



Royal Sundaram

ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED
Corporate Office: "Vishranthi Melaram Towers", 2/319, Rajiv Gandhi Salai, (OMR), Karapakkam, Chennai 600097.
Registered Office : 21, Patullos Road, Chennai 600 002.
Tel: 91-44-7117 7117 | **E mail:** care@royalsundaram.in
Toll no. 1800 568 9999 | **Website:** www.royalsundaram.in
IRDAI Registration Number – 102 | CIN-U67200TN2000PLC045611

OPTIONAL TRAVEL INSURANCE COVER FOR E-TICKET PASSENGERS OF IRCTC

Please read this Policy carefully and see that it meets your requirements.

This Policy the Schedule and any Memoranda thereon shall be considered one document and any word or expression to which a specific meaning has been attached in any of them shall bear such meaning throughout.

The Insured and the Company agree that

1. The proposal shall be incorporated in and be the basis of the contract
2. The Insured will pay the Premium at the time of booking the ticket
3. The Company will provide the Insurance subject to the terms, Warranties, Conditions & Exceptions of this Policy
4. The following shall be conditions precedent to any liability of the Company
 - (a) Observance of the terms of this Policy relating to anything to be done or complied with by the Insured
 - (b) The truth of the statements made in the proposal

DEFINITIONS

Train Accident is defined under section 123 read with Sections 124 and 124A of the Railways Act, 1989 subject to the qualification that the coverage will be valid from the actual departure of train from the originating station to actual arrival of train at the destination station including 'process of entraining' and 'process of detraining' the train.

Untoward incident means:

- a) the commission of a terrorist act within the meaning of sub-section (1) of section 3 of the Terrorist and Disruptive Activities (Prevention) Act, 1987(28 of 1987), or
- b) the making of a violent attack or the commission of robbery or dacoity; or
- c) the indulging in rioting, shoot-out or arson, by any person in or any train carrying passengers or, from the actual departure from originating station to actual arrival of train at destination station including 'process of entraining' and 'process of detraining the train' and Vikalp train, short termination and diverted route
- d) the accidental falling of any passenger from a train carrying passengers.

Accident means:

- a) When in the course of working a railway, an Accident occurs, being either a collision between trains of which one is a train, carrying passengers or the derailment of or other accident to a train or any part of a train carrying passenger.
- b) When in the course of working a railway an Untoward incident occurs, in the train carrying passengers (any part of the train) or at the actual departure from the originating station to actual arrival of train at the destination station.

Insured shall mean the passengers who are travelling by Indian Railway of all class who book the e-ticket through IRCTC site and opt for Travel insurance cover and paid the premium whereas compulsory for passengers of IRCTC Corporate trains. Children below 5 years of age subject to details entered in the reservation form and travel insurance premium paid.

Company/we/us shall mean the Royal Sundaram General Insurance Co. Limited.



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Hazardous Sport / Hazardous Activities means Persons whilst working in underground mines, explosives, magazines, workers whilst involved in electrical installation with high tension supply, jockeys, circus personnel, engaged in activities like racing on wheels or horseback, big game hunting, mountaineering, winter sports, Skydiving, Parachuting, Scuba Diving , Riding or Driving in Races or Rallies, Mountain Climbing, hunting or equestrian activities, rock climbing, pot holing, bungee jumping, skiing, ice hockey, ballooning, hand gliding, diving or under-water activity river rafting, canoeing involving rapid waters, polo, yachting or boating outside coastal waters and persons whilst engaged in occupation / activities of similar hazard. Persons whilst engaged in the following occupations are also excluded.

Aircraft pilots and crew, Armed Forces personnel, Artistes engaged in hazardous performances, Aerial crop sprayer , Bookmaker (for gambling) , Demolition contractor, Explosives users , Fisherman (seagoing , Jockey , Marine salvager , Miner and other occupations underground , nuclear installations, Off-shore oil or gas rig worker , Policeman , Pop Musicians , Professional sports person , Roofing contractors and all construction, maintenance and repair workers at heights in excess of 50ft/15m , Saw miller , Scaffolder , Scrap metal merchant, Security guard (armed) , Ship crew , Steeplejack , Stevedore , Structural steelworker Tower crane operator , Tree feller.

Hospital

A hospital means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities.

Injury means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.

Medical expenses

Medical Expenses means those expenses that an Insured has necessarily and actually incurred for medical treatment on account of illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

Hospitalisation Expenses for Injury

The medical expenses incurred by the Insured for hospitalization and medical treatment taken on account of any Injury sustained by the Insured whilst on a Trip as stated in the Policy Schedule.

