



**भारतीय प्रबंध संस्थान इंदौर**  
**INDIAN INSTITUTE OF MANAGEMENT INDORE**  
प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556  
**Prabandh Shikhar, Rau-Pithampur Road, Indore – 453 556**

**(E-PROCUREMENT MODE ONLY)**

**NOTICE INVITING TENDER FOR GROUP HEALTH INSURANCE POLICY FOR IIM INDORE EMPLOYEES  
(INCLUDING RETIRED EMPLOYEES) AND THEIR FAMILY MEMBERS**

Indian Institute of Management Indore invites online bids (in Two Bid System) from the Insurance Companies having Certificate of Registration issued by Insurance Regulatory and Development Authority of India (IRDA) for the Group Health Insurance Policy for IIM Indore Employees (including Retired Employees) and their Family Members

**Note:**

- Detailed information pertaining to the this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore URL <https://www.iimidr.ac.in/tenders/> and Central Public Procurement Portal URL <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt bids due to internet issues or any other reasons.

**Disclaimer:** This Tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

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**Section-1: Schedule of Tender**

SN	Event	Date and Time/Remarks
1	Tender Availability on Institute website and Central Public Procurement Portal	27-10-2021, 1100 Hrs. Onward
2	Pre-Bid meeting queries submission (if any)	31-10-2021, 1700 Hrs.
3	Pre-Bid Meeting	Date & time: 01-11-2021, 1500 Hrs. Mode: online (Zoom) Meeting ID: 989 0689 8255 Passcode: 479350
4	Pre-Bid Meeting Report upload/corrigendum (If any)	02-11-2021, 1700 Hrs.
5	Bid Submissions Start	02-11-2021, 1730 Hrs.
6	Bid Submissions Close	22-11-2021, 1500 Hrs.
7	Opening of Technical Bid	23-11-2021, 1500 Hrs.
8	Opening of Financial Bid	To be updated later on CPP Portal
9	All the communication with respect to this tender shall be addressed to	Officer (Stores, Purchase and Contracts) Phone: 0731-2439630 Email: Stores@iimidr.ac.in

**Note:**

1. If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as tender opening date.

**Section-2: About IIM Indore**

With the objective of imparting high quality management education and training, the Department of Higher Education, Ministry of Education, Government of India established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017. More details about IIM Indore are available on our website [www.iimidr.ac.in](http://www.iimidr.ac.in)

**Section-3: Instruction to Bidders**

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore reserves the right to accept or reject bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that **ONLINE BIDS will ONLY** be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
6. Useful information for potential bidders is available at <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

**Section-4: Eligibility Criteria & Online Bid Submission Procedure**

In order to apply for this tender, the intending bidders must fulfil the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

1. Bidders must have the valid PAN, GST Registration and Firm/ Company incorporation certificate as on the date of submission of the bid.
2. Bidder must have valid registration certificate issued by IRDA, the registration must be valid as on the date of submission of the bid.
3. Bidders must submit the Undertaking for Tender Terms & Conditions Acceptance as per the annexure given in this tender document.
4. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate of the Clean Track Record to this effect is to be submitted as per Annexure given in this tender document.
5. Bidder must submit the Certificate of Declaration for Confirmation of IRDA Guidelines as per the annexure given in this tender document.
6. Bidders must have the prior experience in providing Group Health Insurance policy in the last three years (from the date of publishing of this tender) in any Govt. /Semi Govt. /Centrally Funded Technical Institutes/ Large reputed organizations. Also, the details of the same along with supporting document/copy of insurance policy are to be submitted as per the Annexure given in this tender document.
7. Bidders must submit the Bid Security Declaration as per the annexure given in this tender document.

Bidder are directed to upload the required relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected:

**4.1: Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF File
Packet-2	GST registration certificate	Self-certified scanned PDF File
Packet-3	Bidders firm incorporation certificate	Self-certified scanned PDF File

**4.2: Statutory Documents: Cover-1-**To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents
Packet-1	Bidders Profile	As per the Annexure-I
Packet-2	Registration certificate issued by IRDA	Valid registration certificate.
Packet-3	Undertaking for Tender Terms & Conditions Acceptance.	As per the Annexure-II
Packet-4	Self-Declaration Certificate for the Clean Track Record	As per the Annexure-III

Packet-5	Certificate of Declaration for Confirmation of IRDA Guidelines	As per the Annexure-IV
Packet-6	List of the Documents to be uploaded	As per the Annexure-V
Packet-7	Prior work experience record (as per point no. 5 mentioned above)	As Per the Annexure-VI
Packet-8	Technical specification compilation sheet	As Per the Annexure-VII
Packet-9	Insured Group Detail (Total Number of Lives)	As Per the Appendix-A
Packet-10	List of Hospitals in Indore from which Cashless hospitalization Arrangement/ tie-up is compulsory at least in 6 hospitals at the time of submission of bids.	As per Appendix-B
Packet-11	Package Charges/ Capping's including Room/ICU rent per person	As per Appendix-C
Packet-12	Bid Security Declaration	As per Annexure-VIII
Packet-13	Detailed list of Authorized hospitals (Pan India).	Provide the List of Authorized hospitals empaneled for the cashless facility on Pan India Basis.
Packet-14	Full Details of TPA	Details of the TPA(s) including contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any.

### **Section-5: Technical Specification**

The intending bidder must ensure that along with the eligibility criteria (as mentioned in section 4), bidders are fulfilling the required technical specification for the Group Health Insurance Policy for IIM Indore Employees (including EX-Employees) and their Family Members

<b>Technical Specification</b>			
Group Name	Indian Institute of Management Indore		
Location	Indore and Mumbai		
Tentative Commencement Date	28-12-2021	Period	One year
<b>Insured Group Details</b>			
Employee Strength as on	20-10-2021		
No. of Employees	198		

No. of Dependents	537
No. of Retired Employees	4
No. of Dependents (Retired-Employees)	3
Total No. of Lives	742 (Details of Employees and their family members are attached as <b>Appendix-A</b> ).
Family Definition	Employee, Spouse, parents, sisters, widowed sisters, widowed daughters, brothers, children, step children, divorced/separated daughter and step mother wholly dependent upon the employee and are normally residing with the employee. Retired employees along with their spouse will continue to be covered under the policy. In case of son, the coverage will be till he starts earning or he attains the age of 25 years, whichever is earlier. In case of daughter, the coverage will be till she starts earning or gets married, whichever is earlier irrespective of the age limit. Dependency and other criteria to be decided as per Government of India Medical Attendance Rules.
Maximum Age	Not Applicable
Floater/Individual	Floater
Sum Insured	₹ 5.00 Lakh per family (floater)
<b>Coverage and Benefits Details</b>	
Domiciliary Hospitalization	Covered
Coverage of Pre Existing diseases from day 1	Covered
Cashless facility	As Applicable ( <b>At least in 6 major hospitals in Indore from the attached Appendix-B</b> )
30 days waiting Period	Waived
1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses covered	Covered
Maternity Benefit / New Born Baby from Day 1	Covered up to the amount of Sum Insured
Modern Treatment Procedures	Covered up to the amount of Sum Insured
Corporate Buffer	₹ 60 Lakh (with additional benefit up to the amount of initial Sum Insured per family)
Co-Payment (Claimed Amount)	Not applicable
Sub Limits For Disease / Room Rent Capping / Ambulance Charges	1. Room-Rent – ₹ 10,000 per day (Max.) per person 2. ICU Rent– ₹ 20,000/- per day (Max.) per person

	<p>3. Ambulance Charges- ₹ 5,000/- (Max) per admission</p> <p>Package charges/Capping's including Room/ICU rent per person should be as specified in the <b>Appendix-C.</b></p>
Other Conditions	<p>New Employees along with their dependents shall be included in policy from their date of joining the Institute; and resigned / terminated / employees along with their dependents shall be deleted from their date of relieving from the Institute. Accordingly, pro rata Premium to be charged/refunded in case of addition and deletion @ per family premium rate agreed upon. The reconciliation regarding charge/ refund of premium will be done once in a quarter. Institute would inform the Insurance company through e-mail about all such additions/separations once in a month.</p> <p>Addition and deletion in the family of existing employees would not have any financial implication for the institute.</p>
TPA	TPA Services Involved (if any) and Full details of the TPA. Details of Contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any. List of Network of Authorized hospitals to be provided.
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.
Time Limit for Reimbursement Cases	45 days from the submission of required documents. Additional 10 days would be provided from the date of submission of additional documents in case of any query/additional requirement of documents.
Claim Settlement (provision for Penal Interest)	In case of the delay in the settlement the reason has to be informed to IIM Indore in writing, If reasons are not found justified, the Insurance company shall be liable to pay interest as per the IRDA guidelines/ notifications.
Health Insurance Policy Cards	Health Insurance Policy Cards for availing Cashless facility by all insured members to be provided within 15 days from the date of issue of the Policy.



**Section-6: Financial Bid**

The Financial Proposal/Commercial bid format (BoQ) is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>

- i. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
- ii. Bidder shall not tamper/modify the downloaded price bid template (BoQ) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
- iii. Bidders are advised to quote the offer FOR IIM INDORE (inclusive of all charges and expenditure required to be incurred by the bidder for the services as per the bid document excluding GST. Only GST as applicable shall be paid extra over and above the quoted rates).
- iv. If tax amount is not quoted in the Financial Bid (BoQ), the quoted price will be treated as (inclusive of applicable taxes). No further communication will be entertained later or else the EMD (if any) will be forfeited.
- v. Bidders are requested to upload the duly filled BoQ under the cover-2 on the CPP Portal as mentioned below:

**Packet-1:** Financial Bids in (BoQ) XLS version Filled with all relevant information.

**Section-7: Bid Evaluation**

For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Commercial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender.

