



THE ORIENTAL INSURANCE COMPANY LIMITED
Regd. Office: Oriental House, A-25/27, Asaf Ali Road, New Delhi-110002
CIN No.U66010DL1947GOI007158

PRAVASI BHARATIYA BIMA YOJANA POLICY-2017

I. This insurance policy is available to all Indian Citizens who apply for and obtain an emigration clearance as required under the Emigrant Act, 1983 (31 of 1983), as well as to emigrants going for overseas employment for various professions falling under work categories covered under section 2(o) of Emigration Act, 1983 (31 of 1983), irrespective of the passport category.

Emigrant means any citizen of India who intends to emigrate or emigrates or has emigrated but does not include

- a) a dependent of an emigrant whether such dependent accompanies that emigrant or departs subsequently for the purpose of joining that emigrant in the country to which that emigrant has lawfully emigrated .
- b) any person who has resided outside India at any time after attaining the age of eighteen years, for not less than three years or the spouse or child of such person.

Protector of Emigrants (PoE) means a Protector of Emigrants appointed under section 3 and includes a person authorized under section 5 of Emigration Act, 1983

Benefits under this policy do not apply in the event of war or internal conflict in the country to which the insured has gone for work or where Government travel advisory not to travel is in place.

II. COVERAGE in brief

	Expenses covered	Limits during policy period- INR	Sub-limits- INR	Subject to
1A	Personal Accident – Insured Emigrant			Certification by the concerned Indian Mission / Post of the country where the incident happened, if in India, certification by the concerned POE is required.
(i)	Death	10,00,000	None	
(ii)	Permanent Disability leading to loss of employment while in employment abroad	10,00,000	None	
1B	Hospitalization cover on floater basis for Family in India in case of happening of IA i / ii above	50,000 annum	per	Documents in proof of the claim, to be submitted
2	Hospitalization of Insured emigrant in an emergency on grounds of accidental injuries, sickness/disease, whether in India / any third country or in the country of employment	100,000	50,000 per hospitalization	Certification by the concerned Indian Mission / Post of the country where the hospitalization happened, or if in India certification by the concerned POE is required

3	Maternity benefits to women insured emigrants	35,000 in case of Normal delivery 50,000 in case of caesarian operation	Actuals	In case of medical treatment in the country of employment, the maternity benefits would be provided only if requisite documents are certified by the concerned Indian Mission / Post.
4	Telemedicine	Maximum 2,000/- per life/per family in a policy year. Details as per point no. b(v) under Section IB.		
5	Cost of transporting the dead body of Insured emigrant in case of his / her accidental death OR equivalent amount for local burial	Actuals	Actuals	Documents in proof of transportation / burial, as the case may be, to be submitted in original
6	Insured airfare - on suffering Permanent disability leading to loss of job while in employment abroad	Economy class one way airfare to the International airport in India nearest to the address of the insured	Actuals	Air ticket to be submitted in original
7	Attendant airfare - In case of death / disability of the insured	Economy class return airfare to the International airport in India nearest to the address of the insured	Actuals	Air tickets to be submitted in original
8a	Repatriation- if the insured falls sick, or is declared medically unfit to commence or continue or resume work and the service contract is terminated by the foreign employer, within first 12 months of taking the insurance Cover	One way Economy class airfare to the International airport in India nearest to the address of the insured	Actuals	The grounds for repatriation are to be certified by the concerned Indian Mission / Post & air tickets are to be submitted in original.
8b	Repatriation due to insured having not been received by the employer, or due to substantive change(s) in service contract which is to the disadvantage of the insured or pre-mature termination within the period of employment, for no fault of the Emigrant	One way Economy class airfare to the International airport in India nearest to the address of the insured	Actuals	

	8a&b: In cases where repatriation is arranged by the Indian Mission / Post, the Company shall reimburse the actual expenses to the concerned Indian Mission / Post			
9	Legal expenses incurred in any litigation relating to emigrant's employment	45,000	Actuals	The necessity of filing such a case is certified by the concerned Indian Mission / Post.

NOTE:

- a. Maximum liability under 1A i.e. in respect of death and/or Permanent disability shall be limited to rupees ten lakhs only.
- b. Benefits under 1B and 2 to 9 are in addition to 1A above.

III. POLICY COVERAGE

SECTION I A: PERSONAL ACCIDENT

i. The insured person is covered for a Capital Sum Insured (CSI) of Rs.10 lakhs in case of accidental death or permanent disability, sustained whilst in employment abroad, provided the injury occurs during the currency of the policy and

- a. If such injury shall be the sole and direct cause of the death of the insured, within twelve calendar months of its occurrence OR
- b. If such injury shall within twelve calendar months of its occurrence be the sole and direct cause of the permanent disability leading to loss of employment

The Company shall pay the CSI to the insured / insured's nominee or insured's legal representative (s), as the case may be

b. CONDITIONS:

- a. Intimation about such accident / physical injury should reach the Company within 30days of such accident / physical injury.
- b. Claim must be filed within 90days from the date of accidental death / permanent disability. In case of non-submission of claim documents within the stipulated time, certificate from the Indian Mission /Post (from Protector of Emigrants in case of accidental death / permanent disability in India) stating that the circumstances were beyond the control of the insured, shall have to be submitted.

c. **EXCLUSIONS:** The Company shall not be liable under the Personal Accident section for injuries / death

- i. On account of intentional self-injury, suicide or attempted suicide
- ii. Whilst under the influence of intoxicating liquor or drugs
- iii. Whilst engaging in any hazardous activity including, but not limited to aviation or ballooning, speed contests or racing on any kind (other than on foot), bungee jumping, parasailing, parachuting, ski-diving, paragliding, hang gliding, mountain or rock climbing necessitating the use of guides or ropes, potholing, abseiling, deep sea diving using hard helmet and breathing apparatus, polo, snow and ice sports or involving a military, air force or naval operations, or whilst mounting into, dismounting from or travelling in any aircraft other than as a passenger (fare paying or otherwise), in any duly licensed standard type of aircraft, anywhere in the world.
- iv. Directly or indirectly caused by venereal disease(s) or insanity

- v. Arising or resulting from insured committing breach of law with criminal intent
- vi. on account of war, invasion, act of foreign enemy, hostilities(whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainments of people
- vii. Directly or indirectly caused by or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel, nuclear weapon material, or from any nuclear waste from the combustion of nuclear fuel,
- viii. Directly or indirectly caused by, contributed to, aggravated or prolonged by childbirth or from pregnancy or in consequence thereof.

SECTION: I B: HOSPITALISATION COVER ON FLOATER BASIS FOR FAMILY IN INDIA

a. In the event of death or permanent disability of the insured (as covered under section IA), the family of the insured residing in India shall be entitled to hospitalization cover including Day Care treatment (as mentioned VII(vi) & Annexure II), in India for maximum Rs.50,000/- per annum during the policy period. It is a condition precedent that the expenses incurred in respect of medically necessary treatment, are reasonable and customary. Medical expenses incurred 30days prior to hospitalization and up to 60 days post hospitalization are also covered within this amount of Rs.50, 000.

Maternity benefit shall however not be available under this section.

b. EXPENSES COVERED (applicable to IB & II)

- i. Room, Boarding and Nursing Expenses as provided by the Hospital /Nursing Home
- ii. Intensive Care Unit (ICU) Expenses as provided by the Hospital /Nursing Home.
Number of days of stay under 'i' and 'ii' above should not exceed number of days of admission in the Hospital.
- iii. Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fee
- iv. Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical Appliances, Medicines & Drugs, Diagnostic Material and X-Ray, Dialysis, Chemotherapy, Radiotherapy, Cost of Pacemaker, Artificial Limbs and similar expenses.

*There are no sub-limits applicable to above. Coverage is available to the extent of the SI under respective sections.

