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## Role of Information Technology in Insurance Industry

भारतीय बीमा विनियामक और विकास प्राधिकरण



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## From the Publisher

**A**s we all know, the Insurance sector has witnessed a significant growth ever since its liberalization in the year 2000. Even while the Insurance penetration has increased to 3.9%, the number of policies has gone to over 43 crores in this period, the potential of Insurance sector in the country has not been fully realized. Given that the premium payment capacity would be limited for the low income segments, the costs of Insurance services are kept to a minimum and at the same time viable

to the Insurers and the Intermediaries. In this context, Information and Communication Technology has a very important role to play in the sector.

The Insurance Repository system and the sale of electronic policies can bring down the cost of policy issuance, administration & policy servicing and make it much simpler more particularly if it is integrated suitably with the 100000 Common Service Centres across the country.

Information Technology can facilitate in making quick and easy settlements not only to the policyholders using the electronic platform but also among Insurance Companies. To this effect, the Electronic Transaction Administration and Settlement System (ETASS) initiative of IRDAI will play an important role in the time to come in the Co-Insurance and Reinsurance space. Insurance Sector is data driven and Analytics play an important role. Capture of data seamlessly and its processing can facilitate the Insurance Industry to do better underwriting, reduce fraud and also identify the areas of focus for Insurance growth.

Today Insurance has a very close interface with other financial Services that are provided by Capital Markets, Banking and Pension Sectors. There needs to be synergetic efforts among these sectors to ensure harmonious growth of services in the financial sphere. Information Technology can not only improve the interface among these sectors but also provide the much needed push in dissemination of knowledge more so in promotion of financial literacy and education.

I am extremely delighted to find contributors of articles have covered many areas for use of Information Technology for the benefit of policy holders as well as growth of the Insurance industry which is the focus of this issue of the journal. The recent changes in the regulatory framework consequent upon promulgation of the Insurance Laws (Amendment) Ordinance 2014 to amend the Insurance Act, 1938, the General Insurance Business (Nationalisation) Act, 1972 and the Insurance Regulatory and Development Authority Act, 1999, can give a galvanising effect to the Insurance Industry. Accordingly, the focus of the next issue of the journal will be on the major changes in the regulatory sphere and its objective of deepening the reform process in the economy in general and the Insurance sector in particular.



  
**T.S. Vijayan**

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## Essentials of an Insurance Database:

Clarity on the Intelligence to be Drawn  
and Adherence to Global Standards

*Dr. George E Thomas*

Dr. George E. Thomas opines that though India is famed as the hotbed of the worlds' information and technology profession and the country's insurance industry enjoys the 'late mover advantage' in developing its data warehouse, deeper thinking would be needed to have a robust and dependable data warehouse for the industry. He feels that compliance to data standards and clarity of purpose are the two maxims that would keep us on the right track.

**“The measure of data is how much intelligence a user can derive from it and how quickly the user can respond to reinforce or counteract a new trend.” Tomasz Tunguz.**

Insurers need a lot of information for their business decisions covering a host of purposes including designing and pricing products, making business plans,

working out turn-around times, deciding retention levels, designing reinsurance strategies, maintaining competitive edges, making provisions for claims, making long-term investment decisions etc. Empowered with actuarial knowledge and statistical techniques, insurers are able to analyse data with better precision today. Also, advanced software and computation techniques allow users to analyze huge stacks of data from multiple dimensions to churn out meaningful information.

### EMPLOYING GLOBAL STANDARDS

There is no doubt that to be useful, information has to be compiled in a scientific and structured manner and the smallest granule of data defined unambiguously. High levels of specificity are required in defining data at granular levels and intelligently analyzing it. Precision is needed in coding and

standardization of terminology especially in highly technical areas. At the very core of the issue, there should be clarity of vision regarding why the data is collected and what kind of information can it provide. Data needs to be collected and used at various levels - local, country specific, continent specific or global. Hence it is important that all concerned should speak and understand the same language. Berson and Smith<sup>1</sup> warn us of the error that “happens when the business problem is not fully understood by those responsible for the data handling or the analysis itself.” They point out that “a great deal of effort will be put in up-front in the definition of the business problem, the definition of the actual prediction, and understanding of the data.” Across the world there have been varied efforts at standardization and addressing the consequent challenges of dealing with changing

parameters and technology. Attempts were being made for developing international lexicon for defining data, using common data standards and quality standards in data related activity. Needless to say, this approach is not in conflict with the importance of collecting and assessing local flavors in data.

**Insurance Data Management Association (IDMA)**, founded in 1984 as an independent non-profit professional association for increasing professionalism in insurance data management, took a lot of initiatives for creating standards in the realm of insurance data management, a challenge area for professionals in the last few decades. IDMA started as a forum for discussing statistical, data administration and data quality issues, as well as the use of current technology for satisfying insurance data needs. "I believe the need to create common data standards for data exchange between trading partners is one of the most important challenges facing insurance data managers." said Gary W. Knoble, co-chair of IDMA's Data Standards Initiative. Recognizing the critical role of developing data standards and data quality standards and the importance of efficient data exchange, in the 1990s IDMA launched a strategic initiative to develop a professional data dictionary. To quote IDMA's President, Carole J. Banfield,<sup>2</sup> "For

an industry whose lifeblood is data, we need to start the information century off on the right foot by showing what our industry can accomplish if it puts its collective mind to it."

**The Association for Cooperative Operations Research and Development (ACORD)**, a global, nonprofit organization serving the insurance and related industries has played a noteworthy role in this area. ACORD positions itself as an objective, independent advocate for sharing information among diverse platforms. It facilitates the development of open consensus data standards and standard forms, and strives to implement these standards through its members and partners. ACORD Standards and Services are intended to improve data quality and flow, increase efficiency, and realize savings to the global industry thereby improving efficiency and expanding market reach. IDMA and ACORD collaborate to promote the development and adoption of data standards. As standards-setting organizations in a common domain, IDMA and ACORD have a membership exchange system from August 2010 as well. Many insurance agencies, brokers, insurers, financial services organizations, software providers and related organizations worldwide are affiliated with IDMA and ACORD. ACORD conducts certificatory examinations worldwide leading to the award of ACORD Certified Expert (ACE) designation that demonstrates

expertise in ACORD Standards implementation. In India, the Insurance Institute of India supports these academic endeavors and ACORD has included the Licentiate level of Insurance Institute of India as the gateway qualification for taking up ACE<sup>3</sup>.

**International Association of Insurance Supervisors (IAIS)**<sup>4</sup> which represents insurance regulators and supervisors of around 140 countries, constituting 97% of the world's insurance premiums and more than 120 observers, works with the insurance industry globally and set regulatory principles and standards. IAIS is seized of the situation that in many countries, due to a lack of standards, data can vary between

#### ***Data Standards and the IAIS Core Principles***

- *Data Transparency & Consistency - Insurance Principles, Standards and Guidance Paper*
- *Data Comparability - Insurance Principles, Standards and Guidance Paper*
- *Risk Management - ICP 10, 18, 19*
- *Fraud - ICP 27, 28*
- *Reinsurance - Supervisory Standards on the Evaluation of the Reinsurance Cover of Primary Insurers and the Security of their Reinsurers*
- *E-Commerce - Insurance Core Principles & Methodology*
- *Reporting - ICP 5*
- *Solvency - Towards A Common Structure and Common Standards for the Assessment of Insurer Solvency.*

systems and between business partners like risk carriers, TPAs, brokers and agents, insurance activity may not be adequately reported and may not yield itself to prudential norms of supervision. This can delay data delivery and complicate interpretation. IAIS gives importance to building databases for the industry and embedding standardization into regulatory thinking. It has several work-streams of data acquisition and analysis. The Data Collection and Information Management Wing of IAIS, works to develop an overall information management strategy for data acquisition and analysis, including for the IAIS Common Framework for the Supervision of Internationally Active Insurance Groups. IAIS Multilateral Memorandum of Understanding (MMoU) a global framework for cooperation and information exchange between insurance supervisors enables exchange of relevant information across member jurisdictions, promoting the financial stability of cross-border insurance operations for the benefit and protection of consumers. MMoU sets minimum standards to which signatories must adhere, and all applicants are subject to review and approval by an independent team of IAIS members.

**Insurance Core Principles (ICP)**<sup>5</sup> variously implies the need for standardization and quality control in data and information sharing. For

instance, Conduct of Insurance Business (ICP 19) requires that the company keep adequate and orderly records of its business and internal organization. A way to facilitate the flow of information by business partners and ensure that the transmitted data is both useful and available real-time, is through establishing data standards, a common lingua franca for making sharing possible and efficient. Standardized data naming and definitions would over time create meaningful industry data and facilitate benchmarking. The Supervisory Standard on Licensing (ICP 4) requires that business services providers are properly monitored through internal controls. All types of service providers such as software developers, consultants, and outsourcers to undergo a certification process ensuring that their data exchange formats meet industry standards could be an offshoot of this. Supervisory Cooperation and Information Sharing (ICP 25) stipulates that the supervisory authorities cooperate and share information with their counterparts subject to confidentiality requirements. In essence, IAIS insists that the data used for an internal model should be current and sufficiently credible, accurate, complete and appropriate. Evaluating companies and supervisors are required to ensure that the methods for collecting information, and the data

collected itself, meet standards for consistency, quality and timeliness. IAIS prescribes a “statistical quality test” should include the examination of the aggregation of data, the modelling assumptions and the statistical measures used to construct the internal model.

**Medical data** is one of the most complex areas of data with its variations and sub-divisions. In health care, insurers need to grapple with a lot of medical data, treatment costs and demographic data. There were many efforts that were made in this area. Jacques Bertillon, a French physician of the International Statistical Institute in Chicago introduced the ‘Bertillon Classification of Causes of Death’ in 1893. Diagnostic and procedural codes have evolved over the years and are now getting connected to nearly every system and business process. The ‘National Committee on Vital and Health Statistics’ (NCVHS) of the USA came up with a set of Personal Data elements which would “assist in the examination of disparities in stage of illness, care, and outcome, some of which have been documented in the past among racial and ethnic groups.” The Division of Research & Epidemiology of the Massachusetts Department of Public Health developed a “Behavioural Risk Factor Surveillance System” based on interviews conducted from 1986. Logical Observation Identifiers Names and Codes (LOINC),

developed by the Regenstrief Institute, a US non-profit medical research organization in 1994 was another noteworthy attempt. The Centres for Disease Control and Prevention and National Centre for Health Statistics of USA was instrumental in bringing out 'Analytic Guidelines 2011-2012' based on the National Health and Nutrition Examination Survey conducted by them.

**World Health Organization (WHO)** is credited for creating a breakthrough in this field by introducing International Classification of Diseases (ICD) codes as the standard diagnostic tool for epidemiology, health management and clinical purposes, including the analysis of the general health situation of population groups. It is used to monitor the incidence and prevalence of diseases and other health problems. ICD is of use in classifying diseases and other health problems from many types of health and vital records including death certificates and health records. This added new possibilities in the storage and retrieval of diagnostic information for clinical, epidemiological and quality purposes, and helped in the compilation of national mortality and morbidity statistics by WHO Member States. ICD defines the universe of diseases, disorders, injuries and other related health conditions into standard groupings of diseases, which allows for (i) easy

storage, retrieval and analysis of health information for evidenced-based decision-making; (ii) sharing and comparing health information between hospitals, regions, settings and countries; and (iii) data comparisons in the same location across different time periods.<sup>6</sup> ICD allows the counting of deaths as well as diseases, injuries, symptoms, reasons for encounter, factors that influence health status, and external causes of disease.

WHO's 'Family of International Classifications' (FIC) has three main classifications on basic parameters and international standards of health approved by the World Health Assembly for international use. These are (a) International Statistical Classification of Diseases and Related Health Problems (ICD), (b) International Classification of Functioning, Disability and Health (ICF) and (c) International Classification of Health Interventions (ICHI) [Previously known as 'International Classification of Procedures in Medicine']. International Classification of Diseases (ICD) is often defined as the WHO's "standard diagnostic tool for epidemiology, health management and clinical purposes." ICD has gone through various revisions and adaptations by various countries for their purposes. These codes have made insurers' life easier in managing their internal processes.

WHO has positioned ICD as "the international standard for defining and reporting diseases and health conditions. It allows the world to compare and share health information using a common language." As per WHO, ICD is today's diagnostic classification standard for all clinical and research purposes which include monitoring of the incidence and prevalence of diseases, observing reimbursements and resource allocation trends, and keeping track of safety and quality guidelines. **American Health Information Management Association (AHIMA)** observes multiple benefits of ICD-10 to coding professionals, data quality/data security personnel, researchers/data analysts/epidemiologists, information systems personnel in addition to those in the medical domain.

**Australian Prudential Regulation Authority (APRA)** successfully used the XBRL platform to receive data from multiple donors, the World Health Organization that evolved the International Classification of Disease (ICD) Codes, the quality of data is getting better day by day around the world. In the Indian market too, the importance of analytical data and adherence to standards cannot be overstated.

The Insurance Regulatory and Development Authority of India (IRDAI), earlier through the Tariff Advisory Committee (TAC) and

presently through the **Insurance Information Bureau (IIB)**, the data warehouse of the Indian Insurance industry, has made significant contributions in data standardisation in its own way, along the years.

In the early 2000s IRDA had set up a Committee on Health Insurance Data (CHID)<sup>7</sup>. TAC had working groups that defined data dictionaries and definitions in all major branches of non-life insurance. IRDA/ TAC could successfully conduct eight rounds of ICD-10 training programs In the mid 2000s with the help of Central Bureau of Health Intelligence (CBHI) and the WHO.

Also, attempts were made by the IRDA/ TAC to implement IDMA/ ACORD data standards and to replicate the Australian Market's successful experiment of using eXtensible Business Reporting Language (XBRL), a freely available and global standard for exchanging business information, in the Indian insurance industry. However, at those times when many insurers were tight-fisted about sharing data and could not envisage the relevance of having country level data repositories, these initiatives were perceived by the industry as ahead of times and wastage of efforts. IRDA/ TAC had to settle down for data submissions in 'as is how is' condition and accept large compromises in data quality to set the processes in motion.

It is heartening that practically the entire health insurance data is presently made available to IIB in an ICD-10 compliant manner; and a large chunk conforms to ICD-10-PCS as well. IRDA's recent endeavours in designing modules for submitting different reports and directly uploading the data to the IRDA portal for different segments of the industry are laudable. It is also worth mentioning that IRDA is walking the extra mile (arguably not treaded by other regulators) to provide practical training to the actual users in every segment.

Another milestone in this direction was "Project e-Thru" by the General Insurance Corporation of India (GIC Re)<sup>8</sup> which implemented an ACORD - Standards Compliant Transaction Message Movement Process, the first implementation of ACORD Standards in the Reinsurance Industry in India.

In a Circular of 2011, IRDA demonstrated its commitment to simplify the process of exchanging information between brokers, policyholders, claimants and regulators through a common technology basis robust enough to meet the varied types of communications. It stated about using ACORD data standards for messaging, using XML (extensible Markup Language) and developing common industry definitions to ensure companies are reporting data that allows for comparison of different entities. IRDA invited industry attention to compliance of

the Non-life Standards (Property/ Casualty & Surety: PCS, Life Standards (Life/Annuity & Health: LAH, Reinsurance & Large Commercial Standards (RLC) and ACORD Message Library and formed empowered groups to provide guidance in this direction.

### **CLARITY ON THE INTELLIGENCE TO BE DRAWN FROM THE DATA**

In whatever we are doing, we should be clear why are we doing it. In creating the insurance data warehouse, somehow, the industry lacked this clarity. The exercise of creating the TAC/ IRDA data warehouse was essentially, an exercise to comply with a regulatory mandate. It is a matter of history that the TAC database started to get its data in the mid-2000s only after a threat of a steep penalty for non-submission was shot out from the Regulator's mail box.

Thanks to all the initiatives by the Regulator, and all the knowledge sharing that IRDA and IIB have been doing by publishing consolidated reports in the last few years, the industry has been of late looking at data more seriously.

However, there have been a few moments of realization in the industry that the database could have been better. When the industry wanted the Motor Third Party rates to be revised based on actuarial calculations, was one such occasion.

Insurance Regulatory and Development Authority (IRDA)<sup>9</sup> stated that industry-wise loss cost must be the **starting point** and should be considered for pricing a product. Recently the General Insurance Council embarked on a laudable exercise of sharing industry level Burning Costs. This should be seen as the beginning of a new era of putting the available data to real use. Once the industry's appetite for this sort of reports is stimulated, the challenge is identifying the next steps after the starting point. What difficulties did the General Insurance Council face in this exercise? Can we have other similar analyses as well? Can we go deeper? Could we work out burning costs at lower granularities in other verticals?

Then comes the big question - Will the data available with our repository yield itself to all the calculations that we need to do? Do we have to add any more fields to our data formats? Do we revisit the data compilation process in the companies? Do we incorporate new checks to ensure that the data is error free? Do we have to collect data from other sources? Would it be relevant to collect data from other sources like hospitals, vehicle manufacturers, traffic police, and

meteorological departments to complement the data that we have? Do we need to compare data from other countries? Answers to all these revolve back to the one single question - What intelligence do we want to draw from the data?

### CONCLUSION

We have had some successes. To name a few (a) a fairly dependable data dictionary and data definitions in all major branches of life, health and non-life insurance, (b) a copious amount of data compiled over the years, (c) a demonstration by the General Insurance Council that the data can be productively used.

When one looks back, one would need to ponder whether this score card would make us happy enough. It all depends on how much the industry wants to have from the data. Despite having gained some ground in the past, the Indian insurance industry is yet to achieve many benchmarks that the developed markets have already set for the global industry.

An aspiration that the growing Indian insurance industry could set for itself could be building a robust database, based on global standards and conventions, which could be the

source of cutting edge market intelligence to help us in our journey to become leaders in the global marketplace.

<sup>1</sup>Berson and Smith, "Data Warehousing, Data Mining and OLAP".

<sup>2</sup>Website: <http://www.ins-data-mgmt.org>.

<sup>3</sup>Website: <http://www.acord.org>

<sup>4</sup>Website: <http://www.iaisweb.org>

<sup>5</sup>Website: <http://www.iaisweb.org>

<sup>6</sup>[http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1\\_050718.hcsp?dDocName=bok1\\_050718](http://library.ahima.org/xpedio/groups/public/documents/ahima/bok1_050718.hcsp?dDocName=bok1_050718)

<sup>7</sup>The Author had the privilege of being part of the Committee/ Groups.

<sup>8</sup>[http://www.lntinfotech.com/news\\_n\\_events/documents/PressRelease\\_ACORD\\_Acknowledges\\_LT\\_Infotechs\\_Insurance\\_IT\\_for\\_GIC\\_September.pdf](http://www.lntinfotech.com/news_n_events/documents/PressRelease_ACORD_Acknowledges_LT_Infotechs_Insurance_IT_for_GIC_September.pdf)

<sup>9</sup>[http://www.business-standard.com/article/finance/following-irda-directive-corporates-could-see-up-to-300-rise-in-fire-insurance-rates-114121200194\\_1.html](http://www.business-standard.com/article/finance/following-irda-directive-corporates-could-see-up-to-300-rise-in-fire-insurance-rates-114121200194_1.html)

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N.B. Views expressed are those of the Author.

# Healthcare Insurance Driven by Technology - The Road Ahead

Munish Daga

## ABSTRACT

The need for Integration of Information Technology (IT) solutions is one of the major drivers for growth across industries today. Some sectors are catching on to this trend faster than others and are growing exponentially. The healthcare insurance sector in India has the potential for tremendous growth and the various policies introduced, since the inception of healthcare insurance, have tried to provide an appropriate healthcare cover to the citizens. However, the sector has reached a point where technology must form the backbone of all processes involved in insurance claim settlement. To cater to the growing consumer demands today and in the future, a standardized protocol supported by technology and implemented across hospitals, TPAs and insurance companies that facilitates cashless healthcare insurance for all is the answer.

**Keywords:** information technology, healthcare insurance, standardization, cashless, paperless

## Healthcare Insurance Driven by Technology - The Road Ahead

Insurance companies are slowly reaching a stage where adoption of solid technology solutions is not just another value add but becoming a necessity. Market forces will drive adoption of technology because the end consumer; be it the patient or the hospital will demand better service levels, accuracy and transparency. Insurance companies too, need to make their business more predictive and analyzable to maximize profitability. To accomplish this, meaningful adoption of technology is a must and early adopters will benefit the most.

The insurance sector needs to continuously reinvent itself with the constantly evolving and increasing demands of the customer. However, progress has been slow and is not on par with other verticals such as finance and banking, which are already leveraging IT to increase customer base and provide customized services. With the growth volume that is expected in the coming future, if the health insurance sector has to scale and

bring in greater transparency, accuracy, and service levels there is no alternative but to use appropriate technology to enable these aspects.

## Healthcare Insurance in India

India was first introduced to the concept of health insurance in 1912 when the first insurance act was passed. In 1948, the Central Government introduced the Employees' State Insurance Scheme (ESIS) for blue-collar workers employed in the private sector. 6 years later, the Central Government Health Scheme was launched for government employees and their families. 1986 saw the introduction of Mediclaim started by government insurance companies. (Source: Cognizant.com)

To ensure a systematic growth and development of this sector in India, the Insurance Regulatory and Development Authority of India (IRDA) was established in 1999. It played a critical role in shaping the health insurance industry by introducing various norms and guidelines for the smooth

functioning of this rapidly emerging sector. The year 2000 marked one of the major landmarks in the history of insurance (including health) in India when the sector was re-opened to FDI allowing up to 26% investment (source: cognizant.com). As the number of players increased, the number of lives covered increased phenomenally during the next decade. Apart from the four key public sector organizations, today we have 24 companies in the private sector offering non-life insurance to Indians. The next milestone for Indian Health Insurance is large scale inclusivity enabled by robust and scalable technology.

The gross health insurance premium collected in the year 2013-14 was Rs 17,495 crore, increased by 13.21% from the year 2013-12. The four public sector non-life insurance companies continue to contribute a major share of health insurance premium at 62%, which has remained stable over the last four years. The remaining 38% contributed by the private sector is further broken down into; 26% premium contributed by non-life insurers and 12% by stand-alone health insurance companies, which, also has remained more or less the same since 2010 (Source: IRDA Annual Report - 2013-14). In the same year, 6% of the Gross Domestic Product (GDP) was spent on healthcare and about 86% of it is made up by out-of-pocket expenses, which has remained the same since 2000. Also, only about 17% (2,162 lakh) of the Indian population currently has some type of health

insurance cover. Various comprehensive health insurance schemes launched by the Central and State governments is a welcome step in expanding the horizon and extending some sort of health cover to the remaining 83% of the population. (Source: World Bank Report 2014)

While commendable measures are being undertaken to extend health coverage to the current Indian population, it is imperative to consider the huge influx of demand that this sector would face in the coming decades. In India, majority of the population comprises of young adults who would enter the elder age bracket in a couple of decades. The youth population (under the age of 35) at 825 million comprises of 66% of the Indian population as of November 2014. It is the largest in the world and will be the middle-aged to senior citizens of India in the coming decades, forming a large section of the population needing healthcare insurance and services. According to United Nations Population Division, by 2050, the median age will rise to 37 from 27 years, and the number of elderly (over 60 years of age) will rise from 100 million to 300 million. (Source: Financial Express)

To support a system of such massive proportions, the advanced healthcare services provided at the front-end need to be balanced with an equally advanced process of insurance claim processing at the back-end. Shifting the stages involved in processing claims from offline to online can speed up the entire process and make the system

more efficient, reliable and accountable. Such measures will benefit all involved economically and contribute tremendously to the growth of the sector. By adopting an electronic channel for exchange of data, healthcare industry in India can inch closer to replicating the global best practices. Access to these global best practices were also one of the major byproducts that the industry hoped for when it was opened up to foreign investment.

### **Challenges faced by the Indian Healthcare Industry**

Healthcare insurance has witnessed a period of phenomenal growth and development in India. Various cashless health insurance schemes have witnessed remarkable adoption across sectors, including at the grass root level. To ensure efficiency of operations, it is crucial for all the participants in the health insurance sector to maintain complete accuracy and a quick turnaround time during the entire claim settlement process. However, there still seems to be an over reliance on manual processes for gathering information, maintaining records and decision making related to the rules of the insurance coverage, across all stages in this process. This dependency can affect the overall efficiency of the claim settlement process by increasing inaccuracies and making the process cumbersome for all parties.

To make the process accurate, hassle free and paperless for its intended beneficiaries, a strong technology support is required for

transferring the entire process of capturing and transmitting data in the claim settlement process electronically. Software solutions and the relevant IT infrastructure support can help in ensuring that the entire claim settlement process is smooth. To find solutions for improving the overall efficiency of this process, it is essential to understand various concerns of the three key players in the healthcare insurance ecosystem; the insurance company and the hospital at one end, and the consumer the other end. If the concerns of these two players are appropriately addressed and solved, the concerns faced by the consumer will also begin to resolve. An efficient market ultimately leads to a profitable market.

#### A. Insurance Industry concerns

**Higher back-and-forth leading to lower efficiency:** The efficiency of the insurance companies and TPAs is affected if there is a constant back-and-forth of exchanging PDF / Jpeg / paper-based forms. Hospitals adopt various Hospital Information Systems (HIS) to enable the internal processes and administration and similarly Insurance Companies / TPA's have a similar platform for enabling the entire claims adjudication process. However, these two kinds of systems do not talk to each other and the entire process of exchanging information is manual and 'non-electronic' to the extent that all information is converted to PDF / paper or interpreted by a human resource and then entered into the corresponding systems. Human

interpretation of policy rules at various stages leave room for different analysis of the same information. This leads to far lesser transparency as at each stage, the process is subject to different human interpretations. This limits the whole ability to leverage technology optimally, not to mention the enormous amount of paper being used and wasted. For example, a study found that the United States of America wastes about \$375 billion in billing and healthcare insurance related paperwork every year (source: CNBC.com). If a similar study were conducted in India, the results would be alarming as well.

**Standardization:** In 2013, IRDA released a report calling for standardization of definitions of commonly used terms in policies, pre-authorization and claim forms, billing standards, list of excluded expenses in hospitalization, etc. for all life insurers, non-life insurers, stand-alone health insurers and TPAs. Despite such attempts, there are still disparities in the claim settlement documentation process. Absence of a strong, transparent electronic communication channel to organize and standardize cashless health insurance delivery, financing and documentation leads to different interpretations at different ends resulting in communication of incorrect information and possibility of incorrect sum being approved.

#### The Solution

An electronically readable format can eliminate the multiple steps at which data is converted by both the

hospital and the TPA/insurance company. If exchange of information is made possible through readable formats supported by technology, the process will become coherent and significantly reduce human error.

Defining uniform standards across providers will ensure uniformity of operations. This in turn, will enhance efficiency of the healthcare system in the country. It will lead to lower transaction times for getting credit authorizations, making and submitting insurance claims, processing claims, and making and tracking settlements. An overall decrease in cost of healthcare administration due to standardization of processes could be passed on to the needy patients thus, providing wider access to healthcare in a cost-effective manner. Standardization will enable sharing of information between disparate systems leading to lesser effort in data gathering and processing information which in turn will lead to a smoother collaboration between all. With the entire process being automated, it becomes simpler for the participants to identify the stage at which the claim settlement process is held at a given point of time. Necessary measures can then be taken to expedite the process depending on the requirements of the case.

#### B. Hospital concerns

**Profitability:** Manual processes of data collection often lead to delays in the settlement of health insurance claims. This also means a

delay in the discharge of patients even after an approval from the doctor. In instances where the doctor approves the discharge but the claims process doesn't come through, the patient has to wait till the claims process is completed. The additional hours that the patient spends waiting in his/her hospital room/bed lead to under utilization of resources, which could be used by another needy patient and also an unhappy customer who is waiting unnecessarily. Hence, there are two consumers who end up being unhappy - the one who is waiting to leave the hospital and is not able to and the one who is waiting to get admitted but cannot until the bed is vacated. A faster, more efficient, and automated process could make the hospital facilities available for serving another patient thereby, improving hospital profitability and efficiency in utilization of critical resources. There is also a need to reduce disallowances while settling cashless claims specifically, in the case of cashless insurance. The approval that a TPA / Insurance company provides to a hospital at the time of discharge is not necessarily the same amount being paid at the time of final settlement. The amount that the TPA / insurance company does not agree to pay has to be born by the hospital, resulting in a loss.

### **The Solutions**

With a reduced turn-around-time, hospitals can ensure that the patient is discharged as soon as the treatment and the recuperation

time are over. They do not have to wait for confirmation from the insurance companies about the claim settlement, which usually takes about 4-5 hours. With faster discharge, there is optimum utilization of beds available at the hospitals thereby, enhancing their profitability. In case of cashless insurance, to reduce disallowances as well, electronically readable exchange of information at the time of discharge can enable TPA and Insurance companies to provide far more accurate approvals at the time of discharge resulting in lesser disallowances and thus, monetary benefit to the hospital.

Technological solutions, like end-to-end Payer-Provider Network can be introduced at the back-end of insurance processes to ensure standardization and quick turnaround time. It will help in maintaining error-free records, making insurance claim procedures paperless and ensure smoother collaboration between all parties involved. This in turn would be tremendously beneficial for all the participants in the health insurance sector by sending home happy and stress-free customers.

### **C. Addressing Consumer Concerns**

Faster claim adjudication process results in minimizing the waiting time for patients. It can be achieved through real time monitoring of claims making it possible for hospitals, TPAs and insurance company to expedite the entire process by identifying the stage at which the process was held and thus, avoid delays. Also, at the end

of the treatment when the doctor approves the patient's discharge, he/she need not wait till the paperwork on insurance claim settlement is completed. For example, if a patient has a cashless health insurance policy and is admitted in a hospital that uses technology for cashless insurance claim exchange and processing, on the day of discharge, the patient can leave in or within an hour as all exchange of information between the parties involved will be facilitated through the technology integration and hence, will be far more efficient and speedy.

A standardized and streamlined system backed by technology will also, result in a stress-free experience where the patient and their relatives, as well as the doctor will then, focus on the illness and the treatment alone rather than going back-and-forth between the hospital and insurance companies / TPAs. An efficient system ensures customer satisfaction and thus, customer loyalty, beneficial to all the stakeholders of the insurance ecosystem.

### **Conclusions**

Health insurance is gradually emerging as a substantial contributor in the healthcare ecosystem of India. But the government expenditure on healthcare per person is only about 1.2% of GDP, compared with an average of 7% for Organization for Economic Co-operation and Development (OECD) countries (source: Financial Express). Given

the large section of uninsured population, there is a tremendous scope for stepping up efforts to make the health insurance sector profitable and beneficial for the consumer. We need to subsidize public healthcare services and one way to ensure that is infrastructure upgrades, both at the front end and back end. There is thus, an imminent need to adopt latest technology, rethink the existing procedures to make the ecosystem of insurance more friendly and approachable for all.

#### **A Change in Outlook**

The major shareholders and influencers of the health insurance market can initiate change that encourages a technology-enabled standardized, reliable and thus, profitable process of claim settlement. They are in a favourable position to make strong, targeted efforts in providing a comprehensive and approachable healthcare to the citizens. It can be a step forward in reducing the current high disparity between the investments made and the returns received annually.

#### **Cashless Health Insurance facilitated through technology - The future**

Cashless health insurance for the patient eliminates stress during medical emergencies, as he/she is not required to make any major payments towards hospitalization from his/her pocket. For hospitals and insurance companies, cashless health insurance ensures efficient utilization of resources.

Various governmental health schemes have embraced technology to make the claim settlement process paperless, fast and simpler for its beneficiaries. Technology platforms have been adopted to shift the entire data collection and records maintenance process from a manual one to an electronically readable one. This has resulted in substantial improvement in operational efficiency of these schemes. They have been able to improve the turn-around-time of the claim settlement process drastically while minimizing expenses on maintaining warehouses and physical copies of records. Accuracy in maintaining records and real-time monitoring of the process enabled them to expedite claims settlement, thereby ensuring that more people benefit from this initiative.

The successful model of cashless healthcare insurance facilitated through standardized technology platforms adopted by various Government schemes such as the Vajpayee Arogyashree, Rajiv Arogya Bhagya and Jyothi Sanjeevani Scheme in Karnataka and Tamil Nadu Chief Minister's Comprehensive Health Insurance Scheme could be replicated by other states as well to take the Indian healthcare industry to the next level. Karnataka government's recently launched Rajiv Arogya Bhagya Scheme is the first of its kind in India to provide cashless healthcare insurance to Above Poverty Line (APL) citizens of Karnataka - about 33 lakh families. These schemes not only provide appropriate health cover to Indians

but being supported by technology, they ensure a process that is standardized, transparent and reliable. For the healthcare insurance industry to succeed and cater to the growing needs in the near future, integration of technology at the back-end and front-end, a supportive regulatory framework, and bridging the divide across all organizations would be the key driving force.

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**Munish Daga, CEO, Remedinet Technologies**

# Role of IT in Insurance Industry

Srinivasan Iyyenger  
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**R**ole of IT in insurance has always been a critical one. Primarily, given the long term nature of products sold, technology becomes a very key component for on-boarding, retaining & servicing customers. Whether it be the initial phases of centralized operations and service model adopted by the industry or the later shift towards de-centralised model, technology has been a key enabler in this transformational journey. This has become all the more profound with increased focus on need based solution offerings to customers through financial need analysis, customer retention, cross selling, fraud control and reducing cost of acquisition, amongst many other thrust areas. Technology provides the business with the combined power of centralized computing coupled with efficiency of distributed decision making, thus delivering value to customer, shareholders and the community at large.

There has been 3 major changes in the technology approach, vis-à-vis the adoption by Insurance industry.

The first change was the de-coupling of core from the periphery in terms of the nature of transactions. From a scenario, of one system covering everything from quotes to claims including the intermediate tracking of process, the landscape shifted towards segregating core transactions from the rest. This made it easier for businesses, to implement new products and services faster whilst not compromising on the core

The second change was ushered in with an array of boutique technological offerings making it possible to proactively interpret customer behavioural patterns, deepen customer relationship management, fraud control and trend based predictability. Companies have implemented advanced CRM solutions, which not just track customer interaction but

also highlight insights or patterns on real-time basis, based on previous interactions. Analytical tool based technologies, enables companies to better predict the probability of renewal premium much before the renewal is due. Not just that, companies have used solutions that enable smarter decisions about the locations/profiles to focus on and the ones to stay away from, thus directly contributing to better profitability and customer management.

The third change came in with the opening up of internet as a medium to transact and shift in customer preference from “Ask” to “Seek”. The opening up of avenues for buying policy online & seeking service resolution on the web is a classic example. Here customer is able to seek options for best product/pricing, fill the forms online, get assessed on real-time basis and also get policy issued instantly. Multiple IT systems make this possible at the backend, thus

ensuring the customer gets a seamless and smooth experience of either buying a policy or getting it serviced. This is already changing the way companies are looking not just to seek & retain customers but also help build alternate distribution models to drive growth. It would not be a wrong to say that this will drive a large impact to both brand and business of the insurance company. The de-materialisation of policy contract, also called e-policy, is taking this whole process a step further where customer having multiple policies from multiple insurance companies can get it managed easily and from one place.

Technology has also been redefining other critical areas within an insurance company like never before. Today, underwriting rule engines are more sophisticated in a way that it can recommend risk underwriting decisions based on fixed few & many variable parameters.....just like an underwriter would have done.

Renewal and claims data models have been helping identify which customers need more followup or which profiles seem suspicious when inter-layered with this geographical profile details. Video based interaction directly with customers at on-boarding stage will help drive down medical costs and improve risk underwriting apart from enabling deeper insights about the customer.

Many companies have call centers & IVR integrated quite efficiently enabling most common interactions to be automated and the few subjective ones to be handled by the call center executive directly to provide customized resolution, thus driving down cost, improve efficiency and reduce resolution time.

The coming days will see a major change in the business model due to adoption of cloud technology by the businesses. With larger IT majors setting up India specific data centers, it has become easy to adopt

cloud comfortably and enabling to move from fixed cost to operating cost model on key IT spends.

Smartphones have proliferated across all segments of the population today. India is the fastest growing ecommerce market with strong payment gateway integration. This coupled with personal and official data segregation on mobile devices will truly help realize the dream of “the mobile is your office/branch”....and yet ensuring that the level and ease of sales and service is the same, as when one walks into any physical office of an insurance company. This is enabling businesses to plan deeper expansion of business into hinterland with lower incremental cost. This will also bring about cost efficiency for the insurance company and help spread the reach of insurance to all segments of the society across all locations in the country.

Srinivasan Iyenger of Reliance Life Insurance

## Curtain Raiser for March 15 issue of IRDAI Journal

The promulgation of Insurance Laws (Amendment) ordinance 2014 will have tremendous impact on all the stakeholders of the insurance business - policy holders expecting better protection of their interest, consumers looking for multiple choices available to safeguard their risks involving life and property and of course insurers getting the benefits of enhanced growth and of financial inclusion. Others in the field like Agents, Brokers and Intermediaries - all have heightened expectation from the expanded market that will come from increased capital inflow to the insurance sector. With all these expectations, challenge for the Regulator (IRDAI) is to ensure orderly and inclusive growth of the insurance sector to reach vulnerable section of the society living in rural areas and belonging to unorganized sector, besides protecting the interest of the existing policy holders.

Keeping in view the above Amendment, March-2015 issue Focus will be on “the major changes in regulatory sphere and its objective of deepening the reform process in the economy in general and the Insurance sector in particular”.

Consultant (communication)

# Information Technology and Rural Reach

- A Study of Life Insurance in India

*Dr K.Nagaraja Rao & Dr Aswathi Nair*

## Introduction:

**R**ural population constitutes 70% of the India's population and 90% of them live in villages with less than 2000 people. India's life insurance premium as a percentage of GDP is currently estimated at 4.1% against 5.2% in US, 6.5% in UK and about 8% in South Korea (Mehrotra, D.K, 2007). The penetration remained very low in rural areas and is currently hovering at 2.8% of the GDP as at 2005 (Sadhak,H, 2009). The study of rural life insurance gains prominence as it assures the life protection to the persons who are really in need of it. The prohibitive costs of reaching the rural masses which is seen as an impediment for rural penetration can find solace with optimum use of IT solutions. The present research aims at studying information technology related to life insurance industry in India.

