

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF FINANCIAL SERVICES

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1683**

TO BE ANSWERED ON TUESDAY, AUGUST 6, 2024/ SRAVANA 15, 1946 SAKA

**CLAIM DISPOSALS IN INSURANCE SECTOR**

1683 SHRI NARAIN DASS GUPTA:

Will the Minister of FINANCE be pleased to state:

- (a) the quantum of premium received towards policy sold by Insurance companies (both Government (LIC/GIC and private companies) in a financial year, during the last five years, year wise;
- (b) the claims disposal/ settlement rate and ratio in the last five years; and
- (c) the number of claim cases pending in the last five years and the reasons thereof, State-wise?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF FINANCE  
(SHRI PANKAJ CHAUDHARY)

**(a) to (c):** The data on insurance premium, claim settlement ratio and claims outstanding for Life and Non-Life insurance companies for the past five financial years is annexed.

Some of the major reasons for claims remaining pending at the end of any year are as below

- a. Litigation before various courts such as Consumer Courts, Motor Accident Claims Tribunal etc.
- b. Non-submission of essential documents by the insured;
- c. Time involved in procedural formalities;
- d. Due to dis-agreement between the amount payable as per insurer's loss assessment and the amount claimed by the policyholder;
- e. Claims may be pending for reinstatement of the property; and
- f. Crop Insurance claims remain outstanding on account of non- availability of yield data and pendency of subsidy from State Governments;

State-wise data on number of claims cases pending at the end of FY for last 5 years is not maintained centrally.

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## Annexure to Rajya Sabha Unstarred Question No. 1683 for answer on 06.08.2024

FY	Particulars	Life		Non-Life	
		Public Sector Insurers	Private Sector Insurers	Public Sector Insurers	Private Sector Insurers
2018-2019	Premium (in crores)	3,37,505	1,70,627	76,807	92,641
	Claims settlement rate (%)	99.84	99.64	81.83	91.63
	Claims Outstanding	1,579	2,606	62,77,753	13,47,997
2019-2020	Premium(in crores)	3,79,390	1,93,521	83,700	1,05,217
	Claims settlement rate (%)	97.45	99.27	71.65	92.29
	Claims Outstanding	24,945	6,709	1,11,17,332	16,32,053
2020-2021	Premium (in crores)	4,03,287	2,25,444	84,959	1,13,756
	Claims settlement rate (%)	99.32	99.39	83.44	91.7
	Claims Outstanding	7,925	6,362	54,62,257	16,22,787
2021-2022	Premium (in crores)	4,28,025	2,64,589	90,080	1,30,620
	Claims settlement rate (%)	99.81	99.59	85.32	92.85
	Claims Outstanding	2,995	5,939	65,98,329	17,92,704
2022-2023	Premium (in crores)	4,74,668	3,07,836	98,708	1,58,186
	Claims settlement rate (%)	99.79	99.78	72.52	91.9
	Claims Outstanding	2,257	2,665	1,50,76,497	25,55,577