

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES  
**LOK SABHA**

**STARRED QUESTION NO. 17**

TO BE ANSWERED ON MONDAY, NOVEMBER 29, 2021/AGRAHAYANA 8, 1943 (SAKA)

**SETTLEMENT OF INSURANCE CLAIMS**

**†\*17. SHRI SUKHBIR SINGH JAUNAPURIA:**

Will the Minister of FINANCE be pleased to state:

- (a) whether any time limit has been fixed/prescribed for making payment of insurance amount to the victims/ affected families by public/private sector insurance companies in the case of injuries/death in road accidents;
- (b) if so, the details thereof;
- (c) the details of the claims reported by the Life Insurance Companies, General Insurance Companies and Motor Accident Claims Tribunals and the details of the maximum and minimum compensation paid to the families of road accident victims during each of the last five years and the current year, company-wise and Statewise;
- (d) whether the Government has taken any steps for speedy settlement of insurance claims and if so, the details thereof; and
- (e) whether the compensation amount has been increased under the New Motor Vehicles Act, if so, the details thereof and if not, the reasons therefor?

**ANSWER**

**THE FINANCE MINISTER  
(SMT. NIRMALA SITHARAMAN)**

(a) to (e): A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN THE REPLY TO PARTS (a) to (e) OF LOK SABHA  
STARRED QUESTION NO. 17 FOR 29<sup>th</sup> NOVEMBER, 2021, REGARDING “SETTLEMENT  
OF INSURANCE CLAIMS” RAISED BY SHRI SUKHBIR SINGH JAUNAPURIA**

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(a) and (b): As per section 149 of the Motor Vehicle Act, 1988, upon receipt of information of an accident, the insurance company shall designate an officer to settle the claims relating to such accident, who may make an offer to the claimant for settlement before the Motor Accident Claims Tribunal within thirty days and if the claimant accepts such offer, the Tribunal shall make a record of such settlement and the insurance company shall make payment within 30 days from the receipt of such record of settlement, and if the claimant rejects such offer, the Tribunal shall fix date of hearing to adjudicate the claim on merits.

(c): The company-wise and State- and Union-territory-wise details of claims during the previous five years, as informed by the Insurance Regulatory and Development Authority of India (IRDAI) on the basis of data submitted by insurers, are at Annex-I. The company-wise and State- and Union-territory-wise details of maximum compensation paid to claimants under motor third party insurance during the last five financial years, as informed by IRDAI on the basis of database maintained by the Insurance Information Bureau of India, are at Annex-II. IRDAI has further informed that details of minimum compensation paid are not maintained as the said database captures all payouts under motor third party insurance and it is not possible to know whether a particular amount mentioned in the database is an expense or a compensation amount. IRDAI has also informed that the data for the current year is not available as the same is collected and collated as on the 31<sup>st</sup> of March of each year.

(d): The Ministry of Road Transport and Highways has apprised that it published draft rules in August 2021 for amending the Central Motor Vehicles Rules, 1989, inviting objections or suggestions from public. These are in pursuance of the requirement under section 212 of the Motor Vehicles Act, 1988 of previous publication for making of rules. The said draft rules envisage timeframes for, *inter alia*, intimation of accident by the police to the Tribunal and the insurance company, submission of documents by the vehicle owner and driver to the police, submission of an interim and a detailed accident report by the police to the Tribunal, decision by the insurance company regarding the compensation payable if liability is not disputed, acceptance of the offer by the claimant, inquiry by the Tribunal in case of non-acceptance of the offer, award by the Tribunal, and release of the award amount.

(e): The Motor Vehicles Act, 1988 was amended by the Motor Vehicles (Amendment) Act, 2019 to increase the compensation for hit and run motor accidents from Rs. 12,500 to Rs. 50,000 in case of grievous hurt, and from Rs. 25,000 to Rs. 2,00,000 in case of death.

