

To,
MEGA FINE PHARMA PRIVATE LIMITED
51,5,26, K/201,Megafine Pharma Private Limited, Lakhmapur,
Nashik,Nashik,
Maharashtra-422202
India.

Date: 19/07/2024

Contact No. :

Subject: Policy Number: 0000000040007161

Dear Customer,

Welcome to SBI General. Thank you for choosing SBI General's Industrial All Risk Insurance Policy. We are delighted to have you as our esteemed Customer.

We enclose the following documents pertaining to your Policy:

- Policy Schedule
- Policy Clauses & Wordings
- Premium Receipt
- Grievance Redressal Letter

We have taken care that the documents reflect details of risk and cover as proposed by you. We request you to verify and confirm that the documents are in order. Please ensure safety of these documents as they form part of our contract with you. For all your future correspondence you may have with us, kindly quote your Customer ID and Policy Number.

Your Customer ID : 0000000075957069

Your Policy Number : 0000000040007161

The Postal Address of your SBI General Branch that will service you in future is:

SBI General Insurance Company Limited
GROUND FLOOR,PEOPLES EDUCATION SOCIETY,PRIN N M KALE MARG GOKHALE ROAD,
DADAR,Mumbai,
Maharashtra-400028,
India.

In case of any queries or suggestions, please do not hesitate to get in touch with us. You can contact us at customer.care@sbigeneral.in or call our Customer Care Number **Toll free nos: 1800 - 102- 1111 , 1800-22-1111**

We look forward to a continuing and mutually beneficial relationship.

Yours sincerely,



Authorized Signatory



Please scan the code to view the policy details

INDUSTRIAL ALL RISK INSURANCE POLICY
UIN - SBG-FI-P11-54-V01-10-11

SCHEDULE

Policy No: 0000000040007161	Servicing Branch Office: PEOPLES EDUCATION SOCIETY.GROUND FLOOR,PRIN N M KALE MARG GOKHALE ROAD, DADAR,Mumbai-400028,India.	Issue Date: 19/07/2024
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Intermediary Details..

Intermediary Name	Prudent Insurance Brokers Pvt Ltd	
Intermediary Code	0000904	
Intermediary Contact Details	Mobile No.	Land Line No. - +91-22-66242800

Name and Address of the Insured	MEGA FINE PHARMA PRIVATE LIMITED 51,5,26, K/201, Megafine Pharma Private Limited, Lakhmapur, Nashik, Nashik, Maharashtra, 422202, India.
Premises / Works Address (Site of Property to be insured)	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
Occupancy of the Risk	Chemical Manufacturing (Using materials with Flash Point below 32 Deg C), Bulk Drug Manufacturing
Period of Insurance	From: 07/06/2024(00:00) to Midnight of 06/06/2025
Name and Address of the Financial Institution	As per Annexure of Hypothecation Details
Coinurance Details	As per Coinurance Annexure "A"

Section I - Material Damage

Summary particulars (Detailed listing of properties insured at each location / premises given in of Property Insured Annexure A attached hereto and forming part of this Schedule)

Location of Premises	Business / Occupancy	Section - I	Sum Insured (Rs.)
ANNEXURE "A"	ANNEXURE "A"	Material Damage	2,620,000,000.00

Section II - Business Interruption

ANNUAL GROSS PROFIT	FLOP - Rs. 100,000.00
	Indemnity Period:12 Months

ANNUAL GROSS PROFIT	MLOP - Rs. 0.00
	Indemnity Period: 0 Months

Premium Computation

Particulars	Amount (Rs)
Gross Premium (Section I & II)	3,196,167.00
Add Terrorism Premium (Section I & II)	0.00
Total Premium	3,196,167.00
Add Taxes as applicable	575,310.06
Final Premium	3,771,477.00

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Deductible:	
Applicable to Risks above 500 crores Top Location Sum Insured for: a) Power Plants(Excluding Wind/Solar/Captive Power Plants) b) Steel Plants	Material Damage : 5% of claim amount subject to Minimum of Rs.1.25 crores Fire Loss of Profit(FLOP) : 30 Days of Gross Profit (Each and every loss)
Terrorism Cover : Shops & ResidentialRisks:	1 % of claim amount for each and every claim subject to a minimum of Rs. 10000 and a maximum of Rs.500,000
Terrorism Cover : Non-Industrial Risks:	5 % of claim amount for each and every claim subject to a minimum of Rs 2500 and a maximum of Rs.1000,000
Terrorism Cover : Industrial Risks:	5 % of claim amount for each and every claim subject to a minimum of Rs 100000 and a maximum of Rs.2500,000
Policies having Sum Insured upto 100 Crores per location for PD & BI	1. Material Damage- 5% of claim amount subject to a minimum of 5 Lakhs. 2. Business Interruption (FLOP)- Non Petro -7 days of Standard Gross Profit
Policies having Sum Insured above 100 Crores & upto 1500 crores per location for PD & BI	Material Damage- 5% of claim amount subject to a minimum of 10 Lakhs. Business Interruption (FLOP)- Non Petro -7 days of Standard Gross Profit
Policies having Sum Insured above 1500 Crores & upto 2500 crores per location for PD & BI	Material Damage- 5% of claim amount subject to a minimum of 25 Lakhs. Business Interruption (FLOP)- Non Petro -7 days of Standard Gross Profit
Policies having Sum Insured above 2500 Crores per location for PD & BI	Material Damage- 5% of claim amount subject to a minimum of 50 Lakhs. Business Interruption (FLOP)- Non Petro -7 days of Standard Gross
The limit for Sum Insured is combined limit for Material damage + Business Interruption per location	

Additional Conditions: Subject to the following additional Conditions and attached Clauses / Endorsements / Warranties:

Clauses Applicable:
1 Co-insurance Clause
2 Agreed Bank Clause
3 Designation of Property Clause
4 Reinstatement Value Clause
5 Local Authorities Clause
6 Removal of Debris Clause Upto 1% of Claim Amount
7 Architects, Surveyors and Consulting Engineers Fees Clause Upto 3% of Claim Amount
8 Earthquake (Fire & Shock) Clause
9 Terrorism Damage Exclusion Warranty
10 Specification A – Insurance on Gross Profit on Turnover Basis
11 Communicable Disease Exclusion
12 Cyber Loss Exclusion
13 Sanctions Limitation and Exclusion Clause
14 Political Risks Exclusion Endorsement
15 Radioactive Exclusion Clause
16 Information Technology Clarification Clause
All other Clauses will be as per Standard "Industrial All Risk" Policy wordings
Warranties Applicable:
As per Industrial All Risk Insurance Policy Wordings as attached.
Endorsements Applicable:
As per Industrial All Risk Insurance Policy Wordings as attached.
Exclusions:
As per Industrial All Risk Insurance Policy Wordings as attached.

Special Conditions (If any):
All Clauses and add on cover as per annexure attached.
Earthquake and STFI are covered under this policy.
Clauses Applicable: Market Value clause for Stocks
As per Industrial All Risk Insurance Policy Wordings as attached.

Collection Details: Receipt No. Receipt Date: 19/07/2024

P.S. If premium paid through cheque, the policy is void ab initio in case of dishonour of cheque.

Stamp Duty paid Rs 0 towards Insurance Policy Stamps vide Order No. LOA/ENF-2/CSD/21/2024/(Validity Period Dt.25/03/2024 to Dt.24/03/2026)/1609
Date:- 06/03/2024 **Dated** 2024-03-28 11:24:55.0 **of General Stamps Office, Mumbai.**

Signed at: Mumbai	For SBI General Insurance Company Limited
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Date:19/07/2024

Authorized Signatory

GSTIN 27AAMCS8857L1ZC

Attached to and forming part of Policy No. 0000000040007161

Location Details

Insured	MEGA FINE PHARMA PRIVATE LIMITED
Risk Location Address	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
Business / Occupancy	Chemical Manufacturing (Using materials with Flash Point below 32 Deg C), Bulk Drug Manufacturing

Sr. No	Description	Sum Insured (In Rs.)
1.	Section I (Material Damage)	
	Fire Section	2,620,000,000.00
	Section II	
1.	FLOP	100,000.00
2.	MLOP	0.00

Add-on Cover

Sr. No	Description	Sum Insured (In Rs.)
1	Earthquake (Fire and Shock)	2620100000

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Hypothecation Details

Sr no.	Name of the financial Institution	Address of the Financial Institution
1	State Bank of India	SME Backbay Reclamation branch Mittal Court B Wing Ground Floor Nariman Point Mumbai 400021
2	HDFC Bank Ltd	Crawford Market Branch Ashoka Shopping Centre LT Road Mumbai 400001

