

The Oriental Insurance Company Limited

Head Office, New Delhi



Request for Proposal

For

**Procurement, Implementation, Customization,
Deployment, Maintenance, Training and Support of
Enterprise Content Management Solution**

(Ref No: OICL/HO/ITD/ECM/2015/01 dated 1st June 2015)

Information Technology Department

The Oriental Insurance Company Limited

2nd Floor, Oriental House

A-25/27, Asaf Ali Road, New Delhi – 110 002

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(Non – Transferable)

Receipt

Tender No. OICL/HO/ITD/ECM/2015/01

Dated 1st June 2015

Serial No: _____

Date of Issue: __/__/____

Tender Form Issued To:

Received Payment Vide Demand Draft / Pay Order No

_____ dated __/__/____ for 5000/- issued by

_____ (bank).

Signature: _____

Name: _____

Designation: _____

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(Non – Transferable)

Receipt

Tender No. OICL/HO/ITD/ECM/2015/01

Dated 1st June 2015

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_____ dated __/__/____ for 5000/- issued by
_____ (bank).

Signature: _____

Name: _____

Designation: _____

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Important Notice

THIS TENDER DOCUMENT IS NOT TRANSFERABLE

Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

The response to this tender should be full and complete in all respects. Incomplete or partial bids shall be rejected. The bidder must quote for all the items asked for in this tender.

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by OICL. OICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

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1 Introduction

1.1 About OICL

The Oriental Insurance Company Limited (OICL), a public sector undertaking dealing in non-life insurance, is ahead of its peers in the industry in adopting information technology. OICL has been enjoying the highest rating from leading Indian credit rating agencies such as CRISIL and ICRA.

OICL has its head office at New Delhi, Primary Data Centre (PDC) at Bengaluru & Secondary Data Centre (SDC/DR) at Vashi (Navi Mumbai), 30 regional offices in various cities, Oriental Staff Training College (OSTC) at Faridabad and Chennai, 340+ divisional offices, 500+ branch offices, Regional Training Centers, 28 Claims Service centers, 32 TP Hubs and 900+ extension counters/micro offices geographically spread out across India. As on date, all offices of OICL are provisioned with dual active-active links using MPLS over Radio Frequency, leased lines etc. Further, roam connectivity is provided to Extension Counters and Micro Offices. For more than a decade, OICL has leveraged information technology to serve its customers effectively. OICL also has a presence in Nepal, Dubai and Kuwait.

Apart from the Core-Insurance application, OICL has various centralized applications like web portal, E-mail, Video Conferencing, HRMS etc. hosted at its Data Centers at Vashi and Bengaluru. These Data Centers are equipped with Rack Mounted Servers, Blade Servers, Enterprise Class Storage systems, Tape Libraries, SAN Switches, Backup Solution and other related tools and solutions.

OICL has sold more than 12 million new policies in the year 2013-14. OICL has more than 100 general insurance products to cater to the varied insurance needs of its customers. It also has a strong workforce of about 15,000 employees and over 35,000 agents. OICL has a web portal www.orientalinsurance.org.in for use of its customers and agents with a provision for premium calculator, payment gateway and online issue/ renewal of policies.

1.2 Invitation to Bidders

The Deputy General Manager (IT) invites sealed bids for procurement, implementation, customization, deployment, maintenance, training and support for Enterprise Content Management solution of the Oriental Insurance Co. Ltd. as per the requirement specifications detailed in this RFP, its Annexures and Appendices.

Sealed offers prepared in accordance with the procedures enumerated in RFP should be submitted to the Deputy General Manager (IT) by eligible bidders no later than 03rd July 2015 3:00 PM.

All bids must be accompanied by a bid security in the form of bank guarantee of Rupees One crore fifty five lakhs only.

1.3 Definitions, Acronyms and Abbreviations

| As used in the Document | Description |
|--------------------------------|---|
| Acceptance of Tender | The letter/ fax or any memorandum communicating to the bidder, the acceptance of his tender and includes an advance acceptance of his tender |
| AMC | Annual Maintenance Contract |
| ATR | Acceptance test report |
| BG | Bank Guarantee |
| BO, DO, RO & HO | Branch Office, Divisional Office, Regional Office, and Head office of OICL. |
| Contract | The agreement entered into between OICL and the Bidder as recorded in the contract form signed by OICL and the Bidder, including all attachments and annexure thereto and all documents incorporated by reference therein |
| Contract Price | The price payable to the bidder under the contract for the full and proper performance of his contractual obligations. |
| DC | Data Center |
| DMS | Document Management System |
| DRS | Disaster Recovery Site |
| EC | Extension Counter |
| ECM | Enterprise Content Management |
| HRMS | Human Resource Management System |
| INLIAS | Core Insurance Application of OICL – Integrated Non-Life Insurance Application Software |
| OICL | Oriental Insurance Company Limited, herein also referred to as 'Company' |
| RFP | Request For Proposal |
| RI | Reinsurance |
| Service | Service refers to the services specified in the RFP as well as the software related services which the bidder is required to supply to OICL under the contract. |
| SIT | System Integration Testing |
| SVC | Service Centre |
| TAT | Turn Around Time |
| UAT | User Acceptance Testing |
| VAT | Value Added Tax |
| Bidder | The organization submitting the proposal who will also be the single point of contact for OICL and single point responsibility for execution of scope and deliverables as required by this Request for Proposal. |

1.4 Bid Data Sheet

| Event | Details/ Target Date |
|--|---|
| Reference Number of RFP | OICL/HO/ITD/ECM/2015/01 Dated 1 st June 2015 |
| Purpose of RFP | Selection of qualified Bidder for appointment of Systems Integrator to provide ECM solution for Oriental Insurance Co. Ltd. |
| EMD | Rs 1,55,00,000/- |
| RFP Validity Period | 180 days from the time the RFP submission process closes |
| RFP Document Price *** | Rs 5000/- by crossed Demand Draft/Banker's Pay Order in favour of "The Oriental Insurance Company Limited" payable at New Delhi. The application money is non-refundable. |
| Sale of tender & Availability | Tender document is available for sale between 11:00 Hours to 15:00 Hours on all working days from 1 st June 2015 to 03 rd -July-2015 |
| Last date to send in requests for Clarifications | 12 th June 2015 5:00 PM |
| Date and time for Pre-Bid Meeting | 19 th -June-2015 03:00 PM |
| Venue for Pre-Bid Meeting | OICL Head Office |
| Last date for submission of bid | 03 rd -July-2015 3:00 PM |
| Opening of pre-qualification bid | 03 rd -July-2015 03:15 PM |
| Short-listing of bidders based on pre-qualification criteria | Will be communicated |
| Opening of technical bid | Will be communicated |
| Presentation / Demonstration on technical bid by Qualified bidders | Will be communicated |
| Declaration of short-listed bidders for commercial bid | Will be communicated |
| Opening of commercial bids | Will be communicated |
| Declaration of L1 Bidder | Will be communicated |
| Address for Bid Submission and Correspondence ** | Deputy General Manager (IT) Information Technology Department The Oriental Insurance Company Limited 2nd Floor, Head Office, Oriental House A-25/27, Asaf Ali Road, New Delhi – 110 002 Tel: +91 11 23243693 / +91 11 43659209 Fax: +91 11 23269087 E-mail: tender@orientalinsurance.co.in |
| Only One Bid | A Bidder shall submit only one proposal. If a Bidder submits Or participates in more than one proposal, such proposal shall be disqualified. |

1.5 General Conditions

- i. OICL reserves the right to vary above timeframe at its absolute and sole discretion should the need arise. All dates mentioned in section 1.4 are tentative and the Service Provider acknowledges that he cannot hold OICL responsible for breach of any of the dates.
- ii. From the date of RFP issue through the date the contract is executed, communication with any OICL personnel or members regarding this RFP and the corresponding procurement other than OICL designated contact person listed in the RFP instructions is prohibited. Failure to follow this provision may be grounds for disqualification from proposal consideration.
- iii. Any costs incurred in responding to this request for proposal shall not be reimbursed.
- iv. OICL may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and OICL reserves the right for such waivers.
- v. OICL reserves the right to scrap the tender at any stage without assigning any reason.
- vi. OICL will not provide any components, tools, utilities. All the required components, whatever required for successful implementation of the service have to be provided only by the successful Bidder.
- vii. If at any stage of project work, it is observed that offered services do not meet OICL's requirement and/or fail to provide requisite performance and required reports due to any reason not attributable to the OICL, the bidder shall have to take suitable measures without any additional cost to the OICL.
- viii. OICL reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel this RFP, if it is in the best interests of OICL.
- ix. Unless otherwise deleted or modified by mutual agreement between the OICL and the successful Bidder, all terms, conditions and provisions contained in the RFP shall be incorporated into the contract by default.

Please note that **'This tender document is not transferable'**

2 Procedure for submission of bids

In order to participate in the bidding process, bidders should follow the procedure described below for submitting their bids. A failure to do so may result in the bid being eliminated at the examination stage as non-responsive. The documents comprising the bids are listed in section 2.3.2.

The Bidder is required to submit three sealed envelopes containing pre-qualification bid, technical bid and commercial bid in the following manner:

Envelope I – Two hard copies of pre-qualification bid comprising of a letter describing the pre-qualifying technical competence and experience of the bidder and also certifying the period of validity of bids for 180 days from the last date of submission of commercial bid along with information requested by OICL, in accordance with section 2.4 and section 2.3.2A

- a) Each of the two hard copies of pre-qualification bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribing Pre-qualification bid.
- b) Each of the sealed envelopes should also be marked as 'Original' and 'First Copy' respectively. The two envelopes of pre-qualification bid should be placed in a single sealed envelope super scribing: Pre-qualification Bid for Tender No. OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Envelope II - Technical bid¹ comprising of two hard copies and one soft copy (word and/or excel) should be submitted in accordance with section 2.3.2 B

- a) Each of the two hard copies of technical bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribing **Technical bid**
- b) Each of the sealed envelopes should also be marked as '**Original**' and 'First Copy' respectively.
- c) The soft copy (word and/or excel) of the technical bid should be submitted on a CD sealed in an envelope marked as '**Soft Copy of Technical Bid**'.
- d) The two envelopes of technical bid should be placed in a single sealed envelope super-scribing: Technical Bid for Tender No. OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

¹ Please note that prices should not be indicated in the technical bid. Any bid in which prices are indicated in the technical bid will be disqualified.

Envelope III - Two hard copies and one soft copy (word and/or excel) of commercial bid should be submitted in accordance with section 2.3.2 C

- a) Each of the two hard copies of the commercial bid should be a complete document, bound as a volume and placed in separate sealed envelopes super-scribing **Commercial Bid**
- b) Each of the sealed envelopes should also be marked as '**Original**' and 'First Copy' respectively.
- c) The soft copy (word and/or excel) of the commercial bid should be submitted on a CD sealed in an envelope marked as '**Soft Copy of Commercial Bid**'.
- d) The two envelopes of commercial bid should be placed in a single sealed envelope super-scribing: Commercial Bid for Tender No. OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

2.1 Cost of Tender

The bidder shall bear all costs associated with the preparation and submission of the bid, including cost of presentation and demonstration for the purposes of clarification of the bid, if so desired by OICL. OICL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.2 Tender Document

2.2.1 Content of the Tender document

The bidder is expected to examine all instructions, terms, forms, specifications, annexures and appendices in this document. Failure to furnish all information required by the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and shall result in the rejection of the bid.

2.2.2 Clarification of Tender document & Pre-Bid Meeting

A prospective bidder requiring any clarification of the tender document may notify OICL in writing in the format as provided in Appendix 8 - Queries on RFP at OICL's correspondence address mentioned in section 1.4 before **12th June 2015 5:00 PM**. OICL will respond to any request for clarification of the tender document in the bidder clarification meeting on **19th June 2015 03:00 PM** at the address mentioned in section 1.4.

The Representatives of Bidders attending the pre-bid meeting must have a proper authority letter to attend the same and must have purchased the Tender document prior to the pre-bid meeting.

2.2.3 Amendment of Tender document

At any time prior to the deadline for submission of Proposal, OICL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by an amendment.

The amendment will be notified in writing or by email or by fax to all prospective bidders who have purchased the tender document and will be binding on them.

In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, OICL may, at its discretion, extend the last date for the receipt of bids. Details will be communicated and published on our portal www.orientalinsurance.org.in

2.3 Bid Preparation

2.3.1 Language of Bids

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and OICL, shall be written in the English language. Any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

2.3.2 Documents comprising the bid

The bids prepared by the Bidder shall comprise of the following components:

A. Pre-qualification bid

Note-Template for Non-Disclosure Agreement will be provided at the time of Signing of the contract to the selected bidder.

| Sr No | Description | Supporting Documentation |
|--------------|--|---|
| 1 | A letter describing the pre-qualifying experience of the bidder | Bidder's letter-head |
| 2 | The corporate profile of the bidder | Printed corporate brochure is preferred |
| 3 | The bidder should produce an OEM Certificate that the Product support from the OEM would be available for the version of the ECM quoted to the OICL for Six (6) years including 1 year warranty from the date of Go Live. | OEM Certificate |
| 4 | Power-of-attorney granting the person signing the bid the right to bind the bidder as the 'Constituted attorney of OICL'. | Power of Attorney |
| 5 | The bid security of Rupees One Crore Fifty Five Lakhs only (Rs. 1,55,00,000) in the form of a bank guarantee issued by a Nationalized / Scheduled Bank, and should be valid for 45 days beyond the validity of the bid. Bid validity should be 180 days. | Appendix 5- Bid Security Form |
| 7 | The profile of the bidder | Appendix 9 - Bidder Profile |
| 8 | Duly filled eligibility criteria form | Annexure 1 Eligibility Criteria |
| 9 | Documentary proofs as detailed in the Pre-qualification criteria | Specified supporting documents as defined in Annexure 1- Eligibility Criteria |
| 10 | Duly stamped and signed copy of the letter format by the hardware OEM | Appendix 7 - Letter from Hardware OEM |
| 11 | Manufacturer's authorization form duly signed by the authorized signatory of the OEM of each quoted solution | Appendix 6 - Manufacturer Authorization Letter |
| 12 | Stationary for payment for the RFP documents, amount INR 5000/- | Demand Draft or Banker's Cheque in favour of 'The Oriental Insurance Company Limited' payable at New Delhi. |
| 13 | Duly updated checklist compliance | Appendix 1 - Submission Checklist |

B. Technical bid

| Sr No | Description | Supporting Documentation |
|-------|---|---|
| 1 | Duly signed and stamped Bid Particulars (Technical Bid) | Annexure 9: section 9.1 |
| 2 | Duly signed and stamped Bid Letter (Technical Bid) | Annexure 9: section 9.2 |
| 3 | Duly signed and stamped Statement of No Deviation from Requirement Specifications | Annexure 9: section 9.3 |
| 4 | Duly signed and stamped Statement of No Deviation from Terms and Conditions | Annexure 9: section 9.4 |
| 5 | Duly signed and stamped Schedule of Delivery | Annexure 9: section 9.5 |
| 6 | Functional Requirement Specification | Annexure 2 - Functional Checklist |
| 7 | Technical Requirement Specification | Annexure 3 - Technical Solution Requirements |
| 8 | Client References | Appendix 10 - Reference Format |
| 9 | Duly updated bandwidth and hardware sizing proposed by the vendor. | Annexure 7 - Bandwidth and hardware Details |
| 10 | Vendor to submit their compliance to the specifications | Annexure 4 – Minimum Technology Infrastructure Requirements |
| 11 | Project Team Structure & Composition | Annexure 8 - Personnel Deployment |
| 12 | Technical write up on methodology | Duly filled Technical Response |
| 13 | Vendor to provide the MASKED document of the commercial bid details. The vendor should put 'xxx' to denote the cells where they have input a financial value in the unmasked copy. Please note that prices should not be indicated in the technical bid. Any bid in which prices are indicated in the technical bid will be disqualified | Annexure 6–Bill of Material (To be masked by the bidder) |
| 14 | Technical Bill of Material with Part Codes | For All Products & Solutions Proposed |
| 15 | Product Brochures | For All Products Proposed |
| 16 | Detailed technical architecture comprising of ECM solution, server hardware (including configuration) with operating systems and other application software. | As per scope |

C. Commercial bid

| Sr. No | Description | Supporting Documentation |
|---------------|--|---|
| 1 | Duly signed and stamped Bid Particulars (Commercial Bid) | Annexure 5 - Commercial Bid section 5.1 |
| 2 | Duly signed and stamped Bid Letter (Commercial Bid) - Copy | Annexure 5 - Commercial Bid section 5.2 |
| 3 | Duly signed and stamped Statement of commercial No Deviation | Annexure 5 - Commercial Bid section 5.3 |
| 4 | Duly signed and stamped Details of cost | Annexure 5 - Commercial Bid section 5.4 |
| 5 | Duly signed and stamped Statement of No Deviation from Tender Terms and Conditions | Annexure 5 - Commercial Bid section 5.5 |
| 7 | Commercial Bid with prices in Excel Format | Annexure 6–Bill of Material |

The person(s) signing the bid shall initial all pages of the bid, except for unmodified printed literature. The above list of requirements is indicative. The bidder should refer to the complete RFP for all requirements that are required to be submitted along with Prequalification Bid, Technical Bid and Commercial Bid(s). The Annexure and their contents should be submitted as stated in the format only. The Bid may be rejected in case of non-adherence to any of the above instructions. Any request for the change in the terms and conditions of the RFP document, will not be accepted

2.3.3 Due Diligence

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information and documents (prescribed in section 2.3.2) required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the bid. OICL shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

2.3.4 Bid Prices

The bidder shall indicate in the Proforma prescribed for the commercial bid, the unit prices and total bid prices of the services proposed under the contract.

2.3.5 Firm Price

Prices quoted by the bidder should be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. Prices should indicate the price at site and should include all state and central taxes, Viz. sales tax, service tax, excise & custom duties on the final finished outputs/services tendered for. Octroi and local levies, if any payable, should be paid by the bidder and will be reimbursed on production of original receipts.

Prices should be shown separately for each item of services and other aspects as detailed in bid documents. Tenders not containing item-wise prices are liable to be rejected. The prices quoted should also include all rights (if any) of patent, registered design or trademark and the bidder shall indemnify OICL against all claims in respect of the same.

2.3.6 Bidder's Qualification

The "Bidder" as used in the tender documents shall mean the one who has signed the tender form. All certificates and documents received hereby, shall as far as possible, be furnished by the representative and the service provider.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify that he/ she signs as 'Constituted attorney of company'.

2.3.7 Bid Security

The bidder shall furnish, as part of his bid, a bid security in the form of bank guarantee of **Rupees One Crore Fifty Five Lakhs** only.

The bid security is required to protect OICL against the risk of bidder's conduct, which would warrant the security's forfeiture in the following scenario:

- a) If a bidder withdraws his bid during the period of bid validity specified by the bidder in the bid; or
- b) In the case of a successful bidder, if the bidder fails to,
 - i. Sign the contract in accordance with section 2.6.4; or
 - ii. Furnish performance security in accordance with section 2.6.5.

The bid security shall be denominated in Indian Rupees, and shall be in the form of a bank guarantee issued by a Nationalized / Scheduled Bank as per the banking norms laid down by the RBI, in proforma provided in Appendix 5- Bid Security Form in the tender documents and should be valid for 45 days beyond the validity of the bid.

Any bid not secured with bid security amount in the form of bank guarantee, will be rejected by OICL, as non-responsive.

Unsuccessful bidder's bid security will be returned as promptly as possible.

The successful bidder's bid security will be returned upon the bidder signing the contract, pursuant to section 2.6.4 and furnishing the performance security, pursuant to section 2.6.5.

No interest will be payable by OICL on the amount of the bid security.

2.3.8 Period of validity of Bids

Bids shall remain valid for 180 days from the last date of submission of commercial bid prescribed by OICL. A bid valid for a shorter period may be rejected by OICL as non-responsive.

In exceptional circumstances, OICL may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax). The bid security validity shall also be suitably extended. A bidder may refuse the request without forfeiting his bid security. A bidder granting the request will not be required nor permitted to modify his bid.

2.3.9 Format and Signing of Bids

The bidder shall prepare two printed copies each of the 'Pre-qualification bid', 'Technical bid' and 'Commercial bid', clearly marking each as 'Original', and 'First Copy', in accordance with section 2. In addition the bidder shall also submit one 'Soft Copy' (word and/or excel) each of the 'Technical bid' and 'Commercial bid', clearly marking each as 'Soft Copy', in accordance with section 2. In the event of any discrepancy between them, the 'Original' shall govern.

The original and all printed copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person(s) duly authorized to bind the bidder to the contract in accordance to section 2.3.6. This authorization shall be indicated by written power-of-attorney accompanying the bid. The person(s) signing the bid shall initial all pages of the bid, except for unmodified printed literature.

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case the person(s) signing the bid shall initial such corrections.

2.3.10 Disclosure of Prices

Prices in any form or by any means should not be revealed in technical bid or before opening the commercial bid, failing which the offer shall be liable to be rejected. If price change is envisaged due to technical clarification, revised commercial bid in a separate sealed envelope shall be accepted with prior written permission of OICL.

2.3.11 Local Conditions

It will be imperative on each bidder to fully acquaint with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost.

2.3.12 Proposal Ownership

The proposal and all supporting documentation submitted by the vendor shall become the property of OICL.

2.3.13 Proposal Format

Solution providers are requested to submit a written proposal containing full details of the proposed solutions to cover the requirements of this RFP. In the interests of consistency and in order to enable an efficient and fair evaluation process, proposals are required to conform to the following:

1. Proposals shall mirror the format and sequence of the RFP.
2. Proposals shall include specific statements of compliance or otherwise, for each requirement within this RFP.
3. Proposals shall be self-contained and not rely on references to manuals or brochures
4. It is mandatory for the bidder to quote for all the items mentioned in the tender.

2.4 Eligibility Criteria for Pre-Qualification of Bidders

| I | Financial and other requirements of the System Integrator | Supporting required |
|----------|---|---|
| 1 | Should be a public / private limited company registered in India and | Certificate of Incorporation |
| 2 | The Bidder should have been in existence for a minimum period of FIVE years in India. | Certificate of Incorporation |
| 3 | The Bidder should have a minimum turnover of Rs.200 crores per annum in any three of the following financial years (2011-12, 2012-13, 2013-14, 2014-15) | Audited Financial statements |
| 4 | The Bidder should have positive net worth in any three of the following financial years (2011-12, 2012-13, 2013-14, 2014-15) | Audited financial Balance Sheet |
| 5 | The Bidder should have at least one of the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, SEI CMMi Level 3 | Copy of relevant certifications |
| 6 | The Bidder should not have been Blacklisted by any Government or PSU enterprise | Self-Declaration letter by Bidder authorized signatory duly authorized by the Board |

| I | Financial and other requirements of the System Integrator | Supporting required |
|----------|--|---|
| 7 | The bidder should hold a valid Sales Tax Registration/VAT/Service tax Certificate, PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties. | Attested copy of the Sales Tax Registration /VAT/Service tax certificate, Attested copy of PAN Card and give the details of PAN number, Sales Registration number, on the Bidder's Letterhead signed by the authorised signatory. |
| 8 | The bidder should provide support/service centre in Delhi/NCR. | Self-Declaration by authorized signatory duly authorized by the Board with the details about the center. |
| 9 | The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP | Relevant Credential Letters from the respective client indicating the project is LIVE OR Purchase Order with Organizations Confirmation of having executed the PO to satisfaction. |

| II | Requirements for OEM of Enterprise Content Management Application | Supporting required |
|-----------|---|--|
| 10 | The OEM must be a reputed and experienced company operating in the field of providing ECM solutions in India for at least 3 years as of date of this RFP. | Memorandum & Articles of Association should be attached, and Purchase orders confirming year and Area of activity/Supporting Documents |
| 11 | The proposed Enterprise Content Management Application should have At least 1 live implementation in BFSI sector in India. | Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE. OR Relevant Credential letters |
| 12 | The OEM of offered products must have their own Technical Assistance Center (TAC) support in India | Self-Declaration by authorized signatory duly authorized by the Board with the details about the center. |

2.5 Bid Submission

2.5.1 Sealing and marking of Bids

The bidders shall seal and mark each of the copies (two printed and one soft copy where applicable) of the pre-qualification bid, the technical bid and the commercial bid respectively strictly in accordance with section 2. In case of non-compliance, OICL will assume no responsibility for the bid's misplacement or premature opening.

2.5.2 Last date of Receipt of Bids

Bids must be received by OICL at the address specified under section 1.4 not later than the time and date specified in section 1.4. In the event of the specified date for the receipt of bids being declared a holiday for OICL, the bids will be received till the appointed time on the next working day.

OICL may, at their discretion, extend the last date for the receipt of bids by amending the tender document in accordance with section 2.2.3, in which case all rights and obligation of OICL and bidders previously subject to the last date will thereafter be subject to the last date as extended.

2.5.3 Late Bids

Any bid received by OICL after the last date & time for receipt of bids prescribed by OICL (refer 1.4) will be rejected and /or returned unopened to the bidder.

2.5.4 Modification and withdrawal of Bids

The bidder may modify or withdraw his bid after the bid's submission, provided that written notice of the modification or withdrawal is received by OICL prior to the last date prescribed for receipt of bids.

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of section 2.5.1. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the last date for receipt of bids.

No bid may be modified subsequent to the last date for receipt of bids.

No bid may be withdrawn in the interval between the last date for receipt of bids, and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in forfeiture of the bidder's bid security.

2.5.5 Address for correspondence

Bidder: The bidder shall designate the official mailing address, place, telephone number, fax number and e-mail address to which all correspondence shall be sent by OICL.

OICL: Correspondence with OICL should be made at the address specified under section 1.4 OICL will not be responsible for non-receipt of any communication sent by the bidder or for any communication sent to any other office of the OICL.

2.5.6 Opening of Bid by OICL

All bids will be opened at the location mentioned in section 1.4.

On the basis of the pre-qualification information (section 2.3.2 A) given by the bidder for the pre-qualification criteria (section 2.4), bidders will be short-listed for technical bid.

Technical bids of only short-listed bidders will be opened by OICL in the presence of the representatives of the bidders who choose to attend, at the time and date mentioned in section 1.4.

The bidders' names, modifications, bid withdrawals and the presence or absence of the requisite bid security and such other details, as OICL at their discretion, may consider appropriate will be announced at the bid opening.

2.5.7 Clarifications

If deemed necessary, OICL may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the bid submitted or price quoted. OICL may, if it so desires, ask the bidder to give presentation for the purpose of clarification of the tender. All expenses for this purpose, as also for the preparation of documents and other meetings, will be borne by the bidders.

2.5.8 Preliminary Examination

OICL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of the errors, his bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

A bid determined as not substantially responsive will be rejected by OICL and may not subsequently be made responsive by the bidder by correction of the non-conformity.

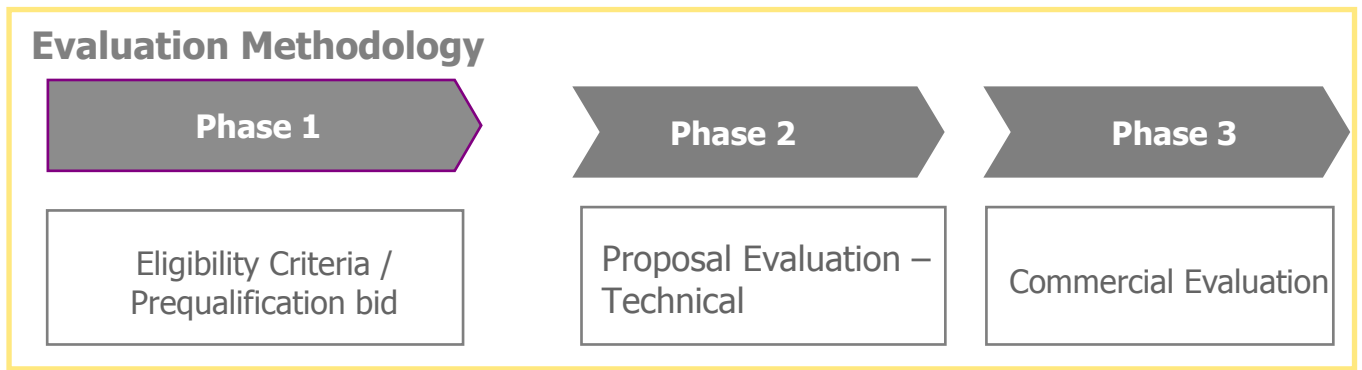
OICL may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

2.5.9 Evaluation and Comparison of Bids

The overall evaluation of bids to identify the best Technology / Application solution for ECM will be based on the following broad parameters:

- i. Compliance to the Eligibility Criteria / Prequalification bid
- ii. Ability to meet detailed Functional Requirements
- iii. Ability to meet detailed Technical Requirements
- iv. Ability to successfully execute the test cases during the Proof of Concept / Product demonstrations
- v. Implementation Capabilities
- vi. Feedback from customers / site visits
- vii. Cost of Ownership

It is a three step process as outlined below:



2.5.9.1 Prequalification criteria

Kindly Refer section 2.4/ Annexure 1- Eligibility Criteria for details

2.5.9.2 Proposal Evaluation

The technical proposals will be subjected to evaluation at the first stage post qualification of general eligibility criteria. The bidders scoring less than 70 percent marks (cut-off marks) in the technical evaluation shall not be considered for commercial opening of the bids. Once the evaluation of technical proposals is completed, the bidders who score more than the prescribed cut-off score will only be short-listed for commercial opening of the bids.

The commercial evaluation will be based on the lowest cost offered by the bidders who have crossed the cut-off marks in technical evaluation.

OICL reserves the right to modify / amend the evaluation process at any time during the Bid process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidders of any such change. Any time during the process of evaluation, OICL may seek specific clarifications from any or all the Bidders.

| Evaluation Phase | Allocated Marks | Parameter | Maximum Score |
|-------------------------|------------------------|---|----------------------|
| Technical Evaluation | 600 | A) Experience/ Credentials | 100 |
| | | B) Functional fitment B1 Functional specifications - 80 marks B2 Product demonstrations - 120 marks | 200 |
| | | C) Technical requirements | 150 |
| | | D) Implementation approach D1 Methodology - 30 marks D2 People - 30 marks D3 Support - 30 marks | 90 |
| | | E) Site visit/ Customer feedback | 60 |
| Total Score | | | 600 |

The bidder needs to score at least 70% in the technical evaluation to qualify for commercial evaluation.

Technical Evaluation

A. Experience / credentials –

| Category | No. of credentials (Indian) | Marks |
|-----------------------------|------------------------------------|--------------|
| ECM Product OEM | 4 or more | 50 |
| | 3 | 40 |
| | 2 | 30 |
| | 1 | 20 |
| SI – Implementation partner | 4 or more | 50 |
| | 3 | 40 |
| | 2 | 30 |
| | 1 | 20 |

B. Functional Fitment

B1: Functional Specification

| Functional Specifications | Marks |
|---|-----------|
| Document capture, Data entry and Conversion | 5 |
| Indexing | 5 |
| Document Viewing, Search & Retrieval | 5 |
| Document Handling | 5 |
| Version Management | 5 |
| Security | 10 |
| Workflow & Other features | 10 |
| Document Delivery and Distribution | 10 |
| Report and Audit, Scalability and multisite deployments | 10 |
| General requirements | 5 |
| Architecture Considerations | 10 |
| Total | 80 |

Reponses received in Annexure 2 – Functional Checklist would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The Functional Score for each area in Annexure 2 would be worked out as follows:

OICL Ratings – OICL has classified each of the requirements as follows:

| OR | Classification | Description |
|----|----------------|--|
| 1 | Desired | The requirement is necessary for efficient functioning |
| 2 | Mandatory | The requirement must be satisfied in its entirety |

"VS" - Bidder Scores – The bidder should provide an appropriate score to each requirement requested for as per the following Table:

| VS | Description |
|-----------|---|
| 0 | Not Available |
| 3 | Available as out of the box |
| 2 | Customizable before commencement of UAT |
| 1 | Available by third party integration |

The score would be worked out as under:

$$S = OR * VS$$

Where

S = Score

OR = OICL Rating

VS = Bidder Score.