The Technical Evaluation Committee constituted by the IIM Indore shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria have been provided, and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Indore reserves the right to call upon for the missing documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

The financial bid will be opened only for those bidders who are verified and confirmed by the technical evaluation committee as technically qualified bidders as per Tender. **The commercial bid with the lowest price will be the highest evaluated bid.**

**Section-8: General Terms and Conditions**

1. **Bidder:** Tenders are invited only from the Insurance Companies having Certificate of Registration issued by Insurance Regulatory and Development Authority of India (IRDA).
2. **Tender Type:** Two-Bid through Online Mode.
3. **Pre-Bid Meeting:** Pre-Bid meeting specified as mentioned in the schedule of the tender. The purpose of the meeting is to clarify the queries of the prospective bidders on technical bid and commercial terms and conditions of this tender. In view of the above, prospective bidders are advised to submit their doubts / questions /clarifications if any, bearing tender no., title and marked "Queries for Pre-Bid Meeting" through Mail, (Mail ID: Stores@iimidr.ac.in) in the specified timeline, no queries will be entertained beyond the date of pre bid meeting.
4. **Bid Validity:** The quoted bid shall be valid for a period of 90 days from the date of opening of the Financial Bid.
5. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids and the expiration of the period of bid validity.
6. **Confidentiality:** Information relating to the evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.
7. Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.
8. **Award Criteria:** IIM Indore reserves the rights to award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the highest evaluated bid.
9. **Notification of Award:** Prior to the expiration of the period of bid validity, IIM Indore will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted.
10. **Order Acceptance:** The successful bidder should submit Order acceptance within 7 days from the date of issue of order, failing which it shall be presumed that the bidder is not interested and his bid security (if any) is liable to be forfeited.
11. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by the duly authorized office bearers of IIM Indore after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.
12. **Termination for Insolvency:** IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department. The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter
13. **Force Majeure:** Neither party shall be liable to the other, for any delay in or failure of their respective obligations under this contract/ award of tender caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify (within 15 days) the other of his commencement and cessation of such contingency and prove that such is beyond the controls and affects the implementation of this contract adversely.

14. False declaration/documents will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

**15. Arbitration:**

- a) All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
- b) Any dispute not resolved by mutual consultations shall be settled through arbitration by an arbitrator duly appointed by the Director, IIM Indore. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Indore.
- c) The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter.
- d) Arbitration cost will be borne jointly by both the parties to the Contract.

**Section-9: Special Terms and Conditions**

1. IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
2. IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
3. It is 'bidders' responsibility to check for any amendment/corrigendum (if any) on the website of IIM Indore and CPP Portal before submitting their duly completed bids.
4. **Payment:** Premium for the Group Health Insurance policy will be paid on submission of Performa Invoice / Formal quotation, complete with the details of the group and coverage. Payment will be done through the e-payment mode only.
5. **Precedence Clause:** In the case of any ambiguity in interpretation, the decision by IIM Indore authority on the interpretation of the entire contract terms and conditions will be final and binding to all.
6. **CONTRACT PERIOD:**
  - a) The contract will be initially for a period of one year starting from 28-12-2021 (00:00 Hrs). Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.
  - b) IIM Indore can terminate the contract with 30 days' notice in case the services are not found satisfactory. In such a case, IIM Indore will settle the premium amount of service rendered on pro rata basis and the remaining amount will be recovered from the bidder, after levying appropriate penalty, if any.
7. **DELIVERY SCHEDULE:** Successful bidder has to provide the group health insurance policy with the commencement of the services w.e.f. 28-12-2021 (00:00 Hrs).
8. The bidders have to necessarily submit the Bid Declaration certificate as per annexure-VIII stating that, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security (if required) before the deadline defined in the request for bids document, they will be suspended

for the period of two years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

9. MIS reports including claims of individuals and details of settlement to be furnished to the institute on quarterly basis or as communicated by the Institute. Periodic meeting to be held in Institute campus between the Institute and the TPA/Insurance Company for review of cases/settlement of grievances of the employees.
10. The response time by the TPA/Insurance Company at the time of admission should be maximum Five hours.

**Section-10: Existing Policy and Claim ratio details**

Report Date	07-10-2021
Corporate Name	Indian Institute Of Management Indore
Policy No.	1903002820p111776779
Claim Amount Settled	3723934
Outstanding Claim Amount	604996
Premium	3974049
Claim Ratio	108.93%

**Note: Detailed Claim Dump and Existing policy details are attached at the last of this tender document.**

**Annexure-I: Bidder Profile**

(On Company/ Firm's Letterhead)

<b>Profile</b>		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
IRDA Registration Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:

Place:



**Annexure-II: Undertaking for Tender Terms & Conditions Acceptance**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

Officer (Stores, Purchase and Contracts)  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Indore – 453 556

**NIT Tender No.: IIMI/ 2021-22/10 for Group Health Insurance Policy for IIM Indore Employees (including Retired Employees) and their Family Members**

Dear Sir,

I/we have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-III: Self-Declaration Certificate for the Clean Track Record**

Self-Declaration Certificate  
(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM Indore, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-IV: Self-Declaration Certificate for Confirmation of IRDA Guidelines**

Self-Declaration Certificate  
(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I/ We hereby certify that our Offer no. \_\_\_\_\_ Dated \_\_\_\_\_ against the IIM Indore Tender No: IIMI/2021-22/10 does not amount to any breach of IRDA guidelines. I further confirm that in the event of disclosure at a later stage that the same are not in line with IRDA Guidelines and IIM Indore is put to any disadvantage or face cancellation of the Policy or any claim becomes substandard/untenable, the whole liabilities arising out of this shall lie squarely on us.

I/ We hereby undertakes that in case of any violations to the above declarations at any stage of the contract, IIM Indore reserves the sole right to cancel the contract and recover the full value of the contract from us.

I/ We, further certify that I am the duly authorized representative of the Insurer and competent to agree as above.

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**Annexure-V: List of documents to be uploaded with technical bid as mentioned in Section-4.**

**4.1: Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents	Complied (yes/No)
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF File	
Packet-2	GST registration certificate	Self-certified scanned PDF File	
Packet-3	Bidders firm incorporation certificate	Self-certified scanned PDF File	

**4.2: Statutory Documents: Cover-1-**To be uploaded as a readable PDF File on the CPP Portal

Upload Under	Details	Supporting Documents	Complied (yes/No)
Packet-1	Bidders Profile	As per the Annexure-I	
Packet-2	Registration certificate issued by IRDA	Valid registration certificate.	
Packet-3	Undertaking for Tender Terms & Conditions Acceptance.	As per the Annexure-II	
Packet-4	Self-Declaration Certificate for the Clean Track Record	As per the Annexure-III	
Packet-5	Certificate of Declaration for Confirmation of IRDA Guidelines	As per the Annexure-IV	
Packet-6	List of the Documents to be uploaded	As per the Annexure-V	
Packet-7	Prior work experience record (as per point no. 5 mentioned above)	As Per the Annexure-VI	
Packet-8	Technical specification compilation sheet	As Per the Annexure-VII	
Packet-9	Insured Group Detail (Total Number of Lives)	As Per the Appendix-A	
Packet-10	List of Hospitals in Indore from which Cashless hospitalization Arrangement/ tie-up is compulsory at least in 6 hospitals at the time of submission of bids.	As per Appendix-B	
Packet-11	Package Charges/ Capping's including Room/ICU rent per person	As per Appendix-C	
Packet-12	Bid Security Declaration	As per Annexure-VIII	
Packet-13	Detailed list of Authorized hospitals (Pan India).	Provide the List of Authorized hospitals empaneled for the cashless facility on Pan India Basis.	

Packet-14	Full Details of TPA	Details of the TPA(s) including contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any.	
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**Authorized Signatory**

Name:

Designation:

Date:

Place:



**ANNEXURE – VI: Prior Work Experience**

<b>Evaluation Criteria</b>	<b>Year</b>	<b>Name of the Client</b>	<b>Policy details</b>	<b>Premium Amount (Rs.)</b>	<b>Remarks</b>
List of Purchase Order / Work Order/Policy where the similar type of Work executed by you during the last 3 years as on last date of bid submission	<b>2018-19</b>				Supporting Documents are to be attached along with the Annexure-III
	<b>2019-20</b>				
	<b>2020-21</b>				

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-VII: Technical Specification Compliance Sheet**

1. The technical specification compliance bid must be in this sheet only, otherwise it will be assumed that the bidder is not able to offer technically desired specification. Information provided elsewhere or in different forms will not be considered.
2. The bidder shall assume full responsibility of the information provided in this sheet. Any false statement should render the breach of basic foundation of the tender.