Note: The Company shall indemnify medical expenses incurred for inpatient care treatment under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems of medicines during each Policy Year up to the limit of sum insured as specified in the policy schedule in any AYUSH Hospital.

v. **Telemedicine-** Expenses incurred by insured on telemedicine/Tele consultation with a Registered medical practitioner for Diagnosis & treatment of a disease/illness covered under the Policy. Such reasonable incurred expenses will be reimbursable wherever consultation with a registered medical practitioner is allowed in the terms and conditions of policy contract and shall be subject to Limits/Sublimit prescribed in Policy Schedule. Telemedicine offered shall be in compliance with the Telemedicine Practice Guidelines dated 25th of March 2020 by MCI and as amended from time to time."

The limit of amount payable for telemedicine is Maximum Rs. 2,000/- per insured &/or per family, for a policy period.

Note: The expenses towards Telemedicine will be payable, only if, they form part of Pre and Post Hospitalization and/or Hospitalization claims.

vi. HIV/ AIDS Cover

The Company shall indemnify the Hospital or the Insured the Medical Expenses (including Pre and Post Hospitalization Expenses) related to following stages of HIV infection:

- i. Acute HIV infection – acute flu-like symptoms
- ii. Clinical latency – usually asymptomatic or mild symptoms
- iii. AIDS – full-blown disease; CD4 <200

vii (a). **Mental Illness Cover**

The Company shall indemnify the Hospital or the Insured the Medical Expenses (including Pre and Post Hospitalisation Expenses) only under certain conditions as:-

- 1. Illness covered under definition of mental illness mentioned under clause vii B (i).
- 2. Hospitalization in Mental Health Establishment as defined under clause vii B (ii).
- 3. Hospitalization as advised Mental Health Professional as defined under clause vii B (iii).
- 4. Mental Conditions associated with the abuse of alcohol and drugs are excluded.
- 5. Mental Retardation and associated complications arising therein are excluded.
- 6. Any kind of Psychological counselling, cognitive/ family/ group/ behaviour/ palliative therapy or other kinds of psychotherapy for which Hospitalization is not necessary shall not be covered.

Vii (b). **Definitions pertaining to Mental Illness Cover:-**

- i. Mental Illness: “Mental illness” means a substantial disorder of thinking, mood, perception, orientation or memory that grossly impairs judgment, behaviour, capacity to recognise reality or ability to meet the ordinary demands of life, mental conditions associated with the abuse of alcohol and drugs, but does not include mental retardation which is a condition of arrested or incomplete development of mind of a person, specially characterised by sub normality of intelligence.
- ii. Mental Health Establishment: “Mental health establishment” means any health establishment, including Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy establishment, by whatever name called, either wholly or partly, meant for the care of persons with mental illness, established, owned, controlled or maintained by the appropriate Government, local authority, trust, whether private or public, corporation, co-operative society, organisation or any other entity or person, where persons with mental illness are admitted and reside at, or kept in, for care, treatment, convalescence and rehabilitation, either temporarily or otherwise; and includes any general hospital or general nursing home established or maintained by the appropriate Government, local authority, trust, whether private or public, corporation, co-operative society, organisation or any other entity or person; but does not include a family residential place where a person with mental.
- iii. Mental health professional:

(i) a psychiatrist or

(ii) a professional registered with the concerned State Authority under section 55; or (iii) a professional having a post-graduate degree (Ayurveda) in Mano Vigyan Avum Manas Roga or a post-graduate degree (Homoeopathy) in Psychiatry or a post-graduate degree (Unani) in Moalijat (Nafasiyatt) or a post-graduate degree (Siddha) in Sirappu Maruthuvam;

c. EXCLUSIONS: applicable to sections **1B and II** only

The Company shall not be liable to make any payment under this policy in respect of any expenses whatsoever incurred by any insured person in connection with or in respect of:

Pre-existing Diseases - code –ExcI 01

- a). Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 48 months of continuous coverage after the date of inception of the first policy with the insurer or its reinstatement.
- b). In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- c). If the Insured person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of the prior coverage.
- d). Coverage under the policy after the expiry of 48 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by insurer or its reinstatement.

Specified disease / procedure waiting period- code- ExcI 02

- a). Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of the specified waiting period of the continuous coverage after the date of inception of the first policy with us. This exclusion shall not be applicable for claims arising due to an accident.
- b). in case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.
- c). If any of the specified disease/ procedure falls under the waiting period specified for pre-Existing diseases, then the longer of the two waiting periods shall apply.
- d). The waiting period for listed conditions shall apply even if contracted after the policy or declared and accepted without a specific exclusion.
- e). If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- f). The expenses on treatment of following ailments / diseases / surgeries, if contracted and / or manifested after inception of first Policy (subject to continuity being maintained), are not payable during the waiting period specified below.

	Ailment / Disease / Surgery	Waiting Period
I	Benign ENT disorders and surgeries i.e. Tonsillectomy, Adenoidectomy, Mastoidectomy, Tympanoplasty etc.	1 year
Ii	Polycystic ovarian diseases.	1 year
Iii	Surgery of hernia.	2 years
Iv	Surgery of hydrocele.	2 years
V	Non infective Arthritis.	2 years
Vi	Undescendent Testes.	2 Years
Vii	Cataract.	2 Years

Viii	Surgery of benign prostatic hypertrophy.	2 Years
Ix	Hysterectomy for menorrhagia or fibromyoma or myomectomy or prolapse of uterus.	2 Years
X	Fissure / Fistula in anus.	2 Years
Xi	Piles.	2 Years
Xii	Sinusitis and related disorders.	2 Years
Xiii	Surgery of gallbladder and bile duct excluding malignancy.	2 Years
Xiv	Surgery of genito-urinary system excluding malignancy.	2 Years
Xv	Pilonidal Sinus.	2 Years
Xvi	Gout and Rheumatism.	2 Years
Xvii	Hypertension.	90 days
Xviii	Diabetes.	90 days
Xix	Calculus diseases.	2 Years
Xx	Surgery for prolapsed inter vertebral disk unless arising from accident.	2 Years
Xxi	Surgery of varicose veins and varicose ulcers.	2 Years
Xxii	Congenital internal diseases.	2 Years
Xxiii	Joint Replacement due to Degenerative condition.	4 Years
Xxiv	Age related osteoarthritis and Osteoporosis.	4 Years

Note: If the continuity of the renewal is not maintained then subsequent cover will be treated as fresh Policy and clauses 4.1., 4.2, 4.3 shall apply afresh, unless agreed by the Company and suitable endorsement passed on the Policy, by the duly authorized official of the Company. Similarly, if the Sum Insured is enhanced subsequent to the inception of the first Policy, clauses 4.1, 4.2 and 4.3 shall apply afresh on the enhanced portion of the Sum Insured.

30 day waiting period- code – Excl 03

- a). Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an accident, provided the same are covered.
- b). This exclusion shall not, however, apply if the Insured Person has continuous coverage for more than twelve months’.
- c). The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

Investigation & Evaluation – Code – Excl 04

- a). Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded.
- b). Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.

Rest Cure, rehabilitation and respite care – Code –Excl 05

- a) Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
 - i. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
 - ii. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

Obesity/Weight Control: Code- EscI 06

Expenses related to the surgical treatment of obesity that does not fulfill all the below conditions:

- 1). Surgery to be conducted is upon the advice of the Doctor.
- 2). The surgery /Procedure conducted should be supported by clinical protocols.
- 3). The member has to be 18 years of age or older and
- 4). Body Mass Index (BMI):
 - a). greater than or equal to 40 or
 - b). greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failures of less invasive methods of weight loss:
 - i). Obesity – related cardiomyopathy
 - ii). Coronary heart diseases
 - iii). Severe Sleep Apnea.
 - iv). Uncontrolled Type 2 Diabetes.

Change of Gender Treatments: Code – ExcI 07

Expenses related to any treatment, including surgical management, to change characteristics Of the body to those of the opposite.

Cosmetic or Plastic Surgery- Code- ExcI 08

Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for Reconstruction following an accident, burns(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical practioner.

Hazardous or Adventure sports- Code- ExcI 09

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

Breach of law – Code –ExcI 010

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

Excluded Providers- Code – ExcI 011

Expenses incurred towards treatment in any hospital or by any Medical Practioner or any other provider specifically excluded by the Insurer and disclosed in its website /notified to the policy holders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not complete claim.

