



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

Ref - 74/CA/INSP/NL/ Jan-2011

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,

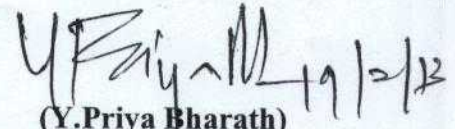
**Re: General Inspection of complaint pertaining to M/s. National Insurance Company Limited – Jan 2011; Complainant: Mr. Badri Narayan Panda – Complaint No. 29/NIC / COMP/10-11 –Health Insurance under Policy No. 1367/48/08/8500001881&40&194– Violation of Regulations 7(2)& Regulation 5 of IRDA PPHI Regulations 2002.**

We draw your attention to your letter 03.04.2012 in regard to the above complaint on undue delay in issue of TPA ID Cards by M/s Genins India TPA Ltd. The competent authority has taken serious note of your company's violation of Regulations 7(2) and 5 of IRDA (PPI) Regulations 2002 in the matter.

While no further charges are pressed for the moment, you are specifically advised to scrupulously adhere to IRDA PPI Regulations 2002 in all matters regarding Policy servicing.

The receipt of this letter may be acknowledged.

Yours faithfully,

  
**(Y. Priya Bharath)**  
Joint Director