

**Internship
at
Reliance General Insurance Co. Ltd.,
Mumbai**

***By*
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The logo for IIHMR University, featuring a stylized 'i' in a square followed by the letters 'IIHMR' in a large, bold, serif font, and the word 'UNIVERSITY' in a smaller, sans-serif font to the right.
**The IIHMR University, Jaipur
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INTERNSHIP REPORT

Introduction

The insurance industry of India consists of 53 insurance companies of which 24 are in life insurance business and 29 are non-life insurers. Among the life insurers, Life Insurance Corporation (LIC) is the sole public sector company. Apart from that, among the non-life insurers there are six public sector insurers. In addition to these, there is sole national re-insurer, namely, General Insurance Corporation of India (GIC Re). Other stakeholders in Indian Insurance market include agents (individual and corporate), brokers, surveyors and third party administrators servicing health insurance claims.

The general insurance business in India is currently at Rs78,000 crore (US\$ 11.44 billion) premium per annum industry and is growing at a healthy rate of 17 per cent.

Goals of Internship

- To understand the how the Insurance delivery process works
- To know the responsibilities, process flow and daily activities of various teams
- To work on the dissertation topic on Microinsurance in India

Organizational Profile

Reliance General Insurance is one of the leading general insurance companies of India. It has 139 offices and more than 12,000 intermediaries across India. It provides insurance solutions with respect to motor, health, home, travel, marine, etc. They have come up with innovative products like India's first Over-The-Counter health & home insurance policies.

Vision

We want to score perfectly for world standard services & products, and want to be your first choice in domestic as well as global markets.

Mission

- Satisfy your need of insurance cover in that crucial hour
- Offer incomparable customer service
- Provide innovative products
- Better reach through presence across India and abroad

Goals

- Make affordable insurance accessible to all
- Keeping you, our customers, as focal point in all our operations
- Protect policy holders' interests
- Be the most innovative in product development

Services Provided by the Organisation

Reliance General Insurance provides services in the following areas:-

Motor Insurance:-

Car Insurance
Two Wheeler Insurance
Commercial Vehicle

Health Insurance:-

Healthgain policy
Wellness

Travel Insurance Products:-

Annual Multi trip Insurance
Schengen trip insurance

Home Insurance:-

House and Property Insurance

Corporate Insurance:-

Fire Insurance
Engineering Insurance
Marine Insurance
Liability Insurance
Package Insurance

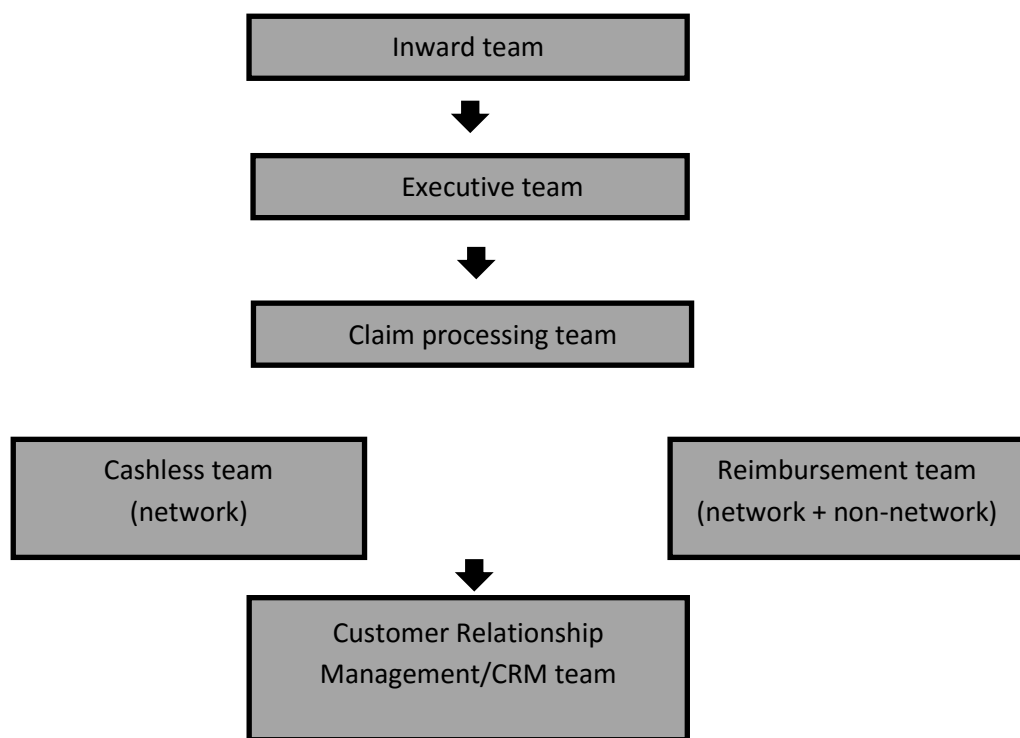
Insurance for SMEs:-

Burglarly and Housebreaking
Fire Insurance
Package Insurance
Marine Insurance
Group Mediclaim Insurance

DIFFERENT TEAMS INVOLVED:-

- 1) Cashless
- 2) Mass
- 3) P & A (Profit and Assurance)
- 4) Enrolment
- 5) Inward
- 6) CTPA
- 7) CRM (Customer Relationship Management)
- 8) Reimbursement
- 9) PA (Personal Accident)

OVERALL PROCESS FLOW



Project Undertaken :-

Micro Finance Health Insurance in India: Is it a way ahead for increasing awareness and penetration of Health Insurance?