

UNLOCK

2019-2.0



SURAKSHA AUR BHAROSA DONO

A N N U A L R E P O R T 2 0 1 9 - 2 0

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Corporate Information

BOARD OF DIRECTORS

- Shri Rajnish Kumar, *Director*
- Shri Dinesh Kumar Khara, *Director*
- Shri Mahender Kumar Garg, *Independent Director*
- Shri D Sundaram, *Independent Director*
- Dr Ajit Kumar Saxena, *Independent Director*
- Dr Ashima Goyal, *Independent Director*
- Shri Prakash Chandra Kandpal, *Managing Director and CEO*
- Shri Pushan Mahapatra, *Director, Strategic Investments & Digital Initiatives*
- Shri T K Kurien, *Director*

MANAGEMENT TEAM

- Shri Prakash Chandra Kandpal, *Managing Director and CEO*
- Shri Pushan Mahapatra, *Director, Strategic Investments & Digital Initiatives*
- Shri Rikhil K. Shah, *Chief Financial Officer*
- Shri Amar Joshi, *Chief Business Officer*
- Shri Atul Suresh Deshpande, *Chief Operating Officer*
- Shri Mahendra Tripathi, *Head – Compliance, Legal & Company Secretary*
- Ms Gayle Adams, *Appointed Actuary*
- Shri Pradeep Kumar Manshani, *Chief Investment Officer*
- Shri Shirish Thatte, *Head – Internal Audit*
- Shri Avez Sayed, *Chief Risk Officer*

CORPORATE & REGISTERED OFFICE

'Natraj', 301, Junction of Western Express Highway & Andheri-Kurla Road,
Andheri (East), Mumbai 400 069
Phone: +91 22 42412000
Fax: +91 22 42412071

BANKERS

State Bank of India
HDFC Bank Ltd.
Standard Chartered Bank

AUDITORS (2019-20)

M/s. A. Bafna & Co., Chartered Accountants
M/s. S. Bhandari & Co., Chartered Accountants

CIN: U66000MH2009PLC190546



..... Cover Concept and Theme

2020 marks the dawn of a digital age at SBI General Insurance. The theme of the report is reflective of new beginnings and opportunities. It projects the Company's agility and future-readiness as they gear-up to 'Unlock' possibilities with the unveiling of SBIGI 2.0.

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|| SBI General Insurance delivers on the promise of 'Suraksha aur Bharosa dono' This along with our unmatched presence, underscores our ability to reach out to the right segment with the right product while offering a superior experience to all our customers. ||



Chairman's Welcome

To SBIGI family,

I would like to congratulate SBIGI for having successfully completed 10 years of operations and for continuing to be one of the fastest growing General Insurers in the country. It is not a small feat to have grown consistently through these years. It fills me with pride to see them adopt a new identity while still being true to the SBI legacy as they gear up for the next decade.

Over the past years, the banking landscape has changed tremendously. The industry is shifting away from traditional banking methods and is now deploying complete banking solutions to an evolving customer through financial products that cover a customer's entire lifecycle. The way a customer now interacts with the bank has changed too. A majority of our customers reach out to us through our digital assets, be it our flagship mobile platform, YONO or through our website. Similarly, SBIGI has also scaled up their digital assets and ramped up their digital transactions. They have been providing risk coverage across all segments right from the top to the bottom of the pyramid. SBIGI has been able to reach the most underpenetrated parts of India through the vast distribution network of SBI, and has played a critical role in ensuring financial inclusion for some of the most marginalised communities. Thereby, SBIGI continues to create significant value for the investors at SBI by contributing to its bottom-line.

Non-life Insurance penetration in our country is at 0.97% of the GDP as against the world average of 2.78%. On the other hand, healthcare inflation in our country is rising each year by 7-8% but over 56% of the country's population has no health cover. According to a United Nations global assessment report on disaster risk, India's average annual economic loss due to natural catastrophes is estimated to be \$9.8 billion, mostly uninsured. Another unprecedented cause for concern this year has been the COVID-19 global health crisis. Which makes us think whether more people will view the need for health covers in a more serious light post the crisis. While it is too early to quantify the rise in policy volumes, however, COVID-19 has provided a tailwind resulting in improved awareness. Combined with the government's increasing emphasis on insurance; I believe that State Bank is uniquely placed in assisting the government's aim of making insurance accessible for millions. State Bank of India is committed to be a 'Banker to every Indian;' it is also our objective to keep our account holders aware of their financial risks and of steps to mitigate those risks.

I wish SBI General all the very best for the endeavours that lie ahead.

Best regards,

Rajnish Kumar
Chairman, State Bank of India

From the Managing Director's Desk



Dear shareholders,

It is a great honour and privilege for me to address all of you on behalf of the Board of Directors and I am delighted to welcome you to the 11th Annual General Meeting of the Company. I take this opportunity to brief the distinguished Members about the Company's performance during the Financial Year 2019-20

India's insurance sector has tremendous growth potential - it's evolving rapidly. Our constant efforts at SBI General is to place our customers at the front and centre of everything we do from designing relevant product offerings to delivering service experiences that exceed their expectations. This focus on customer-first enables us to continue to aggressively grow our business and build on our position as one of the fastest growing insurance companies in India.

The financial year 2019-20 has been challenging for the country, witnessing economic headwinds resulting in subdued growth across the sectors, resulting in an impact on the insurance industry as well. While, the entire economy was hoping to close the last quarter with an improved performance, the pandemic outbreak in March muted their efforts substantially. The pandemic presently continues to throw its challenges on the business front.

Despite the challenges, our company delivered a robust performance in financial year 2019-20. For the year under review, the General Insurance sector grew by 11.33% and reported Gross Direct Premium (GDP) of ₹189,302 crore. SBI General improved its market share to 3.59% from 2.77% in the previous year with Gross Written Premium (GWP) of ₹6840 crore, representing a growth of 44.42 % over the previous year. The Combined Operating Ratio was 98% this year. As on March 31, 2020, the Company had a solvency ratio of 2.27 as against the regulatory requirement of a minimum of 1.50. SBI General had recorded a positive growth across all lines of business and Fire, Motor, Health, Crop and Personal Accident continued to be our growth drivers. The Company has also achieved the Rural, Social and Motor TP obligations mandated by the regulator. SBI General continues to maintain its credit rating of 'iAAA' awarded by ICRA.

SBI General witnessed a shower of awards during the year. We were recognised as the winner in the General Insurance-Compact category at the 2nd Insurance Awards of Economic Times Insurance Summit. SBI General was declared the No. 1 insurer in the Spice Awards 2019 at the Toyota Protect Annual Meet. We also won the Insurance Alerts- Best General Insurance Company - Rural Presence, at CMO Confluence & Corporate Awards, 2019, the Best Risk Management Strategy of the Year in General Insurance category at the Emerging Asia Insurance Awards 2019, presented by Indian Chamber of Commerce and the Best Digital Innovation Award for Customer Retention Analytics organised by Express Computers, 2019. We were bestowed with Champion of Champions Award at the 2nd Corporate Communication and PR excellence Awards 2020 for stellar work in enhancing the Company's brand presence, value, and awareness. We bagged the Best security Practice

Award in the insurance sector at the 8th DSCI excellence Awards for our work in the field of security and privacy. We won the Gold award in the category of Best Traditional Media content for financial services enterprise at the India Content Leadership Awards 2019. Our SBI Green Marathon won the Indian Chamber of Commerce Social Impact award for Environment sustainability and a silver award at the Outlook Money Awards 2019 as the Non-life insurance provider of the year.

Presently, our country is in the midst of effectively responding to the COVID-19 pandemic. We strongly believe our company is well-prepared to effectively navigate through the present crisis and emerge stronger. While we have undertaken all necessary actions to protect the health and well-being of our employees, we have ensured that we meet every expectation of our customers, and other stakeholders.

Operational excellence and cost efficiency will continue to remain our top priority. We would focus on improving our loss ratios through a diverse set of measures including portfolio mix diversification, focus on underpenetrated markets, improved risk selection and pricing, along with stronger risk management and controls. With the challenges around, we would invest our efforts on strategy and in transformation across our business segments.

We would endorse stronger digitisation measures across the entire value chain, including underwriting, distribution and claims. We believe that a strong digital distribution platform is essential for delivering the intuitive and personalised experiences consumers expect, as well as for reducing acquisition costs, increasing efficiency, and ultimately selling more products. The digitisation journey is also critical for us to fulfil our longer-term transformation plans, to drive innovation and to form and participate in industry ecosystems. There would be centres of excellence (COE) to meet the need for specific functional expertise and to serve as hubs for digital capabilities like Artificial Intelligence and Robotic Process Automation.

As we enter the new financial year, disrupted widely by the pandemic, we would embrace fresh opportunities which await us in the new normal. We understand, there is an increased awareness about insurance solutions as a social security tool. This would result in the increased penetration of insurance in India.

While we continue to pursue our new business milestones, we will remain focused on creating long-term value for our stakeholders. I would like to convey my sincere appreciation to the Board of Directors for their guidance and would also like to express my heartiest gratitude to all our stakeholders for their continued faith in SBI General.

Best regards,

Prakash Chandra Kandpal

Managing Director & CEO, SBI General Insurance

Director's Address



Dear shareholders,

Welcome to SBI General 2.0. We are donning new colours! As we gear up to take on the next decade, this new identity speaks volumes about what is changing at SBI General and what remains constant. The new logo marks the dawn of a new age of digital services and processes at the Company. The new identity is reflective of agility and future-readiness. The ongoing digital transformations at SBI General will enable all our stakeholders to experience the ease of doing business with us, higher efficiency in processes and massive reduction in Turn Around Times (TATs).

I am glad to share the results of FY20, where SBI General grew by 45%, recording a GWP of ₹6,840 crore, with growth across all lines of businesses. Along with bancassurance, one of our key strengths, SBI General has been able to maintain strong sustainable growth across other channels as well. This would not have been possible without your support. Despite a challenging FY 2019-20 with muted growth across sectors due to a host of factors including a series of natural catastrophes, a tepid growth in the economy and finally the coronavirus pandemic, at SBI General, our prudent underwriting policies, customer-centric approach and our digital readiness have helped us register a successful year wherein we grew above industry. The business performance of our Company is driven by various initiatives undertaken over the past few years, including scaling up of our distribution network, sales force and geographic footprint. During the year 2019-20, the Company has serviced 5,797,228 policies which includes 1,139,572 Crop Insurance Farmer-wise Certificate of Insurance and over 247,711 endorsement transactions in the current fiscal. A host of process refinements and IT functionalities were introduced during the year to improve our operational efficiencies.

Over the past decade, we have realised that customers' expectations from the financial service industry has changed drastically owing to factors like an increase in income levels and higher urbanisation. However, technology and digital transformations have been the biggest harbingers of this change. Digital transformation and technology have been fundamentally changing the way businesses interact and provide services. I can say that a slew of technologies like Cloud, Artificial Intelligence (AI), Machine Learning (ML) & Analytics, blockchain, etc. have changed the speed and the quality of services that customers expect from us.

What we foresee is that these changes will only increase exponentially going forward and that is what 'Unlocking SBI General 2.0' is all about. The world, post-pandemic will be very different from the perspective of risk, customer, workplaces and employees and we have to reinvent ourselves to take a driving seat in the new normal. The key to sustenance in future will depend on how organisations adapt to these changes and how they develop talent pools to handle them. 'Unlocking SBI General 2.0' reiterates SBI General's new avatar that assures our stakeholders that the Company is now in an agile and future-ready position and underlines the core focus on deploying new-age technologies to enhance operational efficiencies to deliver a faster and seamless experience to our customers.

Our project Sparsh, over the past two years, has enabled us to take a giant leap in digital transformation enabling us to work more productively and achieve our real potential. Some of the core functions like Claims, Customer service and Channel Partner Management have transformed immensely resulting in happier and more satisfied customers. Some of our digital initiatives include live streaming of motor claims, increase in customer service efficiency and one-click renewals. A complete refresh of the Customer and Intermediary facing portals has been achieved to a large measure to provide many self-service options to both our customers and intermediaries respectively. I am confident that our team at SBI General is equipped and ready to seize the immense growth opportunities and take on the challenges posed by changing economic cycles and technological transformations.

SBI General assures to live up to its new brand promise of 'Suraksha aur Bharosa dono'.

On behalf of all my colleagues, I would like to thank you for your enduring faith in us and assure you of our commitment to deliver value in the coming years as well.

Best regards,

Pushan Mahapatra

Director- Strategic Investments and Digital Initiatives,
SBI General Insurance

Welcome to SBI General

SBI General Insurance commenced its operations as a joint venture between State Bank of India (SBI) and Insurance Australia Group (IAG). Pursuant to stake sale by IAG in March 2020, SBI now owns 70%, while Napean Opportunities LLP (Premji Invest affiliate) owns 16.01%. The remaining share is divided amongst Honey Wheat Investment Ltd., an entity forming part of Warburg Pincus Group (9.99%), PI Opportunities Fund-1 (2.35%) and Axis New Opportunities AIF-I (1.65%).

The Total Capital invested as on date is ₹15,481 mn with a Book Value Per Share of ₹102.74 and a Net Worth of ₹22,140.88 mn.

After a very successful decade in the General Insurance industry, SBI General has donned a new identity. The 11th year marks the dawn of a digital age at SBIGI, where the possibilities are endless. The new identity is reflective of our focus on digital transformations and our future-ready services and products for an evolving customer. Combined with the SBI legacy, SBIGI now aims to attract traditionalists and modernists alike.

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 Rajnish Kumar
Director



Shri Dinesh Kumar
Khara
Director



Shri T K Kurien
*Nominee Director
of Napean
Opportunities LLP*



Shri Mahender
Kumar Garg
*Independent
Director*



Shri D Sundaram
Independent Director



Dr Ajit Kumar
Saxena
*Independent
Director*



Dr Ashima Goyal
*Independent
Director*



Shri Prakash
Chandra Kandpal
*Managing Director
and CEO*



Shri Pushan
Mahapatra
Director

Key Management Team



Shri Prakash
Chandra Kandpal
*Managing Director
& Chief Executive
Officer*



Shri Pushan
Mahapatra
*Director - Strategic
Investments &
Digital Initiatives*



Shri Rikhil K. Shah
*Chief Financial
Officer*



Shri Amar Joshi
*Chief Business
Officer*



Shri Atul Suresh
Deshpande
*Chief Operating
Officer*



Shri Mahendra
Tripathi
*Head - Compliance,
Legal & Company
Secretary*



Ms Gayle Adams
Appointed Actuary



Shri Pradeep
Kumar Manshani
*Chief Investment
Officer*



Shri Shirish
Thatte
*Head - Internal
Audit*



Shri Avez Sayed
Chief Risk Officer

The insurer to every Indian

Throughout our decade long journey, a focused approach and strong understanding of risk has enabled us to cross many milestones. From just 17 branches in 2011, we now have a presence in over 123 locations (including HO) spread all across India. We are one of the fastest growing companies and the only company in the private General Insurance industry in India to achieve a GWP of ₹6000 crore in 10 years of its operations. These milestones, expert industry knowledge and sectoral understanding that have become ingrained in the SBIGI ethos and continue to drive us even today.

This Annual Report marks the dawn of a new era at SBIGI, the advent of SBIGI 2.0. As you can see, we are adorning new colours! After a very successful decade in General Insurance, SBIGI is now ready to take on the next decade with a new growth approach and identity. We have been digitising our processes to weed out inefficiencies and to achieve our targets rapidly and effectively. The reason behind adopting a new visual identity is to convey our future-ready services, processes and products to an evolving consumer. We are now in a position where the business is agile and future-facing, ready to serve the growing needs of Indians with digital-age processes and services. While the erstwhile brand identity conveyed trust, loyalty and value to our customers, we realised that to carve a niche for ourselves in a cluttered market we needed the new identity to encompass flexibility and future-readiness into the SBIGI ethos. We have evolved over the past decade and the new identity needed to resonate with this evolution while retaining the values and identity of SBI.

A large focus moving forward will also be on the youth and the new identity reflects the usefulness and youthfulness of SBIGI to this demographic. The new logo represents a sliding/swipeable button that cues the transition to a digital age and lends the logo a modern institutional feel. The colour purple denotes youthfulness, wisdom and devotion. The retained SBI 'keyhole' symbolises trust and security and is now synonymous with SBI. At the same time, the refreshed monogram resonates with the new generation. It makes the Company look more approachable to a diverse audience in a world that is rapidly going digital. The new tagline 'Suraksha

aur Bharosa Dono' addresses fear and insecurity that surround the insurance industry and reinstalls the sense of trust and security, values that are synonymous with SBI and SBIGI, into the customer. It also puts the organisation at the forefront as a trusted and reliable insurer in the industry and reminds the customers of the SBI legacy security and trust.

Our ambition, as we take on the new decade, is to truly become the insurer to every Indian. As we seek to take our organisation to the next level, we are determined to make the most of our inherent strengths— leveraging our experience

in complexity and we will be challenged by even more rapidly changing market conditions and evolving consumer preferences. We have tremendous confidence in our ability to anticipate emerging trends and respond swiftly, creating opportunities for our agent partners and our company. We view the ever-changing dynamics of our business as an opportunity to shape a bright and prosperous future. With SBIGI 2.0 in the works, we are confident of delivering sustainable value for our shareholders, stakeholders and all our customers and genuinely becoming the insurer to every Indian.

Advancements in web, mobile, voice, digital and cloud-based technologies are leading to new customer expectations and redefining the way we serve our customers. Innovation is key. For us, digital is a proxy for efficiency and a new platform to engage with customers.



and unique culture, anticipating evolving market trends, identifying emerging opportunities and reacting with agility and expertise—to enable our partners and our company to grow with purpose and profitability. Over the past 10 years, we have developed a broad, differentiated and specialised product set across all areas of our business, and we are committed to adding more capabilities to drive future growth and make SBIGI one of the most relevant companies to our customers.

Our industry faces an innovation imperative. Advancements in web, mobile, voice, digital and cloud-based technologies are leading to new customer expectations and redefining the way we serve our customers. The way we embrace innovation is vital. For us, digital is a proxy for efficiency and a new way to engage with customers. We intend to focus on evolving customer segments, leveraging data, analytics and emerging technology to meet our customers' needs, improving the customer experience, and

helping our company grow. As we prepare our company for the future, we recognize the world we

insure will increase

Our Flagship Products

RETAIL PRODUCTS



Motor Insurance

- Private Car Insurance Policy-Package
- Two Wheeler Insurance Policy - Package



Home Insurance

- Long Term Home Insurance Policy



Travel Insurance

- Travel Insurance (Business & Holiday)



Personal Accident Insurance

- Individual Personal Accident Insurance Policy



Health Insurance

- Health Insurance Policy – Retail
- Critical Illness Insurance Policy
- Hospital Daily Cash Insurance Policy
- Loan Insurance
- Arogya Sanjeevani
- Arogya Premier Policy
- Arogya Plus Policy
- Arogya Top Up Policy
- MicroInsurance Policy

CORPORATE PRODUCTS



Fire Insurance

- Standard Fire and Special Perils Insurance Policy
- Consequential Loss (Fire) Insurance Policy



Health Insurance

- Group Personal Accident
- Group Health Insurance



Motor Insurance

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



Marine Insurance

- Marine Cargo Insurance



Package Insurance

- Industrial All Risks Insurance Policy
- Business Package Insurance Policy



Miscellaneous

- Plate Glass Insurance Policy
- Burglary Insurance Policy
- Money Insurance Policy



Construction/ Engineering

- 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



Rural

- Agriculture Pump set
- Cattle Insurance



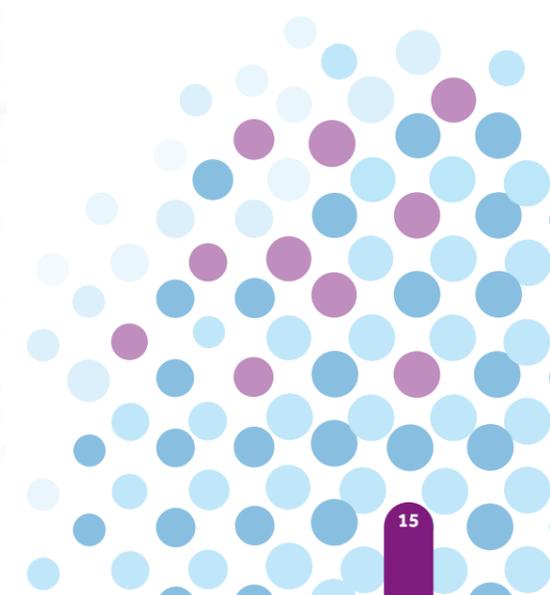
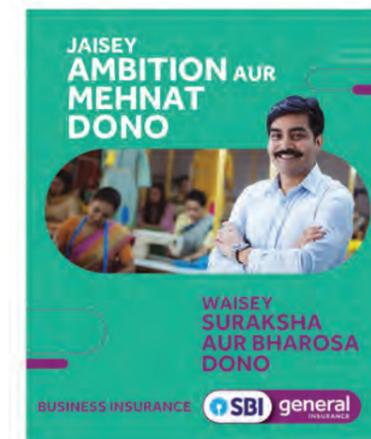
Liabilities

- 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



Cyber Defense

The new brand identity reflects our fresh approach while upholding our legacy with values of protection and trust. Our diversified range of products emulate 'Suraksha aur Bharosa dono' in the truest sense.



On a growth path

We are now in the 11th year of operation and are growing at a blistering pace. At SBI General we are all working together to make this organisation better, stronger, faster and more responsive. Here are some key highlights of the last financial year portraying the pace of growth.

Growth Trajectory

Recorded growth of 45% as against 11.3% industry growth. Showed balanced growth in all lines of business vis-a-vis industry and top private insurers. Attained the no. 1 position in Personal Accident business lines in the entire GI industry.

COMPANY PERFORMANCE



TOP LINE GROWTH



FINANCIAL HIGHLIGHTS



BALANCE SHEET



POSITION IN THE INDUSTRY



A legacy of putting the customer first in the moment of truth

The 'Fast-Track' system for paperless claims processing, has enabled online claims approval, faster settlement and provision to record and act upon customer feedback over the past year.

Express Claims Process

The Commercial claims team has introduced an 'Express Claims Process' for up to ₹10 lakh. The process includes, simplified format for survey reports, etc. The introduction of the Express Claims Process has enabled us to reduce Average TAT from 49 days in 2018-19 to 32 days in 2019-20 while also reducing the Average Expense Paid. The Commercial Claims team in 2019-20 handled 12,000 claims excluding Crop with a Settlement Ratio of nearly 100%.

Net Promoter Score

We introduced Net Promoter Score (NPS) to provide a positive experience to customers who engage with us. We are systematically listening to customers through our NPS and taking action to continuously improve our services. Customers are recognising our efforts to be more responsive and take their needs into account, as reflected in the NPS score of 55 during 2019-20 for commercial claims, 35 for Motor OD Claims and 26 for Health Claims

Live Streaming of Motor OD Claims

Motor Own Damage (OD) claims team had initiated the process of 'Live Streaming' for garages on claims. Live streaming enables the surveyor to remotely assess the loss of the damaged vehicle through live video streamed from the garage by the garage employee. Survey, assessment of loss and approval of repairs will be given by the Insurer within 30-40 mins of claim intimation with the help of live streaming, which otherwise would take more than 24 hours. Dedicated centres are in place pan India for processing of claims through live streaming. During 2019-20 all motor OD claims were processed online, and all claim documents were stored digitally. We also ranked No. 1 amongst all participating insurance companies in TOYOTA SPICE -an Insurance Partner Program which gives out rankings based on various claims and other service parameters. We were able to handle all Motor OD claims during the lockdown with the TAT during the lockdown period.

Accident and Health Claims

In the Year 2019-20, the team has handled almost 90,000+ Accident and Health claims with a Settlement ratio of more than 100%.

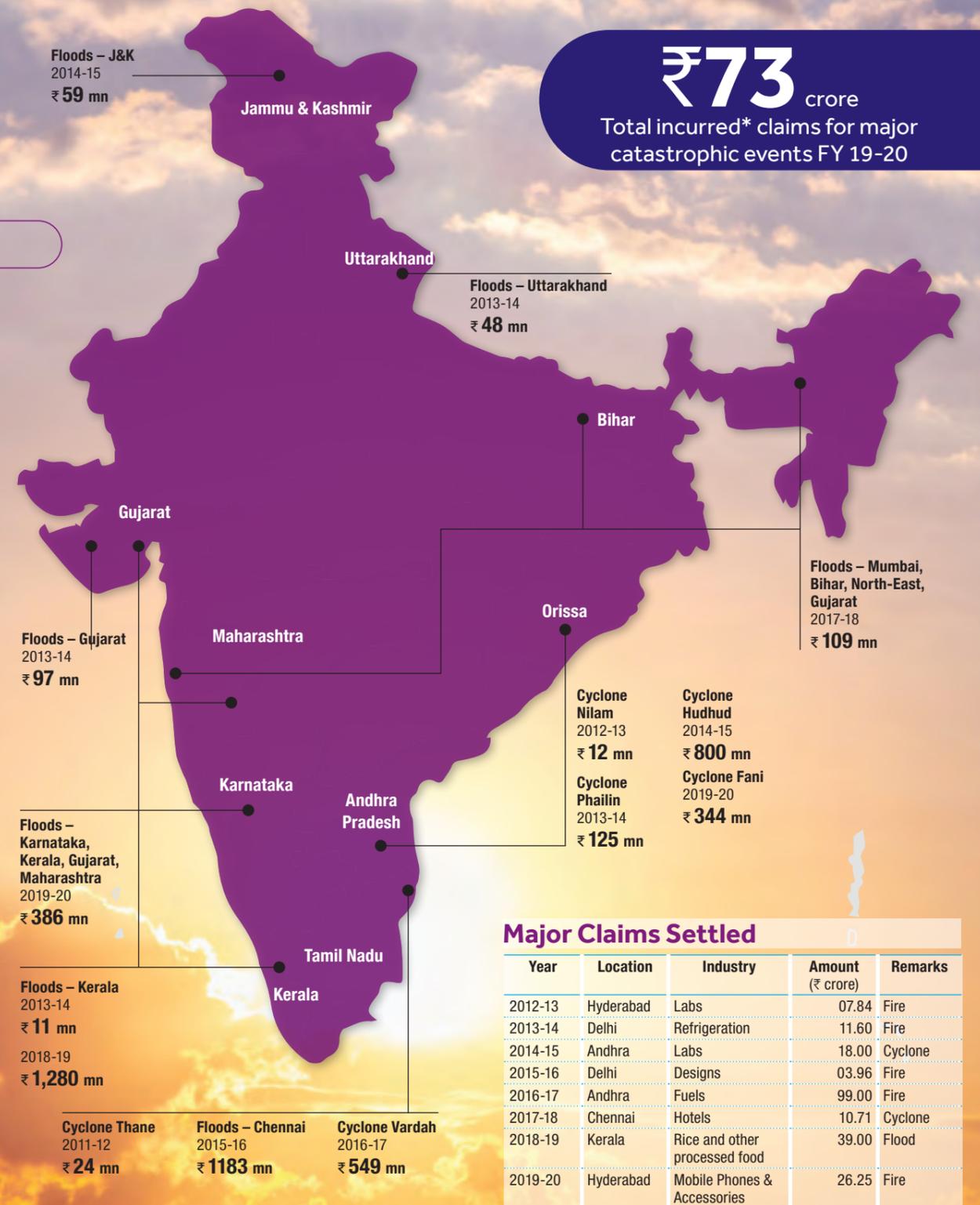
We saw an increase in claim numbers owing to high business volumes and were able to service the claims by providing the customers with the best experience. We also won accolades for Excellent & Transparent customer experience in the A&H line of business. We are developing new processes and systems that are customer-centric, to remain competitive and relevant for customers. We are focusing on innovations meeting customer needs and in this series we have implemented state of the art Health claims system with seamless exchange of data with our service providers TPAs which has resulted in reduction of TATs, improved process efficiencies and enhanced customer experience.

Motor TP Claims

SBI General's service in the first decade of its inception has etched a place in the Judiciary & the brand is now synonymous with proactive conciliation settlements in Motor Third-Party (TP) compensation claims. The objective of alleviating the sufferings & offering timely compensation in a just manner has been recognised well by the Judiciary and the legal fraternity. The otherwise long drawn legal battles are a thing of the past and the Company in its renewed focus of making conciliation settlements in all fit cases has yielded the desired results.

Settlement of High Value Claims & ageing claims through conciliations have brought accolades to the Company in various National Lok Adalat sittings across the length & breadth of the country & received wide coverage in the local print media. Conciliation settlements were 59% of the total TP claims settled during the year. Such results achieved consistently resonates the strategy of focussing on conciliations and also displays effective claims management of the outstanding claims.

Natural Catastrophe Claims



Major Claims Settled

Year	Location	Industry	Amount (₹ crore)	Remarks
2012-13	Hyderabad	Labs	07.84	Fire
2013-14	Delhi	Refrigeration	11.60	Fire
2014-15	Andhra	Labs	18.00	Cyclone
2015-16	Delhi	Designs	03.96	Fire
2016-17	Andhra	Fuels	99.00	Fire
2017-18	Chennai	Hotels	10.71	Cyclone
2018-19	Kerala	Rice and other processed food	39.00	Flood
2019-20	Hyderabad	Mobile Phones & Accessories	26.25	Fire

DISCLAIMER: THIS MAP IS A GENERALIZED ILLUSTRATION ONLY, AND IS NOT INTENDED TO BE USED FOR REFERENCE PURPOSES.

*Includes Outstanding and Paid

Unlocking 2.0 Technologies

Shaping the future

SBIGI must be vital and compelling in a digital age if we want to remain relevant, this is central to both our short and long-term strategies, and we are making good progress. Digital begins with the customer experience and cuts across our distribution channels with our partners. At the same time, we are redefining or modernising what insurance does and how it does it.

Through the use of data and analytics, robotics and machine learning, digital is improving our risk selection, pricing, our underwriting, our ability to service and pay claims, our customer experience and our efficiency. It represents a sea change for our business.

Our digital strategy, from a customer perspective, focuses on consumers and small businesses. We are creating new products, enhancing service response and experience with digital platforms. We are now generating revenue that wouldn't have been possible without our growing digital capability. New technologies are beginning to help us engineer the risk environment in a real way so clients can manage their exposures. Digital offers us the significant potential to reduce our cost structure. Processing, robotics and machine learning are eliminating low-value activities to minimise expense and enhance efficiencies. We're digitising and improving the effectiveness and efficiency of our traditional agent and broker distribution channels to help our business partners remain relevant in a digital age.



Customer Service

- Customers can now call us on our toll-free number to get the claims status of Personal Accident and Health Policies instantly
- On an average, over 5,000 policy copies are generated every month via QuickAssist, the self-service portal for customers
- First call resolution is 85%, leading to better customer satisfaction Customer Service



Renewals

- Customers can digitally renew their policies with one click payment link sent on their registered contact number and email ID with instant policy issuance after successful payment



Business Intelligence Dashboard

Data and analytics are at the heart of our digital transformation. A solid strategy includes showing how the programs contribute to the organisation's strategy and promoting data literacy throughout the organisation. To that end, we introduced Mpower, which is a Data Driven Decision tool for our employees. It is a one-of-a-kind all-in-one visual dashboard which provides core business metrics that allow us to make decisions based on data & analytics while delivering business outcomes. It displays business trends, Key Performance Indicators (KPIs) and vital data points of our organisation, departments and processes which further enables us to make informed decisions and take appropriate actions



Advance Analytics

We have deployed the Predictive model using tree-based boosting algorithms, look-alike Models and advanced machine learning. Statistical techniques are used to build propensity model predictive tool which helps in accurately mapping a customer's likelihood to stay with SBIGI, thus channelizing retention efforts. Designed with big data in mind, we can examine extensive collections of unstructured documents such as Claim files. Insights are drawn based on more than 65 data points pertaining to Policy, Insured and Claims with the help of prediction algorithms, which will help predict the occurrence of fraud in Motor Claims.



Machine Learning

We have deployed the Predictive model using tree-based boosting algorithms, look-alike Models and advanced machine learning. Statistical techniques are used to build propensity model predictive tool which helps in accurately mapping a customer's likelihood to stay with SBIGI, thus channelizing retention efforts. Designed with big data in mind, we can examine extensive collections of unstructured documents such as Claim files. Insights are drawn based on more than 65 data points pertaining to Policy, Insured and Claims with the help of prediction algorithms, which will help predict the occurrence of fraud in Motor Claims.



Live streaming of claims survey

We now have SMS based live video streaming of motor claims, increase in customer service efficiency and one-click renewals. A complete refresh of the Customer and Intermediary facing portals has been achieved to provide many self-service options to both our customers and intermediaries respectively. The system is integrated with all OEMs right from intimation to settlement of claim.



Enabling and Empowering Bharat

Our team and our culture are real differentiators, enabling our business strategy and setting our Company apart from our peers. As a team, we take great pride in all we have accomplished in our business and all we have done to enhance our reputation as a leading employer and a responsible corporate citizen. While we have been contributing to causes since the Company's inception, with our focused CSR programme, we have been able to impact thousands of beneficiaries spread all across India. We want to reach more geographies, engage deeper with communities, and help our partners expand their initiatives. To increase our impact on the grassroots level, we have joined hands with several programme partners that are founder-led and have structured strategies to contribute to our selected causes.

With the problems imposed by the COVID-19 pandemic, some of our partners were facing hindrances in carrying out their operations- with our consistent support, they were able to overcome these issues.



Calling for a conversation on mental health

The bulk of CSR funds in India goes to education, healthcare and rural development. Mental health, however, is often neglected and stigmatised in personal and professional settings.

Ravindra and Sujata Sugwekar founded Sangopita after they became parents to a beautiful baby with cerebral palsy. This event inspired them to help others with similar ailments. Sangopita offers lifetime residential care to the ones who face physical, mental and sensory challenges, and for those with Autism. The beneficiaries are taught many life skills, such as weaving, making agarbattis, stitching bags and moulding candles. This has a two-fold benefit: it teaches them constructive activities and expends energy, which if not utilised, could lead to destructive behaviour. SBI General supports the complete care of 57 residential and 20 day-care beneficiaries at Sangopita, as well as the cost of physiotherapy, speech therapy and occupational therapy for 27 beneficiaries. More significantly, with the COVID-19 pandemic on their hands, their local donations were hindered, but with SBIGI's support, the administration was able to tackle the situation.

SBIGI further enabled them to construct a security cabin and main gate and also helped install CCTV cameras. This year, SBIGI also supported Sangopita to create a sensory garden and implement multimedia use in education to pave the way for a better quality of education for the beneficiaries.

