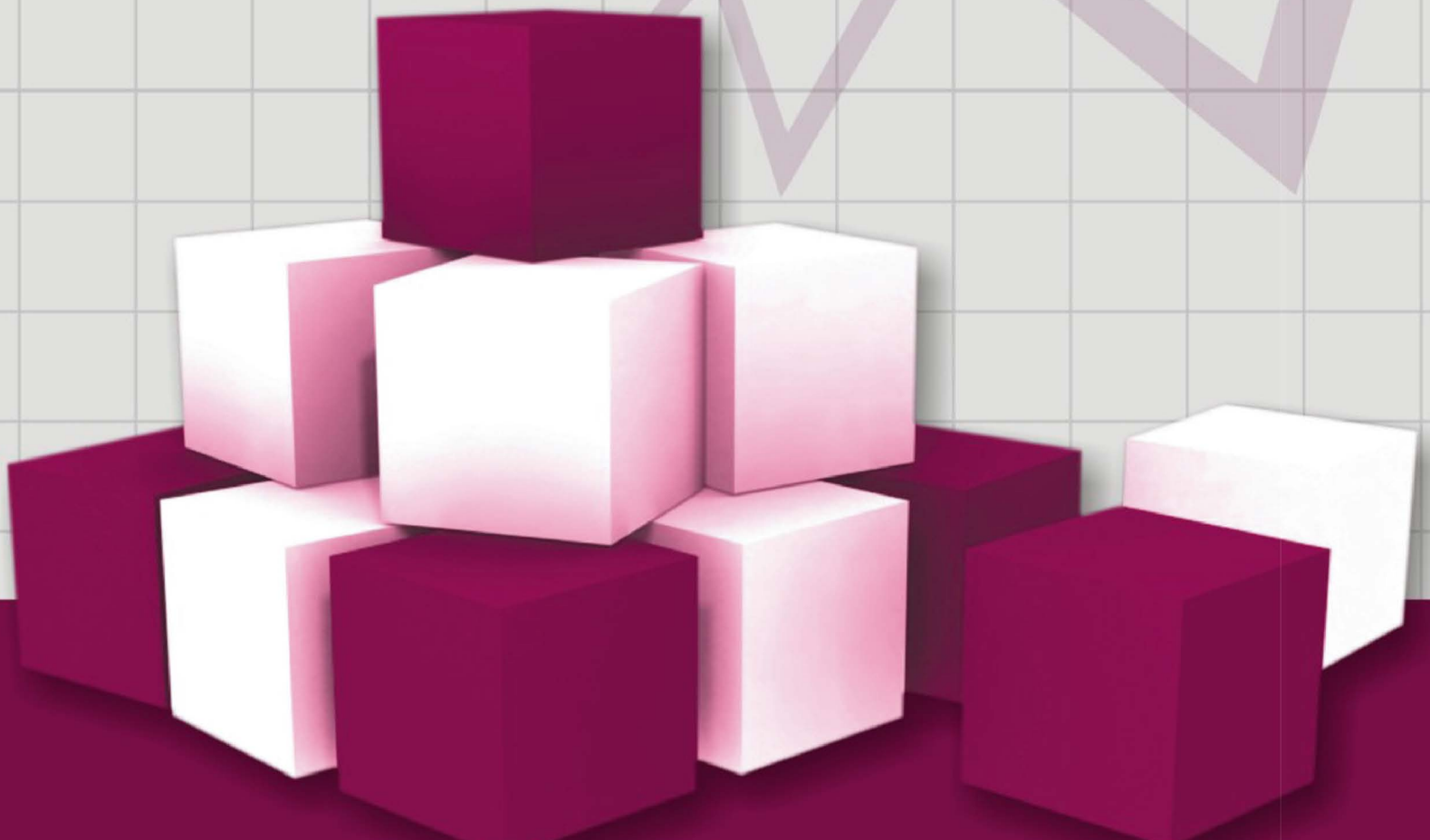




ANNUAL REPORT 2013-14



INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY - INDIA

ANNUAL REPORT 2013-14



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बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY

पारगमन पत्र

संदर्भ सं. 101/3/आर&डी/एसडी/एआर-2013-14/26/नवम्बर-14

28 नवम्बर, 2014

सचिव,
आर्थिक कार्य विभाग, वित्त मंत्रालय
तीसरा तल, जीवनदीप बिल्डिंग,
संसद मार्ग, नयी दिल्ली - 110 001

श्रीमान,

हम बीमा विनियामक और विकास प्राधिकरण अधिनियम, 1999 की धारा 20 के उपबंधों के अनुसार, 31 मार्च 2014 को समाप्त हुये वर्ष के लिये प्राधिकरण की वार्षिक रिपोर्ट की एक प्रति, अधिसूचित बी.वि.वि.प्रा. (वार्षिक रिपोर्ट विवरण, विवरणों और अन्य विशिष्टियों को प्रस्तुत किया जाना) विनियम, 2000 के विहित प्रारूप में भेज रहे हैं।

भवदीय,

(टी. एस. विजयन)

अध्यक्ष

LETTER OF TRANSMITTAL

Ref.No. 101/4/R&D/SD/AR-2013-14/26/Nov-14

28th November, 2014

The Secretary,
Department of Financial Services
Ministry of Finance
3rd Floor, Jeevan Deep Building
Parliament Street
New Delhi – 110 001

Sir,

In accordance with the provisions of Section 20 of the Insurance Regulatory and Development Authority Act, 1999, we are sending herewith a copy of the Annual Report of the Authority for the financial year ended 31st March, 2014 in the format prescribed in the IRDA (Annual Report – Furnishing of return, statements and other particulars) Rules, 2000.

Yours faithfully,

(T S VIJAYAN)

Chairman

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MISSION STATEMENT

- ✓ To protect the interest of and secure fair treatment to policyholders;
- ✓ To bring about speedy and orderly growth of the insurance industry (including annuity and superannuation payments), for the benefit of the common man, and to provide long term funds for accelerating growth of the economy;
- ✓ To set, promote, monitor and enforce high standards of integrity, financial soundness, fair dealing and competence of those it regulates;
- ✓ To ensure speedy settlement of genuine claims, to prevent insurance frauds and other malpractices and put in place effective grievance redressal machinery;
- ✓ To promote fairness, transparency and orderly conduct in financial markets dealing with insurance and build a reliable management information system to enforce high standards of financial soundness amongst market players;
- ✓ To take action where such standards are inadequate or ineffectively enforced;
- ✓ To bring about optimum amount of self-regulation in day-to-day working of the industry consistent with the requirements of prudential regulation.

IRDA BOARD
(As on 31st March, 2014)



T S Vijayan
CHAIRMAN

WHOLE TIME MEMBERS



R K Nair



M Ramaprasad



S Roy Chowdhury
(upto 21st February, 2014)



D D Singh
(from 20th May, 2013)

PART TIME MEMBERS



Anup Wadhawan
(from 30th July, 2013)



Prof V K Gupta



K Raghu
(from 12th February, 2014)



S B Mathur

SENIOR OFFICIALS AT IRDA

EXECUTIVE DIRECTOR	SRIRAM TARANIKANTI
FINANCIAL ADVISER & CHIEF VIGILANCE OFFICER	LALIT KUMAR
SENIOR JOINT DIRECTORS	SURESH MATHUR M PULLA RAO RANDIP SINGH JAGPAL A R NITHIANANTHAM MAMTA SURI J MEENAKUMARI
JOINT DIRECTORS	MUKESH SHARMA S N JAYASIMHAN YEGNA PRIYA BHARATH H ANANTHA KRISHNAN V JAYANTH KUMAR RAMANA RAO ADDANKI RAKESH K BAJAJ SANJEEV KUMAR JAIN T S NAIK

PART - I

POLICIES AND PROGRAMMES

I.1 GENERAL ECONOMIC ENVIRONMENT

I.1.1 The India's economy continued to witness a modest growth rate of 4.7 per cent during 2013-14. While sectors like Agriculture, Forestry & Fishing and Finance, Insurance, Real Estate & Business Services did well, there was negative growth in sectors like Mining & Quarrying and Manufacturing. The low overall growth reflected contracting fixed investment and slowing consumption, though there was an improvement in export growth aided by rupee depreciation and contraction in imports due to subdued demand condition and policies to dissuade gold imports.

I.1.2 The GDP at factor cost at constant (2004-05) prices grew at 4.7 per cent (to ₹56,73,857 crore) in 2013-14 as against 4.1 per cent in 2012-13. The agriculture sector aided by normal monsoon supported the overall growth in 2013-14 growing at the rate of 4.7 per cent compared to the low growth of 1.4 per

cent in 2012-13. Similarly, finance, insurance, real estate and business services sectors grew by 12.9 per cent in 2013-14 as against 10.9 per cent in 2012-13. The worst affected sectors were "Manufacturing" and "Mining & Quarrying". The manufacturing sector declined by 0.7 per cent in 2013-14 as compared to a growth of 1.1 per cent in 2012-13. Similarly, "mining & quarrying" sector continued its decline at 1.4 per cent in 2013-14 (the same was 2.2 per cent negative growth in 2012-13).

I.1.3 It is only the third time since 1951-52 that the industrial sector has recorded a contraction. The previous incidences were in 1979-80 (during the second international oil crisis) and 1991-92 (fallout of the Gulf war and the external payments crisis). Moderation in demand, both domestic and global, and rising input costs adversely affected industrial performance during 2013-14.

TABLE I.1
NATIONAL INCOME#

Item	2011-12 (2 nd RE)	2012-13 (1 st RE)	2013-14 (PE)
A. Estimate at Aggregate Level			
1. National Product (₹ crore)			
1.1 Gross National Income (GNI) at factor cost	5201163	5416659 (4.1)	5673857 (4.7)
1.2 Net National Income (NNI) at factor cost	4573328	4728776 (3.4)	4920183 (4.0)
2. Domestic Product (₹ crore)			
2.1 Gross Domestic Product (GDP) at factor cost	5247530	5482111 (4.5)	5741791 (4.7)
2.2 Gross Domestic Product (GDP) at market prices	5633050	5899847 (4.7)	6195842 (5.0)
2.3 Net Domestic Product (NDP) at factor cost	4619695	4794228 (3.8)	4988116 (4.0)
B. Estimate at per capita level			
Population (million)	1202	1217	1233
Per capita NNI at factor cost (₹)	38048	38856 (2.1)	39904 (2.7)
Per capita GDP at factor cost (₹)	43657	45046 (3.2)	46568 (3.4)

RE: Revised Estimate, PE: Provisional Estimate. # at 2004-05 prices.

Note: Figures in the brackets are percentage changes over the previous year.

Source: Central Statistical Organisation (CSO), Press Note dated 30th May 2014.

TABLE I.2
SECTOR WISE GROWTH OF NATIONAL INCOME#

(₹ crore)

Industry	2011-12 (2 nd RE)	2012-13 (1 st RE)	2013-14 (PE)	Percentage change over previous year	
				2012-13	2013-14
1. Agriculture, forestry & fishing	753832	764510	800548	1.4	4.7
2. Mining & quarrying	110725	108328	106838	-2.2	-1.4
3. Manufacturing	854098	863876	857705	1.1	-0.7
4. Electricity, gas & water supply	100646	102922	109018	2.3	5.9
5. Construction	415188	419795	426664	1.1	1.6
Industry (2+3+4+5)	2234489	2259431	2300773	1.12	1.83
6. Trade, hotels, transport and communication	1402261	1473353	1517826	5.1	3.0
7. Financing, insurance, real estate & business services	945534	1048748	1183714	10.9	12.9
8. Community, social & personal services	665246	700579	739477	5.3	5.6
Service (6+7+8)	3013041	3222680	3441017	6.96	6.78
9. GDP at factor cost	5247530	5482111	5741791	4.5	4.7

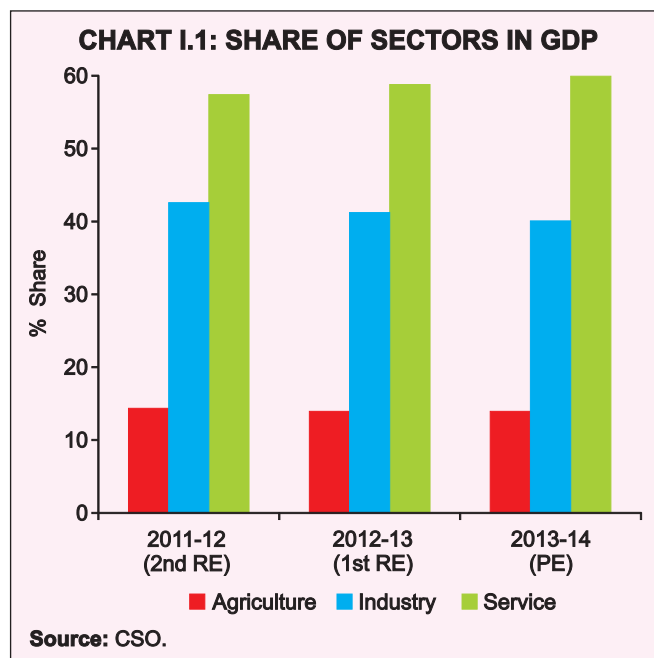
RE: Revised Estimate, PE: Provisional Estimate. # at 2004-05 prices.

Source: Central Statistical Organisation (CSO), Press Note dated 30th May 2014.

I.1.4 Growth of services sector during 2013-14 was mainly driven by the sub-sector 'financing, insurance, real estate & business services' which grew in double digits followed by 'community, social and personal services'. However, the construction sector suffered a major setback in the last 2 years on account of the economic slowdown. A recovery in domestic services such as transport, trade and logistics is contingent upon the recovery of the domestic economy.

I.1.5 Inflation in terms of consumer price index (CPI) eased during the period December 2013 to February 2014, declining to 8.0 per cent after remaining above 9 per cent for 22 successive months and touching a high of 11.2 per cent in November 2013. The moderation in consumer price inflation resulted from a sharp correction in food prices. Average wholesale price index (WPI) inflation during 2013-14 at 6.0 per cent was significantly lower than the 7.4 per cent of the previous year. Whereas inflation in food articles picked up, inflation in the fuel group remained

persistent. The decline in overall inflation in terms of the WPI was largely driven by the fall in average inflation in non-food manufactured products, reflecting weak pricing power of the Indian corporate.



Pattern of Financial Saving of the Household Sector

I.1.6 As per RBI Annual Report 2013-14, the household financial saving remained low at 7.2 per cent of GDP in 2013-14 compared to 7.1 per cent of GDP in 2012-13 and 7.0 per cent of GDP in 2011-12. During 2013-14, households increased their savings in deposits (especially with commercial banks) and small savings, while that in currency and mutual funds declined.

Gross Domestic Savings

I.1.7 The gross domestic saving rate as per Central Statistics Office's (CSO's) estimates declined to 30.1 per cent in 2012-13 from 31.3 per cent in 2011-12, mainly on account of a decline in the rate of household physical savings. The saving rate dipped to the lowest

in the past 9 years and has accentuated macroeconomic imbalances. The household saving rate had generally hovered around 23 per cent since 2003-04. Following a one-off sharp increase to 25.2 per cent in 2009-10, it declined to 21.9 per cent in 2012-13. This decline was led by a reduction in the household financial saving rate that dipped sharply from 12 per cent in 2009-10 to 7.1 per cent in 2012-13.

I.2 WORLD INSURANCE SCENARIO

I.2.1 As per World Insurance Report 2013 published by reinsurance major Swiss Re, global economic growth was about the same in 2013 as in 2012, and still below long-term trends. Global real gross domestic product (GDP) grew by 2.5 per cent in 2013, a little changed from that of 2012 and below the 10-year

TABLE I.3
FINANCIAL SAVING OF THE HOUSEHOLD SECTOR

Item	Per cent to Gross Financial Saving			
	2010-11	2011-12(R)	2012-13(R)	2013-14(P)
A. Change in Financial Assets (Gross Financial Saving)	100	100	100	100
a. Currency	13	11.5	10.7	8.7
b. Deposits	49.9	59.1	56.6	58.8
i) With Commercial Banks	46.5	53.4	51.1	53.1
ii) With Cooperative Banks and Societies	3	3.6	3.9	4.2
iii) With Non-banking Companies	0.5	2	1.5	1.6
iv) Trade Debt (Net)	0.6	0.5	0.3	0.4
c. Shares and Debentures	-0.4	-0.3	4.1	2.9
of which :				
i) Private Corporate Business	0.6	0.4	0.4	0.3
ii) Banks	0.1	0	0.1	0
iii) Bonds of Public Sector Undertakings	0.1	0	0	0.8
iv) Mutual Funds (including UTI)	-1.1	-1.2	3.4	1.8
d. Claims on Government	2.7	-2.4	-0.8	0.4
i) Investment in Government securities	0	0.1	0	0
ii) Investment in Small Savings, etc.	3.4	-2.4	-0.7	0.6
e. Life Insurance Funds	20	21.3	17.3	17
of which :				
i) Life Funds of LIC and private insurance companies	19.9	21.2	17.2	16.6
f. Provident and Pension Funds	13.4	10.3	11.7	11.6

Source: RBI Annual Report 2013-14, Table No. II.2.

**TABLE I.4:
GROSS DOMESTIC SAVINGS: SECTOR-WISE
(AS PERCENTAGE TO GDP AT CURRENT MARKET PRICES)**

	Average (2005-06 to 2007-08)	2008-09	2009-10	2010-11	2011-12	2012-13
Gross domestic saving (1+2+3)	35.0	32.0	33.7	33.7	31.3	30.1
1. Household sector (i+ii)	23.0	23.6	25.2	23.1	22.8	21.9
(i) Financial saving (Net)	11.6	10.1	12.0	9.9	7.0	7.1
(ii) Saving in physical assets (Gross)	11.4	13.5	13.2	13.2	15.8	14.8
2. Private corporate sector (i+ii)	8.3	7.4	8.4	8.0	7.3	7.1
(i) Joint Stock Companies	7.8	7.0	7.9	7.6	6.9	6.7
(ii) Cooperative Banks and Societies	0.5	0.4	0.4	0.4	0.4	0.4
3. Public sector	3.7	1.0	0.2	2.6	1.2	1.2
Of which:						
a) Government administration (including quasi govt. bodies)	-0.9	-2.8	-3.1	-0.5	-2.0	-1.9
b) Non-departmental enterprises	4.0	3.3	2.8	2.8	2.9	2.8

Note: Household financial saving is arrived at by netting out of household's financial liabilities from their gross investment in financial assets. Household physical saving is shown in gross terms i.e. inclusive of depreciation.

Source: Central Statistics Office as published in RBI Annual Report 2013-14. Table II.3

average of 2.8 per cent. Economic growth in advanced markets was unchanged at 1.3 per cent with the US slowing to 1.9 per cent from 2.8 per cent in 2012 and Western Europe returning to a low growth of 0.3 per cent from -0.2 per cent the year before. While growth in German and UK economies were robust, growth in the French and the southern economies (Greece, Italy, Portugal and Spain) improved but continued to lag. The US led the advanced economies in 2013, its growth based on a recovery in domestic consumption and investment spending. In Japan, Premier Abe launched unprecedented expansionary fiscal and monetary policy to reignite economic growth and escape two decades of stagnation. This led to a weaker yen and stronger exports. However, it could also generate rising yields if inflation expectations rise, which in turn would increase financing costs. The consumption tax hike in April 2014, while reducing the government deficit, could also dampen economic growth.

I.2.2 As per the report, global life insurance premiums written were USD 2608 billion in 2013, with growth slowing to 0.7 per cent from 2.3 per cent in 2012.

Strong growth in Western Europe and Oceania was offset by a contraction in North America and stagnating sales in advanced Asia. Premiums contracted by 7.7 per cent in the US. This was mainly because large corporate deals that had boosted group annuity business in 2012 were not repeated. In emerging markets, life premium growth improved to 6.4 per cent in 2013. Growth was significant in Latin America and Africa; and has once again resumed in China and India. In advanced countries, post-crisis average premium growth has been well below pre-crisis levels. In

**TABLE I.5
TOTAL REAL PREMIUM GROWTH RATE IN 2013**

(In per cent)

Regions/Countries	Life	Non-Life	Total
Advanced countries	-0.2	1.1	0.3
Emerging markets	6.4	8.3	7.4
Asia	-6.5	2.2	-4.1
India	-1.1	2.5	-0.4
World	0.7	2.3	1.4

Source: Swiss Re, Sigma No. 3/2014.

TABLE I.6
Region wise Life and Non-Life Insurance Premium

(Premium in USD Billion)

Region/Country	Life	Non-Life	Total
Advanced economies	2200.25 (57.1)	1653.02 (42.9)	3853.27 (100)
Emerging markets	407.84 (51.8)	379.83 (48.2)	787.67 (100)
Asia	898.41 (70.3)	380.37 (29.7)	1278.78 (100)
India	52.17 (79.6)	13.40 (20.4)	65.58 (100)
World	2608.09 (56.2)	2032.85 (43.2)	4640.94 (100)

Source: Swiss Re, Sigma 3/2014.
Figures in brackets indicate share of the segment in per cent.

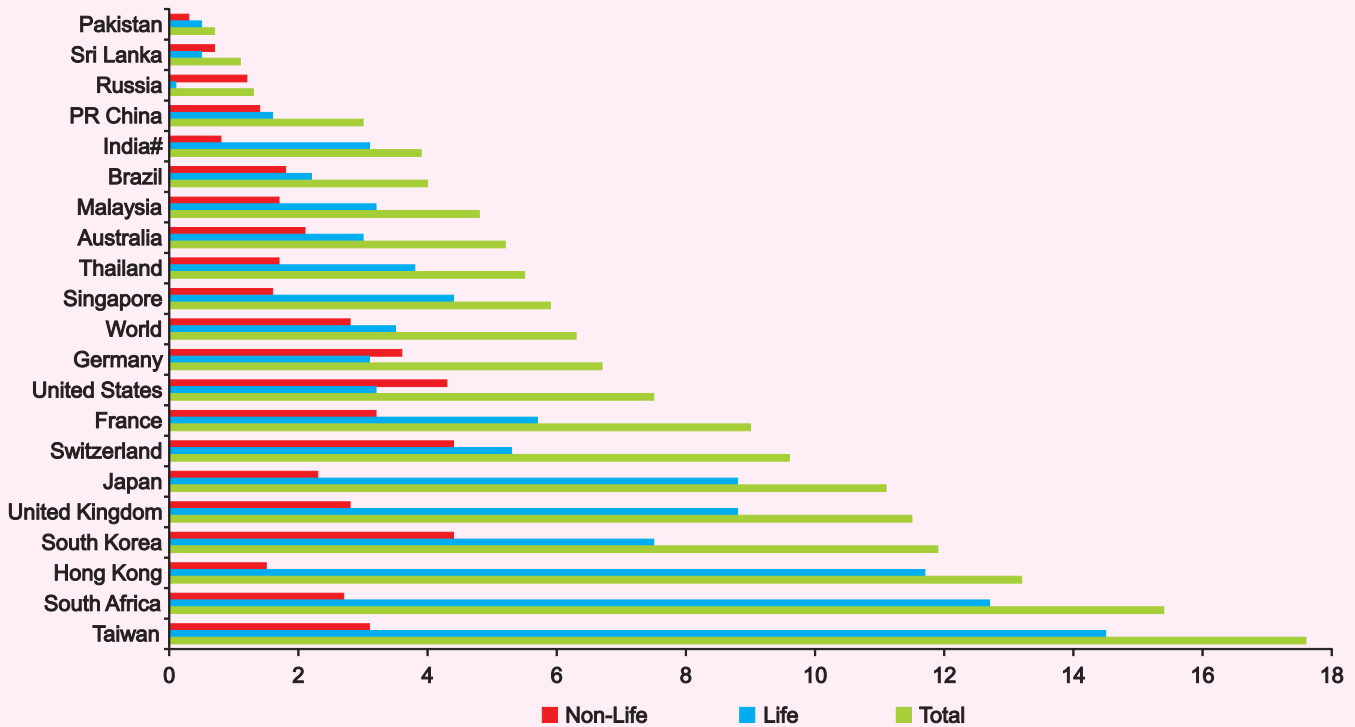
emerging markets the same is true in Asia only. This is because of sharp declines in China and India coming after regulatory changes in both the markets in 2011.

I.2.3 In the non-life insurance market, global non-life premium growth slowed down to 2.3 per cent in 2013

from 2.7 per cent in 2012, with total premiums of USD 2033 billion. The advanced markets barely moved up, with premiums up just 1.1 per cent (2012: +1.5 per cent) due to stagnation in Western Europe and a slowdown in advanced Asia. In Oceania, growth remained significant at 5.1 per cent and in North America it was roughly unchanged at 1.9 per cent. The emerging markets continued to drive global growth. Performance was firm across all emerging regions with the exception of Central and Eastern Europe (CEE). Expansion in emerging Asia was based on sustained strong growth in Southeast Asia and China; and growth was also robust in Latin America (premiums up 7.2 per cent). Post-crisis average premium growth from 2009 to 2013 was well below pre-crisis rates in advanced markets. The post-crisis average was also lower, but still strong (+7.6 per cent), in the emerging markets.

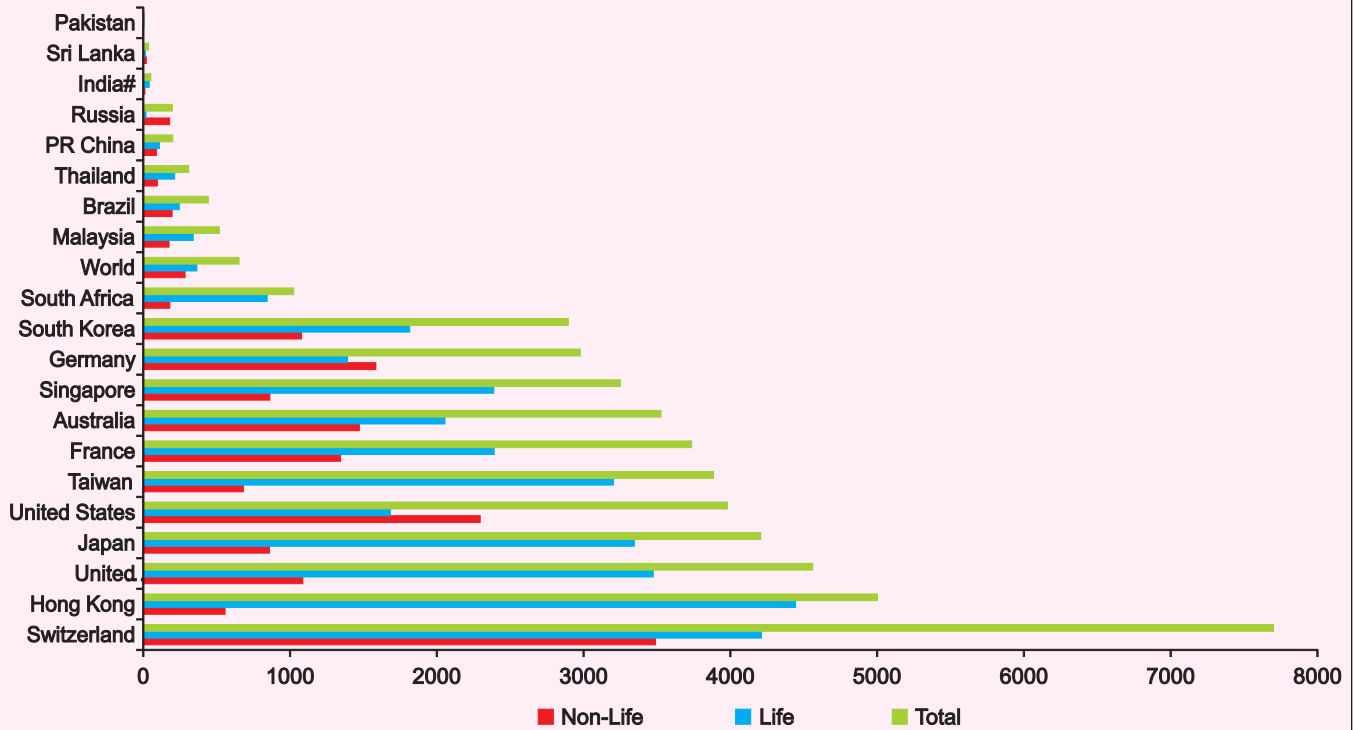
I.2.4 As per the report, the prospect for life premium growth is expected to resume in the advanced markets and improve in the emerging ones. The

CHART I.2: INSURANCE PENETRATION IN SELECT COUNTRIES - 2013



Source: Swiss Re, Sigma No. 3/2014. Data is in per cent.

CHART I.3: INSURANCE DENSITY IN SELECT COUNTRIES - 2013



firming economy and labour markets in North America and Western Europe will support growth in life and non-life; and growth should hold up in emerging markets also. In the life sector, China and India in particular could see notable strengthening in premium growth.

Indian Insurance in the global scenario

I.2.5 Globally, the share of life insurance business in total premium was 56.2 per cent. However, the share of life insurance business for India was very high at 79.6 per cent while the share of non-life insurance business was small at 20.4 per cent.

I.2.6 In life insurance business, India is ranked 11th among the 88 countries, for which data is published by Swiss Re. India's share in global life insurance market was 2.00 per cent during 2013. However, during 2013, the life insurance premium in India declined by 0.5 per cent (inflation adjusted)

when global life insurance premium increased by 0.7 per cent.

I.2.7 The Indian non-life insurance sector 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 markets.

Insurance penetration and density in India

I.2.8 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).

I.2.9 During the first decade of insurance sector liberalisation, the sector has reported consistent

TABLE I.7
INSURANCE PENETRATION AND DENSITY IN INDIA

Year	Life		Non-Life		Industry	
	Density (USD)	Penetration (percentage)	Density (USD)	Penetration (percentage)	Density (USD)	Penetration (percentage)
2001	9.1	2.15	2.4	0.56	11.5	2.71
2002	11.7	2.59	3.0	0.67	14.7	3.26
2003	12.9	2.26	3.5	0.62	16.4	2.88
2004	15.7	2.53	4.0	0.64	19.7	3.17
2005	18.3	2.53	4.4	0.61	22.7	3.14
2006	33.2	4.10	5.2	0.60	38.4	4.80
2007	40.4	4.00	6.2	0.60	46.6	4.70
2008	41.2	4.00	6.2	0.60	47.4	4.60
2009	47.7	4.60	6.7	0.60	54.3	5.20
2010	55.7	4.40	8.7	0.71	64.4	5.10
2011	49.0	3.40	10.0	0.70	59.0	4.10
2012	42.7	3.17	10.5	0.78	53.2	3.96
2013	41.0	3.10	11.0	0.80	52.0	3.90

* Insurance density is measured as ratio of premium (in USD) to total population.

* Insurance penetration is measured as ratio of premium (in USD) to GDP (in USD).

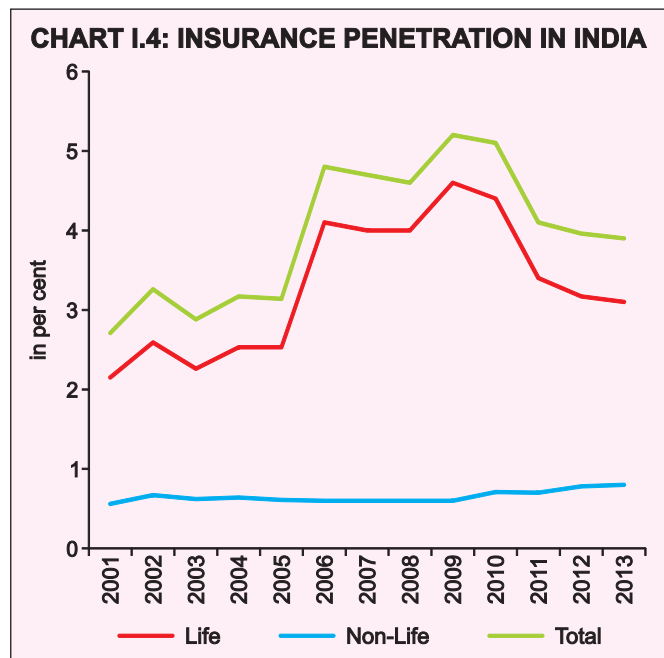
* The data of Insurance penetration is available with rounding off to one digit after decimal from 2006.

Source: Swiss Re, Sigma, Various Issues.

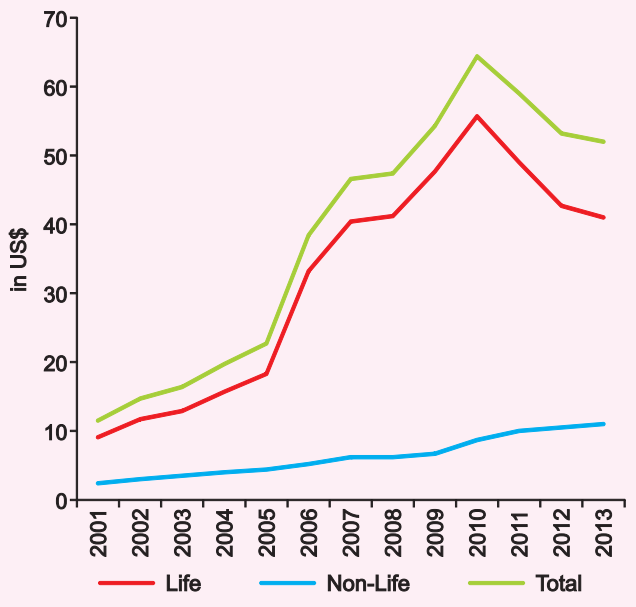
increase in insurance penetration from 2.71 per cent in 2001 to 5.20 per cent in 2009. However, since then, the level of penetration has been declining reaching 3.9 per cent in 2013. A similar trend was observed in the level of insurance density which reached the maximum of USD 64.4 in the year 2010 from the level of USD 11.5 in 2001. During the year under review 2013, the insurance density was USD 52.0.

I.2.10 The insurance density of life insurance business had gone up from USD 9.1 in 2001 to reach the peak at USD 55.7 in 2010. During 2013, the level of life insurance density was only USD 41. Similarly, the life insurance penetration surged from 2.15 per cent in 2001 to 4.60 per cent in 2009. Since then, it has exhibited a declining trend reaching 3.1 per cent in 2013.

I.2.11 Over 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.

CHART I.5: INSURANCE DENSITY IN INDIA

I.3 APPRAISAL OF INDIAN INSURANCE MARKET

Registered insurers in India

I.3.1 At the end of March 2014, there are 53 insurance companies operating in India; of which 24 are in the life insurance business and 28 are in non-life insurance business. In addition, GIC is the sole national reinsurer.

I.3.2 Of the 53 companies presently in operation, eight are in the public sector - two are specialized insurers, namely ECGC and AIC, one in life insurance namely LIC, four in non-life insurance and one in reinsurance. The remaining forty five companies are in the private sector.

LIFE INSURANCE

Premium

I.3.3 Life insurance industry recorded a premium income of ₹3,14,283 crore during 2013-14 as against ₹2,87,202 crore in the previous financial year, registering a growth of 9.43 per cent (0.05 per cent growth in previous year). While private sector insurers posted 1.35 per cent decline (6.87 per cent decline in previous year) in their premium income, LIC recorded 13.48 per cent growth (2.92 per cent growth in previous year) (Table I.7).

TABLE I.8
REGISTERED INSURERS IN INDIA

(As on 30th September, 2014)

Type of business	Public Sector	Private Sector	Total
Life Insurance	1	23	24
Non-life Insurance	6	22	28
Reinsurance	1	0	1
Total	8	45	53

* Includes Specialised insurance companies - ECGC and AIC.

** Includes five Standalone Health Insurance Companies – Star Health & Allied Insurance Co., Apollo Munich Health Insurance Co., Max Bupa Health Insurance Co., Religare Health Insurance Co., and Cigna TTK Health Insurance Co.

Note: List of insurance companies registered in India is given in Annex I.

I.3.4 While renewal premium accounted for 61.72 per cent (62.62 per cent in 2012-13) of the total premium received by the life insurers, first year premium contributed the remaining 38.28 per cent (37.38 per cent in 2012-13). During 2013-14, the growth in renewal premium was 7.85 per cent (3.88 per cent in 2012-13). First year premium registered a growth of 12.07 per cent in comparison to a decline of 5.78 per cent during 2012-13 (Table I.7).

I.3.5 Further bifurcation of the first year premium indicates that single premium income received by the life insurers recorded growth of 22.50 per cent during 2013-14 (6.78 per cent growth in 2012-13). Single premium products continue to play a major role for LIC as they contributed 24.86 per cent of LIC's total premium income (22.17 per cent in 2012-13). In comparison, the contribution of single premium income in total premium income during 2013-14 was 11.29 per cent for private insurance companies (11.37 per cent in 2012-13).

I.3.6 The regular premium registered a growth of 1.03 per cent in 2013-14, as against 16.21 per cent decline in 2012-13. The private insurers witnessed decline of 4.83 per cent (0.94 per cent decline in 2012-13), while

**TABLE I.9
PREMIUM UNDERWRITTEN : LIFE INSURERS**

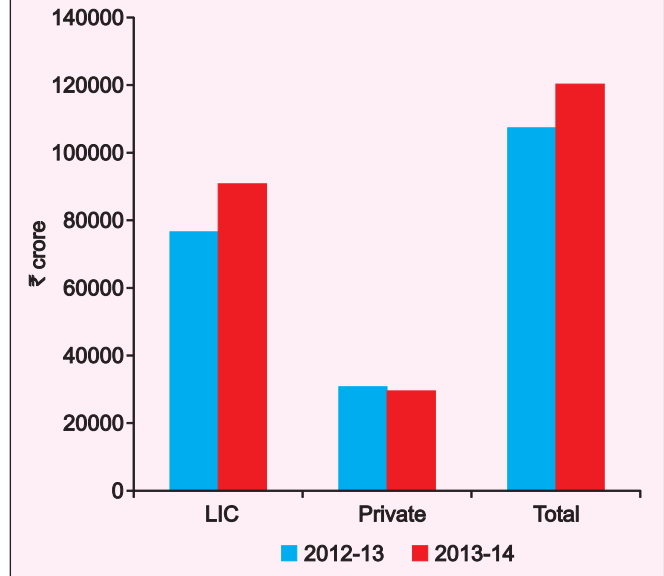
(₹ crore)		
Insurer	2012-13	2013-14
Regular premium (1)		
LIC	30313.52 (-24.58)	31904.49 (5.25)
Private Sector	21834.53 (-0.94)	20780.83 (-4.83)
Total	52148.05 (-16.21)	52685.32 (1.03)
Single premium (2)		
LIC	46297.98 (11.11)	58904.30 (27.23)
Private Sector	8915.05 (-11.20)	8730.05 (-2.08)
Total	55213.03 (6.78)	67634.34 (22.50)
First Year Premium (3 =(1+2))		
LIC	76611.50 (-6.41)	90808.79 (18.53)
Private Sector	30749.58 (-4.15)	29510.87 (-4.03)
Total	107361.08 (-5.78)	120319.66 (12.07)
Renewal Premium (4)		
LIC	132192.08 (9.23)	146133.51 (10.55)
Private Sector	47649.33 (-8.55)	47830.02 (0.38)
Total	179841.41 (3.88)	193963.54 (7.85)
Total Premium (5 =(3+4)=(1+2+4))		
LIC	208803.58 (2.92)	236942.30 (13.48)
Private Sector	78398.91 (-6.87)	77340.90 (-1.35)
Total	287202.49 (0.05)	314283.20 (9.43)

Note: Figures in brackets indicate the growth (in per cent) over the previous year.

LIC registered a growth of 5.25 per cent in the regular premium (24.58 per cent decline in 2012-13).

I.3.7 Unit-linked products (ULIPs) witnessed 23.02 per cent decline in premium income from ₹48,776 crore in

CHART I.6: FIRST YEAR PREMIUM OF LIFE INSURERS



2012-13 to ₹37,547 crore in 2013-14. On the other hand, the growth in premium income of traditional products was at 16.07 per cent, with premium income increasing to ₹2,76,736 crore as against ₹2,38,427 crore in 2012-13. Accordingly, the share of unit-linked products in total premium declined considerably to 11.95 per cent in 2013-14 as against 16.98 per cent in 2012-13 (Statement No. 12).

CHART I.7 : TOTAL PREMIUM OF LIFE INSURERS

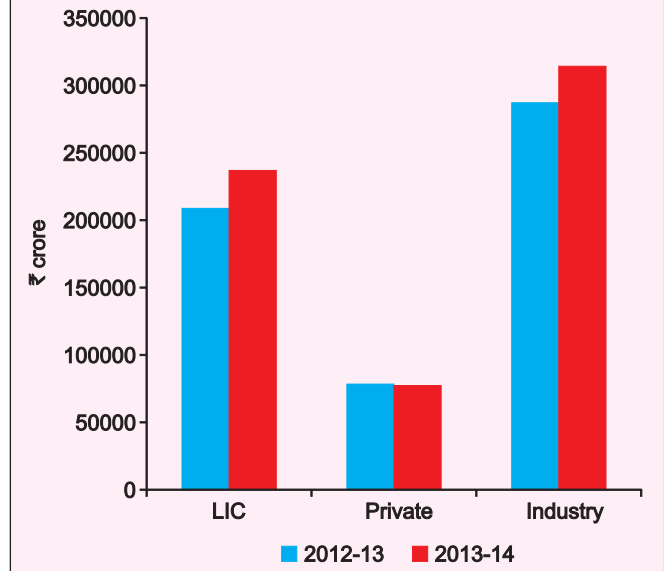
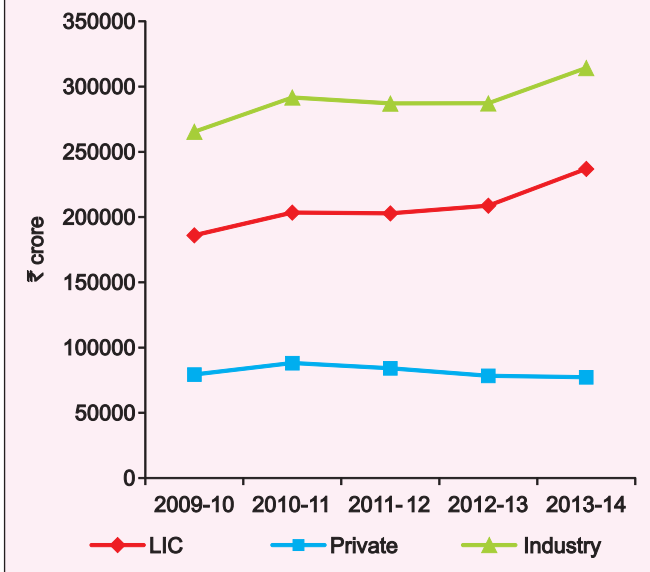


CHART I.8: TOTAL PREMIUM OF LIFE INSURERS – 5 YEARS

Market Share

I.3.8 On the basis of total premium income, the market share of LIC increased from 72.70 per cent in 2012-13 to 75.39 per cent in 2013-14. Accordingly, the market share of private insurers has declined from 27.30 per cent in 2012-13 to 24.61 per cent in 2013-14 (Table I.8).

I.3.9 The market share of private insurers in first year premium was 24.53 per cent in 2013-14 (28.64 per cent in 2012-13). The same for LIC was 75.47 per cent (71.36 per cent in 2012-13). Similarly, in renewal premium, LIC continued to have a higher share at 75.34 per cent (73.50 per cent in 2012-13) when compared to 24.66 per cent (26.50 per cent in 2012-13) share of private insurers.

New Policies

I.3.10 During 2013-14, life insurers issued 408.72 lakh new policies, out of which LIC issued 345.12 lakh policies (84.44 per cent of total policies issued) and the private life insurers issued 63.60 lakh policies (15.56 per cent). While LIC registered a decline of 6.17 per cent (2.88 per cent growth in 2012-13) in the

**TABLE I.10
MARKET SHARE : LIFE INSURERS**

Insurer	2012-13	2013-14
Regular Premium (1)		
LIC	58.13	60.56
Private Sector	41.87	39.44
Total	100.00	100.00
Single Premium (2)		
LIC	83.85	87.09
Private Sector	16.15	12.91
Total	100.00	100.00
First Year Premium (3 =(1+2))		
LIC	71.36	75.47
Private Sector	28.64	24.53
Total	100.00	100.00
Renewal Premium (4)		
LIC	73.50	75.34
Private Sector	26.50	24.66
Total	100.00	100.00
Total Premium (5 =(3+4)=(1+2+4))		
LIC	72.70	75.39
Private Sector	27.30	24.61
Total	100.00	100.00

number of new policies issued against the previous year, the private sector insurers continued the previous year's experience of significant decline and reported a dip of 14.11 per cent (12.88 per cent decline in 2012-13) in the number of new policies issued.

I.3.11 Overall, the industry witnessed a 7.50 per cent decline (0.01 per cent decline in 2012-13) in the number of new policies issued.

Paid-up capital

I.3.12 The total capital of the life insurance companies as on 31st March, 2014 was ₹25,938.51 crore. During 2013-14, an additional capital of ₹419.78 crore was brought in by the private sector insurers.

**TABLE I.11
NEW POLICIES ISSUED : LIFE INSURERS**

(In lakh)		
Insurer	2012-13	2013-14
LIC	367.82 (2.88)	345.12 (-6.17)
Private Sector	74.05 (-12.28)	63.60 (-14.11)
Total	441.87 (-0.01)	408.72 (-7.50)

Figures in brackets indicate growth (in per cent) over previous year.

Expenses of life insurers

I.3.13 As per section 40B of the Insurance Act, 1938, no life insurer can spend, as expenses of management in any year, an amount in excess of the limits prescribed under Rule 17D of the Insurance Rules, 1939. Rule 17D takes into consideration the size and age of the insurer, while laying down the limits of such expenses.

The IRDA on the recommendation of the Life Insurance Council (constituted under Section 64F of the Insurance Act, 1938) may enhance the limits of such expenses in any year. Expenses of management refer to all charges incurred either directly or indirectly and include commission payments of all kinds, operating expenses and expenditure capitalised.

I.3.14 During 2013-14, the life insurance industry reported an increase in expenses of management in proportion to increase in gross premium collected. The commission expenses ratio (commission expenses as a percentage of premiums) decreased marginally to 6.63 per cent from 6.71 per cent in 2012-13. Overall, while the commission expenses increased in the case of regular premium and renewal premium, there has been a fall in the commission paid towards single premium products. However, there is some variation in the position of comparison between the private insurers and LIC, as reflected in Table I.12, providing bifurcation of the commission ratios for both private and public sector life insurers.

**TABLE I.12
PAID UP CAPITAL* : LIFE INSURERS**

(₹ crore)			
Insurer	As at 31 st March, 2013	Additions during 2013-14	As at 31 st March, 2014
LIC	100.00	0.00	100.00
Private Sector	25418.73	419.78	25838.51
TOTAL	25518.73	419.78	25938.51

* Excludes Share premium & Share application money

I.3.15 The operating expenses of the life insurers increased by 11.09 per cent in 2013-14 against an increase of 6.39 per cent in 2012-13. The operating expenses towards life insurance business stood at ₹35,052 crore in 2013-14, as against ₹31,552 crore in 2012-13. Operating expenses, as a per cent of gross premium underwritten increased for LIC from 8 per cent in 2012-13 to 8.56 per cent in 2013-14. The same for private insurers increased from 18.93 per cent in 2012-13 to 19.10 per cent in 2013-14. For the industry as a whole, the operating expenses ratio increased from 10.99 per cent in 2012-13 to 11.15 per cent in 2013-14 (Table I.13 and I.14).

I.3.16 As the initial set-up costs incurred by any insurance company are high, the Authority has granted exemption from the limits under Rule 17D to 23 private insurers in the first five years of commencement of their business operations.

I.3.17 Out of the 24 insurance companies (including one PSU), six companies were in the exemption period in 2013-14. Of the remaining, ten companies (including one PSU) were compliant with the limits under Rule 17D/directions of the Authority.

Benefits Paid

I.3.18 The life industry paid higher gross benefits of ₹2,17,075 crore in 2013-14 (₹1,91,845 crore in 2012-13) constituting 69.07 per cent of the gross premium underwritten (66.80 per cent in 2012-13). The

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**TABLE I.13
COMMISSION EXPENSES : LIFE INSURERS**

(₹ crore)		
Insurer	2012-13	2013-14
Regular (1)		
LIC	7707.36	8458.94
Private Sector	3412.85	3040.13
Total	11120.21	11499.07
Single Premium (2)		
LIC	278.46	297.33
Private Sector	65.16	42.57
Total	343.62	339.90
First Year (3 =(1+2))		
LIC	7985.82	8756.26
Private Sector	3478.00	3082.70
Total	11463.82	11838.97
Renewal (4)		
LIC	6804.44	8006.62
Private Sector	993.19	1000.79
Total	7797.63	9007.41
Total (5 =(3+4)=(1+2+4))		
LIC	14790.26	16762.88
Private Sector	4471.19	4083.49
Total	19261.45	20846.37

benefits paid by the private insurers stood at ₹58,994 crore (₹56,923 crore in 2012-13) constituting 76.28 per cent of the premium underwritten (72.61 per cent in 2012-13). LIC paid benefits of ₹1,58,081 crore in 2013-14, constituting 66.72 per cent of the premium underwritten (₹1,34,922 crore in 2012-13, 64.62 per cent of the total premium underwritten). The benefits paid by the life insurers net of reinsurance were ₹2,16,329 crore (₹1,91,220 crore in 2012-13). The benefits paid on account of surrenders / withdrawals stood at ₹1,06,982 crore, of which LIC accounted for ₹59,627 crore and private sector ₹47,356 crore. The comparative previous year statistics were ₹1,05,151 crore, of which LIC accounted for ₹56,012 crore and private sector ₹49,139 crore. In case of LIC, out of the

**TABLE I.14
COMMISSION EXPENSE RATIO : LIFE INSURERS**

(In per cent)		
Insurer	2012-13	2013-14
Regular (1)		
LIC	25.43	26.51
Private Sector	15.63	14.63
Total	21.32	21.83
Single Premium (2)		
LIC	0.60	0.50
Private Sector	0.73	0.49
Total	0.62	0.50
First Year (3 =(1+2))		
LIC	10.42	9.64
Private Sector	11.31	10.45
Total	10.68	9.84
Renewal (4)		
LIC	5.15	5.48
Private Sector	2.08	2.09
Total	4.34	4.64
Total (5 =(3+4)=(1+2+4))		
LIC	7.08	7.07
Private Sector	5.70	5.28
Total	6.71	6.63

₹59,627 crore surrenders, ULIP policies accounted for ₹38,968 crore (65.35 per cent) as against ₹41,042 crore, (73.27 per cent) in 2012-13. In the case of the private insurance industry, the ULIP surrenders

**TABLE I.15
OPERATING EXPENSES : LIFE INSURERS**

(₹ crore)			
Insurer	2012-13	2013-14	Growth over previous year (per cent)
LIC	16707.66	20277.88	21.37%
Private Sector	14844.70	14773.88	-0.48%
TOTAL	31552.37	35051.76	11.09%

TABLE I.16
OPERATING EXPENSES RATIO : LIFE INSURERS

(in per cent)

Insurer	2012-13	2013-14
LIC	8.00	8.56
Private Sector	18.93	19.10
TOTAL	10.99	11.15

Note: Operating expense ratio is the ratio of operating expenses to the premium underwritten by the life insurers.

accounted for ₹44,752 crore (94.50 per cent) in 2013-14 as against ₹47,178 crore (96.01 per cent) in 2012-13 (Table I.15).

Death claims

Individual Life Insurance Business:

I.3.19 In the year 2013-14, the life insurance companies had settled 8.57 lakh claims on individual policies, with a total payout of ₹10,860.59 Cr. The number of claims repudiated was 18,423 for an amount of ₹624.43 Cr. The number of claims pending at the year-end was 8,497 and the amount involved was ₹450.41 Cr. Of these, 1861 claims were pending for more than one year and 6,636 claims were pending for less than and up to one year.

I.3.20 The claim settlement ratio of LIC was better than that of the private life insurers. Settlement ratio of LIC had increased to 98.14 per cent during the year

2013-14 when compared to 97.73 per cent during the previous year. The percentage of repudiations was 1.10 per cent in 2013-14 remaining almost at the same level (1.12 per cent) as of the previous year.

I.3.21 For private insurers, settlement ratio had gone down slightly to 88.31 per cent during the financial year 2013-14 when compared to 88.65 per cent during the previous year. Private insurers had repudiated more (10,036) number of claims when compared to (8,387) of LIC. The percentage of repudiations for private insurers was 8.03 per cent in 2013-14 which was 7.85 per cent for 2012-13.

I.3.22 The industry's settlement ratio had slightly increased to 96.75 per cent in 2013-14 from 96.41 per cent in 2012-13 and the repudiation ratio had remained almost at the same level of 2.08 per cent in 2013-14 as in 2012-13 (2.10 per cent).

Group Life Insurance:

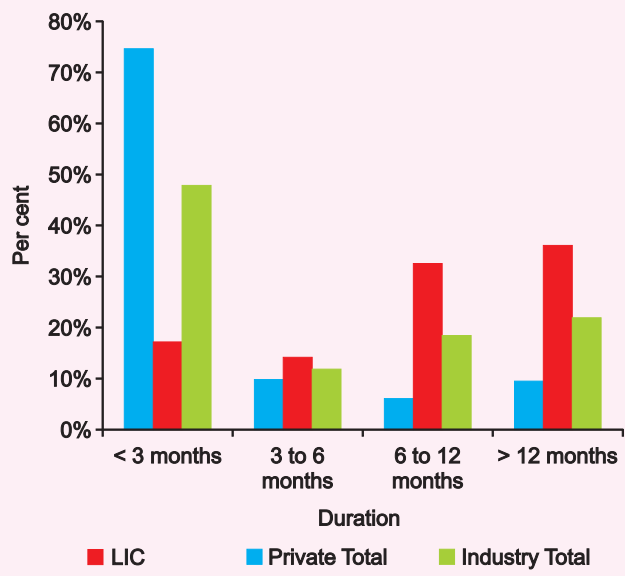
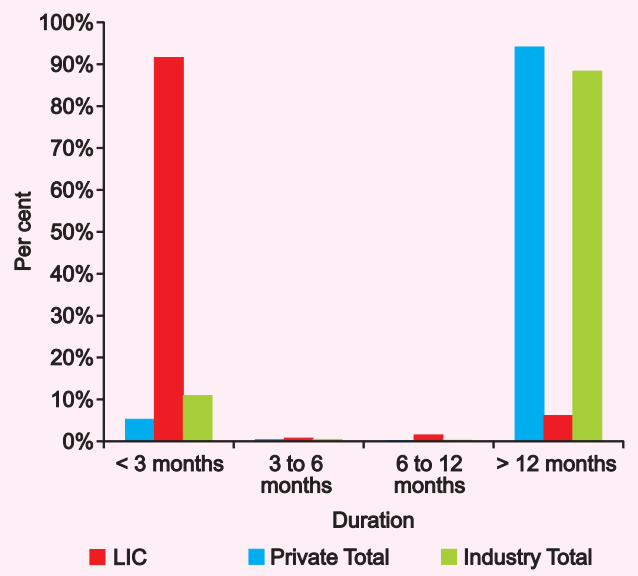
I.3.23 During 2013-14, the total intimated claims were 4,11,647 while 14,331 claims were pending at the beginning of the year. Out of these, life insurance industry had settled a total of 4,09,897 (96.22 per cent of the total claims) claims. 96.57 per cent of these were settled within 30 days of intimation. 0.01 per cent of the claims took more than a year to get settled.

I.3.24 While LIC settled 99.65 per cent of the claims, the private life insurers paid 90.45 per cent

TABLE I.17
INDIVIDUAL DEATH CLAIMS OF LIFE INSURERS DURING 2013-14

(Figures in per cent of policies)

Life Insurer	Total Claims	Claims paid	Claims repudiated	Claims written back	Claims pending at the end of the year	Break up of claims pending -- duration wise (Policies)			
						< 3 mths	3 - < 6 mths	6 - < 1 yr	> 1 yr
Private Total	100.00	88.31	8.03	0.04	3.63	74.64	9.79	6.06	9.50
LIC	100.00	98.14	1.10	0.23	0.52	17.19	14.16	32.56	36.09
Industry Total	100.00	96.75	2.08	0.21	0.96	47.85	11.83	18.42	21.90

CHART I.9: DURATION WISE BREAKUP OF CLAIMS PENDING-INDIVIDUAL POLICIES**CHART I.10: DURATION WISE BREAKUP OF CLAIMS PENDING-GROUP POLICIES**

of all claims. The industry repudiated 0.45 per cent of the claims, written back 0.0002 per cent of the claims and the remaining 3.32 per cent of the claims submitted were pending as at 31st March, 2014.

Investment income

I.3.25 As the operations of the life insurers stabilise, their investment base gets strengthened, resulting in investment income forming a larger proportion of their total income. In the case of LIC, the investment income including capital gains was ₹1,43,001 crore (₹1,17,486 crore in 2012-13). As a percentage of total income, it

constituted 37.62 per cent. In the case of private insurance industry, the investment income including capital gains was at ₹43,741 crore in 2013-14 (₹28,878 crore in 2012-13) which constituted 36.27 per cent of total income.

Retention Ratio

I.3.26 LIC traditionally reinsures a small component of its business. During 2013-14, ₹144 crore was ceded as reinsurance premium (₹214 crore in 2012-13). The private insurers together ceded ₹949 crore (₹822 crore in 2012-13) as premium towards reinsurance.

TABLE I.18
GROUP DEATH CLAIMS OF LIFE INSURERS DURING 2013-14

(Figures in per cent of lives covered)

Life Insurer	Total Claims	Claims paid	Claims repudiated	Claims written back	Claims pending at the end of the year	Break up of claims pending -- duration-wise (Lives)			
						< 3 mths	3 - < 6 mths	6 - < 1 yr	1 yr - > 1 yr
Private Total	100.00	90.45	1.21	0.00	8.34	5.25	0.43	0.18	94.13
LIC	100.00	99.65	0.00	0.00	0.35	91.59	0.75	1.51	6.14
Industry Total	100.00	96.22	0.45	0.00	3.32	10.91	0.45	0.27	88.37

Profits of Life Insurers:

I.3.27 Life insurance industry is capital intensive, and insurers are required to infuse capital at regular intervals to fund both the new business strain and to expand their infrastructure base including expenses on initial operations, training costs for development of the distribution channels, creating niche markets and achieving reasonable levels of persistency. The experience of the insurance markets globally indicates that companies in the life sector take seven to ten years to break-even.

I.3.28 During the financial year 2013-14, the life insurance industry reported net profit of ₹7,588 crore as against ₹6,948 crore in 2012-13. Out of the twenty four life insurers in operations during 2013-14, eighteen companies reported profits. They are Aviva Life, Bajaj Allianz, Birla SunLife, Canara HSBC, DHFL Pramerica, EXIDE Life, HDFC Standard, ICICI Prudential, IDBI Federal, Kotak Mahindra, Max Life, PNB MetLife, Reliance Life, Sahara India, SBI Life, Shriram Life, Tata AIA and LIC of India. LIC of India reported net profit of ₹1,656.68 crore i.e. an increase of 15.24 per cent over ₹1,437.59 crore in 2012-13 (Statement No. 22).

I.3.29 Bajaj Allianz has reported profits for five years in a row. The company reported net profit of ₹1,024.59 crore in 2013-14. SBI Life reported profit of ₹740.13 crore. The insurer has reported profits for 8 out of last 9 years. Kotak Mahindra reported profit of ₹239.13 crore in 2013-14. The company has reported profits for six consecutive years. Sahara India reported a profit of ₹24.09 crore - except for 2008-09 Sahara India has reported profits from 2007-08 onwards. Shriram Life reported net profit of ₹86.06 crore – except in the year 2009-10 Shriram Life has reported profits from 2007-08 for 6 years.

Returns to Shareholders:

I.3.30 For the year 2013-14, LIC paid ₹1,634 crore (₹1,436 crore in 2012-13) as dividend to Government

TABLE I.19
DIVIDENDS PAID BY LIFE INSURERS

(₹ crore)		
Insurer	2012-13	2013-14
LIC	1436	1634
Private Sector*	1156	1740
Total	2592	3374

* 5 life insurers in 2012-13 and 6 in 2013-14

of India. Six private life insurers paid dividends during the financial year. Birla SunLife paid ₹70 crore (₹315.12 crore in 2012-13), ICICI Prudential paid ₹1093.29 crore (₹484.33 crore in 2012-13), Reliance Life paid ₹95.71 crore (₹47.85 crore in 2012-13) and SBI Life paid ₹116.99 crore (₹50.00 crore in 2012-13). These four life insurers paid dividends for the third time in a row. Max Life paid dividends for the second time in a row of ₹264.48 crore (₹258.64 crore in 2012-13). HDFC Standard Life paid the maiden dividend of ₹99.74 crore in 2013-14 (Table I.17).

Expansion of Offices:

I.3.31 The decreasing trend of number of life offices (which had continued until 2012-13) had reverted in 2013-14. The number of life offices as at 31.3.2014 had increased to 11032 from 10285 of the previous year.

The private insurers had closed 732 offices and opened 166 in 2013-14; therefore there was a net reduction of 566 offices during the financial year for private sector.

On the other hand, the public sector LIC had established 1313 new offices and closed none; this resulted in a net increase of 1313 offices in the public sector.

It is observed that majority of offices of life insurers are located in towns which are not listed in HRA classifications of the Ministry of Finance. Around 67 per cent of life insurance offices are located in these small towns. This fact remains similar for both private

TABLE I.20
NUMBER OF LIFE INSURANCE OFFICES
(As on 31st March)

Insurer	2007	2008	2009	2010	2011	2012	2013	2014
Private	3072	6391	8785	8768	8175	7712	6759	6193
LICI	2301	2522	3030	3250	3371	3455	3526	4839
Industry	5373	8913	11815	12018	11546	11167	10285	11032

*

Note: 1) Data collected from life insurers through a special return.
2) Office as defined under Section 64VC of the Insurance Act, 1938.
3) For similar data for 2001-2007, refer IRDA Annual report for 2007-08.

sector (57.9 per cent of the offices in small towns) and public sector life insurers (79.6 per cent of the offices in small towns).