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Coinsurance Annexure

Sr. No	Name of the Insurance Company	Co-Insurance Share (%)	Base Premium (In Rs.)	Terrorism Premium (In Rs.)	Taxes as applicable (In Rs.)	Final Premium (In Rs.)
1	SBI General Insurance Co Ltd	40.00	1,278,466.80	0.00	575,310.06	1,853,776.86
2	ICICI Lombard General Insurance Company Ltd.-ICL	10.00	319,616.70	0.00	0.00	319,616.70
3	Go Digit General Insurance Limited-GDG	10.00	319,616.70	0.00	0.00	319,616.70
4	Magma HDI General Insurance Co.Ltd.-MHG	20.00	639,233.40	0.00	0.00	639,233.40
5	The New India Assurance Co.Ltd.-NIA	10.00	319,616.70	0.00	0.00	319,616.70
6	Royal Sundaram Alliance Insurance Co. Ltd.-RSA	10.00	319,616.70	0.00	0.00	319,616.70
Total		100%	3,196,167.00	0.00	575,310.06	3,771,477.06

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Annexure A

Sr. No.	Description	Total Sum insured (In Rs)	Risk Location Address
1	Building include Plinth & Foundation	490000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
2	Plant and Machinery including Capital Work in Progress , electrical equipment's , factory equipment's ,A R & D and R & D equipments	1150000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
3	Furniture, Fixtures, Fittings, A.C's, Office Equipments & Computers & Staff Safety Equipments	130000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
4	Electrical Installations / Electrical Equipments	100000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
5	Stocks	750000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
6	MBD	1150000000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
7	Section II - Business Interruption - Indemnity Period- 12 months, Basis of Indemnity -Specification A – Insurance on Gross Profit on Turnover Basis	100000	Plot No. 1 To 5,31 To 35, 48 To 51, 26 And K/201, Lakhmapur, Tal. Dindori, Dist. Nashik, Maharashtra India Nasik , Maharashtra, Nashik,422202.
Total Sum insured		3770100000	

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Important Note:

Please examine this Policy including its attached Schedules/ Annexure if any. In the event of any discrepancy please contact the office of the Company immediately, it being noted that this Policy shall be otherwise considered as being entirely in order.

Please refer the Claims Settlement & Grievance Redressal procedure document attached herein for ready references.

INTIMATING A CLAIM

"For Intimating a Claim with us please contact us through the following channels:

Phone : 1800-102-1111/1800-22-1111(Toll Free 08:00 am to 08:00 pm on all Business Days)

E mail - customer.care@sbigeneral.in

Facsimile - 1800-102-7244/1800-22-7244(Toll Free)"

CLAIM SETTLEMENT

The Company will settle the claim under this policy within 30 days from the date of receipt of necessary documents required for assessing the claim. In the event that the Company decides to reject a claim made under this policy, the Company shall do so within a period of thirty days of the Survey Report or the additional Survey Report, as the case may be, in accordance with the provisions of Protection of Policyholders' Interest Regulations 2002.

INDUSTRIAL ALL RISK INSURANCE POLICY

POLICY CLAUSES & WORDINGS

Attached to and forming part of Policy No. 0000000040007161

Co-insurance Clause

1. It is hereby declared and agreed that insurers named hereunder severally agree and accept the following for the proportion set against itsname:1.1. In event of any claim being admissible by the insurer towards the liability, to pay or make good to the insured the value of the property at the time of the happening of its loss or destruction or the amount of such damage thereto as provided for under the policy and or 1.2. To indemnify the insured against liability at law or damage to any property or injuries to persons as provided for under the policy 2 Co-insurance Schedule: Co-insurance schedule is as per policy schedule "Annexure " - Coinsurance Details". 3. Conditions forming part of this clause It is hereby agreed and understood that: 3.1 The Insured in exercise of his option has after having understood the implications, selected the above named lead Insurer and the named Coinsurers vide sr. Nos. of the co-Insurance schedule as in point no. 2 under the policy. 3.2 The duties of insured would devolve upon the authorized intermediary licensed by IRDA (referred to as authorized representative here after) where the insured appoints such authorized intermediary to transact on his behalf with the insurer/s. 3.3 It shall be the responsibility of the insured or his authorized representative licensed by IRDA to decide on the panel of co-insurers and their respective shares of the risk herein as set out in co-insurance share under paragraph 2 above and communicate the same to all such participating co-insurers, prior to assumption of risk. 3.4 The lead Insurer shall finalize the terms and conditions applicable to the risk in the form of an underwriting slip with a unique code to be handed over to the Insured/Authorized intermediary. 3.5 It shall be the responsibility of the insured or his authorized representative to ensure that all insurers listed in the co-insurance schedule under paragraph 2 above, are fully aware of the terms and conditions of this policy and shall secure their unqualified acceptance of such terms and conditions prior to issuance of cover and inclusion of names of insurers in this co-insurance arrangement. 3.6 During the currency of the policy, if there are any material changes in risk or as changes in original terms and conditions such as variation in Sum Insured, changes in premium charged, extension of policy period, etc., the same shall be communicated by the insured or his authorized representative giving sufficient advance notice of 7 days to the leader as well as all other participating co-insurers listed in the coinsurance schedule under paragraph 2 above and procure confirmation thereon. The endorsement to this effect shall be executed by the lead insurer under advice to all other participating co-insurers. 3.7 The liability of the insurers shall in no case exceed in respect of each item of the sum expressed in the set schedule to be insured thereon or in the all, the total sum insured hereby or sums as may be substituted thereof by endorsement. In the event of any of the Coinsurers chosen by the Insured as per Paragraph 3.1 above and listed in coinsurance schedule, wishes to withdraw from participation in this Policy at anytime during currency, may do so after giving notice of 14 days (from date of intimation of changes in risk by Insured/ Intermediary) only in the event of following contingencies: 1. Increase in Sum Insured beyond the agreed and accepted amount including escalation in Sum Insured, as recorded in the underwriting slip 2. Change in Terms and conditions of Cover as agreed and accepted in the UWg Slip. In the event of withdrawal as above by any Insurer from Coinsurance participation under the policy, the Insured shall arrange for an alternative Insurer to take care of the full share of risk vacated by the existing Insurer. In the event of Insured failing to do so, the Insured shall be considered as his own Insurer for such share of risk or part there of which is not taken up by such alternative Co- Insurer." 3.8 In the event of a claim under this policy, the insured shall give notice of its occurrence to the Lead Insurer with a copy to all the insurers as listed in clause 2 above. 3.9 Upon receipt of such notification of claim, all claim related activities including appointment of surveyors, etc shall be done by the lead insurer who shall decide the admissibility as well as quantum of the claim and the co-insurers shall abide by the same. 3.10 In the event of any claim being value of more than 5 crores the lead insurer can immediately demand and the following co-insurer shall pay the cash call of their proportionate share of loss. 3.11 In all other cases, where the Lead Insurer pays 100% of the assessed loss, the following co-insurer/s shall remit their share of the loss to the Lead Insurers within a maximum period of 21 days from the date on which the Lead Insurer makes the demand. Lead Insurer's declaration that the Claim and the amount there of was in accordance with terms and conditions of the Policy issued shall be considered sufficient by the co-insurers for the purpose of remitting their share of the loss to the Lead Insurer. 3.12 The co-insurers forming part of this agreement shall be entitled to demand and obtain from the Lead Insurer/Intermediaries copies of all policies, endorsements or other claim related documents relevant to this co-insurance clause. In witness, whereof, this policy has been signed by SBI General Insurance Company (Lead Insurer) for itself and as authorized agents for other participating insurers named herein Subject otherwise to the terms, exceptions, conditions and limitations of this policy

