas. Corporates can definitely do a whole lot more, save cost in the process and make vital contribution to the world at large.

- The attempt to save energy could result in reasonable working hours as a side benefit to workers. This will result in other side benefits like a reduction in malpractices. However, to meet the deadlines, especially in the IT industry, alternative solutions will be required. Workers reaching home in time, but continuing their projects at home, will be happier, healthier and less costly to the industry. In these days of high level technology, distributed networks are still not utilized well. They will help solve problems of transport, housing etc as well as pitch in for a healthier society. On the other hand institutions like call centres, which must consume considerable energy, are proliferating as a marketing tool. Are they really a profitable marketing tool? Has any study been made of the extent of business got through call centres and how good the business proved to be subsequently? Judging by personal reactions and of those that voice their reactions, call centres are more detrimental to business than otherwise, by evoking antagonism from a harassed public, and bringing in business whose quality can be suspect and lead to litigations later on. ·

- Encouraging sportsmen and providing support has been in practice for long as part of corporate philosophy. However, there are more arenas available nowadays. There are institutions that support education of deserving candidates, provide a fund for sudden and huge medical bills for health care of distressed employee families, support institutions for mentally or physically handicapped children. There are corporates that support cultural activities while creating a prominent presence for themselves in the public eye. These are not perceived as cost only, but as an investment that will pay up in the long run.

- There is a need to step up social initiatives in the field of hygiene and healthcare, especially for Life and Health insurers. For instance, there can be support for campaigns for preventive care like vaccinations, diabetes, heart diseases, for active physical exercises etc. They will result in a healthier society and profitable business.

Conclusion:

In conclusion, it may be said that CSR can be a very valuable business tool, and the proposal of the government to create credit ratings for participation by corporates should be a welcome move. However, the hierarchy of ratings should be guided by the value of the contribution of any particular activity to society and the world at large, or by its urgency for mitigating or removing social evils and creating a wholesome social environment.

The author is a retired senior official of LIC; and presently Consultant at Shriram Value Services.

Social Security and CSR

- Role of Life Insurance

Dr. G.Gopalakrishna maintains that although the quality of social security is itself inherent in life insurance, the players should demonstrate a continued eagerness to help in the improvement of the general standards of living, especially of the downtrodden sections.

"There is more hunger for love and appreciation in this world than for bread".

- MotherTeresa.

Preliminary

In the year 1999, the Indian laws enacted under the impact of globalization, allowed the entry of private players in the life insurance industry. While this ended the monopoly of LIC in life insurance business, a new era of competitive life insurance was ushered in. As far as the industry was concerned, the gear had shifted and the wheel had turned a full circle. When life insurance business was nationalized in 1956, there were 245 private companies and PF societies which were transacting the business.

The business of a life insurance company is to bring together people sharing the same risk, collecting their share of contribution to the common risk and compensating those who suffer from a risk or on maturity of term. In other words, insurance business has a noble element of contribution towards the objective of what we call in the modern day terms 'corporate social responsibility (CSR)', besides the usual motive of profit that is incidental to business as a commercial activity.

An important development, of late, in the role of corporate houses has been the increasing focus on their CSR. CSR is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of the workforce as well as the community and society at large. The concept is not new to Indian companies, but of late, it has caught the attention of the corporate houses in India with the direct involvement of employees in implementation of these projects, with added advantages to the corporate world.

The Tata Iron and Steel Company has been an icon of good corporate citizenship in India. Corporate reputations for sound ethics and social responsibility can be sources of competitive advantage in hiring of employees, acquiring business partners and customers. They also help companies obtain the co-operation of communities in their ventures. The benefits are in terms of building a positive image and encouraging social involvement of employees, which in turn develops a sense of loyalty for the organization. CSR activities help bond employees as a team with an organization, which in turn, helps in creating a dedicated workforce that is proud of its employer.

Life Insurance as a measure of Social Security:

Insurance is a social need and the concept of social well-being is now well recognized. In western countries, it helps in times of unemployment, old age and other incidence of personal misfortunes which are also covered through social insurance. In this regard only a beginning has been made in our country, in the form of Employees' State Insurance Scheme which provides only sickness benefits by way of medical aid to certain groups.

The general principle of insurance is that the loss incurred by a few is shared by many and this sharing of loss is facilitated through the agency of an insurance company. When applying the general theory of insurance to loss of human life, the

"CSR is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of the workforce as well as the community and society at large."

"The concept of financial loss arising on death of a breadwinner was extended to include not only the cost of funeral but also loss of future earning power consequent upon the death of a breadwinner."

general object of any contract of insurance, that is, mitigating the financial loss arising on account of fortuitous events cannot be applied to life insurance as the financial loss arising in the event of loss of human life is not very easy to define and arrive at. In the early days there used to be mutual societies formed with the object of rendering assistance to members in the event of sickness, unemployment or premature death. The benefit available on death was generally restricted to the amount required for a decent funeral. Funeral benefit was thus recognized as an immediate financial liability for the family of the deceased member. Gradually, the concept of financial loss arising on death of a breadwinner was extended to include not only the cost of funeral but also loss of future earning power consequent upon the death of a breadwinner. Broadly, the object of life insurance is basically to mitigate the economic loss arising on death of a breadwinner. But modern life insurance caters to a multiplicity of needs for insurance which has led to the development of a variety of contracts which can be described as various social security measures of life insurance.

At this juncture, it is necessary to devote some thought on the concept of economic value of life insurance from the point of view of the society as well as the national economy. One of the objects of a life insurance contract is to encourage thrift. Savings through life insurance today constitute the foundation for economic prosperity of not only the individual but also the society. Generally when a person takes out a life insurance policy, the object is family welfare and old age provision. To achieve this object, he is placed under an obligation to save a definite sum of money month after month and year after year. Life insurance thus gives encouragement to the habit of thrift which is a means of savings and funding for the benefit of dependants by the individual and a sort of relief to the society.

A unique feature of the life insurance contract is the creation of an immediate estate created at inception out of all proportions to the initial contribution made. This considerably lessens the anxiety for the family's well-being and gives a sense of security to the individual. Economic security imparted by life insurance protection leads to greater output and protection of wealth. The benefit of life insurance is not merely psychological and elimination of mental agony, it is also of considerable value in the event of premature death. In modern societies, education has become expensive and highly competitive; and in practically every walk of life, intensive and specialized training is needed. The cost of intensive and specialized training is generally heavy and has to be borne by the parents by way of huge financial burden. Death of the parent could mean a great hindrance for the continuation of such education and a life insurance contract can be used to guarantee full education. Thus, life insurance leads to a social benefit as well, since a social security measure is provided by means of life insurance.

Other social advantages of life insurance are equally impressive. Death of a breadwinner can lead to a break-up of a family. Life insurance avoids this situation by providing a buffer against the shock of early death and relieves financial stress during the period of readjustment. It also ensures economic independence in old age. The burden of dependency can become a hindrance to economic development particularly when the proportion of old people to the total population is increasing. The burden of dependency is to some extent relieved through life insurance. To the extent life insurance is used as a means of old age provision, it lessens to some degree the financial dependence of the individual upon others (the society) and the state, thus contributing to the social welfare of both the old and the young. Life insurance is also used to finance payment of death duties (though not in India) with the object of removing the need to liquidate part of the estate of the deceased, which is also a national advantage.

Life insurance is a major source of capital investment because savings of the community are mobilized through life insurance. The investments of life insurance companies provide a long-term stream of capital to industry and more particularly for the developmental programmes of the government, which is not possible to that extent from any other source. In a developing country like India, savings mobilized through life insurance are one of the major sources of funds for economic development. A considerable portion of the savings through life insurance is compulsorily invested in government securities and as a result, funds are made available for economic

development. The economic and social advantage accruing to the nation through insurance is thus very significant and substantial.

Insurance is essentially a co-operative endeavour. Under any insurance arrangement, basically, a large number of persons in effect agree to share the loss which a few of them are likely to incur in future. Such sharing has the advantage that the individual's share of the loss is relatively small. When the sharing is done amongst a large number of persons, the individual's share remains fairly steady from year to year. Such association of persons for sharing anticipated losses may be brought about voluntarily by all participants or may be organized by a few individuals or by an insurance organization.

Social Security And Corporate Social Responsibility – A Catalytic Link

The concept of social security is usually adopted by the Government of India through life insurance schemes to the masses launched from time to time and administered through the public sector life insurer by making available a Social Security Fund for the purpose. But with an increased focus, of late, on CSR by corporate houses with even the Central Government contemplating inclusion of the subject in the Companies Act, 1956, life insurers are engaging themselves voluntarily in CSR initiatives even though they do not involve providing any insurance cover, but to indirectly supplement the fulfillment of social security needs of the people at large, especially those who are in the lower strata of society.

Social responsibility of insurance as a welfare measure

There has been a growing recognition of the plea that insurance should be socially responsible in the sense that the insurance enterprise which makes use of the resources of society and depends on society for its functioning, should discharge its duties and responsibilities for enhancing the welfare of the society of which it is an integral part. The objective of insurance is the proper utilization of resources for the benefit of all the members of the community. This implies that the claims of various interests are to be legally balanced in the form of 'social engineering' from the point of view of what is best for the community at large. The insurance institution must accept its obligation to be socially responsible and to work for the larger benefit of the community as a whole.

Social responsibility can also be viewed as consideration of impact of institution's action on society. Insurance and society interact with each other. Insurance exists in the context of a society. Insurance needs the support of society as much as society as a whole needs the benefit of insurance. Therefore, the insurance institution has to be socially responsible. This important aspect of social responsibility cannot be measured in monetary terms; it includes the idea of building a better community and is aimed at adding richness to the lives of the people. The governmental regulations are shaped -- at least indirectly -- by the concept of social responsibility. It is generally expected that private institutions, particularly large ones, should shoulder social responsibilities that leads to 'self-regulation'. The idea seems to be that these institutions are expected to be guided by a body of social ethics that may impose higher standards of conduct than imposed by the law itself. The clear implication behind this expectation is that if the institution does not measure up to socially responsible standards, the laws are likely to be altered to reflect the desired standards. Thus, the socially responsible standards are more than an empty wish on the part of the public.

Insurance, and more particularly, life insurance, is not purely a commercial industry. It is a social institution, too. The government should provide social security, safety and welfare to the people of India. It is not possible for the government to achieve all these objectives at the same time while carrying the responsibility of governance. Hence, it is desirable that an institution or industry of national character takes over this responsibility. The life insurance industry in India thus has a major role to play in discharging various social responsibilities in the ever changing scenario.

Social Security Needs

Social Security needs vary according to the object and scope of the programme. A person, for meeting his basic needs, namely, food, clothing and shelter, requires primarily social security. Society has the obligation to provide the means of livelihood to every one either by giving him work by

"Insurance exists in the context of a society. Insurance needs the support of society as much as society as a whole needs the benefit of insurance."

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A new class of beneficiaries of social security has emerged in modern times under the umbrella of welfare in our society.

The welfare departments are expected to provide a wide range of services preferably in kind than in cash to those and other categories of persons who are in dire need.

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which he may earn his living or by other means if he is unable to work for any reason. The right to work and right to social security are, therefore, said to be complementary to each other.

Assuming that a person has the means of livelihood, social security is required to ensure that the person is not deprived of the same due to the occurrence of any event such as loss of employment due to retrenchment or closure of establishments, sickness, occupational injury or invalidity, maternity, old age, death of breadwinner, natural catastrophes or other causes.

Social security is an integral part of the welfare state and it is indeed a complex idea. It includes a system of social insurance to ensure that those who suffer the financial hardship caused in most cases of unemployment, sickness, death, orphanage, widowhood, disablement and so forth shall be entitled to receive specified monetary benefits as a right when these misfortunes befall them. It also involves a social assistance service to look after the needs of those victims of risks who require help owing to an exceptional emergency or because they are not qualified to receive social insurance benefits or in order to supplement the latter. Besides these remedial measures, the welfare state today is expected to intervene in the economy in order to prevent unemployment and various other ills from occurring.

A new class of beneficiaries of social security has emerged in modern times under the umbrella of welfare in our society. In the words of H.G. Balakrishnan, a former judge of Karnataka High Court, they are unmarried mothers, deprived children, old persons unable to look after themselves, deserted wives with dependent children, convicts who are unable to secure work, physically and mentally handicapped adults, homeless immigrants and even problematic families. The welfare departments are expected to provide a wide range of services preferably in kind than in cash to those and other categories of persons who are in dire need. Innocent victims of violence in society have to be taken care of.

Some of the CSR activities initiated by the various players are establishment of several instruments of contribution to the poor and needy for education, health, general public utility, service to the society, eradication of poverty, etc; and are doing an excellent job in these areas. With a view to making company's philanthropic activities far more meaningful and effective, the companies can further augment their efforts in identifying schools for introduction of computer literacy, which is the need of the hour; and installation of drinking water plants in the Gram Panchayats and the community/villages, in order to provide drinking water to all. If such plants are operated by trained local youth, it will also create livelihood as a by-product. This invaluable endeavour of the insurance companies, as fulfilling their Corporate Social Responsibility, will earn for them immense goodwill and great appreciation in the minds of the public.

Summing Up

The insurance companies in India are in a position to use their charitable socially oriented efforts to improve their standing in the competitive context and the quality of the business environment in the locations where they operate. Adopting a philanthropic approach through a variety of initiatives helps to align social and economic goals and improve a company's long term business prospects through reaching out to the community at large and building a good corporate image. Such CSR initiatives enable an insurance company to not only offer economic benefits to the society but also to leverage its capabilities and relationships in support of charitable causes. These result in social benefits far exceeding those provided by individual donors, or even governments, at the same time enhancing their social image at large far beyond their brand image in business. Such alignment of CSR activities with normal business strategy is indeed a welcome feature in the evolution of the liberalized insurance industry in India.

The author is a senior retired officer, LIC of India.

Socially Responsible Behaviour

- Ensuring Societal Well-being

Rajesh Khandelwal asserts that there is need for each of the corporate entities – including insurers – and its employees to gradually adopt a socially responsible behaviour which only will eventually establish the essence of the CSR philosophy.

Several insurance companies are engaging in CSR (Corporate Social Responsibility) activities. Examples include volunteering for community work, providing education and health services to local communities, advising or otherwise supporting NGOs in socially worthy causes, seeking alternatives to factory closings and providing medicines below cost to communities in need. Although these activities may be viewed cynically as public relations effort to enhance reputation, or more maliciously as highway robbery with the shareholders as victims; these actions can create pride, strengthen identification, and increase commitment to organisation. These examples of organisational practice, which express as well as shape the organizations' way of being or character, are the individual decisions of leaders, managers or employees.

Socially Responsible Behaviour (SRB) can be defined as discretionary decisions and actions taken by individuals in organisations to enhance societal well-being. In taking decisions and actions that enhance societal welfare, these people are putting their virtues in the service of the common good. This requires, however, the capacity to take into consideration the situational constraints, the interdependencies, and the multiple, often conflicting demands of various stakeholders. SRB is not only based in moral vision, but in capacity to take realistic decisions given the various situational constraints.

Given that purely scientific knowledge or technical skills are insufficient when it comes to issues where human well-being is at stake, SRB bears resemblance to the cardinal virtue of practical wisdom. In other words, encouraging certain emotional and value-based qualities might enhance one's practical wisdom, a form of intelligence that serves in the face of ambiguous or uncertain circumstances to guide actions that are good for the society. In a similar vein, this is the capacity of striking a balance, in action between various stakeholder needs, in order to arrive at the common good. People are wise to the extent they apply their intelligence, creativity, and wisdom toward a common good by balancing their own interest, the interests of others and the interests of organisation; over the long and short term; through the infusion of values, to adapt, to shape and select environments. These decision contexts often represent social dilemmas wherein the goal and challenge is to arrive at a balance between one's own and others' interests. In such contexts, practical wisdom enables individuals to see what is good for themselves and what is good for men in general; or see the common good and put it into practice.

"Given that purely scientific knowledge or technical skills are insufficient when it comes to issues where human well-being is at stake, SRB bears resemblance to the cardinal virtue of practical wisdom."

"

Despite the rich literature, there remains no satisfying conceptual and empirical equivalent in the specific context of CSR pertaining to individual level behaviour.

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The key assumptions underlying this definition are that SRB is: 1) based on the notion of volition, or willingness, to engage in activities that benefit society; 2) motivated by inner consciousness and hence does not rest on external motivators or incentives. Such behaviour generally defined as voluntary behaviour intended to benefit others without expectations of external rewards and without necessarily being self sacrificing; 3) seen as based in a way of being, and is embedded in everyday decisions and actions. Given the fundamental ambiguity of real life situations, people develop habits of moral interpretation and moral intuition through which we perceive the everyday world, often unconsciously and based on contextual patterns and cues; 4) considered to rely on practical wisdom. Given the complexity, the dilemmas, and the paradoxes confronted in managing the tensions of the often conflicting demands of multiple stakeholders, my notion of SRB shifts the focus from the definition of abstract moral principles and universal rules.

In a situational approach to ethics the focus shifts to what personal characteristics help the decision maker rapidly perceive the relevant contextual variables and balance various interests in order to arrive at a situation specific-decision that serves the common good.

To sum up, SRB is based on a notion of moral agency implying that organizational members exercise choice, assume personal responsibility and are driven by a vision of good life. This behaviour is founded in a moral character that is motivated by inner consciousness, rather than by promises of rewards or threats of sanctions. SRB requires a generalized moral awareness of the impact of everyday decisions and actions and the development of moral habits that evolves from practice.

Despite the rich literature, there remains no satisfying conceptual and empirical equivalent in the specific context of CSR pertaining to individual level behaviour. Most of the above-mentioned constructs describe behaviour related to others within organizations or to the organization; none of the behaviours described are primarily targeted at the societal level. The above mentioned constructs might indeed be seen as reflecting different facets of SRB, but the later is meant to fill the existing void with regard to behaviour in organisations which is focussed on societal well-being.

Thus, in managing the tensions and ambiguities inherent in CSR issue, individuals most likely do not consciously recognise a moral issue and then calculate costs and benefits or refer to some abstract normative principle for guidance. Most of the time, action results from a complex interplay of cognition, personal values and emotions. These characteristics are not necessarily exhaustive. Nevertheless, they are seen as part of character and as such interact in a dynamic and context-dependent manner to predispose the emergence of SRB. In the following lines I am proposing to identify individual characteristics which would predispose individuals to act in ways that promote societal well-being, acts which would in turn contribute to the development of character.

Cognition is the ascription of responsibility to oneself that determines whether people act in accord to their moral obligations by which one can distinguish an individual between high and low responsibility disposition. Personal values represent preferred states that motivate and guide people's choices, attitudes, and behaviours. Personal values are distinguished by two major factors: pragmatic and moral. People with pragmatic values are found to be more concerned with outcomes such as success/failure and more

sensitive to external rewards and controls. People with moral values are more concerned with doing what is right or wrong, humanism, and more sensitive to internal rewards and controls. With regard to SRBs people with moral values would be most likely to integrate responsible behaviour into everyday decision making and action whereas people who are more pragmatic might take the more instrumental view of CSR. A brief review of the literature on emotions gives us some understanding of how they can be important in influencing socially responsible behaviour. Emotions are organised psychobiological responses linking psychological, cognitive and motivational systems. Cognition and emotions are closely intertwined in as much as cognitive appraisals are often necessary to arouse emotions.

Conclusion

The debate regarding the role of business, including insurance business, in society will continue. Are CSR activities to be considered as stealing from stockholders or double taxation or as possibly CSR Pays for good profits?

Moving away from instrumental view, I propose that integrated CSR can be seen as an enactment of organizational virtue: social issues are integrated into daily decision-making and strategic focus, i.e. into the organization's way of being.

We need to better understand the role of character, both corporate and personal, in promoting integrated CSR, as well as how doing and being interact over time to develop virtuous cycles that will enhance SRB. Thus individuals within organizations exercise choice which may rely more on their identity, character, personal judgement than results and outcomes. Insurance industry must adopt SRB as a pattern, while taking decisions and actions, to promote societal well being. The hope is that, by providing occasions for their members to learn, grow, and develop their potentials; the insurance companies will enhance their role as good corporate citizens. In the long term I believe that shareholders will benefit when stakeholders' needs and concerns are integrated in strategic decision making.

The author is an independent Consultant based at Hyderabad; and an expert in the domain.

"People with moral values are more concerned with doing what is right or wrong, humanism, and more sensitive to internal rewards and controls."

13th Global Conference of Actuaries

The 13th Global Conference of Actuaries (GCA) will be held jointly by the Institute of Actuaries of India (IAI) and International Actuarial Association (IAA) between 20th and 22nd February, 2011 at Mumbai.

The conference would provide an effective platform for discussing the emerging scenario and the role of the actuarial profession.

Venue:
Renaissance Hotel, Mumbai.

Dates:
20th - 22nd February, 2011.

A Good Corporate Citizen

- Setting an Example

R.Venugopal opines that it is important for insurers to directly participate in activities of social development rather than making tall claims of seemingly lofty achievements.

> CSR is undertaking all actions that would maximize the probability of a company's long term survival and sustained growth in the interest of the company's direct and indirect stakeholders.

Corporate Social Responsibility is the key theme today in the corporate world. The Government of India too is thinking of making this mandatory for companies having a turnover of more than ₹100 crores. It is not enough if a company makes profit, but it should also play a critical role in the life of the surrounding community. A company is measured, not merely on the basis of its business performance, but also by its contribution to the society as part of its social responsibility.

Definition of CSR.

It is taken as charity by some; it is social service according to a few; it is an eco-friendly initiative and undertaking of some social projects like building of hospitals, construction of schools etc, which are all jobs to be done by the local government. Then what is CSR? It is a combination of all these things and a little more.

CSR is undertaking all actions that would maximize the probability of a company's long term survival and sustained growth in the interest of the company's direct and indirect stakeholders. While the employees, vendors, suppliers and dealers are the direct stakeholders, the community living nearby the production facility, customers and others whose livelihood could be influenced by the operations of the company are the indirect stakeholders.

