

National Drone Insurance Policy (Retail)

Policy Issuing Office

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I. Recital Clause

Whereas the insured designated in the schedule hereto has by a proposal, dated as stated in the schedule, which shall be the basis of this contract and is deemed to be incorporated herein, has applied to National Insurance Company Ltd. (herein after called the Company) for the insurance herein after set forth and has paid the premium as consideration for such insurance

II. Operative Clause

The Policy witness that, subject to the terms, definitions, exclusions and conditions contained herein or endorsed or otherwise expressed hereon, the Company undertakes that if during the Policy period stated in the Schedule or during the continuance of Policy by renewal, the Insured shall sustain loss or damage to property or incur liability or the insured person shall sustain injury due to an accident, the Company shall pay to the Insured or his/her nominee, as detailed in the respective Sections hereunder, the value at the time of happening of such loss, of the property so lost or the amount of such damage or the amount of liability incurred or the benefits specified herein as applicable but not exceeding in any one Policy period in respect of each of the sections the Sum Insured or Capital Sum Insured or Limit of Indemnity mentioned in such section and for the items in each sub-section, the Sum Insured or Capital Sum Insured or Limit of Indemnity mentioned in such sub-section respectively.

III. Definitions

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and to the feminine wherever the context so permits:

1. **Accident** means

i) a sudden, unforeseen event caused by external visible and violent means, whilst the Drone is in Flight for Insured Use, and which is neither expected nor intended by the Insured/Authorized Operator.

ii) An event caused due to existence of any integral condition in a Drone, and due to which the Drone has ceased to be in the possession or under the control of the Authorized Operator whilst the Drone is in Flight for Insured Use

2. **Authorized Operator**

a) For Nano Drones (operating below 50 feet/15 metres) and Micro Drones (operating below 200 feet/60 metres) shall be any individual above 18 years of age named in the Policy Schedule.

b) For all other categories of Drones including but not limited to Small, Medium and Large Drones, shall be the person who is operating, controlling or piloting the Drone and who is properly trained and qualified to do so and holds a valid Unmanned Aircraft Operator Permit (UAOP) issued by Director General of Civil Aviation (DGCA) or any other statutory authority.

Note: (Drones shall be categorized into Nano, Micro, Small, Medium, Large as defined under DGCA guidelines F. No. 05-13/2014-AED Vol. IV and subsequent amendments thereof)

3. **Bodily Injury** means physical bodily harm, excluding illness or disease, solely and directly caused by an Accident which is verified and certified by a Medical Practitioner.

4. **Business Use** means Flying for business or professional purposes but not for hire or reward.

5. **Constructive Total Loss [CTL]:** The Drone will be considered to be a constructive total loss if the cost of repair of the Drone exceeds 75% of the Sum Insured of the Drone.

6. **Damages** means monetary sums (including claimant's costs) payable pursuant to judgments or awards and/or settlements negotiated by or on behalf of the Insured, but shall not include interest, fines, penalties, punitive damages, exemplary damages, non-pecuniary relief, taxes, or any other amount for which an Insured is not financially liable, or which is without legal recourse to the Insured, or any matter that may be or be deemed to be uninsurable under Indian law.

7. **Deductible** means the amount which shall be borne by the Insured in respect of each and every claim made under this Policy. The Company's liability to make any payment under the Policy is in excess of the Deductible.

8. **Doctor / Medical Practitioner:** Doctor/ Medical Practitioner means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within its scope and jurisdiction of license.

9. **Drone** means an Unmanned Aircraft System mentioned in the Policy Schedule and covered under this policy (bearing a valid Unique Identification Number [UIN] if applicable as per DGCA Guidelines or any other statutory authority) including any Payload. However, Payload should not contain any dispensable load.

10. **Flying/Flight** means from the time the Drone is switched on, moves forward in taking off or attempting to take off, whilst in the air, and until the Drone completes its landing run and is being operated by an Authorized Operator only. A rotary wing Drone shall be deemed to be in Flight when the Drone is switched on and the rotors are in motion as a result of engine power, the momentum generated therefrom, or autorotation.
11. **Hospital:** A hospital means any institution established for *in-patient care* and *day care treatment* of illness and/or injuries and which has been registered as a hospital with the local authorities under Clinical Establishments (Registration and Regulation) Act 2010 or under enactments specified under the Schedule of Section 56(1) and the said act **Or** complies with all minimum criteria as under:
 - i. has qualified nursing staff under its employment round the clock;
 - ii. has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
 - iii. has qualified medical practitioner(s) in charge round the clock;
 - iv. has a fully equipped operation theatre of its own where surgical procedures are carried out;
 - v. maintains daily records of patients and makes these accessible to the insurance company's authorized personnel;
12. **Hospitalization** means admission in a Hospital for a minimum period of 24 consecutive '*In-patient Care*' hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.
13. **In-patient Care:** Inpatient care means treatment for which the insured person has to stay in a hospital for more than 24 hours for a covered event.
14. **Insured, You, Your, Yourself** means the individual, firm, company, organization, entity, association, partnership, limited liability partnership, government state or agency of a state, cooperative society named in the Policy Schedule including any Authorised Operator of the Drone
15. **Insurer, We, Our, Us, Ours, Company** means the Insurance Company Limited.
16. **Insured Use** means intended Business/Recreational/Rental Use of the Drone mentioned in the **Policy Schedule**.
17. **Night** shall mean the period from sun set to sun rise the following day.
18. **Sum Insured** means the Section wise Value as per the Policy Schedule but subject to the Maximum Insured Value. The Maximum insured value is the amount this policy will pay under any one section and in the aggregate.
19. **Policy** means the proposal, the schedule, the policy document and any endorsements / annexures attaching to or forming part thereof either on the effective date or during the Policy Period.
20. **Policy Period** means the period between and including the Risk Inception Date and Risk end dates shown in the Policy Schedule.
21. **Policy Schedule** means the schedule and any annexure to it.
22. **Payload** means any removable equipment (hired or otherwise) as stated in the Policy Schedule that can be attached to the insured Drone for Work carried out under Insured Use.
23. **Dispensable load** means cargo configured to be dispensed from a DRONE in flight.
24. **Property Damage** means actual physical damage to tangible material property belonging to a third person.
25. **Recreational Use** means Flying for enjoyment and private pleasure outside of the **Insureds** business or profession. It is not covered under the policy unless specifically declared to insurers.
26. **Rental Use** means rental, lease, charter or hire by the Insured to any person, company or organisation for Business Use only, where the operation of the Drone is not under the control of the Insured. Rental for any other purpose is NOT insured under this Policy unless specifically declared to Insurers and the detail of such use(s) are stated in the Policy Schedule.
27. **Terrorism:** An act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.
28. **Theft** as defined in Section 378 of Indian Penal Code shall mean whoever, intending to take dishonestly any movable Insured Property out of the possession of any person without that person's consent, moves that Insured Property in order to such taking, is said to commit theft.
29. **Unmanned Aircraft** means a powered, aerial vehicle which does not have a human pilot on board, flies autonomously or is piloted remotely, uses aerodynamic forces to provide vehicle lift, is not classified as a guided weapon or similar oneshot device designed for the delivery of munitions.

