

The background of the cover features a blue sky with white clouds. Two black silhouettes of people are shown skydiving. One person is in a horizontal position, while the other is in a more dynamic, inverted position. The sky is framed by a large, stylized circular graphic composed of overlapping segments in shades of purple and blue.

# THE INFINITE POWER OF TRUST

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Annual Report FY 2022-23

# Corporate Information

## BOARD OF DIRECTORS

Shri Dinesh Kumar Khara, Chairman - Non - Executive Director  
Shri T. K. Kurien, Non - Executive Director  
Dr. Ashima Goyal, Non-Executive, Independent Director  
Shri S. C. Srinivasan, Non - Executive, Independent Director  
Shri. Pravin Hari Kutumbe, Non - Executive, Independent Director  
Shri Kishore K. Poludasu, Managing Director & Chief Executive Officer  
Shri Debangshu Munshi, Non - Executive Director  
Shri Anand Pejawar, Whole-time Director

## MANAGEMENT TEAM

Shri Kishore K. Poludasu, Managing Director & Chief Executive Officer  
Shri Anand Pejawar, Whole-time Director  
Shri Rikhil K. Shah, Chief Financial Officer  
Shri Pushkar Deodhar, Appointed Actuary  
Shri Pradeep Kumar Manshani, Chief Investment Officer  
Shri Samir Chhabra, Head – Strategy and Performance Planning  
Shri Gunjan Ranjan, Chief Audit Officer  
Shri Neil Vaz, Chief Risk Officer  
Shri Saurabh Shyam, Head - Human Resources and L & D  
Shri Shatrughan Singh, Company Secretary & Compliance Officer  
Shri Akash Jha, Head – Legal  
Shri Rajapur S. Ramesh, Chief Ethics Officer  
Shri S. Brahmajosyula, Chief Technical Officer  
Shri Pankaj Pandey, Chief Information Officer  
Shri Sukesh Shetty, Chief Operating Officer

## CORPORATE & REGISTERED OFFICE

9th Floor, A & B Wing, Fulcrum, Sahar Road, Andheri (East),  
Mumbai – 400 099

## BANKERS

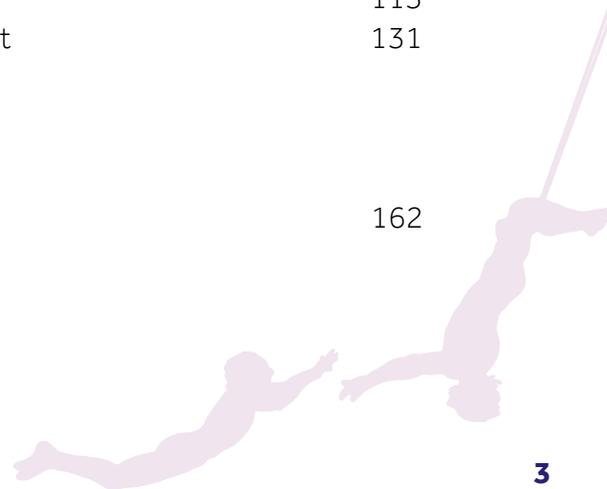
State Bank of India

## AUDITORS

M/S. A. Bafna & Co., Chartered Accountants  
M/S. MKPS & Associates, Chartered Accountants

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# COMPANY OVERVIEW



## Welcome note by the **Chairman**

“ SBI General has resolutely maintained its growth trajectory while reinforcing its commitment to customers.



Dear Shareholders,

As we emerge from the pandemic, the Indian economy has evolved into a powerhouse that commands the world's attention. Our impressive trajectory positions us as one of the fastest-growing economies for the foreseeable future, an accolade underpinned by strong figures and consistent performance. Anchored by an expansive nationwide network, robust brand equity, and dynamic product offerings, SBI has always been the trusted banker for every Indian, and we are certain that with SBI's parentage, SBI General will further achieve newer milestones and will continue to play a pivotal role as the risk manager for India. We are proud of SBI General's invaluable contribution to managing and mitigating risks, demonstrated through its extensive product suite. Reflecting on SBI General's performance, we commend its steady growth. I would like to congratulate SBI General for the remarkable accomplishment of crossing the benchmark of ₹10,000 GWP within just 13 years of operations. This achievement stands as a testament to the Company's unwavering dedication to the fulfillment of its vision of "Suraksha aur Bharosa Dono".

The past year's multifaceted challenges spurred a renewed emphasis on digitalisation, customisation, and adapting swiftly to changing customer expectations. SBI General has consistently made strides to understand these shifts and ensure a smooth product purchase experience for our customers. We recognize SBI General as a robust cornerstone of our customers' financial portfolios, offering a diverse array of products catering to various segments such as Retail, Corporate, SME, and Rural. Armed with SBI's robust network and SBI General's diverse product offerings, we are optimally positioned to serve every Indian across the breadth of the country. The opportunity in general insurance continues to be immense, and we are confident that SBI General is well-equipped to harness it. Our unwavering efforts are aimed at transforming the insurance landscape of India and delivering unparalleled service to our customers. As India's leading BFSI brand, we are committed to forging a path of growth, characterised by continuous innovation, process improvements, and adaptation. We stand firm in our belief that we are on the right track! SBI general had resolutely maintained its growth trajectory while reinforcing its commitment to customers. As we look forward to the next fiscal year, we are confident that with SBI General's comprehensive product portfolio, a committed team, strategic partnerships, and digital initiatives, we will continue to meet and exceed the expectations of our customers. We remain dedicated to our vision of becoming the most trusted general insurer for a transforming India.

Best Regards,

**Shri Dinesh Kumar Khara**  
Chairman, SBI General Insurance

## From the **Managing Director's** desk

“ We have achieved the milestone of being one of the early companies to cross the benchmark of ₹10,000 crores GWP in 13 years of operations.



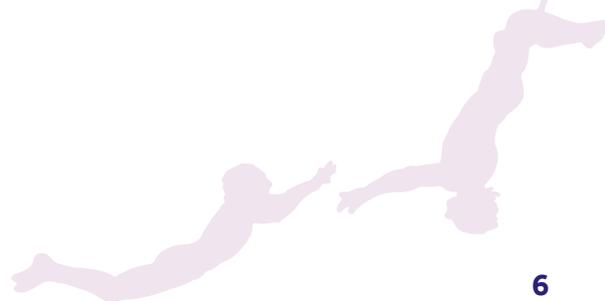
Dear Shareholders,

The General Insurance industry registered a growth of 16% during the year, primarily driven by the health segment, which continues to be the largest contributor. The year also saw a marked increase in awareness of the crucial role of insurance in financial and socio-economic security. It is noteworthy that the digital disruption, coupled with various schemes and financial inclusion initiatives introduced by the Government of India, has played a key role in driving insurance awareness and adoption. The financial year 2022-23 was indeed a year of capacity building and impactful transformation for the Company. We have reported a 17.6% growth in Gross Written Premium (GWP), with our GWP for FY 2022-23 standing at ₹10,888 crore. With that, we have achieved the milestone of being one of the early companies to cross the benchmark of ₹10,000 crores GWP in 13 years of operations. We have seen strong growth across its various lines of business, including home, health, personal accident, commercial lines, and crop. In order to provide customers with a seamless user experience, we have been mindful of the changing needs and have prioritized innovation to meet these changing requirements. We have always strived to secure our customers' financial risks during unforeseen circumstances with the right risk evaluation, products, and unparalleled service.

While the past few years have posed certain challenges for the industry, they have also presented numerous opportunities for growth. The initiatives undertaken by the Company, coupled with industry-wide and regulatory measures, signal the upward trajectory that the general insurance sector in India is poised for. It is incumbent on each of us to comprehend our role within this dynamic landscape and contribute towards leveraging these emerging opportunities. Our vision aligns with the IRDAI's goal of "Insurance for all by 2047", positioning us as the non-life insurer of choice while aiding in enhancing insurance penetration. As we move forward, our focus will steadfastly remain on enhancing the experience of our customers, producers, and employees while concurrently driving productivity, efficiency, and cost-effectiveness. We are committed to continuing the expansion of our digital footprint, innovating our product offerings, and focusing on strategic growth in order to not just meet but exceed customer needs and expectations. Upholding the highest standard of customer service, we persist in our endeavor to provide "Suraksha aur Bharosa Dono."

Best Regards,

**Shri Kishore Kumar Poludasu**  
MD & CEO, SBI General Insurance

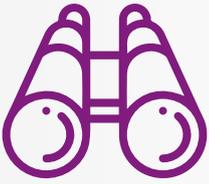


# About SBI General Insurance

SBI General is one of the fastest growing private general insurance companies, with the strong parentage of SBI. We, at SBI General Insurance, are committed to carry forward the legacy of trust and security; and have a vision is to become the most trusted general insurer for a transforming India. Ever since our establishment in 2009, our growth has been exponential in various aspects. We have expanded our presence from 17 branches in 2011 to over **141 branches pan-India**. Till date, we have served over **34 crore customers**. We have been awarded '**Insurer of the Year**' in the non-life category at FICCI Insurance Industry Awards, for two consecutive years in 2020 & 2021. In 2022, recognized as the '**Best General Insurance Company of the Year**' at the 'Third Emerging Asia Insurance Awards' organized by the 'Indian Chamber of Commerce'.

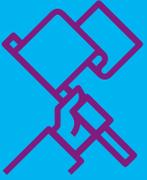
We have a robust multi-distribution model encompassing Bancassurance, Agency, Broking, Retail Direct Channels and Digital tie-ups. The widespread network of distributors like 22437 plus SBI branches, Agents, other financial alliances, OEMs, and multiple digital partners enable us to extend our reach to the pocketed remote areas of India. We offer a bouquet of products spread across various lines of businesses that cater to customers across all segments like Retail, Corporate, SME and Rural, ensuring accessibility via digital as well as physical modes. SBI General Insurance reported a **17.6% growth** in Gross Written Premium (GWP) in FY 2022-23 and the GWP stood at **₹10,888 crore**.





## Vision

Our vision is to become the most trusted general insurer for a transforming India.



## Mission

Our mission is to provide simple and innovative general insurance solutions, be responsive to our customers' needs and build a sustainable business for the future.



## Values

### Transparency

We strive to be fair, dependable and trustworthy in all our interactions.

### Empathy

We understand and are supportive of our customers' needs, helping them get back on their feet when needed.

### Agility

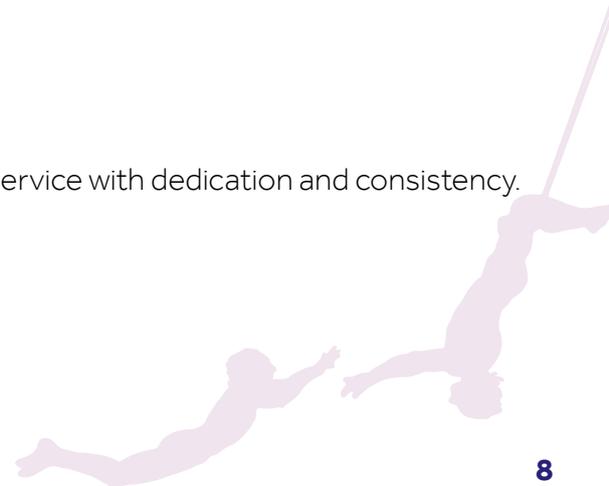
We are innovative in reacting quickly and positively to all our stakeholders.

### Motivation

We are always eager to do our best for our customers, our people and our business.

### Service

We provide the highest levels of service with dedication and consistency.



# Board of Directors\*



**Shri Dinesh Kumar Khara**  
Chairman - Non - Executive Director  
DIN: 06737041



**Shri T. K. Kurien**  
Non - Executive Director  
DIN: 03009368



**Dr. Ashima Goyal**  
Non-Executive, Independent Director  
DIN: 00233635



**Shri S. C. Srinivasan**  
Non - Executive,  
Independent Director  
DIN: 02327433



**Shri Pravin Hari Kutumbe**  
Non - Executive,  
Independent Director  
DIN: 01629256



**Shri Kishore K. Poludasu**  
Managing Director  
& Chief Executive Officer  
DIN: 09739016



**Shri Debangshu Munshi**  
Non - Executive Director  
DIN: 10242136



**Shri Anand Pejaware**  
Whole-time Director  
DIN: 09769981

\*As on 31<sup>st</sup> July, 2023.

# Key Management Team\*



**Shri Kishore K. Poludasu**  
Managing Director  
& Chief Executive Officer



**Shri Anand Pejaware**  
Whole-time Director



**Shri Rikhil Shah**  
Chief Financial Officer



**Shri Pushkar Deodhar**  
Appointed Actuary



**Shri Pradeep K. Manshani**  
Chief Investment Officer



**Shri Samir Chhabra**  
Head – Strategy  
and Performance Planning



**Shri Gunjan Ranjan**  
Chief Audit Officer



**Shri Neil Vaz**  
Chief Risk Officer



**Shri Saurabh Shyam**  
Head - Human Resources  
and L & D

\*As on 31<sup>st</sup> July, 2023.



**Shri Shatrughan Singh**  
Company Secretary &  
Compliance Officer



**Shri Akash Jha**  
Head – Legal



**Shri Rajapur S. Ramesh**  
Chief Ethics Officer



**Shri S. Brahmajosyula**  
Chief Technical Officer



**Shri Pankaj Pandey**  
Chief Information Officer



**Shri Sukesh Shetty**  
Chief Operating Officer

\*As on 31<sup>st</sup> July, 2023.

# Our Flagship Products

## Retail Products



### Motor Insurance

- › Private Car Insurance Policy – Package
- › Two-Wheeler Insurance Policy – Package
- › Act Only Insurance Policy



### Travel Insurance

- › Travel Insurance (Business & Holiday)



### Health Insurance

- › Critical Illness Insurance Policy
- › Hospital Daily Cash Insurance Policy
- › Loan Insurance
- › Arogya Sanjeevani Policy, SBI General Insurance Company Ltd.
- › Arogya Plus Policy
- › Arogya Top Up Policy
- › Microinsurance Policy
- › Arogya Supreme Policy
- › Arogya Shield
- › Super Health Insurance



### Personal Accident Insurance

- › Individual Personal Accident Insurance Policy
- › Saral Suraksha Bima



### Home Insurance

- › Simple Home Insurance Policy
- › Bharat Griha Raksha
- › Bharat Griha Raksha Plus



### Cyber VaultEdge



# Corporate Products



## Fire Insurance

- › Standard Fire and Special Perils Insurance Policy
- › Consequential Loss (Fire) Insurance Policy
- › Bharat Sookshma Udyam Suraksha
- › Bharat Laghu Udyam Suraksha



## Health Insurance

- › Group Personal Accident
- › Group Health Insurance



## Marine Insurance

- › Marine Cargo Insurance
- › Delay in Start Up (DSU) Insurance



## Rural Insurance

- › Agriculture Pump Set
- › Cattle Insurance
- › Kutumb Swasthya Bima
- › Gramin Samridhhi Bima



## Construction / Engineering Insurance

- › Contractors All Risks Insurance
- › Contractors Plant and Machinery Insurance
- › Erection All Risk Insurance
- › Machinery Breakdown Insurance
- › Boiler & Pressure Plant Insurance
- › Electronic Equipment Insurance
- › Machinery Loss of Profit Insurance Policy
- › Trade Credit Insurance Policy



## Miscellaneous

- › Plate Glass Insurance Policy
- › Burglary Insurance Policy
- › Money Insurance Policy
- › Portable Electronic Equipment Insurance Policy



## Motor Insurance

- › Commercial Vehicle Insurance Policy – Package (goods/passenger/misc.)



## Package Insurance

- › Industrial All Risks Insurance Policy
- › Business Package Insurance Policy



## Liability Insurance

- › Public Liability Insurance Act Policy
- › Public Liability Insurance Policy
- › Product Liability Insurance Policy
- › Commercial General Liability Insurance Policy
- › Directors & Officers Liability Insurance
- › Errors & Omissions Liability Insurance
- › Fidelity Guarantee Insurance Policy
- › Commercial Crime Insurance
- › Cyber Defense



# On The Growth Path

## Company Performance

GWP

**₹ 10,888**  
Crores

GWP Growth

**18%**

Claims Settled

**6,29,246**

Value of Claims Settled

**₹ 4,292**  
Crores

## Financials

Profit After Tax

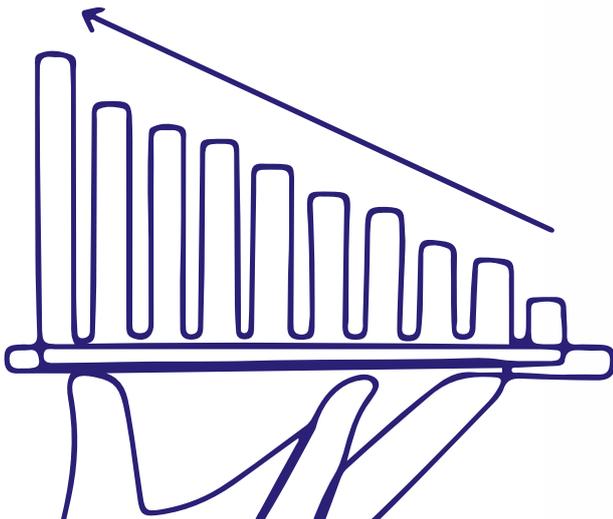
**₹ 184**  
Crores

Investment Income

**₹ 848**  
Crores

Combined Ratio

**112.4%**



## Top Line Growth

Market Share

**4.2%**

Market Rank

**11**

## Balance Sheet

Assets Under Management

**₹ 13,095**

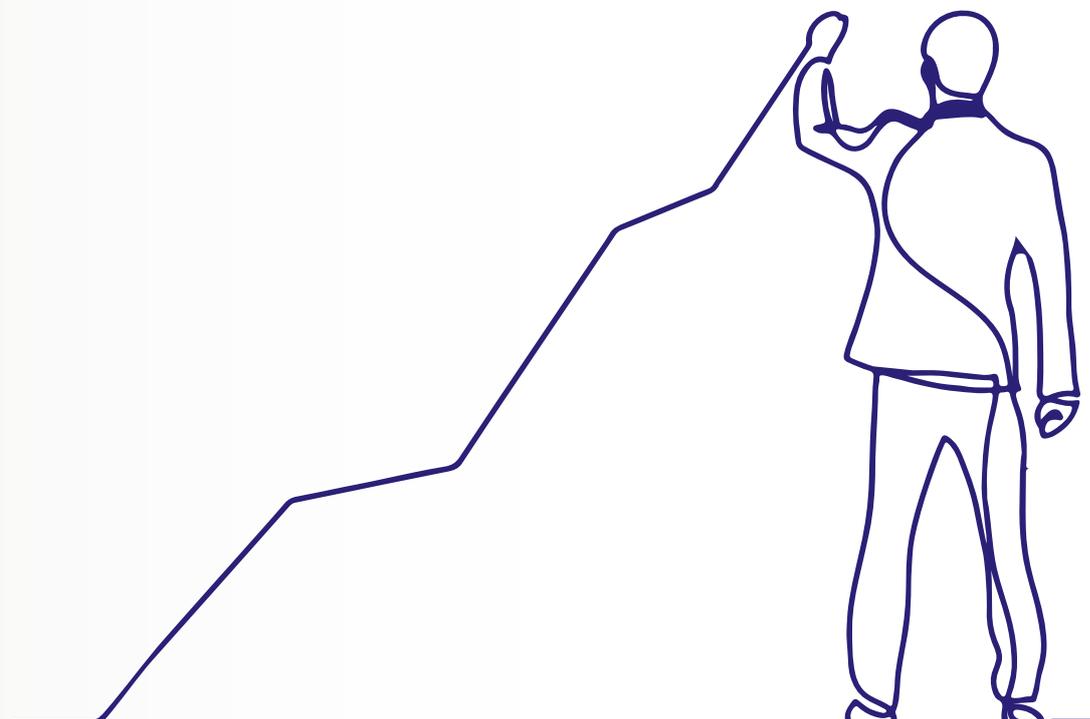
Crores

Return on Equity

**6.2%**

Solvency Ratio

**1.72**



# Our Strategy

The general insurance industry has come a long way in terms of growth in the mindshare of the Indian citizens. The audience is much more mature, and the industry is now much more than just selling insurance products. The general insurance industry is being looked upon as a catalyst to the country's growth wherein, its people can stand tall against uncertain and unforeseen events. At SBI General, our vision has always been to become the most trusted general insurer for a transforming India. To achieve this, we have formulated core strategies that guide our decision-making and define our existence.

## Strategic Initiative 1



### Sustainable Growth with Profits

As a leading private general insurer, our unwavering focus lies in achieving profitable growth while delivering value to our esteemed investors and customers. Through strategic business expansion and distribution channel optimization, we have strikingly balanced our top-line and bottom-line growth. In the FY2022-23, we achieved a remarkable 40% year-on-year increase in profits, with a Gross Written Premium GWP of ₹10,888 crores. Our consistent performance has propelled us to the 6<sup>th</sup> position among private general insurers, surpassing our previous rank of 7<sup>th</sup>. We remain dedicated to sustaining this positive momentum and further fortifying our position in the industry.

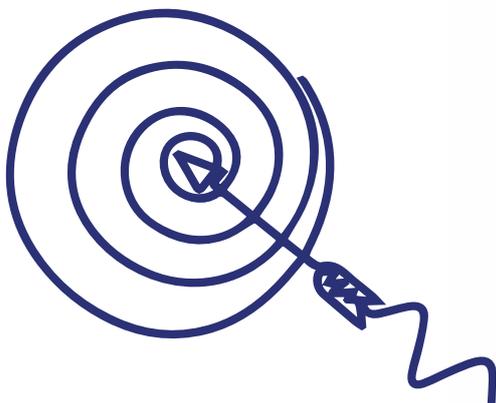


## Strategic Initiative 2



### Enhanced Product Offering

At SBI General, we are committed to providing our customers with a diverse and affordable range of products that meet their specific needs. Our product suite is designed to offer comprehensive coverage while remaining cost-effective. We strive to cater to a wide audience by offering multiple variants that cater to both the non-privileged sections of society and the affluent class. Our aim is to ensure that our customers, regardless of their background or financial status, have access to suitable insurance solutions that provide adequate protection.



## Strategic Initiative 3



### Enriched Customer Experience

We are continuously striving to provide our customers with exceptional customer experiences through streamlined processes and enhanced customer journeys. To further optimize our operations, we have embarked on a new core transformation initiative, which will provide greater flexibility and agility to our processes. As part of this endeavor, we have successfully migrated our digital assets to the cloud, ensuring consistent availability and improved performance. We have also implemented several measures to elevate the website and app experience for our valued customers. Our website and app now boast an array of supplementary services and features, meticulously crafted to ensure a smooth and user-friendly journey for all. These enhancements have been thoughtfully devised to simplify information retrieval, policy management, and interaction with our services.

## Strategic Initiative 4



### Enhancing Digital Footprint

In recent years, the insurance sector has witnessed a significant shift toward digitization. We at SBI General, have placed a strong emphasis on reinforcing our digital capabilities and direct-to-consumer (D2C) distribution channels. We have proactively developed dedicated channels for digital partnerships and D2C interaction, enabling us to forge strategic alliances and effectively reach customers in the digital space. As part of our commitment to digital transformation, we have successfully integrated our systems with 19 new partners this year, expanding our digital distribution network.

Furthermore, we have introduced digital infrastructure for our employees, equipping them with efficient tools and resources to deliver prompt and effective solutions. This digital empowerment enables our employees to provide quicker and more seamless services to our valued customers.

Successfully  
integrated our  
systems with

**19**  
new partners

## Strategic Initiative 5



### Leveraging and Scaling Distribution Strength

To address the huge uninsured population of India, we have been expanding our distribution network through various channels. Our presence is ubiquitous, with 141 branches across the country, allowing us to reach customers through our branches, partnerships, and digital platforms. Till date, we have served over 34 crore customers. In our relentless pursuit of enhancing healthcare services, we are delighted to announce the establishment of an independent health vertical this year. This dedicated vertical is now entrusted with providing comprehensive health insurance coverage to an impressive 21 lakhs customers. This milestone has greatly amplified our ability to distribute health insurance products across India, while also streamlining turnaround times for our esteemed customers.

Furthermore, we have successfully expanded our presence to tier 3 cities and beyond through our extensive rural networks. This strategic expansion enables us to cater to the insurance requirements of individuals residing in rural areas, ensuring a wider coverage that spans the length and breadth of our great nation.

**141**  
branches across  
the country

**34**  
crore customers

# Technology Initiatives

In an era dominated by digital transformation, SBI General continues to make significant strides by leveraging new-age technologies, thus streamlining operations and boosting customer-centric solutions. These initiatives reflect SBI General's unwavering dedication to driving innovation, improving service quality, and fostering a tech-driven, customer-centric culture. We continually adapt to evolving technologies to stay at the forefront of the insurance industry, always delivering value to our stakeholders. Here, we outline some of our key initiatives:



## Motor 360 Insights: A Data-Centric Approach

Embracing the data-driven revolution, we've launched Motor 360 Insights. This powerful analytical tool offers a unified and predictive view of past performance, serving as the linchpin for sustainable growth and profitability. This tool equips us with granular insights to monitor motor performance, track KPIs, identify potential risks, and seize emerging opportunities. Motor 360 stands as a testament to our commitment to enhancing data quality, fostering a single source of truth for stakeholders, and driving overall business improvement.



## Finance Automation: Harnessing Business Intelligence and Machine Learning

As part of our technology-led evolution, we've implemented cutting-edge systems leveraging Business Intelligence and machine learning to automate financial processes, notably including analysis and statement preparation. This initiative propels us towards process optimization by enhancing visibility and reducing the time required to complete and oversee financial tasks, thus streamlining the financial management process from end to end.



## Data Fabric: Architecting the Future of Data Management

Building on our data-centric ethos, we've embraced the data fabric architecture. This progressive approach simplifies data access and fosters self-service consumption. It has proven invaluable in automating data governance and privacy, enabling multi-cloud data integration, and acquiring a comprehensive view of our customers' data, thereby engendering trust in our Machine Learning processes. Data fabric eliminates data silos, optimizes data integration, and curates a secure, compliant data governance strategy. It empowers our teams with quick, quality data access for insightful decision-making, efficient governance rule creation and integration, and streamlines data engineering tasks.



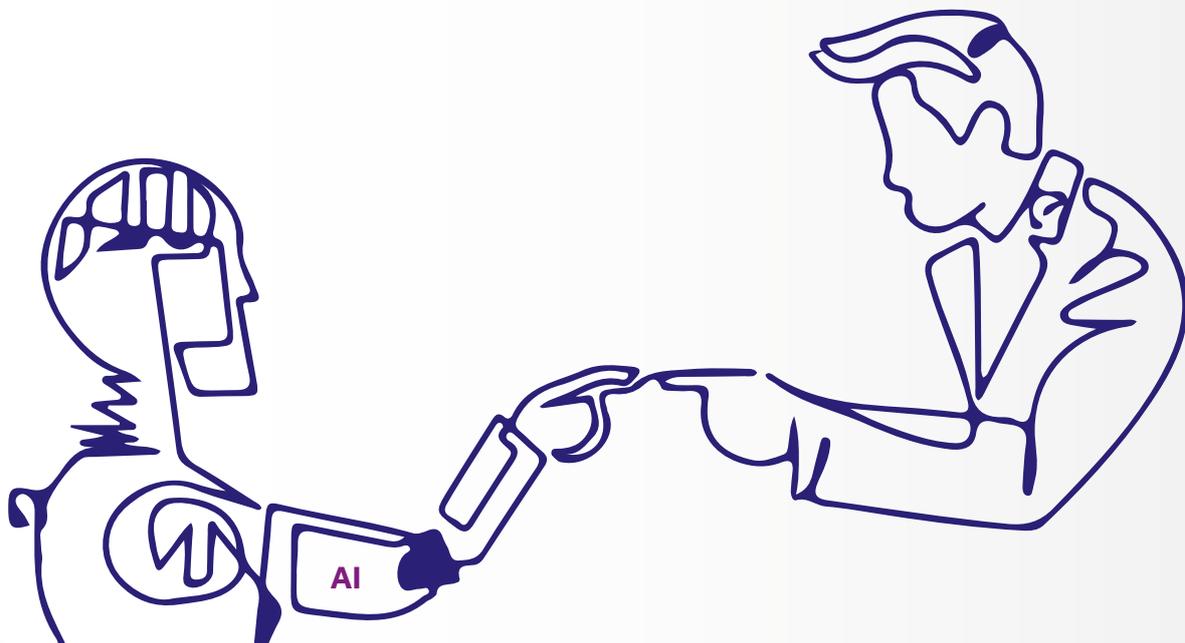
## Artificial Intelligence for Fraud Detection and Risk Inspection

In a pioneering move, we've integrated Artificial Intelligence (AI) across our value chain, from authentication to automation. Our AI/ML-enabled technology is at the heart of our innovative processes, particularly in the Motor Line of Business. Through continuous monitoring and training, we've enhanced our success ratio and improved our fraud complexity score. This advancement empowers our claims assessors with the tools to proactively investigate potential fraud, reinforcing our commitment to risk mitigation and customer trust.



## Enhancing Customer Experience and Efficiency

At SBI General, our commitment to a digital-first approach remains unabated. In our quest for customer delight and operational ease, we have deployed new digital tools and enhanced existing ones. Notably, this includes a multi-channel system for Motor OD claim intimations via our Workshop Portal, WhatsApp, and Chatbot, a mechanism for claim status inquiries and simplified document submission through WhatsApp. We have also amplified our Workshop Portals to share more comprehensive information. These initiatives underline our unwavering focus on refining experiences for our customers, producers, and employees, driving productivity, efficiency, and cost-effectiveness across the board.



# Marketing Initiatives

In FY 2022-23, SBI General Insurance focused on a series of key activities to create awareness around the brand, which included heart-warming and quirky digital films, innovative product launches, engaging campaigns, social media engagement, digital marketing, PR, sales-focused R&R events, insurance awareness initiatives and much more. Some of our noteworthy initiatives included the launch of Cyber VaultEdge – our cyber insurance product, the Award-Winning Road Safety Awareness campaign and the innovative #BachatKaShortcut Tax savings campaign that reached an audience of millions across varied platforms. We were also recognised as the 'Insurer of the Year' for two consecutive years, and the 'Best General Insurance Company of the Year' in 2022 which further reflects on our team's effective strategies and commitment to excellence in the insurance industry.

## Road Safety Awareness Initiative: Driving Behavioural Change

In response to the alarming 1.51 Lakhs+ accident-related deaths in India in 2019, SBI General launched a comprehensive road safety awareness campaign. This initiative wasn't just about creating awareness; it aimed to drive a real change in behaviour. Through an integrated digital campaign encompassing of digital films, social media promotions, and PR; we reached across demographics, spreading awareness about traffic rules and safe driving practices, with the overall aim of contributing to a reduction in road accidents. With an impressive 1.74 Mn+ views and 4.2 Mn+ people reached, this campaign was not just a statement but a step towards a safer road environment.



## #BachatKaShortcut: Twin Benefits of Health Insurance

Health insurance can be more than just a safety net; it can be a smart financial tool. With the #BachatKaShortcut campaign, SBI General shed light on the dual advantages of health insurance: health coverage and tax savings under section 80D. This thought was effectively conveyed through a series of compelling & light-hearted videos, an extensive social media campaign, and PR coverage by leading publications. With this all-round approach, we managed to successfully capture the interests of our target audience. To ensure the campaign messaging reached maximum audience, the campaign was cascaded not only on social media platforms with the quirky short videos, but the messaging was also disseminated on traditional mass media platforms viz Radio, Outdoor Bus Advertisements and TV. The widespread acceptance of this campaign was evident in its metrics; amassing 1.68 Mn+ views, reaching an audience of 2.8Mn+, creating 4.9Mn+ impressions, and generating an engagement of 29.7K+, effectively demonstrating our commitment to empowering India with intelligent financial solutions.



Road Safety Awareness Initiative





## Cyber VaultEdge: Empowering Digital Safety

In an age where digital threats are becoming ever more prevalent, SBI General took a definitive stand by introducing our comprehensive cyber insurance solution, Cyber VaultEdge. This innovative product was launched through an educational campaign that went beyond merely advertising a product. With our digital films, master-class videos with cyber experts specialising in ethical hacking, internal quizzes, and extensive media outreach. On the PR front, we managed to gain 69 media exposures in leading publications like Times of India, The Financial Express, Business World, Outlook India, etc. The campaign's effectiveness is underscored by its impressive performance metrics - achieving a reach of 4.34 Mn+, 2.69 Mn+ video views, 7.23 Mn+ impressions, and over 96.3K+ engagements - demonstrating our dedication to promoting digital safety.



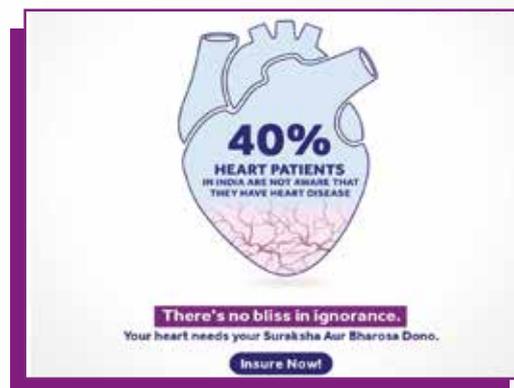
## World Heart Day: Promoting Heart Health Consciousness

Heart health goes beyond medical checks, and our collaboration with Apollo 24|7 on World Heart Day was designed to emphasize this philosophy. Through our 'Know your Heart Health' initiative, we engaged the public with interactive surveys, enlightening digital films, and heart health tips. This campaign wasn't just an information drive but a clarion call to every individual to make informed lifestyle choices for a healthier heart. The campaign's success is evident from its impressive performance metrics: it amassed a total of 4.6 Lakhs+ views, created 13 Lakhs+ impressions, reached an audience of 5.57 Lakhs+, and generated an engagement of 28 Lakhs+. These results highlight the campaign's far-reaching impact and the effectiveness of SBI General's commitment to promoting heart health awareness.



Cyber VaultEdge

## World Heart Day



# Our Enterprise Risk Management

We at SBI General, have, over the years, ensured that risk management practices are at the heart of every decision taken by the Company. SBI General's risk management framework is based on ISO 31000:2018 and internationally recognized risk management standards, including the COSO Framework. The Company is certified for ISO 31000:2018 for Risk Management, ISO 27001: 2013 for Information Security and ISO 22301:2019 for Business Continuity Management. The Company's risk management system is geared towards identifying the risks the entity is exposed to, assessing their magnitude, monitoring them, and controlling or mitigating them using a variety of policies and procedures. Enterprise Risk Management Policy and operating procedures encompass an approved risk matrix consisting of relevant risks, broadly segregated into groups viz: Credit Risk, Market Risk, Operational Risk, Underwriting Risk and Strategic Risk.

**Credit Risk**

**Market Risk**

**Operational Risk**

**Underwriting Risk**

**Strategic Risk**

## Credit Risk

Credit risk or the risk of default of counterparties is sought to be mitigated by investing in securities within acceptable credit ratings and by periodically conducting scenario analysis as well as a review of changes in credit ratings for all the companies we invest in. The Company also seeks to deal with financially sound reinsurers reducing our exposure to credit risk on account of reinsurer default.

## Operational Risk

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems or from external events. Operational Risk Management (ORM) comprises procedures and practices to monitor, prevent, control and mitigate operational risk. Effective ORM system leads to strengthening of business processes, acts as a guideline for holistic decision making and helps achieve business objectives by managing day-to-day risks.

## Market Risk

Market risk arises from unexpected losses arising due to changes in market prices or from changes to the net worth of assets and liabilities. The risk is mitigated by maintaining a desired mix between debt and equity subject to investment regulations by Insurance Regulatory and Development Authority of India (IRDAI) guidelines and active asset management based on asset and liability duration matching, which limits the impact of interest rate changes. Most of the risks that the Company carries from a Market risk perspective pertain to its investment book. The Investment Committee oversees the risk on investments.

## Underwriting Risk

Underwriting Risk refers to the risk faced by the Company concerning the selection and retention of risks on its books. These risks also cover the adequacy of protection that the Company buys to ensure that its portfolio is secure and protected from financial risks in case of widespread catastrophic events.



## Strategic Risk

Strategic Risk refers to the risk associated with the long-term strategy of the Company and includes areas such as reputation risk, return on equity risk, regulatory risk, etc., within its purview.



## Business Continuity Management

The Company has defined business continuity objectives based on its business requirements, commitment to its customers and stakeholders, commensurate to the risk environment that it operates in and applicable legal responsibilities. Mitigation and management of Business continuity risks are addressed by establishing adequate levels of prevention and resilience in Company services to mitigate the impact of a potential disaster or other disruptions to business continuity. Business Continuity Management protects and supports Company employees, assets and business in the event of disruption and resumes critical activities and support functions within the best possible timeframe.



## Information Security

The Company is cognizant that Information and Cyber security is a critical area. To adequately address these risks, the Company has in place an Information Security team which is headed by the Chief Information Security Officer (CISO). The Information Security Forum (ISF) is convened by the CISO. The forum oversees all information security-related activities carried out by the Company.



## Risk Governance

SBI General has developed an integrated ERM framework that incorporates all elements that together form a strong basis for effective, enterprise-wide, integrated risk management. The risks are reviewed by internal committees, the Board-mandated Risk Management Committee, as well as the Board of Directors. These reviews ensure that the risks faced by the Company are being appropriately identified, monitored and adequately managed in line with our defined risk appetite and risk tolerance limits. The Company has in place appropriate policies and frameworks to identify, assess and manage risk. Additionally, there are internal committees to review the risk exposure to the Organization on a periodic basis. All key risks as part of the risk universe are reviewed by the Senior Management and the Risk Management Committee of the Board every quarter. The Risk team led by the Chief Risk Officer of the Company is responsible for the implementation and monitoring of the framework. The framework complies with the regulatory landscape and can amalgamate new regulations and requirements that are and will be applicable to the insurance industry. As risk management is a dynamic and iterative process, continuous improvement is key in ensuring its ongoing effectiveness and efficiency.



# Approach to ESG

We at SBI General has instituted an Environmental, Social and Governance (ESG) policy, aligned with the United Nations Environment Programme Finance Initiative (UNEP FI) principles, to integrate ethical, environmental, and social considerations into our business activities. We aim to incorporate ESG approach in investment decisions, insurance underwriting, and business operations to identify and manage ESG risks. We also strive to embed ESG issues in our insurance business and product development to reduce our ecological footprints.



The key practices included in our core operations are:

## Environmental Practices

We at SBI General Insurance, understand the importance of protecting environmental sustainability for long-term development. To address the effects of climate change, we at SBI General have been striving to adopt sustainable practices such as reducing carbon emissions, proper waste management, renewable energy focus, and water optimisation. We are certified by the Indian Green Building Council for sustainable building practices and are committed to minimising our environmental impact by promoting the following parameters:



## Social Practices

At SBI General, we value our employees as the true strength of our organisation and are committed to provide them with a work environment that fosters their growth and development. We encourage gender equality, diversity, and inclusion throughout the Company, and we support employees of all backgrounds and abilities. A Diversity and Inclusion Charter – Vividh is in place to foster an inclusive work environment that values diversity and promotes equal opportunities for all employees. Our training programmes enhances employees' skills and knowledge, including behavioural and leadership training.

We also organize various programmes to enhance the employee's knowledge levels that includes Licentiate Assistance programme, Associate Assistance programme, Industrial Safety training, Cyber Security and knowledge series ESG emailers. We also prioritise safety and well-being of our employees through insurance coverage to meet the needs of employees and their members. Further, we also conduct engagement surveys on an annual basis to gauge the level of employee satisfaction, engagement and experience at work. Our CSR activities are aligned with the United Nations' Sustainable Development goals, focusing on health, livelihood, education, road safety, environment, sports, and more.

## Governance Practices

At SBI General, we remain committed to following our corporate governance practices that aims to mitigate risks and create a conducive and welcoming atmosphere for our customers. The key elements of our governance practices are:

- Financial Inclusion:** At SBI General, we are committed to promoting financial inclusion through micro insurance products and initiatives. We have organised a series of workshops for SBI & RRB Bankers, CSC VLEs, and customers in Shillong, Meghalaya and Karnal, Haryana. The workshops were part of the IRDAI initiative "Insurance for all by 2047" to boost insurance penetration in the states. We have launched products like Kutumb Swasthya Bima to cover those sections of the society that need health cover which is cost effective with good coverage. It provides telecommunication consulting with a doctor and is complemented by personal accident cover. Additionally, launched Gramin Samridhhi Bima product that covers the building, its contents, animal cart, and pedal cycles. The policy can be bought by any farm owner and the same covers him comprehensively.
- Human Rights Policies:** We have in place a whistleblower policy to encourage employees to report misconduct, ensuring a safe and ethical work environment. There is also a POSH policy to prevent and address sexual harassment, providing support and protection to victims; confidentiality is a priority and appropriate action is taken against perpetrators, if any.
- Responsible Investment:** At SBI General, we understand the need for responsible investing to sustain our business long term. We have integrated ESG factors into our investment decision making and risk management to fulfil our fiduciary duty. We follow a responsible investment approach that considers ESG factors alongside financial parameters when choosing investments. This supports our growth strategy by directing funding to sustainable businesses. Our stewardship activities include officially communicating with investee companies and exercising proxy voting rights according to our policy. We vote on agendas impacting minority shareholders like executive pay, board appointments and shareholder decisions. We are actively working towards integrating our ESG parameters in our decision-making process to create sustainable everyday practices. We believe responsible investing is critical for generating lasting value for policyholders.



# Claims Highlights

## WE ARE CUSTOMER FIRST

We, at SBI General Insurance, handled 6,20,651 fresh claim intimations in FY23 against 8,15,452 claims in FY22. There is an overall decrease of 24% in the number of claims reported. This is attributed to reduced Covid-related claims in Health and a negligible number of CAT-event-related claims in Property Lines as compared to previous fiscal. We have settled 6,29,246 claims in the fiscal, achieving an overall claims settlement ratio of 98%. Our commitment to customer satisfaction, bolstered by our strategic digital initiatives, has ensured these positive results, reaffirming our dedication to excellent service and reliability.

**6,20,651**  
claims intimations in FY23

settlement ratio of **98%**

## Motor OD

In Motor OD, we have handled 3,24,991 new claims – up 12% over the previous year. This increase is propelled mainly by the 2W segment, which now accounts for about 13% of our total Motor OD Claims. The Motor OD Net Promoter Score (NPS) has been steady at 63. We settled over 13,000 claims of 4W Private Cars through the *FastLane* process, a cash-loss offer to claimants of small repairable losses, bringing savings to the Company, and satisfaction for our Customers. We also implemented many digital initiatives to help our Customers and reduce internal process overheads.

**3,24,991**  
Motor OD new claims handled

## Motor TP

The last two years have seen a significant increase in the backlog of cases in Courts as they were mostly non-operational. The focus this year, therefore, was to push as many conciliations as possible. While in the previous year, a total of 1,738 TP claims were settled through negotiations, in the FY 2022-23, we successfully concluded 4,018 cases. We were successful in getting 373 exonerations, a few of them of high value. Total liability avoided in exonerations is to the tune of Rs. 41.25 Crores. In another 686 cases, we have received awards. While the total reduction in TP claims was 5,077, a total of 7,667 new cases were reported. Our thrust on higher negotiations has paid off in keeping our inventory of open cases low.

**4,018**  
Settled through conciliations

## Health

We have handled 2,67,948 Health claims during the fiscal year and achieved a 95% claims settlement ratio. At SBI General, we have ensured strict compliance with all guidelines. Our NPS for Health claims has improved to 74 in this fiscal year. We undertook various initiatives like deeper engagement with TPAs, consistent reviews of outstanding claims, and aggressive follow-ups on reimbursement claims. Our in-house health claims team also started processing retail health claims this fiscal year. We have empanelled 12,000+ network hospitals for our in-house claim servicing, which is one of the largest hospital networks in the country.

**2,67,948**  
Health claims handled



## Commercial Lines

In the Commercial Lines area, we have handled 11,360 claims (excluding Crop) during the fiscal year. The Net Promoter Score for Commercial Lines claims is up and stood at 92 in March 2023. In the fiscal, we carved out a niche claims management Team for Specialty Lines claims – Liability, Trade Credit, Event, Cyber, Crop and Inward Coinsurance. This Team has added value to the Company by enhancing the client and producer experience. In Crop, the Company has successfully migrated to the Government of India's *DigiClaim* initiative through National Crop Insurance Portal (NCIP) based settlement of Crop claims. Now Crop claims are settled directly to the account of the farmer beneficiary. SBI General settled the maximum number of claims – both in terms of count as well as amount, among the Private Sector GI companies, through this new method.

**11,360**  
Claims handled  
in the Commercial  
Lines area

## Our Digital Journey Continues

We deployed several digital tools, and enhanced features in a few existing ones, aiming for Customer delight and ease of work. Many new dashboards for internal information sharing were deployed.

### SOME OF THE TOOLS DEPLOYED/ENHANCEMENTS WERE

-  Motor OD claim intimations through Workshop Portal, WhatsApp and Chatbot
-  Claim status enquiries through our WhatsApp and Chatbot
-  WhatsApp-based document submission
-  Enhancement of information sharing on Workshop portals, etc.

The Company remains focused on improving the experience for our Customers, Producers and Employees, while simultaneously enhancing productivity, efficiency and cost-effectiveness.



# Corporate Social Responsibility

At SBI General, we are committed to our corporate social responsibility, aiming to reach as many beneficiaries as possible through various projects. As a responsible corporate, we believe it is critical to invest in vulnerable communities and create public good to enable them and the economy to prosper. Our CSR programs are based on a strong foundation of ethical principles, good governance, and sound management, which includes a framework of transparent and rigorous reporting. We operate under the CSR guidelines, conducting all our initiatives in alignment with the Sustainable Development Goals. This year, we have focused on areas like No Poverty, Zero Hunger, Good Health and Well-being, Quality Education, Gender Equality, Clean Water and Sanitation, Affordable and Clean Energy, Decent Work and Economic Growth, Reduced Inequalities, Sustainable Cities and Communities, Responsible Consumption and Production, and Climate Action. To achieve our goals and create maximum impact among the communities, we believe that the change ought to be lasting and undertaken on a larger scale, including long-term commitment. Our CSR initiatives are rooted in a system that includes assessment, continued monitoring, evaluation, and transparent reporting. To create impact and increase our outreach, we collaborated with like-minded partners from the public and private sectors and with the commitment of our highly skilled and passionate workforce.

The year has been immensely fruitful as we were required to spend ₹9,59,18,973 during the year. Through the following budget, we were able to initiate and implement **25 projects across India**, which includes both one-time and ongoing projects. Of this, an additional amount of ₹1,24,57,973 spent in the financial year FY 21-22 was set off in FY 22-23. The remaining amount, which is ₹8,34,61,000 has been successfully utilized in FY 22-23. Apart from that, we have additionally spent an amount ₹32,86,370 in FY 22-23 towards the CSR projects, which will be set off from the CSR Budget of FY 23-24.

## Health

Health remains a major focus area for us at SBI General, and this year we have made substantial contributions to numerous projects in the healthcare sector. To enhance the social well-being of the community through preventative and primary healthcare services, we collaborated with **Seva Mob** to launch the **"Health on Wheels"** project. Through this project, we offer access to medical amenities and education to the rural parts of Chandauli, Uttar Pradesh. As part of the project, we have supplied ambulance, along with administrative support for scheduling routine examinations and dispensing medication. So far, **25,000 people** have been positively impacted by the project.

We also collaborated with **the Cuddles Foundation** and contributed to the **"Food Heals Program"**, which meets the nutritional requirement of the kids receiving cancer treatment. The Food Heals initiative included the provision of 116 ration baskets, 270 boxes of nutritional supplements, and 4,900 meal supplements for children. Through the project, we were able to offer nutrition to 250 children for three months. In partnership with the Give Foundation, we have launched a project titled **'Treatment of the Underprivileged with Kidney Ailments by Providing Dialysis'**. Through this partnership, we have provided dialysis units and equipment in Retteri, Tamil Nadu, that will ease the process of Dialysis. With this project, we will directly benefit 270 patients and indirectly benefit 1,300 people.



## Livelihood Enhancement

A significant long-term initiative that we are funding is the **“Development of a climate resilient livelihood model for 4,600 beneficiaries in 10 flood affected villages of Chamoli District, Uttarakhand”**, in collaboration with SBI Foundation. The project aims to reduce the negative consequences of climate change in 10 villages in the Chamoli district of Uttarakhand. The focus of the project is the development of nature-based diverse livelihoods like horticulture, ecotourism, bio farming, and agriculture which includes measures to save soil and water.



## Education

With partners **“Nav Bharat Jagriti Kendra”** and **“Sikshana”** who focus mainly on Remedial Education projects, we extended our support for education because it is a fundamental need and one of the pillars of our CSR vision. Through remedial tutoring in Science, Mathematics, and English, our project with NBJK seeks to increase the knowledge and skills of 1,182 girls in classes 8<sup>th</sup>, 9<sup>th</sup>, and 10<sup>th</sup> so they may excel in their 10<sup>th</sup> board exams and have more career options. The project is implemented in Karjat Tehsil of Raigad District in Maharashtra and Hazaribagh district of Jharkhand.

The goal of Sikshana's Remedial Education program is to develop methods to raise the standard of instruction provided by India's public-school systems. The goal has been to maximize the utilization of current resources by using incentives as a catalyst. Nearly 10,000 students in 105 government schools benefitted at Sedam block, Kalburgi district, Karnataka.



## Environment

In partnership with Mauli Seva Pratisthan, we have supported the project **"Solar Steam Cooking System for Maui, Mangav"**. Through this project, we have provided lifelong care for 38 children and more than 450 homeless and destitute mothers. The initiative aims to provide Solar Steam Cooking Systems for women who currently use LPG and wood, a change that is expected to reduce the cost of cooking, enhance savings, and improve their standard of living.



## Sports

Through the **"Inspire Winter Sports Excellence program"** implemented by the Inspire Institute of Sports, we have supported 4 aspiring athletes participating in winter sports and contributing to competitions at the national level games, Asian Games and Olympic Games. The institute enables and empowers athletes to be their best and bring laurels to the country.



## Road Safety

We at SBI General, are associated with Save Life Foundation to support **"Surakshit Sadkein, Surakshit Bharat - Scaling Zero Fatality Corridor to Maharashtra"**. The project objective is to adopt and transform high -fatality sections of the Mumbai –Pune Expressway and the Pune – Satara –Kagal highway into zero–fatality corridors. Through an evidence-based approach including engineering, emergency treatment, enforcement, and education, the project aims to reduce fatalities from traffic accidents.



## Nutrition

In the field of nutrition, we have supported Akshaya Patra's **Mid-day Meal** program, which addresses issues of food security, lack of nutrition, and access to education on a nationwide scale. Through this project, we have provided 3,93,974 mid-day meals to 3,277 children studying in 39 government and government-aided schools in Guwahati and Lucknow. The mid-day meals address issues such as "classroom hunger" and encourage less fortunate and deserving children to attend school regularly.



## NAT CAT

We at SBI General, are associated with Goonj, to extend our support to disaster-inflicted individuals in restructuring and rebuilding their lives. We have been able to reach out to 1,850 households in 4 districts of Assam with RAHAT family kits.



# STATUTORY REPORT



# Directors' Report

## To the Members,

Your Directors' have pleasure in presenting the 14<sup>th</sup> Annual Report of SBI General Insurance Company Limited ("SBI General" or "Company") along with the audited financial statements for the year ended March 31, 2023 (FY 2022 - 23 or FY23).

## 1. General Insurance Industry

The General Insurance Industry premium income in FY23 increased by 16.36% to ₹ 2.56 lakh crores from ₹ 2.20 lakh crores in FY22. General insurance penetration has reached 1%, compared to a global average of 2.8%, highlighting the scope of possibilities in the country, particularly in the rural sector.

In FY23, Company's Gross Written Premium (GWP) climbed by 17.6% to ₹ 10,888 crores from ₹ 9,260 crores, outpacing the market growth of 16.36%. The Company's market share increased to 4.21% in FY23 from 4.15% in FY22. In FY23, Company was placed sixth among private insurers.

## 2. Financial Results

The Financial Highlights for the financial year ended 31<sup>st</sup> March 2023 is as under:

Particulars	(₹ in crores)	
	2022-23	2021-22
Gross Written Premium	10,888.44	9,259.52
Underwriting Profit / (Loss)	(570.39)	(621.69)
Total Income from Investments and Other Income/Expense	814.72	799.66
Profit / (Loss) before Tax	244.33	177.97
Provision for Taxation	(60.11)	(46.74)
Profit / (Loss) after Tax	184.23	131.23
EPS-Basic	8.54	6.09
Solvency Ratio (times)	1.72	1.85

The financial year 2022-23 was the 14<sup>th</sup> full year of operation. It was also the 7<sup>th</sup> straight year of post-tax profits.

## 3. Reserves & Dividend

The Company did not declare any dividend for financial year 2022-23. Accordingly, the Board does not propose to carry any amount to General Reserve from profits of the Company on account of declaration of Dividend.

In line with Regulation 43A of SEBI (Listing Obligations and Disclosure Requirements) (Second Amendment) Regulations, 2016, your Company has formulated a Dividend Distribution Policy which is available at the Company's website i.e. <https://www.sbigeneral.in/portal/important-links>.

Pursuant to Section 124 & 125 of the Companies Act, 2013 read with the Investor Education and Protection Fund (Accounting, Audit, Transfer and Refund) Rules, 2016, there was no unpaid/unclaimed dividend to be transferred to Investor Education and Protection Funds in FY2022-23.

## 4. Risk Management

At SBI General, Risk Management is central to the sustainability of the Company's business and our decision-making process. We are continually improving our risk management practices, building a strong foundation of risk & opportunity identification, protection and mitigation which focus on different risk factors that impact strategic decision making and operational performance. A data driven risk selection framework, optimum reserving practices and quality reinsurance are at the heart of our governing principles.

Risk management is a combination of both managing enterprise risk as well as other portfolio risks through internal committees that have been constituted. As we scale up our business, we are moving towards an insight driven and performance-oriented approach to risk management, one that creates a culture where everyone factors risk into their decision-making process. We



have adopted an integrated Risk Management approach wherein our Enterprise Risk Management framework is designed to assure the Board, the Risk Management Committee and our stakeholders that the risks faced by the Company are being appropriately identified, monitored and managed in line with our defined risk appetite and risk tolerance limits. The Company has in place appropriate policies and frameworks to identify, assess and manage risk. There are internal committees to review the risk exposure to the Organization on periodic basis. All key risks as part of the risk universe are reviewed by the Senior Management and the Risk Management Committee of the Board on a quarterly basis.

The Company also has in place Board approved policies for the management of credit, Investment, underwriting, liquidity, outsourcing, reinsurance, asset liability management, business continuity, operational and fraud risk amongst others. These policies specify our overall strategies for ensuring each risk type is managed in line with our organizational objective.

The Company has in place a risk awareness plan to establish a robust risk culture with an objective to establish a practice of factoring risk & reward before making decisions. Risk owners are identified from each department for monitoring and reviewing the risk mitigation plan as agreed during the risk and control self-assessment workshops. The Company has a robust Business Continuity Management framework in line with the ISO 22301:2019 standard for which it is certified. This ensures resilience and continuity of key processes at a minimum acceptable level if a crisis arises. The Company is also certified as ISO 27001:2013 demonstrating compliance to Information Security Management Systems & Standards. In addition, the Company is also certified for ISO 31000:2018 thereby demonstrating adequate implementation and adherence to the tenets of Risk Management.

The Risk Management Committee *inter-alia*:

- a. Assists the Board in effective operation of the risk management system by ensuring performance of specialized analysis and quality reviews.
- b. Advise the Board with regards to risk management decisions in relation to strategic and operational matters such as corporate strategy, mergers and acquisitions and related matters.
- c. Reports to the Board, detailed and aggregated view of the enterprise risk exposures and the actions taken to manage these exposures, at its quarterly meetings.
- d. Review and monitor risks pertaining to the business on a regular basis.
- e. Review the solvency position of the Company on a regular basis.
- f. Monitor implementation of Anti-fraud policy for effective deterrence, prevention, detection and mitigation of frauds.

### **Environmental, Social and Governance (ESG)**

We, at SBI General Insurance, are cognizant of the emerging need to embed Environmental, Social and Governance (ESG) aspects within the Organization. We have started our journey towards incorporating ESG principles in our business strategy and decisions. We have formulated an ESG Policy and governance mechanism to integrate sustainability considerations into our business activities, thereby mitigating material risks and exploring new opportunities. Further, we have conducted a study to identify areas of improvement in our systems and processes, based on global ESG standards and industry best practices. Following this, systems and controls will be implemented to monitor and report our ESG performance, to be made available to all our stakeholders.

## **5. Internal Audit and Compliance Framework**

### **Internal Audit:**

The Company has an internal audit system commensurate with the size, scale and complexity of its operations. The scope and authority of the Internal Audit function is properly defined. Internal Audit assignments are executed based on risk-based audit plan developed annually and approved by the Audit Committee. The audit plan is designed to address the most significant risks identified. The Internal Audit Department monitors and evaluates the design, efficacy and adequacy of internal control systems in the Company, its compliance with operating systems, Accounting Procedures and policies at all operating locations of the Company i.e Head Office and branches. The Company's Internal Audit function is headed by Chief Audit Officer with a dedicated internal audit team based at Head Office and Thane Hub as well as in various regions. The Company also engages specialized professional firms to support internal audits in specialized areas. Based on the report of internal audit function, process owners undertake corrective actions as well as preventive action in their respective areas and thereby strengthen the controls. Significant audit observations along with the management responses and update on the action taken thereon are presented to the Audit Committee of the Board on quarterly basis.

### **Compliance:**

The Audit Committee of the Company has laid down governing principles for managing the compliance framework of the Company. The Company has also formulated various internal policies and procedures to define framework for the working of various functions to ensure compliance. The Compliance function identifies and communicates regulatory requirements to relevant functions in a timely manner and monitors critical compliance risks based on suitable monitoring mechanism. The

Compliance function works in liaison with the regulators and provides clarifications to various functions on applicable laws, regulations and circulars issued by the Regulatory Authorities. A compliance certificate signed by the Managing Director & CEO and Compliance Officer is placed at the Audit Committee of the Board on a quarterly basis.