Agreed Bank Clause

It is hereby declared and agreed. That upon any monies becoming payable under this Policy the same shall be paid by the Company to the Bank and such part of any monies so paid as may relate to the interests of other parties Insured hereunder shall be received by the Bank as Agents for such other parties.ii. That the receipts of the Bank shall be complete discharge of the Company therefor and shall be binding on all the parties Insured hereunder.N.B: The Bank shall mean the first named Financial Institution/ Bank named in the Policyiii. That if and whenever any notice shall be required to be given or other communication shall be required to be made by the Company to the Insured or any of them in any manner arising under or in connection with this Policy such notice or other communication shall be deemed to have been sufficiently given or made if given or made to the Bank.iv. That any adjustment, settlement, compromise or reference to arbitration in connection with any dispute between the Company and the Insured or any of them arising under or in connection with this Policy if made by the Bank shall be valid and binding on all parties Insured hereunder but not so as to impair rights of the Bank to recover the full amount of any claim it may have on other parties Insured hereunder.v. That this insurance so far only as it relates to the interest of the Bank therein shall not cease to attach to any of the Insured property by reason of operation of condition 3 of the Policy except where a breach of the condition has been committed by the Bank or its duly authorised agents or servants and this insurance shall not be invalidated by any act or omission on the part of any other party Insured hereunder whereby the risk is increased or by anything being done to upon or any building hereby Insured or any building in which the goods Insured under the Policy are stored without the knowledge of the Bank provided always that the Bank shall notify the Company of any change of ownership or alterations or increase of hazards not permitted by this insurance as soon as the same shall come to its knowledge and shall on demand pay to the Company necessary additional premium from the time when such increase of risks first took place andvi. It is further agreed that whenever the Company shall pay the Bank any sum in respect of loss or damage under this Policy and shall claim that as to the Mortgagor or owner no liability therefore existed, the Company shall become legally subrogated to all the rights of the Bank to the extent of such payments but not so as to impair the right of the Bank to recover the full amount of any claim it may have on such Mortgagor or Owner or any other party or parties Insured hereunder or from any securities or funds availableN.B: In cases where the name of any Central Government or State Government owned and / or sponsored Industrial Financing or Rehabilitation Financing Corporations and /or Unit Trust of India or General Insurance Corporation of India and/or its subsidiaries or LIC of India/ any Financial Institution is included in the title of the Fire Policy as mortgagees, the above Agreed Bank Clause may be incorporated in the Policy substituting the name of such institution in place of the word 'Bank' in the said clause

Designation of Property Clause

For all purpose of determining, where necessary, the item under which any property is insured, the insurers agree to accept the designation under which the property has been entered in the insured's books.

Reinstatement Value Clause

"It is hereby declared and agreed that in the event of the property insured under (Item No's. As Agreed) within the Policy being destroyed or damaged, the basis upon which the amount payable under (each of the said items of) the Policy is to be calculated shall be cost of replacing or reinstating on the same site or any other site with property of the same kind or type but not superior to or more extensive than the insured property when new as on date of the loss, subject to the following Special Provisions and subject also to the terms and conditions of the Policy except in so far as the same may be varied hereby."Special Provisions1. The work of replacement or reinstatement (which may be carried out upon another site and in any manner suitable to the requirements of the Insured subject to the liability of the Company not being thereby increased) must be commenced and carried out with reasonable dispatch and in any case must be completed within 12 months after the destruction or damage or within such further time as the Company may in writing allow, otherwise no payment beyond the amount which would have been payable under the Policy if this memorandum had not been incorporated therein shall be made.2. Until expenditure has been incurred by the Insured in replacing or reinstating the property destroyed or damaged the Company shall not be liable for any payment in excess of the amount which would have been payable under the Policy if this memorandum had not been incorporated therein.3. If at the time of replacement or reinstatement the sum representing the cost which would have been incurred in replacement or reinstatement if the whole of the property covered had been destroyed, exceeds the Sum Insured thereon or at the commencement of any destruction or damage to such property by any of the perils insured against by the Policy, then the Insured shall be considered as being his own insurer for the excess and shall bear a rateable proportion of the loss accordingly. Each item of the Policy (if more than one) to which this memorandum applies shall be separately subject to the foregoing provision.4. This Memorandum shall be without force or effect ifa) The Insured fails to intimate to the Company within 6 months from the date of destruction or damage or such further time as the Company may in writing allow his intention to replace or reinstate the property destroyed or damaged.b) The Insured is unable or unwilling to replace or reinstate the property destroyed or damaged on the same or another site.

Local Authorities Clause

"The insurance by this Policy extends to include such additional cost of reinstatement of the destroyed or damaged property hereby insured as may be incurred solely by reason of the necessity to comply with the Building or other Regulations under or framed in pursuance of any Act of Parliament or with Bye-laws of any Municipal or Local authority provided that1) The amount recoverable under this extension shall not include a) the cost incurred in complying with any of the aforesaid Regulations or Bye-laws i) in respect of destruction or damage occurring prior to the granting of this extension, ii) in respect of destruction or damage not insured by the Policy, iii) under which notice has been served upon the Insured prior to the happening of the destruction or damage, iv) in respect of undamaged property or undamaged portions of property other than foundations (unless foundations are specifically excluded from the insurance by this Policy) of that portion of the property destroyed or damaged, b) the additional cost that would have been required to make good the property damaged or destroyed to a condition equal to its condition when new had the necessity to comply with any of the aforesaid Regulations or Bye-laws not arisen, c) the amount of any rate, tax, duty, development or other charge or assessment arising out of capital appreciation which may be payable in respect of the property or by the owner thereof by reason of compliance with any of the aforesaid Regulations or Bye-laws 2) The work of reinstatement must be commenced and carried out with reasonable dispatch and in any case must be completed within twelve months after the destruction or damage or within such further time as the Company may (during the said twelve months) in writing allow and may be carried out wholly or partially upon another site (if the aforesaid Regulations or Bye-laws so necessitate) subject to the liability of the Company under this extension not being thereby increased 3) If the liability of the Company under (any item of) the Policy apart from this extension shall be reduced by the application of any of the terms and conditions of the Policy then the liability of the Company under this extension (in respect of any such item) shall be reduced in like proportion 4) The total amount recoverable under any item of the Policy shall not exceed the Sum Insured thereby. 5) All the conditions of the Policy except in so far as they may be hereby expressly varied shall apply as if they had been incorporated herein. 6) No additional premium shall be charged for inclusion of this clause in this Policy.

Removal of Debris Clause Upto 1% of Claim Amount

"It is hereby declared and agreed that the expenses incurred up to 1% of the claim amount is included in the sum insured on: Removal of Debris Clause Upto 1% of Claim Amount" It is hereby declared and agreed that the expenses incurred up to 1% of the claim amount is included in the sum insured on: (a) Removal of debris from the premises of the Insured; (b) Dismantling or demolishing; (c) Shoring up or propping. "Note: (b) & (c) above should be deleted when neither Building nor Machinery are covered.

Architects, Surveyors and Consulting Engineers Fees Clause Upto 3% of Claim Amount

"It is hereby declared and understood that the expenses incurred towards Architects, Surveyors and Consulting Engineers fees for plans, specification tenders, quantities and services in connection with the superintendence of the reinstatement for the Building, machinery, Accessories and equipment insured under this policy is covered up to 3% of the adjusted loss, but it is understood that this does not include any costs in connection with the preparation of the Insured's claim or estimate of loss in the event of damage by insured perils".

Earthquake (Fire & Shock) Clause

If option to delete STFI peril is exercised In consideration of the payment by the Insured to the Company of the sum of As agreed additional premium, it is hereby agreed and declared that notwithstanding anything stated in the printed exclusions of this Policy to the contrary, this Insurance is extended to cover loss or damage (including loss or damage by fire) to any of the property Insured by this Policy occasioned by earthquake including Landslide / Rockslide resulting therefrom but excluding flood or overflow of the sea, lakes, reservoirs and rivers caused by Earthquake. Provided always that all the conditions of this Policy shall apply (except in so far as they may be hereby expressly varied) and that any reference therein to loss or damage by fire shall be deemed to apply also to loss or damage directly caused by any of the perils which this insurance extends to include by virtue of this endorsement If option to delete STFI peril is not exercised In consideration of the payment by the Insured to the Company of the sum of As agreed additional premium, it is hereby agreed and declared that notwithstanding anything stated in the printed exclusions of this Policy to the contrary, this Insurance is extended to cover loss or damage (including loss or damage by fire) to any of the property Insured by this Policy occasioned by or through or in consequence of earthquake including flood or overflow of the sea, lakes, reservoirs and rivers and/or Landslide / Rockslide resulting therefrom Provided always that all the conditions of this Policy shall apply (except in so far as they may be hereby expressly varied) and that any reference therein to loss or damage by fire shall be deemed to apply also to loss or damage directly caused by any of the perils which this insurance extends to include by virtue of this endorsement Special conditions 1) Excess clause - 5% of each and every claim subject to a minimum of Rs.10,000/. 2) Extension cover shall be granted only if the entire property in one complex / compound / location covered under the Policy is extended to cover this risk and the Sum Insured for this extension is identical to the Sum Insured against the risk covered under main Policy except for the value of the plinth and foundations of the building(s). 3) Onus of proof In the event of the Insured making any claim for loss or damage under this Policy he must (if so required by the Company) prove that the loss or damage was occasioned by or through or in consequence of earthquake."

Terrorism Damage Exclusion Warranty

This Policy excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss. For the purpose of this exclusion, an act of terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes. This exclusion also includes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to the above.

