



Insurance of Property & other assets of Reserve Bank of India for the period of April 1, 2023 to March 31, 2024

The Reserve Bank of India intends taking insurance cover of all the Properties & other assets of the Bank situated in various locations for the financial year 2023-24 (April-March) through E-tendering process. There will be a two stage bidding process (comprising of technical and financial bids).

The "Tender Document" for the Insurance Program is available on Bank's website (www.rbi.org.in) and on the portal of MSTC Ltd. Interested bidders are requested to refer to the said Eligibility Criterion and other Terms and Conditions.

**Chief General Manager
Premises Department
Reserve Bank of India
Central Office
5th Floor, Central Office Building
Shahid Bhagat Singh Road, RU
MUMBAI – 400 001, INDIA**

**Tender for Insurance Program for the Property & Physical Assets
of the Reserve Bank of India for the period
April 1, 2023 - March 31, 2024**



**RESERVE BANK OF INDIA
Premises Department
Central Office
5th Floor, Central Office Building
Shahid Bhagat Singh Road, Fort
MUMBAI – 400 001, INDIA**

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Disclaimer

This Tender is not an offer by the Bank, but an invitation to receive response from eligible interested bidders for Property & Miscellaneous Insurance Policies for the Bank. No contractual obligation whatsoever shall arise from the TENDER process unless and until a formal contract is signed and executed by the Bank with the shortlisted bidder/ bidders. This document should be read in its entirety.



RESERVE BANK OF INDIA
Premises Department
Central Office Building

(Techno-Commercial Bid)

**Insurance Program for the Property & Physical Assets of the
Reserve Bank of India for the period April 1, 2023 - March 31, 2024**

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1. Introduction

The Reserve Bank of India (The Bank) is the Central Bank of the country with its Central Office at Mumbai. It has number of Offices and residential colonies in cities across the country.

The Bank intends, taking Centralised Insurance Policy (comprising of Technical and Financial Bids) from IRDAI Licensed General Insurance companies operating in India for Property & Miscellaneous Insurance program to be availed by the Bank for the financial year 2023-24 through e-Tendering. The estimated value of sum insured is 8688.03 Crore. Bidders are advised to visit the portal of MSTC Ltd.

(NIT No.- **RBI/Central Office/Premises Department/17/22-23/ET/528**). The tenders are also uploaded on RBI website: www.rbi.org.in

2. Notice Inviting Tenders

E-Tenders are invited for “**Insurance Program for the Property & Physical Assets of the Reserve Bank of India for the period April 1, 2023 - March 31, 2024**”.

- I. Tender (Part I and II) will be available from **10.01.2023 to 13.02.2023** at MTSC website. The duly filled in Tender documents should be uploaded on MSTC website before 3.00 PM on **13.02.2023**.
- II. Clarifications, if any, required may be obtained from Premises Department, Central Office Building, Reserve Bank of India, Mumbai during working hours of the Bank as per contact details below: -

Contact Details:

For RBI	For Global Insurance Brokers Pvt. Ltd.
<u>rbiinsurance@rbi.org.in</u>	Mahesh Pawar Mob.No. +91 9820339433 <u>mahesh.pawar@globalinsurance.co.in</u>
<u>cxaxa@rbi.org.in</u>	Vivek Singh Mob.No. +91 8879271108 <u>Vivek.singh@globalinsurance.co.in</u>
<u>sgsawant@rbi.org.in</u>	Babita Bangera Mob.No. +91 9820103182 <u>Babita.bangera@globalinsurance.co.in</u>

III. The schedule of various activities of E-tender are as under:

E-Tender No.	RBI/Central Office/Premises Department 17/22-23/ET/528
Date of publishing Advertisement in Newspaper	January 09, 2023 (Monday)
NIT upload date	January 09, 2023 (Monday)
View Tender date	January 10, 2023 by 12.00 PM (Tuesday)
Pre-bid meeting*	January 23, 2023 till 3.00 PM (Monday)
Bid open date	January 31, 2023 by 3.00 PM (Tuesday)
Bid close date	February 13, 2023 by 3.00 PM (Monday)
Date of opening Part-I (techno-commercial bid)	February 13, 2023 by 4.00 PM (Monday)
Date of opening Part-II (Price bid)	Will be informed later
Portal address	https://mstcecommerce.com
Plan effective date	April 01, 2023 (00.00hrs.) (Saturday)

*Pre-bid meeting will be held on January 23, 2023 and therefore all bid related queries shall be sent by Bidders through email at rbiinsurance@rbi.org.in on or before 03:00 pm January 19, 2023, along with the name of one official attending the pre-bid meeting. Replies consolidated and will be discussed in Pre-bid meeting and placed on Bank's website and MSTC Portal by 12:00 pm of January 30, 2023.

3. Guidelines for e-Procurement

Bidders are requested to read and understand the terms & conditions of this Tender before submitting their online Tender.

Process of e-Tender:

A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his / their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid will be done over the internet. The vendor should possess Class III signing type Digital Certificate. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Special Note: The Techno-Commercial Bid and Price Bid must be submitted on-line through www.mstcecommerce.com/eprochome/rbi

- 1) Vendors are required to register themselves online with www.mstcecommerce.com => e-Procurement => PSU/Govt depts. => Select RBI Logo => Register as Vendor => Filling up details and creating own user id and password => Submit.
- 2) Vendors will receive a system generated mail confirming their registration in their e-mail which has been provided during filling the registration form. In case of any clarification, vendors may contact RBI / MSTC before the scheduled time of the e-Tender.

Contact Persons (MSTC Ltd – During Office Hours only):

- 1) Mr Tanmoy Sarkar, Deputy Manager, tsarkar@mstcindia.co.in Mobile 8349894664/022-22886268
- 2) Ms Rupali Pandey, Deputy Manager, rpandey@mstcindia.co.in Mobile 9458704037/022-2288 6268 Extn: 13
- 3) MSTC Help Desk – helpdesk@mstcindia.co.in
- 4) MSTC Help Desk Contact No. (a) +91 33 4060 9118; (b) +91 33 2289 5064
(c) +91 33 2290 1004; (d) +91 33 4064 5316; (e) +91 33 4064 5207

B) System Requirements:

- i) Windows 7 or above Operating System.
- ii) IE-7 and above Internet browser.
- iii) Signing type Digital Signature
- iv) Latest updated JRE 8 (x86 offline) software to be downloaded and installed in the system.

To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied.

- Tools => Internet Options => Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning "Enable Protected Mode".

Other Settings:

- Tools => Internet Options => General => Click on Settings under “browsing history / Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools => Internet Options => custom level (Please run IE settings from the page www.mstcecommerce.com once)

The ‘Techno-Commercial Bid’ and the ‘Price Bid’ shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Tenders will be opened electronically on specified date and time as given in the Tender.

All entries in the Tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

The vendors shall pay the transaction fee of 0.05% of estimated cost or minimum of Rs 1000/- (excluding GST) or maximum of Rs 15000/- (excluding GST), using “**Transaction Fee Payment**” link under “My Menu” in the vendor login. The vendors have to select the particular Tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or online payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting online payment, the vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail. **Transaction fee is non-refundable.** A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

Note:

Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.

Information about Tenders / corrigendum uploaded shall be sent by email only during the process till finalization of Tender. Hence the vendors are required to ensure that their e-mail ID provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

E-Tender cannot be accessed after the due date and time mentioned in NIT.

- a) The process involves Electronic Bidding for submission of ‘Techno-Commercial Bid’ and ‘Price Bid’.

- b) The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website www.mstcecommerce.com => e-procurement => PSU / Govt. depts => Login under RBI => My menu => Auction Floor Manager => live event => Selection of the live event.
- c) The vendor should have running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specifications and save the same. After that, they should click on the 'Techno-Commercial Bid'. If this JAVA application does not run, then the vendor will not be able to save / submit his 'Techno-Commercial Bid'.
- d) After filling the 'Techno Commercial Bid', vendors must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, vendors have to click on "save" to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, vendor must click on the "Final submission" button to register the bids.
- e) Pages of Part I (Techno-Commercial Bids) of the Tender where details shall be filled in and signed, shall be downloaded from the uploaded Tender documents, details filled in, signed and uploaded. Vendors are instructed to use 'Attach Doc' button to upload documents. Multiple documents can be uploaded.
- f) In all cases, vendors are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- g) During the entire e-Tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- h) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- i) All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the 'Buyer' will form a binding contract between 'Buyer' and the 'Vendor' for execution of the work.
- j) It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
'Buyer' reserves the right to cancel or reject or accept or withdraw or extend the Tender in full or part, without assigning any reason thereof.
- k) The system will have columns against Eligibility criteria "Agree with Remarks"
- l) The system will have column against Terms and Conditions "Agree".

No deviation of the terms and conditions of the Tender document is acceptable after opening of Part I of the Tender. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions for the Tender. Any order resulting from this Tender shall be governed by the terms and conditions mentioned therein. The Tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprhome to familiarize them with the system before bidding.

4. Eligibility Criteria

- i. The Insurance Company must be registered with IRDAI.
- ii. The company's annual turnover for the last three financial years should be minimum INR 1000 crores.
- iii. The company should have at least 5 years' experience in the field of general insurance.
- iv. The company should have offices in at least 10 (ten) cities including four metros where RBI offices are located across India.
- v. The company must have provided Insurance cover to Public Sector/Private.
- vi. Sector Institutions in the last three years: -
 - a) At least three institutions with assets not less than Rs.2000 crores each
or
 - b) At least two institutions with assets not less than 3000 crores each
or
 - c) At least one institution with assets not less than Rs.4800 crores.
- vii. The Insurance company should have solvency ratio of 1.5 as prescribed by IRDAI. Relaxation of solvency margin will be provided to Public Sector General Insurance Companies participating in the bidding process as per directions issued by the Department of Financial Services, Ministry of Finance, Government of India vide Office Memorandum F No.-EG14017/64/2020-InsII dated July 02, 2022.

Bank will examine the details furnished by the Insurance Company and reserves the right to reject the Tender without assigning any reason.

The Financial Bids of those bidders, who qualify minimum eligibility criteria and fulfilling terms and conditions specified in technical bid only will be opened.

Successful bidder shall sign a service level agreement (SLA) ([Annex II](#)) and stamp duty etc. of agreement shall be borne by bidder.

5. General Information

The objective is to ensure that all the Properties and Other assets insurance plan is managed at a high service level and in the most cost-effective manner as possible. The Insurer must have the flexibility necessary to respond to RBI's current and changing needs.

Your proposal must include the contact name for local service and account management team that RBI / Global Insurance Brokers Pvt. Ltd. can call directly.

Address for communication

**The Chief General Manager
Reserve Bank of India
Premises Department
Central Office
5th Floor, Central Office Building
Shahid Bhagat Singh Road
Fort, Mumbai-400001**

RBI and Global Insurance Brokers Pvt. Ltd., assume no responsibility or liability for any costs you may incur in responding to this Tender, including attending meetings, visits etc.