<b>Technical Specification</b>			
Group Name	Indian Institute of Management Indore		
Location	Indore and Mumbai		
Tentative Commencement Date	28-12-2021	Period	One year
<b>Insured Group Details</b>			
Employee Strength as on	20-10-2021		
No. of Employees	198		
No. of Dependents	537		
No. of Retired Employees	4		
No. of Dependents (Retired-Employees)	3		
Total Number of Lives	742 (Details of Employees and their family members are attached as <b>Appendix-A</b> .)		
Family Definition	Employee, Spouse, parents, sisters, widowed sisters, widowed daughters, brothers, children, step children, divorced/separated daughter and step mother wholly dependent upon the employee and are normally residing with the employee. Retired employees along with their spouse will continue to be covered under the policy. In case of son, the coverage will be till he starts earning or he attains the age of 25 years, whichever is earlier. In case of daughter, the coverage will be till she starts earning or gets married, whichever is earlier irrespective of the age limit. Dependency and other criteria to be decided as per Government of India Medical Attendance Rules.		
Maximum Age	Not Applicable		
Floater/Individual	Floater		
Sum Insured	₹ 5.00 Lakh per family (floater)		
<b>Coverage and Benefits Details</b>			
Domiciliary Hospitalization	Covered		
Coverage of Pre Existing diseases from day 1	Covered		
Cashless facility	As Applicable ( <b>At least in 6 major hospitals in Indore from the attached Appendix-B</b> )		
30 days waiting Period	Waived		

1st Year and 2 years exclusions	Waived
30 Days Pre and 60 Days post hospitalization Expenses covered	Covered
Maternity Benefit / New Born Baby from Day 1	Covered up to the amount of Sum Insured
Modern Treatment Procedures	Covered up to the amount of Sum Insured
Corporate Buffer	₹ 60 Lakh (with additional benefit up to the amount of initial Sum Insured per family)
Co-Payment (Claimed Amount)	Not applicable
Sub Limits For Disease / Room Rent Capping / Ambulance Charges	<p>4. Room-Rent – ₹ 10,000 per day (Max.) per person  5. ICU Rent– ₹ 20,000/- per day (Max.) per person  6. Ambulance Charges- ₹ 5,000/- (Max) per admission</p> <p>Package charges/Capping's including Room/ICU rent per person should be as specified in the <b>Appendix-C.</b></p>
Other Conditions	<p>New Employees along with their dependents shall be included in policy from their date of joining the Institute; and resigned / terminated / employees along with their dependents shall be deleted from their date of relieving from the Institute. Accordingly, pro rata Premium to be charged/refunded in case of addition and deletion @ per family premium rate agreed upon. The reconciliation regarding charge/ refund of premium will be done once in a quarter. Institute would inform the Insurance company through e-mail about all such additions/separations once in a month.</p> <p>Addition and deletion in the family of existing employees would not have any financial implication for the institute.</p>
TPA	TPA Services Involved (if any) and Full details of the TPA. Details of Contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any. List of Network of Authorized hospitals to be provided.
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.
Time Limit for Reimbursement Cases	45 days from the submission of required documents. Additional 10 days would be provided from the date of submission of additional documents in case of any query/additional requirement of documents.
Claim Settlement (provision for Penal Inter	In case of the delay in the settlement the reason has to be informed to IIM Indore in writing, If reasons are not found justified, the Insurance company shall be liable to pay interest as per the IRDA guidelines/ notifications.

Health Insurance Policy Cards	Health Insurance Policy Cards for availing Cashless facility by all insured members to be provided within 15 days from the date of issue of the Policy.
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This is to certify that all the technical specifications mentioned in the Annexure-VII of the Tender document is complied.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**APPENDIX-A: Insured Group Detail (Total Number of Lives)****Employees (Including Retired Employees) and dependent details for Group Health Insurance Policy as on 20 October 2021**

Age Band	Employees	Dependent	Retired Employee	Spouse (Retired Employee)	Grand Total
<b>0-25</b>	1	209	-	-	<b>210</b>
<b>26-30</b>	5	19	-	-	<b>24</b>
<b>31-35</b>	31	36	-	-	<b>67</b>
<b>36-40</b>	46	43	-	-	<b>89</b>
<b>41-45</b>	48	35	-	-	<b>83</b>
<b>46-50</b>	30	24	-	-	<b>54</b>
<b>51-55</b>	23	25	-	1	<b>49</b>
<b>56-60</b>	12	23	2	-	<b>37</b>
<b>61-65</b>	2	36	-	2	<b>40</b>
<b>&gt;65</b>	0	87	2	-	<b>89</b>
<b>Grand Total</b>	<b>198</b>	<b>537</b>	<b>4</b>	<b>3</b>	<b>742</b>

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**APPENDIX-B: List of Hospitals**

<b>S. No.</b>	<b>List of Hospitals in Indore from which Cashless hospitalization arrangement/tie-up is compulsory in at least six hospitals at The time of submission of bids.</b>	<b>Complied (yes/No)</b>
1.	Apollo Hospital Indore Scheme No. 74 C, Sector D, Vijay Nagar, Indore	
2.	Bombay Hospital Eastern Ring Rd, Ring Rd, IDA Scheme No.94/95, Tulsi Nagar, Vijay Nagar, Indore	
3.	Unique Hospital Opp Dussehra Maidan, Annapurna Road, Indore	
4.	Choithram Hospital Manikbagh Road, Indore	
5.	CHL Hospital A B road, Near LIG Square, Indore	
6.	Shalby Hospital Part 5 & 6, R S Bhandari Marg, Janjeer wala Square, Indore	
7.	Medanta Hospital Plot No:8, PU 4, Scheme no 54, Vijay nagar Square, AB Road, Indore	
8.	Bhandari Hospital and Research Centre 21-23 GF, Scheme No.54, Opp. Meghdoot Garden, Indore	
9.	Sri Aurobindo Institute of Medical Sciences Indore-Ujjain State highway, Near MR 10 Crossing, Indore	
10.	Synergy Hospital Scheme No.74, Vijay Nagar, Indore	
11.	Gokuldas Hospital 11, Sarju Prasad Marg, Indore	
12.	Vishesh Jupiter Hospital Near Teen Imli Square Indore	
13.	Dolphin Hospital & Research Center Near Chappan Dukan, Indore	

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**APPENDIX-C: Package Charges/Capping's including Room/ICU rent per person**

Waiver of capping applicable on Modern Treatment procedures should be covered up to Sum Insured

<b>Sr. No.</b>	<b>Procedures / Surgeries</b>	<b>Metro Locations</b>	<b>Non-metro Locations</b>
1	Appendectomy	1,50,000/-	1,00,000/-
2	Eye related	1,00,000/-	70,000/-
3	Cholecystectomy	1,50,000/-	1,00,000/-
4	Hernia	1,50,000/-	1,00,000/-
5	Hydrocele repair	1,50,000/-	1,00,000/-
6	Hysterectomy	1,50,000/-	1,00,000/-
7	Piles related	1,50,000/-	1,00,000/-
8	Kidney stone removal (including DJ stent removal for the same stone)	2,00,000/-	1,50,000/-
9	Joint Replacement (Unilateral)	3,50,000/-	2,50,000/-
10	Coronary Artery Bypass Grafting (CABG)	5,00,000/-	4,00,000/-
11	Cataract	60,000/-	40,000/-

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-VIII: Bid Security Declaration**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

Officer (Stores, Purchase and Contracts)  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Indore – 453 556

**IIMI/ 2021-22/10 for Group Health Insurance Policy for IIM Indore Employees (including Retired Employees) and their Family Members**

Dear Sir,

I/We, the undersigned, declare that

1. We understand that, according to the conditions of the tender document, bid must be supported by a Bid Security Declaration.
2. We accept that, we will be automatically suspended from being eligible for bidding in and contract with the Institute for the period of 2 years or as decided by the competent authority from being eligible to submit bids for contracts starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we:
  - a) Have withdrawn our bid during the period of bid validity specified in the tender document.
  - b) Having been notified of the acceptance of our bid by the Institute during the period of bid validity and (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance security (if required), in accordance with the tender conditions.

**Authorized Signatory**

Name:

Designation:

Date:

Place:







**UNITED INDIA INSURANCE COMPANY LIMITED**

UNITED INDIA INSURANCE CO. LTD., DIVISIONAL OFFICE NO.2, BLOCK-3, 5TH FLOOR, IDA BUILDING,7,  
RACE COURSE ROAD, INDORE .

INDORE - 452003 MADHYA PRADESH  
PH: (731) 4040121 FAX: (731) 2534920 EMAIL:

GROUP HEALTH POLICY  
UIN. UIIHLGP21226V022021  
POLICY NO.: 1903002820P111776779

PERIOD OF INSURANCE  
FROM 00:00 Hrs on 28/12/2020  
To Midnight on 27/12/2021

*Insured*

**MS INDIAN INSTITUTE OF MANAGEMENT INDORE**

PIGDAMBEDR, RAU, INDORE, MADHYA PRADESHDIST. : INDORE, MADHYA PRADESH

INDORE  
MADHYA PRADESH  
452001

**IMPORTANT NOTICE:** KINDLY UPDATE YOUR AADHAAR NO. AND PAN/FORM 60. PLEASE IGNORE IF ALREADY UPDATED.

Agent Name : NEELU RAJORIA  
Agent Code : AGN0003962  
Mobile/Landline Number/Email : 9669538000  
: [nlurajoria74@gmail.com](mailto:nlurajoria74@gmail.com)

The genuineness of the policy can be verified through "Verify Your Policy" link at [www.uiic.co.in](http://www.uiic.co.in).

For any Information, Service Requests and Grievances please write to [190300@uiic.co.in](mailto:190300@uiic.co.in)

For ID Cards & Claim Intimations Please contact the TPA mentioned in the Policy document.

Download Customer App([www.uiic.co.in](http://www.uiic.co.in)). REGD. & HEAD OFFICE, 24, WHITES ROAD, CHENNAI - 600014.  
Website: <http://www.uiic.co.in>

Printed By : SHI26398 @ 14/01/2021 11:09:09 AM

POLICY NO.:1903002820P111776779  
UIN. UIIHLGP21226V022021GROUP HEALTH POLICY  
SCHEDULE

<b>Policy No.</b>	1903002820P111776779			<b>Previous Policy No.</b>	1903002819P113662928		
<b>Insured Detail</b>	<b>Name/IDMS INDIAN INSTITUTE OF MANAGEMENT INDORE/1156702219</b>						
	Tel. (O)		Tel.(R)		Fax		
	E-Mail						
Business/Occupation		None					
<b>Period of Insurance</b>	<b>From</b>	00:00	<b>Hours of</b>	28/12/2020	<b>To Midnight of</b>	27/12/2021	

<b>Coinurance</b>	UIIC 190300 : 100%
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<b>No.of Employees</b>	207	<b>No.of Lives</b>	765
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Coverage Details:-

Cover Group	Sum Insured (₹)	Premium (₹)
Hospitalization	103,500,000.00	2,461,031.27
Maternity Benefit	103,500,000.00	246,103.13
Buffer Sum Insured	4,000,000.00	1,266,914.80
<b>Total Sum Insured</b>	<b>211,000,000.00</b>	<b>Premium 3,974,049.20</b>

Cover Type : Family Floater Basis

Insured Details

As Per Annexure Attached.