Specification A – Insurance on Gross Profit on Turnover Basis

The insurance under Item No.1 is limited to loss of Gross Profit due to (a) Reduction in Turnover and (b) increase in Cost of Working and the amount payable as indemnity thereunder shall be: (a) IN RESPECT OF REDUCTION IN TURNOVER: the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period shall, in consequence of the Damage, fall short of the Standard Turnover. (b) IN RESPECT OF INCREASE IN COST OF WORKING: the additional expenditure (subject to the provisions of Memo 2) necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of the Damage but not exceeding the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided. Less any sum saved during the Indemnity Period in respect of such of the Insured Standing Charges as may cease or be reduced in consequence of the Damage: Provided that if the Sum Insured by this Item be less than the sum produced by applying the Rate of Gross Profit to (where the Indemnity Period exceeds 12 months insert 'times' as may be appropriate e.g. for 18 months insert one and a half times) the Annual Turnover, the amount payable shall be proportionately reduced. Departmental Clause "If the business be conducted in departments, the independent trading results of which are ascertainable, the provision of Clauses (a) and (b) of Item 1 shall apply separately to each department affected by the damage except that if the Sum Insured by the said item be less than the aggregate of the sum produced by applying the rate of gross profit for each department of the business (whether affected by the damage or not) to the relative Annual Turnover thereof, the amount payable shall be proportionately reduced." Definitions GROSS PROFIT – The sum produced by adding to the Net Profit the amount of the insured Standing Charges, or if there be no Net Profit the amount of the Insured Standing Charges less such a proportion of any net trading loss as the amount of the Insured Standing Charges bears to all the Standing Charges of the business. NET PROFIT – The net trading profit (exclusive of all capital receipts and accretions and all outlay properly chargeable to capital) resulting from the business of the Insured at the premises after due provision has been made for all Standing and other charges including depreciation, but before the deduction of any taxation chargeable on profits. INSURED STANDING CHARGES – (Appropriate list to be inserted). TURNOVER – The money paid or payable to the Insured for goods sold and delivered and for services rendered in course of the business at the premises. INDEMNITY PERIOD – The period beginning with the occurrence of the damage and ending not later than << Indemnity Period >> months thereafter during which the results of the business shall be affected in consequence of the damage. Memo 1: If during the Indemnity Period goods shall be sold or services shall be rendered elsewhere than at the premises for the benefit of the business either by the Insured or by others on his behalf the money paid or payable in respect of such sales or services shall be brought into account in arriving at the Turnover during the Indemnity Period. Memo 2: If any Standing Charges of the business be not insured by this Policy then in computing the amount recoverable hereunder as increase in Cost of Working that proportion only of the additional expenditure shall be brought into account which the sum of the Net Profit and the Insured Standing Charges bears to the sum of the Net Profit and all the Standing Charges. Memo 3: If the Insured declares, at the latest twelve months after the expiry of any period of insurance, that the Gross Profit earned (or a proportionately increased multiple thereof where the maximum Indemnity Period exceeds 12 months) during the accounting period of 12 months most nearly concurrent with any period of insurance, as certified by the Insured's Auditors, was less than the Sum Insured thereon, a pro-rata return of premium not exceeding 50% of the premium paid on such Sum Insured for such period of Insurance shall be made in respect of the difference. Where, however, the declaration is not received by the Company within twelve months after the expiry of the period of insurance, no refund shall be admissible. If any damage has occurred giving rise to a claim under this Policy, such return shall be made in respect only of said difference as is not due to the damage.

Communicable Disease Exclusion

1. Notwithstanding any provision to the contrary within this insurance agreement, this insurance agreement excludes all actual or alleged loss, liability, damage, compensation, injury, sickness, disease, death, medical payment, defence cost, cost, expense or any other amount incurred by or accruing to the Insured, directly or indirectly and regardless of any other cause contributing concurrently or in any sequence, originating from, caused by, arising out of, contributed to by, resulting from, or otherwise in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease. 2. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where: 2.1. the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and 2.2. the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and 2.3. the disease, substance or agent can cause or threaten bodily injury, illness, emotional distress or damage to human health, human welfare or property damage.

Cyber Loss Exclusion

Liability arising out of Cyber liability stands excluded. For the purpose of this endorsement Cyber Liability event means any: a. Hacking attack or virus attack; b. malicious damage to the Insured's Computer Systems by an Employee; c. accidental damage to or destruction of the Insured's Computer Records because of an operational error, an error while establishing the parameters, or an involuntary error by an Employee or a service provider; d. failure of a service provider hosting the Insured's Computer Systems as a direct result of a) to c) above; e. failure of a direct or back-up power supply or under/ over voltage but only if such power supply is owned, managed or controlled by the Insured or by their service provider; f. electrostatic build-ups or electromagnetic disturbances.

Sanctions Limitation and Exclusion Clause

The Company shall not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim, or provision of such benefit would expose that Insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of European Union, United Kingdom or United States of America.

Political Risks Exclusion Endorsement

Notwithstanding any provision to the contrary within this Insurance or any endorsement thereto, it is agreed that this Insurance excluded loss, damage, cost or expenses of whatsoever nature, directly or indirectly, caused by, resulting from or in connection with any of the following regardless of any other cause or event contributing concurrently or in any other sequence to the loss: War, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not), civil war, permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction of or damage to property by order of the government d jure or de facto or by any public authority, Mutiny, civil commotion assuming the proportions or amounting to a popular rising, tribal rising, military rising, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the events or cause which determine the proclamation or maintenance of martial law or state of siege. This endorsement also excluded loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to above. If the Company alleges that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this Insurance then the burden of proving the contrary shall be upon the Insured. In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

Radioactive Exclusion Clause

Notwithstanding anything herein contained to the contrary, it is hereby declared and agreed that this Insurance does not cover any loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any of the following regardless of any other cause or even contributing concurrently or in any other sequence to the loss:- Ionizing radiations from or contamination by radioactivity from any fuel or from any nuclear waste from the combustion of nuclear fuel;- The radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;- Any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

Information Technology Clarification Clause

Property Damage covered under this agreement shall mean physical damage to the Substance of property. Physical Damage to the substance of property shall not include damage to data or software, in particular any detrimental change in data, software or compute programs that is caused by a deletion, a corruption or a deformation of the original structure. Consequently the following are excluded from this agreement:- Loss of or damage to data or software, in particular any detrimental change in data, software or computer programs that is caused by a deletion, a corruption or a deformation of the original structure, and any business interruption, losses resulting from such loss or damage. Notwithstanding this exclusion, loss of or damage to data or software, which is the direct consequence of insured physical damage to the substance of property, shall be covered.- Loss or damage resulting from impairment in the function, availability, range of use of accessibility of data, software or computer programs, and any business interruption losses resulting from such loss or damage.

All Clauses and add on cover as per annexure attached.

Earthquake and STFI are covered under this policy.

Clauses Applicable: Market Value clause for Stocks

Terrorism-Annexure(4) Terrorism Third Party Liability Insurance**Forming Part of Sabotage & Terrorism Damage Cover Endorsement
of Policy No.****TERRORISM THIRD PARTY LIABILITY INSURANCE ADD ON COVER****1. Insuring Clause**

1.1. In consideration of the premium paid and subject to the exclusions, limits, and terms and conditions contained herein, this add on cover indemnifies the Insured for its ascertained Loss by reason of the liability imposed upon the Insured by law or assumed under an indemnification contract, for damages in respect of a claim, arising out of a loss up to but not exceeding the sub limit (i.e. 10% of the Total Sum Insured Value for Sabotage and Terrorism Endorsement or INR 25,00,00,000 whichever is less, each any one loss and in all for the Policy Period) for Bodily Injury and/or Property Damage resulting solely and directly from an act or acts of sabotage and terrorism as defined under Sabotage and Terrorism damage cover endorsement.

1.2. Provided such claim made is first received by the Insured during the Policy Period or the Insured gives written notification to Insurer of the discovery of his involvement in such act of sabotage and terrorism within 90 days of the expiry of the Policy.

1.3. Regardless of the number of claims made against the Insured, the Insured shall always be liable for the deductible, in respect of each and every loss. Each loss's deductible amount shall be subject to no aggregate limitation regardless of the number of losses or claims made against the Insured.

1.4. As soon as the Insured becomes aware of a loss or receives a claim, the Insured shall promptly, and at its own expense, take all reasonable steps to prevent further Bodily Injury and/or Property Damage resulting from the same loss or conditions which may give rise to a similar loss.

1.5. Insurer shall not be called upon to assume the handling or control of the defence or settlement of any claim made against the Insured however the Insurer shall have the right, but not the duty, to participate with the Insured in the defence or settlement of any claim which may be indemnifiable in whole or in part by this Policy

1.6. Insurer will pay any defence expenses incurred after exhaustion of the deductible amount or each loss deductible amount, whichever is the greater, provided the prior written consent of Insurer is obtained before those defence expenses are incurred and subject to Insurer's limits of liability under this endorsement.