The total score for the functional requirements would be:

$$TS = \sum S$$

Where:

TS = Total Score

$\sum S$ = Sum of all the derived scores

Each section within the RFP would have an appropriate weight and the weighted score for that section would be as follows:

$$WS = W * \sum S / (\sum OR*4)$$

Where:

WS = Weighted Score for the section

W = Weight for the section

$\sum S$ = Total of the derived scores of the section

$\sum OR$ = Total of OICL Ratings of the section

B2: Product Demonstration

There will be different scenarios given to bidders which they need to demonstrate to OICL. These scenarios will be from different modules of the ECM solution. The exact scenarios would be communicated to the qualified bidders during the evaluation phase.

Bidders are required to conduct demonstrations of the ECM product at a location specified by OICL. The demonstration will allow the evaluation team (OICL's panel) to see the ECM software in terms of functionality and technical fitment, look and feel, user friendliness, confirmation of the Bidder's response to this tender. OICL shall not be under any obligation to bear any part of the expenses incurred by the bidders for the demonstrations.

| Product Demonstration | Marks |
|------------------------------|--------------|
| Document capture | 35 |
| Cataloging & Indexing | 20 |
| Search & Retrieval | 15 |
| Workflow | 15 |
| Version Management | 15 |
| Security | 20 |
| Total | 120 |

C. Technical Requirements

| Technical Requirements | Marks |
|--|--------------|
| Solution Architecture | 30 |
| Application Performance and interoperability | 30 |
| Monitoring | 20 |
| Security | 30 |
| Interfaces and Uploads | 20 |
| Batches and Transactions | 20 |
| Total | 150 |

Responses received in Annexure 3 – Technical Solution Requirements would be used for evaluating the Bidder on the functionality being proposed by the Bidder. The method of scoring is as below:

OICL Ratings – OICL has classified each of the requirements as follows:

| OR | Classification | Description |
|-----------|-----------------------|--|
| 1 | Desired | The requirement is necessary for efficient functioning |
| 2 | Mandatory | The requirement must be satisfied in its entirety |

"BS" - Bidder Scores – The bidder would be required to provide an appropriate score to each requirement requested for as per the following table:

| VS | Description |
|-----------|---|
| 0 | Not Available |
| 3 | Available as out of the box |
| 2 | Customizable before commencement of UAT |
| 1 | Available by third party integration |

The scores for technical evaluation shall be worked out as detailed for functional evaluation.

D. Implementation Approach

D1: Methodology

| Methodology | Marks |
|--|--------------|
| Ability to achieve major milestones mentioned in RFP | 10 |
| Change Management approach | 10 |
| Use of accelerators | 10 |
| Total | 30 |

D2: People

| People | Marks |
|--|--------------|
| Roles & Responsibilities of project execution team | 10 |
| Manpower deployment plan | 10 |

| | |
|---|-----------|
| Resource committed (including their profiles): <ul style="list-style-type: none"> - During solution phase - During implementation phase - Post implementation phase | 10 |
| Total | 30 |

D3: Support

| Support | Marks |
|--|--------------|
| Support Strategy | 10 |
| SLA monitoring & reporting methodology | 10 |
| Support model with OEM | 10 |
| Total | 30 |

E. Site Visits/ Customer Feedback:

| Site Visits/ Customer Feedback | Marks |
|---------------------------------------|--------------|
| Customer feedback / Site visit | 60 |
| Total | 60 |

The bidder will also arrange for 1 live site visit for the OICL Team if required.

The Bidder needs to achieve a minimum cut – off score of 70 percent to become eligible for opening the Commercial Bid. Only technically successful bidders will be short-listed for opening of commercial bid.

OICL’s decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are technically disqualified / rejected.

2.5.9.3 Commercial Bid Evaluation

Kindly refer section 2.6.1 Award Criteria for details.

2.5.10 Verification

OICL reserves the right to conduct a verification of the customer references submitted by the bidder. OICL also reserves the right to conduct a verification of the competency and infrastructure of the bidder. OICL will conduct all or any of these verifications to satisfy itself on the bidder's capability to supply the tendered products and services compliant to the requirement specifications defined in this tender.

In the event of the verification revealing that a bidder does not have the capability to supply the tendered services compliant to the requirement specifications defined in this tender, OICL may at its discretion reject the bid.

2.5.11 Exerting Undue Influence

Bidder shall NOT contact OICL on any matter relating to this bid, from the time of the submission of commercial bid to the time the contract is awarded.

Any effort by a bidder to influence OICL's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

2.6 Award of Contract

2.6.1 Award criteria

Pursuant to the pre-qualification criterion mentioned in section 2.4 bidders will be short-listed for technical bid. Technical bids of only those bidders who succeed the pre-qualification criteria shall be opened.

OICL will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL's discretion.

The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at OICL'S discretion.

OICL will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest commercial bid (L1).

Please note: The consolidated prices given in the Annexure 6 - Commercial Bid Details (TCO Sheet i.e. Total Cost of Ownership) shall be considered for Lowest Commercial bid (L1).

2.6.2 OICL's Right to accept any bid/ reject any or all bids

OICL reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for OICL's action.

2.6.3 Notification of Award

Prior to the expiration of the period of bid validity, OICL will notify the bidder(s) in writing that his bid has been accepted and the same should be acknowledged by the bidder.

The notification of award will constitute the formation of the contract.

The successful bidder's bid security will be returned upon the bidder signing the contract, and furnishing the performance security

Unsuccessful bidder's bid security will be returned as promptly as possible.

2.6.4 Signing of Contract

At the same time as OICL notifies the bidder that his bid has been accepted, OICL will send the bidder the contract form as per Annexure 10- Contract Form provided as a part of this tender document, incorporating all agreements between the parties.

On receipt of the contract form, the bidder shall sign and date the contract form, and return it to OICL on a mutually decided date.

2.6.5 Performance Security

Within 15 days after the receipt of Notification of Award from OICL, the bidder shall furnish performance security to OICL as per proforma prescribed in Appendix 4- Bank Guarantee Format_ Performance security, which shall be equal to 10 percent of the value of the contract - valid till six months after date of expiry of seven and a half year Contract period, in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.

Failure of the bidder to comply with this requirement of submitting the Performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event OICL may make the award to the other bidders or call for new bids.

2.6.6 Consortiums

The bidder should be an individual organization. Consortium shall not be allowed.

2.6.7 Publicity

Any publicity by the bidder in which the name of OICL is to be used, should be done only with the explicit written permission from OICL.

2.6.8 Disclaimer

This RFP is neither an agreement nor an offer by OICL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP (the "Bid"). The information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

OICL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. OICL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

OICL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that OICL is bound to select a Bidder or to appoint the Selected Bidder or Developer, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by OICL or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and OICL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

3 Background and Current IT Infrastructure

To bring uniformity, security and centralized access OICL has adopted an integrated non-life insurance application software, named INLIAS. INLIAS is running successfully in around 1800 offices of OICL in a centralized architecture. The application serves the entire business requirements of OICL. Its scope covers from underwriting, accounting, claims processing, report generation and reinsurance requirements.

OICL has its own software development team that manages payroll, PF, website and other IT systems used in OICL.

Daily around 40,000 documents (proposal, endorsement etc.) are being entered into the system. Users generate around 50,000 transaction reports (Premium receipt etc.) and 25000 non-transaction reports (GL Summary etc.) on a normal working day. The transaction load increases by around 10% on every month-end/year-end. Also the volume of report-generation increases on the first three working days of every month.

OICL has its data centre site at Bengaluru and Disaster recovery site at Vashi/Navi Mumbai. OICL is currently in the process of modernizing its Portal. The following sections briefly describe the core insurance application and portal application which are required to be integrated with the enterprise content management solution.

3.1 INLIAS Architecture

BACK-END:

INLIAS is an intranet based application with 3-tier architecture. The infrastructure is hosted at OICL's centralized Data Center. The Oracle application server suite is being used to serve client interface and reporting requirements. The Oracle 11g database is hosted on a high-end SUN SPARC server. The OS platform for all the database, application and reporting servers is Solaris 10.

LAN architecture is similar in Data Center and Disaster Recovery Sites. Users have to use separate URLs for accessing individual sites.

FRONT-END:

There is no INLIAS specific client-side software. Users open the application using a generic browser (IE 5 and above) with java component (Jinitiator 1.3.1.22) installed. User requests are received by a load balancer and routed to one of the available application servers. Thereafter a session will be established between client and the server. Users cannot hit individual application servers and all offices use the same URL for accessing the application.

3.2 CONNECTIVITY

1000+ OICL Offices are connected to data centre through MPLS VPN Dual Active-Active Link. 700+ small offices, EC's are connected to VPN through secure Roam Connect over internet. Following table specifies the bandwidth available at various OICL offices:

| Office | Primary Link Bandwidth | Secondary Link Bandwidth | Total Bandwidth |
|---------|------------------------|--------------------------|-----------------|
| HO | 4 mbps | 4 mbps | 8 mbps |
| RO | 192 Kbps | 192 Kbps | 384 Kbps |
| | 256Kbps | 256Kbps | 512Kbps |
| | 320 Kbps | 320 Kbps | 620 Kbps |
| | 384 Kbps | 384 Kbps | 768 Kbps |
| | 512 Kbps | 512 Kbps | 1024 Kbps |
| DO | 256 Kbps | 256 Kbps | 512 Kbps |
| BO | 128 Kbps | 128 Kbps | 256 Kbps |
| SVC | 192 Kbps | 192 Kbps | 384 Kbps |
| TP Hub | 128 Kbps | 128 Kbps | 256 Kbps |
| EC / MO | 64 Kbps | Nil | 64 Kbps |

Operating offices are connected to the data center using VPN. Mail & Proxy servers are in the DMZ network. All the incoming traffic is screened by Firewalls.

3.3 PORTAL and Mobile Applications for OICL

OICL is currently in the process of modernizing its portal to Liferay. The Portal solution is integrated with the core INLIAS insurance application for various business transactions and queries. OICL's technology architecture vision for this Portal solution is on a "Service Oriented Architecture Model".

The overall architecture has been divided into the following distinct layers as below:

- Client Layer
- Presentation Layer
- Business Layer
- Data Storage Layer
- Integration Layer
- Security Layer
- Management and Monitoring Services

The mobile application architecture leverages the Service Oriented Architecture provided by the service layer of the portal application. The application has a lightweight User Interface layer comprising of HTML5 and CSS3 and it consumes the business services through a JSON (JavaScript Object Notation) interface.

4 Scope of Work

OICL has decided to implement a solution which will provide effective ways to securely capture, exchange and manage the information generated and contained in paper documents. The ECM solution is expected to help OICL in digitizing physical documents and storing them centrally so that the digitized images of documents can be accessed / searched easily & can be used to process transactions.

The scope is further detailed in the RFP and can be divided into two sections:

- i. Functional & technical scope – Functional&technical features that need to be implemented in the ECM application.
- ii. Bidder’s implementation and maintenance scope – Services to be rendered by the bidder during ECM implementation and maintenance throughout the contract period.

4.1 Functional & technical scope

The ECM solution must provide the ability to digitize documents by scanning or capturing soft copies of documents and route documents as per the processes of OICL. All the scanned documents need to be store indexed and retrieval from a central location in a logical manner so they can be intuitively accessed by relevant users across OICL.

ECM should also have features like document version management, document workflow and ability to integrate with INLIAS, Portal, and any other applications that may be procured by OICL for the support or core business functions.

A detailed functional checklist is attached in Annexure 2. The functionalities have to be provided by the bidder and response has to be provided in the format attached. The process flows in which ECM is to be implemented are documented in Appendix-2. The bidder may refer to those to gain a clear idea of the desired end state of this project. The success of this project is the complete implementation of these process flows and similar capabilities and not just the functional line items in Annexure 2. The following is an indicative overview of the expected functionalities:

4.1.1 Document Capture

The proposed ECM solution must have the ability to capture various types of documents.

- i. There should be an ability to scan the incoming physical documents such as proposal form, Claims form, Claims supporting documents, Surveyor report, Customer KYC documents, Photographs, Legal documents, Marketing Collaterals etc.
- ii. Documents in electronic formats like emails, other soft documents in formats like word, excel, power point, images, pdf etc. should also be captured in ECM.
- iii. System generated documents like Policy Schedule, Claim settlement letter, endorsement letter etc. should be captured.

- iv. System should allow the scanning of documents at remote locations and allow the processing of transactions at any office. This would be possible by storing the scanned images at a centralized location which can be accessed by other offices.

4.1.2 Indexing

The proposed ECM solution must have the ability through which scanned documents are given an identifier so that these documents can be easily & quickly searched or retrieved.

- i. The ECM solution should have a robust cataloguing and indexing capability.
- ii. All Non-system generated documents should be indexed manually.
- iii. All system generated documents should be indexed automatically by the system without any user intervention.

4.1.3 Storage

- i. System should allow storing all scanned / digitized documents in logical folders so that they can be referred and accessed easily.
- ii. This feature is essential for those documents which are not linked to any Underwriting, Claims or accounting transaction e.g. Legal contract document in Estate & Establishment department or Marketing advertising document etc.

4.1.4 Search & Retrieval

The Proposed ECM solution must have the ability to provide easy search & retrieval of documents.

- i. Searching documents: The ECM solution should have the ability to search for scanned documents on various parameters like document number / text string contained in the document / index field etc. A key element of the evaluation will be to evaluate the strength of the search function i.e. its ability to handle complex searches with multiple search elements in short span of time.
- ii. Document tagging: There should be an ability to tag scanned images of documents to transactions in transaction system such as INLIAS, Portal or other applications. This functionality will provide a link to scanned documents from INLIAS screens. E.g. INLIAS policy screen will have link to scanned Underwriting documents like proposal form, supporting documents.

4.1.5 Annotation of Documents

- i. There should be a provision for users to annotate documents.
- ii. Currently as a process users make a noting on physical documents. The ECM system should also provide facility to put comments / remarks on the scanned documents.
- iii. System should be able to maintain audit trails of all the annotations i.e. user id, time stamp etc.

4.1.6 Content Workflow

- i. The ECM solution should support workflows to ensure the role based routing of documents.
- ii. Workflows of the ECM solution should map to the in-scope process flows of INLIAS and Portal.

4.1.7 Version Control

The system should have a mechanism to track all the versions of documents that are uploaded into the system along with required audit trail in terms of user-id and timestamp of upload, modify, print and delete.

4.1.8 ECM Integrations

- i. The ECM solution should be integrated with INLIAS to ensure that documents required at each process step for necessary action in those relevant screens of INLIAS. Therefore the selected bidder must undertake a study of the INLIAS solution to identify all such integration points in order to deliver this functionality. In order to demonstrate this, the bidder will have to submit a document to OICL which clearly documents the INLIAS process flows, the documents to be tagged, ECM process flows and integration points between the two, subject to the approval of OICL. The INLIAS screen will have a view of the documents present in ECM and should provide the ability to upload, re-tag, check/approve or comment on the document attached seamlessly.
- ii. ECM should be integrated with Portal. Through this integration, Portal users like customers, agents, surveyors etc. will get an interface to capture and upload documents into the ECM solution through the portal. The documents which can be uploaded by surveyors / investigators will be their survey/ investigation reports, claim intimation etc. which can also have photographs and other supporting documents. Customers can upload documents like address proof, date of birth proof and claim forms through the portal. Customers would also be able to view the documents submitted by them for claims or underwriting. The grievance module in the portal should be integrated with ECM for the purpose of tagging of related communication or documents to a particular grievance if required. The solution must provide the ability to compress the uploaded documents to optimise bandwidth utilization, storage capacity and performance of the overall solution.
- iii. Details of each of the system requiring integration with the ECM solution within the scope of this RFP are provided in Appendix 2 - List of Interfaces.
- iv. The system must have the capability to integrate with other non-core systems/ business support systems at OICL as and when they are procured (for example CRM system, HRMS, accounting or treasury systems). The exact scope of such integrations would be decided as and when OICL deems it necessary to fulfil its business needs.

4.1.9 Security Features

- i. The ECM solution should have the ability to define password based protection for authentication on the basis of the password policy adopted by OICL.
- ii. Digital signatures would be a feature that may be required for securing and authenticating the system generated documents like policy schedule and incoming documents like surveyor or investigator report in case of approval basis soft copies. The ECM solution should have the capability to integrate with digital signature solutions if required.
- iii. ECM solution should have ability to provide authorization for role based user access to folders/ documents and ECM solution should have the ability to provide activity based access rights.
- iv. ECM solution should support LDAP based authentication. ECM solution should be able to work seamlessly with OICL security components like firewall, IPS, Antivirus etc.

4.1.10 Language Support

The ECM solution should be able to support both English and Hindi.

4.1.11 Functional scope for support applications:

In addition to the core underwriting, accounting, claims processes etc. there are functions which are supportive in nature and would form part of the overall scope of the project. These support business functions will mainly use ECM as a centralized document repository i.e. these documents will not get tagged to any transaction in any system the way a claim file gets tagged to a claim transaction in INILIAS. All the related documents would be scanned and stored in a central location. It would facilitate the retrieval and search of a document as and when necessary. These functions are listed as follows:

1. Reinsurance
2. Accounts
3. Marketing
4. Personnel Department/Human Resource
5. Training Department
6. Estate & Establishment
7. Customer Service
8. IT Department
9. Vigilance
10. Internal Audit
11. RTI
12. Technical Departments
13. Risk Management
14. CMD Secretariat/ Board Secretariat
15. Legal
16. Housing Loan
17. Hindi department (Rajbhasha)

18. Budget & Statistics
19. Investment
20. Pension
21. Publicity
22. Any Other as may be required

Current and expected document volumes for the next 5 years for these business functions are detailed in Appendix 3 - Business Volumes.

4.1.12 Post Implementation Status

Once the ECM solution would be in place, underwriting and claims processes would undergo a change. In the interim period (before the entire operations stabilize), the bidder should implement a robust change management process to ensure that business doesn't get impacted during the stabilization period. Details of both the core processes post implementation (end-state scenario) are detailed in Appendix 2B - Processes Post ECM Implementation.

4.1.13 Expected number of users

All users of INLIAS, and portal should be able to access documents stored in the ECM solution as per their defined access rights. Their distribution is detailed in Appendix 3- Business Volumes.

4.1.14 Expected Document Volume (in pages)

The expected document volumes are detailed in Appendix 3- Business Volumes.

4.2 BidderScope

The responsibilities of the bidder include supply, implementation, customization, deployment, maintenance, training and support for the Enterprise Content Management solution throughout the contract period.

The server hardware along with required software licences required for production, testing (including UAT), customisation, development, training and disaster recovery has to be supplied by the bidder as per project requirements. All licenses provided by bidders should be perpetual and have no exclusion on working on a specific platform or hardware or operating system.

The selected bidder is also expected to perform a current state assessment of the in-scope processes of OICL for the ECM solution and prepare a detailed solution design document for the same. The Bidder will interact with OICL users to gather requirements in detail. After requirement gathering, the bidder will provide an implementation roadmap comprising of off-the-shelf functionalities, workarounds and customizations. This implementation roadmap will be in line with the functional submission made in response to the RFP.

After the successful system integration testing, the bidder needs to provide the system to OICL for user acceptance testing (UAT). The bidder needs to fix the errors and defects identified during UAT.

4.2.1 Infrastructure Requirements

4.2.1.1 *Supply, Implementation and Support of Hardware*

4.2.1.1.1 Hardware for DC & DR Site

- a) The Enterprise content management solution is expected to be deployed on a High-Availability architecture. The solution should be designed without any single point of failure. The solution should provide for load balancing in every required layer. The solution should provide the ability to recover from failures and should also provide clustering features, thus protecting against many multiple component failures.
- b) The Bidder should recommend and provide required compute (server) infrastructure along with necessary software licenses capable of handling business volumes as detailed in Appendix 3 of this RFP. Servers should be scalable horizontally and vertically for further upgradation.
- c) The bidder should provide the detailed technical architecture comprising of server hardware (including configuration) with operating systems and other application software in their technical bid.
- d) The bidder is required to provide the sizing for the required storage as per format mentioned in Annexure 7. OICL shall provide the storage at the DC and DR sites along with replication and additional bandwidth if required.
- e) The bidder is expected to meet the defined SLA's of response time. If at any stage during the contract period, performance degrades due to any reason, the bidder is liable

to take corrective steps with respect to hardware /software addition or upgradation, customization etc. without any additional cost to OICL.

- f) In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the ECM solution, the successful bidder has to provide the required peripherals/equipment at no additional cost to OICL.
- g) Installing and configuring the ECM solution at Data Centre (DC) and Disaster Recovery site (DRS) will be part of the bidder's scope.
- h) The Bidder is expected to provide various environments as per phases defined in section 4.4 project timelines:
 - 1. Development
 - 2. Test
 - 3. Training
 - 4. Production DC (Data Centre)
 - 5. Production DR(Disaster Recovery) (DR = 100% of DC)
- i) All hardware infrastructure supplied needs to be covered under a three year warranty post which Bidders need to quote for applicable AMC for the remaining period of the contract.
- j) Bidder should provide 24x7 premium support or highest level of support service available from the concerned OEM.
- k) Bidder should apply all software updates / version upgrades released by the respective OEMs during the contract period.
- l) The Bidder is also expected to provide on call / onsite OS support on a need basis throughout the contract period starting from the date of installation and configuration at DC and DRS.

4.2.1.1.2 Scanners

- a) The bidder shall supply and support scanners whose numbers are mentioned in the following table:

| OICL offices | No of Offices | No of Scanners per Office | Type of Scanner | | Total No of Scanners |
|--------------------|---------------|---------------------------|-----------------|-----|----------------------|
| | | | Flatbed | ADF | |
| Head Office | 1 | 75 | 25 | 50 | 75 |
| Regional Office | 30 | 12 | 10 | 2 | 360 |
| Divisional Office | 350 | 2 | 1 | 1 | 700 |
| Branch Office | 500 | 2 | 1 | 1 | 1000 |
| Extension Counters | 843 | 1 | 1 | 0 | 843 |
| SVC (Claims Hub) | 28 | 3 | 0 | 3 | 84 |
| TP Hub | 28 | 3 | 0 | 3 | 84 |
| OSTC | 2 | 1 | 0 | 1 | 2 |

- b) All scanners need to be covered under a three year warranty post which Bidders need to quote for applicable AMC for the remaining period of the contract.
- c) For scanners, in case of problems that need to be addressed by removing the scanner should they persist or the equipment needs to be removed for repairs, a standby should be provided within 24 hours of receiving complaint. The standby equipment provided should be of equivalent or higher specifications. In this case, the repaired original equipment is to be re-installed back within 15 days of removal. Or else if the repaired equipment cannot be provided within 15 days in perfect working condition the bidder must provide a brand new replacement of same or higher specification within 7 days, after the 15 day period elapsing.

4.2.1.2 Supply, Implementation, Customization, Installation, Commissioning and Maintenance of Software Infrastructure

- a) The required software licenses with database licenses which need to be proposed as part of the new enterprise content management solution would need to be supplied and maintained by the bidder.
- b) All kind of licenses required for any software to meet the tender document requirements would need to be supplied and installed by the bidder in the name of OICL. The licenses mentioned in the Bill of Materials shall be genuine, enterprisewide, perpetual, full use (view/upload/modify/edit/read/write etc. from internal offices or web portal) and should be provisioned with patches, fixes, security updates directly from the OEM at no additional cost to the OICL for the entire contract period.
- c) The bidder should ensure minimum 6 years of OEM support on the ECM solution. This period of 6 years includes one year warranty which will start after successful Go-Live of the last phase and five years maintenance support thereafter.
- d) The bidder also needs to ensure that items in the quoted bill of materials which is proposed as part of the ECM solution is not End of Support. Should any of the quoted components become End of Support, the bidder should replace them at no additional cost to OICL during the contract period. Should the replacement entail a re-installation, re-implementation, SIT and UAT of any components impacted by it, the bidder will have to provide these at no additional cost to OICL. The proposed ECM Solution should not include any software/utility components running on trial version.
- e) All the software licenses required for the production environment should be delivered only when the ECM solution is ready for 'Go-Live'. As such warranty period for software licenses for the production environment will start only from the 'Go-live' date of the last implementation phase (Phase 6 Go Live) of the ECM solution. During the implementation phases the bidder shall provide support for the software until all phases go Live.

4.2.1.3 Repeat Order

OICL may place repeat order against the original order for a quantity upto 50% of the original order quantity.

4.2.2 Solution Design & Implementation

1. Bidder will be required to design and implement an Enterprise Content Management Solution within the functional scope defined in this RFP.
2. Interfaces required for the integration with INLIAS and portal need to be provided by the Bidder to ensure the satisfaction of the functional requirements.

4.2.3 Requirement definition & System design

1. The Bidder will conduct a detailed systems requirements study and provide a System Requirements Specification ("SRS") relating to the ECM functionalities as required by OICL. The SRS must also include all the areas where the bidder is suggesting a work-around. The SRS should include the standard operating procedures proposed for aligning the application to meet the Business requirements.
2. The Bidder shall provide the SRS to OICL for review and any suggestions by OICL will be incorporated therein.
3. The SRS will be deemed to be completed when signed off by OICL.
4. As and when required OICL will share information on process and other relevant documentation to assist the Bidder in understanding of OICL's existing business and operations.

4.2.4 Gap identification & resolution

The Bidder will be responsible for gap identification and resolution so as to:

1. Provide all functionalities as mentioned in the functional requirements.
2. Provide all functionalities as mentioned in the SRS.
3. The bidder will provide OICL with the gap identification report along with the necessary solutions to overcome the gaps within the required time frames.
4. The bidders will ensure that they have the necessary infrastructure and trained personnel in place to resolve all the gaps within the time lines agreed, for the implementation and roll out.
5. The bidder will ensure that gaps pointed out by the audit and inspection team, statutory and regulatory bodies will be immediately addressed.

4.2.5 Interface & Integration Requirements

The following requirements are indicative in nature and the bidder will have to accommodate the requirements which are finalized during the requirement gathering phase:

1. The proposed ECM solution should be able to interface/integrate with the core insurance system INLIAS& Portal in order to fulfil the requirements of this tender.
2. The Bidder will be responsible for identifying the detailed interface requirements and implementation of the same for integrating the proposed ECM application with INLIAS and Portal.

3. The Bidder will present to OICL the interface requirements for review.
4. Any suggestions from OICL will have to be included by the Bidder.
5. The Bidder shall ensure that all interfaces are automated with no manual intervention.
6. Solution should provide the ability to integrate email, SMS and audit trail activity in the related transaction wherever applicable.
7. The ECM solution must have the capability to integrate with other non-core systems/ business support systems at OICL as and when required (for example CRM system, HRMS). The exact scope of such integrations would be decided as and when OICL deems it necessary to fulfil its business needs. The bidder needs to quote man day rate in the bid response (Year wise rate for next 6 years including 1 year warranty). These rates will be used to arrive at the cost of the implementation when the exact scope of integration is agreed with the bidder as part of the project.
8. All changes in various applications like INLIAS, Portal, and other non-core or business support systems required for integration with ECM would be the responsibility of the respective application vendor. The bidder is required to liaison and provide all the necessary assistance to the respective application vendor for successful implementation of the integration. The bidder is expected to provide such assistance irrespective of the location of development of the respective applications under consideration.

4.2.6 Testing (Including User Acceptance testing)

The successful bidder will be responsible for the following activities:

1. The bidder needs to ensure that the system has undergone a successful 'System Integration Testing' (SIT) at its end before delivering the system to OICL for User Acceptance Testing (UAT).
2. The test cases and test results of the SIT need to be shared with OICL.
3. The bidder will set up the test systems, to accommodate a suitable number of concurrent users for the ECM Application and install the applications including the customizations, parameters as per OICL's requirement. OICL expects the test environment to be available at all times, for the purpose of testing. The bidder is expected to procure, supply, implement commission and maintain the requisite test and development infrastructure including hardware, software, operating system and database for all applications including any 3rd party solutions being offered by the bidder.
4. The bidder will assist OICL in preparing test cases for UAT including the test data to support all the business scenarios. The bidder should dedicate resources for this to work with the OICL project team.
5. The bidder shall provide a minimum of 2 full time resources conversant in all business areas, for trouble-shooting during the entire UAT process.
6. The acceptance tests should be carried out by OICL with the bidder's assistance before the Go-live of each phase. A report is to be submitted on the successful conclusion of these tests by the bidder. Any function, module or component will be allowed to Go-live only after the successful conclusion of these tests.

7. Any deviations / discrepancies / errors observed during the testing phase will be formally communicated to the bidder to resolve the same.
8. The Bidder will be responsible for maintaining appropriate program change control and version control for all the modifications / enhancements carried out during the implementation / testing phases.
9. The Bidder will be responsible for providing and updating system & user documentation as per the modifications.
10. The Bidder will be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues addressed in a timely manner to the satisfaction of OICL.
11. The testing environment would be required only at DC site.
12. OICL will not provide any desktops for the bidder personnel.

4.2.7 Training

1. The Bidder shall impart training to OICL's employees in the areas covering operations, management, error handling, system administration etc. on the proposed application.
2. The bidder shall provide the following type of trainings:
 - i. Executive Awareness
 - ii. Core Team/ Technical training
 - iii. Train the trainers
 - iv. End User Training
3. "Train the trainers" training should cover the following areas:
 - i. Functionality available in the solution
 - ii. Customization development
 - iii. Parameterization
 - iv. Impact Analysis
 - v. Auditing techniques
 - vi. Trouble shooting techniques
 - vii. System & Application Administration – User access, security set up etc.
4. OICL will identify the personnel for the trainings.
5. The bidder will be responsible to install the required applications / systems, training server at DC and also ensure connectivity to the training server.
6. The bidder will be responsible for providing the users with the requisite training material in both hard, soft copies, e-learning courseware at least for the core team training, technical training, end user training and train the trainers. The onus of preparing the training material will be on the Bidder.
7. The bidder will be responsible for preparing, circulating and collecting training feedback forms from the participants.
8. The feedback forms will be prepared by the Bidders, reviewed and given to OICL. The changes, if any, suggested by OICL should be incorporated and implemented by the Bidder.
9. The Bidder will provide a detailed training schedule to OICL for review and sign – off prior to commencement of the training including the training material.

10. The Bidder needs to ensure that the trainers have adequate domain knowledge of General Insurance processes and experience on the proposed ECM solution.
11. Training tools: The bidder shall arrange required training tools for providing various essential trainings. Adequate training material which includes training manuals, quick reference cards etc. should be provided during the training sessions. The recommended training material can be in paper / electronic media, business process overview, job activity training, and delivery options being online, instructor led class rooms, etc.
12. A detailed training plan shall be submitted by the bidder. Logistics and support arrangements will be provided by OICL.