## 6. Management Report

In accordance with the Insurance Regulatory and Development Authority of India (Preparation of Financial Statements and Auditors' Report of Insurance Companies) Regulations, 2002, the Management Report is placed separately.

## 7. Capital

During the year under review, the shareholding of the Company followed the statutory requirements. There was an infusion of equity share capital of the Company by way of Right Issue on 28<sup>th</sup> April 2023 whereby 4,956,327 equity shares of the face value of ₹ 10 each at a share premium of ₹ 1,381 per equity share were allotted thereby raising ₹ 6,89,42,50,857 on rights basis. During the year under review, there has been no change in the Authorized Share Capital of the Company. The issued, subscribed and paid-up capital of the Company has undergone change due to exercise of ESOP by individuals. The issued, subscribed and paid-up capital of the Company as on 31<sup>st</sup> March 2023 was ₹ 215.64 Crores. The shareholding pattern is provided in the Corporate Governance Report which is annexed to this Report.

The net worth of Company has increased from ₹ 2874 Crores as at March 31, 2022 to ₹ 3,060 Crores as at March 31, 2023. During the year under review, there was a transfer of (i) 22,36,025 fully paid up Equity Shares of the Company from Axis New Opportunities AIF-I (Axis AIF) to IIFL Special Opportunities Fund – Series 9 and (ii) 5,07,648 fully paid up Equity Shares of the Company from Axis New Opportunities AIF-I to IIFL India Private Equity Fund – Series 1A. Further IIFL India Private Equity Fund – Series 1A transferred the shares within its affiliates. The solvency position of Company as at March 31, 2023 was 1.72 times as against minimum of 1.50 times prescribed by IRDAI.

The Company has not issued any shares with differential rights and hence no information as per provisions of Section 43(a) (ii) of the Companies Act, 2013 read with Rule 4(4) of the Companies (Share Capital and Debenture) Rules, 2014 is furnished.

The Company has not issued any sweat equity shares during the year under review and hence no information as per provisions of Section 54(1)(d) of the Companies Act, 2013 read with Rule 8(13) of the Companies (Share Capital and Debenture) Rules, 2014 is furnished.

## 8. Employee Stock Option Scheme 2019

Your Company with the objective of introducing a long-term incentive tool to attract, motivate, retain talent and reward loyalty formulated "SBI General Insurance Employee Stock Option Scheme – 2019" for grant of a maximum of 64,65,000 stock options to the eligible employees of the Company. The Nomination and Remuneration Committee of Board of Directors of the Company at its meeting held on March 11, 2019 has approved the grant of the Employee Stock Option ("Options") under the provisions of ESOS- 2019. The Information as per provisions of Section 62(1)(b) of the Companies Act, 2013 read with Rule 12(9) of the Companies (Share Capital and Debenture) Rules, 2014 as on 31<sup>st</sup> March 2023 is furnished herewith:

	Tranche 1	Tranche 2	Tranche 3	Tranche 4	Tranche 5	Total
Date of Issue	12 <sup>th</sup> Mar'19	1 <sup>st</sup> May'21	1 <sup>st</sup> May'21	1 <sup>st</sup> October'21	1 <sup>st</sup> November'22	FY 22-23
Grant Price / share (INR)	559	1137	1137	1225	1252	
Opening Balance as 01 <sup>st</sup> Apr 2022	37,65,760	70,100	3,10,757	2,88,434	-	44,35,051
Options vested during the year	12,49,760	5,300	76,922	77,382	-	14,09,364
Options granted during the year	-	-	-	-	90,656	90,656
Options exercised during the year	30,000	-	-	-	-	30,000
Options Lapsed/Forfeited during the year	3,94,530	23,610	59,771	57,427	-	5,35,338
Money realized by exercise of options (INR)	1,67,70,000	-	-	-	-	1,67,70,000
Total number of options in force as at March 31, 2023	33,41,230	46,490	2,50,986	2,31,007	90,656	39,60,369

There were no employees who have received a grant of options during the year amounting to five percent or more of total options granted. There were five employees to whom ESOP options were granted during the financial year accounting to total of 90,656 options. There were no employees who were granted options, during the year, equal to or exceeding one percent of the issued capital, of the Company at the time of grant.

## 9. Material changes and commitments affecting the financial position of the Company

There have been no material changes and commitments, affecting the financial position of the Company which occurred during/between the end of the financial year to which the financial statements relate and the date of this report.

## 10. Public Deposits

During the year under review, your Company has not accepted any deposits under Section 73 of the Companies Act, 2013 nor within the meaning of the provisions of the Non-Banking Financial Companies (Reserve Bank) Directions 1998, vide notification no. DFC118/DG(SPT).98 dated 31<sup>st</sup> January, 1998

## 11. Alteration to Memorandum and Articles of Association of the Company

There is no change in the Memorandum of Association Company during the year. However, the Shareholders of the Company in their 13<sup>th</sup> Annual general Meeting held on 23<sup>rd</sup> September 2023 had approved alteration of Articles of Association of the Company

## 12. Registration

The Insurance Regulatory and Development Authority of India (IRDAI) has issued a Circular dated 7<sup>th</sup> April, 2015 which states that Section 3A of the Insurance Act, 1938 has been amended by the passing of the Insurance Laws (Amendment) Act, 2015 to remove the process of annual renewal of the Certificate of Registration issued to the Insurers under Section 3 of the Insurance Act, 1938. The Insurers, however, continue to pay such annual fees as may be prescribed by the Regulations. Thus w.e.f. 26<sup>th</sup> December 2014 insurers shall not be issued the Renewal Certificate of Registration (IRDAI/R6) on an annual basis.

Accordingly, the Certificate of Registration of the Insurers renewed in 2014 shall continue to be in force from 1<sup>st</sup> April 2015, subject to the provisions of Section 3A read with Section 3 of the Insurance Act, 1938. The requisite renewal fee for the Financial Year 2023-24 has been remitted to the IRDAI timely and the registration of the Company is in force.

In view of the same, the Company is in compliance with the provisions of Section 3A read with Section 3 of the Insurance Act, 1938.

## 13. Accolades

The Company has won several awards during the year under review, some of which are highlighted below:

- Recognized as '**General Insurance Company of the Year**' at the **India Insurance Summit & Awards 2023**
- Received '**Best General Insurance Company of the Year**' at the 'Third Emerging Asia Insurance Awards' organized by the '**Indian Chamber of Commerce**'
- Recognized as '**Smart Insurer**' in the 'Large Non-Life Insurance' category at **The Economic Times Insurance 9<sup>th</sup> Annual Summit & Awards**
- Recognized as '**Most Preferred Workplaces in BFSI 2022-23**' presented by Marksmen Daily
- Rewarded as '**Data Analytics Initiative of the Year – General Insurance**' at the **3<sup>rd</sup> Annual BFSI Technology Excellence Awards 2022**
- Received the '**The Great Indian BFSI Best Brand in The General Insurance Sector**' at the **Great Indian BFSI Awards 2<sup>nd</sup> Edition 2022**
- Awarded the prestigious **Finnoviti Awards 2022** Trophy by the Jury Committee, Banking Frontiers and Deloitte, for our nomination of the '**Best Claim Settlement**'
- Won '**Best use of technology to enhance customer experience**' at the 15<sup>th</sup> edition of **The Customer FEST awards 2022**
- Recognized for its outstanding contribution towards Social Causes in the field of healthcare at **BW HealthcareWorld Excellence Awards**
- Awarded with '**Best Claim Settlement & Best Innovation**' at the **InsureNext Summit and Awards 2023**
- Recognized as '**The Special Commendation Award**' at **The CSR Journal Excellence Awards 2022**

We believe that each of the awards demonstrates the Company's and its employee's commitment to achieve excellence, across all spheres of its activities and operations. We owe these awards to the constant support and trust reposed by our Policyholders and Stakeholders and the hard work and dedication of our work force.

## 14. Credit Rating

During the year, your Company was assigned corporate credit rating of "AAA/Stable" by CRISIL. This indicates that the Company has highest credit rating, has a fundamentally strong position and prospect of meeting its obligations is the best.

## 15. Directors & Key Managerial Personnel

The Board of Directors of the Company as on March 31, 2023 consisted of Eight (8) Directors, of which three (3) were Independent Directors, three (3) were Non-executive Non Independent Directors and two (2) were Executive Directors. None of the Directors of the Company were disqualified from being appointed as Directors as specified in Section 164(2) of the Companies Act, 2013, and Rule 14(1) of the Companies (Appointment and Qualifications of Directors) Rules, 2014. Further, all the Directors of the Company have confirmed that they fulfill the criteria of 'fit and proper' as laid down under Guidelines for Corporate Governance for insurers in India issued by IRDAI ("IRDAI CG Guidelines").

During the year under review Shri Paritosh Tripathi (DIN: 09634900) was appointed as a Managing Director & CEO of the Company w.e.f. 5<sup>th</sup> July 2022 for a period of two years. Shri Tripathi demitted office as MD & CEO of the Company w.e.f. 3<sup>rd</sup> October 2022 due to his repatriation at SBI. Further, Shri Kishore Kumar Poludasu (DIN: 09739016), was appointed as the Nominee Director of the Company w.e.f. 3<sup>rd</sup> October 2022 and he has assumed charge as the Managing Director & CEO of the Company w.e.f. 4<sup>th</sup> October 2022, for a period of two years. Shri Anandprasad Pejawar (DIN: 09769981) was appointed as Director of the Company w.e.f. 3<sup>rd</sup> November 2022 and thereafter as a Whole-time Director of the Company w.e.f. 28<sup>th</sup> November 2022, for a period of two years, post IRDAI approval.

Dr. Ashima Goyal (DIN: 00233635) was re-appointed for the second term as an Independent Director of the Company for a period of three years w.e.f. 25<sup>th</sup> September 2022. Shri S. C. Srinivasan (DIN: 02327433) was appointed as an Independent Director of the Company for a period of 3 years with effect from 23<sup>rd</sup> September 2022. Shri Pravin Hari Kutumbe (DIN: 01629256) was appointed as an Independent Director of the Company for a period of 3 years with effect from 14<sup>th</sup> March 2023.

Smt. Saloni Narayan, DMD SBI (DIN: 08771219) ceased to be the Member of the Board w.e.f. 22<sup>nd</sup> August 2022 due to her resignation. Further, Shri Mahender Kumar Garg retired from the Board w.e.f. 26<sup>th</sup> August 2022 due to completion of his term as an Independent Director. Further, Shri K. K. Mishra (DIN: 02714591) and Shri D. Sundaram (DIN: 00016304), retired from the Board w.e.f. 9<sup>th</sup> December 2022 and 12<sup>th</sup> December 2022 respectively due to completion of their respective term as an Independent Director.

Shri Swaminathan Janakiraman, Non- Executive Director (DIN No. 08516241) (nominated by State Bank of India) of the Company has tendered his resignation from the directorship of the Company with effect from June 26, 2023, consequent upon his appointment as Deputy Governor, Reserve Bank of India. Shri Debangshu Munshi CGM, SBI (DIN: 10242136) was appointed as SBI Nominee Director w.e.f. 20<sup>th</sup> July 2023.

The Board acknowledges and places on record its appreciation for the contributions made by Shri Paritosh Tripathi as MD & CEO, Ms. Saloni Narayan, Shri Swaminathan J. as Nominee Director of SBI, Shri M.K Garg, Shri D. Sundaram and Shri K. K. Mishra as Independent Directors of the Company respectively during their tenure.

A detailed report on composition of the Board and mandatory Board Committees is provided in the Corporate Governance Report forming part of this Report.

As per the requirements of Section 203 of the Companies Act, 2013 and the rules made thereunder, the following are the Key Managerial Personnel's (KMP) of the Company as on 31<sup>st</sup> March 2023:

1. Shri Kishore Kumar Poludasu – Managing Director and CEO (appointed w.e.f. 4<sup>th</sup> October 2022)
2. Shri Anandprasad Pejawar – Whole -time Director (Appointed w.e.f. 28<sup>th</sup> November 2022)
3. Shri Rikhil K. Shah - Chief Financial Officer
4. Shri Shatrughan Singh - Company Secretary & Compliance Officer

Further, in accordance with Corporate Governance Guidelines issued by IRDAI, in addition to above mentioned KMPs following are the Key Management Persons as on 31<sup>st</sup> March 2023:

1. Shri Pushkar Deodhar, Appointed Actuary (w.e.f. 17<sup>th</sup> November 2022)
2. Shri Pradeep Manshani, Chief Investment Officer
3. Shri Gunjan Ranjan, Head Internal Audit (w.e.f. 14<sup>th</sup> February 2023)
4. Shri Neil Albert Vaz, Chief Risk Officer
5. Shri Akash Jha, Head Legal (appointed w.e.f. 14<sup>th</sup> February 2023)
6. Shri Sameer Chhabra, Head Corporate Strategy, Innovation and Customer experience (appointed w.e.f. 14<sup>th</sup> February 2023)
7. Shri Saurabh Shyam, Head – Human Resources and Learning & Development (appointed w.e.f. 14<sup>th</sup> February 2023)

During the year ended 31<sup>st</sup> March 2023, Ms. Banashree Satpathy ceased to be the KMP of the Company due to her resignation as Appointed Actuary w.e.f. 4<sup>th</sup> November 2022. Further, Shri Avez Sayed, Head Internal Audit, resigned w.e.f. 6<sup>th</sup> February 2023.

### **Independent Directors**

All Independent Directors of the Company have given declarations that they meet the criteria of independence as laid down under Section 149(6)&(7) of the Companies Act, 2013 and the Companies (Appointment and Qualification of Directors) Rules, 2014 as amended from time to time.

The Board is of the opinion that the Independent Directors of the Company possess requisite qualifications, experience and expertise in the fields of finance, strategy, auditing, tax and risk advisory services, infrastructure, banking, insurance, financial services and investments and they hold highest standards of integrity. As required under Rule 6(1) and 6(2) of the Companies (Appointment and Qualification of Directors) Rules, 2014, the names of all Independent Directors are available in the data bank for independent directors maintained by the Indian Institute of Corporate Affairs. Regarding proficiency, the Company has adopted requisite steps towards the inclusion of the names of all Independent Directors. Accordingly, the Independent Directors of the Company have registered themselves with the IICA for the said purpose. The Independent Directors of the Company are exempted from the requirement to undertake the online proficiency self-assessment test conducted by IICA.

All the Independent Directors have also confirmed that they have complied with Schedule IV of the Act and the Company's Code of Conduct.

### **Retirement by rotation**

As per the Articles of Association of the Company, one third of the Directors are liable to retire by rotation at the Annual General Meeting of the Company every year except for SBI Nominee Director. In accordance with the provisions of Section 152 of the Companies Act, 2013 read with applicable law, Shri T. K. Kurien, Non-executive Director of the Company, (DIN: 03009368) will retire by rotation at the ensuing Annual General Meeting ("AGM") and, being eligible, offers himself for re-appointment. A brief profile of Shri T. K. Kurien along with the requisite details as required under Secretarial Standard 2 on General meeting issued by the Institute of Company Secretaries of India is provided in the Explanatory Statement to the Notice of the AGM.

## **16. Annual Evaluation of Directors, Committee and Board**

The Companies Act, 2013 states that a formal annual evaluation needs to be made by the Board of its own performance and that of its Committees and individual Directors. Schedule IV of the Companies Act, 2013 states that the performance evaluation of Independent Directors shall be done by the entire Board of Directors, excluding the Director being evaluated.

The evaluation of the Directors, Chairman and the Board-as-a-whole was conducted based on the criteria and framework adopted by the Board.

The Board evaluation has been done on the basis of evaluation points mentioned in the evaluation sheets sent to all the Directors and Board Committee Members. The evaluations for FY 2022-23 was done through circulation of six questionnaires, (a) a Self-Assessment Sheet sent to all the Directors, (b) Performance Evaluation Sheets for evaluation of 'Board-as-a-whole' sent to Independent Directors, (c) Performance Evaluation Sheets for evaluation of each Independent Director sent to the Board Members, (d) assessment sheets of the Board Committees sent to all the members and (e) Performance Evaluation Sheets for evaluation of Chairman sent to all the Board Members for comments and (f) Performance Evaluation Sheets for evaluation of Managing Director and CEO sent to all the Board Members for comments.

Pursuant to the provisions of the Companies Act, 2013 and Guidelines for insurance companies issued by Insurance Regulatory and Development Authority of India (IRDAI), the Board of Directors on the recommendation of the Nomination and Remuneration Committee, have evaluated the effectiveness of the Board. Accordingly, the performance evaluation of the Board, each Director, MD & CEO and Committees was carried out. The evaluation was based on various aspects like level of participation in the Board meetings, expression of views and opinions on critical issues, etc. A consolidated evaluation summary of the ratings as provided by the Directors was prepared by the Company Secretary. The Nomination and Remuneration Committee has further carried out evaluation of all Directors including Independent Directors. The report of performance evaluation so arrived at was then noted and discussed by the Nomination and Remuneration Committee and the Board in their respective meetings. The Board had also evaluated the performance of the respective Board Committees based on the criteria and framework mentioned in the Board approved policy.

The Independent Directors of the Company met separately, on May 22, 2023, without the attendance of Non-Independent Directors and members of management. In this meeting the Independent Directors had reviewed the performance of Non-Independent Directors and Board as a whole and also performance of the Chairman.

## 17. Maintenance of Cost Records

Being an Insurance Company, the Company is not required to maintain cost records as specified by the Central Government under Section 148(1) of the Companies Act, 2013.

## 18. Investor Relations

The Company continuously strives for excellence in its Investor Relations engagement with Foreign and Domestic investors. It believes in adopting the emerging best practices in Investor Relations and building a relationship of mutual understanding with investor/ analysts.

The Managing Director & CEO, Chief Financial Officer and other Senior Management members participate in structured and periodic investor/analyst interactions including one-on-one meeting, investor conferences & quarterly earnings calls. The Company conducted various meetings with Indian investors and analysts during the financial year.

The Company ensures that financial information of the Company is available to all the stakeholders by uploading it at the Company's website. The financial information includes Financial Statement and Annual Report.

## 19. Disclosures related to Board and Board Committees

The Board of Directors met 11 times during the financial year ended 31<sup>st</sup> March 2023 in accordance with the provisions of the Companies Act, 2013 and Rules made thereunder.

The dates on which the Board of Directors met during the financial year under review are as under:

103 <sup>rd</sup> BM : 20 <sup>th</sup> April 2022	109 <sup>th</sup> BM : 25 <sup>th</sup> November 2022
104 <sup>th</sup> BM : 13 <sup>th</sup> June 2022	110 <sup>st</sup> BM : 24 <sup>th</sup> January 2023
105 <sup>th</sup> BM : 16 <sup>th</sup> July 2022	111 <sup>th</sup> BM : 14 <sup>th</sup> February 2023
106 <sup>th</sup> BM : 11 <sup>th</sup> August 2022	112 <sup>th</sup> BM : 3 <sup>rd</sup> March 2023
107 <sup>th</sup> BM : 26 <sup>th</sup> September 2022	113 <sup>th</sup> BM : 27 <sup>th</sup> March 2023
108 <sup>th</sup> BM : 20 <sup>th</sup> October 2022	

The details pertaining to Board Committees are given in the Corporate Governance Report.

## 20. Remuneration Policy for Directors/KMPs

The Board has, in accordance with the provisions of sub-section (3) of Section 178 of the Companies Act, 2013, formulated the criteria for determining qualifications, positive attributes, independence of a Director and policies relating to remuneration for Directors and Key Managerial Personnel. The Remuneration Policy for KMPs and Directors was reviewed by the Board in its 113<sup>th</sup> Meeting held on 27<sup>th</sup> March 2023.

The objective of the Remuneration Policies, inter-alia, is to

- (i) To recommend to the Board a Policy, relating to the remuneration for Key Managerial Personnel as required under the Act & Rules.
- (ii) To ensure that level and composition of remuneration is reasonable and sufficient, relationship of remuneration to performance is clear and meets performance benchmarks, and involves a balance between fixed and incentive pay.
- (iii) To identify persons who are qualified to become Key Managerial Personnel (KMPs) and who may be appointed as Key Managerial Personnel in accordance with the criteria laid down under the Companies Act, 2013 and as may be prescribed by IRDAI from time to time, and to recommend to the Board/Nomination & Remuneration Committee their appointment, remuneration and removal.
- (iv) To carry out evaluation of every KMP's performance.
- (v) To retain, motivate and promote talent and to ensure long term sustainability of talented managerial persons and create competitive advantage.
- (vi) To carry on functions enshrined in Section 178 of the Companies Act, 2013 (18 of 2013, hereinafter "Act") read with Rule 6 of the Companies (Meetings of Board and its Powers) Rules, 2014 (hereinafter "the Rules") and any subsequent enactment/modifications issued under the Companies Act, 2013 and to carry on functions as may be prescribed by the IRDAI.

In respect of Directors nominated by SBI/Managing Director, the remuneration shall be governed by the terms of their nomination by State Bank of India and to that extent this policy shall not be applicable to MD & CEO. The performance linked Incentive to MD & CEO is governed as per the Performance Linked Incentive Policy for SBI Deputes approved by the Board. The Remuneration Policies for KMPs and Directors are available on the website of the Company ([www.sbigeneral.in](http://www.sbigeneral.in)).

## 21. Corporate Social Responsibility

The Company has constituted the Corporate Social Responsibility (CSR) Committee of the Board of Directors in accordance with the provisions of Section 135 of the Companies Act, 2013 read with The Companies (Corporate Social Responsibility) Rules and Corporate Governance Guidelines of IRDAI, comprising of four (4) Members with Chairperson of the Committee being a Non-executive, Independent Director of the Company, which drives CSR programme of the Company.

The CSR Committee of the Board confirms that the implementation and monitoring of CSR Policy formulated by the Board, is in compliance with the CSR objectives and the CSR Policy of the Company. The policy is hosted on the website of the Company at <https://www.sbigeneral.in/portal/sbig-cares>.

### CSR Mission Statement

To serve the most vulnerable communities and people at risk with sustainable interventions that help transform lives.

### Background on CSR program:

We are pleased to present SBI General Insurance's steadfast commitment to Corporate Social Responsibility (CSR) during the financial year. Our CSR initiatives are founded on the principles of empathy, inclusivity, and transformative change, aiming to uplift vulnerable communities and contribute to the holistic development of society by creating sustainable, long-term impacts in various sectors. SBI General Insurance has always believed that corporate success goes beyond financial gains, extending into the realm of social responsibility.

### Health Initiatives:

In the realm of healthcare our collaboration with Seva Mob has brought forth the "Health on Wheels" project, a pioneering initiative bringing essential healthcare services to the remote corners of Chandauli, Uttar Pradesh. The project has positively impacted the lives of over 25,000 individuals by offering medical amenities and knowledge to those who need it most. Our partnership with the Cuddles Foundation has seen the "Food Heals Program" provide vital nutritional support to 250 children undergoing cancer treatment, offering hope and strength during their challenging journey. Also SBIG collaborated with Give Foundation for providing modern dialysis equipment in Retteri, Tamil Nadu. This initiative will directly benefitting 270 patients from underprivileged communities annually and extends positive healthcare impact to 1300 individuals.

### Livelihood Enhancement:

In the pursuit of livelihood enhancement, our alliance with the SBI Foundation has led to the development of a climate-resilient livelihood model in flood-affected villages of Chamoli District, Uttarakhand. This project will be benefiting 4,600 beneficiaries across 10 flood-affected villages in Chamoli District, Uttarakhand. This comprehensive model focuses on nature-based occupations, including horticulture, eco-tourism, bio-farming and agriculture, while prioritizing soil and water conservation measures.

### Empowering Education:

Education remains a fundamental pillar of our CSR vision. Through partnerships with "Nav Bharat Jagriti Kendra" and "Sikshana," we have empowered 1,182 girls in Hazaribagh, Jharkhand and Raigad, Maharashtra and 100,000 students in Kalburgi, Karnataka by offering remedial education. Additionally, we have contributed to raising the instructional standards in public schools, leveraging existing resources for optimal impact.

### Environmental Stewardship:

Our commitment to the environment is unwavering. The collaboration with Mauli Seva Pratisthan has led to the "Solar Steam Cooking System" project, reducing costs and enhancing the living conditions of underprivileged communities. By providing solar-powered cooking solutions, we have not only promoted environmental sustainability but also improved the daily lives of those in need. Through the project lives of 38 children and over 450 marginalized mothers has improved.

### Sports Excellence:

We understand the power of sports in shaping the future. Through our support for the "Inspire Winter Sports Excellence program," we are nurturing the talents of young athletes in winter sports. This initiative is in line with our vision to create future Olympic qualifiers, ensuring that India is well-represented on the global stage.

### Road Safety:

Our commitment to road safety remains resolute. The "Surakshit Sadkein, Surakshit Bharat" program, in partnership with Save Life Foundation, aims to transform high-fatality road sections into zero-fatality corridors. By adopting an evidence-based approach encompassing engineering, emergency care, enforcement, and education, we are actively working towards reducing traffic-related fatalities.

### Long-Term Impacts:

The cumulative effects of our CSR initiatives are far-reaching. Through the initiatives we aim to have enhanced healthcare access, nurtured sustainable livelihoods, empowered education, improved environmental conditions, and prioritized road safety. These initiatives stand as a testament to our dedication to fostering positive and lasting changes in society.

The brief outline of CSR Policy, including overview of the program proposed to be undertaken, the composition of the CSR Committee, average net profits of the Company for the past three financial years, prescribed CSR expenditure and details of amount spent on CSR activities during the financial year have been disclosed in **Annexure '1'** to this report, as mandated under the said rules.

## 22. Particulars of Employees

The information required pursuant to Section 197 of Companies Act, 2013 read with Rule 5 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014 in respect of employees of the Company, is not applicable to the Company.

## 23. Management Discussion and Analysis Report

The Management Discussion and Analysis Report for the year under review, is presented in a separate section, forming part of the Annual Report at **Annexure "2"**.

## 24. Corporate Governance Report

Maintaining high standards of Corporate Governance has been fundamental to the business of your Company since its inception. The Company has taken structured initiatives towards Corporate Governance and its practices are valued by various stakeholders. A detailed Report on Corporate Governance is annexed and forms part of this Report at **Annexure "3"**.

## 25. Particulars of Loans, Guarantees or Investments

The provisions of Section 186(4) of the Companies Act, 2013 requiring disclosure in the financial statements of the full particulars of the loans given, investment made, or guarantee given, or security provided and the purpose for which the loan or guarantee or security is proposed to be utilized by the recipient of the loan or guarantee or security are not applicable to the Company. There are no Loans and Guarantees made by the Company during the financial year 2022-23. The details of Investments are given in Schedule 8 and Schedule 8A of the Financial Statements.

## 26. Secretarial Audit Report:

Pursuant to the provisions of Section 204 of the Companies Act, 2013 and The Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014, the Company has appointed M/s. N. L. Bhatia & Associates, a firm of Company Secretaries in Practice to undertake the Secretarial Audit of the Company for FY 2022-23. There were no qualification, reservation or adverse remark or disclaimer made by the Secretarial Auditor in the Report. The Report of the Secretarial Auditor is annexed herewith as **Annexure "4"** to this report.

## 27. Annual Return

The Annual Return as on March 31, 2023 in accordance with Section 92 of the Companies Act, 2013 read with the Companies (Management and Administration) Rules, 2014 in Form MGT-7 is available on the website of the Company. The website link is: <https://www.sbigeneral.in/portal/important-links>.

## 28. Related Party Transactions

The Company has formulated a Policy on Related Party Transactions for the purpose of identification and monitoring of such transactions. The policy on Related Party Transactions as approved by the Board is uploaded on the Company's website.

All related party transactions that were entered into during the financial year were on an arm's length basis and were in the ordinary course of business. There are no materially significant related party transactions made by the Company with Promoters, Directors, Key Managerial Personnel or other designated persons who may have a potential conflict with the interest of the Company at large. All Related Party Transactions are placed before the Audit Committee for approval. The Audit Committee grants omnibus approval for Related Party Transactions as per the provisions contained in Companies Act, 2013 and rules thereunder for transactions which are of repetitive nature and / or entered in the Ordinary Course of Business and are at Arm's Length. There is no material Related Party Transaction neither there were Related Party Transactions requiring approval of the Board and/or Shareholders. Accordingly, Form- AOC-2 with "NIL" report is attached at **Annexure "5"**.

## 29. Details of significant and material orders passed by the regulators/ courts/ tribunals impacting the going concern status and the Company's operations in future

There are no significant material orders passed by the Regulators/ Courts which would impact the going concern status of the Company and its future operations.

No application has been made under the Insolvency and Bankruptcy Code, 2016 hence the requirement to disclose the details of application made or any proceedings pending under the Insolvency and Bankruptcy Code, 2016 (31 of 2016) during the year alongwith their status as at the end of the financial year is not applicable.

### 30. Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace:

The Company values the dignity of individuals and strives to provide a safe and respectable work environment to all its employees. The Company is committed to providing an environment which is free of discrimination, intimidation and abuse. The Company believes that it is the responsibility of the organization to protect the integrity and dignity of its employees and also to avoid conflicts and disruptions in the work environment due to such cases. The Company has put in place a 'Policy on Prevention of Sexual Harassment'. Internal Complaints Committee and Regional Complaints Committee has been set-up to redress complaints received regarding sexual harassment. All employees (permanent, contractual, temporary, trainees, deputed) are covered under this policy. There were NIL cases reported as per the policy guidelines during the year under review under the said Policy.

### 31. Rural and Social Responsibility

Your Company has complied with the obligations for Rural and Social Sector as prescribed in the Insurance Regulatory and Development Authority (Obligations of insurers to Rural or Social Sectors) Regulations, 2002 for the Financial Year 2022-23.

**Sector wise details of the policies issued are given below:**

Sector	For the year ended March 31, 2023		
	GDP (₹ in Crs.)	% of GDP	No of Policies
Rural Sector	5,554	51%	1,51,29,515
Urban Sector	5,274	49%	24,43,806
<b>Total</b>	<b>10,828</b>	<b>100%</b>	<b>1,75,73,321</b>

Sector	For the year ended March 31, 2023	
	GDP (₹ in Crs.)	No. of Lives
Social Sector	2,749	1,20,64,400

### 32. Auditors' Report

**Statutory Auditors Report-** There is no qualification in the Statutory Auditors' Report for FY 2022-23. Notes to the Accounts referred to in the Auditors' Report are self-explanatory.

**Comments of Comptroller & Auditor General of India-** Your Company is subject to supplementary/test audit and Transaction Audit of the Comptroller and Auditor General of India (C&AG). The Joint Statutory Auditors of the Company have submitted a copy of their Audit Report to the C&AG pursuant to Section 143(5) of the Companies Act, 2013. The C&AG had conducted a supplementary audit under section 143(6)(a) of the Companies Act, 2013 of the financial statements of the Company for FY 2022-23 and that there were no reservation, qualification or adverse remark by the office of C&AG in its comments under Section 143(6)(b) of the Companies Act, 2013, on the accounts of the Company. The Letter No. GA/CA-1/Accounts/SBI GIC /2022-23/DIS-917018 dated 7<sup>th</sup> July 2023, issued by C&AG is placed next to the Statutory Auditors' Report in the Annual Report.

### 33. Statutory Auditors

Pursuant to Section 139(5) of the Companies Act, 2013, the Statutory Auditors of the Company were appointed by the Comptroller and Auditor General of India (C&AG). The Insurance Regulatory and Development Authority of India prescribes eligibility criteria to be fulfilled by Statutory Auditors and further requires an Insurance Company to have Joint Statutory Auditors for Statutory Audit of the Company. The Company is also subject to a Supplementary/Test audit and Transaction Audit of the C&AG. M/s. A. Bafna & Co., Chartered Accountants (Registration No. of the firm with the ICAI: FRN 003660C) and M/s. MKPS & Associates., Chartered Accountants (Registration No. of the firm with the ICAI: FRN 302014E), were appointed as Joint Statutory Auditors of the Company by the C&AG for the financial year ending 31<sup>st</sup> March 2023. The Statutory Auditors for the FY 2023-24 will be appointed by the C&AG in accordance with Section 139(5) of the Companies Act, 2013. The Company has already written to the C&AG seeking appointment of the Statutory Auditors for the FY 2023-24.

#### Statutory Audit and other Fees paid to Joint Statutory Auditors

During FY 2022-23, the total fees for the statutory audit and other services rendered by the Joint Statutory Auditors are given below:

Name of Audit Firm	M/s. A. Bafna & Co., Chartered Accountants and M/s. MKPS & Associates, Chartered Accountants
Particulars	Fees for FY 2022-23 (in ₹)
Statutory Audit	62,00,000
Limited Review	41,00,000
CFS	7,00,000
Tax Audit	7,00,000
IFC & Other Certification charges	11,35,000
<b>Total</b>	<b>1,28,35,000</b>

### 34. Particulars of Conservation of Energy, Technology Absorption, Foreign Exchange Earnings and Outgoings

Since General Insurance Business is the core activity of your Company, Section 134(3)(m) of the Companies Act, 2013 read with the rules made thereunder, the clauses relating to Conservation of Energy and Technology absorption are not applicable to the Company and hence the information required to be disclosed in the Board's Report is not given.

As a responsible corporate citizen, the Company continues to pursue and adopt appropriate energy conservation measures. The Company makes every effort to conserve energy as far as possible in its branches, offices etc. The Company also takes significant measures to reduce energy consumption by using energy efficient computers and by purchasing energy efficient equipment. The Company purchases PCs, laptops, air conditioners etc. that meet environment standards, wherever possible and replace old equipment with more energy efficient equipment.

During the year under review, the net expenditure in foreign currencies amounted to ₹ 340.31 crores.

### 35. Directors' Responsibility Statement

To the best of the knowledge and belief and according to the information and explanations obtained by them, your Directors make the following statements in accordance with the provisions of Section 134(5) of the Companies Act, 2013, in relation to the Audited Financial Statements of the Company for the year ended 31<sup>st</sup> March, 2023:

- (i) In preparation of the financial statements all applicable accounting standards, generally accepted accounting principles and policies have been followed and there have been no material departures from the aforesaid;
- (ii) The management has adopted accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company at the end of the financial year and of the operating profit under the Revenue Account and of the profit in the Profit and Loss Account of the Company for the year ended March 31, 2023;
- (iii) The management has taken sufficient and proper care for the maintenance of adequate accounting records in accordance with the applicable provisions of the Insurance Act, 1938 (4 of 1938) and the Companies Act, 2013 (1 of 2013), for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities;
- (iv) The management has prepared the financial statements on a going concern basis;
- (v) The management has set up an internal audit system commensurate with the size and nature of the business and the same was operating effectively during the year; and
- (vi) The directors had devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

### 36. Internal Financial Controls

Your Company has laid down, the Internal Controls on Financial Reporting and the same are being followed by the Company. Further, Internal Control over Financial Reporting are adequate and operating effectively so as to ensure the orderly and efficient conduct of our business. This includes adherence to Company's policies, safeguarding of assets, accuracy and completeness of the accounting records and the timely preparation of reliable financial information during the financial year 2022-23.

### 37. Reporting of Frauds by Auditors

During the year under review, neither the statutory auditors nor the secretarial auditor have reported to the audit committee, under Section 143(12) of the Companies Act, 2013, any instances of fraud committed against the Company by its officers or employees, the details of which would need to be mentioned in the Board's report.

### 38. Secretarial standards

The Company is in compliance with the applicable Secretarial Standards issued by The Institute of Company Secretaries of India (ICSI). The same has also been confirmed by the Secretarial Auditor of the Company.

### 39. Vigil Mechanism/ Whistle Blower Policy

The Company has formulated Whistle Blower Policy & established Mechanism for the Employees of the Company to report, serious and unethical behavior, actual or suspected fraud and violation of the Company's code of conduct or ethics. It also provides adequate safeguards against victimisation of persons, who use such mechanism and makes provision for direct access to the Chairman of the Audit Committee. The main objective of this policy is to provide a platform to the Employees to raise concerns regarding any irregularity, misconduct or unethical matters / dealings within the Company which have a negative bearing on the organisation either financially or otherwise.

The Whistle Blower Policy is available on the Company's website.

#### 40. Updates on Indian Accounting Standards

Post finalization of IFRS 17 by the IASB, the converged IND AS - exposure draft IND AS 117, has been rolled out by the ICAI - the nodal accounting body. Subsequent to the above, IRDAI, the Insurance regulator, has formed an internal IND AS implementation committee, with a focus on expertise and knowledge. The IRDAI has directed the insurance companies to form a steering committee for an early implementation of IND AS. The Company has formed the steering committee for IND AS 117 impact assessment and implementation. As of now, the Company has appointed a knowledge partner for high level impact assessment of Ind AS 117. The assessment is underway.

#### 41. Appreciation and Acknowledgment

Your Directors are highly grateful for all the help, guidance and support received from the Insurance Regulatory and Development Authority of India, Registrar of Companies, Reserve Bank of India, the Comptroller and Auditor General of India (C&AG), the Joint Statutory Auditors of the Company- M/s. A. Bafna & Co., Chartered Accountants and M/s. MKPS & Associates., Chartered Accountants, Secretarial Auditor- M/s. N. L. Bhatia & Associates, Practicing Company Secretaries, our reinsurers and various channel partners. The Directors would also like to place on record their sincere appreciation for the assiduous efforts and dedicated contributions put in by the employees of the Company at all levels to ensure that the Company continues to grow and excel.

Your Board wishes to acknowledge the contribution made by Shri Paritosh Tripathi, Smt. Saloni Narayan, Shri M.K. Garg, Shri D. Sundaram, Shri K. K. Mishra and Shri Swaminathan J., who have demitted their office as Directors of the Company, for their invaluable services and guidance provided by them.

For and on behalf of the Board of Directors of  
**SBI General Insurance Company Ltd.**

#### **Shri Dinesh Kumar Khara**

Chairman  
(DIN: 06737041)

#### **Shri Kishore Kumar Poludasu**

Managing Director & CEO  
(DIN: 09739016)

Date: 22<sup>nd</sup> August 2023

Place: Mumbai

## Annexure 1 to the Directors Report FY 2022-23

# Annual Report on CSR Activities

## for the financial year ended 31<sup>st</sup> March 2023

### 1. Brief outline on CSR Policy of the Company

The Corporate Social Responsibility Policy ("CSR Policy") of SBI General Insurance Co. Ltd. ("SBI General") defines the broad governance framework for all Corporate Social Responsibility ("CSR") related activities carried out by SBI General with a view to:

- (i) contribute to the betterment of society by investing in and empowering vulnerable communities and creating public good;
- (ii) ensure that all CSR activities are conducted in a transparent and efficient manner compliant with Indian laws and regulations;
- (iii) generate, through its CSR initiatives, community goodwill for SBI General thereby helping reinforce a positive and socially responsible image of SBI General as a corporate entity;
- (iv) create a social orientation amongst the employees of SBI General as a conscious organizational policy; and
- (v) make CSR an integral part of SBI General's narrative.

Whenever possible, the CSR function will join forces with other teams within SBI General and / or the State Bank of India ("SBI") Group to implement strategy-aligned activities across markets and to engage relevant stakeholders.

SBI General and its branch offices will primarily focus in the areas of Education, Healthcare and Socio-economic and Environmental Sustainability in order to create impact and achieve results. However, this will not preclude SBI General from supporting any CSR activity falling within the scope of Schedule VII of the Act if the activity is approved in line with the process stipulated in this policy.

In collaboration with identified partners, SBI General shall undertake CSR activities and programs across the focus areas, which include but are not limited to the following:

- (i) Eradicating hunger, poverty and malnutrition
- (ii) Promoting healthcare including preventive healthcare
- (iii) Ensuring environment sustainability and ecological balance
- (iv) Supporting skill development and generation of employment
- (v) Promoting education across the continuum – primary, secondary and tertiary – especially among children, women, elderly and the differently-abled
- (vi) Promoting sports, sports education and games
- (vii) Promoting Road Safety

Given SBI General's pan-India presence, an endeavour shall be made to undertake such CSR activities that support populations, communities and initiatives in Tier 2, 3 and 4 cities across India.

### 2. Composition of CSR Committee as on 31<sup>st</sup> March 2023:

Sl. No.	Name of Director	Designation / Nature of Directorship	Number of meetings of CSR Committee held during the year <sup>1</sup>	Number of meetings of CSR Committee attended during the year
1	Dr. Ashima Goyal (Chairperson)	Independent Director	5	5
2	Shri Swaminathan J. <sup>2</sup>	Member	4	3
3	Shri Kishore Kumar Poludasu <sup>3</sup>	MD & CEO, Member	3	3
4	Shri Anandprasad Pejavar <sup>4</sup>	Whole-time Director, Member	2	2

#### NOTE:

<sup>1</sup>Number of CSR Committee Meetings held during the tenure of Director.

<sup>2</sup>Shri Swaminathan J. was appointed as a member of the Committee w.e.f.16<sup>th</sup> July 2022.

<sup>3</sup>Shri Kishore Kumar Poludasu was appointed as MD & CEO and as a member of the Committee w.e.f.4<sup>th</sup> October 2022.

<sup>4</sup>Shri Anandprasad Pejavar was inducted as a member of the Committee w.e.f.6<sup>th</sup> January 2023.

**3. Provide the web-link where Composition of CSR committee, CSR Policy and CSR projects approved by the board are disclosed on the website of the Company.**

The CSR Policy is hosted on the website of the Company i.e. <https://www.sbigeneral.in/portal/sbig-cares>.

**4. Provide the details of Impact assessment of CSR projects carried out in pursuance of sub-rule (3) of rule 8 of the Companies (Corporate Social responsibility Policy) Rules, 2014, if applicable (attach the report).**

Not applicable for FY 2022-23 as the Company did not meet the criteria of having the average CSR obligation of 10 crore or more in the 3 preceding financial years to undertake an impact assessment study of its projects, through an independent agency.

**5. Details of the amount available for set off in pursuance of sub-rule (3) of rule 7 of the Companies (Corporate Social responsibility Policy) Rules, 2014 and amount required for set off for the financial year, if any**

Not applicable

Details given below, are in pursuance of sub-rule (3) of rule 7 of the Companies (Corporate Social responsibility Policy) Rules, 2014:

Sl. No.	Financial Year	Amount available for set-off from preceding financial years (in ₹)	Amount required to be set-off for the financial year, if any (in ₹)
1	2022-23	1,24,57,973	Nil
2	2021-22	5,08,635	Nil
3	2020-21	Nil	Nil
<b>Total</b>		<b>Nil</b>	<b>Nil</b>

**6. Average net profit of the Company as per section 135(5)** – ₹ 4,79,59,48,631/-

- 7.** (a) Two percent of average net profit of the Company as per section 135(5) – ₹ 9,59,18,973/-  
 (b) Surplus arising out of the CSR projects or programmes or activities of the previous financial years – NIL  
 (c) Amount required to be set off for the financial year, if any – ₹ 1,24,57,973/-  
 (d) Total CSR obligation for the financial year (7a + 7b - 7c) – ₹ 8,34,61,000/-

**8. (a) CSR amount spent or unspent for the financial year:**

Not applicable

Total Amount Spent for the Financial Year (in ₹)	Amount Unspent (in ₹)				
	Total Amount transferred to Unspent CSR Account as per section 135(6).		Amount transferred to any fund specified under Schedule VII as per second proviso to section 135(5).		
	Amount	Date of transfer	Name of the Fund	Amount	Date of transfer
—	—	—	NA	Nil	Nil

**(b) Details of CSR amount spent against ongoing projects for the financial year:**

The details of CSR amount spent against ongoing projects for the financial year 2022-23 is enclosed as **Annexure- 1 to this report.**

**(c) Details of CSR amount spent against other than ongoing projects for the financial year:**

The details of CSR amount spent against "other than ongoing projects" for the financial year 2022-23 is enclosed as **Annexure- 2** to this report.

**(d) Amount spent in Administrative Overheads:** ₹ 21,42,810

**(e) Amount spent on Impact Assessment, if applicable -** Not Applicable

**(f) Total amount spent for the Financial Year (8b+8c+8d+8e):** - ₹ 8,67,47,370

**(g) Excess amount for set off, if any**

Sl. No.	Particular	Amount (in ₹)
(i)	Two percent of average net profit as per Sec 135(5)	9,59,18,973
(ii)	Amount set off in current year against excess spent in previous year(s)	1,24,57,973
(iii)	Total CSR obligation for the financial year (i-ii)	8,34,61,000
(iv)	Total amount spent for the financial year	8,67,47,370
(v)	Excess amount spent for the financial year (iv-iii)	32,86,370
(vi)	Surplus arising out of the CSR projects or programmes or activities of the previous financial years, if any	-
(vii)	Amount available for set off in succeeding financial years (iv-v)	32,86,370

**9. (a) Details of Unspent CSR amount for the preceding three financial years:**

Sl. No.	Preceding Financial Year	Amount Transferred to Unspent CSR Account under Section 135(6) (in ₹)	Amount Spent in the reporting Financial Year (in ₹)	Amount Transferred to any fund specified under Schedule VII as per section 135(6), if any			Amount remaining to be spent in succeeding financial years (in ₹)
				Name of the Fund	Amount (in ₹)	Date of Transfer	
1.	2021-22	53,64,635	53,64,635	NA	Nil	NA	Nil
2.	2020-21	Nil	28,78,758*	PM Cares Fund	2,08,20,140	10 <sup>th</sup> August 2021	Nil
				PM Cares Fund	2,33,62,056	28 <sup>th</sup> September 2021	Nil
3.	2019-20	Nil	Nil	NA	Nil	NA	Nil
<b>Total</b>		<b>53,64,635</b>	<b>82,43,393</b>	<b>-</b>	<b>4,41,82,196</b>	<b>-</b>	<b>Nil</b>

\*An amount of ₹ 28,78,758 was not transferred to CSR Unspent A/c due to COVID 19 2<sup>nd</sup> wave induced lockdown and the same pertained to an ongoing project - Learning Space Foundation.

**b) Details of CSR amount spent in the Financial Year for ongoing projects of the preceding financial year(s):**

The details of CSR amount spent in the Financial Year 2022-23 for on-going projects of the preceding financial year(s) is enclosed as **Annexure- 3 to this report.**

**10. In case of creation or acquisition of capital asset, furnish the details relating to the asset so created or acquired through CSR spent in the financial year**

**Not applicable.**

In the Financial Year 2022-23, the Company did not create or acquire any capital asset through the budgeted CSR spend.

- Details of creation or acquisition of the capital asset(s). **NA**
- Amount of CSR spent for creation or acquisition of capital assets. **NA**
- Details of entity or public authority or beneficiary under whose name such capital asset is registered, their address etc. **NA**
- Provide details of the capital asset(s) created or acquired (including complete address and location of the capital assets). **NA**

**11. Specify the reason(s), if the Company has failed to spend two per cent of the average net profit as per section 135(5).**

For the financial year 2022-23, the Company has successfully complied with the requirement of spending the requisite 2% of the average net profit, as per section 135(5) of the Act, entirely on the CSR activities.

**Dr. Ashima Goyal**  
DIN: 00233635  
Chairperson, CSR Committee

**Shri Kishore Kumar Poludasu**  
DIN: 09739016  
Managing Director & CEO

Date: 22<sup>nd</sup> August 2023  
Place: Mumbai

## Annexure 1: Details of CSR spent against 'Ongoing Projects' for FY 22-23

Sr. No.	Name of The Project	Item from the list of activities in Schedule VIII of the Act.	Local Area (Yes/No)	Location of the Project		Project Duration	Amount Allocated for the Project (in ₹)	Amount Spent in the current FY 22-23	Amount Transferred to Unspent CSR account for the project as per Schedule 136 (6) (in ₹)	Mode of Implementation		
				State	District					Name - NGO/Foundation	CSR 1 Registration Number	
1	Development of Thermal Therapy Device for Adjunct treatment of Locally Advanced and Recurrent Breast Cancers.	(x)(b) Contributions to public funded Universities; Indian Institute of Technology (IITs); National Laboratories and autonomous bodies established under Department of Atomic Energy (DAE); Department of Biotechnology (DBT); Department of Science and Technology (DST); Department of Pharmaceuticals; Ministry of Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy (AYUSH); Ministry of Electronics and Information Technology and other bodies, namely Defense Research and Development Organisation (DRDO); Indian Council of Agricultural Research (ICAR); Indian Council of Medical Research (ICMR) and Council of Scientific and Industrial Research (CSIR), engaged in conducting research in science, technology, engineering and medicine aimed at promoting Sustainable Development Goals (SDGs)	No	Tamil Nadu	Chennai	FY 22-24	30,78,000	30,78,000	Nil	No	IIT - Madras	CSR00004320
2	Inspire Institute of Sport – Inspire Winter Sports Excellence Program	(vi) training to promote rural sports, nationally recognised sports, paralympic sports and Olympic sports.	No	Karnataka	Bellary	FY 22-25	50,00,000	50,00,000	Nil	No	Inspire Institute of Sports	CSR00000123
3	Development of a climate resilient livelihood model for 4600 beneficiaries in 10 flood affected villages of Chamoli District, Uttarakhand	(x) rural development projects.]	No	Uttarakhand	Chamoli	FY 22-25	1,69,00,000	1,69,00,000	Nil	No	SBI Foundation	CSR00001456
4	"Surakshit Sakein, Surakshit Bharat" - Scaling Zero Fatality Corridor to Maharashtra.	(i) promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects.	Yes	Maharashtra	Mumbai	FY 22 - 25	99,95,000	99,95,000	Nil	No	Save Life Foundation	CSR00000728
<b>Total</b>							<b>3,49,73,000</b>	<b>3,49,73,000</b>				

## Annexure 2: Details of CSR spent against 'Other than Ongoing Projects' for FY 22-23

Sr. No.	Name of The Project	Item from the list of activities in Schedule VII to the Act.	Local Area (Yes/ No)	Location of the Project		Amount Spent in the Current FY 22-23	Mode of Implementation (Yes/No)	Mode of Implementation through Agency	CSR 1 Registration Number
				State	District				
1	Health Camps using Mobile Health Van	I. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Uttar Pradesh	Chandauli	50,00,000	No	Seva Mob	CSR00001153
2	Support specially abled athletes for International Handball World Championship Egypt 2022	vii. Training to promote rural sports, nationally recognized sports, paralympic sports and olympic sports	Yes	Maharashtra	Mumbai	10,00,000	No	Phoenix Sports	CSR000036361
3	Road Safety Project	I. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Himachal Pradesh	Mandi	30,00,000	No	Doers	CSR000023161
4	Nutrition support to underprivileged children through Lotus Rescue centers in West Bengal	I. Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	West Bengal	Bardhaman, South Twenty Four Parganas, North 24 Parganas and Nadia	9,51,000	No	Lotus Rescue Peace Education Culture Creativity Society	CSR000003677
5	Mid - day Meal Program	I. Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Uttar Pradesh & Himachal Pradesh	Guwahati & Lucknow	25,00,000	No	The Akshaya Patra Foundation	CSR00000286
6	Suraksha Support Scholarship	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	No	Pan India	Pan India	20,00,000	No	Buddy4study India Foundation	CSR000000121.
7	Multipurpose hall for pharma students	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	No	Uttarakhand	Rudrapur	30,00,000	No	Devbhumi Shiksha Prasar Samiti	CSR000027596
8	Improvement of Infrastructure and providing basic facilities	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	No	West Bengal	Nadia	12,00,500	No	Lotus Rescue Peace Education Culture Creativity Society	CSR000003677
9	Signal School	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	Yes	Maharashtra	Thane	2,85,560	No	Samarth Bharat Vyaspreeth	CSR00010061

Sr. No.	Name of The Project	Item from the list of activities in Schedule VII to the Act.	Local Area (Yes/ No)	Location of the Project		Amount Spent in the Current FY 22-23	Mode of Implementation (Yes/No)	Mode of Implementation through Agency	
				State	District			Name - NGO/Foundation	CSR 1 Registration Number
10	Remedial Education	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement proje	No	Maharashtra, Jharkhand	Raigad, Hazaribagh	20,00,000	No	Nav Bharat Jagriti Kendra	CSR00001693.
11	Remedial Education	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	No	Karnataka	Kalburgi	30,00,000	No	Siva Sri Charitable Trust(Sikshana Foundation)	CSR000001155
12	Limbs On Wheels	I. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Uttar Pradesh, Bihar and Delhi	Sambhal, Varanasi, Patna and Delhi	36.55,000	No	Inall Foundation	CSR00000965
13	Prevention of Childhood Blindness due to Retinopathy of Prematurity (ROP) among neonates.	I. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Gujarat	Surat, Tapi and Navsari	31,00,000	No	Mission For Vision	CSR00001849
14	"Extending Support to Promote Green Energy Portable through Biogas Plants to the Deprived Urban Communities."	(iv) Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga.	No	Tamil Nadu	Chengalpattu	40,00,000	No	Hand In Hand Inclusive Development And Services	CSR000001154
15	Bolero Car	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	No	West Bengal	Purulia	18,00,000	No	Ramakrishna Mission Vidyapath	CSR000006101.
16	Swananda Seva Sadan	(ii) Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	Yes	Maharashtra	Palghar	30,00,000	No	Nutan Gulgule Foundation	CSR00018652
17	DISASTER RELIEF & REHABILITATION – ASSAM FLOODS	(xii) disaster management, including relief, rehabilitation and reconstruction activities.	No	Assam	Bongaigaon, Kokrajhar, Nagaon & Tamulpur	20,00,000	No	Goonj	CSR000000291.
18	Livelihood enhancement through intervention on fruits and vegetable cluster	(ii) promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects;	No	Nagaland	Phiek	32,90,000	No	Chakhesang Women Welfare Society	CSR000033137

Sr. No.	Name of The Project	Item from the list of activities in Schedule VII to the Act.	Local Area (Yes/ No)	Location of the Project		Amount Spent in the Current FY 22-23	Mode of Implementation (Yes/No)	Mode of Implementation through Agency
				State	District			
19	Treatment of the underprivileged with kidney ailments by providing dialysis equipment	I. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Tamil Nadu	Chennai	19,00,000	No	Give Foundation CSR00000389.
20	Solar Steam Cooking System For Mauli, Mangav	(iv) Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water including contribution to the Clean Ganga Fund set-up by the Central Government for rejuvenation of river Ganga.	Yes	Maharashtra	Ahmednagar	20,00,000	No	Maui Seva Pratishtan CSR00014871
21	Food Heals Program	I. Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	Tamil Nadu	Madurai	9,49,500	No	Cuddles Foundation CSR0001473
<b>Total</b>						<b>4,96,31,560</b>		



### Annexure 3 : Details of CSR amount spent in the financial year for ongoing projects of the preceding financial year

Sl. No.	Project ID	Name of Project	Item from the list of activities in Schedule VIII to the Act.	Local Area (Yes/ No)	Financial Year in which the project was commenced	Project Duration	Total Amount Allocated for the project (in ₹)	Total Amount Spent in the project in the reporting Financial year (in ₹)	Cumulative Amount Spent at the end of the reporting Financial year (in ₹)	Status of the project - Completed/ Ongoing
1	7	"Million ICU- Strengthening the public healthcare system for the third wave of COVID-19 through the Million ICU initiative"	1. Eradicating hunger, poverty and malnutrition promoting health care including preventive health care and sanitation including contribution to the Swachh Bharat Kosh set-up by the Central Government for the promotion of sanitation and making available safe drinking water.	No	2021	2 years	1,15,00,000	53,64,635	1,15,00,000	Completed
<b>Total</b>							<b>1,15,00,000</b>	<b>53,64,635</b>	<b>1,15,00,000</b>	

## Annexure 2 to the Directors Report FY 2022-23

# Management's Discussion and Analysis Report

### 1. Macro-Economic Environment and Non-Life Insurance Industry Developments

The FY23 witnessed a historical moment as India assumed the Presidency of the G20 forum, taking over from Indonesia. India being the largest democracy in the world alongside being the fastest growing economy, its Presidency at G20 will prove to be a value addition.

According to the International Monetary Fund (IMF), the macroeconomic environment in India has been improving in recent times, with the Country's GDP growth rate projected to be around 6.5% in FY23. The retail inflation is also now within the RBI's target range. The Government's focus is on infrastructure development, digitization and ease of doing business, is expected to support long-term economic growth.

Similarly, the General Insurance industry is on the move too with its Regulator introducing new avenues for growth and opening up the industry with better terms for operating in the industry.

#### Non-Life Insurance Industry developments

The Non-Life general insurance sector in India has been growing at a healthy rate in recent times, driven by increasing awareness about the importance of insurance and rising income levels. According to a report by Investment Information and Credit Rating Agency (ICRA), the sector is expected to grow at a CAGR of around 13% between 2021-2025.

This Financial Year has also witnessed a lot of new regulations coming up from Insurance Regulatory and Development Authority of India (IRDAI) in line with its vision "Insurance for All". Such regulatory changes included introduction of regional players, BIMA Sugam, Bima Vahaak, etc. Alongside these, the major highlight being the Expense of Management Regulation where the insurance companies have been directed to maintain their expenses, including commission, at 30% of its GWP. The Company has always been compliant with its regulatory environment, thereby maintaining the compliance, governance and ethical standards at the highest levels. On the business side, Health portfolio improved its share in the general insurance business to 35.3% while Motor business had a muted rise and makes up 31.6% of the industry. The health premiums grew by 23% in FY23 while motor grew by 15%. The crop insurance premium grew by 8.7% but its share in the general insurance business has decreased to 12.5% as compared to 13.4% in FY22.

### 2. Summary of Operations

#### i. Business Operations & Company Performance

SBI General Insurance completed its 14<sup>th</sup> year of operations, with 141 branches Pan India including HO and 119 insurance products approved by IRDAI as on 31<sup>st</sup> March 2023.