1.7. Whenever any written demand received by the Insured for damages is finally resolved by a payment by the Insured which, regardless of the amount thereof, is only covered in part by this Policy, then the percentage of any defence expenses that can be included in the Ultimate Net Loss shall be calculated by dividing that part of such payment which is covered by this Policy, by the total amount paid by the Insured.

1.8. In the event the Insured elects not to appeal, a judgement which may, in whole or in part, involve indemnity under this Policy, Insurer may, following discussion with the Insured, elect to make such appeal at their own cost and expense and shall be liable for the taxable costs and disbursements and any additional interest incidental to such appeal; but in no event shall the liability of Insurer exceed the relevant limits of liability plus such cost, expense, disbursements and interest.

2. Definition

The words "Bodily Injury", wherever used in this policy, shall mean all physical injury to a third-party human being including death, sickness, disease or disability and all mental injury, anguish or shock to such human being resulting from such physical injury.

3. Exclusions

1. Any loss arising from War (whether before or after the outbreak of hostilities) between any two or more countries;

2. Loss, injury or damage arising out of discrimination or humiliation;

3. Loss or damage to property

(a) owned, leased, rented or occupied by the Insured;

(b) in the care, custody or control of the Insured;

4. Mental injury, anguish, shock or the like where no physical injury has occurred to the litigant;

5. Loss or damage caused by Civil Commotion, Insurrection, Revolution or Rebellion, Mutiny and/or Coup d'Etat and Civil War except as may be insured specifically under any Political Violence Extension to Sabotage and Terrorism Endorsement

**SUBJECT OTHERWISE TO ALL THE TERMS, CONDITIONS, DEFINITIONS, DEDUCTIBLES, LIMITATIONS AND EXCLUSIONS
OF THE MAIN POLICY AND SABOTAGE AND TERRORISM ENDORSEMENT TO WHICH THIS EXTENSION IS ATTACHED.**

Terrorism-Annexure(5) PV Wordings (MD Only)

Forming Part of Sabotage & Terrorism Damage Cover Endorsement of Policy
No.

POLITICAL VIOLENCE INSURANCE EXTENSION - PROPERTY DAMAGE AND LOSS OF PROFIT/ BUSINESS INTERRUPTION

1. INSURING CLAUSE

In consideration of the premium paid and subject to the exclusions, limits, and terms and conditions contained herein, this add on cover indemnifies the Insured for its ascertained Loss for any one loss up to but not exceeding the sub limit (i.e. 10% of Total Sum Insured for Sabotage and Terrorism Endorsement or INR 50,00,00,000 whichever is lesser, each in respect of any one loss and in the aggregate) against:

1.1 Physical loss or physical damage to the Buildings and Contents which belong to the Insured or for which the Insured is legally responsible, directly caused by one or more of the following perils occurring during the Policy Period and in respect of which the Insured has purchased cover:

1. Civil Commotion;
2. Insurrection, Revolution or Rebellion;
3. Mutiny and/or Coup d'Etat;
4. Civil War.

Such perils in respect of which cover has been purchased by the Insured shall be the "Covered Causes of Loss".

1.2 In respect of loss or damage suffered under this Extension, Insurers' maximum liability shall never be more than the Loss of Profit Limit or total Limit (whichever is applicable) where this Limit is a combined amount for losses arising from both physical loss or physical damage and Loss of Profit, for any one loss.

1.3 For the avoidance of doubt, where a Loss of Profit Limit applies to losses suffered under this Extension, it shall apply to the aggregate of all claims by all Insureds and in respect of all Insured Locations hereunder, and Insurers shall have no liability exceeding the limit (i.e. 10% of Total Sum Insured for Sabotage and Terrorism Endorsement or INR 50,00,00,000 whichever is lesser, each in respect of any one loss and in the aggregate) irrespective whether insured losses are sustained by all of the Insureds or any one or more of them or whether insured losses are sustained at any one or more of the Insured Locations.

2. DEFINITIONS

"**Civil Commotion**" shall mean any act committed in the course of a disturbance of the public peace (where such disturbance is motivated by political reasons) by any person taking part together with others in such disturbance or any act of any lawfully constituted authority for the purpose of suppressing or minimising the consequence of such act.

"**Civil War**" shall mean an internecine war, or a war carried on between or among opposing citizens of the same country or nation.

"**Coup d'Etat**" shall mean the sudden, violent and illegal overthrow of a sovereign government or any attempt at such overthrow.

"**Insurrection, Revolution and Rebellion**" shall mean a deliberate, organised and open resistance, by force and arms, to the laws or operations of a sovereign government, committed by its citizens or subjects and/or a rising against a sovereign government or other authority.

"**Mutiny**" shall mean a wilful resistance by members of legally armed or peace-keeping forces to a superior officer.

3. EXCLUSIONS

This cover DOES NOT INDEMNIFY AGAINST:

For Material Damage:

1. Any loss arising from War (whether before or after the outbreak of hostilities) between any two or more countries.
2. Third party liability howsoever arising except as may be insured specifically under any Third-Party Liability Extension to this cover;

For Loss of Profit/Business Interruption:

- 1 Any loss or damage during any period in which goods would not have been produced, or Operations or services would not have been maintained, for any reason other than physical loss or physical damage of the type insured against to which this coverage applies.
- 2 Any loss or damage with respect to any additional time required for making change(s) to the buildings, structures, or equipment for any reason, nor any additional time required for re- staffing or retraining employees.

4. CHANGES/AMENDMENTS

Any addenda, amendments or endorsements to this Policy shall only be valid if agreed by Insurers in writing.

SUBJECT OTHERWISE TO ALL THE TERMS, CONDITIONS, DEFINITIONS, DEDUCTIBLES, LIMITATIONS AND EXCLUSIONS OF THE MAIN POLICY AND SABOTAGE AND TERRORISM ENDORSEMENT TO WHICH THIS EXTENSION IS ATTACHED.

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

Branch Office Address: SBI General Insurance Company Limited GROUND FLOOR, PEOPLES EDUCATION SOCIETY, PRIN N M KALE MARG GOKHALE ROAD, DADAR, Mumbai, Mumbai, Maharashtra - 400028, India	Reference No:	000055686813	
	OF Receipt No:		
	Date:	19/07/2024	
	Branch Code:	00006	
	Party/Depositor ID:	0000000075957069	
RECEIPT			
Received with thanks from MEGA FINE PHARMA PRIVATE LIMITED an amount of Rs.3771477 (Rupees Thirty Seven Lakh Seventy One Thousand Four Hundred and Seventy Seven) by Customer Cash Deposit No: CCD00062378564 Dated : Drawn on Bank : Branch:			
Party ID	Quote/Policy/Claim No.	Name of Party	Amount(Rs.)
0000000075957069	0000000109929847	MEGA FINE PHARMA PRIVATE LIMITED	3,771,477.00
		TOTAL	3,771,477.00

Disclaimer

1. Receipt subject to realisation of instrument submitted
2. Kindly refer to the policy document for time of commencement of cover

For and on behalf of
SBI General Insurance Co. Ltd.



Authorized Signatory

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

GST INVOICE

GST Invoice No:	109869706	GST Invoice Date:	19/07/2024							
GST No. (SBI General)	27AAMCS8857L1ZC	SBI General State	Maharashtra							
SBI General Branch Address:	SBI General Insurance Company Limited GROUND FLOOR, PEOPLES EDUCATION SOCIETY, PRIN N M KALE MARG GOKHALE ROAD, DADAR, Mumbai, Mumbai, Maharashtra - 400028, India									
Details of Policy Holder:										
Name:	MEGA FINE PHARMA PRIVATE LIMITED									
Address:	51,5,26, K/201,Megafine Pharma Private Limited, Lakhmapur,Nashik,Nashik,Maharashtra-422202,India									
Policy Holder State	Maharashtra	Place of Supply:	Maharashtra							
		Whether Invoice under Reverse Charge:	No							
GST No./ISD No.	27AAACM7472M2ZY	Policy Number	0000000040007161							
Insurance Product Name	HSN Code	Premium (without Taxes)	KFC		CGST		SGST/ UTGST		IGST	
			Rate	Amount	Rate	Amount	Rate	Amount	Rate	Amount
Generic Product	997137	3196167	1%	0.0	9.00	287655.03	9.00	287655.03	0.00	0
Total Invoice Value (In Figures)		3,771,477.00		 Authorized Signatory						
Taxes Applicable		575,310.06								

INDUSTRIAL ALL RISKS INSURANCE POLICY

Policy Wording

SECTION I - MATERIAL DAMAGE

In consideration of the Insured paying to SBI GENERAL INSURANCE COMPANY LIMITED (hereinafter referred to as the Company), the premium shown in the Schedule, the Company agrees (subject to the terms, conditions and exclusions contained herein or endorsed or otherwise expressed hereon which shall so far as the nature of them respectively will permit be deemed to be conditions precedent to the right of the Insured to recover hereunder) that if after payment of the premium any of the property insured be accidentally physically lost destroyed or damaged other than by an excluded cause during the Period of Insurance or any subsequent period in respect of which the Insured shall have paid and the Company shall have accepted the premium required for the renewal of this Policy, the Company will pay to the Insured the value of the property at the time of the happening of its accidental physical loss or destruction or damage (being hereinafter termed Damage) or at its option reinstate or replace such property or any part thereof.