Trip

Trip means the actual departure of train from the originating station to actual arrival of train at the destination station as mentioned in booked ticket through which insurance cover has been opted including 'process of entraining' and 'process of detraining' the train for which the Insured has paid the Premium.

In case of short termination of trains due to any reason, if the passenger opts for the alternate mode of transportation arranged by railway upto the destination station, then this part of the journey of the passenger shall also be covered under this policy taken by the passenger.

In case of diversion of train due to any reason, the coverage shall be for the diverted route.

In case of vikalp train, the policy obtained by the passenger for covering this journey in the original train shall be valid in the vikalp train also.

Physical separation of hand means separation of hand at or above the wrist

Physical separation of foot means separation of foot at or above the ankle



Insurance

If any Insured suffers bodily injury and/or is disabled permanently or partially or dies as specified in the Table of Benefits described hereunder, solely and directly due to train Accident and Untoward incident as defined under section 123 read with sections 124 and 124A of the Railways Act, 1989, occurring during the Trip, then the Company will pay to the Insured to the extent and in the manner provided in the Table of Benefits.

TABLE OF BENEFITS

Benefit 1 – In case of Death

<p>Death - If during the Trip, the Insured sustains accidental bodily injury which directly and independently of all other causes results in Death with 12 months from the date of accident or untoward incident.</p> <p>If the Insured Person is not found within 7 years of the disappearance, sinking or wrecking of the Scheduled Railway Carrier in which he was travelling as a fare paying passenger, the Insured Person will be presumed to have died as a result of the Accident.</p>	<p>100% of the Sum Insured stated in the Schedule applicable to such Insured is payable</p>
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Benefit 2 – In case of Permanent total disability of nature specified below

<p>Permanent total disability If during the Trip, the Insured sustains accidental bodily injury which directly and independently of all other causes results in permanent total disability within 12 months from the date of accident or untoward incident. For the purpose of this Insurance, Permanent total disability shall mean either of the following and compensation will be paid as per table below</p>	<p>100% of the Sum Insured stated in the Schedule applicable to such Insured is payable</p>
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The Disablement	Compensation expressed as a percentage of Total Sum Insured
1. Permanent Total Disablement	100%
2. Permanent and incurable insanity	100%
3. Permanent Total Loss of two Limbs	100%
4. Permanent Total Loss of Sight in both eyes	100%
5. Permanent Total Loss of Sight in one eye and one Limb	100%
6. Permanent Total Loss of Speech	100%
7. Complete removal of the lower jaw	100%
8. Permanent Total Loss of Mastication	100%



9. Permanent Total Loss of the central nervous system or the thorax and all abdominal organs resulting in the complete inability to engage in any job and the inability to carry out Daily Activities essential to life without full time assistance	100%
10. Permanent total disablement not otherwise provided for under above Items inclusive up to a maximum of Sum Insured	100%

Benefit 3 –In case of Permanent partial disability of nature specified below

Permanent partial disability If during the Trip, the Insured sustains accidental bodily injury which directly and independently of all other causes results in permanent partial disability within 12 months from the date of accident or untoward incident. For the purpose of this Insurance, Permanent partial disability shall mean either of the following and compensation will be paid as per table below :	75% of the Sum Insured stated in the Schedule, applicable to such Insured is payable
The Disablement	Compensation expressed as a percentage of Total Sum Insured as specified against permanent partial disability
1. Permanent Total Loss of Hearing in both ears	100%
2. Permanent Total Loss of one Limb	67%
3. Permanent Total Loss of Sight of one eye	67%
4. Permanent Total Loss of Hearing in one ear	20%
5. Permanent Total Loss of the lens in one eye	33%
6. Permanent Total Loss of use of four fingers and thumb of either hand	53%
7. Permanent Total Loss of use of four fingers of either hand	27%
8. Permanent Total Loss of use of one thumb of either hand	27%
9. Permanent Total Loss of one finger of either hand	7%
10. Permanent Total Loss of use of toes	20%
11. Established non union of fractured leg or kneecap	13%
12. Shortening of leg by atleast 5 cms.	10%
13. Any loss is of the elbow, hip or knee	27%
14. Any other Permanent Partial not included in above items	% as assessed by Doctor.



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Hospitalisation Expenses for Injury

The Company shall indemnify the Insured for the expenses incurred for hospitalization

- a. Room rent, boarding expenses (Room rent to be capped at 2% of the sum insured and ICU/CCU to be capped at 4% of the sum insured)
- b. Nursing
- c. Intensive care unit
- d. Medical practitioner
- e. Anesthesia, blood, oxygen, operation theatre charges, surgical appliances
- f. Medicines, drugs and consumables
- g. Diagnostic procedures
- h. The cost of prosthetic and other devices or equipment if implanted internally during a surgical procedure.
- i. Medical expenses incurred as out-patient are not covered. However, procedures followed under day care stands covered.
- j. In case of happening of an accident, initial treatment be taken from nearest hospital of accident site and upon written referral of this hospital, treatment be taken from any specialized hospital.