## Rural life Insurance

This paper follows the Insurance Regulatory & Development Act (IRDA), 2001, definition of Rural. "The rural sector has been defined as a place in which, as per the latest census, the population is less than 5000, the density of population is less than 400 per square kilometer and more than 75% of the male working population is engaged in agricultural activities". The IRDA Regulations, 2000 makes it compulsory for the insurers, existing and new to promote the rural insurance as prescribed by it from time to time. However, the notable feature is that most of players including the LIC have only been trying to fulfill the statutory requirements more as obligations than as business proposition.

## IT and Life Insurance in India

The life insurance industry evolves and progresses as technology

improves and it is a win-win situation. Information technology increases the speed and efficiency of underwriting. It helps in evaluating proposals of new applicants and analyzes aspects of their lives affecting risk. It also establishes easy collection mechanism of premiums from the customers. E- Proposals, on-line remittance of proposal deposits, medical data ware-housing, customer policy data base, e-receipts, e- reminders and the like are the gifts of IT to life insurance industry.

## Literature survey:

Dikhale, 2009 writes that 'Insurance will have to overcome its sluggishness, if there is to be a culture of innovation within the industry. Like the dinosaur, the business models of many insurers in the Asia Pacific region must evolve rapidly keeping pace with dramatic

market changes to avoid extinction’.

Dam, Shivaji, 2002, observes that the key to increasing penetration of life insurance in India lies in improving the depth and width of the various distribution channels. Information technology has a very important role to play here because it can help reduce the cost of distribution. We can improve the depth of the channel by equipping the agents with the latest technology and thus allowing them to contact more prospects”.

Johnston, 2006 says, ‘the question for today’s insurance carriers and providers is this: how adaptable are your IT systems and what impact can adaptive systems have on your business? By using adaptive systems that provide a solid foundation along with process flexibility, data elasticity, and information access, you can open the dam that is holding back the potential of your business, and seize new opportunities’.

“As per government data, the total English literate population is only 91 million and the total computer literates are only 87 million. Nearly 25 percent of Indian population stays in cities, out of which 32 percent are computer literate. People in rural areas are not aware of how useful Internet can be to them. Educating people and creating awareness about the benefits of computers and bringing

user friendly applications, may be in local languages, can also help” (Athraday, 2010)

#### **Research problem:**

Literature review points to the fact that information technology holds the key in insurance penetration in rural areas. Life insurance companies need to come out of sluggishness and start building adaptable IT systems to impact rural markets. Research studies on impact of IT on rural reach have been generic. The paper tries to bridge this gap by interacting with rural customers and understanding their comfort level in understanding technology and its usage.

#### **Research Objectives**

- Understand the IT initiatives of life insurance companies for rural penetration
- Understand how IT initiatives are receptive to rural population
- Suggest strategies for rural penetration by robust use of Information Technology in rural life insurance

#### **Research Methodology**

**Research Design:** Exploratory research design has been used as the emphasis is on the discovery of ideas and insights. Data has been collected from secondary and primary sources.

**Secondary Data:** The secondary sources of data collection include company’s websites and their manuals, periodicals, and industry reports.

**Primary data:** The data has been collected from customers of five major insurance companies namely LIC, Bajaj Allianz, ICICI Prudential, HDFC and Reliance Life Insurance Company. The above five companies have been selected because they contribute around 95% to the private life insurance market. The respondents were identified using cluster sampling and questionnaires were administered to them. Cluster sampling is explained in the sampling design process.

**Sampling design:** Cluster Sampling’ technique followed by simple random sampling is adopted to ensure the representation of the data for the whole population. The district of Kolar Rural has 5 Taluks and Bangalore rural has 4 Taluks (taluk is an important administrative unit in a district). The total rural population of each Taluk is the first cluster. A set of villages having a population of 20000 is the sub cluster in the Taluk. Thus in Bangalore Rural we have 31 sub clusters - (Nelamangala (6), Doddaballapur (9), Devanahalli (7 )and Hosakote(9). In Kolar rural we have 48 sub clusters - Srinivasapur (8), Kolar (11), Bangarpet(11), Mulabagal (9), Malur(9). Thus the total number of policy holders from

**Table-1: Method of selection of respondents from Nelamangala taluk, Bangalore rural.**

Name of the cluster centre	Number of villages	Number of households	Total number of persons	Number of Insurance Agents	Number of rural insurance policies sold	Number of questionnaires administered.
Heggunda	36	4253	19801	14	4247	8
Honnenahalli	25	4124	20017	20	6200	12
Manne	40	4202	20094	8	2020	4
Isuvanahalli	38	4220	20864	6	4200	8
Bardi	27	4100	19602	8	2730	5
Basavanahalli	23	4939	20763	18	4800	9
Goravanahalli	28	5520	28452	16	5600	11
Total	217	31358	149593	90	27997	57

a sub cluster is listed out in the second phase. In the third phase a set of 500 policy holders are identified. Each policy is serial numbered and one out of 500 policy holders is selected by simple random sampling (Lottery method) to ensure that every policy holder has an equal chance of selection. The method for clustering for Neelamangla is demonstrated in Table 1 and the same method has been followed for all Taluks.

**Source:** Village population figures totaled up after taking the figures from the District Population Booklet, Series 30 (Directorate of Census Operations, Karnataka, 2001) and agents' statistics from the local insurance branches.

Having selected and identified the respondents, we contacted the customers and got the responses to the questionnaires filled in.

**Research location:**

Two rural districts of Karnataka, namely, Kolar Rural district and

Bangalore Rural district are selected for the study. The rationale for selecting the two districts is their proximity to Metro City Bangalore and thereby being exposed to all the major private and public insurance players and their IT interventions.

**Data Analysis**

The questionnaire was initially administered to 30 policy holders each in Bangalore and Kolar Rural as a pilot study. The pilot survey led to appropriate modifications in the questionnaire. The modified questionnaire was administered to 250 respondents each of Bangalore and Kolar Rural areas. The reliability

of the instrument is tested using Cronbach's Alpha test.

Factor Analysis was used to analyze the data. Sixty two statements were grouped in eleven major areas of life insurance market. The eleven major areas are: insurance awareness levels, product expectations, agent's knowledge levels, and effectiveness of advertisements, customer satisfaction, and rural interest of the companies, purchase decisions, gender preferences, and pattern of canvassing, IT initiatives and awareness of government schemes. Since the objective of the paper is to understand IT initiatives in rural

**Table-2: Awareness levels of rural people in Internet usage of payment of premiums.**

Number of respondents				
Name of the district	Internet option of premium is comfortable	Internet option of premium payment is difficult	Internet option of payment of premium is not known	Total
Bangalore rural	38	42	170	250
Kolar rural	52	58	140	250
Total	90	100	310	500

Source: Primary data

areas, the results pertaining to that area are presented.

### Research Findings:

85% of Bangalore Rural and 79% of Kolar Rural respondents are unfamiliar with the Internet mode of premium payment. (Table 2)

### Results of Factor Analysis:

For the 500 beneficiaries the minimum score is 5 and the maximum score is 10. Five variables are analyzed to analyze the utilization of insurance companies' IT initiatives by the rural customers. The results indicate that the responses range between 1 (5/5) to 2 (10/5). It means the responses are lying in between 'somewhat disagree' to 'strongly disagree' category. It indicates that the toll free number of insurance companies are neither not known nor made use of by the rural customers. Policy status, premium status e-payment methods and such other services provided through Internet and toll free messaging are not popularly used in rural areas.

Here the minimum and maximum shows variability in terms of range of scores where the least score obtained in the group for 5 questions is 5 and the highest score in the group is 10. The results are summarized as follows:

1. Toll free number of insurance companies are neither known nor used by the rural customers.

2. Policy status, premium status e-payment methods and other services provided through Internet are not popular in rural areas.
3. Awareness of IT initiatives in insurance sector are less known by the rural customers.

### Findings from secondary data:

1. Many IT initiatives launched by the life insurance companies are urban centric. Collecting renewal premiums through ECS, Internet, bank outlets, direct debit etc are not operative in rural India since core banking is not operative with rural cooperative banks.
2. In 2006, LIC of India initiated a unique project of creating customer folio numbers to policy holders having more than one policy. This helped in knowing the insurance profile of any customer and acted as a tool for canvassing repeat sales. The data warehouse project of LIC of India helped Customer Relationship Management (CRM) department for introducing "Intelligent" customer contact program. The campaign targeted young and dormant customers with history of insurance. LIC of India initiated 'Gold Club Source' - A customer Loyalty Program with IT support to provide differentiated services for select group of

customers. The criterion for selection was based on length of association, frequency and volumes of purchase. Since volume of business is one of the criterion, low ticket policies from rural areas have no chance of inclusion in it.

3. Bajaj Allianz, Aegon Religare and ICICI life insurance companies sell term assurance policies through Internet but this option is utilized by majority of urban customers.

### Limitations of the study:

- The results obtained are based on the information provided by the agents of life insurance companies at the time of survey.
- The area covered is representative and not exhaustive due to time and financial constraints.

### Recommendations

- Insurance companies should co-opt with the Government and encourage the rural farmers to pay their premiums through Kisan Credit Cards (The Kisan Credit Card is a credit card to provide affordable credit for farmers in India)
- The life insurance companies should issue credit cards to all rural customers and encourage payment of premiums by credit card.

- Insurance Kiosks can be established in market places catering to cluster of villages where the villagers can access information on premium due dates, loan, surrender and premium calculations and other basic information.
- Premium rebates should be offered to rural customers who opt for insurance on Internet. A company representative should assist the customers in Internet transactions at the exhibitions put up on the market day. (Village fair)
- Insurance companies need to establish ITC model E-choupal (e-Choupal is an initiative of ITC Limited, a large multi business conglomerate in India, to link directly with rural farmers via the Internet for procurement of agricultural and aquaculture products like soybeans, wheat, coffee, and prawns) webs in rural areas and start disseminating life insurance awareness in local languages.
- Electronic reminders for payment of premiums should be issued on mobiles and premium calculator for different products can be installed at Insurance Kiosks.
- Through effective use of IT, data banks of rural customers- age wise, profession wise, income

wise, debt wise etc should be developed for effective segmentation. Need based products should be developed and canvassed with the help of IT.

### Conclusions

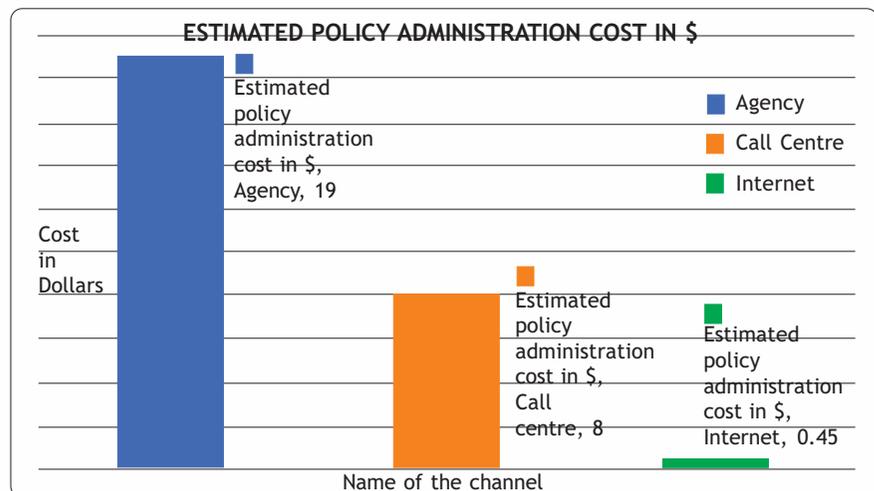
Technology is driving financial sector to greater heights. Life insurance sector is no exception to this general trend. Majority of the life insurance companies have embraced new technologies with a view to augment its marketing techniques and increased customer satisfaction. Creation of customer portal, unique customer ID etc are such initiatives aimed at more customer satisfaction. But the IT initiatives broadly revolve around urban centers where the banks have core banking facility. Companies need to

educate the rural customers as the cost of policy administrative costs through Internet are very much less when compared other options. Chart 1 illustrates this point.

**Annexure 1:** A set of five statements are grouped and administered to respondents to study the utilization of IT initiatives of life insurance companies in rural areas and the respondents are asked rate on a scale of 1 to 5. The questions are as follows:

1. Customers of rural areas, in general, know the toll free number for getting policy related information from Insurance Companies.
2. Villagers obtain the policy status, due dates of premiums, the quantum of loan amounts

**Chart 1: Showing policy administration charges under different channels:**



Source: Meridian Research Analysis taken from the report of 'Technology Enabled ICT initiatives in rural life insurance' (Smitha, 2007)

The life insurance companies need to emulate ITC's e-Choupal model to reach rural consumers in remote villages of India.

and such other things through the websites of insurers.

3. Insurance companies have educated the customers in rural areas to make use of Internet for accessing required information.
4. The advanced features of premium payments through ATMs, SMS and Internet are known to rural customers.
5. The villagers in rural areas know payment procedure in NEMMADI KENDRAs operated by Comat Company in Karnataka on behalf of LIC of India.

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#### Foot Note:

This article is based on the research findings of the first author submitted as Ph.D thesis to Jawaharlal Nehru Technological University, Hyderabad. This is also selected for presenting at 13th Annual Global Information Technology Management Association (GITMA) World Conference 2012 held at Alliance University, Bangalore. The paper is now thoroughly revised and this paper is not so far published in any journal.

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## ISSUE FOCUS

# Business Analytic Project (BAP) -

Project that can make a difference

- G S Krrishnan

The Insurance sector as we all are aware is crucial for the country's economic development. India serves as a huge market due to its significant untapped potential.

Tech investment will be crucial in a dynamic insurance environment not only to serve the competitive advantage but also maintain the regulatory obligations and hygiene requirement.

The focus on the customer oriented business model will further drive Insurance companies in embracing the emerging technologies. Due to the data-intensive nature of the industry, primarily because it involves collection, processing and maintaining of information relating to insurance policies, IT will continue to act as a critical enabler. In the volatile insurance environment where insurers introduce recurrent changes in process model, product design, IT has helped to gain through web-based, online, front-ending improvements for efficient selling, analysis and decision making. Technology investments will be crucial in the dynamic insurance environment not only to serve the competitive edge but also to

maintain the regulatory obligations and hygiene required.

It is heartening to see insurance companies in India have set up world class back office operations using ECM and BPM. The possibilities for improving process, productivity and customer experience, using these platforms is enormous. Customer is getting value on such IT enabled operations. Consumerization of insurance targeting various customer segments is the key.

After having a bird's view on IT and its impact on Insurance industry let us look at what the regulator has to offer to the insurance world. Projects like Business Analytics Project, Integrated Grievances management System (IGMS) has clearly reflects the focus areas for the regulator office. Customer service, Protection of Policy holder interest, data accumulation, analysis, and this continues. Let us enter the world of BAP the project presently on its final journey of implementation and which can make a huge difference to all stakeholders.

Business Analytics Project (BAP) which aims at providing a platform for insurers / intermediaries to file

returns / disclosures and application (product, advertisement, office filing) online. This is a web based application on a world calls IT platform. Template based data collection is the process involved in collecting data from insurers / intermediaries

The project primarily aims at business data analytics. Forms & reports are developed for data submission and analysis. Ad-hoc reporting facilities facilitate analysis covering trend, gap, what if, alerts, exceptions etc. This will facilitate the regulator in monitoring operations of insurers / intermediaries and plan and implement policies for growth of insurance industry.

Data from insurers are collated using input templates which are uploaded in the system and validated. Data collection relates to business figures and does not cover transaction data. The data collated pertains to what every insurer / intermediary is supposed to disclose & file with regulator as per IRDA act and regulatory provisions.

Data relating to Products, Offices, principal personals, business figures, ratios and other disclosures

are also collected by regulator on periodic basis through this system

The data submitted by the Insurer undergoes loading, validation, authorization and submission by the Compliance Officer. Such data received from Insurers are digitally signed by the appropriate signing authorities for their legitimacy.

The data collected is on periodic intervals i.e., monthly, quarterly, half yearly and annually. The products, office and advertisement data is submitted on need basis. The total number of forms mandated by IRDA for submission is presently 421.

It is a gospel truth that data is the source for any business. Information is very relevant for any industry to grow and also for effective governance mechanism.

BAP facilitates submission of valid and priceless data by way of returns and disclosures. Application filing process relating to product, office, advertisement enables wealth of information in regulators database.

BAP also facilitates integration with other application like Payment gateway, IGMS, Agency portal and has scope of integrating with any other modules with the regulator. This integration facilitates sharing of information, and most importantly avoids duplication of information being collated by different agencies from same source. The transaction data collected by Insurance Information Bureau (IIB) and summary level data collected by the regulator will aid the regulator for an effective off-site supervision.

Is collating of information the only objective of BAP????????? Well no the main objective of this project is analytical study on the data collated for better regulation and effective supervision.

"Business Analysis is the process of understanding business change needs, assessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties."

The system has the ability to perform various analysis like mean and range Analysis, Top N and bottom N analysis, Trend Analysis of time series data, Linear Regression, Distribution, Correlation, Variance Analysis, Capability of generating both quantitative and qualitative analysis. The system also has the ability to perform forecasting/ extrapolation of data based on required business logic and adhoc querying/reporting. The system allows users to write their own complex queries to generate to output or reports. Functionality by which any of the parameters can be queried across the different dimensions like insurers, time etc and their attributes on ad-hoc basis. The system is capable of generating the dynamic reports so that the data collected through the returns can be analyzed through any report as per requirement.

BAP offer various standard reports to the top management and also helps operational departments to performance various analytics including what-if and scenario

building. The system also helps the regulator to generate early warning signals based on certain leading indicators (KPIs)

BAP today has come a long way to meet expectations from regulator and the user group. Major modules are functional and we hope to make live all the modules soon.

The most important aspect of this project has been the focused drive by top management and total commitment of user departments in taking all measures to ensure that the project delivers the objective. Each module has been delivered after exchange of requirement specification, information, testing at all stages, and providing hands on training to end user. All the departments of the Authority and relevant team members from insurers / intermediary groups have constantly helped the implementing team to achieve the objectives of the project

For me, it has been a great journey in being a part of BAP implementation. Having interacted with insurers / intermediary's group, the final deliverance is awaited with expectations and once analytics begins there is lots to share, improve upon and grow.

The food is ready and let us enjoy the feast.

*G S Krrishnan, OSD I T, BAP*

## Information & Technology Has Brought The Insurer-policyholder Closure Together

*Jagendra Kumar*

**T**he old ways of selling insurance are, over time becoming less sustainable. Traditional business models are being challenged by the emergence of trends such as lesser relevance of physical footprint, mobile internet, analytics, social platforms and disruptive players. IT is a platform which provides the strength required in Insurance Sector. It is used for Operational Efficiency & Expense Savings. Insurance companies are using their already- owned legacy application based mainframes and transforming them by taking advantage of their built-in critical functions. The developments in IT are the working wonders in all the fields of insurance business. It has become possible to send and receive information almost instantaneously. India serves as a huge market due to its significant untapped potential. The focus on the customer oriented business model is further driving Insurance companies in embracing the

emerging technologies. Due to the data-intensive nature of the industry, primarily because it involves collection, processing and maintaining of information relating to insurance policies, IT continue to act as a critical enabler. In the volatile insurance environment where insurers introduce recurrent changes in process model, product design, IT has helped to gain through web-based, online, front-ending improvements for efficient selling, analysis and decision making. Technology investments will be crucial in the dynamic insurance environment not only to serve the competitive edge but also to maintain the regulatory obligations and hygiene required. Today in the Indian insurance industry, Metro Area Network, Wide Area Network, Interactive Voice Response Systems (IVRS), Information Kiosk and INFO Centres have become the order of the day. IT has an important role to play in the success and sustainability of the insurance business.

Technology is not just a ‘catalyst’ to enhance business process; it has taken on the role of a ‘thought leader’ in building the business process.

Information & Technology allows businesses to do everything faster. Many processes that once required ledgers, check books and journal notations have now moved onto computer systems. Logging in and out, updating inventory information and communicating can now happen much more swiftly. This allows businesses to react immediately to any changes. Insurance is a federal subject in India. Life and general insurance in India is still a nascent sector with huge potential for various global players. A well developed and evolved insurance sector is a boon for economic development of a country. The future of India's insurance sector looks bright. The country has a favourable demographics, growing awareness, investment friendly

government which is constantly working towards framing policies that can attract investment, customer-centric products, and practices that give businesses the best possible environment to grow. India's insurable population is anticipated to touch 75 crore in 2020, with life expectancy reaching 74 years. The mission of the insurance sector in India seems to extend the IT coverage over a larger section of the population and a wider segment of activities. Innovation has come not only in the form of benefits attached to the products, but also in the delivery mechanism through various marketing tie-ups. All these efforts have brought insurance closer to the customer as well as made it more relevant. Insurers through the Life Insurance Council have sent a proposal to the Insurance Regulator to look into such a model, which will not just increase web traffic, the quality of business will also improve. Insurers have suggested that assistance for web customers would be distinct from the call-centre individuals who assist customers in grievance redressal and claims processing.

#### **ROLE OF IT IN INSURANCE SECTOR:**

Obtaining accurate information remains an integral component to the framework of the insurance sector. Unfortunately the dynamically changing corporate landscape situated alongside progressively expanding legislation

results in the need for consistently improving information technology. Insurance carriers maintain accurate and updated client data records. Information technology must be both secure and comprehensive enough to store multiple names, addresses, telephone numbers, email addresses and other pertinent details. For those insurance companies providing policies across multiple lines of insurance, information technology requirements become even more complex. Details of each insurance policy, ranging from life, home, auto, boat, liability and business products, need to be accurately recorded and merged with client data. Investigating, paying and recording claims data is crucial to any insurance company's financial stability. Information technology plays a vital role in allowing carriers to record claims details and share data with police, other carriers, attorneys and beneficiaries. Advanced computer software ensures important information remains accessible and updated. Life insurance companies utilize database technology to record policy owners' beneficiary designations. Aside from the personal details of the insured individuals, beneficiary names, addresses, telephone numbers and death benefit portions are of monumental importance. Perhaps the most essential area requiring accurate and efficient information technology is an insurance

company's client payment details. Above all else, billing and invoicing systems generate the necessary revenue to keep the company in business. Cash flow remains vital to daily operations and without superior information technology and processing systems, the carrier's financial stability is at risk.

#### **ONLINE MARKETING OF INSURANCE PRODUCTS:**

Online selling is another effect of computer technology on the insurance industry. With online marketing, customers are able to pay bills electronically and manage accounts and transfer money from the comfort of their own homes. Additionally, computers allow people to set up automatic payments from their bank accounts to such places as utility companies and insurance groups. The insurance industries rely on the retention of vast amounts of information. Computer technology makes this information more easily accessible and also requires less amount of physical space. Records can be backed up easily with computer storage. With the valuable information retained within the banking industry, security is a concern. The insurance industry uses actuarial science, which applies mathematics and scientific reasoning, to determine the amount of risk a potential client carries. Computer Science is also a valuable degree for someone who wants to enter this field of employment. The

extensive computer use entailed with the position makes the degree particularly relevant. With the third largest base of internet users in the world and growing high-value and demanding consumer segment, many companies are coming up with customized offerings to tap the increasing appetite of customers looking for options. Indian insurers are projected to collect about Rs 427 crore of premiums through the online channel in this fiscal. With the number of internet users growing, the thrust is to address specific customer needs through technology. Technology moves very quickly, constantly evolving and creating new devices and faster systems. Businesses note these changes and attempt to move with technology, adapting it to their present and future needs while also keeping a wary eye on the technology competitors are using. The end result is an increase in the evolution of technology and its application to business, a process by which everyone benefits. Online term life plans and travel insurance had already picked up substantially in the last few years. Though better pricing is a key reason for buying online, convenience and increased transparency are critical factors as well. The inefficiency of digital assets has led to emergence of online insurance aggregators that have seen a four-time growth in the value of life insurance premiums and a seven-time growth in the value of health insurance. While

online purchases represent a small component of insurance activity in India today, the overall influence of internet on insurance product purchase in India was already six times and growing rapidly.

#### **CUSTOMER MADE PRODUCTS:**

At present, insurance purchased online through the company portal has a much lesser premium due to the lower distribution costs and absence of any third-party in the transaction. Hence, products are custom-made for this segment and tend to be much simpler than offline products, with no need of medical tests up to a certain age limit and for certain policies. Information technology comprises the computers, servers, applications, programs and websites a company uses to enhance or improve its business operations. Technology rapidly changes as companies produce new product developments on a continual basis. Businesses implement this technology to create significant effects in operations. The transfer of information is a significant impact of information technology in business. Companies gather information from both internal and external sources with more efficiency than in previous years. Email is now a common form of business communication that results in near-instant messages that deliver important information. An increased adoption of technology is apparent in life insurance underwriting due to the need to

improve customer service. This came as a result of increased competition, reduced operating costs and reduced losses from false claims and misrepresentations. The three key technological areas assuming increased importance are automation, the use of social media and predictive modelling. Increasingly, life insurers, especially in developed nations, are not depending solely on biomedical tests to assess customer risks. They are also analyzing social media conversations, purchases and their financial status, using information from data aggregators. Companies adopted new technology, such as image processing and automated call processing, as a means to improved service efficiency. They found that, using these technologies. In recent years, the industry has seen a flurry of company consolidations and sales of blocks of business for strategic reasons. The introduction of e-business has resulted in new challenges to life insurance business models. Interactive systems give agents and customers access to company data, and many transactions are now possible online. Technology has changed much of the world, but the effects are rarely more pronounced than in the area of business.

#### **DATA MAINTENANCE AND ACCOUNTING:**

With the advent of the Internet, online processes are replacing

conventional models in insurance industry. Today insurance sector is a very big adopter of IT. In the first phase, IT was mostly used by operations and actuarial. In the second phase, other departments such as HR, finance, channel management, etc, began adopting IT. In the next phase, IT adoption was taken up by the sales and distribution teams, customer service, marketing. Now the adoption of business intelligence, customer analytics, and other advanced tools are on the horizon. Apart from CRM, the current focus is on a lot of self service tools like portals service and sales, IVR, request SMS, and creating multiple touch points for customers, agents, sales managers, and other front line activities. The earliest use of IT was for data maintenance and accounting in financial operations activity. This was followed by the development of integrated systems for policyholder records and service. IT has always been used for functions such as financial accounting by insurance companies. But the real main areas where IT can be leveraged are in terms of customer service particularly in areas such as policy administration, claims management, re-insurance management, and internal services such HR, etc. Many other companies use technology for straight through processing (STP) for underwriting and claims as the industry is beginning to grow more mature. While technology is useful, its fast

pace and complex systems can be confusing. If companies want to update their systems or change the type of technology they use, they have to retrain not only employees, but often customers. New employees must also be trained in using business systems, which can create confusion.

#### **“CRM” TO HELP ACQUIRE CUSTOMERS:**

While the insurance sector is seeking to maintain a balance between acquiring customers and developing existing ones, they are heavily focusing on CRM to help acquire customers through various touch points, and translate operational data into actionable insights for proactively serving customers. It is believed that historically the investment in technology by the insurance sector has been low. However in the last two to three years, this has changed with public and private players making investments in automation, connectivity, and business intelligence solutions. While the Internet is becoming an important medium for marketing as well as for claims management, insurance companies are exploring similar innovative ways to ramp up customer services. Apart from CRM tools, which are widely used, imaging and workflow automation are also being widely adopted by many insurance companies to ensure better customer service, and facilitate better policy and claims

processing. Mobile computing with the help of hand-held devices is another initiative that the insurance industry is fast adopting to improve their customer services, and to improve connectivity of the sales force even in the remote locations. The need for business intelligence is well understood by the players, given the current environment, there is a need for real-time and anytime business intelligence solutions. As technology improves, the insurance industry evolves and benefits from new systems and methods of communicating information about applicants. Information technology increases the speed and efficiency with which underwriters evaluate new applicants and analyze aspects of their lives affecting the carrier's proposed financial risk.

#### **ADVANCEMENT OF IT IN INSURANCE SECTOR:**

With technology changing so rapidly and society relying on it to manage their businesses and lives, it is not surprising that technology companies are experiencing greater liability risk for the work they perform and products that they supply. Insurance companies recognise that businesses in the fast and complex technology industry need insurance cover to suit. That's why they have a specialist team of technology underwriters who are focused solely on providing the best insurance solutions for technology companies. The digital era is set to

radically transform the insurance industry, not only changing existing business models, but also creating new opportunities for profitable growth. Digital is not simply a new distribution channel. Digital offers an entirely new way of doing business, affecting all strategic and functional areas. Clever application of digital technologies will therefore be critical for insurers to survive and prosper. The digital age brings threats as well as opportunities. Digital is not simply a new insurance distribution channel. The impact of digital extends across the entire value chain. The insurance industry has to grasp the fact that digital is not simply a new distribution channel. More fundamentally, the digital era offers an entirely new way of doing business - affecting all strategic and functional areas across the entire insurance value chain, including engagement and interaction with customers, distributors, suppliers and employees. It offers a new lens through which to view the business model. Products and services that can be developed, marketed, distributed and underwritten in entirely new ways, underpinned with powerful analytics and personalisation techniques. Clever application of digital technologies is critical for insurers to survive and prosper in the new world. Digital adoption could result in potential savings of 15-20 per cent of total costs in the case of life insurance and 20-30 per cent in the case of

non-life, thereby showing the path towards profitability for the industry.

#### **M-COMMERCE IS PICKING UP:**

Mobile technology has an additional impact on insurance. Customers who use smartphones with Internet connectivity can make payments from anywhere and report claims as soon as they happen. Smartphones and digital cameras also allow customers to take photographs of damage, which can be useful in the case of storm damage to a home or accident damage to an automobile that an insurance policy covers. Mobile technology also allows insurers to send customers alerts notifying them of upcoming due dates for premium payments, reducing the likelihood of late payments and gaps in coverage. With m-commerce picking up, insurance companies too are coming out with mobile applications offering customers the comfort of choosing products at their will. Companies like public sector New India Assurance, one of the largest general insurers, and private Cholamandalam M S General Insurance, have already launched their mobile apps that enable customers to renew their policies or buy new ones. About 65% of mobile users in the country access the internet through mobile phone and 40% of them are "active" data users. New India Assurance had launched two applications -- one for the customer and other for the agent --

on operating systems including Blackberry, Android and Windows. They launched the applications two weeks ago on a pilot basis. The New India Customer app is for customers who can get new policies or they can renew their current policy. The company has already launched lot of mobility solutions. United India has also launched 'M-Power'—a mobile application that can be used by customers to pay their premiums using a mobile phone. But, 'M-power' is only for raking in premium.

Shopping online through smart phones is expected to be a game changer shortly and industry experts believe that m-commerce would contribute up to 70 per cent of their total revenues. In India, the mobile internet traffic now outweighs personal computer traffic. With increasing penetration of smart phones, India is all set to be a massive market for m-commerce. The marketing strategies for e-commerce companies will increasingly be tailored to suit the rising adoption of smart phones, social media and improving customer experience across touch points and platforms. More than 40 per cent of the traffic comes from mobile devices. Mobile internet users in India are estimated to be 120 million compared to 100 million users using internet on their personal computers. The use of technology in insurance improves every aspect of an insurance data management system and processes.

Insurers can quickly respond to the needs of customers, using state-of-the-art technology that can instantly provide accurate information to clients regarding insurance issues. The purpose of insurance technology is to dramatically reduce the amount of paperwork dealing with policies and proposals, and effectively meet the needs of clients in much less time than traditionally expected. Insurance technology eliminates a great deal of paper handling and travel cost once required by insurance agencies.

#### **OTHER SIDE OF THE COIN:**

Technology also increases the possibility of crime. A tech-savvy employee can embezzle funds and make it difficult for the company to trace. Hackers can access personal and financial data of customers who trust the company to keep their information safe. Businesses must spend time and money developing safeguards against these events. Technology is very available, meaning that it is easy for competitors of all sizes to use and learn. This makes it difficult for businesses to keep up with technological changes and vastly increases the number of competitors in their market as smaller business can use technology to offer value to a wider range of consumers. Technology in the workplace is common. However, some employees may overly rely on their business technology to

complete tasks and services. This may lead to employees not catching errors that might have been caught had the task been done manually. Additionally, over-reliance on technology impacts whether a business can complete tasks if the technology is removed. For example, a business that functions completely online can't process orders at all if the business' server fails, and factories may have to halt production of a product if a robot on an assembly line breaks down. The commonness of a technology in business tempers the disadvantages of that technology to some degree. For instance, since so many companies use the Internet, network specialists are very familiar with how to fix issues of network security, speed and connectivity. Some of the disadvantages related to technology link to the ethical standards of the employees. For instance, employees may choose to surf the Internet for personal reasons while on company time, or they may purposely ignore technology procedures because they have a personal dispute with management. Ethics training thus may reduce some of the disadvantages technology holds for managers. Two of the big barriers insurance vendors need to address are the increasing concerns around data privacy and security from users. Many consumers are bound to be concerned about how much data all these connected devices would be connecting and how secure the collected data would be.

Insurers need to realise that just like many other industries, they would need to undergo extensive changes in the way business would be carried out in the digital age. Insurance technology allows insurers to increase revenue by automating service processes that were once exhausting and time-consuming. Now, insurance agents can generate more insurance policies, proposals and applications for new customers, thereby creating opportunities for faster purchasing. Insurance technology makes it easier on clients as well. Web-based agency sites allow clients to complete application processes, sign policies and proposals, and receive quotes without having to visit the insurance agency in person. Indian insurers have implemented a number of projects covering all the areas of business. Ensuring a robust IT roadmap, Indian insurance companies have invested a lot for being in business agility. Another area which has been identified as a key focus is the Internet, and companies are constantly upgrading their capability, and have successfully launched online policy issuance and renewal business for our retail products. Probably the best advantage of information technology is the creation of new and interesting jobs. Computer programmers, Systems analyzers, Hardware and Software developers and Web designers are just some of the many new employment opportunities created with the help

of IT. With the help of information technology, communication has also become cheaper, quicker, and more efficient. We can now communicate with anyone around the globe by simply text messaging them or sending them an email for an almost instantaneous response. The internet has also opened up face to face direct communication from different parts of the world thanks to the helps of video conferencing.

Insurance is not often the sector that comes to mind when talking about the Internet of Things. However, there is increasing evidence that the Internet definitely have an impact on the insurance industry. When it comes to technological innovations, the health care industry's advancements dwarf anything that's developed in the insurance sector for years. Technology has changed much of the world, but the effects are rarely more pronounced than in the area of business. Businesses today use technology in almost every facet of operation. They communicate with advanced network systems; they analyze data and plot forecasts using complicated programs; they utilize all types of digital media for marketing campaigns; and they streamline operations with new inventory and check-out systems. Technology is not without its downsides, but business cannot deny the impact it has had on every level. IT has not only brought the

world closer together, but it has allowed the world's economy to become a single interdependent system. Information technology has helped to computerize the business process thus streamlining businesses to make them extremely cost effective money making machines. This in turn increases productivity which ultimately gives rise to profits that means better pay and less strenuous working conditions. IT has made it possible for insurance business to be open 24 x7 all over the globe. This means that a business can be open anytime anywhere, making purchases from different countries easier and more convenient. It also means that you can have your goods delivered right to your doorstep with having to move a single muscle. Apart from some concerns about data governance and high IT spends by insurers, all insurers should adopt newer technology as soon as possible. About three out of every four insurance policies sold by 2020 would be influenced by digital channels during either the pre-purchase stage, purchase or renewal stages, according to a new report by Boston Consulting Group (BCG) and Google India. This report, Digital@ Insurance-20X By 2020, said that not only will insurance sales from online channels grow 20 times from today by 2020, but overall internet influenced sales would be Rs 3-4 lakh crore.

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# Role of Information Technology in Insurance Industry

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“Information Technology and Business are inextricably interwoven. I don’t think anybody can talk meaningfully about one without talking about the other.” - Bill Gates

Like construction, automotive and telecommunication, Information Technology (IT) is one of those technologies that have a profound impact on almost entire mankind. While Information Technology in itself is a huge business, it has emerged as key enabler for all types of businesses - small and big. Truly, with the all-pervasiveness of Information Technology, like what Bill Gates said, today you cannot talk about one without talking about the other.

Information Technology, which largely involves Computers, the Internet - and now Telecommunication devices -has a significant impact on the way people engage in financial transactions and search for the

services they need. For a complex industry like Financial Services with continuous and multi-level interactions among multiple stakeholders, IT plays a crucial role. As a key component of the Financial Services sector, Insurance is one of the biggest consumers of IT. Today, most Insurers - public as well as private and Life as well as non-Life - use IT optimally for competitive advantage.

In most cases, the processes of offering, selling, buying and customer engagement in the Insurance largely rely on Information Technology. Insurance industry is characterized with large volume of information, which needs to be stored for a longer period of time. Moreover, transactions in insurance business are of repetitive nature. Insurance customers, agents and business professionals all use IT today to improve their performance and save on time and costs. Almost all the processes in Insurance - from sales to customer care - are highly

standardized. Due to the data-intensive nature of the industry, primarily because it involves collection, processing and maintaining of information relating to insurance policies, IT acts as a critical enabler for better customer experience.

The Government of India too, with better regulation of Insurance Sector in mind and the need for spread of insurance to the rural sector, has been bringing out many forward-moving changes in the Insurance sector. To better equip themselves with these policy changes, insurance providers and distributors need to adapt to newer technologies to meet the demands of customers and regulators.

