

# Schedule - Marine Cargo Specific Voyage Policy - Inland [UIN:IRDAN123RP0063V01200203]





In consideration of the insured named herein paying to Cholamandalam MS General Insurance Company Ltd. (hereinafter called the Insurer) the premium as stated in the Schedule and in reliance upon the statements made by the Policyholder, the Insurer agrees to provide insurance against loss damage liability or expense to the extent and in the manner herein provided subject to all terms, conditions, exceptions and warranties hereinafter set forth.

CHOLAMANDALAM MS GENERAL INSURANCE COMPANY Ltd.								GST Invoice No.:2454397502065 DATE: 17/09/2022									
ADDRESS: AURANGABAD BRANCH OFFICE Shop No- 4, Plot No- 33, Rokdiya Hanuman Colony,						PAN: AABCC6633K											
Opp. LMS Jeweller Jalna road, Aurangabad - 431005 KRANTI CHOWK S.O							SAC Code: 997135 SAC Description: Marine, aviation, and other transport insurance services										
CITY: AURANGABAD STATE: MAHARASHTRA						SAC Desci	C Description, Manne, aviation, and other transport insurance services										
GSTIN: 27AABCC6633K1ZJ																	
				/00064666/000/00									ALKA	YARN AGENCY	′ I		
			KRISHNA KUNJ ROOM NO 43 1ST FLOOR S.V ROAD MALAD W, , MALAD V S.O														
			MALAD WEST DELY S.O							L	ĺ						
Address of	Assured		MUMBAI MAHARASHTRA							Date	Date of Journey / Expe		ected D	ate of Journey	On or after 17/10/2022		
			400064														
			GST No.: 27AWVPS9249L1Z7											2000 101			
Aadhar N			NA			/A.D.V.				PAN				PS9249L			
Subject Matter Insured Invoice No&Date			Cotton/Textile			rakn	1		I AC D	AS PER INVOICE		Packing Marks & Numbers		Standard and Customary  GJ01JT7044			
Transit Fro		KADI	RI/00249 &	17/09/202	:2		Quantity				SURAT		Warks & Numbers		3301317044		
			rt .		Ti	Inload Port and Country of Unload Port			Transit	HSN Co				NA			
Load Port and Country of Load Po			INR 17,13,761.50		Exchange Rate		INR 1 = INR. 1		11011 00				value of Sum In	sured (Cargo) in INR.		7,13,761.50	
Sum Insured (Cargo)  Duty Sum Insured INR. 0.0		INR. 0.00	· .		INR. 1,028.00		CGST (9%)			INR. 92.5				SGST (9%) INR. 92.50			
IGST (0%)	moured	INR. 0.00					INR. 1.00 Gross P			NR 121	R. 1,214.00				RR/CNN NO & Date 3 & 17/09/2022		
			1				Basis of										
Mode of Transit / Conveyance		,	Rail/Road		valuation		Cargo-Inv	roice +10%,		Deductible/Franc		nchise	,		ach and every claim		
No of Cont		NA				ner Serial No	NA	1	Vesse	Name		NA L s		Voyage No NA			
LC No.& D	ate	NA			LC Cor	ndition / Other I	nformation	NA						Basis Ovaluation Duty NA			
Others									INR.			Annum					
												-	William Manual				
I	1 Inland Tr	ansit ( Rail o	r Road )-Clau	ιςο Δ (ΔΙΙ	Ricke)	l l	1 Warranted that o		s & Condit		ńπe.ar	nd/or thicks	to be o	overed with tarn	aulin or any other wate	r proof mate	erial to avoid ingress of
	2. Strikes,	, Riots, Civi	il Commotio	n Clause	(Inland		water during the inla	and leg of jo	urney unless	containeri	sed		\ >	7		r proor mate	mar to avoid mgress or
			with Ocean g ve Contamir				<ol><li>Warranted that in</li><li>Warranted the Io</li></ol>									113 subse	ction 3 of MV Act 1988,
	Biological, B	Bio-Chemica	I And Electror				as per notification	S.O.3467(I	E) dated 16.	07.18 and	amen	dments the	ereof. I	t is further agre			e applicable only where
		Clause 10.11	1.2003 ation of Liabil	lity (Inland	d Transit)		overloading is the p								nation of storage in tra	nsit clauses	(Amended)
	Clause						5. Reject, Returns s	shall be cov	ered under l	C B SR	CC cla	uses		F 9			(
Clauses			ansit Clause	e (Terror	ism) JC	Warranties	6. Glass/Fragile iter	ns shall be	covered and	FITC B +	SRCC	clauses					
	2009/056 (01/01/09) 6. Termination of Storage in transit Clause 2009 7. Pair & Sets Clause 8. Cutting Clause 9. Important Notice Clause							/(		~ ~							
							S <sub>O</sub> N										
	<ol> <li>JELC Communicable Disease Exclusion (JC 2020- 011)</li> </ol>																
11. Joint Excess Loss Cyber Losses Clause (JX2020-																	
	007) 1. Excluding	g hook dama	age/country da	amage				//									
	Excluding hook damage/country damage     Excluding shortages from parcels / packages delivered in extremely sound condition     Excluding Quality/Manufacturing defects/Rejection is risk/Unexplained shortage     NA     NA     S. Excluding Quality/Manufacturing defects/Rejection																
Exclusions					Other terms & conditions												
	risk/Unexplained shortage																
	NA Cholamandalam MS General Insurance Company Ltd					Sound /	Cholamandalam M	S General I	nsurance Co	npany Ltd	iny Ltd						
Survey	Aurangabad Branch Office Shop No- 4, Plot No- 33, Rokdiya Hanuman Colony, Opp. Lms Jeweller Jalna Road, Aurangabad - 431005					Settling Agent  Chennai Head Office Dare House,2nd Floor,No 2, N.S.C Bose Road,,											
Agent																	
	Maharashtra - 431001						Tamil Nadu - 600001										
Consignee Policy	name and A			1		The list of On	nbudsman details are	e available o	on our website	www.cho	lainsur	rance.com					
Issuing	Aurangaba Office	id Branch	Client Co	de 1900	000598221	Intermediary Name	JAINUINE INSURA	NCE BROK	KERS PRIVA	E LIMITE	D			Intern	nediary Code		200149210153
Office Receipt			Receip			Receipt											
No	105103109	9	Date	17/0	9/2022	Amount	1215							Intern	nediary Contact No		8149178773
POSP Nam						POSP PAN	No.										
POSP Aadh	iadi INU.		Cor	nsolidate	d Stamp	 Duty Paid Vi	de G.O. Rt No.382	,Commerc	ial Taxes ar	ıd Registr	ation	(j1) Depar	rtment.	Tamil Nadu da	ated 8/30/2022.		I
			ce / Policy S	Schedule	is an im	portant docun	nent issued based								that everything is in	order. In c	ase of any
discrepancies, please contact us within 15 days from the date of issuance of policy.  Any difference in premium will be refunded on submission of document for NEFT																	
For CHOLAMANDALAM MS GENERAL INSURANCE COMPANY LIMITED																	
Place: CHENNAI																	
1.000.012.111.1																	
D-1- 47/00/0000																	
Date :17/0	Date :17/09/2022																
						Read &	Head Office:Dare Ho	use 2nd Flo	or No 2 N S	C Bose Pa	nad Cl	hennai-600	001 Inc	dia			Authorised Signatory
						Acgu.cci			PLC047977				, m				

