



HDFC ERGO General Insurance Company Ltd. is notified implementing agency for implementation of Pradhan Mantri Fasal Bima Yojana and Restructured Weather Based Crop Insurance Scheme schemes in various states. The regulatory impact of COVID '19 led due to the lockdown and had forced the management to close the offices. Though HDFC ERGO had been proactive, and has been observing the pandemic situation, even before the Government declared the lockdown. We were at thresh hold of closure of financial year 2019-20. There was huge surge in inflow of subsidy from State and Central Government and subsequent push the claim settlement, resulting in huge pressure of settlement of claims on claims team. Lockdown had resulted in doing the assignments remotely and hence, an unforeseen challenge cropped up from IT perspective and remote access of companies infrastructure. The size of file to be downloaded, worked upon and then uploaded posed a huge challenge, as there are lots of network connectivity issues. Despite the said facts, the our claims team of raised to the occasion and were able to settle claims for 6.94 Lakhs farmers for Rs. 1085.00 Crores for the period April to August 2020. For all these claims payments done the entire exercise of NEFT mapping, UTR rejection and MIS reporting was simultaneously done and shared with State teams for onward communication to the state government department.

HDFC ERGO Claim Team



HDFC ERGO General Insurance Company Limited. IRDAI Reg. No.146. CIN: U66030MH2007PLC177117. Registered & Corporate Office: 1st Floor, HDFC House, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400 020. For more details on the risk factors, terms and conditions, please read the sales brochure/ prospectus before concluding the sale. Trade Logo displayed above belongs to HDFC Ltd and ERGO International AG and used by the Company under license. UIN: CSC - Pradhan Mantri Fasal Bima Yojana - HDE-AG-P18-25-V01-17-18, Pradhan Mantri Fasal Bima Yojana- IRDAN125P0003V01201617 UID-XXXX