Environment

Companies have to ensure that their activities do not adversely affect the environment. Depletion of natural resources, forests or ground-water is a case in point. Recovery of heat or minerals from the gases or effluents reduces pollution. Atmospheric pollution affects the health of the people and hence must be minimized. Laws relating to the environment should be observed in letter and spirit.

Hence companies including the insurers need a regular availability of educated and trained workers, management and other professionals. Getting involved in improving the educational and training institutions relevant to the company, serves both as CSR and promotion of long term business interests of the companies. The same argument holds good to programs undertaken to improve the quality of life of people living nearby.

Insurers and CSR:

Life insurance companies can earn profits only when there are less early death claims and more maturity claims. This shows the importance of proper underwriting standards by the company. Every insurer has to procure a certain percentage of new business under social sector in both urban and rural areas. With nearly 30 crore persons under the unorganized sector, this is a gold mine for the insurers and Late C.K.Prahalad correctly

called it as 'Fortune at the Bottom of the Pyramid'.

If there are islands of plenty surrounded by oceans of poverty, this may lead to a lot of social conflicts and insurers too have a CSR in alleviating these conditions. When the insurer insures the slum people as part of micro-insurance, he also has to take some steps in improving the conditions of the slums.

The insurance industry can adopt the following approach as part of its CSR:

The insurer can assess a particular area and rate it as A, B, C or D depending upon the cleanliness, or whether any industrial waste is discharged into the canal within the city etc. Accordingly, the categorization is done as A, B, C or D and an extra premium is charged from the customers living in that area. This extra amount is paid to the municipality every year for improvement of the area. When the area is developed reasonably well, the extra premium is withdrawn from the subsequent premiums. This is done after the inspection of the area by a citizens' committee consisting of social workers, officials and senior officers from the government. Needless to say, this has to be approved by the regulators and the Government of India.

This will create an awakening among the public who will put pressure on their representatives like the MLAs/MPs of the area to improve their respective areas.

UID Projects

The insurer has the responsibility of establishing the identity of the customers especially among the socially disadvantaged sections of the society to avoid frauds in the maturity and death claims. This can be done with the help of the Information Technology by bringing out a Bio-metric card for its customers. The National Unique Identification Project under the chairmanship of Mr. Nandan Nilekani is on and every insurer has to join hands with it and share its data. The public sector life insurance behemoth is already involved in it.

CSR initiatives of Life Insurance Companies

The following activities come to the fore:

- Maintaining traffic roundabouts in the city.
- Establishing parks for children and the elderly.
- Promoting road safety by demonstrations.
- Advertising for socially important issues like campaign against child marriage, infant-foeticide; supporting the right to vote, widow re-marriage etc, thereby bringing about social awareness among people.
- Taking up village development projects.
- Encouraging research in areas important for rural development etc.

These help in building a positive image about the company and encouraging social involvement of the company's employees which in turn results in developing a sense of loyalty for the company. Sanitation, garbage collection and its disposal, effluent management and environment improvement are some of the areas to be given priority.

It is not enough to expect the government only to do all these jobs - every one of us has a social responsibility and every company has got CSR.

Green Insurance Products:

Insurance industry has to re-think its role in prompting good corporate citizenship by creating innovative insurance products at reduced premiums or with green policy terms.

"Sanitation, garbage collection and its disposal, effluent management and environment improvement are some of the areas to be given priority. It is not enough to expect the government only to do all these jobs - every one of us has a social responsibility and every company has got CSR."

"

Many Indian companies have lost big orders from overseas clients after being accused of employing child labor.

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Green insurance products include premium reward and coverage enhancement for hybrid cars, buildings constructed to be more robust against extreme weather conditions, pollution legal liability and remediation cover, and specialist insurance for renewable energy projects. These are some of the ideas on which general insurance industry has to ponder over. (Source: www.newenergyworldnetwork.com)

Regulatory Rules

The Institute of Chartered Accountants of India (ICAI) is working on a set of new rules for CSR, making it a must for all companies to report on their social, environmental and economic initiatives. This has assumed importance in the backdrop of accusations that many companies realize growth at the cost of environment and society at large. For example, despite legal interventions, lifeline rivers like the Yamuna and the Ganges have fallen prey to wastes from the factories. Many Indian companies have lost big orders from overseas clients after being accused of employing child labor. A case in point is Sivakasi in Tamilnadu where the fireworks industry had to put an end to the cheap, child labor to retrieve their orders. Similarly in the paper, soft drink and automobile industry, many companies have come under scanner for exploiting environment for their benefits.

A Global View

In the USA, insurance companies are the major contributors for CSR. They have donated USD 147 Mn thereby occupying positions in the top 20 donors in the international scene. The five major insurance company foundations are MetLife Foundation, Prudential Foundation, the State Farm Companies Foundation, The Allstate Foundation and Nationwide Foundation. The insurance companies invest in funding the building of roads, schools and other public projects. They also provide capital for research expansions through investments in corporate equities and bonds.

Need of the Hour

We need a lot of self-motivated and sensitive CEOs to lead the way. There is a crying need for men and women who will match their words with actions by carrying out combined corporate contributions and community-related activities; and supported by adequate resources and time rather than making hollow claims about lofty achievements.

Any Company that wants to call itself a good corporate citizen ought to spend at least 2% of its previous year's pre-tax profit for CSR purposes. Let us hope that day is not very far off.

The author is a retired Executive Director, LIC of India.

Caring for Society

- CSR from Insurance Perspective

K.G.P.L. Rama Devi comments that there are several major obstacles that the country is facing in its march towards further growth which the insurance industry can help overcome.

Wikipedia, defines Corporate Social Responsibility ("CSR" for short, and also called corporate conscience, citizenship, social performance, or sustainable responsible business) as a form of corporate self-regulation integrated into a business model. According to it, CSR policy functions as a built-in, self-regulating mechanism whereby business monitors and ensures its active compliance with the spirit of the law, ethical standards, and international norms. CSR shall also mean making socially responsible products, engaging in socially responsible employee relations and making a commitment to the community around.

Although the business and society interface has a long historical existence seeped in Indian tradition, the concept of CSR came to India in its present form principally from the West. It originated in the fifties of the last century when Howard R Bowen (Bowen, 1953), whom Carroll considers to be the father of CSR (Carroll, 1999) wrote a seminal book 'The Social Responsibilities of a Businessman.

Insurance companies are governed by provisions of Companies Act under Sec. 616 except in so far as the said provisions are inconsistent with the provisions of the Insurance Act, 1938 which have prescribed obligations for servicing rural and social sectors. Therefore, they need to adopt the Corporate Social Responsibility Voluntary guidelines, 2009 issued by Ministry of Corporate affairs, which indicate some of the core elements that businesses need to focus on while conducting their affairs. The six core elements of CSR are i) Care for all stakeholders; ii) Ethical functioning; iii) Respect for workers' rights and welfare; iv) Respect for Human rights; v) Respect for environment; vi) Activities for Social and Inclusive Development etc. It is expected that more and more companies would make sincere efforts to consider compliance with these guidelines, which will become a mandate once the proposed Companies Bill, 2009 is passed by the Government of India.

CSR as a Risk Management:

India has been traditionally vulnerable to natural disasters on account of its unique geo-climatic conditions. Floods, droughts, cyclones, earthquakes and landslides have been recurrent phenomena. With 60% of land-mass being prone to earthquakes of various intensities; 68% of area being susceptible to drought; over 40 million hectares of land being prone to floods; and 8% of total area being prone to cyclones; the economic loss in terms of private, community and public assets has been astronomical. As per the Status Report of National Disaster Management Division, Government of India 2004; an average of about 4344 people lost their lives and about 30 million people affected by disasters every year. As in

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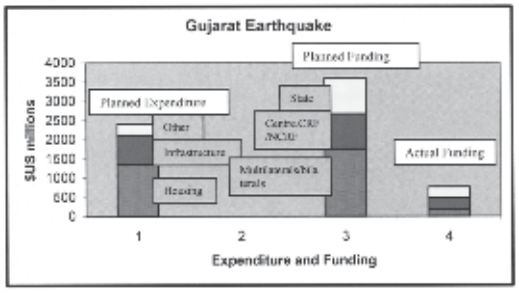
"If a government cannot raise sufficient resources after a disaster, a so-called financing gap occurs. In practice, gaps for disaster losses are frequently encountered in developing countries."

other developing countries, the inadequate construction and building standards, combined with weak enforcement of building codes, make the dwellings and other properties vulnerable to NATCAT perils. Similarly, there is huge accumulation of exposure of crop losses every year which is more important than individual risk exposures for offering profitable insurance solutions. Most of the existing insurance coverage in agriculture is due to compulsory insurance covering the financiers who are lenders to the farmers only and the maximum business is solicited through Bancassurance. This indirectly means that there is not much respite available to cover the losses of individual farmers (through insurance) who get depressed after repeated crop failures leading to suicides, which has become a trend breaking the backbone of the agrarian based economy in the recent times. In 2005, out of a total economic loss of $225 billion imposed by disasters, only $80 billion was insured; and the percentage of insured losses in developing countries is very low. There is a real need for the insurance industry to offer suitable solutions towards penetrating these markets.

As a starting point, the insurers can play a pivotal role in bringing awareness across the society as a part of effective disaster risk management strategy and help them in (i) identifying the



hazards and risks one is facing; suggest measures in (ii) reducing those risks by, for example, either avoiding the hazard or building structures that can withstand hazard impacts; and finally accepting financial transfer of losses through insurance policies i.e. (iii) transfering the risks that cannot be eliminated or reduced through risk sharing mechanisms. These three components need to be inter-related and mutually reinforcing.

If a government cannot raise sufficient resources after a disaster, a so-called financing gap occurs. In practice, gaps for disaster losses are frequently encountered in developing countries. As shown in this figure, after the earthquake of 2001 in Gujarat, India, there was a significant shortfall between the planned government expenditure, its planned funding sources and the actual funding made available. While government expenditure for infrastructure and housing for 2001 and 2002 was planned at 2.4 billion USD, and planned funding from the state and other sources was 3.6 billion USD, actual funding received at the end of 2002 amounted to only 0.7 billion USD. The financing gap denotes the inability of a country to finance its reconstruction and other obligations from traditionally available sources after a disaster. If an insurer canvasses against the proactive measures to prevent losses before the onset of disaster; spreads information regarding available financial loss-sharing mechanism through insurance; and is ready to accept the risks by way of offering simpler products and promotes micro insurance, the gap can be reduced to a greater extent with a multifold increase in the general insurance penetration and density.

CSR as a Value Creation:

The insurance industry has a significant impact on the nation's economy that extends well beyond its responsibilities to collect premiums and settle claims. It employs licensed professionals, pays taxes, makes investments helping the nation to build infrastructure, and serves people in their times of greatest need. By conducting awareness programmes, providing education and training on

insurance to the local youth on voluntary basis, the unemployment problem can be minimized to a greater extent, as it will help many of them to take up suitable careers in insurance industry; and also curb the unnecessary migration to other areas in search of better opportunities. The best example of CSR can be the role of insurer in bringing about awareness on road traffic management, safety driving techniques etc which will also have a direct bearing on the claim ratios of Motor Insurance. Earlier, Loss Prevention Association of India used to play an active role with an aim to promote safety through education, training and consultancy in various economic activities viz. Manufacturing, Electricity, Gas and Water, Construction, Wholesale and Retail Trade; Hospitality, Transport etc which is no more existing now.

As per the Insurance Information Bureau, during 2009-10, the number of claims reported are 32,57,741 with an incurred claims of ₹ 8577.99 crore. While the average Third Party Incurred Claims Ratio (ICR) is 126.33%, the ICR is reported to be higher with respect to passenger and goods carrier segments. Therefore, with the increasing competition in the market and declining profit margins, it is imperative for general insurers to manage costs across the entire value chain and identify ways of redesigning their services so that there will be improvement in the profitability and increase in the value of insurance to customers. According to WHO's Global Status Report on road safety, India has the highest number of road accidents in the world. With over 130,000 deaths annually, the country has overtaken China and now has the worst road traffic accident rate worldwide. The report pointed to speeding, drunk driving and low use of helmets, seat belts and child restraints in vehicles as the main contributing factors. The real numbers of fatalities could be much higher since many cases are not even reported. There is no estimate as to how many people injured in road accidents die later. And their deaths are then no longer linked to road traffic accidents. Of these, many of the accidents can be prevented by training drivers and enforcing rules. It is therefore necessary to impart a minimal level of education related to road safety especially for young children to make them safety conscious and cultivate the habit of being courteous to fellow citizens as no law can enforce any rule to be courteous. Thus, there is need to look forward to formulate a comprehensive safe "Driving Policy" with focus on traffic and pedestrian management.

CSR as Philanthropy:

In modern times, Mahatma Gandhi's talisman to recall the face of the poorest of the poor person when the self becomes too much, expresses the deepest social thought of the Father of Nation. At global level, On December 10, 1948 the General Assembly of the United Nations adopted and proclaimed the Universal Declaration of Human Rights consisting of 30 Articles as a common standard of achievement for all peoples and all nations, recognising that every individual and every organ of society inherent deserves dignity. According to Article 25 (1) everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. In terms of Article 29 (1), everyone has duties to the community in which alone the free and full development of his personality is possible. (2) In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the

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general welfare in a democratic society. The UN Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption. As rightly stated by Dr. Jamshed J Irani in his key note address on Corporate Social Responsibility, the primary aim of an industry should not be to make money. The aim should be to serve customers and other stakeholders and the result would surely be to make money. And pursuing excellence would enable it to create even more wealth, and part of the wealth thus created should be made available for the benefit of the community and the nation.

Let us take the example of health insurance in India. Today, health insurance is the second biggest business segment with thin margins and high claim ratios; and yet, there is vast majority of population uncovered under medical insurance. According to insurance industry, the reasons for loss proneness of the health insurance business are: i) absence of critical mass of younger sections requiring to spread the losses, ii) under-pricing of health insurance in the name of competition and iii) over-utilisation of the benefits / moral hazard leading to exaggeration of the claim amounts. While there is tremendous growth in the health insurance business, the credit actually shall go to various government schemes for adopting group insurance solutions covering the most of BPL population in some of the states. But according to a study made on social inclusion and financial protection, in India, from consumer point of view, the insurance coverage is low because the information about private health insurance is lacking and the mechanism used by insurance providers is not suitable to the consumers, which is true for retail market. From the market perspective, the size of the basket offering variety of health insurance products available in the market has increased multi-fold after opening of industry. As per Health Insurance Data report published by IIB, the claims are more with respect to infectious diseases (318989) followed by diseases of the digestive system (243848) constituting more than 17% of the total claims (3263597). It is a well known fact that in developing countries, four-fifths of all the illnesses are caused by water-borne diseases, with diarrhoea being the leading cause of childhood death; and it is most common in rainy season. The only way to break the trend is to improve the people's hygienic behaviour and to provide them with certain basic needs: drinking water, washing and bathing facilities and sanitation. Malaria transmission is facilitated when large numbers of people sleep outdoors during hot weather, or sleep in houses that have no protection against invading mosquitoes. A lot of good-work is still to be done by the Indian insurance industry to educate the customers in a proactive manner towards better health care management and to design solutions that can meet the comprehensive insurance needs of all those uncovered Indian citizens residing in the remotest corners of India.

Caring for society shall serve as encouragement to insurers to join hands to work towards a better India where insurance will be accessible to all. CSR initiatives by various insurers shall result in:

- Creating awareness on insurance as a part of financial inclusion, rights, and responsibility;
- Spreading awareness on risk prevention; and preparing education programme for improving the safety and overall economy of society;
- Capacity building initiatives including promotion of preventive care for sound healthcare management, stressing on the importance of the ethics to prevent moral

hazard element which has a bearing on cost of insurance;

- Designing suitable and affordable insurance products for all with sustainable elements duly incorporated.

In this endeavour, insurer needs to go beyond the regulatory obligations prescribed for rural and social sectors; and turn inherent weaknesses and threats on the way into strengths and opportunities through their vision and actions. In the absence of any specific body established especially for providing specialised technical service consisting of hazard identification, evaluation and control, conducting safety audits, advice on selection and installation of personal protective equipment etc., there is need to impart training and education through training programmes, seminars and conferences on different aspects of ethics, moral hazard, safety and loss prevention. There has to be alignment between the business and social responsibility strategy and functions. If required, the insurers shall work closely with all stakeholders including government, regulators, public, NGOs and others; and create value for protecting everyone for their lives and livelihood requirements in the society. Bringing about awareness on various activities for social and inclusive development including health, education, risk prevention and protecting against risks as a part of social welfare are integral part of wider Corporate Social Responsibility, which if taken up by insurance industry can better manage the entire gamut of risks being faced by the country and help in its march towards making India one of the developed nations by the end of the decade.

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The author is Deputy Director (Health), IRDA. The views expressed in the article are her own.

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प्रकाशक का संदेश

संपूर्ण विश्व में इस बात पर चर्चा हो रही है कि लोगों में खुशहाली के साधारण मानकों की स्थापन के लिये क्या आवश्यक है? सामान्यतः, यह तथ्य स्वीकार किया जा चुका है कि अर्थव्यवस्था के सर्वोच्च स्तर पर विकास होने के उपरान्त भी, लोग सामान्यत: अन्य ऐसे तथ्यों की खोज में लगे रहते हैं जिनसे उन्हें और अधिक सुरक्षा व आराम की अनुभूति हो सके। कई देशों में इस बात पर अत्यधिक जोर दिया जा रहा है कि इस ओर सदैव प्रयत्न किये जाते रहें; तथा दीर्ध काल से यह सोचा जाता रहा है कि इस स्तर की खुशहाली के लिये केवल सरकार ही उत्तरदायी है। हाल ही में, इस क्रम में कई व्यापारिक घरानों की भागीदारी का प्रस्ताव रखा गया है – चाहे आदेश पत्र के जरिये या उनकी अपनी इच्छाशक्ति से।

भारत में, अपेक्षाकृत, रहन–सहन के साधारण विकास में अत्यधिक वृद्धि देखने को मिली है। इस तरक्की को हासिल करने में निगमों के योगदान को नज़रंदाज़ नहीं किया जा सकता बल्कि इसमें और अधिक योगदान की अपेक्षा की जा सकती है। अब यह समझा जाने लगा है कि यह एक ऐसा प्रक्षेत्र नहीं है जिसमें अनिवार्य दबाव डाला गया है बल्कि कुछ परेशानी वाले क्षेत्रों में स्वैछिकता से भागीदारी की जा रही है तथा उसमें सुधार के प्रयत्न किये जा रहे हैं। यह भी एक संतोषजनक बात है कि यह कार्य केवल सार्वजनिक क्षेत्र तक ही सीमित नहीं है, बल्कि इसमें निजि कंपनियाँ भी अपना संपूर्ण योगदान दे रही हैं। क्या इस पर जोर देने की आवश्यक्ता है कि किसी को केवल आदेश दिये जाने से ही मार्ग दर्शन किया जाए?