### ANNEXURE TO SCHEDULE

### **CLAUSES WORDINGS**

- 1. Inland Transit ( Rail or Road )-Clause A (All Risks) As Attached
- 2. STRIKES RIOTS AND CIVIL COMMOTION CLAUSE (Inland Transit not in conjunction with Ocean going Voyage) Risks Covered: 1. Subject otherwise to the terms, conditions and warranties of the Policy on goods against transit risks, this Insurance covers, except as provided in clause 2 below loss of or damage to the subject matter Insured caused by 1.1 strikers, locked-out workmen or persons taking part in labour disturbances, riots or civil commotions 1.2 any terrorist or any persons acting from a political motive. EXCLUSIONS: 2. In no case shall this insurance cover 2.1 loss damage or expense proximately caused by delay, inherent vice or nature of the subject matter insured 2.2 loss damage or expense proximately caused by the absence shortage or withholding of labour of any description whatsoever during any strike, lockout labour disturbance, riot or civil commotion. 2.3 any claim for expenses arising from delay or other consequential or indirect loss or damage of any kind 2.4 loss damage or expenses caused by war, civil war, revolution, rebellion insurrection or civil strife arising therefrom, or any hostile act by or against a belligerent power
- 3. This clause shall be paramount and shall override anything contained in this insurance inconsistent therewith
- 1. In no case shall this insurance cover loss damage liability or expense directly or indirectly caused by or contributed to by or arising from
- 1.1 ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
  1.2 the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
- 1.3 any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
  1.4 the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes
- 1.5 any chemical, biological, bio-chemical, or electromagnetic weapon