District Level Distribution of Life Offices:

I.3.32 As at 31st March, 2014, the sole public sector life insurer, LIC of India had its offices in 597 districts out of 640 districts (As per the Decennial Census -2011) in the country. As such, it covered 93.28 per cent of all districts in the country, whereas the private sector insurers had offices in 560 districts covering 87.50 per cent of all districts in

the country. In total, both LIC and private insurers together covered 94.37 per cent of all districts in the country. The number of districts with no presence of life insurance offices stood at 36 in the country. Out of these, 23 districts belong to the six of the north eastern states namely Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland and Sikkim. In 21 states/union territories (out of a total of 35 states/union territories in the country), all their districts were covered through life insurance offices.

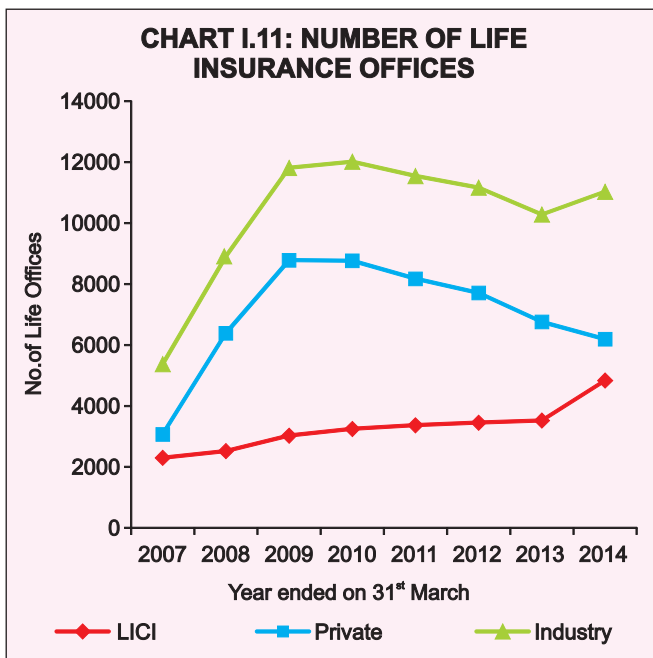


TABLE I.21
DISTRIBUTION OF OFFICES OF LIFE INSURERS
NUMBER OF LIFE OFFICES
(As on 31st March, 2014)

Insurer	Metro	Urban	Others	Total
Private##	676	1926	3591	6193
LICI #	372	617	3850	4839
Industry	1048	2543	7441	11032

Based on the HRA classification of places done by the Ministry of Finance.

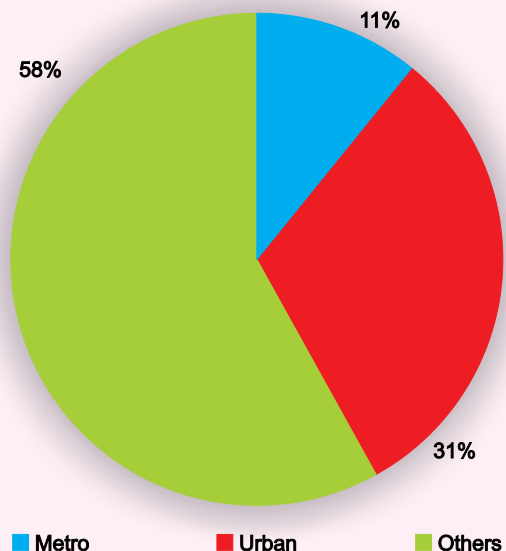
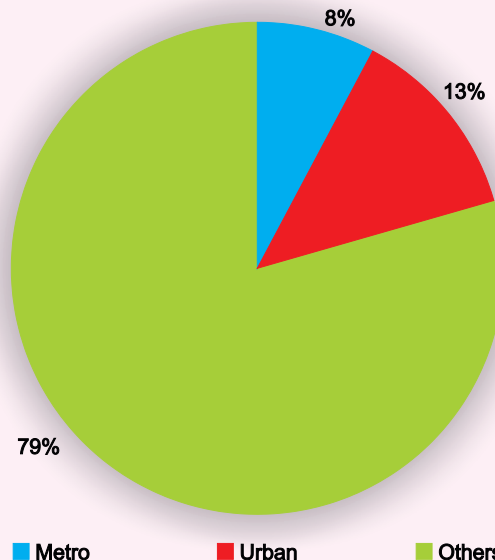
Metro : Delhi, Mumbai, Chennai, Kolkata, Hyderabad and Bangalore.

Urban : A, B-1 and B-2 class cities of the HRA classification.

Unclassified : Rest of the places.

Does not include one office located outside India.

Does not include two offices which are located outside India.

CHART I.12: GEOGRAPHICAL DISTRIBUTION OF LIFE INSURANCE OFFICES-PRIVATE SECTOR**CHART I.13: GEOGRAPHICAL DISTRIBUTION OF OFFICES-LIC OF INDIA****NON-LIFE INSURANCE:**

I.3.33 As on 31st March, 2014, twenty eight non-life insurance companies have been granted registration for carrying on non-life insurance business in the country. Of these, six are in public sector and the rest twenty two are in private sector. Among the public sector companies, while the four public sector insurance companies carry on multi line operations, there are two specialised insurance companies: one for credit insurance (ECGC) and the other for crop insurance (AIC). One reinsurer (GIC) is operating in the public sector making the total number of non-life insurers 29 including reinsurer. Of the private sector insurers, five have been granted registration to carry on operations exclusively in the health segment.

Premium:

I.3.34 The non-life insurance industry had underwritten a total premium of ₹70610 crore in India for the year 2013-14 as against ₹62973 crore in 2012-13, registering a growth of 12.13 per cent as against an increase of 19.10 per cent recorded in the previous year. The public sector insurers exhibited growth in 2013-14 at 10.21 per cent; over the previous year's

growth rate of 14.60 per cent. The private general insurers registered growth of 14.52 per cent, which is lower than 25.26 per cent achieved during the previous year.

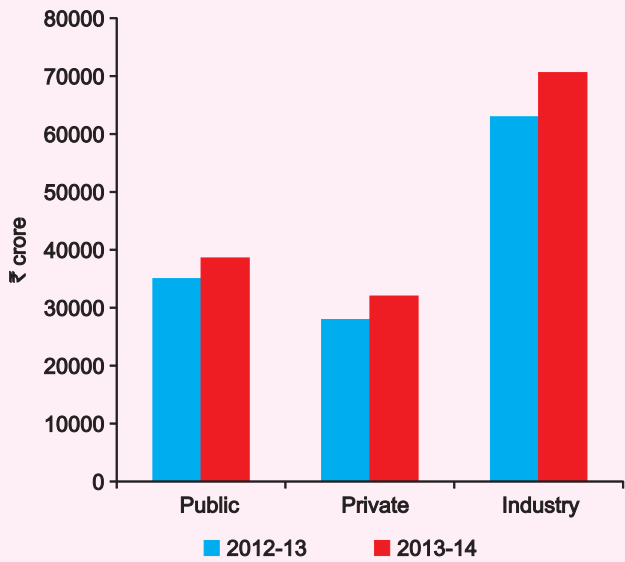
I.3.35 The premium underwritten by 17 private sector insurers (other than the insurers carrying on exclusively health insurance business) in 2013-14 was ₹32010 crore as against ₹27951 crore in 2012-13 for 15 private Insurers. ICICI Lombard continued to be the largest private sector non-life insurance company, with market share of 9.71 per cent in the current year. It reported

**TABLE I.22
GROSS DIRECT PREMIUM INCOME IN INDIA:
NON-LIFE INSURERS**

(₹ crore)		
Insurer	2012-13	2013-14
Public Sector	35022.12 (14.60)	38599.71 (10.21)
Private Sector	27950.53 (25.25)	32010.30 (14.52)
Total	62972.65 (19.10)	70610.02 (12.13)

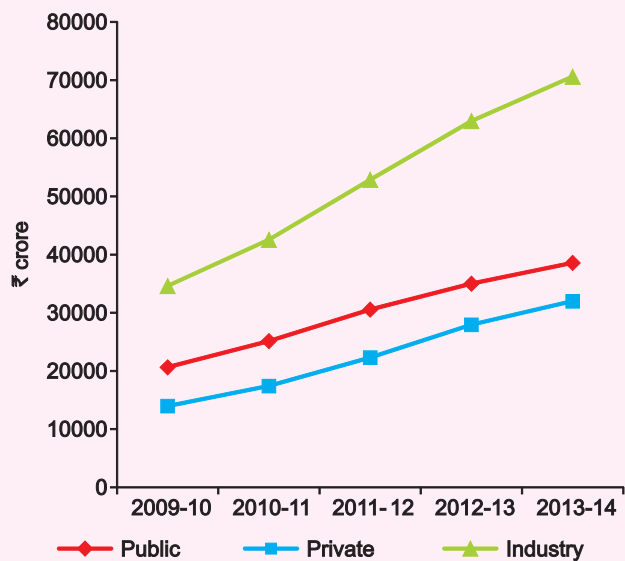
Note: Figures in brackets indicate growth in per cent over previous year.

CHART I.14: GROSS DIRECT PREMIUM INCOME OF NON-LIFE INSURERS IN INDIA



market share of 9.74 in the year 2012-13. Bajaj Allianz, the second largest private sector non-life insurance company, which underwrote a total premium of ₹4516 crore, reported increase in market share from 6.35 per cent in 2012-13 to 6.40 per cent during the year under review. Out of the 17 private insurers who were operating in the year 2012-13, 15 insurers reported an increase in premium underwritten for the year 2013-14.

CHART I.15: GROSS DIRECT PREMIUM OF NON-LIFE INSURERS - 5 YEARS



**TABLE I.23
COMPANY-WISE GROSS DIRECT PREMIUM INCOME IN INDIA : NON-LIFE INSURERS**

Company	Total Premium (₹ crore)		Market Share (per cent)	
	2012-13	2013-14	2012-13	2013-14
National	9165.73	10222.88	14.56	14.48
New India	10037.95	11540.06	15.94	16.34
Oriental	6552.40	7127.84	10.41	10.09
United India	9266.04	9708.93	14.71	13.75
Public - Total	35022.12	38599.71	55.61	54.67
Bajaj Allianz	4001.40	4516.45	6.35	6.40
Bharti AXA	1218.43	1423.16	1.93	2.02
Cholamandalam MS	1620.89	1855.11	2.57	2.63
Future Generali	1105.39	1262.56	1.76	1.79
HDFC ERGO	2453.20	2906.99	3.90	4.12
ICICI Lombard	6133.99	6856.16	9.74	9.71
IFFCO Tokio	2565.03	2930.92	4.07	4.15
L&T	182.07	253.78	0.29	0.36
Liberty Videocon	2.19	129.82	0.00	0.18
Magma HDI	94.97	424.93	0.15	0.60
Raheja QBE	21.30	23.24	0.03	0.03
Reliance	2010.01	2388.82	3.19	3.38
Royal Sundaram	1560.00	1437.04	2.48	2.04
SBI General	770.85	1187.57	1.22	1.68
Shriram	1541.38	1510.59	2.45	2.14
Tata AIG	2135.08	2362.71	3.39	3.35
Universal Sampo	534.35	540.45	0.85	0.77
Private - Total	27950.53	32010.30	44.39	45.33
Grand Total	62972.65	70610.02	100.00	100.00

Royal Sundaram Alliance Insurance Company Limited and Shriram General Insurance reported decrease in premium underwritten for the year 2013-14.

I.3.36 In the case of public sector non-life insurers, all four companies expanded their business with an increase in respective premium collections. However, the market share of three public sector insurers decreased from that of the previous year. United India's market share decreased to 13.75 in 2013-14 from

14.71 in 2012-13, the market share of Oriental declined to 10.09 in 2013-14 from 10.41 in the previous year and the market share of National decreased to 14.48 in 2013-14 from 14.56 in the previous year. However the market share of New India increased to 16.34 in 2013-14 from 15.94 in the previous year. New India which collected Direct Premium of ₹11540 crore, once again remained as the largest general insurance company in India.

Segment-wise premium

I.3.37 The Motor insurance business continued to be the largest non-life insurance segment with a share of 47.90 per cent (47.05 per cent in 2012-13). It reported growth rate of 14.15 per cent (22.24 per cent in 2012-13). The premium collection in Health segment continued to surge ahead at ₹15663 crore in 2013-14 from ₹13,975 crore of 2012-13, registering a growth of 12.08 per cent. However, the market share of health segment which is 22.18 has remained more or less at the same levels of previous year which was 22.19 per cent in the year. The premium collection from Fire and Marine segments increased by 11.01 per cent and 4.13 per cent respectively in 2013-14 whereas for the

**TABLE I.24
PREMIUM (WITHIN INDIA) UNDERWRITTEN BY
NON-LIFE INSURERS - SEGMENT WISE**

(₹ crore)

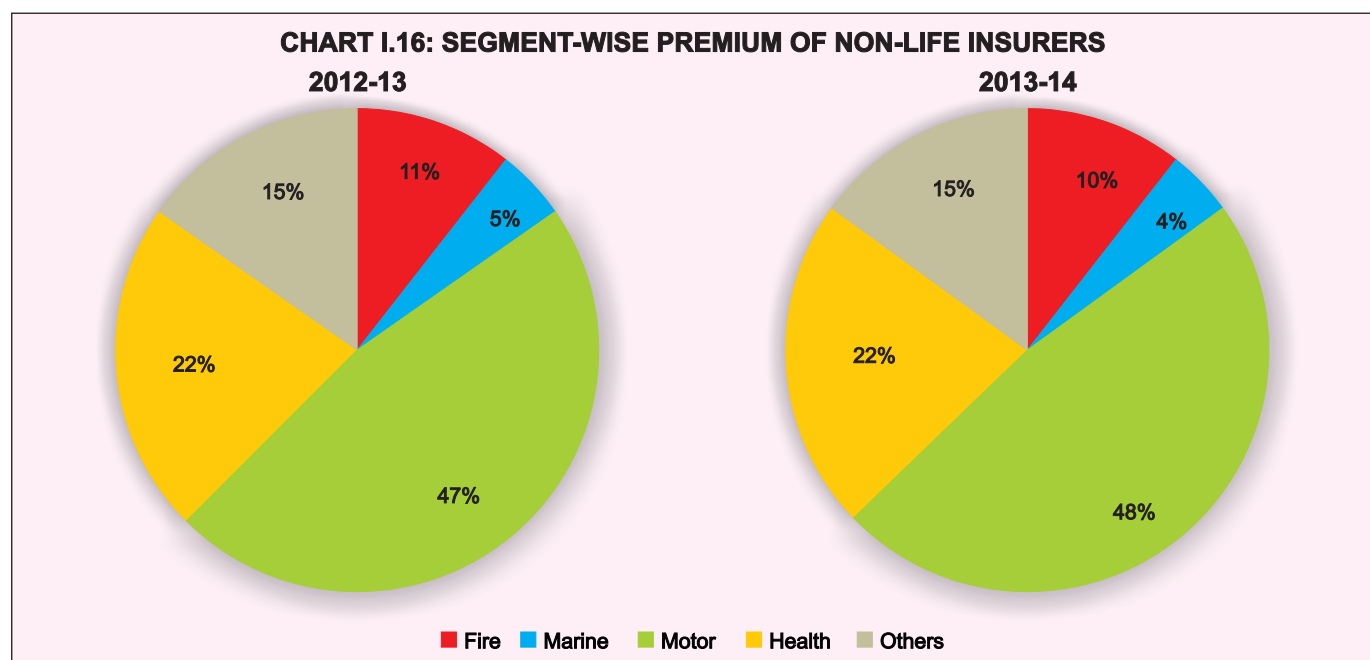
Department	2012-13	2013-14
Fire	6659 (10.57)	7392 (10.47)
Marine	3029 (4.81)	3154 (4.47)
Motor	29630 (47.05)	33824 (47.90)
Health*	13975 (22.19)	15663 (22.18)
Others	9680 (15.37)	10577 (14.98)
Total Premium	62973	70610

* Excluding Standalone Health Insurers.
Note: Figures in brackets indicate the ratio (in per cent) of respective segment.

previous year the growth rate in the Fire and Marine segments were 22.63 and 5.36 respectively.

Premium Underwritten Outside India

I.3.38 All public sector insurers (except United India) are underwriting non-life insurance business outside



**TABLE I.25
RATIO OF OUTSIDE INDIA PREMIUM TO
TOTAL PREMIUM**

(in per cent)		
Insurer	2012-13	2013-14
National	0.31	0.37
New India	15.46	15.94
Oriental	2.75	2.12

India. United India ceased operations outside India in 2003-04. The total premium underwritten outside the country by the three public sector insurers stood at ₹2380 crore in 2013-14 as against ₹2050 crore in 2012-13 registering a growth of 16.13 per cent against 20.38 per cent in the previous year. The premium underwritten outside India accounted for 2.98 per cent of total premium underwritten by the Non Life insurers.

I.3.39 New India continued to be the largest public sector general insurer underwriting premium outside India, with the premium underwritten outside India constituting 15.94 per cent of the total premium underwritten by the insurer in 2013-14 higher than the 15.46 in 2012-13. In case of Oriental, the contribution of outside India premium to the total premium works out to be 2.12 per cent in 2013-14, marginally lower than 2.75 per cent in 2012-13. National Insurance

continued to have a small component of overseas business at 0.37 per cent in 2013-14, slightly higher than 0.31 per cent reported in 2012-13.

I.3.40 Of the total premium of ₹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 overseas premium underwritten by Oriental Insurance stood at ₹155 crore lower than previous year's ₹185 crore, recording a 16.50 per cent decrease.

Number of Policies Issued:

I.3.41 The non-life insurers underwrote 1,024.52 lakh policies in financial year 2013-14 against 1,070.24 lakh policies underwritten in financial year 2012-13, reporting a decrease of 4.27 per cent over financial year 2012-13. The public sector insurers witnessed considerable decline in the number of policies issued. They reported a 12.99 per cent decrease in number of policies issued during financial year 2013-14 as compared to a 30.59 per cent increase in financial year 2012-13. The private sector insurers reported a growth

**TABLE I.26
GROSS DIRECT PREMIUM FROM BUSINESS
OUTSIDE INDIA : NON-LIFE INSURERS**

(₹ crore)		
Insurer	2012-13	2013-14
National	28.89 (15.56)	38.10 (31.87)
New India	1835.53 (19.89)	2187.55 (19.18)
Oriental	185.26 (26.28)	154.70 (-16.50)
Total	2049.68 (20.38)	2380.34 (16.13)

Note: Figures in brackets indicate the growth in per cent over previous year.

**TABLE I.27
NUMBER OF NEW POLICIES ISSUED :
NON-LIFE INSURERS***

(In Lakhs)		
Insurer	2012-13	2013-14
Public Sector	689.68 (30.59)	600.06 (-12.99)
Private Sector	380.56 (15.57)	424.47 (11.54)
Total	1070.24 (24.82)	1024.52 (-4.27)

* Excluding Standalone Health Private and Specialised Insurers

Note: Figures in brackets indicate the growth (in per cent) over previous year.

of 11.54 per cent in the number of policies issued in the financial year 2013-14 (15.57 per cent in the financial year 2012-13).

Paid-up Capital

I.3.42 The total paid-up capital of non-life insurers as on 31st March, 2013 was ₹9520 crore. During 2013-14, the non-life insurers added ₹720 crore to their equity capital base. Public sector insurers infused no further capital whereas specialized institution ECGC infused a further capital of ₹100 crore. Private sector insurers infused further capital to the extent of ₹251 crore. Specialized health insurers infused a capital of ₹369 crore including ₹100 crore capital infused by Cigna TTK Health Insurance Company as start-up capital stipulated in regulations.

TABLE I.28
PAID UP CAPITAL*
NON-LIFE INSURERS AND REINSURER
(As on 31st March, 2014)

(₹ crore)		
Insurer	2013	2014
Non-life Insurers		
Public Sector	600	600
Private Sector	5975	6226
Specialised Insurers		
ECGC	1000	1100
AIC	200	200
Standalone Health Private Insurers		
Star Health	327	334
Apollo Munich	309	331
Max Bupa	504	669
Religare Health	175	250
Cigna TTK		100
Reinsurer		
GIC	430	430

Note: * Excludes Share premium and Share application money.

Underwriting Experience

I.3.43 The underwriting losses of the non-life insurance companies increased to ₹7549 crore in 2013-14, from ₹7217 crore in the previous year. The underwriting losses increased by 4.60 per cent over previous year. The public sector insurers' losses increased by 6.24 per cent to ₹5724 crore in 2013-14 from ₹5388 crore in 2012-13. The private sector insurers' losses decreased to ₹1825 crore in 2013-14 from ₹1830 crore in 2012-13.

Expenses of Non-Life Insurers

I.3.44 The commission expenses of public and private non-life insurers stood at ₹2870 crore and ₹1754 crore respectively for 2013-14, cumulatively amounting to a total commission expense of ₹4624 crore for the non-life industry. The commission expenses continued to be the highest in the Motor segment, which stood at ₹1628 crore, comprising of ₹886 crore for the public sector and ₹742 crore for the private sector companies.

I.3.45 Commission expenses and operating expenses constitute a major part of the total expenses. The operating expenses of non-life insurance companies stood at ₹15118 crore in 2013-14 as against ₹13540 crore in 2012-13, showing overall increase of 11.65 per cent. The operating expenses of the public sector

TABLE I.29
UNDERWRITING EXPERIENCE :
NON-LIFE INSURERS

(₹ crore)		
	2012-13	2013-14
Public Sector	-5387.69 (18.23)	-5723.82 (17.12)
Private Sector	-1829.60 (10.00)	-1825.06 (8.13)
Total	-7217.28 (15.08)	-7548.88 (13.51)

Note: Figures in brackets indicate ratio to net earned premium.

**TABLE I.30
COMMISSION EXPENSES : NON-LIFE INSURERS**

(₹ crore)

Segment	Private Sector		Public Sector		Total	
	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14
Fire	144.30	171.39	393.77	494.66	538.07	666.05
Marine	76.77	89.56	182.67	179.66	259.45	269.22
Motor	654.53	741.72	818.51	886.24	1473.04	1627.96
Health	378.65	446.92	579.56	733.78	958.21	1180.70
Others	261.11	304.37	530.96	575.39	792.07	879.76
Total	1515.36	1753.96	2505.47	2869.72	4020.83	4623.69

increased by 9.38 over previous year whereas the operating expenses of the private sector is increased by 14.97 over previous year.

I.3.46 As per section 40C of the Insurance Act, 1938 no insurer can spend as expenses of management in any year an amount in excess of the limits prescribed under Rule 17E of the Insurance Rules, 1939. Rule 17E takes into consideration the size and age of the insurer while stipulating the limits of these expenses. The Authority based on the recommendation of the General Insurance Council constituted under Section 64F may enhance the limits in any year.

I.3.47 The Authority has granted exemption on the limits under Rule 17E to 22 private insurers in the first five years of their operations. The period of five financial years shall be in addition to the first partial

financial year during which the individual insurer commences business operations.

I.3.48 Out of the 28 non-life insurers (including the four public sector undertakings and the two specialised institutions) in the year 2013-14, 10 insurers are in the exemption period. 10 insurers are compliant with the limits under Rule 17E and 8 insurers are non compliant with the limits under Rule 17E.

Incurred Claims Ratio

I.3.49 The net incurred claims of the non-life insurers stood at ₹45692 crore in 2013-14 as against ₹39624 crore in 2012-13. The incurred claims exhibited an increase of 15.32 per cent during 2013-14. While the

**TABLE I.31
OPERATING EXPENSES : NON-LIFE INSURERS**

(₹ crore)

	2012-13	2013-14
Public Sector	8037	8791
Private Sector	5503	6327
Total	13540	15118

Note: Specialised and Standalone Health Private Insurers are not included.

**TABLE I.32
NET INCURRED CLAIMS : NON-LIFE INSURERS**

(₹ crore)

Insurer	2012-13	2013-14
Public Sector	25061.37 (12.62)	27817.96 (11.00)
Private Sector	14562.24 (14.11)	17874.11 (22.74)
Total	39623.61 (13.16)	45692.07 (15.32)

Note: Figures in brackets indicate percentage growth over previous year.

TABLE I.33
INCURRED CLAIMS RATIO : NON-LIFE INSURERS

(In per cent)

Department	Public Sector		Private Sector		Total	
	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14
Fire	71.55	80.39	52.46	55.45	68.82	76.54
Marine	60.39	59.30	76.88	71.24	64.96	63.37
Motor	92.86	77.51	81.26	81.40	88.63	79.50
Health	103.21	106.19	79.08	87.62	96.42	100.73
Others	46.39	64.55	55.47	63.00	48.89	64.07
Total	84.79	83.20	79.56	79.58	82.79	81.74

public sector insurers reported an increase of 11.00 per cent in the incurred claims, the same for private insurers was at 22.74 per cent. Overall the increase in incurred claims during 2013-14 at 15.32 per cent was higher than 13.16 per cent recorded during the previous year.

I.3.50 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 that of the previous year figure of 82.79 per cent. The incurred claims ratio for public sector insurers was 83.20 for the year 2012-13 which decreased from the previous year's incurred claims ratio of 84.79, whereas for the private sector incurred claims ratio for the year 2013-14 79.58 which is in line with previous year's ratio of 79.56.

I.3.51 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 the Motor segment decreased to 79.50 in the year 2013-14 from the previous year's ratio of 88.63. However, the incurred claims ratio of 'others' segment increased to 64.07 from previous year's ratio of 48.89. Similarly, the incurred claims ratio of Fire segment increased to 76.54 from 68.82 in the previous year. The incurred claims ratio was less than 100 per cent for all the segments put together in the year 2013-14.

Investment Income: Non-Life Insurers

I.3.52 The investment income of all non-life insurers during 2013-14 was ₹13377 crore (₹11602 crore in 2012-13) registering a growth of 13.27 per cent as against 21.31 per cent in the previous year. During the year under review, the investment income of private sector insurers increased significantly by 33.14 per cent. On the other hand the investment income for the public sector insurers had shown a growth of 9.11 per cent.

Net Profits of Non-life Insurers

I.3.53 During the year 2013-14, the total net profit of non-life insurance industry was ₹4439 crore as against a profit of ₹3282 crore in 2012-13. The public sector

TABLE I.34
INVESTMENT INCOME : NON-LIFE INSURERS

(₹ crore)

Insurers	2012-13	2013-14
Public Sector	8610.52 (15.98)	9394.63 (9.11)
Private Sector	2991.09 (43.76)	3982.36 (33.14)
Total	11601.60 (22.06)	13376.98 (15.30)

Note : Figures in brackets indicate growth rate (in per cent) of the respective sectors.

companies reported a net profit of ₹2900 crore whereas private sector insurers reported a net profit of ₹1539 crore.

I.3.54 All the four public sector insurers reported net profits during the year 2013-14. New India reported a net profit of ₹1089 crore during the year 2012-13 as against a profit of ₹844 crore in 2012-13 and thus an increase of 29.02 per cent. Net profit of National has increased to ₹823 crore from ₹698 crore in the year 2012-13, with an increase of 17.90 per cent over the previous year. Oriental reported a net profit of ₹460 crore during 2013-14 against ₹534 crore in 2012-13, a decrease of 13.86 per cent. United India reported a net profit of ₹527.60 crore during 2013-14 as against ₹527.33 crore in 2012-13, thus without any major change.

I.3.55 Among the seventeen private insurance companies, while twelve companies reported net profits, the remaining five companies incurred net losses during 2013-14. The net profit of ICICI Lombard was ₹511 crore in 2013-14 as against the net profit of ₹306 crore in the year 2012-13. The net profit of Bajaj Allianz during the year 2013-14 was ₹409 crore against a net profit of ₹295 crore in 2012-13. The five insurers which reported net losses were SBI General, Bharti AXA, L&T General, Liberty Videocon and Magma HDI General.

Returns to Shareholders

I.3.56 Of the four public sector non-life insurance companies New India paid a dividend of ₹220 crore during the year 2013-14 as against ₹170 crore paid in

the year 2012-13. National Insurance paid a dividend of ₹164.66 crore during the year 2012-13 as against ₹139.14 crore dividend during the year 2012-13. Oriental Insurance paid a dividend of ₹108 crore in the year 2012-13 as against ₹106.50 crore in the previous year. United India paid a dividend of ₹106 crore in the year 2013-14 against the same amount of ₹106 crore paid in the year 2012-13.

Among the private sector, TATAAIG paid ₹50.50 crore dividend during the year 2013-14 and HDFC Ergo paid a dividend of ₹24.46 crore during the year 2013-14.

I.3.57 GIC paid ₹449.35 crore dividend during the year 2013-14 against ₹468.7 crore dividend paid during the year 2012-13. ECGC paid ₹88 crore dividend during the year 2013-14 as against ₹60 crore in the year 2012-13. No dividend was paid by AIC for the year 2013-14.

Number of offices - Non-Life Insurers

I.3.58 As on 31st March 2014, the non life insurance companies were operating from 9,872 offices all over the country, of which public sector and private sector companies had 7,869 and 2,003 offices respectively.

	(₹ crore)	
	2012-13	2013-14
Public Sector	2602.72	2899.76
Private Sector	679.11	1539.14
Total	3281.83	4438.90

	(₹ crore)	
	2012-13	2013-14
Non - Life		
Public sector	522	599
Private Sector		75
Specialised		
ECGC	60	88
AIC		
Reinsurer		
GIC	469	449
Total	1051	1211

TABLE I.37
NUMBER OF NON-LIFE INSURANCE OFFICES
(As on 31st March, 2014)

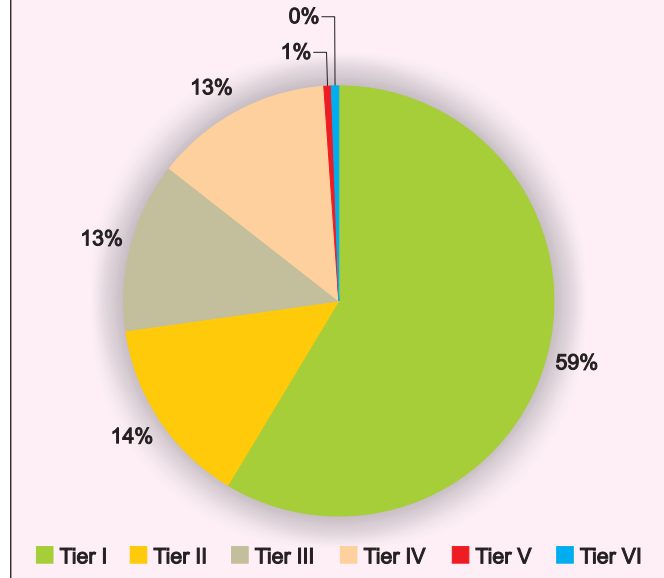
	2013	2014
Public Sector *	6,272	7,869
Private Sector	1,827	2,003
Total	8,099	9,872

* Includes Specialised Insurers AIC and ECGC.

District Level Coverage

I.3.59 When compared to life insurance, the proportion of districts covered by non-life insurers is less. While the four public sector non-life insurer has offices at 601 districts out of 640 districts in the country (94 per cent), the private sector insurers cover only 45 per cent of the districts in the country by having offices in 286 districts. There are 39 districts (6 per cent of districts) in the country, which do not have any non-life insurance office. Private sector insurance offices have not yet opened any offices in 354 districts. Further only 19 States/ Union Territories (out of 35 States/ Union Territories) have non-life insurance offices in all of their districts. This lower level of coverage of districts by non-life insurers might also have led to the low non-life insurance penetration in the country, as compared to penetration of life insurance.

CHART I.17: NUMBER OF NON LIFE INSURANCE OFFICES TIER- WISE FOR 2013-14



SPECIALISED INSURERS

Export Credit Guarantee Corporation of India Limited

I.3.60 Export Credit Guarantee Corporation of India Ltd (ECGC) is a specialised insurer underwriting business in export credit insurance. The company underwrote gross direct premium of ₹1304 crore in 2013-14, (reporting a growth of 12.70 per cent) as

TABLE I.38
NUMBER OF NON-LIFE INSURANCE OFFICES - TIER WISE

Non-Life	Year	No. of offices						Total
		Tier I	Tier II	Tier III	Tier IV	Tier V	Tier VI	
Public Sector	2013	3583	921	968	565	94	59	6190
	2014	3747	1361	1257	1298	80	43	7786
Private Sector	2013	1147	153	166	0	0	0	1466
	2014	1337	124	147	0	0	0	1608
Standalone Health Private	2013	320	41	0	0	0	0	361
	2014	394	1	0	0	0	0	395
Specialised Insurers	2013	47	29	6	0	0	0	82
	2014	82	1	0	0	0	0	83
Total	2013	5097	1144	1140	565	94	59	8099
	2014	5560	1487	1404	1298	80	43	9872

against ₹1157 crore in 2012-13. The insurer reported an underwriting profit of ₹61.86 crore as against 99.96 crore underwriting loss in the previous year. The insurer's Net Earned Premium is to the tune of ₹907 crore as against ₹796 crore in the previous year. The net profit of the company increased to ₹360 crore from ₹242 crore in the previous year. The insurer reported incurred claims ratio of 82.22% in 2013-14 (102.01% in 2012-13).

I.3.61 The corporation had 11109 short term export credit insurance policies in force in 2013-14 (11720 in 2012-13), including transfer guarantees. Premium income earned on short term policies during the year was ₹389 crore (₹361 crore in 2012-13) reporting a growth of 7.73 per cent during the year under review as against a growth of 1.35 per cent in the previous year. The premium income from the medium and long term business during 2013-14 was ₹45.48 crore as against ₹44.85 crore in 2012-13 which thus increased by 1.40 per cent. Income from Short Term ECIB premium during 2012-13 was ₹870 crore against ₹752 crore in 2011-12 reporting a growth of 15.69 per cent.

Agriculture Insurance Company of India Ltd

I.3.62 Agriculture Insurance Company of India Ltd (AIC) is a specialised insurer underwriting business in agriculture insurance. The company underwrote gross direct premium of ₹3395 crore during the year 2013-14, reporting a growth of 2.96 per cent as against ₹3297 crore in 2012-13. The insurer's Net Earned Premium for the year 2012-13 is ₹1648 crore as against ₹1476 crore in the previous year. The insurer's underwriting profit decreased to ₹32 crore in 2013-14 against ₹208 crore in 2012-13. The net profit of the company decreased to ₹249 crore from ₹348 crore in the previous year. The company's incurred claims ratio has increased to 104.65% in 2012-13 as against 97.86% in 2012-13.

Stand Alone Health Insurance Companies

I.3.63 The Authority as on 31st March, 2014 has granted licenses to five insurance companies to operate as

standalone health insurance companies. They are: Star Health and Allied Insurance Co.Ltd., Apollo Munich Health Insurance Co.Ltd., Max Bupa Health Insurance Co. Ltd., Religare Health Insurance Co.Ltd. and Cigna TTK Health Insurance Company Limited. These insurance companies are authorized to underwrite business in health, personal accident and travel insurance segments. During the year 2013-14, gross direct premium underwritten by these insurers stood at ₹2245 crore as against ₹ 1726 crore in the previous year reporting a growth of 30%. The underwriting losses of these companies for the year 2013-14 is ₹547 crore as against 380.39 crore for the year 2012-13. The net losses of these insurers increased to ₹403.10 crore in the year 2013-14 from ₹274.86 crore in the year 2012-13. The incurred claims ratio of these stand alone health insurers stood at 66.06% for the year 2013-14 as against 61.49% in the year 2012-13.

Star Health and Allied Insurance

I.3.64 Star Health was the first company to be granted registration to underwrite business in Health, Personal Accident and Travel insurance segments in 2006-07. In its eighth year of operations, the insurer underwrote gross direct premium of ₹1091 crore in 2013-14, which thus increased by 26.86 per cent as against ₹860 crore in 2012-13. The insurer's Net Earned Premium for the year 2013-14 was ₹675 crore as against ₹511 crore in the previous year. The insurer reported underwriting loss of ₹147 crore for 2013-14 as against underwriting loss of ₹144 crore in 2012-13. For the financial year 2013-14, the insurer has reported a net loss of ₹93 crore as against net loss of ₹126 crore in 2012-13. The net incurred claims ratio in the year 2013-14 has increased to 67.21 from 63.17 in the year 2012-13.

Apollo Munich Health Insurance

I.3.65 Apollo Munich was the second company to receive licence to underwrite insurance business exclusively in the Health, Personal Accident and Travel

insurance segments. In its seventh year of operations, the company underwrote gross direct premium of ₹692 crore in 2013-14 as against ₹620 crore in 2012-13, i.e., a growth of 11.69 per cent. The Net Earned Premium for the year 2013-14 is ₹543 crore as against ₹442 crore in 2012-13. The insurer reported underwriting loss of ₹85 crore in 2013-14 (underwriting loss of ₹51 crore in 2012-13), and reported a net profit of ₹37 crore in 2013-14 as against net profit of ₹5 crore in 2012-13. The net incurred claims ratio has increased to 65.59 per cent in 2013-14 from 59.25 per cent in 2012-13.

Max Bupa Health Insurance

I.3.66 Max Bupa is the third insurer in the Health segment and was issued certificate of registration in the year 2009-10. The company underwrote gross direct premium of ₹309 crore in 2013-14 against ₹207 crore in 2012-13 which thus increased by 49.05% over previous year. The Net Earned Premium of the insurer for the year 2013-14 is ₹238 crore against ₹128 crore in 2012-13. The underwriting loss has gone up to ₹158 crore in 2013-14 compared to ₹137 crore in 2012-13. The insurer has reported a net loss of ₹132 crore for 2013-14 as against net loss of ₹116 crore in 2012-13. Its incurred claims ratio has increased to 59.07 per cent from 58.45 per cent in the previous year.

Religare Health Insurance

I.3.67 Religare Health Insurance Company Limited was the fourth stand alone health insurance company. Religare Health Insurance was issued certificate of registration in the year 2012-13. In the year 2013-14, the insurer underwrote gross direct premium of ₹152 crore as against ₹39 crore in the previous year. For the year 2013-14, the insurer has incurred an underwriting loss of ₹94 crore as against ₹48 crore in the previous year. The insurer reported net loss of ₹80 crore for the year 2013-14 against ₹38 crore in the previous year. Its Net incurred claim ratio for the year 2013-14 is 79.92% as against 100.81 in the year 2012-13.

Cigna TTK Health Insurance

I.3.68 Cigna TTK Health Insurance Company Limited was the fifth stand alone health insurance company. Cigna TTK Health Insurance Company Limited was issued certificate of registration in the year 2013-14. During first year of operations in the year 2013-14, the insurer underwrote gross direct premium of ₹0.34 crore. The insurer incurred an underwriting loss of ₹62.74 crore for the year 2013-14. The insurer reported net loss of ₹60.32 crore.

General Insurance Corporation of India

I.3.69 GIC is the sole national reinsurer, providing reinsurance to the direct general insurance companies in India. The Corporation's reinsurance programme has been designed to meet the objectives of optimizing the retention within the country, ensuring adequate coverage for exposure and developing adequate capacities within the domestic market. It is also administering the Indian Motor Third Party Declined Risk Insurance Pool – a multilateral reinsurance arrangement in respect of specified commercial vehicles and where the policy issuing member insurer cedes insurance premium to the Declined Risk pool based on underwriting policy approved by IRDA.

I.3.70 The total net premium written by GIC during 2013-14 decreased by 4.05 per cent to ₹13213 crore from ₹13771 crore in 2012-13. The net earned premium of the Reinsurer (the net premium after adjustments for Reserve for Unexpired Risks) during 2013-14 increased to ₹13609 crore from ₹13322 crore in 2012-13. The net incurred claim ratio has increased to 88.97 per cent in 2013-14 from 82.13 per cent in 2012-13. The company reported a net profit of ₹2253 crore in 2013-14 as against net profit of ₹2345 crore in 2012-13.

The company booked a net profit (after tax) of ₹2253 crore in 2013-14 as against a net profit (after tax) of ₹2345 crore in 2012-13.

The national re-insurer, General Insurance Corporation (GIC Re), reported a solvency ratio of 2.73 as on 31st March, 2014 as against 2.39 as on March 31, 2013.

I.4 REVIEW

I.4.1 PROTECTION OF INTERESTS OF POLICYHOLDERS

I.4.1.1 It has come to the notice of IRDA that certain unscrupulous elements are engaged in making calls indicating that they are officials of IRDA and making offers of bonus, high returns and other such fictitious benefits thereby forcing members of public to make payments to unregulated entities or to insurance companies for issuance of life insurance policies. Such calls not only cause members of public to lose money through payment to unregulated entities or invest in policies that they do not need thereby affecting not only the policyholders' interests but also tarnish the image of the life insurance sector at large.

I.4.1.2 Since spurious calls in the name of IRDA is the major cause of concern in the life insurance sector, the present initiatives for protection of members of public from these spurious calls and fictitious offers is a stepped up campaign of consumer education focused on building awareness among members of public so that they do not fall prey to such spurious calls and fictitious offers. IRDA has issued a public notice cautioning members of public about the nature of spurious and fictitious offers made to lure gullible customers. IRDA has issued advertisements in major newspapers cautioning members of public. IRDA is contemplating launching an electronic campaign in this regard.

I.4.1.3 IRDA directed all life insurers to include a caution against spurious calls in the name of IRDA to be incorporated in all their advertisements in print or electronic media and publicity material used to solicit insurance. Further, all life insurers have been directed to issue the caution through SMS to all their customers thereby formulating a multi-pronged strategy to caution public from spurious calls.

In order to enable right buying of insurance, IRDA has issued an advertisement on August 15, 2014 edition of major newspapers under the caption "Celebrate independence through appropriate insurance".

I.4.1.4 As a part of measures to bring more transparency in financial reporting and also to protect and further the interests of policyholders and their legal heirs and representatives, the Authority issued directions to all insurers vide Circular No. IRDA/F&A/Cir/GDL/056/02/2014 dated 13th February, 2014. The Authority directed all insurers to put in place specified procedures for reporting and monitoring the unclaimed amounts of policyholders. The Authority also directed insurers to allow the policyholders and their legal heirs/representatives to find or search the details of unclaimed amounts, on their websites, for convenience. Insurers were also directed to ensure settlement of claims/ dues through electronic means as far as feasible, in order to control further increase of unclaimed amounts of policyholders.

These guidelines are expected to ensure better reporting of the unclaimed amounts held by insurers, and also enable to restrain further increase in such amounts.

Financial literacy and consumer education initiatives of IRDA

I.4.1.5 At the time of the opening up of the insurance sector, the levels of insurance penetration and insurance density were very low. One of the main reasons for low levels of insurance penetration and density is the lack of awareness about the insurance products and the benefits of various insurance policies. Insurance education helps a consumer to understand their needs and risks, ascertain availability of insurance for managing risks, appreciate their value of possessing an insurance product and to know about the *do's & don'ts* before and after purchase of an insurance policy. IRDA, as insurance sector regulator, has been playing a pro-active role in promoting insurance education since its inception and has adopted multi-pronged approach to enhance consumer awareness on various tenets of insurance. IRDA's strategy of publicity and consumer education has been encompassing both in-house programmes and supporting/sponsoring

external programmes and encouraging all stakeholders to promote insurance awareness among the public by stepping up its efforts for insurance education.

During the FY 2013-14, IRDA has taken a number of consumer education initiatives under the brand name *Bima Bemisaal*.

I.4.1.6 IRDA has launched Hindi version of its consumer education website and introduced a games section 'Young Corner' targeting children to learn insurance in a playful manner. IRDA conducted 4th Annual Seminar on Policyholder Protection and Welfare in Mumbai on 27th November, 2013. The Annual Consumer Affairs booklet containing various initiatives towards protection of policyholders and the data of complaints against insurers was launched on this occasion. During the Seminar, Comic Book Series and Animation films which have been translated into 12 vernacular languages, Documentary film on various initiatives of IRDA towards protecting the interests of the policyholders, the visual education material was placed on Youtube site 'IRDA Connects' and a mobile website of IRDA to provide for ease of access of IRDA website to consumers using mobile were also launched.

For the first time, IRDA published wall calendars and desk calendars with insurance messages carrying relevant pictures to depict the messages.

IRDA published four handbooks viz. Role of Insurance Surveyors, Life Insurance Riders, Householders & Shopkeepers Insurance and Insurance Sector's Grievance Redressal Mechanism for the benefit of policyholders.

The insurance education material developed by IRDA is not only made available on consumer education website in easily downloadable form but the printed copies are also distributed through various channels such as financial literacy centres, consumer bodies etc.

IRDA sponsored a pan-India insurance awareness campaign through General Insurance Council, disseminating insurance education on common

general insurance topics viz. motor, health, rural and property Insurance.

I.4.1.7 In order to curb the menace of spurious callers, a print campaign was carried out cautioning general Public against spurious callers and fictitious offers. IRDA is working towards campaign in the electronic media for wider reach amongst members of public.

IRDA sponsored eight seminars conducted by consumer bodies and NGOs in rural, semi-urban areas viz. Nigohan (District Lucknow, UP), Chittoor (Andhra Pradesh), Bhubaneswar (Orissa), Raiganj (Dist. Uttar Dinajpur, W.B), Nagaon (Assam), Mysore (Karnataka), Semaria (District Rewa, M.P) and Itanagar (Arunachal Pradesh).

To promote academic research in the areas of insurance, IRDA launched a Research Grant Scheme promoting applied research in insurance with focus on policyholders' protection and insurance inclusion.

I.4.1.8 Stepping up its efforts to increase insurance awareness and thereby insurance penetration, IRDA decided to celebrate IRDA Foundation Day (April 19) as Insurance Awareness Day beginning from this year. Insurers were also advised to organise programmes on this day for promoting Insurance Awareness among members of public.

It is essential to spread financial literacy across all citizens of the country equipping them with knowledge, skills and confidence required to make an informed choice while choosing any financial product. The Government of India, Ministry of Finance, through Financial Stability and Development Council (FSDC), has formulated the National Strategy for Financial Education (NSFE) and advised all financial sector regulators to implement the same within a time frame of five years. NSFE aims to promote a smoother and more sustainable co-operation between regulators and stakeholders, avoid duplication of resources and allow development of articulated and tailored roadmaps with measurable and realistic objectives based on dedicated national assessments. IRDA along with other financial

sector stakeholders has been playing an active role in the implementation of National Strategy for Financial Education. A Special Institute called National Centre for Financial Education (NCFE) has been established under National Institute of Securities Market (NISM) to implement NSFE with representatives from all financial sector regulators. NCFE has conducted National Financial Literacy Test for School Children during financial year 2013-14 and all stakeholders including IRDA were involved in this endeavour. NCFE is also working with CBSE and NCERT for inclusion of financial literacy in the school curriculum. However, the long term goal of influencing the change of behavior of the customer relating to insurance and enhanced knowledge received through various financial literacy programmes getting translated into greater insurance inclusion can only happen over a period of time with sustained efforts.

Initiatives towards policyholder protection:

I.4.1.9 With a view to protecting the interests of policyholders, the IRDA has taken a number of initiatives. The framework of regulations for an insurer or an agent or intermediary to protect the interests of prospects and policyholders are contained in the IRDA (Protection of Policyholders' Interests) Regulations, 2002. The Regulations contain procedure to be followed at the point of sale and proposal stage; disclosures to be made in life insurance and general insurance policy document, claim procedure in respect of life insurance and general insurance policy; and policy servicing.

I.4.1.10 IRDA (Advertisement and Disclosure) Regulations, 2000 and other guidelines relating to advertisements are aimed at ensuring that any communication (including that on the internet) which directly or indirectly results in eventual sale or solicitation of policy should not be unfair or misleading but should contain fair information to the customers about the product on offer so that the customer can take an informed decision about choosing the insurance product he is being offered.

I.4.1.11 Since insurance is a subject matter of solicitation, there are various kinds of persons or institutions involved in soliciting insurance. In order to ensure that only licensed persons or institutions engage in prospecting and sale of insurance products, IRDA has issued regulations for licensing. These regulations are IRDA (Licensing of Insurance Agents) Regulations, 2000 for individual insurance agents; IRDA (Licensing of Corporate Agents) Regulations, 2002 for corporate agents; IRDA (Insurance Brokers) Regulations, 2013 for insurance brokers; and IRDA (Web Aggregators) Regulations, 2013 for web-aggregators. These regulations mandate compliance of the agents, corporate agents, brokers and web-aggregators with the code of conduct prescribed therein to ensure that the persons soliciting insurance business should be eligible persons and that they disseminate the requisite information in respect of insurance products offered for sale, understand the policy being sold and should be capable of making suitable advice based on the customer needs so that the policy offered / sold meets the requirements of the prospect. They are also required to provide after sales service like renewal, assistance in making claim etc.

I.4.1.12 With the increasing recourse taken by insurers, corporate agents and brokers to solicit policies (including lead generation) through modes like telecalling, SMS, email, internet, DTH, postal mail which do not involve communication in person but in distance mode; IRDA issued Distance Marketing Guidelines. The requirements to be complied with at the time of offer, negotiation and conclusion of sale are aimed at affording protection to prospects and policyholders taking recourse to distance marketing channels.

I.4.1.13 Since the benefit of insurance can be reaped only if appropriate products are sold, IRDA has issued guidelines on File and Use of products both in life and non-life. In terms of these guidelines every insurer is required to seek approval of products by making an

application to IRDA. Along with the application, the insurer should furnish specimen policy bond, specimen proposal forms, specimen sales literature and statement of financial projections. Similar procedure has to be followed for change in terms and conditions. Even in case an insurer wants to withdraw a product, it can do so only after informing IRDA and giving reasons for withdrawal. These guidelines ensure that only approved products are sold to members of public.

I.4.1.14 The IRDA (Non-Linked Product) Regulations 2013 and IRDA (Linked Product) Regulations 2013 governing non-linked and linked life insurance products are aimed at ensuring consistency in terms of products respectively and features offered by the insurers and bringing in transparency in terms of benefit payouts thereby enabling the customers to choose the right policy.

I.4.1.15 IRDA (Health Insurance) Regulations 2013 lay greater emphasis on features of the product, standard declaration in the proposal form, greater transparency and disclosures in sales literature and disclosures on the web portals to disseminate suitable information for decision making, etc. The guidelines on standardization in health insurance provide standardization of several aspects in health insurance such as definitions for commonly used terms in health policies, nomenclature and procedure for critical illness, pre-authorization and claim form, list of excluded expenses in hospitalization benefit policies, file and use application, customer information sheet and agreement between Insurer & Third party Administrator and Insurer & Provider (Hospital). These guidelines prevent ambiguity and ensure greater consistency in interpretation, which is in the general interest of policyholders.

I.4.1.16 In addition to the various measures aimed at protecting the interests of insurance customers as indicated above, if there is a cause for complaint regarding deficiency of service by an insurer, a system for expeditious resolution is imperative. The grievance redressal guidelines to insurers enable each insurer to have a uniform system for receiving, acknowledging

and resolving grievances within specified time limits; and to appoint an officer designated as Grievance Redressal Officer at not only the Head Office/Corporate office level but also at every other office.

I.4.1.17 Since it is not always found easy for customers to access insurers, IRDA has provided channels for customers to raise their grievances against insurers. These include online grievance portal www.igms.irda.gov.in and a toll free grievance call centre (155255). The complaints registered through these channels also are taken up with insurers for resolution and advice to the complainants.

I.4.1.18 As IRDA facilitates grievance redressal but does not adjudicate upon grievances, the institution of Insurance Ombudsman functioning under the Redressal of Public Grievances Rules, 1998 serves as a simple, inexpensive and expeditious conciliatory and adjudicatory mechanism for settlement of complaints on certain grounds of complaint relating to personal lines of insurance.

I.4.1.19 Thus, IRDA's role in policyholder protection goes much beyond the IRDA (Protection of Policyholders' Interests) Regulations, 2002. Further, the above measures are in addition to and not exclusive of other regulatory requirements of entry point norms, licensing, maintenance of solvency margins, investment norms, public disclosures etc. and supervisory mechanisms like on-site inspection and off-site monitoring through regulatory returns, market intelligence, audit etc.

I.4.1.20 Considering the fact that IRDA (Protection of Policyholders' Interests) Regulations are issued in the year 2002 and that several changes have occurred in the insurance landscape, there is an urgent need for revisiting the regulations to enhance the policyholder protection. IRDA has constituted a committee for not only for strengthening the Policyholder Protection Regulations but also to propose a Model Citizen Charter for insurance companies.

Grievance Redressal and Consumer Education:

I.4.1.21 The Consumer Affairs Department of IRDA facilitates resolution of policyholder grievances by insurers and takes several initiatives towards consumer education in insurance.

Grievance Redressal Guidelines of IRDA mandate that all insurers should have a Board approved grievance redressal policy, designate a Grievance Redressal Officer at the senior management level at the Head Office/Corporate Office/Principal Office and a Grievance Redressal Officer at every other office and constitute a policyholder protection committee as per the corporate governance guidelines for receiving and analyzing reports relating to grievances. The guidelines mandate each insurer to put in place automated systems for online registration and tracking of complaints as well as systems of receiving grievances by call or emails and integrate these systems with IRDA. Further, the guidelines contain timelines for various activities relating to grievances like acknowledgement, redressal, closure etc. Grievance redressal guidelines and the corporate governance guidelines to have a policyholder protection committee as a mandatory committee have gone a long way in affording greater protection to the interests of policyholders.

I.4.1.22 In order to provide alternative channels to receive complaints against insurers, IRDA has set up IRDA Grievance Call Centre (IGCC) which receives and registers complaints through a toll free number and also furnishes the status of resolution. IRDA has also put in place the Integrated Grievance Management System (IGMS) as an online system for grievance management that not only offers a gateway for registering and tracking grievances online but also as an industry-wide grievance repository for IRDA to monitor disposal of grievances by insurance companies. IGCC has an interface with IGMS; and through IGMS, IRDA has an interface with grievance systems of insurers.

I.4.1.23 The department receives complaints against life and non-life insurance companies from prospects and policyholders; and takes up these grievances with insurers for resolution if already received by insurer. Prospects and policyholders are advised to first file their complaints with the respective insurance companies. If the insurance companies do not attend to the complaints within the stipulated turnaround time of 15 days or the complainant is not happy with the resolution, he/she may escalate the complaint to IRDA. IRDA facilitates resolution through review/re-examination by taking up the matter with the insurance companies. However, IRDA does not investigate into or adjudicate upon each complaint received or escalated to IRDA. In case the complainants are not satisfied with the resolution, they may have to take up the matter for adjudication by the insurance ombudsman or any other appropriate forum or court as the case may be.

I.4.1.24 The Department examines the level of compliance with IRDA (Protection of Policyholders Interests) Regulations, 2002. Since IGMS provides a central repository of complaints across the industry, this helps IRDA as well as insurance companies to carry out root cause analysis of grievances to identify systemic and policy related issues. This has helped the Authority to identify the concerns of policyholders and issue suitable instructions / suggest measures to insurers to reduce cause for customer grievances.

I.4.1.25 Consumer Affairs Department is also actively engaged in consumer education with a view to building insurance awareness. Insurance, being a complex financial product, requires special knowledge to understand the nature of insurance products on offer, their utility and their terms and conditions. The consumer education initiatives of IRDA are aimed at ensuring that the consumer identifies his needs, understands the insurance products and the risks involved therewith so that he takes an informed decision while purchasing insurance. Insurance

awareness campaigns by IRDA are carried out through all possible channels including print and electronic media viz. newspaper ads and publication of handbooks/comic books, radio/television, internet, seminars, social websites like You tube etc. The consumer education website *www.policyholder.gov.in* hosts a lot of insurance related information of interest to the public in simple language. In order to enhance the reach of the material, IRDA has launched a Hindi site and also prepared the books in major regional languages so that the information can be made available to the people across the country in the language of their choice. IRDA is focusing now on the distribution of the material developed for which IRDA is collaborating with the insurance industry, other regulatory bodies, Financial Literacy Centres, Common Service Centres etc., and using all available alternative channels used to reach people across the nation for disseminating insurance awareness, thereby creating the demand push for enhancing the levels of insurance inclusion. IRDA is also an active participant in implementing the National Strategy on Financial Education by working with other financial sector regulators towards imparting financial literacy from early stages of one's life.

I.4.2 MAINTENANCE OF SOLVENCY MARGINS OF INSURERS

I.4.2.1 Every insurer is required to maintain a Required Solvency Margin as per Section 64VA of the Insurance Act, 1938. Every insurer shall maintain an excess of the value of assets over the amount of liabilities of not less than an amount prescribed by the IRDA, which is referred to as a Required Solvency Margin. The IRDA (Assets, Liabilities and Solvency Margin of Insurers) Regulations, 2000 describe in detail the method of computation of the Required Solvency Margin.

I.4.2.2 In the case of life insurers, the Required Solvency Margin is the higher of an amount of fifty crore of rupees (one hundred crore of rupees in the

case of reinsurer) or a sum which is based on a formula given in the Act and the regulations framed there under:

I.4.2.3 In the case of non-life insurers, the Required Solvency Margin shall be the maximum of the fifty crore of rupees (one hundred crore of rupees in the case of reinsurer); or higher of RSM-1 and RSM-2 computed as under:

- RSM-1 means the Required Solvency Margin based on net premiums, and shall be determined as twenty per cent of the amount which is higher of the Gross Premiums multiplied by a Factor A and the Net Premiums. For the purpose of calculation of RSM1, premium of the last 12 months on rolling basis will be taken into account.
- RSM-2 means the Required Solvency Margin based on net incurred claims, and shall be determined as thirty per cent of the amount which is the higher of the Gross Net Incurred Claims multiplied by a factor B and the Net Incurred claims.

Life Insurers

I.4.2.4 At the end of March 2014, all the 24 life insurers complied with the stipulated requirement of solvency ratio of 1.5. Life Insurance Corporation of India reported a solvency ratio of 1.54, which was the same as that at the end of March 2013.

Solvency Ratio of Non-life insurers

I.4.2.5 As at 31st March, 2014, all the 22 private sector non-life insurers (including the health insurers) had complied with the stipulated Solvency Ratio of 1.50. All the four public sector insurers complied with the stipulated Solvency Ratio of 1.50 as at 31st March, 2014.

I.4.2.6 As at 31st March, 2014, the specialised insurers, i.e. AIC and ECGC reported a solvency ratio of 2.60 and 11.02 respectively as against 2.47 and 9.64 as at 31st March, 2013.

Reinsurer

I.4.2.7 The national insurer, General Insurance Corporation of India, reported a solvency ratio of 2.73 as on 31st March 2014 (2.39 on 31st March, 2013).

Standalone Health Private Insurers

I.4.2.8 The Authority in order to promote Health insurance schemes has provided a special dispensation to the extent that it will exercise forbearance for a period of six months (two quarters), in case the solvency ratio falls below the stipulated level of 1.50 provided that the fall in solvency should be only on account of “premium receivable” from Central/State Governments. By the end of March 2014, all the five health insurers complied with the stipulated solvency ratio.

Reinsurer

I.4.2.9 The national reinsurer, General Insurance Corporation of India, reported a solvency ratio of 2.73 as on 31st March 2014 (2.39 as on 31st March, 2013).

I.4.3 MONITORING OF REINSURANCE

I.4.3.1 The mandate to the Authority in respect of reinsurance lies in the provisions of Section 14(1) and 14(2) Sub Section (f) of the IRDA Act, 1999 as well as Sections 34F, 101A, 101B and 101C of the Insurance Act, 1938. In addition, the Authority has framed regulations pertaining to re-insurance by both life and non-life insurers which lay down the ground rules for placing re-insurance with the re-insurers. Under the provisions of the Insurance Act, 1938, the General Insurance Corporation of India has been designated as the “Indian re-insurer” which entitles it to receive obligatory cessions of 5% from all the direct non-life insurers. The limits have been laid down in consultation with the Reinsurance Advisory Committee.

I.4.3.2 Every insurer needs a comprehensive and efficient re-insurance program to enable it to operate within the constraints of its financial strength. This is important to maintain the solvency of the insurer and

to ensure that the clauses are honored as and when they arise. Hence the Authority has stipulated that every insurer shall obtain the approval of its Board for its reinsurance program. The regulatory framework also provides for filing of the reinsurance program for the next financial year with the Authority at least 45 days before the commencement of the said year. The insurers are further required to file the treaty slips or cover notes relating to the reinsurance arrangements with the Authority within 30 days of the commencement of the financial year. These measures highlight the importance attached to the existence of adequate and efficient reinsurance arrangements for an insurance company. It would be recalled that the solvency position of an insurance company is assessed on a “net of re-insurance” basis.

I.4.3.3 The Regulations also require that every insurer should maintain the maximum possible retention commensurate with its financial strength and volume of business. The guiding principles in drawing up the reinsurance program have been stated as under:

1. Maximize retention within the country;
2. Develop adequate capacity;
3. Secure the best possible protection for the reinsurance costs incurred; and
4. Simplify the administration of business.

I.4.3.4 IRDA effected amendments to the Reinsurance Regulations, 2002 and notified the same in March 2013. The regulations mandated Insurers/reinsurers to place reinsurance business with insurers/reinsurers outside India, after taking into consideration their credit rating, claims experience, claims paying ability and solvency margin. Accordingly, limit on the total reinsurance which an insurer could place with an insurer/reinsurer outside India was prescribed by IRDA. Further, in respect of reinsurance of catastrophe risks, all insurers/reinsurers were mandated to ensure that the reinsurance arrangements in respect of catastrophe accumulations, using various realistic

disaster scenario testing methods, are adequate and approved by their Board of Directors before filing the same with the Authority along-with their reinsurance program.

Cross Border Reinsurers

I.4.3.5 The Authority, under the powers granted to it under Section 114 (zd) of the Insurance Act, 1938 has issued guidelines on “Cross Border Reinsurer”. These guidelines have been effective from April 1, 2012. The guidelines are applicable to those “Cross Border Reinsurers” who do not have any physical presence in India but carry on reinsurance business with Indian insurance companies.

All the reinsurers are required to provide information as per format prescribed by the Authority along with their audited annual report. It was mandated to all the insurers and reinsurer that the cross border reinsurers should be legal entity in their home country and are regulated and supervised by their home supervisors. The solvency of the reinsurer should not be lower than standards prescribed for Indian insurers and their financial strength, quality of the management and adequacy of their technical reserving methodologies should be monitored by their home supervisory Authority. Authority shall register foreign firms domiciled in countries who have either signed DTAA agreements to Tax Information Exchange Agreement with India as per list maintained with IT Department, Govt. of India and will provide a Unique Identification Number (UIN Number) to these reinsurers which will be valid for a period of one year.

I.4.3.6 In the year 2013-14, 211 reinsurers and 79 Lloyds Syndicates were allotted Unique Identification Number (UIN) and in 2014-15 the Authority has issued 334 UINs to 238 reinsurers and 87 Lloyds Syndicates and 9 Incidental Syndicates.

