



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

Ref: 68/CA/INSP/NL/JAN 2011

February 26, 2013

**Dr. A.K.Saxena**  
**Chairman cum Managing Director**  
**The Oriental Insurance Company Limited**  
**"Oriental House", A-25/27, Asaf Ali Road,**  
**New Delhi - 110 002**

Dear Sir,

**Re: Inspection of complaint pertaining to M/s. Oriental Insurance Company Limited - January 2011; Complainant: Mrs. Sabita Chowdary - Complaint No.25/OIC/COMP/10-11 - Delay in settlement of claim under Health Insurance Policy and delay in informing the Authority about the resolution of the complaint - Violation of Regulation 9(5) & Regulation 5 of IRDA PPHI Regulations 2002**

We draw your attention to your letter 22.05.2012 in regard to delay in disposal of Health insurance Claim and delay in informing the Authority about the resolution in regard to the above complaint. The competent authority has taken serious note of your company's violation of Regulation 9(5) & 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 all matters of claim servicing.

The receipt of this letter may be acknowledged.

Yours faithfully,

  
**(Yegnapriya Bharath)**  
**Joint Director**