4.2.8 Quality Assurance

All functional documents would be reviewed by the OICL and any gap if found against the requirements specified in the RFP, would be corrected and included by the bidder without any additional cost.

4.2.9 System Availability

1. ECM solution should be designed to operate for extended periods of time. The system must have the ability for the system to back up the data without requiring system downtime.
2. ECM solution will be deployed in a clustered environment and provides automatic failover between redundant systems in the event of system failure.
3. The ECM solution has to be available 24 x 7 x 365 since it shall be integrated with INLIAS and OICL's portal. The ECM solution should be available as per defined RPO & RTO.
4. Bidder shall ensure the availability of resource at DR site as and when required to maintain defined RPO & RTO.

4.2.10 Maintainability

The design of the ECM system will be modular, and code will be clearly documented in order to enhance its maintainability. Code repetition will be minimized to an extent to get the maximum performance.

4.2.11 Network

The bidder has to provide an estimate of bandwidth required, in Annexure 7 for ECM to work at all offices in scope.

4.2.12 Data Integrity

The ECM system will allow the simultaneous access of the same data by many users without compromising data integrity.

4.2.13 Warranty and Post Production Support

1. The Bidder will be the single point of contact and responsible for AMC, ATS, guarantees & warranties for all components, hardware for build & test, software, etc.
2. Bidder should list out the warranty period provided for each proposed product/solution in the RFP response. The Bidders may note that:
 - a) All hardware infrastructure supplied for all environments needs to be covered under a three year warranty post which Bidders need to quote for applicable AMC.
 - b) All software needs to be covered under a one year warranty post which the Bidders need to quote for applicable ATS.
 - c) The Bidder needs to have back to back arrangements with relevant parties for all AMC/ATS for the entire contract period.
3. The products & services offered must include comprehensive on-site warranty as provided by the OEM Bidder from the date of installation and acceptance of the solution by OICL including all software, hardware for production and test, parts, media, patches, updates and licenses. The Warranty will commence from the date of acceptance. No parts, accessories of the systems like print heads etc. should be excluded from such warranty; and
4. Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all required hardware, equipment, etc. covered by the tender. Bidder shall warrant all required hardware, equipment, spare parts etc. against any manufacturing defects during the warranty period.
5. During the warranty period Bidder shall maintain the systems and repair / replace at the installed site, at no charge to OICL, including defective components that are brought to the Bidder's notice.
6. The warranty should not become void, if OICL buys, any other supplemental hardware from a third party and installs it within these machines with intimation to the Bidder. However, the warranty will not apply to such supplemental hardware items installed.
7. In the event of system breakdown or failures at any stage, relevant protection available shall be specified which would include the following:
 - a) Diagnostic for identification
 - b) Protection of data entered
 - c) Recovery / restart facilities
 - d) Backup facilities
8. The Bidder shall carry out Preventive Maintenance (PM) at the Data Centre and Disaster Recovery site of all required hardware and testing for virus, if any, once in a calendar quarter and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.

9. For implementing different versions of Application Software, if adjustments / change in the configuration are to be made in base memory the same should be carried out by the Bidder as a part of warranty.
10. If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done at no additional cost during the period of contract. The Bidder shall provide or develop with the assistance of OICL.
11. The bidder shall follow the below mentioned technical standards:
 - a) Security Requirements;
 - b) Operating Procedures;
 - c) Recovery Procedures;
 - d) Perform an inventory of warranties and licenses in place as of the Start Date;
12. The Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures
13. The Bidder shall develop and maintain an inventory database to include the registered hardware warranties and software licenses existing as of the Start Date, and the warranties and licenses for hardware and software:
 - a) Procured through the Bidder, or
 - b) Procured by OICL with notification to the Bidder for inclusion in such data base
14. The Bidder shall perform warranty and license registration, if any, with the appropriate manufacturer, for hardware and software:
 - a) Procured through the Bidder, or
 - b) Procured by OICL with notification to the Bidder for inclusion in such data base
15. Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions
16. Bidder shall provide OICL with access to asset control information.
17. Bidder shall provide to OICL, as reasonably requested, reports that aid OICL in performing asset management and financial management functions of OICL as these relate to hardware leases and warranties and software licenses
18. Bidder shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance; and
19. Bidder shall provide technical information as reasonably requested by OICL for preparation and implementation of budgets and cost benefit analysis.
20. As far as possible, the equipment should be repaired at site. Where the equipment is taken for repairs outside OICL, a substitute should be provided and data, if any, should be transferred to the substitute machine besides creating back-up in one of the system's at OICL's office and the data in the machine should be got deleted and hard disk should be degaussed.
21. The bidder has to provide onsite DC support and help desk post go-live from the date of go live of phase 1 of implementation for the remainder of the Contract period(1 year warranty + 5 Year support). The primary responsibility of the helpdesk support team will be to resolve clarification related issues, configuration related issues at their level. Issues that require code change or which cannot be resolved at their level need to be escalated to off-shore support team. The following is the indicative list of activities expected from the help desk support team.

- a. It will serve as the front-end for all users and provide services request sorting, information and non-functional information, ticket routing for support of ECM
- b. Helpdesk support would typically address queries all end user issues pertaining to:
 - i. Business application related issues/queries,
 - ii. Operating System, Generic IT Queries
 - iii. Queries related to business process
- c. The key activities that the Bidder is expected to perform as part of Helpdesk support are:
 - i. User Management
 - ii. Creation or modification of user profiles
 - iii. Assessment in case of specific rights assignment
 - iv. Provision for assigning user rights only for certain fixed period
 - v. Categorization of requests into functional clarification, bug etc.
 - vi. Providing functional clarification / work around
 - vii. Bug / change requests to be logged and reported for further processing
 - viii. Provide telephonic and / or electronic mechanisms for problem reporting requests as well as for service and status updates.
 - ix. Escalate / assign unresolved issues to next level
- d. The Bidder should have a minimum of 5 full time resources for the initial period of 2 years. From year 3 onwards 3 resources will be required. OICL reserves the right to increase or decrease the number resources in onsite support depending on its requirements. The Bidder is expected to quote a per man-month rate for help desk support, which shall be used in case OICL asks for less or more number of resources for helpdesk support. OICL expects the Bidder to provide for helpdesk support for all activities and services that are part of scope. Helpdesk support will be required during business hours on all the working days on which OICL is functioning. On need basis, the Helpdesk and DC onsite team will have to extend support beyond business hours and on holidays.

22. Off-site support team needs to fix all the reported issues and deploy the fix to production servers.

4.2.14 List of Deliverables

The following table presents the indicative list of deliverables expected from the bidder:

| S.N. | Deliverable | Details |
|------|-----------------------|---|
| 1 | Detailed Project Plan | This report will cover the following aspects: Project organization and management plan Software design and development plan Pre-commissioning, operational and user acceptance testing Plan Hardware design, delivery and installation plan |

| S.N. | Deliverable | Details |
|-------------|--|---|
| 2 | Project Charter | Change management, Communication and Training plan DR Plan Task, time, and resource schedules Quality assurance Project organization etc. |
| 3 | System Requirement Specification Manual (SRS) document | The SRS document for the ECM application will cover the following aspects: Software Requirements Specifications, Out-of-the-box requirements Specifications, Gaps requiring Customization requirements Specifications, Business rules used for all documents Use cases and activity diagrams for applicable processes. |
| 4 | User Access Set up document | Access control mechanisms, and audit trails to ensure that documents are not tampered or modified by unauthorized users |
| 5 | Software Design Document (SDD) | The SDD document for ECM application will cover the following aspects: High level design and architectural views User Interface design Logical and physical component mapping Details of validation rules to be applied Technical design for Business rules and processing logic used for all documents Tools and techniques to be used |
| 6 | Interface control document | This document will detail the interface characteristics of the external systems - Portal, INLIAS and ECM. It will contain information on both the physical and data element requirements that are necessary to make the transfer of information between systems feasible. |
| 7 | Unit and integration testing plan | This document will cover the following aspects: Detailed test plans for comprehensive unit testing of various ECM application functionalities Detailed test plans for comprehensive integration testing of ECM application etc. |
| 8 | Unit and integration testing report | This document will detail unit and integration tests conducted and their results |
| 9 | User acceptance testing plan | This document will detail test plans for user acceptance testing |
| 10 | Go Live Plan | The roll out plan will cover the following: Roll out approach Key dependencies Planned service disruption Roll back strategy etc. |
| 11 | Workshops/trainings completion report | This document will cover the following aspects: Workshops/training conducted Name/organization details of various participants in the workshops/trainings Feedback formats |

| S.N. | Deliverable | Details |
|------|----------------------------------|---|
| 12 | Operational procedures Manual | This document will cover in detail the procedures for operating various functionalities of the ECM application |
| 13 | Administration procedures Manual | This document will cover in detail the procedure for administering the ECM application |
| 14 | Release note | Release note for every release to UAT Release notes for the application delivery of each phase. Results of tests conducted on the ECM application immediately post go-live for each phase Any issues/errors noted in the testing for each phase. |
| 15 | Contingency plan document | This document will cover the following aspects: Data backup arrangements, procedures, and responsibilities Data archiving strategy and procedures |
| 16 | Customized Source Code and IPR | SI should provide along with the customized source code, object code and systems specifications, the other library files used and third party propriety files used if any in running the software to OICL without any cost and the SI shall provide the same along with other deliverables. If, SI updates / amends the codes, to complete the assigned contract in full, covered by the SRS pertaining to this Agreement or amended SRS to complete the assigned contract covered by this Agreement, and in doing so, if any third party propriety files, other library files are used, such files shall also be provided to OICL on completion of the work, without any additional cost The source codes & intellectual property rights of all the software/ deliverable developed under this project shall be the exclusive property of OICL. |

4.3 Period of Engagement

The period of engagement is seven and a half years from the date of signing of contract. This period is detailed as follows

| | |
|----------------------|--|
| Implementation | 17months as detailed in section 4.4 Project timelines. The bidder is expected to provide all necessary support until successful Go live of all implementation phases |
| Warranty | 1 year from successful Go live for phase 6 |
| Support(AMC and ATS) | 5 year support from the end of warranty period |
| Support (Helpdesk) | Entire duration of contract |

4.4 Project Timelines

The bidder shall roll out the ECM solution to each office including SVCs. It should be considered for all products, for core processes like policy issuance and claims and also for other non-core functions as mentioned in section 4.1.12. All mandatory and non-mandatory documents are to be uploaded to the ECM database related to such transactions.

The scanning of documents will be in a decentralized fashion in-line with the current policy issuance model. For Claims, it will follow a hybrid model – centralized for SVC processing and decentralized for office operations. Solution should be designed to include bandwidth requirement consideration along with volume consideration.

OICL may decide to scan old documents on need basis. Documents related to and relevant for any transactions in the future will be considered for storage in electronic form. For e.g. if a claim arises for a policy underwritten before the ECM implementation, along with claims documents, underwriting docket would form a part of document to be included in ECM. This would be done at the time of claim processing. The entire ECM implementation has been phased as below:

| Phase # | Activities | Timeline in Months (Implementation) | | | | | | | | | | | | | | | | |
|---------|---------------------------------------|-------------------------------------|----|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|
| | | M1 | M2 | M3 | M4 | M5 | M6 | M7 | M8 | M9 | M10 | M11 | M12 | M13 | M14 | M15 | M16 | M17 |
| 1 | Motor Claims - SVC | █ | █ | █ | █ | █ | | | | | | | | | | | | |
| 2 | All LOBs Claims - SVC, TP Hub | | | | | | █ | █ | █ | | | | | | | | | |
| 3 | All LOBs Claims - Branches | | | | | | | | █ | █ | █ | | | | | | | |
| 4 | Underwriting - All LOBs –DOs | | | | | | | | | | █ | █ | █ | | | | | |
| 5 | Underwriting - All LOBs – ECs | | | | | | | | | | | | █ | █ | █ | | | |
| 6 | Supporting functions at HO, RO & OSTC | | | | | | | | | | | | | █ | █ | █ | █ | █ |

(Here start of M1 denotes the Date on which Contract is signed. M6, M9, M11, M13, M15 and M17 signify the end of 6th, 8th, 10th, 13th, 15th and 17th month from the start of the contract and would be the Go-Live month of the respective phase.)

1. The focus will be on Motor Claims at SVCs, HO and ROs in first phase – 28 SVCs will be ECM enabled for Motor Claims process first along with 30 ROs and HO to completely enable Motor Claims processing through SVC. If operating offices associated with SVC receive any documents, those will be sent to SVC for scanning & processing (currently in 99% of the cases the claimant is directed to SVC for submission of documents if the operating offices are associated with SVC; only in 1% of cases Operating office accepts the documents and sends to SVC).
2. Claims for all remaining products at SVC, TP hub, RO and HO to be handled in 2nd Phase. Usage will be extended to non-motor LOBs.
3. In the third phase, claims for all product lines across India to be rolled out for half of all BOs and DOs. Currently there are approximately 425 such offices (50% of total DOs and BOs).
4. Underwriting process will be covered under ECM in the 4th Phase. All branch and divisional offices will be covered first as this is a new process that will get ECM enabled and will require training and handholding support.
5. The underwriting process at all extension counters is to be covered in the 5th phase. This is the second last phase with remaining areas to be included in this phase and complete the roll out across the organization.
6. This last phase would cover implementation of ECM for support functions like Accounts, RI, Marketing, HR, IT, Estate & Establishment etc. at HO and RO. The department list is provided below:

| S.No. | Department |
|--------------|-------------------------------|
| 1 | Technical - Fire & Engg |
| 2 | Technical – Motor |
| 3 | Technical – Health |
| 4 | Marketing |
| 5 | Accounts |
| 6 | Establishment |
| 7 | Technical - Marine & Aviation |
| 8 | Technical – RID |
| 9 | Risk Management |
| 10 | CMD Sect. |
| 11 | Personnel |
| 12 | IT |
| 13 | Pension cell |
| 14 | Investment |
| 15 | R/I Treaty |
| 16 | R/I Accounts |
| 17 | Salary |
| 18 | Legal |
| 19 | Housing Loan |
| 20 | Board Sect. |
| 21 | Training department |
| 22 | Hindi department |
| 23 | Budget & Statistics |
| 24 | Customer Service Department |
| 25 | H.R.D |

The phasing as mentioned above is done basis the location and LOB wise Go-Live. The time period mentioned above for each phase should include all phases of SDLC cycle. For e.g. For phase 1, 6 months should include the requirement gathering, design, build & test, UAT and Go-Live activities. It is expected that the bidder would provide the application for UAT for each phase atleast 1 month prior to the Go-Live date.

The following is a chart detailing the procurement of scanners based on the implementation phase of the project at various offices of OICL:

| Phase | OICL Office | Scanners to be procured | | Total |
|-------|--------------------|-------------------------|-----------------|-------|
| | | ADF Scanner | Flatbed Scanner | |
| 1 | SVC | 84 | 0 | 84 |
| 2 | SVC | 0 | 0 | 0 |
| | TP Hub, | 84 | 0 | 84 |
| | HO | 0 | 0 | 0 |
| | RO | 0 | 0 | 0 |
| 3 | Branches | 500 | 500 | 1000 |
| 4 | RO | 0 | 0 | 0 |
| | DO | 350 | 350 | 700 |
| 5 | Extension Counters | 0 | 843 | 843 |
| 6 | OSTC | 2 | 0 | 2 |
| | RO | 60 | 300 | 360 |
| | HO | 50 | 25 | 75 |

4.5 Sign Off Criteria

The ECM phase would be considered complete basis business user sign off. The sign off would be provided on the completion of the following task at each Location/ Office/ Department.

1. Installation of Scanners.
2. Facility to scan, upload, index, tag and annotate documents either through the core system for operating offices (or at HO and RO for related claims or policies), Portal for portal users or through a separate access for other departments is operational.
3. Facility to retrieve relevant uploaded documents either through core system for operating offices (or at HO and RO for related claims or policies), Portal application users or through a separate access for other departments.

4.6 Exclusions

1. Bidder is not expected to provide hosting space for ECM application at DC or DR sites.
2. Enhancement in bandwidth of office links, DC-DR links will not be in bidder's scope.
3. Enhancements required in Portal and INLIAS for integration with ECM will not be in the scope of the bidder. Individual service providers of Portal and INLIAS need to handle enhancements in their respective modules.
4. Procurement of storage is out of scope for this RFP.

4.7 Service Level Agreements

4.7.1 Proposed Service Level Agreements (SLAs)

SLAs shall be classified into two categories:

1. Implementation SLAs
2. Support SLAs
3. Scanner SLAs

4.7.1.1 Implementation SLAs

Bidder needs to adhere to following SLAs during implementation phase of the project.

| Service Level Description | Measurement | Minimum Service Level | Measurement Tools | Cost Reference |
|---------------------------|---|--|-------------------|--|
| Go Live for each phase | The bidder shall ensure that the system Go live takes place as per the defined timelines. The maximum amount that can be levied by way of Liquidated Damages shall not exceed 10% of total contract value. Please refer section 4.7.2.1 for calculation of LD | T+7 calendar days T = date for Go live as per implementation plan | Manually Tracked | Implementation , Software Applications, Customisation, |

4.7.1.2 Support SLAs

These SLAs are applicable post go live during production support phase.

Support Service Levels will include Availability measurements and Performance parameters.

The Bidder shall provide Availability Report on a daily, weekly, fortnightly, monthly basis as applicable and a review shall be conducted based on this report. The SLA report shall be provided to OICL as required periodically containing the summary of all incidents reported and associated Bidder performance measurement for that period. Bidder shall use an appropriate tool for the purpose of such reporting.

Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the Bidder. Audits will normally be done on regular basis or as required by

Company and will be performed by Company or Company appointed third party agencies.

System availability is defined as:

$$\{(\text{Scheduled operation time} - \text{system downtime}) / (\text{scheduled operation time})\} * 100\%$$

Where:

1. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
2. "System downtime" subject to the SLA, means accumulated time during which the System is not available to OICL's users or customers due to in-scope system or infrastructure failure, and measured from the time Company and/or its customers log a call with the Bidder help desk of the failure or the failure is known to the Bidder from the availability measurement tools to the time when the System is returned to proper operation.
3. Service Levels should be complied with irrespective of the customizations that the applications would undergo during the tenor of the Contract

Please refer section 4.7.2.2 for calculation of Liquidated damage in case of support SLA breach.

4.7.1.2.1 Level Classifications

| LEVEL | Function / Technology | Minimum Service Level | Cost Reference (The time period for the cost base is to be for that year) |
|---------------------------|---|------------------------------|--|
| <i>I. Critical</i> | a. Any problem due to which Operating offices, HO, RO, Call Centre, Portal cannot access the ECM solution | 99.5% | Software Applications, Hardware, Database, Facility Management |
| <i>II. Key</i> | a. Any problem due to which ECM solution is partially unavailable to users at Operating offices, HO, RO, Call Centre, Portal. | 98% | Software Applications, Hardware, Database, Facility Management |

4.7.1.2 Performance measures

| Type of Infrastructure | Measurement | Minimum Service Level | Cost Reference |
|-------------------------------------|---|-----------------------|---|
| Hardware Utilization | Peak time daily utilization levels should be less than 70% at all times during working hours. (CPU, Memory) | 99.5% | Hardware Costs, Facility Management |
| Disaster Recovery Site Availability | Business operations to resume from Disaster Recovery Site as follows: Recovery time objective (RTO) = 2 hours Recovery point objective (RPO) = 1 hour | 100% | Hardware Costs, Facility Management, DC Cost, DR Cost |

Performance measurements would be assessed through audits or reports, as appropriate to be provided by the Bidder e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the Bidder. Audits will normally be done on regular basis or as required by Company and will be performed by Company or Company appointed third party agencies.

'Cost Reference' that is mentioned is cost for the referenced item for the complete tenor of the Contract.

4.7.1.3 Scanner SLAs

- Working-hour window will be from 9 AM to 6 PM (Monday to Friday)
- Any breakdown call should be resolved within 24 hours from the date and time of booking a call. However, the call should be attended to during working hours only.
- All Saturdays and Sundays and OICL holidays shall be excluded from the break-down period provided the call is resolved on the next working day.
- If the breakdown call is not resolved within the resolution time or no standby equipment is provided by the bidder, penalty will be charged as per the rates below:

| S.N. | No of days taken to resolve breakdown call | Each Scanner |
|------|--|--|
| 1 | Up to two days (Post 24 hours) | Rs.1,000/- per day |
| 2 | Three to Five Days | Rs.2,000/- + Rs. 1,500/- per day from Third day |
| 3 | Beyond Five Days | Rs. 6,500/- + Rs. 2,000/- per day from Sixth day |

- e) Exclusions from downtime calculations:
- i. Scheduled downtime approved by OICL for preventive maintenance, testing, system upgrades etc.
 - ii. Failures due to source power unavailability, UPS failure etc.
 - iii. Downtime because of LAN cabling faults or WAN link failures

4.7.2 Liquidated Damages

The bidder needs to submit SLA reports to OICL on a monthly basis. The Bidder's performance for every SLA parameter will be assessed against Minimum Service Level requirements for each criterion. Service default will occur wherever the bidder fails to meet minimum service levels. In such cases OICL has the option to charge liquidated damages to the bidder. Liquidated damages will be calculated by multiplying Service default % by the cost reference for that parameter.

The maximum amount that can be levied by way of Liquidated Damages and Penalty and Performance Guarantee liquidation shall not exceed 10% of total contract value.

4.7.2.1 For SLAs related to Go live date LD will be calculated as below:

Penalty for slippages in Implementation phases= 'Slippage in weeks' X 2% X Cost reference

4.7.2.2 Liquidated damage in case of support SLA breach

E.g. In the event of an Availability Service Level Default, the Bidder shall pay OICL an Availability Service Liquidated damage that will be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level – Monthly Actual Service Level

Availability Service Liquidated Damage = Monthly Service level default X (Summation of Cost References)

Cost reference is the summation of costs for that parameter in overall commercials. It is generally computed upfront during contracting stage.

Assume for a particular service level requirement (e.g. Availability of Key Business Infrastructure Elements), the minimum service level is 99% During a Service Assessment period; the service level of 96.5% is achieved:

| | | |
|------------------------------------|---|--------------|
| Total Cost of Product and Services | ~ | Rs. 1 crores |
| Software Application | ~ | Rs. 2 crores |
| Hardware | ~ | Rs. 3 crores |
| Database | ~ | Rs. 4 crores |

Onsite support / Facility Management ~ Rs. 5 crores

Cost reference for availability measure is summation of cost of Software application, Hardware, Database and Onsite support / Facility Management.

The Availability Service Credit due to OICL would be computed as follows:

Q1 Minimum Service Level

Monthly Service Level Default = M1 = 99 - 96.5 = 2.5

Availability Service Credit for M1 = 2.5% * (2 crores+ 3 crores+ 4 crores+ 5 crores)

= Rs 35,00,000

5 General Terms and Conditions

5.1 Applicability

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

5.2 Use of Contract document and Information

The bidder shall not, without OICL's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of OICL in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The bidder shall not without OICL's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of this tender, other than the contract it shall remain the property of OICL.

5.3 Patent Rights

The Bidder shall indemnify OICL against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the supplied computer hardware, computer software, and service or any part thereof including Intellectual Property Rights (IPR).

5.3.1 Third Party Material

The Bidder shall have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.

5.3.2 OICL ownership of Intellectual Property Rights in Contract Material

- i. All Intellectual Property Rights in the Contract Material shall vest in OICL;
- ii. to the extent that OICL needs to use any of the Auxiliary Material provided by the Bidder to receive the full benefit of the Services (including the Contract Material), the Bidder grants to, or must obtain for, OICL for the period specified in the Contract Details, a world-wide, royalty free, non-exclusive license to use, reproduce, adapt, modify and communicate that Auxiliary Material.

5.3.3 Rights in Bidder's Pre-existing IPR

There shall be no assignment or transfer of any Bidder's pre-existing IPRs (including any amendments, modifications or enhancements thereto) pursuant to this Agreement

5.3.4 IPR Warranty

The Bidder will warrant that:

- i. The Warranted Materials and OICL's use of those Warranted Materials, will not

- infringe the Intellectual Property Rights of any person; and
- ii. It has the necessary rights to vest the Intellectual Property Rights and grant the licenses as provided in this clause 4.11.

5.3.5 Remedy for breach of warranty

If someone claims, or OICL reasonably believes that someone is likely to claim, that all or part of the Warranted Materials infringe their Intellectual Property Rights, the Bidder will, in addition to the indemnity and to any other rights that OICL may have against it, promptly, at the Bidder's expense:

- i. Use its best efforts to secure the rights for OICL to continue to use the affected Warranted Materials free of any claim or liability for infringement; or
- ii. Replace or modify the affected Warranted Materials so that the Warranted Materials or the use of them does not infringe the Intellectual Property Rights of any other person without any degradation of the performance or quality of the affected Warranted Materials.
- iii. The Bidder will indemnify OICL against all third-party claims of infringement of patent, Intellectual Property Rights, IPR, trademark, copy right or industrial design rights arising from use of the Bidder's Solution or any part thereof throughout the Offices of OICL, including but not limited to the legal actions by any third party against OICL.

5.3.6 Patent Rights and other litigation costs

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the system or any part thereof with relation to the contract deliverables, in OICL's country, the Bidder will act expeditiously to extinguish such claim. If the Bidder fails to comply and OICL is required to pay compensation to a third party resulting from such infringement, the Bidder will be responsible for the compensation including all expenses (court costs and lawyer fees). OICL will give notice to the Bidder of such claim, if it is made, without delays when received.

5.4 Schedule of events & Project Completion

The Bidder will be expected to begin the project immediately upon receiving notification of award and requires the Bidder to submit a detailed project plan with estimated Schedule of Events for implementation with the technical bid.

5.5 Payment Terms & Schedule

Payments would be made on achieving the completion milestone as shown below

5.6.1. Application License costs and DB License costs

| Sr No | Completion Milestone | Required Documentation | Percentage of Costs to be paid |
|-------|--|--|--------------------------------|
| 1 | Delivery of application license, DB and Other software Licenses | Delivery Challan | 40% |
| 2 | Successful customization, implementation and Go-live of Phase1, Phase2 and Phase3. | Documentation, Installation report and ATR | 30% |
| 3 | Successful customization, implementation and Go-live of Phase4, Phase5 and Phase6. | Documentation, Installation report and ATR | 30% |

5.6.2. Customization, and Implementation Costs

| Completion Milestone (Successful Go Live) | Percentage of Implementation & Customization Costs to be paid |
|---|---|
| Phase 1 | 20% |
| Phase 2 | 15% |
| Phase 3 | 15% |
| Phase 4 | 15% |
| Phase 5 | 15% |
| Phase 6 | 20% |

5.6.3. DC-DR Hardware & OS Costs

| SrNo | Completion Milestone | Required Documentation | Percentage (Based on costs for delivered components) |
|------|---|--|--|
| 1 | Delivery of Hardware and OS at DC and DR | Delivery Challan | 70% |
| 2 | Successful implementation and integration of equipment at DC and DR | Documentation, Installation report and ATR | 30% |

5.6.4. Scanners

| Milestone | Delivery of Scanners | Installation |
|-----------|----------------------|--------------|
| Phase 1 | 70% | 30% |
| Phase 2 | 70% | 30% |
| Phase 3 | 70% | 30% |
| Phase 4 | 70% | 30% |
| Phase 5 | 70% | 30% |
| Phase 6 | 70% | 30% |

5.6.5. Training Costs

- i. Training costs for the respective trainings will be paid at the end of the month in which the training is concluded for a particular batch.
- ii. Training cost for every additional batch would be payable monthly at the end of the month for all the batches satisfactorily trained during that month.
- iii. Training cost for any ad hoc training requested by OICL would be payable on successful completion of the training.

5.6.6. Support Cost

25% of the Annual Charges at the end of each quarter with applicable taxes.

5.6.7. Other payment terms

- I. The successful bidder recognizes that all payments to the bidder under this RFP and subsequent agreement are linked to and dependent on successful achievement and acceptance of milestones / deliverables / activities set out in the project plan and therefore any delay in achievement of such milestones / deliverables / activities shall automatically result in delay of such corresponding payment.
- II. Prices payable to the successful Bidder will be as per commercial bid format. However taxes will be paid as applicable.
- III. Escalation of Costs: The bidder will in no circumstance be entitled to any escalation of costs or price of any material / items supplied or services tendered under the contract. The prices will not be subject to variation on any account.
- IV. Octroi incurred until delivery of the contracted services to OICL, if any, will be reimbursed only at actual on production of appropriate receipts within 15 days of such tax payment to the respective authorities by the Bidder.
- V. OICL will deduct taxes from the amounts due and payable to the successful Bidder wherever applicable. OICL will provide the Bidder with the statement of any taxes deducted by OICL on payments under the contract. The Bidder agrees to reimburse and hold OICL harmless from any deficiency including penalties and interest relating to taxes including recovery of any tax retrospectively that are its responsibility under this clause. For purposes of the contract, taxes shall include taxes incurred on transactions between OICL and the Bidder.
- VI. If there is any variation (upwards or downwards) in the tax rates, the benefit or burden arising from such change will be passed on to OICL.

5.6 Mode of Payment

OICL shall make payments on all undisputed acknowledged invoices submitted in triplicate only through Electronic Payment mechanism (viz. ECS). Bidders should invariably provide the following particulars along with their offers:

- a. Account Number and Type of Bank account (Current / Savings/Cash Credit).
- b. IFSC / NEFT Code (11 digit code) / MICR code, as applicable, along with a cancelled cheque leaf.
- c. Permanent Account Number (PAN) under Income Tax Act;
- d. TIN/Sales Tax Registration Number (for supply of Goods) and Service Tax, Registration Number (for supply of Services), as applicable.
- e. E-mail address of the bidder / authorized official (for receiving the updates on status of payments).

5.7 Currency of Payments

All payments shall be made in Indian Rupees (INR) only.

5.8 Insurance

The insurance shall be for an amount equal to 100 percent of the value of the Products from Warehouse to final destination on "All Risks" basis including War Risks and Strikes, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by OICL. Should any loss or damage occur, the Supplier shall initiate and pursue claim till settlement and promptly make arrangements for repair and/or replacement of any damaged item irrespective of settlement of claim by the underwriters.

5.9 Change Orders

OICL may at any time, by a written order given to the bidder pursuant to section 5.24 make changes within the general scope of the contract in the service to be provided by the bidder.

If any such change causes an increase or decrease in the cost of, or the time required for the bidders performance of any part of the work under the contract, whether changed or not changed by the order, an equitable adjustment shall be made in the contract price or events schedule, or both and the contract shall accordingly be amended. Any claims by the bidder for adjustment under this clause must be asserted within thirty days from the date of the bidder's receipt of OICL's change order.

5.10 Contract Amendment

No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

5.11 Assignment

The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with OICL's prior written consent. The permission, if any, of OICL has to be taken before award of the contract.

5.12 SubContract

The bidder shall notify OICL in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. OICL reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to OICL.

5.13 Project Schedule

In the Technical bid the bidder will provide the broad timeline for completing the Project keeping in mind various milestones. Technical bid will have complete project plan along with expectations from OICL. The final timelines for the complete project will be worked out jointly by the successful bidder and OICL.

5.14 Delays in the bidder's performance

Hardware delivery, Development and Implementation of the ECM solution as per the requirements specified in the RFP and performance of service shall be made by the bidder in accordance with the time schedule specified and agreed by OICL in the contract.

