

KSHEMA PASSENGER CARRYING VEHICLE PACKAGE POLICY**POLICY WORDINGS****Section I - Operative Clause**

WHEREAS You the Insured named in the Schedule chose this **Kshema Passenger Carrying Vehicle Package Policy** and have applied to us, **Kshema General Insurance Limited** for insurance cover as stated in the policy. You further gave us the information about yourself through written Proposal form and/or Digital Proposal and/or Video Proposal form Physically / on the web platform or platform of Kshema 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 this Policy or as contained in any endorsement that may be issued.

Proposal, Policy wording, Policy schedule, Declarations and any Endorsements thereto shall be considered one document and any word or expression to which a specific meaning has been attached in any of them shall bear such meaning throughout unless specified otherwise.

Throughout this policy, the words "You", "Your", "Yourself" refer to the named insured shown in the policy schedule. The words "We", "Us" and "Our" refer to Kshema General Insurance Limited.

Now this Policy Witnesseth

That subject to the Terms Exceptions and Conditions contained herein or endorsed or expressed hereon.

Section II - Scope of Cover**I. Loss of or damage to the Vehicle Insured**

1. We will pay you against loss or damage to the vehicle insured hereunder and / or its accessories whilst thereon.
 - by fire explosion self-ignition or lightning.
 - by burglary housebreaking or theft.
 - by riot and strike.
 - by earthquake (fire and shock damage).
 - by flood typhoon hurricane storm tempest inundation cyclone hailstorm frost.
 - by accidental external means.
 - by malicious act.
 - by terrorist activity.
 - whilst in transit by road rail inland-waterway lift elevator or air.
 - by landslide or rockslide.

Subject to deduction for depreciation at the rates mentioned below in respect of parts replaced:

| | |
|---|--------------------------|
| 1. For all rubber / nylon/ plastic parts, tyres, tubes and batteries | 50% |
| 2. For fibre glass components | 30% |
| 3. For all parts made of glass | Nil |
| 4. Rate of depreciation for all other parts including wooden parts is to be as per the following schedule | |
| AGE OF VEHICLE | % OF DEPRECIATION |
| Not exceeding 6 months | Nil |
| Exceeding 6 months but not exceeding 1 year | 5% |
| Exceeding 1 year but not exceeding 2 years | 10% |
| Exceeding 2 years but not exceeding 3 years | 15% |
| Exceeding 3 years but not exceeding 4 years | 25% |
| Exceeding 4 years but not exceeding 5 years | 35% |
| Exceeding 5 years but not exceeding 10 years | 40% |
| Exceeding 10 years | 50% |

Rate of Depreciation for painting: In the case of painting the depreciation rate of 50% shall be applied only on the material cost of total painting charges. In case of a consolidated bill for painting charges, the material component shall be considered as 25% of total painting charges for the purpose of applying the depreciation.

2. We will not be liable to make any payment in respect of:

- (a) consequential loss, depreciation, wear and tear, mechanical or electrical breakdown, failures or breakages nor for damage caused by overloading or strain of the insured vehicle nor for loss of or damage to accessories by burglary, housebreaking or theft unless such insured vehicle is stolen at the same time.
- (b) damage to Tyres and Tubes unless the vehicle insured is damaged at the same time in which case the liability of the company shall be limited to 50% of the cost of replacement.
- (c) any accidental loss or damage suffered whilst the insured or any person driving with the knowledge and consent of the insured is under the influence of intoxicating liquor or drugs.

3. In the event of the vehicle being disabled by reason of loss or damage covered under this Policy the Company will bear the reasonable cost of protection and removal to the nearest repairer and re-delivery to the insured but not exceeding Rs. 750/- for three wheeled vehicles, Rs. 1500/- for taxis and Rs.2500/- for other commercial vehicles in respect of any one accident.