Our CSR Mission

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

Enabling access to education

SBI General has partnered with the NGO Masoom to provide education to migrants and those less fortunate. Masoom partners with night schools to carry out the "Night School Transformation Programme", designed to reach people who work all day but are keen to complete their education. Masoom, with the support from SBIGI CSR, appointed 43 back up teachers in 26 night schools, of which four night schools were very critical, having only one teacher supported by the govt. It was as difficult for these schools to operate and conduct classes. The situation was crucial as this impacted quality of education as well as students' motivation. The schools would have shut down or maybe gone a grade backwards if Masoom had not provided back up teachers. Due to COVID-19 pandemic, SSC results may be declared late this year. The results will be shared once they are out.



In partnership with the Learning Space Foundation, SBIGI funded the construction of 10 restrooms. For girls in schools of rural Maharashtra. These restrooms are likely to be used by over 4,000 girls. Not only will it create qualitative change in their hygiene habits, but it will also increase the attendance of girls at the schools. In addition to this, special workshops on hygiene and sanitation were also conducted for the girls.

The importance of road safety

Despite India having one of the highest road accident rates in the world, road safety often remains overlooked. To change this, we have partnered with Muskaan Foundation for Road Safety and police forces from Rajasthan and Odisha to make the roads in these states safer. Spread across Rajasthan and Odisha, this is a unique initiative on road safety awareness. Under the programme, workshops were conducted on skills like defensive driving, riding attitudes, braking, turning and negotiating corners. The workshops also covered the Good Samaritan Law guidelines, post-accident care training with a practical demonstration of CPR and transporting of accident victims. This year the programme impacted 526 police and transport personnel. These two demographics are most present on the road, and therefore, are most likely to help accident victims. The program also educated 1112 students which will indirectly impact a community of 15,000 people.



Director's Report

To the Members,

Your Directors have pleasure in presenting the 11th Annual Report of SBI General Insurance Company Limited ("SBI General" or "Company") along with the audited financial statements for the year ended March 31, 2020 (FY 2019 -20).

1. General Insurance Industry

The general insurance industry premium in FY20 grew to ₹1.89 lakh crore from 1.70 lakh crore in FY19, a growth rate of 11.5%. Insurance penetration continues to be low at less than 1% as compared to a global average of 2.8% clearly indicating the extent of opportunity in the country, especially in the rural market.

Your Company became the first non-life insurance company in India to cross ₹6,000 crore in a decade of operations. We have also retained i-AAA rating by ICRA for highest claims-paying ability for the 4th consecutive year.

In FY20, Your Company's GWP (Gross Written Premium) increased from ₹4,717.27 crore during the FY19 to ₹6,839.79 crore, a growth of 45% compared to the industry growth of 11.5% (including crop insurance business). Your Company has also surpassed the premium growth rate of private insurers at 13.6% in FY20 and ranked at 8th among the private insurers (including standalone private health insurers).

2. Financial Results

Financial Highlights for the FY ended 31st March 2020 is as under:

Particulars	2019-20 ₹ in crore	2018-19 ₹ in crore
Gross Written Premium	6,839.79	4,717.27
Underwriting Profit/ (Loss)	74.84	82.83
Total Income from Investments and Other Income/Expense	489.57	386.96
Profit/ (Loss) before Tax	564.41	469.79
Provision for Taxation	(152.65)	(135.80)
Profit/ (Loss) after Tax	411.76	333.99
EPS-Basic	19.11	15.50
Solvency Ratio (times)	2.27	2.34

FY 19-20 was the 11th full year of operation. It was also the 4th straight year of post-tax profits. The Company went on to record a positive underwriting margin for the third consecutive year, a rare feat across the industry. Better claims management, efficient expense controls and an effective reinsurance program were the main ingredients.

3. Reserves & Dividend

The Company did not declare any dividend for the financial year 2019-20. The Company does not propose to carry any amount to General Reserve. This is conformity with the circular titled "Prudent management of financial resources of insurers, in the context of COVID 19 pandemic" issued by the IRDAI (circular number IRDA/F&A/CIR/MISC/099/04/2020, dated 24th April, 2020. 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/SBIG/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 FY 2019-20.

4. Risk Management

At SBI General, risk management is central to the sustainability of the Company's business and our decision-making process. As we grow big, 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 the Risk Management Committee that risks faced by the Company are being appropriately identified, monitored and managed in line with our defined risk appetite and risk tolerance limits. Risk Management is a concurrent process within the Company. Under the Risk Management Framework, risks associated with the business are identified and prioritised based on the impact and likelihood of its occurrence. All key risks are reviewed by the Senior Management on a quarterly basis. Risk owners are identified for each risk for monitoring and reviewing the risk mitigation. The Company has constituted a Risk Management Committee comprising members of the Board of Directors. The Risk Management Committee is responsible for monitoring the Risk Management Framework of the Company.

The Risk Management Committee inter-alia:

- Assists the Board in effective operation of the risk management system by ensuring performance of specialized analysis and quality reviews;
- 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;
- Reports to the Board, details and aggregated view of the enterprise risk exposures on the actions taken to manage these exposures, at its quarterly meetings;
- Review and monitor risks pertaining to the business on a regular basis.
- Review the solvency position of the Company on a regular basis
- Monitor implementation of Anti-fraud policy for effective deterrence, prevention, detection and mitigation of frauds

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 a 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 locations of the Company i.e. head office and branches. The Company's Internal Audit function has Head- Internal Audit with a dedicated internal audit team based at head office as well as in regions. The Company also engages external specialized professional firms to support internal audits in specialized areas and in concurrent audit. Based on the report of internal audit function, process owners undertake corrective as well as preventive action in their respective areas and thereby strengthen the controls. Significant audit observations along with management response 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 Board Audit Committee on a quarterly basis.

6. Management Report

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

7. 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.

8. 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 31st January, 1998.

9. Capital

The shareholding pattern during the year under review is in compliance with the statutory requirement. There was no fresh capital infusion by the promoters in the Company during the FY 2019-20.

During the year under review, there has been no change in the Authorised Share Capital of the Company. The issued, subscribed and paid-up capital of the Company is ₹215.5 crore. The shareholding pattern is provided as a part of Form No. MGT-9 which is annexed to this Report.

The net worth of Company increased from ₹1824 crore at March 31, 2019 to ₹2214 crore at March 31, 2020. The solvency position of Company at March 31, 2020 was 2.27 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.

10. 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 options ("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 is furnished herewith:

Details	ESOP- 2019
Options granted during the year ended 31 st March 2019	4,741,900 stock options convertible into 4,741,900 Equity shares of the Company, having nominal value of ₹10/- per equity share.
Options vested	462,230
Options exercised	0
Total number of Equity shares arising as a result of exercise of option	0
Options Lapsed/Forfeited	0
Ploughed Back (Resignation of Employees)	119,600
Exercise price (in ₹)	Options are granted at the last evaluated transaction value i.e. ₹559/- per equity share
Money realized by exercise of options (in ₹)	0
Total number of options in force as at March 31, 2020	4,622,300

There are no employees who have received a grant of options during the year amounting to five percent or more of total options granted. There are 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.

11. Stake Sale

During the year under review, IAG International Pty Limited ('IAG') transferred 34,501,550 equity shares (16.01% of the paid-up capital) of the Company to Napean Opportunities LLP (an affiliate of Premji Invest) and 21,528,450 equity shares (9.99% of the paid-up capital) of the Company to Honey Wheat Investments Ltd. (an entity forming part of Warburg Pincus Group) on March 27, 2020.

The aforesaid transactions placed a value at ₹3,128 crore (approximately) on the Company. All the necessary approvals of IRDAI were taken before the execution of the said transaction. The Competition Commission of India (CCI) had on December 13, 2019 approved the acquisition of stake in SBI General Insurance Company Ltd by Napean Opportunities LLP and Honey Wheat Investment Ltd. All regulatory filings pertaining to the said sale of shares have been made in accordance with applicable laws.

The Company had commenced its operations in the year 2010 as a joint venture between State Bank of India and Insurance Australia Group. After the aforesaid sale of 26% stake by IAG, it ceased to hold any shares of the Company and exited as a joint venture Partner of the Company.

12. Alteration of Memorandum and Articles of Association of the Company

During the year under review, IAG International Pty. Ltd. transferred its entire holding of 56,030,000 equity shares (26% of the paid-up capital) in the Company to Napean Opportunities LLP and Honey Wheat Investments Ltd. and exited as a joint venture Partner of the Company. Therefore, the Memorandum of Association and the Articles of Association of the Company were amended by the Shareholders at the Extra Ordinary General meeting held on 8th May 2020.

13. Registration

Insurance Regulatory and Development Authority of India (IRDAI) has issued a Circular dated 7th 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. 26th 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 1st 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 2020-21 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.

14. Accolades

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

1. Won the 'Silver Award' in the category 'Non-Life Insurance Provider of the Year 2019' at **Outlook Money Awards**
2. Shri Pushan Mahapatra, was recognized as the 'CEO of The Year' at **5th Annual Insurance India Summit & Awards 2019**
3. Won the **Smart GI Compact**, in the insurance segment at the **2nd Insurance Awards during the 6th ET Insurance Summit**
4. Recognised at the ICC Social Impact Awards for Environment Sustainability
5. Won '**Insurance Alerts- Best General Insurance Company - Rural Presence**', at **CMO Confluence & Corporate Awards, 2019**
6. Won '**Best Risk Management Strategy of the Year**' in General Insurance category at the **Emerging Asia Insurance Awards 2019**, presented by Indian Chamber of Commerce
7. Won '**Best Digital Innovation Award**' for **Customer Retention Analytics** organised by Express Computers, 2019
8. Won **Digital campaign for a cause** at the **Drivers of Digital Awards and Summit, 2019**

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.

15. Credit Rating

During the year, your Company maintained its credit rating of "iAAA" awarded by ICRA for claims paying ability by the Company. This indicates that the Company has highest claims paying ability, has a fundamentally strong position and prospect of meeting policyholders' obligations is the best.

16. Directors & Key Managerial Personnel

The Board of Directors of the Company as on March 31, 2020 consisted of eight (8) Directors out of which four (4) were Independent Directors, three (3) Non-executive Non-Independent Directors and one (1) Executive Director. None of the Directors of the Company are 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.

Shri M. K. Garg (DIN: 00081454) was appointed as an Independent Director of the Company at the 5th Annual General Meeting held on 26th August 2014 for the term of 5 years i.e. till 25th August 2019. The Shareholders of the Company in its 10th Annual General Meeting held on 25th September 2019 had re-appointed Shri M. K Garg as an Independent Director of the Company for a period of 3 years effective from 26th August 2019.

During the year under review, Dr. Ashima Goyal (DIN: 00233635) and Dr. Ajit Kumar Saxena (DIN: 05308801) were appointed as Independent Directors for a period of 3 years with effect from 25th September 2019 and 1st November 2019, respectively. The appointments are subject to the approval of IRDAI u/s 48A of the Insurance Act, 1938. Necessary applications were submitted to the IRDAI in this regard.

Shri T.K Kurien (DIN: 03009368) has been appointed as an Additional Director as a Nominee of Napean Opportunities LLP on the Board w.e.f. 8th May 2020. The appointment of Shri T.K Kurien as Non-Executive Director as a Nominee of Napean Opportunities LLP shall be placed for the Shareholders approval at the ensuing Annual General Meeting.

The Board of Directors had in its meeting held on 1st June 2020 approved the appointment of Shri Prakash Chandra Kandpal (DIN: 06452437) as a Nominee Director of SBI with effect from 2nd June 2020 and had further approved the appointment of Shri Prakash Chandra Kandpal as a Managing Director & CEO of the Company for a period of 3 years subject to the approval of Insurance Regulatory & Development Authority of India (IRDAI). IRDAI has vided its letter dated 7th July, 2020 approved the appointment of Shri Prakash Chandra Kandpal as a Managing Director & CEO of the Company and he assumed charge as Managing Director & CEO with effect from 20th July 2020.

Further, Shri Pushan Mahapatra embraced a role change with effect from 18th July 2020 and was appointed as a Whole Time Director (as SBI Nominee) designated as Director-Strategic Investments & Digital Initiatives.

Smt. Smeeta Bhatkal resigned as an Independent Director with effect from 30th July 2019. Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure.

Shri Duncun Victor Brain and Shri Jonathan Guy Delalande resigned as IAG Nominee Director with effect from 3rd November 2019 and 31st January 2020, respectively. Shri Andrew Stuart Collings was appointed as Nominee of IAG International Pty. Ltd., on the Board of the Company with effect from February 4, 2020. Pursuant to the Share Purchase Agreement executed by IAG International Pty. Ltd. with Napean Opportunities LLP and on the transfer of the entire shareholding by IAG International Pty. Ltd. to Napean Opportunities LLP and Honey Wheat Investment Ltd., IAG International Pty. Ltd. had withdrawn the nomination of Shri Andrew Stuart Collings as its Nominee Director and therefore, Shri Andrew Stuart Collings resigned from Board w.e.f. 27th March, 2020.

Shri P. K. Gupta, Managing Director (R&DB), SBI resigned from the Board w.e.f. March 31, 2020, on the attainment of superannuation from the services of SBI as on the close of business day of 31st March 2020.

The Board has placed on record its warm appreciation of the contribution made by the aforesaid Directors during their tenure as Director(s) on the Board of the Company. The Board also placed on record its sincere appreciation for the valuable contribution made by IAG which enabled SBI to mark its presence in Non-Life Insurance sector.

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 persons are designated as the Key Managerial Personnel's of the Company.

1. Shri Pushan Mahapatra – Managing Director and CEO (upto 18th July 2020)
2. Shri P.C. Kandpal – Managing Director and CEO (w.e.f. 20th July 2020)
3. Shri Mahendra Kumar Tripathi – Head-Compliance, Legal & CS
4. Shri Rikhil K. Shah – Chief Financial Officer

Further, in accordance with Corporate Governance Guidelines issued by IRDAI, the Company has following Key Management Persons including above mentioned KMPs. The details are as under:

1. Shri Atul Deshpande - Chief Operating officer
2. Shri Amar Joshi - Chief Business Officer
3. Shri Shirish Thatte - SVP & Head- Internal Audit
4. Ms. Gayle Adams - Appointed Actuary
5. Shri Ganesh Prasad - Chief Investment Officer (upto 18th July 2020)
6. Shri Avez Sayed - Chief Risk officer
7. Shri Pradeep Kumar Manshani - Chief Investment officer (w.e.f. 18th July 2020)

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) of the Companies Act 2013.

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. 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 India Institute of Corporate Affairs (IICA) for the said purpose.

Retirement by rotation

In accordance with the provisions of Section 152 of the Companies Act, 2013 read with applicable law, none of the directors are liable to retire by rotation at the ensuing Annual General Meeting. On 8th May 2020, Shri T K Kurien, Nominee of M/s. Napean Opportunities LLP was appointed as an Additional Director on the Board of the Company and he will be vacating office of Additional Director at the ensuing Annual General Meeting of the Company. The Board has informed that M/s. Napean Opportunities LLP have nominated Shri T.K. Kurien as its nominee to be appointed at the ensuing Annual General Meeting.

17. 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 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 all the Directors and the Board-as-a-whole was conducted based on the criteria and framework adopted by the Board.

The Board evaluation has been done based on evaluation points mentioned in the evaluation sheets sent to all the Directors and Board Committee Members. The evaluations for FY 2019-20 was done through the circulation of four questionnaires, (a) a Self-Assessment Sheet sent to all the Directors, (b) Performance Evaluation Sheets for evaluation of Chairman and 'Board-as-a-whole' sent to Independent Directors, (c) Performance Evaluation Sheets for evaluation of each Independent Director sent to the Board Members and (d) assessment sheets of the Board Committees sent to all the members of the Committees 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 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 an 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.

As part of the evaluation process, the Independent Directors in their separate meeting held on 26th May 2020 had reviewed the performance of the Chairman and Board as a whole.

18. Investor Relations

The Company continuously strives for excellence in its Investor Relations engagement with International 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 conference calls 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 the Financial Statements and Annual Report.

19. Disclosures related to Board and Board Committees

The Board of Directors met 11 times during the financial year ended 31st March 2020 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:

73 rd BM : 23 rd April 2019	79 th BM : 2 nd November 2019
74 th BM : 14 th May 2019	80 th BM: 24 th January 2020
75 th BM : 16 th July 2019	81 st BM: 4 th February 2020
76 th BM : 14 th August 2019	82 nd BM: 6 th March 2020
77 th BM : 1 st October 2019	83 rd BM: 27 th March 2020
78 th BM : 14 th October 2019	

The Details of the Board Committees is mentioned in the Corporate Governance Report in details.

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, Key Managerial Personnel. The remuneration policy for KMPs and Directors were reviewed annually by the Board in its 82nd meeting held on 6th March 2020.

The objective of the Remuneration Policies is inter-alia to ensure that

- the 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;
- we retain, motivate and promote talent and to ensure long term sustainability of talented managerial persons and create competitive advantage;
- to have performance measurement parameters in place to assess the overall performance of Directors, KMPs, Members of Senior Management and other employees; and
- the level and composition of remuneration is reasonable and sufficient to attract, retain and motivate Directors of the quality required to run the Company successfully.

In respect of Directors Nominated by SBI/Managing Director, the remuneration shall be governed by the terms of his/her 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).

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 2014, which drives the CSR programme of the Company.

The CSR Committee of the Board confirms that the implementation and monitoring of CSR Policy, is in compliance with CSR objectives and the CSR Policy of the Company.

CSR Mission Statement

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

Background on CSR program

At SBI General Insurance, our CSR programme is driven with the mission to serve the most vulnerable communities and people at risk with sustainable interventions that can help to transform their lives. Aligned with this mission, we have partnered with NGOs who work in the most rural parts of India in the sectors of mental health, road safety, sanitation, education, sustainability and livelihoods and sports.

We have contributed to organisations and causes since our inception, but it's been only two years since we formally set up our CSR programme with a focused strategy and a CSR mission. In our efforts to reach the grassroots, we have joined hands with NGOs that do not have access to large corporate funds. Majority of our programme partners are founder-led and have a sure strategy to contribute to the varied causes we want to impact.

Mental health for all age groups

A substantial share of CSR funds in India goes to education, healthcare and rural development. Mental health, however, is stigmatized in personal and professional settings, and SBI General has done its best to change this.

SBI General is supporting Sangopita, an organization that exemplifies compassion and understanding for special needs. Sangopita offers lifetime residential care to the physically, mentally and sensory-impaired, and for those with autism. The

beneficiaries are taught many life skills, such as weaving yarn, making incense sticks, stitching bags, and molding candles. This has a two-fold benefit: it teaches them constructive things and expends energy, which if not utilised, leads to destructive behaviour. SBI General is supporting the complete care of the 60 residential and 20 daycare beneficiaries at Sangopita, as well as the cost of physiotherapy, speech therapy and occupational therapy for 27 beneficiaries. SBI General has also enabled Sangopita to build a security cabin and install security cameras on the premises, create a sensory garden for the residents which is being used for physical activities and therapy. SBI General is also funding multimedia facilities and equipment for the education of the beneficiaries.

Parkinson's Disease is a condition, often leading to stigmatization and isolation. There is currently no platform dedicated to Parkinson's Disease and other movement disorders even though it affects 1% of the population over 70 years of age. No training programmes currently exist in India for allied health professionals to deal specifically with this disease. The Parkinson's Disease and Movement Disorder Society (PDMDS) has been working to build awareness about the disease and provide therapy and medical assistance to those suffering from the disease from low-income communities. SBI General is supporting the operations of 3 centres run by PDMDS in Sikkim. This project has supported and rehabilitated 650 People with Parkinson's (PWP's) and is promoting healthy ageing through education about neurological conditions in Sikkim.

Road safety awareness

Education on road safety and the Good Samaritan Law

Road safety in India is an area much overlooked; we have one of the highest road accidents rates in the world. SBI General wanted to make a positive impact here and partnered with Muskaan Foundation who is striving to make Rajasthan's roads safer.

The SBI General programme began in 2018 and covered 15 regions in Rajasthan and has since spread to other parts of Rajasthan as well as Odisha. The SBIG funded project provides Road Safety Training, IEC and Awareness Activities and Rehabilitation Activities in Kotputali, Jaipur, Kishangarh and Ajmer in Rajasthan and Bhubaneswar, Cuttack, Balasore, Chandikhole, Palur and Brahmapur in Odisha. The workshops conducted provided useful information on defensive driving, riding attitudes, braking and turning skills and negotiating corners, among many other things. They also covered the Good Samaritan Law guidelines, post-accident care training with a practical demonstration of CPR and the transporting of the victim. In the last year, the project has directly impacted 500 Police Personnel, 3200 students, through orientations and 400 students through training. The project has also reached out to 7 college clubs and impacted 210 personnel at NHAI and Toll plaza.

Providing Neuro- Rehab Therapy

According to the Ministry of Road Transports and Highway (MORTH), India suffers over 150,000 fatalities due to head injuries every year. In addition, about a million survivors face some form of lifelong debilitation. With proper training, treatment, rehabilitation and willingness to work together, this situation is substantially reversible. Delhi/NCR has a population of over 6 million and there are over half a million traumatically injured people from the weaker sections who have no access to rehabilitation. Most of them suffer from neuro, hearing, speech, loneliness and locomotive disorders and issues. Indian Head Injury Foundation is an organisation created to foster the development of a comprehensive brain trauma care system in India. SBI General has supported Indian Head Injury Foundation (IHIF) to open up a Neuro rehab centre in Delhi NCR. SBI General is looking after the capital expenses, provision of rehabilitation facilities and therapy expenses at the centre. In just six months of the centre being operational, 2,200 neuro-rehab therapy sessions have been conducted and the centre caters to approximately 20-30 patients in a day. SBI General has also supported IHIF to conduct awareness programs to educate the masses about the scourge of Traumatic Brain Injuries (TBI).

Creating sustainable livelihoods for rural India

Beed is a drought-affected area in Maharashtra and the livelihood of the majority of its residents depends on agriculture. The current water crisis has resulted in two major problems- residents are consuming untreated water from unsafe sources and farmers are either committing suicide or migrating to other parts of Maharashtra in search of alternate livelihood options. Through its support to Janvikas Samajik Sanstha – an organisation that initiates programmes of community building and socio-economic and educational development, SBI General has adopted five villages in Beed and is supporting the construction of rainwater harvesting structures, soil and water conservation. The programme is also focused on building awareness of government schemes and guiding the farmers to access them.

Through our CSR programme, we also support SBI Foundation's Youth for India Fellowship and Gram Seva programme. The Youth for India (YFI) fellowship gives the opportunity to urban educated individuals to help power development in India through 12 thematic areas of Watershed Development, Women's Empowerment, Alternate Energy, Education, Environment Protection, Food Security, Health, Rural livelihoods, Self-Governance, Social Entrepreneurship, Technology and Traditional Crafts. In the last two years, SBI General has supported projects being implemented by 12 YFI fellows in the remotest of villages of India. Under the Gram Seva programme, SBI General is supporting integrated village development initiatives such as natural resource management, soil and water conservation, tree plantations, SHG promotion and bank leverages, school infrastructure development, construction of community and individual restrooms in 10 villages across India.

Education

Helping dropout youth complete their education

SBI General has made inroads into the education of migrant youth and adults who at some point, had to drop out of schools to take up jobs to support their families. The NGO Masoom, partners with night schools to carry out the "Night School

Transformation Programme", which is designed to reach people, who work all day but are keen to complete their education. The SBI General funding to Masoom has helped 1000 students in 4 night schools with E-learning sessions, tutoring and extra classes to appear for their final examinations in March 2020.

Providing access to education for girls

Rural schools in the under-developed areas of India are not girl-friendly and lack basic facilities like toilet blocks. Learning Space Foundation has identified this need and supports the building of restrooms with the aim to provide this fundamental right to the children (especially the girls) and ensure their health and hygiene well-being. In partnership with the LSF, SBI General has funded the construction of 10 'safe space' restrooms for girls around schools in rural districts of Maharashtra (Wada, Palghar and Chimur, Chandrapur). These restrooms, along with the five built last year will be used by over 15,000 girls in the coming five years. This will have a two-fold impact: not only will it create a sense of ownership and qualitative change in their hygiene habits, but also increase the attendance of girls at the schools. In addition to this, special workshops on hygiene and sanitation were also conducted for the girls. As we advance, the goal for SBI General and Learning Space Foundation is to ensure that every school in rural Maharashtra has a safe space restroom.

SBI General is also funding the construction of a hostel for girls at Satyaniketan school in Rajur, Maharashtra. Presently, the girl students have to walk for two hours to get to school from their homes and many of the students have dropped out because of this travel. The hostel which will be completed in September 2020, will be two-story building and cater to 200 girls attending the school. Living in the hostel has other benefits for the students – they will be safe and protected and will be given healthy meals every day. This will reduce the stress and burden on their parents.

Sports for life skills

SBI General is supporting life skills and football coaching for 105 students at Oscar Foundation in Mumbai. These children in the age group of 7-16 come from migrant families and are taught life skills through football in the programme. They are also encouraged to complete their primary education and as part of the programme, they attend computer classes and remedial classes. While in the short-term, the programme helps students stay in school and complete their education, it is also providing exposure to the students. Some of the students have participated in international football tournaments and travelled to Europe to play matches. These students are getting access to opportunities and inspiring many others like them to join the programme. In the long run, the programme is designed to build role models in the communities.

Additionally, SBI General is also supporting the education, nutrition and training of 12 junior athletes at JSW Foundation's Inspire Institute of Sport (IIS). Located in Vijayanagar, Karnataka, the IIS has state-of-the-art facilities and sports science and has some of the finest coaching minds from across the world to help athletes chase the Indian Olympic dream

Way forward

In the last two years of our CSR programme, we have directly impacted approximately 20,000 beneficiaries across India. We want to engage deeper with communities, and help our partners scale their operations. We aim to be present in every state and impact every Indian city – especially the rural communities in India.

The brief outline of CSR Policy, including an overview of the programme, 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 the 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 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, investments made or guarantee given or security provided and the purpose for which the loan or guarantee or security is proposed to be utilised 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 2019-20. 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 2019-20. There has been 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. Extract of Annual Return

Pursuant to sub-section 3(a) of Section 134 and sub-section (3) of Section 92 of the Companies Act, 2013 read with Rule 12 of the Companies (Management and Administration) Rules, 2014, the extracts of the Annual Return as at March 31, 2020 forms part of this report as **Annexure "5"** and is also available on the Company's website.

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 "6"**.

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.

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 organisation 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 have 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 2019-20.

Sector wise details of the policies issued are given below:

Sector	For the year ended March 31, 2020		
	GDP (₹in Crs.)	% of GDP	No of Policies
Rural Sector	1,721.45	25.33%	2,929,186
Urban Sector	5,075.52	74.67%	2,868,042
Total	6,796.97	100.00%	5,797,228

Sector	For the year ended March 31, 2020	
	GDP (₹in Crs.)	No. of Lives
Social Sector	2,305.26	9,854,834

32. Auditors' Report

There is no qualification in the Statutory Auditors' Report for FY 2019-20 Notes to the Accounts referred to in the Auditors' Report are self-explanatory.

The Comptroller and Auditor General of India (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 2019-20. C&AG vide letter dated 3rd August, 2020 has stated that on the basis of said supplementary audit nothing significant has come to their knowledge which would give rise to any comment upon or supplement to statutory auditors' report under Section 143 (6)(b) of the Companies Act, 2013.

33. Statutory Auditors

Pursuant to Section 139(5) of the Companies Act, 2013, the Statutory Auditors of your Company are appointed by the 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. Your Company is also subject to supplementary/test audit and Transaction Audit of the C&AG.

M/s. A. Bafna & Co., Chartered Accountants and M/s. S. Bhandari & Co., Chartered Accountants, as Joint Statutory Auditors of your Company were appointed by the C&AG for the financial year ending 31st March 2020. The Statutory Auditors for the FY 2020-21 will be appointed by the C&AG in accordance with Section 139 (5) of the Companies Act, 2013.

Your Company has already written to the C&AG seeking appointment of the Statutory Auditors for the FY 2020-21.

Statutory Audit and other Fees paid to Joint Statutory Auditors

During FY 2019-20, the total fees for the statutory audit and other services rendered by the Joint Statutory Auditors are given below:

Name of Audit Firm	S. Bhandari & Co., Chartered Accountants and A. Bafna & Co., Chartered Accountants
Particulars	Fees for FY 2019-20 (in ₹)
Statutory Audit	5,200,000
Limited Review	2,490,000
CFS	500,000
Tax Audit	500,000
IFC & Other Certification charges	660,000
Total	9,350,000

34. Comments of Comptroller & Auditor General of India

Since your Company is subject to supplementary/test audit and transaction Audit of the C&AG, the Joint Statutory Auditors of your Company have submitted a copy of their Audit Report to the C&AG pursuant to Section 143(5) of the Companies Act, 2013. The office of CAG has conducted a supplementary audit, under Section 143(6)(a) of the Companies Act 2013, of the financial statements of the Company for the financial year 2019-20.

The comments received from the office of C&AG under Section 143(6)(b) of the Companies Act 2013 vide letter No. GA/CA-1/Accounts/SBIGIC/2019-20/5 dated 3rd August 2020 issued by C&AG is placed next to the Statutory Auditors' Report in the Annual Report.

35. 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 clause relating to Conservation of Energy and Technology absorption is not applicable to your 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 ₹91.09 crore.

36. 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 31st March, 2020:

- 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;
- 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, 2020;
- 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;
- The management has prepared the financial statements on a going concern basis;
- 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
- 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.

37. 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 2019-20.

38. Reporting of Frauds by Auditors

During the year under review, neither the statutory auditors nor the secretarial auditor has 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.

39. Secretarial standards

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

40. 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 behaviour, 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.

41. Updates on Indian Accounting Standards

The Ind AS implementation is presently put on hold for want of clarity from regulatory ends regarding the transitory date from an existing Indian GAAP based accounting to Ind AS.

As per IRDAI circular vide IRDAI/F&A/CIR/ACTS/023/01/202 dated 21st January 2020, the insurance regulator has observed IFRS 4 shall be replaced by IFRS 17 once the standard is effective. Accordingly, implementation of IND AS 104 is not considered desirable. Therefore, implementation of IND AS in insurance sector is deferred until further notice. Also, in the circular as mentioned above, IRDAI withdrew the requirement for quarterly submission of Proforma Ind AS financial statements.

42. 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 (CAG), the Statutory Auditors M/s. A. Bafna & Co., Chartered Accountants and M/s. S. Bhandari & Co., Chartered Accountants, Secretarial Auditor M/s. N. L. Bhatia & Associates, 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 Ashok Pradhan, Shri Duncan Brain, Shri Jonathan Guy Delalande, Shri P.K. Gupta, Smt. Smeeta Bhatkal and Shri Andrew Collings, 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 Co. Ltd.

Shri Rajnish Kumar
Director
(DIN: 05328267)

Shri P.C. Kandpal
Managing Director and CEO
(DIN:06452437)

Shri Pushan Mahapatra
Director
(DIN: 07307428)

Date: 4th August 2020
Place: Mumbai

Annexure 1 to the Director's Report for FY 2019-20 Corporate Social Responsibility (CSR) Report

[Pursuant to clause (o) of sub-section (3) of section 134 of the Act and Rule 9 of the Companies (Corporate Social Responsibility) Rules, 2014]

1. A brief outline of the Company's CSR policy, including overview of projects or programs proposed to be undertaken and a reference to the web-link to the CSR policy and projects or programs.

As a responsible corporate, SBI General believes it is critical to invest in vulnerable communities to enable them and the economy to prosper. It is Our conviction that such investment must be meaningful, entrenched and premised on long term commitment as that is the only way real and on-ground transformation can be mobilised. Such an approach serves both enlightened business interest and common social good.

The CSR policy is in line with Section 135 of the Companies Act, 2013 ("**the Act**") read together with the applicable rules thereto as enacted in the Republic of India.

The CSR Policy defines the broad governance framework for all 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;
- (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 organisational 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 SBI Group to implement strategy-aligned activities across markets and to engage relevant stakeholders.

Charter of CSR Activities

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

- (i) **Eradicating hunger, poverty and malnutrition** through:
 - promotion of sanitation and making available drinking water, including contribution to Swachh Bharat Kosh, set up by the Central Government;
 - provision of food, nutrition supplements, clothes etc. for the poor, children and other deprived sections of the society;
 - provision of safe shelter for homeless, abandoned or differently-abled children and adults; and
 - mobilization of awareness about and access to financial inclusion opportunities for vulnerable communities.
- (ii) **Promoting healthcare, including preventive healthcare** through:
 - organisation of awareness generation programmes including for prevention of female foeticide, safe driving/ prevention of road accidents, medicine distribution at health check-up camps for preventing diseases, early detection of diseases and building immunity;
 - provision of end-to-end access to affordable and quality healthcare to children, youth and adults from socially and

economically backward background. This includes curative and operative healthcare for fatal diseases as well as capacity building for hospitals and institutions; and

- provision of pre-natal and post-natal healthcare facilities.

(iii) Ensuring environment sustainability and ecological balance through:

- promotion of community conservancy for reducing man-animal conflict, increasing India's forest cover and conserving natural resources;
- adoption of wastelands to cultivate plants and preserve the flora and fauna;
- plantation drives in schools, colleges, villages, public spaces, SBI General's office/ business premises and other areas;
- utilization of renewable energy and renewable or recycled materials; and
- generation of 'Worth from Waste'.

(iv) Supporting skill development and generation of employment through:

- organisation of locally driven upskilling initiatives including for plumbers, electricians, mechanics, tailors, beauticians, bee-keepers, farmers etc.; and
- provision of life skills to children, youth and adults thereby boosting their confidence and improving their employability.

(v) Promoting education across the continuum – primary, secondary and tertiary – especially among children, women, elderly and the differently-abled through:

- adoption of non-formal school programmes and other educational institutions;
- institution of infrastructure in schools like benches, toilets, potable water, fans, security cameras etc. and improvisation of educational facilities; and
- recognition of bright and talented students including extending support for higher education.

(vi) Promoting sports, sports education and games through:

- support of sports initiatives on cricket, football, hockey, kabaddi, badminton, tennis, wrestling, boxing and athletics; and
- support for the training of athletes to maximise their potential and compete at the Olympic games. Recognition of talented and gifted athletes including extending support for professional training; and
- institution of infrastructure and sports equipment and improvisation of facilities available.

Note: 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. The Composition of the CSR Committee:

The Members of the CSR Committee as on 31st March 2020 were Dr. A. K. Saxena, (Chairman of the Committee) Shri Dinesh Kumar Khara, Shri P. K. Gupta & Shri Pushan Mahapatra. However, it may be noted that Shri P. K. Gupta resigned from the Company with effect from Close of business day on 31st March 2020 and accordingly he ceased as member of the CSR Committee.

