

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF FINANCIAL SERVICES
RAJYA SABHA
UNSTARRED QUESTION NO. 2907
ANSWERED ON – 29.3.2022

INSURANCE POLICY CLAIM AMOUNT PENDING WITH INSURANCE COMPANIES

2907 Dr. Kanimozhi NVN Somu :

Will the Minister of Finance be pleased to state:

- (a) whether considerable number of cases relating to insurance policy claim amount are pending with insurance companies for the last five years;
- (b) if so, the details thereof, company-wise;
- (c) the steps taken by Government for early disposal of these cases; and
- (d) the success achieved by Government in the settlement of claims?

ANSWER

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

(a) and (b): The company-wise details of claims reported and pending with insurance companies are at Annexure I, Annexure-II and Annexure-III respectively.

(c): IRDAI has further informed that it has taken the following steps to protect the interests of the insured for getting speedy settlement of their claims:

- i. IRDAI (Protection of Policyholders' Interests) Regulations, 2017 provides specific timelines for claims processing in respect of life, health and general insurance business, to facilitate processing of claims without any delay.
- ii. For health insurance claims, the insurance company shall settle a claim within 30 days of receipt of last necessary document in accordance with the provisions of Regulation 27 of IRDAI (Health Insurance) Regulations, 2016 failing which the company is liable to pay penal interest (2% over and above the bank rate). Further, Regulation 17 stipulates that every insurer shall have in place proper procedures and effective mechanisms for an efficient and speedy resolution of the complaints and grievances of policyholders.
- iii. In addition, during the COVID-19 pandemic, IRDAI had directed the Insurers to adopt simplified/expedited claim procedures for COVID-19 claims cases and to communicate decisions on authorization for cashless treatment for COVID-19 claims and final discharge of patients within a period of 60 minutes from the time of receipt of claim authorization request and one hour from the time of receipt of final bill respectively.
- iv. IRDAI further stated that it intervenes with the insurers to adopt a simplified claim settlement process from time to time by relaxing the normal requirements, on the happening of natural calamities/ disasters like earthquakes, cyclones, floods etc.

(d): IRDAI has informed that the claim settlement ratio as on 31.3.2021 for life insurance-individual business is 98.39%, for life insurance- group business is 98.62%, for general insurance is 87.26% and for health insurance is 91%.

The company wise details of claims reported and pending for General insurance Companies

Life Insurance Industry Death Claims Data - Individual Segment

Name of the Company	FY 2016-17		FY 2017-18		FY 2018-19		FY 2019-20		FY 2020-21	
	Number of Claims reported	No. of claims Pending	Number of Claims reported	No. of claims Pending	Number of Claims reported	No. of claims Pending	Number of Claims reported	No. of claims Pending	Number of Claims reported	No. of claims Pending
Aditya Birla Sun Life	6,048	48	5,491	45	5,260	24	5,162	19	6,474	11
Aegon Life	588	-	554	-	507	-	351	-	401	-
Aviva Life	1,245	7	1,118	8	938	2	810	5	1,055	-
Bajaj Allianz Life	16,239	63	14,315	250	12,767	3	12,127	2	14,333	5
Bharti Axa Life	878	34	888	7	1,065	7	1,320	2	1,893	-
Canara HSBC OBC Life	653	1	837	2	1,006	1	1,276	2	1,899	25
Edelweiss Tokio Life	164	-	189	-	239	-	326	-	502	2
Exide Life	2,973	-	3,357	5	3,335	-	3,468	38	5,052	63
Future Generali Life	1,366	17	1,291	19	1,157	8	1,143	3	1,226	8
HDFC Life	12,724	59	12,566	69	12,946	34	12,626	35	16,976	178
ICICI Prudential Life	10,901	36	11,459	27	10,826	21	11,460	95	14,829	16
IDBI Federal	1,065	7	1,161	6	1,306	8	1,416	5	1,805	50
India First Life	1,741	29	1,810	3	2,242	9	2,241	9	2,981	15
Kotak Mahindra Life	2,831	19	3,074	18	3,038	12	3,346	9	4,402	16
Max Life	9,821	3	10,332	2	15,087	3	15,463	1	20,052	1
PNB Met Life	3,879	108	4,089	8	4,170	-	4,364	-	5,315	-
Pramerica Life	471	6	592	7	656	2	569	2	647	1
Reliance Nippon Life	11,079	35	8,987	4	8,371	4	8,017	2	9,416	4
Sahara Life	725	26	672	59	681	16	654	46	885	2
SBI Life	17,610	132	18,885	72	19,902	28	22,490	36	34,219	912
Shriram Life	2,926	293	3,146	62	2,830	39	3,074	5	3,686	11
Star Union Dai-ichi Life	1,473	19	1,241	12	1,258	5	1,248	3	1,635	8
Tata AIA Life	2,707	-	2,850	-	2,700	-	2,982	-	4,648	2
Private Total	1,10,107	942	1,08,904	685	1,12,287	226	1,15,933	319	1,54,331	1,330
LIC of India	7,69,386	3,203	7,39,082	569	7,50,950	791	7,58,916	5,875	9,46,976	1,725
Industry Total	8,79,493	4,145	8,47,986	1,254	8,63,237	1,017	8,74,849	6,194	11,01,307	3,055

