

**POLICY WORDINGS**

**1. Operative Clause**

WHEREAS YOU the Insured named in the Schedule chose this Kshema Prakriti (hereinafter referred as "Policy") and have applied to Us, Kshema General Insurance Limited (hereinafter referred as "the Company") for insurance cover as stated in the Policy. You further gave Us the information about Yourself, Your crop, and confirmation of Your insurable interest in the crop being cultivated in the specified farm location through written Proposal form and/or Digital Proposal and/or Video Proposal form on the platform of iAGRI mobile Application and based on Your confirmation that the information submitted is true and correct and having received the premium paid by You, We promise to provide You insurance as stated in the Policy Schedule subject to the terms, conditions, provisions and exclusions set out in the Policy or as contained in any endorsement that may be issued.

**2. Definition of Words**

- a) You/Your/Insured: The person (s) named as Insured in the Schedule;
- b) We/Us/Our/the Company: Kshema General Insurance Limited;
- c) Written Proposal Form (WPF): The application form signed by You for availing this insurance and/or any other information, in writing, provided by You, or which is provided to Us on Your behalf;
- d) Digital Proposal Form (DPF): A form digitally recorded & stored with us, wherein You or Your representative authorised by You, by way of confirmation through OTP, generated from Your notified mobile number as registered in iAGRI Application, has provided information in respect of the farm and crop You wish to insure;
- e) Video Proposal Form (VPF): A video, recorded & stored with us, wherein You or Your representative authorised by You, by way of confirmation through OTP, generated from Your notified mobile number as registered in iAGRI Application, has provided information in respect of the farm and crop You wish to insure;  
The term proposal form wherever referred shall include any of the above three proposal forms.
- f) Policy: Policy means these Policy wordings, the Policy Schedule and any applicable endorsements or extensions attaching to or forming part thereof. The Policy contains details of the extent of cover available to the Insured person, what is excluded from the cover and the terms & conditions on which the Policy is issued to the Insured person.
- g) Commencement of risk / Policy start date: Commencement or risk start date is the date of commencement of coverage under this Policy as specified in the Policy Schedule;
- h) Policy end date: Policy shall end on completion of harvesting, as defined below, on the farm or on the end/expiry date mentioned on the policy schedule based on the duration of the crop, whichever is earlier;

- i)
- Harvesting: Means any operation undertaken to reap the produce from the crop insured.
- j) Endorsement: It means any alteration requested by You in writing or through iAGRI app to be made in the Policy and which has been agreed to by Us in writing;
- k) Policy Schedule: The document which contains Your information, the cover in force, the Period of Insurance, Sum Insured and other details. Any Annexure or Endorsement to the Schedule shall also be a part of the Policy Schedule;
- l) Sum Insured: The amount shown in the Policy Schedule which shall be our maximum liability under the Policy for any one claim or in the aggregate for all claims during the Period of Insurance;
- m) Period of Insurance: The time period for which the contract of insurance is valid as shown in the Policy Schedule, unless the Policy is cancelled in which case the Period of Insurance will end on the effective date of the cancellation;
- n) Indemnity Percentage: It is the percentage of actual loss or sum insured whichever is less that will be indemnified in the event of any loss/claim.
- o) Crop: Crop shall mean a plant of the same kind cultivated at one place in a defined boundary farm and harvested extensively for profit or subsistence and which can be grown from seeds or by any of the vegetative propagation methods and which is mentioned in the Policy Schedule;
- p) Premium: The amount specified as such in Policy Schedule and any premium adjusted / reflected in an endorsement to this Policy;
- q) Material change: Those changes which materially affect the decision of the Insurer for underwriting the risk, including but not limited to change in sowing dates or change of insured Crop;
- r) Aircraft Damage: Loss, Destruction or damage caused by Aircraft, other aerial or space devices and articles dropped therefrom excluding those caused by pressure waves;
- s) Enrolment window: The period as declared by the Company for enrolment under this Policy for a particular crop season;
- t) Cut-off date: It is the date where enrolment window for crop insurance under this policy ends for the crop season
- u) Animal Attack: loss or Damage caused to the insured crop by raiding/grazing by Monkey, Wild boar, Elephant or Rabbit only.