30. **Unmanned Aircraft System** means an Unmanned Aircraft including any article forming part thereof, or supplied for installation in, or for use in connection with, including ground handling tools and equipment used in connection therewith.
31. **Spare Engine: *Spare engines*** means propulsion engines which have been or which are intended to be installed in a *scheduled aircraft* and which are not included in the definition of *unmanned aircraft*.
32. **Spare parts:** Spare parts means parts or accessories intended to be installed in a scheduled aircraft and which are not included in the definition of *unmanned aircraft*, but does not include payload.
33. **Work** means use for activities including but not limited to agriculture, construction, photography, surveying, observation and patrol, search and rescue, aerial advertisement.

IV. Coverage

Section 1: Drone Hull Cover

Scope of Cover

The Company will indemnify the Insured in respect of repair/replacement cost of the Insured Drone arising out of:

- i) An Accident (Including loss of possession of Drone as a result of an Accident),
- ii) Theft

provided that the liability of the Company will not individually or in the aggregate exceed the Sum Insured mentioned in the Policy Schedule.

Exclusions Applicable to Section 1

In addition to the exclusions contained in GENERAL POLICY EXCLUSIONS, , the Company is not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

1. The deductible of **INR 36,500** at time of loss. The deductible shall apply for each and every partial loss claim arising out of the perils in respect of which the Insured is indemnified by this section. The deductible shall apply per event.
2. Wear and tear, deterioration, depreciation and freezing.
3. Theft or attempted theft of the Drone:
 - (a) by you or with your knowledge or consent; or
 - (b) by others. However, theft by others involving violent or forcible entry to or exit from a building, shipping container, gated compound secured with a closed shackle padlock, or locked boot, trailer, roof box or locked compartment of a motor vehicle, is covered under this section provided all security measures on the motor vehicle, trailer or roof box are in force at the time of the theft or attempted theft and the Drone is kept out of sight at all times.
4. Any damage arising out of Electrical and mechanical breakdown.
5. Damage to aerial cameras, scanners etc used as Payload (other than as a result of an Accidental Damage) due to scratching, fogging or misting of lens.
6. Any damage to the Drone if the lifting weight recommended by the Manufacturer for the insured Drone make and model is exceeded when any Payload is attached.
7. Confiscation, nationalisation, seizure, restraint, detention, appropriation,
 - i) under the order of any Government (whether civil military or de facto) or
 - ii) public or local authority or
 - iii) on account of wrongful entry or intentional invasion of privacy.
8. Mysterious disappearance or unexplained losses.
9. The Insured's consequential losses of any kind, be they by way of loss of profit, loss of opportunity, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill.

10. Superficial and inconsequential aspects such as noises, vibrations, warpage, that do not lead to dismal performance of the Drone including the Payload.
11. Faulty or defective design, materials or workmanship, inherent vice, latent defect.
12. Damage caused by dryness or humidity, or exposure to light or extreme temperatures
13. Any damage to UAV while it is maintained by a third party for repairing or cleaning etc.
14. Loss or damage occurring to UAV if it is in breach of geographical limits as specified in Policy Schedule.

Section 2: – Legal Liabilities to Third Party

Scope of Cover

Indemnity

The Company will indemnify the Insured against its legal liability (including Defence Costs) to pay Damages, for third party civil claims arising out of Bodily Injury or death or Property Damage, by an accident or an handling error on part of the Authorized Operator, if notified during the Policy Period by the Insured in accordance with the terms of this Policy.

Defense Cost

The Company will, subject to the Sum Insured, pay all reasonable costs, fees and expenses incurred with their prior written consent in the investigation, defence or settlement of any Claim and the Insured's costs of representation at any civil Inquest, inquiry, or other proceedings in respect of matters which have a direct relevance to an actual or anticipated claim against the Insured falling within the terms of this Policy.