Treatment for, Alcolholic drug or substance abuse or any addictive condition and consequences thereof. – Code- ExcI01

Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons.-

Code- ExcI013

Dietary supplements and substances that can be purchased without prescription, including but not limited to vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure.- Code- ExcI014

Refractive Error- Code- ExcI 015

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries.

Unproven Treatments- Code – excI 016

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

Sterility and Infertility- Code- ExcI 017

Expenses related to sterility and infertility. This includes:

- i). Any type of contraception, sterilization.
- ii). Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI.
- lii). Gestation Surrogacy.
- iv). Reversal of sterilization.

Maternity- Code- ExcI 018

- i). **Medical** treatment expenses traceable to childbirth (including complicated deliveries and cesarean sections incurred during hospitalization) except ectopic pregnancy.
- ii). Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.

Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:

- a) Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any Illness, incapacitating disablement or death.
- b) Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any Illness, incapacitating disablement or death.
- c) Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any Illness, incapacitating disablement or death.

Any expenses incurred on Domiciliary Hospitalization and OPD treatment

Treatment taken outside the geographical limits of India

4. If the proposer is suffering or has suffered from any of the following disease, as per serial no 1-16 of the below table at the time of taking the policy, the specific ICD codes, mentioned therein will be permanently excluded from the policy coverage:

Sr. No.	Disease	ICD Code
1	Sarcoidosis	D86.0-D86.9
2	Malignant Neoplasms	C00-C14 Malignant neoplasms of lip, oral cavity and pharynx, • C15-C26 Malignant neoplasms of digestive organs, • C30-C39 Malignant neoplasms of respiratory and intrathoracic organs • C40-C41 Malignant neoplasms of bone and articular cartilage • C43-C44 Melanoma and other malignant neoplasms of skin • C45-C49 Malignant neoplasms of mesothelial and soft tissue • C50-C50 Malignant neoplasms of breast • C51-C58 Malignant neoplasms of female genital organs • C60-C63 Malignant neoplasms of male genital organs • C64-C68 Malignant neoplasms of urinary tract • C69-C72 Malignant neoplasms of eye, brain and other parts of central nervous system • C73-C75 Malignant neoplasms of thyroid and other endocrine glands • C76-C80 Malignant neoplasms of ill-defined, other secondary and unspecified sites • C7A-C7A Malignant neuroendocrine tumours • C7B-C7B Secondary neuroendocrine tumours • C81-C96 Malignant neoplasms of lymphoid, hematopoietic and related tissue • D00-D09 In situ neoplasms • D10-D36 Benign neoplasms, except benign neuroendocrine tumours • D37-D48 Neoplasms of uncertain behaviour, polycythaemia vera and myelodysplastic syndromes • D3A-D3A Benign neuroendocrine tumours • D49-D49 Neoplasms of unspecified behavior
3	Epilepsy	G40 Epilepsy
4	Heart Ailment Congenital heart disease and valvular heart disease	I49 Other cardiac arrhythmias, (I20-I25) Ischemic heart diseases, I50 Heart failure, I42 Cardiomyopathy; I05-I09 - Chronic rheumatic heart diseases. • Q20 Congenital malformations of cardiac chambers and connections • Q21 Congenital malformations of cardiac septa • Q22

		<p>Congenital malformations of pulmonary and tricuspid valves • Q23 Congenital malformations of aortic and mitral valves • Q24 Other congenital malformations of heart • Q25 Congenital malformations of great arteries • Q26 Congenital malformations of great veins • Q27 Other congenital malformations of peripheral vascular system • Q28 Other congenital malformations of circulatory system • I00-I02 Acute rheumatic fever • I05-I09 • Chronic rheumatic heart diseases Nonrheumatic mitral valve disorders mitral (valve): • disease (I05.9) • failure (I05.8) • stenosis (I05.0). When of unspecified cause but with mention of: • diseases of aortic valve (I08.0), • mitral stenosis or obstruction (I05.0) when specified as congenital (Q23.2, Q23.3) when specified as rheumatic (I05), I34.0 Mitral (valve) insufficiency • Mitral (valve): incompetence / regurgitation - • NOS or of specified cause, except rheumatic, I 34.1 to I34.9 - Valvular heart disease.</p>
5	Cerebrovascular disease (Stroke)	I67 Other cerebrovascular diseases, (I60-I69) Cerebrovascular diseases
6	Inflammatory Bowel Diseases	<p>K 50.0 to K 50.9 (including Crohn's and Ulcerative colitis) K50.0 - Crohn's disease of small intestine; K50.1 - Crohn's disease of large intestine; K50.8 - Other Crohn's disease; K50.9 - Crohn's disease, unspecified. K51.0 - Ulcerative (chronic) enterocolitis; K51.8 - Other ulcerative colitis; K51.9 - Ulcerative colitis, unspecified.</p>
7	Chronic Liver diseases	K70.0 To K74.6 Fibrosis and cirrhosis of liver; K71.7 - Toxic liver disease with fibrosis and cirrhosis of liver; K70.3 - Alcoholic cirrhosis of liver; I98.2 - K70.-Alcoholic liver disease; Oesophageal varices in diseases classified elsewhere. K 70 to K 74.6 (Fibrosis, cirrhosis, alcoholic liver disease, CLD)
8	Pancreatic diseases	K85-Acute pancreatitis; (Q 45.0 to Q 45.1) Congenital conditions of pancreas, K 86.1 to K 86.8 - Chronic pancreatitis
9	Chronic Kidney disease	<p>N17-N19) Renal failure; I12.0 - Hypertensive renal disease with renal failure; I12.9 Hypertensive renal disease without renal failure; I13.1 - Hypertensive heart and renal disease with renal failure; I13.2 - Hypertensive heart and renal disease with both (congestive) heart failure and renal failure; N99.0 - Post procedural renal failure; O08.4 - Renal failure following abortion and ectopic and molar pregnancy; O90.4 - Postpartum acute renal failure; P96.0 - Congenital renal failure. Congenital malformations of the urinary system (Q 60 to Q64), diabetic nephropathy E14.2, N.083</p>

10	Hepatitis B	B16.0 - Acute hepatitis B with delta-agent (coinfection) with hepatic coma; B16.1 – Acute hepatitis B with delta-agent (coinfection) without hepatic coma; B16.2 - Acute hepatitis B without delta-agent with hepatic coma; B16.9 –Acute hepatitis B without delta-agent and without hepatic coma; B17.0 –Acute delta-(super)infection of hepatitis B carrier; B18.0 -Chronic viral hepatitis B with delta-agent; B18.1 -Chronic viral hepatitis B without delta-agent;
11	Alzheimer's Disease, Parkinson's Disease -	G30.9 - Alzheimer's disease, unspecified; F00.9 - G30.9Dementia in Alzheimer's disease, unspecified, G20 - Parkinson's disease.
12	Demyelinating disease	G.35 to G 37
13	HIV & AIDS	B20.0 - HIV disease resulting in mycobacterial infection; B20.1 - HIV disease resulting in other bacterial infections; B20.2 - HIV disease resulting in cytomegaloviral disease; B20.3 - HIV disease resulting in other viral infections; B20.4 - HIV disease resulting in candidiasis; B20.5 - HIV disease resulting in other mycoses; B20.6 - HIV disease resulting in Pneumocystis carinii pneumonia; B20.7 - HIV disease resulting in multiple infections; B20.8 - HIV disease resulting in other infectious and parasitic diseases; B20.9 - HIV disease resulting in unspecified infectious or parasitic disease; B23.0 - Acute HIV infection syndrome; B24 - Unspecified human immunodeficiency virus [HIV] disease
14	Loss of Hearing	H90.0 - Conductive hearing loss, bilateral; H90.1 - Conductive hearing loss, unilateral with unrestricted hearing on the contralateral side; H90.2 - Conductive hearing loss, unspecified; H90.3 - Sensorineural hearing loss, bilateral; H90.4 - Sensorineural hearing loss, unilateral with unrestricted hearing on the contralateral side; H90.6 - Mixed conductive and sensorineural hearing loss, bilateral; H90.7 - Mixed conductive and sensorineural hearing loss, unilateral with unrestricted hearing on the contralateral side; H90.8 - Mixed conductive and sensorineural hearing loss, unspecified; H91.0 - Ototoxic hearing loss; H91.9 - Hearing loss, unspecified
15.	Papulosquamous disorder of the skin	L40 - L45 Papulosquamous disorder of the skin including psoriasis lichen planus
16.	Avascular necrosis (osteonecrosis)	M 87 to M 87.9