All insurers/reinsurers were directed to strictly comply with these guidelines and no insurer/reinsurer can place reinsurance business with any entity which is

**TABLE I.39
NET RETENTIONS (GIC)**

Line of Business	Domestic Business (%)	Foreign Business (%)
Fire	62.3	87.4
Marine Cargo	77.6	100.0
Marine Hull	61.9	91.9
Engineering	82.0	99.1
Aviation	67.9	84.4
Motor	100.0	100.0
Misc	95.4	100.0
Total	62.3	87.4

not registered and no Unique Identification Number has been allotted by IRDA.

I.4.4 INSURANCE POOLS

Terrorism Pool

I.4.4.1 The Indian Market Terrorism Risk Insurance Pool was formed as an initiative by all the non-life insurance companies in India in April 2002, after terrorism cover was withdrawn by international reinsurers' post 9/11. The pool has thus completed more than a decade of successful operations. All Indian non-life insurance companies and GIC Re are members of the pool. GIC Re continues to administer the pool. The pool is applicable to insurance of terrorism risk covered under property insurance policies. The pool offered limit of indemnity of ₹750 crore per location for terrorism risk cover till 31st March, 2012. From 1st April, 2012, the limit was increased to ₹1,000 crore per location. Premium rates for terrorism cover, which were revised upwards from 1st April, 2009 after the losses reported from 26/11 Mumbai terrorist attack event, and subsequently were reduced w.e.f. 1st April, 2012.

I.4.4.2 The Authority allowed a brokerage/Agency commission upto 5 per cent on terrorism premium for business procured through Brokers/Agents. It is now proposed to revise the Pool's capacity per location, the rates, deductibles and terms and coverage.

I.4.4.3 The pool capacity per location has been increased to ₹1,500 crore against the previous level of ₹1000 crore. New add-on coverage for start-up expenses and alternative accommodation has been included in the pool coverage. The Authority had previously allowed a brokerage/agency commission up to 5% on terrorism premium for business procured through brokers/agents. The revised premium rates also include the cost incurred towards brokerage/agency commission.

I.4.4.4 The pool's premium income has decreased from ₹482.53 crore in 2012-13 to ₹471.13 crore in 2013-14,

which is a decrease of 2.36%. The claims paid by the pool during 2013-14 was ₹2.22 crore. No major losses were reported to the pool during 2013-14.

I.4.4.5 Obligatory session received by GIC

- a) The proposed percentage cessions of the sum insured on each general insurance policy to be reinsured with the Indian reinsurer shall be 5% in respect of insurances attaching during the year 1st April 2014 to 31st March 2015.
- b) For the year 2013-14, the obligatory cession was reduced to 5% on all lines of business as against

**TABLE I.40
SHARE OF MEMBER COMPANIES IN THE INDIAN TERRORISM POOL**

S. No.	Member Company	2013-14		2014-15	
		Per risk Capacity (₹ crore)	Per risk Capacity (₹ crore)	Per risk Capacity (₹ crore)	Share (in Per cent)
1	General Insurance Corporation of India	156.50	156.50	237.615	15.841
2	National Insurance Co. Ltd.	120.00	120.00	178.215	11.881
3	The New India Assurance Co. Ltd.	156.50	156.50	237.615	15.841
4	The Oriental Insurance Co. Ltd.	120.00	120.00	178.215	11.881
5	United India Insurance Co. Ltd.	120.00	120.00	188.865	12.591
6	Bajaj Allianz General Insurance Co. Ltd.	50.25	50.25	74.640	4.976
7	Cholamandalam General Insurance Co. Ltd.	20.00	20.00	29.505	1.967
8	Future Generali General Insurance Co. Ltd.	10.00	10.00	15.000	1.000
9	Govt. Insurance Fund, Gujarat	10.00	10.00	15.000	1.000
10	HDFC Ergo General Insurance Co. Ltd.	10.00	10.00	15.105	1.007
11	ICICI Lombard General Insurance Co. Ltd.	80.00	80.00	118.815	7.921
12	IFFCO-Tokio General Insurance Co. Ltd.	40.00	40.00	59.400	3.960
13	Reliance General Insurance Co. Ltd.	20.00	20.00	29.700	1.980
14	Royal Sundaram Alliance Insurance Co. Ltd.	10.00	10.00	15.000	1.000
15	Tata-AIG General Insurance Co. Ltd.	16.00	16.00	23.760	1.584
16	Universal Sampo General Insurance Co. Ltd.	10.00	10.00	9.990	0.666
17	Shriram General Insurance Co. Ltd.	10.00	10.00	15.000	1.000
18	Bharti AXA General Insurance Co. Ltd.	10.00	10.00	15.105	1.007
19	Raheja QBE General Insurance Co. Ltd.	0.75	0.75	0.750	0.050
20	SBI General Insurance Co. Ltd.	5.00	5.00	4.995	0.333
21	L&T General Insurance Co. Ltd.	10.00	10.00	15.105	1.007
22	Liberty Videocon General Insurance Co. Ltd.	10.00	10.00	15.105	1.007
23	Magma HDI General Insurance Co. Ltd.	5.00	5.00	7.500	0.500
		1,000.00	1,000.00	1500.000	100.000

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**TABLE 41
REINSURANCE CEDED OUTSIDE INDIA ON
INDIAN BUSINESS (EXCL GIC)**

(₹ crore)

Class	2012-13		2013-14	
	Premium Ceded	Net Profit Ceded	Premium Ceded	Net Profit Ceded
Fire	1,551.17	769.63	1,692.74	-412.49
Marine Cargo	303.1	77.92	299.88	91.93
Marine Hull	523.58	66.06	534.60	-69.54
Motor	55.67	68.75	55.67	68.75
Aviation	301.73	217.27	301.73	217.27
Engineering	624.84	501.53	590.55	-8.83
Other	2,249.08	-290.42	2,822.46	545.10
Miscellaneous				
Total	5,609.17	1,410.74	6,297.62	432.18

10% in 2012-13 (10% for all lines except motor and health—including Personal Accident & Travel which was 7.5%). The same rate of obligatory cession is proposed for the year 2014-15 as well.

- c) Section 101A (4) provides that a notification under sub-section (2) of Section 101A of the Insurance Act, 1938 may also specify the terms and conditions in respect of any business of re-insurance required to be transacted under this

**TABLE I.42
REINSURANCE PLACED WITHIN INDIA AND
OUTSIDE INDIA AS PER CENT OF GROSS
DIRECT PREMIUM IN INDIA**

(In per cent)

Class	2012-13		2013-14	
	Placed In India	Placed Out-side India	Placed In India	Placed Out-side India
Fire	31.87	24.60	31.07	24.64
Marine Cargo	15.20	16.29	12.21	14.99
Marine Hull	36.76	52.53	32.78	49.68
Motor	15.52	0.20	9.12	0.22
Aviation	40.67	60.61	48.68	68.56
Engineering	31.82	25.94	32.01	24.45
Other Miscellaneous	14.83	9.37	12.90	10.08
Total	17.99	8.72	14.14%	8.82%

section and such terms and conditions shall be binding on Indian re-insurers and other reinsurers.

- d) The Authority, in consultation with the Advisory committee constituted under section 101B of the Act, hereby specifies the percentage and terms and conditions for the reinsurance cessions to the “Indian Reinsurer” in compliance with section 101A of the Act.

**TABLE I.43
NET RETAINED PREMIUM ON INDIAN BUSINESS AS PER CENT OF GROSS DIRECT PREMIUM
(EXCLUDING GIC)**

(in per cent)

Class	2012-13			2013-14		
	Public Sector	Private Sector	Total	Public Sector	Private Sector	Total
Fire	67.53	34.99	55.84	66.13	35.35	55.02
Marine Cargo	78.92	56.22	69.53	83.29	64.49	74.66
Marine Hull	17.94	6.14	16.84	24.11	7.22	22.63
Motor	89.45	87.56	88.45	93.46	90.06	91.72
Engineering	67.93	23.71	53.95	66.89	25.59	54.61
Aviation	9.68	35.08	16.81	-11.52	52.16	0.04
Other Misc	80.19	71.97	77.72	83.88	70.30	79.08
Total	79.36	75.41	77.75	82.38	76.28	79.83

TABLE I.44
NET RETENTIONS OF NON-LIFE INSURERS
AS PER CENT OF GROSS DIRECT PREMIUM
(INCLUDING GIC)

(In per cent)		
Class	2012-13	2013-14
Fire	71.88	69.24
Marine Cargo	83.59	85.99
Marine Hull	34.79	31.94
Motor	98.78	100.00
Engineering	70.78	71.07
Aviation	27.25	1.00
Other Misc	90.01	89.43
Total	89.84	90.32

I.4.4.6 Formation of Indian Motor Third Party Declined Risk Insurance Pool (DR Pool):

1. The Authority vide its order no. IRDA/NL/ORD/MPL/277/12/2011 dated 23rd December 2011 created a declined risk pool for Liability only commercial vehicle third party insurance with effect from 01st April 2012.
2. The purpose of creating the Indian Motor Third Party Declined Risk Insurance Pool (DR Pool) for commercial vehicles (liability only insurance) is to ensure equitable and fair sharing by all insurers; there are no supply side constraints; administering is simple; and also to bring claims management efficiency.
3. Under the DR Pool arrangements, each company will have its own underwriting manual having the underwriting parameters for accepting or ceding the risk to the pool, which shall be filed with the Authority.
4. For the year 2013-14, the ceded risk shall be shared in the proportion of 20:5:75 by the ceding company, GIC (obligatory cession, for the year 2013-14: 5%) and the pool respectively.
5. The Authority also stipulated that at no instance shall the insurer refuse to write the risk and any

TABLE I.45
PREMIUM UNDER DECLINED RISK POOL
FOR THE YEAR 2013-14

	Premium Ceded to DR Pool (75 %) (₹ crs)
Public Sector	346.94
Private Sector	35.85
TOTAL	382.79

such refusal shall be seen as a violation of the Insurance Act, 1938 and shall invite penalty as per the Act.

6. The declined risk premium for the year 2013-14 is ₹510.39 crs (100%), and the premium ceded to DR pool for the year 2013-14 is ₹382.79 crs (75%). The break-up of premium between public sector companies and private sector companies is as under:
7. The Authority vide its order dated 18th November 2013 declared the Ultimate Loss Ratio for the year 2012-13 in respect of Declined Risk Pool at 210%, and accordingly, the pool administrator completed the final settlement for the year 2012-13 based on the ULR at 210%.

I.4.4.7 Revision in Motor Third Party Premium Rates:

1. As per the notification no. IRDA/NL/NTFN/MOTP/066/04/2011 dated 15th April 2011, the Authority had to review the premium rates for motor third party liability only cover and adjust them annually using the formula specified therein.
2. Accordingly, the formula has been applied on each of the classification codes as contained in the erstwhile All India Motor Tariff.
3. However, looking into the sudden and adverse impact on the policyholders of increase in rates, the Authority moderated the rate increase in some of the classes of motor insurance, and notified the revised premium rates for motor third party insurance cover for the year 2013-14 vide

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notification no. IRDA/NL/NTFN/MOTP/061/03/2013 dated 26th March 2013 and for the year 2014-15 vide notification no. IRDA/NL/NTFN/MOTP/098/03/2014 dated 27th March 2014.

regulations. The details of investments made by life and non-life insurance sector are given below:

I.4.5 MONITORING OF INVESTMENTS BY THE INSURERS

Total Investment of the Insurance sector

I.4.5.1 All insurers are required to adhere to the pattern of investments as stipulated under the investment

I.4.5.2 As on 31st March 2014, the accumulated total amount of investments made by the insurance sector was ₹20,97,275 Crore. During the last one year, it has grown 12.28 per cent. Life insurers continue to contribute a major share of total investments made by

**TABLE I.46
TOTAL INVESTMENTS OF THE INSURANCE SECTOR
(AS ON 31st MARCH)**

(₹ crore)

INSURER	Life		Non-Life		Total	
	2013	2014	2013	2014	2013	2014
Public	14,02,991 (10.55)	15,74,296 (12.21)	83,644 (17.64)	93,785 (12.12)	14,86,635 (10.93)	16,68,081 (12.21)
Private	3,41,902 (9.52)	3,83,169 (12.07)	39,348 (39.71)	46,025 (16.97)	3,81,250 (12.02)	4,29,194 (12.58)
Total	17,44,894 (10.35)	19,57,466 (12.18)	1,22,992 (23.90)	1,39,809 (13.67)	18,67,886 (11.50)	20,97,275 (12.28)

Note: 1. Figures in brackets represent growth in percentage over the previous year

**TABLE I.47
TOTAL INVESTMENTS OF LIFE INSURERS : INSTRUMENT-WISE
(As on 31st March)**

(₹ crore)

Investments from	31 st March 2013		31 st March 2014	
	Amount	Percentage	Amount	Percentage
Traditional Products				
1 Central Govt. Securities	5,12,180	36.52	6,04,651	37.19
2 State govt. and other Approved securities	2,65,989	18.97	3,33,951	20.54
3 Housing & Infrastructure	1,18,878	8.48	1,55,026	9.54
4 Approved Investments	45,6256	32.53	5,03,059	30.94
5 Other Investments	49,084	3.50	29,118	1.79
A. Total (1+2+3+4+5)	14,02,387	100.00	16,25,804	100.00
ULIP Funds				
6 Approved Investments	3,25,283	94.97	3,22,456	97.22
7 Other Investments	17224	5.03	9205	2.78
B. Total (6+7)	3,42,507	100.00	3,31,661	100.00
Grand Total (A+B)	17,44,894		19,57,466	

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the industry with a share of 93.33 per cent of total investments. Similarly, public sector companies continue to contribute a major share (80 per cent) in total investments though investments by private sector insurers are growing at a fast pace in recent years.

Investments of Life Insurers

I.4.5.3 The various sources of funds available for investment by life insurers can be classified as funds from traditional products and funds from ULIP products. The total amount of funds invested by life insurers as on 31st March 2014 was ₹19,57,466 crore. In that, ₹3,31,661 crore (17 per cent of total funds) has come from ULIP funds and the remaining ₹16,25,804 crore (83 per cent) was contributed by traditional products. The share of ULIP during last three years is facing a

downward trend and its share last year went down by 2.69% when compared to its previous year. During the year under review, the ULIP Fund reduced in absolute number by ₹10,846 crore.

I.4.5.4 The pattern of investments made by life insurers did not witness much change as on 31st March 2014 when compared to 31st March 2013. Central Government securities and approved investments are two major avenues of investments by life insurers.

I.4.5.5 Based on the method of classification of funds, Life fund contributed ₹12,88,225 crore (65.81 per cent), Pension and General Annuity & Group Fund ₹3,37,579 crore (17.25 per cent) and ULIP fund ₹3,31,661 (16.94 per cent) in total investments. During 2013-14, the share of Pension/Annuity funds in total investment has

TABLE I.48
INVESTMENTS OF LIFE INSURERS : FUND-WISE
(As on 31st March)

(₹ crore)								
Insurer	Life Fund		Pension and General Annuity & Group Fund		Unit Linked Fund		Total of all Funds	
	2013	2014	2013	2014	2013	2014	2013	2014
LIC	10,37,656	11,81,000	2,51,011	2,98,818	1,14,324	94,479	14,02,991	15,74,296
Private	82,343	1,07,225	31,375	38,761	2,28,184	2,37,183	3,41,902	3,83,169
Total	11,20,000 (64.19)	12,88,225 (65.81)	2,82,387 (16.18)	3,37,579 (17.25)	3,42,507 (19.63)	3,31,661 (16.94)	17,44,894 (100.00)	19,57,466 (100.00)

Note: 1. Figures in brackets are percentages of respective funds to the total funds

TABLE I.49
GROWTH OF INVESTMENTS: FUND-WISE
(AS ON 31st MARCH)

(₹ crore)				
Fund	2013		2014	
	Total	Growth in percentage	Total	Growth in percentage
Life	11,20,000	14.92	12,88,225	15.02
Pension & General Annuity & Group Fund	2,82,387	19.32	3,37,579	19.55
Traditional (A)	14,02,387	15.78	16,25,804	15.93
Unit Linked Funds (B)	3,42,507	-7.42	3,31,661	-3.17
Total (A+B)	17,44,894	10.35	19,57,466	12.18

TABLE I.50
TOTAL INVESTMENTS OF NON-LIFE INSURERS : INSTRUMENT-WISE
 (As on 31st March)

(₹ crore)

Pattern of Investments	2013		2014	
	Total	% to Fund	Total	% to Fund
Central Govt. Securities	30,658	24.93	35,877	25.66
State govt. and other approved securities	12,987	10.56	14,326	10.25
Housing and Loans to State Govt for Housing & FFE	10,275	8.35	12,742	9.11
Infrastructure Investments	18,997	15.45	24,544	17.56
Approved Investments	44,194	35.93	49,264	35.24
Other Investments	5,882	4.78	3,056	2.19
Total	1,22,992	100.00	1,39,809	100.00

Note: 1. Investments of ECGC and AIC of India have not been included.
 2. FFE : Fire Fighting Equipment

gone up from 16.18 per cent to 17.25 per cent. Further, the shares of Life funds have moved up from 64.19 per cent to 65.81 per cent. Correspondingly, the share of ULIP fund has come down from 19.63 per cent to 16.94 per cent.

Investments of Non-Life Insurers

I.4.5.6 Non-Life insurers have contributed only 6.70 per cent of total investments made by the insurance industry. The total amount of investments made by the sector, as on 31st March 2014, was ₹1,39,809 crore. During 2013-14, the net increase in investments was ₹16,817 crore (13.67 per cent growth over previous year).

I.4.5.7 The pattern of investments made remained the same as was in the previous year. As on 31st March 2014, non-life insurers have invested ₹49,264 crore (35.24 per cent) and ₹35,877 crore (25.66 per cent) in Approved Investments and Central Government Securities respectively.

I.4.6 HEALTH INSURANCE (Within India)

Premium – Total, Individual & Group businesses:

I.4.6.1 During 2013-14, the gross health insurance premium collected by non-life insurance companies

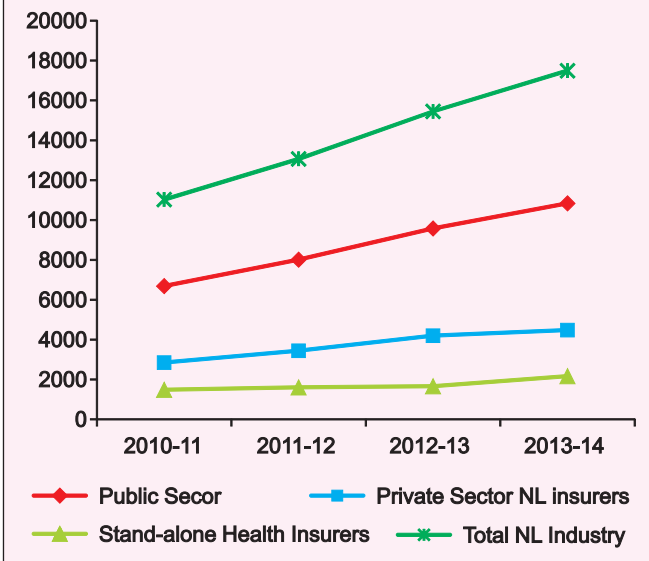
was ₹17,495 crore. It is 13.21 per cent more when compared to previous year's gross health insurance premium of ₹15,453 crore. The four public sector non-life insurance companies continue to contribute a major share of health insurance premium at 62 per cent. Their share continues to be at the same level over the last four years. While private sector non-life insurers contribute 26 per cent of the gross health insurance premium, the remaining 12 per cent has been contributed by stand-alone health insurance companies. The contribution of these two sets of companies too remains more or less same for the past four years.

TABLE I.51
TREND IN HEALTH INSURANCE PREMIUM
OVER THE PAST FOUR YEARS

(₹ crore) (% age of market share)

Market share	2010-11	2011-12	2012-13	2013-14
Public Secor	6689 (61%)	8015 (61%)	9580 (62%)	10841 (62%)
Private Sector NL insurers	2850 (26%)	3446 (27%)	4205 (27%)	4482 (26%)
Stand-alone Health Insurers	1491 (13%)	1608 (12%)	1668 (11%)	2172 (12%)
Total NL Industry	11,031	13,070	15,453	17,495

CHART I.18: TREND IN HEALTH INSURANCE PREMIUM - 4 YEARS



I.4.6.2 The health insurance business can be classified into Group health insurance (other than government sponsored), government sponsored health insurance

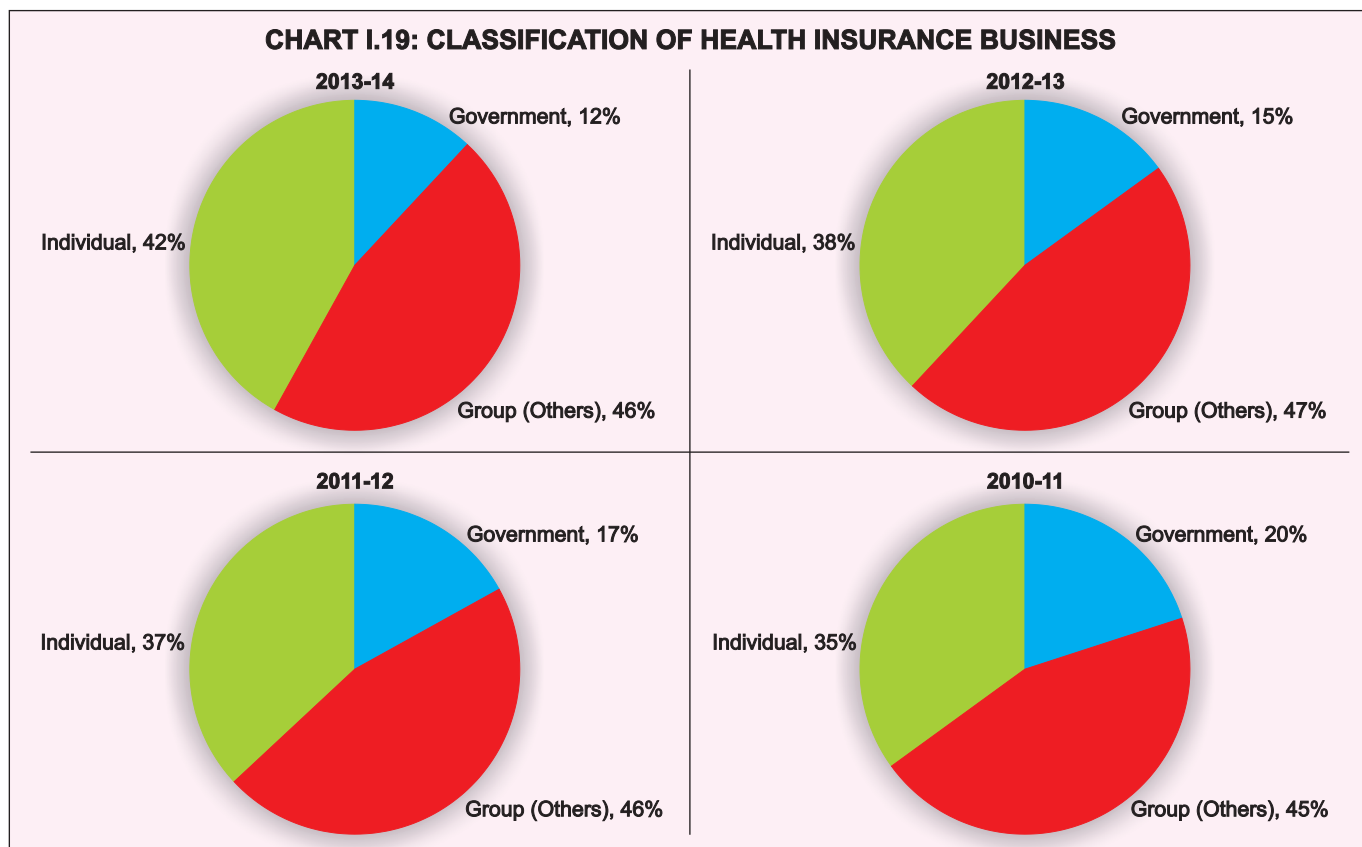
**TABLE I.52
CLASSIFICATION OF HEALTH INSURANCE BUSINESS**

(₹ crore)

Market share	2010-11	2011-12	2012-13	2013-14
Government	2,198 (20%)	2,225 (17%)	2,348 (15%)	2,082 (12%)
Group (other than Govt.)	4,952 (45%)	5,948 (46%)	7,186 (47%)	8,057 (46%)
Individual	3,880 (35%)	4,896 (37%)	5,919 (38%)	7,355 (42%)
Total	11,031	13,070	15,453	17,495

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

CHART I.19: CLASSIFICATION OF HEALTH INSURANCE BUSINESS



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.

Number of policies issued and Number of persons covered under Health insurance:

I.4.6.3 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 moderate decline mainly due to decrease in number of persons covered under Government health insurance schemes.

**TABLE I.53
NUMBER OF PERSONS COVERED UNDER HEALTH INSURANCE**

(in Lakh)				
No of persons covered	2010-11	2011-12	2012-13	2013-14
Government	1891	1612	1494	1553
Group (other than Govt.)	226	300	343	337
Individual	419	206	236	273
Total	2535	2118	2073	2162

Trend in Incurred Claims Ratio

I.4.6.4 One of the major concerns of health insurance segment has been the consistently high Incurred Claims Ratio (ICR) reported by the segment, which stood at over 90 per cent for the past three years thereby making the sector highly unprofitable. The net ICR was 94 per cent in 2011-12 and 2012-13 and 97 per cent in 2013-14.

CHART I.20: NUMBER OF PERSONS COVERED UNDER HEALTH INSURANCE

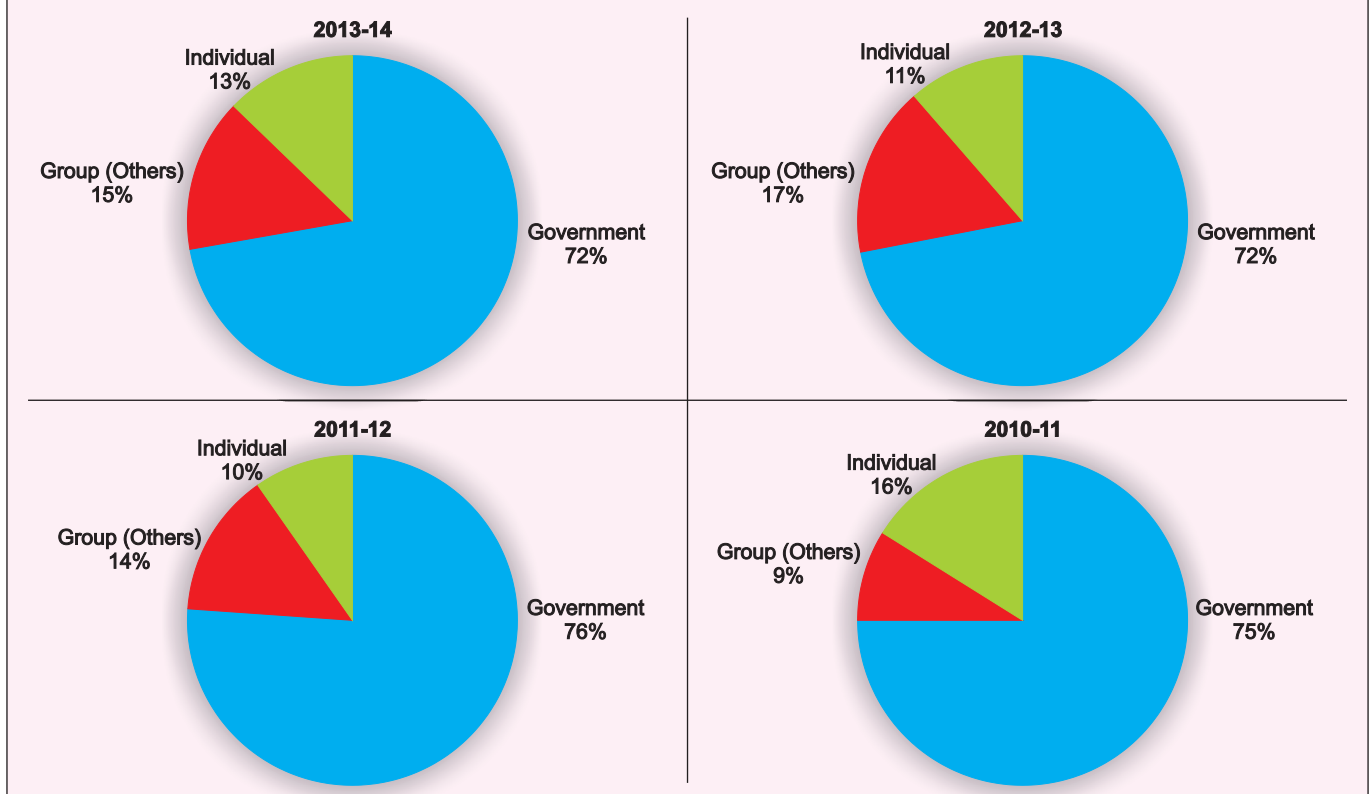


TABLE I.54
NET INCURRED CLAIMS RATIO OF
HEALTH INSURERS

(in per cent)			
Net Incurred Claims Ratio	2011-12	2012-13	2013-14
Government	90%	87%	93%
Group (other than Govt.)	100%	104%	110%
Individual	85%	83%	83%
Total	94%	94%	97%

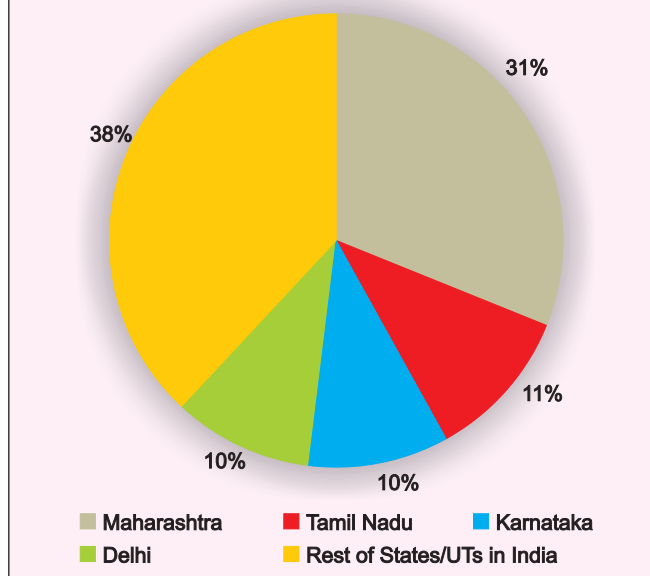
State-wise distribution of health insurance business

I.4.6.5 Another major concern in health insurance business is skewed distribution of health business across various states and union territories. While four states of Maharashtra, Tamil Nadu, Karnataka and Delhi UT contributed 62 per cent of total health insurance premium, the rest 32 States/UTs contributed

TABLE I.55
TOP FOUR STATES IN TERMS OF HEALTH
INSURANCE PREMIUM (2013-14)

State/ UT	Gross Premium	Share
Maharashtra	5,379	31%
Tamil Nadu	1,938	11%
Karnataka	1,773	10%
Delhi	1,680	10%
Rest of States/UTs in India	6,725	38%
Total of all States/UTs	17,495	100%

CHART I.21: SHARE OF STATES IN GROSS
HEALTH INSURANCE PREMIUM



only 38 per cent of total premium. In fact, the health insurance premium from 8 sister States of North Eastern India is only ₹118 crore (0.6 per cent) for 2013-14.

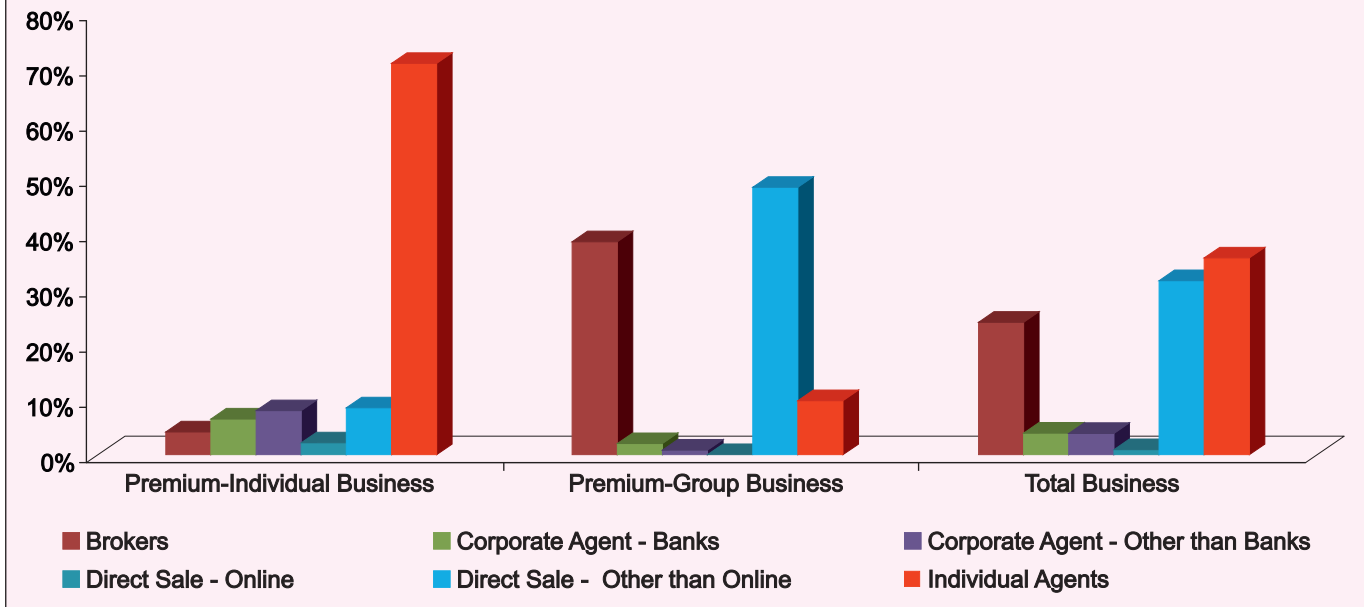
I.4.6.6 Among the various channels of distribution, individual agents continue to contribute a major share of health insurance premium (36 per cent). While brokers contribute 24 per cent of health insurance premium, direct sales—other than internet contributes 32 per cent of gross premium.

I.4.6.7 During 2013-14, the insurers have sold only 1.73 lakh health insurance policies through online.

TABLE I.56:
CHANNEL WISE DISTRIBUTION OF HEALTH INSURANCE POLICIES : 2013-14

Name of the Channel	Premium Individual Policies	Premium Group Policies	Total business (Individual + Group)
Brokers	4%	39%	24%
Corporate Agent - Banks	6%	2%	4%
Corporate Agent - Other than Banks	8%	1%	4%
Direct Sale - Online	2%	0%	1%
Direct Sale - Other than Online	8%	48%	32%
Individual Agents	71%	10%	36%
Total of all channels	100%	100%	100%

CHART I.22: CHANNEL-WISE DISTRIBUTION OF HEALTH INSURANCE POLICIES - 2013-14



However, in terms of premium income, its contribution is only 1 per cent. Similarly, though insurers distributed 12.12 lakh policies through bancassurance channel, its share in gross health insurance premium was only 4 per cent.

Third Party Administrators (TPAs)

I.4.6.8 During the year 2013-14 no new TPA license was granted by the Authority but few new TPA license applications were received and are under process at

various stages. During 2013-14, the Authority had renewed the licenses of the following TPAs: Park Mediclaim TPA Pvt. Ltd., Rothshield Healthcare TPA Services Ltd. and United Healthcare Parekh TPA Pvt. Ltd.

The health insurance segment showed strong growth during the year and the premium serviced by TPAs also increased significantly. The TPAs expanded the reach of the hospitals across the country by adding new hospitals to their network. The physical presence

**TABLE I.57
THIRD PARTY ADMINISTRATORS : CLAIMS DATA**

Year	Claims outstanding at the beginning of the year	Claims re-opened during the year	Claims received during the year	Claims Settled during the year (Duration Wise)				Claims rejected/ closed during the year	Claims Outstanding at the end of the year
				<= 1 Month	>1 to >= 3 Months	>3 <= 6 Months	> 6 Months		
	(A)	(B)	(C)	(D)				(E)	(F)=(A+B+C-D-E)
2012-13	3,13,376	78,959	43,70,606	34,77,415 (73.01)	3,77,912 (7.93)	56,113 (1.18)	12,270 (0.26)	5,15,600 (10.83)	3,23,631 (6.79)
2013-14	4,92,560	1,10,438	55,22,107	43,53,984 (71.08)	5,29,857 (8.65)	1,13,397 (1.85)	23,368 (0.38)	6,26,483 (10.23)	4,78,016 (7.80)

Figure in the brackets indicate the ratio (in per cent) of claims settled / rejected / closed to the total of Column A+B+C of the table.

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of TPAs was also augmented by opening of new branches at new locations by many TPAs during the year. Further, the claim settlement performance of the TPAs was consistent during the year 2013-14.

1.4.6.9 During 2013-14, the TPAs have received 55,22,107 new claims. Among them, 71.08 per cent of the claims were settled within one month of reporting the claims.

**TABLE I.58
THIRD PARTY ADMINISTRATORS INFRASTRUCTURE : 2013-14**

Sl. No	Name of the TPA	No.of Hospitals in the Network at the beginning of the year	No.of Hospitals added to the Network during the year	No.of Hospitals withdrawn/ removed from Network during the year	Total No.of Hospitals in the Network at the end of the year	No.of Branches at the end of the year	Manpower at the end of the year
1	Alankit Health Care TPA Ltd.	3924	85	1	4008	10	51
2	Anmol Medicare TPA Ltd.	997	28	0	1025	0	22
3	Anyuta TPA in Health Care Pvt. Ltd.	1058	142	0	142	3	18
4	Dedicated Healthcare Services TPA (India) Pvt. Ltd.	3007	595	148	3454	24	445
5	E Meditek (TPA) Services Ltd.	5060	213	31	5242	70	652
6	East West Assist TPA Pvt. Ltd.	4089	85	48	4126	5	90
7	Ericson TPA Healthcare Pvt. Ltd.	154	2748	0	2902	0	40
8	Family Health Plan (TPA) Ltd.	3269	995	102	4162	23	711
9	Focus Health Services TPA Pvt. Ltd.	1530	187	272	1445	8	17
10	Genins India TPA Ltd.	3396	327	47	3676	19	289
11	Good Health Plan Ltd.	4629	174	156	4629	12	262
12	Grand Health Care TPA Services Pvt Ltd	1274	366	9	1531	10	78
13	Happy Insurance TPA Services	58	1104	0	1162	3	8
14	Health India TPA Pvt. Ltd.	3415	291	132	3574	38	644
15	Heritage Health TPA Pvt. Ltd.	2631	824	174	3281	14	401
16	MD India Healthcare Services (TPA) Pvt. Ltd.	5089	3749	34	8804	77	2510
17	Med Save Health Care TPA Ltd.	5776	403	48	6131	91	685
18	Medi Assist India TPA Pvt. Ltd.	4833	485	156	5162	39	2142
19	Meidcare TPA Services (I) Pvt. Ltd.	3729	394	328	3795	18	318
20	Paramount Health Services (TPA) Pvt. Ltd.	4650	847	316	5181	22	947
21	Park MediclaimTpa Pvt Ltd	1717	184	8	1893	5	110
22	Raksha TPA Pvt. Ltd.	3047	435	117	3365	41	570
23	Rothshield Healthcare (TPA) Services Ltd	1992	116	210	1898	6	30
24	Safeway TPA Services Pvt. Ltd.	3428	531	31	3928	4	162
25	SpurthiMeidtech (TPA) Solutions Pvt. Ltd.	3156	288	3	3444	5	48
26	Sri Gokulam Health Services TPA (P) Ltd.	1901	370	846	1409	6	26
27	United Healthcare Parekh TPA Pvt. Ltd.	3121	176	37	3260	4	139
28	Vidal Health TPA Pvt. Ltd.	6022	469	478	6013	12	708
29	Vipul Med Corp TPA Private Ltd.	6040	431	110	6471	24	553

I.4.7 BUSINESS IN THE RURAL AND SOCIAL SECTORS

I.4.7.1 The Regulations framed by the Authority on the obligations of the insurers towards rural and social sector stipulate targets to be fulfilled by insurers on an annual basis. In terms of these regulations, insurers are required to cover year wise prescribed targets (i) in terms of number of lives under social obligations; and (ii) year-wise prescribed targets in terms of percentage of policies to be underwritten and percentage of total gross premium income written direct by the life and non-life insurers respectively under rural obligations. The regulations require insurers to underwrite business in these segments based on the year of commencement of their operations and the applicable targets are linked to the year of operations of each insurer. For meeting these obligations, the regulations further provide that, if an insurance company commences operations in the second half of the financial year and is in operations for less than six months as at 31st March of the relevant financial year (i) no rural or social sector obligations shall be applicable for the said period; and (ii) the annual obligations as indicated in the Regulations shall be reckoned from the next financial year which shall be considered as the first year of operations for the purpose of compliance. In cases where an insurance company commences operations in the first half of the financial year, the applicable obligations for the first year shall be 50 per cent of the obligations as specified in these Regulations.

Obligations of life insurers:

Rural Sector Obligations

I.4.7.2 During 2013-14, all the twenty three private sector life insurance companies had fulfilled their rural sector obligations. The number of policies underwritten by them in the rural sector as a percentage of the total policies underwritten in the

year 2013-14 was as per the obligations applicable to them.

I.4.7.3 The lone public sector insurer, Life Insurance Corporation of India was compliant with its obligations in the rural sector, by writing a higher percentage of policies in rural sector than the prescribed 25 per cent for 2013-14.

I.4.7.4 The life insurers had underwritten 103.98 lakh policies in the rural sector, viz., 25.5 per cent of the new individual policies (408.34 lakh policies) underwritten by them in 2013-14. LIC had underwritten 25.4 per cent of the new policies and private insurers underwrote 25.6 per cent of their new individual policies in the rural sector.

Social Sector Obligations

I.4.7.5 Among the 23 private life insurers 21 insurers had fulfilled their social sector obligations during 2013-14. Sahara Life Insurance Company and Tata AIA Life Insurance Company could not reach their stipulated target in Social Sector. However, it is submitted by Tata AIA Life that they are re-examining the status of compliance with the regulations. For other private life insurers, the number of lives covered by them in the Social Sector was above that stipulated in the IRDA (Obligations of Insurers to Rural or Social Sectors) Regulations 2002.

I.4.7.6 LIC was compliant with its social sector obligations, having covered more number of lives (118.87 lakhs) than the prescribed 20 lakh lives as obligations for 2013-14. Private life insurers had covered 109.07 lakh social lives.

Obligations of non-life insurers

Rural Sector Obligations

I.4.7.7 All the twenty two private non-life insurance companies were compliant with their rural sector obligations in the financial year 2013-14. The gross direct premium underwritten by them in the said sector,

as a percentage of total premiums underwritten by them in the financial year 2013-14, was above the prescribed stipulations.

I.4.7.8 All the public sector insurers complied with the rural sector obligations for the financial year 2013-14. With respect to public sector insurers, their obligation was seven per cent of the quantum of insurance business written by them in the financial year 2013-14

I.4.7.9 All the non-life insurers underwrote a gross direct premium of ₹8,878 crore in the rural sector viz. 12.13 per cent of the gross direct premium underwritten (₹73,208 crore) by them in the financial year 2013-14. Public and Private insurers underwrote 12.39 per cent and 11.83 per cent of their gross direct premium respectively in the rural sector.

Social Sector Obligations

I.4.7.10 Except Magma HDI, all other twenty one private non-life insurance companies were compliant with the social sector obligations during the financial year 2013-14. The number of lives covered by them in the social sector was higher than the regulations prescribed.

I.4.7.11 Magma HDI covered 'Nil' lives in the social sector as against the prescribed 5,000 lives in the financial year 2013-14 and are non-compliant with social sector obligations for the financial year 2013-14. The Authority is initiating penal action against these insurers for the non-compliance under section 105B of the Insurance Act, 1938.

I.4.7.12 The four public sector insurers complied with the social sector obligations for the financial year 2013-14. With respect to the public sector insurers, their obligations for the financial year 2013-14 were same as those applicable in the financial year 2011-12 and 2012-13 in terms of number of lives covered by the respective insurers in the social sector or 5.50 lakh lives whichever is higher.

I.4.7.13 In the social sector 2,467.25 lakh lives was covered during the financial year 2013-14. The

contribution of private sector was 300.17 lakh lives and public sector accounted for 2,167.08 lakh lives.

I.4.8 FINANCIAL REPORTING AND ACTUARIAL STANDARDS

Financial Reporting

I.4.8.1 The Authority has consolidated all the circulars/ guidelines/ directions as regards preparation and presentation of financial statements of life insurers into one Master Circular. The circular was issued in consultation with the industry through Life Insurance Council, and other stakeholders. The Master Circular takes into account various aspects of accounting and financial reporting by life insurers.

Appointed Actuary System

I.4.8.2 The Appointed Actuary system is in place for more than a decade in the Indian insurance industry. From the time it was introduced, the role of Appointed Actuary has enhanced significantly in line with the faster growth witnessed in the insurance sector. Apart from valuation, product design and pricing, Appointed Actuary performs a much wider role in enabling the company to improve its financial condition to ensure solvency at all times.

I.4.8.3 In case of a life insurer, the Appointed Actuary certifies the company's technical reserves, solvency and fairness of premium rates. In addition to this, the Appointed Actuary must carry out the economic capital calculations in order to ensure proper balance between capital adequacy and capital efficiency. The Appointed Actuary has the responsibility to ensure the asset liability management, so as to enable the insurer to meet the obligations as and when due, without any liquidity issues and any sudden shocks with stress testing.

I.4.8.4 In case of a non-life insurer, while ensuring the solvency, the Appointed Actuary is required to certify the claim provisions relating to IBNR (Incurred But Not Reported), IBNER (Incurred But Not Enough Reported)

claims and fairness of premium rates. The Appointed Actuary is also required to prepare the financial condition report in order to bring out the challenges which the insurers carry in terms of meeting solvency requirements, other parameters which affects the financial condition of the company, stress testing and asset liability management. Further, the Appointed Actuary must carry out the economic capital calculations in order to improve the capital efficiency.

I.4.8.5 The Appointed Actuary remains responsible to the Regulatory Authority for providing various information and certification and he is also empowered to 'blow the whistle' when needed. He is also required to conform to the Actuarial practice standards (APS) issued by the profession from time to time.

In the present scenario which is driven by various uncertainties, the Appointed Actuary has a major role to play to ensure that the interests of various stakeholders are protected.

I.4.8.6 The IRDA (Appointed Actuary) (First Amendment) Regulations, 2013 intend to strengthen the insurance industry through the Appointed Actuaries by expanding the eligibility criteria for appointment as an Appointed Actuary (AA) such as minimum experience requirements and specialization requirements. Many new Appointed Actuaries were appointed this year in life as well as general insurance sector under the amended Regulation.

Product Approval Committees

I.4.8.7 In order to ensure that the process of insurance product approval is endowed with necessary expertise from all the functional areas related to 'File and Use procedure', the Authority has constituted the product approval committees for approval of products in life and non-life insurance segments. These committees examine the desirability and viability of the products submitted by the insurers on the bases of actuarial calculations and actual experience before giving their approval. Around 780 life insurance products were

received, of which 538 products were approved and 141 products were rejected during the year 2013-14.

I.4.9 ANTI-MONEY LAUNDERING/COUNTER-FINANCE OF TERRORISM (AML/CFT) PROGRAMME

AML/CFT GUIDELINES

I.4.9.1 Empowered by the Prevention of Money Laundering Act (PMLA) and the rules framed thereunder, the AML/CFT guidelines (the guidelines) to the insurance sector were first issued in March 2006. Since then the insurance sector has been working towards an effective AML/CFT regime in India. The guidelines emphasize the importance of the customer due diligence processes, reporting obligations and record keeping requirements as required under the PMLA.

I.4.9.2 Insurers have laid down systems and processes towards implementation of various requirements under the broad oversight of their Board through the audit committee. There is a regular review of the effectiveness of the systems through the insurer's internal audit/inspection departments. Compliance with the guidelines is also monitored by IRDA through both on-site and off-site processes.

Cash Acceptance Threshold

I.4.9.3 The insurance sector is very similar to the banking sector in that both are vehicles and instrumentalities for encouraging savings amongst the people in the country. The insurance laws in the country also mandate that a certain proportion of every company's business must emanate from the rural sector. Given the vast number of villages in India, compared to which the spread of banks is limited, to remove the hindrances posed by the restrictions on acceptance of cash, the IRDA had aligned the stipulation with that prevalent in the banking sector. This was also aimed at encouraging insurance companies to tap rural business effectively, consequently improving on insurance penetration and density.

I.4.9.4 The requirement was also in line with the CBDT notification S.O. 1214 (E) dated 26th May, 2011 amending Rule 114B of the Income-tax Rules, 1962, inserting clause (q) which requires every person to quote his permanent account number (PAN) in all documents pertaining to the transactions where there is a payment of an amount aggregating to fifty thousand rupees or more in a year as life insurance premium to an insurer as defined in clause (9) of section 2 of the Insurance Act 1938 (4 of 1938).

I.4.9.5 In order to have tighter controls as regards 'acceptance of premium in cash', the IRDA has mandated stringent controls like the requirement of verification of the PAN number so obtained from the customer. Insurers are also required to lay down proper mechanisms to check any kind of attempts to avoid disclosure of PAN details. In case of possible attempts to circumvent the requirements, insurers are directed to report the same as suspicious activity to Financial Intelligence Unit India (FIU-IND).

AML/CFT guidelines applicable to non-life insurance companies

I.4.9.6 Considering the fact that AML/CFT requirements applicable to non-life insurance companies differ from those applicable to life insurance companies, the guidelines have been modified to meet the nuances of typical characteristics of the non-life insurance business. Various related aspects were widely deliberated with all the non-life insurance companies through the General Insurance Council. A consolidated circular on various stipulations/requirements of AML/CFT framework, as applicable to non-life insurance companies, was issued in February 2013. Through this circular, insurers have been advised to apply the AML/CFT requirements based on their risk assessment of each of the product's profile. The earlier exemption given to standalone medical and health insurance policies now stands withdrawn.

International Cooperation/Information Sharing

I.4.9.7 Post India's membership into the Financial Action Task Force (FATF) in June 2010, India has been working on the Action Plan committed to FATF Secretariat. The IRDA has accomplished various action points committed. Effective May 2013, IRDA is a signatory to the Multilateral Memorandum of Understanding (MMOU) of International Association of Insurance Supervisors (IAIS) which provides an international platform for cooperation and sharing of information. Further, the IRDA (Sharing of Confidential Information Concerning Domestic or Foreign Entity) Regulations, 2013 are in place which provides for the manner in which / bodies with which confidential information can be shared with other regulatory bodies.

Coordination with various agencies/departments

I.4.9.8 IRDA is in active coordination with various agencies/departments in ensuring effective implementation of AML/CFT regime in India and is part of the Steering Committee and Core Working Group for Anti-Money Laundering constituted by the Department of Revenue. IRDA is also part of the Core Working Group (CWG) constituted by the Department of Economic Affairs (FATF Cell) for implementation of revised recommendations of FATF.

I.4.9.9 In addition, the IRDA is also actively associated with the Eurasian Group on Combating Money Laundering and Financing of Terrorism (EAG), a FATF style regional body. The IRDA had actively participated in the 17th EAG Plenary and Working Group meetings held in New Delhi in November 2012 and the project of 'best practices paper on information exchange' has been assigned to India.

I.4.9.10 IRDA has initiated regular interaction with the Financial Intelligence Unit-India (FIU-IND) and actively took part in the working group constituted with industry representatives on finalization of report on the 'Red

Flag Indicators for Insurance Sector'. IRDA is also part of the Department of Financial Services, initiative of building Central KYC Registry.

I.4.9.11 IRDA and FIU-IND signed a Memorandum of Understanding (MoU) on Mutual Cooperation on 29th January 2014 as part of continued coordinated efforts in effective implementation of requirements of the Prevention of Money Laundering Act and the rules framed thereunder.

According to the MoU, IRDA and FIU-IND will cooperate with each other in areas of mutual interest including the following:

- a) Sharing of intelligence and information available in their respective databases.
- b) Laying down procedure and manner in which the reporting entities report to FIU-IND under the PML (Maintenance of Records) Rules.
- c) Conducting outreach and training for reporting entities.
- d) Upgradation of AML/CFT skills reporting entities regulated by IRDA.
- e) Assessment of Anti-Money laundering/Combating Financing of Terrorism (AML/CFT) risks and vulnerabilities in the insurance sector.
- f) Identification of red flag indicators for Suspicious Transaction Reports (STRs) in the insurance sector.
- g) Supervising and monitoring the compliance of reporting entities with their obligations under PMLA.
- h) Compliance with each other's obligations under the relevant international standards.

I.4.10 CROP INSURANCE

The various flagship programmes of AIC and performance under such programmes are detailed as under:

National Agricultural Insurance Scheme (NAIS):

I.4.10.1 The Scheme was introduced during Rabi 1999-2000 season replacing Comprehensive Crop Insurance Scheme (CCIS). The scheme was implemented by Agriculture Insurance Company of India limited, on behalf of Ministry of Agriculture. The main objective of the scheme was to protect the farmers against the losses suffered by them due to crop failure on account of natural calamities, such as drought, flood, hailstorm, cyclone, fire, pest/ diseases, etc., so as to indemnify the losses and restore their credit worthiness for the ensuing season. The scheme was available to all the farmers, both loanee and non-loanee, irrespective of the size of their holding. The scheme envisages coverage of all crops including cereals, millets, pulses, oilseeds and annual commercial and horticultural crops in respect of which past yield data is available.

I.4.10.2 As per provisions of NAIS, the flat and capped premium rates were charged for food crops and oilseeds and actuarial rates were charged for annual commercial and horticultural crops. Premium subsidy of 10% was allowed for small and marginal farmers, shared equally by Central and State Government. However, some State and Union Territory Governments were also providing higher subsidy to small and marginal farmers and subsidy to other farmers.

I.4.10.3 During Kharif 2013 season under NAIS, 0.80 crore farmers spread over 433 districts of 26 states/UTs were covered insuring 1.02 crore hectare with sum insured of ₹21947.41 crore with gross premium of ₹752.2 crore.

I.4.10.4 Since introduction in 1999 till Kharif 2013 season, NAIS covered about 21.64 crore farmers insuring 31.50 crore hectare area for sum insured of ₹317031.61 crore against a premium of ₹9524.29 crore. Claims amounting to ₹29099.67 crore out of the reported claims of ₹30313.54 crore have so far been settled benefitting 5.68 crore farmers. Claims figure are likely to increase as claims for Kharif 2013 season have yet to be finally settled.

TABLE I.59
NATIONAL AGRICULTURAL INSURANCE SCHEME (NAIS)

(₹ Lakh)

SN	Season	No. of Farmers Covered	Sum Insured	Premium	Claims Reported
1	Rabi 2010-11	4967878	1101055.62	29816.72	65792.83
2	Kharif 2011	11554561	2348710.36	71434.90	166537.54
3	Rabi 2011-12	5239299	1128393.63	25767.81	54548.20
4	Kharif 2012	10645405	2718136.05	87823.90	278951.73
5	Rabi 2012-13	6136713	1570211.63	44680.56	190410.87
6	Kharif 2013	10322401	2979601.57	221231.56	347306.73

I.4.10.5 The Government of India withdrew this Scheme from Rabi 2013-14 season and introduced National Crop Insurance Programme (NCIP). However, GOI continued NAIS in 14 States/UT on request from concerned state/UT governments.

National Crop Insurance Programme (NCIP):

I.4.10.6 The most important change is the introduction of NCIP from 1st November 2013 consequent to the withdrawal of NAIS. NCIP has three component schemes viz. Modified National Agriculture Insurance Scheme (MNAIS), Weather Based Crop Insurance Scheme (WBCIS) and Coconut Palm Insurance Scheme (CPIS). MNAIS and WBCIS are being implemented by AIC and 10 other insurance companies.

I.4.10.7 Modified National Agricultural Insurance Scheme (MNAIS):

The scheme before incorporation in **I.4.10.7** NCIP was piloted from Rabi 2010-11 to Kharif 2013. The modified version has many improvements viz. insurance unit for major crops are village panchayat or other equivalent unit; in the case of prevented / failed sowing claims up to 25 per cent of the sum insured is payable, post-harvest losses caused by cyclonic rains are assessed at farm level for the crop harvested and left in 'cut & spread' condition up to a period of two weeks in coastal areas; individual farm level assessment of losses in case of localized calamities, like hailstorm and landslide; on-account payment up to 25 per cent

of likely claim as advance, for providing immediate relief to farmers in case of severe calamities; threshold yield based on average yield of past seven years, excluding up to two years of declared natural calamities; minimum indemnity level of 80 per cent is available (instead of 60 per cent in NAIS); and premium rates are actuarial supported by up-front subsidy in premium, which ranges from 40 per cent to 75 per cent, equally shared by the centre and the states. Insurer is responsible for the claims liabilities. AICIL has been implementing MNAIS since its inception. During Kharif 2013, the pilot was implemented by AIC in 29 districts across 13 states and during Rabi 2013-14 as part of NCIP in 127 districts across 12 states.

I.4.10.8 During Kharif 2013 season, 0.14 crore farmers were covered insuring 0.15 crore hectare with sum insured of ₹ 4062.26 crore with gross premium of ₹ 492.75 crore.

Since introduction as pilot in Rabi 2010-11 to Kharif 2013, MNAIS covered about 0.51 crore farmers insuring 0.57 crore hectare area for sum insured of ₹13496.93 crore against premium of ₹1494.93 crore. Claims amounting to ₹1428.43 crore were paid benefitting more than 9 lakhs farmers.

Weather Based Crop Insurance Scheme (WBCIS):

I.4.10.9 Apart from the above two yield guarantee insurance schemes, the Government of India had introduced another pilot namely, Weather Based Crop Insurance Scheme (WBCIS) with effect from Kharif

**TABLE I.60
MODIFIED NATIONAL AGRICULTURAL INSURANCE SCHEME (MNAIS)**

(₹ Lakh)

SN	Season	Farmers Insured	Sum Insured	Gross Premium	Claims Payable
1	Rabi 2010-11	336724	66679.04	4524.08	1595.88
2	Kharif 2011	417831	112748.71	11128.92	7673.22
3	Rabi 2011-12	617328	163181.19	15506.86	7084.83
4	Kharif 2012	1605834	438423.01	51101.48	60380.15
5	Rabi 2012-13	802901	162435.46	17956.55	4849.262426
6	Kharif 2013	1316210	406225.8407	49275.25106	61259.12774

2007, which became a full-fledged scheme as a component of NCIP with its introduction. The scheme operates on an actuarial basis with premium subsidy which ranges from 25 per cent to 50 per cent equally shared by the centre and states. AIC has since implemented the scheme in various states during all previous Kharif and Rabi seasons starting Kharif 2007. WBCIS is a parametric insurance product designed to provide insurance protection to the cultivator against adverse weather incidence during the cultivation period, such as deficit and excess rainfall, frost, heat (temperature), relative humidity, wind speed etc., which are deemed to adversely impact the crop yield.

I.4.10.10 Crops and 'Reference Unit Areas (RUA)' are notified before the commencement of the season by the state government. Each RUA is linked to a Reference Weather Station (RWS), on the basis of

which payout/ claims are processed. The payouts are made on the basis of adverse variations in the current season's weather parameters as measured at Reference Weather Station (RWS). Claim under WBCIS is area based and automatic. The company insured more than 35 different crops including perennial crops like Apple, Citrus fruits, Grapes, Mango, Pomegranate, Cashew nut, Oil palm, etc. The scheme was implemented in 13 states in Kharif 2012 and 14 States in Rabi 2012-13. During Kharif 2013, the pilot was implemented by AIC in 112 districts across 13 states and during Rabi 2013-14 as part of NCIP in 123 districts across 14 states.

I.4.10.11 During Kharif 2013 season, 0.51 crore farmers were covered insuring 0.69 crore hectare with sum insured of ₹8840.43 crore with gross premium of ₹901 crore.

**TABLE I.61
WEATHER BASED CROP INSURANCE SCHEME (WBCIS)**

(₹ Lakh)

SN	Season	Farmers Insured	Sum Insured	Gross Premium	Claims Payable
1	Kharif 2010	3915052	443617.74	46057.52	15009.02
2	Rabi 2010-11	2822499	524668.32	42756.08	28888.11
3	Kharif 2011	5263741	834181.40	83701.81	35395.58
4	Rabi 2011-12	3169805	669468.05	55741.28	58133.95
5	Kharif 2012	3547486	724024.28	72649.38	54050.94
6	Rabi 2012-13	3706628	646507.53	57552.46	78056

Since introduction as pilot in Kharif 2007 to Kharif 2013, WBCIS covered about 3.05 crore farmers insuring 4.19 crore hectare area for sum insured of ₹53725.74 crore against premium of ₹5058.28 crore. Claims amounting ₹3511.33 crore became payable benefitting more than 177 lakh farmers.

Coconut Palm Insurance Scheme (CPIS):

I.4.10.12 AIC in collaboration with Coconut Board designed a scheme for coconut viz., Coconut Palm Insurance Scheme (CPIS) which is now a component of NCIP. The scheme is available to all coconut growing states/UTs in the country. Dwarf and Hybrid coconut palms in age range of 4 to 60 year and tall variety coconut palms in age range of 7 to 60 years are eligible for coverage. On premium, 50 per cent subsidy will be paid by Coconut Development Board (CDB) and 25 per cent by state government concerned and balance 25 per cent of the premium will be paid by farmer / grower. In case, the state government does not agree to bear 25 per cent share of premium, farmers / growers will be required to pay 50 per cent of premium, if interested in the insurance scheme.

I.4.10.13 Besides the above, AIC has developed various crop insurance products for risk mitigation of various crops viz. Rainfall Insurance Scheme-Coffee (RISC) in collaboration with Coffee Board, Rubber Plantation Insurance, Bio-Fuel Plants Insurance,

Grapes Insurance, Mango Weather Insurance, Potato Contract Farming Insurance, Pulpwood Tree Insurance, Rabi Weather Insurance, and VarshaBima/ Rainfall Insurance.

