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Government of Kerala
കേരള സർക്കാർ
2013



Regn. No. KERBIL/2012/45073
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KL/TV(N)/634/2012-14

KERALA GAZETTE
കേരള ഗസറ്റ്
EXTRAORDINARY
അസാധാരണം

PUBLISHED BY AUTHORITY

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത്

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GOVERNMENT OF KERALA
Kerala State Insurance Department
NOTIFICATION

No. Ins/Fstt.E3/13931/12. *Dated, Thiruvananthapuram, 4th January, 2013.*

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 5-12-2012 are detailed in the Annexure.

P. M. PHILIP,
Director of Insurance,
Kerala State Insurance Department.

ANNEXURE

<i>Sl. No.</i>	<i>Name of activity/ Service</i>	<i>Designated Officer</i>	<i>Stipulated Time Limit (in days)</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
I. 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	Returnig 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

(1)	(2)	(3)	(4)	(5)	(6)
6	(a) Revival of lapsed S.I. Policy within 5 years	District Insurance Officer/Dy. Director of Insurance according to the delegation of power	10	Dy. Director	Director
	(b) Exceeding 5 years		30		
7	S.I. Retirement Claim giving discharge voucher and receipt	District Insurance Officer/Dy. Director of Insurance according to the delegation of power	15	Dy. Director	Director
8	S.I. 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	S.I. 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	S.I. Death 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
11	Group Insurance Scheme (GIS)—passbook	District Insurance Officer/Dy. Director of Insurance according to the delegation of power	5	Dy. Director	Director

(1)	(2)	(3)	(4)	(5)	(6)
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

(1)	(2)	(3)	(4)	(5)	(6)
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	Refund 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