Provided that the liability of the Company in respect of any one loss or in the aggregate in any one Period of Insurance shall in no case exceed

- i) As regards buildings, plants and machinery, furniture, fixture, fittings etc. the cost of replacement or reinstatement on the date of replacement or reinstatement subject to the maximum liability being restricted to the Sum Insured in respect of that category of the item under the Policy.
- ii) As regards stocks the market value of the same not exceeding the Sum Insured in respect of that category of item under the Policy.

EXCLUSIONS

A. EXCLUDED CAUSES

- 1) This Policy does not cover damage to the property insured caused by:

- a)
 - i) faulty or defective design materials or workmanship inherent vice latent defect gradual deterioration deformation or distortion or wear and tear
 - ii) interruption of the water supply gas electricity or fuel systems or failure of the effluent disposal systems to and from the premises unless Damage by a cause not excluded in the Policy ensues and then the Company shall be liable only for such ensuing Damage.
- b)
 - i) collapse or cracking of buildings
 - ii) corrosion rust extremes or changes in temperature dampness dryness wet or dry rot fungus shrinkage evaporation loss of weight pollution contamination change in colour flavour texture or finish action of light vermin insects marring or scratching unless such loss is caused directly by Damage to the property insured or to premises containing such property by a cause not excluded in the Policy.
- c)
 - i) larceny
 - ii) acts of fraud or dishonesty
 - iii) disappearance unexplained or inventory shortage misfiling or misplacing of information shortage in supply or delivery of materials or shortage due to clerical or accounting error
- d)
 - i) coastal or river erosion
 - ii) normal settlement or bedding down of new structures

- 2) Damage caused by or arising from:

- a) any willful act or willful negligence on the part of the Insured or any person acting on his behalf
- b) cessation of work delay or loss of market or any other consequential or indirect loss of any kind or description whatsoever

- 3) Damage occasioned directly or indirectly by or through or in consequence of any of the following occurrences, namely:

- a) war invasion act of foreign enemy hostilities or warlike operations (whether war be declared or not) civil war
- b) mutiny civil commotion assuming the proportions of or amounting to a popular rising military rising insurrection rebellion revolution military or usurped power

- 4)
 - i) permanent or temporary dispossession resulting from nationalization commandeering or requisition by any lawfully constituted authority
 - ii) permanent or temporary dispossession of any building resulting from the unlawful occupation of such building by any person provided that the Company is not relieved of any liability to the Insured in respect of Damage to the property insured occurring before dispossession or during temporary dispossession which is otherwise insured by this Policy
 - iii) the destruction of property by order of any public authority

In any action, suit or other proceeding where the Company alleges that by reason of the provisions of Exclusions A3) a) and b) above any loss destruction or damage is not covered by this insurance the burden of proving that such loss destruction or damage is covered shall be upon the Insured.

- 5) Damage directly or indirectly caused by or arising from or in consequence of or contributed to by:

- a) nuclear weapons material
- b) ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. Solely for the purpose of this Exclusion Combustion shall include any self-sustaining process of nuclear fission.

B. EXCLUDED PROPERTY

This Policy does not cover:

1. Money cheques stamps bonds credit cards securities of any description jewellery precious stones precious metals bullion furs curiosities rare books or works of art unless specifically mentioned as insured by this Policy
2. Unless specifically mentioned as insured by this Policy goods held in trust or on commission documents manuscripts business books computer systems records patterns models moulds plans designs explosives
- 3)
 - a) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives or rolling stock watercraft aircraft spacecraft or the like
 - b) property in transit other than within the premises specified in the Schedule
 - c) property or structures in course of demolition construction or erection and materials or supplies in connection therewith
 - d) land (including top-soil back-fill drainage or culverts) driveways pavements roads runways railway lines dams reservoirs canals rigs wells pipelines tunnels bridges docks piers jetties excavations wharves mining property underground off-shore property unless specifically covered
 - e) livestock growing crops or trees
 - f) property damaged as a result of its undergoing any process
 - g) property undergoing testing installation including materials and supplies thereof if directly attributable to the operations of work being performed thereon unless Damage by a cause not otherwise excluded ensues and then the Company will be liable only for such ensuing loss
 - h) property more specifically insured
 - i) property insured if removed to any building or place other than which it is herein stated to be insured, except machinery and equipments temporarily removed for repairs, cleaning, renovation or other similar purpose for a period not exceeding 60 days.
 - j) damage to property which at the time of the happening of such damage is insured by or would but for the existence of this Policy be insured by any marine policy or policies except in respect of any excess beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected.

DEDUCTIBLES

This Policy does not cover the deductibles stated in the Schedule in respect of each and every loss as ascertained after the application of all other terms and conditions of the Policy including any condition of Average.

Warranted that during the currency of the Policy the Insured shall not effect insurance in respect of the amount of the deductibles stated in the Schedule.

GENERAL CONDITIONS

- 1) This Policy shall be voidable in the event of mis-representation, mis-description or non-disclosure of any material particular.
- 2) All insurances under this Policy shall cease on expiry of 7 days from the date of fall or displacement of any building or part thereof or of the whole or any part of any range of buildings or of any structure of which such building forms part.
Provided such a fall or displacement is not caused by a peril not excluded by this Policy or such loss or damage would be covered if such building, range of buildings or structure were insured under this Policy.
Notwithstanding the above, the Company, subject to an express notice being given as soon as possible but not later than seven days of any such fall or displacement may agree to continue the insurance subject to revised rates, terms and conditions as may be decided by it and confirmed in writing to this effect.
- 3) Under any of the following circumstances the insurance ceases to attach as regards the property affected unless the Insured, before the occurrence of any loss or damage, obtains the sanction of the Company signified by endorsement upon the Policy by or on behalf of the Company:
 - a) If the trade or manufacture carried on be altered, or if the nature of the occupation or other circumstances affecting the building insured or containing the insured property be changed in such a way as to increase the risk of loss or damage by insured perils.
 - b) If the building insured or containing the insured property becomes unoccupied and so remains for a period of more than 30 days.
 - c) If the building insured or containing the insured property becomes unoccupied and so remains for a period of more than 30 days.
4. This insurance may be terminated at any time at the request of the Insured, in which case the Company will retain the premium at customary short period rate for the time the Policy has been in force. This insurance may also at any time be terminated at the option of the Company, on 15 days notice to that effect being given to the Insured, in which case the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation.
- 5)
 - i) On the happening of any loss or damage the Insured shall forthwith give notice thereof to the Company and shall within 15 days after the loss or damage, or such further time as the Company may in writing allow in that behalf, deliver to the Company
 - a) A claim in writing for the loss or damage containing as particular an account as may be reasonably practicable of all the several articles or items or property damaged or destroyed, and of the amount of the loss or damage thereto respectively, having regard to their value at the time of the loss or damage not including profit of any kind.
 - b)Particulars of all other insurances, if any.

The Insured shall also at all times at his own expense produce, procure and give to the Company all such further particulars, plans, specification, books, vouchers, invoices, duplicates or copies thereof, documents, investigation reports (internal/ external) proofs and information with respect to the claim and the origin and cause of the fire and the circumstances under which the loss or damage occurred, and any matter touching the liability or the amount of the liability of the Company as may be reasonably required by or on behalf of the Company together with declaration on oath or in other legal form of the truth of the claims and of any matter connected therewith.
No claim under this Policy shall be payable unless the terms of this condition have been complied with.
 - ii) In no case whatsoever shall the Company be liable for any loss or damage after the expiration of 12 months from the happening of the loss or damage unless the claim is the subject of pending action or arbitration; it being expressly agreed and declared that if the Company shall disclaim liability for any claim hereunder and such claim shall not within 12 months from the date of the disclaimer have been made the subject 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.

