



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION



Office of the VC&MD
Bus Bhavan, Mushirabad,
HYDERABAD-500 020

File

Lr.No.Dy.CTM(C)-II/843(1)/2016-OPD(C)

OPD(C) & MED JOINT CIRCULAR NO. 18 /2016-OPD(C) DATE 24 .06.2016.

Sub: INSURANCE – Insuring the 257 high end buses of APSRTC – Comprehensive Motor Vehicle Insurance Policy with M/s. United India Insurance Co.Ltd., through IRDA certified insurance brokers M/s.NTrust Insurance Broking Services Pvt. Ltd – Issue of guidelines for claiming insurance – Reg.

APSRTC is currently operating 257 high end buses on various routes. These are the prestigious services of the Corporation and there is a need to keep them always in prime condition. Whenever these vehicles are involved in accidents, they got damaged and the cost of repairs is exorbitant. Most of the passengers who travel by these buses belong to the elite class having high incomes and in the event of injury or death in the accidents, the awards passed by tribunals and courts in respect of them may run into huge amounts.

On reviewing the entire predicament of accidents involving the high end buses and the exorbitant awards, expensive repairs etc., a study was conducted by the committee consisting of Executive Director(E&IT) and Executive Director(A&P) and recommended to go for a comprehensive motor vehicle insurance exclusively for these 257 vehicles through nationalized insurance companies. The type wise list of buses covered under the scheme are at Annexure-A.

M/s. NTrust Insurance Broking Services Pvt.Ltd has given the best quote of Rs.1,83,75,091/- (Rupees one crore eighty three lakhs seventy five thousand and ninety only) for the insurance of 257 high end vehicles towards annual premium and the Service Level Agreement (SLA) was concluded with the above insurer with the approval of competent authority.

POLICY SCOPE, BENEFITS, COVERAGES:

LOSS OF OR DAMAGE TO THE VEHICLE INSURED

1. The Insurance Company will indemnify the insured against loss or damage to the vehicle insured hereunder and/or its accessories whilst thereon:

- i. By fire explosion self-ignition or lightning;
- ii. By burglary housebreaking or theft;
- iii. By riot and strike;
- iv. By earthquake (fire and shock damage);
- v. By flood, typhoon, hurricane, storm, tempest, inundation, cyclone, hailstorm frost;
- vi. By accidental external means;
- vii. By malicious act;
- viii. By terrorist activity;

- ix. whilst in transit by road rail inland waterway lift elevator or air;
- x. By landslide rockslide.

Subject to a deduction for depreciation at the rates mentioned below in respect of parts replaced.

1. For all rubber/nylon/plastic parts, tyres, tubes, batteries and air bags - 50%
2. For fibre glass components - 30%
3. For all parts made of glass - Nil
4. Rate of depreciation for all other parts including wooden parts will be as per the following

schedule

AGE OF VEHICLE	% OF DEPRECIATION
Not exceeding 6 months	Nil
Exceeding 6 months but not exceeding 1 year.....	5%
Exceeding 1 year but not exceeding 2 years.....	10%
Exceeding 2 years but not exceeding 3 years.....	15%
Exceeding 3 years but not exceeding 4 years.....	25%
Exceeding 4 years but not exceeding 5 years.....	35%
Exceeding 5 years but not exceeding 10 years.....	40%
Exceeding 10 years.....	50%

ADD-ON COVERS: AVAILABLE FOR THE FIRST THREE YEARS OF NEW VEHICLES

1. **NIL Depreciation & IMT 23:** No deduction towards depreciation on spare parts for Partial Loss claims. Whenever, NIL DIP along with IMT 23 is opted in such case claims in respect of Lamps/Tyres and Tubes/Mudguards, Bonnet side parts, Bumpers, Headlight & Painting Work for damaged portion only will be payable without any depreciation.

2. **IMT 23 ONLY:** Covers Lamps/Tyres, tubes/Mudguards/Bonnet side parts/bumpers/Headlights and paint work of damaged portion only. However, liability is restricted to 50% of assessed loss in respect of each and every claim.

SETTLEMENT OF CLAIMS :

The Depot Managers after getting the information with regard to accident for the 257 vehicles (enclosed in **Annexure-B**), they should follow the procedure as per Circular No.54/2003-OPD(C), Dated 05.07.2003 in dealing with the Accidents.

In the event of claim the following procedure should be followed:

1. Immediate intimation should be given to one of the following Officers of Ntrust Insurance Broking Services Pvt. Ltd., and the Officials of United India Insurance Company Limited, who will guide further course of action.

Mr. Siva Rama Prasad, Email : msrprasad@ntrust.co.in; Mobile No. 7893926789.

Mr. Swamy, Email: swamy@ntrust.co.in; Mobile No. 7893066799.

Mr. Anil Kumar Ancha, Email: anilkumar@ntrust.co.in; Mobile No. 8008400835.