5. All the following procedures, will be covered in the policy, if treated as in-patient care or as a part of domiciliary hospitalization or as day care treatment in the hospital:

- i. Uterine artery Embolization and HIFU
- ii. Balloon Sinuplasty
- iii. Deep Brain stimulation
- iv. Oral chemotherapy
- v. Immunotherapy- Monoclonal Antibody to be given as injection.
- vi. Intra vitreal injections
- vii. Robotic surgeries
- viii. Stereotactic radio surgeries
- ix. Bronchial Thermoplasty
- x. Vaporization of the prostate (Green laser treatment or holmium laser treatment)
- xi. IONM - (Intra Operative Neuro Monitoring)
- xii. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for hematological conditions to be covered.
- xiii. Treatment of mental illness, stress or psychological disorders and neurodegenerative disorders.
- xiv. Age related macular degeneration (ARMD)
- xv. Behavioral and Neuro developmental Disorders
 - i). Disorders of adult personality. ii). Disorders of speech and language including stammering, dyslexia;
- xvi. Internal congenital diseases, genetic diseases or disorders.

SECTION II: HOSPITALISATION COVER

i. HOSPITALISATION COVER TO THE EMIGRANT INSURED

In case of hospitalization of the insured, including day care treatment (as mentioned VII (vi) & Annexure II) in an emergency on grounds of accidental injuries and/or sickness/ailments/diseases occurring during the policy period, whether in India / any third country or in the country of employment, the Company will reimburse the actual medical expenses, but not exceeding Rs. One lakh (up to Rs.50,000 per hospitalization).

Cashless shall be provided if such medical treatment is taken in Network hospital in India.

Medical expenses incurred up to 60 days post hospitalization are also covered within the above policy limits. Pre-existing exclusion clause given under section IB(c) (i) shall not apply to this section.

ii. MATERNITY BENEFIT COVER TO WOMEN EMIGRANT INSURED

The Company shall pay the Medical Expenses up to Rs.35000 incurred as an in-patient for a normal delivery or lawful medical termination of pregnancy and Rs.50,000 in case of a caesarean section during the Policy Period, whether in India / any third country or in the country of employment.

CONDITIONS:

- a. Claim in respect of delivery / medical termination of pregnancy for only first two children and / or operations associated therewith will be considered in respect of any one insured covered under the Policy or any renewal thereof. Those insured's who are already having two or more living children will not be eligible for this benefit.
- b. Pre -natal and post -natal expenses are not covered unless admitted in Hospital / Nursing Home and treatment is taken therein.

SECTION III: ADDITIONAL COVERS IN CASE OF DEATH OF THE INSURED.

In the event of accidental death of the insured person, while he is in employment abroad, the Company shall pay for the following, provided the claim under section IA (i) is admissible under the policy:

- a. the cost of transporting the dead body up to the International airport in India nearest to the address of the insured OR equivalent amount for local burial
- b. the actual Economy Class return airfare in respect of one attendant up to the International airport nearest to the address of the insured
- c. Hospitalization cover on floater basis in respect of Family, as given in section 1B above.

CONDITIONS

- a. Claim for reimbursement must be filed with the Company within 90days of completion of journey.
- b. Documents in proof of such transportation, along with the bills are to be submitted in original

SECTION IV: ADDITIONAL COVERS IN CASE OF PERMANENT DISABILITY OF THE INSURED

If the insured suffers permanent disability, while he is in employment abroad, and the permanent disability leads to the loss of employment of the insured, the Company shall pay for the following, provided the claim under section IA (ii) is admissible under the policy:

- a. the actual one way Economy Class airfare in respect of the insured's travel, up to the International airport nearest to the address of the insured in India
- b. the actual Economy Class return airfare in respect of one attendant up to the International airport nearest to the address of the insured
- c. Hospitalization cover on floater basis for Family, as given in section 1B above.

SECTION V: REPATRIATION OF INSURED

The Company shall re-imburse the actual one way Economy Class airfare up to the International airport nearest to the address of the insured, if the insured

- i. falls sick or is declared medically unfit to commence or continue or resume working and the service contract is terminated by the foreign employer within the first twelve months of taking the insurance cover,
- ii. is not received by the employer on arrival at his workplace, or if there is substantive change in the job/employment contract/Agreement to the disadvantage of the insured, or if the employment is pre- maturely terminated within the period of employment for no fault of the emigrant

a. CONDITIONS

The claim for reimbursement must be filed with the Company within 90days of completion of journey.

The grounds for repatriation must be certified by the concerned Indian Mission /Post and the Air - tickets submitted in original.

In case repatriation is arranged by the Indian Mission / Post, the insurance company shall reimburse the actual expenses to the concerned Indian Mission / Post.

b. EXCLUSIONS:

The Company shall not be liable under this section of policy if such repatriation has been necessitated on account of

- i. the insured having committed violation of any law, fraud , or any breach of employment conditions
- ii. any amendment or change in the existing laws of the country of employment or proclamation by Government Order that all or any workers of foreign origin are being deported

- iii. the employment having been obtained through fake or forged documents, work permit or improper entry visa
- iv. Entry into the country having been made without completing legal formalities for whatsoever reason.
- v. Refusal of entry into the country on medical grounds
- vi. attempt not having been made by the insured person to contact his employer on arrival if the insured person is not received at such time

SECTION VI: LEGAL EXPENSES INCURRED BY THE INSURED IN ANY LITIGATION RELATING TO HIS EMPLOYMENT

The company shall reimburse up to a maximum sum of Rs.45, 000 in connection with the legal expenses incurred by the insured in the country of employment provided the necessity of filing such case is certified by the concerned Indian Mission / Post.

SECTION VII: DEFINITIONS

- i Accident:** is a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- ii AYUSH:** AYUSH treatment refers to the Medical and/or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha, and Homeopathy systems.
- iii Cashless Facility:** means a facility extended by the insurer or TPA on behalf of the Insurer to the insured, where the payments for the costs of the treatment undergone by the insured in accordance with the policy terms and conditions, are directly made to the network provider by the insurer to the extent of pre- authorization is approved.
- iv Day Care Centre:** means any institution established for day care treatment of illness and /or injuries OR a medical set -up within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:-
 - a. has qualified nursing staff under its employment,
 - b. has qualified medical practitioner (s) in charge,
 - c. has a fully equipped operation theatre of its own, where surgical procedures are carried out
 - d. Maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.
- vi. Day Care Treatment:** refers to medical treatment, and/or surgical procedure which is:
 - a. undertaken under General or Local anesthesia in a hospital/day care centre in less than 24 hours because of technological advancement, and
 - b. Which would have otherwise required a hospitalization of more than 24 hours.

Procedures / treatments usually done in Out Patient Department are not payable under the policy even if converted to day care surgery / procedure or as in patient in the hospital for more than 24 hours.

vii. Family: Means the family of the emigrant worker in India consisting of spouse and first two dependent children from the date of birth up to twenty one years of age.

viii. HOSPITAL/NURSING HOME (only applicable if treatment is taken in India) : means any institution established for in- patient care and day care treatment of Illness and/ or injuries and which has been registered as a Hospital with

the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act*OR complies with all minimum criteria as under:

- a) has qualified nursing staff under its employment round the clock;
- b) has at least 10 In-patient beds, in towns having a population of less than 10,00,000 and at least 15 In-patient beds in all other places;
- c) has qualified Medical Practitioner (s) in charge round the clock;
- d) has a fully equipped operation theatre of its own where surgical procedures are carried out
- e) Maintains daily records of patients and makes these accessible to the Insurance Company's authorized personnel.