Transportation of mortal remains:

If the Insured dies as specified in the Table of Benefits described hereunder, solely and directly due to train Accident and Untoward incident as defined under section 123 read with sections 124 and 124A of the Railways Act, 1989, occurring during the Trip, then the Insurance Company will reimburse Rs.10000/- as the cost of either transporting his mortal remains to his usual place of residence or to a cremation or burial ground. No documentary evidence is required to be produced.

Company's maximum liability

Any payment in case of more than one claim in respect of any Insured under this Policy during any one Period of Insurance should not exceed the Sum Insured applicable to such Insured. However, the amount relating to carriage of dead body of the Insured and Hospitalisation expenses for injury would be payable in addition, if applicable.

EXCEPTIONS

The Company shall not be liable under this Policy for

1. compensation under more than one of the foregoing Benefits in respect of same accident or period of disablement of the Insured.
2. any other payment in respect of the Insured after a claim under one of the Benefits 1 or 2 has been admitted and become payable. However, amounts relating to carriage of the dead body of the Insured and Hospitalisation expenses for injury will be payable in addition if applicable.
3. payment of Benefit in respect of accident, death, injury or disablement of the Insured
 - (a) from intentional self-injury, suicide or attempted suicide
 - (b) whilst under the influence of intoxicating liquor or drugs
 - (c) arising or resulting from the Insured committing any breach of law with criminal intent



- (d) while crossing the railway tracks
 - (e) due to mental disorders or disturbance of conscious, strokes, fits or convulsions which affect the entire body and pathological disturbances caused by the mental reaction to the same and damage of health caused by curative measures, radiations, infection, poisoning except where arising from accident
 - (f) Whilst engaging in any sort or form of adventurous sport
 - (g) Directly or indirectly caused or contributed by congenital anomaly, venereal disease, sexually transmitted disease, AIDS or insanity
4. any payment in respect of death or disablement resulting directly or indirectly from, caused by, contributed to or aggravated or prolonged by child birth or pregnancy or in consequence thereof.
 5. Any natural cause or disease or medical or surgical treatment unless such treatment becomes necessary due to injury caused by the said Untoward incident.
 6. any payment in respect of death, injury or disablement of the Insured due to or arising out of directly or indirectly connected with or traceable to war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrests, restraints and detainments.
 7. Persons whilst engaged in Hazardous sports or Hazardous Activities.
 8. any payment in respect of death of, or bodily injury or any disease or illness to the Insured
 - (a) directly or indirectly caused to or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this Exception, combustion shall include any self sustaining process of nuclear fission.
 - (b) directly or indirectly caused by or contributed to by or arising from nuclear weapons material
 9. any losses directly or indirectly arising out of, or contributed to or caused by, or resulting from or in connection with any act of nuclear, chemical, biological terrorism (as defined below) regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this Exception, Nuclear, Chemical, Biological terrorism shall mean the use of any nuclear weapon or device or the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous Chemical agent and/or Biological agent during the period of insurance by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious or ideological purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear. Chemical agent shall mean any compound which, when suitably disseminated, produces incapacitating, damaging or lethal effects on people, animals, plants or material property. Biological agent shall mean any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesized toxins) which cause illness and/or death in humans, animals or plants. If we allege that by reason of this exclusion any loss is not covered by this insurance the burden of proving the contrary shall be upon the Insured.
 10. Claim on account of injury due Accident or Untoward incident prior to the date and time of journey and post the date and time of journey would be excluded from the scope of the policy, however any delay in the time of departure and arrival of the respective train would be taken into consideration
 11. Claim in instances wherein ticket was booked by the Insured; however the train was not boarded. This is irrespective of whether the train ticket was cancelled or not.
 12. Claim in instances wherein ticket was booked by the Insured; however the ticket was not confirmed but still the passenger boarded the train.



