

Annexure-I
(Referred to in Para 1.2)

List of Regulations issued by the IRDA

1. IRDA (Actuarial Report and Abstract) Regulations, 2000
2. IRDA (Appointed Actuary) Regulations, 2000
3. IRDA (Assets, Liabilities and Solvency Margin of Insurance) Regulations, 2000
4. IRDA (General Insurance – Reinsurance) Regulations, 2000
5. IRDA (Insurance Advertisements and Disclosure) Regulations, 2000
6. IRDA (Licensing of Insurance Agents) Regulations, 2000
7. IRDA(Registration of Indian Insurance Companies) Regulations, 2000
8. IRDA-Surveyors and Loss Assessors (Licensing, Professional Requirements and Code of Conduct) Regulations, 2000
9. IRDA (Investment)Regulations, 2001
10. IRDA (Re-insurance Advisory Committee)Regulations, 2001
11. IRDA (Third Party Administrators – Health Services)Regulations, 2001
12. IRDA(Distribution of Surplus) Regulations, 2002
13. IRDA(Insurance Brokers) Regulations, 2002
14. IRDA(Licensing of Corporate Agents) Regulations, 2002
15. IRDA(Manner of Receipt of Premium) Regulations, 2002
16. IRDA(Obligations of Insurers to Rural Social Sectors) Regulations, 2002
17. IRDA(Preparation of financial statements and auditor's report of insurance Companies) Regulations, 2002
18. IRDA(Protection of Policyholders' Interests) Regulations, 2002
19. IRDA (Qualification of Actuary) Regulations, 2004
20. IRDA (Micro-Insurance) Regulations, 2005

Annexure-II
(Referred to in Para 1.7)

Units visited: New India Assurance Company Limited

Zone	Regional Office	Divisional Office	Branch Office
<u>North Zone</u>			
Jaipur	Jaipur	Kota Jodhpur DO – II Jaipur DO – II Jaipur DO – I Jaipur DO – III	Kota Bikaner Nehru place, Jaipur Dharma Heights, Jaipur Jaipur Tower, M.I. Road Branch
Kanpur	Kanpur	Haldwani Kanpur DO IV Kanpur DO II Allahabad DO I Mirzapur DO	Rudrapur Unnao Mall Road, Kanpur Pratapgarh Robertganj
<u>West Zone</u>			
Mumbai IV	Mumbai IV	Tardeo 130500 Bandra 130200 Dadar 130600 N I Center 130800 Tardeo 130300	
Pune	Pune	Ratnagiri 150200 Ahmednagar DO 151300 Sangli DO II- 151100 Kolhapur – 150400 Chinchwad - 151000	Kudal City Br Vita City Br 1 Baramati
<u>East Zone</u>			
Guwahati	Guwahati	Bongaigaon Guwahati DO – I Guwahati DO – II Dibrugarh Silchar	Ulubari Beltola Jorhat Aizawal
Patna	Patna	Ranchi DO – I Jamshedpur Dhanbad Gaya Patna DO - II	Ranchi City BO Sakchi BO Dhanbad BO Hazaribagh BO Purnea BO
<u>South Zone</u>			
Bengaluru	Bengaluru	Bellary CDU V CDU XI Belgaum Mysore DO 2	Hospet Indra Nagar R.T. Nagar City Branch 1 Mercara
Chennai	Chennai	Cuddalore Citibank DO Pondicherry Armenian St. Royapettah	Nellikuppam (DAB) Pondicherry Br 1 Triuvotriyur Royapettah (DAB)

Units visited: National Insurance Company Limited

Zone	Regional Office	Divisional Office	Branch Office
North Zone			
New Delhi I	New Delhi I	DO VI (Nehru Place) DO XXII (Karol Bagh) DO III (Asaf Ali Road) DO XV (K.G. Marg) DO XVI (New Friends Col.)	Nehru Place, New Delhi Bhandari House, Asaf Ali Rd. Asaf Ali Road, New Delhi DLF, Gurgaon
Dehradun	Dehradun	Aligarh Moradabad Haridwar M. Nagar Dehradun	Bulandshahar Gajraula Rishikesh Saharanpur Dehradun
West Zone			
Mumbai II	Mumbai II	Mumbai DO II Mumbai DO IX Mumbai DO X Mumbai DO XVI Mumbai DO XIX	DAB 2 DAB 9 DAB 10
Ahmedabad	Ahmedabad	Gandhinagar Ahmedabad DO I Ahmedabad DO III Ahmedabad DO IV Ahmedabad VI	Nidasa Branch Balva Branch Ahmedabad Direct Branch 1 BO III
East Zone			
Patna	Patna	Hazaribag Gaya Bhagalpur Patna DO – I Patna DO – II	Koderma Sasaram Dumka Biharshariff Patna BO 2
Guwahati	Guwahati	Bongaigaon Imphal Maligaon Guwahati DO – I Tinsukia	Dhubri Mangaodol Guwahati Dullajan
South Zone			
Hyderabad	Hyderabad	Vizag 2 Hyderabad IV Kukatpally Eluru Secunderabad 2	Vizag DAB Osmangunj Kukatpally DAB Bhimavaram Secunderabad Br I
Coimbatore	Coimbatore	Madurai Namakkal Tanjore Salem I Coimbatore 2	Madurai BO 1 Kumbakonam Salem BO 1 Coimbatore City BO 1