### 3. **Coverage**

On occurrence of the following perils, resulting in damage to the crop, You will be entitled for a claim under this Policy;

- a) Natural fire due to lightning
- b) Aircraft damage
- c) Landslide
- d) Hailstorm
- e) Cyclone
- f) Flood
- g) Inundation (Not applicable to Hydrophilic crops)
- h) Earthquake
- i) Animal Attack by Monkey/ Wild Boar/ Elephant/ Rabbit

**4. The following losses will not be paid under this policy**

The Company shall not cover losses and damages occurred due to the following;

- a) War Risk: Loss as a consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalization, civil commotion, loot, pillage in connection therewith;
- b) Nuclear Risk: Any loss to the insured crop arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive, toxic, explosive or hazardous properties of any nuclear assembly or nuclear component;
- c) Consequential Loss: Consequential loss of any kind or description.
- d) Malicious damage, arson and other preventable risks;
- e) Terrorism: Any loss to Crop on account of terrorist activities;
- f) Pollution or contamination of any kind;
- g) Political risk or Loss or damage caused by an order of any governments or any other authority;
- h) Volcanic eruption, costal or river erosion or other convulsions of nature;
- i) Theft, riot and strike;
- j) Non cultivation of Crop during the Period of Insurance;
- k) Post harvest losses for crops Produce event if lying in cut and spread in the field.
- l) Animal attack caused by any other animal specifically not covered under animal attack clause 3, i.e. coverage.
- m) Coverage of Hydrophilic crops against inundation
- n) By any other peril, which is not explicitly covered in the Policy Schedule

**5. How to apply for a claim and Your responsibility**

In the unfortunate event of occurrence of any peril/s covered under this Policy, which is mentioned in section 3, that resulted in loss or damage to the Crop, You are required to take following actions:

- a) Immediately intimate the loss through iAGRI Application or by email to customer.support@kshema.co or Toll-Free number 18005723013 along with your Policy details not later than 24 hours of occurrence of peril;
- b) Take all steps to minimise the loss, as if no insurance has been taken;
- c) Take photographs of the loss/ damage crop through iAGRI Application;
- d) Take video of the entire affected field as per the instruction in the video guide of iAGRI Application;
- e) Give a complete description of the damage/loss with estimated loss having regard to their values as on the time and date and place of loss. Do not include profit of any kind in the estimated loss;
- f) In case surveyor has been appointed, cooperate, and assist surveyors/ representative of the Company by providing all the necessary documents for assessment of loss and establishing liability. Do not hinder them to inspect the loss /damaged Crop;
- g) Inform particulars of all other insurances covering the same Crop at the time of loss;
- h) Safeguard the damaged crop till loss verification/assessment is made but take steps to reduce the loss;

**6. Terms & Conditions**

- a) **Incontestability and Duty of Disclosure:** The Policy shall be null, and void and no benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, misdescription, or non-disclosure of any Material change or particular in the proposal form and/or personal statement and/or declaration made through proposal form (WPF/DPF/VPF) and/or connected documents.
- b) **Reasonable Care:** You shall take all reasonable steps to safeguard the interests of the insured property (Crop) against loss or damage that may give rise to a claim.
- c) **Observance of terms and conditions:** The due observance and fulfilment of the terms, conditions, and endorsement of this Policy in so far as they relate to anything to be done or complied with by You shall be a condition precedent to any liability of Us to make any payment under this Policy.
- d) **Change of sowing date:** No change in sowing date shall be allowed more than 2 times during the enrolment window. No further change is allowed after the cut-off date.
- e) **Change of Crop:** No change in crop shall be allowed for more than once during the enrolment window. No further change is allowed after the cut-off date.
- f) The Policy becomes void from inception, and no loss/damage shall be payable if the Crop as declared for insurance by the insured in the Proposal Form, and the actual Crop on the field are different.
- g) Any expenses whatsoever incurred by You in connection with or in respect of any loss, howsoever caused, even if such loss results in diminished agricultural output/ yield or increased operational costs shall not be payable.
- h) Any expenses whatsoever incurred by You for removal of any damaged crops, debris, or any substance from the farm, whether such damaged occurred due to covered perils or otherwise, shall not be payable.
- i) Excess: Nil
- j) Contribution clause: In the event the same crop in the same farmland is insured under more than one insurance and If loss arises on the said farm land and the loss is covered under both the insurance policies, We shall be liable to pay ratable proportion of the claim amount based on the coverage the insurance policy provides
- k) Non-adherence to the terms and conditions of this Policy shall render the Policy *voidable*.

**7. Special Provisions**

Any special provisions subject to which this Policy has been entered into and endorsed in the Policy shall be deemed to be part of this Policy and shall have effect accordingly.

**8. Rights of the Company on happening of loss or damage**

On the happening of loss or damage, or circumstances that have given rise to a claim under this Policy, We may:

- a) Enter and/or take possession of the damaged Crop;
- b) Keep possession of any substance or particulars from the insured property and examine, sort, arrange, remove or otherwise deal with the same; and,
- c) Sell any such property or dispose of the same for account of whom it may concern. The powers conferred by this condition shall be exercisable by Us at any time unless notice in writing is given by You that You make no claim under the Policy, or if any claim is made unless such claim is finally determined or withdrawn.