बीमा उद्योग प्रारंभ से ही इस सामाजिक उत्तरदायित्व में कार्यरत्त है। यद्यपि, कुछ ऐसे क्षेत्र भी हैं जिनमें अत्यधिक महत्व दिये जाने की आवश्यक्ता है वह हैं – जन साधारण में जागरूकता का विकास, न्यूनतम विवादास्प्रद प्रक्षेत्रों में अधिक कार्य करना, आदि। इसके लिये मार्ग–दर्शिका तय्यार करने के लिये बीमाकर्ताओं को ऐसे दिशानिर्देश दिये जाने चाहियें जिनके अंतर्गत वह जन साधारण को उनके निरोधक स्वास्थ्य सुरक्षा, साधारण स्वास्थ्य विज्ञान का अभिग्रहण, दुर्घटना की दर पर नियंत्रण, आदि मामलों में प्रशिक्षिण दें। हालाँकी यह अत्यधिक साधारण लग सकता है, परन्तु इन मामलों में जागरूकता के प्रसार की आवश्यक्ता है, मुख्यत: ग्रामीण व विकासशील क्षेत्रों में। यथा समय, समाज में प्रत्यक्ष विकास से संबधित सकारात्मक विकास के परिणामों के साथ–साथ इन प्रयत्नों से बीमाकर्ताओं के लिये बेहतर व्यापारिक परिणाम भी प्राप्त किये जा सकते हैं।

'बीमाकर्ताओं के लिये निगमित सामाजिक उत्तरदायित्व' जर्नल के इस अंक का केन्द बिन्दु है। एक प्रक्षेत्र जोकि बढ़ते हुए विभिन्न जोखिमों से परिपूर्ण है, उसमें जोखिम का दक्षता से प्रबंधन अधिक महत्व रखता है। 'बीमाकर्ताओं के लिये जोखिम प्रबंधन' जर्नल के अगले अंक का केन्द्र बिन्दु रहेगा।

जे हरि नारायण

जे. हरि नारायण
अध्यक्ष

दृष्टि कोण

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निरंतर विपरीत परिस्थितियों के चलते, पुनर्बीमाकर्ताओं ने यह साबित किया है कि वह जोखिम को सटीक रूप से समझने व उसका प्रबंधन करने का सामर्थ्य रखते हैं; यह न केवल पुनर्बीमा क्षेत्र के लिये ही एक अच्छी खबर है बल्कि पॉलिसीधारकों के लिये भी एक अच्छी खबर है।

श्री जर्मी कॉक्स
अध्यक्ष, पारदर्शी पुनर्बीमा सह–समिति, आइएआईएस

नवोदित बाज़ारों में वित्तिय व आर्थिक प्रणालियों की बढ़ती हुई जटिलता व अंत: संबंधों, तेज़ी से होते बदलाव तथा प्रस्तुत ढाँचा परिवर्तन के कारण संपूर्ण भौगोलिक वित्तिय उद्योगों पर गहरा प्रभाव पड़ेगा।

श्री हेन्ग स्वी कीट
प्रबंध निदेशक, मोनेटरी ऑथोरिटी ऑफ़ सिंगापुर

हमारे मिशन का एक महत्वपूर्ण हिस्सा संयुक्त राज्य बीमा कंपनियाँ जोकि अन्य देशों में कार्यरत्त हैं उनके लिये सशक्त विनियमों के लिये समर्थन व विदेशी विनियामकों द्वारा अपनाई जा रही कुशल कार्यनीति को समझना व उसका कार्यान्वयन करना है।

श्री जॉन एम. हफ़
मिसूरी बीमा निदेशक, एनएआईसी

हमारी ग्राहक सुरक्षा कार्यनीति का एक घटक हमारी मजबूत वचन बद्धता है जिसके अंतर्गत हम उन संस्थाओं, जो हमारे मानकों के अनुरूप कार्य करने में कमजोर पड़ जाती हैं, के विरुद्ध इस प्रकार की आचरण कार्यवाही करना है, जिससे कि उनके विश्वसनीय निवारण के स्तर में सुधार हो सके।

सुश्री शीला निकोल
निदेशक आचरण पॉलिसी, एफ़एसए, यूके

कार्य करने की सुवेच्छा को एक बुद्धिमान सर्वेक्षक जो एक सुस्पष्ट अधिदेश बनाने में सक्षम हो; कार्यात्मक स्वाधीनता का सामाजिक उत्तरदायित्व के साथ समन्वय; कुशल कर्मचारी; तथा परिषदों व उद्योग के साथ एक रचनात्मक संबंध की आवश्यक्ता होती है जिससे कि 'विनियामक पकड़' से बचा जा सके।

श्री जॉन एफ़ लैकर
अध्यक्ष, ऑस्ट्रेलियन प्रुडेन्शियल रेगुलेशन ऑथॉरिटी

उद्योग के और अधिक सुदृढ़ विकास से मुझे अत्यंत प्रसन्नता होगी। ऐसे उद्योग का क्या लाभ जिसकी जड़ें कमजोर हों, परन्तु उच्च शाखा अत्यंत लुभावनी हो? वह आपदा की एक निश्चित विधि है।

श्री जे. हरि नारायण
अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत

"

क्यों नहीं बढ़ रहा है आम बीमा का जनाधारण

जगेंद्र कुमार का कहना है कि भारत में बीमा के पिछड़ने का सबसे बड़ा कारण बीमा ज्ञान की कमी तथा बीमा से अनभिज्ञता है।

...(पिछले अंक से आगे)

"ज्यादातर कानून कागजों में दब कर रह गए पालिसीधारकों को न तो पता है, न ही बताया जाता है कि उनको हर बीमा सेवा के लिए, पालिसी से दावे तक समय सीमा निर्धारित है।"

विस्तार या जेब परिवर्तन:

बीमा कम्पनियों पर सबसे बड़ा आक्षेप यह है कि वह नया बीमा क्षेत्र बढ़ाने या नए ग्राहक जोड़ने के बजाय दूसरी कम्पनी के ग्राहक तोड़ना ज्यादा आसान समझती हैं। इससे बीमा का प्रीमियम केवल एक जेब से दूसरी जेब से हस्तांतरित हो जाता है, न बीमा का विस्तार होता है न ही नए ग्राहकों तक पहुँच हो पाती है। एक और महत्वपूर्ण आक्षेप यह भी है कि बाजार में बीस नई बीमा कम्पनियां आने के बाद भी जरूरत के अनुसार बीस नए उत्पाद भी बिक्री हेतु उपलब्ध नही हुए। उन्ही उत्पादों को तोड़ मरोड़ कर लाभ का उन्ही दरों पर बाजार में उतार दिया गया। यहां तक कि बीमा कम्पनियों के पास प्रशीक्षित कर्मचारी भी उपलब्ध नहीं हैं जो सामान्य जन तो क्या अपने कार्यालयों में भी उत्पाद विशेषताओं पर चर्चा कर सकें। निजी कम्पनियों में कर्मचारी प्रशिक्षण का स्तर भी बहुत असंतुलति व पिछड़ा हुआ है। देश का 75% क्षेत्र बीमा सुरक्षा को तरस रहा है लेकिन बीमा कम्पनियों के पास या तो उत्पाद नही है, या इन्हें पहुंचाने के लिए संसाधन नहीं है। जिस क्षेत्र में बीमा विस्तार की सर्वाधिक आवश्यकता है उसको बीमा के दृष्टिकोण से विकसित करने की सोच ही नहीं है। यही वजह है कि देश के 40,000 करोड़ का सामान्य बीमा कारोबार भी सकल घरेलू उत्पाद का 0.60% प्रतिशत है जो कि 16% वार्षिक की दर से बढ़ रहा है। यह 0.60 प्रतिशत वैश्विक औसत 2.14% के आगे कहाँ ठहरता है यह चिन्तन का विषय है।

टिकिट साइज:

एक विचारणीय बिन्दु यह भी है कि जहाँ जीवन बीमा का औसत पालिसी साइज लगभग 20,000/- है वंही सामान्य बीमा का यही टिकिट साइज केवल 5,000/- है। यही नही बिक्री कर्ताओं को जीवन बीमा पर कमीशन दर 30% तक है जब कि यह दर आम बीमा में आयर्ताओं को 15% तथा वर्कर्स को 17.5% तक ही है। शायद इसीलिए यह सिर्फ नवीनीकरण तक ही सीमित हो कर रह गया है। प्रशुल्क दरों पर नियंत्रण उठाने के बाद अग्नि तथा इंजीनियरिंग श्रेणी के बड़े टिकिट साइज भी प्रतिस्पर्धा के कारण हो कर सिमटने लगे है। मेरिन ट्राँजिट पालिसियों तो प्रशंसात्मक या काम्प्लीमेन्टरी दी जा रही है इसी आशा में कि इसके बहाने बड़ी पॉलिसियाँ भी बिकेंगी। बड़े प्राशुल्क की पालिसियां पारदर्शता के सन्देह में हैं। छोटे शब्दों में लिखे फुटनोट हमेशा उपभोक्ता के अधिकारों पर कैंची चला देते हैं। उन्हें स्पष्ट या पारदर्शी नही बनाना बीमा कंपनियाँ अपना जन्मसिद्ध अधिकार समझती हैं। प्राकृतिक आपदाओं के प्रति सुरक्षा या बीमा लेना तो भारतीयों की जीवन शैली में शामिल ही नही हैं।

कैसे बढ़ेगा आम बीमा का जनाधार:

बीमा रेग्यूलेटर ने सन 2000 से आज तक ढेरों कानून बनाए। ज्यादातर कानून कागजों में दब कर रह गए पालिसीधारकों को न तो पता है, न ही बताया जाता है कि उनको हर बीमा सेवा के लिए, पालिसी से दावे तक समय सीमा निर्धारित है। वास्तव में ये विषय कानून का है ही नही। यह क्षेत्र सेवा का है जहाँ बीमा कम्पनियां अपनी सेवा के दायरे में विचार करें। लाभ केन्द्र (प्रोफिट सेन्टर) की मानसिकता से हर कर दूरस्थ क्षेत्रों में ग्रामीण चैनलों के माध्यम से सेवाएं पहुंचाएं। उन्हीं लोगों की जरूरत के अनुसार नए उत्पाद बनाएं। बेचते समय हिन्दी में तथा दावे के निपटारण के समय अंग्रेजी में बोलने की सोच को बदलें। बिक्री उपरान्त सेवा देकर ग्राहकों में विश्वास जमाएं। आम बीमा उत्पादों की जानकारी आम नागरिक को उपलब्ध कराएं तथा उसे उसकी जरूरतों के मुताबिक बीमा पालिसियां बेचे। हर वर्ग के व्यक्ति को किसी न किसी बीमा पालिसी की आवश्यकता है किन्तु जब तक उसके मानस में यह बात घर नहीं करेगी कि यह बीमा कम्पनी मेरी दावे की परिस्थितियों में मेरी आर्थिक सहायता मित्रवत करेगी, कम से कम भारतीय आम नागरिक अपनी प्राथमिकाओं में शामिल नहीं करेगा। इसलिए आवश्यक है कि जनसाधारण का विश्वास जीता जाए उसे सामान्य बीमा की जानकारी उपलब्ध कराई जाए तथा दूरस्थ क्षेत्रों में बीमा सुविधा उपलब्ध करायी जाए।

लेखक कार्पोरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

कितना कारगर है भारत में बीमा शिकायत निवारण तन्त्र

जगेंद्र कुमार का कहना है कि उपभोक्ता संरक्षण मंचों तथा न्यायालयों का भी रवैया बीमा ग्राहक के पक्ष में है जिससे बीमा उद्योग का विकास उस सही दिशा में हो जिससे उपभोक्ताओं तथा राष्ट्र को बीमा का सही लाभ मिले।

बीमा जीवन की एक अनिवार्य आवश्यकता है। सन् 2000 से उदारीकरण के तहत भारतीय बीमा बाजार को निजी क्षेत्र के लिए खोलने के पश्चात बीमा उद्योग ने तेजी से पैर पसारे हैं। आज भारत में 24 जीवन बीमा कम्पनियाँ तथा विशिष्ट कम्पनियों सहित 24 ही गैर जीवन बीमा कम्पनियाँ सक्रिय रूप से कार्यरत हैं जो समस्त भारत वर्ष में अपने कारोबार व उत्पादों को बढ़ा रही हैं। जब जब जिस उद्योग में वृद्धि होती हैं उसके साथ साथ बाजार में अनावश्यक तथा अत्यधिक महंगे उत्पाद भी प्रवेश कर जाते हैं जिससे बिक्री व सेवा दोनों ही प्रभावित होती हैं और जब विक्रय तन्त्र तथा सेवा में दोष स्पष्ट होने लगते हैं तब शिकायतों के अनुसार लगने लगते हैं उस समय यदि शिकायत निवारण तन्त्र तकनीकि तथा व्यवसायिक सेवाएं प्रदान करें तो मूल उद्योग के विस्तार की संभावनाएं अधिक हो जाती हैं।

यद्यपि अन्तर्राष्ट्रीय बीमा बाजार में भारत की हिस्सेदारी अच्छी नहीं हैं किन्तु गत दस वर्षों में भारतीय बीमा कम्पनियों ने अच्छी वृद्धि दर दर्शायी हैं। यही कारण हैं कि आज भारत में बीमा कारोबार प्रवेश धनत्व तेजी से वृद्धि की ओर अग्रसर हैं। आइए एक नजर भारत में बीमा की स्थिती पर डालें:

(करोड़ रु. में)

जीवन बीमा			गैर जीवन बीमा (विशिष्ट क. के अतिरिक्त)		
2009-10	2008-09	वृद्धि दर	2009-10	2008-09	वृद्धि दर
1,09,894	87,331	25.84	35,816	31,428	13.44

साथ ही बीमा प्रवेश जो वर्ष 2000 में 2.32% था वह 2009 में बढ़कर 5.20% हो गया है जिसमें जीवन बीमा की भागीदारी 4.60% है तथा आम बीमा की मात्र 0.60% ही है। इसी प्रकार बीमा घनत्व जो सन 2000 में मात्र 9.9 अमेरिकी डालर था वर्ष 2009 में बढ़कर 54.3 अमेरिकी डालर हो गया है जिसमें जीवन बीमा का हिस्सा 47.7 तथा सामान्य बीमा का केवल 6.7 अमेरिकी डालर है। स्पष्ट रूप से वृद्धि अपने साथ अनियमितताओं अकुशलता एवं गैर कानूनी परम्पराओं तथा कुरीतियों को भी जन्म देती है इसीलिए बीमा सम्बंधी समस्याओं में भी तेजी से इजाफा हुआ है। यह समस्याएं न केवल बीमा कम्पनियों, उनके उत्पादों एवं सेवाओं के खिलाफ है बल्कि बीमा से जुड़े मध्यस्थों स्वयं सेवा प्रदान करने वाले अनुज्ञप्तिधारियों तथा समस्त बीमा गत ढ़ाँचे के विरुद्ध भी हैं।

शिकायत निवारण :

बीमा विनियामक एवं विकास प्राधिकरण (इरडा) ने जीवन और गैर जीवन बीमा कम्पनियों के विरुद्ध पालिसी धारकों की शिकायतों के निवारण हेतु विशेष शिकायत कक्ष खोला हुआ है। यह शिकायत कक्ष बीमा कम्पनियों के खिलाफ शिकायते दर्ज करके समाधान सुलभ कराता है। हाल ही इरडा ने शिकायत आमन्त्रण केन्द्र आरम्भ कर सम्भावितों और पालिसी धारकों की शिकायतें दर्ज कराने का एक वैकल्पिक माध्यम उपलब्ध कराया

> जब जब जिस उद्योग में वृद्धि होती हैं उसके साथ साथ बाजार में अनावश्यक तथा अत्यधिक महंगे उत्पाद भी प्रवेश कर जाते हैं जिससे बिक्री व सेवा दोनों ही प्रभावित होती हैं।

"इरडा का शिकायत प्रकोष्ठ पालिसीधारकों से बीमा कम्पनियों के विरुद्ध की गई शिकायतें दर्ज करता है। यह ऐसी शिकायतों को संवधित बीमा कम्पनी के हल करने के लिए भेजता है।"

है। जिसमें प्राधिकरण शिकायतों के आनलाइन पंजीकरण के लिए शिकायत कक्ष के स्वचालन द्वारा समन्वित शिकायत प्रबंधन प्रणाली अमल में लाने की प्रक्रिया में भी है। यह प्रस्तावित स्वचालित प्रणाली स्थिती और समाधान की आनलाइन जाँच की सुविधा भी देगी। सामूहिक अधिकार दिशा निर्देशों के अन्तर्गत बीमा प्रदाता पालिसीधारक संरक्षण समिती में भी स्थान पा सकते हैं। साथ ही इरडा ने एक बीमा सूचना ब्यूरो के रूप में एक परामर्शी निकाय भी गठित किया है जो आंकडे संग्रहित, संशोधित और प्रसारित कर रहा है। इसके तहत बीमा कम्पनियों के व्यापारिक आँकडे कमवार संग्रहित और संशोधित किए जाते है। यह विभिन्न बाजारों के बीमा खिलाडियों, अनुसंधानकर्ताओं, पालिसीधारकों के साथ ही सही समय पर फैसला करने के लिए युक्त जनता के लिए भी अत्यन्त उपयोगी है।

बीमाधारकों के हितों की रक्षा:

बीमा उत्पादों की बिक्री में विक्रेताओं को आज भी अनेकों परेशानियों का सामना करना पड़ता है। बीमा कम्पनियों की पालिसियाँ केवल अंग्रेजी में उपलब्ध हैं जो कि भारत में आम जन की भाषा नही हैं। सार्वजनिक कम्पनियों की भी अधिकांश पालिसियां द्विभाषी नहीं हैं। पालिसियों में अनेक महत्वपूर्ण शर्तें फुटनोट के रूप में अत्यन्त सूक्ष्म शब्दों में छपी हुई होती हैं जो पठनीय नही हैं। मूल्य की उपयुक्तता की जाँच इरडा द्वारा की जाती है तदुपरान्त मूल्य परिवर्तन तथा निर्देशों एवं शर्तों में परिवर्तन पर अंकुश आवश्यक है। गलत बिक्री की घटनाएं भी आम हैं। दूरस्थ विपनन से गलत बिक्री एक नई चुनौती के रूप में उभर कर आई है जो कि तकनीक के आधुनिकीकरण के साथ पैदा हुई है। नए और तीव्रतर संसाधनों के लाभों के पूर्ण दोहन की अत्यधिक आवश्यकता है तथा तकनीक के आधुनिकीकरण के साथ उत्पन्न नई समस्याओं से भी निपटने की आवश्यकता है। जीवन बीमा की अधिकांश पालिसियां बीच में ही टूट जाती है जिसका लाभ पलिसी धारकों को नही मिलना भी चिन्ता का विषय है।

लोक शिकायतें

इरडा का शिकायत प्रकोष्ठ पालिसीधारकों से बीमा कम्पनियों के विरुद्ध की गई शिकायतें दर्ज करता है। यह ऐसी शिकायतों को संवधित बीमा कम्पनी के हल करने के लिए भेजता है। शिकायतों की पूर्ण जांच व समाधान करने पर बीमा कम्पनी इरडा को उसकी दृष्टि करती है ऐसी शिकायतों की वर्तमान स्थिति इस प्रकार है

बीमा कम्पनी	31.03.2009 पर बकाया	2009-10 में दर्ज शिकायतें	2009-10 तक परिष्कृत	31.03.2010 तक अपरिष्कृत
जीवन बीमा एल आई सी निजी	186	606	642	150
	272	1843	1870	245
कुल	458	2449	2512	395
आम बीमा सार्वजनिक निजी	443	1061	1077	427
	210	1015	1096	129
कुल	653	2076	2173	556

शिकायतों की प्रवृत्ति:

शिकायत प्रकोष्ठ में दर्ज शिकायतों का विश्लेषण करने पर चौंकाने वाले तथ्य सामनें आये। जहां सामान्य बीमा के क्षेत्र में शिकायतें मुख्यतया (क) पालिसी से सम्बंधित (ख) दावा रद्द करने या आंशिक भुगतान करने या दावा नही निपटाने से सर्वाधिक पाई गई वहीं जीवन बीमा के क्षेत्र में सर्वाधिक समस्याएं (क) गलत योजनाएं व शर्तों का आवरण (ख) गलत विक्रय (ग) यूनिट लिंक्ड व्यय (घ) जमा की राशि को वापिस न देने तथा (ङ) पालिसी बाँड प्राप्त न होने से सम्बंधित थी। आम तौर पर जीवन बीमा में दावों से सम्बंधित शिकायतें दूसरी प्राथमिकता पर

है जबकि सेवा से सम्बंधित शिकायतें प्रमुख वरीयता क्रम में हैं। पालिसी का निरीक्षणीकरण तथा प्रीमियम का समान करना भी पालिसीधारकों की प्रमुख समस्याओं में हैं। शिकायतों का निवारण जीवन बीमा में सार्वजनिक का 86.4% तथा निजी कम्पनियों का 83.0% है जो कि सामान्य बीमा के क्षेत्र में सार्वजनिक कम्पनियों का 76.93% तथा निजी कम्पनियों का 89.47% है।

लोकपाल प्रणाली:

समस्त भारत में 12 लोकपाल (ओम्बडसमैन) केन्द्रों के साथ लोकपालो ने अकेले वर्ष 2009-10 में 16064 शिकायते बीमा कम्पनियों से सम्बंधित दर्ज की। जिसमें से छ: प्रतिशत को वापिस लिया गया है तथा आठ प्रतिशत शिकायतों को रद्द किया गया। वर्ष 2009-10 में लोकपालों द्वारा फैसला की गई शिकायतों की स्थिती इस प्रकार रही:

बीमा कम्पनी	31.03.2009 तक शिकायतें	2009-10 प्राप्त शिकायतें	2009-10 कुल फैसला	31.03.2010 तक लम्बित
जीवन बीमा	557	8967	8636	888
गैर जीवन बीमा	838	7097	6554	1381
सयुंक्त	1395	16064	15190	2269

एक चौंका देने वाला लक्ष्य यह भी है कि लोकपाल प्रणाली के तहत परिष्कृत दावों में सर्वाधिक प्रतिशत 64.59 उन शिकायतों का रहा जो अस्वीकार कर दी गई। इनमें जीवन बीमा की 73.81% थी तथा गैर जीवन बीमा सम्बंधित 52.44% थी। बीमा विनियामक हाल ही में लोकपाल की संस्था न्यायाधीकार के परिवर्तन और विस्तार के लिए विचार कर रही है ताकि बीमा कर्ताओं के पास लम्बित शिकायतों को भी सुलझाया जा सकें।

लोकपाल का कार्य पालिसीधारकों तथा बीमाकर्ताओं के बीच उत्पन्न विवादों से सम्बंधित शिकायतों का कम लागत पर, प्रभावी तौर पर तथा निष्पक्षता से निवारण करना है। लोकपाल निम्न शिकायतें सुनते हैं (क) दावों का आशिक या पूर्णतया अस्वीकार करना। (ख) पालिसी की शर्तों के अनुसार देय या प्रदत्त प्रीमियम विवाद (ग) दावों से सम्बंधित पालिसी की विधिक व्यवस्था पर विवाद (घ) दावों के विस्तारण में विलम्ब तथा (च) प्रीमियम प्राप्त होने के बाद दस्तावेज सम्बंधी विवाद।

लोकपाल तीन महीने के अन्दर अवार्ड पारित करते हैं तथा बीस लाख तक के उक्त विषयों सम्बंधी विवाद उनके क्षेत्राधिकार में आते हैं।

उपभोक्ता सरंक्षण अधिनियम 1986

इस अधिनियम के तहत यदि कोई उपभोक्ता बीमा उत्पाद या बीमाकर्ता की सेवाओं से संतुष्ट नही है तो वह व्यक्तिगत रूप से विभिन्न मंचों में अपनी समस्या के समाधान हेतु सम्पर्क कर सकता है। इस अधिनियम के तहत शिकायतों के निवारण हेतु प्रत्येक जिले एवं राज्य में उपभोक्ता विवाद निवारण मंचों की स्थापना की गई हैं जो इस प्रकार हैं:

1. जिला मंच - 20 लाख रु. तक के मामले
2. राज्य आयोग - 20 लाख से 1 करोड़ तक के मामले
3. राष्ट्रीय आयोग - 1 करोड़ से ऊपर के मामले राज्य आयोग को जिला मंच के निर्णयों के खिलाफ अपीलों की सुनवाई का तथा राष्ट्रीय आयोग को राज्य आयोग के निर्णयों के विरुद्ध अपीलों की सुनवाई का क्षेत्राधिकार है। इन आयोगों का उद्देश्य पीड़ित बीमा उपभोक्ताओं को त्वरित गति से राहत पहुंचाना है। ये शिकायतें सेवा, गलत व्यवहार तथा दावा राशि से सम्बंधित हो सकती है।

शिकायत निवारण तन्त्र की कार्य प्रणाली

भारतीय बीमा उद्योग में बीमा तथा बीमा सेवाओं से सम्बंधित शिकायतों के निवारण हेतु चार सूत्री व्यवस्था है :