Any delay by the bidder in the performance of his implementation/service/other obligations will be evaluated by the Steering Committee comprising senior executives of OICL and decide a performance delay on account of bidder which shall render the bidder liable to any or all of the following sanctions:

1. forfeiture of his performance security,
2. imposition of liquidated damages, and/ or
3. termination of the contract for default.

If at any time during performance of the contract, the bidder should encounter conditions impeding timely implementation of the ECM Solution, performance of services, the bidder shall promptly notify OICL in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery / installation / implementation date. OICL shall evaluate the situation after receipt of the bidders notice and may at their discretion extend the bidder's time for delivery / installation / implementation, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the implementation of the ECM Solution and performance of services is not found acceptable to OICL, the above mentioned clause would be invoked.

5.15 Service Level Agreement

The Bidder needs to execute a Service Level Agreements (SLA) with OICL covering all terms and conditions of this tender. Bidders need to strictly adhere to Service Level Agreements (SLA) as specified in section 4.7

Key Responsibilities of the bidder are as follows:

1. OICL is expected to procure enterprise management system (EMS) in the near future. It is the responsibility of the bidder to configure the EMS to monitor the SLAs specified within this RFP.
2. Until such time till the procurement and deployment of EMS by OICL is complete. It is the responsibility of the bidder to provide for tools, reports and any other manual outputs that may be required for measuring these SLAs.

5.16 Liquidated Damages

If the bidder fails to deliver and install the Solution or to perform the services within the time period(s) specified in the contract, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the contract price. Once the maximum is reached, OICL may consider termination of the contract.

Performance of services shall be within the norms specified in the Service Level Agreement (SLA) forming a part of the contract. In case bidder fails to meet the above standards of maintenance, there will be a penalty as specified in the SLA.

5.17 Termination for Default

OICL may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the bidder, terminate the contract in whole or in part:

- i. If the bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or

- ii. If the bidder fails to perform any other obligation(s) under the contract

In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the contract to the extent not terminated.

5.18 Force Majeure

Notwithstanding the provisions of section 5.14, 5.16&5.17 the bidder shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of OICL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify OICL in writing of such conditions and the cause thereof. Unless otherwise directed by OICL, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

5.19 Termination for Insolvency

OICL may at any time terminate the contract by giving written notice to the bidder, without compensation to the bidder, if:

- a) The bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to OICL.
- b) the bidder being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the OICL.

5.20 Termination for Convenience

OICL may by written notice sent to the bidder, terminate the contract, in whole or in part at any time of his convenience. The notice of termination shall specify that termination is for OICL's

convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

In such termination OICL shall pay to the bidder a mutually agreed amount for partially completed services by the bidder.

5.21 Arbitration

OICL and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract.

If, after thirty (30) days from the commencement of such informal negotiations, OICL and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified below.

In the case of a dispute or difference arising between OICL and the bidder relating to any matter arising out of or connected with this contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by OICL and the other to be nominated by the bidder or in case of the said arbitrators not agreeing, then to the award of an umpire to be appointed by the arbitrators in writing before proceedings to the reference, and in case arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.

The Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings. The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Delhi High Court.

5.22 Governing Language

The contract shall be written in the language of the bid, as specified by OICL in the instructions to bidders. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language. English Language version of the contract shall govern its implementation.

5.23 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts)

5.24 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by fax/ e-mail and confirmed in writing to the address specified for that purpose in the contract.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

5.25 Prices

The prices quoted for the ECM solution, support and services shall be firm throughout the period of contract and shall not be subject to any escalation.

5.26 Deduction

All payments shall be subject to deductions (such as TDS) of any amount, for which the bidder is liable under the agreement against this tender.

5.27 Taxes and Duties

The bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the services to OICL. However, Octroi / local levies (if any), in respect of transaction between OICL and bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.

5.28 No Claim Certificate

The bidder shall not be entitled to make any claim whatsoever against OICL under or by virtue of or arising out of this contract, nor shall OICL entertain or consider any such claim, if made by the bidder after he shall have signed a "No Claim" certificate in favour of OICL in such forms as shall be required by OICL after the works are finally accepted.

5.29 Confidentiality

Bidder understands and agrees that all materials and information marked and identified by OICL as 'Confidential' are valuable assets of OICL and are to be considered OICL's proprietary information and property. Bidder will treat all confidential materials and information provided by OICL with the highest degree of care necessary to insure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by OICL without OICL's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by OICL or developed by Bidder which is:

- a. possessed by Bidder prior to receipt from OICL, other than through prior disclosure by OICL, as documented by Bidder's written records;
- b. published or available to the general public otherwise than through a breach of Confidentiality; or
- c. obtained by Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to OICL; or
- d. Developed independently by the bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify OICL and allow OICL a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause OICL irreparable harm, may leave OICL with no adequate remedy at law and OICL is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this tender.

Nothing contained in this contract shall limit the bidder from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

5.30 End of Agreement Data Handling

The Bidder agrees that upon termination of this Agreement it shall return all data to OICL in a useable electronic form, and erase, destroy, and render unreadable all data in its entirety in accordance to the prior stated Data Sanitization and Safe Disposal provisions. Data must be rendered in a manner that prevents its physical reconstruction through the use of commonly available file restoration utilities. Certification in writing that these actions have been completed must be provided within 30 days of the termination of this Agreement.

5.31 Tools and Equipment

The bidder shall provide all necessary tools and equipment required for the installation, maintenance and implementation of the supplied equipment, solution & services.

5.32 Supervision

The bidder shall ensure that all activities are carried out under the direct supervision of qualified / certified personnel.

5.33 Rights reserved by OICL

1. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
2. Company reserves the right to verify the validity of information given by the bidders. If at any future point of time, it is found that the bidder had made a statement, which is factually incorrect, OICL will reserve the right to debar the bidder from bidding prospectively for a period to be decided by OICL and take any other action as maybe deemed necessary.
3. OICL reserves the right to issue a fresh RFP for Supply, Installation, Implementation, Maintenance and Support of ECM Solution at any time during the validity of the contract period with the selected bidder.

5.34 Limitation of Liability

Bidder's cumulative liability for its obligations under the contract shall not exceed the Contract value and the bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.

5.35 Rejection of All Proposals, and re-invitation

OICL will have the right to reject all proposals. However, such rejections should be well considered and normally be in cases where all the bids are either substantially in deviation to the Requirement or because they involve costs substantially higher than the original estimate. If it is decided to re-invite the bids, the terms of reference should be critically reviewed / modified so as to address the reasons of not getting any acceptable bid in the earlier Invitation for Bids.

5.36 Corrupt or fraudulent practice:

- a. Bidder shall observe the highest standard of ethics during the procurement and execution of the contract.
- b. OICL shall reject a proposal for award if it comes to the knowledge of OICL that the Bidder is engaged in corrupt or fraudulent practices in competing for the bid.
- c. OICL will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Bidder was engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.

5.37 Arithmetical Errors

The Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

6 Appendix

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6.1 Appendix 1: Submission Checklist

A. Pre-qualification Bid

| Sr No | Description | Supporting Documentation | Compliance |
|-------|---|--|------------|
| 1 | A letter describing the pre-qualifying experience of the bidder | Bidder's letter-head | |
| 2 | The corporate profile of the bidder | Printed corporate brochure is preferred | |
| 3 | The bidder should produce an OEM Certificate that the Product support from the OEM would be available. | OEM Certificate or MAF | |
| 4 | Power-of-attorney granting the person signing the bid the right to bind the bidder as the 'Constituted attorney of OICL'. | Power of Attorney | |
| 5 | The bid security of Rupees One Crore Fifty Five Lakhs (Rs. 1,55,00,000) in the form of a bank guarantee issued by a Nationalized / Scheduled Bank, and should be valid for 45 days beyond the validity of the bid. Bid validity should be 180 days. | Appendix 5- Bid Security Form | |
| 7 | The profile of the bidder | Appendix 9 - Bidder Profile | |
| 8 | Duly filled Eligibility criteria form | Annexure 1 Eligibility Criteria | |
| 9 | Documentary proofs as detailed in the Prequalification criteria | specified supporting documents as defined in Annexure 1- Eligibility Criteria | |
| 10 | Duly stamped and signed copy of the letter format by the hardware OEM | Appendix 7 - Letter from Hardware OEM | |
| 11 | Manufacturer's authorization form duly signed by the authorized signatory of the OEM of each quoted solution | Appendix 6 - Manufacturer Authorization Letter | |
| 12 | Payment for the RFP document, amount Rs.5000 | Demand Draft in favour of 'The Oriental Insurance Company Limited' payable at New Delhi. | |
| 13 | Duly updated checklist compliance | Appendix 1 - Submission Checklist | |

B. Technical Bid

| Sr No | Description | Supporting Documentation | Compliance |
|-------|---|---|------------|
| 1 | Duly signed and stamped Bid Particulars (Technical Bid) | Annexure 9: section 9.1 | |
| 2 | Duly signed and stamped Bid Letter (Technical Bid) | Annexure 9: section 9.2 | |
| 3 | Duly signed and stamped Statement of Deviation from Requirement Specifications | Annexure 9: section 9.3 | |
| 4 | Duly signed and stamped Statement of Deviation from Terms and Conditions | Annexure 9: section 9.4 | |
| 5 | Duly signed and stamped Schedule of Delivery | Annexure 9: section 9.5 | |
| 6 | Functional Requirement Specification | Annexure 2 - Functional Checklist | |
| 7 | Technical Requirement Specification | Annexure 3 - Technical Solution Requirements | |
| 8 | Client References | Appendix 10 - Reference Format | |
| 9 | Duly updated bandwidth and storage sizing proposed by the Bidder. | Annexure 7 - Bandwidth and Storage Details | |
| 10 | Bidder to submit their compliance to the specifications | Annexure 4 – Minimum Technology Infrastructure Requirements | |
| 11 | Project Team Structure & Composition | Annexure 8 - Personnel Deployment | |
| 12 | Technical write up on methodology | Duly filled Technical Response | |
| 13 | Bidder to provide the MASKED document of the commercial bid details. The Bidder should put 'xxx' to denote the cells where they have input a financial value in the unmasked copy. Please note that prices should not be indicated in the technical bid. Any bid in which prices are indicated in the technical bid will be disqualified | Annexure 6 –Bill of Material (To be masked by the bidder) | |
| 14 | Technical Bill of Material with Part Codes | | |
| 15 | Product Brochures | | |

C. Commercial bid

| Sr No | Description | Supporting Documentation | Compliance |
|--------------|---|---|-------------------|
| 1 | Duly signed and stamped Bid Particulars (Commercial Bid) | Annexure 5 - Commercial Bid section 5.1 | |
| 2 | Duly signed and stamped Bid Letter (Commercial Bid) - Copy | Annexure 5 - Commercial Bid section 5.2 | |
| 3 | Duly signed and stamped Statement of commercial Deviation | Annexure 5 - Commercial Bid section 5.3 | |
| 4 | Duly signed and stamped Details of cost | Annexure 5 - Commercial Bid section 5.4 | |
| 5 | Duly signed and stamped Statement of Deviation from Tender terms and Conditions | Annexure 5 - Commercial Bid section 5.5 | |
| 6 | Commercial Bid with prices | Annexure 6 – Bill of Material | |

6.2 Appendix 2: List of Interfaces & Process Diagrams post ECM Implementation

6.2.1 Appendix 2A: List of Interfaces

List of Internal interfaces required

1. INLIAS – Core system used by OICL
2. OICL Internet Portal

6.2.2 Appendix 2B: Process Diagram Post ECM Implementation

1. Claims process

ECM solution for claims process should have following key activities and related considerations are also mentioned below:

Scenario 1: Claim is reported in the same city as Policy issuing office.

| Activity Step | Current Activity | Activity Change post ECM |
|---------------|--|---|
| 1 | Claim intimation can be made through various channels: Portal Call In-person (at Operating Office or SVC) | In case a person submits a written intimation (email or fax or hand written note), the same would be scanned and tagged to the claim when registered. |
| 2 | Document Submission Process (claim form and supporting documents) | |
| 2.1 | Customer submits claim form and supporting documents at Policy Issuance Office associated with SVC | |
| 2.1.1 | Verify document against original and sign the photocopy | None |
| 2.1.2 | New activity | Scan the documents and index it. Upload the documents in ECM centralized server |
| 2.1.3 | New activity | Verify the uploaded scanned images against the hard copy and approve the scanned version in ECM. This step is necessary to verify that the |

| Activity Step | Current Activity | Activity Change post ECM |
|----------------------|--|---|
| | | correct documents are scanned and they are correctly indexed. |
| 2.2 | The Customer submits claim a form and supporting documents at SVC | |
| 2.2.1 | Verify document against original and sign the photocopy | None |
| 2.2.2 | New activity | Scan the documents and index it. Upload the documents in the ECM centralized server |
| 2.2.3 | New activity | Verify the uploaded scanned images against the hard copy and approve the scanned version in ECM. This step is necessary to verify that the correct documents are scanned and they are correctly indexed. |
| 3 | Team Leader / Claims supervisor at SVC allocates the claims to Operating Officers | The document workflow would assist in assigning and management of claims. |
| 4 | Operating Officer registers claims in INLIAS and allocate initial reserve for claims | Claims registered basis approved scanned copies of related documents available in ECM instead of physical documents. Tagging of documents to claim transaction is to be done by Operating Officer. |
| 5 | Surveyor is allocated and communicated through mail or phone with basic details | None |
| 6 | Surveyor conducts inspection and submits initial assessment report | Report to be uploaded on the ECM solution |
| 6.1 | Surveyor either sends the initial assessment report through soft copy via email followed by hard copy or sends hard copy directly | Soft copy to be stored in ECM and tagged to the claim transaction. |
| 6.2 | After receiving the hard copy of initial assessment report from surveyor, operating officer updated reserve provision. Hard copy is filed into the | Initial Assessment report needs to be scanned and uploaded into ECM. Operating officer updates the reserve provision looking at the scanned image of surveyor report. |

| Activity Step | Current Activity | Activity Change post ECM |
|----------------------|---|---|
| | Claims file. | |
| 7 | Surveyor prepares detail survey report and share it with Operating Officer | Same as Step 6 |
| 7.1 | Surveyor either sends the final report through soft copy via email followed by hard copy or sends hard copy directly | Soft copy to be stored in ECM and tagged to the claim transaction. |
| 7.2 | After receiving the hard copy of the final report from surveyor, operating officer updates the reserve provision and initiates claim settlement process. Hard copy is filed into the Claims file. | Final surveyor report needs to be scanned and uploaded into ECM. Operating officer looks at scanned images of surveyor report to process the claim further. |
| 8 | Other optional activities | |
| 8.1 | In case some document is required by customer, he/ she should be intimated by Operating Officer through phone and mail (email or by post) | None |
| 8.1.1 | In case documents required are such that original copy is not required for verification, customer can send soft copy through mail | Soft copy of the document to be tagged to claim by Operating Officer |
| 8.1.2 | In case hard copy is submitted by customer, he should submit it at any office or SVC as he submitted initial form and related documents | Same step to follow as step 2 Tagging of documents to claim transaction is to be done by Operating Officer. |
| 8.2 | In case any report or documents are to be collected from other parties like garage or dealer or investigator are involved, similar process to be followed as with surveyor | Same as Step 6 Tagging of documents to claim transaction is to be done by Operating Officer. |
| 9 | Operating Officer adjusts the provision based on final report | Scanned image of report is used for this revision |

| Activity Step | Current Activity | Activity Change post ECM |
|----------------------|--|--|
| 10 | Depending on authority matrix, claim is sent for approval from higher authority | Higher authority looks at scanned copies of relevant documents that are tagged to claim transaction in INLIAS for claim approval |
| 11 | Post final check, the claim is finally approved | This step is introduced as final approval and payment should not be processed before hard copy of surveyor report/ investigation report is received. Once hard copy is received, activities as outlined in step 2 are repeated, final approval is done and voucher is printed. Hard copy of report and voucher is filed. |
| 12 | After claim is approved, the claim payment voucher is sent to Accounts team. Accounts team verifies the voucher and payment details. | All verification done on the basis of soft copies of voucher and other related documents |
| 13 | ECS file is generated and sent to bank. Copy of ECS file is also put in the Claim file for records. | ECS file to be stored in ECM and tagged to the claim |
| 14 | Claim settlement letter printed and dispatched. A copy stored for records. This is not a system generated letter. Operating officer prepares the letter and takes print. | Claim settlement letter to be scanned and stored in ECM instead of storing the hard copy for records |

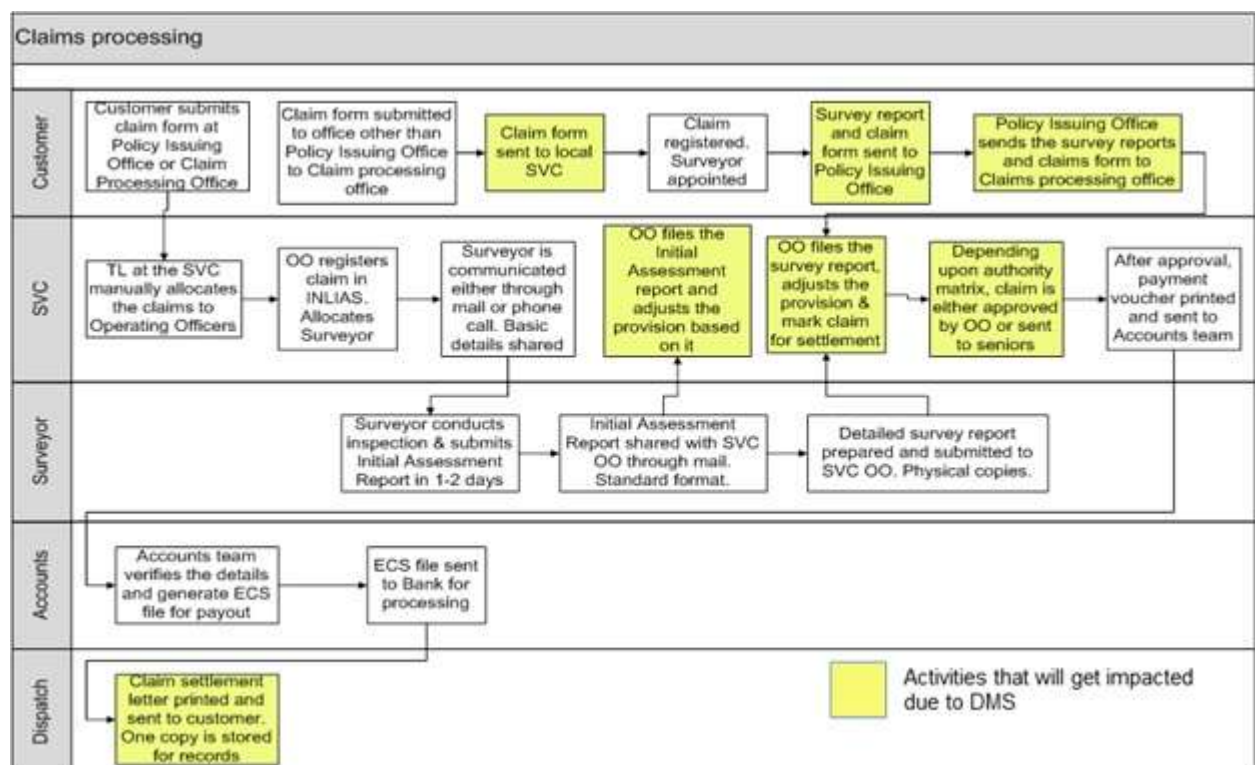
Scenario 2: Claim is reported in different city than policy issuance office

| | | |
|------|--|--|
| 15 | Generally an RO or a specific office in every city is designated to accept claim documents in such cases | None |
| 15.1 | Officer at these offices verify document against original and sign the photocopy | None |
| 15.2 | The documents are sent to the SVC in case the document collecting office is associated to any SVC, else it registers the claim and appoints surveyor | Instead of sending the physical copies to SVC, the documents will be scanned and uploaded into ECM. SVC can directly access the documents through ECM. |

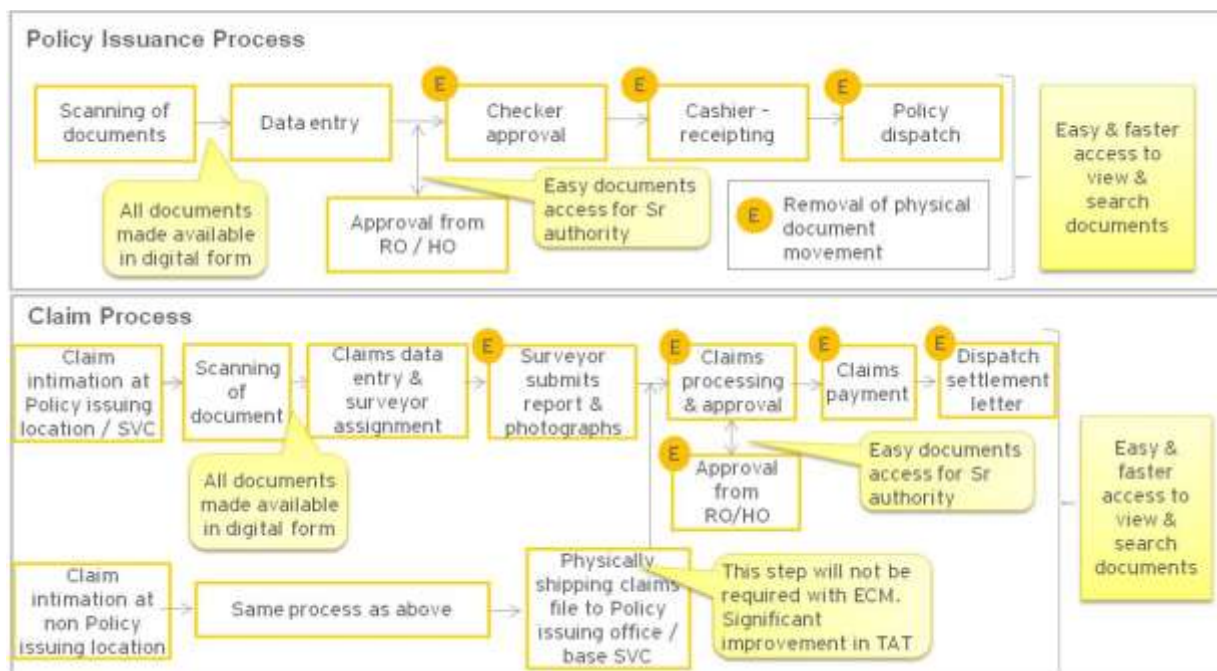
| | | |
|------|---|---|
| 15.3 | The SVC registers the claim and appoints surveyor | None |
| 15.4 | After receipt of the final survey report, the complete claim file is sent to Policy Issuance office | Scan the survey report and index it. Upload the scanned report in ECM centralized server. Policy issuance office can get access to documents instantly. |
| 15.5 | The Policy issuance office receives the claim file | |
| 15.6 | In case the policy issuance office is associated with SVC, the claim file is sent to SVC for claim approval and settlement | Step is not required as scanned copies are already available in ECM which SVC can access |
| 15.7 | In case the policy issuance office is not associated with any SVC, the claim is approved and settled by the Policy issuance office itself | Same process steps as 9 to 15 |

The impact of ECM implementation on claims process is also illustrated through the diagram below.

Process Diagram – Claims



Benefits realized:



2. Underwriting Process

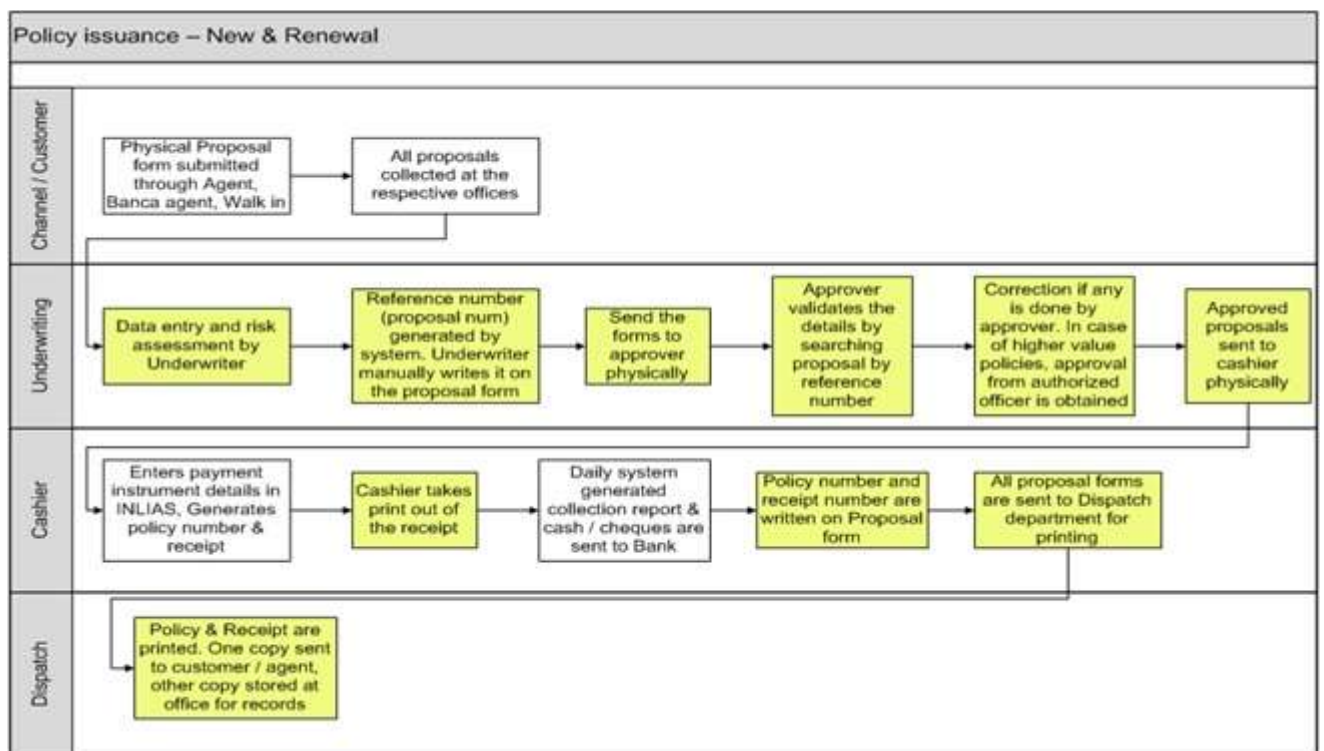
The following steps describe the end-state for ECM solution as a part of underwriting process. In the end state scenario, ECM solution should be used for underwriting/ renewal/ endorsement processes in following manner:

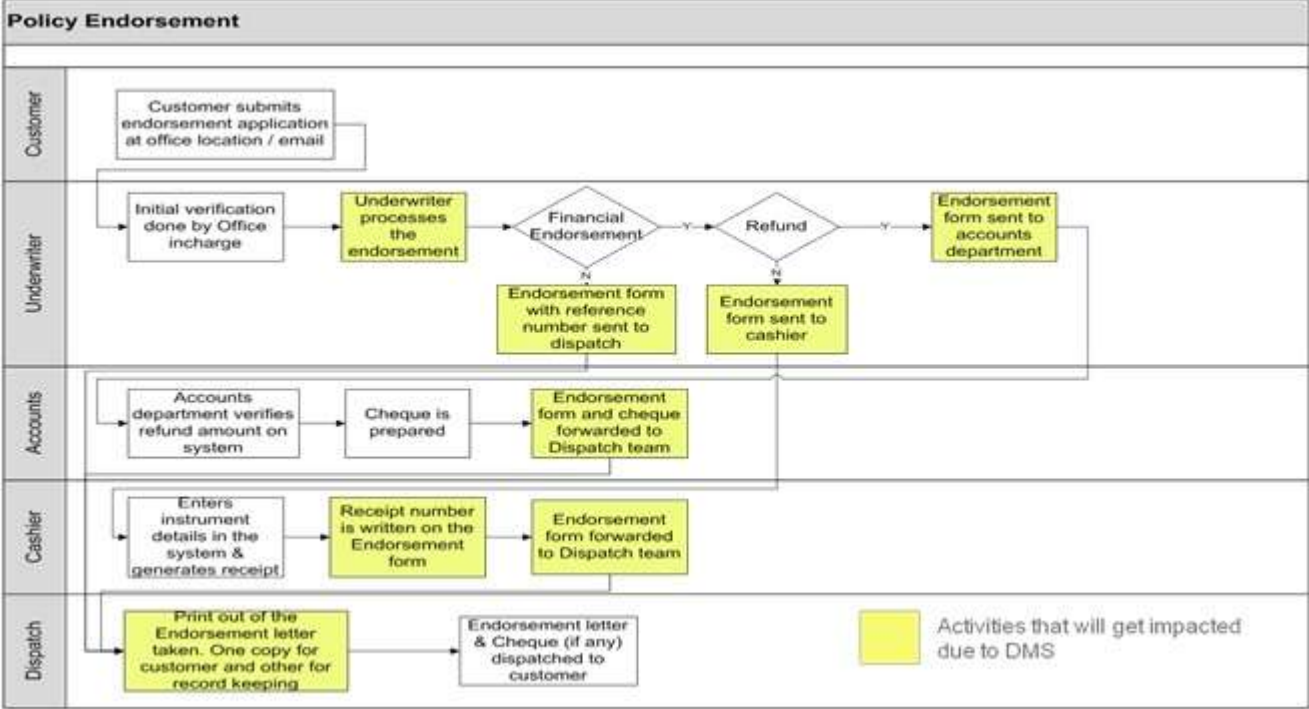
| Activity Step | Current Activity | Activity Change post ECM |
|---------------|--|---|
| 1 | Customer submits intention to purchase a policy through any channel (agent/ broker/ bancassurance / walk-in/ Portal) through an application or proposal form | None |
| 2 | Operating office receives and accepts the application/ proposal form and any supporting document if required | None |
| 2.1 | New activity | Scan the documents and index it. Upload the documents in ECM centralized server |

| Activity Step | Current Activity | Activity Change post ECM |
|----------------------|---|--|
| 2.2 | New activity | Verify the uploaded scanned images against the hard copy and approve the scanned version in ECM. This step is necessary to verify that the correct documents are scanned and they are correctly indexed. |
| 2.3 | New activity | Send the hard copy for filing |
| 3 | Data entry is done and risk is assessed once proposal form / application is received | Data entry is done basis the scanned copy available in ECM. |
| 4 | Reference number generated by system is written on the proposal form/ application and sent to the approver (checker) | Tagging of document to transaction to be done by underwriter. Reference number should be either used for tagging or written as a comment (annotation) on the scanned copy in ECM. Once tagging is done with reference number, document is ready to be viewed by the approver (checker). |
| 5 | Checker receives the proposal form and checks the risk and other details in the system (INLIAS) against the reference number. If required, makes modifications in INLIAS. | Checker will perform the risk and other detail checks basis the scanned copy of the proposal form present with the reference number and maker's comment if any in ECM |
| 5.1 | In case approval is required from higher authorities, it is taken over mail or phone and hard copies of related documents are sometimes sent to their offices | In the scenarios where senior authority needs to view the support documents, they will do so by accessing scanned images through ECM. Approval may be done basis these scanned images. Email approval or document will be attached with the transaction. Basic workflow would be required for this activity. |
| 6 | Cashier writes policy number and receipt number on proposal form and sends the file to the dispatch team | Instead of writing policy number and receipt number on the proposal form, Cashier can either manually enter these numbers in the comment section of the scanned images or Policy number generated in the system and receipt number generated in INLIAS can automatically be used to tag the proposal form. Basic workflow would be required for this activity. |

| Activity Step | Current Activity | Activity Change post ECM |
|---------------|--|---|
| 7 | Dispatch team takes a copy of policy schedule, receipt and sends it to customer through post | No change |
| 8 | File a copy of the proposal form for records | This step will not be required as copy of proposal form is already available in ECM.. |