*Following are the enactments specified under the schedule of Section 56 of Clinical Establishment (Registration and Regulation) Act, 2010 as of October 2013. Please refer to the Act for amendments, if any:

- 1. The Andhra Pradesh Private Medical care Establishments (Registration and Regulations) Act, 2002
- 2. The Bombay Nursing Homes Registration Act, 1949
- 3. The Delhi Nursing Home Registration Act, 1953
- 4. The Madhya Pradesh Upcharya Griha Tatha Rujopchar Sanbadhu Sthapamaue (Ragistrikaran Tatha Anugyapan) Adhiniyam, 1973.
- 5. The Manipur Homes and Clinics Registration Act, 1992
- 6. The Nagaland Health Care Establishments Act, 1997
- 7. The Orissa Clinical Establishments (Control and Regulations) Act, 1990
- 8. The Punjab State Nursing Home Registration Act, 1991
- 9. The West Bengal Clinical Establishment Act, 1950

AYUSH Hospital:

An AYUSH Hospital is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:

- a. Central or State Government AYUSH Hospital; or
- b. Teaching hospital attached to AYUSH College recognized by the Central Government /Central
- c. Council of Indian Medicine/ Central Council for Homeopathy; or
- d. AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
 - i. Having at least five in- patient beds;

- ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
- iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
- iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

AYUSH Day Care Centre:

AYUSH Day Care Centre means and includes Community Health Centre (CHC), Primary health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health centre which is registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without inpatient services and must comply with all the following criterion:

- i. Having qualified registered AYUSH Medical Practitioner (s) in charge.
- ii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
- iii. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

ix. Hospitalization: means admission in a Hospital for a minimum period of twenty four (24) in-patient care consecutive hours except for specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.

x. I.D.Card: means the card issued to the Insured Person by the TPA to avail Cashless facility in the Network Hospital.

xi. Illness: means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the policy period and requires medical treatment.

a. **Acute condition** - is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/ illness/ injury which leads to full recovery.

b. **Chronic condition** - is a disease, illness, or injury that has one or more of the following characteristics:

- it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests
- it needs ongoing or long-term control or relief of symptoms
- it requires rehabilitation or to be specially trained to cope with it
- it continues indefinitely
- it comes back or is likely to come back.

xii. Injury: means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.

xiii. Maternity Expenses: shall include (a) Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections) incurred during hospitalization (b) expenses towards lawful medical termination of pregnancy during the policy period.

xiv. Medical Advice: means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow-up prescription.

xv. Medical Expenses: means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

xvi. Medically Necessary Treatment (Not applicable to Overseas travel insurance): Medically necessary treatment means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which:

- a. is required for the medical management of the illness or injury suffered by the insured;
- b. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- c. must have been prescribed by a medical practitioner;
- d. Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

xvii. Network Provider: means network provider as defined in IRDAI (Third Party Administrators- Health services) Regulations, 2016.

xviii. Permanent Disability: means physical disability leading to loss of employment, and which is certified as such by the concerned Indian Mission /Post/PoE, as applicable.

xix. Portability: means the right accorded to an individual health insurance policy holder (including family cover) to transfer the credit gained for pre-existing conditions and time-bound exclusions, from one insurer to another or from one Plan to another Plan of same insurer.

xx. Pre-Hospitalization Expenses: means medical expenses incurred during the period up to 30 days prior to the date of admission in the hospital, provided that:

- a. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and
- b. The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.

xxi. Post-Hospitalization Expenses: means medical expenses incurred for a period up to 60 days from the date of discharge from the hospital, provided that:

Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalisation was required, and

- b. The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.

xxii. Pre-Existing Disease (PED): Pre existing disease means any condition, ailment, injury or disease:

- a. that is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the insurer, or its reinstatement.
- b. for which medical advice or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy or its reinstatement.

xxiii. Reasonable and Customary Charges : means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the illness / injury involved.

xxiv. Renewal: Renewal defines the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of all waiting periods.

xxv. Subrogation (Applicable to other than health sections of the policy): means the right of the insurer to assume the rights of the insured person to recover expenses paid out under the policy that may be recovered from any other source.

xxvi. Third Party Administrator (TPA): means any person who is licensed under the IRDAI (Third Party Administrators – Health Service) Regulations, 2016, notified by the Authority, and is engaged, for a fee or remuneration by an insurance company, for the purposes of providing health services as defined in those regulations.

xxvii. Portability: “Portability” means, the right accorded to individual health insurance policyholders (including all members under family cover), to transfer the credit gained for pre-existing conditions and time bound exclusions, from one insurer to another insurer.

xxviii. Migration: “Migration” means, the right accorded to health insurance policy holders (including all members under family cover and members of group health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same insurer.

xxix. Mental Illness: “mental illness” means a substantial disorder of thinking, mood, perception, orientation or memory that grossly impairs judgment, behaviour, capacity to recognise reality or ability to meet the ordinary demands of life, mental conditions associated with the abuse of alcohol and drugs, but does not include mental retardation which is a condition of arrested or incomplete development of mind of a person, specially characterised by sub normality of intelligence.

xxx. Mental Health Establishment: “mental health establishment” means any health establishment, including Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy establishment, by whatever name called, either wholly or partly, meant for the care of persons with mental illness, established, owned, controlled or maintained by the appropriate Government, local authority, trust, whether private or public, corporation, co-operative society, organisation or any other entity or person, where persons with mental illness are admitted and reside at, or kept in, for care, treatment, convalescence and rehabilitation, either temporarily or otherwise; and includes any general hospital or general nursing home established or maintained by the appropriate Government, local authority, trust, whether private or public, corporation, co-operative society, organisation or any other entity or person; but does not include a family residential place where a person with mental illness resides with his relatives or friends.

xxxi. Mental health professional:

- (i) a psychiatrist or
- (ii) a professional registered with the concerned State Authority under section 55; or
- (iii) a professional having a post-graduate degree (Ayurveda) in Mano Vigyan Avum Manas Roga or a post-graduate degree (Homoeopathy) in Psychiatry or a post-graduate degree (Unani) in Moalijat (Nafasiyatt) or a post-graduate degree (Siddha) in Sirappu Maruthuvam;

SECTION VIII: GENERAL CONDITIONS

1. **Period of Insurance:** is the period from the commencement to the end of the insurance cover and this duration is shown

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on the Schedule of the Policy:

- a. **Commencement:** Insurance cover begins on the inception date as specified in the Policy Schedule, or when the Insured Person first boards the aircraft for the overseas journey, whichever is later
 - b. **End of the Cover:** Insurance Cover terminates on the expiry date as specified in the Policy Schedule or his return to India when he is no more in the employment abroad.
2. Policy can be taken for a minimum period of two years and maximum three years. Thereafter, the policy is renewable during the period of employment contract, subject to production of proof of employment.
 3. The insurance shall remain valid irrespective of change of employer or the insured's location during the policy period.
 4. The insurance shall also remain valid during visit of Insured to India or to any third country during the currency of the policy.

5. CASH LESS ACCESS SERVICES: Cashless shall only be provided in case of hospitalisation claim that too for the treatment taken in India only. Insured person has to approach the policy issuing office and the facility shall be provided through TPA /Insurer, for treatment in Network Hospitals only.

PROCEDURE FOR AVAILING CASHLESS ACCESS SERVICES IN NETWORK HOSPITALS/NURSING HOMES:

- i. Claim in respect of Cashless Access Services will be through the TPA/ Insurer provided admission is in a network hospital and is subject to pre admission authorization. The TPA/ Insurer shall, upon getting the related medical details / relevant information from the insured person / network Hospital / Nursing Home, verify that the person is eligible to claim under the policy and after satisfying itself will issue a pre-authorisation letter to the Hospital / Nursing Home mentioning the sum guaranteed as payable, also the ailment for which the person is seeking to be admitted as in-patient. This shall be done within 48hours of such request.
- ii. The TPA/Insurer reserves the right to deny pre-authorisation in case the hospital / insured person is unable to provide the relevant information / medical details as required by the TPA/Insurer.
- iii. Should any information be available to the TPA/ Insurer which makes the claim inadmissible or doubtful requiring investigations, the authorisation of cashless facility may be withdrawn. However this shall be done by the TPA /Insurer before the patient is discharged from the Hospital.