Sanctions and Embargo Clause

Notwithstanding anything to the contrary in the policy the following shall apply:

- 1 If by virtue of any law or regulation which is applicable to an insurer at the inception of this policy or becomes applicable at any time thereafter providing coverage to the insured is or would be unlawful because it breaches an embargo or sanction that insurer shall provide no coverage and have no liability whatsoever nor provide any defence to the insured or make any payment of defence costs or provide any form of security on behalf of the insured to the extent that it would be in breach of such law or regulation.
- 2 In circumstances where it is lawful for an insurer to provide coverage under the policy but the payment of a valid and otherwise collectable claim may breach an embargo or sanction then the insurer will take all reasonable measures to obtain the necessary authorisation to make such payment.
- 3 In the event of any law or regulation becoming applicable during the policy period which will restrict the ability of an insurer to provide coverage as specified in paragraph 1, then both the insured and the insurer shall have the right to cancel its participation on this policy in accordance with the laws and regulations applicable to the policy provided that in respect of cancellation by the insurer a minimum of 30 days' notice in writing be given. In the event of cancellation by either the insured or the insurer the insurer shall retain the pro rata proportion of the premium for the period that the policy has been in force. However in the event that the incurred claims at the effective date of cancellation exceed the earned or pro rata premium (as applicable) due to the insurer and in the absence of a more specific provision in the policy relating to the return of premium any return premium shall be subject to mutual agreement. Notice of cancellation by the insurer shall be effective even though the insurer makes no payment or tender of return premium.

Exclusions Applicable to Section 2

In addition to the exclusions contained in GENERAL POLICY EXCLUSIONS, the Company is not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

1. Any agreed assumption of risk by the Insured, save to the extent that liability would have attached in the absence of such agreement.
2. Any liability arising out of the deliberate, wilful or intentional non-compliance with any statutory provision.
3. Any Bodily Injury of any person under a contract of employment or apprenticeship with the Insured, or the Insured's contractors or sub-contractors, if such Bodily Injury was contracted and/or arose out of and in the course of his employment.

4. Any obligations for which the insured is obligated to pay damages by reason of assumption of liability in a contract or agreement.
5. The Insured's consequential losses of any kind, be they by way of loss of profit, loss of opportunity, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill.
6. The infringement of plans, copyrights, patents, trade names, trademarks or registered designs.
7. Libel, slander, false arrest, wrongful eviction, wrongful detention, defamation including mental injury, agony, anguish or shock resulting therefrom.
8. Damage to property belonging to third parties handled by the Insured by way of his trade or worked upon by or in the care, custody or control of the Insured or any person employed by or working for the Insured.
9. The deliberate, conscious or intentional disregard by the Insured's management of the need to take all reasonable steps to prevent Bodily Injury and/or Property Damage.
10. Pollution of any kind.
11. Any Claim made, threatened or intimated against the Insured prior to the Policy Period.
12. Any Claim directly or indirectly arising out of, or in any way involving any fact or circumstance of which written notice has been given, or ought reasonably to have been given, under any previous policy (whether insured by the Company or not); or of which the Insured first became aware prior to the Policy Period and which the Insured knew or ought reasonably to have known had the potential to give rise to a Claim.
13. Liability more specifically insured elsewhere.
14. Any Claim made where the circumstances that exist are materially different to the circumstances represented by the Insured in the proposal.
15. Bodily injury or property damage resulting from the release of a dispensable load from the aircraft component of an unmanned aircraft system. Provided no part of the dispensable load consists of munitions, this exclusion (15) shall not apply to any claim or suit caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal aircraft operation.
16. Cyber Liability risk.

Section 3: Personal Accident Cover to Operator Coverage

In the event of any Bodily Injury sustained by the Insured/ Authorised Operator anywhere in India while operating drones during the Policy Period and arising out of an Accident, the Company will make payment as provided for below.

A) Death

- i. The Company shall pay the Sum Assured in the event of Bodily Injury resulting in Death of the Insured Beneficiary within 12 months of such Bodily Injury being sustained, whereupon this Coverage under Section 3 insofar as it relates to that Insured/ Authorised Operator shall expire.
- ii. The Company will also, in addition to the Sum Assured, pay up to 2% of the Sum Assured or Rs.5,000/- (whichever is lower) towards the cost of transporting the mortal remains of the Insured/Authorised Operator from the place of death to the hospital/ residence and/or cremation and/or burial ground.

B) Permanent Total Disability

- i. In the event of Bodily Injury resulting in Permanent Total Disability of the Insured/ Authorized Operator within 12 months of such Injury being sustained, the Company **will pay 125% of the Sum Assured**, whereupon this Coverage under Section 3 insofar as it relates to that Insured/ Authorised Operator shall expire.

- ii. If the Insured/ Authorised Operator was suffering from any permanent disability prior to the date upon which Bodily Injury was sustained, then the Company's liability to make payment hereunder shall be reduced by the extent of such preexisting, as advised by the concerned Government Medical Authority.