All these entail the use of Information Technology in Insurance business by way of:

- Comprehensive and Integrated systems for customer information

- Social Media integration like internet sites, various portals etc.
- Enterprise Resource Management through better data capture and management
- Automated Process (wherein companies do not work in “silos” but work “hand-in-glove” in automation through its various channel partners

The all-pervasive nature of technology has broken age-old barriers and ways of doing things in the Insurance sector and has encompassed almost all aspects of Insurance business. Let us look at the significant impact of Information Technology:

**Product Differentiation and Competitive Pricing:** Information Technology brings with it the ability to calculate varied combinations of customer base, geographical/ demographic information of property and providing competitive quotes to clients. Data Mining/ Business Intelligence tools available which:

- Analyze past data and define the parameters, based on which premium can be quoted
- Analyze trends or patterns seen and provide output for, say, motor underwriters to gauge the “driving pattern”, “driving circumference”, “time of

travel” etc., which enables them to determine premium rates for different types of clients

- Help in underwriting standard products almost immediately, based on the pre-defined rules

**Cost Efficiency and Operating Models:** To bring out the maximum potential of Value-Chain Analysis study in the insurance sector, insurers have been opting for automation at different levels or sub-levels down the value-chain. IT-enabled processes lead to maximum utilization of resources, thereby leading to cost savings and better operating margins. The ways in which this is achieved include the following:

- Operational processes are getting automated in areas of inwarding, dispatching, issuance of policies through POS (Point of Sale) etc.
- Human Resources automation entails areas of recruitment, transfers, relieving, employee reimbursements, leave management, post-retirement benefits and employee productivity
- Procurement processing, approval and payments are getting automated end-to-end without manual intervention, thereby saving time and cost for insurers

- With Information Technology, insurers can opt for different operating models such as centralized, paperless set-up, distributed network etc. to better manage economies of scale

**Enhancing Customer Experience by Value-Added Services:** The rule of sales is that a loyal customer is worth 10 times more than a potential buyer. Information Technology plays a pivotal role in retaining existing customers as well as enhancing the customer base by providing technologically-enabled services, which makes customers feel that the insurance company is with them at all times. IT can also enable insurers to provide futuristic customer-friendly services by way of:

- The ability to carry health cards on mobile sets
- Payment of premium through “Mobile wallets”, wherein premium can be paid using the mobile technology
- Using technology to pin-point the nearest hospital or garage in case of an emergency or accident using GEO location technology

**Unique customer base:** Information Technology makes it possible for insurers to have a unique/ standardized customer base. The eKYC (e-Know Your Customer) technology uses the authenticated

database of Aadhar Card portal and provides the demographics of the customers from the Central Identities Data Repository of Unique Identification Authority of India (UIDAI CIDR). This ensures that customer information is standardized and data entry of customers is altogether avoided as authenticated data from Government of India's system directly flows to the insurer.

**Fraud Detection:** With the introduction of robust and state-of-the-art IT systems, frauds can be detected at an early stage and investigated almost immediately as the alarm bells are set-off by the pre-defined Fraud detection IT algorithms.

**Business and Regulator Reporting:** Information Technology can be optimally leveraged in this niche - but extremely crucial - area. There is a huge potential within organizations to have a consistent methodology for data capturing and reporting mechanism. This will be advantageous to organizations:

- In order to have meaningful dashboards
- Various MISs at the click of the button
- It will do away with unwarranted reconciliations and duplication
- Manual intervention to generate reports

**Defining New Businesses and Penetration:** Innovations in technology can help insurers to enter untapped markets without any geographical barriers. One classic example is the CSC Model (Common Service Center), whereby through a common platform, which in turn, is integrated with various insurance companies, insurance can be extended to rural areas. Technology can be extended to encompass the overall distribution network of the channel partners as well rather than the company working in silos. An existing arrangement of this type is the Point of Sale system at the set-up of the agents/brokers. Also, integration with the web-aggregators will also extend the customer base of the insurer.

**Mobility:** Like on most other businesses, telecommunications technology has a significant impact on Insurance business, too. Customers who use smartphones with Internet connectivity can make payments from anywhere and report claims as soon as they happen. Smartphones and digital cameras also allow customers to take photographs of damage, which can be useful in the case of storm damage to a home or accident damage to an automobile that an insurance policy covers. Mobile technology also allows insurers to send customers alerts notifying them of upcoming due dates for premium payments, reducing the likelihood of late payments and gaps

in coverage. With increased connectivity and ever-rising data transfer speeds, mobile telecommunications technologies will continue to enhance experience of customers.

**Business Operations:** An insurance company's internal business operations also rely heavily on Information Technology. Computers process the complex algorithms that result in actuarial tables, which are the charts that insurance companies use to set rates based on customers' levels of risk. Insurers also process their financial accounting, payroll, sales franchise information and budgets using computers and specialized software.

With the aforementioned discussion, we have to agree the important role that Information Technology plays in the smooth functioning of any Insurance provider. However, to fully tap the capabilities of any IT system, insurance providers need to address some challenges.

**Standardization of Data:** Though there are no major issues in the way the information is delivered to any stakeholder of information, its maximum potential can be realized only if the data is standardized, thereby enabling seamless automation. Information Technology can play a key role in ensuring standardization of commonly used data among the industry participants.

**Diverse nature of the Insurance industry:** With the insurance industry being well-diversified and further bifurcated into Life Insurance, Non-Life or General Insurance and Health Insurance, each with its own unique set of peculiarities, to provide a single automated system is a humungous task, though not an impossible one. Information Technology is the only way. Automation projects should treat each area of automation as a sub-set of an entire module rather than a separate module in itself.

**Bringing the channel partners and the IT system on the same platform:** For any IT system to be successful, it should work seamlessly with the systems of the distributors / channel partners. However, the major challenge is in convincing the intermediaries to the organization's automation ideology and also in bringing the company's system and the channel partners system on the same platform.

**Constant upgradation:** With the current trend of growth in the Insurance sector, the IT platforms of each company needs to be constantly upgraded to keep it abreast with the latest technological advances, regulatory requirements and customer expectations.

#### IT initiatives by the Regulator

As part of its E-initiative, the Insurance Regulatory and

Development Authority (IRDA) has developed an Integrated E-filing System known as "Business Analytics Project" (BAP), for submission of numerous periodical returns by insurers and intermediaries. The regulator would develop and ensure submission of standard forms through the online portal, which in turn, would enable it to monitor, manage, supervise and regulate the Insurance Companies. The primary objective of the system would be to ensure efficient management of information received from insurers, intermediaries and TPAs in the form of financial statements, investment returns, actuarial returns, reinsurance returns, operational returns like office filings, products, advertisements etc.

#### The Way Ahead

With the liberalization of the Indian economy, the Indian Insurance industry has come a long way from a few government-controlled companies to opening up of the Insurance sector to private players. Never has there been felt a stronger need for automation than now. A digital revolution can begin with strategizing a sound and implementable automation plan, not only within the company, but also encompassing their distribution network. While no single solution can provide an end-to-end integration, there are a few intrinsic values which organizations can emphasize on to achieve their goals towards automation and digitalization:

- Taking initiatives in the investment in technology
- Making innovation and automation as a "motto" of the Industry
- Step-by-step built up of automation and analytics infrastructure

The impact of Information Technology in insurance cannot be overstated. The use of appropriate technology allows insurers to keep up with the changing preferences of the discerning customers.

As Arthur C. Clarke has aptly said: "Any sufficiently advanced technology is equivalent to magic."

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# IT - giving shape to imagination of insurers

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**M**arketing is all about satisfying the needs of the people profitably. This is true for all industries including insurance. It essentially means that a marketer should first understand the needs of the people and then satisfy needs by bringing the required goods and services in the market and then making a profit for the enterprise to grow further. This short paper makes an attempt to mention the role being played by IT in the growth and development of life insurance industry. It is very clear that IT helps insurers in all its operations - from identifying prospects to carrying out sales process and from understanding the customers to providing them high quality services.

## Insurers are heavy users of IT

IT industry is supposed to help the organizations which have to handle a lot of data, as information is stored in the form of data. The

organizations which have to know the market intimately in order to develop products, give service to a large number of customers over a long period of time, manage a large distribution channel and have their offices across a large geographical area can do their jobs speedily and accurately with the help of Information Technology. Insurers all over the world handle a large volume of data and transactions are repetitive in nature. Such type of operations can be smoothly managed with the help of modern Information Technology. So, although insurance industry once existed even without IT, it is not possible for the industry to exist without using IT quite heavily. Actually, insurance industry needs to use IT more intensely than many other sectors of the economy.

Insurers all over the world have embraced Information Technology. In India, LIC started using computers in 1965. The organization

understood the importance of IT in doing business much earlier than other industries did. LIC continuously upgraded its technology in 80s and 90s, even when there was no competition in the market. LIC is now the second largest users of IT in India, behind only Indian Railways. The insurer has always been upgrading its IT capabilities. It boasts a dedicated team of software professionals who are loyal employees of the organization for years.

## Identifying the Prospects

Let us take the case of identifying the prospects. Although the tied agents of this country are very active in identifying the prospects, the job is also done by technology. Many of the insurance companies of India are bank promoted and their systems are fully integrated with that of the respective banks. The insurers thus find it quit convenient to identify bank customers who can buy insurance cover, with the help

of IT interventions. These insurers have all the important data of the customers at their fingertips - income, occupation, age, residential address etc. So, it is easier to contact them with right products.

Again, almost all insurance companies have their direct sales representatives who meet the prospects on the basis of leads generated through the websites of the insurers. Here, the prospecting job is done by the system itself. LIC is able to get high value business through their Direct Sales Executives who are allotted leads on the basis of their residential areas, so that they can reach the prospect very quickly.

Cloud computing is a technology which helps many insurers of the world to get access to a distant server and then to identify the prospects. If a database is maintained by a local post office containing all the necessary information about the people living in the locality, then it is possible to make inroads into that geographical area without opening a brick and mortar office there. So, this is a cost efficient technology and many insurers will use this in near future.

Some insurers here are creating private clouds (within the organization) for all new projects thereby ensuring maximum uptime and optimum use of resources.

### **Empowering the intermediaries**

Information Technology is a great help for the intermediaries. IT software is helping the agents and other insurance intermediaries in selling the right kind of products. In life insurance industry, there are 24 insurers and together they have already launched hundreds of products. When an agent meets a prospect, he is usually required to compare the features of similar products launched by many insurers. It is not possible for an agent to carry the product brochures, premium tables etc of hundreds of products and then search for the required papers in front of the prospect. There are softwares available to help the agent in determining the Human Life Value, type of product(s) needed by the prospect and the comparison between the products of various insurers. These packages have been developed by the companies which are experts in software development as well as in insurance marketing. The agent can confidently suggest the amount of insurance and type of product required by the prospect. This also enables the customer to make an informed decision.

### **Improving “agency experience”**

IT can improve business performance by improving the agency experience. The focus should be on helping the agents to reduce their time on non revenue

generating activities. The less an agent is required to come to the insurer’s office, the better for him and also for the insurer.

Many insurers worldwide are providing tablets to the field personnel which contain software to do various what-if analyses required during carrying out sales process. It is always very cumbersome to carry laptops. Agents have some such apps in the tablets which enable them to collaborate with the underwriters also. In India too, the insurers should develop the IT capabilities of its field force to such an extent that they are able to improve their performance with the help of their mobile phones.

Many insurers have developed Portals for Insurance Intermediaries in which the agents can see which premiums are due in a particular period, which policies are maturing, which policies are in lapsed condition etc. The agents can also see how much commission they can earn if the lapsed policies are revived.

### **Making Customers empowered**

Some websites exist to help the people to compare the features of various companies’ products including prices online. Many new generation prospects like to make research on their own. For them, these websites are a boon. Also, there are many social media sites that give in-depth analysis of the

products. Many of these sites are interactive too, with experts in the field initiating online chatting on a particular aspect of life insurance. All these have been made possible because of rapid strides made by the Information Technology in recent years.

The main purpose of CRM today is to make life easier for the customers. The new generation customers hate waiting for a long time to get a simple service. Therefore, insurers give customers the facility to pay premium online and also get many other services through Customer Portal. They can pay premium anywhere in the country now. LIC's Document Management system EDMS is going to allow a customer to get any service anywhere in the organization. All policy money is going smoothly to the customer's bank account through NEFT.

New age customers like to get services online. In fact, they buy a lot of products online. No wonder, they expect similar facilities from the insurers. They will like to get the policy related information through some toll free number, i.e. IVRS (Interactive Voice Response System) number. They will like to be reminded about the next due date of premium in their mobile phone. We can not ignore the fact that mobile phone has reached more than 84% Indian households while life insurance cover has not yet reached half of that figure. Insurers

in India are already using mobile technology in keeping close contact with the customers.

The mobile phone uses such a high technology that it has all the features of a personal computer. Users of such gadgets love to use that all the time and they will be happy if they get all information related to life insurance products in apps.

IT intervention is required in insurance industry for various other reasons. Let us take the case of the policy document. It is in the interest of the policyholders that the policies should be kept in digitized format. According to Insurance Repository guidelines as prescribed by IRDA, all policies have to be integrated to the Repository System at the New Business and Servicing stages. LIC has decided to align all its operations IT modules with the Repository System in the next financial year.

LIC has already started keeping all policy related papers of an insurance policy in digitized form. LIC's Enterprise Document Management System (EDMS) is an effort to keep scanned images of the policy related papers in digitized form. It enables the insurer to view the scanned image of the policy from any office of the organization across the country and give almost all services to the customers without calling the actual physical documents (known as Anywhere Service). This measure

is likely to give the customers huge satisfaction which in turn will enable the organization to earn more customer loyalty.

Today, customers can pay premiums through ATM, through internet and also through ECS. All these are contributions of IT. Customers do not have to stand in a long queue to pay renewal premiums. They can pay premium anytime during the day online. In fact, a good proportion of renewal premium collections of insurers are now happening online. The customers can lodge their complaints, if any, online today. Through Integrated Complaint Management System (ICMS), the complaints lodged in the websites of the insurers reach the server of IRDA instantly. Therefore, IT intervention also ensures that no grievance is left unresolved for a long time.

Through IT interventions, it is possible to send to a customer very personalized communications from time to time. After all, customer intimacy has become critical for survival in this digital era. Insurers have to engage the customers in co-creating new products and services.

IT interventions have improved the status of insurance industry as the customers consider an IT savvy organization to be very sophisticated, efficient and dependable. This also helps the insurers to get better talent from the market. The pre-recruitment

tests of LIC are now conducted online and this has greatly impressed the new generation jobseekers.

LIC and SBI Life have created Self Service customer portals through which customers get a variety of policy related information and services anytime during the day. Many reputed companies want separate customer portal for their employees in respect of various group insurance schemes. . LIC has created a customer portal for only ONGC employees.

### **Guiding the Underwriting Process**

While IT helps the industry in assessing insurance needs of a particular prospect, it also helps the insurer in underwriting the proposals correctly. The insurers have developed/purchased software packages which help the underwriters in assessing the quantum of risk associated with a particular proposal. The package makes the underwriter take decisions more objectively. All underwriting rules of the company including checkpoints are incorporated into the package to ensure that the underwriter charges appropriate premiums, calls for special medical test reports and also calls for proper income proofs and KYC documents. Even if the underwriter is new and underwriting rules are too many, the underwriting is done accurately and speedily. For a very large insurer like LIC, this kind of IT intervention plays a major

role in getting proposals underwritten at a fair degree of accuracy in so many branch offices spread across the country.

Very soon, the insurers will be integrated with the Aadhar server and will be able to view KYC document before accepting a risk. This will reduce people's problems of submitting same documents again and again at various places and insurers also feel relieved as their job is not stuck up for want of income and residence proofs.

### **Improving operational efficiency**

While insurers are using the IT tools in giving better services and promoting customer satisfaction, they also need IT to ensure that their business remains profitable. To remain profitable, the insurers have to sell a large number of policies in respect of each product. Insurance is a volume game. Law of large numbers says that the assumption regarding mortality etc can be proved correct only if a sizable number of people insure their lives. To get good number of lives, insurers have to sell products at competitive prices and operate at lower expenses. For this reason, almost all insurers are selling products online. Here, the premium is lower than other conventional mediums. Insurers find it cost effective as they don't have to pay commissions to agents. There are various ways in

which an insurer can cut down expenses.

LIC is trying to implement Wi Fi LAN connectivity at its controlling offices which is a step towards BYOD (Bring Your Own Device). There is increased use of IP phones/hotlines as IP phones connect people sitting across the country through networking software only. It can reduce telephone bill drastically.

There is huge business potential in such rural segments where people can afford only micro-insurance. Here, profit per policy is low but that can be more than compensated by a healthy volume of sales. To reduce the transaction cost under microinsurance business, the insurers have to use technology. Since, it is not possible to open branch offices everywhere in the country, the insurers can bring down the cost of operations only by using Information Technology. In LIC, microinsurance agents use a software package called MIAS with the help of which, they send intimation to the main data server. In the coming year, the server will be connected with the systems of the Common service Centres (CSC) of rural areas. All such measures will reduce expenses and improve profitability.

### **Helping in Customer Research**

Insurers are repositories of a large volume of data. Together, the insurers have about 35 crores of in force policies. They can do a lot of

valuable customer research on the basis of these data. LIC has built up a huge Corporate Active Data Warehouse consisting of the particulars of more than 30 crores of policyholders. The marketing wing of the organization gets a variety of data on their customers from the Warehouse on a regular basis. They get data sex-wise, state-wise, occupation-wise and income-wise. This enables the sales personnel to make proper segmentation of their market and use appropriate strategies to sell more products to existing customers. After all, the objective should be to capture Customer Lifetime Value of each of the customers.

Business Analytics is an area which no insurer can ignore. Business Analytics is an important area for the insurers as it gives valuable and actionable insights. Most of the IT budgets of the insurers worldwide are spent on Business Analytics. In future, in a country of more than one billion, all the insurers here will have large databases in near future. Indian insurers will also be using third party data as these data are found to be of better quality than the data procured through insurance intermediaries.

Business Analytics have dependable “Predictive Models” also which can be of great use to the insurers. There are some Analytics which can accurately predict which customers are likely to buy more products and

which customers may switch loyalties. They can also detect hidden patterns of fraud. The Analytics can also analyze the people’s feedbacks in social media and can help the brand managers in managing the reputation of their companies more effectively.

In LIC, Data Warehouse in doing another important job. it is helping the operational units in deciding which policyholders should be asked to submit Anti Money Laundering documents. Thus, IT can help detect possible cases of financial corruption as well.

#### **Helping in Sending Compliances**

IT can also help insurers in automating regulatory compliances. Worldwide, insurance industry is a heavily regulated one and unless compliance is built into the system as a business process, the insurers will always find it difficult to comply with the requirements of the regulator.

#### **Helping top management in taking quick decisions**

In these days of stiff competition, MIS has to be a very robust one. The top management needs to have data in respect of various segments of the market and also on the perceptions of customers on a real time basis. Business strategies have to be modified and fine tuned in response to changing scenario in the market.

#### **Helping insurers in fund management**

Insurers invest a large volume of money in the financial market. LIC is the biggest institutional investor in the stock market. They must be able to manage their funds very efficiently, to make the most out of the changing circumstances of the equity and bond markets. One important objective of the insurers will always be to fetch a good return on the money invested by the customers. Insurers use packages that analyze financial market thoroughly and guide investors in taking prudent investment decisions.

#### **Helping insurers in sharing some vital data**

Insurers can also gain by sharing some of their databases. Can they not share the database of declined lives? Can they not also share the database of early death claims? The utility is that a person whose proposal has been declined by say SBI Life will not be able to take a policy from HDFC Life by hiding some facts about adverse medical history. Today, many term policies of very large sum assured are being purchased. Under the new Insurance Ordinance, 2014, no benefit under a policy can be denied to the party after expiry of three years from the date of acceptance of risk, under any ground. So, insurers have to be extra cautious while selling large sum assured policies as a few bad

claims can wipe out a sizable portion of the policyholders' funds quite easily. Sharing of data of declined lives can prevent all insurers from making the same mistakes. Again, sharing of early claim history can enable the insurers to understand which locality or occupational groups are responsible for most of such cases or which community of agents is bringing bad lives the most.

Helping insurers in training their people

Lastly, IT can be used as an educational tool by an insurer in sharing knowledge, skills and other up to date information. E-learning can be a good substitute for classroom learning in many cases. Where the objective is to impart simple functional training, it is not

always necessary to call employees to training centres of the company and spend huge money in transferring that knowledge. For example, if an insurer has to explain certain features of a few recently launched products, they can do so using online chatting facility or using video conferencing also. If a circular is to be explained or a few of the manual provisions are to be clarified, that can be done in so many cost effective ways using IT. Tests can also be held online and certificates issued instantly. Of course certain things like soft skills, managerial skills of higher degree etc can not be handled online. But, IT can definitely take various knowledge inputs to a large number of employees and field personnel very quickly and at unbelievably low costs.

## IT will transform insurance marketing in India

I can conclude by saying that IT will transform the way insurers do business in this country. Already 205 million Indians are using Internet in India and the number is growing at the fastest rate in the world. Indians are already known in the world to be digitally savvy. Indians are known everywhere as great developers and service providers. So, insurers will surely build their e-commerce platforms more strongly in future. In order to speed up the processes and also to simplify them, insurers have to embrace Information Technology more. As we have seen in this write-up, IT can not only reduce expenses and increase sales of the insurers, it will also enable customers of all market segments get the valuable insurance cover within their affordability.

*Nirjhar Majumdar, Research Associate, ZTC, Kolkata; LIC*

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## प्रकाशक का संदेश

जैसे कि हम सब जानते हैं, बीमा क्षेत्र ने वर्ष 2000 में अपने उदारीकरण से लेकर उल्लेखनीय वृद्धि का साक्षात्कार किया है। जबकि इस अवधि में बीमा व्यापन 3.9% तक बढ़ गया है तथा पॉलिसियों की संख्या 43 करोड़ से भी ऊपर पहुँच गई है, तो भी देश में बीमा क्षेत्र की क्षमता पो पूर्णतः साकार नहीं किया गया है। इस स्थिति के होते हुए कि प्रीमियम भुगतान की समर्थता निम्न आय वाले खंडों तक सीमित रहेगी, बीमा सेवाओं की लागतों को न्यूनतम और साथ ही बीमाकर्ताओं व मध्यवर्तियों के लिए व्यवहार्य रखा गया है। इस संदर्भ में इस क्षेत्र में अदा करने के लिए सूचना और संचार प्रौद्योगिकी की महत्वपूर्ण भूमिका है।



बीमा रिपोजिटरी प्रणाली और इलेक्ट्रॉनिक पॉलिसियों को विक्रय पॉलिसी निर्गम, संचालन और पॉलिसी सर्विसिंग की लागत को काफी नीचे ला सकते हैं तथा उसे अधिक सरल बना सकते हैं, खास तौर से जब इसे देश भर में विद्यमान 100000 सामान्य सेवा केन्द्रों के साथ समन्वित किया जाएगा।

सूचना प्रौद्योगिकी केवल इलेक्ट्रॉनिक प्लेटफार्म का उपयोग करनेवाले पॉलिसीधारकों के लिए ही नहीं, बल्कि बीमा कंपनियों के लिए भी त्वरित और सरल ढंग से निपटान करने में सहायता पहुँचा सकती है। इस प्रयोजन के लिए आईआरडीएआई द्वारा की गई इलेक्ट्रॉनिक लेनदेन संचालन और निपटान प्रणाली (ईटीएसएस) की पहल आनेवाले समय में सह-बीमा और पुनर्बीमा के क्षेत्र में एक महत्वपूर्ण भूमिका अदा करेगी। बीमा क्षेत्र डेटा द्वारा संचालित है तथा विश्लेषण की भूमिका इसके लिए महत्वपूर्ण है। अविच्छिन्न रूप से डेटा की प्राप्ति और उसका प्रसंस्करण बीमा उद्योग को बेहतर जोखिम-अंकन करने, धोखाधड़ियों में कभी लाने और बीमा वृद्धि के लिए फोकस के क्षेत्रों की पहचान करने में सहायता पहुँचा सकता है।

आज अन्य वित्तीय सेवाओं के साथ बीमे की अत्यंत धनिष्ठ संबद्धता है जो पूँजी बाजारों, बैंकिंग और पेंशन क्षेत्रों द्वारा प्रदत्त हैं। वित्तीय दायरे में सेवाओं की सुसंगत वृद्धि सुनिश्चित करने के लिए इन क्षेत्रों के अंतर्गत सहक्रियाशील प्रयास करने की आवश्यकता है। प्रौद्योगिकी ने केवल इन क्षेत्रों के बीच परस्पर संबद्धता में सुधार ला सकता है बल्कि ज्ञान के प्रसार में अत्यावश्यक प्रोत्साहन भी दे सकता है, विशेष रूप से वित्तीय साक्षरता और शिक्षा के संवर्धन में।

मुझे अत्यंत प्रसन्नता हो रही है कि इस अंक में अंशदाताओं ने अपने लेखों में सूचना प्रौद्योगिकी के प्रयोग से संबंधित ऐसे कई क्षेत्रों का समाविष्ट किया है जो पॉलिसीधारकों के हित में एवं बीमा उद्योग की वृद्धि के लिए लाभकारी है, जोकि जर्नल के इस अंक का केन्द्रबिन्दु है। बीमा अधिनियम, 1938, साधारण बीमा व्यवसाय (राष्ट्रीयकरण) अधिनियम, 1972 तथा बीमा विनियामक और विकास प्राधिकरण अधिनियम, 1999 में सुधार हेतु विनियामक संरचना में हाल ही में किये गये बदलावों जोकि बीमा कानून (संशोधन) अध्ययन, 2014 के प्रचार के फलस्वरूप हुए हैं, इनसे बीमा उद्योग पर प्रेरक प्रभाव पड सकता है। तदनुसार, जर्नल का अगल अंक विनियामक क्षेत्र में मुख्य परिवर्तन तथा साधारण रूप से इसका अर्थव्यवस्था की सुधार प्रक्रिया पर जोर देने व मुख्य रूप से बीमा क्षेत्र में जोर देने पर केंद्रित रहेगा।

टी.एस. विजयन  
टी.एस. विजयन  
अध्यक्ष

# बीमा क्षेत्र में, सूचना प्रौद्योगिकी, क्या वास्तव में उपयोगी है?

डॉ. अजय कुमार मिश्रा

वरिष्ठ कार्यकारी कार्यकर्ता, सहारा इण्डिया जीवन बीमा कंपनी लि.,  
मार्केटिंग विभाग, हेड आफिस लखनऊ

**संक्षेप:** देश ही नहीं अपितु दुनिया बदल रही है। विकसित देश में जहाँ सूचना प्रौद्योगिकी ने अपनी जड़े मजबूत कर ली है, वहीं विकासशील देश में जड़े मजबूत करने की राह पर अग्रसर है। भारतीय बीमा क्षेत्र भी सूचना प्रौद्योगिकी से अछूता नहीं रहा है। निजीकरण के पश्चात् बीमाकर्ताओं ने तेजी से प्रौद्योगिकी को अपनाकर न केवल अपना कार्य बहुत आसान किया है, बल्कि बीमा सेवाएँ बेहतर हुई हैं, जो कहीं न कहीं आम लोगों के हित में हैं। सूचना प्रौद्योगिकी के सहारे ने केवल बीमा क्षेत्र विकास कर रहा है बल्कि अपने नियामक दायित्वों का निर्वहन भी समय पर कर रहा है। बीमा क्षेत्र सूचना प्रौद्योगिकी में कई समस्याओं से भी जुड़ा रहा है जिसका निदान अभी तक होता नहीं दिख रहा है। उच्च लागत, प्रतिदिन नई प्रौद्योगिकी का आगमन, साइबर सुरक्षा और प्रौद्योगिकी विशेषज्ञों की कमी, जैसी समस्याओं से ग्रसित है बीमा क्षेत्र है। इन सब के बीच बीमाकर्ताओं के लिए एक चुनौती यह भी है कि उन लोगों तक अपनी पहुँच कैसे बनाई जाय जो लोग प्रौद्योगिकी

से अभी तक नहीं जुड़े हैं। बीमा में सूचना प्रौद्योगिकी का सारा मामला मांग और पूर्ति के साथ-साथ प्रतियोगिता का भी है, जिसमें बने रहने के लिए बीमा कंपनियाँ नवीनतम प्रौद्योगिकी का उपयोग करने के लिए बाध्य हैं।

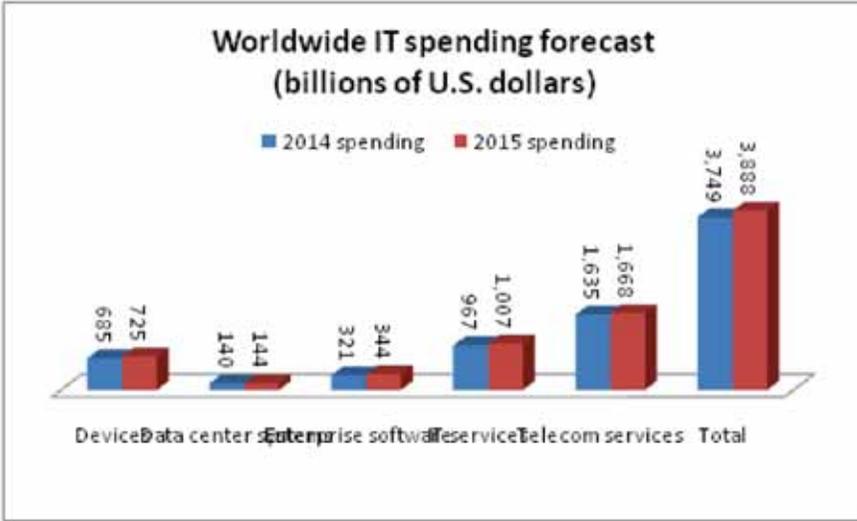
## भूमिका:

बीमा एक वादा है जिसमें दावा के समय उसका परिपालन किया जाता है। यदि देखा जाय तो बीमित व्यक्ति को मात्र वादा रुपी एक कागज का टुकड़ा ही प्राप्त होता है, और वह उसी कागज के टुकड़े में निहित नियमों और शर्तों के तहत निर्धारित समय तक उसका प्रीमियम अदा करता रहता है, और जब दावा उत्पन्न होता है, तभी बीमाकर्ता अपने वादे के अनुरूप उसका प्रतिपालन करता है। यह सामान्यतः एक लम्बी अवधि के लिए होता है, जिसमें कई तरह की सूचनाओं का आदान प्रदान कई-कई बार होता है, और इन सूचनाओं की जरूरत कई-कई स्तर पर अलग-अलग रूप में होती रहती है। इन सूचनाओं के आदान प्रदान करने की प्रक्रिया को अत्यंत की

प्रभावशाली और त्वरित रूप से प्रस्तुत करने के लिए बीमा उद्योग ने निजीकरण के पश्चात तेजी से सूचना प्रौद्योगिकी का प्रयोग कर रहे हैं।

**सूचना प्रौद्योगिकी:** सूचना प्रौद्योगिकी कंप्यूटर अनुप्रयोग और दूरसंचार उपकरण का मिला हुआ संग्रह है, जो डाटा को संग्रहित करता है, जरूरत पड़ने पर पुनः प्रदान करता है, और डाटा को आवश्यकता अनुरूप संचारित एवं परिवर्तित करता है। यह व्यावसायिक उद्देश्य से या किसी अन्य उद्देश्य के लिए ऐसा कर सकता है। सूचना प्रौद्योगिकी को हम समझने के उद्देश्य से दो वर्गों में विभाजित कर सकते हैं। हालाँकि सूचना प्रौद्योगिकी का दायरा बहुत ही बड़ा है, और जिस तरह से राज्य सरकारें और केंद्र सरकार इस पर फोकस कर रहे हैं, आने वाले दिन सूचना प्रौद्योगिकी के ही होंगे।

**क-विकासक:** 2015 के अंत तक यह अनुमानित है कि सूचना प्रौद्योगिकी में वैश्विक स्तर पर कुल 3,888 बिलियन के खर्च होने का अनुमान है, जो स्वतः ही यह इंगित करता है कि



स्रोत: अमेरिकी सूचना प्रौद्योगिकी एसोसिएशन

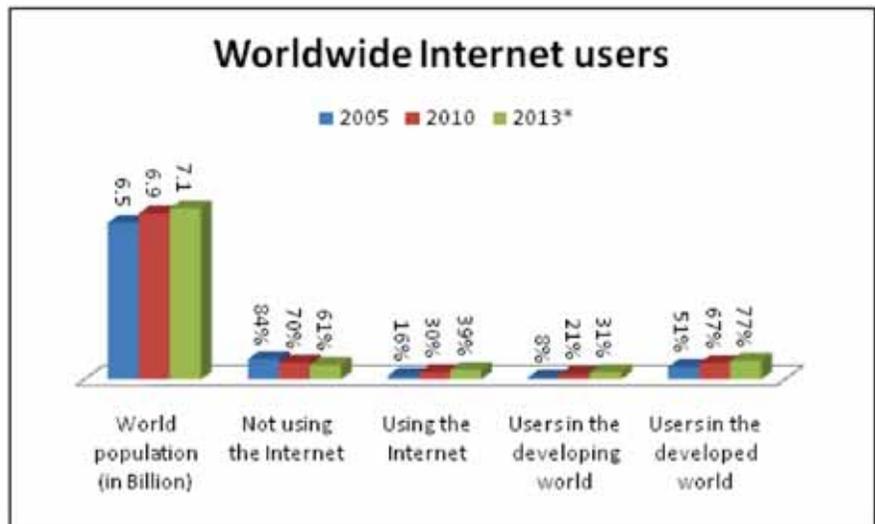
देश ही नहीं बल्कि दुनिया तेजी से परिवर्तित हो रही है। सूचना प्रौद्योगिकी में सबसे अहम रोल सॉफ्टवेयर निर्माता का है, जो आवश्यकताओं के अनुरूप सॉफ्टवेयर का निर्माण करता है। कई सारे एप्लीकेशन, कम्पनियाँ बाजार की स्थिति को देखते हुए स्वतः बनाती है, जबकि कई सारी कंपनियों के निवेदन के अनुसार बनते हैं। इनमें कुछ तो निःशुल्क होते हैं, जबकि ज्यादातर के उपयोग के लिए धनराशि देनी पड़ती है। इन क्षेत्रों में काम करने वाले लोग सूचना प्रौद्योगिकी विशेषज्ञ होते हैं। जिनकी मांग वैश्विक स्तर पर अत्यधिक है। नीचे ग्राफ यह दर्शा रहा है कि किस तरह से दुनिया सूचना प्रौद्योगिकी पर खर्च कर उसका लाभ उठा रही है।

**ख- उपयोगकर्ता:** जिस तरह से आज समाज में आधुनिकता ने पैर पसारने शुरू किया है, उसी अनुपात में लोगों में व्यस्तता भी बढ़ती गयी है, और इस व्यस्तता ने सूचना प्रौद्योगिकी के महत्व को अत्यधिक बढ़ा दिया है। जिसमें लोग अब घर बैठे सुविधाओं को प्राप्त कर रहे हैं। आने

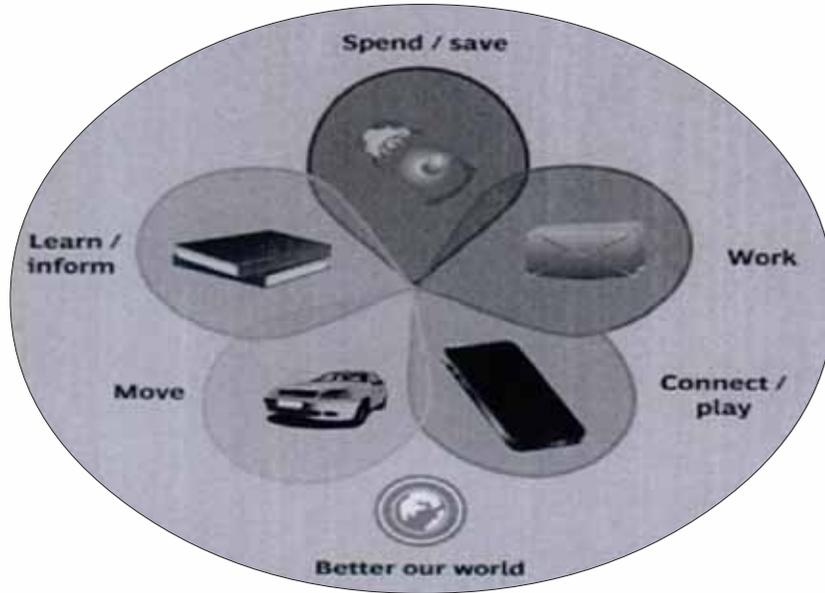
वाले दिनों में बहुत सारी सुविधाएँ उन्हें बस एक क्लिक पर प्राप्त हो पायेगी। दरअसल ये सारा मसला मांग और पूर्ति पर निर्धारित है। जिस तरह से लोगों में सूचना प्रौद्योगिकी की जानकारी बढ़ रही है, ठीक उसी तरह से मांग की भी बढ़ रही है। भारतीय दूरसंचार नियामक प्राधिकरण (ट्राई) की रिपोर्ट जून 2014 के अनुसार भारत में 26 करोड़ इंटरनेट उपभोक्ता हैं, जिनमें से 24 करोड़

उपभोक्ता मोबाईल और डोंगल पर निर्भर हैं। भारत में इंटरनेट उपयोगकर्ताओं के संख्या 30 फीसदी की दर से बढ़ रही है। साथ ही मोदी सरकार ने भारत का कायाकल्प करने का जो संकल्प लिया है, और जिस तरह से डिजिटल इंडिया का निर्माण कर रहे हैं, भविष्य में सूचना प्रौद्योगिकी का महत्व सभी सेक्टर में आसमान पर होगा। भारत सरकार का लक्ष्य है कि जून 2015 तक 10 लाख से अधिक आबादी वाले 25 शीर्ष शहरों में चुनिन्दा सार्वजनिक स्थानों पर तेजी से वाई-फाई सेवाएँ शुरू करने पर विचार कर रही है। साथ ही ग्राम पंचायत भी सीधे इंटरनेट से जोड़ने के पथ पर अग्रसर है। वैश्विक स्तर पर इंटरनेट का उपयोग करने वाले लोगों का ग्राफ द्वारा पुस्तुति करण निम्नांकित है।

उपयोगकर्ताओं के लिए सूचना प्रौद्योगिकी तो महत्वपूर्ण है ही, साथ ही लोग अब जागरूक होने लगे हैं। जिस तरह से नई पीढ़ी प्रौद्योगिकी से जुड़ रही है, आने वाले दिनों में सब आन-



स्रोत: अंतर्राष्ट्रीय दूरसंचार संघ (अनुमानित)



चित्र स्रोत: भारतीय इंटरनेट और मोबाईल एसोसिएशन

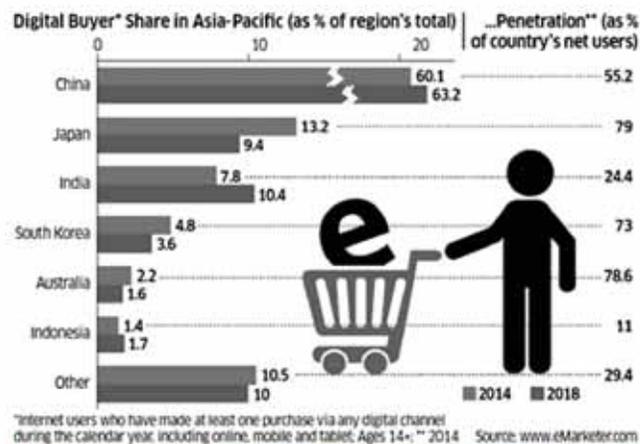
लाइन सुविधाओं का बोल होगा। आइये देखते हैं हमें इंटरनेट कैसे बदल रहा है।

**मांग ही पूर्ति का निर्धारित है:** दरअसल यह सारा खेल मांग और पूर्ति पर आधारित है। जहाँ मांग होती वहाँ पूर्ति भी करनी होगी। जिस तरह से लोग डिजिटल प्रणाली में प्रवेश करते चले जा रहे हैं, ठीक उसी अनुपात में लोगों की मांग भी बढ़ती जा रही है, और जिसे बीमा कम्पनियाँ प्रतियोगिता में बने रहने के लिए या फिर औरों से सर्वश्रेष्ठ दिखने के लिए कर रही है। जिसका लाभ कहीं न कहीं आम जनता को मिल पा रहा है, साथ ही सूचना प्रौद्योगिकी के प्रयोग से सूचनाओं में पारदर्शिता भी देखने को मिल रही है। जिस तेज गति से इंटरनेट प्रयोगकर्ताओं की संख्या भारत में बढ़ रही है, प्रत्येक बीमा कंपनी उन तक अपनी पहुँच बनाने के लिए नई-नई प्रद्योगिकी का प्रयोग कर अपने व्यवसाय को बढ़ाने के लिए तटस्थ है।

यह सूचना प्रौद्योगिकी का ही प्रभाव है कि लोग अब बीमा ऑनलाईन खरीदने लगे हैं, और इनकी संख्या में वर्ष दर वर्ष अच्छी वृद्धि भी हो रही है। सीधी बिक्री व्यक्तिगत नव-व्यवसाय में जहाँ वर्ष 2012-13 में, कुल बिक्री में प्रतिशत 2.55 था, वहीं वर्ष 2013-14 में बढ़कर 3.09 प्रतिशत रहा है। निजी बीमाकर्ताओं की कुल व्यक्तिगत नव - व्यसाय बिक्री में, सीधी बिक्री का योगदान 7.38 प्रतिशत 2013-14 में रहा

है, जबकि भारतीय जीवन बीमा निगम की हिस्सेदारी कुल बिक्री में सीधी बिक्री की 1.12 प्रतिशत रही है। यहाँ यह तथ्य समझना आवश्यक है कि, अभी बीमाकर्ताओं द्वारा कुछ उत्पादन ही सीधी बिक्री के लिए उपब्ध है। ये आकड़े स्वतः ही बीमा में सूचना प्रद्योगिकी के बढ़ते महत्व को प्रमाणित कर रहे हैं। डिजिटल इंडिया शिखर 2015 के अनुसार 2018 तक भारत एशिया में दूसरा सबसे बड़ा देश डिजिटल खरीदारी में होगा।

गतिशील बीमा वातावरण में प्रौद्योगिकी निवेश अत्यंत ही महत्वपूर्ण है, न केवल प्रतिस्पर्धा सेवा में बढ़त के लिए बल्कि नियामक दायित्वों की पूर्ति करने के लिए भी। 24 जीवन बीमा कम्पनियाँ, 11032 बीमा कार्यालय, 21.88 लाख अभिकर्ता, 679 कार्पोरेट अभिकर्ता, और 384 ब्रोकर (मार्च 2014 तक) के साथ दुनिया का सबसे बड़ा जीवन बीमा बाजार है भारत, और इस बाजार को नियंत्रित करने के लिए सर्वोत्तम प्राद्योगिकी का होना अत्यंत ही महत्वपूर्ण है।



By 2018, India will have the second largest share of Digital buyers in the Asia Pacific region.