Source: IRDAI

The company wise details of claims reported and pending for General insurance Companies

Life Insurance Industry Death Claims Data - Group Segment

Name of the Company	FY 2016-17		FY 2017-18		FY 2018-19		FY 2019-20		FY 2020-21	
	Number of Claims reported	No. of claims outstanding	Number of Claims reported	No. of claims outstanding	Number of Claims reported	No. of claims outstanding	Number of Claims reported	No. of claims outstanding	Number of Claims reported	No. of claims outstanding
Aditya Birla Sun Life	1,957	-	4,623	23	8,845	15	10,519	5	10,801	7
Aegon Life	-	-	13	-	74	-	137	-	263	-
Aviva Life	1,214	-	492	-	888	-	796	-	1,279	-
Bajaj Allianz Life	2,02,440	-	1,98,220	448	1,71,333	172	1,77,914	136	1,56,976	85
Bharti Axa Life	217	3	301	6	357	1	400	4	1,023	5
Canara HSBC OBC Life	149	1	938	-	2,485	1	3,701	1	5,493	1
Edelweiss Tokio Life	1,429	-	2,068	-	1,021	-	420	-	1,102	-
Exide Life	1,443	-	1,585	-	4,174	-	7,980	-	10,864	-
Future Generali Life	12,823	75	859	44	923	5	1,438	4	1,229	3
HDFC Life	38,149	-	73,481	321	1,63,517	524	2,64,621	1,163	2,75,349	723
ICICI Prudential Life	1,789	10	2,693	21	21,130	1,174	95,833	4,830	1,79,098	3,634
IDBI Federal	2,914	1	1,298	-	1,241	-	957	2	350	15
India First Life	7,597	6	9,292	3	9,211	1	11,708	-	14,875	-
Kotak Mahindra Life	46,407	19	48,719	6	53,356	176	72,334	162	89,797	427
Max Life	5,567	-	8,011	-	9,675	-	12,788	-	14,340	-
PNB Met Life	1,807	4	1,314	6	1,684	-	4,857	-	16,706	3
Pramerica Life	27,445	24	48,491	29	78,744	260	71,858	36	37,918	34
Reliance Nippon Life	12,284	1	7,331	63	6,497	4	3,163	2	542	2
Sahara Life	90	-	8	1	6	-	1	-	-	-
SBI Life	23,417	45	33,132	28	37,596	14	27,466	11	36,476	42
Shriram Life	33,802	990	32,769	60	32,374	31	24,368	27	21,727	51
Star Union Dai-ichi Life	5,662	2	4,910	3	5,447	2	5,614	7	9,426	-
Tata AIA Life	706	-	577	-	486	-	527	-	1,033	-
Private Total	4,29,308	1,181	4,81,125	1,062	6,11,064	2,380	7,99,400	6,390	8,86,667	5,032
LIC of India	2,90,938	706	2,84,675	360	2,58,978	788	1,98,532	19,070	2,20,320	6,200
Industry Total	7,20,246	1,887	7,65,800	1,422	8,70,042	3,168	9,97,932	25,460	11,06,987	11,232