3. Average net profit of the company for last three financial years: ₹3,462,220,448

4. Prescribed CSR Expenditure (two per cent of the amount as in item 3 above): ₹69,244,409

5. Details of CSR spent during the financial year:

- (a) Total amount to be spent for the financial year: ₹69,244,409
- (b) Amount unspent, if any: NIL

Sr. No.	CSR project identified	Sector	State/ location of project	Budget for projects (₹)	Cumulative expenditure (up to reporting period)	Amount spent (₹)
1	Building of restrooms	Sanitation	Maharashtra	4,950,000	4,950,000	69,244,409
2	Building of a school hostel for Girls	Education	Maharashtra	5,000,000	5,000,000	
3	Funding for water conservation initiative	Environment	Maharashtra	6,000,000	6,000,000	
4	Funding for sports education	Sports	Karnataka	5,000,000	5,000,000	
5	Support to programmes at SBI Foundation	Environment, education, livelihoods, and sports	PAN India	17,250,000	17,250,000	
6	Expenses for mental health home	Mental health	Maharashtra	7,000,000	7,000,000	
7	Road safety workshops for police personnel	Road safety and health	Rajasthan, Odisha	6,000,000	6,000,000	
8	Educational support for night school students	Education	Maharashtra	4,150,000	4,150,000	
9	Life skills and football coaching for adolescents	Sports	Maharashtra	2,000,000	2,000,000	
10	Neuro rehab therapy for accident victims	Road safety and health	Delhi	3,475,000	3,475,000	
11	Therapy and awareness of Parkinson's disorder	Mental health	Sikkim	900,000	900,000	
12	Funding to programmes on life skills for women	Women empowerment	Maharashtra, Gujarat, Delhi	438,102	438,102	
13	Prime Minister's National Relief Fund	Disaster relief	PAN India	553,422	553,422	
14	Contribution to Cyclone Fani relief	Disaster relief	Odisha	1,800,000	1,800,000	
15	Funding for Palliative care of senior citizens	Health	Maharashtra, Tamil Nadu	200,000	200,000	
16	Support to people with disabilities- those who are hearing impaired	Health	Delhi	325,000	325,000	
17	Donation of an ambulance	Health	Odisha	939,402	939,402	
18	Donation made for Daan Utsav	Education and health	Maharashtra	75,713	75,713	
19	Administration expenses	All	All	3,187,770	3,187,770	
Total						69,244,409

6. In case the Company has failed to spend the two per cent of the average **net profit** of the last three financial years or any part thereof, the company shall provide the reasons for not spending the amount in its Board report: **N.A.**

7. A responsibility statement of the CSR Committee that the implementation and monitoring of CSR Policy, is in compliance with CSR objectives and Policy of the Company.

Shri P.C. Kandpal
 Managing Director & CEO
 (DIN:06452437)

Shri A. K. Saxena
 Chairman, CSR Committee
 (DIN: 05308801)

Date: 4th August 2020

Place: Mumbai

Annexure 2 to the Director's Report for FY 2019-20 Management's Discussion and Analysis Report

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

The global economy has lost momentum, triggering a slowdown, geo-political tensions worsening global economic and trade environment. Financial markets have remained unsettled, with bouts of volatility. With regard to the domestic economy, there was a slump in real GDP growth. Industrial production was lower. The production of capital goods and consumer durables contracted. Demand for automobile remained tepid. Services sector activity weakened, and rural and urban demand continued to slow down. The Reserve Bank's consumer confidence survey also shows weak consumer sentiment, especially relating to non-essential items.

On the positive side, Indian agriculture recovered due to good rainfall, which augurs well for rural employment and income and the revival of domestic demand. In the industrial sector, consumer non-durables and intermediate goods had posted sustained expansion.

However, with the spread of Coronavirus Pandemic in the last quarter of the year, the position across the globe has been changing.

In India, the impact on economic activity was felt much during the last fortnight of the year when the countrywide lockdown was announced. Restricted travel, physical distancing, disruption in supply chains, reduced demand resulted in an overall contraction of economic activity. Maintaining operational resilience for critical services became utmost important for the country.

Although COVID 19 spread impact is likely to continue and spill over the next financial year, the economy is witnessing increased adoption in digital ways to keep businesses up and running, mitigating operational disruption and building resilience and identifying the other revenue streams.

Your Company is confident to get through the challenging and uncertain times arising out of the global pandemic crisis. The technological initiatives undertaken by your company in the last few years have come in handy to maintain operational resilience and swiftly adapt to the new complete digital work environment. It is necessary for all to remain calm and focus on capacity building and innovative strategies to tide over the situation and be future-ready for the post lockdown economic scenario.

Impact of COVID-19 Pandemic

The COVID-19 pandemic has severely impacted many industries across the globe. Although the impact on the Insurance sector is less severe, it is still significant and disruptive, ranging from business continuity and employee safety, customer service to operating profits. Since the outbreak of COVID-19, SBI General has been closely monitoring the situation in liaison with the Central/State/Local Authorities and necessary advisories have been issued to the employees and other stakeholders.

We have taken a balanced view of our employees' health and established remote working norms, including meetings over Video conferencing and restrictions on travel. Our early strategic investment in IT & Automation over the years has created leverage for us to maintain a Business as usual (BAU) during the crisis. In order to enhance the health & hygiene at the workplace, several measures have been undertaken on the lines of Local Government & WHO advisories. We are also ensuring the safety and commitment to our Customers by staying connected with them through various digital platforms and taking care of their needs & requirements.

Our critical functions such as Operations, Claims, Customer Service, Investments, Underwriting, Finance, Actuarial etc. continue to operate and achieve satisfactory productivity. Government and Regulatory Authority's orders are being diligently followed and information regarding the policies implemented by the Company have been regularly communicated to all our stakeholders through identified channels. Assessment of various risks that we anticipate emerging due to the COVID-19 including those arising out of Business, Investments, Sales & intermediaries, Claims & Servicing, Pricing, Valuations & Solvency have been undertaken and mitigation measures for these assessed risks have been planned and implemented. We have also done stress testing on the business plan under various scenarios arising out of COVID-19 on tapered growth and found that there would be an impact on our P&L, but no negative impact on solvency and accordingly, no capital erosion or capital requirement for next FY.

Non-Life Insurance Industry developments

Despite the economic slowdown and a visible drop in the automobile demand, the domestic general insurance industry has ended the current fiscal year FY20 with a higher premium.

During the year, the industry also witnessed significant changes. Introduction of standard rate in the fire line of business for select occupancies, introduction of Standard Health (Arogya Sanjeevani) and SandBox implementation are a noted few.

In FY20, under General Insurance Industry GDP, Motor remained the dominant line of business with 36.6% share followed by Health (including PA) at 30.0%, Crop at 17.1% and Fire at 8.4%. The share of all other lines of business is in single digits (approximately 2-3%), totalling to 8%.

The Industry LOB business performance indicates that Motor segment growth rate has moderated to 7.3%, impacted by decline in domestic sales of vehicles. Fire segment has registered high growth of 35.3% in FY20. Health segment achieved 13.4% growth largely on the back of improved insurance penetration and awareness. The crop segment registered a growth of 14.8% in FY20.

The market share of private insurers increased from 55% to 56%. The standalone health insurers have increased their market share to 8% in FY20 from 7% in FY19.

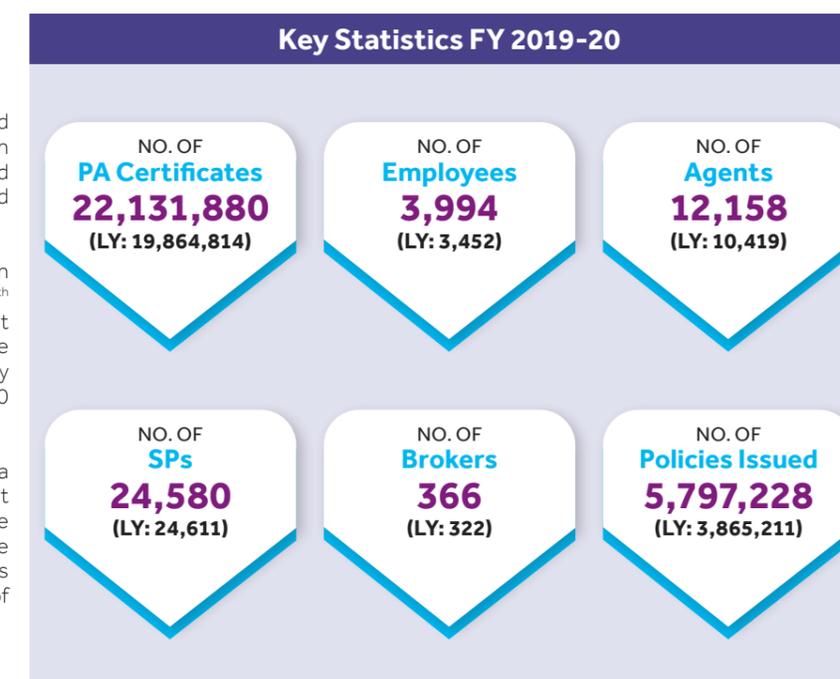
2. Summary of Operations

i. Business Operations & Company Performance

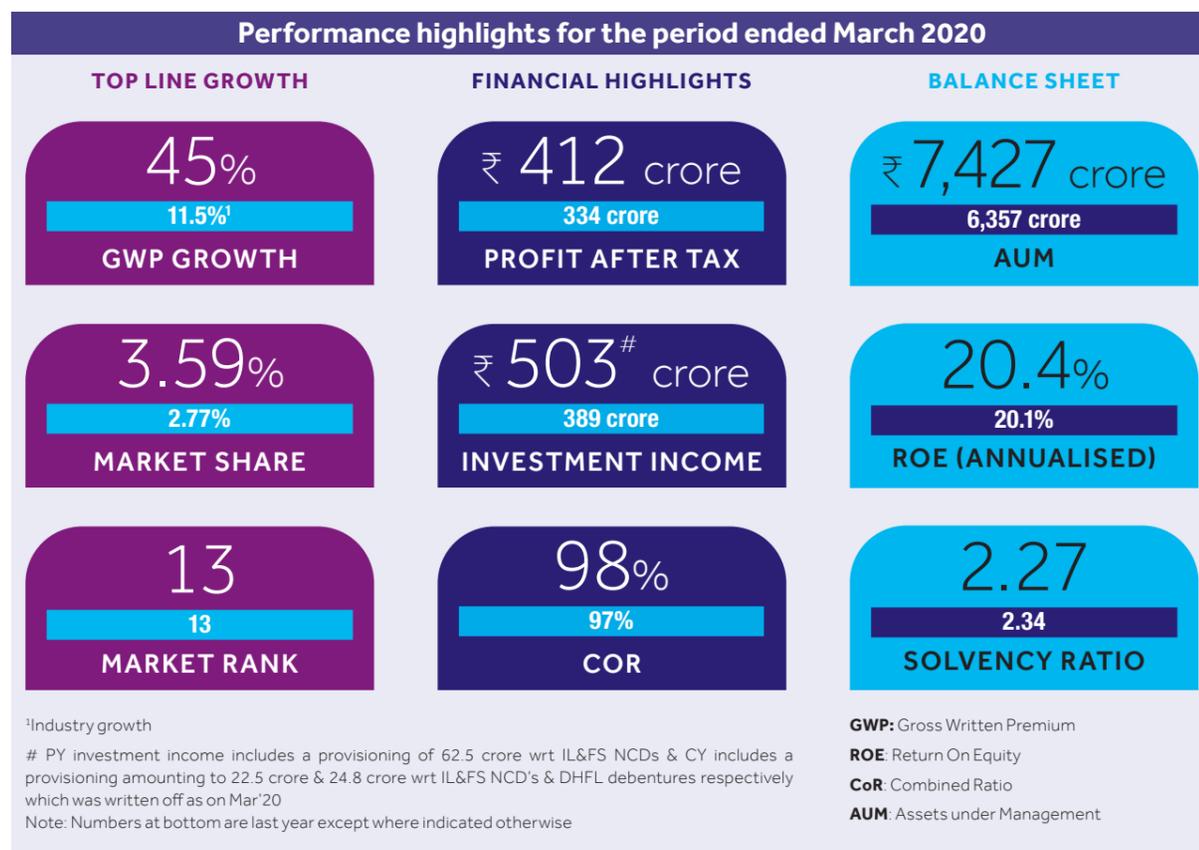
SBIGeneralInsurance completed its 11th year of operations, with 123 branches pan India & HO and 88 insurance products approved by IRDAI as on 31st March 2020.

In terms of market ranking in the Industry, SBI General is at 8th among private insurers and at 13th in the industry. Market share of the Company has improved by 0.82 percentage points in FY 20 as against FY19.

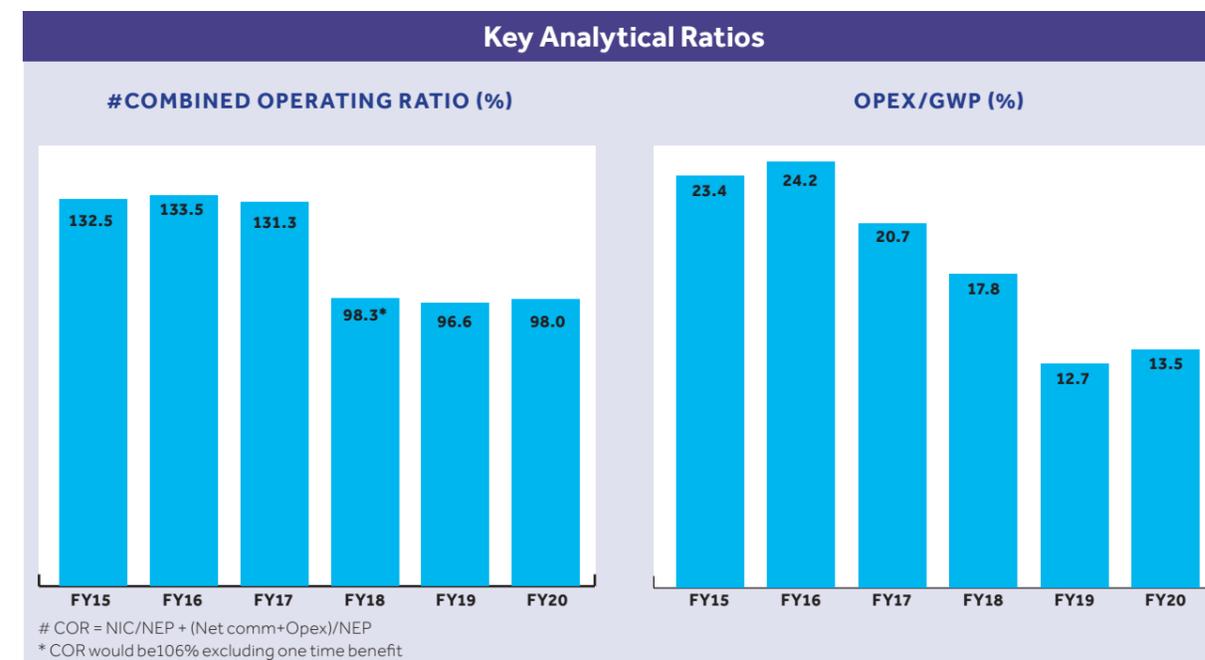
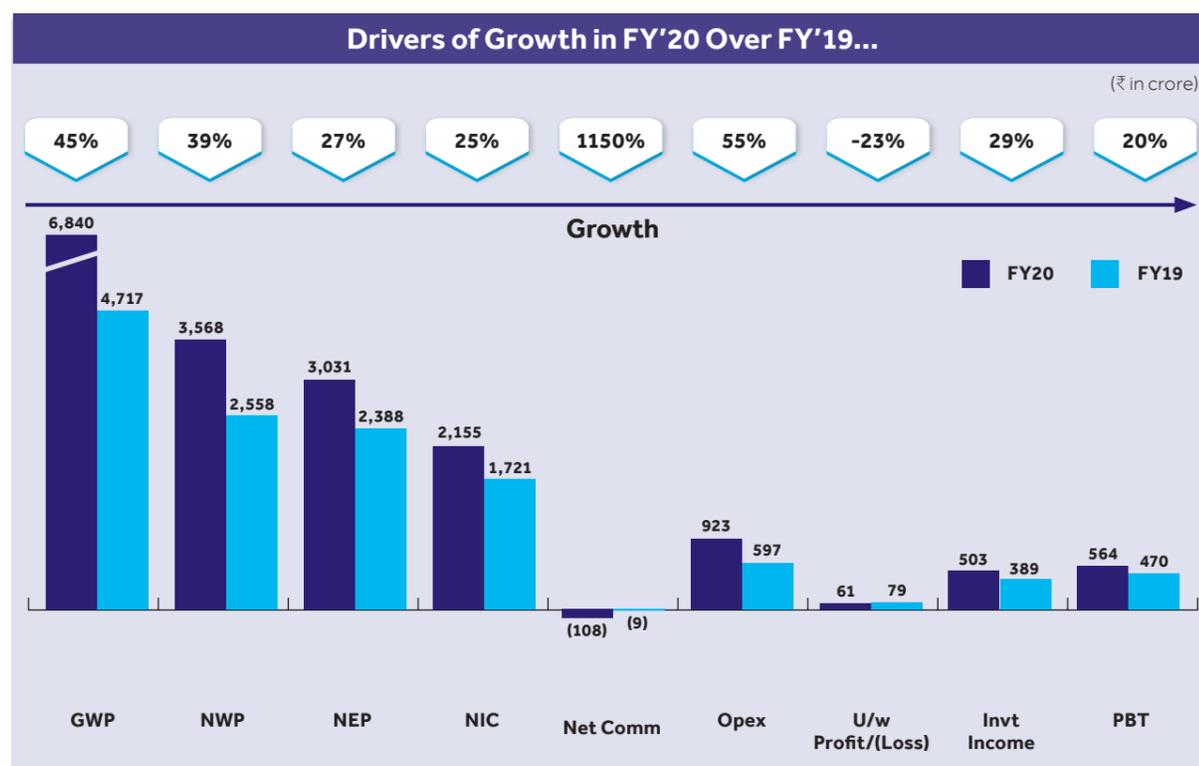
The Company registered a growth of 20% in its profit before tax from ₹469.79 crore during FY19 to ₹564.41 crore during FY20. Your Company has registered underwriting profit of ₹74.84 Cr in FY2019-20.



The performance highlight of the Company is as under:



The drivers of growth is depicted as under:



Net Earned Premium increased to ₹3031 crore for fiscal 2020 from ₹2388 crore for fiscal 2019, an increase of 27%. Operating expenses related to insurance business includes employees' remuneration, rents, rates and taxes, advertisement, sales promotion, business support service and others. Operating expenses ratio (Exp/GWP) for current fiscal is at 13.5%. CoR is at 98% for current fiscal year.

Your Company has been focusing on a rigorous business continuity plan as a part of our disaster management program and have built capabilities to handle disruption. This is a continuous activity and an Emergency Response Team has also been constituted to respond during ongoing disruption. With a focus on continuing profitable growth, your Company's strategies had been defined to target profitable growth and efficient expenses management which resulted in significant profits in FY20.

Your Company has successfully launched its customer Mobile Application in FY 2019-20 and we will continue to enhance it with functionalities to drive more customer engagement.

Under Sandbox guidelines, The Company has received approval for "Shagun" – Gift as an Insurance Product from IRDAI in FY 2019-20

Your Company is now preferred Insurance Partner in many auto insurance tie-ups covering two-wheeler, private car and commercial vehicle. The Company remained focused on enabling agents through the intermediary portal. The portal can be used for instant policy issuance and has a host of self-help features. This enables seamless business operation of intermediaries associated with us. In the digital space, your Company is leveraging our existing tie-ups and onboarded new digital partners. Your Company is leveraging in digital space through SBI Bank YONO platform. Additional reach through RRBs, Financial Corporations, NBFCs, retail broker tie-ups have been achieved this year.

Your Company has been continuing with Project "Spash" inhouse for executing strategic level initiatives for making organisation future ready and enhance Employee Productivity, Customer service and Channel Partner Management. In addition, we have initiated Customer Lifecycle Management initiative under Project Spash for efficient customer engagement and cross-sell opportunity. Significant upward momentum in NPS scores across customer touchpoints, namely motor claims, health claims, policy issuance and customer service, resulting in positive customer experience.

a. Bancassurance

The Banca NBG channel has contributed to 31% of GWP during the year under review. In absolute terms, the total premium contribution was ₹2130 crore. During the year under review, your Company recorded good business in new product sales namely Loan Insurance (GWP 143 Cr), Simple Home (108 Cr) and Arogya Series (82 Cr). LTH has registered a growth of 7% and GWP contribution was 519 crore. In GPA our flagship LOB we registered a growth of 25% and GWP of 600 Cr. Our Branch activation reached 81% and SP Activation 47% exit March. RRB has contributed 100 crore for the first time with a growth of 31%. Overall, the channel closed the year at 17% growth over last year with a LR of 36% and COR of 59%.

b. Agency and Alternate Channel

1. Agency

Agency Channel closed the FY 20 with 2089 new licensed agents with ₹433 Crs. GWP with a growth of 84% vis a vis corresponding year FY 19, thus contributing 6.3 % of total GWP.

Focus for the FY had been to shift and buildup more health and non-motor business to increase profitability and presence apart from increasing profitable Motor business in desired Markets and desired tonnage in GCV. The vertical closed at a healthy ratio 72:28 (Motor: Non-motor/Health). The LR for the channel has come down from 120% in March 2019 to 101% in March 2020.

Retail Health business has grown by 36% to 68.31 crore. Non -Motor business grew by 64% to 52.79 Cr YTD March 20.

IMD Portal (Saral) usage has been maintained in the range of 60 to 70% for agency channel from Sept 19 to Feb 20.

Agency base stands at 6161 from 4280 in the corresponding period last year.

With active agent recruitment, improved penetration, high usage of portal and a growth in Non-motor and health along with profitable Motor from select markets and segments are the key drivers for the channel in FY20-21.

2. Alternate

The alternate (OEM) vertical has achieved 775Crs. Showing a growth of 26% over the previous financial year. Over and above the booked premium ₹179 crore have been sourced under Long term policy which would be accounted in coming two years.

The market share in OEM channels stands at:

OEM Share	Hyundai	Maruti	Toyota
FY 2017-18	7%	2.48%	17%
FY 2018-19	7%	3%	17%
FY 2019-20	6%	5%	19%

New dealer empanelment and dealer activation remained the top priority,

422 New Dealers were empaneled – 45 Hyundai, 109 Maruti, 86 Toyota, 8 Eicher and 174 in Tata. Correction of Age mix and regional mix was taken as a goal which was successfully achieved. 49% of the GWP was contributed by new vehicles and 29% of the business was sourced by South region.

Major accomplishment: Have successfully augmented TVS, Benelli, Jeep & Ford.

c. Broker and Direct Corporate

Corporate Broking and Direct channel achieved a Gross written premium of ₹574 crore in FY'20 with a phenomenal growth of 50% over FY'19. The growth is as a result of our increased customer connect across various industries with over four thousand customers currently being serviced by the Company.

During the year we had increased participation in our existing Large accounts coupled with addition of new accounts & further achieved Leadership position in few large corporates.

Our growth comes in the midst of a challenging market environment with Premium rates being brought under the purview of IIB across all occupancies for Fire line of business. We have displayed prudence in the business we have underwritten & appropriately finetuned our business mix in the face of evolving opportunities & challenges.

The Company continues to build its corporate portfolio selectively focusing on the target segments within each Risk category under each line of business. Our target segment is primarily based on exposures, claim experience & risk assessment practices. We strongly leverage our risk assessment practices to gain granular insight of the risk which ultimately translates into efficient business underwriting. Further we provide Risk Management consultancy as a value addition to Corporates to mitigate their risks.

The Company strives to achieve market share through a combination of growth strategies that embraces improvement, expansion, and optimization on all aspects of sales and distribution with focus on key segments and geographies.

d. Rural and Agriculture

Government of India had launched Pradhan Mantri Fasal Bima Yojana (PMFBY) during 2016 with a goal of minimum premium and maximum insurance for the benefit of farming community. Premium rates to be paid by farmer were kept lower as compared to previous crop insurance schemes.

With a view to increase the penetration on Gross Cropped Area (GCA) to 50 % by 2022, Government has come out with new directives for companies to increase spending in creating awareness and deployment of resources in rural areas to manage crop insurance.

Recognizing the opportunities provided by a heavily under-insured rural market, your Company has a dedicated channel focusing on the Rural & Agriculture insurance. This channel clocked aggressive growth right from inception and has contributed 32% of the total GDPI, amounting to ₹2515.7 crore this year. Your Company has also surpassed the rural business obligations mandated by the Insurance Regulatory and Development Authority of India in FY 2019-20.

e. SME

The SME sector in India is highly under-penetrated and the Company is making every possible attempt to gain a larger market share. The Company has grossed a premium of ₹221 crore in FY 20 as against ₹121 crore in FY 19 garnering a growth of 82%. In the price-sensitive SME segment, we have adequately tailored and customized products to suit customer needs.

To tap the penetration opportunity and increase profitability, we have created a separate SME focused vertical with clearly defined business goals coupled with suitably laid out strategic initiatives to achieve those goals. The strategic initiatives are aimed at positioning ourselves with compelling offerings to our clients so as to win their trust and increased mindshare.

We 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.

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. Your Company's risk selection and approach remains consistent over time which is reflected in the loss ratios of the Company. However, where warranted, your Company has taken corrective actions to improve the loss ratios in various portfolios.

The year under review witnessed competitive pricing practices being followed in the market in several lines of business most prominently in Motor and Group Health. Due to incorporation of minimum pricing requirements in reinsurance treaties effective 1st April 2019, a significant overall increase in premiums in fire line of business was observed which is expected to result in improvement in the profitability of this segment in the medium and long term.

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

Your company handled 331844 claims intimations in the fiscal year 2019-20 which is an increase of 29% over last fiscal year with major increase in Commercial and Health portfolios with 168% and 34% respectively. The Company settled 337267 claims in the year FY 2019-20 for total claims disbursement of ₹2776.14 crore, thus achieving overall claims settlement ratio of 102% against 96% in the FY 2018-19.

Your company has handled about 169226 Motor OD claims in the current fiscal year. Motor OD Net Promoter Score has shown significant improvement by 66% as compared to last fiscal year, due to the major overhaul in processes and quicker settling of claims. Reduction in TAT for Motor OD claims is by about 40% compared to last fiscal year.

Your company has handled about 88177 health claims during the fiscal year. During the year, the Company implemented automated Health Claims system Eoxegen. This will help better controls and faster settlement of Health claims. The Health NPS has shown marked improvement by 62% as compared to last fiscal year, due to improvement in processes and higher level of customer service. Further, there has been a significant reduction in PA claims TAT by about 47% compared to last fiscal year as result of reengineering of the claims process and new system implementation.

Your company has handled about 62405 claims in Commercial Line claims during the fiscal year. This includes about 3000 catastrophic event-related claims which were reported due to the Fani Cyclone and Floods in Gujarat, Maharashtra, Karnataka, Kerala and Bihar in the year FY 20. The Net Promoter Score survey for commercial lines claims was implemented in the current fiscal year and the same has been increasing steadily month on month and stood at healthy score of 55 YTD March 20.

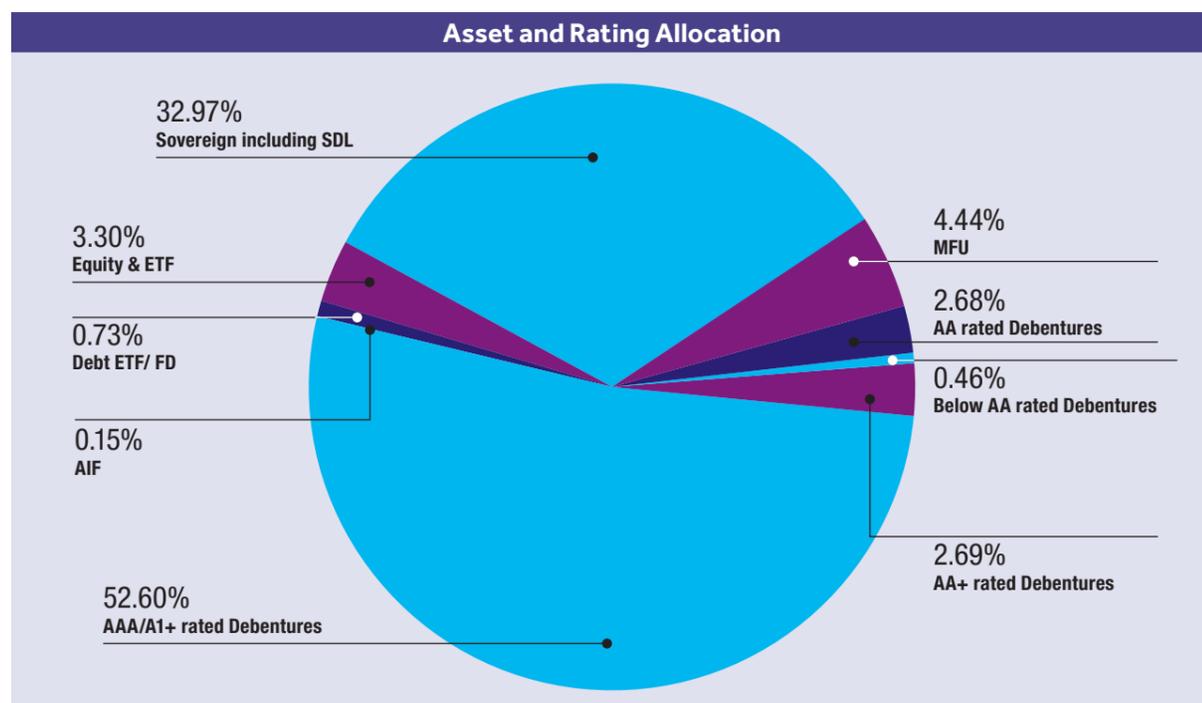
In Motor Third-Party claims, your Company continues to focus on settling claims through proactive participation in National Lok Adalats and conciliations. Overall, 1613 Third-Party claims were settled through Lok Adalats and conciliations during the year.

v Investment Activity

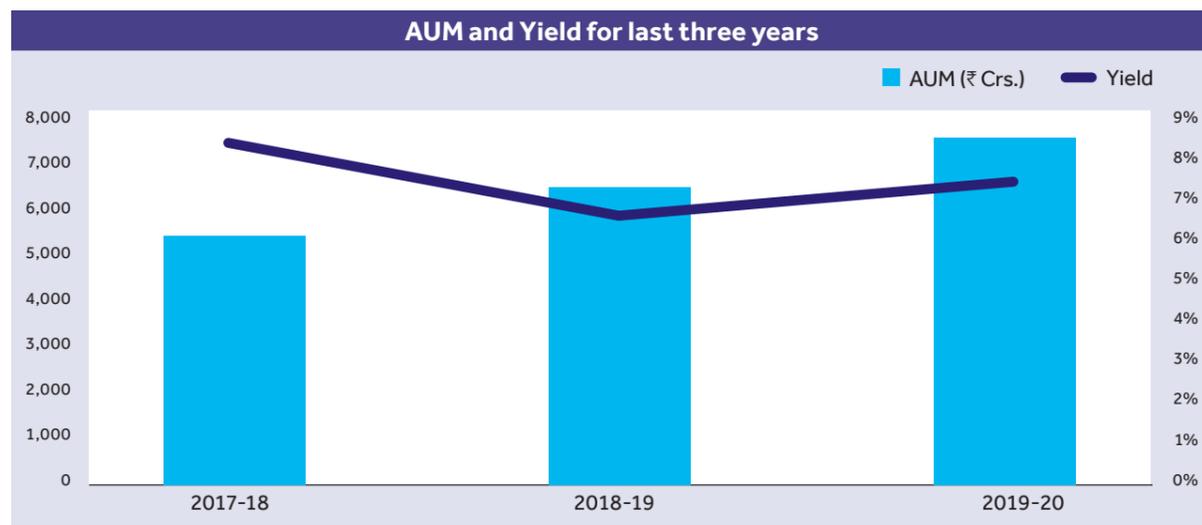
Investments are made in accordance with the regulations laid down by IRDAI (Investment) Regulations, 2016, Insurance Act 1938 and the Board Approved Investment Policy. Efforts are made to optimize the returns on the portfolio while matching the duration of Assets and Liabilities prudently and maintaining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

of the Board reviews the investment performance on a quarterly basis.

As on 31st March 2020, the Investment portfolio stood at ₹7426.97 crore. Your Company's investment corpus comprises 91.40% of debt securities out of which 85.57% is invested in Sovereigns and AAA/A1+ rated securities, 5.37% in AA+/AA and 0.46% in AA-/B rated securities. Further, 4.44% is invested in liquid schemes of mutual funds, 0.03% of fixed deposits, 0.15% in Alternative Investment Funds, 0.70% in Debt ETF and 3.30% of investments in equities (including equity ETF). The yield on investments stands at 7.24% for the year ended 31st March 2020.



Asset Class and Rating wise Company's Total Investment Holding as on March 31, 2020:



Asset under management and it's returns from financial year 2017 to March 2020.

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

Sr.	IRDA Broad Category	IRDAI Mandate	IP Mandate	₹ in (Cr) Holding	% holding
				as on 31/03/20	as on 31/03/20
1	Central Government Securities	20% (min)	20% (min)	1,788.47	24.51%
2.i	Central Government Securities & Other Approved Securities (OAS)	30% (min)	30% (min)	2,548.72	34.92%
2.ii	Approved Investments (AI)	0% -70%	0% - 70%	4,645.64	63.66%
2.iii	Other Investments (OI)	0% -15%	0% - 15%	103.47	1.42%
3	Housing & Infrastructure - (AI + OI)	15% (min)	15% (min)	2,977.64	40.80%

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). The total holding in respect of above is pegged to ₹7,297.83 crore, which represents the Investment Assets. Remaining funds were invested in Shareholders Excess Solvency Margin Account (SHESMA).

vi Information Technology

Your Company's IT Department has achieved benchmarks on increasing the total number of system policies issued in a year from 4.47 million to 5.34 million policies. The total number of IT-enabled branches are 122.

Your Company's IT Department has completed two successful Disaster Recovery drills, to ensure that there is system continuity in case of a disaster at the Primary Data Centre.

Your Company's IT Department has successfully rolled out a new Document Management System, a new Chatbot, a new Mobile App for its Customers, a new mobile app for Cattle Claims, and revamped its Customer Portal (website). A middle office solution for Core Insurance System EBao - InsureMO was also successfully implemented. The Data Warehouse solution of the Company and Identity Management System were upgraded. A revamped Intranet Portal - Catalyst+, was also launched on the SharePoint platform.

Your Company's IT Department has successfully completed technology stack upgrade of all its ancillary applications in use. The department also implemented new applications to cater to Crop Insurance & for Group Health Product. A new portal named Nivaran was implemented for SBI Bank employees for registering requests and queries related to SBIG Policies.

Your Company's IT Department has successfully implemented an SD-WAN network segregation project and also a Mobile Device Management Solution for employee's BYOD devices.

Your Company's IT Department has also successfully completed the ISO 27000 audit and retained the certification.

Your Company's IT Department has successfully integrated with various digital partners such as PolicyBazaar, PayTM, Mobikwik, CoverFox, AIMS to name a few and with YONO Branch Portal as well.