DIGITAL INDIA SUMMIT 2015  
TIMES TELEVISION NETWORK INITIATIVE

"Internet users who have made at least one purchase via any digital channel during the calendar year, including online, mobile and tablet; Ages 14+." 2014 Source: www.eMarketer.com

**बीमा क्षेत्र में सूचना प्रौद्योगिकी:** आज यदि देखा जाए तो बीमा क्षेत्र और सूचना प्रौद्योगिकी एक ही सिक्के के दो पहलु हैं। बिना सूचना प्रौद्योगिकी के बीमा क्षेत्र का त्वरित विकास और ग्राहक संतुष्टि आज के समय में असंभव सा प्रतीत होता है। बीमा कंपनियां अपने विभिन्न कार्यों को सुचारु रूप से चलाने के लिए नियामक दिशा निर्देशों की पूर्ति के लिए और बेहतर ग्राहक सेवाओं के लिये कई प्रौद्योगिकी, एप्लीकेशन का प्रयोग करती है जिससे, विपणन विभाग, दावा विभाग, पॉलिसी सेवा विभाग, लेखा विभाग, निवेश विभाग, जोखिम अंकन विभाग, नव-व्यवसाय विभाग, सामान्य प्रशासन विभाग के साथ-साथ कंपनी अपना कार्य सम्पादित कर सकें। विभिन्न एप्लीकेशन के प्रयोग से बीमा कंपनियां जानकारी आसानी से प्राप्त कर लेती है, जिससे उन्हें निर्णय लेने में आसानी होती है, साथ ही उनका डाटा इलेक्ट्रॉनिक मोड में सुरक्षित रहता है। तथा उसे कई तरह से विश्लेषण भी किया जा सकता है। यदि देखा जाय तो सूचना प्रौद्योगिकी बीमा कंपनियों के लिए उनकी जीवन रक्षक के समान है।

**बीमा क्षेत्र में सूचना प्रौद्योगिकी की सीमाएं:** बीमा का व्यवसाय करने के लिए भारी मात्रा में धन की आवश्यकता पड़ती है। लायसेंस प्राप्त करने के पश्चात व्यापक स्तर पर नयी भर्ती एवं कंपनी की पॉलिसी नियमों को अधनी बनाकर कार्य संचालित किया जाता है। जिसमें भारी निवेश की जरूरत पड़ती है। हालाँकि सरकार ने विदेशी निवेश की सीमा को बढ़ा कर इस व्यवसाय के लिए नई प्रतिस्पर्धा को जन्म दे

दिया है। आने वाले दिन बीमा व्यवसाय के लिए अत्यंत महत्वपूर्ण होंगे उनके भविष्य के ग्रोथ के निर्धारण में। आज बीमा क्षेत्र में निम्न सूचना प्रौद्योगिकी सम्बंधित समस्याओं का सामना करना पड़ रहा है। जो न केवल बीमा कंपनियों के लिये चिंता का विषय है, बल्कि सूचना प्रौद्योगिकी के लिए भी चिंता का विषय है।

**1. सूचना प्रौद्योगिकी के प्रयोग के लिए चाहिए बड़ा निवेश:** सूचना प्रौद्योगिकी के इस्तेमाल के लिए एक बड़े निवेश की आवश्यकता होती है, जो शायद सभी बीमा कंपनियों के बजट की बात नहीं। न चाहते हुए भी प्रतिस्पर्धा में बने रहने के लिए उन्हें सूचना प्रौद्योगिकी के नवीनतम प्रौद्योगिकी का प्रयोग करना पड़ता है। कुछ खास सॉफ्टवेयर बीमा कंपनियों को नियामक बाध्यता को पूरा करने के लिए ऊंचे दाम पर खरीदना पड़ता है। बजाय बाजार में व्यापक सॉफ्टवेयर प्रदाता कंपनी की संख्या का न होना।

**2. बीमा की जानकारी और सूचना प्रौद्योगिकी की जानकारी का एक व्यक्ति में न होना:** एक आदमी सूचना प्रौद्योगिकी में तो दक्ष हो सकता है पर बीमा में भी दक्ष हो ऐसे लोगों की संख्या न के बराबर है। इससे किसी खास तरह के बीमा सॉफ्टवेयर के अनुकूलन में समस्या आती है, जिससे बीमाकर्ता के आवश्यकता के अनुरूप वह सॉफ्टवेयर नहीं हो पता है, या उसमें कुछ कमियाँ रह जाती हैं। सूचना प्रौद्योगिकी के लोग प्रौद्योगिकी में दक्ष तो

होते हैं पर उनमें बीमा के सिद्धांतों की कमी पायी जाती है।

- 3. एक व्यक्ति पर निर्भरता:** बीमा कंपनियों के पास दो विकल्प होते हैं, या तो वो बाजार से अपने अनुरूप सॉफ्टवेयर खरीद ले या फिर स्वयं की टीम से सॉफ्टवेयर का निर्माण करवाएं। जब बाजार से सॉफ्टवेयर खरीदते हैं, तो उस कंपनी पर निर्भरता रहती है, जबकि अपने यहाँ उसका निर्माण कराते हैं तो, उस टीम पर। साधारण: कोई विशेषज्ञ अपनी सभी जानकारी दूसरे टीम मेंबर को नहीं बताता, जिससे उसके जाने के बाद उस सॉफ्टवेयर में उत्पन्न होने वाली समस्या का सामना करना मुश्किल होता है।
- 4. प्रौद्योगिकी में असामायिक परिवर्तन:** सूचना प्रौद्योगिकी हर क्षण परिवर्तित हो रह है, जो प्रौद्योगिकी अभी प्रयोग में है, अगले पल वो प्रयोग से बाहर हो जाती है और उसका स्थान नई प्रौद्योगिकी ले लेती है, जिससे उस नए प्रौद्योगिकी पर बीमा कंपनियों को फिर से भारी मात्रा में खर्च करना पड़ता है, एवं उनके कर्मचारियों को प्रशिक्षित भी।
- 5. अपने उत्कृष्ट प्रदर्शन को बनाए रखना एक चुनौती:** बीमा से सूचना प्रौद्योगिकी की एक महत्वपूर्ण समस्या यह है कि उसे हमेशा अपने उत्कृष्ट प्रदर्शन को बनाये रखना पड़ता है क्योंकि बाजार में रोज नए नए प्रतिस्पर्धी आते रहते हैं।

6. **साइबर सुरक्षा:** आज जहाँ हर तरफ साइबर क्राइम बढ़ रहे हैं ऐसे में बीमा कंपनियों के लिए भी सूचना प्रौद्योगिकी के प्रयोग में अपनी कुछ सूचनाएँ गोपनीय रख पाना मुश्किल हो जाता है। तमाम सुरक्षा के बावजूद साइबर हमले होते रहते हैं, जिसे सूचना प्रौद्योगिकी पूर्ण रूप से रोकने में आज भी अक्षम सा दिखता है।

7. **सेवाओं के लिए लागत किसकी:** सूचना प्रौद्योगिकी का प्रयोग बीमा कंपनियाँ उच्च लागत पर करती हैं, पर वास्तव में वो लागत किसकी होती है? बीमा कंपनियों की? आम जनता की? किसकी? क्योंकि कहीं भी ऐसा परिभाषित नहीं किया गया है कि बीमा कंपनियाँ शेयर होल्डर फंड से ही ये महंगे साफ्टवेयर खरीदेंगी या की पॉलिसी होल्डर के फंड से।

8. **सूचना प्राद्योगिकी का लाभ कुछ लोगों तक:** सूचना प्रौद्योगिकी का लाभ प्रत्येक लोग तक बीमा में नहीं पहुँच पाता क्योंकि आज भी कुल आबादी का मुख्य हिस्सा सूचना प्रौद्योगिकी से न परिचित है न उसे प्रयोग कर रहे हैं। ऐसे लोगों के लिए बीमा कंपनियाँ क्या उपाय अपना रही हैं उन्हें बीमा से जोड़ने के लिए।

9. **व्यक्ति का स्थान प्रौद्योगिकी नहीं ले सकती:** प्रौद्योगिकी कितनी भी मजबूत क्यों न हो जाये, परन्तु वो व्यक्ति का स्थान नहीं ले सकती, और बीमा जैसे क्षेत्र में तो

बिल्कुल नहीं क्योंकि इस क्षेत्र में हर कदम पर मानवीय सोच के आधार पर निर्णय लेना आवश्यक होता है।

10. **सूचना प्रौद्योगिकी द्वारा रोजगार को कम करना:** यदि देखा जाय तो प्रत्यक्ष और अप्रत्यक्ष दोनों रूप में सूचना प्रौद्योगिकी ने बेरोजगारी को जन्म दिया है। एक आदमी अपनी दक्षता के बदले 10 लोगों का रोजगार कम कर रहा है और वह दस लोगों से कई गुना अधिक आय भी अर्जित कर रहा है। जिससे सामाजिक असमानता होने का डर बना रहता है।

**निष्कर्षात्मक टिप्पणी:** समस्त आधारभूत तथ्यों के विश्लेषणात्मक विवेचन के आधार पर यह कहा जा सकता है कि बीमा क्षेत्र के त्वरित विकास के लिए बीमा क्षेत्र में सूचना प्रौद्योगिकी का उपयोग नितांत आवश्यक है। आज जिस तरह से लोग डिजिटल होते जा रहे हैं, और जिस तरह से इंटरनेट प्रयोग करने वाले लोगों की संख्या तेजी से बढ़ रही है, उन्हें बीमित बनाने के लिए सूचना प्रौद्योगिकी के नवीनतम रूप को बीमा कंपनियों को प्रयोग करना पड़ेगा। आज कई सूचनाओं का आदान प्रदान नए और पुराने दोनों तरह के ग्राहकों के साथ ईमेल, मोबाइल के जरिये सेकेंडों में किया जा रहा है। सूचना प्रौद्योगिकी का सबसे नवीनतम उपयोग कर भारतीय बीमा विनियामक एवं विकास प्राधिकरण ने, समस्त बीमा कंपनियों से, सूचनाओं का आदान - प्रदान आनलाइन कर सूचना प्रौद्योगिकी के महत्व का बीमा के क्षेत्र में अत्यधिक बढ़ा दिया है। सूचना

प्रौद्योगिकी प्रदाता की कभी आने वाले दिनों में अवश्य ही दूर होगी और इसकी लागत भी कम होगी। जिस तरह से भारत ही नहीं बल्कि विश्व सूचना प्रौद्योगिकी के क्षेत्र में प्रवेश कर चुका है इससे तो यही प्रमाणित होता है, कि आने वाले दिन डिजिटल भारत के होंगे और उन दिनों में अपनी हिस्सेदारी महत्वपूर्ण रूप से प्रदर्शित करने के लिए बीमा को भी आज के समय के अनुरूप कदम से कदम मिला के चलना होगा। समस्याएँ हर क्षेत्र में विद्यमान हैं, और सूचना प्रौद्योगिकी भी इससे अछूता नहीं है पर उसके लाभों को देखते हुए उसकी कमियों न के बराबर हैं। बीमा क्षेत्र में इसकी दखल आने वाले दिनों में और भी मजबूत होगी और यह बीमा क्षेत्र के विकास के लिए जीवन रक्षक के रूप में कार्य करेगा।

**वर्णन:** इस लेख में लेखक के व्यक्तिगत विचार हैं तथा किसी भी प्रकार से इन्हे सहारा इंडिया जीवन बीमा कंपनी लिमिटेड अथवा किसी सहयोगी कंपनी के विचार नहीं समझे जाने चाहिए।

डॉ. अजय कुमार मिश्रा, वरिष्ठ कार्यकारी कार्यकर्ता, सहारा इण्डिया जीवन बीमा कंपनी लि., मार्केटिंग विभाग, हेड ऑफिस लखनऊ

## बीमा क्षेत्र में सूचना तकनीक

- गोपी चन्द विश्नोई

एक समय था जब व्यापारी स्वरूप छोटे हुआ करते थे। व्यापारिक कार्यकलाप हेतु साधन भी अत्यन्त सीमित थे। लेखा-जोखा रखने हेतु मुनीम होते थे। व्यापार की गोपनीयता बनाए रखने हेतु बही खाते मुण्डी भाषा में दर्ज किये जाते थे। कुछ व्यापारी तो आज भी वही खाते मुण्डी में ही रखते हैं। व्यापारी एक दूसरे को संदेश प्रेषित करने हेतु पोस्ट कार्ड, अन्तर्देशीय पत्र या लिफाफों का प्रयोग करते थे। पत्र हस्तलेखन द्वारा अथवा टंकित कर प्रेषित किये जाते थे। बड़े प्रतिष्ठानों में आशुलिपिक पत्रों को आशुलिपि में नोट कर बाद में टंकित कर पत्रों का प्रेषित किये जाते थे। पोस्ट कार्ड या पत्र द्वारा संदेश प्रेषित करने में एक-दो सप्ताह का वक्त लग जाता था। अति आवश्यक संदेश तार या दूरभाष द्वारा प्रेषित किये जाते थे। तार या दूरभाष का व्यय अत्यन्त महंगा साबित होता था। शनैः शनैः व्यापार के विस्तार के साथ-साथ क्षेत्र तथा व्यापार के स्वरूप में भारी फेर बदल होता चला गया। ग्राहकों की संख्या बढ़ाने के साथ-साथ उनकी अपेक्षाएँ रॉकेट के सामान कुलाचे भरने लगी। अब टाइपराइटर से काम नहीं चलने वाला। वैश्वीकरण के दौर में आज ग्राहक को किसी भी समय; (Any Time) कहीं भी; (Any Where) किसी भी तरह; (Any How) सेवा की अपेक्षा को ध्यान में रखकर ही व्यवसायिक संस्थाएं चल पायेगी। सूचना तकनीक, व्यापार पर इस कदर हावी हो गई है जिसके बिना कोई व्यापारिक संस्थान सुचारु रूप से चल पाना असम्भव है। आज का ग्राहक अच्छी शिक्षा के साथ अद्यतन सूचना तकनीक;

(Information Technology) से परिचित है। उसकी अपेक्षाएँ काफी अधिक हैं।

किसी व्यवसायिक संस्थान के चार प्रमुख स्तम्भ हैं। मानव बल, उत्पादन, विपणन तथा वितरण। सफल विपणन चार घटकों पर आधारित होता है- ग्राहक, प्रतिस्पर्धा, तकनीक तथा वितरण व्यवस्था। दूरदर्शन, दूरभाष, टाइपराइटर के बाद अब मोबाई फोन, कम्प्यूटर तथा इंटरनेट ने समाज में सूचना क्रान्ति ला दी है। अब पलक झपकते ही विश्व के किसी भी कोने में, किसी भी वक्त सूचना प्रेषित करना, अत्यन्त सरल तथा मितव्ययी हो गया है। सूचना तकनीक इतनी विकसित हो चुकी है कि हमें उत्पाद के सम्बन्ध में विज्ञापन, सूचनाएं, विशेषताएं प्रत्येक उस ग्राहक के पास पहुँचाना आसान है जो उत्पाद में तनिक भी रुचि रखता है।

बीमा उद्योग में इलेक्ट्रॉनिक तकनीक का प्रयोग काफी पहले ही प्रारम्भ हो चुका है जो निरन्तर विकास की ओर अग्रसर है। बीमों की दो शाखाएँ हैं- जीवन बीमा तथा गैर जीवन बीमा अथवा सामान्य बीमा। भारत में 245 निजी बीमा कम्पनियों का विलय कर सन् 1956 में जीवन बीमा का राष्ट्रीयकरण कर भारतीय जीवन बीमा निगम की स्थापना की गई। निगम से सूचना तकनीक के प्रयोग की कहानी भी कम दिलचस्प नहीं है। प्रारम्भिक दौर में निगम का कामकाज मैनुअली साधारण ढंग से किया गया। परन्तु 1967 में आई बी एम यूनिट रिकार्ड मशीन तथा एडरेमा मशीनों से कार्य लिया जान लगा। इसमें

पंचिम मशीन, वैरीफाईंग मशीन, इन्टरप्रेटर्स, सारटर्स, रिप्रूड्यूसर्स, कोलेटर्स, टेबुलेटर्स तथा एडरेमा प्लेट्स प्रयोग किया जाते थे। मुम्बई मण्डल हेतु सर्वप्रथम कम्प्यूटर का क्रय किया गया तथा इलेक्ट्रिक डाटा प्रोसेसिंग केन्द्र की स्थापना की गई जिसने चौबिसों घंटों तथा सातों दिन कार्य करना प्रारम्भ कर दिया। कम्प्यूटर की आपरेटिंग भाषा कोबोल, (COBOL) रही।

सन् 1970-80 में भारतीय जीवन बीमा निगम में पुनर्गठन प्रक्रिया, (OIC) लागू की गई। शाखाओं को कार्य विकेन्द्रीकृत किया जाने लगा। तदन्तर सन् 1981-82 में दिल्ली, बैंगलुरु तथा कुड्डापा मण्डल व उनकी शाखाओं में आई.बी.एम, तथा एडरेमा मशीनों के स्थान पर माइक्रोप्रोसेसर्स स्थापित कर दिये गये। इस व्यवस्था में मेगटेप, फ्लोपी, लाइन प्रिन्टर तथा 3 से 5 टर्मिनल्स प्रयोग किये जाने लगे। कम्प्यूटर सॉफ्टवेयर प्रोग्राम वेन्डर तथा निगम द्वारा लिखे जाते थे। लेकिन राष्ट्रव्यापी कोई मानक सॉफ्टवेयर प्रोग्राम नहीं था। निगम में तकनीक का भरपूर प्रयोग किया जाने लगा। सन् 1985 में, इलेक्ट्रॉनिक कैश रिसीवर, (ECR) लगाया गया। सन् 1990 के दौरान, माइक्रोप्रोसेसर्स, इण्टेल आधारित मदर बोर्ड प्रभाव में आये। सन् 1993 तक 600 से अधिक शाखाओं में माइक्रोप्रोसेसर्स लगाये जा चुके थे।

सन् 1992 में, डी.सी.यू. (डाटा कैचरिंग यूनिट) के बाद सन् 1993 में 7730 मेनफ्रेम व माइक्रो,

325 पी.सी. 4पी.सी.लेन 339 डी.सी. यू स्थापित किये गये। यहाँ यह बात ध्यान देने योग्य है कि सूचना तकनीक के प्रयोग में भारतीय जीवन बीमा निगम राष्ट्र में पहला संस्थान है जिसने कम्प्यूटर स्थापना में कदम उठाया। कर्मचारियों के विरोध के बावजूद सन् 1993 में फ्रन्ट फण्ड आपरेशन्स प्रारम्भ कर कम्प्यूटराइजेशन किया गया। 17 जुलाई, 1995 से फ्रन्ट फण्ड एप्लीकेशन पैकेज लागू कर इसी वर्ष वेब तकनीक तथा इण्टरनेट प्रारम्भ किया गया। 'निगम' ने सूचना तकनीक के प्रयोग को लागू कर फिर कभी पीछे मुड़कर नहीं देखा और दिन प्रतिदिन नई तकनीकों का प्रयोग किया जाने लगा।

सन् 1996 में 114 शाखाओं तथा 1997 में 508 शाखाओं के फ्रन्ट एण्ड एप्लीकेशन्स से जोड़ा गया। साथ ही, मुम्बई में मैट्रो एरिया नेटवर्क की स्थापना की गई। सन् 1998 में मुम्बई, 1999 में दिल्ली में इण्टरएक्टिव वॉयस रेस्पॉन्स सिस्टम, प्रारम्भ किया गया। सन् 1999 के अन्त में, एक बहुत बड़ी समस्या, विश्व के सामने उपस्थित हो गई, जिसमें सन् 2000 प्रारम्भ होते ही कम्प्यूटर डाटा करप्ट होने की आशंका थी। सॉफ्टवेयर इंजीनियरों की रातों की नींद उड़ चुकी थी। (IVRS) समस्या आ खड़ी हुई। हर कोई संग्रहित आंकड़ा को सुरक्षित रखने हेतु उपाय खोज रहा था। निगम के साहसी एवं उद्यमी कर्मचारियों ने भी दिन-रात एक कर संग्रहित डाटा को सुरक्षित करने में सफलता प्राप्त की। सन् 2000 में ही डाटा प्रोसेसिंग गतिविधि का नाम बदलकर 'सूचना तकनीक' कर दिया गया। इसी वर्ष टच स्क्रीन क्वियोस्क स्थापित किये गये। निगम की सभी 2048 शाखाएँ कम्प्यूटरीकृत कर दी गई।

सन् 2001 में बैंक तथा अन्य सेवा प्रदाताओं द्वारा इण्टरनेट के माध्यम से प्रीमियम-संग्रह किया जाने लगा। वर्ष 2002 में 8 केन्द्रों पर अपने 'कॉलसेन्टर' स्थापित किये गये। अपने सभी कर्मचारियों तथा शाखाओं को ई-मेल आई डी उपलब्ध कराई। विकास वाहिनी को इन्फोमीडियरी पैकेज उपलब्ध कराने के साथ-

साथ सिस्टम को यूनिकस से लाइनेक्स पद्धति में परिवर्तित किया।

सन् 2003 में एटीएम द्वारा प्रीमियम-संग्रह आईवीआरएस की राष्ट्रीय सेवा '1251' प्रारम्भ की गई। प्रीमियम संग्रह प्रबन्ध केन्द्र की पृथक रूप से स्थापना की गई। इसी वर्ष सूचना तकनीक के सर्वोत्तम प्रयोग करने पर निगम को नास्कॉम; (NASCOM) पुरस्कार से सम्मानित किया गया। सन् 2004 में सूचना तकनीक समन्वय समिति, (ITCC) बनाई गई ECS तथा KIOSK द्वारा प्रीमियम संग्रह, दिनांक 17 जुलाई, 2004 से मिडिलवेयर, TIBCO का प्रयोग, अभिकर्ताओं को व्दसपदम प्रशिक्षक पोर्टल 'विद्यानेट', अभिकर्ताओं, कर्मचारियों तथा पालिसीधारकों हेतु SMS सेवा प्रारम्भ की गई।

सन् 2005 में निगम ने 29 सैटेलाइट सम्पर्क शाखाएँ खोली तथा एण्टरप्राइज पोर्टल का शुभारम्भ किया। सन् 2006 में यूलिप पालिसियों हेतु केन्द्रीकृत व्यवस्था लागू की गई। साथ ही बहुप्रतिशित डाटावेयर हाउस, (CADW) प्रारम्भ किया गया। इसके अन्तर्गत सभी ग्राहकों को एक विशेष पहचान आर्वांटेड की गई। किसी भी ग्राहक की सभी पालिसियों को एक स्थान पर देखना सम्भव हुआ। विपणन में इससे कौशल में वृद्धि हुई है तथा धोखा छलकपट, से बचाव भी हुआ है।

सन् 2007 में निगम ने अपना विशालम कार्यक्रम एण्टरप्राइज डोक्यूमेंट मैनेजमेंट सिस्टम, (EDMS) प्रारम्भ किया। सन् 2008 में कस्टमर कॉन्टैक्ट प्रोग्राम लागू किया गया। सन् 2010 में डाटा सेन्टर, डंटी (मैट्रो एरिया सर्विसइज) का क्रियान्वयन किया गया। इस प्रकार भारतीय जीवन बीमा निगम अपनी स्थापना से लेकर आज तक सूचना तकनीक को प्रयोग करने में किसी भी अन्य भारतीय व्यापारिक संस्था से सदैव प्रथम स्थान पर रहा है। जीवन बीमा क्षेत्र में एकाधिकार समाप्त हो जाने के बावजूद निगम जीवन बीमा क्षेत्र में सिरमौर है। आज निगम के पास 32 करोड़

ग्राहक, 1.20 लाख निष्ठावान कर्मचारी, 14 लाख अभिकर्ता तथा 1.6 लाख फेसबुक प्रशंसक है। निगम तथा अन्य बीमा कम्पनियों के ग्राहकों के हितों को ध्यान में रखते हुए अब बीमा विनियामक और विकास प्राधिकरण ने सूचना तकनीक विद्या को सर्व समाज हेतु सुलभ तथा उपयोगी बनाने हेतु Consumer Educaton Website उपलब्ध कराई है। जहाँ पालिसी धारक तथा आम जनता जीवन बीमा क्षेत्र तथा सूचना तकनीक में नित हो रहे बदलाव को अद्यतन कर सकेंगे। विश्व में भारत एक बड़े सूचना तकनीक प्रयोगकर्ता के रूप में उभर रहा है तभी तो अमेरिका जैसा विकसित राष्ट्र भारत को एक बड़े बाजार के रूप में देख रहा है। अमेरिका के राष्ट्रपति का स्वतन्त्र भारत के इतिहास में पहली बार इस वर्ष गणतंत्र दिवस परेड में मुख्य अतिथि होना तथा सूचना तकनीक के आदान-प्रदान समझौतों पर सहमति प्रदान करना, भारत का पक्ष मजबूत ही तो बनाता है। अध्यादेश के द्वारा ही सही, भारत सरकार ने बीमा क्षेत्र में एफ.डी.आई सीमा बढ़ा दी है। विदेशी पूँजी आने से मौजूदा कम्पनियों को अपने व्यवसाय विस्तार में लाभ मिलेगा। विदेश में जो पूँजी भारतीय बीमा उद्योग में आयेगी, कम्पनियाँ उसका निवेश टक्नोलोजी अपग्रेड करने में कर सकेंगी। इससे ग्राहकों को उत्कृष्ट सेवाएँ प्राप्त हो सकेंगी।

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# An Appraisal of the Insurance Sector

## Life Insurance

The Life Insurance Sector completed Rs 82970 Cr total First Year Premium with de-growth of 8.8% as at the end of January 2015. LIC completed Rs 57687 Cr with de-growth of 17.3% where as Private Sector completed Rs 25282 Cr posting a growth of 19.2%. Private sector experienced positive growth in both Individual and Group business whereas LIC has shown a significant decline in both Individual NB and Group NB. The number of individual policies has shown a decline in both private (by 14.2%) and public sector (by 53.9%). The number of lives covered under Group policies has gone up substantially (by 29.6% at the industry level).

After a span of three years, the ULIP business has shown a growth of 52.60% up to the month of January, 2015 compared to the corresponding previous period. The Life

Insurance Industry has procured Linked Premium of Rs.9384.48 Cr. as at 31st January, 2015 as against Rs.6149.76 Cr for the same corresponding period of previous year. This entire growth may be attributed to the Private Sector (growth of 53.64%) while LIC has no significant ULIP business this year.

The share of Annuity segment and Pension have shown growth whereas Life and Health segments have shown a slight decline compared to last year's performance. The individual pension business shows substantial growth both in terms of number of policies and premium. Group Pension premium has a growth of 44.4% for private sector and a decline of 11.6% for LIC. However, the share of individual pension premium out of the total pension premium remains at just around 4.3%.

The number of individual agents in life insurance sector stood at 21,09,000 with a net reduction of 80000 (3.6%) for the period. The reduction is 53000(5.3%) in private sector which has ended up with a total of 9.40,920 agents while the reduction is 27000 (2.3%) in case of LIC which closed the month of January 2015 with a total of 11,68,000 individual agents.

Consequent to the promulgation of The Insurance Laws (Amendment) Ordinance, 2014, IRDAI is in the process of issuing/modifying necessary regulations. In case of life insurance, the areas include Assignment, Nomination, Places of Business, Rural & Social Sector Obligations, Agents Commission, Guaranteed Surrender Value, Investments and Registration of Insurance Companies.

## Non Life Insurance

The global non-life premium income as on 31st March 2013 of USD 2033 billion. The non-life insurance sector in India witnessed a growth of 4.1 per cent (inflation adjusted) during 2013. During the same period, the growth in global non-life premium was 2.3 per cent. However, the share of Indian non-life insurance premium in global non-life insurance premium was small at 0.66 per cent and India ranks 21st in global non-life insurance market.

The measure of insurance penetration and density reflects the level of development of insurance sector in a country. While insurance penetration is measured as the percentage of insurance premium to GDP, insurance density is calculated as the ratio of premium to population (per capita premium). During the first decade of insurance sector liberalization, the non life insurance sector in India reported consistent increase in insurance penetration from 2.71 per cent in 2001 to 5.20 per cent in 2009. During the last 10 years, the penetration of non-life insurance sector in the country remained steady in the range of 0.5-0.8 per cent. However, its density has gone

up from USD 2.4 in 2001 to USD 11.0 in 2013.

The number of registered Insurance companies in India has increased steadily and as on 31st March 2014, the number of companies at 53; of which 28 are in non-life insurance business. Of these 28 companies, 6 are in the Public sector and 22 are in the Private sector. The public owned non life insurers include the Specialised insurance companies viz Export Credit Guarantee Corporation and Agriculture Insurance Company. The private owned non life insurers include the five Standalone Health Insurers viz. Star Health and Allied Insurance Company, Apollo Munich Health Insurance Co., Max Bupa Health Insurance Co., Religare Health Insurance Co., and Cigna TTK Health Insurance Co.

During the year 2013-14, the Indian non-life insurance industry had underwritten a total premium of INR 70610 crore thereby registering a growth of 12.13 per cent as against the previous year. As at the end of the financial year 2013-14. The non life insurers have a countrywide network. The number of non life

offices at the end of 2013-14 FY stood at 9,866 of which public sector and private sector companies had 7,869 and 1,997 offices respectively.

The New India Assurance is the largest public sector insurance company in India with a direct premium income of INR 11540 crores and market share of 16.34%. In the Private Sector, ICICI Lombard is the largest non-life insurance company, with a premium income of INR 6856.16 crores and a market share of 9.71 per cent in the year 2013-14.

The Specialised Insurers viz ECGC and AIC recorded a direct premium income of INR 1304 crores and INR 3395 crores in the year 2013-14 with a growth of 12% and 3 % respectively. In Indian Non life insurance, the Motor insurance business with a premium income of INR 33824 crores continued to be the largest non-life insurance segment with a share of 47.90 per cent (47.05 per cent in 2012-13). The premium collection in Health segment is steadily growing over the years. The premium income in this segment has increased to

INR15663 crore in 2013-14 from INR 13,975 crore of 2012-13.

The market share of health segment is 22.18 has almost remained at the same levels of previous year which was 22.19 per cent in the year. The premium collection from Fire and Marine segments have increased by 11.01 per cent and 4.13 per cent respectively in 2013-14. The gross direct premium income from these segments are INR 7392 crs and 3154 respectively.

Some of the non life insurance like New India Assurance, National Insurance and Oriental Insurance underwrite insurance business in foreign market as well.

Out of the total premium of INR 2380 crore written outside India in 2013-14, New India underwrote a higher premium of ₹2188 crore (₹1,836 crore in 2012-13), its market share in the total outside India premium of public general insurers increased to 91.90 per cent in 2013-14 from 89.56 per cent in 2012-13. National underwrote a

premium of ₹38 crore in 2013-14 (₹29 crore in 2012-13). The outside India premium underwritten by Oriental Insurance stood at INR155 crore lower than previous year's INR 185 crore. The non-life insurers underwrote policies in 1,024.52 lakh policies in financial year 2013-14. The public sector insurers witnessed considerable decline in the number of policies issued. The total paid-up capital of non-life insurers as on 31st March, 2013 was INR 9520 crore. During 2013-14, the non-life insurers added INR 720 crore to their equity capital base.

The increase in the operating losses of the non-life insurance companies is a major cause of concern for non life insurance in India. The net operating losses of the non life insurers have increased to INR 7549 crore in 2013-14, from INR 7217 crore in the year 2012-13.

The net incurred claims of the non-life insurers stood at INR 45692 crore in 2013-14 as against INR 39624 crore in 2012-13. The incurred

claims increased by 15.32 per cent during 2013-14. While the public sector insurers reported increase of 11.00 per cent in the incurred claims, the same for private insurers was at 22.74 per cent.

The incurred claims ratio (net incurred claims to net earned premium) of the non-life insurance industry was 81.74 per cent during 2013-14 which is less than the previous year figure of 82.79 per cent.

Among the various segments, Health insurance and Motor insurance had a high claims ratio at 100.73 per cent and 79.50 per cent respectively. The incurred claims ratio of Fire segment during the year 2013-14 was 76.54%. During the year 2013-14, the total net profit of non-life insurance industry was INR 4439 crore as against a profit of INR 3282 crore in 2012-13. The public sector companies reported a net profit of INR 2900 crore whereas private sector insurers reported a net profit of INR 1539 crore.

## Health Insurance

Since the opening of the insurance sector to private competition in the year 2000-01, the segment which has been reporting the fastest growth among all the segments of non-life insurance sector is Health Insurance. Due to high growth rate, the share of the Health insurance segment in non-life business went up from 6.8 per cent in 2001-02 to 24.8 per cent in 2013-14.

