

Highlights



CMD GIC Re addresses the Brokers' Meeting 2008



CMD GIC Re releases The Indian Insurance Industry [Non-Life] 2007-08



Dadang Sukresna, President Director of PT Asuransi Takaful Umum with colleagues from Umum and Keluarga, Indonesia



Editor, GIC ReNEWS receives the ABCI Award for New Publication

Editor's Thoughts...

The year just passing by is one of considerable historical significance on many counts. The year 2008 was a rare witness to many an event which would reshape the world in the years to come. For all of us in the financial sector, it was a cataclysmic one. World economic growth looks gloomy. Analysts and experts are still predicting that the worst is yet to surface. Amidst this crisis of century, there is a glimmering hope that US opted for a big change in its political leadership and new president-elect Obama is seized of the gravity of the crisis with firm assurances of action.

Back home, India has been lucky enough to avoid the spill-over impact of global financial crisis due to alertness and robust systemic responses of the country's Financial Regulators like RBI, SEBI and IRDA. Thanks to them, the stability of Indian Financial system is intact with least collateral damage.

For Mumbaitees, this year rounded off with biggest crisis of confidence as Terrorists struck the financial citadel of the nation with considerable loss to human life and property. The citizens of Mumbai showed their resilience and brought the city back to normalcy within short time. Let us pray for the souls of the victims of 26/11 and pledge ourselves to strengthen the Nation and its democracy by playing our role effectively.

The security threats in the environment also highlight the importance of Insurance against risks. It is time that Insurance Industry takes a proactive role of enlightening the citizens about the management of risks through massive campaigns to convert the crisis into an opportunity. In underpenetrated Insurance market like India, the role of GIC Re becomes pivotal to the spread of Insurance habit to the masses. GIC Re, being in the business of paying losses, never shies from paying them on time. As demonstrated during the Mumbai-flood loss of 2005, we have again proactively made on-account payments to the two terror-hit hotels who have gratefully acknowledged the timely assistance.

Current issue covers some marketing initiatives taken up, and a note on a new window for Retakaful business being launched, and other regular columns. GIC Re thanks the ABCI for recognising our efforts in the form of a special award conferred during their annual function.

Wishing you and your family a very happy, risk-free and buoyant 2009

Raghunath



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From the CMD's Desk

We close 2008 on a somber note. Unprecedented events of 26 November in Mumbai have affected all of us in different ways. GIC Re suffered a tragic loss in the death of Hemalatha Kassipillai, Client Manager of Hannover Life Re in the terrorist attack on Taj Mahal Palace & Tower. We at GIC Re condole her death and express our deepest sympathies to her family. Mumbai terror attacks have resulted in enormous loss of life and property. The aftermath of these attacks called for proactive action on part of the insurance fraternity in the country. It is an appreciable fact that all of us fared well. The Indian Terrorism Insurance Pool has already released the first payment of Rs. 25 crores each to Taj Mahal Hotel and The Trident & Oberoi Hotels for the claims arising out of the terror attacks. Further claims arising out of the tragedy will also be settled in the shortest possible time. 2008 had in fact begun on an encouraging note. Our London representative office was upgraded into a branch in January 2008. Our top management team was expanded with the induction of executives from direct underwriting companies. The Corporation moved up to 16th position in the S & P Top 40 Global Reinsurance Groups (ranked by Net Reinsurance Premiums for 2007). In 2008 GIC Re and Hannover Re signed a Cooperation Agreement to jointly build up a profitable life reinsurance portfolio in the Indian market. These achievements have been possible only due to the best efforts of all employees of GIC Re.

Generally, 2008 was good for the Indian Insurance industry. The sector largely remained untouched by the global financial meltdown. The regulator gave a green signal to the second phase of insurance reforms, which will come into force from 1st January 2009.

I wish you and your family a very happy, successful and safe New Year 2009.

Yogesh Lohiya

Life Reinsurance..... in terror times!!!!

The 67 hour long terror attacks in Mumbai on 26/11 affected a number of people in one way or the other. The terror attacks claimed the life of Ms. Hemalatha Kassipillai, Client Manager of Hannover Life Re at its Kuala Lumpur office. Girija Subramanian of GIC Re brings you a report and pays her tributes to the departed soul.

.... Editorial Desk

The 26/11 Mumbai terror attacks which lasted 67 odd horrific hours claimed 174 innocent lives and left over 1000 wounded. For many of them life will never be the same again. The victims included a cross section of people from all social strata – from the celebrated and privileged who were enjoying a peaceful dinner at the iconic five star hotels to the daily wage labourers returning home after the day's hard labour at the Chatrapati Shivaji Terminus not to speak of brave hearts like Karkare, Kamthe, Salaskar, Unnikrishnan, Ombale and many others who laid down their lives answering the call of duty.

The unprecedented attacks, one of the most violent on Indian soil gave a jolt to the reputation of Mumbai being "safe" and "secure". Well, Mumbai is no stranger to terror, having borne the 1993 serial blasts, the more recent serial train blasts in 2006 when the famous "resilience" of the city came to fore and the city bounced back to normalcy in matter of hours. The 26/11 attacks however, have shaken the "Maximum City" and its citizens who no longer take their security for granted. The realization that life is very uncertain has hit them hard post the 26/11 attacks and they are increasingly looking to buy sufficient terror protection and life insurance to protect their interests.

GIC Re and Hannover Life Re had entered into an agreement in June 2008 to jointly market and develop Indian life reinsurance business. It was as a part of this agreement that three senior personnel from Hannover Life Re were in Mumbai on the tragic night of 26/11. It was by a strange coincidence that they were put up at the Taj Mahal Palace & Tower. The trio were on a noble mission of imparting knowledge and training to the GIC Re Life department staff. Whilst two of them, Mr Dieter Kroll, Associate Director and Dr. Ken Sennewald, Senior Underwriter escaped unscathed from the hotel, Ms. Hemalatha Kassipillai lost her life during the terrorist siege of the hotel. She was first declared "missing" and was assumed to have been held hostage till the morning of 29/11/08, when she was found dead in her room after the hotel was combed by security agencies for survivors. She was found to have succumbed to suffocation.

Ms. Hemalatha Kassipillai or Hema as she was better known, had more than two decades of experience in life insurance and reinsurance and was a Client Manager for Hannover Life Re based at their Malaysian branch office at Kuala Lumpur. This was Hema's first official visit to India. She was supposed to train personnel at the GIC Re Life Reinsurance department on the underwriting tools to be used for processing life reinsurance business offers from Indian market.

The GIC Re life personnel were eagerly looking forward to meeting and interacting with her on 27th and 28th November, to gain from her rich experience in the field. However, fate had willed otherwise. Hema's death has shocked and numbed all of us at GIC Re. Life can be so bizarre and unpredictable! Hema is survived by her husband and two children.

Mr Dieter Kroll and Dr Ken Sennewald, who had a providential escape, returned home after the tragedy.