In circumstances of ii&iii above denial of Cashless Access should in no way be construed as denial of claim. The insured person may obtain the treatment as per his/her treating doctor's advice and later on submit the complete claim papers to the TPA/Insurer for consideration in accordance with the policy terms.

6. PAYMENT OF CLAIM: All claims shall be reimbursable in Indian currency only. For the purpose of claims settlement, currency conversion rate as on the date of incurring the expenses would be taken into account.

CLAIM SETTLEMENT (provision for Penal Interest):

- i. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstance of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.

- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above bank rate from the date of receipt of last necessary document to the date of payment of claim.

(“Bank rate” shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due).

7. CLAIMS PROCEDURE:

- i. Upon the happening of any event which may give rise to a claim under any Section of the Policy, the insured / nominee or authorized person/ legal representative (s) as the case may be , is required to give immediate notice, but, within thirty days of the event to the Policy Issuing Office in writing.
- ii. The insured /nominee / authorized person /legal representative is required to submit the claim documents within Ninety days of the event resulting in a claim, to the Policy Issuing Office/ TPA and thereafter to give all assistance /cooperation as required by the company.

8. DOCUMENTS REQUIRED:

A. Death Claims: Certificate issued by the concerned Indian Mission / Consulate. The certificate should contain the following minimum information

- (i)
 - a. Identity of the person
 - b. Date of accident
 - c. Date of death
 - d. Cause of death confirming that the same has occurred due to the accident
 - e. Any other relevant information
- (ii) Any other relevant information that the Company may require

B. Permanent Disablement Claims: Certificate issued by the concerned Indian Mission / Consulate /Doctor attached to Mission / Consulate should contain the following minimum information.

- (i)
 - a. Identity of the person
 - b. Date of accident
 - c. Cause of accident
 - d. Certification that disablement was caused due to accident
 - e. Extent of disablement resulting in insured's loss of job. (If the insured is repatriated after injury, certificate of disablement, issued by the attending Doctor in India may also be given)
 - f. Any other relevant information
- (ii) Any other relevant information that the Company may require

C. Hospitalization Claims: For emigrants / family in India

- a. Final claim along with treatment papers, discharge summary and original Bills/Cash memos/reports, claim form and any other document in support of the claim are to be submitted to the Company / TPA.
- b. In case of emigrants, following additional document is required to be submitted:
 - i. In case the treatment is taken in the country other than India as an in-patient, Certification of above documents by the concerned Indian Mission / Post of the country where the incident happened OR
 - ii. f treatment is taken in India, certification of above documents by the concerned POE

Notice of claim in respect of family shall be to be given within 7 days of admission to hospital and documents shall be

submitted within 30days of discharge from hospital.

Notice of claim in respect of the emigrant shall be given within 30 days of admission to hospital and documents shall be submitted within 90days of discharge from hospital.

D. Legal Expenses: All receipts and vouchers, in original, as proof of expenses incurred by the insured. Certificate from the concerned Indian Mission / Post that filing of such a case was necessary.

9. CONTRIBUTION: If two or more policies are taken by an insured during a period from one or more Insurers to indemnify treatment costs, the insured shall have the right to require a settlement of his claim in terms of any of his policies

i. In all such cases, the insurer who has issued the chosen policy, shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.

ii. Claim under other policy/policies can be made after exhaustion of the sum insured in the earlier chosen policy/policies. However, the insured shall also have the right to prefer claim from other policy/policies for the amounts disallowed under the earlier chosen policy/policies even if the sum insured is not exhausted.

10. SUBROGATION: The Company shall be fully and completely subrogated to the rights of the Insured Person against parties who may be liable to provide indemnity or make a contribution in respect of any matter which is the subject of a claim under this Insurance. The Insured Person / claimant shall co-operate fully with the Company and provide such information and documentation as required by the Company in order to collect and enforce its rights of subrogation. The Insurer may institute any proceedings at its own expense against such third parties in the name of the Insured Person.

11. CANCELLATION:

A. Company shall allow cancellation of the policy only

(i) if a PBBY policy is in place in respect of the emigrant insured from some other insurer or

(ii) When the journey is not undertaken subject to production of the original passport as a proof. And Company shall retain Rs.101 as cancellation charges.

B. The Company may cancel the Policy at any time on grounds of misrepresentation, non- disclosure of material facts fraud by the insured Person, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation non- disclosure.

12. FREE LOOK PERIOD: This policy shall have a free look period. The free look period shall be

applicable at the inception of the fresh policy and not on renewals.

1. The insured will be allowed a free look period of 15 days from the date of receipt of the policy document to review the terms and conditions of the policy and to return the same if not acceptable
2. If the insured has not made any claim during the free look period, the insured shall be entitled to
 - a. A refund of the premium paid less any expenses incurred by the insurer on medical examination of the insured persons and the stamp duty charges or;
 - b. Where the risk has already commenced and the option of return of the policy is exercised by the policyholder, a deduction towards the proportionate risk premium for period on cover or; where only a part of the insurance coverage has commenced, such proportionate risk premium commensurate with the risk covered during such period.

14 GRIEVANCE REDRESSAL:

In case of any grievance the insured person may contact the company through

Website: www.orientalinsurance.org.in

Toll free: 1800118485 Or 011- 33208485

E-mail: csd@orientalinsurance.co.in

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods,

Insured person may contact the grievance officer at:

Customer Service Department

4th Floor, Agarwal House

Asaf Ali Road,

New Delhi-110002.

For updated details of grievance officer, kindly refer the link

<https://orientalinsurance.org.in/documents/10182/7605007/List+of+Nodal+Officer+.pdf/992a7f9b-aef7-5cac-c613-ffc05d578a3e>

Insurance Ombudsman –If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance. The contact details of the Insurance Ombudsman offices have been provided as Annexure-III & revised details of insurance ombudsman as and when amended as available in the website <http://ecoi.co.in/ombudsman.html>.

Grievance may also be lodged at IRDAI Integrated Grievance Management System - <https://igms.irda.gov.in/>

15. DISCLAIMER OF CLAIM: If the Company shall disclaim liability and communicate in writing to the Insured in respect of any claim hereunder and such claim has not within 12 calendar months from the date of such disclaimer been made the subject matter of a suit in a court of law, then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

16. FRAUD : If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy shall be forfeited.

Any amount already paid against claims which are found fraudulent later under this policy shall be repaid by all person(s) named in the policy schedule, who shall be jointly and severally liable for such repayment.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent, with intent to deceive the insurer or to induce the insurer to issue an insurance Policy:

- a) the suggestion as a fact of that which is not true and which the Insured Person does not believe to be true;
- b) the active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- c) any other act fitted to deceive; and
- d) any such act or omission as the law specially declares to be fraudulent

The company shall not repudiate the policy on the ground of fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis- statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.

17. GRACE PERIOD: In the event of delay in renewal of the policy, a grace period of 30 days is allowed. However, no coverage shall be available during the grace period and any disease/injury contracted during the break period shall not be covered and shall be treated as Pre-existing disease.

18. RENEWAL OF POLICY:

The policy shall ordinarily be renewable except on grounds of fraud, moral hazard, misrepresentation by the insured person.

- i. The Company shall endeavor to give notice for renewal. However, the company is not under obligation to give notice for renewal.
- ii. Renewal shall not be denied on the ground that the insured had made a claim or claims in the preceding policy years
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the Policy Period.
- iv. At the end of the Policy Period, the policy shall terminate and can be renewed within the Grace Period to maintain continuity of benefits without Break in Policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience.

19. Withdrawal of Policy

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the Insured person about the same 90 days prior to expiry of the policy.
- ii. Insured person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. As per IRDAI guidelines, provided the policy has been maintained without a break.

20. MORATORIUM PERIOD

After completion of eight continuous years under this policy no look back to be applied. This period of eight years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of eight continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

21. CONDITION PRECEDENT TO ADMISSION OF LIABILITY: The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

22. POSSIBILITY OF REVISION OF TERMS OF THE POLICY INCLUDING THE PREMIUM RATES : The Company, with prior approval of IRDAI, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified three months before the changes are effected.