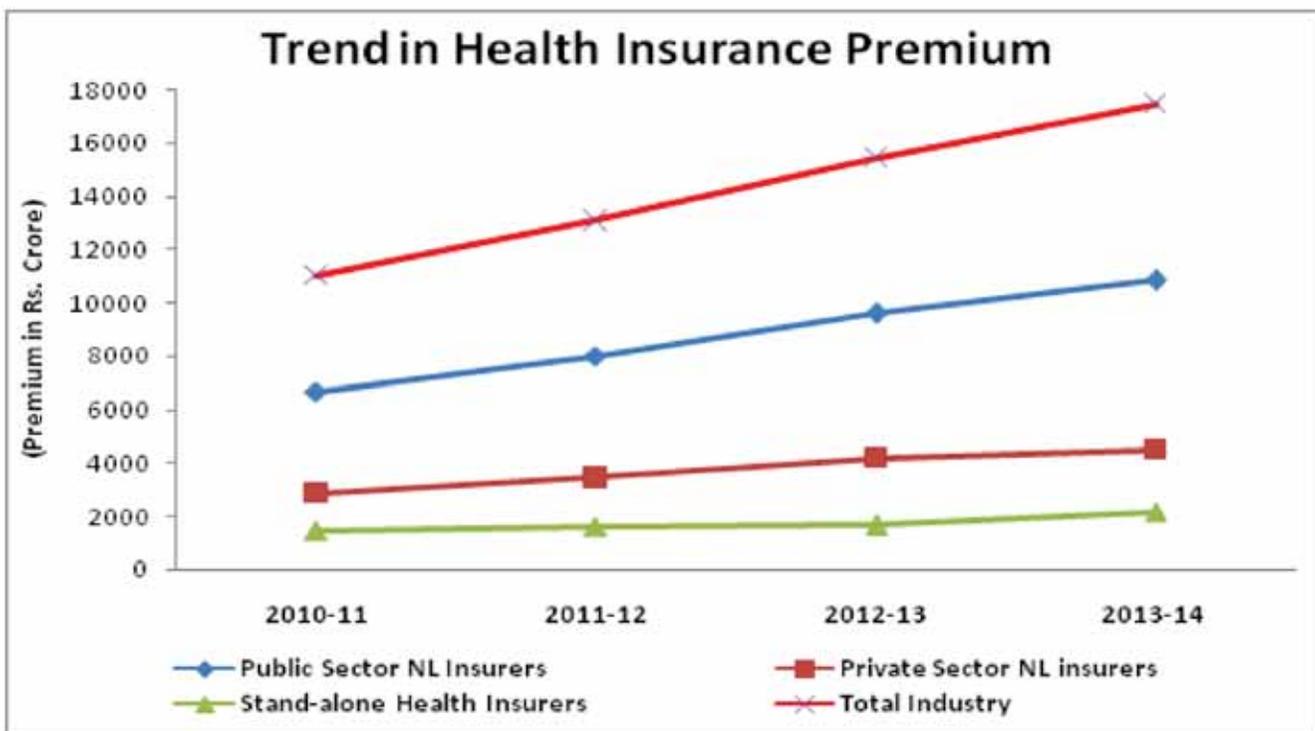
The robust growth in health insurance premium continued during the year 2013-14. The gross health insurance premium collected by non-life insurance companies was Rs. 17, 495 crore for 2013-14, which is 13.21 per cent more than previous year's gross health insurance premium of Rs. 15, 453 crore. While public sector insurers contributed 62

per cent of gross Health Insurance premium, the private insurers and stand-alone health insurers contributed 26 per cent and 12 per cent respectively.

Health insurance business can be classified into Group health insurance (Other than Government Sponsored), Government Sponsored health insurance and Individual health insurance. During 2013-14, the share of group health insurance business (other than Government) was 46 per cent. While individual business contributed 42 per cent of gross health insurance premium, government business contributed the remaining 12 per cent. Over the years, while the share of group health insurance business (other than Government business) remains

at around 46 per cent, the share of individual health insurance business is increasing at the cost of government health insurance business.

During 2013-14, the non-life insurance industry has issued around 1 crore health insurance policies which covered a total population of 21.62 crore. While Government sponsored health insurance policies have contributed 72 per cent of the total number of persons covered, the commercial health insurance policies had contributed the balance 28 per cent of all persons covered during 2013-14. Over the last four years, the number of persons covered under Health insurance has seen a moderate decline from a little over 25 crores mainly due to



decline in number of persons covered under Government health insurance schemes.

The sale of health insurance policies is mainly driven by individual agents (contributing 36 per cent of total HI Premium), Direct Sales (32 per cent) and Brokers (24 per cent). The contributions of Bancassurance and Online sales are meagre at 4 per cent and 1 per cent respectively.

Third Party Administrators (TPAs) play an important role in settlement of health insurance claims. As on 31st March 2014, there were 29 TPAs with 593 branch offices and 12676 employees. On an average, each TPA had 3625 hospitals under their Network. During 2013-14, TPAs have handled 55.55 lakh claims, out of which 71 per cent of the claims were settled within one month time period.

One of the major concerns of health insurance segment has been the consistently high net Incurred Claims Ratio (ICR) reported by the segment, which stood at over 90 per cent for the past three years thereby making the segment highly unprofitable. The net ICR was 94 per cent in 2011-12 and 2012-13 and 97 per cent in 2013-14. The net ICR is particularly very high for Group (Other Than Govt.) health insurance business which remains more than 100 per cent for the past three consecutive years.

One other major concern in health insurance business is the skewed distribution of health business across States & Union territories.

While four states of Maharashtra, Tamil Nadu, Karnataka & Delhi UT contributed 62 per cent of total health insurance premium, the rest 32 States/UTs contributed only 38 per cent of total premium. In fact, the health insurance premium from 8 sister States of North Eastern India is only Rs. 118 crore (0.6 per cent) for 2013-14.

#### Major Initiatives of the Authority on Health Insurance segment

IRDA has put in place a rational framework for conduct of the business of health insurance keeping in view the protection of interests of policyholders. These include:

- Introduction of IRDA (Health Insurance) Regulations 2013: The Regulations, which came into effect from 1st April 2013, provide a framework for the conduct of health insurance business keeping the interests of policyholders in view.
- Guidelines on Standardization in Health Insurance: The Guidelines which were issued in February 2013, provides Standard Definitions of commonly used terms in Health Insurance policies, Standard Nomenclature and Procedures for Critical Illnesses, Standard Pre-authorization and Claim Form, Standard List of Excluded Expenses in Hospitalization Indemnity policies, Standard File and Use Application Form, database Sheet and Customer Information Sheet and Standard agreement between TPA &

Insurer and Provider (Hospital) & Insurer. These are directed towards bringing in standardization and transparency with a view to demystifying health insurance for the policyholders.

- 'File and Use' guidelines have been set out, both in the Regulations & Guidelines, to ensure that the products are filed with the regulator with all relevant information and documents. The Authority examines the products from the point of view of protecting the interests of policyholders and ensuring that the terms are fair.
- Formation of Health Insurance Forum to deliberate on health insurance issues at regular intervals.
- System for portability of Health insurance policies has been introduced.
- Facilitation of grievance redressal through the Integrated Grievance Management System (IGMS).
- Facilitation of consumer education through various initiatives including the exclusive Consumer Education Website, Sponsorship of consumer seminars; publicity campaigns through various media, dissemination of information through CSCs etc.

## STATISTICS NON-LIFE INSURANCE

# Report Card : General

Gross Premium underwritten for and up to the month of December 2014

(₹ in Crores)

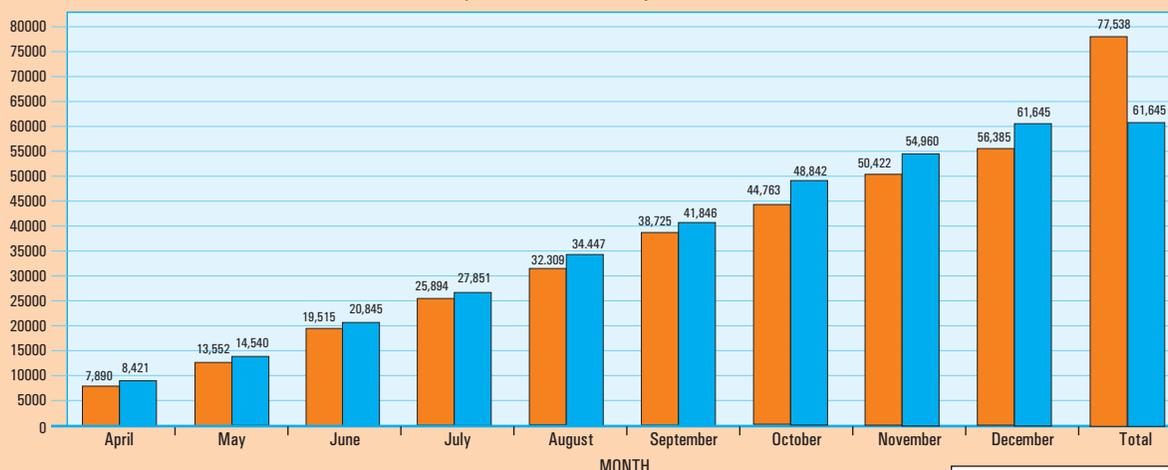
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INSURER	DECEMBER		APRIL - DECEMBER		GROWTH OVER THE CORRESPONDENCE PREVIOUS YEAR
	2014-15	2013-14*	2014-15	2013-14*	
Royal Sundaram	122.81	112.56	1,150.54	1,086.51	5.89
Tata-AIG	236.95	177.47	1,973.46	1,756.38	12.36
Reliance General	202.29	190.17	2,065.97	1,858.74	11.15
IFFCO-Tokio	269.40	212.56	2,369.80	2,125.15	11.51
ICICI-lombard	514.78	547.99	5,000.47	5,078.20	-1.53
Bajaj Allianz	372.10	337.99	3,780.67	3,266.38	15.75
HDFC ERGO General	237.93	210.09	2,328.83	2,078.59	12.04
Cholamandalam	127.67	145.95	1,377.80	1,316.51	4.66
Future Generali	186.76	125.77	1,126.30	928.62	21.29
Universal Sampo	68.30	38.44	467.20	385.77	21.11
Shriram General	121.64	120.60	1,070.28	1,107.29	-3.34
Bharti AXA General	111.02	97.24	1,114.81	1,031.96	8.03
Raheja QBE	2.17	1.96	16.24	17.72	-8.37
SBI General	131.94	97.81	1,031.41	825.07	25.01
L&T General	26.85	18.39	225.89	178.02	26.89
Magma HDI	41.57	39.82	335.29	275.36	21.76
Liberty	19.49	13.30	201.50	75.06	168.44
Star Health & Allied Insurance	128.25	98.73	961.63	736.78	30.52
Apollo MUNICH	59.22	54.69	438.80	372.80	17.70
Max BUPA	35.21	29.60	249.12	206.42	20.69
Religare	28.53	13.68	172.69	110.15	56.78
Cigna TTK	1.82	NA	8.46	NA	NA
<b>New India</b>	<b>1,143.07</b>	<b>977.48</b>	<b>9,658.07</b>	<b>8,397.29</b>	<b>15.01</b>
<b>National*</b>	<b>894.44</b>	<b>813.66</b>	<b>8,170.35</b>	<b>7,085.68</b>	<b>15.31</b>
<b>United India</b>	<b>772.81</b>	<b>671.29</b>	<b>7,877.12</b>	<b>7,306.78</b>	<b>7.81</b>
<b>Oriental</b>	<b>594.74</b>	<b>574.62</b>	<b>5,529.78</b>	<b>5,298.57</b>	<b>4.36</b>
ECGC	128.98	99.87	962.56	916.57	5.02
AIC	105.11	256.54	1,980.40	2,563.04	-22.73
<b>PRIVATE TOTAL</b>	<b>3,046.71</b>	<b>2,684.78</b>	<b>27,467.16</b>	<b>24,817.49</b>	<b>10.68</b>
<b>PUBLIC TOTAL</b>	<b>3,639.14</b>	<b>3,393.47</b>	<b>34,178.28</b>	<b>31,567.93</b>	<b>8.27</b>
<b>GRAND TOTAL</b>	<b>6,685.85</b>	<b>6,078.25</b>	<b>61,645.44</b>	<b>56,385.42</b>	<b>9.33</b>

Note: Compiled on the basis of data submitted by the Insurance companies

\* Figures revised by insurance companies

Premium underwritten by non-life insurers up to the month of December, 2014



\* Compiled on the basis of data submitted by the Insurance companies

The total bar in the above chart represents the business figures of the entire financial year

Study Visit of The Standing Committee on Finance to Hyderabad on 21.01.2015 under the chairmanship of Shri M. Veerappa Moily, Honourable M.P.



(Shri M. Veerappa Moily, Hon'ble M.P. and Chairman of the Committee addressing the Meeting)



Hon'ble Chairman, of the Standing being welcomed by Chairman IRDAI

Chairman, IRDAI along with Members and Senior Officers of IRDAI in the Meeting



**“Visit of Financial Services Secretary (Govt. of India.) to Hyderabad”**

Insurance Sector Review Meeting by Secretary Department of Financial Services and Chairman IRDAI with Public Sector Insurance Companies at Hyderabad On 30 January 2015, Hyderabad.



Financial Services Secretary along with Chairman, IRDAI, Additional Secretary and Joint Secretary of DFS



Secretary DFS and Chairman IRDAI interacting with Chief Executives of Public Sector Insurance Companies



Chairman IRDAI interacting with Senior Officers of LIC of India



# **Statistical Supplement**

(Monthly - November, 2014)



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	2047.15	25489.81	31067.00	253903.00	-48.29	3132.23	4770076.00	244547432.00
Previous year	2095.44	22576.56	28176.00	250148.00	954.54	1135.34	11697778.00	197014215.00
Marine Cargo	567.28	7616.89	12724.00	101402.00	-63.89	211.65	1159744.00	37517866.00
Previous year	631.17	7405.25	10483.00	94651.00	16.44	1355.39	1541949.00	28146630.00
Marine Hull (Including Onshore & Offshore oil energy)	1.68	556.18	2.00	24.00	-108.34	10.25	190.00	1746474.00
Previous year	110.03	545.93	5.00	25.00	110.03	530.63	86344.00	5499770.00
Marine (Total)	568.96	8173.07	12726	101426	-172.24	221.90	1159934.00	39264340.00
Previous year (Total)	741.20	7951.17	10488	94676	126.47	1886.02	1628293.00	33646400.00
Aviation	15.15	111.28	2.00	38.00	-93.32	-421.16	523138.00	1357534.00
Previous year	108.47	532.44	2.00	47.00	14.38	-84.12	400.00	3058569.00
Engineering	672.45	5469.86	587.00	5040.00	-49.66	-2612.07	569926.00	7152111.00
Previous year	722.11	8081.93	784.00	7755.00	-631.26	-1205.65	903190.00	7038293.00
Motor Own Damage	15686.54	127531.57	339126.00	2538871.00	460.19	7526.88	864337.00	6851440.00
Previous year	15226.35	119962.63	324093.00	324093.00	635.18	12591.63	808323.00	6511467.00
Motor Third party	7483.38	60272.40	351796.00	2636146.00	855.14	7647.57		
Previous year	6628.25	52624.83	336271.00	2515376.00	1055.62	9461.98		
Motor (Total)	23169.92	187803.97	351796	2636146	1315.33	15174.46	864337.00	6851440.00
Previous year (Total)	21854.60	172587.46	336271	2515376	1690.80	22053.61	808323.00	6511467.00
Workmen's compensation / Employer's liability	275.55	2494.34	1606.00	13236.00	39.04	214.59	42223.00	458222.00
Previous year	236.51	2279.74	1285.00	12158.00	-26.98	138.48	27698.00	308777.00
Public Liability	3.62	49.75	13.00	140.00	-0.59	-15.94	55157.00	200655.00
Previous year	4.22	64.56	15.00	133.00	0.62	18.04	18255.00	158506.00
Product Liability	38.53	1889.84	42.00	399.00	-83.04	138.19	39836.00	606547.00
Previous year	121.56	1751.65	42.00	356.00	-18.05	271.27	59519.00	944812.00
Other Liability Covers	685.78	8341.67	298.00	2533.00	34.28	544.82	465946.00	4174612.00
Previous year	651.50	7796.85	232.00	2049.00	70.79	1123.81	397799.00	2562830.00
Liability (Total)	1003.49	12775.60	1959	16308	-10.30	881.66	603162.00	5440036.00
Previous year (Total)	1013.79	11892.80	1574	14696	26.39	1551.61	503271.00	3974925.00
Personal Accident	447.05	3962.45	101676.00	781059.00	97.73	720.40	606461.00	13043764.00
Previous year	349.31	3242.06	49937.00	335183.00	22.17	-605.97	274988.00	4504521.00
Medical Insurance	3639.94	42154.82	30053.00	259121.00	-453.11	-5288.11	201162.00	3847751.00
Previous year	4093.05	47438.32	26607.00	248725.00	1171.69	16888.86	302393.00	3249330.00
Overseas Medical Insurance	513.29	7571.31	34852.00	327203.00	29.74	1398.47	30947.00	1341346.00
Previous year	483.55	6172.84	31824.00	286257.00	76.43	693.82	60351.00	2993073.00
Health (Total)	4153.23	49726.13	64905	586324	-423.37	-3889.64	232109.00	5189097.00
Previous year (Total)	4576.60	53611.15	58431	534982	1248.12	17582.68	362744.00	6242403.00
Crop Insurance	902.41	34121.51	943.00	18084.00	902.41	34121.50	6179.00	181168.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	7.80	1062.34	0.00	12.00	-25.68	486.61	0.00	378525.00
Previous year	33.48	575.74	0.00	19.00	-79.09	116.40	0.00	496431.00
All Other Miscellaneous	1578.46	12161.32	45277.00	344196.00	288.19	201.46	1089451.00	13423126.00
Previous year	1290.27	11787.56	35529.00	357867.00	-61.85	-152.58	925808.00	14741129.00
<b>Grand Total</b>	<b>34566.08</b>	<b>340857.35</b>	<b>610938</b>	<b>4742536</b>	<b>1780.81</b>	<b>48017.33</b>	<b>10424773.00</b>	<b>336828573.00</b>
Previous year (Total)	<b>32785.27</b>	<b>292838.88</b>	<b>521192</b>	<b>4110749</b>	<b>3310.67</b>	<b>42277.34</b>	<b>17104795.00</b>	<b>277228353.00</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
105.00	1933.25	2828.00	21035.00	0.00	0.00	0.00	0.00		
90.03	1813.95	2340.00	19884.00	0.00	0.00	0.00	0.00		
26.84	243.83	615.00	5516.00	0.00	0.00	0.00	0.00		
38.42	289.62	642.00	6313.00	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	0.00	0.00		
26.84	243.83	615	5516	0.00	0.00	0	0	0	0
38.42	289.62	642	6313	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		
29.06	315.61	61.00	608.00	0.00	0.00	0.00	0.00		
49.01	530.77	126.00	1278.00	0.00	0.00	0.00	0.00		
899.81	8093.66	528.00	3202.00	0.00	0.00	0.00	0.00		
1186.76	9106.42	642.00	4458.00	0.00	0.00	0.00	0.00		
508.67	4622.56	29705.00	249519.00	0.00	0.00	0.00	0.00		
590.64	4644.81	36120.00	270784.00	0.00	0.00	0.00	0.00		
1408.48	12716.22	29705	249519	0.00	0.00	0	0	0	0
1777.40	13751.23	36120	270784	0.00	0.00	0	0	0	0
20.33	248.80	180.00	1919.00	0.00	0.00	0.00	0.00		
21.67	290.72	244.00	2200.00	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	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		
31.50	286.77	22.00	253.00	0.00	0.00	0.00	0.00		
31.29	435.73	37.00	235.00	0.00	0.00	0.00	0.00		
51.83	535.57	202	2172	0.00	0.00	0	0	0	0
52.96	726.45	281	2435	0.00	0.00	0	0	0	0
28.88	313.49	7826.00	51018.00	12.51	74.55	27934.00	171549.00		
18.73	271.05	3575.00	30417.00	9.79	101.87	22199.00	233738.00		
187.21	3484.85	2553.00	24128.00	0.00	0.00	0.00	0.00	94085.00	1051893.00
175.80	3123.94	2681.00	24359.00	0.00	0.00	0.00	0.00	76698.00	898370.00
-25.83	520.91	1630.00	22552.00	0.00	0.00	0.00	0.00	0.00	0.00
47.17	521.73	2644.00	21723.00	0.00	0.00	0.00	0.00	0.00	0.00
161.37	4005.77	4183	46680	0.00	0.00	0	0	94085	1051893
222.96	3645.67	5325	46082	0.00	0.00	0	0	76698	898370
5712.02	5712.02	5452.00	5452.00	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
-82.63	1068.65	8691.00	35291.00	0.00	0.00	0.00	0.00		
90.34	798.63	2763.00	27074.00	0.00	0.00	0.00	0.00		
<b>7440.85</b>	<b>26844.40</b>	<b>59563</b>	<b>417291</b>	<b>12.51</b>	<b>74.55</b>	<b>27934</b>	<b>171549</b>	<b>94085</b>	<b>1051893</b>
<b>2339.86</b>	<b>21827.38</b>	<b>51172</b>	<b>404267</b>	<b>9.79</b>	<b>101.87</b>	<b>22199</b>	<b>233738</b>	<b>76698</b>	<b>898370</b>



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	245.77	5996.23	1169.00	9711.00	245.77	5750.47	6869012.98	38302368.66
Previous year	362.40	6020.17	944.00	9516.00	362.40	5657.77	992831.98	24065679.55
Marine Cargo	152.49	2282.24	190.00	2069.00	152.49	2129.75	1248718.63	11390141.28
Previous year	310.78	2322.26	220.00	2318.00	310.78	2011.47	1352303.07	9854968.99
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	152.49	2282.24	190	2069	152.49	2129.75	1248718.63	11390141.28
Previous year (Total)	310.78	2322.26	220	2318	310.78	2011.47	1352303.07	9854968.99
Aviation								
Previous year								
Engineering	176.71	2343.55	232.00	1984.00	176.71	2166.83	1161318.88	5038204.80
Previous year	107.49	2496.32	316.00	2875.00	107.49	2388.83	308157.17	2953181.02
Motor Own Damage	6423.95	49983.77	166414.00	1193006.00	6423.95	43559.82	556098.94	4559380.58
Previous year	6827.02	46421.77	162524.00	1057999.00	6827.02	39594.75	572703.61	4408985.20
Motor Third party	3416.92	22330.56	166414.00	1193006.00	3416.92	18913.64		
Previous year	2849.67	21123.98	162524.00	1057999.00	2849.67	18274.31		
Motor (Total)	9840.87	72314.33	166414	1193006	9840.87	62473.46	556098.94	4559380.58
Previous year (Total)	9676.69	67545.75	162524	1057999	9676.69	57869.06	572703.61	4408985.20
Workmen's compensation / Employer's liability	51.50	532.72	210	2186	51.50	481.22	38581	222541
Previous year	35.02	452	168	1700	35.02	417.36	9817	99962
Public Liability	2	7	4	25	1.88	4.85	0	0
Previous year	2	7.71	4	24.00	1.77	5.95		
Product Liability					0.00	0.00	0	0
Previous year					0.00	0.00	0	0
Other Liability Covers	38	880	47	443	38.12	842.27	41916	382630
Previous year	49	570	42	337	48.98	520.76	18075	262869
Liability (Total)	91.50	1419.84	261	2654	91.50	1328.34	80497.30	605170.54
Previous year (Total)	85.77	1029.83	214	2061	85.77	944.06	27892.79	362830.92
Personal Accident	147.49	1675.04	11903.00	83323.00	147.49	1527.56	7137720.90	31457631.75
Previous year	169.18	1718.71	851.00	8050.00	169.18	1549.53	2934385.18	25117053.27
Medical Insurance	729.80	12799.80	1527.00	12157.00	729.80	12070.00	11174.41	91761.81
Previous year	980.55	11197.36	1241.00	11795.00	980.55	10216.81	44324.23	135938.36
Overseas Medical Insurance								
Previous year								
Health (Total)	729.80	12799.80	1527	12157	729.80	12070.00	11174.41	91761.81
Previous year (Total)	980.55	11197.36	1241	11795	980.55	10216.81	44324.23	135938.36
Crop Insurance								
Previous year								
Credit Guarantee	15	141	1	7	15.00	125.74	0	0
Previous year	3	95	0	1	3.09	92.21	0	0
All Other Miscellaneous	113.48	1407.22	771.00	6796.00	113.48	1293.74	3168915.68	17777811.78
Previous year	120.67	1046.58	982.00	8011.00	120.67	925.92	191661.35	1895515.32
<b>Grand Total</b>	<b>11513.11</b>	<b>100379.00</b>	<b>182468</b>	<b>1311707</b>	<b>11513.11</b>	<b>88865.89</b>	<b>20233457.72</b>	<b>109222471.20</b>
Previous year (Total)	<b>11816.60</b>	<b>93472.27</b>	<b>167292</b>	<b>1102626</b>	<b>11816.60</b>	<b>81655.67</b>	<b>6424259.38</b>	<b>68794152.63</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
15.18	179.96	777.00	2088.00						
16.16	152.09	507.00	5187.00						
0.82	274.59	10.00	107.00						
52.96	174.67	4.00	43.00						
0.82	274.59	10	107	0.00	0.00	0	0	0	0
52.96	174.67	4	43	0.00	0.00	0	0	0	0
5.07	47.73	12.00	128.00						
8.41	28.12	21.00	307.00						
307.44	3087.63	5841.00	102781.00						
333.51	2612.57	6623.00	52190.00						
184.72	1645.79	0.00	0.00						
157.44	1400.63		0.00						
492.16	4733.43	5841	102781	0.00	0.00	0	0	0	0
490.96	4013.21	6623	52190	0.00	0.00	0	0	0	0
3.90	38.75	19.00	157.00						
1.64	28	6.00	72.00						
0.00	1.09	0.00	4.00						
0.00	0.53	0.00	1.00						
	0.00								
0.08	17.74	1.00	12.00						
0.13	1.99	2.00	6						
3.98	57.58	20	173	0.00	0.00	0	0	0	0
1.78	30.67	8	79	0.00	0.00	0	0	0	0
21.59	79.23	34.00	6847.00	0.00	0.00	0	0		
20.73	152.55	51.00	477.00						
6.22	178.89	14.00	286.00						
3.06	51.02	10.00	156.00						
6.22	178.89	14	286	0.00	0.00	0	0	0	0
3.06	51.02	10	156	0.00	0.00	0	0	0	0
0	12	0.00	1						
0	0	0.00	0						
6.32	45.07	396.00	1241.00						
9.41	115.59	597.00	4323.00						
<b>551.33</b>	<b>5608.48</b>	<b>7104</b>	<b>113652</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>603.46</b>	<b>4717.91</b>	<b>7821</b>	<b>62762</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



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	847.8	7,980.2	14,404	141,296	38.1	512.8	3,096,343	26,755,958
Previous year	809.7	7,467.4	10,941	115,460	101.8	1,077.9	1,465,232	18,456,901
Marine Cargo	282.7	4,258.8	390	3,727	(87.3)	(111.1)	1,043,341	19,587,794
Previous year	370.0	4,369.9	399	3,610	115.8	1,062.5	1,167,545	15,234,615
Marine Hull (Including Onshore & Offshore oil energy)	-	0.1	-	2	(0.0)	(1.0)	-	18
Previous year	0.0	1.1	1	3	0.0	0.0	2	109
Marine (Total)	282.7	4,258.9	390	3,729	(87.4)	(112.1)	1,043,341	19,587,812
Previous year (Total)	370.1	4,371.0	400	3,613	115.8	1,062.5	1,167,547	15,234,724
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	201.7	1,673.2	680	6,242	(3.0)	5.4	183,893	1,768,226
Previous year	204.7	1,667.8	862	7,164	(64.9)	(246.1)	228,550	1,807,913
Motor Own Damage	4,934.4	37,867.4	73,924	533,482	(317.3)	(4,283.2)	1,154,466	8,589,701
Previous year	5,251.7	42,150.6	69,335	556,623	208.4	4,022.8	364,216	2,961,496
Motor Third party	5,507.8	42,669.2	78,212	566,196	523.4	3,605.0	-	-
Previous year	4,984.3	39,064.2	72,102	570,659	1,126.3	9,050.4	-	-
Motor (Total)	10,442.2	80,536.6	78,212	566,196	206.1	(678.3)	1,154,466	8,589,701
Previous year (Total)	10,236.0	81,214.8	72,102	570,659	1,334.7	13,073.2	364,216	2,961,496
Workmen's compensation / Employer's liability	49.0	363.1	183	1,469	12.9	34.1	55,954	189,889
Previous year	36.1	328.9	210	1,520	(1.3)	(139.6)	5,268	77,758
Public Liability	54.3	475.4	57	527	27.5	66.8	82,508	489,190
Previous year	26.7	408.6	43	489	4.2	(43.7)	12,127	119,090
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	103.3	838.5	240	1,996	40.4	100.9	138,463	679,080
Previous year (Total)	62.9	737.5	253	2,009	3.0	(183.3)	17,395	196,848
Personal Accident	602.9	4,223.9	3,198	24,881	42.1	225.1	364,008	2,810,874
Previous year	560.8	3,998.8	2,084	18,620	(14.4)	515.9	595,874	2,687,984
Medical Insurance	1,395.0	12,258.9	5,569	57,524	462.8	(1,547.3)	85,198	864,389
Previous year	932.2	13,806.2	5,990	53,556	(1,236.7)	(5,730.9)	43,790	631,905
Overseas Medical Insurance	30.3	413.7	1,279	13,417	(2.3)	(35.1)	8,511	45,391
Previous year	32.6	448.8	1,013	12,331	(0.5)	36.5	2,156	24,003
Health (Total)	1,425.3	12,672.6	6,848	70,941	460.5	(1,582.5)	93,709	909,781
Previous year (Total)	964.9	14,255.0	7,003	65,887	(1,237.2)	(5,694.4)	45,946	655,907
Crop Insurance	0.6	11,947.7	4	160	(157.9)	9,438.2	13	221,039
Previous year	158.5	2,509.6	32	60	158.5	1,630.4	1,620	30,470
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	96.7	882.2	3,286	26,812	(38.3)	47.1	565,543	6,040,485
Previous year	135.0	835.0	3,201	27,962	60.3	106.3	348,111	2,379,683
<b>Grand Total</b>	<b>14,003.2</b>	<b>125,013.6</b>	<b>107,262</b>	<b>842,253</b>	<b>500.7</b>	<b>7,956.7</b>	<b>6,639,778.6</b>	<b>67,362,954.2</b>
Previous year (Total)	<b>13,502.5</b>	<b>117,056.9</b>	<b>96,878</b>	<b>811,434</b>	<b>457.6</b>	<b>11,342.3</b>	<b>4,234,490.8</b>	<b>44,411,924.4</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
2.6	52.5	33	253	-	-	-	-	-	-
3.3	10.3	28	118	-	-	-	-	-	-
-	0.1	-	5	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	0.1	-	5	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2.4	11.2	4	27	-	-	-	-	-	-
-	11.1	-	11	-	-	-	-	-	-
834.0	5,693.8	17,487	118,486	-	-	-	-	-	-
787.8	5,487.1	15,980	112,862	-	-	-	-	-	-
535.9	3,832.5	17,621	119,267	-	-	-	-	-	-
442.5	3,254.8	16,033	113,241	-	-	-	-	-	-
1,369.8	9,526.3	17,621	119,267	-	-	-	-	-	-
1,230.4	8,741.9	16,033	113,241	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.2	1.3	32	81	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2.5	3,073.6	45	219	-	-	-	1,779,058	-	-
-	6,526.3	-	2	-	-	-	3,960,446	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2.5	3,073.6	45	219	-	-	-	1,779,058	-	-
-	6,526.3	-	2	-	-	-	3,960,446	-	-
0.6	11,947.7	4	160	-	-	-	-	-	-
158.5	2,509.6	32	60	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
59.5	402.7	1,852	11,889	-	-	-	-	-	-
46.4	344.4	1,456	11,842	-	-	-	-	-	-
<b>1,437.7</b>	<b>25,015.5</b>	<b>19,591</b>	<b>131,901</b>	-	-	-	<b>1,779,058</b>	-	-
<b>1,438.6</b>	<b>18,143.4</b>	<b>17,549</b>	<b>125,274</b>	-	-	-	<b>3,960,446</b>	-	-