(a) Proposal Requirements

You may note that for the appointment of Property & Miscellaneous Insurance, a two-stage bidding process through e-Tendering will be followed. The response to the present Tender will be submitted in two parts, i.e., the Technical Bid and the Financial Bid. The 'Technical Bid' will contain the exhaustive and comprehensive Technical details as indicated in [Annexure 1](#), and Financial Bid' will contain the Pricing information as uploaded on MSTC Portal. **The Technical Bid shall NOT contain any pricing or commercial information and if the Technical Bid contains any price related information, the bid would be disqualified and NOT processed further.**

Your response should be organized into the following sections:

- | | |
|-----------|--|
| Section 1 | Executive Summary / Introduction |
| Section 2 | Proposal Compliance Letter as per Eligibility Criterion along with documents for proof of meeting criteria.
A letter signed by an authorized officer of your organization signifying your proposal's complete compliance with the TENDER specifications (Eligibility Criterion) |
| Section 3 | Technical Bid (format as per Annexure I to the TENDER along with supporting documents if any) |
| Section 4 | Financial bid (RBI Property & Miscellaneous – Tender 2023-24 as on MSTC Portal) |

(Financial bid shall be uploaded only as part of Cover 2 document in MSTC portal and NOT with Cover 1 Technical bid)

The following sections include the information necessary for your organization to respond to this Tender. Your proposal must:

- Consider April 1, 2023 as effective date for Policy placement.
- Quote premium for an insurance policy of the duration of 12 months commencing April 1, 2023 and ending on March 31, 2024.
- Answer all questions for this Tender clearly and concisely.

All proposal responses will have to be uploaded on the portal of MSTC Ltd. against the NIT created for the purpose which will be downloaded by the Reserve Bank of India on the given date and examined for their correctness etc.

(b) Important Terms:

- ❖ **Quotes:** The rates quoted must be final and considered firm regardless of claims experience as on the policy effective date, 1st April 2023.
- ❖ **Terms:** Your proposal must not include “Cancellation” and / or “Premium / Claims Review” clause.
- ❖ **Endorsements:** Premium for endorsement (addition / deletion) should be computed on daily pro-rata basis. Any refunds on account of deletions should be refunded on pro-rata basis.
- ❖ Proposal must not have any Review clause: Irrespective of potential / actual claims / loss experience under the policy, there would no changes allowed to be made mid-term to any terms and conditions and premiums paid for the policy.

No Deviations from Tender Specifications

Your company will be bound to comply with the provisions set forth in this Tender. It is intended that you should conform to these specifications in full without any deviations whatsoever. ***Do not quote any alternative Plan Designs.*** Please quote the requested financial arrangements only. ***Any deviation will make you liable to be disqualified.***

Your company will be bound to comply with the provisions set forth in this TENDER.

(c) Bid Submission

1. Response Format:

Cover 1 – **Technical Bid** including documents for fulfilling the eligibility criteria to be uploaded on the portal of MSTC Ltd. against the given NIT

Cover 2 – **Financial Bid** to be uploaded on the portal of MSTC Ltd. against the given NIT

2. The bid should be signed by the bidder or any person duly authorized. The signatory should give a declaration through authenticated documentary evidence establish that he/she is empowered to sign the Tender documents and bind the contract. All pages of the Tender documents except brochures, if any, are to be signed & stamped by the authorized signatory.

3. The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

4. Bidders are requested to strictly adhere to the timeline for submission of e-Tenders, no time extension will be provided, and no exception will be entertained if bids are not submitted timely or there are any system issues / errors on the last day of closure of the Tender. Bidders are advised to verify, Bank's website frequently for any extension given due to unforeseen reasons. Bank will not inform the bidders separately.

5. No columns of the Tender should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.

(d) Plan Design and Related Documents:

Plan Design

Please see the attached document [RBI Property & Miscellaneous–2023-24](#) for the policy design along with the enhancements.

For the purpose of quoting for the Financial Bid we are providing the bidders with the following information to enable you to prepare and submit your commercial bids for consideration by RBI:

- Insurance Policy structure
- Risk Details along with Sum Insured Values
- Claims data

The Financial Bid submitted by the bidders must conform to the existing policy on as is basis along with the enhancements / add-ons (Please include the improvements under the policy)

The Financial Bid should be submitted in accordance with the Tender.

(e) Terms and Conditions:

Following additional terms and conditions shall apply to the evaluation process:

- (a) **Bidder warranties** – By uploading a Response, Bidder represents and warrants to RBI that, as at the date of submission:
- i. the Bidder has fully disclosed to RBI in its Responses all information which could be regarded as affecting in any way RBI's evaluation of the Response.
 - ii. all information contained in the Bidder's Response is true, accurate and complete
 - iii. and not misleading in any way.
 - iv. no litigation, arbitration or administrative proceeding is presently taking place, pending or to the knowledge of the Bidder threatened against or otherwise involving the Bidder which could have an adverse effect on its business, assets or financial condition or upon RBI's reputation if the Response is successful.
 - v. the Bidder will immediately notify RBI of the occurrence of any event, fact or circumstance which may cause a material adverse effect on the Bidder's business, assets or financial condition, or RBI reputation or render the Bidder unable to perform its obligations under the RBI agreement, if any or have a material adverse effect on the evaluation of the responses by RBI; and
 - vi. the Bidder has not and will not seek to influence any decisions of RBI during the evaluation process or engage in any uncompetitive behaviour or other practice which may deny legitimate business opportunities to other Bidders.
- (b) **Disclaimer**- Whilst all reasonable care has been taken in compiling this Response document, the figures, documents and details are presented in good faith; and no warranty or guarantee (express or implied) is given by RBI as to the completeness or accuracy of the Response or any information provided in or in connection with it. To the maximum extent permitted by law:
- i. RBI, its officers, employees and agents will not be liable in any way whatsoever for any loss, damage, cost or expense (including without limitation any liability arising from any fault or negligence on their part) arising from the evaluation process; and
 - ii. each Bidder releases and indemnifies RBI from all claims, suits, demands, proceedings, actions, liabilities, damages and costs which may arise under statute, law, equity or otherwise arising from, whether directly or indirectly, or in connection with the evaluation and selection process.

- (c) This Tender is not an offer to contract, nor should it be construed as such; it is a definition of specific RBI requirements and an invitation to recipients to submit a responsive proposal addressing such requirements. RBI reserves the right to make no selection and enter into no agreement as a result of this Tender. Only the execution of a written agreement between RBI and a vendor will obligate RBI in accordance with the terms and conditions contained in such agreement.
- (d) It should be understood that your response to this Tender constitutes an offer to do business on the terms stated in your response and that, should a contract be awarded to you, RBI may, at its option, incorporate all or any part of your response to this Tender in the contract. RBI reserves the right to accept your offer without further discussions and without any additional opportunity for you to amend, supplement or revise your submitted offer.
- (e) **RBI's right to verify** - RBI reserves the right to conduct a site survey or obtain other evidence of facilities, resources, and managerial, financial and Bidder performance abilities prior to announcing the successful Bidder or awarding an agreement under this evaluation process.
- (f) **Financial documents**- RBI may request additional financial/business information from the Bidder at its discretion.
- (g) **Selection criteria**- The selection criteria, inquiries, questions or information put forth in the Response are meant to be provided on the aforesaid and established through the details submitted by the bidder in the Technical Bid.
- (h) **Termination/or suspension of evaluation process** - RBI reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder or any third party. Bidders will be notified if any suspension or termination occurs, but RBI is not obliged to provide any reasons.
- (i) **Other Rights** - Without limiting its rights under any other clause of this evaluation process or at law, and without liability to the Bidder or any third party, RBI may at any stage of the evaluation process:
- i. Require additional information from a Bidder;
 - ii. Change the timing of the evaluation process
 - iii. Vary or extend the timetable
- (j) **Responsibility for Costs** - Bidder is responsible for all costs, expenses or liabilities incurred by them or on their behalf in relation to the evaluation process (including in relation to providing RBI with the response, the revised response or any additional information).
- (k) **Non-Reliance by Bidder** - Bidder, by submitting a Response, acknowledges that:
- i. it does not rely on any information, representation or warranty, whether oral or in writing or arising from other conduct, other than that specified in this Tender or otherwise provided by RBI in writing;

- ii. it has made its own inquiries as to regarding the risks, contingencies and other circumstances that may influence the Bidder's Response as well as the accuracy, currency, or completeness of such information; and
 - iii. Information provided in its Responses are based on historical trends does not constitute a representation that such trends will continue or occur again, and nothing contained in its Response can be relied upon as a commitment, guarantee or representation regarding future events or performance.
- (l) **Incorporation of Responses into agreement** - The Successful Bidder as concluded by RBI shall sign an agreement at its sole discretion, incorporate any portion to the final RBI agreement. RBI may require a successful Bidder to submit, before negotiation of the RBI agreement, details of issues which may affect their ability to act as a Bidder.
- (m) **Precedence of Documents** - If there is any inconsistency between the terms of this Tender and any of its appendices, schedules or attachments then, unless the contrary is explicitly stated in this Tender, the terms of the Tender will prevail to the extent of any inconsistency.
- (n) **Governing Laws & Dispute Resolution**- The Tender and selection process shall be governed by and construed in accordance with the laws of India. Any dispute arising out of the Tender process shall be referred to arbitration under the Arbitration & Conciliation Act, 1996. The arbitral tribunal shall consist of three arbitrators - one each to be appointed by RBI and Bidder and the two appointed arbitrators then appointing an umpire. The venue of arbitration shall be Mumbai.
- (o) **Confidentiality** - Bidder must keep confidential any information received from or about RBI as a result of or in connection with the submission of the Response. All information contained in the Response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Bidder's Response. Unless expressly agreed in writing prior to submissions, Responses are not confidential and may be used by RBI in whole or part. RBI however, will not disclose the information provided by Bidder in a Response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law. Additionally, and at any point of the evaluation and selection process, RBI may require the Bidder to execute a Non-Disclosure Agreement (NDA)
- (p) **RBI's right to vary** - RBI reserves the right to vary any aspect of this evaluation process and shall notify the Bidders of that variation.
- (q) The evaluation process as communicated earlier shall continue with any changes.
- (r) In the event that you select not to respond to this Tender, then the restrictions shall continue to apply to the use or disclosure of the information. Additionally, Bidders must immediately return this document and certify in writing to Global Insurance Brokers Pvt. Ltd, that all copies have been returned to Global Insurance Brokers Pvt. Ltd or destroyed.

6. Evaluation of the Bids:

The next stage, post submission of the online bid / e-Tendering as per the eligibility criterion set forth, the 'Technical Bids' will be opened. Technical Bids in respect of only those bidders who fulfil the **eligibility criteria** indicated in the Bid Document Published as on 09th January 2023 will be considered.

RBI will examine details furnished by the Insurance Company and reserves the right to reject the Tender without assigning any reason.

