



# UNIVERSAL SOMPO GENERAL INSURANCE CO LTD

Regd & Corp Office : Unit No 401, 4th Floor, Sangam Complex, 127, Andheri Kurla Road, Andheri (E), Mumbai - 400059

<b>Policy Number:</b>	
<b>Issuing Office:</b>	
<b>Collection No./ Receipt No:</b>	
<b>Collection Date:</b>	
<b>Intermediary Code:</b>	
<b>Intermediary Name:</b>	
<b>Contact Number:</b>	

## PREAMBLE

You, the Insured/Policy Holder, have applied to Us, for insurance and this document is the Policy setting out the details of the insurance which You have requested. When drawing up this Policy, We have relied on the information and statements which You have provided in the Proposal Form

In return for payment of the premium shown in the Schedule, We agree to insure You on happening of covered event during the Policy Period as stated in Schedule, upon which one or more benefits become payable under the Policy, subject to the terms and conditions contained herein or endorsed on this Policy.

## PART I OF SCHEDULE

### 1. Details of Policy Holder:

**Name of the School/Educations Institutes:** \_\_\_\_\_

**Mail Address of School / Educational Institutes:** \_\_\_\_\_

\_\_\_\_\_

### Details of Insured Member's (Students) :- Section A – Details as per Annexure

Sl. No	Name of Students	Gender	DOB of Student	Name of Parents	Nominee	Nominee Relationship to the Insured Member	Sum Insured per Student
Total No.			Total Sum Insured of the Section A- Covering Students				

### 2. Details of Insured –Parents covered if opted as per Section A

*(Details as per Annexure)*

Name	Date of Birth	Gender	Occupation	Mailing Address	Contact Details	Sum Insured Per Parent	Nominee	Relationship of Nominee with Insured
Total No.				Total Sum Insured of the Section A- Covering Parents				

### 3. Policy coverage



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Policy Period:	
Start Date and Hour:	
End date and Hour:	

#### 4. Territorial Scope: Within India

#### 5. Endorsement Details

Section	Endorsements	Details	Y/N	Additional Premium
	Endorsement 1 On Premises Clause (Section A)	Restricts cover only to the premises.		
	Endorsement- 2 Reinstatement Value Clause	Basis of settlement under Section C Fire Cover shall be on reinstatement value		

#### 6. Benefits and Extensions

		Benefit Table (Base cover)						
Section	Benefit	Cover	Benefit Amount	Y/N	Sum Insured per Student (Rs.)	Total no. of Students	Total Sum Insured	Total Premium
Section A	Benefit 1	Death of the Parent resulting from Accident	100% of Sum Insured					
	Benefit 2	Permanent Total Disablement of the Parent resulting from Accident	100% of the Sum Insured					
	Benefit 3	Permanent Partial Disablement of the Parent resulting from Accident	As per disability % indicated					
	Benefit 4	Death of Student resulting from Accident	100% of Sum Insured					
	Benefit 5	Permanent Total Disablement of Student following an Accident	100% of Sum Insured					
	Benefit 6	Permanent Partial Disablement of the Student resulting from Accident	As per disability % indicated					



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## EXTENSIONS UNDER Section A

Section	Extension	Cover	Benefit Amount	Y/N	Sum Insured per Student (Rs.)	Total Sum Insured	Deductible	Total Premium
<b>Extensions under Section A</b>	Extension 1	Loss of Personal Belongings (Specified Articles)	Rs X as indicated against for each of specified personal belongings					
	Extension 2	Pedal Cycle-Cover for loss or theft of pedal cycle	Sum Insured as indicated.					
	Extension 3	Cost of Study in case of Accidental Death/ Permanent Total Disablement of the Parent.	Subject to maximum of Rs X per semester for remaining X semesters					
	Extension 4	Ambulance Charges Extension	Up to Rs. _____ per event subject to a maximum of _____ events. Payment of all claims under Ext 6 of Sec A in aggregate for policy period this extension shall be given in multiples of Rs 1000 or Rs 500 as opted by the Policyholder but in no case shall exceed 2% of Sum Insured of Ambulance Charges Extension.  Max. 2% of Sum Insured.					
	Extension 5	Compassionate Visit	Upto Rs. _____ per event subject to a maximum of _____ events. Payment of all claims under Ext 7 of Sec A in aggregate for Policy Period This cover under this extension shall be given in multiples of Rs 1000 or Rs 500 as opted by the Policyholder but in no case shall exceed 2% of Accidental Sum Insured of the Student under the Policy.  Max. 2% of Sum Insured.					



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Extension 6	Reimbursement of Examination Fees	Upto Rs. _____ per event subject to a maximum of _____ events. Payment of all claims under Ext 8 of Sec A in aggregate for Policy Period in no case shall exceed 1% of the Accidental Sum Insured of Reimbursement of Examination Fees.  Max. 1% of Sum Insured.						
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## SECTION B – MEDICAL COVER (If Opted)- Details as per Annexure

Section	Benefit	Cover	Benefit Amount	Y/N	Sum Insured per Student (Rs.)	Total no. of Students	Total Sum Insured	Total Premium
Section B	Benefit 1	Medical Cover	Sum Insured as mentioned					

## SECTION C – FIRE COVER (If Opted)

Section	Benefit	Cover	As mentioned below	Total Sum Insured (Rs.)	Deductible	Total Premium
Section C	Benefit 1	Fire and Special Peril cover	Location wise Sum Insured subject to Max Sum Insured as indicated under the policy.			

## Building within School/ Educational Institute Premises – More than one building in the same compound

S. N.	Description of Property covered under Section C	Building 1	Building 2	Building 3
1.	<b>Building</b>			
a	Value			
b	Proposed SI			
c	Location			
2.	<b>Furniture, Fixtures and Fittings</b>			
a	Value			
b	Proposed SI			
c	Location			
3.	<b>Machinery and Equipment/ Laboratory Equipment</b>			
a	Value			
b	Proposed SI			
c	Location			
4.	<b>Library Books (if extension is opted)</b>			
a	Value			
b	Proposed SI			
c	Location			

## EXTENSIONS UNDER SECTION C

Section	Extension	Cover	Benefit Amount	Y/N	Sum Insured per Staff (Rs.)	Deductible	Total Sum Insured	Total Premium





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In witness

For and On Behalf of **Universal Sompo General Insurance Company Limited**

**Authorised Signatory**

Consolidated Stamp Duty Rs.....paid towards Insurance Policy stamp vide receipt  
no.....dated..... of General Stamp office Mumbai



**PART II OF SCHEDULE**

**DEFINITIONS**

For the purposes of this Policy and endorsements, if any, the terms mentioned below shall have the meaning set forth:

Where the context so requires, references to the singular shall also include references to the plural and references to any gender shall include references to all genders.

**Addition/Deletion of members:** additional member can be added or deleted for section A and Section B. Premium for the same may be added or refunded at pro- rata basis as applicable for section A or section B

**Any One Illness**

Any one illness means continuous Period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment may have been taken.

**Accident**

An accident is a sudden, unforeseen and involuntary event caused by external, visible and violent means.

**Age**

Means completed years as at the commencement of the Policy. Minimum age for enrollment under this Policy is 3 years.

**Ambulance**

Means any vehicle used solely for the conveyance of injured persons from Accidental location or residential place of the Insured or Hospital to any Hospital in emergency cases.

**Alternative treatments**

Alternative treatments are forms of treatments other than treatment "Allopathy" or "modern medicine" and includes Ayurveda, Unani, Sidha and Homeopathy in the Indian context

**“Break in policy”**

It occurs at the end of the existing policy term, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof.

**Cashless facility**

"Cashless facility" means a facility extended by the insurer to the insured where the payments, of the costs of treatment undergone by the insured in accordance with the policy terms and conditions, are directly made to the network provider by the insurer to the extent pre-authorization approved.

**Company**

Means "Universal Sompo General Insurance Company Limited."

**Condition Precedent**

Condition Precedent shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional upon.

**Congenital Anomaly**

Congenital Anomaly refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.

- a) Internal Congenital Anomaly - Congenital anomaly which is not in the visible and accessible parts of the body
- b) External Congenital Anomaly - Congenital anomaly which is in the visible and accessible parts of the body



**Contribution:**

Contribution is essentially the right of an insurer to call upon other insurers liable to the same insured to share the cost of an indemnity claim on a rateable proportion of Sum Insured. This clause shall not apply to any Benefit offered on fixed benefit basis.

**Co-payment:**

A co-payment is a cost-sharing requirement under a health insurance policy that provides that the policyholder/insured will bear a specified percentage of the admissible claim amount. A co-payment does not reduce the Sum Insured

**Contents**

Means the household goods and personal property within the house specifically declared by Insured at time of proposal, excluding permanent fixtures and fittings to the house owned by You and / or Your family.

**Day**

Means a period of 24 consecutive hours.

**Daily Allowance** is the amount specified as such in the Schedule

**Day care centre**

A day care centre means any institution established for day care treatment of illness and/or injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under

- has qualified nursing staff under its employment;
- has qualified medical practitioner/s in charge;
- has a fully equipped operation theatre of its own where surgical procedures are carried out;
- maintains daily records of patients and will make these accessible to the insurance company's authorized personnel

**Day Care Treatment**

Day care treatment refers to medical treatment, and/or surgical procedure which is:

- i. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and
- ii. which would have otherwise required a hospitalization of more than 24 hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition

Please see the list of such listed procedures enclosed as Appendix- A to the Policy

**Deductible**

Means the amount of expenses to be paid or supported by the Insured before Policy benefits become payable

**Dental Treatment**

Dental treatment is treatment carried out by a dental practitioner including examinations, fillings (where appropriate), crowns, extractions and surgery excluding any form of cosmetic surgery /implants.

**Disclosure to information norm**

The Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.



## **Emergency Care:**

Emergency care means management for a severe illness or injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the insured person's health

## **Grace Period:**

Grace period means the specified period of time immediately following the premium due date during which a payment can be made to renew or continue a policy in force without loss of continuity benefits such as waiting periods and coverage of pre existing diseases. Coverage is not available for the period for which no premium is received.

## **Hospital**

A hospital means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- has qualified nursing staff under its employment round the clock;
- has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
- has qualified medical practitioner(s) in charge round the clock;
- has a fully equipped operation theatre of its own where surgical procedures are carried out;
- maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

## **Hospitalisation**

Means admission in a Hospital for a minimum period of 24 In patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.

## **Injury**

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

## **Illness/ Disease**

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Policy Period and requires medical treatment.

- a) **Acute Condition** - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.
- b) **Chronic condition** - A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics:—it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests—it needs ongoing or long-term control or relief of symptoms— it requires your rehabilitation or for you to be specially trained to cope with it—it continues indefinitely—it comes back or is likely to come back.



## **Educational Institution**

Means an educational establishment in India recognised by the Government of India, UCG, NCERT or AICTE, providing education- related services to Schools/ Educational Institutes and other educational institutions.

## **Insured**

Means the individual whose name is specifically appearing in the Schedule/ Certificate of Insurance herein after referred as “You”/”Your”/”Yours”/”Yourself”.

## **Insured Asset**

Means a physical object performing function or functions, as per manufacturers’ specification and for the purpose of this Policy shall include the following: Pedal Cycle, Personal Belongings such as laptop, baggage etc specifically mentioned in Part I of the Schedule and is the subject matter of insurance under the Policy.

