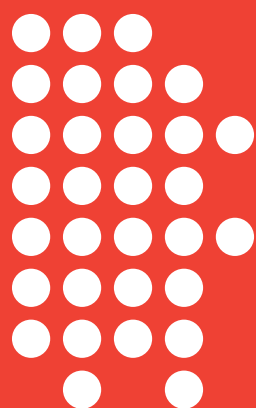


INDIAN NON-LIFE INSURANCE INDUSTRY  
**YEARBOOK**  
2019-20



General Insurance Council

Industry Association of General Insurance Companies

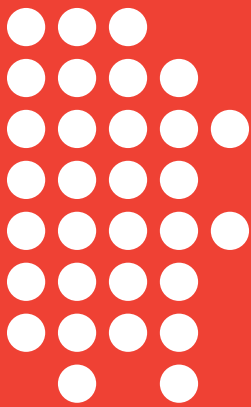


INDIAN NON-LIFE INSURANCE INDUSTRY  
**YEARBOOK**  
2019-20



General Insurance Council

Industry Association of General Insurance Companies





INDIAN NON-LIFE INSURANCE INDUSTRY

# YEARBOOK

## 2019-20



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C.R. Vijayan - Deputy Secretary General

Pratibha Sarathy, Head - IT Member Services

V. Devanathan - Consultant & Technical Advisor

Priyanka Bangera, Admin Officer

Tejasvi Ghate, Admin Officer

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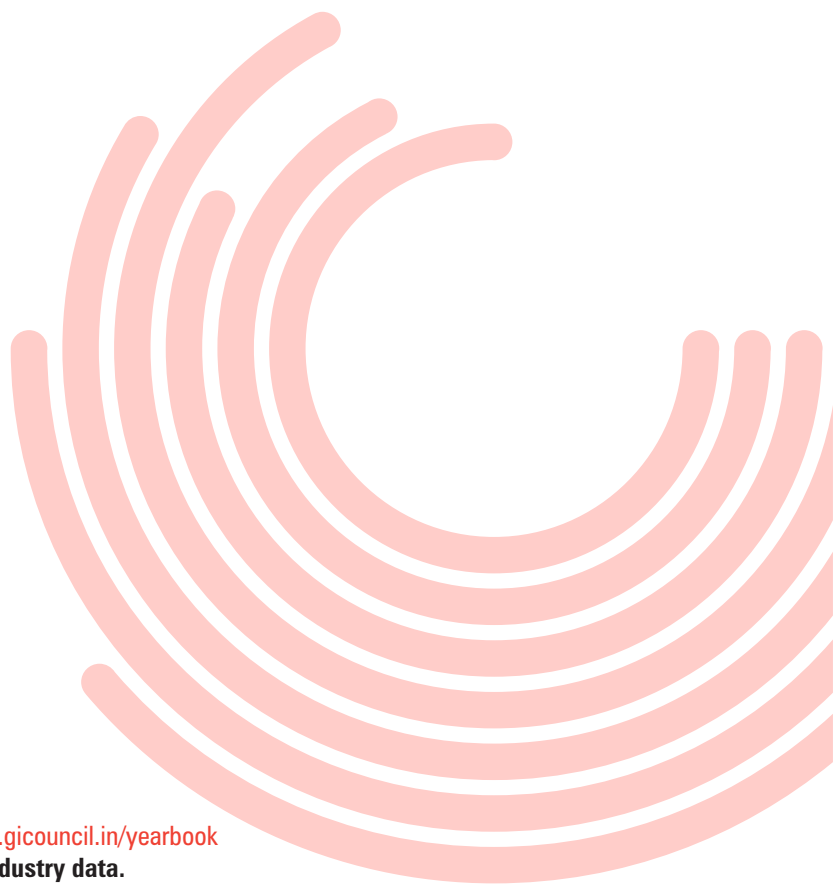
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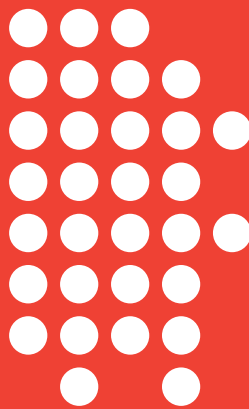
#### ONLINE VERSION

The Year Book 2019-20 is available online at: <https://www.gicouncil.in/yearbook>

**The online version is the latest updated version of the industry data.**

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## Members of the General Insurance Council

### GENERAL INSURERS



General Insurance Council

A...

## STANDALONE HEALTH INSURERS

ADITYA BIRLA



HEALTH



HEALTH INSURANCE



## SPECIALIZED INSURERS



Agriculture Insurance Company of India Limited



You focus on exports. We cover the risks.

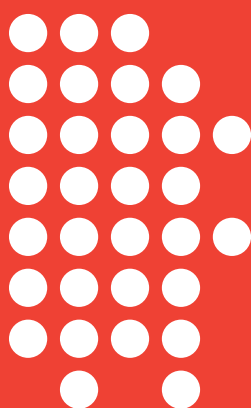
## INDIAN REINSURERS - GIC Re



## BRANCHES OF FOREIGN REINSURERS



LLOYD'S



## Executive Committee Members of the General Insurance Council

Name of Member	Designation	Company & Address
<b>Elected Members</b>		
Mr Atul Sahai	Chairman of GI Council	The New India Assurance Co Ltd New India Assurance Building", 87, M G Road, Fort Mumbai 400001
Mr Anuj Gulati	Chief Executive Officer	Care Health Insurance Co Ltd Vipul Tech Square, Tower C, 3rd floor, Sector 43, Golf Course Road, Gurgaon 122009
Mr Devesh Srivastava	Chairman-cum- Managing Director	General Insurance Corporation of India Ltd Suraksha', 170, J Tata Road, Mumbai 400020
Mr Ritesh Kumar	Managing Director & Chief Executive Officer	HDFC Ergo General Insurance Co. Ltd. 1st floor, 165-166, Backbay Reclamation, H T Parekh Marg, Mumbai 400020
<b>Nominated Members</b>		
Mr C R Biswal	Former Additional Chief Secretary, Govt. of Andhra Pradesh	Eminent person not connected with insurance Plot No. 36, Prashashan Nagar Society, Road No. 72, Jubilee Hills, Hyderabad 500 110.
Dr Vikram Jit Singh Chhatwal	Whole Time Director	Medi Assist Insurance TPA Pvt Ltd IBC Knowledge Park, Tower D, 4th Floor, Bannerghatta Main Rd, 4/1, Bengaluru 560029.
Mri Saumil Dilip Mehta	Director	Mehta & Padamsey Insurance Surveyors & Loss Assessors Pvt Ltd Fort Chambers, C Block, 65, Tamarind Street, Mumbai 400 001.
Mr V V Venkatasubramaniyam		Policyholders Representative SJR Redwoods, Olive 106, Haralur Road, Bengaluru 560 102.
Mr Y Ramanand Rao		Agents' Representative Plot No.11, KAMALINI, Ground Floor, Police Officers' Progressive CHS Ltd., Fisheries University Road, Versova, Andheri (West), Mumbai 400 061
<b>Regular Invitees</b>		
Mr Atul Sahai	Chairman-cum- Managing Director	The New India Assurance Co Ltd New India Assurance Building,87, M G Road, Fort, Mumbai 400001.
Mr Joseph Augustine	Chief Executive Officer	XL Insurance Co SE – India Reinsurance Branch 511, A Wing, Level 5, G Block, C-70, Bandra Kurla Complex, Bandra East, Mumbai 400051.
Mr Mahesh Balasubramanian	Managing Director & Chief Executive Officer	Kotak Mahindra General Insurance Co Ltd Kotak Infinity Bldg. No. 21, 8th floor, Zone IV, Infinity Park, Gen. A.K. Vaidya Marg, Malad (East), Mumbai 400097
Mr Mayank Bathwal	Managing Director & Chief Executive Officer	Aditya Birla Health Insurance Co Ltd. One India Bulls Centre, 9th floor, Tower 1, Jupiter Mills Compound, 841, Senapati Bapat Marg, Elphinstone Road,Mumbai 400013.
Mr Neelesh Garg	Managing Director & Chief Executive Officer	Tata AIG General Insurance Co Ltd Peninsula Business Park, 15th floor, 'A' Wing, Senapati Bapat Marg, Lower Parel, Mumbai 400013.

# General Insurance Council

## General Insurers

Company Name	Address & Contact	Chief Executive
Acko General Insurance Limited	F-301, Lotus Corporate Park, Goregaon East, Mumbai 400 063	<b>Shri Varun Dua</b> Managing Director & Chief Executive Officer
Aditya Birla Health Insurance Co. Ltd.	One India Bulls Centre, 9th floor, Tower 1, Jupiter Mills Compound, 841, Senapati Bapat Marg, Elphinstone Road, Mumbai 400013.	<b>Shri Mayank Bathwal</b> Managing Director & Chief Executive Officer
Agriculture Insurance Company of India Ltd.	Plate B&C, 5th Floor, Block 1, East Kidwai Nagar, New Delhi-110023.	<b>Shri M. K. Poddar</b> Chairman-cum-Managing Director
Bajaj Allianz General Insurance Co. Ltd.	GE Plaza, 1st floor, Airport Road, Yerwada, Pune 411 006.	<b>Shri Tapan Kumar Singhel</b> Managing Director & Chief Executive Officer
Bharti AXA General Insurance Co. Ltd.	19th floor, Parinee Crescenzo, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051	<b>Shri Sanjeev Srinivasan</b> Chief Executive Officer & Managing Director
Care Health Insurance Ltd	Vipul Tech Square, Tower C, 3rd Floor, Sector – 43, Golf Course Road, Gurgaon- 122009	<b>Shri Anuj Gulati</b> Managing Director & CEO
Cholamandalam MS General Insurance Co. Ltd.	"Dare House", 2nd floor, New No. 2, NSC Bose Road, Chennai 600 001.	<b>Shri V Suryanarayanan</b> Managing Director & CEO
Export Credit Guarantee Corporation of India Ltd.	Express Towers, 10th floor, Nariman Point, Mumbai 400021	<b>Shri M Senthilnathan</b> Chairman-cum-Managing Director
Edelweiss General Insurance Co Ltd	5th floor, Tower 3, B Wing, Kohinoor City Mall, Kohinoor City, Kirod Road, Kurla West Mumbai 400 070	<b>Smt Shubhdarshini Ghosh</b> Executive Director & CEO
Future Generali India Insurance Co. Ltd.	India Bulls Finance Centre, Tower 3, 6th floor, Senapati Bapat Marg, Elphinstone Road (West), Mumbai 400 013.	<b>Shri Anup Rau Velamuri</b> Executive Director & Chief Executive Officer
Go Digit General Insurance Limited	SmartWork Business Center, 1st floor, Nyati Unitree, West Wing, Samrat Ashok Road, Yerawada, Pune 411006	<b>Shri Vijay Kumar</b> Chief Executive Officer & Principal Officer
HDFC Ergo General Insurance Co. Ltd.	1st floor, 165-166, Backbay Reclamation, H T Parekh Marg, Mumbai 400 020.	<b>Shri Ritesh Kumar</b> Managing Director & Chief Executive Officer
HDFC ERGO Health insurance Ltd	101, first floor, Inizio, Cardinal Road, Chakala, opposite P&G plaza, Andheri (East), Mumbai, Maharashtra -400069	<b>Shri Anuj Tyagi</b> Managing Director & CEO
ICICI Lombard General Insurance Co. Ltd.	ICICI Lombard House, 414, P. Balu Marg, Off Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400025	<b>Shri Bhargav Dasgupta</b> Managing Director & Chief Executive Officer
IFFCO-TOKIO General Insurance Co. Ltd.	4th & 5th floors, IFFCO Tower, Plot No. 3, Sector 29, Gurgaon 122 001.	<b>Shri Anamika Roy Rashtrawar</b> Managing Director & CEO
Kotak Mahindra General Insurance Co. Ltd.	Kotak Infinity Bldg. No. 21, 8th floor, Zone IV, Infinity Park, Gen. A.K. Vaidya Marg, Malad (East), Mumbai 400097	<b>Shri Mahesh Balasubramanian</b> Managing Director & Chief Executive Officer
Liberty General Insurance Ltd	10th Floor, Tower A, Peninsula Business Park, G Kadam Marg, Lower Parel, Mumbai 400 013.	<b>Shri Roopam Asthana</b> Chief Executive Officer
Magma HDI General Insurance Co. Ltd.	Rustomjee Aspiree, 4th floor, Off Eastern Express Highway, Imax Dome Theatre Road, Sion East, Mumbai 400 022	<b>Shri Rajive Kumaraswami</b> Managing Director & Chief Executive Officer
Manipal Cigna Health Insurance Co. Ltd	401-402, Raheja Titanium, Western Express Highway, Goregaon (E) Mumbai-400063.	<b>Shri Prasun Kumar Sikdar</b> Managing Director & CEO
Max Bupa Health Insurance Co. Ltd.	B-1/I-2, Mohan Co-operative Industrial Estate, Mathura Road, New Delhi 110 044.	<b>Shri Krishnan Ramachandran</b> Managing Director & Chief Executive Officer
National Insurance Company Ltd.	3, Middleton Street, Kolkata 700 071.	<b>Smt. Tajinder Mukherjee</b> Chairman-cum-Managing Director
Navi General Insurance Ltd.	402, 403 & 404, A & B Wing, 4th floor, Fulcrum, Sahar Road, Next to Hyatt Regency, Andheri (East), Mumbai -400099	<b>Shri Ramchandra Pandit</b> Senior Vice President & Chief Partnership Distribution Officer



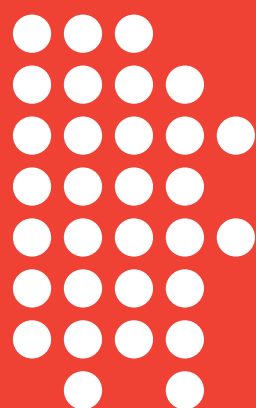
Company Name	Address & Contact	Chief Executive
Raheja QBE General Insurance Co.Ltd	Ground Floor, PKG Plaza, Cardinal Gracious Road, Chakala, Andheri (E), Mumbai-400099	<b>Shri Pankaj Arora</b> Managing Director & CEO
Reliance General Insurance Co. Ltd	Reliance Centre, 4th floor, South Wing, Near Prabhat Colony, Santacruz (E), Mumbai-400055.	<b>Shri Rakesh Jain</b> Executive Director & CEO
Reliance Health Insurance Limited	Reliance Centre, 4th Floor, North Wing, Off Western Express Highway, Santacruz(E), Mumbai-400055.	<b>Shri Ravi Vishwanath</b> Executive Director & Chief Executive Officer
Royal Sundaram General Insurance Co. Ltd.	Vishranti Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR), Karapakkam, Chennai 600 097.	<b>Shri M. S. Sreedhar</b> Managing Director & Chief Executive Officer
SBI General Insurance Co. Ltd.	"Natraj" 101, 201, 301, Junction of WE Highway & Andheri-Kurla Road, Andheri (E), Mumbai 400 069.	<b>Shri Prakash Chandra Kandpal</b> Managing Director & CEO
Shriram General Insurance Co. Ltd.	E-8, RIICO Industrial Area, Sitapura, Jaipur 302 022.	<b>Shri Anil Kumar Aggarwal</b> Managing Director & Chief Executive Officer
Star Health & Allied Insurance Co. Ltd.	1, New Tank Street, Valluvar Kottam High Road, Nungambakkam, Chennai 600 034.	<b>Shri V Jagannathan - Chairman &amp; CEO.</b> <b>Shri Dr S Prakas - Managing Director</b> <b>Shri Anand Roy - Managing Director</b>
Tata AIG General Insurance Co. Ltd.	Peninsula Business Park, 15th floor, 'A' Wing, Senapati Bapat Marg, Lower Parel, Mumbai 400 013.	<b>Shri Neelesh Garg</b> Managing Director & Chief Executive Officer
The New India Assurance Co. Ltd.	New India Assurance Building, 87, M G Road, Fort, Mumbai 400001.	<b>Shri Atul Sahai</b> Chairman-cum-Managing Director
The Oriental Insurance Co. Ltd.	"Oriental House", A/25-27, Asaf Ali Road, New Delhi 110 00	<b>Smt S N Rajeswari</b> Chairman-cum-Managing Director
United India Insurance Co. Ltd.	24, Whites Road, Chennai 600 014.	<b>Shri Girish Radhakrishnan</b> Chairman-cum-Managing Director
Universal Sompo General Insurance Co. Ltd.	Unit 401, 4th floor, Sangam Complex, 127, Andheri-Kurla Road, Andheri (E), Mumbai 400 059.	<b>Shri Sharad Mathur</b> Managing Director & CEO

## Reinsurers

Company Name	Address & Contact	Chief Executive
General Insurance Corporation of India Ltd.	"Suraksha", 170, J Tata Road, Churchgate, Mumbai 400020.	<b>Shri Devesh Srivastava</b> <b>Chairman-cum-Managing Director</b>

## Branches of foreign Reinsurers

Company Name	Address & Contact	Chief Executive
Allianz Global Corporate & Speciality SE, India Branch	No. 66, 3 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra (East), Mumbai 400 051	<b>Shri C B Murali</b> <b>Chief Executive Officer</b>
AXA France Vie - India Reinsurance Branch	5th floor, Office Tower, Select City Walk, Plot No. A-3, District Centre, Saket, New Delhi 110017	<b>Shri Ankur Nijhawan</b> <b>Chief Executive Officer</b>
General Reinsurance AG - India Branch	107-109 Meadows, Sahar Plaza Complex, JB Nagar, Andheri-Kurla Road, Andheri East, Mumbai 400 059.	<b>Shri Sanjeeb Kumar</b> <b>Chief Executive Officer</b>
Hannover Ruck SE - India Branch	Fulcrum, B-604, 6th floor, Sahar Road, Andheri (East), Mumbai 400 099.	<b>Shri G L N Sarma</b> <b>Chief Executive Officer</b>
Lloyd's India	Unit 1, Level 6, 4 North Avenue, Maker Maxity, Bandra Kurla Complex, Bandra East, Mumbai 400051	<b>Shri Shankar Garigiparthi</b> <b>Country Manager, India</b>
Munich Re - India Branch	Unit 1101, B Wing, The Capital, Plot No. C-70, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051.	<b>Shri Hitesh Kotak</b> <b>Chief Executive Officer</b>
RGA Life Reinsurance Company of Canada - India Branch	302, Akruti Center Point, MIDC Central Road, Andheri East, Mumbai 400 093.	<b>Smt Jyoti Punja</b> <b>Chief Executive Officer</b>
SCOR SE - India Branch	Unit 907-910, Kanakia Wallstreet, At Village Chakala & Mulgaon, Andheri-Kurla Road Andheri (East), Mumbai-400093.	<b>Shri Mukul Kishore</b> <b>Chief Executive Officer</b>
Swiss Reinsurance Company Ltd. - India Branch	A701, 7th Floor, One BKC, Plot No. C-66, G Block, Bandra Kurla Complex, Mumbai 400 051.	<b>Shri G Satish Raju</b> <b>Chief Executive Officer</b>
XL Insurance Co. SE - India Reinsurance Branch	511, A Wing, Level 5, G Block, C-70, Bandra Kurla Complex, Bandra East, Mumbai 400 051.	<b>Shri Joseph Augustine</b> <b>Chief Executive Officer</b>



# Executive Summary

The organization of the Yearbook 2019-20 continues to focus on different aspects of the Indian Non-Life Insurance Industry via each chapter. There are sections covering Macro-economic and Insurance Indicators, State-wise penetration and density, Industry Business Highlights, Segment wise Business Highlights, and Customer Service. The Yearbook includes data tables and information on the working of Non-life Insurance companies in the annexures.

The Yearbook has been developed with sources of data available within the GI Council, Non-life Insurance Industry players and the Regulator. Economic data has been sourced from RBI and various government sources. Relevant data has also been collated from Annual reports and public disclosures of member companies and reports routed through the Council. Complaints data for the year 2019-20 has been obtained from IRDAI for the chapter on Service indicators.

Analysis of the performance of players since 2010-11 reveals that the Non-Life Insurance Insurers have maintained steady growth and solvency margins. The industry has maintained positive profit after tax figures for the year in continuation with the trend since 2011-12. Market competition has dominated all classes other than Motor TP since April 2008.

The Yearbook also highlights the status of Non-life Insurance penetration in the country in the form of heat maps and gives claims data state-wise. The heat maps show a panoramic view of how the Non-Life Insurance penetration has improved during the last 10 years.

The segment wise analysis in this yearbook looks at business from different angles. Every chapter also carries a short summary of the highlights of the analysis under that section.

## Comparison of Key parameters between 2010-11 and 2019-20:

### Macro-economic and Insurance Indicators:

- Insurance penetration (in percentage) at current prices has increased from 0.62 in 2010-11 to 0.93 in 2019-20
- Insurance density has increased almost close to four-fold from ₹ 398 to ₹ 1,516

### Changes in the Insurance Industry Players

- The number of insurers offering general and health insurance is 34 in the current year, which is the same as the previous year
- The opening of the market for reinsurers, has seen the establishment of the India branch of the Lloyds syndicate as well as branches of nine other foreign reinsurers.

### Industry Growth and Capital Leverage

- Gross Direct Premium Income (GDPI) in India has increased from ₹ 48,213 Crores in 2010-11 to ₹ 1,88,916 Crores in 2019-20

- Capital employed has increased from ₹ 20,027 Crores to ₹ 77,420 Crores in 2019-20, while Investments have increased more than seven-fold from ₹ 42,163 Crores in 2010-11 to ₹ 2,90,005 Crores in 2019-20

## Operational Parameters (2010-11 versus 2019-20)

- Number of offices has increased from 6,594 to 11,375
- Number of employees has grown from 93,347 to 141,631
- Number of policies issued increased from 9.16 Crores to 24.16 Crores
- Overall net retention ratio remained constant at 66.7%
- Number of claims handled has increased to 5.3 Crores in the year 2019-20

## Class-Mix

- Motor Insurance business (comprising of both Own Damage and Third Party covers) accounts for the highest share of GDPI at 36.5% followed by health and accident insurance at 30.1% and property insurance business at 9.7%. It is pertinent to know that the health and accident segment has grown at a CAGR of 18.2% over the period 2010-11 to 2019-20.

## Underwriting Results

- The Non-Life Insurance Industry has incurred underwriting losses since 2007. Underwriting losses increased substantially in 2018-19 due to deteriorating claims ratios across product lines except for Health Insurance and an increase in Expenses of Management. Underwriting losses further increased for the year 2019-20.
- Motor TP administered rates continue to be inadequate due to, increasing number of Motor accident victims, the severity of injuries, and increase in compensation awards by Courts.

## Service Indicators

- The number of customer complaints has come down by almost one-third from 1,26,658 in 2010-11 to 49,988 in 2019-20. Customer complaints in absolute terms have declined by over 77% in the last decade.
- Relative measure of complaints to a number of policies issued has come down from 0.14% in 2010-11 to 0.02% in 2019-20
- Insurance Intermediaries (i.e. Individual Agents, Corporate Agents, Bancassurance, Brokers) have contributed around 63% market share of the business

In conclusion, the Non-Life Insurance industry continues to show maturity and resilience over the last 10 years despite facing many operational challenges, since the removal of tariffs. The industry players are well poised to take advantage of the favorable business climate emerging from various Government initiatives to tap the huge untapped potential in the Indian markets in the years to come.



# PART 01

## Indian Non-Life Insurance Industry Analysis (2019-20)

**Section 1**  
Macro-economic and Insurance Indicators

**Section 2**  
Statewise Penetration and Density

**Section 3**  
Industry Business Highlights

**Section 4**  
Segmentwise Business Highlights

**Section 5**  
Policy Holder Service Index



# 01

## Macro-economic & Insurance Indicators

- The Indian General Insurance Industry in FY 19-20 has continued its robust upward trend, achieving a 11.5% Year-on-Year growth with respect to Premium Income in India for 2018-19, and an 14.6% CAGR over a 10 Year Period
- The Industry has also continued to increase its penetration figures, growing from 0.89% in FY 18-19 to 0.93% in FY 19-20
- Insurance Density has almost quadrupled over a 10-year period, showcasing the increased consumer demand for products from the Insurance sector

# Indian Economy Indicators

**Table 1.1.1 Indian Economy Indicators (10 Year Trend)**

**New Series - (Base year: 2011-12)**

Indicators	2010-11	2011-12	2012-13	2013-14
GDP at Current Prices	77,95,314.00	87,36,329.00	99,44,013.00	1,12,33,522.00
GDP at Constant prices	52,82,384.00	87,36,329.00	92,13,017.00	98,01,370.00
GDP Growth Rate (%) - at Current prices	20.34	12.07	13.82	12.97
GDP Growth Rate (%) - at Constant prices	10.26	65.39	5.46	6.39
Overall Industrial Growth (%)	7.55	2.90	3.30	4.24
Services Growth (%)	9.67	4.70	14.90	6.89
Exports Growth (%)	37.34	25.36	13.80	7.79
Imports Growth (%)	26.87	32.40	14.47	(8.15)
Bank Credit Growth (%)	21.50	17.00	14.10	13.90
Bank Deposit Growth (%)	15.90	13.50	14.20	14.10
Gross Domestic Savings (% GDP)	33.68	34.60	33.90	32.10
Inflation (WPI- Average) (%)	9.60	8.90	6.90	5.20
Average Exchange Rate (₹/USD)	45.60	48.10	54.00	60.40
Non Life Insurance GDPI in India (₹ in Crores)	48,213.10	59,820.00	71,203.40	77,542.60
GDPI Growth (%)	22.90%	24.10%	19.00%	8.90%



Indicators	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
GDP at Current Prices	1,24,67,959.00	1,37,71,874.00	1,53,62,386.00	1,70,95,005.00	1,89,71,237.00	2,03,39,849.00
GDP at Constant prices	1,05,27,674.00	1,13,69,493.00	1,22,98,327.00	1,31,79,857.00	13,981,426.00	1,45,65,951.00
GDP Growth Rate (%) - at Current prices	10.99	10.46	11.55	11.28	10.98	6.99
GDP Growth Rate (%) - at Constant prices	7.41	8.00	8.17	7.17	6.08	3.47
Overall Industrial Growth (%)	8.07	11.86	8.33	6.06	5.26	(0.11)
Services Growth (%)	8.99	8.62	8.12	7.75	6.43	3.78
Exports Growth (%)	1.78	(5.65)	5.01	4.69	12.09	(0.60)
Imports Growth (%)	0.87	(5.85)	4.38	17.62	8.41	(3.80)
Bank Credit Growth (%)	9.00	10.90	8.20	10.00	13.30	6.10
Bank Deposit Growth (%)	10.70	9.30	15.30	6.20	9.60	8.10
Gross Domestic Savings (% GDP)	32.24	31.09	30.26	30.51	30.11	NA
Inflation (WPI- Average) (%)	1.30	(3.7)	1.70	2.90	4.30	1.70
Average Exchange Rate (₹/USD)	62.40	66.32	64.84	65.13	69.47	74.35
Non Life Insurance GDPI in India (₹ in Crores)	84,685.70	96,379.40	1,28,128.40	1,50,662.00	1,69,448.00	1,88,916.00
GDPI Growth (%)	9.20%	13.80%	32.90%	17.60%	12.50%	11.50%

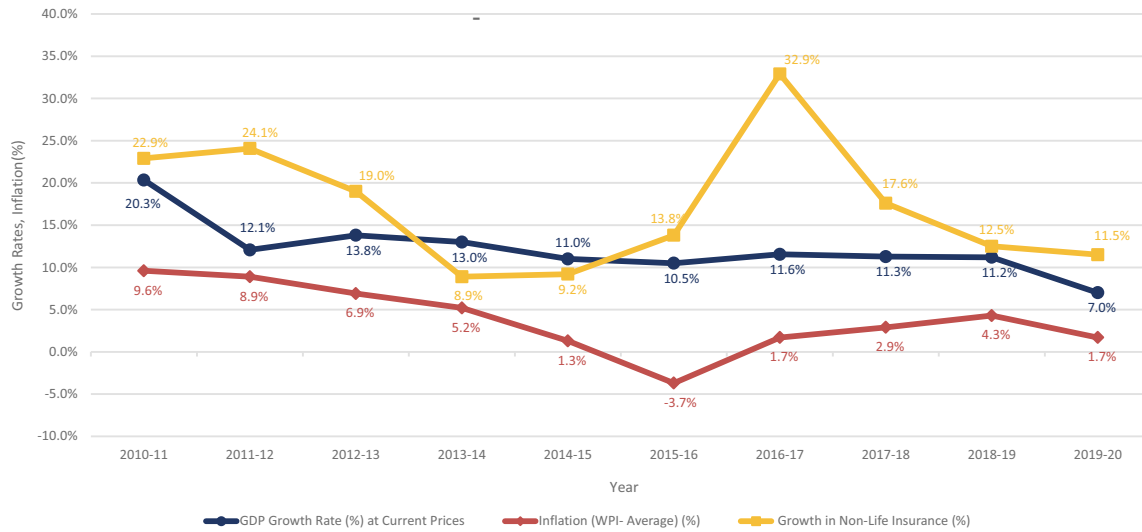
**Source:** RBI Handbook 2019-20

**Note:** GDP – Gross Domestic Product

GDPI – Gross Direct Premium in India

Figures provided by The RBI are updated with a lag of 12 months

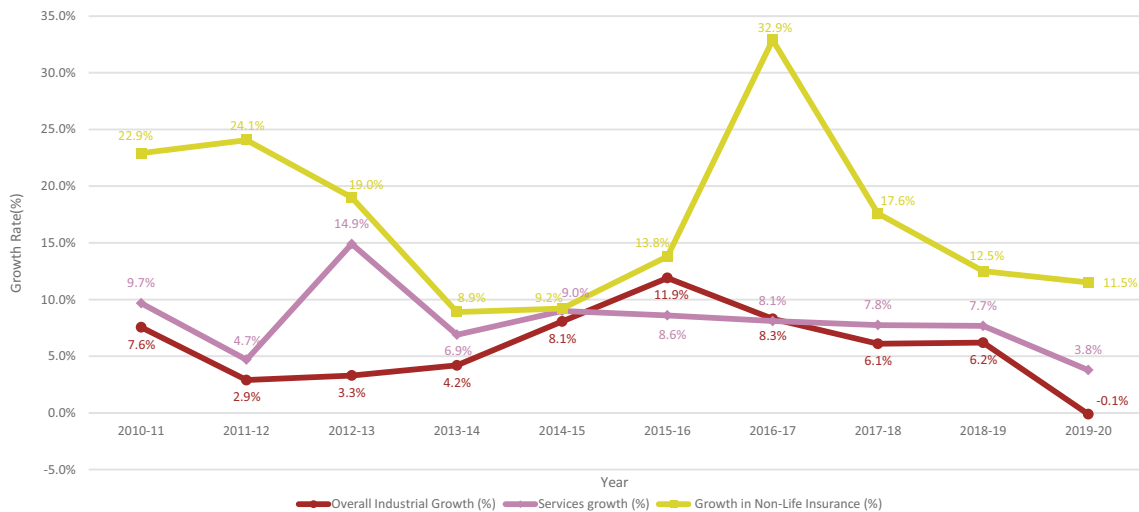
**Chart 1.1.1 Non-Life Insurance Premium v/s GDP Growth**



**Source:** RBI (Gross Domestic Product)  
**Council Compilation:** Growth in Non-Life Insurance(%)  
**Secondary Source:** Indiatats: Inflation (WPI-Average)(%)

Non-Life Insurance Industry growth during the period 2010-11 to 2019-20 has been continued to outperform the Industrial and Services growth rates.

**Chart 1.1.2 Non-life Insurance Premium vs Overall Industrial & Services Growth**

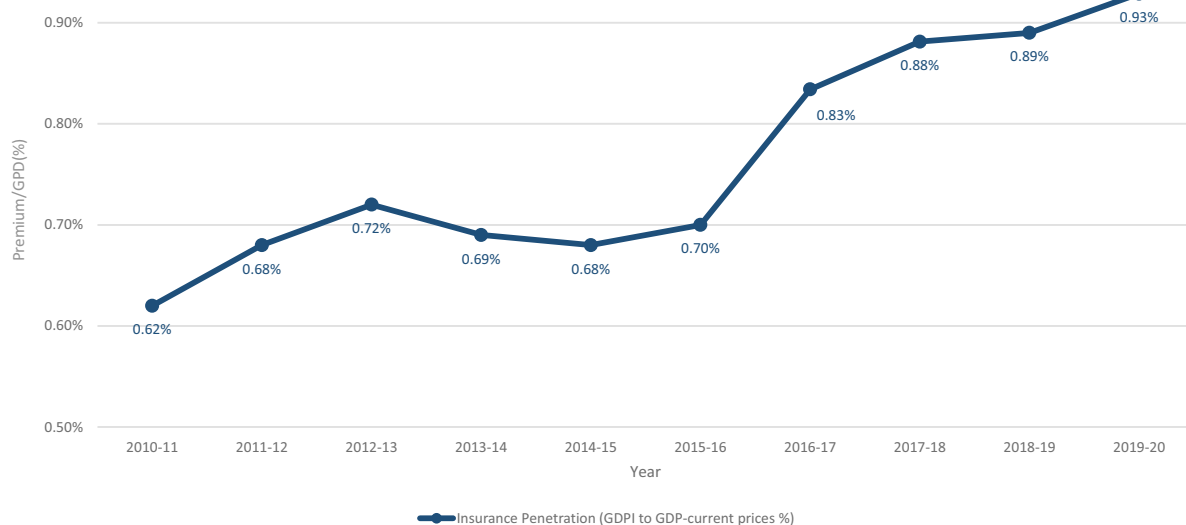


**Source:** RBI: Overall Industrial Growth (%)  
**Council Compilation:** Growth in Non-Life Insurance (%)  
**Secondary Source:** Indiatats: Services Growth (%)

## Insurance Penetration

Insurance Penetration, expressed as a percentage of GDP (at Current Prices), has increased from 0.62% in 2010-11 to 0.93% in 2019-20. (Economic figures were revised using 2011-12 as the base year which has led to a recalibration of Insurance Penetration figures.)

**Chart 1.2.1 Insurance Penetration**



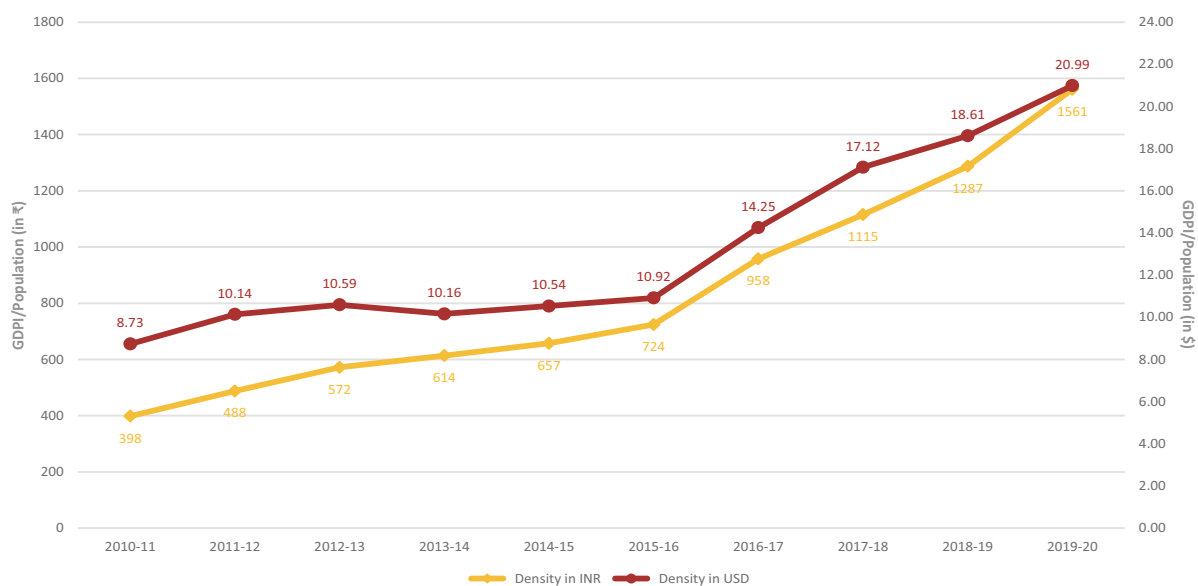
**Source:** RBI: Gross Domestic Product (current prices)

**Council Compilation:** Gross Domestic Premium Income

## Insurance Density in ₹ (Gross Direct Premium / Population)

Insurance Density representing the per capita spend on Non-Life Insurance Premium has almost quadrupled since 2010-11.

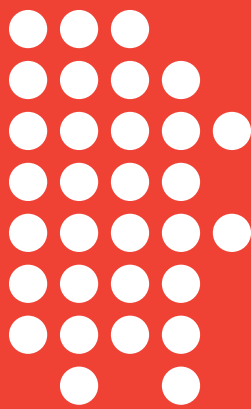
**Chart 1.3.1 Insurance Density**



**Source:** RBI: Average INR-USD exchange rate

**Council Compilation:** Gross Domestic Premium

**Note:** Population figures taken from Census and associated publications 2019-20 are provisional.  
Rate of exchange from RBI are as on 31st March of the respective year.





# 02

## Statewise Penetration & Density

- 13 States/Union Territories account for more than ₹ 5000 Cr. Of Premium Income in FY 19-20
- The top 5 States account for close to ₹ 100,000 Cr. Of Premium Income in FY 19-20, representing a little over half of the total Premium Income for the country
- FY 19-20 witnessed an overall drop of approximately 2% in the number of offices open.

# Statewise Snapshot

## GDPI, Economic Indicators

Table 2.1.1

### Statewise Summary of Selected Macro-economic, Demographic and Insurance Data

GDPI 2018-19 Rank	GDPI 2019-20 Rank	States / Union Territories	No. of Insurance Offices				State Domestic Product (₹ In Crores)		
			2016-17	2017-18	2018-19	2019-20	2016-17	2017-18	2018-19
1	1	Maharashtra	1251	1294	1365	1412	22,03,231	22,03,231	26,32,792
2	2	Tamil Nadu	1280	1264	1277	1209	13,38,766	13,38,766	16,30,208
3	3	Karnataka	693	710	750	771	10,40,148	12,68,881	15,44,399
4	4	Gujarat	677	694	721	727	9,84,971	9,84,971	15,02,899
7	5	Rajasthan ↑	556	565	596	568	7,67,167	8,40,263	9,42,586
5	6	Uttar Pradesh ↓	1038	988	996	911	11,53,795	13,39,452	16,68,229
6	7	Delhi ↓	362	375	382	373	6,22,385	6,86,017	7,74,870
9	8	West Bengal ↑	570	570	588	528	9,20,000	9,20,000	10,89,898
11	9	Haryana ↑	333	336	354	364	5,47,396	5,47,396	7,34,163
8	10	Madhya Pradesh ↓	519	472	487	448	5,65,053	7,07,047	8,09,592
12	11	Telangana ↑	344	356	389	396	6,54,294	6,54,294	8,61,031
10	12	Kerala ↓	604	611	626	629	5,70,523	5,70,523	7,81,653
13	13	Andhra Pradesh	511	535	559	576	6,99,307	6,99,307	8,62,957
14	14	Odisha	336	338	356	357	3,32,329	4,15,982	4,92,229
16	15	Chhattisgarh ↑	177	173	188	178	2,90,140	2,90,140	3,04,063
15	16	Punjab ↓	483	489	490	489	4,08,815	4,08,815	5,26,376
17	17	Jharkhand	213	206	215	212	2,41,955	2,41,955	2,97,204
18	18	Bihar	278	280	287	283	4,86,430	4,86,430	5,30,363
19	19	Assam	238	244	246	242	2,01,064	2,01,064	3,15,881
21	20	Uttarakhand ↑	133	134	135	137	1,84,091	2,17,609	2,45,895
20	21	Jammu & Kashmir ↓	114	118	114	119	1,32,307	1,32,307	1,55,956
22	22	Himachal Pradesh	110	114	120	122	1,10,511	1,10,511	1,53,845
23	23	Chandigarh	65	67	66	66	30,304	30,304	42,114
24	24	Goa	62	64	67	63	60,895	60,895	73,170
26	25	Puducherry ↑	36	38	40	42	26,533	32,222	36,656
28	26	Tripura ↑	41	45	47	47	-	-	49,845
27	27	Meghalaya	30	30	32	31	27,305	27,305	33,481
30	28	Dadra & Nagra Haveli ↑	3	4	5	5	26,533	-	-
29	29	Mizoram	14	13	13	11	14,204	14,204	19,520
33	30	Sikkim ↑	9	9	10	9	16,637	16,637	28,723
31	31	Arunachal Pradesh	15	14	12	10	19,492	24,353	24,603
32	32	Nagaland	16	13	14	13	20,524	20,524	27,283
35	33	Manipur ↑	15	13	13	11	18,749	18,749	27,869
34	34	Daman & Diu ↓	3	3	3	3	-	-	-
25	35	Andaman & Nicobar Is. ↓	9	10	10	11	-	-	7,871
36	36	Lakshadweep	1	1	2	2	-	-	-
TOTAL			11,139	11,190	11,575	11,375	1,47,15,854	1,55,10,154	1,92,28,224

**Source :** Population and Literacy data – Office of Registrar General of India, Census 2011 documents  
SDP data has been collated from various Government Sources.

**Note :**

1. Premiums and No. of offices data state-wise has been collated from Form 1-10 sent by Individual companies to IRDAI;
2. Minor variations in premium figures are observed owing to different sources of data used for compilation of the Year book;
3. SDP data for 2017-18 has been considered for the States where the official figures are not available for 2019-20

2019-20	Premium Income (₹ In Crores)				Population 2011	Population Growth % 2001-2011	Literacy % 2011	Statewise Premium Per Capita	Insurance Density in ₹	% of Premium
	2016-17	2017-18	2018-19	2019-20						
26,32,792	34,253	31,561	35,238	41,562	11,23,72,972	16%	83%	1.58%	3,699	22%
18,45,853	10,917	13,661	15,137	16,421	7,21,38,958	16%	80%	0.89%	2,276	8.69%
16,99,115	10,366	11,964	13,816	15,720	6,11,30,704	16%	76%	0.93%	2,572	8.32%
15,02,899	9,625	13,135	13,687	14,908	6,03,83,628	19%	79%	0.99%	2,469	7.89%
10,20,989	5,550	7,729	9,660	11,052	6,86,21,012	21%	67%	1.08%	1,611	5.85%
17,94,508	7,625	9,382	10,551	10,951	19,95,81,477	20%	70%	0.61%	549	5.80%
8,56,112	7,451	8,855	10,036	10,505	1,67,53,235	21%	86%	1.23%	6,270	5.56%
12,53,832	5,368	5,797	6,958	9,019	9,13,47,736	14%	77%	0.72%	987	4.77%
8,31,610	4,018	5,506	6,501	8,026	2,53,53,081	20%	77%	0.97%	3,166	4.25%
9,06,672	6,072	8,700	9,098	7,253	7,25,97,565	20%	71%	0.80%	999	3.84%
9,69,604	3,994	4,996	6,002	7,190	3,42,69,383	20%	71%	0.74%	2,098	3.81%
7,81,653	4,340	5,485	6,623	6,966	3,33,87,677	5%	94%	0.89%	2,086	3.69%
9,72,782	3,659	5,031	5,272	5,521	5,03,96,150	11%	68%	0.57%	1,096	2.92%
5,31,374	1,982	2,961	3,216	4,738	4,19,47,358	14%	73%	0.89%	1,130	2.51%
3,29,180	1,574	2,183	2,929	3,703	2,55,40,196	23%	71%	1.12%	1,450	1.96%
5,74,760	2,428	2,888	3,215	3,402	2,77,04,236	14%	77%	0.59%	1,228	1.80%
3,28,598	1,237	1,423	2,147	2,273	3,29,66,238	22%	68%	0.69%	689	1.20%
6,11,804	2,418	2,993	1,958	2,207	10,38,04,637	25%	64%	0.36%	213	1.17%
3,15,881	1,010	1,300	1,482	1,644	3,11,69,272	17%	73%	0.52%	527	0.87%
2,45,895	793	1,016	989	1,281	1,01,16,752	19%	80%	0.52%	1,266	0.68%
1,55,956	707	973	1,073	1,026	1,25,48,926	24%	69%	0.66%	818	0.54%
1,65,472	647	738	864	938	68,56,509	13%	84%	0.57%	1,368	0.50%
42,114	848	800	811	840	10,54,686	17%	86%	1.99%	7,964	0.44%
73,170	452	569	682	536	14,57,723	8%	87%	0.73%	3,677	0.28%
40,802	197	252	271	271	12,44,464	28%	87%	0.66%	2,178	0.14%
55,358	127	124	156	243	36,71,032	15%	88%	0.44%	662	0.13%
36,572	86	192	206	133	29,64,007	28%	75%	0.36%	449	0.07%
	38	85	87	103	3,42,853	55%	78%	-	3,004	0.05%
19,520	43	79	94	85	10,91,014	23%	92%	0.44%	779	0.04%
32,496	106	62	77	80	6,07,688	12%	82%	0.25%	1,316	0.04%
24,603	47	55	79	75	13,82,611	26%	67%	0.30%	542	0.04%
27,283	43	53	80	72	19,80,602	0%	80%	0.26%	364	0.04%
27,869	33	38	45	62	27,21,756	19%	80%	0.22%	228	0.03%
	31	30	68	59	2,42,911	54%	87%	-	2,429	0.03%
7,871	43	38	337	42	3,79,944	7%	86%	0.53%	1,105	0.02%
	1	7	3	11	64,429	6%	92%	-	1,707	0.01%
<b>2,07,14,999</b>	<b>1,28,129</b>	<b>1,50,661</b>	<b>1,69,448</b>	<b>1,88,918</b>	<b>1,21,01,93,422</b>	<b>19.11%</b>	<b>78.47%</b>	<b>0.91%</b>	<b>1,561</b>	<b>100%</b>

# Maharashtra

Rank by GDPI 2019-20: 1

Zone: West | Share of National FY19 GDPI: 22%

Rank by GDPI 2018-19: 1

**Table 2.2** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	31,561	35,238	41,562
No. of Offices	1,294	1,365	1,412

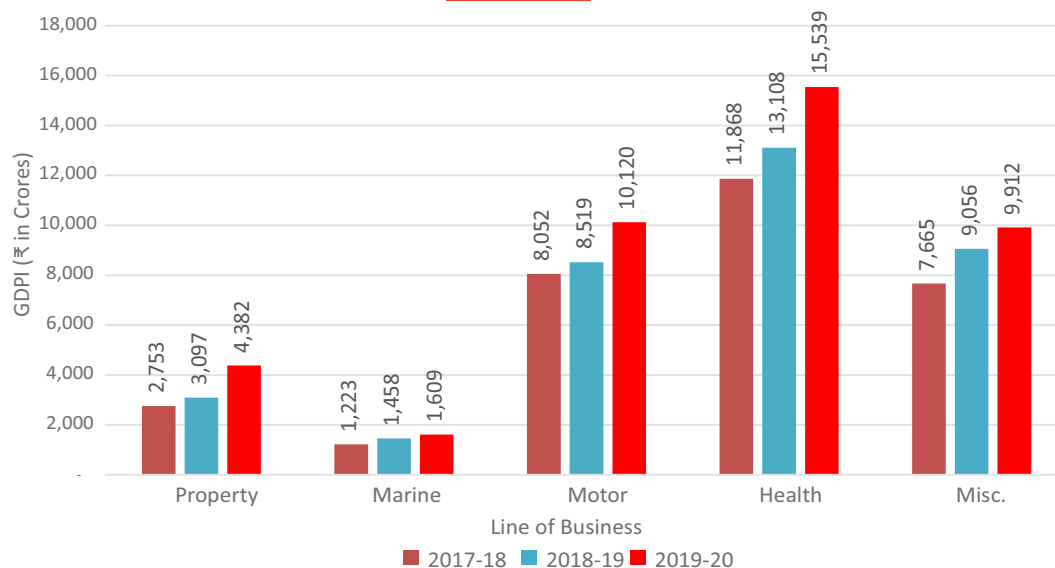
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.3** Economy & Insurance

Population (2011)	11,23,72,972
SDP (₹ in Crores)	26,32,792
Per Capita Insurance	1.58%
Insurance Density (₹)	3,699
Literacy (2011)	83%

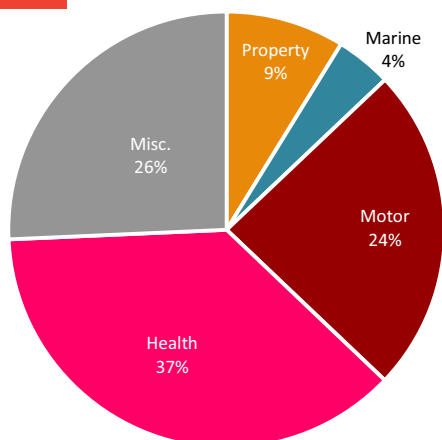
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.1** GDPI (₹ in Crores)



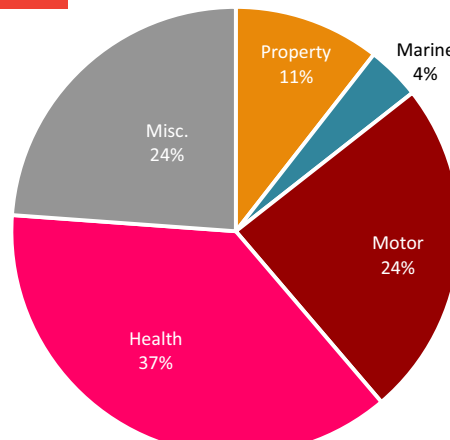
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.2a** 2018-19 GDPI - Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.2b** 2019-20 GDPI - Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI



# Tamil Nadu

Rank by GDPI 2019-20: 2

Zone: South | Share of National FY19 GDPI: 8.69%

Rank by GDPI 2018-19:2

**Table 2.4** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	13,661	15,137	16,421
No. of Offices	1,264	1,277	1,209

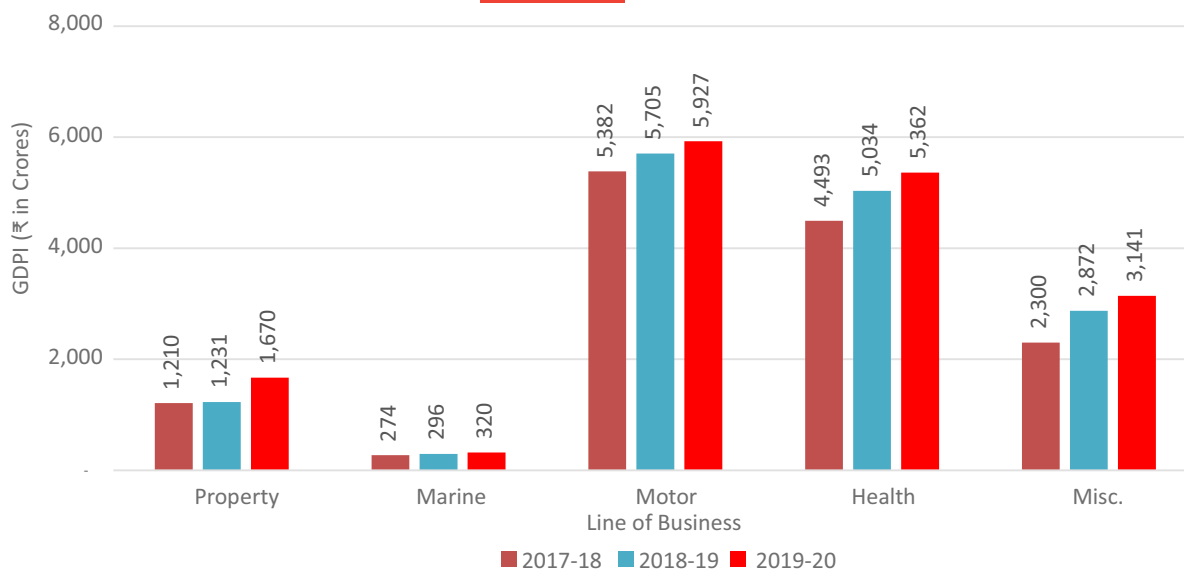
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.5** Economy & Insurance

Population (2011)	7,21,38,958
SDP (₹ in Crores)	18,45,853
Per Capita Insurance	0.89%
Insurance Density (₹)	2,276
Literacy (2011)	80%

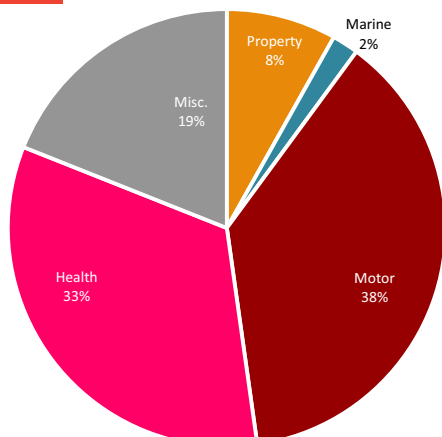
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.3** GDPI (₹ in Crores)



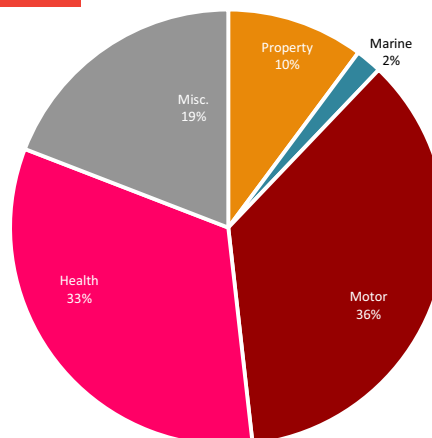
Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.4a** 2018-19 GDPI - Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.4b** 2019-20 GDPI - Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Karnataka

Zone: South | Share of National FY19 GDP: 8.32%

Rank by GDPI 2019-20: 3

Rank by GDPI 2018-19: 3

**Table 2.6** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	11,964	13,816	15,720
No. of Offices	710	750	771

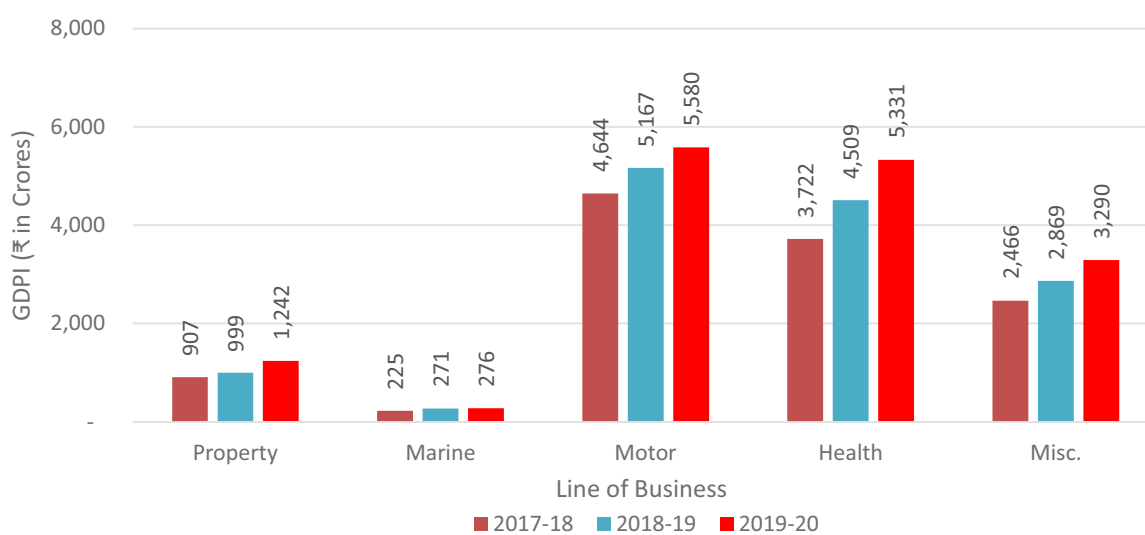
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.7** Economy & Insurance

Population (2011)	6,11,30,704
SDP (₹ in Crores)	16,99,115
Per Capita Insurance	0.93%
Insurance Density (₹)	2,572
Literacy (2011)	76%

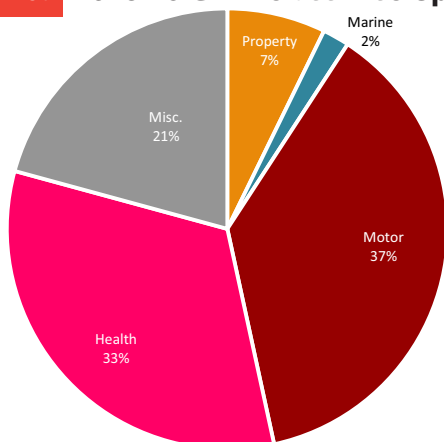
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.5** GDPI (₹ in Crores)



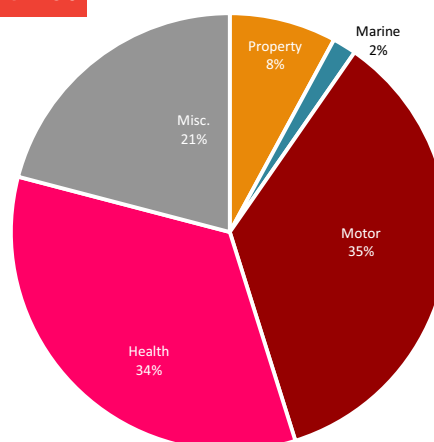
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.6a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.6b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Gujarat

Rank by GDPI 2019-20: 4

Zone: West | Share of National FY19 GDPI: 7.89%

Rank by GDPI 2018-19: 4

**Table 2.8** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	13,135	13,687	14,908
No. of Offices	694	721	727

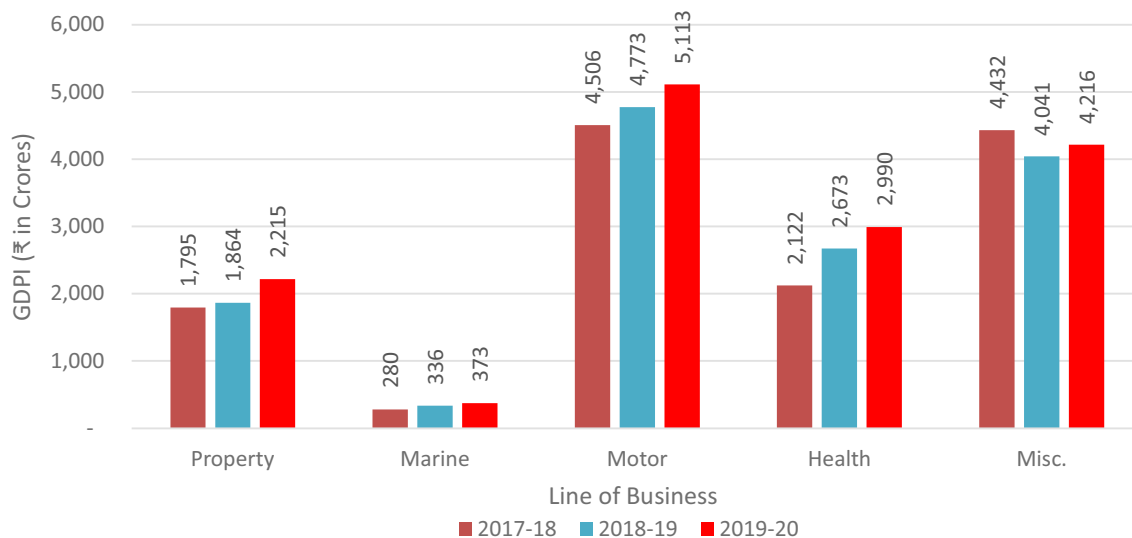
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.9** Economy & Insurance

Population (2011)	6,03,83,628
SDP (₹ in Crores)	15,02,899
Per Capita Insurance	0.99%
Insurance Density (₹)	2,469
Literacy (2011)	79%

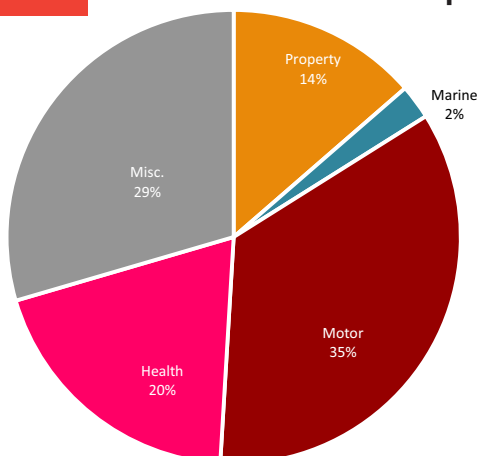
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.7** GDPI (₹ in Crores)