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**Annexure-I referred to in the reply to part (c) of Lok Sabha Starred Question No. 17, for answer on 29.11.2021**

**Insurer-wise number of motor third party insurance claims intimated/ booked**

Insurance company	Claims intimated/ booked during:				
	FY 2020-21	FY 2019-20	FY 2018-19	FY 2017-18	FY 2016-17
Acko General Insurance Limited	334	254	14	-	-
Bajaj Allianz General Insurance Company Limited	12,801	16,498	13,846	12,473	11,852
Bharti Axa General Insurance Company Limited	3,912	4,807	4,045	4,392	5,262
Cholamandalam General Insurance Company Limited	10,844	17,981	17,142	17,226	16,501
Navi General Insurance Limited	156	139	6	-	-
Edelweiss General Insurance Limited	104	123	3	-	-
Future Generali India Insurance Company Limited	2,767	3,855	3,473	3,036	3,295
Go Digit General Insurance Limited	3,881	3,081	832	26	
HDFC Ergo General insurance Company Limited	8,218	10,928	9,141	11,657	12,647
ICICI Lombard General Insurance Company Limited	17,007	23,905	20,903	21,152	25,088
IFFCO Tokio General Insurance Company Limited	12,884	20,706	18,085	19,455	19,776
Kotak Mahindra General Insurance Company Limited	383	449	257	118	30
Liberty Videocon General Insurance Company Limited	3,475	2,618	1,797	1,439	953
Magma HDI General Insurance Company Limited	2,677	4,193	2,681	2,508	2,748
Raheja QBE General Insurance Company Limited	332	321	225	142	35
Reliance General Insurance Company Limited	9,407	17,498	17,473	18,013	20,044
Royal Sundaram Alliance Insurance Company Limited	5,147	8,252	8,104	8,824	8,909
SBI General Insurance Company Limited	5,551	3,880	3,115	3,284	4,746
Shriram General Insurance Company Limited	8,688	15,714	16,657	21,002	23,201
Tata AIG General Insurance Company Limited	9,160	15,268	9,866	9,031	8,562
Universal Sompo General Insurance Company Limited	2,838	3,204	2,845	2,990	1,836
The New India Assurance Company Limited	59,267	83,563	74,378	77,367	1,07,951
National Insurance Company Limited	1,05,338	88,147	79,704	76,805	58,090
The Oriental Insurance Company Limited	45,079	69,186	66,165	70,384	72,510
United Insurance Company Limited	48,093	72,515	73,772	89,446	93,198
<b>Total</b>	<b>3,78,343</b>	<b>4,87,085</b>	<b>4,44,529</b>	<b>4,70,770</b>	<b>4,97,234</b>

Source: Insurance Regulatory and Development Authority of India

**State- and Union territory-wise number of motor third party insurance claims intimated/  
booked**

State / Union territory	Claims intimated/ booked during:				
	FY 2020-21	FY 2019-20	FY 2018-19	FY 2017-18	FY 2016-17
Andhra Pradesh	12,470	18,308	16,495	19,496	16,044
Arunachal Pradesh	94	133	142	97	1,744
Assam	7,643	12,808	10,910	10,454	7,349
Bihar	8,161	6,102	6,308	5,154	6,139
Chhattisgarh	5,101	8,714	7,765	7,937	7,098
Goa	410	722	711	682	1,108
Gujarat	15,575	26,290	27,810	26,612	23,592
Haryana	10,514	18,167	16,797	15,855	12,578
Himachal Pradesh	1,477	3,017	3,088	3,164	2,143
Jharkhand	1,887	3,691	3,372	3,287	2,488
Karnataka	43,653	49,375	45,664	48,866	42,019
Kerala	52,301	56,327	51,093	51,134	34,744
Madhya Pradesh	29,553	35,572	31,974	38,946	29,434
Maharashtra	26,509	40,315	34,719	38,003	1,03,422
Manipur	92	210	102	73	764
Meghalaya	86	166	162	214	3,642
Mizoram	40	102	96	85	6,708
Nagaland	146	264	241	280	171
Odisha	7,363	10,399	8,711	10,180	11,636
Punjab	3,700	8,076	8,174	7,953	7,843
Rajasthan	31,695	31,988	28,302	30,414	25,522
Sikkim	486	162	1,538	98	77
Tamil Nadu	48,036	65,415	61,584	64,549	52,590
Telangana	6,345	10,284	8,242	11,933	10,715
Tripura	492	836	874	931	2,670
Uttar Pradesh	35,967	37,987	32,282	31,743	25,396
Uttarakhand	1,755	3,343	2,503	2,645	3,004
West Bengal	15,101	16,097	14,049	16,792	16,012
Andaman and Nicobar Islands	49	13	16	58	36
Chandigarh	911	2,095	2,188	2,626	12,758
Dadra and Nagar Haveli and Daman and Diu	60	135	53	154	697
Delhi	7,445	12,266	12,365	14,715	19,720
Jammu and Kashmir, and Ladakh	1,470	3,075	3,215	3,049	3,630
Lakshadweep	3	818	1	-	226
Puducherry	1,753	3,813	2,983	2,638	3,515
<b>Total</b>	<b>3,78,343</b>	<b>4,87,085</b>	<b>4,44,529</b>	<b>4,70,770</b>	<b>4,97,234</b>