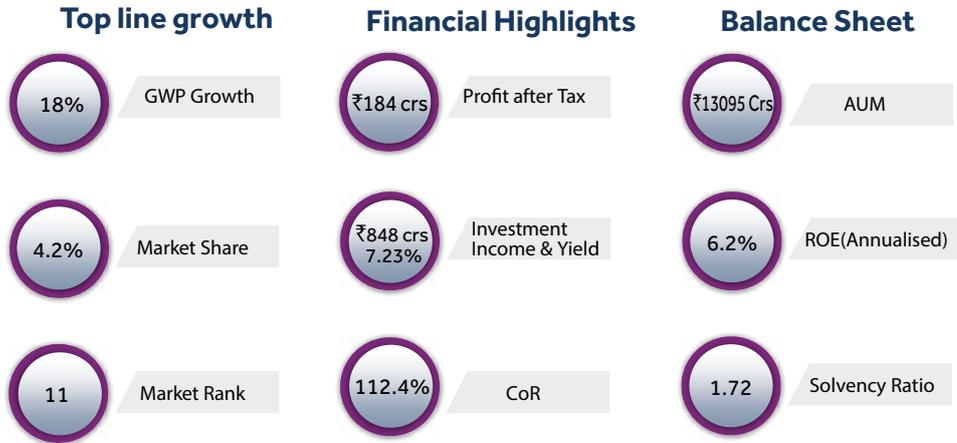
#### Key Statistics FY 2022-23

Particulars	FY22	FY23
No. of PA Certificates	2,02,54,213	2,02,27,367
No. of Employees	6,631	7,542
No. of Agents	14,603	16,267
No. of SP's	29,224	34,374
No. of Brokers	432	510
Total no. of Policies issued	1,49,00,144	1,75,73,321

In terms of market ranking in the Industry, SBI General is at 6<sup>th</sup> among private insurers and at 11<sup>th</sup> in the industry. Market share of the Company is at 4.21% in FY23.

The performance highlight of the Company is as under:

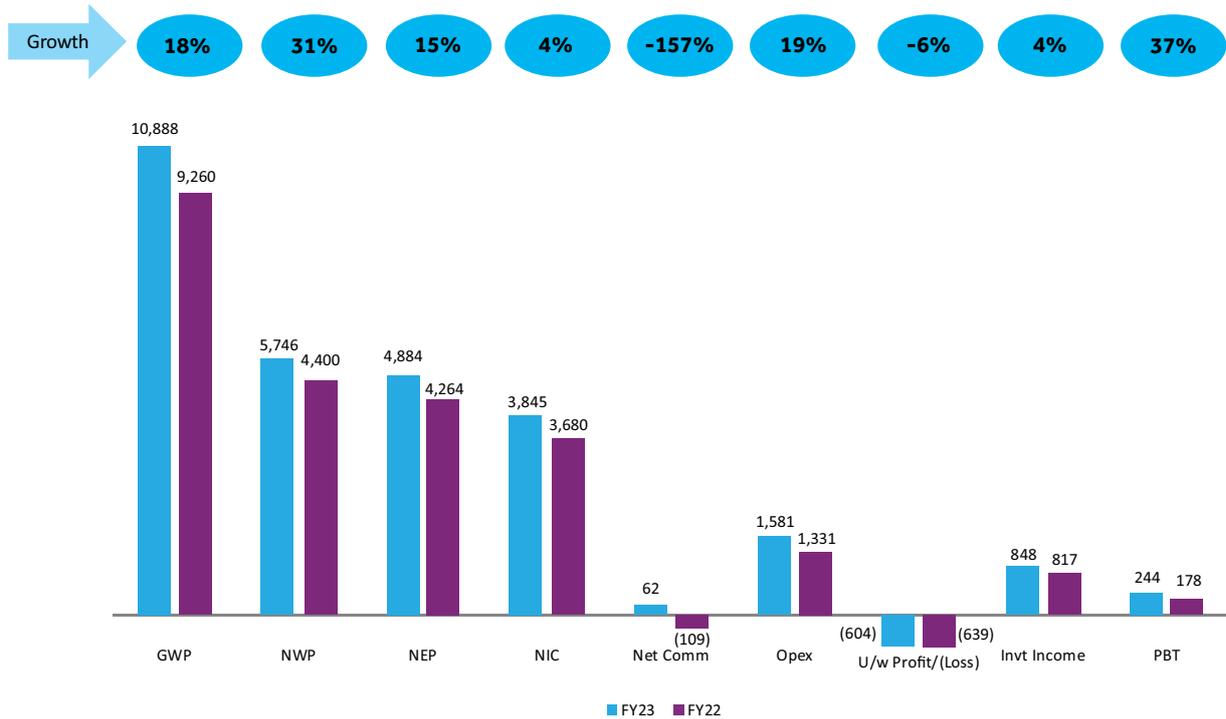
## A Snapshot of SBI General for the period ended March 2023



Market share & Rank - in terms of GWP

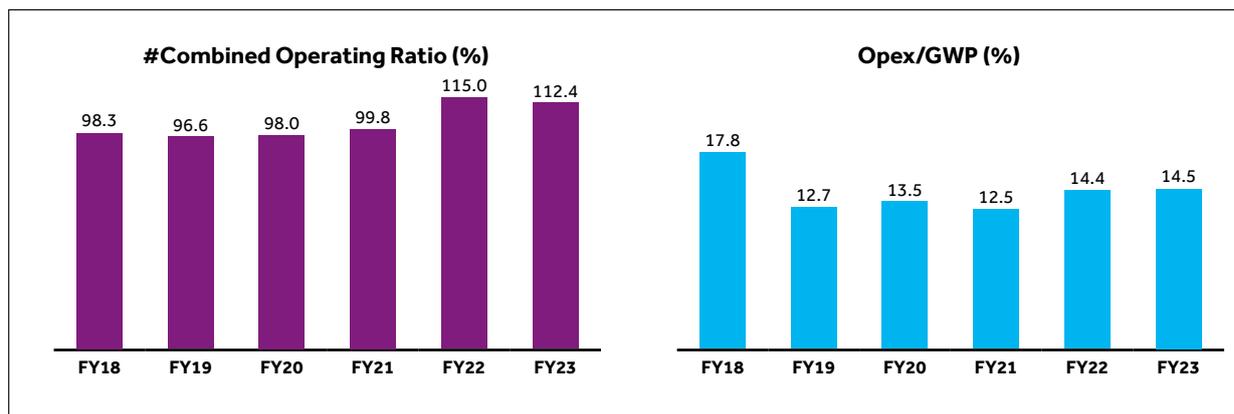
ROE- Return On Equity  
CoR- Combined Ratio  
GWP - Gross Written Premium  
AUM: Assets underMgmt

## FY'23 vs FY'22



The Year-on-year growth of 18% in topline recorded for FY23. Resultant growth in Net Earned Premium from ₹ 4,264 crores in fiscal 2022 to ₹ 4,884 crores for fiscal year 2023, an increase of 15%. While the operating expenses pertaining to insurance business included employees' remuneration, rents, rates and taxes, advertisement, sales promotion, business support service and others.

The Profit before tax for FY2023 stands at ₹ 244 crores as against ₹ 178 crores for FY2022, thereby recording a growth of 37% YoY.



# COR = NIC/NEP + (Net comm+Opex)/NEP

Your Company has been focusing on building a sustainable business where both top line and bottom line are balanced. With a focus on continuing profitable growth, Company's strategies had been defined to target profitable growth and efficient expense management which resulted in 40% growth in its profit after tax.

Your Company has set up an independent health vertical to increase focus on the rising health insurance business in India. The health vertical is now servicing 21 lakh members which in turn includes group customers. Also, the Health Vertical have complete setup of centralized underwriting as well as claims operating out of Pune. The Company has over 12,500 network hospitals.

Your Company also made significant investments in digital assets and analytics. Investment in digital assets would help to reach out maximum remote parts of India at a very low cost. It would cater to millennials and other new age customers who are more comfortable doing digital transactions instead of physical one.

Your Company has focused on serving all the segments with its expanded product range. The Company has broadened its product range and has presence in every segment from the Commercial to Retail sector including its Digital Platform.

Your Company launched a bouquet of new products namely '**Super Health**', '**Cyber VaultEdge**', '**Griha Raksha Plus**', Trade Credit Insurance – Project Risk Policy and '**Divyanga Suraksha**'. SBIG has also expanded its product range in Digital space by adding a digital only health coverage "**Health edge**" and its cyber offering with "**Cyber Vault**".

Your Company is now preferred Insurance Partner of multiple Motor OEM's this year, taking the total Motor OEM tie-ups to 18 in FY23.

On the distribution front, Company expanded by new Corporate Agency tie ups with leading Banks and Cooperative societies. In the digital space, SBIG is leveraging existing tie ups and has on-boarded new digital partners. Also, additional reach through RRBs, Financial Corporations, NBFCs, Retail Broker tie ups have been achieved in FY23.

Your Company has focused on executing strategic level initiatives for making organization future ready and enhance Employee Productivity, Customer service, lower cost of operations and Channel Partner Management.

## a. Bancassurance

### i. Bancassurance – Retail:

The Bancassurance (SBI Retail) channel has booked a GWP of ₹2592 Crores as on 31<sup>st</sup> March 2023, which constitutes 24% of the overall GWP of the Company. Growth for the current Financial year is 24%, which is highest % growth in the preceding five financial years. During the year under review, the Company recorded a GWP of ₹239 Crores from new product - Griha Raksha Plus. There are three products, which contributed more than ₹500 Crores GWP. Banca PAI contributed ₹694 Crores, Health contributed ₹595 Crores and Loan Insurance contributed ₹526 Crores. The Profitable Products such as Health/Group Loan Insurance (GLI) and Housing Properties Insurance (BGR+GRP) have registered higher growth of 38%, 34% and 30%, respectively. SBIG has focused on Branch Activation/SP (Specified Person) Licensing and SP Activation. For the financial year 2022-23, Average Monthly Branch activation was at 54% as against 32% in the previous financial year. Similarly, Average Monthly SP Activation for the financial year 2022-23 was 60% as against 50% in the financial year, 2021-22. During the FY 2022-23, SBIG has licensed 6263 Specified Persons from State Bank of India, which is the highest count of SP Recruitment for any single Financial year since inception of the Company. Digitalization has been another area of focus for SBIG. SBIG is continuously working towards bringing more products on Digital platforms. SBIG mobilized a GWP of ₹359 Crores through YONO Platform. YONO Adoption (Sales through YONO for available Products) is 79%. Fresh customer acquisition

is a very important factor for long term growth of the Company. For the FY 2022-23, 71% of our overall premium is from new business as against 67% for the financial year 2021-22. Banca Channel is expected to continue to contribute towards profitable growth of the Company.

#### ii. Bancassurance - SME

The penetration in SME space has also seen a significant improvement over last year. The SME team continues to focus on various opportunities and initiatives to achieve defined business goals.

With the customized and end to end service delivery, retention premium in SME segment reached 82.3% of the overall base. The Combined ratio of SME Channel reduced from 104% in FY 2021-22 to 93% in FY 2022-23 thereby adding ₹ 44.92 Cr to the bottom line.

SBIG have made SME our key focus area and to provide the much-needed impetus to this segment we continue to engage through multiple channels & have aligned our operating model to factors critical to this segment.

#### iii. Bancassurance - RRB

RRB channel, under Bancassurance, has booked a GWP of ₹ 237.16 Crores as on 31<sup>st</sup> March 2023. Growth for the year 2022-23 is 44%. This is the highest growth since RRB channel started operating as a separate sub-channel in overall Bancassurance. The channel also achieved 106% of the annual budget. Business through RRBs contributed towards increasing awareness across Tier 2 and other smaller cities. SBIG issued 34.70 lac policies in FY 2022-23. To enhance awareness & knowledge level further, SBIG licensed 971 Specified Persons across all RRBs, which is the highest count of SP Recruitment for any financial year since inception of the Company.

### b. Agency and OEM Channel

#### i. Agency

Overall GWP closed at ₹ 613 crore with 103% achievement on budgeted numbers. Agency Channel continued the mission of recruiting highest number of agent and added 4943 agents in FY 23. The total agents count stood at 22241 at the end of FY 23.

FY23 was a year of course correction for Agency. Agency channel has corrected its portfolio by reducing its exposure to loss making business segments and states. Overall COR of the channel has improved by 16 basis points from 166% to 150% for the FY23.

With continued focus on profitable lines of business, the channel continues to add to Health and Non-motor business which in turn increased profitability and presence in addition to accelerating profitability of Motor business in desired Markets with desired tonnage in GCV.

The channel recorded a healthy ratio of 69:31 for Motor vs. Non-motor & Health insurance. The loss ratio for the channel for FY23 stood at 104% as against 109 % for FY22.

The Agent portal, SARAL has contributed to 75% of GWP. Agent onboarding portal named Bandhan introduced during the year which is self-help portal for agents and POSP for licensing and onboarding. 66% of licenses issued through Bandhan in FY 23.

#### ii. OEM

The channel has done more than ₹ 1222.6 crore of business in FY'22-23 and constantly growing by accumulating new OEMs and empaneling Dealerships across regions by continuous aggression and working on the enhancement of distribution network. The new dealer empanelment and activation remained the top priority and in FY 22-23, 1931 new dealerships were empaneled. Presently, OEM channel is doing around 45% of overall motor business of the organization and correct market mix is very much required to sustain growth. In this regard the channel has successfully achieved the regional mix correction goal by reducing share in North from 35% (FY 21-22) to 30% (FY 22-23) and increasing business in profitable market like East 15% (FY 21-22) to 17% (FY 22-23) and South 28% (FY 21-22) to 31% (FY 22-23).

Further, last year the channel has worked on the overall COR and successfully reduced it from 135.5% (FY 21-22) to 126.4% (FY 22-23) by providing a good mix of **Private cars, Commercial vehicles** and **Two-wheeler** business. Its major contribution is from **New business, Own renewal, Rollover, Add-on** and **TP business**. The overall new vs non-new share was 68.4% & 31.6% respectively. To attain better COR the channel has taken few corrective measures which impacted the OEM share, which needs to be regained in the coming Financial Year.

The market share in OEM channels stood at:

OEM Share	Hyundai	Maruti	Toyota	TVS	Eicher	Mahindra	Hero	Tata Pvt	Tata CV	RE
FY 2017-18	7.0%	2.5%	17.0%	NA	NA	NA	NA	NA	NA	NA
FY 2018-19	7.0%	3.0%	17.0%	NA	NA	NA	NA	NA	NA	NA
FY 2019-20	6.0%	5.0%	19.0%	NA	10.0%	NA	NA	NA	NA	NA
FY 2020-21	6.3%	5.7%	18.2%	8.3%	8.2%	NA	2.1%	NA	1.1%	NA
FY 2021-22	↑7.4%	↑6.1%	↑21.1%	↑14.5%	↓8.1%	↑5.9%	↑5.1%	↑9.1%	↑3.3%	↑7.68
FY 2022-23	↓3.9%	↓4.5%	↓15.2%	↓8.1%	↓2.9%	↓5.8%	↓3.5%	↓6.1%	↓2.2%	↑9.7

The channel worked extensively in EV segment in FY 22-23 and onboarded three EV OEMs, Kinetic, Pure and Boom. SBIG has also got the biggest deals in Electric vehicle segment of **Guntur Municipal corporation** under **Andhra Pradesh Swatch Bharat Scheme**. In total 1400 **Kinetic Safar Jumbo** vehicles will be delivered.

The OEM channel will continue its work in onboarding new OEMs and dealerships to strengthen its distribution network and to generate profitable business which will not only increase the topline but also cater healthy bottom line.

### c. Broker and Direct Corporate

The Corporate Broking and Direct Channel continues to explore market opportunities with an endeavor to grow with profits and continues to achieve robust growth of 33% over FY22.

The Channel focus on commercial segments is directed through our presence in Large Corporate segments with footprint in 135 Mega accounts, followed by having 5,300+ Mid Corporate accounts across the country. The Channel also focused on widening the opportunities through Specialty Lines by introducing newer products on Cyber, Crime & Trade Credit Insurance offerings. The Company increased participation in the existing Large & Mid Corporate accounts coupled with the addition of new accounts & leadership in few large corporates.

The Company continues to build its corporate portfolio by selectively focusing on the targeted segments within each Risk category under each line of business through a mix of Broking Channel & Direct business opportunity. The Broking Channel is a key channel for corporate business and to harness its full potential the channel is engaged with large and mid-segment Brokers to create the portfolio spread.

The Group Health continued to be price sensitive and SBIG continue to write this line of business with caution and have adopted a portfolio approach. With rate movements in Fire portfolio, we have provided impetus in underwriting through diligent selection of accounts based on Risk Survey feedback. FY 2023 also saw a strong growth from Fire, Engineering, Health, Marine & Miscellaneous segments.

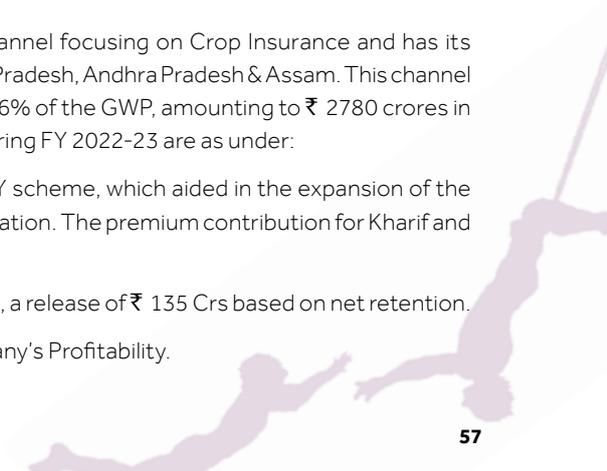
As a Customer Service Initiative, we have emphasized risk prevention and undertaken multiple risk engineering and loss prevention webinars across all lines to ensure value addition to the customers.

### d. Rural and Agriculture

The Government of India had launched Pradhan Mantri Fasal Bima Yojana (PMFBY) in 2016 with an aim to provide a comprehensive insurance cover against failure of the Crop thus helping in stabilizing the income of the farmers and encourage them for adoption of innovative practices. It was formulated in line with the One Nation–One Scheme theme. Since its inception, PMFBY has grown to become globally the Largest Crop Insurance Scheme in terms of Farmers participation and 3<sup>rd</sup> Largest Globally in terms of GWP and 3<sup>rd</sup> Largest Business line under General Insurance in the country.

Agriculture and Government Business department is a specialist channel focusing on Crop Insurance and has its presence in the States of Rajasthan, Karnataka, Uttarakhand, Himachal Pradesh, Andhra Pradesh & Assam. This channel clocked aggressive growth right from inception and has contributed 26% of the GWP, amounting to ₹ 2780 crores in FY 2023 with improvement in LR. Key achievements of the channel during FY 2022-23 are as under:

- The channel had won 2 clusters in Andhra Pradesh under PMFBY scheme, which aided in the expansion of the portfolio across a new geography and improve portfolio diversification. The premium contribution for Kharif and Rabi season from these clusters is ₹ 422 crores.
- In June 2022, upon the timely closure of the Rabi 2021-22 season, a release of ₹ 135 Crs based on net retention.
- For FY 2022-23 an overall contribution of ₹ 115 Crs to the Company's Profitability.



With a "Vision 2025" for Universal Risk Protection, PMFBY has launched various initiatives from Kharif 2023 i.e., adoption of innovative technologies WINDS, YES-Tech, CROPIC etc, to increase the penetration on Gross Cropped Area ("GCA") to 50 % by 2025.

The Rural-Retail channel was set up in FY 2021 to have a dedicated focus on Rural and Micro Insurance business. The vertical closed FY-2023 at a GWP of 48.70 crores with contribution of Motor 68% and 32% Health. A major part of the year was focused on getting with new channel partners onboarded i.e., Latur Urban Co-op Bank Ltd, Nuture Farm (UPL subsidiary), Maharashtra State Rural Livelihood Mission (MSRLM), All India Society for Electronics and Computer Technology (AISECT), Adi Chitragupta Finance, Save Solutions, Satya Micro Finance.

The CSC, the flagship distribution channel partner, has contributed 62% of the Rural Retail GWP, amounting to ₹ 30.12 crores with a 15% market share, SBIG is ranked second in FY 2023. SBIG has presence in 33 states of the country, with approximately 12,000 VLE's generating approximately 22,000 policies on monthly basis. In the coming year the channel is geared up to improve the market share substantially, as well as increase footprints with over 20,000 VLE's.

## ii. Underwriting

Your Company accepts insurance risks as per the Underwriting Policy approved by the Board which is reviewed annually. The Company continues to write business on a risk-based pricing approach. The Company's risk selection and approach remains consistent over time which is reflected in the loss ratios of the Company. However, where warranted, Company has taken corrective actions to improve the loss ratios in various portfolios.

The year under review brought an above industry growth rate in Fire, Engineering and Marine Line of Businesses as well as a much better growth than prior period in respect of Long Term Home, Crop and Motor Third Party segments.

The Company has continued to pursue a calibrated approach for risk acceptance during the period. Further, the Company is geared to face the Competition in FY 24 across multiple Lines of Business and the aim of the Company will be focused on achieving sustainable growth.

The Company successfully completed product introduction activity in the Commercial segment such as Commercial Crime, Trade Credit for Project and Bank risks, Add-ons in the Fire and Engineering line of businesses, and for the Retail segment the Company introduced Griha Raksha Plus for providing extended period cover for Home loan business as well as new Add-ons for the Motor segment. Minimum pricing requirements in Property reinsurance treaties, which was implemented effective 1<sup>st</sup> April 2019 has continued during the period. We expect the positive impact on profitability of this segment to continue in the medium term. However for the upcoming year the pricing will see adjustments for risk management practices and better loss ratios and voluntary deductibles.

## iii. Reinsurance

Your Company's business portfolio is protected by way of adequate reinsurance arrangements such that the Company's exposure to a large loss, affecting a single risk or a series of losses affecting a number of risks arising out of a single catastrophic event does not materially impact the Company.

## iv. Claims

At SBI General, 6,20,651 claims intimations were handled in FY23 as against 8,15,452 claims in FY22. There is an overall decrease of 24% in number of claims. This is attributed to reduction in Covid related claims in Health and negligible number of CAT-event related claims in Property Lines. SBIG have settled 6,29,246 claims in the fiscal, achieving an overall claims settlement ratio of 98%.

### Motor OD

In Motor OD, SBIG have handled 3,24,991 new claims – up 12% over previous year. This increase is propelled mainly by 2W segment which now accounts for about 13% of our total Motor OD Claims. The Motor OD Net Promoter Score (NPS) has been steady at 63. SBIG settled over 13000 claims of 4W Private Cars through **FastLane** method, a cash-loss offer to claimants of small repairable losses, bringing savings to the Company, and satisfaction for our Customers. SBIG also implemented a lot of digital initiatives to help our Customers and reduce internal process overheads.

### Motor TP

The last two financial year saw significant increase in Court cases backlog as they were mostly non-operational in years before. The focus this year, therefore, was to push as many conciliations as possible. While in the previous financial year a total of 1738 TP claims were settled through negotiations, in fiscal year 23, we successfully concluded 4018 cases. SBIG was successful in getting 373 exonerations, a few of them were of high value. Total liability avoided in exonerations is to the tune of ₹ 41.25 Crores. In 686 cases, we have received awards. While the total reduction in TP claims was 5077, a total 7667 new cases were reported. Our thrust on higher negotiations has paid off in keeping our inventory of open cases low.

## Health Claims

At SBI General, we have handled about 450,954 Health claims during the fiscal year 2022-23 and achieved 99% claims settlement ratio. The Regulator has continuously revised Guidelines on handling Health claims related to COVID-19. At SBI General, we have ensured strict compliance with all Guidelines. NPS for Health claims improved by 1 point i.e. (from 61 to 62) in this fiscal year. SBIG undertook various initiatives like deeper engagement with TPAs, consistent reviews of outstanding claims and aggressive follow-ups on reimbursement claims. NPS had some collateral impact on certain challenges from pandemic-related issues.

In FY 2022-23, the in-house health operations started at the Pune Health Hub. All retail health policies (fresh and renewal) are being serviced inhouse with effect from 1<sup>st</sup> June 2022. Corporate group health policies are also being serviced in a phase wise manner from 1<sup>st</sup> October 2022. Our endeavour is to provide best in class services to our customers, manage their healthcare needs and develop a healthy portfolio for health insurance.

## Commercial Lines

In the Commercial Lines area, SBIG have handled 11,360 claims (excluding Crop) during the fiscal year. SBIG had very miniscule catastrophic event claims this year. The Net Promoter Score for Commercial Lines claims is up and stood at 92 in March 2023.

In the fiscal year, SBIG carved out a niche claims management Team for Specialty Lines claims – Liability, Trade Credit, Event, Cyber, Crop and Inward Coinsurance. This Team has added value to the Company by enhancing the client and producer experience. In Crop, the Company has successfully migrated to the Government of India's **DigiClaim** initiative through National Crop Insurance Portal (NCIP) based settlement of Crop claims. Now Crop claims are settled directly to the account of the farmer beneficiary. SBI General settled maximum number of claims – both in count and amount, among the Private Sector GI companies through this new method.

## Our digital journey continues

SBIG deployed several digital tools, and enhanced features in a few existing ones, aiming Customer delight and ease of work. Many new dashboards for internal information sharing were deployed.

Some of the tools deployed/enhancements were –

1. Motor OD claim intimations through Workshop Portal, WhatsApp and Chatbot
2. Claim status enquiries through our WhatsApp and Chatbot
3. WhatsApp-based document submission
4. Enhancement of information sharing on Workshop portals, etc.

The Company remains focussed on improving the experience for our Customers, Producers and Employees at the same time bringing productivity, efficiency and cost-effectiveness.

## Claims Reserving:

The Incurred But Not Reported (IBNR) & Incurred But Not Enough Reported (IBNER) (hereafter combinedly referred to as "IBN(E)R") reserve incorporated in the financial statements is certified by the Appointed Actuary and is calculated based on actuarial principles in accordance with the Institute of Actuaries of India Actuarial Practice Standards and Guidance Notes and IRDAI regulations and guidelines. It takes account of exposure and claim patterns by major Line of Business and significant segments of business within the Lines of Business where appropriate.

Different projection and assumption selection methods continue to be used reflecting the nature of the claims and exposure within the segments. Methods included the Bornhuetter-Ferguson, Chain Ladder, Ultimate Loss Ratio and Average Cost Per Claim (ACPC). The reserves contain an allowance for future direct and indirect Claims Handling Expenses (CHE) relating to claims already incurred and for a Risk Margin (RM) or Margin for Adverse Deviation (MAD) over the central estimate to increase the probability of adequacy to be greater than 50%.

Estimated reserves include specific IBN(E)R to allow for the expected impact of the reinsurance treaty features (like indexation clause and clean-cut arrangement) and expected impact of other orphan claims and free-look policy cancellation as applicable. As required by regulations, IBN(E)R reserves are not discounted and are not negative for any Accident Year (AY).

The reserves are set to be appropriate for the year-end statutory accounts. A change in accounting standards (e.g., move to IFRS-17) will have an impact on the level of estimated reserves.

Actual IBN(E)R claims are impacted by changes in external world like COVID-19 epidemic (associated lockdowns to curb the virus spread and court closures), economic growth / recession, medical and wage inflation, changes in minimum wages, amendments to Motor Vehicles Act and its enforcement, unemployment rate, weather conditions, landmark court judgements and litigiousness of society.

Actual IBN(E)R claims are also impacted by internal factors like changes in sales methodology and associated target policyholder mix, geographical mix, introduction of new products, changes in Policy coverages or terms and conditions, changes in underwriting standards, changes in case reserving standards and claim settlement practices and guidelines, and changes in the reinsurance arrangements purchased.

IBN(E)R Reserves represent the Appointed Actuary's estimate of the net impact of these factors using various models and assumptions. There is inherent uncertainty in the estimates, as with any estimates of unknown past and future events and trends. The IBN(E)R reserves together with Case estimates in the published accounts relate to the undiscounted estimate of insurance losses that develop post the year-end accounting date in respect of all prior accident years.

### Development of Insurance Losses, Net of Reinsurance

First Table, Net Incurred Losses and Allocated Expenses (Ultimate movement) - separately for the Total Company and for the Motor Third Party Liability Portfolio (Motor TP) - provides the snapshot of the Net Ultimate Claims estimated for each of the last ten Accident Years separately and all prior Accident Years combined and the development of these estimates over time. The estimate of Net Ultimate Claims changes as more information about the nature of the claims and the impact of legislative changes, medical and wage inflation becomes known. The latest estimate of Net Ultimate Claims for each Accident Year is compared against the original estimate of Net Ultimate Claims for each Accident Year at the bottom of the table. This shows the strength of the original estimate of Net Ultimate Claims for each Accident Year.

There is limited value, however, in comparison to the original estimate as the same level of deficiencies or redundancies may not be maintained over time. Further, it is noted that presence of Crop & Weather portfolio complicates the interpretation of the statistics as claims are incurred at the end of the Season when claims become known, although we set an IBN(E)R Reserves as premium gets earned. As the premium for a single Season generally spreads over two Financial Years there may be a mismatch between Crop & Weather claims (typically booked against Policy End Date) and IBN(E)R recognition happening throughout the policy period.

Second table, Net Unpaid Losses and Loss Adjustment Expenses - separately for the Total Company and for the Motor Third Party Liability Portfolio (Motor TP) - provides the snapshot of the Net Unpaid Losses for each of the last ten Accident Years separately and all prior Accident Years combined and the development of such losses over time. Net Unpaid Losses represent Net case estimates and Net IBN(E)R estimates together. Net Unpaid losses change over time as claims get settled or closed and Net Ultimate gets revised basis new information coming to light. The difference between the two tables (Net Ultimate and Net Unpaid losses) is cumulative Net claims Paid.

### Net Incurred Losses and Allocated Expenses (Ultimate Movement) - Total Company

Amounts in ₹ Crores

Accident Year	AY 2013*	AY 2014	AY 2015	AY 2016	AY 2017	AY 2018	AY 2019	AY 2020	AY 2021	AY 2022	AY 2023
End of First Year (A)	180.62	523.51	762.05	1,069.58	1,176.11	1,372.29	1,971.15	2,498.95	2,902.29	4,090.82	4,589.72
One Year Later	158.34	499.25	665.93	965.01	1,038.61	1,056.62	1,683.36	2,271.38	2,554.91	3,557.92	
Two Years Later	161.91	503.87	675.67	988.10	1,029.81	997.64	1,606.93	2,241.38	2,465.30		
Three Years Later	167.87	532.69	720.45	1,001.82	994.53	994.89	1,593.78	2,198.47			
Four Years Later	176.00	544.01	754.93	1,015.09	990.83	987.87	1,562.55				
Five Years Later	178.14	564.82	771.42	1,012.93	987.58	974.50					
Six Years Later	182.70	575.40	768.66	1,010.14	981.83						
Seven Years Later	185.23	574.10	766.91	997.53							
Eight Years Later	184.54	572.20	762.11								
Nine Years Later	184.79	568.76									
Ten Years Later	184.33										
Latest Ultimate (B)	184.33	568.76	762.11	997.53	981.83	974.50	1,562.55	2,198.47	2,465.30	3,557.92	4,589.72
Favourable / (Unfavourable) Amount (A) - (B)	(3.72)	(45.25)	(0.06)	72.06	194.28	397.79	408.60	300.48	436.99	532.90	
Favourable / (Unfavourable) % ((A) - (B)) / (A)	-2.06%	-8.64%	-0.01%	6.74%	16.52%	28.99%	20.73%	12.02%	15.06%	13.03%	

\*AY 2013 includes all other prior years. For the prior years (AY 2011 and AY 2012) the end of first year is considered as 31 March 2013. Numbers include impact of Catastrophic and Covid-19 Related Claims, Excess of Loss (XoL), other specific IBN(E)R, CHE and RM but exclude Solatium Fund and Declined Pool.

### Net Unpaid Losses and Loss adjustment Expenses - Total Company

Amounts in ₹ Crores

Accident Year	AY 2013*	AY 2014	AY 2015	AY 2016	AY 2017	AY 2018	AY 2019	AY 2020	AY 2021	AY 2022	AY 2023
End of First Year	112.16	329.41	550.54	674.73	717.08	929.80	1,167.85	1,467.74	1,627.33	2,015.31	2,609.64
One Year Later	47.90	189.52	277.19	338.39	350.03	356.15	450.48	532.24	689.56	925.60	
Two Years Later	40.81	143.61	209.78	290.71	277.40	245.24	339.67	399.22	483.51		
Three Years Later	35.88	135.86	205.90	262.90	203.09	220.92	293.38	312.72			
Four Years Later	35.06	119.15	204.22	241.51	184.46	197.68	232.85				
Five Years Later	31.53	122.48	192.04	226.60	170.39	164.64					
Six Years Later	33.29	117.70	177.97	206.82	149.91						
Seven Years Later	32.73	110.87	164.15	179.85							
Eight Years Later	29.84	100.97	147.83								
Nine Years Later	28.01	89.38									
Ten Years Later	25.80										

\*AY 2013 includes all other prior years. For the prior years (AY 2011 and AY 2012) the end of first year is considered as 31 March 2013. Numbers include impact of Catastrophic and Covid-19 Related Claims, Excess of Loss (XoL), other specific IBN(E)R, CHE and RM but exclude Solatium Fund and Declined Pool.

### Net Incurred Losses and Allocated Expenses (Ultimate Movement) – Motor TP

Amounts in ₹ Crores

Accident Year	AY 2013*	AY 2014	AY 2015	AY 2016	AY 2017	AY 2018	AY 2019	AY 2020	AY 2021	AY 2022	AY 2023
End of First Year (A)	27.84	132.72	247.11	345.21	303.56	294.81	328.77	344.99	480.62	735.91	946.64
One Year Later	34.21	176.51	264.72	308.55	281.16	256.91	307.17	343.81	470.44	728.25	
Two Years Later	46.06	177.58	267.73	323.46	278.92	227.11	290.35	336.83	441.44		
Three Years Later	49.77	202.99	306.87	335.04	261.78	225.73	286.86	307.34			
Four Years Later	57.99	209.50	333.40	359.03	260.20	223.74	270.33				
Five Years Later	59.10	223.11	355.48	358.18	258.49	212.78					
Six Years Later	61.33	237.43	354.39	355.15	257.03						
Seven Years Later	66.83	236.85	352.41	345.68							
Eight Years Later	66.21	235.59	351.24								
Nine Years Later	65.93	234.80									
Ten Years Later	65.80										
Latest Ultimate (B)	65.80	234.80	351.24	345.68	257.03	212.78	270.33	307.34	441.44	728.25	946.64
Favourable / (Unfavourable) Amount (A) - (B)	(37.96)	(102.08)	(104.12)	(0.46)	46.53	82.03	58.44	37.65	39.18	7.66	
Favourable / (Unfavourable) % ((A) - (B)) / (A)	-136.38%	-76.92%	-42.14%	-0.13%	15.33%	27.82%	17.78%	10.91%	8.15%	1.04%	

\*AY 2013 includes all other prior years. For the prior years (AY 2011 and AY 2012) the end of first year is considered as 31 March 2013. Numbers include impact of Excess of Loss (XoL), specific IBN(E)R, CHE and RM and exclude Solatium Fund and Declined Pool.

### Net Unpaid Losses and Loss adjustment Expenses - Motor TP

Amounts in ₹ Crores

Accident Year	AY 2013*	AY 2014	AY 2015	AY 2016	AY 2017	AY 2018	AY 2019	AY 2020	AY 2021	AY 2022	AY 2023
End of First Year	27.30	130.18	242.77	339.87	297.41	292.24	326.80	341.09	478.95	730.61	934.14
One Year Later	28.99	158.35	228.49	255.73	246.50	231.75	276.27	325.66	440.42	637.06	
Two Years Later	34.74	126.67	173.56	226.47	210.18	180.35	242.00	287.52	343.59		
Three Years Later	30.74	119.87	172.75	205.93	163.27	166.84	217.06	228.68			
Four Years Later	31.20	101.31	166.42	200.51	149.87	153.84	174.89				
Five Years Later	27.15	99.24	162.38	188.78	138.98	126.29					
Six Years Later	27.00	99.34	151.69	170.27	124.09						
Seven Years Later	29.62	93.70	138.16	147.64							
Eight Years Later	26.99	85.00	126.16								
Nine Years Later	25.28	76.86									
Ten Years Later	23.99										

\*AY 2013 includes all other prior years. For the prior years (AY 2011 and AY 2012) the end of first year is considered as 31 March 2013. Numbers include impact of Excess of Loss (XoL), specific IBN(E)R, CHE and RM and exclude Solatium Fund and Declined Pool.

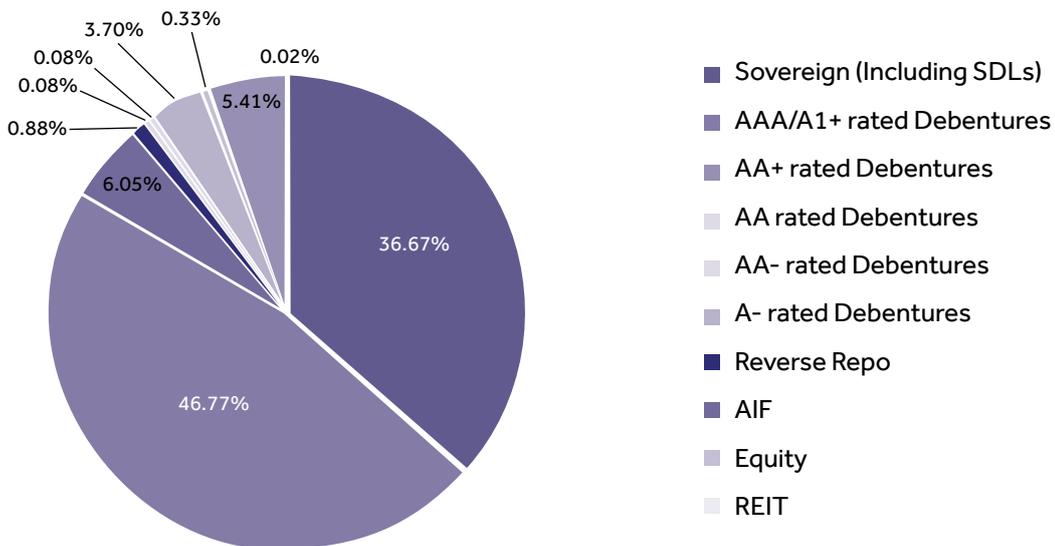
**v. Investment Activity**

Investments are made in accordance with the regulations laid down by IRDAI (Investment) Regulations, 2016, Insurance Act, 1938 and the Board Approved Investment Policy. Efforts are made to optimize the returns on the portfolio while matching the duration of Assets and Liabilities prudently and maintaining adequate liquidity in the Company. The Investment Committee of the Board reviews the investment performance on a quarterly basis.

As on 31<sup>st</sup> March 2023, the Investment portfolio stood at ₹ 13,095.00 crore. The Company’s investment corpus comprises of 90.53% of debt securities. 83.43% of the investment portfolio is invested in Sovereigns / AAA/A1+ rated securities, 6.94% in AA+/AA, 0.08% in AA- rated securities and 0.08% in A- rated securities. Further, 3.70% is invested in reverse repo, 0.33% in Alternative Investment Funds, 5.41% in equities and 0.02% in REITs. Gross yield on investments stands at 7.23% for the year ended 31<sup>st</sup> March 2023.

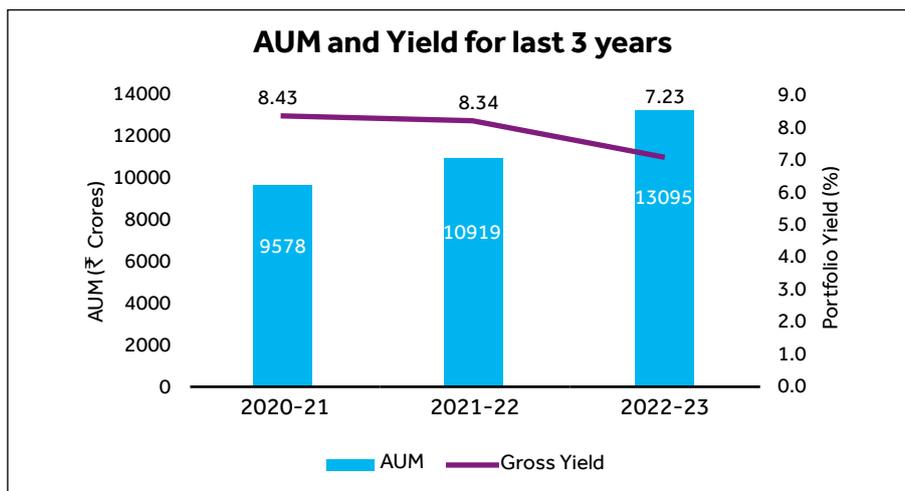
Asset Class and Rating wise Company’s Total Investment Holding as on March 31, 2023 is as under:

**Asset and Rating Allocation**



Assets under management and Portfolio Yield in last three Financial Year:

**AUM and Yield for last three years\***



\*Portfolio yield during the year was lower compared to last year mainly on account of lower profit on sale of both equity and debt investments due to rising interest rates and weak equity market compared to last year.

Your Company's Investment in various sectors as prescribed by IRDAI and Investment Policy (IP).

Sr.	IRDA Broad Category	IRDAI Mandate	IP Mandate	Holding (₹ Cr.)	Holding %
				as on 31/03/23	as on 31/03/23
1	Central Government Securities	20% (min)	20% (min)	3,467.31	26.85%
2.i	Central Government Securities & Other Approved Securities (OAS)	30% (min)	30% (min)	5,399.71	41.82%
2.ii	Approved Investments (AI)	55% -70%	55% - 70%	7,308.55	56.61%
2.iii	Other Investments (OI)	0% -15%	0% - 15%	203.06	1.57%
3	Housing & Infrastructure - (AI + OI)	15% (min)	15% (min)	3,849.53	29.82%

Investment pattern is applicable to the Funds Representing Solvency Margin (FRSM) portion of shareholder's funds and the Policyholder's funds which are together known as the Investment Assets (IA) (at Cost). The total holding in respect of above is pegged to ₹ 12,911.32 crores, which represents the Investment Assets. Remaining funds were invested in Shareholders Excess Solvency Margin Account (SHESMA).

## vi. Information Technology

The key highlights of the IT department for the previous financial year are:

- All branch offices are IT enabled to support the increasing business volumes.
- Two Disaster Recovery drills were done to ensure system continuity in case of occurrence of disaster at the Primary Data Centre.
- Intermediary onboarding process was successfully digitalized by launching "Bandhan" portal, which provides seamless onboarding and lifecycle of Agents and Point of Sale Personnel.
- Company's website was upgraded to ease the online customer journeys. The website is also optimized for visually impaired persons.
- Many new products were launched across various portals. This takes the product count as 30+ on intermediary facing portals and 20+ on customer facing portals.
- Buying journey for total 10 products have been implemented on Company's mobile application for customers.
- All digital applications and portals have been migrated to the Cloud, thereby creating a foundation for scalability and improved availability.
- To enable digital processing of the retail health portfolio, a new application "Hercules" has been implemented, as a part of the In-house Health Claims Administration initiative. Hercules enables the in-house health claims teams to register and adjudicate health claims seamlessly.
- A modern cloud-based HR application "HRNxt" is implemented to improve the employee experience and facilitate HR administration right from hiring to separation.
- A new Policy Administration System "TCS BaNCS" has been onboarded to replace the current core insurance solution. The project is under progress.
- The CRM modernization process has been kicked off. The roll out is planned in FY 2023-24 in phases.
- Digi-Lab has been setup to focus on emerging technologies and innovation.
- CoE (Centre of Excellence) for RPA (Robotic Process Automation) has successfully automated 12 new processes in FY 2022-23.
- The audit for ISO 27000 has been successfully completed and the certification is retained.

These highlights demonstrate the IT department's commitment to supporting the Company's growth and providing a high-quality digital experience to its customers and employees.

## vii. Human Resources

Your Company's FY23 with the headcount of 6,631 and it closed at 7,369.

The Company had launched a flagship mass reach program called "PARIVARTAN" in FY 21-22 covering 138 branches, Head Office & Thane Hub, that provided the thread of motivation across all employees and their leadership in understanding the unified purpose of the organization. This successful intervention was followed by a structured monthly townhall session "MILAN" in FY 22-23. The intention was to have a continued connect by the leadership being allocated the branches as mentors and continuing to address their apprehensions, if any, as well as share the organizational updates and maintain a continued channel of communication between leadership and grassroots. 393 such sessions were conducted, covering 5066 employees.

Frontline Sales and Frontline Managers are the backbone of organizational mandates achievement and its imperative to continually upskill them, motivate them and ensure their competencies are aligned to deliver in line with expectations. SBIG ensured that prioritized focus is allocated to this area in ensuring customized and curated programs to ensure that the frontline maturity and capabilities are adequately upskilled & futureproof. Two such interventions were Silver Championship Certification and Winning Ways@Work. Silver Championship Certification was a product knowledge proficiency certification program on 5 focused SBIG products, of which 152 sessions were conducted – covering 3515 employees. Winning Ways@Work was a curated Customized Behavioral program for frontline employees and first level managers, of which 137 sessions were conducted – covering 4618 employees. The intent was to skill them up with appropriate behaviors and etiquettes to engage into incremental relationship with bankers and other channel partners.

Curated customized skill and knowledge engagements were conducted through virtual/physical classroom and digital training modes to improve and upskill the capabilities of the workforce to ensure delivery of assigned expectations. Cumulatively, these interventions have contributed in empowering the workforce to perform incrementally and with customer centric focus.

Across markets, industries, levels of seniority and age groups, the phenomenon of Great Resignation showed no signs of abating, and in comparison, SBIG has continued to remain insulated against this alarming trend. We have not breached the industry standards and have in fact operated within healthy lines of talent retention and net addition. The grade nomenclature has undergone a revision with an objective of both attracting and retaining talent, without adding any financial burden on the Company. The Company has introduced an Unnati Scheme for all Frontline sales employees and all other employees in Band 1 to recognize and reward the loyal and productive workforce and to reduce the turnover rate. Overall, the sector has been inflicted with many challenges and we have continued to surmount the same and remain shielded, continuing to pursue and achieve the organizational goals. 11% additional manpower has been added in the fiscal with concentrated focus on Health Business. This investment in incremental human capital base has and will start yielding incremental results leading Organization to achieve its aspirational space in the top echelons of the GI space.

Your HR policies cover various sections including policies related to code of conduct, culture and statutory/regulatory compliance, core people policies & employee benefits and administrative policies and we still look at appending more under each section year on year as we move ahead.

Your Company has introduced a Regional structure where the Regional Leadership will be responsible for entire business operations in their respective geographies. The Regional Leaders will be closer to the ground and will be in a better position to guide and support the regional teams to help achieve the organizational objectives.

'HRNxt', a state of art HRMS with the aim of simplifying our processes, brings in more seamlessness and ease of use for our internal customers.

### **viii. Operations & Customer Services**

During the Year under review, SBIG issued 1,72,86,121 policies covering GWP of ₹ 10,888 crores. Apart from this SBIG also issued 1,22,49,082 Crop Insurance Certificate and 2,44,29,078 Personal Accident Policy Certificates. Over 4,45,281 Endorsement transactions were carried out during the Fiscal Year 2023.

In order to improve operational efficiency & customer experience, a host of process simplifications, automation and digitization initiatives were undertaken & implemented including Robotic Process Automation (RPA).

#### **Key milestones achievement of the year are as follows:**

- Successfully introduced a new tool to process NTU / OEM cases. Total 9.27 Lac policies have been processed using this tool, which has resulted in to faster turnaround time and improvement in data quality, thus resulting into saving over 400 manhours per month.
- Robotic Process Automation (RPA) has been implemented in Non Risk and non-premium bearing Endorsements. A total of 48,031 endorsements has been processed through BOTs there by saving 8 manhours per day.
- Revised Net Promoters Score (NPS) questionnaire has been launched for post sales NPS for giving better understanding to the Customer & helping us with accurate NPS Score, customer feedback for closing internal & external loops.
- Contact Centre has handled more than 11 lakh Customer servicing calls & 2.97 lakh emails during the year.
- Sakhi the bot has managed 31,63,838 hits overall - Highest hits for Policy download- 71,533 (29% of total hits). Bot functionalities helping the customer for self-servicing, and it has led to decreased calls to call center.

### **ix. Complaints Management**

Your Company has integrated its CRM platform with IRDAI's Integrated Grievance Management System (IGMS) for efficient management of customer complaints and has handled 2,617 complaints during the fiscal year 2023.

**x. Grievance Redressal Committee:**

Your Company has a Management led Grievance Redressal Committee (GRC) with an objective to review the representations made by customers against repudiation of claims and policy / service related issues, if any. The Committee is empowered to review the representations, both on merits and technical grounds. The Committee has met 12 times during the financial year 2022-23 and has attended to 52 cases out of which 48 cases were disposed.

**Major projection or implementation done during the year under:**

On 15-07-2022 Integrated Grievance Management System (IGMS) has been replaced with new version IGMS 2.0 (Bima Bharosa). Now this application has been integrated with our CRM system to ensure the seamless flow of process without any interruption/disruptions.

**3. SBI General's Net Promoter Score – NPS**

At SBI General, we believe in a Customer Centric approach, keeping customers at the heart of the business. We constantly strive for excellence in customer service, with an aim to transit the customer service to customer delight. With this goal, we ensured all the customer service touchpoints offer a standard and uniform service levels. To keep a constant check on the same, we measure Net Promoter Score ("NPS") for all the services offered at customer touchpoints. This practice also allows us to engage with our customers and obtain their feedback on every interaction with the Organization. With this constant interaction with our customers, we are able to gather inputs from ground-level and close the gaps, if any.

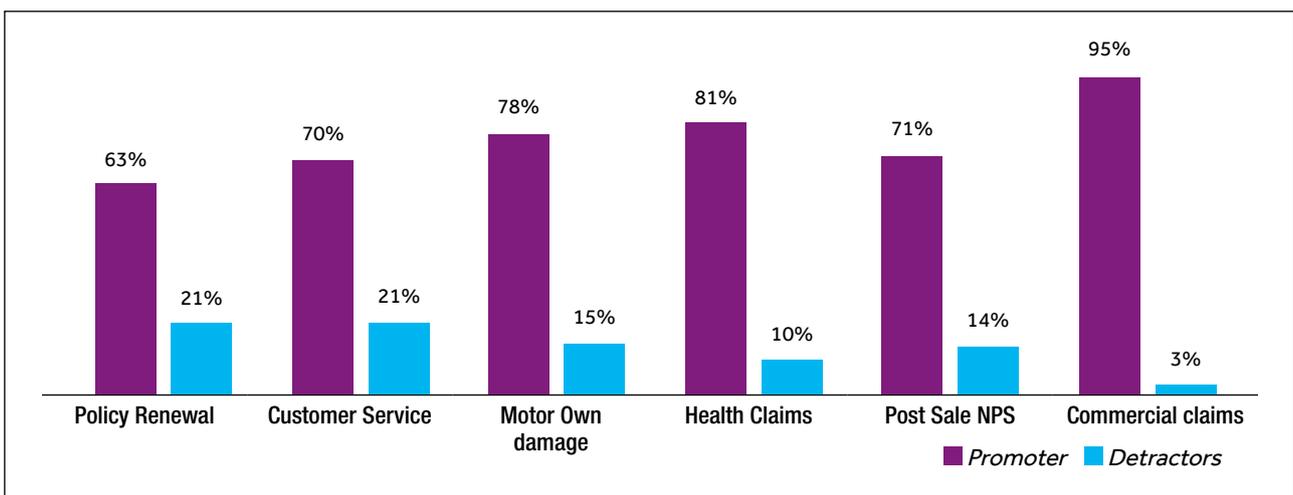
The NPS Score of the Company is also a reflection of our Customers satisfaction level at every service touch points and accentuates the trust that they have in SBI General. NPS is also a key measure of customers' overall perception of the brand. As NPS is a critical indicator for obtaining customer feedback, it thereby leads to an improvement in overall Customer experience.

SBIG introduced measuring NPS at service levels in 2017, and since then we have seen enhancement in the score, which has today become a drive for service excellence across the entire customer journey.

The results, are not viewed just in terms of the number of people who respond, promote, stay passive or negative, but also in terms of the actionable insights derived from the data and the improvements made to every touchpoint. The NPS has improved over period of time, validating our commitment to betterment.

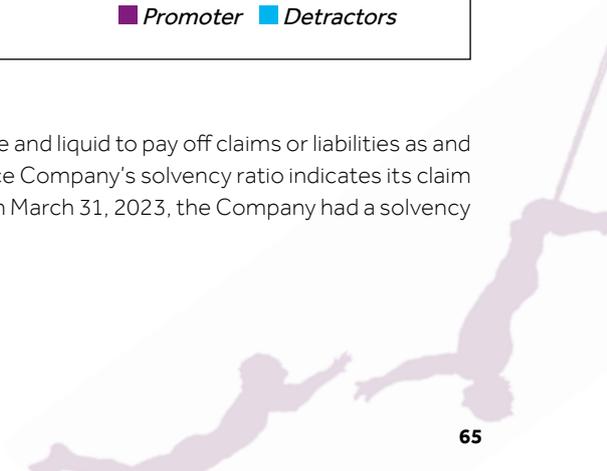
We are glad to share SBI General's Net Promoter Score for the FY 2022-23 for all six services is **61**, details of Promotor and Detractor as under:

**Net Promoter Score – Promotor and Detractor**



**4. Solvency**

An insurance Company is considered to be solvent if its assets are adequate and liquid to pay off claims or liabilities as and when they arise. The solvency ratio is used to assess this. Thus, an insurance Company's solvency ratio indicates its claim paying ability; higher the solvency ratio, better the claim paying ability. As on March 31, 2023, the Company had a solvency ratio of 1.72 as against the minimum regulatory requirement of 1.50.



## 5. Future Outlook

The Company had taken conscious measures in motor LOB business to expand its business in profitable geographies which has fetched favorable results in terms of profitability. This year also, the Company would be using analytical models to identify potential geographies to expand its business in all LOBs.

Retail portfolio will bank on aggressive sales through Agency, Digital, and direct channels, specially to compete with the new age competitors.

The Company is focused towards offering Innovative and digital first products to be rolled out through our digital channel. Being a part of service focused industry, the Company has been giving attention on partnerships with digital ecosystem partners as well as focusing on Investech, Fintech, Healthtech, Traveltech and e-commerce for business generation.

The Company has always been focused on maintaining its compliance standards and governance framework, and similarly the Company would continue to strengthen its internal governance framework.

Your Company envisions to be the most trusted insurer of the transforming India, and inline with this objective the Company has always kept its customers at the highest pedestal. The Company would continue to optimize its processes and bring to our customers the best customer experience at all touch points.

The Company has invested timely in capacity building and redefining the organization for a successful journey under the changing external environment. The Company would be focusing on leveraging its investments while ensuring timely scaling and upgradation as and when required.

The future strategic plan to manage change would be:

The Company understands the need of technological developments to be at par with the industry and follows the path of digital and analytics advancements continuously to enhance customer retention and cater to new age customers.

The Company is continuously updating and upgrading its market analytics tool to identify under-penetrated markets and analyze their requirements to provide them with adequate products and increase insurance penetration. Market research would help in understanding the specific requirements of the customers at micro market level and thereby customizing services to meet their needs.

The Company would focus on leveraging the open architecture opportunity wherein, the Company would be focusing on creating synergy with NBFCs, MFIs, RRBs etc., by setting up corporate agency tie-ups.

Your Company would ultimately focus on channel specific strategies based on service efficiency, penetration into profitable market, balanced product mix and utilizing unexplored opportunities to ensure growth with profitability.

## Annexure 3 to the Directors Report FY 2022-23

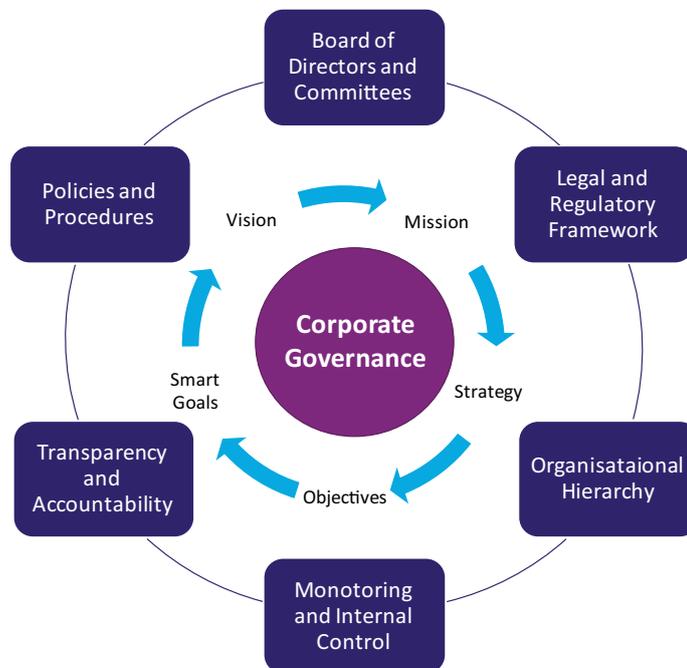
# Report on Corporate Governance

Good governance is integral to the very existence of a Company. Corporate Governance is the practice of consistently creating and enhancing long-term sustainable value for its stakeholders through ethically driven business processes. It plays a key role in enhancing the confidence of all stakeholders. Corporate Governance is the application of best Management Practices, Compliance of Laws in letter and spirit and adherence to ethical standards for effective management and distribution of wealth and discharge of social responsibility for sustainable development of all stakeholders. The Company follows the best governance practices with highest integrity, transparency and accountability. It believes that Corporate Governance is not merely about enacting regulations and procedures but also about establishing an environment of trust and confidence among various stakeholders. During the year, the Board continued its pursuit of achieving its objectives through the adoption and monitoring of corporate strategies and prudent business plans.

In accordance with the provisions of the Corporate Governance Guidelines issued by the Insurance Regulatory & Development Authority of India (IRDAI), the report containing details of the Corporate Governance systems and processes of the Company for the financial year ended 31<sup>st</sup> March 2023 is as under:

### 1. COMPANY'S PHILOSOPHY ON CORPORATE GOVERNANCE:

Corporate Governance is intrinsic to the Management of Company affairs. Good Governance aids effective management and control of business. Your Company believes that sound Corporate Governance plays a crucial role in enhancing and retaining the trust of the stakeholders. It enables the Company to maintain high level of business ethics and to optimize the value for all the stakeholders. The Company ensures that its performance goals are aligned with integrity. The Company adheres to ethical standards which lead to effective management. It believes in accurate and transparent disclosures pertaining to its operations, performance, risk and financial position. The Company's philosophy is depicted as under:



### 2. BOARD OF DIRECTORS:

#### a. Composition and Category of the Board

The Board of Directors alongwith its Committees provide leadership and guidance to the Company's Management and supervises & controls the performance of the Company. The Board's action and decisions are aligned with the Company's best interest.