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- 4. PRIVATE CARRIER LIMITATION OF LIABILITY (INLAND TRANSIT) CLAUSE The liability of the Company shall be limited to 75% of the assessed loss where the Consignment Note is issued limiting the liability of the carriers in any respect by Special Contract duly signed by the Consignor, Consignee or by their Authorised Representative, Agents or where the Consignment Note is issued by a Private Carrier or Freight Broker. This warranty would not apply where loss or damage has occurred whilst the goods are not in the custody of the carriers.
- 5. TERMINATION OF TRANSIT CLAUSE (TERRORISM) JC 2009/056 (01/01/2009): This Clause shall be paramount and shall override anything contained in this insurance inconsistent therewith. Notwithstanding any provision to the contrary in this Policy or the Clauses referred to therein, it is agreed that in so far as this Policy covers loss of or damage to the subject matter insured caused by any terrorist or any person acting from a political motive, such cover is conditional upon the subject matter insured being in the ordinary course of transit and, in any event, shall terminate either: 1.1 As per the transit clauses contained within the Policy. OR 1.2 On delivery to the Consignees or other final warehouse or place of storage at the destination named herein, On delivery to any other warehouse or place of storage, whether prior to or at the destination named herein, which the Assured elect to use either for storage other than in the ordinary course of transit or for allocation of distribution R 1.4 In the respect of marine transits, on the expiry of 60 days after completion of discharge overside of the goods hereby insured from the overseas vessel at the final port of discharge. 1.5 In respect of air transits, on the expiry of 30 days after unloading the subject matter insured from the aircraft at the final place of discharge. Whichever shall first occur 2. If this policy or the Clauses referred to therein specifically provide cover for inland or other further transits following on from storage, cover will reattach, and continues during the ordinary course of that transit terminating again in accordance with clause 1.
- 6. CARGO TERMINATION OF STORAGE IN TRANSIT CLAUSE (For warehousing and or storage risks insured in the ordinary cause of transit) This clause shall be paramount and shall override anything contained in this Contract inconsistent therewith. 1. Notwithstanding any provision to the contrary contained in this Contract or the Clauses referred to therein, it is agreed that in so far as this Policy covers loss of or damage to the subject-matter insured whilst being warehoused and/or stored, this cover is conditional upon such warehousing and/or storage being in the ordinary course of transit and, in any event, SHALL TERMINATE EITHER: 1.1 As per the transit clauses contained within the Policy, or 1.2 on delivery to the Consignees or other final warehouse or place of storage at thedestination named herein, 1.3 on delivery to any other warehouse or place of storage, whether prior to or at the destination named herein, which the Assured elect to use either for storage other than in the ordinary course of transit or for allocation or distribution, or 1.4 in the respect of marine transits, on the expiry of 60 days after completion of discharge overside of the goods hereby insured from the oversea vessel at the final port of discharge, 1.5 in respect of air transits, on the expiry of 30 days after unloading the subject matter insured from the aircraft at the final place of discharge. whichever shall first occur. 2. If this Contract or the Clauses referred to therein specifically provide cover for inland or other further transits following on from storage, cover will re-attach, and continues during the ordinary course of that transit terminating again in accordance with clause 1.
- 7. PAIR & SETS CLAUSE Where any insured item consists of articles in a pair or set, this Policy is not to pay more than the value of any particular part or parts which may be lost without reference to any special value which such article(s) may have as part of such pair or set nor more than a proportionate part of such pair or set.
- 8. CUTTING CLAUSE In the event of damage or breakage caused by an insured peril it is agreed that the damaged, broken length or portion shall be cut off, the remaining length or portion be considered as sound and the Company shall be liable only for the insured value of the length or portion which has been lost by being broken off or cut off. In addition, the Company shall be liable for the cost of cutting.