Premium:	₹	3,974,049.00
CGST(9%):	₹	357,664.00
SGST(9%):	₹	357,664.00
Stamp Duty:	₹	1.00
<b>Total:</b>	<b>₹</b>	<b>4,689,377.00</b>
Receipt Number :	10119030020112903727	
Receipt Date:	14/01/2021	
Development Officer Code/ Agent Code:	33141 / AGN0003962	
G.S. KERO / NEELU RAJORIA		

POLICY NO.:1903002820P111776779  
UIN. UIIHLGP21226V022021

Underwriter Remarks	ALL THE TERMS & CONDITION OF TENDER NO.-IIMI/2018-19/23 DATED-18/10/2018 IS ACCEPTED.ALL THE CLAIMS WILL BE PAYBLE IN ACCORDANCE OF THE TENDER ATTACHED HEREWITH.MTMAT MODREN TREATMENT COVERED AS PER HO CIRCULAR.
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This Schedule and the attached policy shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear the same meaning wherever it may appear.

Customer GST/UIN No.:	23AAAJI0057R1Z3	Office GST No.:	23AAACU5552C1ZR
SAC Code:	9971	Invoice No. & Date:	2820111776779 & 14/01/2021
Amount Subject to Reverse Charges-NIL			

**Anti Money Laundering Clause:**-In the event of a claim under the policy exceeding ₹ 1 lakh or a claim for refund of premium exceeding ₹ 1 lakh, the insured will comply with the provisions of AML policy of the company. The AML policy is available in all our operating offices as well as Company's web site.

LET US JOIN THE FIGHT AGAINST CORRUPTION. PLEASE TAKE THE PLEDGE AT <https://pledge.cvc.nic.in>.

Date of Proposal and Declaration: 28/12/2020  
IN WITNESS WHEREOF, this policy has been signed at DO 2 INDORE 190300 on this :  
**For and On behalf of**  
**United India Insurance Co. Ltd.**

  
Authorized Signatory

Underwritten By - SHI26398 ( DO UNDERWRITER ) , Approved By - SAN26148



**POLICY NO.: 1903002820P111776779**  
**UIN. UIIHLGP21226V022021**

**Details of TPA:**

Please contact the following TPA for Issue of Identity Cards, Cashless Approvals & Claims Settlement.

<b>Name of TPA</b>	MEDSAVE HEALTH INSURANCE TPA LIMITED			
<b>Address</b>	F-701A, LADO SARAI, MEHRAULI, NEW DELHI - 110030, Pin Code : 110030, Fax No :			
<b>Toll Free number</b>	1800111142			
<b>Contact Details</b>	<b>For General Enquiries</b>	<b>For Cashless approval</b>	<b>For Claim intimation</b>	<b>For Grievances</b>
<b>Telephone Numbers</b>	9312215883	9313029503	9650048255	9971977399
<b>Email IDs</b>	callcenter@medsave.in	cashless@medsave.in	atul@medsave.in	s.saravamuthan@medsave.in

POLICY NO.:1903002820P111776779  
 UIN. UIIHLGP21226V022021



**UNITED INDIA INSURANCE COMPANY LIMITED**  
 REGD. & HEAD OFFICE : No.24, WHITES ROAD, CHENNAI-600014

### GROUP HEALTH POLICY

#### 1. PREAMBLE

This policy is a contract of insurance issued by United India Insurance Company Limited (hereinafter called the 'Company') to the Proposer mentioned in the schedule (hereinafter called the 'Insured') to cover the person(s) named in the schedule (hereinafter called the 'Insured Persons'). The policy is based on the statements and declaration provided in the Proposal Form or the Request for Quote (RFQ) by the Proposer or by his/ her authorized Intermediary and is subject to receipt of the requisite premium.

#### 2. OPERATIVE CLAUSE

If during the policy period one or more Insured Person (s) is required to be hospitalized for treatment of an Illness or Injury at a Hospital/Day Care Centre, following Medical Advice of a duly qualified Medical Practitioner, the Company shall indemnify the medically necessary and Reasonable and Customary expenses towards the Coverage mentioned in the policy schedule. Provided further that, any amount payable under the policy shall be subject to the terms of coverage (including any co-pay, sub limits), exclusions, conditions and definitions contained herein. Maximum liability of the Company under all such Claims during each Policy Year shall be the Sum Insured opted as specified in the Schedule.

#### 3. DEFINITIONS

The terms defined below and at other junctures in the Policy have the meanings ascribed to them wherever they appear in this Policy and, where, the context so requires, references to the singular include references to the plural; references to the male includes the female and references to any statutory enactment includes subsequent changes to the same.

1. **Accident** means a sudden, unforeseen, and involuntary event caused by external, visible, and violent means.
2. **Age** means age of the Insured Person on last birthday as on date of commencement of the Policy.
3. **Any One Illness** means continuous period of illness and it includes relapse within forty-five days from the date of last consultation with the hospital where the treatment has been taken.
4. **AYUSH Treatment** refers to hospitalisation treatments given under Ayurveda system (Covered under the policy).
5. An **AYUSH Hospital** is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising any of the following:
  - a. Central or State Government AYUSH Hospital or
  - b. Teaching hospital attached to AYUSH College recognised by the Central Government/Central Council of Indian Medicine/ Central Council for Homeopathy; or
  - c. AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognised system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with the following criterion:
    - i. Having at least 5 in-patient beds;
    - ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
    - iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
6. Maintaining daily records of the patients and making them accessible to the insurance Company's authorized representative.
7. **AYUSH Day Care Centre** means and includes Community Health Care Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health centre which is registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion:
  - a. Having qualified registered AYUSH Medical Practitioner (s) in charge;
  - b. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
  - c. Maintaining daily records of the patients and making them accessible to the insurance Company's authorized representative.
7. **Break in Policy** means the period of gap that occurs at the end of the existing policy term, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof.
8. **Cashless Facility** means a facility extended by the Insurer to the insured where the payments, of the costs of treatment undergone by the Insured Person in accordance with the Policy terms and conditions, are directly made to the network provider by the Insurer to the extent pre-authorization is approved.
9. **Certificate of Insurance** means the certificate We issue to the Insured Person outlining the Insured Person's cover under the Policy



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10. **Co-morbidity** is the presence of one or more additional conditions co-occurring with a primary condition; in the countable sense of the term, a comorbidity is each additional condition.
11. **Condition Precedent** means a Policy term or condition upon which the Company's liability under the Policy is conditional upon.
12. **Congenital Anomaly** refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure, or position.
  - a. **Internal Congenital Anomaly**  
Congenital Anomaly which is not in the visible and accessible parts of the body.
  - b. **External Congenital Anomaly**  
Congenital Anomaly which is in the visible and accessible parts of the body.
13. **Day Care Centre** means any institution established for day care treatment of disease/injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:
  - a. has qualified nursing staff under its employment;
  - b. has qualified medical practitioner(s) in charge;
  - c. has a fully equipped operation theatre of its own where surgical procedures are carried out
  - d. maintains daily records of patients and shall make these accessible to the Company's authorized personnel.
14. **Day Care Treatment** means medical treatment, and/or surgical procedure which is:
  - a. undertaken under general or local anesthesia in a hospital/day care centre in less than twenty-four hours because of technological advancement, and
  - b. which would have otherwise required a hospitalisation of more than twenty-four hours.  
Treatment normally taken on an out-patient basis is not included in the scope of this definition.
15. **Dental Treatment** means a treatment carried out by a dental practitioner including examinations, filings (where appropriate), crowns, extractions and surgery.
16. **Emergency Care:** Emergency care means management for an illness or injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the Insured Person's health.
17. **Grace Period** means specified period of time immediately following the premium due date during which a payment can be made to renew or continue the Policy in force without loss of continuity benefits such as waiting period and coverage of pre-existing diseases. Coverage is not available for the period for which no premium is received.
18. **Hospital means** any institution established for in-patient care and day care treatment of disease/injuries and which has been registered as a Hospital with the local authorities under the Clinical establishments (Registration and Regulation) Act, 2010 or under the enactments specified under Schedule of Section 56(1) of the said Act, OR complies with all minimum criteria as under:
  - a. has qualified nursing staff under its employment round the clock;
  - b. has at least ten inpatient beds, in those towns having a population of less than ten lakhs and fifteen inpatient beds in all other places;
  - c. has qualified medical practitioner(s) in charge round the clock;
  - d. has a fully equipped operation theatre of its own where surgical procedures are carried out
  - e. maintains daily records of patients and shall make these accessible to the Company's authorized personnel.
19. **Hospitalisation** means admission in a hospital for a minimum period of twenty-four (24) consecutive 'In-patient care' hours except for specified procedures/treatments, where such admission could be for a period of less than twenty-four (24) consecutive hours.
20. **Illness** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.
  - a. **Acute Condition** means a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.
  - b. **Chronic Condition** means a disease, illness, or injury that has one or more of the following characteristics
    - i. it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and/or tests
    - ii. it needs ongoing or long-term control or relief of symptoms
    - iii. it requires rehabilitation for the patient or for the patient to be special trained to cope with it
    - iv. it continues indefinitely
    - v. it recurs or is likely to recur
21. **Injury** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent, and visible and evident means which is verified and certified by a medical practitioner.
22. **In-Patient Care** means treatment for which the Insured Person has to stay in hospital for more than 24 hours for a covered event.
23. **Insured Person** means person(s) named in the schedule of the Policy.
24. **Intensive Care Unit** means an identified section, ward or wing of a hospital which is under the constant supervision of a dedicated medical practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.
25. **ICU (Intensive Care Unit) Charges** means the amount charged by a Hospital towards ICU expenses on a per day basis which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivists charges.
26. **Medical Advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow up prescription.
27. **Medical Expenses** means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of illness or accident on the advice of a medical practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

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UIN: UIIHLGP21226V022021

**Medical Practitioner** means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is/29. thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.