The Technical Bids will be evaluated on the basis of the points to be awarded as per following table: -

Evaluation criteria for Technical Bids:

Sr. No.	Criterion	Points	Total
1	Number of Years Since License given by IRDAI as on 31.12.2022		10
	1. Minimum 5 years	4	
	2. > 5 to 8 years	6	
	3. > 8 to 10 Years	8	
	4. Above 10 Years	10	
2	Gross Total Premium underwritten within India (Rs. In Crores) as on 31.12.2022		10
	1. Up to Rs. 1000 Crores	4	
	2. Rs. 1001 Crores – Rs 2000 Crores	6	
	3. Rs 2001 Crores –Rs. 4000 Crores	8	
	4. > Rs. 4000 Crores	10	
3	Property Premium underwritten within India (Rs. In Crores) as on 31.12.2022 (Including Fire & Engineering)		10
	1. Up to Rs. 250 Crores	4	
	2. Rs. 251 Crores - Rs.500 Crores	6	
	3. Rs. 501 Crores – Rs.750 Crores	8	
	4. > Rs. 750 Crores	10	

4.	Solvency Ratios as per latest IRDAI published data		10
	Less than 1.00	4	
	1.00 – 1.49	6	
	1.50 – 2.00	8	
	More than 2	10	
5.	Presence of Office in India either near or at city where RBI Office is located as on 31.12.2022		10
	Upto 10 cities	4	
	>10 cities - <= 20 cities	6	
	>20 cities - <= 25 cities	8	
	Above 25 cities	10	
6.	Number of Public Sector Undertakings being serviced by you (On Any Lines) as on 31.12.2022		10
	0-10	4	
	11-20	6	
	21-30	8	
	31-40	10	
7.	Credit Rating by Rating Agencies/International & Domestic		5
	If Any – Please Specify	5	
8.	Property Insurance incurred Claims Ratio as per latest IRDAI published statistics		10
	1. 85% & above	4	
	2. 76% - 84%	6	
	3. 71% - 75%	8	
	4. 70% or less	10	
9.	Market Share as on 31.12.2022 (% As per IRDAI)		10
	0-2	4	
	3-4	6	
	5-6	8	
	Above 6	10	

10.	Property Insurance Claim Settlement Ratio as per Latest IRDAI Published Statistics		10
	Up to 60%	4	
	61-70 %	6	
	71-80%	8	
	Above 80%	10	
11	List & Number of Clients being Serviced by you in Financial Sector (BFSI)		5
	0-10	3	
	11-50	4	
	Above 50	5	

Bidders meeting the basic eligibility criteria and scoring equal to or more than 60 marks as per above evaluation in Technical Bid, will qualify for the Next stage of bidding. Duly signed and stamped documents supporting each of the above-mentioned Evaluation criteria to be uploaded on MSTC portal on Insurance Company's letter head. In absence of supporting documents will make you liable to be disqualified.

In the last & final stage, the Financial Bids of only those bidders, who have qualified through the above process based on evaluation of their Technical Bids, will be opened. In case of disqualified bidders, their financial bid will not be considered for opening.

Reserve Bank of India reserves the right to:

- Reject any or all responses received in response to the Tender without assigning any reason whatsoever.
- Cancel the Tender / Tender at any stage, without assigning any reason whatsoever.
- Waive or Change any formalities, irregularities, or inconsistencies in this proposal (format and delivery). Such a change / waiver would be duly and publicly notified on the Bank's website before the closure of the bid date.
- Extend the time, if any, for submission of all proposals and such an extension would be informed through Bank's & MSTC website. No separate information will be sent to Bidders. All are requested to frequently verify the websites for any change.
- Share the information / clarifications provided in response to Tender by any bidder, with all other bidder(s) / others, in the same form as clarified to the bidder raising the query.
- In case of 2 or more bidders qualifying as L1 for this Tender, RBI would be then decided based on the scoring as per the technical bid.

Annexure 1

Technical Bid for Policy for the Period 1st April 2023 to 31st March 2024
Technical details of the Company

Sr. No.	Parameters	Response
1	Number of Years Since License given by IRDAI as on 31.12.2022	
2	Gross Total Premium underwritten within India (Rs. in Crores) as on 31.12.2022	
3	Property Premium underwritten within India (Rs. In Crores) as on 31.12.2022 (Including Fire & Engineering)	
4	Solvency Ratio	
5	Presence of Office in India either near or at city where RBI Office is located	
6	Number of Public Sector Undertakings being serviced by you (On Any Lines) as on 31.12.2022	
7	Credit Rating by Rating Agencies/International & Domestic	
8	Property Insurance Claims Ratio as per Latest IRDAI published statistics	
9	Market Share as on 31.12.2022 (% As per IRDAI)	
10	Property Insurance Claim Settlement Ratio as per latest IRDAI Published Statistics	
11	List & Number of Clients being Serviced by you in Financial Sector (BFSI)	

Sum Insured Summary	
Policy Type	Sum Insured (2023-24)
SFSP - Offices	42,73,21,65,306
SFSP - Residential Premises	29,96,40,14,278
EI	11,83,08,23,686
Portable EI - All Risk	93,29,58,136
GPA	42,40,00,000
Workman Compensation Policy	58,63,66,043
Money	60,00,000
Fidelity	40,00,000
Public Liability (Non-Industrial)	40,00,00,000

Quote Slip SFSP (Standard Fire and Special Perils Policy)					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various as per Details provided				
Insured's Business	India's Central Bank				
Occupancy	Office Premises				
Policy Period	01st April 2023 to 31st March 2024				
Standard Fire And Special Perils	Sum Insured in INR	Description of Cover / Wordings	Covered / Not Covered	Rate	Premium
Building Incl'd Plinth & Foundation	23,79,45,36,605				
Other Content of Building	7,19,71,99,207				
Electronics Equipment	11,74,04,29,494				
Total Sum Insured	42,73,21,65,306				
Add Ons					
Earthquake (Fire and Shock) + Tsunami	42,73,21,65,306	As per Tariff	Required		
Storm Tempest Flood Inundation	42,73,21,65,306	As per Tariff	Required		
Terrorism	42,73,21,65,306	to be Covere	Required		
Impact Damage	42,73,21,65,306	Cover			
Omission to Insure (5%)	2,13,66,08,265	As per Tariff	Required		
Architect Survey & Engineering fees in excess of 3% of claim amount:-	10,00,00,000		Required		
Debris Removal in excess of 1% of claim amount	10,00,00,000		Required		
Additional Expenses of Rent for alternate accommodation (Indemnity Period 6 months)	5,00,00,000		Required		
Escalation @ 5%	2,13,66,08,265		Required		
Accidental Damage Cover	5,00,00,000		Required		
Claims preparation cost	5,00,00,000		Required		
Loss Minimization expenses	5,00,00,000		Required		
Expediting Expenses	5,00,00,000		Required		
Cost of Re writing records clause	5,00,00,000		Required		
Modification cost/Incompatibility expenses	5,00,00,000		Required		
Minor Work	5,00,00,000		Required		
Sprinkler upgrading Cost	5,00,00,000		Required		
Decontamination and Cost of Clean Up Expense	5,00,00,000		Required		
Trace and Access Clause	5,00,00,000		Required		
Designation of Property Clause		As per Tariff	Required		
Reinstatement Value Clause		As per Tariff	Required		
Local Authority Clause		As per Tariff	Required		

Automatic coverage for newly acquired assets/ location upto 90 days.	5,00,00,000	This Policy covers property upto INR 5 crores at any Location rented, leased, purchased by the Insured after the inception date of this Policy. This coverage applies from the date of rental, lease or purchase. Time Limit: 90 days This coverage will apply until whichever of the following occurs first: I. The Location is reported to the Insurer and additional premium paid; upon which the Policy Limit shall apply; II. Agreement is reached that the Location will not be insured under this Policy; III. Upon expiry of the Time Limit shown in the schedule of this extension. The Time Limit begins on the date of rental, lease or	Required		
Goods Held in Trust Clause			Required		
Loss or damage to the landscape (Not forming part of Sum Insured)	5,00,00,000		Required		
Unoccupancy clause			Required		
Nominated Loss Adjusters Clause			Required		
Self-survey limit upto Rs. 50,000			Required		
Automatic Reinstatement		As per Fire Tariff	Required		
Involuntary betterment		Notwithstanding Condition of Reinstatement, In the event that new Property Insured of like kind and quality is not obtainable Property Insured which is as similar as possible to that which has sustained Damage and which is capable of performing the same function shall be deemed to be new Property Insured of like kind and quality and in no event shall this be considered as a betterment to the Insured. In the event of replacement with new Property Insured the Insurer will pay the cost of purchasing and installing technologically current Property Insured which is necessitated by incompatibility between (1) new Property Insured installed to replace Property Insured which has sustained Damage and (2) existing Property Insured which has not incurred Damage at the same or an interdependent location	Required		
72 hrs clause		Only for the purpose of the application of any Deductible all loss, destruction, damage or interruption resulting from Insured Perils occurring during each period of 72 consecutive hours shall be considered as one event. Each event shall be deemed to have commenced on the first happening of any such loss destruction or damage not within the period of any previous event.	Required		
Basement exclusion warranty removal			Required		
Waiver of Under Insurance	Upto 15% of sum insured		Required		
On Account Payment	50% of the Claim amount.		Required		
Excess		1) Location having Sum Insured upto 10 cr – 5% of claim amount subject to a minimum of Rs. 10,000/- each and every loss 2) Location having Sum Insured above 10 cr per location and upto 100 crs. – 5% of claim amount subject to a minimum of Rs. 25,000/- each and every loss 3) Location having Sum Insured above 100 cr and upto 1500 cr.– 5% of claim amount subject to a minimum of Rs. 5 Lakhs each and every loss 4) Location having Sum Insured above 1500 cr per location and upto 2500 crs. – 5% of claim amount subject to a minimum of Rs. 25,00,000/- each and every loss 5) Location having Sum Insured above Rs 2500 Cr - 5% of claim amount subject to a minimum of Rs 50 lakhs for each and every loss			

Conditions				
Premium				
<p>Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.</p>				

Quote Slip Bharat Griha Raksha Policy					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various				
Insured's Business	India's Central Bank				
Occupancy	Residential Premises				
Policy Period	01st April 2023 to 31st March 2024				
Standard Fire And Special Perils	Sum Insured in INR	Description of Cover / Wordings	Covered / Not Covered	Rate	Premium
Building Incl Plinth & Foundation	28,93,27,60,799				
Other Content of Building	94,08,59,287				
Electronics Equipment	9,03,94,192				
Total Sum Insured	29,96,40,14,278				
Add Ons					
Earthquake (Fire and Shock) + Tsunami	29,96,40,14,278	As per Tariff	Required		
Storm Tempest Flood Inundation	29,96,40,14,278	As per Tariff	Required		
Terrorism	29,96,40,14,278	to be cover	Required		
Professional Fees - towards architect, surveyor, consulting engineer fees	Upto 5% of Claim amount	As per BGR Policy	Required		
Clearance and removal of Debris clause	Upto 2% of Claim amount	As per BGR Policy	Required		
Additional Expenses of Rent for alternate accommodation (Indemnity Period 12 months)			Required		
Automatic Reinstatement		As per Fire Tariff	Required		
Accidental Damage Cover	5,00,00,000		Required		
Loss or damage to the landscape (Not forming part of Sum Insured)	5,00,00,000		Required		
Designation of Property Clause		As per Tariff	Required		
Local Authority Clause		As per Tariff	Required		
Reinstatement Value Clause		As per Tariff	Required		
72 hrs clause		Only for the purpose of the application of any Deductible all loss, destruction, damage or interruption resulting from Insured Perils occurring during each period of 72 consecutive hours shall be considered as one event. Each event shall be deemed to have commenced on the first happening of any such loss destruction or damage not within the period of any previous event.	Required		
Basement exclusion warranty removal			Required		
Waiver of Under Insurance		As per Bharat Griha Raksha(BGR) Policy	Required		
Excess	As per Bharat Griha Raksha(BGR) Policy				
Conditions					
Premium					
Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.					