Source: Insurance Regulatory and Development Authority of India

**Annexure-II referred to in the reply to part (c) of Lok Sabha Starred Question No. 17, for answer on 29.11.2021**

**Maximum compensation paid to claimants (company-wise)**

Insurance company	Maximum compensation paid during:				
	(in Rupees)				
	FY 2020-21	FY 2019-20	FY 2018-19	FY 2017-18	FY 2016-17
Acko General Insurance Limited	24,66,373	20,70,000	4,69,500	-	-
Bajaj Allianz General Insurance Company Limited	2,05,44,000	1,49,66,996	2,19,91,344	1,94,08,113	2,67,81,228
Bharti Axa General Insurance Company Limited	1,49,98,074	1,86,45,443	1,13,71,767	2,43,40,524	1,46,18,380
Cholamandalam General Insurance Company Ltd	1,16,52,301	2,13,14,190	5,62,13,750	2,63,51,323	2,25,82,797
Edelweiss General Insurance Limited	32,19,950	15,07,740	-	-	-
Future Generali India Insurance Company Limited	1,81,76,165	4,01,01,403	1,40,12,000	1,26,49,116	93,91,271
Go Digit General Insurance Limited	50,82,340	70,38,460	20,04,961	-	-
HDFC Ergo General Insurance Company Limited	1,59,01,607	1,74,52,856	1,23,83,140	1,45,73,619	2,33,77,624
ICICI Lombard General Insurance Company Limited	3,28,95,770	3,05,25,858	1,68,94,143	7,00,79,360	5,08,97,385
IFFCO Tokio General Insurance Company Limited	1,40,83,869	1,90,31,255	1,99,68,656	1,71,56,140	1,65,29,412
Kotak Mahindra General Insurance Company Limited	43,70,000	32,19,992	40,03,054	18,82,160	-
L&T General Insurance Co. Ltd.	-	-	-	88,87,667	96,78,048
Liberty Videocon General Insurance Company Limited	94,19,100	90,10,500	1,18,89,674	5,00,34,000	65,21,900
Magma HDI General Insurance Company Limited	90,02,790	88,29,925	70,17,100	90,32,164	79,14,001
National Insurance Company Limited	4,81,67,969	2,58,85,919	3,61,99,876	11,37,48,674	2,65,23,963
Navi General Insurance Limited	15,64,335	6,77,760	-	-	-
Raheja QBE General Insurance Company Limited	1,08,41,588	50,88,831	45,80,000	22,29,652	6,06,400
Reliance General Insurance Company Limited	5,31,28,212	3,20,81,127	2,05,34,142	3,36,06,926	1,78,46,797
Royal Sundaram Alliance Insurance Company Limited	1,08,91,496	1,31,37,558	1,81,94,927	3,35,42,405	1,12,27,393
SBI General Insurance Company Limited	69,40,589	1,37,11,520	1,14,43,441	1,30,59,801	1,37,38,524
Shriram General Insurance Company Limited	1,90,00,802	1,91,10,054	1,80,13,000	1,26,86,729	2,75,19,600
Tata AIG General Insurance Company Limited	2,60,54,000	1,68,44,397	2,73,14,500	1,04,18,406	1,90,14,850
The New India Assurance Company Limited	2,85,87,469	15,99,85,664	3,61,66,170	5,78,19,428	22,07,76,915
The Oriental Insurance Company Limited	1,68,59,907	2,52,76,014	7,73,68,362	1,88,26,874	5,23,55,670
United Insurance Company Limited	2,56,31,802	6,16,01,553	2,89,49,781	2,23,05,649	1,97,74,226
Universal Sompo General Insurance Company Limited	1,69,59,585	97,19,216	1,10,16,551	71,78,678	77,23,500
<b>Total</b>	<b>42,64,40,093</b>	<b>57,68,34,231</b>	<b>46,79,99,839</b>	<b>57,98,17,408</b>	<b>60,53,99,884</b>