Units visited: United India Insurance Company Limited

Zone	Regional Office	Divisional Office	Branch Office
North Zone			
New Delhi II	New Delhi II	DO 16 (Kirti Nagar) DO 19 (Rohini) DO 10 (Faridabad) DO 15 (Laxminagar) DO 28 (Faridabad)	Naraina Janakpuri DLF, Gurgaon Shahdara
Lucknow	Lucknow	Lucknow DO 4 Allahabad Varnasi DO 2 Lucknow DO 1 Varnasi DO 1	BO VI, Capital Cinema Bldg, Lucknow Naini, Allahabad Mirzapur Gomti Nagar Varnasi
West Zone			
Mumbai I	Mumbai RO I	Mumbai DO 7 Mumbai DO 9 Mumbai DO 10 Mumbai DO 17 Mumbai DO 18	With DAB Mumbai City
Mumbai II	Mumbai RO II	Mumbai DO 2 DO – CBD (Nerul) Kalyan DO Thane DO Vashi DO	Panvel BO Bhiwandi BO Thane BO I
East Zone			
Patna	Patna	Muzaffarpur Patna DO II Jamshedpur Gaya Patna DO – I	Muzaffarpur BO Danapur Branch Golmuri BO Jhumritilaiya BO Patna City BO
Kolkata	Kolkata	Kolkata DO – VII Kolkata DO – IX Burdwan DO Sambalpur DO Haldia DO	Barasat BO Krishnagar BO Rourkela BO 1 Contai BO
South Zone			
Hyderabad	Hyderabad	Hyderabad 1 Hyderabad 6 Hyderabad 11 Chittor Adilabad	Kushaiguda Basheerbagh Koti Gandhi Road Macherial
Coimbatore	Coimbatore	Coimbatore 2 Coimbatore 3 Coimbatore 5 Namakkal Salem 1 (CBE DO 7)	Nanjappa Road Pollachi Namakkal Ramnagar (Mettur)

Units visited: Oriental Insurance Company Limited

Zone	Regional Office	Divisional Office	Branch Office
North Zone			
Ambala	Ambala	Jammu DO – 1 Jammu DO – 2 Panipat Shimla Ambala	Udhampur Jammu Panipat Shimla Ambala city
Lucknow	Lucknow	Jhansi Kanpur DO -3 Lucknow DO – 2 Kanpur DO -1 Kanpur DO -2	Mahoba BO-5 Kanpur Sitapur BO-I Kanpur Kanpur
West Zone			
Mumbai I	Mumbai I	Mumbai DO 1 Mumbai DO 10 Mumbai DO 12 Mumbai DO 18 Mumbai DO 21	111101 Project Branch
Ahmedabad	Ahmedabad	Ahmedabad I Ahmedabad III Ahmedabad V Jamnagar DO Gandhinagar DO	Ahmedabad BO 1 Branch Office 3 Ahmedabad BO 8
East Zone			
Kolkata	Kolkata	Kolkata DO – VII Kolkata DO – II Durgapur Kolkata DO – V Howrah	Salt Lake Branch DAB Midnapore BO
Patna	Patna	Ranchi DO – I Ranchi DO – II Purnea Gaya Patna DO – I	** ** BO, Saharsa BO, Hazaribagh **
South Zone			
Chennai	Chennai	Chennai III Chennai V Chennai VI Chennai IX Chennai X	Guindy Mount Road Vadapalani
Bengaluru	Bengaluru	Bengaluru VIII Bengaluru XI Hassan Mangalore Hubli	Cbo N.R. Square Adu godi Chickmagalur Br Office 1 Mangalore Hubli

**** cases pertaining to the BO are dealt in the DO**

Annexure-III
(Referred to in Para 1.8)

Audit Methodology

Audit work was performed at the selected operating offices of the four General Insurance Companies viz. NIA, NIC, UIIC and OIC. Two Regional Offices in each region in each company were randomly selected making a total of 8 Regional Offices per company and 32 Regional Offices in all. Under each selected Regional Office, five Divisional Offices were selected using stratified sampling techniques with Incurred Claim Ratio (ICR) as the criteria. One branch office under each selected Divisional Office was also selected on a judgemental basis. In all, 160 Divisional Offices and 128 branch offices of the four insurance companies were audited.

Audit of the reinsurance activities were conducted at GIC and at the Reinsurance Departments in the Head Offices of the four General Insurance Companies.

Cases were selected for audit scrutiny at the Divisional and Branch Offices using appropriate sampling techniques. Details of cases selected are given below.

Details of samples

Motor Third Party Claims

Company	Total No. of cases	No. of cases selected
NIA	12943	2352
NIC	11177	1965
UIIC	6759	1760
OIC	6145	1494
Total	37024	7571

Reinsurance

Company	Total No. of treaties	No. of treaties selected
GIC	7570	725
NIA	271	135
NIC	257	78
UIIC	462	147
OIC	574	116
Total	9134	1201

Claim Settlement and Grievance Redressal Procedure

Company	Total Number of cases	Number of cases selected
NIA	13819	1304
NIC	26657	1631
UIIC	18365	1256
OIC	40775	2470
Total	99616	6661

Agency Commission and Brokerage

- (1) In the databases of the selected operating offices of NIA, NIC, and UIIC, Structured Query Language (SQL) was used to extract all cases of deviations from the regulations/circulars of the companies.
- (2) In the operating offices of OIC a total of 109 cases of payments to Agents were selected from the registers of payments where deviations were noticed.