Utilization of agency network of GIPSA companies:

I.4.10.14 In order to increase the penetration of crop insurance it has been decided to use the agency network of the four GIPSA companies to sell crop insurance. In this regard IRDA has given its approval for the co-insurance arrangement between AIC and the four GIPSA Companies which will cover only non-loanee farmers under WBCIS and MNAIS.

As per the co-insurance agreement and MOU, business will be co-shared in the ratio of 51:49 with AIC and the four GIPSA companies. Also, the company shall be solely and exclusively responsible for claim assessment and payment so as to ensure smooth implementation of the schemes. Claims paid are also co shared between AIC and GIPSA companies.

I.4.11 MICRO INSURANCE

I.4.11.1 In order to facilitate penetration of micro insurance to the lower income segments of population, IRDA has formulated the micro insurance regulations. Micro Insurance Regulations, 2005 provide a platform to distribute insurance products, which are affordable to the rural and urban poor and to enable micro insurance to be an integral part of the country's wider insurance system.

I.4.11.2 The main thrust of micro insurance regulations is protection of low income people with affordable insurance products to help them cope with and recover from common risks with standardized popular insurance products adhering to certain levels of cover, premium and benefit standards. These regulations have allowed Non Government Organizations (NGOs) and Self Help Groups (SHGs) to act as agents to insurance companies in marketing the micro

TABLE I.62
COCONUT PALM INSURANCE SCHEME (CPIS)

(₹ Lakh)

SN	Year	No. of farmers	Sum Insured	Gross Premium	Claims Paid
1	2009	436	272.52	1.39	0.00
2	2010	34905	19842.46	104.79	121.57
3	2011	8444	5493.89	28.48	95.73
4	2012	9469	4780.29	31.48	31.19
TOTAL		53254	30389.15	166.13	248.48

insurance products and have also allowed both life and non-life insurers to promote combi-micro insurance products.

I.4.11.3 The Authority is reviewing the Micro Insurance Regulations, 2005 comprehensively. In this connection, the Authority has already released draft modifications of the regulations on 31st Jan, 2014. Also, the Authority had issued a circular on 3rd April, 2013 permitting several more entities like district co-operative banks, regional rural banks, individual owners of kirana shops etc. who are banking correspondents to be appointed as micro insurance agents facilitating better penetration of micro insurance business.

Life Insurance Sector

I.4.11.4 While the individual new business premium under the micro insurance segment in the year stood at ₹95.65 crore for 27.67 lakh new policies, the group business premium amounted to ₹141.77 crore covering 1.32 crore lives. LIC contributed to a significant component of the business procured in this portfolio by garnering ₹86.36 crore of individual new business premium under 22.06 lakh policies and ₹125.81 crore of group premium covering 1.19 crore lives.

I.4.11.5 The number of micro insurance agents at the end of March 2014 stood at 20057; of which 18401 agents belonged to LIC and the remaining represented the private sector companies. Thirteen life insurers had 21 micro insurance products as at 31.3.2014. Of

these 21 products, 13 were Individual products and the remaining eight were group products.

Non-Life Sector

I.4.11.6 The Government of India set up a consulting group in 2003 to examine the existing insurance schemes for the rural poor; and on the basis of the group’s recommendations, the Authority issued IRDA (Micro insurance) Regulations, 2005.

I.4.11.7 In case of non-life business, there are a number of products offered (e.g. Janata Personal Accident Policy, Gramin Personal Accident Policy, Cattle/Livestock insurance, etc.) by the non-life insurance companies targeting the lower income segment.

I.4.11.8 There are a number of products offered by all registered non-life insurance companies targeting low income segment of the population, e.g. Janata Personal Accident Policy, Gramin Personal Accident Policy, Cattle/Livestock insurance, etc. Further, there are a number of tailor-made/ group micro insurance policies offered by private and public insurers for the benefit of these segments. Micro insurance being a low price-high volume business, its success and sustainability depends mainly on keeping the transaction costs down.

I.4.11.9 Section 32B and 32C of the Insurance Act, 1938 and IRDA (Obligations of insurers to rural or

**TABLE I.63
NEW BUSINESS UNDER MICRO-INSURANCE PORTFOLIO FOR 2013-14**

(Premium in ₹ lakh)

Insurer	Individual		Group		
	Policies	Premium	Schemes	Premium	Lives covered
Private	561339	929.29	164	1595.23	1291741
LIC	2205820	8635.77	5292	12581.45	11887303
Industry Total	2767159	9565.06	5456	14176.68	13179044

Note: New business premium includes first year premium and single premium.

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**TABLE I.64
MICRO-INSURANCE AGENTS OF
LIFE INSURERS**

Insurer	As on 1 st April, 2013	Additions during 2013-14	Deletions during 2013-14	As on 31 st March, 2014
Private Total	1824	36	204	1656
LIC	15228	3534	361	18401
Industry Total	17052	3570	565	20057

social sectors) Regulations stipulate obligations to insurers in respect of rural and social sector, which have also contributed a lot in development and promotion of micro insurance products by insurers in India.

I.4.12 DIRECTIONS, ORDERS AND REGULATIONS ISSUED BY THE AUTHORITY

I.4.12.1 The Authority issued a number of circulars, directions and orders during 2013-14. The list of all

**TABLE I.65
INDIVIDUAL DEATH CLAIMS UNDER MICRO INSURANCE PORTFOLIO**

(Benefit Amount in ₹ lakh)

Insurer	Total Claims Payable		Claims paid		Claims repudiated		Claims pending as on 31 st March, 2014	
	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount
Private	3583	361.45	3562 99.41%	357.62 98.94%	19 0.53%	3.45 0.95%	2 0.06%	0.38 0.11%
LIC	12136	2022.98	12048 99.27%	2005.35 99.13%	52 0.43%	10.96 0.54%	34 0.28%	5.54 0.27%
Industry	15719	2384.43	15610 99.31%	2362.97 99.10%	71 0.45%	14.41 0.60%	36 0.23%	5.92 0.25%

Note: The percentages indicate those of respective total claims.

**TABLE I.66
GROUP DEATH CLAIMS UNDER MICRO-INSURANCE PORTFOLIO**

(Benefit Amount in ₹ lakh)

Insurer	Total Claims Payable		Claims paid		Claims repudiated		Claims written back		Claims pending as on 31 st March, 2014	
	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount
Private	4118 100%	969.48 100%	4069 98.81%	958.20 98.84%	9 0.22%	1.06 0.11%	0	0.00	40 0.97%	10.22 1.05%
LIC	138720 100%	44055.19 100%	138048 99.52%	43840.08 99.51%	0	0.00			672 0.48%	215.11 0.49%
Industry	142838 100%	45024.67 100%	142117 99.50%	44798.28 99.50%	9 0.01%	1.06 0.00%	0	0.00	712 0.50%	225.33 0.50%

Note: The percentages indicate those of respective total claims.

TABLE I.67
DURATION-WISE SETTLEMENT OF DEATH CLAIMS IN MICRO-INSURANCE -INDIVIDUAL CATEGORY

(No. of Policies)

Insurer	Duration					Total Claims Settled during 2013-14
	Within 30 Days of Intimation	31 to 90 Days	91 to 180 Days	181 Days to 1 Year	More than 1 Year	
Private	3510 98.54%	22 0.62%	20 0.56%	1 0.03%	9 0.25%	3562 100.00%
LIC	12048 100.00%	0 0.00%	0 0.00%	0 0.00%	0 0.00%	12048 100.00%
Industry	15558 99.67%	22 0.14%	20 0.13%	1 0.01%	9 0.06%	15610 100.00%

Note: The percentages indicate the respective total claims settled.

TABLE I.68
DURATION-WISE SETTLEMENT OF DEATH CLAIMS IN MICRO-INSURANCE - GROUP CATEGORY

(No. of Lives)

Insurer	Duration					Total Claims Settled during 2013-14
	Within 30 Days of Intimation	31 to 90 Days	91 to 180 Days	181 Days to 1 Year	More than 1 Year	
Private	1965 48.29%	2088 51.31%	16 0.39%	0 0.00%	0 0.00%	4069 100.00%
LIC	136778 99.08%	1270 0.92%	0 0.00%	0 0.00%	0 0.00%	138048 100.00%
Industry	138743 97.63%	3358 2.36%	16 0.01%	0 0.00%	0 0.00%	142117 100.00%

Note: The percentages indicate the respective total claims settled.

such circulars, directions and orders which were issued during the period 1st April, 2013 to 31st March, 2014 are placed at Annexure No. 8. In addition, the details of all regulations notified by the Authority till 31st March, 2014 are placed at Annexure No. 9.

I.4.13 Right to Information (RTI) Act, 2005.

I.4.13.1 During the year 2013-14, the Authority designated the officers shown in Table 1.62 below as the Central Public Information Officer (CPIO) in terms of Section 5(1) of the RTI Act, 2005. It may be seen

that during the year, there has been change of CPIOs in some of the departments.

I.4.13.2 During the same period, Shri Rakesh Bajaj, Joint Director continued as Central Assistant Public Information Officer for its Delhi Office in terms of Section 5(2) of the RTI Act, 2005 to discharge the functions assigned in terms of the said section of the RTI Act 2005.

I.4.13.3. Further, during the same period, Shri H Ananthkrishnan, Joint Director (Legal) continued as

TABLE I.69
LIST OF CENTRAL PUBLIC INFORMATION OFFICERS

SI No	Name of the CPIO	Department
1	Mr. DNKLNK Chakravarthy	Actuarial
2	Mr. D V S Ramesh Mr. Chandrasekhar V	Life
3	Mr. S Dakshinamurthy Mr. Venkata Raju K	Non-life
4	Mr. R Pardhasaradhi	Health including TPAs
5	Mrs. M Saritha	Consumer Affairs
6	Mr. K Srinivas	Admn/HR/IT/Legal/Sectoral Development
7	Mr. P Himakiran Mr. B Raghavan	Intermediaries
8	Mr. RajeshwarGangula	Agency Distribution
9	Mr. Ammu Venkata Ramana	F & A (Life and Non-life)
10	Mr. BiswajitSamaddar	Internal Accounts
11	Mr. Mahesh Agarwal	Investments
12	Mrs. Nimisha Srivastava	Surveyors Department
13	Mrs. Manju Arora	Delhi Office- Liaison work

Appellate Authority in terms of Section 19(1) of the RTI Act, 2005 to discharge the functions assigned in terms of the said Section of the RTI Act, 2005, except for a

brief interregnum from October 4, 2013 to November 22, 2013, during which period Mr. Y S Prasad, OSD (Legal) was designated as the Appellate Authority.

PART II REVIEW OF WORKING AND OPERATIONS

II.1 REGULATION OF INSURANCE AND REINSURANCE COMPANIES

During the year under review, the Authority has brought out significant changes in the regulatory stipulations for the purpose of orderly growth of the insurance sector. The important regulatory changes include:

IRDA (Appointed Actuary's) (First Amendment) Regulations, 2013

II.1.1 The Amendment Regulations have modified the eligibility criteria for appointment as an "Appointed Actuary (AA)" by prescribing aspects such as, minimum experience requirement, specialization requirements, maximum age criteria etc. It also addresses the issue of conflicts of interest that may arise in performing as AA by expressly prohibiting him from working in any other capacity.

IRDA (Licensing of Insurance Agents) (Amendment) Regulations, 2013.

II.1.2 During the period under review, the Authority has analyzed agents' retention and recruitment issues. In terms of IRDA (Licensing of Insurance Agents) Regulations, 2000 the Authority had prescribed a licensing fee of ₹250 for granting/renewing an agency license. It was observed that the said fee has become a barrier of development of agency network in the country and hence notified IRDA (Licensing of Insurance Agents) Regulations, 2013 reducing the above license fee to ₹125/- (Rupees One Hundred and Twenty Five only) from earlier fee of ₹250/- (Rupees Two Hundred and Fifty only) vide Gazette of India notification dated 25th January, 2014.

IRDA (Insurance Brokers) Regulations, 2013:

II.1.3 Considering the need for review of decade old IRDA (Insurance Brokers) Regulations, 2002, the Authority constituted a Committee representing various

stakeholders of the industry. The Committee had since submitted its report and the same was circulated for comments of stakeholders and general public. Based on the comments received, draft regulations were prepared replacing the 2002 regulations. The draft was discussed in the Insurance Advisory Committee and subsequently approved by the Authority. The regulations were notified as IRDA (Insurance Brokers) Regulations, 2013 replacing the erstwhile IRDA (Insurance Brokers) Regulations, 2002. Several enabling provisions were included in the new regulations to bring in more transparency in the business of insurance broking.

IRDA (Web Aggregators) Regulations, 2013.

II.1.4 The Authority has notified IRDA (Web Aggregators) Regulations, 2013 replacing the guidelines on web aggregators issued in the year 2011. Some of the salient features of these regulations are as under:

- The remuneration for the leads converted into policies to be negotiated between the insurer and web aggregator subject to the limits prescribed under Section 42E of Insurance Act, 1938
- Standardisation of procedure for applications, eligibility criteria and requirements for obtaining the license to act as web aggregators
- Prescription of code of conduct, duties and functions of web aggregators
- Prescription of qualification and training requirements
- Establishment of lead management system has been made compulsory
- Permission to function as tele-marketers and carry out outsourcing activities for insurers subject to conditions
- Prescription for periodical disclosures and maintenance of records by the web aggregators.

IRDA (Licensing of Banks as Insurance Brokers) Regulations, 2013

II.1.5 The Authority has also notified IRDA (Licensing of Banks as Insurance Brokers) Regulations, 2013 to enable scheduled banks to take up insurance broking. Several enabling provisions have been included in these regulations which will facilitate banks to take up insurance broking.

IRDA (Licensing of Insurance Marketing Firm) Regulations, 2014

II.1.6 In order to further improve the penetration of insurance by encouraging young entrepreneurs and also industry veterans to take up insurance distribution, the Authority will be coming out with IRDA (Licensing of Insurance Marketing Firm) Regulations, 2014. A working group with CEOs of insurance companies was constituted to suggest a suitable model. Based on the recommendation of the group, an exposure draft was circulated for seeking views/comments of various stakeholders. The views/comments received were incorporated appropriately in the draft regulations which were discussed in the Insurance Advisory Committee. The draft regulations, after incorporating suggestions given by the Insurance Advisory Committee were placed before the Authority and the Authority accorded its approval to the regulations. The regulations will be notified shortly.

IRDA (Third Party Administrators-Health Services) (Second Amendment) Regulations, 2013

II.1.7 The Authority was collecting ₹30000/- (Rupees Thirty Thousand only) as renewal fee under the IRDA (Third Party Administrators - Health Services) Regulations, 2001 from Third Party Administrators (TPAs). The Authority notified IRDA (Third Party Administrators - Health Services) (Second Amendment) Regulations, 2013 reducing the above renewal fee to ₹15000/- (Rupees Fifteen Thousand only) vide Gazette of India notification dated 28th January, 2014.

IRDA (Registration of Indian Insurance Companies) (Fifth Amendment) Regulations, 2013

II.1.8 As per the IRDA (Registration of Indian Insurance Companies) Regulations, 2000 the Authority was collecting 1/10th of 1 per cent of Gross Direct Premium written in India subject to a minimum of ₹50,000 and a maximum of ₹5 crore as annual renewal fee for Indian insurance companies. The Authority notified IRDA (Registration of Indian Insurance Companies) (Fifth Amendment) Regulations, 2013 reducing the above renewal fee to 1/20th of 1 per cent of gross direct premium written in India subject to a minimum of ₹50,000 and a maximum of ₹5 crore vide Gazette of India notification dated 28th January, 2014.

Permission to invest in Equity Exchange Traded Funds

II.1.9 Insurers are permitted to invest in various asset classes to increase the investment options of the insurers with necessary prudential limits to ensure the protection of policyholder's interest. Insurers are permitted to invest in passively managed Equity ETFs benchmarked to publicly available index. Investments in Exchange Traded Funds (ETFs) will not only mitigate the concentration risk but also they offer management of funds with much operational convenience. The permission into ETFs also facilitated investment in Central Public Sector Enterprise (CPSE) ETF by the insurers.

Permission to Invest in Category I & II Alternative Investment Funds (AIFs)

II.1.10 Subsequent to permission for investment in Category I Alternative Investment Funds (AIF), Insurers have also been allowed to invest in category I & II AIFs under the extant SEBI regulations. The permitted funds in Category I are infrastructure fund, SME fund, venture capital fund and social venture fund as defined in alternate fund regulations; whereas, in category II, at least 51 per cent of the funds of such AIF shall be invested in either of the infrastructure entities or SME entities or venture capital undertakings or social venture entities.

Permission to invest in IDF - NBFC

II.1.11 The Authority was in receipt of applications from two Asset Management Companies and two NBFCs seeking the approval for the IDFs launched by them to reckon investments in these funds as investments in infra sector by the insurers. After reviewing the applications received, two IDFs floated in MF route and two IDFs floated in NBFC route are approved which would provide infrastructure status to the investments made in these IDFs.

Permission for Lending Securities through Securities Lending and Borrowing (SLB) Framework

II.1.12 The Authority sought public comments vide exposure draft dated 3rd August, 2012 to permit insurers lending through Securities Lending and Borrowing (SLB) scheme. After reviewing comments of various stake holders, insurers are permitted to lend up to 10 per cent of their equity portfolio through Stock Lending and Borrowing (SLB) framework under the SEBI regulations to improve the yield on equity holdings of the insurer.

Permission to invest in Bank's Capital Instruments under Basel III

II.1.14 IRDA examined the various instruments prescribed under Basel III framework of RBI and have decided to permit the insurers to invest in Debt Capital Instruments (DCI), Redeemable Non-cumulative Preference Shares (RNCPs), Redeemable Cumulative Preference Shares (RCPS) issued by domestic banks. The debt instruments issued by banks shall be rated not less than 'AA' by an independent, reputed and recognised rating agency, registered under SEBI. Preference shares issued by the banks shall satisfy the conditions specified under section 27A and 27B of Insurance Act, 1938. The permission to invest in Basel III instruments enabled insurers to participate in the

capital raising programme of the banks under Basel III requirements.

Submission of Investment Returns through Business Analytics Project (BAP)

II.1.15 As part of e-Governance, the Authority has developed integrated e-filing system for submission of periodical returns by the insurers. This enables the insurers to upload returns, access to returns, digital signing, responding to the queries of the Authority etc. all through online. First phase of investment module went live in BAP for both life and non-life insurers.

II.1.16 Insurance Fraud Monitoring Framework: A detailed framework for insurance fraud monitoring has been laid down vide IRDA circular IRDA/SDD/MISC/CIR/009/01/2013 dated 21st January 2013. It is applicable to all the insurers/reinsurer and is effective from the year 2013-14. As per the prescription it has been stipulated that each insurer shall put in place appropriate framework required to be laid down within the offices of each insurer by 30th June 2013. Insurance companies are required to have an anti-fraud policy duly approved by the board comprising of:

- Procedures on fraud monitoring
- Identifying the potential areas of fraud
- Co-ordination with law enforcement agencies
- Framework for exchange of information
- Due diligence
- Regular communication channel.

Insurers are also required to file statistics as per the prescribed format with the Authority annually. Further, recognising the importance of 'sharing of fraud related information' among the insurers, the IRDA has mandated sharing fraud related information among the insurers through the platform of respective General and Life Insurance Councils.

II.2 INTERMEDIARIES ASSOCIATED WITH THE INSURANCE BUSINESS

Insurance Agents

II.2.1 Since 2010-11, the number of individual agents had been decreasing until 2012-13. The year 2013-14 witnessed 3.1 per cent growth in the number of individual agents. The number had gone up from 21.22 lakhs as on 31st March, 2013 to 21.88 lakhs as on 31st March, 2014. While the private life insurers recorded an increase of 4.5 per cent, LIC showed an increase of 2.0 per cent. LIC had a higher number of individual agents than all private life insurers put together. At the end of the year 2013-14, the number of agents with LIC stood at 11.96 lakhs, the corresponding number for private sector insurers was 9.92 lakhs.

II.2.2 In 2013-14, the total number of agents appointed was 7.25 lakhs and the number of agents terminated was as high as 6.59 lakhs. While private insurers appointed 3.83 lakh agents, 3.40 lakh agents were terminated. On the other hand, in the case of LIC, 3.18 lakh agents were terminated while it appointed 3.41 lakh agents. Even though there was a net increase in the number of individual agents, such high attrition may adversely affect life insurers' business, policy persistency and public perception of the agency channel as a stable career. It is, therefore, in the interest of all the stakeholders to work on reducing the turnover of agents and build a stable and growing agency force.

**TABLE II.1
DETAILS OF INDIVIDUAL AGENTS OF
LIFE INSURERS – 2013-14**

Insurer	As on 1 st April, 2013	Additions	Deletions	As on 31 st March, 2014
Private Total	949774	383381	340571	992584
LIC	1172983	341439	318506	1195916
Industry Total	2122757	724820	659077	2188500

Corporate Agency

II.2.3 As on 31st March 2014, there were 689 corporate agents. While 116 new agents were added during 2013-14, licenses of 166 corporate agents were cancelled. LIC had terminated 75 corporate agents and issued 17 new licenses. The private insurers had terminated 91 corporate agents while adding 99 new corporate agents.

**TABLE II.2
DETAILS OF CORPORATE AGENTS OF LIFE
INSURERS – 2013-14**

Insurer	As on 1 st April, 2013	Additions	Deletions	As on 31 st March, 2014
Private Total	532	99	91	540
LIC	207	17	75	149
Industry Total	739	116	166	689

Channel-wise New Business Performance

Individual New Business

II.2.4 The contribution of individual agents to the individual NB premium has gone up slightly to 78.40 per cent during 2013-14 compared to that of 2012-13 (77.53 per cent). LIC had procured 95.99 per cent of its individual NB premium through individual agents while for the private sector the share of individual agents was 40.09 per cent.

II.2.5 The share of corporate agents, which was 18.25 per cent during 2012-13, had decreased to 16.95 per cent in the year 2013-14. The share of corporate agents in the new business premium procured by the private life insurers was significant at 47.62 per cent in 2013-14 (49.13 per cent in 2012-13). On the other hand, as LIC had 95.99 per cent of the new business premium from individual agents, the contribution of corporate agents for LIC had been a mere 2.87 per cent.

The share of banks in total individual new business had gone down from 16.18 per cent in 2012-13 to 15.62 per cent in 2013-14.

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**TABLE II.3
INDIVIDUAL NEW BUSINESS PERFORMANCE OF LIFE INSURERS FOR 2013-14 - CHANNEL WISE**

(Figures in per cent of Premium)

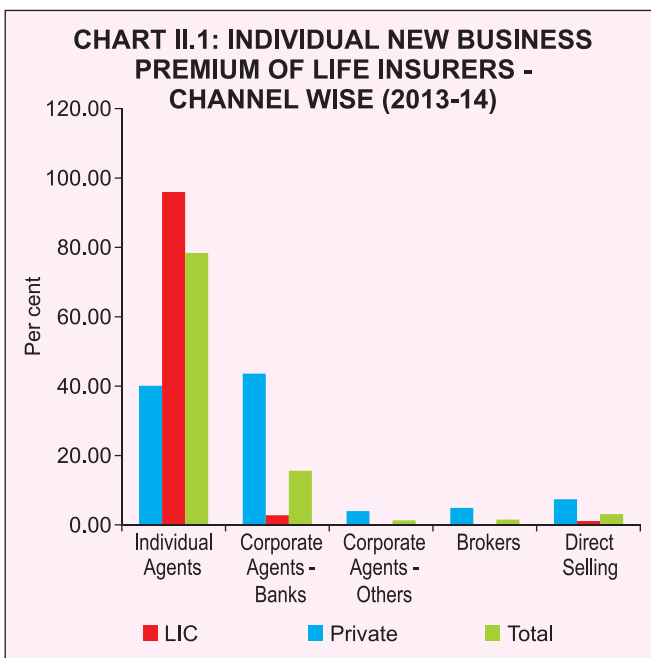
Life Insurer	Individual Agents	Corporate Agents		Brokers	Direct Selling	Total Individual New Business	Referrals
		Banks	Others*				
Private Total	40.08	43.62	4.00	4.91	7.38	100.00	0.10
LIC#	95.99	2.77	0.10	0.02	1.12	100.00	0.00
Industry Total	78.40	15.62	1.33	1.56	3.09	100.00	0.03

* Any entity other than banks but licensed as a corporate agent.

Does not include its overseas new business premium.

Note: 1) New business premium includes first year premium and single premium.

2) The leads obtained through referral arrangements have been included in the respective channels.



There had been an increase in the share of direct selling in the total individual new business. Its share had gone up from 2.55 per cent in 2012-13 to 3.09 per cent in 2013-14. While private insurers had procured 7.38 per cent of their new business through direct selling, LIC had procured 1.12 per cent of their new business through this channel.

The contribution of brokers channel was 1.56% to the industry NB premium under individual business.

Group New Business

II.2.6 Direct selling continues to be the dominant channel of distribution for group business, with a share of 93.91 per cent of premium during 2013-14. The corresponding share in the previous year was 90.66 per cent. This channel had contributed 74.38% and

**TABLE II.4
GROUP NEW BUSINESS PERFORMANCE OF LIFE INSURERS FOR 2013-14 - CHANNEL WISE**

(Figures in per cent of Premium)

Insurer	Individual Agents	Corporate Agents		Brokers	Direct Selling	Total Group New Business	Referrals
		Banks	Others*				
Private Total	1.23	17.22	4.26	2.91	74.38	100.00	0.00
LIC#	1.87	0.05	0.00	0.04	98.04	100.00	0.00
Industry Total	1.76	3.05	0.74	0.54	93.91	100.00	0.00

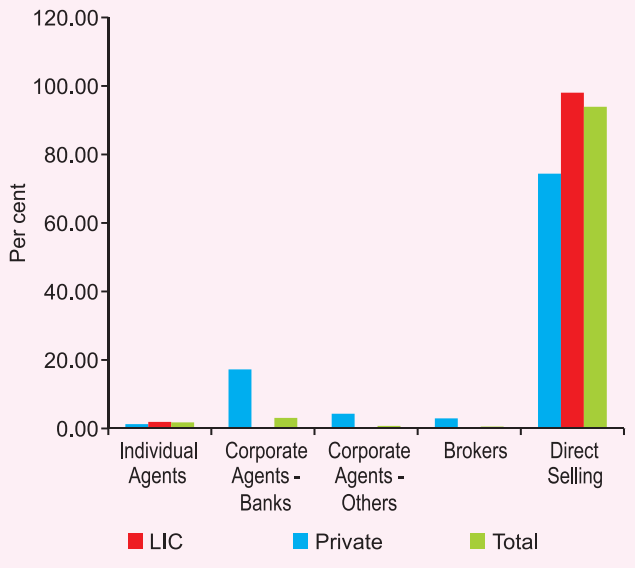
* Any entity other than banks but licensed as a corporate agent.

Does not include its overseas new business premium.

Note: 1) New business premium includes first year premium and single premium.

2) The leads obtained through referral arrangements have been included in the respective channels.

CHART II.2: GROUP NEW BUSINESS PREMIUM OF LIFE INSURERS - CHANNEL WISE (2013-14)



98.04% of the group NB premium of the private and public sectors respectively.

Another important channel for the private insurers was banks. During the year 2013-14, banks had contributed 17.22 per cent of the total group business in the case of the private insurers. This figure stood at 19.88 per cent in the previous year.

LIC had procured 1.87 per cent of the group business through its traditional individual agency force while

private insurers procured 1.23 per cent through this channel.

The contribution of brokers channel was 0.54 per cent to the industry new business premium under group business.

Total of Individual and Group Business

II.2.7 At the aggregate level (individual and group business together), direct selling had contributed 47.84 per cent of the total new business during the year compared to 39.52 per cent in 2012-13. The share of individual agents to the aggregate premium had decreased to 40.64 per cent from 46.40 per cent of 2012-13.

The contributions made by banks and corporate agents other than banks were 9.43 per cent and 1.04 per cent respectively. The contribution of brokers was 1.05 per cent.

Surveyors and Loss Assessors

II.2.8 Section 64 UM of Insurance Act, 1938 while enumerating the qualifications to act as surveyor and loss assessor, also provides the need for any person intending to act as insurance surveyor and loss assessor, to hold a valid license to act as such. The Act was amended in the year 1968 wherein the need

**TABLE II.5
NEW BUSINESS PREMIUM (INDIVIDUAL AND GROUP) OF LIFE INSURERS FOR 2013-14 - CHANNEL-WISE**

(Figures in per cent of Premium)

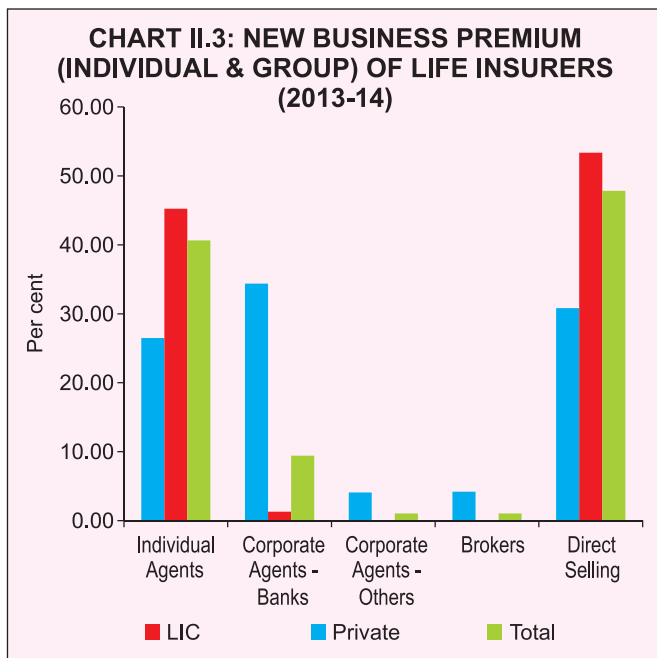
Insurer	Individual Agents	Corporate Agents		Brokers	Direct Selling	Total New Business	Referrals
		Banks	Others*				
Private Total	26.48	34.38	4.09	4.21	30.84	100.00	0.07
LIC#	45.25	1.30	0.05	0.03	53.37	100.00	0.00
Industry Total	40.64	9.43	1.04	1.05	47.84	100.00	0.02

* Any entity other than banks but licensed as a corporate agent.

Does not include its overseas new business premium.

Note: 1) New business premium includes first year premium and single premium.

2) The leads obtained through referral arrangements have been included in the respective channels.



for appointment and reporting of loss by a licensed surveyor and loss assessor to settle insurance losses over ₹20000 was introduced. Sub section 2 of Section 64 UM of the Act, states that 'no claim in respect of a loss which has occurred in India and requiring to be paid or settled in India equal to or exceeding ₹20000 in value on any policy of general insurance, arising or intimated to an insurer, be admitted for payment or settled unless a report is obtained on the loss occurred, from any person who holds a license issued under this section to act as surveyor or loss assessor (also referred to as **Approved surveyor or loss assessor**).

II.2.9 With the enactment of IRDA Act, in 1999, IRDA was made the authority to grant surveyor licenses and the power to grant and regulate surveyors, vested with IRDA. IRDA grants license to individuals and companies/firms to act as surveyors and loss assessors.

II.2.10 The Authority has as part of its IT initiatives, implemented web based 'Integrated Licensing Management System for Surveyors' w.e.f. 1st April, 2013. The web based system facilitates online submission of application by individuals and corporates

**TABLE II.6
LICENSES ISSUED TO SURVEYORS AND
LOSS ASSESSORS**

	2012-13	2013-14
Fresh licenses		
Individual	202	480
Corporate	13	55
Sub-total	215	535
Renewals		
Individual	1692	1784
Corporate	14	158
Sub-total	1706	1942
Trainee Enrolments	646	536

for grant of fresh/renewal/modified license. Though presently in transition phase, the web based registration system would ultimately enable real-time accessibility for surveyor registration, licensing, renewals, movements, cancellations and alterations in a simple, efficient and transparent manner.

II.2.11 The details of trainee enrolments, grant of fresh and renewal licenses to individuals and corporates during the financial years 2012-13 and 2013-14 are as follows:

Grievances - Surveyors and Loss Assessors

II.2.12 Surveyor licensing department of the Authority receives grievances from surveyors regarding empanelment for survey jobs, non-payment of survey fee by insurance companies etc. Such complaints are forwarded to respective insurance companies for resolution at their end. Policyholders also complain against surveyors/surveyor firms on non-receipt of copy of survey report, delay in issuance of survey report, misconduct, violation of IRDA surveyor regulations etc. Such complaints are forwarded to surveyors for speedy disposal of the issues. Apart from above, various RTIs and Ministry grievances are also received by the department against surveyors and corporate surveyor firms.

**TABLE II.7
GRIEVANCES RELATING TO SURVEYORS AND LOSS ASSESSORS**

For the period	Outstanding at the beginning of period	Received	Addressed	Outstanding at the end of the period
April 2012 – March 2013	4	115	116	3
April 2013 – March 2014	3	69	45	27

II.2.13 During the year 2013-2014, the Authority received 69 complaints and 45 have been addressed and 27 are outstanding.

Insurance Brokers

II.2.14 The Authority allowed insurance brokers to operate in the Indian market from 2003 and the first broking license was issued on 30th January, 2003 pursuant to the provisions of the IRDA (Insurance Brokers) Regulations, 2002. The Authority has recently notified the IRDA (Insurance Brokers) Regulations, 2013, which replaces the 2002 regulations. The regulations stipulated a capital requirement of ₹50 lakh for direct insurance brokers, ₹200 lakh for reinsurance brokers and ₹250 lakh for composite brokers. The regulation prescribes a limit of 26% on foreign equity participation in insurance broking. The insurance broking is steadily gaining popularity and the number of registrations increased to 384 (as on 31st March, 2014) since the year 2003.

II.2.15 Out of the total number of licenses issued as on 31-03-2014, 332 are of direct brokers, 46 are of composite brokers and 6 are of reinsurance brokers. The total number of broker licenses includes cancellation of licenses also, and the Authority so far cancelled 51 such licenses. It may be noted that majority of cancellation of licenses fall under the category of voluntary surrender of license. During the year under report, eight insurance broker licenses were surrendered. The Authority has issued 38 new licenses during the period under report and up to 31st March, 2014, out of which 36 licenses are in direct category and two licenses are in composite category.

**TABLE II.8
STATE-WISE SPREAD OF INSURANCE BROKERS**

SI No.	State	31 st March 2013	31 st March 2014
1	Maharashtra	112	125
2	New Delhi	68	74
3	West Bengal	31	34
4	Tamil Nadu	30	33
5	Andhra Pradesh	21	27
6	Uttar Pradesh	21	21
7	Gujarat	13	14
8	Karnataka	13	15
9	Punjab	11	12
10	Kerala	11	13
11	Rajasthan	6	6
12	Chandigarh	4	4
13	Madhya Pradesh	3	3
14	Haryana	2	3
Total		346	384

II.2.16 During the period under report, the Authority has renewed 80 insurance broker licenses and 14 licenses are under process for renewal. As per the revised regulations, an insurance broker may apply for renewal 90 days in advance prior to the expiry of its licence. The Authority has been taking steps to improve the quality of compliance levels of the insurance brokers. Some of them include conduct of workshops, regular interaction with Insurance Brokers Association of India.

Web Aggregators

II.2.17 Based on the regulation dated 3rd December, 2013, The Authority had given the approval to ten web aggregators for comparison of an insurance policy through on line. Out of the ten aggregators, one had surrendered its licence.

TABLE II.9
WEB AGGREGATORS APPROVED BY
THE AUTHORITY (As at 31st March, 2014)

S. No.	Name
1	iGear Financial Services Pvt. Ltd.
2	Accurex Marketing and Consulting Pvt. Ltd.
3	Great Indian Marketing & Consulting Services Pvt. Ltd.
4	Voila Consultancy Services India Private Limited
6	I Call Soft (P) Ltd.
7	Policy Mantra Insutrade Pvt. Ltd.
8	Deztination Insurance Solutions Pvt. Ltd.
9	Mangotree Solutions Pvt Ltd.
10	Commet Insurance Web Aggregator Pvt Ltd.

Common Service Centres

II.2.18 The Department of Electronics and Information Technology (DeITY), Government of India has implemented the Common Services Centers (CSCs) on a Public-Private-Partnership (PPP) model as a part of National e-Governance Plan (NeGP). CSCs are the front-end delivery points for government, private and social sector services to citizens of India. M/s CSC e-Governance Services India Limited, a Special Purpose Vehicle (SPV) has been formed to enable delivery of services through the CSC Network.

The guidelines are issued to permit both life and non-life insurers in India to market certain categories of retail insurance policies and services through M/s CSC e-Governance Services India Limited (CSC-SPV) and its common service centers network.

The Authority had a pilot launch of this on 6th August, 2014 in Hyderabad. At present there are 696 common service centers running across India.

II. 3 PROFESSIONAL INSTITUTES CONNECTED WITH INSURANCE EDUCATION

II.3.1 Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA), an institute promoted and

established by the Authority and incorporated under Section 25 of the Companies Act, 1956. Membership of the institute is mandatory for grant of surveyor license. The institute works as self-regulatory body.

II.3.2 The Authority in association with Andhra Pradesh government established a professional institute viz., Institute of Insurance and Risk Management (IIRM) in the year 2002 for training and imparting professional courses in insurance and related subjects. The Authority continues to support the institute in its endeavours.

II.3.3 The Authority also has statutory representation in the council of the Institute of Actuaries of India (IAI), a statutory and professional body for actuaries. The council is responsible for the management of the affairs of the institute. The erstwhile Actuarial Society of India (ASI) established in 1944 was dissolved; and IAI is a statutory body established under The Actuaries Act, 2006 for regulation of profession of actuaries in India.

II.3.4 The Insurance Institute of India (III) is the examining body for agents' pre-recruitment examinations. The institute has also been preparing course content for various surveyor examinations and is also conducting the surveyors' examinations. Recently, the institute has come up with the course for village level entrepreneurs under Common Service Center guidelines.

II.3.5 Also, the Authority remains in touch with other reputed professional institutes and organizations related to insurance education in India and abroad.

II. 4 LITIGATIONS, APPEALS AND COURT PRONOUNCEMENTS

II.4.1 The details of the litigation in terms of cases filed before the Supreme Court, various high courts, consumer courts, civil courts, Motor Accidents Claims Tribunal (MACT), and Lok Adalat, as also cases disposed/dismissed during 2013-14 are provided below:

**TABLE II.10
DETAILS OF CASES FILED**

Particulars	No. of cases filed
Supreme Court	-
Writ Petitions filed in various High Courts	59
Writ Appeals/LPA's filed in various High Courts	1
Review/Restoration Petitions filed in various High Courts	-
Contempt Petitions filed in various High Courts	2
Consumer cases	40
Civil & Lok Adalat cases	7
MACT cases	-
TOTAL	109
LPA: Letters Patent Appeal	

II.4.2 Table II.11 gives details on the petitions/cases disposed/dismitted during the year 2013-14.

Significant Orders / Judgments Passed 2013-14

II.4.3 In the High Court of Madras: WP NO. 9989 of 2007- General Insurance Agents Vs IRDA - the agency commission for motor insurance business was fixed at 10% including third party insurance commission along with own damage insurance commission. IRDA issued circular dated 4-12-2006 excluding the agency commission for motor third party insurance. The premium rates for motor vehicles for third party liability were also increased.

Aggrieved by the exclusion, the petitioner association filed a writ petition. IRDA filed its detailed counter appraising the court of the peculiar features distinguishing the motor third party insurance.

The Hon'ble High Court vide order dated 25-3-2014 upheld the contentions raised by IRDA and observed as follows:

‘..the payment of agency commission in respect of other insurance is not interfered with by the impugned order of IRDA. What is sought to be given

**TABLE II.11
PETITION /CASES DISPOSED/DISMISED**

	No. of cases with directions to IRDA	No. of cases without directions to IRDA
Supreme Court	-	-
Writ Petitions disposed in various High Courts	9	9
Writ Appeals/LPA's disposed in various High Courts	1	-
Review/Restoration Petitions disposed in various High Courts	-	-
Contempt Petitions disposed in High Courts	-	1
Consumer Cases	1	3
Civil & Lok Adalat cases	-	-
MACT cases	-	1
TOTAL	11	14

up is the payment of commission only in respect of motor third party insurance in which area intervention of the agents is less or nil compared to other insurance business. Non-payment of any commission for motor third party insurance is by taking into consideration various factors, peculiar to the particular area. There is logic and reason behind the decision taken by IRDA to specify zero commission for motor third party insurance, while specifying reasonable percentage of commission in respect of other classes of insurance business. As rightly argued by IRDA, as there is no rule, terms or conditions rendering payment of commission as statutory or mandatory in nature, no legal right is vested on the agents to demand payment of commission, without having regard to overall circumstances and interest over the same. In the event of payment of commission in respect of motor third party insurance is allowed to continue, the same is likely to affect IRDA seriously and is likely to render it impossible of performance. In order to avoid such a

situation, IRDA thought it fit to strike a balance by prescribing zero percentage of commission in respect of motor third party insurance. In my considered view, IRDA has duly exercised its discretion vested and this court does not find any arbitrariness in the same. The petitioner has not made out any ground to hold it as legally impermissible and the petitioner is thus disentitled to get any relief in this writ petition.

In result, the writ petition is dismissed'.

II.4.4 Before the Allahabad High Court, Lucknow Bench-W.P No. 3370/11(M/B) 2011(PIL) Dhruv Kumar vs Sahara India Life Insurance Co.Ltd and others- Public Interest Litigation (PIL) filed pointing out certain defects in insurance policies and the terms thereof being issued by the insurer-Sahara India Life Insurance Company Ltd. The petitioner has challenged the policy wording of three of the life insurance products of M/s. Sahara Life Insurance Company Ltd. The Hon'ble High Court disposed the case vide order dated 6/11/2013 with a direction to IRDA to consider and take appropriate decision on the grievance raised by the petitioner within a period of eight weeks. The High Court also directed IRDA to provide the opportunity of hearing to all the concerned. Accordingly, in compliance of the high court direction, personal hearing was fixed on 2/1/2014 and final orders dated 21/1/2014 passed by IRDA in the matter. Considering the submissions made by the petitioner and insurer the Authority found no defect in the wordings used by M/s. Sahara India Life Insurance Company. With respect to certain exclusion clause meaning differently in the Hindi version of sales literature, the life insurer was directed to revise the sales literature to be in tune with the English version and report compliance to IRDA within 30 days.

II.4.5 In the High Court of Judicature at Bombay - PIL No.61 of 2013 - SapanShrivastava Vs. State of Maharashtra & IRDA-The petitioner filed the Public Interest Litigation (PIL) seeking direction to Respondent No.2, IRDA inter alia, to make available the product

approval certificate of the life products of an Insurer approved by IRDA; to issue circular to all the life insurance companies to stop selling the products without plan approval certificate etc.; to make available to the policy holders copy of the product approval certificate along with the document kit.

The Hon'ble High Court vide order dated 1-4-2014 considered IRDA's submissions that the insurance products mentioned by the petitioner had the approval of IRDA and uploaded on the IRDA website were also communicated to the petitioner. Hence, observed that there is no reason to entertain the PIL and dismissed the same.

II.4.6 In the High Court of Gujarat

- i. **SCA No.12984/12 - Shri Kirti Lila Chand Vs New India Assurance Co.Ltd.**
- ii. **SCA No.13730/12 - JiteshjiGhediya&Ors Vs United India Insurance Co.Ltd**
- iii. **SCA No.13678/12 - Gaurav V. Gianani&Ors Vs Oriental Insurance Co.Ltd.**

Facts of the case:

The above petitions were filed challenging the circulars issued by New India, Oriental, United India and National Insurance Company inter alia relating to the payment of commission to agents pertaining to health insurance policies. The contention of the petitioner is that the insurer has by impugned circulars cut down the commission payable to licensed agents (acquisition cost) by introducing age-slab criteria for calculating the rate of commission.

The Hon'ble High Court vide order dated 31-07-2014 accepted the submissions filed by IRDA and observed as follows:

"Circular No. 011/IRDA/Brok-Com/AUG.25.2008 issued by IRDA with respect to limits on payment of commission or brokerage on general insurance business w.e.f 1.10.2008 where IRDA has prescribed the maximum percentage of commission permitted to

be paid by the insurance companies to its agents. It is further submitted that the agent in respect of any business where the company deems it necessary, the company may reduce or increase the commission payable to the agent and the company has liberty to amend, vary or revoke the schedule of commission payable at any time". The respondent insurance company has issued a circular dated 6.06.2013 revising the commission/brokerage to be paid to the agents. As the brokerage is revised the grievance of the petitioners were substantially redressed and hence cases disposed".

II.4.7 In the High Court of Andhra Pradesh- W.P No.22620 of 2009 & 11650 of 2012 between Kalyan Prasad Sen vs. IRDA - The petitioner was holding an individual surveyor licence which was granted in the year 1986. The same was renewed from time to time and was valid up to 8.12.2011. The petitioner also owned a proprietary concern viz., M/s. Kaypsens Surveyors Pvt. Ltd along with another surveyor Mr. Dinesh C. Jain. The proprietary concern was undertaking the survey jobs without obtaining a licence from the Authority. In view of the non-submission of material information, the licence of Mr. Kalyan Prasad Sen was cancelled by the Authority. Questioning the decision of the Authority, the petitioner filed W.P.22620/2009. The court had stayed the order and subsequently the petitioner filed for renewal of his licence with the Authority. After following due process the same was rejected by the Authority. Aggrieved by the decision of the Authority, the petitioner filed W.P.11650/2012.

IRDA has filed detailed counter in the matters and the writ petitions were disposed vide order dated 30-4-2013 observing that the petitioner has indulged in serious unethical practice of running business in the name of an unlicensed company, which undoubtedly warrants a serious penalty such as cancellation of licence.

II.5 INTERNATIONAL COOPERATION IN INSURANCE

International Association of Insurance Supervisors (IAIS)

II.5.1 The International Association of Insurance Supervisors (IAIS) established in 1994 is a global standard-setting body whose objectives are to promote effective and globally-consistent regulation and supervision of the insurance industry; in order to develop and maintain fair, safe and stable insurance markets for the benefit and protection of policyholders; and to contribute to global financial stability. Over the years, the membership, which includes insurance regulators and supervisors, has grown to over 200 jurisdictions representing nearly 140 countries thus covering 97 per cent of insurance premiums collected all over the world. The IAIS also has over 130 organizations and individuals representing professional associations, insurance and reinsurance companies, international financial institutions, consultants and other professionals as observers. This all-embracing involvement has enabled evolution of consistent supervisory standards and practices amongst the regulators, while facilitating greater knowledge-sharing amongst all the participants in the industry. In addition, it recognizes the important contribution that strong supervisory regimes make, which leads to financial stability both within the respective jurisdictions and across markets. The IAIS provides an effective forum for standard-setting and implementation activities by providing opportunities to both practitioners and policy makers to share their expertise, experience and understanding.

II.5.2 The IAIS's activities are undertaken with active guidance of its Executive Committee (EC), which is the governing body of the IAIS. It comprises of members elected from different regions across the globe. There are five members representing Asian region in the Executive Committee; and the Chairman,

IRDA, is one of the Members representing the region, others being the insurance regulators from China, Japan, Korea and Singapore. The Implementation Committee oversees the implementation of all the activities of IAIS as per the mandate approved in the EC. The day-to-day business and affairs of the IAIS are taken care of by its Secretariat, located at the Bank for International Settlements in Basel, Switzerland.

IAIS – Organisational Restructuring:

II.5.3 The IAIS conducts activities through a committee system designed to achieve its mandates and objectives. The IAIS committee system is led by an Executive Committee that is supported by five committees established by the Executive Committee under the by-laws – the Audit and Risk, Budget, Financial Stability, Implementation, and Technical Committees - as well as by the Supervisory Forum. The Financial Stability, Implementation and Technical Committees have established various Working Parties (sub-committees/ task forces) to help carry out their duties.

II.5.4 The Executive Committee, in order to improve the Association's effectiveness and efficiency, better co-ordinate work streams and strengthen the decision making processes, has decided to re-organise the current committee and working party structure and related procedures. Broadly these include creation, merger and disbandment of the existing subcommittees; new process for development of supervisory and supporting material; more efficient meeting and operating procedures; redefining the manner in which the observer input is received; promoting decision-making culture with its voting system to resolve matters when needed; and guiding principles for strategic decisions/ priority setting.

IAIS Insurance Core Principles, ComFrame and G-SIIs

II.5.5 The IAIS Insurance Core Principles (ICPs) apply to all insurers and insurance groups, regardless of their

size or systemic importance. ComFrame builds on and operationalises the ICPs with regard to the cross-border supervision of Internationally Active Insurance Groups (IAIGs). ComFrame is concerned with the on-going supervision of large and complex internationally active insurance groups; and is not focused on whether an insurance group presents risk to the global financial system, which is the focus of the IAIS work on Global Systemically Important Insurers (G-SIIs).

II.5.6 ComFrame is built and expands upon the high level requirements and guidance currently set out in the ICPs, which generally apply on both a legal entity and group-wide level. Policy measures on G-SIIs will apply only to designated G-SIIs, if any, and will be appropriate for the risks that G-SIIs pose to the financial system.

IAIS Insurance Core Principles (ICPs)

II.5.7 The IAIS develops principles, standards and guidance for effective insurance supervisory regimes. In doing so, it acts as a facilitator to establish and maintain fair and efficient insurance markets for the benefit and protection of policyholders. The IAIS also prepares 'Issue Papers' that provide a background on specific areas of interest to insurance supervisors. So far the IAIS has issued 26 Insurance Core Principles (ICPs).

II.5.8 These 26 core principles also constitute the globally accepted framework used in the evaluation of supervisory regimes under the Financial Sector Assessment Program (FSAP) conducted jointly by the World Bank and International Monetary Fund (IMF). The revised ICPs take into account the experience gained from the FSAP assessments as well as recommendations issued by the G20 Finance Ministers and Central Bank Governors and the Financial Stability Board. In this context, it would be recalled that India has recently been assessed under the FSAP.

IAIS Common Framework (ComFrame)

II.5.9 The Common Framework (ComFrame) is a set of international supervisory requirements focusing on the effective group-wide supervision of Internationally Active Insurance Groups (IAIGs) in terms of their size and international activity. An IAIG is a large, internationally active group that includes at least one sizeable insurance entity. ComFrame sets out a comprehensive range of qualitative and quantitative requirements specific to IAIGs; as well as the supervisory processes and prerequisites for supervisory to implement ComFrame. It provides the foundation needed to effectively work together in supervising complex cross-border insurance groups. In addition to contributing to global financial stability, it will also help to protect the individual policyholder.

II.5.10 The IAIS finalised the ComFrame for the purposes of field testing in 2013. The development phase of ComFrame which has begun in 2010 had concluded in 2013. The field testing of ComFrame consists of impact studies designed to assess the draft ComFrame. The ComFrame will be revised and updated as field testing progresses. The IAIS plans to formally adopt ComFrame, including the final global Insurance Capital Standard (ICS), at the end of 2018.

Global Systemically Important Insurers (G-SIIs)

II.5.11 The IAIS is a partner in a global initiative to identify Global Systemically Important Financial Institutions (G-SIFIs). The focus of IAIS is in relation to potential G-SIIs. To this end, the IAIS has developed an initial assessment methodology to identify G-SIIs and a set of policy measures that will apply to them.

Initial assessment methodology to identify G-SII

II.5.12 The initial assessment methodology involves three steps: the collection of data, a methodical assessment of that data and a supervisory judgment and validation process. The indicator-based assessment approach is related to the approach

developed by the Basel Committee for global systemically important banks, or G-SIBs. However, the specific nature of the insurance sector has influenced the selection, grouping and weights assigned to certain indicators. The IAIS assessment methodology identifies five categories to measure relative systemic importance: non-traditional insurance and non-insurance (NTNI) activities; interconnectedness; substitutability; size; and global activity. Within these five categories, there are 20 indicators, including intra-financial assets and liabilities, gross notional amount of derivatives, Level 3 assets, non-policyholder liabilities and non-insurance revenues, derivatives trading, short term funding and variable insurance products with minimum guarantees.

IAIS Policy measures applicable to G-SII:

II.5.13 The IAIS framework of policy measures applicable to G-SIIs is in line with the recommendations from the FSB, which include:

- (1) **Enhanced Supervision:** Applying more intensive and co-ordinated supervision of SIFIs and supplementary prudential and other requirements as determined by the national authorities.
- (2) **Effective resolution:** Improve supervisors' ability to resolve SIFIs in an orderly manner without destabilising the financial system and exposing the tax-payer to the risk of loss.
- (3) **Higher Loss Absorbency (HLA):** Requiring higher loss absorption (HLA) capacity for G-SIIs to reflect the greater risks that these institutions pose to the global financial system.

II.5.14 As a foundation for HLA requirements, the IAIS is in the process of developing the Basic Capital Requirements (BCR) applicable to all group activities, including non-insurance activities of G-SIIs. The IAIS is proposing that BCR required capital will be calculated on a consolidated group-wide basis, with all holding companies, insurance legal entities, banking legal

entities and any other service companies included in the consolidation.

II.5.15 The BCR has been developed to reflect major categories of risks impacting the businesses of G-SIIs and to account for on- and off- balance sheet exposures. It is constructed in three basic components: an insurance component; a banking component that applies the Basel III leverage ratio or risk weights; and a component for other non-insurance activities (financial and material non-financial) not currently subject to regulatory capital requirements. The BCR is determined using a factor-based approach with 15 factors applying to defined segments within the main categories of insurance activity, namely traditional life insurance, traditional non-life insurance, non-traditional insurance and assets.

II.5.16 The development of the BCR is the first step of a long-term project to develop risk-based, group-wide global insurance capital standards. The second step is the development of HLA requirements to apply to G-SIIs, due to be completed by the end of 2015. The final step is the development of a risk-based group-wide global ICS, due to be completed by the end of 2016 and applied to IAIGs from 2019.

II.6 PUBLIC GRIEVANCES

Integrated Grievance Management System (IGMS)

II.6.1 With the successful implementation of the IGMS, the statuses of complaints across the industry are available to the Authority on a real time basis. The IGMS is the repository of the insurance industry

complaints providing not only a platform to raise customer grievances with insurers but also to generate various analytical reports on public grievances in insurance.

II.6.2 IRDA also regularly accesses the portal of the Department of Administration and Public Grievances (DARPG), Government of India and ensures that complaints relating to the insurance sector are downloaded and necessary action to get them examined by the insurers is taken.

Life Insurers

II.6.3 As on 31st March, 2014, there were 1180 complaints pending resolution by life insurance companies. During the year 2013-14, the life insurance industry received 374620 complaints out of which 85284 complaints related to LIC and 289336 complaints related to private sector life insurers

II.6.4 During 2013-14, the insurance companies resolved 99.69 per cent of the complaints handled. While the private life insurers resolved 99.83 per cent of the complaints registered, LIC resolved 100 per cent of the complaints as a result of which there were no complaints of LIC pending as on 31.3.2014.

II.6.5 The IGMS data has shown patterns of complaints in the life insurance industry based on the classifications prescribed by the Authority in terms of grievance redressal guidelines. Unfair business practice complaints constituted the largest class of complaints accounting for 56 per cent of the complaints in life sector during 2013-14 as against 49 per cent during

TABLE II.12
STATUS OF GRIEVANCES : LIFE INSURERS DURING 2013-14

Insurer	Outstanding as on 31 st March, 2013	Grievances Reported during 2013-14	Resolved during 2013-14	Outstanding as on 31 st March, 2014
LIC	544	85284	85828	0
PRIVATE	680	289336	288836	1180
TOTAL	1224	374620	374664	1180

CHART II.4: CLASSIFICATION OF LIFE COMPLAINTS DURING 2012-14

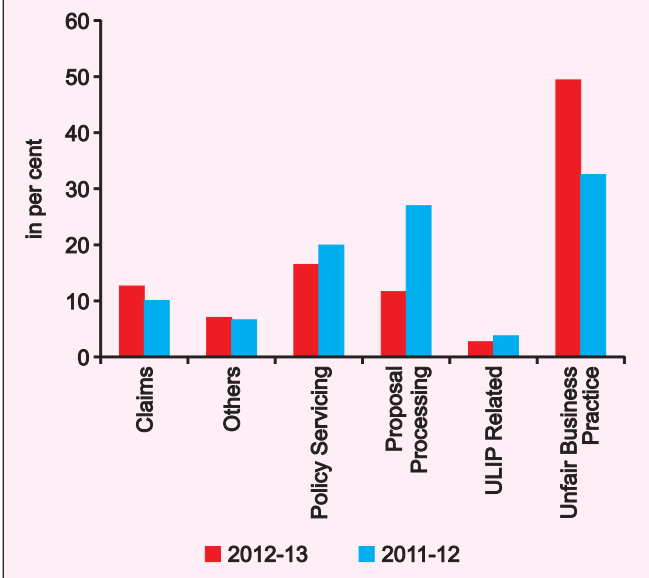
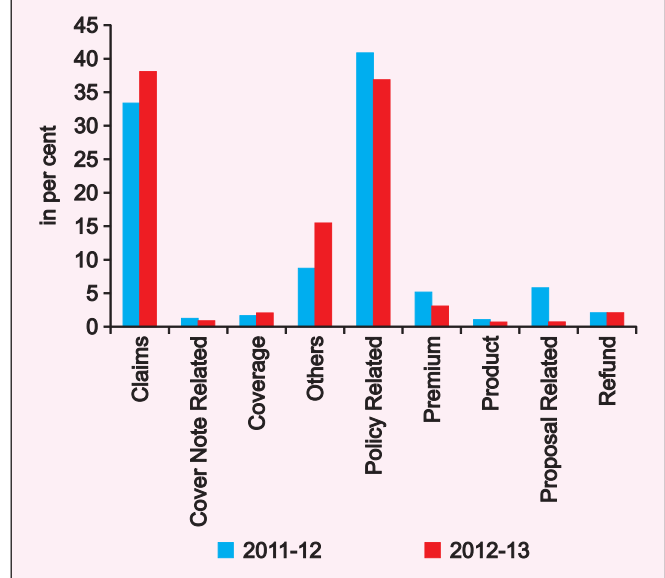


CHART II.5: CLASSIFICATION OF NON-LIFE COMPLAINTS DURING 2012-14



2012-13. Policy servicing related complaints constituted 17 per cent of the total complaints in the life sector, similar in proportion to such complaints in 2012-13.

Non-Life Insurers

II.6.6 The non-life insurance companies resolved 98.71 per cent of the complaints handled during the year 2013-14. The private non-life insurance companies resolved 99.67 per cent and public non-life insurance companies resolved 96.36 per cent of the complaints handled by them. As on 31st March, 2014, 834 complaints were still pending with the insurance companies for resolution, out of which 152 belong to private sector and 682 pertain to public sector non-life insurance companies.

II.6.7 The pattern of complaints in IGMS data as regards non-life insurance industry indicates that claims related complaints constitute major chunk of the complaints during 2013-14 also. In class-wise complaints, motor insurance related complaints constituted the highest number of complaints.

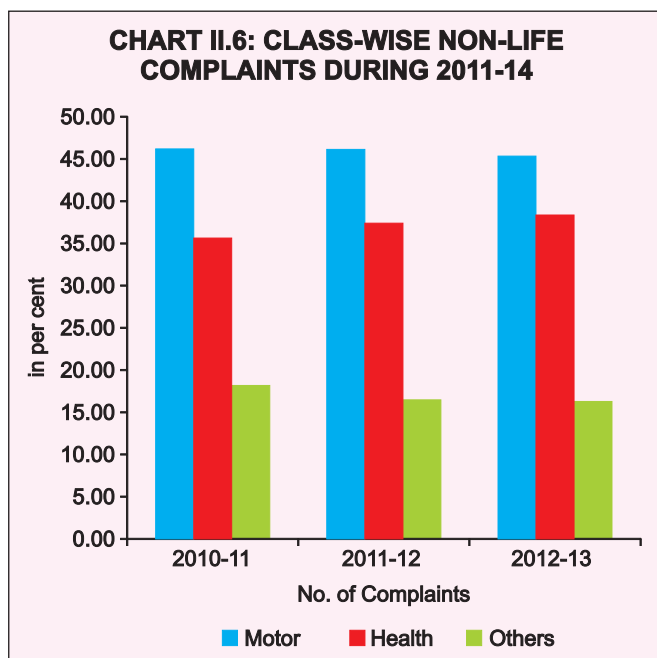
II.7. INSURANCE ASSOCIATIONS AND INSURANCE COUNCILS

Life Insurance Council

II.7.1 Life Insurance Council is a body set up under section 64 C of the Insurance Act 1938. All registered life insurers are members and are represented by CEOs. There are two nominees from the IRDA, one

**TABLE II.13
STATUS OF GRIEVANCES - NON LIFE INSURERS DURING 2013-14**

Sector	Outstanding as on 31 st March, 2013	Grievances Reported during 2013-14	Resolved during 2013-14	Outstanding as on 31 st March, 2014
Public	1107	17658	18083	682
Private	128	45677	45653	152
Total	1235	63335	63736	834



of whom is the Chairman of the council. The Secretary General functions as the Chief Executive of the council. During the financial year 2013-14 the council met four times. The council has formed several sub-committees to handle issues arising out of various developments concerning the industry. In addition, as and when needed specific areas of work are taken up at meetings of 'working groups' constituted to discuss emerging issues from time to time. The committee-based approach ensured participation by and valuable contribution from, a wide cross-section of senior executives from the industry in very diverse areas of life insurance.

II.7.2 Important activities of Insurance Councils in 2013-14

Life Insurance Council

- **Meeting with Chairman, IRDA on Product regulations** – Life Insurance Council organised a combined meeting of CEOs and appointed actuaries of life insurance companies with Chairman and Member (Life) along with actuarial department from IRDA on May 02, 2013 at Hyderabad to discuss certain issues related to

notified product regulations. This initiative has led to resolution of certain common issues through clarifications from IRDA.