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13. The treatment of any illness even if caused by the Accident or Untoward incident suffered by the Insured except any caused by Accident or Untoward incident and requiring immediate medical treatment in order to maintain life or relieve immediate pain or distress.
14. Any medical treatment which was not medically necessary.
15. Plastic or cosmetic surgery unless this is certified by the attending Medical Practitioner to be medically necessary for reconstruction following an Accident or Untoward incident.
16. Dental treatment or surgery of any kind, unless to sound natural teeth and necessitated by an Accident or Untoward incident.
17. Any health check-ups or examinations or measures primarily carried out for diagnostic or investigative reasons for any purpose other than treatment related to an Accident or Untoward incident.
18. Any costs relating to physiotherapy unless undertaken while the Insured is hospitalized.
19. Any costs or periods of residence incurred in connection with rest cures or recuperation at spas or health resorts, sanatorium, convalescence homes or any similar institution.
20. Any costs in any way related to psychiatric or mental disorders.
21. Any costs relating to the Insured's pregnancy, childbirth or the consequences of either.
22. Any congenital internal or external diseases, defects or anomalies.

Claims Procedure & Documentation

- (i) The Insured or his nominee or legal heir shall deliver to the nearest office of the Insurance Company, not later than 4 months from the date of occurrence of the Insured Event, a detailed statement in writing as per the claim form and any other material, particular or relevant to the making of such claim.

The Insured or his nominee or legal heir shall tender to the Company all reasonable information, assistance and proofs in connection with any claim hereunder.

- (ii) Proof as given in this Policy shall be furnished in connection with all matters upon which a claim is based.
- (iii) If the Company requests that bills/ vouchers / Reports in a language, other than English /Hindi be accompanied by an appropriate translation then the costs of such translation must be borne by the Insured.

Claim Documentation

Death Claim:

Submit the duly filled in claim form signed by nominee/legal heir alongwith the NEFT mandate details and cancelled cheque with the following documents:

- Report of the Railway Authority confirming Accident of the train or Untoward incident
- Report of the Railway Authority carrying the details of the passengers declared dead
- Photo identity proof of nominee
- Claim will be settled only to nominee declared at the time of buying insurance through IRCTC portal.
- Succession Order/legal heir certificate/legal documents to establish identification of legal heir in the absence of nomination under the policy



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Disablement Claim:

a. Permanent total disability /Permanent Partial Disability

- Submit the duly filled in Claim form signed by Insured/nominee with NEFT details and cancelled cheque of the beneficiary with the following documents

- Report of the Railway Authority confirming the Accident of the train or Untoward incident
- Report of the attending doctor confirming the extent of disability
- Attested copy of FIR
- Medical bills corresponding to doctor's prescription
 - Attested copy of disability certificate from Civil Surgeon of that Hospital in which the treatment has undergone stating percentage of disability
 - All X-Ray / Investigation reports and films supporting disablement
- Photograph before and after disability

Hospitalisation Expenses for Injury:

1. Report of the Railway Authority confirming the Accident of the train or Untoward incident
2. Discharge summary
3. Original Hospital Bills and medical bills corresponding to doctor's prescription
4. Advance and final receipts (All receipts to be numbered, signed and stamped)
5. Prescriptions for medicines
6. Diagnostic Test Reports, X Ray, Scan, ECG and others including doctor's advice demanding such tests)
7. Cash memos/bills for medicines purchased from outside

The claim documents should be sent to the Claims department of the nearest Office of the Company through which this insurance is effected. For list of office addresses, Please visit our website www.royalsundaram.in.

Claims Settlement / Rejection

1. Benefits payable under this policy will be paid within 15 days of the receipt of last necessary document.
2. The Company shall be released from any obligation to pay insurance benefits if any of the obligations are breached.
3. All claims under this Policy shall be payable in Indian Currency.
4. The Company shall be liable to pay any interest at 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed, for sums paid or payable under this Policy, upon acceptance of an offer of settlement by the insured but there is delay in payment beyond 7 days from the date of acceptance.
5. No Claim is admissible beyond 365 days from date of expiry of the policy in respect of hospitalization commencing within the Period of Insurance.
6. No liability under the Policy will be admitted, if the claim is fraudulent or supported by fraudulent means.
7. At the time of claim settlement, Company may insist on KYC documents of the Insured/nominee/legal heir as per the relevant AML guidelines in force.



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GENERAL CONDITIONS

1. Notice

Every notice and communication to the Company required by this Policy shall be in writing to the nearest office of Company through which this insurance is effected.

2. Fraud – Forfeiture of Cover

If any claim shall be in any respect fraudulent or if any fraudulent means or devices be used by the Insured or anyone acting on the Insured's behalf to obtain benefit under this Policy all benefit hereunder shall be forfeited.

3. Cancellation of ticket

In case of cancellation of tickets, an automatic refund of premium after deduction of administrative charges @ 20% of the premium will be credited to the CD account of IRCTC with the Company. The details of cancellation will be provided by IRCTC to the Company on daily basis.