GIC Re Chairman, Mr Yogesh Lohiya wrote to Chairman, Hannover Re, Mr Wilhelm Zeller condoling the loss of Ms Hema and regretting the trauma suffered by his other two colleagues who were present at the Taj on 26/11. He also wrote to Hema's husband expressing his deepest sympathies and condolences.

Mr Zeller, in a touching letter to Mr Lohiya has expressed his gratitude and appreciation for the efforts put in by GIC Re colleagues during those tragic days to coordinate the search operations. He writes ".....While the commitments of your



Late Ms. Hemalatha Kassipillai

colleagues have drawn admiration from all of us in Hannover Re and in which there are not enough words and expressions to convey our thanks and appreciation, you can be assured that your colleagues'

efforts would remain indelible in our memories." He also expressed heartfelt condolences for the families of those Indians who lost their lives and well wishes to those injured for their recoveries from the terror events.

The events of recent weeks have further cemented the new partnership between GIC Re and Hannover Life Re whose resolve and commitment towards the Indian market has further strengthened after these attacks. The days after the attacks have proved beyond doubt that GIC Re and Hannover Life Re partnership is here to stay and this unique synergy would benefit the

Indian life insurance market for a long time to come.

As I sign off, the Taj and Trident are back in business and Mumbaikars are again back to their daily grind. What remains is the vague feeling of insecurity tugging at each one's heart - will I survive another day? It is upto the authorities and also upon us to



remain vigilant and thwart such unwarranted risks. GIC Re and Hannover Life Re pledge to contribute their very best in this entire process by providing competitive life reinsurance solutions.

.... Girija Subramanian

THE TIMES OF INDIA, MUMBAI
 MONDAY, DECEMBER, 22, 2008

‘Damages are less than Rs 1,000 crore’

Reeba Zachariah & Mansi Choksi | TNN

Mumbai: The Taj has incurred damages way below Rs 1,000 crore, said R K Krishna Kumar, vice chairman of Indian Hotels Company. Since the property as well as loss of profit due to business interruption has been insured, the financial burden on the hospitality chain has been eased to that extent.

Krishna Kumar said that of the Rs 1,000 crore insurance cover, about Rs 750 crore is for property damages and Rs 250 crore is against loss of profit. The Taj is well insured, and the damages are "way below" the said limit. The hotel has already received the first installment of Rs 25 crore with

claim. The hotel is the flagship property of the Taj chain and contributes Rs 300 crore to the group's Rs 1,823 crore revenue. East India Hotels that runs The Oberoi and Trident hotels, too received an advance of Rs 25 crore. Rattan Keswani, president of Trident Hotels, said "as per our fundamental assessment, the damage to the Oberoi hotel would be about Rs 50 crore." In Trident's case, it's about Rs 40-50 lakh. The Trident-Oberoi brings in Rs 665 crore to the Oberoi group's revenue of Rs 1,478 crore.

The maximum cover under terror insurance is Rs 700 crore. The payout to Taj would be the biggest terrorism-related claim in the country. Taj suffered more damages than the Trident-Oberoi Hotel.

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‘Taj repair costs to be lower than insurance cover’

Tower block opens with 65% occupancy

Tower block opens with 65% occupancy

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Insurance Industry News (October –December 2008)

Global financial crisis continues to confound the economists, financial pundits and policy makers worldwide. No clear picture on the extent of its course and ramifications has emerged till date. The financial crisis has undermined the trust levels across economies resulting in inadequate liquidity bringing the world economy to a screeching halt. Financial and economic pundits have deferred making forecasts for next two quarters.

While India being relatively less coupled with the global economy (vis-à-vis China, being less export driven), the effects of global integration cannot be entirely avoided. The claims of de-coupled India are becoming increasingly muted with growing emphasis on liberalization and globalization of trade and cross-border capital flows dominating world economy. Some signs of slow down and global ripple effect on domestic economy are emerging.

With General Insurance penetration at 0.60% and Life Insurance penetration at 4.10% of GDP, it would appear that General Insurance has immense potential to grow. While Life Insurance penetration is sizable, given the lack of social security net and very sizable workforce engaged with unorganized sector, it also has great potential.

With business of lending (including retail) being perceived as riskier in the emerging economic milieu, banks are focusing on non-interest income by selling mutual fund and insurance products. With help from the banking sector, given great potential for insurance in the Indian context, competitive pressures to get a share of the market before the sector is further liberalized, and growing economic and security concerns leading to possibly greater pull for insurance products, the insurance players are positive about growth.

The economic growth and thus job scenario has deteriorated over the past few months. Nevertheless, sectors such as insurance and telecom continue to recruit people.

Insurance, being sales-driven industry, with growth in sector, continue to absorb sales personnel in large numbers. Projections made by risk carriers for sales managers, insurance agents and financial advisors / planners continue to be upbeat.

Business Volume :

Premium booked by General Insurance Sector during April-October 2008 was INR 18,058 crore as compared to INR 16,286 crore during the corresponding period of last year (excluding specialized institutions), registering a growth of 10.88% on y-o-y basis. Growth thus so far is in double digits. Speaking segmentally, the growth continues to be derived mainly from Motor and Health portfolios. Given low health sector infrastructure penetration, growth in this segment over next few decades can be expected to be robust.

Year-on-year growth for the public sector was 6.8% (with 41.7% market share) while for the private sector, 17.2% (with 58.3% market share).

Liberalization :

The Union Cabinet had approved the Insurance Bill, 2008 and the LIC (Amendment) Bill, 2008 in recent past. The Bill containing over a hundred amendments to insurance laws, proposes increasing the FDI cap on insurance companies' capital from 26% to 49% and allowing entry of foreign reinsurance companies in the Indian market, apart from increase in capital of LIC of India from INR 5 crore to INR 100 crore, possibly a precursor to government disinvestment. Detractors however point to foreign investment flow in infrastructure sector which are yet to materialize. The Bill is tabled in the Rajya Sabha and is expected to move in the future.

Harmonization of solvency margins for life products is being implemented in phases so that pension, health and annuity products become more cost-effective for

buyers of insurance (through premium rate reductions) and capital-efficient for insurers.

The second phase in de-tariffing is set to kick-off from January 1, 2009 with general insurance companies allowed the freedom to vary the coverage in motor, fire and property insurance (erstwhile tariff classes). Many carriers have already filed product variants with the regulator. The first phase of de-tariffing (since January 1, 2007) was concerned with freedom in pricing. With the second phase, the competition paradigm may be expected to shift away from price arena to scope of coverage, flexibility in product packaging and service differentiation, bolstering better appreciation of risk exposures involved. With the market scenario thus growing in sophistication, the forecasts for market business volume will depend on how these new competitive dynamics unfold.

At the micro level, health insurance policies will become portable by April 2009 creating level playing ground among players. Alongside emphasis on accreditation of hospital and medical facilities for mediclaim policies will create standardization and transparency in medical claims.

