

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2910
ANSWERED ON:26.11.2010
AMBIGUOUS GUIDELINES BY INSURANCE COMPANIES
Mahtab Shri Bhartruhari

Will the Minister of FINANCE be pleased to state:

- (a) whether the private/public insurance companies have ambiguous guidelines whereby customers feel cheated;
- (b) if so, the details thereof;
- (c) whether the Government has formulated guidelines for health insurance schemes; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

(a) to (d): Insurance Regulatory and Development Authority (IRDA) has reported that IRDA (Advertisements and Disclosures) Regulations, 2000 and the Advertisement guidelines specify the form and manner of advertisements and stipulate guidelines for soliciting business at the prospect stage. IRDA (Protection of Policyholder's) Regulations, 2002 also ensures protection of the interests of the policy holders in matters concerning issuance of insurance policy, grievance redressal, procedures for settlement of insurance claim etc., which needs to be complied by all insurers. Further, IRDA has mandated in its File & Use guidelines dated 28th September, 2006 for filing of general insurance products including health insurance that the contingencies insured under the product should be clear and provide transparent cover which is of value to the insured. The Insurance Companies are required to submit a certificate to this effect with IRDA.