Name of the Insurer: Future Generali 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	549.05	8,786.30	3609	29950	(4.31)	834.75	1,407,702.02	29,647,374.48
Previous year	553.35	7,951.55	2625	24949	(15.01)	959.12	1,219,581.88	21,821,132.21
Marine Cargo	404.82	3,918.73	1161	9627	81.21	256.15	616,930.45	14,781,436.50
Previous year	323.60	3,662.58	808	7954	24.48	(106.87)	536,832.95	10,739,047.85
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	404.82	3,918.73	1161	9627	81.21	256.15	616,930.45	14,781,436.50
Previous year (Total)	323.60	3,662.58	808	7954	24.48	(106.87)	536,832.95	10,739,047.85
Aviation	3.16	3.16	1	1	3.16	3.16	31,650.00	31,650.00
Previous year	-	-	-	-	-	-	-	-
Engineering	254.10	2,468.24	331	3448	(25.17)	(118.11)	129,875.69	2,271,447.31
Previous year	279.27	2,586.35	624	4911	(18.10)	220.65	231,012.34	1,869,764.07
Motor Own Damage	4,772.28	37,280.22	62776	482003	548.22	6,025.56	258,360.18	2,049,747.97
Previous year	4,224.06	31,254.66	57486	412831	471.77	3,862.81	230,004.72	1,732,255.50
Motor Third party	1,930.72	15,610.22	151	1774	276.80	2,708.40		
Previous year	1,653.93	12,901.81	88	852	213.35	184.08		
Motor (Total)	6,703.00	52,890.44	62,776	482,003	825.01	8,733.96	258,360.18	2,049,747.97
Previous year (Total)	5,877.99	44,156.47	57,486	412,831	685	4,047	230,004.72	1,732,255.50
Workmen's compensation / Employer's liability	171.88	1,500.37	891	8066	43.07	125.11	27,499.50	296,449.20
Previous year	128.81	1,375.27	748	7451	23.13	340.08	17,799.70	227,697.28
Public Liability	1.16	15.55	7	110	(0.63)	(1.34)	1,425.00	23,978.94
Previous year	1.79	16.88	11	95	1.79	16.88	2,447.25	25,877.89
Product Liability	132.08	1,231.80	136	1396	(2.94)	178.17	36,900.34	368,086.59
Previous year	135.02	1,053.64	158	1211	(74.46)	50.38	41,235.92	348,281.52
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	305.12	2,747.73	1034	9572	39.50	301.94	65,824.84	688,514.72
Previous year (Total)	265.62	2,445.79	917	8757	(49.54)	407.35	61,482.87	601,856.69
Personal Accident	290.37	2,752.06	8487	71286	(305.09)	(889.64)	524,883.97	9,014,296.44
Previous year	595.46	3,641.71	6158	60872	64.37	(1,147.79)	3,119,894.14	33,442,608.54
Medical Insurance	910.94	8,005.45	2052	18662	70.24	939.77	44,186.93	292,410.32
Previous year	840.70	7,065.67	1723	16096	74.92	(438.21)	38,165.24	290,891.10
Overseas Medical Insurance	65.94	872.77	3391	43637	(5.05)	50.61	77,155.71	622,943.69
Previous year	70.99	822.16	3377	39438	4.61	59.94	42,624.34	717,489.70
Health (Total)	976.87	8,878.22	5443	62299	65.18	990.39	121,342.64	915,354.01
Previous year (Total)	911.69	7,887.83	5100	55534	79.52	(378.27)	80,789.57	1,008,380.80
Crop Insurance	1,215.23	6,669.61	855	2066	1,210.34	3,316.49	47,771.04	140,670.20
Previous year	4.89	3,353.11	321	1117	4.89	3,353.11	45.04	35,171.82
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	632.08	4,839.68	6190	47810	143.03	240.01	489,619.07	6,612,523.70
Previous year	489.05	4,599.67	5536	40058	95.06	669.15	448,075.83	6,002,544.83
<b>Grand Total</b>	<b>11,333.79</b>	<b>93,954.17</b>	<b>89887</b>	<b>718062</b>	<b>2,032.87</b>	<b>13,669.10</b>	<b>3,693,959.90</b>	<b>66,153,015.35</b>
Previous year (Total)	<b>9,300.93</b>	<b>80,285.06</b>	<b>79575</b>	<b>616983</b>	<b>870.80</b>	<b>8,023.35</b>	<b>5,927,719.35</b>	<b>77,252,762.32</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
59.06	1,162.92	433	3179						
116.86	780.66	201	1912						
15.95	321.37	113	764						
17.78	270.71	62	560						
-	-	-	-						
-	-	-	-						
15.95	321.37	113	764	-	-	0	0		
17.78	270.71	62	560	-	-	0	0		
-	-	-	-						
-	-	-	-						
27.05	210.50	40	405						
26.40	183.30	55	427						
412.41	2,932.54	5652	39522						
357.78	2,456.91	4735	33164						
207.49	1,441.51	-	-						
148.72	1,191.31								
619.90	4,374.05	5652	39522	-	-	0	0		
506.50	3,648.22	4735	33164	-	-	0	0		
8.32	57.29	46	363						
4.60	70.97	39	335						
-	-	-	-						
-	-	-	-						
1.46	29.27	13	84						
7.98	57.39	12	101						
-	-	-	-						
-	-	-	-						
9.79	86.57	59	447	-	-	0	0		
12.59	128.36	51	436	-	-	0	0		
21.75	199.65	972	6967	6.73	29.23	5449	34535		
12.58	111.72	436	4109						
20.03	209.42	124	1008						
5.26	134.97	65	850						
4.99	52.61	273	2510						
3.47	43.28	166	2126						
25.03	262.03	397	3518	-	-	0	0	37725	231700
8.73	178.25	231	2976	-	-	0	0		
-	-	-	-						
-	-	-	-						
-	-	-	-						
-	-	-	-						
122.78	981.65	1199	7274						
46.05	501.79	1022	5689						
<b>901.30</b>	<b>7,598.73</b>	<b>8865</b>	<b>62076</b>	<b>6.73</b>	<b>29.23</b>	<b>5449</b>	<b>34535</b>	<b>37725</b>	<b>231700</b>
<b>747.49</b>	<b>5,803.02</b>	<b>6793</b>	<b>49273</b>	-	-	0	0	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	1,122.05	24,998.42	6,536	49,473	89.90	4,580.47	1,708,261.74	75,087,915.61
Previous year	1,032.14	20,417.95	5,545	44,309	(248.04)	633.68	2,064,025.95	48,412,212.09
Marine Cargo	373.77	7,039.05	852	6,670	(100.25)	1,991.23	2,785,981.70	28,738,895.65
Previous year	474.02	5,047.82	273	2,821	135.13	809.85	2,731,230.62	20,249,678.07
Marine Hull (Including Onshore & Offshore oil energy)	257.96	983.47	4	26	124.28	(164.26)	337,654.89	866,258.43
Previous year	133.69	1,147.73	11	137	89.30	127.79	365,720.23	715,652.68
Marine (Total)	631.73	8,022.52	856	6,696	24.03	1,826.96	3,123,636.59	29,605,154.08
Previous year (Total)	607.70	6,195.55	284	2,958	224.43	937.64	3,096,950.85	20,965,330.76
Aviation	55.63	1,954.89	6	64	33.93	294.38	134,560.00	1,628,191.63
Previous year	21.70	1,660.52	8	55	(31.23)	(140.68)	90,160.00	2,716,506.90
Engineering	318.35	4,195.00	317	2,385	(56.83)	(518.40)	208,658.41	1,975,780.77
Previous year	375.18	4,713.41	336	3,013	(23.89)	(340.37)	208,832.17	1,702,024.63
Motor Own Damage	5,192.34	42,390.55	79,808	591,188	(222.57)	3,589.18	347,407.00	2,945,541.79
Previous year	5,414.91	38,801.37	75,770	519,522	500.81	6,181.72	363,574.06	2,619,724.10
Motor Third party	3,522.67	28,608.55	160,107	1,128,784	605.32	6,844.83	-	-
Previous year	2,917.35	21,763.72	132,096	967,203	790.56	5,869.89	-	-
Motor (Total)	8,715.01	70,999.10	160,107	1,128,784	382.75	10,434.02	347,407.00	2,945,541.79
Previous year (Total)	8,332.25	60,565.08	132,096	967,203	1,291.36	12,051.61	363,574.06	2,619,724.10
Workmen's compensation / Employer's liability	44.21	636.71	163	1,139	11.97	76.24	25,572.27	411,091.28
Previous year	32.24	560.47	101	817	(6.96)	94.19	10,010.44	212,812.34
Public Liability	10.39	101.44	17	159	(4.93)	(93.99)	7,788.45	115,592.82
Previous year	15.32	195.43	12	126	12.10	29.91	2,829.98	88,556.41
Product Liability	3.05	71.40	1	19	(9.97)	20.99	762.50	92,180.23
Previous year	13.02	50.41	2	17	(385.13)	(418.05)	1,525.60	13,535.90
Other Liability Covers	1,287.26	8,456.88	126	1,046	(0.45)	941.51	231,757.90	2,070,715.19
Previous year	1,287.71	7,515.37	85	946	627.97	1,194.82	202,325.44	2,211,244.64
Liability (Total)	1,344.91	9,266.43	307	2,363	(3.38)	944.75	265,881.12	2,689,579.52
Previous year (Total)	1,348.29	8,321.67	200	1,906	247.98	900.86	216,691.46	2,526,149.29
Personal Accident	3,122.84	25,901.52	161,499	1,177,220	659.15	7,760.14	19,666,515.68	113,567,855.60
Previous year	2,463.69	18,141.37	112,879	923,563	150.43	1,709.80	2,331,284.35	19,342,016.28
Medical Insurance	4,416.71	32,397.52	39,873	294,401	1,178.71	(9,134.00)	249,987.93	1,429,350.71
Previous year	3,238.00	41,531.52	35,573	267,225	(907.45)	8,509.64	121,823.13	1,467,903.22
Overseas Medical Insurance	333.85	4,277.97	3,457	34,855	265.15	2,038.91	960,057.57	15,930,734.91
Previous year	68.70	2,239.06	1,871	14,975	(2.62)	423.68	4,548,677.14	19,564,803.48
Health (Total)	4,750.56	36,675.49	43,330	329,256	1,443.86	(7,095.09)	1,210,045.50	17,360,085.62
Previous year (Total)	3,306.70	43,770.57	37,444	282,200	(910.07)	8,933.32	4,670,500.28	21,032,706.70
Crop Insurance	3,145.80	8,252.97	27	138	3,128.03	6,120.29	23,202.90	106,715.07
Previous year	17.77	2,132.68	-	15	(62.15)	1,440.91	1,381.31	63,240.02
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	(2,160.54)	18,823.69	806	4,582	(2,639.78)	(2,107.96)	301,292.15	32,751,295.98
Previous year	479.23	20,931.65	266	2,194	(334.63)	605.48	160,084.08	3,916,715.11
<b>Grand Total</b>	<b>21,046.34</b>	<b>209,090.01</b>	<b>373,791</b>	<b>2,700,961</b>	<b>3,061.66</b>	<b>22,239.56</b>	<b>26,989,461.09</b>	<b>277,718,115.67</b>
Previous year (Total)	<b>17,984.67</b>	<b>186,850.45</b>	<b>289,058</b>	<b>2,227,416</b>	<b>304.19</b>	<b>26,732.26</b>	<b>13,203,484.51</b>	<b>123,296,625.89</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
107.77	1,312.94	985	4,259	-	-	-	-		
142.45	1,146.20	449	3,486	-	-	-	-		
63.32	1,041.95	100	589	-	-	-	-		
14.59	499.49	28	242	-	-	-	-		
0.60	0.60	1	1	-	-	-	-		
0.64	46.46	1	3	-	-	-	-		
63.92	1,042.54	101	590	-	-	-	-	-	-
15.23	545.95	29	245	-	-	-	-	-	-
-	-	-	-	-	-	-	-		
-	68.10	-	6	-	-	-	-		
32.22	179.59	80	322	-	-	-	-		
49.24	261.53	57	427	-	-	-	-		
1,096.48	4,870.74	17,851	76,084	-	-	-	-		
605.56	4,228.61	9,523	63,336	-	-	-	-		
1,178.95	5,206.98	47,874	202,510	-	-	-	-		
447.60	3,767.91	22,988	170,078	-	-	-	-		
2,275.43	10,077.73	47,874	202,510	-	-	-	-	-	-
1,053.15	7,996.52	22,988	170,078	-	-	-	-	-	-
10.18	57.59	30	110	-	-	-	-		
0.32	54.54	4	50	-	-	-	-		
3.13	10.12	4	12	-	-	-	-		
1.02	2.17	2	6	-	-	-	-		
2.50	2.52	1	2	-	-	-	-		
-	3.25	-	2	-	-	-	-		
649.64	741.76	15	50	-	-	-	-		
453.82	555.53	9	39	-	-	-	-		
665.45	812.00	50	174	-	-	-	-	-	-
455.16	615.50	15	97	-	-	-	-	-	-
614.97	2,505.55	33,145	134,647	-	0.08	-	89		
241.57	1,395.17	12,733	90,591	-	18.42	-	20,695		
367.47	1,589.96	3,646	17,372	-	-	-	-	766,927	2,417,660
562.52	2,139.63	2,138	15,838	-	-	-	-	97,209	2,003,999
3.14	27.08	299	1,632	-	-	-	-	125,353	1,030,596
1.03	9.92	49	404	-	-	-	-	129,614	987,089
370.61	1,617.04	3,945	19,004	-	-	-	-	892,280	3,448,256
563.55	2,149.55	2,187	16,242	-	-	-	-	226,823	2,991,088
1,032.08	2,027.20	-	-	-	-	-	-		
0.40	340.32	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,089.54	4,506.33	164	358	-	-	-	-		
390.32	8,766.67	6	134	-	-	-	-		
<b>6,251.98</b>	<b>24,080.92</b>	<b>86,344</b>	<b>361,864</b>	-	<b>0.08</b>	-	<b>89</b>	<b>892,280</b>	<b>3,448,256</b>
<b>2,911.07</b>	<b>23,285.50</b>	<b>38,464</b>	<b>281,306</b>	-	<b>18.42</b>	-	<b>20,695</b>	<b>226,823</b>	<b>2,991,088</b>



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	1,126.86	42,438.39	2,567	21,419	(204.23)	2,939.64	3,168,945	68,276,089
Previous year	1,331.09	39,498.75	2,043	18,513	(57.76)	8,933.57	3,459,875	63,774,338
Marine Cargo	1,135.57	14,793.14	1,163	10,081	(18.77)	530.97	4,665,450	50,932,883
Previous year	1,154.34	14,262.17	1,389	12,379	52.66	3,230.60	4,716,413	54,902,325
Marine Hull (Including Onshore & Offshore oil energy)	994.52	3,686.98	6	72	243.00	(305.51)	150,478	1,367,325
Previous year	751.52	3,992.49	8	101	255.25	(176.30)	92,651	1,277,452
Marine (Total)	2130.09	18480.12	1169	10153	224.24	225.46	4815928.26	52300208.06
Previous year (Total)	1905.86	18254.66	1397	12480	307.91	3054.30	4809064.29	56179777.12
Aviation	407.20	3,423.90	11	89	205.49	269.73	1,617,567	4,441,491
Previous year	201.71	3,154.17	14	108	369.49	(2,532.28)	1,190,317	4,509,583
Engineering	1,229.48	10,734.85	689	5,025	(366.58)	(1,322.26)	617,707	6,478,869
Previous year	1,596.06	12,057.11	877	6,190	416.23	(142.98)	846,989	6,770,323
Motor Own Damage	18,409.48	138,966.50	995,526	7,022,569	(1,861.78)	(168.72)	2,958,180	21,369,385
Previous year	20,271.26	139,135.23	986,628	5,827,307	2,568.97	22,304.86	2,891,047	18,657,991
Motor Third party	11,503.52	83,885.87	1,011,700	7,118,532	498.43	7,584.79		
Previous year	11,005.09	76,301.08	997,680	5,905,717	2,239.20	22,455.28		
Motor (Total)	29913.00	222852.37	1011700	7118532	-1363.35	7416.06	2958180.08	21369384.85
Previous year (Total)	31276.35	215436.31	997680	5905717	4808.16	44760.14	2891046.74	18657990.74
Workmen's compensation / Employer's liability	287.92	2,468.76	1,111	9,365	11.47	(183.76)	87,920	650,849
Previous year	276.45	2,652.52	936	7,776	(79.49)	261.24	82,618	598,004
Public Liability	1.62	38.23	6	116	(0.33)	(7.76)	7,800	149,762
Previous year	1.95	45.98	6	125	(0.30)	1.49	3,000	59,858
Product Liability	1.78	153.94	3	29	(0.67)	(10.53)	494	54,895
Previous year	2.45	164.47	2	41	(1.04)	15.99	505	39,450
Other Liability Covers	1,182.61	8,976.74	234	1,975	108.96	916.03	467,468	2,911,245
Previous year	1,073.66	8,060.71	198	1,685	184.25	605.86	382,304	2,368,829
Liability (Total)	1473.94	11637.67	1354	11485	119.43	713.98	563682.20	3766751.28
Previous year (Total)	1354.51	10923.68	1142	9627	103.42	884.58	468426.26	3066140.77
Personal Accident	1,906.00	15,123.13	42,617	333,334	333.04	1,950.04	1,613,118	18,217,160
Previous year	1,572.96	13,173.09	63,173	360,046	222.79	1,926.79	1,731,706	21,397,640
Medical Insurance	8,485.98	83,457.05	55,366	424,760	(3,683.89)	(12,537.40)	638,945	4,047,813
Previous year	12,169.87	95,994.44	53,515	399,025	(7,572.50)	(4,291.68)	494,830	10,749,112
Overseas Medical Insurance	495.30	6,514.82	181,758	1,151,075	(16.20)	137.55	3,241,410	28,052,880
Previous year	511.51	6,377.27	78,062	646,351	70.50	1,076.42	1,551,380.04	12,229,080
Health (Total)	8981.28	89971.87	237124	1575835	-3700.09	-12399.84	3880354.88	32100693.33
Previous year (Total)	12681.37	102371.72	131577	1045376	-7501.99	-3215.26	2046210.09	22978191.67
Crop Insurance	925	22,256.45	538	1,727	265	(4,687.45)	9,620	166,970
Previous year	660.29	26,943.90	279	1,400	404.52	445.40	5,396	279,041
Credit Guarantee	181.03	1,799.38	5	57	63.20	58.15	8,060	60,132
Previous year	117.83	1,741.23	7	54	14.35	469.92	11,163	53,542
All Other Miscellaneous	1,200.19	9,850.51	9,932	59,916	75.19	384.56	3,007,940	96,094,877
Previous year	1,125.00	9,465.95	7,319	75,640	54.99	1,669.59	809,662	24,714,239
<b>Grand Total</b>	<b>49474.32</b>	<b>448568.65</b>	<b>1307706</b>	<b>9137572</b>	<b>-4348.70</b>	<b>-4451.92</b>	<b>22261103.52</b>	<b>303272624.81</b>
Previous year (Total)	<b>53823.02</b>	<b>453020.57</b>	<b>1205508</b>	<b>7435151</b>	<b>-857.88</b>	<b>56253.77</b>	<b>18269855.42</b>	<b>222380805.69</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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	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	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	-	-	0.00	0.00	-	-		
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
860.63	6,062.13	-	-	-	0.00	-	-		
771.19	6,408.38	-	-	0.00	0.00	-	-		
887.90	6,836.61	55,099	311,543	-	0.00	-	-		
1,011.15	7,741.37	37,177	276,237	0.00	0.00	-	-		
1748.53	12898.74	55099	311543	0.00	0.00	0	0	0	0
1782.34	14149.75	37177	276237	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	-	-		
-	0.00	-	-	-	0.00	-	-		
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	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
499.37	5,134.51	497	3,110	37.80	244.21	-5,113	50,545	337,191	3,762,551
1,955.37	9,274.81	134	996	0.00	260.17	-	81,389	1,187,429	7,182,668
1.61	39.97	43	696	-	0.00	-	-	182,764	1,155,114
9.26	21.00	146	415	0.00	0.00	-	-	78,062	646,351
500.98	5174.48	540	3806	37.80	244.21	-5113	50545	519955	4917665
1964.63	9295.80	280	1411	0.00	260.17	0	81389	1265491	7829019
653	16,368	538	1,727	-	-	-	-		
327	15,397	211	959	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
15	192	24	536	-	-	-	-		
3	19	48	316	-	-	-	-		
<b>2917.70</b>	<b>34633.25</b>	<b>56201</b>	<b>317612</b>	<b>37.80</b>	<b>244.21</b>	<b>-5113</b>	<b>50545</b>	<b>519955</b>	<b>4917665</b>
<b>4076.51</b>	<b>38861.27</b>	<b>37716</b>	<b>278923</b>	<b>0.00</b>	<b>260.17</b>	<b>0</b>	<b>81389</b>	<b>1265491</b>	<b>7829019</b>



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	258.49	14626.00	4709.00	36984.00	-232.54	258.49	1120773.97	22618264.19
Previous year	510.01	15751.31	4483.00	44844.00	23.45	510.01	1103874.55	26325333.33
Marine Cargo	433.87	7019.26	1417.00	11295.00	-291.29	433.87	2307164.36	22634750.24
Previous year	519.65	7439.45	1221.00	8009.00	-654.88	519.65	1165119.75	23958705.05
Marine Hull (Including Onshore & Offshore oil energy)	21.71	1065.15	48.00	284.00	-114.30	21.71	5590.90	620263.15
Previous year	21.00	1058.14	42.00	308.00	-44.27	21.00	4150.58	594610.35
Marine (Total)	455.58	8084.41	1465	11579	-405.59	455.58	2312755.26	23255013.39
Previous year (Total)	540.65	8497.59	1263	8317	-699.15	540.65	1169270.33	24553315.40
Aviation	7.41	69.43	0.00	10.00	5.84	7.41	0.00	306814.14
Previous year	0.00	248.37	0.00	16.00	-7.37	0.00	0.00	521841.46
Engineering	673.12	4387.99	672.00	4355.00	395.17	673.12	146782.06	2272192.59
Previous year	320.06	6376.14	499.00	3659.00	-28.01	320.06	135114.48	4692384.83
Motor Own Damage	10407.87	79099.95	359843.00	2666089.00	-1103.72	10407.87	649062.54	4766313.43
Previous year	7795.81	66532.46	307906.00	2429117.00	-1799.58	7795.81	478355.96	3778697.99
Motor Third party	7536.88	55380.05	44231.00	195745.00	-150.37	7536.88		
Previous year	5347.03	45799.34	6971.00	45541.00	-726.81	5347.03		
Motor (Total)	17944.75	134480.00	359843	2666089	-1254.09	17944.75	649062.54	4766313.43
Previous year (Total)	13142.84	112331.80	307906	2429117	-2526.39	13142.84	478355.96	3778697.99
Workmen's compensation / Employer's liability	170.00	1454.14	1143.00	10442.00	8.90	170.00	44003.67	289415.90
Previous year	117	1064	786	7038	-22	117.07	11854	145340
Public Liability	4.29	72.10	7.00	105.00	-2.64	4.29	5595.00	103298.06
Previous year	75	651	50	495	35	75.35	8736	176631
Product Liability	24.43	252.10	9.00	74.00	-30.78	24.43	14822.56	83654.52
Previous year	19	225	6	61	-1	19.29	7175	93028
Other Liability Covers	426.45	2634.09	140.00	1047.00	285.33	426.45	85646.17	911438.15
Previous year	64	1382	48	455	15	63.91	51812	679275
Liability (Total)	625.17	4412.44	1299	11668	260.81	625.17	150067.40	1387806.64
Previous year (Total)	275.62	3321.77	890	8049	27.39	275.62	79576.75	1094273.97
Personal Accident	231.80	2349.81	8393.00	84651.00	14.92	231.80	727769.00	7097464.97
Previous year	207.84	2132.04	7021	91365	-109.11	207.84	619241.41	6359958.01
Medical Insurance	1272.40	20050.04	7910.00	67663.00	-501.78	1272.40	135441.32	1397926.79
Previous year	1183.38	16165.12	7741	48446	-1219.60	1183.38	111169.52	2167572.53
Overseas Medical Insurance	33.68	279.59	4233.00	32464.00	13.71	33.68	6485.70	45226.00
Previous year	30.35	213.40	4794	24035	15.10	30.35	6350.80	34017.00
Health (Total)	1306.07	20329.63	12143	100127	-488.07	1306.07	141927.02	1443152.79
Previous year (Total)	1213.73	16378.51	12535	72481	-1204.50	1213.73	117520.32	2201589.53
Crop Insurance								
Previous year								
Credit Guarantee	339	5595	4	48	-902	339	31164	418548
Previous year	235	3252	4	46	-587	235	13277	372334
All Other Miscellaneous	465.58	15704.90	17536.00	248668.00	-200.12	465.58	815583.18	10355979.62
Previous year	505.18	22968.79	26253	197710	-5053.02	505.18	336786.67	17062962.89
<b>Grand Total</b>	<b>22307.03</b>	<b>210039.80</b>	<b>406064</b>	<b>3164179</b>	<b>-2805.34</b>	<b>22307.03</b>	<b>6095884.43</b>	<b>73921549.77</b>
Previous year (Total)	<b>16951.11</b>	<b>191258.61</b>	<b>360854</b>	<b>2855604</b>	<b>-10164.14</b>	<b>16951.11</b>	<b>4053017.35</b>	<b>86962691.21</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
7.51	108.05	227	2252.00						
6.26	153.58	315	3871.00						
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	0.00	0.00						
0.19	4.68	1.00	32.00						
0.18	7.11	2.00	68.00						
811.21	5737.13	43756.00	274802.00						
762.19	5496.48	37085.00	258496.00						
1105.05	7944.57	0.00	0.00						
860.47	5909.19	0.00	0.00						
1916.26	13681.70	43756	274802	0.00	0.00	0	0		
1622.66	11405.67	37085	258496	0.00	0.00	0	0		
1	17	8	139						
0	17	7	309						
0	0	0	0						
0	1	1	5						
0	0	0	0						
0	0	0	0						
1	3	24	161						
0	3	18	183						
1.30	20.37	32	300	0.00	0.00	0	0		
0.53	20.99	26	497	0.00	0.00	0	0		
104.27	788.00	559	6690	4.96	37.45	99181	749196		
87.93	711.29	416	12960	4.85	36.60	97058	732094		
377.67	3827.27	178	1549	371.46	3165.73	0	1675724		
523.62	6294.62	450	1984	518.56	6232.07	448695	3147400		
0.00	0.00	0	0						
377.67	3827.27	178	1549	371.46	3165.73	0	1675724	0	0
523.62	6294.62	450	1984	518.56	6232.07	448695	3147400	0	0
126.73	10154.21	3388	20527.00	0.13	2388.37	135	181707		
97.77	17196.18	1613	22446.00	36.39	14665.71	2174	1045294		
<b>2533.93</b>	<b>28584.28</b>	<b>48141</b>	<b>306152</b>	<b>376.55</b>	<b>5591.55</b>	<b>99316</b>	<b>2606627</b>	<b>0</b>	<b>0</b>
<b>2338.95</b>	<b>35789.44</b>	<b>39907</b>	<b>300322</b>	<b>559.80</b>	<b>20934.38</b>	<b>547927</b>	<b>4924788</b>	<b>0</b>	<b>0</b>



Name of the Insurer: L&T 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	233.35	2,901.23	943	7,022	11.56	523.39	491,329	6,651,753
Previous year	221.79	2,377.85	484	3,078	48.40	727.34	423,752	5,104,028
Marine Cargo	51.86	614.56	442	3,507	(12.49)	56.29	243,190	2,669,116
Previous year	64.35	558.27	514	3,150	12.70	83.90	183,711	2,849,972
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	51.86	614.56	442	3,507	(12.49)	56.29	243,190	2,669,116
Previous year (Total)	64.35	558.27	514.00	3,150.00	12.70	83.90	183,711.33	2,849,971.68
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	96.52	1,255.06	169	1,547	(17.07)	273.51	83,496	1,019,322
Previous year	113.59	981.55	219.00	1,873.00	(1.97)	85.41	51,279.22	930,461.61
Motor Own Damage	1,192.15	8,173.76	27,003	178,924	404.88	1,860.70	85,531	507,359
Previous year	787.27	6,313.06	15,316.00	87,373.00	368.19	2,624.86	56,713.16	424,392.11
Motor Third party	543.62	3,290.33	643	2,657	261.85	1,192.86	-	-
Previous year	281.77	2,097.47	91.00	290.00	72.65	(15.40)	-	-
Motor (Total)	1,735.77	11,464.10	27,003	178,924	666.72	3,053.56	85,531	507,359
Previous year (Total)	1,069.05	8,410.54	15,316	87,373	440.84	2,609.46	56,713.16	424,392.11
Workmen's compensation / Employer's liability	32.80	317.15	228	2,053	1.15	30.18	4,988	67,639
Previous year	31.64	286.98	180.00	1,745.00	(0.07)	31.42	6,971.86	54,770.07
Public Liability								
Previous year								
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	7.30	64.93	21	231	2.19	(3.61)	10,983	41,244
Previous year	5.11	68.54	17.00	149.00	2.15	3.33	2,593.79	69,353.37
Liability (Total)	40.10	382.08	249	2,284	3.34	26.56	15,971	108,883
Previous year (Total)	36.75	355.52	197.00	1,894.00	2.08	34.75	9,565.65	160,490.98
Personal Accident	13.29	139.31	423	3,881	3.44	(113.29)	16,024	220,875
Previous year	9.85	252.59	271.00	3,170.00	6.50	(17.86)	12,432.48	1,004,817.52
Medical Insurance	292.25	2,856.54	3,396	28,089	13.85	(30.29)	26,747	183,396
Previous year	278.39	2,886.83	2,110.00	12,163.00	172.06	2,021.96	22,789.46	279,679.99
Overseas Medical Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Health (Total)	292.25	2,856.54	3,396	28,089	13.85	(30.29)	26,747	183,396
Previous year (Total)	278.39	2,886.83	2,110.00	12,163.00	172.06	2,021.96	22,789.46	279,679.99
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	15.66	290.91	435	3,305	(2.30)	151.39	86,974	778,839
Previous year	17.96	139.52	673.00	2,132.00	17.96	139.52	46,145.73	490,255.08
<b>Grand Total</b>	<b>2,478.78</b>	<b>19,903.79</b>	<b>33,060</b>	<b>228,559</b>	<b>667.06</b>	<b>3,941.13</b>	<b>1,049,261.64</b>	<b>12,139,543.14</b>
Previous year (Total)	<b>1,811.72</b>	<b>15,962.66</b>	<b>19,784</b>	<b>114,833</b>	<b>698.56</b>	<b>5,684.48</b>	<b>806,388.62</b>	<b>11,244,097.23</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
41.92	340.59	77	1,591	-	-	-	-	-	-
11.40	75.48	27	222	-	-	-	-	-	-
2.42	14.87	43	296	-	-	-	-	-	-
3.95	22.51	77	343	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
2.42	14.87	43	296	-	-	-	-	-	-
3.95	22.51	77.00	343.00	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
8.82	45.06	38	201	-	-	-	-	-	-
6.39	52.82	28.00	246.00	-	-	-	-	-	-
234.13	1,250.92	7,419	40,730	-	-	-	-	-	-
97.16	604.35	1,779.00	9,648.00	-	-	-	-	-	-
108.83	553.09	3	11	-	-	-	-	-	-
38.46	355.74	1,788.00	3,206.00	-	-	-	-	-	-
342.96	1,804.01	7,419	40,730	-	-	-	-	-	-
135.62	960.08	1,788	9,648	-	-	-	-	-	-
0.85	19.65	27	193	-	-	-	-	-	-
2.12	17.90	16.00	172.00	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.04	1.63	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.89	21.28	27	193	-	-	-	-	-	-
2.12	17.90	16.00	172.00	-	-	-	-	-	-
0.29	2.45	44	375	-	0.07	-	152	-	-
0.27	0.95	32.00	267.00	0.01	0.47	33.00	1,576.00	-	-
-	-	-	-	0.76	5.76	69	1,634	8,120	68,762
-	-	-	-	1.46	11.31	544.00	2,684.00	154,495.00	2,097,831.00
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	0.76	5.76	69	1,634	8,120	68,762
-	-	-	-	1.46	11.31	544.00	2,684.00	154,495.00	2,097,831.00
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1.73	13.66	25	173	-	-	-	-	-	-
0.42	3.75	14.00	86.00	-	-	-	-	-	-
<b>399.01</b>	<b>2,241.92</b>	<b>7,673</b>	<b>43,559</b>	<b>0.76</b>	<b>5.83</b>	<b>69</b>	<b>1,786</b>	<b>8,120</b>	<b>68,762</b>
<b>160.17</b>	<b>1,133.49</b>	<b>1,982</b>	<b>10,984</b>	<b>1.48</b>	<b>11.79</b>	<b>577</b>	<b>4,260</b>	<b>154,495</b>	<b>2,097,831</b>



Name of the Insurer: Liberty Videocon 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	118.67	1169.85	179.00	1474.00	0.00	0.00	351599.77	3479519.67
Previous year	56.19	521.52	74.00	686.00	0.00	0.00	113485.74	1414993.47
Marine Cargo	9.35	217.40	19.00	143.00	0.00	0.00	27648.05	632974.08
Previous year	22.70	53.00	5.00	40.00	0.00	0.00	18150.00	185106.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	9.35	217.40	19	143	0.00	0.00	27648.05	632974.08
Previous year (Total)	22.70	53.00	5	40	0.00	0.00	18150.00	185106.00
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	46.86	477.82	45.00	402.00	0.00	0.00	53996.50	442785.29
Previous year	12.74	256.29	17.00	179.00	0.00	0.00	10788.51	258477.12
Motor Own Damage	1334.86	9814.04	12430.00	78730.00	0.00	0.00	70777.95	505316.27
Previous year	813.86	4257.97	4107.00	23547.00	0.00	0.00	37963.18	204078.70
Motor Third party	335.62	2373.84	12822.00	81266.00	0.00	0.00		
Previous year	129.10	678.45	4276.00	24261.00	0.00	0.00		
Motor (Total)	1670.47	12187.88	12822	81266	0.00	0.00	70777.95	505316.27
Previous year (Total)	942.97	4936.42	4276	24261	0.00	0.00	37963.18	204078.70
Workmen's compensation / Employer's liability	31.50	168.59	58.00	387.00	0.00	0.00	3354.43	35241.34
Previous year	20.95	63.67	13.00	137.00	0.00	0.00	1190.55	9028.09
Public Liability	0.00	0.05	0.00	1.00	0.00	0.00	0.00	300.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	24.95	98.37	18.00	126.00	0.00	0.00	8132.00	38645.20
Previous year	0.16	2.85	4.00	23.00	0.00	0.00	82.00	1529.25
Liability (Total)	56.45	267.01	76	514	0.00	0.00	11486.43	74186.54
Previous year (Total)	21.10	66.52	17	160	0.00	0.00	1272.55	10557.34
Personal Accident	818.42	1388.80	35.00	396.00	0.00	0.00	7265030.33	8822532.48
Previous year	9.01	237.26	15.00	122.00	0.00	0.00	16677.66	686577.51
Medical Insurance	493.97	2276.78	22.00	288.00	0.00	0.00	17347.15	90113.75
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	493.97	2276.78	22	288	0.00	0.00	17347.15	90113.75
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	18.31	215.32	151.00	1188.00	0.00	0.00	26471.36	608270.31
Previous year	9.99	105.77	62.00	570.00	0.00	0.00	22186.58	581700.74
<b>Grand Total</b>	<b>3232.51</b>	<b>18200.86</b>	<b>13349</b>	<b>85671</b>	<b>0.00</b>	<b>0.00</b>	<b>7824357.55</b>	<b>14655698.39</b>
Previous year (Total)	<b>1074.69</b>	<b>6176.77</b>	<b>4466</b>	<b>26018</b>	<b>0.00</b>	<b>0.00</b>	<b>220524.23</b>	<b>3341490.88</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
0.75	24.85	2.00	30.00	0.00	0.00	0.00	0.00		
0.48	10.41	1.00	24.00	0.00	0.00	0.00	0.00		
0.05	1.51	1.00	5.00	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.05	1.51	1	5	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
0.07	5.15	1.00	4.00	0.00	0.00	0.00	0.00		
0.00	0.02	0.00	2.00	0.00	0.00	0.00	0.00		
41.37	484.25	364.00	4077.00	0.00	0.00	0.00	0.00		
30.22	92.22	190.00	621.00	0.00	0.00	0.00	0.00		
15.98	154.93	397.00	4218.00	0.00	0.00	0.00	0.00		
8.41	23.95	213.00	676.00	0.00	0.00	0.00	0.00		
57.35	639.18	397	4218	0.00	0.00	0	0		
38.63	116.17	213	676	0.00	0.00	0	0		
0.00	11.29	0.00	28.00	0.00	0.00	0.00	0.00		
0.14	0.66	1.00	3.00	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	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	0.31	0.00	1.00	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	11.60	0	29	0.00	0.00	0	0		
0.14	0.66	1	3	0.00	0.00	0	0		
0.00	5.67	0.00	6.00	0.00	0.00	0.00	0.00		
0.00	0.05	0.00	1.00	0.00	0.00	0.00	0.00		
0.00	14.17	0.00	2.00	0.00	0.00	0.00	0.00	22285	383841
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	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0
0.00	14.17	0	2	0.00	0.00	0	0	22285	383841
0.00	0.00	0	0	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	0.00	0.00	0.00	0.00	0.00		
0.00	6.60	0.00	17.00	0.00	0.00	0.00	0.00		
0.00	0.50	0.00	12.00	0.00	0.00	0.00	0.00		
<b>58.22</b>	<b>708.72</b>	<b>401</b>	<b>4311</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>22285</b>	<b>383841</b>
<b>39.24</b>	<b>127.82</b>	<b>215</b>	<b>718</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Name of the Insurer: Magma HDI 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	85.55	1377.37	341.00	3984.00	43.36	1009.42	160360.70	1988924.84
Previous year	42.20	367.95	326.00	707.00	37.48	348.42	82317.90	870766.58
Marine Cargo	37.34	592.14	114.00	794.00	-0.29	406.66	92932.31	1345057.72
Previous year	37.63	185.48	10.00	74.00	17.98	144.93	64330.01	548339.33
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	37.34	592.14	114	794	-0.29	406.66	92932.31	1345057.72
Previous year (Total)	37.63	185.48	10	74	17.98	144.93	64330.01	548339.33
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	53.78	530.77	226.00	1475.00	11.33	405.09	29497.94	590657.04
Previous year	42.45	125.68	87.00	325.00	43.21	128.43	31035.10	64136.52
Motor Own Damage	2185.50	14174.59	29195.00	190842.00	503.95	2313.56	227788.73	1544148.58
Previous year	1681.55	11861.03	21993.00	147676.00	1705.95	12068.04	175021.74	1221511.35
Motor Third party	1541.96	11528.64	30366.00	211254.00	16.21	633.19		
Previous year	1525.75	10895.45	25093.00	164009.00	1551.98	11065.72		
Motor (Total)	3727.46	25703.23	30366	211254	520.16	2946.75	227788.73	1544148.58
Previous year (Total)	3207.30	22756.48	25093	164009	3257.92	23133.76	175021.74	1221511.35
Workmen's compensation / Employer's liability	5.98	66.27	65.00	519.00	5.98	66.27	530.79	7480.38
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	-0.42	-0.17	0.00	2.00	-9.49	-100.02	0.00	1510.00
Previous year	9.07	99.85	5.00	21.00	8.56	99.34	4543.93	31749.68
Product Liability	0.00	89.03	0.00	17.00	0.00	89.03	0.00	59662.95
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	33.81	666.76	10.00	122.00	33.81	666.76	13138.42	290073.09
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	39.37	821.89	75	660	30.30	722.04	13669.21	358726.42
Previous year (Total)	9.07	99.85	5	21	8.56	99.34	4543.93	31749.68
Personal Accident	21.44	75.76	385.00	3445.00	21.44	75.76	51738.83	190381.62
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	26.63	270.58	139.00	1302.00	21.22	251.51	17170.40	397882.04
Previous year	5.41	19.07	297.00	469.00	5.41	19.08	3601.84	40031.13
<b>Grand Total</b>	<b>3991.58</b>	<b>29371.75</b>	<b>31646</b>	<b>222914</b>	<b>647.53</b>	<b>5817.23</b>	<b>593158.11</b>	<b>6415778.26</b>
Previous year (Total)	<b>3344.06</b>	<b>23554.52</b>	<b>25818</b>	<b>165605</b>	<b>3370.55</b>	<b>23873.96</b>	<b>360850.53</b>	<b>2776534.58</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
37.87	683.37	234.00	2551.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
12.08	178.27	75.00	471.00	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
12.08	178.27	75	471	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
31.82	215.27	155.00	837.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
1283.49	8337.36	17422.00	112980.00	0.00	0.00	0.00	0.00		
997.71	7413.61	13185.00	95201.00	0.00	0.00	0.00	0.00		
966.82	7052.97	18184.00	119684.00	0.00	0.00	0.00	0.00		
899.83	6772.36	13515.00	96807.00	0.00	0.00	0.00	0.00		
2250.31	15390.32	18184	119684	0.00	0.00	0	0		
1897.54	14185.97	13515	96807	0.00	0.00	0	0		
3.35	40.05	37.00	352.00	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	0.54	0.00	2.00	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	73.36	0.00	10.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
32.52	533.64	8.00	73.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
35.87	647.60	45	437	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1.60	24.01	353.00	2290.00	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	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	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	0.00	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	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
16.63	184.71	108.00	880.00	0.00	0.00	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
<b>2386.18</b>	<b>17323.54</b>	<b>19154</b>	<b>127150</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>1897.54</b>	<b>14185.97</b>	<b>13515</b>	<b>96807</b>	<b>0.00</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



