

CLAIM RESPONSIVENESS											
I. Proportions of claims settled (in full or in part or repudiated or rejected or closed)											
LOB	Particulars	FY 2024		FY 2025		FY 2026		FY 2027			
								For the month- June 2026		Up to month ended June 2026	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Motor*	i) Settled										
	within 15 days	10,76,061	23,31,04,93,201	12,50,882	29,20,00,37,620	13,38,441	36,02,98,27,709	1,26,463	3,01,36,04,704	3,37,285	8,52,37,45,050
	within 30 days	51,714	74,22,92,373	50,033	88,98,17,132	45,208	78,38,39,422	4,007	6,19,31,423	11,540	17,32,17,692
	within 60 days	43,874	1,74,22,95,129	36,188	1,74,37,17,838	26,293	1,50,45,18,579	2,627	11,55,39,248	6,816	32,11,35,490
	> 60 days	36,486	4,58,47,59,051	27,500	4,33,21,89,330	21,884	4,08,99,90,366	2,117	37,60,17,022	5,223	97,66,05,879
	ii) Claims Unsettled at the end of the reporting month	41,400	5,15,43,23,225	40,477	4,89,12,67,163	43,958	5,99,29,15,430	55,146	6,90,53,43,517	55,146	6,90,53,43,517

* Motor OD only

II. Proportions of claims paid,repudiated / rejected/closed and outstanding											
LOB	Particulars	FY 2024		FY 2025		FY 2026		FY 2027			
								For the month- June 2026		For the month- June 2026	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Motor*	Paid in full	10,57,485	27,61,83,34,595	11,89,914	33,83,56,60,273	12,30,468	38,82,99,39,873	1,17,953	3,25,07,93,935	3,10,838	9,13,18,11,130
	Paid in part	-	16,18,35,142	-	14,17,26,384	-	14,71,53,760	-	4,19,39,471	-	4,71,78,793
	Repudiated/ Rejected	45,284	1,02,40,38,819	50,833	92,68,29,308	66,585	1,22,98,09,325	6,985	15,84,59,703	20,634	45,22,69,724
	Closed	1,05,366	1,57,56,31,198	1,23,865	1,26,15,45,955	1,34,793	2,20,12,73,118	10,276	11,58,99,288	29,392	36,34,44,464
	Remaining unsettled at the end of the reporting month	41,400	5,15,43,23,225	40,477	4,89,12,67,163	43,958	5,99,29,15,430	55,146	6,90,53,43,517	55,146	6,90,53,43,517

* Motor OD only

III. Value proportion of claims settled					
LOB	FY 2024	FY 2025	FY 2026	FY 2027	
				For the month- June 2026	For the month- June 2026
Motor*	96.44%	97.34%	96.94%	95.41%	95.30%
Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)					
* Summary is for Motor OD only					