Exclusions Applicable to Section 3

No indemnity is available hereunder and no payment will be made by the Company for any claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:

- 1) suicide, attempted suicide or self-inflicted injury or illness;
- 2) any mental dysfunction or disorder, or psychosomatic dysfunction or disorder;
- 3) the use or misuse of any drugs, alcohol, intoxicants or hallucinogens; stroke, epileptic fit or other cramp like attacks or convulsions unless caused by an insured event under this Cover;
- 4) stroke, epileptic fit or other cramp like attacks or convulsions unless caused by an insured event under this Cover;
- 5) deliberate or intentional criminal act of the Insured/ Authorised Operator;
- 6) any accident resulting from war (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detention, confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority;
- 7) any consequential losses of any kind, and/or any actual or alleged legal liability of the Insured/ Authorised Operator;
- 8) whilst engaging in adventure sports or ballooning, whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world;
- 9) any accident suffered by the Insured/ Authorised Operator on account of his participation as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs;
- 10) any accident caused either directly or indirectly by nuclear energy, radiation;
- 11) curative treatments or interventions that the Insured/ Authorised Operator performs or has had performed on his body;
- 12) venereal or sexually transmitted disease;
- 13) HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused;
- 14) Including treatment thereof pregnancy, resulting childbirth, miscarriage, abortion, or complication arising out of any of the foregoing;

Note: In the event of Insured being an organization/entity/firm this cover shall be available only to the Authorised Operator.

Section 4: Accidental Medical Expenses Cover to Operator

Coverage

It is hereby agreed and declared that if Insured/ Authorised Operator are Hospitalized on advice of a Doctor because of a Bodily Injury sustained during the Policy Period and arising out of Flight of the covered Drone for Insured Use, then the Company shall reimburse reasonable and customary medical expenses incurred up to a maximum Sum Insured as shown in the Schedule for this cover aggregate in any one Policy Period. The medical expenses reimbursable would include:

- i) The reasonable charges that the Insured/ Authorised Operator necessarily incur on the advice of a Doctor for In-patient Care in a Hospital for accommodation; nursing care; the attention of medically qualified staff; undergoing medically necessary procedures and medical consumables.

- ii) Ambulance charges for carrying the Insured/ Authorised Operator from the site of accident to the nearest hospital, subject to a limit of Rs. 1000 per claim.

Exclusions Applicable to Section 4

We will not be liable to indemnify the Insured/Authorised Operator for the following events:

1. Accidental Bodily Injury that is sustained by the Insured/Authorised Operator:
 - a) Through suicide, attempted suicide or self-inflicted injury or illness
 - b) While under the influence of liquor or drugs
 - c) Arising or resulting from Insured/Authorised Operator committing any breach of law with criminal intent
 - d) Whilst engaging in aviation or ballooning, whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world.
 - e) Whilst participating as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs
 - f) As a result of any curative treatments or interventions that Insured/Authorised Operator carry out or have carried out on your body.
 - g) Arising out of participation in any naval, military or air force operations whether in the form of military exercises or war games or actual engagement with the enemy, whether foreign or domestic
2. Consequential losses of any kind, be they by way of loss of profit, loss of opportunity, loss of gain, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill or any legal liability of any kind whatsoever
3. Any injury/disablement/death directly or indirectly arising out of or contributed to any pre-existing condition.
4. Venereal or sexually transmitted diseases.
5. HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused.
6. Pregnancy, resulting childbirth, miscarriage, abortion, or complications arising out of any of these.
7. War (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority
8. Nuclear energy, radiation

If You do not agree whether any of these exclusions apply to Your claim, You agree to accept the burden of proving that they do not apply.

Note: In the event of Insured being an organization/entity/firm this cover shall be available only to the Authorised Operator.

V. General Exclusions Applicable To All Sections

No indemnity is available hereunder and no payment will be made by the Company for any claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:

- 1) WAR, HIJACKING AND OTHER PERILS EXCLUSION CLAUSE. AVN 48B
(amended for Drones)

This Policy does not apply to Claims caused by: -

- a) War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts at usurpation of power.
- b) Any hostile detonation of any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- c) Strikes, riots, civil commotions or labour disturbances.

- d) Any act of one or more persons, whether or not agents of a sovereign Power, for political or terrorist purposes and whether the loss or damage resulting therefrom is accidental or intentional.
- e) Any malicious act or act of sabotage.
- f) Confiscation, nationalisation, seizure, restraint, detention, appropriation, requisition for title or use by or under the order of any Government (whether civil military or de facto) or public or local authority.
- g) Hi-jacking or any unlawful seizure or wrongful exercise of control of the Drone in Flight (including any attempt at such seizure or control) of the Drone acting without Your consent.

Furthermore, this Policy does not cover Claims arising whilst the Drone is outside Your control by reason of any of the above perils.

The Drone shall be deemed to have been restored to Your control on the safe return of the Drone to You at a location not excluded by the geographical limits of this Policy, and entirely suitable for the operation of the Drone (such safe return shall require that the Drone be parked with engines shut down and under no duress).

- 2) Drone(s) and/or Associated Equipment is outside the geographical limits stated in schedule.
- 3) Night Flying Operations.
- 4) Beyond Visual line of sight (BVLOS) operations.
- 5) Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
- 6) Loss or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the perils covered.
- 7) Loss, destruction or damage directly or indirectly caused to the property insured by
 - a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - b) the radioactive toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component there of.
- 8) Loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss unless specifically insured.
- 9) Drone(s) and/or Associated Equipment is landing on or taking off or attempting to do so from a place which does not comply with the recommendations laid down by the manufacturer of the Drone(s) and/or Associated Equipment except as a result of force majeure.
- 10) Any discharge or release of munitions whether intentional or unintentional.
- 11) Electronic Date Recognition:
 - A. The failure or inability to correctly recognize, process, distinguish, interpret or accept any change of year, date or time, including but not limited to:
 - The change of year from 1999 to 2000; or
 - The change of date from August 21, 1999 to August 22, 1999;
 By any computer system, hardware, program or software, microprocessor, integrated circuit or similar device, whether in computer equipment or non-computer equipment, whether the property of any insured or of others; or
 - B. The failure or inability to correctly recognize, process, distinguish, interpret or accept any change of year, date or time, including but not limited to:
- 12) Asbestos exclusion :This policy does not cover any claim, damage, injury, loss, cost, expense or liability of any nature whatsoever arising from, occasioned by or in consequence of (whether directly or indirectly and whether wholly or partly):
 - i. The actual, alleged or threatened presence of asbestos in any form whatsoever, or any material or product containing, or alleged to contain, asbestos; or
 - ii. Any obligation, request, demand, order, or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, contain, treat, neutralize, protect against or in any other way respond to the actual, alleged or threatened presence of asbestos or any material or product containing, or alleged to contain, asbestos.