Market :

State Bank of India has reportedly managed to get an entry premium of over INR 503 crore from Insurance Australian Group (IAG) for setting up a non-life insurance company.

With economic growth under pressure resulting in slow down in principal insurance segments, competitive pressures and lacklustre investment market performance, alongside looming rating actions, the dilemma as regards choice between scale (top-line focus) and profitability (bottom-line focus) will continue to present itself to insurers in 2009, domestically and internationally.

.... Hitesh Joshi

DETARIFFICATION IN INDIA - THE PROGRESS SO FAR

The era of no-tariff in the Indian Insurance Industry started in January 2007. Things are still to consolidate and stabilize. There have been some initial hiccups. For the process of detariffication to succeed healthy underwriting practices should be the norm and cross-subsidisation across classes should cease. But what has been the progress and what has been achieved? Confederation of Indian Industry (CII) organised the 11th Insurance Summit "Development of Indian Insurance Industry: the Unfinished Agenda" at Mumbai on the 30th September 2008 to look into the path ahead for the sector. Mr. Yogesh Lohiya, CMD GIC Re was a guest- speaker at the Summit. The following article is based on Mr. Lohiya's address at the Summit.

.... Editorial Desk

Insurance Regulatory and Development Authority (IRDA), the Indian insurance regulator, has set in motion the 2nd phase of detariffing for the general insurance industry. Starting 1st of January 2009 the general insurance companies will have more freedom to design their own products. IRDA in its circular issued on November 6, 2008 has given the general insurance companies the freedom to offer certain covers outside the scope of the descriptions in the erstwhile tariffs.

Earlier, the first phase of detariffication started on January 1, 2007 when the IRDA allowed companies to charge their own premium for all classes of business that had been under a tariff till then. The exception was Motor Third Party Liability Insurance for commercial vehicles.

The process of Detariffication was actually initiated to promote innovation and catalyse development in the general insurance industry. It was supposed to be the harbinger of sound and prudent underwriting practices. It was to lead to optimization of structure cost by the insurance companies so that they became more efficient. Phasing out of cross

subsidization of portfolios and making each line of business a profit centre and self sufficient in financial terms was another objective of detariffication in the Indian general insurance industry.

This could only be achieved by adoption of good risk management practices involving careful analysis and evaluation of self insured retentions, deductibles and internal management. Overhead and external costs were supposed to be at par with the best practices globally. This approach was supposed to generate new ideas and mechanisms to deal with enterprise risks in more efficient ways.

In post tariff era the insurers are supposed to compete for well managed businesses, with excellent claims histories, and with very competitive rates. For non-professionally managed businesses the possibility of not being able to obtain adequate coverage or incurring unreasonably high premium costs was supposed to be the norm.

In the Detariffed scenario the customer was supposed to be the king. The direct beneficiary of detariffing was supposed to be the customer. Product pricing and product customisation were supposed to become important determinant for the insurers. Product differentiation and innovation with value addition giving the customer more choices were supposed to be the in-thing for the industry. The market was supposed to become buyer driven and customer focused. The liberalized scenario was supposed to lead to better penetration of insurance in the country with increasing awareness.

The development and maintenance of superior data base was supposed to be a primary requirement. It was a highly critical component of the whole process of detariffication as insurers would require much more detailed information to process their risks.

Post-tariff period was also supposed to be an excellent opportunity for brokers. A free

market was supposed to stimulate creativity and boost the development of non-traditional solutions to effectively manage enterprise risks.

But has it really happened? Has prudent underwriting and no-nonsense risk management become the industry norm? Are the appointed Actuaries given their due by accepting their views?

- Whether the market has really matured?
- Have the market players prepared themselves to enjoy this long awaited freedom in pricing products?
- Are they fully convinced that the foundation of this freedom is risk-based underwriting?
- Are they prepared to apply the process, principles and techniques of risk management in rating the risk right?

Many industry professionals are of the view that the players are neither prepared nor visionary in applying the risk-management techniques in rating the risks right. The world admits that insurance is a knowledge industry because it carries on a risk-taking business. The underwriters need to acquire complete knowledge about the profile, process and dynamics of all risks they assume in general insurance.

Detariffing does not necessarily mean discount on existing premium rates. 'Detariffication', before the actual benefits of the process set in and it becomes a win-win situation for all the stake-holders, needs a lot of ground work to be done. That has not happened. Perhaps all of us follow only one policy: "Not to lose market share". In bringing discipline in market, all the stake-holders have a role to play. The consequences of acquiring market share at unsustainable rates will in a very short time tell upon the results and on solvency ratios.

Some of us are quite aggressive in acquiring any portfolio at any cost where as others are more practical and do their

home-work well. Premiums have plummeted. Claims have increased.

Actually, for detariffing to be a success a lot of investment and hard work has to go in for the development of a sound infrastructure for the process to really begin in all earnest. But as premiums go down, competition hots up with more players in the arena and increasing awareness and penetration raises the expectations of customers; price tag becomes a very important factor. It becomes a vicious circle.

Companies can be expected to quote rates expressed on the basis of a discount on the 'expiring rate' or that of the competitor if that is known. Each company is likely to operate on the basis of an estimated 'discounting power' and hunger for business with minimum reference to any risk factor. The practice of quoting rates based on the underwriting principles and risk factors or at least past experience is rarely seen. In large risks the competition is most likely to be driven by the appetite of reinsurance market and the swings will naturally follow the reinsurance market and consequent movement in capacity.

What do we do? Slow and steady wins the race. We have to work for, invest in and empower the process of maturation of the industry. It is time now for us to put our house in order and prepare better for what is ahead of us.

With the implementation of the 2nd phase of detariffication, the intermediaries will have a further responsibility on them. They will have to play a significant role in enabling customers to identify the best options for their insurance needs. They will need to educate their customers and compare the various product-pricing options that will then become available.

They will also need to present to insurers all relevant information on the risks to be covered. Transparency, corporate governance and fairness in dealings will define the relationship between insured, insurer and intermediary, and ensure a win-win for all constituents.

Another very important issue which still remains unfinished and of which we need

to take note of is the penetration of the non-life insurance in the country. In 1995-96 the penetration of non-life insurance was 0.5%. In 2000-01, when market opened up it was 0.6% and in 2006-07 also it is 0.6%. The life sector however, showed an upward trend and accounted for 4.1 per cent of GDP in 2006-07, up from 2.3 per cent in 1999-2000. It is quite possible that the distribution network is not robust enough in case of non-life and also the fact that general insurance is not seen as an investment with returns.

Distribution channels are the life-lines of insurance business. Traditional distribution channels still rule the roost in our country. There are several alternate channels which need to be tapped to exploit the huge potential that is available in the country.