23. Nomination:

The policyholder is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made. For Claim settlement under reimbursement, the Company will pay the policyholder. In the event of death of the policyholder, the Company will pay the nominee {as named in the Policy Schedule/Policy Certificate/Endorsement (if any)} and in case there is no subsisting nominee, to the legal heirs or legal representatives of the Policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy.

24. MIGRATION: The insured person will have the option to migrate the policy to other health insurance products/plans offered by the Company by applying for migration of the policy at least 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the Company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

For Detailed Guidelines on Migration, kindly refer the link:-

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo3987&flag=1

25. Portability:

The Insured Person will have the option to port the Policy to other insurers by applying to such

Insurer to port the entire policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines

related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability.

For Detailed Guidelines on Portability, kindly refer the link:

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo3987&flag=1

- 26. Disclosure of Information:** The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder.

(Explanation: "Material facts" for the purpose of this policy shall mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk).

- 27. JURISDICTION:** All disputes or differences under or in relation to the policy shall be determined by the Indian Courts and according to the Indian laws.

- 28. IRDA REGULATION:** This Policy is subject to IRDAI (Protection of Policy holders' interest) Regulation, 2017 and IRDAI (Health Insurance) Regulations 2016 and Guidelines on Standardization in health insurance, as amended from time to time.

No loading shall apply on renewals based on individual claims experience. Insurance is the subject matter of solicitation.

ANNEXURE I: CONTACT DETAILS OF INSURANCE OMBUDSMEN

Office Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD – Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 014 Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
BENGALURU – Office of the Insurance Ombudsman, JeevanSoudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078 Tel.: 080 - 26652048 / 26652049	Karnataka

Email: bimalokpal.bengaluru@ecoi.co.in	
BHOPAL – Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003 Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh Chattisgarh
BHUBANESHWAR – Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009 Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa
CHANDIGARH – Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017 Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
CHENNAI - Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai – 600 018 Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry)
DELHI – Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002 Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi
GUWAHATI - Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001 Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD - Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004 Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry
JAIPUR – Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005 Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in	Rajasthan
ERNAKULAM - Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015 Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe - a part of Pondicherry
KOLKATA – Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4,	West Bengal, Sikkim, Andaman & Nicobar Islands

<p>C.R. Avenue, KOLKATA - 700 072 Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in</p>	
<p>LUCKNOW – Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001 Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in</p>	<p>Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar</p>
<p>MUMBAI - Office of the Insurance Ombudsman, 3rd Floor, JeevanSeva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054 Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in</p>	<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane</p>
<p>NOIDA – Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: GautamBuddh Nagar, U.P-201301 Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in</p>	<p>State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur</p>
<p>PATNA – Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006 Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in</p>	<p>Bihar, Jharkhand</p>
<p>PUNE – Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030</p>	<p>Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region</p>

Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	
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ANNEXURE II

	Day care procedures / surgeries
A	Microsurgical Operations on the Middle Ear
1	Stapedotomy
2	Stapedectomy
3	Revision of a stapedectomy
4	Myringoplasty (Type -I Tympanoplasty)
5	Tympanoplasty (closure of an eardrum perforation/reconstruction of the auditory ossicles)
6	Revision of a tympanoplasty
7	Other operations on the auditory ossicles
8	Other microsurgical operations on the middle ear
B	Other operations on the middle & internal ear
9	Myringotomy
10	Removal of a tympanic drain
11	Incision of the mastoid process and middle ear
12	Mastoidectomy
13	Reconstruction of the middle ear
14	Fenestration of the inner ear
15	Revision of a fenestration of the inner ear
16	Incision (opening) and destruction (elimination) of the inner ear
17	Other excisions of the middle and inner ear
18	Other operations on the middle and inner ear
C	Operations on the nose & the nasal sinuses
19	Excision and destruction of diseased tissue of the nose
20	Operations on the turbinates (nasal concha)
21	Nasal sinus aspiration
22	Other operations on the nose
D	Operations on the eyes
23	Incision of tear glands
24	Incision of diseased eyelids
25	Excision and destruction of diseased tissue of the eyelid
26	Operations on the canthus and epicanthus
27	Corrective Surgery for entropion and ectropion
28	Corrective Surgery for blepharoptosis
29	Removal of a foreign body from the conjunctiva
30	Removal of a foreign body from the cornea
31	Incision of the cornea
32	Operations for pterygium
33	Removal of a foreign body from the lens of the eye
34	Removal of a foreign body from the posterior chamber of the eye

35	Removal of a foreign body from the orbit and eyeball
36	Operation of cataract
37	Anterior Chamber Paracentesis / Cyclodiathermy /Cyclocryotherapy / Goniotomy/Trabeculotomy and Filtering and Allied Operations To Treat Glaucoma
38	Diathermy/cryotherapy To Treat Retinal Tear
39	Other operations on Cornea
E	Operations on the skin & subcutaneous tissues
40	Incision of a pilonidal sinus
41	Free skin transplantation, donor site
42	Free skin transplantation, recipient site
43	Revision of skin plasty
44	Simple restoration of surface continuity of the skin and subcutaneous tissues
45	Destruction of diseased tissue in the skin and subcutaneous tissues
46	Local excision of diseased tissue of the skin and subcutaneous tissues
47	Surgical wound toilet (wound debridement) and removal of diseased tissue of the skin and subcutaneous tissues
48	ChemoSurgery to the skin
49	Excision Of Soft Tissue Rhabdomyosarcoma
50	Other incisions of the skin and subcutaneous tissues
51	Other excisions of the skin and subcutaneous tissues
F	Operations on the tongue
52	Incision, excision and destruction of diseased tissue of the tongue
53	Partial glossectomy
54	Glossectomy
55	Reconstruction of the tongue
56	Other operations on the tongue
G	Operations on the salivary glands & salivary ducts
57	Incision and lancing of a salivary gland and a salivary duct
58	Excision of diseased tissue of a salivary gland and a salivary duct
59	Resection of a salivary gland
60	Reconstruction of a salivary gland and a salivary duct
61	Other operations on the salivary glands and salivary ducts
H	Other operations on the mouth & face
62	External incision and drainage in the region of the mouth, jaw and face
63	Incision of the hard and soft palate
64	Excision and destruction of diseased hard and softpalate
65	Incision, excision and destruction in the mouth
66	Plastic Surgery to the floor of the mouth
67	Palatoplasty
68	Other operations in the mouth except dental unless necessitated due to an injury.
I	Operations on the tonsils & adenoids

69	Transoral incision and drainage of a pharyngeal abscess
70	Tonsillectomy without adenoidectomy
71	Tonsillectomy with adenoidectomy
72	Excision and destruction of a lingual tonsil
73	Adenoidectomy
74	Adenoidectomy With Grommet Insertion
75	Adenoidectomy Without Grommet Insertion
76	Other operations on the tonsils and adenoids
J	Trauma Surgery and orthopaedics
77	Incision on bone, septic and aseptic
78	Closed reduction on fracture, luxation or epiphyseolysis with osteosynthesis
79	Reduction of dislocation under GA
80	Arthroscopic knee aspiration
81	Abscess Knee Joint Drainage
82	Arthroscopic Meniscectomy - Knee
83	Carpal Tunnel Release
84	Elbow Arthroscopy
85	Repair Of Ruptured Tendon
86	Repair/ graft Achilles Tendon
87	Surgery For Ligament Tear
88	Surgery For Meniscus Tear
89	Tennis Elbow Release
90	Thyroid Abscess Incision and Drainage
91	Suture and other operations on tendons and tendon sheath
K	Operations on the breast
92	Incision of the breast
93	Operations on the nipple
94	Excision Of Single Breast Lump
L	Operations on the digestive tract
95	Incision and excision of tissue in the perianal region
96	Surgical treatment of anal fistulas
97	Surgical treatment of haemorrhoids
98	Division of the anal sphincter (sphincterotomy)
99	Ultrasound guided aspirations
100	Sclerotherapy etc
101	Lap Appendicectomy
102	Lap Cholecystectomy and Choledocho-jejunostomy/Duodenostomy / Gastrostomy / Exploration Common Bile Duct
103	Colonoscopy ,lesion removal
104	Colonoscopy Stenting Of Stricture
105	Esophagoscopy, Gastroscopy, Duodenoscopy With Polypectomy/Removal Of Foreign Body/diathermy Of Bleeding Lesions
106	Oesophageal varices Sclerotherapy