4. The insured may authorise the repair of the vehicle necessitated by loss or damage for which the company may be liable under this Policy provided that:

- a) the estimated cost of such repair including replacements does not exceed Rs.500/-
- b) the Company is furnished forthwith with a detailed repairs ; and

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- c) the insured shall give the Company every assistance to see that such repair is necessary and the charges are reasonable.

Sum Insured / IDV (Insured Declared Value)

The Insured's Declared Value (IDV) of the vehicle will be deemed to be the „SUM INSURED“ for the purpose of this policy which is fixed at the commencement of each policy period for the insured vehicle..

The IDV of the vehicle (and accessories if any fitted to the vehicle) is to be fixed on the basis of the manufacturer's listed selling price of the brand and model as the insured vehicle at the commencement of insurance/renewal and adjusted for depreciation (as per schedule below).

The schedule of age-wise depreciation as shown below is applicable for the purpose of Total Loss/Constructive Total Loss (TL/CTL) claims only.

The Schedule of Depreciation for Fixing IDV of the Vehicle

| AGE OF VEHICLE | % OF DEPRECIATION FOR FIXING IDV |
|---|----------------------------------|
| Not exceeding 6 months | 5% |
| Exceeding 6 months but not exceeding 1 year | 10% |
| Exceeding 1 year but not exceeding 2 years | 20% |
| Exceeding 2 years but not exceeding 3 years | 30% |
| Exceeding 3 years but not exceeding 4 years | 40% |
| Exceeding 4 years but not exceeding 5 years | 50% |

IDV of vehicles beyond 5 years of age and of obsolete models of the vehicles (i.e. models which the manufacturers have discontinued to manufacture) is to be determined on the basis of an understanding between the insurer and the insured.

IDV will be treated as the „Market Value“ throughout the policy period without any further depreciation for the purpose of Total Loss (TL) / Constructive Total Loss (CTL) claims.

The insured vehicle will be treated as a CTL if the aggregate cost of retrieval and / or repair of the vehicle, subject to terms and conditions of the policy, exceeds 75% of the IDV of the vehicle.

II. Liability to third parties

- Subject to the limits of liability as laid down in the Schedule hereto the Company will indemnify the insured in the event of an accident caused by or arising out of the use of the vehicle against all sums including claimant's cost and expenses which the insured shall become legally liable to pay in respect of:-
 - death of or bodily injury to any person caused by or arising out of the use (including the loading and/or unloading) of the vehicle.
 - damage to property caused by the use (including the loading and/or unloading) of the vehicle.

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Provided always that: -

- (a) The Company shall not be liable in respect of death, injury damage caused or arising beyond the limits of any carriage way or thoroughfare in connection with the bringing of the load to the insured vehicle for loading thereon or the taking away of the load from the insured vehicle after unloading there from.
 - (b) Except so far as is necessary to meet the requirements of the Motor Vehicle Act the Company shall not be liable in respect of death or bodily injury to any person in the employment of the insured arising out of and in the course of such employment.
 - (c) Except so far as is necessary to meet the requirements of the Motor Vehicle Act in relation to the liability under the Workmen's Compensation Act 1923 the Company shall not be liable in respect of death or bodily injury to any person (other than a passenger carried by reason of or in pursuance of a contract of employment) being carried in or upon entering or mounting or alighting from the insured vehicle at the time of occurrence of the event out of which any claim arises.
 - (d) The Company shall not be liable in respect of damage to property belonging to or held in trust by or in the custody of the insured or a member of the insured's household or being conveyed by the insured vehicle.
 - (e) The Company shall not be liable in respect of damage to any bridge and/or viaduct and/or to any road and/or anything beneath by vibration or by the weight of the insured vehicle and/or load carried by the insured vehicle.
 - (f) Except so far as is necessary to meet the requirements of the Motor Vehicles Act the Company shall not be liable in respect of death and/or bodily injury to any person(s) who is/are not employee(s) of the insured and not being carried for hire or reward, other than owner of the goods or representative of the owner of goods being carried in or upon or entering or mounting or alighting from the insured vehicle described in the Schedule of this Policy.
2. The Company will pay all costs and expenses incurred with its written consent.
 3. In terms of and subject to the limitations of the indemnity granted by this section to the insured the Company will indemnify any driver who is driving the insured vehicle on the insured's order or with insured's permission provided that such driver shall as though he/she were the insured observe fulfill and be subject to the terms exceptions and conditions of this policy in so far as they apply.
 4. The Company may at its own option
 - a. arrange for representation at any Inquest or Fatal Inquiry in respect of any death which may be the subject of indemnity under this section; and
 - b. undertake the defence of proceedings in any court of Law in respect of any act or alleged offence causing or relating to any event which may be the subject of indemnity under this section.
 5. In the event of the death of any person entitled to indemnity under this policy the Company will in respect of the liability incurred by such person indemnify his/her personal representative(s) in terms of and subject to the limitations of this policy provided that such personal representative(s) shall as though they were the insured observe fulfill and be subject