## **Insured Event**

Means any event specifically mentioned as covered under this Policy.

## **Insured Property**

Means the “Premises” i.e the building together with its land and outbuildings, furniture, fixtures and fittings, machinery and equipment which is the subject matter of insurance under Section C of the Policy whose description is specifically appearing in Schedule.

## **Loss of Use**

Means the total paralysis of one or more limbs or loss of hearing of one or both the ears or loss of vision of one or both the eyes which is certified in writing by a Medical Practitioner to be permanent, complete and irreversible.

## **Market Value**

Means the new replacement value of a similar item less depreciation.

## **Medical Expenses**

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

## **Medically Necessary**

Medically necessary treatment is defined as any treatment, tests, medication, or stay in hospital or part of a stay in hospital which

- is required for the medical management of the illness or injury suffered by the insured;
- must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- must have been prescribed by a medical practitioner,
- must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

## **Medical Practitioner:**

A Medical Practitioner is a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license and is not a close member of Insured’s family

## **Network Provider:**



"Network Provider" means hospitals or health care providers enlisted by an insurer or by a TPA and insurer together to provide medical services to an insured on payment by a cashless facility. The Company has agreement with E-meditek, TTK and Raksha for serving health insurance policies.

### **Nominee**

Means the person(s) nominated by the Policyholder to receive the insurance benefits under this Policy payable on the death of the Insured caused by an Accident. .

### **Pedal Cycle**

Means a bicycle, also known as a bike, pushbike or cycle that is pedal-driven, human-powered, single-track vehicle having two wheels attached.

### **Permanent Total Disablement**

Means disablement, as a result of Bodily Injury, which:

- i. Continues for a period of twelve (12) consecutive months and
- ii. Is confirmed as total, continuous and permanent by a Physician after twelve (12) consecutive months and
- iii. Entirely prevents You from engaging in or giving attention to gainful occupation of any and every kind for the remainder of Your life.

### **Period of Insurance**

Means the period as specifically appearing in the Policy Schedule and commencing from the Policy Period Start Date of the first Policy taken by You from Us and then, running concurrent to Your Current Policy subject to Your continuous renewal of such Policy with Us.

### **Policyholder**

Means the School/ Educational Institutes named as such in the Schedule who is responsible for payment of premium for executing this Policy.

### **Policy**

Means the document evidencing the contract of insurance and includes endorsements issued thereto, changing either the scope of cover, terms and conditions, or any other narration made in the Policy. "**Certificate of Insurance**" for the purpose of Policy shall mean and include the certificate issued to You by Us or on Our behalf evidencing Your participation in the Policy.

### **Policy Year**

Means a period of twelve months beginning from the Policy Start Date, as specified in Part I of the Schedule, and ending on the last day of such twelve month period. For the purpose of subsequent years, following the first year of the Policy Period, "Policy Year" shall mean a period of twelve months beginning from the end of the previous Policy Year and lapsing on the last day of such twelve month period, till the Policy End Date as specified in Part I of the Schedule.

### **Policy Period**

Means the period commencing at the Policy Period Start Date and ending at the Policy Period End Date, as specifically stated in the Schedule and for which the insurance cover will remain valid. For group policies, Policy Period refers to group policy period, within which certificates of insurance are issued to members of the group. Also, for group policies, references to Policy Period will imply Cover Period wherever applicable.

The policy period for this product is for one years but the sum insured of the policy would be the maximum liability of the company for claims during this annual period of the policy , Sum Insured & Claim would go as per year basis and would not be accumulated and carried forward to the next year at renewal.



**Cover Period**

Means the period as specified in the Certificate of Insurance for which You are covered under the Policy and which shall fall within the Policy Period. The Cover Period normally starts on the date of enrolment of Insured into the group and is included within the Policy Period.

**Physical Separation**

Means with respect to the hand, severance of limb at or above wrists, and with respect to the foot, severance of limb at or above the ankle.

**Pre-hospitalization Medical Expenses**

Medical Expenses incurred immediately before the Insured Person is Hospitalised, provided that:

- i) Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalisation was required, and
- ii) The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.

**Post Hospitalisation Medical Expenses:**

Medical Expenses incurred immediately after the insured person is discharged from the hospital provided that:

- i) Such Medical Expenses are incurred for the same condition for which the insured person's hospitalization was required and
- ii) The inpatient hospitalization claim for such hospitalization is admissible by the insurance company

**Professional Sports**

Means a sport, which would remunerate a player in excess of 50% of his annual income as a means of his/her livelihood.

**Portability:**

Portability means transfer by an individual health insurance policyholder (including family cover) of the credit gained for pre-existing conditions and time-bound exclusions if he/she chooses to switch from one insurer to another.

**Pre-Existing Disease:**

Any condition, ailment or injury or related condition(s) for which you had signs or symptoms, and / or were diagnosed, and / or received medical advice / treatment within 48 months to prior to the first policy issued by the insurer.

**Qualified Nurse:**

Qualified nurse is a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

**Reasonable and Customary Charges:**

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

**Room Rent:**

Means the amount charged by a hospital for the occupancy of a bed on per day (24 hours) basis and shall include associated medical expenses.

**Renewal**



Renewal defines the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of all waiting periods.

**Reinstate**

Means to incur cost of replacement or reinstatement of a property of the same kind or type but not superior to or more extensive than the insured property when it was new.

**Subrogation**

Subrogation shall mean the right of the insurer to assume the rights of the insured person to recover expenses paid out under the policy that may be recovered from any other source.

**Surgery**

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

**Scheduled Airline**

Means civilian scheduled air carrier operating civilian flights, holding a certificate, license or similar authorization for civilian scheduled air carrier transport issued by the country of the aircraft's registry, and which in accordance therewith flies, maintains and publishes tariffs for regular passenger service between named cities at regular and specified times, on regular or chartered flights operated by such carrier.

**Sum Insured**

Means the sum as mentioned in the Schedule against the respective benefit(s) which represents Our maximum liability for any or all claims under this Policy during the Policy Period.

**Staff**

Means professional personnel directly involved in teaching students, including classroom teachers; special education teachers; and other teachers who work with students as a whole class in a classroom, in small groups in a resource room, or in one-to-one teaching inside or outside a regular classroom. Teaching staff also includes chairpersons of departments whose duties include some amount of teaching, but it does not include non-professional personnel who support teachers in providing instruction to students, such as teachers' aides and other paraprofessional personnel. Staff would also include non-teaching members of the Educational Institute who are engaged as professionals rendering various services to the Institution such as cleaners, peons etc.

**Student**

Means the persons nominated by the Policyholder as mentioned in the Schedule entitled to receive benefits upon occurrence of Insured Events under this Policy and are also the "Insured" under the Policy subject to terms and conditions contained in this Policy or endorsed hereon. For the purpose of avoidance of doubt, it is clarified that if the Student is a minor and if so opted by the Policyholder at time of proposal, the benefits accrued under this Policy upon occurrence of Insured Events shall be entitled to the Nominee under the Policy.

**Unproven/Experimental treatment:**

Treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.

**You/Your/Yours/Yourself**



Means the person(s) that We insure and is/are specifically named as Insured in the Schedule.

**We/Our/Ours/Us**

Means Universal Sompo General Insurance Company Limited.

**War**

Means war , whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

**I. SECTION A**

**1. SCOPE OF COVER**

We hereby agree, subject to the terms, exclusions and conditions herein contained or otherwise expressed hereon, to pay to the Insured (or his Nominee/ legal heir/ guradian, as the case may be) a sum as compensation on occurrence of any Insured Event, as specifically described hereunder, under different Benefit(s) (and Extensions – if any) arising due to an Injury sustained by the Insured Person during the Policy Period but not exceeding the Sum Insured as specified under the respective Benefits (and Extensions – if any) under Section A.

**1.1 Benefit 1: Insured Event - Death of the Parent resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section 1.1 and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured as mentioned against Benefit 1 under Section A in the Schedule to this Policy, on the occurrence of death of the Parent, provided such death results solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury. Provided that the date of occurrence of the Accident falls within the Policy Period.

**1.2 Benefit 2: Insured Event - Permanent Total Disablement (PTD) of the Parent resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section 1.2 and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured, in the manner indicated below, on the occurrence of any of the following losses, provide such losses to the Parent are total and irrecoverable losses which result solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury. Provided that the date of occurrence of the Accident falls within the Policy Period.

- (i) Loss of Use of both eyes, or Physical Separation/ Loss of Use of two entire hands or two entire feet, or one entire hand and one entire foot, or of such Loss of Use of one eye and such Physical Separation/ Loss of Use of one entire hand or one entire foot, then the Sum Insured as stated under Benefit 2, Section A in the Schedule to this Policy hereto as applicable to such Insured Person.
- (ii) Physical Separation/ Loss of Use of two hands or two feet, or of one hand and one foot, or of Loss of Use of one eye and Loss of Use of one hand or one foot, then the Sum Insured as stated under Benefit 2, Section A in the Schedule to this Policy hereto as applicable to such Insured Person.
- (iii) If such Injury shall as a direct consequence thereof, permanently, and totally, disable the Insured Person from engaging in any employment or occupation of any description whatsoever, then the Sum Insured as stated under Benefit 2, Section A in the Schedule to this Policy hereto as applicable to such Insured Person.

**1.3 Benefit 3: Insured Event - Permanent Partial Disablement (PPD) of the Parent resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured as mentioned against Benefit 3 under Section A this Policy as applicable to the Parent in the manner indicated below, on the occurrence of any of the following losses, provided such losses to the Parent are irrecoverable losses and result in Loss of Use or Physical Separation which arises solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury.

Provided that the date of occurrence of the Accident falls within the Policy Period

**Losses covered****Percentage of Sum Insured****i. Loss of Use/ Physical Separation:**

a. One entire hand 50

b. One entire foot 50

**ii. Loss of Use of one eye** 50

**iii. Loss of toes – all** 20

a. Great both phalanges 5

b. Great – one phalanx 2

c. Other than great if more than one toe lost each 1

**iv. Loss of Use of both ears** 50

**v. Loss of Use of one ear** 20

**vi. Loss of four fingers and thumb of one hand** 40

**vii. Loss of four fingers** 35

**viii. Loss of thumb**

a. Both phalanges 25

b. One phalanx 10

**ix. Loss of Index finger**

a. Three phalanges 10

b. Two phalanges 8

c. One phalanx 4

**x. Loss of middle finger**

a. Three phalanges 6

b. Two phalanges 4

c. One phalanx 2

**xi. Loss of ring finger**

a. Three phalanges 5

b. Two phalanges 4

c. One phalanx 2

**xii. Loss of little finger**

a. Three phalanges 4

b. Two phalanges 3

c. One phalanx 2

**xiii. Loss of metacarpus**

a. First or second (additional) 3

b. Third, fourth or fifth (additional) 2

**xiv. Any other partial disablement**

% as assessed by a panel doctor

**1.4 Benefit 4: Insured Event – Death of Student resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section 1.4 and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured as mentioned against Benefit 4 under Section A of this Policy, on the occurrence of death of the Student, provided such death results solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury. Provided that the date of occurrence of the Accident falls within the Policy Period

**1.5 Benefit 5: Insured Event- Permanent Total Disablement of Student resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section 1.5 and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured as mentioned in Benefit 5 in the Schedule to this Policy, on the occurrence of any of the following losses, provide such losses to the Student are total and irrecoverable losses which result solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury. Provided that the date of occurrence of the Accident falls within the Policy Period.