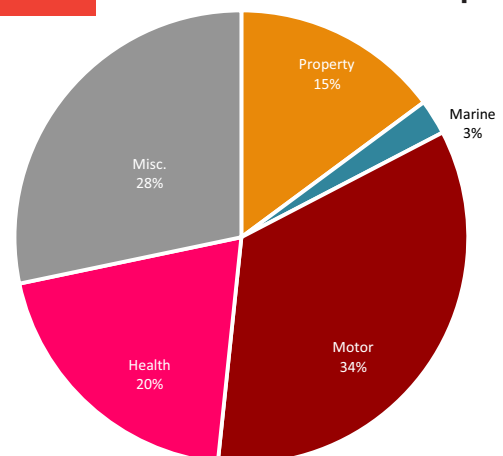
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.8a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.8b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Rajasthan

Rank by GDPI 2019-20: 5

Zone: North | Share of National FY19 GDPI: 5.85%

Rank by GDPI 2018-19 : 7

**Table 2.10** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	7,729	9,660	11,052
No. of Offices	565	596	568

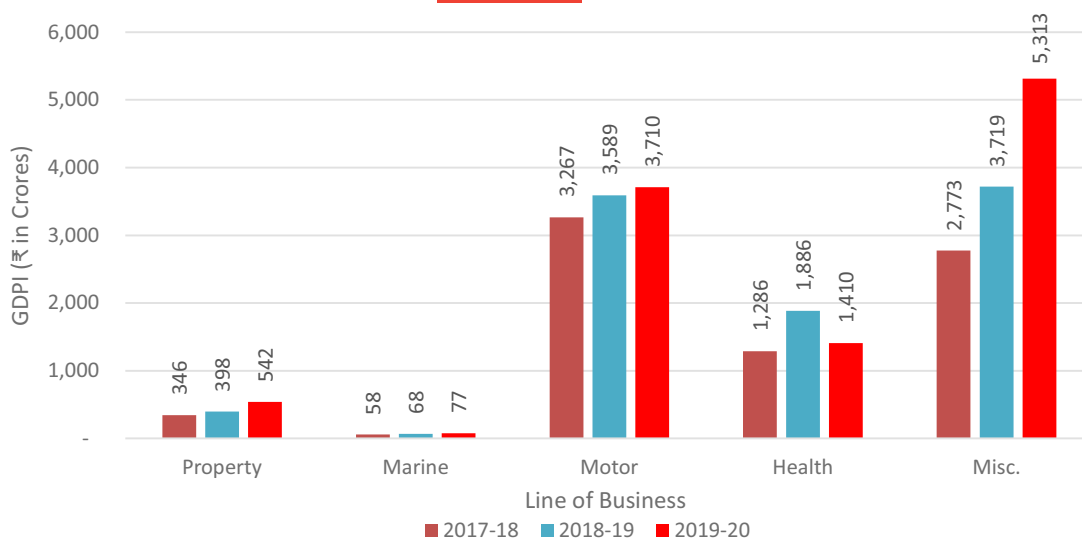
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.11** Economy & Insurance

Population (2011)	6,86,21,012
SDP (₹ in Crores)	10,20,989
Per Capita Insurance	1.08%
Insurance Density (₹)	1,611
Literacy (2011)	67%

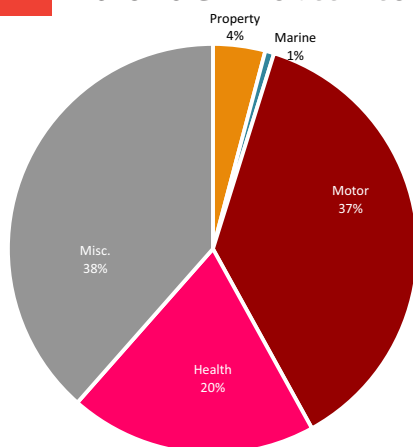
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.9** GDPI (₹ in Crores)



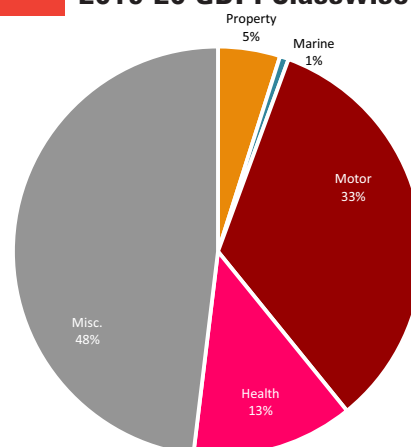
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.10a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.10b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Uttar Pradesh

Rank by GDPI 2019-20: 6

Zone: North Central | Share of National FY19 GDPI: 5.8%

Rank by GDPI 2018-19 : 5

**Table 2.12 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	9,382	10,551	10,951
No. of Offices	988	996	911

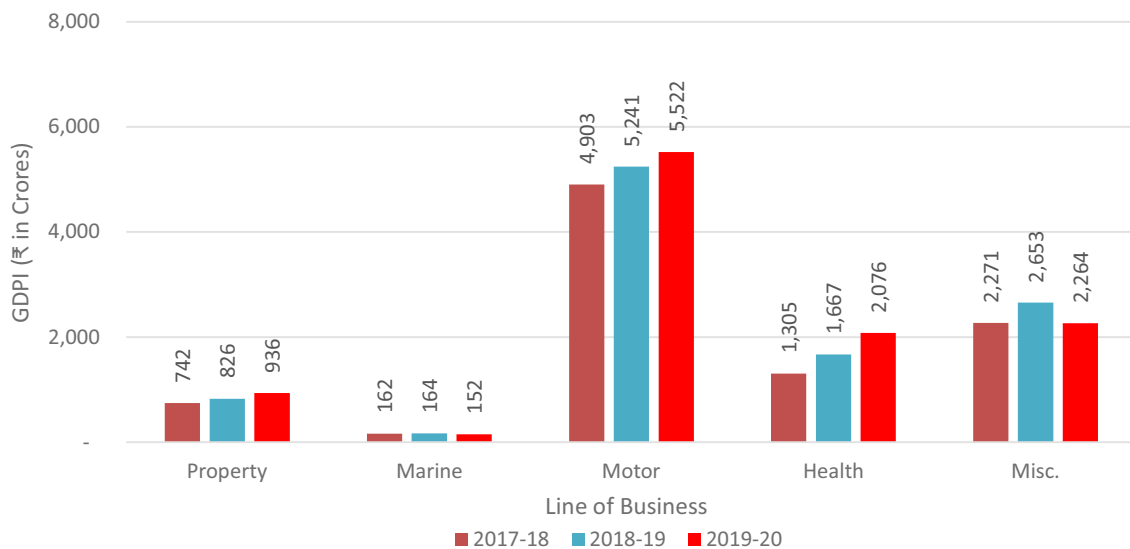
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.13 Economy & Insurance**

Population (2011)	19,95,81,477
SDP (₹ in Crores)	17,94,508
Per Capita Insurance	0.61%
Insurance Density (₹)	549
Literacy (2011)	70%

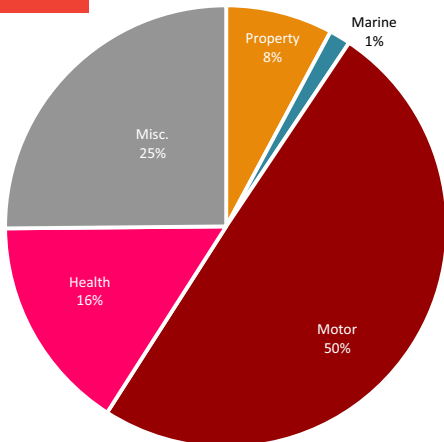
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.11 GDPI (₹ in Crores)**



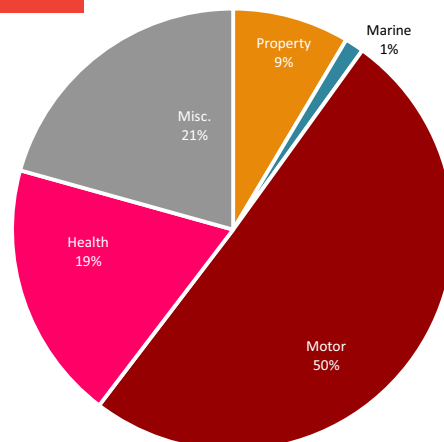
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.12a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.12b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Delhi

Rank by GDPI 2019-20: 7

Zone: North | Share of National FY19 GDPI: 5.56%

Rank by GDPI 2018-19 : 6

**Table 2.14 GDPI & Offices**

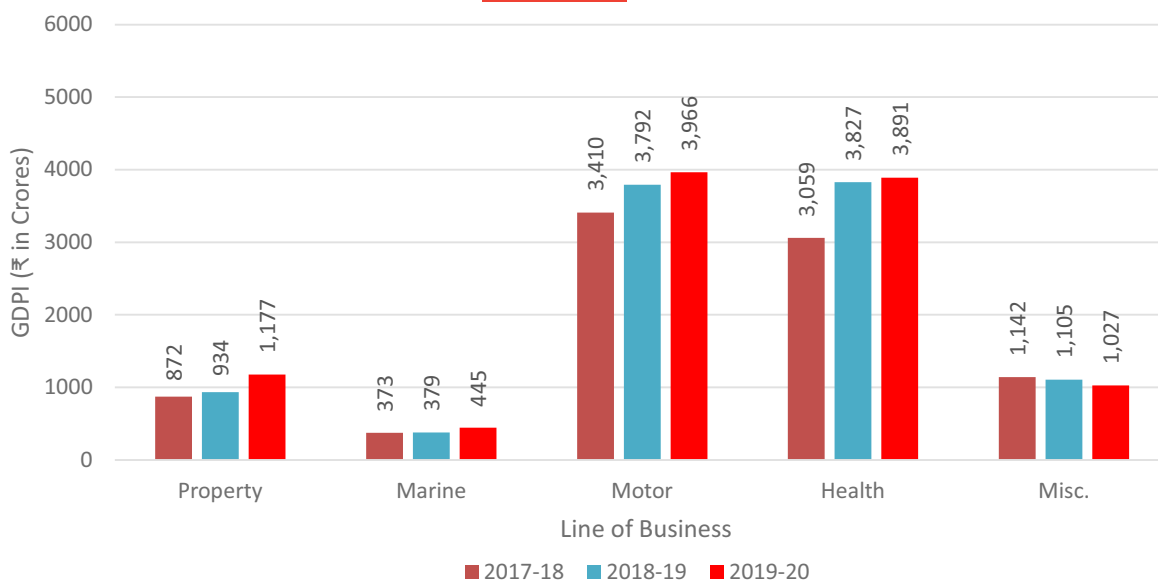
	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	8,855	10,036	10,505
No. of Offices	375	382	373

Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.15 Economy & Insurance**

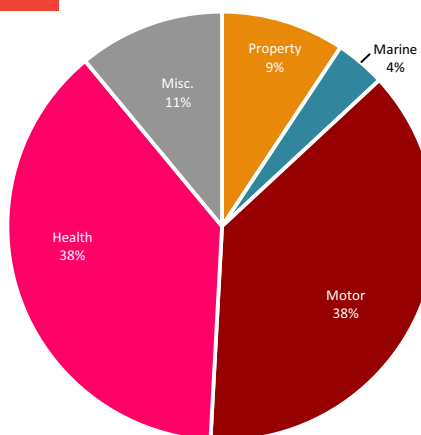
Population (2011)	1,67,53,235
SDP (₹ in Crores)	8,56,112
Per Capita Insurance	1.23%
Insurance Density (₹)	6,270
Literacy (2011)	86%

**Chart 2.13 GDPI (₹ in Crores)**



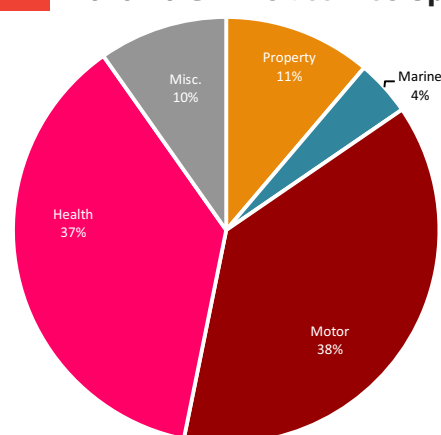
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.14a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.14b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# West Bengal

Rank by GDPI 2019-20: 8

Zone: East | Share of National FY19 GDPI: 4.77%

Rank by GDPI 2018-19 : 9

**Table 2.16** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	5,797	6,958	9,019
No. of Offices	570	588	528

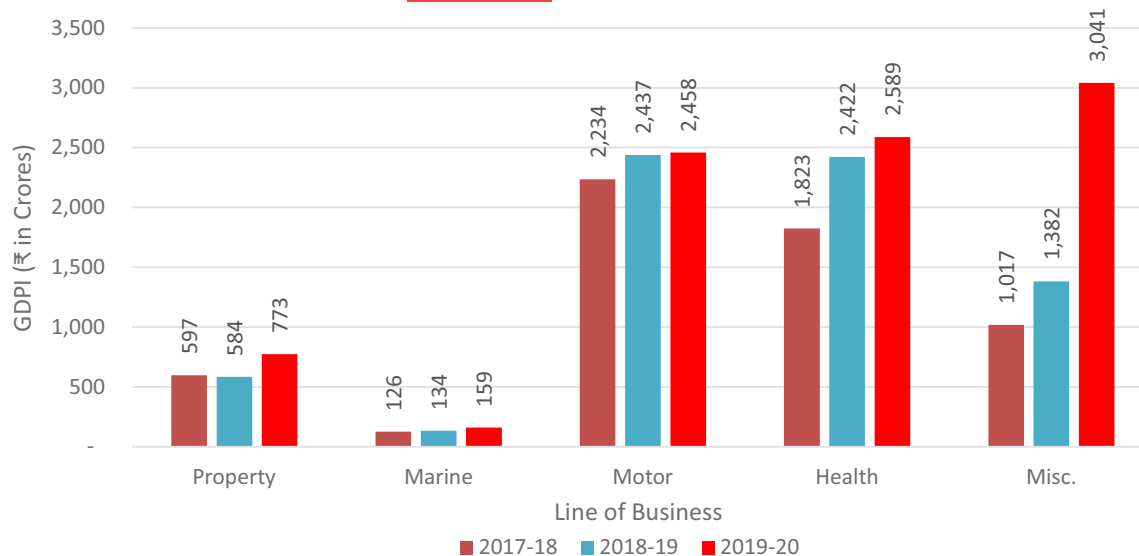
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.17** Economy & Insurance

Population (2011)	9,13,47,736
SDP (₹ in Crores)	12,53,832
Per Capita Insurance	0.72%
Insurance Density (₹)	987
Literacy (2011)	77%

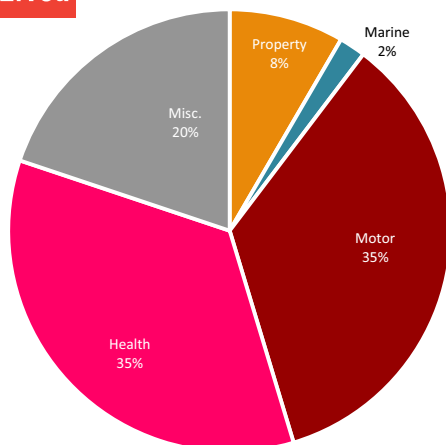
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.15** GDPI (₹ in Crores)



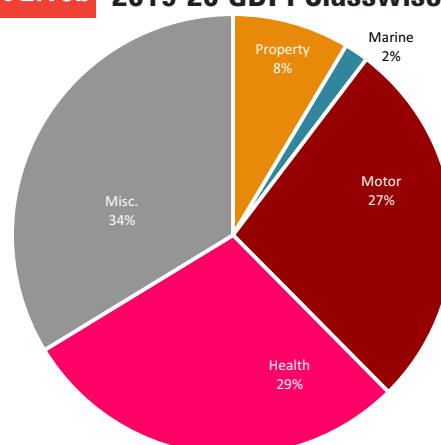
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.16a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.16b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Haryana

Rank by GDPI 2019-20: 9

Zone: North | Share of National FY19 GDPI: 4.25%

Rank by GDPI 2018-19 : 11

**Table 2.18 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	5,506	6,501	8,026
No. of Offices	336	354	364

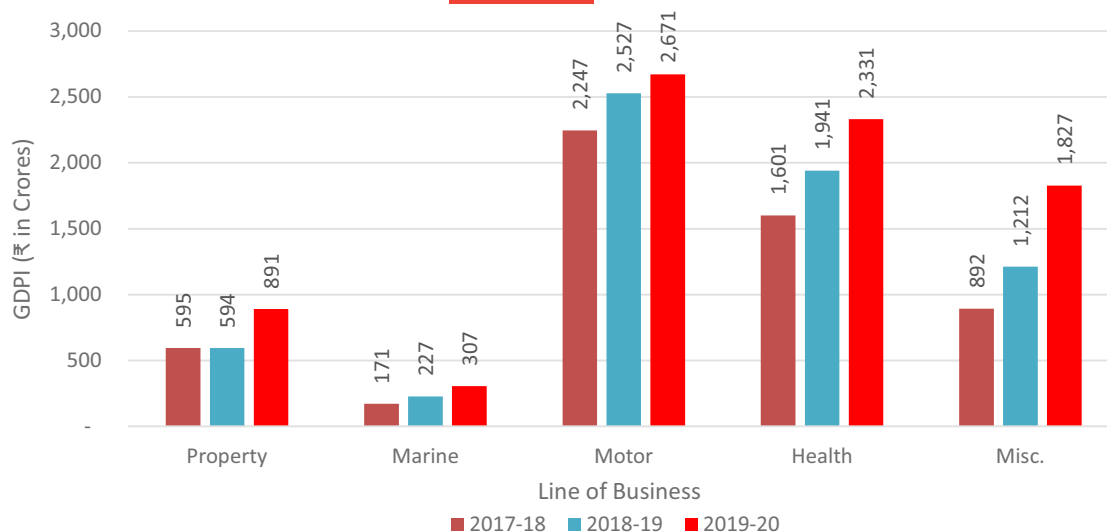
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.19 Economy & Insurance**

Population (2011)	2,53,53,081
SDP (₹ in Crores)	8,31,610
Per Capita Insurance	0.97%
Insurance Density (₹)	3,166
Literacy (2011)	77%

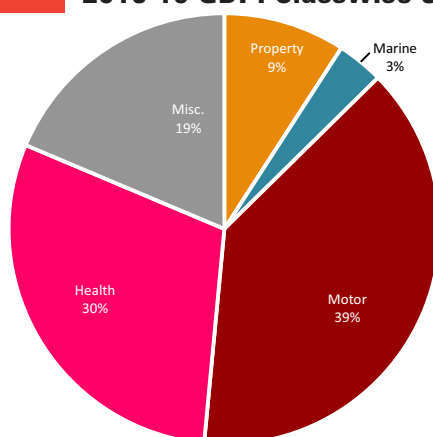
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.17 GDPI (₹ in Crores)**



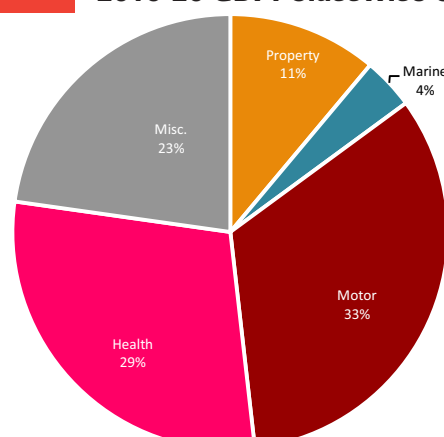
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.18a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.18b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI



# Madhya Pradesh

Rank by GDPI 2019-20: 10

Zone: North Central | Share of National FY19 GDPI: 3.84%

Rank by GDPI 2018-19 : 8

**Table 2.20 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	8,700	9,098	7,253
No. of Offices	472	487	448

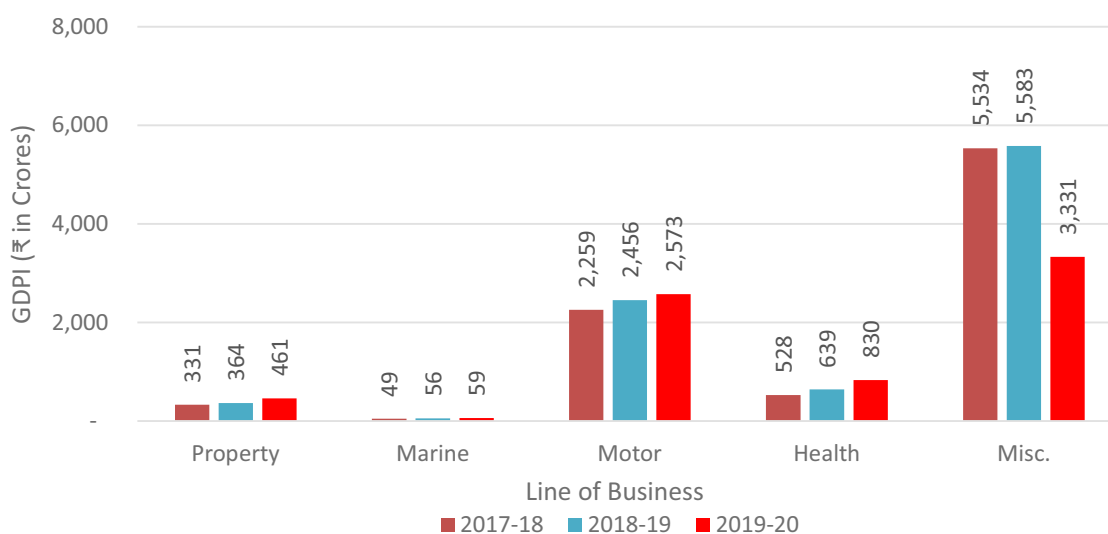
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.21 Economy & Insurance**

Population (2011)	7,25,97,565
SDP (₹ in Crores)	9,06,672
Per Capita Insurance	0.8%
Insurance Density (₹)	999
Literacy (2011)	71%

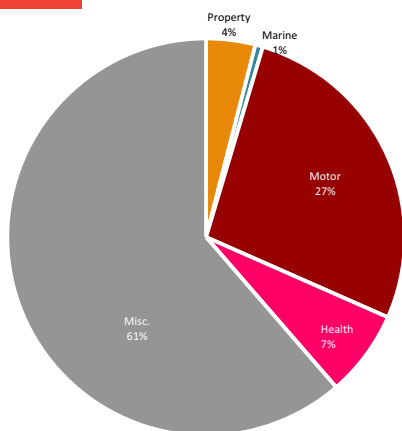
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.19 GDPI (₹ in Crores)**



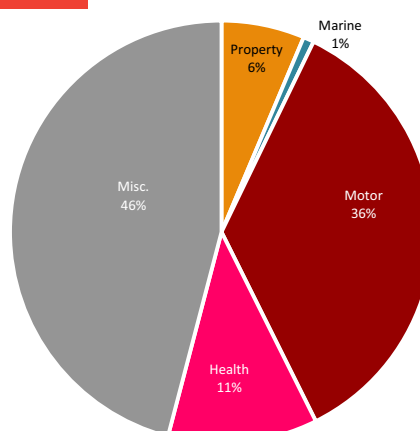
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.20a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.20b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Telangana

Rank by GDPI 2019-20: 11

Zone: South | Share of National FY19 GDPI: 3.81%

Rank by GDPI 2018-19 : 12

**Table 2.22 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	4,996	6,002	7,190
No. of Offices	356	389	396

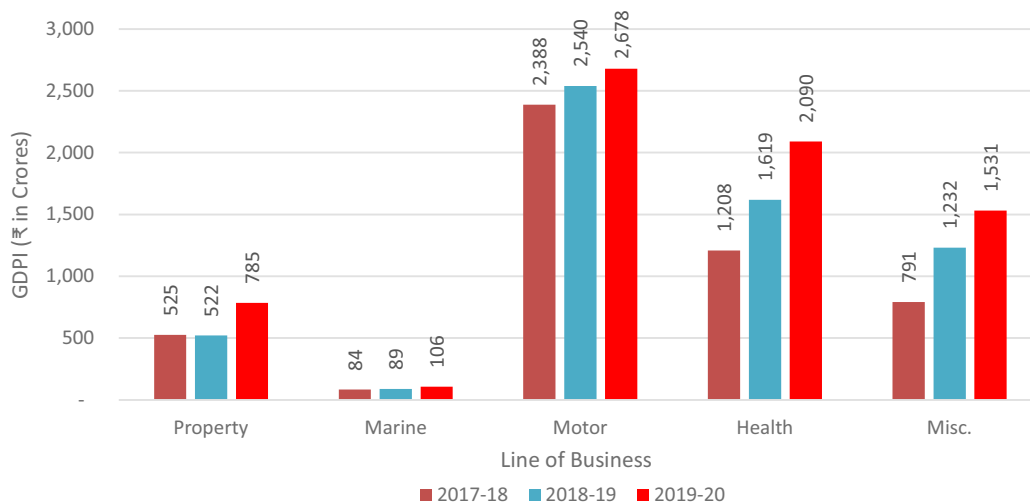
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.23 Economy & Insurance**

Population (2011)	3,42,69,383
SDP (₹ in Crores)	9,69,604
Per Capita Insurance	0.74%
Insurance Density (₹)	2,098
Literacy (2011)	71%

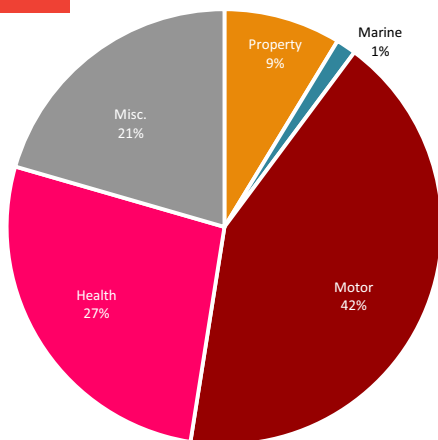
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.21 GDPI (₹ in Crores)**



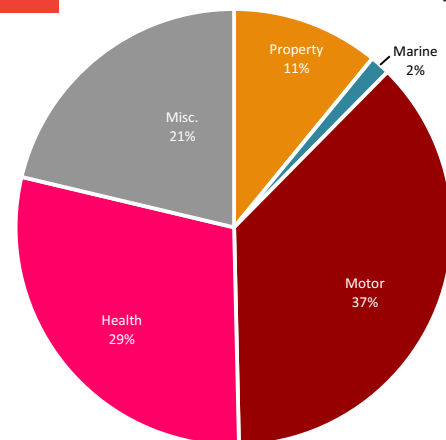
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.22a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.22b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Kerala

Rank by GDPI 2019-20: 12

Zone: South | Share of National FY19 GDPI: 3.69%

Rank by GDPI 2018-19 : 10

**Table 2.24 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	5,485	6,623	6,966
No. of Offices	611	626	629

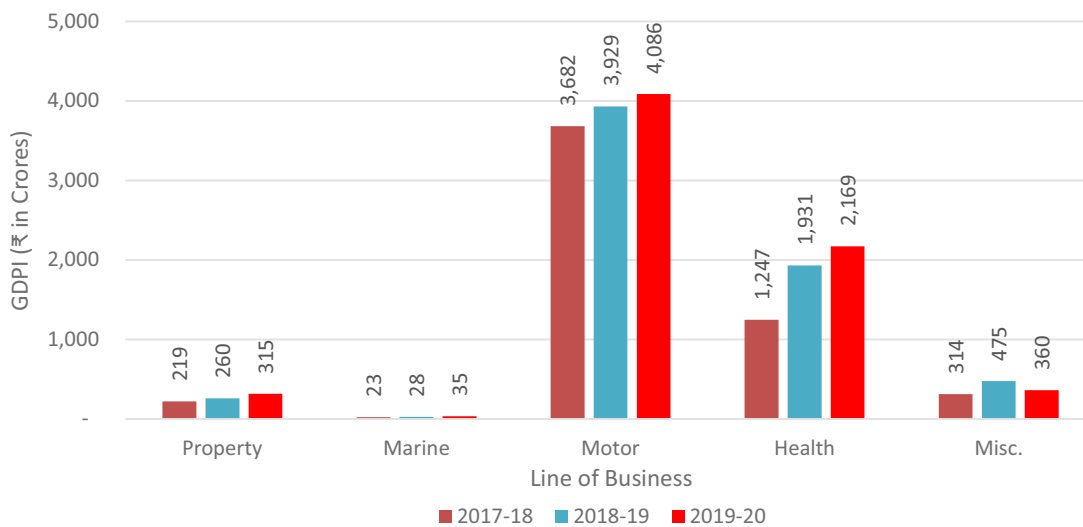
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.25 Economy & Insurance**

Population (2011)	3,33,87,677
SDP (₹ in Crores)	7,81,653
Per Capita Insurance	0.89%
Insurance Density (₹)	2,086
Literacy (2011)	94%

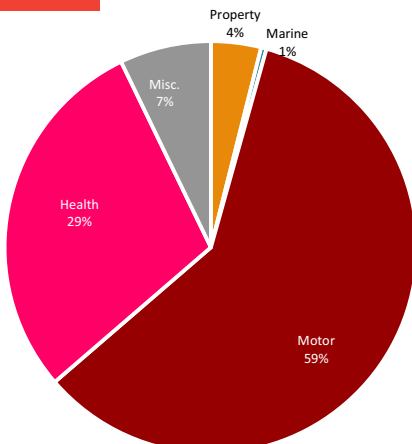
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.23 GDPI (₹ in Crores)**



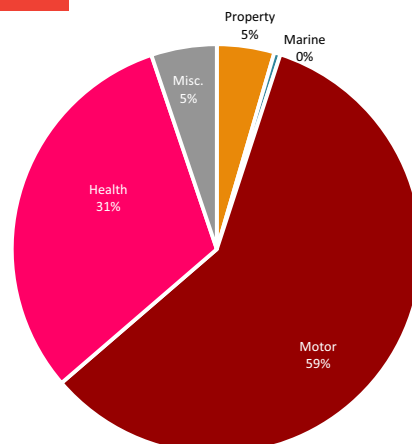
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.24a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.24b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Andhra Pradesh

Zone: South | Share of National FY19 GDP: 2.92%

Rank by GDPI 2019-20: 13

Rank by GDPI 2018-19 : 13

**Table 2.26 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	5,031	5,272	5,521
No. of Offices	535	559	576

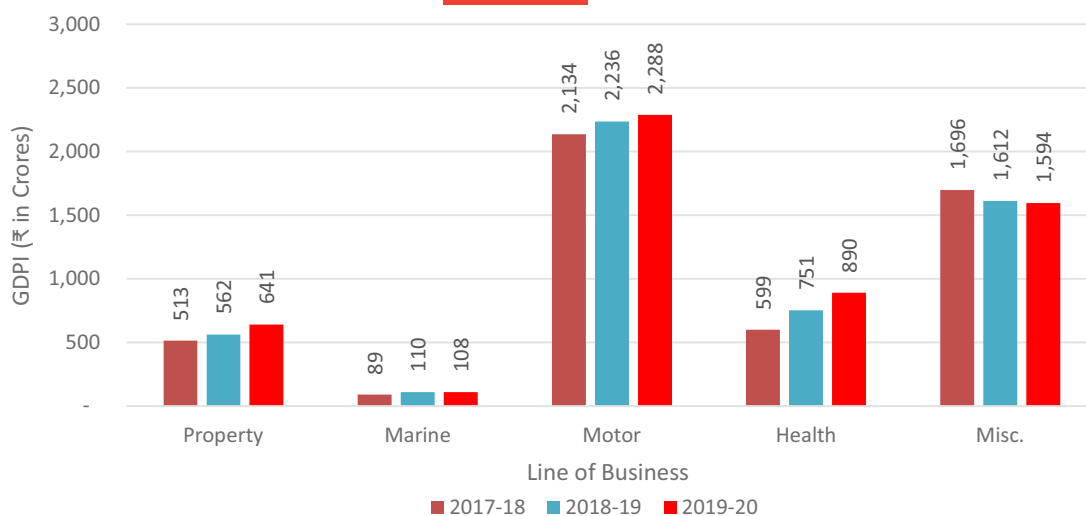
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.27 Economy & Insurance**

Population (2011)	5,03,96,150
SDP (₹ in Crores)	9,72,782
Per Capita Insurance	0.57%
Insurance Density (₹)	1,096
Literacy (2011)	68%

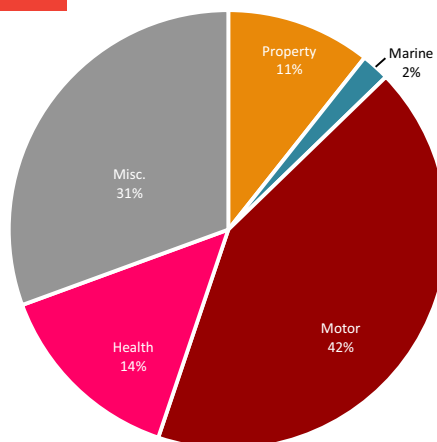
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.25 GDPI (₹ in Crores)**



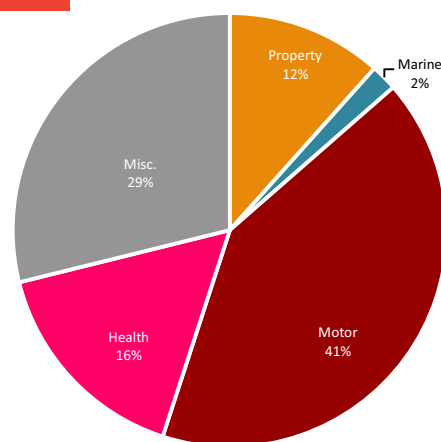
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.26a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.26b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Odisha

Zone: East | Share of National FY19 GDP: 2.51%

Rank by GDP: 2019-20: 14

Rank by GDP: 2018-19 : 14

**Table 2.28 GDP & Offices**

	2017-18	2018-19	2019-20
GDP (₹ in Crores)	2,961	3,216	4,738
No. of Offices	338	356	357

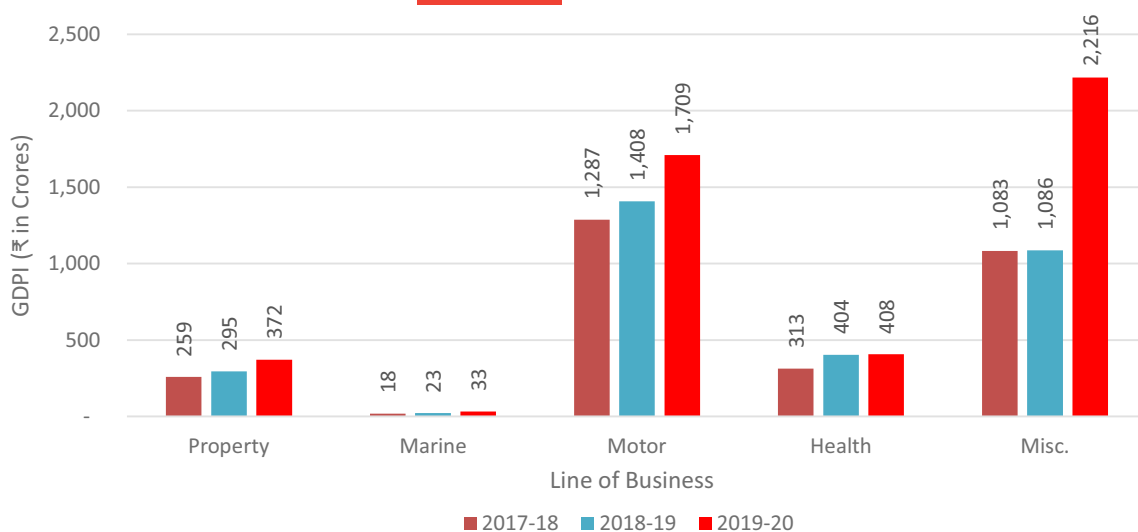
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.29 Economy & Insurance**

Population (2011)	4,19,47,358
SDP (₹ in Crores)	5,31,374
Per Capita Insurance	0.89%
Insurance Density (₹)	1,130
Literacy (2011)	73%

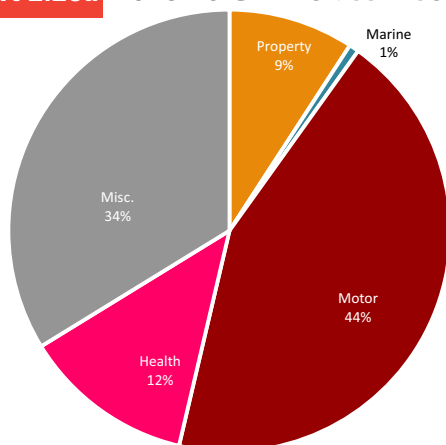
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.27 GDP (₹ in Crores)**



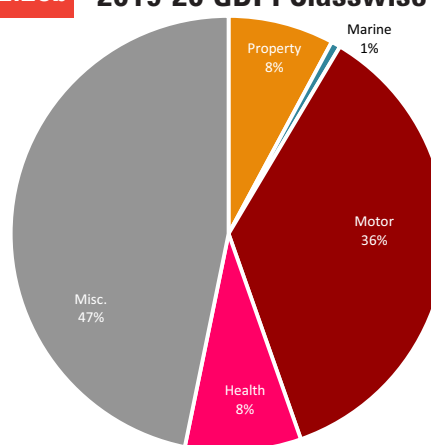
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.28a 2018-19 GDP Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.28b 2019-20 GDP Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Chhattisgarh

Zone: East | Share of National FY19 GDP: 1.96%

Rank by GDPI 2019-20: 15

Rank by GDPI 2018-19 : 16

**Table 2.30 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	2,183	2,929	3,703
No. of Offices	173	188	178

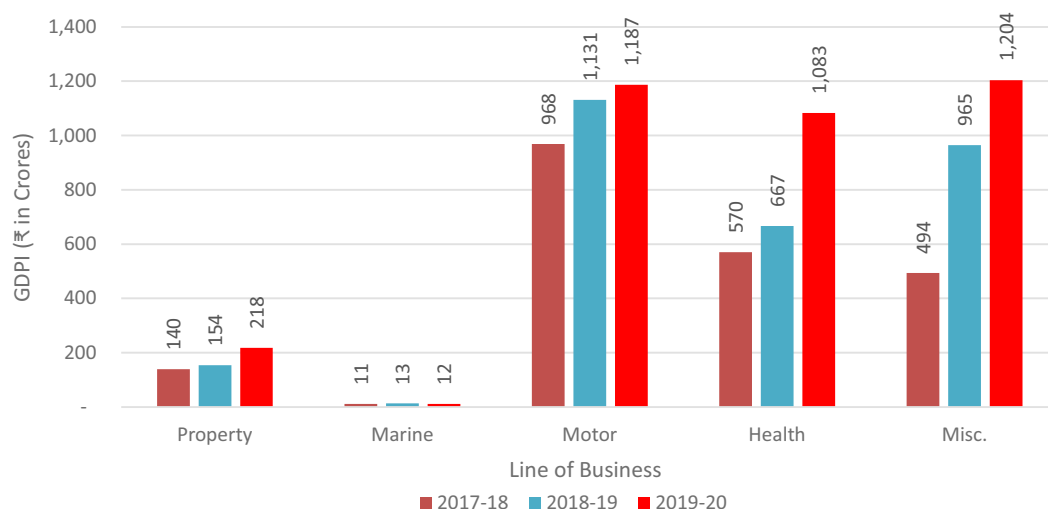
**Source :** Form I-X submitted by individual companies to IRDAI; Andhra Pradesh was split on June 2, 2014 to Telangana and Residual Andhra Pradesh

**Table 2.31 Economy & Insurance**

Population (2011)	2,55,40,196
SDP (₹ in Crores)	3,29,180
Per Capita Insurance	1.12%
Insurance Density (₹)	1,450
Literacy (2011)	71%

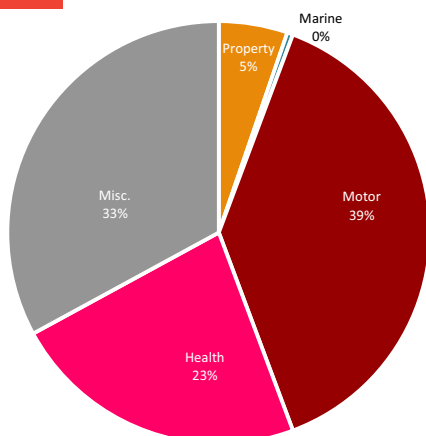
**Source :** Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.29 GDPI (₹ in Crores)**



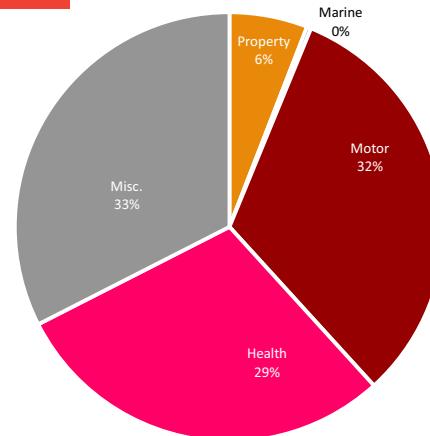
**Source :** Form I-X submitted by Individual companies to IRDAI

**Chart 2.30a 2018-19 GDPI Classwise Split**



**Source :** Form I-X submitted by Individual companies to IRDAI

**Chart 2.30b 2019-20 GDPI Classwise Split**



**Source :** Form I-X submitted by Individual companies to IRDAI

# Punjab

Rank by GDPI 2019-20: 16

Zone: North | Share of National FY19 GDPI: 1.8%

Rank by GDPI 2018-19 : 15

**Table 2.32 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	2,888	3,215	3,402
No. of Offices	489	490	489

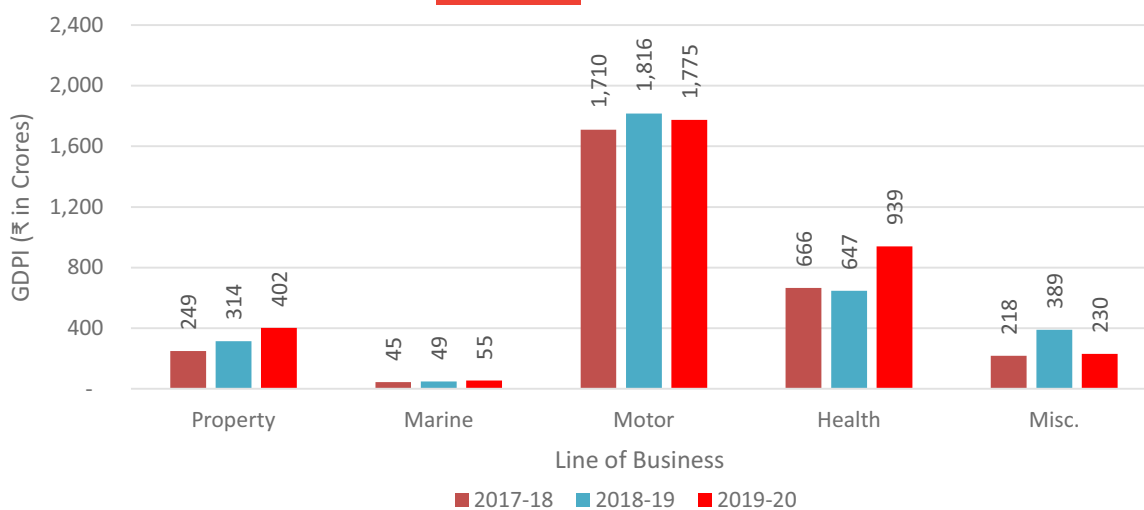
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.33 Economy & Insurance**

Population (2011)	2,77,04,236
SDP (₹ in Crores)	5,74,760
Per Capita Insurance	0.59%
Insurance Density (₹)	1,228
Literacy (2011)	77%

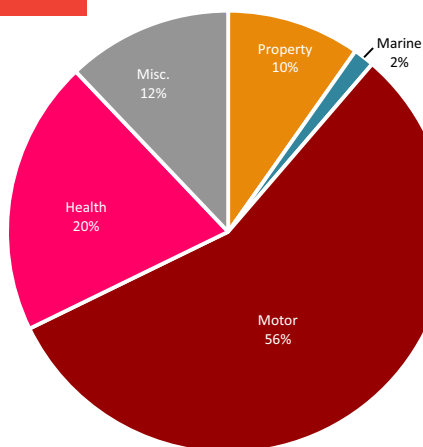
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.31 GDPI (₹ in Crores)**



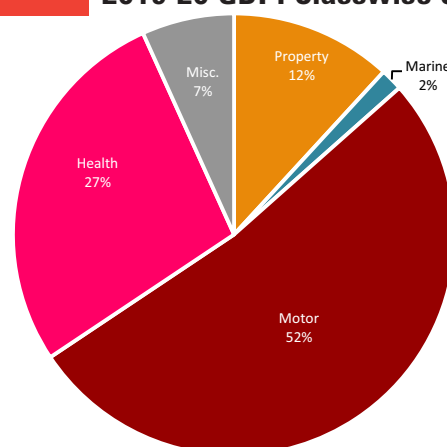
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.32a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.32b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Jharkhand

Zone: East | Share of National FY19 GDP: 1.2%

Rank by GDPI 2019-20: 17

Rank by GDPI 2018-19 : 17

**Table 2.34 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	1,237	2,147	2,273
No. of Offices	206	215	212

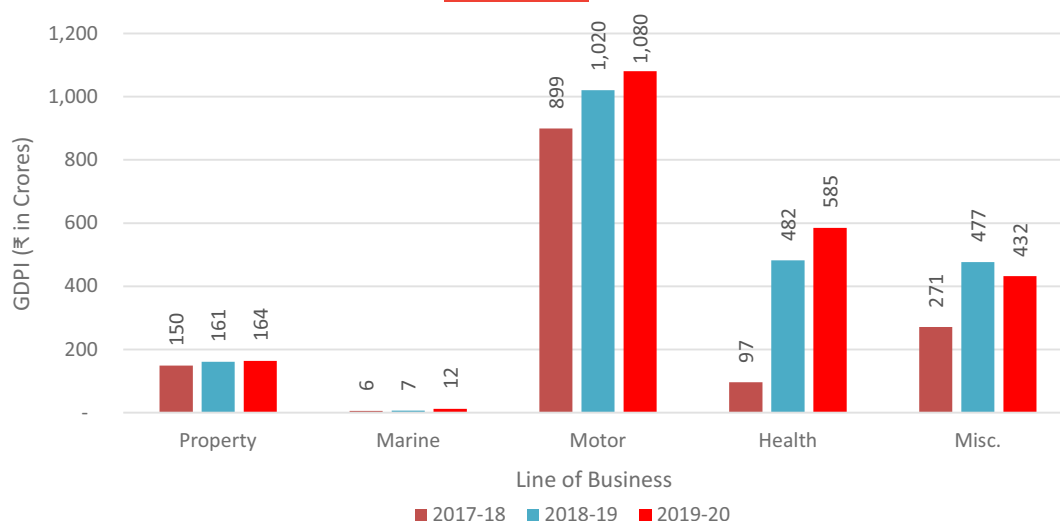
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.35 Economy & Insurance**

Population (2011)	3,29,66,238
SDP (₹ in Crores)	3,28,598
Per Capita Insurance	0.69%
Insurance Density (₹)	0.69%
Literacy (2011)	68%

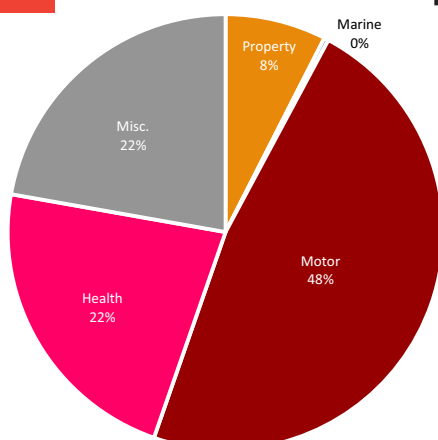
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.33 GDPI (₹ in Crores)**



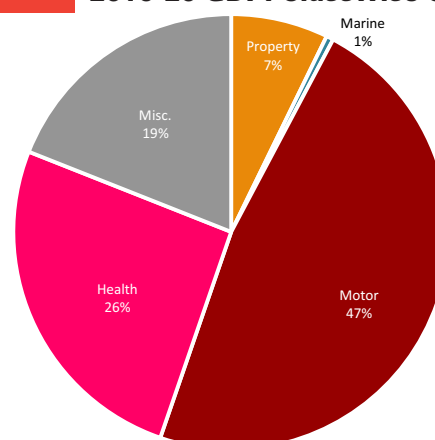
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.34a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.34b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI



# Bihar

Rank by GDPI 2019-20: 18

Zone: East | Share of National FY19 GDPI: 1.17%

Rank by GDPI 2018-19 : 18

**Table 2.36** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	2,993	1,958	2,207
No. of Offices	280	287	283

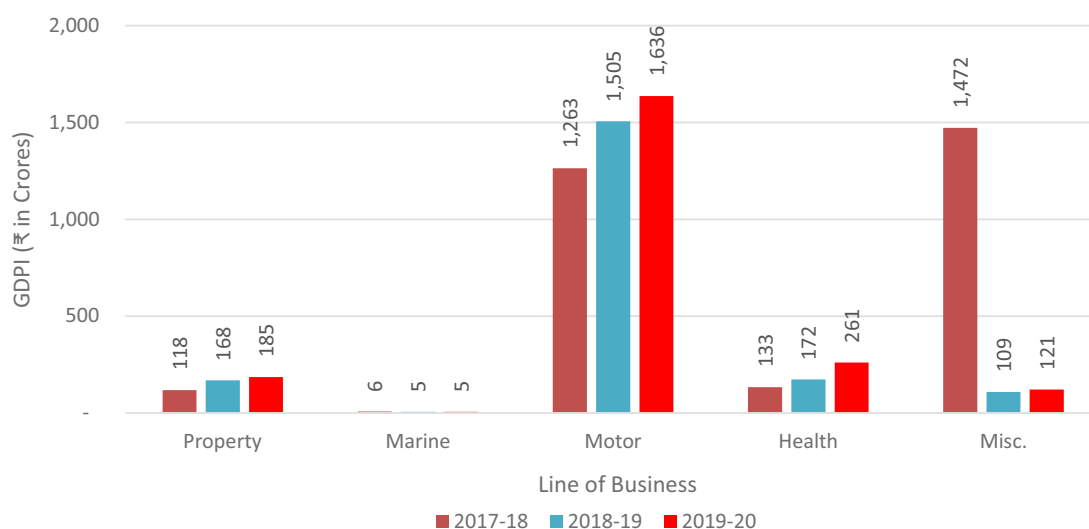
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.37** Economy & Insurance

Population (2011)	10,38,04,637
SDP (₹ in Crores)	6,11,804
Per Capita Insurance	0.36%
Insurance Density (₹)	213
Literacy (2011)	64%

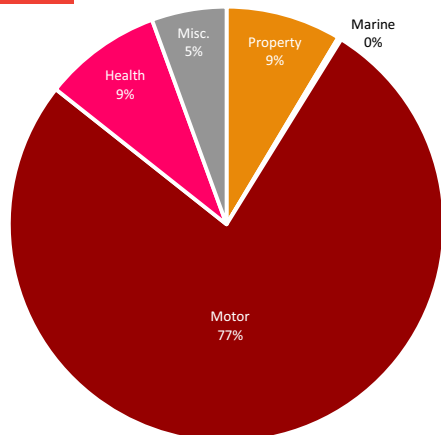
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.35** GDPI (₹ in Crores)



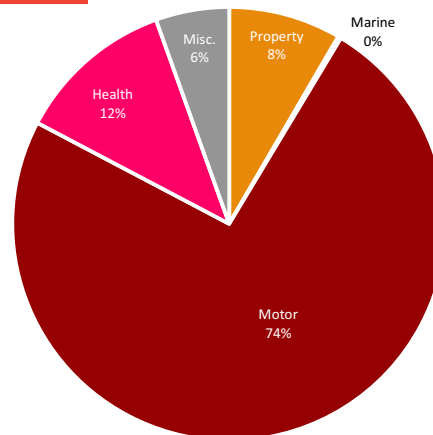
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.36a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.36b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Assam

Zone: East | Share of National FY19 GDP: 0.87%

Rank by GDPI 2019-20: 19

Rank by GDPI 2018-19 : 19

**Table 2.38 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	1,300	1,482	1,644
No. of Offices	244	246	242

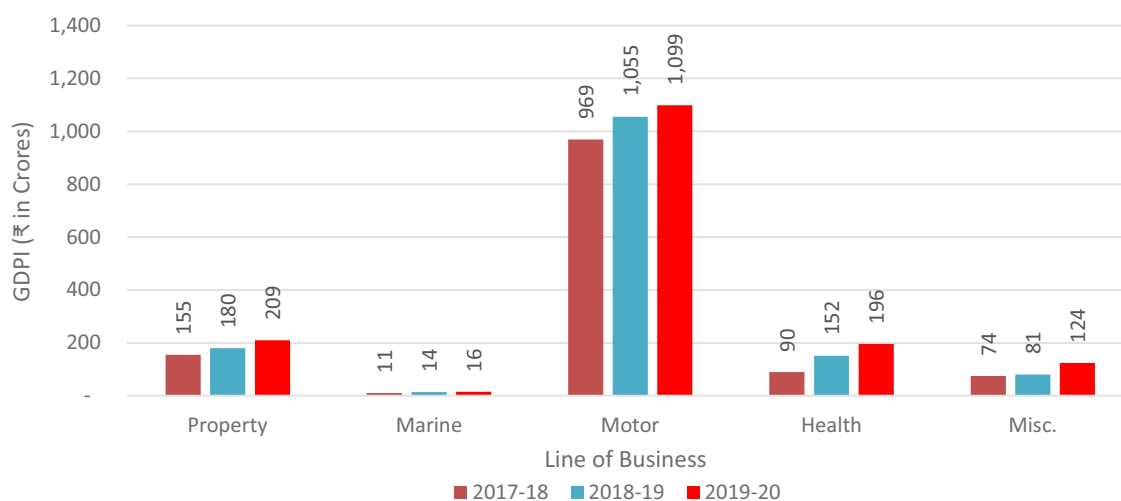
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.39 Economy & Insurance**

Population (2011)	3,11,69,272
SDP (₹ in Crores)	3,15,881
Per Capita Insurance	0.52%
Insurance Density (₹)	527
Literacy (2011)	73%

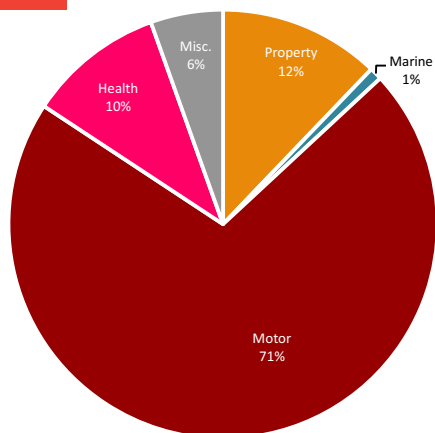
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.37 GDPI (₹ in Crores)**



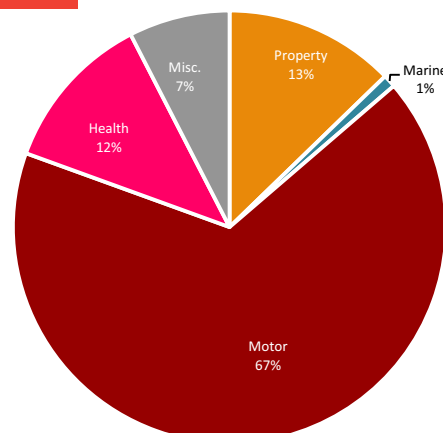
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.38a 2018-19 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.38b 2019-20 GDPI Classwise Split**



Source : Form I-X submitted by Individual companies to IRDAI

# Uttarakhand

Rank by GDPI 2019-20: 20

Zone: North | Share of National FY19 GDPI: 0.68%

Rank by GDPI 2018-19 : 21

**Table 2.40** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	1,016	989	1,281
No. of Offices	134	135	137

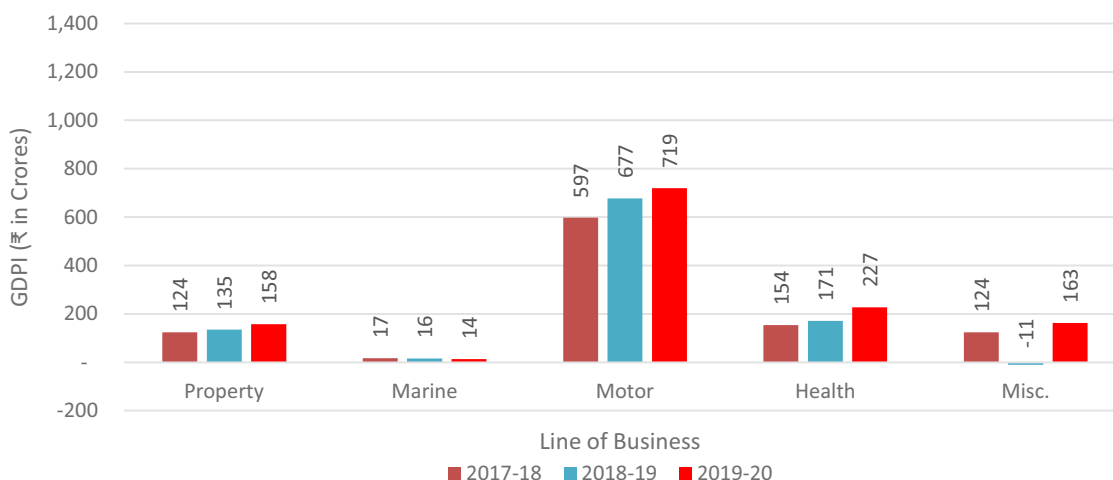
Source : Form I-X submitted by Individual companies to IRDAI

**Table 2.41** Economy & Insurance

Population (2011)	1,01,16,752
SDP (₹ in Crores)	2,45,895
Per Capita Insurance	0.52%
Insurance Density (₹)	1,266
Literacy (2011)	80%

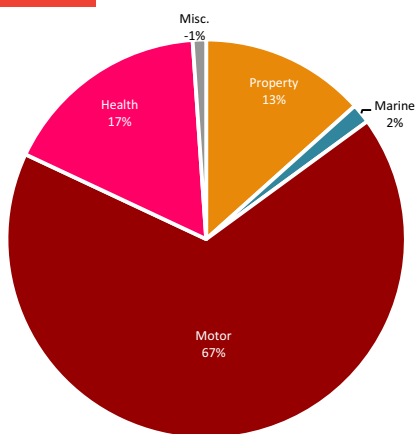
Source : Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary sources

**Chart 2.39** GDPI (₹ in Crores)



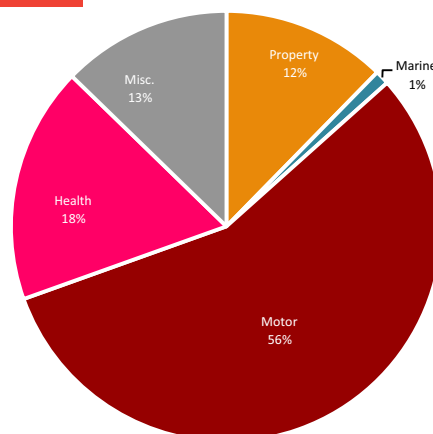
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.40a** 2018-19 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.40b** 2019-20 GDPI Classwise Split



Source : Form I-X submitted by Individual companies to IRDAI

# Jammu & Kashmir

Rank by GDPI 2019-20: 21

Zone: North | Share of National FY19 GDPI: 0.54%

Rank by GDPI 2018-19 : 20

**Table 2.42 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	973	1,073	1,026
No. of Offices	118	114	119

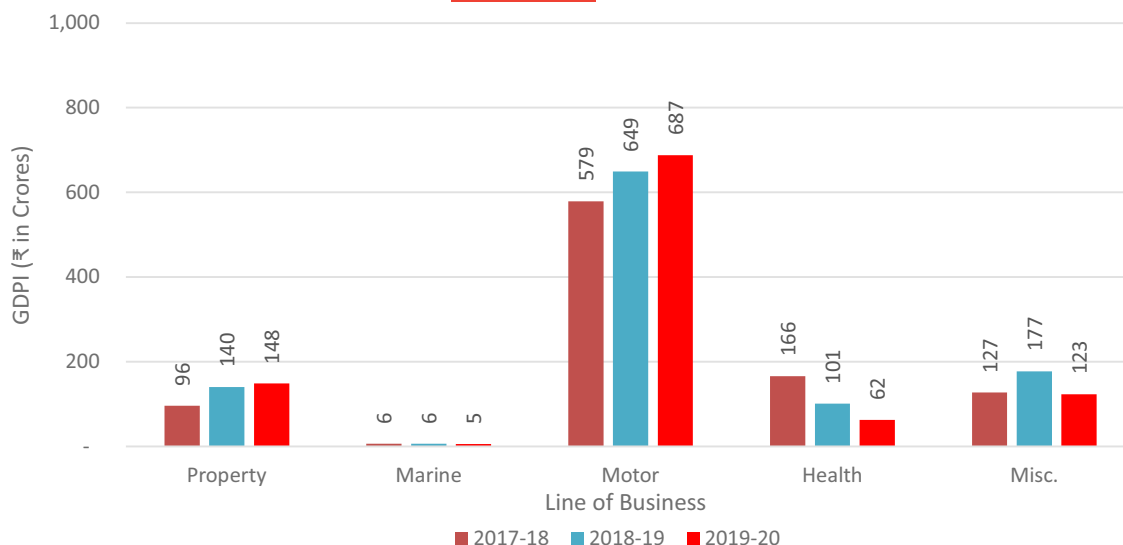
Source: Form I-X submitted by Individual companies to IRDAI

**Table 2.43 Economy & Insurance**

Population (2011)	1,25,48,926
SDP (₹ in Crores)	1,55,956
Per Capita Insurance	0.66%
Insurance Density (₹)	818
Literacy (2011)	69%

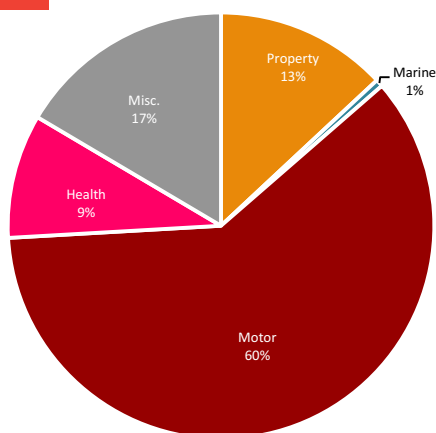
Source: Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary source

**Chart 2.41 GDPI (₹ in Crores)**



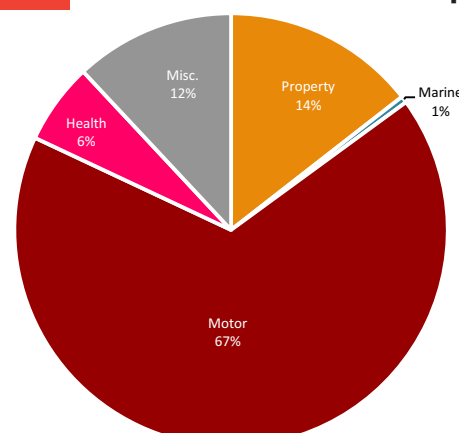
Source : Form I-X submitted by Individual companies to IRDAI

**Chart 2.42a 2018-19 GDPI Classwise Split**



Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.42b 2019-20 GDPI Classwise Split**



Source: Form I-X submitted by Individual companies to IRDAI

# States .

with Premium < 1000 Cr

Share of National FY19 GDPI: 1.91%

Rank by GDPI 2019-20: >22

**Table 2.46** GDPI & Offices

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	2,884	3,272	2,224
No. of Offices	299	463	317

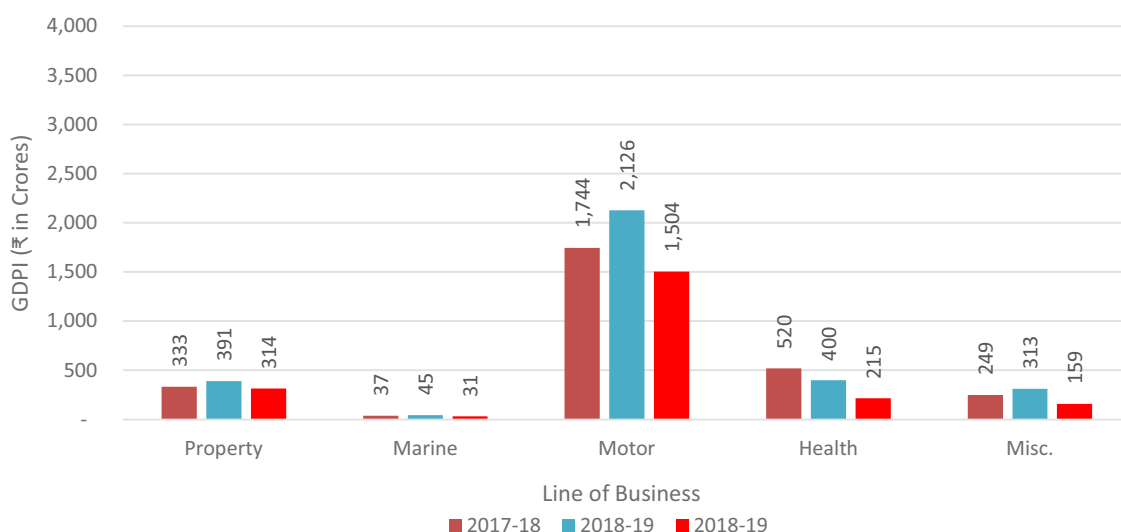
Source: Form I-X submitted by Individual companies to IRDAI

**Table 2.47** Economy & Insurance

Insurance Density (Rs)	978
Literacy (2011)	Above 65%
Per Capita Insurance	3.57%
Population (2011)	2,27,32,942
SDP (Rs Cr)	4,62,343

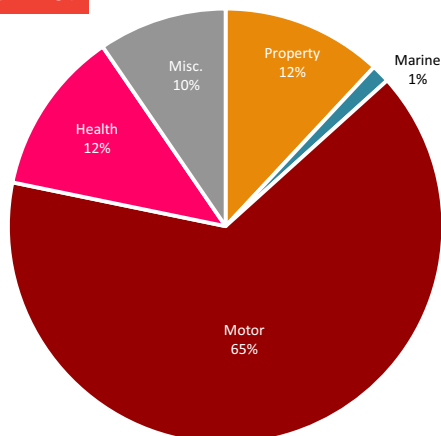
Source: Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary source

**Chart 2.45** GDPI (₹ in Crores)



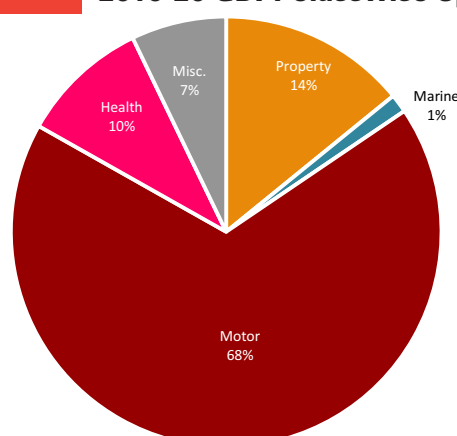
Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.46a** 2018-19 GDPI Classwise Split



Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.46b** 2019-20 GDPI Classwise Split



Source: Form I-X submitted by Individual companies to IRDAI

# Union Territories

with Premium < 800 Cr.