Successful detariffing should thus result

in an increase in insurance penetration, enhancement of risk assessment skills, product innovation, improvement in customer service and an increase in operational efficiencies. Customers should have a wider choice with better risk covers and see merit in maintaining a quality profile for a positive risk rating. It is still early days to predict the full impact of detariffing, but the initial indications are positive. The insurance industry has enough maturity and credibility to manage pricing challenges as well. There may be some turbulence along the way, but there is no doubt that establishment of the sector on healthy lines with the main beneficiary being the customer.

Thus the choice is to grow in short term at any cost or to grow in long term by taking calculated risk!

.... Editor

Training Programme on Principles of Risk Assessment & PML



GIC Re always believes in sharing knowledge with its business partners. In line with this philosophy and also as part of its marketing initiative the Corporation recently conducted a work shop for **Co-operative Insurance Society of Egypt** on 'Principles of Risk Assessment & fundamentals of PML under writing'.

GIC Re has sizable interest in the treaty

business segment of Co-operative Insurance Society of Egypt, which is the second largest general insurance company of Egypt in private sector. The timing of the programme coincided with the visit of GIC Re's marketing team to Egypt. The programme was conducted by Mr

Abhijit Das, Asst. General Manager (Reinsurance) GIC Re and was well attended by executives of the functional departments of the organisation. 20 executives attended the programme along with chief of reinsurance dept of Co-operative Insurance Society Ms Samia M Heeda. The programme was well received and appreciated.

.... Abhijit Das

CHANGE MANAGEMENT - A GIC Re INITIATIVE

GIC of India came into being in 1973 as a holding company for the 4 Public Sector General Insurance Companies which were formed following Nationalisation of General Insurance business in India in 1973 under GIBNA.

In the year 2001 Insurance market was opened for private players. GIC of India ceased to be a holding company and was designated as National Reinsurer.

GIC of India, since then, has undergone a major role change from a monopoly General Insurance Service provider to a significant Reinsurance capacity provider to General Insurance Companies globally.

A need was being felt to effect necessary changes in the organization to realign it with the new role it was called upon to perform and the fast changing environment in which GIC of India was operating.

In this background GIC of India decided to take assistance from a management consultant for business process reengineering. The management consultant identified for the purpose was Deloitte Touche Tohmatsu.

The first major landmark in the change process was to come out with a vision statement, a mission statement and core values.

The same has been already adopted by GIC of India which reads as under:

Vision

To be a leading global reinsurance and risk solution provider

Mission

To achieve our Vision by

- Building long-term mutually beneficial relationship with business partners
- Practicing fair business ethics and values
- Applying "state-of-the-art" technology, processes including enterprise risk management and innovative solutions
- Developing and retaining highly

motivated professional team of employees

- Enhancing profitability and financial strength befitting the global position

Core Values

- Trust and mutual respect
- Professional excellence
- Integrity and transparency
- Commitment
- Responsive service

The management consultants carried out extensive studies on various aspects of working of GIC of India and after analyzing the data so collected came out with a set of recommendations. The major recommendations can be summarized in 5 major categories

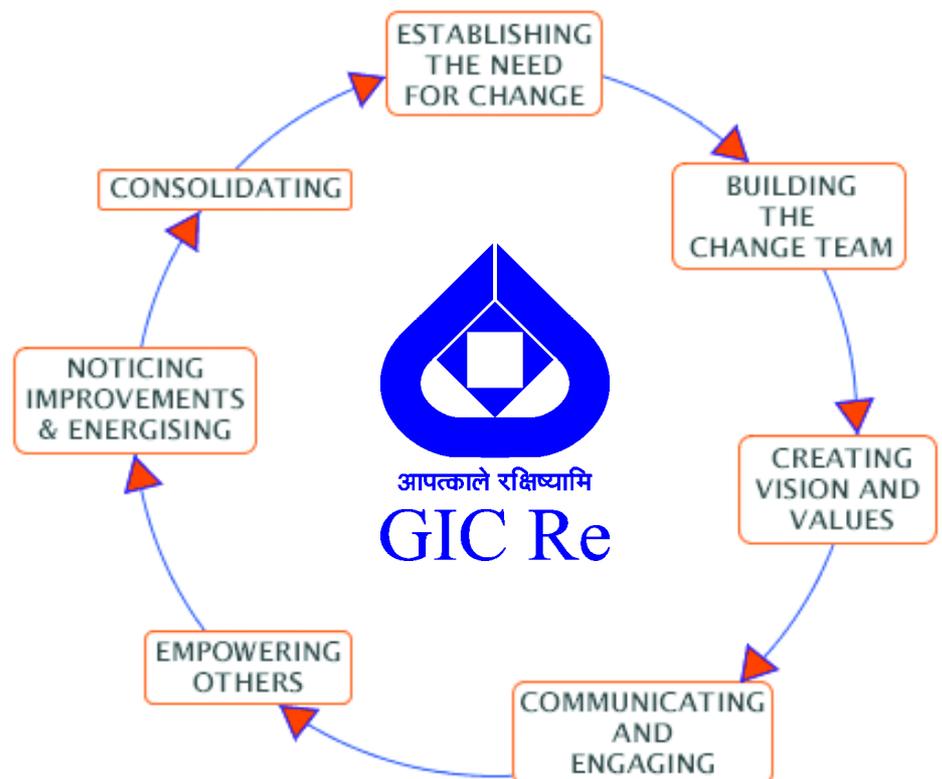
1. REINSURANCE
2. HR
3. MARKETING
4. INVESTMENT
5. IT

Reinsurance

- (a) Procure CAT model
- (b) Prepare Underwriting & Claim manual
- (c) Procure and use software tools for technical and fundamental analysis
- (d) Gain expertise in New products
- (e) Procure pricing models

H. R.

- (a) Create Verticals for Reinsurance, H.R., Marketing, Investment & Finance & Information Technology
- (b) Align organization structure to the Verticals
- (c) Rationalise cadre strength assessment
- (d) Introduce Performance Management System
- (e) Create HR Manual
- (f) Build a strong communication system



Marketing

- (a) Create green channel facility for select customers
- (b) Institute a broker policy
- (c) Introduce a client Grievance Redressal System
- (d) Expand operations overseas.
- (e) Create an international marketing team

Investment

- (a) Segregate Investment & research function
- (b) Workout strategy for gradual reduction of equity exposure
- (c) Adopt a policy for managing foreign currency deposits
- (d) Create a Investment manual

Information Technology

- (a) Train & creed second line of IT Managers
- (b) Use web as a medium of interaction with business partners
- (c) Adopt a security policy
- (d) Put a Disaster Recovery Plan in place

We are a service organization where the quality of manpower and its efficient utilization is of prime importance to the overall performance of the organization.

(PMS) is the heart of any “people management” process in organization. Organizations exist to perform. If people do not perform organizations don't survive. If people perform at their peak level organization can compete and create waves.

In order to achieve this objective it is imperative to have a quality performance management system in place. Performance management systems if properly designed and implemented can change the course of growth and pace of impact of the organization.

