

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:840  
ANSWERED ON:27.02.2015  
SETTLEMENT OF INSURANCE CLAIMS  
Shirole Shri Anil

**Will the Minister of FINANCE be pleased to state:**

- (a) the details of the premium collected and claims settled by the public sector as well as private sector insurance companies during the last three years;
- (b) whether there is any monitoring mechanism for timely settlement of claims; and
- (c) if so, the details thereof and if not, the steps taken/being taken to protect the interests of public for getting speedy settlement of their insurance claims?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JAYANT SINHA)

(a): The data as furnished by Insurance Regulatory and Development Authority (IRDA) on premium collected and claims settled by the public as well as private life insurance companies during the last three years is given in Annex 1 and 2. The Data pertaining to premium and claims settled by non-life insurers are given in Annex 3 and 4.

(b)& (c): IRDA monitors the claims payment position of the insurance companies by collecting the claims payment data on a quarterly basis.

In addition to the monitoring of claims settlement indicated above, the steps taken by IRDA to protect the interests of public for getting speedy settlement of their insurance claims are as follows:

- i. IRDA (Protection of Policyholders' Interest) Regulations, 2002 constitutes the regulatory framework for the protection of policyholders' interests. Regulation 8 and 9 deals with claims procedure in respect of life insurance and general insurance policies respectively. In terms of Regulation 5, every insurer should have in place proper procedures and effective mechanism to address complaints and grievances of policyholders efficiently.
- ii. To enable timely resolution of grievances, IRDA has issued Guidelines for Grievance Redressal by Insurance Companies on 27 July 2010 according to which every insurance company is required to acknowledge grievances within 3 days and resolve complaints within two weeks.
- iii. Grievance cell in the Consumer Affairs Department of IRDA also receives complaints from policyholders which include those relating to claims. The complaints are registered and forwarded to the insurers for resolution and advice to the complainants. The insurers are required to examine the complaints and resolve the same within two weeks.
- iv. Where the complaints are not resolved to the satisfaction of the complainant, the complainant can take up the matter with the Insurance Ombudsman.
- v. IRDA regularly inspects the books of the insurance companies as per Section 14(2)(h) of IRDA Act, 1999.