

**GOVERNMENT OF KERALA**

**KERALA STATE INSURANCE DEPARTMENT**

No. Ins/Estt.E3/13931/12

Thiruvananthapuram,  
04.01.2013.

**NOTIFICATION**

The Services of Kerala State Insurance Department and other details to be rendered to the public under Right to Service Act and approved by Government as per G.O. (Rt) No. 428/2012/P&ARD. Dated 05.12.2012 are detailed in the Annexure.

**P.M. Philip**  
**Director of Insurance**  
**Kerala State Insurance Department**

## ANNEXURE

**KERALA STATE INSURANCE DEPARTMENT**

	a	b	c	d	e
	Name of activity/Service	Designated Officer	Stipulated Time Limit (in days)	First Appellate Authority	Second Appellate Authority
j	Life Insurance				
1.	State Life Insurance Policy	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	15	Dy. Director	Director
2	State Life Insurance Additional Policy	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	15	Dy. Director	Director
3	Loan on State Life Insurance Policy	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director
4	Returning SLI Policy Certificate after closing the Loan	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	1	Dy. Director	Director
5	SLI Duplicate Policy and Pass Book	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director
6	(a) Revival of lapsed SLI Policy with in 5years (b) exeeding 5 years	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	10 30	Dy. Director	Director
7	SLI Retirement Claim-giving discharge voucher aand receipt	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	15	Dy. Director	Director
8	SLI Retirement Claim-giving Treasury Bill after receiving the duly filled and attested discharge receipt	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director
9	SLI Death Claim - Giving discharge voucher and receipt	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	20	Dy. Director	Director
10	SLI Death Claim - giving Treasury Bill after recieving the duly filled and attested discharge receipt	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director
11	Group Insurance Scheme (GIS) - passbook	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director

	12	GIS - Duplicate passbook	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director
	13	GIS - Retirement Claim	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	20	Dy. Director	Director
	14	GIS - Death Claim	District Insurance Officer /Dy. Director of Insurance according to the delegation of power	20	Dy. Director	Director
II	General Insurance					
	1	Fire Insurance -Policy	District Insurance Officer/ Dy. Director /Director according to the delegation of power	5	Dy. Director	Director
	2	Fire Insurance Claim	District Insurance Officer/ Dy. Director /Director according to the delegation of power	20	Dy. Director	Director
	3	Marine Insurance - Policy	District Insurance Officer/ Dy. Director /Director according to the delegation of power	5	Dy. Director	Director
	4	Settlement of Marine Insurance - Claim	District Insurance Officer/ Dy. Director /Director according to the delegation of power	30	Dy. Director	Director
	5	Act Insurance -Policy	District Insurance Officer/ Dy. Director /Director according to the delegation of power	2	Dy. Director	Director
	6	Miscellaneous Insurance- Policy	District Insurance Officer/ Dy. Director /Director according to the delegation of power	5	Dy. Director	Director
	7	Miscellaneous Insurance- Policy	District Insurance Officer/ Dy. Director /Director according to the delegation of power	30	Dy. Director	Director
	8	Re -Insurance settlement disbursement	District Insurance Officer/ Dy. Director /Director according to the delegation of power	30	Dy. Director	Director
	9	Re-fund of re-insurance from re-insurers	District Insurance Officer/ Dy. Director /Director according to the delegation of power	30	Dy. Director	Director
	10	MACT Cases - Settlement	District Insurance Officer/ Dy. Director /Director according to the delegation of power	30	Dy. Director	Director

DIRECTOR OF INSURANCE