to the terms exceptions and conditions of this policy in so far as they apply.

III. Towing Disabled Vehicles

The policy shall be operative whilst the insured vehicle is being used for the purpose of towing any one disabled mechanically propelled vehicle and the indemnity provided by Section II of this policy shall subject to its terms and limitations be extended to apply in respect of liability in connection with such towed vehicle;

Provided always that

- a) Such towed vehicle is not towed for reward
- b) the Company shall not be liable by reason of this section of this policy in respect of damage to such towed vehicle or property being conveyed thereby.

IV. Personal Accident Cover for Owner-Driver

Subject otherwise to the terms exceptions conditions and limitations of this policy, the Company undertakes to pay compensation as per the following scale for bodily injury/ death sustained by the owner-driver of the vehicle in direct connection with the vehicle insured or whilst mounting into/dismounting from or traveling in the insured vehicle as a co-driver, caused by violent accidental external and visible means which independent of any other cause shall within six calendar months of such injury result in:

| Nature of injury | Scale of compensation |
|--|-----------------------|
| (i) Death | 100% |
| (ii) Loss of two limbs or sight of two eyes or one limb and sight of one eye | 100% |
| (iii) Loss of one limb or sight of one eye | 50% |
| (iv) Permanent total disablement from injuries other than named above. | 100% |

Provided Always that:

- 1) the compensation shall be payable under only one of the items (i) to (iv) above in respect of the owner-driver arising out of any one occurrence and the total liability of the insurer shall not in the aggregate exceed the sum of Rs. 1 lakh during any one period of insurance.
- 2) no compensation shall be payable in respect of death or bodily injury directly or indirectly wholly or in part arising or resulting from or traceable to (a) intentional self injury suicide or attempted suicide physical defect or infirmity or (b) an accident happening whilst such person is under the influence of intoxicating liquor or drugs.
- 3) Such compensation shall be payable directly to the insured or to his/her legal representatives whose receipt shall be the full discharge in respect of the injury to the insured.
- 4) This cover is subject to
 - the owner-driver is the registered owner of the vehicle insured herein.
 - the owner-driver is the insured named in this policy.
 - the owner-driver holds an effective driving license, in accordance with the provisions of Rule 3 of

the Central Motor Vehicles Rules, 1989, at the time of the accident.

Avoidance of Certain Terms and Right of Recovery

Nothing in this policy or any endorsement hereon shall affect the right of any person indemnified by this policy or any other person to recover an amount under or by virtue of the provisions of the Motor Vehicles Act, 1988.

But the insured shall repay to the Company all sums paid by the Company which the Company would not have been liable to pay but for the said provision.

Application of Limits of Indemnity:

In the event of any accident involving indemnity to more than one person any limitation by the terms of this Policy and/or of any endorsements thereon of the amount of any indemnity shall apply to the aggregate amount of indemnity to all persons indemnified and such indemnity shall apply in priority to you.

