

Setting the new mark in speedy response



Client

Cadila Pharmaceuticals Ltd., Ahmedabad

Cover

Standard Fire & Special Perils Insurance for Stock of Raw material which was sent for processing and lying at Pharma Chem Industries Pvt.Ltd., who is Cadila Pharma's outsourced manufacturing partner at Vapi, Gujarat.

What Happened

Fire broke out in the above factory at around 7.30 p.m. on July 10, 2004 and engulfed the entire factory. The fire was extinguished by around 7 a.m. on July 11, 2004, but not before the entire factory and its contents were gutted.

The fire was believed to have been caused by ignition of stock of solvent by sparks generated by electric short circuit. The factory building, plant and machinery and the stocks contained therein were almost completely damaged.

Loss suffered by the insured: Stocks worth Rs.21,40,800/- lying in the custody of Pharma Chem Industries Ltd. for processing. The assessed Loss was Rs.18,33,816/-.

Role of Bajaj Allianz

Bajaj Allianz, Ahmedabad received a mail intimating the loss from their insurance department on July 12, 2004 and immediately a surveyor - M/s Mehta & Padamsey Pvt.Ltd. was deputed to carry out the survey. They carried out the survey on July 13, 2004 in the presence of a person from the insured's side. The Surveyor also visited their Ankleshwar factory on the same day, for verifying all records pertaining to the stock

sent to Pharma Chem at Vapi.

An on-account payment of Rs.5 lacs was released on July 17, 2004 after confirming all the facts and verification of records based on the interim survey report on July 14, 2004.

Meanwhile the process of finalizing the claim was initiated and meetings were held to sort out the queries. On receipt of all relevant documents and clarifications from the client vide their letter dated August 1, 2004, the claim was immediately settled and the balance amount of Rs.13,28,916/- was released on August 5, 2004.

Lessons learnt

For Bajaj Allianz, this was an opportunity to set a new performance standard and they seized this with both hands. The 'Speedy Response' not only delighted the customer and raised their confidence level in Bajaj Allianz, but also set the new benchmark in productivity.