Company's infrastructure is completely ready to enable employees and outsourced staff to work from remote locations, without compromising on security.

Further business-driven transformation initiatives are planned for the FY 2020-21 which include Robotic Process Automation and creation of Data Lakes.

vii Human Resources

Your Company started the financial year 2019-20 with the headcount of 3452 and the closing headcount was 3994.

The Company has taken structured measures to ensure that its leadership teams are relevant in terms of their capabilities and are demonstrated through delivered performance. The Company brought a lot of emphasis on developing its key leadership pool through a program, named EMERGE, that included deployment of behavioural and potential assessment, IDP (Individual Development Plans) creation and a very intense developmental roadmap around it. The Company also laid emphasis on all-round development of its leadership team by implementing 360 Degree Feedback process. Through these interventions, the Company gained valuable insight into current leadership and its areas of development.

In continuation of the Leadership Development Journeys, the Company is also launching more detailed and advanced leadership development journeys titled 'Emerging Leaders' Program' and 'Young Leaders' Program' aimed at creating long term engagement and learning agenda for mid and mid senior level leaders. Focus and thrust on developing leadership competence is the commitment of the Company to remain relevant as well as capable of handling any future challenges and to incrementally enhance the delivery capabilities of people.

Your Company also understands that its mid-level leadership is the backbone of the conversion of organizational goals into reality. The journey from aspiration to implementation and achievement is a factor of the agility and customer sensitivity of its market-facing leadership team. Towards ensuring this, the Company has created a unique leadership development journey titled iLEAD for its mid-management frontline leaders to instil the qualities of excellence and leadership finesse amongst this potent category to ensure that desired performance is achieved.

The Company has always strived to provide good customer service experience as a basic deliverable. Taking this idea one step ahead, the Company has taken a unique initiative to align its entire customer-facing teams towards an attitude of "Think Customer First". This intervention was aimed at changing the way of working and align all actions to delight our customers.

Through Town Halls, the Company also ensured top leadership accessibility across the board right up to branch-level employees. It helped in reinforcing culture and values, providing an opportunity to the employees to connect with leadership in a free, transparent, and open environment.

The Company has taken cognizance of the various studies that have clearly emphasized that a strong and significant positive relationship between Diversity & Inclusion and organisational capability exists. The Company has rolled out Diversity & Inclusion Charter as a testimony to the importance it places on this agenda in order to make the Company a better place to work that is relevant to the current cultural phenomenon of inclusivity.

viii Operations & Customer Services

Your Company has serviced 5,797,228 policies, 11,39,572 Crop Insurance Farmer-wise Certificate of Insurance and over 2,47,711 Endorsement transactions in the current fiscal. A host of process refinements and IT functionalities were introduced during the year to improve upon operational efficiencies. Some other noteworthy milestones of the year are:

- Company has started servicing customers from 123 locations & Head Office at the end of the year with every one of them being self-sufficient for end-to-end services.
- Company has successfully implemented automated policy issuance system which includes quotes generation to policy issuance for bulk products
- Underwriting approval rights for endorsement issuance, break-in inspections in NTU (New tie-up) at dealer's portal has been entrusted to operations, thereby freeing up the Underwriter's time.
- Successfully implemented and executed of self-service facilities that also includes introduction of clickable PDF on mobile device, portal-based self-service options, etc.
- Company has successfully implemented Customer Care Endorsement Desk (CCED) for central processing of all endorsement transactions, thereby optimizing the manpower requirements across locations.
- Successfully implemented centralized end to end processing unit for all Health policies eligible for pre-policy medical check-up, thereby freeing up bandwidth of branch underwriting staff for these cases.
- Your Company's Contact Centre has handled over 7.64 lakh calls and over 1.65 lakh emails of customers and prospects.

Complaints Management: Your Company has integrated its CRM platform with IRDAI's Integrated Grievance Management System for efficient management of customer complaints and has handled 1407 complaints during the fiscal.

Grievance Redressal Committee: Your Company has a Grievance Redressal Committee of the Management with an objective to review the representations made by customers against repudiation and policy-related issues, if any. The Committee is empowered to review the representation both on merits and technicality. The Committee has met 20 times during the year 2019-20 and has attended and disposed-of 230 complaints received by it.

3 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, 2020, the Company had a solvency ratio of 2.27 as against the minimum regulatory requirement of 1.50.

4. Future Outlook

Industry analysts expected the General Insurance industry growth to continue in the range 12% to 13% in FY21 pre-COVID 19 situation.

COVID 19 outbreak impact is likely to continue into FY21 and the recovery is largely depended on the extent of limiting the spread of the virus within India as on the date of this report. The situation has however brought about more awareness to health insurance amongst customers. Improved insurance awareness and increased digital penetration are some of the new

trends observed in the short term due to COVID 19 impact.

In addition, the economy and regulatory reforms are enabling insurer easier access to capacity, capital, distribution reach and customer information than ever before. While this is expected to intensify the competition at one end, it shall also improve the ability of insurers to provide customized insurance solutions to the customers over the long term.

Your Company's major thrust will be on core five themes – **Presence, Performance, Productivity, People and Processes continues.** The themes integrate into the business model which is leveraging on technology and digital channels to meet the customers' expectations.

The Company will continue to focus on profitable growth across channels and lines of business in FY20. Your Company has identified top growth levers in various lines of businesses and channels of sales. These include exploring whitespaces across all distribution channels, focus on Digital and online business and increasing rural penetration.

The Company would continue to focus on customer retention and heighten the association with other associates and subsidiaries of the group.

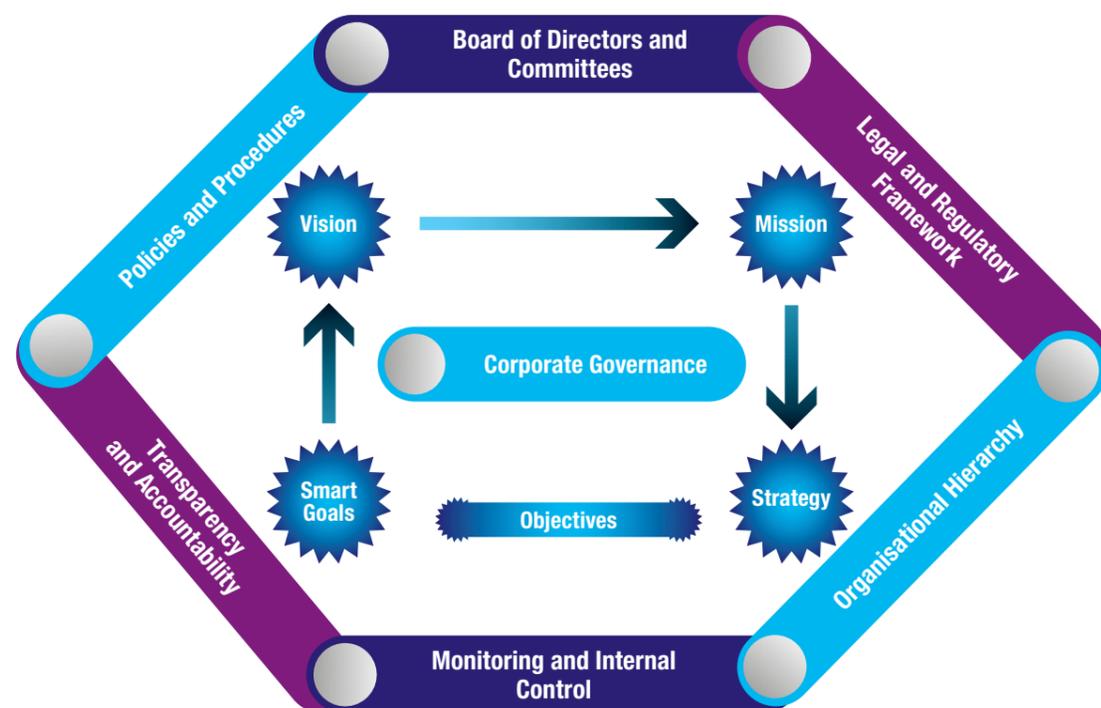
Annexure 3 to the Director's Report for FY 2019-20 Report on Corporate Governance

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 to 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 31st March 2020 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 a 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 philosophy is depicted as under:



2. BOARD OF DIRECTORS:

a. Composition and Category of the Board

The Board of Directors along with 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 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 the exigency of long term shareholders value.

The Board of Directors comprises of Executive Director, Non-Executive Directors as well as Independent Directors. There is an optimum combination of Executive and Non-Executive/Independent Directors. Except for the Managing Director and CEO, 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.

Video or tele-conferencing facilities are also used to facilitate Directors, travelling or residing abroad or at other locations, 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.

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 Companies Act, 2013, Corporate Governance Guidelines issued by IRDAI and Listing Regulations issued by SEBI.

The Company has well-defined Policy for determining criteria for appointment of Directors and Senior Management personnel.

The Company has obtained a certificate from M/s. S. S. Rauthan & Associates, Company Secretaries in Practice, dated 31st May 2020 certifying 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, 2020.

Composition of the Board

The Board of Directors of your Company has an optimum combination of Executive and Non-Executive Directors. As on 31st March 2020, the total strength of Board is 8 (Eight) Directors out of which 4 (Four) are nominees of State Bank of India (SBI), and 4 (Four) are Independent Directors.

The Composition of the Board of Directors of the Company as at 31st March 2020 is as follows:

Name of the Director	Designation	Category
Shri Rajnish Kumar	Director	Non-Executive, SBI Nominee
Shri P. K. Gupta ¹	Director	Non-Executive, SBI Nominee
Shri Dinesh Kumar Khara	Director	Non-Executive, SBI Nominee
Shri M. K. Garg ²	Director	Non-Executive, Independent Director
Shri. D. Sundaram	Director	Non-Executive, Independent Director
Dr. Ashima Goyal ³	Director	Non-Executive, Independent Director
Dr. Ajit Kumar Saxena ⁴	Director	Non-Executive, Independent Director
Shri Pushan Mahapatra	Managing Director & CEO	Executive, SBI Nominee

¹ Shri P K Gupta, (Nominee of SBI) resigned from the Board due to superannuation at SBI w.e.f. close of business day on 31st March 2020.

² Shri M.K Garg was re-appointed as an Independent Director on the Board for a period of three years w.e.f. 26th August 2019

³ Dr. Ashima Goyal was appointed as an Independent Director of the Company w.e.f. 25th September 2019.

⁴ Dr. Ajit Kumar Saxena was appointed as an Independent Director of the Company w.e.f. 1st November 2019.

The details of the Directors like qualification, specialization, and status of directorship as well as brief profile, as at 31st March 2020, is given at Annexure-I enclosed with this report. 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 2019-20:

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:

1	73 rd BM : 23 rd April 2019	2	74 th BM : 14 th May 2019
3	75 th BM : 16 th July 2019	4	76 th BM : 14 th August 2019
5	77 th BM : 1 st October 2019	6	78 th BM : 14 th October 2019
7	79 th BM : 2 nd November 2019	8	80 th BM : 24 th January 2020
9	81 st BM : 4 th February 2020	10	82 nd BM : 6 th March 2020
11	83 rd BM : 27 th March 2020		

Directors	Total Meetings held during the tenure	Attendance at the Company's Board Meetings	Whether present at the last AGM held on 25 th September 2019
Shri Rajnish Kumar	11	1	No
Shri P. K. Gupta ¹	11	8	Yes
Shri Dinesh Kumar Khara	11	11	Yes
Shri Duncan Victor Brain ²	07	06	No
Shri Jonathan Guy Delalande ³	08	08	No
Shri Andrew Stuart Collings ⁴	03	01	NA
Shri Ashok Pradhan ⁵	04	04	NA
Shri M. K. Garg ⁶	11	11	Yes
Shri. D. Sundaram	11	08	No
Smt. Smeeta Bhatkal ⁷	03	03	NA
Dr. Ashima Goyal ⁸	06	04	NA
Dr. Ajit Kumar Saxena ⁹	05	05	NA
Shri Pushan Mahapatra	11	11	Yes

¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board due to superannuation at SBI w.e.f. close of business hours on 31st March 2020.

² Shri Duncan Victor Brain, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. 3rd November 2019.

³ Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

⁴ Shri Andrew Stuart Collings, was appointed as IAG Nominee Director of the Company w.e.f. 4th February 2020. He further resigned from the Board w.e.f. closing business hours of 27th March 2020.

⁵ Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure.

⁶ Shri M.K Garg was re-appointed as an Independent Director on the Board for a period of three years w.e.f. 26th August 2019

⁷ Smt Smeeta Bhatkal, Independent Director resigned from the Board w.e.f. 30th July 2019.

⁸ Dr. Ashima Goyal was appointed as an Independent Director of the Company w.e.f. 26th September 2019.

⁹ Dr. Ajit Kumar Saxena was appointed as an Independent Director of the Company w.e.f. 1st November 2019.

c. Availability of information to the Board:

The Board of Directors of your Company has unfettered and complete access to all the information within the Company and to the employees of your Company. The meetings are convened by giving appropriate notice to all the Board of Directors. Detailed Agenda, Memoranda along with 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.

The Board, inter alia, 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, HR 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 just 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 CEO updates.

d. 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, which includes the Company's Corporate Profile, its Mission, Vision and Values statement, organisational structure, Code of Conduct applicable to Directors/ employees of the Company, Roles and Responsibilities of Directors, Term of Reference of Committees, Key policies of the Company along with the latest Annual Report and Memorandum & Articles of Association of the Company. 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 familiarise 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 and help them to understand the Company's strategy, business model, operations, service and product offerings, markets, organisation structure, finance, human resources, technology, quality, facilities and risk management and such other areas as may arise from time to time. The programmes/presentations also familiarises the Independent Directors with their roles, rights and responsibilities. When a new Independent Director comes on the Board of the Company, a meeting is arranged with the Managing Director & CEO, Chief Financial Officer and Company Secretary to discuss the functioning of the Board and the nature of the operation of the Company's business activities.

Further, quarterly presentations on operations are 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, Nomination and Remuneration Committee, CSR Committee, Investment Committee, Risk Management Committee and 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, an HR Committee and a Technology Committee. The Terms of Reference of Risk Management Committee include the expectations from ALM Committee whereas the Terms of Reference of HR Committee include the expectations from the Ethics 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.

All the committees have an optimum composition of Non-Executive Directors and the Nominee Directors of SBI. No quorum at any meeting of Board Committees shall be validly constituted unless at least one SBI Nominee Director is present at the commencement of such meeting and throughout its proceedings, and in case of committees and sub-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 of any other Shareholder present at the beginning of, and throughout such meeting, as provided in the Articles of Association of the Company. Further, in case any Independent Director is member of a Committee, the presence of Independent Director is also necessary for the purpose of constituting a valid quorum.

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. The terms of reference were last amended on 1st June 2020 to keep it relevant to the current composition and function of the Committee.

a. Composition of the Audit Committee as on 31st March, 2020:

The composition of the Audit Committee as on 31st March 2020 is as follows:

Name of the Director	Designation	Category
Shri M. K. Garg	Chairman	Independent Director
Shri Dinesh Kumar Khara	Member	Non-Executive Director, SBI
Shri D. Sundaram	Member	Independent Director
Dr. Ajit Kumar Saxena *	Member	Independent Director

* Dr. Ajit Kumar Saxena was appointed as member of the Committee w.e.f. 2nd November 2019

Shri M. K. Garg, 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.

b. Meetings held:

During the year under review, the Audit Committee met 10 (Ten) times on the following dates:

1	48 th AC: 23 rd April 2019	2	49 th AC: 14 th May 2019
3	50 th AC: 16 th July 2019	4	51 st AC: 14 th August 2019
5	52 nd AC: 30 th September 2019	6	53 rd AC: 14 th October 2019
7	54 th AC: 2 nd November 2019	8	55 th AC: 24 th January 2020
9	56 th AC: 4 th February 2020	10	57 th AC: 5 th March 2020

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	Committee Meeting Number										Held During Tenure	Attended	% of Attendance
	1	2	3	4	5	6	7	8	9	10			
Shri M. K. Garg											10	10	100%
Shri Dinesh Kumar Khara											10	10	100%
Shri Ashok Pradhan ¹					NA	NA	NA	NA	NA	NA	4	4	100%
Shri D. Sundaram	X			X			X				10	7	70%
Dr. Ajit Kumar Saxena ²	NA	NA	NA	NA	NA	NA					4	4	100%
Shri Jonathan Guy Delalande ³									NA	NA	8	8	100%
Shri Andrew Stuart Collings ⁴	NA	NA	NA	NA	NA	NA	NA	NA	X	X	2	0	0%

¹ Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure

² Dr. Ajit Kumar Saxena was appointed as Members of the Committee w.e.f. 2nd November 2019

³ Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020

⁴ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as a member of the Audit Committee w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased to be a committee member.

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 22nd 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 31st March 2020:

Name of the Director	Designation	Category
Shri M. K. Garg*	Chairman	Independent Director
Shri Dinesh Kumar Khara	Member	Non Executive Director, SBI
Shri D. Sundaram	Member	Independent Director
Dr. Ajit Kumar Saxena**	Member	Independent Director

*Shri M K Garg, Independent Director, was appointed as the Chairman of Nomination and Remuneration Committee on reconstitution of the committee w.e.f 2nd November 2019.

** Dr. Ajit Kumar Saxena was appointed as member of the Committee w.e.f. 2nd November 2019.

b. Meetings held:

During the year under review, the Nomination and Remuneration Committee met 6 (Six) times on the following dates:

1	28 th NRC : 14 th May 2019	2	29 th NRC: 16 th July 2019
3	30 th NRC : 14 th August 2019	4	31 st NRC: 30 th September 2019
5	32 nd NRC: 24 th January 2020	6	33 rd NRC: 6 th March 2020

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	Committee Meeting Number						Held During Tenure	Attended	% of Attendance
	1	2	3	4	5	6			
Shri Ashok Pradhan ¹				NA	NA	NA	3	3	100%
Shri M. K. Garg ²							6	6	100%
Shri Dinesh Kumar Khara							6	6	100%
Shri D. Sundaram			X				6	5	83.3%
Dr. Ajit Kumar Saxena ³	NA	NA	NA	NA			2	2	100%
Shri Jonathan Guy Delalande ⁴						NA	5	5	100%
Shri Andrew Stuart Collings ⁵	NA	NA	NA	NA	NA	X	1	0	0%

- ¹ Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure
² Shri M K Garg, Independent Director, was appointed as the Chairman of Nomination and Remuneration Committee on reconstitution of the committee w.e.f. 2nd November 2019.
³ Dr. Ajit Kumar Saxena was appointed as member of the Committee w.e.f. 2nd November 2019.
⁴ Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.
⁵ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as member of the Committee w.e.f. 4th February 2020. He further resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased as a member of the Committee.

iii INVESTMENT COMMITTEE:

The role of the 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 31st March 2020:

Name of the Director/Member	Designation	Category
Shri Dinesh Kumar Khara	Chairman	Non-Executive Director, SBI
Shri P. K. Gupta*	Member	Non-Executive Director, SBI
Shri D. Sundaram	Member	Independent Director
Dr. Ashima Goyal**	Member	Independent Director
Shri Pushan Mahapatra	Member	Managing Director & CEO
Shri Rikhil Shah	Member	Chief Financial Officer
Shri Avez Sayed	Member	Chief Risk Officer
Ms. Gayle Adams	Member	Appointed Actuary
Shri Ganesh Prasad	Member	Chief Investment Officer

- *Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.
 **Dr. Ashima Goyal was appointed as a Member of the Committee w.e.f. 2nd November 2019.

b. Meetings held:

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

1	38 th Investment Committee : 14 th May 2019	2	39 th Investment Committee : 16 th July 2019
3	40 th Investment Committee : 1 st November 2019	4	41 st Investment Committee: 4 th February 2020

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	Committee Meeting Number				Held During Tenure	Attended	% of Attendance
	1	2	3	4			
Shri P. K. Gupta ¹		X		X	4	2	50%
Shri Dinesh Kumar Khara					4	4	100%
Shri Jonathan Guy Delalande ²				NA	3	3	100%
Shri Andrew Collings ³	NA	NA	NA	X	1	0	0%
Shri D. Sundaram			X		4	3	75%
Dr. Ashima Goyal ⁴	NA	NA	NA		1	1	100%
Shri Pushan Mahapatra					4	4	100%
Shri Rikhil Shah					4	4	100%
Ms. Gayle Adams					4	4	100%
Shri Avez Sayed					4	4	100%
Shri Ganesh Prasad					4	4	100%

- ¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.
² Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.
³ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as a member of the committee w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased as a member of the Committee.
⁴ Dr. Ashima Goyal was appointed as a member of the committee w.e.f. 2nd November 2019.

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 on 31st March 2020 is as follows:

Name of the Director	Designation	Category
Shri Dinesh Kumar Khara	Chairman	Non-Executive Director, SBI
Shri P K Gupta*	Member	Non-Executive Director, SBI
Shri M. K. Garg	Member	Independent Director
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

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 5 (five) times on the following dates:

1	37 th PPC: 14 th May 2019	2	38 th PPC: 14 th August 2019
3	39 th PPC: 1 st November 2019	4	40 th PPC: 4 th Feb 2020
5	41 st PPC: 5 th March 2020		

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	Committee Meeting Number					Held During Tenure	Attended	% of Attendance
	1	2	3	4	5			
Shri P K Gupta ¹				X	X	5	3	60%
Shri Dinesh Kumar Khara					X	5	4	80%
Shri M.K Garg						5	5	100%
Shri Jonathan Guy Delalande ²				NA	NA	3	3	100%
Shri Andrew Stuart Collings ³	NA	NA	NA	X	X	2	0	0%
Smt. Smeeta Bhatkal ⁴		NA	NA	NA	NA	1	1	100%
Shri Pushan Mahapatra						5	5	100%

¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board due to superannuation w.e.f. close of business hours on 31st March 2020.

² Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

³ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as IAG Nominee Director of the Company w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020.

⁴ Smt Smeeta Bhatkal, Independent Director resigned from the Board w.e.f. 30th July 2019.

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 31st March 2020 is as follows:

Name of the Director	Designation	Category
Shri Dinesh Kumar Khara	Chairman	Non Executive Director, SBI
Shri P. K. Gupta*	Member	Non Executive Director, SBI
Shri M K Garg**	Member	Independent Director
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

**Shri M K Garg was appointed as the member of Risk Management Committee on reconstitution of the committee w.e.f. 2nd November 2019.

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:

1	41 st RMC: 14 th May 2019	2	42 nd RMC: 16 th July 2019
3	43 rd RMC: 1 st November 2019	4	44 th RMC: 4 th February 2020
5	45 th RMC: 5 th March 2020		

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	Committee Meeting Number					Held During Tenure	Attended	% of Attendance
	1	2	3	4	5			
Shri Dinesh Kumar Khara					X	5	4	80%
Shri P. K. Gupta ¹				X	X	5	3	60%
Shri Ashok Pradhan ²			NA	NA	NA	2	2	100%
Shri M K Garg ³	NA	NA	NA			2	2	100%
Shri Jonathan Guy Delalande ⁴				NA	NA	3	3	100%
Shri Andrew Stuart Collings ⁵	NA	NA	NA	X	X	2	0	0%
Smt. Smeeta Bhatkal ⁶			NA	NA	NA	2	2	100%
Shri Pushan Mahapatra						5	5	100%

¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

² Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure.

³ Shri M K Garg was appointed as the member of Risk Management Committee w.e.f. 2nd November 2019.

⁴ Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

⁵ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as a member of the Committee w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased as a member of the Committee.

⁶ Smt Smeeta Bhatkal, Independent Director resigned from the Board w.e.f. 30th July 2019.

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 and Associate Banks 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 31st March 2020 is as follows:

Name of the Director/Member	Designation	Category
Shri Dinesh Kumar Khara (MD (GB&S), SBI)	Chairman	Non-Executive Director, SBI
Shri P. K. Gupta* (MD (R&DB), SBI)	Member	Non-Executive Director, SBI
Shri K.V. Haridas	Member	DMD-Retail, SBI
Shri P. N. Prasad	Member	DMD-CCG, SBI
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

The Company Secretary of the Company act as the Secretary to the Bancassurance Committee.

b. Meetings held:

During the year under review the Bancassurance Committee met 3 (three) times on the following dates:

1	22 nd Bancassurance Meeting: 14 th August 2019	2	23 rd Bancassurance Meeting: 1 st November 2019
3	24 th Bancassurance Meeting: 4 th February 2020		

c. Attendance:

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

Name of Member	Committee Meeting Number			Held During Tenure	Attended	% of Attendance
	1	2	3			
Shri Dinesh Kumar Khara				3	3	100%
Shri P. K. Gupta ¹	X		X	3	1	33.33%
Shri K. V. Haridas				3	3	100%
Shri P. N. Prasad		X		3	2	66.67%
Shri Jonathan Guy Delalande ²			NA	2	2	100%
Shri Andrew Stuart Collings ³	NA	NA	X	1	0	0%
Shri Pushan Mahapatra				3	3	100%

¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board due to superannuation w.e.f. close of business hours on 31st March 2020.

² Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

³ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as IAG Nominee Director of the Company w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020.

vii CORPORATE SOCIAL RESPONSIBILITY COMMITTEE

The Corporate Social Responsibility Committee of the Board of Directors of the Company was constituted on 22nd 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 31st March 2020 is as follows:

Name of the Director	Designation	Category
Dr. Ajit Kumar Saxena*	Chairman	Independent Director
Shri P. K. Gupta **	Member	Non-Executive Director, SBI
Shri Dinesh Kumar Khara	Member	Non-Executive Director, SBI
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Dr. Ajit Kumar Saxena was appointed as Chairman of the Committee w.e.f. 2nd November 2019

**Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

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

b. Meetings held:

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

1	13 th CSR : 14 th May 2019	2	14 th CSR : 16 th July 2019
3	15 th CSR : 2 nd November 2019	4	16 th CSR : 4 th February 2020
5	17 th CSR : 5 th March 2020		

c. Attendance:

Name of Members	Committee Meeting Number					Held During Tenure	Attended	% of Attendance
	1	2	3	4	5			
Shri Ashok Pradhan ¹			NA	NA	NA	2	2	100%
Dr. Ajit Kumar Saxena ²	NA	NA				3	3	100%
Shri P. K. Gupta ³			X	X	X	5	2	40%
Shri Dinesh Kumar Khara					X	5	4	80%
Shri Jonathan Guy Delalande ⁴				NA	NA	3	3	100%
Shri Andrew Stuart Collings ⁵	NA	NA	NA	X	X	2	0	0%
Shri Pushan Mahapatra						5	5	100%

¹ Shri Ashok Pradhan, Independent Director, retired from the Board w.e.f. 25th August 2019, due to completion of his tenure.

² Dr. Ajit Kumar Saxena was appointed as Chairman of the Committee w.e.f. 2nd November 2019.

³ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business hours on 31st March 2020.

⁴ Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

⁵ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as a member of the Committee w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased to be member of the Committee

viii TECHNOLOGY COMMITTEE

The Technology Committee of the Board of Directors of the Company was constituted on 4th 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 31st March 2020 is as follows:

Name of the Directors	Designation	Category
Shri D. Sundaram	Chairman	Independent Director
Shri P. K. Gupta*	Member	Non-Executive Director, SBI
Shri Dinesh Kumar Khara	Member	Non-Executive Director, SBI
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board w.e.f. close of business day on 31st March 2020.

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

b. Meetings held:

During the year under review the Technology Committee met 3 (Three) times on the following dates:

1	18 th Technology Committee: 14 th May 2019	2	19 th Technology Committee: 4 th Feb 2020
3	20 th Technology Committee: 5 th March 2020		

c. Attendance:

Name of Members	Committee Meeting Number			Held During Tenure	Attended	% of Attendance
	1	2	3			
Shri D. Sundaram				3	3	100%
Shri P. K. Gupta ¹		X	X	3	1	33.33%
Shri Dinesh Kumar Khara			X	3	2	66.66%
Shri Jonathan Guy Delalande ²		NA	NA	1	1	100%
Shri Andrew Collings ³	NA	X	X	2	0	0%
Shri Pushan Mahapatra				3	3	100%

¹ Shri P K Gupta, (Nominee of State Bank of India) resigned from the Board due to superannuation w.e.f. close of business day on 31st March 2020.

² Shri Jonathan Guy Delalande, (Nominee of IAG International Pty. Ltd.) resigned from the Board w.e.f. close of business hours on 31st January 2020.

³ Shri Andrew Stuart Collings, (Nominee of IAG International Pty. Ltd.) was appointed as a Member of the Committee w.e.f. 4th February 2020. He resigned from the Board w.e.f. closing business hours of 27th March 2020 and ceased to be the member of the Company.

ix HR COMMITTEE

The HR Committee of the Board of Directors of the Company was reconstituted on 21st April 2015 for the purpose of reviewing SBI General's HR Policies and recommending new policies in future to the Board.

a. Composition

The composition of the HR Committee as on 31st March 2020 is as follows:

Name of the Directors	Designation	Category
Shri D. Sundaram	Chairman	Independent Director
Dr. Ashima Goyal *	Member	Independent Director
Shri P C Kandpal**	Member	Dy. CEO
Shri Pushan Mahapatra	Member	Managing Director & CEO

*Dr. Ashima Goyal was appointed as Member of the Committee w.e.f. 2nd November 2019.

**Shri P C Kandpal was appointed as Dy. CEO of the Company w.e.f. 6th June 2019

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

b. Meetings held:

During the year under review the HR Committee met once on 5th March 2020.

c. Attendance:

Name of Members	Committee Meeting Number	Held During Tenure	Attended	% of Attendance
	1			
Shri D. Sundaram		1	1	100%
Smt. Smeeta Bhatkal ¹	NA	NA	NA	NA
Dr. Ashima Goyal ²		1	1	100%
Ms. Lisa Jeffery ³	NA	NA	NA	NA
Shri P. C. Kandpal ⁴		1	1	100%
Shri Pushan Mahapatra		1	1	100%

¹ Smt Smeeta Bhatkal, Independent Director resigned from the Board w.e.f. 30th July 2019.

² Dr. Ashima Goyal was appointed as Member of the Committee w.e.f. 2nd November 2019

³ Ms. Lisa Jeffery resigned from post of Dy. CEO w.e.f. close of hours on 24th May 2019.

⁴ Shri P C Kandpal was appointed as Dy. CEO of the Company w.e.f. 6th June 2019.

x 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 2019-20 on 14th August 2019 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 2019-20)

Remuneration of Independent Directors:

The details of the Sitting Fees paid to the Independent Directors of the Company during the year 2019-20 is as follows:

Directors	Board Fee (in ₹)	Other Committee Fee (in ₹)	Total (in ₹)
Shri Ashok Pradhan	1,60,000	3,35,000	4,95,000
Shri M. K. Garg	4,75,000	7,00,000	11,75,000
Shri D. Sundaram	3,50,000	5,50,000	9,00,000
Smt. Smeeta Bhatkal	1,15,000	80,000	1,95,000
Dr. Ashima Goyal	1,80,000	60,000	2,40,000
Dr. Ajit Kumar Saxena	2,25,000	2,70,000	4,95,000

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
2019-20	EGM	04-02-2020	10 th Floor, "Maurya" Conference Room, Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2019-20	AGM	25-09-2019	10 th Floor, Conference Room "Chera", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2019-20	EGM	01-09-2019	10 th Floor, Conference Room, Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2018-19	EGM	21-02-2019	10 th Floor, Conference Room "Chera", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2018-19	EGM	19-12-2018	10 th Floor, Conference Room "Kalinga", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2018-19	EGM	05-09-2018	10 th Floor, Conference Room "Kalinga", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2018-19	AGM	05-09-2018	10 th Floor, Conference Room "Kalinga", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	No Special Resolution was passed by the Members in this Meeting.
2017-18	EGM	07-01-2018	"Meeting room" Hotel Trident, Amber Fort road, Jaipur, Rajasthan 302002.	Special Resolution was passed by the Members in this Meeting.
2017-18	EGM	16-10-2017	10 th Floor, "Maurya", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	Special Resolution was passed by the Members in this Meeting.
2017-18	AGM	15-09-2017	10 th Floor, "Mughal", Corporate Centre, State Bank Bhavan, Nariman Point, Mumbai- 400021	No 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 Committee, 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 companies.

8. DISCLOSURE REGARDING DIRECTOR SEEKING APPOINTMENT

Due to reconstitution of the Board during the year none of the Directors of the Company is liable to retire by rotation at the forthcoming Annual General Meeting of the Company. On 8th May 2020, Shri T K Kurien, Nominee of Napean Opportunities LLP was appointed as an Additional Director on the Board of the Company and his appointment shall be regularized in the ensuing Annual General Meeting of the Company.

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 Mahendra K. Tripathi Head - Compliance, Legal & Company Secretary
Address:	301, Junction of Western Express Highway & Andheri Kurla Rd., Andheri East, Mumbai – 400069
Contact:	+91-22-42412070
E-mail:	mahendra.tripathi@sbigeneral.in
Fax:	+91-22-42412071

11. GENERAL SHAREHOLDERS INFORMATION:

Date of Incorporation	24 th February 2009
CIN No.	U66000MH2009PLC190546
Financial year	2019-20
Board meeting for adoption of Audited Financial Accounts	8 th May 2020
IRDAI Registration No.	144
Date & Venue of Annual General Meeting	18th August 2020 (Through Video Conference) State Bank Bhavan, Corporate center, Madame Cama Road, Nariman Point, Mumbai – 400021
Company's Website	www.sbigeneral.in

12. Share Transfer System

The Registrar and Transfer Agent of the Company is Karvy Fintech 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:

Karvy Fintech Private Limited

Karvy Selenium Tower B,
Plot 31-32, Financial District,
Nanakramguda, Serilingampally,
Hyderabad 500 032

13. Dematerialisation of Shares

During the year, Equity shares of the Company representing 100% of the Company's equity share capital are dematerialised as on March 31, 2020. 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 31st March 2020 is as under:

#	Name of Shareholder	Number of Shares	Shareholding Percentage
1.	State Bank of India	150,849,950	70
2.	Shri Dinesh Kumar Khara *	10	
3.	Shri Shree Prakash Singh *	10	
4.	Shri P. Madhumohan Patro *	10	
5.	Shri Karunakaran Pradeep *	10	
6.	Shri Pushan Mahapatra *	10	
7.	PI Opportunities Fund-1	5,060,000	2.35
8.	Axis New Opportunities AIF – I	3,560,000	1.65
9.	Napean Opportunities LLP	34,501,550	16.01
10.	Honey Wheat Investment Ltd	21,528,450	9.99
	Total	215,500,000	100

* Shares held as SBI Nominee

15. COMPANY'S ADDRESS:

Registered Office & Corporate Office: (Correspondence Address)

Natraj, 301,
Junction of Western Express Highway & Andheri Kurla Road,
Andheri (East), Mumbai – 400069.