1. बीमाकर्ताओं द्वारा शिकायत निवारण
2. बीमा विनियामक (इरडा) द्वारा शिकायत समाधान

"बीमा विनियामक हाल ही में लोकपाल की संस्था न्यायाधीकार के परिवर्तन और विस्तार के लिए विचार कर रही है ताकि बीमा कर्ताओं के पास लम्बित शिकायतों को भी सुलझाया जा सकें।"

"लोकपालों द्वारा अर्धन्यायिक प्रक्रिया के तहत रु. बीस लाख तक के दावों की तीन माह के तहत 12 केन्द्रों के माध्यम से सुलझाया जाता है।"

3. लोकपाल द्वारा निवारण

4. उपभोक्ता संरक्षण अधिनियम तथा अन्य न्यायालयों के तहत शिकायत समाधान।

सभी बीमा कम्पनियों के अपने शिकायत निवारण विभाग है जहां व्यवस्थित ढंग से सेवा या दावा राशि सम्बंधी विवादों, दस्तावेज तथा कर्मचारी या मध्यस्थों के व्यवहार सम्बंधी विवादों का निवारण किया जाता है। इरडा के स्तर पर शिकायत निवारण कक्ष के अतिरिक्त ग्राहक मामलों से सम्बंधित विभाग भी है जो बीमा कर्ताओं की जटिलता तथा ग्राहकों की कठिनाईयों पर विशेष ध्यान देता है। लोकपालों द्वारा अर्धन्यायिक प्रक्रिया के तहत रु. बीस लाख तक के दावों की तीन माह के तहत 12 केन्द्रों के माध्यम से सुलझाया जाता है। इसके अतिरिक्त पालिसी को शर्तों के अनुसार पांच निर्णय तथा समझौता प्रक्रिया के तहत भी बीमा विवाद सुलझाये जाते हैं। कानूनी प्रक्रिया के तहत उपभोक्ता अदालतें पालिसीधारकों की पक्षधर रही है तथा बीमा कम्पनियों के उत्पादों के दोषों तथा सेवा दोषों पर महत्पूर्ण निर्णय निर्धारित किए गए हैं। न्यायिक प्रक्रिया के तहत बीमा उपभोक्ता किसी भी न्यायालय जैसे दीवानी, वाहन दुर्घटना के बाद, प्राधिकरण, उच्च न्यायालय तथा सर्वेच न्यायालय जाने का अधिकार रखता है। ग्राहक शिक्षा और ग्राहक सुरक्षा एक ही सिक्के के दो पहलू हैं। बीमा विनियामक का यह बहुत महत्वपूर्ण दायित्व है कि वह ग्राहकों को शिक्षित करे जो कि ग्राहक सुरक्षा के लिए अत्यन्त आवश्यक है। आज बीमा उत्पादों की जटिलता, बीमा दस्तावेजों की सामाजिक अनुपलब्धता, दावा निस्करण में देरी, दावों में अनावश्यक कटौतियाँ तथा अस्थगत कारणों से खरिज करना, बीमा मध्यस्थों का अव्यवहार तथा दावों में होने वाले गैर कानूनी लेनदेन से बीमा उपभोक्ता त्रस्त है। अक्सर देखा गया है कि बीमा कम्पनियों के खिलाफ कार्यवाही करने में पालिसीधारकों के जूते घिस जाते है तथा लागत का अत्यधिक भार आती है अत: हताश होकर बीमा उपभोक्ताओं को बीमाकर्ताओं के अनुचित निर्णयों के आगे झुकना पड़ता है। किन्तु बीमा शिक्षा तथा जागरूकता से अब उपभोक्ता अपने अधिकारों के प्रति सजग हो रहे हैं तथा उपलब्ध चैनलों के माध्यम से अपने अधिकारों की लड़ाई लड़ रहे हैं। यही नही उपभोक्ता संरक्षण मंचों तथा न्यायालयों का भी रवैया बीमा ग्राहक के पक्ष में है जिससे बीमा उद्योग का विकास उन सही लाइन्स पर हो जिससे उपभोक्ताओं तथा राष्ट्र को बीमा का सही लाभ मिले। आज जबकि बीमा उद्योग में विकास दर तेजी से बढ़ रही है, बीमा उपभोक्ताओं की महत्वाकांक्षा भी बढ़ रही है। अगर बीमा कम्पनियों - मध्यस्थों व उपभोक्ताओं के बीच सही संतुलन रहेगा तो स्पष्ट है कि बीमा उद्योग का संतुलित विकास होगा जिसके परिणाम भी दूरगामी होंगे।

लेखक कार्पोरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

भारतीय बीमा उद्योग का सामाजिक सुरक्षा में योगदान

जगेंद्र कुमार का कहना है कि सामाजिक सुरक्षा के लिए बीमा, चाहे वह अनिवार्य हो या वैकल्पिक, को भी एक उपकरण के रूप में मान्यता दी गई है।

बीमा का सामाजिक प्रभाव

निवेश के अतिरिक्त बीमा व्यवसाय का बड़ा सामाजिक प्रभाव है। जीवन बीमा परिवारों को निराश्रित होने से बचाता है। जब परिवार के आय अर्जित करने वाले व्यक्ति की मृत्यु हो जाती है तब परिवार की आय अंशत: या पूर्णत: समाप्त हो जाती है। जब तक स्थिति की संभालने की दूसरी व्यवस्था न हो तब तक परिवार की आर्थिक स्थिति पर उसका प्रभाव पड़ता है। जीवन बीमा ऐसी ही वैकल्पिक व्यवस्था प्रदान करता है। यदि ऐसी वैकल्पिक व्यवस्था न हो तो परिवार निराश्रित हो जायेगा। निराश्रित लोग समाज एवं सरकार पर भार हैं। गरीब लोग आर्थिक सहायत जनसंख्या में भारी वृद्धि निम्नस्थरीय शिक्षा तथा बच्चों में भीख मँगने की आदत के कारण राष्ट्र पर भार है। जीवन बीमा ऐसी लागतों को कम कर राज्य की सामाजिक व्यवस्था के प्रयास में पूरक भूमिका अदा करता है। अल्प आयु में सहायता के अतिरिक्त भी जो लोग दीर्घायु है, बीमा व्यवसाय उन मामलों में भी एक विशिष्ट योगदान करता है। पैंशन एवं परिपक्वता की सहायता से बगैर किसी दूसरे पर आश्रित हुए एक बेहतर एवं सुखमय जीवन संभव हो सकता है। जिन राष्ट्रों में वयोवृद्ध लोगों का दायित्वभत्ता एवं स्वास्थ्य देख रेख के माध्यम से सरकारें निर्वहन करती है तब बीमा की व्यवस्था रहने पर सरकार पर पड़ने वाला भार पर्याप्त रूप से कम हो जाता है।

समाज कल्याणकारी योजनाएँ:

भारत में सरकार समाज कल्याण के उद्देश्य को पूर्ण करने के लिए सार्वजनिक क्षेत्र के उपक्रम सदैव बीमा कल्याणकारी योजनाओं का प्रयोग करते रहे हैं। भारत में बीमा कंपनियों पर कानून बाध्यकारी है जिसके अन्तर्गत बीमा का लाभ समाज के आर्थिक रूप से पिछड़े हुए वर्ग एवं असंगठित क्षेत्रों के लोगों को बीमा का लाभ प्रदान करना बाध्यकारी होता है। जीवन बीमाकर्ता ऐसे नवोन्मेषी योजनाएं विकसित करते रहे हैं जो जीवन आवरण के साथ साथ निवेश तथा सामाजिक सुरक्षा के विकल्प भी उपलब्ध करती हैं। सामाजिक सुरक्षा के लिए बीमा, चाहे वह अनिवार्य हो या वैकल्पिक, को भी एक उपकरण के रूप में मान्यता दी गई है। कर्मचारी राज्य बीमा अधिनियम 1948 में इस बात का उल्लेख है कि कर्मचारी राज्य बीमा निगम औद्योगिक कर्मचारियों और उनके परिवारों जो कि बीमित होते हैं की बीमारी, अशक्तता, प्रसूति और मृत्यु पर होने वाले खर्चों का भुगतान करेगा तथा अस्पतालों, औषधालयों आदि का रखरखाव करेगा। यह योजना अधिसूचित कुछ औद्योगिक क्षेत्रों में परिचालित है।

(शेष अगले अंक में.....)

> पैंशन एवं परिपक्वता की सहायता से बगैर किसी दूसरे पर आश्रित हुए एक बेहतर एवं सुखमय जीवन संभव हो सकता है।

लेखक कार्पोरेट हेड (ट्रेनिंग), श्रीराम जनरल इश्योरेंस, 71/143, परमहंस मार्ग, मानसरोवर, जयपुर - 302020

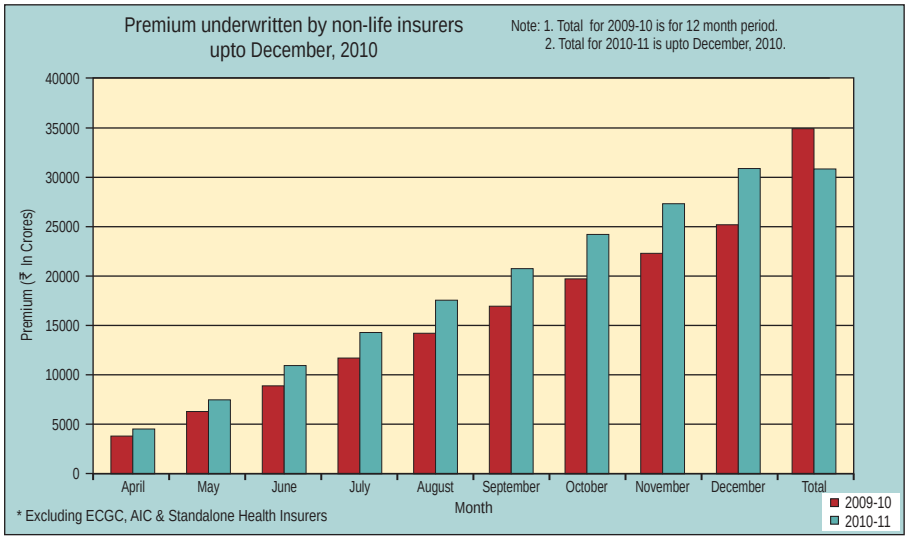
Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF DECEMBER, 2010

(₹ in Crores)

INSURER	DECEMBER		APRIL-DECEMBER		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2010-11	2009-10*	2010-11	2009-10*	
Royal Sundaram	90.87	75.20	829.32	660.26	25.61
Tata-AIG	101.57	75.08	895.02	658.09	36.00
Reliance General	143.06	177.66	1218.11	1563.74	-22.10
IFFCO-Tokio	140.22	106.70	1325.00	1089.48	21.62
ICICI-lombard	309.23	264.17	3123.68	2399.64	30.17
Bajaj Allianz	227.31	197.10	2094.42	1800.45	16.33
HDFC ERGO General	106.17	75.16	941.95	663.05	42.06
Cholamandalam	71.61	66.40	718.32	597.83	20.15
Future Generali	52.98	29.97	441.35	252.07	75.09
Universal Sompo	24.14	16.51	212.37	115.15	84.43
Shriram General	70.79	48.08	524.02	259.05	102.28
Bharti AXA General	33.20	22.28	373.69	170.12	119.67
Raheja QBE	0.37	0.07	5.71	1.18	383.58
SBI General#	2.58	0.00	14.39	0.00	
L&T @	2.13	0.00	3.84	0.00	
New India	635.55	557.03	5310.32	4488.99	18.30
National	542.26	406.71	4310.02	3298.08	30.68
United India	532.89	467.20	4578.25	3744.08	22.28
Oriental	447.28	379.76	3893.34	3411.24	14.13
PRIVATE TOTAL	1376.22	1154.37	12721.17	10230.11	24.35
PUBLIC TOTAL	2157.98	1810.70	18091.93	14942.39	21.08
GRAND TOTAL	3534.20	2965.07	30813.11	25172.49	22.41
SPECIALISED INSTITUTIONS:					
1.Credit Insurance					
ECGC	73.16	74.34	632.52	594.97	6.31
2.Health Insurance					
Star Health & Allied Insurance	161.85	83.16	951.16	727.61	30.72
Apollo MUNICH	15.89	9.28	140.25	78.10	79.57
Max BUPA $	2.66	0.00	14.97	0.00	
Health Total	180.40	92.44	1106.37	805.72	37.32
3.Agriculture Insurance					
AIC	45.82	37.05	1293.84	1164.79	11.08

Note: Compiled on the basis of data submitted by the Insurance companies
@ Commenced operations in March, 2010
 # Commenced operations in April, 2010
** Figures revised by insurance companies*



Statistical Supplement

(Monthly - November, 2010)

Name of the Insurer: *Bajaj Allianz General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	2015.50	17738.33	29319	239329	290.67	1514.57	19808826.00	242690766.00
Previous year	1724.84	16223.76	30701	245010	-423.93	-320.62	13396684.00	194603500.00
Marine Cargo	445.88	4862.27	13640	112654	-0.15	561.76	10598564.00	100875232.00
Previous year	446.03	4300.51	14310	108113	-30.49	-672.27	3222982.00	52226238.00
Marine Hull (Including Onshore & Offshore oil energy)	8.61	340.37	23	255	-97.05	-126.32	6574.00	2448703.00
Previous year	105.66	466.69	94	884	-20.36	-708.33	268879.00	2523248.00
Marine (Total)	454.49	5202.64	13663	112909	-97.20	435.44	10605138.00	103323935.00
Previous year (Total)	551.69	4767.20	14404	108997	-50.85	-1380.60	3491861.00	54749486.00
Aviation	84.54	1916.72	25	213	-115.72	-364.11	924633.00	28430523.00
Previous year	200.26	2280.83	30	193	-83.18	-58.02	1819261.00	19333332.00
Engineering	950.98	6556.83	1419	10873	235.39	92.00	14685290.00	125518803.00
Previous year	715.60	6464.83	1331	10907	-90.57	-622.73	6222790.00	77437764.00
Motor Own Damage	10532.92	83915.90		2309801	2450.29	18605.13	721684.00	6043300.00
Previous year	8082.63	65310.77	316326	2361838	492.26	-497.88	607723.00	4890285.00
Motor Third party	3231.77	27360.83	335213	2685752	168.61	2164.83		
Previous year	3063.17	25195.99	317010	2427114	-83.23	-2983.19		
Motor (Total)	13764.70	111276.72	335213	2685752	2618.90	20769.96	721684.00	6043300.00
Previous year (Total)	11145.80	90506.76	317010	2427114	409.03	-3481.07	607723.00	4890285.00
Workmen's compensation / Employer's liability	242.29	1656.87	1408	13266	92.74	502.36	32900.00	230768.00
Previous year	149.55	1154.51	1429	11896	33.27	-608.70	21176.00	204795.00
Public Liability	4.34	44.24	8	99	1.02	3.52	9672.00	112906.00
Previous year	3.32	40.72	7	110	2.23	-599.41	6702.00	116267.00
Product Liability	54.66	822.81	37	340	3.73	196.50	34982.00	388704.00
Previous year	50.93	626.32	37	336	7.99	-661.25	38016.00	494719.00
Other Liability Covers	183.20	4629.70	235	2223	-110.36	1568.75	157312.00	1689843.00
Previous year	293.56	3060.95	253	2318	77.33	-391.01	127285.00	1639614.00
Liability (Total)	484.48	7153.63	1688	15928	-12.87	2271.12	234866.00	2422221.00
Previous year (Total)	497.36	4882.51	1726	14660	120.82	-2260.36	193179.00	2455395.00
Personal Accident	377.30	3450.79	6148	60419	81.27	-208.37	2102330.00	31629878.00
Previous year	296.03	3659.16	6940	59460	-147.36	-891.61	1500505.00	19078899.00
Medical Insurance	1531.22	16749.39	62331	613640	362.44	552.75	1848863.00	18780450.00
Previous year	1168.79	16196.64	53503	840688	-690.53	-1935.38	2749126.00	24879056.00
Overseas Medical Insurance	326.77	4086.59	36160	365874	-38.96	202.34	191634.00	957054.00
Previous year	365.73	3884.26	28592	285314	65.06	-594.31	359808.00	1436143.00
Health (Total)	1858.00	20835.99	98491	979514	323.48	755.09	2040497.00	19737504.00
Previous year (Total)	1534.52	20080.90	82095	1126002	-625.48	-2529.69	3108934.00	26315199.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	-598.96	0.00	0.00
Credit Guarantee	203.08	1472.21	20	164	128.17	224.63	470084.00	2575497.00
Previous year	74.91	1247.58	15	185	-7.68	-121.94	277300.00	4633635.00
All Other Miscellaneous	1178.05	11107.21	56153	417670	-181.82	886.24	2270658.00	69125642.00
Previous year	1359.87	10220.97	50612	365803	126.24	-1411.31	1825655.00	75610112.00
Grand Total	21371.12	186711.07	542139	4522771	3270.26	26376.57	53864006.00	631498069.00
Previous year (Total)	18100.86	160334.50	504864	4358331	-772.95	-13676.92	32443892.00	479107607.00

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
116.94	1350.24	4145	32731	0.00	0.00	0	0		
106.06	1125.56	4007	39502	0.00	0.00	0	0		
12.92	144.50	551	5236	0.00	0.00	0	0		
12.30	242.23	554	4045	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
12.92	144.50	551	5236	0.00	0.00	0	0	0	0
12.30	242.23	554	4045	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
109.00	996.13	194	1747	0.00	0.00	0	0		
72.13	668.50	98	736	0.00	0.00	0	0		
78.86	688.69	2616	19931	0.00	0.00	0	0		
106.58	1138.55	3480	40069	0.00	0.00	0	0		
1263.48	9412.47	33972	262194	0.00	0.00	0	0		
824.97	8153.08	27363	220092	0.00	0.00	0	0		
1342.34	10101.15	33972	262194	0.00	0.00	0	0	0	0
931.55	9291.63	27363	220092	0.00	0.00	0	0	0	0
27.00	260.93	309	2365	0.00	0.00	0	0		
20.58	153.89	277	2065	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1.55	148.86	13	81	0.00	0.00	0	0		
4.13	33.70	11	80	0.00	0.00	0	0		
28.55	409.79	322	2446	0.00	0.00	0	0	0	0
24.71	187.59	288	2145	0.00	0.00	0	0	0	0
13.77	537.22	665	19065	2.85	15.79	9500	53210		
18.50	424.26	634	8074	1.34	10.10	4630	38426		
53.23	561.47	1342	13108	0.00	0.00	0	0	58312.00	598216.00
36.62	297.39	839	7174	0.00	0.00	0	0	43629.00	595632.00
0.00	0.00	0	0	0.00	0.00	0	0	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0	0	0.00	0.00
53.23	561.47	1342	13108	0.00	0.00	0	0	58312	598216
36.62	297.39	839	7174	0.00	0.00	0	0	43629	595632
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
310.00	2137.37	14932	99301	0.00	0.00	0	0		
309.83	2640.61	11178	98953	0.00	0.00	0	0		
1986.75	16237.88	56123	435828	2.85	15.79	9500	53210	58312	598216
1511.70	14877.77	44961	380721	1.34	10.10	4630	38426	43629	595632

Name of the Insurer: *Bharti Axa General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	173.68	2733.12	1851	11959	173.68	2559.45	12729421.98	63946892.47
Previous year	389.87	2006.06	1017	11279	389.87	1616.20	714424.39	3195551.64
Marine Cargo	53.05	765.50	225	1556	53.05	712.45	5025449.08	24459400.44
Previous year	67.26	302.60	144	1027	67.26	235.33	261925.98	1216405.02
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	53.05	765.50	225	1556	53.05	712.45	5025449.08	24459400.44
Previous year (Total)	67.26	302.60	144	1027	67.26	235.33	261925.98	1216405.02
Aviation								
Previous year								
Engineering	70.18	795.10	170	1167	70.18	724.92	11859495.72	42873128.52
Previous year	152.51	870.50	179	1245	152.51	717.98	352288.51	2864278.35
Motor Own Damage	2807.88	19236.84	54005	328961	2807.88	16428.96	2841188.26	11762688.53
Previous year	1062.15	6418.65	19085	99909	1062.15	5356.50	96041.38	500681.60
Motor Third party	783.50	5612.43	54005	328961	783.50	4828.93		
Previous year	344.37	1951.47	19085	99909	344.37	1607.10		
Motor (Total)	3591.38	24849.27	54005	328961	3591.38	21257.89	2841188.26	11762688.53
Previous year (Total)	1406.52	8370.12	19085	99909	1406.52	6963.59	96041.38	500681.60
Workmen's compensation / Employer's liability	3.53	84	36	593	3.53	80.40	38887	188641
Previous year	12	112	131	974	12.28	99.97	1167	11844
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers	20.83	68.17	5	95	20.83	47.34	64052	322853
Previous year	8	41	13	67	8.14	32.62	6061	22201
Liability (Total)	24.36	152.10	41	688	24.36	127.74	102938.63	511493.97
Previous year (Total)	20.42	153.01	144	1041	20.42	132.59	7227.73	34045.01
Personal Accident	81.57	1113.45	1825	12107	81.57	1031.88	17440836.24	87044316.51
Previous year	39.76	750.09	501	4349	39.76	710.33	498342.11	8230906.15
Medical Insurance	355.68	3344.22	1899	13135	355.68	2988.54	78865.23	297366.26
Previous year								
Overseas Medical Insurance	91.18	2153.27	965	4686	91.18	2062.08	2302.08	13926.36
Previous year								
Health (Total)	355.68	3344.22	1899	13135	355.68	2988.54	78865.23	297366.26
Previous year (Total)	91.18	2153.27	965	4686	91.18	2062.08	2302.08	13926.36
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	36.87	296.60	1261	9502	36.87	259.73	1126168.34	4751562.12
Previous year	49.71	178.33	851	8863	49.71	128.61	76643.38	490871.13
Grand Total	4386.77	34049.35	61277	379075	4386.77	29662.58	51204363.48	235646848.82
Previous year (Total)	2217.24	14783.97	22886	132399	2217.24	12566.73	2009195.56	16546665.26

