

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**LOK SABHA**  
**UNSTARRED QUESTION NO. 5065**

ANSWERED ON – 4.4.2022

**SETTLEMENT OF INSURANCE CLAIMS**

5065. SHRI A. GANESHAMURTHI:

Will the Minister of FINANCE be pleased to state:

- (a) the details of outstanding claims for natural disasters in 2020 and 2021 from the insurance companies, State/year-wise.
- (b) the amount that was settled and its percentage out of the total claims for natural disasters;
- (c) whether the Insurance Regulatory and Development Authority issues instructions to the insurers to expedite the process for receiving, verifying and settling claims; and
- (d) if so, the details thereof?

**ANSWER**

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(DR. BHAGWAT KARAD)

(a) and (b): Insurance Regulatory and Development Authority (IRDAI) has informed that no claim is outstanding with the Life Insurance Companies for natural disasters in the years 2020 and 2021. The catastrophe and State-wise details of claims for natural disasters in the years 2020 and 2021 from the life insurance and non-life insurance companies, are at Annex-I and Annex-II respectively.

(c) and (d): Yes, Insurance Regulatory and Development Authority of India issues guidelines for life insurer & non-life Insurer from time to time to expedite the processes for receiving, verifying and settling claims pertaining to natural catastrophes. This includes guidelines issued to insurers in respect of insurance claims of victims of Cyclones Amphan, Hudhud, Fani Nivar, Nisarga, Taukate and Yaas, floods in Telangana, Andhra Pradesh and Maharashtra etc.

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## Lok Sabha Unstarred Question No. 5065 regarding "Settlement of Insurance Claims"

**Life insurers' settlement of claims arising out of catastrophe events during the year 2020 and 2021 as on 28.02.2022**

S. No	Year	Natural Disaster Cyclone/Flood	Outstanding Claims	No. of Claim Reported	Amount (in Lakhs Rupees)	Percentage Claim Settled
1	May, 2020	Cyclone Amphan ( West Bengal, Odisha)	Nil	0	0	NA
2	June, 2020	Cyclone Nisarga (Maharashtra , Gujarat)	Nil	0	0	NA
3	June, 2020	Heavy Rainfall in Andhra Pradesh, Telangana, Maharashtra, Karnataka	Nil	2	21	100%
4	Nov, 2020	Nivar (Tamil Nadu, Andhra Pradesh)	Nil	0	0	NA
5	May, 2021	Cyclone Tauktae (Maharashtra, Gujarat, Karnataka,Kerala & Goa)	Nil	4	185	100%
6	May, 2021	Cyclone Yaas (West Bengal, Odisha)	Nil	0	0	NA
7	July, 2021	Maharashtra floods	Nil	4	5.94	100%
Total				10	211.94	-

Source:IRDAI

## Lok Sabha Unstarred Question No. 5065 regarding " Settlement of Insurance Claims

## Non-Life insurers' settlement of claims arising out of catastrophe events during the year 2020 and 2021 as on 28.02.2022

Year	Catastrophe name (event wise)	Claims Reported		Claims Settled		Claims Repudiated		Claims Withdrawn		Claims Outstanding		% of claims outstanding	% of claims disposed of
		Number	Amount (In Rs Lakhs)	Number	Amount (In Rs Lakhs)	Number	Amount (In Rs Lakhs)	Number	Amount (In Rs Lakhs)	Number	Amount (In Rs Lakhs)		
May, 2020	Cyclone Amphan (West Bengal, Odisha)	14803	174896.02	11930	57198.63	755	4105.35	662	2229.17	1448	114055.93	9.78	90.16
June, 2020	Cyclone Nisarga (Maharashtra, Gujarat)	7755	27911.92	6574	11728.15	583	1194.30	180	354.37	416	14591.77	5.36	94.61
October, 2020	Telangana floods	7315	39371.71	5737	16362.97	215	673.53	688	650.43	673	20245.15	9.20	90.77
October, 2020	Andhra Pradesh floods	447	1207.11	344	794.59	13	8.41	52	17.97	38	380.21	8.50	91.50
October, 2020	Maharashtra floods	1008	3901.16	824	1816.43	28	16.82	105	53.24	51	2014.67	5.06	94.94
October, 2020	Karnataka floods	2407	1081.25	2396	768.07	1	0.27	3	30.25	9	282.66	0.37	99.71
November, 2020	Nivar (Tamil Nadu, Andhra Pradesh)	1138	13055.93	660	3172.92	92	124.80	78	74.62	360	8939.52	31.63	72.93
<b>Total (year 2020)</b>		<b>34873</b>	<b>261425.11</b>	<b>28465</b>	<b>91841.77</b>	<b>1687</b>	<b>6123.48</b>	<b>1768</b>	<b>3410.04</b>	<b>2995</b>	<b>160509.91</b>	<b>8.59</b>	<b>91.53</b>
May,2021	Cyclone Tauktae (Maharashtra, Gujarat, Karnataka,Kerala & Goa)	14362	264101.35	9604	29451.24	939	2769.04	851	2089.17	2968	231611.44	20.67	79.33
May,2021	Cyclone Yaas (West Bengal, Odisha)	7393	18280.89	5530	2691.72	86	120.25	1291	143.82	486	15204.67	6.57	93.43
July,2021	Maharashtra floods	14579	111617.48	9826	27253.01	794	2977.35	894	9986.68	3065	74162.82	21.02	78.98
<b>Total (year 2021)</b>		<b>36334</b>	<b>393999.72</b>	<b>24960</b>	<b>59395.97</b>	<b>1819</b>	<b>5866.64</b>	<b>3036</b>	<b>12219.67</b>	<b>6519</b>	<b>320978.92</b>	<b>17.94</b>	<b>82.06</b>
<b>Grand total</b>		<b>71207</b>	<b>655424.8</b>	<b>53425</b>	<b>151237.7</b>	<b>3506</b>	<b>11990.1149</b>	<b>4804</b>	<b>15629.7</b>	<b>9514</b>	<b>481488.83</b>	<b>13.36</b>	<b>86.70</b>

Source: IRDAI