<u>Quote Slip EEI</u>					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various as per Details provided				
EEI Policy	Sum Insured in INR	Description of Cover / Wordings		Covered / Not Covered	Rate
Policy Period	01st April 2023 to 31st March 2024				
Description of Assets		Electronic Equipment at Various Office Locations as per details shared			
Sum Insured	11,83,08,23,686				
Risk Locations	Various as per Details provided				
Waiver of Serial Number / Asset Register Clause				Required	
Addons					
Omission to Insure additions, alterations, or extension @ 5%.	59,15,41,184			Required	
Movement across offices of insured		including transit risk while movement within office and/or between various offices		Required	
RIV clause		Nil depreciation upto 3 Yrs.		Required	
SFSP covers (incl EQ & Terrorism)		Covered under the SFSP -Office Policy		Required	
Accidental damage		The insurance under this policy is extended to cover actual loss of or damage to the property insured whilst situated in the insured premises due to any accidental loss/damage by external means up to a limit of indemnity for full sum insured for any one loss. This extension does not cover Any loss/damage caused by self-intentional destruction, and/or arising out of provocation by the insured or its authorized representative. The cover is on first loss basis without application of average.		Required	
Burglary				Required	
Theft & House Breaking				Required	
Electrical/ electronic breakdown				Required	
Electrical & Mechanical dearrangement				Required	
RSMD				Required	
Waiver of AMC warranty				Required	
FIR to be waived				Required	
Self-Survey limit of INR 1,00,000				Required	
Waiver of betterment charges		Notwithstanding Condition of Reinstatement, In the event that new Property Insured of like kind and quality is not obtainable Property Insured which is as similar as possible to that which has sustained Damage and which is capable of performing the same function shall be deemed to be new Property Insured of like kind and quality and in no event shall this be considered as a betterment to the Insured. In the event of replacement with new Property Insured the Insurer will pay the cost of purchasing and installing technologically current Property Insured which is necessitated by incompatibility between (1) new Property Insured installed to replace Property Insured which has sustained Damage and (2) existing Property Insured which has not incurred Damage at the same or an interdependent location		Required	
Excess / Deductible		As per Std. EEI Policy Excess - Erstwhile TAC Tariff			

Conditions					
Premium					
Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply					

<u>Quote Slip All Risk</u>					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various as per Details provided				
All Risk Policy	Sum Insured in INR	Description of Cover / Wordings		Covered / Not Covered	Rate
Policy Period	01st April 2023 to 31st March 2024				
Description of Assets	93,29,58,136			Required	
Addons					
Waiver of Serial Number / Asset Register Clause		If client opts for this extension, their will be no selection and all laptops as per their FA register, leased etc are deemed to be covered.		Required	
Worldwide cover				Required	
RIV clause		Nil depreciation upto 3 Yrs.		Required	
SFSP covers (incl EQ)				Required	
Accidental damage		All risk form coverage		Required	
Terrorism				Required	
Burglary				Required	
Theft & House Breaking				Required	
Electrical/ electronic breakdown				Required	
Electrical & Mechanical dearrangement				Required	
RSMD				Required	
Omission to Insure additions, alterations, or extension @ 5%.	4,66,47,907			Required	
Self-survey limit of INR 1,00,000.				Required	
Waiver of betterment charges		Notwithstanding Condition of Reinstatement, In the event that new Property Insured of like kind and quality is not obtainable Property Insured which is as similar as possible to that which has sustained Damage and which is capable of performing the same function shall be deemed to be new Property Insured of like kind and quality and in no event shall this be considered as a betterment to the Insured. In the event of replacement with new Property Insured the Insurer will pay the cost of purchasing and installing technologically current Property Insured which is necessitated by incompatibility between (1) new Property Insured installed to replace Property Insured which has sustained Damage and (2) existing Property Insured which has not incurred Damage at the same or an interdependent location		Required	
FIR to be waived				Required	
Excess		1% of Claim Amount Subject to Minimum Rs. 2500 each & every claim			
Conditions					
Premium					
Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.					

Quote Slip-GPA (Named Policy)					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Group Personal Accident		Details	Covered / Not Covered	Rate	Premium
Total Employees	212				
Total SI	42,40,00,000				
Coverage	20 Lakhs per Employee				
Policy Period	01st April 2023 to 31st March 2024				
Accidental Death	100%	Required			
Permanent total disability		Required			
Permanent partial disability		Required			
Medical expenses covered up to 25% of the claim amount or 10% of SI whichever is less.		Required			
Temporary Total Disablement up to limit of 1% of sum insured or Rs 25000 whichever is lower on weekly basis FOR maximum of 104 weeks.		Required			
Act of terrorism covered		Required			
Education Benefit		Required			
Modification benefit		Required			
In Hospital Medical Expenses eg. Broken Bones and burns		Required			
Animal Bite including Dog and Snake Bite		Required			
Premium					
Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.					

Quote Slip- Workmen's Compensation					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Anywhere in India				
Workmen's Compensation Insurance	Annual Wages in INR	Description of Cover / Wordings	Covered / Not Covered	Rate	Premium
Policy Period	01st April 2023 to 31st March 2024				
Total Employees	525				
Total Wages	58,63,66,043				
Coverage to be as per :					
Workmen's Compensation Act, 1923					
Fatal Accident Act 1855					
Common Law					
Add Ons					
Medical Extension	Rs. 1,00,000/- Per employee				
Terrorism					
No Average Clause					
Liability as per the above acts & not sub-limited to any amount.					
Sub-contractors employee working covered					
Conditions	Un-named policy, designation / occupation basis cover				
Premium					
<p>Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.</p>					

Quote Slip- Money					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various as per Details provided				
Money Policy	Sum Insured in INR	Description of Cover / Wordings	Covered / Not Covered	Rate	Premium
Policy Period	01st April 2023 to 31st March 2024				
Cash in transit (AoA)	25,000				
Cash in Safe (On Premises)	10,00,000				
Aggregate Cash transit (AoY)	50,00,000				
Locations Covered		As per the list of office locations covered for SFSP - Office Policy			
ADD Ons Required					
RSMD			Required		
Terrorism			Required		
Theft			Required		
Waiver of FIR upto Rs.50,0000			Required		
Destruction of Cash carried by AOG perils (Including EQ) + SFSP, Accident stands Covered			Required		
Policy covers all transits of business cash belonging to the insured within India.			Required		
The policy also indemnifies for loss of money by Burglary, Housebreaking, Theft, Robbery or Hold-up whilst the money is on the premises of the insured whilst lying in the cashier's till or counter during business hours.			Required		
Usage of public transport allowed			Required		
Fidelity Employees		Employees and contractual employees included in the cover	Required		
Deductible Application		Multiple instances of loss by single person(s) over a period shall be considered as single loss for the purpose of application of deductible	Required		
Excess		Flat Excess of INR 1500 each and every loss			
Conditions					
Premium					
<p>Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.</p>					

Quote Slip- Fidelity					
Insured	Reserve Bank of India				
Insured's Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001				
Risk Locations	Various as per Details provided				
Fidelity Guarantee	Limits in INR	Description of Cover / Wordings	Covered / Not Covered	Rate	Premium
Policy Period	01st April 2023 to 31st March 2024				
Limits AOA : AOY	40,00,000				
No Of Employees	2332				
Add Ons					
Unnamed & Floater Basis			Required		
Automatic reinstatement of sum insured			Required		
Auditors /Professional fees	10,00,000		Required		
Claims preparation costs	10,00,000		Required		
Investigation & Incidental expenses.	10,00,000		Required		
Claims Series Clause			Required		
Innocent Misdiscription/ Non Disclosure			Required		
12 month discovery period			Required		
Employee definition under the policy		<p>Employees means respectively:-</p> <p>a. one or more of the insured's officers, clerks, servants and other employees while employed by the insured</p> <p>b. one or more persons provided by an Employment Contractor/s to perform employee duties for the insured under the Insured's supervision</p> <p>c. one or more persons engaged by the Insured as Consultants or on Contract.</p> <p>d. Casual Employees engaged by the insured</p> <p>e. Employees of the Third Party Services Providers & Sub Contractors</p>			
Excess		5% of claim amount subject to a minimum of Rs.5,000/- every claim			
Conditions					
Premium					
<p>Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.</p>					

Public Liability Quote Slip	
Insured Name	Reserve Bank of India
Communication Address	5th Floor, Premises Department, Central Office Building, Shahid Bhagat Singh Marg, Mumbai - 400 001
Coverage Form	Claims Made basis
Policy Period	12 Months
Policy Period	01st April 2023 to 31st March 2024
Coverages	AOA: AOY: 1:1
General Aggregate Limit:	INR 40,00,00,000 Any One Occurrence and in the Aggregate (AOA:AOY: 1:1)
Territory & Jurisdiction Limit	India
Designated Premises Endorsement:	All Office Locations including Main Building, Annex or Additional Building & Residential Premises as per annexure
Defense Costs included in the Limit of Liability	
Act of God Perils	
Transportation cover	
72 hours Sudden & Accidental Pollution Extension	
Personal Property under Care, Custody and Control	
Waiver of Subrogation wherever required by contract.	
Coverage for Food and Beverages Liability as per policy	
Lift or Elevator Liability Extension	
Tenant's Legal Liability Extension	
Deductible / Excess	INR 1,00,000/- each and every claim
Premium	
<p>Disclaimer : We are seeking your quotation for this insurance. Please complete the INSURER TERMS section and return this slip to us by the date requested. In case of printed slip kindly sign, date and apply your company stamp at the end of this document. Please note that no cover is to attach until you are formally requested to do so. In view of the underwriting information provided on or with this Quotation Slip, it is not proposed to submit a proposal form should your quotation prove successful. To the best of our knowledge, the information supplied in this document is accurate.</p>	

Draft of Service level Agreement

(To be executed on Rs. _____/- Stamp Paper)

सेवा स्तरीय करार SERVICE LEVEL AGREEMENT

यह करार 2023 को माह के दिवस को

This Agreement is made and entered into on this Day of 2023, by _____ and between

भारतीय रिज़र्व बैंक, जिसका केंद्रीय कार्यालय, परिसर विभाग, केंद्रीय कार्यालय भवन, शहीद भगतसिंह मार्ग, फोर्ट, मुंबई, महाराष्ट्र -400001 में है तथा जिसे इसके बाद "बीमाकर्ता" के रूप में संदर्भित किया जाएगा,

Reserve Bank of India herein after referred to as "Insured", having central office at: Premises Department, Central Office Building, Shahid Bhagat Singh Road, Fort, Mumbai, Maharashtra - 400 001,

और
And

-----, जिसे इसके बाद "बीमाकर्ता" के रूप में संदर्भित किया जाएगा और जिसका कॉर्पोरेट कार्यालय, ----- में है
----- hereinafter referred to as "**Insurer**" having corporate office at -----,

और
And

-----, जिसे इसके बाद "ब्रोकर" के रूप में संदर्भित किया जाएगा, जिसका कॉर्पोरेट / पंजीकृत कार्यालय ----- में है, को बीमा पॉलिसियों के प्रबंधन के लिए बीमाकर्ता द्वारा नियुक्त किया गया है।
----- hereinafter referred as "Broker" having Corporate/Registered Office at ----- appointed by Insured to manage the insurance policies.