Source: Insurance Regulatory and Development Authority of India

## Maximum compensation paid to claimants (State- and Union territory-wise)

State/Union territory	Maximum compensation paid during:				
	(in Rupees)				
	FY 2020-21	FY 2019-20	FY 2018-19	FY 2017-18	FY 2016-17
Andaman and Nicobar Islands	33,52,458	36,38,450	36,62,765	21,12,029	41,78,435
Andhra Pradesh	1,36,04,000	1,75,16,300	3,61,66,170	2,19,07,919	3,10,89,466
Arunachal Pradesh	2,29,59,206	1,14,48,252	1,71,39,881	1,02,92,100	80,81,868
Assam	1,22,65,764	92,12,083	81,34,532	1,03,10,500	88,34,544
Bihar	1,09,62,807	1,12,96,790	77,59,670	1,00,81,788	78,93,489
Chandigarh	91,49,130	1,26,15,574	1,13,71,767	79,33,937	93,91,271
Chhattisgarh	2,11,28,783	7,38,33,038	2,08,47,610	2,10,61,668	1,07,89,720
Dadra and Nagar Haveli and Daman and Diu	68,62,855	68,80,180	1,51,04,933	1,15,05,559	80,99,836
Delhi	5,31,28,212	2,52,76,014	7,73,68,362	3,34,40,677	2,33,77,624
Goa	3,28,95,770	2,14,14,864	1,00,19,241	1,07,30,196	1,01,56,734
Gujarat	1,81,76,165	6,16,01,553	2,35,21,357	5,78,19,428	3,59,55,790
Haryana	2,59,35,618	2,48,73,849	2,59,70,842	2,72,25,589	5,08,97,385
Himachal Pradesh	1,68,30,809	1,32,05,716	1,38,81,050	2,06,41,950	1,98,65,203
Jammu and Kashmir, and Ladakh	1,03,25,360	1,23,87,518	1,14,28,398	87,41,939	1,09,49,442
Jharkhand	2,60,54,000	1,00,34,003	1,00,61,385	81,96,371	82,64,196
Karnataka	2,61,86,001	4,01,01,403	3,61,99,876	1,40,22,600	1,19,76,083
Kerala	2,07,39,539	4,01,72,502	1,70,44,088	1,23,14,501	2,59,41,770
Lakshadweep	0	36,72,254	12,71,841	14,21,024	12,97,207
Madhya Pradesh	1,42,97,413	2,20,42,397	1,39,37,707	1,46,87,672	1,37,09,419
Maharashtra	1,69,59,585	15,99,85,664	3,09,94,279	4,68,91,258	3,00,48,161
Manipur	21,36,011	45,16,000	34,88,151	55,61,106	32,62,466
Meghalaya	41,10,998	81,22,621	64,02,633	40,70,624	28,18,713
Mizoram	90,70,865	81,47,928	1,08,90,552	58,75,778	26,05,521
Nagaland	1,27,11,247	89,86,196	1,61,31,935	61,55,281	2,21,68,215
Odisha	1,31,36,084	1,74,52,856	1,70,12,362	80,63,985	5,23,55,670
Puducherry	92,71,411	8,39,00,777	1,11,87,514	1,14,75,001	1,10,16,080
Punjab	2,33,74,974	1,28,39,097	1,28,31,047	7,00,79,360	22,07,76,915
Rajasthan	1,54,29,160	1,57,18,629	5,62,13,750	1,71,80,692	2,75,19,600
Sikkim	34,32,305	57,24,182	49,85,276	1,39,41,020	50,77,846
Tamil Nadu	2,85,87,469	2,01,16,388	3,39,49,406	5,00,34,000	2,72,40,268
Telangana	2,80,82,573	6,75,96,664	2,19,91,344	1,29,92,575	1,90,14,850
Tripura	73,15,141	1,24,42,153	49,31,780	51,35,080	56,82,960
Uttar Pradesh	2,56,31,802	2,07,38,834	2,64,52,880	1,66,70,400	1,00,90,187
Uttarakhand	1,62,97,450	1,99,84,700	1,71,70,679	1,19,20,593	1,65,29,412
West Bengal	1,29,57,184	1,53,06,996	2,37,69,272	11,37,48,674	2,65,23,963
<b>Total</b>	<b>57,33,58,149</b>	<b>90,28,02,426</b>	<b>65,92,94,335</b>	<b>70,42,42,874</b>	<b>78,34,80,308</b>

Source: Insurance Regulatory and Development Authority of India