**Medically Necessary Treatment** means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which

Is required for the medical management of illness or injury suffered by the insured;

b. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;

c. must have been prescribed by a medical practitioner;

d. must conform to the professional standards widely accepted in international medical practice or the medical community in India.

30. **Migration** means, the right accorded to health insurance policyholders (including all members under family cover and members of group Health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same Insurer.

31. **Network Provider** means hospitals enlisted by Insurer, TPA or jointly by an Insurer and TPA to provide medical services to an insured by cashless facility.

32. **Non-Network Provider** means any hospital that is not part of the network.

33. **Notification of Claim** means the process of intimating a claim to the Insurer or TPA through any of the recognised modes of communication.

34. **Out-Patient (OPD) Treatment** means treatment in which the insured visits a clinic/hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a medical practitioner. The insured is not admitted as a day care or in-patient.

35. **Pre-Existing Disease (PED)**: Pre-existing disease means any condition, ailment, injury, or disease:

a. That is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the Insurer or its reinstatement or

b. For which medical advice or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy issued by the Insurer or its reinstatement.

36. **Pre-Hospitalisation Medical Expenses** means medical expenses incurred during the period of 30 days preceding the hospitalisation of the Insured Person, provided that:

a. Such medical expenses are incurred for the same condition for which the Insured Person's Hospitalisation was required, and

b. The In-Patient Hospitalisation claim for such Hospitalisation is admissible by the Insurance Company.

37. **Post-Hospitalisation Medical Expenses** means medical expenses incurred during the period of 60 days immediately after Insured Person is discharged from the hospital, provided that:

a. Such medical expenses are for the same condition for which the Insured Person's hospitalisation was required, and

b. The In-patient hospitalisation claim for such hospitalisation is admissible by the Insurance Company.

38. **Policy** means these Policy Wordings, the Policy Schedule and any applicable endorsements or extensions attaching to or forming part thereof. The Policy contains details of the extent of cover available to the Insured Person, what is excluded from the cover and the terms & conditions on which the Policy is issued to The Insured Person

39. **Policy period** means period of one policy year as mentioned in schedule for which the Policy is issued.

40. **Policy Schedule** means the Policy Schedule attached to and forming part of Policy.

41. **Qualified Nurse** means any person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

42. **Reasonable and Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved.

43. **Renewal**: Renewal means the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods.

44. **Room Rent** means the amount charged by a hospital towards Room and Boarding expenses and shall include the associated medical expenses.

45. **Sub-limit** means a cost sharing requirement under a health insurance policy in which an Insurer would not be liable to pay any amount in excess of the pre-defined limit.

46. **Sum Insured** means the pre-defined limit specified in the Policy Schedule. Sum Insured represents the maximum, total and cumulative liability for any and all claims made under the Policy, in respect of that Insured Person during the Policy Year.

47. **Surgery or Surgical Procedure** means manual and/or operative procedure(s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering and prolongation of life, performed in a hospital or day care centre by a medical practitioner.

48. **Third Party Administrator (TPA)** means a Company registered with the Authority, and engaged by an Insurer, for a fee or by whatever name called and as may be mentioned in the health services agreement, for providing health services.

49. **Waiting Period** means a period from the inception of this Policy during which specified diseases/treatments are not covered. On completion of the period, diseases/treatments shall be covered provided the Policy has been continuously renewed without any break.

50. **We/Our/Us** means the United India Insurance Company Limited.

51. **You/Your/Policyholder** means the person named in the Policy Schedule who has concluded this Policy with Us.

#### 4. COVERAGE

The coverage available under this policy is classified as Base Cover and Optional Cover. Base Cover refers to the coverage available as default under Group Health Policy whereas Optional Cover is available only upon payment of additional premium.

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Liability of the Company under this clause is restricted as stated in the Schedule as per Annexure - B.

**4.5 Modern Treatment Methods & Advancement in Technologies:**

In case of an admissible claim under section 4.1, expenses incurred on the following procedures (wherever medically indicated) either as in-patient or as part of day care treatment in a hospital, shall be covered. The claim shall be subject to additional sub-limits indicated against them in the table below:

Sr. No.	Treatment Methods & Advancement in Technology	Additional Limit
1.	Uterine Artery Embolization & High Intensity Focussed Ultrasound (HIFU)	Upto 20% of Sum Insured subject to a maximum of Rs. 2 Lacs per policy period for claims involving Uterine Artery Embolization & HIFU
2.	Balloon Sinuplasty	Upto 10% of Sum Insured subject to a maximum of Rs. 1 Lac per policy period for claims involving Balloon Sinuplasty
3.	Deep Brain Stimulation	Upto 70% of Sum Insured per policy period for claims involving Deep Brain Stimulation
4.	Oral Chemotherapy	Upto 20% of Sum Insured subject to a maximum of Rs. 2 Lacs per policy period for claims involving Oral Chemotherapy
5.	Immunotherapy- Monoclonal Antibody to be given as injection	Upto 20% of Sum Insured subject to a maximum of Rs. 2 Lacs per policy period
6.	Intra vitreal Injections	Upto 10% of Sum Insured subject to a maximum of Rs. 1 Lac per policy period
7.	Robotic Surgeries (including Robotic Assisted Surgeries)	<ul style="list-style-type: none"> <li>• Upto 75% of Sum Insured per policy period for claims involving Robotic Surgeries for (i) the treatment of any disease involving Central Nervous System irrespective of aetiology; (ii) Malignancies</li> <li>• Upto 50% of Sum Insured per policy period for claims involving Robotic Surgeries for other diseases</li> </ul>
8.	Stereotactic Radio Surgeries	Upto 50% of Sum Insured per policy period for claims involving Stereotactic Radio Surgeries
9.	Bronchial Thermoplasty	Upto 30% of Sum Insured subject to a maximum of Rs. 3 Lacs per policy period for claims involving Bronchial Thermoplasty
10.	Vaporisation of the Prostate (Green laser treatment or holmium laser treatment)	Upto 30% of Sum Insured subject to a maximum of Rs. 2 Lacs per policy period
11.	Intra Operative Neuro Monitoring (IONM)	Up to 15% of Sum Insured per policy period for claims involving Intra Operative Neuro Monitoring subject to a maximum of Rs. 1 Lakh per policy period.
12.	Stem Cell Therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered only	No additional sub-limit

Note: If, for a given admissible claim, limits as listed in the Table above AND limits mentioned in Clause 4.1.2 are applicable simultaneously, then the lower of the two limits shall apply.

**OPTIONAL COVER**

**4.6 Maternity Expenses Cover (Within Base Sum Insured):**

We will cover Medical Expenses incurred in respect of a female Insured Person above 18 years for the delivery of a child in a Hospital during the Policy Period (including but not limited to caesarean section, vacuum birthing, water birthing, hypnobirthing, midwife birthing) or for medically required and lawful medical termination of pregnancy.

This cover will be available subject to the following:

- i. A maximum limit up to Rs. 50,000/-.
- ii. A waiting period of 9 months is applicable. The waiting period may be relaxed only in case of delivery, miscarriage or abortion induced by accident or other medical emergency.
- iii. Claim in respect of delivery for only first two children and / or operations associated therewith will be considered in respect of any one Insured Person covered under the policy or any renewal thereof. Those Insured Persons who are already having two or more living children will not be eligible for this benefit.
- iv. Expenses incurred in connection with voluntary medical termination of pregnancy during the first 12 weeks from the date of conception are not covered.
- v. Hospitalization expenses in respect of the newborn child can be covered within the Mother's 1/25 Maternity expenses
- vi. Pre-natal and postnatal expenses are not covered unless admitted in Hospital / Nursing Home and treatment is taken there.
- vii. Payment under this cover will be limited to per event and will be a part of the Base Sum Insured specified in the Policy Schedule and/or Certificate of Insurance.

We will not be liable to make any payment in respect of the following:

Medical Expenses for ectopic pregnancy, which will be covered under Section 4.1 of the Base Cover Terms and Conditions.

Option for Maternity Expenses Cover has to be exercised at the inception of the Policy period and no refund is allowable in case of Insured's cancellation of this option during currency of the policy.

Note: When Maternity Expenses Cover has been opted for, the exclusion No.5.9 of the policy stands deleted.

**NOTE: The expenses that are not covered in this policy are placed under List-I of Annexure-A. The list of expenses that are to be subsumed into room charges, or procedure charges or costs of treatment are placed under List-II, List-III, and List-IV of Annexure-A respectively.**

**5. EXCLUSIONS**

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#### A. WAITING PERIODS

The Company shall not be liable to make any payment under the policy in connection with or in respect of the following expenses till the expiry of waiting period mentioned below:

##### 5.1 Pre-Existing Diseases (Code-Excl01)

- i. Expenses related to the treatment of a pre-existing disease (PED) and its direct complications shall be excluded until the expiry of 48 months of continuous coverage after the date of inception of the first policy with us.
- ii. In case of enhancement of Sum Insured the exclusion shall apply afresh to the extent of Sum Insured increase.
- iii. If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
- iv. Coverage under the policy after the expiry of 48 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by us.

##### 5.2 First Thirty Days Waiting Period (Code-Excl03)

- i. Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- ii. This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- iii. The within referred waiting period is made applicable to the enhanced Sum Insured in the event of granting higher Sum Insured subsequently.

##### 5.3 Specific Waiting Period (Code-Excl02)

- i. Expenses related to the treatment of the following listed Conditions, surgeries/treatments shall be excluded until the expiry of 24/48 months of continuous coverage, as may be the case after the date of inception of the first policy with the Insurer. This exclusion shall not be applicable for claims arising due to an accident.
- ii. In case of enhancement of Sum Insured the exclusion shall apply afresh to the extent of Sum Insured increase.
- iii. If any of the specified disease/procedure falls under the waiting period specified for pre-existing diseases, then the longer of the two waiting periods shall apply.
- iv. The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- v. If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- vi. List of specific diseases/procedures:

**Table A: 24 Months' Waiting Period**

Cataract	Piles, Fistula-in-Ano
Benign Prostatic Hypertrophy	Sinusitis and related disorders
Hysterectomy for Menorrhagia/Fibromyoma	Gout and Rheumatism
Hernia of all types	Calculus diseases
Hydrocele	Congenital Internal diseases

**Table B: 48 Months' Waiting Period**

Joint Replacement due to Degenerative condition, unless Age-related Osteoarthritis & Osteoporosis necessitated due to an accident.