Source: IRDAI

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for General insurance Companies

General insurance - 2016-17

Name of the Company	Number of Claims reported*	No. of claims Pending **
Bajaj Allianz	10,22,173	96,093
Bharti-Axa	3,02,993	32,825
CholaMS	2,37,225	51,268
Future Generali	2,45,313	22,384
HDFC ERGO	3,99,202	43,023
ICICI Lombard	23,88,315	2,12,425
Iffco Tokio	9,92,177	1,47,187
Kotak Mahindra	3,592	429
Liberty videocon	85,351	6,424
Magma HDI	31,905	5,794
Raheja QBE	316	198
Reliance	6,61,886	1,35,712
Royal Sundaram	3,91,851	33,867
SBI General	1,75,218	20,445
Shriram	1,74,871	57,613
TATA AIG	5,56,369	35,114
Universal Sompo	1,28,161	9,468
National	32,51,193	4,18,580
New India	42,75,424	3,04,361
Oriental	19,26,674	2,73,888
United India	45,90,100	5,79,455

*Number of claims reported = Number of claims O/s at the start of the year + Co. of claims initiated/ booked during the year

**Number of outstanding claims is the O/s claims at the end of the FY and it may be claims pertaining to previous years

Source: IRDAI Annual Report

Annexure-II		
Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"		
The company wise details of claims reported and pending for General insurance Companies		
General insurance - 2017-18		
Name of the Company	Number of Claims reported*	No. of claims Pending **
Acko	1	-
Bajaj Allianz	12,99,343	97,695
Bharti Axa	2,57,091	28,993
Cholamandalam MS	2,50,358	50,786
DHFL	16	8
Edelweiss	-	-
Future Generali India	2,66,727	50,283
Go Digit	1,350	97
HDFC ERGO	6,00,602	52,186
ICICI Lombard	17,29,737	1,68,029
IFFCO Tokyo	9,16,696	91,395
Kotak Mahindra	15,835	904
Liberty	1,11,008	7,750
Magma HDI	32,867	6,182
National Insurance	36,72,745	4,92,990
New India	51,77,108	2,84,005
Oriental Ins.	17,57,310	2,42,235
Raheja QBE	580	345
Reliance	15,73,772	2,62,507
Royal Sundaram	3,91,205	29,667
SBI General	7,79,822	21,497
Shriram General	3,55,459	2,18,327
Tata AIG	7,63,274	39,047
United India	90,88,964	16,85,180
Universal Sampo	1,30,269	9,684
*Number of claims reported = Number of claims O/s at the start of the year + Co. of claims intimated/ booked during the year		
**Number of outstanding claims is the O/s claims at the end of the FY and it may be claims pertaining to previous years		
Source: IRDAI Annual Report		

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for General insurance Companies

General insurance - 2018-19

Name of the Company	Number of Claims reported*	No. of claims Pending **
Acko	24,831	2,546
AIC	1,37,06,269	45,36,017
Bajaj	27,83,605	1,70,563
Bharti	2,67,207	29,208
Chola	2,71,595	52,686
DHFL	2,419	287
ECGC	2,866	592
Edelweiss	2,897	1,262
Future	2,67,550	31,472
GoDigit	37,031	1,612
HDFCErgo	20,64,237	1,20,286
ICICI	17,88,734	1,96,322
ITGI	9,29,589	74,304
Kotak	28,535	1,383
Liberty	1,56,727	11,557
Magma	51,474	8,099
National	54,59,068	5,20,594
NewIndia	56,33,518	3,09,506
Oriental	25,21,460	2,50,810
Raheja	764	489
Reliance	19,48,028	2,58,915
Royal	4,67,728	41,143
SBI	8,29,029	31,047
Shriram	7,48,266	56,343
TataAig	10,83,077	51,211
UIIC	72,39,147	6,57,973
Universal	1,67,241	11,199

*Number of claims reported = Number of claims O/s at the start of the year + Co. of claims initiated/ booked during the year

**Number of outstanding claims is the O/s claims at the end of the FY and it may be claims pertaining to previous years

Source: IRDAI Annual Report

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for General insurance Companies