The Composition of the Board of Directors is governed by the Companies Act, 2013, Corporate Governance Guidelines issued by the IRDAI and the Articles of Association of the Company.

The Company recognizes and embraces the benefits of having a diverse Board. The Directors of the Company are from diverse backgrounds and enjoy a wide range of experience and expertise in various fields. The Company has established systems and procedures to ensure that its Board is well informed and well equipped to discharge its overall responsibilities and provide the Management with the strategic direction catering to exigency of long term shareholders value.

The Board of Directors of the Company comprises of Executive Director, Non-Executive Directors as well as Independent Directors. There is an optimum mix of Executive and Non-Executive/Independent Directors. Except for Managing Director and CEO and Whole-time Director, all other directors are Non-Executive Directors. There is one Woman Director on the Board of Company. The Directors possess experience in diverse fields including Banking, Finance, Insurance, Human Resource, Information Technology, Marketing, Management and Actuarial science. The skill and knowledge of the Directors have been of immense value to the Company. There is no inter-se relationship between the Directors.

In view of the situation posed by COVID-19 pandemic and relaxations granted by the regulatory authorities, meetings of the Board and its Committees were held through video or tele-conferencing facilities to facilitate Directors, travelling or residing abroad or at locations other location of meeting, to participate in the meetings.

During the year, all the Non-Executive Directors of the Company had no pecuniary relationship or transactions with the Company. They play a critical role in balancing the functioning of the Board by providing Independent judgments on various issues raised in the Board meetings like formulation of business strategies, monitoring of performances etc. None of the Directors are related to any other Director or employee of the Company.

The Company has issued formal letters of appointment to Independent Directors in the manner as provided in the Companies Act, 2013. All the Independent Directors have confirmed that they meet the criteria of independence as laid down under Section 149(6) of the Companies Act, 2013, Corporate Governance Guidelines issued by IRDAI and Listing Regulations issued by SEBI. They have also confirmed that their names have been added in the data bank maintained by the Indian Institute of Corporate Affairs for independent directors, in accordance with Rule 6 of the Companies (Appointment and Qualification of Directors) Rules, 2014.

The Company has well defined a criteria for appointment of Directors and Senior Management positions in accordance with prescribed requirements.

The Company has obtained certificate from M/s. S. S. Rauthan & Associates, Company Secretaries in Practice, dated 8<sup>th</sup> June 2023 confirming that none of the Directors on the Board of the Company have been debarred or disqualified from being appointed or continuing as Directors of the Company by the Securities and Exchange Board of India/ Ministry of Corporate Affairs or any such statutory authority as on March 31, 2023.

### Composition of the Board

The Company's Board is constituted in compliance with the provisions of the Act and Rules made thereunder, IRDAI CG Guidelines, Articles of Association of the Company and in accordance with good governance practices. The Company's Board as on 31<sup>st</sup> March 2023 comprises of 8(Eight) Directors, out of which 3 (three) are Non-Executive, Non-Independent Directors whilst 3 (three) are Non-Executive, Independent Directors, 1 (one) is Managing Director & CEO and 1 (one) is Whole-time Director. Out of the 3 (three) Non-executive Directors, 2 (two) Directors are nominated by State Bank of India (SBI) and 1 (one) by Napean Opportunities LLP as also Managing Director & CEO is also nominated by SBI.

The Composition of the Board of Directors of the Company as at 31<sup>st</sup> March 2023 along-with their qualification, specialization and status of other directorship is set out in the table as under:

Name of the Director	Directors Identification Number (DIN)	Designation	Category	Qualification	Field of Specialization	Other Directorship's
Shri Dinesh Kumar Khara	06737041	Chairman	Non-Executive, SBI Nominee	M. Com & MBA	Banking & Finance	<ol style="list-style-type: none"> <li>1. State Bank of India</li> <li>2. SBI Capital Markets Limited</li> <li>3. SBICAP Ventures Limited</li> <li>4. SBI Foundation</li> <li>5. SBI Funds Management Limited</li> <li>6. SBI Cards and Payment Services Limited</li> <li>7. SBI Life Insurance Company Limited</li> <li>8. State Bank Operations Support Services Pvt. Ltd.</li> <li>9. Indian Institute of Banking and Finance</li> </ol>

Name of the Director	Directors Identification Number (DIN)	Designation	Category	Qualification	Field of Specialization	Other Directorship's
Shri Swaminathan J. <sup>1</sup>	08516241	Non-Executive Director	Non-Executive Director, SBI Nominee	B.Com. CAIB Certified Anti Money Laundering Specialist (CAMS) and Certified Documentary Credit Specialist (CDCS), MBA	Banking, Finance & Assurance Function	1. State Bank of India 2. SBI Pension Funds Private Limited 3. SBI Payment Services Private Limited 4. SBI Cards and Payment Services Limited 5. SBI Life Insurance Co. Ltd. 6. SBI DHFI Ltd. 7. SBI Global Factors Ltd. 8. SBI Funds Management Ltd. 9. SBICAP Securities Ltd. 10. SBICAP Ventures Ltd. 11. SBI Capital Markets Ltd. 12. SBI Foundation
Shri T. K. Kurien	03009368	Non-Executive Director	Non-Executive Director	Masters	Finance	1. Fabindia Limited 2. Wipro GE Healthcare Private Limited 3. PI International Holdings LLC 4. PI Investment Advisory LLP 5. Prazim Trading and Investment Company Private Limited 6. Tarish Investment and Trading Company Private Limited 7. Hasham Investment and Trading Company Private Limited
Dr. Ashima Goyal <sup>2</sup>	00233635	Director	Non Executive, Independent Director	M.A., M. Phil., PhD.	Investment Banking and Financial Services, Economics	1. Edelweiss Financial Services Limited
Shri S. C. Srinivasan <sup>3</sup>	02327433	Director	Non Executive, Independent Director	B.Com, Chartered Accountant	Finance	1. Treeties Network Private Limited 2. Hygienic Research Institute Private Limited 3. Salt Partner LLP
Shri Pravin Hari Kutumbe <sup>4</sup>	01629256	Director	Non Executive, Independent Director	B.Com, Chartered Accountant	Finance, Taxation & Insurance	1. SBI DHFI Limited 2. Aditya Birla Sun Life Trustee Pvt. Ltd. 3. Catalyst Trusteeship Limited
Shri Kishore Kumar Poludasu <sup>5</sup>	09739016	Managing Director & CEO	Whole-time Director, SBI Nominee	B.Com, CAIB, PGEMP	Banking	-
Shri Anandprasad Pejawar <sup>6</sup>	09769981	DMD	Whole-time Director	B.Sc.(Hons), PGDM (Finance)	Insurance	-

**Note:**

<sup>1</sup> Shri Swaminathan J. was appointed as SBI Nominee Director w.e.f 16<sup>th</sup> July 2022.

<sup>2</sup> Dr. Ashima Goyal was re-appointed as Independent Director of the Company completed on 25<sup>th</sup> September 2022.

<sup>3</sup> Shri S. C. Srinivasan was appointed as Independent Director w.e.f. 23<sup>rd</sup> September 2022

<sup>4</sup> Shri Pravin Hari Kutumbe appointed as Independent Director w.e.f. 14<sup>th</sup> March 2023

<sup>5</sup> Shri Kishore Kumar Poludasu was appointed as Managing Director and CEO w.e.f. 4<sup>th</sup> October 2022

<sup>6</sup> Shri Anandprasad Pejawar was appointed as Whole – Time Director w.e.f. 28<sup>th</sup> November 2022

Shri Ashwini K. Tewari resigned from the Board w.e.f. 14<sup>th</sup> July 2022

Smt. Saloni Narayan resigned as SBI Nominee Director w.e.f. 22<sup>nd</sup> August 2022.

Shri M. K. Garg retired from the Board w.e.f. 26<sup>th</sup> August 2022 due to completion of his term as Independent Director.

Shri Paritosh Tripathi resigned from the Board w.e.f. close of business of 3<sup>rd</sup> October 2022 due to his repatriation at State Bank of India

Shri K. K. Mishra retired from the Board w.e.f. 9<sup>th</sup> December 2022 due to completion of his term as Independent Director.

Shri D. Sundaram retired from the Board w.e.f. 12<sup>th</sup> December 2022 due to completion of his second term as Independent Director

The brief profile of the Directors of the Company as at 31<sup>st</sup> March 2023, is hosted on the website of the Company and can be viewed at <https://www.sbigeneral.in/portal/about-us/board-directors-and-management>. The terms & conditions of the appointment of the Independent Directors are hosted on the Company's website.

**b. Number of Board Meetings held and attendance during 2022-23:**

The number of Board Meetings held and attended by each of Directors of the Company is depicted in the table given below: During the year under review, 11 (Eleven) Board Meetings were held on the following dates:

103 <sup>rd</sup> BM: 20 <sup>th</sup> April 2022	104 <sup>th</sup> BM: 13 <sup>th</sup> June 2022
105 <sup>th</sup> BM: 16 <sup>th</sup> July 2022	106 <sup>th</sup> BM: 11 <sup>th</sup> August 2022
107 <sup>th</sup> BM: 26 <sup>th</sup> September 2022	108 <sup>th</sup> BM: 20 <sup>th</sup> October 2022
109 <sup>th</sup> BM: 25 <sup>th</sup> November 2022	110 <sup>th</sup> BM: 24 <sup>th</sup> January 2023
111 <sup>th</sup> BM: 14 <sup>th</sup> February 2023	112 <sup>th</sup> BM: 03 <sup>rd</sup> March 2023
113 <sup>th</sup> BM: 27 <sup>th</sup> March 2023	-

The maximum interval between any two meetings did not exceed 120 days.

### c. Attendance:

The details of attendance at the Company's Board Meetings held during the year under review is as follows:

Name of Members	Nature of Directorship	Designation	Board Meeting Dated										Held During Tenure	Attended	% of Attendance	Whether present at the last AGM held on 23 <sup>rd</sup> September 2022	
			20.04.2022	13.06.2022	16.07.2022	11.08.2022	26.09.2022	20.10.2022	25.11.2022	24.01.2023	14.02.2023	03.03.2023					27.03.2023
Shri Dinesh Kumar Khara	Non-Executive Director, SBI Nominee Director	Chairman						X			X			11	9	81.82%	Yes
Shri Ashwini K Tewari <sup>1</sup>	Non-Executive Director, SBI Nominee Director	Member			NA	2	2	100%	NA								
Shri Swaminathan J. <sup>2</sup>	Non-Executive Director, SBI Nominee Director	Member	NA	NA										9	9	100%	Yes
Smt. Saloni Narayan <sup>3</sup>	Non-Executive Director, SBI Nominee Director	Member			X		NA	4	3	75%	NA						
Shri T. K. Kurien	Non-Executive Director, Nominee of Napean Opportunities LLP	Member		X				X		X				11	8	72.72%	No
Shri M. K. Garg <sup>4</sup>	Independent Director	Member					NA	4	4	100%	NA						
Shri D Sundaram <sup>5</sup>	Independent Director	Member								NA	NA	NA	NA	7	7	100%	No
Dr Ashima Goyal <sup>6</sup>	Independent Director	Member												11	11	100%	Yes
Shri K. K. Mishra <sup>7</sup>	Independent Director	Member								NA	NA	NA	NA	7	7	100%	Yes
Shri S. C. Srinivasan <sup>8</sup>	Independent Director	Member	NA	NA	NA	NA								7	7	100%	NA
Shri Pravin Kutumbe <sup>9</sup>	Independent Director	Member	NA	NA	NA	NA	NA	NA	NA	NA	NA		1	1	100%	NA	
Shri P. C. Kandpal <sup>10</sup>	Managing Directors & Chief Executive Officer	Member			NA	2	2	100%	NA								
Shri Paritosh Tripathi <sup>11</sup>	Managing Directors & Chief Executive Officer	Member	NA	NA				NA	NA	NA	NA	NA	NA	3	3	100%	Yes
Shri Kishore Kumar Poludasu <sup>12</sup>	Managing Directors & Chief Executive Officer	Member	NA	NA	NA	NA	NA							6	6	100%	NA
Shri Anandprasad Pejaware <sup>13</sup>	Whole-time Director	Member	NA	NA	NA	NA	NA	NA						5	5	100%	NA

**Note:**

<sup>1</sup> Shri Ashwini K. Tewari resigned from the Board w.e.f. 14<sup>th</sup> July 2022

<sup>2</sup> Shri Swaminathan J. was appointed as SBI Nominee Director w.e.f. 16<sup>th</sup> July 2022

<sup>3</sup> Smt. Saloni Narayan resigned as SBI Nominee Director w.e.f. 22<sup>nd</sup> August 2022

<sup>4</sup> Shri M. K. Garg retired from the Board w.e.f. 26<sup>th</sup> August 2022 due to completion of his term as Independent Director

<sup>5</sup> Shri D. Sundaram retired from the Board w.e.f. 12<sup>th</sup> December 2022 due to completion of his second term as Independent Director

<sup>6</sup> Dr. Ashima Goyal was re-appointed as Independent Director of the Company on 25<sup>th</sup> September 2022

<sup>7</sup> Shri K. K. Mishra retired from the Board w.e.f. 9<sup>th</sup> December 2022 due to completion of his term as Independent Director

<sup>8</sup> Shri S. C. Srinivasan was appointed as Independent Director w.e.f. 23<sup>rd</sup> September 2022

<sup>9</sup> Shri Pravin Hari Kutumbe appointed as Independent Director w.e.f. 14<sup>th</sup> March 2023

<sup>10</sup> Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail)

<sup>11</sup> Shri Paritosh Tripathi was appointed as MD & CEO w.e.f. 5<sup>th</sup> July 2022 and resigned from the Board w.e.f. close of business of 3<sup>rd</sup> October 2022 due to his repatriation at State Bank of India

<sup>12</sup> Shri Kishore Kumar Poludasu was appointed as Managing Director and CEO w.e.f. 4<sup>th</sup> October 2022

<sup>13</sup> Shri Anandprasad Pejaware was appointed as Director w.e.f. 3<sup>rd</sup> November 2023 and Whole – Time Director w.e.f. 28<sup>th</sup> November 2022

#### d. Availability of information to the Board:

The Board of Directors of your Company have unfettered and complete access to all the information within the Company and to the employees of Company. The Meetings are convened by giving appropriate Notice to all the Board of Directors. Detailed Agenda, Memoranda alongwith all the relevant documents and explanatory statements are circulated to the members of the Board to facilitate meaningful, informed and focused decisions at the meetings. Wherever agenda includes any Affirmative Vote Matter as prescribed in the Articles of Association, a disclosure to this effect is made in the memorandum. Where it is not practicable to circulate any document or agenda, the same is tabled with the unanimous consent of the Board members as permitted by the Articles of Association.

The agenda papers are prepared by the concerned functional heads and approved by the Managing Director & CEO of your Company before such agenda papers are circulated amongst the members of the Board/ Committee by the Company Secretary. The Committees of the Board have authority to engage outside experts, advisors and counsels to the extent it considers appropriate to assist the Committee in its work.

With a view to leveraging technology and moving towards paperless systems for the preservation of environment, the Company has adopted a web-based application for transmitting Board/Committee papers. The Directors of the Company receive the agenda in electronic form through the secure application. The application meets the high standards of security and integrity required for storage and transmission of Board/Committee agenda in electronic form.

The Board, inter-alias, is apprised with all the information pertaining to the following:

- Minutes of meetings of the various Committees of the Board of Directors like Audit Committee, Investment Committee, Risk Management Committee, Policyholders Protection Committee, Bancassurance Committee, Nomination & Remuneration Committee, CSR Committee and Technology Committee.
- General notices of interest received from Directors of the Company
- Quarterly/ Half Yearly/ Annual Financial Statements of the Company
- Information pertaining to the policies of the Company
- Information on recruitment and remuneration of senior officers below the Board level
- Any significant developments on the human resources aspect
- Updates on the Regulatory and Statutory Compliances of the Company
- Control Returns in respect of decision taken as per Financial Delegation of Powers
- Reports on Claims and Grievances received by the Company and ageing thereof.
- State of affairs of the Company vide detailed updates by the Managing Director & CEO.

#### e. Familiarisation Programme for Independent Directors

Independent Directors are familiarised with their roles, rights and responsibilities in the Company as well as with the nature of the industry and the business model of the Company at the time of their appointment as Directors. A Board Manual is handed over to the new inductee Director. A detailed Appointment Letter is issued for the acceptance of the Independent Directors.

The Company through its Managing Director & CEO/ Key Managerial Personnel conducts programmes / presentations periodically to familiarize the Independent Directors with the strategy, operations and functions of the Company. Such programmes / presentations provide an opportunity to the Independent Directors to interact with the Senior Management of the Company thereby helping them to understand the Company, its business and the regulatory framework in which the Company operates and equips Director to effectively fulfill their role.

Further, quarterly presentations on operations is made to the Board which include information on business performance, operations, market share, financial parameters, working capital management, fund flows, senior management change, compliances, regulatory scenario etc.

### 3. BOARD COMMITTEES:

The Board Committees plays a crucial role in the governance structure of the Company and have been constituted to deal with specific areas / activities which concern the Company and need a closer review. The Board Committees are set up under the formal approval of the Board to carry out clearly defined roles which are considered to be performed by members of the Board, as a part of good governance practice. The Board supervises the execution of its responsibilities by the Committees. The minutes of the meetings of all Committees are placed before the Board for review. The Board Committees can request special invitees to join the meeting, as appropriate.

The Board has constituted 6 (Six) mandatory Committees, namely, the Audit Committee, the Nomination and Remuneration Committee, the Corporate Social Responsibility Committee, the Investment Committee, the Risk Management Committee and the Policyholders Protection Committee as per the Companies Act 2013 read with Corporate Governance Guidelines issued by IRDAI. The Board has also constituted a Bancassurance Committee to focus on the Bancassurance business of the Company and a Technology Committee. The Terms of Reference of Risk Management Committee include the expectations from Asset Liability Management Committee ("optional committee") whereas the Terms of Reference of Nomination and Remuneration

Committee include the expectations from the Ethics Committee ("optional committee") as conceived in the IRDAI's Guidelines on Corporate Governance. The Audit Committee of the Board is designated to act as Compliance Committee for the purpose of monitoring compliance obligations of the Company.

These Committees have a critical role in strengthening the control environment in the Company. Apart from the above, there are a number of Management Committees with specific terms of reference. Meetings of such Management level Committees are held as and when the need for discussing the matter concerning the purpose arises. The recommendations and minutes of all the Board committees are submitted to the Board in its subsequent meetings. During the year under review, all the recommendations of the Board constituted Committees which are mandatorily required under the Act and IRDAI CG Guidelines were accepted by the Board.

All the Committees have an optimum composition of Non-Executive Directors, the Nominee Directors of SBI and Independent Director, wherever required. No quorum at any meeting of the Committee shall be validly constituted unless (i) at least one SBI Nominee Director is present at the commencement of such meeting and throughout its proceedings, and (ii) in case of committees other than those requiring a majority of Independent Directors under Applicable Law, the total number of SBI Nominee Directors present at the beginning of, and throughout such meeting, is more than the total number of nominee Directors or any other Shareholder present at the beginning of, and throughout such meeting.

As per the provisions of regulation 7.3(a) of the Insurance Regulatory and Development Authority (Appointed Actuary) Regulations, 2000 issued by IRDAI, an Appointed Actuary is entitled to attend all the Meetings of the Company. Accordingly, in compliance with this regulation, the Appointed Actuary is invited to attend all the Board and Committee meetings of the Company.

#### i- **AUDIT COMMITTEE:**

The Board had formed the Audit Committee pursuant to the provisions of section 177 of the Companies Act 2013 and Clause 7.1 of the Corporate Governance Guidelines issued by the IRDAI. The Audit Committee is guided by the terms of reference adopted by the Board.

##### a. **Composition of the Audit Committee as on 31<sup>st</sup> March 2023:**

The composition of the Audit Committee as on 31<sup>st</sup> March 2023 is as follows:

<b>Name of the Director</b>	<b>Designation</b>	<b>Category</b>
Shri S. C. Srinivasan	Chairman	Independent Director
Shri Swaminathan J.	Member	Non-Executive Director, SBI
Dr. Ashima Goyal	Member	Independent Director
Shri Pravin Hari Kutumbe	Member	Independent Director

##### **Note:**

- Shri Swaminathan J. was appointed as Member w.e.f. 16<sup>th</sup> July 2022
- Shri S. C. Srinivasan was appointed as a member w.e.f. 26<sup>th</sup> September 2022 and re-designated as Chairman of the Committee w.e.f. 6<sup>th</sup> January 2023
- Dr. Ashima Goyal was appointed as a member w.e.f. 6<sup>th</sup> January 2023
- Shri Pravin Hari Kutumbe was appointed as member w.e.f. 27<sup>th</sup> March 2023

Shri S. C. Srinivasan, Chairman of the Audit Committee, is an Independent Director of the Company and is a Chartered Accountant with Financial background. All the members of the Committee have strong financial analysis background. The Constitution and Terms of Reference of the Committee are in compliance with the requirements of Section 177 of the Companies Act, 2013 and Corporate Governance Guidelines issued by IRDAI. The Head of Finance Function i.e., Chief Financial Officer, Appointed Actuary, Statutory Auditors, Compliance Officer and Head-Internal Audit are invited to attend the meetings of the Audit Committee. The Company Secretary acts as the Secretary to the Committee.

##### b. **Meetings held:**

During the year under review, the Audit Committee met 9 (Nine) times on the following dates:

77 <sup>th</sup> AC: 20 <sup>th</sup> April 2022	78 <sup>th</sup> AC: 13 <sup>th</sup> June 2022
79 <sup>th</sup> AC: 16 <sup>th</sup> July 2022	80 <sup>th</sup> AC: 11 <sup>th</sup> August 2022
81 <sup>st</sup> AC: 20 <sup>th</sup> October 2022	82 <sup>nd</sup> AC: 25 <sup>th</sup> November 2022
83 <sup>rd</sup> AC: 24 <sup>th</sup> January 2023	84 <sup>th</sup> AC: 14 <sup>th</sup> February 2023
85 <sup>th</sup> AC: 21 <sup>st</sup> March 2023 adjourned	85 <sup>th</sup> AC: 22 <sup>nd</sup> March 2023

Necessary quorum was present at all the meetings of the Audit Committee.

### c. Attendance:

The details of attendance at the Company's Audit Committee Meetings held during the year under review are as follows:

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee Meeting										Held During Tenure <sup>a</sup>	Attended	% of Attendance
			20.04.2022	13.06.2022	16.07.2022	11.08.2022	20.10.2022	25.11.2022	24.01.2023	14.02.2023	21.03.2023 Adjourned meeting	22.03.2023			
Shri M. K. Garg	Independent Directors	Chairman					NA	NA	NA	NA	NA	NA	4	4	100%
Shri S.C. Srinivasan	Independent Directors	Chairman	NA	NA	NA	NA							5	5	100%
Shri Ashwini K Tewari	Non-Executive Director, SBI Nominee Director	Member			NA	NA	2	2	100%						
Shri Swaminathan J.	Non-Executive Director, SBI Nominee Director	Member	NA	NA							X		7	7	100%
Shri D Sundaram	Independent Directors	Chairman							NA	NA	NA	NA	6	6	100%
Dr. Ashima Goyal	Independent Directors	Member	NA	NA	NA	NA	NA	NA					3	3	100%
Shri Pravin Kutumbe	Independent Directors	Member	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0	0	0

\*The Original meeting held on 21.03.2023 was adjourned to 22.03.2023 on want of quorum. Accordingly, attendance for original meeting i.e. 21.03.2023 and 22.03.2023 shall be counted as 1.

- Shri Ashwini K. Tewari ceased to be member w.e.f. 14<sup>th</sup> July 2022.
- Shri Swaminathan J. was appointed as Member w.e.f. 16<sup>th</sup> July 2022
- Shri M.K. Garg ceased to be Chairman w.e.f. 26<sup>th</sup> August 2022
- Shri S. C. Srinivasan was appointed as a member w.e.f. 26<sup>th</sup> September 2022 and re-designated as Chairman w.e.f. 6<sup>th</sup> January 2023.
- Shri D. Sundaram was re-designated as Chairman w.e.f. 26<sup>th</sup> September 2022 and he ceased to be Chairman w.e.f. 12<sup>th</sup> December 2022
- Dr. Ashima Goyal was appointed as a member w.e.f. 6<sup>th</sup> January 2023
- Shri Pravin Hari Kutumbe was appointed as member w.e.f. 27<sup>th</sup> March 2023

The Chairman of the Audit Committee attends the Annual General Meeting to answer shareholders queries, if any.

The Company Secretary of the Company acts as Secretary to the Audit Committee.

### d. Brief Description of the Terms of Reference:

The primary objective of the Audit Committee is to carry on functions enshrined in Section 177 of the Companies Act, 2013 read with Rule 6 of the Companies (Meetings of Board and its Powers) Rules, 2014 and to carry on functions as may be prescribed under the Corporate Governance guidelines as applicable to the Company. The Committee monitors and provides effective supervision of the Management's financial reporting process to ensure accurate and timely disclosures, with the highest levels of transparency, integrity and quality of financial reporting. The Committee reviews the financial reporting process by the management, internal auditors, joint Statutory Auditors and the Comptroller and Auditor General of India. The Committee recommends the appointment/ re-appointment of statutory auditors and their Audit fees. It reviews the adequacy of internal audit controls, significant internal audit findings/ related party transactions, audit finding of the Statutory Auditors etc. The Committee is a link between Statutory Auditors and the Board of Directors of the Company.

## ii- NOMINATION & REMUNERATION COMMITTEE

The Nomination and Remuneration Committee was constituted by the Board in its meeting held on 22<sup>nd</sup> April 2014 to carry on functions enshrined in Section 178 of the Companies Act, 2013 read with Rule 6 of the Companies (Meetings of Board and its Powers) Rules, 2014.

### a. Composition

The composition of the Nomination & Remuneration Committee is as follows as on 31<sup>st</sup> March 2023:

Name of the Director	Designation	Category
Dr. Ashima Goyal Chairperson	Chairperson	Independent Director
Shri Swaminathan J.	Member	Non Executive Director, SBI
Shri S. C. Srinivasan	Member	Independent Director

**Note:**

- Shri Ashwini K. Tewari ceased to be member w.e.f. 14<sup>th</sup> July 2022.
- Shri Swaminathan J. was appointed as Member w.e.f. 16<sup>th</sup> July 2022
- Shri M.K. Garg ceased to be Chairman w.e.f. 26<sup>th</sup> August 2022
- Shri S. C. Srinivasan was appointed as a member w.e.f. 26<sup>th</sup> September 2022.
- Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
- Dr. Ashima Goyal was appointed as a member w.e.f. 26<sup>th</sup> September 2022 and re-designated as Chairperson w.e.f. 6<sup>th</sup> January 2023.

**b. Meetings held:**

During the year under review, the Nomination and Remuneration Committee met 7 (Seven) times on the following dates:

47 <sup>th</sup> NRC: 06 <sup>th</sup> May 2022	48 <sup>th</sup> NRC: 13 <sup>th</sup> June 2022
49 <sup>th</sup> NRC: 11 <sup>th</sup> August 2022	50 <sup>th</sup> NRC: 26 <sup>th</sup> September 2022
51 <sup>st</sup> NRC: 20 <sup>th</sup> October 2022	52 <sup>nd</sup> NRC: 14 <sup>th</sup> February 2023
53 <sup>rd</sup> NRC: 21 <sup>st</sup> March 2023	

Necessary quorum was present at all the meetings of the Nomination and Remuneration Committee.

**c. Attendance:**

The details of attendance at the Nomination and Remuneration Committee Meetings held during the year under review are as follows:

Name of Members	Nature of Directorship	Designation in the committee	Date of Committee Meeting							Held During Tenure	Attended	% of Attendance
			06.05.2022	13.06.2022	11.08.2022	26.09.2022	20.10.2022	14.02.2023	21.03.2023			
Shri M. K. Garg	Independent Directors	Chairman				NA	NA	NA	NA	3	3	100%
Shri Ashwini K Tewari	Non-Executive Director, SBI Nominee Director	Member			NA	NA	NA	NA	NA	2	2	100%
Shri D. Sundaram	Independent Directors	Member						NA	NA	5	5	100%
Shri Swaminathan J.	Non-Executive Director, SBI Nominee Director	Member	NA	NA						5	5	100%
Dr. Ashima Goyal	Independent Directors	Member	NA	NA	NA					4	4	100%
Shri S. C. Srinivasan	Independent Directors	Member	NA	NA	NA					4	4	100%

- Shri Ashwini K. Tewari ceased to be member w.e.f. 14<sup>th</sup> July 2022.
- Shri Swaminathan J. was appointed as Member w.e.f. 16<sup>th</sup> July 2022
- Shri M.K. Garg ceased to be Chairman w.e.f. 26<sup>th</sup> August 2022
- Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
- Dr. Ashima Goyal was appointed as a member w.e.f. 26<sup>th</sup> September 2022 and re-designated as Chairperson w.e.f. 6<sup>th</sup> January 2023.
- Shri S. C. Srinivasan was appointed as a member w.e.f. 26<sup>th</sup> September 2022.

The Company Secretary of the Company acts as Secretary to the Nomination and Remuneration Committee.

**iii- INVESTMENT COMMITTEE:**

The role of Investment Committee is crucial in managing the investments of the Company. The Constitution and the Terms of reference of the Committee are in compliance with the requirements of the IRDAI (Investment) Regulations, 2016, as amended, and the Corporate Governance Guidelines for Insurance Companies issued by IRDAI. The Investment Committee of the Board reviews the Investment Policy of the Company based on the performance of investments and the evaluation of dynamic market condition. It ensures proper implementation of the Policy and operational framework of the investment operations. The Committee takes care of the liquidity for smooth operations, compliance with prudential regulatory norms on investments, risk management/ mitigation strategies to ensure commensurate yield on investments and above all protection of Policyholders' funds.

**a. Composition**

The composition of the Investment Committee is as per Regulation 9(1) of the IRDAI (Investment) Regulations 2016 read with IRDAI Guidelines on Corporate Governance and is as follows as on 31<sup>st</sup> March 2023:

Name of the Director/Member	Designation	Category
Shri Ashwini K. Tewari <sup>1</sup>	Chairman	Non-Executive Director, SBI
Shri Swaminathan J. <sup>2</sup>	Chairman	Non-Executive Director, SBI
Shri T. K. Kurien	Member	Non-Executive Director, Napean Opportunities LLP
Shri D. Sundaram <sup>3</sup>	Member	Independent Director
Dr. Ashima Goyal	Member	Independent Director
Shri Pravin Kutumbe <sup>4</sup>	Member	Independent Director
Shri P. C. Kandpal <sup>5</sup>	Member	Managing Director & CEO
Shri Paritosh Tripathi <sup>6</sup>	Member	Managing Director & CEO
Shri Kishore Kumar Poludasu <sup>7</sup>	Member	Managing Director & CEO
Shri Rikhil Shah	Member	Chief Financial Officer
Shri Neil Albert Vaz	Member	Chief Risk Officer
Ms. Banashree Satpathy <sup>8</sup>	Member	Appointed Actuary
Shri Pushkar Deodhar <sup>9</sup>	Member	Appointed Actuary
Shri Pradeep Kumar Manshani	Member	Chief Investment Officer

**Note:** As per IRDAI Corporate Governance guidelines 2016 and the IRDAI Investment Regulations, 2016, the Board Investment Committee shall also have Chief Financial Officer, Chief Risk Officer, Chief Investment Officer and Appointed Actuary as members

1. Shri Ashwini K. Tewari was ceased to be Chairman and member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022.
3. Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
4. Shri Pravin Hari Kutumbe was appointed as a member w.e.f. 27<sup>th</sup> March 2023
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
8. Ms. Banashree Satpathy ceased to be member as Appointed Actuary w.e.f. 4<sup>th</sup> November 2022
9. Shri. Pushkar Deodhar Satpathy become member w.e.f. 17<sup>th</sup> November 2022 on account of officiating Appointed Actuary office.

#### b. Meetings held:

During the year under review, the Investment Committee met 4 (Four) times on the following dates:

51 <sup>st</sup> Investment Committee: 6 <sup>th</sup> May 2022	52 <sup>nd</sup> Investment Committee: 11 <sup>th</sup> August 2022
53 <sup>rd</sup> Investment Committee: 25 <sup>th</sup> November 2022	54 <sup>th</sup> Investment Committee: 14 <sup>th</sup> February 2023

Necessary quorum was present at all the meetings of the Investment Committee.

#### c. Attendance:

The details of attendance at the Company's Investment Committee Meetings held during the year under review are as follows:

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee Meeting				Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	14.02.2023			
Shri Ashwini K Tewari <sup>1</sup>	Non-Executive Director, SBI Nominee Director	Chairman		NA	NA	NA	1	1	100%
Shri Swaminathan J. <sup>2</sup>	Non-Executive Director, SBI Nominee Director	Chairman	NA				3	3	100%
Shri T. K. Kurien	Non-Executive Director, Napean Opportunities LLP Nominee Director	Member					4	4	100%

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee Meeting				Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	14.02.2023			
Shri D. Sundaram <sup>3</sup>	Independent Director	Member				NA	3	3	100%
Dr. Ashima Goyal	Independent Director	Member					4	4	100%
Shri Pravin Hari Kutumber <sup>4</sup>	Independent Director	Member	NA	NA	NA	NA	0	0	0
Shri P. C. Kandpal <sup>5</sup>	Managing Directors & Chief Executive Officer	Member		NA	NA	NA	1	1	100%
Shri Paritosh Tripathi <sup>6</sup>	Managing Directors & Chief Executive Officer	Member	NA		NA	NA	1	1	100%
Shri Kishore Kumar Poludasu <sup>7</sup>	Managing Directors & Chief Executive Officer	Member	NA	NA			2	2	100%
Shri Rikhil Shah	CFO, Ex-Officio member	Member					4	4	100%
Shri Neil Albert Vaz	CRO, Ex-Officio member	Member					4	4	100%
Ms. Banashree Satpathy <sup>8</sup>	Appointed Actuary, Ex-Officio member	Member			NA	NA	2	2	100%
Shri Pushkar Deodhar <sup>9</sup>	Appointed Actuary, Ex-Officio member	Member	NA	NA			2	2	100%
Shri Pradeep Kumar Manshani	CIO, Ex-Officio member	Member					4	4	100%

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022.
3. Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
4. Shri Pravin Hari Kutumber was appointed as a member w.e.f. 27<sup>th</sup> March 2023
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
8. Ms. Banashree Satpathy ceased to be member as Appointed Actuary w.e.f. 4<sup>th</sup> November 2022
9. Shri. Pushkar Deodhar Satpathy become member w.e.f. 17<sup>th</sup> November 2022 on account of officiating Appointed Actuary office.

The Chief Investment Officer of the Company acts as Secretary to the Investment Committee.

**iv- POLICYHOLDERS PROTECTION COMMITTEE:**

The Policyholders Protection Committee of the Board of Directors of the Company was constituted pursuant to the Corporate Governance Guidelines issued by IRDAI. The Committee reviews the process being followed by the Company in redressal of complaints/ grievances from Policyholders, amongst others. The Policyholders Protection Committee reviews the status of the Complaints received from the policyholders at periodic intervals. The Reports of the Policyholders Protection Committee are submitted to the Board in its subsequent meetings.

**a. Composition:**

The composition of the Policyholders Protection Committee as 31<sup>st</sup> March 2023 is as follows:

Name of the Director	Designation	Category
Shri Ashwini K Tewari <sup>1</sup>	Chairman	Non-Executive Director, SBI
Shri Swaminathan J. <sup>2</sup>	Chairman	Non-Executive Director, SBI
Shri M. K. Garg <sup>3</sup>	Member	Independent Director
Shri Pravin Hari Kutumbe <sup>4</sup>	Member	Independent Director
Shri P. C. Kandpal <sup>5</sup>	Member	Managing Director & CEO
Shri Paritosh Tripathi <sup>6</sup>	Member	Managing Director & CEO
Shri Kishore Kumar Poludasu <sup>7</sup>	Member	Managing Director & CEO
Shri Anandprasad Pejawar <sup>8</sup>	Member	DMD, Whole-time Director

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022.
3. Shri M. K. Garg ceased to be Member w.e.f. 26<sup>th</sup> August 2022
4. Shri Pravin Hari Kutumbe was appointed as a member w.e.f. 27<sup>th</sup> March 2023
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
8. Shri Anandprasad Pejawar appointed as member w.e.f. 6<sup>th</sup> January 2023

The Terms of reference of the Committee are in compliance with the Corporate Governance Guidelines for Insurance Companies issued by IRDAI.

**b. Meetings held:**

During the year under review the Policyholders Protection Committee met 4 (four) times on the following dates:

50 <sup>th</sup> PPC: 06 <sup>th</sup> May 2022	51 <sup>st</sup> PPC: 11 <sup>th</sup> August 2022
52 <sup>nd</sup> PPC: 25 <sup>th</sup> November 2022	53 <sup>rd</sup> PPC: 21 <sup>st</sup> March 2023

Necessary quorum was present at all the meetings of the Policyholders Protection Committee.

**c. Attendance:**

The details of attendance at the Company's Policyholders Protection Committee Meetings held during the year under review are as follows:

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee meeting				Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	21.03.2023			
Shri Ashwini K Tewari <sup>1</sup>	Non-Executive Director, SBI Nominee Director	Chairman	X	NA	NA	NA	1	0	0%
Shri Swaminathan J. <sup>2</sup>	Non-Executive Director, SBI Nominee Director	Chairman	NA			X	3	2	66.67%
Shri M.K Garg <sup>3</sup>	Independent Directors	Member			NA	NA	2	2	100%
Shri Pravin Hari Kutumbe <sup>4</sup>	Independent Directors	Member	NA	NA	NA	NA	0	0	0
Shri P. C. Kandpal <sup>5</sup>	Managing Director & CEO	Member		NA	NA	NA	1	1	100%
Shri Paritosh Tripathi <sup>6</sup>	Managing Director & CEO	Member	NA		NA	NA	1	1	100%

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee meeting				Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	21.03.2023			
Shri Kishore Kumar Poludasu <sup>7</sup>	Managing Director & CEO	Member	NA	NA			2	2	100%
Shri Anandprasad Pejawa <sup>8</sup>	DMD – Whole-time Director	Member	NA	NA	NA		1	1	100%
Shri K.K. Mishra	Independent Director (Insurance expert)	Invitee	NA	NA		NA	1	1	NA
Shri Ashok Pradhan	Insurance expert	Invitee	NA	NA	NA		1	1	NA

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022.
3. Shri M. K. Garg ceased to be Member w.e.f. 26<sup>th</sup> August 2022
4. Shri Pravin Hari Kutumbe was appointed as a member w.e.f. 27<sup>th</sup> March 2023
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
8. Shri Anandprasad Pejawa appointed as member w.e.f. 6<sup>th</sup> January 2023

The Company Secretary of the Company acts as Secretary to the Policyholders Protection Committee.

**v- RISK MANAGEMENT COMMITTEE:**

The Risk Management Committee of the Board of Directors of the Company was constituted pursuant to the Corporate Governance Guidelines issued by IRDAI. The Risk Management Committee is responsible for setting up a strong Risk Management System and mitigation strategies to manage the various risks across the organisation.

**a. Composition**

The composition of the Risk Management Committee as on 3 March 2023 is as follows:

Name of the Director	Designation	Category
Shri Ashwini K Tewari <sup>1</sup>	Chairman	Non Executive Director, SBI
Shri Swaminathan J. <sup>2</sup>	Member	Non Executive Director, SBI
Shri M K Garg <sup>3</sup>	Member	Independent Director
Shri Pravin Hari Kutumbe <sup>4</sup>	Chairman	Independent Director
Dr. Ashima Goyal <sup>5</sup>	Member	Independent Director
Shri P. C. Kandpal <sup>6</sup>	Member	Managing Director & CEO
Shri Paritosh Tripathi <sup>7</sup>	Member	Managing Director & CEO
Shri Kishore Kumar Poludasu <sup>8</sup>	Member	Managing Director & CEO
Shri Anandprasad Pejawa <sup>9</sup>	Member	DMD, Whole-time Director

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022 and thereafter re-designated as Member w.e.f. 27<sup>th</sup> March 2023.
3. Shri M. K. Garg ceased to be Member w.e.f. 26<sup>th</sup> August 2022
4. Shri Pravin Hari Kutumbe was appointed as a member and Chairman of the Committee w.e.f. 27<sup>th</sup> March 2023
5. Dr. Ashima Goyal was appointed as member w.e.f. 6<sup>th</sup> January 2023.
6. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
7. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
8. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
9. Shri Anandprasad Pejawa appointed as member w.e.f. 6<sup>th</sup> January 2023

The Terms of reference of the Committee are in compliance with the Corporate Governance Guidelines for Insurance Companies issued by IRDAI.

**b. Meetings held:**

During the year under review the Risk Management Committee met 5 (Five) times on the following dates:

57 <sup>th</sup> RMC : 20 <sup>th</sup> May 2022	58 <sup>th</sup> RMC: 11 <sup>th</sup> August 2022
59 <sup>th</sup> RMC: 25 <sup>th</sup> November 2022	60 <sup>th</sup> RMC: 14 <sup>th</sup> February 2023
61 <sup>st</sup> RMC: 21 <sup>th</sup> March 2023	-

Necessary quorum was present at all the meetings of the Risk Management Committee.

**c. Attendance:**

The details of attendance at the Company's Risk Management Committee Meetings held during the year under review are as follows:

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee Meeting					Held During Tenure	Attended	% of Attendance
			20.05.2022	11.08.2022	25.11.2022	14.02.2023	21.03.2023			
Shri Ashwini K Tewari <sup>1</sup>	Non-Executive Director, SBI Nominee Director	Chairman	X	NA	NA	NA	NA	1	0	0%
Shri Swaminathan J. <sup>2</sup>	Non-Executive Director, SBI Nominee Director	Member	NA				X	4	3	75%
Shri M K Garg <sup>3</sup>	Independent Directors	Member			NA	NA	NA	2	2	100%
Shri Pravin Hari Kutumbe <sup>4</sup>	Independent Directors	Member	NA	NA	NA	NA	NA	0	0	0
Dr. Ashima Goyal <sup>5</sup>	Independent Directors	Member	NA	NA	NA			2	2	100%
Shri P. C. Kandpal <sup>6</sup>	Managing Directors & Chief Executive Officer	Member		NA	NA	NA	NA	1	1	100%
Shri Paritosh Tripathi <sup>7</sup>	Managing Directors & Chief Executive Officer	Member	NA		NA	NA	NA	1	1	100%
Shri Kishore Kumar Poludasu <sup>8</sup>	Managing Directors & Chief Executive Officer	Member	NA	NA				3	3	100%
Shri Anandprasad Pejaware <sup>9</sup>	DMD – Whole-time Director	Member	NA	NA	NA			2	2	100%
Shri Neil Vaz	Chief Risk Officer	Invitee						5	5	100%

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Chairman w.e.f. 16<sup>th</sup> July 2022 and thereafter re-designated as Member w.e.f. 27<sup>th</sup> March 2023.
3. Shri M. K. Garg ceased to be Member w.e.f. 26<sup>th</sup> August 2022
4. Shri Pravin Hari Kutumbe was appointed as a member and Chairman of the Committee w.e.f. 27<sup>th</sup> March 2023
5. Dr. Ashima Goyal was appointed as member w.e.f. 6<sup>th</sup> January 2023.
6. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
7. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
8. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
9. Shri Anandprasad Pejaware appointed as member w.e.f. 6<sup>th</sup> January 2023.

The Company Secretary of the Company acts as Secretary to the Risk Management Committee.

#### vi- BANCASSURANCE COMMITTEE:

The Bancassurance Committee of the Board of Directors of the Company was constituted in order to establish better synergy and communication points with multiple streams of SBI for drawing group-wide distribution strategy of the insurance products & for pricing and service efficiency. The Committee provides strategic direction for the development of general insurance initiatives for SBI bank channel, ensures alignment of SBI & the Company's target numbers by facilitating active involvement in the Company's Annual Business planning exercise.

#### a. Composition:

The Composition of the Bancassurance Committee as on 31<sup>st</sup> March 2023 comprised of following ex-officio Members of State Bank of India and the Company:

Sr. No.	Name of the Director/Officer
1.	MD (R&DB), SBI/ex-officio- Chairman
2.	MD (CB&S), SBI/ex-officio- Member
3.	DMD (Retail), SBI/ex-officio- Member
4.	DMD (CCG), SBI/ex-officio- Member
5.	DMD (CAG), SBI/ex-officio- Member
6.	DMD (SAF), SBI/ex-officio- Member
7.	CGM (Digital Transformation & E-Commerce), SBI/ex-officio-Member
8.	MD & CEO, SBI General- Member
9.	Whole-time Director, SBIG, Member

#### Note:

- The members of the Committee are ex-officio of SBI and the Company. The membership of the Bancassurance Committee is based on the designation and therefore, the ex-officio members assume the Committee membership upon attainment of designation as stated in the composition of the Bancassurance Committee and they resign upon change in their designation.
- Whole-time Director, SBIG, inducted as Member w.e.f. 6<sup>th</sup> January 2023

#### b. Meetings held:

During the year under review the Bancassurance Committee met 2 (two) times on the following dates:

31<sup>st</sup> Bancassurance Meeting: 11<sup>th</sup> May 2022

32<sup>nd</sup> Bancassurance Meeting: 6<sup>th</sup> October 2022

#### c. Attendance:

The details of attendance at the Company's Bancassurance Committee Meetings held during the year under review are as follows:

Names	Designation of Ex-Officio	Designation in the Committee	Committee Meeting Number		Held During Tenure	Attended	% of Attendance
			11.05.2022	06.10.2022			
Shri C. S. Setty	MD (R &DB), SBI	Chairman		NA	1	1	100%
Shri Alok Kumar Chaudhary	MD (RB&O), SBI	Chairman	NA		1	1	100%
Shri Ashwini Kumar Tewari	MD (IB, T &S)	Member		NA	1	1	100%
Shri Swaminathan J.	MD (CB &S)	Member	NA		1	1	100%
Smt. Saloni Narayan	DMD (Retail), SBI	Member		NA	1	1	100%
Shri V. S. Radhakrishnan	DMD (CCG), SBI	Member	X	NA	1	0	0%
Shri Gulshan Malik	DMD (CCG), SBI	Member	NA		1	1	100%
Shri S. Salee	DMD (SAF), SBI	Member		NA	1	1	100%
Shri B. Raghvendra Rao	DMD (CAG), SBI	Member			2	2	100%
Shri Pravin Raghavendra	DMD (SAF), SBI	Member	NA		1	1	100%
Shri Sandeep Ubale,	CGM (Digital Transformation)	Member		X	2	1	100%
Shri P. C. Kandpal,	DMD (Retail-P&RE), SBI	Member			2	2	100%
Shri Kishore Kumar Poludasu	MD & CEO, SBIG	Member	NA		1	1	100%
Shri Anandprasad Pejaware	DMD, Whole-time Director	Member	NA	NA	0	0	NA

**Note:**

- The members of the Committee are ex-officio of SBI and the Company. The membership of the Bancassurance Committee is based on the designation and therefore, the ex-officio members assume the Committee membership upon attainment of designation as stated in the composition of the Bancassurance Committee and they resign upon change in their designation.
- Whole-time Director, SBIG, inducted as Member w.e.f. 6<sup>th</sup> January 2023

**vii- CORPORATE SOCIAL RESPONSIBILITY COMMITTEE**

The Corporate Social Responsibility Committee of the Board of Directors of the Company was constituted on 22<sup>nd</sup> April 2014 to formulate and recommend to the Board CSR Policy, which shall indicate the activities to be undertaken by the Company as specified in Schedule VII of the Companies Act, 2013, review and recommend the amount of expenditure to be incurred on the CSR activities to be undertaken by the Company and monitor the CSR policy of the Company from time to time.

**a. Composition**

The composition of the Corporate Social Responsibility Committee as on 31<sup>st</sup> March 2023 is as follows:

Name of the Director	Designation	Category
Dr. Ashima Goyal	Chairperson	Independent Director
Shri Ashwini K Tewari <sup>1</sup>	Member	Non-Executive Director, SBI
Shri Swaminathan J. <sup>2</sup>	Member	Non-Executive Director, SBI
Shri P. C. Kandpal <sup>3</sup>	Member	Managing Director & CEO
Shri Paritosh Tripathi <sup>4</sup>	Member	Managing Director & CEO
Shri Kishore Kumar Poludasu <sup>5</sup>	Member	Managing Director & CEO
Shri Anandprasad Pejawar <sup>6</sup>	Member	DMD, Whole-time Director

**Note:**

1. Shri Ashwini K. Tewari ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. appointed as member w.e.f. 16<sup>th</sup> July 2022.
3. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
4. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
5. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
6. Shri Anandprasad Pejawar appointed as member w.e.f. 6<sup>th</sup> January 2023.

**b. Meetings held:**

During the year under review the Corporate Social Responsibility Committee met Five (5) times on the following dates:

25 <sup>th</sup> CSR : 6 <sup>th</sup> May 2022	26 <sup>th</sup> CSR : 11 <sup>th</sup> August 2022
27 <sup>th</sup> CSR : 25 <sup>th</sup> November 2022	28 <sup>th</sup> CSR: 14 <sup>th</sup> February 2023
29 <sup>th</sup> CSR : 21 <sup>st</sup> March 2023	

**c. Attendance:**

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee meeting					Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	14.02.2023	21.03.2023			
Dr. Ashima Goyal	Independent Director	Chairman						5	5	100%
Shri Ashwini K Tewari <sup>1</sup>	Non-Executive Director, SBI Nominee Director	Member		NA	NA	NA	NA	1	1	100%
Shri Swaminathan J.	Non-Executive Director, SBI Nominee Director	Member	NA				X	4	3	75%

Name of Members	Nature of Directorship	Designation in the Committee	Date of Committee meeting					Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	14.02.2023	21.03.2023			
Shri P. C. Kandpal	Managing Directors & Chief Executive Officer	Member		NA	NA	NA	NA	1	1	100%
Shri Paritosh Tripathi	Managing Directors & Chief Executive Officer	Member	NA		NA	NA	NA	1	1	100%
Shri Kishore Kumar Poludasu	Managing Directors & Chief Executive Officer	Member	NA	NA				3	3	100%
Shri Anandprasad Pejaware	DMD, Whole-time Director	Member	NA	NA	NA			2	2	100%

**Note:**

1. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
2. Shri Swaminathan J. was appointed as Member w.e.f. 16<sup>th</sup> July 2022.
3. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
4. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
5. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022
6. Shri Anandprasad Pejaware appointed as member w.e.f. 6<sup>th</sup> January 2023.

The Company Secretary of the Company acts as Secretary to the Corporate Social Responsibility Committee.

**viii- TECHNOLOGY COMMITTEE**

The Technology Committee of the Board of Directors of the Company was constituted on 4<sup>th</sup> February 2015 to support/advise the Board of Directors of SBI General Insurance Company Ltd in Implementing a strategic IT planning process that is integrated with the business strategy, measure and manage the amount spent on and the value received from technology initiatives, enable IT to add value to the business and mitigate risks and to be responsible for directing, controlling and measuring the IT activities of the Company.

**a. Composition**

The composition of the Technology Committee as on 31<sup>st</sup> March 2023 is as follows:

Name of the Directors	Designation	Category
Shri D. Sundaram <sup>1</sup>	Chairman	Independent Director
Shri S. C. Srinivasan <sup>2</sup>	Chairman	Independent Director
Shri Ashwini K Tewari <sup>3</sup>	Member	Non Executive Director, SBI
Shri Swaminathan J. <sup>4</sup>	Member	Non Executive Director, SBI
Shri T. K. Kurien	Member	Non Executive Director, Napean Opportunities LLP
Shri P. C. Kandpal <sup>5</sup>	Member	Managing Director & CEO
Shri Paritosh Tripathi <sup>6</sup>	Member	Managing Director & CEO
Shri Kishore Kumar Poludasu <sup>7</sup>	Member	Managing Director & CEO

**Note:**

1. Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
2. Shri S. C. Srinivasan appointed as Chairman and member w.e.f. 6<sup>th</sup> January 2023
3. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.

4. Shri Swaminathan J. was appointed as member w.e.f. 16<sup>th</sup> July 2022.
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022

The Head -IT of the Company acts as Secretary to the Technology Committee.

#### b. Meetings held:

During the year under review, the Technology Committee met 4 (four) times on the following dates:

30 <sup>th</sup> Technology Committee: 6 <sup>th</sup> May 2022	31 <sup>st</sup> Technology Committee: 11 <sup>th</sup> August 2022
32 <sup>nd</sup> Technology Committee: 25 <sup>th</sup> November 2022	33 <sup>rd</sup> Technology Committee: 21 <sup>st</sup> March 2023

#### c. Attendance:

Name of Members	Nature of Directorship	Designation in the Committee	Committee meeting Number				Held During Tenure	Attended	% of Attendance
			06.05.2022	11.08.2022	25.11.2022	21.03.2023			
Shri D. Sundaram <sup>1</sup>	Independent Director	Chairman				NA	3	3	100%
Shri S. C. Srinivasan <sup>2</sup>	Independent Director	Chairman	NA	NA	NA		1	1	100%
Shri Ashwini K Tewari <sup>3</sup>	Non-Executive Director, SBI Nominee Director	Member		NA	NA	NA	1	1	100%
Shri Swaminathan J <sup>4</sup>	Non-Executive Director, SBI Nominee Director	Member	NA			X	3	2	66.67%
Shri T. K. Kurien	Non-Executive Director, Nominee of Napean Opportunities LLP	Member					4	4	100%
Shri P. C. Kandpal <sup>5</sup>	Managing Directors & Chief Executive Officer	Member		NA	NA	NA	1	1	100%
Shri Paritosh Tripathi <sup>6</sup>	Managing Directors & Chief Executive Officer	Member	NA		NA	NA	1	1	100%
Shri Kishore Kumar Poludasu <sup>7</sup>	Managing Directors & Chief Executive Officer	Member	NA	NA			2	2	100%

#### Note:

1. Shri D. Sundaram ceased to be Member w.e.f. 12<sup>th</sup> December 2022
2. Shri S. C. Srinivasan appointed as Chairman and member w.e.f. 6<sup>th</sup> January 2023
3. Shri Ashwini K. Tewari was ceased to be Chairman and Member w.e.f. 14<sup>th</sup> July 2022.
4. Shri Swaminathan J. was appointed as member w.e.f. 16<sup>th</sup> July 2022.
5. Shri Prakash Chandra Kandpal resigned from the Board w.e.f. close of business of 4<sup>th</sup> July 2022 due to his repatriation at State Bank of India as DMD (Retail) and therefore ceased to be member w.e.f. from said date.
6. Shri Paritosh Tripathi was appointed as member on 16<sup>th</sup> July 2022 and ceased to be Member w.e.f. close of business of 3<sup>rd</sup> October 2022.
7. Shri Kishore Kumar Poludasu appointed as member w.e.f. 4<sup>th</sup> October 2022.

#### i- INDEPENDENT DIRECTOR'S MEETING

The code of conduct for Independent Directors prescribed vide Schedule IV of the Companies Act, 2013, provides for an evaluation mechanism for the Board / Chairperson / Non-executive Directors/ Whole-time Directors which would need to be done at a separate Meeting of Independent Directors, without the attendance of Non-independent Directors and members of management.

A separate meeting of the Independent Directors was held during the financial year 2022-23 on 9<sup>th</sup> June 2022 to inter-alia discuss the framework for evaluation of Directors. The Non-Independent Directors and Management Personnel did not take part in the meeting.

#### 4. DETAILS OF DIRECTORS' REMUNERATION (FY 2022-23)

##### i. Whole-time Directors:

The Board at its meeting held on October 19, 2022, based on the recommendation of the Nomination and Remuneration Committee of the Board approved the proposal for appointment as well as remuneration (for remaining FY2023) of Shri Anandprasad Pejawar as Whole-time Director of the Company, subject to the approval of Members of the Company and IRDAI. The Members of the Company had approved the appointment and remuneration of Shri Pejawar Whole-time Director at their Extra-Ordinary General Meeting held on October 19, 2022 effective from date of IRDAI approval. Subsequently, the appointment and remuneration of Whole-time Director was also approved by IRDAI vide its letter dated November 28, 2022. The details of remuneration as approved by IRDAI are as under:

Particulars*	Details of Remuneration (in ₹)
<b>Salary as per provisions contained in Section 17(1) of the Income-tax Act, 1961</b>	
Salary and Allowances for FY2023	₹ 1,28,80,570#
Variable pay paid in FY2023 including deferred variable pay for previous years <sup>1</sup>	-
<b>Value of perquisites under Section 17(2) of Income-tax Act, 1961</b>	
Perquisites	₹ 83,108*
Profits in lieu of salary under Section 17(3) of Income-tax Act, 1961	-
Stock Options – SBI General Insurance Company Limited (nos)	Grant of 15,974 stock options of the Company at an exercise price of ₹ 1252, vesting over 4 years, in proportion of 10%-20%-30%-40% starting one year from the date of grant of stock options for FY2022, i.e. from November 1, 2022
Sweat Equity	-
Commission- as % of profit-others, specify	-
Others - Retirals (PF)	₹ 4,12,500

Note: - \*\*The amount mentioned in the perquisite is pro-rated basis total value of perquisite amount of ₹ 2,49,324/-

# This includes joining bonus

##### Quantitative disclosures:

The following table sets forth, for the period indicated, the details of quantitative disclosure for remuneration of Shri Anandprasad Pejawar, Whole Time Director:

Particulars	As on March 2023 (since date of appointment i.e. 28 <sup>th</sup> November 2022)
Number of Whole-time Directors including Managing Director & CEO having received a variable remuneration award during the financial year	-
Number and total amount of sign-on awards made during the financial year	-
Details of guaranteed bonus, if any, paid as joining / sign on bonus	₹ 20,00,000
<b>Breakdown of amount of remuneration awards for the financial year (₹ in million)</b>	
Fixed <sup>1</sup>	₹ 1,12,93,070
Variable <sup>2</sup>	-
Deferred	-
Non-Deferred	-
Share-linked instruments	Grant of 15,974 stock options
SBI General Insurance	Grant of 15,974 stock options of the Company at an exercise price of ₹ 1252, vesting over 4 years, in proportion of 10%-20%-30%-40% starting one year from the date of grant of stock options for FY2022, i.e. from November 1, 2022
Other forms	

<sup>1</sup> Fixed pay includes basic salary, supplementary allowances and contribution to provident fund.