However, this exclusion shall not apply to any claim or suit caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal drone operation.

Notwithstanding any other provisions of this policy, we will have no duty to investigate, defend or pay defense costs in respect of:

- a) Any claim or suit excluded under Paragraphs (i) or (ii) above; or
 - b) Any such obligation, request, demand, order, or statutory or regulatory requirement described in Paragraph (ii) above.
- 13) Noise, Pollution and Other Perils exclusion :This policy does not cover any claim, damage, injury, loss, cost, expense or liability of any nature whatsoever arising from, occasioned by or in consequence of (whether directly or indirectly and whether wholly or partly): **AVN.46B 01.10.96 (amended for Drones)**
- I. Noise (whether audible to the human ear or not) or vibration, sonic boom, and any phenomena associated therewith,
 - II. Pollution and contamination of any kind whatsoever,
 - III. Electrical and electromagnetic interference, or
 - IV. Interference with the use of property,

unless caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal drone operation.

Nothing in this exclusion shall override any radioactive contamination or other exclusion clause made part of this policy.

14) Sanction & Embargo clause. (AVN 111)

Notwithstanding anything to the contrary in the Policy the following shall apply:

- a) If, by virtue of any law or regulation which is applicable to an Insurer at the inception of this Policy or becomes applicable at any time thereafter, providing coverage to the Insured is or would be unlawful because it breaches an embargo or sanction, that Insurer shall provide no coverage and have no liability whatsoever nor provide any defence to the Insured or make any payment of defence costs or provide any form of security on behalf of the Insured, to the extent that it would be in breach of such law or regulation.
- b) In circumstances where it is lawful for an Insurer to provide coverage under the Policy, but the payment of a valid and otherwise collectable claim may breach an embargo or sanction, then the Insurer will take all reasonable measures to obtain the necessary authorisation to make such payment.
- c) In the event of any law or regulation becoming applicable during the Policy period which will restrict the ability of an Insurer to provide coverage as specified in paragraph 1, then both the Insured and the Insurer shall have the right to cancel its participation on this Policy in accordance with the laws and regulations applicable to the Policy provided that in respect of cancellation by the Insurer a minimum of 30 days notice in writing be given.

In the event of cancellation by either the Insured or the Insurer, the Insurer shall retain the pro rata proportion of the premium for the period that the Policy has been in force. However, in the event that the incurred claims at the effective date of cancellation exceed the earned or pro rata premium (as applicable) due to the Insurer, and in the absence of a more specific provision in the Policy relating to the return of premium, any return premium shall be subject to mutual agreement. Notice of cancellation by the Insurer shall be effective even though the Insurer makes no payment or tender of return premium.

VI. General Conditions

1. **Disclosure of Information**
In the event of misrepresentation, mis-description or non-disclosure of any material fact, the Policy shall be void and all premium paid hereon shall be forfeited to the Company.
2. **Communication**
 - a. All communication should be in writing.
 - b. For Policy related issues, change in address to be communicated to the Policy issuing office of the Company at the address mentioned in the schedule.
 - c. The Company shall communicate to the Insured at the address mentioned in the schedule
3. **Due Observance**
The due observance of and compliance with the terms, provisions, warranties and conditions of this Policy insofar as they relate to anything to be done or complied with by the Insured shall be a condition precedent to any liability of the Company under this Policy. The Insurers liability to make payments under this Policy will be strictly conditional upon compliance with the terms and conditions of this Policy. Failure by the Insured to disclose all material

circumstances and to ensure that all representations of fact (including the assumptions on which this Policy is issued) are correct may invalidate the Policy or lead to additional terms or conditions being applied to the Policy or to any payment due under the Policy being reduced.

4. **Reasonable Care** The Insured shall:
 - a. Take all reasonable steps to safeguard the Drone against any Covered Insured Risk(s).
 - b. Take all reasonable steps to prevent a claim from arising under this Policy
 - c. If a claim is made then the Insured must not do or fail to do anything which will increase the amount of the claim.
 - d. If the Insured does or fails to do anything which may adversely affect the right to recover any sum from person for any matter covered by this Policy the Insurer may deduct from any payment otherwise due to the Insured under this Policy the amount by which the value of the right is reduced or the Insurer may recover that amount from the Insured if the Insurer has previously made a payment in respect of that matter

5. **Non-Disclosure**

The existence of this Policy or any related information shall not be disclosed to any third party other than bona fide purchasers and tenants, their lenders and respective advisors without the prior written consent of the Insurer.