PROCEDURE IN THE EVENT OF LOSS OR DAMAGE FOR WHICH UNDERWRITERS MAY BE LIABLE

LIABILITY OF CARRIERS, BAILEES OR OTHER THIRD PARTIES

It is the duty of the Assured and their Agents, in all cases, to take such measures as may be reasonable for the purpose of averting or minimising a loss and to ensure that all rights against Carriers. Bailees or other third parties are properly preserved and exercised. In particular, the Assured or their Agents are required:

To claim immediately on the Carriers, Port Authorities or other Bailees for any missing packages

In no circumstances, except under written protest, to give clean receipts where goods are in doubtful condition

When delivery is made by Container, to ensure that the Container and its seals are examined immediately by their responsible offic

shipping documer If the Container is delivered damaged or with seals broken or missing or with seals other than as stated in the nts, to clause the delivery receipt accordingly and retain all defective or irregular seals for subsequent identification.

nd claim on the Carriers or other Bailees for any actual loss or damage found at such survey

To apply immediately for survey by Carriers or other Bailees Representatives if any loss or damage be apparent and claim on the Carriers or other B To give notice in writing to the Carriers or other Bailees within 3 days of delivery if the loss or damage was not apparent at the time of taking delivery. To take examined delivery from the carriers of packages which are outwardly damaged or appear to have been tampered with and obtain a Damage at to be deficient in weight, to take weighment / examined delivery from the carriers and appropriate certificates. tampered with and obtain a Damage and / or Shortage Certificate from them. If any package appears

To issue notices of claims against carriers, bailees or third parties by Registered Post with Acknowledgement due card.

with the Regulations of the Port Authorities at the port of discharge. NOTE.- The Consignees or their Agents are recommended to make themsely familia

INSTRUCTIONS FOR SURVEY

In the event of loss or damage which may involve a claim under this insura hotice of such loss or damage should be given to and a Survey Report obtained from the company s representative at port of discharge or destination or if there be no representative of the ODCUMENTATION OF CLAIMS nearest Lloyds Agent

To enable claims to be dealt with promptly, the Assured or their A ised to submit all available

supporting documents without delay, including when appli

- Original policy or certificate of insurance.
   Original or copy shipping Invoices and Packing List and
- 3. Original Bill of Lading and/or other contract of carriage.
   4. Survey report and other documentary evidence ( Damage / Non-Delivery Certificate ) to show the extent of the loss or damage.
- 5. Landing remarks and weightment notes at final destination
- 6. Correspondence exchanged with the Carriers and other ities regarding their liability for the loss or damage along with copies of Notice of claim on the Carriers / Third Parties and Receipted A/D Card / Postal Registration Receipt.
- 10. Notwithstanding any provision to the contrary within this insurance, this insurance does not insure any loss, damage, liability, claim, cost or expense of whatsoever nature caused by, contributed to by, resulting from, arising out of, or in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease regardless of any other cause or event contributing concurrently or in any other sequence there to. As used herein, a Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where: 2.1. The substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and 2.2. The method of transmission, whether direct or indirect. includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and 2.3. The disease, substance or agent can cause or threaten bodily injury, illness, damage to human health, human welfare or property
- 11. 1). Notwithstanding any other term of this Contract save for Clause 2 below, in no case shall this Contract cover loss, damage, liability, or expense directly or indirectly caused by or contributed to by or arising from the use or operation of an Information Technology Device as a means for inflicting harm. 2). Where this clause is endorsed on policies covering risks of war, civil war, revolution, rebellion, insurrection, or civil strife arising there from, or any hostile act by or against a belligerent power, or terrorism or any person acting from a political motive. Clause 1 shall not exclude losses which would otherwise be covered arising from the use of any Information Technology Device in the launch and/or guidance system and/or firing mechanism of any weapon or missile. 3). Where the use or operation of an Information Technology Device was used as a means of inflicting harm, any ensuing loss, damage, liability or expense shall be excluded unless a physical peril named in the Information Technology Hazards Clause within JELC CL432 (16/10/2017) was also a significant cause of a loss. In such case this Contract shall cover the loss, damage, liability or expense in accordance with but only to the extent provided for in that Clause, whether that Clause forms part of this Contract or not. 4). For the purposes of this clause, an Information Technology Device shall mean any computer system, hardware, software, programme, code, data, process, virus, information repository, microchip, integrated circuit or similar device in or connected with computer equipment or non-computer equipment, whether the property of a direct insured or not.