Annexure 1 to the Corporate Governance Report Details of the Directors of the Company

Name of the Director	Category	Qualification	Field of Specialization	Other Directorship's
Shri. Rajnish Kumar DIN: (05328267)	Non-Executive Director, SBI Nominee	M. Sc. (Physics)	Banking & Finance	1. State Bank of India 2. SBI Foundation 3. SBI Life Insurance Company Ltd. 4. SBI Capital Markets Ltd 5. SBI Cards & Payment Services Limited 6. Export – Import Bank of India 7. Institute of Banking Personnel Selection 8. National Institute of Bank Management, Pune 9. Indian Banks' Association 10. Khadi & Village Industries Commission 11. Indian Institute of Banking & Finance 12. Management Development Institute 13. ECGC Ltd 14. National Credit Guarantee Trustee Company Limited
Shri Dinesh Kumar Khara DIN: (06737041)	Non-Executive Director, SBI Nominee	M. Com & MBA	Banking & Finance	1. State Bank of India 2. SBI Capital Markets Limited 3. SBICAP Securities Limited 4. SBICAPS Ventures Limited 5. SBI Foundation 6. SBI DFHI Limited 7. SBI Global Factors Limited 8. SBI Funds Management Private Limited 9. SBI Cards and Payment Services Limited 10. SBI Pension Funds Private Limited 11. SBI Life Insurance Company Limited 12. SBICAP (UK) Limited 13. SBICAP (Singapore) Limited 14. SBI Infra Management Solutions Private Limited
Shri M. K. Garg DIN: (00081454)	Non-Executive, Independent Director	Chartered Accountant/ FIII	Finance & Administration and Insurance	1. Rolesoft Mercantile Co. Pvt. Ltd. 2. Instant Creations Pvt. Ltd.

Name of the Director	Category	Qualification	Field of Specialization	Other Directorship's
Shri. D. Sundaram DIN: (00016304)	Non-Executive, Independent Director	B. Com, master's in management studies, FCWA	Finance	1. TVS Capital Funds Private Limited 2. TVS Electronics Limited 3. Infosys Limited 4. GlaxoSmithKline Pharmaceuticals Limited 5. Crompton Greaves Consumer Electricals Limited 6. TVS Wealth Private Limited 7. ACC Limited 8. TVS Investments Private Limited
Dr. Ashima Goyal DIN: (00233635)	Non-Executive, Independent Director	M.A., M.Phil., PhD,	Investment Banking and Financial Services, Economics	1. IDBI Bank Limited 2. Edelweiss Financial Services Limited
Dr. Ajit Kumar Saxena DIN: (05308801)	Non-Executive, Independent Director	M. V. Sc., LLB, AIII	Insurance	1. India International Insurance Pte, Singapore 2. GIC Housing Finance Limited
Shri Pushan Mahapatra DIN: (07307428)	Managing Director & CEO, SBI Nominee	B.A.	Banking & Insurance	NIL

Annexure 2 to the Corporate Governance Report

Certification for Compliance of the Corporate Governance Guidelines (FY 2019-20)

I, Mahendra K. Tripathi, 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.

Mahendra K. Tripathi

Head – Compliance, Legal & Company Secretary

SBI General Insurance Company Limited

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.

(Pushan Mahapatra)
MD & CEO

(Rikhil Shah)
SVP & CFO

Date: 8th May 2020

Annexure 4 to the Director's Report for FY 2019-20

Secretarial Audit Report

FOR THE FINANCIAL YEAR ENDED MARCH 31, 2020

[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

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 a manner that provided 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, 2020 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, 2020 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 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 (Listing Obligation and Disclosure Requirement) Regulations, 2015;
 - b. The Securities and Exchange Board of India (Substantial Acquisition of Shares and Takeovers) Regulations, 2011;
 - c. The Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015;
 - d. The Securities and Exchange Board of India (Issue of Capital and Disclosure Requirements) Regulations, 2019;
 - e. Securities and Exchange Board of India (Share Based Employee Benefits) Regulations, 2014;
 - f. The Securities and Exchange Board of India (Issue and Listing of Debt Securities) Regulations, 2008;
 - g. The Securities and Exchange Board of India (Registrars to an Issue and Share Transfer Agents) Regulations, 1993 regarding the Companies Act, 2013 and dealing with client;
 - h. The Securities and Exchange Board of India (Delisting of Equity Shares) Regulations, 2016;
 - i. The Securities and Exchange Board of India (Buyback of Securities) Regulations, 2018;

Amongst the various laws which are applicable to the Company, following are the laws which are specifically applicable to the Company:

1. Anti-Money Laundering Regulation issued by IRDAI and various Circulars and Guidelines there under;
2. The States Shops and Establishment Act
3. 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
4. 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
5. Indian Stamp Act, 1899 and the State Stamp Acts;
6. Copyright Act, 1957;
7. Prevention of Money Laundering Act, 2002
8. Trademarks Act, 1999
9. Indian Contract Act, 1872
10. Negotiable Instruments Act, 1881
11. Information Technology Act, 2000
12. Whistle Blowers Protection Act, 2011
13. Registration Act, 1908;
14. Limitation Act, 1963;
15. The Sexual Harassment of Women at Workplace (Prevention, Prohibition And Redressal) Act, 2013.

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)

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 the 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 year under review, on March 27, 2020, IAG International Pty Limited (IAG) had transferred total 5,60,30,000 fully paid-up equity shares of face value of Rs.10/- each to Napean Opportunities LLP (3,45,01,550 fully paid-up equity shares of Rs.10/- each) and Honey Wheat Investment Limited (2,15,28,450 fully paid-up equity shares of Rs.10/- each).

**For M/s N.L. Bhatia & Associates
Practicing Company Secretaries**
UIN: P1996MH055800
UDIN: F001176B000209109

**N.L.Bhatia
Managing Partner**
FCS: 1176
CP. No. 422

Place: Mumbai
Date: 6th May, 2020

Annexure 5 to the Director's Report for FY 2019-20

FORM NO. MGT 9

EXTRACT OF ANNUAL RETURN

As on financial year ended on 31.03.2020

Pursuant to Section 92 (3) of the Companies Act, 2013 and rule 12(1) of the Company (Management & Administration) Rules, 2014.

I. REGISTRATION & OTHER DETAILS:

1.	CIN	U66000MH2009PLC190546
2.	Registration Date	24/02/2009
3.	Name of the Company	SBI General Insurance Company Limited
4.	Category/Sub-category of the Company	General Insurance
5.	Address of the Registered office & contact details	"Natraj" 301, Junction of Western Express Highway & Andheri Kurla Road, Andheri (East), Mumbai – 400069
6.	Whether listed company	NO
7.	Name, Address & contact details of the Registrar & Transfer Agent, if any.	Karvy Fintech Private Limited, Karvy Selenium, Tower- B, Plot No. 31 & 32., Financial District, Nanakramguda Serilingampally Mandal, Hyderabad – 500032

II. PRINCIPAL BUSINESS ACTIVITIES OF THE COMPANY

(All the business activities contributing 10 % or more of the total turnover of the Company shall be stated)

S. No.	Name and Description of main products/ services	NIC Code of the Product/ service	% to total turnover of the Company
1	Non- Life Insurance (General Insurance)	6512	100%

III. PARTICULARS OF HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES -

SN	NAME AND ADDRESS OF THE STATUTORY CORPORATION	CIN/GLN	HOLDING/ SUBSIDIARY	% of shares held	Applicable Section
1	State Bank of India	NA	Holding Entity	70	2(87)(ii)

IV. SHARE HOLDING PATTERN (Equity Share Capital Breakup as percentage of Total Equity)
i. Category-wise Share Holding

Category of Shareholders	No. of Shares held at the beginning of the year [As on 31-March-2019]				No. of Shares held at the end of the year [As on 31-March-2020]				% Change during the year
	Demat	Physical	Total	% of Total Shares	Demat	Physical	Total	% of Total Shares	
A. Promoters									
(1) Indian									
a) Individual/ HUF	50	–	50	0.0	50	–	50	0.01	–
b) Central Govt	–	–	–	–	–	–	–	–	–
c) State Govt(s)	–	–	–	–	–	–	–	–	–
d) Bodies Corp.	150849950	–	150849950	70.00	185351550	–	185351550	86.01	16.01%
e) Banks/ FI	–	–	–	–	–	–	–	–	–
f) Any other	–	–	–	–	–	–	–	–	–
Sub- Total (A)(1)	150850000	–	150850000	70.00	185351600	–	185351600	86.01	16.01%
(2) Foreign									
a) Individual/ HUF	–	–	–	–	–	–	–	–	–
b) Central Govt	–	–	–	–	–	–	–	–	–
c) State Govt(s)	–	–	–	–	–	–	–	–	–
d) Bodies Corp.	56030000	–	56030000	26.00	–	–	–	–	(26.00%)
e) Banks/ FI	–	–	–	–	–	–	–	–	–
f) Any other	–	–	–	–	–	–	–	–	–
Sub-Total (A)(2)	56030000	–	56030000	26.00	–	–	–	–	(26.00%)
Total shareholding of Promoter (A) = (A) (1) + (A) (2)	206880000	–	206880000	96.00	185351600	–	185351600	86.01	(9.99%)
B. Public Shareholding									
1. Institutions									
a) Mutual Funds	–	–	–	–	–	–	–	–	–
b) Banks/ FI	–	–	–	–	–	–	–	–	–
c) Central Govt	–	–	–	–	–	–	–	–	–
d) State Govt(s)	–	–	–	–	–	–	–	–	–
e) Venture Capital Funds	–	–	–	–	–	–	–	–	–
f) Insurance Companies	–	–	–	–	–	–	–	–	–
g) FIs	–	–	–	–	–	–	–	–	–
h) Foreign Venture Capital Funds	–	–	–	–	–	–	–	–	–
i) Others (AIFs)	–	–	–	–	–	–	–	–	–
j) PI Opportunities Fund – 1	5060000	–	5060000	2.35	5060000	–	5060000	2.35	–
ii) * Axis New Opportunities AIF – I	3560000	–	3560000	1.65	3560000	–	3560000	1.65	–

Category of Shareholders	No. of Shares held at the beginning of the year [As on 31-March-2019]				No. of Shares held at the end of the year [As on 31-March-2020]				% Change during the year
	Demat	Physical	Total	% of Total Shares	Demat	Physical	Total	% of Total Shares	
Sub-total (B)(1)	8620000	–	8620000	4.00	8620000	–	8620000	4.00	–
2. Non-Institutions									
a) Bodies Corp.	–	–	–	–	–	–	–	–	–
i) Indian									
ii) Foreign (Honey Wheat Investments Ltd.)	–	–	–	–	21528450	–	21528450	9.99	9.99%
b) Individuals	–	–	–	–	–	–	–	–	–
i) Individual shareholders holding nominal share capital upto ₹1 lakh	–	–	–	–	–	–	–	–	–
ii) Individual shareholders holding nominal share capital in excess of ₹1 lakh	–	–	–	–	–	–	–	–	–
c) Others (specify)	–	–	–	–	–	–	–	–	–
Non Resident Indians	–	–	–	–	–	–	–	–	–
Overseas Corporate Bodies	–	–	–	–	–	–	–	–	–
Foreign Nationals	–	–	–	–	–	–	–	–	–
Clearing Members	–	–	–	–	–	–	–	–	–
Trusts									
Foreign Bodies – D R	–	–	–	–	–	–	–	–	–
Sub-total (B)(2)	0	–	0	–	21528450	–	21528450	9.99	9.99
Total Public Shareholding (B)=(B)(1)+ (B)(2)	8620000	–	8620000	4.00	30148450	–	30148450	13.99	9.99
C. Shares held by Custodian for GDRs & ADRs	–	–	–	–	–	–	–	–	–
Grand Total (A+B+C)	215500000	–	215500000	100	215500000	–	215500000	100	–

ii Shareholding of Promoter

SN	Shareholder's Name	Shareholding at the beginning of the year			Shareholding at the end of the year			% change in shareholding during the year
		No. of Shares	% of total Shares of the company	% of Shares Pledged/ encumbered to total shares	No. of Shares	% of total Shares of the company	% of Shares Pledged/ encumbered to total shares	
1	State Bank of India*	150850000	70	–	150850000	70	–	–
2	IAG International Pty. Ltd.	56030000	26	–	–	–	–	(26%)
3	Napean Opportunities LLP	–	–	–	34501550	16.01	–	16.01

*50 shares held by beneficiary on behalf of State Bank of India

iii Change in Promoters' Shareholding (please specify if there is no change)

SN	Particulars	Shareholding at the beginning of the year		Cumulative Shareholding during the year	
		No. of shares	% of total shares of the company	No. of Shares	% of total shares of the company
1	At the beginning of the year (State Bank of India)	150850000	70	150850000	70
	Date wise Increase/ Decrease in Promoters Shareholding during the year specifying the reasons for increase/ decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc.):			No Change	
	At the end of the year	150850000	70	150850000	70
2	At the beginning of the year (IAG International Pty. Ltd.)	56030000	26	56030000	26
	Date wise Increase/ Decrease in Promoters Shareholding during the year	56030000	26	Transfer of Shares on 27.03.2020 56030000	26
	At the end of the year	NIL	NIL	NIL	NIL
3	At the beginning of the year (Napean Opportunities LLP)	NIL	NIL	34501550	16.01
	Date wise Increase/ Decrease in Promoters Shareholding during the year	34501550	–	Shares acquired from IAG on 27.03.2020 34501550	16.01
	At the end of the year	34501550	16.01	34501550	16.01

iv Shareholding Pattern of top ten Shareholders

(Other than Directors, Promoters and Holders of GDRs and ADRs):

SN	For Each of the Top 10 Shareholders	Shareholding at the Beginning of the year		Cumulative Shareholding during the Year	
		No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
1	i. PI Opportunities Fund – 1 At the beginning of the year	50,60,000	2.35	50,60,000	2.35
	ii. Datewise Increase/ Decrease in Shareholding during the year specifying the reasons for increase/decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc):		NO Change		
	iii. At the end of the year	50,60,000	2.35	50,60,000	2.35
2	i. Axis New Opportunities AIF – I At the beginning of the year	35,60,000	1.65	35,60,000	1.65
	ii. Date wise Increase/ Decrease in Shareholding during the year specifying the reasons for increase/decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc):		No Change		
	iii. At the end of the year	3,560,000	1.65	35,60,000	1.65
3	i. Honey Wheat Investment Ltd	NIL	–	NIL	–
	ii. Date wise Increase/ Decrease in Shareholding during the year specifying the reasons for increase/decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc):	NIL	–	2,15,28,450 Transfer of Shares on 27-03-2020	9.99
	iii. At the end of the year	2,15,28,450	9.99	2,15,28,450	9.99

v Shareholding of Directors and Key Managerial Personnel

SN	Shareholding of each Directors and each Key Managerial Personnel	Shareholding at the beginning of the year		Cumulative Shareholding during the Year	
		No. of Shares	% of total shares of the company	No. of Shares	% of total shares of the company
1.	Shri Pushan Mahapatra* At the beginning of the year	10	–	10	–
	Date wise Increase/ Decrease in Shareholding during the year specifying the reasons for increase/decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc.):	–	–	–	–
	At the end of the year	10	–	10	–
2.	Shri Dinesh Kumar Khara* At the beginning of the year	10	–	10	–
	Date wise Increase/ Decrease in Shareholding during the year specifying the reasons for increase/decrease (e.g. allotment/ transfer/ bonus/ sweat equity etc.):	–	–	–	–
	At the end of the year	10	–	10	–

*Nominee Shareholders of State Bank of India

V INDEBTEDNESS - Indebtedness of the Company including interest outstanding/accrued but not due for payment- **NIL**

VI REMUNERATION OF DIRECTORS AND KEY MANAGERIAL PERSONNEL-

A. Remuneration to Managing Director, Whole-time Directors and/or Manager:

Sr. No.	Particulars of Remuneration	Name of MD/WTD/ Manager	Total Amount (in ₹)	
		Shri Pushan Mahapatra, MD&CEO		
1	Gross salary			
	(a) Salary as per provisions contained in section 17(1) of the Income-tax Act, 1961	3,571,079	3,571,079	
	(b) Value of perquisites u/s 17(2) Income-tax Act, 1961	887,304	887,304	
	(c) Profits in lieu of salary under section 17(3) Income- tax Act, 1961			
2	Stock Option			
3	Sweat Equity			
4	Commission			
	- as % of profit			
	- others, specify...			
5	Others, please specify			
	A) Halting Allowance			
	B) Home Telephone Expenses			
	C) Car Hired Charges Paid Directly			
	D) Driver's Salary	168,017	168,017	
	E) Other Allowances Paid Directly	475,703	475,703	
	F) Directly Paid SBIGIC			
	G) Bonus	1,063,791	1,063,791	
	H) Car Hire			
	Total (A)	6,165,894	6,165,894	
	Ceiling as per the Act*			

*Pursuant to Section 34A of the Insurance Act 1938, the Provisions of Section 196 and Section 197 of the Companies Act 2013 are not applicable to the Company

B. Remuneration to other directors

Sr. No.	Particulars of Remuneration	Name of Directors						Total Amount
		Shri M. K. Garg	Shri D. Sundaram	Dr. Ashima Goyal	Dr. Ajit Kumar Saxena	Shri Ashok Pradhan	Smt Smeeta Bhatkal	
1	Independent Directors							
	Fee for attending board/ committee meetings	₹1,175,000	₹900,000	₹240,000	₹495,000	₹495,000	₹195,000	₹3,500,000
	Commission	-	-	-	-	-	-	-
	Others, please specify	-	-	-	-	-	-	-
	Total (1)	₹1,175,000	₹900,000	₹240,000	₹495,000	₹495,000	₹195,000	₹3,500,000
2	Other Non-Executive Directors							
	Fee for attending board committee meetings	-	-	-	-	-	-	-
	Commission	-	-	-	-	-	-	-
	Others, please specify	-	-	-	-	-	-	-
	Total (2)	-	-	-	-	-	-	-
	Total (B)=(1+2)	₹1,175,000	₹900,000	₹240,000	₹495,000	₹495,000	₹195,000	₹3,500,000
	Total Managerial Remuneration							₹3,500,000
	Overall Ceiling as per the Act*	₹100,000 per meeting						

* The Independent Directors are only paid sitting fees for attending the Board Meetings and Committee Meetings.

C. REMUNERATION TO KEY MANAGERIAL PERSONNEL OTHER THAN MD/MANAGER/WTD

Sr. No.	Particulars Of Remuneration	Key Managerial Personnel			
		CS (Shri Mahendra Tripathi)	CFO (Shri Rikhil Shah)	Other KMP's*	Total (in ₹)
1	Gross salary				
	(a) Salary as per provisions contained in section 17(1) of the Income-tax Act, 1961	6,846,681	14,242,312	47,225,682	68,314,675
	(b) Value of perquisites u/s17(2) Income-tax Act, 1961	-	-	2,00,289	2,00,289
	(c) Profits in lieu of salary under section 17(3) Income- tax Act, 1961	-	-	-	-
2	Stock Option	-	-	-	-
3	Sweat Equity	-	-	-	-
4	Commission	-	-	-	-
	- as % of profit	-	-	-	-
	others, specify...	-	-	-	-
5	Others				
	Halting Expense	-	-	-	-
	Home Telephone Expense	-	-	-	-
	Car Hire Charges Paid Directly	-	-	-	-
	Relocation Expense	-	-	-	-
	Rent	-	-	-	-
	Car Hire	-	-	-	-
	Total	6,846,681	14,242,312	47,425,971	68,514,964

* Other KMPs as defined under Corporate Governance Guidelines issued by IRDAI.

VII. PENALTIES/ PUNISHMENT/ COMPOUNDING OF OFFENCES:

Type	Section of the Companies Act	Brief Description	Details of Penalty/ Punishment/ Compounding fees imposed	Authority [RD/ NCLT/ COURT]	Appeal made, if any (give Details)
A. COMPANY					
Penalty	NIL				
Punishment	NIL				
Compounding	NIL				
B. DIRECTORS					
Penalty	NIL				
Punishment	NIL				
Compounding	NIL				
C. OTHER OFFICERS IN DEFAULT					
Penalty	NIL				
Punishment	NIL				
Compounding	NIL				

Annexure 6 to the Director's Report for FY 2019-20

Form No. AOC-2

(Pursuant to clause (h) of sub-section (3) of section 134 of the Act 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

- Name(s) of the related party and nature of relationship - NIL
- Nature of contracts/arrangements/transactions - NIL
- Duration of the contracts/ arrangements/transactions - NIL
- Salient terms of the contracts or arrangements or transactions including the value, if any - NIL
- Justification for entering into such contracts or arrangements or transactions – NIL
- date(s) of approval by the Board – NIL
- Amount paid as advances, if any: - NIL
- 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*

- Name(s) of the related party and nature of relationship – NIL
- Nature of contracts/arrangements/transactions - NIL
- Duration of the contracts/ arrangements/transactions – NIL
- Salient terms of the contracts or arrangements or transactions including the value, if any: NIL
- Date(s) of approval by the Board, if any: NIL
- 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.

Shri Rajnish Kumar
Director
(DIN: 05328267)

Shri P.C. Kandpal
Managing Director and CEO
(DIN:06452437)

Shri Pushan Mahapatra
Director
(DIN: 07307428)

Date: 4th August 2020
Place: Mumbai

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 31st March 2020. 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.

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 Policyholders' 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 to security best practices as laid down by ISO 27001:2013 Standard. The Company has robust Business Continuity planning practices and an effective governance structure to ensure resilience and continuity of key processes at a minimum acceptable level during crisis situations. During the year, SBI General has maintained its highest credit rating of "iAAA" awarded by ICRA for claims-paying ability by the Company.

As we grow big, 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, 2020 is included in Annexure 1.

b) The trend in average claim settlement time during the

five-preceding year ended March 31, 2020 is included in Annexure 2.

11. Valuation of Investments

- 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.
- To calculate the market value, for comparison purposes, the convention laid down by RBI in consultation with FBIL has been followed, wherein FBIL publishes the price/yields of all traded Central Government Securities as on March 31, 2020. The market value of State Development Loans, have been valued at a spread of 25 bps over the corresponding benchmark security of the respective year as per RBI guidelines. Similarly, in the case of securities classified under the category of Other Approved Securities, the Market Value has been taken at a spread of 25 bps over corresponding benchmark security. To calculate the Market Value of Corporate Securities, the spreads prescribed by FBIL for different tenors of securities with different credit ratings have been considered. The spreads applicable for PSU FI and Banks, Private sector, NBFC are different. The prescribed spreads added to the base rate for the respective tenor of the security, depending on the nature of the corporate and its rating, is considered for calculating the Market Value.
- 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, unrealised 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.
- Listed and actively traded equity securities including Equity ETFs 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. Unrealised gains or losses are credited/ debited to the Fair Value Change Account in Balance Sheet.
- 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, unrealised gains or losses are credited/ debited to the Fair Value Change Account in Balance Sheet.

12. Review of Asset Quality and Performance of Investments

In view of the unprecedented scenario arising due to the spread of COVID-19 pandemic, there has been approximately 30% fall in market value of equities at an overall level during

March 2020. However, since the Company holding in Equity is ~4.5% of AUM, the impact on the total investment portfolio is limited to that extent.

The Company had an exposure to IL&FS group securities of book value worth ₹849,786 thousand and Dewan Housing Finance Corporation Ltd. of book value worth ₹247,687 thousand. Both these securities were downgraded to "D" junk category and as per company's diminution policy, these securities were provided for ₹1,023,167 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. 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. Accordingly, these assets have been transferred under contingent asset.

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:

- 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;
- 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, 2020;
- 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;
- The management has prepared the financial statements on a going concern basis; and
- 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.
- 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 organisations in which the Directors are interested during the year ended March 31, 2020 are as follows:

				₹ in Thousand
Sr. No.	Particulars of Company/ Firm	Nature of Interest	Name	Total
1	State Bank of India	Chairman	Shri Rajnish Kumar	2,705,368
		Director	Shri Dinesh Kumar Khara	
		Director	Shri P. K. Gupta	
2	SBI Life Insurance Company Ltd.	Chairman	Shri Rajnish Kumar	96,714
		Director	Shri Dinesh Kumar Khara	
		Director	Shri P. K. Gupta	
3	SBI Capital Markets Ltd.	Chairman	Shri Rajnish Kumar	403
		Director	Shri Dinesh Kumar Khara	
4	SBICAP Securities Limited	Director	Shri Dinesh Kumar Khara	1,629
5	SBI Cards and Payment Services Limited	Chairman	Shri Rajnish Kumar	6,172
		Director	Shri Dinesh Kumar Khara	
6	SBI Foundation	Chairman	Shri Rajnish Kumar	17,250
		Director	Shri Dinesh Kumar Khara	
		Director	Shri P. K. Gupta	

For and on behalf of the Board of Directors

Rajnish Kumar
Director
(DIN No : 05328267)

Dinesh Kumar Khara
Director
(DIN No : 06737041)

Pushan Mahapatra
Managing Director & CEO
(DIN No : 07307428)

Rikhil K. Shah
Chief Financial Officer
(M. No. 112490)

Mahendra K. Tripathi
Company Secretary
(M. No. A21090)

Mumbai
May 08, 2020

Detail of claims outstanding during the preceding 5 years

Annexure 1

For the year ended 31st 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		
30 days	110	182,324	67	9,511	5,262	486,392	5	1,162	6	1,242	28	25,019	0	0	274	220,293	5,896	443,038	468	624,817	12,116	1,993,796
30 days to 6 months	313	1,058,872	267	34,527	3,526	1,317,451	28	4,339	28	17,564	74	34,618	0	0	574	441,804	1,502	196,861	741	1,265,792	7,053	4,371,828
6 months to 1 year	210	678,955	89	7,341	1,000	921,935	3	1,765	12	15,324	43	9,520	0	0	53	59,919	118	29,306	903	216,885	2,431	1,940,951
1 year to 5 years	409	1,104,407	26	3,115	4,295	5,050,557	6	2,011	6	7,590	34	14,189	3	5,968	330	364,547	249	44,433	594	182,821	5,952	6,807,678
5 years and above	99	332,706	0	0	981	995,661	3	806	0	0	2	1,812	0	0	221	61,831	7	847	13	15,015	1,326	1,408,677
Total	1,141	3,357,264	449	82,534	15,064	8,771,997	45	10,083	52	41,719	181	85,158	3	5,968	1,452	1,148,394	7,772	714,486	2,719	2,305,330	28,878	16,522,932

For the year ended 31st 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		
30 days	123	134,258	65	15,501	4,400	414,997	5	804	3	22,000	14	2,099	0	0	388	280,462	4,961	222,346	4,998	1,515,088	14,957	2,607,555
30 days to 6 months	242	650,584	128	51,733	3,263	1,266,160	9	1,710	1	4,885	44	31,995	0	0	1,321	862,770	1,898	100,531	234	1,019,095	7,140	3,989,463
6 months to 1 year	141	490,053	32	12,798	1,318	766,664	4	2,323	1	5,000	18	63,662	0	0	564	320,836	84	12,970	147	273,213	2,309	1,947,519
1 year to 5 years	324	1,462,399	18	7,692	4,882	5,257,490	7	3,022	2	5,571	13	124,177	8	7,314	538	374,581	96	10,100	107	113,617	5,995	7,365,963
5 years and above	44	68,155	1	181	402	373,341	3	761	0	0	0	0	2	2,772	187	20,420	0	0	7	11,877	646	477,508
Total	874	2,805,449	244	87,904	14,265	8,078,653	28	8,620	7	37,456	89	221,932	10	10,086	2,998	1,859,069	7,039	345,947	5,493	2,932,891	31,047	16,388,008

For the year ended 31st March 2018

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		
30 days	122	309,305	79	14,144	3,625	581,623	3	91	0	0	14	2,168	0	0	939	532,994	2,468	111,715	163	58,405	7,413	1,610,445
30 days to 6 months	203	371,226	47	18,507	2,821	980,049	8	1,715	2	7,567	30	36,843	7	2,609	1,640	937,027	1,101	57,942	86	24,606	5,945	2,438,091
6 months to 1 year	83	387,220	12	5,405	1,461	951,521	3	1,506	0	0	8	137,791	1	1,733	553	252,882	63	4,230	40	49,693	2,224	1,791,981
1 year to 5 years	278	1,591,156	9	5,021	5,076	4,582,884	6	1,182	1	167	1	13,035	1	3,696	352	80,571	48	4,571	55	42,611	5,834	6,324,895
5 years and above	11	26,210	2	326	63	50,795	0	0	0	0	2	438	1	2,531	16	0	0	0	1	337	81	80,652
Total	697	2,685,117	149	43,403	13,046	7,146,872	20	4,495	3	7,734	62	190,274	10	10,570	3,485	1,803,490	3,680	178,458	345	175,653	21,497	12,246,065

For the year ended 31st March 2017

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		
30 days	214	348,253	50	11,242	3,263	462,742	4	1,730	1	100	15	4,918	0	0	847	459,502	2,025	85,914	102	19,072	6,521	1,393,473
30 days to 6 months	217	908,589	71	24,017	3,326	1,300,580	11	1,764	1	575	28	17,010	0	0	1,430	762,241	735	34,242	110	67,204	5,929	3,116,221
6 months to 1 year	99	1,307,486	20	13,481	2,112	1,188,417	5	865	0	0	11	39,255	1	3,696	574	246,643	50	3,739	15	25,250	2,887	2,828,831
1 year to 5 years	209	1,571,665	20	18,043	4,360	3,237,101	3	555	0	0	20	15,808	29	19,877	424	89,444	11	958	32	35,061	5,108	4,988,512
5 years and above	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	739	4,135,993	161	66,783	13,061	6,188,840	23	4,913	2	675	74	76,991	30	23,573	3,275	1,557,830	2,821	124,851	259	146,588	20,445	12,327,037

For the year ended 31st March 2016

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		
30 days	109	152,461	73	13,752	3,415	476,454	5	776	0	0	10	3,539	0	0	368	173,193	1,483	55,336	120	16,052	5,583	891,562
30 days to 6 months	310	2,310,311	99	25,598	4,254	1,226,892	7	1,035	0	0	40	26,622	1	21	1,270	624,848	1,035	42,305	116	45,440	7,132	4,303,073
6 months to 1 year	105	232,976	28	10,654	2,214	828,630	1	385	0	0	21	29,513	2	256	877	397,372	78	4,282	32	17,690	3,358	1,521,757
1 year to 5 years	211	638,522	21	19,283	3,179	1,815,057	2	1,015	0	0	21	11,272	55	28,279	645	147,260	14	727	31	29,821	4,179	2,691,237
5 years and above	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	735	3,334,270	221	69,287	13,062	4,347,033	15	3,211	0	0	92	70,946	58	28,555	3,160	1,342,674	2,610	102,650	299	109,003	20,252	9,407,629

Details of Average claim settlement time for preceding 5 years**

Annexure 2

Particulars	For the year ended 31 st March 2020			For the year ended 31 st March 2019			For the year ended 31 st March 2018			For the year ended 31 st March 2017			For the year ended 31 st March 2016		
	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)	No of claims settled	Average settlement time (Days)	No of claims settled	Average settlement time (Days)	
Fire	6,871	60	9,993	22	2,944	104	1,775	127	3,259	101	101	3,259	101		
Marine Cargo	953	89	868	38	784	99	538	118	1,169	99	99	1,169	99		
Motor	173,672	31	160,944	22	112,009	62	96,354	64	69,072	47	47	69,072	47		
Workmen Compensation	83	142	55	119	33	191	20	207	63	146	146	63	146		
Public Liability	45	96	5	152	4	131	0	0	1	200	200	1	200		
Engineering	373	111	231	42	232	123	144	172	373	143	143	373	143		
Aviation	0	0	0	0	0	0	0	0	0	0	0	0	0		
Personal Accident	7,879	7	6,780	12	6,549	19	3,179	38	5,324	208	208	5,324	208		
Health	88,495	9	62,853	7	37,278	7	15,849	9	22,442	46	46	22,442	46		
Others	58,896	42	6,746	15	1,916	87	1,119	100	1,378	90	90	1,378	90		

** (excludes co-insurance claim settlements)

Independent Auditors' Report

To the Members of SBI General Insurance Company Limited on the Financial Statements

Opinion

We have audited the financial statements of SBI General Insurance Company Limited ("the Company"), which comprise the Balance Sheet as at March 31, 2020, and the related Revenue Accounts of the Fire, Marine & Miscellaneous Businesses (also called the "Policyholders' Account") the Profit and Loss Account (also called the "Shareholders' 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 (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") and the Companies Act 2013 ("the Act"), to the extent applicable and in the manner so required, and give a true and fair view in conformity with the accounting principles generally accepted in India, as applicable to insurance companies:

- in the case of the Balance Sheet, of the state of affairs of the Company as at March 31, 2020;
- in the case of Revenue Accounts, of the operating profit for the year ended on that date;
- in the case of the Profit and Loss Account, of the profit for the year ended on that date; and
- 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 Companies Act, 2013. 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 there under, 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 (b) of other matters is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter Paragraph

We invite attention to Note No 3.43 to the financial statements regarding uncertainties associated with the COVID-19 pandemic and impact assessment made by the Company on its business and financial statements for the year ended 31st March 2020, the said assessment made by the management is highly dependent upon how the circumstances evolve in subsequent periods.

Our opinion is not modified on the above matter.

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, 2020, 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.
- Due to the COVID-19 pandemic, lockdown and other restrictions imposed by the Central/ State Government/ other authorities, the necessary records were made available by the management through digital means. We have relied upon such data, information and other supporting documents certified by the management to be true, complete and correct and the audit processes were carried out based on the remote access made

available by the Company.

- The financial results of the Company for the year ended March 31, 2019 were jointly audited by other Auditors who expressed an unmodified opinion dated April 25, 2019 on such financial results.

Our opinion is not modified in respect of the above matters

Information Other than the Standalone Financial Statements and Audit 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 and Corporate Governance Report, but does not include the standalone financial statements and our Auditor's Report thereon. These reports 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 standalone financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. When we read the other information included in the above reports, if we conclude that there is material misstatement therein, we are required to communicate the matter to those charged with governance and determine the actions under the applicable laws and regulations.

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 in the manner so required. 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 implementation and maintenance of 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. Those 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.

Report on other legal and regulatory requirements

1. As required by the Regulations, we have issued a separate certificate dated May 08, 2020, certifying the matters specified in paragraphs 3 and 4 of Schedule C to the Regulations.
2. Further, to our comments in the Certificate referred to above, as required under 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 Account, 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 the Insurance Regulatory and Development Authority of India ("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 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 Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 and orders/directions issued by the Insurance Regulatory and Development Authority of India ("IRDAI") in this behalf;
- g) In our opinion and to the best of our information and according to the explanations given to us, the Balance Sheet, the Revenue Account, the Profit and Loss Account and the Receipts and Payments Account dealt with by this report 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 Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 and orders/directions issued by Insurance Regulatory and Development Authority of India in this regard; and
- h) On the basis of the written representations received from the directors as on March 31, 2020, taken on record by the Board of Directors, none of the director is disqualified as on March 31, 2020, 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 other matters to be included in the Auditor's Report in accordance with the requirements of section 197(16) of the Act, as amended, in our opinion and to the best of our information and according to the explanations given to us, the remuneration paid by the Company to its directors during the year is in accordance with the provisions of section 197 of the Act and as per Section 34A of Insurance Act, 1938.
- 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 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.