<sup>2</sup> For FY2023, variable pay and share-linked instruments represent amounts paid/options awarded as per IRDAI approval.

<sup>3</sup> The Variable paid to MD & CEO is not indicated in table above as the MD & CEO is depute from State Bank of India.

## ii. Independent Directors:

The details of the Sitting Fees paid to the Independent Directors of the Company during the year 2022-23 is as follows:

Directors	Board Fee (in ₹)	Other Committee Fee (in ₹)	Total (in ₹)
Shri M. K. Garg	3,60,000	6,40,000	10,00,000
Shri D. Sundaram	6,30,000	9,60,000	15,90,000
Dr. Ashima Goyal	9,90,000	9,30,000	19,20,000
Shri K. K. Mishra	6,30,000	45,000	6,75,000
Shri S. C. Srinivasan	6,30,000	5,75,000	12,05,000
Shri Pravin Hari Kutumbe	90,000	-	90,000

## 5. GENERAL BODY MEETINGS (During the previous three financial years):

The details of the Annual General Meeting and the Extra Ordinary General Meetings held during the previous three financial years are as under:

Year	EGM/ AGM	Date	Venue	Business Transacted by Special Resolution
2022-23	EGM	14-03-2023	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	No Special Resolution was passed by the Members in this Meeting
2022-23	EGM	03-11-2022	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	No Special Resolution was passed by the Members in this Meeting
2022-23	AGM	23-09-2022	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	Special Resolution was passed by the Members in this Meeting.
2021-22	EGM	09-12-2021	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	No Special Resolution was passed by the Members in this Meeting.
2021-22	AGM	25-08-2021	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	No Special Resolution was passed by the Members in this Meeting.
2020-21	EGM	18-11-2020	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	Special Resolution was passed by the Members in this Meeting.
2020-21	AGM	18-08-2020	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	No Special Resolution was passed by the Members in this Meeting.
2020-21	EGM	08-05-2020	Through Video Conference (VC) by using Microsoft Teams Application at State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai-400021	Special Resolution was passed by the Members in this Meeting

## 6. RECORDING OF THE MINUTES AND PROCEEDINGS OF VARIOUS MEETINGS:

The Company Secretary of the Company is responsible for recording the Minutes and proceedings of various meetings of the Board, General Meetings of the Members and the Meetings of the Committees of the Board (except Investment Committee and Technology Committee wherein the Chief Investment Officer and Head-IT & CIO acts as the member secretary of the Committees respectively, and records the minutes and proceedings of the Committee meetings). The finalized Minutes and proceedings of the meetings are entered into the Minutes Book within 30 days from the conclusion of the meeting.

## 7. SUBSIDIARY COMPANY:

The Company does not have any Subsidiary Company.

## 8. DISCLOSURE REGARDING DIRECTOR SEEKING APPOINTMENT

In accordance with the provisions of Section 152 of the Companies Act, 2013 read with applicable law, Shri T.K. Kurien, (DIN No. 03009368) Non-executive Director of the Company, will retire by rotation at the ensuing Annual General Meeting and being eligible, offers himself for re-appointment.

## 9. DISCLOSURES

There were no materially significant related party transactions with the promoters, directors or the management, their subsidiaries or relatives, etc. that may have potential conflict with the interest of the Company at large. Transactions with related parties are disclosed in the Notes to the Accounts forming part of the Annual Report. During the year, there were no cases of penalties or strictures imposed by any statutory authority for any violation related to the capital market.

The Company has a Whistle Blower Policy duly approved and any employee, if he/ she desires, has free access to meet or communicate with the Senior Management and report any matter of concern.

All the mandatory requirements of Corporate Governance Guidelines issued by the IRDAI as amended from time to time are complied with. A certificate by the Compliance Officer is placed alongside at **Annexure (II)**.

## 10. COMPANY SECRETARY & COMPLIANCE OFFICER

Name: Shri Shatrughan Singh  
Company Secretary & Compliance Officer  
Address: 9<sup>th</sup> Floor, A & B Wing, Fulcrum, Sahar Road, Andheri (East), Mumbai – 400 099  
Contact: +91-22-42412070  
E-mail: [shatrughan.singh@sbigeneral.in](mailto:shatrughan.singh@sbigeneral.in)  
Fax: +91-22-42412071

## 11. GENERAL SHAREHOLDERS INFORMATION:

<b>Date of Incorporation</b>	24 <sup>th</sup> February 2009
<b>CIN No.</b>	U66000MH2009PLC190546
<b>Financial year</b>	2022-23
<b>Board meeting for adoption of Audited Financial Accounts</b>	20 <sup>th</sup> April 2023
<b>IRDAI Registration No.</b>	144
<b>Date &amp; Venue of Annual General Meeting</b>	25 <sup>th</sup> September 2023 State Bank Bhavan, Corporate Center, Madame Cama Road, Nariman Point, Mumbai – 400021 through video conference
<b>Company's Website</b>	<a href="http://www.sbigeneral.in">www.sbigeneral.in</a>

## 12. SHARE TRANSFER SYSTEM

The Registrar and Transfer Agent of the Company is KFin Technologies Private Limited for Equity Shares. In case of shares in electronic form, the transfers are processed by NSDL/CDSL through respective Depository Participants. As per SEBI Notification No. SEBI/ LAD-NRO/GN/2018/24 dated June 8, 2018 and further amendment vide Notification No. SEBI/LAD-NRO/ GN/2018/49 dated November 30, 2018, requests for effecting transfer of securities (except in case of transmission or transposition of securities) shall not be processed from April 1, 2019 unless the securities are held in the dematerialised form with the depositories.

Address of Registrar & Transfer Agent:

**KFin Technologies Private Limited**  
Selenium Tower B,  
Plot 31-32, Financial District,  
Nanakramguda, Serilingampally Mandal,  
Hyderabad 500 032 Telangana  
Tel: +1800 309 4001  
E-mail: [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com)

## 13. DEMATERIALISATION OF SHARES

During the year, Equity shares of the Company representing 100% of the Company's equity share capital were dematerialised as on March 31, 2023. Under the Depository System, the International Securities Identification Number (ISIN) allotted to the Company's shares is INE01MM01017.

#### 14. DISTRIBUTION OF SHAREHOLDING:

The Details of Shareholding pattern of the Company as at 31<sup>st</sup> March 2023 is as under:

#	Name of Shareholder	Number of Shares	Shareholding Percentage
1.	State Bank of India	15,08,49,950	69.96
2.	*Shri Mihir Narayan Prasad Mishra	10	
3.	*Shri Kishore Kumar Poludasu	10	
4.	*Shri Shivanna Suresh	10	
5.	*Shri Pradeep Karunakaran	10	
6.	*Shri Priyadarshan	10	
7.	PI Opportunities Fund-1	50,60,000	2.35
8.	IIFL Special Opportunities Fund - Series 9	22,36,025	1.04
9.	IIFL Special Opportunities Fund - Series 10	2,68,071	0.12
10.	IIFL Large Value Fund - Series 2	39,930	0.02
11.	IIFL Large Value Fund - Series 4	59,894	0.03
12.	IIFL Large Value Fund - Series 11	59,894	0.03
13.	IIFL Large Value Fund - Series 12	79,859	0.04
14.	Napean Opportunities LLP	3,45,01,550	16.00
15.	Honey Wheat Investment Ltd	2,15,28,450	9.98
16.	Avendus Future Leaders Fund I	3,67,347	0.17
17.	Avendus Future Leaders Fund II	4,48,980	0.21
18.	Smt. Sana Siddharth Konnur	15,920	0.01
19.	Shri Mahendra Kumar Tripathi	31,800	0.01
20.	Shri Amar Bakul Joshi	69,000	0.03
21.	Shri Suvir Vig	10,000	0.00
22.	Shri Alok Chawla	20,000	0.00
	<b>Total</b>	<b>21,56,46,720</b>	<b>100</b>

\* Shares held as SBI Nominee.

#### 15. ADDRESS FOR CORRESPONDENCE:

<b>Name:</b>	Shri Shatrughan Singh, Company Secretary & Compliance Officer
<b>Address:</b>	9 <sup>th</sup> Floor, A & B Wing, Fulcrum, Sahar Road, Andheri (East), Mumbai – 400 099
<b>Contact:</b>	+91-22-42412070
<b>E-mail:</b>	<a href="mailto:shatrughan.singh@sbigeneral.in">shatrughan.singh@sbigeneral.in</a>
<b>Fax:</b>	+91-22-42412071

## Annexure 1 to the Corporate Governance Report

# Certification for Compliance of the Corporate Governance Guidelines (FY 2022-23)

I, Shatrughan Singh, hereby certify that the Company has complied with the Corporate Governance Guidelines issued by Insurance Regulatory & Development Authority for Insurance Companies, as amended from time to time, and nothing has been concealed or suppressed to the best of my knowledge.

**Shatrughan Singh**  
**Company Secretary & Compliance Officer**  
**SBI General Insurance Company Limited**  
**Place: Mumbai**

# Certificate by CEO & CFO

To  
The Board of Directors  
SBI General Insurance Company Limited

## Certificate

As required under Regulation 17(8) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and to the extent applicable to SBI General Insurance Co. Ltd., we certify that:-

- a) We have reviewed Financial statements and the cash flow statement for the year and that to the best of our knowledge and belief:-
  - i. These statements do not contain any materially untrue statement or omit any material fact or contain statements that might be misleading;
  - ii. these statements together present a true and fair view of the Company's affairs and are in compliance with existing accounting standards, applicable laws and regulations.
- b) There are, to the best of our knowledge and belief, no transactions entered into by the Company during the year, which are fraudulent, illegal or in violation of the Company's code of conduct.
- c) We accept responsibility for establishing and maintaining internal controls for financial reporting and that we have evaluated the effectiveness of the internal control systems of the Company pertaining to financial reporting and that we have disclosed to the auditors deficiencies in the design or operation of such internal controls, if any, of which we are aware and the steps we have taken or propose to take to rectify these deficiencies.
- d) We have indicated to the auditors and the Audit Committee:-
  - i. Significant changes in internal control over financial reporting, if any, during the year;
  - ii. Significant changes in accounting policies during the year, if any, and that the same have been disclosed in the notes to the financial statements; and
  - iii. Instances of significant fraud of which we became aware and the involvement therein, if any, of the management or an employee having a significant role in the Company's internal control system over financial reporting.

**(Kishore Kumar Poludasu)**  
**MANAGING DIRECTOR & CEO**

**(Rikhil K. Shah)**  
**CHIEF FINANCIAL OFFICER**

Date: 19<sup>th</sup> April 2023

## Annexure 4 MR-3

To,  
The Members,

**SBI GENERAL INSURANCE COMPANY LIMITED**

9<sup>th</sup> Floor, A & B Wing Fulcrum Building, Sahar Road,  
Andheri East, Mumbai-400099

Our report of even date is to be read along with this letter.

1. Maintenance of Secretarial record is the responsibility of the Management of the Company. Our responsibility is to express an opinion on these Secretarial Records based on our audit.
2. We have followed the auditing standards issued by the Institute of Company Secretaries of India (ICSI) and audit practices and processes as were appropriate to obtain reasonable assurance about the correctness of the contents of the Secretarial records. The verification was done on test basis to ensure that correct facts are reflected in the Secretarial records. We believe that the processes and practices, we have followed are aligned with Auditing Standards issued by the Institute of Company Secretaries of India (ICSI) provide a reasonable basis for our opinion.
3. We have not verified the correctness and appropriateness of financial records and Books of Accounts of the Company.
4. Wherever required, we have obtained the Management representation about the compliance of Laws, Rules and Regulations and happening of events etc.
5. The compliance of the provisions of Corporate and other applicable Laws, Rules, Regulations, standards is the responsibility of the Management. Our examination was limited to the verification of procedures on test basis.
6. The Secretarial Audit report is neither an assurance as to the future viability of the Company nor the efficacy or effectiveness with which the Management has conducted the affairs of the Company.

For **M/s N. L. Bhatia & Associates**  
Practicing Company Secretaries  
UIN: P1996MH055800  
P/R No.: 700/2020

**Bharat Upadhyay**  
Partner  
FCS: 5436  
CP. No.: 4457  
UDIN: F005436E000547989

Place: Mumbai  
Date: 4<sup>th</sup> July 2023

## Annexure 4 MR-3

# Secretarial Audit Report

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2023

[Pursuant to section 204(1) of the Companies Act, 2013 and Rule No. 9 of the Companies (Appointment and Remuneration of Managerial Personnel) Rules, 2014]

To,  
The Members,  
SBI General Insurance Company Limited  
9<sup>th</sup> Floor, A& B Wing Fulcrum Building,  
Sahar Road, Andheri East, Mumbai-400099

We have conducted the Secretarial Audit of the compliance of applicable statutory provisions and the adherence to good corporate practices by SBI GENERAL INSURANCE COMPANY LIMITED (hereinafter called "the Company"). Secretarial Audit was conducted in conformity with the auditing standards issued by the Institute of Company Secretaries of India (ICSI) ("the auditing standards") and the process and practices followed during the audit are aligned with the auditing standards to provide us a reasonable basis for evaluating the corporate conducts/ statutory compliances and expressing our opinion thereon.

Based on our verification of the Company's books, papers, minute books, forms and returns filed and other records maintained by the Company and also the information provided by the Company, its officers, agents and authorized representatives during the conduct of Secretarial Audit, we hereby report that in our opinion, the Company has, during the Financial Year ended March 31, 2023 complied with the statutory provisions listed hereunder and also that the Company has proper Board-processes and compliance-mechanism in place to the extent, in the manner and subject to the reporting made hereinafter.

We have examined the books, papers, minute books, forms and returns filed and other records maintained by the Company for the Financial Year ended March 31, 2023 according to the provisions of:

- i. The Companies Act, 2013 ("the Act") and the Rules made thereunder.
- ii. The Securities Contracts (Regulation) Act, 1956 ("SCRA") and the Rules made there under.
- iii. Insurance Act, 1938 (amended till date) and Insurance Rules, 1939.
- iv. Insurance Regulatory and Development Authority Act 1999, and Rules & Regulation, Circular and Notifications etc issued by the IRDAI there under.
- v. The Depositories Act, 1996 and the Regulations and Bye-laws framed there under.
- vi. Foreign Exchange Management Act, 1999 ("FEMA") and the Rules and Regulations made there under: **to the extent applicable.**
- vii. The Securities and Exchange Board of India (Listing Obligation and Disclosure Requirement) Regulations, 2015: **to the extent applicable.**
- viii. The following Regulations and Guidelines prescribed under the Securities and Exchange Board of India Act, 1992 ("**SEBI Act**") are **Not Applicable** to the Company :
  - a. The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
  - b. The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
  - c. The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2018;
  - d. Securities and Exchange Board of India (Share Based Employee Benefits and Sweat Equity) Regulations, 2021;
  - e. Securities and Exchange Board of India (Issue and Listing of Non-Convertible Securities) Regulations, 2021;
  - f. The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018;
  - g. Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2021.

### Various laws which are specifically applicable to the Company, as given in Annexure -A.

We have also examined compliance with the applicable clauses of the following:

- i. Secretarial Standards issued by The Institute of Company Secretaries of India (ICSI).
- ii. MCA Notification holding Meetings through Video Conferencing (VC) / Other Audio Visual Means (OAVM).

**During the period under review, the Company has complied with the provisions of the Act, Rules, Regulations, Guidelines, Standards, etc. mentioned above.**

**We further report that** the Board of Directors of the Company is duly constituted with proper balance of Executive Directors, Non-Executive Directors and Independent Directors. The changes in the composition of the Board of Directors that took place during the period under review were carried out in compliance with the provisions of the Act.

Adequate notice is given to all Directors to schedule the Board and Committee Meetings. Agenda and detailed notes on agenda were sent adequately in advance of the meetings, in case of less than seven days the Company has taken shorter notice consent from Directors / Members of the Board / Committees, and a system exists for seeking and obtaining further information and clarifications on the agenda items before the meeting and for meaningful participation at the Meeting.

Majority decision is carried through while the dissenting members' views are captured and recorded as part of the minutes where applicable. **All the decisions have been taken unanimously and no dissent recorded in Board Meetings.**

**We further report that** there are adequate systems and processes in the Company commensurate with the size and operations of the Company to monitor and ensure compliance with applicable laws, Rules, Regulations and Guidelines. All the notices and orders received by the Company pursuant to the above Laws Rules, Regulations and Guidelines has been adequately dealt with/ duly replied/ complied with.

**We further report that,** during the audit period the following activities took place in the Company in pursuance of the above referred laws, rules, regulations, guidelines, standards, etc:

- a) Approval of Alteration in Articles of Association of the Company vide special resolution dated September 23, 2022
- b) Resignation of Mr. Prakash Chandra Kandpal as Managing Director and CEO of the Company w.e.f. July 04, 2022
- c) Appointment of Mr. Paritosh Tripathi as Managing Director and CEO for a period of 2 years w.e.f. July 05, 2022
- d) Resignation of Mr. Ashwini K. Tewari as SBI Nominee Director of the Company w.e.f. July 14, 2022
- e) Appointment of Mr. Swaminathan Janakiraman as SBI Nominee Director w.e.f. July 16, 2022
- f) Resignation of Ms. Saloni Narayan as SBI Nominee Director of the Company w.e.f. August 22, 2022
- g) Retirement of Mr. MK Garg, Independent Director of the Company on account of completion of his term w.e.f. August 26, 2022
- h) Re-appointment of Dr. Ashima Goyal, as an Independent Director for a second term of 3 years w.e.f. September 25, 2022
- i) Appointment of Mr. S C Srinivasan, as an Independent Director of the Company for a period of 3 years w.e.f. September 23, 2022
- j) Resignation of Mr. Paritosh Tripathi as Managing Director and CEO of the Company w.e.f. October 03, 2022.
- k) Appointment of Mr. Kishore Kumar Poludasu as Managing Director and CEO of the Company for period of 2 years w.e.f. October 4, 2022.
- l) Retirement of Mr. K K Mishra, Independent Director of the Company on account of completion of his term w.e.f. December 09, 2022.
- m) Retirement of Mr. D. Sundaram, Independent Director of the Company on account of completion of his term w.e.f. December 12, 2022.
- n) Appointment of Mr. Pravin Hari Kutumbe as an Independent Director of the Company for a period of 3 years w.e.f. March 14, 2023.
- o) Allotment of 30,000 Equity Shares of ₹ 10 each of the Company to the ex-employee under the Employee Stock Option Plan -2019.
- p) During the period under review, the Company issued 50,32,351 Equity Shares on March 27, 2023 of ₹ 10/- (Rupees Ten Only) each at a premium of ₹ 1381 per share on Right basis to the existing shareholders of the Company, out of which 49,56,327 equity shares were allotted in the next financial year and the balance of 76024 equity shares were not subscribed by the members of the Company as a result of which they were cancelled.

For **M/S. N.L. Bhatia & Associates**  
Practicing Company Secretaries  
UIN: P1996MH055800  
P/R No.: 700/2020

**Bharat Upadhyay**  
Partner  
FCS: 5436  
CP. No.: 4457  
UDIN: F005436E000547989

Place: Mumbai  
Date: 4<sup>th</sup> July 2023

## ANNEXURE-A

### Laws which are Specifically Applicable to the Company

1. Insurance Act, 1938 and Rules, Regulations and Guidelines issued thereunder.
2. Anti-Money Laundering Regulation issued by IRDAI and various Circulars and Guidelines there under.
3. The States Shops and Establishment Act.
4. Tax Laws:
  - The State Goods & Services Tax Act, 2017.
  - Integrated State Goods & Services Tax Act, 2017.
  - The Central Goods & Services Tax Act, 2017.
  - The Union Territory Goods and Service Tax Act, 2017.
  - Professional Tax Act.
  - Income Tax Act, 1961
5. Employee Laws:
  - Payment of Gratuity Act, 1972 and Payment of Gratuity (Central) Rules, 1972.
  - Payment of Bonus Act, 1965, and Payment of Bonus Rules, 1975.
  - Payment of Wages Act, 1936.
  - Minimum Wages Act, 1948.
  - Employees' Provident Fund and Miscellaneous Provisions Act, 1952 & the Scheme provided there under.
  - Employees' State Insurance Act 1948.
  - The Employment Exchanges (Compulsory Notification of Vacancies) Act, 1959.
  - The Maternity Benefit Act, 1961.
  - The Contract Labour (Regulation & Abolition) Act, 1970 & Rules.
  - Child Labour (Prohibition and Regulation) Act, 1986.
  - The Apprentices Act, 1961 and Apprenticeship Rules, 1991 under the above Rules.
  - Labour Welfare Fund Act.
  - Equal Remuneration Act, 1976.
  - Workmen's Compensation Act, 1923.
  - Employment Standing Orders Act, 1946.
6. Indian Stamp Act, 1899 and the State Stamp Acts.
7. Copyright Act, 1957.
8. Prevention of Money Laundering Act, 2002.
9. Indian Contract Act, 1872.
10. Trademarks Act, 1999.
11. Negotiable Instruments Act, 1881.
12. Information Technology Act, 2000.
13. Whistle Blower Protection Act, 2011.
14. Registration Act, 1908.
15. Limitation Act, 1963.
16. The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

## Annexure 5 to Directors Report 2022-23

# Form No. AOC-2

(Pursuant to clause (h) of sub-section (3) of section 134 of the Companies Act 2013 and Rule 8(2) of the Companies (Accounts) Rules, 2014)

Form for disclosure of particulars of contracts/arrangements entered into by the Company with related parties referred to in sub-section (1) of section 188 of the Companies Act, 2013 including certain arm's length transactions under third proviso thereto.

### 1. Details of contracts or arrangements or transactions not at arm's length basis

- (a) Name(s) of the related party and nature of relationship - NIL
- (b) Nature of contracts/arrangements/transactions - NIL
- (c) Duration of the contracts / arrangements/transactions - NIL
- (d) Salient terms of the contracts or arrangements or transactions including the value, if any - NIL
- (e) Justification for entering into such contracts or arrangements or transactions – NIL
- (f) Date(s) of approval by the Board – NIL
- (g) Amount paid as advances, if any: - NIL
- (h) Date on which the special resolution was passed in general meeting as required under first proviso to section 188 – NIL

### 2. Details of material contracts or arrangement or transactions at arm's length basis\*

- (a) Name(s) of the related party and nature of relationship – NIL
- (b) Nature of contracts/arrangements/transactions - NIL
- (c) Duration of the contracts / arrangements/transactions – NIL
- (d) Salient terms of the contracts or arrangements or transactions including the value, if any: NIL
- (e) Date(s) of approval by the Board, if any: NIL
- (f) Amount paid as advances, if any: NIL

\*There have not been any Material transactions approved by the Audit Committee of the Board. Accordingly, Nil report is submitted. There were no transactions **at arm's length basis** reported to the Board for approval.

For and on behalf of Board of Directors

**Shri Dinesh Kumar Khara**  
**Chairman**  
(DIN: 06737041)

**Shri Kishore Kumar Poludasu**  
**MD & CEO**  
(DIN: 09739016)

Date: 22<sup>nd</sup> August 2023  
Place: Mumbai

# FINANCIAL STATEMENTS



# Management Report

**1.** In accordance with Part IV Schedule B of the Insurance Regulatory and Development Authority (Preparation of financial statements and Auditor's Report of Insurance Companies) Regulations, 2002, the following Management Report is submitted by the Board of Directors with respect to the operations of the Company for the year ended 31<sup>st</sup> March 2023. The Management of the Company confirms, certifies and declares as below.

## **2. Certificate of Registration**

The Certificate of Registration granted by the Insurance Regulatory and Development Authority of India ("IRDA" of India) to enable the Company to transact General Insurance business continues to stand valid.

## **3. Statutory Dues**

To the best of our knowledge and belief, all the dues payable to the statutory authorities have been duly paid except the provident fund dues of ₹ 3,699 thousand.

## **4. Shareholding Pattern**

The Company's shareholding pattern and any transfer of shares during the year are in accordance with the requirements of the Insurance Act, 1938 and the Insurance Regulatory and Development Authority (Registration of Indian Insurance Companies) Regulations, 2000.

## **5. Investment of Funds**

The Company has not invested outside India, either directly or indirectly, any of the Policy holders' funds received in India.

## **6. Solvency Margin**

The Company has adequate assets to cover both its liabilities and the minimum solvency margin as stipulated in Section 64 VA of the Insurance Act, 1938.

## **7. Valuation of Assets**

The values of all assets have been reviewed on the date of the Balance Sheet and to the best of our knowledge and belief the amounts reflected in the Balance Sheet are shown in the aggregate at amounts not exceeding their realizable or market value under the several headings - "Loans", "Investments", "Agents balances", "Outstanding

Premiums", "Interest, Dividends and Rents outstanding", "Interest, Dividends and Rents accruing but not due", "Amount due from other persons or Bodies carrying on insurance business", "Sundry Debtors", "Bills Receivable", "Cash" and the several items specified under "Other Accounts".

## **8. Risk exposure and Mitigation strategy**

### **Risk Management**

At SBI General, risk management is central to the sustainability of the Company's business and our decision-making process. We are continually advancing our risk management practices, building a strong foundation of risk & opportunity identification, protection and compliance which focus on different risk factors that impact strategic decision-making and operational performance. A data-driven risk selection framework, adequate reserving and quality reinsurance are at the heart of our governing principles. Our selective underwriting approach by continuous risk measurement has helped us avoid adverse selections. Our Investment Policy lays down the asset allocation strategy to ensure financial liquidity, security, and diversification. The IT systems of the Company are compliant with security best practices as laid down by ISO 27001:2013 Standard. The Company has a robust Business Continuity Management framework in line with the ISO 22301 standard. This ensures resilience and continuity of key processes at a minimum acceptable level during crisis situations. We have gone through the certification journey and have obtained ISO 22301:2019 for business continuity and ISO 31000:2018 for risk management certification in addition to ISO 27001:2013 for information security. SBI General has been assigned the highest corporate credit rating of "AAA/Stable" awarded by CRISIL.

As we mature, we are moving towards an insight-driven and performance-oriented approach to risk management, one that creates a culture where everyone factors risk into their decision-making process.

We have adopted an integrated Risk Management approach wherein our Enterprise Risk Management framework is designed to assure the Board and Risk Committee that risks are being appropriately identified

and managed in line with our defined risk appetite and risk tolerance limits.

The overall objective is to strike the right balance between growth and conservatism by promoting risk awareness culture through focused group discussions, risk awareness sessions, self-assessment workshops, training modules, mailers, newsletters etc. resulting in aligning the Company's risk and reward strategy with a robust governance framework.

## 9. Operations in other Countries

The Company does not have any operations outside India.

## 10. Claims

- a) Ageing analysis of claims outstanding during the five preceding year ended March 31, 2023 is included in Annexure 1.
- b) The trend in average claim settlement time during the five-preceding year ended March 31, 2023 is included in Annexure 2.

## 11. Valuation of Investments

1. All investments in debt securities have been considered to be on a held to maturity category. These are carried at amortized costs. The premium or discount at the time of acquisition is amortized over the remaining period to maturity on constant yield basis by charge to revenue account or profit & loss account as the case may be.
2. For the purpose of comparison, the fair value of debt securities has been arrived by using Security Level Valuations (SLV) provided by SEBI registered rating agency CRISIL.
3. The mutual fund investments including Bond Exchange Traded Fund (ETFs) are stated at fair value being the closing net asset value as at the balance sheet date. In the event of the balance sheet date being a holiday/non-business day, the NAV for valuation of the fund is considered as published on last day for which NAV is available. In accordance with the regulation, unrealized gain/loss arising due to changes in fair value of mutual fund/Bond ETF investments are not taken to Revenue/Profit and loss account but are taken to Fair Value Change Account in Balance Sheet.
4. Listed and actively traded equity securities including Equity ETFs and REITs are valued at the last quoted closing prices on the National Stock Exchange of India Limited, which is the primary exchange, as of the Balance Sheet date. In case, the shares are not listed/not traded in NSE the valuation shall be done at the last quoted closing price on the BSE, which is the secondary exchange for valuation purpose.

Unrealized gains or losses are credited / debited to the fair value change account in Balance Sheet.

5. The Alternative Investment Funds (AIFs) are stated at fair value being the latest available NAV published by the fund as at the Balance Sheet date. In accordance with the regulation, unrealized gains or losses are credited / debited to the fair value change account in Balance Sheet.

## 12. Review of Asset Quality and Performance of Investments

All investments at the period end are performing investments. Investments are managed by competent personnel under the supervision of the Investment Committee appointed by the Board of Directors of the Company. The quality and performance of assets are subject to periodical review by such Committee. The Company invests only in high credit quality instruments. The company has not made any direct investment in real estate or extended any loan directly.

## 13. Directors' Responsibility Statement

The Board of Directors of the Company also state that:

- (a) In preparation of the financial statements, all applicable accounting standards, generally accepted accounting principles and policies have been followed, and there have been no material departures from the aforesaid;
- (b) The management has adopted accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company at the end of the financial year, and of the operating Profit under the Revenue Account and of the profit in the Profit and Loss Account of the Company for the year ended March 31, 2023;
- (c) The management has taken sufficient and proper care for the maintenance of adequate accounting records in accordance with the applicable provisions of the Insurance Act 1938 (4 of 1938) and the Companies Act 2013 (1 of 2013), for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities;
- (d) The management has prepared the financial statements on a going concern basis; and
- (e) The management has set up an internal audit system commensurate with the size and nature of the business and the same was operating effectively during the year.
- (f) The directors had devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems were adequate and operating effectively.

**14. Detail of Payments made to individuals, firms, companies and organizations in which the Directors are interested during the year ended March 31, 2023 are as follows:**

				(₹ in thousands)
Sr. No.	Particulars of Company / Firm	Nature of Interest	Name	Total
1	State Bank of India	Chairman	Shri Dinesh Kumar Khara	35,58,353
		Director	Shri Swaminathan J	
2	SBI Life Insurance Company Ltd.	Chairman	Shri Dinesh Kumar Khara	43,585
		Director	Shri Swaminathan J	
3	SBI Capital Markets Ltd.	Chairman	Shri Dinesh Kumar Khara	32
		Director	Shri Swaminathan J	
4	SBI Funds Management Pvt. Ltd.	Chairman	Shri Dinesh Kumar Khara	47
		Director	Shri Swaminathan J	
5	SBICAP Securities Private Limited	Director	Shri Swaminathan J	51,437
6	SBI Cards and Payment Services Limited	Chairman	Shri Dinesh Kumar Khara	15,352
		Director	Shri Swaminathan J	
7	SBI Foundation	Chairman	Shri Dinesh Kumar Khara	22,243
		Director	Shri Swaminathan J	

Note - Includes payments in the nature of expenses and claims paid and does not include capital transactions like deposit payments, securities purchased, etc.

For and on behalf of the Board of Directors

**Dinesh Kumar Khara**

Chairman  
(DIN No : 06737041)

**Swaminathan Janakiraman**

Director  
(DIN No: 08516241)

**Kishore Kumar Poludasu**

Managing Director & CEO  
(DIN No : 09739016)

**Rikhil K. Shah**

Chief Financial Officer  
(M. No. 112490)

**Shatrughan Singh**

Company Secretary  
(M. No. A21090)

Place - Mumbai  
Date - 20<sup>th</sup> April 2023

**Detail of claims outstanding during the preceding 5 years**  
**Annexure 1**

**For the year ended 31<sup>st</sup> March 2023**

Product	Fire		Marine Cargo		Motor		Workmen Compensation		Public Liability		Engineering		Aviation		Personal Accident		Health		Others		Total	
	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved
30 days	302	6,26,939	253	38,688	5,566	11,21,132	10	1,146	48	3,810	99	13,986	-	-	607	4,85,983	9,417	7,33,937	4,083	7,23,889	20,385	37,49,163
30 days to 6 months	363	14,88,469	610	96,670	7,832	39,37,751	6	3,667	40	92,206	157	1,71,970	1	2	1,428	13,61,946	2,630	3,73,910	1,829	3,26,416	14,896	78,54,408
6 months to 1 year	335	9,26,297	152	1,39,939	3,897	31,95,860	5	34	21	50,013	37	18,261	-	-	368	2,08,366	346	1,30,164	3,437	3,61,970	8,598	50,30,903
1 year to 5 years	984	13,90,512	82	73,287	5,273	55,90,040	11	2,891	7	44,711	27	36,101	-	-	404	3,97,386	1,213	99,033	7,401	7,58,098	15,402	83,92,060
5 years and above	259	8,89,275	7	2,064	2,379	25,25,856	7	2,284	-	-	4	2,496	3	299	212	2,12,657	113	16,112	55	73,795	3,039	37,24,838
<b>Total</b>	<b>2,243</b>	<b>53,21,145</b>	<b>1,104</b>	<b>3,52,648</b>	<b>24,947</b>	<b>1,63,70,639</b>	<b>39</b>	<b>10,022</b>	<b>116</b>	<b>1,90,740</b>	<b>324</b>	<b>2,42,815</b>	<b>4</b>	<b>301</b>	<b>3,019</b>	<b>26,65,740</b>	<b>13,719</b>	<b>13,53,155</b>	<b>16,805</b>	<b>22,44,167</b>	<b>62,320</b>	<b>2,87,51,372</b>

**For the year ended 31<sup>st</sup> March 2022**

Product	Fire		Marine Cargo		Motor		Workmen Compensation		Public Liability		Engineering		Aviation		Personal Accident		Health		Others		Total	
	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved
30 days	178	2,83,323	328	54,195	5,966	8,85,872	10	1,912	6	5,060	217	12,980	-	-	558	4,68,394	5,777	4,49,484	699	66,107	13,769	22,27,327
30 days to 6 months	290	9,24,429	481	1,33,963	6,616	28,49,000	4	1,925	14	31,701	184	75,105	-	-	1,252	6,02,789	4,130	5,66,041	3,248	4,11,023	16,219	55,95,997
6 months to 1 year	298	20,15,144	113	87,205	2,649	19,07,009	4	10	24	2,68,088	60	1,03,273	-	-	325	65,023	1,021	65,111	1,182	95,350	5,676	46,06,221
1 year to 5 years	755	17,31,131	13	38,655	4,797	50,84,555	6	4,142	4	1,30,790	54	39,074	3	301	290	3,30,548	327	1,05,846	3,402	2,62,441	9,651	77,27,484
5 years and above	191	7,66,383	7	2,054	2,112	22,74,217	7	2,169	-	-	2	1,829	-	-	146	1,42,381	70	8,736	44	70,138	2,579	32,67,907
<b>Total</b>	<b>1,712</b>	<b>57,20,411</b>	<b>942</b>	<b>3,16,091</b>	<b>22,170</b>	<b>1,30,00,663</b>	<b>31</b>	<b>10,158</b>	<b>48</b>	<b>4,35,649</b>	<b>517</b>	<b>2,32,260</b>	<b>3</b>	<b>301</b>	<b>2,571</b>	<b>16,09,136</b>	<b>11,325</b>	<b>11,95,218</b>	<b>8,575</b>	<b>9,05,060</b>	<b>47,894</b>	<b>2,34,24,937</b>

**For the year ended 31<sup>st</sup> March 2021**

Product	Fire		Marine Cargo		Motor		Workmen Compensation		Public Liability		Engineering		Aviation		Personal Accident		Health		Others		Total	
	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved
30 days	162	6,31,938	237	1,35,317	4,674	7,10,364	10	2,803	12	11,303	65	16,210	-	-	455	3,38,194	7,351	5,01,526	8,309	5,66,655	21,275	29,14,311
30 days to 6 months	381	11,18,660	199	58,726	4,717	21,43,709	10	5,386	19	14,241	85	27,388	-	-	611	5,00,166	2,628	3,77,494	6,176	1,62,586	14,826	44,08,375
6 months to 1 year	305	12,92,660	12	1,204	849	5,67,199	-	-	4	2,824	34	78,992	-	-	10	13,824	12	2,437	207	76,289	1,433	20,35,429
1 year to 5 years	488	6,98,015	16	22,317	4,667	48,68,611	6	3,300	8	34,880	29	22,806	-	-	300	3,10,631	326	1,31,548	1,671	1,89,293	7,511	62,81,501
5 years and above	141	7,02,311	1	52	1,519	15,91,534	3	1,165	-	-	-	1,742	-	-	106	92,242	30	4,176	20	63,611	1,822	24,56,834
<b>Total</b>	<b>1,477</b>	<b>44,43,904</b>	<b>465</b>	<b>2,17,617</b>	<b>16,426</b>	<b>98,81,417</b>	<b>29</b>	<b>12,654</b>	<b>43</b>	<b>63,247</b>	<b>215</b>	<b>1,47,238</b>	<b>-</b>	<b>-</b>	<b>1,482</b>	<b>12,55,056</b>	<b>10,347</b>	<b>10,17,181</b>	<b>16,383</b>	<b>10,58,434</b>	<b>46,967</b>	<b>1,90,96,449</b>

**For the year ended 31<sup>st</sup> March 2020**

Product	Fire		Marine Cargo		Motor		Workmen Compensation		Public Liability		Engineering		Aviation		Personal Accident		Health		Others		Total	
	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved		
																						No of claims
Period																						
30 days	110	1,82,324	67	9,511	5,262	4,86,392	5	1,162	6	1,242	28	25,019	-	-	274	2,20,293	5,896	4,43,038	468	6,24,817	12,116	19,93,798
30 days to 6 months	313	10,58,872	267	34,527	3,626	13,17,451	28	4,339	26	17,564	74	34,618	-	-	574	4,41,804	1,502	1,96,861	741	12,65,792	7,053	43,71,828
6 months to 1 year	210	6,78,955	89	7,341	1,000	9,21,935	3	1,765	12	15,324	43	9,520	-	-	53	59,919	118	29,306	903	2,16,885	2,431	19,40,951
1 year to 5 years	409	11,04,407	26	31,155	4,295	50,50,557	6	2,011	6	7,590	34	14,189	3	5,968	330	3,64,547	249	44,433	594	1,82,821	5,952	66,07,678
5 years and above	99	3,32,706	-	-	981	9,95,661	3	806	-	-	2	1,812	-	-	221	61,831	7	847	13	15,015	1,326	14,08,677
<b>Total</b>	<b>1,141</b>	<b>33,57,264</b>	<b>449</b>	<b>82,534</b>	<b>15,064</b>	<b>87,71,997</b>	<b>45</b>	<b>10,083</b>	<b>52</b>	<b>41,719</b>	<b>181</b>	<b>85,158</b>	<b>3</b>	<b>5,968</b>	<b>1,452</b>	<b>11,48,394</b>	<b>7,772</b>	<b>7,14,486</b>	<b>2,719</b>	<b>23,05,330</b>	<b>28,878</b>	<b>1,65,22,932</b>

**For the year ended 31<sup>st</sup> March 2019**

Product	Fire		Marine Cargo		Motor		Workmen Compensation		Public Liability		Engineering		Aviation		Personal Accident		Health		Others		Total	
	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved	No of claims	Amount involved		
																						No of claims
Period																						
30 days	123	1,34,258	65	15,501	4,400	4,14,997	5	804	3	22,000	14	2,099	-	-	388	2,80,462	4,961	2,22,346	4,998	15,15,088	14,957	26,07,555
30 days to 6 months	242	6,50,584	128	51,733	3,263	12,66,160	9	1,710	1	4,885	44	31,995	-	-	1,321	8,62,770	1,898	1,00,531	234	10,19,095	7,140	39,89,463
6 months to 1 year	141	4,90,053	32	12,798	1,318	7,66,664	4	2,323	1	5,000	18	63,662	-	-	564	3,20,836	84	12,970	147	2,73,213	2,309	19,47,519
1 year to 5 years	324	14,62,999	18	7,692	4,882	52,57,490	7	3,022	2	5,571	13	1,24,177	8	7,314	538	3,74,581	96	10,100	107	1,13,617	5,995	73,65,963
5 years and above	44	68,155	1	181	402	3,73,341	3	761	-	-	-	-	2	2,772	187	20,420	-	-	7	11,877	646	4,71,508
<b>Total</b>	<b>874</b>	<b>28,05,449</b>	<b>244</b>	<b>87,904</b>	<b>14,265</b>	<b>80,78,653</b>	<b>28</b>	<b>8,620</b>	<b>7</b>	<b>37,456</b>	<b>89</b>	<b>2,21,932</b>	<b>10</b>	<b>10,066</b>	<b>2,998</b>	<b>18,59,069</b>	<b>7,039</b>	<b>3,45,947</b>	<b>5,483</b>	<b>29,32,891</b>	<b>31,047</b>	<b>1,63,88,008</b>

**Details of Average claim settlement time for FY 2022-23\*\***

**Annexure 2**

Particulars	For the year ended 31 <sup>st</sup> March 2023*		For the year ended 31 <sup>st</sup> March 2022*		For the year ended 31 <sup>st</sup> March 2021		For the year ended 31 <sup>st</sup> March 2020		For the year ended 31 <sup>st</sup> March 2019	
	No of claims settled	Average settlement time (Days)	No of claims settled	Average settlement time (Days)	No of claims settled	Average settlement time (Days)	No of claims settled	Average settlement time (Days)	No of claims settled	Average settlement time (Days)
Fire	4,385	71	5,769	51	9,104	30	6,871	60	9,993	22
Marine Cargo	3,181	40	1,949	47	1,400	49	953	89	868	38
Motor	3,30,151	29	2,60,623	25	1,82,651	26	1,73,672	31	1,60,944	22
Workmen Compensation	330	73	241	100	141	157	83	142	55	119
Public Liability	147	190	81	204	54	272	45	96	5	152
Engineering	1,018	57	682	56	574	71	373	111	231	42
Aviation	-	-	-	-	-	-	-	-	-	-
Personal Accident	6,750	175	6,527	162	5,847	8	7,879	7	6,780	12
Health	2,55,066	26	4,47,371	34	1,39,756	5	88,495	9	62,853	7
Others	28,218	125	90,919	94	12,47,511	16	58,896	42	6,746	15

\*\* (excludes co-insurance claim settlements)

# The settlement days for current fiscal is arrived as per the clarification received from regulator for claims NL forms. The change is effected from FY2021-22.

# Independent Auditors' Report

**To the Members of SBI General Insurance Company Limited**

## Report on the Audit of the Financial Statements

### Opinion

We have audited the accompanying financial statements of SBI General Insurance Company Limited ("the Company"), which comprise the Balance Sheet as at March 31, 2023, and the related Revenue Accounts of the Fire, Marine & Miscellaneous Businesses, the Profit and Loss Account and Receipts and Payments Account for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid financial statements are prepared in accordance with the requirements of the Insurance Act, 1938 as amended by the Insurance Laws (Amendment) Act, 2015 (the "Insurance Act"), Insurance Regulatory and Development Act, 1999 (the "IRDA Act"), Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 (the "Regulations"), Orders / Directions / Circulars issued by the Insurance Regulatory and Development Authority of India (IRDAI) and the Companies Act 2013 as amended ("the Act"), to the extent applicable and in the manner so required, and give a true and fair view in conformity with the Accounting Standards prescribed under section 133 of the Act and other accounting principles generally accepted in India, as applicable to insurance companies:

- a) in the case of the Balance Sheet, of the state of affairs of the Company as at March 31, 2023;
- b) in the case of Revenue Accounts, of the operating profit in so far as it relates to the Revenue Account for Fire Insurance and operating loss for Revenue Account for Marine and Miscellaneous Insurance for the year ended on that date;
- c) in the case of the Profit and Loss Account, of the profit for the year ended on that date; and
- d) in the case of the Receipts and Payments Account, of the receipts and payments for the year ended on that date.

### Basis for opinion

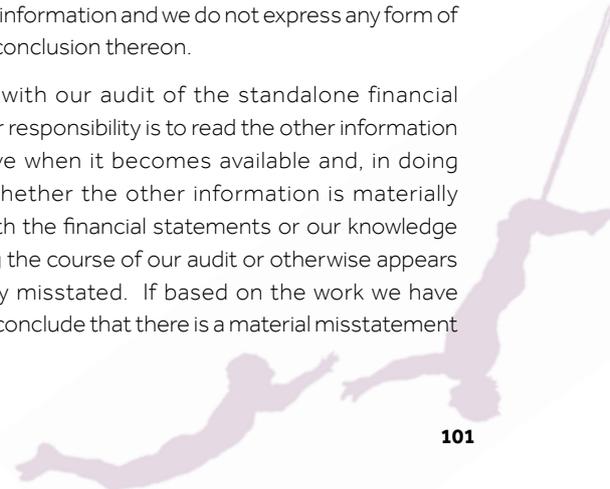
We conducted our audit in accordance with the Standards on Auditing (the "SAs") specified under section 143(10) of the Act. Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial statements under the Insurance Act, the IRDA Act, the Regulations, the Act and the Rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained, read with para (a) of other matters is sufficient and appropriate to provide a basis for our opinion on the financial statements.

### Information Other than the Financial Statements and Auditor's Report thereon

The Company's Board of Directors is responsible for the other information. The other information comprises of Directors Report, Management Discussion & Analysis report, Management report and Corporate Governance Report, but does not include the financial statements and our Auditor's Report thereon. These reports other than the Management report are expected to be made available to us after the date of this Auditor's Report.

Our opinion on the standalone financial statements does not cover the other information and we do not express any form of assurance and conclusion thereon.

In connection with our audit of the standalone financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained during the course of our audit or otherwise appears to be materially misstated. If based on the work we have performed, we conclude that there is a material misstatement



of these other information, we are required to report that fact. We have nothing to report in this regard.

## Responsibilities of management for the financial statements

The Company's Board of Directors is responsible for the matters stated in section 134(5) of the Companies Act, 2013 with respect to the preparation of these financial statements that give a true and fair view of the financial position, financial performance, and receipts and payments of the Company in accordance with the requirements of the Insurance Act 1938, as amended by Insurance Laws (Amendment) Act, 2015 read with the IRDA Act, the Regulations, order/ directions issued by the IRDAI in this regard and in accordance with the accounting principles generally accepted in India including the Accounting Standards specified under section 133 of the Act read with Rule 7 of the Companies (Accounts) Rules, 2014 to the extent applicable and current practices prevailing within the insurance industry in India. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statement that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The Board of Directors are also responsible for overseeing the Company's financial reporting process.

## Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the SAs, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3) (i) of the Companies Act, 2013, we are also responsible for expressing our opinion on whether the Company has adequate internal financial controls system in place and the operating effectiveness of such controls.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

Materiality is the magnitude of misstatements in the financial statements that, individually or in aggregate, makes it probable that the economic decisions of a reasonably knowledgeable user of the financial statements may be influenced. We consider quantitative materiality and qualitative factors in (i) planning the scope of our audit work and in evaluating the results of our work; and (ii) to evaluate the effect of any identified misstatements in the financial statements.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

## Other Matters

- a) The actuarial valuation of liabilities in respect of Claims Incurred But Not Reported (IBNR) and Claims Incurred But Not Enough Reported (IBNER) is the responsibility of the Company's Appointed Actuary. The actuarial valuation of these liabilities as at March 31, 2023, has been duly certified by the Appointed Actuary. The Appointed Actuary have also certified that in their opinion, the assumptions for such valuation are in accordance with the guidelines and norms issued by Insurance Regulatory and Development Authority of India ("IRDAI") and the Institute of Actuaries of India in concurrence with the Authority. We have relied upon the Company's Appointed Actuary certificate in this regard for forming our opinion on the financial statements of the Company.

Our opinion is not modified in respect of the above matters

## Report on other legal and regulatory requirements

1. As required by the Regulations, we have issued a separate certificate dated April 20, 2023, certifying the matters specified in paragraphs 3 and 4 of Schedule C to the Regulations.
2. As required under Para 2 of schedule C of the Regulations, read with Section 143 (3) of the Act, we report that:
  - a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit;
  - b) In our opinion and to the best of our information and according to the explanations given to us, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books;
  - c) As the Company's financial accounting system is centralized at Head Office, no returns for the purposes of our audit are prepared at the branches and other offices of the Company;
  - d) The Balance Sheet, the Revenue Accounts, the Profit and Loss Account, and the Receipts and Payments Account dealt with by this Report are in agreement with the books of account;
  - e) In our opinion and to the best of our information and according to the explanations given to us, investments have been valued in accordance with the provisions of the Insurance Act, 1938 and Regulations and/or orders/directions issued by IRDAI in this behalf;
  - f) In our opinion and to the best of our information and according to the explanations given to us, the accounting policies selected by the Company are appropriate and are in compliance with the Regulations, orders/directions/circulars issued by IRDAI and also in compliance with Accounting

Standards referred to in Section 133 of the Act, read with Rule 7 of the Companies (Accounts) Rules, 2014, to the extent they are not inconsistent with the accounting principles prescribed in the Regulations and orders/directions/circulars issued IRDAI, in this behalf;

- g) In our opinion and to the best of our information and according to the explanations given to us, the aforesaid financial statements dealt with by this report are prepared in accordance with the requirements of the Insurance Act, the IRDA Act, the Regulations and orders/directions/circulars issued by the IRDAI. The aforesaid financial statements also comply with the Accounting Standards referred to in Section 133 of the Companies Act, 2013, read with Rule 7 of the Companies (Accounts) Rules, 2014 to the extent they are not inconsistent with the accounting principles prescribed in the Regulations and orders/directions issued by IRDAI in this regard.
- h) On the basis of the written representations received from the directors as on March 31, 2023, taken on record by the Board of Directors, none of the director is disqualified as on March 31, 2023, from being appointed as a director in terms of Section 164 (2) of the Act;
- i) With respect to the adequacy of the internal financial controls over financial reporting of the Company and the operating effectiveness of such controls, refer to our separate Report in "Annexure A";
- j) With respect to the matter to be included in the Auditors' Report under section 197(16), in our opinion and according to the explanations given to us, the remuneration paid by the Company to its Directors during the current year is in accordance with the provisions of Section 197 of the Act and Section 34A of the Insurance Act.
- k) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us:
  - i. The Company has disclosed the impact of pending litigations on its financial position in its financial statements – Refer Note 3.1 of Schedule 16 to the financial statements;
  - ii. The Company did not have any long-term contracts including derivative contracts for which there were any material foreseeable losses;
  - iii. There were no amounts which were required to be transferred to the Investor Education and Protection Fund by the Company. Refer Note No 3.39 of Schedule 16 to the financial statements.

- l) (i) The management has represented that, to the best of its knowledge and belief, no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the company to or in any other person(s) or entity(ies), including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries. (Refer Note 3.46 of Schedule 16 to the financial statements)
- (ii) The management has represented, that, to the best of its knowledge and belief, no funds have been received by the company from any person(s) or entity(ies), including foreign entities ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the company shall, whether, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries. (Refer Note 3.46 of Schedule 16 to the financial statements)
- (iii) Based on the audit procedures that have been considered reasonable and appropriate in the circumstances, nothing has come to our notice that has caused us to believe that the representations under sub-clause (i) and (ii) of Rule 11 (e) as provided under (i) and (ii) above contain any material misstatement.
- m) Proviso to Rule 3(1) of the Companies (Accounts) Rules, 2014 for maintaining books of account using accounting software which has a feature of recording audit trail (edit log) facility is applicable to the Company with effect from April 1, 2023, and accordingly, reporting under Rule 11(g) of Companies (Audit and Auditors) Rules, 2014 is not applicable for the financial year ended March 31, 2023.
- n) As required under section 143(5) of the Companies Act, 2013, based on our audit as aforesaid, we enclose herewith, as per "Annexure B", the directions including sub-directions issued by the Comptroller & Auditor General of India, action taken thereon and the financial impact on the accounts and financial statements of the Company.

For **A. Bafna & Co.**  
Chartered Accountants  
Firm Registration No. 003660C

For **MKPS & Associates**  
Chartered Accountants  
Firm Registration No.302014E

**Ashish Trivedi**  
Partner  
Membership No. 109376  
UDIN: 23109376BGWUJP1238

**Narendra Khandal**  
Partner  
Membership No. 065025  
UDIN: 23065025BGRDLV3281

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

# ANNEXURE A TO THE INDEPENDENT AUDITOR'S REPORT

[Referred to in paragraph 2(i) under 'Report on Other Legal and Regulatory Requirements' in the Independent Auditor's Report of even date to the members of SBI General Insurance Company Limited on the financial statement as of and for the year ended March 31, 2023]

## Report on the Internal Financial Controls with reference to the aforesaid financial statements under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")

We have audited the internal financial controls with reference to the aforesaid financial statements of SBI General Insurance Company Limited ("the Company") as of March 31, 2023 in conjunction with our audit of the financial statements of the Company for the year ended on that date.

### Management's Responsibility for Internal Financial Controls

The Company's management is responsible for establishing and maintaining internal financial controls based on the internal control over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the Institute of Chartered Accountants of India ("ICAI"). These responsibilities include the design, implementation and maintenance of adequate internal financial controls that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, the safeguarding of its assets, the prevention and detection of frauds and errors, the accuracy and completeness of the accounting records, and the timely preparation of reliable financial information, as required under the Companies Act, 2013.

### Auditors' Responsibility

Our responsibility is to express an opinion on the Company's internal financial controls over financial reporting based on our audit. We conducted our audit in accordance with the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting (the "Guidance Note") and the Standards on Auditing specified under section 143(10) of the Act to the extent applicable to an audit of internal financial controls, both issued by the ICAI. Those Standards and the Guidance Note require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls over financial reporting was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the internal financial controls system over financial reporting and their operating effectiveness. Our audit of internal financial controls over financial reporting included obtaining an understanding of internal financial controls over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error.

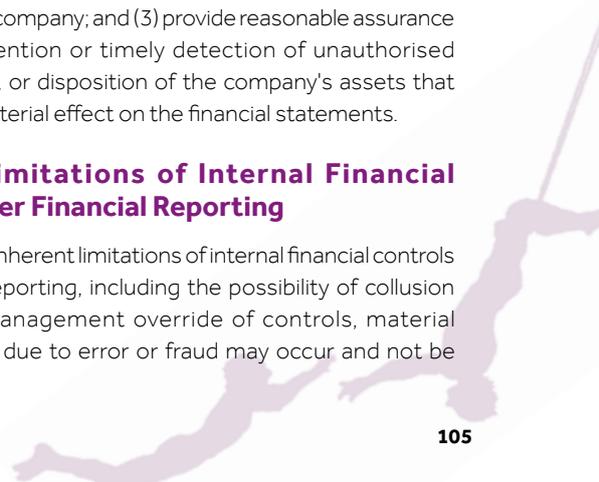
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls system over financial reporting.

### Meaning of Internal Financial Controls Over Financial Reporting

A company's internal financial control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal financial control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company;(2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

### Inherent Limitations of Internal Financial Controls Over Financial Reporting

Because of the inherent limitations of internal financial controls over financial reporting, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be



detected. Also, projections of any evaluation of the internal financial controls over financial reporting to future periods are subject to the risk that the internal financial control over financial reporting may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

### Other Matters

The actuarial valuation of liabilities in respect of Claims Incurred But Not Reported (IBNR) and Claims Incurred But Not Enough Reported (IBNER) is the responsibility of the Company's Appointed Actuary. The actuarial valuation of these liabilities as at March 31, 2023, has been duly certified by the Appointed Actuary. The Appointed Actuary have also certified that in their opinion, the assumptions for such valuation are in accordance with the guidelines and norms issued by Insurance Regulatory and Development Authority of India ("IRDAI") and the Institute of Actuaries of India in concurrence with the Authority. Accordingly,

our opinion on the Internal Financial Control does not include reporting on the adequacy and operative effectiveness of the Internal Control over the valuation and accuracy of the aforesaid actuarial liabilities. Our opinion is not modified in respect of this matter.

### Opinion

In our opinion, the Company has, in all material respects, maintained an adequate internal financial controls system over financial reporting and such internal financial controls over financial reporting were operating effectively as at March 31, 2023, based on the internal control over financial reporting criteria established by the Company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Controls Over Financial Reporting issued by the ICAI.