6. **Duties and Obligations after Occurrence of Covered Insured Event:** Save as more specifically provided for elsewhere in the Policy, it is a condition precedent to the Company's liability under this Policy that, upon the happening of any event giving rise to or likely to give rise to a claim under this Policy:
 - a. The Insured shall immediately and in any event within 15 days give written notice about any matter which may lead to a loss liability or claim under this Policy to the Company or any of its representatives and appointees, at the address shown in the Schedule for this purpose, and in case of Notification of an event likely to give rise to a claim to specify the grounds for such belief, and
 - b. The Insured shall not abandon the Drone, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its representatives and appointees, and
 - c. The Insured shall within 90 days deliver to the Company its completed claim form detailing the damage that has occurred and an estimate of the quantum of any claim along with all documentation required to support and substantiate the amount of Indemnification sought from the Company, and
 - d. The Insured shall at its own expense provide information and assistance to the Insurer's representatives and appointees all the information, assistance, records and documentation in relation to the defence of a claim or conduct of any proceedings which the Insurer considers necessary or desirable to prevent or reduce loss or damage to the Insured or to obtain relief indemnity or contribution from any other party to which the Insurer is or may be entitled to by subrogated rights or otherwise.
 - e. The Insured shall allow the Company and its representatives and appointees to inspect the Drone or any other material items, as per 'the Right to Inspect' Clause.
 - f. No admission offer promise payment or indemnity shall be made or given by or on behalf of the Insured without the prior written consent of the Insurer

***Note:** Waiver of conditions (a) and (c) may be considered by the Company at its absolute discretion, in extreme cases of hardship where it is proved to the satisfaction of the Company that under the circumstances in which the Insured was placed, it was not possible for the Insured or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit. The decision of the Company shall be final and binding on the Insured.

7. **Claims**

In the event of a claim:

 - A. If any Person makes a claim against the Insured that the Insured thinks is covered by this Policy the Insured must not make any admissions or pay any money to the Person making the claim. The Insured must not spend any money in connection with that claim before notifying the Insurer
 - B. The Insurer may at its discretion pursue any litigation (including appeals) to final determination by a court of competent jurisdiction and the Insurer shall not be liable to indemnify the Insured in respect of Loss prior to such final determination.
 - C. The Insurer has the right to select the legal representative to act in any matter in connection with this Policy. Once such legal representative is appointed the Insurer will not be liable for costs, expenses or fees associated with any other legal representative

- D. For any occurrence for which there may be liability under this Policy the Insurer may at its discretion and at its own cost pursue or defend any action at law or otherwise or make an application to a court of competent jurisdiction in default of which the Insurer will indemnify the Insured as per the terms and conditions of the Policy
- E. The Insurer shall have full discretion in the conduct of any proceedings and may cease any said action or application or defence at any time by:
 - i. paying to the Insured an amount up to the Sum Insured (after deduction of any sum already paid under this Policy) or any lesser amount for which a claim can be settled
 - ii. making a settlement out of court in the name of or on behalf of the Insured
 - iii. paying or otherwise settling with the Insured the amount of Loss provided for under this Policy whereupon the Insurer shall relinquish control of such claim and shall be under no further liability to the Insured in connection therewith except for costs and expenses relating to matters arising prior to the date of such payment or settlement and for which the Insurer is responsible in accordance with this Policy
- F. The Insurer may at its discretion and at its own cost make settlement with parties other than the Insured and may take any other action which the Insurer considers necessary to prevent or minimise its Loss whether or not it is liable in the terms of this Policy and by so doing the Insurer will not be taken to have conceded any liability or waived any of the terms or conditions of this Policy
- G. The Insured must at the expense of the Insurer do and concur in doing and permit to be done all things reasonably practicable to minimise loss to the Insurer and will permit the Insurer at its discretion to use the Insured's name for the purposes of any action or proceedings in connection with a claim under this Policy provided that the Insurer will keep the Insured informed of such actions or proceedings and will ensure that in doing so it complies with the Insured's regulatory obligations any policies and procedures of the Insured of which it is informed
- H. Irrespective of the number of claims made under this Policy, the total liability of the Insurer including shall not exceed in the aggregate the sectional Sum Insured. Any payments the Insurer makes to the Insured under this Policy will reduce the sectional Sum Insured by an equivalent amount.
- I. If the Insured does or fails to do anything which may adversely affect the right to recover any sum from any Person for any matter covered by this Policy the Insurer may deduct from any payment otherwise due to the Insured under this Policy the amount by which the value of the right is reduced or the Insurer may recover that amount from the Insured if the Insurer has previously made a payment in respect of that matter.
- J. After the Insurer has made a payment to the Insured under this Policy if the Insurer is able to recover any money from any third party the Insurer can keep this money. The Insurer will repay to the Insured any amount received in excess of the sums incurred by the Insurer but only to the extent that the Insurer is required to repay to the Insured in order to comply with regulatory or statutory obligations. If the Insured receives from any other Person any payment in respect of the same matter the Insured must immediately pay to the Insurer the sum received from that other Person.
- K. On receipt of all required information/ documents that are relevant and necessary for the claim, the Company shall, within a period of 30 days offer a settlement of the claim to the insured. If the Company, for any reasons, decides to reject a claim under the Certificate of Insurance read with Policy, it shall do so within a period of 30 days from the receipt of last relevant and necessary document.
- L. In the event the claim is not settled within 30 days as stipulated above, the insurer shall be liable to pay interest at a rate, which is 2% above the bank rate from the date of receipt of last relevant and necessary document from the insured/claimant by insurer till the date of actual payment

CLAIM SETTLEMENT for DRONES COVERED UNDER SECTION 1:

In the event of a loss or damage, the basis of loss or damage settlement will be as follows:

- A. Where the Drone can reasonably be repaired or reinstated at a cost less than the replacement cost, the Company will indemnify the Insured the cost of such repairs or reinstatement not exceeding the Insured Value less the applicable excess as stated in the policy schedule. The cost of any alterations or overhaul shall not be recoverable under this policy.
No deduction shall be made for depreciation in respect of parts replaced except those with limited life, but the value of any salvage will be taken into account.
- B. In the case of a total loss/Constructive Total Loss [CTL] the Company shall indemnify the Insured in respect of the restoration or replacement costs not exceeding the sum Insured Value less any applicable excess as

specified in the policy schedule. The replacement shall be of the same make and type and in reasonably like condition unless otherwise agreed.