Share of National FY19 GDP: 0.27%

Rank by GDPI 2019-20: > 23

**Table 2.48 GDPI & Offices**

	2017-18	2018-19	2019-20
GDPI (₹ in Crores)	412	1,490	1,325
No. of Offices	56	121	129

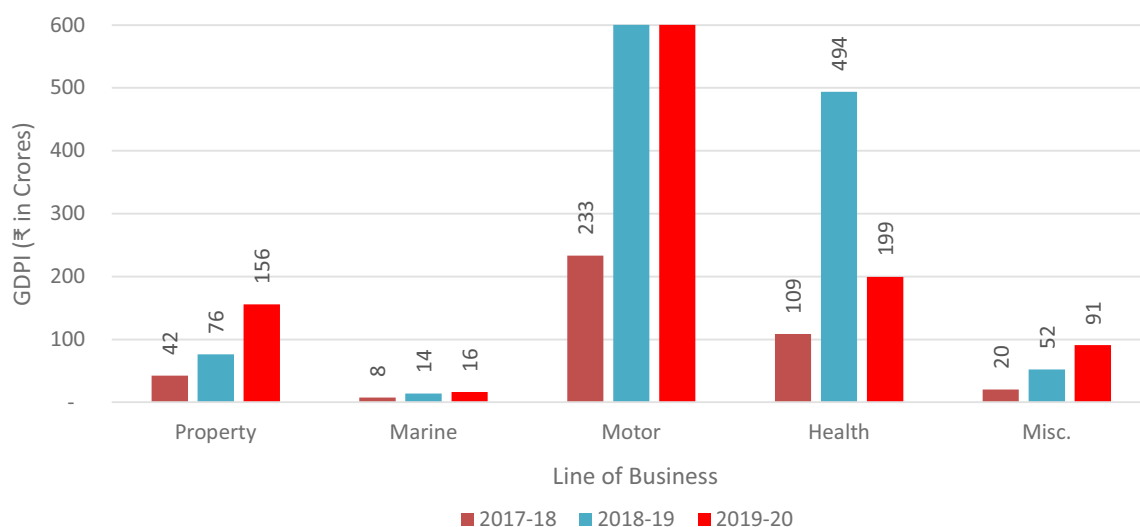
Source: Form I-X submitted by Individual companies to IRDAI

**Table 2.49 Economy & Insurance**

Insurance Density (Rs)	3,981
Literacy (2011)	Above 75%
Per Capita Insurance	3.18%
Population (2011)	3329287
SDP (Rs Cr)	90787

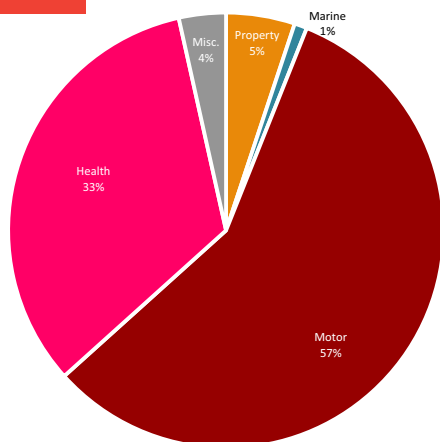
Source: Office of Registrar General of India, State Domestic Product (SDP) at current Prices from secondary source

**Chart 2.47 GDPI (₹ in Crores)**



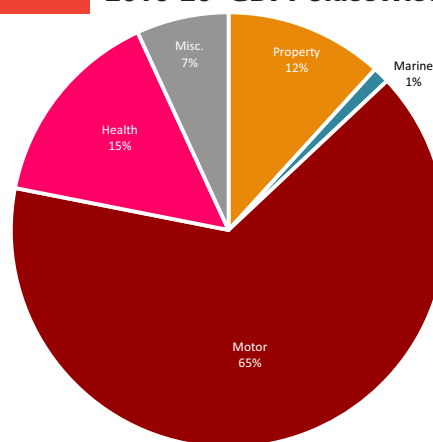
Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.42a 2018-19 GDPI Classwise Split**



Source: Form I-X submitted by Individual companies to IRDAI

**Chart 2.42b 2019-20 GDPI Classwise Split**



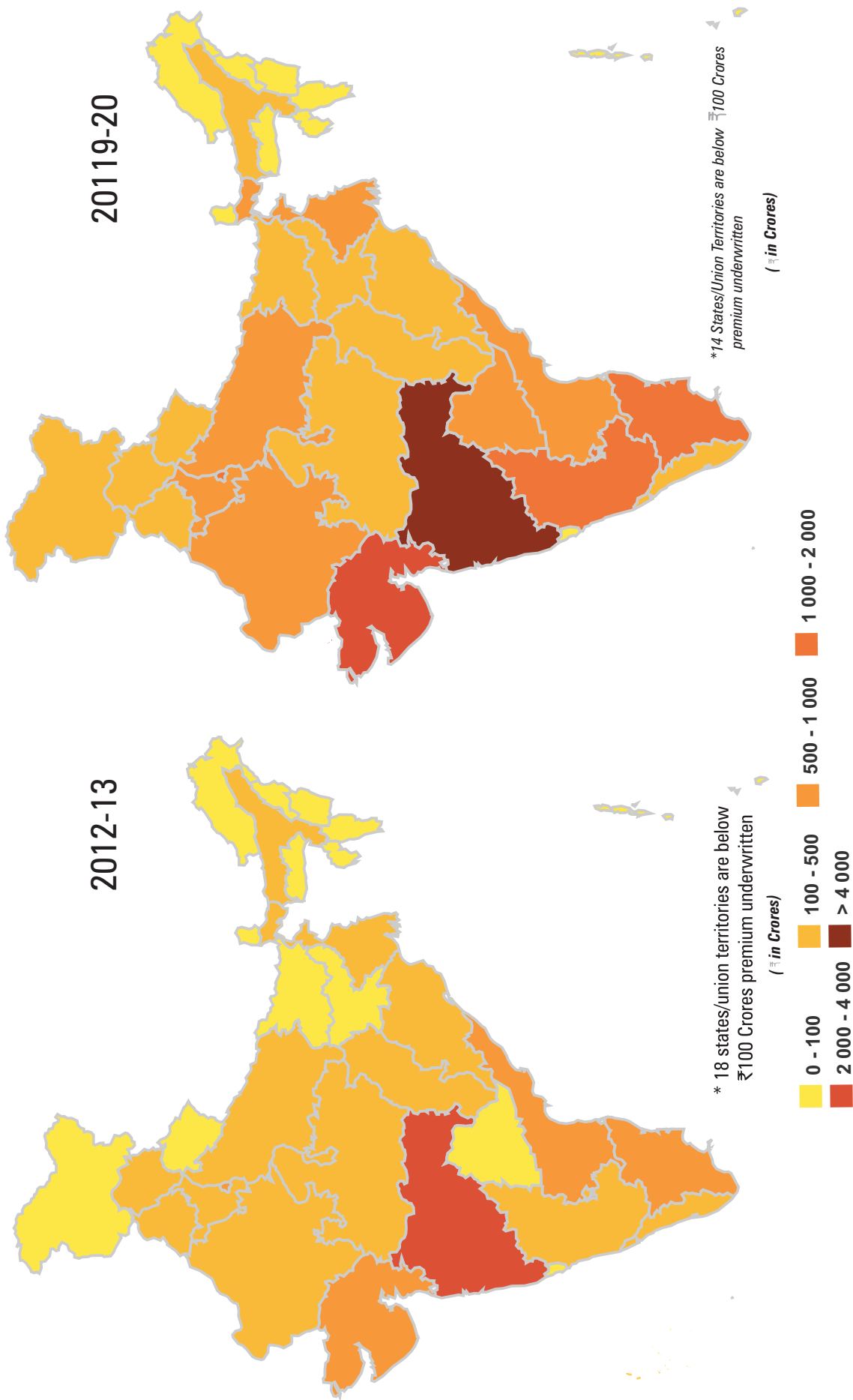
Source: Form I-X submitted by Individual companies to IRDAI



## Heatmaps

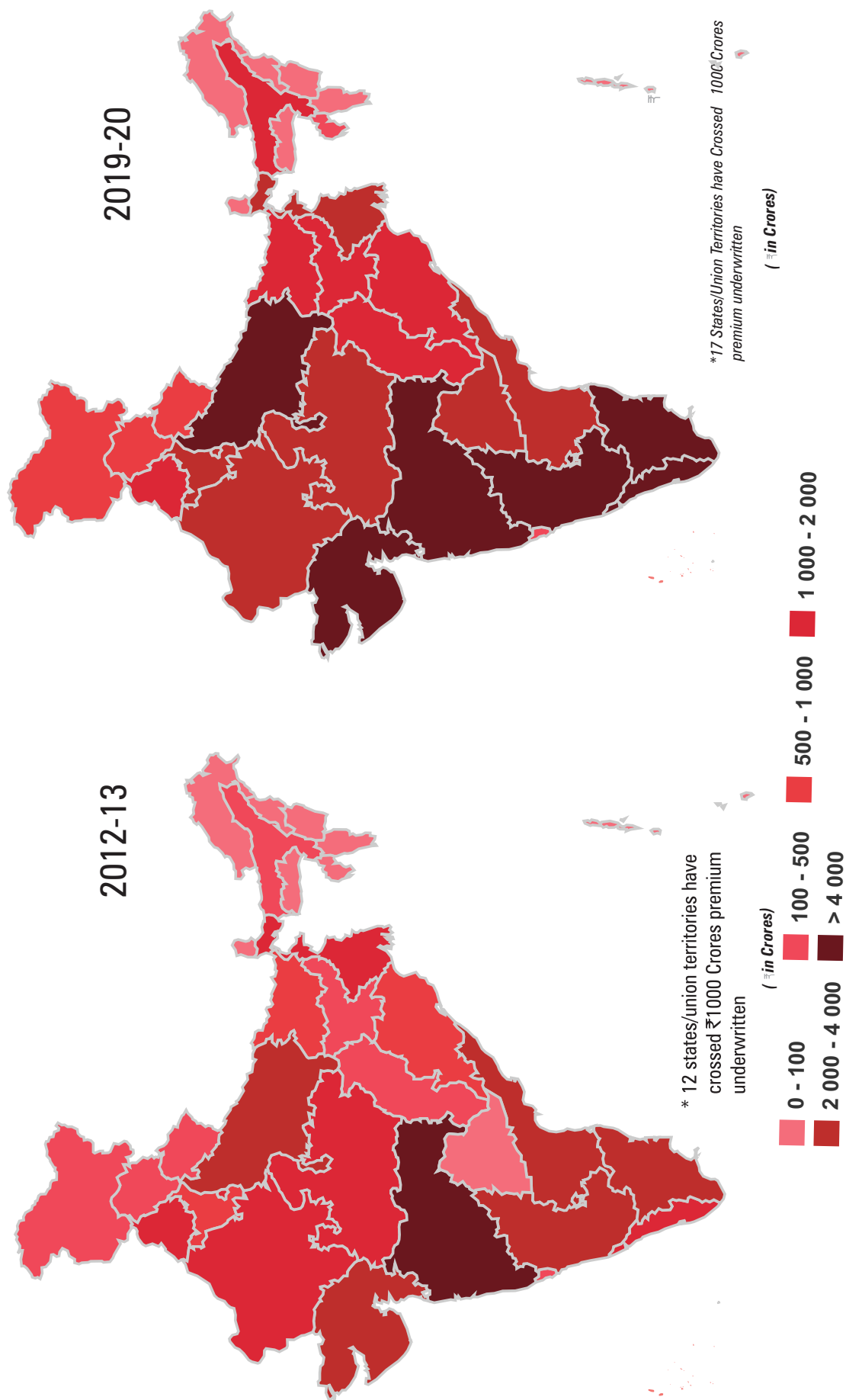
- 11 States/Union Territories now have an Insurance Penetration of over 1%
- In the last eight years, 13 States/Union Territories have a Premium Income of over ₹ 5000 Cr., compared to only 2 in 2011-12
- The Motor Segment remains the leading driver of Premium Income, with 17 States/Union Territories underwriting more than 1000 Cr. Of Premium. Health remains a close second, with 11 States/Union Territories underwriting more than 1000 Cr. Of Premium

# Change in Property Premium Heatmap between 2012-13 and 2019-20



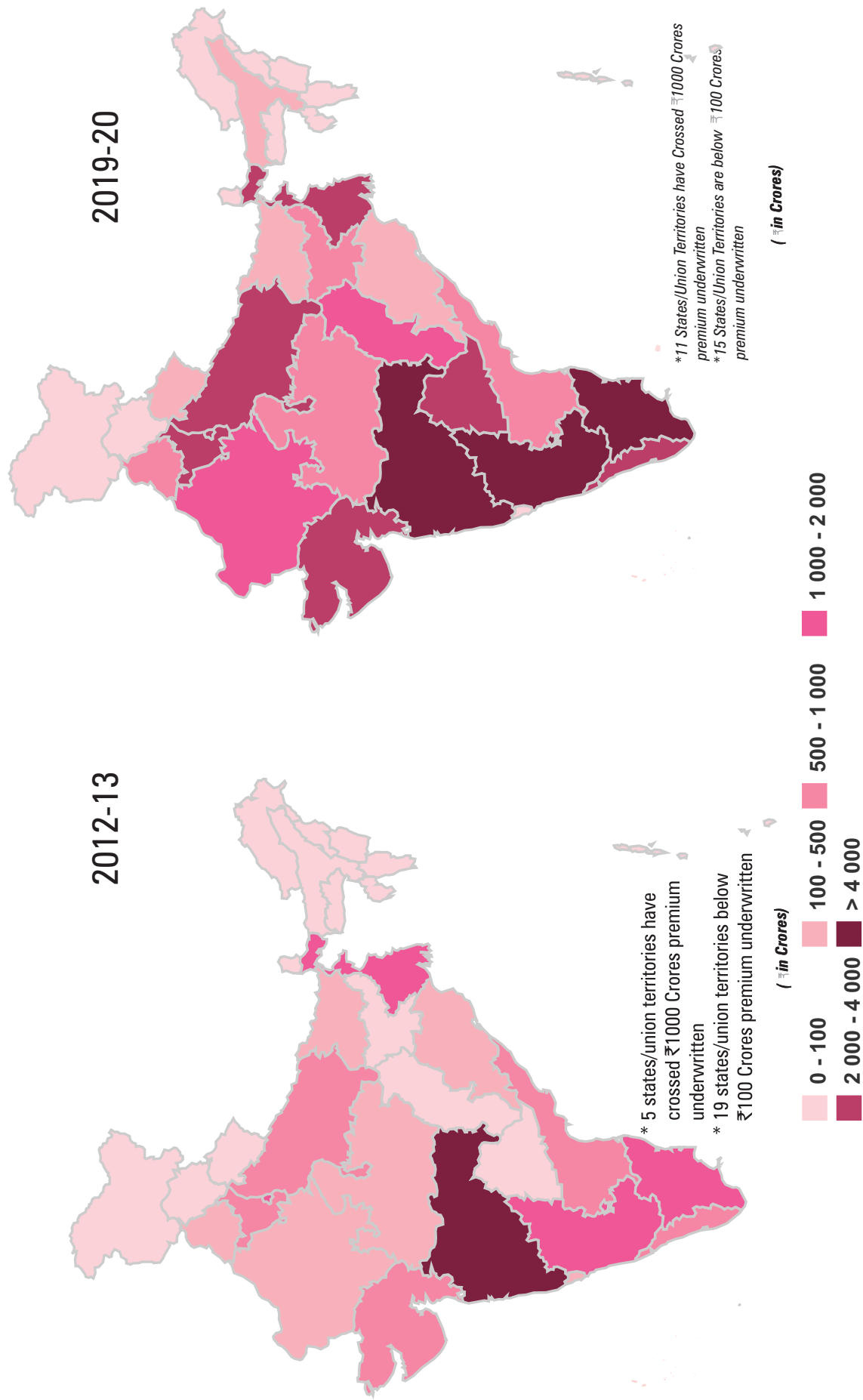


# Change in Motor Premium Heatmap between 2012-13 and 2019-20



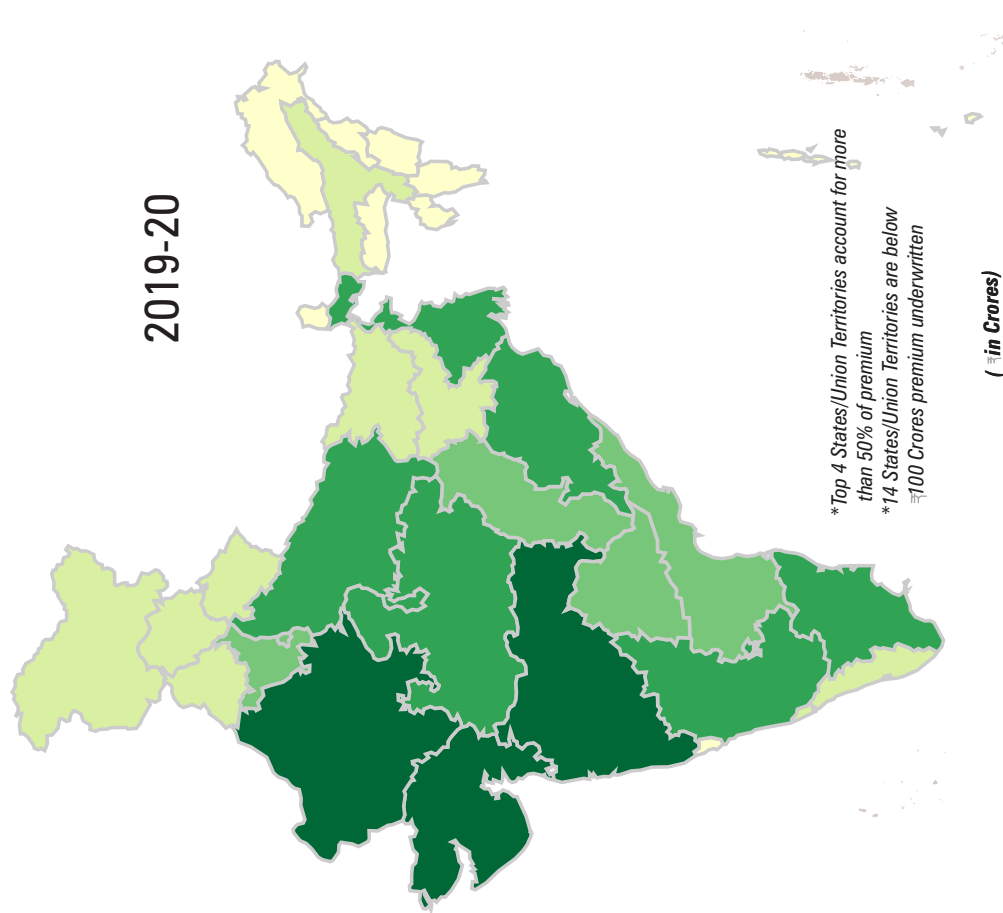
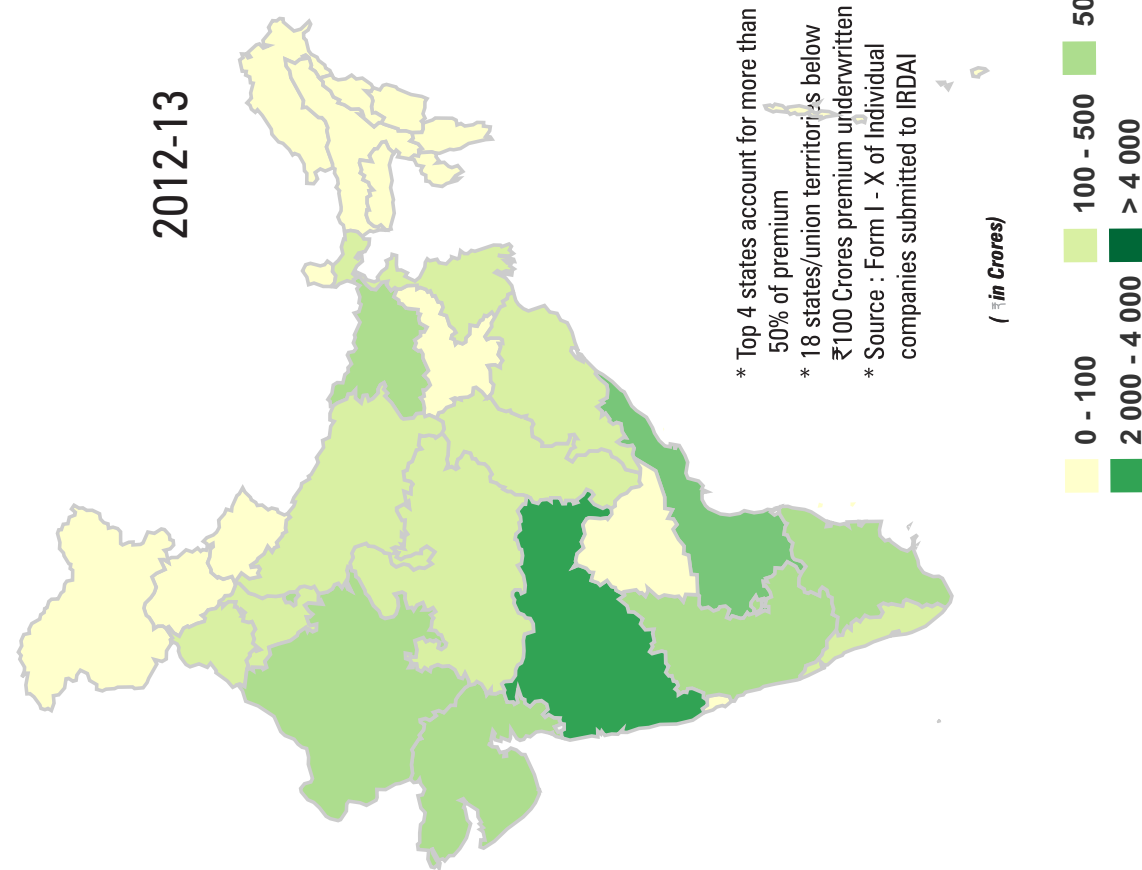
Source : Form I - X of Individual companies submitted to IRDAI

# Change in Health Premium Heatmap between 2012-13 and 2019-20



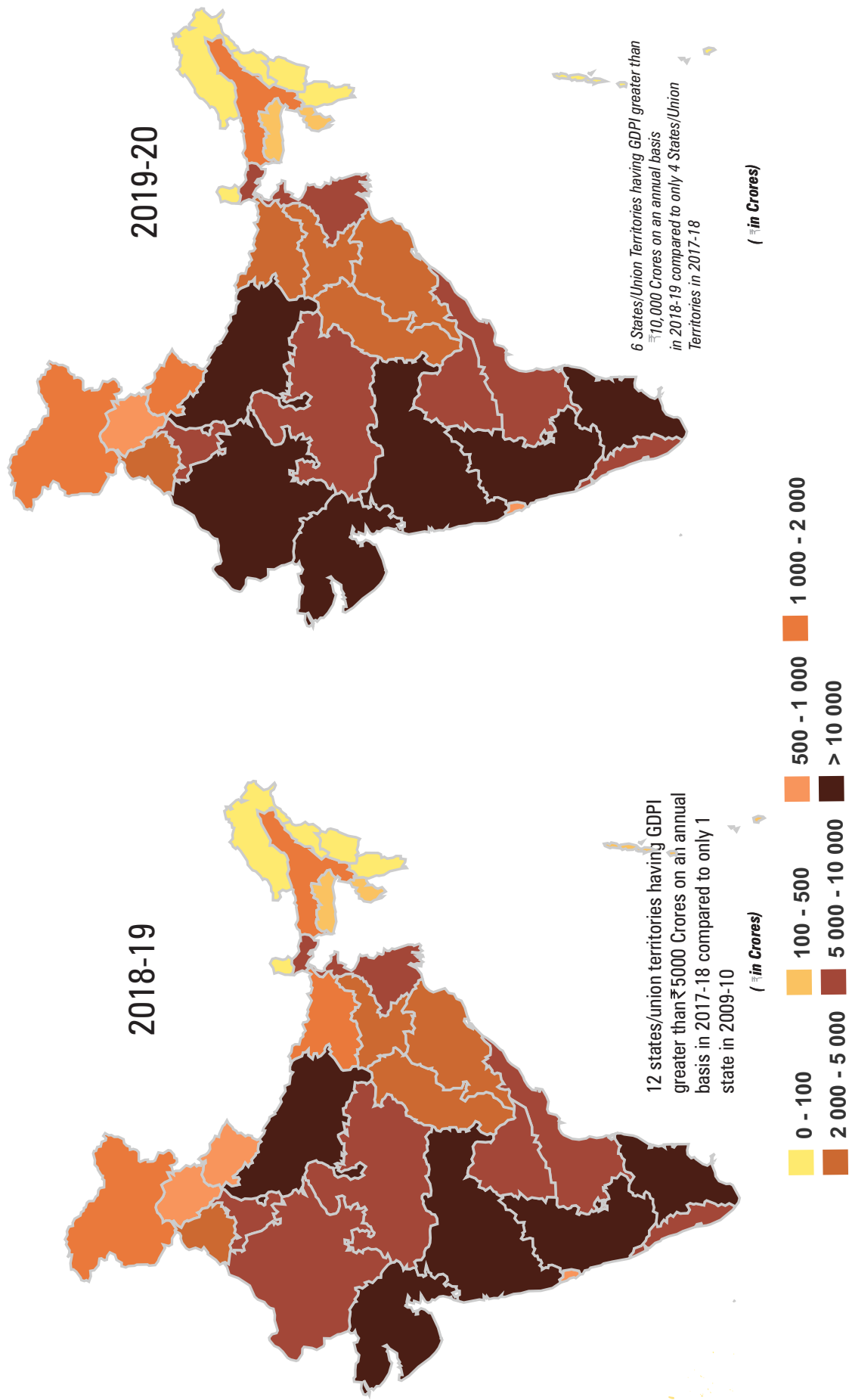
Source : Form I - X of Individual companies submitted to IRDAI

# Change in Other Insurance Premium Heatmap between 2012-13 and 2019-20

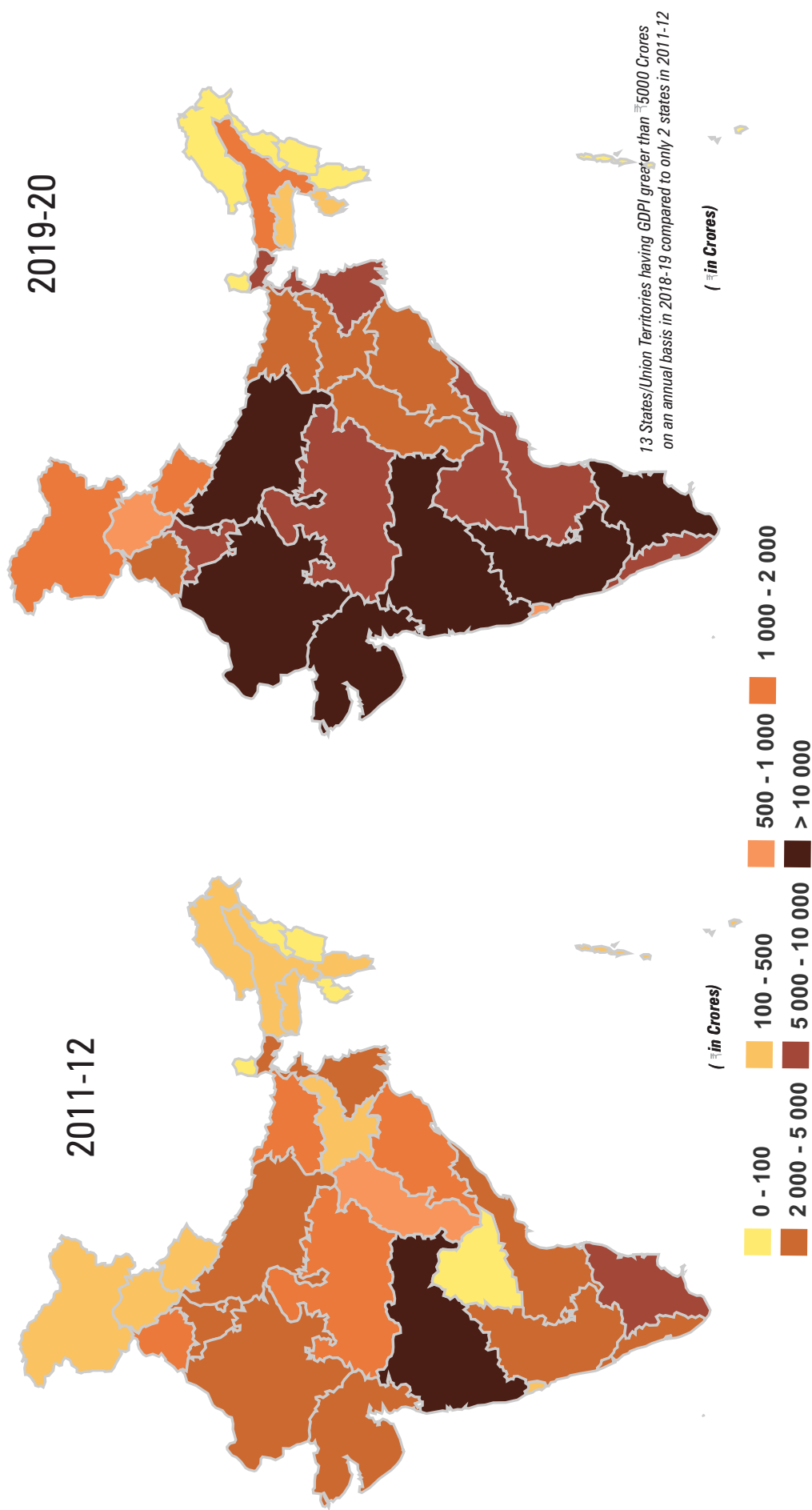


Source : Form I - X of Individual companies submitted to IRDAI

# Change in GDP Heatmap between 2018-19 and 2019-20

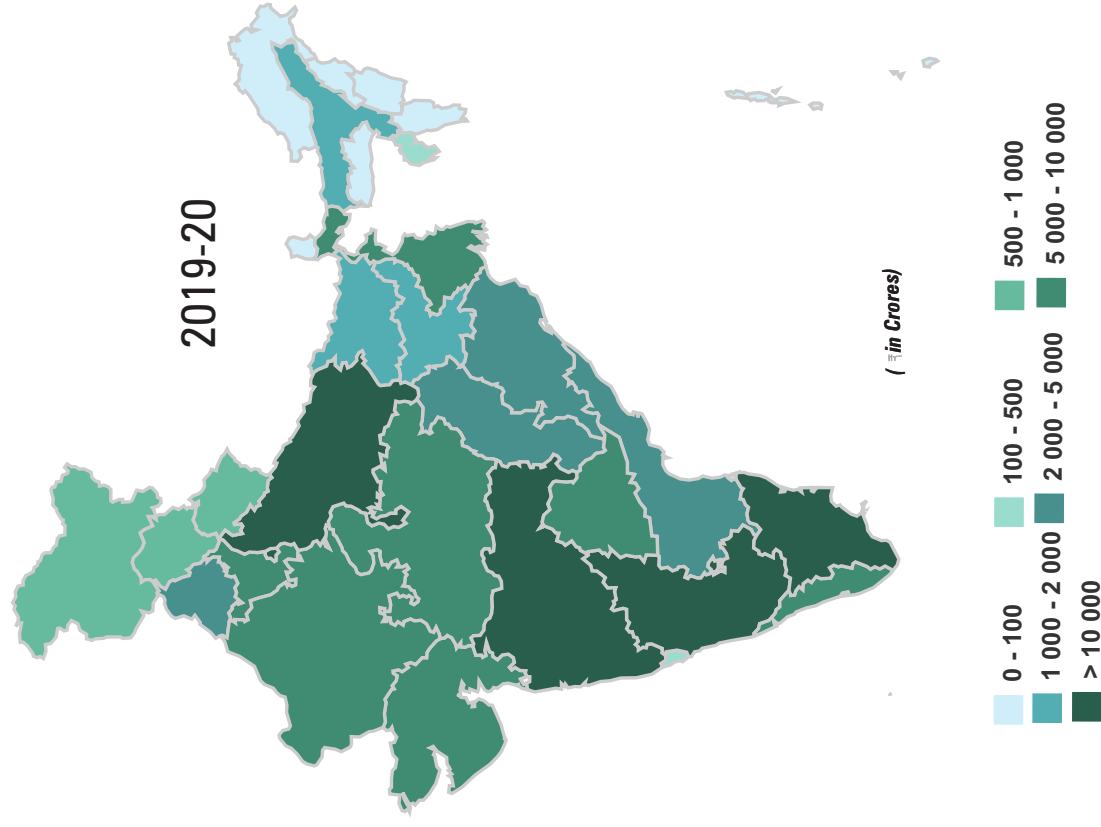


# Change in GDP Heatmap between 2011-12 and 2019-20

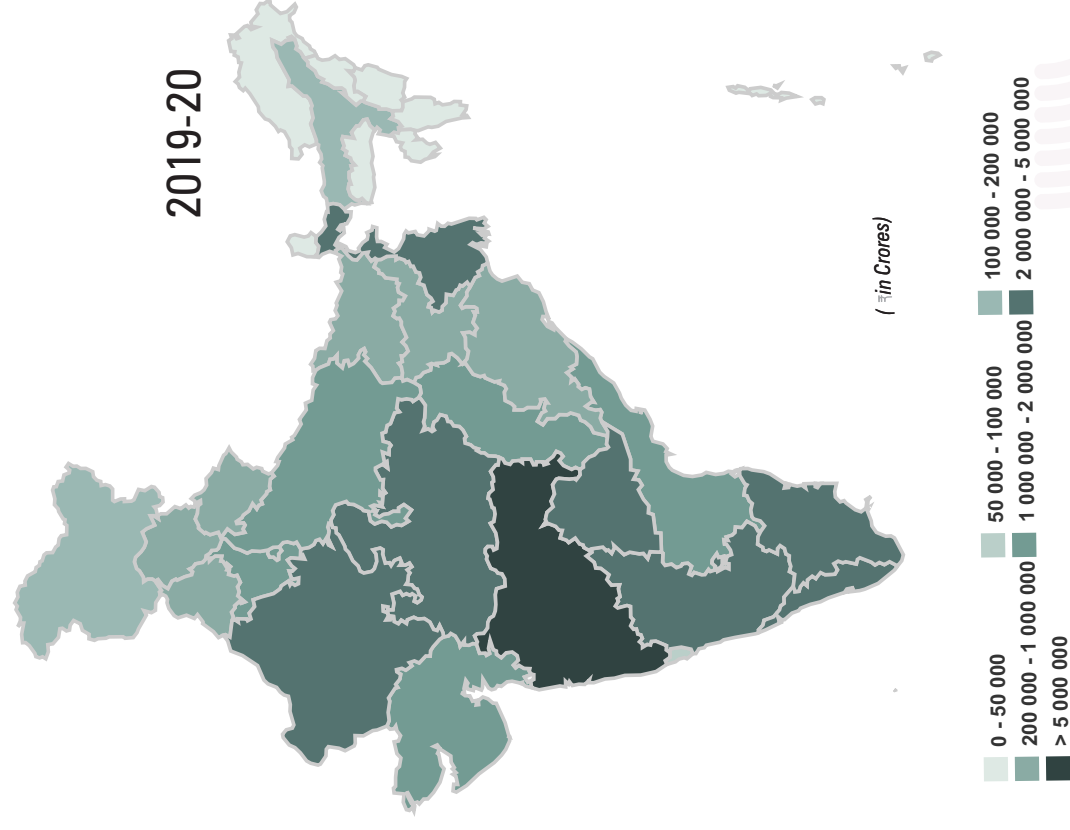


Source : Form I - X of Individual companies submitted to IRDAI

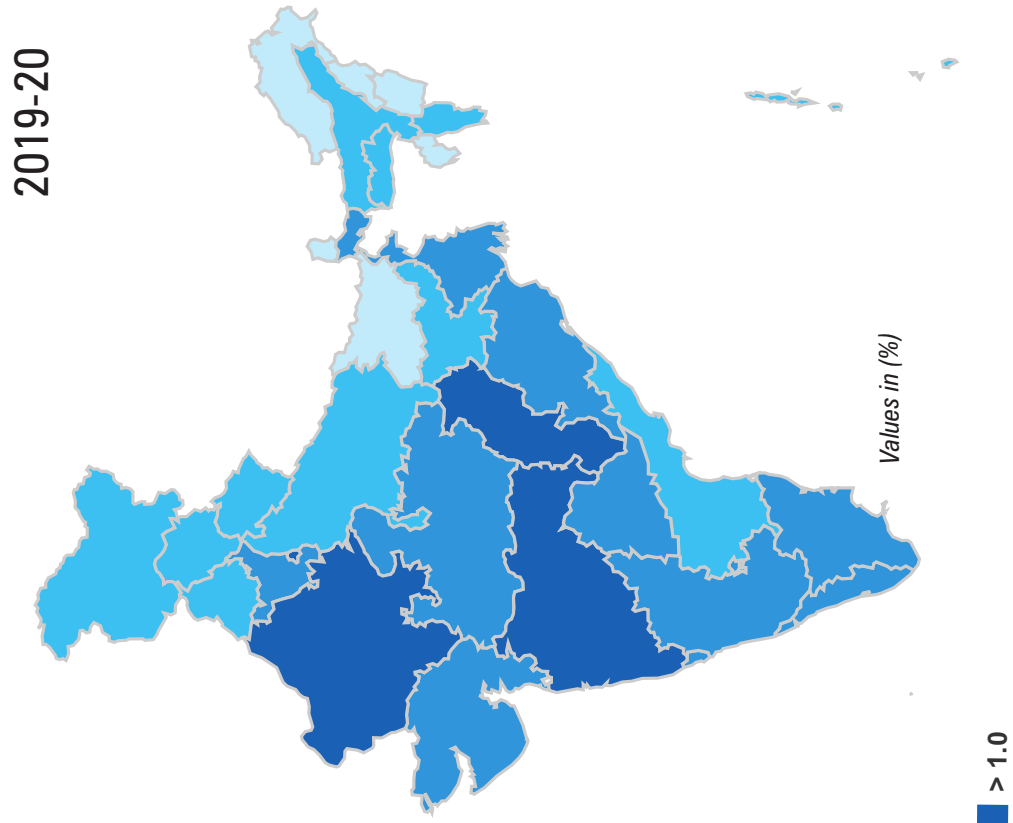
## Amount of Claims Reported (2019-20 )



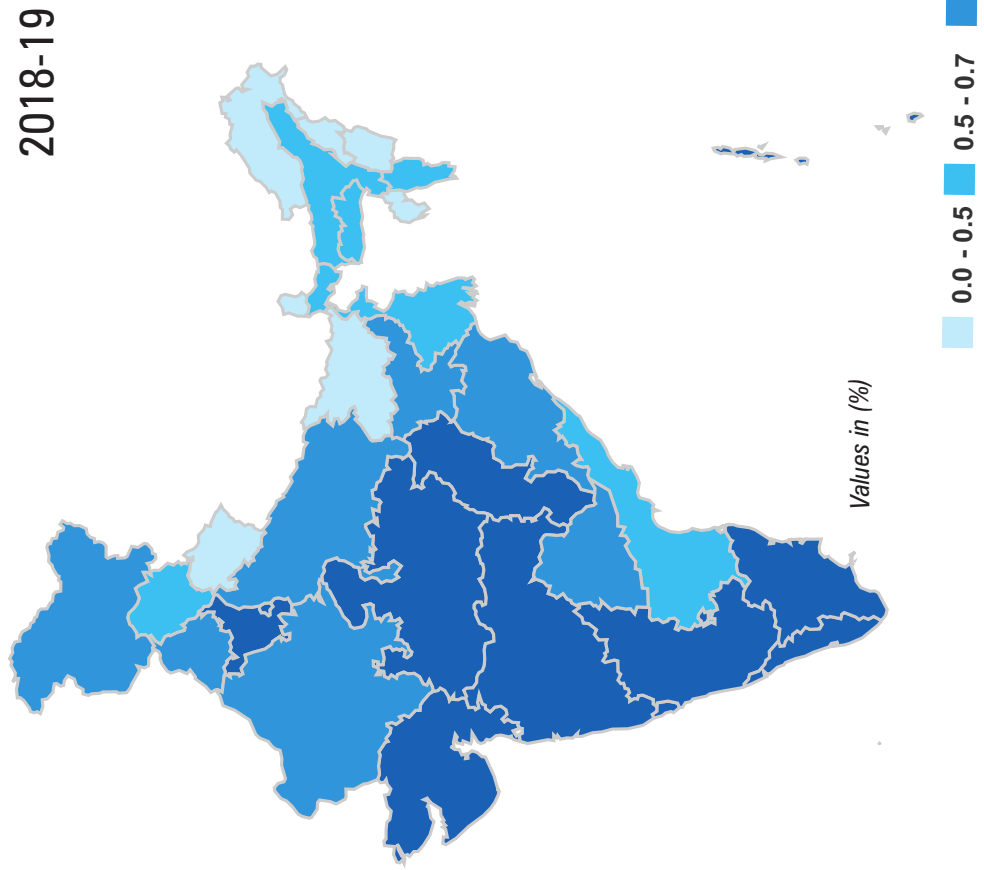
## Number of Claims Reported (2019-20)



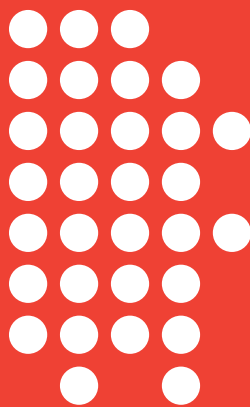
## Insurance Penetration Heatmap (2019-20)



## Insurance Penetration Heatmap (2019-20)



Source : Form I - X of Individual companies submitted to IRDAI







# 03

## Industry Business Highlights

- Total Gross Direct Premium Income (India & Abroad) stood at ₹ 1,92,193 Crores, a 11.4% growth from FY 18-19, and a CAGR of 17.2% over a 10-year period
- The Industry's workforce grew by approximately 4.7% from FY 18-19, providing employment opportunities for over 6300 talented people
- The share of Gross Direct Premium Income via Brokers has grown by approximately 17%. Premium sourced via Direct Channels, which include e-Business, has also shown a strong growth of close to ₹ 5,000 Crores.
- Gross commissions also exhibited continued uptrends, with growth figures reaching approximately 13%
- Although the number of claims in FY 19-20 has grown versus FY 18-19, the Industry has managed to maintain a Gross Incurred Claims Ratio of a healthy 80% for the titular Financial Year
- Industry Investment Incomes have also posted continued growth:
  - Investment income pertaining to policyholders was ₹ 23,134 Crores in FY 19-20, representing a CAGR of around 13% p.a over a 10-year period.
  - Investment income pertaining to shareholders was ₹ 5,629 Crores in FY 19-20, representing at CAGR of 5.8% p.a. over a 10-year period.

# Industry Business Highlights

This chapter gives a snapshot of Non-Life Insurance Industry performance from the period 2010-11 to 2019-20..

The Non-Life Insurance Insurers have maintained a steady growth, maintained Solvency margins and marginally improved overall profitability despite many challenges faced by them during the last 10 years. Market competition dominated all lines of business other than mandated Motor Third Party Insurance since April 2007.

Uninsured vehicles in the Country for Motor TP liability insurance are receiving focus from Government, Judiciary, Police authorities and Regional Transport Authorities. Auto insurers are lending their support by providing Insurance policy details to the Centralised database, "Vahan". Apex Court directives on 3 year and 5 year long-term Third Party insurance policy is being implemented for new vehicles. It has been interesting as to how these initiatives have panned out since their inception in reducing uninsured vehicles on the road.

Health Insurance has emerged as a significant portfolio accounting for almost one third of the market share. Health & Accident Insurance segment has grown to ₹ 57,109 Crores at a CAGR of 16.07% over the period of 2010-11 to 2019-20.

**Table 3.1.1** Number of Insurers as on 31st March 2020

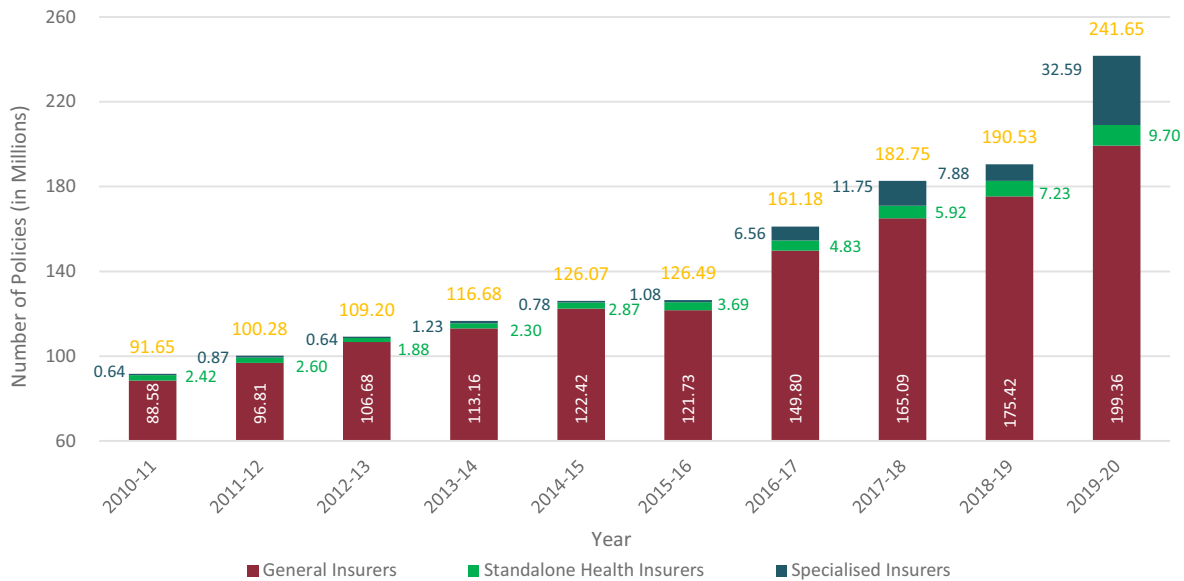
General Insurers	Standalone Health	Specialized	Reinsurance
25	7	2	11

## Industry Business Dimensions

Since the opening up of the Non-Life Insurance Industry in 2001, the industry has witnessed a substantial improvement in operational efficiency, along with a many-fold increase in Premium underwritten.

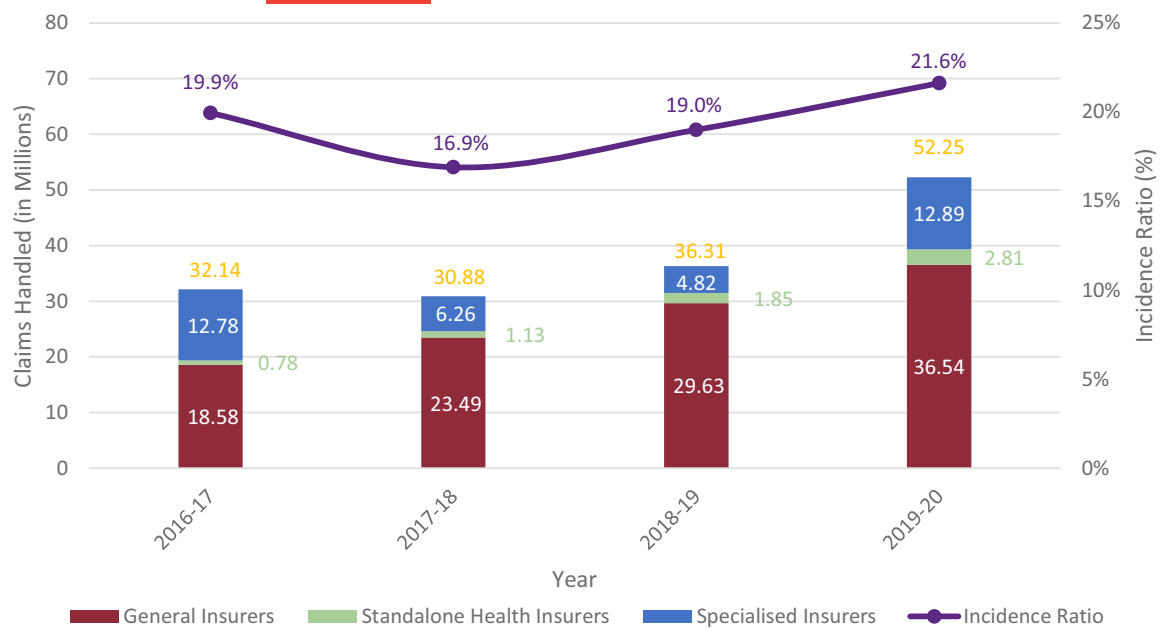
The following highlights show the trends in key operational dimensions during the period of 2010-11 to 2019-20.

**Chart 3.2.1 Policies Issued**



Source: Council Compilation as per source data submitted by companies

**Chart 3.2.2 Claims Handled\***

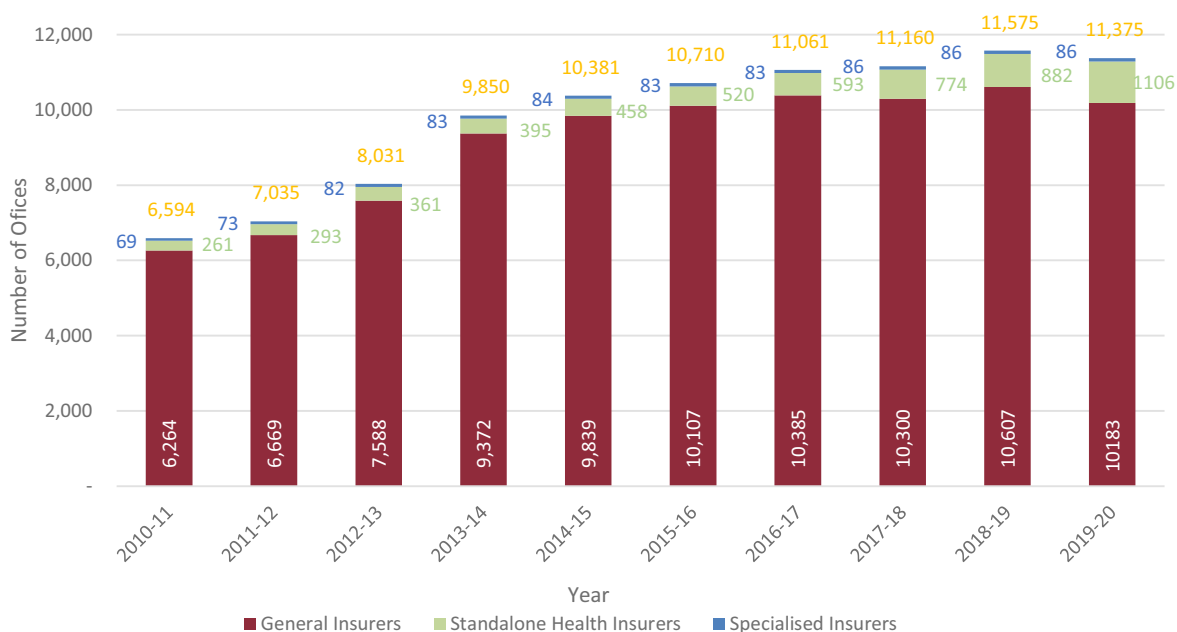


Source: For 2013-14 onwards, Form 6 of 1-X being sent by companies to IRDAI  
For prior years, NL24/25 of public disclosures of companies

\* **Claims Handled** = Opening Balance of Claims Outstanding as at April 1st of each year + Claims Reported during that financial year

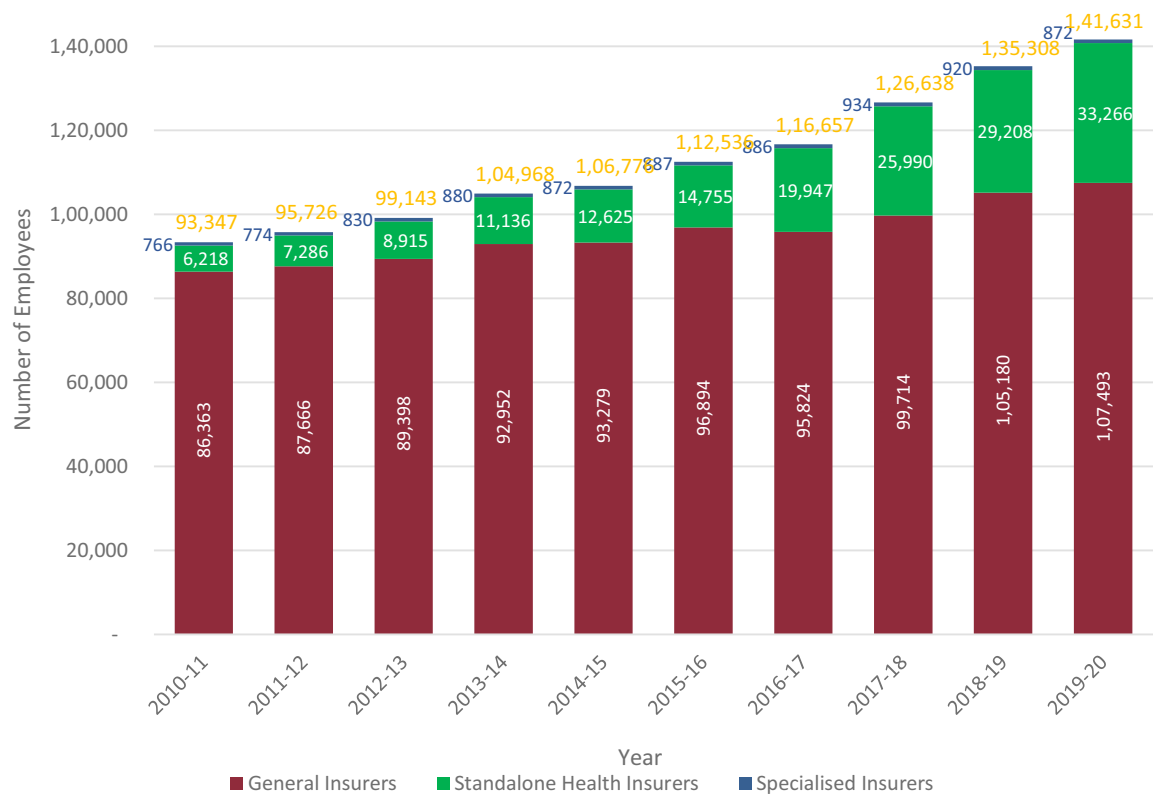
Note: Incidence Ratio is derived as Claims Handled/Policies Issued

**Chart 3.2.3 Number of Offices**



*Council Compilation as per source data submitted by companies*

**Chart 3.2.4 Employee Count**



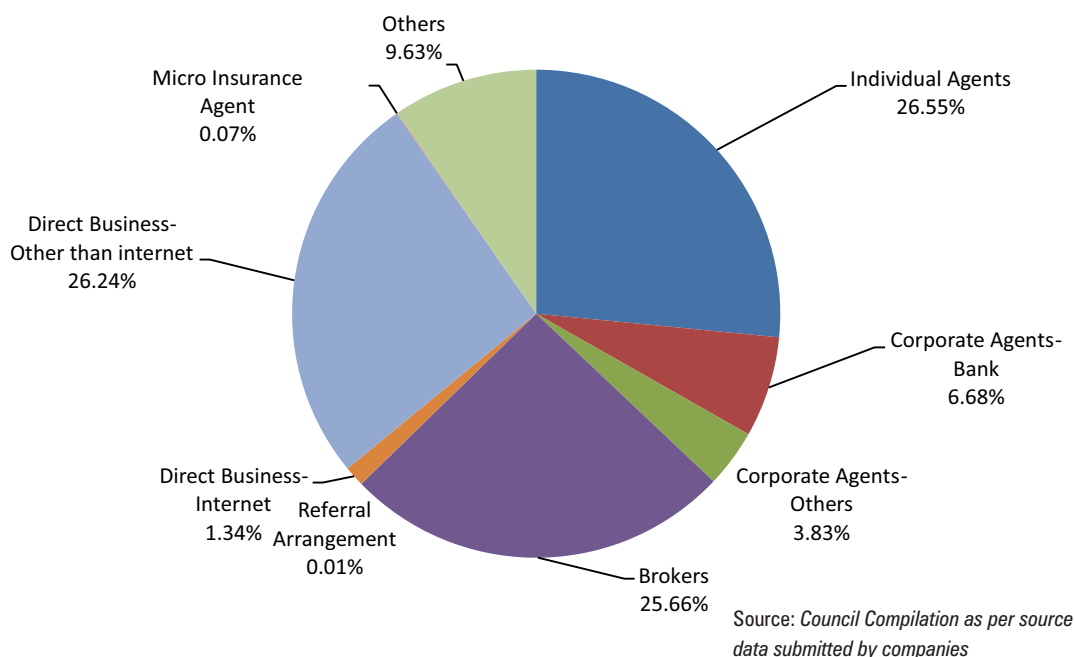
*Source: Council Compilation as per source data submitted by companies*

## Distribution Channels

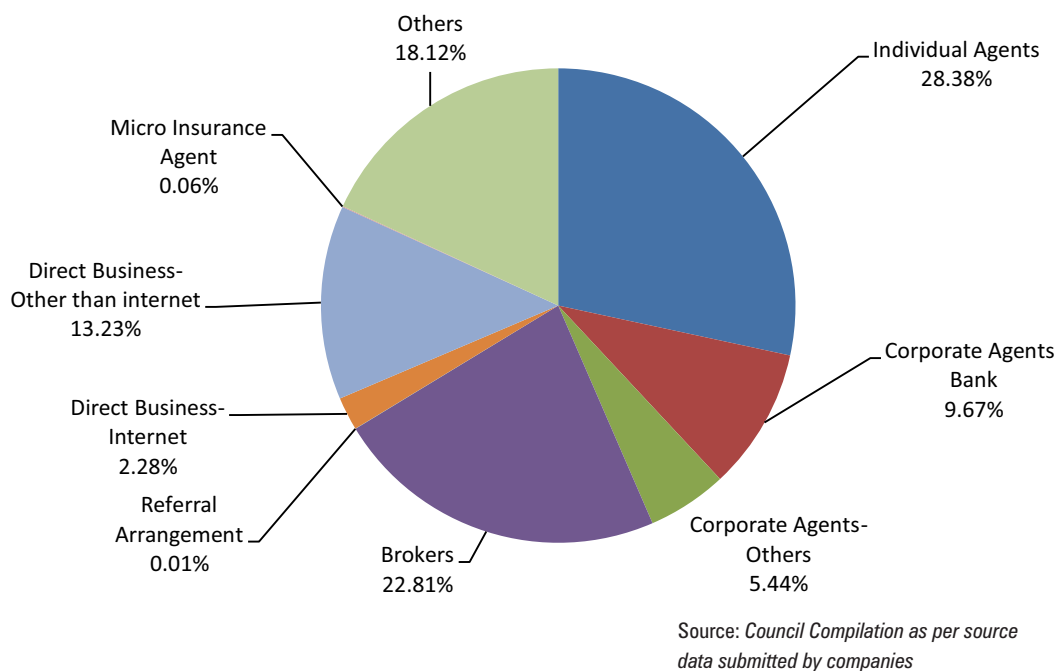
One of the discerning features of the post privatization of the sector is the emergence of multiple but regulated distributed channels, distinct from only Agents and Employees developing in the business during the prior nationalized sector.