Section III - Exclusions

(Applicable to all Sections of the Policy)

The Company shall not be liable under this policy in respect of

1. any accidental loss or damage and/or liability caused sustained or incurred outside the geographical area.
2. any claim arising out of any contractual liability;
3. any accidental loss damage and/or liability caused sustained or incurred whilst the vehicle insured herein is -
 - Being used otherwise than in accordance with the 'Limitations as to Use' or
 - Being driven by or is for the purpose of being driven by him/her in the charge of any person other than a Driver as stated in the Driver's Clause.
4. (a) Any accidental loss or damage to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss

(b) Any liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception combustion shall include any self-sustaining process of nuclear fission.
5. Any accidental loss or damage or liability directly or indirectly caused by or contributed to by or arising from nuclear weapons material.
6. Any accidental loss damage and/or liability directly or indirectly or proximately or remotely occasioned by contributed to by or traceable to or arising out of or in connection with war, invasion, the act of foreign enemies, hostilities or warlike operations (whether before or after declaration of war) civil war, mutiny rebellion, military or usurped power or by any direct or

indirect consequence of any of the said occurrences and in the event of any claim hereunder the insured shall prove that the accidental loss damage and/or liability arose independently of and was in no way connected with or occasioned by or contributed to by or traceable to any of the said occurrences or any consequences thereof and in default of such proof, we will not be liable to make any payment in respect of such a claim.

Deductible

The Company shall not be liable for each and every claim under Section -I (loss of or damage to the vehicle insured) of this Policy in respect of the deductible stated in the schedule.

Section IV Conditions

This Policy and the Schedule shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear the same meaning wherever it may appear.

1. Notice shall be given in writing to the Company immediately upon the occurrence of any accidental loss or damage and in the event of any claim and thereafter the insured shall give all such information and assistance as the Company shall require. Every letter claim writ summons and/or process or copy thereof shall be forwarded to the Company immediately on receipt by the insured. Notice shall also be given in writing to the Company immediately the insured shall have knowledge of any impending prosecution Inquest or Fatal Inquiry in respect of any occurrence which may give rise to a claim under this policy. In case of theft or criminal act which may be the subject of a claim under this policy the insured shall give immediate notice to the police and co-operate with the company in securing the conviction of the offender..
2. No admission offer promise payment or indemnity shall be made or given by or on behalf of the insured without the written consent of the Company which shall be entitled if it so desires to take over and conduct in the name of the insured the defence or settlement of any claim or to prosecute in the name of the insured for its own benefit any claim for indemnity or damages or otherwise and shall have full discretion in the conduct of any proceedings or in the settlement of any claim and the insured shall give all such information and assistance as the Company may require.
3. At any time after the happening of any event giving rise to a claim under Section II of this Policy the Company may pay to the insured the full amount of the Company's liability under the Section and relinquish the conduct of any defence settlement or proceedings and the Company shall not be responsible for any damage alleged to have been caused to the insured in consequence of any alleged action or omission of the Company in connection with such defence settlement or proceedings or of the Company relinquishing such conduct; nor shall the Company be liable for any costs or expenses whatsoever incurred by the insured or any claimant or other person after the Company shall have relinquished such conduct.
4. The Company may at its own option repair reinstate or replace the vehicle insured or part thereof and/or its accessories or may pay in cash the amount of the loss or damage and the liability of the Company shall not exceed:
 - a) for total loss / constructive total loss of the vehicle - the Insured's Declared Value (IDV) of the vehicle (including accessories thereon) as specified in the Schedule less the value of the wreck.
 - b) for partial losses, i.e. losses other than Total Loss/Constructive Total Loss of the vehicle - actual and reasonable costs of repair and/or replacement of parts lost/damaged subject to depreciation as per limits specified.

5. The Insured shall take all reasonable steps to safeguard the vehicle insured from loss or damage and to maintain it in efficient condition and the Company shall have at all times free and full access to examine the vehicle insured or any part thereof or any driver or employee of the insured. In the event of any accident or breakdown, the vehicle insured shall not be left unattended without proper precautions being taken to prevent further damage or loss and if the vehicle insured be driven before the necessary repairs are effected, any extension of the damage or any further damage to the vehicle shall be entirely at the insured's own risk.