#### B. PERMANENT EXCLUSIONS

The Company shall not be liable to make any payment under the policy, in respect of any expenses incurred in connection with or in respect of:

- 5.4 All expenses caused by or arising from or attributable to foreign invasion, act of foreign enemies, hostilities, warlike operations (whether war be declared or not or while performing duties in the armed forces of any country), civil war, public defence, rebellion, revolution, insurrection, military or usurped power.
- 5.5 All Illness/expenses caused by ionizing radiation or contamination by radioactivity from any nuclear fuel (explosive or hazardous form) or from any nuclear waste from the combustion of nuclear fuel nuclear, chemical or biological attack.
- 5.6 Stem cell implantation/Surgery, harvesting, storage or any kind of Treatment using stem cells except as provided for in clause 4.5 (12) above;
- 5.7 Congenital External Diseases or Defects or anomalies.
- 5.8 Sterility and Infertility (Code-Excl17): Expenses related to Sterility and infertility. This includes:
  - i. Any type of contraception, sterilization
  - ii. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
  - iii. Gestational Surrogacy
  - iv. Reversal of sterilization
- 5.9 Maternity (Code-Excl18):
  - i. Medical treatment expenses traceable to child birth (Including complicated deliveries and caesarean sections incurred during hospitalisation) except ectopic pregnancy;
  - ii. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.
- 5.10 Circumcision unless necessary for Treatment of an Illness or Injury not excluded hereunder or due to an Accident.
- 5.11 Investigation & Evaluation (Code-Excl04):
  - i. Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded;
  - ii. Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.
- 5.13 Unproven Treatments (Code- Excl16): Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical

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documentation to support their effectiveness.

- 5.14 Change-of-Gender treatments (**Code-Excl07**): Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.
- 5.15 Cosmetic or Plastic Surgery (**Code-Excl08**): Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the Insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.
- 5.16 Vaccination or inoculation of any kind unless it is post animal bite.
- 5.17 i. Cost of spectacles, contact lenses;  
ii. Cost of hearing aids;
- 5.18 Refractive Error (**Code-Excl15**): Expenses related to the treatment for correction of eyesight due to refractive error less than 7.5 dioptres.
- 5.19 Rest Cure, Rehabilitation and Respite Care (**Code-Excl05**): Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
- i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
- ii. Any services for people who are terminally ill to address physical, social, emotional, and spiritual needs.
- 5.20 Obesity/ Weight Control (**Code-Excl06**): Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:
- i. Surgery to be conducted is upon the advice of the Doctor
- ii. The surgery/Procedure conducted should be supported by clinical protocols
- iii. The member has to be 18 years of age or older and
- iv. Body Mass Index (BMI)
- a. greater than or equal to 40 or
- b. greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
- i. Obesity-related cardiomyopathy
- ii. Coronary heart disease
- iii. Severe Sleep Apnoea
- iv. Uncontrolled Type2 Diabetes
- 5.21 Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. (**Code-Excl12**)
- 5.22 Intentional self-inflicted Injury, attempted suicide.
- 5.23 Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalisation claim or day care procedure. (**Code-Excl14**)
- 5.24 Naturopathy Treatment, acupuncture, acupuncture, magnetic therapies, experimental and unproven treatments/therapies. Treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.
- 5.25 External and/or durable Medical /Non-medical equipment of any kind used for diagnosis and/or treatment Ambulatory devices, i.e., walker, crutches, Belts, Collars, Caps, Splints, Slings, Braces, Stockings, elastocrepe bandages, external orthopaedic pads, sub cutaneous insulin pump, Diabetic foot wear, Glucometer / Thermometer, alpha / water bed and also any medical equipment, which are subsequently used at home. This is indicative and please refer to Annexure - A for the complete list of non-payable items.
- 5.26 Change of treatment from one system of medicine to another system unless recommended by the consultant/hospital under whom the treatment is taken.
- 5.27 Treatments including Rotational Field Quantum Magnetic Resonance (RFQMR), External Counter Pulsation (ECP), Enhanced External Counter Pulsation (EECP).
- 5.28 Dental treatment or surgery of any kind unless necessitated by accident and requiring hospitalisation
- 5.29 Any item(s) or treatment specified in 'List of Non-Medical Expenses- Payable/Non-Payable' as per Annexure - A and available on Company web site also, unless specifically covered under the Policy.

#### 6. MORATORIUM PERIOD

After completion of eight continuous years under the policy no look back would be applied. This period of eight years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of 8 continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no claim under this policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments as per the policy.

#### 7. CLAIM PROCEDURE

##### 7.1 Procedure for Cashless Claims:

- i. Treatment may be taken in a network provider and is subject to pre-authorization by the Company or its authorized TPA.
- ii. Cashless request form available with the network provider and TPA shall be completed and sent to the Company/TPA for authorization.
- iii. The Company/TPA upon getting cashless request form and related medical information from the Insured Person/network provider will issue pre-authorization letter to the hospital after verification.
- iv. At the time of discharge, the Insured person has to verify and sign the discharge papers, pay for non-medical and inadmissible expenses.
- v. The Company/TPA reserves the right to deny pre-authorization in case the Insured Person is unable to provide the relevant medical details.

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- vi. In case of denial of cashless access, the Insured Person may obtain the treatment as per treating doctor's advice and submit the claim documents to the Company/TPA for treatment.

**7.2 Procedure for reimbursement of claims:**

For reimbursement of claims the Insured Person may submit the necessary documents to TPA (if applicable)/Company within the prescribed time limit as specified hereunder:

Sr. No.	Type of Claim	Prescribed Time Limit
1.	Reimbursement of hospitalisation, day care and pre-hospitalisation expenses	Within thirty days of date of discharge from hospital
2.	Reimbursement of post-hospitalisation expenses	Within fifteen days from completion of post-hospitalisation treatment

**7.3 Notification of Claim**

Notice with full particulars shall be sent to the Company/TPA (if applicable) as under:

- Within 24 hours from the date of emergency hospitalisation required or before the Insured Person's discharge from the Hospital, whichever is earlier.
- At least 48 hours prior to admission in Hospital in case of a planned Hospitalisation

**7.4 Documents to be submitted:**

The claim is to be supported with the following documents and submitted within the prescribed time limit.

- Duly completed claim form
- Photo Identity proof of the patient
- Attending medical practitioner's / surgeon's certificate regarding diagnosis/ nature of operation performed or Operation Theatre (OT) Notes, along with date of diagnosis, advise for admission, investigation test reports etc. supported by the prescription from attending medical practitioner.
- Medical history of the patient recorded, bills (including break up of charges) and payment receipts duly supported by the prescription from attending medical practitioner/ hospital.
- Discharge certificate/ summary from the hospital.
- Cash-memo/ bills/ invoices from the Diagnostic Centre(s)/ hospital(s)/ chemist(s) supported by proper prescription.
- Payment receipts from Doctors, Surgeons and Anaesthetist.
- Bills, receipt, Sticker of the Implants.
- MLR (Medico Legal Report copy if carried out and FIR (First Information Report) if registered, wherever applicable)
- NEFT Details (to enable direct credit of claim amount in bank account) and cancelled Cheque
- KYC (Identity proof with Address) of the proposer, where claim liability is above Rs. 1 Lakh as per AML Guidelines
- Any other document required by Company/TPA

**Note**

- In the event of a claim lodged as per Settlement under multiple policies clause and the original documents having been submitted to the other Insurer, the Company may accept the duly certified documents listed under condition 8.4 and claim settlement advice duly certified by the other Insurer subject to satisfaction of the Company.
  - The Company may specify the documents required in original and waive off any of above required as per our claim procedure.
  - Any delay in notification or submission may be condoned on merit where delay is proved to be for reasons beyond the control of the Insured Person
  - Any medical practitioner or Authorised Person authorised by the TPA / Company shall be allowed to examine the Insured Person in case of any alleged injury or disease leading to Hospitalisation if so required.
- 7.5 Claim Settlement (provision for Penal Interest)**
- The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
  - In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the Insured Person from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
  - However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
  - In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the Insured Person at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.  
(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due).

**7.6 Services offered by TPA (To be stated where TPA is involved)**

Servicing of claims, i.e., claim admissions and assessments, under this Policy by way of pre-authorisation of cashless treatment or processing of claims other than cashless claims or both, as per the underlying terms and conditions of the policy. The services offered by a TPA shall not include

- Claim settlement and rejection;
- Any services directly to any Insured Person or to any other person unless such service is in accordance with the terms and conditions of the Agreement entered into with the Company.

**7.7 Payment of Claim**

All claims under the policy shall be payable in Indian currency only.

**8. GENERAL TERMS AND CONDITIONS**

**8.1 Disclosure of Information**

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation,

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misdescription or non-disclosure of any material fact by the policyholder.

(Explanation: "Material facts" for the purpose of this policy shall mean all relevant information sought by the Company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk).

**8.2 Condition Precedent to Admission of Liability**

The terms and conditions of the policy must be fulfilled by the Insured Person for the Company to make any payment for claim(s) arising under the policy.

**8.3 Eligibility**

- i. To be eligible for coverage under the Policy, the Insured Person must be:
  - a. an employee of the policyholder in case of Employer-Employee groups.
  - b. A member of the group as defined in extant IRDAI guidelines on Group Health Insurance in case of Non-Employer-Employee policies.
- ii. Minimum Group size: The Policyholder shall ensure that the minimum number of Employees who will form a group to avail the Benefits under this Policy shall be 7 (Seven).