General insurance - 2019-20

Name of the Company	Number of Claims reported*	No. of claims Pending **
Acko General	1,98,239	12,003
Bajaj Allianz	59,37,076	2,68,125
Bharti Axa	3,37,569	30,267
Chola MS	3,50,304	62,204
NAVI General	12,913	782
Edelweiss	9,208	1,093
Future Generalli	2,91,842	31,331
Go Digit	1,96,111	10,352
HDFC Ergo	16,01,507	88,901
ICICI Lombard	20,90,422	2,04,785
IFFCO Tokio	11,70,277	87,744
Kotak Mahindra	51,466	3,029
Liberty General	2,54,832	15,908
Magma HDI	86,371	10,124
Raheja QBE	1,351	770
Reliance General	21,12,195	3,62,527
Royal Sundaram	6,37,427	39,383
SBI General	7,96,577	28,866
Shriram General	3,06,915	60,354
Tata AIG	12,71,513	59,831
Universal Sompo	1,96,543	17,386
The NewIndia	61,21,906	3,91,756
National	62,13,322	10,44,313
The Oriental	38,21,961	3,24,640
United India	55,26,448	5,70,894
Agriculture Insurance	1,75,33,548	87,84,917
ECGC	2,598	812

*Number of claims reported = Number of claims O/s at the start of the year + Co. of claims intimated/ booked during the year

**Number of outstanding claims is the O/s claims at the end of the FY and it may be claims pertaining to previous years

Source: IRDAI Annual Report

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for General insurance Companies

General insurance - 2020-21

Name of the Company	Number of Claims reported*	No. of claims pending **
Acko General	1,87,091	5,246
Bajaj Allianz	40,39,626	3,30,141
Bharti Axa	3,09,163	35,267
Chola MS	3,77,666	67,885
NAVI General	12,464	923
Edelweiss	30,277	1,833
Future Generalli	2,93,512	27,759
Go Digit	1,95,961	10,872
HDFC Ergo**	25,29,963	1,23,729
ICICI Lombard	18,49,728	2,01,143
IFFCO Tokio	12,88,894	68,560
Kotak Mahindra	59,378	4,038
Liberty General	2,15,153	13,877
Magma HDI	87,527	11,876
Raheja QBE	16,644	3,234
Reliance General	20,46,123	2,83,693
Royal Sundaram	5,90,870	37,421
SBI General	17,78,337	46,867
Shriram General	2,02,374	53,733
Tata AIG	11,57,280	60,885
Universal Sompo	2,37,973	24,474
The NewIndia#	46,17,248	3,73,594
National	36,62,506	5,83,360
The Oriental	28,45,792	3,57,646
United India	76,21,866	6,56,818
Agriculture Insurance	1,42,53,975	34,90,149
ECGC	2,351	691

*Number of claims reported = Number of claims O/s at the start of the year + Co. of claims initimated/ booked during the year

**Number of outstanding claims is the O/s claims at the end of the FY and it may be claims pertaining to previous years

Source: IRDAI Annual Report

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for Health insurance Companies