6. The Company may cancel the policy by sending seven days notice by recorded delivery to the insured at insured's last known address and in such event will return to the insured the premium paid less the pro rata portion thereof for the period the Policy has been in force or the policy may be cancelled at any time by the insured on seven days' notice by recorded delivery and provided no claim has arisen during the currency of the policy, the insured shall be entitled to a return of premium less premium at the Company's Short Period rates for the period the Policy has been in force. Return of the premium by the company will be subject to retention of the minimum premium of Rs.100/- (or Rs.25/- in respect of vehicles specifically designed/modified for use by blind/handicapped/mentally challenged persons). Where the ownership of the vehicle is transferred, the policy cannot be cancelled unless evidence that the vehicle is insured elsewhere is produced.
7. If any dispute or difference shall arise as to the quantum to be paid under the policy (liability being otherwise admitted), such difference shall independent of all other 142 questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to the dispute or if they cannot agree upon a single arbitrator within 30 days of any party invoking Arbitration, the same shall be referred to a panel of three arbitrators comprising two arbitrators one to be appointed by each of the parties to the dispute/difference, and a third arbitrator to be appointed by such two arbitrators who shall act as the presiding arbitrator and the arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996.
It is clearly agreed and understood that no difference or dispute shall be referable to Arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this policy.
It is hereby expressly stipulated and declared that it shall be condition precedent to any right of action or suit upon this policy that the award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.
It is also hereby further expressly agreed and declared that if the Company shall disclaim liability to the insured for any claim hereunder and such claim shall not, within twelve calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.
8. The due observance and fulfillment of the terms conditions and endorsements of this policy in so far as they relate to anything to be done or complied with by the insured and the truth of the statements and answers in the said proposal shall be condition precedent to any liability of the Company to make any payment under this policy.
9. If at the time of occurrence of an event that gives rise to any claim under this policy, there is in existence any other insurance covering the same loss, damage or liability, the Company shall not be liable to pay or contribute more than its ratable proportion of any compensation cost or expense
10. In the event of the death of the sole insured, this policy will not immediately lapse but will remain valid for a period of three months from the date of the death of insured or until the expiry of this policy (whichever is earlier). During the said period, legal heir(s) of the insured to whom the custody and use of the Motor Vehicle passes may apply to have this policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle.

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Where such legal heir(s) desire(s) to apply for a transfer of this policy or obtain a new policy for the vehicle such heir(s) should make an application to the Company accordingly within the aforesaid period. All such applications should be accompanied by:-

- a) Death certificate in respect of the insured
- b) Proof of title to the vehicle
- c) Original Policy

11. Cancellation

Policy can be cancelled at any time during the term, by informing us.

In case you cancel the policy, you are not required to give reasons for cancellations.

We can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policy holder.

Under no circumstances we will cancel statutory Motor Third Party Liability insurance, or any other compulsory insurance mandated by law except in case of double insurance or total loss.

We will:

- Refund proportion premium for unexpired policy period, if the term of the policy is up to one year and there is no claim(s) made during the policy period.
- Refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.

Here
'You' refers to Insured & We/Us' refers to Insurer

12. If at the time of occurrence of an event that gives rise to any claim under this policy there is in existence any other insurance covering the same liability, we will not be liable to pay or contribute more than its ratable proportion of any compensation, cost or expense.
13. The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with you and the truth of the statements and answers in the said proposal shall be conditions precedent to any liability of us to make any payment under this Policy.
14. In the event of the death of insured person, this policy will not immediately lapse but will remain valid for a period of three months from the date of insured person's death or until the expiry of this policy (whichever is earlier). During the said period, your legal heirs to whom the custody and use of the Motor Vehicle passes may apply to have this Policy transferred to the name(s) of the heir(s) or obtain a new insurance policy for the Motor Vehicle. Where such legal heir(s) desire(s) to apply for transfer of this policy or obtain a new policy for the vehicle such heir(s) should make an application to the Company accordingly within the aforesaid period. All such applications should be accompanied by: -
 - Death Certificate in respect of the insured
 - Proof of Title to the vehicle
 - Original Policy.
15. **NO CLAIM BONUS:** You are entitled for a No Claim Bonus (NCB) on the Own Damage section (II) I of the policy, if no claim is made or pending during the preceding year(s), as per the following table:

| NO CLAIM STATUS | % DISCOUNT ON OWN DAMAGE PREMIUM |
|--|----------------------------------|
| No claim made or pending during the preceding full year of insurance | 20% |
| No claim made or pending during the preceding 2 consecutive years of insurance | 25% |
| No claim made or pending during the preceding 3 consecutive years of insurance | 35% |
| No claim made or pending during the preceding 4 consecutive years of insurance | 45% |
| No claim made or pending during the preceding 5 consecutive years of insurance | 50% |

No Claim Bonus will only be allowed provided the policy is renewed within 90 days of the expiry date of the previous policy.

16. Conditions when a claim arises Initiate Loss minimization measures. Call Kshema General Insurance Limited Call Centre on Toll Free No: 1800-572-3013 (8 am to 8 pm, Monday to Saturday) Please provide necessary assistance to surveyor or company officials for finalization of loss. Ensure first- aid/medical help for the injured persons. Inform incident to Public Authorities. Notify loss by email to customer.support@kshema.co OR Kshema General Insurance Limited will depute an IRDA licensed surveyor to attend to the loss Please furnish required documents and any clarifications that may be sought.
17. Conditions for renewal of the contract The Policy may be renewed with our consent. The benefits under the policy or/and the terms and conditions of the policy, including premium rate may be subject to change. We, however, are not bound to give notice that it is due for renewal. Unless renewed as herein provided, this Policy shall terminate at the expiration of the period for which premium has been paid / received. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company
18. Applicable Law
The Policy is subject to the laws of India and jurisdiction of its Courts.

Section V - 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 or through Kshema Application or write to Us at Grievance Redressal Officer, KSHEMA GENERAL INSURANCE LIMITED, Regd. Office #413, 4th 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 or can write to us at the sub section “Grievance Redressal” on our website www.kshema.co (Customer Support section).
- c) In case Your complaint is not fully addressed by Us, you may use the Bima Bharosa, a Grievance Redressal Portal of IRDAI (Bima Bharosa) for escalating the complaint to IRDAI. Through Bima Bharosa You can register Your complaint online and track its status. For registration, please visit Website <https://bimabharosa.irdai.gov.in/>

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- 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.

The contact details of the Ombudsman offices are mentioned below:

| S.No. | Location | Name of Ombudsman | Designation | Office of the Insurance Ombudsman, | Jurisdiction | Telephone No. | Email |
|-------|-------------|-------------------------|---------------------|---|--|--|--|
| 1 | AHEMDABAD | Dr. Pranai Prabhakar | Insurance Ombudsman | Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. | Gujarat, Dadra & Nagar Haveli, Daman and Diu. | 079 - 2550120 / 1/02 | oio.ahmedabad@cioins.co.in |
| 2 | BENGALURU | Ms Neerja Kapur | 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 | oio.bengaluru@cioins.co.in |
| 3 | BHOPAL | Shri Ajay Kumar | 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 / 2769203 | oio.bhopal@cioins.co.in |
| 4 | BHUBANESWAR | Shri Rashmi Raman Singh | Insurance Ombudsman | 62, Forest park, Bhubaneswar – 751 009. | Odisha | 0674 - 2596461 / 2596455 / 2596429 / 2596003 | oio.bhubaneswar@cioins.co.in |
| 5 | CHANDIGARH | Ms Alka Jha | Insurance Ombudsman | Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh – 160 017. | Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh. | 0172 - 2706196 / 2706468 | oio.chandigarh@cioins.co.in |