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
8.28	8.50	1567	1583						
0.16	13.44	7	3137						
0.06	0.06	3	3						
			1						
0.06	0.06	3	3	0.00	0.00	0	0	0	0
0.00	0.00	0	1	0.00	0.00	0	0	0	0
3.40	3.40	1	1						
0.13	0.13	2	2						
94.05	294.11	3675	7868						
7.79	20.60	354	859						
	11.64								
2.86	7.84		0						
94.05	305.75	3675	7868	0.00	0.00	0	0	0	0
10.65	28.44	354	859	0.00	0.00	0	0	0	0
	1		5						
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.64	0	5	0.00	0.00	0	0	0	0
10.93	45.06	104	193						
12.29	282.26	31	122						
5.72	14.58	76	100	0.00	0.00	0	0		
9.56	1188.07	9	33	586.25	586.25	1400000	1400000		
5.72	14.58	76	100	0.00	0.00	0	0	0	0
9.56	1188.07	9	33	586.25	586.25	1400000	1400000	0	0
3.96	5.50	910	985						
	9.94		2559						
126.40	382.85	6336	10733	0.00	0.00	0	0	0	0
32.80	1522.91	403	6718	586.25	586.25	1400000	1400000	0	0

Name of the Insurer: *Cholamandalam Ms General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	335.37	4,032.80	6,091	51,584	196.61	121.29	664,687	10,491,539
Previous year	138.76	3,911.51	1,817	11,334	(296.29)	(686.82)	898,714	14,508,095
Marine Cargo	273.03	2,760.90	700	6,096	34.60	(17.73)	1,900,000	15,246,524
Previous year	238.43	2,778.62	1,887	8,522	42.90	130.35	1,358,799	11,827,514
Marine Hull (Including Onshore & Offshore oil energy)	-	1.09	-	-	5.54	(92.88)	-	104
Previous year	(5.54)	93.97	1	39	(7.97)	(23.36)	2	20,299
Marine (Total)	273.03	2,761.99	700	6,096	40.15	(110.60)	1,900,000	15,246,628
Previous year (Total)	232.88	2,872.59	1,888	8,561	34.93	106.99	1,358,801	11,847,813
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	170.84	1,577.47	734	5,663	(27.70)	(20.46)	517,172	2,272,849
Previous year	198.54	1,597.93	598	2,669	95.03	(147.88)	700,227	4,498,122
Motor Own Damage	3,327.83	26,857.41	58,353	465,133	832.60	6,313.61	84,933	1,674,228
Previous year	2,495.23	20,543.81	45,581	346,979	300.59	4,796.73	145,279	1,242,532
Motor Third party	1,460.42	11,786.35	-	-	391.03	3,395.22	-	-
Previous year	1,069.39	8,391.13	-	-	324.18	2,917.78	-	-
Motor (Total)	4,788.25	38,643.76	58,353	465,133	1,223.63	9,708.82	84,933	1,674,228
Previous year (Total)	3,564.62	28,934.94	45,581	346,979	624.77	7,714.52	145,279	1,242,532
Workmen's compensation / Employer's liability	2.17	324.47	-	720	(29.96)	17.34	3,876	52,086
Previous year	32.13	307.13	-	857	(9.47)	(50.73)	2,973	46,350
Public Liability	78.07	484.65	339	2,633	82.44	(172.75)	35,930	219,932
Previous year	(4.36)	657.40	703	2,553	(31.22)	(15.30)	15,773	191,037
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	80.24	809.12	339	3,353	52.47	(155.41)	39,806	272,018
Previous year (Total)	27.77	964.53	703	3,410	(40.69)	(66.03)	18,745	237,388
Personal Accident	286.07	2,262.58	1,825	16,738	12.27	268.50	12,962	2,268,413
Previous year	273.80	1,994.08	2,024	14,863	93.28	231.84	418,591	4,022,184
Medical Insurance	2,193.17	12,573.30	1,219	18,014	1,550.24	2,082.57	477,365	1,040,302
Previous year	642.93	10,490.73	4,309	18,295	(575.99)	(249.56)	75,815	666,617
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	2,193.17	12,573.30	1,219	18,014	1,550.24	2,082.57	477,365	1,040,302
Previous year (Total)	642.93	10,490.73	4,309	18,295	(575.99)	(249.56)	75,815	666,617
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	159.45	2,009.66	4,773	66,806	(139.67)	(367.38)	319,161	2,938,776
Previous year	299.12	2,377.04	6,175	148,268	75.62	(502.82)	302,280	3,554,230
Grand Total	8,286.42	64,670.68	74,034	633,387	2,908.01	11,527.32	4,016,085	36,204,752
Previous year (Total)	5,378.41	53,143.36	63,095	554,379	10.66	6,400.24	3,918,453	40,576,982

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.36	0.36			191.35	892.39				
-	0.21		1	114.79	1,095.07	-	-		
-	-			-		-	-		
-	-			-	-	-	-		
-	-			-		-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			38.44	189.81	-			
-	-			55.64	277.50	-	-		
223.95	1,608.40	7672	25196	-	-	-	-		
172.85	1,217.23	2427	18005	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
223.95	1,608.40	7672	25196	-	-	-	-		
172.85	1,217.23	2427	18005	-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-			
-	-			-	-				
		57	57	1,760.39	7,984.13	1,099,464	4,962,216		
		2	7	122.49	2,407.54				
-	-			-	-	-	-		
-	-			-	-	-	-		
		57	57	1,760.39	7,984.13	1,099,464	4,962,216	-	-
		2	7	122.49	2,407.54	-	-	-	-
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
-	-			-	-	-	-		
17.24	86.16	1489	6378	73.09	294.36	-			
-	0.43		3	43.13	369.61	-	-		
241.55	1,694.92	9218	31631	2,063.27	9,360.69	1,099,464	4,962,216	-	-
172.85	1,217.88	2429	18016	336.05	4,149.72	-	-	-	-

Name of the Insurer: *Future General India Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	224.40	4,888.59	712	7325	(28.25)	2,582.85	441,874.14	2,788,277.16
Previous year	252.65	2,305.74	410	3920	195.19	1,370.84	361,902.25	1,861,741.93
Marine Cargo	272.22	2,170.14	5015	32936	151.14	1,144.23	356,159.55	3,691,209.19
Previous year	121.08	1,025.91	2538	12478	88.51	648.69	283,310.98	2,330,037.67
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	272.22	2,170.14	5015	32936	151.14	1,144.23	356,159.55	3,691,209.19
Previous year (Total)	121.08	1,025.91	2538	12478	88.51	648.69	283,310.98	2,330,037.67
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	159.06	1,624.05	330	2227	2.20	704.77	87,992.13	679,022.59
Previous year	156.86	919.28	185	1191	53.93	111.74	106,638.17	388,939.33
Motor Own Damage	1,965.85	14,406.94	36755	305504	837.48	5,614.50	175,103.40	928,546.48
Previous year	1,128.37	8,792.44	32900	255075	433.67	5,154.56	100,689.70	668,662.48
Motor Third party	704.97	5,514.94	19	134	239.80	2,045.73		
Previous year	465.17	3,469.21	32900	255075	193.29	2,355.91		
Motor (Total)	2,670.82	19,921.88	36755	305504	1,077.27	7,660.24	175,103.40	928,546.48
Previous year (Total)	1,593.55	12,261.64	32900	255075	626.96	7,510.47	100,689.70	668,662.48
Workmen's compensation / Employer's liability	37.11	372.34	288	2405	12.60	181.60	3,629.29	33,790.63
Previous year	24.52	190.74	221	1408	17.41	127.03	2,770.83	14,711.00
Public Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	(0.54)	(3.50)	-	-
Product Liability	48.66	474.40	66	597	(1.28)	176.29	10,766.66	87,348.87
Previous year	49.94	298.11	61	460	40.45	118.35	12,929.00	49,551.98
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	85.78	846.75	354	3002	11.31	357.90	14,395.95	121,139.50
Previous year (Total)	74.46	488.85	282	1868	57.32	241.88	15,699.83	64,262.98
Personal Accident	120.77	1,940.98	2938	26009	52.99	1,045.91	130,074.24	5,794,005.86
Previous year	67.77	895.06	1578	7778	46.22	174.29	43,116.44	1,848,801.31
Medical Insurance	213.79	5,499.60	944	7410	92.92	2,261.71	5,124.91	37,583.21
Previous year	120.87	3,237.89	743	4643	(14.53)	1,212.77	1,683.75	35,583.43
Overseas Medical Insurance	54.51	614.12	3868	38707	10.75	213.41	5,700.85	56,639.82
Previous year	43.76	400.71	2724	24795	43.76	400.71	3,480.80	30,246.40
Health (Total)	268.30	6,113.72	4812	46117	103.67	2,475.12	10,825.76	94,223.03
Previous year (Total)	164.63	3,638.60	3467	29438	29.23	1,613.48	5,164.55	65,829.83
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	123.89	1,331.10	1750	23635	28.61	656.49	119,220.70	1,057,194.17
Previous year	95.28	674.60	3620	19859	52.50	419.00	82,846.29	565,685.89
Grand Total	3,925.23	38,837.19	52666	446755	1,398.95	16,627.50	1,335,645.87	15,153,617.98
Previous year (Total)	2,526.28	22,209.69	44980	331607	1,149.86	12,090.39	999,368.21	7,793,961.42

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
33.95	361.29	56	740						
2.61	45.98	2	130						
26.29	252.98	219	2502						
0.93	21.22	12	231						
26.29	252.98	219	2502	-	-	0	0		
0.93	21.22	12	231	-	-	0	0		
5.49	103.34	20	167						
1.25	17.03	4	42						
195.58	1,144.92	3607	27323						
47.68	437.71	1540	13158						
83.82	513.59	-	6436						
20.43	187.59								
279.40	1,658.51	3607	27323	-	-	0	0		
68.11	625.30	1540	13158	-	-	0	0		
	33.00		54						
7.10	43.93	27	117						
0.35	18.85	6	76						
7.10	76.93	27	171	-	-	0	0		
0.35	18.85	6	76	-	-	0	0		
4.95	39.07	217	1099		5.20		95367		
					43.31		811726		
2.69	75.58	50	365					5773	184869
5.35	263.08	23	332						
2.69	18.97	206	1199						
5.38	94.55	256	1564	-	-	0	0	5773	184869
5.35	263.08	23	332	-	-	0	0	0	0
27.23	259.43	598	15455						
32.80	196.22	2948	16665						
389.79	2,846.10	5000	49021	-	5.20	0	95367	5773	184869
111.40	1,187.68	4535	30634	-	43.31	0	811726	0	0

Name of the Insurer: *HDFC ERGO General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	708.46	13,557.02	2,333	21,114	377.64	5,836.44	1,009,192	28,034,885
Previous year	330.82	7,720.59	996	4,591	60.75	4,753.52	770,552	17,521,507
Marine Cargo	288.75	1,917.71	136	1,194	211.04	1,096.12	909,063	6,736,021
Previous year	77.71	821.59	134	654	33.97	477.85	483,260	3,275,101
Marine Hull (Including Onshore & Offshore oil energy)	284.82	941.65	17	247	178.28	146.42	60,804	208,856
Previous year	106.54	795.23	11	51	106.54	795.23	13,273	52,052
Marine (Total)	573.58	2,859.36	153	1,441	389.32	1,242.54	969,868	6,944,876
Previous year (Total)	184.26	1,616.82	145	705	140.51	1,273.08	496,533	3,327,153
Aviation	66.82	2,794.69	2	23	(49.35)	1,734.94	138,100	1,368,814
Previous year	116.17	1,059.74	3	8	73.44	1,001.23	54,126	692,112
Engineering	406.32	3,561.80	213	1,903	270.14	1,878.94	351,559	3,515,306
Previous year	136.18	1,682.85	270	920	87.75	1,028.53	186,014	1,955,626
Motor Own Damage	2,584.67	18,123.89	41,269	286,125	780.93	6,746.05	171,811	1,204,178
Previous year	1,803.75	11,377.83	30,607	205,237	850.90	3,377.56	114,215	718,928
Motor Third party	922.57	6,860.73	55,556	381,340	181.73	1,658.37		
Previous year	740.84	5,202.35	38,920	272,848	568.10	3,996.49		
Motor (Total)	3,507.25	24,984.61	55,556	381,340	962.65	8,404.43	171,811	1,204,178
Previous year (Total)	2,544.59	16,580.18	38,920	272,848	1,419.00	7,374.05	114,215	718,928
Workmen's compensation / Employer's liability	46.24	206.34	31	267	37.04	93.70	41,721	204,903
Previous year	9.19	112.64	29	201	7.71	66.52	11,466	101,194
Public Liability	8.63	157.45	13	108	7.65	100.11	5,910	497,300
Previous year	0.97	57.34	6	83	(2.67)	30.23	1,910	51,973
Product Liability	-	152.21	-	21	(5.90)	124.69	-	42,666
Previous year	5.90	27.53	1	12	3.70	(3.57)	940	9,877
Other Liability Covers	797.80	5,278.85	100	681	(176.68)	274.47	178,450	1,148,976
Previous year	974.48	5,004.38	70	517	545.56	2,696.72	173,292	925,680
Liability (Total)	852.66	5,794.85	144	1,077	(137.88)	592.97	226,081	1,893,845
Previous year (Total)	990.54	5,201.89	106	813	554.30	2,789.90	187,608	1,088,723
Personal Accident	1,039.07	8,090.76	103,197	597,051	234.36	4,575.86	337,028	1,614,062
Previous year	804.71	3,514.90	54,297	172,458	762.99	3,079.39	2,568,145	6,557,134
Medical Insurance	2,373.76	20,670.78	31,474	205,377	1,517.16	4,607.97	99,934	728,968
Previous year	856.60	16,062.81	17,441	49,072	564.99	13,128.63	197,338	740,136
Overseas Medical Insurance	56.48	555.31	387	4,219	10.85	143.24	1,108,207	8,298,286
Previous year	45.63	412.06	265	3,148	(7.31)	(89.34)	1,143,376	7,820,635
Health (Total)	2,430.24	21,226.09	31,861	209,596	1,528.01	4,751.21	1,208,141	9,027,254
Previous year (Total)	902.23	16,474.88	17,706	52,220	557.69	13,039.28	1,340,714	8,560,771
Crop Insurance	-				-	-	-	
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-				-	-	-	
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	(28.27)	708.84	2,598	14,670	(619.91)	(4,228.66)	(158,038)	522,152
Previous year	591.63	4,937.50	2,777	12,289	411.26	4,092.34	201,749	3,896,568
Grand Total	9,556.12	83,578.02	196,057	1,228,215	2,954.99	24,788.67	4,253,742	54,125,372
Previous year (Total)	6,601.14	58,789.35	115,220	516,852	4,067.69	38,431.32	5,919,656	44,318,523

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
19.76	721.66	161	1,460		-		-		
54.79	464.57	31	147	-	-	-	-		
16.92	188.61	14	92		-		-		
0.06	134.65	2	63	-	-	-	-		
-	0.22	-	22		-	-	-		
-	-	-	-	-	-	-	-		
16.92	188.83	14	114	-	-	-	-	-	-
0.06	134.65	2	63	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
7.61	187.54	19	226		-		-		
4.37	173.87	23	101	-	-	-	-		
248.39	1,613.05	4,484	28,665		-		-		
141.55	1,882.32	3,131	49,720	-	-	-	-		
115.90	828.95	6,505	45,697		-		-		
-	-	-	-	-	-	-	-		
364.29	2,442.00	6,505	45,697	-	-	-	-	-	-
141.55	1,882.32	3,131	49,720	-	-	-	-	-	-
-	11.55	-	19		-		-		
-	3.17	-	12	-	-	-	-		
-	35.84	-	2		-		-		
-	0.40	-	3	-	-	-	-		
-	18.51	-	3		-		-		
-	-	-	-	-	-	-	-		
25.42	248.24	10	33		-		-		
-	29.23	-	14	-	-	-	-		
25.42	314.14	10	57	-	-	-	-	-	-
-	32.80	-	29	-	-	-	-	-	-
106.04	671.33	18,626	74,559		-		-		
65.67	150.87	3,841	9,436	-	-	-	-		
66.81	2,896.12	1,479	10,053	-	58.13	-	53,279	115,474	691,545
884.14	1,848.41	216	1,423	-	-	-	-	54,766	465,009
1.05	11.35	11	105		-		-	10,387	134,746
(4.24)	13.14	3	181	-	-	-	-	9,290	68,250
67.86	2,907.47	1,490	10,158	-	58.13	-	53,279	125,861	826,291
879.90	1,861.55	219	1,604	-	-	-	-	64,056	533,259
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
7.45	44.14	1,009	4,584		-		-		
14.43	359.44	120	944	-	-	-	-		
615.35	7,477.11	27,834	136,855	-	58.13	-	53,279	125,861	826,291
1,160.77	5,060.07	7,367	62,044	-	-	-	-	64,056	533,259

Name of the Insurer: *ICICI Lombard General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,014.87	23,600.49	1,995	16,599	(180.19)	948.25	2,103,937	43,354,053
Previous year	1,195.06	22,652.25	1,775	17,514	(407.77)	(2,225.80)	1,753,950	33,878,473
Marine Cargo	880.30	7,337.62	943	6,801	286.56	1,656.66	2,422,612	26,391,557
Previous year	593.74	5,680.96	752	6,216	135.49	(1,042.31)	3,248,331	21,235,515
Marine Hull (Including Onshore & Offshore oil energy)	134.80	3,795.22	35	381	(579.95)	(1,051.68)	136,876	2,125,147
Previous year	714.75	4,846.90	28	407	(424.04)	(5,683.06)	21,150	2,859,683
Marine (Total)	1015.10	11132.84	978	7182	-293.39	604.98	2559487.90	28516703.82
Previous year (Total)	1308.49	10527.86	780	6623	-288.54	-6725.37	3269480.70	24095198.66
Aviation	266.69	8,038.27	12	118	126.16	3,832.54	5,798,884	18,244,731
Previous year	140.53	4,205.74	8	130	(242.68)	598.52	4,353,659	20,993,184
Engineering	693.31	10,360.20	528	4,494	(415.12)	(1,149.33)	499,078	8,448,133
Previous year	1,108.43	11,509.53	484	4,497	(350.97)	(2,939.61)	18,516	7,193,105
Motor Own Damage	9,486.71	70,719.37	402,602	2,617,102	1,712.26	10,261.68	1,327,363	9,817,186
Previous year	7,774.45	60,457.69	291,108	2,026,597	351.24	1,845.41	906,274	7,471,050
Motor Third party	3,333.87	26,285.29	409,365	2,689,063	90.14	97.09		
Previous year	3,243.73	26,188.20	308,871	2,193,422	(564.18)	(2,958.95)		
Motor (Total)	12820.58	97004.66	409365	2689063	1802.40	10358.77	1327362.56	9817186.32
Previous year (Total)	11018.19	86645.89	308871	2193422	-212.94	-1113.54	906273.73	7471050.12
Workmen's compensation / Employer's liability	149.44	1,281.59	397	3,647	57.01	505.75	18,577	180,996
Previous year	92.44	775.84	380	2,439	5.37	15.09	14,495	120,347
Public Liability	2.73	46.45	7	97	1.37	4.43	2,425	20,027
Previous year	1.36	42.02	4	96	(3.15)	(11.90)	1,600	91,909
Product Liability	7.75	168.48	3	43	(0.41)	11.35	1,400	33,312
Previous year	8.16	157.14	4	43	(20.73)	(71.98)	1,025	45,965
Other Liability Covers	859.30	6,381.59	108	1,135	49.91	(231.29)	302,046	1,352,355
Previous year	809.39	6,612.89	113	1,139	250.27	1,178.01	304,148	1,682,450
Liability (Total)	1019.23	7878.11	515	4922	107.88	290.23	324448.03	1586690.35
Previous year (Total)	911.35	7587.88	501	3717	231.76	1109.21	321268.75	1940670.35
Personal Accident	583.44	6,633.75	32,924	206,123	68.01	647.22	987,603	15,088,284
Previous year	515.43	5,986.53	11,358	105,153	28.78	(3,228.98)	4,251,164	17,989,635
Medical Insurance	8,112.82	91,463.32	22,275	186,106	3,252.19	40,726.53	369,364	7,273,670
Previous year	4,860.63	50,736.79	22,965	203,592	321.25	(19,691.37)	185,420	2,515,899
Overseas Medical Insurance	315.25	4,539.01	38,783	320,511	46.85	333.78	801,862	8,084,514
Previous year	268.40	4,205.22	21,361	214,121	(56.29)	(131.86)	525,104.59	7,480,594
Health (Total)	8428.07	96002.33	61058	506617	3299.04	41060.31	1171226.55	15358184.27
Previous year (Total)	5129.04	54942.01	44326	417713	264.96	-19823.22	710524.96	9996493.25
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	86.04	1,568.22	1	31	(37.45)	(382.41)	1,085	38,665
Previous year	123.49	1,950.64	1	39	45.34	341.75	88	101,072
All Other Miscellaneous	1,154.14	19,226.58	8,865	80,176	509.05	11,687.37	1,151,211	21,418,468
Previous year	645.09	7,539.22	12,801	89,404	(26.88)	388.78	3,935,359	33,767,985
Grand Total	27081.48	281445.45	516241	3515325	4986.37	67897.91	15924322.25	161871098.17
Previous year (Total)	22095.10	213547.54	380905	2838212	-958.96	-33618.27	19520284.51	157426866.79