- (i) Loss of Use of both eyes, or Physical Separation/ Loss of Use of two entire hands or two entire feet, or one entire hand and one entire foot, or of such Loss of Use of one eye and such Physical Separation/ Loss of Use of one entire hand or one entire foot,
- (ii) Physical Separation/ Loss of Use of two hands or two feet, or of one hand and one foot, or of Loss of Use of one eye and Loss of Use of one hand or one foot,
- (iii) If such Injury shall as a direct consequence thereof, permanently, and totally, disable the Insured Person from engaging in any employment or occupation of any description whatsoever

**1.6 Benefit 6: Insured Event - Permanent Partial Disablement (PPD) of the Student resulting from Accident**

We agree, subject to the terms, conditions and exclusions applicable to this Section and the terms, conditions, general exclusions stated in the Policy, to pay such Sum Insured as mentioned against Benefit 6 under Section A in the Schedule to this Policy as applicable to the Student in the manner indicated below, on the occurrence of any of the following losses, provided such losses to the Student are irrecoverable losses and result in Loss of Use or Physical Separation which arises solely and directly from an Injury, within twelve months from the date of Accident resulting in such Injury.

Provided that the date of occurrence of the Accident falls within the Policy Period/

<b>Losses covered</b>	<b>Percentage of Sum Insured</b>
<b>i. Loss of Use/ Physical Separation:</b>	
a. One entire hand	50
b. One entire foot	50
<b>ii. Loss of Use of one eye</b>	50
<b>iii. Loss of toes – all</b>	20
a. Great both phalanges	5
b. Great – one phalanx	2
c. Other than great if more than one toe lost each	1
<b>iv. Loss of Use of both ears</b>	50
<b>v. Loss of Use of one ear</b>	20
<b>vi. Loss of four fingers and thumb of one hand</b>	40
<b>vii. Loss of four fingers</b>	35

**viii. Loss of thumb**

- |                   |    |
|-------------------|----|
| a. Both phalanges | 25 |
| b. One phalanx    | 10 |

**ix. Loss of Index finger**

- |                    |    |
|--------------------|----|
| a. Three phalanges | 10 |
| b. Two phalanges   | 8  |
| c. One phalanx     | 4  |

**x. Loss of middle finger**

- |                    |   |
|--------------------|---|
| a. Three phalanges | 6 |
| b. Two phalanges   | 4 |
| c. One phalanx     | 2 |

**xi. Loss of ring finger**

- |                    |   |
|--------------------|---|
| a. Three phalanges | 5 |
| b. Two phalanges   | 4 |
| c. One phalanx     | 2 |

**xii. Loss of little finger**

- |                    |   |
|--------------------|---|
| a. Three phalanges | 4 |
| b. Two phalanges   | 3 |
| c. One phalanx     | 2 |

**xiii. Loss of metacarpus**

- |  |   |
|--|---|
| a. First or second (additional)        | 3 |
| b. Third, fourth or fifth (additional) | 2 |

**xiv. Any other partial disablement**

% as assessed by a panel doctor

Notwithstanding anything to the contrary stated under this Policy the Our total liability for payment of compensation under various benefit(s) under Section A in aggregate shall not exceed the amount mentioned as Sum Insured against each such benefit under Section A the Schedule. On payment of the Sum Insured as referred for all the above benefits under Section A such benefits and relevant extensions shall cease to exist.

**2. EXCLUSIONS**

We will not pay You for:-

1. The insurance company liability during one annual policy period is limited to the sum insured under the policy, once the sum insured is exhausted on the payment of one or more than one claim during one annual policy period, further payment of claim amount exceeding the sum insured of the policy would be excluded.
2. Any existing physical defect, disablement/injury unless endorsed otherwise.
3. Death or disablement due to child birth or from pregnancy or in consequence thereof.
4. Payment of compensation in respect of injury, disablement or death -
  - a. From intentional self-injury, suicide or attempted suicide.
  - b. Whilst under the influence of liquor or drugs or other intoxicants.
  - c. Emotional distress
  - d. Whilst engaging in aviation or ballooning whilst mounting into, dismounting from or travelling in any aircraft or balloon other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world.
  - e. Directly or indirectly, caused by venereal disease, AIDS or insanity.



- f. Arising or resulting from the Parent/ Student committing any breach of law with criminal intent or participating in an actual or attempted felony, riot, crime, misdemeanour or civil commotion.
- g. Whilst engaging in racing, hunting, mountaineering, ice hockey, winter sports and the like.
- h. Due to war or ionising radiation or nuclear perils.
- i. Whilst working in underground mines or explosive mines, electric installation with high tension supply, or as jockey or circus personnel or any such occupations of similar hazard.

### **3. CLAIMS PROCEDURE**

#### **3.1 Method of Assessment and Payment of claim**

For a Policy with Policy Period greater than one year, the Sum Insured considered for assessment of claim shall be the Sum Insured mentioned against the Policy period of the occurrence of the Accident.

In the event that a claim becomes payable under the terms of the Policy, We shall make such payment in a lump sum amount or periodical installments as opted by You by way of cheque or electronic fund transfer or demand draft at Our option.

#### **3.2 Limitation Period**

We shall not be liable for any loss or damage after expiry of 12 months from happening of loss or damage unless claim is subject of pending action of court or arbitration.

#### **3.3. The steps for lodging the claim shall be as under:**

1. Notify Us immediately on occurrence of a claim and in any case within 7 days giving full description of Accident and the cause
2. Submit the completed and signed claim form, provide all the relevant documents as mentioned below in support of Your claim not later than 30 days from the date of intimation

#### **Claim Documents:**

##### **In case of Death**

- a. Policy Copy
- b. Post Mortem Report (certified copies) - as applicable
- c. F.I.R. or Death report or Inquest Panchnama (in original or certified copies)-
- d. Spot Panchnama (certified copies)- if applicable
- e. Death certificate (in original or certified copy)

##### **In case of Permanent Total Disablement/Permanent Partial Disablement**

- a. Policy Copy
- b. Disability certificate-Authorized Medical Practitioner of the district/ units concerned, (certificate) stating percentage of disablement
- c. F.I.R. and Panchnama wherever applicable (original or certified copies)
- d. Medical report
- e. Investigation reports like laboratory test, X-rays and reports essential of confirmation of the type and percentage of disability
- f. Original medical bills or their copies

#### **3.4 Position after claim**

Provided that All Sums Payable Hereunder Shall Be Payable

- i. In case of claim by Death or Permanent Total Disablement as mentioned in the Table of Benefits only after deleting by an endorsement the name of Insured(s) in respect of whom such sums shall become payable without any refund of premium.



- ii. In case of claim by Permanent Partial Disablement of Table of Benefits only after reduction by an endorsement of Sum Insured by the amount admissible under the claim in respect of Insured in respect of whom such sum shall become payable.

**3.5 Our obligation**

- i. We shall settle claim(s), including its rejection, within thirty days of the receipt of the last necessary claim document.
- ii. Wherever details pertaining to happening of claim are conveyed by You to Us after reasonable period, You shall provide the reasons of such delay to Us and We may on analysis of reasons provided by You, may condone the delay in intimation of claim or delay in providing the required information/documents to Us.
- iii. All admissible claims under this Policy shall be paid by Us within 7 working days from date of acceptance of such a claim. In case of delay in the payment, We shall be liable to pay interest at a rate which is 2% above bank rate prevalent at the beginning of the financial year in which claim is reviewed by Us.

**II SECTION B – MEDICAL COVER****1. SCOPE OF COVER**

We hereby agree, subject to the terms, conditions and exclusions applicable to this Section and the terms, conditions, general exclusions stated in the Policy to reimburse the Medical Expenses incurred during Hospitalisation (including listed day care surgeries & procedures), subject to a maximum of Rs. \_\_\_\_\_ (as specified under benefit amount against the Section B), reasonably and necessarily incurred and expended, during the Policy Period, for the treatment of the Student on the written advice of the Medical Practitioner, due to his/ her being hospitalised for any disease, illness or Accident.

However Our total liability, under this section, for payment of all claims in aggregate for the Policy Period shall not exceed the Sum Insured as stated against Section B of the Schedule as applicable to such Student and any hospitalisation (including its related Pre and Post Hospitalisation expenses for 30 and 60 days respectively if applicable) due to below mentioned Surgeries/ Medical Procedure or any medical treatment pertaining to an illness/ injury shall be limited as per below:

S No	Surgeries/ Medical Procedure	Sub limits
1	Cataract per eye	10,000
2	Other Eye Surgeries	15,000
3	ENT	15,000
4	Surgeries for - Tumors/Cysts/Nodule/Polyp	20,000
5	Stone in Urinary System	20,000
6	Hernia Related	20,000
7	Appendisectomy	20,000
8	Knee Ligament Reconstruction Surgery	40,000
9	Hysterectomy	20,000
10	Fissures/Piles/Fistulas	15,000
11	Spine & Vertebrae related	40,000
12	Cellulites/Abscess	15,000
13	Other Surgeries & Procedures	25,000
14	All Medical Expenses for any treatment not involving surgery/medical procedure	10,000

**Medical Expenses Payable**

1. Room, Boarding expenses as provided by the Hospital/Nursing Home.



2. Nursing expenses.
3. Surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialists Fees.
4. Anaesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical appliances (any disposable consumables subject to upper limit of 10% of Sum Insured), Medicines & Drugs, Diagnostic Materials and X-Ray, Dialysis, Chemotherapy, Radiotherapy, Cost of pacemaker, Artificial Limbs and cost of Stents and implants

**Note:** Hospitalization expenses of person donating an organ during the course of organ transplant will also be payable subject to the limit under benefit "3" under Section B as indicated in the Schedule applicable to the insured Student within the overall Sum Insured of the Student (Pre & Post Hospitalisation not applicable for Organ Donor).

## **2. EXCLUSIONS (Applicable to Section B):**

We shall not be liable to make any payment under this Policy in respect of any expenses whatsoever incurred by the Student in connection with or in respect of:

1. Pre-existing diseases will not be covered until 48 months of continuous coverage have elapsed, since inception of the first Policy with Us; but:

If You are presently covered and have been continuously covered without any break under:

- i) an individual health insurance plan with an Indian insurer for the reimbursement of medical costs for inpatient treatment in a Hospital,

Or

- ii) any other similar health insurance plan from Us, then, Pre-existing diseases exclusion of the Policy stands deleted and shall be replaced entirely with the following:

- a) The waiting period for all Pre-existing diseases shall be reduced by the number of Your continuous preceding years of coverage under the previous health insurance policy;

AND

- b) If the proposed Sum Insured for You is more than the Sum Insured applicable under the previous health insurance policy (other than as a result of the application of Cumulative Bonus), then the reduced waiting period shall only apply to the extent of the Sum Insured under the previous health insurance policy

2. Any disease other than those stated in Clause 3 below, contracted by the Student during the first 30 days from the commencement date of the policy. This condition 2 shall not however apply in case of the Student having been covered under this Scheme or any health insurance scheme with any one of the Indian Insurance Companies for a continuous period of preceding 24 months without any break.
3. Any Sickness that has been classified as an Epidemic by the Central or State Government
4. Injury or disease directly or indirectly caused by or arising from or attributable to War invasion Act of Foreign Enemy Warlike operations (whether war be declared or not).
5. Circumcision unless necessary for treatment of a disease not excluded hereunder or as may be necessitated due to an accident, vaccination or inoculation or change of life or cosmetic or aesthetic treatment of any description, plastic surgery other than as may be necessitated due to an accident or as part of any illness.
6. The cost of spectacles and contact lenses hearing aids.