- **Meeting with Business Strategy head / Marketing head** – Life Council took the initiative of holding a meeting on business strategies on 9th May, 2013 at Mumbai. The council came up with four such segments by which commercial viability and financial inclusion shall be improved. The four segments were: unorganised workers, youth, women and senior citizens. After a brief presentation on these segments, companies had a detailed discussion on all the segments; and representatives from companies voluntarily came forward to give a summarised note on each segment.
- **Sub-Committee on Insurance for Persons with Disabilities** – Life Insurance Council constituted a sub-committee to carry out a detailed study and recommendations with regard to certain aspects of policy formulation on financial inclusion of Persons with Disabilities (PwDs) with an objective of securing their lives with Insurance. The sub-committee had a series of meetings and based on the deliberations, prepared the recommendations in respect of PwDs and submitted to IRDA.
- **Customer Expectation survey** – Life Council had formed core group of life companies to work on customer expectation survey. Core group had meetings at council office, Mumbai. Sub group of life companies formed within the core group worked on the draft RFP to be issued to consultants and submitted to council.
- **Fraud Monitoring Framework** – Based on the IRDA circular, the council had formed core groups to work on the framework on fraud. The core groups had a series of meetings at the council office. Three vendors were invited to give presentations and the core groups recommended

CIBIL as a preferred vendor to the EC members of life council. CIBIL made a presentation to EC members, and EC members gave approval to Life Council for organising a meeting with senior officials of IRDA wherein CIBIL and the core group of life council would make presentation about fraud monitoring framework. Accordingly Life Council organised a meeting of CIBIL along with the core group with IRDA officials at IRDA office wherein CIBIL made a detailed presentation to IRDA.

- **Life Insurance Awareness drive through Press Meets –** Life Insurance Council conducted three media meets in the financial year 2013-14 at various locations across the country viz. Delhi (08th August, 2013), Mumbai (19th September, 2013) and Hyderabad (20th February, 2014) highlighting the performance and contribution of life insurance industry to the Indian economy and society. Insurance Awareness Committee of life council also met six times during the FY 2013-14 to discuss the awareness activities of life council including the media meet as referred above.
- **Meeting regarding Web aggregators -** Members of Life Insurance Council met IRDA authorities to discuss about the various issues related to web aggregators. The meeting organised by life council was held on July 08, 2013 at Mumbai. Chairman IRDA presided over the meeting. Topics of discussion in the meeting were as follows:
 - Discuss the current operations / WA channel performance vis-a-vis industry performance in Life and Non-Life / Details of web service providers with pricing etc.
 - To present a vision map for five years on the projected potential of this distribution channel.
 - To present their views / suggestions on the support expected by them in the development of web aggregators as a strong distribution channel.
- **Meeting on AML/CFT -** Life Insurance Council had a meeting on AML/CFT and fraud related issues on 19th July, 2013 at Mumbai. The meeting was attended by the principal compliance officers of life insurance companies along with IRDA officials and it was presided over by Shri R.K.Nair, Member (F&I), IRDA. During the meeting all members suggested unanimously that council could form a committee on 'Sharing of Information amongst life companies on fraud related issues pertaining to customers, agents, employees, brokers, etc. The Secretary General agreed to form a committee involving representatives from member companies. The committee would deliberate on the issues and come out with the format as well as the data to be collected.
- **Shome Committee –** Life Insurance Council organised a meeting of CFOs / tax heads of life companies on September 10, 2013 at Mumbai to discuss the direct tax issues to be represented before Shome committee constituted by Ministry of Finance, Government of India. Based on the discussions in the meeting, members sent their views to council and life council sent the representation on both direct and indirect taxes to Shome Committee.
- **NSE meeting -** Life Insurance Council along with General Insurance Council organised a meeting with National Stock Exchange (NSE) on the subject "Opportunities in Corporate Debt Segment & Securities Lending and Borrowings" on November 13th 2013 at Mumbai. The meeting was attended by Chief Investment Officers and representatives from the investment department of life insurance companies.
- **Meeting with e-Repositories -** In order to promote understanding about the operational framework and allied issues between life insurers and e-repositories, Life Insurance Council organised a meeting with all e-repositories on

November 26, 2013 at Mumbai. IRDA officials also attended the meeting.

- **Brainstorming session on the IRDA Exposure draft on Insurance Marketing Firm** – Life Insurance Council organised a brainstorming session on the New Distribution Channel (Insurance Marketing Firm) in different parts of the country – Hyderabad, Mumbai, Chennai, Bengaluru and Kolkata – in the months of February and March 2013. The seminar was well attended by the insurance intermediaries. IRDA officials addressed the participants of the seminar.
- **Representations to IRDA** – Life Insurance Council sent a detailed representation to IRDA on implementation of standard proposal form, persistency norms for license renewal of individual agents in view of the practical challenges faced by the members of life insurance industry in implementing the said regulations.
- **CSC activities** – Life Council has played an effective role in rolling out IRDA's Common Service Centre (CSC) SPV-Model, whereunder the village level entrepreneurs (more than 100,000 across the country) are likely to be allowed to sell insurance products of any insurance company. This would help in rural penetration in a big way. In order to speed up the process of spreading insurance through CSC-SPV Model, Life Insurance Council facilitated activation of CSC centers including financial support.
- **Statistical data sub-committee** – The statistical data sub-committee met once during the FY 2013-14 and discussed on the changes required in the Management Information System (MIS) report of Life Insurance Council.
- **Legal and Compliance sub-committee** – Legal and Compliance Sub-committee of life council met twice during the FY 2013-14. The committee members discussed on the challenges faced by them in implementing regulatory circulars, notifications, etc. Based on the discussions, life council sent appropriate representations to IRDA and other government authorities.
- **M-fund users meeting** – Life Council held a meeting of M-Fund users on March 06, 2014 to discuss the generation of BAP uploads from M-fund and any other issues related to M-fund.
- **HR and Admin Sub-committee** - HR and Admin committee met once during the FY 2013-14. One of the important initiatives taken by the committee is C&B study for the industry.
- In addition to the above, Life Insurance Council organised the following presentations during the EC meetings -
 - Shri. Ranjan Kumar from **UIDAI** along with his colleagues made a presentation on e-KYC services for life insurance industry in 62nd EC meeting held on September 27, 2013 at The Orchid Hotel, Mumbai.
 - Shri. ArunThukral, CEO, **CIBIL** made a presentation on the proposed 'fraud and claims repository' of life companies in 63rd EC meeting held on December 23, 2013 at the Grand Oberoi Hotel, Kolkata.
 - Shri. Mukesh Agarwal, President, **CRISIL** Research made a presentation on "Security Level Valuation – A step towards best practices" in 64th EC meeting held on Feb 20, 2014 at Hotel Taj Krishna, Hyderabad.
- The Council's website continues to carry statistical data, latest news and other information. The number of hits from different geographies – national and international increased significantly after upgrading its design and interlinking it with websites of IRDA and all life insurers.
- As per IRDA's directive, since November 2011 life council's website hosts daily NAV's of all its members.

- Life council made a number of representations to IRDA and Govt. of India on many key issues affecting the life insurance industry.
- Council has been actively involved in meetings with and conferences organised by CII, FICCI, ASSOCHAM, etc.

General Insurance Council

II.7.3 General Insurance Council is a body set up under Section 64C of the Insurance Act, 1938. All registered non-life insurers are members of the council and are represented by their Chief Executive Officers. There are two nominees from the Authority on the council, one of whom is the Chairman of the council. The Secretary General functions as the Chief Executive of the council.

II.7.4 During the year 2013-14, one new member M/s Cigna TTK Health Insurance Company was inducted and the membership of the council increased to 28.

II.7.5 Five formal meetings of the Executive Committee of the council were held during the period April 2013 to March 2014, including an interactive session with Chairman, IRDA on areas relating to taxation, special projects of the council, health insurance regulations, distribution reforms, solvency regulations, 'use & file' guidelines, additional payouts and unviable discounts in commercial property and group health insurance portfolios. In all there were 31 formal meetings held under the aegis of the council covering health, Motor, marine, property, solvency, taxation and compliance issues. Teleconference and WebEx facilities have been utilized for holding consultations and discussions as and when needed.

II.7.6 Meetings held by the council enabled heads of various underwriting departments, CFOs, and other senior executives of the member-companies to exchange their views, experiences and common concerns affecting the industry in various spheres. The council aims to enhance the business standards, customer service, maintain market discipline and at

development of non-life insurance in a healthy manner, by adopting the best practices.

II.7.7 The council participated in the meetings of various committees constituted by the IRDA and was also represented in the conferences / seminars / meetings of various forums like FICCI, CII, ASSOCHAM, III, IBAI and other public initiatives in different cities as well as on the various committees constituted by IRDA.

II.7.8 The key activities of the council in 2013-14 were as under:

- Series of meetings have been held from the last week of May 2014 till date and every effort is being made to bring our industry issues to the forefront for the Govt. to take note of insurance industry's concerns as regards unlimited liability, time limit and jurisdiction issues and provide necessary solutions.
- The council has been pursuing matters relating to motor vehicles act amendments, taxation issues (direct and service tax as well as provisions in the DTC Bill) and increase in insurance penetration, with the Ministry of Finance and IRDA.

1) Taxation issues of the Industry

The council submitted a memorandum for changes in direct taxes and indirect taxes to the ParthasarathiShome Panel and followed it up with meetings with CBDT and CBEC.

a) The issues raised under service tax were as follows:

- Disallowance of CENVAT credit on reinsurance services;
- Service tax levied twice on the premiums collected both in reinsurance and coinsurance services;
- Service tax under coinsurance premiums;
- Disallowance of CENVAT credit in case of Motor TP pool retrocession premiums.

b) Income tax issues raised:

- TDS on interest portion of MACT awards;
- Provisions charged to revenue accounts to meet statutory and regulatory prescriptions aimed to protect policyholders' interests;
- TDS on reinsurance premiums paid to non-resident reinsurance companies;
- Taxability of profits on sale of investments;
- Applicability of Minimum Alternative Tax (MAT) to the non-life Industry; and
- Disallowance of notional expenditure in respect of exempt income computed on the total investment portfolio of non-life insurance companies;

2) **SPECIAL PROJECTS**

a) **PAN India Insurance Awareness Campaign (PIIAC)**

PIIAC was implemented in two PHASES - First Phase from 24th April 2013 to 30th May 2013, through Bates India Private Ltd (for production of creatives for print, Radio and TV), Prasar Bharathi (for Radio) and NFDC (for TV and Print media) and Second Phase from 20.2.2014 to 5.3.2014 through DAVP (for TV and Print media) and PrasarBharathi (for Radio) as well as through Lok Sabha TV.

b) **Risk transfer mechanism in disaster risk mitigation – an IRDA-NDMA-GI Council initiative**

The council and IRDA are working in tandem with NDMA for the discussion paper on disaster relief and risk transfer through insurance. The suggestions made in the discussion paper have received widespread acceptance.

c) **Overseas medical policy for travellers to Schengen States:**

Development of web portal for consular posts of Schengen States to grant visas to travellers visiting Schengen countries. This request to ensure validity and coverage of overseas travel Policies issued by member companies.

d) **Highway Emergency Relief and Accident Mitigation**

This pilot project was soft launched on 5th April 2014, with flagging off of ambulance vehicles with the support of IRDA, GMR and SvarnaTollways. The project would operate between the highway stretch running between two states of Andhra Pradesh and Telangana. The total distance of NH 65 between Hyderabad and Vijayawada is 248 Kms. Out of this 148 Kms stretch runs in newly created Telangana state and 93 Kms stretch in residual Andhra Pradesh.

e) **Engagement of McKinsey for preparing Blue Print for GI Council – VISION 2025:**

During the year, as approved by the EC, the council has engaged McKinsey for preparing a draft report on road map for General Insurance Council, considering the role prescribed under the Insurance Act and General Insurance Council Regulations 2008 vis-a-vis role and functions performed by similar bodies in developed countries.

f) **Summer Internship Trainees' Projects:**

We have given summer internship for two months (May and June 2014) to four MBA students from Sydenham Institute of Management Studies, Research and Entrepreneurship Education, (SIMSREE) for carrying-out the following two projects.

Project 1: Developing a Customer Perception Index - Retail Health Insurance

Project 2: Feedback system for Product Design Personal Accident.

3) **MOTOR INSURANCE**

With the help of actuarial inputs, the council attempted to work out the Ultimate Loss Ratio (ULR) for the underwriting year 2007-08 onwards to be utilised to measure the adequacy or otherwise of the present (2012-13) premium levels which would evidence gap and the need for adequate increase in Motor TP premium keeping in view the increasing severity of the court awards, and the accumulated price inadequacy/deficiency over the years compelling the promoters of member companies to bring additional capital to meet the solvency norms.

4) **HEALTH**

Health Regulations and Standardization in Health Insurance:

An interactive workshop between IRDA officials and Health underwriters was held in Hyderabad on 29th May 2013 to discuss issues pertaining to the regulations and it was generally agreed to take remedial steps soon. As a first step, three months' extension of time for filing of group health insurance products i.e. up to 30th September 2013 instead of 1st July 2013 was granted by IRDA circular dated 20th June 2013.

5) **Cover for HIV/Aids:**

A report was prepared on the coverage that can/ not be granted for HIV/AIDs. A committee has been formed at the government to examine the related issues.

6) **Delay in receipt of RSBY premium:**

A sum of ₹1500 crore was outstanding from various governments in respect of RSBY premium. This matter was taken up with the IRDA with complete details of state-wise outstanding dues who in turn took it up with the Ministry of Labour and Employment. Subsequent follow ups

have yielded results in the form of some improved remittances from the government.

7) **MARINE**

Marine cargo and hull underwriters met during the year and discussed the following issues:

- a. Impact of sanction clause of UN and EU on crude oil imports by PSUs.
- b. Marine hull insurance – deductibles.
- c. Requirement of registration of carrier under the Act.

There was general agreement amongst marine underwriters that they would try to improve the results by more prudent and better underwriting practices. In this connection, the role of excess / deductibles in bulk cargo as well as hull was stressed.

GIC Re's role in assisting the companies follows healthy underwriting standards and correcting the market aberrations was appreciated.

8) **PROPERTY**

Property Underwriters Forum which met under the aegis of the council exchanged sentiments akin to marine underwriters. They deliberated on the following common issues affecting this portfolio:

- 1) Incorporation of common reinsurance treaty exclusions in the primary insurance policies of the insurance companies.
- 2) A common approach to applicability of deductibles
- 3) Granting of contingent BI covers
- 4) The need for data sharing for generating industry burning cost analysis
- 5) Add on covers for large risks

9) **Co-insurance agreement and Underwriting slip**

One of the key measures to ensure that co-insurance disputes are minimized was the introduction of co-insurance underwriting slip to be signed by all coinsurers before the inception of the risk. With various consultations with all stakeholders, the procedure for co-insurance underwriting slip was introduced with effect from 1st January, 2014.

10) **Industry Associations**

The council held formal and informal discussions with Insurance Brokers' Association of India (IBAI) and Third Party Administrators (TPAs) with a view to deliberating the industry-wide operational issues concerning them.

11) **Coordination with IUMI:**

IUMI (International Union of Marine Insurers) is an international body representing the marine insurance industry across the globe. On behalf of Indian market, GI Council joined IUMI as a member since 2009-10. The council has been coordinating with IUMI on matters concerning Indian market from time to time.

IUMI holds an annual conference which attracts participants from countries all over the world. Last year, executives from member-companies (4 PSUs and 1 Private Sector) had attended their conference held in London.

12) **INSURANCE INFORMATION BUREAU (IIB)**

Council is striving to ensure that the data formats for transfer of data to IIB is uniform and that the time lag gets reduced. Stress on quality and timely submission of data was repeatedly made. The IIB officials have confirmed that the status and the quality of data submission have improved a lot. Data upload in respect of the two major retail businesses - health and motor classes have stabilized. Property class has also seen a vast

improvement in the last year. The council has also contributed towards the design and scoping of various IT, data and analytics related projects namely Requirement for Proposal (RFP) document preparation for the health fraud analytics project, requirement specification for the Electronic Transaction & Settlement System (ETASS), discussions on data standards preparation for the non-life insurance industry.

The council would continue to play a complementary and collaborative role with the IIB for the improvement of data analytics support to the non-life insurance industry.

13) **IT and other activities of the Council Website**

The council website was designated as a key communication and value addition platform to members. The first phase involved the development of a logged in section for members and consumers. Interactive blog facility for elicitation of views has also been created. The website homepage and various sections have been redesigned to reflect the activities at the council. Over the past year, the website has reflected the non-life insurance industry's efforts regarding pan-India insurance awareness campaign, senior citizen health plans offered by member companies, exposure drafts released by IRDA for views from the industry, press coverage regarding council's activities, links to member company websites, etc.

14) **ACORD Pilot Project**

ACORD is one of the international data storage and retrieval standards being adopted by the financial sector. This would involve standard data dictionaries and automated data exchange. In this context, a small pilot has been undertaken for segment-wise data template between member companies and the G I Council.

This pilot project would help member companies access the template online and feed in their data

and the industry data would get collated at the council without any further manual intervention.

15) Year Book of the Council:

The first edition of the Council's year book was released in October 2013 and was generally well received by the insurance market in India. The council is continuing its objective of releasing a yearbook for the non-life insurance industry financial year 2013-14.

16) Data analytics

The council has taken on collation, analysis and publication of datasets, reports and presentations among member companies both on a periodic and project based basis.

The periodic reports included flash and segment-wise figures on a monthly basis, the large loss, financial highlights on a quarterly basis and class-wise statistics for motor, health, property and marine on an annual basis.

II.8 FUNCTIONING OF OMBUDSMEN

II.8.1 During 2013-14, the twelve Ombudsmen centres spread across India have received a total of 26315 complaints. While 17512 complaints (67 per cent) pertained to life insurers, the remaining 8803 complaints (33 per cent) related to non-life insurers. This was in addition to 8601 complaints pending with various offices of Ombudsmen as at the end of March 2013. The offices of Ombudsmen have handled a total of 34916 cases during 2013-14.

II.8.2 During 2013-14, the Ombudsmen disposed of 25299 complaints. Of these complaints, Ombudsmen declared 64 per cent of the complaints as non-acceptable/not-entertainable. Awards / recommendations were issued for 14 per cent of total complaints. Other than this, 14 per cent of the complaints were withdrawn, while another nearly eight per cent of the complaints were dismissed. 9617 complaints were pending as on 31st March, 2014.

**TABLE II.14
DISPOSAL OF COMPLAINTS BY OMBUDSMEN DURING 2013-14**

Insurer	Complaints o/s as on 31.3.2013	Received during 2013-14	Total	Complaints disposed during 2013-14	No. of Complaints disposed by way of				Complaints o/s as on 31 st March 2014
					(I)	(II)	(III)	(IV)	
Life	3884	17512	21396	15672	1333 [8.51]	1821 [11.61]	918 [5.86]	11600 [74.20]	5724
Non-Life	4717	8803	13520	9627	2227 [23.13]	1718 [17.85]	1093 [11.35]	4589 [47.67]	3893
Industry	8601	26315	34916	25299	3560 [14.07]	3539 [13.99]	2011 [7.95]	16189 [63.99]	9617

O/S : Outstanding

Notes: (I) Recommendations / Awards (III) Dismissal
(II) Withdrawal / Settlement (IV) Non-acceptance / Not-entertainable
Figure in brackets indicates percentages to the respective complaints disposed.

PART - III

STATUTORY AND DEVELOPMENTAL FUNCTIONS OF THE AUTHORITY

Section 14 of the IRDA Act, 1999 (IRDA Act) lays down the duties of the Authority to regulate, promote and ensure orderly growth of the insurance business and reinsurance business. Sub-section (2) of the said section lays down the powers and functions of the Authority. Chapter III of the Annual Report covers the activities of the Authority in 2013-14 while carrying out its functions and exercising the powers conferred on it.

III.1 Issue to the applicant a certificate of registration, renew, modify, withdraw, suspend or cancel such registration

III.1.1 Registration, renewal, modification and suspension of certificate of registration of insurance companies is primarily regulated by the IRDA (Registration of Indian Insurance Companies), Regulations, 2000, as amended from time to time; and various circulars and guidelines issued by the Authority.

III.1.2 During 2013-14, the Authority granted certificate of registration to CIGNA TTK Health Insurance Co. Ltd. to underwrite health insurance business exclusively. With this, the number of standalone health insurers stood at five as on 31st March, 2014. Overall the number of non-life insurers stood at 28 (including ECGC, AIC and Standalone Health insurers) as on 31st March, 2014. In addition to the above, there is one national reinsurer, i.e., GIC. The certificates of registration issued to all the existing life and non-life insurance companies have been renewed in terms of Section 3A of the Insurance Act, 1938.

III.1.3 During 2013-14, the Authority levied penalty on seven life insurance companies and twelve non-life insurance companies for non-compliance with various regulatory stipulations. (Table 3.1)

III.1.4 Apart from monetary penalty levied on insurers, penal actions were also initiated on various non-

TABLE III.1
PENALTIES LEVIED BY THE AUTHORITY DURING FY 2013-14

Sl. No.	Name of Insurance Company	Amount of Penalty	Date of receipt of Penalty	Brief particulars of the violation committed
1	Aviva Life	₹20 lakh	July 16, 2013	For making payments to Insurance Agents in violation of Clause 21 of the Corporate Agents' Guidelines read with Section 40 A of the Act
2	Exide Life	₹1 lakh	December 27, 2013	For making payments to Insurance Agents in violation of Clause 21 of the Corporate Agents' Guidelines read with Section 40 A of the Act & Regulation (19) of IRDA (Insurance Brokers) Regulations
3	Max Life	₹10 lakh	August 07, 2013	For making payments to Insurance Agents in violation of Clause 21 of the Corporate Agents' Guidelines read with Section 40 A of the Act
4	Bajaj Allianz Life	₹310 lakh	September 05, 2013	Violation of the provisions of Insurance Act, 1938, Regulations, Circulars / Guidelines issued by IRDA.
5	DHFL Pramerica Life	₹1 lakh	January 01, 2014	Violation of Section 40A of Insurance Act, 1938
6	Tata AIA Life	₹0.50 lakh	December 31, 2013	For making payments to Insurance Agents in violation of Clause 21 of the Corporate Agents' Guidelines read with Section 40 A of the Act

**TABLE III.1
PENALTIES LEVIED BY THE AUTHORITY DURING FY 2013-14**

Sl. No.	Name of Insurance Company	Amount of Penalty	Date of receipt of Penalty	Brief particulars of the violation committed
7	Tata AIA Life	₹1 lakh	March 07, 2014	Violation of AML Guidelines issued by IRDA
8	HDFC ERGO General	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
9	Reliance General	₹5 lakh	October 09,2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
10	ICICI Lombard General	₹5 lakh	October 09,2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
11	L&T General	₹5 lakh	October 09,2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
12	Oriental Insurance	₹5 lakh	October 09,2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
13	Bharti AXA General	₹5 lakh	October 11,2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
14	SBI General	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
15	IFFCO TOKIO General	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
16	Cholamandalam MS General	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
17	Future Generali India	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
18	Royal Sundaram Alliance	₹5 lakh	October 08, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)
19	TATA AIG General	₹5 lakh	October 07, 2013	Non-fulfillment of premium Quota under Motor Third Party (Declined pool)

compliant intermediaries as well. Further, the Authority also issued warnings, specific orders / directions to the regulated entities who were found to be non-compliant with the regulatory stipulations. Licenses of some regulated entities were also cancelled during the year under report.

III.2 Protection of the interests of policyholders in matters concerning assigning of policy, nomination by policyholders, insurable interest, settlement of insurance claim, surrender value of policy and other terms and conditions of contracts of insurance.

II.2.1 The Authority has brought out regulations providing for various do's and don'ts for insurers and intermediaries at the point of sale, point of claim, etc. Timeframes have been set for servicing policyholders under the regulations. Further, the regulations mandate insurers to have in place an effective mechanism for redressal of policyholder grievances. The Authority, through its Consumer Affairs Department has set up a "Grievances Cell" for policyholders of life and non-life insurance companies. Apart from playing a facilitative role in helping policyholders getting their grievances redressed by insurers within the stipulated time, the

Authority also examines on a continuous basis, the underlying issues that cause grievances and works towards rectifying the systemic issues involved.

II.2.2 The Authority has advised all the life and non-life insurance companies not to reject the genuine claims intimated or submitted at a later date than the time specified in the policy, due to unavoidable circumstances. The insurer's decision, to reject a claim due to delay in submission of intimation or documents, shall have to be based on sound logic and valid grounds as the time limitation clause is neither absolute nor does work in isolation. As such an insurer shall not repudiate any claim unless and until the reasons of delay are specifically ascertained, recorded and insurers satisfy themselves that those claims would have otherwise been rejected even if reported in time.

III.2.3 To enable access to data relating to insurance status of motor vehicles with a view to assisting road accident victims or claimants of motor third party insurance, the Authority, through the Insurance Information Bureau, has provided a web based facility. The facility provides the users the details of the vehicle, insurance status and address of the policy issuing office.

III.2.4 Keeping in mind the gap created by the exit of insurance agents in servicing the life insurance policies and also to promote the persistency of insurance policies, the Authority has prescribed that insurance companies allot lapsed orphan life insurance policies to individual insurance agents whose license is in force. The allottee agent's details would be intimated by the insurer to the policyholder concerned.

III.2.5 While health insurance is growing rapidly; there are complaints in regard to variable interpretations of key policy terms. In order to address the expectation of the prospect/policyholder, the Authority has standardized definition of 46 commonly used terms in health insurance policies, nomenclature and coverage for 11 critical illnesses and list of exclusion expenses

under indemnity policies. Also, Health Insurance Regulations, 2013 have been notified which, inter alia, prescribe free look period of 15 days for health policies, a time limit of 30 days from the date of receipt of last document for conveying a decision on claims, provisions relating to portability, standard definitions and special provisions for senior citizens.

III.3 Specifying requisite qualifications, code of conduct and practical training for intermediaries or insurance intermediaries and agents.

III.3.1 The licensing and code of conduct for all the intermediaries in the insurance business is specified clearly in the regulations framed under the IRDA Act, 1999 vide Insurance Surveyors and Loss Assessors (Licensing, professional requirements and code of conduct), Regulations, 2000, Insurance Regulatory and Development Authority (Insurance Brokers Regulations, 2013, Insurance Regulatory and Development Authority (Licensing of Insurance Agents) Regulations, 2000, and its subsequent amendments in 2002, 2007 and 2013; and Insurance Regulatory and Development Authority (Licensing of Corporate Agents) Regulations, 2002 and its amendment in 2010.

III.3.2 The Authority has issued guidelines on qualifications of corporate insurance executives and faculty of agent's training institutes vide Circular No. IRDA/AGENTS/ORD/17/JULY 2009 dated 3rd July, 2009. The Authority has also issued guidelines on licensing of corporate agents vide circular no.017/IRDA/Circular/CA Guidelines/2005 dated 14th July, 2005.

III.3.3 The following regulatory framework has been prescribed by the Authority to further strengthen the regulatory supervision.

- Regulations namely Insurance Regulatory and Development Authority (Licensing of Corporate Agents) (Amendment) Regulations, 2010 to further amend the Insurance Regulatory and Development Authority (Licensing of Corporate

Agents) Regulation, 2002 to incorporate regulatory provisions for non-compliance of regulatory framework prescribed for corporate agents.

- IRDA (Sharing of Database for Distribution of Insurance Products) Regulations, 2010 to streamline the tie-ups between insurers and referral companies. It also prescribes ceilings of remuneration payable to referral entities and lays down the framework under which the referral entities and insurers have to conduct insurance business.
- Circular no. IRDA/CAGTS/CIR/LCE/092/06/2010 dated 7th June, 2010 and Circular no: IRDA/CAGTS/CIR/142/07/2013 dated 25.07.2013 to streamline the procedure for transfer of corporate agents from one insurer to another. Vide the said circular the Authority has barred agents having less than one year service from seeking transfer to another insurer. Further the Authority has also mandated time frame for designated persons of insurer for issuing NOC's failing which, after elapse of one month from the date of request for NOC, it will be deemed that the agent has been issued NOC.
- Circular no. IRDA/CAGTS/CIR/LCE/093/2010 on inspection of corporate agents by insurer.
- Issued standard instructions and guidelines vide circular dated 03/06/2010 & 29/07/2013, applicable for fresh/renewal accreditation of on-line and off-line agents training institutes.
- Order no. IRDA/AGTS/ORD/TRNG/109/07/2010 constituting a committee to recommend examination fee to be charged from the candidates appearing in pre recruitment examination for insurance agents and to finalize financial arrangements between III and NSE-IT for conducting the above pre recruitment examination.
- Issued circular IRDA/CAGTS/GTL/LCE/106/06/2010 dated 28th June, 2010 laying down the procedure for issue/renewal of corporate agency licenses. Vide the above circular the Authority has mandated corporate designated persons of insurers to obtain its prior approval before granting/renewing corporate agency licenses.
- Issued a notice dated 8th June, 2010 withdrawing 4261 corporate agency licenses from the Authority's database as they were in lapsed state as at 31st March, 2010.
- Issued guidelines vide circular no. IRDA/CAGTS/CIR/LCE /039/03/2010 dated 2nd March, 2010 to deal with applications received for corporate agency license from 'persons' belonging to groups which are already engaged as corporate agents/brokers.
- Issued standard instructions and guidelines for approval/renewal of agents training institutes vide circular dated 7th December, 2011 to ensure that only serious professional players come into the business of ATIs.
- Issued circular no: IRDA/CAGTS/GDL/028/02/2013 dated 18th February, 2013 permitting standalone health insurance companies to utilize services of other life and/or non-life insurance companies to distribute their products.
- Issued circular no: IRDA/DIST/GDL/MISC/183/09/2013 dated 11th September, 2013 permitting Agriculture Insurance Company to utilize services of other life and/or non-life insurance companies to distribute their products.
- The Agency Distribution Department has automated administrative procedures involved in granting prior approvals for issue/renewal of corporate agency licenses. The automated system is in place w.e.f. 1st September, 2013. The new system ensures smooth process flows and stringent due diligence.

- Issued circular no: IRDA/AGT/GDL/CIR/108/05// 2013 dated 30th May, 2013 reducing bench mark of passing agent's pre-recruitment test to 35% from the earlier bench mark of 50 per cent. The above concession was given to justify the standard of IC-33 book developed by CII and competencies of candidates available in market for insurance agency.
- Issued circular no: IRDA/AGT/GLD/CIR/66/04// 2013 dated 3rd April, 2013 allowing insurers to renew agency licenses archived in portal on account of being in lapsed state for more than one year. This permission was given to provide agents holding lapsed license an opportunity to come back to insurance industry again.
- Issued circular no: IRDA/AGTS/CIR/LCE/164/07/2014 dated 11th June, 2014 notifying new IC-33 syllabus for life insurance agent's pre-recruitment examination.
- Issued circular no: IRDA/AGTS/MISC/CIR/041/01/2014 dated 28th January, 2014 notifying new IC-34 syllabus for non-life insurance agent's pre-recruitment examination.

Online Broker Examinations:

III.3.4 The conduct of insurance broker examinations has been made online w.e.f. 16th June, 2014. The NIA, Pune in association with NSE conducts these examinations online across the country. It is also contemplated that the conduct of training also will be made online in order to reduce the cost of training and also to encourage more and more people to take up insurance broking examinations.

III.3.5 As regards inputs pertaining to 'adjudication of disputes between insurers and intermediaries or insurance intermediaries' it is to submit that there is no prescription in regulations pertaining to insurance agents and corporate agents vide which disputes between insurers and agents can be adjudicated.

III.4 Specifying the regulatory framework for surveyors and loss assessors

III.4.1 The duties and responsibilities of a surveyor and loss assessor are specified in Chapter IV of the Insurance Surveyors and Loss Assessors (Licensing, Professional Requirements and Code of Conduct) Regulations, 2000. The Regulation 13 inter alia states that:

- Major duty and responsibility of a surveyor and loss assessor shall be to investigate, manage, quantify, validate and deal with losses arising from any contingency and report there upon.
- All licensed surveyors and loss assessors shall work with competence, objectivity and professional integrity by strictly adhering to the code of conduct envisaged in the regulations.

The code of conduct regarding the professional and ethical requirements for conduct of their professional work is specified in Chapter VI of the regulations. The regulation 15 elaborates on the code which, inter alia, stipulates that a surveyor and loss assessor shall:

- behave ethically and with integrity in the professional pursuits;
- strive for objectivity in professional and business judgment;
- act impartially when acting on instructions from an insurer in relation to a policyholder's claim under a policy issued by that insurer; and
- conduct himself with courtesy and consideration with all people he comes into contact during the course of his work, etc.

The code of conduct further states that a surveyor shall not accept or perform work which he is not competent to undertake, unless he obtains some advice and assistance, as will enable him to carry out the work competently; and will carry out his professional work with due diligence, care and skill and with proper regard to technical and professional practice.

III.4.2 Further, in order to protect the interest of policyholders, the Authority has framed the IRDA (Policyholders' Interest Protection) Regulations, 2002. Adherence to code of conduct by surveyors and loss assessors has been further emphasized under Regulation 9 of the said regulation, while dealing with settlement of claims in respect of non-life insurance policy.

During the year 2013-14, the Authority has issued the following circulars/orders:

- Circular No. IRDA/SUR/MISC/CIR/063/04/2013 dated 01.04.2013 on Integrated Surveyors Licensing Management System whereby surveyors and loss assessors whose licenses are expiring in the next three months, commencing from 1st May 2013 (May to July 2013) were advised to submit their application for grant of renewal of licenses online on website address <http://www.irdabap.org.in>.
- Order No. IRDA/SUR/MISC/ORD/080/04/2013 dated 23.04.2013 on appointment of election officer to conduct elections for formation of the council of IISLA. Mr. Rakesh Bajaj, Joint Director, IRDA was nominated as election officer for conducting 5th and 6th elections of IISLA.
- Circular No. IRDA/SUR/AREG/CIR/086/05/2013 dated 06.05.2013 on IRDA Surveyors Regulations (Amended) 2013 & Updation of Surveyor Data for ONLINE Licensing System. Vide this circular, all existing surveyors and loss assessors were informed about the amendments to IRDA insurance regulations and surveyors were advised to obtain IISLA membership within six months from the date of notification.
- Circular No. IRDA/SUR/AREG/085/05/2013 dated 06.05.2013 was issued to all corporate surveyors and loss assessors on notification of amendments to IRDA Insurance Surveyors (Amended) Regulations, 2013. Vide this circular changes

mandated through amendments in regulations as well as for online licensing system were specified in respect of corporate surveyors.

- Circular No. IRDA/SUR/MISC/CIR/088/05/2013 dated 23rd May, 2013 was addressed to all trainee surveyors and new users on integrated surveyors licensing management system.
- Circular No. IRDA/DIST/SUR/CIR/203/10/2012-13 dated 10th October 2013 was issued as notice to all corporate surveyors for compliance to Regulation 4 of IRDA Insurance Surveyors Regulations, 2000 as amended in 2013. Vide this circular, all corporate surveyors were advised to comply to the amended regulations within one year from the date of notification of amendments.
- Circular No. IRDA/SUR/AREG/CIR/087/10/13 dated 17th October, 2013 was issued on categorisation and upgradation of surveyors. Vide this circular, applications were invited from surveyors in the prescribed format alongwith documents for grant of modified licenses in compliance to amended regulations.
- Second amendment to IRDA Insurance Surveyors Regulations was notified on 22nd January, 2014 whereby licensing fee was reduced. For grant of fresh license (individual or corporate), the fee was reduced to ₹1000 plus applicable service tax. For renewal of license (individual or corporate), the fee was reduced to ₹100 plus applicable service tax.

III.5 Promoting efficiency in the conduct of insurance business

Insurance Repository (IR) System

III.5.1 The Insurance Repository System was formally launched on 16th September, 2013 by the then Hon'ble Finance Minister, Mr. P Chidambaram. The five entities that were granted certificates of registration to act as 'Insurance Repositories' have started entering into tie ups with the life insurers to operationalise IR system.

III.5.2 After the IRs have become operational, several teething issues with respect to the functioning of the IR system, processes, security and price related concerns have come to the notice of the Authority. With a view to resolve the concerns, the Authority constituted two sub-committees to examine and devise simplified processes and establish a secured insurance repository system. The reports submitted by these committees to the Authority include several recommendations on the processes and the security framework of the IR system.

III.5.3 In the meantime, the Authority had proposed to launch a mandatory pilot of the IR system wherein every life insurer is required to issue a prescribed number of new policies in electronic form. Additionally, each life insurer is required to convert a prescribed number of existing policies into electronic form.

III.5.4 It is expected that through the pilot launch, the life insurers and the IRs will be able to sort out the teething issues and establish the required system and human processes in place and will be able to devise strategies for better sales and services.

The Authority also intends to follow up the pilot launch by prescribing a roadmap for implementation of the IR system for non-life insurance segment and thereafter for complete transition to electronic mode.

Insurance Clearing House

III.5.5 To address the issues related to settlement, reconciliation and accounting of the inter-company balances pertaining to the reinsurance and coinsurance transactions, the Authority envisaged the establishment of Electronic Transaction, Administration and Settlement System (ETASS). The ETASS solutions will be an electronic solution that will act as a clearing house for the insurers, brokers and reinsurers and facilitate easy sharing of accounting, reconciliation and settlement.

III.5.6 Prior to the initiation of the process related to the development and setting up of the ETASS, a proof-of-concept was developed. In order to speed up the process of setting up of the full blown system, the

Authority embarked on customizing the proof-of-concept to cater to the needs of the co-insurance segment.

III.5.7 The work related to the customization of the POC is currently being handled by the General Insurance Council and it is expected that the system will go into production shortly. The Authority intends to extend this system to the reinsurance segment gradually.

Data Standards:

III.5.8 The importance of data standards in the efficient running of businesses cannot be undermined. Their role in ensuring effective business to business (B2B) communication is paramount. Realizing this, the Authority had embarked on creation and maintenance of data standards.

III.5.9 Carrying on with the effort of compiling the glossaries, the Authority had released the data standards for the needs of the life segment of the Insurance Repository System. Currently, work on development of messaging standards for the non-life segment for insurance repository system is underway. With the finalisation of these non-life standards, rollout of the IR system for the non-life segment would be facilitated.

III.5.10 It is hoped that the compilation of standards will enable the industry in easy implementation of newer systems and to fine-tune their processes to achieve greater efficiency in the conduct of their business and operations.

Fraud Analytics System:

III.5.11 The Authority had envisaged the building up of an 'industry-wide' fraud analytics system that aims to reduce the cost of fraud by building advanced detection and prevention capabilities. Towards this objective, the Authority is working on building an IT solution that will identify fraudulent claims at claim processing stage before payment occurs and improve the accuracy of fraud detection. The solution is envisaged to initially address the needs of the health insurance segment.

III.5.12 Currently, the process relating to the selection of the vendor for implementation of the industry-wide fraud analytics system is in progress. The implementation of this system will bring in a centralized profiling system and help the underwriters and claims handlers in taking informed decisions.

III.5.13 The system is also envisaged to provide extensive statistical analytics that would help the insurers in understanding their portfolios and to build advanced insurance products that meet the ever-changing needs of the policyholders.

Pilot launch of insurance products through M/s e-Governance Services India Limited:

III.5.14 In furtherance of the initiative taken by the Authority after issuing license to Common Service Centre – Special Purpose Vehicle, a pilot launch of distribution of insurance products through CSC-SPV was formally inaugurated on 6th of August, 2014. Already two insurance companies, one each in life and general segment have integrated with CSC-SPV for issuance of insurance policies.

III.6 Promoting and regulating professional organizations connected with the insurance and reinsurance business

III.6.1 The Life Insurance Council and the General Insurance Council which are statutory bodies under the Insurance Act, 1938, represent the life insurance companies and non-life insurance companies respectively. These councils contribute towards healthy growth of the industry by way of discussions, representations before various authorities, spreading insurance awareness, providing inputs on existing/proposed regulatory stipulations. Development of these self-regulatory bodies augurs well for the industry to put across their view points on critical areas for the growth of the industry.

In the same vein, brokers licensed by the Authority are necessarily required to be members of the Insurance Brokers Association of India (IBAI).

III.6.2 Indian Institute of Insurance Surveyors and Loss Assessors (IIISLA), an institute promoted and established by Authority and incorporated under Section 25 of the Companies Act, 1956. Membership of the institute is mandatory for grant of surveyor license. The institute works as a self-regulatory body.

III.6.3 The Health Insurance Forum was constituted in 2012 with representation from various stakeholders of the health insurance business including the Authority, insurers providing health insurance, third party administrators, government, hospitals, medical colleges and industry bodies. The basic objective for formation of the forum is to deliberate on various issues related to health insurance business.

III.6.4 During the financial year 2013-14, the forum met twice in August 2013 and February 2014. The topics which were taken up for discussion are common registry of hospitals, savings linked health insurance products, universal health insurance, and claims inflation/medical inflation. The forum intends to work further on these areas through sub-groups and also work on new subjects like insurance coverage for AIDS; mental and physical illness; infertility, etc.

III.6.5 Recognising the need for availability of talent pool on a continuous basis for the insurance industry, the Authority in association with Andhra Pradesh government established a professional institute, Institute of Insurance and Risk Management (IIRM) in the year 2002 for training and imparting professional courses in insurance and related subjects. The Authority continues to support the institute in its endeavours.

III.6.6 The Authority also has statutory representation in the council of the Institute of Actuaries of India, a statutory and professional body for actuaries. The erstwhile Actuarial Society of India established in 1944 was dissolved in 2006 and Institute of Actuaries of India (IAI) was established as a statutory body under the Actuaries Act, 2006 for regulation of profession of

actuaries in India. The council is responsible for the management of the affairs of the Institute.

III.7 Levying fees and other charges for carrying out the purposes of the Act

III.7.1 During 2013-14, the Authority notified IRDA (Registration of Indian Insurance Companies) (Fifth Amendment) Regulations, 2013 reducing the renewal fee to 1/20th of 1 per cent of Gross Direct Premium written in India from the earlier 1/10th subject to a minimum of ₹50,000 and a maximum of ₹5 crore vide Gazette of India notification dated 28th January, 2014.

III.7.2 The Authority also notified IRDA (Third Party Administrators-Health Services) (Second Amendment) Regulations, 2013 reducing the renewal fee to ₹15000/- (Rupees Fifteen Thousand only) from earlier fee of ₹30000/- (Rupees Thirty Thousand only) vide Gazette of India notification dated 28th January, 2014.

The existing fee structure for insurers and intermediaries is indicated in Annex 2.

III.8 Calling for information from, undertaking inspection of, conducting enquiries and investigations including audit of the insurers, intermediaries, insurance intermediaries and other organizations connected with the insurance business

III.8.1 The Authority, through the Inspection Department, pursues its on-site supervision of the regulated entities with regard to their observance of prescribed laws, regulations, guidelines, standards, etc. Thus, inspections aim at fulfilling the Authority's mission of protection of interests of existing and prospective policyholders including their beneficiaries.

III.8.2 The IRDA Act, 1999 lays down the statutory provisions to carry out on-site inspections including investigation of insurance companies, intermediaries, insurance intermediaries and other organizations connected with the insurance business. Supervisory oversight, at the minimum involves a two-pronged

approach, viz., off-site surveillance and on-site inspection. Based on the policy approach for inspections, the outcomes of off-site analysis of various financial and statistical information submitted by the insurance entities and information collected from other functional departments in the Authority, comprehensive and focused inspections are undertaken at the site of the regulated entities for assessment of their functioning by examination of relevant records, books of accounts and business activities. The standard guidance notes on inspection are suitably customized to meet assessment needs of the specific characteristics of the inspected entity based on such parameters as size, nature of business-mix, complexity of various internal processes, distribution system, risk appetite of the promoters/directors, business planning, risk management and corporate governance framework and overall risk profile.

III.8.3 During 2013-14, under comprehensive category, nine life insurers and three non-life insurers were inspected; whereas, eleven life insurers, three non-life insurers were covered under focused category. Besides inspection of twenty five brokers (direct, composite and reinsurance), nine corporate agents and six agent training institutes were inspected during the year 2013-14. The focus areas of some of the targeted / focused inspections included grievance redressal mechanism of the insurers, payments to specific class of intermediaries and other related entities, specific complaints received by the Authority from external entities/policyholders, particular class/line of business related issues, for example health or micro insurance, specific issues related to investment activities, actuarial valuation data related issues etc.

III.8.4 To facilitate early disposal of inspection findings the compliance wing was formed by the Authority. Thus, the Inspection Department is now supported by an independent compliance wing through an office order dated 15th February, 2014. This replaces the earlier process of routing inspection observations

through the standing committee of the various departmental heads of the Authority which had been specifically constituted to deal with inspection reports. The principal objective of formation of a separate inspection wing is to strengthen the supervisory framework of the Authority by ensuring prompt and appropriate regulatory actions in respect of the inspection findings. This process, it is envisaged, would also enable the regulated entities to put in place corrective measures, where required, in a timely manner.

III.8.5 The regulatory action on various inspection findings is decided only after the inspected entity has been given an opportunity to put forth its views / submission. In all cases, the laid down process is followed to take the inspection reports to their logical conclusion.

III.9 Control and regulation of rates, advantages, terms and conditions that may be offered by insurers in respect of general insurance business not so controlled and regulated by the Tariff Advisory Committee under section 64U of the Insurance Act, 1938 (4 of 1938)

III.9.1 With de-tariffing of non-life industry w.e.f., 1st January, 2007, for all classes of tariff business except motor third party cover, the first steps were initiated to ensure that the insurance companies have the freedom in pricing of the products. For motor third party cover, which is a statutory insurance cover required under the provisions of Motor Vehicles Act, 1988, the Authority has retained the powers to determine the rates, terms and conditions. The Authority vide order no. IRDA/NL/NTFN/MOTP/066/04/2011 dated 15th April, 2011 notified that long intervals between rate revision puts an avoidable strain on policyholders as well as on the insurance companies and therefore the rates would be reviewed and adjusted annually in line with the formula notified by the Authority. As per the prescriptions, the revision

in the premium rates has been pegged to the cost inflation index, average claim amounts, frequency and expenses involved in servicing the motor TP business. The revised premium rates for third party motor insurance cover for the year 2014-15 were notified by the Authority on 27th March, 2014.

III.9.2 Except for motor third party risks, in case of other new insurances and renewals effective on or after 1st January, 2007, respective insurers are free to quote rates of premium in accordance with the rate schedules and rating guidelines filed with the Authority. Risks qualifying as large risks under paragraph 19 (v) of the circular no. 021/IRDA/F&U/ Sep-06 dated 28th September, 2006 are to be insured at the rates, terms and conditions and basis of insurance exactly as the rates, terms etc., as developed from the reinsurers with no variation.

III.9.3 Further, with effect from 1st January, 2009, the Authority has permitted relaxations in the terms and conditions of coverage of the erstwhile tariff classes of business in fire, engineering, Industrial All Risks (IAR) and motor (own damage). In view of the relaxation, the Authority has been receiving proposals for innovative covers in the form of 'add-on' covers in the above said classes of business to enhance the coverage. However, the insurers are not permitted to abridge the scope of standard covers that were available under the erstwhile tariffs beyond the options stipulated in the erstwhile tariffs. During 2013-14, about 202 add-on covers were approved by the Authority in different classes of insurance.

To ensure that the third party motor insurance (also called 'liability only cover') is made available notably for commercial vehicles, the Authority had constituted the Indian Motor Third Party Insurance Pool for commercial vehicles. The setting up of the motor pool ensured involvement of all insurers in the underwriting and management of motor third party risks. The pool was managed by the General Insurance Corporation for a prescribed fee.

III.9.4 IMTPIP was dismantled with effect from 31st March, 2012 and a declined risk pool was formed from 1st April, 2012. The pool administrator (GIC) of IMTPIP has completed the clean-cut settlement from all member companies on 30th June, 2014.

III.10 Specifying the form and manner in which books of accounts shall be maintained and statements of accounts shall be rendered by Insurers and other insurance intermediaries

III.10.1 The books of accounts and financial statements of insurers are maintained in the form and manner prescribed under the IRDA (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002, amended from time to time and also by various circulars and guidelines issued from time to time.

In case of intermediaries, books of accounts and financial statements are required to be maintained in the form and manner prescribed under the respective regulations/ circulars/ guidelines.

Wherever the Authority has not prescribed any specific instructions in the matter of form and manner in which books of accounts are to be maintained, provisions of Companies Act and other relevant Acts are applicable.

III.10.2 During the year 2013-14, in order to simplify and update the preparation of financial statements by life insurers, the Authority consolidated all its circulars/ guidelines/ directions as regards preparation and presentation of financial statements by life insurers into one master circular. This document would serve as a single point of reference for insurance companies to meet compliances relating to accounting, financial reporting, corporate governance and public disclosures. The circular provides a reference of all the earlier directions issued by the Authority that are combined under it. The master circular ref. IRDA/F&A/Cir/232/12/2013 was issued on 11th December, 2013

and is effective for accounting periods commencing on or after 1st April, 2014.

III.11 Regulating investment of funds by insurance companies:

III.11.1 Investment of funds by the insurance companies is regulated by the IRDA (Investment) Regulations, 2000, amended from time to time and by various circulars and guidelines issued from time to time.

III.11.2 During 2013-14, the insurers were permitted to invest in passively managed equity ETFs benchmarked to publicly available index to mitigate the concentration risk and to avail the operational convenience in management of funds. Insurers were also permitted to lend 10% of their equity portfolio through Stock Lending and Borrowing (SLB) Framework under the SEBI Regulations to improve the yield on equity holdings of the insurer. Insurers had also been allowed to invest in Category I & II AIFs under the extant SEBI Regulations. The permitted funds in category I are infrastructure fund, SME fund, venture capital fund and social venture fund as defined in alternate fund regulations; whereas, in category II, at least 51 per cent of the funds of such AIF shall be invested in either of the Infrastructure entities or SME entities or venture capital undertakings or social venture entities.

III.11.3 Further, two IDFs floated in MF route and two IDFs floated in NBFC route were approved which would provide infrastructure status to the investments made in these IDFs. Insurers were also permitted to invest in Tier II bonds of Basel III issued by the banks which include Debt Capital Instruments (DCI), Redeemable Non-Cumulative Preference Shares and Redeemable Cumulative Preference Shares (RCPS). Further it was clarified to the insurers that reverse repo transactions in government securities are treated at par with Collateralized Borrowing and Lending Obligation (CBLO) transactions and 10 per cent investment limits

are not applicable to reverse repo transactions in government securities in line with CBLO transactions.

III.12 Regulating maintenance of margin of solvency

III.12.1 As per the Section 64 VA of the Insurance Act, 1938 every insurer is required to maintain the required solvency margin. The Authority reviews the solvency margin requirement for different lines of business periodically and makes changes, wherever required.

III.12.2 In case of life insurance, the Authority has, in the past, considered the need for reviewing the solvency margin requirement for pure term products, so as to help the insurers in launching more pure term products for sufficiently longer periods and at affordable rates. The Authority also reviewed the solvency margin requirement for the linked business and proposed some factors with respect to linked business in working out the required solvency margin. These factors came into effect from December 31, 2008 onwards. Further, the life insurers were asked to submit scrip-wise details of investments available for arriving at the 'available solvency margin' along with actuarial valuation reports for the year ended 31st March, 2009 onwards.

III.12.3 In case of non-life insurance, the Authority made changes in the calculation of Required Solvency Margin (RSM), which shall be the maximum of the fifty crore of rupees (one hundred crore of rupees in the case of reinsurer); or higher of RSM-1 and RSM-2 computed. The RSM-1 is the required solvency margin based on net premiums, and shall be determined as twenty per cent of the amount which is higher of the gross premiums multiplied by a factor and the net premiums. For the purpose of calculation of RSM-1, premium of the last 12 months on rolling basis will be taken into account. The RSM-2 is the required solvency margin based on net incurred claims, and shall be determined as thirty per cent of the amount which is the higher of the gross incurred claims multiplied by a Factor and the Net Incurred claims.

III.12.4 In order to promote health insurance business and keeping in mind the short term tail of the health insurance business, the Authority permitted the following relaxations as regards computation of solvency by the non-life insurers for their health insurance business:

- Relaxed the requirement of Section 64V(1)(ii)(b) of the Insurance Act, 1938 for computation of reserve for unexpired risk of health segment for three years i.e., up to 2012-13. This relaxation was initially introduced in 2008-09.
- Relaxed the provisions of Regulation 3 of IRDA (Assets, Liabilities and Solvency Margin of Insurers) Regulations, 2000 as regards the admissibility of assets in the specific context of government receivables subject to a maximum period of 180 days.

III.13 Adjudication of disputes between Insurers and Intermediaries or Insurance Intermediaries

III.13.1 As per Regulation 51(2) of IRDA (Insurance Brokers) Regulations, 2002, any disputes arising between an insurance broker and an insurer or any other person either in the course of his engagement as an insurance broker or otherwise may be referred to the Authority by the person so affected; and on receipt of the complaint or representation, the Authority may examine the complaint and if found necessary proceed to conduct an enquiry or an inspection or an investigation in terms of these regulations.

III.13.2 During the year under review, the Authority has not received any such requests for adjudication.

III.14 Supervising the functioning of the Tariff Advisory Committee

III.14.1 After the de-tariffing of non-life insurance business w.e.f., 1st January, 2007 the regulatory and administrative role of the Tariff Advisory Committee in controlling rates, terms and conditions in non-life

insurance sphere is no longer in existence. The central government had constituted a committee for distribution of existing employees of TAC, redistribution of employees including retired employees' liabilities and surplus among the five general insurance companies. The order of the central government assigned the task of residual activities and court cases of Tariff Advisory Committee to the IRDA.

III.14.2 In the Insurance Amendment Bill, 2008 after section 64UL of the Insurance Act, the following section has been inserted, namely: — “64ULA. (1) Notwithstanding anything contained in this Part, until the rates, advantage and terms and conditions laid-down by the Advisory Committee under section 64UC are de-notified by the Authority with effect from such date as the Authority may by notification in the Official Gazette determine, and the rates, advantages and terms and conditions are decided by the insurer concerned, the rates, advantages and terms and conditions notified by the Advisory Committee shall continue to be in force and shall always be deemed to have been in force and any such rates, advantages and terms and conditions shall be binding on all the insurers. (2) The Authority shall, in consultation with the Central Government, prepare a scheme for the existing employees of the Tariff Advisory Committee on its dissolution, keeping in view the interests of such employees on such terms and conditions as it may, by order, determine.

III.14.3 As per section 64UB (5) of the Insurance Act, 1938 Chairman, IRDA is directly in-charge of the establishment of the Tariff Advisory Committee. As per section 64UH (1) of the Insurance Act, 1938 the conditions of service of the employees of the Tariff Advisory Committee can be altered by the Authority. Therefore, in exercise of the powers vested under section 14(2)(n) of the IRDA Act, 1999, section 64UB (5) and 64UH (1) of the Insurance Act, 1938 and central government Order dated 10th February, 2011, the Authority issued Orders for redeployment on absorption basis, all the existing employees of Tariff Advisory

Committee amongst The New India Assurance Company Limited, United India Insurance Company Limited, National Insurance Company Limited, The Oriental Insurance Company Limited, General Insurance Corporation Limited and IRDA. The allocation of officers and staff of the Tariff Advisory Committee to different organizations has been completed. A committee has been constituted by the Authority in order to oversee the disposal of the properties of TAC amongst the PSU insurers and IRDA.

III.14.4 It is expected that once the Insurance Bill is passed, the TAC as a statutory body will no longer be in existence as the relevant sections applicable to TAC in the Insurance Act are being removed in the Amendment Bill.

III.15 Specifying the percentage of premium income of the insurer to finance schemes for promoting and regulating professional organizations referred to in para ‘6’

III.15.1 The Authority has not prescribed any percentage of the premium income of the insurer to finance schemes for promoting and regulating professional organizations referred to in para (6).

III.16 Specifying the percentage of life insurance business and general insurance business to be undertaken by the insurers in the rural and social sector

III.16.1 The obligations as stipulated in the IRDA (Obligations of insurers towards the rural or social sector) Regulations, 2002 lay down the requirements to be complied with by the insurers during the first five years of their operations. In case of the public sector insurers these obligations have been linked to their performance in the year 2001-02 in these sectors. With the amendments which were notified in 2007-08, the obligations of the private insurers up to the tenth year of operations have been laid down. Simultaneously, the obligations of the public sector insurers were also revisited.

The obligations of the private insurers are as under:

III.16.2 Rural sector

- In respect of a life insurer: Seven per cent of the total policies written direct in the first financial year to twenty per cent in the tenth financial year onwards.
- In respect of a non-life insurer: Two per cent of total gross premium income written direct in the first financial year to seven per cent from the ninth financial year onwards.

III.16.3 Social Sector

- In respect of all insurers: Five thousand lives in the first financial year to fifty five thousand lives in the tenth financial year and onwards.

In respect of the existing insurers as on the date of commencement of IRDA Act, 1999 (four non-life insurers and LIC), as indicated above, the regulations provided that the quantum of insurance business to be done in the rural and social sectors shall not be less than what was recorded by them for the accounting year ended 31st March, 2002.

Based on the amendment regulations notified by the Authority, the obligations of these insurers towards the rural and social sectors for the financial year 2007-08 to the financial year 2009-10 and subsequent financial years were as under:

III.16.4 Life Insurance Corporation of India (LIC)

(a) Rural Sector Obligations

- Financial year 2007-08: twenty four per cent; and
- Financial years 2008-09 and 2009-10: twenty five per cent of the total policies written direct in that year.

The obligations applicable for 2009-10 are also applicable for all financial years thereafter.

(b) Social Sector Obligations

Twenty lakh lives should be covered for the years 2007-08 to 2009-10.

The obligations applicable for 2009-10 are also applicable for all financial years thereafter.

III.16.5 Non-life insurers:

(a) Rural Sector Obligations

- Financial year 2007-08: six per cent
- Financial year 2008-09 and 2009-10: seven per cent of the total gross premium income written direct in that year.

The obligations applicable for 2009-10 are also applicable for all financial years thereafter.

(b) Social Sector Obligations

For the financial year 2007-08:

- the average of the number of lives covered by the respective insurer in the social sector from the financial years 2002-03 to 2004-05 or
- 5.50 lakh lives whichever is higher.

The obligations of the insurers underwent an increase of ten per cent in each of the financial years 2008-09 and 2009-10, over the number of persons actually covered in the financial year 2007-08.

The obligations applicable for 2009-10, are also applicable for all financial years thereafter.

III.16.6 In addition, with a view to giving fillip to micro insurance and to aligning the rural and social sector obligations with the micro insurance regulations, the manner of compliance has been linked to the micro insurance regulations. Further, in order to provide time to insurance companies to establish operations to enable them to comply with their obligations towards the rural and social sectors, amendments have been made to the regulations. It has been provided that in cases where an insurance company commences

operations in the second half of the financial year and is in operations for less than six months as at 31st March of the relevant financial year:

- no rural or social sector obligations shall be applicable for the said period; and
- the annual obligations as indicated in the regulations shall be reckoned from the next financial year which shall be considered as the first year of operations for the purpose of compliance.

In cases where an insurance company commences operations in the first half of the financial year, the applicable obligations for the first year shall be 50 per cent of the obligations as specified in these Regulations.

III.17 Exercising such other powers as may be prescribed

III.17.1 The Central Government did not prescribe any powers to the Authority and consequently Authority did not exercise any powers.

PART IV ORGANISATIONAL MATTERS

IV.1 ORGANISATION

IV.1.1 Shri T S Vijayan was appointed as Chairman of the Authority by Government of India with effect from 21st February, 2013 and continuing in the post. Shri R K Nair, Shri M Ramaprasad and Shri D D Singh continued as Whole Time Members of the Authority during the year. Shri S Roy Choudhury, Whole Time Member retired from services of the Authority on 21st February, 2014.

IV.1.2 Shri Anup Wadhawan, Joint Secretary, Ministry of Finance, became part-time member in the place of Shri Arvind Kumar w.e.f. 30th July, 2013. Shri, K Raghu, President, Institute of Chartered Accountants of India became part-time Member in place of Shri Subodh Kumar Agarwal on 12th February, 2014. Prof V K Gupta, Director, Management Development Institute (MDI), Gurgaon and Shri S B Mathur, Ex-Chairman, LIC of India continued to be part-time Members during the year.

IV.2 MEETINGS OF THE AUTHORITY

IV.2.1 Six meetings of the Authority were held during the financial year 2013-14. IRDA also held four meetings of the Insurance Advisory Committee (IAC) during the year under review. The details of the meetings are as follows:

Authority Meetings

1. 77th Authority Meeting held on 4th May, 2013.
2. 78th Authority Meeting held on 28th June, 2013.
3. 79th Authority Meeting held on 16th September, 2013.
4. 80th Authority Meeting held on 22nd October, 2013.
5. 81st Authority Meeting held on 31st December, 2013.
6. 82nd Authority Meeting held on 10th March, 2014.

Insurance Advisory Committee Meetings

1. 20th IAC Meeting held on 23rd May, 2013.
2. 21st IAC Meeting held on 30th July, 2013.
3. 22nd IAC Meeting held on 30th December, 2013.
4. 23rd IAC Meeting held on 5th March, 2014.

IV.3 HUMAN RESOURCES

IV.3.1 The Authority regularly reviews the staff strength and the need for additional resources from time to time. The Authority did not carry out any recruitment during 2013-2014.

IV.3.2 The Authority, in conjunction with Government of Andhra Pradesh, has set up the Institute of Insurance and Risk Management (IIRM) at Hyderabad in 2002. The functioning of IIRM is overseen by the Board of Directors headed by the Chairman, IRDA.

IV.4 INTERNAL COMMITTEE FOR WOMEN EMPLOYEES

IV.4.1 With a view to protecting women employees from sexual harassment at their work place and for prevention and redressal of complaints of sexual harassment and matters connected therewith, 'The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' was passed in April 2013. The Act has defined the term sexual harassment at work place and created mechanism for redressal of complaints. It also provides safeguard against false or malicious charges. The Act defines work place 'as any place visited by the employee arising out of or during the course of employment including transportation provided by the employer for undertaking such journey'. The Act also mandated every organization with 10 or more employees to set up an Internal Complaint Committee. Accordingly, IRDA vide order ref: IRDA/ADMIN/ORD/

PER/41/3/2013 re-constituted the Committee for Complaints of Women employees on 1st March, 2013.

IV.4.2 The committee shall in addition to examining complaints of sexual harassment, if any, reported by women employees, and providing time bound redressal of complaints reported, also ensure compliance of the provisions laid down under section 19 of the Act relating to “Duties of Employer”, which include providing safe working environment at workplace including safety from the persons coming in contact at the work place, displaying the penal consequences of sexual harassments and conducting workshops periodically to create awareness to sensitise the employees with the provisions of the Act and orientation programs for members of the committee; and monitoring timely submission of reports prescribed under the Act.