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	8.56	-	3	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	(0.18)	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	-0.18	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	4.74	-	33	-	0.00	-	-		
8.55	32.47	45	241	0.00	0.00	-	-		
852.86	7,532.36	-	-	-	0.00	-	-		
675.56	4,178.03	19,194	108,669	0.00	0.00	-	-		
431.07	4,160.87	25,326	224,834	-	0.00	-	-		
554.16	2,174.90	24,404	78,479	0.00	0.00	-	-		
1283.93	11693.23	25326	224834	0.00	0.00	0	0	0	0
1229.73	6352.93	24404	108669	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-4	777.56	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-3.62	777.56	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	965.32	-	8	0.00	0.00	-	-		
2077.86	28,179.25	113	2,960	36.92	663.59	12,202	225,970	792,253	15,381,794
611.30	9,695.79	391	3,096	0.00	33.24	-	27,637	273,931	6,481,237
1.52	127.74	68	3,285	-	0.00	-	-	38,783	320,511
16.07	224.32	444	7,262	0.00	0.00	-	-	21,361	214,121
2079.38	28306.99	181	6245	36.92	663.59	12202	225970	831036	15702305
627.37	9920.11	835	10358	0.00	33.24	0	27637	295292	6695358
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1	33	15	473	-	-	-	-		
5	405	81	592	-	-	-	-		
3360.67	40815.74	25522	231585	36.92	663.59	12202	225970	831036	15702305
1871.14	17683.78	25365	119871	0.00	33.24	0	27637	295292	6695358

Name of the Insurer: *Iffco Tokio General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	982.04	16709.11	6224	57436	256.72	982.04	5194940.99	88390056.91
Previous year	1034.89	14956.29	6565	56173	496.02	1034.89	5474494.39	79117767.50
Marine Cargo	554.58	5941.79	953	7794	-253.03	554.58	4024420.23	43117998.86
Previous year	464.37	4903.09	892	7566	-109.49	464.37	3369775.02	35580380.44
Marine Hull (Including Onshore & Offshore oil energy)	307.56	3668.80	45	303	-308.19	307.56	1995797.42	23807101.10
Previous year	68.41	4792.60	46	244	-1315.31	68.41	443914.69	31099504.55
Marine (Total)	862.14	9610.59	998	8097	-561.22	862.14	6020217.65	66925099.96
Previous year (Total)	532.77	9695.69	938	7810	-1424.79	532.77	3813689.71	66679884.98
Aviation	125.26	2679.68	19	217	-7.70	125.26	828095.88	17715388.68
Previous year	691.24	2448.75	63	242	476.78	691.24	4569815.94	16188739.90
Engineering	420.45	4020.87	547	3831	2.39	420.45	34714.79	331985.86
Previous year	474.28	6563.79	509	3919	-188.36	474.28	39159.53	541944.69
Motor Own Damage	6021.94	41015.58	342547	2362158	352.65	6021.94	245059.30	1669103.69
Previous year	4450.42	31000.21	303628	2008669	127.20	4450.42	181107.06	1261534.35
Motor Third party	2565.76	18078.83	5112	37046	116.35	2565.76		
Previous year	2106.82	14116.55	5151	36613	161.30	2106.82		
Motor (Total)	8587.71	59094.41	342547	2362158	468.99	8587.71	245059.30	1669103.69
Previous year (Total)	6557.24	45116.76	303628	2008669	288.50	6557.24	181107.06	1261534.35
Workmen's compensation / Employer's liability	107.26	818.50	814	6416	-11.75	107.26	6687.02	51029.17
Previous year	88	640	719	5417	38	87.62	5463	39926
Public Liability	26.74	590.91	5	109	7.66	26.74	127169.88	2809920.64
Previous year	101	371	103	445	87	101.12	480834	1764990
Product Liability	7.25	146.21	8	108	-0.30	7.25	3930.26	79259.08
Previous year	13	60	14	68	13	13.35	7236	39443
Other Liability Covers	136.42	2907.28	136	1916	24.64	136.42	131950.63	2811992.97
Previous year	74	2470	75	1091	-25	73.60	71187	2389431
Liability (Total)	277.67	4462.89	963	8549	20.24	277.67	269737.80	5752201.86
Previous year (Total)	275.68	3542.33	911	7021	113.33	275.68	564719.58	4233789.23
Personal Accident	319.49	1855.04	4405	30909	131.39	319.49	684981.78	3977153.84
Previous year	160.24	1304.65	2476	19631	7.62	160.24	343543.30	2797129.39
Medical Insurance	752.01	11965.27	2794	20601	-2480.48	752.01	31732.28	504892.02
Previous year	556.30	8446.33	4017	30674	-1407.41	556.30	23473.95	356405.30
Overseas Medical Insurance	16.84	175.76	2512	20960	-4.07	16.84	2802.51	29244.01
Previous year	15.17	170.53	1903	15710	0.90	15.17	2779.21	31247.52
Health (Total)	768.86	12141.03	5306	41561	-2484.55	768.86	34534.79	534136.03
Previous year (Total)	571.47	8616.85	5920	46384	-1406.50	571.47	26253.17	387652.82
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	887.31	7903.81	6418	57438	-111.54	887.31	658775.36	5868095.70
Previous year	668.35	6033.38	11171	88632	111.27	668.35	496211.92	4479417.81
Grand Total	13230.94	118477.42	367427	2570196	-2285.27	13230.94	13971058.33	191163222.53
Previous year (Total)	10966.17	98278.50	332181	2238481	-1526.13	10966.17	15508994.61	175687860.68

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
18.36	211.88	759	6506						
17.70	257.32	882	8814						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.90	30.26	14	145						
566.72	4252.94	23371	233994						
201.61	1949.11	0	0						
768.33	6202.05	23371	233994	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	8	2	106						
0	2	1	7						
0	0	0	0						
0	1	6	98						
0.23	11.64	9	211	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
258.99	928.79	2939	12556	9.05	48.28	181093	936974		
1.83	5600.89	45	296						
0.00	0.00	0	0						
1.83	5600.89	45	296	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
62.35	910.54	2077	16861	0.56	316.86	196	50713		
1240.91	11779.27	61337	397718	38.84	452.03	192117	896277		
1110.99	13896.05	29214	270569	9.61	365.14	181289	987687	0	0
1258.61	12036.59	62219	406532	38.84	452.03	192117	896277	0	0

Name of the Insurer: *National Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	3330.04	39175.05	84129	448056	1338.91	9024.26		
Previous year	1991.13	30150.79	67412	367490	-317.79	2631.06		
Marine Cargo	1544.52	11182.21	27491	152984	506.66	2176.60		
Previous year	1037.86	9005.61	25412	135339	100.04	-173.29		
Marine Hull (Including Onshore & Offshore oil energy)	1430.86	6694.26	658	2592	-186.74	-1608.36		
Previous year	1617.60	8302.62	769	3104	156.91	3435.05		
Marine (Total)	2975.38	17876.47	28149	155576	319.92	568.24	0.00	0.00
Previous year (Total)	2655.46	17308.23	26181	138443	256.95	3261.76	0.00	0.00
Aviation	33.01	1413.60	3	50	1.52	-1434.76		
Previous year	31.49	2848.36	4	79	-196.30	-572.95		
Engineering	1507.99	13365.12	12481	68628	187.22	3611.24		
Previous year	1320.77	9753.88	10841	55013	-28.91	-357.25		
Motor Own Damage	15762.33	115052.27	624589	2709270	5385.38	28666.59		
Previous year	10376.95	86385.68	419541	2195082	-795.50	-4837.66		
Motor Third party	7302.33	53875.43	178596	1052984	1182.85	3180.16		
Previous year	6119.48	50695.27	162418	899178	104.43	-856.20		
Motor (Total)	23064.66	168927.70	624589	2709270	6568.23	31846.75	0.00	0.00
Previous year (Total)	16496.43	137080.95	419541	2195082	-691.07	-5693.86	0.00	0.00
Workmen's compensation / Employer's liability	586.61	3458.10	5846	32478	167.56	918.80		
Previous year	419.05	2539.30	4219	24496	89.22	526.18		
Public Liability	68.44	830.40	1649	7093	16.25	304.19		
Previous year	52.19	526.21	1084	5641	6.98	110.63		
Product Liability	12.87	366.30	49	468	1.99	129.10		
Previous year	10.88	237.20	41	342	6.69	74.39		
Other Liability Covers	33.97	493.45	481	11496	-18.70	20.03		
Previous year	52.67	473.42	967	15155	10.59	-139.02		
Liability (Total)	701.89	5148.25	8025	51535	167.10	1372.12	0.00	0.00
Previous year (Total)	534.79	3776.13	6311	45634	113.48	572.18	0.00	0.00
Personal Accident	484.88	8090.24	41697	390748	-46.09	2403.47		
Previous year	530.97	5686.77	45219	293490	87.00	1027.68		
Medical Insurance	12970.56	95073.79	178429	1093676	5440.40	35468.46		
Previous year	7530.16	59605.33	124187	697276	2494.43	6237.19		
Overseas Medical Insurance	65.33	269.13	1546	6905	2.44	1.98		
Previous year	62.89	267.15	1429	6758	9.02	9.16		
Health (Total)	13035.89	95342.92	179975	1100581	5442.84	35470.44	0.00	0.00
Previous year (Total)	7593.05	59872.48	125616	704034	2503.45	6246.35	0.00	0.00
Crop Insurance	0.00		0					
Previous year	0.00		0					
Credit Guarantee	0.00		0					
Previous year	0.00		0					
All Other Miscellaneous	1830.40	27436.79	287148	2115639	-786.54	4774.35		
Previous year	2616.94	22662.44	301741	1289572	597.17	-355.00		
Grand Total	46964.14	376776.14	1266196	7040083	13193.11	87636.11	0.00	0.00
Previous year (Total)	33771.03	289140.03	1002866	5088837	2323.98	6759.97	0.00	0.00

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
231.66	1699.01	9418	44916	134.77	881.50				
168.41	1426.60	7421	38413	152.78	907.51				
8.00	123.69	367	2185	0.80	33.09				
11.02	161.96	589	3915	6.14	76.39				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
8.00	123.69	367	2185	0.80	33.09				
11.02	161.96	589	3915	6.14	76.39				
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
6.97	249.12	241	3356	15.47	134.96				
10.00	253.35	339	3200	27.46	168.42				
1742.65	8689.59	97412	447117	548.66	3682.36				
1097.11	6705.75	51429	300639	341.87	2586.23				
879.21	5040.66	84264	286931	624.37	2450.72				
719.65	4218.54	52417	202975	423.66	1831.43				
2621.86	13730.25	97412	447117	1173.03	6133.08				
1816.76	10924.29	52417	300639	765.53	4417.66				
12.69	126.78	187	1608	1.44	29.08	10	223		
11.46	126.98	169	1556	7.14	42.83	29	334		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.68	3.87	7	142	0.00	2.01	0	0		
3.01	19.72	69	354	-9.35		0	0		
13.37	130.65	194	1750	1.44	31.09	10	223		
14.47	146.70	238	1910	-2.21	42.83	29	334		
48.33	529.47	5249	104613	121.00	661.55	103417	356130		
45.18	305.06	5019	52168	114.37	460.06	78194	242901		
401.28	2193.10	35291	116658	764.10	3191.83	189471	593896		
289.43	1290.00	21843	66448	509.33	1877.73	87351	275407		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
401.28	2193.10	35291	116658	764.10	3191.83	189471	593896		
289.43	1290.00	21843	66448	509.33	1877.73	87351	275407		
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
0.00		0		0.00		0			
1028.44	5128.04	89047	388273	527.41	3581.85	4908	108420		
987.38	3941.94	72415	271490	489.77	2848.80	3418	61661		
4359.91	23783.33	237219	1108868	2738.02	14648.95	297806	1058669		
3342.65	18449.90	160281	738183	2063.17	10799.40	168992	580303		

Name of the Insurer: *Raheja QBE General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	5.52	84.30	2	61	5.52	84.30	10750.00	106631.23
Previous year	3.81	5.61	7	25	3.81	5.61	7752.40	11103.67
Marine Cargo	0.57	3.01	2	25	0.57	3.01	710.10	3570.12
Previous year	0.03	0.49	2	16	0.03	0.49	18.75	717.73
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0				
Previous year	0.00	0.00	0	0				
Marine (Total)	0.57	3.01	2	25	0.57	3.01	710.10	3570.12
Previous year (Total)	0.03	0.49	2	16	0.03	0.49	18.75	717.73
Aviation	0.00	0.00	0	0				
Previous year	0.00	0.00	0	0				
Engineering	2.78	24.44	1	19	2.78	24.44	2997.95	18418.03
Previous year	0.00	0.00	0	0				
Motor Own Damage	5.13	12.60	50	133	5.13	12.60	669.67	1856.84
Previous year	1.62	8.85	17	86	1.62	8.85	232.59	1362.72
Motor Third party	0.00	1.74	0	43	0.00	1.74		
Previous year	0.23	0.96	0		0.23	0.96		
Motor (Total)	5.13	14.33	50	133	5.13	14.33	669.67	1856.84
Previous year (Total)	1.86	9.81	17	86	1.86	9.81	232.59	1362.72
Workmen's compensation / Employer's liability	0.00	3.15		2	0.00	3.15		550.00
Previous year	0.00	1.47	0	3	0.00	1.47		
Public Liability	0.00	2.16	0	3	0.00	2.16	0.00	2500
Previous year	0.00	1.54	0	2	0.00	1.54	0	1000
Product Liability								
Previous year								
Other Liability Covers	40.97	367.28	7	63	40.97	367.28	14041	149267
Previous year	47.01	83.45	4	15	47.01	83.45	28571	46751
Liability (Total)	40.97	372.59	7	68	40.97	372.59	14040.65	152316.67
Previous year (Total)	47.01	86.45	4	20	47.01	86.45	28570.86	47750.86
Personal Accident	11.99	32.06	3	20	11.99	32.06	10261.00	47065.50
Previous year	7.75	8.52	3	13	7.75	8.52	7727.50	9106.00
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1.44	3.30	2	30	1.44	3.30	370.02	1813.16
Previous year	0.07	0.14	1	5	0.07	0.14	125.00	170.25
Grand Total	68.40	534.03	67	356	68.40	534.03	39799.40	331671.54
Previous year (Total)	60.53	111.02	34	165	60.53	111.02	44427.10	70211.23

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
27.47	27.47	4	4	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
10.79	11.01	1	1	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
38.26	38.48	5	5	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		

Name of the Insurer: *Reliance General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	708.67	7249.41	2440	26079	-259.09	-2576.54	1134051.02	9869657.93
Previous year	967.76	9825.95	3166	25404	395.37	1350.78	1046134.44	17544165.70
Marine Cargo	100.78	1668.16	2248	16339	3.04	-415.45	297779.71	4328297.89
Previous year	97.74	2083.61	2161	15746	48.71	-175.78	2199850.29	10927688.14
Marine Hull (Including Onshore & Offshore oil energy)	140.79	796.50	3	13	-900.24	-648.95	113057.40	357042.36
Previous year	1041.03	1445.45	11	110	-826.52	-1206.53	803606.92	958233.85
Marine (Total)	241.57	2464.66	2251	16352	-897.19	-1064.40	410837.11	4685340.25
Previous year (Total)	1138.76	3529.06	2172	15856	-777.80	-1382.31	3003457.21	11885921.99
Aviation	92.90	4523.75	9	41	-674.25	2266.99	103325.00	317509.74
Previous year	767.15	2256.76	30	109	700.78	1407.73	1668886.62	4907041.96
Engineering	169.92	2843.64	289	3116	-340.56	-2636.15	244792.11	3514498.44
Previous year	510.48	5479.79	480	3771	-986.09	-2168.17	763348.19	4943585.85
Motor Own Damage	6419.24	44699.22	133515	904844	-1255.36	-19377.66	392069.73	2810308.04
Previous year	7674.60	64076.88	183445	1397545	-94.17	10387.76	469368.06	3905887.86
Motor Third party	2820.41	20698.62	135919	1063998	-655.81	-8105.65		
Previous year	3476.22	28804.27	189920	1478111	228.83	7731.26		
Motor (Total)	9239.65	65397.84	135919	1063998	-1911.17	-27483.31	392069.73	2810308.04
Previous year (Total)	11150.82	92881.15	189920	1478111	134.65	18119.02	469368.06	3905887.86
Workmen's compensation / Employer's liability	39.54	426.31	145	1845	47.67	-73.34	3642.65	41004.91
Previous year	-8.13	499.65	298	2972	-59.89	-87.85	2916.14	58244.23
Public Liability	1.17	84.03	15	258	-68.75	-100.17	624.76	162763.21
Previous year	69.92	184.20	19	319	-58.12	-93.69	47787.53	25115031.14
Product Liability	1.00	11.82	1	10	0.61	-39.80	1000.00	3325.00
Previous year	0.39	51.62	2	69	-24.07	-23.46	127.50	8087.50
Other Liability Covers	10.10	837.83	336	4123	5.35	90.82	4964.00	282628.80
Previous year	4.75	747.01	26	220	-22.09	-352.05	2330.32	258252.67
Liability (Total)	51.81	1359.99	497	6236	-15.11	-122.49	10231.41	489721.92
Previous year (Total)	66.92	1482.48	345	3580	-164.17	-557.05	53161.49	25439615.55
Personal Accident	421.19	3657.95	6004	40878	-4.29	-149.63	2776775.46	9245739.10
Previous year	425.48	3807.58	4303	40906	-12.75	-642.19	779272.58	10528945.28
Medical Insurance	1120.58	14816.47	8790	145570	-300.71	967.71	41751.28	425444.50
Previous year	1421.29	13848.76	28972	278128	-197.39	-8150.38	78915.59	1669775.38
Overseas Medical Insurance	249.24	2639.09	49446	469449	-6.34	278.90	1941981.97	16397674.72
Previous year	255.58	2360.19	50596	344757	75.15	219.07	20835471.45	135780950.61
Health (Total)	1369.82	17455.56	58236	615019	-307.05	1246.62	1983733.25	16823119.22
Previous year (Total)	1676.87	16208.94	79568	622885	-122.24	-7931.30	20914387.04	137450725.98
Crop Insurance	0	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0.00	0	0	0.00	0.00	0	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	206.77	2551.90	3474	41986	-100.46	-584.92	323154.82	5635479.09
Previous year	307.23	3136.82	7132	52293	-289.82	-1196.64	541747.66	4185297.29
Grand Total	12502.30	107504.70	209119	1813705	-4509.19	-31103.83	7378969.91	53391373.73
Previous year (Total)	17011.49	138608.53	287116	2242915	-1122.06	6999.88	29239763.27	220791187.45

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
1.97	332.82	82	840	0.00	0.00				
55.83	672.78	123	1152	0.00	0.00				
0.00	21.85	0	78	0.00	0.00				
1.82	21.44	21	106	0.00	0.00				
0.00	0.30	0	1	0.00	0.00				
0.00	0.60	0	2	0.00	0.00				
0.00	22.15	0	79	0.00	0.00	0	0	0	0
1.82	22.04	21	108	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
0.57	63.03	6	133	0.00	0.00				
5.56	123.62	15	166	0.00	0.00				
597.97	4117.92	9001	74373	0.00	0.00				
611.92	7257.66	14616	131181	0.00	0.00				
293.41	1984.19	9184	36612	0.00	0.00				
336.74	2429.75	748	4969						
891.38	6102.11	9184	74373	0.00	0.00	0	0	0	0
948.66	9687.41	14616	131181	0.00	0.00	0	0	0	0
0.19	10.20	0	49	0.00	0.00				
0.83	13.71	9	108	0.00	0.00				
0.00	1.09	0	3	0.00	0.00				
0.00	2.87	0	2	0.00	0.00				
0.00	0.27	0	1	0.00	0.00				
0.00	0.00	0	0	0.00	0.00				
0.00	0.98	0	104	0.00	0.00				
0.00	4.00	0	2	0.00	0.00				
0.19	12.54	0	157	0.00	0.00	0	0	0	0
0.83	20.58	9	112	0.00	0.00	0	0	0	0
0.26	42.55	75	3472	5.46	133.25	41492	503703		
9.59	109.71	211	1765	232.73	938.44	74641	5583303		
9.28	1118.72	149	2023	0.00					
277.37	485.06	626	7431	0.00	0.00				
1.02	104.83	0	27763	0.00					
10.82	80.89	3245	16452	0.00	0.00				
10.30	1223.55	149	29786	0.00	0.00	0	0	0	0
288.20	565.95	3871	23883	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00				
0.00	0.00	0	0						
0	0.00	0	0	0	0.00				
0.00	0.00	0	0						
6.57	73.38	206	3365	4.17	56.62	209	6297		
9.70	85.09	628	3691	6.49	75.66	432	33011		
911.24	7872.13	9702	112205	9.63	189.87	41701	510000	0	0
1320.19	11287.20	19494	162058	239.22	1014.11	75073	5616314	0	0