In view of the great importance of PMS we have embarked upon an ambitious program of implementing a customized PMS for our organization in consultation with our Management consultants

Salient features of the PMS would be as under:

A set of Key Result Areas (KRA): to be

agreed in advance with the superior at the beginning of the year.

A set of developmental activities to be agreed in advance at the beginning of the year

A mid term review of achievements and corrective action for the deficiencies noticed.

Identification of training needs on the basis of review.

Linkage of training activities to the training needs identified.

Linkage of annual promotion exercise to the annual review of performance.

Linkage to Performance Linked Incentive Scheme when the Incentive scheme is approved.

The benefits of a Performance Management System can be summarised as follows

- Provides Critical data for supporting fact based decision making
- Aligns team and individual behaviours and competencies with the organization's to drive strategy execution
- Retains top talent by systematically evaluating and effectively rewarding high performance
- Enhances the attachment that employees feel towards the organization

- Utilises technology to create efficiencies, track critical data, and ensure consistency

- Links to the broader talent management system

The objectives of Performance Management System can be enumerated as under

Connect the strategy, vision, values of the organization to the work of teams and individuals.

Measure both what is done (goals) and how it is done (competencies)

Align team and individual competencies to the organization's core capabilities

Ensure transparent and objective assessment of employees

Identify the potential of employees to handle variety of assignments / hold higher positions in the organization

Ensure that the Performance Appraisal is linked to training and development, compensation (increments and bonuses), promotion and succession planning.

We are currently working on the various modalities of finalizing PMS and intend to go ahead with its implementation in a phased manner at the earliest possible.

This would be a quantum jump on our part towards creating a vibrant organization capable of meeting the challenges thrown open by ever changing global business environment.

.... A K Roy



GIC Re's Retakaful Operations

Islamic finance has developed mainly in two directions namely Islamic banking and Islamic insurance (Takaful) and reinsurance (Retakaful). Not much is known about Takaful and Retakaful in our country. Purpose of this brief article is to describe main features of Retakaful system and the Retakaful window that is now operational in GIC Re.

... Editorial desk

Retakaful is the reinsurance of Takaful or Shariah – compliant insurance business, which has been growing annually at about 15 to 20% since last 5 years particularly in Middle East & North Africa and South East Asia regions. Global insurance and reinsurance companies like AIG, AON, Allianz, HSBC, Munich Re, Swiss Re and Hannover Re have set up a separate Takaful / Retakaful Company or a division. Global Takaful operations which amounted to around US \$ 5.7 bln, during 2006, are expected to reach about US \$ 15 bln. in 10 years, of which Retakaful contributions are expected to be around US \$ 3.75 bln.

Takaful/Retakaful system is based on mutual cooperation, protection and assistance between groups of participants. Contributions (premium) are given at the start of the financial year by the participants (Takaful companies in the case of Retakaful business) to the Takaful/

Historical development and present status of Takaful

- First Takaful Insurance Company was set up in Sudan in 1979.
- Now, 135 Takaful companies are operating in 22 countries, mostly in South East Asia, Middle East and North Africa.
- A Takaful company started its operations in U.K. from 1st May, 2008.
- Global Takaful Operations are expected to grow to about US\$ 15 bln. in 10 years.
- Family or Life Takaful is more popular in South-east Asia, while there is more general Takaful Business in the Middle East.

Retakaful funds which are managed by Takaful/Retakaful companies for the

benefit of all participants taken together. The Takaful/Retakaful companies charge Wakala fees for managing the funds, under the Wakala model followed mostly by Middle East companies, or they get a predetermined share of the operating surplus at the end of the year, under the Mudharaba model followed in the South East Asian region.

Contributions consist of two elements –

- 'Tabarru' or donations from which losses of participants are covered, and
- 'Savings' or investment element.

At the end of the year participants get proportional share in the surplus generated from the Takaful funds after deducting claims, reserves, and certain management expenses.

Takaful system avoids uncertainty ('Sharar'), gambling ('Maisir') and interest ('Riba'), which are prohibited under Shariah laws. Moreover, it is fair and transparent in its premium fixing and in charging of costs to the participants and hence it is acceptable to Muslims as well as non-Muslims.

Scope of Takaful / Retakaful in India

- India has the second largest Muslim population (more than 150 million) in the world, after Indonesia.
- The vast majority of this population is uninsured, though need for protection is very much present.
- There is growth in wealth and literacy among the Indian Muslims as well as increased awareness of Islamic finance.
- In India 61% of listed companies are Shariah compliant compared to 57% in Malaysia and 51% in Pakistan.
- A few Asset management companies and some private brokerage firms are working on Shariah compliant finance products.
- Some life insurance companies are devising a Takaful insurance product which may be launched in a year's time.



Ms. Debie Wijaya and colleagues of PT Central Asia, Jakarta

The principles of Takaful insurance :

- Policyholders cooperate among themselves for their common good.
- Every policyholder pays his subscription to help those that need assistance.
- Losses are divided and liabilities spread according to the community pooling system.
- Uncertainty is eliminated in respect of subscription and compensation.
- It does not derive advantage at the cost of others.

Investment of funds can be made in any interest free avenue or in shares of companies where returns are not driven by any unethical commercial activities, such as alcohol, tobacco, pork, entertainment, and arms & ammunition.

A Shariah Supervisory Council consisting of at least 3 members advises guides and monitors the functioning of the Takaful/Retakaful Company, and certifies that the company is Shariah compliant. GIC Re has

also constituted a 3-member Shariah Supervisory Council for its Retakaful operations. The Council is headed by Hon'ble Mufti Abdul Qayyum and its other members are Hon'ble Mufti Abul Hassan Arshad Kandhalvi and Hon'ble Mufti Asadullah Qasmi.

In case of large claims exceeding the Retakaful funds or in the event of insolvency or other financial difficulty of the Takaful operators, the Retakaful Company provides an interest free loan (Qard-ul-Husna) from the Retakaful shareholder's fund, and this is recovered from subsequent years' surplus.

Further, Retakaful Company has to charge premium on net risk basis (i.e. no reinsurance commission is to be paid to the ceding Takaful Company).

In order to assert its position as a global reinsurer GIC Re has started a Retakaful division within the corporate office premises in Mumbai to write Retakaful business, both Life and Non-life, in a Shariah compliant manner so as to attract cessions from the Takaful Companies in the

Middle East, North Africa and South East Asia regions, as these companies will prefer to cede the business to a Retakaful Company instead of a conventional reinsurance company. Initially, there will not be any domestic Retakaful business for GIC Re's Retakaful desk as at present no Takaful company is operating in India. Separate operating and investment accounts will be maintained. We now have a Shariah Council in place, consisting of 3 muftis (Shariah scholars well versed in global finance) who have been appointed on the council on retainership basis. They will be periodically giving certificates as to shariah compliance which will be required by the Retakaful cedents. A team consisting of two senior officers of GIC Re visited Malaysia and Indonesia during the 1st week of November 2008 and gained valuable insight into the takaful/Retakaful companies in these two countries. Both these countries hold considerable potential for Retakaful business for GIC Re.