Data on Health insurance Claims (Excluding PA & Travel Insurance)-FY 2016-17

S. No.	Name of the Company	Number of Claims reported**	No. of claims outstading
1	Aditya Birla Health Insurance Co. Ltd.	3,718	1,197
2	Apollo Munich Health Insurance Co Ltd	2,25,244	13,042
3	Bajaj Allianz Allianz General Insurance Co. Ltd	3,18,787	6,559
4	Bharti AXA General Insurance Co. Ltd.	24,285	1,277
5	Cholamandalam MS General Insurance Co. Ltd.	41352	15674
6	Manipal Cigna Health Insurance Company Limited	43,444	675
7	Edelweiss General Insurance Co. Ltd.	-	-
8	Future Generali India Insurance Co. Ltd.	63,911	2,237
9	HDFC ERGO General Insurance Co.Ltd.	83,975	3,561
10	ICICI LOMBARD General Insurance Co. Ltd.	11,23,170	82,552
11	IFFCO TOKIO General Insurance Co. Ltd.	4,62,354	79,948
12	Kotak Mahindra General Insurance Co. Ltd.	452	56
13	L&T	8638	784
14	Liberty General Insurance Co. Ltd.	23,853	1,896
15	Magma HDI General Insurance Co. Ltd.	-	-
16	Niva Bupa Health Insurance Co. Ltd	74,574	2,677
17	National Insurance Co. Ltd.	20,66,328	2,08,712
18	The New India Assurance Co. Ltd	31,21,198	66,421
19	The Oriental Insurance Co. Ltd.	10,88,623	1,06,927
20	Raheja QBE General Insurance Co. Ltd.	-	-
21	Reliance General Insurance Co.Ltd	306018	44382
22	Care Health Insurance Ltd(formerly known as Religare Health Insurance Co. Ltd.)	1,90,071	45,106
23	Reliance Health Insurance Co.Ltd	-	-
24	Royal Sundaram General Insurance Co. Ltd.	58,641	2,666
25	SBI General Insurance Co. Ltd.	33,239	2,805
26	Shriram General Insurance Co. Ltd.	-	-
27	Star Health & Allied Insurance Co.Ltd.	4,95,045	28,908
28	Tata AIG General Insurance Co. Ltd.	24,739	774
29	United India Insurance Co. Ltd.	35,22,315	3,13,719
30	Universal Sompo General Insurance Co. Ltd.	35,397	1,283

Note : ** Number of claims reported includes outstanding claims at the beginning of the FY and claims reported during the FY

Source:IRDAI

Annexure-III

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for Health insurance Companies

Data on Health insurance Claims (Excluding PA & Travel Insurance)-FY 2017-18

S. No.	Name of the Company	Number of Claims reported**	No. of claims outstading
1	Acko General Insurance Co. Ltd.	-	-
2	Aditya Birla Health Insurance Co. Ltd.	45,635	3,128
3	Apollo Munich Health Insurance Co Ltd	2,75,222	21,783
4	Bajaj Allianz Allianz General Insurance Co. Ltd	5,06,358	15,687
5	Bharti AXA General Insurance Co. Ltd.	22,322	1,598
6	Cholamandalam MS General Insurance Co. Ltd.	45174	16134
7	Manipal Cigna Health Insurance Company Limited	64,187	887
8	Navi General insurance Ltd.	11	4
9	Edelweiss General Insurance Co. Ltd.	-	-
10	Future Generali India Insurance Co. Ltd.	81,022	7,865
11	Go Digit General Insurance Co. Ltd	-	-
12	HDFC ERGO General Insurance Co.Ltd.	1,11,509	4,802
13	ICICI LOMBARD General Insurance Co. Ltd.	4,82,575	38,785
14	IFFCO TOKIO General Insurance Co. Ltd.	369466	27582
15	Kotak Mahindra General Insurance Co. Ltd.	1,909	142
16	Liberty General Insurance Co. Ltd.	31,058	2,010
17	Magma HDI General Insurance Co. Ltd.	14	10
18	Niva Bupa Health Insurance Co. Ltd	85,997	1,980
19	National Insurance Co. Ltd.	23,31,560	2,14,361
20	The New India Assurance Co. Ltd	42,95,309	60,678
21	The Oriental Insurance Co. Ltd.	10,32,644	1,30,636
22	Raheja QBE General Insurance Co. Ltd.	0	0
23	Reliance General Insurance Co.Ltd	9,84,646	1,74,849
24	Care Health Insurance Ltd(formerly known as Religare Health Insurance Co. Ltd.)	2,89,143	49,223
25	Reliance Health Insurance Co.Ltd	0	0
26	Royal Sundaram General Insurance Co. Ltd.	49,059	2,446
27	SBI General Insurance Co. Ltd.	40,880	3,645
28	Shriram General Insurance Co. Ltd.	-	-
29	Star Health & Allied Insurance Co.Ltd.	6,95,784	30,744
30	Tata AIG General Insurance Co. Ltd.	33,600	1,170
31	United India Insurance Co. Ltd.	52,00,711	5,33,420
32	Universal Sompo General Insurance Co. Ltd.	27,975	850

** Number of claims reported includes outstanding claims at the beginning of the FY and claims reported during the FY

Source:IRDAI

Annexure-III

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for Health insurance Companies