6. On the happening of loss or damage to any of the property insured by this Policy, the Company may -
 - a) enter and take and keep possession of the building or premises where the loss or damage has happened,
 - b) take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage,
 - c) keep possession of any such property and examine, arrange, remove or otherwise deal with the same,
 - d) 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 the Company at any time until notice in writing is given by the Insured that he makes no claim under the Policy, or if any claim is made, until such claim is finally determined or withdrawn, and the Company shall not by any act done in the exercise or purported exercise of its powers hereunder, incur any liability to the Insured or diminish its rights to rely upon any of the conditions of this Policy in answer to any claim.

If the Insured or any person on his behalf shall not comply with the requirements of the Company or shall hinder or obstruct the Company, in the exercise of its powers hereunder, all benefits under this Policy shall be forfeited.

The Insured shall not in any case be entitled to abandon any property to the Company whether taken possession of by the Company or not.
7. If the claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used by the Insured or any one acting on his behalf to obtain any benefit under the Policy or if the loss or damage be occasioned by the willful act, or with the connivance of the Insured, all benefits under this Policy shall be forfeited.
8. If the Company at its option, reinstates or replaces the property damaged or destroyed, or any part thereof, instead of paying the amount of the loss or damage, or join with any other company or insurer in so doing, the Company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner, and in no case shall the Company be bound to expend more in reinstatement than it would have cost to reinstate such property as it was at the time of the occurrence of such loss or damage nor more than the sum insured by the Company thereon.

If the Company so elects to reinstate or replace any property the Insured shall at his own expense furnish the Company with such plans specifications, measurement, quantities and such other particulars as the Company may require, and no acts done, or caused to be done, by the Company with a view to reinstatement or replacement shall be deemed an election by the Company to reinstate or replace.

If in any case the Company shall be unable to reinstate or repair the property hereby insured, because of any municipal or other regulations in force affecting the alignment of streets or the construction of buildings or otherwise, the Company shall, in every such case, only be liable to pay such sum as would be requisite to reinstate or repair such property if the same could lawfully be reinstated to its former condition.

- 9. If the property hereby insured shall at the time of reinstatement/ replacement/ repair following a loss or damage indemnifiable under the Policy be of greater value than the Sum Insured under the Policy, then the Insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of loss.

Each item of the Policy to which this condition applies shall be separately subject to the foregoing provision.

Provided however that if the said Sum Insured in respect of such item(s) of the Schedule shall not be less than 85% (Eighty Five percent) of the value of the item(s) thereat, this condition shall be of no purpose and effect.

- 10. If at the time of any loss or damage happening to any property hereby insured there be any other subsisting insurance or insurances, whether effected by the Insured or by any other person or persons covering the same property, this Company shall not be liable to pay or contribute more than its rateable proportion of such loss or damage.
- 11. The Insured shall at the expense of the Company do and concur in doing, and permit to be done, all such acts and things as may be necessary or reasonably required by the Company for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which the Company shall be or would become entitled or subrogated, upon its paying for or making good any loss or damage under this Policy, whether such acts and things shall be or become necessary or required before or after his indemnification by the Company.
- 12. If any dispute or difference shall arise as to the quantum to be paid under this Policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to 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 of two arbitrators, one to be appointed by each of the parties to the dispute/ difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no dispute or difference shall be referable to arbitration as herein before 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 a 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.

- 13. Every notice and other communication to the Company required by these conditions must be written or printed.
- 14. At all times during the Period of Insurance of this Policy the insurance cover will be maintained to the full extent of the respective sum insured in consideration of which upon the settlement of any loss under this Policy, pro rata premium for the unexpired period from the date of such loss to the expiry of Period of Insurance for the amount of such loss shall be payable by the Insured to the Company.

The additional premium referred above shall be deducted from the net claim amount payable under the Policy. Thus continuous cover to the full extent will be available notwithstanding any previous loss for which the Company may have paid hereunder and irrespective of the fact whether the additional premium as mentioned above has been actually paid or not following such loss. The intention of this condition is to ensure continuity of the cover to the Insured subject only to the right of the Company for deduction from the claim amount when settled of pro-rata premium to be calculated from the date of loss till expiry of the Policy.

Notwithstanding what is stated above, the Sum Insured shall stand reduced by the amount of loss in case the Insured immediately on occurrence of the loss exercises his option not to reinstate the Sum Insured as above.

SPECIAL CONDITIONS TO SECTION I**1. Sums Insured**

It is a requirement of this Insurance that the sums insured stated in this Schedule shall not be less than the cost of reinstatement as if such property (other than for stocks) were reinstated on the first day of the Period of Insurance which shall mean the cost of replacement of the insured items by new items in a condition equal to but not better or more extensive than its condition when new.

2. Basis of Loss Settlement

In the event of any loss destruction or damage the indemnification under this Section shall be calculated on the basis of the reinstatement or replacement of the property lost destroyed or damaged, subject to the following provisions:

2.1 Reinstatement or replacement shall mean:

1. where property is lost or destroyed, the rebuilding of any buildings or the replacement of any other property by similar property, in either case in a condition equal to but not better or more extensive than its condition when new.
2. where property is damaged, the repair of the damage and the restoration of the damaged portion of the property to a condition substantially the same as but not better or more extensive than its condition when new.

2.2 Special Provisions

1. The work of reinstatement (which may be carried out upon another site and in any manner suitable to the requirements of the Insured subject to the liability of the Company not being thereby increased) must be commenced and carried out within 12 months after the destruction or damage otherwise no payment beyond the amount which would have been payable under the Policy if these Special Provisions had not been incorporated herein shall be made.
2. Where any property is lost destroyed or damaged in part only the liability of the Company shall not exceed the sum representing the cost, which the Company could have been called upon to pay for reinstatement if such property had been wholly destroyed.
3. Until the cost of reinstatement or replacement shall have been actually incurred the amount payable under each of the items shall be calculated on the basis of the actual cash value of such items immediately before the loss destruction or damage with due allowance for depreciation for age use and condition.

3. Debris Removal

This Policy covers the necessary expense for removal of debris of insured property from the described premises as a result of physical loss destruction or damage insured against under this Policy.

The Company's total liability for debris removal is limited to the amount entered in the Schedule.

SECTION II - BUSINESS INTERRUPTION

The Company agrees that if during the Period of Insurance the business carried on by the Insured at all the premises specified & listed in the Schedule is interrupted or interfered with in consequence of loss destruction or damage indemnifiable under Section I, then the Company shall indemnify the Insured for the amount of loss as hereinafter defined resulting from such interruption or interference provided that the liability of the Company in no case exceeds the total Sum Insured or such other sum as may hereinafter be substituted therefor by Endorsement signed by or on behalf of the Company.

SPECIAL EXCLUSIONS TO SECTION II

1. This Policy does not cover loss resulting from interruption of or interference with the business directly or indirectly attributable to
 - 1.1 any restrictions on reconstruction or operation imposed by any public authority
 - 1.2 the Insured's lack of sufficient capital for timely restoration or replacement of property lost destroyed or damaged
 - 1.3 loss of business due to causes such as suspension lapse or cancellation of a lease licence or order etc. which occurs after the date when the items lost destroyed or damaged are again in operating condition and the business could have been resumed, if said lease licence order etc. had not lapsed or had not been suspended or cancelled.
 - 1.4 damage to boilers economizers turbines or other vessels machinery or apparatus in which pressure is used or their contents resulting from their explosion or rupture.
 - 1.5 electronic installations, computers and data processing equipment.
 - 1.6 Damage resulting from:
 - a) deliberate erasure loss distortion or corruption of information on computer systems or other records programs or software.
 - b) other erasure loss distortion or corruption of information on computer systems or other records programs or software unless resulting from fire, lightning, explosion, aircraft, impact by any road vehicle or animals, earthquake, hurricane, windstorm, flood, bursting overflowing discharging or leaking of water tanks apparatus or pipes in so far as it is not otherwise excluded unless caused by Damage to the machine or apparatus in which the records are mounted.
 - 1.7 mechanical or electrical breakdown or derangement of machinery or equipment.
2. This Policy does not cover the deductible stated in the Schedule to be borne by the Insured.