IV.4.3 During the year 2013-14 the committee met and discussed on the role and duties of the employer vis-a-vis the provisions of the Act. The committee also discussed about the need to conduct workshop/s, to educate employees on the Act provisions and orientation programs for members of the committee. In this direction a write up giving details about “Rakshita”, which is a software application launched by the Dept of Police, AP to protect women from stalkers and violent attacks, was published in our in-house journal called “Spandana”.

IV.5 PROMOTION OF OFFICIAL LANGUAGE

IV.5.1 Hindi is the Official Language of the Union of India and the government policy aims at progressively increasing the use of Hindi in official work. Effective steps were taken during the year in the Authority to ensure the compliance with the official language policy of the government and to promote use of Hindi in the headquarters as well as in the subordinate offices. Employees are encouraged to use Hindi language for replying to the letters received in Hindi language, to conduct in-house meetings in Hindi and to sign the documents in Hindi, etc.

IV.5.2 All major notifications which are related to public interest are published on IRDA website in bilingual form. IRDA's monthly journal has a separate Hindi section. All official claim forms and annual confidential reports of employees are provided in bilingual form on the intranet. Important notifications, circulars, orders, administrative and other reports, annual reports, press communiqués, licenses, contracts, agreements and official papers are converted into bilingual form. All RTIs or other letters received in Hindi are replied in Hindi language only.

IV.5.3 In order to encourage use of Hindi in official work amongst officers/employees of the authority

Hindi fortnight was celebrated from 14th September to 30th September, 2013 at the headquarters. During this period various competitions like slogan writing, extempore speeches, quiz, etc. and various activities were organised for the employees of the Authority, encouraging them to acquire knowledge and proficiency in Hindi. The Authority is also promoting the usage of Hindi in the office work at all levels. The Authority also designated at least one person from each department to look after Hindi related work for the department and coordinate with the Rajbhasha Vibhag to follow all guidelines issued by the ministry. The Authority is continuously making efforts to promote usage of Hindi.

IV.6 RESEARCH & DEVELOPMENT

IV.6.1 The Department continues to be the nodal point for the compilation of the Annual Report and the Handbook on Indian Insurance Statistics, which is an annual publication consisting of time-series data.

IV.6.2 Consequent upon the publication of first edition of the Handbook on Indian Insurance in 2008, the Research & Development department continued to extend the coverage of this publication in order to meet the increasing needs of various stakeholders in the industry. The 6th edition of the handbook was published in March 2013; with ninety time series data tables included in it. The department continues to strive at improving the coverage and content of the handbook

in its 7th edition, which is likely to be released in December 2014.

IV.6.3 The Government of India has constituted two sub-committees, one for the construction of 'Price Index' and another for 'Production Index' for the insurance services. The first sub-committee (for developing the service price index for the insurance sector) was constituted by the Ministry of Commerce and Industry in January 2012. The second sub-committee (for the development of production index for insurance sector) was constituted by the Ministry of Statistics and Programme Implementation in February 2012. Four separate meetings of each of the sub-committees have been convened till 31st March, 2014. The Authority is in the final phase of completion of the work.

IV.7 STATUS OF INFORMATION TECHNOLOGY (IT)

IV.7.1 Strengthening in-house IT developmental activities was the main focus area during the year 2013-14. The in-house team took many initiatives during this year for automating various functional areas which were handled manually. Steps were also taken to speed up the implementation of the IT projects which were at different stages of implementation.

IV.7.1.1 Business Analytics Project (BAP)

Business analytics project envisages on-line filing of returns, disclosures and applications relating to product filing, branch office opening and filing of advertisements by insurers and intermediaries. The project also envisages analysis of data collated and creation of reports for regulatory purposes. There are 13 modules in BAP covering various functions / departments of the Authority viz. investment, intermediaries, finance & accounts (life), and finance & accounts (non-life), actuary, insurance registration, life, non-life and inspection department focusing licensing and filing of returns.

Progress made as on date:

- More than 90 per cent of the project development work completed.

- Finance and Accounts (life), Finance and Accounts (non-life) and corporate agent module have been made operational.
- User Acceptance Testing (UAT) for actuarial (returns) for life, non-life, actuarial product filing for life module has been completed.
- Advertisement filing module for life department made operational. UAT for non-life and health completed.
- Surveyor, TPA and investment modules which have been made operational and are optimally utilised.
- Helpdesk application went live whereby all incident reporting (service request) is captured in the system for follow up and SLA measurement
- Hands-on training on helpdesk application, adhoc reporting, and payment gateway were arranged for modules which have started operations.

IV.7.1.2 Internal Applications

Various enhancements and new developments have been carried out by the internal application wing during this year and the abstract of the same is as follows:

- IRDA intranet was accessible to users only through Local Area Network but now the application has been made online. Employees can login through their credentials and access the intranet contents anytime anywhere.
- Complaint tracking system on SAP: A complaint tracking system was developed and implemented for the purpose of raising the complaints, tracking their disposal status and to monitor whether the complaints are closed as per the agreed SLAs.
- Biometric system: All the entry and exit points within the office premises are monitored through the biometric system. All the staff and visitors are required to check in or check out using the biometric system. Various reports can be generated and viewed by the staff members.

- The biometric system has been integrated with the ERP system for the purpose of work time management and also to have a centralised database.
- Online filing of ACR: The process of writing an annual confidential report of an employee online has been made available. This module helps management in checking the work profile of an employee.
- Training Database: It is database of the various training programmes undergone by an employee.
- Committee database: There are different committees which are constituted by several officers and employees of the Authority . This module lists the details of all the official committees (internal and external) in which an employee is a part.
- Conference hall booking module: This module enables the staff to book the reservations of conference halls online and helps the administration department in managing the booking.
- Module for Cross Border Reinsurance (CBR): It is a module to provide unique identification numbers to insurance companies who are doing reinsurance business along with their respective foreign partners. There is an approval process based on the required forms to be submitted by the insurance companies to the Authority.
- IGMS on mobile: insured complainants can submit complaints through mobile browsers. The complainants can also view the status of their complaints.
- Policy holders' mobile application: All the contents of www.policyholder.gov.in website can be accessed from mobile browsers using this application. The site automatically redirects the user to the mobile version if the same is accessed through a mobile phone.

- Mail tracking system: The conversion of the legacy mail tracking application into a web based application is in progress.

IV.7.1.3 Other activities

In addition to the above, the following activities have also been carried out during the year.

- a) Implementation of audio conferencing facility.
- b) Integration of biometric attendance system with human resources and payroll system.
- c) Implementation of data loss prevention software on all workstations.
- d) Implementation of centralized antivirus management system.
- e) Map based information system for non-life department.
- f) Implementation of RTI application for legal department.
- g) PRI line for video conference at Hyderabad office.
- h) PRI line for video conference at Delhi office.
- i) Procurement of desktops by replacing the existing old desktops.

IV.8 ACCOUNTS

IV.8.1 The accounts of the Authority for 2013-14 have been audited by the Comptroller and Auditor General of India (C&AG). Pursuant to the provisions of Section 17 of IRDA Act, 1999, the audited accounts along with the audit report are required to be forwarded to the Government of India to be placed in both the houses of Parliament.

IV.9 IRDA JOURNAL

IV.9.1 IRDA Journal, the monthly publication of the Authority, continues to be recognized for the quality inputs on various issues associated with the industry

for more than a decade. The additional statistical information which was introduced in the Journal a few years ago continues to cater to the various needs of the industry; and has been well-received by various stakeholders. The life and non-life insurers especially have expressed a wide utility of the statistical information provided in the Journal. The list of contributors for the Journal in the form of articles, research papers etc. has been going up steadily with several new authors evincing a keen interest in writing for the Journal; and this has resulted in a good source of varied opinions – both domestic as well as international. The demand for the hard copy of the Journal has been growing as always, thereby indicating the continued interest of various stakeholders in the Journal as also endorsing the fact that it is serving its purpose. The web copy of the Journal continues to be the source for an increasing number of readers.

IV.9.2 During the year 2013-14, several topical and relevant issues have been captured as the focus of the Journal. The various topics which were covered as issue focus during the period are: Insurance Investments; All round progress of Indian Insurance Industry; Challenges of Insurance Industry; Regulatory Compliance; Asset Liability Management (ALM) in Insurance; Health Insurance and its progress; Brokers

in Insurance etc. We have earlier introduced the practice of repeating the issue focuses and in view of the tremendous response from the experts in various fields, the practice has come to stay. It has become more or less a norm now to have more than one issue on any given topic. Apart from covering the widest range of thoughts and ideas in a particular domain, the practice has also enabled the coverage of articles from various contributors; thereby widening the scope of intellectual content in the Journal.

IV.10 ACKNOWLEDGEMENTS

IV.10.1 IRDA would like to place on record its appreciation and sincere thanks to the Members of the Board, Members of the Insurance Advisory Committee, the Reinsurance Advisory Committee, Department of Financial Services (Ministry of Finance), Members of the Consultative Committee, all insurers and intermediaries for their invaluable guidance and co-operation in its proper functioning; and to the compact team of officers and employees of IRDA for efficient discharge of their duties. The Authority also records its special thanks to the members of the public, the press, all the professional bodies and international agencies connected with the insurance profession through their councils including the International Association of Insurance Supervisors (IAIS) for their valuable contribution from time to time.

STATEMENTS

STATEMENT 1

INTERNATIONAL COMPARISON OF INSURANCE PENETRATION*

(In per cent)

Countries	2012**			2013**		
	Total	Life	Non-Life	Total	Life	Non-Life
Australia	5.6	2.8	2.8	5.2	3.0	2.1
Brazil	3.7	2.0	1.7	4.0	2.2	1.8
France	8.9	5.6	3.3	9.0	5.7	3.2
Germany	6.7	3.1	3.6	6.7	3.1	3.6
Russia	1.3	0.1	1.2	1.3	0.1	1.2
South Africa				15.4	12.7	2.7
Switzerland	9.6	5.3	4.3	9.6	5.3	4.4
United Kingdom	11.3	8.4	2.8	11.5	8.8	2.8
United States	8.2	3.7	4.5	7.5	3.2	4.3
Asian Countries						
Hong Kong	12.4	11.0	1.4	13.2	11.7	1.5
India#	4.0	3.2	0.8	3.9	3.1	0.8
Japan	11.4	9.2	2.3	11.1	8.8	2.3
Malaysia	4.8	3.1	1.7	4.8	3.2	1.7
Pakistan	0.7	0.4	0.3	0.7	0.5	0.3
PR China	3.0	1.7	1.3	3.0	1.6	1.4
Singapore	6.0	4.4	1.6	5.9	4.4	1.6
South Korea	12.1	6.9	5.3	11.9	7.5	4.4
Sri Lanka	1.2	0.5	0.7	1.1	0.5	0.7
Taiwan	18.2	15.0	3.2	17.6	14.5	3.1
Thailand	5.0	3.0	2.1	5.5	3.8	1.7
World	6.5	3.7	2.8	6.3	3.5	2.8

Source: Swiss Re, Sigma Volumes 3/2013 and 3/2014.

* Insurance penetration is measured as ratio of premium (in US Dollars) to GDP (in US Dollars)

** Data pertains to the calendar year 2012 and 2013.

Data relates to financial year 2012-13 & 2013-14.

INTERNATIONAL COMPARISON OF INSURANCE DENSITY*

(In US Dollar)

Countries	2012**			2013**		
	Total	Life	Non-Life	Total	Life	Non-Life
Australia	3922	1988	1935	3528	2056	1472
Brazil	414	226	189	443	246	197
France	3544	2239	1304	3736	2391	1345
Germany	2805	1299	1505	2977	1392	1585
Russia	182	12	170	199	19	180
South Africa	1081	882	199	1025	844	181
Switzerland	7522	4121	3401	7701	4211	3490
United Kingdom	4350	3256	1094	4561	3474	1087
United States	4047	1808	2239	3979	1684	2296
Asian Countries						
Hong Kong	4544	4025	519	5002	4445	557
India#	53	43	11	52	41	11
Japan	5168	4143	1025	4207	3346	861
Malaysia	514	330	184	518	341	176
Pakistan	9	5	3	9	6	3
PR China	179	103	76	201	110	91
Singapore	3362	2472	890	3251	2388	863
South Korea	2785	1578	1207	2895	1816	1079
Sri Lanka	33	15	18	36	16	21
Taiwan	3760	3107	653	3886	3204	682
Thailand	266	157	110	310	214	96
World	656	373	283	652	366	285

Source: Swiss Re, Sigma Volumes 3/2013 and 3/2014.

* Insurance density is measured as ratio of premium (in US Dollar) to total population.

** Data pertains to the calendar year 2012 and 2013.

Data relates to financial year 2012-13 & 2013-14.

FIRST YEAR (INCLUDING SINGLE PREMIUM) LIFE INSURANCE PREMIUM

(₹ Crore)

INSURER	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
AEGON RELIGARE	--	--	--	--	--	--	--	--	31.21	150.37	274.87	207.65	135.90	147.04
AVIVA	--	--	13.47	76.96	192.29	407.12	721.35	1053.98	724.56	798.37	745.39	801.86	687.40	593.76
BAJAJ ALLIANZ	--	7.14	63.39	179.55	857.45	2716.77	4302.74	6674.48	4491.43	4451.10	3455.82	2717.31	2987.90	2592.03
BHARTIAXA	--	--	--	--	--	--	7.78	113.24	292.93	437.43	347.78	224.59	248.92	375.61
BIRLA SUNLIFE	0.32	28.11	129.57	449.86	621.31	678.12	882.72	1965.01	2820.85	2960.01	2080.30	1926.17	1836.51	1697.49
CANARA HSBC	--	--	--	--	--	--	--	--	296.41	622.62	817.29	687.10	606.72	602.69
DHFL PRAMERICA	--	--	--	--	--	--	--	--	3.37	37.38	74.15	103.16	140.01	172.95
EDELWEISS TOKIO	--	--	--	--	--	--	--	--	--	--	--	10.88	47.33	80.72
EXIDE LIFE	--	4.19	17.66	72.10	282.42	283.98	467.66	704.44	688.95	642.43	660.49	638.14	638.20	567.81
FUTURE GENERALI	--	--	--	--	--	--	--	2.49	149.97	486.08	448.61	345.03	240.43	224.90
HDFC STANDARD	0.002	32.78	129.31	209.33	486.15	1042.65	1648.85	2685.37	2651.11	3257.51	4059.33	3857.47	4436.07	4038.93
ICICI PRUDENTIAL	5.97	113.33	364.11	750.84	1584.34	2602.50	5162.13	8034.75	6811.83	6333.92	7862.14	4441.09	4808.62	3759.59
IDBI FEDERAL	--	--	--	--	--	--	--	11.90	316.78	400.56	444.95	311.01	345.14	315.69
INDIAFIRST	--	--	--	--	--	--	--	--	--	201.59	704.77	982.31	1316.42	1681.36
KOTAK MAHINDRA	--	7.58	35.21	125.51	373.99	396.06	614.94	1106.62	1343.03	1333.98	1253.14	1164.27	1188.10	1271.81
MAX LIFE	0.16	38.80	67.31	137.28	233.63	471.36	912.11	1597.83	1642.91	1849.08	2061.39	1901.72	1899.34	2261.60
PNB METLIFE	--	0.48	7.70	23.41	57.52	148.53	340.44	825.35	1144.70	1061.85	706.22	1076.97	840.08	675.89
RELIANCE	--	0.28	6.32	27.21	91.33	193.56	932.11	2751.05	3513.98	3920.78	3034.94	1809.29	1376.57	1933.99
SAHARA	--	--	--	--	1.74	26.34	43.00	122.12	134.01	124.83	91.83	71.14	61.43	65.09
SBI LIFE	--	14.69	71.88	207.05	484.85	827.82	2563.84	4792.82	5386.64	7040.74	7589.58	6531.32	5182.88	5065.48
SHRIRAM LIFE	--	--	--	--	--	10.33	181.17	309.99	314.47	419.50	571.99	390.99	420.65	389.83
STAR UNION DAHICHI	--	--	--	--	--	--	--	--	50.19	519.87	758.69	964.77	744.80	562.85
TATAAIA	--	21.14	59.77	181.59	297.55	464.53	644.82	964.51	1142.67	1322.01	1332.21	939.55	560.16	433.76
PRIVATE SECTOR	6.45	268.51	965.69	2440.71	5564.57	10269.67	19425.65	33715.95	34152.00	38372.01	39385.84	32103.78	30749.58	29510.87
		(4061.70)	(259.65)	(152.74)	(127.99)	(84.55)	(89.16)	(73.56)	(1.29)	(12.36)	(2.64)	(-18.49)	(-4.22)	(-4.03)
LIC	9700.98	19588.77	15976.76	17347.62	20653.06	28515.87	56223.56	59996.57	53179.08	71521.90	87012.35	81862.25	76611.50	90808.79
		(101.93)	(-18.44)	(8.58)	(19.05)	(38.07)	(97.17)	(6.71)	(-11.36)	(34.49)	(21.66)	(-5.92)	(-6.41)	(18.53)
TOTAL	9707.43	19857.28	16942.45	19788.32	26217.64	38785.54	75649.21	93712.52	87331.08	109893.91	126398.18	113966.03	107361.08	120319.66
		(104.56)	(-14.68)	(16.80)	(32.49)	(47.94)	(95.04)	(23.88)	(-6.81)	(25.84)	(15.02)	(-9.84)	(-5.80)	(12.07)

Note: 1) Figures in bracket represent the growth over the previous year in per cent.

2) -- represents business not started.

STATEMENT 4

TOTAL LIFE INSURANCE PREMIUM

(₹ Crore)

INSURER	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
AEGON RELIGARE	--	--	--	--	--	--	--	--	31.21	165.65	388.61	457.32	430.50	452.07
AVIVA	--	--	13.47	81.50	253.42	600.27	1147.23	1891.88	1992.87	2378.01	2345.17	2415.87	2140.67	1878.10
BAJAJ ALLIANZ	--	7.14	69.17	220.80	1001.68	3133.58	5345.24	9725.31	10624.52	11419.71	9609.95	7483.80	6892.70	5843.14
BHARTIAXA	--	--	--	--	--	--	7.78	118.41	360.41	669.73	792.02	774.16	744.52	872.65
BIRLA SUNLIFE	0.32	28.26	143.92	537.54	915.47	1259.68	1776.71	3272.19	4571.80	5505.66	5677.07	5885.36	5216.30	4833.05
CANARA HSBC	--	--	--	--	--	--	--	--	296.41	842.45	1531.86	1861.08	1912.15	1805.88
DHFL PRAMERICA	--	--	--	--	--	--	--	--	3.37	38.44	95.04	167.01	236.79	305.86
EDELWEISS TOKIO	--	--	--	--	--	--	--	--	--	--	--	10.88	54.83	110.90
EXIDE LIFE	--	4.19	21.16	88.51	338.86	425.38	707.20	1158.87	1442.28	1642.65	1708.95	1679.98	1742.36	1830.67
FUTURE GENERALI	--	--	--	--	--	--	--	2.49	152.60	541.51	726.16	779.58	678.29	634.16
HDFC STANDARD	0.002	33.46	148.83	297.76	686.63	1569.91	2855.87	4858.56	5564.69	7005.10	9004.17	10202.40	11322.68	12062.90
ICICI PRUDENTIAL	5.97	116.38	417.62	989.28	2363.82	4261.05	7912.99	13561.06	15356.22	16528.75	17880.63	14021.58	13538.24	12428.65
IDBI FEDERAL	--	--	--	--	--	--	--	11.90	318.97	571.12	811.00	736.70	804.68	826.25
INDIAFIRST	--	--	--	--	--	--	--	--	--	201.60	798.43	1297.93	1690.08	2143.36
KOTAK MAHINDRA	--	7.58	40.32	150.72	466.16	621.85	971.51	1691.14	2343.19	2868.05	2975.51	2937.43	2777.78	2700.79
MAX LIFE	0.16	38.95	96.59	215.25	413.43	788.13	1500.28	2714.60	3867.26	4860.54	5812.63	6390.53	6638.70	7278.54
PNB METLIFE	--	0.48	7.91	28.73	81.53	205.99	492.71	1159.54	1996.64	2536.01	2508.17	2677.50	2429.52	2240.59
RELIANCE	--	0.28	6.47	31.06	106.55	224.21	1004.66	3225.44	4932.54	6604.90	6571.15	5497.62	4045.39	4283.40
SAHARA	--	--	--	--	1.74	27.66	51.00	143.49	206.47	250.59	243.41	225.95	205.38	204.63
SBI LIFE	--	14.69	72.39	225.67	601.18	1075.32	2928.49	5622.14	7212.10	10104.03	12945.29	13133.74	10450.03	10738.60
SHRIRAM LIFE	--	--	--	--	--	10.33	184.16	358.05	436.17	611.27	821.52	644.16	618.07	594.24
STAR UNION DAHICHI	--	--	--	--	--	--	--	--	50.19	530.37	933.31	1271.95	1068.80	948.75
TATAAIA	--	21.14	81.21	253.53	497.04	880.19	1367.18	2046.35	2747.50	3493.78	3985.22	3630.30	2760.43	2323.70
PRIVATE SECTOR	6.45	272.55	1119.06	3120.33	7727.51	15083.54	28253.00	51561.42	64497.43	79369.94	88165.24	84182.83	78398.91	77340.90
LIC	34892.02	49821.91	54628.49	63533.43	75127.29	90792.22	127822.84	149789.99	157288.04	186077.31	203473.40	202889.28	208803.58	236942.30
GRAND TOTAL	34898.47	50094.46	55747.55	66653.75	82854.80	105875.76	156075.84	201351.41	221785.47	265447.25	291638.64	287072.11	287202.49	314283.20
	(43.54)	(11.28)	(9.65)	(16.30)	(18.25)	(20.85)	(40.79)	(17.19)	(5.01)	(18.30)	(9.35)	(-0.29)	(2.92)	(13.48)
				(19.56)	(24.31)	(27.78)	(47.41)	(29.01)	(10.15)	(19.69)	(9.87)	(-1.57)	(0.05)	(9.43)

Note: 1) Figures in bracket represent the growth over the previous year in per cent.

2) -- represents business not started.

STATEMENT 5

LINKED AND NON-LINKED PREMIUM OF LIFE INSURERS FOR 2013-14

(Premium in ₹ Crore)

Insurer	Total Premium				Linked Premium				Non-Linked Premium						
	Regular	Single	First Year	Renewal	Total	Regular	Single	First Year	Renewal	Total	Regular	Single	First Year	Renewal	Total
	AEGON RELIGARE	144.01	3.04	147.04	305.03	452.07	29.82	2.10	31.92	183.44	215.35	114.19	0.94	115.13	121.59
AVIVA	581.53	12.23	593.76	1284.34	1878.10	68.15	5.99	74.14	776.50	850.63	513.39	6.24	519.63	507.84	1027.47
BAJAJ ALLIANZ	1598.52	993.51	2592.03	3251.11	5843.14	140.98	321.64	462.62	954.20	1416.82	1457.55	671.86	2129.41	2296.91	4426.32
BHARTIAXA	294.85	80.76	375.61	497.05	872.65	15.02	0.23	15.25	322.54	337.79	279.83	80.53	360.36	174.51	534.87
BIRLA SUNLIFE	1638.72	58.77	1697.49	3135.56	4833.05	737.69	12.79	750.48	2399.97	3150.45	901.02	45.98	947.01	735.60	1682.60
CANARA HSBC	583.05	19.63	602.69	1203.20	1805.88	189.23	3.85	193.09	1032.43	1225.52	393.82	15.78	409.60	170.76	580.36
DHFL PRAMERICA	108.27	64.69	172.95	132.91	305.86	5.32	3.42	8.74	37.42	46.16	102.95	61.27	164.21	95.49	259.70
EDELWEISS TOKIO	67.46	13.26	80.72	30.19	110.90	2.87	5.84	8.71	29.76	38.47	64.59	7.42	72.01	0.43	72.43
EXIDE LIFE	493.90	73.91	567.81	1262.86	1830.67	26.20	2.12	28.32	237.66	265.97	467.70	71.79	539.49	1025.21	1564.70
FUTURE GENERALI	175.90	49.00	224.90	409.26	634.16	18.70	46.98	65.68	112.67	178.35	157.19	2.02	159.21	296.59	455.81
HDFC STANDARD	2355.70	1683.23	4038.93	8023.97	12062.90	1198.35	323.39	1521.74	5370.51	6892.25	1157.35	1359.84	2517.19	2653.46	5170.66
ICICI PRUDENTIAL	3285.17	474.42	3759.59	8669.06	12429.65	2200.45	127.59	2328.04	6033.19	8361.22	1084.72	348.83	1431.56	2635.87	4067.43
IDBI FEDERAL	274.89	40.81	315.69	510.55	826.25	0.55	21.94	22.48	119.05	141.53	274.34	18.87	293.21	391.51	684.72
INDIAFIRST	147.64	1533.72	1681.36	482.00	2143.36	108.31	40.72	149.03	430.10	579.13	39.33	1493.00	1532.34	31.89	1564.23
KOTAK MAHINDRA	789.07	482.74	1271.81	1428.98	2700.79	197.35	189.88	387.24	763.34	1150.58	591.72	292.86	884.58	665.64	1550.21
MAX LIFE	1787.43	474.17	2261.60	5016.95	7278.54	392.02	13.63	405.64	1694.73	2100.37	1395.41	460.54	1855.95	3322.22	5178.17
PNB METLIFE	630.44	45.45	675.89	1564.70	2240.59	166.10	15.87	181.97	769.10	951.07	464.33	29.58	493.91	795.60	1289.51
RELIANCE	1836.25	97.74	1933.99	2349.41	4283.40	219.83	51.83	271.66	831.88	1103.54	1616.43	45.91	1662.33	1517.53	3179.86
SAHARA	25.16	39.93	65.09	139.54	204.63	0.09	5.07	5.16	25.41	30.58	25.07	34.86	59.93	114.13	174.06
SBI LIFE	2997.51	2067.97	5065.48	5673.13	10738.60	1002.79	282.14	1284.92	3007.39	4292.31	1994.72	1785.84	3780.56	2665.74	6446.30
SHIRAM LIFE	188.70	201.13	389.83	204.40	594.24	2.53	74.31	76.84	50.55	127.38	186.18	126.82	313.00	153.86	466.85
STAR UNION DAI-ICHI	442.68	120.17	562.85	385.90	948.75	142.00	63.82	205.82	263.67	469.49	300.69	56.35	357.03	122.22	479.26
TATA AIA	333.97	99.78	433.76	1889.95	2323.70	62.54	22.81	85.35	808.46	893.81	271.44	76.97	348.40	1081.49	1429.89
PRIVATE TOTAL	20780.83	8730.05	29510.87	47830.02	77340.90	6926.88	1637.95	8564.83	26253.94	34818.76	13853.95	7092.10	20946.05	21576.09	42522.13
LIC	31904.49	58904.30	90808.79	146133.51	236942.30	9.10	34.75	43.85	2684.40	2728.25	31895.39	58869.55	90764.94	143449.12	234214.05
GRAND TOTAL	52685.32	67634.34	120319.66	193963.54	314283.20	6935.98	1672.70	8608.68	28938.33	37547.01	45749.34	65961.64	111710.98	165025.20	276736.18

Note: 1) First Year Premium = Regular Premium + Single Premium

2) Total Premium = First Year Premium + Renewal Premium

3) Previous years figures revised by insurers

LINKED AND NON-LINKED PREMIUM OF LIFE INSURERS FOR 2012-13

(Premium in ₹ Crore)

Insurer	Total Premium				Linked Premium				Non-Linked Premium						
	Regular	Single	First Year	Renewal	Total	Regular	Single	First Year	Renewal	Total	Regular	Single	First Year	Renewal	Total
AEGON RELIGARE	129.64	6.26	135.90	294.60	430.50	45.60	5.74	51.34	207.45	258.79	84.05	0.52	84.56	87.15	171.71
ANVA	673.43	13.97	687.40	1453.27	2140.67	125.18	7.72	132.90	1120.63	1253.54	548.25	6.24	554.50	332.64	887.14
BAJAJ ALLIANZ	1972.04	1015.86	2987.90	3904.80	6892.70	205.21	360.85	566.05	1849.30	2415.36	1766.84	655.01	2421.85	2055.50	4477.34
BHARTI AXA	215.19	33.73	248.92	495.60	744.52	56.71	0.30	57.01	410.99	468.00	158.48	33.43	191.91	84.61	276.52
BIRLA SUNLIFE	1810.20	26.31	1836.51	3379.79	5216.30	786.47	11.58	798.05	2890.70	3688.75	1023.73	14.73	1038.46	489.09	1527.55
CANARA HSBC	595.12	11.60	606.72	1305.43	1912.15	242.52	0.01	242.53	1211.10	1453.63	352.60	11.59	364.19	94.33	458.51
DHFL PRAMERICA	136.42	3.58	140.01	96.79	236.79	11.75	1.96	13.71	48.24	61.96	124.67	1.62	126.29	48.54	174.84
EDELWEISS TOKIO	37.48	9.85	47.33	7.50	54.83	2.91	8.05	10.96	1.34	12.30	34.57	1.80	36.37	6.16	42.53
EXIDE LIFE	500.25	137.96	638.20	1104.16	1742.36	42.89	9.56	52.46	321.00	373.45	457.36	128.39	585.75	783.16	1368.91
FUTURE GENERALI	213.97	26.46	240.43	437.86	678.29	14.63	25.38	40.01	153.36	193.37	199.34	1.08	200.42	284.50	484.92
HDFC STANDARD	3113.08	1322.99	4436.07	6886.61	11322.68	1948.02	482.34	2430.35	4890.32	7320.67	1165.07	840.65	2005.72	1996.29	4002.00
ICICI PRUDENTIAL	4184.13	624.49	4808.62	8729.62	13538.24	2555.77	78.74	2634.51	7027.64	9662.15	1628.35	545.75	2174.10	1701.98	3876.09
IDBI FEDERAL	268.27	76.86	345.14	459.55	804.68	3.81	56.00	59.82	207.94	267.76	264.46	20.86	285.32	251.60	536.92
INDIAFIRST	235.67	1080.75	1316.42	373.66	1690.08	195.25	73.53	268.78	367.27	636.05	40.42	1007.21	1047.64	6.40	1054.03
KOTAK MAHINDRA	749.35	438.75	1188.10	1589.68	2777.78	251.23	246.94	498.17	1148.87	1647.04	498.12	191.81	689.93	440.81	1130.74
MAX LIFE	1529.35	370.00	1899.34	4739.36	6638.70	153.09	33.72	186.81	2160.50	2347.31	1376.26	336.28	1712.54	2578.86	4291.39
PNB METLIFE	644.39	195.69	840.08	1589.44	2429.52	183.29	182.48	365.77	963.02	1328.79	461.10	13.20	474.30	626.42	1100.72
RELIANCE	1188.40	188.17	1376.57	2668.82	4045.39	191.14	142.58	333.71	1354.08	1687.79	997.27	45.59	1042.86	1314.75	2357.60
SAHARA	35.35	26.08	61.43	143.95	205.38	0.34	10.08	10.42	45.13	55.54	35.01	16.00	51.02	98.82	149.84
SBI LIFE	2618.18	2564.71	5182.88	5267.15	10450.03	969.82	325.99	1295.81	3646.19	4942.00	1648.36	2238.72	3887.07	1620.96	5508.03
SHRIRAM LIFE	189.51	231.14	420.65	197.42	618.07	8.56	112.04	120.60	102.74	223.34	180.95	119.09	300.05	94.69	394.73
STAR UNION DAHICHI	380.54	364.26	744.80	324.00	1068.80	110.99	191.22	302.21	267.73	569.94	269.54	173.04	442.59	56.27	498.86
TATA AIA	414.55	145.61	560.16	2200.27	2760.43	120.08	31.25	151.34	1226.34	1377.67	294.47	114.36	408.83	973.93	1382.76
PRIVATE TOTAL	21834.53	8915.05	30749.58	47649.33	78398.91	8225.27	2398.06	10623.33	31621.87	42245.20	13609.26	6516.99	20126.25	16027.46	36153.71
LIC	30313.52	46297.98	76611.50	132192.08	208803.58	40.13	151.83	191.96	6338.40	6530.35	30273.39	46146.15	76419.54	125853.68	202273.23
GRAND TOTAL	52148.05	55213.03	107361.08	179841.41	287202.49	8265.39	2549.89	10815.29	37960.27	48775.55	43882.66	52663.14	96545.80	141881.14	238426.94

Note: 1) First Year Premium = Regular Premium + Single Premium

2) Total Premium = First Year Premium + Renewal Premium

3) Previous years figures revised by insurers

STATEMENT 6

INDIVIDUAL DEATH CLAIMS FOR THE YEAR 2013-14

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of the period		Break up of claims pending -- duration wise (Policies)				Total
	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	≤ 3 months	> 3 - ≤ 6 months	> 6 - ≤ 12 months	> 1 year	
AEGON RELIGARE			400	32.27	400	32.27	324	26.34	76	5.94									
			100%	100%	100%	100%	81.00%	19.00%		18.39%									
AVIVA	8	1.21	2025	118.63	2033	119.83	1708	85.84	322	33.19					3				3
			100%	100%	100%	100%	84.01%	15.84%		27.70%					100.00%				100%
BAJAJ ALLIANZ	1111	31.55	22613	409.43	23724	440.98	21658	360.20	1494	57.45					553	19			572
			100%	100%	100%	100%	91.29%	6.30%		13.03%					96.68%	3.32%			100%
BHARTI AXA	9	1.30	1069	32.49	1078	33.79	950	26.14	105	5.66					16	7			23
			100%	100%	100%	100%	88.13%	77.35%		16.75%					69.57%	30.43%			100%
BIRLA SUNLIFE	444	32.89	8753	311.93	9197	344.82	8071	268.14	880	56.64					155	11	28	52	246
			100%	100%	100%	100%	87.76%	77.76%		16.43%					63.01%	4.47%	11.38%	21.14%	100%
CANARA HSBC	11	1.00	616	30.17	627	31.17	544	23.77	67	3.67					5	1	7	3	16
			100%	100%	100%	100%	86.76%	76.25%		11.78%					31.25%	6.25%	43.75%	18.75%	100%
DLF PRAMERICA	325	10.52	533	17.33	858	27.85	190	6.30	204	6.45					122	91	128	122	463
			100%	100%	100%	100%	22.14%	22.61%		23.16%					26.35%	19.65%	27.65%	26.35%	100%
EDELWEISS TOKIO	3	0.23	77	10.07	80	10.30	48	4.50	18	4.48					11	3			14
			100%	100%	100%	100%	60.00%	43.69%		43.50%					78.57%	21.43%			100%
FUTURE GENERALI	70	3.85	2159	39.24	2229	43.09	1669	25.93	329	8.57					183	45	3		231
			100%	100%	100%	100%	74.88%	60.18%		19.89%					79.22%	19.48%	1.30%		100%
HDFC STD	101	9.81	7158	244.51	7259	254.32	6824	216.94	341	22.90					89	5			94
			100%	100%	100%	100%	94.01%	85.30%		9.00%					94.68%	5.32%			100%
ICICI PRU	12	2.34	13386	351.12	13398	353.47	12608	278.60	667	45.00					85	36	1	1	123
			100%	100%	100%	100%	94.10%	78.82%		12.73%					69.11%	29.27%	0.81%	0.81%	100%
IDBI FEDERAL	26	1.71	906	37.85	932	39.56	842	32.70	51	4.38					38			1	39
			100%	100%	100%	100%	90.34%	82.68%		11.06%					97.44%			2.56%	100%
INDIA FIRST	21	1.63	1237	36.10	1258	37.73	920	20.90	289	14.20					46		2	1	49
			100%	100%	100%	100%	73.13%	55.39%		37.64%					93.88%		4.08%	2.04%	100%

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

INDIVIDUAL DEATH CLAIMS FOR THE YEAR 2013-14

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of the period		Break up of claims pending -- duration wise (Policies)				
	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	No. of Policies	Benefit Amount	≤ 3 months	> 3 - ≤ 6 months	> 6 - ≤ 12 months	> 1 year	Total
Exide Life	179	5.64	3562	58.39	3741	64.04	3111	41.37	379	11.39	44	1.62	207	9.65	166	41		207	100%
Kotak Mahindra	60	4.41	2903	84.40	2963	88.81	2687	71.09	227	13.51		2.53	49	4.21	15	6	6	49	100%
Max Life	8	0.77	9470	249.24	9478	250.01	8896	214.60	578	35.07			4	0.34	4			4	100%
MetLife	67	6.98	2443	101.19	2510	108.17	2265	82.40	236	15.30	1	0.02	8	10.44	8			8	100%
Reliance Life	1356	25.84	19677	272.60	21033	288.44	17241	202.96	2287	62.13			1505	33.35	1290	47	36	1505	100%
Sahara	69	0.62	767	7.17	836	7.79	754	6.75	66	0.82			16	0.21	14	2		16	100%
SBI Life	254	11.84	13979	276.71	14233	288.54	12960	255.28	745	7.57			528	25.69	364	61	41	528	100%
Shriram	81	4.14	1346	34.63	1427	38.77	966	20.30	271	10.78			190	7.69	105	55	20	190	100%
Star Union	56	3.06	966	21.95	1022	25.01	949	19.48	64	5.25			9	0.27	7	1	1	9	100%
Tata AIA	167	8.66	4544	105.46	4711	114.12	4225	94.80	340	12.76			146	6.55	106	14	2	146	100%
Private Total	4438	169.98	120589	2882.89	125027	3052.87	110410	2385.33	10036	443.13	46	1.69	4535	222.72	3385	444	275	431	4535
LIC	7829	254.65	752505	8650.39	760334	8905.04	746212	8475.26	8387	181.30	1773	20.79	3962	227.69	681	561	1290	3962	3962
Industry Total	12267	424.63	873094	11533.28	885361	11957.91	856622	10860.59	18423	624.43	1819	22.48	8497	450.41	4066	1005	1565	1861	8497

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

STATEMENT 7

GROUP DEATH CLAIMS FOR THE YEAR 2013-14

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of the period		Break up of claims pending -- duration wise (Lives)				
	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	≤ 3 months	> 3 - ≤ 6 months	> 6 - ≤ 12 months	> 1 year	Total
Aegon Religare			6	0.59	6	0.59	6	0.59											
Aviva			3231	15.49	3231	15.49	3231	15.49											
Bajaj Allianz	484	10.82	82686	314.61	83170	325.42	81735	290.98	1034	20.35	1034	20.35	1034	20.35	1	0.25%		401	401
Bharti Axa			84	3.87	84	3.87	78	3.60	6	0.27	6	0.27	6	0.27					100%
Birla Sunlife	6	1	1928	82.87	1934	83.43	1933	83.18	1	0.25	1	0.25	1	0.25					
Canara HSBC	2	0.11	353	3.44	355	3.55	342	3.14	13	0.41	13	0.41	13	0.41					
DLF Pramerica	12	0.02	418	0.66	430	0.68	388.00	0.61	9.00	0.01	9.00	0.01	9.00	0.01	33	0.07	2	33	33
Edelweiss Tokio	1	0.01	183	5.55	184	5.56	176	5.51	2	0.01	2	0.01	2	0.01	6	0.03	1	6	6
Future Generali	12435	18.50	164	18.04	12599	36.54	133	15.73							12466	20.81	5	12466	12466
HDFC Std			2758	28.95	2758	28.95	2758	28.95							30	0.24%	23	5	12466
ICICI Pru	8	1.76	2776	71.60	2784	73.36	2703	64.20	59	3.83	59	3.83	59	3.83	16	5.32	4	22	22
IDBI Federal	3	0.41	575	6.69	578	7.10	575	6.49	1	0.26	1	0.26	1	0.26	2	0.35	2	2	2
India First	12	1.03	2726	47.17	2738	48.20	2371	31.91	311	14.16	311	14.16	311	14.16	56	2.13	56	56	56

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

GROUP DEATH CLAIMS FOR THE YEAR 2013-14

(Benefit Amount in ₹ Crore)

Life Insurer	Claims pending at start of the period		Claims intimated / booked		Total Claims		Claims paid		Claims repudiated		Claims written back		Claims pending at end of the period		Break up of claims pending -- duration wise (Lives)				
	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	No. of Lives	Benefit Amount	≤ 3 months	> 3 - ≤ 6 months	> 6 - ≤ 12 months	> 1 year	Total
Exide Life	3	0.01	259	2.02	262	2.03	258	1.79	1	0.01	3	0.24	3	0.24	3				3
Kotak Mahindra	22	1.23	13833	150.85	13855	152.08	13735	143.95	96	5.96	24	2.17	4	2.17	4	1	6	13	24
Max Life	7	0.24	10131	45.60	10138	45.84	10067	44.40	71	1.44	71	1.44	71	1.43	71	4	1	6	74
MetLife	7	0.06	1357	68.56	1364	68.61	1358	68.48	4	0.11	1	0.01	1	0.01	1				1
Reliance Life			1273	25.86	1273	25.86	1265	25.63	2	0.10	2	0.10	2	0.13	2	5	1	6	6
Sahara			2	0.01	2	0.01	1	0.01	1	0.01	1	0.01	1	0.01	1				1
SBI Life	65	2.13	12412	283.52	12477	285.65	12122	267.38	227	11.74	128	6.53	128	2.29	95	13	4	16	128
Shriram			5515	76.14	5515	76.14	5515	76.14		4.11									128
Star Union	33	0.46	1531	12.79	1564	13.25	1555	12.24	9	1.01									128
Tata AIA	136	7.34	1245	29.82	1381	37.15	1225	31.87	74	2.24	82	3.04	82	3.04	47	11	8	16	82
Private Total	13236	44.68	145446	1294.68	156682	1339.36	143530	1222.25	1921	62.18	1	0.01	13230	54.92	695	57	24	12454	13230
LIC	1095	11.31	266201	1879.44	267296	1890.75	266367	1882.83	1	0.05	928	7.87	928	0.42	850	7	14	57	928
Industry Total	14331	55.99	411647	3174.12	425978	3230.11	409897	3105.08	1922	62.23	1	0.01	14158	62.79	1545	64	38	12511	14158

Note: First row across each insurer shows the absolute figures whereas second row shows percentage of the respective total claims.

ASSETS UNDER MANAGEMENT OF LIFE INSURERS

(₹ Crore)

INSURER	LIFE FUND											
	Central Government Securities		State Government & Other Approved Securities		Infrastructure Investments		Approved Investments		Other Investments		Total (Life Fund)	
	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013
AEGON RELIGARE	216.79	132.86	4.69	22.11	64.12	42.16	49.76	20.06	22.21	8.37	357.56	225.56
AVIVA	1220.31	870.70	181.85	188.19	416.83	416.61	386.63	278.40	0.01	0.01	2205.62	1753.91
BAJAJ ALLIANZ	6722.18	4606.84	1542.94	1253.27	2767.15	2024.46	2588.74	2880.13	248.80	196.52	13869.82	10961.22
BHARTI AXA	270.51	171.89	49.64	0.00	86.09	66.70	127.88	85.26	21.76	5.18	555.88	329.04
BIRLA SUNLIFE	1507.08	1512.62	75.41	58.89	735.58	815.73	476.38	417.79	208.40	45.55	3002.85	2850.58
CANARA HSBC	653.52	402.25	31.19	31.03	304.91	160.41	125.70	146.22	0.00	17.75	1115.32	757.66
DHFL PRAMERICA	225.63	104.34	20.30	15.24	105.36	61.94	74.48	29.53	4.06	3.07	429.82	214.12
EDELWEISS TOKIO	93.80	88.73	0.00	0.00	108.04	60.25	397.97	270.79	18.20	3.03	618.02	422.80
EXIDE LIFE	2044.60	1252.55	175.63	162.58	887.46	711.41	643.99	574.68	268.35	42.09	4020.04	2743.30
FUTURE GENERALI	433.17	358.48	225.67	159.59	362.38	302.78	216.91	180.19	0.32	0.43	1238.45	1001.47
HDFC STANDARD	5794.04	4423.02	565.74	742.66	2599.40	2038.39	3131.98	2848.54	240.40	333.19	12331.57	10385.80
ICICI PRUDENTIAL	6602.07	4602.07	909.16	1320.11	2630.83	2418.10	4571.01	3768.77	761.79	245.67	15474.86	12354.71
IDBI FEDERAL	687.14	433.90	115.54	125.60	561.62	427.45	249.78	101.54	0.14	0.34	1614.22	1088.83
INDIAFIRST	271.86	220.07	40.74	40.27	86.09	91.06	147.90	100.53	1.25	1.25	547.84	453.18
KOTAK MAHINDRA	1639.38	1060.51	570.76	514.37	809.36	708.46	751.17	488.36	0.31	5.00	3770.98	2776.70
MAX LIFE	7505.00	4853.89	1183.00	1003.67	2494.00	2152.29	1915.00	1801.79	40.00	65.02	13137.00	9876.67
PNB METLIFE	2644.06	2006.95	164.35	102.17	1004.42	682.04	237.70	224.09	0.00	7.39	4050.53	3022.64
RELIANCE	2446.90	947.16	1117.91	757.34	1512.54	748.93	1979.05	2604.57	85.66	57.76	7142.07	5115.74
SAHARA	303.34	262.35	167.47	95.71	214.28	173.91	131.28	105.31	22.49	20.21	838.86	657.49
SBI LIFE	6143.93	4232.47	983.98	598.54	2371.24	1398.19	2447.47	1937.09	115.62	183.60	12062.24	8349.89
SHRIRAM LIFE	306.27	209.14	86.32	47.82	207.34	123.76	141.66	123.49	6.15	6.98	747.74	511.20
STAR UNION DAI-ICHI	449.79	368.10	106.73	83.57	174.37	131.98	127.99	106.36	1.00	4.60	859.88	694.61
TATA AIA	4707.91	3746.79	330.11	326.11	1216.79	1120.45	966.66	582.87	12.69	20.14	7234.17	5796.36
PRIVATE TOTAL	52889.29	36867.68	8649.13	7648.82	21720.20	16877.44	21887.09	19676.35	2079.61	1273.18	107225.33	82343.47
LIC	465935.19	404122.92	246820.32	206808.07	133305.70	102000.90	307900.22	276914.03	27038.22	47810.55	1180999.65	1037656.47
INDUSTRY TOTAL	518824.47	440990.60	255469.45	214456.88	155025.90	118878.35	329787.31	296590.39	29117.83	49083.72	1288224.97	1119999.94

ASSETS UNDER MANAGEMENT OF LIFE INSURERS

(₹ Crore)

Insurer	PENSION & GENERAL ANNUITY & GROUP FUND									
	Central Govt. - Securities		State Govt. & Other Approved Securities		Approved Investments		Total (Pension & General Annuity & Group Fund)			
	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013
AEGON RELIGARE	2.84	1.38	0.35	0.71	0.25	0.07	3.45	2.15		
AVIVA	259.96	206.38	69.21	66.38	293.96	290.85	623.12	563.61		
BAJAJ ALLIANZ	1197.85	849.25	267.24	231.97	1990.32	1438.97	3455.41	2520.19		
BHARTIAXA	35.70	0.91	3.02	0.00	41.46	0.29	80.18	1.20		
BIRLA SUNLIFE	428.92	263.66	54.17	38.10	639.79	440.18	1122.87	741.94		
CANARA HSBC	314.86	207.94	73.34	52.93	512.53	334.88	900.73	595.75		
DLF PRAMERICA	34.78	0.00	5.02	0.00	20.62	0.00	60.41	0.00		
EDELWEISS TOKIO	4.95	0.00	0.00	0.00	0.41	0.00	5.36	0.00		
EXIDE LIFE	420.69	380.82	103.19	85.66	662.47	590.74	1186.35	1057.23		
FUTURE GENERALI	49.95	39.42	39.20	30.72	103.34	80.95	192.49	151.10		
HDFC STANDARD	1050.46	499.03	616.93	228.54	2340.93	996.91	4008.32	1724.48		
ICICI PRUDENTIAL	1475.25	1207.85	368.44	470.40	1770.49	1816.72	3614.17	3494.97		
IDBI FEDERAL	35.32	40.29	38.11	43.23	42.10	22.49	115.52	106.01		
INDIAFIRST	923.42	285.22	428.78	221.44	1426.87	720.22	2779.07	1226.88		
KOTAK MAHINDRA	88.91	52.47	15.33	11.66	89.53	57.22	193.77	121.36		
MAX LIFE	117.00	88.34	11.00	9.27	38.00	28.92	166.00	126.53		
PNB METLIFE	106.84	96.71	60.41	59.78	179.13	183.18	346.38	339.68		
RELIANCE	260.8245	59.8560	125.45	56.82	471.85	177.90	858.13	294.57		
SAHARA	2.69	2.69	0.00	0.00	0.50	0.51	3.19	3.20		
SBI LIFE	6361.93	5593.96	2239.23	2042.37	8934.53	9284.78	17535.69	16921.12		
SHRIRAM LIFE	61.63	45.09	11.14	11.12	93.15	82.33	165.92	138.54		
STAR UNION DAI-ICHI	267.38	195.91	120.92	95.57	340.56	319.48	728.87	610.96		
TATAAIA	209.68	198.46	66.1477	69.5043	340.12	365.98	615.94	633.94		
PRIVATE TOTAL	13711.82	10315.64	4716.63	3826.18	20332.90	17233.58	38761.34	31375.40		
LIC	72114.24	60873.55	73764.87	47706.13	152938.98	142431.68	298818.10	251011.36		
INDUSTRY TOTAL	85826.06	71189.19	78481.50	51532.31	173271.88	159665.25	337579.44	282386.76		

ASSETS UNDER MANAGEMENT OF LIFE INSURERS

(₹ Crore)

Insurer	UNIT LINKED FUND						TOTAL (ALL FUNDS)	
	Approved Investments		Other Investments		Total (ULIP Funds)		31.3.2014	31.3.2013
	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013		
AEGON RELIGARE	945.76	812.18	28.69	39.58	974.45	851.76	1335.46	1079.47
AVIVA	5219.73	5344.04	114.91	228.45	5334.64	5572.48	8163.39	7889.99
BAJAJ ALLIANZ	19963.29	23028.54	1324.31	1468.04	21287.60	24496.57	38612.83	37977.98
BHARTI AXA	1729.92	1622.03	51.90	138.05	1781.82	1760.07	2417.88	2090.31
BIRLA SUNLIFE	19330.88	17961.46	1220.00	1225.35	20550.87	19186.81	24676.59	22779.33
CANARA HSBC	6205.00	4919.50	139.47	144.52	6344.47	5064.02	8360.51	6417.42
DLF PRAMERICA	229.93	190.48	5.46	8.06	235.39	198.54	725.62	412.66
EDELWEISS TOKIO	26.05	14.07	1.21	0.31	27.26	14.38	650.64	437.18
EXIDE LIFE	2351.29	2624.87	149.76	174.43	2501.05	2799.29	7707.43	6599.83
FUTURE GENERALI	906.45	907.32	25.41	30.32	931.86	937.64	2362.80	2090.21
HDFC STANDARD	33212.03	26845.83	701.47	1151.72	33913.51	27997.55	50253.39	40107.83
ICICI PRUDENTIAL	57861.06	54468.77	2449.37	3052.06	60310.43	57520.83	79399.46	73370.51
IDBI FEDERAL	1652.50	1624.56	6.08	57.08	1658.58	1681.65	3388.32	2876.48
INDIAFIRST	2765.26	2119.67	68.13	48.88	2833.39	2168.55	6160.30	3848.61
KOTAK MAHINDRA	7918.87	7641.95	120.15	321.66	8039.02	7963.61	12003.77	10861.66
MAX LIFE	10883.00	10033.10	447.00	421.59	11330.00	10454.69	24633.00	20457.88
PNB METLIFE	6370.63	6365.04	161.67	197.99	6532.30	6563.03	10929.21	9925.35
RELIANCE	9943.60	11793.53	340.45	993.87	10284.05	12787.39	18284.25	18197.71
SAHARA	329.16	415.68	5.61	35.81	334.77	451.50	1176.82	1112.19
SBI LIFE	28375.79	25494.69	221.49	1053.17	28597.28	26547.86	58195.20	51818.86
SHRIRAM LIFE	956.22	1181.33	66.23	48.47	1022.45	1229.80	1936.11	1879.54
STAR UNION DAHICHI	2758.12	2290.62	44.38	88.03	2802.49	2378.65	4391.25	3684.22
TATA AIA	9375.43	9269.06	179.46	287.85	9554.90	9556.91	17405.01	15987.21
PRIVATE TOTAL	229309.96	216968.30	7872.61	11215.29	237182.57	228183.59	383169.24	341902.46
LIC	93146.03	108314.65	1332.57	6008.94	94478.59	114323.60	1574296.34	1402991.42
INDUSTRY TOTAL	322455.98	325282.95	9205.18	17224.23	331661.16	342507.19	1957465.57	1744893.88

EQUITY SHARE CAPITAL OF LIFE INSURERS

(₹ Crore)

Insurer	As on 31 st March, 2013	Infusion During the year	As on 31 st March, 2014	Foreign Promoter	Indian Promoter	FDI (%)
AEGON RELIGARE	1176.00	131.00	1307.00	339.82	967.18	26.00%
AVIVA	2004.90	0.00	2004.90	521.27	1483.63	26.00%
BAJAJ ALLIANZ	150.71	0.00	150.71	39.18	111.52	26.00%
BHARTI AXA	1807.20	171.00	1978.20	439.60	1538.60	22.22%
BIRLA SUNLIFE	1969.50	-68.29	1901.21	494.31	1406.89	26.00%
CANARA HSBC	950.00	0.00	950.00	247.00	703.00	26.00%
DHFL PRAMERICA	320.02	20.35	340.38	88.50	251.88	26.00%
EDELWEISS TOKIO	150.00	30.29	180.29	46.87	133.41	26.00%
EXIDE LIFE	1464.88	135.12	1600.00	0.00	1600.00	
FUTURE GENERALI	1452.00	0.00	1452.00	370.26	1081.74	25.50%
HDFC STANDARD	1994.88	0.00	1994.88	518.67	1476.21	26.00%
ICICI PRUDENTIAL	1428.94	0.32	1429.26	370.78	1058.47	25.94%
IDBI FEDERAL	800.00	0.00	800.00	208.00	592.00	26.00%
INDIAFIRST	475.00	0.00	475.00	123.50	351.50	26.00%
KOTAK MAHINDRA	510.29	0.00	510.29	132.68	377.61	26.00%
MAX LIFE	1944.69	0.00	1944.69	505.62	1439.07	26.00%
PNB METLIFE	2012.88	0.00	2012.88	523.35	1489.53	26.00%
RELIANCE	1196.32	0.00	1196.32	311.04	885.28	26.00%
SAHARA	232.00	0.00	232.00	0.00	232.00	
SBI LIFE	1000.00	0.00	1000.00	260.00	740.00	26.00%
SHRIRAM LIFE	175.00	0.00	175.00	0.00	175.00	
STAR UNION DAI-ICHI	250.00	0.00	250.00	65.00	185.00	26.00%
TATA AIA	1953.50	0.00	1953.50	507.91	1445.59	26.00%
TOTAL (PRIVATE SECTOR)	25418.73	419.78	25838.51	6113.38	19725.13	23.66%
LIC	100.00	0.00	100.00	0.00	100.00	
TOTAL (LIFE)	25518.73	419.78	25938.51	6113.38	19825.13	23.57%

SOLVENCY RATIO OF LIFE INSURERS

S.No	Name of the Life Insurer	30-06-13	30-09-13	31-12-13	31-03-14
1	AEGON RELIGARE	1.60	1.64	1.87	2.28
2	AVIVA	4.27	4.27	3.93	4.15
3	BAJAJ ALLIANZ	6.97	7.09	7.38	7.34
4	BHARTI AXA	1.84	1.92	1.62	2.09
5	BIRLA SUNLIFE	2.27	2.06	2.10	1.86
6	CANARA HSBC	3.79	3.94	3.77	3.59
7	DHFL PRAMERICA	2.41	2.80	4.61	5.37
8	EDELWEISS TOKIO	2.07	2.16	2.09	2.20
9	EXIDE LIFE	1.86	2.35	2.31	2.39
10	FUTURE GENERALI	4.12	4.01	3.89	3.18
11	HDFC STANDARD	2.27	2.19	2.02	1.94
12	ICICI PRUDENTIAL	4.04	3.95	3.83	3.72
13	IDBI FEDERAL	4.80	4.78	5.00	4.72
14	INDIAFIRST	3.83	3.22	3.00	2.47
15	KOTAK MAHINDRA	3.11	3.12	3.16	3.02
16	LIC	1.58	1.58	1.57	1.54
17	MAX LIFE	5.24	5.21	5.30	4.85
18	PNB METLIFE	2.10	2.16	2.23	2.28
19	RELIANCE	4.33	4.80	4.93	4.42
20	SAHARA	6.92	6.88	6.92	6.84
21	SBI LIFE	2.25	2.40	2.47	2.28
22	SHRIRAM LIFE	5.80	6.12	6.35	6.41
23	STAR UNION DAI-ICHI	3.23	2.86	3.30	2.38
24	TATA AIA	3.59	3.72	3.96	4.09

GROSS DIRECT PREMIUM OF NON-LIFE INSURERS (WITHIN & OUTSIDE INDIA)

(₹ Crore)

INSURER	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
BAJAJ ALLIANZ	--	141.96	296.48	476.53	851.62	1272.29	1786.34	2379.92	2619.29	2482.33	2869.96	3286.62	4001.40	4516.45
BHARTI AXA	--	--	--	--	--	--	--	--	28.50	310.82	553.90	884.00	1218.43	1423.16
CHOLAMANDALAM	--	--	14.79	97.05	169.25	220.18	311.73	522.34	685.44	784.85	967.99	1346.54	1620.89	1855.11
FUTURE GENERALI	--	--	--	--	--	--	--	9.81	186.49	376.61	600.16	919.76	1105.39	1262.56
HDFC ERGO	--	--	9.49	112.95	175.63	200.94	194.00	220.60	339.21	915.40	1279.91	1839.46	2453.20	2906.99
ICICI LOMBARD	--	28.13	211.66	486.73	873.86	1582.86	2989.07	3307.12	3402.04	4251.87	5150.14	6133.99	6856.16	6856.16
IFFCO TOKIO	5.83	70.51	213.33	322.24	496.64	892.72	1144.47	1128.15	1374.06	1457.84	1783.18	1975.24	2565.03	2930.92
L&T	--	--	--	--	--	--	--	--	--	--	17.24	143.40	182.07	253.78
LIBERTY	--	--	--	--	--	--	--	--	--	--	--	0.00	2.19	129.82
VIDEOCON	--	--	--	--	--	--	--	--	--	--	--	0.00	--	--
MAGMA HDI	--	--	--	--	--	--	--	--	--	1.32	4.90	14.79	21.30	23.24
RAHEJA QBE	--	77.46	185.68	161.06	161.68	162.33	912.23	1946.42	1914.88	1979.65	1655.43	1712.55	2010.01	2388.82
RELIANCE	1.07	71.13	184.44	257.76	330.70	458.64	598.20	694.41	803.36	913.11	1143.99	1479.79	1560.00	1437.04
ROYAL SUNDARAM	0.24	71.13	184.44	257.76	330.70	458.64	598.20	694.41	803.36	913.11	1143.99	1479.79	1560.00	1437.04
SBI	--	--	--	--	--	--	--	--	--	--	43.02	250.14	770.85	1187.57
SHRIRAM	--	--	--	--	--	--	--	--	113.76	416.93	780.89	1266.44	1541.38	1510.59
TATA AIG	--	78.46	233.93	343.52	448.24	572.70	710.55	782.64	823.92	853.80	1173.09	1641.57	2135.08	2362.71
UNIVERSAL SOMPO	--	--	--	--	--	--	--	0.48	30.14	189.28	299.10	404.58	534.35	540.45
PRIVATE SECTOR	7.14	467.65	1349.80	2257.83	3507.62	5362.66	8646.57	10991.89	12321.09	13977.00	17424.63	22315.03	27950.70	32010.30
Growth %	(6453.98)	2439.41	2869.87	3399.97	(55.35)	(52.89)	(61.24)	(27.12)	(12.09)	(13.44)	(24.67)	(28.07)	(25.26)	(14.52)
NATIONAL	2227.73	2439.41	2869.87	3399.97	3810.65	3536.34	3827.12	4021.97	4295.85	4645.99	6245.17	7815.69	9194.61	10260.98
NEW INDIA	3493.05	4198.06	4812.79	4921.47	5103.16	5675.54	5936.78	6151.97	6455.79	7099.14	8225.51	10073.88	11873.49	13727.61
ORIENTAL	2247.10	2498.64	2868.15	2899.74	3090.55	3609.77	4020.78	3900.22	4077.89	4854.67	5569.88	6194.60	6737.66	7282.54
UNITED	2524.00	2781.48	2969.63	3063.47	2944.46	3154.78	3498.77	3739.56	4277.77	5239.05	6376.66	8179.29	9266.04	9708.93
PUBLIC SECTOR	10491.88	11917.59	13520.44	14284.65	14948.82	15976.44	17283.45	17813.71	19107.31	21838.85	26417.21	32263.46	37071.80	40980.06
Growth %	(13.59)	12385.24	14870.25	(5.65)	(4.65)	(6.87)	(8.18)	(3.07)	(7.26)	(14.30)	(20.96)	(22.13)	(14.90)	(10.54)
TOTAL	10499.02	12385.24	14870.25	16542.49	18456.45	21339.10	25930.02	28805.60	31428.40	35815.85	43841.84	54578.49	65022.50	72990.36
AIC	--	--	--	369.21	549.72	555.83	564.67	835.11	833.44	1520.40	1950.05	2576.85	3297.42	3395.01
ECCG	--	338.52	374.78	445.48	515.55	577.33	617.66	668.37	744.68	813.00	885.47	1004.83	1157.25	1303.73
APOLLO MUNICH	--	--	--	--	--	--	--	2.97	48.14	114.66	282.69	475.64	619.99	692.47
CIGNA TTK	--	--	--	--	--	--	--	--	--	--	--	--	--	0.34
MAX BUPA	--	--	--	--	--	--	--	--	--	0.13	25.53	99.08	207.22	308.85
RELIGARE HEALTH	--	--	--	--	--	--	--	--	--	--	--	--	38.79	152.31
STAR HEALTH	--	--	--	--	--	--	22.51	168.19	509.86	961.65	1227.55	1085.06	860.21	1091.08
GRAND TOTAL	10499.02	12723.76	15245.02	17357.18	19521.71	22472.27	27134.86	30480.23	33564.52	39225.68	48213.12	59819.96	71203.38	79934.14

-- represents business not started.