For **A. Bafna & Co.**  
Chartered Accountants  
Firm Registration No. 003660C

For **MKPS & Associates**  
Chartered Accountants  
Firm Registration No.302014E

**Ashish Trivedi**  
Partner  
Membership No. 109376  
UDIN: 23109376BGWUJP1238

**Narendra Khandal**  
Partner  
Membership No. 065025  
UDIN: 23065025BGRDLV3281

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

## ANNEXURE B TO THE INDEPENDENT AUDITOR'S REPORT

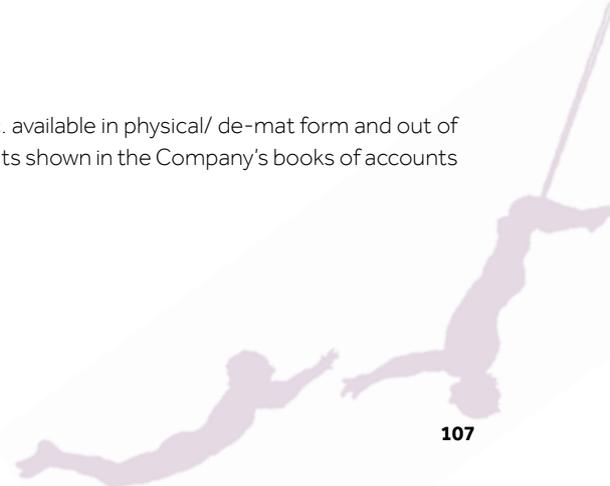
[Referred to in paragraph 2(n) under 'Report on Other Legal and Regulatory Requirements' in the Independent Auditor's Report of even date to the members of SBI General Insurance Company Limited on the financial statements for the year ended March 31, 2023]

### Directions under Section 143(5) of Companies Act 2013

1. Whether the Company has system in place to process all the accounting transactions through IT system? If yes, the implications of processing of accounting transactions outside IT system on the integrity of the accounts along with the financial implications, if any, may be stated.
  - **As per the information and explanation given to us, the company has a IT system in place and the transactions are processed through IT System, The company has different IT system related to Core insurance area such as premium, commission, claims etc. and investment functions and the transactions recorded in these IT systems flow into the accounting system through automation except for Reinsurance related entries including RI Inward which is entered manually in Oracle Financial Accounting System, which is used for preparation of financial statements and other reporting purposes. Certain claim transactions manually entered in MCRS and certain policies issued manually are not processed through IT system.**
  - **As part of our audit procedures, we have verified the data flowing through these IT systems to the accounting system & Manual entries and on the basis of sample verification, nothing significant has come to our attention that causes us to believe that there are material gaps in the IT control related area.**
  - **Further, system audit is conducted every year from an outsourced agency and all major observations reported by such agency in their latest report issued in FY 2022-23 have been duly addressed.**
2. Whether there is any restructuring of an existing loan or cases of waiver / write off of debts /loans/interest etc. made by a lender to the company due to the company's inability to repay the loan? If yes, the financial impact may be stated. Whether such cases are properly accounted for? (in case, lender is a Government company, then its direction is also applicable for statutory auditor of lender company)
  - **As informed, the company has not taken any loan, thus restructuring of an existing loan or cases of waiver/write off of debts/loans/interest etc. made by a lender to the company due to Company's inability to repay the loan is not applicable.**
3. Whether funds (grants/subsidy etc.) received / receivable for specific schemes from central / state Government or its agencies were properly accounted for / utilized as per its terms and conditions? List the cases of deviation.
  - **As informed, the company receives subsidy under Pradhan Mantri Fasal Bima Yojana (PMFBY) / Weather Based Crop Insurance Scheme (WBCIS) from Central / State Government. Fund received / receivable under PMFBY scheme from central / state government were accounted for / utilized as per terms and conditions and no deviation was observed.**

### Sub- directions issued by C&AG of India

1. Number of titles of ownership in respect of CGS/SGS/Bonds/ Debentures etc. available in physical/ de-mat form and out of these, number of cases which are not in agreement with the respective amounts shown in the Company's books of accounts may be verified and discrepancy found may be suitably reported.



- **Details for number of titles of ownership in respect of CGS/SGS/Bonds/ Debentures etc. as on 31<sup>st</sup> March 2023 available in physical / de-mat form are as under:**

Sr. No.	Asset Type	Mode of Holding	Number of titles of ownership	Book Value (₹ in 000)	Discrepancy
1	CGS	Demat	39	3,51,63,248	Nil
2	SGS	Demat	92	1,28,52,561	Nil
3	Bonds	Demat	141	6,61,04,607	Nil
4	Equities	Demat	48	70,86,066	Nil
5	CP	Demat	1	9,95,234	Nil
6	CD	Demat	5	34,30,337	Nil
7	REIT	Demat	1	30,650	Nil
8	Reverse Repo	Demat	4	48,49,811	Nil
9	AIF	Physical	5	4,37,511	Nil
<b>Total</b>			<b>336</b>	<b>13,09,50,026</b>	

2. Whether stop loss limits have been prescribed in respect of the investments? If yes, whether or not the limit was adhered to. If no, details may be given.

- **Stop loss limits have been prescribed in the Investment Policy of the company and delegation of authority has been provided to execute the cut loss limits of Investments per day.**
- **Once the scrip reaches the Cut Loss limit, the decisions to hold/sell is taken by the CIO or Investment Operations Committee as per delegation. The necessary approvals wherever required is generally taken in next investment committee meeting followed by approval of the Board.**

3. Whether Company has carried out reconciliation exercise for inter-company balances reflected in their financial statements with other PSU insurers and whether confirmation has been obtained from other PSU insurers for balances due from them?

- **The Company has sent balance confirmation to PSU Insurers for the co-insurance transactions / balances as on 28<sup>th</sup> Feb 2023, for the Re-insurance transactions/balances as on 31<sup>st</sup> December 2022 and the balances have been duly reconciled to the extent of the responses received from their respective offices. As regards the reconciliation of accounts with GIC Re, the major PSU Reinsurer the quarterly statement received from GIC Re upto 31<sup>st</sup> December 2022 has been reconciled with accounts.**

4. Whether entire input tax credit (ITC) available on GST portal in respect of the company has been availed within prescribed time limits.

- **The company prepares a reconciliation statement of ITC available on GST portal with its Books of Accounts and identifies those credits which are ineligible and not pertaining to the company.**
- **This eligible ITC Credits identified by the Company for 2021-22 had been availed within the prescribed time limit i.e. 30.11.2022 except GST Input tax credit which could not be availed due to reconciliation issues against which the company has raised debit notes to the concerned vendors, an amount of ₹ 2372 thousands is still recoverable out of that.**
- **The reconciliation is also done for FY 2022-23 and the company have time till 31.10.2023 to avail the ITC.**

For **A. Bafna & Co.**  
Chartered Accountants  
Firm Registration No. 003660C

For **MKPS & Associates**  
Chartered Accountants  
Firm Registration No.302014E

**Ashish Trivedi**  
Partner  
Membership No. 109376  
UDIN: 23109376BGWUJP1238

**Narendra Khandal**  
Partner  
Membership No. 065025  
UDIN: 23065025BGRDLV3281

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

## INDEPENDENT AUDITORS' CERTIFICATE

Referred to in paragraph 1 of our Report on Other Legal and Regulatory Requirements forming part of the Independent Auditors' Report dated April 20<sup>th</sup>, 2023

To:  
The Board of Directors  
M/s SBI General Insurance Company Limited  
9<sup>th</sup> Floor, A & B Wing, Fulcrum Building,  
Sahar Road, Andheri(East),  
Mumbai 400099

Dear Sirs,

1. This certificate is issued in accordance with the terms of our engagement letter with SBI General Insurance Company Limited (the "Company"), wherein we are requested to issue certificate for compliance with the provisions of paragraphs 3 and 4 of Schedule C of the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations 2002, (the "Regulations") read with regulation 3 of the Regulations.

### Management's Responsibility

2. The Company's Board of Directors is responsible for complying with the provisions of The Insurance Act, 1938 as amended by the Insurance Laws (Amendment) Act 2015 (the "Insurance Act"), the Insurance Regulatory and Development Authority Act, 1999 (the "IRDA Act"), the Regulations and orders/directions issued by the Insurance Regulatory and Development Authority of India ("IRDAI") which includes the preparation of the Management Report. This includes collecting, collating and validating data and designing, implementing and monitoring of internal controls suitable for ensuring compliance as aforesaid.

### Auditor's Responsibility

3. Our responsibility for the purpose of this certificate is to obtain reasonable assurance and form an opinion based on our audit and examination of books and records as to whether the Company has complied with the matters contained in paragraphs 3 and 4 of Schedule C of the Regulations read with regulation 3 of Regulations.
4. We have audited financial statements of the Company for the financial year ended March 31, 2023 on which we have issued an unmodified audit opinion vide our report dated April 20<sup>th</sup> 2023. Our audit of these financial statements was conducted in accordance with the Standards on Auditing and other applicable authoritative pronouncements issued by the Institute of Chartered Accountants of India ('ICAI'). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. Our audit was not planned and performed in connection with any transactions to identify matters that may be of potential interest to third parties.
5. We conducted our examination in accordance with the Guidance Note on Reports or Certificates for Special Purposes (Revised 2016) (the 'Guidance Note') issued by ICAI.
6. The Guidance Note requires that we comply with the independence and other ethical requirements of the Code of ethics issued by the ICAI. We have complied with the relevant applicable requirements of the Standard on Quality Control ('SQC') 1, Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services engagements.

### OPINION

7. In accordance with information and explanations given to us and to the best of our knowledge and belief and based on our examination of the books of account and other records maintained by the Company for the year ended March 31, 2023, we certify that:

- a. We have reviewed the Management Report attached to the financial statements for year ended March 31, 2023, and on the basis of our review, there is no apparent mistake or material inconsistency with the financial statements;
- b. Based on information and explanations received during the normal course of our audit, management representations and compliance certificates submitted to the Board of Directors by the officers of the Company charged with compliance and the same being noted by the Board, nothing has come to our attention that causes us to believe that the Company has not complied with the terms and conditions of registration as stipulated by the IRDAI;
- c. We have verified the cash balances to the extent considered necessary and securities relating to the Company's loans and investments as at March 31, 2023, based on management certificates, Custodian certificates / Depository Participants confirmation & other Confirmation's as the case may be.
- d. The Company is not a trustee of any trust; and
- e. No part of the assets of the Policyholders' Funds has been directly or indirectly applied in contravention to the provisions of the Insurance Act relating to the application and investments of the Policyholders' Funds.

### Restriction to use

8. This certificate is issued at the request of the company solely for use of the company for inclusion in the annual accounts in order to comply with the Regulations and should not be used by any other person or for any other purpose. We have no responsibility to update this certificate for events and circumstances occurring after the date of this certificate. Accordingly, we do not accept or assume any liability or any duty of care for any other purpose or to any other person to whom this certificate is shown or into whose hands it may come without our prior consent in writing.

For **A. Bafna & Co.**  
Chartered Accountants  
Firm Registration No. 003660C

For **MKPS & Associates**  
Chartered Accountants  
Firm Registration No.302014E

**Ashish Trivedi**  
Partner  
Membership No. 109376  
UDIN: 23109376BGWUJP1238

**Narendra Khandal**  
Partner  
Membership No. 065025  
UDIN: 23065025BGRDLV3281

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

# COMMENTS OF THE COMPTROLLER AND AUDITOR GENERAL OF INDIA UNDER SECTION 143(6)(b) OF THE COMPANIES ACT, 2013 ON THE FINANCIAL STATEMENTS OF SBI GENERAL INSURANCE COMPANY LIMITED FOR THE YEAR ENDED 31 MARCH 2023

The preparation of financial statements of SBI General Insurance Company Limited for the year ended 31 March 2023 in accordance with the financial reporting framework prescribed under the Companies Act, 2013 (Act) is the responsibility of the management of the company. The statutory auditors appointed by the Comptroller and Auditor General of India under section 139(5) of the Act are responsible for expressing opinion on the financial statements under section 143 of the Act based on independent audit in accordance with the standards on auditing prescribed under section 143(10) of the Act. This is stated to have been done by them vide their Audit Report dated 20 April 2023.

I, on behalf of the Comptroller and Auditor General of India, have conducted a supplementary audit of the financial statements of SBI General Insurance Company Limited for the year ended 31 March 2023 under section 143(6)(a) of the Act. This supplementary audit has been carried out independently without access to the working papers of the statutory auditors and is limited primarily to inquiries of the statutory auditors and company personnel and a selective examination of some of the accounting records.

On the basis of my supplementary audit nothing significant has come to my knowledge which would give rise to any comment upon or supplement to statutory auditors' report under section 143(6)(b) of the Act.

For and on behalf of the  
**Comptroller & Auditor General of India**

**(Guljari Lal)**  
Director General of Audit (Shipping), Mumbai

Place: Mumbai  
Date: 7<sup>th</sup> July 2023

Revenue Account for the year ended 31<sup>st</sup> March, 2023

(₹ in thousands)

Particulars	Fire			Marine			Miscellaneous			Total	
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023
1. Premiums earned (Net)	37,24,644	34,79,506	6,89,770	4,12,566	3,87,47,499	4,88,37,169	4,44,22,755	3,87,47,499	4,88,37,169	4,26,39,571	4,88,37,169
2. Profit/ Loss on sale/redemption of Investments	(575)	94,999	(42)	5,067	5,30,060	(4,125)	(3,508)	5,30,060	(4,125)	6,30,126	(4,125)
3. Others											
(a) Investment Income-Nuclear/Terrorism Pool	22,587	14,456	-	-	2,623	25,210	2,623	2,683	25,210	17,139	25,210
(b) Interest Income on Unclaimed Policyholder	915	912	67	49	5,577	6,559	5,577	5,091	6,559	6,052	6,559
(c) Miscellaneous Income	75	234	6	13	12,475	14,604	12,475	14,357	12,556	14,604	12,556
(d) Contribution from Shareholders Fund towards Excess EoM	-	-	58,805	52,664	7,23,655	7,82,460	7,23,655	-	7,82,460	52,664	7,82,460
4. Interest, Dividend & Rent – Gross	8,70,170	7,15,940	63,853	38,186	53,05,356	62,39,379	53,05,356	39,94,672	62,39,379	47,48,798	62,39,379
<b>TOTAL (A)</b>	<b>46,17,816</b>	<b>43,06,047</b>	<b>8,12,459</b>	<b>5,08,545</b>	<b>5,04,68,933</b>	<b>5,58,99,208</b>	<b>4,32,94,362</b>	<b>4,32,94,362</b>	<b>5,58,99,208</b>	<b>4,81,08,954</b>	<b>5,58,99,208</b>
1. Claims Incurred (Net)	19,25,541	18,75,804	9,25,178	5,51,312	3,55,98,041	3,84,48,760	3,55,98,041	3,43,74,746	3,84,48,760	3,68,01,862	3,84,48,760
2. Commission (Net)	(14,70,413)	(17,01,760)	1,40,551	99,449	19,47,367	6,17,505	19,47,367	5,13,850	6,17,505	(10,88,461)	6,17,505
3. Operating Expenses related to Insurance Business	11,14,849	10,71,873	1,59,183	1,30,754	1,42,00,796	1,54,74,828	1,42,00,796	1,19,40,459	1,54,74,828	1,31,43,086	1,54,74,828
4. Premium Deficiency Reserve	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL (B)</b>	<b>15,69,977</b>	<b>12,45,917</b>	<b>12,24,912</b>	<b>7,81,515</b>	<b>5,17,46,204</b>	<b>5,45,41,093</b>	<b>12,77,271</b>	<b>4,68,29,055</b>	<b>5,45,41,093</b>	<b>4,88,56,487</b>	<b>5,45,41,093</b>
<b>Operating Profit/(Loss) [ C = (A-B) ]</b>	<b>30,47,839</b>	<b>30,60,130</b>	<b>(4,12,453)</b>	<b>(2,72,970)</b>	<b>(12,77,271)</b>	<b>13,58,115</b>	<b>(12,77,271)</b>	<b>(35,34,693)</b>	<b>13,58,115</b>	<b>(7,47,533)</b>	<b>13,58,115</b>
APPROPRIATIONS											
Transfer to Shareholders' Account	30,47,839	30,60,130	(4,12,453)	(2,72,970)	(12,77,271)	13,58,115	(12,77,271)	(35,34,693)	13,58,115	(7,47,533)	(35,34,693)
Transfer to Catastrophe Reserve	-	-	-	-	-	-	-	-	-	-	-
Transfer to Other Reserves	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL (C)</b>	<b>30,47,839</b>	<b>30,60,130</b>	<b>(4,12,453)</b>	<b>(2,72,970)</b>	<b>(12,77,271)</b>	<b>13,58,115</b>	<b>(12,77,271)</b>	<b>(35,34,693)</b>	<b>13,58,115</b>	<b>(7,47,533)</b>	<b>(35,34,693)</b>

## Notes to Financial Statements

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For A. Bafna & Co.  
Chartered Accountants  
(FRN 0036660C)Ashish Trivedi  
Partner  
M.No. 109376  
UDIN: 23109376BGWUJP1238Place : Mumbai  
Date : April 20, 2023

For and on behalf of the Board of Directors

Dinesh Kumar Khara  
Chairman  
(DIN No : 06737041)Kishore Kumar Poludasu  
Managing Director & CEO  
(DIN No : 09739016)Shatrughan Singh  
Company Secretary  
(M. No. A21565)Swaminathan Janakiraman  
Director  
(DIN 08516241)Rikhil K. Shah  
Chief Financial Officer  
(M. No. 112490)

Form B-PL

**Profit and Loss Account for the year ended 31<sup>st</sup> March, 2023**

(₹ in thousands)

Particulars	Schedule	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022
1. OPERATING PROFIT/(LOSS)			
(a) Fire Insurance		30,47,839	30,60,130
(b) Marine Insurance		(4,12,453)	(2,72,970)
(c) Miscellaneous Insurance		(12,77,271)	(35,34,693)
2. INCOME FROM INVESTMENTS			
(a) Interest, Dividend & Rent – Gross		12,95,069	12,27,544
(b) Profit on sale of investments		11,89,828	17,17,688
Less: Loss on sale of investments		(4,31,079)	(2,34,676)
3. OTHER INCOME - Miscellaneous Income		41,053	2,202
- Profit & Loss on Sale of Assets		780	7,274
- Recovery of Bad Debts Written Off		91,843	1,13,571
<b>Total (A)</b>		<b>35,45,609</b>	<b>20,86,070</b>
4. PROVISIONS (Other than taxation)			
(a) For diminution in the value of investments		(37,528)	58,426
(b) For doubtful debts		2,36,326	-
5. OTHER EXPENSES			
(a) Expenses other than those related to Insurance Business		-	-
(b) Bad debts written off		-	-
(c) Others			
Penalty		-	3,000
CSR Expenditure		95,919	1,63,001
Director's Fees		6,525	5,985
Others		18,592	23,228
Contribution to Policyholders Funds towards Excess EoM		7,82,460	52,664
<b>Total (B)</b>		<b>11,02,294</b>	<b>3,06,304</b>
Profit/(Loss) Before Tax		24,43,315	17,79,766
Provision for Taxation			
(a) Current Tax/ Minimum Alternate Tax		6,60,625	4,29,771
(b) Deferred tax (Income)/ Expense		(54,910)	5,824
(c) Short/ (Excess) provision of earlier years		(4,661)	31,828
Profit/(Loss) after tax		18,42,261	13,12,343
<b>Appropriations</b>			
(a) Interim dividends paid during the period		-	-
(b) Proposed final dividend		-	-
(c) Dividend distribution tax		-	-
(d) Transfer to any Reserves or other Accounts		-	-
Balance of profit/ (loss) brought forward		1,31,92,647	1,18,80,304
Balance carried forward to Balance Sheet		1,50,34,908	1,31,92,647
Basic Earnings per share (Not Annualised)		8.54	6.09
Diluted Earnings per share (Not Annualised)		8.46	6.03
Notes to Financial Statements	16		

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For A. Bafna & Co.  
Chartered Accountants  
(FRN 003660C)

For MKPS & Associates  
Chartered Accountants  
(FRN 302014E)

Ashish Trivedi  
Partner  
M.No. 109376

Narendra Khandal  
Partner  
M.No. 065025

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

For and on behalf of the Board of Directors

Dinesh Kumar Khara  
Chairman  
(DIN No : 06737041)

Swaminathan Janakiraman  
Director  
(DIN 08516241)

Kishore Kumar Poludasu  
Managing Director & CEO  
(DIN No : 09739016)

Rikhil K. Shah  
Chief Financial Officer  
(M. No. 112490)

Shatrughan Singh  
Company Secretary  
(M. No. A21565)

Form B-BS

**Balance Sheet as at 31<sup>st</sup> March 2023**

(₹ in thousands)

Particulars	Schedule	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
<b>SOURCES OF FUNDS</b>			
Share Capital	5	21,56,467	21,56,167
Share Application Money		-	-
Reserves and Surplus	6	2,84,41,457	2,65,82,726
Fair Value Change Account - Shareholders		1,33,071	9,87,144
Fair Value Change Account - Policyholders		-	922
Borrowings	7	-	-
<b>Total</b>		<b>3,07,30,995</b>	<b>2,97,26,959</b>
<b>APPLICATION OF FUNDS</b>			
Investments - Shareholders	8	2,64,33,853	2,49,82,569
Investments - Policyholders	8A	10,45,16,174	8,42,08,327
Loans	9	-	-
Fixed Assets	10	25,68,519	22,58,970
Deferred tax asset		2,16,666	1,61,756
<b>Current Assets</b>			
Cash and Bank Balances	11	13,52,312	15,75,774
Advances and Other Assets	12	1,77,11,612	1,40,21,670
<b>Sub-Total (A)</b>		<b>1,90,63,924</b>	<b>1,55,97,444</b>
Current Liabilities	13	8,13,39,319	6,59,53,201
Provisions	14	4,07,28,822	3,15,28,906
<b>Sub-Total (B)</b>		<b>12,20,68,141</b>	<b>9,74,82,107</b>
Net Current Assets (C) = (A - B)		(10,30,04,217)	(8,18,84,663)
Miscellaneous Expenditure (to the extent not written off or adjusted)	15	-	-
Debit Balance in Profit and Loss Account		-	-
<b>Total</b>		<b>3,07,30,995</b>	<b>2,97,26,959</b>
Contingent Liabilities (Refer Para 3.1 of Sch 16)		20,83,189	16,54,868
Notes to Financial Statements	16		

The Schedules referred to above form an integral part of the Financial Statements

As per our report of even date attached

For A. Bafna & Co.  
Chartered Accountants  
(FRN 003660C)

For MKPS & Associates  
Chartered Accountants  
(FRN 302014E)

Ashish Trivedi  
Partner  
M.No. 109376

Narendra Khandal  
Partner  
M.No. 065025

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

For and on behalf of the Board of Directors

Dinesh Kumar Khara  
Chairman  
(DIN No : 06737041)

Swaminathan Janakiraman  
Director  
(DIN 08516241)

Kishore Kumar Poludasu  
Managing Director & CEO  
(DIN No : 09739016)

Rikhil K. Shah  
Chief Financial Officer  
(M. No. 112490)

Shatrughan Singh  
Company Secretary  
(M. No. A21565)

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 1 : Premium Earned (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023											
	Fire			Marine			Miscellaneous*			Total		
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	Cargo	Others	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	
Premium from direct business written	1,61,89,384	1,35,09,382	8,40,190	6,22,409	-	-	9,12,54,383	7,75,30,451	10,82,83,957	9,16,62,242	9,16,62,242	
Add: Premium on reinsurance accepted	2,60,754	80,746	65,719	62,415	-	-	2,73,930	7,89,828	6,00,403	9,32,989	9,32,989	
Less : Premium on reinsurance ceded	1,19,71,185	96,08,923	1,94,268	1,92,085	-	-	3,92,56,302	3,87,91,714	5,14,21,755	4,85,92,722	4,85,92,722	
<b>Net Premium</b>	<b>44,78,953</b>	<b>39,81,205</b>	<b>7,11,641</b>	<b>4,92,739</b>	<b>-</b>	<b>-</b>	<b>5,22,72,011</b>	<b>3,95,28,565</b>	<b>5,74,62,605</b>	<b>4,40,02,509</b>	<b>4,40,02,509</b>	
Adjustment for change in reserve for unexpired risks	(7,54,309)	(5,01,699)	(21,871)	(80,173)	-	-	(78,49,256)	(7,81,066)	(86,25,436)	(13,62,938)	(13,62,938)	
<b>Total Premium Earned (Net)</b>	<b>37,24,644</b>	<b>34,79,506</b>	<b>6,89,770</b>	<b>4,12,566</b>	<b>-</b>	<b>-</b>	<b>4,44,22,755</b>	<b>3,87,47,499</b>	<b>4,88,37,169</b>	<b>4,26,39,571</b>	<b>4,26,39,571</b>	
In India	37,24,644	34,79,506	6,89,770	4,12,566	-	-	4,44,22,755	3,87,47,499	4,88,37,169	4,26,39,571	4,26,39,571	
Outside India	-	-	-	-	-	-	-	-	-	-	-	
<b>Total Premium Earned (Net)</b>	<b>37,24,644</b>	<b>34,79,506</b>	<b>6,89,770</b>	<b>4,12,566</b>	<b>-</b>	<b>-</b>	<b>4,44,22,755</b>	<b>3,87,47,499</b>	<b>4,88,37,169</b>	<b>4,26,39,571</b>	<b>4,26,39,571</b>	

\*Refer Schedule 1 - A

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 1 - A : Premium Earned (Net)

Particulars	For the year ended 31 <sup>st</sup> March 2023											
	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022
Premium from direct business	1,00,13,723	1,17,33,876	1,70,93,043	1,34,36,821	2,71,06,766	2,51,70,697	61,775	48,455	5,57,236	6,00,504	7,32,744	5,95,960
Add: Premium on reinsurance accepted	-	-	-	-	-	-	-	-	94,550	68,761	6,604	6,539
Less: Premium on reinsurance ceded	29,82,674	33,57,713	99,37,688	57,63,933	1,29,20,362	91,21,646	28,982	23,650	4,31,098	4,78,548	5,19,428	3,85,306
<b>Net Premium</b>	<b>70,31,049</b>	<b>83,76,163</b>	<b>71,55,355</b>	<b>76,72,888</b>	<b>1,41,86,404</b>	<b>1,60,49,051</b>	<b>32,793</b>	<b>24,805</b>	<b>2,20,688</b>	<b>1,90,717</b>	<b>2,19,920</b>	<b>2,17,193</b>
Adjustment for change in reserve for unexpired risks	13,61,745	(10,63,076)	11,55,948	(15,29,819)	25,17,693	(25,92,895)	(3,854)	(2,790)	(6,347)	(43,205)	(25,901)	(35,497)
<b>Total Premium Earned (Net)</b>	<b>83,92,794</b>	<b>73,13,087</b>	<b>83,11,303</b>	<b>61,43,069</b>	<b>1,67,04,097</b>	<b>1,34,56,156</b>	<b>28,939</b>	<b>22,015</b>	<b>2,14,341</b>	<b>1,47,512</b>	<b>1,94,019</b>	<b>1,81,696</b>
In India	83,92,794	73,13,087	83,11,303	61,43,069	1,67,04,097	1,34,56,156	28,939	22,015	2,14,341	1,47,512	1,94,019	1,81,696
Outside India	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Premium Earned (Net)</b>	<b>83,92,794</b>	<b>73,13,087</b>	<b>83,11,303</b>	<b>61,43,069</b>	<b>1,67,04,097</b>	<b>1,34,56,156</b>	<b>28,939</b>	<b>22,015</b>	<b>2,14,341</b>	<b>1,47,512</b>	<b>1,94,019</b>	<b>1,81,696</b>

(₹ in thousands)

### Schedule - 1 - A : Premium Earned (Net)

Particulars	For the year ended 31 <sup>st</sup> March 2023											
	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022
Premium from direct business	(935)	1,379	97,12,233	86,94,216	2,32,26,324	1,86,56,711	2,77,95,680	2,20,91,860	20,62,560	16,70,669	9,12,54,383	7,75,30,451
Add: Premium on reinsurance accepted	-	-	242	126	1,72,534	7,12,090	-	-	-	2,312	2,73,930	7,89,828
Less: Premium on reinsurance ceded	(933)	1,371	14,90,903	32,27,907	12,67,220	70,11,183	2,18,47,470	1,79,39,209	7,51,772	6,02,894	3,92,56,302	3,87,91,714
<b>Net Premium</b>	<b>(2)</b>	<b>8</b>	<b>82,21,572</b>	<b>54,66,435</b>	<b>2,21,31,638</b>	<b>1,23,57,618</b>	<b>59,48,210</b>	<b>41,52,651</b>	<b>13,10,788</b>	<b>10,70,087</b>	<b>5,22,72,011</b>	<b>3,95,28,565</b>
Adjustment for change in reserve for unexpired risks	1	1	(15,55,605)	15,51,750	(84,68,606)	(23,756)	(1,74,705)	(1,23,513)	(1,31,932)	4,88,839	(78,49,256)	(7,81,066)
<b>Total Premium Earned (Net)</b>	<b>(1)</b>	<b>9</b>	<b>66,65,967</b>	<b>70,18,185</b>	<b>1,36,63,032</b>	<b>1,23,33,862</b>	<b>57,73,505</b>	<b>40,29,138</b>	<b>11,78,856</b>	<b>15,58,926</b>	<b>4,44,22,755</b>	<b>3,87,47,499</b>
In India	(1)	9	66,65,967	70,18,185	1,36,63,032	1,23,33,862	57,73,505	40,29,138	11,78,856	15,58,926	4,44,22,755	3,87,47,499
Outside India	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Premium Earned (Net)</b>	<b>(1)</b>	<b>9</b>	<b>66,65,967</b>	<b>70,18,185</b>	<b>1,36,63,032</b>	<b>1,23,33,862</b>	<b>57,73,505</b>	<b>40,29,138</b>	<b>11,78,856</b>	<b>15,58,926</b>	<b>4,44,22,755</b>	<b>3,87,47,499</b>

(₹ in thousands)

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 2 : Claim Incurred (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Fire			Cargo			Marine			Miscellaneous*			Total
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	
Direct	40,16,636	32,33,975	7,05,456	5,45,664	-	4,75,51,515	5,28,00,918	5,22,73,607	5,65,80,557				
Add :Re-insurance accepted	12	(1,179)	32,028	5,478	-	4,05,638	6,92,648	4,37,678	6,96,947				
Less :Re-insurance Ceded	26,15,731	20,23,099	1,22,790	1,78,971	-	2,20,08,848	2,63,93,217	2,47,47,369	2,85,95,287				
<b>Net Claims paid</b>	<b>14,00,917</b>	<b>12,09,697</b>	<b>6,14,694</b>	<b>3,72,171</b>	<b>-</b>	<b>2,59,48,305</b>	<b>2,71,00,349</b>	<b>2,79,63,916</b>	<b>2,86,82,217</b>				
Add Claims Outstanding at the end	30,39,231	25,14,607	7,75,230	4,64,746	-	4,94,95,717	3,98,45,981	5,33,10,178	4,28,25,334				
Less Claims Outstanding at the beginning	25,14,607	18,48,500	4,64,746	2,85,605	-	3,98,45,981	3,25,71,584	4,28,25,334	3,47,05,689				
<b>Total Claims Incurred</b>	<b>19,25,541</b>	<b>18,75,804</b>	<b>9,25,178</b>	<b>5,51,312</b>	<b>-</b>	<b>3,55,98,041</b>	<b>3,43,74,746</b>	<b>3,84,48,760</b>	<b>3,68,01,862</b>				

\*Refer Schedule 2 - A

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 2 - A : Claim Incurred (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering		
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	
Claims paid													
Direct	89,43,115	72,60,591	86,96,733	45,46,394	1,76,39,848	1,18,06,985	26,935	19,014	95,535	41,976	1,91,348	1,54,409	
Add :Re-insurance accepted	-	-	-	-	-	-	-	-	5	5	152	165	
Less :Re-insurance Ceded	25,48,309	21,15,078	58,59,188	31,23,165	84,07,497	52,38,243	13,254	9,188	78,137	36,012	84,643	65,087	
<b>Net Claims paid</b>	<b>63,94,806</b>	<b>51,45,513</b>	<b>28,37,545</b>	<b>14,23,229</b>	<b>92,32,351</b>	<b>65,68,742</b>	<b>13,681</b>	<b>9,826</b>	<b>17,403</b>	<b>5,969</b>	<b>1,06,857</b>	<b>89,487</b>	
Add Claims Outstanding at the end	23,21,082	20,09,578	2,95,26,594	2,40,41,949	3,18,47,676	2,60,51,527	37,372	28,711	2,72,674	1,55,133	1,48,640	1,60,614	
Less Claims Outstanding at the beginning	20,09,578	15,76,219	2,40,41,949	1,84,51,390	2,60,51,527	2,00,27,609	28,711	24,124	1,55,133	58,325	1,60,614	1,09,727	
<b>Total Claims Incurred</b>	<b>67,06,310</b>	<b>55,78,872</b>	<b>83,22,190</b>	<b>70,13,788</b>	<b>1,50,28,500</b>	<b>1,25,92,660</b>	<b>22,342</b>	<b>14,413</b>	<b>1,34,944</b>	<b>1,02,777</b>	<b>94,883</b>	<b>1,40,374</b>	

### Schedule - 2 - A : Claim Incurred (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous		
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	
Claims paid													
Direct	5,651	-	33,20,640	30,95,202	1,32,03,796	1,44,51,990	1,27,88,045	2,30,42,454	2,79,717	1,88,888	4,75,51,515	5,28,00,918	
Add :Re-insurance accepted	-	-	-	-	4,05,481	6,92,478	-	-	-	-	4,05,638	6,92,648	
Less :Re-insurance Ceded	5,651	-	9,72,660	2,84,229	25,33,318	28,56,601	98,75,810	1,79,03,590	37,878	267	2,20,08,848	2,63,93,217	
<b>Net Claims paid</b>	<b>-</b>	<b>-</b>	<b>23,47,980</b>	<b>28,10,973</b>	<b>1,10,75,959</b>	<b>1,22,87,867</b>	<b>29,12,235</b>	<b>51,38,864</b>	<b>2,41,839</b>	<b>1,88,621</b>	<b>2,59,46,305</b>	<b>2,71,00,349</b>	
Add Claims Outstanding at the end	25	163	59,15,983	47,41,690	35,06,406	30,76,936	71,33,706	51,11,467	6,33,235	5,19,740	4,94,95,717	3,98,45,981	
Less Claims Outstanding at the beginning	163	155	47,41,690	46,22,642	30,76,936	24,42,191	51,11,467	47,88,678	5,19,740	4,98,133	3,98,45,981	3,25,71,584	
<b>Total Claims Incurred</b>	<b>(138)</b>	<b>8</b>	<b>35,22,273</b>	<b>29,30,021</b>	<b>1,15,05,429</b>	<b>1,29,22,612</b>	<b>49,34,474</b>	<b>54,61,653</b>	<b>3,55,334</b>	<b>2,10,228</b>	<b>3,55,98,041</b>	<b>3,43,74,746</b>	

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 3 : Commission (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Fire			Marine			Miscellaneous*			Total			
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	Cargo	Others	Others	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	
Commission paid													
Direct	17,31,599	13,81,741	1,42,174	1,04,264	-	-	-	57,70,184	51,51,745	76,43,957	66,37,750	66,37,750	
<b>Total(A)</b>	<b>17,31,599</b>	<b>13,81,741</b>	<b>1,42,174</b>	<b>1,04,264</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>57,70,184</b>	<b>51,51,745</b>	<b>76,43,957</b>	<b>66,37,750</b>	<b>66,37,750</b>	
Add: Re-Insurance Accepted	27,653	12,279	6,574	5,973	-	-	-	25,210	37,441	59,437	55,693	55,693	
Less: Commission on Re-insurance Ceded	32,29,665	30,95,780	8,197	10,788	-	-	-	38,48,027	46,75,336	70,85,889	77,81,904	77,81,904	
<b>Net Commission</b>	<b>(14,70,413)</b>	<b>(17,01,760)</b>	<b>1,40,551</b>	<b>99,449</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>19,47,367</b>	<b>5,13,850</b>	<b>6,17,505</b>	<b>(10,88,461)</b>	<b>(10,88,461)</b>	
Break-up of Commission (Gross)													
Agents	1,25,721	1,21,625	23,997	18,327	-	-	-	4,23,009	3,70,788	5,72,727	5,10,740	5,10,740	
Brokers	7,52,193	6,21,255	1,17,763	85,611	-	-	-	25,16,097	25,29,573	33,86,053	32,36,439	32,36,439	
Corporate Agency	8,53,663	6,38,840	414	325	-	-	-	28,12,771	22,17,083	36,66,848	28,56,248	28,56,248	
Referral	-	-	-	-	-	-	-	-	-	-	-	-	
Others	22	21	-	1	-	-	-	18,307	34,301	18,329	34,323	34,323	
<b>Total(B)</b>	<b>17,31,599</b>	<b>13,81,741</b>	<b>1,42,174</b>	<b>1,04,264</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>57,70,184</b>	<b>51,51,745</b>	<b>76,43,957</b>	<b>66,37,750</b>	<b>66,37,750</b>	

\*Refer Schedule 3 - A

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 3 - A - A : Commission(Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering		
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	
Commission paid													
Direct	18,84,042	21,80,748	2,60,289	2,12,715	23,93,463	7,224	6,602	81,149	97,569	55,889	47,600		
<b>Total(A)</b>	<b>18,84,042</b>	<b>21,80,748</b>	<b>2,60,289</b>	<b>2,12,715</b>	<b>23,93,463</b>	<b>7,224</b>	<b>6,602</b>	<b>81,149</b>	<b>97,569</b>	<b>55,889</b>	<b>47,600</b>		
Add: Re-insurance Accepted	-	-	-	-	-	-	-	14,756	10,775	941	896		
Less: Commission on Re-insurance Ceded	6,08,729	7,04,535	9,20,710	6,95,912	14,00,447	8,598	7,865	1,05,422	1,50,834	1,11,226	99,490		
<b>Net Commission</b>	<b>12,75,313</b>	<b>14,76,213</b>	<b>(6,60,421)</b>	<b>(4,83,197)</b>	<b>9,93,016</b>	<b>(1,374)</b>	<b>(1,263)</b>	<b>(9,517)</b>	<b>(42,490)</b>	<b>(54,396)</b>	<b>(50,994)</b>		
Break-up of Commission (Gross)													
Agents	1,30,105	1,51,655	65,411	54,082	2,05,737	3,616	2,785	2,575	2,381	8,865	8,162		
Brokers	16,74,019	19,51,011	1,76,491	1,39,432	20,90,443	2,990	3,371	78,166	94,560	45,895	38,772		
Corporate Agency	72,016	62,409	12,245	11,795	74,204	617	443	401	147	1,129	665		
Referral	-	-	-	-	-	-	-	-	-	-	-		
Others	7,902	15,673	6,142	7,406	23,079	1	3	7	481	-	1		
<b>Total(B)</b>	<b>18,84,042</b>	<b>21,80,748</b>	<b>2,60,289</b>	<b>2,12,715</b>	<b>23,93,463</b>	<b>7,224</b>	<b>6,602</b>	<b>81,149</b>	<b>97,569</b>	<b>55,889</b>	<b>47,600</b>		

### Schedule - 3 - A - A : Commission (Net)

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023													
	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous			
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022		
Commission paid														
Direct	(86)	83	9,97,315	8,84,631	21,78,476	14,91,251	14,437	1,095	2,91,449	2,29,451	57,70,184	51,51,745		
<b>Total(A)</b>	<b>(86)</b>	<b>83</b>	<b>9,97,315</b>	<b>8,84,631</b>	<b>21,78,476</b>	<b>14,91,251</b>	<b>14,437</b>	<b>1,095</b>	<b>2,91,449</b>	<b>2,29,451</b>	<b>57,70,184</b>	<b>51,51,745</b>		
Add: Re-insurance Accepted	-	-	24	10	9,489	25,347	-	-	-	413	25,210	37,441		
Less: Commission on Re-insurance Ceded	(6)	10	1,98,632	20,46,441	9,79,555	1,38,528	7,72,475	6,90,473	1,42,686	1,41,248	38,48,027	46,75,336		
<b>Net Commission</b>	<b>(80)</b>	<b>73</b>	<b>7,98,707</b>	<b>(11,61,800)</b>	<b>12,08,410</b>	<b>13,78,070</b>	<b>(7,58,038)</b>	<b>(6,89,378)</b>	<b>1,48,763</b>	<b>88,616</b>	<b>19,47,367</b>	<b>5,13,850</b>		
Break-up of Commission (Gross)														
Agents	-	-	1,820	1,475	2,01,401	1,42,758	-	-	9,216	7,490	4,23,009	3,70,788		
Brokers	(86)	83	5,312	7,190	3,64,349	1,79,098	14,437	1,095	1,54,524	1,14,961	25,16,097	25,29,573		
Corporate Agency	-	-	9,89,291	8,75,183	16,09,370	11,59,723	-	-	1,27,702	1,06,718	28,12,771	22,17,083		
Referral	-	-	-	-	-	-	-	-	-	-	-	-		
Others	-	-	892	783	3,356	9,672	-	-	7	282	18,307	34,301		
<b>Total(B)</b>	<b>(86)</b>	<b>83</b>	<b>9,97,315</b>	<b>8,84,631</b>	<b>21,78,476</b>	<b>14,91,251</b>	<b>14,437</b>	<b>1,095</b>	<b>2,91,449</b>	<b>2,29,451</b>	<b>57,70,184</b>	<b>51,51,745</b>		

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 4 : Operating Expenses Related to Insurance Business

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023												
	Fire			Cargo			Marine			Miscellaneous*			Total
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2022
1. Employees' remuneration & welfare benefits	4,13,413	3,62,523	52,302	45,353	-	-	46,37,529	36,47,872	51,03,244	40,55,748	-	-	40,55,748
2. Travel, conveyance and vehicle running expenses	27,388	22,816	4,249	2,876	-	-	3,66,723	2,31,968	3,98,360	2,57,660	-	-	2,57,660
3. Training expenses	3,209	1,592	510	197	-	-	41,809	15,820	45,528	17,609	-	-	17,609
4. Rents, rates & taxes	21,885	25,280	3,477	3,129	-	-	2,55,360	2,51,003	2,80,722	2,79,412	-	-	2,79,412
5. Repairs & Maintenance	23,882	27,874	3,683	3,450	-	-	3,15,436	2,76,725	3,43,001	3,08,049	-	-	3,08,049
6. Printing & stationery	13,886	13,708	1,927	1,580	-	-	2,45,159	1,98,416	2,60,972	2,13,704	-	-	2,13,704
7. Communication	26,048	21,750	4,111	2,695	-	-	3,07,978	2,18,648	3,38,137	2,43,093	-	-	2,43,093
8. Legal & professional charges	48,875	91,999	6,967	11,385	-	-	6,21,334	9,42,102	6,77,176	10,45,486	-	-	10,45,486
9. Auditors' fees, expenses etc	-	-	-	-	-	-	-	-	-	-	-	-	-
(a) as auditor	873	941	139	116	-	-	10,187	9,342	11,199	10,399	-	-	10,399
(b) as adviser or in any other capacity, in respect of	-	-	-	-	-	-	-	-	-	-	-	-	-
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-	-
(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-	-
(c) in any other capacity	127	152	20	19	-	-	1,487	1,504	1,634	1,675	-	-	1,675
(d) out of pocket expenses	-	2	-	-	-	-	-	16	-	18	-	-	18
10. Advertisement and publicity	2,75,200	2,20,335	43,342	27,270	-	-	32,98,742	27,96,898	36,17,284	30,44,503	-	-	30,44,503
11. Interest & Bank Charges	12,267	9,599	1,949	1,188	-	-	1,43,160	1,40,341	1,57,376	1,51,128	-	-	1,51,128
12. Others	-	-	-	-	-	-	-	-	-	-	-	-	-
Electricity	8,008	7,655	1,269	947	-	-	93,384	76,009	1,02,661	84,611	-	-	84,611
Office Administration Expenses	2,270	2,272	361	281	-	-	26,579	22,558	29,210	25,111	-	-	25,111
Exchange (Gain) / Loss	6	24	1	3	-	-	73	233	80	260	-	-	260
Information Technology	79,299	75,279	12,599	9,317	-	-	9,56,613	7,55,076	10,48,511	8,39,672	-	-	8,39,672
Insurance premium	652	614	104	76	-	-	7,611	6,101	8,367	6,791	-	-	6,791
Coinsurance administration charges	33,218	30,542	2,503	1,403	-	-	11,06,980	5,16,120	11,42,701	5,48,065	-	-	5,48,065
Other Miscellaneous Expenses	7,556	6,305	1,152	776	-	-	90,074	63,218	98,782	70,299	-	-	70,299
Meeting and Conference Expenses	30,135	55,670	4,776	6,942	-	-	3,75,314	5,54,586	4,10,225	6,17,198	-	-	6,17,198
Service Tax Expenses / GST Expenses	13,554	13,378	2,128	1,656	-	-	1,76,655	1,86,220	1,92,337	2,01,254	-	-	2,01,254
Weather charges	-	-	-	-	-	-	2,69,506	2,19,867	2,69,506	2,19,867	-	-	2,19,867
Royalty	14,289	14,956	2,270	1,851	-	-	1,66,766	1,48,491	1,83,325	1,65,298	-	-	1,65,298
13. Depreciation	58,809	66,607	9,344	8,244	-	-	6,86,337	6,61,325	7,54,490	7,36,176	-	-	7,36,176
<b>TOTAL</b>	<b>11,14,849</b>	<b>10,71,873</b>	<b>1,59,183</b>	<b>1,30,754</b>	<b>-</b>	<b>-</b>	<b>1,42,00,796</b>	<b>1,19,40,459</b>	<b>1,54,74,828</b>	<b>1,31,43,086</b>	<b>-</b>	<b>-</b>	<b>1,31,43,086</b>

\*Refer Schedule 4 - A

**Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023**  
**Schedule - 4 - A : Operating Expenses Related to Insurance Business**

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023											
	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023
1. Employees' remuneration & welfare benefits	6,42,042	7,91,674	6,22,345	7,42,156	12,64,387	15,33,830	2,410	2,152	30,947	28,118	16,163	21,111
2. Travel, conveyance and vehicle running expenses	50,422	49,895	47,273	45,553	97,695	95,448	196	142	1,573	1,285	1,347	1,244
3. Training expenses	5,589	3,348	5,132	3,067	10,721	6,415	23	10	158	76	158	87
4. Rents, rates & taxes	34,361	53,186	34,962	48,729	69,323	1,01,915	160	158	1,078	1,211	1,075	1,379
5. Repairs & Maintenance	36,352	58,617	37,695	53,720	74,047	1,12,337	170	174	1,142	1,335	1,138	1,521
6. Printing & stationery	20,201	28,235	19,406	24,632	39,607	52,867	90	81	603	614	598	698
7. Communication	43,433	47,860	41,830	42,308	85,263	90,168	189	135	1,313	1,060	1,273	1,193
8. Legal & professional charges	1,11,074	2,03,235	70,565	1,77,372	1,81,639	3,80,607	321	573	2,184	4,407	2,165	5,018
9. Auditors' fees, expenses etc	-	-	-	-	-	-	-	-	-	-	-	-
(a) as auditor	1,370	1,980	1,395	1,813	2,765	3,793	6	6	43	45	43	51
(b) as adviser or in any other capacity, in respect of	-	-	-	-	-	-	-	-	-	-	-	-
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-
(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-
(c) in any other capacity	200	319	204	292	404	611	1	1	6	7	6	8
(d) out of pocket expenses	-	4	-	3	-	7	-	-	-	-	-	-
10. Advertisement and publicity	4,29,524	10,70,870	4,35,796	4,24,648	8,65,320	14,95,518	1,997	1,373	13,441	10,555	13,394	12,020
11. Interest & Bank Charges	19,256	65,219	19,597	18,501	38,853	83,720	90	60	604	460	602	524
12. Others												
Electricity	12,672	16,106	12,764	14,754	25,436	30,860	58	48	394	367	392	418
Office Administration Expenses	3,567	4,780	3,627	4,378	7,194	9,158	17	14	112	109	111	124
Exchange (Gain) / Loss	10	50	10	45	20	95	-	-	-	1	-	1
Information Technology	1,30,211	1,63,455	1,26,708	1,45,102	2,56,919	3,08,557	581	469	3,907	3,606	3,893	4,110
Insurance premium	1,024	1,293	1,042	1,184	2,066	2,477	5	4	32	29	32	34
Coinsurance administration charges	5,271	9,689	10,78,455	4,90,438	10,83,726	5,00,127	4	3	1,682	1,602	1,807	1,277
Other Miscellaneous Expenses	11,850	13,121	11,931	12,270	23,781	25,391	54	40	359	640	356	342
Meeting and Conference Expenses	48,972	1,17,170	48,549	1,07,296	97,521	2,24,466	220	347	1,480	2,667	1,475	3,037
Service Tax Expenses / GST Expenses	21,098	28,285	21,514	25,781	42,612	54,066	98	83	688	669	658	726
Weather charges	-	-	-	-	-	-	-	-	-	-	-	-
Royalty	22,431	31,465	22,828	28,824	45,259	60,289	105	93	704	716	702	816
13. Depreciation	92,318	1,40,136	93,951	1,28,370	1,86,269	2,68,506	431	415	2,898	3,191	2,888	3,634
<b>TOTAL</b>	<b>17,43,248</b>	<b>28,99,992</b>	<b>27,57,579</b>	<b>25,41,236</b>	<b>45,00,827</b>	<b>54,41,228</b>	<b>7,226</b>	<b>6,381</b>	<b>65,348</b>	<b>62,770</b>	<b>50,276</b>	<b>59,373</b>

## Schedules Annexed to and forming part of the Revenue Account for the year ended 31<sup>st</sup> March, 2023

### Schedule - 4 - A : Operating Expenses Related to Insurance Business

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March 2023											
	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022
1. Employees' remuneration & welfare benefits	-	1	6,23,455	4,91,462	20,40,909	11,05,739	5,15,787	3,63,444	1,43,471	1,02,015	46,37,529	36,47,872
2. Travel, conveyance and vehicle running expenses	-	-	49,190	31,929	1,50,497	70,863	45,334	24,772	20,891	6,285	3,66,723	2,31,968
3. Training expenses	-	-	5,891	2,204	19,106	4,940	4,488	1,660	1,264	428	41,809	15,820
4. Rents, rates & taxes	-	-	40,171	34,710	1,08,085	78,467	29,063	26,368	6,405	6,795	2,55,360	2,51,003
5. Repairs & Maintenance	-	-	42,555	38,272	1,20,843	86,520	68,756	29,074	6,785	7,492	3,15,436	2,76,725
6. Printing & stationery	-	-	59,040	51,224	1,07,147	75,826	17,820	13,333	20,254	3,773	2,45,159	1,98,416
7. Communication	-	-	47,553	29,932	1,29,634	67,587	34,930	22,717	7,823	5,856	3,07,978	2,18,648
8. Legal & professional charges	-	-	80,717	1,26,304	2,40,770	3,03,778	80,936	96,755	32,602	24,660	6,21,334	9,42,102
9. Auditors' fees, expenses etc	-	-	-	-	-	-	-	-	-	-	-	-
(a) as auditor	-	-	1,602	1,292	4,314	2,921	1,159	981	255	253	10,187	9,342
(b) as adviser or in any other capacity, in respect of	-	-	-	-	-	-	-	-	-	-	-	-
(i) Taxation matters	-	-	-	-	-	-	-	-	-	-	-	-
(ii) Insurance matters	-	-	-	-	-	-	-	-	-	-	-	-
(iii) Management services; and	-	-	-	-	-	-	-	-	-	-	-	-
(c) in any other capacity	-	-	234	208	630	470	169	158	37	41	1,487	1,504
(d) out of pocket expenses	-	-	-	2	-	5	-	2	-	-	-	16
10. Advertisement and publicity	-	-	5,00,734	3,02,534	13,83,254	6,83,919	3,63,324	2,31,756	1,57,278	59,223	32,98,742	27,96,898
11. Interest & Bank Charges	-	-	22,517	13,181	60,613	29,797	16,291	10,013	3,590	2,586	1,43,160	1,40,341
12. Others	-	-	-	-	-	-	-	-	-	-	-	-
Electricity	-	-	14,666	10,511	39,489	23,762	10,611	7,985	2,338	2,058	93,384	76,009
Office Administration Expenses	-	-	4,168	3,120	11,228	7,052	3,082	2,370	667	611	26,579	22,558
Exchange (Gain) / Loss	-	-	12	32	31	73	8	25	2	6	73	233
Information Technology	-	-	1,45,554	1,03,361	4,08,472	2,36,220	1,14,077	78,517	23,210	20,236	9,56,613	7,55,076
Insurance premium	-	-	1,197	844	3,222	1,907	866	641	191	165	7,611	6,101
Coinsurance administration charges	-	14	109	1,016	13,591	8,230	1	-	6,060	3,851	11,06,980	5,16,120
Other Miscellaneous Expenses	-	-	13,274	8,623	36,954	19,515	11,045	6,547	4,251	2,120	90,074	63,218
Meeting and Conference Expenses	-	-	55,154	76,460	1,52,859	1,72,799	44,190	59,847	22,415	14,963	3,75,314	5,54,586
Service Tax Expenses / GST Expenses	-	-	24,587	18,367	68,146	45,210	35,356	63,504	4,510	3,595	1,76,655	1,86,220
Weather charges	-	-	-	-	-	-	2,69,506	2,19,867	-	-	2,69,506	2,19,867
Royalty	-	-	26,230	20,535	70,607	46,422	18,977	15,600	4,182	4,020	1,66,766	1,48,491
13. Depreciation	-	-	1,07,950	91,455	2,90,589	2,06,746	78,101	69,475	17,211	17,903	6,86,337	6,61,325
<b>TOTAL</b>	-	<b>15</b>	<b>18,66,560</b>	<b>14,57,578</b>	<b>54,60,990</b>	<b>32,78,768</b>	<b>17,63,877</b>	<b>13,45,411</b>	<b>4,85,692</b>	<b>2,88,935</b>	<b>1,42,00,796</b>	<b>1,19,40,459</b>

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March, 2023

### Schedule - 5: Share Capital

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Authorised Capital: 2,00,00,00,000 (Previous period 2,00,00,00,000) Equity Shares of ₹ 10 each	2,00,00,000	2,00,00,000
2. Issued Capital: 21,56,46,720 (Previous period 21,56,16,720) Equity Shares of ₹ 10 each	21,56,467	21,56,167
3. Subscribed Capital: 21,56,46,720 (Previous period 21,56,16,720) Equity Shares of ₹ 10 each	21,56,467	21,56,167
4. Called-up Capital: 21,56,46,720 (Previous period 21,56,16,720) Equity Shares of ₹ 10 each	21,56,467	21,56,167
Less : Calls unpaid	-	-
Add : Equity Shares forfeited (Amount originally paid up)	-	-
Less : Par Value of Equity Shares bought back	-	-
Less : Preliminary Expenses	-	-
Expenses including commission or brokerage on	-	-
Underwriting or subscription of shares	-	-
<b>TOTAL</b>	<b>21,56,467</b>	<b>21,56,167</b>

### Schedule - 5A : Share Capital - Pattern of Shareholding

Particulars	As at 31 <sup>st</sup> March 2023		As at 31 <sup>st</sup> March 2022	
	Number of Shares	% of Holding	Number of Shares	% of Holding
<b>Promoters</b>				
Indian: State Bank of India (Holding Company)	15,08,50,000	69.95%	15,08,50,000	69.96%
Indian: Napean Opportunities LLP	3,45,01,550	16.00%	3,45,01,550	16.00%
<b>Others</b>				
Indian: PI Opportunities Fund-I	50,60,000	2.35%	50,60,000	2.35%
Foreign: Axis New Opportunities AIF-I	-	-	27,43,673	1.27%
Foreign: IIFL Special Opportunities Fund - Series 9	22,36,025	1.04%	-	-
Foreign: IIFL Special Opportunities Fund - Series 10	2,68,071	0.12%	-	-
Foreign: IIFL Large Value Fund - Series 2	39,930	0.02%	-	-
Foreign: IIFL Large Value Fund - Series 4	59,894	0.03%	-	-
Foreign: IIFL Large Value Fund - Series 11	59,894	0.03%	-	-
Foreign: IIFL Large Value Fund - Series 12	79,859	0.04%	-	-
Foreign : Honey Wheat Investment Ltd.	2,15,28,450	9.98%	2,15,28,450	9.98%
Foreign: AVENDUS FUTURE LEADERS FUND I	3,67,347	0.17%	3,67,347	0.17%
Foreign: AVENDUS FUTURE LEADERS FUND II	4,48,980	0.21%	4,48,980	0.21%
Indian: Other shareholder	1,46,720	0.07%	1,16,720	0.06%
<b>TOTAL</b>	<b>21,56,46,720</b>	<b>100.00%</b>	<b>21,56,16,720</b>	<b>100.00%</b>

### Schedule - 6 : Reserves and Surplus

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Capital Reserve	-	-
2. Capital Redemption Reserve	-	-
3. Share Premium	1,34,06,549	1,33,90,079
4. General Reserves	-	-
Less: Debit balance in Profit and Loss Account	-	-
Less: Amount utilized for buy-back	-	-
5. Catastrophe Reserve	-	-
6. Other Reserves	-	-
7. Balance of Profit in Profit & Loss Account	1,50,34,908	1,31,92,647
<b>TOTAL</b>	<b>2,84,41,457</b>	<b>2,65,82,726</b>

### Schedule - 7 : Borrowings

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Debentures/Bonds	-	-
2. Banks	-	-
3. Financial Institutions	-	-
4. Others	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March 2023

### Schedule - 8 : Investments - Shareholders

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
<b>LONG TERM INVESTMENTS</b>		
1. Government securities and Government guaranteed bonds including Treasury Bills	69,59,256	62,23,279
2. Other Approved Securities	7,30,114	9,00,684
3. Other Investments		
(a) Shares		
i) Equity	60,79,517	84,86,668
ii) Preference	-	-
(b) Mutual Funds	-	-
(c) Debentures/ Bonds	9,57,306	9,60,959
(d) Investment Property-REIT	30,650	-
(e) Other Securities		
i) Fixed Deposits	-	-
ii) ETF – Exchange Traded Funds	-	-
iii) AIF – Alternative Investment Funds	3,51,280	3,31,438
4. Investments in Infrastructure and Housing	83,10,237	53,35,904
<b>Sub-Total</b>	<b>2,34,18,360</b>	<b>2,22,38,932</b>
<b>SHORT TERM INVESTMENTS</b>		
1. Government securities and Government guaranteed bonds including Treasury Bills	35,965	-
2. Other Approved Securities	1,46,372	-
3. Other Investments		
(a) Shares		
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	-	5,23,534
(c) Debentures/ Bonds	-	1,50,000
(d) Other Securities		
i) Fixed Deposits	-	19,900
ii) Certificate of Deposits	2,47,006	-
iii) Commercial Papers	-	19,98,773
iv) ETF – Exchange Traded Funds	-	-
v) AIF - Alternative Investment Funds	86,231	51,430
vi) Reverse Repo in Government securities	24,99,919	-
4. Investments in Infrastructure and Housing	-	-
<b>Sub-Total</b>	<b>30,15,493</b>	<b>27,43,637</b>
<b>TOTAL</b>	<b>2,64,33,853</b>	<b>2,49,82,569</b>

- Requirements under Section 7 of Insurance Act, 1938 - As per IRDAI Notification No. IRDAI/F&I /CIR/INV/093/04/2015 dated 30<sup>th</sup> April 2015, the requirements in relation to Section 7 of Insurance Act, 1938 has been dispensed with.
- Aggregate book value of Investments (other than listed equity and derivative instruments) is ₹ 1,93,22,920 thousands (previous year ₹ 1,58,77,827 thousands)
- Aggregate market value of Investments (other than listed equity and derivative instruments) is ₹ 1,90,31,428 thousands (previous year ₹ 1,58,82,766 thousands)