7. Any Dental treatment or surgery which is a corrective, cosmetic or aesthetic procedure, including wear and tear, unless arising from accidental injury and which requires hospitalization for treatment.
8. Convalescence general debility 'Run Down' condition or rest cure, sterility, venereal disease, intentional self-injury and use of intoxicating drugs / alcohol, rehabilitation therapy in any form.
9. All expenses arising out of any condition directly or indirectly caused to or associated with Human T-Cell Lymphotropic Virus Type III (HTLB-III) or Lymphadenopathy Associated Virus (LAV) or the Mutants Derivative or variations Deficiency Syndrome or any Syndrome or condition of a similar kind commonly referred to as AIDS.
10. Charges incurred at Hospital or Nursing Home primarily for diagnostic, X-Ray or laboratory examinations or other diagnostic studies not consistent with nor incidental to the diagnosis and treatment of positive existence or presence of any ailment, sickness or injury for which confinement is required at a Hospital/Nursing Home.
11. Expenses on vitamins and tonics unless forming part of treatment for injury or disease as certified by the attending physician.
12. Injury or disease directly or indirectly caused by or contributed to by nuclear weapons/materials.
13. Treatment arising from or traceable to pregnancy childbirth including caesarean section.
14. Naturopathy treatment
15. Any experimental / unproven treatments are excluded from the policy coverage.

### 3. CLAIMS PROCEDURE

#### 3.1 Claim Intimation:

In the unfortunate event of any loss or damage to the insured property resulting into a claim on this policy, please intimate the mishap IMMEDIATELY to our Call Centre at Toll Free Numbers on 1-800-22-4030 (for MTNL/BSNL users) or 1-800-200-4030 (other users) or on chargeable numbers at +91-22-27639800/+91-22-39133700 or email at [contactclaims@universalsompo.com](mailto:contactclaims@universalsompo.com). Please note that no delay should be allowed to occur in notifying a claim on the policy as the same may prejudice liability.

#### 3.2 Submission of documents:

Details as given in claim form should be submitted to the Company with a period of 30 days from date of intimation.

#### 3.3 Reporting to Authorities

It will be your responsibility to inform of the damage to respective authorities e.g. in case of theft, please notify the police.

#### 3.4 Steps to mitigate loss

You should take all steps that may be necessary to minimise losses e.g. take assistance of fire brigade to extinguish fire in case of Fire loss.

Note: Under unavoidable circumstances / extreme hardship delay in submission of claim intimation / claim documents a considerate view can be taken by the company for condoning the delay.

#### Claim Documents:

- a. Policy Copy
- b. Medical Reports
- c. Medical Receipts/ Original Medical Bills



- d. Investigation reports like laboratory test, X-rays and reports essential of confirmation of the type and percentage of disability

**3.4 Position after claim**

1. We shall have no liability under this Policy, once the Maximum Limit of Indemnity, as stated in the Policy Schedule, is exhausted by You.

**3.5 Our obligation**

- i. We shall settle claim(s), including its rejection, within thirty days of the receipt of the last necessary claim document.
- ii. Wherever details pertaining to happening of claim are conveyed by You to Us after reasonable period, You shall provide the reasons of such delay to Us and We may on analysis of reasons provided by You, may condone the delay in intimation of claim or delay in providing the required information/documents to Us.
- iii. All admissible claims under this Policy shall be paid by Us within 7 working days from date of acceptance of such a claim. In case of delay in the payment, We shall be liable to pay interest at a rate which is 2% above bank rate prevalent at the beginning of the financial year in which claim is reviewed by Us.

**III SECTION C - FIRE COVER****1. SCOPE OF COVER**

We shall pay You the Market Value of the Insured Property or the amount of damage as the case may be, in the event of loss, destruction or damage to the building of the Educational Institute caused by and arising out of the perils stated hereunder subject to terms, exclusions, conditions and clauses contained herein or endorsed hereon:

1. Fire
2. Explosion/Implosion
3. Loss or damage by aircraft, other aerial or space devices and articles dropped there from excluding those caused by pressure waves
4. Storm, cyclone, typhoon, tempest, hurricane, tornado, flood & inundation
5. Impact damage by any rail/ road vehicle or animal by direct contact
6. Subsidence and Landslide including rockslide excluding:
  - a) the normal cracking, settlement or bedding down of new structures
  - b) the settlement or movement of made up ground
  - c) coastal or river erosion
  - d) defective design or workmanship or use of defective materials
  - e) Demolition, construction, structural alterations or repair of any property or ground works or excavations.
7. Bursting and/or overflowing of Water Tanks, Apparatus and Pipes
8. Missile Testing Operation
9. Leakage from Automatic Sprinkler Installations excluding loss, destruction or damage caused by,
  - a) Repairs or alterations to the building or premises
  - b) Repairs, Removal or Extension of the sprinkler installation
  - c) Defects in construction known to You
10. Bush Fire, excluding loss, destruction or damage caused by Forest Fire.

**Extensions under Section C**

Section	Extension	Cover
<b>Extensions under Section C</b>	Extension 1	Staff Secure
	Extension 2	Library Books



### **Brief of Extensions under Section C**

#### **Extension 1:**

**Staff Secure:** This extension provides the following accidental benefit to the teaching and/ or non-teaching staff.:

1. Death
2. Permanent Total Disablement
3. Permanent Partial Disablement

#### **Extension 2:**

**Library Books:** The cover under this extension provides for reimbursement up to Sum Insured of all the library books available with the Schools & Educational Institutions and premium paid there on for the full value of all the library books covered against fire and allied risks.

## **2 EXCLUSIONS**

This Policy does not cover

- a. The first 5% of each and every claim subject to a minimum of Rs.10, 000 in respect of each and every loss arising out of “Act of God perils” such as Lightning, STFI, Subsidence, Landslide and Rock slide covered under the policy.
- b. The first Rs 10,000 for each and every loss arising out of other perils in respect of which the Insured is indemnified by this Policy.
- c. The Excess shall apply per event per Insured Event
- d. Loss, destruction or damage caused by war, invasion, act of foreign enemy hostilities or war like operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power.
- e. Loss, destruction or damage directly or indirectly caused to the property insured by
  - i. Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
  - ii. The radioactive toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
- f. Loss, destruction or damage caused to the insured property by pollution or Contamination excluding
  - i. Pollution or contamination which itself results from a peril hereby insured against.
  - ii. Any peril hereby insured against which itself results from pollution or contamination.
- g. Loss, destruction or damage to the stocks in Cold Storage premises caused by change of temperature.
- h. Loss, destruction or damage to bullion or unset precious stones, any curios or works of art for an amount exceeding Rs. 10000/-, goods held in trust or on commission, manuscripts, plans, drawings, securities, obligations or documents of any kind, stamps, coins or paper money, cheques, books of accounts or other business books, computer systems records, explosives unless otherwise expressly stated in the policy.
- i. Loss, destruction or damage to any electrical machine, apparatus, fixture, or fitting arising from or occasioned by over-running, excessive pressure, short circuiting,



- arcng, self heating or leakage of electricity from whatever cause (lightning included) provided that this exclusion shall apply only to the particular electrical machine, apparatus, fixture or fitting so affected and not to other machines, apparatus, fixtures or fittings which may be destroyed or damaged by fire so set up.
- j. Expenses necessarily incurred on (i) Architects, Surveyors and Consulting Engineer's Fees and (ii) Debris Removal by the Insured following a loss, destruction or damage to the Property insured by an insured peril in excess of 3% and 1% of the claim amount respectively.
  - k. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.
  - l. Loss or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the perils covered.
  - m. Loss by theft during or after the occurrence of any insured peril.
  - n. Any Loss or damage occasioned by or through or in consequence directly or indirectly due to earthquake, volcanic eruption or other convulsions of nature.
  - o. Loss or damage to property insured if removed to any building or place other than in which it is herein stated to be insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days.
  - p. Riot, Strike and Malicious Damage: Loss of or visible physical damage or destruction by external violent means directly caused to the property insured but excluding those caused by:
    - i. Total or partial cessation of work or the retardation or interruption or cessation of any process or operations or omissions of any kind;
    - ii. Permanent or temporary dispossession resulting from confiscation, commandeering, requisition or destruction by order of the Government or any lawfully constituted Authority;
    - iii. permanent or temporary dispossession of any building or plant or unit or machinery resulting from the unlawful occupation by any person of such building or plant or unit or machinery or prevention of access to the same;
    - iv. Burglary, housebreaking, theft, larceny or any such attempt or any omission of any kind of any person (whether or not such act is committed in the course of a disturbance of public peace) in any malicious act.
  - q. Storm, cyclone, typhoon, tempest, hurricane, tornado, flood and inundation: Loss destruction or damage directly caused by storm, cyclone, typhoon, tempest, hurricane, flood or inundation excluding those resulting from volcanic eruption or other convulsions of nature.

### **TERRORISM DAMAGE EXCLUSION WARRANTY**

Notwithstanding any provision to the contrary within this insurance it is agreed that this insurance excludes loss, damage cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss.

For the purpose of this endorsement an act of terrorism means an act, including but not limited to the use of force or violence and / or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organization (s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and/or to put the public, or any section of the public in fear.



The warranty also excludes loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to action taken in respect of any act of terrorism.

If we allege that by reason of this exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon You.

In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

### **3. CONDITIONS**

- 1) This Policy shall be voidable in the event of mis-representation, misdescription or non-disclosure of any material particular.
- 2) All insurances under this policy shall cease on expiry of seven days from the date of fall or displacement of any building or part thereof or of the whole or any part of any range of buildings or of any structure of which such building forms part.

PROVIDED such a fall or displacement is not caused by insured perils, loss or damage which is covered by this policy or would be covered if such building, range of buildings or structure were insured under this policy.

Notwithstanding the above, We may subject to an express notice being given as soon as possible but not later than seven days of any such fall or displacement may agree to continue the insurance subject to revised rates, terms and conditions as may be decided by it and confirmed in writing to this effect.

- 3) Under any of the following circumstances the insurance ceases to attach as regards the property affected unless the Insured, before the occurrence of any loss or damage, obtains the sanction of the Company signified by endorsement upon the policy by or on behalf of the Company :-
  - a) If the trade or manufacture carried on be altered, or if the nature of the occupation of or other circumstances affecting the building insured or containing the insured property be changed in such a way as to increase the risk of loss or damage by Insured Perils.
  - b) If the building insured or containing the insured property becomes unoccupied and so remains for a period of more than 30 days.
  - c) If the interest in the property passes from the insured otherwise than by will or operation of law.
- 4) This insurance does not cover any loss or damage to property which, at the time of the happening of such loss or damage, is insured by or would, but for the existence of this policy, be insured by any marine policy or policies except in respect of any excess beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected.
- 5) This insurance may be terminated at any time at the request of the Insured, in which case the Company will retain the premium at customary short period rate for the time the policy has been in force. This insurance may also at any time be terminated at the option of the Company, on 15 days' notice to that effect being given to the Insured, in which case the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation.