STATEMENT 12
SEGMENT WISE GROSS DIRECT PREMIUM INCOME OF NON-LIFE INSURERS (WITHIN INDIA)
 (₹ Lakh)

Insurer/ Segments	Fire		Marine		Motor		Health		Others		TOTAL	
	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13	2013-14	2012-13
	BAJAJ ALLIANZ	38833	35613	12210	9727	269985	239923	74380	59505	56237	55373	451645
BHARTI AXA	8051	5214	3352	2,116	105227	86,638	16445	19,812	9241	8063	142316	121843
CHOLAMANDALAM	10990	9354	6494	5098	124971	106646	19404	28130	23653	12861	185511	162089
FUTURE GENERALI	11738	10634	5117	5451	70635	61911	18255	20227	20510	12315	126256	110539
HDFC ERGO	32073	29911	8745	7678	100406	80344	61682	52150	87792	75237	290699	245320
ICICI LOMBARD	48702	38034	25176	22919	321380	270576	148381	159311	141978	122558	685616	613399
IFFCO TOKIO	21343	17317	11741	10175	176173	158472	28536	21072	55300	49468	293092	256503
L&T	3375	2411	833	762	13753	9,663	4575	2,623	2842	2747	25378	18207
LIBERTY VIDEOCON	947	18	112		9701		419		1803	201	12982	219
MAGMA HDI	1557	771	594		38849	8,726	0		1493		42493	9497
RAHEJA QBE	46	87	1	4	65	42	2	2	2211	1995	2324	2130
RELIANCE	17796	16842	4044	2847	144465	129168	49798	29553	22780	22591	238882	201001
ROYAL SUNDARAM	6717	9253	3107	2932	102246	110567	21352	21442	10283	11806	143704	156000
SBI	44613	31477	994	729	46533	26,743	2116	674	24501	17461	118757	77085
SHRIRAM	1106	928	94	171	148104	151,734	462		1293	1306	151059	154138
TATA AIG	34156	27458	21925	21066	107485	104418	21442	18187	51264	42378	236271	213508
UNIVERSAL SOMPO	10716	9032	1816	1,495	23175	29,072	8669	5,563	9668	8273	54045	53435
PRIVATE TOTAL	292760	244355	106356	93170	1803151	1574642	475916	438252	522848	444634	3201030	2795052
NATIONAL	87816	84617	33350	35196	483897	429358	303052	256126	114173	111277	1022288	916573
NEW INDIA	141177	133268	71146	66993	460461	379620	331577	275395	149644	148520	1154006	1003795
ORIENTAL	98447	91575	45856	47405	263863	240373	189776	163414	114843	112473	712784	655240
UNITED	118974	112076	58728	60151	370985	338987	265994	264281	156213	151109	970893	926604
PUBLIC TOTAL	446413	421536	209080	209744	1579206	1388338	1090399	959215	534873	523378	3859971	3502212
GRAND TOTAL	739173	665891	315436	302915	3382357	2962980	1566316	1397467	1057720	968012	7061002	6297264

* Other than Standalone Health Insurers and Specialised Insurers.

**HEALTH INSURANCE (EXCLUDING TRAVEL - DOMESTIC/OVERSEAS AND PERSONAL ACCIDENT)
GROSS PREMIUM AND NUMBER OF PERSONS COVERED (2013-14)**

(No. of persons in '000) (Premium in ₹ Lakh)

Insurer	Government Sponsored Schemes including RSBY		Group Insurance Schemes excluding Govt Sponsored Schemes		Family/Floater Insurance excluding Individual Policies		Individual Insurance excluding Family / Floater Policies		TOTAL						
	No. of policies	No. of Persons Covered	Premium	No. of policies	No. of Persons Covered	Premium	No. of policies	No. of Persons Covered	Premium	No. of Persons Covered					
BAJAJ ALLIANZ				1836	1121	40361.58	395077	1101	24258.22	12791	18	1355.66	409704	2240	65975.47
BHARTI AXA				2641	653	18491.02	17995	28	914.71	39692	56	1337.39	20636	681	19405.73
CHOLA MS	3	1562	8586.19	5483	665	7681.00	46870	119	1799.31	13577	22	678.73	92048	2402	19403.89
FUTURE GENERALI	1	81	9.43	746	376	10628.15	11906	40	804.19	269967	228	21864.49	26230	518	12120.50
HDFC ERGO	17	1368	2995.09	906	1609	24971.94	146116	348	8776.60	48918	502	43153.22	417006	3552	58608.12
ICICI LOMBARD	49	12218	20866.17	3404	2635	74503.09	109309	295	14127.88	57650	85	2202.44	601680	15650	152650.35
IFFCO TOKIO	116	9887	11007.23	802	833	12809.61	35798	128	2199.74	11904	17	863.16	94356	10933	28219.02
L&T	7	1776	1376.14	102	106	1504.34	9047	26	831.58				21060	1924	4575.22
LIBERTY VIDEOCON				61	44	419.22							61	44	419.22
MAGMA HDI	0	0	0.00												
RAHEJA QBE	0	0	0.00												
RELIANCE	70	11194	2525.58	712	505	14681.71	59141	174	4441.54	37537	53	1702.93	97460	11927	43351.76
ROYAL SUNDARAM	0	1260	4153.72	478	356	2877.29	66205	186	4309.41	230174	365	10013.19	296857	2167	21353.61
SBI GENERAL	0	0	0.00	385	109	712.67	9603	25	523.53				44331	146	2116.13
SHRIRAM GENERAL	0	0	0.00												
TATA AIG	15	1905	4791.98	3970	93	1230.67	46638	155	2974.74	61582	75	2310.12	112205	2228	11307.50
UNIVERSAL SOMPO	0	0	0.00	2106	447	4843.98	102244	580	3477.50	32694	35	347.70	137044	1061	8669.18
PRIVATE TOTAL	278	41251	76311.53	23632	9551	215716.26	1055939	3205	69438.96	1290895	1467	86710.94	2370744	55474	448177.68
NATIONAL	31655	55264	62987.58	9711	770	132558.68	177729	489	14259.42	1388616	4332	91164.22	1607711	60855	300969.89
NEW INDIA	26	6786	10385.39	5665	6427	172471.89	95981	336	9257.46	1491673	4908	138029.54	1593345	18457	330144.28
ORIENTAL	58	1579	17225.88	4457	4358	90187.34	576597	1614	45181.77	626030	1096	35004.01	1207142	8647	187699.00
UNITED INDIA	24	43004	35483.00	137008	10598	153313.00	328128	886	20515.00	747216	2890	56048.00	1212376	57378	265359.00
PUBLIC TOTAL	31763	106633	126081.84	156841	22152	548530.91	1178435	3325	89213.65	4253535	13226	320245.77	5620574	145336	1084072.17
APOLLO MUNICH	15	156	777.07	603	662	19511.11	206616	686	29124.07	222061	375	16408.40	429295	1878	65820.65
CIGNA TTK	0	0	0.00				224	665	20.80	325	343	12.74	549	1008	33.54
MAX BUPA	3	1046	789.13	1022	264	5445.49	130794	387	19539.32	72790	73	4979.34	204609	1769	30753.28
RELIGARE	8	1725	445.34	579	581	7901.45	35936	115	3908.54	31720	43	2748.41	68243	2463	15003.75
STAR HEALTH	20	4477	3787.82	5302	455	8640.18	803843	2713	62642.04	522921	657	30522.91	1332086	8302	105592.95
SPECIALISED HEALTH INSURERS TOTAL	46	7403	5799.35	7506	1962	41498.24	1177413	4565	115234.77	849817	1490	54671.81	2034782	15421	217204.17
GRAND TOTAL	32087	155287	208192.73	187979	33665	805745.41	3411787	11096	273887.38	6394247	16183	461628.51	10026100	216231	1749454.02

STATEMENT 14
INCURRED CLAIMS RATIO-PUBLIC SECTOR NON-LIFE INSURERS 2013-14

Insurer	Net Earned Premium (₹ Lakh)					Claims Incurred (Net) (₹ Lakh)					Incurred Claims Ratio (%)							
	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total
NATIONAL	72123	19129	421861	259216	95937	868267	52786	13805	292574	270331	75365	704861	73.19	72.17	69.35	104.29	78.56	81.18
NEW INDIA	178463	46102	458705	284120	152298	1119687	153006	21432	398286	275179	90192	938095	85.74	46.49	86.83	96.85	59.22	83.78
ORIENTAL	66044	28550	235179	162988	102636	595397	55525	16660	185417	187804	65696	511102	84.07	58.35	78.84	115.23	64.01	85.84
UNITED	80887	30002	323050	207502	118890	760330	58243	21502	238918	237098	71978	627738	72.01	71.67	73.96	114.26	60.54	82.56
TOTAL	397516	123783	1438794	913827	469761	3343681	319560	73399	1115196	970412	303230	2781796	80.39	59.30	77.51	106.19	64.55	83.20

INCURRED CLAIMS RATIO-PUBLIC SECTOR NON-LIFE INSURERS 2012-13

Insurer	Net Earned Premium (₹ Lakh)					Claims Incurred (Net) (₹ Lakh)					Incurred Claims Ratio (%)							
	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total
NATIONAL	63562	20946	362092	209311	90937	746848	36028	10894	324762	221024	46345	639053	56.68	52.01	89.69	105.60	50.96	85.57
NEW INDIA	157875	39037	375553	231762	140837	945064	126651	19457	364899	240769	62531	814307	80.22	49.84	97.16	103.89	44.40	86.16
ORIENTAL	59486	26915	213625	140179	98507	538711	35756	17579	200318	146423	39210	439285	60.11	65.31	93.77	104.45	39.80	81.54
UNITED	73477	28488	289119	216840	117170	725094	55151	21748	261787	215489	59316	613492	75.06	76.34	90.55	99.38	50.62	84.61
TOTAL	354400	115386	1240389	798091	447451	2955717	253586	69679	1151765	823705	207402	2506137	71.55	60.39	92.86	103.21	46.35	84.79

INCURRED CLAIMS RATIO - PRIVATE SECTOR NON-LIFE INSURERS 2013-14

Insurer	Net Earned Premium (₹ Lakh)					Claims Incurred (Net) (₹ Lakh)					Incurred Claims Ratio (Per cent)							
	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total
BAJAJ ALLIANZ	14465	7989	235627	65513	25712	349306	4506	2991	178150	56733	10148	252528	31	37	76	87	39	72
BHARTI AXA	1208	716	87220	16453	3692	109290	1658	437	68570	14201	2368	87233	137	61	79	86	64	80
CHOLAMANDALAM	4097	2011	108009	21002	8018	143136	2794	1152	93136	12960	3698	113740	68	57	86	62	46	79
FUTURE GENERALI	3046	2124	61511	14401	7809	88892	2020	1846	48346	12218	3954	68385	66	87	79	85	51	77
HDFC ERGO	5282	5228	75412	40606	31966	158493	1521	5957	69111	37725	13188	127502	29	114	92	93	41	80
ICICI LOMBARD	15349	15661	229495	114832	59954	435291	10273	15263	180051	106816	49487	361891	67	97	78	93	83	83
IFFCO TOKIO	3723	4292	152015	19741	15539	195310	2780	4013	112713	17209	11458	148173	75	94	74	87	74	76
L&T	665	433	10903	4404	1398	17803	689	232	9515	3992	821	15250	104	54	87	91	59	86
LIBERTY VIDEOCON	164	(10)	3580	41	303	4077	79	15	3814	36	393	4337	48	(155)	107	88	130	106
MAGMA HDI	12	(45)	22794	0	57	22819	22	5	19092	0	246	19364	175	(11)	84	0	435	85
RAHEJA QBE	46	3	46	2	1751	1847	25	(1)	143	1	978	1146	54	(34)	313	96	56	62
RELIANCE	4109	1931	125828	37663	4444	173976	3655	1798	114829	36827	3254	160362	89	93	91	98	73	92
ROYAL SUNDARAM	1678	958	102310	20603	6024	131572	777	732	85192	11761	1957	100419	46	76	83	57	32	76
SBI	11148	414	36421	912	14177	63073	5582	278	30567	443	16619	53488	50	67	84	49	117	85
SHRIRAM	489	18	141306	143	607	142563	367	16	127711	129	779	129000	75	88	90	90	128	90
TATA AIG	2682	21856	99882	17906	24953	167278	1673	10433	74646	15449	11849	114049	62	48	75	86	47	68
UNIVERSAL SOMPO	4485	426	24195	6481	5608	41194	1864	432	18821	7060	2367	30543	42	101	78	109	42	74
TOTAL	72647	64005	1516555	380699	212013	2245920	40284	45599	1234406	333561	133562	1787411	55	71	81	88	63	80

Note: Figures in brackets indicates negative amounts.

Contd.... STATEMENT 15

INCURRED CLAIMS RATIO - PRIVATE SECTOR NON-LIFE INSURERS 2012-13

Insurer	Net Earned Premium (₹ Lakh)					Claims Incurred (Net) (₹ Lakh)					Incurred Claims Ratio (Per cent)							
	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total	Fire	Marine	Motor	Health	Others	Total
BAJAJ ALLIANZ	13350	6080	200610	47264	25129	292433	3329	3092	158925	35520	10949	211814	25	51	79	75	44	72
BHARTI AXA	880	554	67207	18098	1899	88638	283	264	58623	16521	1026	76719	32	48	87	91	54	87
CHOLAMANDALAM	3721	1538	81957	23740	5787	116743	999	833	69529	16286	2390	90037	27	54	85	69	41	77
FUTURE GENERALI	2050	1692	51536	13057	5576	73910	2075	1364	42695	10525	2503	59161	101	81	83	81	45	80
HDFC ERGO	3807	2470	69539	24407	24034	124257	1273	2681	63135	15706	12310	95105	33	109	91	64	51	77
ICICI LOMBARD	13854	8823	214186	111654	52408	400925	9686	7441	190235	94710	35989	338062	70	84	89	85	69	84
IFFCO TOKIO	5169	3839	122018	16560	14822	162408	4391	4381	92815	14344	8612	124545	85	114	76	87	58	77
L&T	393	387	8295	1699	1188	11962	366	242	8337	1856	1029	11831	93	62	101	109	87	99
LIBERTY VIDEOCON	(25)	0	(8)	0	(13)	(46)	1	0	15	0	0	16	(4)	0	(185)	0	0	(34)
MAGMA HDI	(6)	(7)	1467	0	(27)	1427	1	0	1253	0	0	1255	(25)	0	85	0	(0)	88
RAHEJA QBE	51	7	100	0	1285	1444	31	(4)	159	0	720	908	61	(54)	159	74	56	63
RELIANCE	3557	869	103927	23915	3714	135982	2072	1102	97738	22476	2691	126079	58	127	94	94	72	93
ROYAL SUNDARAM	1400	1111	98653	17583	5316	124063	560	558	80414	8649	2262	92442	40	50	82	49	43	75
SBI	5021	156	12825	449	3961	22413	3300	123	10220	519	3757	17919	66	79	80	116	95	80
SHRIRAM	371	40	100093	106	324	100934	369	36	88345	95	272	89117	99	88	88	90	84	88
TATA AIG	1885	16424	86425	11471	22567	138774	1276	11424	67082	7736	9340	96858	68	70	78	67	41	70
UNIVERSAL SOMPO	3651	230	21629	3938	4683	34131	1005	453	17369	3611	1920	24358	28	198	80	92	41	71
TOTAL	59130	44214	1240460	313941	172654	1830399	31017	33991	1046890	248557	95770	1456224	52	77	84	79	55	80

Note: Figures in brackets indicates negative amounts.

ASSETS UNDER MANAGEMENT OF NON-LIFE INSURERS

(₹ Crore)

Insurer	Central Government Securities		State Government & Other Approved Securities		Housing & Loans to State Government for Housing and FFE*		Infrastructure Investments		Approved Investments		Other Investments		Total Investments	
	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013	31.3.2014	31.3.2013
	BAJAJ ALLIANZ	2065.60	1481.72	544.65	497.10	671.07	461.26	1786.01	1434.25	1536.44	1683.79	37.46	57.08	6641.21
BHARTIAXA	513.14	412.66	101.86	55.59	151.08	107.05	262.69	173.42	928.73	708.87	12.95	26.50	1970.45	1484.09
CHOLAMANDALAM MS	481.09	358.63	276.69	200.89	285.58	189.97	359.20	209.08	866.21	632.51	60.02	135.06	2328.78	1726.15
FUTURE GENERALI	377.06	308.49	221.84	160.77	98.82	91.17	395.23	309.15	400.20	422.20	0.34	3.37	1493.49	1295.15
HDFC ERGO	845.90	739.63	187.30	136.85	243.73	175.11	839.22	461.82	991.37	1161.10	34.86	21.71	3142.38	2696.22
ICICI LOMBARD	3137.86	3084.06	180.10	180.25	875.34	487.04	2479.22	1164.40	2409.26	2645.18	121.66	185.71	9203.44	7746.64
IFFCO TOKIO	793.66	698.04	357.57	357.29	386.40	326.40	555.43	454.76	1483.00	1280.93	0.00	0.00	3576.06	3117.42
L&T	86.51	82.14	15.15	10.01	28.99	18.94	48.10	43.38	118.43	84.83	11.52	16.05	308.71	255.35
LIBERTY VIDEOCON	108.80	127.72	0.00	0.00	29.84	25.10	74.74	45.08	66.98	82.93	0.00	0.00	280.37	280.83
MAGMA HDI	193.85	89.68	9.59	0.00	50.10	40.21	70.43	35.50	222.94	107.51	0.00	0.00	546.91	272.90
RAHEJA QBE	78.31	68.83	0.00	0.00	20.25	24.98	30.11	25.08	106.10	98.20	0.00	0.00	234.78	217.08
RELIANCE	1223.70	804.57	154.54	200.55	371.97	273.47	593.69	477.09	1479.29	1440.97	18.83	61.15	3842.02	3257.80
ROYAL SUNDARAM	641.28	573.43	69.98	89.96	300.05	319.66	775.52	640.79	437.38	456.05	0.00	0.11	2224.21	2080.00
SBI GENERAL	334.46	170.34	167.59	93.29	148.16	129.17	261.38	190.83	742.96	424.44	0.00	0.00	1654.54	1008.07
SHRIRAM	987.01	525.62	327.55	242.49	404.07	275.68	931.08	640.52	460.05	246.11	0.00	1770.12	3109.77	3700.54
TATA AIG	1166.85	1177.35	0.00	4.99	413.39	430.14	1048.14	577.12	168.25	245.61	0.00	0.00	2796.63	2435.21
UNIVERSAL SOMPO	293.50	237.47	38.94	38.9272	120.82	86.28	151.63	124.80	284.73	288.69	0.00	1.01	889.62	777.18
PRIVATE TOTAL	13328.57	10940.36	2653.35	2268.95	4599.66	3461.62	10661.81	7007.09	12702.32	12009.93	297.65	2277.87	44243.37	37965.81
NATIONAL	3602.63	2782.23	2690.91	2342.65	997.05	883.71	2494.55	2486.97	5051.34	4436.55	149.60	174.07	14986.08	13106.18
NEW INDIA	5436.57	4861.68	2177.43	2108.15	1890.34	1431.01	2674.84	2310.56	8589.47	6837.01	242.55	334.14	21011.20	17882.55
ORIENTAL	2714.69	2740.56	1425.32	1378.89	948.79	806.42	1765.49	1591.16	4375.36	3720.05	287.58	347.71	11517.22	10584.80
UNITED INDIA	3956.35	3441.85	1754.22	1574.49	1713.16	1587.73	3343.25	2508.39	6223.33	5826.48	588.81	999.50	17579.12	15938.45
PUBLIC TOTAL	15710.24	13826.32	8047.88	7404.19	5549.34	4708.86	10278.13	8897.08	24239.50	20820.10	1268.54	1855.43	65093.62	57511.98
APOLLO MUNICH	151.01	108.72	49.08	54.52	82.05	52.16	71.36	56.64	273.20	266.72	26.50	0.00	653.20	538.75
CIGNA TTK	53.33	0.00	0.00	0.00	5.01	0.00	10.06	0.00	25.08	0.00	0.00	0.00	93.48	0.00
MAX BUPA	130.66	68.97	0.00	14.93	19.97	15.03	49.84	39.95	129.11	101.49	7.29	19.39	336.87	259.76
RELIGARE HEALTH	57.00	43.34	13.20	11.54	17.00	12.01	42.40	42.40	53.00	52.01	5.00	0.00	187.60	161.29
STAR HEALTH	183.61	153.03	0.00	0.00	63.01	50.03	90.01	69.97	173.55	149.29	0.00	0.00	510.18	422.32
STANDALONE HEALTH PRIVATE (TOTAL)	575.61	374.05	62.28	80.99	187.04	129.22	263.67	208.96	653.94	569.51	38.79	19.39	1781.32	1382.12
GIC (Reinsurer)	6262.89	5517.01	3562.69	3232.38	2406.35	1975.12	3340.25	2884.20	11668.03	10794.14	1450.91	1729.19	28691.12	26132.04
NON-LIFE TOTAL	35877.31	30657.75	14326.20	12986.50	12742.38	10274.82	24543.86	18997.33	49263.79	44193.68	3055.88	5881.88	139809.42	122991.95
AIC	933.92	867.17	445.82	421.20	373.14	393.29	521.22	498.79	1634.25	1803.39	120.22	10.26	4028.57	3994.10
ECGC	1261.69	1064.04	875.03	788.15	601.80	457.79	784.88	719.32	2146.56	1994.92	28.10	9.68	5698.06	5033.90
SPECIALISED INSURERS (TOTAL)	2195.61	1931.21	1320.85	1209.35	974.94	851.08	1306.10	1218.11	3780.81	3798.31	148.32	19.94	9726.63	9028.00

* FFE: Fire Fighting Equipments.

EQUITY SHARE CAPITAL OF NON-LIFE INSURERS

(₹ Crore)

Insurer	As on 31 st March, 2013	Infusion During the year	As on 31 st March, 2014	Foreign Promoter	Indian Promoter	FDI (%)
BAJAJ ALLIANZ	110.23	0.00	110.23	28.66	81.57	26.00%
BHARTI AXA	845.49	131.06	976.55	217.01	759.54	22.22%
CHOLAMANDALAM MS	291.99	6.82	298.81	77.69	221.12	26.00%
FUTURE GENERALI	710.00	0.00	710.00	181.05	528.95	25.50%
HDFC ERGO	528.55	0.73	529.28	137.23	392.06	25.93%
ICICI LOMBARD	437.00	8.06	445.06	114.50	330.56	25.73%
IFFCO TOKIO	269.32	0.00	269.32	70.02	199.30	26.00%
L&T	415.00	80.00	495.00	0.00	495.00	
LIBERTY VIDEOCON	359.35	0.00	359.35	79.40	279.95	22.10%
MAGMA HDI	100.00	0.00	100.00	25.50	74.50	25.50%
RAHEJA QBE	207.00	0.00	207.00	53.82	153.18	26.00%
RELIANCE	122.77	0.01	122.78	0.00	122.78	
ROYAL SUNDARAM	315.00	0.00	315.00	81.90	233.10	26.00%
SBI	150.00	25.00	175.00	45.50	129.50	26.00%
SHRIRAM	258.00	0.00	258.00	0.00	258.00	
TATA AIG	505.00	0.00	505.00	131.30	373.70	26.00%
UNIVERSAL SOMPO	350.00	0.00	350.00	91.00	259.00	26.00%
PRIVATE TOTAL	5974.70	251.67	6226.37	1334.58	4891.79	21.43%
NATIONAL	100.00	0.00	100.00	0.00	100.00	
NEW INDIA	200.00	0.00	200.00	0.00	200.00	
ORIENTAL	150.00	0.00	150.00	0.00	150.00	
UNITED INDIA	150.00	0.00	150.00	0.00	150.00	
PUBLIC TOTAL	600.00	0.00	600.00	0.00	600.00	
TOTAL (NON-LIFE)	6574.70	251.67	6826.37	1334.58	5491.79	19.55%
STANDALONE HEALTH PRIVATE						
APOLLO MUNICH	308.98	22.00	330.98	84.54	246.44	25.54%
MAX BUPA	504.00	165.00	669.00	173.94	495.06	26.00%
RELIGARE HEALTH	175.00	75.00	250.00	0.00	250.00	
STAR HEALTH	326.95	6.91	333.86	85.79	248.07	25.70%
CIGNA TTK HEALTH	10.05	89.95	100.00	26.00	74.00	26.00%
SPECIALISED INSURERS						
AIC	200.00	0.00	200.00	0.00	200.00	
ECGC	1000.00	100.00	1100.00	0.00	1100.00	
REINSURER						
GIC	430.00	0.00	430.00	0.00	430.00	
GRAND TOTAL (NON-LIFE)	9519.63	620.58	10140.21	1678.86	8461.36	16.56%

‘-’ Not Applicable.

SOLVENCY RATIO OF NON-LIFE INSURERS

Insurer	March 2013	June 2013	September 2013	December 2013	March 2014
PRIVATE INSURERS					
BAJAJ ALLIANZ	1.79	1.86	1.94	2.01	1.96
BHARTI AXA	1.36	1.62	1.58	1.62	1.56
CHOLAMANDALAM MS	1.42	1.42	1.45	1.39	1.62
FUTURE GENERALI	1.78	1.95	1.90	1.82	1.62
HDFC ERGO	1.61	1.53	1.53	1.64	1.60
ICICI LOMBARD	1.55	1.55	1.58	1.54	1.72
IFFCO TOKIO	1.43	1.47	1.56	1.61	1.67
L&T	2.26	1.60	1.56	1.34	1.57
LIBERTY VIDEOCON	6.27	5.98	5.57	5.01	4.22
MAGMA HDI	11.44	3.59	3.34	2.49	1.97
RAHEJA QBE	3.96	3.98	3.92	3.95	4.07
RELIANCE	1.62	1.42	1.45	1.43	1.51
ROYAL SUNDARAM	1.44	1.43	1.46	1.46	1.61
SBI	3.20	2.11	3.40	2.90	2.51
SHRIRAM	1.57	1.52	1.44	1.49	1.51
TATA AIG	1.61	1.58	1.60	1.64	1.59
UNIVERSAL SOMPO	2.38	2.08	2.00	1.93	1.91
PUBLIC INSURERS					
NATIONAL	1.50	1.59	1.72	1.57	1.50
NEW INDIA	2.50	2.52	2.42	2.48	2.61
ORIENTAL	1.51	1.60	1.60	1.59	1.64
UNITED INDIA	2.52	2.44	2.43	2.54	2.54
STANDALONE HEALTH					
APOLLO MUNICH	1.77	1.74	1.92	1.81	1.84
CIGNA TTK HEALTH	-	0.00	0.00	2.21	1.69
MAX BUPA	2.12	2.04	2.01	2.34	2.13
RELIGARE HEALTH	2.45	2.04	2.26	2.30	2.10
STAR HEALTH	1.91	1.67	1.52	1.55	1.50
SPECIALISED INSURERS					
AIC	2.47	2.36	2.12	1.99	2.60
ECGC	9.64	11.51	12.09	5.82	11.02
REINSURER					
GIC	2.39	2.61	2.28	1.79	2.73

STATUS OF GRIEVANCES - LIFE INSURERS

Insurer	2013-14					Duration wise analysis of pending complaints		
	Opening Balance	Reported during the year	Resolved during the year	% Resolved during the year	Pending at the end of the year	Less than 15 days	Between 15 & 30 days	More than 30 days
AEGON RELIGARE	25	6826	6775	98.89	76	39	8	29
AVIVA	0	6606	6606	100.00	0	0	0	0
BAJAJ ALLIANZ	4	52314	52308	99.98	10	8	0	2
BHARTI AXA	53	7365	7402	99.78	16	2	0	14
BIRLA SUN LIFE	132	30825	30917	99.87	40	16	2	22
CANARA HSBC	2	4351	4353	100.00	0	0	0	0
DLF PRAMERICA	33	1392	1383	97.05	42	16	4	22
EDELWEISS TOKIO	1	232	233	100.00	0	0	0	0
EXIDE LIFE	13	6459	6459	99.80	13	9	3	1
FUTURE GENERALI	57	11676	11632	99.14	101	8	5	88
HDFC LIFE	146	52402	51882	98.73	666	192	57	417
ICICI PRUDENTIAL	13	19697	19677	99.83	33	7	2	24
IDBI FEDERAL	3	864	865	99.77	2	1	0	1
INDIAFIRST	8	1500	1461	96.88	47	11	10	26
KOTAK MAHINDRA	12	6165	6169	99.87	8	6	1	1
MAX LIFE	6	19389	19395	100.00	0	0	0	0
PNB MET LIFE	7	4362	4365	99.91	4	0	1	3
RELIANCE	134	30659	30748	99.85	45	20	16	9
SAHARA	1	24	25	100.00	0	0	0	0
SBI LIFE	11	16061	16067	99.97	5	4	1	0
SHRIRAM	0	287	279	97.21	8	4	0	4
STAR UNION DAI-ICHI	4	1319	1314	99.32	9	4	0	5
TATA AIA	15	8561	8521	99.36	55	11	6	38
LIC	544	85284	85828	100.00	0	0	0	0
TOTAL	1224	374620	374664	99.69	1180	358	116	706

STATUS OF GRIEVANCES - NON LIFE INSURERS

Insurer	2013-14					Duration wise analysis of pending complaints		
	Opeing Balance	Reported during the year	Resolved during the year	% Resolved during the year	Pending at the end of the year	Less than 15 days	Between 15 % 30 days	More than 30 days
BAJAJ ALLIANZ	2	6361	6358	99.92	5	2	1	2
BHARATI AXA	0	5356	5356	100.00	0	0	0	0
CHOLAMANDALAM	5	2847	2842	99.65	10	5	2	3
FUTURE GENERALI	0	4229	4229	100.00	0	0	0	0
HDFC ERGO	1	1173	1172	99.83	2	0	1	1
ICICI LOMBARD	25	6854	6855	99.65	24	13	2	9
IFFCO TOKIO	4	3373	3368	99.73	9	5	2	2
L&T	1	148	148	99.33	1	1	0	0
LIBERTY VIDEOCON	0	88	88	100.00	0	0	0	0
MAGMA HDI	0	43	43	100.00	0	0	0	0
RAHEJA QBE	0	0	0	0.00	0	0	0	0
RELIANCE	60	2598	2618	98.50	40	8	1	31
ROYAL SUNDARAM	4	2915	2917	99.93	2	2	0	0
SBI GENERAL	10	881	849	95.29	42	14	9	19
SHRIRAM	2	210	212	100.00	0	0	0	0
TATA AIG	1	4947	4948	100.00	0	0	0	0
UNIVERSAL SOMPO	1	519	520	100.00	0	0	0	0
PRIVATE TOTAL	116	42542	42523	99.68	135	50	18	67
NATIONAL	370	4954	5068	95.19	256	63	25	168
NEW INDIA	102	3610	3613	97.33	99	37	11	51
ORIENTAL	281	2789	3004	97.85	66	10	5	51
UNITED INDIA	342	6197	6321	96.67	218	44	19	155
PUBLIC TOTAL	1095	17550	18006	96.57	639	154	60	425
STANDALONE HEALTH INSURERS								
APOLLO MUNICH	2	1761	1760	99.83	3	2	1	0
MAX BUPA	7	613	618	99.68	2	1	0	1
RELIGARE HEALTH	1	184	185	100.00	0	0	0	0
STAR HEALTH	2	577	567	97.93	12	3	4	5
SPECIALISED INSURERS								
AIC	0	0	0	0	0	0	0	0
ECGC	12	108	77	64.17	43	1	5	37
GRAND TOTAL	1235	63335	63736	98.71	834	211	88	535

ANNEX

INSURANCE COMPANIES OPERATING IN INDIA
LIFE INSURERS*

Public Sector	Private Sector
1 Life Insurance Corporation of India	1 Aegon Religare Life Insurance Co. Ltd.
	2 Aviva Life Insurance Co. Ltd.
	3 Bajaj Allianz Life Insurance Co. Ltd.
	4 Bharti AXA Life Insurance Co. Ltd.
	5 Birla Sun Life Insurance Co. Ltd.
	6 Canara HSBC OBC Life Insurance Co. Ltd.
	7 DHFL Pramerica Life Insurance Co. Ltd.
	8 Edelweiss Tokio Life Insurance Company Ltd.
	9 Exide Life Insurance Co. Ltd.
	10 Future Generali Life Insurance Co. Ltd.
	11 HDFC Standard Life Insurance Co. Ltd.
	12 ICICI Prudential Life Insurance Co. Ltd.
	13 IDBI Federal Life Insurance Co. Ltd.
	14 IndiaFirst Life Insurance Co. Ltd.
	15 Kotak Mahindra Old Mutual Life Insurance Co. Ltd.
	16 Max Life Insurance Co. Ltd.
	17 PNB MetLife India Insurance Co. Ltd.
	18 Reliance Life Insurance Co. Ltd.
	19 Sahara India Life Insurance Co. Ltd.
	20 SBI Life Insurance Co. Ltd.
	21 Shriram Life Insurance Co. Ltd.
	22 Star Union Dai-ichi Life Insurance Co. Ltd.
	23 TATA AIA Life Insurance Co. Ltd.

* As on 31st March, 2014.

NON-LIFE INSURERS*

Public Sector	Private Sector
1 National Insurance Co. Ltd.	1 Bajaj Allianz General Insurance Co. Ltd.
2 The New India Assurance Co. Ltd.	2 Bharti AXA General Insurance Co. Ltd.
3 Oriental Insurance Co. Ltd.	3 Cholamandalam MS General Insurance Co. Ltd.
4 United India Insurance Co. Ltd.	4 Future Generali India Insurance Co. Ltd.
	5 HDFC ERGO General Insurance Co. Ltd.
	6 ICICI Lombard General Insurance Co. Ltd.
	7 IFFCO Tokio General Insurance Co. Ltd.
	8 L & T General Insurance Co. Ltd.
	9 Liberty Videocon General Insurance Co. Ltd.
	10 Magma HDI General Insurance Co. Ltd.
	11 Raheja QBE General Insurance Co. Ltd.
	12 Reliance General Insurance Co. Ltd.
	13 Royal Sundaram Alliance Insurance Co. Ltd.
	14 SBI General Insurance Co. Ltd.
	15 Shriram General Insurance Co. Ltd.
	16 TATA AIG General Insurance Co. Ltd.
	17 Universal Sompo General Insurance Co. Ltd.
	Standalone Health Insurers
	18 Apollo Munich Health Insurance Co. Ltd.
	19 Cigna TTK Health Insurance Co. Ltd.
	20 Max Bupa Health Insurance Co. Ltd.
	21 Religare Health Insurance Co. Ltd.
	22 Star Health and Allied Insurance Co. Ltd.

RE – INSURER*

General Insurance Corporation of India

* As on 31st March, 2014.

FEE STRUCTURE FOR INSURERS AND VARIOUS INTERMEDIARIES

Sl. No.	Insurer/ Intermediary	Processing Fee	Registration Fee	Renewal Fee	Periodicity of Renewal
1	Insurer (Life / Non Life / Reinsurer)	-	₹ 50,000	1/20 th of 1% of Gross Direct Premium written in India subject to a minimum of ₹50,000 and maximum of ₹5 crore	Every year (by 31 st December)
2	Third Party Administrator	₹20,000	₹30,000	₹15,000	3 years
3	Brokers-Direct	-	₹20,000	₹1,000 as renewal fee + annual fee of 0.50% of remuneration earned in the preceding financial year subject to a minimum of ₹25,000 and maximum of ₹1,00,000.	3 years
	Brokers- Reinsurance	-	₹25,000	₹1,000 as renewal fee + annual fee of 0.50% of remuneration earned in the preceding financial year subject to a minimum of ₹75,000 and maximum of ₹3,00,000	3 years
	Brokers- Composite	-	₹40,000	₹1,000 as renewal fee + annual fee of 0.50% of remuneration earned in the preceding financial year subject to minimum of ₹1,25,000 and Maximum of ₹5,00,000.	3 years
4	Surveyors and Loss Assessors				
	Individual-Category				
	Fellowship	-	₹10,000	₹200 for every category ₹750 penalty within six months of expiry of licence	5 Years
	Associateship	-	₹ 7,500		
	Licentiate	-	₹ 5,000		
	Corporate-Category				
	Fellowship	-	₹25,000	₹200 for every category ₹750 penalty within six months of expiry of licence	5 Years
	Associateship	-	₹20,000		
	Licentiate	-	₹15,000		
5	Corporate Agents	-	₹250 for Corporate Insurance License and ₹500 for the Certificate to the Specified Person	₹250	3 Years
6	Web Aggregators	₹10,000	₹5,000	₹10,000	3 Years
7	Common Service Centre - Special Purpose Vehicles	₹5,000		₹1,000	3 Years
8	Referrals	-	₹10,000		3 Years
9	Amalgamation and transfer of general insurance business	1/10 th of 1% of Gross Direct Premium written direct in India by the transacting entities during the financial year preceding the financial year in which the application is filled with the Authority subject to a minimum of ₹50 lakh and maximum of ₹5 crore	-	-	-

INDIAN ASSURED LIVES MORTALITY (2006-08) ULTIMATE

Age	Mortality rate	Age	Mortality rate	Age	Mortality rate	Age	Mortality rate
0	0.004445	29	0.001034	58	0.009944	87	0.108540
1	0.003897	30	0.001056	59	0.010709	88	0.117866
2	0.002935	31	0.001084	60	0.011534	89	0.127963
3	0.002212	32	0.001119	61	0.012431	90	0.138895
4	0.001670	33	0.001164	62	0.013414	91	0.150727
5	0.001265	34	0.001218	63	0.014497	92	0.163532
6	0.000964	35	0.001282	64	0.015691	93	0.177387
7	0.000744	36	0.001358	65	0.017009	94	0.192374
8	0.000590	37	0.001447	66	0.018462	95	0.208585
9	0.000492	38	0.001549	67	0.020061	96	0.226114
10	0.000440	39	0.001667	68	0.021819	97	0.245067
11	0.000428	40	0.001803	69	0.023746	98	0.265555
12	0.000448	41	0.001959	70	0.025855	99	0.287699
13	0.000491	42	0.002140	71	0.028159	100	0.311628
14	0.000549	43	0.002350	72	0.030673	101	0.337482
15	0.000614	44	0.002593	73	0.033412	102	0.365411
16	0.000680	45	0.002874	74	0.036394	103	0.395577
17	0.000743	46	0.003197	75	0.039637	104	0.428153
18	0.000800	47	0.003567	76	0.043162	105	0.463327
19	0.000848	48	0.003983	77	0.046991	106	0.501298
20	0.000888	49	0.004444	78	0.051149	107	0.542284
21	0.000919	50	0.004946	79	0.055662	108	0.586516
22	0.000943	51	0.005483	80	0.060558	109	0.634244
23	0.000961	52	0.006051	81	0.065870	110	0.685737
24	0.000974	53	0.006643	82	0.071630	111	0.741283
25	0.000984	54	0.007256	83	0.077876	112	0.801191
26	0.000994	55	0.007888	84	0.084645	113	0.865795
27	0.001004	56	0.008543	85	0.091982	114	0.935453
28	0.001017	57	0.009225	86	0.099930	115	0.985796

MORTALITY RATES OF ANNUITANTS IN LIC OF INDIA: LIC A (96-98) ULTIMATE

Age	Mortality Rate	Life Expectation	Age	Mortality Rate	Life Expectation
20	0.000919	57.45	65	0.013889	17.33
21	0.000961	56.50	66	0.015286	16.56
22	0.000999	55.56	67	0.017026	15.81
23	0.001033	54.61	68	0.019109	15.08
24	0.001063	53.67	69	0.021534	14.36
25	0.001090	52.72	70	0.024301	13.67
26	0.001113	51.78	71	0.027410	12.99
27	0.001132	50.84	72	0.030862	12.35
28	0.001147	49.89	73	0.034656	11.72
29	0.001159	48.95	74	0.038793	11.13
30	0.001166	48.01	75	0.043272	10.56
31	0.001170	47.06	76	0.048093	10.01
32	0.001170	46.12	77	0.053257	9.49
33	0.001171	45.17	78	0.058763	9.00
34	0.001201	44.22	79	0.064611	8.53
35	0.001246	43.28	80	0.070802	8.08
36	0.001308	42.33	81	0.077335	7.66
37	0.001387	41.38	82	0.084210	7.26
38	0.001482	40.44	83	0.091428	6.88
39	0.001593	39.50	84	0.098988	6.52
40	0.001721	38.56	85	0.106891	6.19
41	0.001865	37.63	86	0.115136	5.87
42	0.002053	36.70	87	0.123723	5.56
43	0.002247	35.77	88	0.132652	5.28
44	0.002418	34.85	89	0.141924	5.01
45	0.002602	33.93	90	0.151539	4.76
46	0.002832	33.02	91	0.161495	4.52
47	0.003110	32.11	92	0.171794	4.29
48	0.003438	31.21	93	0.182436	4.07
49	0.003816	30.32	94	0.193419	3.87
50	0.004243	29.43	95	0.204746	3.68
51	0.004719	28.56	96	0.216414	3.50
52	0.005386	27.69	97	0.228425	3.33
53	0.006058	26.84	98	0.240778	3.17
54	0.006730	26.00	99	0.253473	3.01
55	0.007401	25.17	100	0.266511	2.86
56	0.008069	24.35	101	0.279892	2.72
57	0.008710	23.55	102	0.293614	2.59
58	0.009397	22.75	103	0.307679	2.46
59	0.010130	21.96	104	0.322087	2.33
60	0.010907	21.18	105	0.336836	2.19
61	0.011721	20.41	106	0.351928	2.05
62	0.011750	19.64	107	0.367363	1.89
63	0.012120	18.87	108	0.383139	1.70
64	0.012833	18.10	109	0.399258	1.45
			110	0.415720	1.08

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
1	Aegon Religare	Aegon Religare iGuarantee Insurance Plan	138N047V01
		Aegon Religare Guarantee Growth plan	138N046V01
		Aegon Religare Easy Protect Insurance Plan	138N045V01
		Aegon Religare Flexi Money Back Advantage Insurance Plan	138N044V02
		Aegon Religare EduCare Advantage Insurance Plan	138N041V02
		Aegon Religare Guaranteed Income Advantage Insurance Plan	138N040V02
		Aegon Religare Term Plan	138N039V02
		Aegon Religare iHealth Plan	138N038V02
		AEGON Religare Group Credit Life Plan	138N017V02
		AEGON RELIGARE iTerm Plan	138N016V03
		AEGON RELIGARE Group Term Plan	138N009V02
		Aegon Religare Group Leave Encashment Plan	138L037V02
		Aegon Religare Group Gratuity Plan	138L033V02
		Aegon Religare Rising Star Plan	138L026V02
		Aegon Religare Future Protect Plus Plan	138L024V02
		Aegon Religare Future Protect Plan	138L023V02
		AEGON RELIGARE ADDD rider	138C002V02
		AEGON RELIGARE CI Rider	138C001V02
		Aegon Religare TPD Rider	138B010V02
		Aegon Religare Women Care Rider	138B009V02
		Aegon Religare Health CI Rider	138B008V02
Aegon Religare Waiver of Premium on Critical Illness Rider	138B007V02		
Aegon Religare Accidental Death Rider	138B006V02		
Aegon Religare Women Critical Illness Rider	138B005V02		
2	Aviva Life	Aviva Sampoorna Suraksha	122N107V01
		Aviva Dhan Nirman	122N105V01
		Aviva i-Life Secure	122N104V01
		Aviva New Family Income Builder	122N103V01
		Aviva New Traditional Employee Benefit Plan	122N102V01
		Aviva Next Savings Pension Plan	122N101V01
		Aviva Wealth Builder	122N100V02
		Aviva i-Shield	122N099V02
		Aviva Dhan Samruddhi	122N097V02
		Aviva Health Secure	122N095V02
		Aviva I Life	122N093V02
		Aviva Young Scholar Secure	122N092V02
		Aviva Life Shield Platinum	122N089V02
		Aviva Life Shield Advantage	122N081V02

*Unique Identification Number.

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		Aviva Group Life Protect	122N080V02
		Aviva Corporate Life Plus	122N067V03
		Aviva Corporate Shield Plus	122N066V02
		Aviva life Shield Plus	122N064V02
		Credit Suraksha	122N041V02
		Jana Suraksha	122N021V02
		Annuity Plus	122N018V03
		Credit Plus	122N009V02
		AVIVA i-Growth	122L106V01
		AVIVA Live Smart Plan	122L098V02
		Aviva New Group Leave Encashment Plan	122L091V02
		Aviva Group Gratuity Advantage	122L090V02
		Aviva Life Bond Advantage	122L086V02
		Aviva Young Scholar Advantage	122L085V02
		Aviva Freedom Life Advantage	122L083V02
		Aviva Group Critical Illness Rider	122B018V02
		Double Accident Benefit Rider	122B006V02
3	Bajaj Allianz	Bajaj Allianz Group Employee Benefit Plan	116L104V02
		Bajaj Allianz Future Gain	116L124V01
		Bajaj Allianz Group Term Life	116N021V02
		Bajaj Allianz Pension Guarantee	116N036V03
		Bajaj Allianz Group Annuity	116N059V03
		Bajaj Allianz Group Credit Protection plus	116N094V02
		Bajaj Allianz iSecure Loan Insurance Plan	116N106V02
		Bajaj Allianz iSecure More Insurance Plan	116N108V02
		Bajaj Allianz isecure Insurance Plan	116N109V02
		Bajaj Allianz Group Superannuation Secure	116N115V02
		Bajaj Allianz Group Employee Care	116N116V01
		Bajaj Allianz Group Term Care	116N117V01
		Bajaj Allianz Save Assure Insurance Plan	116N118V01
		Bajaj Allianz Sarve Saral Suraksha	116N119V01
		Bajaj Allianz Niyamit Sanchay Suraksha	116N120V01
		Bajaj Allianz Invest Assure	116N121V01
		Bajaj Allianz Life Long Assure	116N122V01
		Bajaj Allianz Guarantee Assure	116N123V01
4	Bharti AXA	Bharti AXA Life e-Ajeevan Sampathi+	130N059V01
		Bharti AXA Aajeevan Sampati +	130N058V01
		Bharti AXA Monthly Income Plan	130N057V01

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		Bharti AXA Life Secure Income Plan	130N056V01
		Bharti AXA Life Flexi Save	130N055V02
		Bharti AXA Life Flexi Save	130N055V01
		Bharti AXA Life loan Secure Plan	130N054V02
		Bharti AXA Life Secure Savings Plan	130N053V02
		Bharti AXA Life eProtect	130N052V03
		Bharti AXA Life Triple Health Plan	130N047V02
		Bharti AXA Life Jan Suraksha	130N040V02
		Bharti AXA Life Elite Secure	130N025V02
		Bharti AXA Life Group Suraksha	130N008V02
		Bharti AXA Life Secure Confident	130N004V02
		Bharti AXA Future Invest	130L049V03
		Bharti AXA Life Hospi Cash Rider	130B007V02
		Bharti AXA Group Accidental Death Benefit Rider	130B006V02
		Bharti AXA Life premium Waiver Rider	130B005V02
5	Birla Sun Life	BSLI Income Assured Plan	109N089V01
		BSLI Savings Plan	109N088V01
		BSLI Vision Lifesecure Plan	109N087V01
		BSLI Grameena Jeevan Raksha Plan	109N086V01
		BSLI Easy Protect Plan	109N085V01
		BSLI Group Capsecure Plan	109N084V01
		BSLI Immediate Annuity Plan	109N083V01
		BSLI Vision Regular Returns Plan	109N081V02
		BSLI Vision Endowment Plan	109N080V02
		BSLI Vision LifeIncome Plan	109N079V02
		BSLI Group Asset Assure Plan	109N045V02
		BSLI Group Protection Solutions	109N006V04
		BSLI Empower Pension Plan	109L078V02
		BSLI Wealth Assure Plan	109L076V02
		BSLI Wealth Secure Plan	109L074V02
		BSLI Wealth Max Plan	109L073V02
		BSLI Group Value Plus Plan	109L055V03
		BSLI Group Unit linked Plan	109L036V03
		BSLI Waiver of Premium Rider	109C017V02
		BSLI Group Accelerated Terminal Illness Rider	109B022V02
		BSLI Group Accelerated Critical Illness Premier Rider	109B021V02
		BSLI Group Critical Illness Premier Rider	109B020V02
		BSLI Critical Illness Rider	109B019V02
		BSLI Accident Death and Disability Rider	109B018V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		BSLI Hospital Care Rider	109B016V02
		BSLI Surgical Care Rider	109B015V02
		BSLI Critical Illness Plus Rider (CI Plus)	109B009V03
		BSLI Critical Illness Plus Rider (CI Plus)	109B009V03
		BSLI Term Rider	109B007V03
		BSLI Critical Illness Rider (CI)	109B006V03
		BSLI Accidental Death and Dismemberment Rider	109B005V03
		BSLI Accidental Death Rider	109B004V03
6	Canara HSBC OBC	Canara HSBC Oriental Bank of Commerce Life Insurance - "Smart Monthly Income Plan"	136N029V01
		Canara HSBC Oriental Bank of Commerce Life Insurance - "Smart Stage Money Back Plan"	136N028V01
		Canara HSBC Oriental Bank of Commerce Life Group Traditional Benefit Plan	136N027V01
		Canara HSBC Oriental Bank of Commerce Life Group Superannuation Plan	136N026V01
		Canara HSBC Oriental Bank of Commerce Life Insurance Group Secure Plan	136N024V01
		Canara HSBC Oriental Bank of Commerce Life Insurance Group Secure Plan	136N024V02
		Canara HSBC-Sampoorna Kavach Plan	136N022V02
		Canara HSBC OBC Life Corporate Group Term Plan	136N020V02
		Canara HSBC Oriental Bank of Commerce Life Pure Term Plan	136N006V02
		Canara HSBC Oriental Bank of Commerce Insurance Shubh Labh	136L025V01
		Canara HSBC Oriental Bank of Commerce Insure Smart Plan	136L019V03
		Canara HSBC Oriental Bank of Commerce Future Smart Plan	136L018V02
		Canara HSBC Oriental Bank of Commerce Grow Smart Plan	136L016V02
		Canara HSBC Oriental Bank of Commerce Dream Smart Plan	136L015V02
7	DHFL Pramerica	DHFL Pramerica Group Credit Life+	140N039V01
		DHFL Pramerica Roz Sanchay	140N038V01
		DHFL Pramerica Smart Cash Protect	140N037V01
		DHFL Pramerica Future Idols Gold+	140N036V01
		DHFL Pramerica Rakshak+	140N035V01
		DHFL Pramerica Group Term Plan	140N034V01
		DHFL Pramerica Aajeevan Samridhi	140N033V01
		DHFL Pramerica Sahaj Suraksha	140N032V02
		DHFL Pramerica U-Protect	140N029V02
		DHFL Pramerica FeeProtect	140N011V02
		DHFL Pramerica Family First	140N008V02
		DHFL Pramerica Family Income Plan	140N001V02
		DHFL Pramerica Unit Linked Critical illness Rider	140A004V02
		DHFL Pramerica Unit Linked Accidental death Benefit Rider	140A003V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
8	Exide Life	Exide Life New Creating Life Insurance Regular Pay	114N072V01
		Exide Life New Creating Life Insurance Plus	114N071V01
		Exide Life Mera Aashirvad - A Child Insurance Plan with Guaranteed Benefits.	114N068V01
		Exide Life Guaranteed Income Insurance Plan	114N067V01
		Exide Life Golden years Retirement Plan	114N065V01
		Exide Life Nirmal jeevan Insurance Plan	114N064V01
		Exide Life My Term Insurance Plan	114N063V02
		Exide Life Secured Income Insurance Plus Plan	114N061V02
		Exide Life Secured Income Insurance RP	114N060V02
		Exide Life Immediate Annuity with return of purchase Price	114N050V02
		Exide Life Smart Shield	114N037V02
		Exide Life Group Decreasing Mortgage Cover Plan	114N025V02
		Exide Life New Fulfilling Life	114N024V02
		Exide Life Group Term Life	114N012V02
		Exide Life Prospering Life Plus	114L070V01
		Exide Life Prospering Life Plus SP	114L069V01
		Exide Life Smart Future Insurance Plan	114L066V01
		Exide Life Critical Illness Rider	114B009V02
Exide Life Accidental Death Disability and Dismemberment Benefit	114B002V02		
9	Edelweiss Tokio	Edelweiss Tokio Life - Wealth Builder	147N026V01
		Edelweiss Tokio Life - Pension Plan	147N025V01
		Edelweiss Tokio Life - Milestone Plan (WA)	147N024V01
		Edelweiss Tokio Life - Cash Income	147N023V01
		Edelweiss Tokio Life - EduSave	147N022V01
		Edelweiss Tokio Life - Guaranteed Income Plan (WE)	147N021V01
		Edelweiss Tokio Life - Save n Prosper (WA)	147N020V01
		Edelweiss Tokio Life - Immediate Annuity Plan	147N019V01
		Edelweiss Tokio Life - Single Pay Endowment Assurance Plan	147N018V02
		Edelweiss Tokio Life - Safe n Sure Plan	147N015V02
		Edelweiss Tokio Life - Dhan Nivesh Bima Yojana	147N013V02
		Edelweiss Tokio Life - Raksha Kavach (Micro Insurance Plan)	147N012V02
		Edelweiss Tokio Life - Group Life Protection	147N008V02
		Edelweiss Tokio Life - Protection	147N007V03
		Edelweiss Tokio Life - Protection	147N007V02
		Edelweiss Tokio Life - Income Replacement	147N006V02
		Edelweiss Tokio Life Group Credit Protection	147N002V02
		Edelweiss Tokio Life - Group Wealth Accumulation Plan	147L014V02
Edelweiss Tokio Life - Wealth Accumulation (Privilege)	147L011V02		
Edelweiss Tokio Life - Wealth Enhancement Ace	147L010V02		

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		Edelweiss Tokio Life - Wealth Accumulation (cover Plus) - Unit Linked Insurance Plan	147L004V02
		Edelweiss Tokio Life - Wealth Accumulation (Accelerated Cover) - Unit Linked Insurance Plan	147L003V02
		Edelweiss Tokio Life - Payor Waiver Benefit Rider	147B014V02
		Edelweiss Tokio Life - Group Critical Illness Rider	147B013V02
		Edelweiss Tokio Life - Group Hospital Cash Benefit Rider	147B012V02
		Edelweiss Tokio Life - Group Accidental Death and Dismemberment Benefit Rider	147B011V02
		Edelweiss Tokio Life - Group Accidental Death Benefit Rider	147B010V02
		Edelweiss Tokio Life - Group extended Critical Illness Rider	147B009V02
		Edelweiss Tokio Life - Group Accidental Total and Permanent Disability Rider	147B008V02
		Edelweiss Tokio Life - Group Total and permanent Disability Rider	147B007V02
		Edelweiss Tokio Life - Hospital Cash Benefit Rider	147B006V02
		Edelweiss Tokio Life - Critical Illness Rider	147B005V02
		Edelweiss Tokio Life - Term Rider	147B004V02
		Edelweiss Tokio Life - Waiver of Premium Rider	147B003V02
		Edelweiss Tokio Life - Accidental Death Benefit Rider	147B002V02
		Edelweiss Tokio Life - Accidental total and Permanent Disability Rider	147B001V02
10	Future Generali	Future Generali Assure Plus	133N052V01
		Future Generali Saral Bima	133N051V01
		Future Generali Pearls Guarantee	133N047V01
		Future Generali Pension Guarantee	133N046V01
		Future Generali Group Gratuity Plan	133N045V01
		Future Generali Group Leave Encashment Plan	133N044V01
		Future Generali Group Superannuation Plan	133N043V01
		Future Generali Immediate annuity Plan	133N006V02
		Future Generali Group Term Life Insurance Plan	133N003V02
		Future Generali Dhan Vridhi	133L050V01
		Future Generali Bima Advantage Plus	133L049V01
		Future Generali Bima Gain	133L048V01
		Future Generali Wealth Protect Plan	133L036V02
		Future Generali Pramukh Nivesh	133L035V02
		Future Generali Select Insurance Plan	133L033V02
		Future Generali Group Extended Critical Illness Accelerated Rider	133B015V02
		Future Generali Group Core Critical Illness Rider	133B014V02
		Future Generali Group Core Critical Illness Accelerated Rider	133B013V02
		Future Generali Group Accidental Total Permanent Disability Rider	133B012V02
		Future Generali Group Accident & Sickness Total Permanent Disability Rider	133B011V02
		Future Generali Group Accidental Partial Permanent Disability Rider	133B010V02
		Future Generali Group Accidental Death Rider	133B009V02
		Future Generali Group Accelerated Terminal Illness Rider	133B008V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
11	HDFC Standard	HDFC Life YoungStar Udaan	101N099V01
		HDFC Life Super Income Plan	101N098V01
		HDFC Life Sanchay	101N097V01
		HDFC Group Credit Protect Plus Insurance Plan	101N096V01
		HDFC Group Variable Employee Benefit Plan	101N095V01
		HDFC Life Guaranteed Pension Plan	101N092V01
		HDFC Life Personal Pension Plus	101N091V01
		HDFC Life Super Savings Plan	101N090V01
		HDFC Life Classic Assure plus	101N089V01
		HDFC Life Click 2 Protect Plan	101N080V02
		HDFC Life Group Credit Protect	101N079V02
		HDFC SL Sarvgrameen Bachat Yojana	101N069V02
		HDFC Group Variable Term Insurance	101N021V02
		HDFC Protection Series	101N006V04
		HDFC Group Term Insurance	101N005V03
		HDFC Life New Group Unit Linked Plan	101L094V01
		HDFC Life Group Unit Linked Pension Plan	101L093V01
		HDFC Life Single Premium Pension Super	101L086V02
		HDFC Life Pension Super Plus	101L085V02
		HDFC Life Invest Wise	101L083V02
		HDFC Life Smart Women Plan	101L082V02
		HDFC SL Pro Growth Plus	101L081V02
		HDFC SL ProGrowth Flexi	101L072V02
		HDFC SL Young Star Super Premium	101L068V02
		HDFC SL ProGrowth Maximiser	101L067V02
		HDFC SL ProGrowth Super II	101L066V02
		HDFC SL Crest	101L064V02
		HDFC Life Group ADB Rider	101B012V02
		HDFC Life Group CI Rider	101B011V02
		Accelerated Sum Assured Benefit	101B010V02
		Accident Death Benefit	101B008V03
Critical Illness Benefit	101B007V03		
Total Permanent Disability Benefit	101B006V03		
Total and Partial Permanent Disability Benefit	101B005V03		
Critical Illness Benefit	101B004V03		
Accidental Death Benefit	101B001V03		
12	ICICI Prudential	ICICI Pru Loan Protect	105N142V01
		ICICI Pru iCare II	105N140V01
		ICICI Pru Anmol Bachat	105N139V01

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		ICICI Pru Savings Suraksha	105N135V01
		ICICI Pru Group Super Annuation Suraksha	105N134V01
		ICICI Pru Cash Advantage	105N132V01
		ICICI Pru iCare	105N122V02
		ICICI Pru Group Term Plus	105N119V02
		ICICI Pru iProtect	105N110V02
		ICICI Pru Pure Protect	105N084V02
		ICICI Pru Sarv Jana Suraksha	105N081V02
		ICICI Pru Guaranteed Wealth Protector	105L143V01
		ICICI Pru Elite Life II	105L141V01
		ICICI Pru Elite Wealth II	105L140V01
		ICICI pru Wealth Builder II	105L139V01
		ICICI Pru Easy Retirement SP	105L138V01
		ICICI Pru Group Unit Linked Employee Benefit Plan	105L137V01
		ICICI Pru Group Unit Linked Superannuation	105L136V01
		ICICI Pru Easy Retirement	105L133V01
		Income Benefit Rider	105A020V02
13	IDBI Federal	IDBI Federal Childsurance Savings Protection Insurance Plan	135N032V01
		IDBI Federal Incomesurance Guaranteed Money Back Insurance Plan	135N031V01
		IDBI Federal Retiresurance Group Insurance Plan	135N030V01
		IDBI Federal Lifesurance Savings Insurance Plan	135N029V01
		IDBI Federal Loansurance Group Insurance Plan	135N028V01
		IDBI Federal Termsurance Group Insurance Plan	135N027V01
		IDBI Federal Group Microsurance Plan	135N004V02
		IDBI Federal Wealthsurance Suvridha Growth Insurance Plan	135L033V01
14	India First	India First New Corporate Benefit Plan	143N022V01
		India First Group Term Plan	143N006V02
		India First Mediclaim Plan	143N021V02
		India First Group Superannuation Plan	143N020V02
		India First Simple Benefit Plan	143N019V02
		IndiaFirst Maha Jeevan Plan	143N018V02
		India First Anytime Plan	143N009V02
		India First Life Plan	143N007V02
		India First Group Credit Life Plan	143N005V02
		India First Annuity Plan	143N001V02
		India First Money Balance Plan	143L017V02
		IndiaFirst Employee Benefit Plan	143L013V02
		India First Happy India Plan	143L011V02
		IndiaFirst Smart Save Plan	143L010V02
		India First Term Rider	143B001V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
15	Kotak Mahindra	Kotak e-Preferred Term Plan	107N060V02
		Kotak Group Assure	107N051V03
		Kotak Group Shield	107N050V03
		Kotak life Time Income plan	107N047V02
		Kotak Complete Cover Group Plan	107N018V04
		Kotak Preferred Term Plan	107N009V05
		Kotak Term Group Plan	107N007V04
		Kotak Credit Term Group Plan	107N006V03
		Kotak Term Plan	107N005V05
		Kotak Gramin Bima Yojana	107N004V03
		Kotak Leave Encashment Group Plan	107L088V01
		Kotak Superannuation Group Plan	107L078V01
		Kotak Invest Maxima	107L073V02
		Kotak Platinum	107L067V02
		Kotak Headstart Child Assure	107L066V02
		Kotak Single Invest Advantage	107L065V02
		Kotak Ace Investment Plan	107L064V02
		Kotak Wealth Insurance	107L063V02
		Kotak Gratuity Group plan - KGGP	107L010V04
		Kotak Permanent Disability Benefit (Rider)	107C002V02
		Kotak Group Daily Task Benefit(Rider)	107B016V02
		Kotak Critical Illness Plus (Rider)	107B015V02
		Kotak Group Terminal Illness (Rider)	107B014V03
		Kotak Preferred Term Benefit (Rider)	107B013V02
		Kotak Life Guardian (Rider)	107B012V02
		Kotak Accidental Disability Guardian (Rider)	107B011V02
		Family Benefit (Rider)	107B010V03
		Critical Illness Benefit (Rider)	107B009V03
		Accidental Disability Benefit (Rider)	107B008V03
		Accidental Death Disability & Dismemberment (Rider)	107B007V03
		Accidental Dismemberment Benefit (Rider)	107B006V03
		Accidental Death Benefit (Rider)	107B005V03
		Kotak Critical Illness (Rider)	107B004V03
Kotak Term Benefit (Rider)	107B003V03		
Kotak Accidental Death Benefit (Rider)	107B001V02		
16	LIC of India	LIC's Jeevan Rakshak	512N289V01
		LIC's e-Term	512N288V01
		LIC's New Jeevan Mangal	512N287V01
		LIC's Amulya Jeevan II	512N286V01
		LIC's Anmol Jeevan II	512N285V01

