



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

Ref 77 /CA/INSP/NL/ Nov-2010

February 19, 2013

**Shri N.S.R. Chandraprasad,
Chairman Cum Managing Director,
National Insurance Company Ltd.,
3, Middleton Street, P.B.No.9229,
Kolkata-700071.**

Dear Sir,

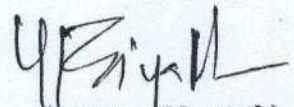
Re: General Inspection of complaint pertaining to M/s. National Insurance Company Limited –Jan 2011; Complainant: Mr. Amit Sen Gupta – Complaint No.1509 /NIC / COMP/09-10 – Health Insurance claim under Policy No. 154300/48/08/8500001475– Violation of Regulations 5 of IRDA PPHI Regulations 2002.

We draw your attention to your letter 16.05.2012 in regard to delay in resolution of the above complaint. The competent authority has taken serious note of your company's violation of Regulation 5 of IRDA PPHI Regulations 2002.

While no further charges are pressed for the moment, you are specifically advised to scrupulously adhere to IRDA PPI Regulations 2002 in regard to Grievance Redressal Procedures.

The receipt of this letter may be acknowledged.

Yours faithfully,


(Y. Priya Bharath)
Joint Director