- C. Should the Insurer exercise its option to pay for or replace the Drone the Insurer will take the drone together with all documents of record, registration and title thereto as Salvage.
- D. In case of all physical damage to spare engine and spare parts resulting from one accident, the company shall indemnify least of:
 - i. Insured financial interest in property
 - ii. The replacement cost of the property as of the time of physical damage, less depreciation and any unrepaired damage,
 - iii. The cost to repair the property, or
 - iv. The spare engines and spare parts Limit mention in the policy schedule.Less policy deductible.
- E. The Company may at its option and sole discretion repair, reinstate, refurbish or replace the Drone damaged or destroyed, or any part thereof through any repairer/dealer or the manufacturer of respective Drone instead of paying the amount of loss or damage
- F. The Company shall be entitled to retain any defective part replaced under the Policy.

8. **Non Invalidation** The Insured's interest in this Policy shall not be prejudiced by any act omission or default of any other party unless such party acted on behalf of the Insured or with the knowledge and consent of the Insured or if the Insured was aware of the act omission or default but did not inform the Insurer.

9. **Right to Inspect**

If required by the Company, its representatives and appointees, including a loss assessor or a surveyor appointed in that behalf, shall in case of any loss /damage or any circumstances that have given rise to a claim under the Policy be permitted at all reasonable times to examine into the circumstances of such loss /damage. The Insured shall, on being required so to do by the Company, produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstance in his possession and furnish copies of or extracts from them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain in the correctness thereof or the liability of the Company under the Policy.

10. **Contribution**

If, at the time of any claim, there is, or but for the existence of this Policy, would be any other policy of indemnity or insurance in favour of or effected by or on behalf of the Insured applicable to such claim, then the Company shall not be liable to pay or contribute more than its rateable proportion of any loss or damage.

11. **Subrogation**

The Insured shall at the expense of the Company do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the Company for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated upon the Company paying for or making good any loss or damage under the Policy whether such acts and things shall be or become necessary or required before or after the Insured (s) indemnification by the Company.

12. **Fraud**

If the Insured or any one acting on his behalf shall make or advance any claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used to obtain any benefits under the Policy or if the Loss or damage be occasioned by the wilful act, or with the connivance of the Insured, all benefits under the Policy shall be void and all claims or payments thereunder shall be forfeited.

13. **Cancellation**

This policy may be cancelled by the Insured at any time by giving at least 7 days written notice to the Insurer. The Insurer will refund premium according to the Insurer's Short Period Rates set out below:

Table of Short Period Rates	
Period of Risk	Amount of Premium To be Retained by the insurer.
Upto 1 month	20 % of the Annual Premium.

1 month and above, up to 2 months	30 % of the Annual Premium.
2 months and above, up to 3 months	40 % of the Annual Premium.
3 months and above, up to 4 months	50 % of the Annual Premium.
4 months and above, up to 5 months	60 % of the Annual Premium.
5 months and above, up to 6 months	70 % of the Annual Premium.
6 months and above, up to 7 months	75 % of the Annual premium.
7 months and above, up to 8 months	80 % of the Annual Premium.
8 months and above, up to 9 months	85 % of the Annual Premium.
9 months and above	Full Annual Premium.

The above is applicable provided the Insured has not made any Claim under the Policy during the Policy Period. No refund of premium shall be due if the Insured has made a Claim under this policy.

Insurer may cancel this insurance by giving insured, at least 15 days written notice, and if no claim has been made then we shall refund a pro-rata premium for unexpired policy period. Under normal circumstances, Policy will not be cancelled except for reasons of mis-representation, fraud, non-disclosure of material facts or Insured's non-cooperation. If the Policy is cancelled by the Company on grounds of fraud by the Insured, the Company shall not be liable to pay any refund to the Insured.

14. Automatic Termination

The cover for the Insured shall terminate immediately in the event of admissible claim and settlement of 100% of Sum Insured mentioned against respective section in the Policy Schedule.

15. Dispute Resolution

- a. If any dispute or difference shall arise as to the quantum of claim to be paid under this Policy (liability/claim being otherwise admitted by the Company), such difference shall independently of all other question be referred to the decision of a sole arbitrator to be appointed in writing by the Company and the respective Insured or if they cannot agree upon a single arbitrator within 30 days of any party [the Company or the respective Insured] invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators one to be appointed by each of who are the parties to the dispute/ difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time. The law of the arbitration will be Indian law, and the seat of arbitration and venue for all hearings shall be within India.
- b. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided if the Company has disputed or not accepted/admitted the liability/claim under the Policy.
- c. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit read with this Policy that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained.
- d. It is also hereby further expressly agreed and declared that if the Company shall disclaim/repudiate the liability to the respective Insured for any claim under the Policy, and such claim shall not, within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then all benefits under the Policy shall be forfeited and the rights of Insured shall stand extinguished and the liability of the company shall also stand discharged.
- e. In the event that these arbitration provisions shall be held to be invalid then all such disputes or differences shall be referred to the exclusive jurisdiction of the Indian Courts subject to other clauses herein.