- 6) If We at Our option, reinstate or replace the property damaged or destroyed, or any part thereof, instead of paying the amount of the loss or damage, or join with any other Company or Insurer(s) in so doing, We shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner, and in no case shall We be bound to expend more in reinstatement than it would have cost to reinstate such property as it was at the time of the occurrence of such loss or damage nor more than the Sum Insured by Us thereon. If We so elect to reinstate or replace any property the insured shall at Your own expense furnish Us with such plans, specifications, measurements, quantities and such other particulars as We may require, and no acts done, or caused to be done, by Us with a view to reinstatement or replacement shall be deemed an election by to reinstate or replace.

If in any case We shall be unable to reinstate or repair the property hereby insured, because of any municipal or other regulations in force affecting the alignment of streets or the construction of buildings or otherwise, We shall, in every such case, only be liable to pay such sum as would be requisite to reinstate or repair such property if the same could lawfully be reinstated to its former condition.

- 7) If the property hereby insured shall at the breaking out of any fire or at the commencement of any destruction of or damage to the property by any other peril hereby insured against be collectively of greater value than the sum insured thereon, then the Insured shall be considered as being his own insurer for the difference and shall bear a ratable proportion of the loss accordingly. Every item, if more than one, of the policy shall be separately subject to this condition
- 8) If at the time of any loss or damage happening to any property hereby insured there be any other subsisting insurance or insurances, whether effected by You or by any other person or persons covering the same property, We shall not be liable to pay or contribute more than its rateable proportion of such loss or damage.
- 9) You shall at Our expense do and concur in doing, and permit to be done, all such acts and things as may be necessary or reasonably required by Us for the purpose of enforcing any rights and remedies or of obtaining relief or indemnity from other parties to which We shall be or would become entitled or subrogated, upon its paying for or making good any loss or damage under this policy, whether such acts and things shall be or become necessary or required before or after Your indemnification by Us.
- 10) At all times during the period of insurance of this policy the insurance cover will be maintained to the full extent of the respective sum insured in consideration of which upon the settlement of any loss under this policy, pro-rata premium for the unexpired period from the date of such loss to the expiry of period of insurance for the amount of such loss shall be payable by You to Us.

The additional premium referred above shall be deducted from the net claim amount payable under the policy. This continuous cover to the full extent will be available notwithstanding any previous loss for which We may have paid hereunder and irrespective of the fact whether the additional premium as mentioned above has been actually paid or not following such loss. The intention of this condition is to ensure continuity of the cover to the insured subject only to Our right for deduction from the claim amount, when settled, of pro-rata premium to be calculated from the date of loss till expiry of the policy.

Notwithstanding what is stated above, the Sum Insured shall stand reduced by the amount of loss in case the insured immediately on occurrence of the loss exercises his option not to reinstate the Sum Insured as above.



#### **4. CLAIMS PROCEDURE**

##### **4.1.0. Method of Assessment and Payment of claim**

- 4.1.1. We will, in case of an admissible claim, replace / repair / reinstate the Insured Property at Our option or pay You the Market Value of the building or the amount of damage as the case may be, subject to the maximum liability being limited to Sum Insured as selected by You.
- 4.1.2. We shall not make any payment for the cost of any enhancements, alterations, additions and/or improvements during repair or reinstatement.

##### **4.2.0. Limitation Period**

We shall not be liable for any loss or damage after expiry of 12 months from happening of loss or damage unless claim is subject of pending action of court or arbitration.

##### **4.3.0. The steps for lodging the claim shall be as under:**

- 4.3.1. Notify Us immediately on occurrence of a claim and in any case within 7 days giving full description of loss/damage and the cause.
- 4.3.2. Submit the completed and signed claim form; provide all the relevant documents as mentioned below in support of Your claim not later than 30 days from the date of intimation.

##### **Claim Documents:**

- a. All the particulars, plans, specification, books, vouchers, invoices (where available), duplicates or copies thereof, documents, investigation reports (internal/external), proofs, evidence and information with respect to the claim
  - b. First Information Report (FIR) of the Police, wherever required
  - c. Fire Brigade Report wherever required
  - d. Final Bill of repairers
  - e. Suppliers' original Invoice for replacement of any of the items of the Insured Property damaged by the Accident and requiring replacement in the opinion of the surveyors/claim investigators.
  - f. Rent agreement, wherever required.
- 4.3.3. Extend all assistance and cooperation to the surveyor appointed by Us for the purpose of survey and assessment of the loss/or Our inspecting representative
  - 4.3.4. Not abandon the Insured Asset without Our written permission

##### **Our obligations**

- i. Wherever details pertaining to happening of claim are conveyed by You to Us after reasonable period, You shall provide the reasons of such delay to Us and We may on analysis of reasons provided by You, may condone the delay in intimation of claim or delay in providing the required information/documents to Us.
- ii. We shall settle claims including its rejection within 30 days of receiving last necessary claim document.
- iii. All admissible claims under this Policy shall be paid by Us within 7 working days from date of acceptance of such a claim. In case of delay in the payment, We shall be liable to pay interest at a rate which is 2% above bank rate prevalent at the beginning of the financial year in which claim is reviewed by Us.

##### **4.4.0. Position after claim**

1. Our rights



On the happening of loss or damage to any of the property insured by this policy, We may

- a) enter and take and keep possession of the building or premises where the loss or damage has happened.
  - b) take possession of or require to be delivered to it any property of the Insured in the building or on the premises at the time of the loss or damage.
  - c) keep possession of any such property and examine, sort, arrange, remove or otherwise deal with the same.
  - d) sell any such property or dispose of the same for account of whom it may Concern.
2. If We at Our option, reinstate or replace the property damaged or destroyed, or any part thereof, instead of paying the amount of the loss or damage, or join with any other Company or Insurer(s) in so doing, We shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner, and in no case shall We be bound to expend more in reinstatement than it would have cost to reinstate such property as it was at the time of the occurrence of such loss or damage nor more than the Sum Insured by Us thereon. If We so elect to reinstate or replace any property the insured shall at Your own expense furnish Us with such plans, specifications, measurements, quantities and such other particulars as We may require, and no acts done, or caused to be done, by Us with a view to reinstatement or replacement shall be deemed an election by to reinstate or replace.

If in any case the Company shall be unable to reinstate or repair the property hereby insured, because of any municipal or other regulations in force affecting the alignment of streets or the construction of buildings or otherwise, the Company shall, in every such case, only be liable to pay such sum as would be requisite to reinstate or repair such property if the same could lawfully be reinstated to its former condition.

### **PART III**

#### **STANDARD TERMS AND CONDITIONS – Applicable to Policy**

##### **1. Material change**

You shall immediately notify Us in writing of any material change in the risk and cause at Your own expense such additional precautions to be taken as circumstances may require to ensure safe operation, trade or business practices thereby containing the circumstances that may give rise to the claim and We may, adjust the scope of cover and / or premium, if necessary, accordingly.

##### **2. Fraudulent claims**

If any claim is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain any benefit under this Policy, or if a claim is made and rejected and no court action or suit is commenced within twelve months after such rejection or, in case of arbitration taking place as provided therein, within twelve (12) calendar months after the Arbitrator or Arbitrators have made their award, all benefits under this Policy shall be forfeited.

##### **3. Cancellation/ termination**

- a) We may cancel this Certificate of Insurance / Policy on grounds of misrepresentation, fraud, non-disclosure of material facts or non-cooperation of Insured Person/Policy Holder by sending 15 days written notice by registered post to Your/ Policy Holder's



last known address, and then We shall refund a pro-rata premium for the unexpired Cover Period.

- b) You or Policy Holder may cancel this Certificate of Insurance or Policy respectively by giving Us 15 day's written notice for the cancellation of such Certificate of Insurance or Policy by registered post, and then we shall refund premium on short term rates for the unexpired Cover Period as per the rates detailed below. Provided that You can cancel the Certificate of Insurance only if no claim has arisen on Your behalf under the current Certificate of Insurance:

<b>Cancellation Period</b>				
<b>Cover Period</b>	<b>Within 1 month</b>	<b>From 1 month to 3 months</b>	<b>From 3 month to 6 months</b>	<b>From 6 months to 1 year</b>
1 year	75%	50%	25%	0%

#### **4. Policy Disputes**

It has been agreed between the parties that any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed to be adjudicated or interpreted in accordance with Indian Laws and only competent Indian courts shall have the exclusive jurisdiction to try all or any matters arising hereunder. The matter shall be determined or adjudicated in accordance with the law and practice of such Court.

#### **5. Arbitration clause**

If any dispute or difference shall arise as to the quantum to be paid under this Policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to the dispute/difference, or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/ difference and the third arbitrator to be appointed by such two arbitrators. Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration, as herein before provided, if the Company has disputed or not accepted liability under or in respect of this Policy.

#### **6. Free Look period (Applicable to Section A & B)**

1. The Policy shall have a free look period. The free look period shall be applicable at the inception of the policy and:
  - a) You will be allowed a period of at least 15 days from the date of receipt of the Policy to review the terms and conditions of the Policy and to return the same if not acceptable
2. If You have not made any claim during the free look period, You shall be entitled to
  - a) A refund of the premium paid less any expenses incurred by Us on Your medical examination and the stamp duty charges or;
  - b) where the risk has already commenced and the option of return of the policy is exercised by You, a deduction towards the proportionate risk premium for period on cover or;
  - c) Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.



Free look period shall not be available under the policies for policy tenure of less than 12 months

**7. Contribution and Subrogation:**

The contribution and Subrogation clauses shall not be applicable to this Policy except for Section B- Medical Cover and Section C- Fire cover

**8. Sum Insured enhancement:**

The Sum Insured under the Policy can only be enhanced on renewal subject to approval from underwriter.

**9. Renewal (Applicable to Section A & B)**

- a) Your Policy shall ordinarily be renewable as long as You / Insured can be defined as Student for purpose of insurance under this Policy except on grounds of fraud, moral hazard or misrepresentation or non- cooperation by You/ any of the Insured Persons
- b) The Renewal of a Policy sought by You shall not be denied arbitrarily. If denied, We shall provide You with cogent reasons for such denial of Renewal
- c) We shall provide for a mechanism to condone a delay in Renewal up to 30 days from the due date of Renewal without deeming such condonation as a Break in Policy. However coverage shall not be available for such period.
- d) If the Policy is not renewed within the Grace Period then We may agree to issue a fresh Policy subject to Our underwriting criteria and no continuing benefits shall be available from the expired Policy.
- e) No loading shall be applied based on individual claims experience but the group as a whole.
- f) All premiums are payable in advance of any cover under this Policy being provided.
- g) The base rates applicable under the Policy may be revised at a later stage subject to approval from IRDA.