Process Diagram – Underwriting & Endorsements





6.3 Appendix 3: Business Volumes

Number of OICL offices (as on 31 March 2015)

| Office | Number |
|--------------------|--------|
| Head Office | 1 |
| Regional Office | 30 |
| Divisional Office | 350 |
| Branch Office | 500 |
| Extension Counters | 843 |
| SVC (Claims Hub) | 28 |
| TP Hub | 28 |
| OSTC | 2 |

Details for ECM roll out at OICL Offices

| Branch / Office Rollout | Phase 1 | Phase 2 | Phase 3 | Phase 4 | Phase 5 | Phase 6 | Total |
|----------------------------------|-----------|-----------|------------|------------|------------|-----------|-------------|
| Head office | | | | | | 1 | 1 |
| Regional Offices | | | | | | 30 | 30 |
| Branch Offices | | | 250 | 250 | | | 500 |
| Divisional Office | | | 175 | 175 | | | 350 |
| Ext counter | | | 0 | 0 | 843 | | 843 |
| SVCs | 28 | | | | | | 28 |
| TP Hub | | 28 | | | | | 28 |
| OSTC | | | | | | 2 | 2 |
| Total number of locations | 28 | 28 | 425 | 425 | 843 | 33 | 1782 |

Expected Document Volume Core business Functions (in pages)

| Business Function | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total |
|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----------------------|
| Underwriting | 24,93,21,700 | 27,42,53,900 | 30,16,79,300 | 33,18,47,200 | 36,50,31,900 | 1,52,21,34,000 |
| Claims | 14,84,63,200 | 16,33,09,500 | 17,96,40,500 | 19,76,04,600 | 21,73,65,100 | 90,63,82,900 |
| Total | 39,77,84,900 | 43,75,63,400 | 48,13,19,800 | 52,94,51,800 | 58,23,97,000 | 2,42,85,16,900 |

Expected Document volumes support functions (in pages)

| Business Function | Year 1 Docs | Year2 Docs | Year 3 Docs | Year4 Docs | Year5 Docs | Total Docs |
|--------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| Accounts | 4,81,33,800 | 5,29,47,180 | 5,82,41,898 | 6,40,66,088 | 7,04,72,697 | 29,38,61,662 |
| Marketing | 10,000 | 11,000 | 12,100 | 13,310 | 14,641 | 61,051 |
| Estate & Est. | 89,48,561 | 98,43,417 | 1,08,27,759 | 1,19,10,535 | 1,31,01,588 | 5,46,31,860 |
| HR | 1,31,41,600 | 26,31,440 | 26,31,471 | 26,32,095 | 26,32,442 | 2,36,69,048 |
| Investment | 1,36,900 | 1,50,590 | 1,65,649 | 1,82,214 | 2,00,435 | 8,35,788 |
| CSD | 10,00,000 | 11,00,000 | 12,10,000 | 13,31,000 | 14,64,100 | 61,05,100 |
| Reinsurance | 2,50,000 | 2,75,000 | 3,02,500 | 3,32,750 | 3,66,025 | 15,26,275 |
| Training | 11,000 | 12,100 | 13,310 | 14,641 | 16,105 | 67,156 |
| Sub total | 7,16,20,861 | 6,69,70,727 | 7,34,04,687 | 8,04,82,633 | 8,82,68,033 | 38,07,46,940 |

Expected number of Photos for Claims

| | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------------|----------|----------|----------|----------|----------|
| No of photos for claims | 46261700 | 50887900 | 55976700 | 61574400 | 67731800 |

List of Documents by Business/ Department

A. Motor Department:

- i. For Underwriting/ Endorsement (Third Party(TP) and Own Damage (OD)– Liability Only Policy & Package Policy):

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-------------------------------------|-----------------|---|
| 1 | Registration Certificate | Hard Copy | 1 page/ Policy |
| 2 | No Claim Bonus | Hard Copy | 1 Page/ policy |
| 3 | Pre-Inspection Report + Photographs | Hard Copy | 15% of motor policy with 35 pages and 10 photographs each |
| 4 | Invoice | Hard Copy | 1 page/ Policy |
| 5 | Request letter for endorsements | Hard Copy | 1 page/ endorsement (4% of motor policy up for endorsements) |
| 6 | KYC Documents | Hard Copy | 3 pages/ policy requiring KYC Only 3300 policies required KYC in FY 11-12. |
| 7 | Old Policy records | Hard Copy | 1 page/ Policy requiring old records (40% of total motor policy) |

- ii. For Claims (OD):

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|-----------------|
| 1 | Claim Intimation | Hard Copy/ Mail | 1 page/ Claim |
| 2 | Claim form | Hard Copy | 6 pages/ Claim |
| 3 | Estimates | Hard Copy | 10 Pages/ Claim |
| 4 | Registration Certificate | Hard Copy | 1 page/ Claim |
| 5 | Driving Licence | Hard Copy | 1 page/ Claim |
| 6 | Permit | Hard Copy | 1 Page/ Claim |

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|----------------------|--------------------------------------|
| 7 | Fitness | Hard Copy | 1 Page/ Claim |
| 8 | Load Challan | Hard Copy | 1 Page/ Claim |
| 9 | Road Tax | Hard Copy | 1 Page/ Claim |
| 10 | FIR | Hard Copy | 3 pages/ Claim |
| 11 | FR In case of Theft | Hard Copy | 4 pages/ Claim |
| 12 | NCRB | Hard Copy | 2 pages/ Claim |
| 13 | Court Attested FR and FIR | Hard Copy | 7 pages/ Claim |
| 14 | Spot Survey Report | Hard Copy | 5 pages/ Claim |
| 15 | Surveyor Initial Report (Status report) | Hard Copy/ Soft Copy | 4 pages + 10-15 Photographs / Claim |
| 16 | Assessment Report | Hard Copy | 10 pages + 30-40 Photographs / Claim |
| 17 | Re-inspection Report for Major losses | Hard Copy | 3 pages + 8-10 Photographs / Claim |
| 18 | Bill Check Scrutiny | Hard Copy | 1-3 pages/ Claim |
| 19 | Underwriting Docket | Hard Copy | 10 Pages/ Claim |
| 20 | 64 VB Compliance | Hard Copy | 1 Page/ Claim |
| 21 | Bill Check Report | Hard Copy | 1-3 Pages/ Claim |
| 22 | Investigation Report | Hard Copy/ Soft Copy | 10 Pages/ Claim |
| 23 | Verification Report | Hard Copy/ Soft Copy | 10 Pages/ Claim |
| 24 | Scrutiny Sheet | Hard Copy | 3-8 Pages/ Claim |
| 25 | Cancelled Cheque | Hard Copy | 1 Page/ Claim |
| 26 | Discharge Voucher | Hard Copy | 1 Page/ Claim |
| 27 | KYC | Hard Copy | 5 Pages/ Claim |
| 28 | Other Documents | Hard Copy | 20 Pages/ Claim |
| 29 | Letter of Subrogation | Hard Copy | 3 Pages/ Claim |
| 30 | Indemnity bond | Hard Copy | 3 Pages/ Claim |

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|-----------------|----------------|
| 31 | Salvage Disposal | Hard Copy | 3 Pages/ Claim |
| 32 | Power of Attorney | Hard Copy | 3 Pages/ Claim |
| 32 | Appointment Letter of Surveyor and Investigator | Hard Copy | 3 Pages/ Claim |

iii. For Claims (TP):

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|----------------------|--------------------------------------|
| 1 | Claim Intimation | Hard Copy/ Mail | 1 page/ Claim |
| 2 | Claim form | Hard Copy | 6 pages/ Claim |
| 3 | RC | Hard Copy | 1 page/ Claim |
| 4 | DL | Hard Copy | 1 page/ Claim |
| 5 | Permit | Hard Copy | 1 Page/ Claim |
| 6 | Fitness | Hard Copy | 1 Page/ Claim |
| 7 | FIR | Hard Copy | 3 pages/ Claim |
| 8 | Spot Survey Report | Hard Copy | 5 pages/ Claim |
| 9 | Surveyor Initial Report (Status report) | Hard Copy/ Soft Copy | 4 pages + 10-15 Photographs / Claim |
| 10 | Assessment Report | Hard Copy | 10 pages + 30-40 Photographs / Claim |
| 11 | Underwriting Docket | Hard Copy | 10 Pages/ Claim |
| 12 | 64 VB Compliance | Hard Copy | 1 Page/ Claim |
| 13 | Investigation Report | Hard Copy/ Soft Copy | 10 Pages/ Claim |
| 14 | Verification Report | Hard Copy/ Soft Copy | 10 Pages/ Claim |
| 15 | Scrutiny Sheet | Hard Copy | 3-8 Pages/ Claim |
| 16 | KYC | Hard Copy | 5 Pages/ Claim |

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|-----------------|-----------------|
| 17 | Other Documents | Hard Copy | 20 Pages/ Claim |
| 18 | Appointment Letter of Surveyor and Investigator | Hard Copy | 3 Pages/ Claim |
| 19 | Summons | Hard Copy | 4 Pages/ Claim |
| 20 | Plaints | Hard Copy | 4 Pages/ Claim |
| 21 | Written Statement | Hard Copy | 5 Pages/ Claim |
| 22 | Charge sheet | Hard Copy | 3 Pages/ Claim |
| 23 | Sketch | Hard Copy | 1 Page/ Claim |
| 24 | Statement of Driver | Hard Copy | 2 Pages/ Claim |
| 25 | MLC/ Post Mortem Report | Hard Copy | 1 Page/ Claim |
| 26 | Treatment Papers | Hard Copy | 10 Pages/ Claim |
| 27 | Age proof | Hard Copy | 1 Page/ Claim |
| 28 | Income Proof | Hard Copy | 1 Page/ Claim |
| 29 | IT return | Hard Copy | 3 Pages/ Claim |
| 30 | Judgement of MACT | Hard Copy | 30 Pages/ Claim |
| 31 | Statement of Witness | Hard Copy | 10 Pages/ Claim |
| 32 | Copy of appeal memo to HC | Hard Copy | 15 Pages/ Claim |
| 33 | Reply to Appeal | Hard Copy | 10 Pages/ Claim |
| 34 | Copy Of HC Judgement | Hard Copy | 5 Pages/ Claim |
| 35 | Apply Memo to SC | Hard Copy | 20 Pages/ Claim |
| 36 | Reply to appeal to SC | Hard Copy | 20 Pages/ Claim |
| 37 | Supreme Court Judgement | Hard Copy | 5 Pages/ Claim |
| 38 | Opinion of MACT Advocate | Hard Copy | 3 Pages/ Claim |
| 39 | Opinion of HC Advocate | Hard Copy | 3 Pages/ Claim |
| 40 | Opinion of SC Advocate | Hard Copy | 3 Pages/ Claim |

B. Fire & Engg Department:

i. Underwriting/ Endorsements -

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|----------------------|--|
| 1 | Pre-defined Proposal | Hard Copy | 4 pages/ Policy |
| 2 | Cover note | Hard Copy | 1 Page/ policy (selected cases) |
| 3 | Policy | Soft Copy | 2 pages of schedule and 3-4 pages of Terms and Conditions / Policy |
| 4 | Receipt | Soft Copy | 1 page/ Policy |
| 5 | NCB Confirmation | Hard Copy/ Soft Copy | 1 page/ Policy |
| 6 | Signed Slip (For Marine Policies) | Hard Copy | 1 page/ Policy |
| 7 | Pre-dispatch inspection | Hard Copy | 6-10 pages/ Policy |
| 8 | Re-inspection Report | Hard Copy | 10 pages/ Policy |
| 9 | Reinsurer terms and conditions | Hard Copy | 5 pages/ Policy |

ii. Claims

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|--------------------------------------|----------------------|--|
| 1 | Claim Intimation | Hard Copy/ Soft Copy | 1 page/ Claim |
| 2 | Policy Copy | Soft Copy | 2 pages of schedule and 3-4 pages of Terms and Conditions / Claim |
| 3 | 64 VB | Hard Copy | 1 Page/ Claim |
| 4 | Surveyor Deputation | Hard Copy | 500 pages/ Claim; less than 1% of claims have 1500-2000 pages/ claim |
| 5 | Preliminary notification to surveyor | Hard Copy/ Soft Copy | |
| 6 | Preliminary reporting of surveyor | Hard Copy/ Soft Copy | |
| 7 | Final Surveyor Report | Hard Copy/ Soft Copy | |
| 8 | Claim processing Sheet | Hard Copy | |
| 9 | Referral form to higher authorities | Hard Copy | |
| 10 | Claims approval | Hard Copy/ Soft Copy | |
| 11 | Vouchers | Hard Copy | |

C. Marine and Aviation Department:

i. Underwriting/ Endorsements -

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|----------------------|--|
| 1 | Policy | Soft Copy | 2 pages of schedule and 2-4 pages of Terms and Conditions / Policy |
| 2 | Endorsement Request | Hard Copy/ Soft Copy | 2 pages/ Policy |
| 3 | Broker Slip | Hard Copy | 4-6 pages/ Policy |
| 4 | Declaration | Hard Copy | 12 pages/ Policy |
| 5 | Certificates | Hard Copy | 15-20 pages/ Policy |

ii. Claims

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|------------------------------------|----------------------|----------------------|
| 1 | Claim Intimation | Hard Copy/ Soft Copy | 500-550 pages/ Claim |
| 2 | Policy Copy | Soft Copy | |
| 3 | Debit note in case of reinsurance | Hard Copy | |
| 4 | Surveyor Report | Hard Copy | |
| 5 | Closing particular for reinsurance | Hard Copy | |
| 6 | Debit advice to reinsurer | Hard Copy | |

D. Health Department:

i. Underwriting/ Endorsements -

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|--|
| 1 | Proposal form | Hard Copy | 2 pages/ Policy |
| 2 | Medical Documents | Hard Copy | 5 pages each for 15% of policy |
| 3 | Cover Note | Hard Copy | 1 page/ Policy |
| 4 | Premium Receipt | Soft Copy | 1 Page/ Policy |
| 5 | Policy | Hard Copy | 2 pages of Policy Schedule and 10-15 pages of Terms and Conditions/ Policy |

ii. Claims

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|-----------------|-------------------------------------|
| 1 | Claim Intimation | Soft Copy | 1 page/ Claim |
| 2 | TDS Challan Copy from TPA | Hard Copy | 1 page/ Claim |
| 3 | Reconciliation Report | Hard Copy | 1 page/ Claim |
| 4 | Claim form (Non-TPA) | Hard Copy | 2 pages/ Claim for 10% of Claim |
| 5 | Other attachment like medical bills etc (Non-TPA) | Hard Copy | 30-50 pages/ Claim for 10% of Claim |
| 6 | Cancelled Cheque for NEFT Transfer (Non-TPA) | Hard Copy | 1 page/ Claim for 10% of Claim |

E. Miscellaneous Department:

i. Underwriting/ Endorsements

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|------------------|
| 1 | Proposal form | Hard Copy | 15 Pages/ Policy |
| 2 | Referral Form | Hard Copy | |
| 3 | RFQ of the broker | Hard Copy | |
| 4 | NCB | Hard Copy | |

ii. Claims

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|----------------------|----------------------|
| 1 | Claim Intimation | Hard Copy/ Soft Copy | 200-500 pages/ Claim |
| 2 | Other documents | Hard Copy | |

F. Accounts Department:

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|----------------------|--|
| 1 | Statement of accounts | Hard Copy/ Soft Copy | 50 Documents / Month with 10 pages per document |
| 2 | Vouchers | Hard Copy | 5 pages/ Voucher; 25000 vouchers at each HO, RO and DO |
| 3 | Taxes, returns and Investment documents | Hard Copy | 2000 pages/ Yr |

G. HR Department:

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|---|
| 1 | Documents in Personnel File | Hard Copy | 20-700 pages/ Employee ; 15600 + Employees; 550 files maintained at HO; Rest maintained at RO |
| 2 | Mediclaime Documents | Hard Copy | 50-200 pages/ Employee (70% employee putting in mediclaime) |
| 3 | Promotion | Hard Copy | 8250-9000 Pages/ yr (for all 3 cycles) |
| 4 | Recruitment | Hard Copy | 22500 – 28500 Pages/ Yr (for 2 recruitment exercises in a year) |
| 5 | Transfer | Hard Copy | 70-100 Documents/ yr |

| Sr. No | List Of Documents/ Content relevant for HRMS | Doc Type |
|---------------|---|----------------------|
| 1 | Request for Transfer | Hard Copy/ Soft Copy |
| 2 | Certifications | Hard Copy |
| 3 | Performance Sheet/ confidential report | Hard Copy |
| 4 | Appraisal Sheet | Hard Copy |
| 5 | Disciplinary Documents | Hard Copy |
| 6 | Industry Relation Documents | Hard Copy |
| 7 | Recruitment Documents | Hard Copy |
| 8 | Exit Documents | Hard Copy |
| 9 | Loan Documents | Hard Copy |
| 10 | TA Bills and Invoices | Hard Copy |
| 11 | Estate and establishment Contracts | Hard Copy |
| 12 | Medical Documents | Hard Copy |

| Sr. No | List Of Documents/ Content relevant for HRMS | Doc Type |
|---------------|---|-----------------|
| 13 | Leave Notice and medical certificated | Hard Copy |
| 14 | NoC for employment post retirement | Hard Copy |
| 15 | Claims Documents for personal accident covers | Hard Copy |
| 16 | Training documents | Hard Copy |
| 17 | Welfare society documents like loan, award documents etc. | Hard Copy |
| 18 | Documents for Vigilance | Hard Copy |

These documents which are related to HRMS have already formed a part of either HR functions, Training functions, Accounts or Claims. The document list provided above is indicative of the kind of documents which will be considered for integration of ECM with HRMS.

H. Reinsurance Department

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|---|-----------------|---|
| 1 | Outward Business- Programme Document | Hard Copy | 25 pages |
| 2 | Outward Business- Contract Document | Hard Copy | 1250 Contracts/ Yr with 50-60 pages each , |
| 3 | Outward Business- Information Package | Soft Copy | 20-30 Pages per document; 10 Information package per contract |
| 4 | Outward Business- Mail communication regarding contract | Soft Copy | 50 per contract |
| 5 | Inward Business- Contracts | Hard Copy | 500 Contracts with 100-150 pages each |
| 6 | Inward Business – Claims Documents | Hard Copy | 100 Claims files with 100-150 Pages each |

I. CSD Department

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|------------------------|
| 1 | Intimation of Grievance | Soft Copy | 1-2 pages/ grievance ; |

J. Investment Department

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|--|
| 1 | Approval Note | Hard Copy | 24 pages/ Week |
| 2 | NPA/ Loan Portfolio documents | Hard Copy | 400 pages for 90% of files or for 250 files. 100 pages for rest 10% of files |
| 3 | Counterfoils of interest advice | Soft Copy | 1600 pages/ Month |
| 4 | Notes/ Memos/ quotes | Hard Copy | |

K. Estate & Establishment Department

| Sr. No | List Of Documents/ Content | Doc Type | Volume |
|---------------|-----------------------------------|-----------------|--|
| 1 | Property Documents | Hard Copy | 1380000 pages/ yr (1500 pages/ office and 20 pages / Property (1500 properties)) |
| 2 | Vehicular Documents | Hard Copy | 620,000 documents/ Yr |
| 3 | AMC and Maintenance Documents | Hard Copy | 2000-3000 pages/ Office in a yr |
| 4 | Guest House documents | Hard Copy | 2000 pages/ Guest House; 200 Guest Houses |
| 5 | Purchase Documents | Hard Copy | 5000 Pages/ Office |

Expected number of ECM users

I. Users/Transactions from Portal:

Documents uploaded on portal will have to be eventually archived in the ECM solution. These documents will have to be viewed from the portal

| | Current Year | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|--------------|----------|----------|----------|----------|----------|
| Number of transactions per day(hits) | 44,000 | 50,600 | 58190 | 66.919 | 76,956 | 88,500 |
| Total number of registered users | 3,00,000 | 3,45,000 | 3,96,750 | 4,56,263 | 5,24,702 | 6,03,407 |
| Number of policies sold through portal | 2,70,000 | 3,10,500 | 3,57,075 | 4,10,636 | 4,72,232 | 543066 |

II. Office Users

| Office Category | Number of offices | Number of users Underwriting in each office | Total users Underwriting | Number of users handling Claims in each office | Total users handling Claims | Expected number of users Supporting functions in each office | Total users for Support functions | Total |
|---------------------|-------------------|---|--------------------------|--|-----------------------------|--|-----------------------------------|--------------|
| Branch Office | 500 | 2 | 1000 | 2 | 1000 | 2 | 1000 | 3000 |
| Divisional Office | 350 | 4 | 1400 | 4 | 1400 | 3 | 1050 | 3850 |
| Extension Counter | 843 | 1 | 843 | 0 | 0 | 0 | 0 | 843 |
| SVC | 28 | 0 | 0 | 10 | 280 | 0 | 0 | 280 |
| Regional Office | 30 | 5 | 150 | 5 | 150 | 21 | 630 | 930 |
| Head Office | 1 | 15 | 15 | 21 | 21 | 350 | 350 | 386 |
| Call Centre | 1 | 0 | 0 | 0 | 0 | 10 | 10 | 10 |
| TP Hub | 28 | 0 | 0 | 15 | 420 | 0 | 0 | 420 |
| Future Requirements | - | - | 300 | | | | | 300 |
| Total | | | 3708 | | 3271 | | 3040 | 10019 |

Please Note: Number of active user sessions in INLIAS at given point of time is approximate 4000

6.4 Appendix 4: Bank Guarantee Format – Performance Security

Reference No. _____

Date _____

Bank Guarantee No. _____

To

**The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Oriental House
A-25/27, Asaf Ali Road
New Delhi – 110 002**

Against contract vide advance acceptance of the Tender No. OICL/HO/ITD/ECM/2015/01 dated 1st June 2015 covering _____ (hereinafter called the said 'contract') entered into between The Oriental Insurance Company Limited (hereinafter called the Purchaser) and _____ (hereinafter called the Service Provider) this is to certify that at the request of the Service Provider, we _____ (Name of the Bank), are holding in trust in favour of the Purchaser, the amount of Rupees _____ (write the sum herein words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Service Provider of any of the terms and conditions of the said contract and/ or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the Service Provider and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

We _____ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Service provider i.e. till _____ (viz. the date up to 60 months after the date of successful commissioning and acceptance by the purchaser) hereinafter called the said date and that if any claim accrues or arises against us _____ (Name of the Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us _____ (Name of the Bank), notwithstanding the fact that the same is enforced within six months' after the said date, provided that notice of any such claim has been given to us _____ (Name of the Bank), by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

It is fully understood that this guarantee is effective from the date of the said contract and that we _____ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.

We _____ (Name of the Bank), further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Service Provider from time to time or to postpone for any time from time to time any of the power exercisable by the Purchaser against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Service Provider or for any forbearance by the Purchaser to the said Service Provider or for any forbearance and/ or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.

Date _____

Place _____

Witness _____

Signature _____

Printed Name _____

(Bank's common seal)

6.5 Appendix 5: Bid Security Form

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Oriental House
A-25/27, Asaf Ali Road
New Delhi – 110 002

Subject: Guarantee Number _____ for _____ (Amount). Bid Security for Tender No. OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Whereas _____ (hereinafter called 'the Bidder') has submitted its bid dated _____ for the _____. (hereinafter called "the Bid").

KNOW ALL MEN by these presents that WE _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto The Oriental Insurance Company Limited (hereinafter called "the Purchaser") in the sum of Rupees _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2015.

THE CONDITIONS of this obligation are:

If the Bidder withdraws his bid during the period of bid validity specified by the bidder in the bid;

or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity

- i. fails or refuses to execute the Contract Form, if required; or
- ii. fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidder.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

6.6 Appendix 6: Manufacturer Authorization Letter - Software

To,

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2ndFloor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

We (*Name of the Developer/ Manufacturer*) who are established and reputable manufacturers / developers of having factories at,,, and do hereby authorize M/s (name and address of the Bidder) to submit a Bid and negotiate and conclude a contract with OICL against the above mentioned tender for the proposed software manufactured/developed/customized by us.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP and the contract for the software and services offered for supply against this RFP by the above-mentioned Vendor, and will extend full support for entire period of contract.

Yours Faithfully

Authorised Signatory

(Name:

Phone No: Fax: E_mail :)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

6.7 Appendix 7: Manufacturer Authorization Letter - Hardware

To,

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

We _____, (name and address of the 'manufacturer / developers') who are established and reputed 'manufacturers / developers' of _____ having factories at _____ (addresses of locations) do hereby authorize M/s _____ (name and address of the bidder) to bid, negotiate and conclude the contract with OICL against the above mentioned tender for the proposed 'equipment manufactured / software developed' by us.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP and the contract for the hardware and services offered for supply against this RFP by the above-mentioned Vendor, and will extend full support for entire period of contract.

Yours faithfully,

Authorised Signatory

(Name:

Phone No: Fax: E_mail :)

(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)

6.8 Appendix 8: Queries on RFP

| Sr. No. | Page # | Point / Section # | Original Clause | Query/Clarification |
|----------------|---------------|--------------------------|------------------------|----------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |
| 7 | | | | |
| 8 | | | | |
| 9 | | | | |

6.9 Appendix 9: Bidder Profile

1. Registered Name & Address of The Bidder :
2. Location of Corporate Head Quarters :
3. Date & Country of Incorporation :
4. Major Related Activities carried out in last two years &
their %age in revenue :
5. Total number of employeee :
6. List of major clients :
7. Name & Address of Contact Person with Tel. No / Fax /e-mail :
8. Client Reference :
9. Annual turnover for the three previous financial years :
10. Net worth (Paid up capital plus free reserves) for the previous
financial year :

Signature _____

Name _____

Designation _____

Date _____

(Company Seal)

6.10 Appendix 10: Reference Format

Please use the following format in submitting references

| | |
|----------------------------------|--|
| General background | |
| Name of Client | |
| Address | |
| Reference Contact Person | |
| Reference Phone | |
| Reference E-mail address | |
| Start date of the Project | |
| Date of Final Report | |
| Summary of Project | |
| Project Scope | |

Signature _____

Designation _____

Name _____

Date _____

(Company Seal)

* Provide attested documentary evidence in support of the above

7 Annexures

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7.1 Annexure 1: Eligibility Criteria

Annexure1.1: Pre-Qualification Criteria

| I | Financial and other requirements of the System Integrator | Supporting required | Compliance (Yes/No) |
|---|---|---|---------------------|
| 1 | Should be a public / private limited company registered in India and | Certificate of Incorporation | |
| 2 | The Bidder should have been in existence for a minimum period of FIVE years in India. | Certificate of Incorporation | |
| 3 | The Bidder should have a minimum turnover of Rs.200 crores per annum in any three of the following financial years (2011-12, 2012-13, 2013-14, 2014-15) | Audited Financial statements | |
| 4 | The Bidder should have positive net worth in any three of the following financial years (2011-12, 2012-13, 2013-14, 2014-15) | Audited financial Balance Sheet | |
| 5 | The Bidder should have at least one of the following accreditations / certifications which is valid as on the date of issue of this RFP - ISO 9001:2008, SEI CMMi Level 3 | Copy of relevant certifications | |
| 6 | The Bidder should not have been Blacklisted by any Government or PSU enterprise | Self-Declaration letter by Bidder authorized signatory duly authorized by the Board | |

| I | Financial and other requirements of the System Integrator | Supporting required | Compliance (Yes/No) |
|----------|--|---|----------------------------|
| 7 | The bidder should hold a valid Sales Tax Registration/VAT/Service tax Certificate, PAN Card and should be registered with the appropriate authorities for all applicable statutory taxes/duties. | Attested copy of the Sales Tax Registration /VAT/Service tax certificate, Attested copy of PAN Card and give the details of PAN number, Sales Registration number, on the Bidder's Letterhead signed by the authorised signatory. | |
| 8 | The bidder should provide support/service centre in Delhi/NCR. | Self-Declaration by authorized signatory duly authorized by the Board with the details about the center. | |
| 9 | The Bidder should have at least 1 implementation of an ECM Solution in BFSI or PSU in India .The implementation must be live as on the date of this RFP | Relevant Credential Letters from the respective client indicating the project is LIVE OR Purchase Order with Organizations Confirmation of having executed the PO to satisfaction. | |

| II | Requirements for OEM of Enterprise Content Management Application | Supporting required | Compliance (Yes/No) |
|-----------|---|--|----------------------------|
| 10 | The OEM must be a reputed and experienced company operating in the field of providing ECM solutions in India for at least 3 years as of date of this RFP. | Memorandum & Articles of Association should be attached, and Purchase orders confirming year and Area of activity/Supporting Documents | |
| 11 | The proposed Enterprise Content Management Application should have At least 1 live implementation in BFSI sector in India. | Relevant Purchase Order with the Customer's confirmation on having executed the PO to satisfaction and the project as LIVE. OR Relevant Credential letters | |
| 12 | The OEM of offered products must have their own Technical Assistance Center (TAC) support in India | Self-Declaration by authorized signatory duly authorized by the Board with the details about the center. | |

Annexure 1.2: Financial Credential

| Particulars: Financial and other requirements of the System Integrator | Details | Reference to Supporting documentation |
|---|--|--|
| Public or Private Limited Company | | |
| Registered Office Address in India | | Audited Financial Statements for the financial previous years of the entity submitting the Certificate of Incorporation. |
| Contact Person | | |
| Telephone | | |
| Fax | | |
| E-mail Address | | |
| Enterprise Content Management Application | Should have implemented the proposed ECM product at least at one BFSI client (Excluding Cooperative banks, Cooperative credit societies) | Relevant Credential Letters or Contracts |

Annexure 1.3: ECM Application Credentials

| Particulars | Credentials |
|--|---|
| Project Name/ Title | ECM Implementation for XYZ Life Insurance |
| Project Description | Enterprise wide Content Management solution to manage all scanned documents, emails and other soft copy files in a central server |
| Geography | Delhi |
| Type of client (India/ International) | India |
| Client Name | XYZ Ltd |
| Industry | Public Life Insurance |
| Live (Y/N) | Y |
| Name of System Integrator | ABC Ltd |
| Start Date of the Project | MMM/YYYY |
| Proposed End Date of the Project | DD/MMM/YYYY |
| Actual End Date of the Project (if completed) | DD/MMM/YYYY |
| ECM and Related Application | DMS CRM Ingenium |
| RDBMS Used | Oracle |
| # of ECM users | 150 |
| Volume of Documents (Annual) | 100000000 |
| Approx Man days of customization | 300 |
| Duration of the Project (in Months) | 6 |
| Comments | The fastest implementation completed 830 branches in 6 months |
| Reference to Supporting Documents | Contract with covering Letter |

Annexure 1.4: ECM Implementer Credential

| Particulars | Credentials |
|---|---|
| Project Name/ Title | ECM Implementation for True General Insurance |
| Project Description | Enterprise wide Content Management solution to manage all scanned documents, emails and other soft copy files in a central server |
| Geography | Mumbai |
| Type of client (India/ International) | International |
| Client Name | True General Insurance |
| Industry | Private General Insurance |
| Live (Y/N) | Y |
| Start Date of the Project | DD-MMM-YYYY |
| Proposed End Date of the Project | MMM-YYYY |
| Actual End Date of the Project (if completed) | DD-MMM-YYYY |
| Name of ECM Application Implementer for the client | DMS |
| ECM Modules Implemented | Doc Imaging Workflow |
| Volume of Documents (Annual) | 10000000 |
| List of Software/ systems integrated | Internet Portal - IntiInsure connect Core Insurance Application - Ingenium |
| Number of Offices where the ECM is deployed | 155 |
| Implementation Time | Pilot of 5 branches – 3 months, next 35 offices/branches in the next one year and the balance 125 in next one year. |
| Man days of customization | 200 |
| # of ECM users | 100 |
| Comments | The fastest implementation completed 830 branches in 6 months |
| Reference to Supporting Documents | Contract with covering Letter |

7.2 Annexure2: Functional Checklist

7.2.1 Instructions of Filling up of Annexure 2

1. "Sr. No." - Serial Number of the Requirement Provided by OICL. The vendor must not change any information in this column.
2. "Particulars" - The detailed Requirement. The vendor must not change any information in this column.
3. Requirement Classification (RC) – OICL has classified each of the requirements as follows:

| Ratings | RC | Description |
|----------------|-----------|--|
| 1 | Desired | The requirement is necessary for efficient functioning |
| 2 | Mandatory | The requirement must be satisfied in its entirety |

The vendor must not change any information in this column.