3. 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 **S. Bhandari & Co.**
Chartered Accountants

Firm Registration No. 000560C

CA Sudha Shetty
Partner

Membership No. 047684
UDIN: 20047684AAAAAW4548

Place: Mumbai

Date: 11th May 2020

For **A. Bafna & Co.**
Chartered Accountants

Firm Registration No. 003660C

CA Vivek Gupta
Partner

Membership No. 400543
UDIN: 20400543AAAABF4573

ANNEXURE A TO THE INDEPENDENT AUDITORS' 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 statements for the year ended March 31, 2020]

Report on the Internal Financial Controls over Financial Reporting under Clause (i) of Sub-section 3 of Section 143 of the Companies Act, 2013 ("the Act")

We have audited the internal financial controls over financial reporting of SBI General Insurance Company Limited ("the Company") as of March 31, 2020 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, 2020, 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

For **S. Bhandari & Co.**
Chartered Accountants
Firm Registration No. 000560C

CA Sudha Shetty
Partner
Membership No. 047684
UDIN: 20047684AAAAAW4548

Place : Mumbai
Date : 11th May 2020

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

CA Vivek Gupta
Partner
Membership No. 400543
UDIN: 20400543AAAABF4573

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, 2020, 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.

ANNEXURE B TO THE INDEPENDENT AUDITOR'S REPORT

[Referred to in paragraph 3 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, 2020]

Directions under Section 143(5) of Companies Act 2013

- 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 and investment functions and the transactions recorded in these IT systems flow into the accounting system which is used for preparation of financial statements and other reporting purposes.
 - As part of our audit procedures we have verified the data flowing through these IT systems to the accounting system 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.
- 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.
 - As informed, the Company has not taken any loan hence the question of restructuring or waiver/ write off debts/ loans/ interest etc does not arise.
- Whether funds received/ receivable for specific schemes from central/ state agencies were properly accounted for/ utilised as per its terms and conditions? List the cases of deviation.
 - As informed, the Company has not received any funds for specific schemes from Central/ State agencies.

Sub-directions issued by C&AG of India

- Number of titles of ownership in respect of CGS/SGS/Bonds/ Debentures etc. available in physical/ demat 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 31st March 2020 available in physical/ demat form are as under:

Sr. No.	Asset Type	Mode of Holding	Number of titles of ownership	Book Value (₹)	Discrepancy
1	CGS	Demat	59	18,375,161,281.79	Nil
2	SGS	Demat	77	6,112,050,847.32	Nil
3	Bonds	Demat	168	43,146,168,596.55	Nil
4	Equities	Demat	75	2,229,200,838.75	Nil
5	CP/ CD	Demat	1	245,924,886.01	Nil
6	ETF	Demat	3	739,307,436.20	Nil
7	Fixed Deposits	Physical	1	19,900,000.00	Nil
8	AIF	Physical	3	107,758,864.07	Nil
9	Mutual Funds	Physical	4	3,294,185,727.00	Nil
	Total		391	74,269,658,477.68	

- 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 of board wherever required is generally taken in next investment committee meeting followed by approval of the board. Accordingly, the last quarter cut loss limit of ₹18.80 crore will be approved in the approaching Investment Committee meeting followed by approval of the Board. The approval for the same has not been obtained till the date of audit.
- 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 Co-insurers for the balances as on Feb 2020 and the balances have been duly reconciled w.r.t the responses received, further 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/off line intimation sent by leader. Confirmation of Statement of Account as per the terms of the treaty have been obtained from the reinsurer as on 31st Dec 2019.
- Whether the method of accounting of premium and reported claims are as per conditions of agreement/scheme relating to:
 - Pradhan Mantri Fasal Bima Yojana
 - Rashtriya Swasthya Bima Yojana
 - Prime Minister Jan Aarogya Yojana
 - Premium on PMFBY has been booked on the basis of information available on the Govt. Portal as on the balance sheet date except premium have not been booked 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 and no interest is payable on delayed payment of claim under PMFBY due to late receipt of the subsidy from the Govt.
 - As per the records made available by the Company, there is no such premium and claims relating to Rashtriya Swasthya Bima Yojana and Prime Minister Jan Aarogya Yojana.
- Whether the Company has complied with IRDAI circular (No. IRDA/F&A/CIR/MISC/052/03/2018 dated 27th March 2018) regarding exemption of re-insurance schemes of specified insurance schemes such as Pradhan Mantri Fasal Bima Yojana, Pradhan Suraksha Bima Yojana etc. from the purview of GST and passed on to the insured/ Government the benefit of reduction in premium?
 - As per the records made available by the Company, GST is not applicable on policies issued under Pradhan Mantri Fasal Bima Yojana etc, further as explained to us the Company has stated that while computing pricing of PMFBY products, the Company is not considering GST as a cost, further the Company has no exposure in Pradhan Mantri Suraksha Bima Yojana.
- Whether the Company has enhanced/modified the provisions for compensation for hit and run victims as per Section 161 of the Vehicles (Amendment) Act, 2019 applicable from 1 September 2019, and if so, whether it is adequate.
 - The Company has provided 0.1% of all the motor third-party Insurance premium under Solatium fund based on the recommendation of GI Council
- 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 blocked, ineligible and not pertaining to the Company.

- This eligible ITC Credits identified by the Company had been availed within the prescribed time limit for FY 2017-18 and 2018-19 i.e. 31.03.2019 and 30.09.2019 respectively.
- The reconciliation is also done for FY 2019-20 and the Company have time till 30.09.2020 to avail the ITC.

8. Whether premium and claims in respect of foreign operations, if any, have been accounted for correctly and reconciled with actual figures of these operations (wherein accounting year is different for foreign operations)

- Not Applicable

For **S. Bhandari & Co.**
Chartered Accountants
Firm Registration No.000560C

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

CA Sudha Shetty
Partner
Membership No. 047684
UDIN: 20047684AAAAW4548

CA Vivek Gupta
Partner
Membership No. 400543
UDIN: 20400543AAAABF4573

Place : Mumbai
Date : 11th May 2020

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 31st March 2020

The preparation of financial statements of SBI General Insurance Company Limited for the year ended 31st March 2020 in accordance with the financial reporting framework prescribed under the Insurance Act, 1938 read with the Insurance Regulatory and Development Authority (Preparation of financial statements and Auditor's Report of Insurance Companies) Regulations, 2002 and 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 11th May 2020.

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 31st March 2020 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 Auditor's report under Section 143(6)(b) of the Act.

For and on behalf of the

Comptroller and Auditor General of India
(P V Hari Krishna)
Principal Director of Audit (Shipping)

Place: Mumbai
Date: 3rd August 2020

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 May 8, 2020)

To:
The Board of Directors
M/s SBI General Insurance Company Limited
"Natraj" 301,
Junction of Western Express Highway,
Andheri-Kurla Road, Andheri (East)
Mumbai -400 069

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 (amended by the Insurance Laws (Amendment) Act 2015) (the "Insurance Act"), the Insurance Regulatory and Development Authority Act, 1999 (the "IRDA Act"), the Insurance Regulatory and Development Authority (Preparation of Financial Statements and Auditor's Report of Insurance Companies) Regulations, 2002 and orders/directions issued by the Insurance Regulatory and Development Authority of India (the "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. Pursuant to the requirements, it is our responsibility 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 audited standalone financial statements of the Company for the financial year ended March 31, 2020 on which we issued an unmodified audit opinion vide our report dated May 8, 2020. Our audit of these financial statements were 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 the Institute of Chartered Accountants of India ('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, 2020, we certify that:
 - a. We have reviewed the Management Report attached to the standalone financial statements for year ended March 31, 2020, and on the basis of our review, there is no apparent mistake or material inconsistencies with the financial statements;
 - b. Based on 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 and securities relating to the Company's loans and investments as at March 31, 2020, to the extent considered necessary, based on management certificates, Custodian certificates/ Depository Participants confirmation & other Confirmation's as the case may be, however due to lockdown/ other restrictions the same have not been physically verified wherever required.
 - 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 addressed to and provided to the Board of Directors of the Company as per 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 report is shown or into whose hands it may come without our prior consent in writing.

For **S. Bhandari & Co.**
Chartered Accountants
Firm Registration No.000560C

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

CA Sudha Shetty
Partner
Membership No. 047684
UDIN: 20047684AAAAAW4548

CA Vivek Gupta
Partner
Membership No. 400543
UDIN: 20400543AAAABF4573

Place : Mumbai
Date : 11th May 2020

Revenue Account for the year ended 31st March 2020

₹ in '000

Particulars	Fire		Marine		Miscellaneous		Total
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	
1. Premiums earned (Net)	1,990,424	1,536,182	177,410	120,600	28,139,112	22,227,055	30,306,946
2. Profit/ Loss on sale/redemption of Investments	61,166	43,140	1,997	1,461	331,671	234,299	394,834
3. Others							
(a) Interest Income-Terrorism Pool/ Nuclear pool	5,540	12,885	-	-	3,662	1,220	9,202
(b) Interest Income on Unclaimed Policyholder	640	600	21	20	3,472	3,260	4,133
(c) Miscellaneous Income	-	-	-	-	6,860	8,373	6,860
(d) Diminution in value of Investment (Debt)	96,900	(96,751)	3,163	(3,276)	525,439	(625,475)	625,502
(e) Write off in value of Investment (Debt)	(131,646)	-	(4,297)	-	(713,845)	-	(849,786)
4. Interest, Dividend & Rent – Gross	590,245	482,316	19,268	16,332	3,200,579	2,619,547	3,810,092
TOTAL (A)	2,613,269	1,978,372	197,562	135,137	31,496,952	24,568,279	34,307,783
1. Claims Incurred (Net)	1,101,863	1,136,924	128,058	137,693	20,322,956	15,931,095	21,552,877
2. Commission (Net)	(2,257,000)	(1,630,081)	33,955	23,051	1,141,446	1,520,527	(1,081,599)
3. Operating Expenses related to Insurance Business	628,829	562,019	40,211	27,276	8,418,190	5,347,031	9,087,230
4. Premium Deficiency Reserve	-	-	-	-	-	-	-
TOTAL (B)	(526,308)	68,862	202,224	188,020	29,882,592	22,798,653	29,558,508
Operating Profit/(Loss) [C= (A-B)]	3,139,577	1,909,510	(4,662)	(52,883)	1,614,360	1,769,626	4,749,275
APPROPRIATIONS							
Transfer to Shareholders' Account	3,139,577	1,909,510	(4,662)	(52,883)	1,614,360	1,769,626	4,749,275
Transfer to Catastrophe Reserve	-	-	-	-	-	-	-
Transfer to Other Reserves	-	-	-	-	-	-	-
TOTAL (C)	3,139,577	1,909,510	(4,662)	(52,883)	1,614,360	1,769,626	4,749,275
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 **S. Bhandari & Co.**
Chartered Accountants
(FRN/000560C)For **A. Bafna & Co.**
Chartered Accountants
(FRN/003660C)

For and on behalf of the Board of Directors

Rajnish Kumar
Director
(DIN No: 05328267)**Dinesh Kumar Khara**
Director
(DIN No: 06737041)**Pushan Mahapatra**
Managing Director & CEO
(DIN No: 07307428)**Sudha Shetty**
Partner
M.No. 047684**Vivek Gupta**
Partner
M.No. 400543**Rikhil K. Shah**
Chief Financial Officer
(M. No. 112490)**Mahendra K. Tripathi**
Company Secretary
(M. No. A21090)Place : Mumbai
Date : May 08, 2020Place : Mumbai
Date : May 08, 2020

Form B-PL

Profit and Loss Account for the year ended 31st March 2020

₹ in '000

Particulars	Schedule	For the year ended 31 st March 2020	For the year ended 31 st March 2019
1. OPERATING PROFIT/(LOSS)			
(a) Fire Insurance		3,139,577	1,909,510
(b) Marine Insurance		(4,662)	(52,883)
(c) Miscellaneous Insurance		1,614,360	1,769,626
2. INCOME FROM INVESTMENTS			
(a) Interest, Dividend & Rent – Gross		1,178,432	1,072,893
(b) Profit on sale of investments		384,592	191,249
Less: Loss on sale of investments		(401,985)	(32,568)
3. OTHER INCOME			
Miscellaneous Income		1,301	9,475
Profit/ (Loss) on Sale of Assets		1,132	1,887
Total (A)		5,912,747	4,869,189
4. PROVISIONS (Other than taxation)			
(a) For diminution in the value of investments		(124,074)	131,114
(b) For doubtful debts		65,630	-
(c) Others		-	-
5. OTHER EXPENSES			
(a) Expenses other than those related to Insurance Business		-	-
(b) Bad debts written off		2,269	-
(c) Others		-	-
Investment write off		247,687	-
Interest expenses		2,727	6,052
CSR Expenditure		69,244	30,140
Director's Fees		3,500	2,695
Others		1,709	1,253
Total (B)		268,692	171,254
Profit/(Loss) Before Tax		5,644,055	4,697,935
Provision for Taxation			
(a) Current Tax/ Minimum Alternate Tax		1,270,282	1,533,168
(b) Deferred tax (Income)/ Expense (Refer Note 3.28 of Schedule 16)		256,166	(56,343)
(c) Short/ (Excess) provision of earlier years		-	(118,810)
Profit/(Loss) after tax		4,117,607	3,339,920
Appropriations			
(a) Interim dividends paid during the year (Refer Note 3.35 of Schedule 16)		215,500	-
(b) Proposed final dividend		-	-
(c) Dividend distribution tax		-	44,297
(d) Transfer to any Reserves or other Accounts		-	-
Balance of profit/ (loss) brought forward		2,757,776	(537,847)
Balance carried forward to Balance Sheet		6,659,883	2,757,776
Basic Earnings per share (Refer Note 3.27 of Schedule 16)		19.11	15.50
Diluted Earnings per share (Refer Note 3.27 of Schedule 16)		19.11	15.50
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 **S. Bhandari & Co.**
Chartered Accountants
(FRN 000560C)**Sudha Shetty**
Partner
M.No. 047684Place : Mumbai
Date : May 08, 2020For **A. Bafna & Co.**
Chartered Accountants
(FRN 003660C)**Vivek Gupta**
Partner
M.No. 400543Place : Mumbai
Date : May 08, 2020

For and on behalf of the Board of Directors

Rajnish Kumar
Director
(DIN No: 05328267)**Rikhil K. Shah**
Chief Financial Officer
(M. No. 112490)Place : Mumbai
Date : May 08, 2020**Dinesh Kumar Khara**
Director
(DIN No: 06737041)**Mahendra K. Tripathi**
Company Secretary
(M. No. A21090)**Pushan Mahapatra**
Managing Director & CEO
(DIN No: 07307428)**Mahendra K. Tripathi**
Company Secretary
(M. No. A21090)Place : Mumbai
Date : May 08, 2020

Form B-B5

Balance Sheet as at 31st March 2020

Particulars	Schedule	As at 31 st March 2020	As at 31 st March 2019
₹ in '000			
SOURCES OF FUNDS			
Share Capital	5	2,155,000	2,155,000
Reserves and Surplus	6	19,985,883	16,083,776
Fair Value Change Account – Shareholders		(857,146)	(37,265)
Fair Value Change Account – Policyholders		24,054	3,246
Borrowings	7	–	–
Total		21,307,791	18,204,757
APPLICATION OF FUNDS			
Investments – Shareholders	8	17,926,682	14,217,711
Investments – Policyholders	8A	56,342,978	49,347,973
Loans	9	–	–
Fixed Assets	10	1,116,747	909,752
Deferred tax asset (Refer Note 3.28 of Schedule 16)		165,999	422,166
Current Assets			
Cash and Bank Balances	11	2,121,096	1,831,051
Advances and Other Assets	12	15,274,294	7,014,725
Sub-Total (A)		17,395,390	8,845,776
Current Liabilities	13	47,736,371	37,521,834
Provisions	14	23,903,634	18,016,787
Sub-Total (B)		71,640,005	55,538,621
Net Current Assets (C) = (A - B)		(54,244,615)	(46,692,845)
Miscellaneous Expenditure (to the extent not written off or adjusted)	15	–	–
Debit Balance in Profit and Loss Account		–	–
Total		21,307,791	18,204,757
Contingent Liabilities (Refer Note 3.1 of Schedule 16)		933,339	8,592
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 **S. Bhandari & Co.**
Chartered Accountants
(FRN 000560C)

For **A. Bafna & Co.**
Chartered Accountants
(FRN 003660C)

Sudha Shetty
Partner
M.No. 047684

Vivek Gupta
Partner
M.No. 400543

Place : Mumbai
Date : May 08, 2020

For and on behalf of the Board of Directors

Rajnish Kumar
Director
(DIN No: 05328267)

Dinesh Kumar Khara
Director
(DIN No: 06737041)

Pushan Mahapatra
Managing Director & CEO
(DIN No: 07307428)

Rikhil K. Shah
Chief Financial Officer
(M. No. 112490)

Mahendra K. Tripathi
Company Secretary
(M. No. A21090)

Place : Mumbai
Date : May 08, 2020

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 1: Premium Earned (Net)

Particulars	Fire		Cargo		Marine		Others		Miscellaneous*		Total
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	
Premium from direct business written	11,961,638	9,478,434	281,737	200,539	–	–	–	–	55,726,317	37,386,495	67,969,692
Add: Premium on reinsurance accepted	42,690	85,705	–	–	–	–	–	–	385,541	21,490	428,231
Less: Premium on reinsurance ceded	8,831,517	6,949,497	81,605	72,329	–	–	–	–	23,805,793	14,568,728	32,718,915
Net Premium	3,172,811	2,614,642	200,132	128,210	–	–	–	–	32,306,065	22,839,257	35,679,008
Adjustment for change in reserve for unexpired risks	(1,182,387)	(1,078,460)	(22,722)	(7,610)	–	–	–	–	(4,166,953)	(612,202)	(5,372,062)
Total Premium Earned (Net)	1,990,424	1,536,182	177,410	120,600	–	–	–	–	28,139,112	22,227,055	30,306,946
In India	1,990,424	1,536,182	177,410	120,600	–	–	–	–	28,139,112	22,227,055	30,306,946
Outside India	–	–	–	–	–	–	–	–	–	–	–
Total Premium Earned (Net)	1,990,424	1,536,182	177,410	120,600	–	–	–	–	28,139,112	22,227,055	30,306,946

*Refer Schedule 1 – A

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 1 – A: Premium Earned (Net)

Particulars	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Premium from direct business	7,530,461	5,997,398	8,154,856	3,163,576	15,685,317	9,160,974	31,366	21,188	161,720	125,675	371,541	324,529
Add: Premium on reinsurance accepted	–	–	–	–	–	–	–	–	30,640	13,611	7,634	7,879
Less: Premium on reinsurance ceded	1,929,398	478,523	4,006,618	182,022	5,936,016	660,545	16,318	10,194	136,933	87,761	246,893	210,083
Net Premium	5,601,063	5,518,875	4,148,238	2,981,554	9,749,301	8,500,429	15,048	10,994	55,427	51,525	132,282	122,325
Adjustment for change in reserve for unexpired risks	(404,967)	619,807	(889,989)	176,134	(1,294,956)	795,941	(1,345)	(136)	(28)	(11,409)	(12,980)	(41,159)
Total Premium Earned (Net)	5,196,096	6,138,682	3,258,249	3,157,688	8,454,345	9,296,370	13,703	10,858	55,399	40,116	119,302	81,166
In India	5,196,096	6,138,682	3,258,249	3,157,688	8,454,345	9,296,370	13,703	10,858	55,399	40,116	119,302	81,166
Outside India	–	–	–	–	–	–	–	–	–	–	–	–
Total Premium Earned (Net)	5,196,096	6,138,682	3,258,249	3,157,688	8,454,345	9,296,370	13,703	10,858	55,399	40,116	119,302	81,166

Schedule – 1 – A: Premium Earned (Net)

Particulars	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Premium from direct business	980	–	8,317,487	6,092,044	7,436,706	5,143,069	22,157,313	15,089,894	1,563,887	1,419,122	55,726,317	37,386,485
Add: Premium on reinsurance accepted	–	–	–	–	347,267	–	–	–	–	–	385,541	21,490
Less: Premium on reinsurance ceded	974	–	452,403	324,337	371,835	295,563	16,136,396	12,647,643	508,025	332,602	23,805,793	14,568,728
Net Premium	6	–	7,865,084	5,767,707	7,412,138	4,847,506	6,020,917	2,452,251	1,055,862	1,086,520	32,306,065	22,839,257
Adjustment for change in reserve for unexpired risks	(1)	–	(1,142,458)	(914,350)	(1,228,485)	85,799	(523,237)	(98,961)	36,537	(427,927)	(4,166,953)	(612,202)
Total Premium Earned (Net)	5	–	6,722,626	4,853,357	6,183,653	4,933,290	5,497,680	2,353,290	1,092,399	658,593	28,139,112	22,227,055
In India	5	–	6,722,626	4,853,357	6,183,653	4,933,290	5,497,680	2,353,290	1,092,399	658,593	28,139,112	22,227,055
Outside India	–	–	–	–	–	–	–	–	–	–	–	–
Total Premium Earned (Net)	5	–	6,722,626	4,853,357	6,183,653	4,933,290	5,497,680	2,353,290	1,092,399	658,593	28,139,112	22,227,055

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 2: Claim Incurred (Net)

Particulars	Fire		Marine		Miscellaneous*		Total
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	Cargo	Others	For the year ended 31 st March 2020	For the year ended 31 st March 2019	
Direct	2,572,217	3,234,035	143,331	95,544	26,437,982	16,842,831	29,153,530
Add: Re-insurance accepted	55	1,606	–	–	2,113	334	2,168
Less: Re-insurance Ceded	1,698,591	2,302,206	9,370	6,871	11,112,315	5,634,337	12,820,276
Net Claims paid	873,681	933,435	133,961	88,673	15,327,780	11,208,828	16,335,422
Add Claims Outstanding at the end	1,318,931	1,090,749	161,178	167,081	28,213,687	23,218,511	29,693,796
Less Claims Outstanding at the beginning	1,090,749	887,260	167,081	118,061	23,218,511	18,496,244	24,476,341
Total Claims Incurred	1,101,863	1,136,924	128,058	137,693	20,322,956	15,931,095	21,552,877

*Refer Schedule 2 – A

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 2 – A: Claim Incurred (Net)

Particulars	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Claims paid												
Direct	5,229,287	4,755,200	1,666,373	1,496,418	6,895,660	6,251,618	3,961	2,068	10,851	(91)	147,025	70,682
Add :Re-insurance accepted	—	—	—	—	—	—	—	—	2,066	—	47	334
Less :Re-insurance Ceded	624,350	281,132	98,427	79,487	722,777	360,619	1,108	870	10,437	(81)	111,088	45,603
Net Claims paid	4,604,937	4,474,068	1,567,946	1,416,931	6,172,883	5,890,999	2,853	1,198	2,480	(10)	35,984	25,413
Add Claims Outstanding at the end	1,573,448	1,774,457	14,717,052	12,906,534	16,290,500	14,680,991	20,970	19,481	41,301	34,635	92,842	63,931
Less Claims Outstanding at the beginning	1,774,457	1,586,293	12,906,534	10,894,494	14,680,991	12,480,787	19,481	15,021	34,635	17,966	63,931	37,265
Total Claims Incurred	4,403,928	4,662,232	3,378,464	3,428,971	7,782,392	8,091,203	4,342	5,658	9,146	16,659	64,895	52,079

Schedule – 2 – A: Claim Incurred (Net)

Particulars	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Claims paid												
Direct	—	2,061	2,877,251	2,047,771	3,440,569	2,208,051	12,648,183	6,109,915	414,482	150,756	26,437,982	16,842,831
Add :Re-insurance accepted	—	—	—	—	—	—	—	—	—	—	2,113	334
Less :Re-insurance Ceded	—	2,057	144,719	108,988	172,028	147,777	9,797,791	4,895,372	152,367	73,132	11,112,315	5,634,337
Net Claims paid	—	4	2,732,532	1,938,783	3,268,541	2,060,274	2,850,392	1,214,543	262,115	77,624	15,327,780	11,208,828
Add Claims Outstanding at the end	155	154	3,722,334	3,724,563	2,175,057	1,650,690	5,472,842	2,774,511	397,686	269,555	28,213,687	23,218,511
Less Claims Outstanding at the beginning	154	156	3,724,563	3,242,647	1,650,690	1,039,536	2,774,511	1,485,149	269,555	177,717	23,218,511	18,496,244
Total Claims Incurred	1	2	2,730,303	2,420,699	3,792,908	2,671,428	5,548,723	2,503,905	390,246	169,462	20,322,956	15,931,095

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 3 : Commission (Net)

Particulars	Fire		Cargo		Marine		Miscellaneous*		Total	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019		
Commission paid										
Direct	1,364,534	1,152,158	37,091	26,752	—	—	3,467,750	2,642,959	4,869,375	3,821,869
Total(A)	1,364,534	1,152,158	37,091	26,752	—	—	3,467,750	2,642,959	4,869,375	3,821,869
Add: Re-insurance Accepted	5,381	4,276	—	—	—	—	15,090	1,507	20,471	5,783
Less: Commission on Re-insurance Ceded	3,626,915	2,786,515	3,136	3,701	—	—	2,341,394	1,123,939	5,971,445	3,914,155
Net Commission	(2,257,000)	(1,630,081)	33,955	23,051	—	—	1,141,446	1,520,527	(1,081,599)	(86,503)
Break-up of Commission (Gross)										
Agents	33,160	19,509	7,496	6,294	—	—	271,929	198,456	312,585	224,259
Brokers	245,041	99,219	29,300	20,347	—	—	1,502,865	1,138,581	1,777,206	1,258,147
Corporate Agency	1,086,293	1,033,430	295	111	—	—	1,679,434	1,302,491	2,766,022	2,336,032
Referral	—	—	—	—	—	—	—	—	—	—
Others	40	—	—	—	—	—	13,522	3,431	13,562	3,431
Total (B)	1,364,534	1,152,158	37,091	26,752	—	—	3,467,750	2,642,959	4,869,375	3,821,869

*Refer Schedule 3 – A

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 3 – A: Commission (Net)

Particulars	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Commission paid												
Direct	1,416,273	1,144,782	117,752	36,110	1,534,025	1,180,892	3,235	1,880	19,346	14,477	26,960	23,718
Total(A)	1,416,273	1,144,782	117,752	36,110	1,534,025	1,180,892	3,235	1,880	19,346	14,477	26,960	23,718
Add: Re-insurance Accepted	-	-	-	-	-	-	-	-	3,700	554	972	953
Less: Commission on Re-insurance Ceded	365,328	45,950	678,001	7,909	1,043,329	53,859	5,398	3,969	39,774	25,827	42,383	42,626
Net Commission	1,050,945	1,098,832	(560,249)	28,201	490,696	1,127,033	(2,163)	(2,089)	(16,728)	(10,796)	(14,451)	(17,955)
Break-up of Commission (Gross)												
Agents	155,886	122,724	39,446	10,938	195,332	133,662	1,125	816	916	690	3,477	4,985
Brokers	1,180,999	948,456	58,372	15,919	1,239,371	964,375	1,746	758	16,729	10,145	22,933	17,832
Corporate Agency	69,205	70,251	17,998	9,251	87,203	79,502	347	306	1,422	3,642	548	901
Referral	-	-	-	-	-	-	-	-	-	-	-	-
Others	10,183	3,351	1,936	2	12,119	3,353	17	-	279	-	2	-
Total (B)	1,416,273	1,144,782	117,752	36,110	1,534,025	1,180,892	3,235	1,880	19,346	14,477	26,960	23,718

Schedule – 3 – A: Commission (Net)

Particulars	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Commission paid												
Direct	159	-	929,991	649,721	733,301	562,263	(1,675)	4,825	222,408	205,183	3,467,750	2,642,959
Total(A)	159	-	929,991	649,721	733,301	562,263	(1,675)	4,825	222,408	205,183	3,467,750	2,642,959
Add: Re-insurance Accepted	-	-	-	-	10,418	-	-	-	-	-	15,090	1,507
Less: Commission on Re-insurance Ceded	7	-	60,960	52,285	42,069	34,790	1,000,796	847,429	106,678	63,154	2,341,394	1,123,939
Net Commission	152	-	869,031	597,436	701,650	527,473	(1,002,471)	(842,604)	115,730	142,029	1,141,446	1,520,527
Break-up of Commission (Gross)												
Agents	-	-	1,250	1,543	66,214	53,357	-	-	3,615	3,403	271,929	198,456
Brokers	159	-	1,800	1,321	156,437	97,403	(1,675)	4,825	65,365	41,922	1,502,865	1,138,581
Corporate Agency	-	-	926,941	646,857	509,600	411,425	-	-	153,373	159,858	1,679,434	1,302,491
Referral	-	-	-	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	1,050	78	-	-	55	-	13,522	3,431
Total (B)	159	-	929,991	649,721	733,301	562,263	(1,675)	4,825	222,408	205,183	3,467,750	2,642,959

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 4: Operating Expenses Related to Insurance Business

Particulars	Fire						Marine						Miscellaneous*						Total
	Cargo		Cargo		Others		Cargo		Cargo		Others		Cargo		Cargo		Others		
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020		
1. Employees' remuneration & welfare benefits	275,719	268,025	18,047	13,143	-	-	-	-	3,066,672	2,341,868	-	-	3,360,438	2,623,036					
2. Travel, conveyance and vehicle running expenses	34,002	18,138	2,360	889	-	-	-	-	400,553	158,441	-	-	436,915	177,468					
3. Training expenses	3,112	1,498	196	73	-	-	-	-	34,628	16,328	-	-	37,936	17,899					
4. Rents, rates & taxes	23,614	28,390	1,490	1,392	-	-	-	-	241,363	248,538	-	-	266,467	278,320					
5. Repairs	23,361	23,591	1,474	1,157	-	-	-	-	237,870	206,070	-	-	262,705	230,818					
6. Printing & stationery	12,483	11,567	772	554	-	-	-	-	303,211	184,579	-	-	316,466	196,700					
7. Communication	22,102	19,205	1,407	942	-	-	-	-	227,390	167,764	-	-	250,899	187,911					
8. Legal & professional charges	25,941	44,290	1,693	1,889	-	-	-	-	558,173	654,997	-	-	585,807	701,176					
9. Auditors' fees, expenses etc	737	695	47	34	-	-	-	-	7,505	6,073	-	-	8,289	6,802					
(a) as auditor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
(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	94	113	6	6	-	-	-	-	959	988	-	-	1,059	1,107					
(d) out of pocket expenses	16	-	1	-	-	-	-	-	165	-	-	-	182	-					
10. Advertisement and publicity	41,600	24,387	2,624	1,196	-	-	-	-	782,348	213,026	-	-	826,572	238,609					
11. Interest & Bank Charges	2,711	1,115	171	55	-	-	-	-	28,407	9,741	-	-	31,289	10,911					
12. Others	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Electricity	7,860	7,866	496	386	-	-	-	-	80,032	68,714	-	-	88,388	76,966					
Office Administration Expenses	2,712	2,273	171	111	-	-	-	-	27,651	19,853	-	-	30,534	22,237					
Exchange (Gain)/ Loss	180	22	11	1	-	-	-	-	1,836	196	-	-	2,027	219					
Information Technology	60,353	48,102	3,809	2,359	-	-	-	-	622,478	420,175	-	-	686,640	470,636					
Insurance premium	389	358	25	18	-	-	-	-	3,965	3,129	-	-	4,379	3,505					
Coinsurance administration charges	13,750	6,157	449	314	-	-	-	-	879,147	5,659	-	-	893,346	12,130					
Other Miscellaneous Expenses	20,357	10,805	1,320	529	-	-	-	-	283,678	94,518	-	-	305,355	105,852					
Service Tax Expenses/ GST Expenses	11,523	1,603	727	79	-	-	-	-	159,610	143,608	-	-	171,860	145,290					
13. Depreciation	46,213	43,819	2,915	2,149	-	-	-	-	470,549	382,766	-	-	519,677	428,734					
TOTAL	628,829	562,019	40,211	27,276	-	-	-	-	8,418,190	5,347,031	-	-	9,087,230	5,936,326					

*Refer Schedule 4 – A

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 4 – A: Operating Expenses Related to Insurance Business

Particulars	Motor (OD)		Motor (TP)		Motor Total		Workmen's Compensation		Public Liability		Engineering	
	For the year ended 31 st March 2020		For the year ended 31 st March 2019		For the year ended 31 st March 2020		For the year ended 31 st March 2019		For the year ended 31 st March 2020		For the year ended 31 st March 2019	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
1. Employees' remuneration & welfare benefits	626,299	565,737	423,802	305,637	1,050,101	871,374	1,278	1,127	18,012	5,282	12,598	12,539
2. Travel, conveyance and vehicle running expenses	98,720	36,286	48,792	20,684	147,512	58,970	161	76	1,246	357	1,417	849
3. Training expenses	7,698	6,407	4,561	1,708	12,259	8,115	15	6	54	30	130	70
4. Rents, rates & taxes	41,687	59,925	30,874	32,374	72,561	92,299	112	119	413	559	985	1,328
5. Repairs	41,240	49,795	30,543	26,901	71,783	76,696	111	99	408	465	974	1,104
6. Printing & stationery	23,073	24,158	16,069	12,883	39,142	37,041	59	48	217	223	511	529
7. Communication	40,838	40,538	29,152	21,901	69,990	62,439	105	81	392	378	923	899
8. Legal & professional charges	76,035	104,622	43,162	57,864	119,197	162,486	123	162	453	2,276	1,185	1,803
9. Auditors' fees, expenses etc	1,301	1,467	964	793	2,265	2,260	3	3	13	14	31	33
(a) as auditor	-	-	-	-	-	-	-	-	-	-	-	-
(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	166	239	123	129	289	368	-	-	2	2	4	5
(d) out of pocket expenses	29	-	21	-	50	-	-	-	-	-	1	-
10. Advertisement and publicity	425,988	51,475	54,399	27,809	480,387	79,284	197	103	727	481	1,734	1,141
11. Interest & Bank Charges	5,587	2,354	3,545	1,272	9,132	3,626	13	5	47	22	113	52
12. Others												
Electricity	13,877	16,604	10,276	8,970	24,153	25,574	37	33	137	155	328	368
Office Administration Expenses	4,813	4,797	3,546	2,592	8,359	7,389	13	10	47	45	113	106
Exchange (Gain)/ Loss	318	47	236	26	554	73	1	-	3	-	8	1
Information Technology	112,253	101,531	78,923	54,852	191,176	156,383	286	202	1,054	948	2,516	2,250
Insurance premium	687	756	509	408	1,196	1,164	2	2	7	7	16	17
Coinsurance administration charges	49,535	-	823,456	-	872,991	-	2	(6)	168	71	617	203
Other Miscellaneous Expenses	110,287	22,822	26,616	12,307	136,903	35,129	97	45	469	213	848	505
Service Tax Expenses/ GST Expenses	20,443	3,541	15,068	1,828	35,511	5,369	55	7	229	62	480	75
13. Depreciation	81,581	92,492	60,421	49,968	142,002	142,460	219	184	807	864	1,927	2,050
TOTAL	1,782,455	1,187,593	1,705,058	640,906	3,487,513	1,828,499	2,889	2,306	24,905	12,454	27,459	25,927