**10. Loading and discounting under the policy**

**Maximum discount is restricted to 50% and maximum loading up to a limit of 10%(excluding Section C)**

The below mentioned discounts shall be applicable to group policies:

1. **Direct Sourcing Discount:** This discount of 10% will be applicable in both group policies when this product will be sourced directly from the company, i.e in other words, there will be no involvement of an intermediary.
2. **Loyalty Discount:** If this product is bought by an existing customer of the company, then the customer may be eligible for a loyalty discount of 10% on the premium of this product.
3. **Voluntary deductible discount (For pedal cycle and Loss of Personal Belonging): Applicable to Section A Extension (2)**

The below deductibles shall apply over and above the default deductibles for base cover and all extensions opted for. Similarly for removing default deductible, a loading of 10% (excluding Section C )will be applied for arriving at a premium.

<b>Voluntary Deductible/excess</b>	<b>Discount</b>
5% of claim amount	5.0%
10% of claim amount subject to min of Rs 1000	10.0%
15% of claim amount subject to min of Rs 2000	15.0%



4. **On premise discount (Section A):** A discount of 25% will be provided when the policy holder opts for insurance on “on premises” basis only.
5. **Multiple Benefit discount:** When the Policy holders selects more than one benefit under the policy, a discount @ 20% is offered by the company.
6. **Group discount:** A group discount depending on size of group may be offered as per below

No of Persons	Discount (%)
101-5000	10
5001-15000	15
15001-25000	20
25001-50000	25
50001 and above	30

7. **Fire-extinguishing Appliance (Section C):** This discount will be applicable, as per following grid, if any fire extinguishing appliance is installed in the Insured property.

Type of Installation	Discount (%)
Portable fire extinguishers, Trailer pumps, Fire engines	5%
Hydrants Systems, Sprinkler System, Fixed water spray system	10%

**Consolidated Discounting/ Loading Table (Applicable if opted by the insured):**

Discounting Pattern (max up to 50%)			
HEAD	COMPONENTS	Narration	Discount %
1	Voluntary deductible discount	<b>For Pedal cycle and loss of belongings</b>	
		5% of Claim amount	5.00%
		10% of Claim amount subject to minimum of Rs 1000	10.00%
		15% of claim amount subject to minimum of Rs 2000	15.00%
2	Group Discount	<b>Number of person (Discount offered depending on the group size)</b>	<b>Discount %</b>
		101-5000	10%
		5001-15000	15%
		15001-25000	20%
		25001-50000	25%
		50001 and above	30%
3	Loyalty Discount	<b>Benefit extended to the existing customer</b>	<b>5%</b>
4	Direct Sourcing Discount	<b>Applicable to group</b>	10%
5	Multiple benefit Discount	<b>If opted for more than one benefit</b>	20%
6	On Premise Discount	<b>SECTION A OF THE POLICY</b>	25%
7	Fire extinguishing Appliance	<b>Type of installation (Section C)</b>	<b>Discount %</b>
		Portable fire extinguishers, Trailers Pumps, Fire engines	5%
		Hydrants Systems, Sprinkler System, Fixed water spray system	10%
<b>LOADING (Maximum 10 %)(Excluding Section C)</b>			
1	Removal of Deductibles/excess	Applicable for removing default deductibles	10%



### **11. Contribution (Applicable to Section 'A' & 'B')**

If at the time of a claim there is another insurance Policy or other contract in the Policyholder's name which covers the Insured Person for the same expense or loss, We will only pay Our proportionate share of the loss. Our Proportionate share will be calculated by determining the percentage Our Policy maximum bears to the total amount of insurance in force as to the loss. This does not apply to, Accidental Death, Accidental Dismemberment, Accidental Permanent Total Loss of Use, Permanent Total Disability, which We will pay in full if available under this Policy.

### **12. Multiple Policies (Applicable to Section 'A' & 'B')**

- i. If two or more policies are taken by You during the period for which You are covered under this Policy from one or more insurers, the contribution clause shall not be applicable where the cover/ benefit offered does not have any relation to the treatment costs and is fixed in nature
- ii. We agree that even if two or more policies are taken by You during the time for which You are covered under this Policy from one or more insurers for indemnification of Your Hospitalisation treatment costs, We shall not apply the contribution clause and You shall have the following rights
  - a) You may choose to get the settlement of claim from Us as long as the claim is within the limits of and according to terms and conditions of the Policy
  - b) If the amount to be claimed exceeds the Sum Insured under a single policy after consideration of the deductible and co-pay, You shall have the right to choose any insurers including Us by whom the claim to be settled. In such cases, We shall settle the claim with contribution clause.
  - c) In case if You have taken policies from Us and one or more insurers to cover the same risk on indemnity basis, You shall only be indemnified the hospitalisation costs in accordance with the terms and condition of the Policy.

### **13. Mechanism for continuity under Group Policy (Applicable to Section 'A' & 'B')**

In the event of the Policy under which You are covered as a member and which is being discontinued or not renewed or You leave the group on ceasing being a member of the group, You shall have the option of taking a standard individual health policy from Us with benefit of continuity of cover enjoyed limited to the coverage of Section B under the Surva Vidyarthi Bima Yojana Policy.

In such an event, all the waiting periods as stipulated under the individual health insurance policy offered by Us will be relaxed for the completed years for which You were covered under the Surva Vidyarthi Bima Yojana Policy issued by Us.

However, any such benefit would be restricted to the maximum of your eligibility of Sum Insured under the individual health insurance policy or the Sum Insured enjoyed by You under the Surva Vidyarthi Bima Yojana whichever is lower. Also, all the underwriting rules and regulations of our individual health policy would be applicable for acceptance of such risk.

In cases where the Company may decide to withdraw the product after due approval from the Authority or where You/ Insured has ceased to be Student, option shall be available to You to migrate to nearest substitute product offered by the Company. Continuity benefits in all such cases shall be carried to the other health insurance policies as per provisions mentioned above.

### **14. Three Months' notice:**



We shall give You notice in the event We may decide to revise, modify or withdraw the product. Such notice shall be given to You at least three months prior the date when such modification or revision or withdrawal comes into effect. We also promise You that

- i. In case of modification or revision, the notice given to You shall detail the reasons for such revision or modification, in particular the reason for an increase in premium (if any) and the quantum of such increase.
- ii. The product shall be withdrawn only after due approval from the Insurance Regulatory and Development Authority. However, if You do not respond to Our intimation in case of such withdrawal, the Policy shall be withdrawn on the Renewal date and We shall provide You with an option to migrate to a substitute product offered by Us, subject to portability conditions.

## 15. Notices and Claims

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, or facsimile to:

### Universal Sompo General Insurance Co. Ltd.

Express IT Park, Plot No. EL-94, T.T.C. Industrial Area, M.I.D.C., Mahape, Navi Mumbai-400710

**Toll Free Numbers:** 1-800- 224030 (For MTNL/BSNL Users) or 1-800-2004030

**Landline Numbers:** (022)-27639800 or (022)-39133700 (Local Charges Apply)

**E-mail Address:** [contactus@universalsompo.com](mailto:contactus@universalsompo.com). **Fax Numbers:** (022) 39171419

**Note:** Please include your policy number for any communication with us.

### Claims Disclaimer

In the unfortunate event of any loss or damage to the insured property resulting into a claim on this policy, please intimate the mishap IMMEDIATELY to our Call Centre at Toll Free Numbers on 1-800-22-4030 (for MTNL/BSNL users) or 1-800-200-4030 (other users) or on chargeable numbers at +91-22-27639800/+91-22-39133700 or email at [contactclaims@universalsompo.com](mailto:contactclaims@universalsompo.com). Please note that no delay should be allowed to occur in notifying a claim on the policy as the same may prejudice liability.

In case of any discrepancy, complaint or grievance, please feel free to contact us within 15 days of receipt of the Policy.

## 16. Grievances or Complaint

You may register a grievance or Complaint by visiting our website or write to us on [contactus@universalsompo.com](mailto:contactus@universalsompo.com). You may also contact the Branch from where you have bought the policy or the Complaints Coordinator who can be reached at Our Registered Office.

You may also contact on our - Toll Free Numbers: 1 - 800 - 224030 (For MTNL/BSNL Users) or 1 - 800 - 2004030 or on chargeable numbers at +91-22-27639800/+91-22-39133700.;

And also send us fax at: (022) 39171419

- You can also visit our Company website and click under links [Grievance Notification](#)
- You can also send direct mail to the concerned authorities at- [rajivkumar@universalsompo.com](mailto:rajivkumar@universalsompo.com)

If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of Your grievance.

The updated details are also available on: [http://www.irdaindia.org/ins\\_ombusman.htm](http://www.irdaindia.org/ins_ombusman.htm)



The details of Insurance Ombudsman are available below:

Office of the Ombudsman	Contact Details
<b>AHMEDABAD</b>	2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, <b>AHMEDABAD-380 014.</b> Tel.:- 079-27546840 ; Fax : 079-27546142; Email <a href="mailto:ins.omb@rediffmail.com">ins.omb@rediffmail.com</a>
<b>BHOPAL</b>	Janak Vihar Complex, 2 <sup>nd</sup> Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, <b>BHOPAL(M.P.)-462 023.</b> Tel.:- 0755-2569201; Fax : 0755-2769203; Email <a href="mailto:bimalokpalbhopal@airtelmail.in">bimalokpalbhopal@airtelmail.in</a>
<b>BHUBANESHWAR</b>	62, Forest Park, <b>BHUBANESHWAR-751 009.</b> Tel.:- 0674-2596455; Fax : 0674-2596429; Email <a href="mailto:ioobbsr@dataone.in">ioobbsr@dataone.in</a>
<b>CHANDIGARH</b>	S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, <b>CHANDIGARH-160 017.</b> Tel.:- 0172-2706468; Fax : 0172-2708274; Email <a href="mailto:ombchd@yahoo.co.in">ombchd@yahoo.co.in</a>
<b>CHENNAI</b>	Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, <b>CHENNAI-600 018.</b> Tel.:- 044-24333668 /5284; Fax : 044-24333664 ;Email <a href="mailto:insombud@md4.vsnl.net.in">insombud@md4.vsnl.net.in</a>
<b>NEW DELHI</b>	2/2 A, Universal Insurance Bldg., Asaf Ali Road, <b>NEW DELHI-110 002.</b> Tel.:- 011-23239633; Fax : 011-23230858; Email <a href="mailto:iobdelraj@rediffmail.com">iobdelraj@rediffmail.com</a>
<b>GUWAHATI</b>	“Jeevan Nivesh”, 5 <sup>th</sup> Floor, Near Panbazar Overbridge, S.S. Road, <b>GUWAHATI-781 001 (ASSAM).</b> Tel.:- 0361-2132204/5; Fax : 0361-2732937; Email <a href="mailto:ombudsmanghy@rediffmail.com">ombudsmanghy@rediffmail.com</a>
<b>HYDERABAD</b>	6-2-46, 1 <sup>st</sup> Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, <b>HYDERABAD-500 004.</b> Tel : 040-65504123; Fax: 040-23376599; Email <a href="mailto:insombudhyd@gmail.com">insombudhyd@gmail.com</a>
<b>ERNAKULAM</b>	2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, <b>ERNAKULAM-682 015.</b> Tel : 0484-2358759; Fax : 0484-2359336; Email <a href="mailto:iokochi@asianetindia.com">iokochi@asianetindia.com</a>
<b>KOLKATA</b>	North British Bldg., 29, N.S. Road, 4 <sup>th</sup> Floor, <b>KOLKATA-700 001.</b> Tel : 033-22134866; Fax : 033-22134868; Email <a href="mailto:iombsbpa@bsnl.in">iombsbpa@bsnl.in</a>
<b>LUCKNOW</b>	Jeevan Bhawan, Phase-2, 6 <sup>th</sup> Floor, Nawal Kishore Road, Hazaratganj, <b>LUCKNOW-226 001.</b> Tel : 0522 -2231331; Fax : 0522-2231310; Email <a href="mailto:insombudsman@rediffmail.com">insombudsman@rediffmail.com</a>
<b>MUMBAI</b>	3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), <b>MUMBAI-400 054.</b> Tel : 022-26106928; Fax : 022-26106052; Email <a href="mailto:ombudsmanmumbai@gmail.com">ombudsmanmumbai@gmail.com</a>