107	UGI Sco py and Injection Of Adrenaline, Sclerosants Bleeding Ulcers
108	UGI Sco py and Polypectomy Oesophagus/stomach
109	Other operations on the anus
M	Operations on the female sexual organs
110	Incision of the ovary
111	Insufflation of the Fallopian tubes
112	Dilatation of the cervical canal
113	Conisation of the uterine cervix
114	Incision of the uterus (hysterotomy)
115	Therapeutic curettage
116	Culdotomy
117	Incision of the vagina
118	Local excision and destruction of diseased tissue of the vagina and the pouch of Douglas
119	Incision of the vulva
120	Operations on Bartholin's glands (cyst)
121	Endoscopic Polypectomy
122	Hymenectomy(imperforate Hymen)
123	Hysteroscopic adhesiolysis
124	Hystero scopic Removal Of Myoma
125	Hystero scopic Resection Of Endometrial Polyp
126	LLETZ
127	Other Operations on Fallopian tubes
128	Other Operations on uterine cervix
N	Operations on the prostate & seminal vesicles
129	Incision of the prostate
130	Transurethral excision and destruction of prostate tissue
131	Transurethral and percutaneous destruction of prostate tissue
132	Open surgical excision and destruction of prostate tissue
133	Radical prostatovesiculectomy
134	Incision and excision of periprostatic tissue
135	Operations on seminalvesicles
136	Other excision and destruction of prostate tissue
137	Other operations on the prostate
O	Operations on the scrotum & tunica vaginalis testis
138	Incision of the scrotum and tunica vaginalis testis
139	Operation on a testicular hydrocele
140	Excision and destruction of diseased scrotal tissue
141	Plastic reconstruction of the scrotum and tunica vaginalis testis
142	Other operations on the scrotum and tunica vaginalis testis
P	Operations on the testes
143	Incision of the testes
144	Excision and destruction of diseased tissue of the testes

145	Unilateral orchidectomy
146	Bilateral orchidectomy
147	Orchidopexy
148	Abdominal exploration in cryptorchidism
149	Surgical repositioning of an abdominal testis
150	Reconstruction of the testis
151	Implantation, exchange and removal of a testicular prosthesis
152	Detorsion Of Torsion Testis
153	Other operations on the testis
Q	Operations on the spermatic cord, epididymis und ductus deferens
154	Surgical treatment of a varicocele and a hydrocele of the spermatic Cord
155	Excision in the area of the epididymis
156	Epididymectomy
157	Reconstruction of the spermatic cord
158	Reconstruction of the ductus deferens and epididymis
159	Other operations on the spermatic cord,epididymis and ductus deferens.
R	Operations on the penis
160	Operations on the foreskin
161	Local excision and destruction of diseased tissue of the penis
162	Amputation of the penis
163	Plastic reconstruction of the penis
164	Other operations on the penis
S	Operations on the urinary system
165	Cystoscopic removal of stones
166	Cystoscopic Litholapaxy
167	Cystoscopy and "SLING" Procedure.
168	Cystoscopy and Removal Of Foreign Body
169	Cystoscopy and Removal Of Polyp
170	Cystoscopy with Deflux Injection in VUR
171	Excision Of Urethral Diverticulum
172	Excision Of Urethral Prolapse
T	Other Operations
173	Lithotripsy
174	Coronary angiography
175	Haemodialysis
176	Radiotherapy for Cancer
177	Cancer Chemotherapy
178	Axillary/cervical Lymphadenectomy
179	Drainage Of Pyonephrosis/perinephric Abscess
180	External Arterio-venous Shunt

Annexure III	
List I- Items for which coverage is not available in the policy	
Sl. No.	Item
1	BABY FOOD
2	BABY UTILITIES
3	BEAUTY SERVICES
4	BELTS/BRACES
5	BUDS
6	COLD PACK/HOT PACK
7	CARRY BAGS
8	EMAIL/ INTERNET CHARGES
9	FOOD CHARGES (OTHER THAT PATIENT'S DIET PROVIDED BY HOSPITAL)
10	LEGGINGS
11	LAUNDRY CHARGES
12	MINERAL WATER
13	SANITARY PAD
14	TELEPHONE CHARGES
15	GUEST SERVICES
16	CREPE BANDAGE
17	DIAPER OF ANY TYPE
18	EYELET COLLAR
19	SLINGS
20	BLOOD GROUPING ND CROSS MATCHING OF DONORS SAMPLES
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22	TELEVISION CHARGES
23	SURCHARGES
24	ATTENDANT CHARGES
25	EXTRA DIET OF PATIENT (other that which forms part of bed charges)
26	BIRTH CETIFICATE
27	CETIFICATE CHARGES
28	COURIER CHARGES
29	CONVEYANCE CHARGES
30	MEDICAL CRTIFICATE
31	MEDICAL RECORDS
32	PHOTOCOPY CHARGES
33	MORTUARY CHARGES
34	WALKING AIDS CHARGES
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)
36	SPACER
37	SPIROMETER
38	NEBULIZER KIT

39	STEAM INHALER
40	ARMSLING
41	THERMOMETER
42	CERVICAL COLLAR
43	SPLINT
44	DIABETIC FOOT WEAR
45	KNEE BRACES (LONG/SHORT/HINGED)
46	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER
47	LUMBO SCARLET BELT
48	NIMBUS BED OR WATER OR AIR BED CHARGES
49	AMBULANCE COLLAR
50	AMBULANCE EQUIPMENT
51	ABDOMINAL BINDER
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES
53	SUGAR FREE TABLETS
54	CREAMS, POWDERS, LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
55	ECG ELECTRODES
56	GLOVES
57	NEBULISATION KIT
58	ANY KIT WITH NO DETAILS MENTIONED (DELIVERY KIT, ORTHOKIT, RECOVERY KIT ETC.)
59	KIDNEY TRAY
60	MASK
61	OUNCE GLASS
62	OXYGEN MASK
63	PELVIC TRACTION BELT
64	PAN CAN
65	TROLLEY COVER
66	UROMETER, URINE JUG
67	AMBULANCE
68	VASOFIX SAFETY

List II- Items that are to be subsumed into Room Charges

Sl. No.	ITEMS
1	BABY CHARGES (UNLESS SPECIFIED/INDICATED)
2	HAND WASH
3	SHOE COVER
4	CAPS
5	CRADLE CHARGES
6	COMB
7	EAU-DE-COLOGNE/ROOM FRESHNERS
8	FOOT COVER
9	GOWN

10	SLIPPERS
11	TISSUE PAPER
12	TOOTH PASTE
13	TOOTH BRUSH
14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET/ WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES/ADMINISTRATIVE CHARGES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS/ VISITORS PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES/ MISC. CHARGES (NOT EXPLAINED)
36	PATIENT IDENTIFICATION BAND /NAME TAG
37	PULSWOXYMETER CHARGES
List III - Items that are to be subsumed into Procedure Charges	
Sl. No.	Items
1	HAIR REMOVAL CREAM
2	DISPOSABLE RAZORS CHRGES (FOR SITE PREPARATION)
3	EYE PAD
4	EYE SHIELD
5	CAMERA COVER
6	DVD, CD CHARGES
7	GAUZE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPYAND ENDOSCOPY INSTRUMENTS
11	MICROSCOPIC COVER
12	SURGICAL BLADES, HORMONICSCALPEL,SHAVER
13	SURGICAL DRILL

14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPRATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL TAPE
21	APRON
22	TORNIQUET
23	ORTHO BUNDLE, GYNAE BUNDLE
List IV- Items that are to be subsumed into costs of treatment	
Sl. No.	Items
1	ADMISSION /REGISTRATION CHARGES
2	HOSPITALIZATION FOR EVALUATION/ DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAD/CAPD EQUIPMENTS
7	INFUSION PUMP COST
8	HYDROGEN PEROXIDE/SPIRIT/DISINFECTANTS ETC
9	NUTRITION PLANNING CHARGES - DIETICIAN CHARGES- DIET CHARGES
10	HIV KIT