Brokers and Corporate Agents (including Bancassurance models) have established their credentials as Insurance Intermediaries. The Authority has also enabled several distribution channels such as common service centres of Govt. of India, Insurance Marketing firms, Banks as Brokers, an open architecture for Agents and Corporate Agents. These channels of distributions would increase insurance awareness and penetration in the semi-urban and rural areas of the country.

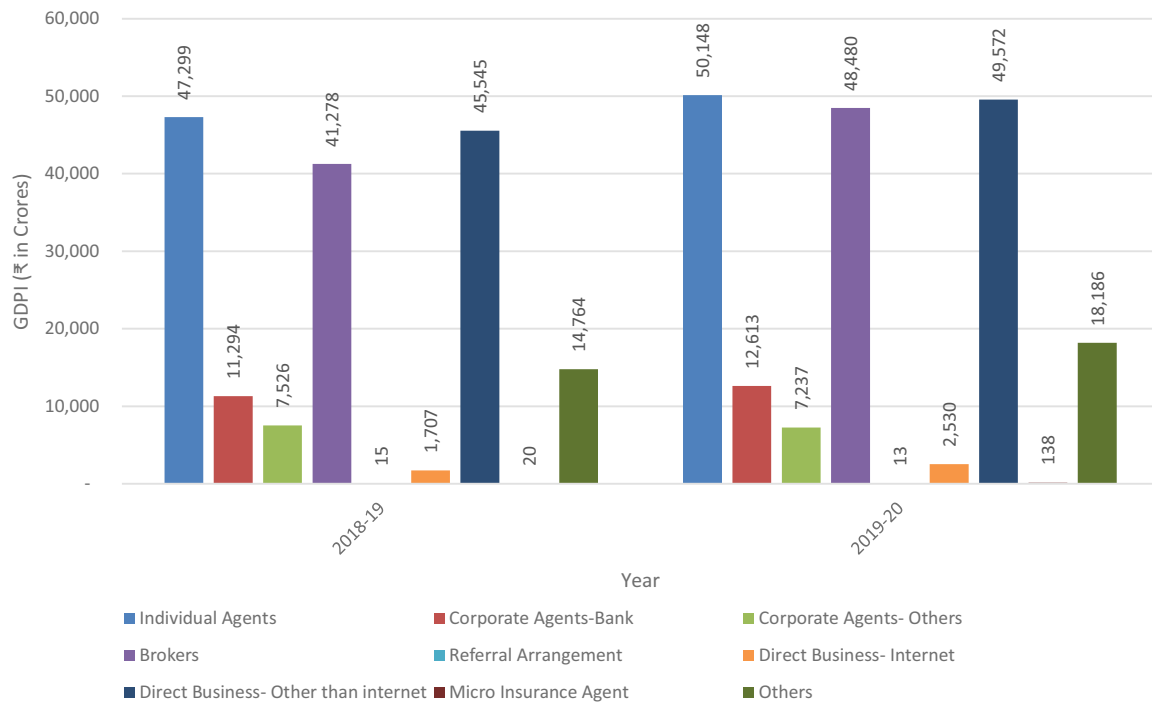
**Chart 3.3.1 Channel-wise GDPI (% of Total) - 2019-20**



**Chart 3.3.2 Channel-wise Policies (% of Total) - 2019-20**



**Chart 3.3.3 Growth in GDPI split by Distribution Channel**



Source: Council Compilation as per source data submitted by companies

**Note:** Corporate Agents share in above charts includes business through Bancassurance channels

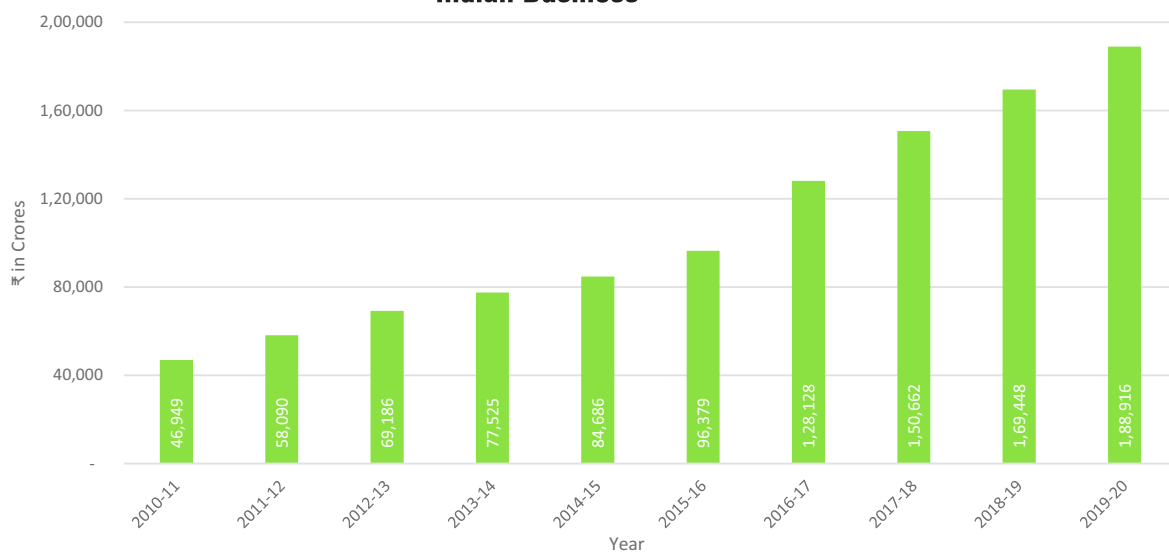
For the year 2019-20, share of premium sourced through direct channels has increased slightly to 37.1%. The share of premium via Individual Agents has decreased marginally to 26.5%. Offsetting these reductions, Corporate Agency share has increased to about 10.5% and share of premium via Brokers has increased marginally to 25.7%.

# Premium

## Gross Direct Premium (GDPI)

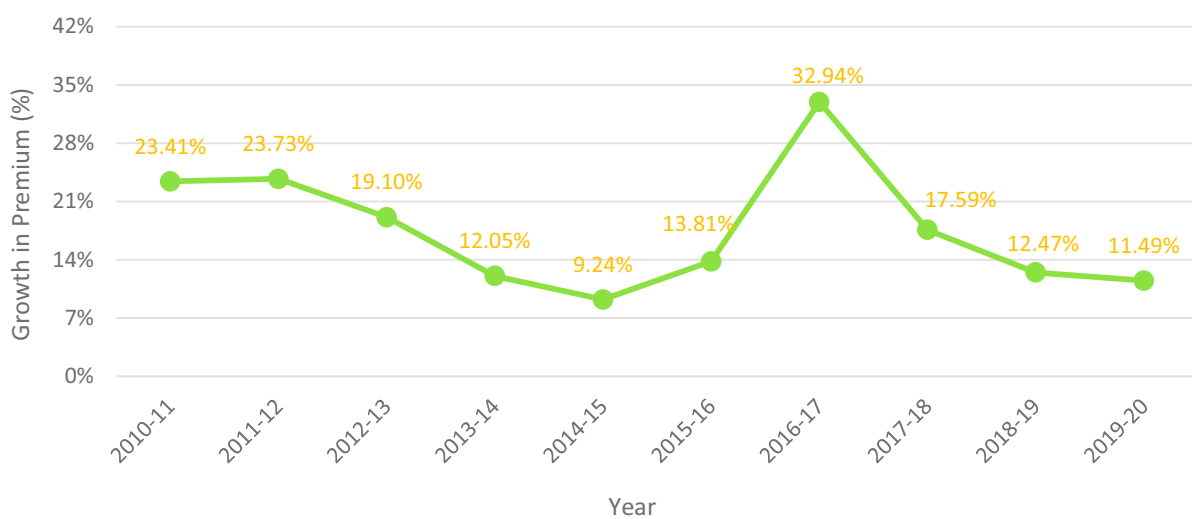
The Non-Life Insurance Industry in India has recorded CAGR of 16.73% in the period 2010-11 to 2019-20. The premium income, which was ₹ 46,949 Crores in 2010-11, has increased substantially to ₹ 1,88,916 Crores in 2019-20. Motor and Health segments remain the leading drivers of Premium growth.

**Chart 3.4.1** Gross Direct Premium Income - Indian Business



Source: Council Compilation as per source data submitted by companies

**Chart 3.4.2** Growth Rate in Premium



Source: Council Compilation as per source data submitted by companies

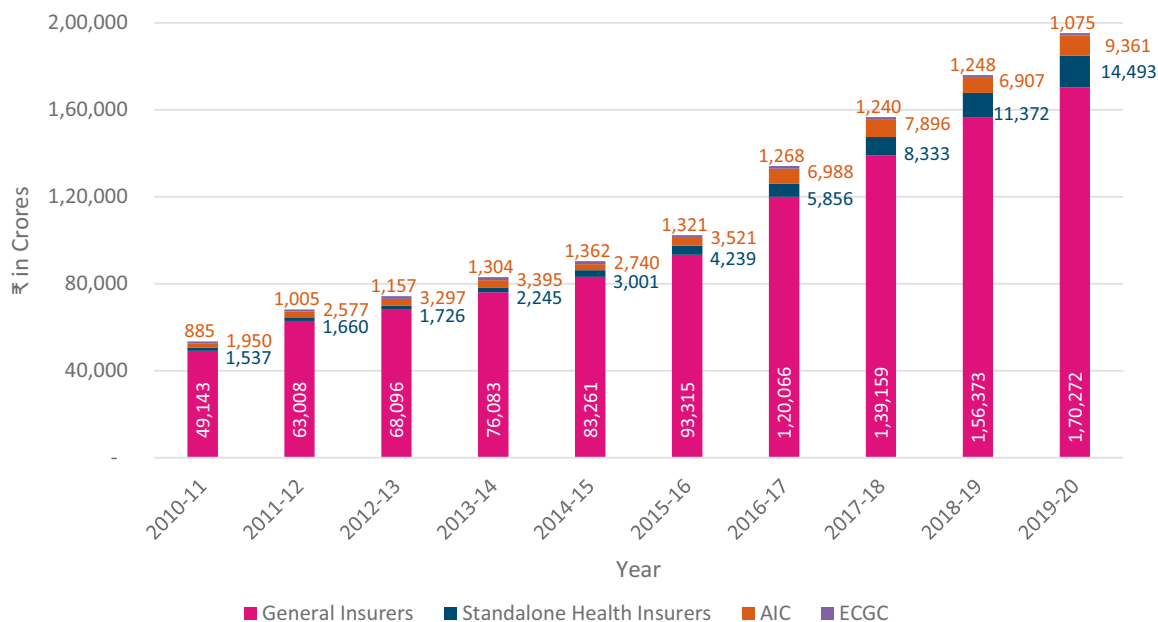
The growth rate of the Non-Life Insurance Industry which had slowed down during 2012-15 continues to remain healthy

## Gross Written Premium (GWP)

Gross Written Premium (both domestic and international business) grew by 13.81% on an annual average basis from ₹ 53,515 Crores in 2010-11 to ₹ 1,95,202 Crores in 2019-20.

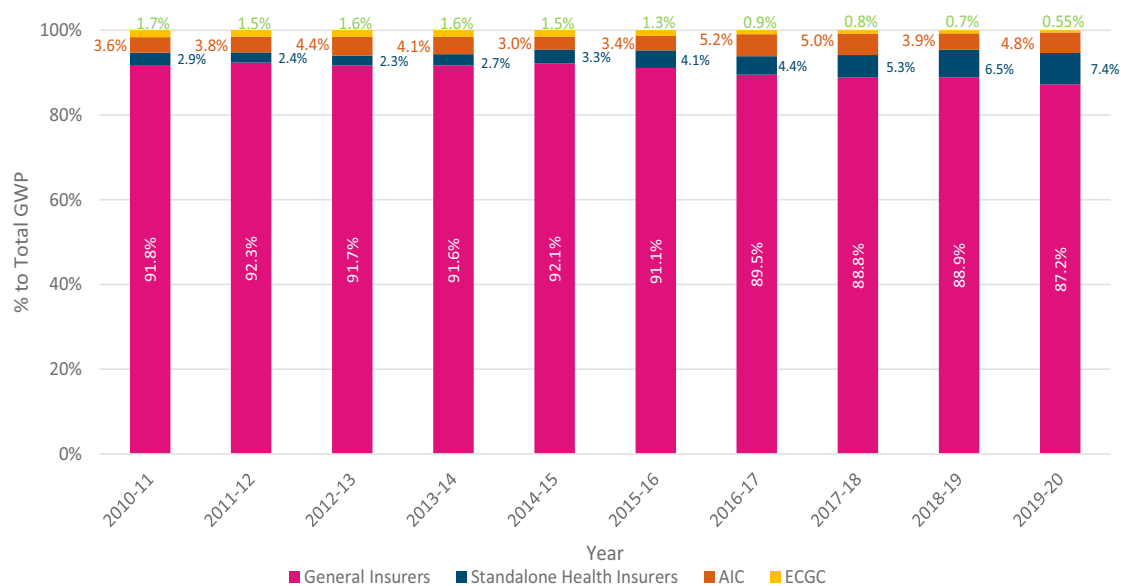
ECGC and AIC are categorized separately for the purpose of analysis.

**Chart 3.4.3 Gross Written Premium**



Source: Council Compilation as per source data submitted by companies

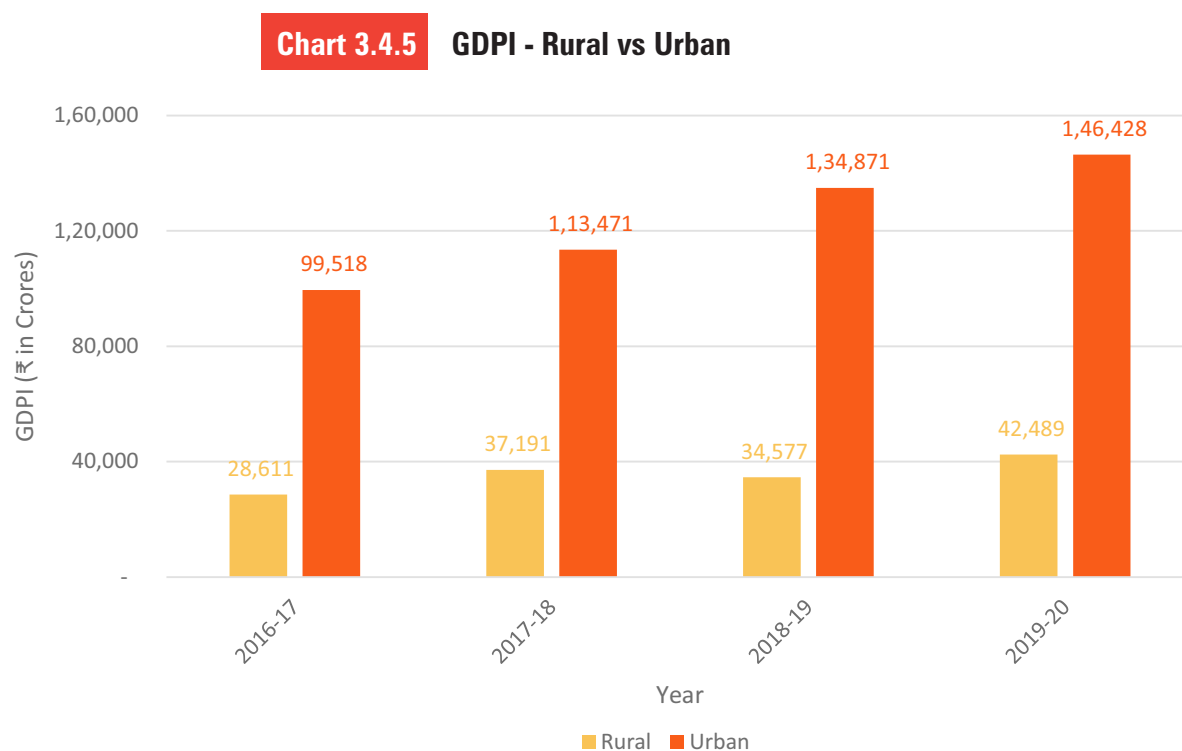
**Chart 3.4.4 GWP Share % by Type of Insurers**



Source: Council Compilation as per source data submitted by companies



The split of Rural and Urban in different Segments is shown below. Values shown are ₹ in Crores.



## Net Written Premium & Net Earned Premium (NWP & NEP)

Net Written premium (NWP) grew at a CAGR of 13.5% from ₹ 38,150 Crores in 2010-11 to ₹ 1,30,187 Crores in 2019-20. Similarly, Net Earned Premium (NEP) grew at a CAGR of 13.81% from ₹ 34,585 Crores in 2010-11 to ₹ 1,26,178 Crores in 2019-20. NEP as a percentage of NWP has been consistently above 89% for the period under review.

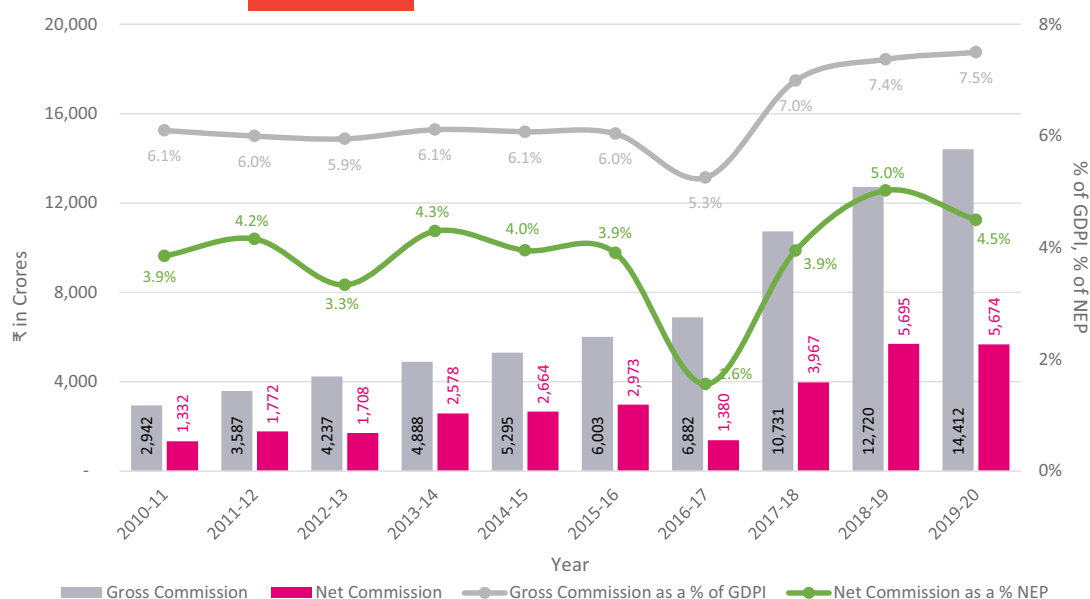
**Chart 3.4.6 Net Written Premium & Net Earned Premium Growth**



Source: Council Compilation as per source data submitted by companies

## Commission

**Chart 3.5.1 Gross & Net Commission**

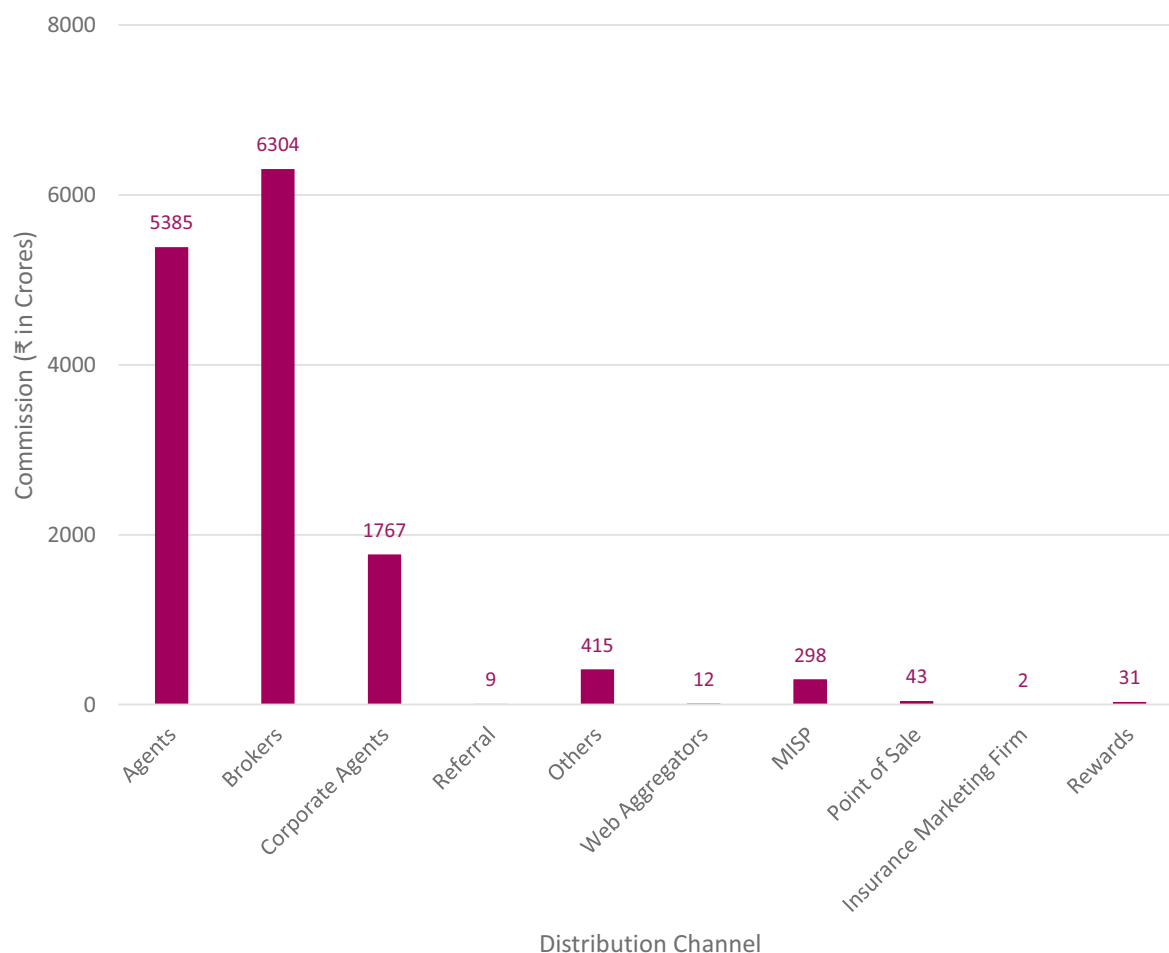


\*Note: GDP includes India and Abroad

Source: Council Compilation as per source data submitted by companies

Gross Commission has increased from ₹ 2,942 Crores in 2010-11 to ₹ 4,412 Crores in 2019-20, Gross Commission as a percentage of GDP (Gross Direct Premium Income) has increased to 7.5% in 2019-20.

**Chart 3.5.2** Gross Commission Channelwise (2019-20)

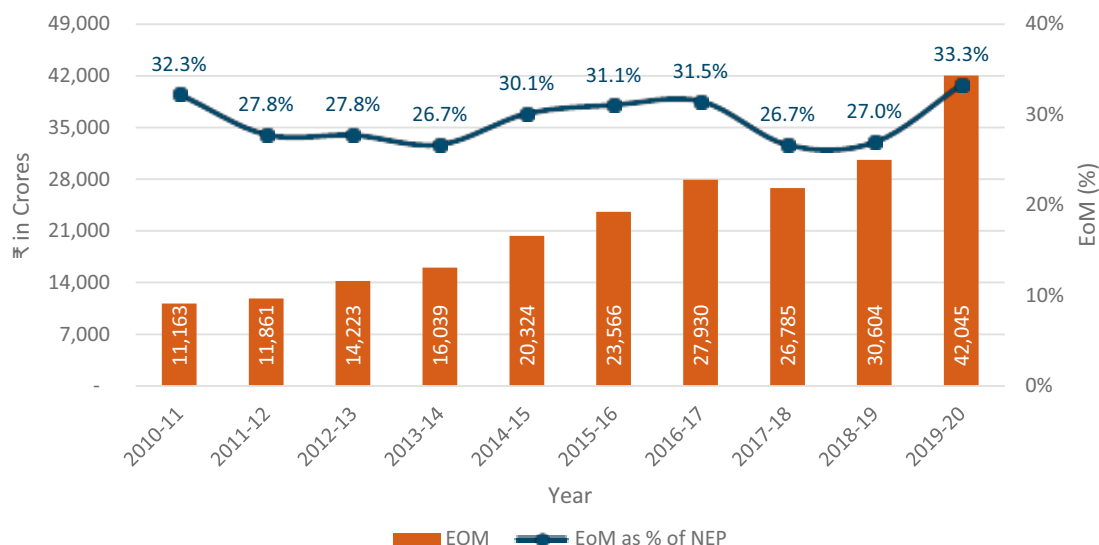


**Source:** Public Disclosure data (NL6 of companies)

**Note:** Corporate Agents share in above charts includes business through Bancassurance channels

# Expenses of Management

**Chart 3.6.1 Expenses of Management**



Source: IRDAI Annual Reports for prior years and Financial Highlights of GI Council

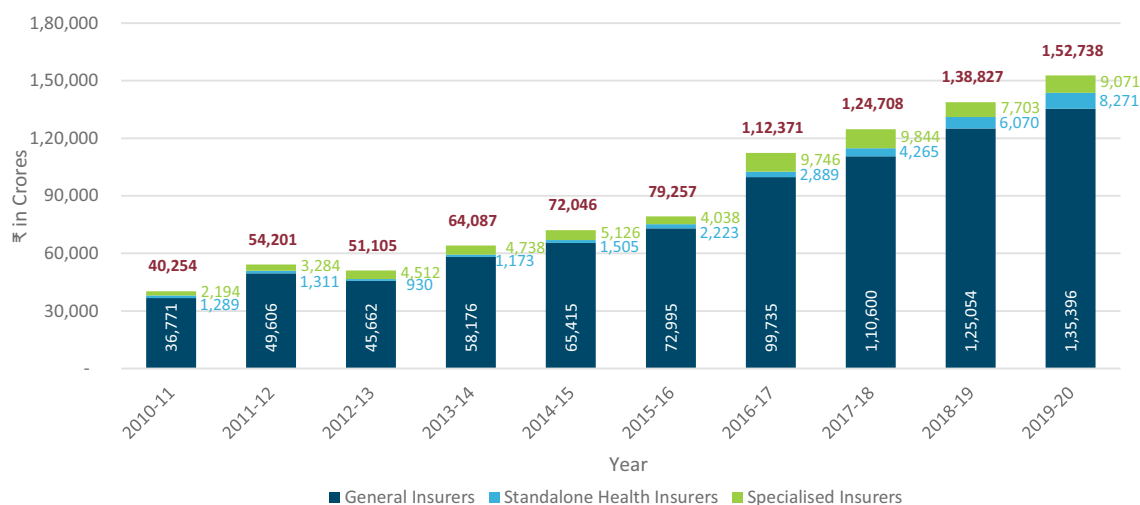
Expenses of Management have been steadily rising from ₹ 11,163 Crores in 2010-11 to ₹ 42,045 Crores in 2019-20, reflecting a CAGR of 14.18%.

## Claims

### Gross Incurred Claims

Gross Incurred Claims has risen from ₹ 40,254 Crores in 2010-11 to ₹ 1,52,738 Crores in 2019-20 at a CAGR of 14.26%

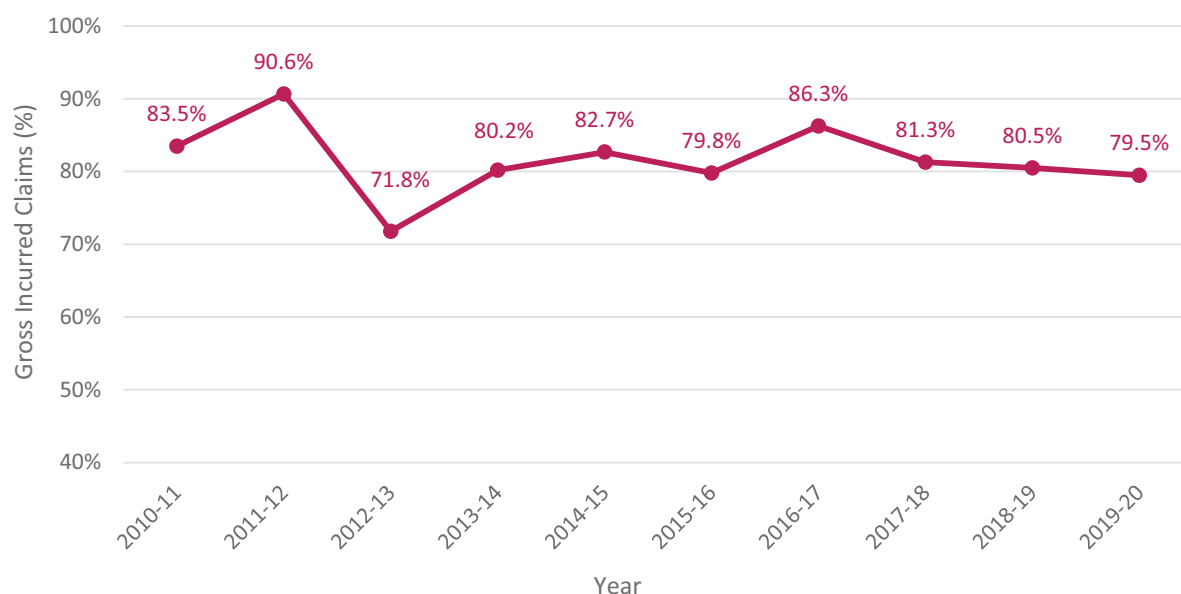
**Chart 3.7.1 Gross Incurred Claims**



Source: Council Compilation as per source data submitted by companies

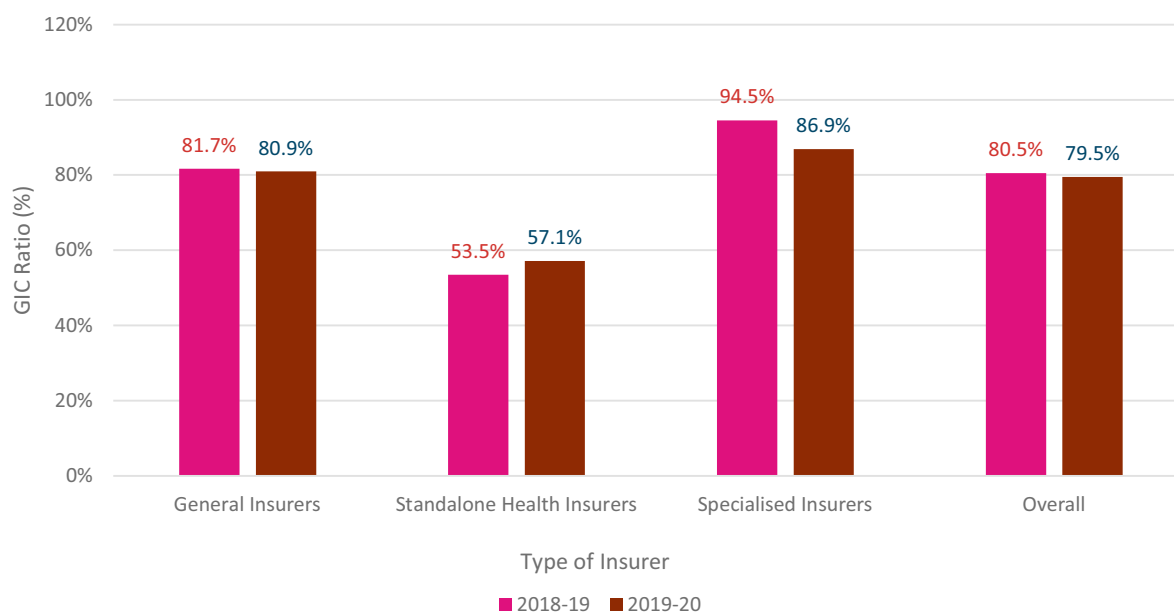
As a percentage of Gross Direct Premium, the Industry Gross Incurred Claims ratio has been consistently between 70% and 90% since 2010-11.

**Chart 3.7.2 Gross Incurred Claims to GDPI Ratio - Overall**



Source: Council Compilation as per source data submitted by companies

**Chart 3.7.3 Gross Incurred Claims ratio - Overall (Split by Type of Insurers)**

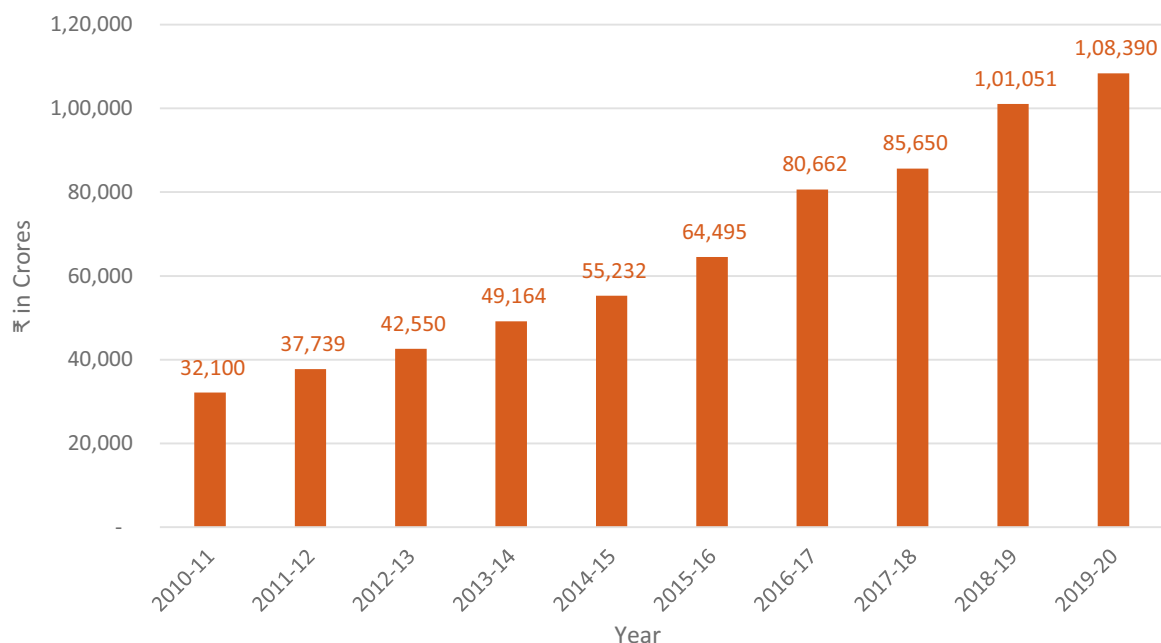


Source: Council Compilation as per source data submitted by companies

## Net Incurred Claims

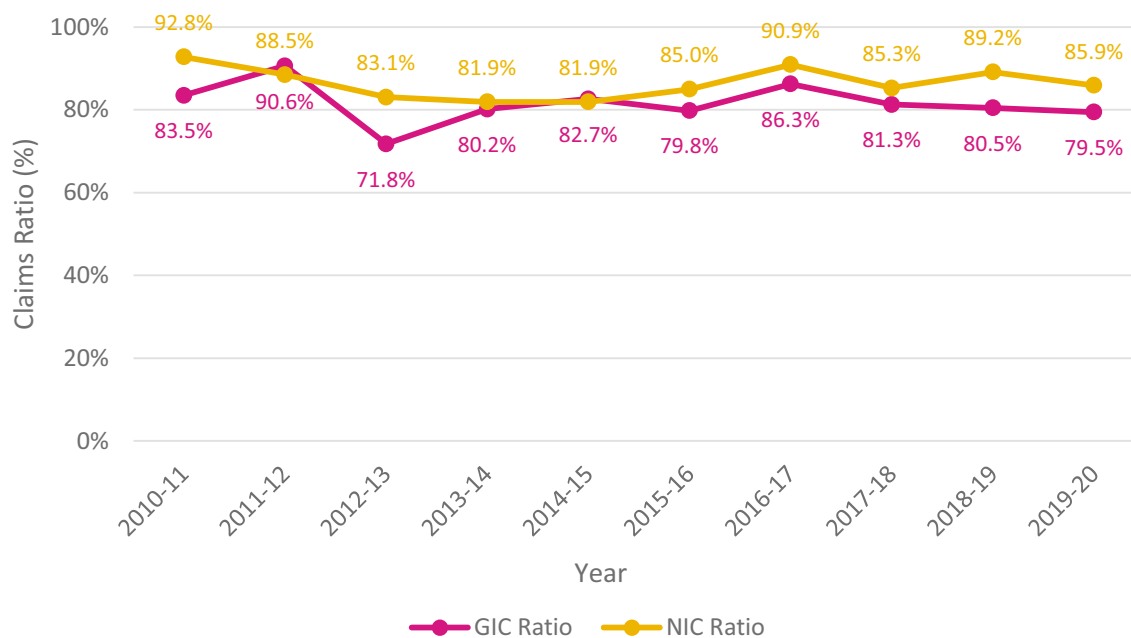
Net Incurred claims has risen from ₹ 32,100 Crores in 2010-11 to ₹ 1,08,390 Crores in 2019-20, at a CAGR of 12.94%.

**Chart 3.7.4 Net Incurred Claims - Overall**



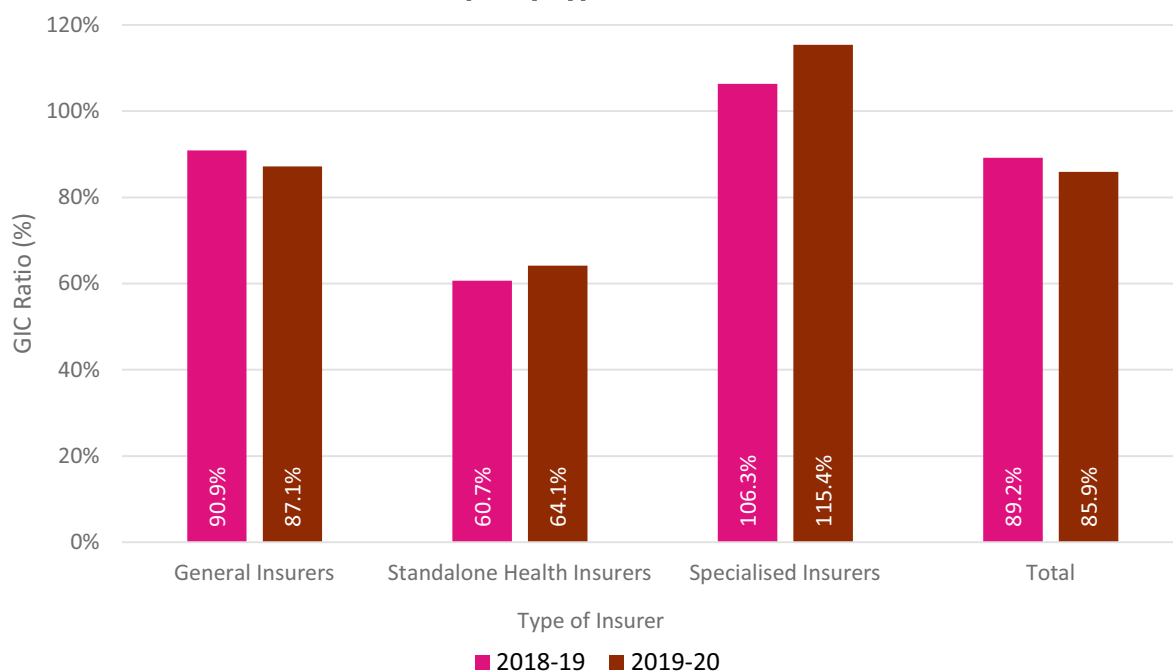
Source: Council Compilation as per source data submitted by companies

**Chart 3.7.5 Gross Incurred Claims & Net Incurred Claims Ratios**



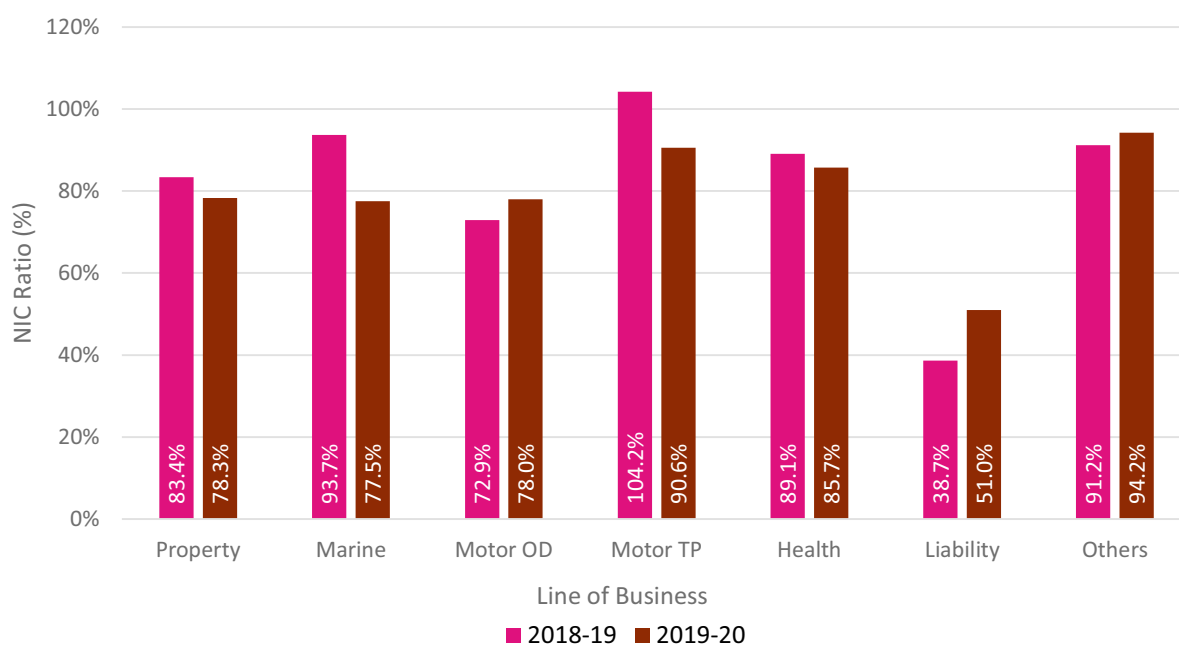
Source: Council Compilation as per source data submitted by companies

**Chart 3.7.6 Net Incurred Claims ratio - Overall  
(Split by Type of Insurers)**



Source: Council Compilation as per source data submitted by companies

**Chart 3.7.7 Net Incurred Claims - Overall (Segment-wise)**

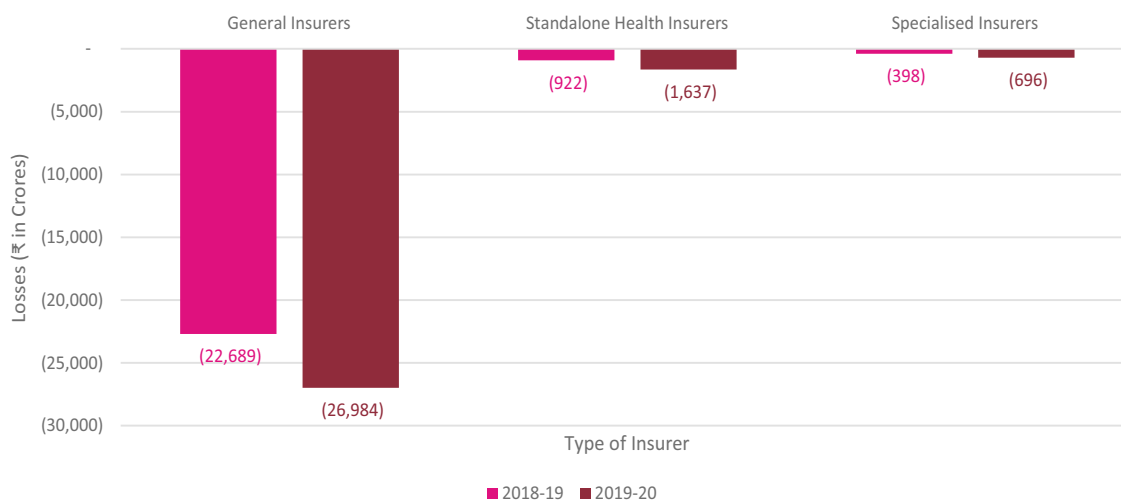


Source: Council Compilation as per source data submitted by companies

# Underwriting Surplus / Deficit

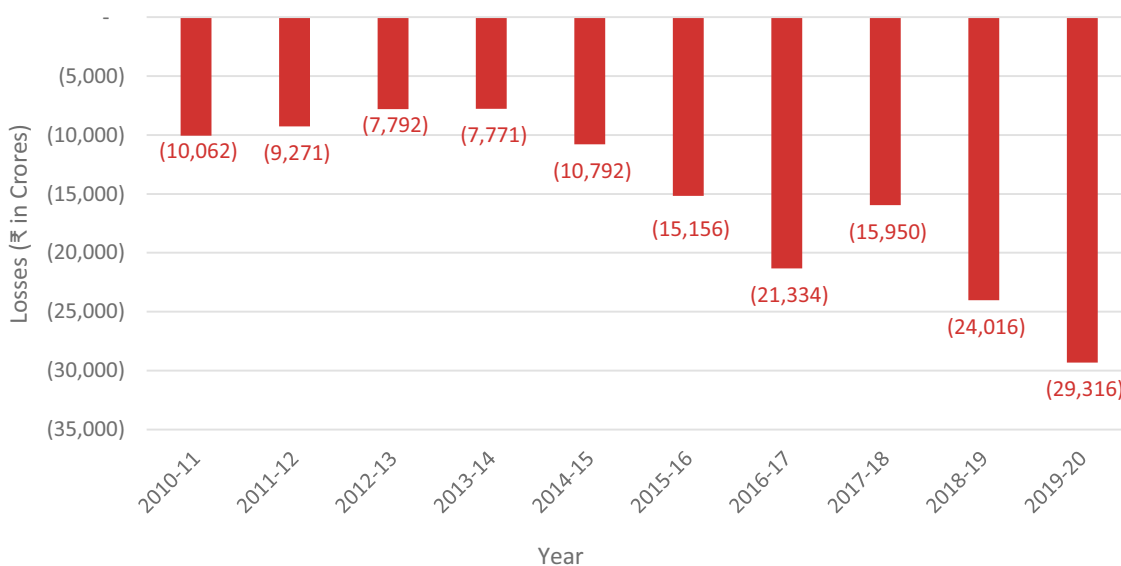
Underwriting Surplus, which is calculated as Net Earned Premium less sum of Net Incurred Claims, Net Commission, Expenses of Management and Other Outgo (or income), continues to remain negative.

**Chart 3.8.1 Underwriting Results (Split by Type of Insurers)**



Source: Council Compilation as per source data submitted by companies

**Chart 3.8.2 Underwriting Surplus/Deficits (2009-2018)**



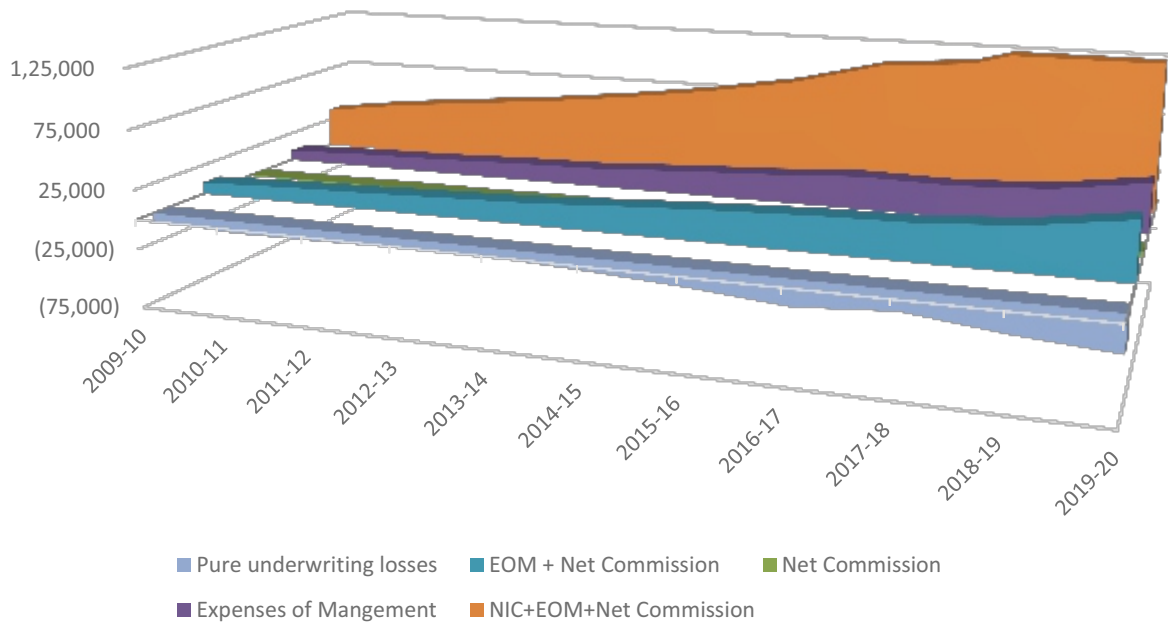
Source: Council Compilation as per source data submitted by companies

Underwriting surplus/deficit of Non-Life Insurance sector continues to be impacted by:

- Intense competition in the Personal Lines of Business
- Frequent natural calamities and disasters

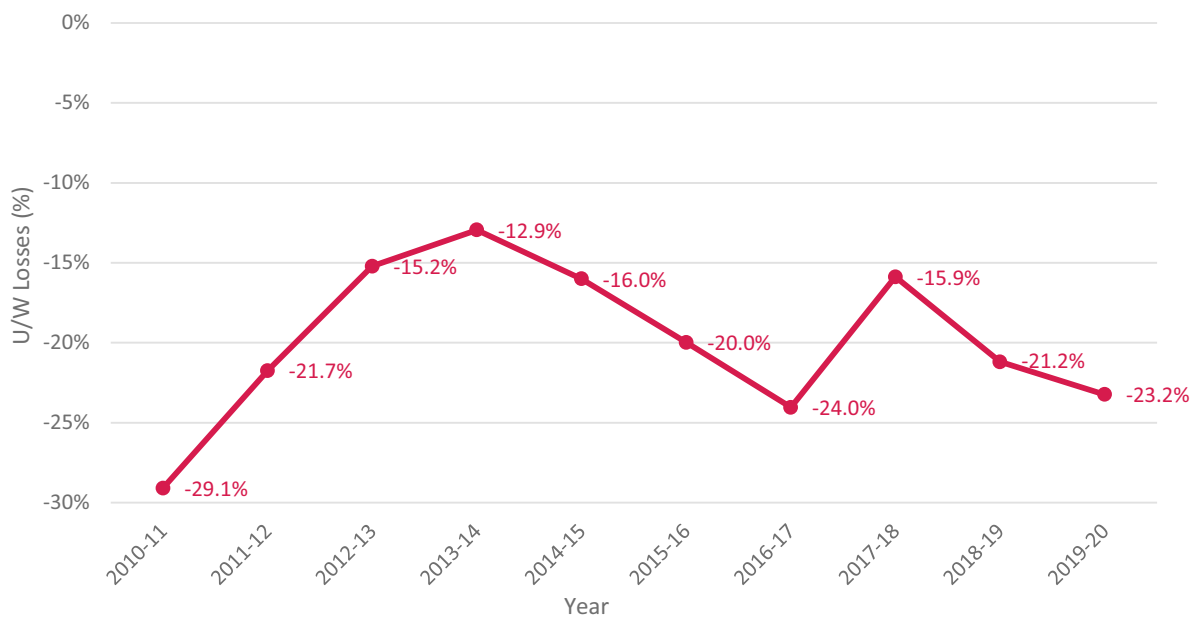


**Chart 3.8.3 Underwriting Results (2010-2020)**



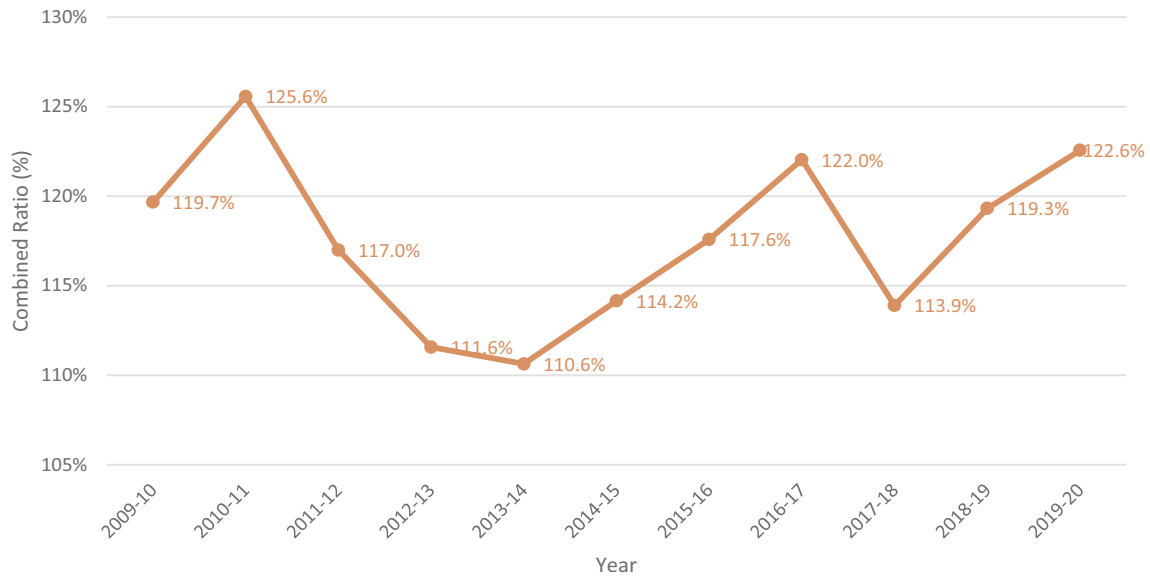
Source: Council Compilation as per source data submitted by companies

**Chart 3.8.4 Underwriting Loss as a percentage of NEP**



Source: Council Compilation as per source data submitted by companies

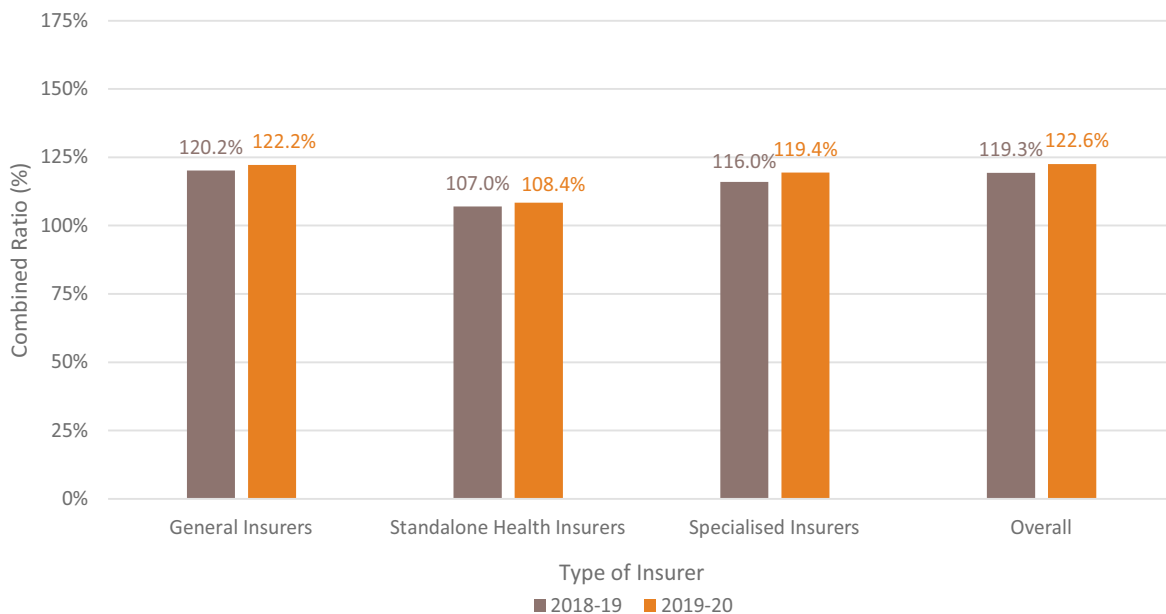
**Chart 3.8.5 Combined Ratio - Overall**



Source: Council Compilation as per source data submitted by companies

Combined Ratios (calculated as Net Incurred Claims Ratio + Net Commission ratio + Expenses of Management ratio) have been above 110%, reflecting adverse underwriting results (It is to be noted that underwriting results are computed without taking into account investment income allocable to policyholder funds).