## Day Care Procedure

Day Care Procedures will include following Day Care Surgeries & Day Care Treatments

### Microsurgical operations on the middle ear

1. Stapedotomy
2. Stapedectomy
3. Revision of a stapedectomy
4. Other operations on the auditory ossicles
5. Myringoplasty (Type -I Tympanoplasty)
6. Tympanoplasty (closure of an eardrum perforation/reconstruction of the auditory ossicles)
7. Revision of a tympanoplasty
8. Other microsurgical operations on the middle ear

### Other operations on the middle & internal ear

9. Myringotomy
10. Removal of a tympanic drain
11. Incision of the mastoid process and middle ear
12. Mastoidectomy
13. Reconstruction of the middle ear
14. Other excisions of the middle and inner ear
15. Fenestration of the inner ear
16. Revision of a fenestration of the inner ear

17. Incision (opening) and destruction (elimination) of the inner ear
18. Other operations on the middle and inner ear

### Operations on the nose & the nasal sinuses

19. Excision and destruction of diseased tissue of the nose
20. Operations on the turbinates (nasal concha)
21. Other operations on the nose
22. Nasal sinus aspiration

### Operations on the eyes

23. Incision of tear glands
24. Other operations on the tear ducts
25. Incision of diseased eyelids
26. Excision and destruction of diseased tissue of the eyelid
27. Operations on the canthus and epicanthus
28. Corrective surgery for entropion and ectropion
29. Corrective surgery for blepharoptosis
30. Removal of a foreign body from the conjunctiva
31. Removal of a foreign body from the cornea



32. Incision of the cornea
33. Operations for pterygium
34. Other operations on the cornea
35. Removal of a foreign body from the lens of the eye
36. Removal of a foreign body from the posterior chamber of the eye
37. Removal of a foreign body from the orbit and eyeball
38. Operation of cataract

### **Operation of cataract Operations on the skin & subcutaneous tissues**

39. Incision of a pilonidal sinus
40. Other incisions of the skin and subcutaneous tissues
41. Surgical wound toilet (wound debridement) and removal of diseased tissue of the skin and subcutaneous tissues
42. Local excision of diseased tissue of the skin and subcutaneous tissues
43. Other excisions of the skin and subcutaneous tissues
44. Simple restoration of surface continuity of the skin and subcutaneous tissues
45. Free skin transplantation, donor site
46. Free skin transplantation, recipient site
47. Revision of skin plasty
48. Other restoration and reconstruction of the skin and subcutaneous tissues
49. Chemosurgery to the skin
50. Destruction of diseased tissue in the skin and subcutaneous tissues

### **Operations on the tongue**

51. Incision, excision and destruction of diseased tissue of the tongue
52. Partial glossectomy
53. Glossectomy
54. Reconstruction of the tongue
55. Other operations on the tongue

### **Operations on the salivary glands & salivary ducts**

56. Incision and lancing of a salivary gland and a salivary duct
57. Excision of diseased tissue of a salivary gland and a salivary duct
58. Resection of a salivary gland
59. Reconstruction of a salivary gland and a salivary duct
60. Other operations on the salivary glands and salivary ducts

### **Other operations on the mouth & face**

61. External incision and drainage in the region of the mouth, jaw and face
62. Incision of the hard and soft palate
63. Excision and destruction of diseased hard and soft palate
64. Incision, excision and destruction in the mouth

65. Plastic surgery to the floor of the mouth
66. Palatoplasty
67. Other operations in the mouth

### **Operations on the tonsils & adenoids**

68. Transoral incision and drainage of a pharyngeal abscess
69. Tonsillectomy without adenoidectomy
70. Tonsillectomy with adenoidectomy
71. Excision and destruction of a lingual tonsil
72. Other operations on the tonsils and adenoids
73. Trauma surgery and orthopaedics
74. Incision on bone, septic and aseptic
75. Closed reduction on fracture, luxation or epiphyseolysis with osteosynthesis
76. Suture and other operations on tendons and tendon sheath
77. Reduction of dislocation under GA
78. Arthroscopic knee aspiration

### **Operations on the breast**

79. Incision of the breast
80. Operations on the nipple

### **Operations on the digestive tract**

81. Incision and excision of tissue in the perianal region
82. Surgical treatment of anal fistulas
83. Surgical treatment of haemorrhoids
84. Division of the anal sphincter (sphincterotomy)
85. Other operations on the anus
86. Ultrasound guided aspirations
87. Sclerotherapy

### **Operations on the female sexual organs**

88. Incision of the ovary
89. Insufflation of the Fallopian tubes
90. Other operations on the Fallopian tube
91. Dilatation of the cervical canal
92. Conisation of the uterine cervix
93. Other operations on the uterine cervix
94. Incision of the uterus (hysterotomy)
95. Therapeutic curettage
96. Culdotomy
97. Incision of the vagina
98. Local excision and destruction of diseased tissue of the vagina and the pouch of Douglas
99. Incision of the vulva
100. Operations on Bartholin's glands (cyst)

### **Operations on the prostate & seminal vesicles**

101. Incision of the prostate
102. Transurethral excision and destruction of prostate tissue
103. Transurethral and percutaneous destruction of prostate tissue
104. Open surgical excision and destruction of prostate tissue
105. Radical prostatovesiculectomy



- 106. Other excision and destruction of prostate tissue
- 107. Operations on the seminal vesicles
- 108. Incision and excision of periprostatic tissue
- 109. Other operations on the prostate

**Operations on the scrotum & tunica vaginalis testis**

- 110. Incision of the scrotum and tunica vaginalis testis
- 111. Operation on a testicular hydrocele
- 112. Excision and destruction of diseased scrotal tissue
- 113. Plastic reconstruction of the scrotum and tunica vaginalis testis
- 114. Other operations on the scrotum and tunica vaginalis testis

**Operations on the testes**

- 115. Incision of the testes
- 116. Excision and destruction of diseased tissue of the testes
- 117. Unilateral orchidectomy
- 118. Bilateral orchidectomy
- 119. Orchidopexy
- 120. Abdominal exploration in cryptorchidism
- 121. Surgical repositioning of an abdominal testis
- 122. Reconstruction of the testis
- 123. Implantation, exchange and removal of a testicular prosthesis
- 124. Other operations on the testis

**Operations on the spermatic cord, epididymis and ductus deferens**

- 125. Surgical treatment of a varicocele and a hydrocele of the spermatic cord
- 126. Excision in the area of the epididymis
- 127. Epididymectomy
- 128. Reconstruction of the spermatic cord
- 129. Reconstruction of the ductus deferens and epididymis
- 130. Other operations on the spermatic cord, epididymis and ductus deferens

**Operations on the penis**

- 131. Operations on the foreskin
- 132. Local excision and destruction of diseased tissue of the penis
- 133. Amputation of the penis
- 134. Plastic reconstruction of the penis
- 135. Other operations on the penis

**Operations on the urinary system**

- 136. Cystoscopic removal of stones

**Other Operations**

- 137. Lithotripsy
- 138. Coronary angiography
- 139. Haemodialysis
- 140. Radiotherapy for Cancer
- 141. Cancer Chemotherapy

**List of Expenses Generally Excluded ("Non-Medical") in Hospital Indemnity Policy -**

<b>TOILETRIES/ COSMETICS/ PERSONAL COMFORT OR CONVENIENCE ITEMS</b>		
1	HAIR REMOVAL CREAM	Not Payable
2	BABY CHARGES (UNLESS SPECIFIED/INDICATED)	Not Payable
3	BABY FOOD	Not Payable
4	BABY UTILITES CHARGES	Not Payable
5	BABY SET	Not Payable
6	BABY BOTTLES	Not Payable
7	BRUSH	Not Payable
8	COSY TOWEL	Not Payable
9	HAND WASH	Not Payable
10	MOISTURISER PASTE BRUSH	Not Payable
11	POWDER	Not Payable
12	RAZOR	Payable
13	SHOE COVER	Not Payable
14	BEAUTY SERVICES	Not Payable
15	BELTS/ BRACES	Essential and should be paid at least specifically for cases who have undergone surgery of thoracic or lumbar spine
16	BUDS	Not Payable
17	BARBER CHARGES	Not Payable
18	CAPS	Not Payable
19	COLD PACK/HOT PACK	Not Payable
20	CARRY BAGS	Not Payable
21	CRADLE CHARGES	Not Payable
22	COMB	Not Payable
23	DISPOSABLES RAZORS CHARGES ( for site preparations)	Payable
24	EAU-DE-COLOGNE / ROOM FRESHNERS	Not Payable
25	EYE PAD	Not Payable
26	EYE SHEILD	Not Payable
27	EMAIL / INTERNET CHARGES	Not Payable
28	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)	Not Payable
29	FOOT COVER	Not Payable
30	GOWN	Not Payable
31	LEGGINGS	Essential in bariatric and varicose vein surgery and may be considered for at least these conditions where surgery itself is payable.
32	LAUNDRY CHARGES	Not Payable
33	MINERAL WATER	Not Payable
34	OIL CHARGES	Not Payable
35	SANITARY PAD	Not Payable
36	SLIPPERS	Not Payable
37	TELEPHONE CHARGES	Not Payable
38	TISSUE PAPER	Not Payable
39	TOOTH PASTE	Not Payable
40	TOOTH BRUSH	Not Payable
41	GUEST SERVICES	Not Payable
42	BED PAN	Not Payable
43	BED UNDER PAD CHARGES	Not Payable



