



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
(A GOVT OF INDIA UNDERTAKING)



जन जन के लिए भण्डारण - WAREHOUSING FOR EVERY ONE

CWC/FD-Ins/Insurance Circular/2019-20

Date: 29.08.2019

**Insurance Circular: 01/2019-20**

**Sub: Insurance Cover for warehouse building, depositor stock, CWC property and Dead stock items stored in Warehouses/ICD/CFS.**

The Corporation has taken insurance cover for safeguarding its Property i.e. Warehouse/ICD/CFS building/ICP, Dead stock items stored therein and Depositor's stock from M/s United India Insurance Co. Ltd. Himalaya House, KG Marg, New Delhi for the period from 01.06.2019 to 31.05.2020. The copy of policy bond had already been sent to all the Regional Offices for its circulation among field units and necessary action on the matter.

It has been observed while reviewing the claims outstanding that the claims remain pending/unsettled for quite long time due to the reasons like delay in lodging of Final Claim, Delay in submission of documents required by surveyor/ reply to the queries of surveyor, non-reinstatement of damaged warehouse building, delay in salvaging or disposal of salvaged material.

In order to streamline the process of settlement of insurance claims, the following salient points are reiterated for compliance:

1. The nature and tentative quantum of loss on occurrence of an event must be intimated to Insurance Company immediately through email and phone followed by written communication under intimation to Corporate Office (insurance cell).
2. The Insurance Company must also be requested for deputing surveyor for assessment of the loss.
3. Necessary documentation including photographs, Newspaper cutting/metrology department report etc. to be kept ready in support of the incident and quantum of loss as per the existing procedure. Besides,

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the copy of FIR/Fire brigade report in case of Theft/Fire must be kept ready during the visit of surveyor.

4. Segregation of sound stock from damaged stock should be done as per laid down procedure to minimize the loss.
5. Salvaging of the damaged stock to be carried out and damaged stock which cannot be issued is to be intimated to the surveyor and disposed off by following laid down procedure.
6. In case of damage to warehouse structure, same must be reinstated within 1 year as per the terms of the Insurance Policy. RO must take necessary steps to ensure reinstatement of damaged property on priority.
7. The final claim under relevant policy is to be lodged with the insurance company enclosing therewith all the required documents as per the procedure in vogue and required by the surveyor with an endorsement to Insurance cell, Corporate Office.
8. The insurance claim should be persuaded with surveyor and insurance company with copy to insurance cell at CO for expeditious settlement of claim.
9. For deductions made by Insurance Company except for disallowances/deductions as per the terms of the Insurance Policy, the responsibility of erring officials shall be fixed on case to case basis after carrying out the investigation, if required.
10. Queries if any raised by surveyor during the course of assessment to be complied in a time bound manner on priority so as to get the claim settled early.
11. Insurance cell at CO be apprised in case of any difficulty in getting the claim assessed/settled on case to case basis for interaction/interference with surveyor/insurance company at CO level.
12. The insurance claim be monitored periodically for expeditious settlement thereof. The following email-id may be used for faster communication with difference offices:-

- a) M/s. United India Ins. Co. Ltd: yashdalmia@uiic.co.in,  
anjukochhar@uiic.co.in, rajeshbajaj@uiic.co.in,  
sujathaganguli@uiic.co.in
- b) CWC CO Insurance Cell : cwc.insurancecell@gmail.com

13. Details of various steps involved in settlement of Insurance claims are reiterated in the enclosed flow chart.

Yours faithfully



(Dr. H. B. Das) 29/8/19  
DGM(F&A)

**Encl: As above**

**Distribution to:**

- a) All Regional Managers, CWC ROs  
b) GM(System), CWC CO, with the request to arrange the uploading of circular on website of the Corporation

**Copy to:**

- a) Sr. PA to MD, CWC  
b) PS to Dir.(M&CP), CWC  
c) SAM to Dir.(Fin), CWC  
d) Sr. PA to Dir.(Pers.), CWC

} For kind information please

# FLOW CHART