**8.4 Premium**

No receipt for premium shall be valid except on the Company's official form signed by the Company's duly authorized official. The due payment of premium and the observance and fulfilment of the terms, provisions, conditions and endorsements of this Policy by the Policyholder in so far as they relate to anything to be done or complied with by the Policyholder shall be a Condition Precedent to Our liability to make any payment under this Policy. Premium will be subject to revision at the time of renewal of the Policy. Further, premium shall be paid in Indian Rupees and in favour of United India Insurance Company Ltd.

**8.5 Role of Group Administrator/Policyholder**

- i. The Policyholder should provide all the written information that is reasonably required to work out the premium and pay any claim/ Benefit provided under the Policy including the complete list of members to Us at the time of policy issuance and renewal. Further intimation should be provided to Us on the entry and exit of the members at periodic intervals. Insurance will cease once the member leaves the group except when it is agreed in advance to continue the benefit even if the member leaves the group.
- ii. Material information to be disclosed includes every matter that the Insured Person and/or the Policyholder is aware of, or could reasonably be expected to know, that relates to questions in the RFQ/ proposal form and which is relevant to Us in order to accept the risk of insurance and if so on what terms. The Insured Person/ Policyholder must exercise the same duty to disclose those matters to Us before the Renewal, extension, variation, or endorsement of the Policy.
- iii. The Policy holder i.e. the Employer may issue confirmation of insurance protection to the individual employees with clear reference to the Group Insurance policy and the benefits secured thereby.
- iv. The claims of the individual employees may be processed through the employer.

**8.6 Notice & Communication**

- i. Any notice, direction or instruction or any other communication related to the Policy should be made in writing.
- ii. Such communication shall be sent to the address of the Company or through any other electronic modes at contact address as specified in the Policy Schedule.
- iii. No insurance agents, brokers, other person or entity is authorized to receive any notice on behalf of Us unless explicitly stated in writing by Us.
- iv. The Company shall communicate to The Policyholder/ Insured Person in writing, at the address as specified in the Policy Schedule/ Certificate of Insurance or through any other electronic mode at the contact address as specified in the policy schedule.

**8.7 Territorial Limit**

The geographical scope of this Policy applies to events limited to India. All medical treatment for the purpose of this insurance will have to be taken in India only and all admitted or payable claims shall be settled in India in Indian rupees.

**8.8 Multiple Policies**

- i. In case of multiple policies taken by an Insured Person during a period from one or more Insurers to indemnify treatment costs, the Insured Person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the Insurer chosen by the Insured Person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
- ii. Insured Person having multiple policies shall also have the right to prefer claims under this policy for the amounts disallowed under any other policy/policies, even if the Sum Insured is not exhausted. Then the Insurer shall independently settle the claim subject to the terms and condition of this policy.
- iii. If the amount to be claimed exceeds the Sum Insured under a single policy, the Insured Person shall have the right to choose Insurer from whom he/she wants to claim the balance amount.
- iv. Where an Insured Person has policies from more than one Insurer to cover the same risk on indemnity basis, the Insured Person shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

**8.9 Fraud**

If any claim made by the Insured Person is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured Person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy and the premium paid shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s)/ Policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the Insurer.

For the purpose of this clause, the expression 'fraud' means any of the following acts committed by the Insured Person or by his agent or the hospital/doctor/ any other party acting on behalf of the Insured Person, with intent to deceive the Insurer or to induce the Insurer to issue an insurance policy:

- i. the suggestion, as a fact of that which is not true and which the Insured Person does not believe to be true;
- ii. the active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- iii. any other act fitted to deceive; and

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- iv. any such act or omission as the law specially declares to be fraudulent  
The Company shall not repudiate the claim and/ or forfeit the policy benefits on the ground of fraud, if the Insured Person/beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the Insurer.
- 8.10 Addition and Deletion of a Member**  
We shall include/exclude a group member/Employee of the Policyholder and/or Policyholder's Contractor's / Sub Contractor's Employee as an Insured Person under the Policy in accordance with the following procedure:
- A. Additions**
- Employer - Employee Group:
    - Newly appointed employee and his/her dependents
    - Newly wedded spouse of the employee,
    - Newborn child of the employee
- may be added to the Policy as an Insured Person during the Policy period provided that the application for cover has been accepted by Us, additional premium on pro-rata basis applied on the risk coverage duration for the Insured Person has been received by Us and We have issued an endorsement confirming the addition of such person as an Insured Person
- B. Deletions:**
- Employer - Employee Group
    - Employee leaving the Company/organization on account of resignation/retirement/termination and his/her dependents shall be deleted from the policy effective from the date of resignation/retirement/termination or till the last day of the month of resignation/retirement/termination at the option of the Insured.
    - In the event of death of an employee, his/her dependents may continue to be covered until the expiry of the policy period at the option of the insured
  - Non-Employer - Employee Group: As specified in the Policy Schedule
- Throughout the Policy period, the Policyholder will notify Us of all and any changes in the membership of the Policy occurring in a month on or before the last day of the succeeding month.
- 8.11 Cancellation**
- The policyholder may request for cancellation of the policy at any time by giving 15 days' notice in writing. In such case We shall refund the percentage of premium for the unexpired Policy Period on short period scale as per the table below:  
The grid is applicable for single premium Policy

CANCELLATION GRID	
Period for which risk is retained	Refund
Upto one month	75% of Annual Premium
> 1 Month and Up to 3 Months	50% of Annual Premium
> 3 Month and Up to 6 Months	25% of Annual Premium
>6 Months	Nil

- Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the Insured Person under the policy.
- The Company may cancel the policy at any time on grounds of mis-representation, non-disclosure of material facts, fraud by the Insured Person, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of mis-representation, non-disclosure of material facts or fraud.
- 8.12 Enhancement of Sum Insured**  
The Insured may seek enhancement of Sum Insured in writing at or before payment of premium for renewal, which may be granted at the discretion of the Company. However, notwithstanding enhancement, for claims arising in respect of ailment, disease or injury contracted or suffered during a preceding policy period, liability of the company shall be only to the extent of the Sum Insured under the policy in force at the time when it was contracted or suffered during the currency of such renewed policy or any subsequent renewal thereof.  
Any such request for enhancement must be accompanied by a declaration that the insured or any other insured person in respect of whom such enhancement is sought is not aware of any symptoms or other indications that may give rise to a claim under the policy. The Company may require such insured person/s to undergo a Medical examination to enable the company to take a decision on accepting the request for enhancement in the Sum Insured.
- 8.13 Limitation of Liability**  
If a claim is rejected or partially settled and is not the subject of any pending suit or other proceeding or arbitration, as the case may be, within twelve months from the date of such rejection or settlement, the claim shall be deemed to have been abandoned and Our liability shall be extinguished and shall not be recoverable thereafter.
- 8.14 Territorial Jurisdiction**  
All disputes or differences under or in relation to the interpretation of the terms, conditions, validity, construct, limitations and/or exclusions contained in the policy shall be determined by the Indian court, and according to Indian law.
- 8.15 Arbitration**
- If any dispute or difference shall arise as to the quantum to be paid by the 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 here to or if they cannot agree upon a single arbitrator within thirty 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



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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, as amended by Arbitration and Conciliation (Amendment) Act, 2015 (No. 3 of 2015).

- ii. It is clearly agreed and understood that no difference or dispute shall be preferable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of the Policy.
- iii. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon the policy that award by such arbitrator/arbitrators of the amount of expenses shall be first obtained.

#### 8.16 Migration

The Insured Person will have the option to migrate the policy to other health insurance products/plans offered by the Company by applying for migration of the policy at least 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the Company, the Insured Person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

For Detailed Guidelines on Migration, kindly refer the link:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo3987&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo3987&flag=1)

#### 8.17 Renewal of Policy

The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation, non-disclosure of material facts by the Insured Person.

- i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- ii. Renewal shall not be denied on the ground that the Insured Person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

#### 8.18 Renewal Terms

We will make adjustments to Premium Rates for renewals based on the experience of expiring policy:

- i. Low Claim Ratio Discount at the following scale will be allowed on the total premium at renewal only depending upon the incurred claim ratio for the entire group insured under the Group Mediclaim Insurance Policy for the preceding 3 completed years excluding the year immediately preceding the date of renewal where the Group Mediclaim Insurance Policy has not been in force for 3 completed years, such shorter period of completed years excluding the year immediately preceding the date of renewal will be taken in to account.

Incurring Claim ratio under the Group Policy	Discount %
Not exceeding 60%	5
Not exceeding 50%	15
Not exceeding 40%	25
Not exceeding 30%	35
Not exceeding 25%	40

- ii. High Claims Ratio Loading (MALUS): The total premium payable at renewal of the Group Policy will be loaded at the following scale depending upon the incurred claims ratio for the entire group insured under the Group Mediclaim Insurance Policy for the preceding year (immediately preceding the date of renewal).

Incurring Claim ratio under the Group Policy	Loading %
Between 70% and 100%	25
Between 101% and 125 %	55
Between 126 % and 150 %	90
Between 151 % and 175 %	120
Between 176 and 200	150
Over 200 %	Cover to be reviewed

#### Note:

- i. Low Claim Ratio Discount (Bonus) or High Claim Ratio loading (Malus) will be applicable to the Premium at renewal of the Policy depending on the incurred claims Ratio for the entire Group Insured.
- ii. Incurred claim would mean claims paid plus claims outstanding in respect of the entire group insured under the policy during the relevant period.

The Policyholder shall throughout the period of insurance keep and maintain a proper record of register containing the names of all the insured persons and other relevant details as are normally kept in any institution/ Organisation. The Insured shall declare to the company any additions in the number of insured persons as and when arising during the period of insurance and shall pay the additional premium as agreed.