Data on Health insurance Claims (Excluding PA & Travel Insurance)-FY 2018-19

S. No.	Name of the Company	Number of Claims reported**	No. of claims outstading
1	Acko General Insurance Co. Ltd.	130	41
2	Aditya Birla Health Insurance Co. Ltd.	61,122	3,914
3	Apollo Munich Health Insurance Co Ltd	3,41,820	21,446
4	Bajaj Allianz Allianz General Insurance Co. Ltd	17,07,851	51,502
5	Bharti AXA General Insurance Co. Ltd.	42643	2654
6	Cholamandalam MS General Insurance Co. Ltd.	49,959	16,262
7	Manipal Cigna Health Insurance Company Limited	1,53,523	1,637
8	Navi General insurance Ltd.	2,065	196
9	Edelweiss General Insurance Co. Ltd.	52	7
10	Future Generali India Insurance Co. Ltd.	85,325	4,494
11	Go Digit General Insurance Co. Ltd	25	-
12	HDFC ERGO General Insurance Co.Ltd.	1,78,347	3,862
13	ICICI LOMBARD General Insurance Co. Ltd.	372402	51895
14	IFFCO TOKIO General Insurance Co. Ltd.	3,37,771	12,691
15	Kotak Mahindra General Insurance Co. Ltd.	7,316	284
16	Liberty General Insurance Co. Ltd.	42,579	2,311
17	Magma HDI General Insurance Co. Ltd.	6,233	144
18	Niva Bupa Health Insurance Co. Ltd	93,892	1,983
19	National Insurance Co. Ltd.	20,89,339	1,87,625
20	The New India Assurance Co. Ltd	51,33,819	3,00,794
21	The Oriental Insurance Co. Ltd.	1062529	98004
22	Raheja QBE General Insurance Co. Ltd.	2	1
23	Reliance General Insurance Co.Ltd	11,58,254	1,58,201
24	Care Health Insurance Ltd(formerly known as Religare Health Insurance Co. Ltd.)	740815	127639
25	Reliance Health Insurance Co.Ltd	13	8
26	Royal Sundaram General Insurance Co. Ltd.	56,877	5,350
27	SBI General Insurance Co. Ltd.	69,609	6,819
28	Shriram General Insurance Co. Ltd.	-	-
29	Star Health & Allied Insurance Co.Ltd.	8,08,481	42,280
30	Tata AIG General Insurance Co. Ltd.	91,658	8,273
31	United India Insurance Co. Ltd.	45,66,375	4,05,862
32	Universal Sompo General Insurance Co. Ltd.	35,204	1,058

** Number of claims reported includes outstanding claims at the beginning of the FY and claims reported during the FY

Source:IRDAI

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for Health insurance Companies

Data on Health insurance Claims (Excluding PA & Travel Insurance)-FY 2019-20

S. No.	Name of the Company	Number of Claims reported**	No. of claims outstading
1	Acko General Insurance Co. Ltd.	10,005	2,337
2	Aditya Birla Health Insurance Co. Ltd.	1,03,468	4,983
3	Apollo Munich Health Insurance Co Ltd	4,96,501	26,149
4	Bajaj Allianz Allianz General Insurance Co. Ltd	12,66,646	23,429
5	Bharti AXA General Insurance Co. Ltd.	51133	2179
6	Cholamandalam MS General Insurance Co. Ltd.	63,153	17,063
7	Manipal Cigna Health Insurance Company Limited	2,25,573	2,299
8	Navi General insurance Ltd.	3,817	106
9	Edelweiss General Insurance Co. Ltd.	4,040	518
10	Future Generali India Insurance Co. Ltd.	99,462	7,317
11	Go Digit General Insurance Co. Ltd	732	74
12	HDFC ERGO General Insurance Co.Ltd.	1,68,280	4,185
13	ICICI LOMBARD General Insurance Co. Ltd.	433498	47932
14	IFFCO TOKIO General Insurance Co. Ltd.	5,03,902	18,494
15	Kotak Mahindra General Insurance Co. Ltd.	20,731	1,221
16	Liberty General Insurance Co. Ltd.	68,076	2,385
17	Magma HDI General Insurance Co. Ltd.	9,902	90
18	Niva Bupa Health Insurance Co. Ltd	1,47,336	1,082
19	National Insurance Co. Ltd.	23,45,627	2,70,966
20	The New India Assurance Co. Ltd	50,47,523	2,35,684
21	The Oriental Insurance Co. Ltd.	1306515	156307
22	Raheja QBE General Insurance Co. Ltd.	49	5
23	Reliance General Insurance Co.Ltd	15,14,938	2,68,241
24	Care Health Insurance Ltd(formerly known as Religare Health Insurance Co. Ltd.)	1164350	112101
25	Reliance Health Insurance Co.Ltd	826	65
26	Royal Sundaram General Insurance Co. Ltd.	67,967	3,929
27	SBI General Insurance Co. Ltd.	95,116	6,689
28	Shriram General Insurance Co. Ltd.	-	-
29	Star Health & Allied Insurance Co.Ltd.	11,34,972	63,100
30	Tata AIG General Insurance Co. Ltd.	1,22,003	4,322
31	United India Insurance Co. Ltd.	33,72,254	3,20,740
32	Universal Sompo General Insurance Co. Ltd.	45,505	1,732