BASIS OF INSURANCE

The cover provided under this Section shall be limited to loss of Gross Profit due to (a) Reduction in Turnover and (b) Increase in Cost of Working and the amount payable as indemnity hereunder shall be

- (a) in respect of Reduction in Turnover:

the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period shall fall short of the Standard Turnover in consequence of the loss destruction or damage
- (b) in respect of Increase in Cost of Working:

the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the Reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of loss destruction or damage, but not exceeding the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided

less any sum saved during the Indemnity Period in respect of such of the charges and expenses of the business payable out of Gross Profit as may cease or be reduced in consequence of loss destruction or damage

provided that if the Sum Insured by this item be less than the sum produced by applying the Rate of Gross Profit to the Annual Turnover (or to a proportionately increased multiple thereof where the Maximum Indemnity Period exceeds twelve months) the amount payable shall be proportionately reduced

DEFINITIONS

1. **Gross Profit**
The amount by which
- the sum of the amount of the Turnover and the amount the closing stock and work in progress shall exceed
- the sum of the amounts of the opening stock and work in progress and the amount of the Uninsured Working Expenses.
Note: The amounts of the opening and closing stocks and work in progress shall be arrived at in accordance with the Insured's normal accountancy methods, due provision being made for depreciation.
 2. **Uninsured Working Expenses**
The following variable expenses of the business are not covered by this Policy:
A. Turnover and purchase taxes
B. Purchases (less discounts received)
C. Carriage, packing and freight.
 3. **Turnover**
The money (less discounts allowed) paid or payable to the Insured for goods sold and delivered and for services rendered in the course of the business at the Premises.
 4. **Indemnity Period**
The period beginning with the occurrence of loss destruction or damage and ending not later than the Maximum Indemnity Period thereafter during which the results of the Business shall be affected in consequence thereof. Provided always that the Company is not liable for the amount equivalent to the Rate of Gross Profit applied to the Standard Turnover during the period of Time Exclusion of --- days for FLOP and --- days for MLOP as stated in the Schedule.
 5. **Rate of Gross Profit**
The Rate of Gross Profit earned on the Turnover during the financial year immediately before the date of loss destruction or damage
 6. **Annual Turnover**
The Turnover during the twelve months immediately before the date of loss destruction or damage
 7. **Standard Turnover**
The Turnover during the period in the twelve months immediately before the date of loss destruction or damage which corresponds with the Indemnity Period appropriately adjusted where the Indemnity Period exceeds twelve months
- to which such adjustment shall be made as may be necessary to provide for the trend of business and for variations in or other circumstances affecting the Business either before or after loss destruction or damage or which would have affected the Business had the loss destruction or damage not occurred, so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the loss destruction or damage would have been obtained during the relative period after the loss destruction or damage.

PROVISIONS

Memo 1 - Benefits from Other Premises

If during the Indemnity Period goods are sold or services are rendered elsewhere than at the premises for the benefit of the Business either by the Insured or by others acting on his behalf, the money paid or payable in respect of such sales, or services shall be taken into account in arriving at the Turnover during the Indemnity Period.

Memo 2 - Return of Premium

If the Insured declares at the latest nine months after the expiry of any Policy year that the Gross Profit earned during the accounting period of twelve months most nearly concurrent with any Period of Insurance, was less than the Sum Insured thereon a pro rata return of premium not exceeding one third of the premium paid on such sum insured for such Period of Insurance shall be made in respect of difference.
If any loss destruction or damage has occurred giving rise to a claim under this Policy, such return shall be made in respect only of so much of said difference as is not due to such loss destruction or damage.

INDUSTRIAL ALL RISK INSURANCE POLICY

Attached to and forming part of the Schedule to the Policy No. 0000000040007161

GRIEVANCE REDRESSAL PROCEDURE

Dear Customer

We value your relationship and are committed to offer you best in class customer service.

However if you are dissatisfied with the services rendered by us during any of your interactions with us or on resolution provided by us on your service request or complaint, we request you to register your concern with our Customer Care Team by following the steps mentioned below.

We will acknowledge receipt of your concerns within next 72 working hours & will respond to you as soon as possible upon completion of the investigation.

Step 1:

Call us at Toll free nos: 1800 - 102- 1111 & 1800-22-1111 from Monday to Saturday (08.00 am - 8.00 pm) or write to us at customer.care@sbgeneral.in. If you don't hear from us within 48 hrs please follow step 2

Step 2:

If you are dissatisfied with the resolution provided, please Email to Head - customer care at head.customer.care@sbgeneral.in. If after having followed Steps 1 & Step 2 your issue remains unresolved for more than 30 days from the date of filing your first complaint, you may approach the Insurance Ombudsman for Redressal of your Grievance.

The list of Insurance Ombudsman offices along with their area of jurisdiction is attached herewith.

Ombudsman Offices	
Areas of Jurisdiction	Addresses of the Ombudsman Offices
State of Gujarat and Union Territories of Dadra & Nagar Haveli and Daman and Diu.	AHMEDABAD 2nd Floor, Shree Jayshree Ambica Chambers, Nr. C U Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD-380014 Tel: 27546150, Fax: 079-27546142 Email: insombalhd@rediffmail.com
States of Madhya Pradesh and Chattisgarh.	BHOPAL Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Bhopal - 462 011. Tel:- 0755-2769200/201/202 Fax:- 0755-2769203 Email:- bimalokpalbhopal@airtelmail.in
State of Orissa.	BHUBANESWAR 62, Forest Park, BHUBANESWAR-751 009. Tel: 2535220, Fax: 0674-2531607 Email: susantamishra@yahoo.com , ioobbsr@vsnl.net
States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union territory of Chandigarh.	CHANDIGARH S.C.O No.101,102 & 103, 2nd Floor, Batra Building, Sector 17 D, CHANDIGARH-160 017 Tel: 2706196 EPBX:0172-2706468 Fax: 0172-2708274 Email: ombchd@yahoo.co.in
State of Tamil Nadu and Union Territories - Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry).	CHENNAI Fatima Akhtar Court , 4th Floor, 453 (Old 312) Anna Salai, Teynampet, CHENNAI-600018 Tel: 24333678, 24333668, 24335284 Fax: 044-24333664 Email: insombud@md4.vsnl.net.in
States of Delhi and Rajasthan.	DELHI 2/2 A, Universal Insurance Bldg, Asaf Ali Road, NEW DELHI-110 002 Tel: 23239611, Fax: 011-23230858 Email: nsombudsmandel@netcracker.com

States of Andhra Pradesh, Karnataka and Union Territory of Yanam - a part of the Union Territory of Pondicherry.	HYDERABAD 6-2-46, Yeturu Towers, Lane Opp. Saleem Function Palace, A C Guards, Lakdi-Ka-Pool, HYDERABAD-500 004 Tel: 55574325, Fax:040-23376599 Email:insombud@hd2.vsnl.net.in
State of Kerala and Union Territory of (a) Lakshadweep (b)Mahe-a part of Union Territory of Pondicherry.	KOCHI 2nd Floor, CC 27/2603 Pulinat Bldg, Opp. Cochin Shipyard, M G Road, ERNAKULAM-682 015 Tel: 2373334, 2350959, Fax:0484-2373336 Email:insuranceombudsmankochi@hclinfinet.com
States of West Bengal, Bihar, Sikkim, Jharkhand and Union Territories of Andaman and Nicobar Islands.	KOLKATA Hindustan Bldg. Annexe, 4, C.R. Avenue, 4th Floor, KOLKATA - 700 072. TEL : 033-22124346/22124339 Fax : 033-22124341 Email:-insombudsmankolkata@gmail.com
States of Uttar Pradesh and Uttaranchal.	LUCKNOW Jeevan Bhavan, Phase 2, 6th floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226001 Tel: 0522-2201188, 2231330, 2231331 Fax:0522-2231310 E-mail: ioblko@sancharnet.in
States of Maharashtra and Goa.	MUMBAI 3rd Floor, Jeevan Seva Annexe (above MTNL), S V Road, Santacruz (W), Mumbai-400 054 Tel: 26106889, EPBX:022-26106889 Fax:022-26106052, 26106980 Email:ombudsman.i@hclinfinet.com
States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.	GUWAHATI 'Jeevan Nivesh', 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM). Tel:- 0361-2132204/2131307/2132205 Fax:- 0361-2732937 Email:- ombudsmanghy@rediffmail.com

Address and contact number of Governing Body of Insurance Council

Secretary General

Governing Body of Insurance Council

Jeevan Seva Annexe, 3rd Floor (Above MTNL)

S. V. Road, Santacruz (W), Mumbai - 400 054

Tel: 022-6106889

Fax: 022-6106980, 6106052

Email: inscoun@vsnl.net

Integrated Grievance Management System

IRDA has launched the Integrated Grievance Management System (IGMS). IGMS is a grievance redress monitoring tool for IRDA. Policyholders who have grievances should register their complaints with the Grievance Redress Channel of the Insurance Company first. If policyholders are not able to access the insurance company directly for any reason, IGMS provides a gateway to register complaints with insurance companies.

Complaints shall be registered with insurance companies first and only if need be, be escalated them to IRDA (Consumer Affairs Department).

Website: http://www.policyholder.gov.in/Integrated_Grievance_Management.aspx

Toll Free Number of IRDA Grievance Call Centre: 155255

Timings: 8 AM to 8 PM -- (Monday to Saturday)