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| 6 | CHENNAI | Shri K.Vinayak Rao | Insurance Ombudsman | Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. | Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh. | 044 - 2433366 8 / 243336 78 | io.chennai@cioins.co.in |
| 7 | DELHI | Shri Mukhmeet Singh Bhatia | 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, Lakshadweep & Chandigarh. | 011 - 4601399 2/232135 04/23232 481 | io.delhi@cioins.co.in |
| 8 | GUWAHATI | Shri Ajay Kumar Sharma | 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 / 2631307 | io.guwahati@cioins.co.in |
| 9 | HYDERABAD | Ms G Shobha Reddy | 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 - 2331212 2 / 2337699 1 / 2337659 9 / 2332870 9 / 2332532 5 | io.hyderabad@cioins.co.in |
| 10 | JAIPUR | Shri Satyajeet Rajan | Insurance Ombudsman | Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. | Rajasthan | 0141 - 2740363 | io.jaipur@cioins.co.in |
| 11 | KOCHI | Shri Pradeep Kumar Jain | Insurance Ombudsman | 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, | Kerala, Lakshadweep, Mahe-a part of Union | 0484 - 2358759 | io.ernakulam@cioins.co.in |

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| | | | | Kochi - 682 011. | Territory of Puducherry. | | |
| 12 | KOLKATA | Ms. Manju Bagga | Insurance Ombudsman | Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. | West Bengal, Sikkim, Andaman & Nicobar Islands. | 033 - 2212433 9 / 2212434 1 | oiokolkata@ciains.co.in |
| 13 | LUCKNOW | Shri Sanjai Singh | Insurance Ombudsman | 6th Floor, Jeevan Bhawan, Phase-II, 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, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, | 0522 - 4002082 / 3500613 | oiolucknow@ciains.co.in |

KSHEMA GENERAL INSURANCE LIMITED

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| | | | | | Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathna gar. | | |
| 14 | MUMBAI | Ms Sarojini S Dikhale | Insurance Ombudsm an | 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. | Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane). | 6903880 0/27/29/3 1/32/33 | io.mumbai@ciains.co.in |
| 15 | NOIDA | Shri Rajiv Talwar | Insurance Ombudsm an | 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, Bulandsheh ar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnag ar, Oraiyya, Pilibhit, Etawah, Farrukhaba d, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanp ur, Hapur, Shamli, Rampur, | 0120- 4027589 | io.noida@ciains.co.in |

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| | | | | | Kashganj, Sambhal, Amroha, Hathras, Kanshiramn agar, Saharanpur. | | |
| 16 | PATNA | Shri Inderjeet Singh | Insurance Ombudsman | 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. | Bihar, Jharkhand. | 0612-2547068 | oio.patna@cioins.co.in |
| 17 | PUNE | Ms. Rachna Khare | Insurance Ombudsman | Jeevan Darshan Bldg., 3rd Floor, C.T.S. No's. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. | Maharashtra, Areas of Navi Mumbai, and Thane (excluding Mumbai Metropolitan Region). | 020-24471175 | oio.pune@cioins.co.in |
| 18 | Thane | Shri Umesh Sinha | | Jeevan Chintamani Building, 2nd Floor, Near New RTO Office, Louis Wadi, Vasant Naik Mahamarg, Thane (West)- 400604 | Area of Navi Mumbai, Thane District, Raigad District, Palghar District and <u>wards of Mumbai</u> , M/East, M/West, N, S and T." | 022-20812868/69 | oio.thane@cioins.co.in |

*Note: As the above ombudsmen contact details may change from time to time, we suggest you refer <https://www.cioins.co.in> for an updated list.

Contact Us

Kshema General Insurance Limited Address -

Mentioned on the schedule

Web - www.Kshema.co

E-mail: Mentioned on the schedule

Customer Service: customer.support@kshema.co