Name of the Insurer: *Royal Sundaram Alliance Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	215.77	3556.49	2141	21575	-20.41	505.09	369081.49	5607259.72
Previous year	236.18	3051.40	2454	22078	-115.45	-1210.63	284216.69	4633999.30
Marine Cargo	234.63	1608.77	3707	23714	120.80	187.68	385540.71	3878783.05
Previous year	113.83	1421.09	2535	22332	-17.91	32.45	191359.70	3412315.77
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	-6.60	0.00	0.00
Previous year	0.00	6.60	0	0	0.00	6.60	0.00	0.00
Marine (Total)	234.63	1608.77	3707	23714	120.80	181.07	385540.71	3878783.05
Previous year (Total)	113.83	1427.70	2535	22332	-17.91	39.06	191359.70	3412315.77
Aviation							0.00	
Previous year							0.00	
Engineering	287.12	2390.42	77	991	93.31	-80.48	36947.87	932433.46
Previous year	193.81	2470.90	121	1370	-49.45	-138.95	66177.74	824055.17
Motor Own Damage	5592.05	38689.23	77846	539307	2255.84	8511.49	284373.01	2042971.66
Previous year	3336.21	30177.74	52161	461657	-209.00	3854.72	180513.48	1615276.02
Motor Third party	1313.72	10130.54	443	3593	334.27	1288.32		
Previous year	979.46	8842.22	725	6058	40.97	2230.93		
Motor (Total)	6905.78	48819.77	77846	539307	2590.10	9799.81	284373.01	2042971.66
Previous year (Total)	4315.67	39019.96	52161	461657	-168.02	6085.65	180513.48	1615276.02
Workmen's compensation / Employer's liability	6.19	156.90	23	322	-3.23	-12.61	513.60	17388.50
Previous year	9.41	169.51	36	431	-19.96	-116.71	1104.60	21784.88
Public Liability	17.57	719.71	28	274	-48.73	175.25	8569.72	115661.74
Previous year	66.30	544.46	26	247	50.24	349.13	12481.42	128988.77
Product Liability	2.36	167.64	2	38	1.74	16.55	2783.89	39532.28
Previous year	0.62	151.10	1	33	0.00	95.29	50.00	33250.65
Other Liability Covers								
Previous year								
Liability (Total)	26.12	1044.25	53	634	-50.22	179.18	11867.22	172582.52
Previous year (Total)	76.33	865.07	63	711	30.28	327.71	13636.02	184024.30
Personal Accident	441.99	2641.04	5647	46960	252.38	726.09	4548776.27	19835177.96
Previous year	189.61	1914.96	3132	54027	-18.68	-10.29	217685.35	2269929.61
Medical Insurance	1064.31	11228.56	16652	146425	103.96	3269.48	168921.88	1142179.65
Previous year	960.35	7959.08	20521	166780	-32.23	-70.21	134714.00	1302966.90
Overseas Medical Insurance								
Previous year								
Health (Total)	1064.31	11228.56	16652	146425	103.96	3269.48	168921.88	1142179.65
Previous year (Total)	960.35	7959.08	20521	166780	-32.23	-70.21	134714.00	1302966.90
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	653.28	2555.29	96427	419675	200.26	759.07	3799988.76	14281453.53
Previous year	453.02	1796.22	8381	21617	333.05	782.90	2795449.99	7835269.80
Grand Total	9828.99	73844.60	202550	1199281	3290.19	15339.31	9605497.21	47892841.56
Previous year (Total)	6538.80	58505.29	89368	750572	-38.41	5805.24	3883752.96	22077836.87

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
11.31	75.64	281	2513						
10.06	84.96	443	3126						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.26	6.11	1	24						
1.53	1.53	3	3						
662.60	3363.66	14045	43680						
207.50	3744.06	2156	51027						
662.60	3363.66	14045	43680	0.00	0.00	0	0		
207.50	3744.06	2156	51027	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
54.16	464.71	27005	286560	0.92	8.03	1190	23034		
17.11	152.79	5576	11196	0.88	7.82	2604	27886		
908.06	4377.01	26504	114997	448.64	2261.13	129614	629370	39126	381322
209.70	1325.51	3419	22458	0.20	0.99	228	1107	44683	442984
908.06	4377.01	26504	114997	448.64	2261.13	129614	629370	39126	381322
209.70	1325.51	3419	22458	0.20	0.99	228	1107	44683	442984
161.29	1149.66	2394	16896	0.00	0.00	0	0		
55.13	525.01	1191	9628	0.00	0.00	0	0		
1797.69	9436.79	70230	464670	449.56	2269.16	130804	652404	39126	381322
501.03	5833.85	12788	97438	1.08	8.81	2832	28993	44683	442984

Name of the Insurer: *SBI General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	106.28	315.03	598	1074	106.28	315.03	75386.26	349386.48
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	325.78	0	26	0.00	325.78	0.00	84152.97
Previous year								
Engineering	29.91	69.20	4	6	29.91	69.20	7985.77	16209.12
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	0.00	455.73	0	3	0.00	455.73	0.00	39698.71
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1.96	15.03	18	81	1.96	15.03	8211.34	182252.89
Previous year								
Grand Total	138.15	1180.77	620	1190	138.15	1180.77	91583.37	671700.17
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0

Name of the Insurer: *Shriram General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	9.91	207.81	112	737	0.44	121.07	14092.26	303998.71
Previous year	9.47	86.74	47	289	6.18	73.52	9351.69	88442.89
Marine Cargo	1.00	15.26	57	282	1.00	15.26	1349.88	16168.10
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	1.00	15.26	57	282	1.00	15.26	1349.88	16168.10
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	12.60	113.42	44	222	-14.82	47.48	19435.19	108002.34
Previous year	27.42	65.94	17	57	14.11	46.49	21181.13	58266.25
Motor Own Damage	3478.14	23400.75	104859	624342	1699.59	13220.81	263475.98	1806268.28
Previous year	1778.55	10179.94	57585	320894	923.65	8273.12	143479.38	765474.88
Motor Third party	3066.01	21272.09	106011	698097	1200.98	10658.50		
Previous year	1865.03	10613.59	61492	332398	1020.44	8800.54		
Motor (Total)	6544.15	44672.84	106011	698097	2900.57	23879.31	263475.98	1806268.28
Previous year (Total)	3643.58	20793.53	61492	332398	1944.09	17073.66	143479.38	765474.88
Workmen's compensation / Employer's liability	0.97	14.48	3	67	0.08	4.64	7.75	180.50
Previous year	0.89	9.84	2	30	-1.13	6.23	2.25	96.13
Public Liability	0	0	0	0	0	0	0	0
Previous year	0	0	0	0	0	0	0	0
Product Liability	0	0	0	0	0	0	0	0
Previous year	0	0	0	0	0	0	0	0
Other Liability Covers	0.33	14.61	15	63	0.25	13.50	134	9689.82
Previous year	0.08	1.11	4	23	0.06	0.54	42.00	373.00
Liability (Total)	1.30	29.09	18	130	0.33	18.14	141.26	9870.32
Previous year (Total)	0.97	10.95	6	53	-1.07	6.77	44.25	469.13
Personal Accident	115.45	171.59	836	10055	103.78	52.50	166733.51	217228.20
Previous year	11.67	119.09	731	11241	11.67	119.09	27908.97	130690.44
Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	90.26	112.57	102	913	87.66	91.23	163079.77	207586.34
Previous year	2.60	21.34	138	1462	2.60	21.34	2419.68	8781.48
Grand Total	6774.67	45322.58	107180	710436	3078.96	24224.99	628307.85	2669122.29
Previous year (Total)	3695.71	21097.59	62431	345500	1977.58	17340.87	204385.10	1052125.07

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
222.15	1377.30	7190	40598	0.00	0.00	0	0		
123.91	473.58	5108	15644	0.00	0.00	0	0		
157.39	1043.99	7214	40977	0.00	0.00	0	0		
101.90	396.97	5587	16884	0.00	0.00	0	0		
379.54	2421.29	7214	40977	0.00	0.00	0	0		
225.81	870.55	5587	16884	0.00	0.00	0	0		
0	0	0	0	0	0.00	0	8		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	8		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	1		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
379.54	2421.29	7214	40977	0.00	0.00	0	9	0	0
225.81	870.55	5587	16884	0.00	0.00	0	0	0	0

Name of the Insurer: *Tata AIG General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	911	14,767	6,591	79,223		-	7,721,782	109,037,774
Previous year	726	12,153	24,906	111,118	-	-	5,132,743	204,026,661
Marine Cargo	1,185	10,348	2,060	14,110		-	359,851	7,161,040
Previous year	797	7,789	1,837	16,016	-	-	348,272	7,754,361
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,185	10,348	2,060	14,110	-	-	359,851	7,161,040
Previous year (Total)	797	7,789	1,837	16,016	-	-	348,272	7,754,361
Aviation	-	-	-	-		-		-
Previous year	-	-	-	-	-	-	-	-
Engineering	181	3,080	108	653		-	1,403,950	11,038,397
Previous year	246	2,958	84	626	-	-	610,387	7,764,061
Motor Own Damage	2,998	20,597	73,388	493,358		-	157,692	1,166,649
Previous year	1,562	11,995	32,960	237,004	-	-	79,077	634,049
Motor Third party	506	3,509	73,388	493,358		-		-
Previous year	250	2,034	32,960	237,004	-	-	-	-
Motor (Total)	3,504	24,105	73,388	493,358	-	-	157,692	1,166,649
Previous year (Total)	1,812	14,029	32,960	237,004	-	-	79,077	634,049
Workmen's compensation / Employer's liability	86	680	7	139		-	25,143	200,384
Previous year	344	463	11	103	-	-	2,428	87,845
Public Liability	84	2,000	33	382		-	236,858	3,027,053
Previous year	273	1,923	41	282	-	-	174,671	1,027,627
Product Liability	28	387	6	125		-	45,822	7,081,379
Previous year	28	362	17	214	-	-	109,981	2,871,797
Other Liability Covers	681	5,789	497	4,345		-	191,769	2,298,644
Previous year	404	6,200	359	2,638	-	-	457,342	2,868,022
Liability (Total)	879	8,856	543	4,991	-	-	499,591	12,607,461
Previous year (Total)	1,048	8,948	428	3,237	-	-	744,422	6,855,291
Personal Accident	941	8,529	6,110	62,561		-	506,552	5,736,743
Previous year	678	6,592	3,538	58,043	-	-	217,617	3,790,282
Medical Insurance	-	1,250	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance	919	6,852	24,775	233,764		-	2,889,909	27,009,687
Previous year	465	4,777	25,628	188,251	-	-	3,318,658	22,817,042
Health (Total)	919	8,102	24,775	233,764	-	-	2,889,909	27,009,687
Previous year (Total)	465	4,777	25,628	188,251	-	-	3,318,658	22,817,042
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	199	1,559	4,794	33,117		-	5,407	65,195
Previous year	144	1,055	56	1,398	-	-	4,251	122,711
Grand Total	8,719	79,345	118,369	921,777	-	-	13,544,736	173,822,946
Previous year (Total)	5,914	58,300	89,437	615,693	-	-	10,455,426	253,764,458

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
78	723	59	539		-		-		
98	519	79	612	-	-	-	-		
71	635	54	406		-		-		
20	183	13	161	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
71	635	54	406	-	-	-	-	-	-
20	183	13	161	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
12	63	2	15		-		-		
0	20	3	17	-	-	-	-		
227	1,467	5,338	36,721		-		-		
377	910	6,673	17,665	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
227	1,467	5,338	36,721	-	-	-	-	-	-
377	910	6,673	17,665	-	-	-	-	-	-
1	7	1	6		-		-		
1	3	1	2	-	-	-	-		
12	262	19	166		-		-		
7	109	13	120	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
13	269	20	172	-	-	-	-	-	-
8	111	14	122	-	-	-	-	-	-
25	442	612	5,611	0	2	194	13,337		
10	93	115	1,774	1	9	12,648	59,776		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
6	1,271	53	656		-		-		
2	13	74	386	-	-	-	-		
6	1,271	53	656	-	-	-	-	-	-
2	13	74	386	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
90	512	4,253	26,061		-		-		
55	146	455	2,795	-	-	-	-		
521	5,383	10,391	70,181	0	2	194	13,337	-	-
570	1,996	7,426	23,532	1	9	12,648	59,776	-	-

Name of the Insurer: *The New India Assurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	6132.00	76476.17	67879	603535	1037.84	11680.97	707083866.96	1429986576.28
Previous year	5094.16	64795.20	70523	619326			631185287.73	1782178539.16
Marine Cargo	1987.16	17172.70	17924	189169	534.77	3944.05	8028124.50	81390594.81
Previous year	1452.39	13228.65	22425	185331			470697706.52	869557581.88
Marine Hull (Including Onshore & Offshore oil energy)	3336.24	19035.63	2071	8927	-414.58	1928.30	1137387.20	20302895.91
Previous year	3750.82	17107.33	872	8389			6124397.65	18936491.66
Marine (Total)	5323.40	36208.33	19995	198096	120.19	5872.35	9165511.70	101693490.72
Previous year (Total)	5203.21	30335.98	23297	193720	0.00	0.00	476822104.17	888494073.54
Aviation	227.18	4560.72	178	678	269.22	683.94	53929.42	8643355.98
Previous year	-42.04	3876.78	50	361			-1131015.95	2140138.43
Engineering	2354.29	20883.85	5479	45263	1009.39	2377.94	207730023.38	481940949.55
Previous year	1344.90	18505.91	10208	49824			34922114.50	232089392.81
Motor Own Damage	11258.41	84443.83	460985	3430650	2107.83	8896.88	1848406.81	19456293.21
Previous year	9150.58	75546.95	486991	3386423			15488913.35	30847201.13
Motor Third party	7765.56	59949.37	403795	2738146	948.59	3055.76		
Previous year	6816.97	56893.61	137178	1891841				
Motor (Total)	19023.97	144393.20	460985	3430650	3056.42	11952.64	1848406.81	19456293.21
Previous year (Total)	15967.55	132440.56	486991	3386423	0.00	0.00	15488913.35	30847201.13
Workmen's compensation / Employer's liability	350	3414	9601	51282	46.75	1040.84	41858.65	666949
Previous year	304	2373	32598	77685			4069961.78	4621120
Public Liability	-9	38	-21	610	-82.95	-104.67	37497.70	564396
Previous year	74	142	-171	3162			524192.69	1125261
Product Liability	25	360	605	730	165.96	133.13	37227.24	272593
Previous year	-141	227	-4	139			-92983.16	190019
Other Liability Covers	784	6722	1805	34712	101.82	807.24	202648.47	4485202
Previous year	683	5915	4831	30883			479771.84	2286206
Liability (Total)	1150.52	10534.08	11990	87334	231.58	1876.54	319232.06	5989141.20
Previous year (Total)	918.94	8657.54	37254	111869	0.00	0.00	4980943.15	8222606.61
Personal Accident	879.76	8269.16	40266	369343	262.77	1490.72	1013847.49	55252601.96
Previous year	616.99	6778.44	30687	339092			-348360126.56	64188920302.21
Medical Insurance	10186.45	134044.61	78048	806522	937.49	35213.38	18432827.73	426176832.83
Previous year	9248.96	98831.23	50368	756978			48286601.58	133979585.18
Overseas Medical Insurance	68.00	966.44	4454	41851	-8.87	-104.32	7683.59	214581.56
Previous year	76.87	1070.76	6283	41565			1159677.08	2960639.66
Health (Total)	10254.45	135011.05	82502	848373	928.62	35109.06	18440511.32	426391414.39
Previous year (Total)	9325.83	99901.99	56651	798543	0.00	0.00	49446278.66	136940224.84
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	2.72	0	53	10.52	4.90	0.00	6.25
Previous year	-10.52	-2.18	-3	13			-14260.00	9.90
All Other Miscellaneous	3264.85	31137.87	-3625	817110	235.56	3232.76	39844701.28	245328361.17
Previous year	3029.29	27905.11	90571	894289			10770789.95	196743778.44
Grand Total	48610.42	467477.15	685649	6400382	7162.11	74281.82	985500030.42	2774682190.71
Previous year (Total)	41448.31	393195.33	806232	6393447	0.00	0.00	874111029.00	67466576267.07

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
544.93	3350.00	13093	66370	206.75	2585.63				
349.62	3646.87	4106	56199	157.06	1579.26				
67.17	641.69	1599	7131	67.49	521.70				
-56.46	379.18	1027	5616	-26.52	349.34				
1.67	23.56	145	313	0.88	51.02				
-6.24	10.13	17	140	-5.71	11.56				
68.84	665.25	1744	7444	68.37	572.72	0	0		
-62.70	389.31	1044	5756	-32.23	360.90	0	0		
0.00	0.00	0	0	0.00	0.00	0			
0.00	0.00	0	0	0.00	0.00	0	0		
85.39	676.57	801	3384	35.48	546.53	0			
59.96	759.83	486	3743	38.32	412.66	0	0		
882.76	4816.29	24769	230034	666.34	4143.55	1889	16558		
741.60	5915.23	23741	235987	290.41	3303.56	1004	10567		
344.01	3033.80	18183	184602	433.77	2707.79	74215	84866		
429.33	3173.22	5419	100003	435.46	2402.61	70880	93385		
1226.77	7850.09	24769	230034	1100.11	6851.34	76104	101424		
1170.93	9088.45	23741	235987	725.87	5706.17	71884	103952		
5	355	117	3237	48	295	2632	14590		
64	271	2452	4948	50	191	2935	12879		
6	7	1	8	7	17	259	259		
3	6	22	170	1	3	-261	0		
2	20	-4	0	4	40	0	0		
19	22	5	6	27	27	-121	0		
30	341	743	4259	17	154	-2	621		
31	205	857	4003	22	99	-62	6		
43.72	723.12	857	7504	75.44	507.07	2889	15470		
116.46	503.25	3336	9127	99.96	320.25	2491	12885		
69.68	470.07	9465	33586	51.19	467.66	38250	251125		
103.43	1041.38	2674	22937	137.80	1015.04	14376	440394		
137.46	5245.22	13960	102273	982.59	5048.37	408293	2590097	313797	4298747
306.18	1686.74	3324	44492	922.70	1807.26	2122007	12617617	-191229	2067491
-11.04	70.95	112	2023	5.56	78.32	564	5823	304	29523
14.90	38.68	7	908	4.57	22.94	487	12710	13571	38479
126.42	5316.17	14072	104296	988.15	5126.69	408857	2595920	314101	4328270
321.08	1725.42	3331	45400	927.27	1830.20	2122494	12630327	-177658	2105970
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
826.19	7070.68	9067	183924	473.77	2184.60	44241	141134		
559.10	4501.31	27656	247352	29.28	1506.80	20832	5291330		
2991.94	26121.95	73868	636542	2999.26	18842.24	570341	3105073		
2617.88	21655.82	66374	626501	2083.33	12731.28	2232077	18478888		

Name of the Insurer: *The Oriental Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	3527.39	47802.32	36950	342505	701.15	6944.50	7286967.63	112648823.32
Previous year	2826.24	40857.82	37215	321657				
Marine Cargo	1816.22	15393.72	14469	119964	438.66	3645.66	6838750.35	49167183.13
Previous year	1377.56	11748.06	18705	153479				
Marine Hull (Including Onshore & Offshore oil energy)	1558.19	15224.07	374	3378	-376.97	2012.27	233339.44	3957156.17
Previous year	1935.16	13211.80	236	3349				
Marine (Total)	3374.41	30617.79	14843	123342	61.69	5657.93	7072089.79	53124339.30
Previous year (Total)	3312.72	24959.86	18941	156828				
Aviation	1566.85	5104.64	32	260	1333.22	-1640.27	182788.82	12610343.13
Previous year	233.63	6744.91	35	269				
Engineering	1933.81	18000.80	3491	27825	170.46	2437.30	2016844.57	16399356.46
Previous year	1763.35	15563.50	2753	27093				
Motor Own Damage	7887.12	61903.54	469695	3370925	1275.28	6621.92	520137.96	4110545.97
Previous year	6611.84	55281.62	360099	2686970				
Motor Third party	6385.16	51231.46	627805	4635306	463.78	4066.43	0.00	0.00
Previous year	5921.38	47165.03	494380	6666344				
Motor (Total)	14272.28	113135.00	627805	4635306	1739.06	10688.35	520137.96	4110545.97
Previous year (Total)	12533.22	102446.65	494380	6666344				
Workmen's compensation / Employer's liability	558.25	4559.48	4702	40860	343.56	1044.05	7370.46	72763.28
Previous year	214.69	3515.43	4370	38137				
Public Liability	5.63	66.00	17	267	1.46	5.89	440019.12	10232940.86
Previous year	4.17	60.11	33	301				
Product Liability	6.71	315.08	9	98	-6.11	-82.60	38216.50	2176573.07
Previous year	12.82	397.68	12	99				
Other Liability Covers	225.00	1929.02	2174	19442	-26.57	-1587.15	1276872.29	9103241.27
Previous year	251.57	3516.17	1807	18418				
Liability (Total)	795.59	6869.58	6902	60667	312.34	-619.81	1762478.37	21585518.48
Previous year (Total)	483.25	7489.39	6222	56955				
Personal Accident	654.72	8994.76	74295	686884	438.90	1545.06	2876742.29	17452577.38
Previous year	215.82	7449.70	76392	696155				
Medical Insurance	6917.56	78793.58	59661	541489	-1391.62	12992.84	310988.08	2920175.90
Previous year	8309.18	65800.74	48970	435419				
Overseas Medical Insurance	43.24	557.83	1426	16948	36.82	-18.87	124213.42	1658802.37
Previous year	6.42	576.70	1208	17868				
Health (Total)	6960.80	79351.41	61087	558437	-1354.80	12973.97	435201.50	4578978.27
Previous year (Total)	8315.60	66377.44	50178	453287				
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
All Other Miscellaneous	4747.56	34730.11	76864	707553	940.39	3471.54	5067283.26	1079055148.14
Previous year	3807.17	31258.57	87538	715810				
Grand Total	37833.41	344606.41	902269	7142779	4342.41	41458.57	27220534.19	1321565630.45
Previous year (Total)	33491.00	303147.84	773654	9094398	0.00	0.00	0.00	0.00

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
352.78	2511.42	6752	57884	658.28	14832.22	0	0	0	0
161.16	1397.56	4384	33366	0.00	0.00	0	0	0	0
67.73	552.01	737	5603	366.62	3549.54	0	0	0	0
28.62	217.50	636	3583	0.00	0.00	0	0	0	0
15.38	99.67	146	1364	280.56	2126.25	0	0	0	0
0.38	6.73	39	374	0.00	0.00	0	0	0	0
83.11	651.68	883	6967	647.18	5675.79	0	0	0	0
29.00	224.23	675	3957	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
93.53	724.09	475	3779	551.00	3726.03	0	0	0	0
29.12	321.54	262	1872	0.00	0.00	0	0	0	0
1427.53	10807.02	81690	573119	2333.47	18062.75	0	0	0	0
810.85	5681.04	42639	279168	137.00	5681.04	0	0	0	0
1278.99	9720.31	112613	806287	1791.33	14418.47	2983	2406840	77700	6311669
712.24	4862.01	58159	382621	139.37	4862.01	1929	49183	15216	335456
2706.52	20527.33	112613	806287	4124.80	32481.22	2983	2406840	77700	6311669
1523.09	10543.05	58159	382621	276.37	10543.05	0	49183	15216	335456
65.77	566.75	758	6874	166.92	1218.28	1724	118631	2286	620107
37.15	213.04	440	3329	6.41	213.04	655	6852	1452	9469
2.27	5.06	3	17	0.05	12.57	0	0	0	0
2.13	2.72	1	9	0.00	0.00	0	0	0	0
0.00	9.13	0	4	4.05	79.32	0	0	0	0
0.00	0.54	0	1	0.00	0.00	0	0	0	0
12.51	134.81	193	1608	82.00	836.94	154	1130	10309	15343
3.14	58.95	77	657	1.73	58.54	0	0	0	0
80.55	715.75	954	8503	253.02	2147.11	1878	119761	12595	635450
42.42	275.25	518	3996	8.14	271.58	655	6852	1452	9469
183.30	939.88	15781	151463	234.09	2893.44	22329	1129328	-130295	3233587
65.09	407.44	9557	70729	13.26	407.44	1	1	420	420
189.95	1703.40	3466	32298	1402.34	13579.51	47569	2105067	64837	4459552
74.45	841.23	1393	11440	41.11	841.23	0	0	0	0
2.34	19.87	80	528	8.52	145.58	9107	9953	9286	14011
0.20	6.17	15	167	0.44	6.17	0	0	0	0
192.29	1723.27	3546	32826	1410.86	13725.09	56676	2115020	74123	4473563
74.65	847.40	1408	11607	41.55	847.40	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
648.31	8545.80	24399	219315	833.41	8252.41	22970	590117	28961	4672531
5362.68	8893.83	19910	142403	77.37	8893.83	762	18146	8102	175276
4340.39	36339.22	165403	1287024	8712.64	83733.31	106836	6361066	63084	19326800
7287.21	22910.30	94873	650551	416.69	20963.30	1418	74182	25190	520621