के बीच निष्पादित किया गया

जब कि :

WHEREAS:

क. इस सेवा स्तरीय करार (एसएलए) का उद्देश्य निविदा सं "आरबीआई/केंद्रीय कार्यालय/परिसर विभाग/17/22-23/ईटी/528"के संदर्भ में बीमा पॉलिसी (संख्या _____ दिनांक _____) के

अंतर्गत उत्पन्न होने वाले दावों को प्रभावी ढंग से प्रबंधित करने के लिए बीमाकर्ता और बीमाकर्ता के बीच व्यवस्था को एक औपचारिक रूप देना और उपर्युक्त नीतियों के तहत प्रत्येक पक्ष की जिम्मेदारियों और डिलिवरेबल्स को रिकॉर्ड करना है।

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between the Insured and the Insurer to effectively manage the claims arising under the insurance policies (bearing numbers _____ dated _____) with reference to tender no. "RBI/Central Office/Premises Department/17/22-23/ET/528" and to record the responsibilities and deliverables of each party under the above mentioned policies.

अब, इसलिए, इसमें निहित आपसी वादों और अन्य अच्छे और मूल्यवान प्रतिफल के लिए और उक्त पर विचार करते हुए, जिसकी पर्याप्तता एतद्वारा स्वीकार की जाती है, पक्षकार एतद्वारा निम्नानुसार सहमत हैं:

NOW, THEREFORE, for and in consideration of the mutual promises contained herein and other good and valuable consideration, sufficiency of which is hereby acknowledged, the Parties hereto agree as follows:

1 प्रभावी तिथि:

EFFECTIVE DATE:

यह करार 1 अप्रैल, 2023 की तारीख से प्रभावी होगा और उपरोक्त बीमा पॉलिसियों की अवधि के दौरान या नीतियों के तहत उत्पन्न होने वाले सभी वैध दावों के निपटान तक, जो भी बाद में हो, विद्यमान रहेगा।

This Agreement shall be effective from the date of April 1st, 2023 and exist throughout the currency of the aforesaid insurance policies or until settlement of all valid claims arising under the policies whichever occurs later.

2. परिभाषाएँ

DEFINITIONS

इस करार में, जब तक कि संदर्भ या इसके अर्थ से असंगत कुछ भी न हो:

In this Agreement, unless there is anything repugnant to the context or the meaning thereof:

2.1 "कार्य दिवस" का अर्थ लागू कानूनों के तहत शनिवार, रविवार या छुट्टी के रूप में माने जाने वाले दिवस के अलावा कोई भी दिन होगा, जिस दिन बैंक भारत में कारोबार के लिए खुले रहते हैं।

"Working Days" shall mean any day on which banks are open for business in India other than a Saturday, a Sunday or a day observed as a holiday under applicable Laws.

2.2 "दूरस्थ स्थान" का अर्थ उन शहरों से है जहां बीमाकर्ता का कार्यालय नहीं है।

"Remote location" means the cities where Insurer is not having office.

- 2.3 "जोखिम धारित कवर पत्र" का अर्थ है बीमा कंपनी द्वारा जारी किया गया प्रारंभिक दस्तावेज़, जो इस बात का प्रमाण है कि पॉलिसी दस्तावेज़ में उल्लिखित नियमों और शर्तों के अनुसार जोखिम कवर किया गया है। जब तक बीमाकर्ता पॉलिसी दस्तावेज़ जारी करता है, तब तक कवरेज और दावे की सूचना के लिए जोखिम धारित कवर पत्र बीमाकृत के प्रमाण के रूप में कार्य करेगा।
 "Risk held cover letter" means the initial document issued by the insurance company as a proof that risk stands covered as per the terms & conditions mentioned in policy document. The risk held cover letter continues to serve as the Insured's proof for coverage & claim intimation till the time Insurer issues the policy documents.
- 2.4 "संपत्ति डेटा" का अर्थ है बीमा के लिए प्रस्तावित पॉलिसी का भाग बनने वाली आरबीआई संपत्ति की घोषणा / अचल संपत्ति रजिस्टर (एफएआर)।
 "Property data" means the declaration of assets of RBI / fixed asset register (FAR) forming part of the policy proposed for insurance.
- 2.5 "आवश्यकता पत्र" – क्षतिग्रस्त उपकरण/संपत्ति के प्रारंभिक सर्वेक्षण के बाद, सर्वेक्षक दावा मूल्यांकन तैयार करने और बीमाकर्ता को अंतिम सर्वेक्षण रिपोर्ट प्रस्तुत करने के उद्देश्य से आवश्यक दस्तावेज़ बताते हुए बीमाकृत को एक पत्र जारी करता है।
 "Letter of Requirement" – After the preliminary survey of damage equipment/property, the surveyor issues a letter to Insured stating documents required for the purpose of preparing claim assessment and submitting the final survey report to Insurer.
- 2.6 "ऑन एकाउंट भुगतान" का अर्थ प्रारंभिक हानि सर्वेक्षण के आधार पर अनुमानित नुकसान का आंशिक भुगतान और पॉलिसी की शर्तों के अनुसार समर्थन और बहाली गतिविधि शुरू करने के दावे की स्वीकार्यता है।
 "On account payment" means part payment of estimated loss basis the initial loss survey and admissibility of claim to support and start the reinstatement activity as per policy terms.
- 2.7 "पॉलिसी/मंजूर संशोधन" का अर्थ बीमाकर्ता द्वारा जारी किया गया मानक दस्तावेज़ है जिसमें कवरेज के विवरण और संविदा के अन्य नियम और शर्तें शामिल हैं।
 "Policies/Endorsement" means the standard document issued by Insurer stating the particulars of coverage and other terms & conditions of the contract.
- 2.8 "दावा एमआईएस" का अर्थ है वर्तमान स्थिति के साथ पॉलिसी के तहत रिपोर्ट किए गए सभी नुकसानों का विस्तृत विवरण/रिपोर्ट।
 "Claims MIS" means the detailed statement/report of all losses reported under the policy with current status.
3. यह करार पॉलिसी दस्तावेज़ में उल्लिखित नियमों और शर्तों के खंडन करने के प्रयोजन से नहीं है और यह केवल दावों के प्रभावी प्रबंधन और/या नीतियों के कार्यान्वयन को सुनिश्चित करने के साधन के रूप में कार्य करने के लिए है।
 This agreement is not intended to be in contradiction with the terms and conditions mentioned in the policy document and is only to serve as a means to ensure effective management of claims and/or implementation of the policies.

क. आगे की प्रक्रिया के लिए पॉलिसी की जानकारी प्रस्तुत करना – बीमाकृत और ब्रोकर द्वारा संयुक्त रूप से सहमत
Submission of Policy information for onward processing- jointly agreed by Insured and Broker

1. पॉलिसी जारी करने के लिए संपत्ति डेटा के साथ प्रीमियम जमा करना होगा:
Premium along with property data to be submitted for issuance of the Policy:

बीमाकृत पॉलिसी जारी करने के लिए पॉलिसी की समाप्ति के 5 दिन पूर्व या उससे पहले स्थानवार संपत्ति डेटा प्रस्तुत करेगा। (जैसा कि उपरोक्त निविदा दस्तावेज में उल्लेख किया गया है)
The Insured shall submit location wise property data on or before 5 days of the expiry of policy for issuance of the policy. (As mentioned in the above tender document)

2. मंजूर संशोधन डेटा:
Endorsement Data:

बीमाकृत द्वारा जनवरी से मार्च महीने का स्थानवार डेटा 25 अप्रैल को या उससे पहले प्रस्तुत करना होगा और शेष महीने के लिए मंजूर संशोधन जारी करने के लिए बाद के प्रत्येक महीने की 10 तारीख के भीतर प्रदान करना होगा।

The Insured shall submit location wise data of the January to March month on or before 25th April and rest of the month to be provided within 10th of each succeeding month for issuance of endorsement.

3. हानि की सूचना:
Intimation of Loss:

बीमाकृत को पॉलिसी की शर्तों के अनुसार बीमाकर्ता को पॉलिसी के तहत दावा उत्पन्न करने वाली हर घटना के बारे में सूचित करना होगा यानी घटना या नुकसान की सूचना, नुकसान के ध्यान में आने पर अनुबंध में बताए गए तरीके से दी जाएगी।

The Insured shall intimate every incident that may give rise to a claim under the policies to the Insurer in accordance with the conditions of the policy in question i.e. the incident or loss shall be notified immediately upon loss coming to notice by the mode indicated in.

[Annexure-A](#)

4. दावा दस्तावेज प्रस्तुत करना:
Submission of Claim Document:

बीमाकृत बीमाकर्ता या सर्वेक्षक द्वारा साझा किए गए आवश्यकता पत्र (एलओआर) के अनुसार यथाशीघ्र आवश्यक दस्तावेज जमा करेगा।

The Insured shall submit the required documents as per the Letter of Requirement (LoR) shared by Insurer or surveyor at the earliest.

ख. पॉलिसी प्रबंधन (मंजूर संशोधन और दावों सहित सर्विसिंग) - बीमाकर्ता और ब्रोकर द्वारा संयुक्त रूप से सहमत

Policy Management (servicing including Endorsement and claims) - jointly agreed by Insurer and Broker

1. नीचे दी गई पॉलिसियों और समय-सीमाओं की सर्विसिंग:

Servicing of below Policies and timelines:

- क) मानक आग और विशेष संकट (कार्यालय)
Standard Fire and Special Perils (Offices)
- ख) मानक आग और विशेष संकट (आवासीय परिसर)
Standard Fire and Special Perils (Residential Premises)
- ग) इलेक्ट्रॉनिक उपकरण बीमा
Electronic Equipment Insurance
- घ) सभी जोखिम
All Risk
- ङ) समूह व्यक्तिगत दुर्घटना
Group Personal Accident
- च) कामगार मुआवजा नीति
Workmen's Compensation Policy
- छ) धन बीमा पॉलिसी
Money Insurance Policy
- ज) सत्यनिष्ठा की गारंटी
Fidelity Guarantee
- झ) सार्वजनिक देयता (गैर-औद्योगिक)
Public Liability (Non- Industrial)

- जोखिम धारित कवर्ड लेटर जारी करना: - इश्योरर बीमाकृत से देय प्रीमियम प्राप्त होने के तुरंत बाद जोखिम धारित कवर पत्र जारी करेगा।
Issuance of Risk held covered letter: - Insurer shall issue the risk held cover letter immediately from the time of receipts of due premium from Insured.
- पॉलिसियां: - पोलिसियों के मामले में, संबंधित पॉलिसी दस्तावेज बीमाकर्ता द्वारा जारी किए जाएंगे और लागू अनुलग्नकों के साथ अप्रैल-2023 के अंत तक साझा किए जाएंगे।
Policies: - In case of Policies, the corresponding policy documents shall be issued by Insurer and shared by end of April-2022 along with applicable annexures.
- मंजूर संशोधन –
Endorsement –
 - 1) जारी की जाने वाली पॉलिसियों में जोड़ने/हटाने के संबंध में मंजूर संशोधन, सूचना/प्रीमियम की प्राप्ति की तारीख से हर महीने की 25 तारीख को या उससे पहले बीमाकर्ता द्वारा बीमाकृत को साझा की जानी चाहिए।
Endorsement for additions / deletions in the policies to be issued by Insurer and shared to Insured on or before 25th of every month from the date of receipt of the information/premium.
 - 2) किसी भी अन्य संशोधन के लिए मंजूर संशोधन जितनी जल्दी हो सके, किन्तु 7 कार्य दिवसों के भीतर जारी किया जाना चाहिए।

Endorsement for any other amendments has to be issued as soon as possible not later than 7 working days.