4. "VS" - Vendor Scores – The vendor would be required to provide an appropriate score to each requirement requested for as per the following Table:

| VS | Description |
|-----------|---|
| 0 | Not Available |
| 3 | Available as out of the box |
| 2 | Customizable before commencement of UAT |
| 1 | Available by third party integration |

5. "VC" - Vendor Comments - The vendor is free to provide any Comments he wishes. The vendor is advised to furnish all additional information that will assist OICL in getting a better understanding of the proposed solution.
6. "TL" - Team Leader - For all the requirements where the vendor provides a score of "0", "1" or "2", the vendor also needs to provide the expected number of days required for customization required in terms of Man Days of Team Leader.
7. "TM" - Team Member - For all the requirements where the vendor provides a score of "0", "1" or "2", the vendor also needs to provide the expected number of days required for customization required in terms of Man Days of Team Member.
8. "VC" - Vendor Comments - The vendor is free to provide any Comments he wishes. The vendor is advised to furnish all additional information that will assist OICL in getting a better understanding of the proposed solution.

Notes:

1. The vendor is expected to include the customisation effort required to provide the above functionality in the price quoted, therefore the cost should include all the requirements where the score provided is '0', '1' or '2'.
2. For all the requirements where the vendor provides a score of '0', '1' or '2' the actual effort required to provide the said requirement must be provided in man days (Team leader and Team Member).
3. In case the vendor fails to provide a "Vendor Score" against any of the line items / requirements the response would be considered as incomplete and may be rejected.
4. The vendor is expected to provide the response by filling up the columns "Vendor Score" and "VendorComments" only. The vendor is advised not to make any changes to any information on the RFP documents for example insert a row or delete a row or modify any other information like change OICL ratings, change the functionality required, etc. In case the vendor modifies any information in the RFP the response may be rejected.
5. Every requirement where OICL has provided a "OICL Rating" needs to be treated as an individual requirement and should not be clubbed with any other requirement and the vendor needs to provide a "Vendor Score" for that individual requirement, in case the vendor clubs the requirements the response would be treated as incorrect and may be rejected. For Example:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|---------|------------------------------------|----|----|----|----|--|
| 1.2.1 | Loss Event Reference ID | | | | | |
| 1.2.1.1 | Event ID | 2 | 1 | 6 | 30 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.2 | Bank ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.3 | Branch ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.4 | Region ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.5 | Zone ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.6 | Year and Quarter of reporting loss | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |

In case the vendor provides the above response it would be treated as incorrect and would be rejected.

In case of the above example the correct response is given below:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|---------|------------------------------------|----|----|----|----|--|
| 1.2.1 | Loss Event Reference ID | | | | | |
| 1.2.1.1 | Event ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.2 | Bank ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.3 | Branch ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.4 | Region ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.5 | Zone ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.6 | Year and Quarter of reporting loss | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |

6. Some Other Examples of Incorrect Responses:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|-------------------------|-----------|-----------|-----------|-----------|------------------------|
| 1.2 | Loss Event Reference ID | | 4 | 0 | 0 | |
| 1.2.1 | Event ID | 2 | | | | |
| 1.2.2 | Branch ID | 2 | | | | |
| 1.2.3 | Region ID | 2 | | | | |

The above response is incorrect; the correct response for the same is given below:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|-------------------------|-----------|-----------|-----------|-----------|------------------------|
| 1.2 | Loss Event Reference ID | | | | | |
| 1.2.1 | Event ID | 2 | 3 | 0 | 0 | |
| 1.2.2 | Branch ID | 2 | 3 | 0 | 0 | |
| 1.2.3 | Region ID | 2 | 3 | 0 | 0 | |

7.2.2 Functional Specifications

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 1 | Document capture | | | | | |
| 1.1 | System should be able to capture following contents | | | | | |
| 1.1.1 | Paper documents / Snail mail | 2 | | | | |
| 1.1.2 | Photos | 2 | | | | |
| 1.1.3 | Email | 2 | | | | |
| 1.1.4 | Fax | 2 | | | | |
| 1.1.5 | Documents in electronic soft form (pdf, txt, xls, doc, ppt, picture files, TIFF, JPEG, GIF, even Zip Files) | 2 | | | | |
| 1.1.6 | System generated documents | 2 | | | | |
| 1.2 | Ability to share documents scanned across several offices / departments. | 2 | | | | |
| 1.3 | Ability to check the quality of the scanned image and make corrections/adjustments to improve the quality of the scanned image.. | 2 | | | | |
| 1.4 | The DMS shall support temporarily storing the scanned images locally before uploading to the central server. | 2 | | | | |
| 1.5 | Ability to support quick scanning and indexing of bulk documents. Scanning through browser plug-in. | 2 | | | | |
| 1.6 | Ability to support automatic cropping / masking of whole/any part of the document. This ability should be user defined and also document wise. | 1 | | | | |
| 1.7 | It should be possible to scan and upload documents including pictures and images. Such document may be uploaded directly from third party premises over the web or from the office. | 2 | | | | |
| 1.8 | Ability to support Web based scanning | 1 | | | | |
| 1.9 | Document Types | | | | | |
| 1.9.1 | It should be possible to set up and track both mandatory and non-mandatory documents. | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-------|--|----------------------------|----|----|----|-----------------|
| 1.9.2 | Document types need to be pre-defined as a product / line of business / transaction type / workflow | 2 | | | | |
| 1.9.3 | Document types need to be tagged into categories like "Mandatory / Optional", "Original / Copy / Authorized copy", etc. | 2 | | | | |
| 1.9.4 | Categorization of scanned images as different documents like application form, Supporting documents, Field report etc with scope for rectification at a later stage | 2 | | | | |
| 1.9.5 | ability to capture system generated documents like Policy Schedule, Claim settlement letter, endorsement letter etc. | 2 | | | | |
| 1.10 | Facility to scan multiple pages into batches (files) and addition/deletion of pages within each batches at a later stage | 2 | | | | |
| 1.11 | Ability to assign document types (as application form / age proof / residence proof etc) | 2 | | | | |
| 1.12 | System should support scanning of the document in Black and White/Colour as per user requirement | 2 | | | | |
| 1.13 | Ability to support standard Image Operations such as deskew, despeckle, rotate, invert, zoom-in/ zoom-out, zoom percentage etc without any impact on the readability of the document | 2 | | | | |
| 1.14 | Ability to handle variety of paper sizes | 2 | | | | |
| 1.15 | Ability to support multiple scan stations | 2 | | | | |
| 1.16. | Ability to support any scanner available in the market. | 2 | | | | |
| 1.17 | The capture product must be able to support both centralized and distributed capture environments | 2 | | | | |
| 1.18 | The Capture product should support Browser based (Web)scanning and indexing capabilities from Remote locations | 2 | | | | |
| 1.19 | The Capture product should also be supported on thick client | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 1.20 | The capture product must internally provide image clean-up filters (deskew, noise reduction, de-speckling, noise removal, de-skewing, half tone removal, border removal, cropping, barcode recognition, smoothing, erosion and dilation of images etc.). No separate Hardware or third party software should be required for above mentioned features | 2 | | | | |
| 1.21 | Automatic quality assurance module must be available within the product like deskew, noise removal, orientation so that the image can be flagged if it fail the configured threshold for manual attention. This should be configurable. | 2 | | | | |
| 1.22 | Intelligent Document Classification - The system should support classification of documents not only on basis of barcode, or anchors but also pattern recognition and Intelligent Document Recognition | 2 | | | | |
| 1.23 | Automatic segregation of batch of dockets based on Barcode, Blank page, Fixed page and auto Form recognition | 2 | | | | |
| 2 | Data entry | | | | | |
| 2.1 | Ability to Manual/Automatic Indexing using Barcode, MICR, CSV data from other applications | 2 | | | | |
| 3 | Conversion | | | | | |
| 3.1 | Ability to transform electronic word processor or spreadsheet documents into a permanent raster (picture) image format for storage within an imaging system. | 2 | | | | |
| 3.2 | Ability to generate a complete text file, while retaining the visual formatting and layout of the original file. This text file can then be used for full-text indexing of the document to assist with later retrieval. | 2 | | | | |
| 4 | Indexing Documents | | | | | |
| 4.1 | The system should allow for documents to be catalogued based on predefined document types, e.g. document type can be drivers license, proposal forms etc. The system should facilitate linking of a catalogued document to multiple contacts, products, transactions – e.g. drivers license should be attachable to a policy as well as any claims which may be lodged. | 2 | | | | |
| 4.2 | The Captured product should support Indexing at multiple levels – Batch Level Indexing, Folder Level Indexing, Document Level Indexing, Page Level Indexing. | 2 | | | | |
| 4.3 | Ability to support automated creation of document database indexes (e.g. through bar coding, etc.). | 1 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 4.4 | Ability to allow users to customize database and indexing parameters (e.g. users can create index fields based on customer name, customer number. | 2 | | | | |
| 4.5 | Ability to allow documents to be moved from one folder to another and re-indexed without re-scanning | 2 | | | | |
| 4.6 | Ability to provide for index processing to be performed while other stations are actively searching, viewing, scanning and editing. | 2 | | | | |
| 4.7 | Ability to provide facility to set particular fields as mandatory or unique. | 2 | | | | |
| 4.8 | Ability to support Automatic full text indexing for Text search | 2 | | | | |
| 4.9 | Ability to provide for multiple indexes for different types of documents. | 2 | | | | |
| 4.10 | Ability to provide for user-defined indexes for easy search and retrieval of files and folders. | 2 | | | | |
| 4.11 | Ability to provide for filing and Indexing of documents for quick retrieval | 2 | | | | |
| 4.12 | Ability to provide facility to add keywords with documents to act as quick reference for the documents | 2 | | | | |
| 4.13 | Ability to support at least the following 3 primary ways to organize documents in an imaging system | | | | | |
| 4.13.1 | Index Fields | 2 | | | | |
| 4.13.2 | Full – text Indexing | 2 | | | | |
| 4.13.3 | Folder / File Structure | 2 | | | | |
| 5 | Document viewing | | | | | |
| 5.1 | Ability to tag scanned documents with transaction | 2 | | | | |
| 5.2 | Ability to tag same document to multiple transactions | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|--|----------------------------|----|----|----|-----------------|
| 5.3 | The system should facilitate the removal of links from certain documents and re-assign to other contacts, products, transactions. | 2 | | | | |
| 5.4 | Ability to support Applet free for viewing Image documents | 1 | | | | |
| 5.5 | Ability to support for viewing documents in native application | 2 | | | | |
| 5.6 | Ability to provide facility of putting text, graphic and image annotations with features like highlighting, marking text, underlining, image stamps etc on document pages | 2 | | | | |
| 5.7 | Ability to support automatic stamping of annotations with user name, date and time of putting annotations. The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations | 2 | | | | |
| 5.8 | Ability to provide for securing annotations for selective users/selective types of documents like all loan papers scrutinized by inspectors. | 2 | | | | |
| 5.9 | Ability to facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc. | 2 | | | | |
| 5.10 | Ability to support all standard Image operations such as deskew, despeckle, rotate, invert, brightness. | 2 | | | | |
| 5.11 | Ability to support taking print outs with or without annotations | 2 | | | | |
| 5.12 | Linking of Documents for cross-referencing related documents | 2 | | | | |
| 5.13 | Facility to share documents/images from DMS to the OICL website and vice versa | 2 | | | | |
| 5.14 | In-built viewer to support viewing of PDF/A and other electronic files and also support Annotations & content search on PDF/A and other electronic files | 2 | | | | |
| 5.15 | Viewer should have capability for digitally sign the document. | | | | | |
| 6 | Search and Retrieval | | | | | |
| 6.1 | Ability to support searching of text documents based on user-input character strings, keywords, etc. | 2 | | | | |
| 6.2 | Ability to support search queries using Boolean operators (e.g. AND, OR and NOT, wildcard) and fuzzy text search. | 2 | | | | |
| 6.3 | System must provide a graphical and non-proprietary development environment for creation of adapters to information sources | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|--------|--|----------------------------|----|----|----|-----------------|
| 6.4 | Ability to provide for save and publish common searches for quick access | 1 | | | | |
| 6.5 | Ability to provide for quick search within a saved search | 1 | | | | |
| 6.6 | Ability to provide for use a saved search as a template for similar searches | 1 | | | | |
| 6.7 | Search Criteria should be configurable through a GUI | 2 | | | | |
| 6.8 | The system shall support facility to export results in excel or any other format | 2 | | | | |
| 6.9 | Ability to find any document within the system based on parameter a user knows about the document: | 2 | | | | |
| 6.9.1 | Browsing through folders | 2 | | | | |
| 6.9.2 | Conducting index field searches. | 2 | | | | |
| 6.9.3 | Search basis a word or phrase the document contains | 2 | | | | |
| 6.9.4 | Full text search to find the relevant file. | 2 | | | | |
| 6.9.5 | Wildcard search | 1 | | | | |
| 6.9.6 | Boolean Operator | 2 | | | | |
| 6.9.7 | Proximity search | 1 | | | | |
| 6.9.8 | Lines of context | 1 | | | | |
| 6.9.9 | Indexed key words | 2 | | | | |
| 6.9.10 | User definable template fields | 2 | | | | |
| 6.9.11 | Combination of the above | 1 | | | | |
| 6.10. | Ability to highlight searched words/ text | 1 | | | | |
| 6.11 | Federated search into other sources of information such as static and dynamic web sites, RDBMSs, email repositories and content repositories, including the proposed content management system, from a single search blank | 1 | | | | |
| 6.12 | System must provide the ability to search bi-lingual content sources | 2 | | | | |
| 6.13 | System shall provide the ability to perform federated queries without duplicating source indexes | 2 | | | | |
| 6.14 | System must support industry standard search operators | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 7 | Documents handling | | | | | |
| 7.1 | Ability to provide for | | | | | |
| 7.1.1 | Web-based interface utilizing web 2.0 or latest technology | 2 | | | | |
| 7.1.2 | Drag and drop interface for move, copy, and delete | 2 | | | | |
| 7.1.3 | Standard file hierarchy structure of folders and sub-folders (analogous with Windows) to allow users and groups of users to manage and organize their documents. State any limitations to the number of folder, subfolder levels. | 2 | | | | |
| 7.1.4 | Drag and drop multiple documents | 2 | | | | |
| 7.1.5 | Context menus to provide quick access to common actions | 1 | | | | |
| 7.1.6 | Single document upload (optimized for larger files) | 2 | | | | |
| 7.1.7 | Web-based multi-file upload | 1 | | | | |
| 7.1.8 | Multiple file download | 1 | | | | |
| 7.1.9 | Detailed document id card showing all Relevant information | 1 | | | | |
| 7.1.10 | Associated content (parent, child, peer, forms, projects) | 2 | | | | |
| 7.1.11 | Track paper documents | 2 | | | | |
| 7.1.12 | Document export utility | 2 | | | | |
| 7.1.13 | Unlimited custom fields (document meta-data) | 1 | | | | |
| 7.1.14 | Custom field types (text, date, numeric, and drop down etc) | 2 | | | | |
| 7.1.15 | Record retention rules | 2 | | | | |
| 7.1.16 | Role-based security with inheritance | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|--|----------------------------|----|----|----|-----------------|
| 7.1.17 | Detailed audit history | 2 | | | | |
| 7.1.18 | Developer access to all document capabilities | 2 | | | | |
| 7.1.19 | Send documents as links or attachments | 2 | | | | |
| 7.1.20 | Email dynamic links to documents (latest rev returned) | 1 | | | | |
| 7.1.21 | Email subscriptions to notify you of changes | 1 | | | | |
| 7.1.22 | Document states: draft, pending approval, released | 2 | | | | |
| 7.1.23 | Pre-defined workflow processes and ad-hoc routing | 1 | | | | |
| 7.1.24 | Ability to modify document identifiers if needed | 2 | | | | |
| 7.1.25 | Facilitate and track comment threads | 2 | | | | |
| 7.1.26 | content reuse through management of links as points to a single document or object. Shall support linking between objects distributed geographically (i.e. in separate locations) and logically (i.e. separate repositories) | 1 | | | | |
| 7.2 | When editing, the document must be checked-out from the repository (locked) preventing other users from making changes at the same time | 2 | | | | |
| 8 | Version Management | | | | | |
| 8.1 | Version control for tracking document revisions | 2 | | | | |
| 8.2 | Image and electronic document versions, version comments | 2 | | | | |
| 8.3 | Check-In and Checkout support for collaborative working on documents | 1 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 8.4 | Every document version must be able to have its own individual access control rights and metadata values that can be changed without affecting other versions of the same document | 2 | | | | |
| 8.5 | Capability to version metadata associated with documents must also be provided | 2 | | | | |
| 8.6 | System must provide capability to archive older versions of the documents | 2 | | | | |
| 9 | Security | | | | | |
| 9.1 | The Document management system shall support definition of Users, Groups and Roles relation in the system | 2 | | | | |
| 9.2 | The system shall support access permissions on Folders, documents and object level | 2 | | | | |
| 9.3 | The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download) | 2 | | | | |
| 9.4 | The system shall support system privileges like Create/Delete Users, Define indexes etc. | 2 | | | | |
| 9.5 | The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database | 2 | | | | |
| 9.6 | The system shall support extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc. | 2 | | | | |
| 9.7 | The system shall provide LDAP support for integrating with directory services | 2 | | | | |
| 9.8 | The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with user name, date and time | 2 | | | | |
| 9.9 | Ability of the system to allow the user (OICL) to define password policies for accessing the system. The minimum password policies to be defined are: | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-------|---|----------------------------|----|----|----|-----------------|
| 9.9.1 | Minimum password length | 2 | | | | |
| 9.9.2 | Maximum password length | 2 | | | | |
| 9.9.3 | Alpha numeric combination of password | 2 | | | | |
| 9.9.4 | Compulsory use of special characters | 2 | | | | |
| 9.9.5 | Minimum password age | 2 | | | | |
| 9.9.6 | Password expiry period | 2 | | | | |
| 9.9.7 | Repeat passwords etc. | 2 | | | | |
| 9.10 | Users management (on Server for centralized application) should be available to Administrator(s). | 2 | | | | |
| 9.11 | There should be comprehensive User management system. OICL should be able to create different levels of users with different powers. There should be templates for a group of users such as Administrators, Branch managers, Regional managers and Head Office. System should facilitate the creation of different levels of users and assigning different levels rights. There should be provision for disabling a user temporarily or on permanent basis. | 2 | | | | |
| 9.12 | <p>Encryption</p> <ul style="list-style-type: none"> • Encryption of the repository: support encryption of content stored on the file system • Selective encryption for each file store. Combination of encrypted and unencrypted file stores must be supported • Encryption – Key length must be at least 192 bits. Please state algorithm used. • DMS system should provide plug-in for advanced authentication such as tokens, x.509 certificates. • Content should be transmitted securely between client and server to prevent eves dropping security breaches. • DMS platform should control and protect document even after they are retrieved from repository and shared. It should Rights Management systems to maintain complete control over access privileges. • Mandatory access control – system should be able to enforce security and individual access control provisions such as “need to know” or “top secret”, combining individual access clearance with project-specific security measure. • System should support digital shredding to ensure that data cannot be retrieved even by applying forensic methods that analyze residual mechanism on storage media | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-----------|--|----------------------------|----|----|----|-----------------|
| 9.13 | System must be capable to capture and securely store electronic signatures associate with any content or process step | 2 | | | | |
| 9.14 | DMS platform should control and protect document even after they are retrieved from repository and shared. It should provide some form of Rights Management systems to maintain complete control over access privileges. | 2 | | | | |
| 9.15 | System should have ability to dynamically control and manage information security by allowing content owners to decide who gets to view, edit, print or forward emails and documents and who does not. | 2 | | | | |
| 9.16 | DMS system should prevent documents being forwarded to unauthorized persons | 2 | | | | |
| 9.17 | DMS system should provide security to prohibit printing of entire document or selected portion | 2 | | | | |
| 9.18 | System should be able to disable the copy/paste and screen capture capabilities | 2 | | | | |
| 9.19 | System should water mark pages if printing privileges are granted | 2 | | | | |
| 9.20. | System should expire or revoke document access at any time | 2 | | | | |
| 9.21 | Confirm that the content was delivered and viewed as a proof of compliance with security policies | 2 | | | | |
| 9.22 | Grant access to documents offline for a specified period of time while maintaining audit capabilities. | 2 | | | | |
| 10 | Workflow | | | | | |
| 10.1 | Workflow for routing and tracking of documents, messages and Forms | 1 | | | | |
| 10.2 | Create Ad-hoc or predefined routes for automatic document routing on sequential / parallel routes. This must be offered as a base and standard product | 1 | | | | |
| 10.3 | Facility of associating a note-sheet with the file enabling users to comment and review. | 1 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-----------|--|----------------------------|----|----|----|-----------------|
| 10.4 | Facility of attaching documents and folders in work items | 1 | | | | |
| 10.5 | Facility to act upon, forward, return or complete Work-items | 1 | | | | |
| 10.6 | Support for referring Work-items to other users outside the pre-defined route | 1 | | | | |
| 10.7 | Time –based/ Event -based reminders | 1 | | | | |
| 10.8 | Provision of putting shared and secured notes for collaborative working on Work items | 1 | | | | |
| 11 | Other Features | | | | | |
| 11.1 | Ability to support typical document imaging annotations which include: | 2 | | | | |
| 11.1.1 | Highlighting images and text in various colors to emphasize words or sections | 2 | | | | |
| 11.1.2 | Redacting (blacking-out or whiting-out) images and text to preserve confidentiality | 2 | | | | |
| 11.1.3 | Stamping images with words such as FAXED or CONFIDENTIAL, or with signatures denoting approval or denial | 2 | | | | |
| 11.1.4 | Attaching sticky notes that contain additional comments | 2 | | | | |
| 11.2 | An imaging system 's security should control who can view | 2 | | | | |
| 11.3 | Annotations such as highlighting, stamps or sticky notes, and who can see through redaction. All annotations should be overlaid and not change the actual image. | 2 | | | | |
| 11.4 | Ability to support Printing, faxing and e-mailing documents | 2 | | | | |
| 11.5 | System must provide web-based administration tool and provide a single point of access for managing and administering all repositories, servers, users and groups regardless of their location across the enterprise | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-----------|--|----------------------------|----|----|----|-----------------|
| 12 | Document Delivery and Distribution | | | | | |
| 12.1 | The Document management system shall support multiple document delivery methodologies i.e.: | 2 | | | | |
| 12.1.1 | The system shall allow users to download documents through HTTP depending upon the access rights | 2 | | | | |
| 12.1.2 | The system shall support for Print/Mail/Fax of documents | 2 | | | | |
| 12.1.3 | Easy to print by page or by document object. | 2 | | | | |
| 12.1.4 | Supports remote print/fax services | 2 | | | | |
| 12.1.5 | Supports common SMTP-based mail systems. | 2 | | | | |
| 13 | Reports and Audit Trails Features | | | | | |
| 13.1 | The Document management system shall support extensive Reports and audit trails | 2 | | | | |
| 13.2 | The system shall support Extensive Audit-trails at user, Folder and Cabinet levels | 2 | | | | |
| 13.3 | The system shall provide facility to generate Audit trails on separate actions, and between specific date/times | 2 | | | | |
| 15 | Scalability and Multi-site Deployments | | | | | |
| | Ability to accommodate huge volumes of documents scanned (more than 50 crs pages in a year) | 2 | | | | |
| | Ability to have multi-site deployment for more than 1500 offices in phased manner | 2 | | | | |
| 16 | General | | | | | |
| 16.1 | Centralized server with single Data Base. | 1 | | | | |
| 16.2 | Version Control and management – The proposed Document Management Systems shall have versioning features to track and document revisions made. | 2 | | | | |
| 16.3 | Maker-Checker Functionality for user creation, Document Upload, document verification, work flow etc. | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-----------|---|----------------------------|----|----|----|-----------------|
| 16.4 | The proposed Document Management and Bulk Scanning solution should have capability to integrate with OICL systems - INLIAS, and Portal. It must also be integrated with other systems of support functions if required by OICL. | 2 | | | | |
| 16.5 | User access controls to be defined in the system which could be read access, copy and save access, print access etc. | 2 | | | | |
| 17 | Architecture Considerations | | | | | |
| 17.1 | The Document management system shall adopt a browser-based approach so that the solution has the ability to be portable to other platforms. | 2 | | | | |
| 17.2 | The system shall support Multi-tier architecture with each tier fully independent | 2 | | | | |
| 17.3 | The system shall support Scalable architecture to support clustering at each layer i.e. Web server, Application server and Database for Fault Tolerance, High Availability and Load Balancing. | 2 | | | | |
| 17.4 | The system shall support separate Document server for better management of documents | 1 | | | | |
| 17.5 | The application should be able to support online processing of documents | 1 | | | | |
| 17.6 | Support for Web Desktop for Browser based access on Linux/Windows clients | 2 | | | | |
| 17.7 | Support for replicating images at remote sites for faster retrieval | 1 | | | | |
| 17.8 | The system shall provide Image processing libraries that support image enhancements, and other imaging features like compression and extraction etc. | 2 | | | | |
| 17.9 | The system shall support unlimited storage capacity by automatic / manual creation of Volume disks of predefined sizes and disk labelling. | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-------|--|----------------------------|----|----|----|-----------------|
| 17.10 | The system shall be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language.Hindi and English support is essential. | 2 | | | | |
| 17.11 | Should be based on open standards and have API support for data import and export | 2 | | | | |
| 17.12 | Ability to Support ODMA or WebDAV for integration with desktop applications | 1 | | | | |
| 17.13 | Supports Image Enable framework for image-enabling business applications. | 2 | | | | |
| 17.14 | Proposed DMS should support Document Repository Encryption | 2 | | | | |
| 17.15 | Distributed architecture for regional image storage | 2 | | | | |
| 17.16 | Image movement on the network should be secured | 2 | | | | |
| 17.17 | Content view should have minimum footprint | 1 | | | | |
| 17.18 | File formats, databases and equipment requirements should be non-proprietary | 2 | | | | |
| 17.19 | Must provide a common integrated repository to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc. | 2 | | | | |
| 17.20 | Documents related and relevant to business transaction post ECM go-live will be considered for storage in electronic form. | 2 | | | | |
| 17.21 | Split Screen facility should be available to view and/or edit the data entered against the scanned copy of the document | 1 | | | | |
| 17.22 | The application should be able to support Hindi and English. Support in other Indian languages will be preferred. | 2 | | | | |

7.3 Annexure3: Technical Solution Requirement

7.3.1 Instructions of Filling up of Annexure 3

1. "Sr. No." - Serial Number of the Requirement Provided by OICL. The vendor must not change any information in this column.
2. "Particulars" - The detailed Requirement. The vendor must not change any information in this column.
3. Requirement Classification – OICL has classified each of the requirements as follows:

| Ratings | RC | Description |
|----------------|-----------|--|
| 1 | Desired | The requirement is necessary for efficient functioning |
| 2 | Mandatory | The requirement must be satisfied in its entirety |

The vendor should not change any information in this column.

4. "VS" - Vendor Scores – The vendor would be required to provide an appropriate score to each requirement requested for as per the following Table:

| VS | Description |
|-----------|---|
| 0 | Not Available |
| 3 | Available as out of the box |
| 2 | Customizable before commencement of UAT |
| 1 | Available by third party integration |

5. "VC" - Vendor Comments - The vendor is free to provide any Comments he wishes.
The vendor is advised to furnish all additional information that will assist OICL in getting a better understanding of the proposed solution
6. "TL" - Team Leader - For all the requirements where the vendor provides a score of "0", "1" or "2", the vendor also needs to provide the expected number of days required for customization required in terms of Man Days of Team Leader.

7. "TM" - Team Member - For all the requirements where the vendor provides a score of "0", "1" or "2", the vendor also needs to provide the expected number of days required for customization required in terms of Man Days of Team Member.
8. "VC" - Vendor Comments - The vendor is free to provide any Comments he wishes.
The vendor is advised to furnish all additional information that will assist OICL in getting a better understanding of the proposed solution.

Notes:

1. The vendor is expected to include the customisation effort required to provide the above functionality in the price quoted, therefore the cost should include all the requirements where the score provided is '0', '1' or '2'.
2. For all the requirements where the vendor provides a score of '0' , '1' or '2' the actual effort required to provide the said requirement must be provided in man days (Team leader and Team Member)
3. In case the vendor fails to provide a "Vendor Score" against any of the line items / requirements the response would be considered as incomplete and may be rejected.
4. The vendor is expected to provide the response by filling up the columns "Vendor Score" and "Vendor" Comments" only. The vendor is advised not to make any changes to any information on the RFP documents for example insert a row or delete a row or modify any other information like change OICL ratings, change the functionality required, etc. In case the vendor modifies any information in the RFP the response may be rejected.
5. Every requirement where OICL has provided a "Requirement Classification (RC)" needs to be treated as an individual requirement and should not be clubbed with any other requirement and the vendor needs to provide a "Vendor Score" for that individual requirement, in case the vendor clubs the requirements the response would be treated as incorrect and may be rejected.

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|------------------------------------|-----------|-----------|-----------|-----------|--|
| 1.2.1 | Loss Event Reference ID | | | | | |
| 1.2.1.1 | Event ID | 2 | 1 | 6 | 30 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.2 | Bank ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.3 | Branch ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.4 | Region ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.5 | Zone ID | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |
| 1.2.1.6 | Year and Quarter of reporting loss | 2 | 4 | 0 | 0 | When 1.2.1.1 is provided this requirement would be made available |

In case the vendor provides the above response it would be treated as incorrect and would be rejected.