### Mechanism for Grievance Redressal

As an esteemed customer of our company, you can contact us to register complaint/grievance, if any, including servicing of policy, claims etc. with regard to the insurance policy issued to you. The contact details of our office are given below for your reference.

If any Grievances / issues on claims pertaining to Senior Citizens, Insured can register the complaint / grievance which shall be processed on Fast Track Basis by dedicated personnel.

# **Contact Information**

Cholamandalam MS General Insurance Company Limited H.O:Dare House 2nd floor,No 2 NSC Bose road,Chennai 600001. Toll free:1800 208 5544 SMS: "CHOLA" to 56677\*(premium SMS charges apply) E-MAIL:customercare@cholams.murugappa.com WEBSITE:www.cholainsurance.com

# For Complaints

I. No	Office of the Ombudsman	Name of the Ombudsman and	Jurisdiction		
	Ombuasman	contact details Office of the Insurance Ombudsman			
		2nd floor,Ambica House,			
		Near C.U. Shah College,	State of Gujarat and Union		
1	AHMEDABAD	5,Navyug Colony,Ashram Road,	Territories of Dadra & Nagar Haveli		
		AHMEDABAD-380014, Tel: 079-27546150/139	and Daman and Diu.		
		Fax:079-27546142			
		E-mail:bimalokpal.ahmedabad@gbic.co.in			
		Office of the Insurance Ombudsman			
2		Jeevan Soudha Building, PID No.57-27-N-19, Ground Floor,			
	BENGALURU	19/19, 24th Main Road,	Karnataka.		
		JP Nagar, 1st Phase,			
		Bengaluru-560 078. Tel: 080-26652048 / 26652049			
		E-mail:bimalokpal.bengaluru@gbic.co.in			
		Office of the Insurance Ombudsman			
		Janak Vihar Complex, 2nd Floor,			
3	BHOPAL	6, Malviya Nagar, Opp.Airtel Office, Near New Market,	States of Madhya Pradesh and		
3	BHOFAL	Bhopal – 462 033.	Chattisgarh.		
		Tel:0755-2769200/201/202 Fax: 0755-2769203			
		E-mail:bimalokpalbhopal@gbic.co.in			
		Office of the Insurance Ombudsman			
		62 Forest Park			
4	BHUBANESHWAR	BHUBANESHWAR-751009	State of Orissa.		
		Tel:0674-2596461 / 2596455, FAX:0674-2596429			
		Email: bimalokpal.bhubaneswar@gbic.co.in			
		Office of the Insurance Ombudsman			
5		S.C.O. No.101,102& 103,	States of Punjab, Haryana,		
	CHANDIGARH	2nd Floor,Batra Building, sector 17-D,CHANDIGARH-160 017	Himachal Pradesh, Jammu &		
		Tel:0172-2706196/5861 / 2706468	Kashmir and Union territory of Chandigarh.		
		FAX:0172-2708274,			
		Email: bimalokpal.chandigarh@gbic.co.in  Office of the Insurance Ombudsman			
		annum.	Otata of Tarril Made and Union		
		Fatima Akhtar court, 4th floor,453(oldno 312)	State of Tamil Nadu and Union Territories - Pondicherry Town and		
6	CHENNAI	Anna salai, Teynampet, CHENNAI-600 018.	Karaikal (which are part of Union		
		Tel:044-24333668 24335284, FAX:044-24333664	Territory of Pondicherry).		
		Email:bimalokpal.chennal@gbic.co.jp			
		Office of the Insurance Ombudsman			
		2/2 A,Universal Insurance Building,			
7	DELHI	Asal Ali Road New Delhi-110 002	State of Delhi.		
	diam.	Tel: 011-2323961147539/7532,			
		Fax:011-20230558, Email:bignalokpal.delhi@gbic.co.in			
		Office of the Insurance Ombudsman			
		2nd floor, Pulinat Building,			
		Opp. Cochin Shipyard,	Marrie Lebeledone		
8	ERNAKULAM	M.G. Road,	Kerala, Lakshadweep, Mahe-a part of Pondicherry.		
		Ernakulum - 682 015. Tel: 0484-2358759/2359338			
		Fax:0484-2359336,			
		Email:bimalokpal.ernakulum@gbic.co.in  Office of the Insurance Ombudsman			
		'Jeevan Nivesh', 5th Floor, Nr. Panbazar over bridge, S.S. Road,	States of Assam, Meghalaya,		
9	GUWAHATI	Guwahati – 781001(ASSAM).	Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.		
		Tel:0361- 2132204 / 2132205, Fax:- 0361-2732937,	Frauesii, Nagalanu anu Tripura.		
		Email:- bimalokpal.guwahati@gbic.co.in			
		Office of the Insurance Ombudsman			
		6-2-46,1st floor,			
		"Main Court",	States of Andhra Pradesh,		
10	Hyderabad	Lane Opp.saleem Function Palace A.C Guards,Lakdi-ka-pool,	Telangana and Union Territory of Yanam - a part of the Union		
		HYDERABAD-500 004.	Territory of Pondicherry.		
ļ		Tel.:- 040-65504123/23312122, Fax:- 040-23376599,			
		Fax:- 040-23376599, Email:- bimalokpal.hyderabad@gbic.co.in			
		Office of the Insurance Ombudsman			
		Jeevan Nidhi-II Bldg., Ground Floor,			
11	JAIPUR	Bhawani Singh Marg,	State of Rajasthan.		
		Jaipur - 302005. Tel.:- 0141-2740363,			
		Email:- bimalokpal.jaipur@gbic.co.in			
		Office of the Insurance Ombudsman			
		Hindustan Building Annexe,	States of West Dancel Bibes		
12	KOLKATA	4th floor, 4, CR Avenue,	States of West Bengal, Bihar, Sikkim and Union Territories of		
-		Kolkata - 700 072. Tel.:- 033-22124339 / 22124340,	Andaman and Nicobar Islands.		
		Fax:- 033-22124341,	I .		