- नकद जमा विवरणी- मासिक आधार पर ----- ब्रोकर को प्रति के साथ अगले महीने की 15 तारीख तक बीमाकृत को भेजा जाना चाहिए। सभी मंजूर संशोधन जारी होने के बाद नकद जमा खाते में अंतिम शेष राशि, उसी महीने के भीतर 30 अप्रैल तक बीमाकृत को लौटा दी जाएगी, वापस की जाने वाली अंतिम शेष राशि की पुष्टि आरबीआई/ ब्रोकर द्वारा की जानी चाहिए।
Cash deposit statement – To be sent to the Insured with a copy to -----Broker's on monthly basis by 15th of succeeding month. Final balance after issuance of all endorsements in cash deposit account, shall be returned to the Insured within same month by April 30th, the final balance amount being refunded must be confirmed by RBI/ Broker.
 - मासिक दावा एमआईएस - प्रत्येक बाद के महीने की 15 तारीख तक मासिक आधार पर ----- इंश्योरेंस ब्रोकर्स प्राइवेट लिमिटेड को एक प्रति के साथ बीमाकृत को भेजा जाएगा।
Monthly Claim MIS – To be sent to Insured with a copy to Broker on monthly basis by 15th of each succeeding month.
- तिमाही बैठक - दावों और अन्य लंबित मुद्दों, यदि कोई हो, पर चर्चा के लिए आरबीआई और ब्रोकर
- इंश्योरेंस के साथ संयुक्त रूप से त्रैमासिक बैठक की जाएगी।
Quarterly meeting – Quarterly meeting to be done jointly with RBI and Broker for discussion on claims and other pending issues, if any.

दावा प्रक्रिया:

CLAIMS PROCESS:

- 1.1 बीमाकर्ता आंतरिक सर्वेक्षण अथवा स्वयं सर्वेक्षण के माध्यम से या सर्वेक्षणकर्ताओं के पैनल से तुरंत एक सर्वेक्षक नियुक्त करेगा या दावे/हानि की प्रारंभिक सूचना प्राप्त होने के 24 घंटे के भीतर बीमाकर्ता द्वारा सर्वेक्षण की व्यवस्था करेगा।
The Insurer shall appoint a surveyor either in-house or via self survey or from the panel of surveyors immediately or arrange survey by the Insurer within 24 hours of receiving the initial notification of claim /loss.
- 1.2 बीमाकर्ता प्रारंभिक दावा अधिसूचना प्राप्त करने के 24 घंटों के भीतर बीमाधारक को सर्वेक्षण फर्म का नाम और सर्वेक्षण करने के लिए जिम्मेदार व्यक्ति की संपर्क संख्या बताते हुए प्रति के साथ एक ई मेल भेजेगा। बीमाकर्ता दावों की निगरानी करेगा और यह सुनिश्चित करेगा कि सभी कवर किए गए दावों को सहमत समय-सीमा के भीतर निपटाया गया है।
The Insurer shall within 24 hours of receiving the initial claim notification send an email to the Insured with copy to stating the name of the survey firm and contact number of the person who shall be responsible to carry out the survey. The Insurer shall monitor the claims and ensure that all covered claims are settled within the agreed timelines.
- 1.3 बीमाकर्ता हमेशा बीमा विनियामक और विकास प्राधिकरण (पॉलिसीधारकों के हितों का संरक्षण) विनियम 2017 के खंड 15 के तहत निर्धारित सिद्धांतों और समय-सीमा का पालन करेगा।
The Insurer shall always follow the principles and timelines as set out within the Clause 15 of the IRDA (Protection of Policyholders' Interest) Regulations 2017
- 1.4 पॉलिसी अवधि के दौरान हानि होने पर दावों के सभी मामलों में सर्वेक्षण शुल्क बीमाकर्ता द्वारा वहन किया जाएगा।
The survey fees shall be borne by the Insurer in all cases for claims where loss has occurred during the policy period.
- 1.5 बीमाकर्ता तिमाही आधाज पर, दावों का विवरण प्रस्तुत करेगा और यदि आवश्यक हो, तो 3 दिनों की अग्रिम सूचना के साथब्रोकर्स . के साथ बीमाकृत के साथ समीक्षा बैठकों की व्यवस्था करेगा।
The Insurer shall submit quarterly, the claims details and if required, would arrange review meetings with the Insured along with Broker. with 3 days in advance notice.
- 1.6 नुकसान रिपोर्ट होने के 24 कार्य घंटों के भीतर क्षतिग्रस्त संपत्ति का प्रारंभिक निरीक्षण किया जाएगा, लेकिन यदि साइट दूरस्थ स्थान पर स्थित है, तो नुकसान की रिपोर्ट करने के 48 घंटों के भीतर प्रारंभिक निरीक्षण किया जाएगा।
Preliminary inspection of the damaged property shall be conducted within 24 working hours of reporting the loss but if the site is located in a remote location, then the preliminary inspection shall be conducted within 48 hours of reporting the loss.

- 1.7 एलओआर प्रारंभिक निरीक्षण के पूरा होने के बाद 4 कार्य दिवसों के भीतर बीमाकर्ता द्वारा बीमाकृत को भेजा जाएगा, लेकिन दूरस्थ स्थान के किसी भी मामले में, बीमाकर्ताओं को प्रारंभिक दावा प्रस्तुत होने की तारीख से 5 कार्य दिवसों या 6 कार्य दिवसों के बाद नहीं। एलओआर की एक प्रति ब्रोकर्स को भी साथ-साथ भेजी जाएगी।
LoR shall be sent by the Insurer to the Insured within 4 working days after completion of the preliminary inspection but in any case, not later than 5 working days or 6 working days in case of remote location from the date of the initial claim initiation to Insurers. A copy of LoR shall simultaneously be sent to Insurance Broker.
- 1.8 प्रारंभिक सर्वेक्षण रिपोर्ट बीमाकृत और ब्रोकर को प्रति के साथ बीमाकर्ता को नुकसान या क्षतिग्रस्त साइट पर पहली बार जाने के 7 कार्य दिवसों के भीतर प्रस्तुत की जाएगी। Preliminary survey report to Insurer with copy to the Insured and Insurance Broker shall be submitted within 7 working days of the first visit to the site where the loss or damage occurred.
- 1.9 अंतिम सर्वेक्षण रिपोर्ट - बीमाकर्ता यह सुनिश्चित करेगा कि संबंधित दस्तावेज प्रस्तुत करने के 10 कार्य दिवसों के भीतर सर्वेक्षणकर्ता द्वारा अंतिम सर्वेक्षण रिपोर्ट प्रस्तुत कर दी जाए। यदि कोई अतिरिक्त जानकारी या दस्तावेज की आवश्यकता होती है, तो सर्वेक्षक बीमाकृत द्वारा दावा दस्तावेजों के अंतिम सेट को प्रस्तुत करने के 5 कार्य दिवसों के भीतर ब्रोकर्स और बीमाकर्ता को प्रति के साथ बीमाकृत को एक ईमेल भेजेगा। बीमाकर्ता केवल असाधारण मामलों में सहमत हुए दस्तावेजों के अलावा किसी भी अतिरिक्त दस्तावेजों के लिए अनुरोध करेगा और जिन आधारों पर दस्तावेज का अनुरोध किया जा रहा है, उन्हें बीमाकर्ता द्वारा प्रमाणित करने की आवश्यकता है। सर्वेक्षक अंतिम सर्वेक्षण रिपोर्ट की एक प्रति बीमाकृत के साथ भी साझा करेगा।
Final survey report – Insurer shall ensure that the final survey report is submitted by surveyor within 10 working days of submission of the relevant documents. Should any additional information or documentation be required, the surveyor shall send an email to the insured with copy to the Broker's and Insurer within 5 working days of submission of the final set of claim documents by the Insured. The Insurer shall request for any additional documents other than the ones agreed only in exceptional cases and the grounds on which the document is being requested needs to be substantiated by the Insurer. Surveyor shall also share a copy of the final survey report with the Insured.
- 1.10 बीमाकर्ता यह सुनिश्चित करेगा कि सर्वेक्षक हमेशा बीमा पॉलिसी के नियमों और शर्तों का पालन करता है और किसी भी नुकसान के समायोजन के संबंध में अतिरिक्त आवश्यकताओं की मांग नहीं करेगा।
Insurer shall ensure that the surveyor always follows the terms and conditions of the insurance policy in question and shall not bring about additional requirements with respect to adjustment of any loss.
- 1.11 बीमाकर्ता यह सुनिश्चित करेगा कि सर्वेक्षक हमेशा आईआरडीए (पॉलिसीधारकों के हितों का संरक्षण) विनियम 2017 के खंड 15 के अंतर्गत निर्धारित सिद्धांतों और समय-सीमा का पालन करें।

Insurer shall ensure that the surveyor always follow the principles and timelines as set out within the clause 15 of the IRDA (Protection of Policyholders' Interest) Regulations 2017.

- 1.12 बीमाकर्ता यह सुनिश्चित करेगा कि बीमाकृत के व्यवसाय संचालन में बाधा से बचने के लिए अवशिष्ट वस्तुओं का जल्द से जल्द निपटारा किया जाए। बीमाकृत को यह अधिकार होगा कि वह बीमाकर्ता और बीमाकृत के बीच पारस्परिक रूप से सहमत मूल्य पर विचार कर अवशिष्ट वस्तुओं के किसी भी हिस्से को बनाए रखें।

Insurer shall ensure that the salvage is disposed of as quickly as possible in a manner to avoid hindrance to insured's business operations. The Insured shall have the right to retain any part of the salvage in consideration of a mutually agreed value between the Insurer and the Insured.

2. दावों का निपटान:

Settlement of Claims:

- 2.1 बीमाकर्ता दावों का समय पर निपटान सुनिश्चित करेगा।

Insurer shall ensure timely settlement of claims.

- 2.2 बीमाकर्ता प्रारंभिक सर्वेक्षण रिपोर्ट प्राप्त होने की तारीख से 2 कार्य दिवसों के भीतर पुष्टि करेगा कि पॉलिसी के नियमों के भीतर दावा स्वीकार्य है या नहीं। यदि, बीमाकर्ता की राय में, दावा स्वीकार्य नहीं है, तो बीमाधारक को 7 कार्य दिवसों की इस समय सीमा के भीतर एक विस्तृत लिखित स्पष्टीकरण प्रदान किया जाएगा।

Insurer shall confirm whether a claim is admissible or not within terms of the policy within 2 working days from the date of receipt of preliminary survey report. If, in the opinion of the Insurer, the claim is not admissible, then a detailed written explanation shall be provided to the Insured with this time frame of 7 working days.