#### 8.19 Endorsements (Changes in Policy)

This policy constitutes the complete contract of insurance. This Policy cannot be modified by anyone (including an insurance agent or broker) except the Company. Any change made by the Company shall be evidenced by a written endorsement signed and stamped.

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**Terms and Conditions of the Policy**

The terms and conditions contained herein and in the Policy Schedule shall be deemed to form part of the Policy and shall be read together as one document.

**8.21 Nomination**

The Insured Person is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the Company in writing and such change shall be effective only when an endorsement on the policy is made. In the event of death of the policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/Endorsement (if any)) and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

**8.22 Withdrawal of Policy**

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the Policyholders about the same 90 days prior to date of withdrawal of the product.
- ii. Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period as per IRDAI guidelines, provided the policy has been maintained without a break.

**9. REDRESSAL OF GRIEVANCE**

In case of any grievance the Insured Person may contact the Company through:

Website: [www.uiic.co.in](http://www.uiic.co.in)

Toll free: 1800 425 333 33

E-mail: [customercare@uiic.co.in](mailto:customercare@uiic.co.in)

Courier: Customer Care Department, Head Office, United India Insurance Co. Ltd., 19, IV Lane, Nungambakkam High Road, Chennai, Tamil Nadu- 600034

Insured Person may also approach the grievance cell at any of the Company's branches with the details of grievance. If Insured Person is not satisfied with the redressal of grievance through one of the above methods, Insured Person may contact the grievance officer at [customercare@uiic.co.in](mailto:customercare@uiic.co.in)

For updated details of grievance officer, kindly refer the link <https://uiic.co.in/en/customercare/grievance>

If Insured Person is not satisfied with the redressal of grievance through above methods, the Insured Person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. The contact details of the Insurance Ombudsman offices have been provided as Annexure - C. Grievance may also be lodged at IRDAI Integrated Grievance Management System: <https://igms.irda.gov.in/>

***Insurance is the subject matter of solicitation.***

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## ANNEXURE - A

List I - Items for which coverage is not available in the Policy

Sr. No	Item	Payable / Not Payable
1	BABY FOOD	Not Payable
2	BABY UTILITIES CHARGES	Not Payable
3	BEAUTY SERVICES	Not Payable
4	BELTS/ BRACES	Payable for cases who have undergone surgery of thoracic or lumbar spine.
5	BUDS	Not Payable
6	COLD PACK/HOT PACK	Not Payable
7	CARRY BAGS	Not Payable
8	EMAIL / INTERNET CHARGES	Not Payable
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)	Not Payable
10	LEGGINGS	Payable in case of varicose vein surgery
11	LAUNDRY CHARGES	Not Payable
12	MINERAL WATER	Not Payable
13	SANITARY PAD	Not Payable
14	TELEPHONE CHARGES	Not Payable
15	GUEST SERVICES	Not Payable
16	CREPE BANDAGE	Not Payable
17	DIAPER OF ANY TYPE	Not Payable
18	EYELET COLLAR	Not Payable
19	SLINGS	Reasonable costs for one sling in case of upper arm fractures is payable
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	Part of Cost of Blood, not payable
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	Part of room charge not payable separately
22	Television Charges	Payable under room charges not if separately levied
23	SURCHARGES	Part of Room Charge, Not payable separately
24	ATTENDANT CHARGES	Not Payable - Part of Room Charges
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Patient Diet provided by hospital is payable
26	BIRTH CERTIFICATE	Not Payable
27	CERTIFICATE CHARGES	Not Payable
28	COURIER CHARGES	Not Payable
29	CONVEYANCE CHARGES	Not Payable
30	MEDICAL CERTIFICATE	Not Payable
31	MEDICAL RECORDS	Not Payable
32	PHOTOCOPIES CHARGES	Not Payable
33	MORTUARY CHARGES	Payable up to 24 hrs, shifting charges not payable
34	WALKING AIDS CHARGES	Not Payable
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
36	SPACER	Not Payable
37	SPIROMETRE	Device not payable
38	NEBULIZER KIT	Not Payable
39	STEAM INHALER	Not Payable
40	ARMSLING	Not Payable
41	THERMOMETER	Not Payable
42	CERVICAL COLLAR	Not Payable
43	SPLINT	Not Payable
44	DIABETIC FOOT WEAR	Not Payable
45	KNEE BRACES (LONG/ SHORT/ HINGED)	Not Payable
46	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER	Not Payable
47	LUMBO SACRAL BELT	Payable for cases who have undergone surgery of lumbar spine
48	NIMBUS BED OR WATER OR AIR BED CHARGES	Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia/quadruplegia for any reason and at reasonable cost of approximately Rs 200/ day
49	AMBULANCE COLLAR	Not Payable
50	AMBULANCE EQUIPMENT	Not Payable

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51	ABDOMINAL BANDER	Payable for cases who have undergone surgery of lumbar spine.
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES	Payable in post hospitalisation
53	SUGAR FREE Tablets	Payable -Sugar free variants of admissible medicines are not excluded
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)	Payable when prescribed
55	ECG ELECTRODES	Up to 5 electrodes are required for every case visiting OT or ICU. For longer stay in ICU, may require a change and at least one set every second day is payable.

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56	GLOVES	Sterilized Gloves payable / unsterilized gloves not payable
57	NEBULISATION KIT	Payable reasonably if used during hospitalisation
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]	Not Payable
59	KIDNEY TRAY	Not Payable
60	MASK	Not Payable
61	OUNCE GLASS	Not Payable
62	OXYGEN MASK	Not Payable
63	PELVIC TRACTION BELT	Payable in case of PIVD requiring traction
64	PAN CAN	Not Payable
65	TROLLEY COVER	Not Payable
66	UROMETER, URINE JUG	Not Payable
67	AMBULANCE	Payable
68	VASOFIX SAFETY	Payable - maximum of 3 in 48 hrs and then 1 in 24 hrs

**List II - Items that are to be subsumed into Room Charges**

Sr. No	Item
1	BABY CHARGES (UNLESS SPECIFIED/INDICATED)
2	HAND WASH
3	SHOE COVER
4	CAPS
5	CRADLE CHARGES
6	COMB
7	EAU DE-COLOGNE / ROOM FRESHNERS
8	FOOT COVER
9	GOWN
10	SLIPPERS
11	TISSUE PAPER
12	TOOTH PASTE
13	TOOTH BRUSH
14	BED PAN
15	FACE MASK
16	FLEXT MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET/WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS / VISTOR'S PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)
36	PATIENT IDENTIFICATION BAND / NAME TAG
37	PULSE OXIMETER CHARGES

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## List III - Items that are to be subsumed into Procedure Charges

Sr. No	Item
1	HAIR REMOVAL CREAM
2	DISPOSABLES RAZORS CHARGES (for site preparations)
3	EYE PAD
4	EYE SHIELD
5	CAMERA COVER
6	DVD, CD CHARGES
7	GAUZE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPY AND ENDOSCOPY INSTRUMENTS
11	MICROSCOPE COVER
12	SURGICAL BLADES, HARMONIC SCALPEL, SHAVER
13	SURGICAL DRILL
14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPARATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL
21	APRON
22	TORNIQUET
23	ORTHOBUNDLE, GYNAEC BUNDLE

## List IV - Items that are to be subsumed into costs of treatment

Sr. No	Item
1	ADMISSION/REGISTRATION CHARGES
2	HOSPITALISATION FOR EVALUATION/DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAP/ CAPD EQUIPMENTS
7	INFUSION PUMP-COST
8	HYDROGEN PEROXIDE / SPIRIT / DISINFECTANTS ETC
9	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES, DIET CHARGES
10	HIV KIT
11	ANTISEPTIC MOUTHWASH
12	LOZENGES
13	MOUTH PAINT
14	VACCINATION CHARGES
15	ALCOHOL SWABS
16	SCRUB SOLUTIONS / STERILLIUM
17	GLUCOMETER & STRIPS
18	URINE BAG

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## ANNEXURE - B

## Domiciliary Hospitalisation Limits

Sum Insured(Rs.)	Annual Limit(Rs.)
50,000	10,000
75,000	15,000
100,000	20,000
125,000	23,750
150,000	27,250
175,000	31,250
200,000	35,000
225,000	37,500
250,000	40,000
275,000	42,500
300,000	45,000
325,000	47,500
350,000 - 1,000,000	50,000

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**ANNEXURE - C**  
**Details of Insurance Ombudsmen**

Areas of Jurisdiction	Office of the Insurance Ombudsman
Gujarat, Dadra & Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad - 380 001. Tel No: 079 - 25501201/02/05/06. Email: bimalokpal.ahmedabad@ecoi.co.in
Karnataka	Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in
Madhya Pradesh and Chhattisgarh	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal - 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in
Odisha	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar - 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in
Punjab , Haryana, Himachal Pradesh, Jammu and Kashmir, UT of Chandigarh	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 - D, Chandigarh - 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in
Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in
Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 - 23232481/2321350 4. Email: bimalokpal.delhi@ecoi.co.in
Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001 (ASSAM). Tel.: 0361 - 2632204 / 2602205. Email: bimalokpal.guwahati@ecoi.co.in
Andhra Pradesh, Telangana and UT of Yanam - a part of the UT of Pondicherry	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122. Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in
Rajasthan	Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005, Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in
Kerala , UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in
West Bengal, UT of Andaman and Nicobar Islands, Sikkim	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in
Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorakhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331. Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in
Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in
State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Orayiya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kasganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt : Gautam Buddha Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in
Bihar, Jharkhand.	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952. Email:



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bimalokpal\_patna@ecoi.co.in

Maharashtra, Area of Navi Mumbai and Thane  
excluding Mumbai Metropolitan Region

Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S.  
No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-  
41312555. Email: bimalokpal.pune@ecoi.co.in

The updated details of Insurance Ombudsman are also available at:

- IRDAI website: <https://www.irdai.gov.in/>
- General Insurance Council website: <https://www.gicouncil.in/>
- Our Company Website: <https://uiic.co.in/>
- From any of the offices of our Company.