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44	CAMERA COVER	Not Payable
45	CLINIPLAST	Not Payable
46	CREPE BANDAGE	Not Payable/ Payable by the patient
47	CURAPORE	Not Payable
48	DIAPER OF ANY TYPE	Not Payable
49	DVD, CD CHARGES	Not Payable ( However if CD is specifically sought by Insurer/TPA then payable)
50	EYELET COLLAR	Not Payable
51	FACE MASK	Not Payable
52	FLEXI MASK	Not Payable
53	GAUSE SOFT	Not Payable
54	GAUZE	Not Payable
55	HAND HOLDER	Not Payable
56	HANSAPLAST/ ADHESIVE BANDAGES	Not Payable
57	INFANT FOOD	Not Payable
58	SLINGS	Reasonable costs for one sling in case of upper arm fractures may be considered
<b>ITEMS SPECIFICALLY EXCLUDED IN THE POLICIES</b>		
59	WEIGHT CONTROL PROGRAMS/ SUPPLIES/ SERVICES	Exclusion in policy unless otherwise specified
60	COST OF SPECTACLES/ CONTACT LENSES/ HEARING AIDS ETC.,	Exclusion in policy unless otherwise specified
61	DENTAL TREATMENT EXPENSES THAT DO NOT REQUIRE HOSPITALISATION	Exclusion in policy unless otherwise specified
62	HORMONE REPLACEMENT THERAPY	Exclusion in policy unless otherwise specified
63	HOME VISIT CHARGES	Exclusion in policy unless otherwise specified
64	INFERTILITY/ SUBFERTILITY/ ASSISTED CONCEPTION PROCEDURE	Exclusion in policy unless otherwise specified
65	OBESITY (INCLUDING MORBID OBESITY) TREATMENT IF EXCLUDED IN POLICY	Exclusion in policy unless otherwise specified
66	PSYCHIATRIC & PSYCHOSOMATIC DISORDERS	Exclusion in policy unless otherwise specified
67	CORRECTIVE SURGERY FOR REFRACTIVE ERROR	Exclusion in policy unless otherwise specified
68	TREATMENT OF SEXUALLY TRANSMITTED DISEASES	Exclusion in policy unless otherwise specified
69	DONOR SCREENING CHARGES	Exclusion in policy unless otherwise specified
70	ADMISSION/REGISTRATION CHARGES	Exclusion in policy unless otherwise specified
71	HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE	Exclusion in policy unless otherwise specified
72	EXPENSES FOR INVESTIGATION/ TREATMENT IRRELEVANT TO THE DISEASE FOR WHICH ADMITTED OR DIAGNOSED	Not Payable - Exclusion in policy unless otherwise specified
73	ANY EXPENSES WHEN THE PATIENT IS DIAGNOSED WITH RETRO VIRUS + OR SUFFERING FROM /HIV/ AIDS ETC	Not payable as per HIV/AIDS exclusion



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	IS DETECTED/ DIRECTLY OR INDIRECTLY	
74	STEM CELL IMPLANTATION/ SURGERY AND STORAGE	Not Payable except Bone Marrow Transplantation where covered by policy
<b>ITEMS WHICH FORM PART OF HOSPITAL SERVICES WHERE SEPARATE CONSUMABLES ARE NOT PAYABLE BUT THE SERVICE IS</b>		
75	WARD AND THEATRE BOOKING CHARGES	Payable under OT Charges, not payable separately
76	ARTHROSCOPY & ENDOSCOPY INSTRUMENTS	Rental charged by the hospital payable. Purchase of Instruments not payable.
77	MICROSCOPE COVER	Payable under OT Charges, not payable separately
78	SURGICAL BLADES, HARMONIC SCALPEL, SHAVER	Payable under OT Charges, not payable separately
79	SURGICAL DRILL	Payable under OT Charges, not payable separately
80	EYE KIT	Payable under OT Charges, not payable separately
81	EYE DRAPE	Payable under OT Charges, not payable separately
82	X-RAY FILM	Payable under Radiology Charges, not as consumable
83	SPUTUM CUP	Payable under Investigation Charges, not as consumable
84	BOYLES APPARATUS CHARGES	Part of OT Charges, not separately
85	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	Part of Cost of Blood, not payable
86	ANTISEPTIC OR DISINFECTANT LOTIONS	Not Payable-Part of Dressing Charges
87	BAND AIDS, BANDAGES, STERILE INJECTIONS, NEEDLES, SYRINGES	Not Payable - Part of Dressing charges
88	COTTON	Not Payable-Part of Dressing Charges
89	COTTON BANDAGE	Not Payable- Part of Dressing Charges
90	MICROPOROUS/ SURGICAL TAPE	Not Payable-Payable by the patient when prescribed, otherwise included as Dressing Charges
91	BLADE	Not Payable
92	APRON	Not Payable -Part of Hospital Services/ Disposable linen to be part of OT/ICU charges
93	TORNIQUET	Not Payable (service is charged by hospitals, consumables cannot be separately charged)
94	ORTHOBUNDLE, GYNAEC BUNDLE	Part of Dressing Charges
95	URINE CONTAINER	Not Payable
<b>ELEMENTS OF ROOM CHARGE</b>		
96	LUXURY TAX	Actual tax levied by government is payable. Part of room charge for sub



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		limits
97	HVAC	Part of room charge not payable separately
98	HOUSE KEEPING CHARGES	Part of room charge not payable separately
99	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	Part of room charge not payable separately
100	TELEVISION & AIR CONDITIONER CHARGES	Payable under room charges not if separately levied
101	SURCHARGES	Part of Room Charge, Not payable separately
102	ATTENDANT CHARGES	Not Payable - Part of Room Charges
103	IM IV INJECTION CHARGES	Part of nursing charges, not payable
104	CLEAN SHEET	Part of Laundry/Housekeeping not payable separately
105	EXTRA DIET OF PATIENT(OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Patient Diet provided by hospital is payable
106	BLANKET/WARMER BLANKET	Not Payable- part of room charges
<b>ADMINISTRATIVE OR NON-MEDICAL CHARGES</b>		
107	ADMISSION KIT	Not Payable
108	BIRTH CERTIFICATE	Not Payable
109	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES	Not Payable
110	CERTIFICATE CHARGES	Not Payable
111	COURIER CHARGES	Not Payable
112	CONVENYANCE CHARGES	Not Payable
113	DIABETIC CHART CHARGES	Not Payable
114	DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES	Not Payable
115	DISCHARGE PROCEDURE CHARGES	Not Payable
116	DAILY CHART CHARGES	Not Payable
117	ENTRANCE PASS / VISITORS PASS CHARGES	Not Payable
118	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE	To be claimed by patient under Post Hosp where admissible
119	FILE OPENING CHARGES	Not Payable
120	INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)	Not Payable
121	MEDICAL CERTIFICATE	Not Payable
122	MAINTAINANCE CHARGES	Not Payable
123	MEDICAL RECORDS	Not Payable
124	PREPARATION CHARGES	Not Payable
125	PHOTOCOPIES CHARGES	Not Payable
126	PATIENT IDENTIFICATION BAND / NAME TAG	Not Payable
127	WASHING CHARGES	Not Payable
128	MEDICINE BOX	Not Payable
129	MORTUARY CHARGES	Payable upto 24 hrs, shifting charges not payable
130	MEDICO LEGAL CASE CHARGES (MLC CHARGES)	Not Payable
<b>EXTERNAL DURABLE DEVICES</b>		
131	WALKING AIDS CHARGES	Not Payable
132	BIPAP MACHINE	Not Payable



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133	COMMODE	Not Payable
134	CPAP/ CAPD EQUIPMENTS	Device not payable
135	INFUSION PUMP - COST	Device not payable
136	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
137	PULSEOXYMETER CHARGES	Device not payable
138	SPACER	Not Payable
139	SPIROMETRE	Device not payable
140	SPO2 PROBE	Not Payable
141	NEBULIZER KIT	Not Payable
142	STEAM INHALER	Not Payable
143	ARMSLING	Not Payable
144	THERMOMETER	Not Payable (paid by patient)
145	CERVICAL COLLAR	Not Payable
146	SPLINT	Not Payable
147	DIABETIC FOOT WEAR	Not Payable
148	KNEE BRACES ( LONG/ SHORT/ HINGED)	Not Payable
149	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER	Not Payable
150	LUMBO SACRAL BELT	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
151	NIMBUS BED OR WATER OR AIR BED CHARGES	Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia/quadriplegia for any reason and at reasonable cost of approximately Rs 200/ day
152	AMBULANCE COLLAR	Not Payable
153	AMBULANCE EQUIPMENT	Not Payable
154	MICROSHEILD	Not Payable
155	ABDOMINAL BINDER	Essential and should be paid at least specifically for cases who have undergone surgery of lumbar spine.
<b>ITEMS PAYABLE IF SUPPORTED BY A PRESCRIPTION</b>		
156	BETADINE \ HYDROGEN PEROXIDE\SPIRIT\DETTOL\SAVLON\ DISINFECTANTS ETC	Payable when prescribed for patient, not payable for hospital use in OT or ward or for dressings in hospital
157	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES	Post hospitalization nursing charges not Payable
158	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES	Patient Diet provided by hospital is payable
159	SUGAR FREE TABLETS	Payable -Sugar free variants of admissible medicines are not excluded
160	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)	Payable when prescribed
161	DIGESTION GELS	Payable when prescribed
162	ECG ELECTRODES	Upto 5 electrodes are required for every case visiting OT or ICU. For longer stay in ICU, may require a change and at least one set every second day must be payable.
163	GLOVES	Sterilized Gloves payable / unsterilized gloves not payable
164	HIV KIT	Payable - payable Pre operative screening



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165	LISTERINE/ ANTISEPTIC MOUTHWASH	Payable when prescribed
166	LOZENGES	Payable when prescribed
167	MOUTH PAINT	Payable when prescribed
168	NEBULISATION KIT	If used during hospitalization is payable reasonably
169	NOVARAPID	Payable when prescribed
170	VOLINI GEL/ ANALGESIC GEL	Payable when prescribed
171	ZYTEE GEL	Payable when prescribed
172	VACCINATION CHARGES	Routine Vaccination not Payable / Post Bite Vaccination Payable
<b>PART OF HOSPITAL'S OWN COSTS AND NOT PAYABLE</b>		
173	AHD	Not Payable - Part of Hospital's internal Cost
174	ALCOHOL SWABES	Not Payable - Part of
175	SCRUB SOLUTION/STERILLIUM	Not Payable - Part of Hospital's internal Cost
<b>OTHERS</b>		
176	VACCINE CHARGES FOR BABY	Not Payable
177	AESTHETIC TREATMENT / SURGERY	Not Payable
178	TPA CHARGES	Not Payable
179	VISCO BELT CHARGES	Not Payable
180	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]	Not Payable
181	EXAMINATION GLOVES	Not payable
182	KIDNEY TRAY	Not Payable
183	MASK	Not Payable
184	OUNCE GLASS	Not Payable
185	OUTSTATION CONSULTANT'S/ SURGEON'S FEES	Not payable, except for telemedicine consultations where covered by policy
186	OXYGEN MASK	Not Payable
187	PAPER GLOVES	Not Payable
188	PELVIC TRACTION BELT	Should be payable in case of PIVD requiring traction as this is generally not reused
189	REFERAL DOCTOR'S FEES	Not Payable
190	ACCU CHECK ( Glucometry/ Strips)	Not payable pre hospitalisation or post hospitalisation / Reports and Charts required/ Device not payable
191	PAN CAN	Not Payable
192	SOFNET	Not Payable
193	TROLLY COVER	Not Payable
194	UROMETER, URINE JUG	Not Payable
195	AMBULANCE	Payable-Ambulance from home to hospital or interhospital shifts is payable/ RTA as specific requirement is payable
196	TEGADERM / VASOFIX SAFETY	Payable - maximum of 3 in 48 hrs and then 1 in 24 hrs
197	URINE BAG	Payable where medically necessary till a reasonable cost - maximum 1 per 24 hrs
198	SOFTOVAC	Not Payable
199	STOCKINGS	Essential for case like CABG etc. where it should be paid.