.... Farrukh Shah

Brokers' Meet



GIC Re has set its vision to be a leading global reinsurance & risk solution provider. Banking on the depth of its experience and developing further its relationship with global business partners, GIC Re has reached the 16th position globally on the basis of premium written worldwide. Apart from its direct contacts, GIC Re transacts business through reinsurance brokers too.

In an effort to enlighten the business partners- brokers, about its achievements, developments in the last fiscal, changes incorporated in the organization structure with a view to provide better service and to declare its

rating and sovereign backing. He explained the business philosophy of GIC Re and briefed about the initiatives of networking, software integration and internal restructuring measures, all oriented at reducing response time and offering better service. The team of executives was then introduced to the participants, along with the description of the portfolios handled by them.

Mr. M Ramaprasad, General Manager (Reinsurance) GIC Re through a detailed presentation gave an account of things

plans for the ensuing period, GIC Re organizes an annual Brokers Meet.

The 2008 meeting was organized on the 10th of December 2008. CMD, GIC Re in his welcome speech touched upon the solid financial strength of GIC Re supported by high credit

happening at GIC Re, capacities offered for different lines, business performance and future plans. The presentation was followed by an open forum where brokers expressed their views and offered comments on various issues of mutual concern. The yearly initiative of GIC Re was highly appreciated by the participants who ensured full support to GIC Re in achieving its targets and accomplishing its mission. The meeting was attended



by 66 representatives of 34 Broking companies.

.... Deepak Godbole

Classification of Equity Scrips in Stock Exchanges

When we read the Indian stock market reports in our news-papers we often come across shares being classified into various categories that are defined by certain alphabets in caps. We bring you the significance of this classification and what does each alphabet signify.

.... Editorial Desk

The Bombay Stock Exchange, India's leading stock exchange, has classified Equity scrips into categories A, B, S, T, TS, & Z to provide a guidance to the investors. The classification is on the basis of several qualitative and quantitative factors like market capitalization, trading volumes and numbers, track records, profits, dividends, shareholding patterns, and some qualitative aspects. The classification is done to benefit investors. As on February 2008 following criterion are used for classifying stocks into various categories by the Bombay Stock Exchange (BSE).

Group A :

It is the most tracked class of shares consisting of about 200 shares. Market capitalization is one key factor in deciding which scrip should be classified in Group A. This group consists of the most liquid scrips. To ensure greater liquidity one of the criteria that is considered is that the company should be traded for minimum 98% of the trading days in the past three months. The group re-classification is reviewed twice a year in February and August.

Group B :

All companies not included in group 'A', 'S' or 'Z' are clubbed under this category. Earlier there was a system of B1 and B2 group of shares where B1 was ranked higher than B2. B1 and B2 groups have been merged as a single Group B effective from March 2008.

Group S

"The Exchange introduced a new segment named "BSE Indonext" w.e.f. January 7, 2005. It was a joint effort of BSE and Federation of Indian Stock Exchanges (FISE) to allow the SME sector to grow through capital market participation. BSE and FISE jointly developed the alternative

platform which was named BSE Indo Next with a view to enabling the SMEs to raise equity and debt. The reason for setting up of an alternate platform for shares of various Regional Stock Exchanges dedicated to the SME sector arose from the budget speech of Finance Minister P.Chidambaram in July 2004. The "S" Group represents scrips forming part of the "BSE-Indonext" segment. "S" group consists of scrips from earlier "B1" & "B2" group on BSE and companies exclusively listed on regional stock exchanges having capital of 3 crores to 30 crores. All trades in this segment are done through BOLT system under S group." Apart from minimum paid up equity capital requirement of Rs 3 crores the following norms are applied for including a company under BSE Indo Next/ "S" group.

- Non Promoter shareholding
At least a minimum of 25% of company's issued capital shall be with non-promoter shareholder. Out of non-promoter holding, if any single shareholder individually or jointly holds with others, except for banks/FIs /FILS /OCBs /NRIs, more than 0.5% of the paid up capital of the company, the same shall not be considered as non-promoter holding.
- The minimum net worth of the company shall be Rs 5 crore. (Networth includes equity capital and free reserves excluding revaluation reserves).
- Shareholders: Minimum number of shareholders should be 500.
- Asset: The company should have net tangible assets of at least Rs 3 crores in each of the preceding three years.
- Profitability; The company should have a track record of distributable profits for at least 3 of the immediately preceding 5 years.
- Demat: The company should have signed up with depositories (NSDL OR CDSL) and mandated for compulsory demat by SEBI.

The major objective of the BSE Indo Next segment is as follows:

- To allow companies listed only with RSEs to raise fresh resources from the capital

market, given higher liquidity in their shares

- To create liquidity in all the scrips listed on the exchanges
- To provide an avenue for new SMEs from various regions of the country to raise fresh resources from the capital markets. This is aimed at avoiding skewed regional growth and achieve a balance in every region.
- To augment the infrastructure needs at various Regional stock exchanges.

Group Z :

The 'Z' group was introduced by the Exchange in July 1999 and includes the companies which have failed to comply with the listing requirements of the Exchange and/or have failed to resolve investor complaints or have not made the required arrangements with both the Depositories, viz., Central Depository Services (I) Ltd. (CDSL) and National Securities Depository Ltd. (NSDL) for dematerialization of their securities.

Group T :

"It consists of scrips which are traded on trade to trade basis. This measure is taken to keep the shares under surveillance

Group TS :

"The "TS" Group consists of scrips in the "BSE-Indonext" segments which are settled on a trade to trade basis as a surveillance measure."

The next decade from 2010-to 2020 will see a lot of development in the Small and Medium enterprises primarily involved with the rural sector. Increased focus from Government, Banking and other Financial Institutions lending to the rural sector will see growth from agriculture sector contributing more to the GDP. The quest for identifying potential winners from amongst these companies should start right now.

.... Source : Various including BSE
Satyajit Tripathy



GIC Re Team Visits EAST AFRICA

GIC Re is a lead reinsurer in the Asia-Africa insurance markets. As part of the Corporation's marketing strategy and also to finalise the annual business proposals, teams of senior executives visit select countries in these areas annually. This year too several teams visited various countries including Greece, Turkey, Indonesia, Malaysia, Israel and a couple of countries in the African continent too. The writer along with D TV Sastri visited the East African region. We bring you a report on the visit to Kenya, Uganda and Tanzania by Haresh L Teckchandani.

.... Editorial Desk

During our week-long visit to East Africa we visited Kenya, Uganda and Tanzania. Our first stop was Kenya where we met Senior Executives of about a dozen Direct as well as Reinsurance companies. We were informed that currently the total direct premium from the non-life segment in Kenya aggregates to about US \$ 450 million. Kenindia Assurance is the largest non-life insurance company in Kenya in terms of top line.