**Chart 3.8.6 Combined Ratio (Split by Type of Insurer)**



Source: Council Compilation as per source data submitted by companies

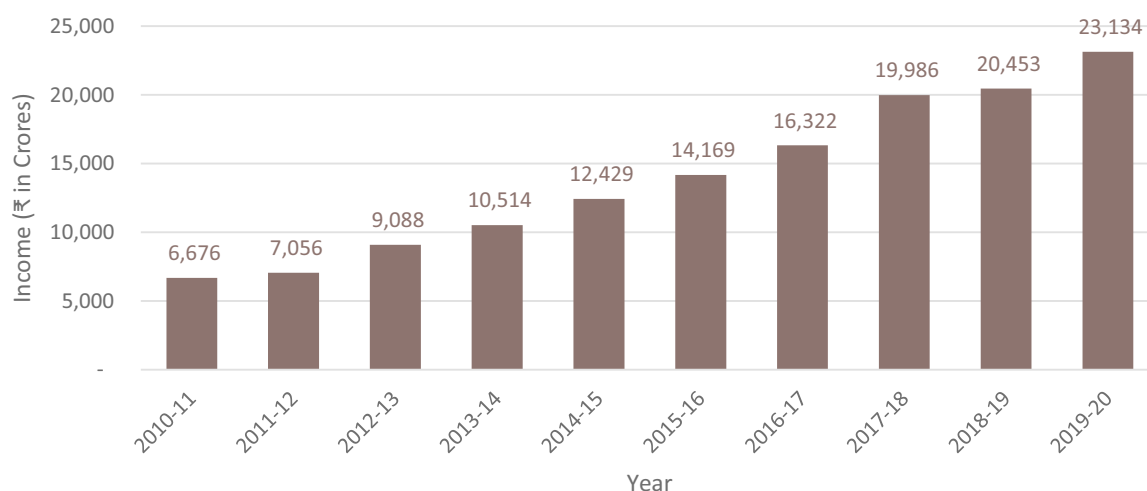
# Investment Income & Investments

## Investment Income – Policyholders Funds

Investment income allocated to revenue account (Fire, Marine, Miscellaneous etc.) represents Investment Income of Policyholders.

Investment income pertaining to policyholders has risen from ₹ 6,676 Crores in 2010-11 to ₹ 23,134 Crores in 2019-20, representing a CAGR of 13.23% p.a.

**Chart 3.9.1 Investment Income - Policyholders Funds**



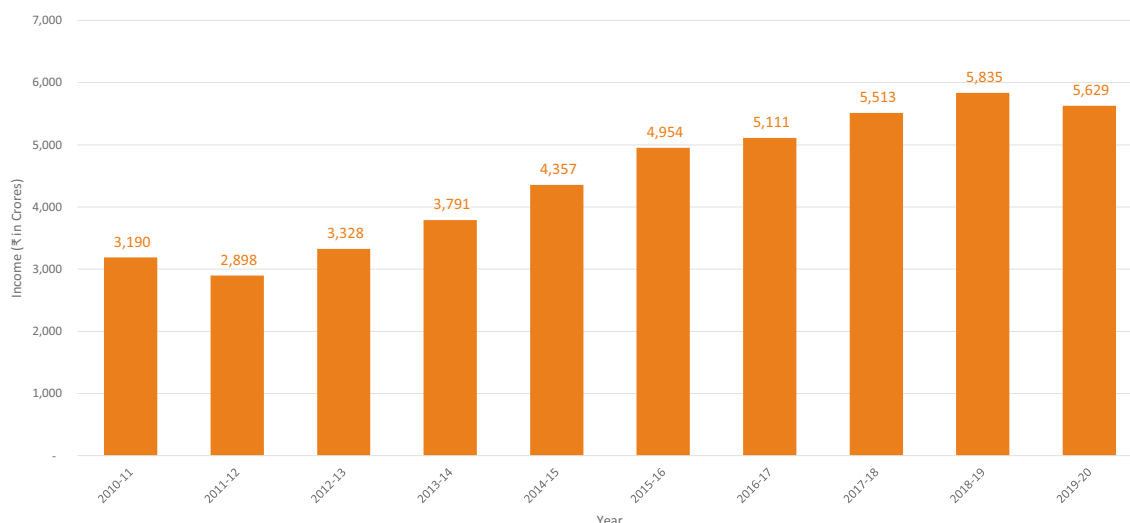
Source: IRDAI Reports & Council Compilation as per source data submitted by companies

## Investment Income – Shareholders Funds

Investment Income allocated to Profit & Loss account is investment income for shareholders.

Investment income pertaining to shareholders has risen from ₹ 3,190 Crores in 2010-11 to ₹ 5,629 Crores in 2019-20, growing at CAGR of 5.84% p.a.

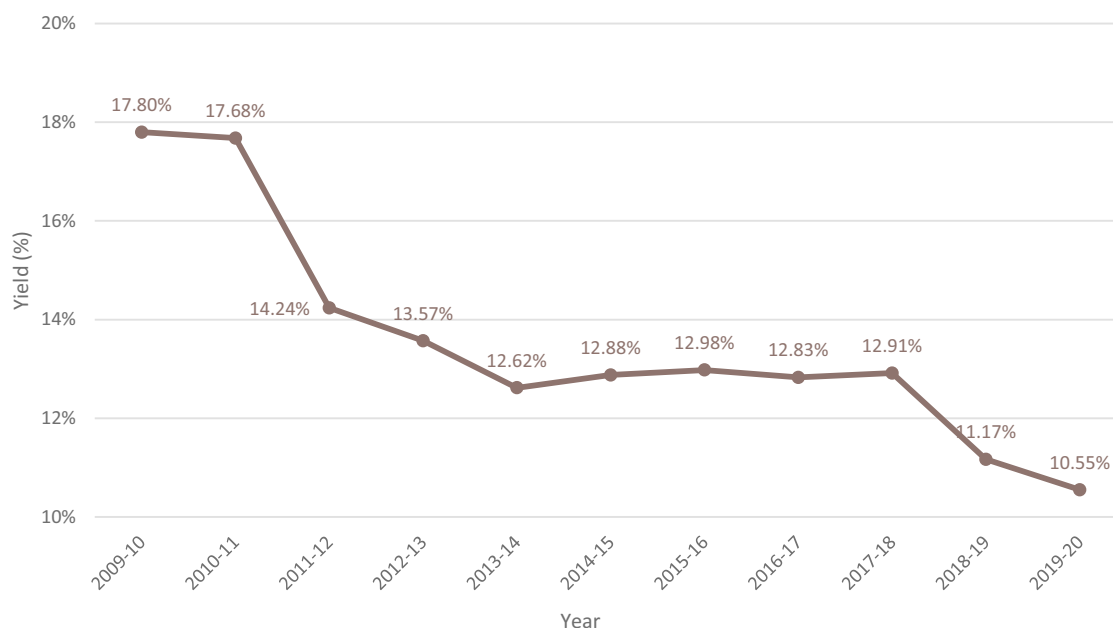
**Chart 3.10.1 Investment Income - Shareholders Funds**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

Average yield on investments (computed by total investment income divided by average value of investments at the end of the year plus beginning of the year) which was declining since 2011 has improved since 2014-15

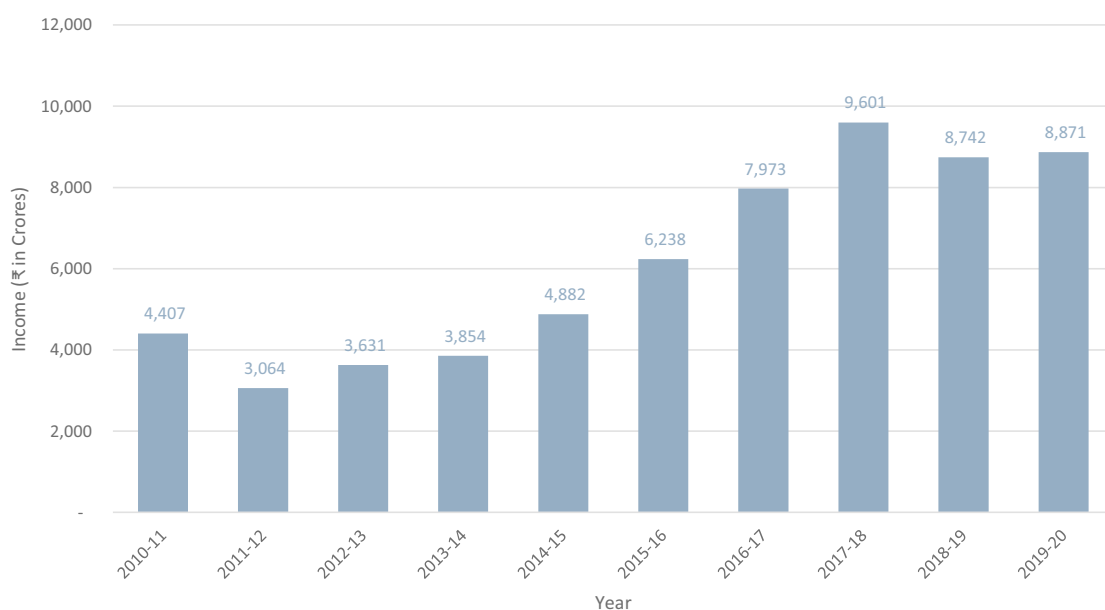
**Chart 3.10.2 Yield on Investments**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

Profits on sale of investments, has risen from ₹ 4,407 Crores in 2010-11 to ₹ 8,871 Crores in 2019-20.

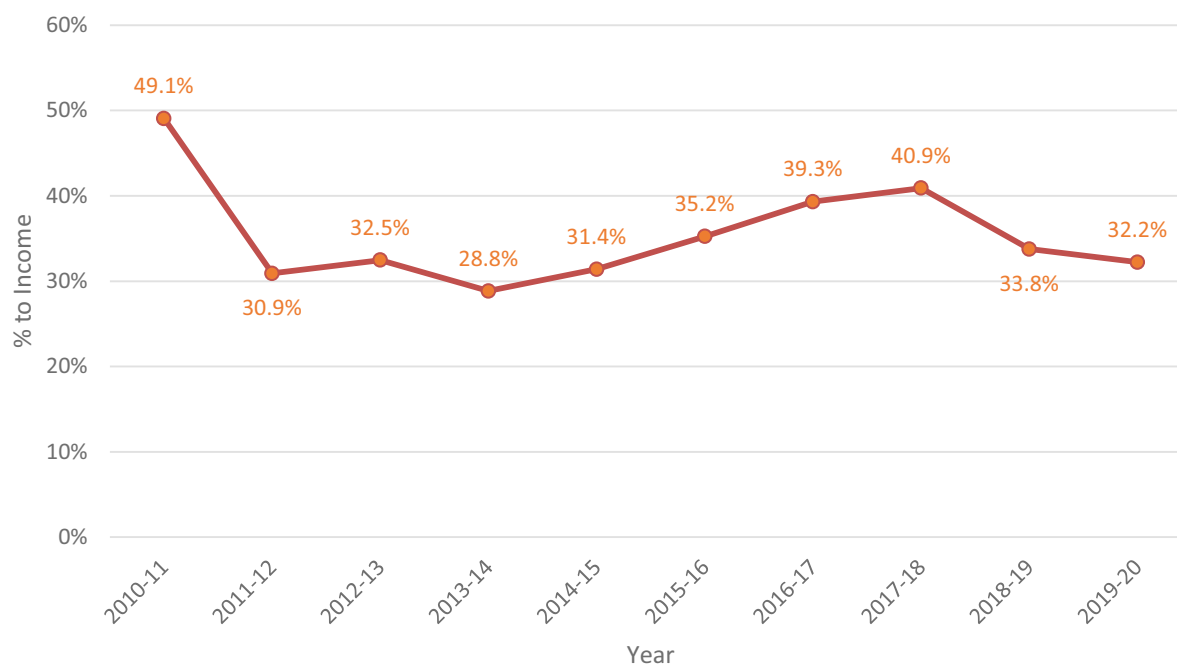
**Chart 3.10.3 Profit on sale of Investments**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

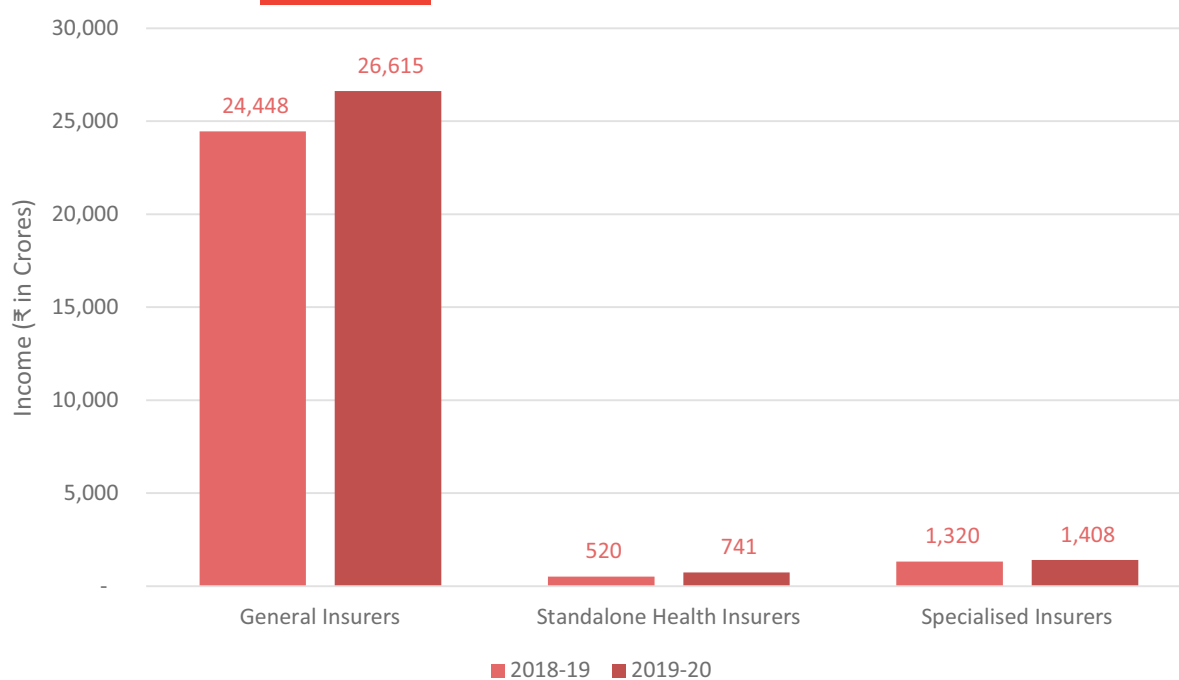
## Profits

**Chart 3.11.1 Profits on sale of investments  
as % to Investment Income**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

**Chart 3.11.2 Investment Income by Type of Company**

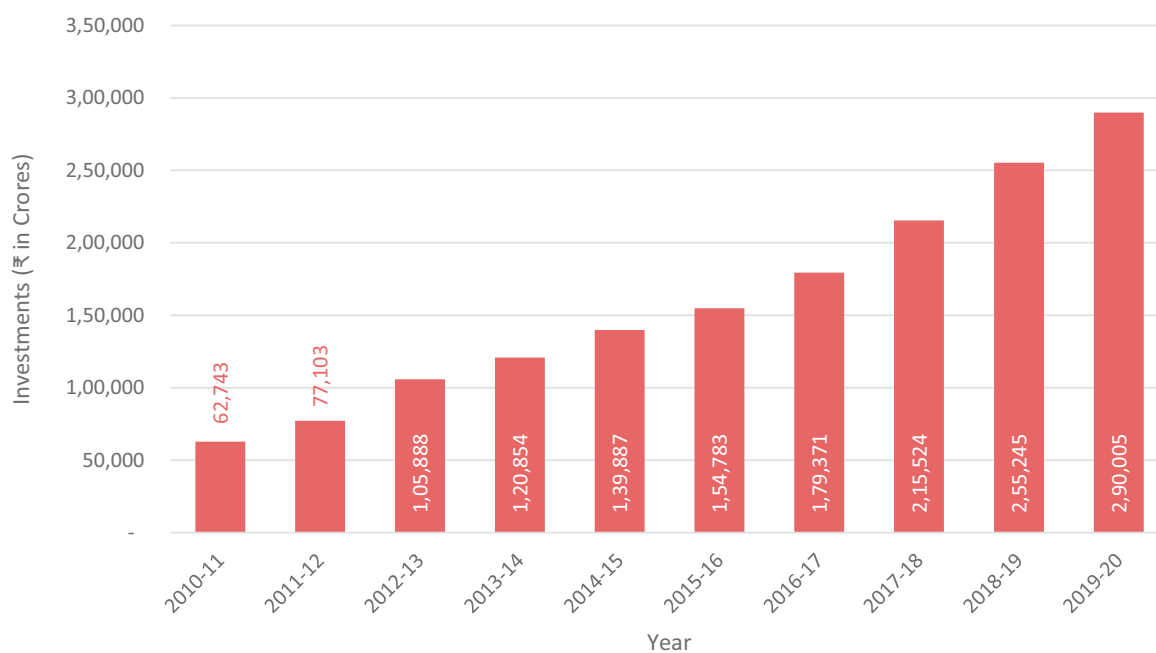


Source: IRDAI Reports & Council Compilation as per source data submitted by companies

# Investment Portfolio

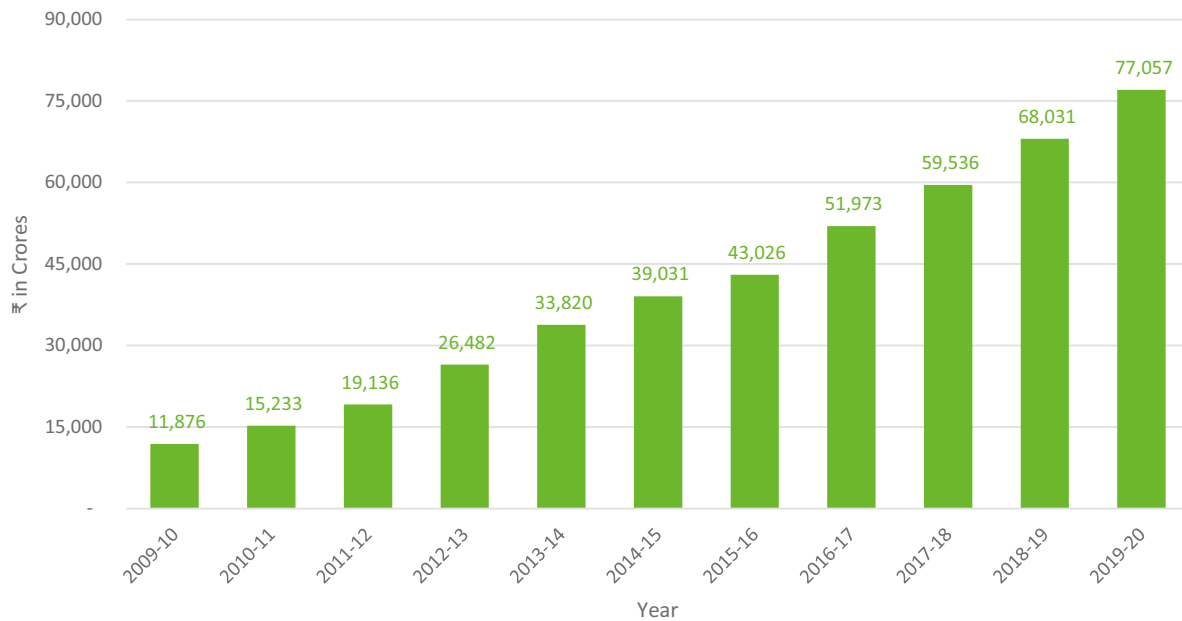
The Investment portfolio of the General Insurance Industry has increased from ₹ 62,743 Crores in 2010-11 to ₹ 2,90,005 Crores in 2019-20, at a CAGR of 16.54% p.a.

**Chart 3.12.1** Growth in Investments



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

**Chart 3.12.2 Investments in Social & Infrastructure Sectors**

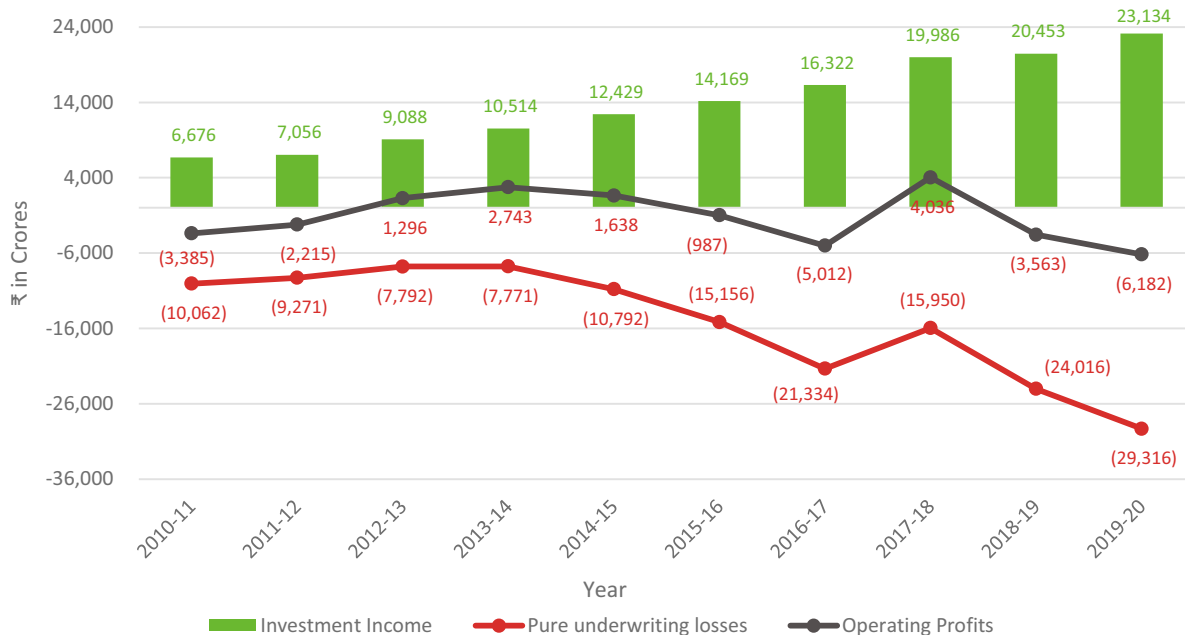


Source: IRDAI Reports & Council Compilation as per source data submitted by companies

## Profit After Tax

The Non-Life Insurance Industry has generated an operating loss for 2019-20 amounting to ₹ 6182 Crores after allocation of investment income pertaining to policyholders.

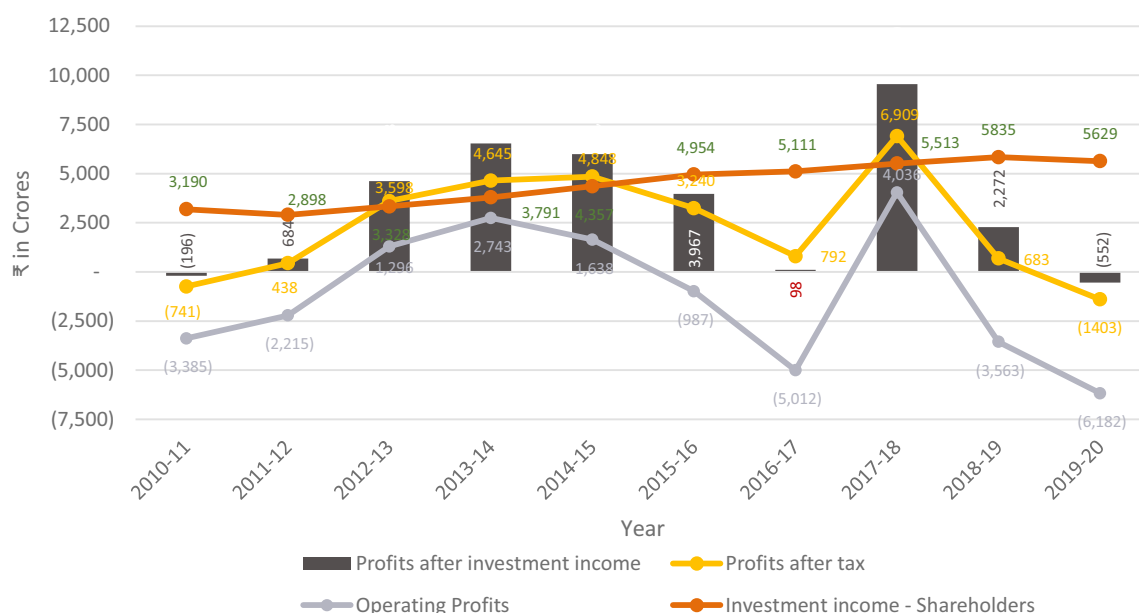
**Chart 3.13.1 Operating Profits - Non-Life Insurance Industry**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

The Non-Life Insurance Industry has been continuously generating PAT since 2012-13. In the year 2019-20 the Profit After Tax was ₹ 1403 Crores

**Chart 3.13.2 Net Profits - Non-Life Insurance Industry**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

## Equity Share Capital

Since 2010-11, Shareholders' Equity (representing Equity Share Capital plus Free Reserves less accumulated losses) of Non-Life Insurance Industry has increased from ₹ 27,503 Crores to ₹ 77,420 Crores in 2019-20, representing a CAGR of 10.9% over the period.

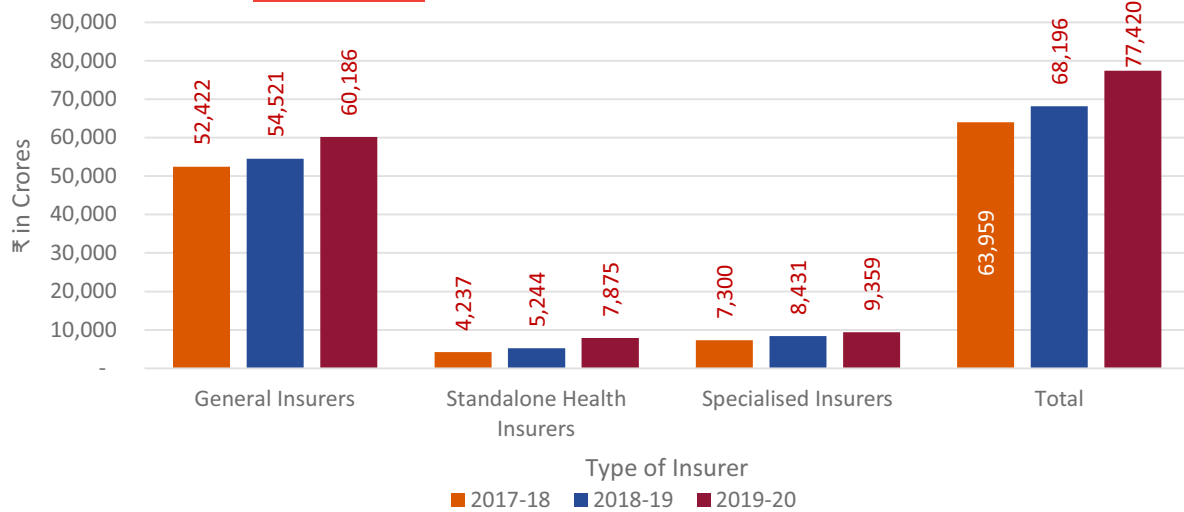
**Chart 3.14.1 Shareholders' Equity**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies



**Chart 3.14.2 Shareholders Equity (Split by Type of Company)**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies

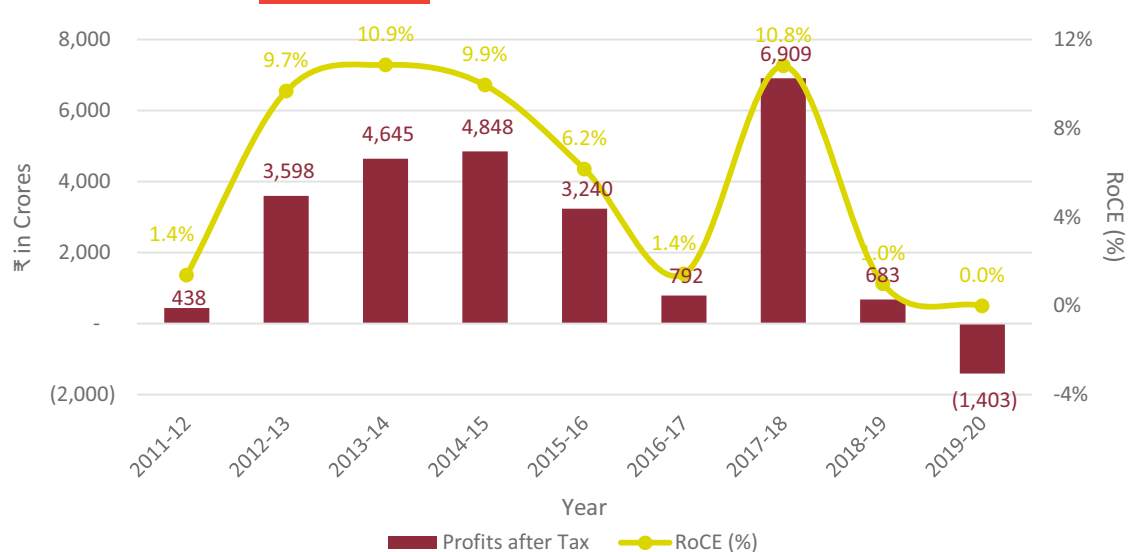
## Return on Capital Employed (RoCE)

Post free pricing in 2007, the RoCE declined due to competitive pricing for commercial business. Administered premium rates for Motor TP liability insurance, poor investment scenario following the global economic crisis that began in mid-2008 and the regulatory prescription for clean cut reserving for Motor TP Liability (arising from the dismantling of the IMTPIP) in 2011 were contributory factors for the steep drop in RoCE from 2007 to 2011.

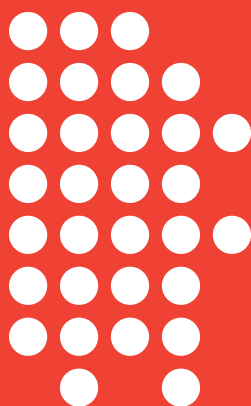
Additional infusion of fresh equity capital by private sector insurers to ensure they maintain the prescribed solvency margin norms had its effect on RoCE. Deteriorating claim ratios in health insurance business has necessitated additional capital infusion in Standalone Health companies also, thereby impacting RoCE.

The recovery seen in RoCE since 2011 is attributable to growth in Health Insurance Portfolio and revision in Motor TP as well as robust income from investment funds of the insurer partly to both increase in Motor TP administered rates every year and increase in investment incomes.

**Chart 3.15.1 Return on Capital employed - 10 Year trend**



Source: IRDAI Reports & Council Compilation as per source data submitted by companies





# 04

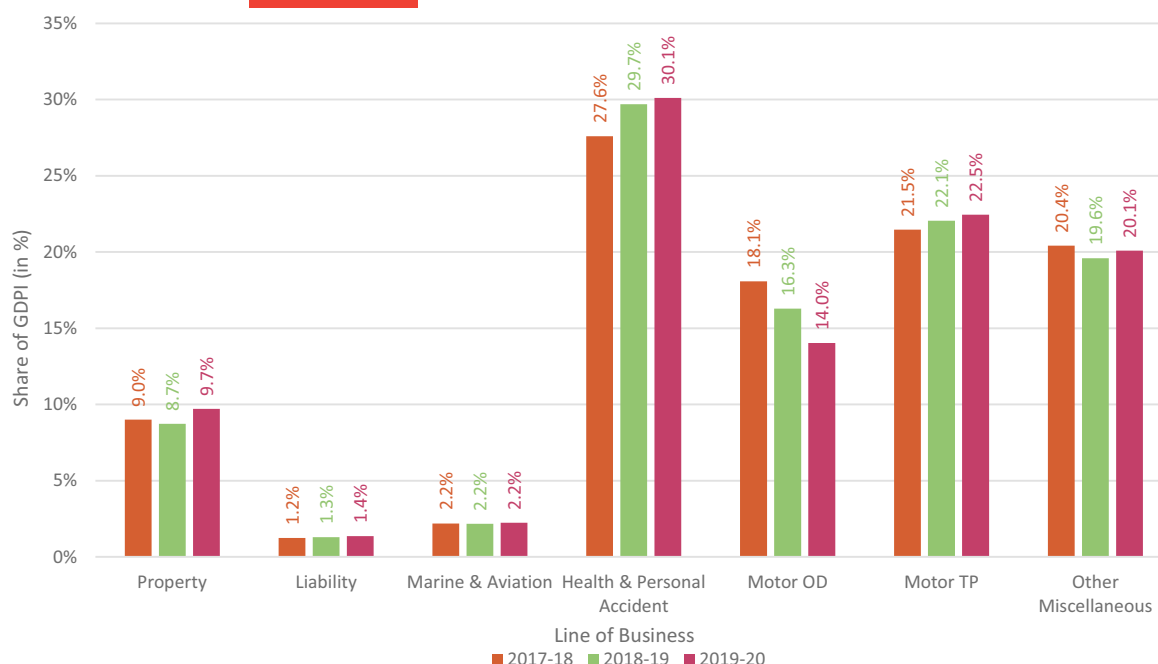
## Segmentwise Business Highlights

- Segment Wise share of GDPI remained has remained consistent for FY 19-20, with a slight increase in Motor Third Party GDPI, reflecting recently implemented regulations
- The Motor & Health segments remain the primary contributors of National GDPI, with market shares of 37% & 30% respectively
- Premium Income from the Crop segment has generated ₹ 32,273 Cr in FY 19-20.

# GDPI & Policies

Gross Direct Premium income (in and outside India) written by non-life Insurance Industry increased from ₹ 1,73,483 Crores in 2018-19 to ₹ 1,92,193 Crores in 2019-20. Personal lines of business namely Motor and Health & Personal Accident insurance constituted close to two-thirds of the Non-Life Insurance premium. Crop insurance as an emerging segment comprises majority premium in Other Misc.

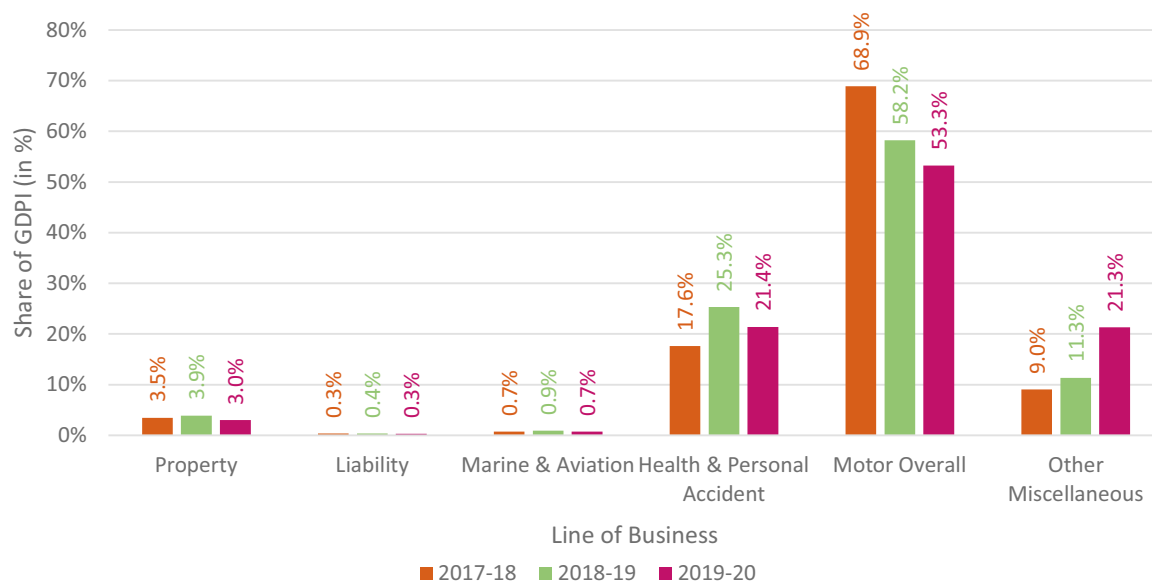
**Chart 4.1.1 Segment-wise share of GDPI**



Source: Form I of I to X and Council Compilation

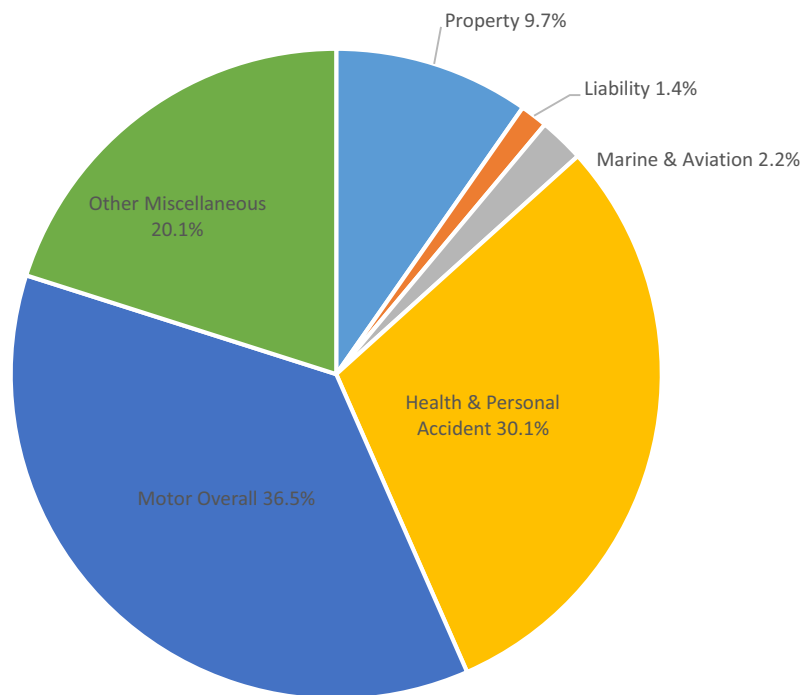
The number of policies issued increased from 19.05 Crores in 2018-19 to 24.16 Crores in 2019-20. Proportion of number of policies issued in Overall Motor has decreased from 58.2% in 2018-19 to 53.3% in 2019-20 and Other Miscellaneous classes has increased from 11.3% in 2018-19 to 21.3% in 2019-20.

**Chart 4.1.2 Segment-wise Policies Issued**



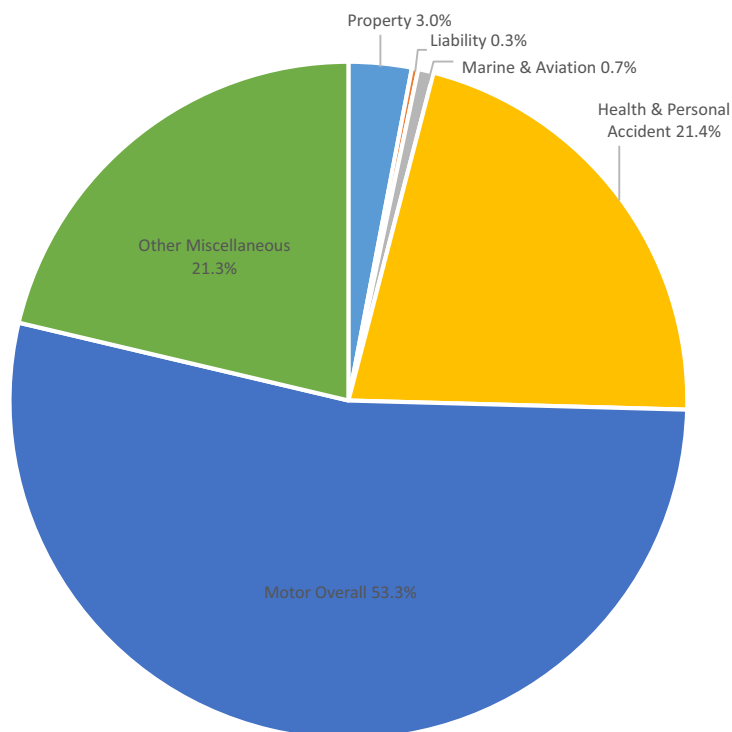
Source: Form I of I to X and Council Compilation

**Chart 4.1.3 Segment-wise share of GDPI 2019-20**



Source: Form I of I to X and Council Compilation

**Chart 4.1.4 Segment-wise share of Policies Issued 2019-20**

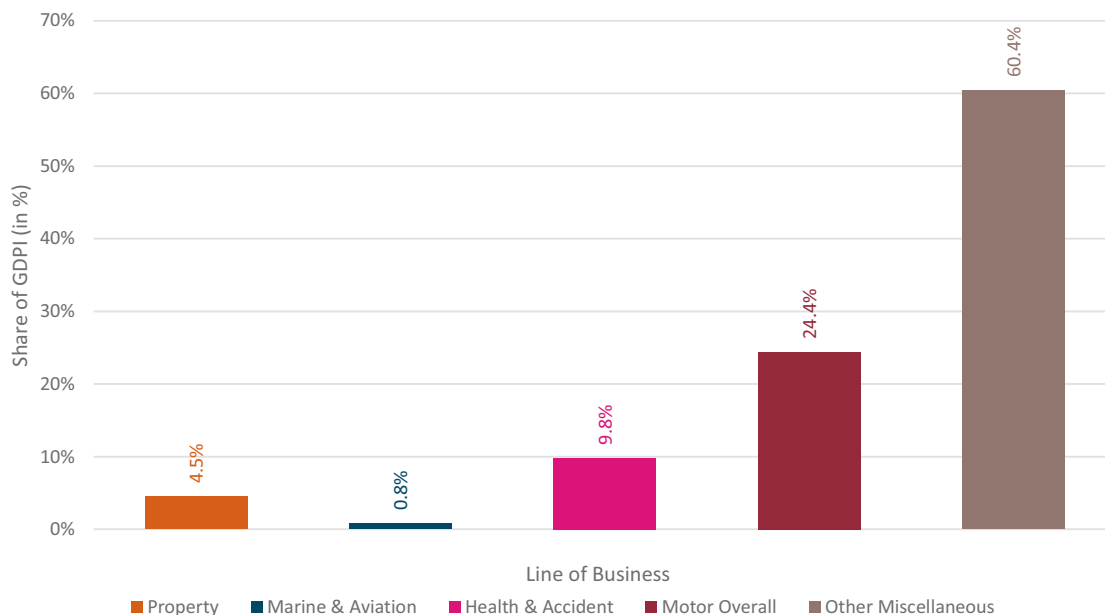


Source: Form I of I to X and Council Compilation

# Rural Premium

Other Miscellaneous segment in Rural premium is 60.4% in 2019-20, with the Crop Segment being the majority contributor .

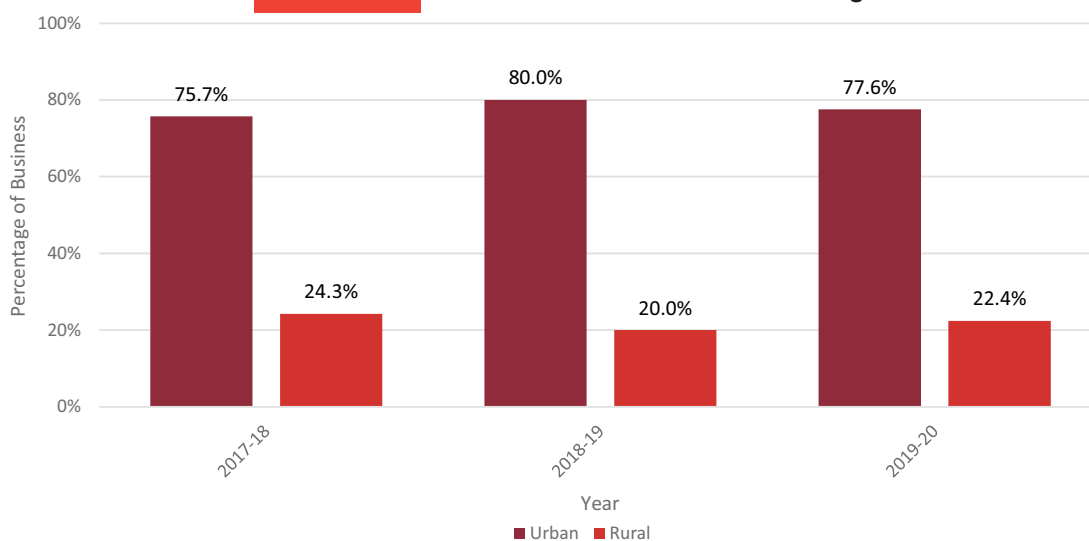
**Chart 4.2.1 Segment-wise share of Rural Premium - 2019-20**



**Source:** Rural Premium Data information submitted by Individual companies to IRDAI monthly

Rural premium as a percentage of overall premium increased from 20% in 2018-19 to 22.4% in 2019-20. Rural areas contributed approximately one-fifth of the national premium in FY 19-20.

**Chart 4.2.2 Rural / Urban Premium Percentage of Overall GDP**



**Source:** Rural Premium Data information submitted by Individual companies to IRDAI monthly.

# Motor

Motor Insurance business comprises Own Damage and Third Party Liability segments.

## Motor – Own Damage (OD)

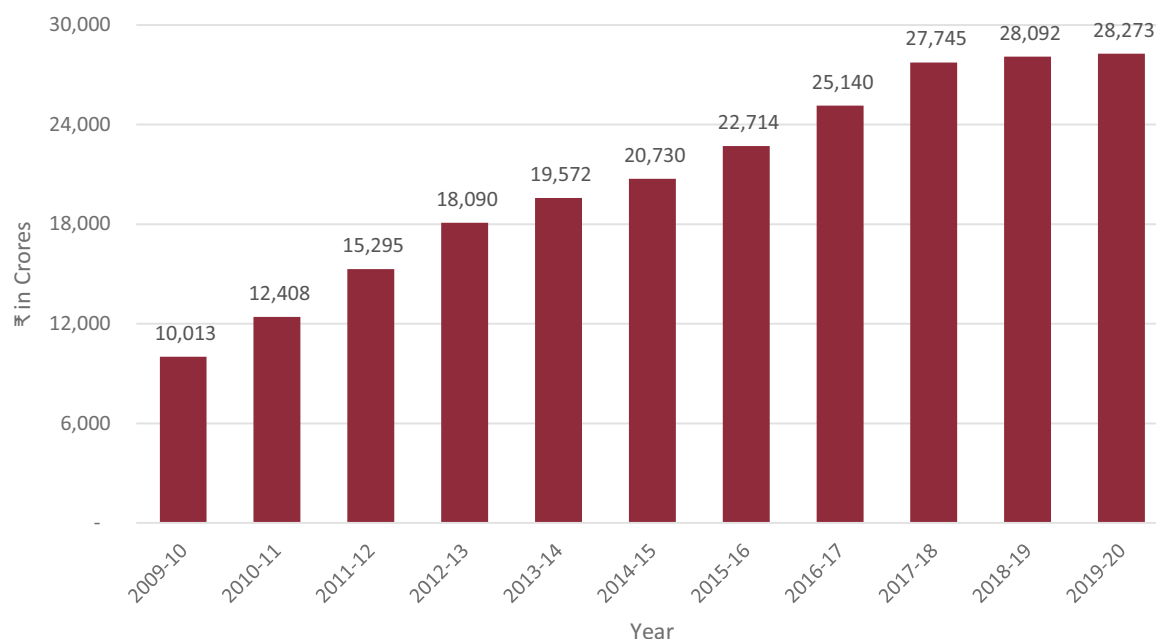
The Motor OD premium has grown at a CAGR of 8.58% over the period 2018-19 to 2019-20.

**Table 4.3.1 Motor OD**

2019-20	Value
No. Of Policies	889,18,806
Premium (in Cr)	26,524
No. Of Claims Reported	86,48,518
No. Of Paid Claims	80,72,059
Amt of Paid Claims(in Cr)	20,552

*Premium booked in India considered*

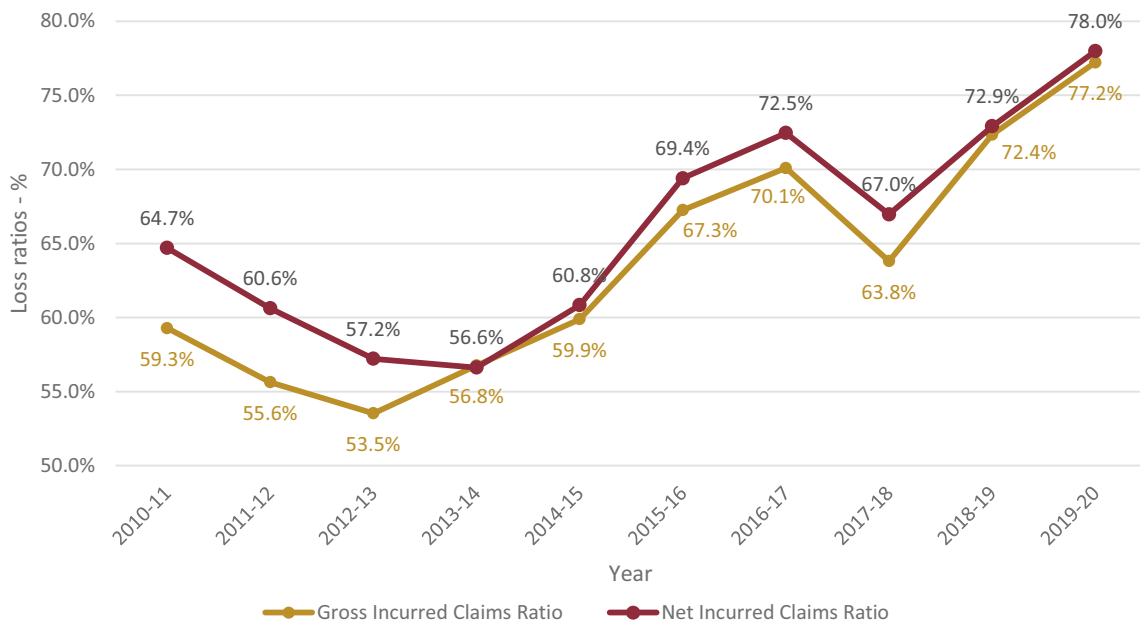
**Chart 4.3.1 GDPI - Motor Own Damage Insurance**



**Source:** Council Compilation as per source data submitted by companies

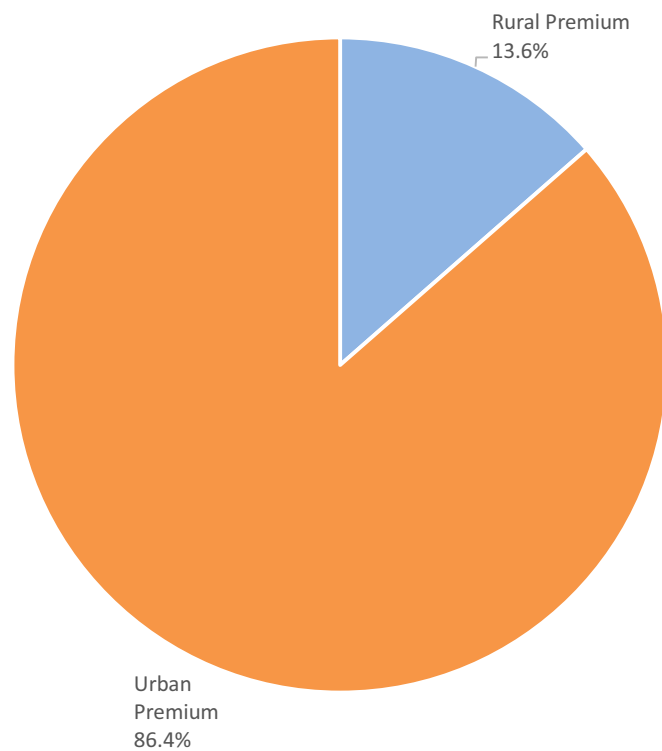
The Gross Incurred Claims Ratio for Motor Own damage segment has been in the range of 53% – 78% over the period 2010-11 to 2019-20. Gross Incurred Claims increased by approximately 7% as compared to 2018-19.

**Chart 4.3.2 Gross & Net Incurred Claims Ratio - Motor Own Damage**



**Source:** Council Compilation as per source data submitted by companies

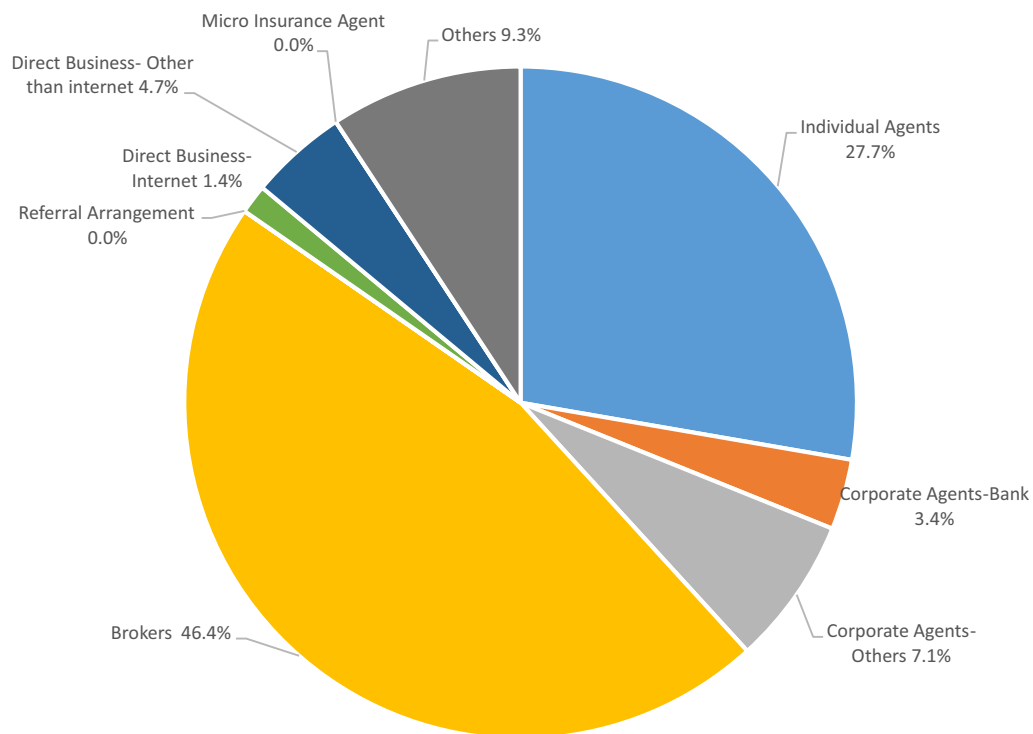
**Chart 4.3.3 Rural vs Urban Premium - Motor OD**



**Source:** Council Compilation as per source data submitted by companies

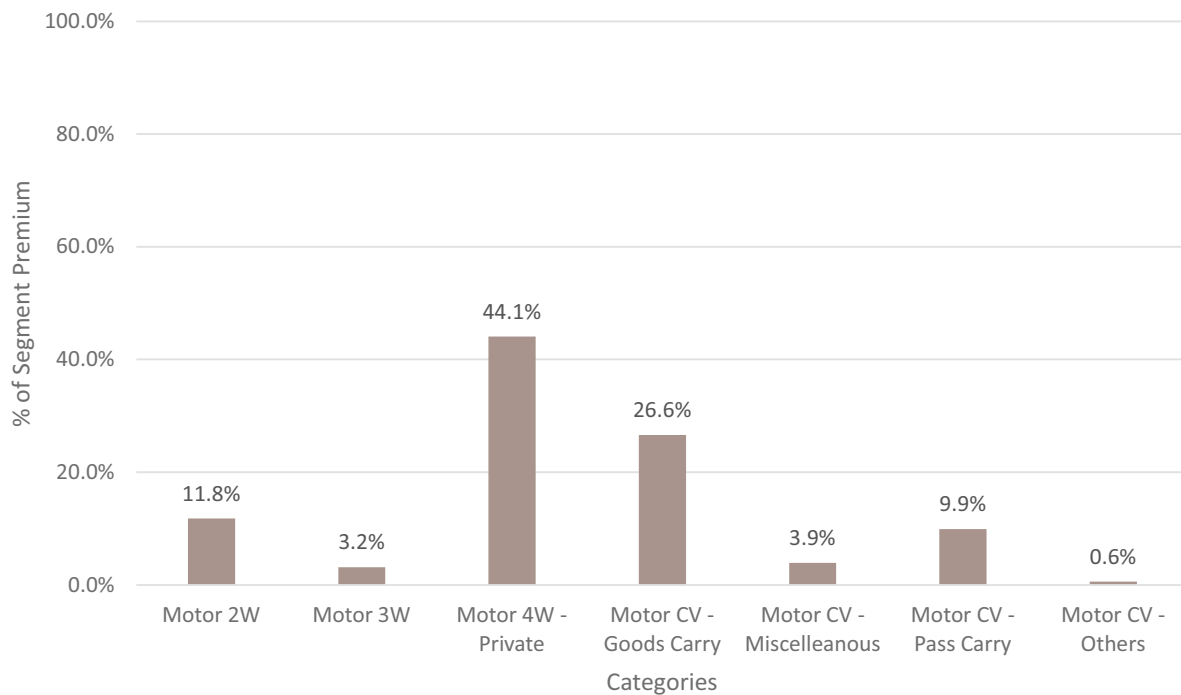


**Chart 4.3.4 Channelwise GDPI - Motor OD**



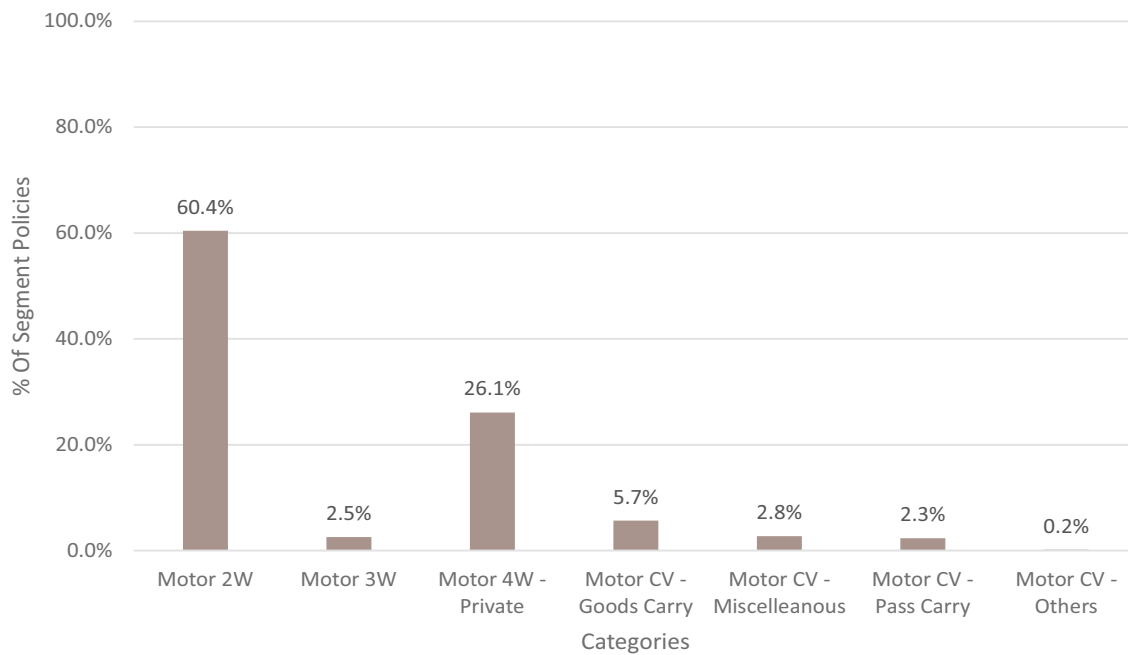
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.3.5 GDPI Breakup on Categories - Motor OD**



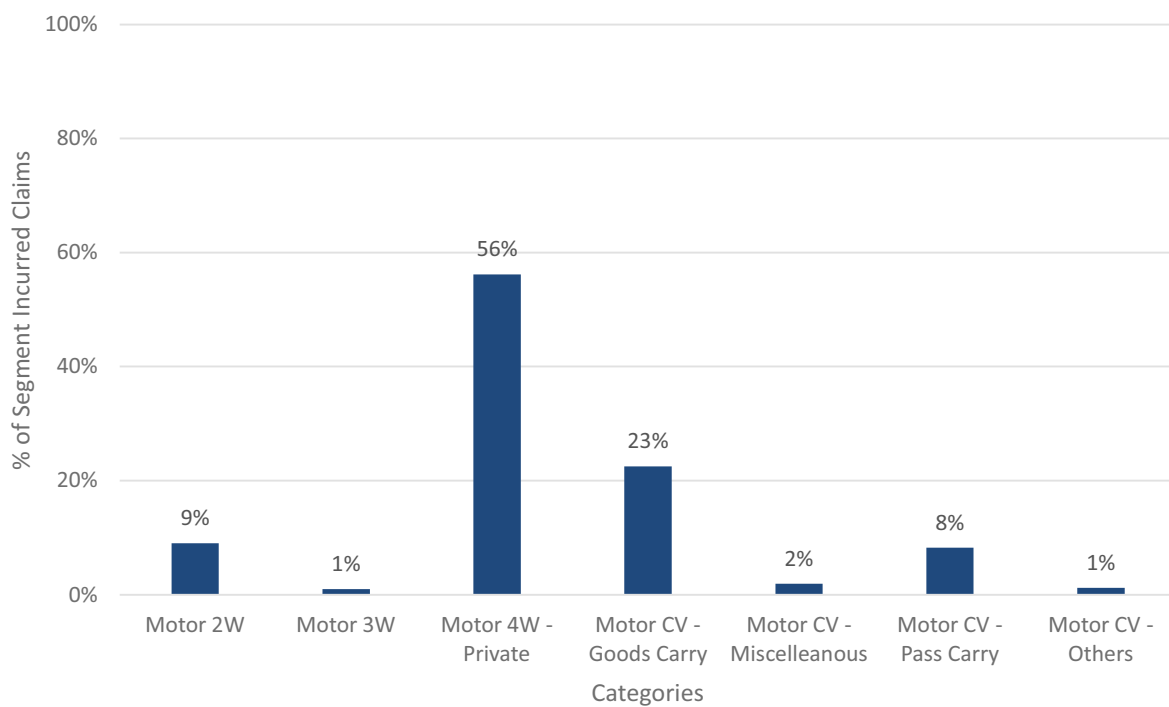
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.3.6 Policies Breakup on Categories - Motor OD**



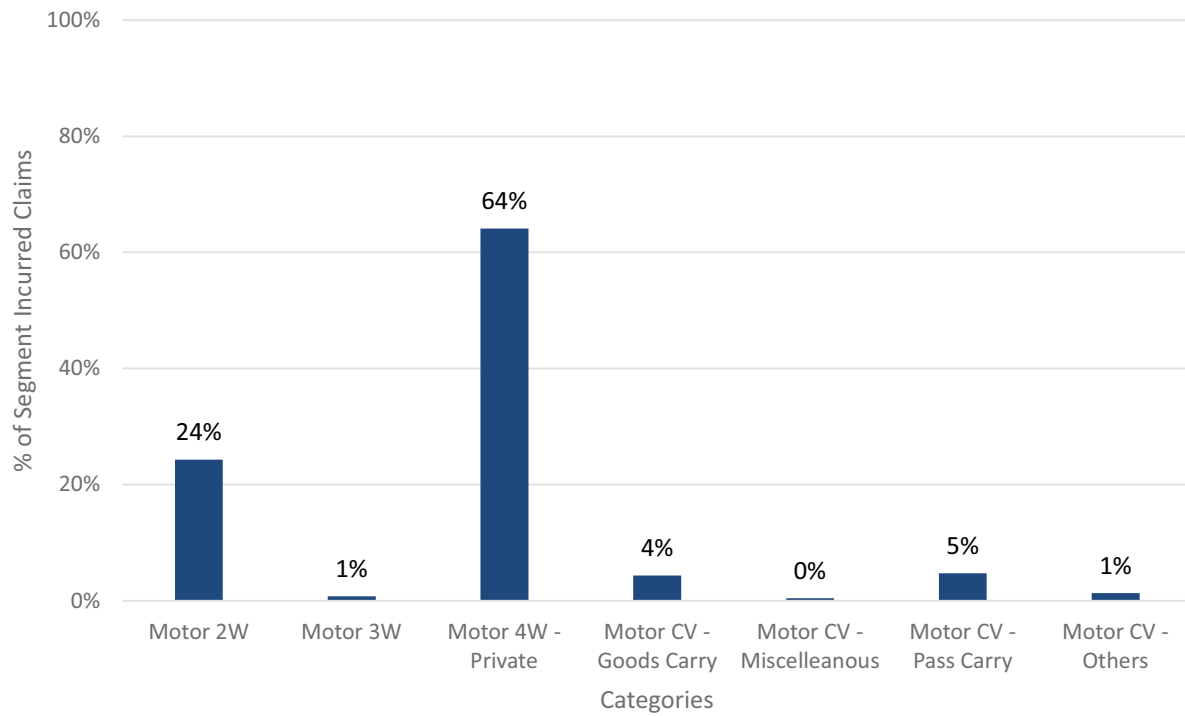
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.3.7 Share of Incurred Claims - Motor OD (Amount)**



*Source: Council Compilation as per source data submitted by companies*

**Chart 4.3.8** Share of Incurred Claims - Motor OD (Number)



**Source:** Council Compilation as per source data submitted by companies

## Motor Third Party

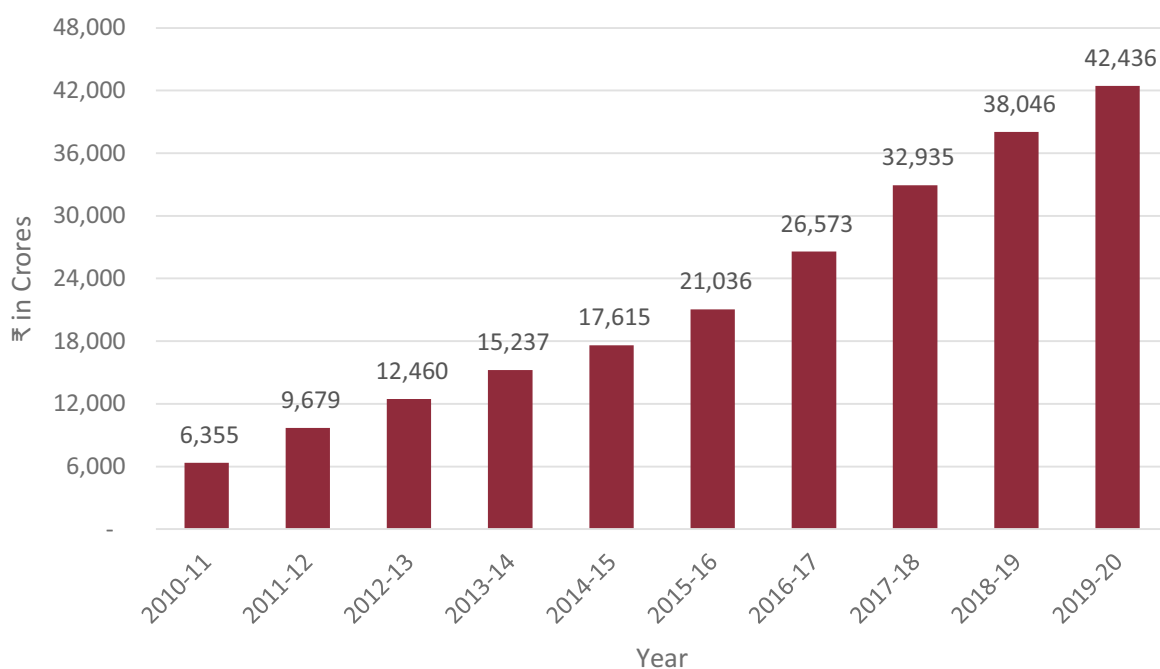
The Motor TP rates are administered by the IRDAI. The same is reviewed on a periodical basis.