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March 2023

### Schedule – 8A: Investments – Policyholders

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
<b>LONG TERM INVESTMENTS</b>		
1. Government securities and Government guaranteed bonds including Treasury Bills	2,76,68,329	1,92,76,301
2. Other Approved Securities	1,67,08,640	1,08,54,273
3. Other Investments		
(a) Shares		
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	-	-
(c) Debentures/Bonds	1,65,33,118	1,31,22,340
(d) Investment Property-REIT	-	-
(e) Other Securities		
i) Fixed Deposits	-	-
ii) ETF – Exchange Traded Funds	-	-
iii) AIF – Alternative Investment Funds	-	-
4. Investments in Infrastructure and Housing	2,78,27,586	3,00,05,867
<b>Sub-Total</b>	<b>8,87,37,673</b>	<b>7,32,58,781</b>
<b>SHORT TERM INVESTMENTS</b>		
1. Government securities and Government guaranteed bonds including Treasury Bills	9,569	-
2. Other Approved Securities	17,38,820	5,82,533
3. Other Investments		
(a) Shares		
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	-	27,13,222
(c) Debentures/Bonds	47,51,443	35,10,576
(d) Other Securities		
i) Fixed Deposits	-	-
ii) Certificate of Deposits	31,83,332	4,79,470
iii) Commercial Papers	9,95,234	24,68,187
iv) ETF – Exchange Traded Funds	-	-
v) AIF – Alternative Investment Funds	-	-
vi) Reverse Repo in Government securities	23,49,892	-
4. Investments in Infrastructure and Housing	27,50,211	11,95,558
<b>Sub-Total</b>	<b>1,57,78,501</b>	<b>1,09,49,546</b>
<b>TOTAL</b>	<b>10,45,16,174</b>	<b>8,42,08,327</b>

- Requirements under Section 7 of Insurance Act, 1938 - As per IRDAI Notification No. IRDAI/F&I /CIR/INV/093/04/2015 dated 30<sup>th</sup> April 2015, the requirements in relation to Section 7 of Insurance Act, 1938 has been dispensed with.
- Aggregate book value of Investments (other than listed equity and derivative instruments) is ₹ 104,516,174 thousands (previous year ₹ 8,42,07,405 thousands)
- Aggregate market value of Investments (other than listed equity and derivative instruments) is ₹ 103,274,786 thousands (previous year ₹ 8,52,59,290 thousands)

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March 2023

### Schedule - 9 : Loans

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
<b>1. SECURITY-WISE CLASSIFICATION</b>		
Secured		
(a) On mortgage of property		
(aa) In India	-	-
(bb) Outside India	-	-
(b) On Shares, Bonds, Government Securities	-	-
(c) Others	-	-
Unsecured	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>
<b>2. BORROWER-WISE CLASSIFICATION</b>		
(a) Central and State Governments	-	-
(b) Banks and Financial Institutions	-	-
(c) Subsidiaries	-	-
(d) Industrial Undertakings	-	-
(e) Others	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>
<b>3. PERFORMANCE-WISE CLASSIFICATION</b>		
(a) Loans classified as standard	-	-
(aa) In India	-	-
(bb) Outside India	-	-
(b) Non-performing loans less provisions	-	-
(aa) In India	-	-
(bb) Outside India	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>
<b>4. MATURITY-WISE CLASSIFICATION</b>		
(a) Short Term	-	-
(b) Long Term	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>



**Schedules Annexed to and forming part of the Balance Sheet as at 31<sup>st</sup> March 2023**  
**Schedule - 10: Net Fixed Assets**

Particulars	Cost/Gross Block				Depreciation			Net Block (₹ in thousands)	
	Opening	Additions during the period ended	Deductions/ Adjustments during the period ended	As at 31 <sup>st</sup> March 2023	Up to Last Year	For the year ended	On Sales/ Adjustments		As at 31 <sup>st</sup> March 2023
Goodwill	-	-	-	-	-	-	-	-	
Intangibles (Software)	35,21,530 (30,26,068)	5,67,889 (4,95,462)	10	40,89,409 (35,21,530)	27,79,020 (23,52,192)	4,75,085 (4,26,828)	10	32,54,095 (27,79,020)	8,35,314 (7,42,510)
Land-Freehold	-	-	-	-	-	-	-	-	
Leasehold Improvements	5,08,174 (5,53,223)	73,426 (24,722)	2,881 (69,771)	5,78,719 (5,08,174)	3,95,843 (4,16,205)	54,436 (48,596)	2,839 (68,958)	4,47,440 (3,95,843)	1,31,279 (1,12,331)
Buildings	10,43,383	6,154 (10,43,383)	-	10,49,537 (10,43,383)	9,442	17,436 (9,442)	-	26,878 (9,442)	10,22,659 (10,33,941)
Furniture & Fittings	1,82,568 (1,49,411)	20,782 (49,030)	3,153 (15,873)	2,00,197 (1,82,568)	1,29,355 (1,20,369)	31,623 (24,378)	3,003 (15,392)	1,57,975 (1,29,355)	42,222 (53,213)
Information Technology Equipment	13,19,050 (12,16,400)	1,07,176 (1,14,384)	32,741 (11,734)	13,93,485 (13,19,050)	11,26,070 (9,54,502)	1,28,067 (1,83,184)	32,379 (11,616)	12,21,758 (11,26,070)	1,71,727 (1,92,980)
Vehicles	2,168 (2,177)	1,641	1,641 (9)	2,168 (2,168)	2,168 (1,970)	- (207)	-	2,168 (2,168)	-
Office Equipment	3,06,100 (2,42,714)	34,772 (91,140)	10,892 (27,754)	3,29,980 (3,06,100)	2,10,926 (1,94,625)	47,843 (43,540)	10,809 (27,239)	2,47,960 (2,10,926)	82,020 (95,174)
Others	-	-	-	-	-	-	-	-	-
<b>TOTAL</b>	<b>68,82,973 (51,89,993)</b>	<b>8,11,840 (18,18,121)</b>	<b>51,318 (1,25,141)</b>	<b>76,43,495 (68,82,973)</b>	<b>46,52,824 (40,39,863)</b>	<b>7,54,490 (7,36,175)</b>	<b>49,040 (1,23,214)</b>	<b>53,58,274 (46,52,824)</b>	<b>22,85,221 (22,30,149)</b>
Work in progress	28,821 (9,85,732)	2,75,033 (43,277)	20,556 (10,00,187)	2,83,298 (28,821)	-	-	-	-	2,83,298 (28,821)
<b>Grand Total</b>	<b>69,11,794 (61,75,725)</b>	<b>10,86,873 (18,61,398)</b>	<b>71,874 (11,25,328)</b>	<b>79,26,793 (69,11,794)</b>	<b>46,52,824 (40,39,863)</b>	<b>7,54,490 (7,36,175)</b>	<b>49,040 (1,23,214)</b>	<b>53,58,274 (46,52,824)</b>	<b>25,88,519 (22,58,970)</b>

(Figures in bracket pertains to Previous Year)

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March 2023

### Schedule - 11 : Cash and Bank Balances

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Cash (including cheques, drafts and stamps)	75,451	95,962
2. Bank Balances		
(a) Deposit Accounts		
(aa) Short-term (due within 12 months)	-	-
(bb) Others	3,000	3,000
(b) Current Accounts	12,73,861	14,76,812
(c) Others	-	-
3. Money at Call and Short Notice		
(a) With Banks	-	-
(b) With other Institutions	-	-
4. Others	-	-
<b>TOTAL</b>	<b>13,52,312</b>	<b>15,75,774</b>
Balances with non-scheduled banks included in 2 and 3 above		
Cash and Bank Balances		
In India	13,52,312	15,75,774
Outside India	-	-
<b>TOTAL</b>	<b>13,52,312</b>	<b>15,75,774</b>

### Schedule - 12 : Advances and Other Assets

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
<b>ADVANCES</b>		
1. Reserve deposits with ceding companies	-	-
2. Application money for investments	-	-
3. Prepayments	2,08,440	2,27,856
4. Advances to Directors/Officers	-	-
5. Advance tax paid and taxes deducted at source (Net of provision for taxation)	5,472	3,80,091
6. Security Deposits	1,15,765	1,10,356
7. Others		
(a) Advances to Vendors and other parties	1,26,442	47,811
(b) Statutory Deposit towards filing Appeal	1,08,225	81,083
(c) Advances to Employees	2,296	2,303
<b>TOTAL (A)</b>	<b>5,66,640</b>	<b>8,49,500</b>
<b>OTHER ASSETS</b>		
1. Income accrued on investments	28,26,892	23,66,502
2. Outstanding Premiums	1,21,42,560	97,43,789
Less : Provision for doubtful debts receivable	(2,99,192)	(62,866)
3. Agents' Balances	1,515	2,958
4. Foreign Agencies Balances	-	-
5. Due from other entities carrying on insurance business (including reinsurers)	9,72,283	4,54,825
6. Due from subsidiaries/ holding	-	-
7. Deposit with Reserve Bank of India [Pursuant to section 7 of Insurance Act, 1938]	-	-
8. Others		
(a) Income Accrued on Deposits with Bank	357	4,409
(b) Asset held for unclaimed amount of policyholders	1,20,000	1,29,800
Add : Investment income accrued on unclaimed amount	3,521	9,259
(c) GST incl service tax (net)	12,60,921	5,11,036
(d) Contracts For Sale of Securities	1,12,829	-
(e) Advances on CSR projects	3,286	12,458
<b>TOTAL (B)</b>	<b>1,71,44,972</b>	<b>1,31,72,170</b>
<b>TOTAL (A+B)</b>	<b>1,77,11,612</b>	<b>1,40,21,670</b>

## Schedules Annexed to and forming part of Balance Sheet as at 31<sup>st</sup> March 2023

### Schedule - 13 : Current Liabilities

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Agents' Balances	9,21,268	7,42,983
2. Balances due to other insurance companies	1,67,92,613	1,41,83,472
3. Deposits held on re-insurance ceded	-	-
4. Premiums received in advance	53,42,727	43,07,736
5. Unallocated Premium	30,32,930	23,09,464
6. Sundry Creditors	5,03,631	7,14,543
7. Due to subsidiaries/ holding company	69,168	1,11,998
8. Claims Outstanding	5,33,10,178	4,28,25,334
9. Due to Officers/ Directors	-	-
10. Statutory Dues	1,64,968	1,31,474
11. GST - Liability (net)	-	-
12. Unclaimed amount of policy holders	49,356	74,490
Add : Investment income accruing on unclaimed amount	5,976	7,443
13. Others		
(a) Contracts For Purchase of Securities	5,01,450	-
(b) Security Deposit From Others	1,087	1,253
(c) Salary payable	6,43,967	5,43,011
<b>TOTAL</b>	<b>8,13,39,319</b>	<b>6,59,53,201</b>

### Schedule - 14 : Provisions

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Reserve for Unexpired Risk	3,87,34,854	3,01,09,416
2. For taxation (less advance tax paid and taxes deducted at source)	12,758	-
3. For proposed dividends	-	-
4. For dividend distribution tax	-	-
5. For Deferred Tax Liabilities	-	-
6. Employee Benefits		
For Gratuity	79,147	70,300
For Leave Entitlement	71,794	66,147
For Long Term Performance pay	39,056	-
7. Others - Provision of Expenses	17,91,213	12,83,043
<b>TOTAL</b>	<b>4,07,28,822</b>	<b>3,15,28,906</b>

### Schedule - 15 : Miscellaneous Expenditure (to the extent not written off or adjusted)

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
1. Discount Allowed in issue of shares/debentures	-	-
2. Others	-	-
<b>TOTAL</b>	<b>-</b>	<b>-</b>

## RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED MARCH 31, 2023

(₹ in thousands)

Particulars	For the year ended 31 <sup>st</sup> March, 2023	For the year ended 31 <sup>st</sup> March, 2022
<b>Cash flows from operating activities</b>		
Premium received from policyholder incl advance receipt	12,02,21,880	10,32,60,944
Other receipts	1,45,073	1,28,796
Payment to the re-insurers, net of commission and claims	(2,52,12,814)	(1,96,30,493)
Payment to co-insurers, net of claims recovery	31,19,860	30,44,446
Payment of claims	(5,38,21,361)	(5,78,26,746)
Payment of commission and brokerage	(93,68,407)	(75,93,863)
Payments of other operating expenses	(1,59,12,439)	(1,34,44,863)
Preliminary and pre-operative expenses	-	-
Deposits, advances and staff loans	(1,11,379)	(11,063)
Income taxes paid (Net)	(2,68,490)	(9,57,869)
Service tax / GST (Net)	(36,75,289)	(32,77,876)
Director sitting fees	(6,525)	(5,985)
Retirement benefits	(1,29,123)	(1,08,533)
<b>Cash flow before extraordinary items</b>	<b>1,49,80,986</b>	<b>35,76,895</b>
Cash flow from extraordinary items	-	-
<b>Net cash flow from operating activities</b>	<b>1,49,80,986</b>	<b>35,76,895</b>
<b>Cash flows from investing activities</b>		
Purchase of Fixed Assets	(8,90,896)	(8,94,631)
Proceeds from Sale of Fixed assets	3,058	9,202
Purchase of Investments	(8,64,62,041)	(11,71,98,999)
Loans Disbursed	-	-
Sale of Investments	6,55,42,249	10,73,61,442
Repayments received	-	-
Rent / Interest / Dividend received on Investment	72,51,800	58,00,614
Investment in moneymarket and liquid fund instruments	9,29,036	(49,89,775)
Expenses related to Investments	(11,071)	(8,700)
Investments in Fixed deposits (Net)	29,700	-
<b>Net cash flow from investing activities</b>	<b>(1,36,08,165)</b>	<b>(99,20,847)</b>
<b>Cash flows from financing activities</b>		
Proceed from issuance of share capital (net of share issue expenses)	16,770	65,246
Proceeds from borrowing	-	-
Repayments from borrowings	-	-
Interest / Dividend paid (including Dividend Distribution Tax)	-	-
<b>Net cash flow from financing activities</b>	<b>16,770</b>	<b>65,246</b>
<b>Effect of foreign exchange rates on cash and cash equivalents, net</b>	<b>-</b>	<b>-</b>
<b>Net increase in cash and cash equivalents</b>	<b>13,89,591</b>	<b>(62,78,706)</b>
Cash and cash equivalent at beginning of the year	48,10,030	1,10,88,736
Cash and cash equivalent at end of the year	61,99,621	48,10,030
Book overdraft at the end of the year	-	-
<b>Net increase in cash and cash equivalents</b>	<b>13,89,591</b>	<b>(62,78,706)</b>

Refer Schedule 11 for components of cash and cash equivalents

- 1) Cash and cash equivalents include cash on hand, balances with other banks in current account and fixed deposits with maturity upto 3 months, and liquid mutual funds
- 2) Receipts and Payments account has been prepared under the "Direct Method" in accordance with AS-3 "Cash flow statements"

### Signatures to the Receipts and Payments Account

As per our report of even date attached

For A. Bafna & Co.  
Chartered Accountants  
(FRN 003660C)

For MKPS & Associates  
Chartered Accountants  
(FRN 302014E)

Ashish Trivedi  
Partner  
M.No. 109376

Narendra Khandal  
Partner  
M.No. 065025

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

For and on behalf of the Board of Directors

Dinesh Kumar Khara  
Chairman  
(DIN No : 06737041)

Swaminathan Janakiraman  
Director  
(DIN 08516241)

Kishore Kumar Poludasu  
Managing Director & CEO  
(DIN No : 09739016)

Rikhil K. Shah  
Chief Financial Officer  
(M. No. 112490)

Shatrughan Singh  
Company Secretary  
(M. No. A21565)

Schedules Annexed to and forming part of the Revenue Account(s) and Profit and Loss Account for the financial year ended 31st March, 2023 and to the Balance Sheet as at 31st March, 2023

## Schedule – 16: Significant Accounting Policies and Notes to Financial Statements

### 1. Background

SBI General Insurance Company Limited ('the Company') was incorporated on February 24, 2009 as a public limited company under the Indian Companies Act, 1956 ('the Act') and was originally a joint venture between State Bank of India (SBI) and IAG International Pty Limited, a subsidiary of Insurance Australia Group Limited. Out of the 74% stake in the Company, SBI had in mid-2018 divested 4% stake to PI Opportunities Fund - I (2.35%) and Axis New Opportunities- AIF-I (1.65%). Further, IAG, the erstwhile JV partner of 26%, had made a complete exit in March 2020, thereby divesting its entire stake of 26% to Napean Opportunities LLP (16.01%) and Honey Wheat Investments Ltd (9.99%). Further, Axis New Opportunities- AIF-I out of its balance stake of 1.27% has sold to IIFL Special Opportunities Fund - Series 9 (1.04%) and IIFL India Private Equity Fund – Series 1A (0.23%) during current year.

Currently, SBI owns 69.95%, Napean Opportunities LLP owns 16.00%, Honey Wheat Investment Ltd. owns 9.98%, PI Opportunities Fund-1 owns 2.35%, IIFL Special Opportunities Fund - Series 9 (1.04%), IIFL Special Opportunities Fund - Series 10 (0.12%), IIFL Large Value Fund - Series 2 (0.02%), IIFL Large Value Fund - Series 4 (0.03%), IIFL Large Value Fund - Series 11 (0.03%), IIFL Large Value Fund - Series 12 (0.04%), Avendus Future Leaders Fund I & II owns 0.38% and other shareholders own 0.07% in SBI General Insurance. The Company is registered with Insurance Regulatory and Development Authority of India ('IRDAI') with certificate of registration No. 144 dated 15<sup>th</sup> December 2009 and is in the business of General Insurance in India.

The Certificate of Registration granted by the Insurance Regulatory and Development Authority of India ("IRDAI") to enable the Company to transact General Insurance business continues to stand valid.

### 2. Significant Accounting Policies

#### 2.1 Basis of Preparation of Financial Statements

The financial statements of the Company have been prepared and presented in accordance with the Generally Accepted Accounting Principles (GAAP) followed in India under the historical cost convention and accrual basis of accounting. The financial statements are prepared in accordance with the statutory requirements of the Insurance Act, 1938, as amended by the Insurance Laws (Amendment) Act, 2015, Insurance Regulatory and Development Authority of India (IRDAI) Act, 1999, the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 ('The Regulations'), Master Circular on Preparation of Financial Statement - 2012 issued by IRDAI and subsequent guidelines/directions prescribed by the IRDAI in this behalf, the Companies Act, 2013 to the extent applicable and duly comply with the Accounting Standards (AS) specified under Section 133 of the Companies Act, 2013, read with Rule 7 of the Companies (Accounts) Rules, 2014 (to the extent applicable to General Insurance Companies) and current practices prevailing in the general Insurance industry. The financial statements are presented in Indian Rupees rounded off to the nearest thousand. Accounting policies applied are followed consistently unless otherwise stated.

#### 2.2 Use of Estimates

The preparation of financial statements in conformity with the GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities as of the Balance sheet date, revenue and expenses for the year ended and disclosure of contingent liabilities as of the Balance sheet date. The estimates and assumptions used in preparation of the financial statements are based upon management's evaluation of the relevant facts and circumstances as on the date of the financial statements. Any revision to accounting estimates is recognised prospectively in current and future periods. Actual results may differ from these estimates and assumptions.

#### 2.3 Revenue Recognition

##### (i) Premium

Premium including reinsurance accepted (net of Goods & service tax) is recognised in the books at the commencement of risk over the contract period or the period of risk, whichever is appropriate. In case the premium is recovered in installments, amount to the extent of installment due is recorded on the due date of installment. Premium (net of Goods & service tax) including reinstatement premium on direct business and reinsurance accepted, is recognised as income over the contract period or the period of risk, whichever is appropriate, on a gross basis under 1/365 method. In case of long term motor Insurance policies premium is recognised on a yearly basis as mandated by IRDAI. Any subsequent revision to premium is recognised over the

remaining period of risk or contract period. Adjustments to premium income arising on cancellation of policies are recognised in the period in which they are cancelled.

**(ii) Income earned on Investments:**

Interest income on Investment is recognised on accrual basis and in accordance with guidelines for prudential norms for income recognition, asset classification and provisioning issued by IRDAI. Dividend income is recognised when the right to receive the dividend is established. Interim dividend is accounted where the ex-dividend date is on or before 31<sup>st</sup> March.

Investment income (net of expenses) as above, including Profit/loss on sale of securities, is directly identifiable to the investment book which stands bifurcated under shareholders and policyholders in Schedule 8 and 8A. Accordingly, investment income is recognised under Revenue account(s) and Profit and Loss account as applicable.

Within the Revenue Account(s), the investment income is further allocated among the lines of business in the proportion of the average policyholders funds. (policyholders fund comprising of net reserves for unexpired risks, IBNR, IBNER and outstanding claims)

**(iii) Premium / discount on purchase of investments**

Premium or discount on acquisition, as the case may be, in respect of fixed income securities and non convertible preference shares is amortized/ accreted on constant yield basis over the period of maturity/holding.

**(iv) Gain / loss on sale / redemption of investments**

Gain or loss on sale/redemption of investments is recognised on the trade date/redemption date. The Gain/ Loss is the difference between the sale/redemption consideration net of transaction cost and the cost of securities arrived at on weighted average cost basis. In respect of listed equity shares and mutual fund units, the gain/loss also includes the accumulated changes in the fair value/market value previously recognised through the fair value change account for the specific investments sold/ redeemed during the year.

**(v) Commission on Reinsurance Ceded**

Commission on reinsurance ceded is recognised as income in the period in which reinsurance risk is ceded. Profit commission under re-insurance treaties, wherever applicable after adjustment of commission accounted for in the earlier years, is recognised as income in the year of final determination of the profits as intimated by Reinsurer and combined with commission on reinsurance ceded.

Sliding scale commission under reinsurance treaties, wherever applicable, is recognised as income as per the reinsurance treaty conditions as confirmed by reinsurers and combined with commission on reinsurance ceded.

**2.4 Reinsurance ceded**

In respect of proportional reinsurance ceded, the cost of reinsurance ceded is accrued at the commencement of risk over the contract period or the period of risk. Non-proportional reinsurance cost is recognised when due. Non-proportional reinsurance cost is accounted as per the terms of the reinsurance arrangements. Any subsequent revision to, refunds or cancellations of premiums is recognised in the period in which they occur.

**2.5 Reinsurance Inward**

Reinsurance inward acceptances are accounted for on the basis of returns, to the extent received, from the insurers.

**2.6 Acquisition Costs**

Acquisition costs are expensed in the period in which they are incurred. Acquisition costs are defined as costs that vary with, and are primarily related to, the acquisition of new and renewal insurance contracts viz., commission. The primary test for determination as acquisition cost is the obligatory relationship between the costs and the execution of the insurance contracts (i.e. commencement of risk). In case of long term motor policies commission is expensed at the applicable rates on the premium allocated for the year as mandated by IRDAI.

**2.7 Premium Received in Advance**

Premium Received in Advance which represents premium received prior to the commencement of the risk is shown separately under the head "Current Liabilities" in the financial statements and is recorded as income on the date of commencement of risk.

**2.8 Reserve for Unexpired Risk**

Reserve for Unexpired risk is that part of the net premium written (i.e., premium net of reinsurance ceded) that is attributable to, and to be allocated to succeeding accounting periods on contract period basis or risk period basis, whichever is appropriate. Such reserves are calculated on a pro-rata basis under 1/365 basis, subject to minimum reserve requirements as per Circular No. IRDA/F&A/CIR/CPM/056/03/2016 dated April 4, 2016.

**2.9 Premium Deficiency**

If the ultimate amount of expected net claim costs (as calculated and certified by the Actuary), related expenses and maintenance costs (related to claims handling) in respect of unexpired risks at the end of the accounting period exceeds the sum of related premium carried forward to the subsequent accounting period as the reserve for unexpired risk, the

same is recognised as premium deficiency.

Premium deficiency is calculated on annual basis and at the company level.

#### **2.10 a. Claims Incurred**

Claim is recognised as and when a loss occurrence is reported.

Claim is recognised by creation of provision for the amount of claim payable as estimated by the management based on available information and past experience, on receipt of claim notification. Such provision is reviewed/modified as appropriate on the basis of additional information as and when available.

Amounts received/receivable from the re-insurers/co-insurers, under the terms of the reinsurance and coinsurance arrangements respectively, is recognised together with the recognition of the claim.

Provision for claims outstanding payable as on the date of Balance Sheet is net of reinsurance, salvage value and other recoveries as estimated by the management.

Claims paid (net of recoveries including value of salvage retained by the insured and interest, if any, paid on the claims) is charged to the respective Revenue Accounts when approved for payment. Where salvage is taken over by the Company, the recoveries from sale of salvage are recognised at the time of such sale.

#### **b. IBNR and IBNER (Claims Incurred But Not Reported and Claims Incurred But Not Enough Reported)**

Provision in respect of claim liabilities that have been incurred before the end of the accounting Year but are -

1. Not yet reported or claimed (IBNR) or
2. Not enough reported i.e. reported with information insufficient for making a reasonable estimate of likely claim amount (IBNER)

The provision is made according to the amount determined by the Appointed Actuary based on actuarial principles in accordance with the Institute of Actuaries of India Actuarial Practice Standards and Guidance Notes and IRDAI regulations and guidelines.

#### **2.11 Segment Reporting**

In case of General Insurance Business, based on primary segments identified under Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulation, 2002 read with AS 17 on "Segment Reporting" specified under section 133 of the Companies Act, 2013, the Company has classified and disclosed segment information for Fire, Marine and Miscellaneous lines of Business.

There are no reportable geographical segments, since all business is written in India.

The allocation of revenue and expenses to specific segments is done in the following manner, which is applied on consistent basis.

##### **Allocation of Investment Income:**

Investment income earned on the policyholder's fund has been allocated among the lines of business in the proportion of the average policyholders funds. (policyholders fund comprising of net reserves for unexpired risks, IBNR, IBNER and outstanding claims)

##### **Operating Expenses related to the Insurance Business:**

Operating expenses related to the insurance business is allocated to specific business segments in the following manner:

- a) Expenses which are directly identifiable to the specific business segments are allocated to the respective business segments on actuals;
- b) Expenses which are not directly identifiable to any specific business segment are apportioned in the proportion of net written premium accounted during the relevant year.

The method of apportionment is based on the nature of the expenses and their logical correlation with various business segments, wherever possible.

#### **2.12 Fixed Assets:**

Tangible assets are carried at cost less accumulated depreciation/amortization.

Cost includes acquisition price and all attributable cost of bringing the asset to its working condition such as site preparation, installation costs and professional fees incurred on the asset before it is put to use. Subsequent expenditure incurred on assets put to use is capitalised only when it increases the future benefits from such assets or their functioning capability.

Depreciation/Amortisation on tangible assets is provided on straight line method as per the basis of their estimated useful life determined by the management as under, not longer than those prescribed under Schedule II of the Companies Act, 2013.

The Company, based on a competent technical advice on various nature of the assets, the estimated usage of the assets and the operating conditions of the assets, has internally assessed the estimated useful lives of fixed assets as mentioned below.

Asset Class	Estimated Useful Life (in years)	Depreciation Rate (in %)	Useful life as per limits prescribed in Schedule II of the Companies Act, 2013 (in years)
Items costing upto ₹ 20,000 each	Depreciated fully in the year in which put to use		
Information Technology Equipments – Servers & Network	3 years	33.33%	6 years
Information Technology Equipments – Others	3 years	33.33%	3 years
Vehicles	5 years	20.00%	8 years
Office Equipments	4 years	25.00%	5 years
Electrical Fittings	4 years	25.00%	5 years
Furnitures and Fixtures	5 years	20.00%	10 years
Building	60 years	1.67%	60 years

In respect of assets purchased/disposed off during a financial year, depreciation is provided on a pro rata basis from/upto the date in which the asset is put to use/disposed off respectively.

#### Leasehold Improvements:

The estimated useful life of leasehold improvements is 5 years or remaining lease period which is shorter.

#### Intangible Assets:

The estimated useful life of intangibles and amortisation period are reviewed at the end of each financial year and accordingly revised to reflect the correct pattern.

Asset Class	Estimated Useful Life (in years)	Depreciation Rate (in %)
Computer Software* (Intangible)	3 years	33.33%

\*Other than Embedded software or software which comes pre installed alongwith the hardware, which is depreciated on the same rate as the Information Technology Equipments.

Capital Work-in-progress (CWIP) includes assets not ready for the intended use and are carried at cost comprising direct cost and related incidental expenses.

### 2.13 Impairment of assets

The carrying value of assets forming part of any cash generating units at Balance sheet date are reviewed for impairment at the end of the year whenever events or changes in circumstances warrant that the carrying amount of an asset may not be recoverable. Recoverability of an asset to be held and used is measured by a comparison of the carrying amount of an asset to future net discounted cash flows expected to be generated by the asset. If such an asset is considered to be impaired, the impairment to be recognised is measured by the amount by which the carrying amount of the asset exceeds the recoverable amount of the asset. If at the Balance sheet date there is any indication that a previously assessed impairment loss no longer exists, then such loss is reversed and the asset is restated to that extent.

### 2.14 Investments

Investments are accounted for in accordance with the extant regulatory guidelines. Investments are recorded on trade date.

#### Acquisition cost

Brokerage, commission and other transaction cost paid in connection with acquisition of investments are included in cost.

Broken period interest paid / received on debt instruments is excluded from cost / sale consideration.

Cost is determined on the weighted average cost method.

#### Classification

All debt securities are considered as 'held to maturity'.

Investments maturing within 12 months from the balance sheet date and investments made with the specific intention to dispose off within 12 months from the balance sheet date are classified as short-term investments. Investments other than short term investments are classified as long-term investments.

## Valuation of Investments

### i) A) Debt Securities

Each security under "Held to Maturity" category is carried at its amortised cost. Any premium/ discount on acquisition is amortised/ accreted over the remaining maturity period of the security on constant yield basis. Such amortisation/ accretion of premium/ discount is deducted from/ added to interest income.

### B) Debt Diminution Policy

If interest and/or instalment in respect of a debt security is not received within 90 days from the date on which such interest/instalment was due, the said debt security is considered as NPA. The interest on such impaired securities is not recognised on accrual basis but recognised as income only on actual realisation. Estimated loss in the value of the security on account of such impairment is recognised as expense in the Revenue Account(s) or Profit & Loss Account, as the case may be.

In case of existing security, on downgrade in credit ratings of Investee Company post acquisition, a provision for diminution in financials is provided on holdings as per the criteria mentioned in the table below.

Type of Exposure	Credit Rating Threshold for Approved Investments as per IRDAI	Credit Rating Threshold as per Investment Policy	Provision for Diminution on Credit Rating Downgraded to D (Junk)		
			One Time on downgrade	Treatment Post Initial Provisioning	Treatment for Interest Accruals / Premium / Discount
Short Term rated securities (primarily unsecured exposure)	A1	A1+	25%	10% in every subsequent month subject to 100% on maturity	Stop fresh Accretion of Discount
Long Term rated securities (Secured/ Unsecured exposure)	AA	AA	25%	5% in every subsequent month subject to 100% on maturity	1. Stop fresh Interest accruals/Accretion/ Amortisation 2. Reverse accrued Interest receivable till date.

In addition to the above mentioned provisioning requirement, the management may decide to make provision or accelerate provision, if Qualitative parameters signify permanent loss in value due to significant financial distress of the issuer, bankruptcy proceedings indicating complications in settlement of the claims outstanding and uncertainty of final recovery, large frauds etc.

### Reclassification of Securities, treatment for Receipt of Dues & related reversal of provision for Diminution in Debt Securities:

A security under diminution is to be reclassified as performing on a rating upgrade from all the rating agencies which have rated the security, and the cumulative provision for diminution on principal provided in books of accounts would be reversed.

- I. Securities which have matured:- If any Interest / Principal in arrears is received in part, an equivalent amount of provision is to be reversed.
- II. Securities which have not matured:- Regular Interest accruals and Amortisation would restart if all the existing interest in arrears are repaid in full and on occurring of any of the below events:
  - a. The interest dues are honoured timely on next coupon date.
  - b. The security has been reclassified as performing on account of an rating upgrade.

Till that time, the interest on the security is to be accounted for in books on Cash Basis only.

Any reversal of diminution in value of investments/Interest earlier charged to Revenue / Profit and Loss Account is to be recognised in Revenue / Profit and Loss Account.

The realised gain or loss on the securities shall be the difference between the sale consideration net off brokerage and taxes and the amortised cost in the books of the Company as on the date of sale determined on weighted average cost basis.

A security under diminution would be written off, if the qualitative parameters signify permanent loss in value due to significant financial distress of the issuer, bankruptcy proceedings indicating complications in settlement of the claims outstanding and uncertainty of final recovery, large frauds etc. The cumulative provision for diminution on principal provided in books of accounts would be reversed. Any write off of securities shall be approved by the Board of Directors.

### ii) A. Equities (Listed & Actively Traded)

Listed and actively traded securities shall be valued at the last quoted closing prices on the National Stock Exchange of India Limited, which is the primary exchange, as of the Balance Sheet date. In case, the shares are not listed/not traded in NSE the valuation shall be done at the last quoted closing price on the Bombay Stock Exchange, which is the secondary exchange for valuation purpose. Unrealized gains or losses shall be credited / debited to the fair value change account.

## B. Equity Diminution Policy

Once a scrip is tested for impairment, the difference between current market price and cost shall be treated as diminution. A diminution in the value of investments shall be recognised as an expense in Revenue / Profit and Loss Account to the extent of the difference between the re-measured fair value of the Investment and its Cost as reduced by any previous diminution in value of investments is recognised as expenses in Revenue / Profit and Loss Account. Any reversal of diminution in value of investments earlier recognised in Revenue / Profit and Loss Account shall be recognised in Revenue / Profit and Loss Account.

The SBIG Equity Diminution Policy would be applicable on Scrips which are held for more than one year and would incorporate 2 tests for determining impairment. i.e. determining if the loss is other than temporary in nature:

- i. Average market price (daily closing price on the NSE) of last 12 months is at least 30% lower than the cost of the scrip,  
AND  
Last one month's average market price is lower than 80% of cost of the scrip as at the balance sheet date  
OR
- ii. Qualitative parameters which signify permanent loss in value including significant financial distress of the issuer, bankruptcy, significant downgrade of the credit rating, large frauds, disappearance of active market.

## C. ETF Diminution Policy

### Equity ETF :

Given the characteristics of EFT the criteria for assessing impairment on Equities as per the Company's equity diminution policy would also be applicable for measuring impairment in ETF investments.

### Debt ETF :

Debt ETF Diminution Policy incorporates 2 tests for determining impairment i.e. determining if the loss is other than temporary in nature: -

- Latest published NAV is less than 70% of the holding cost of Debt ETF as at Balance Sheet date. OR
- Qualitative parameters which signify permanent loss in value due to significant financial distress in the ETF scheme, bankruptcy, frauds etc.

Estimated loss in the value of the Debt ETF on account of such impairment shall be recognized as expense in the Revenue Account or Profit & Loss Account, as the case may be.

Reversal of provision for Diminution:

The reversal of provision for Diminution would be effective once the latest published NAV regains 70% or more than the holding cost.

The reversal of diminution in value which had been charged to Revenue / Profit and Loss Account shall be reversed back in Revenue / Profit and Loss Account only to the extent of increase in the published NAV.

## D. AIF Diminution Policy: -

Criteria for providing for AIF Diminution: Considering the nature of AIF investments and effect of J curve return during the life cycle of the fund, the assessment for diminution would be applicable after three years from

- the Fund Closure OR
- full draw down of capital commitment

whichever is later.

Subject to above criteria, the SBIG AIF Diminution Policy incorporates 2 tests for determining impairment. i.e. determining if the loss is other than temporary in nature: -

- Latest published NAV is less than 80% of the Holding cost of AIF as at Balance Sheet date.  
OR
- Qualitative parameters which signify permanent loss in value including significant financial distress of the AIF, bankruptcy or frauds etc.

Estimated loss in the value of the AIF on account of such impairment shall be recognized as expense in the Revenue Account or Profit & Loss Account, as the case may be.

Reversal of provision for Diminution in AIF : The reversal of provision for Dimintion in AIF would be effective once the latest published NAV regains 80% or more than the holding cost.

The reversal of diminution in value of AIF which had been charged to Revenue / Profit and Loss Account shall be reversed back in Revenue / Profit and Loss Account only to the extent of increase in the published NAV

### Mutual Fund Units

Mutual fund units are valued at their Net Asset Value ('NAV') as on the balance sheet date. Unrealized gains or losses are credited / debited to the fair value change account.

### Fair Value Change Account

Unrealized gains or losses held in the Fair Value Change Account will not be available for distribution as dividend. On realisation, such gains or losses are recognised as revenue. Further, the Fair value change is disclosed separately for Policyholders and Shareholders in the Financial Statements.

### **Transfer of Securities to Policy Holders fund**

Where securities are transferred to the policy holders Account this shall be at market price or amortized cost price, whichever is lower.

### **Investments of Policy Holders and Shareholders**

The Company has prepared Schedule 8 and Schedule 8A for Investments indicating bifurcation between Shareholders and Policyholders, respectively.

## **2.15 Foreign Currency Transactions**

Transactions denominated in foreign currencies, if any, are recorded at the exchange rate prevailing on the date of the transaction. Monetary Assets and Liabilities in foreign currency, if any, as at the balance sheet date are converted at the exchange rates prevailing at that date and the exchange rate difference either on settlement or on translation is recognised in the Revenue account(s) or Profit and Loss account, as applicable.

## **2.16 Employee Benefits**

### **i) Short Term Employee Benefits**

All employee benefits payable within twelve months of rendering the service are classified as short term employee benefits. The undiscounted amount of short-term employee benefits, such as non accumulating compensated absences etc. which are expected to be paid in exchange for the services rendered by employees are recognised during the year when the employee renders the service.

### **ii) Post Employment Benefits:**

#### **a) Defined Contribution Plan**

All eligible employees are entitled to receive benefits under the Provident Fund Scheme and such other fund. The employees and the Company contribute monthly at a determined rate. These contributions are remitted to respective Provident Fund Authorities and are recognised as an expense in the year to which they relate.

#### **b) Defined Benefit Plan**

The Company provides gratuity to all eligible employees, actuarial valuation of the same is done at the end of the year. The benefit is in the form of lump sum payments to vested employees on retirement, on death while in employment, or on termination of employment, for an amount equivalent to 15 days basic salary payable for each completed year of service as per applicable law. Vesting occurs upon completion of five years of service. The gratuity benefits is internally funded by the Company and remitted to the trust.

The cost of providing defined benefits is determined using the projected unit credit method, with actuarial valuations being carried out at each balance sheet date. Actuarial gains/losses arising from change in assumptions is immediately recognised in the Revenue account(s) or Profit & Loss account, as the case may be and are not deferred.

#### **c) Other Long Term Employee benefits**

All eligible employees of the Company are eligible for accumulated compensated absences. The costs of such long term employee benefits is internally funded by the Company.

The cost of providing other long term benefits is determined using the projected unit credit method with actuarial valuations being carried out at each balance sheet date. Past service cost is immediately recognised in the Revenue account(s) or Profit & Loss account, as the case may be and is not deferred.

## **2.17 Operating Leases**

The Company's significant leasing arrangements include lease agreements for office and residential premises. Lease rentals for assets taken on operating lease are recognised as an expense in the Revenue account(s) over the lease term on straight line basis.

## **2.18 Earnings per Share**

The Company reports basic and diluted earnings per share in accordance with AS 20 - 'Earnings Per Share'. Basic earnings per share are computed by dividing the net profit after tax by the weighted average number of equity shares outstanding at the end of the year.

Diluted earnings per share reflect the potential dilution that could occur if securities or other contracts to issue equity shares are to be exercised or converted. Diluted earnings per share are computed using the weighted average number of equity shares and dilutive potential equity shares outstanding at the year end.

## **2.19 Provision for Taxation**

Income tax expense is the aggregate amount of current tax, deferred tax. Current year taxes are determined in accordance with the provisions of Accounting Standard 22 and tax laws prevailing in India. Deferred tax adjustments comprise of changes in the deferred tax assets or liabilities during the year.

Deferred tax assets and liabilities are measured using tax rates and tax laws that have been enacted or substantially enacted prior to the balance sheet date. Deferred tax assets and liabilities are recognised on a prudent basis for the future tax consequences of timing differences arising between the carrying values of assets and liabilities and their respective tax basis, and carry forward losses. The impact of changes in the deferred tax assets and liabilities is recognised in the Profit and Loss account.

Deferred tax assets are recognised and reassessed at each reporting date, based upon management's judgement as to whether realisation is considered certain. Deferred tax assets are recognised on carry forward of unabsorbed depreciation and tax losses only if there is virtual certainty that such deferred tax assets can be realised against future profits.

## 2.20 Provisions and Contingent liabilities

In conformity with AS 29, "Provisions, Contingent Liabilities and Contingent Assets", the Company recognises provisions only when it has a present obligation as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and when a reliable estimate of the amount of the obligation can be made.

No provision is recognised for

- i. any possible obligation that arises from past events and the existence of which will be confirmed only by the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Company; or
- ii. any present obligation that arises from past events but is not recognised because
  - a. it is not probable that an outflow of resources embodying economic benefits will be required to settle the obligation; or
  - b. a reliable estimate of the amount of obligation cannot be made.

Such obligations are recorded as contingent liabilities under notes to accounts. These are assessed at regular intervals and only that part of the obligation for which an outflow of resources embodying economic benefits is probable, is provided for, except in the extremely rare circumstances where no reliable estimate can be made.

A disclosure for contingent liability other than those under Insurance policies is made when there is possible obligation or a present obligation that may, but probably will not require an outflow of resources.

When there is possible obligation or a present obligation in respect of which the likelihood of outflow of resources is remote, no provision or disclosure is made.

Contingent assets are not recognised in the financial statements as this may result in the recognition of income that may never be realised.

## 2.21 Goods & Service Tax(GST)

Goods and Service Tax collected shall be recorded as liability to Government Authorities on collection. Tax paid for eligible input services, to the extent admissible, shall be adjusted against such liability and the net liability shall be remitted to the appropriate tax authority as stipulated. Unutilised credits of Goods and service Tax Paid shall be carried forward as "Other Assets" to subsequent period(s). Goods and service Tax paid on services which are not eligible input services and therefore not admissible as credits for Goods and service Tax collected and payable, shall be recognised as an expense in the period in which it is incurred.

## 2.22 Share Issue Expenses

The share issue expenses shall be written off to the Profit and Loss account in the same financial year in which they are incurred.

## 2.23 Receipts and Payments Account:

- i) Receipts and Payments Account is prepared and reported using the Direct method, in conformity with para 2.2 of the Master circular on Preparation of Financial Statements of General insurance Business dated October 5, 2012 issued by IRDAI.
- ii) Cash and Cash equivalents:  
Cash comprises of cash on hand and demand deposits with banks. Cash equivalents are short-term balances (with an original maturity of three months or less from the date of acquisition), highly liquid investments that are readily convertible into known amounts of cash and which are subject to insignificant risk of changes in value.

## 2.24 Employee Stock Option Plan ('ESOP'):

The Company follows the intrinsic method for computing the compensation cost, for options granted under the Plan. The difference if any, between the fair value of the share and the grant price, being the compensation cost is amortised over the vesting period of the options.

## 2.25 Provision for bad & doubtful debts & write off:

Any receivable/recoverable overdue for over 3 years is provided as bad & doubtful debts and accordingly adjusted.

## 2.26 Terrorism Pool

In accordance with the requirements of IRDAI, the Company, together with other insurance companies, participates in the Terrorism Pool. This pool is managed by the General Insurance Corporation of India ("GIC"). Terrorism premium collected in accordance with the requirements of the Tariff Advisory Committee ("TAC") are ceded to an extent of 100% to the Terrorism Pool.

In accordance with the terms of the agreement, the GIC retrocedes, to the Company, terrorism premium to an extent of the Company's share in the terrorism pool, which is recorded as reinsurance accepted, basis latest quarter statement, received from the GIC.

A reserve for unexpired risks is recorded at 100 per cent of the net premium retroceded to the Company from the Pool during the year. The claims and expenses related to such terrorism pool are accounted for as and when occurred.

## 2.27 Nuclear Pool

In view of the passage of the Civil Liability for Nuclear Damage Act, 2010, GIC Re as Indian Reinsurer initiated the formation of the India Nuclear Insurance Pool (INIP) along with other domestic non-life insurance companies by pooling the capacity to provide insurance covers for nuclear risks. INIP is an unregistered reinsurance arrangement among its members i.e. capacity providers without any legal entity. GIC Re and 11 other non-life insurance companies are Founder Members.

GIC Re is also appointed as the Pool Manager of the INIP. The business underwritten by the INIP will be retroceded to all the Member companies including GIC Re in proportion of their capacity collated.

The Company recognises the pool retrocession based on the latest statement received from INIP.

A reserve for unexpired risks is recorded at 100 per cent of the net premium retroceded to the Company from the Pool during the year.

## 3 Notes to Financial Statements

### 3.1 Contingent Liabilities

- a. Contingent liabilities not provided for in respect of claims against the Company not acknowledged as debts

(₹ in thousands)

Particulars	As at 31 <sup>st</sup> March 2023	As at 31 <sup>st</sup> March 2022
a) Partly paid up investments	8,224	8,224
b) Underwriting commitments outstanding	Nil	Nil
c) Claims other than those under policies, not acknowledged as debts	Nil	Nil
d) Guarantees given by or on behalf of the Company	Nil	Nil
e) Statutory demands/liabilities in dispute, not provided for	15,44,896	14,93,737
f) Reinsurance obligations to the extent not provided for in accounts	Nil	Nil
g) Others Expenses not recognised, to the extent disputed	5,30,069	1,52,907

Note -

- As at March'23, the Company had uncalled partly paid liability against Right issue of Bharti Airtel Limited
- Statutory demand / liabilities in dispute includes Indirect Tax matters of ₹ 13,36,995 thousand (including Interest and Penalty) towards order passed by Principal Commissioner of GST confirming demand against SCN and Direct Tax matters of ₹ 2,07,901 thousand towards AY 2012-13 to AY 2015-16 for assessments re-opened which are contested
- Contingent liabilities categorised under "Others" includes a penalty amounting ₹ 1,40,200 thousands, raised through Order, by the State Govt of Haryana, towards non-fulfilment of certain mandatory obligations, as specified under the terms and conditions of Pradhan Mantri Fasal Bima Yojna (PMFBY) insurance contract. The Company, against order filed a writ petition and has obtained a stay order from the Hon'ble High Court of Punjab and Haryana, in this regard. Based on the merit of this case, the management is confident of a favourable award
  - Contingent liabilities categorized under "Others" includes a penalty levied by the State Health Agency, Punjab (SHA) amounting ₹ 3,77,162 thousand on the Company for not meeting the KPI parameters of the Insurance Contract dated August 4, 2021. The Company has replied to the letter levying penalty and based on the merit of this case, the Management is confident of a favourable outcome

### 3.2 Capital Commitments

- Commitments made and outstanding for Loans is Nil (Previous Year: Nil)
- Commitments made and outstanding for Investments is ₹ 2,85,077 thousand (Previous Year: ₹ 3,80,191 thousand)
- Estimated amount of contracts remaining to be executed on capital account and not provided for is ₹ 10,11,575 thousand (Previous Year: ₹ 4,96,352 thousand)

### 3.3 Encumbrances on Assets

The assets of the Company are free from all encumbrances except for:

- Fixed Deposit of Nil (Previous year ₹ 19,900 thousand) placed with National Securities Clearing Corporation Limited (NSCCL) towards Margin requirements on Equity Purchases
- Fixed Deposit of ₹ 500 thousand (Previous year ₹ 500 thousand) marked lien against Bank Guarantee taken in favour of MCGM
- Fixed Deposit of ₹ 2,500 thousand (Previous year ₹ 2,500 thousand) marked lien against Bank Guarantee taken in favour of Unique Identification Authority of India

### 3.4 Investments

- a. Following are the contracts outstanding in relation to purchases where deliveries are pending and sales where payments are outstanding / overdue at the end of the year.

(₹ in thousands)

Asset Type	Nature of Transaction	31 <sup>st</sup> March 2023	31 <sup>st</sup> March 2022
Equity	Sales	1,12,829	-
Debentures	Purchases	5,01,450	-

- b. The Company has no direct investments in immovable property, derivative instruments. The company has indirect investment in immovable property in the form of REITs

- c. Investments made are in accordance with the Insurance Act, 1938 and Insurance Regulatory and Development Authority of India (Investment) Regulations, 2016

- d. Investments that are earmarked, are allocated separately to policy holders or share holders, as applicable

- e. Historical Cost of Investments which have been valued on a fair value basis :

Mutual Funds: Nil (Previous Year: ₹ 32,35,300 thousand)

Equity Shares: ₹ 69,98,760 thousand (Previous Year: ₹ 81,76,024 thousand)

Exchange Traded Fund: Nil (Previous Year: Nil)

REITs: 28,077 thousand (Previous Year: Nil)

Alternative Investment Fund: ₹ 4,15,217 thousand (Previous Year: ₹ 3,69,216 thousand)

As per the policy, Mutual fund units are valued at their Net Asset Value ('NAV') as on the balance sheet date. However, in the event of the balance sheet date being a holiday/non-business day, the NAV for valuation of the fund is considered as published for the last working day.

The listed and actively traded equities/REITs securities are valued at the last quoted closing prices on the National Stock Exchange of India Limited, which is the primary exchange, as of the Balance Sheet date. For shares not listed/traded in NSE, the valuation is done at the last quoted closing price on the Bombay Stock exchange, which is the secondary exchange for valuation purpose. As per IRDA regulations, Schedule A part 1 point no 6 C all unrealised gains/losses arising due to changes in the fair value of listed equity shares are taken to Balance sheet under the head 'Fair Value Change Account'.

- f. The aggregate market value and cost of investments held as of the Balance Sheet date are as follows:

(₹ in thousands)

Particulars	As at March 31, 2023	As at March 31, 2022
Aggregate Market Value of Investments other than Listed Equity, ETF, AIF, REIT and Mutual Funds	12,18,38,053	9,75,22,432
Aggregate Amortised Cost of Investments other than Listed Equity, ETF, AIF, REIT and Mutual Funds	12,33,95,799	9,64,80,715

- g. Repo and Reverse Repo transaction

(₹ in thousands)

Particulars	For the year ended March 31, 2023			
	Minimum outstanding during the Year	Maximum outstanding during the Year	Daily average outstanding during the Year	Outstanding as on March 31, 2023
<b>Securities Sold under repo</b>				
1. Government Securities	1,99,957	1,99,957	1,99,957	-
	(-)	(-)	(-)	(-)
2. Corporate Debt Securities	-	-	-	-
	(-)	(-)	(-)	(-)
<b>Securities purchased under reverse repo</b>				
1. Government Securities	1,49,925	84,72,990	28,19,077	48,49,811
	(-)	(-)	(-)	(-)
2. Corporate Debt Securities	-	-	-	-
	(-)	(-)	(-)	(-)

Figures in brackets pertain to Year ended March 31, 2022

h. Investments under Section 7 of the Insurance Act, 1938:

As per IRDAI Notification No. IRDAI/F&I/CIR/INV/093/04/2015 dated 30<sup>th</sup> April 2015, the requirements in relation to Section 7 of Insurance Act, 1938 has been dispensed with.

### 3.5 Loan

The Company has not given any loans during the financial year and in the previous year.

### 3.6 Premium

- All premiums net of reinsurance are written and received in India
- Premium income recognised on "Varying Risk Pattern" is ₹ Nil (Previous year: ₹ Nil)

### 3.7 Sector wise details of the policies issued/outstanding are given below:

Sector	For the year ended March 31, 2023		For the year ended March 31, 2022	
	GDP (₹ in thousands)	% of GDP	GDP (₹ in thousands)	% of GDP
Rural Sector	5,55,43,522	51.29%	4,75,63,428	51.89%
Urban Sector	5,27,40,435	48.71%	4,40,98,813	48.11%
<b>Total</b>	<b>10,82,83,957</b>	<b>100.00%</b>	<b>9,16,62,241</b>	<b>100.00%</b>

Sector	For the year ended March 31, 2023		For the year ended March 31, 2022	
	GDP (₹ in thousands)	No. of Lives	GDP (₹ in thousands)	No. of Lives
Social Sector	2,74,91,684	1,20,64,400	2,18,12,084	92,29,616

### 3.8 Contribution to Pool

#### Terrorism Pool:

In accordance with the requirement of IRDAI, the Company is a participant in and has received the Terrorism Pool retrocession of premium in the current financial year. Accordingly as per the statement received from the Pool managers, the Company has recognised the pool retrocession up to 31<sup>st</sup> December 2022, the accounts for which were received till end of the financial year.

#### Nuclear Pool:

GIC Re and 11 other non-life insurance companies are Founder Members with their collective capacity of ₹ 15,000,000 thousand. The leader for the policy issued to Nuclear Power Corporation of India (NPCI) is New India Assurance, in which member companies have a co-insurance risk sharing.

GIC Re is also appointed as the Pool Manager of the INIP. Out of the total capacity of ₹ 15,000,000 thousand of the INIP, the capacity provided by the Company is ₹ 1,50,000 thousand. The Company has booked its share of retrocession from the INIP based on statements received from the INIP Administrator. The Company has recognised the pool retrocession up to 30<sup>th</sup> September 2022, the accounts for which were received till end of the financial year.

### 3.9 Contribution to Solatium Fund

In accordance with the requirement of IRDAI circular dated March 18, 2003 and based on the recommendation made by the General Insurance Council vide letter dated July 26, 2010, the Company has provided 0.1% of all the Third Party premiums (excluding reinsurance premiums accepted on motor third party for commercial vehicles) towards contribution to the Solatium Fund.

### 3.10 Environment Relief Fund

An amount of ₹ 215 thousand is outstanding as at 31<sup>st</sup> March 2023 (Previous year: ₹ 207 thousand) towards Environment Relief Fund (ERF) under the Public Liability Compulsory Insurance Act, 1991.

### 3.11 Reinsurance Regulations

As per Insurance Regulatory and Development Authority (Reinsurance) Regulations, 2018, surplus over and above the domestic reinsurance arrangements class-wise can be placed by the (re)insurer independently with any of the reinsurers subject to the following limits of the total reinsurance premium ceded outside India being placed with any one reinsurer:

Rating of Reinsurers (as per Standard & Poor and applicable to other equivalent international rating agencies)	Limit of cession allowed under Regulation 3(11) (e)
BBB & BBB+ of Standard & Poor	10%
Greater than BBB+ and up to & including A+ of Standard & Poor	15%
Greater than A+ up to & including AAA of Standard & Poor	20%

The Company has submitted details for the financial year 2022-23 to IRDAI, in respect of its reinsurance arrangements, within the timelines prescribed by IRDAI. The Company has duly complied with the above mentioned regulations.

During the year, the Company has exceeded the reinsurance limit of cession in respect of one of the reinsurer, which has been communicated to the IRDAI.

### 3.12 Extent of risks retained and reinsured is set out below (excluding risk and catastrophe excess of loss reinsurances and Terrorism Premium Inward)

Particulars	Basis	For the Year ended March 31, 2023				
		Gross Premium	Retention	Ceded	Retention	Ceded
		(₹ in thousands)	(₹ in thousands)	(₹ in thousands)	%	%
Fire	Total sum insured	1,61,89,384	50,45,717	1,11,43,668	31.17%	68.83%
Marine – Cargo	Value at risk	9,04,704	8,56,667	48,036	94.69%	5.31%
Marine – Hull	Value at risk	-	-	-	0.00%	0.00%
Miscellaneous						
Engineering	Total sum insured	7,32,744	2,80,380	4,52,364	38.26%	61.74%
Motor	Total sum insured	2,71,06,766	1,45,48,623	1,25,58,143	53.67%	46.33%
Workmen Compensation	Value at risk	61,775	32,793	28,982	53.08%	46.92%
Public Liability	Value at risk	6,41,436	2,10,338	4,31,098	32.79%	67.21%
Personal Accident	Value at risk	97,12,475	82,55,979	14,56,495	85.00%	15.00%
Health	Value at risk	2,33,98,858	2,21,31,638	12,67,220	94.58%	5.42%
Weather/Crop	Value at risk	2,77,95,680	63,88,335	2,14,07,346	22.98%	77.02%
Others	Value at risk	20,62,560	14,25,345	6,37,214	69.11%	30.89%
Aviation	Value at risk	-935	-2	-933	0.24%	99.76%
Inward Fire	Total sum insured	1,26,110	20,385	1,05,725	16.16%	83.84%
<b>Total</b>		<b>10,87,31,556</b>	<b>5,91,96,197</b>	<b>4,95,35,359</b>	<b>54.44%</b>	<b>45.56%</b>

Particulars	Basis	For the Year ended March 31, 2022				
		Gross Premium	Retention	Ceded	Retention	Ceded
		(₹ in thousands)	(₹ in thousands)	(₹ in thousands)	%	%
Fire	Total sum insured	1,35,09,382	43,71,852	91,37,529	32.36%	67.64%
Marine – Cargo	Value at risk	6,84,823	6,20,218	64,606	90.57%	9.43%
Marine – Hull	Value at risk	-	-	-	0.00%	0.00%
Miscellaneous						
Engineering	Total sum insured	5,95,960	2,49,924	3,46,036	41.94%	58.06%
Motor	Total sum insured	2,51,70,697	1,63,33,658	88,37,039	64.89%	35.11%
Workmen Compensation	Value at risk	48,455	24,805	23,650	51.19%	48.81%
Public Liability	Value at risk	6,58,915	1,80,368	4,78,548	27.37%	72.63%
Personal Accident	Value at risk	86,94,342	54,86,434	32,07,908	63.10%	36.90%
Health	Value at risk	1,93,68,801	1,23,57,618	70,11,183	63.80%	36.20%
Weather/Crop	Value at risk	2,20,91,860	48,61,292	1,72,30,568	22.00%	78.00%
Others	Value at risk	16,71,855	11,49,718	5,22,138	68.77%	31.23%
Aviation	Value at risk	1,379	8	1,371	0.54%	99.46%
Inward Fire	Total sum insured	-7,369	1,122	-8,492	15.23%	115.23%
<b>Total</b>		<b>9,24,89,099</b>	<b>4,56,37,016</b>	<b>4,68,52,083</b>	<b>49.34%</b>	<b>50.66%</b>

The Company has ceded premium of ₹ 18,78,826 thousand (Previous Year: ₹ 17,38,150 thousand) towards Excess of Loss Cover.