16. Notices

- a. Any and all notices and declarations for the attention of the Company shall be submitted in writing and shall be delivered to the address specified in the Policy Schedule.
- b. Any and all notices and declarations for the attention of the Insured shall be posted to the Insured's address stated in the Policy Schedule.

17. Governing Law

The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with Indian law. The section headings of this Policy are included for descriptive purposes only and do not form part of this Policy for the purpose of its construction or interpretation. Subject to Condition 15 (Dispute Resolution) above, for any dispute under this policy the courts of India will have exclusive jurisdiction to hear and determine any such dispute.

18. **Entire Contract**

This Policy constitutes the complete contract of insurance for the Insured. No change or alteration in this Policy shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by an endorsement on the Policy.

19. **Two or more schedule drones**

When the insurance afforded by this policy applies to two or more scheduled drones, the terms of this policy shall apply separately to each.

20. **Territorial Limits**

This Policy covers Insured Risk of concerned Insured arising after the policy commencement date and during the Policy Period within India. The Company's liability to make any payment under admissible claims shall be to make payment to the Insured within India and in Indian Rupees only.

21. **Compliance with Government Regulations**

The Insured shall ensure the covered drone is compliant with Regulations/ Guidelines in relation of operation of unmanned aircraft system (UAS)/ drones in India issued by DGCA or any other authorized Government Agency, as updated from time to time during the Policy.

22. **Redressal of grievance**

In case of any grievance relating to servicing the policy, the insured may submit in writing to the policy issuing office or regional office for redressal. If the grievance remains unaddressed, insured may contact "Customer Relationship Management Department", National Insurance Company Limited, Chhabildas towers, 6A, Middleton Street, Kolkata - 700071.

If the insured is not satisfied, the grievance may be referred to "Miscellaneous Insurance Department" National Insurance Company Limited, 3 Middleton Street, Kolkata - 700071.

The insured can also approach the office of Insurance Ombudsman of the respective areas and regions for redressal of grievance. The contact details of the Insurance Ombudsman are provided in Annexure 1.

VII. Optional Covers

The following covers shall available only if opted by the Insured, requisite premium paid and cover mentioned in Schedule.

Option 1: Invasion of Privacy Cover

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover invasion of privacy committed by the Insured, whilst operating a Drone in accordance with the terms and conditions of this Policy, during the Period of Insurance.

The Company will indemnify the Insured against the sums that the Insured is legally liable to pay as compensation **subject to maximum amount of INR 10,00,000**, any one offence and in the annual aggregate.

For the purposes of this endorsement an "**Invasion of Privacy**" shall mean an invasion of any rights of privacy or any nuisance, trespass or interference with any easement or right of air, light, water or way.

Subject to the Policy terms, conditions, limitations and exclusions.

Option 3: Cyber Liability Cover

It is hereby agreed and declared that on payment of additional premium, the **Section 2 of the Policy** is extended to cover compensatory damages (including costs awarded against the Insured) in respect of Bodily Injury (fatal or otherwise) and Property Damage following the unlawful interference of any computer system, software programme, computer code, computer process or any other electronic system that enables a third party to seize control of the Drone whilst in-Flight with the intention of inflicting harm. The limit of our liability in respect of the coverage provided by this Endorsement shall be **INR 5,00,000**, any one occurrence and in the annual aggregate.

Subject to the Policy terms, conditions, limitations and exclusions.

Option 4: BVLOS Endorsement

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover BVLOS operations. Any authorised pilot operating a Drone, insured under this policy, beyond visual line of sight, must hold a valid permit and/or authorisation from the relevant governing Aviation Authority.

Option 5: Mysterious Disappearance Endorsement

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover Mysterious Disappearance of the Drone, i.e, claim arising when the wreckage of the drone has not been located when the official search has been terminated.

Option 6: Night Flying Endorsement

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover Night Flying Operations. Any authorised pilot operating a Drone, insured under this policy, during the hours of darkness, must hold a valid permit and/or authorisation from the relevant governing Aviation Authority.

All other Policy terms, conditions, limitations and exclusions remained unaltered.

The contact details of the Insurance Ombudsman offices are as below-

Areas of Jurisdiction	Office of the Insurance Ombudsman
Gujarat , UT of Dadra and Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad@ecoi.co.in
Karnataka	Office of the Insurance Ombudsman, JeevanSoudhaBuilding,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in
Madhya Pradesh and Chhattisgarh	Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in
Odisha	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in
Punjab , Haryana, Himachal Pradesh, Jammu and Kashmir, UT of Chandigarh	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in
Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in
Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in
Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Office of the Insurance Ombudsman, JeevanNivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in
Andhra Pradesh, Telangana and UT of Yanam – a part of the UT of Pondicherry	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in
Rajasthan	Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.

	Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in
erala , UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in
West Bengal, UT of Andaman and Nicobar Islands, Sikkim	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in
Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkalbarnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in
Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane	Office of the Insurance Ombudsman, 3rd Floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in
State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshihar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur	Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: GautamBuddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514251 / 2514253 Email: bimalokpal.noida@ecoi.co.in
Bihar, Jharkhand.	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Email: bimalokpal.patna@ecoi.co.in
Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region	Office of the Insurance Ombudsman, JeevanDarshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020 - 32341320 Email: bimalokpal.pune@ecoi.co.in