In case of the above example the correct response is given below:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|------------------------------------|-----------|-----------|-----------|-----------|--|
| 1.2.1 | Loss Event Reference ID | | | | | |
| 1.2.1.1 | Event ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.2 | Bank ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.3 | Branch ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.4 | Region ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.5 | Zone ID | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |
| 1.2.1.6 | Year and Quarter of reporting loss | 2 | 1 | 1 | 5 | We are in the processes of customizing the software for providing this requirement |

6. Some Other Examples of Incorrect Responses:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|-------------------------|-----------|-----------|-----------|-----------|------------------------|
| 1.2 | Loss Event Reference ID | | 4 | 0 | 0 | |
| 1.2.1 | Event ID | 2 | | | | |
| 1.2.2 | Branch ID | 2 | | | | |
| 1.2.3 | Region ID | 2 | | | | |

The above response is incorrect; the correct response for the same is given below:

| Sr. No. | Particulars | RC | VS | TM | TL | Vendor Comments |
|----------------|-------------------------|-----------|-----------|-----------|-----------|------------------------|
| 1.2 | Loss Event Reference ID | | | | | |
| 1.2.1 | Event ID | 2 | 3 | 0 | 0 | |
| 1.2.2 | Branch ID | 2 | 3 | 0 | 0 | |
| 1.2.3 | Region ID | 2 | 3 | 0 | 0 | |

7.3.2 Technical Specifications

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| 1 | Solution Architecture | | | | | |
| 1.1 | The Enterprise Content Manager Solution should have the ability to apply consistent and reliable content metadata to all structured and unstructured content | 2 | | | | |
| 1.2 | Metadata should address security, records management classification and common discovery | 2 | | | | |
| | Database Server should be scalable | 2 | | | | |
| 1.3 | Ability to scale without redesign | | | | | |
| | Multiple similar hardware and mix of multiple hardware in a horizontal setup. | 2 | | | | |
| | Scalability for external components (External components should not restrict scalability) like number of interfaces required, number of applications integrated with ECM etc. | 2 | | | | |
| 1.4 | Ability to scale without redesign | | | | | |
| | Addition of CPU, Memory, Hard disk capacity without causing downtime | 2 | | | | |
| | Addition of capability during later phases as and when required | 2 | | | | |
| 1.5 | Application should have a modular structure providing the flexibility to deploy selected modules-products-geography-process combination as per the client's convenience | 2 | | | | |
| 1.6 | It should support the deployment of additional modules at a later point in time with minimal downtime and loss of productivity. | 2 | | | | |
| 1.7 | The application support for following: | | | | | |
| | Classification of documents/ content | 2 | | | | |
| | exception handling | 2 | | | | |
| | logging, | 2 | | | | |
| | Discovery and Sharing | 2 | | | | |
| | security (access control architecture), | 2 | | | | |
| | Control | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|-------|---|----------------------------|----|----|----|-----------------|
| | metadata management | 2 | | | | |
| | Storage | 2 | | | | |
| 1.8 | The solution architecture should be configured in an Active-Active cluster for Application and Database at the DC. | 2 | | | | |
| 1.90 | Ability to use the application through the following: | | | | | |
| | Internet | 2 | | | | |
| | Intranet | 2 | | | | |
| | Direct access | 2 | | | | |
| | Mobile devices (GPRS, SMS) | 2 | | | | |
| | Thick/ thin client | 1 | | | | |
| | <i>Application should be built on SOA based architecture. Below mentioned points are SOA related points and the vendor has to comply to the same.</i> | | | | | |
| 1.10 | Application layer should hide all business logic from the frontend or the interface (Presentation layer) using well defined interfaces | 2 | | | | |
| 1.11 | Application layer should hide all data access logic from the business logic through well-defined interfaces | 2 | | | | |
| 1.12 | Application should support integration of new services seamlessly into existing structure without significant changes or effort. | 2 | | | | |
| 1.13 | Application should provide for remote procedure calls and web service calls through standard protocols. | 2 | | | | |
| 1.14 | Ability of the system to maintain activity relationships and segregate them in the following buckets | | | | | |
| | Manual process | 1 | | | | |
| | Interface | 1 | | | | |
| | Upload | 1 | | | | |
| 1.15 | The system should provide reusable process workflows | 2 | | | | |
| 1.16 | The system should have a library of insurance industry specific workflows | 1 | | | | |
| 1.17 | Does the system have tools to optimize the existing process specification | 2 | | | | |
| 1.18 | Ability to assign roles, responsibilities, tasks, queues and priority of work. | 2 | | | | |
| 1.19 | Compliance with standards such as: | | | | | |
| | XML | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| | XSL Transformations (XSLT) | 2 | | | | |
| | BPEL (Business Process Execution Language) - Latest Version | 2 | | | | |
| | BPMN (Business Process Modelling Notation) | 2 | | | | |
| | W3C (World Wide Web Consortium) | 2 | | | | |
| | HTML5, CSS3, JavaScript | 2 | | | | |
| 1.20 | The product should have capability for debugging the following: | | | | | |
| | Process steps | 2 | | | | |
| | Whole processes | 2 | | | | |
| | Cross-process flows | 2 | | | | |
| 1.21 | The product should support the following web services standards: | | | | | |
| | SOAP (Simple Object Access Protocol) - latest version | 1 | | | | |
| | WSDL (Web Service Description Language) - latest version | 1 | | | | |
| | UDDI (Universal Description, Discovery & Integration) - latest version | 1 | | | | |
| | CMIS (Content Management Interoperability services) | 2 | | | | |
| 1.22 | The solution should support web services standards such as WS* family, SAML, etc | 2 | | | | |
| 1.23 | There should be configuration management tools (version control) available for the product. Please specify whether the tools are UI or program coded. | 2 | | | | |
| 1.24 | Data Archival related requirements | | | | | |
| | software supports management of compatibility of archived data for any table alterations as part of new releases | 2 | | | | |
| 1.25 | System should provide for tool tips at each field and also online Help at the field level | 1 | | | | |
| 1.26 | System should support operations on a 24*7 basis | 2 | | | | |
| 1.27 | All parameterization, configuration, creation of rules and reuse of rule in the product should be user interface driven | 1 | | | | |
| 2 | Application Performance & Interoperability | | | | | |
| 2.1 | Ability of the application to run on the latest version of the operating platform: | | | | | |
| | Intel | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| | UNIX | 2 | | | | |
| 2.2 | Ability of the application to run on atleast two of the following Databases: | 2 | | | | |
| | Oracle (latest version) | | | | | |
| | MS SQL (latest version) | | | | | |
| | DB2 | | | | | |
| | Others (Please state the DB Name) | | | | | |
| | Please state if your application does not run on any specific Database | | | | | |
| 2.30 | Ability of the application to run on Intel or UNIX Platform. | 2 | | | | |
| 2.4 | Ability of the application to be browser independent. Should be compatible with the following browser. (Please specify the minimum version if the application does not support the previous versions of that browser) | | | | | |
| | Internet Explorer | 2 | | | | |
| | Mozilla Firefox or any other | 1 | | | | |
| 3 | Monitoring | | | | | |
| 3.1 | Ability to monitor the application for the following parameters for remote as well onsite locations: | | | | | |
| | Availability Monitoring | 2 | | | | |
| | Error Monitoring | 2 | | | | |
| | Performance Monitoring | 2 | | | | |
| | Configuration Monitoring | 2 | | | | |
| | Security Monitoring | 1 | | | | |
| 3.2 | The system should be able to provide a report of all configuration changes | | | | | |
| | System parameters | 2 | | | | |
| | Workflow business rules | 1 | | | | |
| 3.3 | The system should be able to provide configurable error messages and monitor the occurrence of the same. The error messages should be categorizable as: | | | | | |
| | Errors | 1 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| | Alerts | 1 | | | | |
| | Messages etc. | 1 | | | | |
| 3.4 | Monitoring Reports for various types of Error messages should be available | 1 | | | | |
| 4 | Security | | | | | |
| 4.1 | Ability to support & implement session timeout (Internet & Intranet) | 2 | | | | |
| 4.2 | Support SSL/ https between the web browser & web server front end. (Internet & Intranet) | 2 | | | | |
| 4.3 | Should support atleast 128 bit encryption between web browser & web server front end (Internet & Intranet) | 2 | | | | |
| 4.4 | Should be able to support & implement digital signatures | 2 | | | | |
| 4.5 | Should support strong authentication technology (2 factor) (Internet & Intranet) | 2 | | | | |
| 4.6 | Does the application supportat least 3 of the following authentication schemes: | 2 | | | | |
| | Passwords | | | | | |
| | Forms Based | | | | | |
| | Digital Certificates | | | | | |
| | Tokens (RSA SecurID, SafeWord, etc.) | | | | | |
| | RADIUS | | | | | |
| | Security Assertion Markup Language (SAML) | | | | | |
| | JDBC (Java Database Connectivity) | | | | | |
| | Does the product support web services standards namely WS* specifications from OASIS and W3C? | | | | | |
| 4.7 | Support LDAP based authentication | 2 | | | | |
| 4.8 | Test data should be carefully selected from the existing live data and protected. The live data should be masked before porting to test bed. | 1 | | | | |
| 4.9 | Seamlessly integrate with Security infrastructure components (Firewall, IPS, Anti-virus, etc.) | 2 | | | | |
| 4.10 | Application should provide role based authorization which should be enforced through proper session management or privilege check for every action. | 2 | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|---|----------------------------|----|----|----|-----------------|
| | <i>User Creation and Administration</i> | | | | | |
| 4.11 | Ability to define access to specific menus by user groups | 2 | | | | |
| 4.12 | Define User ID and Password policy guidelines: * Minimum length of characters * Combination of alphabets (both cases), special characters and numerals * Password expiry days * Password expiry post 'n' failed logins (both cumulative and continuous) | 2 | | | | |
| 4.13 | Allow customized ID-password policies to be implemented | 2 | | | | |
| 4.14 | Provision for password expiry and management: * The system should have a question / answer along with the password reset before activating the reset password * The system should force change of password on first time login, first time login post reset | 2 | | | | |
| 4.15 | Force new user to change password after first log in | 2 | | | | |
| 4.16 | Provide easy access to define new user groups and create custom roles. | 2 | | | | |
| 4.17 | Maintain administrative IDs for the purpose of system administration | 2 | | | | |
| 4.18 | Ability of the application to integrate RBAC (Role Based Access Control) matrix as defined by OICL | 2 | | | | |
| 4.19 | The application should lock the session after a specified number of authentication failures. | 2 | | | | |
| 4.20 | Access restriction on the data based on the users hierarchy and the role (Product , Lines of business, Office etc) | 2 | | | | |
| | <i>Logging and Log monitoring</i> | | | | | |
| 4.21 | The application should also have the capability to provide summary reports of the various events logs | 2 | | | | |
| 4.22 | Application should provide periodic activity reports covering security event and application usage. | 2 | | | | |
| 5 | Interfaces and uploads | | | | | |

| Sr No | Requirement | Requirement Classification | VS | TM | TL | Vendor Comments |
|----------|--|----------------------------|----|----|----|-----------------|
| 5.1 | Definition of standard interfaces through which system will exchange information in a consistent manner e.g., interface to Enterprise modules (HR, CRM) | 2 | | | | |
| | Data Warehousing | | | | | |
| | Document Imaging | | | | | |
| | Portal (Internet/ Intranet) | | | | | |
| | Mailing system | | | | | |
| 5.2 | Ability to define the rules and requirements for data validation and checks of file before upload | 2 | | | | |
| 5.3 | Application should perform a virus check on all the uploaded files before uploading the files onto the server | 2 | | | | |
| 5.4 | Integrate with image storage software & document management | 2 | | | | |
| 5.5 | Should have the capability to integrate with other collaboration tools (e.g. Microsoft Outlook) | 2 | | | | |
| 5.6 | Ability to define file formats (for upload, download, online, comma separator, contrl totals, etc.) | 2 | | | | |
| 5.7 | Provide support to standard API, ISO 8583, XML, WAP, SMS, HTML5, CSS3 etc. standard messaging protocols for interfacing. | 2 | | | | |
| 5.8 | Ability to interface with mail messaging solution | 2 | | | | |
| 5.9 | Provide file/information download facility for customers based on rules | 1 | | | | |
| 5.10 | Upload facility for various functions should be configurable | 1 | | | | |
| 6 | Batches and transactions | | | | | |
| 6.1 | Should support online real time & batch operations | 2 | | | | |
| 6.2 | Generate error log for each batch containing the records which failed to be processed in the batch report and the reason for failure | 2 | | | | |
| 6.3 | Trigger a audit trail / report to concerned user if a part of a scheduled set of activities (say certain programs/ activities) did not run on schedule | 2 | | | | |
| 6.4 | The system should allow for certain portion of any process to be run as a batch and hence configure the workflow accordingly to allow all mandatorily real time activities to carry on and batch activity triggers stored in a queue for EOD batch | 1 | | | | |

7.4 Annexure4: Minimum Technology Infrastructure Requirements

| Sr. No. | Item | Required Minimum Specifications | Vendor's compliance (Yes / No) | Vendor's remarks |
|--------------------------------|-----------------------|--|--------------------------------|------------------|
| Flat bed colour scanner | | | | |
| 1 | Make | Must be specified | | |
| 2 | Model | Must be specified. All the relevant product brochures and manuals must be submitted. | | |
| 3 | Scanner Type | Flat Bed, Color and Monochrome (one pass) | | |
| 4 | Scan resolution | 1200 dpi (with option of lower resolution scanning to be enabled through software) | | |
| 5 | Color | 48 bit color | | |
| 6 | Interface | USB | | |
| 7 | Document Size | Standard A4 size | | |
| 8 | File Format Supported | BMP, TIFF, GIF, JPEG, TXT, PDF, HTML | | |
| 9 | Compatibility | MS Windows 7 Professional/ 8 professional / XP and latest Microsoft Windows client operating systems | | |

| Sr. No. | Item | Required Minimum Specifications | Vendor's compliance (Yes / No) | Vendor's remarks |
|--|-------------------------------|---|--------------------------------|------------------|
| High Speed Scanner with Automatic Document Feeder | | | | |
| 1 | Make | Must be specified | | |
| 2 | Model | Must be specified | | |
| 3 | Scanner Type | ADF | | |
| 4 | Optical scanning resolution | Min. 1200 dpi (with option of lower resolution scanning) | | |
| 5 | Bit depth | 48-bit | | |
| 6 | Scan speed in preview mode | within 7 sec | | |
| 7 | Scan speed (ADF, A4) | Min. 20 ppm; duplex mode, black and white, 200 dpi, 1-bit | | |
| 8 | Auto document feeder capacity | Min. 50 sheets | | |
| 9 | Scan file format | Windows: BMP, JPEG, TIFF, TIFF compressed, PDF, PDF searchable, RTF, HTM, TXT | | |
| 10 | Scanner Driver | MS Windows 7 Professional/ 8 professional/ XP and latest Microsoft Windows client operating systems | | |
| 11 | Standard connectivity | Hi-Speed USB - compatible with USB 2.0 specifications | | |

7.5 Annexure5: Commercial Bid – Cover Page

7.5.1 Bid Particulars

Name of the bidder _____

Address of the bidder _____

Details about the services offered:

| Work description | Name & address of SI | Place of Service |
|----------------------------|----------------------|------------------|
| System Integration – ECM | _____ | _____ |
| Any Other (Please Specify) | _____ | _____ |
| | _____ | _____ |

Service facilities of bidder

Bidder's proposal No. and date _____

Contact details of the officer to whom all references shall be made regarding this tender:

Name _____
 Designation _____
 Address _____
 Telephone _____
 Fax _____
 E-mail address _____

| | Witness | | Bidder |
|-------------|----------------|---------------------|---------------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |
| | | Company Seal | |

7.5.2 Bid Letter (Commercial) Template

Date: dd/mm/yyyy

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

We hereby declare:

- i. That we are the service provider as quoted in the attached technical and commercial bid.
- ii. That we/ our principals are equipped with adequate infrastructure for the services and quality control of deliverables offered and our centres are open for inspection by the representatives of The Oriental Insurance Company Limited.

We affirm that the prices quoted are inclusive of delivery, installation, and commissioning charges and all sales/service taxes. (Octroi and any local levies will be charged on actual on submission of proof of remittance.)

We enclose herewith the complete Commercial Bid as required by you. This includes:

1. Bid particulars Annexure 5, Section 5.1
2. Commercial bid letter Annexure 5, Section 5.2
3. Statement of Commercial deviation Annexure 5, Section 5.3
4. Details of Cost – Services Offered Annexure 5.1.

We agree to abide by our offer for a period of 90 days from the last date of submission of commercial bid prescribed by OICL and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to supply as per these terms and conditions.

- i. There are no deviations from the requirements specified in the RFP.
- ii. There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Company and the person signing the tender is the constituted attorney.

Bid Security in the form of a Bank Guarantee issued by _____ (bank), valid till ___/___/____ (dd/mm/yyyy), for an amount of Rupees Five Lakhs is enclosed in the cover containing pre-qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Date

Name

Designation

Address

Telephone

Fax

E-mail address

Details of Enclosures:

- 1.
- 2.
- 3.
- 4.
- 5.

7.5.3 Statement of No Deviation – Commercial

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

There are no deviations (null deviations) from the requirements specified and hence there are no commercial deviations. The entire work shall be performed as per your specifications and documents.

| Witness | | Bidder | |
|----------------|-------|---------------|-------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.5.4 Details of Cost

It is mandatory for the bidder to quote for all the items mentioned in the tender. The total prices quoted should be inclusive of all taxes, freight, insurance, travelling, lodging, boarding and any other charges at the point of Consultancy. Total cost of the implementation for ECM project quoted below will be taken for commercial evaluation. However, OICL reserves the right to select all items or part selected from the quoted items during final contract sign-off. In such case the value of the contract will be cost of the selected items finally opted by OICL.

Note: No change in cost per project will be allowed during the period of contract or extended duration, if extended by OICL

The bidder should provide total cost for the project and its break up as required in the RFP by using the format given in Annexure 6

| Witness | | Bidder | |
|----------------|-------|---------------|-------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.5.5 Statement of No Deviation from Tender Terms and Conditions

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

| | Witness | | Bidder |
|-------------|----------------|-------------|---------------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.6 Annexure6:Bill of Material

The vendor is expected to quote the costs for all items required for fully complying with the requirements of the RFP in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilise the solution.

| Total Cost of Ownership | | |
|--|------------------------|-------------------|
| Item | Table Reference | Total Cost |
| Application Licence | Table A | |
| Application Support | TableB | |
| Application Implementation & Customization | Table C | |
| DC-DR Hardware& Support | Table D | |
| DC-DR Hardware Installation | Table E | |
| Scanners, Installation & Support | Table F | |
| Training | Table G | |
| FMS &Helpdesk | Table H | |
| Additional Customization | Table I | |
| Grand Total | | |

Grand Total in Words – (Rupees.....)

Note:

1. The total cost should flow from the individual tables within this Annexure.
2. Bidder should strictly follow the format given in Table.
3. The Bidder is responsible for all the arithmetic computation & price flows. OICL is not responsible for any errors.
4. OICL reserves the right to change the quantity of items quoted above at the time of placing order. In such case the value of the order will be the cost of items finally opted by OICL.
5. The bidder shall submit the final commercial sheet in MS Excel.

Table A: Application Licence (Including all Taxes)

| Applications | Type - Enterprise / User | Description along with the Version of the licenses | Total Product License cost with 1 Year Warranty (Including all Taxes) |
|-----------------|--------------------------|--|---|
| ECM Application | Enterprise wide | | |
| Database | | | |
| Any Other | | | |
| Total | | | |

Table B: Application Support (Excluding all Taxes)

| Applications | Qty | Implementation Phase | Warranty Year (Year 1) | Year 2 | Year 3 | Year 4 | Year 5 | Year 6 | Total |
|--------------------------------|-----|----------------------|------------------------|--------|--------|--------|--------|--------|-------|
| ECM Application - ATS from OEM | | | | | | | | | |
| Database - ATS from OEM | | | | | | | | | |
| Any Other | | | | | | | | | |
| Total | | | | | | | | | |

Table C: Application Implementation & Customization (Excluding all Taxes)

| Applications | Amount |
|-----------------|--------|
| ECM Application | |
| Database | |
| Any Other | |
| Total | |

Table D: DC-DR Hardware & Support

| Solution | Make & Model | Unit Rate | Quantity | Total Cost with 3 years warranty (Including all taxes) | AMC (Excluding Applicable Taxes) | | | | | Total |
|---|--------------|-----------|----------|--|----------------------------------|--------|--------|--------|--------|-------|
| | | | | | Year 4 | Year 5 | Year 6 | Year 7 | Year 8 | |
| Data Centre Site | | | | | | | | | | |
| Production Servers | | | | | | | | | | |
| Development Servers | | | | | | | | | | |
| Test Servers | | | | | | | | | | |
| Training servers | | | | | | | | | | |
| Operating System | | | | | | | | | | |
| Server Rack | | | | | | | | | | |
| Any Other (Please add rows and specify) | | | | | | | | | | |
| Disaster Recovery Site | | | | | | | | | | |
| Production Servers | | | | | | | | | | |
| Operating System | | | | | | | | | | |
| Server Rack | | | | | | | | | | |
| Any Other (Please add rows and specify) | | | | | | | | | | |
| Total | | | | | | | | | | |

Table E: DC-DR Hardware Installation (Including all Taxes)

| Solution | Qty | Amount |
|-------------------------|------------|---------------|
| DC Site Hardware | | |
| Production Servers | | |
| Development Servers | | |
| Test Servers | | |
| Training servers | | |
| Operating System | | |
| Server Rack | | |
| Any Other | | |
| DR Site Hardware | | |
| Production Servers | | |
| Operating System | | |
| Server Rack | | |
| Any Other | | |
| Total | | |

Table F: Scanners & Support

| Solution | Make & Model | Unit Rate | Quantity | Total Cost with 3 years warranty & Installation (Including all taxes) | AMC (Excluding Applicable Taxes) | | | | | Total |
|-------------------------|--------------|-----------|----------|---|----------------------------------|--------|--------|--------|--------|-------|
| | | | | | Year 4 | Year 5 | Year 6 | Year 7 | Year 8 | |
| ADF Scanners | | | | | | | | | | |
| Phase 1 | | | 84 | | | | | | | |
| Phase 2 | | | 84 | | | | | | | |
| Phase 3 | | | 500 | | | | | | | |
| Phase 4 | | | 350 | | | | | | | |
| Phase 5 | | | NA | | | | | | | |
| Phase 6 | | | 112 | | | | | | | |
| Flatbed Scanners | | | | | | | | | | |
| Phase 1 | | | NA | | | | | | | |
| Phase 2 | | | NA | | | | | | | |
| Phase 3 | | | 500 | | | | | | | |
| Phase 4 | | | 350 | | | | | | | |
| Phase 5 | | | 843 | | | | | | | |
| Phase 6 | | | 325 | | | | | | | |
| Total | | | | | | | | | | |

Table G: Training (Including all taxes)

| Training Type | No. of Days/per Batch | No. of Batches | No. of Trainees per Batch | Price Per Batch | Total Price (Including all taxes) |
|----------------------|------------------------------|-----------------------|----------------------------------|------------------------|--|
| Executive Awareness | 1 day | 2 | 30 | | |
| Core Team Training | 5 days | 1 | 20 | | |
| Technical Training | 5 days | 1 | 20 | | |
| Train the trainers | 3 days | 2 | 20 | | |
| End User Training | 2 days | 8 | 25 | | |
| Total | | | | | |

Table H:Helpdesk & FMS (Excluding all taxes)

| | Implementation Phase | | | Warranty Year | | | Year 1 | | | Year 2 | | | Year 3 | | |
|----------------------|----------------------|-----------------|------------|-------------------|-----------------|------------|-------------------|-----------------|------------|-------------------|-----------------|------------|-------------------|-----------------|------------|
| | Per Resource Cost | No. of Resource | Total Cost | Per Resource Cost | No. of Resource | Total Cost | Per Resource Cost | No. of Resource | Total Cost | Per Resource Cost | No. of Resource | Total Cost | Per Resource Cost | No. of Resource | Total Cost |
| ECM Helpdesk Support | | 5 | | | 5 | | | 2 | | | 2 | | | | |
| DC On-Site Support | | 2 | | | 2 | | | 2 | | | 2 | | | | |
| Any Other | | | | | | | | | | | | | | | |
| Total | | | | | | | | | | | | | | | |

| | Year 4 | | | Year 5 | | | Grand Total |
|----------------------|-------------------|-----------------|------------|-------------------|-----------------|------------|-------------|
| | Per Resource Cost | No. of Resource | Total Cost | Per Resource Cost | No. of Resource | Total Cost | |
| ECM Helpdesk Support | | 2 | | | 2 | | |
| DC On-Site Support | | 2 | | | 2 | | |
| Any Other | | | | | | | |
| Total | | | | | | | |

Table I:Additional Customization (Excluding all taxes)

| For Additional Requirements if any at a later date (cost per person day) | Description (If any) | Per Manday Rate | Units in Mandays | Total Price (Excluding all taxes) |
|---|-----------------------------|------------------------|-------------------------|--|
| Project Manager | | | 50 | |
| Team Leader | | | 100 | |
| Team Member | | | 350 | |
| Total | | | | |

Note:

The man day effort would be mutually agreed between OICL and successful bidder for requirements over and above the implementation & customization. The same rate will be used for additional customisations for the tenure of the contract.

7.7 Annexure7: Bandwidth & Hardware Sizing

7.1 Bandwidth Details

| | |
|------------------------------|--|
| Bandwidth/User (Kbps) | |
|------------------------------|--|

| |
|--|
| Note: |
| 1. The bidder needs to mention the bandwidth requirements for the ECM solution on the basis of the document volumes mentioned in Appendix 3 business volumes |
| 2. The Bidder also needs to take into account that the Documents will be accessed from the web, mobile devices and within OICL offices. Bandwidth for upload of scanned documents must also be taken into consideration(both transaction based and other adhoc office documents) |

For the proposed solution State the bandwidth utilization under test conditions (Lab conditions) for the following (provide independent benchmark reports to justify the same) when accessing ECM:

| Transaction type | Bandwidth utilization |
|--|------------------------------|
| Simple transactions | |
| Uploading & Viewing document | |
| Indexing a document | |
| Tagging a document to a transaction in INLIAS | |
| Query Based Transaction | |
| Search of a document basis date | |
| Search of a document basis key words present in the text | |
| Search of a document basis document type | |

7.2 Hardware Sizing

Storage Sizing:

| Year | No of documents for Support Depts | No of documents for Underwriting | No of documents for Claims | Total No of Documents | Avg storage required/ doc (in Kb) | Total Max storage required (in Kb) | Storage required in TB | No of photos for claims | incremental storage required/ photo (in KB) | Total incremental storage required (in KB) | Incremental Storage required in TB | Total Storage required in TB (max) |
|------|-----------------------------------|----------------------------------|----------------------------|-----------------------|-----------------------------------|------------------------------------|------------------------|-------------------------|---|--|------------------------------------|------------------------------------|
| | a | b | c | d=a+b+c | e | f=d * e | g | h | i | j=h*i | k | l=k+g |
| Yr 1 | | | | | | | | | | | | |
| Yr 2 | | | | | | | | | | | | |
| Yr 3 | | | | | | | | | | | | |
| Yr 4 | | | | | | | | | | | | |
| Yr 5 | | | | | | | | | | | | |
| Yr 6 | | | | | | | | | | | | |

Kindly Refer Appendix 3 Business volumes for details

Server Sizing:

| S.N. | Server Name | Qty | Detailed Configuration (Processor/Core/RAM/Internal HDD / Ethernet Ports/FC Ports/OS) | DC/DR |
|------|-------------|-----|--|-------|
| | | | | |

7.8 Annexure8: Personnel Deployment

1. The Bidder should submit organisational structures proposed for these projects along with plan for retainer-ship.
2. People deployment between Vendor and application vendor

| Sr. No. | Project Phase | Minimum Personnel to be provided by Vendor | Minimum Personnel to be provided by Application Vendor |
|----------------|--------------------------------------|---|---|
| 1 | Business Requirement Definition | | |
| 2 | Customization | | |
| 3 | Trainings | | |
| 4 | UAT | | |
| 5 | Support during Launch implementation | | |
| 6 | Post-Launch support | | |

Note - The Vendor would be required to provide a team of business analysts / experts to the OICL. The Vendors' analyst team should comprise of personnel with experience in the areas of General Insurance, Enterprise Content Management and implementation of the same in Insurance companies. The team should necessarily consist of personnel from the application Vendor with knowledge of ECM across the various General Insurance Companies. The activities that this team would be required to carry out would include –Gap analysis, Customisation, parameterisation, testing and onsite support

Key People who will be involved in the project across functions like deployment of solution components, facilities management, functional consultants, etc.

| Sr. No. | Employee Name, with Designation & Company | Role in Project | Task Assigned | Years (relevant) Exp. | Years with the Company. | Prof & Edu. Quals. | Relevant Key Clients & Role in the Project | Previous Employment Record |
|---------|---|------------------|-------------------------------|-----------------------|-------------------------|---|---|--|
| 1 | Mr. Name Surname - Country Manager, XYZ Pvt. Ltd. | Project Director | He will be in-charge of xxxxx | 27 | 10 | CA, CIA, ICWA, CS, CFA, BE, B.Tech, Mtech., MBA Finance, PGDBA from XYZ | XYZ Bank – Project Director – Solution Deployment ABC Bank - Senior Consultant - Dvelopment of Risk Models | GHI & Co. – Associate Director 1993 – 1997 JKL Consultants. – Risk Practice - 1982 – 1993 |
| 2 | | | | | | | | |
| 3 | | | | | | | | |

OICL’s indicative requirement would be:

The Project Director should have a :

- Minimum of 10 years of work experience in the similar field and should have
- Been on the Vendor’s payroll since the past 3 years.
- Should have been a project director for a similar implementation.

The Project Manager should have had at least 8 years of work experience and should have been on the Vendor's payroll for at least 2 years and should have experience in executing similar implementations.

The Team Leader should have atleast 5 years of work experience and should have been on the Vendor's payroll for atleast 1 year and should have experience in executing similar implementations.

The Vendor should provide profiles of resources who would be backups to key personnel like the Project Director and Project Manager.

For the Key people, the Vendor cannot replace the personnel without explicit consent of OICL. OICL also has the right to interview the key personnel proposed to be deployed on the Project.

Signature _____

(Company Seal)

Name _____

Designation _____

Date _____

7.9 Annexure9: Technical Bid – Cover Page

7.9.1 Bid Particulars

Name of the bidder _____

Address of the bidder _____

Details about the services offered:

Work description

System Integration – ECM

Name & address of SI

Place of Service

Any Other (Please Specify)

Service facilities of bidder

Bidder's proposal No. and date _____

Contact details of the officer to whom all references shall be made regarding this tender:

Name _____

Designation _____

Address _____

Telephone _____

Fax _____

E-mail address _____

Witness

Signature _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Bidder

Signature _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Company Seal

7.9.2 Bid Letter (Technical) Template

Date: dd/mm/yyyy

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2ndFloor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

We hereby declare:

- i. That we are the service provider as quoted in the attached technical and commercial bid.
- ii. That we/ our principals are equipped with adequate infrastructure for the services and quality control of deliverables offered and our centres are open for inspection by the representatives of The Oriental Insurance Company Limited.

We hereby offer to provide services at the prices and rates mentioned in the attached commercial bid.

We do hereby undertake that, in the event of acceptance of our bid, the deliverables and services shall be made as stipulated in the schedule of delivery forming a part of the attached technical bid.

We affirm that the prices quoted are inclusive of delivery, installation, and commissioning charges and all sales/service taxes. (Octroi and any local levies will be charged on actual on submission of proof of remittance.)