### 3.13 Residual value of Fixed Asset

As per Companies Act, 2013 a minimum residual value for Fixed assets needs to be maintained. Accordingly, the Company had provided for residual value of ₹ 1/- on all tangible assets procured on or from 01<sup>st</sup> April 2019.

### 3.14 Premium Deficiency

The Appointed Actuary determined that a premium deficiency is not required to be provided for the year ended 31<sup>st</sup> March 2023 as per Schedule II of the Assets, Liabilities, and Solvency Margin of General Insurance Business) Regulations, 2016. This is because the sum of expected claim costs, related expenses and maintenance costs in respect of unexpired risks does not exceed the related unearned premiums at the insurer level.

The expected claims cost with respect to unearned premiums has been based on the financial year 2023-24 board approved business forecasts and robustness of the assumptions, including potential impacts of COVID-19, was tested by sensitivity and stress testing.

### 3.15 Claims

Claims are recognised as and when a loss occurrence is intimated.

Claims paid (net of recoveries including value of salvage retained by the insured and includes interest, if any, paid on the claims and all expenses directly incurred in relation to their assessment) are charged to the respective revenue account when approved for payment. Where salvage is taken over by the Company, the recoveries from sale of salvage are recognized at the time of such sale.

Estimated liability for outstanding claims at the year end are based on survey reports, information provided by clients, overdue invoices notified by Policyholders in respect of credit claims, advices of leaders for coinsurance claims and other sources up to the date of finalisation, past experience and other applicable laws. The estimates are continually reviewed and provisions made accordingly. However the final liability may be in excess of, or less than, the amount provided, for which any adjustments will be reflected in the periods in which they become known. Estimated liability for outstanding claims include :

- in respect of direct business, claim intimations received up to the year end
- In respect of reinsurance and co insurance where the Company is not leader, as per the terms of the reinsurance and coinsurance arrangements and advices received as of different dates of subsequent year upto the date of finalisation of accounts.
- In respect of motor third party claims where court summons have been served on the Company without adequate policy particulars to establish liability of the Company, provision is made as per appropriate actuarial estimates & board approved reserving policy, for all such claims reported during the year.

Interest on outstanding Motor Accident Claims Tribunal (MACT) claims is provided based on the prevailing trends in the motor third party claim awards.

- All claims, net of reinsurance, are incurred and paid in India except for Marine insurance where consignments are exported from India and Overseas Travel insurance.

(₹ in thousands)

Particulars	For the year ended March 31, 2023	For the year ended March 31, 2022
In India	2,79,12,701	2,86,50,791
Outside India	51,052	32,685

- Ageing of claims payable (excluding IMTPIP and DR Pool figures) is set out as under :

(₹ in thousands)

Particulars	For the year ended March 31, 2023	For the year ended March 31, 2022
More than six months	1,71,47,801	1,56,01,612
Others	1,16,03,571	78,23,325

- There are no insurance contracts where the claim payment period exceeds four years. Consequently actuarial assumption for determination of liability thereof is not applicable.

### 3.16 Basis used by Actuary for determining provision required for IBNR / IBNER

The IBNR (including IBNER) incorporated in the financial statements is certified by the Appointed Actuary and is calculated based on actuarial principles in accordance with the Institute of Actuaries of India, Actuarial Practice Standards and Guidance Notes and IRDAI regulations and guidelines. It takes account of exposure and claim patterns by major Line of Business and significant segments of business within the Lines of Business where appropriate. The provision contains an allowance for future indirect and direct claims handling expenses relating to claims already incurred and for a risk margin of an average of 6% over the central estimate to increase the probability of adequacy to be greater than 50%.

Different projection and assumption selection methods continue to be used reflecting the nature of the claims and exposure within the segments. Methods included the Bornhuetter-Ferguson, Chainladder & Ultimate Loss Ratio. Net provisions allow for the expected impact of the reinsurance treaty features like loss cap, indexation clause and clean-cut arrangement wherever applicable.

- Provision for Free look period is ₹ 27 thousand (Previous Year – ₹ 359 thousand) , as certified by the Appointed Actuary.

### 3.18 Basis of Allocation of Investment Income & Operating expenses

#### a. Basis of Allocation of Investment Income:

Investment income (net of expenses) as above, including Profit/Loss on sale of securities, is directly identifiable to the investment book which stands bifurcated under shareholders' and policyholders' in Schedule 8 and 8A. Accordingly, investment income is recognised under Revenue Account(s) and profit and loss account as applicable. Within the Revenue Account(s), the investment income shall be further allocated among the lines of business in the proportion of the average policyholders funds. (policyholders fund comprising of net reserves for unexpired risks, IBNR, IBNER and outstanding claims)

#### b. Basis of Allocation of Operating Expenses:

Operating expenses relating to insurance business are allocated to specific classes of business on the following basis:

- Expenses that are directly identifiable to a business class are allocated on actual;
- Other Expenses, that are not directly identifiable, are broadly allocated on net written premium in each business class

The method of apportionment is based on the nature of the expenses and their logical correlation with various business segments, wherever possible.

**3.19** IRDAI vide its notification IRDAI/Reg/12/124/2016 dated 27<sup>th</sup> April 2016 laid down revised regulations pertaining to expenses of management of insurers transacting general or health insurance business. The Company has framed an expenses allocation/apportionment policy across various lines of businesses as per the regulatory directives. The same has been approved by the board.

In accordance with the regulation, operating expenses in excess of segmental limits of ₹ 2,49,125 thousand (Previous year: ₹ 1,88,326 thousand) in Marine Cargo is reported as income of ₹ 58,805 thousand (Previous year: ₹ 52,664 thousand). Similarly, an operating expenses in excess of segmental limits of ₹ 97,96,064 thousand (Previous year: ₹ 83,71,678 thousand) in Health is reported as income of ₹ 7,23,655 thousand (Previous year: Nil). The same has been shown under Revenue Account under separate sub-line item to Others as "Contribution from Shareholders Funds towards Excess EOM" and reported as allowable expenses under Other Expenses in Profit & Loss account under separate sub-line item as "Contribution to Policyholders Funds towards Excess EOM".

### 3.20 Foreign Exchange Gain/Loss

- Foreign exchange loss (net) incurred during the year is ₹ 81 thousand (Previous year: ₹ 261 thousand)
- The year end foreign currency exposure is ₹ 3,18,733 thousand (Previous year: ₹ 73,794 thousand)
- Expenses in foreign exchange are ₹ 34,03,134 thousand (Previous year: ₹ 2,95,459 thousand)
- As at March 31, 2023, there is Nil (Previous year: Nil) outstanding forward exchange contracts

### 3.21 Managerial Remuneration

- The details of remuneration paid to MD & CEO and the Wholetime Director as per the terms of appointment are as under:

(₹ in thousands)		
Particulars	For the year ended March 31, 2023	For the year ended March 31, 2022
Salaries, Allowances & Contribution to PF	19,133	8,070
Perquisites	1,210	250

- The details of remuneration paid to Key Managerial Persons as per guidelines issued by IRDAI vide Ref. no. IRDA/F&A/GDL/CG/100/05/2016 dated May 18, 2016 and as per the terms of appointment of Company are as under:

(₹ in thousands)		
Particulars	For the year ended March 31, 2023	For the year ended March 31, 2022
Salaries, Allowances & Contribution to PF	72,073	1,13,934
Perquisites	740	1,149

### 3.22 Employee Benefits

(₹ in thousands)		
Expenses on defined contribution plan	For the year ended March 31, 2023	For the year ended March 31, 2022
Contribution to staff provident fund (including EDLI)	1,98,830	1,70,903

#### Defined Benefits Plans

The following table sets out the disclosures in respect of retirement benefits (Gratuity) as required under AS 15 (Accounting for retirement benefits)

(₹ in thousands)

	<b>As at March 31, 2023</b>	<b>As at March 31, 2022</b>
<b>Gratuity</b>		
<b>1 Assumptions</b>		
Discount Rate	7.56%	7.52%
Attrition Rate	10%	10%
Mortality Rate	As per Indian Assured Lives Mortality (2012-14) Ultimate	As per Indian Assured Lives Mortality (2012-14) Ultimate
Expected rate of return on assets	7.52%	6.86%
Increase in Compensation cost	8.00%	8.00%
Average Future Working Life ( in Years)	25.91	26.29
<b>2 Change in Defined Benefit Obligations</b>		
Opening Defined Benefits Obligation	2,62,146	2,29,264
Current service cost	54,100	46,398
Interest cost on benefit obligation	17,661	14,391
Actuarial losses (gains)	13,185	11,060
Benefits paid	(54,588)	(38,967)
Closing Defined Benefits	2,92,504	2,62,146
<b>3 Change in Fair Value of Plan Assets</b>		
Fair Value of Plan Assets at the beginning of the period	1,91,847	1,65,847
Contributions during the period	64,561	55,215
Expected Return on Plan Assets for the period	14,802	11,934
Benefits Paid during the period	(54,588)	(38,967)
Actuarial Gain / (Loss) on Plan Assets	(3,264)	(2,184)
Fair Value of Plan Assets at the end of the period	2,13,357	1,91,847
<b>4 Amount Recognised in Balance Sheet</b>		
Present Value of Obligations	2,92,504	2,62,146
Fair Value of Plan Assets	2,13,357	1,91,847
Asset / (Liability) Recognised in Balance Sheet	(79,147)	(70,300)
<b>5 Net Cost Recognised in the Expense Account</b>		
Current service cost	54,100	46,398
Interest cost on benefit obligation	17,661	14,391
Expected return on plan assets	(14,802)	(11,934)
Net actuarial (gain) / loss recognised in the year	16,449	13,243
Actuarial Determined charge for the year (A)	73,408	62,098
Shortfall / (Excess) (B)	-	-
Net benefit expense (A+B)	73,408	62,098

Experience adjustments of five years is given below:

(₹ in thousands)

<b>Particulars</b>	<b>March 31, 2023</b>	<b>March 31, 2022</b>	<b>March 31, 2021</b>	<b>March 31, 2020</b>	<b>March 31, 2019</b>
Defined Benefit Obligation	2,92,504	2,62,146	2,29,264	1,86,503	1,50,035
Plan assets	2,13,357	1,91,847	1,65,847	1,35,345	1,01,551
Surplus/(Deficit)	(79,147)	(70,300)	(63,417)	(51,158)	(48,484)
Exp. Adj on Plan Liabilities	14,376	28,952	8,588	7,388	13,041
Exp. Adj on Plan Assets	3,264	2,184	4,220	1,181	1,231

The gratuity fund is managed by a life insurance company.

The contribution expected to be made by the Company during the financial year 2023-24, amounts to ₹ 69,606 thousand (Previous year ₹ 54,651 thousand).

### Accrued Leave

The Company has a scheme for accrual of leave for employees, the liability for which is determined on the basis of Actuarial Valuation carried out at the year end. Accordingly, an amount of ₹ 71,794 thousand is outstanding as on 31<sup>st</sup> March 2023 (Previous year ₹ 66,147 thousand).

(₹ in thousands)

Particulars	For the Year Ended March 31, 2023	For the Year Ended March 31, 2022
Opening balance	66,147	63,087
Add: Provision for the year	73,009	58,085
Less: Liabilities settled during the year	67,362	55,024
Closing balance	71,794	66,147

### Long Term Incentive Plan

During the period, the Company has made the provisions amounting to ₹ 39,056 thousands (Previous Year: Nil) under Employee remuneration (Salary & Wages).

**3.23** The Company introduced an Employee Stock Option Scheme (ESOP) in the year 2018-19. The scheme provides that eligible employees are granted options to acquire equity shares of the Company that vest in graded manner. The vested options may be exercised within a specified period. Consequent upon the termination of LTIP, the employees are eligible for ESOP.

First tranche of ESOPS were granted during the year 2018-19, 47,41,900 options were granted at an exercise price of ₹ 559 per option. During 2021-22, 4,19,086 options were granted at an exercise price of ₹ 1,137 and 3,02,610 options at an exercise price of ₹ 1,225. During the year, 90,656 options were granted at an exercise price of ₹ 1,252.

The options will vest over as under.

Date of Grant	Grant Price	No of ESOPs	Vesting Period & Schedule
March 12, 2019	559	47,41,900	4 years - 10:20:30:40
May 1, 2021	1,137	70,100	4 years - 10:20:30:40
May 1, 2021	1,137	3,48,986	3 years - 30:30:40
October 1, 2021	1,225	3,02,610	3 years - 30:30:40
November 1, 2022	1,252	90,656	4 years - 10:20:30:40

Details of movement in the options during the year is as given below.

Particulars	FY22-23	FY21-22	FY22-23	FY21-22	FY22-23	FY21-22
	Tranche 1		Tranche 2		Tranche 3	
Opening balance of stock option	37,65,760	46,22,300	70,100	-	3,10,757	-
Granted during the year	-	-	-	70,100	-	3,48,986
Exercised during the year	30,000	1,16,720	-	-	-	-
Lapsed during the year	3,94,530	7,39,820	23,610	-	59,771	38,229
Closing balance of stock Option	33,41,230	37,65,760	46,490	70,100	2,50,986	3,10,757
Vested during the year	12,49,760	10,87,350	5,300	-	76,922	-
Grant price per share	559		1,137		1,137	

Particulars	FY22-23	FY21-22	FY22-23	FY21-22	FY22-23	FY21-22
	Tranche 4		Tranche 5		Total	
Opening balance of stock option	2,88,434	-	-	-	44,35,051	46,22,300
Granted during the year	-	3,02,610	90,656	-	90,656	7,21,696
Exercised during the year	-	-	-	-	30,000	1,16,720
Lapsed during the year	57,427	14,176	-	-	5,35,338	7,92,225
Closing balance of stock Option	2,31,007	2,88,434	90,656	-	39,60,369	44,35,051
Vested during the year	77,382	-	-	-	14,09,364	10,87,350
Grant price per share	1,225		1,252			

#### Method used for accounting:

The Company has adopted intrinsic value method of accounting for compensation cost, for the options granted. Since the intrinsic value of the shares is equal to exercise price, value of options is Nil and accordingly, no compensation cost is recognised in the books.

### 3.24 Segmental Break up of Balance Sheet and Profit & Loss Account as at March 31, 2023

The Company's primary reportable segments are business segments, which have been identified in accordance with the Regulations. Investment Income and Operating Expenses have been allocated as mentioned in note no. 3.18. and 3.19. Segmental Assets & Liabilities have been identified to the extent possible.

(₹ in thousands)

Particulars	As at March 31, 2023			
	Fire	Marine	Miscellaneous	Total
Claims Outstanding including IBNR / IBNER	30,39,231 (25,14,607)	7,75,230 (4,64,746)	4,94,95,717 (3,98,45,981)	5,33,10,178 (4,28,25,334)
Reserve for Unexpired Risk	91,04,617 (83,50,365)	2,35,141 (2,13,270)	2,93,95,095 (2,15,45,781)	3,87,34,854 (3,01,09,416)

(Previous year figures are given in brackets)

Segmental Revenue Account(s) have been set out in a separate statement in Annexure 'A' to this schedule.

There are no reportable geographical segments since the Company provides services to customers in the Indian market only and does not distinguish any reportable regions within India.

### 3.25 Related Party Disclosures

Related party disclosures have been set out in a separate statement Annexure 'B' to this schedule. The related parties, as defined in AS 18 'Related party Disclosures', in respect of which the disclosures have been made, have been identified on the basis of disclosures made by the key managerial persons and taken on record by the Board.

### 3.26 Assets taken on Lease

Company's significant leasing arrangements include agreements for office and residential premises. As per AS 19 'Accounting for leases', the future minimum lease payments relating to these leases are as under:

(₹ in thousands)

Particulars	As at March 31, 2023	As at March 31, 2022
Payable not later than 1 year	3,00,105	2,47,989
Payable later than one year but not later than five years	8,78,439	7,08,556
Payable later than five years	3,36,384	3,09,407

The amount charged to Revenue account(s) for lease is ₹ 2,78,086 thousand (Previous Year: ₹ 2,53,740 thousand). There are no transactions in the nature of sub-leases.

### 3.27 Earnings Per Share ("EPS")

EPS calculations are as per AS 20 'Earnings Per Share', the following table reconciles the numerator and denominator used to calculate basic and diluted EPS:

(₹ in thousands)

Particulars	As at March 31, 2023	As at March 31, 2022
Profit / (Loss) after Tax [A] (₹ in thousand)	18,42,261	13,12,343
Weighted average number of equity shares (par value of ₹ 10 each) [B]	21,56,25,788	21,55,57,485
Add : Effect of dilutive issues of options and share application pending allotment	20,89,440	20,74,704
Diluted number of equity shares (par value of ₹ 10 each) [C]	21,77,15,228	21,76,32,189
Basic earning per share [A/B] (₹)	8.54	6.09
Diluted earning per share [A/C] (₹)	8.46	6.03

### 3.28 Taxation

The Company has accounted for net deferred tax assets, as a matter of prudence in accordance with AS 22 "Accounting for Taxes on Income".

- Break-up of deferred tax assets and liabilities into major components of the respective balance as on 31<sup>st</sup> March, 2023 are as under:

(₹ in thousands)

Particulars	As at March 31, 2023	As at March 31, 2022
<b>Deferred Tax Assets</b>		
Unexpired Risk Reserve	465	2,692
WDV of Assets	87,822	94,197
Provision for doubtful debts	75,301	15,822
Provision for Investment	5,260	14,705
Expenses Inadmissible U/S 43B	47,818	34,341
<b>Total</b>	<b>2,16,666</b>	<b>1,61,756</b>
Deferred Tax Liabilities	Nil	Nil
<b>Net Deferred Tax Asset</b>	<b>2,16,666</b>	<b>1,61,756</b>

### 3.29 Outsourced Services

Outsourced Services include payments made for various outsourced services amounting to ₹ 2,42,746 thousand (Previous Year: ₹ 1,25,429 thousand).

### 3.30 Dues Payable to Micro & Small Enterprises

The Company has the process of identification of suppliers registered under the "The Micro, Small and Medium Enterprises Development ('MSMED') Act, 2006" by obtaining confirmation from suppliers. Based on the information available with the Company, there are no overdues more than 45days, payable to the suppliers as defined under the 'Micro, small and Medium Enterprises Development Act, 2006 as at March 31, 2023.

Based on the information available with the Company, the balance due to micro and small enterprises as defined under the MSMED Act, 2006 is as follows:

(₹ in thousands)

Particulars	As at March 31, 2023	As at March 31, 2022
The Principle amount remaining unpaid to any supplier as at the end of the year	16,155	5,133
Interest Due on the above amount	-	-
The amount of interest paid by in terms of section 16 of the Micro, Small and Medium Enterprises Development Act 2006	-	-
Amount of the Payment made to the supplier beyond the due date during the year	10,446	-
Amount of Interest due and payable for the Period of delay in making payment (Which have been paid but beyond the due date during the year) but without adding the interest specified under Micro Small and Medium Enterprise Development act 2006	212	-
Amount of Interest accrued and remaining unpaid at the end of the year	212	-
Amount of further interest remaining due and payable even in succeeding years, until such date when the interest due as above are actual paid to the small enterprise	-	-

### 3.31 Accounting Ratios

The Statement on accounting ratios is included in **Annexure 'C'**.

### 3.32 Penalty for Non-Compliance/Violation

(₹ in thousands)

Sr. No.	Authority	Non-Compliance/ Violation	Penalty Awarded	Penalty Paid	Penalty Waived/ Reduced
1.	Insurance Regulatory and Development Authority	Nil	Nil	Nil	Nil
		(Motor TP Obligation)	(3,000)	(5,500)	(Nil)
2.	Service Tax Authorities / GST Authorities	Nil	Nil	Nil	Nil
		(ITC claim)	(955)	(Nil)	(Nil)
3.	Income Tax Authorities	Nil	Nil	Nil	Nil
		(Nil)	(Nil)	(Nil)	(Nil)
4.	Any other Tax Authorities	Nil	Nil	Nil	Nil
		(Nil)	(Nil)	(Nil)	(Nil)

(₹ in thousands)

Sr. No.	Authority	Non-Compliance/ Violation	Penalty Awarded	Penalty Paid	Penalty Waived/ Reduced
5.	Enforcement Directorate/ Adjudicating Authority/ Tribunal or any Authority under FEMA	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
6.	Registrar of Companies/ NCLT / CLB/ Department of Corporate Affairs or any Authority under Companies Act, 2013	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
7.	Penalty awarded by any Court/ Tribunal for any matter including claim settlement but excluding compensation	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
8.	Securities and Exchange Board of India	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
9.	Competition Commission of India	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
10.	Any other Central/ State/ Local Government/ Statutory Authority	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)

(Previous year figures are given in brackets)

### 3.33 Unclaimed Amount of Policy Holders

The liability of the Company towards the policyholders, pertaining to amounts lying unclaimed, stands at ₹ 55,332 thousand (Previous Year: ₹ 81,933 thousand) as on the date of the balance sheet, duly reported under Schedule 13, the details of which, along with an itemized ageing, is given in the table below.

As per the extant accounting and disclosure norms of unclaimed amount of policyholders, laid down by the Authority, in the master circular dated 25<sup>th</sup> July 2017, the Company has segregated the earmarked funds and income accrued thereon, from the assets under management (AUM) and shown the same as a discreet heading under Schedule 12 (Current Assets and Advances), the corpus of which stands at ₹ 1,23,521 thousand (Previous Year: ₹ 1,39,059 thousand) as on the date of the Balance sheet.

The age-wise Analysis of the Unclaimed Amount of the Policyholders is as under:

(₹ in thousands)

Particulars	Total Amount	Age-Wise Analysis (in months)								
		0-6	7-12	13-18	19-24	25-30	31-36	37-120	More than 120	
Claims Settled but not paid to the policyholders / insured's due to any reasons except under litigation from the insured / policyholders	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Sum due to the insured / policyholders on maturity or otherwise	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Any excess collection of the premium / tax or any other charges which is refundable to the policyholders either as terms of conditions of the policy or as per law as may be directed by the Authority but not refunded so far	13,032 (46,891)	8,753 (17,795)	770 (11,782)	673 (2,941)	154 (4,231)	113 (1,756)	200 (949)	2,292 (7,396)	78 (40)	
Cheques issued but not encashed by the policyholder / insured	42,299 (35,042)	10,349 (2,127)	596 (2,017)	2,023 (2,696)	1,016 (9,501)	2,824 (1,221)	9,175 (2,253)	16,225 (15,187)	91 (41)	
<b>Total Amount</b>	<b>55,332</b>	<b>19,102</b>	<b>1,366</b>	<b>2,696</b>	<b>1,170</b>	<b>2,937</b>	<b>9,375</b>	<b>18,517</b>	<b>169</b>	
<b>Total Amount (Previous year)</b>	<b>(81,933)</b>	<b>(19,992)</b>	<b>(13,799)</b>	<b>(5,637)</b>	<b>(13,732)</b>	<b>(2,977)</b>	<b>(3,202)</b>	<b>(22,583)</b>	<b>(80)</b>	

(Previous year figures are given in brackets)

Movement in unclaimed amount of policy holders due: (₹ in thousands)

Particulars	Current Financial year		Previous Financial Year	
	Policy dues	Income accrued	Policy dues	Income accrued
Opening Balance	74,490	7,443	69,600	8,966
Add: Amount transferred to Unclaimed Fund	92,119	-	55,493	-
Add: Cheques issued out of the unclaimed amount but not encashed by the policyholders (To be included only when the cheques are stale)	-	-	10,699	-
Add: Investment Income on Unclaimed Fund	-	87	-	583
Less: Amount of claims paid during the year	1,17,106	1,496	61,302	2,106
Less: Amount transferred to SCWF (net of claims paid in respect of amounts transferred earlier)	147	58	1	-
Closing Balance of Unclaimed Amount Fund	49,356	5,976	74,490	7,443

**3.34** The summary of financial statements is provided in **Annexure D**

**3.35** The Company has not declared any dividend during 2022-23.

### 3.36 Corporate Social Responsibility (CSR)

The Ministry of Corporate Affairs has notified Section 135 of the Companies Act, 2013 on Corporate Social Responsibility with effect from April 01, 2014. As per the provision of the said section, the Company has incurred an expenditure towards CSR activities, amounting to ₹ 95,919 thousand, during the year ended March 31, 2023 ( Previous year ₹ 1,63,001 Thousand).

In addition to the above, an amount of ₹ 3,286 thousand (Previous year ₹ 12,458 thousand) has been recorded as an additional spent during the current year, towards previous years' project, which is recognised as an asset; to be utilized in the subsequent years.

Particulars	(₹ in thousands)	
	For the Year Ended March 31, 2023	For the Year Ended March 31, 2022
Gross Amount Required to be spent by the Company :	95,919	1,15,940
<b>Amount spent during the year / period on:</b>	<b>For the Year Ended March 31, 2023</b>	<b>For the Year Ended March 31, 2022</b>
Construction / Acquisition of any assets	-	-
Purpose other than above	95,919	1,63,001
<b>Particulars</b>	<b>For the Year Ended March 31, 2023</b>	<b>For the Year Ended March 31, 2022</b>
Related party transactions in relation to Corporate Social Responsibility:	22,243	29,500

**3.37** Pursuant to Insurance Regulatory and Development Authority of India circular no. IRDA/F&A/GDL/CG/100/05/2016 dated 18<sup>th</sup> May, 2016 on Corporate Governance Guidelines, Details of additional work to Statutory auditor, other than statutory audit & Limited Review fees are disclosed below—

Name of the Statutory Audit Firm	Services rendered	(₹ in thousands)	
		For the year ended March 31, 2023	For the year ended March 31, 2022
A. Bafna & Co.	Other Certifications	850	838
MKPS & Associates	Other Certifications	785	838

**3.38** Previous year figures have been re-grouped and re-classified wherever necessary to confirm to current year presentation.

### 3.39 Investor Education & Protection Fund

For the year ended March 31, 2023, the Company has transferred Nil (Previous year: Nil) to the Investor Education & Protection Fund.

**3.40** In case of Long Term Motor Insurance Policies premium is recognized on a yearly basis as mandated by IRDAI circular number IRDAI/NL/CIR/MOT/137/08/2018 dated August 28, 2018.

**3.41** The Company has sent balance confirmation to Insurers for the co-insurance transactions/balances as on Feb 2023 and the balances have been duly reconciled w.r.t the responses received from their respective offices. The Company is required to reconcile the Co-insurance balances w.r.t transactions from 1<sup>st</sup> April 2018 from ETASS system on continuous basis and majority of the transactions available in ETASS have been confirmed where SBIGL is the leader and the transactions where SBIGL is the follower have been reconciled based on the data in ETASS/offline intimation sent by leader. Reconciliation exercise of accounts with Reinsurer has been carried out on the basis of Confirmation of Statement of Account obtained from such Reinsurer as on 31<sup>st</sup> December 2022, as per the terms of the treaty.

**3.42** Premium on PMFBY has been booked on the basis of information available on the Govt. portal as on the balance sheet date except premium pertaining to the applications which are not approved by the Company on Govt. portal due to non-receipt of premium /other details. Further, no interest receivable has been claimed or accounted w.r.t delayed receipt of subsidy, the same is in accordance with the terms of the scheme.

**3.43** The code on social security has not been enacted by the Government. The Company will assess the impact on its financial statements in the period in which the related rules are notified and the Code becomes effective.

**3.44** The Company and State Health Agency (SHA) Punjab had entered into the Insurance Contract dated August 4, 2021 with effect from August 20, 2021 to August 19, 2022 to implement Ayushman Bharat - Sarbat Sehat Yojana in Punjab. However, SHA unilaterally terminated the said Insurance Contract with immediate effect vide its termination letter dated December 29, 2021. The Company agreed to and has complied with post termination obligations under the Insurance Contract including payment of all payable claims that have arisen on or before December 29, 2021.

Basis requests from the SHA, post issuance of termination notice; the Company has provided the required administrative support to the SHA towards servicing the Scheme (without any liability in respect of the claims registered after December 29, 2021) and finally disengaged from providing administrative support for the Scheme, on March 5, 2022.

Subsequent to the above, the SHA has vide its letter dated May 31, 2022 levied a penalty of ₹ 3,77,162 thousands on the Company for not meeting the KPI parameters as set out in the Insurance Contract.

The Company has replied to the said penalty notice, vide its response dated 10 June 2022, inter alia, denying the allegations raised by the SHA for the breach of KPIs. The Company is contesting the penalty levied by the SHA under each head, set out in the said penalty notice and have reasonably sufficient response and supporting documents in support of the same.

Further, SHA has sent a letter dated 06 August 2022 in connection with the termination of the Insurance Contract for the Ayushman Bharat Scheme by the SHA and cautioned that the Company will be liable for recoveries, losses, damages and penalties suffered by SHA or its beneficiaries due to SBIG's failure to comply with its obligations till the end period of the Insurance Contract i.e., till 19 August 2022.

The Company has replied to this caution letter vide letter dated 25 August 2022 inter alia vehemently denying allegations and that the Company was in breach of its obligations under the Insurance Contract and/or liability for the period after unilateral termination of the Insurance Contract by the SHA with effect from 29 December 2021, which was terminated on frivolous grounds and without following the due process set out in the Insurance Contract. The Company has further contended that, the breaches are done by the SHA, including non-payment of part premium of ₹ 2,36,326 thousand, the amount being due for the period prior to termination and is now due for over 8 months.

During the year ended Mar'23, the Company has made provision for bad and doubtful debt of ₹ 2,36,326 thousand. In the event of any claim for any payment or any other penal action in future with regard to the contract, the Management will take an equitable action based on the circumstances thereon and the legal advice. There are no subsequent communication/orders in this regard from SHA Punjab.

**3.45** The Company had an exposure to IL&FS group securities of book value worth ₹ 8,49,786 thousand and these securities were downgraded to "D" junk category and as per Company's diminution policy, these securities were provided for ₹ 8,49,786 thousand for in the books of accounts and subsequently, after Board approval, these were fully written off from the books as of March 31, 2020. During the year, the Company has received an amount of ₹ 91,843 thousand as interim distribution on debt securities of IL&FS Ltd. and IL&FS Financial Services Ltd.

Though the Company has written-off these investments in the books of accounts, it has not relinquished its right to claim the dues whenever the investee companies decide to payback/ settle their accounts.

**3.46** The Company confirms that no funds have been advanced or loaned or invested (either from borrowed funds or share premium or any other sources or kind of funds) by the company to or in any other person(s) or entity(ies), including foreign entities ("Intermediaries"), with the understanding, whether recorded in writing or otherwise, that the Intermediary shall, whether, directly or indirectly lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the company ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries.

The company confirms that, no funds have been received by the company from any person(s) or entity(ies), including foreign entities ("Funding Parties"), with the understanding, whether recorded in writing or otherwise, that the company shall, whether, directly or indirectly, lend or invest in other persons or entities identified in any manner whatsoever by or on behalf of the Funding Party ("Ultimate Beneficiaries") or provide any guarantee, security or the like on behalf of the Ultimate Beneficiaries.

**3.47** Post finalization of IFRS 17 by the IASB, the converged IND AS - exposure draft IND AS 117, has been rolled out by the ICAI - the nodal accounting body. Subsequent to the above, IRDAI, the Insurance regulator, has formed an internal IND AS implementation committee, with a focus on expertise and knowledge. The IRDAI has directed the insurance companies to form a steering committee for an early implementation of IND AS. The Company has formed the steering committee for IND AS 117 impact assessment and implementation. As of now, the company has appointed a knowledge partner for high level impact assessment of Ind AS 117. The assessment is underway.

### Signatures to the Notes to Accounts

As per our report of even date attached

For A. Bafna & Co.  
Chartered Accountants  
(FRN 003660C)

For MKPS & Associates  
Chartered Accountants  
(FRN 302014E)

Ashish Trivedi  
Partner  
M.No. 109376

Narendra Khandal  
Partner  
M.No. 065025

Place : Mumbai  
Date : 20<sup>th</sup> April 2023

For and on behalf of the Board of Directors

Dinesh Kumar Khara  
Chairman  
(DIN No : 06737041)

Swaminathan Janakiraman  
Director  
(DIN 08516241)

Kishore Kumar Poludasu  
Managing Director & CEO  
(DIN No : 09739016)

Rikhil K. Shah  
Chief Financial Officer  
(M. No. 112490)

Shatrughan Singh  
Company Secretary  
(M. No. A21565)



## Annexure A

## SEGMENTAL REPORTING FOR THE YEAR ENDED 31st March, 2023

## Segmental Break up of Revenue account

Particulars	Schedule	Fire	Marine	Marine Hull	Motor (OD)	Motor (TP)	Workmen's Compensation	Public Liability	Engineering	Aviation	Personal Accident	Health Insurance	Weather & Crop Insurance	Others		Total
1. Premiums earned (Net)	1	37,24,644	6,89,770	-	83,92,794	83,11,303	28,939	2,14,341	1,94,019	(1)	66,65,967	1,36,63,032	57,73,505	11,78,856	4,88,37,169	
2. Profit/ Loss on sale/redemption of Investments		(575)	(42)	-	(321)	(1,554)	(2)	(16)	(18)	(0)	(475)	(719)	(335)	(68)	(4,125)	
3. Others																
(a) Interest Income-Terrorism Pool/Nuclear Pool		22,587	-	-	-	-	-	2,623	-	-	-	-	-	-	25,209	
(b) Interest Income on Unclaimed Policyholder		915	67	-	510	2,471	4	25	28	0	756	1,143	533	108	6,558	
(c) Miscellaneous Income		75	6	-	1,653	204	0	2	2	0	62	668	44	5,870	12,556	
(d) Diminution in the value of Investment (Debt)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
(e) Write off in value of Investment (Debt)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
(f) Contribution from Shareholders Fund towards Excess EoM		-	58,805	-	-	-	-	-	-	-	-	-	-	-	7,23,655	7,82,459
4. Interest, Dividend & Rent – Gross		8,70,170	63,853	-	4,85,224	23,50,608	3,542	24,099	26,469	7	7,18,771	10,86,950	5,06,631	1,03,056	62,39,379	
<b>TOTAL SEGMENTAL REVENUE (A)</b>		<b>46,17,816</b>	<b>8,12,459</b>	<b>-</b>	<b>88,79,859</b>	<b>1,06,63,031</b>	<b>32,482</b>	<b>2,41,074</b>	<b>2,20,500</b>	<b>8</b>	<b>73,85,079</b>	<b>1,54,74,728</b>	<b>62,80,377</b>	<b>12,87,822</b>	<b>5,58,99,208</b>	
1. Claims Incurred (Net)	2	19,25,541	9,25,178	-	67,06,310	83,22,190	22,342	1,34,944	94,883	(138)	35,22,273	1,15,05,429	49,34,474	3,55,334	3,84,48,760	
2. Commission	3	(14,70,413)	1,40,551	-	12,75,313	(6,60,421)	(1,374)	(9,517)	(64,396)	(80)	7,98,707	12,08,410	(7,58,038)	1,48,763	6,17,505	
3. Operating Expenses related to Insurance Business	4	11,14,849	1,59,183	-	17,43,248	27,57,579	7,226	65,348	50,276	-	18,66,560	54,60,990	17,63,877	4,85,692	1,54,74,828	
4. Premium Deficiency Reserve		-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>TOTAL SEGMENTAL EXPENSES (B)</b>		<b>15,69,977</b>	<b>12,24,912</b>	<b>-</b>	<b>97,24,870</b>	<b>1,04,19,348</b>	<b>28,193</b>	<b>1,90,775</b>	<b>90,763</b>	<b>(217)</b>	<b>61,87,539</b>	<b>1,81,74,830</b>	<b>59,40,313</b>	<b>9,89,788</b>	<b>5,45,41,093</b>	
<b>Segmental Profit/ (Loss)(C= (A-B))</b>		<b>30,47,839</b>	<b>(4,12,453)</b>	<b>-</b>	<b>(8,45,012)</b>	<b>2,43,683</b>	<b>4,289</b>	<b>50,299</b>	<b>1,29,737</b>	<b>225</b>	<b>11,97,540</b>	<b>(27,00,101)</b>	<b>3,40,065</b>	<b>2,98,034</b>	<b>13,58,115</b>	

(₹ in thousands)

## SEGMENTAL REPORTING FOR THE YEAR ENDED 31st March, 2022

### Segmental Break up of Revenue account

(₹ in thousands)

Particulars	Schedule	Fire	Marine Cargo	Marine Hull	Motor (OD)	Motor (TP)	Workmen's Compensation	Public Liability	Engineering	Aviation	Personal Accident	Health Insurance	Weather & Crop Insurance	Others	Total
1. Premiums earned (Net)	1	34,79,506	4,12,566	-	73,13,087	61,43,069	22,015	1,47,512	1,81,696	9	70,18,185	1,23,33,862	40,29,138	15,58,926	4,26,39,571
2. Profit/ Loss on sale/redemption of Investments		94,999	5,067	-	57,216	2,34,264	341	1,725	2,770	1	81,815	88,634	49,680	13,615	6,30,126
3. Others															
(a) Interest Income- Terrorism Pool/ Nuclear Pool		14,456	-	-	-	-	-	2,683	-	-	-	-	-	-	17,139
(b) Interest Income on Unclaimed Policyholder		912	49	-	549	2,250	3	17	27	-	786	851	477	131	6,052
(c) Miscellaneous Income		234	13	-	1,639	578	1	4	7	-	202	531	123	11,273	14,604
(d) Diminution in the value of investment (Debt)		-	-	-	-	-	-	-	-	-	-	-	-	-	-
(e) Write off in value of Investment (Debt)		-	-	-	-	-	-	-	-	-	-	-	-	-	-
(f) Contribution from Shareholders Fund towards Excess EoM		-	52,664	-	-	-	-	-	-	-	-	-	-	-	52,664
4. Interest, Dividend & Rent - Gross		7,15,940	38,186	-	4,31,191	17,65,475	2,568	12,998	20,877	11	6,16,579	6,67,968	3,74,402	1,02,603	47,48,798
<b>TOTAL SEGMENTAL REVENUE (A)</b>		<b>43,06,046</b>	<b>5,08,545</b>	<b>-</b>	<b>78,03,682</b>	<b>81,45,636</b>	<b>24,928</b>	<b>1,64,938</b>	<b>2,05,378</b>	<b>21</b>	<b>77,17,568</b>	<b>13,091,845</b>	<b>44,53,820</b>	<b>16,86,548</b>	<b>4,81,08,953</b>
1. Claims Incurred (Net)	2	18,75,803	5,51,313	-	55,78,873	70,13,788	14,413	1,02,776	1,40,375	8	29,30,021	1,29,22,611	54,61,653	2,10,227	3,68,01,859
2. Commission	3	(17,01,759)	99,450	-	14,76,214	(4,83,197)	(1,263)	(42,490)	(50,994)	73	(11,61,800)	13,78,070	(6,89,378)	88,616	(10,88,458)
3. Operating Expenses related to Insurance Business	4	10,71,868	1,30,753	-	28,99,992	25,41,236	6,380	62,771	59,373	16	14,57,579	32,78,770	13,45,411	2,88,935	1,31,43,084
4. Premium Deficiency Reserve		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL SEGMENTAL EXPENSES (B)</b>		<b>12,45,912</b>	<b>7,81,516</b>	<b>-</b>	<b>99,55,079</b>	<b>90,71,828</b>	<b>19,531</b>	<b>1,23,055</b>	<b>1,48,754</b>	<b>96</b>	<b>32,25,799</b>	<b>1,75,79,451</b>	<b>61,17,685</b>	<b>5,87,778</b>	<b>4,88,56,486</b>
<b>Segmental Profit/ (Loss) [ C= (A-B)]</b>		<b>30,60,135</b>	<b>(2,72,970)</b>	<b>-</b>	<b>(21,51,396)</b>	<b>(9,26,191)</b>	<b>5,398</b>	<b>41,883</b>	<b>56,624</b>	<b>(75)</b>	<b>44,91,768</b>	<b>(44,87,607)</b>	<b>(16,63,865)</b>	<b>10,98,769</b>	<b>(7,47,532)</b>

## ANNEXURE B

## RELATED PARTY

(₹ in thousands)

Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31 <sup>st</sup> Mar 2023	For the period ended 31 <sup>st</sup> Mar 2022	
Holding Company	State Bank of India	Income	Premium Received	53,39,844	40,26,465	
			Interest Income on Term Deposits	174	164	
		Expense	Commission expense	33,16,871	26,36,636	
			Bank Charges	9,795	23,302	
			Claims Expense	366	79	
			SBI Officers Deputation Cost	30,814	26,454	
			Other Expenses	11,502	11,197	
			Expenses Reimbursement	1,380	2,320	
			Premises Rent	4,300	4,272	
			Royalty Expense	1,83,324	1,65,297	
			Asset	Term Deposits Redeemed/Matured	-	-
				Term Deposits Placed (Balance)	3,000	3,000
		Interest Income on Term Deposits		357	183	
		Investment Redeemed		18,24,824	51,08,381	
		Current Accounts		11,36,492	12,85,341	
		Investment Purchased		-	13,30,173	
		Security Deposit		153	153	
		Advance Given		2,139	2,177	
		Liability	Premium Received in Advance	400	386	
			Commission Payable	45,083	92,323	
Claims Payable	40		-			
SBI Officers Deputation Cost	13,282		10,808			
Expenses Reimbursement	555		987			
Other Expenses Payable	7,262		4,655			
CD Balance	3,06,490		2,81,048			
Shareholder	Napean Opportunities LLP		Liability	Amount Contributed towards Capital including Share Premium	-	-
Fellow Subsidiaries	SBI DFHI Ltd.	Income	Premium Received	820	813	
		Expense	Claims Expense	-	-	
		Asset	Investment Purchased	24,77,532	-	
		Liability	Claims payable	-	-	
	SBI Global Factors Ltd.	Income	Premium Received	810	830	
	SBICAP Securities Ltd	Income	Premium Received	1,142	414	
		Expense	Brokerage Expense	98	692	
			Claims Expense	-	27	
			Commission expense	49,560	34,111	
		Liability	Commission Payable	8,227	2,464	
			Other Expenses payable	1,779	-	
	SBI Capital Markets Ltd.	Income	Premium Received	12,649	1,357	
		Asset	Investment Purchased	2,50,198	37,53,962	
		Expense	Claims Expense	32	-	
Other Expenses			-	10,000		
SBI Mutual Fund Trustee Company Private Limited	Asset	Investment Purchased	9,56,253	6,85,05,021		
		Investment Redeemed	2,36,191	6,92,02,611		
		MF Holding	-	13,73,000		

(₹ in thousands)

Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31 <sup>st</sup> Mar 2023	For the period ended 31 <sup>st</sup> Mar 2022
Fellow Subsidiaries	SBI SG Global Securities Services Pvt Ltd	Income	Premium Received	9,722	6,741
		Expense	Claims Expense	-	2
Fellow Subsidiaries	SBI Cards and Payment Services Pvt Ltd	Income	Premium Received	24,686	28,769
			Interest Income on Debenture	1,19,162	1,14,000
			Dividend Income	56	-
		Asset	Prepaid Expenses	93	54
			Investment Purchased	15,00,000	-
			Investment Redeemed	15,00,512	-
			Equity Holdings	-	16,773
		Asset	Debenture Holdings	15,00,000	15,00,000
			Interest Income on Debenture (Receivable)	60,132	14,367
			Expense	Card Payments	14,349
		Commission expense		966	386
		Claims Expense		37	-
		Liability	Commission payable	219	578
		SBI Funds Management Pvt. Ltd.	Income	Premium Received	34,986
Expense	Claims Expense		47	-	
SBI Life Insurance Company Limited	Income	Premium Received	70,244	7,468	
		Dividend Income	75	93	
		Sale of Assets	-	7,984	
		Other Income	-	1,390	
	Expense	Premium Paid	40,966	69,181	
		Premises Rent	132	38,221	
		Expenses Reimbursement	(828)	10,828	
		Claims Expense	3,315	1,984	
		Other Expenses	-	2,195	
		Asset	Premium Deposit/Prepaid Expenses	10,715	22,311
	Investment Purchased		2,72,573	-	
	Equity Holdings		-	26,162	
	Investment Redeemed		2,51,102	5,13,186	
	Other Income Receivable		-	1,847	
Liability	Rent Payable		-	-	
	Claims Payable	-	2,707		
	Expenses Reimbursement	56	4,396		
	Other Expenses Payable	-	2,195		
SBI CAP Ventures Ltd	Income	Premium received	48	8	
SBICAP Trustee Company Ltd	Income	Premium received	1,467	3	
SBI Payment Services Pvt. Ltd.	Income	Premium Received	3,021	1,592	
SBI Pension Funds Pvt Ltd	Income	Premium Received	295	181	
C - Edge Technologies Ltd	Income	Premium Received	-	-	
	Expense	Claims Expense	-	-	
		IT Support charges	19,577	5,967	
	Liability	Claims Payable	-	-	
IT Support charges Payable		9,472	6,199		
SBI Foundation	Income	Premium Received	740	567	
	Expense	CSR Expenses	22,243	29,500	
	Liability	CSR Expenses	-	5,365	
	Asset	CSR Advance Given	-	5,343	

(₹ in thousands)

Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31 <sup>st</sup> Mar 2023	For the period ended 31 <sup>st</sup> Mar 2022
Associate Entity	Saurashtra Gramin Bank	Income	Premium received	109	38
		Expense	Commission expense	10,662	7,368
			Claims expense	9	29
	Mizoram Rural Bank	Liability	Commission payable	1,423	1,495
		Income	Premium received	4,385	3,203
			Expense	Commission expense	3,940
	Meghalaya Rural Bank	Liability		Commission payable	2,620
		Income	Premium received	5,584	4,478
			Expense	Commission expense	1,553
	Ellaquai Dehati Bank	Liability		Commission payable	804
		Income	Premium Received	116	71
			Expense	Commission expense	2,723
	Madhyanchal Gramin Bank	Liability		Commission payable	908
		Income	Premium Received	161	114
			Expense	Commission expense	10,551
	Nagaland Rural Bank	Liability		Commission payable	1,325
		Income	Premium Received	108	471
			Liability	Premium Received in Advance	49
	Jharkand Gramin Bank (erstwhile VGB)	Income		Premium Received	15,500
		Expense	Commission expense	25,834	18,447
			Liability	Premium Received in Advance	-
Rajasthan Marudhara Gramin Bank	Liability	Commission payable		1,820	3,826
	Income	Premium Received	80	76	
		Expense	Commission expense	35,729	21,879
Telangana Grameena Bank	Liability		Claims Expense	26	49
	Income	Premium Received	44	29	
		Expense	Commission expense	24,573	15,807
Arunachal Pradesh Rural Bank	Liability		Commission payable	1,579	3,243
	Income	Premium Received	661	936	
		Expense	Commission expense	970	601
Andhra Pradesh Grameena Vikas Bank	Liability		Commission payable	1,026	571
	Income	Premium Received	242	133	
		Expense	Commission expense	67,122	48,205
Chhattisgarh Rajya Gramin Bank	Liability		Commission payable	4,569	7,854
	Income	Premium Received	279	182	
		Asset	Current Accounts	563	18,973
Utkal Grameen Bank	Liability		Premium Received in Advance	9	24
	Expense	Commission expense	28,955	20,150	
		Liability	Claims Expense	25	34
Utkal Grameen Bank	Liability	Commission payable	1,838	2,769	
	Income	Premium Received	-	-	
		Expense	Commission expense	2,403	750
Liability	Commission payable		444	173	

(₹ in thousands)

Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31 <sup>st</sup> Mar 2023	For the period ended 31 <sup>st</sup> Mar 2022	
Associate Entity	Uttarakhand Gramin Bank	Income	Premium Received	62	337	
		Expense	Commission expense	6,549	4,429	
			Other Expenses	256	272	
			Other Expenses Payable	92	16	
		Liability	Commission payable	777	3,593	
			Income	Interest Income on Debenture	-	9,792
	Yes Bank Ltd	Asset	Investment Redeemed	-	11,25,461	
			Investment Purchased	34,46,026	9,82,171	
			Current Accounts	396	2,778	
		Expense	Other Expenses	22	68	
			Commission expense	87	167	
			Other Expenses payable	0	33	
Liability		Commission payable	2	66		
		Expense	Other Expenses	10	5	
THE CLEARING CORPORATION OF INDIA LTD	Income	Premium Received	-	1,646		
	Income	Premium Received	0	-		
Managing Director & CEO (From 4 <sup>th</sup> Oct 2022)	Shri Kishore Kumar Poludasu	Expense	SBI Officers Deputation Cost	4,145	-	
		Liability	SBI Officers Deputation Cost	2,691	-	
	Shri P C Kandpal	Expense	SBI Officers Deputation Cost	2,109	8,320	
		Liability	SBI Officers Deputation Cost	467	3,487	
	Managing Director & CEO (4 <sup>th</sup> July 2022 to 3 <sup>rd</sup> Oct 2022)	Shri Paritosh Tripathi	Expense	SBI Officers Deputation Cost	1,731	-
			Liability	SBI Officers Deputation Cost	1,763	-
Whole time Director (WTD from 28 <sup>th</sup> Nov 2022)	Shri Anandprasad Pejwar	Expense	Salary and Allowances	12,831	-	
		Liability	Salary and Allowances payable	1,435	-	

## Annexure C

**RATIOS FOR NON-LIFE COMPANIES**

Sr. No.	Performance Ratio	Basis	Ratios as at 31st March, 2022				Ratios as at 31st March, 2023			
			Fire	Marine	Miscellaneous	Total	Fire	Marine	Miscellaneous	Total
1	Gross Premium growth rate	Gross premium for current year / Gross premium for previous year	19.84%	34.99%	17.70%	18.13%	-4.29%	85.28%	13.68%	10.91%
2	Gross Premium to Net Worth ratio	Gross premium / Networth	NA	NA	NA	3.54	NA	NA	NA	3.19
3	Growth rate of Net Worth	Shareholders' funds as at current Balance Sheet date / Shareholders' funds as at previous Balance Sheet date	NA	NA	NA	6.47%	NA	NA	NA	5.03%
4	Net Retention ratio	Net premium / Gross premium	27.23%	78.56%	57.11%	52.77%	29.29%	71.95%	50.47%	47.52%
5	Net Commission ratio	Commission net of reinsurance / Net premium	-32.83%	19.75%	3.73%	1.07%	-42.74%	20.18%	1.30%	-2.47%
6	Expenses of Management to Gross Direct Premium ratio	Expenses of Management / Gross Direct Premium	17.58%	35.87%	21.88%	21.35%	18.16%	37.76%	22.05%	21.58%
7	Expense of Management to Net Written Premium	Expenses of Management / Net Written Premium	63.55%	42.35%	38.21%	40.23%	61.63%	47.70%	43.24%	44.95%
8	Net incurred Claims to Net Earned Premium	Net incurred Claims to Net Earned Premium	51.70%	134.13%	80.13%	78.73%	53.91%	133.63%	88.71%	86.31%
9	Combined ratio	Claims Paid plus Commission Paid plus Expenses of Management / Gross premium	43.76%	176.25%	111.03%	106.73%	38.09%	180.35%	120.22%	113.70%
10	Technical Reserves to Net Premium ratio	Reserve for unexpired risks + reserve for outstanding claims / Net premium	2.71	1.42	1.51	1.60	2.73	1.38	1.55	1.66
11	Underwriting balance ratio	Underwriting profit / Net premium	0.58	-0.78	-0.16	-0.12	0.64	-0.89	-0.21	-0.15
12	Operating profit ratio	Underwriting profit + Investment Income of policy holders' funds / Net premium	81.83%	-59.80%	-2.88%	2.78%	87.95%	-66.16%	-9.12%	-1.75%
13	Liquid Assets to Liabilities ratio	Cash and Bank balances / Current liabilities	NA	NA	NA	0.22	NA	NA	NA	0.21
14	Net Earnings ratio	Net profit after tax / Net premium	NA	NA	NA	3.21%	NA	NA	NA	2.98%
15	Return on Net worth	Net profit after tax / Networth	NA	NA	NA	6.02%	NA	NA	NA	4.57%
16	Solvency Margin	Available Solvency Margin / Required Solvency Margin	NA	NA	NA	1.72	NA	NA	NA	1.85
17	NPA		NA	NA	NA	NA	NA	NA	NA	NA

Annexure D

## Summary of Financial Statements

(₹ in thousands)

Sl. No.	Particulars	For the year ended 31 <sup>st</sup> March 2023	For the year ended 31 <sup>st</sup> March 2022	For the year ended 31 <sup>st</sup> March 2021	For the year ended 31 <sup>st</sup> March 2020	For the year ended 31 <sup>st</sup> March 2019
<b>OPERATING RESULTS</b>						
1	Gross Premium Written	10,88,84,360	9,25,95,231	8,31,16,029	6,83,97,923	4,71,72,663
2	Net Premium Income#	5,74,62,605	4,40,02,509	4,10,76,108	3,56,79,008	2,55,82,109
3	Income from Investment (Net)##	62,35,254	53,78,924	49,34,936	39,80,642	27,71,592
4	Others	8,26,785	90,459	37,446	20,195	26,358
5	<b>Total Income</b>	<b>6,45,24,644</b>	<b>4,94,71,893</b>	<b>4,60,48,490</b>	<b>3,96,79,845</b>	<b>2,83,80,059</b>
6	Commissions (Net) (including brokerage)	6,17,505	(10,88,461)	(14,67,990)	(10,81,599)	(86,503)
7	Operating Expense	1,54,74,828	1,31,43,086	1,03,37,717	90,87,230	59,36,326
8	a) Claims	3,84,48,760	3,68,01,862	2,58,67,440	2,15,52,877	1,72,05,712
	b) Increase in Unexpired Risk Reserve and other Outgoes	86,25,436	13,62,938	61,70,284	53,72,062	16,98,272
	c) Premium Deficiency	-	-	-	-	-
9	<b>Operating Profit/ (Loss)</b>	<b>13,58,115</b>	<b>(7,47,533)</b>	<b>51,41,039</b>	<b>47,49,275</b>	<b>36,26,253</b>
<b>NON-OPERATING RESULT</b>						
10	Total Income under Shareholders' Account	10,85,200	25,27,298	20,38,170	8,94,780	10,71,682
11	Profit/ (Loss) before tax	24,43,315	17,79,766	71,79,209	56,44,055	46,97,935
12	Provision for Tax	6,01,054	4,67,423	17,43,288	15,26,448	13,58,015
13	<b>Profit/ (Loss) after Tax</b>	<b>18,42,261</b>	<b>13,12,343</b>	<b>54,35,921</b>	<b>41,17,607</b>	<b>33,39,920</b>
<b>MISCELLANEOUS</b>						
14	Policyholders' Account					
	Total Funds	10,43,97,655	8,35,99,678	7,43,64,694	5,66,70,059	4,84,12,521
	Total Investments	10,45,16,174	8,42,08,327	7,35,99,810	5,63,42,978	4,93,47,973
	Yield on Investments	6.90%	7.43%	8.15%	7.68%	6.41%
15	Shareholders' Account**					
	Total Funds	3,05,97,919	2,87,38,888	2,73,61,304	2,21,40,883	1,82,38,774
	Total Investments	2,64,33,853	2,49,82,569	2,21,80,462	1,79,26,682	1,42,17,711
	Yield on Investments*	8.46%	10.96%	9.17%	5.92%	7.15%
16	Paid up Equity Capital	21,56,467	21,56,167	21,55,000	21,55,000	21,55,000
17	Net Worth**	3,05,97,919	2,87,38,888	2,73,61,304	2,21,40,883	1,82,38,774
18	Total Assets\$	15,25,82,465	12,70,47,305	11,36,44,052	9,27,81,797	7,33,21,212
19	Yield on Total Investments*	7.23%	8.34%	8.43%	7.24%	6.60%
20	Basic Earnings per share (₹)	8.54	6.09	25.22	19.11	15.50
21	Book Value per Share (₹)	141.89	133.29	1,26.97	102.74	84.63
22	Total Dividend	-	-	2,15,500	2,15,500	-
23	Dividend per Share (₹)	-	-	1.00	1.00	-
24	Solvency Margin (times) (Requirement of 1.5 times)	1.72	1.85	2.00	2.27	2.34

Notes

# Net of reinsurance

# # Net of losses

\* Yield on investment includes return on Fixed Deposits

\*\* Net worth / Shareholders funds = (Share Capital + Reserve & Surplus) - Debit balance in Profit & Loss Account

^ NA – Not available

# Awards

**General Insurance Company of the Year**  
at the **India Insurance Summit & Awards 2023**

**Best General Insurance Company of the Year**  
at the 'Third Emerging Asia Insurance Awards' organized by the 'Indian Chamber of Commerce'

**The Great Indian BFSI Best Brand in The General Insurance Sector**  
at the **Great Indian BFSI Awards 2<sup>nd</sup> Edition 2022**

**Recognized as Smart Insurer**  
in the 'Large Non-Life Insurance' category at **The Economic Times Insurance 9<sup>th</sup> Annual Summit & Awards**

**Most Preferred Workplaces in BFSI 2022-23**  
presented by **Marksmen Daily**

**Data Analytics Initiative of the Year – General Insurance**  
at the **3<sup>rd</sup> Annual BFSI Technology Excellence Awards 2022**

**Best Claim Settlement**  
at the **Finnoviti Awards 2022**

**Best use of technology to enhance customer experience**  
at the 15<sup>th</sup> edition of the **Customer FEST awards 2022**

**Recognized towards social causes in the healthcare sector**  
at the **BW Healthcare World Excellence Awards**

**Best Claim Settlement & Best Innovation**  
at the **InsureNext Summit and Awards 2023**

**The Special Commendation Award**  
at the **CSR Journal Excellence Awards 2022**





**SURAKSHA AUR BHAROSA DONO**

## **SBI General Insurance Company Limited**

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### **Corporate & Registered Office:**

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