**Table 4.4.1 Motor TP**

2019-20	Value
No. Of TP Policies( Under Package)	889,18,806
No. Of Standalone TP Policies	397,84,186
Premium (in Cr)	42,427
No. Of Claims Reported	4,86,809
No. Of Paid Claims	4,03,283
Amt of Paid Claims (in Cr)	17,519

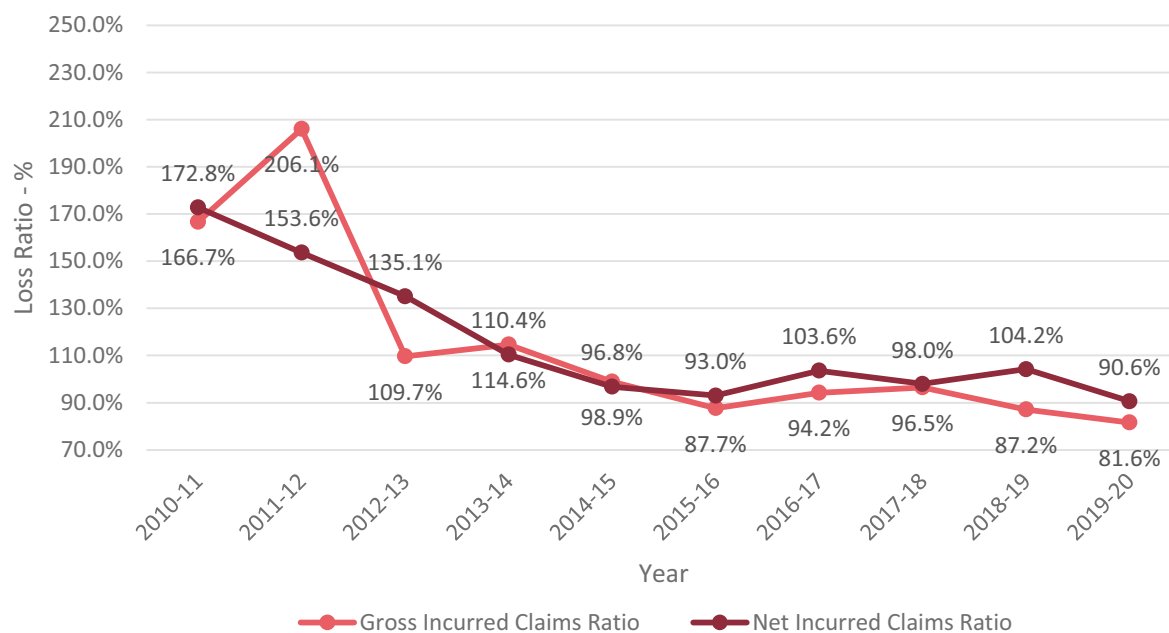
*Premium booked in India considered*

**Chart 4.4.1 GDPI - Motor Third Party**



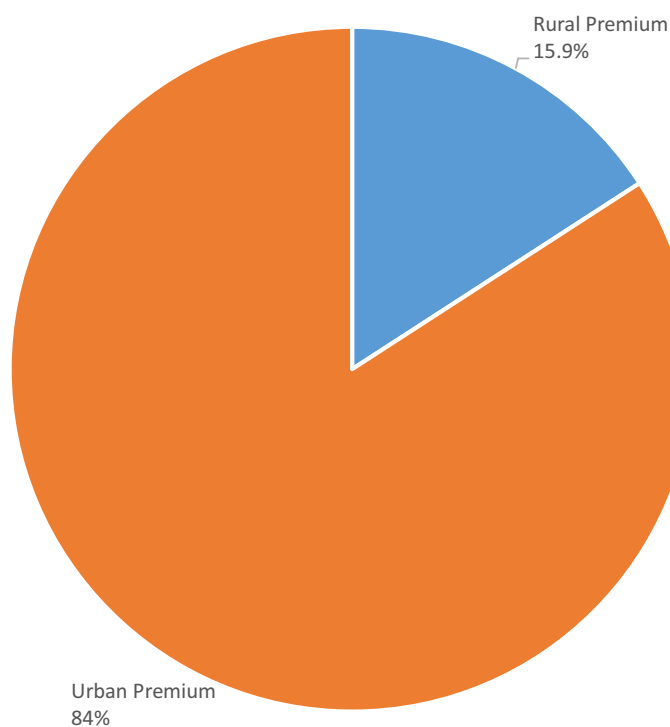
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.4.2 Gross & Net Incurred Claims Ratio - Motor Third Party**



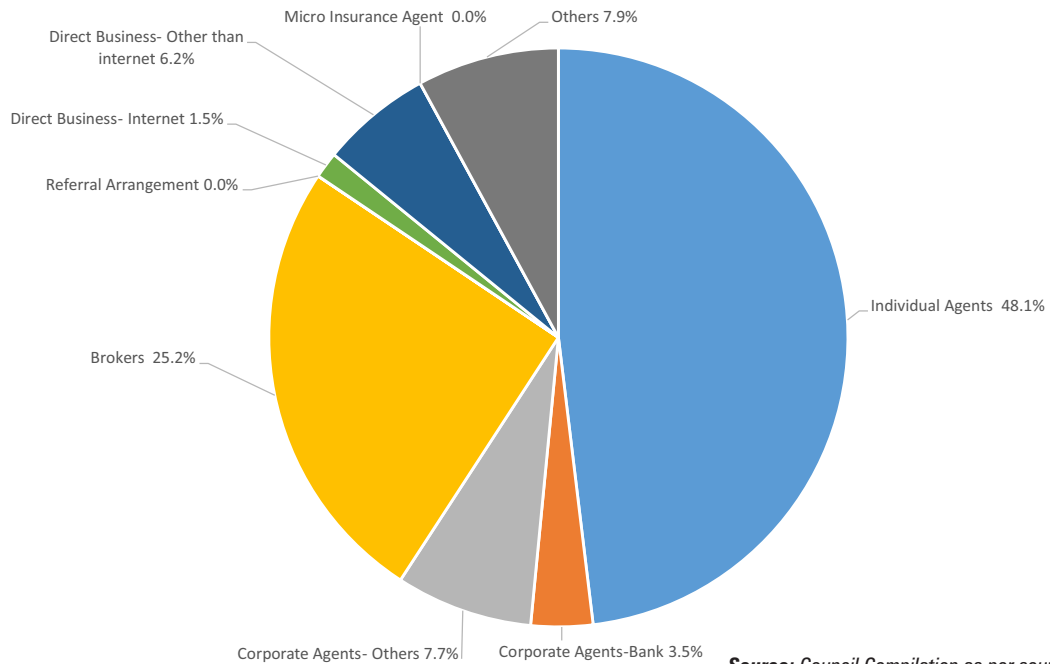
Source: Council Compilation as per source data submitted by companies

**Chart 4.4.3 Rural vs Urban Premium - Motor TP**



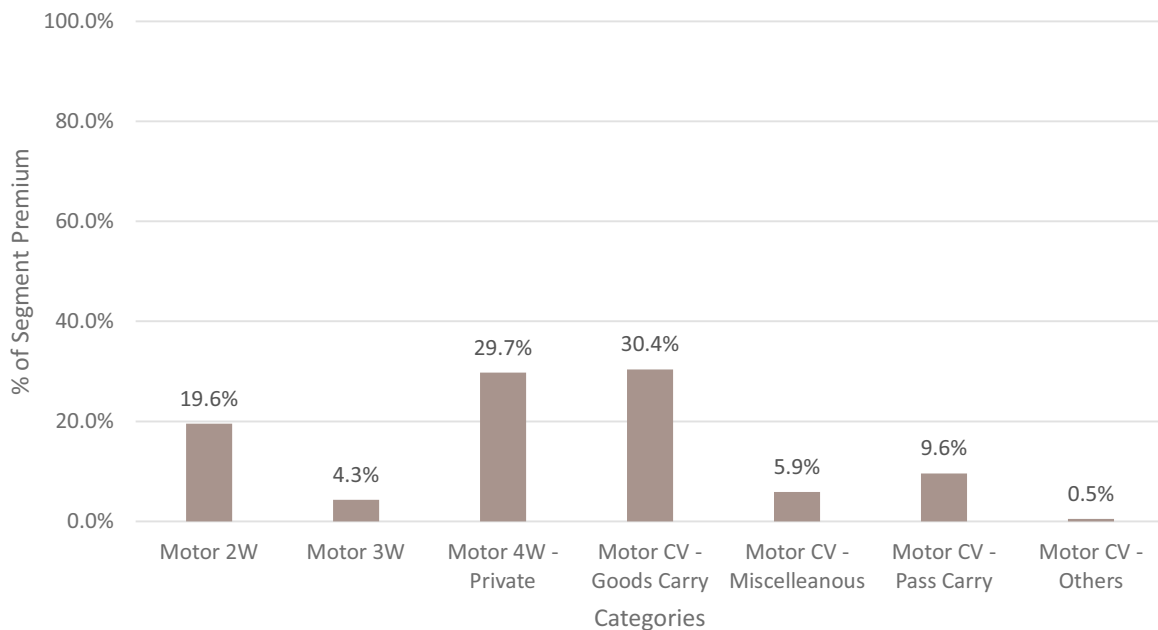
Source: Council Compilation as per source data submitted by companies

**Chart 4.4.3 Channelwise GDPI - Motor TP**



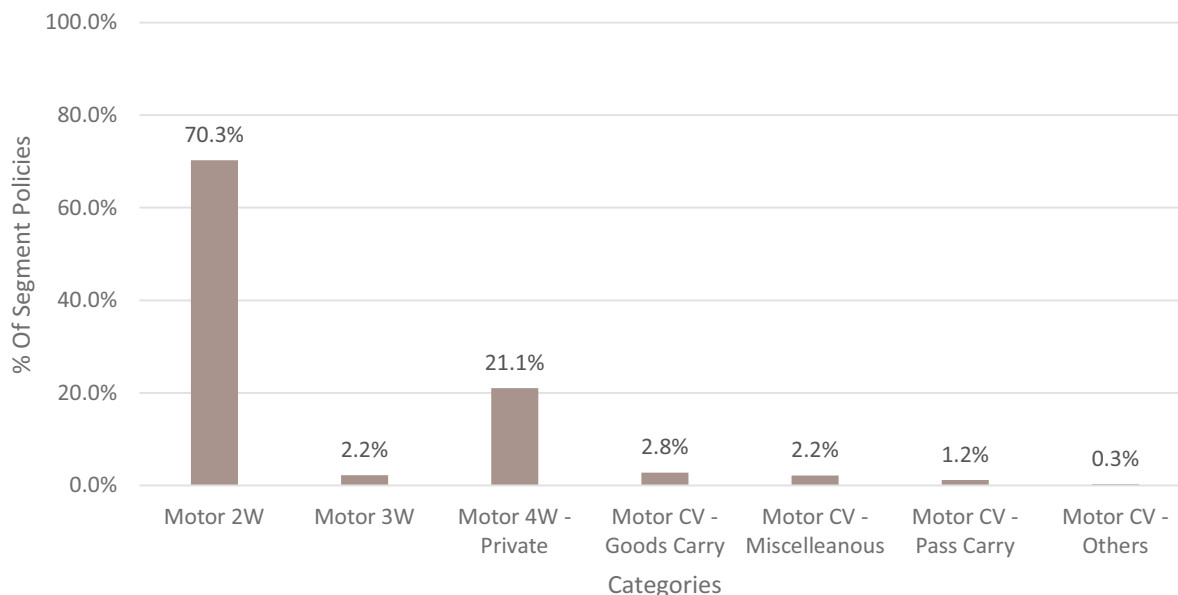
**Source:** Council Compilation as per source data submitted by companies

**Chart 4.4.5 GDPI Breakup on Categories - Motor TP**



**Source:** Council Compilation as per source data submitted by companies

**Chart 4.4.6 Policies Breakup on Categories - Motor TP**



Source: Council Compilation as per source data submitted by companies

**Chart 4.4.7 Motor Third Party Claims**



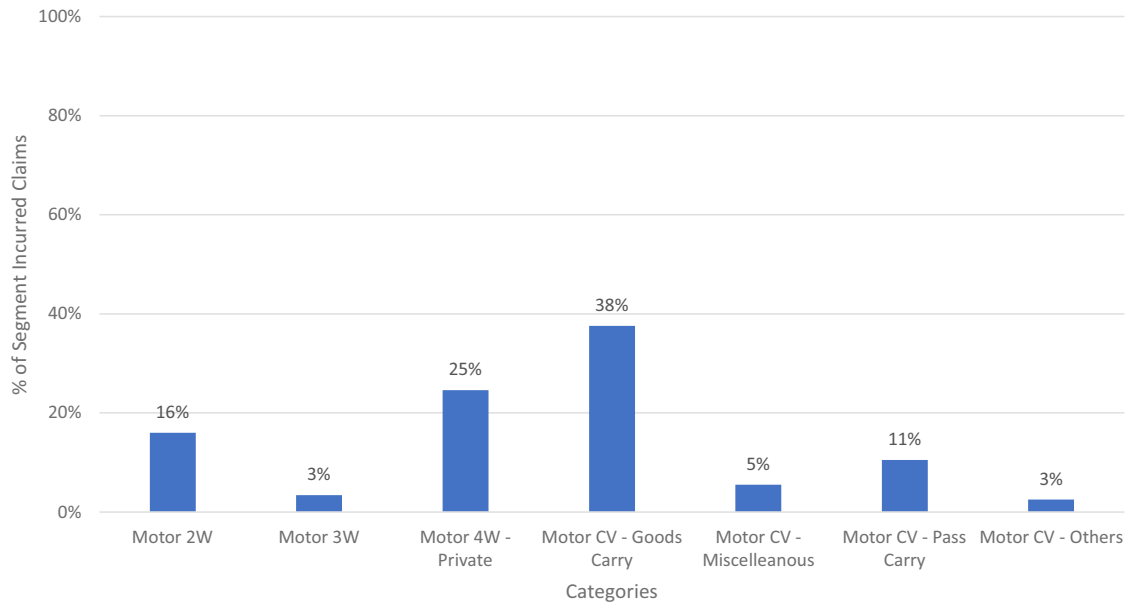
**Caveat:** The above ratio represents only the Incurred Claims of Motor TP Insurance portfolio as a percentage of TP Premium accounted during the Financial years. Motor TP portfolio is long tail in nature. TP Liability Claim pertaining to TP policies issued during a Financial year gets reported 4-5 years after the expiry of the Financial Year.

Source: Form no VI of Forms I-X for the year 2013-2014 onwards and IIB summary Reports for earlier years. Gross Incurred Claims from Council Compilation

Note: Lag in claims reporting and subsequent payment of claims in a year is characteristic of Motor TP Policies, hence the above chart may be viewed with such understanding.

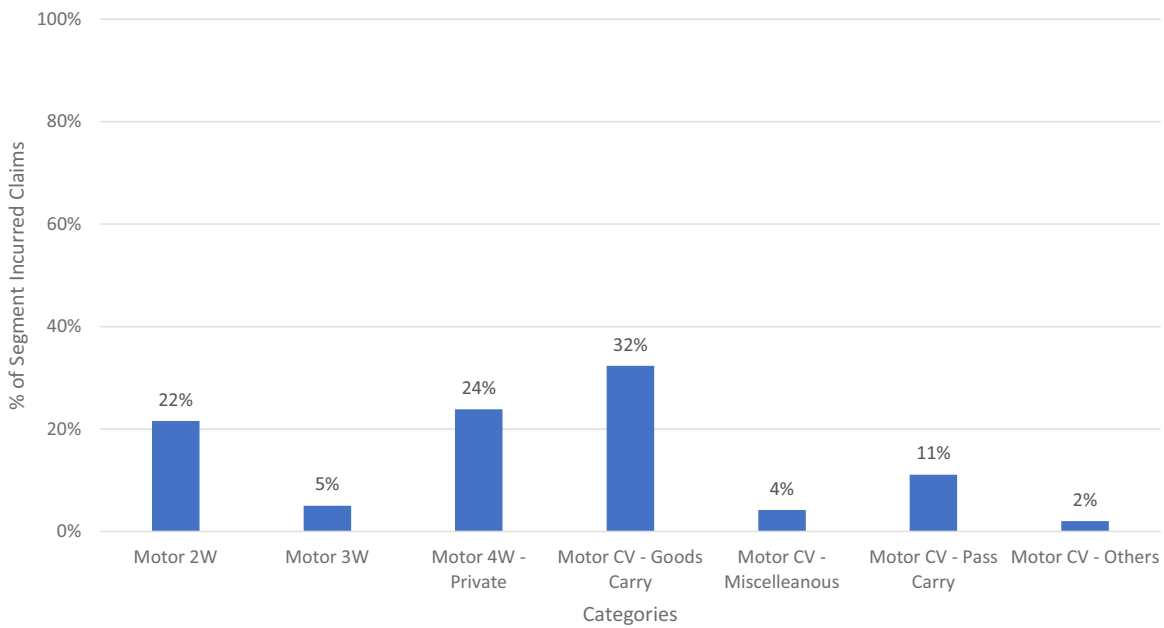
Source: Council Compilation as per source data submitted by companies

**Chart 4.4.8 Share of Incurred Claims - Motor TP (Amount)**



*Source: Council Compilation as per source data submitted by companies*

**Chart 4.4.9 Share of Incurred Claims - Motor TP (Number)**



*Source: Council Compilation as per source data submitted by companies*



## Health & Accident

The Health & Personal Accident Insurance segment has grown at a CAGR of 18.2% over the period 2010-11 to 2019-20. Health Insurance comprises of around 91% of the segment. Health & Personal Accident has crossed the 50,000 Cr mark for the second time over.

**Table 4.5.1 Health & Accident**

2019-20	Value
No. Of Policies	516,77,233
Premium (in Cr)	56,867
No. Of Claims Reported	190,84,147
No. Of Paid Claims	176,44,057
Amt of Paid Claims (in Cr)	43,680

*Premium booked in India considered*

**Chart 4.5.1 GDPI - Health & Accident**

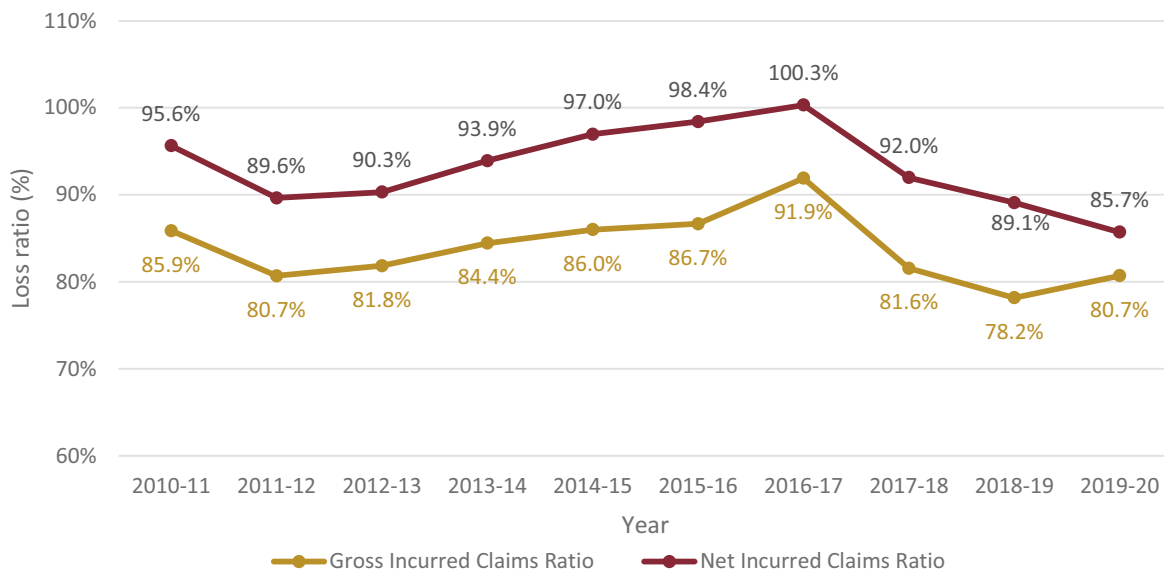


**Source:** Council Compilation as per source data submitted by companies

The Net Incurred Claims ratio has been brought down, arriving at 85.70% in 2019-20.

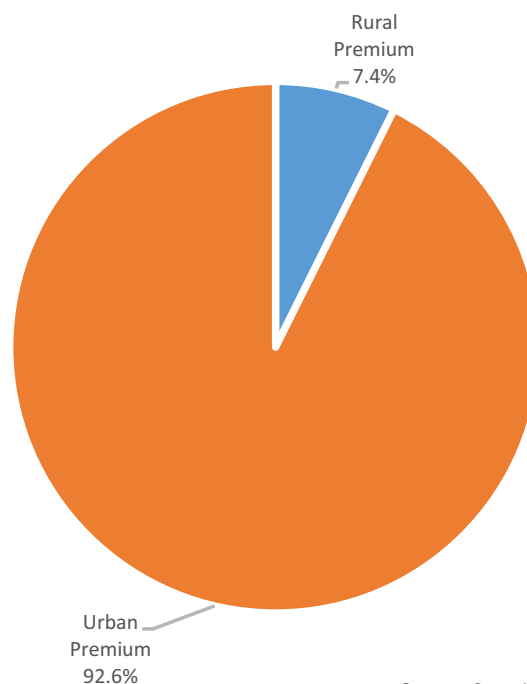
Net Incurred Claims Ratio has dropped higher than Gross Incurred Claims ratio for the segment implying higher earned premium for the Health industry over the previous years.

**Chart 4.5.2 Gross & Net Incurred Claims Ratio - Health, Personal Accident & Travel**



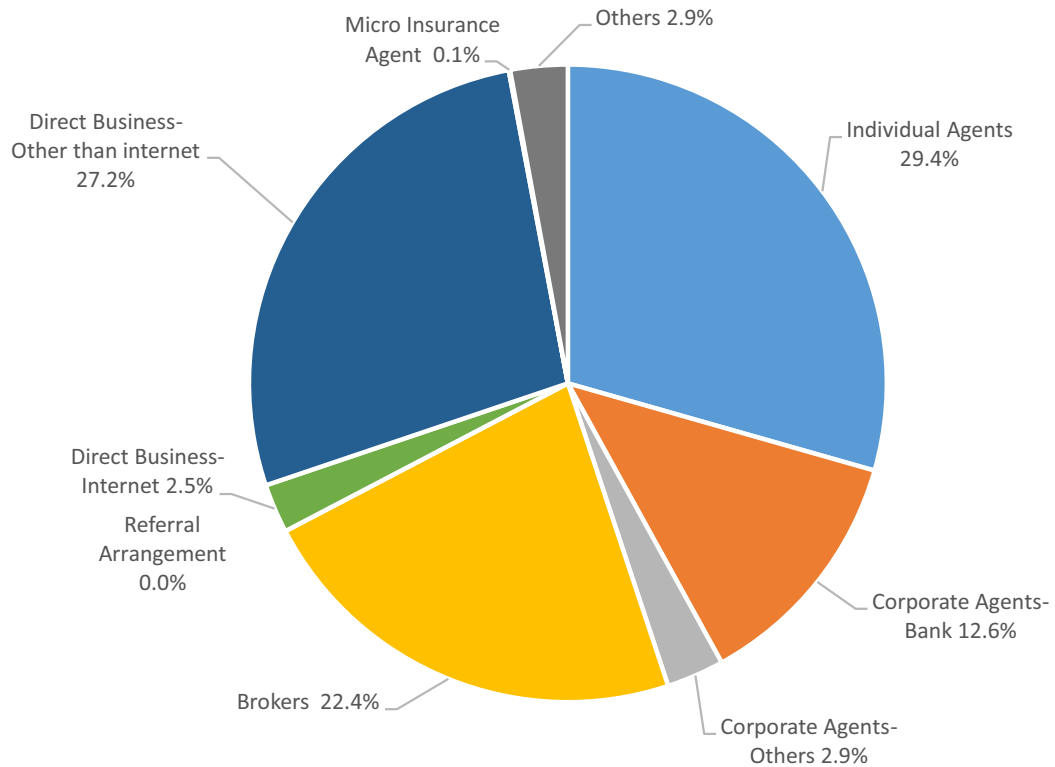
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.5.3 Rural vs Urban Premium - Health & Accident**

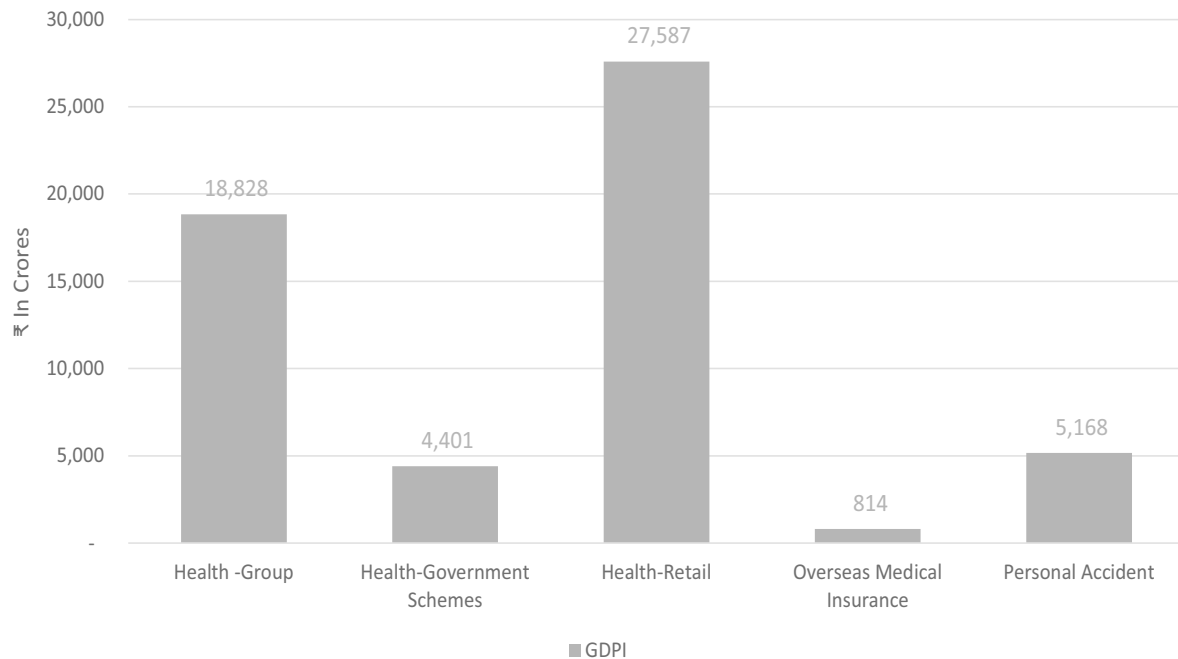


*Source: Council Compilation as per source data submitted by companies*

**Chart 4.5.4 Channelwise GDPI - Health & Accident**

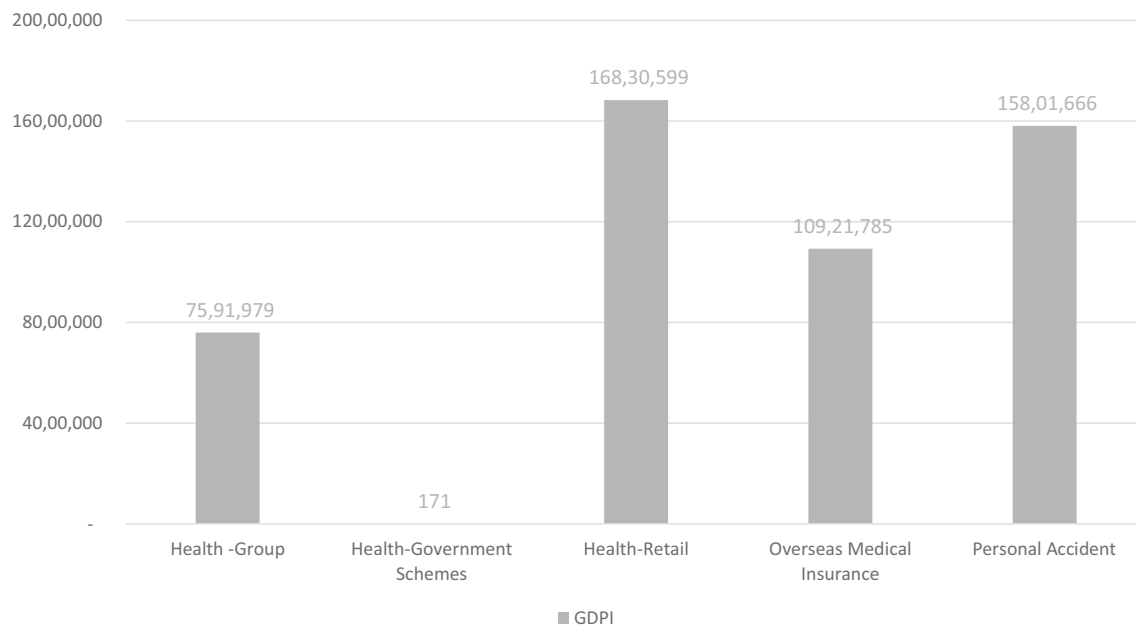


**Chart 4.5.5 GDPI Breakup on Categories - Health & Accident**



**Source:** Council Compilation as per source data submitted by companies

**Chart 4.5.6 Policies Breakup on Categories - Health & Accident**



**Source:** Council Compilation as per source data submitted by companies

*\*Number of policies indicated under Health – Government Schemes are the number of Master Policies issued and do not represent the number of lives covered*

## Property (Fire + Engineering)

Property insurance business comprises fire and engineering segments. This class of business was de-tariffed on 1st April, 2007.

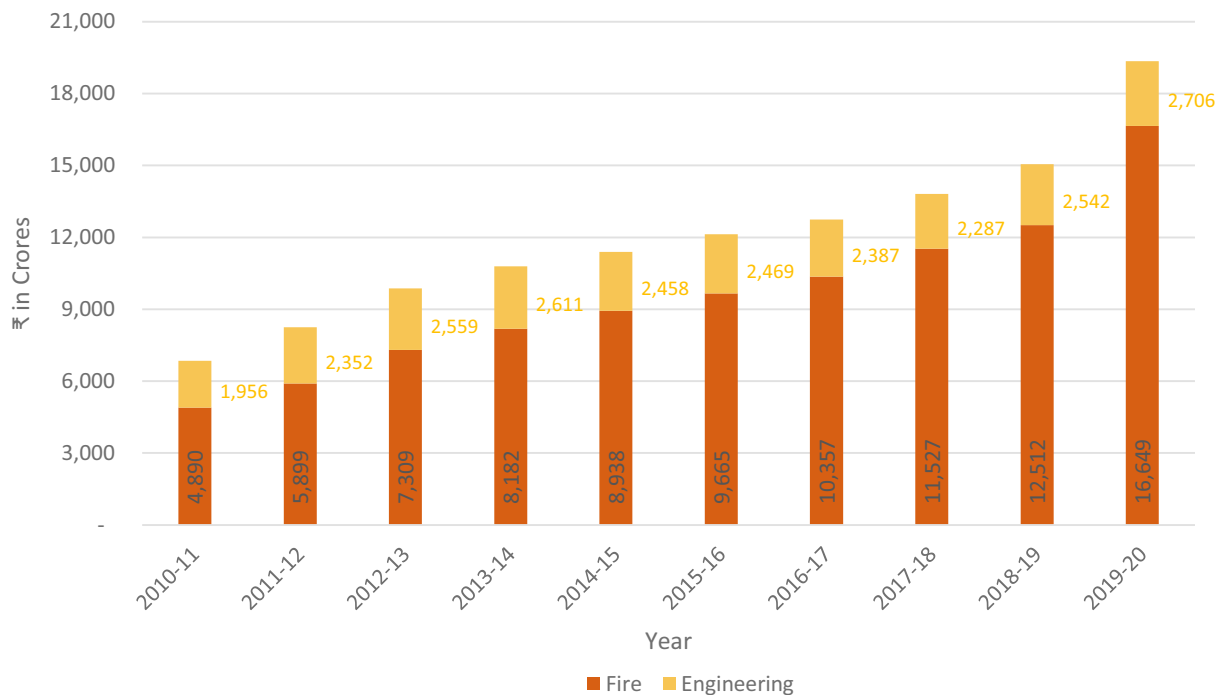
Property insurance business has registered a CAGR of 12.2% over the period 2010-11 to 2019-20. Proportion of Engineering business has increased over the last year, which is a change of trend as it had showed a decrease in the prior years.

**Table 4.6.1** Property

2019-20	Value
No. Of Policies	72,59,240
Premium (in Cr)	18,357
No. Of Claims Reported	1,85,146
No. Of Paid Claims	1,54,211
Amt of Paid Claims (in Cr)	7,986

*Premium booked in India considered*

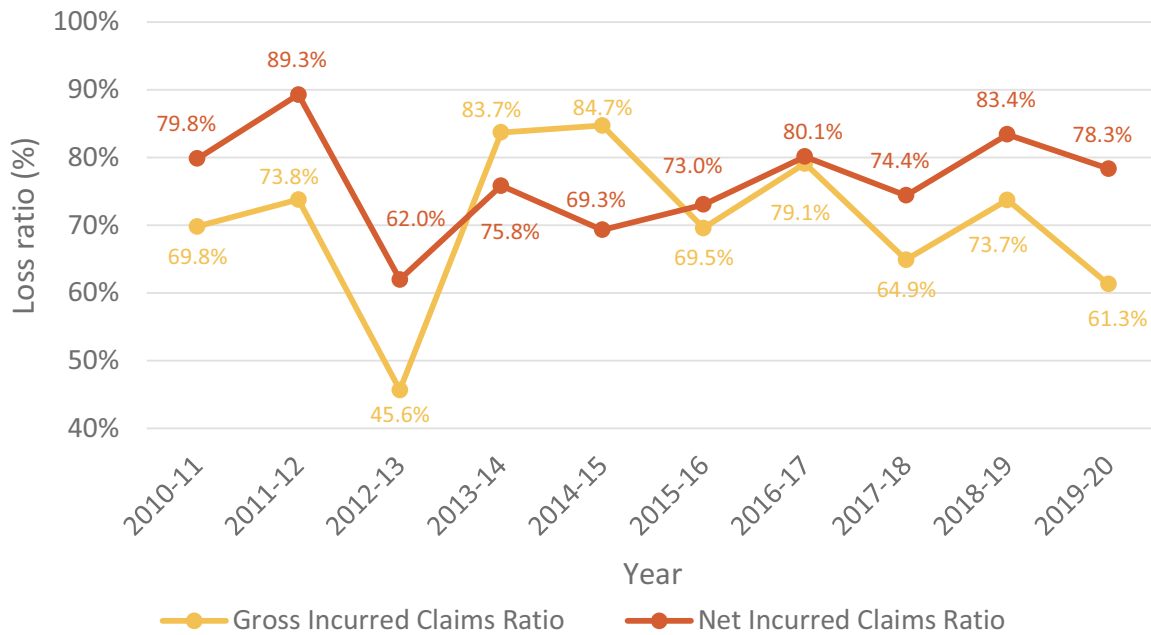
**Chart 4.6.1** GDPI - Property Insurance



**Source:** Council Compilation as per source data submitted by companies

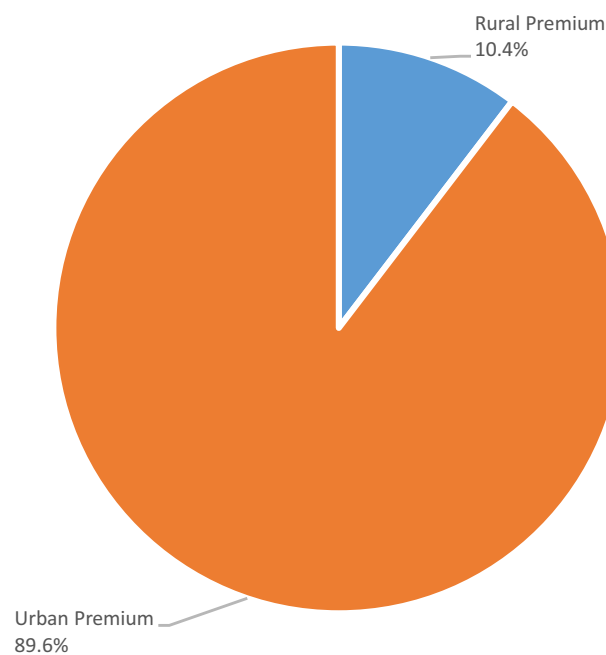
The Net Incurred Claims ratio for property insurance has been consistently within the range of 46% and 90% during the observed period.

**Chart 4.6.2 Gross & Net Incurred Claims Ratio - Property**



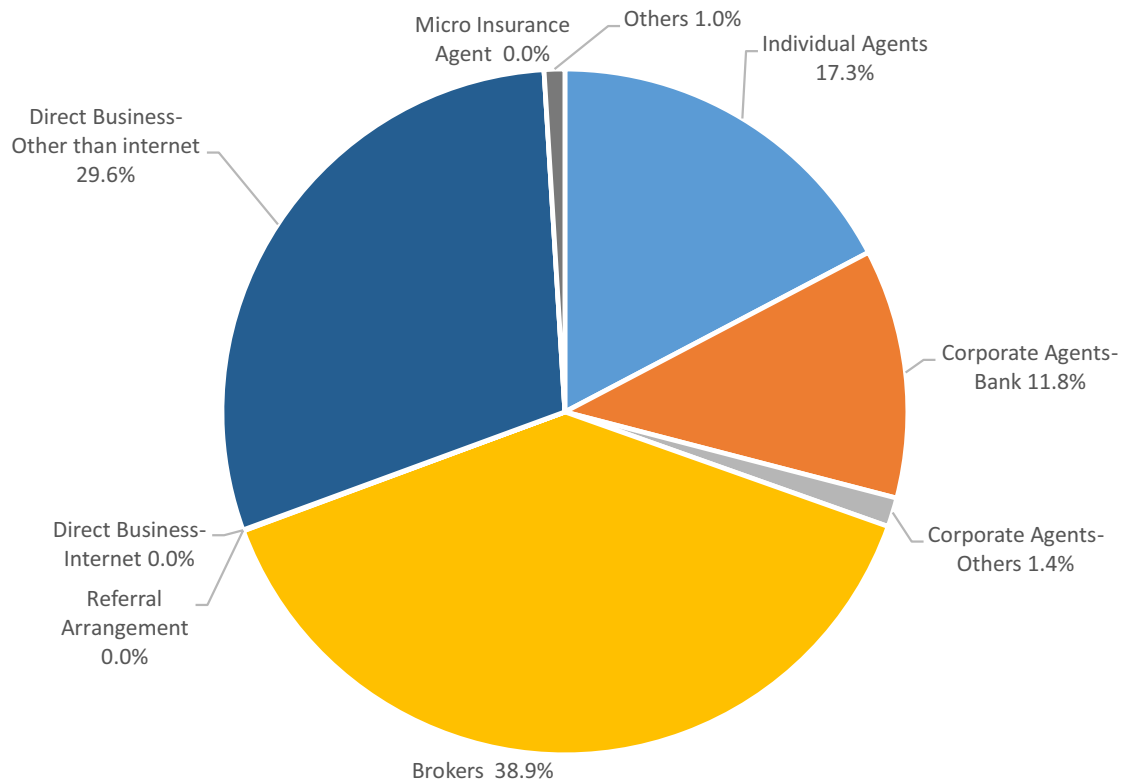
**Source:** Council Compilation as per source data submitted by companies

**Chart 4.6.3 Rural vs Urban Premium - Property**



**Source:** Council Compilation as per source data submitted by companies

**Chart 4.6.4 Channelwise GDPI - Property**



**Source:** Council Compilation as per source data submitted by companies

# Marine & Aviation

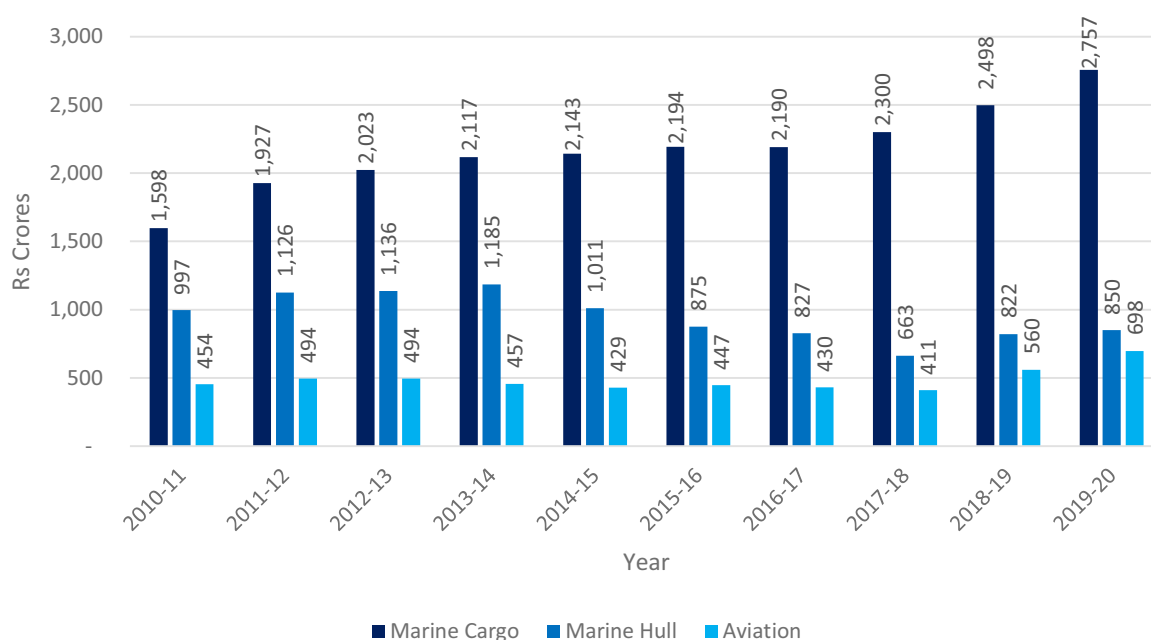
The composition of Marine and Aviation Insurance business is as mentioned below.

**Table 4.7.1 Marine & Aviation**

2019-20	Value
No. Of Policies	17,81,608
Premium (in Cr)	4,224
No. Of Claims Reported	2,88,982
No. Of Paid Claims	2,52,235
Amt of Paid Claims (in Cr)	2,504

*Premium booked in India considered*

**Chart 4.7.1 Marine & Aviation Insurance**

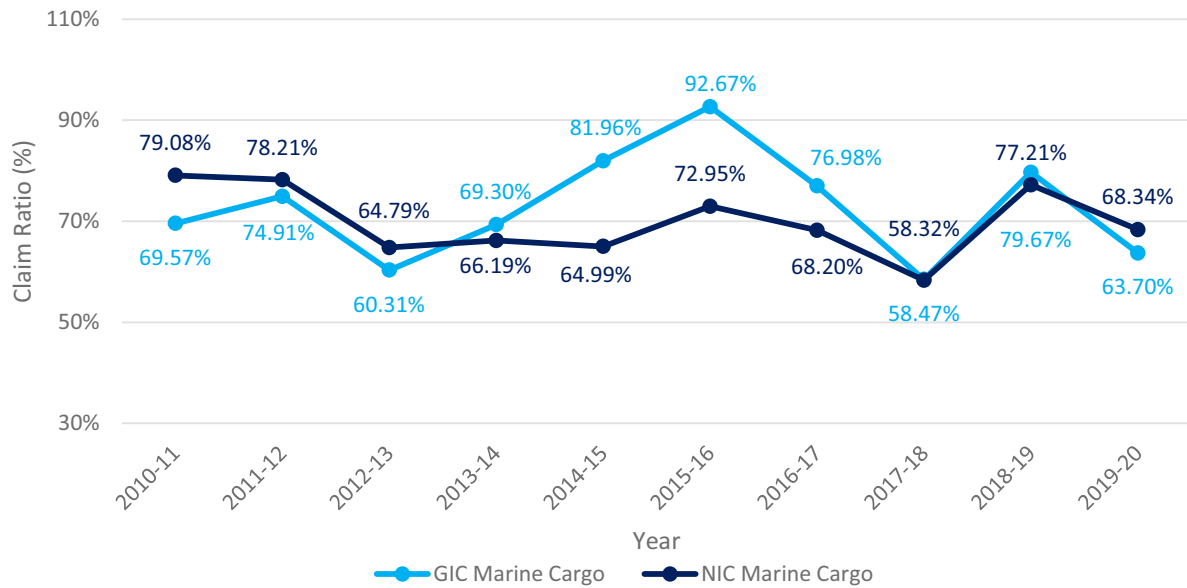


**Source:** Council Compilation as per source data submitted by companies

Aviation Premium has posted an income of greater than 500 Crores in 2019-20, hovering close to this prestigious benchmark for the past decade. Both the Gross Incurred Claims Ratio and Net Incurred Claims Ratio decreased over the previous year.

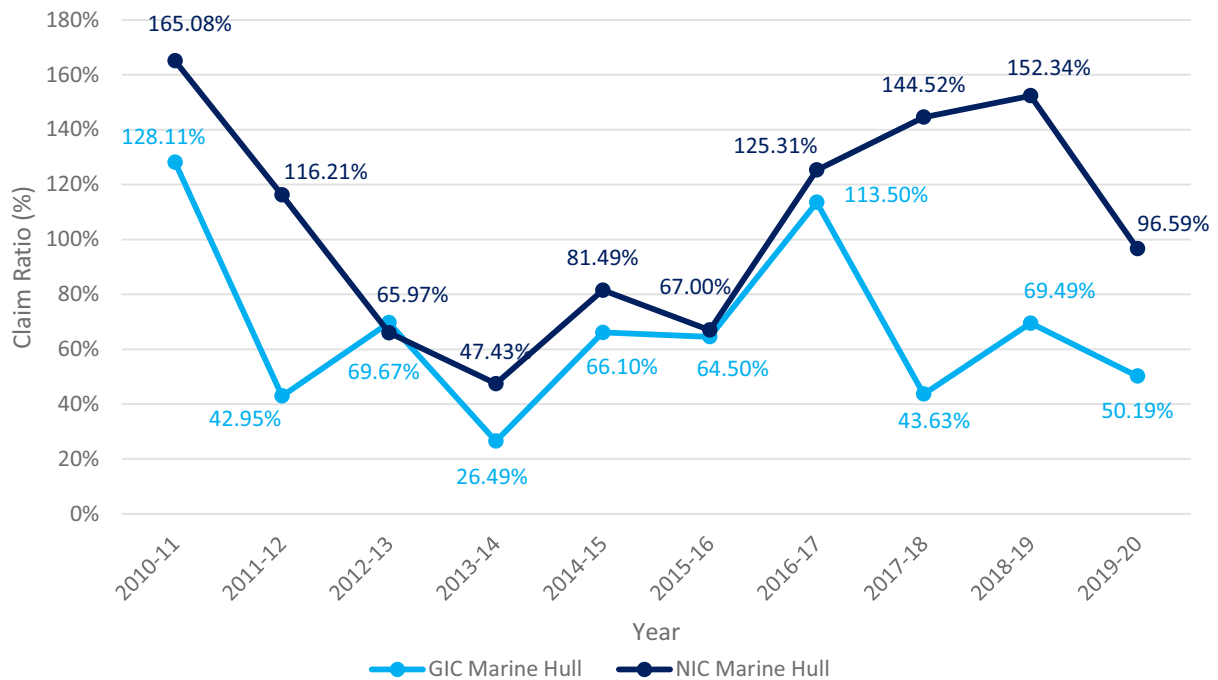


**Chart 4.7.2 Gross & Net Incurred Claims Ratio - Marine (Cargo)**



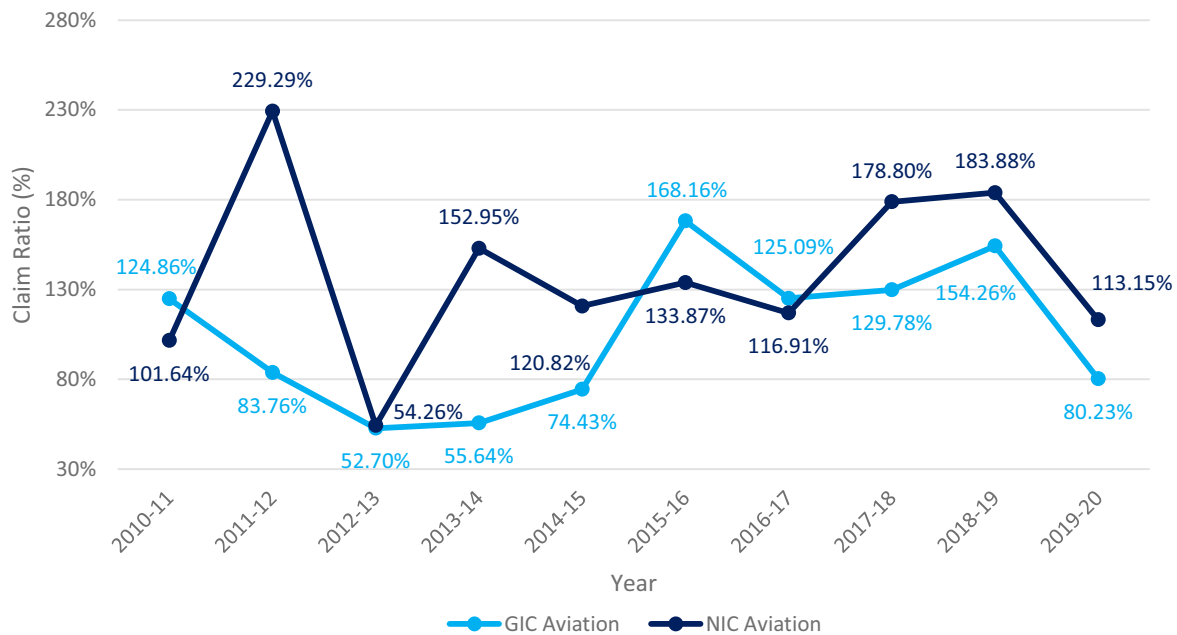
Source: Council Compilation as per source data submitted by companies

**Chart 4.7.3 Gross & Net Incurred Claims Ratio - Marine (Hull)**



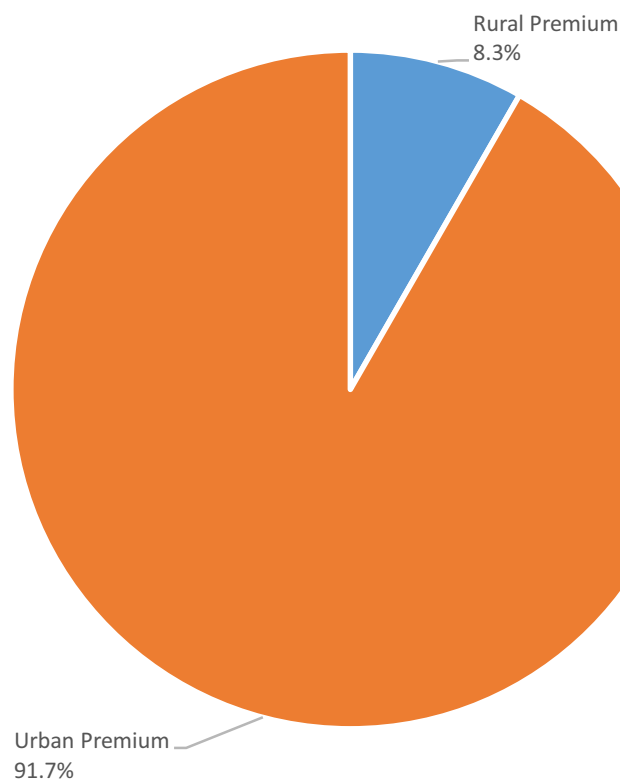
Source: Council Compilation as per source data submitted by companies

**Chart 4.7.4 Gross & Net Incurred Claims Ratio - Aviation**



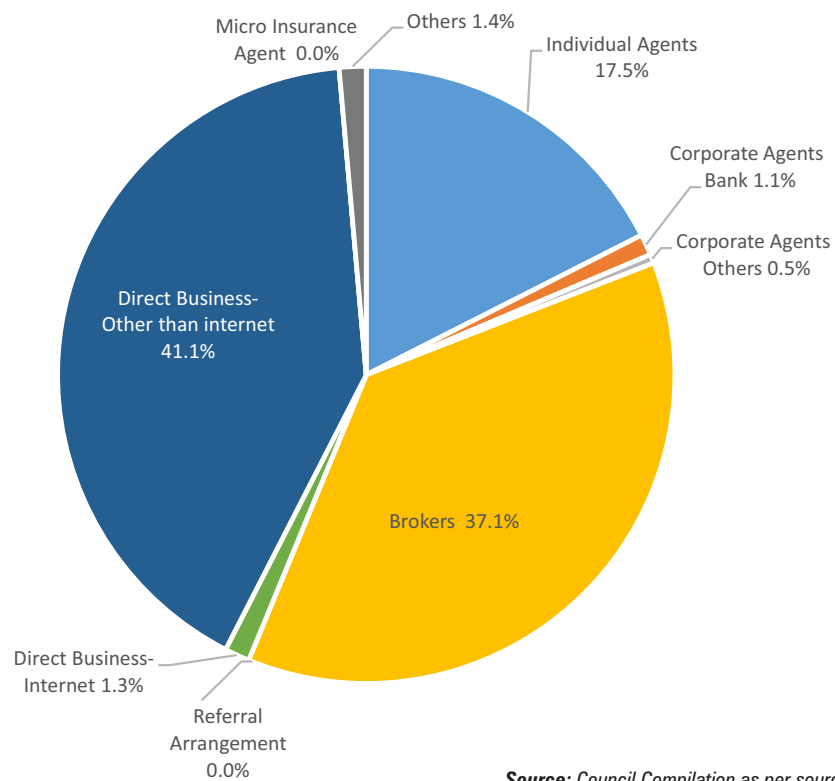
*Source: Council Compilation as per source data submitted by companies*

**Chart 4.7.5 Rural vs Urban Premium - Marine & Aviation**



*Source: Council Compilation as per source data submitted by companies*

**Chart 4.7.6 Channelwise GDPI - Marine & Aviation**



**Source:** Council Compilation as per source data submitted by companies

# Liability

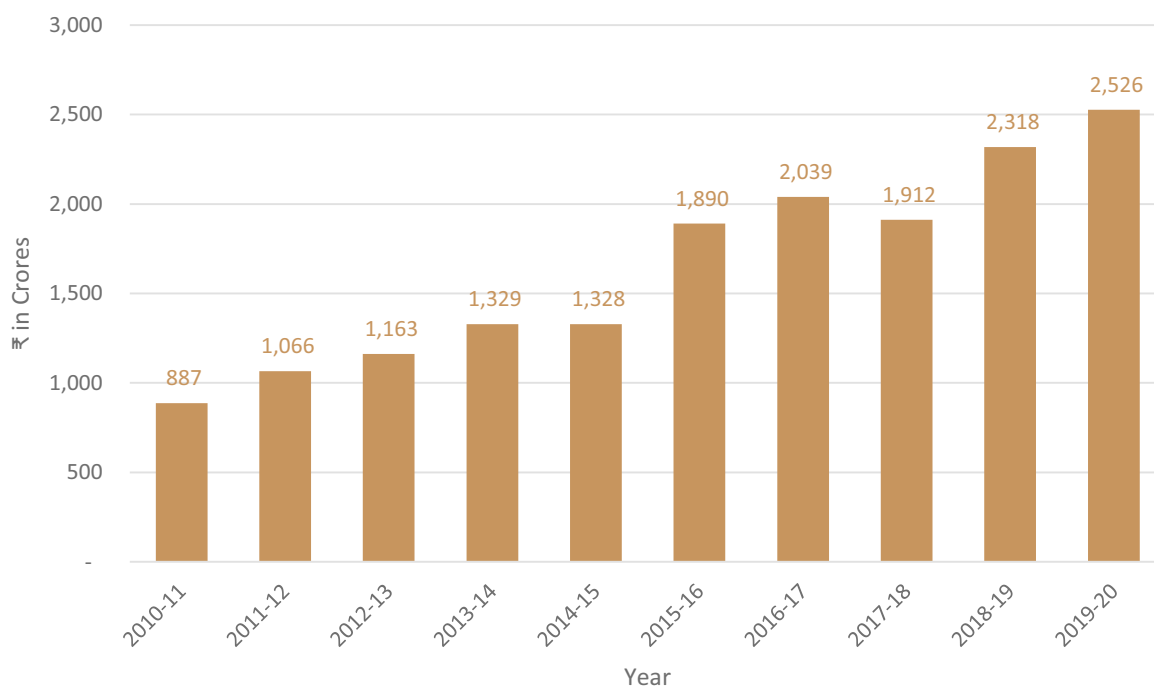
Liability Insurance comprises of Workmen's compensation and Employers' Liability, Public Liability, Products Liability and other Liability segments (excluding Motor Third Party Liability), Liability Insurance Premium has grown by 12.3% over the period 2010-11 to 2019-20.