** Number of claims reported includes outstanding claims at the beginning of the FY and claims reported during the FY

Source:IRDAI

Rajya Sabha Unstarred question no. 2907 regarding "Insurance policy claim amount pending with insurance company"

The company wise details of claims reported and pending for Health insurance Companies

Data on Health insurance Claims (Excluding PA & Travel Insurance)-FY 2020-21

S. No.	Name of the Company	Number of Claims reported **	No. of claims outstading
1	Acko General Insurance Co. Ltd.	48,389	1,160
2	Aditya Birla Health Insurance Co. Ltd.	1,15,120	6,661
3	Bajaj Allianz Allianz General Insurance Co. Ltd	7,81,675	31,573
4	Bharti AXA General Insurance Co. Ltd.	44749	3292
5	Cholamandalam MS General Insurance Co. Ltd.	96,151	20,898
6	Manipal Cigna Health Insurance Company Limited	2,48,404	4,598
7	Navi General insurance Ltd.	1,315	110
8	Edelweiss General Insurance Co. Ltd.	8,749	756
9	Future Generali India Insurance Co. Ltd.	96,733	5,005
10	Go Digit General Insurance Co. Ltd	9,493	507
11	HDFC ERGO General Insurance Co.Ltd.	5,39,620	46,794
12	ICICI LOMBARD General Insurance Co. Ltd.	439609	56223
13	IFFCO TOKIO General Insurance Co. Ltd.	6,89,234	4,307
14	Kotak Mahindra General Insurance Co. Ltd.	25,407	1,946
15	Liberty General Insurance Co. Ltd.	53,113	1,316
16	Magma HDI General Insurance Co. Ltd.	4,726	701
17	Niva Bupa Health Insurance Co. Ltd	1,41,388	3,571
18	National Insurance Co. Ltd.	16,57,810	1,98,369
19	The New India Assurance Co. Ltd	33,49,625	1,93,865
20	The Oriental Insurance Co. Ltd.	1296830	76331
21	Raheja QBE General Insurance Co. Ltd.	189	29
22	Reliance General Insurance Co.Ltd	9,56,134	1,74,861
23	Care Health Insurance Ltd(formerly known as Religare Health Insurance Co. Ltd.)	439186	101901
24	Reliance Health Insurance Co.Ltd	217	38
25	Royal Sundaram General Insurance Co. Ltd.	50,715	3,784
26	SBI General Insurance Co. Ltd.	1,30,013	5,555
27	Shriram General Insurance Co. Ltd.	13	2
28	Star Health & Allied Insurance Co.Ltd.	11,05,347	92,562
29	Tata AIG General Insurance Co. Ltd.	97,505	6,114
30	United India Insurance Co. Ltd.	42,60,823	4,26,954
31	Universal Sompo General Insurance Co. Ltd.	56,621	3,397

** Number of claims reported includes outstanding claims at the beginning of the FY and claims reported during the FY

Source:IRDAI