		Email:- bimalokpal.kolkata@gbic.co.in	
13	LUCKNOW	Office of the Insurance Ombudsman 6th Floor, Jeevan Bhawan, Phase 2, Nawal Kishore Road, Hazartganj, LUCKNOW - 226 001 Tel.: - 0522-2231330 / 2231331, Fax: - 0522-2231310 Email:- bimalokpal.lucknow@gbic.co.in	District of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur, Varansi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sulanpur, Maharajganj, Santkabirnagar, Azamgarh, Kaushinagar, Gorkhpur, Deoria, Mau, Chandauli, Ballia, Sidharathnagar.
14	MUMBAI	Office of the Insurance Ombudsman  3rd Floor, Jeevan Seva Annexe, S.V.Road, Santa Cruz(W)  MUMBAI - 400 054  Tel.: 022-26106928/360/889, Fax: 022-26106052, Email: bimalokpal.mumbai@gbic.co.in	States of Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
15	NOIDA	Office of the Insurance Ombudsman  Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector-15, Gautam Budh Nagar, Noida Email:- bimalokpal.noida@gbic.co.in	States of Uttaranchal and the following Districts of Uttar Pradesh Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozabad, Gautam Budh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Anroha, Hathras, Kanshiramnagar, Saharanpur.
16	PATNA	Office of the Insurance Ombudsman  1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006. Email:- bimalokpal.patna@gbic.co.in	States of Bihar and Jharkhand.
17	PUNE	Office of the Insurance Ombudsman  Jeevan Darshan Building, 3rd Floor, CTS Nos. 195 to 198, NC Kelkar Road, Narayan Peth, Pune - 411 030 Tel: 020 -32341320, Email:- bimalokpal.pune@gbic.co.in	States of Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

Whether tax is payable under reverse charge basis - No.