If You or any person on Your behalf shall not comply with the Policy terms & conditions or shall hinder or obstruct Us or Our representatives while performing inspection hereunder, all benefits under the Policy shall be forfeited at Our option.

**9. Loss assessment**

- a) Claim detection and loss assessment will be done only through remote sensing satellite image using inhouse developed algorithm.
- b) Compensation shall be payable proportionally based on the extent of loss determined as above corresponding to the value of the Crop as determined in the indemnity table.
- c) In case, You are aggrieved with the assessment based on algorithm run on the image obtained from remote sensing, You may raise a request in iAGRI Application and You shall be informed of the surveyor charges. After remittance of the fees, surveyor shall be deputed for loss assessment.
- d) If the extent of damage to the Crop is more than 85% the claim shall be treated as total loss and claim shall be settled subject to Indemnity Percentage. The Policy shall stand cancelled upon payment of loss.
- e) You shall safeguard the crop till 7 days after the event of loss and/or loss assessment is done, whichever is earlier.
- f) In case of animal attack survey to be done preferably by Graduate in Natural sciences, Wildlife Sciences, retired officials of forest department and other allied sciences. In all other cases survey if done, would be by Retired Government officials of Agriculture/ Horticulture/ Extension Department or any person with relevant qualification or any person authorised by the US.
- g) The amount of loss would be assessed based on the below indemnity table.

Stages	Percentage of Duration of the Crop from the date of sowing	Compensation percentage (Proportionate of Sum Insured)
1	up to 15%	15%

2	Above 15% up to 30%	25%
3	Above 30% up to 60%	60%
4	Above 60% up to 85%	80%
5	Above 85%	100%

In the event of claim falling under the stages 1 to 4, proportionate sum insured will be exhausted for the affected area and the Policy shall continue for the remaining period for unaffected area with the reduced sum insured. The Loss shall be arrived by using the formula:

*Compensation = Sum Insured x corresponding Compensation percentage to the stage of the crop x extent of insured area affected x Indemnity percentage*

The extent of affected area shall be determined through satellite image/ pictures obtained through app / drone images/ physical inspection.

#### 10. **Animal attack Clause:**

Loss or Damage caused by raiding/grazing by Monkey, Wild boar, Elephant, and Rabbits are covered. The incidence and loss must be substantiated by media reports/coverage in the local media or the reports of the Agriculture / Forest / Revenue department. We may also consider other reports of damage including reports of Panchayati raj/ Gram Sabha etc. Immediate intimation (within 24 hours) with Photographs of the damage taken from iAGRI App. if any are to be submitted.

The loss assessment procedure as stated under the above section shall be followed. The payable claim would be in proportion to the sum insured based on the stage of crop. Claims paid under this cover would be adjusted based on the area damaged and claims paid under other covers for the same insured field. Maximum claims would be subject to Sum Insured.

#### 11. **Proportion of policy after the claim:**

An occurrence of loss, proportional Sum insured to the extent of area under loss standard reduced from the total Sum Insured for the area Insured.

#### 12. **Declaration**

- a) The Company shall have no liability towards any claim arising under this Policy if You make any false/ incorrect declaration/information in the Proposal form for insurance, which is material for accepting the risk and offering the cover under the Policy.
- b) The Company further understands that You have read the Policy and prospectus and have understood the implications of the contents prior to affixing Your signature on the Proposal form or giving confirmation on WPF/DPF/VPF.
- c) You further undertake that the responsibility of the declaration signed or recited by You will be binding on all other persons included in the Policy, if any, and thus agree to indemnify the Company in any loss arising consequent to their non-adherence or challenging any of the Policy terms and conditions.

**13. Fraudulent claims**

If any claim is in any respect fraudulent, or if any false statement or declaration is made or used in support thereof, or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefit under this Policy, We shall have absolute right, in our sole discretion, to avoid our liability under the Policy or void this Policy in its entirety, and in such cases, all benefits under this Policy shall be forfeited and all premium deemed fully earned and non-refundable.

**14. Cancellation by you at any time**

You can cancel this Policy at any time by giving Us notice in writing or through iAGRI Application. The Policy will terminate when We receive Your notice.

