

Government of India
Ministry of Finance
Department of Financial Services
Lok Sabha
Unstarred Question No. †3365

To be answered on Friday, August 5, 2016/Shravana 14, 1938 (Saka)

Insurance Premium

†3365. DR. RAMESH POKHRIYAL "NISHANK":

Will the Minister of FINANCE

be pleased to state:

- (a) the details and percentage of insurance premium in India is low to the Gross Domestic Product (GDP) and if so, the details thereof;
- (b) the comparative percentage of the disputes in respect of claims in the insurance sector in the country vis-a-vis foreign institution companies; and
- (c) the steps taken by the department to accelerate settlement of the disputed claims in this regard?

Answer

Minister of State in the Ministry of Finance
(Shri Santosh Kumar Gangwar)

(a) to (c) The details and percentage of Insurance premium in India with reference to the Gross Domestic Product (GDP) commonly referred as Insurance Penetration for the last two years are as under:

Particulars	2014 (%)	2015 (%)
Life Insurance Penetration	2.60	2.72
Non-Life Insurance Penetration	0.70	0.72
Total Insurance Penetration	3.30	3.44

The comparative percentage of the disputes in respect of claims in the insurance sector is given in Annexures I & II.

IRDA (Protection of Policyholders' Interest) Regulations 2002 prescribes procedures for settlement of claims in respect of life and general insurance policies.

As per IRDAI Circular dated 11-2-2009, all Insurers to inform through policy documents certain minimum information on Grievance Redressal Procedure of insurance companies and also information relating to the ombudsman.

IRDAI analyses the claims data of Life Insurers every quarter and abnormal variations/ deviations from the regulatory norms noticed and discrepancies, if any are taken up with the insurers. The Authority also conducts focused onsite inspection in case any grave irregularities are noticed in the claim settlement by the insurer or during the course of redressing the grievances of the policyholders related to the claim settlement and accordingly, regulatory and corrective measures are initiated.

IRDAI has put in place an online grievance portal www.igms.irda.gov.in and a toll free grievance call centre (155255) to address the grievances of policyholders.

Dispute Claim Complaints Last 3 Years - Life Insurer				
S. No	Insurer Name	% of Claims Complaints		
		2013-14	2014-15	2015-16
Indian Insurers				
1	Exide Life Insurance Co. Ltd.	22.42%	20.05%	11.39%
2	Life Insurance Corporation of India	21.61%	20.72%	20.99%
3	Sahara Life Insurance Co. Ltd.	62.50%	59.26%	74.29%
4	Shri Ram Life Insurance Co. Ltd.	9.41%	13.33%	16.99%
TOTAL(a)		21.64%	20.64%	19.79%
Insurers with Foreign JV partners				
1	Aegon Religare Life Insurance Co. Ltd.	4.85%	3.39%	4.39%
2	Aviva Life Insurance Co. Ltd.	5.69%	4.47%	4.05%
3	Bajaj Allianz Life Insurance Co. Ltd.	8.54%	4.95%	6.46%
4	Bharti Axa Life Insurance Co. Ltd.	2.84%	3.95%	2.71%
5	Birla Sun Life Life Insurance Co. Ltd.	6.01%	5.70%	7.73%
6	Canara HSBC Life Insurance Co. Ltd.	3.61%	7.17%	13.43%
7	DHFL Pramerica Life Insurance Co. Ltd.	7.33%	6.84%	3.50%
8	Edleweiss Tokio Life Insurance Co. Ltd.	0.00%	0.58%	0.48%
9	Future Generali of India Life Insurance Co. Ltd.	0.59%	2.26%	3.16%
10	HDFC Standard Life Insurance Co. Ltd.	6.08%	7.02%	5.74%
11	ICICI Prudential Life Insurance Co. Ltd.	2.25%	3.45%	4.77%
12	IDBI Federal Life Insurance Co. Ltd.	3.24%	5.45%	5.86%
13	India First Life Insurance Co. Ltd.	12.73%	11.50%	12.97%
14	Kotak Mahindra Life Insurance Co. Ltd.	2.89%	4.20%	4.50%
15	Max Life Life Insurance Co. Ltd.	5.89%	6.98%	7.31%
16	PNB MetLife India Insurance Co. Ltd.	7.84%	15.41%	11.92%
17	Reliance Life Insurance Co. Ltd.	3.92%	6.39%	11.24%
18	SBI Life Insurance Co. Ltd.	9.41%	9.81%	11.88%
19	Star Union Daichi Life Insurance Co. Ltd.	12.74%	22.47%	16.99%
20	Tata AIA Life Insurance Co. Ltd.	9.45%	12.17%	16.40%
TOTAL(b)		5.93%	6.56%	7.69%
GRAND TOTAL(a+b)		9.79%	11.14%	12.09%

Annexure II

Dispute Claim Complaints Last 3 Years - Non Life Insurer				
S. No	Insurer Name	% of Claims Complaints		
		2013-14	2014-15	2015-16
Indian Insurers				
1	ECGC Ltd	95.37%	82.61%	40.00%
2	L&T General Insurance Co. Ltd.	22.30%	22.97%	29.85%
3	National Insurance co. Ltd.	53.94%	53.78%	58.30%
4	Reliance General Insurance Co. Ltd.	52.16%	32.75%	51.13%
5	Religare Health Insurance Co. Ltd.	46.20%	49.41%	59.93%
6	Shriram General Insurance Co. Ltd.	89.52%	75.56%	70.83%
7	The New India Assurance Co. Ltd.	80.28%	78.21%	67.21%
8	The Oriental Insurance Co. Ltd.	62.21%	63.65%	59.26%
9	United India Insurance Co. Ltd.	61.85%	56.88%	57.56%
TOTAL(a)		62.03%	57.51%	59.10%
Insurers with Foreign JV partners				
1	Apollo MUNICH Health Insurance Co. Ltd.	41.00%	55.90%	48.98%
2	Bajaj Allianz General Insurance Co. Ltd	13.32%	14.34%	24.77%
3	Bharati Axa General Insurance Co. Ltd	39.97%	50.92%	50.31%
4	Cholamandalam MS General Insurance Co. Ltd.	39.55%	29.98%	34.26%
5	CignaTTK Health Insurance Co. Ltd.	0.00%	9.33%	7.49%
6	Future Generali India Insurance Co. Ltd.	51.00%	48.22%	46.58%
7	HDFC ERGO General Insurance Co. Ltd.	56.95%	48.32%	55.30%
8	ICICI Lombard General Insurance Co. Ltd	22.57%	33.58%	24.79%
9	IFFCO Tokio General Insurance Co. Ltd	60.57%	68.58%	56.01%
10	Liberty Videocon Genral Insurance Co. Ltd.	34.09%	65.73%	74.62%
11	Magma HDI General Insurance Co. Ltd	34.88%	61.39%	63.58%
12	Max Bupa Health Insurance Co. Ltd.	52.04%	66.98%	53.23%
13	Raheja QBE General insurance Co. Ltd.	0.00%	0.00%	0.00%
14	Royal Sundaram General Insurance Co. Ltd	27.48%	23.03%	35.01%
15	SBI General Insurance Co. Ltd.	21.91%	23.55%	40.93%
16	Star Health and Allied Insurance Co. Ltd.	64.30%	43.95%	23.04%
17	Tata- AIG General Insurance Co. Ltd	22.90%	27.02%	28.67%
18	Universal Sompo General Insurance Co. Ltd.	75.92%	84.36%	86.33%
TOTAL(b)		34.10%	37.46%	37.33%
GRAND TOTAL(a+b)		43.28%	43.61%	44.82%