Name of the Insurer: *United India Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	5127.00	54464.00	64195	578373	592.00	9592.00	8196643	87145217
Previous year	4535.00	44872.00	62194	523051	544.00	5514.00	7290997	72119690
Marine Cargo	2546.00	18761.00	21417	212401	597.00	3589.84	5399788	39798045
Previous year	1949.00	15171.16	24108	195333	659.00	2332.16	4261972	33179017
Marine Hull (Including Onshore & Offshore oil energy)	4739.00	15907.00	1359	15197	114.00	2500.04	1704676	5719617
Previous year	4625.00	13406.96	1162	8896	801.00	4448.96	1490493	4320745
Marine (Total)	7285.00	34668.00	22776	227598	711.00	6089.88	7104464	45517662
Previous year (Total)	6574.00	28578.12	25270	204229	1460.00	6781.12	5752466	37499762
Aviation	27.00	448.00	39	509	27.00	100.52	4051	67217
Previous year	0.00	347.48	0	225	-91.72	-845.40	0	51121
Engineering	3055.00	25044.00	14866	93859	1041.00	7655.32	1316810	10801148
Previous year	2014.00	17388.68	13052	90275	-294.00	1861.68	892295	7703948
Motor Own Damage	9840.00	71299.00	464975	3522751	2077.00	5492.15	1396244	10116950
Previous year	7763.00	65806.85	456636	3320188	574.00	8142.85	967292	8199707
Motor Third party	7504.00	60814.00	724202	5702260	922.00	12627.40		0
Previous year	6582.00	48186.60	174600	3984572	1647.00	6434.60		0
Motor (Total)	17344.00	132113.00	724202	5702260	2999.00	18119.55	1396244	10116950
Previous year (Total)	14345.00	113993.45	456636	3984572	2221.00	14577.45	967292	8199707
Workmen's compensation / Employer's liability	131.02	3525.35	903	47706	-270.36	518.87	0	0
Previous year	401.38	3006.48	4964	41538	122.71	91.85	0	0
Public Liability	2.20	816.76	36	4048	12.25	364.35	373	142144
Previous year	-10.05	452.41	450	417	-79.42	-106.38	-1703	78538
Product Liability	1.77	479.30	13	1148	-11.25	240.27	352	95367
Previous year	13.02	239.03	204	1627	-25.11	-17.51	2702	49603
Other Liability Covers	28.01	1890.59	228	13995	-226.59	328.51	8522	575192
Previous year	254.60	1562.08	320	18939	134.44	206.74	75996	466269
Liability (Total)	163.00	6712.00	1180	66897	-495.95	1452.00	9247	812702
Previous year (Total)	658.95	5260.00	5938	62521	152.62	174.70	76994	594410
Personal Accident	1335.00	7827.00	33748	368508	703.25	1335.97	4395785	25773407
Previous year	631.75	6491.03	32164	382457	6.29	1763.07	2279143	23417494
Medical Insurance	11098.72	99744.06	156818	991110	3093.13	28125.60	1533126	13778183
Previous year	8005.59	71618.46	131460	884198	2949.02	21782.21	1290354	11543575
Overseas Medical Insurance	739.28	6453.95	702	77199	6.28	1148.24	217499	1898844
Previous year	733.00	5305.71	636	84707	138.57	1430.96	216608	1567838
Health (Total)	11838.00	106198.00	157520	1068310	3099.41	29273.83	1750625	15677027
Previous year (Total)	8738.59	76924.17	132096	968905	3087.59	23213.17	1506961	13111414
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00		0
All Other Miscellaneous	4648.00	37091.00	185201	1321996	1066.85	3430.19	896000	7150049
Previous year	3581.15	33660.81	156620	1223872	31.66	-1265.05	667605	6298487
Grand Total	50822.00	404565.00	1203727	9428309	9743.56	77049.26	25069869	203061378
Previous year (Total)	41078.44	327515.74	883970	7440107	7117.44	51774.74	19433753	168996032

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
360.47	4308.32	10264	82712	0.00	0.00	0	0		
455.00	3641.85	11450	85664	152.60	1220.80	345	2763		
100.53	592.83	2886	16361	0.00	0.00	0	0		
65.98	527.84	1964	15714	65.05	520.38	65	524		
4.93	55.42	144	1367	0.00	0.00	0	0		
6.25	50.01	114	913	2.18	17.43	13	104		
105.46	648.25	3030	17727	0.00	0.00	0	0		
72.23	577.85	2078	16627	67.23	537.81	78	628		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
196.98	1604.64	1911	10918	0.00	0.00	16	16		
138.17	1105.35	1198	9591	61.59	492.71	65	521		
2397.20	16686.75	67990	487776	0.00	0.00	0	0		
2252.71	18021.67	65916	493150	276.19	2209.53	1538	12304		
1066.32	12159.66	116306	777073	0.00	0.00	0	0		
1184.75	9477.97	81369	608769	172.09	1376.70	1037	8296		
3463.52	28846.40	116306	777073	0.00	0.00	0	0		
3437.46	27499.64	81369	608769	448.28	3586.23	2575	20600		
23.16	269.83	697	5301	19.10	131.50	411	859		
40.37	322.94	716	5729	11.01	88.07	104	829		
2.28	30.25	76	621	0.00	0.00	0	0		
2.79	22.30	72	577	1.12	8.96	9	79		
0.11	2.85	1	30	0.00	0.00	0	0		
1.11	8.89	3	19	0.30	2.38	10	79		
10.46	83.75	304	1413	0.00	5.71	0	0		
14.80	118.39	231	1854	1.84	14.72	0	1		
36.01	386.68	1077	7364	19.10	137.21	411	859		
59.07	472.52	1022	8179	14.27	114.13	123	988		
47.91	4388.05	3904	35642	43.53	2479.86	24042	134613		
245.83	1966.65	4100	32809	274.68	2197.45	7518	60147		
562.33	5604.95	8185	81053	2303.01	9217.47	9393	4778899	330508	1995326
371.98	2975.86	7778	62225	690.73	5525.81	76895	615159	238397	1417748
7.45	255.72	172	3588	0.00	5.94	0	8125	2134	11893
26.83	214.67	523	4184	9.81	78.45	74	589	1406	9018
569.78	5860.67	8357	84641	2303.01	9223.41	9393	4787024	332642	2007219
398.81	3190.53	8301	66409	700.54	5604.26	76969	615748	239803	1426766
0.00	0.00	0	0	0.00	0.00	-7736	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	3	0	0	0
1416.88	11741.67	88277	335864	169.87	4707.68	58769	214206		
1355.24	10841.91	65396	501372	577.71	4621.67	25571	204575	0	0
6197.01	57784.68	233127	1351942	2535.52	16548.16	84896	5136718	332642	2007219
6161.81	49296.30	174914	1329420	2296.90	18375.06	113247	905970	239803	1426766

Name of the Insurer: *Universal Sompo General Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	441.97	3410.65	7733	61303	10.83	939.58	489021.30	4045303.41
Previous year	431.14	2471.07	9386	59022	387.23	2371.89	392310.79	2760857.47
Marine Cargo	27.18	347.79	71	804	19.30	77.16	50185.76	2397556.11
Previous year	7.88	270.63	74	584	7.32	247.95	86203.89	1518408.89
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	27.18	347.79	71	804	19.30	77.16	50185.76	2397556.11
Previous year (Total)	7.88	270.63	74	584	7.32	247.95	86203.89	1518408.89
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	51.60	379.70	93	684	22.69	124.41	51673.95	227019.47
Previous year	28.91	255.30	879	1334	28.08	253.79	22649.69	248454.71
Motor Own Damage	821.29	8300.78	29526	293061	262.60	5770.57	55991.41	545640.64
Previous year	558.69	2530.21	21033	82823	548.74	2515.25	65025.98	268283.34
Motor Third party	205.33	2403.24			65.66	2026.97		
Previous year	139.67	376.26	0	0	139.67	376.26		
Motor (Total)	1026.62	10704.02	29526	293061	328.26	7797.55	55991.41	545640.64
Previous year (Total)	698.36	2906.47	21033	82823	688.41	2891.51	65025.98	268283.34
Workmen's compensation / Employer's liability	25.92	77	66	482	23.85	51.58	3255	8328
Previous year	2.08	25.17	28	141	1.12	24.02	118.36	3084.27
Public Liability	0.00	4.27	0	4	0.00	-1.74	0	5900
Previous year	0.00	6.01	0	7	0.00	6.01	0.00	5005.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	7.03	38.87	16	46	7.03	28.02	3337	37516
Previous year	0.00	10.85	0	30	0.00	10.85	0	5774
Liability (Total)	32.95	119.88	82	532	30.88	77.86	6591.95	51743.77
Previous year (Total)	2.08	42.03	28	178	1.12	40.88	118.36	13863.47
Personal Accident	32.17	275.99	620	4157	-213.87	-663.37	97177.75	1841602.14
Previous year	246.04	939.36	839	2057	244.00	889.26	2423312.12	10656208.38
Medical Insurance	166.69	1441.25	5904	21154	-33.07	399.83	10001.20	88762.96
Previous year	199.77	1041.42	7900	17921	199.59	1023.85	10821.55	76331.75
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	166.69	1441.25	5904	21154	-33.07	399.83	10001.20	88762.96
Previous year (Total)	199.77	1041.42	7900	17921	199.59	1023.85	10821.55	76331.75
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	295.70	2143.89	11940	92271	-53.37	206.32	133505.91	1127616.01
Previous year	349.07	1937.57	18164	90112	317.26	1895.77	134238.69	1003343.79
Grand Total	2074.88	18823.18	55969	473966	111.65	8959.34	894149.23	10325244.51
Previous year (Total)	1963.23	9863.84	58303	254031	1872.99	9614.89	3134681.07	16545751.79

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
124.04	911.99	4173	33837	0	0.00	0	0		
121.46	775.97	4838	28658	0	0.00	0	0		
124.04	911.99	4173	33837	0.00	0.00	0	0	0	0
121.46	775.97	4838	28658	0.00	0.00	0	0	0	0

Name of the Insurer: *Agriculture Insurance Company of India Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)								
Previous year (Total)								
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)								
Previous year (Total)								
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)								
Previous year (Total)								
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)								
Previous year (Total)								
Crop Insurance	11192.7	124801.9	60766	430117	-645.9	12028.3	389663.2	3419222.0
Previous year	11838.6	112773.58	58731	401706	4606.9	58704.1	346879.2	3230411.2
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	11192.7	124801.9	60766	430117	-645.9	12028.3	389663.2	3419222.0
Previous year (Total)	11838.6	112773.58	58731	401706	4606.9	58704.1	346879.2	3230411.2

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
11192.7	124801.9	60766	430117					1591376	15575428
11838.6	112773.58	58731	401706					1792470	16880764
11192.7	124801.9	60766	430117					1591376	15575428
11838.6	112773.58	58731	401706					1792470	16880764

Name of the Insurer: *Apollo Munich Health Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	47.84	403.60	2404	17437	47.84	403.60	30752.50	233457.13
Previous year	28.16	264.48	1325	11372	28.16	264.48	57664.03	844750.48
Medical Insurance	1989.38	11291.94	42660	273380	1989.38	11291.94	43904.25	391152.67
Previous year	1134.06	6174.50	20762	71070	1134.06	6174.50	123124.67	637312.10
Overseas Medical Insurance	28.58	341.37	2212	18491	28.58	341.37	181816.91	1500592.34
Previous year	24.57	342.37	854	16800	24.57	342.37	111695.50	1317782.00
Health (Total)	2017.96	11633.31	44872	291871	2017.96	11633.31	225721.16	1891745.00
Previous year (Total)	1158.63	6516.86	21616	87870	1158.63	6516.86	234820.17	1955094.10
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	49.04	398.98	48696	370793	49.04	398.98	243480.00	1853965.00
Previous year	36.41	273.50	36098	271298	36.41	273.50	180286.00	1356026.00
Grand Total	2114.85	12435.89	95972	680101	2114.85	12435.89	499953.66	3979167.13
Previous year (Total)	1223.20	7054.85	59039	370540	1223.20	7054.85	472770.20	4155870.58

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
3.71	15.23	2203	11426	0.29	3.12	1843	11010		
0.06	0.19	469	1518	0.45	2.36	614	1816		
133.69	792.80	4104	30094	0.00	45.85	0	9689	82151	533832
0.29	2.05	32	217	2.36	14.53	202	1435	43865	296017
								2212	20724
								1370	21339
133.69	792.80	4104	30094	0.00	45.85	0	9689	84363	554556
0.29	2.05	32	217	2.36	14.53	202	1435	45235	317356
137.41	808.03	6307	41520	0.29	48.98	1843	20699	84363	554556
0.35	2.24	501	1735	2.80	16.89	816	3251	45235	317356

Name of the Insurer: *Export Credit Guarantee Corporation of India Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee	7253	55936	979	8241	868	3873	229889	2908703
Previous year	6385	52063	1127	8779	392	5472	278169	2784236
All Other Miscellaneous								
Previous year								
Grand Total	7253.35	55936.08	979	8241	868.23	3872.96	229889.43	2908702.79
Previous year (Total)	6385.12	52063.12	1127	8779	392.00	5472.00	278168.60	2784235.60

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
	6								
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0	0	0	0	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	6	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		

Name of the Insurer: *Max Bupa Health Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance	194.26	1247.63	1958	14140	177.40277	1230.78	9130.00	51145.00
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	194.26	1247.63	1958	14140	177.40	1230.78	9130.00	51145.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	194.26	1247.63	1958	14140	177.40	1230.78	9130.00	51145.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1.73	16.20	16	212	0.00	0.00	0	0	2974	21817
1.73	16.20	16	212	0.00	0.00	0	0	2974	21817
0.00	0.00	0	0	0.00	0.00	0	0	0	0
1.73	16.20	16	212	0.00	0.00	0	0	2974	21817
0.00	0.00	0	0	0.00	0.00	0	0	0	0

Name of the Insurer: *Star Health and Allied Insurance Company Limited*

BUSINESS FIGURES:

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Cargo			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)			0 0	0 0			0.00 0.00	0.00 0.00
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Engineering			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Own Damage			0	0			0.00	0.00
Previous year			0	0			0.00	0.00
Motor Third party			0	0				
Previous year			0	0				
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	80.15	791.55	10866	84225	29.62	224.41	133821.74	1093622.12
Personal Accident	50.53	431.15	9622	65202	17.77	-1037.34	67503.53	555162.86
Previous year	658.48	77004.87	71311	502061	-642.81	10926.13	-500500.60	22269597.35
Medical Insurance	1301.29	63197.24	44821	307182	707.83	33343.35	70494.56	21848990.87
Previous year	60.60	841.60	2395	298195	15.06	246.41	225098.00	2733436.39
Overseas Medical Insurance	45.54	553.18	1478	17554	21.29	273.28	117668.77	3172234.67
Previous year	719.08	77846.47	73706	800256	-627.75	11172.54	-275402.60	25003033.74
Health (Total)	1346.83	63750.42	46299	324736	729.12	33616.63	188163.33	25021225.54
Previous year (Total)								
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	36.82	292.96	13167	104236	2.19	28.82	131670	1042360.00
Previous year	34.63	264.14	12204	93706	-22.19	-9.32	122040.00	937060.00
Grand Total	836.05	78930.98	97739	988717	-595.94	11425.77	-9910.86	27139015.86
Previous year (Total)	1431.99	64445.71	68125	483644	724.70	32569.97	377706.86	26513448.40

** Wherever applicable*

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF NOVEMBER, 2010

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
22.99	289.23	4457	35744	22.33	256.12	5266	169139		
15.10	127.24	4473	30705	31.62	257.10	31639	322384		
-362.51	28254.92	24986	173672	690.21	46601.79	33845	8731576	-1516681	55807603
443.93	2756.64	16818	119778	621.45	58655.91	21114	96746806	71259	96952034
12.50	177.11	365	4963	34.82	393.18	1323	13982	2395	28613
9.76	117.39	266	3374	22.68	285.26	812	9917	1478	17552
-350.01	28432.03	25351	178635	725.03	46994.97	35168	8745558	-1514286	55836216
453.69	2874.03	17084	123152	644.13	58941.17	21926	96756723	72737	96969586
				0.00	108.50	0	38574		
				0.00	104.06	0	36470		
-327.02	28721.26	29808	214379	747.36	47359.59	40434	8953271	-1514286	55836216
468.79	3001.27	21557	153857	675.75	59302.33	53565	97115577	72737	96969586

" క్లెయిమము చేస్తూ అన్ని డాక్యుమెంట్లు నేను పంపి మూడు వారాలయింది... వాళ్ళు తొందరలోనే డబ్బు పంపిస్తారని నేను ఆశిస్తున్నాను."

" అవును. వాళ్ళు పంపిస్తారు. అన్ని కాగితాలు సరిగా ఉన్నట్లయితే, వాళ్ళు 30 రోజుల లోపల పరిష్కరించవలసి ఉంటుంది. అది రూలు!"

భారత్‌లోని ఇన్సూరెన్స్ కంపెనీల పర్యవేక్షణ సంస్థ అయిన ది ఇన్సూరెన్స్ రెగ్యులేటరీ అండ్ డెవలప్‌మెంట్ అథారిటీ (ఐఆర్‌డిఎ), పాలసీదారుల ప్రయోజనాలను సంరక్షిస్తుంది. ఐఆర్‌డిఎ నిధించిన కొన్ని నియమాలు కొన్ని ఇక్కడ పొందుపరచబడ్డాయి:

- సంబంధిత డాక్యుమెంటులన్నీ అందుకున్న 30 రోజుల లోపల భీమా కంపెనీ ద్వారా ఒక క్లెయిము చెల్లించబడాలి లేదా అవసరమయిన కారణాలను చూపుతూ వివాదాన్ని తెలియజేయాలి.
- ఒక ప్రతిపాదన అందుకున్న 30 రోజుల లోపల భీమా కంపెని భావి పాలసీదారునికి నివరణిక, ప్రతిపాదన పత్రం ఒక కాపి, ఛార్జీ ఏమి లేకుండా ఉచితంగా ఇవ్వవలసి ఉంటుంది.
- భీమా కంపెని ప్రతిపాదనలు ముట్టిన 15 రోజుల లోపల ప్రక్రియాత్మకం చేయాలి మరియు వర్తమానం పంపవలసి ఉంటుంది.
- అవసరమయిన డాక్యుమెంట్లన్నీ సమర్పించిన తరువాత క్లెయిము పరిష్కారంలో ఒకవేళ జాప్యం జరిగినట్లయితే, నిర్ణయించబడిన మొత్తంలో వడ్డీని చెల్లించవలసిన బాధ్యత భీమా కంపెనీకి ఉంటుంది.
- ఒక జీవిత భీమా పాలసీదారుడు పాలసీని రద్దు చేసుకోవడానికి 15 రోజుల "ఫ్రీ లుక్ పిరియడ్" (పాలసీ ముట్టిన తేదీనుండి) పొందడానికి హక్కు ఉన్నది.
- పాలసీదారుల నుండి ఎలాంటి సమాచారం అందినా అందిన 10 రోజుల లోపల భీమా కంపెనీ ప్రతి సమాధానం ఇవ్వవలసి ఉంటుంది.

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view point

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Despite persistent adverse conditions, reinsurers have demonstrated they are able to understand and manage risks appropriately; this is not just good news to the reinsurance sector, but above all, it is good news to the policyholders.

Mr. Jeremy Cox
Chair of the Reinsurance Transparency Sub-group, IAIS.

The growing complexity and interconnectedness in financial and economic systems, the increasing speed of change, as well as the ongoing structural changes in emerging markets will have profound impacts on all sectors of the global financial industry.

Mr. Heng Swee Keat
Managing Director, Monetary Authority of Singapore

An important part of our mission is to advocate for strong regulation of U.S. insurance companies operating overseas, as well as to learn and implement sound practices used by foreign regulators.

Mr. John M. Huff
Missouri Insurance Director, NAIC

One of the elements of our consumer protection strategy is our strong commitment to take enforcement action against firms in a way which creates a level of credible deterrence to firms where they fall short of our standards.

Ms. Sheila Nicoll
Director of Conduct Policy, FSA, UK

Willingness to act requires a prudential supervisor to have a clear and unambiguous mandate; operational independence coupled with accountability to the public; skilled staff; and a constructive relationship with boards and industry that avoids 'regulatory capture'.

Mr. John F. Laker
Chairman, Australian Prudential Regulation Authority

I am happy if the industry grows more solidly. What is the point of having an industry whose bottom-line is shaky, but the top-line is glamorous? That is a sure recipe for disaster.

Mr. J. Hari Narayan
Chairman, Insurance Regulatory & Development Authority, India

"

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