Schedules Annexed to and forming part of the Revenue Account for the year ended 31st March 2020

Schedule – 4 – A: Operating Expenses Related to Insurance Business

Particulars	Aviation		Personal Accident		Health Insurance		Weather & Crop Insurance		Others		Total Miscellaneous	
	For the year ended 31 st March 2020		For the year ended 31 st March 2019		For the year ended 31 st March 2020		For the year ended 31 st March 2019		For the year ended 31 st March 2020		For the year ended 31 st March 2019	
	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2020	For the year ended 31 st March 2019
1. Employees' remuneration & welfare benefits	-	-	685,940	591,244	648,795	497,544	553,868	251,379	96,080	111,379	3,066,672	2,341,868
2. Travel, conveyance and vehicle running expenses	-	-	84,880	40,012	79,901	33,628	72,643	17,012	12,793	7,537	400,553	158,441
3. Training expenses	-	-	7,829	3,304	7,381	2,776	5,924	1,405	1,036	622	34,628	16,328
4. Rents, rates & taxes	-	-	58,537	62,627	55,971	52,823	44,824	26,627	7,960	12,156	241,363	248,538
5. Repairs	-	-	57,909	52,040	54,574	43,737	44,337	22,126	7,774	9,803	237,870	206,070
6. Printing & stationery	-	-	137,413	46,029	48,987	37,679	24,275	10,597	52,607	52,433	303,211	184,579
7. Communication	-	-	54,807	42,366	51,669	35,607	42,138	18,013	7,366	7,981	227,390	167,764
8. Legal & professional charges	-	-	65,455	84,991	64,272	76,081	287,768	310,867	19,720	16,331	558,173	654,997
9. Auditors' fees, expenses etc	-	-	1,827	1,533	1,722	1,289	1,399	652	245	289	7,505	6,073
(a) as auditor	-	-	-	-	-	-	-	-	-	-	-	-
(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	250	220	210	179	106	31	47	959	988
(d) out of pocket expenses	-	-	40	-	38	-	31	-	5	-	165	-
10. Advertisement and publicity	-	-	109,034	53,796	97,303	45,214	79,122	22,873	13,844	10,134	782,348	213,026
11. Interest & Bank Charges	-	-	6,721	2,460	6,334	2,067	5,145	1,046	902	463	28,407	9,741
12. Others												
Electricity	-	-	19,484	17,353	18,362	14,584	14,915	7,378	2,616	3,269	80,032	68,714
Office Administration Expenses	-	-	6,723	5,013	6,336	4,214	5,157	2,132	903	944	27,651	19,853
Exchange (Gain)/ Loss	-	-	447	50	421	42	342	21	60	9	1,836	196
Information Technology	-	-	149,608	106,109	141,837	89,180	115,917	45,114	20,084	19,989	622,478	420,175
Insurance premium	-	-	965	790	910	664	739	336	130	149	3,965	3,129
Coinsurance administration charges	10	-	10	37	4,810	4,257	-	-	539	1,097	879,147	5,659
Other Miscellaneous/ Miscellaneous Expenses	-	-	50,362	23,736	47,533	20,015	39,195	10,122	8,271	4,753	283,678	94,518
Service Tax Expenses/ GST Expenses	-	-	28,570	3,536	27,159	2,972	63,694	130,921	3,912	666	159,610	143,608
13. Depreciation	-	-	114,558	96,662	107,960	81,240	87,697	41,098	15,379	18,208	470,549	382,766
TOTAL	10	1,641,353	1,233,938	1,472,495	1,045,823	1,489,309	919,825	272,257	278,259	8,418,190	5,347,031	

Schedules Annexed to and forming part of the Balance Sheet as on 31st March 2020
Schedule – 5: Share Capital

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Authorised Capital: 2,000,000,000 (Previous year 2,000,000,000) Equity Shares of ₹10 each	20,000,000	20,000,000
2. Issued Capital: 215,500,000 (Previous year 215,500,000) Equity Shares of ₹10 each	2,155,000	2,155,000
3. Subscribed Capital: 215,500,000 (Previous year 215,500,000) Equity Shares of ₹10 each	2,155,000	2,155,000
4. Called-up Capital: 215,500,000 (Previous year 215,500,000) Equity Shares of ₹10 each	2,155,000	2,155,000
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	-	-
TOTAL	2,155,000	2,155,000

Schedule – 5A: Share Capital – Pattern of Shareholding

Particulars	As on 31 st March 2020		As on 31 st March 2019	
	Number of Shares	% of Holding	Number of Shares	% of Holding
Promoters				
Indian: State Bank of India (Holding Company)	150,850,000	70.00%	150,850,000	70.00%
Indian: Napean Opportunities LLP	34,501,550	16.01%	-	0.00%
Foreign: IAG International Pty Ltd.	-	0.00%	56,030,000	26.00%
Others				
Indian: PI Opportunities Fund-I	5,060,000	2.35%	5,060,000	2.35%
Foreign: Axis New Opportunities AIF-I	3,560,000	1.65%	3,560,000	1.65%
Foreign: Honey Wheat Investment Ltd.	21,528,450	9.99%	-	-
TOTAL	215,500,000	100.00%	215,500,000	100.00%

Schedule – 6: Reserves and Surplus

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Capital Reserve	-	-
2. Capital Redemption Reserve	-	-
3. Share Premium	13,326,000	13,326,000
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	6,659,883	2,757,776
TOTAL	19,985,883	16,083,776

Schedule – 7: Borrowings

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Debentures/Bonds	-	-
2. Banks	-	-
3. Financial Institutions	-	-
4. Others	-	-
TOTAL	-	-

Schedules Annexed to and forming part of Balance Sheet as on 31st March 2020
Schedule – 8: Investments – Shareholders

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
LONG TERM INVESTMENTS		
1. Government securities and Government guaranteed bonds including Treasury Bills	3,709,658	3,787,703
2. Other Approved Securities	751,975	1,453,043
3. Other Investments		
(a) Shares		
i) Equity	2,105,310	1,791,770
ii) Preference	-	-
(b) Mutual Funds	-	-
(c) Debentures/ Bonds	2,973,966	1,005,725
(d) Investment Property–Real Estate	-	-
(e) Other Securities		
i) Fixed Deposits	19,900	-
ii) ETF – Exchange Traded Funds	219,139	-
iii) AIF – Alternative Investment Funds	107,759	73,633
4. Investments in Infrastructure and Housing	7,738,977	5,409,047
Less : Provision for doubtful debts Investments	-	-
Sub-Total	17,626,684	13,520,921
SHORT TERM INVESTMENTS		
1. Government securities and Government guaranteed bonds including Treasury Bills	149,998	-
2. Other Approved Securities	-	-
3. Other Investments		
(a) Shares		
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	-	-
(c) Debentures/ Bonds	-	100,000
(d) Other Securities		
i) Fixed Deposits	-	10,000
ii) Certificate of Deposits	-	-
iii) Commercial Papers	-	-
iv) ETF – Exchange Traded Funds	-	-
4. Investments in Infrastructure and Housing	150,000	586,790
Sub-Total	299,998	696,790
TOTAL	17,926,682	14,217,711

- As per IRDAI Notification No. IRDAI/F&I/CIR/INV/093/04/2015 dated 30th 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, mutual funds and derivative instruments) is ₹15,478,341 thousand (previous year ₹12,141,612 thousand)
- Aggregate market value of Investments (other than listed equity, mutual funds and derivative instruments) is ₹16,070,804 thousand (previous year ₹12,009,915 thousand)

Schedules Annexed to and forming part of Balance Sheet as on 31st March 2020
Schedule – 8A: Investments – Policyholders

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
LONG TERM INVESTMENTS		
1. Government securities and Government guaranteed bonds including Treasury Bills	12,570,091	14,028,621
2. Other Approved Securities	6,650,363	6,225,617
3. Other Investments	-	-
(a) Shares	-	-
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	-	-
(c) Debentures/ Bonds	8,330,818	5,747,758
Less : Provision for doubtful debts Investments	-	-
(d) Investment Property–Real Estate	-	-
(e) Other Securities	-	-
i) Fixed Deposits	-	-
ii) ETF – Exchange Traded Funds	-	-
iii) AIF – Alternative Investment Funds	-	-
4. Investments in Infrastructure and Housing	19,227,083	13,045,422
Less : Provision for doubtful debts Investments	-	(27,436)
Sub-Total	46,778,355	39,019,982
SHORT TERM INVESTMENTS		
1. Government securities and Government guaranteed bonds including Treasury Bills	1,454,926	149,548
2. Other Approved Securities	200,201	341,645
3. Other Investments	-	-
(a) Shares	-	-
i) Equity	-	-
ii) Preference	-	-
(b) Mutual Funds	3,294,186	2,580,646
(c) Debentures/ Bonds	1,385,680	3,848,934
Less : Provision for doubtful debts Investments	-	(193,059)
(d) Other Securities	-	-
i) Fixed Deposits	-	31,100
ii) Certificate of Deposits	-	246,324
iii) Commercial Papers	-	395,771
iv) ETF – Exchange Traded Funds	520,168	-
4. Investments in Infrastructure and Housing	2,709,462	2,982,186
Less : Provision for doubtful debts Investments	-	(55,104)
Sub-Total	9,564,623	10,327,991
TOTAL	56,342,978	49,347,973

- As per IRDAI Notification No. IRDAI/F&I/CIR/INV/093/04/2015 dated 30th 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, mutual funds and derivative instruments) is ₹52,528,624 thousand (previous year ₹46,767,327 thousand)
- Aggregate market value of Investments (other than listed equity, mutual funds and derivative instruments) is ₹54,556,295 thousand (previous year ₹47,246,274 thousand)

Schedules Annexed to and forming part of Balance Sheet as on 31st March 2020
Schedule – 9: Loans

₹ in '000

Particulars	As on 31 st March 2020	As on 31 st March 2019
1. SECURITY-WISE CLASSIFICATION		
Secured		
(a) On mortgage of property	-	-
(aa) In India	-	-
(bb) Outside India	-	-
(b) On Shares, Bonds, Govt. Securities	-	-
(c) Others	-	-
Unsecured		
TOTAL	-	-
2. BORROWER-WISE CLASSIFICATION		
(a) Central and State Governments	-	-
(b) Banks and Financial Institutions	-	-
(c) Subsidiaries	-	-
(d) Industrial Undertakings	-	-
(e) Others	-	-
TOTAL	-	-
3. PERFORMANCE-WISE CLASSIFICATION		
(a) Loans classified as standard	-	-
(aa) In India	-	-
(bb) Outside India	-	-
(b) Non-performing loans less provisions	-	-
(aa) In India	-	-
(bb) Outside India	-	-
TOTAL	-	-
4. MATURITY-WISE CLASSIFICATION		
(a) Short Term	-	-
(b) Long Term	-	-
TOTAL	-	-

Schedule – 10: Net Fixed Assets

Particulars	Cost/Gross Block			Depreciation		Net Block	
	Opening	Additions during the year ended	Deductions/ Adjustments during the period ended	As on 31st March 2020	Up to Last	For the year ended 31st March 2020	On Sales/ Adjustments
Goodwill	2,085,787	452,178	-	2,537,965	1,791,079	240,879	-
Intangibles (Software)	-	-	-	-	-	-	-
Land-Freehold	483,476	78,680	29,187	532,969	379,731	40,680	-
Leasehold Improvements	-	-	-	-	-	-	-
Buildings	111,464	26,428	10,849	127,043	99,328	19,536	-
Furniture & Fittings	1,156,861	220,892	126,321	1,251,432	807,767	192,659	-
Information Technology Equipment	2,177	-	10,996	2,177	1,098	436	-
Vehicles	200,138	37,345	-	226,487	159,004	25,487	-
Office Equipment	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-
TOTAL	4,039,903	815,523	177,353	4,678,073	3,238,007	519,677	176,517
Work in progress	107,856	19,005	107,020	19,841	-	-	-
Grand Total	4,147,759	834,528	284,373	4,697,914	3,238,007	519,677	176,517
Previous Year – March 2019	3,447,869	992,429	292,539	4,147,759	2,885,775	428,734	76,502

₹ in '000

Schedules Annexed to and forming part of Balance Sheet as on 31st March 2020

Schedule – 11: Cash and Bank Balances

Particulars	As on 31st March 2020	As on 31st March 2019
1. Cash (including cheques, drafts and stamps)	135,518	144,399
2. Bank Balances	-	-
(a) Deposit Accounts	6,671	-
(aa) Short-term (due within 12 months)	-	-
(bb) Others	-	-
(b) Current Accounts	1,978,907	1,686,652
(c) Others	-	-
3. Money at Call and Short Notice	-	-
(a) With Banks	-	-
(b) With other Institutions	-	-
4. Others	-	-
TOTAL	2,121,096	1,831,051
Balances with non-scheduled banks included in 2 and 3 above		
Cash and Bank Balances		
In India	2,121,096	1,831,051
Outside India	-	-
TOTAL	2,121,096	1,831,051

₹ in '000

Schedule – 12: Advances and Other Assets

Particulars	As on 31st March 2020	As on 31st March 2019
ADVANCES		
1. Reserve deposits with ceding companies	-	-
2. Application money for investments	-	-
3. Prepayments	125,768	143,361
4. Advances to Directors/Officers	-	-
5. Advance tax paid and taxes deducted at source (Net of provision for taxation)	365,549	365,464
6. Security Deposits	97,721	78,748
7. Others	-	-
(a) Advances to Vendors and other parties	70,725	28,311
(b) Statutory Deposit towards filing Appeal	2,941	16,066
(c) Advances to Employees	444	538
(D) Advances to IRDA (Certifications Fees)	220	220
TOTAL (A)	663,368	632,708
OTHER ASSETS		
1. Income accrued on investments	1,722,845	1,569,087
Less : Provision for doubtful debts receivable	-	-
2. Outstanding Premiums	11,742,782	4,416,353
Less : Provision for doubtful debts receivable	(65,630)	-
3. Agents' Balances	2,280	2,239
4. Foreign Agencies Balances	-	-
5. Due from other entities carrying on insurance business (including reinsurers)	214,628	259,448
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	984	7,083
(b) Asset held for unclaimed amount of policyholders	60,000	60,000
Add : Investment income accrued on unclaimed amount	9,517	5,384
(c) GST including Service tax	923,434	-
(d) Contracts For Sale of Securities	-	62,340
(e) Amount receivable on redemption of Debenture	-	349,903
Less : Provision for doubtful debts receivable	-	(349,903)
(f) Other	86	83
TOTAL (B)	14,610,926	6,382,017
TOTAL (A+B)	15,274,294	7,014,725

₹ in '000

Schedules Annexed to and forming part of Balance Sheet as on 31st March 2020
Schedule – 13: Current Liabilities

₹ in '000		
Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Agents' Balances	329,535	235,440
2. Balances due to other insurance companies	10,149,950	6,400,715
3. Deposits held on re-insurance ceded	–	–
4. Premiums received in advance	2,336,231	471,505
5. Unallocated Premium	3,805,668	4,535,629
6. Sundry Creditors	257,778	379,514
7. Due to subsidiaries/ holding company	147,635	149,016
8. Claims Outstanding	29,693,796	24,476,341
9. Due to Officers/ Directors	–	–
10. Statutory Dues	277,049	26,148
11. GST – Liability	–	329,916
12. Unclaimed amount of policy holders	49,174	49,030
Add : Investment income accruing on unclaimed amount	5,792	4,805
13. Others		
(a) Contracts For Purchase of Securities	–	20,821
(b) Security Deposit From Others	2,067	50
(c) Salary payable	681,696	442,904
TOTAL	47,736,371	37,521,834

Schedule – 14: Provisions

₹ in '000		
Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Reserve for Unexpired Risk	22,576,194	17,204,132
2. For taxation (less advance tax paid and taxes deducted at source)	135,375	–
3. For proposed dividends	–	–
4. For dividend distribution tax	–	–
5. For Deferred Tax Liabilities	–	–
6. Employee Benefits		
For Gratuity	51,158	48,484
For Leave Entitlement	80,930	55,297
7. Others – Provision of Expenses	1,059,977	708,874
TOTAL	23,903,634	18,016,787

**Schedule – 15: Miscellaneous Expenditure
(to the extent not written off or adjusted)**

₹ in '000		
Particulars	As on 31 st March 2020	As on 31 st March 2019
1. Discount Allowed in issue of shares/debentures	–	–
2. Others	–	–
TOTAL	–	–

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED MARCH 31, 2020

₹ in '000

Particulars	For the year ended 31 st March 2020	For the year ended 31 st March 2019
Cash flows from operating activities		
Premium received from policyholder incl advance receipt	69,744,484	55,749,467
Other receipts	17,212	32,082
Payment to the re-insurers, net of commission and claims	(13,719,610)	(11,801,055)
Payment to co-insurers, net of claims recovery	928,606	455,689
Payment of claims	(30,247,416)	(20,895,851)
Payment of commission and brokerage	(5,603,656)	(4,515,446)
Payments of other operating expenses	(8,255,133)	(5,931,542)
Preliminary and pre-operative expenses	–	–
Deposits, advances and staff loans	(46,151)	(2,864)
Income taxes paid (Net)	(1,134,992)	(1,778,686)
Service tax/ GST (Net)	(3,886,572)	(1,705,713)
Director sitting fees	(3,500)	(2,695)
Retirement benefits	(78,185)	(72,576)
Cash flow before extraordinary items	7,715,087	9,530,811
Cash flow from extraordinary items	–	–
Net cash flow from operating activities	7,715,087	9,530,811
Cash flows from investing activities		
Purchase of Fixed Assets	(620,651)	(782,996)
Proceeds from Sale of Fixed assets	1,987	1,897
Purchase of Investments	(50,399,401)	(24,727,495)
Loans Disbursed	–	–
Sale of Investments	38,871,957	11,357,245
Repayments received	–	–
Rent/ Interest/ Dividend received on Investment	4,646,259	3,744,078
Investment in moneymarket and liquid fund instruments	986,507	1,587,466
Expenses related to Investments	(3,860)	(3,468)
Investments in Fixed deposits (Net)	21,200	(10,000)
Net cash flow from investing activities	(6,496,001)	(8,833,273)
Cash flows from financing activities		
Proceed from issuance of share capital (net of share issue expenses)	–	–
Proceeds from borrowing	–	–
Repayments from borrowings	–	–
Interest/ Dividend paid (including Dividend Distribution Tax)	(215,500)	(44,297)
Net cash flow from financing activities	(215,500)	(44,297)
Effect of foreign exchange rates on cash and cash equivalents, net	–	–
Net increase in cash and cash equivalents	1,003,587	653,241
Cash and cash equivalent at beginning of the year	4,411,696	3,758,455
Cash and cash equivalent at end of the year	5,415,282	4,411,697
Book overdraft at the end of the year	–	–
Net increase in cash and cash equivalents	1,003,587	653,241

Refer Schedule 11 for components of cash and cash equivalents

- 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
- Receipts and Payments account has been prepared under the "Direct Method" in accordance with AS-3 "Cash flow statements"
- Payment of Operating Expenses includes Payment made towards CSR amounting ₹ 69,244 (thousand)

Signatures to the Receipts and Payments Account

As per our report of even date attached

 For **S. Bhandari & Co.**
 Chartered Accountants
 (FRN 000560C)

 For **A. Bafna & Co.**
 Chartered Accountants
 (FRN 003660C)

Sudha Shetty
 Partner
 M.No. 047684

Vivek Gupta
 Partner
 M.No. 400543

 Place : Mumbai
 Date : May 08, 2020

For and on behalf of the Board of Directors

Rajnish Kumar
 Director
 (DIN No: 05328267)

Dinesh Kumar Khara
 Director
 (DIN No: 06737041)

Pushan Mahapatra
 Managing Director & CEO
 (DIN No: 07307428)

Rikhil K. Shah
 Chief Financial Officer
 (M. No. 112490)

Mahendra K. Tripathi
 Company Secretary
 (M. No. A21090)

 Place : Mumbai
 Date : May 08, 2020

Schedules Annexed to and forming part of the Revenue Account(s) and Profit and Loss Account for the financial year ended 31st March, 2020 and to the Balance Sheet as at 31st March, 2020

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. After a small divestment in mid-2018, SBI now owns 70% of the total capital, whereas IAG, the erstwhile JV partner of 26%, has made a complete exit in March 2020, thereby divesting its entire stake. While SBI's divested equity of 4% is held by PI Opportunities Fund – I (2.35%) and Axis New Opportunities-AIF-I (1.65%), IAG's stake of 26% has been bought by Napean Opportunities LLP (16.01%), and Honey Wheat Investments Ltd (9.99%). The Company is registered with Insurance Regulatory and Development Authority of India ("IRDAI") with certificate of registration No. 144 dated 15th 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") and 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 statement 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 recorded in the books at the commencement of risk. In case the premium is recovered in instalments, amount to the extent of instalment due is recorded on the due date of instalment. 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. 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. Dividend income is recognised when the right to receive the dividend is established.

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 policyholder's 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 received on reinsurance ceded is recognised as income in the period in which reinsurance risk is ceded. Profit commission under reinsurance treaties, wherever applicable, is recognised as income in the year of final determination of the profits as intimated by Reinsurer.

2.4 Reinsurance ceded

In respect of proportional reinsurance ceded, the cost of reinsurance ceded is accrued at the commencement 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).

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 policyholder's 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 Property, Plant and Equipments

Tangible assets are carried at cost less accumulated depreciation/amortisation.

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

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
Leasehold improvements	5 years or primary lease period which is shorter		5 years or primary lease period which is shorter

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.

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 along with 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.

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.

Acquisition cost

Brokerage, commission and other transaction cost paid in connection with acquisition of investments are included in the cost.

Broken period interest paid/ received on debt instruments is excluded from cost/ sale consideration.

Cost is determined on the weighted average cost method.

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.

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.

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. Unrealised 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 the 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 incorporates 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

Given the characteristics of ETF 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.

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. Unrealised gains or losses are credited/ debited to the fair value change account.

Fair Value Change Account

Unrealised 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 Policyholders fund

Where securities are transferred to the policyholders Account this shall be at market price or amortized cost price, whichever is lower.

Investments of Policyholders 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. 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 are internally funded by the Company.

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 are 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 carrying forward of unabsorbed depreciation and tax losses only if there is virtual certainty that such deferred tax assets can be realised against future profits.

In accordance with the recommendations contained in Guidance Note issued by the Institute of Chartered Accountants of India and in accordance with the provisions of the Income Tax Act, 1961, Minimum Alternate Tax ("MAT") credit is recognised as an asset to the extent there is convincing evidence that the Company will pay normal income tax in future by way of a credit to the Profit and Loss account and shown as MAT credit entitlement.

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 a possible obligation or a present obligation that may, but probably will not require an outflow of resources.

When there is a 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 three years is provided as bad & doubtful debts and accordingly adjusted.

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 '000)

Particulars	As at 31st March 2020	As at 31st March 2019
a) Partly paid up investments	Nil	Nil
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	770,520	Nil
f) Reinsurance obligations to the extent not provided for in accounts	Nil	Nil
g) Others	162,819	8,592
<i>Expenses not recognised, to the extent disputed</i>		

Note

- i. The Show-cause notices issued by Tax Authorities have not been considered as an obligation by the Company.
- ii. Statutory demand/ liabilities in dispute includes Indirect Tax matters of ₹709,269 thousand (including Penalty imposed of ₹197,034 thousand) towards order passed by Principal Commissioner of GST confirming demand against SCN and Direct Tax matters of ₹61,251 thousand towards AY 2012-13 Assessment re-opened.
- iii. During the period the Company has received a show-cause notice from DGGI, Chennai amounting to ₹75,364 thousand towards ineligible CENVAT credit availed on expenses for period April-2014 to March-2016. Based on expert advice in respect of this matter, the management does not expect any outflow of economic benefits and assessed the likelihood of outflow of resources remote.
- iv. Contingent liabilities categorised under "Others" includes a penalty amounting ₹140,200 thousand, raised through an Order, by the State Govt of Haryana, towards non-fulfilment of certain mandatory obligations, as specified under the terms and conditions of PMFBY insurance contract. The Company, against order filed a written 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.

3.2 Capital Commitments

- a. Commitments made and outstanding for Loans is ₹Nil (Previous Year: ₹Nil).
- b. Commitments made and outstanding for Investments is ₹89,742 thousand (Previous Year: ₹78,000 thousand).
- c. Estimated amount of contracts remaining to be executed on capital account and not provided for is ₹57,931 thousand (Previous Year: ₹77,738 thousand).

3.3 Encumbrances on Assets

The assets of the Company are free from all encumbrances except for Fixed Deposit of ₹19,900 thousand (Previous year ₹10,000 thousand) placed with NSCCL towards Margin requirements on Equity Purchases and Fixed Deposit of ₹6,671 (Previous year ₹Nil) thousand marked lien towards 100% margin on Bank Guarantee for participation in tender for Insurance Cover of GAIL (India) Ltd for FY2020-21.

3.4 Investments

- a. The Company has done the Equity Diminution for the equity securities held for more than one year. During the year Company has changed the equity diminution policy. Had the Company followed old Equity diminution accounting policy i.e. the equity securities which are held for more than 1 year, the impairment testing condition of Average market price (daily closing price on the NSE) of last 12 months is lower than the cost of the scrip by the annually computed threshold is applied and the equity securities which are held for more than 2 years, both the impairment testing condition Average market price(daily closing price on the NSE) of last 24 months is lower than cost and Average market price (daily closing price on the NSE) of last 12 months is lower than the cost of the scrip by the annually computed threshold is applied. Accordingly, the profit would have been lower by ₹174,614 thousand.
- b. 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 '000)

Asset Type	Nature Of Transaction	31st March 2020	31st March 2019
Equity	Sales	0	62,340
Govt. Securities	Sales	0	0
Govt. Securities	Purchases	0	0
Equity	Purchases	0	20,821

- c. Company has no investments in immovable property, derivative instruments.
- d. Investments made are in accordance with the Insurance Act, 1938 and Insurance Regulatory and Development Authority of India (Investment) Regulations, 2016.
- e. The Company had an exposure to IL&FS group securities of book value worth ₹849,786 thousand and Dewan Housing Finance Corporation Ltd. of book value worth ₹247,687 thousand. Both these securities were downgraded to "D" junk category and as per Company's diminution policy, these securities were provided for ₹1,023,167 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. 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. Accordingly, these assets have been transferred under contingent asset.
- f. Investments that are earmarked, are allocated separately to policy holders or share holders, as applicable.
- g. Historical Cost of Investments which have been valued on a fair value basis :

Mutual Funds: ₹3,290,300 thousand (Previous Year: ₹2,577,400 thousand)
 Equity Shares: ₹3,018,952 thousand (Previous Year: ₹2,040,941 thousand)
 Exchange Traded Fund: ₹783,654 thousand (Previous Year: NIL thousand)
 Alternative Investment Fund: ₹110,640 thousand (Previous Year: ₹72,423 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/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 IRDAI 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'.

- h. The aggregate market value and cost of investments held as of the Balance Sheet date are as follows:

(₹ in '000)

Particulars	As at March 31, 2020	As at March 31, 2019
Aggregate Market Value of Investments other than Listed Equity, ETF, AIF and Mutual Funds	70,519,341	59,256,188
Aggregate Amortised Cost of Investments other than Listed Equity, ETF, AIF and Mutual Funds	67,899,206	58,908,939

- i. Investments under Section 7 of the Insurance Act, 1938:

As per IRDAI Notification No. IRDAI/F&I/CIR/INV/093/04/2015 dated 30th 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

- a. All premiums net of reinsurance are written and received in India.
- b. 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, 2020		For the year ended March 31, 2019	
	GDP (₹in '000)	% of GDP	GDP (₹in '000)	% of GDP
Rural Sector	17,214,485	25.33%	15,230,094	32.36%
Urban Sector	50,755,207	74.67%	31,835,374	67.64%
Total	67,969,692	100.00%	47,065,468	100.00%

Sector	For the year ended March 31, 2020		For the year ended March 31, 2019	
	GDP (₹in '000)	No. of Lives	GDP (₹in '000)	No. of Lives
Social Sector	23,052,585	9,854,834	15,664,900	6,296,965

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 31st December 2019, the accounts for which were received till end of the financial year.

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 with their collective capacity of ₹15,000,000 thousand. The leader for the policy issued to Nuclear Power Corporation of India (NPCIL) 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. The business underwritten by the INIP will be retroceded to all the Member companies including GIC Re in proportion of their capacity collated. Out of the total capacity of ₹15,000,000 thousand of the INIP, the capacity provided by the Company is ₹150,000 thousand. The Company has booked its share of retrocession from the INIP based on statements received from the INIP Administrator.

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 ₹71 thousand is outstanding as at 31st March 2020 (Previous year: ₹222 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%

In terms of these Reinsurance Regulations, the Company has submitted details for the financial year 2019-20 to IRDAI, in respect of its reinsurance arrangements, within the timelines prescribed by 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, 2020				
		Gross Premium	Retention	Ceded	Retention	Ceded
		(₹ in '000)	(₹ in '000)	(₹ in '000)	%	%
Fire	Total sum insured	11,961,638	3,469,207	8,492,431	29.00%	71.00%
Marine – Cargo	Value at risk	281,737	249,650	32,088	88.61%	11.39%
Marine – Hull	Value at risk	–	–	–	0.00%	0.00%
Miscellaneous		–	–	–	0.00%	0.00%
Engineering	Total sum insured	371,541	156,174	215,367	42.03%	57.97%
Motor	Total sum insured	15,685,317	9,990,061	5,695,256	63.69%	36.31%
Workmen Compensation	Value at risk	31,366	15,047	16,318	47.97%	52.03%
Public Liability	Value at risk	182,178	45,245	136,933	24.84%	75.16%
Personal Accident	Value at risk	8,317,487	7,901,612	415,875	95.00%	5.00%
Health	Value at risk	7,783,974	7,412,138	371,835	95.22%	4.78%
Weather/Crop	Value at risk	22,157,313	7,183,207	14,974,107	32.42%	67.58%
Others	Value at risk	1,563,887	1,142,956	420,931	73.08%	26.92%
Aviation	Value at risk	980	6	974	0.60%	99.40%
Inward Fire	Total sum insured	3,842	228	3,614	5.94%	94.06%
Total		68,341,260	37,565,531	30,775,729	54.97%	45.03%

Particulars	Basis	For the Year ended March 31, 2019				
		Gross Premium	Retention	Ceded	Retention	Ceded
		(₹ in '000)	(₹ in '000)	(₹ in '000)	%	%
Fire	Total sum insured	9,478,434	2,842,521	6,635,913	29.99%	70.01%
Marine – Cargo	Value at risk	200,539	177,776	22,763	88.65%	11.35%
Marine – Hull	Value at risk	–	–	–	0.00%	0.00%
Miscellaneous		–	–	–	0.00%	0.00%
Engineering	Total sum insured	324,529	142,650	181,878	43.96%	56.04%
Motor	Total sum insured	9,160,974	8,702,926	458,048	95.00%	5.00%
Workmen Compensation	Value at risk	21,188	10,994	10,194	51.89%	48.11%
Public Liability	Value at risk	129,286	41,525	87,762	32.12%	67.88%
Personal Accident	Value at risk	6,092,044	5,795,407	296,637	95.13%	4.87%
Health	Value at risk	5,143,069	4,847,505	295,563	94.25%	5.75%
Weather/Crop	Value at risk	15,099,894	2,986,914	12,112,980	19.78%	80.22%
Others	Value at risk	1,419,124	1,148,173	270,951	80.91%	19.09%
Aviation	Value at risk	–	–	–	0.00%	0.00%
Inward Fire	Total sum insured	52,106	3,270	48,836	6.28%	93.72%
Total		47,121,186	26,699,662	20,421,524	56.66%	43.34%

The Company has ceded premium of ₹1,939,245 thousand (Previous Year: ₹1,164,357 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 Re 1/- on all tangible assets procured on or from 01st April 2019.

3.14 Premium Deficiency

The Appointed Actuary determined that a premium deficiency is not required to be provided for the year ended 31st March 2020 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 do 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 2020-21 board approved business forecasts and robustness of the assumptions was tested by sensitivity testing.

The impact of Motor TP Pool was excluded as is allowed by IRDAI Circular IRDA/F&A/CIR/FA/126/07/2013 dated July 3, 2013.

3.15 Claims

Claims are recognised as and when a loss occurrence is reported.

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 recognised 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 and outstanding for more than one year.

Interest on Motor Accidental 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 '000)

Particulars	For the year ended March 31, 2020	For the year ended March 31, 2019
In India	16,324,797	12,223,169
Outside India	10,700	7,766

- Ageing of claims payable (excluding IMTPIP and DR Pool figures) is set out as under :

(₹ In '000)

Particulars	For the year ended March 31, 2020	For the year ended March 31, 2019
More than six months	10,157,306	9,772,747
Others	6,365,626	6,615,261

- 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, claim frequency and average cost per claim.

3.17 Provision for Free look period is Nil (Previous Year – Nil) , 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.

3.19 IRDAI vide it's notification IRDAI/Reg/12/124/2016 dated 27th 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.

3.20 Foreign Exchange Gain/Loss

- Foreign exchange loss (net) incurred during the year is ₹2,027 thousand (Previous year: ₹220 thousand).
- The year end foreign currency exposure is ₹29,084 thousand (Previous year: ₹85,097 thousand).
- Expenses in foreign exchange are ₹910,884 thousand (Previous year: ₹806,809 thousand).

3.21 Managerial Remuneration

Remuneration to the MD & CEO for the current year was ₹6,166 thousand (Previous Year was ₹5,770 thousand). The MD & CEO has been deputed from the parent organisation.