In the event of cancellation, you will be refunded the premium for the unexpired period of this Policy which shall be calculated as per the short period refund grid mentioned below subject to no claim being made on this policy:

Period of Risk (from policy start date)	Rate of Premium Refunded
Up to 15 days	50% of premium
Up to 30	25% of premium
Exceeding 30 days	Nil

**15. Cancellation by Us**

We will not cancel the Policy during the policy period except on the grounds of misrepresentation, non-disclosure of material facts, fraud or non-co-operation on Your part. The refund of premium shall be on pro rata basis.

**16. Policy Disputes**

It has been agreed between You and Us that any dispute concerning the interpretation of the terms, conditions, limitations, and/or exclusions contained herein is understood and agreed to be adjudicated or interpreted in accordance with the Laws of India and only competent Courts of India shall have the exclusive jurisdiction to try all or any matters arising hereunder. The matter shall be determined or adjudicated in accordance with the law and practice of such Court. It is further agreed by You that where a claim is made, either paid or rejected and no court action or suit is filed/invoked within twelve (12) calendar months from the date of such payment or rejection, all benefits under this Policy shall be forfeited.

**17. Entire Contract**

The Policy constitutes the complete contract of insurance. No change or alteration in this Policy shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by an endorsement on the Policy. No agent shall or has the authority to change in any respect whatsoever any term of this Policy or waive any of its provisions. The Company shall not be liable to make any payment for a claim made under the Policy until

such time as it has been fully satisfied by the Insured of the existence and amount of a claim and the Company's liability for it.

**18. Severability**

If any section, provision or portion of this Policy is held to be invalid or void by a court of proper jurisdiction, the remainder of this Policy shall subsist and continue in full force and effect.

**19. What if You ever need to complain?**

We hope, of course, that You will never feel the need to complain. Nevertheless, sometimes things do go wrong. When they do, we want to know straight away, so We can put them right as quickly as possible and take steps to make sure they don't happen again. In all instances, e-mail Us at [customer.support@kshema.co](mailto:customer.support@kshema.co) or post us at Regd. Office & Head Office: 413, 4<sup>th</sup> Floor, My Home Tycoon, Kundan Bagh, Begumpet, Hyderabad, Telangana, India- 500016.

**20. In case You wish to serve Notice**

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, email, if any, in case of the Insured, at the address and e-mail specified in Part I of the Schedule.

In case of the Company: KSHEMA GENERAL INSURANCE LIMITED, Regd. Office: 413, 4<sup>th</sup> Floor, My Home Tycoon, Kundan Bagh Begumpet, Hyderabad, Telangana, India- 500016. E-mail [customer.support@kshema.co](mailto:customer.support@kshema.co) .

Notice and instructions will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery or e-mail.

**21. If at any time You require any clarification or assistance**

You may contact Our offices at the address specified on the Policy, during normal business hours.

**22. Grievance Redressal Clause**

- a) For resolution of any query or grievance, You may contact the Policy issuing office or email Us at [customer.support@kshema.co](mailto:customer.support@kshema.co) or through iAGRI Application or write to Us at Grievance Redressal Officer, Kshema General Insurance Limited, Regd. Office & Head Office: 413, 4<sup>th</sup> Floor, My Home Tycoon, Kundan Bagh, Begumpet, Hyderabad, Telangana, India- 500016.
- b) If You are not satisfied with the resolution provided, You may escalate to our Nodal Desk E-mail [gro@kshema.co](mailto:gro@kshema.co) or can write to us at the sub section "Grievance Redressal" on our website [www.kshema.co](http://www.kshema.co) (Customer Support section).
- c) In case Your complaint is not fully addressed by Us, you may use the Integrated Grievance Management System (IGMS) for escalating the complaint to IRDAI. through IGMS You can register Your complaint online and track its status. For registration, please visit IRDAI Website [www.irdai.gov.in](http://www.irdai.gov.in).
- d) If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of the grievance at <https://www.cioins.co.in> .



Details of the Ombudsman are mentioned below.