- 2.3 ऑन अकाउंट भुगतान : बीमाकर्ता प्रारंभिक सर्वेक्षण रिपोर्ट और पारस्परिक रूप से सहमत बुनियादी न्यूनतम दावा दस्तावेजों की प्राप्ति के 10 कार्य दिवसों के भीतर सर्वेक्षक द्वारा अनुशंसित राशि का ऑन अकाउंट भुगतान करेगा। बीमाकर्ता को ऑन-अकाउंट भुगतान जारी करने के लिए किसी बाहरी या सरकारी एजेंसियों से अंतिम पुलिस रिपोर्ट, क्षति प्रमाण पत्र और इस तरह की आवश्यकता नहीं होगी। खाते में भुगतान उन दावों के लिए लागू होगा जहां देयता स्थापित है और जहां सर्वेक्षक की प्रारंभिक रिपोर्ट के अनुसार अनुमानित नुकसान 20 लाख रुपये से अधिक है।

On account payment: Insurer shall make an on-account payment for amount as recommended by surveyor within 10 working days of receipt of the preliminary survey report & basic minimum claim documents mutually agreed. Insurer shall not require final Police report, damage certificate and the like from any external or Governmental agencies for releasing the on-account payment. On account payment shall apply for claims where liability is established and where the estimated loss as per preliminary report of the surveyor exceeds INR 20 Lakh.

2.4 बीमाकर्ता ई-मेल के माध्यम से भेजे गए सभी दस्तावेजों को स्वीकार करेगा और यदि आवश्यक हो तो दस्तावेजों की हार्ड कॉपी बीमाकृत द्वारा सीधे बीमाकर्ता को भेजी जाएगी। जहां दस्तावेजों को उनकी गोपनीयता प्रकृति या मात्रा के कारण साझा नहीं किया जा सकता है, बीमाकर्ता या सर्वेक्षक ऐसे मूल दस्तावेजों को सत्यापित करने के लिए बीमाकृत के कार्यालयों का दौरा करेंगे। Insurer shall accept all documents sent through e-mail and hard copies of the documents if required shall be sent to Insurer directly by the Insured. Where documents cannot be shared due to their confidentiality nature or volume involved the Insurer or surveyor shall visit the Insured's offices to verify such original documents.

2.5 यदि बीमाकर्ता द्वारा अतिरिक्त अपेक्षा/स्पष्टीकरण की आवश्यकता होती है, तो बीमाकर्ता दस्तावेजों के अंतिम सेट की प्राप्ति की तिथि से 15 कार्य दिवसों के भीतर आरबीआई को इसकी सूचना देगा।

If additional requirement/clarification needed by the Insurer, Insurer to inform the same to RBI within 15 working days from the date of receipt of last set of documents.

2.6 बीमाकर्ता अंतिम सर्वेक्षण रिपोर्ट/अंतिम दस्तावेज प्राप्त होने के 5 कार्य दिवसों के भीतर निपटान के प्रस्तावों की सूचना देगा।

The Insurer would communicate the offers of settlement within 5 working days of receipt of final survey report/ final documents.

3. दावों के निपटान के आधार के लिए सामान्य शर्तें –

General conditions for basis of settlement of claims –

3.1 अग्नि संबंधी 5 लाख रुपये तक के दावों की स्थिति में, फायर ब्रिगेड अधिकारियों द्वारा फायर ब्रिगेड रिपोर्ट निर्धारित समय सीमा के भीतर जारी नहीं किए जाने पर उक्त प्रावधान की आवश्यकता को माफ कर दिया जाएगा। समय पर एफआईआर दर्ज की गई और फायर ब्रिगेड के कार्य करने के पुख्ता सबूत (कार्यरत फायर ब्रिगेड के साथ तस्वीरें /कॉल लॉग)

In the event of fire claims up to INR 5 Lakh rupees, the requirement for provision of Fire Brigade report is waived if the same is not issued by the Fire Brigade Authorities within stipulated timelines. FIR lodged on time and substantial proof for fire brigade in action (Call logs/pics with Fire Brigade in operations).

3.2 अग्नि संबंधी 5 लाख रुपये से अधिक के दावों की स्थिति में, फायर ब्रिगेड रिपोर्ट के प्रावधान की आवश्यकता को माफ कर दिया जाएगा, अगर उक्त को फायर ब्रिगेड अधिकारियों द्वारा नुकसान की तारीख से 6 महीने के भीतर जारी नहीं किया जाता है। सर्वेक्षक के विवेक/आवश्यकता के अनुसार दस्तावेजों की आवश्यकता हो सकती है।

In the event of fire claims above INR 5 Lakh, the requirement for provision of Fire Brigade report, is waived if the same is not issued by the Fire Brigade Authorities within 6 months from the date of loss. Documents may be required as per surveyor's discretion/requirement.

3.3 5 लाख रुपये तक के सभी दावों के लिए एफआईआर दर्ज करने से छूट दी गई है, तथापि, पुलिस को सूचित किया जाएगा और ऐसे सहमत सभी दावों के लिए अधिकारियों द्वारा पावती की प्रति प्रस्तुत की जाएगी।

FIR filing is waived off for all claims up to the value INR 5 Lakh, however, Police shall be intimated and copy of acknowledged by authorities shall be submitted for all such claims agreed.

3.4 क्षतिग्रस्त संपत्ति की बहाली बीमाकृत द्वारा संपत्ति की क्षति या विनाश की तारीख से 12 महीने के भीतर की जानी चाहिए। बीमाकृत द्वारा संपत्ति को बहाल करने के लिए समय में विस्तार हेतु आवेदन किया जा सकता है और अतिरिक्त समय के लिए बीमा कंपनी से अनुमोदन पर, विस्तारित समय के भीतर बहाली पूरी की जानी चाहिए। यदि समय सीमा का पालन नहीं किया जाता है, तो दावे का निपटान बाजार मूल्य के आधार पर किया जाएगा अर्थात् मूल्यहास की कटौती के बाद। Reinstatement of the damaged asset must be done by the Insured within 12 months from the date of damage or destruction of the assets. The Insured can apply for an extension in the time for reinstating the asset and on approval from the insurance company for an additional time, reinstatement should be completed within the extended time. If the timeline is not followed, the claim would be settled on market value basis i.e. after deduction of depreciation.

4. गोपनीयता खंड Confidentiality Clause

बीमाकर्ता को प्रतिक्रियाएं प्रस्तुत करने के परिणामस्वरूप या उसके संबंध में आरबीआई से या उसके बारे में प्राप्त किसी भी जानकारी को गोपनीय रखना होगा। प्रतिक्रिया में या बाद के संचार में निहित सभी जानकारियां, गोपनीय मानी जाएगी और इसका उपयोग केवल बीमाकर्ता प्रतिक्रिया तैयार करने के संबंध में किया जा सकता है। जब तक प्रस्तुतियाँ देने से पहले लिखित रूप में स्पष्ट रूप से सहमति नहीं दी जाती है, प्रतिक्रियाएँ गोपनीय नहीं होती हैं और भारतीय रिजर्व बैंक द्वारा पूर्ण या आंशिक रूप से इसका उपयोग किया जा सकता है। तथापि, भारतीय रिजर्व बैंक अपने सहयोगियों या अपने पेशेवर सलाहकारों के अलावा किसी प्रतिक्रिया में बीमाकर्ता द्वारा प्रदान की गई जानकारी का खुलासा नहीं करेगा, जब तक कि कानून के किसी भी प्रावधान द्वारा अन्यथा आवश्यक न हो।

Insurer must keep confidential any information received from or about RBI as a result of or in connection with the submission of the responses. All information contained in the response, or in subsequent communications shall be deemed confidential and may be used only in connection with the preparation of Insurer response. Unless expressly agreed in writing prior to submissions, responses are not confidential and may be used by RBI in whole or part. RBI however, shall not disclose the information provided by Insurer in a response other than to its affiliates or to its professional advisors, unless required otherwise by any provisions of law.

5. "कार्य स्थल पर महिलाओं का लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष)
Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal)
- क. बीमाकर्ता " कार्य स्थल पर महिलाओं का लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013 के प्रावधानों का अनुपालन करेगा।
The Insurer shall comply with the provisions of the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013.
- ख. बीमाकर्ता " कार्य स्थल पर महिलाओं का लैंगिक उत्पीड़न (निवारण, प्रतिषेध और प्रतितोष) अधिनियम, 2013 के प्रावधानों का पूर्ण अनुपालन करने के लिए पूर्णतः उत्तरदाई होगा। बीमाकर्ता के कर्मचारी या किसी प्रतिनिधि के विरुद्ध लैंगिक उत्पीड़न की किसी भी शिकायत के मामले में, शिकायत बीमाकर्ता द्वारा गठित आंतरिक शिकायत समिति के समक्ष दायर की जाएगी और बीमाकर्ता शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगा।
The Insurer shall be solely responsible for full compliance with the provisions of the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013. In case of any complaint of sexual harassment against the employee or any representative of the Insurer, the complaint will be filed before the Internal Complaints Committee constituted by the Insurer and the Insurer shall ensure appropriate action under the said Act in respect to the complaint.
- ग. आरबीआई के किसी भी कर्मचारी के खिलाफ बीमाकर्ता के किसी भी पीड़ित कर्मचारी से लैंगिक उत्पीड़न की किसी भी शिकायत पर आरबीआई द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।
Any complaint of sexual harassment from any aggrieved employee of the Insurer against any employee of RBI shall be taken cognizance of by the Complaints Committee constituted by RBI.
- घ. बीमाकर्ता के कर्मचारी यदि किसी ऐसी घटना में शामिल होते हैं जिसमें आर्थिक मुआवजा देना पड़े तो यह मुआवजा बीमाकर्ता द्वारा दिया जाएगा। उदाहरण के लिए, बीमाकर्ता के कर्मचारी के विरुद्ध लैंगिक हिंसा का मामला साबित होने पर आरबीआई के कर्मचारी को कोई आर्थिक राहत देना।
Insurer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Insurer, for instance any monetary relief to RBI's employee, if allegations under the complaint are proved.
- ङ. कार्यस्थल पर लैंगिक उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारियों और प्रतिनिधियों को शिक्षित करने के लिए बीमाकर्ता जिम्मेदार होगा।
Insurer shall be responsible for educating its employees and representatives about prevention of sexual harassment at workplace and related issues.
- च. बीमाकर्ता अपने कर्मचारियों और प्रतिनिधियों की पूरी और अद्यतन सूची प्रदान करेगा जिन्हें आरबीआई के परिसर में तैनात किया जाता है या उपस्थित हैं।
Insurer shall provide a complete and updated list of its employees and representatives who may be deployed or present within RBI's premises.