3.22 Employee Benefits

Defined Benefits Plans

The following table sets out the status of the gratuity plan as required under AS 15 'Accounting for retirement benefits in the financial statements of employers (Revised 2005):

(₹ In '000)

Gratuity	As at March 31, 2020	As at March 31, 2019
1 Assumptions		
Discount Rate	6.76%	7.62%
Expected rate of return on assets	7.62%	7.37%
Increase in Compensation cost	8.00%	9.00%
Average Future Working Life (in Years)	33.6	33.2
2 Change in Defined Benefit Obligations		
Opening defined benefits obligation	150,035	120,316
Current service cost	35,252	28,320
Interest cost on benefit obligation	10,734	8,106
Actuarial losses (gains)	8,814	13,962
Benefits paid	(18,332)	(20,669)
Closing defined benefits	186,503	150,035

Gratuity	As at March 31, 2020	As at March 31, 2019
3 Change in Fair Value of Plan Assets		
Fair Value of Plan Assets at the beginning of the period	101,551	96,670
Contributions during the period	44,569	19,693
Expected Return on Plan Assets for the period	8,738	7,089
Benefits Paid during the period	(18,332)	(20,669)
Actuarial Gain/ (Loss) on Plan Assets	(1,181)	(1,231)
Fair Value of Plan Assets at the end of the period	135,345	101,551
4 Amount Recognised in Balance Sheet		
Present Value of Obligations	186,503	150,035
Fair Value of Plan Assets	135,345	101,551
Asset/ (Liability) Recognised in Balance Sheet	(51,158)	(48,484)
5 Net Cost Recognised in the Expense Account		
Current service cost	35,252	28,320
Interest cost on benefit obligation	10,734	8,106
Expected return on Plan Assets	(8,738)	(7,089)
Net actuarial (gain)/ loss recognised in the year	9,996	15,194
Actuarial Determined charge for the year (A)	47,244	44,531
Shortfall/ (Excess) (B)		
Net benefit expense (A+B)	47,244	44,531

Experience adjustments of five years is given below:

(₹In '000)

Particulars	March 31, 2020	March 31, 2019	March 31, 2018	March 31, 2017	March 31, 2016
Defined Benefit Obligation	186,503	150,035	120,316	94,722	69,432
Plan assets	135,345	101,551	96,670	71,753	51,754
Surplus/(Deficit)	(51,158)	(48,484)	(23,646)	(22,969)	(17,678)
Exp. Adj on Plan Liabilities	7,388	13,041	17,566	1,031	14,789
Exp. Adj on Plan Assets	1,181	1,231	677	(6,306)	-

The gratuity fund is managed by a life insurance company.

The contribution expected to be made by the Company during the financial year 2020-21, amounts to ₹39,857 thousand. (Previous year ₹32,761 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 ₹80,930 thousand is outstanding as on 31st March 2020. (Previous year ₹55,297 thousand)

3.23 The Company introduced an Employee Stock Option Scheme 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.

Under ESOP, during the year 2018-19, 4,741,900 options were granted at an exercise price of ₹559 per option. The options will vest over a period of four years from the date of grant as given below and are exercisable over a period of four years from the respective dates of vesting.

Vesting (%)	Vesting Period
10%	1 year after date of grant
20%	2 year after date of grant
30%	3 year after date of grant
40%	4 year after date of grant

Details of movement in the options during the year is as given below.

Particulars	Number of Stock options
Opening Balance of Stock option for the year	47,41,900
Vested during the year	4,62,230
Excercised during the year	-
Expired during the year	-
Ploughed back during the year	1,19,600
Closing Balance of Stock Option for the year	46,22,300

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, 2020.

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. Segmental Assets & Liabilities have been identified to the extent possible.

(₹In '000)

Particulars	As at March 31, 2020			
	Fire	Marine	Miscellaneous	Total
Claims Outstanding including IBNR/ IBNER	1,318,930	161,178	28,213,687	29,693,796
	(1,090,784)	(167,081)	(23,218,512)	(24,476,342)
Reserve for Unexpired Risk	6,663,578	84,791	15,827,826	22,576,195
	(5,481,191)	(62,068)	(11,660,874)	(17,204,133)

(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 '000)

Particulars	As at March 31, 2020	As at March 31, 2019
Payable not later than 1 year	292,690	243,618
Payable later than one year but not later than five years	847,814	561,587
Payable later than five years	366,562	210,390

The amount charged to Revenue account(s) for lease is ₹262,042 thousand (Previous Year: ₹275,656 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:

Particulars	As at March 31, 2020	As at March 31, 2019
Profit/ (Loss) after Tax [A] (₹in thousand)	4,117,606	3,339,920
Weighted average number of equity shares (par value of ₹10 each) [B]	215,500,000	215,500,000
Basic earning per share [A/B]	19.10	15.50

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'.

a) Break-up of deferred tax assets and liabilities into major components of the respective balance as on 31st March, 2020 are as under:

(₹In '000)

Particulars	As at March 31, 2020	As at March 31, 2019
Deferred Tax Assets		
Unexpired Risk Reserve	9,914	16,337
WDV of Assets	83,273	118,992
Provision for doubtful debts	16,518	-
Provision for Investment	9,956	264,392
Expenses Inadmissible S 40(a)(ia)	-	3,121
Expenses Inadmissible U/S 43B	46,338	19,323
Total	165,999	422,166
Deferred Tax Liabilities	Nil	Nil
Net Deferred Tax Asset	165,999	422,166

b) Current Tax

A new provision has been inserted in the Income-tax Act with effect from FY 2019-20 which allows any domestic company an option to pay income-tax at the rate of 22% subject to condition that the assessee shall not avail any exemption/ incentive. The effective tax rate for these companies shall be 25.168% inclusive of surcharge & cess. Accordingly the Company has adopted the revised tax rate @ 25.168% for this year ending March 31, 2020. This had resulted in an current tax liability of ₹1,270,282 thousand.

3.29 Outsourced Services

Outsourced Services include payments made for various outsourced services amounting to ₹53,185 thousand (Previous Year: ₹280,262 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, 2020.

3.31 Accounting Ratios

The Statement on accounting ratios is included in Annexure 'C'.

3.32 Penalty for Non-Compliance/Violation

Sr. No. Authority	Non-Compliance/Violation	₹ in thousand		
		Penalty Awarded	Penalty Paid	Penalty Waived/Reduced
1. Insurance Regulatory and Development Authority	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)
2. Service Tax Authorities/ GST Authorities	# Ineligible Cenvat Credit (Nil)	197,034 (Nil)	Nil (Nil)	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)
5. Enforcement Directorate/ Adjudicating Authority/ Tribunal or any Authority under FEMA	Nil (Nil)	Nil (Nil)	Nil (Nil)	Nil (Nil)

Sr. No. Authority	Non-Compliance/Violation	₹ in thousand		
		Penalty Awarded	Penalty Paid	Penalty Waived/Reduced
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	* Non-fulfilment of obligation under PMFBY in the state of Haryana (Nil)	1,40,200 (Nil)	Nil (Nil)	Nil (Nil)

(Previous year figures are given in brackets)

Note:

* Appeal is pending before High Court, Stay has been granted by the High court.

Appeal is under process of being filed with the CESTAT

3.33 Unclaimed Amount of Policy Holders

The liability of the Company towards the policyholders, pertaining to amounts lying unclaimed, stands at ₹54,966 thousand (Previous Year: ₹53,835 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 25th 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 ₹69,517 thousand (Previous Year: ₹65,384 thousand) as on the date of the Balance Sheet.

The age-wise Analysis of the Unclaimed Amount of the Policyholders is as under:

Particulars	Total Amount	Age-Wise Analysis (in months)						
		₹ In thousand						
		1-6	7-12	13-18	19-24	25-30	31-36	> 36
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	20,021 (21,018)	7,631 (5,934)	2,393 (3,381)	1,808 (2,960)	1,494 (1,841)	1,073 (1,243)	1,086 (1,416)	4,537 (4,242)
Cheques issued but not encashed by the policyholder/ insured	34,945 (32,817)	9,691 (11,806)	2,775 (1,355)	3,048 (2,355)	514 (2,745)	1,577 (1,409)	2531 (863)	14,809 (12,284)

(Previous year figures are given in brackets.)

Movement in Unclaimed Amount of Policyholders due:

Particulars (in ₹000)	Current Financial year	Previous Financial Year
Opening Balance	53,835	38,882
Add: Amount transferred to Unclaimed Fund	40,253	22,666
Add: Cheques issued out of the Unclaimed Amount but not encashed by the policyholders (To be included only when the cheques are stale)	577	1,571
Add: Investment Income on Unclaimed Fund	1,100	2,086
Less: Amount of claims paid during the year	40,799	11,370
Less: Amount transferred to SCWF (net of claims paid in respect of amounts transferred earlier)	-	-
Closing Balance of Unclaimed Amount Fund	54,966	53,835

3.34 The summary of financial statements is provided in Annexure D

3.35 Dividend declared at 10% (Re 1/- per equity share) during FY 18-19, duly approved by the Board of Directors has been paid during the current financial year. No interim dividend has been declared for the financial year ended 31st March 2020. This is conformity with the circular titled "Prudent management of financial resources of insurers, in the context of COVID 19 pandemic" issued by the IRDAI (circular number IRDA/F&A/CIR/MISC/099/04/2020, dated 24th April, 2020)

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 expenditure towards CSR activities ₹69,244 thousand during the year ended March 31, 2020 (Previous year ₹30,140 thousand)

3.37 Pursuant to Insurance Regulatory and Development Authority of India circular no. IRDA/F&A/GDL/CG/100/05/2016 dated 18th May, 2016 on Corporate Governance Guidelines, Details of additional work to Statutory auditor, other than Statutory Audit & Limited Review fees are disclosed below-

(₹in '000)

Name of the Statutory Audit Firm	Services rendered	For the year ended March 31, 2020	For the year ended March 31, 2019
S. Bhandari & Co.	Other Certifications	560	-
A. Bafna & Co.		500	-
SARC & Associates		-	575
Chaturvedi & Shah		-	534

3.38 Previous year figures have been re-grouped and re-classified wherever necessary to confirm to current year presentation.

i) Regrouping of previous year figures in Financial Statement

Sr No	Schedule to Balance Sheet	Reclassified from	Reclassified to	Amount (₹000)	Remarks
1	Schedule 13 – Current Liabilities	Sundry Creditors	Others – (c) Salary Payable	442,904	Salary Payable to employee reclassified for better presentation
2	Schedule 13 – Current Liabilities	Sundry Creditors	Schedule 14 – Provisions – Provision for Expenses	708,874	Provisions for expenses
3	Schedule 12 – Current Asset	Other Asset – GST including service tax	Schedule 13 – Current Liabilities – GST Liability	28,670	GST Asset clubbed with GST Liability for better presentation

Sr No	Schedule to Balance Sheet	Reclassified from	Reclassified to	Amount (₹000)	Remarks
4 a)	Schedule 4 – Operating Expenses relating to Insurance Business	Other Miscellaneous Expenses – Fire – ₹619 (in '000)	Profit and Loss – Other expenses – Others – Interest Expenses	6,052	Interest expenses reclassified from Policyholder to Shareholder
4 b)	Schedule 4 – Operating Expenses relating to Insurance Business	Other Miscellaneous Expenses – Marine – ₹30 (in '000)	Profit and Loss – Other expenses – Others – Interest Expenses		
4 c)	Schedule 4 – Operating Expenses relating to Insurance Business	Other Miscellaneous Expenses – Miscellaneous – ₹5,403 (in '000)	Profit and Loss – Other expenses – Others – Interest Expenses		

ii) Regrouping of previous year figures in Receipt and Payment Statement

Sr No	Schedule to Cash flow	Reclassified from	Reclassified to	Amount (₹000)	Remarks
1	Cash flows from operating activities	Service tax/ GST (Net)	Premium received from policyholder incl advance receipt	5,575,879	GST received on direct premium reclassified for better presentation
2	Cash flows from operating activities	Service tax/ GST (Net)	Payment to the re-insurers, net of commission and claims	1,034,435	GST paid against Reinsurance transaction reclassified for better presentation
3	Cash flows from operating activities	Service tax/ GST (Net)	Payment of claims	832,094	GST paid against claim transaction reclassified for better presentation
4	Cash flows from operating activities	Service tax/ GST (Net)	Payment of commission and brokerage	659,472	GST paid against commission transaction reclassified for better presentation
5	Cash flows from operating activities	Service tax/ GST (Net)	Payments of other operating expenses	584,347	GST paid against operating expense transaction reclassified for better presentation
6	Cash flows from operating activities	Deposits, advances and staff loans	Sale of Investments	349,903	Redemption on Debt security reclassified under Sale of Investment for better presentation

3.39 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.

3.40 The Company has sent balance confirmation to Co-insurers for the balances as on Feb 2020 and the balances have been duly reconciled w.r.t the responses received, further majority of the transactions available in ETASS have been confirmed where SBIG is the leader and the transactions where SBIG is the follower have been reconciled based on the data in ETASS/offline intimation sent by leader. Confirmation of Statement of Account as per the terms of the treaty have been obtained from the reinsurer as on 31st December 2019.

3.41 During the year, based on the Incurred Claim Ratio (ICR) and other experience data the Company has accounted treaty commission on LTH product, as per the provisional rate of commission specified in the treaty with the reinsurer and received from the reinsurer, instead of minimum rate of commission in the first year of reinsurance ceding.

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 have not been booked 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 and no interest is payable on delayed payment of claim under PMFBY due to late receipt of the subsidy from the Govt, the same is in accordance with the terms of the scheme.

3.43 The COVID-19 continues to spread across the globe and India, which has contributed to a significant decline and volatility in global and Indian financial markets and a significant decrease in global and local economic activities. On March 11, 2020, the COVID-19 outbreak was declared a global pandemic by the World Health Organization. Numerous governments and companies have introduced a variety of measures to contain the spread of the virus. On March 24, 2020, the Indian government announced a strict 21-day lockdown which was further extended by 19 days across the country to contain the spread of the virus.

The Company has used the principles of prudence in applying judgments, estimates and assumptions to assess overall impact of the pandemic on the business and Financial Statements for the year ended 31 March 2020. However, due to the uncertainties associated with the pandemic, the actual impact may not be in line with current estimates. The Company will continue to closely monitor any further development relating to COVID-19, which may have impact on business and financial position. Further the impact assessment does not indicate any adverse impact on the ability of the Company to continue as a going concern.

Further, IRDAI vide circular no. IRDAI/NL/CIR/MOT/079/04/2020 dated April 02, 2020 and IRDAI/NL/CIR/MOT/090/04/2020 dated April 16, 2020 has stipulated that, the Policyholders whose motor vehicle third-party insurance policies fell due for renewal during the period on and from March 25, 2020 up to May 03, 2020 and who are unable to make payment of their renewal premium on time in view of the prevailing situation in the country as a result of COVID-19 are allowed to make premium payment for renewal of policies to their insurers on or before May 15, 2020 to ensure continuity of the statutory motor vehicle third-party insurance cover from the date on which the policy fell due for renewal, so that any valid claim triggered during the grace period can be paid.

Further, in accordance with Circular no IRDAI/NL/CIR/MOT/081/04/2020 dated April 3, 2020 issued by IRDAI relating to COVID-19, the Company has accounted estimated Motor TP premium of B73,005 thousand and corresponding liabilities on such premium.

Signatures to the Notes to Accounts

As per our audit report of even date attached

For and on behalf of the Board of Directors

For **S. Bhandari & Co.**
Chartered Accountants
(FRN 000560C)

For **A. Bafna & Co**
Chartered Accountants
(FRN 003660C)

Rajnish Kumar
Director
(DIN No : 05328267)

Dinesh Kumar Khara
Director
(DIN No : 06737041)

Sudha Shetty
Partner
M. No. 047684

Vivek Gupta
Partner
M. No. 400543

Pushan Mahapatra
Managing Director & CEO
(DIN No : 07307428)

Rikhil K. Shah
Chief Financial Officer
(M. No. 112490)

Mahendra K. Tripathi
Company Secretary
(M. No. A21090)

Place : Mumbai
Date: May 08, 2020

Annexure A

SEGMENTAL REPORTING FOR THE YEAR ENDED 31st March 2020

Segmental Break up of Profit and Loss Account

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	1,990,424	177,410	-	5,196,096	3,258,249	13,703	55,399	119,302	5	6,722,626	6,183,653	5,497,680	1,092,399	30,306,946
2. Profit/ Loss on sale/redemption of Investments		61,166	1,997	-	39,062	133,067	224	617	1,768	1	65,719	43,089	38,385	9,739	394,834
3. Others															
(a) Interest Income- Terrorism Pool/ Nuclear Pool		5,540	-	-	-	-	-	3,662	-	-	-	-	-	-	9,202
(b) Interest Income on Unclaimed Policyholder		640	21	-	409	1,393	2	6	19	-	688	451	402	102	4,133
(c) Miscellaneous Income						465						67		6,328	6,860
(d) Diminution in the value of Investment (Debt)		96,900	3,163	-	61,882	210,806	355	977	2,801	2	104,113	68,262	60,810	15,431	625,502
(e) Write off in value of Investment (Debt)		(131,646)	(4,297)	-	(84,071)	(286,394)	(483)	(1,327)	(3,805)	(3)	(141,444)	(92,739)	(82,614)	(20,963)	(849,786)
4. Interest, Dividend & Rent - Gross		590,245	19,268	-	376,941	1,284,074	2,165	5,952	17,061	13	634,176	415,804	370,409	93,984	3,810,092
TOTAL SEGMENTAL REVENUE (A)		2,613,269	197,562	-	5,590,784	4,601,195	15,966	65,286	137,146	18	7,385,878	6,618,587	5,885,072	1,197,020	34,307,783
1. Claims Incurred (Net)	2	1,101,863	128,058	-	4,403,928	3,378,464	4,342	9,146	64,895	1	2,730,303	3,792,908	5,548,723	390,246	21,552,877
2. Commission	3	(2,257,000)	33,955	-	1,050,945	(560,249)	(2,163)	(16,728)	(14,451)	152	869,031	701,650	(1,002,471)	115,730	(1,081,599)
3. Operating Expenses related to Insurance Business	4	628,829	40,211	-	1,782,455	1,705,058	2,889	24,905	27,459	10	1,641,353	1,472,495	1,489,309	272,257	9,087,230
4. Premium Deficiency Reserve		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL SEGMENTAL EXPENSES (B)		(526,308)	202,224	-	7,237,328	4,523,273	5,068	17,323	77,903	163	5,240,687	5,967,053	6,035,561	778,233	29,558,508
Segmental Profit/ (Loss) [C= (A-B)]		3,139,577	(4,662)	-	(1,646,544)	77,922	10,898	47,963	59,243	(145)	2,145,191	651,534	(150,489)	418,787	4,749,275

Segmental Break up of Profit and Loss Account

(₹ in '000)

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	1,536,182	120,600	-	6,138,682	3,157,688	10,858	40,116	81,166	-	4,853,357	4,933,305	2,353,290	658,593	23,883,837
2. Profit/ Loss on sale/redemption of investments		43,140	1,461	-	34,631	98,654	167	407	1,131	1	47,647	29,003	16,452	6,206	278,900
3. Others															
(a) Interest Income—Terrorism Pool/Nuclear Pool		12,885	-	-	-	-	-	1,220	-	-	-	-	-	-	14,105
(b) Interest Income on Unclaimed Policyholder		600	20	-	482	1,373	2	6	16	-	663	404	229	85	3,880
(c) Miscellaneous Income		-	-	-	362	-	-	-	-	-	-	446	-	7,565	8,373
(d) Diminution in the value of Investment (Debt)		(96,751)	(3,276)	-	(77,669)	(221,258)	(375)	(913)	(2,537)	(3)	(106,860)	(65,046)	(36,898)	(13,916)	(625,502)
(e) Write off in value of Investment (Debt)		-	-	-	-	-	-	-	-	-	-	-	-	-	-
4. Interest, Dividend & Rent – Gross		482,316	16,332	-	387,190	1,102,994	1,868	4,553	12,645	13	532,707	324,263	183,941	69,373	3,118,195
TOTAL SEGMENTAL REVENUE (A)		1,978,372	135,137	-	6,483,678	4,139,451	12,520	45,389	92,421	11	5,327,514	5,222,375	2,517,014	727,906	26,681,788
1. Claims Incurred (Net)	2	1,136,924	137,693	-	4,662,232	3,428,971	5,658	16,659	52,079	2	2,420,699	2,671,428	2,503,905	169,462	17,205,712
2. Commission	3	(1,630,081)	23,051	-	1,098,832	28,201	(2,089)	(10,796)	(17,955)	-	597,436	527,473	(842,604)	142,029	(86,503)
3. Operating Expenses related to Insurance Business	4	562,019	27,276	-	1,187,593	640,906	2,306	12,454	25,927	-	1,233,938	1,045,823	919,825	278,259	5,936,326
4. Premium Deficiency Reserve		-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL SEGMENTAL EXPENSES (B)		68,862	188,020	-	6,948,657	4,098,078	5,875	18,317	60,051	2	4,252,073	4,244,724	2,581,126	589,750	23,055,535
Segmental Profit/(Loss) [C= (A-B)]		1,909,510	(52,883)	-	(464,979)	41,373	6,645	27,072	32,370	9	1,075,441	977,651	(64,112)	138,156	3,626,253

PERIODIC DISCLOSURES — ANNEXURE B

RELATED PARTY TRANSACTIONS AS PER AS-18

(₹ in '000)

S. No.	Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31st Mar 2020	For the period ended 31st Mar 2019	
1	Holding Company	State Bank of India	Income	Premium Received	7,710	36,437	
				Expense	Commission expense	2,650,792	2,263,293
			Bank Charges_E		9,248	9,193	
			Claims Expense		1,137	2,267	
			SBI Officers Deputation Cost_E		23,359	24,559	
			Other Expenses		15,848	16,380	
			Expenses Reimbursement_E		864	-791	
			Premises Rent		4,119	2,765	
			Asset		Term Deposits Placed (Balance)	6,671	-
			Investment Redeemed		815,197	-	
			Current Accounts		677,037	1,538,911	
			Liability	Security Deposit	153	153	
				Advance Given	67	960	
			Liability	Premium Received in Advance	263	-	
				Commission Payable	96,583	108,986	
				Claims Payable	242	27	
				Bank Charges_L	-	973	
SBI Officers Deputation Cost_L	16,141	14,330					
Expenses Reimbursement_L	1,216	737					
Other Expenses Payable	33,114	24,833					
2	Shareholder	IAG International Pty Limited		Liability	Amount Contributed towards Capital including Share Premium	-	-
					Amount Contributed towards Capital including Share Premium (Balance)	-	-
3	Group Company of Shareholder	Insurance Australia Limited IAG Re		Expense	Technical Services	298	3,383
			Liability		Technical Services Payable	-	842
			Income	Commission Income	37,418	52,943	
				Claims Recovery	187,475	212,117	
				Expense	Reinsurance Ceded (incl. Non Proportional)	15,025	202,285
			Asset	Net of Reinsurance Receivable, Commission & Claims	25,785	59,269	
			4	Fellow Subsidiaries	SBI DFHI Ltd.	Income	Premium Received
Asset	Investment Purchased	314,675				1,984,684	
SBI Global Factors Ltd.	Income	Premium Received			543	-4	
	Expense	Brokerage Expense			534	325	
SBICAP Securities Ltd	Expense	Claims Expense			5	-	
	Expense	Commission expense			1,089	1,239	
Liability	Brokerage Payable	-			1		
	Liability	Commission Payable			72	107	
SBI Capital Markets Ltd.	Income	Premium Received			8,974	-1,754	
	Asset	Investment Purchased			5,002,753	1,262,959	
Expense	Claims Expense	403			8		
	SBI Mutual Fund	Asset			Investment Purchased	52,761,708	35,998,100
Asset		Investment Redeemed			53,479,319	34,683,545	
SBI SG Global Securities Services Pvt Ltd	Asset	MF Holding			1,538,454	1,993,000	
	Income	Premium Received	4,668	98			
Expense	Claims Expense	42	-				

S. No.	Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31st Mar 2020	For the period ended 31st Mar 2019		
4	Fellow Subsidiaries	SBI Cards and Payment Services Pvt Ltd	Income	Premium Received	8,903	425		
			Income	Interest Income on Debenture	28,734	-		
			Asset	Prepaid Expenses	85	116		
			Asset	Investment Purchased	1,516,773	-		
			Asset	Debenture Holdings	1,500,000	-		
			Asset	Interest Income on Debenture (Receivable)	14,639	-		
			Expense	Card Payments	5,964	4,645		
			Expense	Commission expense	208	49		
			Liability	Commission payable	91	31		
			SBI Funds Management Pvt. Ltd.	Income	Premium Received	4,623	2,212	
			SBI Life Insurance Company Limited	Income	Premium Received	15,778	70	
				Income	Dividend Income	75	75	
				Expense	Premium Paid	6,451	4,230	
				Expense	Premises Rent	72,410	93,585	
		Expense		Expenses Reimbursement_E	15,536	20,593		
		Expense		Claims Expense	2,317	-		
		Asset		Premium Deposit/Prepaid Expenses	2,200	1,388		
		Asset		Investment Purchased	-	49,559		
		Asset		Equity Holdings	26,162	26,162		
		Asset		Investment Redeemed	265,246	-		
		Liability		Expenses Reimbursement_L	2,331	1,250		
		SBI CAP Ventures Ltd		Income	Premium received	6	6	
		SBICAP Trustee Company Ltd		Income	Premium received	-	2	
		SBI Payment Services Pvt. Ltd.		Income	Premium Received	-14	187	
				Expense	Claims Expense	66	-	
		SBI Pension Funds Pvt Ltd		Income	Premium Received	12	13	
		C - Edge Technologies Ltd		Expense	IT Support charges	13,302	3,562	
				Liability	IT Support charges Payable	1,400	2,875	
		SBI Foundation	Income	Premium Received	109	154		
			Expense	Other Expenses	17,250	6,500		
		5	Associate Entity	Saurashtra Gramin Bank	Income	Premium received	-	4,523
					Expense	Commission expense	4,238	2,887
Expense	Other Expenses				1,208	1,745		
Liability	Other Expenses Payable				-	6,711		
Liability	Commission payable				896	306		
Mizoram Rural Bank	Income	Premium received	1,822	739				
	Expense	Commission expense	2,640	1,687				
	Liability	Commission payable	2,525	503				
Meghalaya Rural Bank	Income	Premium received	87	109				
	Expense	Commission expense	991	431				
	Liability	Commission payable	892	510				
Ellaquai Dehati Bank	Income	Premium Received	108	216				
	Expense	Commission expense	1,451	1,545				
	Liability	Commission payable	1,553	1,301				
Madhyanchal Gramin Bank	Income	Premium Received	111	39				
	Expense	Commission expense	4,074	592				
	Expense	Claims Expense	57	6				
	Liability	Commission payable	785	546				
			Liability	Premium Received in Advance	18	-		
Nagaland Rural Bank	Income	Premium Received	400	463				
Jharkand Gramin Bank (erstwhile VGB)	Expense	Commission expense	6,602	-				
	Liability	Commission payable	1,196	-				
Langpi Dehangi Rural Bank	Expense	Commission expense	4	635				
	Liability	Commission payable	683	680				

S. No.	Nature of Relationship with the Company	Name of the Related Party	Categories	Description of Transactions / Categories	For the period ended 31st Mar 2020	For the period ended 31st Mar 2019	
5	Associate Entity	Rajasthan Marudhara Gramin Bank	Income	Premium Received	33	35	
			Expense	Commission expense	14,407	10,065	
			Expense	Other Expenses	1,551	1,344	
			Liability	Commission payable	871	1,340	
			Liability	Other Expenses Payable	2,875	1,344	
			Purvanchal Bank	Expense	Commission expense	10,643	13,650
				Expense	Claims Expense	-	7
				Expense	Other Expenses	2,015	6,126
				Liability	Commission payable	306	3,257
				Liability	Other Expenses Payable	-	3,936
				Telangana Grameena Bank	Income	Premium Received	39
				Expense	Commission expense	7,344	3,366
			Expense	Other Expenses	11	-8	
			Liability	Commission payable	308	606	
			Liability	Other Expenses Payable	26	16	
		Arunachal Pradesh Rural Bank	Income	Premium Received	603	230	
			Expense	Commission expense	491	171	
			Expense	Claims Expense	397	-	
			Liability	Commission payable	156	199	
		Andhra Pradesh Grameena Vikas Bank	Income	Premium Received	-	15	
			Expense	Commission expense	22,646	15,027	
			Expense	Other Expenses	634	554	
			Liability	Commission payable	22,576	10,969	
			Liability	Other Expenses Payable	2	-	
		Chhattisgarh Rajya Gramin Bank	Income	Premium Received	230	14,769	
			Liability	Premium Received in Advance	204	-	
			Expense	Commission expense	11,439	7,689	
			Expense	Claims Expense	34	6	
			Liability	Commission payable	789	534	
		Kaveri Grameena Bank	Income	Premium Received	616	7,712	
			Expense	Commission expense	3	5,465	
			Expense	Claims Expense	34	902	
Expense	Other Expenses		321	1,785			
Liability	Commission payable		198	1,024			
Liability	Other Expenses Payable		-	1,785			
Utkal Grameen Bank	Income	Premium Received	-	11			
	Expense	Commission expense	3,162	2,168			
	Liability	Commission payable	1,272	728			
Uttarakhand Gramin Bank	Income	Premium Received	3	1,405			
	Expense	Commission expense	605	641			
	Expense	Other Expenses	-0	-			
	Liability	Other Expenses Payable	10	10			
	Liability	Commission payable	2,688	1,302			
Malwa Gramin bank	Income	Premium Received	-	553			
	Expense	Commission expense	1	638			
	Liability	Commission payable	106	104			
Yes Bank Ltd	Income	Interest Income on Debenture	9,900	-			
	Asset	Interest Income on Debenture (Receivable)	108	-			
	Asset	Debenture Holdings	103,794	-			
	Income	Premium Received	4	4			
6	Managing Director & CEO	Shri Pushan Mahapatra	Expense	SBI Officers Deputation Cost_E	6,166	5,770	
			Liability	SBI Officers Deputation Cost_L	1,777	1,353	

RATIOS FOR NON-LIFE COMPANIES

Sr. No.	Performance Ratio	Basis			Ratios as at March 31, 2020			Ratios as at March 31, 2019		
		Fire	Marine	Miscellaneous	Total	Fire	Marine	Miscellaneous	Total	
1	Gross Premium growth rate	26.20%	40.49%	49.05%	44.42%	19.91%	16.56%	36.62%	32.80%	
2	Gross Premium to Net Worth ratio	NA	NA	NA	3.07	NA	NA	NA	2.58	
3	Growth rate of Net Worth	NA	NA	NA	21.39%	NA	NA	NA	22.05%	
4	Net Retention ratio	26.43%	71.03%	57.57%	52.16%	27.34%	63.93%	61.05%	54.23%	
5	Net Commission ratio	-71.14%	16.97%	3.53%	-3.03%	-62.34%	17.98%	6.66%	-0.34%	
6	Expenses of Management to Gross Direct Premium ratio	16.66%	27.44%	21.33%	20.53%	18.09%	26.94%	21.37%	20.73%	
7	Expense of Management to Net Written Premium	62.83%	38.63%	36.79%	39.12%	65.56%	42.14%	34.98%	38.14%	
8	Net incurred Claims to Net Earned Premium	55.36%	72.18%	72.22%	71.12%	74.01%	114.17%	71.67%	72.04%	
9	Combined ratio	4.04%	109.24%	101.81%	93.55%	33.16%	153.43%	101.74%	94.91%	
10	Technical Reserves to Net Premium ratio	2.52	1.23	1.36	1.47	2.51	1.79	1.53	1.63	
11	Underwriting balance ratio	1.26	-0.14	-0.06	0.02	0.96	-0.56	-0.03	0.03	
12	Operating profit ratio	157.73%	-2.63%	5.74%	15.67%	124.30%	-43.85%	7.96%	15.18%	
13	Liquid Assets to Liabilities ratio	NA	NA	NA	0.23	NA	NA	NA	0.31	
14	Net Earnings ratio	NA	NA	NA	11.54%	NA	NA	NA	13.06%	
15	Return on Net worth	NA	NA	NA	18.60%	NA	NA	NA	18.31%	
16	Solvency Margin	NA	NA	NA	2.27	NA	NA	NA	2.34	
17	NPA	NA	NA	NA	NA	NA	NA	NA	NA	

Annexure D

Summary of Financial Statements

(₹ In '000)

Sl. No	Particulars	For the year ended 31 st March 2020	For the year ended 31 st March 2019	For the year ended 31 st March 2018	For the year ended 31 st March 2017	For the year ended 31 st March 2016
OPERATING RESULTS						
1	Gross Premium Written	68,397,923	47,172,663	35,532,138	25,951,753	20,425,965
2	Net Premium Income #	35,679,008	25,582,109	17,269,987	16,300,071	15,977,024
3	Income from Investment (Net)##	3,993,977	2,789,578	2,829,503	2,612,622	1,964,551
4	Others	6,860	8,373	-	-	-
5	Total Income	39,679,845	28,380,060	20,099,490	18,912,692	17,941,575
6	Commissions (Net) (including brokerage)	(1,081,599)	(86,503)	(1,407,599)	211,296	955,924
7	Operating Expense	9,087,230	5,936,326	5,718,479	4,989,156	4,934,753
8	a) Claims	21,552,877	17,205,712	13,164,468	11,075,225	10,012,695
	b) Increase in Unexpired Risk Reserve and other Outgoes	5,372,062	1,698,272	(1,148,740)	1,535,827	3,908,112
	c) Premium Deficiency	-	-	-	-	-
9	Operating Profit/ (Loss)	4,749,275	3,626,253	3,772,882	1,101,187	(1,869,909)
NON-OPERATING RESULT						
10	Total Income under Shareholders' Account ##	894,780	1,071,683	451,010	425,376	670,240
11	Profit/ (Loss) before tax	5,644,055	4,697,935	4,223,892	1,526,564	(1,200,984)
12	Provision for Tax	1,526,448	1,358,015	266,945	-	-
13	Profit/ (Loss) after Tax	4,117,607	3,339,920	3,956,946	1,526,564	(1,200,984)
MISCELLANEOUS						
14	Policyholders' Account					
	Total Funds	56,670,059	48,412,521	39,277,475	33,658,498	NA^
	Total Investments	56,342,978	49,347,973	41,066,473	35,159,304	NA^
	Yield on Investments	7.68%	6.41%	8.21%	8.97%	NA^
15	Shareholders' Account**					
	Total Funds	22,140,883	18,238,774	14,943,152	10,986,207	7,209,641
	Total Investments	17,926,682	14,217,711	11,855,445	8,461,812	33,006,063
	Yield on Investments*	5.92%	7.15%	8.08%	9.05%	8.86%
16	Paid up Equity Capital	2,155,000	2,155,000	2,155,000	2,155,000	2,030,000
17	Net Worth**	22,140,883	18,238,774	14,943,152	10,986,207	7,209,641
18	Total Assets	92,781,797	73,321,212	58,888,928	47,468,143	36,233,590
19	Yield on Total Investments*	7.24%	6.60%	8.18%	8.99%	8.86%
20	Earnings per share (₹)	19.11	15.50	18.36	7.21	(5.92)
21	Book Value per Share (₹)	102.74	84.63	69.34	50.98	35.32
22	Total Dividend	215,500	-	-	-	-
23	Dividend per Share (₹)	1.00	-	-	-	-
24	Solvency Margin (times) (Requirement of 1.5 times)	2.27	2.34	2.54	2.19	1.81

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



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