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	4916.29	58689.24	43022	372203	20.68	-1179.19	19917684	856378557
Previous year	4895.61	59868.43	40675	356236	980.40	3889.87	70865218	754531699
Marine Cargo	1283.34	12462.62	10127	93159	28.91	-200.34	4630989	1054134945
Previous year	1254.43	12662.97	7489	66045	-387.45	-1759.71	6961615	59308735
Marine Hull (Including Onshore & Offshore oil energy)	2606.93	7988.20	387	2551	-184.62	-3453.30	2047391	22374967
Previous year	2791.55	11441.50	241	2070	467.56	832.20	413879	30714435
Marine (Total)	3890.27	20450.83	10514	95710	-155.71	-3653.64	6678379	1076509912
Previous year (Total)	4045.98	24104.47	7730	68115	80.11	-927.51	7375494	90023170
Aviation	310.08	4810.99	14	108	18.46	-1440.36	1000421334	1374836613
Previous year	291.62	6251.34	11	78	-31.17	2300.23	10114334	15865240
Engineering	2068.62	18576.96	1996	17146	15.58	-229.21	1577283	87265431
Previous year	2053.04	18806.17	2002	20087	-335.94	-460.23	6242164	1239461967
Motor Own Damage	10491.37	144126.08	516155	3917692	533.20	14082.81	822186	6338631
Previous year	9958.17	130043.27	499923	3699592	103.48	783.18	721683	5771326
Motor Third party	17009.79	190764.98	738094	5591761	2765.12	29646.78	821534	6333250
Previous year	14244.67	161118.20	706804	5400212	2273.11	13273.67	720147	5759375
Motor (Total)	27501.16	334891.06	738094	5591761	3298.31	43729.59	1643720	12671881
Previous year (Total)	24202.85	291161.47	706804	5400212	2376.59	14056.84	1441831	11530701
Workmen's compensation / Employer's liability	464.77	4086.58	4159	35678	-14.35	-388.33	36295	500265
Previous year	479.12	4474.91	3989	35619	-17.85	-225.78	41265	469634
Public Liability	48.15	110.57	105	999	41.88	49.83	12129	46909
Previous year	6.26	60.73	103	821	-1.54	-3.56	4660	52890
Product Liability	17.01	435.94	9	106	-15.30	52.18	14320	373524
Previous year	32.31	383.76	7	88	30.08	79.55	11290	187031
Other Liability Covers	155.14	1355.33	966	7127	11.40	-95.57	907738	2478431
Previous year	143.73	1450.89	890	6430	-33.09	-61.91	163241	1152747
Liability (Total)	685.07	5988.42	5239	43910	23.66	-381.87	970482	3399129
Previous year (Total)	661.42	6370.29	4989	42958	-22.41	-211.68	220457	1862301
Personal Accident	956.26	8745.35	45940	389453	145.58	46.86	5473174	33511966
Previous year	810.67	8698.49	24327	233434	-62.07	-421.69	1290076	31405014
Medical Insurance	48319.48	244171.56	120291	1005574	5646.46	62935.45	27515568	73171362
Previous year	42673.02	181236.11	114351	973519	25998.12	29978.84	25737471	152824397
Overseas Medical Insurance	39.90	1374.12	969	12496	-74.23	-184.46	10736	112318
Previous year	114.13	1558.59	1028	12729	-37.96	4.01	3843	24749
Health (Total)	48359.38	245545.69	121260	1018070	5572.23	62750.98	27526304	73283679
Previous year (Total)	42787.15	182794.70	115379	986248	25960.16	29982.86	25741315	152849145
Crop Insurance								
Previous year								
Credit Guarantee	0.00	13.82	0	0	0.00	5.15	0	0
Previous year	0.00	8.67	0	2	0.00	8.67	0	2092
All Other Miscellaneous	3904.87	29878.65	59584	510464	1004.30	-10783.23	4087935	67836388
Previous year	2900.57	40661.88	59413	527804	-1470.33	541.78	4337632	257264109
<b>Grand Total</b>	<b>92591.99</b>	<b>727590.99</b>	<b>1025663</b>	<b>8038825</b>	<b>9943.08</b>	<b>88865.08</b>	<b>1068296296.68</b>	<b>3585693555.38</b>
Previous year (Total)	<b>82648.91</b>	<b>638725.91</b>	<b>961330</b>	<b>7635174</b>	<b>27475.34</b>	<b>48759.14</b>	<b>127628519.19</b>	<b>2554795439.10</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
416.06	3138.00	6482	50906	341.13	3041.93	0.00	0.00	0.00	0.00
387.86	3734.85	5795	46573	439.54	4117.47	0.00	0.00	0.00	0.00
75.76	614.28	417	3446	111.33	890.88	0.00	0.00	0.00	0.00
110.27	579.49	308	2884	132.18	822.63	0.00	0.00	0.00	0.00
16.96	140.20	25	380	10.00	93.64	0.00	0.00	0.00	0.00
17.68	117.75	20	364	60.13	231.12	0.00	0.00	0.00	0.00
92.72	754.46	442	3826	121.32	984.53	0.00	0.00	0.00	0.00
127.95	697.24	328	3248	192.32	1053.74	0.00	0.00	0.00	0.00
0.00	0.00	0	0	36.31	113.81	0.00	0.00	0.00	1.00
3.07	3.07	1	1	3.07	3.07	0.00	0.00	0.00	0.00
168.24	581.03	184	1603	343.83	2080.38	0.00	0.00	0.00	0.00
66.41	1028.23	276	2508	120.74	2270.36	0.00	0.00	0.00	0.00
1552.90	12034.26	88861	756886	971.67	7141.69	0.00	0.00	0.00	0.00
1519.13	11385.87	96172	703942	828.46	6673.38	0.00	0.00	0.00	0.00
2651.42	21660.55	129943	1072828	1330.15	11095.81	0.00	0.00	0.00	0.00
2312.99	18379.95	135490	1020868	1124.48	9414.75	0.00	0.00	0.00	0.00
4204.32	33694.83	129943	1072828	2301.82	18237.48	0.00	0.00	0.00	0.00
3832.12	29765.82	135490	1020868	1952.93	16088.14	0.00	0.00	0.00	0.00
60.51	469.81	697	5680	63.56	399.89	0.00	0.00	0.00	0.00
52.39	494.67	691	5768	39.32	407.42	0.00	0.00	0.00	0.00
0.06	2.55	4	59	0.08	4.33	0.00	0.00	0.00	0.00
0.03	2.48	2	31	0.12	3.42	0.00	0.00	0.00	0.00
0.00	11.94	0	3	2.21	25.82	0.00	0.00	0.00	0.00
0.03	11.86	1	6	0.75	7.16	0.00	0.00	0.00	0.00
1.93	28.49	48	468	5.69	47.89	0.00	0.00	0.00	0.00
1.49	27.08	63	538	5.20	90.35	0.00	0.00	0.00	0.00
62.49	512.78	749	6210	71.55	477.94	0.00	0.00	0.00	0.00
53.94	536.07	757	6343	45.40	508.39	0.00	0.00	0.00	0.00
63.39	627.96	7037	55084	45.58	677.00	6442	70718	69253	679331
50.77	392.95	3109	30872	62.36	553.27	7959	78737	69864	664832
922.91	6140.38	8691	71934	28750.04	76819.98	13711	122628	135299	1191872
535.55	6476.33	8864	72363	27280.96	37796.05	13736	254019	147117	2527146
1.19	14.42	19	339	2.30	44.90	64	991	962	12483
1.85	10.32	43	304	2.65	40.28	75	938	1023	12732
924.10	6154.80	8710	72273	28752.33	76864.90	13775	123619	136261	1204355
537.40	6486.64	8907	72667	27283.62	37836.34	13811	254957	148140	2539878
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
622.58	4066.61	14899	114529	237.88	2030.97	1373	13718	20146	165792
410.87	3403.49	15628	123459	302.34	2847.04	1078	16887	19949	171137
<b>6553.90</b>	<b>49530.47</b>	<b>168446</b>	<b>1377259</b>	<b>32251.74</b>	<b>104508.95</b>	<b>21590</b>	<b>208055</b>	<b>225660</b>	<b>2049479</b>
<b>5470.39</b>	<b>46048.35</b>	<b>170291</b>	<b>1306539</b>	<b>30402.32</b>	<b>65277.81</b>	<b>22848</b>	<b>350581</b>	<b>237953</b>	<b>3375847</b>



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	0.14	19.36	1.00	23.00	0.14	19.36	191.95	16969.48
Previous year	2.46	25.27	2.00	51.00	2.46	25.27	4851.21	30832.94
Marine Cargo	0.00	0.27	0.00	2.00	0.00	0.27	0.00	299.78
Previous year	0.00	0.69	0.00	3.00	0.00	0.69	0.00	670.31
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	0.00	0	0.00	0.00	0.00	0.00
Marine (Total)	0.00	0.27	0	2	0.00	0.27	0.00	299.78
Previous year (Total)	0.00	0.69	0	3	0.00	0.69	0.00	670.31
Aviation	0.00	0.00	0	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	3.04	18.36	0.00	14.00	3.04	18.36	-752.86	99.14
Previous year	0.50	23.82	0.00	12.00	0.50	23.82	-82.22	1027.60
Motor Own Damage	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	1.70	26.52	10.00	217.00	1.70	26.52	0.00	0.00
Previous year	3.76	53.96	23.00	1045.00	3.76	53.96	0.00	0.00
Motor (Total)	1.70	26.52	10	217	1.70	26.52	0.00	0.00
Previous year (Total)	3.76	53.96	23	1045	3.76	53.96	0.00	0.00
Workmen's compensation / Employer's liability	0.11	10.82	1.00	28.00	0.11	10.82	9.60	6925.69
Previous year	0.10	12.38	1.00	22.00	0.10	12.38	279.35	2890.66
Public Liability	2.16	11.29	4.00	21.00	2.16	11.29	2570.00	9145.00
Previous year	0.10	13.33	1.00	22.00	0.10	13.33	20.00	8892.95
Product Liability	0.00	29.18	0.00	6.00	0.00	29.18	0.00	8300.00
Previous year	0.00	49.21	0.00	11.00	0.00	49.21	0.00	14270.00
Other Liability Covers	92.60	1228.35	33.00	397.00	92.60	1228.35	38374.64	511963.69
Previous year	135.89	1288.97	23.00	315.00	135.89	1288.97	37025.16	404660.43
Liability (Total)	94.87	1279.63	38	452	94.87	1279.63	40954.24	536334.38
Previous year (Total)	136.09	1363.88	25	370	136.09	1363.88	37324.51	430714.04
Personal Accident	14.77	24.70	2.00	31.00	14.77	24.70	18924.30	53163.90
Previous year	18.92	30.31	4.00	22.00	18.92	30.31	43787.42	74372.11
Medical Insurance	0.11	0.72	5.00	28.00	0.11	0.72	30.00	163.00
Previous year	0.04	0.54	2.00	25.00	0.04	0.54	0.00	153.50
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	0.11	0.72	5	28	0.11	0.72	30.00	163.00
Previous year (Total)	0.04	0.54	2	25	0.04	0.54	0.00	153.50
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	53.21	0.00	5.00	0.00	53.21	0.00	1217.56
Previous year	0.00	33.19	0.00	6.00	0.00	33.19	0.00	2694.33
All Other Miscellaneous	1.70	-15.83	1.00	21.00	1.70	-15.83	1797.20	7672.22
Previous year	1.71	44.54	2.00	33.00	1.71	44.54	2015.84	22456.75
<b>Grand Total</b>	<b>116.34</b>	<b>1406.94</b>	<b>57</b>	<b>793</b>	<b>116.34</b>	<b>1406.94</b>	<b>61144.83</b>	<b>615919.45</b>
Previous year (Total)	<b>163.48</b>	<b>1576.21</b>	<b>58</b>	<b>1567</b>	<b>163.48</b>	<b>1576.21</b>	<b>87896.76</b>	<b>562921.58</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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	15.31	0.00	4.00	0.00	0.00	0.00	0.00		
2.33	20.11	1.00	9.00	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	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	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
3.04	13.29	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	19.35	0.00	5.00	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	0.00	0.00		
0.22	11.05	1.00	142.00	0.00	0.00	0.00	0.00		
1.60	24.85	6.00	297.00	0.00	0.00	0.00	0.00		
0.22	11.05	1	142	0.00	0.00	0	0		
1.60	24.85	6	297	0.00	0.00	0	0		
0.00	0.89	0	3	0.00	1.66	0	90		
0.00	1.13	0	2	0.00	1.13	0	60		
0.00	0.00	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	0	0	0	0	0	0	0		
0	0	0	0	0.00	0.00	0	0		
0.00	37.86	0.00	4.00	0	0	0	0		
0.00	30.17	0.00	3.00	0.00	0.00	0.00	0.00		
0.00	38.75	0	7	0.00	1.66	0	90		
0.00	31.30	0	5	0.00	1.13	0	60		
13.87	14.01	1	1	0.86	1.41	900.00	1350		
18.03	21.49	1	1	1.18	4.96	957	22588		
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	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	0.12	0	2	0.00	0.00	0.00	0.00		
0.00	0.82	0	8	0.00	0.00	0.00	0.00		
<b>17.14</b>	<b>92.53</b>	<b>2</b>	<b>158</b>	<b>0.86</b>	<b>3.08</b>	<b>900</b>	<b>1440</b>		
<b>21.95</b>	<b>117.91</b>	<b>8</b>	<b>325</b>	<b>1.18</b>	<b>6.09</b>	<b>957</b>	<b>22648</b>		



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	789.37	15916.89	3255.00	29233.00	-850.00	870.00	4073016.66	40138134.80
Previous year	1639.37	15046.89	3344.00	27144.00	-54.80	1917.61	5523535.52	29638391.76
Marine Cargo	277.98	3247.74	1699.00	12415.00	-150.82	407.19	952063.55	11453136.87
Previous year	428.80	2840.55	1490.00	11769.00	262.11	657.08	1609312.28	9496331.50
Marine Hull (Including Onshore & Offshore oil energy)	53.26	412.38	0.00	9.00	53.26	271.49	140.25	268237.38
Previous year	0.00	140.89	0.00	7.00	-10.10	85.61	0.00	88949.35
Marine (Total)	331.25	3660.12	1699	12424	-97.55	678.69	952203.80	11721374.25
Previous year (Total)	428.80	2981.44	1490	11776	252.02	742.69	1609312.28	9585280.85
Aviation	73.44	265.07	13.00	30.00	24.06	24.02	1391835.64	1951255.14
Previous year	49.39	241.06	6.00	23.00	190.75	109.37	374937.23	631400.43
Engineering	529.88	5290.56	1062.00	5128.00	-62.13	-377.86	357645.41	3727282.29
Previous year	592.01	5668.42	370.00	3028.00	95.44	-882.18	299135.76	2744922.44
Motor Own Damage	6266.77	48668.72	238508.00	1595147.00	-225.92	-2349.65	420837.38	3216928.04
Previous year	6492.69	51018.37	172374.00	1283748.00	56.76	1519.41	404355.32	3182420.69
Motor Third party	7741.47	58423.60	329638.00	2258661.00	2320.47	15732.31		
Previous year	5421.00	42691.29	210600.00	1522861.00	1131.37	5677.73		
Motor (Total)	14008.24	107092.32	329638	2258661	2094.56	13382.66	420837.38	3216928.04
Previous year (Total)	11913.69	93709.66	210600	1522861	1188.12	7197.14	404355.32	3182420.69
Workmen's compensation / Employer's liability	66.84	515.61	318.00	2396.00	22.86	-20.29	14104.29	96884.29
Previous year	43.99	535.90	225.00	2156.00	21.74	32.17	5524.44	82355.21
Public Liability	11.48	93.59	39.00	490.00	-7.29	-32.68	9260.60	112113.88
Previous year	18.77	126.27	39.00	418.00	9.44	20.36	13033.77	132291.00
Product Liability	12.00	25.68	2.00	9.00	9.58	-4.03	3792.00	7082.00
Previous year	2.42	29.71	2.00	8.00	0.67	22.76	1500.00	6179.73
Other Liability Covers	49.88	2266.10	775.00	6101.00	18.58	-126.13	38780.50	805481.37
Previous year	31.31	2392.23	756.00	5520.00	9.12	-122.75	14267.00	761315.21
Liability (Total)	140.21	2900.98	1134	8996	43.73	-183.14	65937.39	1021561.54
Previous year (Total)	96.47	3084.12	1022	8102	40.96	-47.46	34325.22	982141.14
Personal Accident	213.94	1549.91	16616.00	77935.00	41.16	222.38	678930.66	4405603.52
Previous year	172.78	1327.53	6288.00	35256.00	45.05	-466.94	349335.82	3000225.14
Medical Insurance	4743.98	36019.38	7897.00	52546.00	2549.08	1740.87	215600.24	10424725.32
Previous year	2194.90	34278.51	29399.00	227265.00	-438.32	17479.01	7663662.80	60940415.26
Overseas Medical Insurance	296.50	2787.11	59607.00	494489.00	29.30	354.16	2627952.37	22590303.22
Previous year	267.20	2432.95	59947.00	494782.00	-6.49	34.13	3112165.14	21047734.01
Health (Total)	5040.49	38806.49	67504	547035	2578.38	2095.03	2843552.61	33015028.54
Previous year (Total)	2462.10	36711.46	89346	722047	-444.81	17513.14	10775827.94	81988149.27
Crop Insurance	600.40	6859.24	15.00	3290.00	-1245.86	4498.49	974.33	199999.57
Previous year	1846.26	2360.75	77.00	261.00	1846.26	2348.58	10169.08	24390.69
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	158.44	4026.29	3286.00	29499.00	-210.67	-1699.19	19459.26	4686245.09
Previous year	369.10	5725.48	3899.00	33218.00	111.77	1141.03	146973.01	4173534.03
<b>Grand Total</b>	<b>21885.65</b>	<b>186367.89</b>	<b>424222</b>	<b>2972231</b>	<b>2315.68</b>	<b>19511.09</b>	<b>10804393.14</b>	<b>104083412.77</b>
Previous year (Total)	<b>19569.97</b>	<b>166856.80</b>	<b>316442</b>	<b>2363716</b>	<b>3270.74</b>	<b>29572.99</b>	<b>19527907.17</b>	<b>135950856.43</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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	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	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	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	0.00	0	0	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		
7.42	145.44	76.00	512.00	0.00	0.00	0.00	0.00		
14.15	196.04	47.00	292.00	0.00	0.00	0.00	0.00		
555.86	4334.61	21265.00	144592.00	0.00	0.00	0.00	0.00		
563.81	4777.26	13929.00	116860.00	0.00	0.00	0.00	0.00		
856.52	6471.37	10980.00	79104.00	0.00	0.00	0.00	0.00		
583.13	4741.60	4450.00	32023.00	0.00	0.00	0.00	0.00		
1412.38	10805.99	21265	144592	0.00	0.00	0	0	0	0
1146.94	9518.86	13929	116860	0.00	0.00	0	0	0	0
2.70	36.45	21.00	167.00	0.00	0.00	0.00	0.00		
2.84	46.12	12.00	127.00	0.00	0.00	0.00	0.00		
0.17	5.25	3.00	23.00	0.00	0.00	0.00	0.00		
1.04	2.47	3.00	20.00	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	0.00	0.00		
0.31	6.15	20.00	292.00	0.00	0.00	0.00	0.00		
0.86	13.72	60.00	302.00	0.00	0.00	0.00	0.00		
3.18	47.85	44	482	0.00	0.00	0	0	0	0
4.75	62.31	75	449	0.00	0.00	0	0	0	0
7.60	53.19	1626.00	11928.00	11.14	76.16	45476.00	211650.00		
9.42	129.74	1029.00	6128.00	0.00	0.00	0.00	0.00		
12.69	264.14	157.00	1260.00	0.00	0.00	0.00	0.00	1856549	11525633
70.82	1900.81	188.00	1748.00	0.00	0.00	0.00	0.00	347700	4530950
17.13	124.55	6193.00	44955.00	0.00	0.00	0.00	0.00	60221	504796
7.96	105.82	2873.00	38280.00	0.00	0.00	0.00	0.00	60483	175059
29.83	388.69	6350	46215	0.00	0.00	0	0	1916770	12030429
78.78	2006.64	3061	40028	0.00	0.00	0	0	408183	4706009
0.40	6259.24	15.00	3290.00	0.00	0.00	0.00	0.00		
1846.26	2360.75	77.00	261.00	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	0.00	0.00		
2.55	83.64	339.00	3198.00	7.90	86.71	0.00	247.00		
16.02	258.20	531.00	5003.00	31.33	206.58	45683.00	291225.00		
<b>1463.36</b>	<b>17784.05</b>	<b>29715</b>	<b>210217</b>	<b>19.05</b>	<b>162.87</b>	<b>45476</b>	<b>211897</b>	<b>1916770</b>	<b>12030429</b>
<b>3116.31</b>	<b>14532.54</b>	<b>18749</b>	<b>169021</b>	<b>31.33</b>	<b>206.58</b>	<b>45683</b>	<b>291225</b>	<b>408183</b>	<b>4706009</b>



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	401.56	6067.38	3593.00	24277.00	-44.83	860.75	756977.79	11230043.09
Previous year	446.39	5206.63	3178.00	23023.00	73.77	-2204.30	722697.43	9112489.00
Marine Cargo	264.86	2455.75	5066.00	39072.00	39.75	641.13	649105.93	5944728.67
Previous year	225.11	1814.61	4272.00	35278.00	-3.50	-49.62	400920.67	4352957.17
Marine Hull (Including Onshore & Offshore oil energy)	0.00	53.27	0.00	1.00	0.00	-68.32	0.00	1176.79
Previous year	0.00	121.60	0.00	8.00	0.00	121.89	0.00	18823.57
Marine (Total)	264.86	2509.02	5066	39073	39.75	572.81	649105.93	5945905.45
Previous year (Total)	225.11	1936.21	4272	35286	-3.50	72.27	400920.67	4371780.75
Aviation							0.00	
Previous year							0.00	
Engineering	331.14	2397.15	176.00	1094.00	88.50	1.24	271065.77	1248144.76
Previous year	242.64	2395.91	119.00	924.00	20.19	19.26	85719.07	867348.50
Motor Own Damage	6518.39	52852.17	87972.00	674994.00	182.91	4952.29	319715.80	2489272.96
Previous year	6335.48	47899.88	83750.00	637533.00	-1360.14	-4211.12	312568.66	2356576.91
Motor Third party	2770.45	21508.49	2571.00	19649.00	397.81	1580.69		
Previous year	2372.64	19927.80	1580.00	12464.00	-206.01	2225.78		
Motor (Total)	9288.84	74360.66	87972	674994	580.72	6532.98	319715.80	2489272.96
Previous year (Total)	8708.12	67827.68	83750	637533	-1566.15	-1985.34	312568.66	2356576.91
Workmen's compensation / Employer's liability	25.72	266.16	101.00	864.00	8.15	10.54	10833.44	79466.23
Previous year	17.57	255.62	84.00	802.00	2.29	37.58	3302.04	50262.96
Public Liability	18.99	333.86	32.00	266.00	-8.96	-475.30	10159.40	113135.96
Previous year	27.94	809.15	30.00	320.00	-23.12	-180.08	13030.10	183383.32
Product Liability	40.50	56.52	1.00	5.00	-11.72	-82.21	3000.00	3670.75
Previous year	52.22	138.73	6.00	39.00	46.41	-1.90	7480.40	40301.66
Other Liability Covers	0.00		0.00				0.00	
Previous year								
Liability (Total)	85.21	656.54	134	1135	-12.53	-546.96	23992.84	196272.94
Previous year (Total)	97.74	1203.50	120	1161	25.58	-144.40	23812.54	273947.94
Personal Accident	241.95	2518.47	8605.00	95144.00	-21.17	-308.28	1551973.58	14017950.46
Previous year	263.12	2826.75	11765.00	109012.00	39.40	-566.55	1755762.99	17333583.29
Medical Insurance	1311.97	13647.07	26801.00	205459.00	-344.97	-1331.38	245790.45	2969411.74
Previous year	1656.93	14978.45	27792.00	180042.00	110.39	1127.35	233348.30	2081516.31
Overseas Medical Insurance	12.95	141.03	970.00	9968.00	12.95	141.03	648.00	6986.25
Previous year								
Health (Total)	1324.91	13788.10	27771	215427	-332.02	-1190.35	246438.45	2976397.99
Previous year (Total)	1656.93	14978.45	27792	180042	110.39	1127.35	233348.30	2081516.31
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	59.78	475.57	70.00	658.00	-35.38	-544.09	-25091.03	1326950.47
Previous year	95.17	1019.65	1022.00	10555.00	-5.86	-214.63	149227.22	1461002.11
<b>Grand Total</b>	<b>11998.26</b>	<b>102772.90</b>	<b>133387</b>	<b>1051802</b>	<b>263.05</b>	<b>5378.10</b>	<b>3794179.14</b>	<b>39430938.11</b>
Previous year (Total)	<b>11735.22</b>	<b>97394.79</b>	<b>132018</b>	<b>997536</b>	<b>-1306.17</b>	<b>-3896.33</b>	<b>3684056.88</b>	<b>37858244.80</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
0.11	2.19	10.00	112.00	0.00	0.00	0.00	0.00		
1.61	30.73	15.00	1118.00	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		
0.00	0.00	0	0	0.00	0.00	0	0		
777.11	6220.39	4094.00	32272.00	0.00	0.00	0.00	0.00		
339.94	5716.86	2325.00	45466.00	0.00	0.00	0.00	0.00		
777.11	6220.39	4094	32272	0.00	0.00	0	0		
339.94	5716.86	2325	45466	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		
2.29	25.19	122.00	2845.00	0.01	1.96	41.00	7309.00		
6.41	109.70	1554.00	16296.00	0.46	5.28	567.00	11438.00		
22.44	1778.87	182.00	2384.00	0.03	1588.09	26.00	505409.00	59466.71	530035.71
25.75	3347.68	1759.00	18297.00	299.94	3245.33	0.00	1259562.00	41962.50	615490.00
22.44	1778.87	182	2384	0.03	1588.09	26	505409	59467	530036
25.75	3347.68	1759	18297	299.94	3245.33	0	1259562	41963	615490
349.98	1648.19	3942.00	19664.00	0.00	0.00	0.00	0.00		
131.97	1612.54	1744.00	21302.00	0.00	0.00	0.00	0.00		
<b>1151.92</b>	<b>9674.84</b>	<b>8350</b>	<b>57277</b>	<b>0.05</b>	<b>1590.05</b>	<b>67</b>	<b>512718</b>	<b>59467</b>	<b>530036</b>
<b>505.68</b>	<b>10817.51</b>	<b>7397</b>	<b>102479</b>	<b>300.41</b>	<b>3250.61</b>	<b>567</b>	<b>1271000</b>	<b>41963</b>	<b>615490</b>



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	4193.55	30422.58	41567.00	214497.00	960.69	1889.20	2942440.24	29876035.46
Previous year	3232.86	28533.38	24461.00	202434.00	371.16	9885.97	2590166.17	25495095.27
Marine Cargo	130.99	1097.33	289.00	2433.00	68.69	398.88	479875.74	5353872.06
Previous year	62.30	698.45	247.00	1823.00	13.77	228.41	244551.06	2422310.02
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	130.99	1097.33	289	2433	68.69	398.88	479875.74	5353872.06
Previous year (Total)	62.30	698.45	247	1823	13.77	228.41	244551.06	2422310.02
Aviation	0.00	57.93	0.00	27.00	0.00	-303.63	0.00	0.00
Previous year	0.00	361.56	0.00	51.00	-289.83	-1300.15	0.00	120382.01
Engineering	111.90	1483.20	97.00	1787.00	-51.38	116.50	86007.63	1570606.52
Previous year	163.28	1366.70	263.00	2168.00	17.28	-55.76	139270.14	1002367.87
Motor Own Damage	2280.31	15845.30	36069.00	255168.00	332.76	441.52	170360.31	1318469.49
Previous year	1947.55	15403.78	34998.00	260557.00	535.64	7129.30	404062.04	2761899.68
Motor Third party	1951.80	14119.00	3297.00	9624.00	328.33	1589.38		
Previous year	1623.47	12529.62	303.00	1728.00	769.03	7656.67		
Motor (Total)	4232.11	29964.30	36069	255168	661.09	2030.90	170360.31	1318469.49
Previous year (Total)	3571.02	27933.40	34998	260557	1304.67	14785.97	404062.04	2761899.68
Workmen's compensation / Employer's liability	13.14	116.28	63.00	431.00	-3.08	-14.37	3025.24	26373.31
Previous year	16.22	130.64	74.00	391.00	10.92	61.20	1603.89	18387.02
Public Liability	0.00	4.76	0.00	20.00	0.00	2.69	0.00	14931.00
Previous year	0.00	2.07	0.00	5.00	0.00	1.11	0.00	3826.18
Product Liability	0.00	11.24	0.00	5.00	0.00	11.24	0.00	2830.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	23.71	102.17	18.00	144.00	2.21	7.57	10369.00	56945.45
Previous year	21.50	94.60	11.00	142.00	15.83	34.73	7086.00	41184.66
Liability (Total)	36.86	234.45	81	600	-0.87	7.14	13394.24	101079.76
Previous year (Total)	37.72	227.31	85	538	26.75	97.03	8689.89	63397.86
Personal Accident	2467.43	15710.06	2745.00	16660.00	949.12	5278.48	5542293.05	35539288.31
Previous year	1518.31	10431.58	367.00	2122.00	660.33	5638.56	3405587.61	31894947.89
Medical Insurance	650.29	5053.47	20643	150962	509.76	4249.36	39887.64	317197.18
Previous year	140.53	804.11	2477.00	8577.00	93.84	281.56	9572.40	43563.58
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	650.29	5053.47	20643	150962	509.76	4249.36	39887.64	317197.18
Previous year (Total)	140.53	804.11	2477	8577	93.84	281.56	9572.40	43563.58
Crop Insurance	0.00	3375.51	0.00	6.00	0.00	3375.51	0.00	28332.89
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	21.22	163.90	2.00	17.00	21.22	163.90	3058.00	17207.20
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	336.66	2384.09	23883.00	200091.00	60.93	14.56	1388537.54	8673292.57
Previous year	275.73	2369.53	24572.00	197947.00	146.14	617.43	646348.01	20741746.01
<b>Grand Total</b>	<b>12181.01</b>	<b>89946.82</b>	<b>125376</b>	<b>842248</b>	<b>3179.27</b>	<b>17220.80</b>	<b>10665854.39</b>	<b>82795381.42</b>
Previous year (Total)	<b>9001.75</b>	<b>72726.03</b>	<b>87470</b>	<b>676217</b>	<b>2344.11</b>	<b>30179.02</b>	<b>7448247.32</b>	<b>84545710.20</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
1891.56	10819.90	20675.00	98606.00	4.77	10.43	0.00	0.00		
930.51	7883.83	10111.00	89391.00	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	41.17	0.00	138.00	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	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	41.17	0	138	0.00	0.00	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		
38.34	395.31	29.00	551.00	0.00	0.00	0.00	0.00		
48.24	369.58	89.00	804.00	0.00	0.00	0.00	0.00		
960.00	5134.28	17310.00	90000.00	0.00	149.18	0.00	6413.00		
720.38	5233.38	13835.00	97390.00	107.02	107.02	4388.00	4388.00		
929.52	4749.99	2057.00	4834.00	0.00	164.46	0.00	9.00		
679.66	4705.41	85.00	404.00	95.47	95.47	5.00	5.00		
1889.53	9884.27	17310	90000	0.00	313.64	0	6422		
1400.04	9938.79	13835	97390	202.49	202.49	4393	4393		
4.84	33.81	27.00	87.00	0.00	0.00	0.00	0.00		
2.07	15.97	12.00	60.00	0.00	0.00	0.00	0.00		
0.00	0.30	0.00	2.00	0.00	0.00	0.00	0.00		
0.00	0.59	0.00	2.00	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	0.00	0.00		
0.18	7.99	1.00	16.00	0.00	0.00	0.00	0.00		
0.29	3.04	4.00	21.00	0.00	0.00	0.00	0.00		
5.03	42.10	28	105	0.00	0.00	0	0		
2.36	19.60	16	83	0.00	0.00	0	0		
10.53	74.24	1084.00	5163.00	6.65	18.49	12680.00	36299.00		
0.00	17.57	0.00	11.00	0.00	0.00	0.00	0.00		
283.03	2345.62	11968.00	99927.00	17.36	34.71	0.00	0.00	36037.00	258707.00
78.66	203.23	2334.00	5695.00	0.00	0.00	0.00	0.00	8146.00	40105.00
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	0.00	0.00
283.03	2345.62	11968	99927	17.36	34.71	0	0	36037	258707
78.66	203.23	2334	5695	0.00	0.00	0	0	8146	40105
0.00	1730.64	0.00	3.00	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	0.00	0.00		
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
217.28	1094.63	15854.00	119127.00	0.32	29.23	2127.00	26943.00		
101.74	496.77	11007.00	54583.00	12.82	105.43	5118.00	73419.00		
<b>4335.29</b>	<b>26386.71</b>	<b>66948</b>	<b>413482</b>	<b>29.10</b>	<b>406.50</b>	<b>14807</b>	<b>69664</b>	<b>36037</b>	<b>258707</b>
<b>2561.55</b>	<b>18970.56</b>	<b>37392</b>	<b>248095</b>	<b>215.31</b>	<b>307.92</b>	<b>9511</b>	<b>77812</b>	<b>8146</b>	<b>40105</b>



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	176.58	1083.75	2449	15717	18.94	336.07	214704.82	1532416.22
Previous year	157.64	747.67	872	4334	59.94	62.27	599487.40	1437149.62
Marine Cargo	2.37	51.59	127	904	0.17	-9.96	7628.22	139166.55
Previous year	2.20	61.55	58	472	-2.60	-82.99	1941.43	76762.74
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)	2.37	51.59	127	904	0.17	-9.96	7628.22	139166.55
Previous year (Total)	2.20	61.55	58	472	-2.60	-82.99	1941.43	76762.74
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	50.66	440.77	124	1022	2.63	56.53	58648.67	269955.57
Previous year	48.02	384.23	141	982	19.16	123.37	60993.63	237986.78
Motor Own Damage	3881.63	32574.51	136280	969240	-216.48	-1013.23	377731.66	3085394.96
Previous year	4098.11	33587.75	126837	939331	-731.41	-2592.15	385947.49	3250606.62
Motor Third party	7535.65	59900.15	139348	994250	203.95	-3217.96		
Previous year	7331.70	63118.11	131549	975364	-218.96	5545.94		
Motor (Total)	11417.28	92474.67	139348	994250	-12.52	-4231.19	377731.66	3085394.96
Previous year (Total)	11429.81	96705.86	131549	975364	-950.37	2953.79	385947.49	3250606.62
Workmen's compensation / Employer's liability	20.41	116.24	891	2983	12.18	44.82	1107.63	4785.98
Previous year	8.23	71.42	89	637	6.25	51.52	182.36	1509.92
Public Liability	0.02	0.02	1	1	0.02	0.02	105.00	105.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
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	1.29	23.30	36	189	1.02	-0.46	555.00	20048.02
Previous year	0.26	23.77	6	90	-0.06	4.71	144.00	25004.00
Liability (Total)	21.71	139.56	928	3173	13.22	44.37	1767.63	24939.00
Previous year (Total)	8.49	95.19	95	727	6.19	56.23	326.36	26513.92
Personal Accident	212.50	402.75	6958	54068	1.01	80.36	430307.09	599227.82
Previous year	211.49	322.40	6862	11855	169.69	53.45	407179.15	510010.72
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	23.75	270.88	643	4217	-138.10	-81.53	29214.34	761525.76
Previous year	161.84	352.41	304	2967	156.74	57.59	779691.54	881984.27
<b>Grand Total</b>	<b>11904.85</b>	<b>94863.96</b>	<b>150577</b>	<b>1073351</b>	<b>-114.65</b>	<b>-3805.34</b>	<b>1120002.43</b>	<b>6412625.87</b>
Previous year (Total)	<b>12019.50</b>	<b>98669.30</b>	<b>139881</b>	<b>996701</b>	<b>-541.25</b>	<b>3223.72</b>	<b>2235567.00</b>	<b>6421014.67</b>

\*Wherever applicable





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	1,104	24,354	9,502	74,398		-	1,634,876	43,808,698
Previous year	1,528	24,561	10,057	79,569	-	-	9,956,521	166,270,687
Marine Cargo	1,626	17,666	8	369		-	60,661	2,011,064
Previous year	1,497	15,542	2,351	23,554	-	-	588,387	4,427,783
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,626	17,666	8	369	-	-	60,661	2,011,064
Previous year (Total)	1,497	15,542	2,351	23,554	-	-	588,387	4,427,783
Aviation	-	137	-	8		-	1,150	5,366,173
Previous year	17	180	1	5	-	-	3,150	564,080
Engineering	693	5,780	22	202		-	911,886	17,296,451
Previous year	427	5,259	110	855	-	-	2,049,506	27,253,505
Motor Own Damage	6,737	47,229	109,286	797,011		-	424,792	2,865,264
Previous year	5,999	45,568	115,872	926,223	-	-	333,429	2,821,673
Motor Third party	3,678	26,504	109,286	797,011		-	-	-
Previous year	2,801	23,368	115,872	926,223	-	-	-	-
Motor (Total)	10,415	73,733	109,286	797,011	-	-	424,792	2,865,264
Previous year (Total)	8,799	68,936	115,872	926,223	-	-	333,429	2,821,673
Workmen's compensation / Employer's liability	151	1,451	-	12		-	5,975	575,059
Previous year	144	1,424	31	419	-	-	50,680	666,282
Public Liability	2	120	37	431		-	767,408	1,271,043
Previous year	277	2,199	37	414	-	-	285,854	2,049,267
Product Liability	(1)	33	44	407		-	160,922	334,027
Previous year	37	481	8	80	-	-	62,559	389,069
Other Liability Covers	1,350	13,837	816	6,678		-	867,488	5,366,564
Previous year	971	9,003	729	6,579	-	-	435,046	4,555,274
Liability (Total)	1,503	15,441	897	7,528	-	-	1,801,792	7,546,693
Previous year (Total)	1,430	13,107	805	7,492	-	-	834,138	7,659,892
Personal Accident	1,752	10,312	17,620	117,171		-	14,071,210	90,498,419
Previous year	2,260	10,554	19,065	119,956	-	-	8,161,794	75,681,075
Medical Insurance	288	6,197	36,918	297,595		-	803,143	5,315,305
Previous year	242	6,674	28,020	223,392	-	-	565,318	3,278,603
Overseas Medical Insurance	1,088	10,380	26,999	186,165		-	8,566,928	59,942,810
Previous year	900	9,003	16,656	165,875	-	-	5,902,877	57,590,577
Health (Total)	1,376	16,577	63,917	483,760	-	-	9,370,071	65,258,115
Previous year (Total)	1,142	15,677	44,676	389,267	-	-	6,468,195	60,869,180
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	1,910	9,651	2,396	16,765		-	422,343	2,467,414
Previous year	321	4,075	2,022	24,936	-	-	35,092	2,029,707
<b>Grand Total</b>	<b>20,379</b>	<b>173,651</b>	<b>203,648</b>	<b>1,497,212</b>	-	-	<b>28,698,781</b>	<b>237,118,289</b>
Previous year (Total)	<b>17,421</b>	<b>157,892</b>	<b>194,959</b>	<b>1,571,857</b>	-	-	<b>28,430,213</b>	<b>347,577,582</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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
282	1,555	1,402	9,678		-		-		
238	2,170	958	10,135	-	-	-	-	-	-
185	1,873	97	1,161		-		-		
204	1,808	132	1,109	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
185	1,873	97	1,161	-	-	-	-	-	-
204	1,808	132	1,109	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
20	81	33	114		-		-		
26	108	31	119	-	-	-	-	-	-
2,096	14,993	22,821	179,963		-		-		
1,864	13,608	29,557	223,748	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
2,096	14,993	22,821	179,963	-	-	-	-	-	-
1,864	13,608	29,557	223,748	-	-	-	-	-	-
-	32	-	3		-		-		
2	63	3	54	-	-	-	-	-	-
40	943	132	1,215		-		-		
205	890	78	850	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
40	975	132	1,218	-	-	-	-	-	-
208	953	81	904	-	-	-	-	-	-
164	1,264	7,115	43,754	-	2,509	-	-	-	-
177	1,076	7,597	42,556	-	4,631	-	1,905,392	-	-
98	3,158	5,005	36,184		-		-		
61	4,966	3,673	23,841	-	-	-	-	-	-
64	597	331	3,026		-		-		
47	456	243	3,288	-	-	-	-	-	-
162	3,755	5,336	39,210	-	-	-	-	-	-
108	5,421	3,916	27,129	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-	-	-
107	3,130	1,405	10,729		-		-		
46	1,504	1,409	14,607	-	-	-	-	-	-
<b>3,055</b>	<b>27,626</b>	<b>38,341</b>	<b>285,827</b>	-	<b>2,509</b>	-	-	-	-
<b>2,870</b>	<b>26,647</b>	<b>43,681</b>	<b>320,307</b>	-	<b>4,631</b>	-	<b>1,905,392</b>	-	-