Mr. Md. Hasan Ali, Email hasan@ntrust.co.in; .Mobile No. 8008400834

Mr. B. Satyanarayana, Divisional Manager, Email: bsatyanarayana@uiic.co.in;
Mobile No. 9441517225

Mr. K. Narayana Rao, Branch Manager, Email: knarayanarao@uiic.co.in;
Mobile No. 9866199390

- 20% Nil
is replaced.
2. If there are no third party injuries/death the vehicle may be shifted to the garage.
 3. In case of major accidents the vehicle can be moved after conducting Spot Survey. (The Spot Survey will be arranged immediately after getting a telephonic intimation).
 4. The claim intimation should be given in the format at **Annexure-C**.
 5. On intimation to Ntrust, they will intimate the claim to Insurance Company.
 6. The Insurance Company will depute the Surveyor.
 7. The vehicle should not be dismantled till the Surveyor's visit.
 8. During the Surveyor's visit a responsible Official of APSRTC should be present.
 9. The APSRTC official should provide original documents, such as RC, DL, Permit, Fitness, Tax Receipt and Copy of FIR (wherever applicable) for verification and return and Motor Claim form duly completed and signed. Further, one set of Xerox copies of said documents should be handed over to the Surveyor.
 10. After inspection of the vehicle the Surveyor will make it clear as to what parts he is going allow and how much labour charges will be recommended by him. He will tick mark/make a note in the Estimate regarding allowed parts and labour charges.
 11. After the Survey and as per his advise the vehicle may be dismantled. The Surveyor may visit once again after dismantling the vehicle for taking photographs of the vehicle.
 12. The repairs can be initiated after discussing with the Surveyor.
 13. After completion of repairs credit/cash bills have to be obtained from the garage personnel and inform the Surveyor and also to Ntrust Official.
 14. When the vehicle is completely ready and roadworthy the matter has to be intimated to the Surveyor as well as Ntrust for arranging re-inspection Survey.
 15. The damaged parts/salvage should be preserved till the end of Re-inspection Survey.
 16. The vehicle can be moved from the Garage after completion of Re-inspection Survey.
 17. On receipt of Surveyor Report the Insurance Company will settle the claim in favour of Garage (if there are credit bills) after obtaining Satisfaction Voucher from APSRTC and Bank Account details (NEFT details) of Garage. If Cash Bills are produced, APSRTC should submit Claim Discharge Voucher in the format provided by the Insurance Company along with Bank Account details so as to enable them to make NEFT payment.

LIABILITY TO THIRD PARTIES :

Subject to the limits of liability as laid down in the Schedule hereto the Company will indemnify the insured in the event of an accident caused by or arising out of the use of the

CLAIM INTIMATION FORMAT

Sl. No.	Particulars	
1	Policy Number	
2	Vehicle Number	
3	Date and Time of Accident	
4	Place of Accident	
5	Name of the Driver and his Licence Number	
6	Whether Injuries/Death of any Employee/Passenger/Third Party	
7	Matter reported to which Police Station (in case of injuries/death of any Employee/Passenger/Third Party)	
8	Cause of Accident (Brief Description)	
9	Estimated Loss (Detailed estimate for Parts and Labour charges should be attached)	
10	Name, address and phone numbers of the garage	
11	Contact Details (of APSRTC) such as Name, Designation and Mobile Number	

vehicle against all sums including claimant's cost and expenses which the insured shall become legally liable to pay in respect of

- i) Death of or bodily injury to any person caused by or arising out of the use (including the loading and/or unloading) of the vehicle
- ii) Damage to property caused by the use (including the loading and/or unloading) of the vehicle subject to a sum of Rs.7,50,000/- only

DATE OF COMMENCEMENT OF THE POLICY : 17.05.2016
DATE OF EXPIRY : 16.05.2017

All the Depot Managers are therefore advised to claim the insurance whenever the listed high end buses involve in accidents resulting in damages to the vehicles, death / injuries of passengers or other road users duly following the procedure.

M. M. M. 24/6/16

VICE CHAIRMAN & MANAGING DIRECTOR

To
All the Depot Managers of the Corporation

Copy to : Director(V&S):APSRTC:VJA
Copy to : All EDs/RMs/HODs
Copy to : All Dy.CTMs/Dy.CMEs of Regions.
Copy to : RAO/APSRTC for information.

Insured sh.

Annexure-A

TYPE WISE LIST OF BUSES COVERED UNDER THE SCHEME

Variant	Seating Capacity	No of Vehicles
Indra-IMT 23	40+2	91
Vennela-IMT23	24+2	10
GRD-ISUZU-IMT 23	40+2	8
GRD+BENZ -IMT 23	49+2	4
GRD +VOLVO IMT 23	49+2	17
GRD VOLVO -IMT 23	40+2	52
AMARAVATHI with NIL DIP	49+2	45
MLUX AC Volvo - with NIL DIP	32+2	30
Total Buses		257