6. विवाद समाधान Dispute Resolution

6.1 यह करार भारत के कानूनों के अनुसार शासित और निर्वाचित किया जाएगा और मुंबई के न्यायालयों का विशेष क्षेत्राधिकार होगा

This Agreement shall be governed by and interpreted in accordance with laws of India and courts in Mumbai have exclusive jurisdiction

6.2 इस करार के संबंध में पार्टियों के बीच कोई विवाद, मतभेद या दावा, पहली बार में, आपसी चर्चा/बातचीत के माध्यम से विवाद उठाए जाने की तारीख से 15 कार्य दिवसों के भीतर हल करने का प्रयास किया जाएगा।

Any dispute, difference or claim between the parties hereunder relating to this agreement shall be, at the first instance, attempted to be resolved by way of mutual discussions / negotiation, within 15 working days from the date on which the dispute was raised.

6.3 इस अवधि के भीतर विवाद को हल करने में विफलता को मध्यस्थम और सुलह अधिनियम, 1996 के प्रावधानों के अनुसार मध्यस्थता के लिए भेजा जाएगा - मध्यस्थ न्यायाधिकरण में तीन मध्यस्थ शामिल होंगे - एक एक को बीमाकर्ता और बीमाकृत द्वारा नियुक्त किया जाएगा और तीसरा मध्यस्थ पार्टियों द्वारा नियुक्त दो मध्यस्थों द्वारा पारस्परिक रूप से नियुक्त किया जाएगा। मध्यस्थता की कार्यवाही अंग्रेजी भाषा में की जाएगी और मुंबई में आयोजित की जाएगी।

Failure to resolve the dispute within this period will be referred to arbitration, in accordance with the provisions of the Arbitration and Conciliation Act, 1996 - the arbitral tribunal comprising of three arbitrators - one each to be appointed by Insurer and Insured and the third arbitrator to be mutually appointed by the two arbitrators appointed by the parties. The arbitration proceedings shall be conducted in English language and will be held in Mumbai.

7. समनुदेशन Assignment

यह करार, इसमें निहित अधिकार, हित और दायित्व किसी भी पक्ष द्वारा दूसरे पक्ष की पूर्व लिखित सहमति प्राप्त किए बिना समनुदेशित या अंतरित नहीं किए जाएंगे।

This agreement, the rights, interests and obligations contained hereunder shall be not assigned or transferred by either Party without obtaining prior written consent of the other Party.

8. विधि का अनुपालन / Compliance with Law

प्रत्येक पक्ष हर समय सभी लागू विधियों, जो उन्हें नियंत्रित करेंगे और जो इस करार के तहत उन पर लागू होंगे, का अनुपालन करेंगे, जिसमें बीमा कानून शामिल हैं किन्तु उक्त तक सीमित नहीं हैं।

Each Party shall at all times comply with all applicable laws, governing them and those that may be applicable to them under this Agreement, including but not limited to insurance laws.

9. महाराष्ट्र स्टाम्प अधिनियम, 1958 के अनुसार इस समझौते पर स्टाम्प लगाने के लिए बीमाकर्ता / ब्रोकर जिम्मेदार और उत्तरदायी होंगे।

The Insurer / Broker shall be responsible and liable for stamping this agreement as per the Maharashtra Stamp Act, 1958.

के साक्ष्य में बीमाकृत और बीमाकर्ता ने इस विलेख पर और दो प्रतियों में उपर्युक्त दिवस और वर्ष को हस्ताक्षर किए हैं।

In witness whereof the Insured and the Insurer have set their respective hands to present and two duplicates here of the day and year first hereinabove written.

बीमाकृत की ओर से

On Behalf of the Insured

हस्ताक्षर/ Signed:

नाम/ Named:

शीर्षक/ Title:

तारीख/ Date:

बीमाकर्ता की ओर से

On Behalf of the Insurer

हस्ताक्षर/ Signed:

नाम/ Named:

शीर्षक/ Title:

तारीख/ Date:

ब्रोकर की ओर से

On Behalf of the Broker

हस्ताक्षर/ Signed:

नाम/ Named:

शीर्षक/ Title:

तारीख/ Date:

अनुबंध क

1. हानि की सूचना: -

बीमाकृत द्वारा पॉलिसी की शर्तों के अनुसार पॉलिसी के तहत दावे उत्पन्न करने वाली हर घटना के संबंध में बीमाकर्ता को सूचित करना होगा, अर्थात हानि ध्यान में आने पर निम्नानुसार घटना या हानि के संबंध में यथासंभव शीघ्रता से सूचित किया जाएगा

हानि होने की तारीख	
हानि का कारण /संक्षिप्त घटना:	
अनुमानित हानि:	
हानि का स्थान:	
पॉलिसी संख्या:	
संबंधित शाखा के खाते का विवरण उनके लेटर हेड पर	

Annexure-A

1. Intimation of Loss:-

The Insured shall intimate every incident that may give rise to a claim under the policies to the Insurer in accordance with the conditions of the policy in question i.e. the incident or loss shall be notified as soon as practicable, upon loss coming to notice by the following mode.

Date of loss	
Cause of loss/Brief incident:	
Estimate of loss:	
Loss Location:	
Policy number:	
Account details of concerned branch on their letter head	

अनुबंध - ख

दावे की सूचना हेतु ब्रोकर्स के संपर्क निम्नानुसार हैं:

	संपर्क व्यक्ति	ई मेल	संपर्क सं
संपर्क 1			
संपर्क 2			
संपर्क 3			

दावे की सूचना हेतु बीमाकर्ता के संपर्क निम्नानुसार हैं:

	संपर्क व्यक्ति	ई मेल	संपर्क सं
संपर्क 1			
संपर्क 2			
संपर्क 3			

Annexure - B

Following contacts at Insurance Brokers may also intimate to Insurer at above contacts upon being informed about incidence:

	Contacts	E-mail	Contact No.s
Contact 1			
Contact 2			
Contact 3			

Following contacts at Insurance Co. Ltd. may also intimate to Insurer at above contacts upon being informed about incidence:

	Contacts	E-mail	Contact No.s
Contact 1			
Contact 2			
Contact 3			

अनुबंध –ग
दावा प्रक्रिया का फ़्लो चार्ट
हानि की स्थिति में दावा प्रक्रिया

DOs and DON'Ts in the event of claim

करें

DO'S

- ✓ पॉलिसी की तुलना में प्रभावित मदों की सूची बनाएं।
List out the items affected vis-à-vis the Policy.
- ✓ मरम्मत/प्रतिस्थापन आदि के लिए कोटेशन जैसे समर्थन के साथ हानि का विस्तृत अनुमान तैयार करें।
Prepare a detailed estimate of loss sustained with supports like, quotations for repair/replacement etc.
- ✓ सर्वेक्षक को उनके द्वारा अपेक्षित दस्तावेज प्रस्तुत करके पूर्ण सहयोग प्रदान करें
Extend full cooperation to the Surveyor by submitting necessary documents required by him.
- ✓ प्राकृतिक आपदाओं के मामले में, यदि आवश्यक हो तो मौसम संबंधी रिपोर्ट प्राप्त करें। स्थानीय घटनाओं/प्रतिभासों के लिए, स्थानीय निकायों द्वारा प्रमाणन प्राप्त किया जाए।
In case of natural calamities, obtain meteorological report, if required. For localized incidents/phenomena, certification by local bodies may be obtained.
- ✓ हानि से संबन्धित सभी कार्यों में बीमाकर्ता/ब्रोकर को सूचित करें
Keep the Insurer/Broker informed in all actions in connection with the loss
- ✓ क्षतिग्रस्त संपत्ति की बहाली के लिए बिल/रिपोर्ट बनाए रखें।
Retain bills/reports for Reinstatement of property damaged.
- ✓ अंतिम दावा बिल प्रस्तुत करें जिसमें मरम्मत/प्रतिस्थापन की लागत का विवरण शामिल हो।
Submit the Final Claim Bill containing the details of the cost incurred towards repair/ replacement.
- ✓ अवशिष्ट वस्तुओं के लिए कोटेशन प्रस्तुत करें जिसमें क्षतिग्रस्त उपलब्ध सामग्री के मूल्य का संकेत हो और बीमाकर्ता को अवशिष्ट वस्तुओं का निपटान (ई-नीलामी आदि) करने की अनुमति दें।
Submit the quotation for the salvage indicating the value of available material damaged & allow Insurer to conduct salvage disposal (e-auction etc).
- ✓ कृपया प्रारंभिक पत्राचार में हमेशा पॉलिसी संख्या और बाद के पत्राचार में दावा संख्या का उल्लेख करें
Please always quote the Policy number in the initial communication and the claim number in subsequent communications.

ना करें DONT'S

- × अगर रोक़ा जा सकता है तो संपत्ति को और हानि न होने दें।
Do not allow the property to get further damage if preventable.
- × फायर ब्रिगेड द्वारा पंप किए गए पानी को प्रवाहहीन न होने दें।
Do not allow the water pumped out by fire brigade to stagnate.
- × ब्रोकर/बीमाकर्ता को घटना की सूचना देने में देरी न करें।

Do not delay intimation of the occurrence to Broker /Insurer. हमेशा ब्रोकर के परामर्श से सर्वेक्षक/बीमाकर्ता/अन्वेषक को जानकारी साझा करें।
Always share information to Surveyor/Insurer/Investigator in consultation with Broker.
- × सर्वेक्षक /बीमाकर्ता से सहमति प्राप्त होने तक मरम्मत/सफाई आदि की दिशा में कोई कार्रवाई शुरू न करें। जब तक उक्त का व्यय आपातकालीन आधार पर हानि न्यूनीकरण के लिए नहीं किया जाता है।
Do not initiate any action towards repairing/cleaning, etc till consent is obtained from Surveyor/Insurer. Unless it is incurred for loss minimization on emergency basis.
- × सर्वेक्षक /बीमाकर्ता से पूर्वानुमोदन प्राप्त किए बिना किसी भी अवशिष्ट/क्षतिग्रस्त सामग्री का निपटान न करें।
Do not dispose any material salvaged/damaged without obtaining prior approval from Surveyor/Insurer.
- × वारंटी/ एएमसी को खतरे में डालने वाले अनधिकृत मरम्मत /प्रतिस्थापन न करें
Do not engage unauthorized repairers/replacements jeopardizing warranty/ AMC.
- × बहाली/प्रतिस्थापन में प्रतिस्थापन खंड के तहत समय सीमा से अधिक देरी न करें

Do not delay reinstatement/replacement exceeding time limits under replacement clause.
- × किसी तीसरे पक्ष के लिए देयता स्वीकार न करें जो दावे को प्रभावित कर सकता है और बीमाकृत को विनिवेश द्वारा वसूली के लिए उत्तरदायी बना सकता है।

Do not admit liability to any third party which may affect the claim and render Insured liable against recovery by subrogation. सर्वेक्षक /बीमाकर्ता को उचित प्रस्तुति सुनिश्चित करने के लिए ब्रोकर द्वारा जांच किए बिना दावा दस्तावेज प्रस्तुत न करें।
Do not submit claim documents without scrutiny by Broker for ensuring proper presentation to Surveyor/Insurer.
- × किसी भी प्राधिकरण की अपेक्षाओं का उत्तर देने में देरी न करें।
Do not delay in responding to any authorities' requirements.