Kenya too has a system of obligatory cessions and 18%, 10% and 5% of all direct insurance business is required to be statutorily ceded to Kenya Re, PTA Re and Africa Re respectively. The balance can be ceded by the direct companies at their own discretion.

The Kenyan Insurance Regulator has imposed some rules for the advance payment of premium to Direct Insurers though it is yet to take full roots. This advance payment of premium was popularly known as the cash and carry system. This has resulted in a significant increase in the cash flow available with insurers. In cases where the premium was substantial as in the case of insurance of a fleet of cars, banks advances were availed of to pay such

premium.

There are moves afoot to form a 'Political & Terrorism Pool' in Kenya. They plan to adopt the Indian Terrorism Insurance Pool as a model for the same. This proposed Political & Terrorism Pool is planned to take care of losses arising out of Political riots and similar situations. Kenyan insurers have expressed an interest for GIC Re's support for Excess of Loss Treaty for such a Terrorism pool. WC insurance has become mandatory in Kenya and additionally the compensation levels there to have been correspondingly raised.

During the next step of our visit we were at Uganda where we met representatives of 6 insurance companies. The Ugandan non-life market boasts of a total direct premium of about US \$ 50 million. The largest company in Uganda in terms of top-line is The Jubilee Insurance Co of Uganda Ltd. In Uganda 10% of all business has to be ceded statutorily to Zap Re and 5% to Africa Re. The Cash and Carry system has not yet been introduced in Uganda.

Only 1% of the non-life business in Uganda is broker driven. The rest is either through Agents or direct.

In Uganda a lot of responsibility has to be shouldered by the company directors. Hence, there is considerable demand for D&O insurance policy. Bond Insurance is also much in demand there. There are different Bonds in vogue-examples are Custom Bonds, Construction bonds, Raw Material bonds etc. The local companies in Uganda are looking for Facultative support on this. This insurance, till now, has been claim free.

Our final stop was Tanzania. We visited the port city of Dar-Es-Salaam. In Tanzania too we met representatives of 6 insurance companies. The Tanzanian Non-life market currently generates a

direct premium aggregating to around US \$ 100 million. The largest company here in terms of topline is The Jubilee Insurance Co of Tanzania Ltd. 20% of all non-life business in Tanzania has to be ceded statutorily to Tan Re. Balance can be ceded anywhere. There is also a proposal to disallow composite Insurance companies in Tanzania.

Despite the fact that our visit coincided with the 2009 Treaty renewals, the response and the excellent cooperation from all the companies in all the three countries we visited was very encouraging.

The local insurance community in all the three countries was happy to know that GIC Re is rated as A-Excellent by A M BEST rating agency and occupies the 16th position globally in the Standard & Poor's 2007 document in terms of premium income.

Overall our visit to the three countries was a very pleasant experience and the local people and of course the local insurance fraternity was very hospitable. Their colour may be black, It would not be possible to name all the people who have made this visit a memorable one. But we must acknowledge this fact by a big Thank You to one and all who made our trip both a rewarding and an enjoyable one.

.... Haresh L Teckchandani



हिंदी दिवस समारोह



As a part of its annual Hindi Fortnight celebrations in September 08, the Corporation organised a cultural function on the 26th September at K C College auditorium. The cultural function was chaired by leading industrialist and social activist Shri Nanik Rupani who is also the Chairman of Priyadarshini Academy, a leading social organisation in the country. The function was also graced by Shri Yogesh Lohiya, Chairman cum Managing Director of the Corporation. All the senior executives and other employees of the Corporation were also present on the occasion.

Earlier during the month, competitions on Essay writing, Dictation, Letter writing and General Knowledge in Hindi were organised for the employees of the Corporation. Their response and performance in these competitions was really encouraging. The winners of these competitions were awarded at the cultural function. The Personnel department of the Corporation was awarded the CMD's Official Language Shield for its creditable work performance in Hindi during the year.

The cultural function saw the hidden talents of many an employees come to fore. The audience was regaled by humorous skits, melodious songs and mimicry performed by the Corporation's employees.

All in all it was a memorable evening.

.... Editorial Desk



इस वर्ष सितम्बर में निगम में हिंदी पखवाड़ा आयोजित किया गया। इस अवसर पर 26 सितम्बर को के.सी. कॉलेज के आडिटोरियम में एक रंगारंग कार्यक्रम आयोजित किया गया। इस अवसर पर जानेमाने उद्योगपति और सामाजिक कार्यकर्ता श्री नानिक रुपानी मुख्य अतिथि थे। समारोह में निगम के अध्यक्ष सह प्रबंध निदेशक श्री योगेश लोहिया तथा अन्य वरिष्ठ अधिकारी भी उपस्थित थे।

पखवाड़े के सिलसिले में कर्मचारियों के लिए अनेक स्पर्धाएं भी आयोजित की गई थी जिनके विजेताओं को इस समारोह में पुरस्कृत किया गया। उत्कृष्ट कार्य निष्पादन के लिए अध्यक्ष सह प्रबंध निदेशक की शील्ड इस साल कार्मिक विभाग को प्रदान की गई। समारोह में निगम के कर्मचारियों की छुपी हुई प्रतिभाएं सामने आईं। कुल मिलाकर समारोह काफी दिलचस्प और मनोरंजक रहा।

.... संपादकीय कक्ष





Glossary of Insurance/Reinsurance Terms

Access to records clause : A provision in a reinsurance agreement that allows the Reinsurer access to the Company's books, records and other documents and information pertaining to the reinsurance agreement. This includes related underwriting and claims information, for purposes of the Reinsurer obtaining information concerning the reinsurance agreement or its subject matter.

Acquisition Cost : All expenses directly related to acquiring insurance or reinsurance accounts. i.e. commissions paid to agents, brokerage fees paid to brokers, and expenses associated with marketing, underwriting, contract issuance and premium collection.

Association : It is also known as Pool or Syndicate. An organization of insurers or Reinsurers through which pool members underwrite particular types of risks with Premium, losses and expenses shared in agreed amounts. Pools in Indian Market are being administered by GIC Re. The Pools for various classes so far formed in Indian Market are:

- **Fire Pool** – The pool was operational between erstwhile subsidiaries of GIC and was in existence till 2001. The sharing was on the basis of Premium contribution to the pool.
- **Hull Pool** – The pool is operational even today between four Public Sector Undertakings i.e. erstwhile subsidiaries of GIC. The sharing of experience of the pool is in equal proportion for all the members irrespective of fact who contributes to the Pool.
- **Terrorism Risk Insurance Pool** – The pool was operational since 2001 wherein all insurance companies including GIC are members. The sharing of experience is on the basis of the loss bearing capacity extended by each of the members to the Pool.
- **Motor Third Party Pool** – The Pool is formed for coverage of Commercial Motor vehicles Third Partly Liability exposure only and is operational since April 2007. The

sharing of experience is on the basis of the market share of the each of the company in “Gross Direct Premium” for the year under consideration. GIC, the pool manager, is also a member of the pool to the extent of Obligatory share.

