



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

Ref: CAD/05-11-028326/OS/NL/10

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 -110002.

Dear Sir,


Re: Inspection of complaint pertaining to M/s. Oriental Insurance Company Limited; Complainant: Mr. Naryandas Kishandas Narang of M/s. Asian Theaters Pvt. Ltd. – IRDA Token No 05-11-028326 – Delay in disposal of claim – Violation of IRDA's Grievance Redressal Guide lines & Regulation 9(5) of IRDA PPHI Regulations 2002

We draw your attention to your letter 22.05.2012 in regard to delay in disposal of claim in regard to the above complaint. The competent authority has taken serious note of your company's violation of Regulation 9(5) of IRDA PPHI Regulations 2002 and Violation of IRDA's Grievance Redressal Guidelines ref: 3/CA/GRV/YPB/10-11 dated 27.07.2010.

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) 26/2/13
Joint Director