S.No	Location	Name of Ombudsman	Designation	Office of the Insurance Ombudsman	Jurisdiction	Telephone No.	Email
1	AHMEDABAD	Shri Collu Vikas Rao	Insurance Ombudsman	Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD - 380 001.	Gujarat, Dadra & Nagar Haveli, Daman and Diu.	079 - 25501201/02/05/06	<a href="mailto:bimalokgal.ahmedabad@cioins.co.in">bimalokgal.ahmedabad@cioins.co.in</a>
2	BENGALURU	Mr Vipin Anand	Insurance Ombudsman	Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road.JP Nagar, 1st Phase, Bengaluru - 560 078.	Karnataka	080 - 26652048 / 26652049	<a href="mailto:bimalokgal.bengaluru@cioins.co.in">bimalokgal.bengaluru@cioins.co.in</a>
3	BHOPAL	Shri R. M. Singh	Insurance Ombudsman	Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal - 462 003.	Madhya Pradesh, Chhattisgarh.	0755 - 2769201/2769202	<a href="mailto:bimalokgal.bhagal@cioins.co.in">bimalokgal.bhagal@cioins.co.in</a>
4	BHUBANESWAR	Shri Manoj Kumar Parida	Insurance Ombudsman	62, Forest park, Bhubaneswar - 751009.	Odisha	0674 - 2596461 /2596455	<a href="mailto:bimalokgal.bhubaneswar@cioins.co.in">bimalokgal.bhubaneswar@cioins.co.in</a>
5	CHANDIGARH	Mr Atul Jerath	Insurance Ombudsman	S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 - D, Chandigarh - 160 017.	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal	0172 - 2706196 / 2706468	<a href="mailto:bimalokgal.chandigarh@cioins.co.in">bimalokgal.chandigarh@cioins.co.in</a>

					Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.		
6	CHENNAI	Shri Segar Sampathkumar	Insurance Ombudsman	Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018.	Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.	044 - 24333668 / 24335284	<a href="mailto:bimalokgal.chennai@cioins.co.in">bimalokgal.chennai@cioins.co.in</a>
7	DELHI	Ms. Sunita Sharma	Insurance Ombudsman	2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002.	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.	011 - 23232481/ 23213504	<a href="mailto:bimalokgal.delhi@cioins.co.in">bimalokgal.delhi@cioins.co.in</a>
11	ERNAKULAM	Shri G. Radhakrishnan	Insurance Ombudsman	2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015.	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.	0484 - 2358759 / 2359338	<a href="mailto:bimalokgal.ernakulam@cioins.co.in">bimalokgal.ernakulam@cioins.co.in</a>
8	GUWAHATI	Shri Somnath Ghosh	Insurance Ombudsman	Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM).	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland, and Tripura.	0361 - 2632204 / 2602205	<a href="mailto:bimalokgal.guwahati@cioins.co.in">bimalokgal.guwahati@cioins.co.in</a>

9	HYDERABAD	Shri N. Sankaran	Insurance Ombudsman	6-2-46, 1st floor, "Moin COurt", Lane Opp. Saleem Function Palace.A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.	040 - 23312122	<a href="mailto:bimalokgal.htderabad@ciains.co.in">bimalokgal.htderabad@ciains.co.in</a>
10	JAIPUR	Shri Rajiv Dutt Sharma	Insurance Ombudsman	Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.	Rajasthan	0141-2740363	<a href="mailto:bimalokgal.jaipur@ciains.co.in">bimalokgal.jaipur@ciains.co.in</a>
12	KOLKATA	Ms Kiran Sahdev	Insurance Ombudsman	HindUstan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata- 700 072.	West Bengal, Sikkim, Andaman & Nicobar Islands.	033 - 22124339 / 22124340	<a href="mailto:bimalokgal.kolkata@ciains.co.in">bimalokgal.kolkata@ciains.co.in</a>
13	LUCKNOW	Shri. Atul Sahai	Insurance Ombudsman	6th Floor, Jeevan Bhawan, Phase-11, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti,	0522 - 2231330 / 2231331	<a href="mailto:bimalokgal.lucknow@ciains.co.in">bimalokgal.lucknow@ciains.co.in</a>

					Gonda, Faizabad, Amethi, KaUshambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgan g, Santkabinagar, Azamgarh, KUshinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.		
14	MUMBAI	Shri Bharat Kumar S. Pandya	Insurance Ombudsman	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.	Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).	69038821 /23/24/25 /26/27/28 /28/29/30 /31	<a href="mailto:bimalokgal.mumbai@ciains.co.in">bimalokgal.mumbai@ciains.co.in</a>
15	NOIDA	Shri Bimbadhar Pradhan	Insurance Ombudsman	Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P.-201301.	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad,	0120-2514252 / 2514253	<a href="mailto:bimalokgal.noida@ciains.co.in">bimalokgal.noida@ciains.co.in</a>

					Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.	
16	PATNA	Ms Susmita Mukherjee	Insurance Ombudsman	2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001.	Bihar, Jharkhand.	0612-2547068 <a href="mailto:bimalokgal.gatna@cioins.co.in">bimalokgal.gatna@cioins.co.in</a>
17	PUNE	Shri Sunil Jain		Jeevan Darshan Bldg., 3rd Floor, C.T.S. No's. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411030.	Maharashtra, Areas of Navi Mumbai, and Thane (excluding Mumbai Metropolitan Region).	020-41312555 <a href="mailto:bimalokgal.gune@cioins.co.in">bimalokgal.gune@cioins.co.in</a>