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	7837.66	104696.26	50283.00	447512.00	979.59	15318.36	90898785.07	1068047376.56
Previous year	6858.07	89377.90	48193.00	444278.00			86008050.05	757842848.50
Marine Cargo	1995.10	22489.55	22503.00	185946.00	-200.09	1655.50	42552876.11	534133191.52
Previous year	2195.19	20834.05	22973.00	185467.00			32210946.72	327713076.71
Marine Hull (Including Onshore & Offshore oil energy)	3944.95	21658.51	851.00	7013.00	767.78	-5031.85	11488257.49	48599476.09
Previous year	3177.17	26690.36	802.00	6520.00			27141897.61	114254900.22
Marine (Total)	5940.05	44148.06	23354.00	192959.00	567.69	-3376.35	54041133.60	582732667.61
Previous year (Total)	5372.36	47524.41	23775.00	191987.00	0.00	0.00	59352844.33	441967976.93
Aviation	1012.74	8118.41	69.00	684.00	909.23	679.99	3146543.58	168987935.50
Previous year	103.51	7438.42	109.00	525.00			167566.41	130151916.42
Engineering	2277.80	25073.08	3723.00	34661.00	-572.69	-1537.12	10727300.52	98659079.00
Previous year	2850.49	26610.20	8154.00	43592.00			20539588.27	149827578.85
Motor Own Damage	18613.36	166433.79	665699.00	5781635.00	27.04	18837.14	3817269.13	17182531.22
Previous year	18586.32	147596.65	600059.00	4948922.00			6813310.74	20169854.73
Motor Third party	21059.61	174341.87	844929.00	5949202.00	3131.43	29497.50		
Previous year	17928.18	144844.37	672397.00	5259273.00				
Motor (Total)	39672.97	340775.66	844929.00	5949202.00	3158.47	48334.64	3817269.13	17182531.22
Previous year (Total)	36514.50	292441.02	672397	5259273	0.00	0.00	6813310.74	20169854.73
Workmen's compensation / Employer's liability	723.52	6755	7303.00	55578	361.37	867.24	59201.42	908840
Previous year	362.15	5887.47	3812.00	46906			181117.28	1103356.74
Public Liability	6.33	107.68	129.00	834	-5.44	20.64	3422.29	38810.01
Previous year	11.77	87.04	159.00	473			108.99	4690.88
Product Liability	52.04	556.38	-38.00	86	14.73	50.72	10285.97	31967.56
Previous year	37.31	505.66	1.00	148			801.77	6503.63
Other Liability Covers	1011.59	10969.49	8573.00	58582	-554.52	-558.10	311464.78	2909372.87
Previous year	1566.11	11527.59	11271.00	62011			521782.49	2736841.09
Liability (Total)	1793.48	18388.26	15967	115080	-183.86	380.50	384374.46	3888990.64
Previous year (Total)	1977.34	18007.76	15243	109538	0.00	0.00	703810.53	3851392.34
Personal Accident	1237.93	12379.03	35341.00	343355	-51.75	650.05	20494741.77	246711167.37
Previous year	1289.68	11728.98	35741.00	345476			129896257.36	545347850.25
Medical Insurance	27351.39	255388.13	116123.00	1011914	6466.10	42858.18	18812790.67	101696963.67
Previous year	20885.29	212529.95	124091.00	1006677			156589747.85	293454279.76
Overseas Medical Insurance	95.04	850.39	2034.00	24341	71.00	78.10	50020.63	848151.36
Previous year	24.04	772.29	-831.00	22013			12774.14	163091.67
Health (Total)	27446.43	256238.52	118157	1036255	6537.10	42936.28	18862811.30	102545115.03
Previous year (Total)	20909.33	213302.24	123260	1028690	0.00	0.00	156602521.99	293617371.43
Crop Insurance	0.00	0.00	0.00	0	0.00	0.00	0.00	0
Previous year	0.00	0.00	0.00	0			0.00	0
Credit Guarantee	71.70	139.01	12.00	18	71.70	20.25	3500.00	23200
Previous year	0.00	118.76	0.00	13			0.00	196000.00
All Other Miscellaneous	3565.69	41543.98	47384.00	684025	438.33	6112.93	14083601.89	200592658.81
Previous year	3127.36	35431.05	107233.00	781124			28907413.46	343187708.55
<b>Grand Total</b>	<b>90856.45</b>	<b>851500.27</b>	<b>1139219</b>	<b>8803751</b>	<b>11853.81</b>	<b>109519.53</b>	<b>216460061.32</b>	<b>2489370721.74</b>
Previous year (Total)	<b>79002.64</b>	<b>741980.74</b>	<b>1034105</b>	<b>8204496</b>	<b>0.00</b>	<b>0.00</b>	<b>488991363.14</b>	<b>2686160498.00</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
1220.30	6991.72	1030.00	59142.00	133.23	1512.81	0.00	0.00		
1122.14	8387.54	8044.00	52042.00	171.68	2190.96	0.00	0.00		
205.06	1884.26	-1247.00	21354.00	16.03	537.55	0.00	0.00		
399.60	2181.98	3132.00	12647.00	57.02	598.10	0.00	0.00		
17.79	222.69	118.00	1975.00	1.57	39.03	0.00	0.00		
31.76	280.90	79.00	391.00	14.29	46.57	0.00	0.00		
222.85	2106.95	-1129.00	23329.00	17.60	576.58	0.00	0.00		
431.36	2462.88	3211.00	13038.00	71.31	644.67	0.00	0.00		
0.17	15.42	0.00	14.00	0.49	4.47	0.00	0.00		
0.23	1.34	0.00	0.00	0.00	0.00	0.00	0.00		
280.02	1820.34	54.00	5591.00	99.38	584.50	0.00	0.00		
163.37	1995.46	978.00	5934.00	88.93	750.58	0.00	0.00		
3242.46	19703.13	2637.00	674951.00	342.07	2845.11	44332.00	326192.00		
3734.96	32533.84	82380.00	572913.00	608.70	4890.06	49580.00	349461.00		
6040.12	35672.93	8771.00	921752.00	1059.83	5455.93	58399.00	438912.00		
2901.93	42383.72	61629.00	602717.00	-3743.69	5752.84	71004.00	442636.00		
9282.58	55376.06	8771.00	921752.00	1401.90	8301.04	102731.00	765104.00		
6636.89	74917.56	61629	602717	-3134.99	10642.90	120584	792097		
115.59	753	-5662.00	4634	17.91	210	1890.00	28431		
107.38	947	387.00	3568	-283.35	399	2006.00	16884		
-6.81	2	4.00	33	-0.65	3	0.00	0		
0.60	2	0.00	10	0.00	0	0.00	0		
0.45	7	3.00	16	0.46	5	0.00	0		
0.00	4	3.00	21	0.00	0	0.00	0		
149.05	1238	2366.00	12642	38.57	383	608.00	5581		
150.10	1602	2419.00	14289	137.92	555	317.00	6432		
258.28	2000.24	-3289	17325	56.29	601.70	2498	34012		
258.08	2554.95	2809	17888	-145.43	954.42	2323	23316		
189.67	1092.60	2104.00	34207	65.83	384.96	434760.00	914088		
71.36	1041.49	3584.00	36991	87.41	667.58	53155.00	363180		
1289.93	25156.95	6568.00	62305	613.88	7984.69	1604392.00	19226394	-6723858.00	16569910
725.94	22565.16	5508.00	62106	2080.05	8533.14	1249224.00	18780034	1621616.00	24112384
-12.92	56.92	407.00	3482	8.74	27.61	-726.00	1449	84146.00	401954
-15.74	34.27	290.00	1283	9.04	55.97	164.00	2118	1706.00	19393
1277.01	25213.87	6975	65787	622.62	8012.30	1603666	19227843	-6639712	16971864
710.20	22599.43	5798	63389	2089.09	8589.11	1249388	18782152	1623322	24131777
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
23.75	24	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
2496.54	7096.25	674.00	118335	-149.10	1430.43	195296.00	4406671		
2665.05	10443.73	75379.00	221179	683.13	2309.95	79169.00	3714962		
<b>15251.17</b>	<b>101737.20</b>	<b>15190</b>	<b>1245482</b>	<b>2248.24</b>	<b>21408.79</b>	<b>2338951</b>	<b>25347718</b>		
<b>12058.68</b>	<b>124404.38</b>	<b>161432</b>	<b>1013178</b>	<b>-88.87</b>	<b>26750.17</b>	<b>1504619</b>	<b>23675707</b>		



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	5897.77	68911.66	40097	353463	-437.52	-4040.77	11362570.77	157975716.85
Previous year	6335.29	72952.43	37881	345428				
Marine Cargo	1536.36	16006.18	13210	108484	-336.70	-1815.32	5697196.63	49771770.39
Previous year	1873.06	17821.50	12663	114041				
Marine Hull (Including Onshore & Offshore oil energy)	2738.41	14247.76	280	5069	655.31	-1663.89	150031.08	13820364.77
Previous year	2083.10	15911.65	335	3931				
Marine (Total)	4274.77	30253.94	13490	113553	318.61	-3479.21	5847227.71	63592135.16
Previous year (Total)	3956.16	33733.15	12998	117972				
Aviation	1493.73	7528.86	42	271	1427.55	-578.64	5527080.49	12408257.43
Previous year	66.18	8107.50	28	250				
Engineering	2382.39	22145.13	2230	20048	-268.27	-857.36	1825775.43	15884004.93
Previous year	2650.66	23002.49	3205	26941				
Motor Own Damage	9272.35	78475.79	526032	4155416	-174.47	3551.12	676683.69	5664296.26
Previous year	9446.82	74924.67	519817	3850447				
Motor Third party	12471.26	105657.14	676798	5348334	856.38	11368.69	0.00	0.00
Previous year	11614.88	94288.45	678761	5137372				
Motor (Total)	21743.61	184132.93	676798	5348334	681.91	14919.81	676683.69	5664296.26
Previous year (Total)	21061.70	169213.12	678761	5137372				
Workmen's compensation / Employer's liability	587.86	5020.89	4694	42401	-9.84	-372.05	10633.97	92287.13
Previous year	597.70	5392.94	4666	43503				
Public Liability	10.11	70.11	54	339	1.40	11.71	5611508.09	16757885.13
Previous year	8.71	58.40	33	268				
Product Liability	26.63	571.39	10	87	3.51	-16.42	576101.00	2776608.93
Previous year	23.12	587.81	7	82				
Other Liability Covers	309.90	2533.86	3494	25710	57.31	216.00	446275.24	13213448.67
Previous year	252.59	2317.86	2779	23836				
Liability (Total)	934.50	8196.25	8252	68537	52.38	-160.76	6644518.30	32840229.86
Previous year (Total)	882.12	8357.01	7485	67689				
Personal Accident	804.74	8363.69	58696	510693	180.31	174.78	1424328.84	19069633.90
Previous year	624.43	8188.91	59757	540671				
Medical Insurance	12203.11	129943.78	90628	786146	2398.20	18101.97	465506.06	5533580.64
Previous year	9804.91	111841.81	79545	732238				
Overseas Medical Insurance	33.07	518.33	1083	13349	-2.29	11.37	233884.69	14111439.62
Previous year	35.36	506.96	1221	14348				
Health (Total)	12236.18	130462.11	91711	799495	2395.91	18113.34	699390.75	19645020.26
Previous year (Total)	9840.27	112348.77	80766	746586				
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	3048.39	33509.81	60594	502634	-802.12	-2981.40	6247080.43	50992627.55
Previous year	3850.51	36491.21	61139	536634				
<b>Grand Total</b>	<b>52816.08</b>	<b>493504.38</b>	<b>951910</b>	<b>7717028</b>	<b>3548.76</b>	<b>21109.79</b>	<b>40254656.41</b>	<b>378071922.20</b>
Previous year (Total)	<b>49267.32</b>	<b>472394.59</b>	<b>942020</b>	<b>7519543</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
470.67	5156.37	7927	72599	0.00	0.00	0	0	0	0
463.91	5042.66	7976	68205	0.00	0.00	0	0	0	0
93.47	747.33	836	6303	0.00	0.00	0	0	0	0
98.38	783.74	739	6462	0.00	0.00	0	0	0	0
7.60	119.73	54	787	0.00	0.00	0	0	0	0
6.59	90.47	94	911	0.00	0.00	0	0	0	0
101.07	867.06	890	6867	0.00	0.00	0	0	0	0
104.97	874.21	833	7373	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
104.47	1166.11	235	2267	0.00	0.00	0	0	0	0
99.44	950.63	422	3876	0.00	0.00	0	0	0	0
1934.30	15535.46	113104	856776	0.00	0.00	0	0	0	0
1932.08	14736.24	111088	780915	0.00	0.00	0	0	0	0
3080.40	25184.75	153990	1170943	0.00	0.00	404	66398	31711	278722
2764.42	21643.57	150668	1085394	0.00	0.00	223	27548	6566	649513
5014.70	40720.21	153990	1170943	0.00	0.00	404	66398	31711	278722
4696.50	36379.81	150668	1085394	0.00	0.00	223	27548	6566	649513
78.90	789.98	899	7546	129.13	1200.37	0	0	0	0
78.72	839.32	789	7849	113.43	1377.05	0	0	0	0
0.65	2.34	3	24	0.00	0.00	0	0	0	0
0.81	1.81	5	16	0.00	0.00	0	0	0	0
0.27	7.11	1	5	0.00	0.00	0	0	0	0
0.27	2.10	1	3	0.00	0.00	0	0	0	0
17.45	232.20	256	2356	0.00	0.00	0	0	0	0
18.54	201.59	210	2162	0.00	0.00	0	0	0	0
97.27	1031.63	1159	9931	129.13	1200.37	0	0	0	0
98.34	1044.82	1005	10030	113.43	1377.05	0	0	0	0
78.17	735.67	10963	96332	127.49	1968.69	68	1183	946	14696
69.09	615.21	10832	98159	116.79	2054.27	73	3466	9222	21701
417.55	6919.62	6491	55906	1793.24	18775.85	30	269	120	1061
343.39	3456.24	5323	49537	1533.72	16920.97	31	279	118	1074
1.97	21.03	45	650	0.00	0.00	0	0	0	0
1.64	19.48	53	562	0.00	0.00	0	0	0	0
419.52	6940.65	6536	56556	1793.24	18775.85	30	269	120	1061
345.03	3475.72	5376	50099	1533.72	16920.97	31	279	118	1074
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
788.80	7205.95	22095	168513	585.66	9819.08	34	2005	303	3272
847.99	8360.22	22751	180168	1502.34	11607.18	145	1916	381	3800
<b>7074.67</b>	<b>63823.65</b>	<b>203795</b>	<b>1584008</b>	<b>2635.52</b>	<b>31763.99</b>	<b>536</b>	<b>69855</b>	<b>33080</b>	<b>297751</b>
<b>6725.27</b>	<b>56743.28</b>	<b>199863</b>	<b>1503304</b>	<b>3266.28</b>	<b>31959.47</b>	<b>472</b>	<b>33209</b>	<b>16287</b>	<b>676088</b>



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	7662.56	85935.53	63399.00	597384.00	893.88	3009.56	8301798	93104583
Previous year	6768.68	82925.97	59062.39	591713.04	-1135.51	5995.91	7333348	89843954
Marine Cargo	1666.69	19704.92	18454.00	164209.00	-125.52	-955.46	3534867	41791983
Previous year	1792.21	20660.38	17187.02	171182.28	-289.06	-1039.96	3801082	43818410
Marine Hull (Including Onshore & Offshore oil energy)	6689.87	20723.25	1634.00	15286.00	-1124.89	-4016.66	2406428	7454406
Previous year	7814.76	24739.91	1967.51	14648.59	2462.40	3414.09	2811065	8899248
Marine (Total)	8356.56	40428.17	20088	179495	-1250.41	-4972.12	5941296	49246389
Previous year (Total)	9606.97	45400.29	19155	185831	2173.34	2374.13	6612146	52717658
Aviation	827.78	4033.18	106.00	1737.00	772.76	733.86	124198	605128
Previous year	55.02	3299.32	114.33	782.08	-840.43	-480.23	8255	495022
Engineering	3281.41	33763.49	6524.00	67661.00	-298.68	-2341.74	1414401	14553228
Previous year	3580.09	36105.23	7614.41	80997.90	-183.60	2808.94	1543142	15562599
Motor Own Damage	13663.93	113392.67	524192.59	4830142.59	-850.45	2040.47	1938839	16089818
Previous year	14514.38	111352.20	549036.36	4716805.34	-614.10	836.42	2059513	15800286
Motor Third party	18539.94	148005.89	877556.00	7722096.00	2316.26	21012.10		0
Previous year	16223.68	126993.79	927628.00	7692908.31	3097.77	17359.47	0	0
Motor (Total)	32203.87	261398.56	877556	7722096	1465.81	23052.57	1938839	16089818
Previous year (Total)	30738.06	238345.99	927628	7692908	2483.67	18195.89	2059513	15800286
Workmen's compensation / Employer's liability	663	6304	13184	85539	3	354		0
Previous year	661	5950	5985	75352	-7	61	0	0
Public Liability	62	781	571	4675	-12	4	10444	132403
Previous year	73	777	305	3859	-5	-123	12407	131666
Product Liability	11	574	231	1206	-36	-193	2211	114154
Previous year	48	767	3387	4784	9	-80	9469	152571
Other Liability Covers	136	3156	2157	21589	-71	564	41495	960276
Previous year	207	2593	2696	21399	14	1098	63047	788816
Liability (Total)	872.33	10815.08	16143	113009	-116.19	728.66	54150	1206834
Previous year (Total)	988.52	10086.42	12373	105394	11.51	955.67	84923	1073053
Personal Accident	917.65	12597.50	31172	326716	6.56	1573.23	3021567	41480079
Previous year	911.09	11024.27	41131	329881	-154.34	830.29	2999967	36299869
Medical Insurance	19070.72	216186.58	76135	1416115	2806.04	23520.20	2634341	29863015
Previous year	16264.68	192666.38	279172	1709374	-260.49	10259.12	2246728	26614044
Overseas Medical Insurance	23.34	368.58	760	10269	-14.51	-51.42	6867	108438
Previous year	37.85	420.00	2045	10109	7.62	-310.66	11136	123566
Health (Total)	19094.06	216555.16	76895	1426384	2791.53	23468.78	2641208	29971453
Previous year (Total)	16302.53	193086.38	281216	1719482	-252.87	9948.46	2257863	26737610
Crop Insurance	130.53	1187.66	23168	74568	127.42	1008.59		0
Previous year	3.11	179.07	20378	50598	3.11	179.07	0	92
Credit Guarantee	0.01	8.62	1	9	-0.03	2.31		0
Previous year	0.04	6.31	73445	73506	0.04	6.31	0	0
All Other Miscellaneous	5128.21	43581.21	195569	1575479	305.75	466.32	988571	8401197
Previous year	4822.46	43114.89	130529	1487572	-472.45	-133.34	929631	8311304
<b>Grand Total</b>	<b>78474.97</b>	<b>710304.16</b>	<b>1310621</b>	<b>12084538</b>	<b>4698.40</b>	<b>46730.02</b>	<b>24426027</b>	<b>254658709</b>
Previous year (Total)	<b>73776.57</b>	<b>663574.14</b>	<b>1572646</b>	<b>12318665</b>	<b>1632.47</b>	<b>40681.10</b>	<b>23828789</b>	<b>246841446</b>

\*Wherever applicable

## FOR AND UP TO THE MONTH OF NOVEMBER, 2014

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
733.06	6709.71	12908.00	127327.00	0.00	0.00	0.00	0.00		
472.72	6390.20	9089.00	121264.00	0.00	0.00	0.00	0.00	0.00	0.00
45.58	919.08	5373.00	22308.00	0.00	0.00	0.00	0.00		
18.65	909.98	5484.00	22087.00	0.00	0.00	0.00	0.00	0.00	0.00
3.59	112.37	635.00	2264.00	0.00	0.00	0.00	0.00		
3.56	111.26	644.00	2241.00	0.00	0.00	0.00	0.00	0.00	0.00
49.17	1031.45	6008	24572	0.00	0.00	0	0		
22.21	1021.24	6128	24328	0.00	0.00	0	0		
0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00		
0.00	0.00	0.06	0.31	0.00	0.00	0.00	0.00	0.00	0.00
142.63	2215.83	1527.00	19261.00	0.00	0.00	-7.00	0.00		
141.21	2193.89	1512.00	19070.00	0.00	0.00	0.00	0.00	0.00	0.00
2254.62	27109.89	77705.00	775657.00	0.00	0.00	0.00	0.00		
1207.46	25575.37	67613.00	738721.00	0.00	0.00	0.00	0.00	0.00	0.00
1679.90	25455.03	247395.00	1380910.00	0.00	0.00	0.00	0.00		
931.53	24014.18	202246.00	1302746.00	0.00	0.00	0.00	0.00	0.00	0.00
3934.52	52564.92	247395	1380910	0.00	0.00	0	0		
2138.99	49589.55	202246	1302746	0.00	0.00	0	0		
23	621	1250	10438	5	226	81	876		
5	597	1037	10134	5	219	78	850	0.00	0.00
1	47	139	952	0	0	0	0		
1	45	133	907	0	0	0	0	0.00	0.00
0	0	0	0	0	0	0	1		
0	0	0	0	0	0	0	0	0.00	0.00
4	156	70	2288	0	0	0	0		
4	155	70	2266	0	0	0	0	0.00	0.00
28.62	823.80	1459	13678	5.11	225.86	81	877		
10.56	796.17	1240	13307	4.96	219.28	78	850		
1231.35	8227.13	15093	71461	395.10	2652.19	2551716	4512454		
207.10	7345.65	10121	63804	173.51	2478.68	2153308	4217243	0.00	0.00
1047.93	16914.43	2762	194637	746.88	37635.50	11924450	32196713	14219919	36977704
556.65	16746.96	4597	192710	15.93	36539.32	11187397	31258945	12127603	33441106
3.56	100.26	325	1841	0.00	0.00	0	0	18	3133
9.48	222.80	1	4091	0.00	0.00	0	0	185	7790
1051.49	17014.69	3087	196478	746.88	37635.50	11924450	32196713	14219937	36980837
566.13	16969.76	4598	196801	15.93	36539.32	11187397	31258945	12127788	33448896
130.53	1187.66	23168	74568	0.00	0.00	0	0		
3.11	179.07	1588	31808	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
1230.22	13446.12	61697	373524	901.53	9197.25	29327	274214		
589.28	13054.48	53905	362644	875.27	8929.37	28473	266227	0	0
<b>8531.59</b>	<b>103221.31</b>	<b>372342</b>	<b>2281779</b>	<b>2048.62</b>	<b>49710.80</b>	<b>14505567</b>	<b>36984258</b>	<b>14219937</b>	<b>36980837</b>
<b>4151.31</b>	<b>97540.01</b>	<b>290427</b>	<b>2135772</b>	<b>1069.67</b>	<b>48166.65</b>	<b>13369256</b>	<b>35743265</b>	<b>12127788</b>	<b>33448896</b>



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	718.95	8160.64	12409.00	96688.00	-49.21	967.59	994757.56	14025483.21
Previous year	768.17	7193.06	9693.00	81088.00	283.33	804.04	2370783.17	11921258.27
Marine Cargo	18.32	1133.68	126.00	1509.00	-43.20	-228.71	1125809.32	11272274.64
Previous year	61.52	1362.39	141.00	1623.00	-42.22	329.71	432705.19	12270648.90
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	18.32	1133.68	126	1509	-43.20	-228.71	1125809.32	11272274.64
Previous year (Total)	61.52	1362.39	141	1623	-42.22	329.71	432705.19	12270648.90
Aviation	0.00	0.00	0.00	0.00	0.00	-26.41	0.00	0.00
Previous year	0.00	26.41	0.00	5.00	0.00	26.41	0.00	34600.00
Engineering	245.48	1162.87	76.00	920.00	197.36	-286.30	55491.78	589220.13
Previous year	48.12	1449.17	95.00	1217.00	2.17	606.69	43274.56	658308.50
Motor Own Damage	1159.43	9057.71	37518.00	259869.00	109.25	1063.41	174199.02	1290535.25
Previous year	1050.18	7994.30	35661.00	260134.00	-161.49	-852.78	147913.66	1159797.08
Motor Third party	747.51	5662.06	0.00	0.00	-22.53	-1033.04		
Previous year	770.04	6695.10	0.00	0.00	-350.21	-1545.04		
Motor (Total)	1906.94	14719.77	37518	259869	86.72	30.37	174199.02	1290535.25
Previous year (Total)	1820.21	14689.40	35661	260134	-511.70	-2397.81	147913.66	1159797.08
Workmen's compensation / Employer's liability	34	161	111	957	21.16	8.29	14460	43483
Previous year	12.98	152.51	93.00	1020.00	-0.47	-13.05	2141.69	34924.89
Public Liability	0.04	1.37	0.00	13.00	-0.14	-0.84	300	6250
Previous year	0.18	2.21	1.00	10.00	0.18	-0.05	1500.00	8365.00
Product Liability	5.27	21.18	0.00	15.00	-3.28	-5.47	1050.00	5568.00
Previous year	8.55	26.65	2.00	14.00	7.85	7.03	1950.00	4759.50
Other Liability Covers	3	195	9	114	-1.76	73.26	755	40431
Previous year	5	122	10	151	1	25	2204	30042
Liability (Total)	42.73	378.15	120	1099	15.97	75.23	16565.37	95732.27
Previous year (Total)	26.76	302.92	106	1195	8.15	18.89	7795.92	78091.78
Personal Accident	14.99	484.21	769	6053	-11.72	24.90	55891.45	3675571.28
Previous year	26.71	459.31	477.00	4843.00	16.90	75.75	190010.50	14949644.82
Medical Insurance	475.27	7752.24	11679	88144	113.24	2589.15	46899.83	549879.73
Previous year	362.03	5163.09	8862	53709	45.27	1908.23	28419.26	308895.95
Overseas Medical Insurance	3.51	35.26	262.00	2485.00	-0.82	18.23	52138.20	640128.69
Previous year	4.33	17.03	519.00	1197.00	4.05	7.95	164602.35	350905.36
Health (Total)	478.79	7787.50	11941	90629	112.42	2607.39	99038.03	1190008.41
Previous year (Total)	366.36	5180.12	9381	54906	49.32	1916.19	193021.61	659801.32
Crop Insurance	0.00	1867.43	0.00	22.00	0.00	1867.43	0.00	28254.18
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	31.24	2.00	10.00	0.00	17.10	0.00	30066.00
Previous year	0.00	14.14	2.00	7.00	0.00	14.14	0.00	13400.00
All Other Miscellaneous	498.77	4164.58	14522.00	117875.00	81.52	107.90	308264.37	2903978.83
Previous year	417.26	4056.68	12391.00	113648.00	31.56	215.72	272217.12	2714976.10
<b>Grand Total</b>	<b>3924.97</b>	<b>39890.08</b>	<b>77483</b>	<b>574674</b>	<b>389.86</b>	<b>5156.49</b>	<b>2830016.90</b>	<b>35101124.20</b>
Previous year (Total)	<b>3535.11</b>	<b>34733.59</b>	<b>67947</b>	<b>518666</b>	<b>-162.48</b>	<b>1609.72</b>	<b>3657721.73</b>	<b>44460526.77</b>

\*Wherever applicable

**FOR AND UP TO THE MONTH OF NOVEMBER, 2014**

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	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	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	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		
0.00	0.00	0	0	0.00	0.00	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	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	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	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	0.00	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	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	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	4.79	49.44	0.00	0.00		
0.00	0.00	0.00	0.00	4.90	77.52	0.00	0.00		
0.00	0.00	0.00	0.00	0.09	0.50	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.36	7.82	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	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.09	0.50	0	0	0	0
0.00	0.00	0	0	0.36	7.82	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	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		
169.98	1345.48	5339.00	40580.00	0.00	0.00	0.00	0.00		
166.22	1498.49	4811.00	44856.00	0.00	0.00	0.00	0.00		
<b>169.98</b>	<b>1345.48</b>	<b>5339</b>	<b>40580</b>	<b>4.88</b>	<b>49.94</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>166.22</b>	<b>1498.49</b>	<b>4811</b>	<b>44856</b>	<b>5.26</b>	<b>85.34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Name of the Insurer: Agriculture Insurance Company of India Ltd.

**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	8170.92	187529.35	107234	477666	-9605.96	-43121.04	196879.37	3481250.50
Previous year	17776.88	230650.39	225192	1355319	1679.09	13196.07	540489.52	4948961.69
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	8170.92	187529.35	107234	477666	-9605.96	-43121.04	196879.37	3481250.50
Previous year (Total)	17776.88	230650.39	225192	1355319	1679.09	13196.07	540489.52	4948961.69

\*Wherever applicable





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	271.02	1532.28	4912	39817.00	271.02	1532.28	403863.25	2099624.04
Previous year	117.46	897.32	3080	24014.00	117.46	897.32	356865.52	2218335.88
Medical Insurance	4645.44	34551.78	33516	263665.00	4645.44	34551.78	169289.00	1501029.56
Previous year	4167.63	29623.28	31422	231700.00	4167.63	29623.28	431613.86	1767432.18
Overseas Medical Insurance	59.01	632.57	2568	28788.00	59.01	632.57	413764.75	3618247.25
Previous year	43.28	502.07	1933	20446.00	43.28	502.07	333064.00	3148044.25
Health (Total)	4704.45	35184.35	36084	292453	4704.45	35184.35	583053.75	5119276.81
Previous year (Total)	4210.92	30125.35	33355	252146	4210.92	30125.35	764677.86	4915476.43
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	156.26	1240.86	0	2	156.26	1240.86	775483.00	3960880.00
Previous year	89.65	788.27	2	2	89.65	788.27	392280.00	3122340.00
Grand Total	5131.73	37957.48	40996	332272	5131.73	37957.48	1762400.00	11179780.85
Previous year (Total)	4418.04	31810.95	36437	276162	4418.04	31810.95	1513823.38	10256152.30

\*Wherever applicable





Name of the Insurer: CignaTTK 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	177.08	663.43	1,793	6,861	177.08	663.43	9,187.50	31,862.00
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	177.08	663.43	1793	6861	177.08	663.43	9187.50	31862.00
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	177.08	663.43	1793	6861	177.08	663.43	9187.50	31862.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

\*Wherever applicable





Name of the Insurer: *Export Credit Guarantee Corporation of India Ltd.,*

### 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	11322	83358	812	6142	-565	1688	286851	2552334
Previous year	11888	81670	668	5877	2589	8931	225911	2498407
All Other Miscellaneous								
Previous year								
Grand Total	<b>11322.00</b>	<b>83357.91</b>	<b>812</b>	<b>6142</b>	<b>-565.40</b>	<b>1688.35</b>	<b>286850.62</b>	<b>2552333.86</b>
Previous year (Total)	<b>11887.65</b>	<b>81669.56</b>	<b>668</b>	<b>5877</b>	<b>2588.65</b>	<b>8931.29</b>	<b>225911.08</b>	<b>2498407.12</b>

\*Wherever applicable





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)								
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	0.55	52.65	-	41.00	0.55	52.65	35.00	25,070.27
Previous year	8.40	73.62	28.00	167.00	8.40	73.62	11010.00	87,737.89
Medical Insurance	2782.05	21,338.78	16,246.00	136,039.00	2,782.05	21,338.78	202,243.65	1,501,573.71
Previous year	2181.38	17608.59	13934.00	122525.00	2181.38	17608.59	154544.55	1,266,624.66
Overseas Medical Insurance								
Previous year								
Health (Total)	2782.05	21338.78	16246.00	136039.00	2782.05	21338.78	202243.65	1501573.71
Previous year (Total)	2181.38	17608.59	13934.00	122525.00	2181.38	17608.59	154544.55	1266624.66
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	<b>2,782.60</b>	<b>21,391.43</b>	<b>16,246.00</b>	<b>136,080.00</b>	<b>2,782.60</b>	<b>21,391.43</b>	<b>202,278.65</b>	<b>1,526,643.98</b>
Previous year (Total)	<b>2,189.78</b>	<b>17,682.22</b>	<b>13,962.00</b>	<b>122,692.00</b>	<b>2,189.78</b>	<b>17,682.22</b>	<b>165,554.55</b>	<b>1,354,362.55</b>

\*Wherever applicable





Name of the Insurer: *Religare 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	157.87	497.14	1342.00	4358.00	151.00	339.66	93261.34	647059.91
Previous year	6.87	157.48	23	159	6.87	157.48	18475.80	321015.09
Medical Insurance	2006.82	13852.74	9290.00	72127.00	1071.99	4363.11	88776.65	747330.47
Previous year	934.83	9489.63	5758	29315	771.46	7831.67	42664.46	682432.04
Overseas Medical Insurance	17.28	66.34	410.00	1756.00	17.28	66.34	336.75	1485.05
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	2024.10	13919.08	9700	73883	1089.27	4429.45	89113.40	748815.52
Previous year (Total)	934.83	9489.63	5758	29315	771.46	7831.67	42664.46	682432.04
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	<b>2181.97</b>	<b>14416.22</b>	<b>11042</b>	<b>78241</b>	<b>1240.27</b>	<b>4769.11</b>	<b>182374.73</b>	<b>1395875.43</b>
Previous year (Total)	<b>941.70</b>	<b>9647.11</b>	<b>5781</b>	<b>29474</b>	<b>778.33</b>	<b>7989.15</b>	<b>61140.26</b>	<b>1003447.13</b>

\*Wherever applicable





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								
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	235.21	1938.57	16069	114940.00	82.97	570.96	391642.56	2959078.96
Previous year	152.24	1367.61	11681	94282.00	34.62	372.42	187352.74	1537731.90
Medical Insurance	10651.75	80617.26	130340	958681.00	2624.63	19110.28	669861.00	5543386.72
Previous year	8027.12	61506.98	103483	816311.00	2380.17	12180.73	713556.77	5275187.54
Overseas Medical Insurance	52.92	782.21	1819	24362.00	-7.57	-148.16	266757.84	3361037.78
Previous year	60.49	930.37	1903	30237.00	-19.48	-26.23	242912.25	2935938.60
Health (Total)	10704.67	81399.47	132159	983043	2617.06	18962.12	936618.84	8904424.50
Previous year (Total)	8087.61	62437.35	105386	846548	2360.69	12154.50	956469.02	8211126.14
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.00	0.00	0	0.00	0.00	0.00	0	0.00
Previous year	0.00	0.00	0	0.00	0.00	0.00	0	0.00
Grand Total	<b>10939.88</b>	<b>83338.04</b>	<b>148228</b>	<b>1097983</b>	<b>2700.03</b>	<b>19533.08</b>	<b>1328261.40</b>	<b>11863503.46</b>
Previous year (Total)	<b>8239.85</b>	<b>63804.96</b>	<b>117067</b>	<b>940830</b>	<b>2395.31</b>	<b>12526.92</b>	<b>1143821.76</b>	<b>9748858.04</b>

\*Wherever applicable



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## EVENTS

Feb 24-26, 2015, FICCI, Venue: New Delhi	3 days Internal Auditor Training : ISO 26001 Social Responsibility International Standard
March 02-04, 2015 Venue: NIA Pune	Corporate Governance Concepts for Middle Level Executives (Life)
3-4 Mar 2015 Venue: Mandarin Oriental, Kuala Lumpur, Malaysia	3rd Asia Insurance Brokers Summit 2015 Theme: "Optimising the Role of Brokers in the Insurance Value Chain"
9-13 March, 2015 Venue: NIRDA, Hyderabad.	Management Development Programme
Mar 10, 2015 Venue: New Delhi, FICCI, New Delhi	FICCI-PMI Conference on Project Management Practices 2015
Mar 24, 2015 Venue: Chennai, FICCI	Seminar on Health, Safety, Security and Environment (HSSE)
Mar 25, 2015 Venue: Chennai, FICCI	Seminar on Chemical Safety and Security Rating System (CSSRS)
Mar 26-27, 2015, Venue: FICCI, Federation House, Tansen Marg, New Delhi.	Workshop on 'The New Manager'
9-10 Apr 2015 Venue: Singapore	1st Asia Conference on Trade Credit and Political Risk Insurance Theme: "A Need for Creative Solutions to Meet Increasing Risk Exposures"
29-30 Apr 2015 Venue: Grand Hyatt Hotel, Singapore	25th Anniversary Summit on the Value of Insurance to Society Theme: "Making a Real Difference - Promoting the Good of Insurance"



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If your grievance has not been attended to by the insurance company.