4. Arbitration

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy. Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

5. Grievance Redressal Procedure

In case of any grievance the insured person may contact the company through Website:

<https://www.royalsundaram.in/customer-request>

Contact Numbers: 1860 258 0000, 1860 425 0000

E-mail: grievance.redressal@royalsundaram.in

Sr. Citizen can email us at: seniorcitizengrievances@royalsundaram.in

Fax: 044-7117 7140

Courier:

Grievance Redressal Unit

Royal Sundaram General Insurance Co. Limited

Vishranthi Melaram Towers,

No.2/319, Rajiv Gandhi Salai (OMR)

Karapakkam, Chennai – 600097

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance. If Insured person is not satisfied with the Redressal of grievance through one of the above methods, insured person may contact the grievance officer at:

Mr. T M Shyamsunder

Grievance Redressal Officer

Royal Sundaram General Insurance Co. Limited

Vishranthi Melaram Towers,

No.2/319, Rajiv Gandhi Salai (OMR)

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For updated details of grievance officer, kindly refer the link <http://www.royalsundaram.in>

If Insured person is not satisfied with the Redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for Redressal of grievance as per insurance Ombudsman Rules 2017.

Insurance Ombudsman addresses given in Annexure I.

Grievance may also be lodged at Bima Bharosa (an Integrated Grievance Management System earlier known as IGMS) <https://bimabharosa.irdai.gov.in>

Annexure I

INSURANCE OMBUDSMAN OFFICE LIST

The contact details of **Insurance Ombudsman Office** details are as below:

S. No.	Office Details	Jurisdiction of Office Union Territory, District)
1.	AHMEDABAD - Shri Collu Vikas Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
2.	BENGALURU - Mr Vipin Anand Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in	Karnataka.
3.	BHOPAL - Shri R. M. Singh Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh Chattisgarh.



4.	BHUBANESHWAR - Shri Manoj Kumar Parida Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in	Orissa.
5.	CHANDIGARH – Mr Atul Jerath Office of the Insurance Ombudsman, 6.S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@cioins.co.in	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
6.	CHENNAI - Shri Segar Sampathkumar Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
7.	DELHI - Ms Sunita Sharma Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@cioins.co.in	Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
8.	GUWAHATI – Shri Somnath Ghosh Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.



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9.	HYDERABAD – Shri N. Sankaran Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
10.	JAIPUR - Shri Rajiv Dutt Sharma Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in	Rajasthan.
11.	ERNAKULAM – Shri G. Radhakrishnan Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
12.	KOLKATA – Ms Kiran Sahdev Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.



Royal Sundaram

ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED

Corporate Office: "Vishranthi Melaram Towers", 2/319, Rajiv Gandhi Salai, (OMR), Karapakkam, Chennai 600097.

Registered Office : 21, Patullos Road, Chennai 600 002.

Tel: 91-44-7117 7117 | **E mail:** care@royalsundaram.in

Toll no. 1800 568 9999 | **Website:** www.royalsundaram.in

IRDAI Registration Number – 102 | CIN-U67200TN2000PLC045611

13.	<p>LUCKNOW -Shri Atul Sahai Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@cioins.co.in</p>	<p>Districts of Uttar Pradesh Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.</p>
14.	<p>MUMBAI - Shri Bharatkumar S. Pandya Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in</p>	<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.</p>



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Registered Office : 21, Patullos Road, Chennai 600 002.
Tel: 91-44-7117 7117 | **E mail:** care@royalsundaram.in
Toll no. 1800 568 9999 | **Website:** www.royalsundaram.in
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15.	NOIDA - Shri Bimbadhar Pradhan Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16.	PATNA - Ms Susmita Mukherjee Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand.
17.	PUNE - Shri Sunil Jain Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.



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COUNCIL FOR INSURANCE OMBUDSMEN

Contact Details:

Address:

COUNCIL OF INSURANCE OMBUDSMEN,
3rd Floor, Jeevan Seva Annexe, S. V. Road,
Santacruz (W),
Mumbai – 400 054.

WHAT IF I EVER NEED TO COMPLAIN?

We hope, of course, that you will never feel the need to complain. Nevertheless, sometimes things do go wrong. When they do, we want to know straight away, so we can put them right as quickly as possible, and take steps to make sure they don't happen again.

In all instances, call our Customer Services at our Chennai office at 1860 425 0000 or e-mail at customer.services@royalsundaram.in. For E-ticket passengers of IRCTC, call our Customer Services at our Chennai office at 1800 568 9999 or e-mail at care@royalsundaram.in. or write us to Royal Sundaram General Insurance Co. Limited, Vishranthi Melaram Towers, No. 2 / 319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai - 600097.