**Table 4.8.1 Liability**

2019-20	Value
No. Of Policies	7,32,763
Premium (in Cr)	2,568
No. Of Claims Reported	89,685
No. Of Paid Claims	59,081
Amt of Paid Claims (in Cr)	499

*Premium booked in India considered*

**Chart 4.8.1 GDPI - Liability**

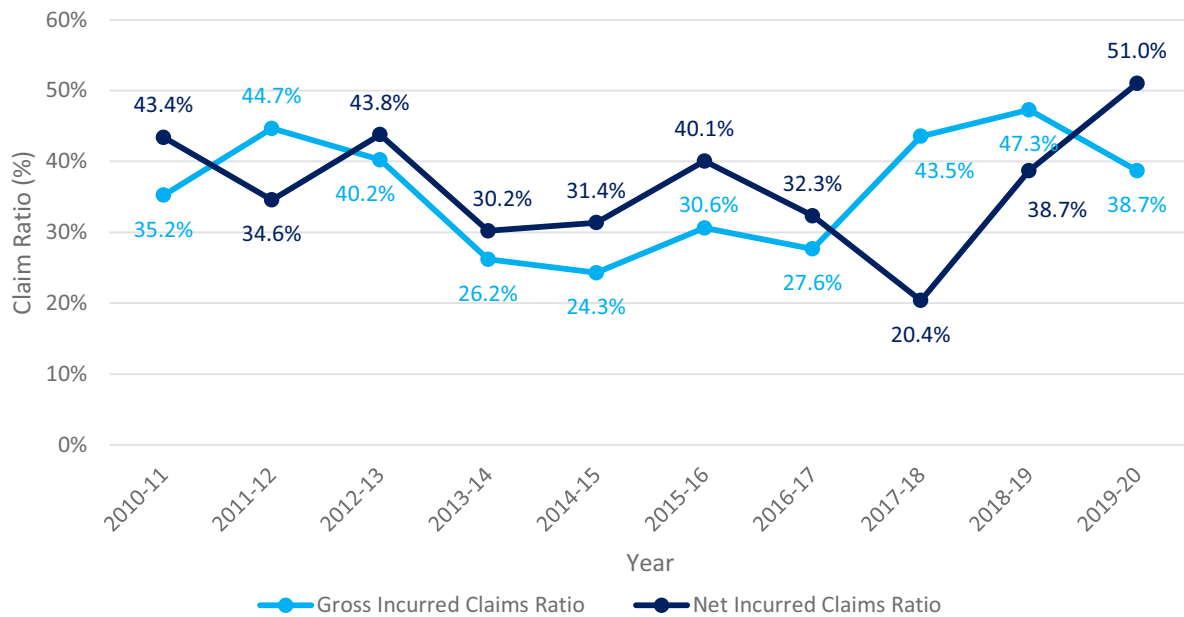


**Source:** Council Compilation as per source data submitted by companies

*Note: Detailed breakup of Liability Covers is not available.*

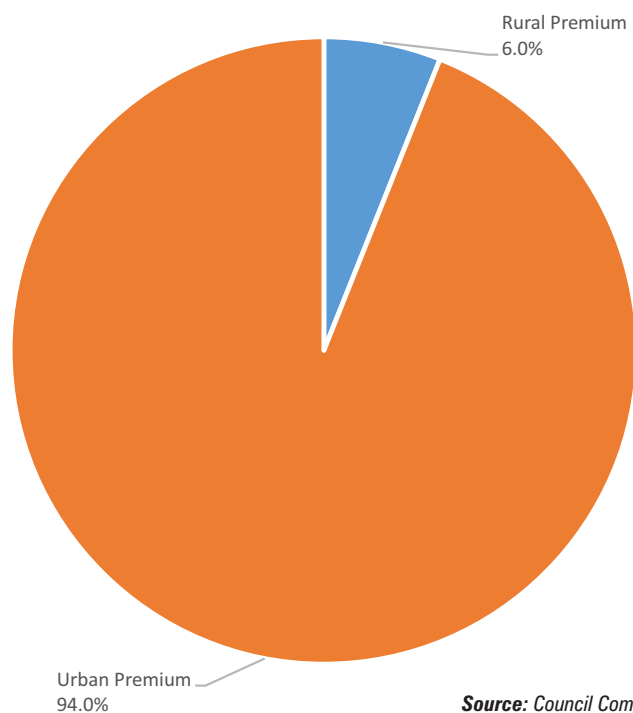
The Net Incurred Claims Ratio has been in the ratio of almost 20-50% for most of the years in the observed period. Compared to the Gross Incurred Claims Ratio, the Net Incurred Claims Ratio graph has smoothened, thereby reflecting the effect of reinsurance, particularly in this line of business.

**Chart 4.8.2 Gross & Net Incurred Claims Ratio - Liability**



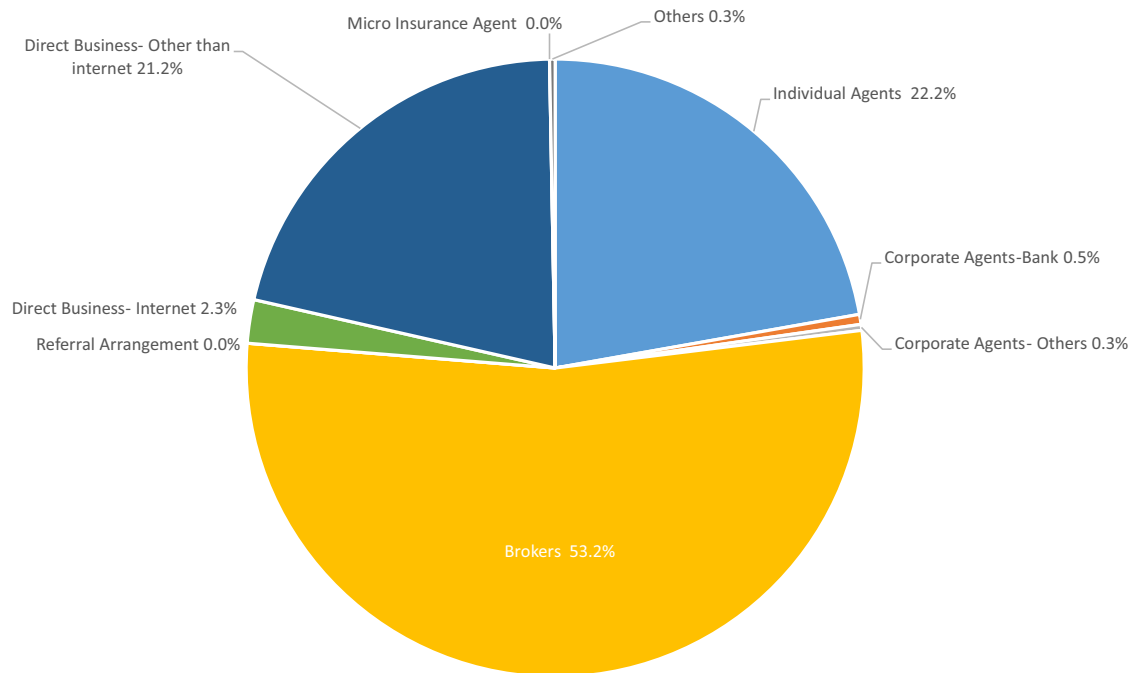
**Source:** Council Compilation as per source data submitted by companies

**Chart 4.8.3 Rural vs Urban Premium - Liability**



**Source:** Council Compilation as per source data submitted by companies

**Chart 4.8.4 Channelwise GDPI - Liability**



**Source:** Council Compilation as per source data submitted by companies

# Crop

Crop insurance has seen significant growth in 2018-19 & 2019-20 due to PM's flagship programme for farmers – Pradhan Mantri Fasal Bima Yojana – (PMFBY).

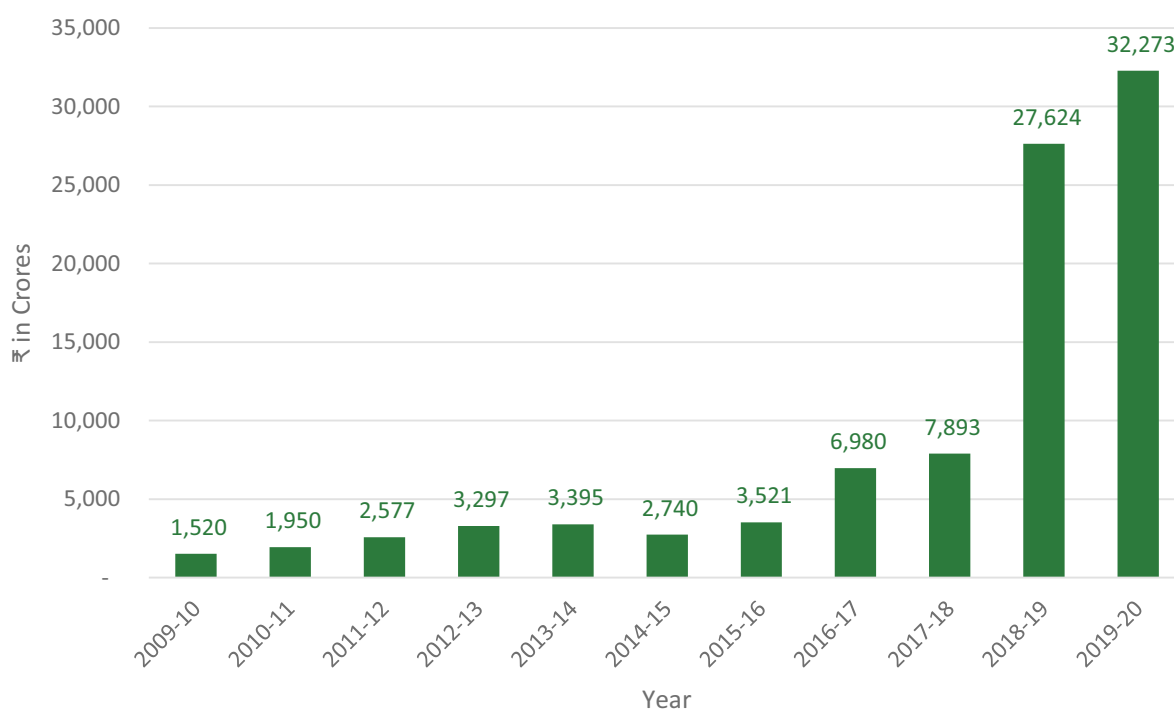
Crop as a segment has emerged separately this year. From 2018-19, Crop has been reported across almost all insurance companies. Figures till 2017-18 show figures for Agricultural Insurance Company.

**Table 4.9.1 Crop**

2019-20	Value
No. Of Policies	383,57,986
Premium (in Cr)	32,273
No. Of Claims Reported	235,55,389
No. Of Paid Claims	184,88,087
Amt of Paid Claims (in Cr)	23,216

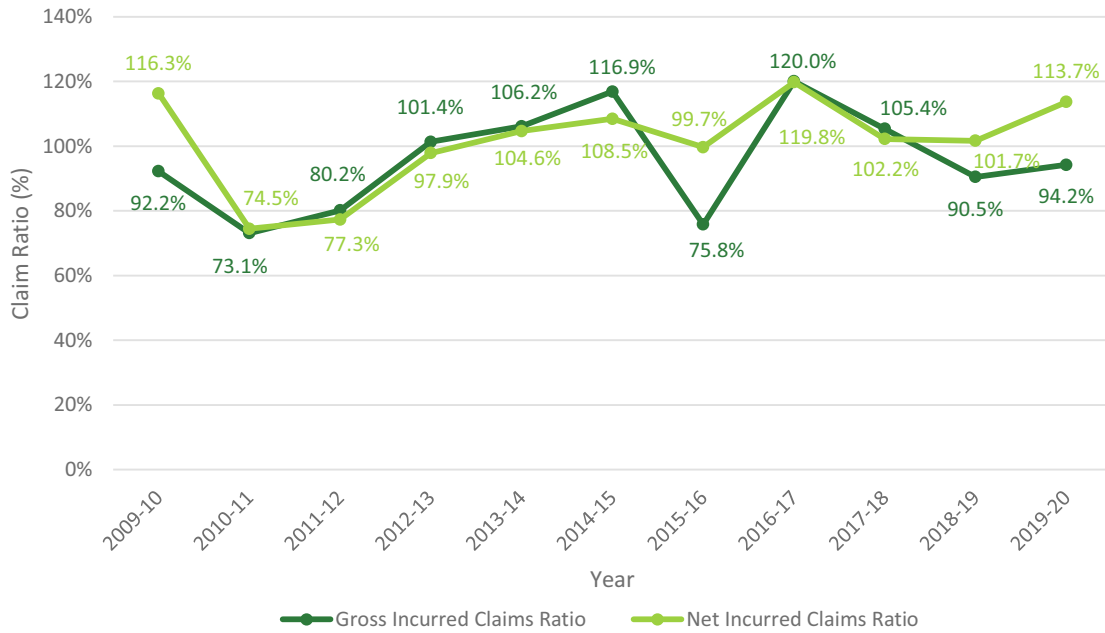
*Premium booked in India considered*

**Chart 4.9.1 GDPI - Crop**



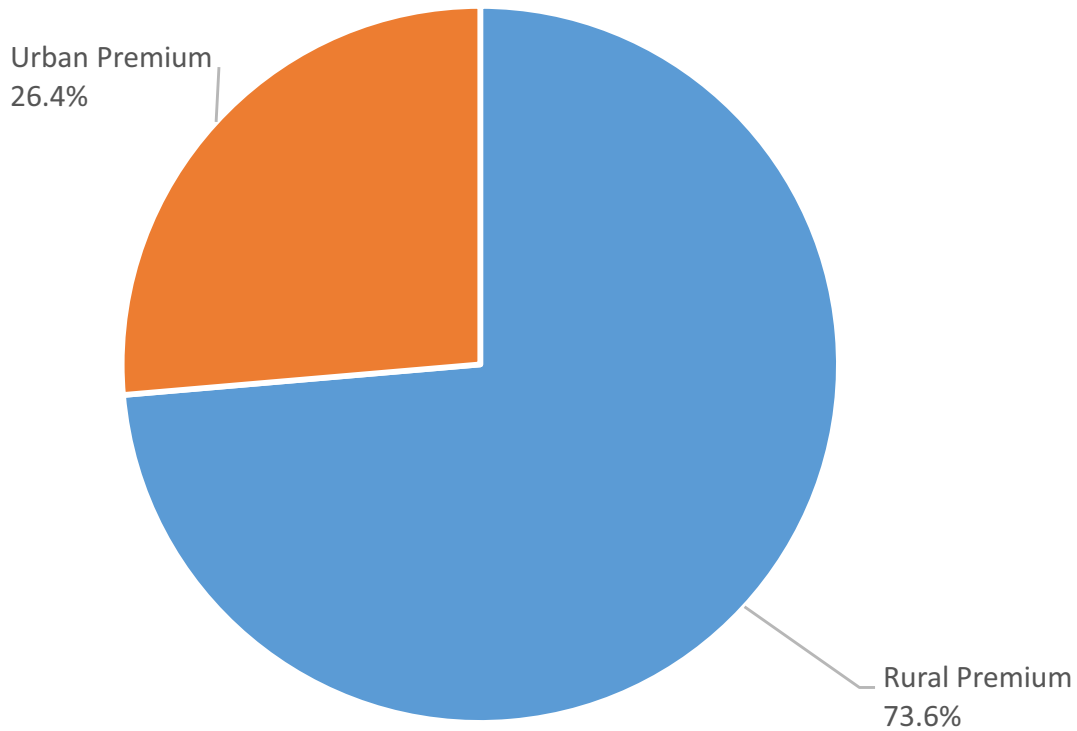
**Source:** Council Compilation as per source data submitted by companies

**Chart 4.9.2 Gross & Net Incurred Claims Ratio - Crop**



**Source:** Council Compilation as per source data submitted by companies

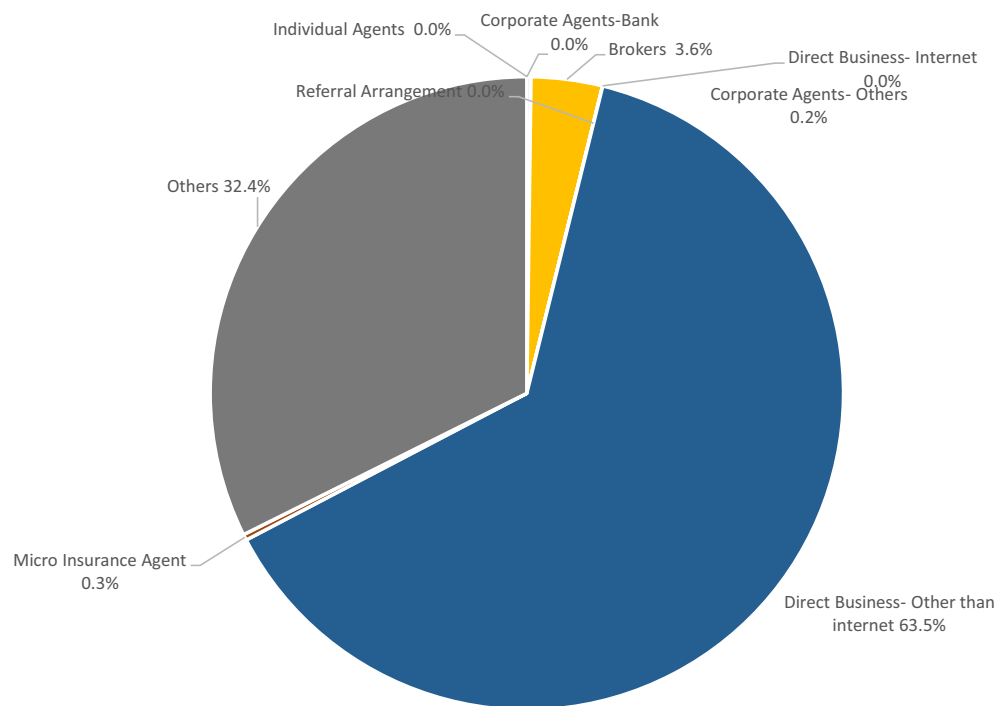
**Chart 4.9.3 Rural vs Urban Premium - Crop**



**Source:** Council Compilation as per source data submitted by companies



**Chart 4.9.4 Channelwise GDPI - Crop**



**Source:** Council Compilation as per source data submitted by companies

# Export Credit

Export Credit Guarantee Insurance business is carried out by ECGC Ltd., a Public Sector Company.

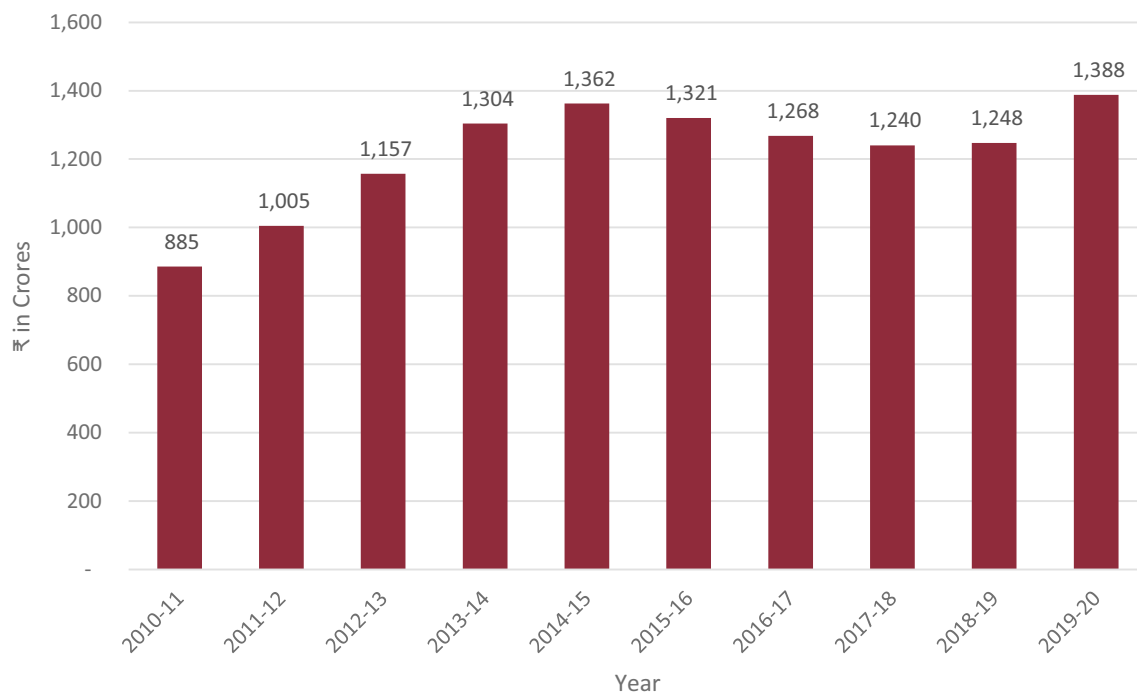
The business has grown from 885 Crores in 2010-11 to 1,388 crores in 2019-20, representing a CAGR of 5.11% p.a.

**Table 4.10.1 Export Credit**

2019-20	Value
No. Of Policies	49,897
Premium (in Cr)	1,388
No. Of Claims Reported	3,544
No. Of Paid Claims	1,546
Amt of Paid Claims (in Cr)	598

*Premium booked in India considered*

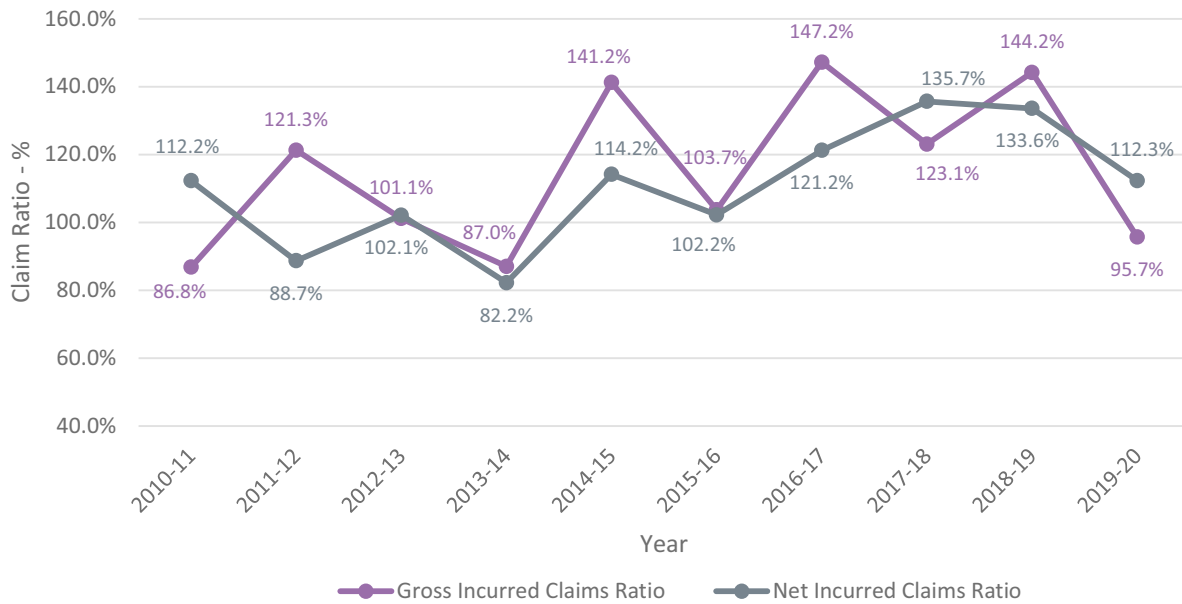
**Chart 4.10.1 GDPI - Export Credit Insurance**



**Source:** Council Compilation as per source data submitted by companies

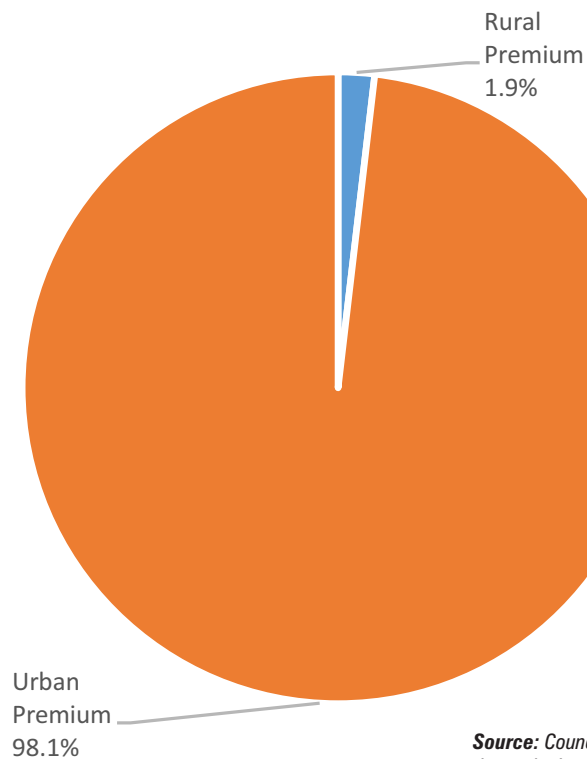
The Gross Incurred Claims Ratio has varied significantly over the observed period. Since 2009-10, the Net Incurred Claims Ratio has been greater than 80%.

**Chart 4.10.2 Gross & Net Incurred Claims Ratio - Export Credit**



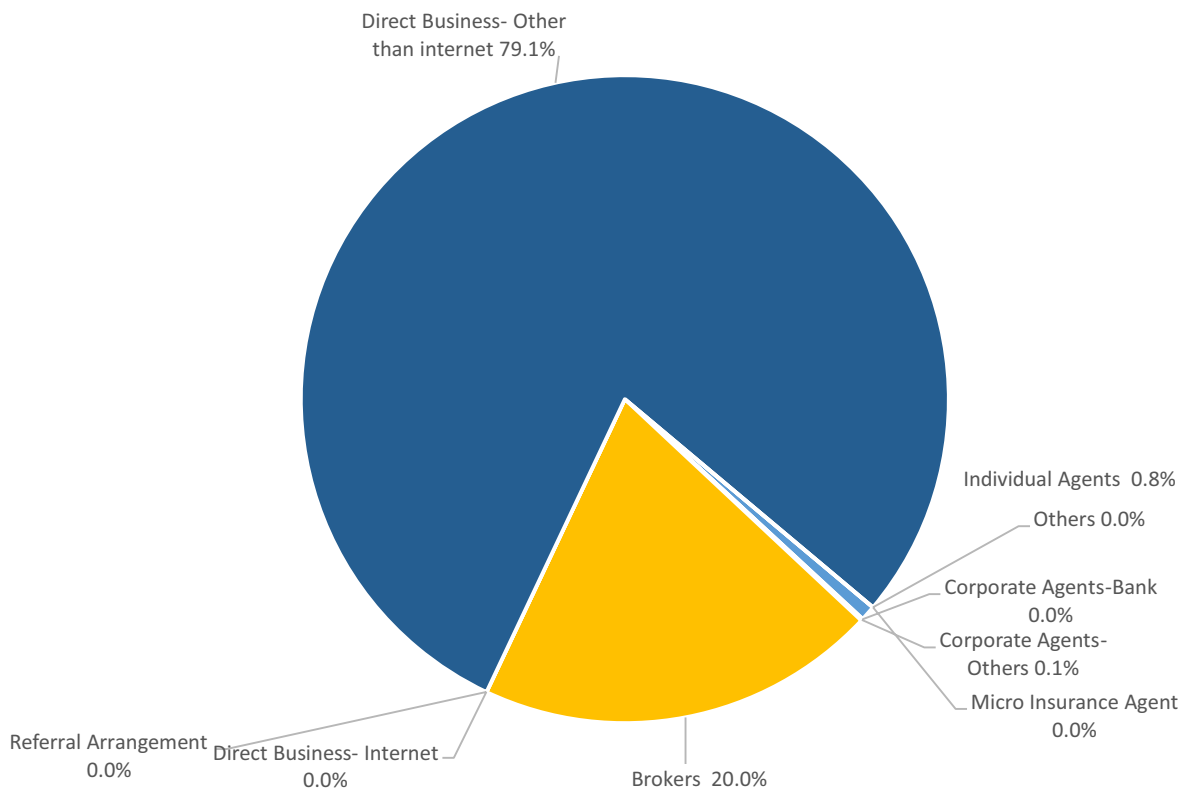
**Source:** Council Compilation as per source data submitted by companies

**Chart 4.10.3 Rural vs Urban Premium - Export Credit**



**Source:** Council Compilation as per source data submitted by companies

**Chart 4.10.4 Channelwise GDPI - Export Credit**



**Source:** Council Compilation as per source data submitted by companies

## Other Miscellaneous

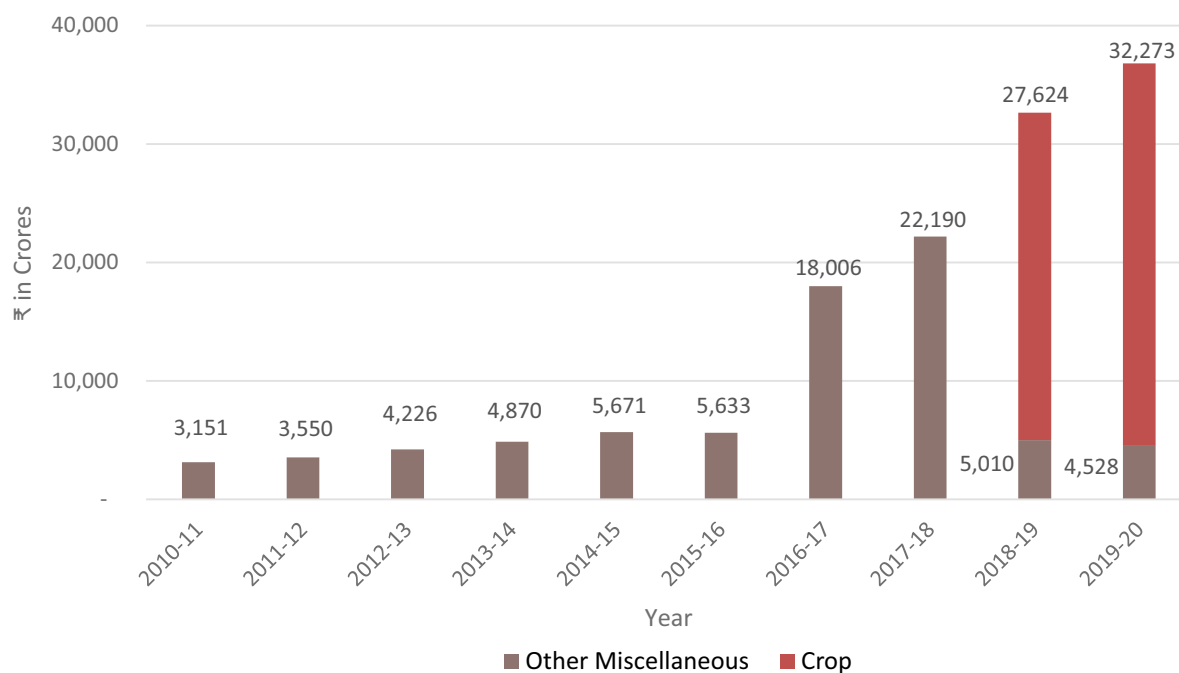
All segments of business other than those dealt with separately earlier have been classified as Other Miscellaneous Insurance business.

**Table 4.11.1 Other Miscellaneous**

2019-20	Value
No. Of Policies	130,86,664
Premium (in Cr)	4,289
No. Of Claims Reported	6,64,757
No. Of Paid Claims	5,21,432
Amt of Paid Claims (in Cr)	2,259

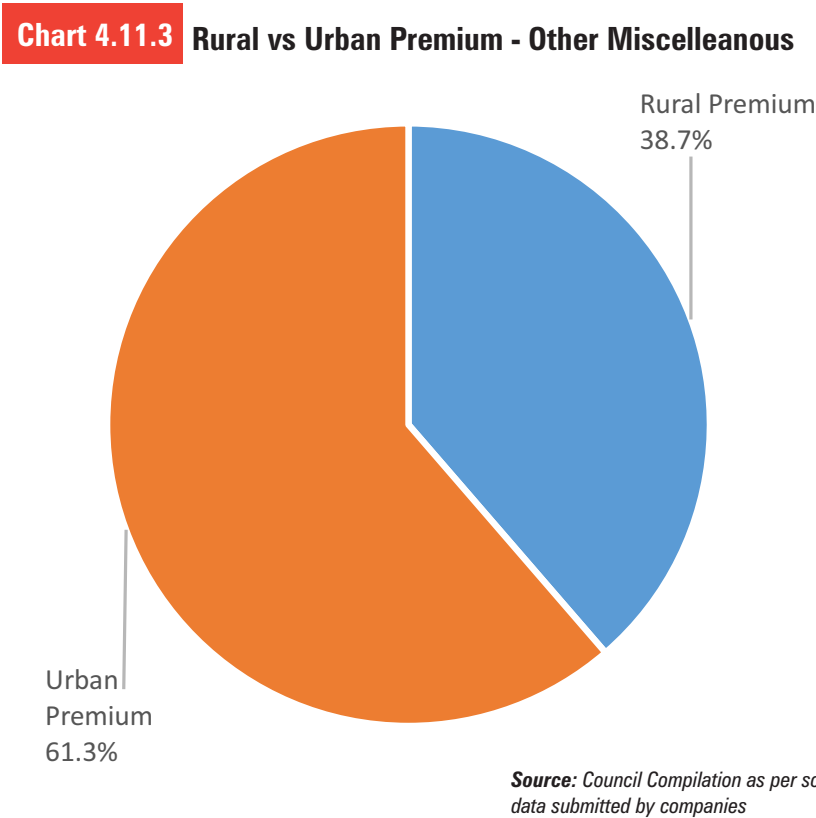
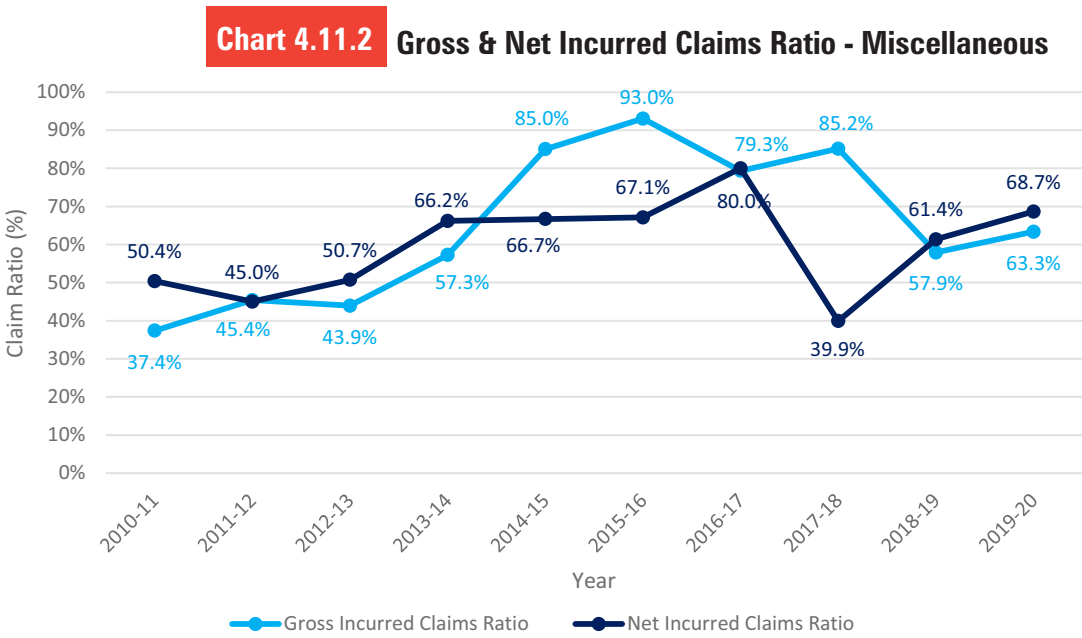
*Premium booked in India considered*

**Chart 4.11.1 GDPI - Other Miscellaneous**

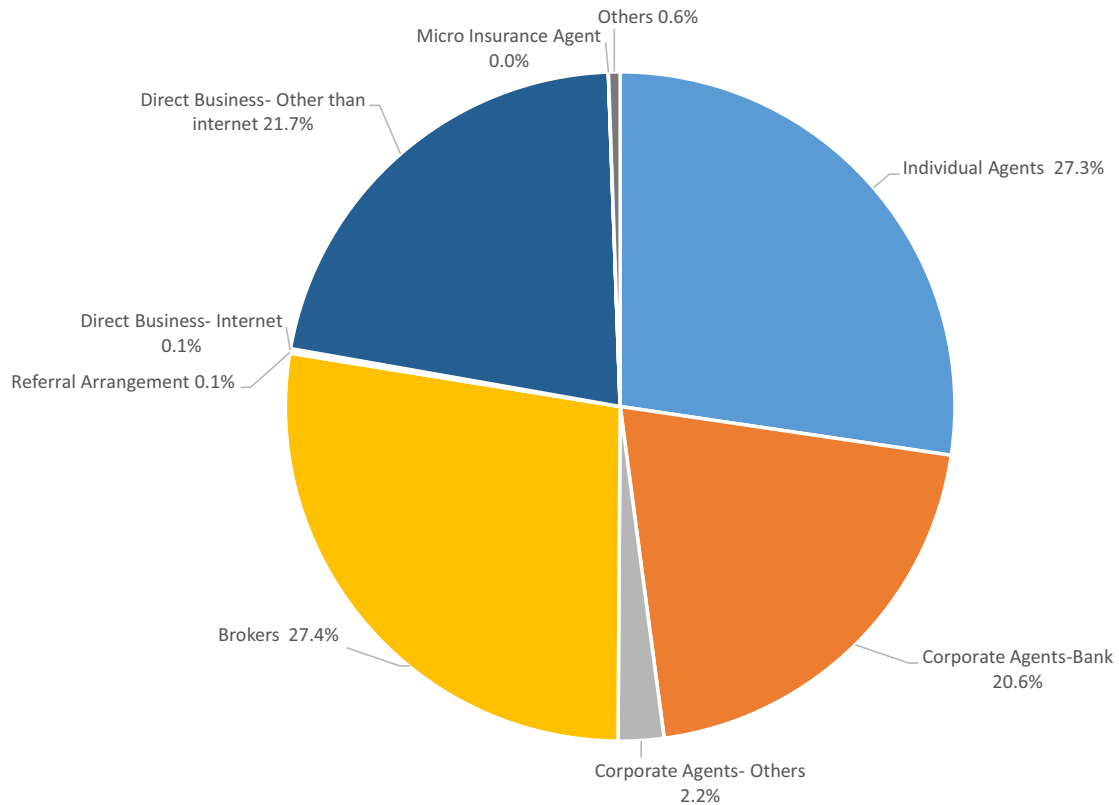


**Source:** Council Compilation as per source data submitted by companies

The Gross Incurred Claims Ratio & Net Incurred Claims Ratio have varied significantly over the observed period with a generally increasing trend.



**Chart 4.11.4 Channelwise GDPI - Other Miscellaneous**



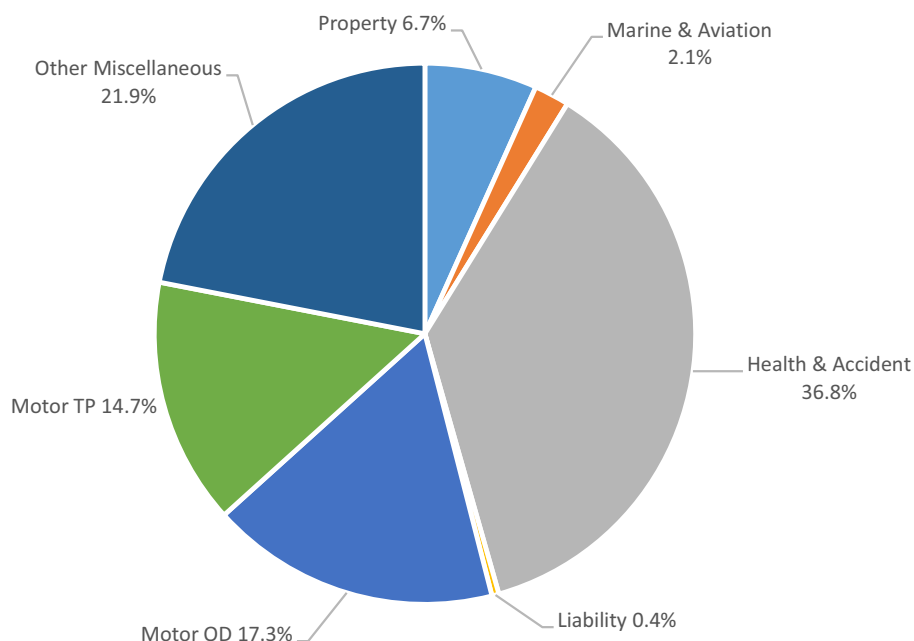
**Source:** Council Compilation as per source data submitted by companies

A perceptible pattern has been observed between Gross Incurred Claims Ratio and Net Incurred Claims Ratio in respect of Property (Fire and Engineering), Marine and Aviation and Other Miscellaneous classes of business. The Net Incurred Claims in these classes are lower than the Gross Incurred Claims showing the efficacy of the Reinsurance Programme of the insurers for these segments. In respect of Motor and Health segments, the Net Incurred Claims have been higher than the Gross Incurred Claims reflecting the maximum domestic and net retentions in these segments.

## Ageing Analysis – Paid Claims

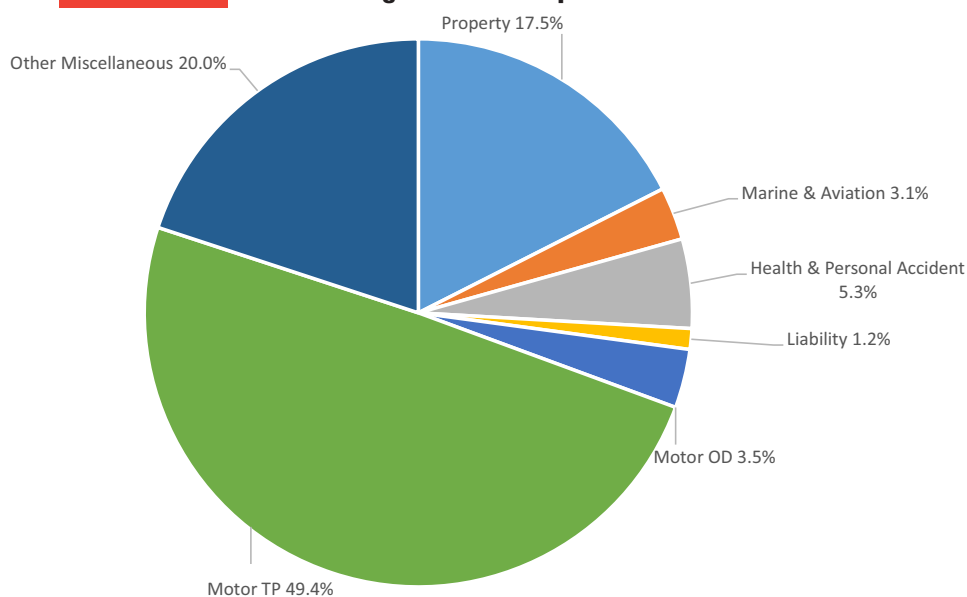
Undermentioned is paid claims segment wise analysis. Motor Overall, Health & Accident claims which are of short-term duration constitute majority of paid claims for 2019-20.

**Chart 4.12.1 Segment-wise Paid Claims - 2019-20**



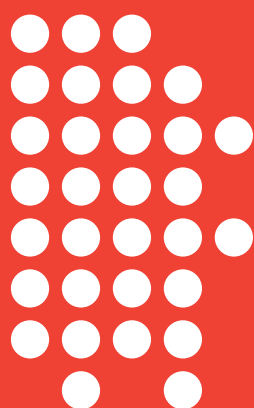
*Source: Form VI of Form I – X submitted by Companies to IRDAI*

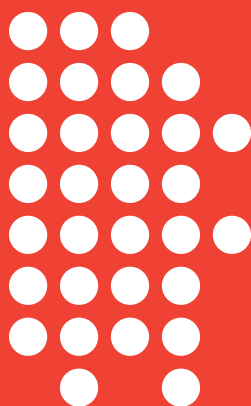
**Chart 4.12.2 Outstanding Claims Comparison - 2019-20**



*Source: Form VI of Form I – X submitted by Companies to IRDAI*









# 05

## Policy Holder Service Index

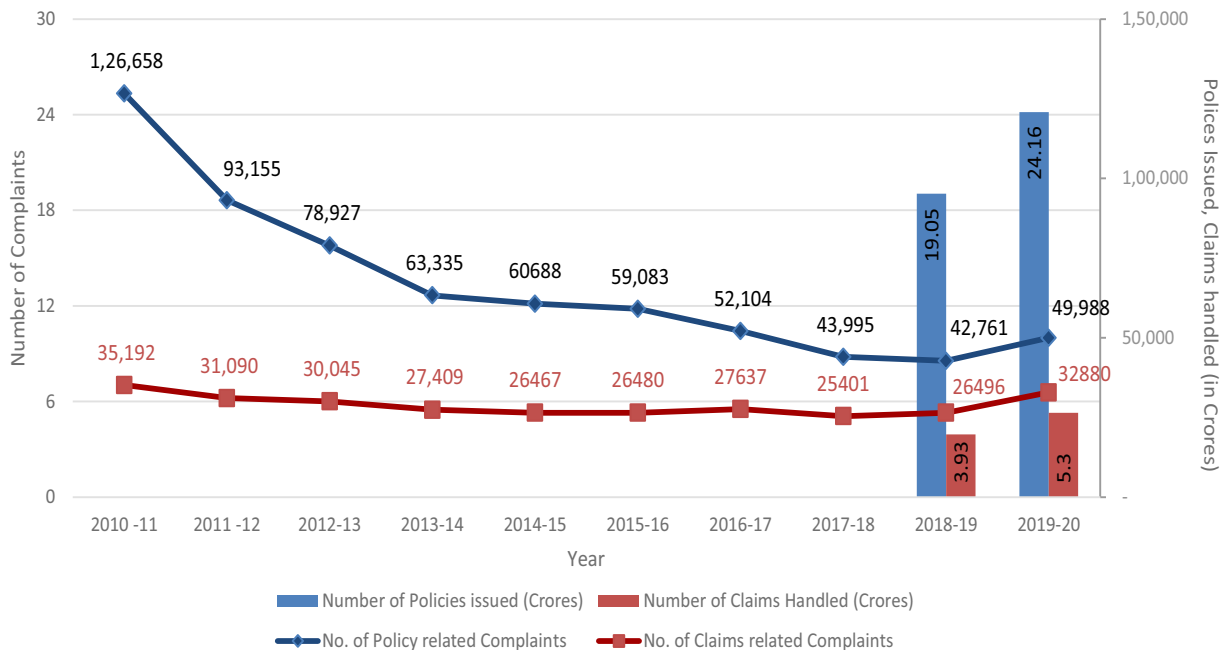
- Over a 10-year period, the number of policy related complaints has reduced significantly, with the ratio (policy related complaints/policies issued) being approximately 1 in 450 in 2009-10, and approximately 1 in 4000 in 2019-20
- With respect to Class wise complaints:
  - The Motor Segment has shown a commendable growth in the maturity of Products sold, with a decrease of 15.8 % in the number of reported complaints, compounded annually, while continuing growth in sales
  - Trends in the Health Segment also exhibit similar behaviour, with continued growth in sales and a stabilisation in the number of complaints reported annually
- Across the major segments of Motor & Health, the distribution of Complaint Classes has a similar profile, with the prominent ones being Claim Related (~50%) and Policy Related (~25%)

# Customer Complaints

Non-Life Insurance Insurers have been steadily improving the quality of service provided to the customers. One of the direct indicators of improving quality of service is the steady decline in the absolute number of complaints reported and also the complaints reported as a percentage of the number of policies issued as well as number of claims handled during the year – (Please refer Chart 3.1 and Chart 3.2 for data on number of policies and number of claims)

Information is regularly collated by the Authority through their Integrated Grievance Management System (IGMS) wherein policy holders register complaints directly with the Regulator. The complaints registered in the IGMS are monitored by the Non-Life Insurance Companies as well as the IRDAI.

**Chart 5.1.1 Trends of number of Policy & Claims related Complaints**

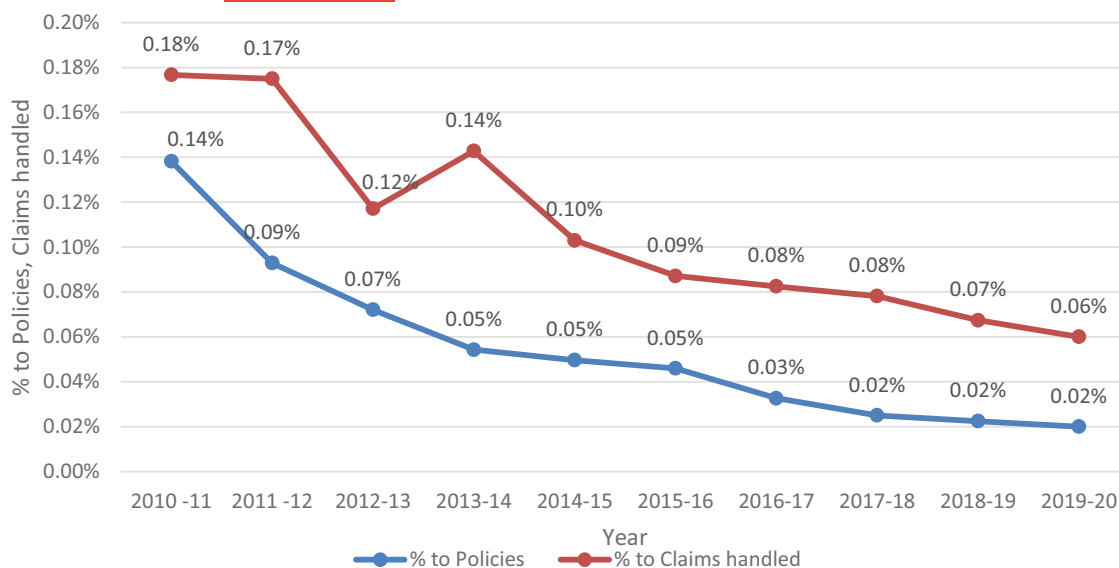


Source: IRDAI consumer affairs department

**% to Policies :** Total number of complaints divided by Number of policies issued during the year.

**% to Claims Handled :** Number of claims related complaints divided by Number of claims reported during the year.

**Chart 5.1.2 Trends of % to Policies issued and Claims handled**

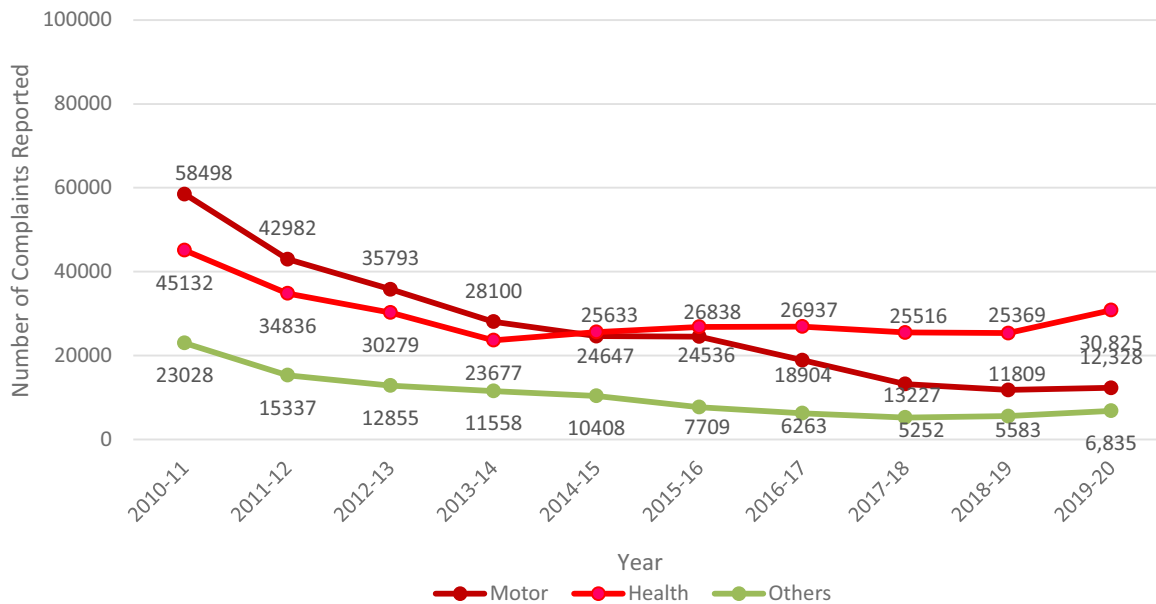


Source: IRDAI consumer affairs department

## Class-wise Complaints Analysis

The class-wise details of Complaints reported reveals a consistent declining trend in Complaints relating to all Classes of Business.