Underwriting Year : The effective date of the original policy, rather than the date of loss, determines the basis of attachment of exposure to the treaty. Any losses occurring on policies written or renewed with inception or renewal dates during term of the given reinsurance agreement will be covered by that reinsurance agreement irrespective of the fact when the loss actually occurred. This mechanism is often used with “the policies attaching” methodology.

Accident year : The date of the loss under the original policy rather than the effective date of the original policy that determines the basis of attachment of exposure to the treaty. Any losses occurring during the reinsurance agreement period on the policies in force (if any), written or renewed will be covered by that reinsurance agreement irrespective of the inception or the renewal date of the original policy. This mechanism is often used with “the losses occurring during (LOD)” the contract period methodology.

Act of God : an accident or event which happens independently of human intervention and due to natural causes, such as storm, earthquake, etc. It will relieve from liability if it amounts to circumstances which no human foresight can provide against, and of which human prudence is not bound to recognise the possibility.

Hard Market : A market in which it is difficult to obtain insurance. This is demonstrated by high premium rates.

Lapse : (1) the position when a policy is not renewed (by either party), i.e. it arising on the renewal/due date (not to be confused with a ‘cancellation’ which arises during the policy term).

(2) The termination of a policy either:

- (a) by failure to pay a premium due (if the policy has no cash value, cover is terminated; if the policy has a cash value, the protection may be continued in a modified form); or
- (b) because the insurer does not invite renewal.

Loss Reserve : the setting-up of a reserve for outstanding losses.

- (1) Where it is agreed that the reassured will retain a proportion of the net premiums – for a given period to provide a fund to settle gross claims without recourse to the reinsurer. Sometimes called cash flow reserve.
- (2) A fund set aside to pay claims outstanding at the end of a period of account.

No Claim Discount: the reduction allowed in a renewal premium in recognition of no claims having been paid by the insurer during the recent past period of insurance.

Products Liability Insurance: insurance against the liability of a producer, supplier, tester or servicer of goods for injury to third parties or loss of or damage to their property caused by a deficiency in the goods.

Surplus Treaty Reinsurance: a proportional treaty under which an insurer cedes, in respect of each risk covered by the treaty, the amount surplus to the specified retention.

Ceding companies very frequently have several layers of surplus treaties so that they may accommodate very large risks, as the reinsurer's participation in any one surplus treaty is usually limited to a certain multiple of the ceding company's retention. Premiums and claims are shared by the reinsurer and the ceding company on a pro-rata basis in proportion to the amount of the risk insured or reinsured by each. This is one of the oldest forms of treaty reinsurance and is still in common use in fire reinsurance.

.... *Rajesh Khadare*

RAWA COCONUT CAKE

Ingredients:

¼ kg. rawa
 ½ kg. sugar
 5 eggs
 ½ cup ghee
 1 coconut
 1/8 tsp. baking powder
 1 tsp. vanilla essence
 100 gms. Plums (optional)
 100 gms. Nuts (optional)



Instructions

Grate the coconut and grind coarsely in mixer without any water. Cream sugar and ghee together. Separate the egg white and yolks. Beat the egg whites in a blender. Add all the ingredients little by little and blend well. Let the batter stay overnight. Grease a mould and pour the batter and bake till done.

CHOCOLATE OATMEAL COOKIES

Ingredients:

1 1/2 cups sugar
 1 cup margarine, softened
 1 egg
 1 teaspoon vanilla extract
 1 1/4 cups all-purpose flour
 1/3 cup cocoa powder
 1/2 teaspoon baking soda
 1/2 teaspoon salt
 3 cups uncooked quick oats
 6 ounces semi-sweet chocolate chips



Instructions

Cream together the sugar and margarine. Stir in the egg and vanilla. Sift together the flour, cocoa, baking soda, and salt. Stir into the creamed mixture. Add the oats and chocolate chips. If the dough is too stiff, add up to 1/4 cup water. Drop with a cookie dough scoop onto a prepared cookie sheet, and bake for 10 to 12 minutes.

MARZIPAN

Ingredients:

200 gms. Milkmaid Condensed Milk
 250 gms. Cashew nuts (powdered)
 1 cup icing sugar
 ½ tsp. almond essence
 colours as desired



Instructions

In a bowl mix the icing sugar, cashew nut powder and essence. Add condensed milk in small quantities to make a firm and pliable dough. Knead the dough till smooth. Divide into portions. Add colours and give shapes as desired.

JUJUBES

Ingredients:

Gelatin – 50 gms
 Sugar – 600 gms
 3 sour lime juice
 a pinch of salt
 colour



Instructions

Soak gelatin in a small cup of water. Make sugar syrup by heating the sugar with one small cup of water. When the syrup starts to froth, add gelatin, lime juice and colour. Allow the mixture to boil for 5 minutes. Remove from heat and pour in a greased tray or plate. When cool, sprinkle sugar, cut into desired pieces and roll in sugar.

.... Shwetha Mogaveera

GIC ReNEWS wins ABCI Award



Team GIC ReNEWS is happy to inform you that the newsletter has been awarded the Gold Prize under the category of New Publications by the Association of Business Communicators of India (ABCI). Editor GIC ReNEWS received the award at the Annual Awards Ceremony of ABCI held on 7th of November, 2008 at Mumbai. GIC ReNEWS came out with its first issue in December 2007 and with this issue we complete our first year. We do hope that with your continued constructive feedback in the times ahead we will win further accolades and achieve greater milestones.

We wish you a happy and successful New Year 2009.

.... Editorial Desk

Essar Group

Group Corporate Risk & Insurance Management



Dear Yogesh Bhai,

Many Thanks for the Newsletter of GIC Re which is very informative and has many interesting articles on Insurance. Sincerely appreciate your gesture.

Will look forward to receiving all the issues of your Newsletter which will enlighten us further.

Wishing you and your family a Happy Diwali & Prosperous New Year.

Best Regards,

Dinyar M. Jivaasha
Group Global Head & Sr. Vice President



Dear Shri Raghunath,

I am in receipt of your "GIC Re News" Issue No. 4/Volume01/Sept. 2008 and really impressed with the comprehensive information provided. I am very happy in particular to note that the elevation of GIC Re in ranking from 22nd to 16th position among the top global non-life reinsurers with a very sound financial backing and I am sure GIC Re will be in a position to get "A+" rating.

Yours sincerely,

(A.V. MURATIDHARAN)
Chairman-cum-managing Director



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Dear Mr. Raghunath,

I have gone through the GIC Re Newsletter of September 2008 and I should complement that the issue is very interesting to read and the material presented there is very informative.

with regards,

Yours sincerely,

V. Jagannathan
Chairman - cum - Managing Director

An Appeal to GIC Re family members

We welcome your feedback and also it would be nice if you can send in your contributions by way of write ups for the next issue. You can send in the material to the mail id : gicrenews@gicofindia.com

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आपत्काले चिकिष्यामि
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