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

SI. No	Name of the Insurer	Name of the Product	UIN*
		LIC's New Bima Bachat	512N284V01
		LIC's Single Premium Endowment Plan	512N283V01
		LIC's New Group Leave Encashment Plan	512N282V01
		LIC's New Group Gratuity Cash Accumulation Plan	512N281V01
		LIC's New Money Back Plan-20 years	512N280V01
		LIC's New Jeevan Anand	512N279V01
		LIC's New Money Back Plan-25years	512N278V01
		LIC's New Endowment Plan	512N277V01
		LIC's New One Year Renewable Group Term Assurance Plan -II	512N276V01
		LIC's New One Year Renewable Group Term Assurance Plan -I	512N275V01
		LIC's New Group Superannuation Cash Accumulation Plan	512N274V01
		LIC's New Jeevan Nidhi	512N271V02
		LIC's Jeevan Arogya	512N266V02
		LIC's Accidental Death & Disability benefit rider	512B209V01
		Accident Benefit Rider	512B203V02
17	Max Life	Max Life Premum Return Protection Plan	104N083V01
		Max Life Whole Life Super Plan	104N080V01
		Max Life Life Gain Premier	104N079V01
		Max Life Online Term Plan	104N078V01
		Max Life Life Perfect Partner Super	104N077V01
		Max Life Guranteed Life time Income Plan	104N076V01
		Max Life Group Super Life Plus	104N073V01
		Max Life's Group Credit life secure plan	104N072V01
		Max Life Future Secure II	104N070V02
		Max Life Platinum Protect II	104N060V02
		Max Life Shiksha Plus Super	104L084V01
		Max Life Fast Track Super	104L082V01
		Max Life MAXIS Super	104L081V01
		Max Forever Young Pension Plan	104L075V01
		Max Life Group Gratuity Plus	104L074V01
		Max Life Comprehensive Accident Death Benefit Rider	104B025V01
		Max Life Group Accidental Death Benefit Premier Rider	104B024V01
		Max Life Payor Rider	104B013V03
		Max Life Payor Rider	104B013V04
		Max Life Partner Care Rider	104A023V01
18	PNB MetLife	Met Traditional Employee Benefits Plan	117N085V01
		Met Endowment Savings Plan	117N083V01
		Met Monthly Income Plan-10Pay	117N082V01
		Met Money Back Plan	117N081V01

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		Met Loan & Life Suraksha	117N080V01
		Met Complete Care	117N079V01
		Met Superannuation	117N078V01
		Met Grameen Ashray	117N063V02
		Met Unit Linked Employee Benefits Plan	117L084V01
		Met Dhan Samriddhi	117L074V02
		Met Smart Child	117L072V02
		Met Easy Super	117L069V02
		MetSmart One	117L068V02
		MetSmart Platinum	117L066V02
		Met Group Accidental death benefit Plus	117B019V01
		Met Group Serious Illness	117B018V01
		Met Group Accidental Permanent and Partial disability Plus	117B017V01
		Met Group Accidental Permanent and Total disability Plus	117B016V01
19	Reliance Life	Reliance Life Insurance Group Gratuity Plus Plan	121L081V02
		Reliance Pay Five Plan	121L082V02
		Reliance Life Insurance Group Leave Encashment plus Plan	121L083V02
		Reliance Classic plan II	121L085V02
		Reliance Smart Pension Plan	121L090V02
		Reliance-Child Plan	121N003V02
		Reliance-Term Plan	121N005V03
		Reliance-Group Term Assurance	121N006V02
		Reliance-Immediate Annuity Plan	121N012V02
		Reliance-Endowment Plan (Regular Premium)	121N018V02
		Reliance Traditional Group Assure Employee Benefit Plan	121N047V02
		Reliance's Money Multiplier Plan	121N079V02
		Reliance's Guaranteed money Back Plan	121N084V02
		Reliance Life Insurance eTerm Plan	121N087V02
		Reliance's Super Endowment Plan	121N088V02
		Reliance Care For you Advantage Plan	121N089V02
		Reliance Traditional Group Superannuation Plan	121N092V02
		Reliance Life Easy Care Fixed Benefit Health Plan	121N093V02
		Reliance Group Jan Samriddhi Suraksha Plan	121N094V01
		Reliance 's Group Credit Assure Plan	121N095V01
		Reliance Smart Cash Plus	121N096V01
		Reliance Super Money Back Plan	121N098V01
		Reliance Online Term	121N099V01
		Accidental death & Total and Permanent Disablement Rider(Limited Premium)	121B001V02
		Accidental death & Total and Permanent Disablement Rider	121B002V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
		Group Accidental Total and Permanent Disablement Rider	121B005V02
		Group Accidental Additional Death Benefit Rider	121B007V02
		Reliance Term Life Insurance Benefit Rider	121B009V02
		Reliance New Critical Condition (25) Rider	121B012V02
		Reliance New Major Surgical Benefit Rider	121B014V02
		Reliance Life Insurance Family Income Benefit Rider	121B015V02
20	Sahara India	Sahara Surakshit Pariwar Jeevan Bima	127N032V01
		Sahara Secure Jeevan Bima	127N031V01
		Sahara Dhanvarsha Jeevan Bima	127N030V01
		Sahara Dhan Sachay Jeevan Bima	127N029V01
		Sahara Subh Nivesh Jeevan Bima	127N028V01
		Sahara Jamakarta Samooh Bima	127N016V02
		Sahara Samooh Suraksha	127N008V02
21	SBI Life	SBI Life -Smart Money Back Gold	111N096V01
		SBI Life -Flexi Smart Plus	111N093V01
		SBI Life Saral Swadhan+	111N092V01
		SBI Life CapAssure Gold	111N091V01
		SBI Life Saral Pension	111N088V02
		SBI Life RiNn Raksha	111N078V02
		SBI Life - Shubh Nivesh	111N055V02
		SBI Life Suraksha Plus	111N051V02
		SBI Life - Sampurna Suraksha	111N040V03
		SBI Life Grameen Super Suraksha	111N039V02
		SBI Life Grameen Shakti	111N038V02
		SBI Life Smart Wealth Builder	111L095V01
		SBI Life Retire Smart	111L094V01
		SBI Life Smart Power Insurance Plan	111L090V01
		SBI Life - Smart Wealth Assure	111L077V02
		SBI Life - Smart Scholar	111L073V02
		SBI Life - Smart Elite	111L072V02
		SBI Life - Saral maha Anand	111L070V02
		SBI Life Criticare 13 Non-Linked rider	111B025V02
		SBI Life Accidental Total and permanent Disability Benefit	111B023V02
		SBI Life Preferred Term Rider	111B014V02
		SBI Life - Group Rider - Accidental Total Permanent Disability	111B009V02
		SBI Life - Group Rider -Accidental Death	111B007V02
		SBI Life - Group Rider - Accidental Partial Permanent Disability	111B006V02

LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No	Name of the Insurer	Name of the Product	UIN*
22	Shriram Life	Shriram New Shri Raksha	128N052V01
		Shriram New Shri Vidya	128N051V01
		Shriram New Shri Vivah	128N050V01
		Shriram Secure Investment Plan	128N049V01
		Shriram Guaranteed return Plan	128N048V01
		Shriram New Shri Life Plan	128N047V01
		Shriram New Akshya Nidhi	128N046V01
		Shriram Life Cash Back Term Plan	128N045V01
		Shriram Life Group Life Protector Plan	128N044V01
		Shriram Group Term Life Insurance Plan	128N042V01
		Shriram Life New Group Gratuity Plan	128L043V01
		Shriram Fortune Builder Insurance Plan	128L038V02
		Shriram Life Wealth Plus	128L036V02
		Shriram Ujjwal Life (SP)	128L035V02
		Shriram Ujjwal Life	128L034V02
Shriram Extra Insurance Cover Rider	128B009V02		
23	Star Union Dai-ichi	SUD Life Jeevan Safar Plus	142N043V01
		SUD Life Wealth Builder Plan	142L042V01
		SUD Life Dhan Suraksha Plus	142L041V01
		SUD Life's Elite Assure	142N040V01
		SUD Life Bright Child	142N039V01
		SUD Life Shiksha Suraksha 2 Plan	142N038V01
		SUD Life Loan Suraksha Plan	142N037V01
		Star Union Dai-ichi Life Group Term Insurance in lieu of EDLI Scheme	142N032V02
		Star Union Dai-ichi's Guaranteed Money Back Plan	142N036V01
		Star Union Dai-ichi's Group Term Insurance Scheme	142N035V01
24	TATA AIA	TATA AIA MahaLife Gold Plus	110N110V01
		TATA AIA Life Insurance Money Maxima	110N109V01
		TATA AIA Life Insurance Mahalife Magic	110N108V01
		TATA AIA Secure 7	110N107V01
		Tata AIA iRaksha TROP	110N106V01
		Tata AIA MahaLife Supreme	110N105V02
		Tata AIA iRaksha Supreme	110N104V02
		Tata AIA MahaRaksha Supreme Plan	110N102V02
		Tata AIA Life Group Total Suraksha	110N088V02
		Tata AIA Life MahaLife Gold	110N029V02
		Group Term Life Plan	110N004V02

LIST OF MICRO INSURANCE PRODUCTS OF LIFE INSURERS*

Insurer	Individual Category	Group Category
BHARTI AXA LIFE		Bharti AXA Life Jan Suraksha
BIRLA SUNLIFE	BSLI Bima Kavach Yojana BSLI Bima Suraksha Super BSLI Bima Dhan Sanchay BSLI Grameen Jeevan Raksha	
CANARA HSBC OBC		Canara HSBC Oriental Bank Of Commerce Life Insurance Sampoorna Kavach Plan
DLF PRAMERICA		DHFL Pramerica Sarv Suraksha
EDLEWEISS TOKIO	Edelweiss Tokio Life Raksha Kavach Edelweiss Tokio Life Dhan Nivesh Bima Yojana	
HDFC STANDARD	HDFC SL Sarvgrameen Bachat Yojana	
ICICI PRUDENTIAL	ICICI Pru Sarva Jana Suraksha ICICI Pru Anmol Bachat	
IDBI FEDERAL		IDBI Federal Group Microsurance Plan
PNB MET LIFE	Met Grameen Ashray	
SAHARA LIFE	Sahara Surakshit Pariwar Jeevan Bima	
SBI LIFE	SBI Life Grameen Bima	SBI Life Grameen Super Suraksha SBI Life Grameen Shakti
SHRIRAM LIFE		Shri sahay SP Shri Sahay AP
LIC OF INDIA	New Jeevan Mangal	

* All Micro-Insurance products and products falling within the parameters prescribed under the IRDA (Micro-Insurance) Regulations, 2005, but launched prior to the said Regulations.

**W.e.f. 01.01.2013 erstwhile JBY & AABY Schemes stand merged and the new scheme is renamed as AABY.

NON-LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 201-14

Sl. No.	Name of the Insurer	Name of the Product
1	Bajaj Allianz	Weather Protect Insurance Policy Crop Insurance Add-ons Pvt. Car, 2 Wheeler & Commercial Vehicle Package Policy (12 Nos) Kitchen Suraksha Insurance Plan Comprehensive Care Plan Consumable Expenses -Add on (1 No.) LPG dealer Package policy My Home Insurance All Risk Policy House holder Policy (10 additional add-ons)
2	Bharti Axa	Motor Add-ons (2 Nos.) Motor Add-ons (5 Nos.) Private Car Insurance-4 Add on Covers
3	Cholamandalam MS	Resubmission of Motor-(5 Add-ons) Motor Add ons (3 Nos.) Add-on covers to PC and CV (2 Nos.) Transporter's Legal Liability Insurance CholaSpecs Care Insurance
4	ECGC	Doubling of Annual Discretionary Limit in SCR, SEC and ETP Policy Turnover Discount under Short term Policies MBEP-Revision in Minimum Premium Payable from 10 lakh to 20 lakh Buyer Exposure(multi Buyer Policy- Change in U/W guidelines) Multi Customer and Specific Customer IT enables Services (MITES/ SITES) Policies- Change of Guidelines and Procedures Revision in SEC Policy Rechristening of SME Policy as MEP Policy Multi Buyer Exposure Policy -Revision in minimum premium payable Time limit revision for claims lodgement in customer specific policy Recommencement of FFFS to MSME Exporters
5	HDFC Ergo	Product Recall Insurance Hospitality Package Insurance Motor -Add on Cover (EMI Protector) Personal Effects Insurance Emergency Assistance Cover (Motor Add on) Electronic & Computer Crime Policy

NON-LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Kissan Sarva Suraksha kavach Money Insurance- Reversion Bankers Indemnity Insurance Policy Burglary & housebreaking-Revision Information Technology Package Fidelity Guarantee - Add on Clauses Home Insurance(revision)- multi year policy Zero Depreciation Add on(Pvt Car)-Revision SFSP - Add on covers Part II IAR-I (42 Add-ons) IAR-II (34 Add-ons) Extended Warranty Usage based discount Add-on under Motor
6	ICICI Lombard	Intellectual Property Rights (IPR) Litigation Insurance Nil Dep Wording revision (capping of claims to 2) Art Insurance Aviation Insurance Cyber Liability Insurance
7	Liberty Videocon	Petrochemical Risk CGL Business Package Insurance D&O Large Risk Insurance Motor Add-ons (9 Nos.)
8	Magma HDI	Shopkeeper Package Policy Plate glass & neon sign Combined General liability Cattle and Live stock Insurance Farmers package Policy Extended Warranty for Motor Employee's Compensation Insurance Policy Motor Dealer's Package Policy Householders Package Policy Product Liability D& O Liability Insurance

NON-LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		All Risk Insurance-Misc. Motor Add-on covers E&O Add-on Money insurance Fidelity Insurance
9	National Insurance	Kisan Agri Pump Set Camel Insurance Cattle Insurance Horse(other than Bloodstock) Insurance JPA Policy Pig Insuranc Poultry Insurance Rajrajeshwari Mahila Kalyan Bima Policy Sheep & Goat Insurance Gramin Suraksha Bima Property Add-on Cover Policy (Fire, Engr., IAR, ALOP etc.)
10	Oriental	Return to Invoice- Motor Add on Khalihan Bima Policy
11	Reliance	Motor Extended Warranty Policy - Commercial vehicles Motor Extended Warranty Policy - Private vehicles Fire Add-on Cover Policy Motor Add-ons (private Cars) Art insurance Reliance Signage Insurance
12	Royal Sundaram	NCB Protector and Aggravation Cover (2 Add-on) Safe loan Shield Policy
13	SBI General	Business Package Insurance (Revision) MNAIS Jewellers Block SME Package Insurance Policy-Revision 4 Add-ons (Engine Guard, Tyre, Rim & Consumable cover) Commercial Vehicle-Add on

NON-LIFE INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
14	Shriram	Cattle (Livestock)
15	Tata AIG	Personal Extended Protection Insurance Revision in Service Contract Liability Insurance Specialty Risk Protector Pricing revision in Commercial Vehicle Revision in Commercial Vehicles Aviation All Risk Insurance Policy Aviation Hull 'War and Allied Perils' Insurance Policy
16	The New India	Two Wheeler Package Policy- Nil Dep. Add-on Zero Dep. For GCV
17	Universal Sampo	Two Wheeler Package Policy- Nil Dep. Add-on Zero Dep. For GCV Product Recall Insurance Revision in E&O-Technology Marine Hull Employee's compensatiuon (Revision) Refiling of weather insurance under NCIP Motor Add-ons (8 Nos.)
18	United India	Motor Add-ons (3 Nos.)

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
1	Apollo Munich	Easy Health Optima Resotre Optima Plus Optima Senior Maxima Easy Travel Optima Vital Optima Super Energy Apollo Munich Health Plan Individual Personal Accident Easy Health Group Insurance Easy Domestic Travel Insurance Group Personal Accident Insurance Easy Travel Group Travel Health Optima Cash Easy Travel Global Health Insurance (Individual) Easy Travel Global Health Insurance (Group)
2	Bajaj Allianz	Surgical Protection Plan Health Care Supreme Mediclaim Insurance Extra Care Health Ensure Health Guard Silver Health Hospital Cash Daily Allowance Sankat Mochan Insta Insure Tax Gain Star Package Group Personal Accident Premium Personal Guard Women Specific Critical Illness Plan Personal Accident Insurance Policy Critical Illness Insurance J&K Bank Health Insurance Policy United Sampoorana Suraksha Policy SIB - Health Assist Personal Care Insurance Policy

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Pravasi Bharatiya Bima Yojana Overseas Travel Insurance Policy Micro Care Accident and Hospital Cash Policy TRAVEL ASSIST CARD E-Travel Value Policy Travel Companion Loan care LPG Dealers Package Policy
3	Bharti AXA	Smart JPA Insurance Policy Micro Smart Health Insurance Policy Smart Health High Deductible Insurance Policy Smart Student PA Insurance Policy Smart Health Essential Insurance Policy Smart Health Critical Illness Policy Smart Health Insurance Policy Group Health Insurance Policy Smart Group Personal Accident Insurance Policy Smart Individual Personal Accident Policy SmartTraveller Insurance Policy (Individuals and Families) SmartTraveller Insurance Policy (Student) SmartTraveller Insurance Policy (Corporate)
4	Cholamandalam MS	Group Health Insurance Group Personal Accident Insurance Policy Chola MS Corporate Travel Insurance Chola Healthline Individual Healthline Insurance Chola MS Family Healthline Insurance Chola MS Critical Healthline Insurance Chola Arogya Bima Health Insurance Chola Swasth Parivar Insurance Chola Top up Healthline Chola Tax plus Healthline Chola Hospital Cash Healthline Individual Personal Accident Insurance Chola Accident Protection Chola MS RSBY Family Floater Health Insurance Policy Domestic Travel Insurance Policy Chola Overseas Travel Protection Policy Chola Student Travel Protection Plan

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Pravasi Bharatiya Bima Yojana Chola Classic Health - Individual Chola Classic Health - Family Floater Micro Insurance Personal Accident Chola Subh Yatra Insurance Policy
5	Cigna TTK	Cigna TTK ProHealth Insurance Policy Critical Illness
6	Future Generali	Future Health Suraksha Future Health Surplus Accident Suraksha Future Criticare Future Hospicash Future Travel Suraksha Future Student Suraksha Group Health Insurance Group Personal Accident Janata Personal Accident Future Travel Suraksha - Schengen Travel
7	HDFC ERGO	Health Suraksha Top-UP Group Mediclaim Insurance Policy Parivar Suraksha Bima New Healthwise Policy Gramin Suraksha Bima Critical Illness Insurance Student Suraksha - Student Overseas Travel Group Personal Accident Insurance Group Travel Insurance Travel Insurance Group Hospital Cash Insurance HDFC ERGO Hospital Cash Insurance Health Suraksha Sarv Suraksha Policy Personal Accident Insurance Home Credit Assure Package Insurance
8	ICICI Lombard	Individual Health Care Janata Personal Accident Complete Health Insurance Health Care Plus

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Group Complete Health Insurance Personal Care Hospital Cash Personal Protect International Health Policy Group Personal Accident Group Health (Floater) Insurance Group Health Insurance SECURE MIND GROUP SECURE MIND CRITICAL ILLNESS DOMESTIC TRAVEL INSURANCE Globetrotter-Overseas GROUP TRAVEL INSURANCE Policy Globetrotter-OVERSEAS Individual STUDENT INSURANCE Policy PRAVASI BHARTIYA BIMA YOJANA OVERSEAS GROUP TRAVEL INSURANCE RASHTRIYA SWASTHYA BIMA YOJANA International Travel Insurance
9	IFFCO Tokio	Health Protector Critical Illness Insurance Surgery Protector Insurance Policy Jan Swasthya Beema Yojana Jan Suraksha Bima Policy (Micro Insurance) Pravasi Bhartiya Bima Yojana Comprehensive Accident Hospitalization Policy Jan Kalyan Bima Policy Mahila Suraksha Bima Policy (Micro Insurance) Group Personal Accident Policy Jan Suvidha Bima Policy (Micro Insurance) Janata Bima Policy (Micro Insurance) Janata Personal Accident Policy Individual Personal Accident Policy FAMILY HEALTH PROTECTOR
10	Liberty Videocon	Liberty Videocon Group Personal Accident Policy Liberty Videocon Group Health Policy Liberty Videocon Individual Personal Accident Policy Overseas Travel Insurance Policy Overseas Student Travel Policy Liberty Health Connect Policy Liberty Videocon Janata Personal Accident Policy (Group)

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
11	L&T	my:asset Loan Protect Total Relief Policy my:health Medisure Super Top Up Insurance my:health Medisure Plus Insurance my:jeevika Medisure Micro Insurance my:jeevika Cash@Hospital Micro Insurance my:health Medisure Classic Insurance my:health Medisure Prime Insurance my:health Personal Accident Insurance my:health Group Personal Accident Insurance my:jeevika Personal Accident Micro Insurance my:health Group Medisure Insurance
12	Magma HDI	Individual Personal Accident Policy Group Personal Accident Policy Magma Health Care Insurance Policy MHDI Group Loan Protect Policy MHDI Individual Loan Protect Policy
13	Max Bupa	Group Personal Accident Group Health Insurance Heartbeat Health Insurance Plan Employee First Health Insurance Plan Swasthya Pratham Micro Insurance Health Companion Health Insurance Plan (6 plans under Master Product) Health Assurance Domiciliary Hospitalisation Corporate Floater Maternity Benefit Federal health Companion(CA002)
14	National Insurance	National Mediclaim Policy Parivar Mediclaim for Family Varistha Mediclaim for Senior Citizens Vidyarthi Mediclaim for Student Critical Illness Insurance Policy Baroda Health Policy BOI National Swasthya Bima Policy Universal Health Insurance Policy Overseas Mediclaim Insurance Policy Pravasi Bhartiya Bima Yojana Policy Rashtriya Swasthya Bima Yojana Personal Accident Insurance (individual) Policy Personal Accident Insurance (Group) Policy

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Amartya Siksha Yojana Insurance Policy Suhana Safar (Domestic Travellers Insurance) Policy Traffic Accident Policy Workers (Accident) welfare Policy Students (Accident) Welfare Policy Rajrajeshwari Mahila Kalyan Bima Yojana Bhagyashree Child Welfare Policy NRI Accident Insurance Policy Janata Personal Accident Policy Aviation Personal Accident(Crew Members) Policy - Individual Aviation Personal Accident(Crew Members) Policy - Group Personal Accident Policy (for School Children) Group Mediclaim Insurnace Policy Naini National Health Mediclaim Insurance Policy
15	Raheja QBE	Cancer Insurance Policy Individual Personal Accident Insurance Policy Group Personal Accident Insurance Policy
16	Reliance	Reliance HealthWise Policy Reliance Inland Travel Care Policy Group Mediclaim Reliance Health Gain Policy Pravasi Bhartiya Bima Yojana Group Personal Accident Reliance Travel Care Policy Janata Personal Accident Personal Accident Reliance Critical Illness Policy Reliance Homeloan Protect Policy Reliance Personal Loan Care Insurance Policy Reliance Autoloan Care Insurance Policy Reliance Corporate Flexi Travel Care Insurance Policy
17	Religare Health	ASSURE EXPLORE Care Group Care Group Secure Secure ENHANCE

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
18	Royal Sundaram	Citi PA Plus Insurance Policy Suraksha Personal Accident Insurance Dr. Cash Dr. Cash Plus Hospital Benefit Plus Insurance Medicash Plan Super Hospital Cash Plan Hospital Benefit Plan Hospital Cash Plan for Std Chartered Bank Customers Hospital Cash Online policy Hospital Care Plan Group Personal Accident Policy (APA 002) Smart Cash Plan Hospital Cash Insurance Income Protector Plus Policy Group Health Policy Group Personal Accident Policy Surgical Shield Insurance Policy Personal Accident Care Platinum Insurance Personal Accident Care Gold Insurance Double Protect Secure All Critical Illness Lumpsum Accident Shield Accident Protection Plus Surgicare Family Good Health Insurance Family Health Protector Policy Family Health Floater Policy Top Up Insurance - Health XS and Super Health XS Policy Health Shield Standard Policy Hospital Plus Master Product Accident Shield Classic Individual Personal Accident Policy (Accidental Death & Disablement Only) Travel Shield - Single Trip Accident Shield Premier Travel Shield Domestic Insurance Travel Safe Travel Shield Plus - Multi Trip Micro Health Shield Gramin Arokya Raksha Insurance Rural Accident Insurance Policy

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Health Shield Gold Insurance Health Shield Normal Insurance Health Shield Premiere Insurance Medisafe Insurance Policy Critical Illness (Reimbursement) Insurance Health Shield Platinum Medishield Health Shield Extra Policy Tax Saver Health Shield Travel Shield Plus - Corporate Frequent Traveller Master Product - Total Health Advantage Master Product - Amsure Master Health Plan Master Product - Total Health Plus Master Product - Ace Health Advantage Rashtriya Swasthya Bima Yojana Janatha Personal Accident Rural Hospital Cash (Variance of Dr. Cash Plus) Shakthi Security Shield Grameen Suraksha Bima Farmers Package Insurance Policy Health Forever
19	SBI General	Travel Insurance (Business and Holiday) Group Health Insurance Policy Hospital Daily Cash Insurance Policy Critical Illness Insurance Policy Micro Insurance Policy Group Personal Accident Individual Personal Accident Loan Insurance Policy Health Insurance Policy - Retail
20	Shriram General	Personal Accident Insurance Janta Accident Insurance (Group) Overseas Travel Insurance
21	Star Health	Medi Classic (Group) Insurance College Student Care Insurance Accident Care (Group) Insurance School Student Care Insurance Accident Trauma Care Insurance Policy (Group) Janata Personal Accident Insurance Policy (Group) Star Net Plus Medi Classic Insurance Policy (Individual)

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Family Health Optima Insurance Plan Star Dental Care Insurance Policy Star Micro Health Insurance Star Comprehensive Insurance Policy Star Wedding Gift Insurance Accident Care Individual Insurance Policy Star Unique Health Insurance Policy Accident Trauma Care Insurance Policy (Individual) Janatha Personal Accident Insurance Policy (Individual) Star Criticare Plus Insurance Policy Star Family Delite Insurance Policy Star Travel Protect Insurance Policy Star Family Travel Protect Insurance Policy Star Student Travel Protect Insurance Policy Star Corporate Travel Protect Insurance Policy Star Cardiac Care Insurance Policy Medi Classic Accident Care (Individual) Insurance Policy Star Shri Individual Care Insurance Policy Star Super Surplus (Floater) Insurance Policy Star Shri Family Care Insurance Policy Family Health Optima Accident Care Policy Star Health Gain Insurance Policy Health All Care Insurance Policy Star True Value Health Insurance Policy Super Surplus Insurance Policy Star Care 'n' Cash Insurance Policy Senior Citizens Red Carpet Health Insurance Policy Medi-Premier Insurance Policy Star Pravasi Bharatiya Bima Yojana Policy Cardiac Care Insurance Policy Diabetes Safe Insurance Policy
22	Tata AIG	Mediprime Wellsurance MediPlus MediSenior MediRaksha Accident Guard Policy Injury Guard Policy Secured Future Plan Income Guard Plan Maha Raksha-Personal Injury Policy

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Accident Shield Policy Secure Income Low Policy Secure Income High Policy Complete Care Policy Student Guard Plus Policy Domestic Travel Protection Policy Hospital Care Policy Domestic Travel Guard Policy Asia Travel Guard Policy Home Guard Plus Policy Individual Accident and Sickness Hospital Cash Policy Group Personal Injury Policy Group Personal Accident And Business Travel Accident Policy Accident & Health Product-Group Multiguard Personal Accident Policy Accident & Health Product-Group Accident And Sicknees Hospital Cash Policy Critical Illness Business Travel Guard Voluntary Group Personal Accident Policy Travel Gurard - Schengen Travel
23	The New India	Mediclaim 2012 Policy Family Mediclaim 2012 Policy Mediclaim Policy (2007) Family Floater Mediclaim Policy Group Mediclaim Policy (2007) Senior Citizen Mediclaim Policy Janata Mediclaim Policy Universal Health Insurance Policy (APL) Jan Arogya Bima Policy Tailor-made Group Mediclaim Policy Tailor-made Floater Group Mediclaim Policy Rashtriya Swasthya Bima Yojana Good Health Group Mediclaim Policy Standard Group Janata Mediclaim Policy Cancer Mediclaim Expenses - Individual Cancer Mediclaim Expenses - Group Tertiary Care Insurance - Individual Tertiary Care Insurance - Group Overseas Mediclaim Insurance (Business & Holiday) Overseas Mediclaim Insurance (Employment & Studies)

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Individual Personal Accident Policy Group Personal Accident Policy Tailor-made Group Personal Accident Policy Good Health Group Personal Accident Policy Rasta Appatti Kavach Passenger Flight Insurance Student Safety Insurance Suhana Safar Policy New India Floater Mediclaim Policy New India Asha Kiran Policy
24	The Oriental Insurance	Mediclaim Insurance Policy (Individual) Health of Privileged Elders Happy Family Floater Policy Overseas Mediclaim -Employment and Study Overseas Mediclaim -Business and Holiday Medicalim Insurance Policy (Group) OBC-Oriental Bank Mediclaim Policy PNB-Oriental Royal Mediclaim Insurance Policy Personal Accident Policy (Individual) Personal Accident Policy (Group)
25	United India	Individual Health - Platinum Policy Individual Health Gold Policy Individual Health Senior Citizen Policy Family Medicare Policy Top Up Medicare Policy Super Top Up Medicare Policy Uni Criticare Policy Workmen Medicare Policy Group Health Policy Individual Personal Accident Insurance Policy Group Personal Accident Insurance Policy V Arogya (Group Health Insurance Scheme) CAN Mediclaim (Group Health Insurance Scheme) Synd Arogya (Group Health Insurance Scheme) Maha Bank Swasthya Yojna (Group Health Insurance Scheme) AB Arogyadan(Group Health Insurance Scheme) UI Health Royal(Group Health Insurance Scheme) TMB UNI Family Medicare Policy(Group Health Insurance Scheme) Arogya Raksha(Group Health Insurance Scheme)

HEALTH INSURANCE PRODUCTS CLEARED DURING THE FINANCIAL YEAR 2013-14

Sl. No.	Name of the Insurer	Name of the Product
		Individual Medclaim Policy Individual Mediguard Policy Overseas Medclaim Policy Overseas Medclaim Policy - Schengen
26	Universal Sampo	Hospital Cash Insurance Policy Senior Citizen Health Insurance Policy Critical Illness Insurance Policy Janata Personal Accident Insurance Policy (Long Term) Saral Suraksha Bima (Micro Insurance) Group Personal Accident Insurance Janata Personal Accident Insurance Complete Healthcare Insurance IOB Health Care Plus Policy Sampoorna Suraksha Bima (Micro Insurance) Individual Health Insurance Group Health Insurance Policy Travel Insurance Policy Aapat Suraksha Bima Policy Loan Secure Insurance Policy Sampoorna Swasthya Kavach Individual Accident Policy K Family Care - Health Insurance Policy Domestic Travel Insurance

OBLIGATORY CESSIONS RECEIVED BY GIC

Class	Limit of cession in Sum Insured	Reinsurance Commission	Profit Commission
Fire, IAR, Large risks	₹500 crore sum insured (MD + LOP) per risk	a) Minimum 15 per cent for all classes except Oil & Energy, Aviation, Group Health and Motor TP; b) Minimum 10 per cent for group health; c) Minimum 5% for Motor TP and; d) Anything over and above this can be as mutually agreed between GIC and the Insurance Company	To be decided mutually between GIC and Insurance Company
Marine Cargo / DSU Insurance	₹ 25 crore sum insured per policy		
Marine Hull	₹40 crore sum insured per vessel		
War & SRCC	₹40 crore sum insured per vessel		
Motor	No Limit*		
Workmen's Compensation	No Limit*		
General Aviation Hull	No Limit*		
General Aviation Liability	No Limit*		
All liability products excluding financial liability	₹12.5 crore per policy including USA/ ₹25 crore per policy excluding USA		
Financial, credit and Guarantee lines, mortgage insurance, special contingency policies etc.	₹25 crore sum insured per event		
Other miscellaneous	No Limit*		
Machinery breakdown, Boiler Explosion and related loss of profit	₹100 crore per risk		
Contractor's All Risks, Erection All Risks, Advance Loss of Profits, DSU insurance	₹300 crore per risk (MD + LOP)		
Oil & Energy	₹37.50 crore SI Per Risk		
Crop/ Weather Insurance	₹25 crore SI per event	15 per cent	
Aviation (Airlines)	₹75 crore SI per risk on Hull & corresponding percentage share on other insurances	Average terms	

Note: * in respect of classes with "No Limit" on cessions, the "Indian Reinsurer" may require the ceding insurer to give immediate notice with underwriting information of any cession to it exceeding an amount per risk specified by it. Cessions in excess of such limits will be binding subject to the notice and information been given.

MD: Material Damage; **LOP:** Loss of Profit; **IAR:** Industrial All Risks; **SI:** Sum Insured; **SRCC:** Strike, Riot and Civil Commotion; **DSU:** Delay in Start-up Insurance.

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Sl. No.	Reference Number	Date of Issue	Subject
1	IRDA/SUR/MISC/CIR/063/04/2013	02/04/2013	Integrated Surveyors Licencing Management System
2	IRDA/LIFE/CIR/MIN/065/04/2013	03/04/2013	Micro Insurance Agents
3	IRDA/F&I/CIR/INV/064/04/2013	03/04/2013	Investment limit of 10% for reserve repo transactions in government securities
4	IRDA/F&I/CIR/INV/067/04/2013	04/04/2013	IRDA (Investment) Regulation-5th Amendments-Regulation
5	IRDA/AGTS/CIR/GLD/066/04/2013	04/04/2013	Guidelines pertaining to Archived Agency Licenses
6	IRDA/LGL/MISC/ORD/069/04/2013	05/04/2013	Committee for amendment / framing of Regulations/Rules/ Circulars etc
7	IRDA/CAD/PNTC/MISC/072/04/2013	05/04/2013	Public Notic for Cargo Carriers. etc-
8	IRDA/SDD/CIR/MISC/070/04/2013	05/04/2013	Insurer Acting as Registrars to UIDAI
9	IRDA/HLT/MISC/CIR/074/04/2013	12/04/2013	Agreement between TPAs and Insurance Companies.
10	IRDA/IT/CIR/MISC/075/04/2013	15/04/2013	Finalization of FSD for BAP
11	IRDA/BRK/ORD/LC/078/04/2013	16/04/2013	Rejection of renewal of licence: Brooklyn Ins Brokers Pvt Ltd
12	IRDA/BRK/ORD/LC/077/04/2013	16/04/2013	Rejection of renewal of Licence- Samriddhi Ins Advisory services & broking pvt ltd
13	IRDA/BRK/ORD/LC/076/04/2013	16/04/2013	Rejection of renewal of broker licence: Quasar Insurance Brokers Pvt Ltd
14	IRDA/SDD/GDL/CIR/079/04/2013	22/04/2013	Data on AML/CFT guidelines
15	IRDA/SUR/MISC/ORD/080/04/2013	23/04/2013	Appointment of Election Officer-IIISLA election
16	IRDA/SUR/MISC/ORD/081/04/2013	26/04/2013	Rejection of application for surveyor licence
17	IRDA/NL/ORD/CMT/084/05/2013	06/05/2013	Order Constituting the Working Hroup on Fraud Management
18	IRDA/SUR/AREG/CIR/086/05/2013	09/05/2013	IRDA Surveyors Regulations (Amended) 2013 & Updation of Surveyors Data for online licencing system
19	IRDA/SUR/AREG/CIR/085/05/2013	09/05/2013	Amendments in IRDA Insurance Surveyors (Amended) Reglations
20	IRDA/BRK/MISC/ORD/087/05/2013	10/05/2013	In the matter of M/S Bahujan Insurance Broking Pvt Ltd
21	IRDA/SUR/MISC/CIR/088/05/2013	13/05/2013	Web based integrated Licencing Management System
22	IRDA/NL/GDL/OOO/093/05/2013	15/05/2013	Guidelines for opening of foreign Insurance Co (including Branch Office) outside India by an Indian Insurance Co regd with IRDA
23	IRDA/BRK/ORD/LC/099/05/2013	21/05/2013	Cancellation of Broker Licesce No.-168 (M/s Sujay Insurance Services Pvt. Ltd., Banglore
24	IRDA/SDD/GDL/CIR/104/05/2013	27/05/2013	AML/CFT Guidelines
25	IRDA/AGTS/GDL/CIR/108/05/2013	30/05/2013	Pre-recruitment Examination of Insurance Agents

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Sl. No.	Reference Number	Date of Issue	Subject
26	IRDA/BRK/ORD/ORD/113/06/2013	19/06/2013	M/s Flourish Reinsurance Broking Private Limited
27	IRDA/BRK/ORD/ORD/114/06/2013	19/06/2013	M/s Mansukh Insurance Brokerse Private Limited
28	IRDA/ACT/CIR/PRD/119/06/2013	20/06/2013	Clarifications on IRDA (Non Linked Insurance Products) Regulations,2013 and IRDA (Linked Insurance Products) Regulations,2013
29	IRDA/HLT/REG/CIR/117/06/2013	20/06/2013	IRDA Health Insurance Regulations,2013
30	IRDA/HLT/REG/CIR/116/06/2013	20/06/2013	IRDA Health Insurance Regulations,2013
31	IRDA/BRK/ORD/ORD/121/06/2013	21/06/2013	Order in respect of M/s Apnainsurance Brokers Private Limited
32	IRDA/ACT/CIR/PRD/123/06/2013	28/06/2013	IRDA (Non- Linked Insurance Products) Regulations,2013 and IRDA (Linked Insurance Products) Regulations,2013
33	IRDA/HLT/GDL/CIR/125/07/2013	02/07/2013	Amendment to Guidelines on standardization in Health Insurance
34	IRDA/F&A/CIR/FA/126/07/2013	03/07/2013	Corrigendum to the Master Circular No: IRDA/F&I/CIR/F&A/231/10/2012
35	IRDA/F&I/CIR/INV/134/07/2013	12/07/2013	Lending Securities through Securities Lending and Borrowing (SLB) Framework
36	IRDA/NL/CIR/MISC/138/07/2013	19/07/2013	Clarifications on the guidelines on insurance Repositories and electronic issuance of Insurace policies
37	IRDA/CAGTS/CIR/LIC/142/07/2013	25/07/2013	Transfer of Agency/Corporate Agency License from one insurer to another
38	IRDA/AGTS/MISC/ORD/141/07/2013	25/07/2013	Constitution of Committee to revisit the extant system of Training and Examination of Agents
39	IRDA/AGTS/GDL/GLD/144/07/2013	26/07/2013	Standard Instructions and Guidelines applicable for Approval / Renewal of Agents Training Institute
40	IRDA/LIFE/AREG/CIR/149/08/2013	02/08/2013	Compliance Date for Implementation of Standard Proposal Form for Life Insurance
41	IRDA/BRK/ORD/LC/148/08/2013	02/08/2013	Refusal to grant renewal of license to M/s Foresight Risk Management & Insurance Broking Services Pvt. Ltd
42	IRDA/BRK/MISC/ORD/152/08/2013	06/08/2013	Order in respect of M/s Town Benefit Fund (Kumbakonam) Limited
43	IRDA/LIFE/CIR/MISC/153/08/2013	07/08/2013	ECS mandate under Life Insurance Policies
44	IRDA/SDD/CIR/MISC/158/08/2013	08/08/2013	Anti-Money Laundering/ Counter - Financing of Terrorism (AML/ CFT) - guidelines for insurers +
45	IRDA/BRK/ORD/LC/157/08/2013	08/08/2013	Cancellation of Broker License No.288
46	IRDA/ADMN/ORD/PER/156/08/2013	08/08/2013	Appointment of Vigilance officer

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Sl. No.	Reference Number	Date of Issue	Subject
47	IRDA/F&I/CIR/INV/155/08/2013	08/08/2013	Exposure limits on the Investments in Housing Finance and Infrastructure Finance Companies
48	IRDA/BRK/MISC/ORD/160/08/2013	12/08/2013	Rejection of M/s Golden MP Insurance Brokers Pvt. Ltd. application
49	IRDA/HLT/REG/CIR/159/08/2013	12/08/2013	Compliance with Regulation 12 (b) of IRDA (Health Insurance) Regulations,2013.
50	IRDA/IT/CIR/MISC/165/08/2013	13/08/2013	Information Security Policy
51	IRDA/LIFE/ORD/MISC/169/08/2013	20/08/2013	Final order in the matter of M/s Bajaj Allianz Life Insurance Company Limited
52	IRDA/DIST/CIR/MISC/171/08/2013	22/08/2013	Compliance of Regulations of Telecom Regulatory Authority of India-Member Distribution
53	IRDA/DIST/ORD/MISC/170/08/2013	22/08/2013	Common Service Centres (CSCs)-Member Distribution
54	IRDA/F&I/CIR/INV/172/08/2013	23/08/2013	Permission to insurers to Invest in Category I & II Alternative Investment Funds (AIFs)
55	IRDA/IT/CIR/MISC/174/08/2013	27/08/2013	Formation of a Committee to oversee the implementation of IT Policies
56	IRDA/DIST/GDL/MISC/178/09/2013	03/09/2013	Guidelines on Common Service Centre-2013
57	IRDA/LIFE/ORD/MISC/177/09/2013	03/09/2013	Directions under Sec 34 of Insurance Act,1938 In the matter of M/s HDFC Standard Life Insurance Company Limited
58	IRDA/NL/CIR/MISC/179/09/2013	04/09/2013	Clarification on appointment of approved persons
59	IRDA/ATI/WRN/MISC/180/09/2013	06/09/2013	Caution Notice
60	IRDA/LIFE/CIR/ADV/182/09/2013	11/09/2013	Advertisements - Life Insurance Products
61	IRDA/DIST/GDL/MISC/183/09/2013	12/09/2013	Guidelines pertaining to Agents
62	IRDA/IT/CIR/MISC/184/09/2013	16/09/2013	Implementation of Audio Conferencing facility
63	IRDA/HLT/REG/CIR/191/09/2013	26/09/2013	IRDA Health Insurance Regulations, 2013
64	IRDA/F&I/CIR/INV/194/09/2013	26/09/2013	Investment in IDF-Mutual Fund
65	IRDA/F&I/CIR/INV/193/09/2013	26/09/2013	Investments in IDF-NBFC
66	IRDA/ACT/CIR/PRD/197/09/2013	30/09/2013	Product regulations- Life
67	IRDA/BRK/ORD/LC/200/10/2013	01/10/2013	Netambit insurance brokers - rejection of renewal of licence
68	IRDA/BRK/ORD/LC/201/10/2013	08/10/2013	Refusal to grant renewal of license to Athena Insurance & Re insurance Brokers Pvt Ltd
69	IRDA/LIFE/MISC/GLD/202/10/2013	08/10/2013	Guidelines on reporting of Key persons
70	IRDA/SUR/CIR/CIR/203/10/2013	10/10/2013	Notice to all corporate Surveyors

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Sl. No.	Reference Number	Date of Issue	Subject
71	IRDA/BRK/MISC/ORD/204/10/2013	17/10/2013	Order in respect of M/s Stag Insurance Brokers Private Limited
72	IRDA/SDD/CIR/GLD/207/10/2013	21/10/2013	e- KYC services of UIDAI
73	IRDA/BRK/ORD/LC/212/10/2013	28/10/2013	In the matter of FPI Padmakshi Insurance Broker Pvt . ITD -- Rejection of renewal of Licence.
74	IRDA/F&I/CIR/INV/213/10/2013	30/10/2013	Clarification on IRDA (Investment) Reg,2000, Circulars and Guidelines and Misc. Matters related to Investment Reg
75	IRDA/BRK/MISC/ORD/217/11/2013	08/11/2013	Rejection of application of M/s Well India Insurance Brokers Pvt Ltd
76	IRDA/CAD/PR/MISC/221/11/2013	14/11/2013	NCFE to conduct National Financial Literacy Assessment Test for School Children
77	IRDA/NL/ORD/MOTP/223/11/2013	18/11/2013	Declaration of Ultimate Liability Ratio (ULR) for the Indian Motor Third Party Declined Risk Insurance Pool for the year 2012-13
78	IRDA/TAC/ORD/ADMN/222/11/2013	18/11/2013	Reconstitution of Provident Fund Trusts of TAC
79	IRDA/BRK/MISC/ORD/226/12/2013	06/12/2013	Constitution of Committee -- Revision of Brokers Syllabus
80	IRDA/BRK/ORD/LC/227/12/2013	06/12/2013	Refusal to grant renewal of License to M/s JRL Insurance Brokers Pvt Ltd
81	IRDA/F&I/CIR/INV/228/12/2013	09/12/2013	Submission of Investment Returns through BAP
82	IRDA/BRK/ORD/LC/230/12/2013	10/12/2013	Suspension of brokers licence in respect of M/s Strategic Insurance Broking Services Pvt.Ltd
83	IRDA/BRK/ORD/LC/231/12/2013	11/12/2013	Rejection of the Licence - M/s. Mathrawala & Sons Insurance Brokers Pvt.Ltd
84	IRDA/F&A/CIR/GLD/232/12/2013	11/12/2013	Master Circular on Preparation of Financial Statements and Filing of Returns : Life Insurance Companies
85	IRDA/LIFE/ORD/MISC/235/12/2013	18/12/2013	Final Order in matter of M/s. Tata AIA Life Insurance Company Ltd related with Personal hearing
86	IRDA/NL/ORD/CMT/237/12/2013	23/12/2013	Industry wide fraud analytics project - Technical and Tenders committee
87	IRDA/BRK/ORD/LS/001/01/2014	01/01/2014	Reconsideration order of the Chairman - M/s Athena Insurance & Brokers Pvt Ltd
88	IRDA/BRK/ORD/LC/002/01/2014	01/01/2014	Reconsideration order of the Chairman - M/s Athena Insurance & Brokers Pvt Ltd
89	IRDA/BRK/ORD/LC/006/01/2014	02/01/2014	Cancellation of Brokers Licence No.384
90	IRDA/BRK/MISC/ORD/007/01/2014	03/01/2014	M/s Adarsh Insurance Brokers Corporation Ltd
91	IRDA/F&I/CIR/INV/008/01/2014	07/01/2014	Investments in M/s L&T Infra Debt Ltd.-IDF-NBFC

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92	IRDA/IT/MISC/TNDR/009/01/2014	07/01/2014	Tender for Annual maintenance of desktops, servers and printers etc.
93	IRDA/LIFE/ORD/MISC/011/01/2014	10/01/2014	Final order in matter of M/s Future Generali India Life Insurance Company Ltd
94	IRDA/BRK/MISC/ORD/010/01/2014	10/01/2014	Constitution of a committee to look in to issues relating to FDI in Insurance Intermediaries and TPAs
95	IRDA/CAD/CIR/MISC/017/01/2014	13/01/2014	Photography Competition for Insurance Awareness Day
96	IRDA/F&A/CIR/RIC/016/01/2014	13/01/2014	Amendment in insurance Regulatory and Development Authority (Registration of Indian Insurance Companies) Regulations-2000-Regulation 2 (g) and Regulation 11
97	IRDA/LIFE/ORD/MISC/015/01/2014	13/01/2014	Final order in the matter of M/s Birla Sun Life Insurance Company Ltd.
98	IRDA/BRK/ORD/LC/018/01/2014	15/01/2014	In the matter of M/s Allied Insurance Brokers Private Ltd
99	IRDA/BRK/ORD/LC/023/01/2014	16/01/2014	Reconsideration order of Chairman in the matter of M/s FPI Padmakshi Insurance Brokers Pvt Ltd.
100	IRDA/CAD/CIR/MISC/024/01/2014	17/01/2014	Circular to all insurers and Licenced Intermediaries -- Use of taglines
101	IRDA/DIST/MISC/ORD/031/01/2014	20/01/2014	Constitution of committee under the Chairmanship of Shri N M Goverdhan to look in to distribution channels- agency, corporate agency, bancassurance, referrals, direct sales etc
102	IRDA/LIFE/ORD/MISC/030/01/2014	20/01/2014	Final order in the matter of M/s LIC of India
103	IRDA/LIFE/ORD/MISC/029/01/2014	20/01/2014	Final order in the matter of M/s ICICI Prudential Company Ltd
104	IRDA/F&I/CIR/INV/028/01/2014	20/01/2014	Submission of Investment Returns through BAP
105	IRDA/NL/ORD/F&U/027/01/2014	20/01/2014	Process to be followed for filing of products under the CSC Distribution Model
106	IRDA/LIFE/CIR/GLD/034/01/2014	21/01/2014	Standard Format for filling of Policy Document with the Authority
107	IRDA/SDD/ORD/MISC/037/01/2014	23/01/2014	Constitution of committee on implementation of the Non Legislative Recommendations made by FSLRC
108	IRDA/ACT/CIR/MISC/035/01/2014	23/01/2014	Report on Persistency rate and Renewal rate
109	IRDA/HLT/REG/CIR/039/01/2014	24/01/2014	Compliance with Regulation (10) of IRDA (Health Regulations) 2013
110	IRDA/CAD/CIR/MISC/038/01/2014	24/01/2014	Spurious Phone calls and Fictitious/Fraudulent Offers
111	IRDA/NL/ORD/MISC/042/01/2014	28/01/2014	Internal Committee for Industry wide Fraud Analytics System
112	IRDA/AGTS/MISC/CIR/041/01/2014	28/01/2014	Agents Pre- Recruitment Examination - New Syllabus (IC-34)

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Sl. No.	Reference Number	Date of Issue	Subject
113	IRDA/CAD/MISC/PRE/047/01/2014	29/01/2014	Spurious Phone Calls and Fictitious/ Fraudulent Offers
114	IRDA/CAD/PNTC/MISC/046/01/2014	29/01/2014	IRDA CAUTIONS PUBLIC AGAINST SPURIOUS CALLS AND FICTITIOUS OFFERS
115	IRDA/LIFE/AREG/CIR/045/01/2014	29/01/2014	Implementation of Standard Proposal form for Life Insurance
116	IRDA/LIFE/CIR/GLD/044/01/2014	29/01/2014	Guidelines - Process to be followed for filling of Life Products under the CSC Distribution Model
117	IRDA/VIGL/CIR/MISC/048/01/2014	30/01/2014	Functions and powers of the Central Vigilance Commission
118	IRDA/BRK/ORD/LC/050/01/2014	31/01/2014	Cancellation of Richard Strauss Insurance Brokers licence
119	IRDA/TPA/ORD/CAN/049/01/2014	31/01/2014	Cancellation of TPA Licence No.9
120	IRDA/HLT/CIR/CIR/053/02/2014	05/02/2014	Application of promotion from Sr.AD to DD
121	IRDA/F&A/CIR/GLD/056/02/2014	10/02/2014	Payment of dues to policyholders and disclosure of unclaimed amount thereof
122	IRDA/LIFE/ORD/MISC/058/02/2014	11/02/2014	Final Order in the matter of HDFC
123	IRDA/LIFE/CIR/GLD/057/02/2014	11/02/2014	Modification of Guidelines for individual Agents for persistency of Life Insurance Policies vide Ref: IRDA/CAD/GDL/AGN/016/02/2011 DATED 20.09.2011
124	IRDA/F&I/CIR/INV/063/02/2014	13/02/2014	Bank's Capital Instruments under Basel III
125	IRDA/LIFE/ORD/MISC/062/02/2014	13/02/2014	Final Order in the matter of M/s TATA AIA
126	IRDA/BRK/MISC/CIR/061/02/2014	13/02/2014	Applicability of service tax on the services provided by IRDA
127	IRDA/CAD/CIR/MISC/059/02/2014	13/02/2014	Spurious phone calls and Fictitious/Fraudulent offers
128	IRDA/LIFE/CIR/REF/067/02/2014	17/02/2014	Clarification under Reg 14 of IRDA (Sharing of Data base for Distribution of Insurance Products) Regulation 2010
129	IRDA/LIFE/CIR/MISC/073/03/2014	03/03/2014	Policy Servicing Forms (1) availability in Languages recognised under Constitution of India
130	IRDA/F&I/CIR/INV/074/03/2014	03/03/2014	Guidelines on Investment in Equity ETF
131	IRDA/HLT/MISC/CIR/075/03/2014	04/03/2014	Products non compliant with Health Insurance Regulations,2013
132	IRDA/SDD/ORD/MISC/082/03/2014	10/03/2014	Corrigendum
133	IRDA/BRK/ORD/ REORD/081/03/2014	10/03/2014	Reconsideration order of Chairman in the matter of M/s Strategic Insurance Broking Services Pvt Ltd.
134	IRDA/NL/ORD/MISC/080/03/2014	10/03/2014	Reconstitution of Committee on RFP for ETASS
135	IRDA/BRK/ORD/LC/079/03/2014	10/03/2014	Rejection of ren-- M/s Megatop Brokers
136	IRDA/LIFE/ORD/MISC/083/03/2014	11/03/2014	SBI Life Insurance Comp Ltd -- Directions u/s 34

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137	IRDA/BRK/ORD/LC/084/03/2014	14/03/2014	PR Man Reinsurance Brokers Pvt. Ltd
138	IRDA/HLT/GDL/CIR/087/03/2014	19/03/2014	Filing of Travel and Package Products (Health)
139	IRDA/HLT/MISC/CIR/086/03/2014	19/03/2014	Implementation of Electronic Health Record standards (EHR) by GOI, Dept of Health & Family Welfare for India
140	IRDA/DIST/GDL/CIR/088/03/2014	20/03/2014	On boarding Charges in CSC-SPV Model
141	IRDA/TPA/ORD/CAN/091/03/2014	21/03/2014	Cancellation of license No:32
142	IRDA/NL/ORD/MISC/090/03/2014	21/03/2014	Constitution of Committee on Security Framework and simplification of IR process
143	IRDA/ACT/CIR/PRD/089/03/2014	21/03/2014	Clarifications on IRDA Product Reg
144	IRDA/BRK/ORD/LC/096/03/2014	25/03/2014	Rejection of licence-- M/s Megatop Brokers
145	IRDA/NL/NTFN/MPL/098/03/2014	27/03/2014	Revision of Motor TP for the FY 2014-15
146	IRDA/BRK/ORD/LC/097/03/2014	27/03/2014	PRMAN Reinsurance Brokers Pvt. Ltd
147	IRDA/IT/CIR/MISC/101/03/2014	28/03/2014	Department wise mail ids
148	IRDA/NL/ORD/MPL/100/03/2014	28/03/2014	Dismantling of IMTPIP, Loss Reserve, Solvency and Accounting Issues
149	IRDA/F&I/CIR/INV/099/03/2014	28/03/2014	Reporting of Transactions in Corporate Bonds & Securitised Debt

REGULATIONS FRAMED UNDER THE IRDA ACT, 1999

SI. No.	REGULATIONS
1	IRDA (Member of Insurance Advisory Committee) Regulations, 2000
2	IRDA (Appointment of Insurance Advisory Committee) Regulations, 2000
3	IRDA (The Insurance Advisory Committee Meetings) Regulations, 2000
4	IRDA (Appointed Actuary) Regulations, 2000
5	IRDA (Actuarial Report and Abstract) Regulations, 2000
6	IRDA (Licensing of Insurance Agents) Regulations, 2000
7	IRDA (Assets, Liabilities and Solvency Margin of Insurers) Regulations, 2000
8	IRDA (General Insurance - Reinsurance) Regulations, 2000
9	IRDA (Registration of Indian Insurance Companies) Regulations, 2000
10	IRDA (Advertisements and Disclosure) Regulations, 2000
11	IRDA (Obligations of Insurers to Rural or Social Sectors) Regulations, 2000
12	IRDA (Meetings) Regulations, 2000
13	IRDA (Preparation of Financial Statement and Auditors' Report of Insurance Companies) Regulations, 2000
14	IRDA (Investment) Regulations, 2000
15	IRDA (Conditions of Service of Officers and Other Employees) Regulations, 2000
16	IRDA (Insurance Surveyors and Loss Assessors) (Licensing, Professional Requirements and Code of Conduct) Regulations, 2000
17	IRDA (Life Insurance - Reinsurance) Regulations, 2000
18	IRDA (Investment) (Amendment) Regulations, 2001
19	IRDA (Third Party Administrators- Health Services) Regulations, 2001
20	IRDA (Re-Insurance Advisory Committee) Regulations, 2001
21	IRDA (Investment) (Amendment) Regulations, 2002
22	IRDA (Preparation of Financial Statement and Auditors' Report of Insurance Companies) Regulations, 2002
23	IRDA (Protection of Policyholders' Interests) Regulations, 2002
24	IRDA (Insurance Brokers) Regulations, 2002
25	IRDA (Obligations of Insurers to Rural or Social Sectors)(Amendment) Regulations, 2002
26	IRDA (Licensing of Corporate Agents) Regulations, 2002
27	IRDA (Licensing of Insurance Agents) (Amendment) Regulations, 2002
28	IRDA (Protection of Policyholders' Interests) (Amendment) Regulations, 2002
29	IRDA (Manner of Receipt of Premium) Regulations, 2002
30	IRDA (Distributions of Surplus) Regulations, 2002
31	IRDA (Registration of Indian Insurance Companies) (Amendment) Regulations, 2003

Notified in the official Gazette.

REGULATIONS FRAMED UNDER THE IRDA ACT, 1999

SI. No.	REGULATIONS
32	IRDA (Investment) (Amendment) Regulations, 2004
33	IRDA (Qualification of Actuary) Regulations, 2004
34	IRDA (Obligations of Insurers to Rural or Social Sectors)(Amendment) Regulations, 2004
35	IRDA (Insurance Advisory Committee) Regulations, 2005
36	IRDA (Micro Insurance) Regulations, 2005
37	IRDA (Maternity Leave) Regulations, 2005
38	IRDA (Obligation of Insurers to Rural or Social Sectors) (Amendment) Regulations, 2005
39	IRDA (Licensing of Insurance Agents) (Amendment) Regulations, 2007
40	IRDA (Licensing of Corporate Agents) (Amendment) Regulations, 2007
41	IRDA (Insurance Brokers) (Amendment) Regulations, 2007
42	IRDA (Obligations of Insurers to Rural or Social Sectors)(Third Amendment) Regulations, 2008
43	IRDA (Obligations of Insurers to Rural or Social Sectors)(Fourth Amendment) Regulations, 2008
44	IRDA (Registration of Indian Insurance Companies) (Second Amendment) Regulations, 2008
45	IRDA (Conditions of Service of Officers and Other Employees)(Second Amendment) Regulations, 2008
46	IRDA (Investment)(Fourth Amendment) Regulations, 2008
47	IRDA (Insurance Advisory Committee) Regulations, 2008
48	IRDA (Sharing of Database for Distribution of Insurance Products) Regulations, 2010
49	IRDA (Treatment of Discontinued Linked Insurance Policies) Regulations, 2010
50	IRDA (Insurance Advertisements and Disclosure)(Amendment) Regulations, 2010
51	IRDA (Licensing of Insurance Agents)(Amendment) Regulations, 2010
52	IRDA (Scheme of Amalgamation and Transfer of General Insurance Business) Regulations, 2011
53	IRDA (Issuance of Capital by Life Insurance Companies) Regulations, 2011
54	IRDA (Registration of Indian Insurance Companies) (Third Amendment) Regulations, 2012
55	IRDA (Insurance Advisory Committee Meetings) (First Amendment) Regulations, 2012
56	IRDA(Sharing of Confidential Information Concerning Domestic or Foreign Entity) Regulations, 2012
57	IRDA (Registration of Indian Insurance Companies) (Fourth Amendment) Regulations, 2013
58	IRDA (Appointed Actuary) (First Amendment) Regulations, 2013
59	IRDA (General Insurance - Reinsurance) Regulations, 2013
60	IRDA (Insurance Brokers) (Second Amendment) Regulations, 2013
61	IRDA (Scheme of Amalgamation and Transfer of Life Insurance Business) Regulations, 2013
62	IRDA (Third Party Administrator-Health Services) (First Amendment) Regulations, 2013
63	IRDA (Standard Proposal Form for Life Insurance) Regulations, 2013

Notified in the official Gazette.

REGULATIONS FRAMED UNDER THE IRDA ACT, 1999 #

SI. No.	REGULATIONS
64	IRDA (Places of Business) Regulations, 2013
65	IRDA (Issuance of Capital by General Insurance Companies) Regulations, 2013
66	IRDA (Non-linked Insurance Products) Regulations, 2013
67	IRDA (Health Insurance) Regulations, 2013
68	IRDA (Linked Insurance Products) Regulations, 2013
69	IRDA (Investment) (Fifth Amendment) Regulations, 2013
70	IRDA (Life Insurance - Reinsurance) Regulations, 2013
71	Insurance Surveyors and Loss Assessors (Licensing, Professional Requirements and Code of Conduct) (Amendment) Regulations) , 2013
72	IRDA (Insurance Advisory Committee Meetings) Regulations, 2000-IAC Reconstitution
73	IRDA (Licensing of Banks as Brokers) Regulations, 2013
74	IRDA (Web Aggregators) Regulations, 2013,
75	IRDA (Meetings) (First Amendment) Regulations, 2013
76	IAC (Meetings) (Second Amendment) Regulations, 2013
77	IRDA (Insurance Brokers) Regulations, 2013
78	IRDA (Third Party Administrators – Health Services) (Second Amendment) Regulations, 2013
79	IRDA (Registration of Indian Insurance Companies) (Fifth Amendment) Regulations, 2013
80	IRDA (Licensing of Insurance Agents) (Amendment) Regulations, 2013
81	IISLA (Licensing, Professional requirements and code of conduct) Regulations, 2013
82	IRDA (Conditions of Service of Officers and Other Employees) Regulations, 2014

Notified in the official Gazette.



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