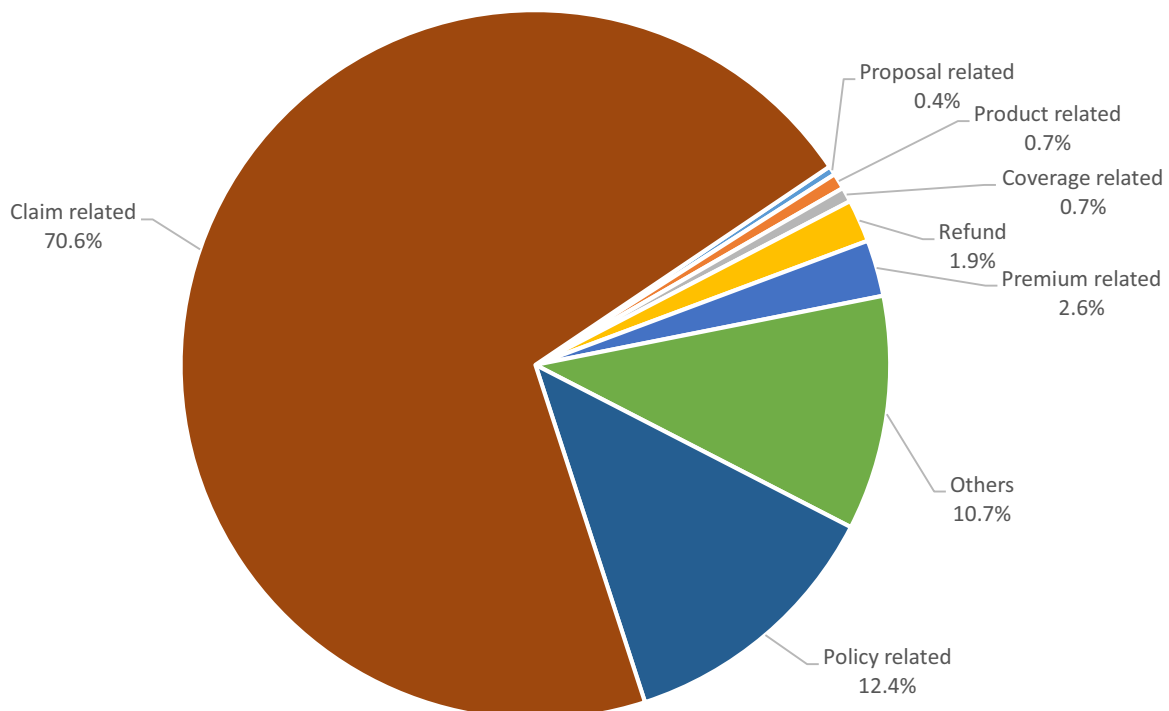
**Chart 5.2.1 Classwise Analysis of Complaints Reported**



Source: IRDAI consumer affairs department

The number and type of complaints received in Health insurance during the year 2019-20 are as follows:

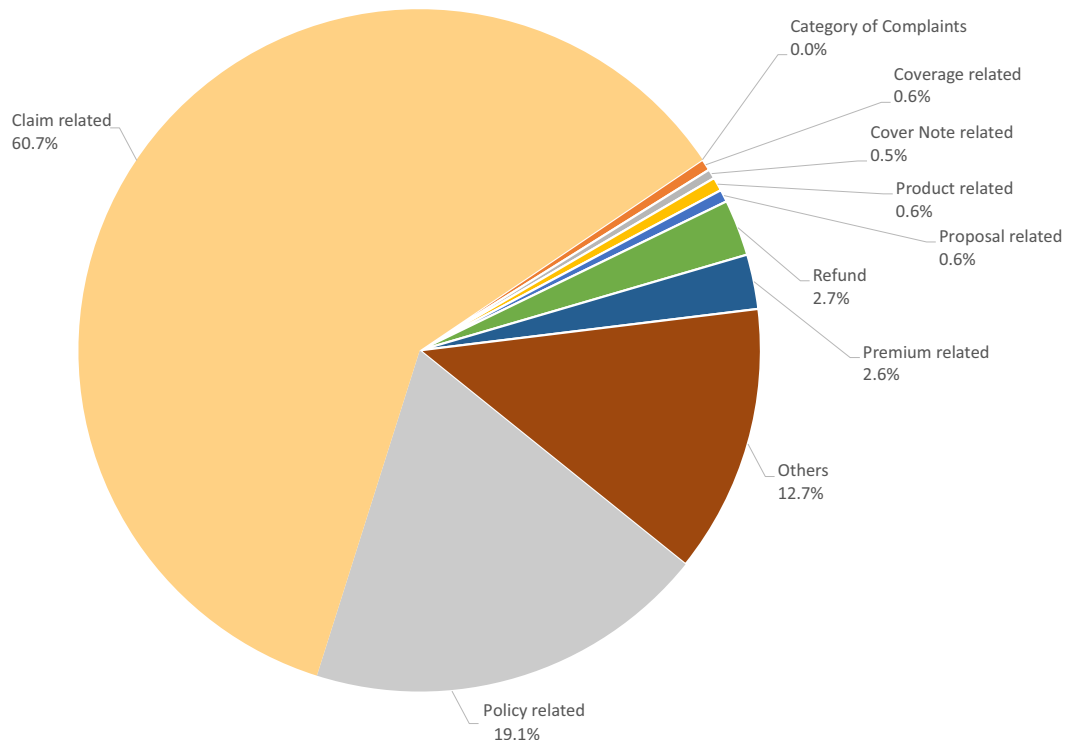
**Chart 5.2.2 Health Insurance Complaints (2019-20)**



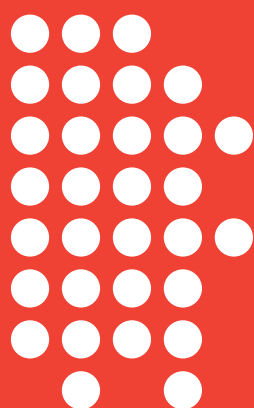
Source: IRDAI consumer affairs department

The number and type of complaints received in Motor insurance during the year 2019-20 are as follows:

**Chart 5.2.3 Motor Insurance Complaints (2019-20)**



**Source:** IRDAI consumer affairs department



# Annexures

## STATISTICS & TABLES

**Table 1 :** Investment Portfolio of Non-Life Insurance Industry

**Table 2 :** Capital Employed by Type of Company

**Table 3 :** Channelwise GDPI

**Table 4 :** Statewise Classwise GDPI

**Table 5 :** Statewise Number of Offices, GDPI, Population, Literacy and State Domestic Product

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**Table 7 :** Gross Written Premium

**Table 8 :** Gross Incurred Claim Ratios (within India and abroad)

**Table 9 :** Gross Commission Ratios (within India and abroad)

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**Table 11 :** Net Earned Premium Income

**Table 12 :** Net Incurred Claim Ratios

**Table 13 :** Net Commission Ratios

**Table 14:** Gross Underwriting Experience  
- 2009-10 To 2019-20 (Overall Figures)

**Table 15:** Net Underwriting Experience  
- 2009-10 To 2019-20 (Overall Figures)

## OFFICES OF NON-LIFE INSURERS



# Statistics & Tables

**Table 1** Investment Portfolio of Non-Life Insurance Industry (₹ in Crores)

Investments Type	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Central Govt. Securities	15,543	19,532	27,072	31,810	37,294	41,832	45,006	54,918	62,059	69,753
State Govt. and other approved securities	5,739	6,405	10,963	12,094	14,486	16,801	22,817	30,340	40,236	50,736
Housing loans to State Govts. Including FFE	5,407	6,524	9,151	11,311	9,156	11,154	20,290	29,577	57,545	65,490
Infrastructure Investments	9,826	12,612	17,331	22,509	29,875	31,872	31,683	29,958	9,004	9,763
Approved Investments	24,196	29,686	37,198	41,377	46,819	47,669	51,347	64,016	72,928	81,806
Other Investments	2,033	2,344	4,173	1,753	2,258	5,454	8,226	6,714	13,474	12,458
<b>TOTAL</b>	<b>62,743</b>	<b>77,103</b>	<b>1,05,888</b>	<b>1,20,855</b>	<b>1,39,887</b>	<b>1,54,783</b>	<b>1,79,371</b>	<b>2,15,524</b>	<b>2,55,245</b>	<b>2,90,005</b>

Source : IRDAI reports and Council Compilation

**Table 2** Capital Employed by Type of Company (₹ in Crores)

	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
General Insurers	23,380	26,638	30,985	35,627	40,777	43,514	44,662	52,422	54,521	60,186
Standalone Health	1,017	1,287	1,878	2,211	2,671	3,143	3,918	4,237	5,244	7,875
Specialized	3,106	3,741	4,362	4,967	5,326	5,923	6,586	7,300	8,431	9,359
<b>TOTAL</b>	<b>27,503</b>	<b>31,667</b>	<b>37,225</b>	<b>42,806</b>	<b>48,774</b>	<b>52,579</b>	<b>55,167</b>	<b>63,959</b>	<b>68,196</b>	<b>77,420</b>

Source : IRDAI reports and Council Compilation

**Table 3** Channelwise GDPI (₹ in Crores)

Year	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Individual Agents	24,197	27,435	30,665	33,991	38,281	44,538	47,299	50,148
Corporate Agents	6,212	7,745	8,859	10,191	14,203	17,461	18,820	19,850
Brokers	15,223	17,868	19,203	23,177	30,442	33,440	41,278	48,480
Direct Business	22,852	24,497	25,845	29,020	45,203	55,223	62,051	70,438
<b>Total</b>	<b>68,485</b>	<b>77,545</b>	<b>84,572</b>	<b>96,379</b>	<b>1,28,129</b>	<b>1,50,662</b>	<b>1,69,448</b>	<b>1,88,916</b>

Year	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Individual Agents	35.3%	35.4%	36.3%	35.3%	29.9%	29.6%	27.9%	26.5%
Corporate Agents	9.1%	10.0%	10.5%	10.6%	11.1%	11.6%	11.1%	10.5%
Brokers	22.2%	23.0%	22.7%	24.0%	23.8%	22.2%	24.4%	25.7%
Direct Business	33.4%	31.6%	30.6%	30.1%	35.3%	36.7%	36.6%	37.3%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Source : IRDAI reports and Council Compilation

**Table 4** Statewise Classwise GDPI

States / Union Territories	Fire	Engineering	Cargo	Hull	Aviation
Andhra Pradesh	537.91	102.75	48.12	58.85	1.40
Arunachal Pradesh	6.76	11.20	0.23	0.00	0.71
Assam	164.95	44.47	12.20	3.36	0.11
Bihar	130.62	54.69	4.71	0.05	0.13
Chhattisgarh	179.65	38.30	11.72	0.02	0.14
Goa	47.84	5.35	5.25	11.04	0.30
Gujarat	2,039.62	175.58	295.32	75.69	2.19
Haryana	759.44	131.29	180.43	8.10	118.25
Himachal Pradesh	122.41	20.41	8.35	0.01	0.01
Jammu & Kashmir	123.78	24.54	4.91	0.00	0.17
Jharkhand	113.12	51.09	5.82	6.02	0.22
Karnataka	1,084.71	157.54	187.70	26.09	62.21
Kerala	284.55	30.93	19.12	13.09	2.37
Madhya Pradesh	393.37	67.64	53.65	5.17	0.36
Maharashtra	3,738.06	644.06	819.66	498.65	290.59
Manipur	4.19	2.17	0.15	0.00	0.00
Meghalaya	19.88	10.46	1.20	0.00	0.00
Mizoram	8.56	1.43	0.06	0.89	0.00
Nagaland	2.67	4.76	0.12	0.46	0.00
Orissa	312.93	59.20	17.67	13.84	1.36
Punjab	357.41	44.99	54.54	0.00	0.53
Rajasthan	454.51	87.23	60.74	15.97	0.15
Sikkim	18.69	6.56	0.37	0.00	0.00
Tamil Nadu	1,398.27	271.77	207.68	54.91	57.46
Telangana	629.58	155.19	68.51	24.41	57.46
Tripura	15.87	4.38	1.43	0.46	0.00
Uttar Pradesh	817.09	119.37	113.41	1.20	37.24
Uttarakhand	133.90	23.93	13.39	0.05	0.18
West Bengal	633.19	139.41	124.69	33.48	0.74
Andaman & Nicobar Islands	3.78	1.31	0.27	1.77	0.00
Chandigarh	49.96	5.31	7.29	0.00	0.14
Dadra & Nagar Haveli	44.50	1.46	2.63	0.00	0.00
Daman & Diu	27.95	0.16	1.82	0.01	0.00
Delhi	1,048.83	127.89	322.74	20.74	101.29
Lakshadweep	0.05	0.00	0.01	0.03	0.00
Puducherry	19.49	1.86	1.46	0.71	0.07
<b>TOTAL</b>	<b>15,728.10</b>	<b>2,628.70</b>	<b>2,657.34</b>	<b>875.08</b>	<b>691.66</b>

Source: Compiled by GI Council as per the data shared by all the member companies

(₹ in Crores)

Motor OD	Motor TP	Liability	Personal Accident	Health	Miscellaneous	Grand Total
760.44	1,527.23	34.01	292.30	890.32	1,267.35	5,520.68
22.79	26.47	0.44	1.19	4.08	0.67	74.54
413.14	685.51	7.31	36.53	195.69	80.28	1,643.55
599.75	1,035.93	5.66	74.16	260.60	41.17	2,207.47
400.96	785.62	9.97	61.91	1,083.12	1,131.72	3,703.13
147.50	201.80	5.48	9.78	92.30	9.70	536.34
2,182.18	2,930.77	201.90	326.88	2,990.21	3,687.41	14,907.75
1,185.59	1,485.35	103.21	179.96	2,331.14	1,543.72	8,026.47
224.76	384.69	3.50	18.01	74.46	81.11	937.72
280.91	406.53	3.80	20.83	62.09	98.00	1,025.56
406.63	673.73	10.12	42.92	584.69	378.77	2,273.13
2,048.16	3,532.05	288.51	449.95	5,331.47	2,551.51	15,719.91
1,449.12	2,636.60	23.96	103.51	2,169.43	232.97	6,965.66
858.92	1,713.85	23.74	160.53	829.88	3,146.38	7,253.47
3,930.03	6,189.96	1,116.50	1,451.06	15,538.83	7,344.60	41,562.03
17.44	24.09	0.91	2.58	6.50	3.73	61.76
35.71	54.80	0.48	2.48	5.37	2.47	132.84
33.66	34.62	0.20	3.07	1.79	1.01	85.29
18.42	37.28	0.61	0.85	5.27	1.23	71.66
531.57	1,177.36	10.94	62.40	407.91	2,142.96	4,738.13
770.40	1,004.55	12.62	93.38	939.23	124.04	3,401.68
1,259.27	2,450.77	28.14	211.34	1,409.77	5,073.79	11,051.68
15.85	30.90	0.30	1.01	5.70	0.91	80.30
1,950.96	3,976.39	215.04	483.73	5,362.45	2,442.49	16,421.14
1,168.17	1,510.29	82.38	253.47	2,090.19	1,194.85	7,190.40
56.00	137.63	0.62	4.21	19.80	2.72	243.13
2,212.59	3,309.54	86.38	312.44	2,076.27	1,865.38	10,950.92
289.00	429.89	5.72	32.58	227.28	124.66	1,280.59
823.61	1,634.22	45.14	152.69	2,588.75	2,843.19	9,019.11
10.26	20.21	0.18	1.63	1.59	0.78	41.78
274.65	296.75	2.97	37.94	142.89	22.26	840.16
17.35	25.38	2.25	1.21	6.97	1.19	102.93
7.94	8.22	3.28	1.41	6.42	1.29	58.51
2,036.91	1,928.92	229.74	299.65	3,890.73	497.46	10,504.91
3.42	3.83	0.00	0.03	3.28	0.03	10.68
79.88	114.97	1.96	4.61	38.22	7.96	271.17
<b>26,523.94</b>	<b>42,426.70</b>	<b>2,567.97</b>	<b>5,192.23</b>	<b>51,674.66</b>	<b>37,949.76</b>	<b>188,916.15</b>

**Table 5**
**Statewise Number of Offices, GDPI, Population, Literacy and State Domestic Product**

GDPO 2019-20 Rank	States / Union Territories	No. of Insurance Offices			State Domestic Product (₹ In Crores)		
		2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
35	Andaman & Nicobar Is.	10	10	11	NA	6,649	7,871
13	Andhra Pradesh	535	559	576	6,99,307	8,03,873	9,72,782
31	Arunachal Pradesh	14	12	10	24,353	20,259	24,603
19	Assam	244	246	242	2,01,064	2,54,341	3,15,881
18	Bihar	280	287	283	4,86,430	4,87,629	6,11,804
23	Chandigarh	67	66	66	30,304	31,823	42,114
15	Chhattisgarh	173	188	178	2,90,140	2,91,681	3,29,180
28	Dadra & Nagra Haveli	4	5	5	26,533		
34	Daman & Diu	3	3	3	NA		
7	Delhi	375	382	373	6,86,017	6,86,017	8,56,112
24	Goa	64	67	63	60,895	62,661	73,170
4	Gujarat	694	721	727	9,84,971	11,62,287	15,02,899
9	Haryana	336	354	364	5,47,396	5,47,396	8,31,610
22	Himachal Pradesh	114	120	122	1,10,511	1,36,198	1,65,472
21	Jammu & Kashmir	118	114	119	1,32,307	1,26,847	1,55,956
17	Jharkhand	206	215	212	2,41,955	2,55,271	3,28,598
3	Karnataka	710	750	771	12,68,881	13,11,297	16,99,115
12	Kerala	611	626	629	5,70,523	6,21,700	7,81,653
36	Lakshadweep	1	2	2	NA		NA
10	Madhya Pradesh	472	487	448	7,07,047	6,47,304	9,06,672
1	Maharashtra	1,294	1365	1412	22,03,231	24,96,505	26,32,792
33	Manipur	13	13	11	18,749	21,066	27,869
27	Meghalaya	30	32	31	27,305	30,218	36,572
29	Mizoram	13	13	11	14,204	17,613	19,520
32	Nagaland	13	14	13	20,524	21,488	27,283
14	Odisha	338	356	357	4,15,982	4,15,982	5,31,374
25	Puducherry	38	40	42	32,222	32,222	40,802
16	Punjab	489	490	489	4,08,815	4,28,340	5,74,760
5	Rajasthan	565	596	568	8,40,263	8,40,263	10,20,989
30	Sikkim	9	10	9	16,637	22,248	32,496
2	Tamil Nadu	1,264	1277	1209	13,38,766	14,27,074	18,45,853
11	Telangana	356	389	396	6,54,294	7,52,230	9,69,604
26	Tripura	45	47	47	NA	34,368	55,358
6	Uttar Pradesh	988	996	911	13,39,452	13,75,607	17,94,508
20	Uttarakhand	134	135	137	2,17,609	2,14,033	2,45,895
8	West Bengal	570	588	528	9,20,000	10,20,858	12,53,832
	<b>TOTAL</b>	<b>11,190</b>	<b>11,575</b>	<b>11,375</b>	<b>1,55,10,153</b>	<b>1,66,03,348</b>	<b>2,07,14,999</b>

Source: Compiled by GI Council as per the data shared by all the member companies

Premium Income (₹ Cr)			Population 2011	Population Growth % 2011 vs 2001	Literacy % 2011
2017-18	2018-19	2019-20			
38	337	42	3,79,944	7%	86%
5,031	5,272	5,521	5,03,96,150	11%	68%
55	79	75	13,82,611	26%	67%
1,300	1,482	1,644	3,11,69,272	17%	73%
2,993	1,958	2,207	10,38,04,637	25%	64%
800	811	840	10,54,686	17%	86%
2,183	2,929	3,703	2,55,40,196	23%	71%
85	87	103	3,42,853	55%	78%
30	68	59	2,42,911	54%	87%
8,855	10,036	10,505	1,67,53,235	21%	86%
569	682	536	14,57,723	8%	87%
13,135	13,687	14,908	6,03,83,628	19%	79%
5,506	6,501	8,026	2,53,53,081	20%	77%
738	864	938	68,56,509	13%	84%
973	1,073	1,026	1,25,48,926	24%	69%
1,423	2,147	2,273	3,29,66,238	22%	68%
11,964	13,816	15,720	6,11,30,704	16%	76%
5,485	6,623	6,966	3,33,87,677	5%	94%
7	3	11	64,429	6%	92%
8,700	9,098	7,253	7,25,97,565	20%	71%
31,561	35,238	41,562	11,23,72,972	16%	83%
38	45	62	27,21,756	19%	80%
192	206	62	29,64,007	28%	75%
79	94	85	10,91,014	23%	92%
53	80	72	19,80,602	0%	80%
2,961	3,216	4,738	4,19,47,358	14%	73%
252	271	271	12,44,464	28%	87%
2,888	3,215	3,402	2,77,04,236	14%	77%
7,729	9,660	11,052	6,86,21,012	21%	67%
62	77	80	6,07,688	12%	82%
13,661	15,137	16,421	7,21,38,958	16%	80%
4,996	6,002	7,190	3,42,69,383	20%	71%
124	156	243	36,71,032	15%	88%
9,382	10,551	10,951	19,95,81,477	20%	70%
1,016	989	1,281	1,01,16,752	19%	80%
5,797	6,958	9,019	9,13,47,736	14%	77%
<b>1,50,662</b>	<b>1,69,448</b>	<b>1,88,918</b>	<b>1,21,01,93,422</b>	<b>6.88%</b>	<b>28%</b>

**Table 6 Non-Life Insurance Industry Data**
**OVERALL**

Particular	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
No. of Offices	6,594	7,035	8,031	9,850	10,381	10,710	11,061	11,160	11,575	11,375
No. of Employees	93,347	95,726	99,143	1,04,968	1,06,776	1,12,536	1,16,657	1,26,638	1,35,308	1,41,631
No. of Agents	3,92,265	4,61,886	5,28,179	5,16,764	5,90,479	6,00,036	6,64,856	8,26,211	10,12,420	12,38,691
No. of Policies	916,47,085	10,02,83,049	10,91,99,876	11,66,84,458	12,60,66,389	12,64,88,513	16,11,77,462	18,27,53,266	19,05,38,989	24,16,48,383
No. of Claims	NA	NA	NA	2,43,14,712	2,40,95,470	2,88,27,034	3,21,43,460	3,08,81,598	3,63,11,387	5,22,50,584
GDPI (Rs in Crores)	46,949.25	58,089.52	69,186.42	77,525.17	84,685.69	96,379.39	1,28,128.39	1,50,662.00	1,69,448.44	1,88,916.15
Avg No. of Employees per Office	14	13	12	10	10	10	10	11	11	12
Avg No. of Policies per Office	13,899.56	14,254.88	13,597.29	11,846.14	12,143.95	11,810.32	14,571.69	16,375.74	16,461.25	21,243.81
Avg No. of Policies per Employee	981.79	1,047.61	1,101.44	1,111.62	1,180.66	1,123.98	1,381.64	1,443.11	1,408.19	1,706.18
Avg. GDPI per Office in Crs.	54	62	67	69	63	74	120	129	14	16.61
Avg. GDPI per Employee in Crs.	4	5	6	6	5	6	10	11	10	13

**GENERAL INSURERS**

Particular	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
No. of Offices	6264	6,669	7,588	9,372	9,839	10,107	10,385	10,300	10,607	10,183
No. of Employees	86363	87,666	89,398	92,952	93,279	96,894	95,824	99,714	1,05,180	1,07,493
No. of Agents	263701	2,92,995	3,16,539	3,66,102	3,88,367	3,65,009	3,73,538	4,27,672	4,91,323	5,57,096
No. of Policies	88583676	9,68,10,224	10,66,81,292	11,31,59,723	12,24,18,889	12,17,25,732	14,97,95,363	16,50,87,224	17,54,24,456	19,93,61,042
No. of Claims	NA	NA	NA	1,18,52,188	1,34,41,116	1,34,46,738	1,85,80,720	2,34,87,554	2,96,31,801	365,42,938
GDPI (Rs in Crores)	42577.96	52,848.07	63,005.54	70,581.40	77,641.03	87,384.78	1,14,023.36	1,33,214.02	1,49,945.99	1,64,006.60
Avg No. of Employees per Office	13	13	11	9	9	9	9	9	9	10.56
Avg No. of Policies per Office	14,141.71	14,516.45	14,059.21	12,074.23	12,442.21	12,043.71	14,424.20	16,027.89	16,538.56	19,577.83
Avg No. of Policies per Employee	1,025.71	1,104.31	1,193.33	1,217.40	1,312.39	1,256.28	1,563.23	1,655.61	1,667.85	1,854.64
Avg. GDPI per Office in Crs.	6	7	8	7	7	8	10	12	14	16.11
Avg. GDPI per Employee in Crs.	0	0	0	0	0	0	1	1	1	1.53

**STANDALONE HEALTH INSURERS**

Particular	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
No. of Offices	261	293	361	395	458	520	593	774	882	1106
No. of Employees	6218	7,286	8,915	11,136	12,625	14,755	19,947	25,990	29,208	33,266
No. of Agents	128269	1,68,803	2,11,417	1,50,442	2,01,885	2,34,871	2,91,201	3,98,405	5,20,948	6,81,432
No. of Policies	2420701	26,01,378	18,78,869	22,95,113	28,71,613	36,85,901	48,26,676	59,20,177	72,28,490	97,00,331
No. of Claims	NA	NA	NA	1,55,585	5,12,799	6,51,782	7,84,100	11,31,339	18,52,732	28,14,046
GDPI (Rs in Crores)	1535.77	1,659.77	1,726.21	2,245.03	2,942.56	4,152.66	5,857.84	8,314.17	11,354.03	14,472.89
Avg No. of Employees per Office	23	24	24	28	27	28	33	33	33	30.08
Avg No. of Policies per Office	9274.72	8,878.42	5,204.62	5,810.41	6,269.90	7,088.27	8,139.42	7,648.81	8,195.57	8770.64
Avg No. of Policies per Employee	389	357	210	206	227	249	241	227	247	291.60
Avg. GDPI per Office in Crs.	5	5	4	5	6	7	9	10	12	13.09
Avg. GDPI per Employee in Crs.	0	0	0	0	0	0	0	0	0	0.44

Source: Compiled by GI Council as per the data shared by all the member companies

### SPECIALISED INSURERS

Particular	2010-11	2011-12	82	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
No. of Offices	69	73	830	83	84	83	83	86	86	86
No. of Employees	766	774	223	880	872	887	886	934	920	872
No. of Agents	295	88	6,39,715	220	227	156	117	134	149	163
No. of Policies	6,42,708	8,71,447	NA	12,29,622	7,75,887	10,76,880	65,55,423	1,17,45,865	78,86,043	325,87,010
No. of Claims	NA	NA	4,454.67	1,23,06,939	1,01,41,555	1,47,28,514	1,27,78,640	62,62,705	48,26,853	128,93,600
GDPI (Rs in Crores)	2,835.52	3,581.68	10	4,698.74	4,102.10	4,841.95	8,247.19	9,133.81	8,148.41	10,436.65
Avg No. of Employees per Office	11	10	7,801.40	10	10	10	10	10	10	10.14
Avg No. of Policies per Office	9,314.61	11,937.63	770	14,814.72	9,236.75	12,974.46	78,981.00	1,36,579.83	91,698.17	3,78,918.72
Avg No. of Policies per Employee	839	1,125.90	54	1,397.30	889	1,214.07	7,398.90	12,575.87	8,571.79	37,370.42
Avg. GDPI per Office in Crs.	41	49	5	56	48	58	99	106	94	121.36
Avg. GDPI per Employee in Crs.	3	4		5	4	5	9	9	8	11.97

**Table 7 Gross Written Premium****(₹ in Crores)****OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	6,051	7,320	8,865	9,703	10,517	11,358	12,207	13,570	14,660	18,647
Engineering	2,260	2,690	2,859	2,943	2,730	2,732	2,615	2,542	2,738	2,903
Marine Cargo	1,616	1,953	2,051	2,159	2,188	2,248	2,238	2,356	2,583	2,851
Marine Hull	1,103	1,210	1,260	1,326	1,163	963	890	714	885	871
Motor OD	12,423	15,289	18,109	19,607	20,755	22,731	25,160	27,763	28,108	28,429
Motor TP	9,647	15,573	12,833	15,508	18,006	21,293	26,649	32,960	38,057	42,673
Aviation	557	646	662	630	597	611	604	591	812	999
Health	11,459	13,438	15,730	17,851	20,615	25,037	31,164	38,006	45,956	52,101
Personal accident	1,226	1,418	1,686	1,893	2,230	2,678	3,718	4,467	5,504	5,188
Liability	900	1,087	1,187	1,362	1,367	1,942	2,141	2,005	2,421	2,623
Other Miscellaneous	6,276	7,626	9,037	10,045	10,196	10,803	26,790	31,655	34,175	37,917
<b>TOTAL</b>	<b>53,515</b>	<b>68,249</b>	<b>74,277</b>	<b>83,027</b>	<b>90,365</b>	<b>1,02,396</b>	<b>1,34,177</b>	<b>156,629</b>	<b>1,75,899</b>	<b>1,95,202</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	6,051	7,320	8,865	9,703	10,517	11,358	12,207	13,570	14,660	18,647
Engineering	2,260	2,690	2,859	2,943	2,730	2,732	2,615	2,542	2,738	2,903
Marine Cargo	1,616	1,953	2,051	2,159	2,188	2,248	2,238	2,356	2,583	2,851
Marine Hull	1,103	1,210	1,260	1,326	1,163	963	890	714	885	871
Motor OD	12,423	15,289	18,109	19,607	20,755	22,731	25,160	27,763	28,108	28,429
Motor TP	9,647	15,573	12,833	15,508	18,006	21,293	26,649	32,960	38,057	42,673
Aviation	557	646	662	630	597	611	604	591	812	999
Health	9,956	11,817	14,047	15,668	17,718	20,994	25,575	30,123	35,146	38,225
Personal accident	1,197	1,384	1,648	1,838	2,136	2,508	3,451	4,072	4,943	4,571
Liability	900	1,087	1,187	1,362	1,367	1,942	2,141	2,005	2,421	2,623
Other Miscellaneous	3,436	4,040	4,577	5,339	6,083	5,935	18,534	22,462	26,020	27,480
<b>TOTAL</b>	<b>49,143</b>	<b>63,008</b>	<b>68,096</b>	<b>76,083</b>	<b>83,262</b>	<b>93,315</b>	<b>120,066</b>	<b>139,159</b>	<b>1,56,373</b>	<b>1,70,272</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	1,503	1,621	1,683	2,183	2,896	4,043	5,589	7,882	10,811	13,876
Personal accident	29	34	38	55	94	170	267	395	561	617
Other Miscellaneous	5	5	6	7	11	26	-	56	0	0
<b>TOTAL</b>	<b>1,537</b>	<b>1,660</b>	<b>1,726</b>	<b>2,245</b>	<b>3,001</b>	<b>4,239</b>	<b>5,856</b>	<b>8,333</b>	<b>11,372</b>	<b>14,493</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	2,836	3,582	4,455	4,699	4,102	4,842	8,256	9,137	8,154	10,437

Source : IRDAI reports and Council Compilation



**Table 8 Gross Incurred Claim Ratios (within India and abroad)**

**OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	62.7%	65.0%	42.0%	69.6%	75.4%	61.4%	72.7%	60.8%	78.0%	59.2%
Engineering	43.6%	49.4%	27.4%	77.4%	63.2%	53.6%	45.8%	27.8%	52.4%	73.9%
Marine Cargo	68.8%	73.9%	59.5%	68.0%	80.3%	90.4%	75.3%	57.1%	79.7%	63.7%
Marine Hull	115.9%	40.0%	62.9%	23.7%	57.5%	58.6%	105.4%	40.6%	69.5%	50.2%
Motor OD	59.2%	55.7%	53.5%	56.7%	59.8%	67.2%	70.0%	63.8%	72.4%	77.2%
Motor TP	109.8%	128.1%	106.5%	112.6%	96.8%	86.6%	94.0%	96.4%	87.2%	81.6%
Aviation	101.9%	64.1%	39.4%	40.3%	53.5%	123.1%	89.1%	90.2%	154.3%	80.2%
Health	88.5%	83.5%	84.7%	87.3%	89.3%	89.9%	95.4%	83.3%	79.8%	81.9%
Personal accident	61.1%	51.7%	49.2%	54.2%	50.5%	52.0%	60.2%	64.6%	64.1%	69.1%
Liability	34.7%	43.8%	39.4%	25.5%	23.6%	29.8%	26.3%	41.5%	47.3%	38.7%
Other Miscellaneous	53.7%	64.2%	70.5%	74.9%	97.6%	85.9%	91.6%	90.8%	87.7%	90.6%
<b>TOTAL</b>	<b>75.2%</b>	<b>79.4%</b>	<b>68.8%</b>	<b>77.2%</b>	<b>79.7%</b>	<b>77.4%</b>	<b>84.2%</b>	<b>79.6%</b>	<b>80.5%</b>	<b>79.5%</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	62.7%	65.0%	42.0%	69.6%	75.4%	61.4%	72.7%	60.8%	78.0%	59.2%
Engineering	43.6%	49.4%	27.4%	77.4%	63.2%	53.6%	45.8%	27.8%	52.4%	73.9%
Marine Cargo	68.8%	73.9%	59.5%	68.0%	80.3%	90.4%	75.3%	57.1%	79.7%	63.7%
Marine Hull	115.9%	40.0%	62.9%	23.7%	57.5%	58.6%	105.4%	40.6%	69.5%	50.2%
Motor OD	59.2%	55.7%	53.5%	56.7%	59.8%	67.2%	70.0%	63.8%	72.4%	77.2%
Motor TP	109.8%	128.1%	106.5%	112.6%	96.8%	86.6%	94.0%	96.4%	87.2%	81.6%
Aviation	101.9%	64.1%	39.4%	40.3%	53.5%	123.1%	89.1%	90.2%	154.3%	80.2%
Health	89.1%	84.1%	88.3%	92.1%	95.6%	96.8%	104.8%	91.2%	87.5%	90.3%
Personal accident	61.0%	51.6%	49.8%	55.4%	51.8%	53.9%	63.2%	68.7%	68.5%	75.1%
Liability	34.7%	43.8%	39.4%	25.5%	23.6%	29.8%	26.3%	41.5%	47.3%	38.7%
Other Miscellaneous	34.2%	39.8%	40.6%	52.2%	79.2%	88.1%	77.1%	84.0%	85.5%	92.0%
<b>TOTAL</b>	<b>74.8%</b>	<b>78.7%</b>	<b>67.1%</b>	<b>76.5%</b>	<b>78.6%</b>	<b>78.2%</b>	<b>83.1%</b>	<b>79.5%</b>	<b>81.7%</b>	<b>80.9%</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	84.4%	79.6%	54.7%	53.2%	51.3%	53.6%	52.4%	52.8%	54.9%	58.6%
Personal accident	63.2%	56.0%	24.5%	15.5%	19.6%	23.8%	20.8%	21.4%	25.9%	24.8%
Other Miscellaneous	57.7%	39.7%	14.5%	37.3%	20.1%	59.1%	-	34.2%	-	-
<b>TOTAL</b>	<b>83.9%</b>	<b>79.0%</b>	<b>53.9%</b>	<b>52.2%</b>	<b>50.2%</b>	<b>52.5%</b>	<b>51.0%</b>	<b>51.2%</b>	<b>53.5%</b>	<b>57.1%</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	77.4%	91.7%	101.3%	100.8%	125.0%	83.4%	124.1%	107.7%	94.5%	86.9%

Source : IRDAI reports and Council Compilation

**Table 9 Gross Commission Ratios (within India and abroad)****OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	6.3%	6.5%	6.6%	7.3%	7.6%	8.5%	7.9%	9.4%	11.7%	11.1%
Engineering	6.2%	6.6%	6.3%	6.6%	6.5%	6.6%	7.4%	8.7%	10.2%	10.8%
Marine Cargo	11.1%	10.4%	11.4%	11.2%	11.3%	10.1%	11.0%	11.9%	12.8%	11.9%
Marine Hull	1.8%	3.7%	2.4%	2.6%	2.4%	2.1%	2.9%	3.5%	4.0%	5.4%
Motor OD	7.2%	7.2%	8.1%	8.3%	7.6%	7.7%	7.8%	14.9%	18.2%	18.7%
Motor TP	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.5%	1.2%	1.7%
Aviation	2.4%	2.1%	2.1%	2.8%	2.5%	3.4%	3.5%	5.3%	5.7%	6.4%
Health	6.7%	6.9%	6.5%	7.2%	8.6%	7.7%	7.6%	8.1%	8.0%	8.5%
Personal accident	10.3%	10.1%	9.8%	9.8%	10.4%	10.0%	8.6%	8.6%	8.2%	9.3%
Liability	11.1%	10.8%	10.8%	11.6%	12.2%	11.4%	10.7%	11.6%	12.0%	12.0%
Other Miscellaneous	4.8%	5.1%	4.5%	4.7%	4.0%	3.8%	2.0%	2.6%	1.9%	1.7%
<b>TOTAL</b>	<b>5.5%</b>	<b>5.3%</b>	<b>5.7%</b>	<b>5.9%</b>	<b>6.0%</b>	<b>5.9%</b>	<b>5.1%</b>	<b>6.9%</b>	<b>7.4%</b>	<b>7.5%</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	6.3%	6.5%	6.6%	7.3%	7.6%	8.5%	7.9%	9.4%	11.7%	11.1%
Engineering	6.2%	6.6%	6.3%	6.6%	6.5%	6.6%	7.4%	8.7%	10.2%	10.8%
Marine Cargo	11.1%	10.4%	11.4%	11.2%	11.3%	10.1%	11.0%	11.9%	12.8%	11.9%
Marine Hull	1.8%	3.7%	2.4%	2.6%	2.4%	2.1%	2.9%	3.5%	4.0%	5.4%
Motor OD	7.2%	7.2%	8.1%	8.3%	7.6%	7.7%	7.8%	14.9%	18.2%	18.7%
Motor TP	0.2%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.5%	1.2%	1.7%
Aviation	2.4%	2.1%	2.1%	2.8%	2.5%	3.4%	3.5%	5.3%	5.7%	6.4%
Health	7.1%	7.0%	6.2%	6.8%	7.5%	7.0%	6.7%	7.1%	6.6%	6.9%
Personal accident	10.4%	10.2%	9.8%	9.7%	10.3%	10.0%	8.4%	8.3%	7.9%	9.2%
Liability	11.1%	10.8%	10.8%	11.6%	12.2%	11.4%	10.7%	11.6%	12.0%	12.0%
Other Miscellaneous	8.2%	8.9%	8.1%	8.1%	6.1%	6.5%	2.8%	3.7%	2.4%	2.2%
<b>TOTAL</b>	<b>5.8%</b>	<b>5.5%</b>	<b>5.9%</b>	<b>6.1%</b>	<b>5.9%</b>	<b>5.9%</b>	<b>5.2%</b>	<b>7.0%</b>	<b>7.4%</b>	<b>7.5%</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	4.0%	5.9%	8.9%	10.1%	15.6%	11.4%	11.6%	11.9%	12.6%	12.7%
Personal accident	4.7%	6.0%	8.7%	12.2%	11.2%	10.4%	11.1%	10.9%	10.2%	9.7%
Other Miscellaneous	6.7%	7.4%	7.5%	9.0%	8.6%	7.0%	-	16.8%	-	-
<b>TOTAL</b>	<b>4.0%</b>	<b>5.9%</b>	<b>8.9%</b>	<b>10.2%</b>	<b>15.4%</b>	<b>11.3%</b>	<b>11.6%</b>	<b>11.9%</b>	<b>12.5%</b>	<b>12.6%</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	0.6%	0.8%	0.8%	0.8%	0.8%	0.6%	0.1%	0.2%	0.2%	0.4%

Source : IRDAI reports and Council Compilation

**Table 10** Net Retention Ratios (defined as Net Written Premium divided by Gross Written Premium)

**OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	54.2%	52.9%	53.9%	52.2%	48.5%	49.3%	44.9%	38.5%	39.3%	36.7%
Engineering	46.9%	49.0%	48.3%	50.5%	48.1%	48.3%	47.2%	49.2%	46.5%	43.5%
Marine Cargo	67.1%	67.5%	70.2%	72.8%	73.6%	73.2%	70.9%	69.3%	67.9%	62.9%
Marine Hull	18.2%	18.9%	22.2%	23.9%	31.0%	25.9%	16.7%	25.1%	23.2%	26.0%
Motor OD	89.1%	89.5%	88.3%	91.2%	90.4%	90.1%	86.8%	87.6%	84.7%	81.9%
Motor TP	59.6%	57.6%	86.7%	90.2%	91.8%	92.4%	89.7%	87.6%	90.3%	88.7%
Aviation	25.5%	19.2%	30.8%	19.6%	24.3%	23.6%	57.4%	31.0%	31.1%	42.0%
Health	84.4%	86.4%	84.1%	88.9%	90.8%	89.6%	85.2%	79.8%	79.8%	80.1%
Personal accident	79.5%	78.7%	81.6%	86.0%	86.9%	84.1%	83.4%	83.8%	82.0%	83.9%
Liability	67.3%	64.0%	66.4%	69.8%	69.8%	63.7%	62.8%	62.5%	59.6%	57.0%
Other Miscellaneous	68.8%	64.5%	58.6%	59.6%	57.5%	59.4%	32.3%	32.8%	30.3%	28.7%
<b>TOTAL</b>	<b>71.3%</b>	<b>70.1%</b>	<b>75.2%</b>	<b>78.1%</b>	<b>78.9%</b>	<b>79.5%</b>	<b>70.2%</b>	<b>68.6%</b>	<b>68.4%</b>	<b>66.7%</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	54.2%	52.9%	53.9%	52.2%	48.5%	49.3%	44.9%	38.5%	39.3%	36.7%
Engineering	46.9%	49.0%	48.3%	50.5%	48.1%	48.3%	47.2%	49.2%	46.5%	43.5%
Marine Cargo	67.1%	67.5%	70.2%	72.8%	73.6%	73.2%	70.9%	69.3%	67.9%	62.9%
Marine Hull	18.2%	18.9%	22.2%	23.9%	31.0%	25.9%	16.7%	25.1%	23.2%	26.0%
Motor OD	89.1%	89.5%	88.3%	91.2%	90.4%	90.1%	86.8%	87.6%	84.7%	81.9%
Motor TP	59.6%	57.6%	86.7%	90.2%	91.8%	92.4%	89.7%	87.6%	90.3%	88.7%
Aviation	25.5%	19.2%	30.8%	19.6%	24.3%	23.6%	57.4%	31.0%	31.1%	42.0%
Health	85.7%	87.5%	84.7%	89.5%	91.8%	91.7%	86.3%	80.0%	80.2%	81.8%
Personal accident	79.7%	79.0%	82.0%	86.5%	87.4%	84.6%	83.9%	84.2%	81.9%	83.6%
Liability	67.3%	64.0%	66.4%	69.8%	69.8%	63.7%	62.8%	62.5%	59.6%	57.0%
Other Miscellaneous	65.7%	69.2%	62.6%	61.7%	54.4%	55.0%	32.6%	34.4%	30.5%	29.1%
<b>TOTAL</b>	<b>71.1%</b>	<b>70.5%</b>	<b>76.5%</b>	<b>79.2%</b>	<b>79.5%</b>	<b>80.3%</b>	<b>72.3%</b>	<b>70.6%</b>	<b>69.7%</b>	<b>68.3%</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	75.9%	78.5%	79.0%	84.6%	84.9%	79.1%	80.4%	79.2%	78.2%	75.6%
Personal accident	71.3%	65.7%	62.1%	70.9%	74.7%	76.3%	77.5%	79.4%	82.8%	85.7%
Other Miscellaneous	52.9%	70.1%	81.3%	86.5%	86.4%	87.5%	-	80.5%	-	-
<b>TOTAL</b>	<b>75.7%</b>	<b>78.2%</b>	<b>78.6%</b>	<b>84.2%</b>	<b>84.6%</b>	<b>79.0%</b>	<b>80.3%</b>	<b>79.3%</b>	<b>78.4%</b>	<b>76.0%</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	72.4%	59.2%	54.5%	57.1%	62.2%	64.7%	31.7%	28.7%	29.8%	27.7%

Source : IRDAI reports and Council Compilation

**Table 11 Net Earned Premium Income****(₹ in Crores)****OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	2,954	3,476	4,135	4,702	4,621	5,022	5,050	5,124	5,170	6,237
Engineering	959	1,178	1,344	1,448	1,394	1,317	1,280	1,160	1,222	1,225
Marine Cargo	981	1,163	1,370	1,596	1,790	1,659	1,665	1,619	1,716	1,792
Marine Hull	146	197	226	282	312	364	251	143	183	205
Motor OD	9,902	12,324	14,807	16,990	18,330	19,515	21,049	23,032	24,001	23,741
Motor TP	5,368	7,326	10,000	12,558	15,210	17,982	21,544	26,118	31,211	36,533
Aviation	141	111	187	143	144	160	158	176	194	353
Health	8,717	10,615	12,129	14,404	17,117	20,675	25,376	28,531	33,879	39,551
Personal accident	845	998	1,170	1,402	1,654	1,990	2,582	3,326	3,967	4,242
Liability	543	640	745	861	921	1,195	1,322	1,198	1,420	1,481
Other Miscellaneous	4,028	4,613	5,115	5,623	5,936	5,998	8,447	10,025	10,372	10,819
<b>TOTAL</b>	<b>34,585</b>	<b>42,641</b>	<b>51,226</b>	<b>60,010</b>	<b>67,428</b>	<b>75,878</b>	<b>88,725</b>	<b>1,00,453</b>	<b>1,13,334</b>	<b>1,26,179</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	2,954	3,476	4,135	4,702	4,621	5,022	5,050	5,124	5,170	6,237
Engineering	959	1,178	1,344	1,448	1,394	1,317	1,280	1,160	1,222	1,225
Marine Cargo	981	1,163	1,370	1,596	1,790	1,659	1,665	1,619	1,716	1,792
Marine Hull	146	197	226	282	312	364	251	143	183	205
Motor OD	9,902	12,324	14,807	16,990	18,330	19,515	21,049	23,032	24,001	23,741
Motor TP	5,368	7,326	10,000	12,558	15,210	17,982	21,544	26,118	31,211	36,533
Aviation	141	111	187	143	144	160	158	176	194	353
Health	7,738	9,465	11,061	12,881	15,028	17,762	21,323	23,161	26,459	29,993
Personal accident	827	975	1,146	1,367	1,602	1,883	2,399	3,060	3,559	3,766
Liability	543	640	745	861	921	1,195	1,322	1,198	1,420	1,481
Other Miscellaneous	2,075	2,523	2,839	3,063	3,310	3,136	5,572	7,364	7,865	8,142
<b>TOTAL</b>	<b>31,635</b>	<b>39,379</b>	<b>47,859</b>	<b>55,891</b>	<b>62,661</b>	<b>69,996</b>	<b>81,614</b>	<b>92,156</b>	<b>1,03,000</b>	<b>1,13,467</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	979	1,150	1,067	1,523	2,089	2,913	4,053	5,369	7,420	9,557
Personal accident	18	22	23	35	52	106	183	267	408	477
Other Miscellaneous	2	3	4	6	8	21	-	42	-	-
<b>TOTAL</b>	<b>1,000</b>	<b>1,175</b>	<b>1,095</b>	<b>1,564</b>	<b>2,149</b>	<b>3,041</b>	<b>4,236</b>	<b>5,678</b>	<b>7,828</b>	<b>10,034</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	1,951	2,086	2,272	2,555	2,618	2,841	2,875	2,619	2,506	2,677

Source : IRDAI reports and Council Compilation

**Table 12** Net Incurred Claim Ratios (defined as Net Incurred Claims divided by Net Earned Premium)

**OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	86.1%	96.8%	68.8%	76.5%	76.6%	74.2%	84.4%	82.4%	90.5%	78.1%
Engineering	60.5%	67.1%	40.9%	73.4%	45.1%	68.7%	63.3%	39.3%	53.4%	79.6%
Marine Cargo	79.1%	78.2%	64.8%	66.2%	65.0%	73.0%	68.2%	58.3%	77.2%	68.3%
Marine Hull	165.1%	116.2%	66.0%	47.4%	81.5%	67.0%	125.3%	144.5%	152.3%	96.6%
Motor OD	64.7%	60.6%	57.2%	56.6%	60.8%	70.3%	72.5%	67.0%	72.9%	78.0%
Motor TP	172.8%	153.6%	135.1%	110.4%	96.8%	93.0%	103.6%	98.0%	104.2%	90.6%
Aviation	101.6%	229.3%	54.3%	153.0%	120.8%	133.9%	116.9%	178.8%	183.9%	113.1%
Health	98.5%	92.8%	93.5%	97.0%	100.7%	101.9%	103.9%	93.6%	90.5%	87.7%
Personal accident	66.0%	55.5%	57.2%	61.8%	58.6%	62.3%	65.2%	78.2%	77.5%	67.1%
Liability	43.4%	34.6%	43.8%	30.2%	31.4%	40.1%	32.3%	35.9%	38.7%	51.0%
Other Miscellaneous	68.4%	61.5%	72.3%	80.1%	86.1%	82.9%	93.7%	87.4%	91.2%	100.1%
<b>TOTAL</b>	<b>92.8%</b>	<b>88.5%</b>	<b>83.1%</b>	<b>81.9%</b>	<b>81.9%</b>	<b>85.0%</b>	<b>90.9%</b>	<b>85.3%</b>	<b>89.2%</b>	<b>85.9%</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	86.1%	96.8%	68.8%	76.5%	76.6%	74.2%	84.4%	82.4%	90.5%	78.1%
Engineering	60.5%	67.1%	40.9%	73.4%	45.1%	68.7%	63.3%	39.3%	53.4%	79.6%
Marine Cargo	79.1%	78.2%	64.8%	66.2%	65.0%	73.0%	68.2%	58.3%	77.2%	68.3%
Marine Hull	165.1%	116.2%	66.0%	47.4%	81.5%	67.0%	125.3%	144.5%	152.3%	96.6%
Motor OD	64.7%	60.6%	57.2%	56.6%	60.8%	70.3%	72.5%	67.0%	72.9%	78.0%
Motor TP	172.8%	153.6%	135.1%	110.4%	96.8%	93.0%	103.6%	98.0%	104.2%	90.6%
Aviation	101.6%	229.3%	54.3%	153.0%	120.8%	133.9%	116.9%	178.8%	183.9%	113.1%
Health	100.1%	93.9%	96.5%	100.8%	105.9%	108.9%	112.6%	101.5%	98.3%	94.6%
Personal accident	66.2%	56.3%	57.8%	62.7%	59.5%	64.3%	68.5%	79.0%	83.3%	72.2%
Liability	43.4%	34.6%	43.8%	30.2%	31.4%	40.1%	32.3%	35.9%	38.7%	51.0%
Other Miscellaneous	50.4%	45.0%	50.8%	66.2%	66.8%	67.2%	80.0%	78.6%	86.4%	95.1%
<b>TOTAL</b>	<b>93.4%</b>	<b>89.1%</b>	<b>82.8%</b>	<b>81.7%</b>	<b>81.4%</b>	<b>85.5%</b>	<b>91.7%</b>	<b>86.1%</b>	<b>90.9%</b>	<b>87.1%</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	86.1%	83.7%	62.4%	65.2%	63.0%	59.4%	58.0%	59.3%	62.6%	66.0%
Personal accident	55.2%	22.5%	28.9%	25.0%	31.3%	26.8%	22.5%	69.2%	26.4%	26.4%
Other Miscellaneous	44.1%	52.3%	21.8%	41.9%	39.8%	49.6%	-	36.1%	-	-
<b>TOTAL</b>	<b>85.4%</b>	<b>82.5%</b>	<b>61.5%</b>	<b>64.2%</b>	<b>62.2%</b>	<b>58.2%</b>	<b>56.5%</b>	<b>59.6%</b>	<b>60.7%</b>	<b>64.1%</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	87.5%	81.5%	99.3%	96.7%	110.7%	100.5%	120.2%	112.9%	106.3%	115.4%

Source : IRDAI reports and Council Compilation

**Table 13** Net Commission Ratios (defined as Net Commission to Net Earned Premium)**OVERALL**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	4.2%	5.6%	5.9%	6.1%	9.2%	8.6%	6.2%	4.1%	6.6%	0.5%
Engineering	-9.8%	-0.2%	-12.9%	0.0%	-3.1%	-2.0%	-2.3%	3.1%	1.3%	4.5%
Marine Cargo	9.7%	9.4%	11.8%	10.9%	10.5%	10.7%	10.1%	12.4%	13.5%	12.9%
Marine Hull	-14.2%	-18.4%	-7.1%	-3.6%	-4.9%	-3.2%	-1.6%	1.6%	1.4%	3.9%
Motor OD	6.5%	6.6%	7.5%	7.8%	6.2%	6.7%	6.2%	14.5%	17.0%	17.6%
Motor TP	-0.6%	1.0%	-1.5%	-0.7%	-0.5%	-0.4%	-1.1%	-1.0%	0.6%	0.3%
Aviation	14.5%	13.0%	9.6%	2.9%	10.3%	7.4%	11.2%	11.1%	4.6%	7.1%
Health	5.4%	5.2%	4.2%	5.3%	5.6%	5.1%	3.7%	4.3%	4.1%	4.3%
Personal accident	9.4%	8.6%	9.0%	7.8%	8.4%	5.0%	3.6%	3.0%	1.4%	4.9%
Liability	12.2%	11.8%	12.7%	14.5%	14.9%	13.6%	12.6%	14.3%	12.2%	9.2%
Other Miscellaneous	-0.7%	-2.1%	-4.0%	-1.9%	-3.3%	-3.0%	-15.8%	-10.6%	-7.6%	-9.0%
<b>TOTAL</b>	<b>3.9%</b>	<b>4.2%</b>	<b>3.3%</b>	<b>4.3%</b>	<b>4.0%</b>	<b>3.9%</b>	<b>1.6%</b>	<b>3.9%</b>	<b>5.0%</b>	<b>4.5%</b>

**GENERAL INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Fire	4.2%	5.6%	5.9%	6.1%	9.2%	8.6%	6.2%	4.1%	6.6%	0.5%
Engineering	-9.8%	-0.2%	-12.9%	0.0%	-3.1%	-2.0%	-2.3%	3.1%	1.3%	4.5%
Marine Cargo	9.7%	9.4%	11.8%	10.9%	10.5%	10.7%	10.1%	12.4%	13.5%	12.9%
Marine Hull	-14.2%	-18.4%	-7.1%	-3.6%	-4.9%	-3.2%	-1.6%	1.6%	1.4%	3.9%
Motor OD	6.5%	6.6%	7.5%	7.8%	6.2%	6.7%	6.2%	14.5%	17.0%	17.6%
Motor TP	-0.6%	1.0%	-1.5%	-0.7%	-0.5%	-0.4%	-1.1%	-1.0%	0.6%	0.3%
Aviation	14.5%	13.0%	9.6%	2.9%	10.3%	7.4%	11.2%	11.1%	4.6%	7.1%
Health	5.7%	5.4%	4.0%	4.8%	5.1%	5.2%	3.3%	4.1%	3.4%	3.7%
Personal accident	9.5%	8.8%	9.2%	8.3%	8.3%	5.1%	3.6%	2.9%	0.9%	4.6%
Liability	12.2%	11.8%	12.7%	14.5%	14.9%	13.6%	12.6%	14.3%	12.2%	9.2%
Other Miscellaneous	5.5%	7.8%	2.6%	4.0%	-2.1%	0.4%	-12.1%	-6.4%	-6.0%	-8.2%
<b>TOTAL</b>	<b>4.6%</b>	<b>5.2%</b>	<b>4.0%</b>	<b>4.8%</b>	<b>4.1%</b>	<b>4.3%</b>	<b>2.2%</b>	<b>4.6%</b>	<b>5.4%</b>	<b>4.7%</b>

**STANDALONE HEALTH INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Health	2.8%	3.3%	6.6%	9.5%	9.3%	4.8%	5.5%	5%	6.3%	6.0%
Personal accident	3.1%	0.3%	2.6%	-9.9%	10.7%	3.2%	4.0%	4%	5.8%	7.1%
Other Miscellaneous	6.5%	7.1%	6.4%	8.6%	10.1%	3.3%	-	6%	-	-
<b>TOTAL</b>	<b>2.8%</b>	<b>3.3%</b>	<b>6.5%</b>	<b>9.0%</b>	<b>9.3%</b>	<b>4.7%</b>	<b>5.5%</b>	<b>5%</b>	<b>6.3%</b>	<b>6.0%</b>

**SPECIALISED INSURERS**

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Other Miscellaneous	-7.2%	-14.1%	-12.2%	-9.0%	-4.8%	-6.8%	-23.1%	-22.9%	-12.6%	-11.3%

Source : IRDAI reports and Council Compilation

**Table 14** Gross Underwriting Experience - Industry 2010-11 To 2019-20(Overall Figures)  
(₹ in Crores)

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Gross Direct Premium	48,214.62	59,792.24	71,205.52	79,935.76	87,151.37	99,332.95	1,30,970.11	1,53,437.54	1,72,482.74	1,92,192.59
Gross Written Premium	53,515.31	68,249.22	74,277.33	83,026.51	90,364.55	1,02,395.77	1,34,177.33	1,56,629.01	1,75,899.19	1,95,201.61
Gross Earned Premium	48,588.05	60,874.22	71,289.15	78,698.26	86,436.43	96,049.98	1,18,181.77	1,45,079.53	1,66,407.40	1,85,396.17
Gross Direct Claims	40,260.62	54,211.14	51,117.78	64,132.59	72,046.74	79,256.69	1,12,962.62	1,24,708.49	1,38,826.94	1,52,737.58
Gross Direct Claims as % to GDP	82.86%	89.05%	71.70%	81.49%	83.35%	82.52%	95.58%	85.96%	83.43%	82.38%
Gross Direct Commission	2,941.67	3,587.03	4,236.54	4,927.10	5,295.17	5,995.99	6,882.19	10,730.57	12,719.49	14,411.87
Gross Direct Commission as % to GWP	6.05%	5.89%	5.94%	6.26%	6.13%	6.24%	5.82%	7.40%	7.64%	7.38%
Expenses of Management	11,163.25	12,119.25	14,602.72	15,920.90	20,195.94	23,231.73	25,079.43	25,719.18	28,624.09	42,045.45
Expenses of Management as % to GWP	22.98%	19.91%	20.48%	20.23%	23.37%	24.19%	21.22%	17.73%	17.20%	21.54%
Underwriting Surplus/(Deficit)	(5,777.49)	(9,043.21)	1,332.11	(6,282.33)	(11,101.43)	(12,434.43)	(26,742.46)	(16,078.70)	(13,763.13)	(23,798.73)
Underwriting Surplus/(Deficit) as % to GDP	-11.89%	-14.86%	1.87%	-7.98%	-12.84%	-12.95%	-22.63%	-11.08%	-8.27%	-12.84%

**Table 15** Net Underwriting Experience - Industry 2010-11 To 2019-20 (Overall Figures)  
(₹ in Crores)

Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20
Net Written Premium	38,150.49	47,852.19	55,890.16	64,863.56	71,300.23	81,450.16	94,177.57	1,07,410.75	1,20,386.40	1,30,187.03
Net Earned Premium	34,585.43	42,641.17	51,226.17	60,009.74	67,428.11	75,877.60	88,724.95	1,00,452.71	1,13,333.77	1,26,179.00
Net Incurred Claims	32,100.28	37,738.90	42,549.95	49,163.80	55,231.87	64,495.03	80,662.18	85,650.15	1,01,051.02	1,08,390.26
Net Incurred Claims as % to NEP	92.81%	88.50%	83.06%	81.93%	81.91%	85.00%	90.91%	85.26%	89.16%	85.90%
Net Commission	1,332.02	1,772.19	1,708.13	2,578.11	2,663.81	2,973.01	1,380.24	3,966.62	5,694.77	5,673.96
Net Commission as % to NWP	3.49%	3.70%	3.06%	3.97%	3.74%	3.65%	1.47%	3.69%	4.73%	4.36%
Expenses of Management	11,163.25	12,119.25	14,602.72	15,920.90	20,195.94	23,231.73	25,079.43	25,719.18	28,624.09	42,045.45
EOM as % to NEP	32.28%	28.42%	28.51%	26.53%	29.95%	30.62%	28.27%	25.60%	25.26%	33.32%
Underwriting Surplus/(Deficit)	(10,010.12)	(8,989.17)	(7,634.62)	(7,653.07)	(10,663.51)	(14,822.17)	(18,396.91)	(14,883.25)	(22,036.11)	(29,930.67)
Underwriting Surplus/(Deficit) as % to NEP	-28.94%	-21.08%	-14.90%	-12.75%	-15.81%	-19.53%	-20.73%	-14.82%	-19.44%	-23.72%



# Caveats

The Indian Non-life Insurance Industry Yearbook 2019-20 is in its seventh edition. The endeavour has been to reflect industry trends for various stake holders. This Yearbook maybe read keeping in view the following caveats:

## 1. Definitions of terms used

The specific definition of various Non-Life industry business parameter terms used in this Yearbook 2019-20 are as per existing IRDAI Guidelines ( Extract reproduced for ready reference).

As per IRDAI Master Circular on preparation of Financial Statements – General Insurance Business, October 2012 and corrigendum dated 3rd July, 2013:



- i. **Gross Direct Premium :** Premium booked directly from the Insured/policyholders excluding the service tax element thereon;

Explanation: Gross Direct Premium in India: Premium booked directly within India from the Insured/policyholders excluding the service tax element thereon;

- ii. **Gross Written Premium :** Gross Direct Premium plus Inward Reinsurance Premium accepted during the period (Direct premium plus premium on reinsurances accepted);

- iii. **Net Premium / Net Written Premium / Net Retained Premium :** Gross Written Premium less premium on reinsurances ceded (Retention of the insurer after considering all types of reinsurances);

- iv. **Net Earned Premium :** Net Premium after adjustment for movement in the Reserves for Unexpired Risks in any given Accounting period;

- v. **Gross Incurred Claims :** Gross claims paid plus gross movement in claims outstanding (including gross IBNR/IBNER). This includes claims relating to both Direct and Reinsurance Accepted.

Explanation :

**Gross Incurred Claims** = Gross Claims paid (both Direct and Reinsurance Accepted) PLUS Gross claims outstanding at the end of the period (both direct and reinsurance accepted) LESS Gross claims outstanding at the beginning of the period (both Direct and Reinsurance accepted)

- vi. **Net Incurred Claims :** Net Claims after accounting for recovery of claims from reinsurers. This includes net claims relating to both Direct and Reinsurance accepted.

Explanation :

**Net Incurred Claims** = Net Claims paid (Gross Claims paid less reinsurance recoveries of claims) PLUS Net Claims outstanding at the end of the period (both direct and reinsurance accepted) LESS Net claims outstanding at the beginning of the period (both direct and reinsurance accepted). Net outstanding claims include Net IBNR/IBNER

- vii. **Combined Ratio** = Net Incurred Claims / Net Earned Premium PLUS Expenses of Management (including net commission) / Net written premium.







2. The other terms used in this Yearbook which are not part of the above list, carry the meanings as used in common business parlance in the Indian Non-life Insurance Industry context.

### 3. Data Sources

1. Insurance Regulatory and Development Authority of India – Annual Reports 2015-16 and prior years from 2007-08 onwards;
2. Planning Commission Archives regarding GDP Current prices and GDP annual growth rate from Niti Aayog website and SDP Data for states wherever made available in Niti Aayog web site;
3. Gross State Domestic Product (GSDP) at current prices wherever made available mostly from secondary sources of data;
4. Handbook of Statistics on Indian Economy, RBI 2019-20
5. Growth rates of GDP at factor cost (at 2004-05 prices & 2011-12 prices) from RBI website;
6. Public disclosures of non-life insurance companies as at 31st March 2020;
7. Data collected and collated by the General Insurance Council as at 31st March 2020, ( referred to as Council Compilation)
8. Ten year data of premiums, commissions and claims obtained from all the member companies (except GIC Re) and collated;
9. Rural premiums have been collated from premium figures sent by member companies to IRDAI on monthly basis;
10. Analysis of paid claims and outstanding claims as on 31.3.2020 have been attempted through collating figures sent by member companies to IRDAI ( Form 6 of Form I-X);
11. The heat-maps data have also been taken from the IRDAI (Form I-X) submitted by member companies;

4. Financial figures are in ₹ Crores, where ₹ 1 Crore = ₹ 10 Million

### 5. Disclaimer & Copyrights

The Yearbook 2019-20 has been made with an objective to reflect trends in the Non – Life Insurance Industry in India. The aim is to provide the user with an understanding of the working of the Non – Life Insurance Industry. The data and analysis forming part of the Yearbook should be considered for information purposes only. The factual correctness of the data has been sought to be ensured by using publicly available information as reported in IRDAI annual reports, Non – Life Insurance company public disclosures and annual reports and data reported to the General Insurance Council as per designated formats. Different sources of data have been used for segment-wise, state-wise as well as consolidated GDPI charts. It is observed that there are minor differences between the data contained in these sources which could be due to inconsistencies in reporting data or timing differences. Users may please take note of this while making use of tables and charts in this Yearbook.

The macro-economic data has been primarily taken from the publicly available information on the erstwhile planning commission archives/Niti Aayog website/RBI/Ministry of Finance and other secondary sources of data.

INDIAN NON-LIFE INSURANCE INDUSTRY  
**YEARBOOK**  
2019-20



General Insurance Council  
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