We enclose herewith the complete Technical Bid as required by you. This includes:

5. Bid particulars Annexure 9, Section 9.1
6. Technical bid letter Annexure 9, Section 9.2
7. Statement of deviation from Technical requirements Annexure 9, Section 9.3
8. Statement of deviation from tender terms and conditions Annexure 9, Section 9.4
9. Schedule of delivery Annexure 9, Section 9.5
10. Project Team Structure & Composition Annexure 8.
11. Detailed Project Plan: The Bidder is required to submit a detailed Project Plan considering requirements specified in the RFP.

We agree to abide by our offer for a period of 90 days from the last date of submission of commercial bid prescribed by OICL and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to supply as per these terms and conditions.

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- ii. The deviations from the requirements specified in the RFP are only those mentioned in Annexure 9, Section 9.3

OR *(Strike out whatever is not applicable)*

There are no deviations from the requirements specified in the RFP.

- iii. The deviations from the terms and conditions of the tender are only those mentioned in Annexure 9, Section 9.4.

OR *(Strike out whatever is not applicable)*

There are no deviations from the terms and conditions of the tender.

We hereby certify that the Bidder is a Company and the person signing the tender is the constituted attorney.

Bid Security in the form of a Bank Guarantee issued by _____ (bank), valid till ___/___/____ (dd/mm/yyyy), for an amount of Rupees Five Lakhs is enclosed in the cover containing pre-qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Date

Name

Designation

Address

Telephone

Fax

E-mail address

7.9.3 Statement of No Deviation from Requirement

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

There are no technical deviations (null deviations) from the requirements specified. The entire work shall be performed as per your specifications and documents.

| Witness | | Bidder | |
|----------------|-------|---------------|-------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.9.4 Statement of No Deviation from Tender Terms and Conditions

To

The Deputy General Manager
Information Technology Department
The Oriental Insurance Company Limited
2nd Floor, Head Office, "Oriental House"
A-25/27, Asaf Ali Road
New Delhi - 110 002

Reference: Tender No.OICL/HO/ITD/ECM/2015/01 dated 1st June 2015

Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

| | Witness | | Bidder |
|-------------|----------------|-------------|---------------|
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.9.5 Schedule of Delivery

The entire project is expected to be completed within **17 months** from the date of signing the contract. The bidder is expected to furnish their milestone dates in detail as below. A PERT chart providing the detailed split up of the project work and scheduled date of commencement of delivery and completion of the project should also be provided

| Activity No | Activity Description | Scheduled Date of Delivery/ Completion | Scheduled Date of Acceptance |
|--------------------|-----------------------------|---|-------------------------------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| | | | |
|-------------|----------------|-------------|---------------|
| | Witness | | Bidder |
| Signature | _____ | Signature | _____ |
| Name | _____ | Name | _____ |
| Designation | _____ | Designation | _____ |
| Address | _____ | Address | _____ |
| Company | _____ | Company | _____ |
| Date | _____ | Date | _____ |

Company Seal

7.10 Annexure10: Contract Form

THIS AGREEMENT made on this _____ day of _____ between The Oriental Insurance Company Limited (hereinafter "the Purchaser") of one part and "Name of Service Provider" (hereinafter "the Service Provider") of the other part:

WHEREAS the Purchaser is desirous that certain Consultancy services should be provided by the Service Provider viz., _____ and has accepted a bid by the Service Provider for the services in the sum of _____ (Contract Price in Words and Figures) (hereinafter "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz,

- The Schedule of Requirements and the Requirement Specifications as specified in RFP
- The Service Level Agreement
- The General Conditions of Contract as specified in RFP
- The Purchaser's Notification of Award

In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the purchaser to provide the services and to remedy defects therein the conformity in all respects with the provisions of the contract.

The purchaser hereby covenants to pay the Service Provider in consideration of the provision of the services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the services, which shall be supplied/ provided by the Service Provider, are as under:

| Item No | Description of the Item | Price per Unit | Total Price | Payment Terms |
|---------|-------------------------|----------------|-------------|---------------|
| | | | | |
| | | | | |

Total Value: _____

Delivery Schedule: _____

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and the year first above written.

Signed, Sealed and Delivered for "The Oriental Insurance Co. Ltd." by it's constituted Attorney

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

Company Seal

Signed, Sealed and Delivered for M/s _____ by it's constituted Attorney

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

Company Seal

Witness I

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

Witness 2

Signature _____
Name _____
Designation _____
Address _____
Company _____
Date _____

7.11 Annexure 11: List of OICL Offices

This annexure covers the list of OICL Offices with address.

| S.N. | CODE | OFFICE | ADDR_LINE_1 | ADDR_LINE_2 | ADDR_LINE_3 | CITY | PINCODE |
|------|--------|--------|--|--|-----------------------------------|-----------|---------|
| 1 | 10000 | HO | ORIENTAL HOUSE | A-25/27 | ASAF ALI ROAD | NEW DELHI | 110002 |
| 2 | 60000 | OSTC | SECTOR 11 | BATA MORE | MATHURA ROAD | FARIDABAD | 121006 |
| 3 | 60001 | OSTC | | | | CHENNAI | |
| 4 | 110000 | RO | ORIENTAL HOUSE, 2 FLOOR | 7,JAMSHEDJI TATA ROAD | CHURCHGATE | MUMBAI | 400020 |
| 5 | 111200 | DO | ORIENTAL HOUSE, 3RD FLOOR, | 7, J. TATA ROAD, | CHURCHGATE | MUMBAI | 400020 |
| 6 | 111700 | DO | MAGNET HOUSE, 4 TH FLOOR | NAROTHAM MORARJEE MARG | BALLARD ESTATE | MUMBAI | 400001 |
| 7 | 111900 | DO | ORIENTAL HOUSE, THIRD FLOOR, | 7, JAMSHEDJI TATA ROAD | CHURCHGATE | MUMBAI | 400020 |
| 8 | 112200 | DO | Oriental Building, 3rd Floor, | Above LIC of India, M. G. Road, | Fort, Mumbai - 400 001. | MUMBAI | 400001 |
| 9 | 112300 | DO | MAGNET HOUSE, 2ND FLOOR | NAROTTAM MORARJI MARG | BALLARD ESTATE | MUMBAI | 400038 |
| 10 | 112500 | DO | ORIENTAL BUILDING, | 3RD FLOOR, ABOVE LIC OF INDIA, | M. G. ROAD, FORT, | MUMBAI | 400001 |
| 11 | 120000 | RO | ORIENTAL HOUSE, | 7TH FLOOR, | 7, J TATA ROAD | MUMBAI | 400020 |
| 12 | 120011 | SVC | MAKER BHAWAN NO: 1, 6 TH FLOOR, | NEW MARINE LINES | MUMBAI | MUMBAI | 400020 |
| 13 | 120021 | TP HUB | STATE BANK ANNEX, 3RD FLOOR | BANK STREET, HORNIMAN CIRCLE, | FORT | MUMBAI | 400023 |
| 14 | 121100 | DO | ORIENTAL HOUSE, 4TH FLOOR | 7-JAMSHED JI TATA ROAD | CHURCHGATE | MUMBAI | 400020 |
| 15 | 121200 | DO | ORIENTAL HOUSE | 4TH FLOOR, 7 J. T. ROAD, | CHURCHGATE, MUMBAI 400 020. | MUMBAI | 400020 |
| 16 | 121300 | DO | MAGNET HOUSE | 3RD FLOOR, | NAROTTAM MORARJI MARG | MUMBAI | 400023 |
| 17 | 121301 | BO | MAGNET HOUSE , 3R FLOOR | NAROTTAM MORARJI MARG | BALLARD ESTATE | MUMBAI | 400023 |
| 18 | 121500 | DO | MAGNET HOUSE, GROUND FLOOR | NAROTTAM MORARJI MARG | BALLARD ESTATE | MUMBAI | 400023 |
| 19 | 121600 | DO | MAGNET HOUSE , 3RD FLOOR | NAROTTAM MORARJI MARG | BALLARD ESTATE | MUMBAI | 400023 |
| 20 | 121700 | DO | MAKER BHAVAN NO.1, 5TH FLOOR | NEW MARINE LINES | CHURCHGATE | MUMBAI | 400020 |
| 21 | 121800 | DO | SBI ANNEXE BUILDING, 3RD FLOOR, | BANK STREET | FORT | MUMBAI | 400001 |
| 22 | 121802 | BO | DIAMOND BRANCH, 5TH FLOOR | JANMABHOOMI CHAMBERS | 29, W. H. MARG | MUMBAI | 400001 |
| 23 | 124200 | DO | LAKSHMI COMMERCIAL CENTRE, | SENAPATI BAPAT MARG, | DADAR (W), | MUMBAI | 400028 |
| 24 | 124291 | EC | ANURAG BUSINESS CENTRE | 202,2ND FLOOR, W.T. MARG | NEXT TO AMAR THEATER | MUMBAI | 400071 |
| 25 | 124500 | DO | ORIENTAL HOUSE, 4TH FLOOR, | 7 J TATA ROAD, CHURCH GATE | | MUMBAI | 400020 |
| 26 | 124600 | DO | ORIENTAL HOUSE, 4TH FLOOR, | 7, J TATA ROAD | CHURCHGATE | MUMBAI | 400020 |
| 27 | 124700 | DO | MAGNET HOUSE, GROUND FLOOR | NAROTTAM MORARJI MARG | BALLARD ESTATE | MUMBAI | 400023 |
| 28 | 130000 | RO | TOWN CENTRE, TOWER 1 | 601-605, 6TH FLOOR, ANDHERI KURLA ROAD | NERA MITTAL ESTATE | MUMBAI | 400059 |
| 29 | 131100 | DO | 2ND, FLOOR, D.J. HOUSE, WILSON PEN COMPOUND, | OLD NAGARDAS ROAD, NEAR SUBWAY, | ANDHERI (EAST) | MUMBAI | 400069 |
| 30 | 131101 | BO | M.C.B.O. 9, 103/104, 1ST FLOOR, | FAIZAN APTS., ABOVE SYNDICATE BANK, | S.V. ROAD, JOGESHWARI (W), MUMBAI | MUMBAI | 400102 |

| S.N. | CODE | OFFICE | ADDR_LINE_1 | ADDR_LINE_2 | ADDR_LINE_3 | CITY | PINCODE |
|------|--------|--------|---------------------------------------|---|--|-------------|---------|
| 31 | 131102 | BO | 8 VISHVA VINAY BLDG | BEHIND JOHNSON & JOHNSON, BHAGOJI KEER MARG | MAHIM | MUMBAI | 400016 |
| 32 | 131200 | DO | Shop No.7, Bhoomi Saraswati, | Ganjawala Lane, | Near Chamunda Circle, Borivali (W) | MUMBAI | 400092 |
| 33 | 131201 | BO | 1ST FLR. LAWRENCE TRADE CENTRE | NAVGHAR ROAD | VASAI | MUMBAI | 401202 |
| 34 | 131290 | EC | PALGHAR EXT COUNTER | THANE JILHA, MACHHIMAAR SANGH BLDG. 1ST FLOOR | NEAR SALES TAX OFFICE, MAHIM ROAD, PALGHAR | THANE | 401404 |
| 35 | 131300 | DO | SHOP ZONE, 5TH FLOOR | M G ROAD | GHATKOPAR (WEST) | MUMBAI | 400086 |
| 36 | 131400 | DO | 3RD FLOOR, SARASWATI MANDIR | (MARATHI GRANTH SANGRAHALAYA) | OPP: ZILLA PARISHAD KARYALAYA | THANE | 400601 |
| 37 | 131401 | BO | GALA NO 1 GROUND FLOUR AROTO HOUSE | P.K.ROAD NEAR POOJA BLOOD BANK MULUND (WEST) | | MUMBAI | 400080 |
| 38 | 131490 | EC | 3RD FLOOR, SARASWATI MANDIR | (MARATHI GRANTH SANGRAHALAYA) | OPP: ZILLA PARISHAD KARYALAYA | THANE | 400601 |
| 39 | 131491 | EC | 1st. floor Nasheman Bldg | Kalwa market | Opp Kalwa Naka | KALWA | 400605 |
| 40 | 131500 | DO | MUMBAI | Shree Dutta Krupa | Ganesh Baugh, Murbad Road, | MUMBAI | 421301 |
| 41 | 131501 | BO | 137, SONAWANE BUILDING | ABOVE STATE BANK OF INDIA | MURBAD ROAD KALYAN (W) | THANE | 421301 |
| 42 | 131590 | EC | HOUSE NO 848/C | FIRST FLOOR | NEAR JAI BAJRANG,NAGRI PAT SANSTHA | BHIWANDI | 421302 |
| 43 | 131600 | DO | SHOP NO. 1,2,3,4, NEELKANTH PRESTIGE | PLOT NO. 73, SWAMY NITYANAND MARG | NEAR SAHASRABUDHE HOSPITAL, | RAIGAD | 410206 |
| 44 | 131601 | BO | VINDHYA COMMERCIAL COMPLEX | 4TH FLR, SEC-11, PLOT NO-1 | CBD BELAPUR, NAVI MUMBAI | MUMBAI | 400614 |
| 45 | 131602 | BO | OPP.MORESHWAR TALKIES NEAR S.T.STAND | TALUKA PEN DIST. | RAIGAD PEN 400702 | PEN | 402107 |
| 46 | 131690 | EC | Uki Heights,1st Floor, | Opp. S.T. Depo | At Arathi, Po. Shrivardhan | SHRIVARDHAN | 402110 |
| 47 | 131691 | EC | SHOP NO. 2, | A WING KHOPKAR APTPS NEAR NMMT BUS DEPOT, | KUMBHARWADA, | URAN | 400702 |
| 48 | 131700 | DO | PEREIRA CHAMBERS, 1ST FLOOR FR. | JOSE VAZ ROAD P.O.BOX NO 105 | VASCO-DA -GAMA | GOA | 403802 |
| 49 | 131790 | EC | H.NO.153, | Near Shanta Durga temple | Simpale Vado | VASCO | 403710 |
| 50 | 131800 | DO | 3rd & 4th FLOOR, GOUVEIA CHAMBERS | HELIDORO SALGADO ROAD, | NEAR PANJIM MARKET,PANJIM, | PANJIM | 403001 |
| 51 | 131890 | EC | Mezzanin Floor, Shop No. CG-2, | Comunidade Mini Market, Housing Borad Colony | Mapusa, Goa | PANJIM | 403507 |
| 52 | 131891 | EC | Shop No. 8, Bldg. No.5, | Shantaban Housing Complex, | Chimbel Road, | CHIMBEL | 403005 |
| 53 | 131900 | DO | DAVID HOUSE,2ND FLOOR,P.O.BOX NO:234, | ABOVE BANK OF INDIA, | MARGAO,GOA-403601 | MARGAO | 403601 |
| 54 | 131901 | BO | GAFUR BUILDING, 2ND FLOOR, | STATION ROAD,CURCHOREM, | | GOA | 403706 |
| 55 | 131990 | EC | G-3,Govinda Chambers, | Nageshi,Bandora | ,Ponda,Goa-403401 | PONDA | 403401 |

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|------|--------|--------|--|--|---|-----------|---------|
| 56 | 140000 | RO | 3 RD FLOOR NAVJEEVAN TRUST BUILDING | B/H GUJARAT VIDYAPEETH NAVJEEVAN | TRUST BUILDING OFF ASHRAM ROAD | Ahmedabad | 380014 |
| 57 | 140011 | SVC | | | | | 380001 |
| 58 | 140021 | TP HUB | 3 RD FLOOR NAVJEEVAN TRUST BUILDING | | | | 380014 |
| 59 | 141100 | DO | DO I AHMEDABAD | 3 RD FLOOR , NAVDEEP BUILDING, | NEAR INCOME TAX CHAR RASTA | Ahmedabad | 380014 |
| 60 | 141102 | BO | 2nd FLOOR, SUN COMPLEX, | SWASTIK SOCIETY, | Nr. STADIUM CIRCLE, C.G. ROAD, NAVARANGPURA, | Ahmedabad | 380009 |
| 61 | 141103 | BO | 104-106,SAHAJANAND SHOPPING CENTRE | OPP RAJASTHAN HIGH SCHOOL SHAHIBAUG | | Ahmedabad | 380004 |
| 62 | 141190 | EC | 138,Sarjan complex 2, New C G road, | Chandkheda,Ahmedabad | | Ahmedabad | 380005 |
| 63 | 141200 | DO | KALIDAS CHAMBERS NR DINBAI TOWER LALDARWAJA | | | Ahmedabad | 380001 |
| 64 | 141290 | EC | SHOP.NO.1,II FLOOR, | SANJAY PARK SOC, | SANAND-SARKHEJ HIGHWAY | SANAND | 382110 |
| 65 | 141300 | DO | 3RD FLOOR, AGRAWAL CHAMBER, | OPP: TOWN HALL | ELLISHBRIDGE | Ahmedabad | 380006 |
| 66 | 141400 | DO | SWASTIK CENTRE,NR MIRCH MASALA RESTAURENT | SWASTIK CHAR RASTA, | C.G RD, | Ahmedabad | 380009 |
| 67 | 141500 | DO | 2nd Floor, Amrut Jayanti Bhavan, | Behind Gujarat Vidhyapeeth, Off Ashram Road, | Ahmedabad -380 014 | Ahmedabad | 380014 |
| 68 | 141503 | BO | 2nd Floor, Amrut Jayanti Bhavan, | B/h Gujarat Vidhyapeeth, Off Ashram Road, | AHMEDABAD-380 014. | Ahmedabad | 380014 |
| 69 | 141590 | EC | 39,Darshan complex, | near umiya mata mandir, | Bopal Ghuma road, Bopal | Ahmedabad | 380058 |
| 70 | 141600 | DO | ANAR' COMPLEX, | 1ST FLOOR, | NEAR VIJAY CHAAR RASTA | Ahmedabad | 380009 |
| 71 | 141601 | BO | I ST FLOOR, SHREEJI HOUSE | B/H M.J. LIBRARY, OPP. GUJARAT BHAVAN | ELLISBRIDGE, AHMEDABAD-380006 | Ahmedabad | 380006 |
| 72 | 141690 | EC | A-222,Shreyas complex, | off S.G.Highway | Vejalpur | Ahmedabad | 380051 |
| 73 | 141700 | DO | 3rd Floor, H J House | Nr. Rambaug Police Station, Maninagar | Ahmedabad - 380008 Ph.25452381/82 - Fax: 079-25452384 | Ahmedabad | 380008 |
| 74 | 141701 | BO | 1ST FLOOR | SUMERU COMPLEX | NEAR S.T.STAND, VIRAMGAM | VIRAMGAM | 382150 |
| 75 | 142200 | DO | 2nd & 3rd Floor | 'Dhiraj' | Opp.R.N.S.Bank H.O., Dhebar Road | RAJKOT | 360001 |
| 76 | 142290 | EC | EC MORVI, THE ORIENTAL INSURANCE COMPANY LTD | K.S. SANGHVI BLDG., SARDAR ROAD, | NR. NEHRU GATE MORVI | MORVI | 363641 |
| 77 | 142600 | DO | 1ST FLOOR, UMIYA SHOPPING CENTER, | HIGHWAY ROAD, | MEHSANA | MEHSANA | 384002 |
| 78 | 142605 | BO | 1st Floor, Sanskrut Shopping Centre | Opp : Income-tax Office, Aburoad Highway | | PALANPUR | 385001 |
| 79 | 142606 | BO | MODI CHAMBERS | STATION ROAD | UNJHA | UNJHA | 384170 |
| 80 | 142609 | BO | OPP. INDIRA BHAVAN, MAIN ROAD, DEESA | DIST. BANASKANTHA | | DEESA | 385535 |

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|------|--------|--------|--|--|---|-------------|---------|
| 81 | 142690 | EC | Shop No 23, First Floor, Shivalik Plaza, VIJAPUR | | | MEHSANA | 382870 |
| 82 | 142691 | EC | F / 24 , 1st Floor, Tirupati Bazar , | Navjivan Chokdi, PATAN 384265 | North Gujarat | PATAN | 384265 |
| 83 | 142692 | EC | THE ORIENTAL INSURANCE CO. LTD., SHOP NO: F/ 12A SARTHI COMPLEX, | OPPOSITE LIC OFFICE, CHANASMA PIN:384220 | | CHANASMA | 384220 |
| 84 | 142700 | DO | #209, KAVERI SHOPPING COMPLEX | 2nd FLOOR, Post Box No.142 | NAVAPARA, BHAVNAGAR | BHAVNAGAR | 364001 |
| 85 | 142701 | BO | 2ND FLOOR | AKAR COMPLEX | NR MUNICIPAL GIRLS' SCHOOL | AMRELI | 365601 |
| 86 | 142702 | BO | ,MAIN BAZAR, PINCODE : 362520 | CONTACT NO : (02875) 252301, (02875) 254573 | 142702@orientalinsurance.co.in | DIU | 362520 |
| 87 | 142790 | EC | K G COMPLEX, TILAK CHOWK, TALAJA | | | TALAJA | 364140 |
| 88 | 142791 | EC | BHARAT NIVAS | AMRELI ROAD | CHALALA-365630 | AMRELI | 365630 |
| 89 | 142800 | DO | 117-MANGAL MURTI, JAWAHAR ROAD | | | JUNAGADH | 362001 |
| 90 | 142801 | BO | BRANCH OFFICE, KUBER FORTUNE ,1ST FLOOR, OPP VIJAYA BANK, | ABOVE UNITED BANK OF INDIA ,M G ROAD, PORBANDAR-360575 | | PORBANDAR | 360575 |
| 91 | 142802 | BO | GALAXY CHAMBERS, 1st FLOOR, | STATION ROAD, DHORAJI. | | DHORAJI | 360410 |
| 92 | 142803 | BO | NEAR MUNICIPAL LIBRARY, | BUNDER ROAD, | TEL. NO. 02876 221130/246950 | VERAVAL | 362265 |
| 93 | 143100 | DO | 1st Floor, Bhagwati Avenue, | Above Expert Auto Engg. Works, | Motipura | Himatnagar | 383001 |
| 94 | 143102 | BO | THE ORIENTAL INSURANCE COMPANY LIMITED | 1ST FLOOR, | THE IDAR TALUKA CO-OPERATIVE PURCHASE & SALES UNION LIMITED | IDAR | 383430 |
| 95 | 143103 | BO | 2nd Floor Balaji COMPLEX | MALPUR ROAD | MODASA | Modasa | 383315 |
| 96 | 143190 | EC | Near S.B.I, Purshottampark, | Mataji Chawk, | At & PO: Talod | HIMMATNAGAR | 383215 |
| 97 | 143191 | EC | No.3, Sardar complex, | above sagar shroff, | Sardar patel road, | KHEDBRAHMA | 383255 |
| 98 | 143192 | EC | Shop No.14, Suvudha Complex, NH No.8, | Opp: Ambica Tyres, | At & PO: Daramali | Daramali | 383110 |
| 99 | 143600 | DO | PLOT NO. 908 | PARTH BUILDING | NEAR KALPATARU PETROL PUMP | GANDHINAGAR | 382021 |
| 100 | 143601 | BO | RELIEF MARKET VEPARI JIN | NEAR S.T.STAND, OPP. UNION BANK OF INDIA | KALOL (NORTH GUJ) 382 721 | KALOL | 382721 |
| 101 | 143690 | EC | 18/A, DAIMOND PLAZA, | THOL ROAD, | KADI. | MEHSANA | 382715 |
| 102 | 143691 | EC | PLOT NO. 440, SHRIKRISHNAKUNJ BUILDING | SECTOR-16, NR. GH-5 | GANDHINAGAR | GANDHINAGAR | 382016 |
| 103 | 143692 | EC | 1/2,VRUNDAVAN | SHOPPING CENTRE,OPP | PASHU DAVAKHANA DEHGAM 382305 | DEHGAM | 382305 |
| 104 | 143700 | DO | 3RD FLOOR,"SWAGAT" | OPP HOTEL REGENCY | P N MARG, JAMNAGAR. | JAMNAGAR | 361008 |
| 105 | 143701 | BO | PLOT NO. 10, | SECTOR 1A, | GANDHIDHAM KUTCH | KUTCH | 370201 |
| 106 | 143702 | BO | 3rd FLOOR,PARASNATH CHAMBERS, | NEW STATION ROAD, | BHUJ | BHUJ-KUTCH | 370001 |

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|------|--------|--------|--|--|--------------------------------|---------------|---------|
| 107 | 143900 | DO | MALAY TRADE CENTRE | OPP JIVAN COMMERCIAL BANK | DHEBAR ROAD, RAJKOT | RAJKOT | 360001 |
| 108 | 143901 | BO | KACHWALA BUILDING, | JAWAHAR CHOWK, | SURENDRANAGAR | SURENDRAN AGA | 363001 |
| 109 | 143990 | EC | "VIRAL AVENUE", SHOP NO.9, | KALAWAD ROAD,METODA GIDC, | TAL.LODHIKA DIST.RAJKOT. | CIT | 360035 |
| 110 | 143991 | EC | MAIN BAZAR, OPP. JAIN DERASAR, | | THANGADH, DIST. SURENDRANAGAR. | THANGADH | 363530 |
| 111 | 144000 | DO | 3rd FLOOR,BANK OF INDIA BUILDING, | BHADRA,AHMEDABAD | | ABD | 380001 |
| 112 | 150000 | RO | 7, RACE COURSE ROAD | IDA BUILDING, 4th FLOOR | | INDORE | 420001 |
| 113 | 150011 | SVC | 575/11 MG ROAD | INDORE | | INDORE | 452001 |
| 114 | 150012 | SVC | 102/103 KALACHAND MANSION | BERASIA ROAD | | BHOPAL | 462001 |
| 115 | 150013 | SVC | 687 Gutt Residency North Civil Line | Opposite Railway Stadium,Jabalpur,MP | | JABALPUR | 482001 |
| 116 | 150014 | SVC | | | | | |
| 117 | 150021 | TP HUB | 4TH FLOOR, IDA BUILDING | 7 RACE COURSE ROAD | | INDORE | 452003 |
| 118 | 150022 | TP HUB | 1561, Vidhya Heights | Dr. Barat Road, Napier Town | Near Russell Crossing | JABALPUR | 482001 |
| 119 | 150023 | TP HUB | 11-B INDRAPURI BHEL | BHOPAL | | BHOPAL | 462016 |
| 120 | 151100 | DO | 208-211,SILVER SANCHORA CASTLE, | 8/2, R.N.T MARG | INDORE-452001 | INDORE | 452001 |
| 121 | 151112 | BO | 1, PATWARDHAN MARG, MOTI BUNGLOW, | LAXMI BAI PARK ROAD | | DEWAS | 455001 |
| 122 | 151190 | EC | 2, TRIMURTI NAGAR CHOURAHA | MAIN ROAD | DHAR | INDORE | 454001 |
| 123 | 151191 | EC | FLAT NO.6 | PATEL PARISAR | MHOW NEEMUCH ROAD | PITHAMPUR A | 454775 |
| 124 | 151192 | EC | SILVER COMPLEX | Dhar Manawer Road | | MANAWER | 414446 |
| 125 | 151193 | EC | 86/1 chandra shekhar azad marg | opposite Bank of Baroda | Indore Ahemdabad road | RAJGURH | 454116 |
| 126 | 151194 | EC | RANAPUR | | | INDORE | |
| 127 | 151200 | DO | 20, SNEH NAGAR, | SAPNA SANGEETA ROAD, | | INDORE | 452001 |
| 128 | 151290 | EC | 299, ADHAKUA | PARSI GALI | MHOW (M.P.) | INDORE | 453441 |
| 129 | 151300 | DO | 11-B,RATLAM KOTHI | INDORE | | INDORE | 452001 |
| 130 | 151301 | BO | 7, SHIV VILACE PALACE | RAJBADA | | INDORE | 452002 |
| 131 | 151400 | DO | "Kanchan Sagar" | 18/1,Old Palasia,A.B.Road | INDORE | INDORE | 452003 |
| 132 | 151401 | BO | Sheeba Complex,Regal Chouraha | 562,M.G.Road,Indore. | | INDORE | 452001 |
| 133 | 152100 | DO | 102/103, KALACHAND MANSION | BERASIA ROAD,SINDHI COLONY | BHOPAL | BHOPAL | 462003 |
| 134 | 152104 | BO | GURUNANAK COMPLEX | 34 MALVIYA NAGAR | | BHOPAL | 462003 |
| 135 | 152109 | BO | PLOT NO.7 | NEAR MY CAR SHOW ROOM | KOH-E-FIZA | BHOPAL | 462001 |
| 136 | 152190 | EC | HOUSE NO 138, WARD NO. 6, PALTAN AREA, | NEAR JAISWAL HOSPITAL, BUS STAND, SEHORE | | BHOPAL | 466001 |
| 137 | 152600 | DO | MIG-1, MR-2 | RISHI NAGAR, UJJAIN | | UJJAIN | 456001 |

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|------|--------|--------|---|------------------------------------|--|-----------|---------|
| 138 | 152605 | BO | SAVITRI SADAN, FREEGANJ, 2513314 , 2521821 | | | UJJAIN | 456001 |
| 139 | 152607 | BO | ANAND LODGE,BIAORA | | | RAJGARH | 465674 |
| 140 | 152691 | EC | 11 | Gurudwara Road | Near Police Station | Sarangpur | 465697 |
| 141 | 152693 | EC | SHOP NO 9, FIRST FLOOR RAJ COMPLEX, | NEAR POLICE STATION | PACHORE | PACHORE | 465683 |
| 142 | 152700 | DO | CITY TRADE CENTRE | NEAR BUS STAND | CHORASIA BUILDING | SATNA | 485001 |
| 143 | 152702 | BO | NEAR HOTEL MAHARAJA | REWA | | REWA | 486001 |
| 144 | 152791 | EC | Ram Mandir Mod | Satna Road | Devendranagar | Devendrgr | 488333 |
| 145 | 152793 | EC | Maihar Road, | Near LIC Building, | | AMARPATAN | 477500 |
| 146 | 152794 | EC | OPPOSITE OLD PETROL PUMP | BESIDE OF SBI MANGAWAN | NEELACHALAM Bed COLLEGE | MANGAWAN | 486001 |
| 147 | 152800 | DO | CHITTOD COMPLEX ZONE1 | M.P .NAGAR,BHOPAL- 462011 | | BHOPAL | 462011 |
| 148 | 152801 | BO | E-5/10, RAVISHANKAR NAGAR, | "OPPOSITE METRO POLICE STATION | | BHOPAL | 462016 |
| 149 | 152802 | BO | 25, ARIHANT VIHAR COLONY | PHASE - I | VIDISHA | VIDHISHA | 464001 |
| 150 | 152803 | BO | ABOVE SYNDICATE BANK | GANDHINAGAR | ITARSI. | BHOPAL | 461111 |
| 151 | 152890 | EC | EXTN.COUNTER,[BRANCH ITARSI] | BALAJI COMPLEX,V.V.GIRI WARD, | HARDA [M.P.]461331PHONE 07577-224778 | HARDA | 461331 |
| 152 | 152891 | EC | I ST FLOOR , VAKRATUND SHOPPING COMPLEX | OPPOSITE M.P.S.R.T.C. BUS STAND | HOSHANGABAD M.P. | BHOPAL | 461001 |
| 153 | 152892 | EC | NEAR RADHA PRINTING PRESS | SAGAR ROAD, RAISEN, | MP, 464551 | BHOPAL | 464551 |
| 154 | 152893 | EC | ward no.-36pathkheda | infornt of LIC Office | MAIN ROAD BAGDONA | SARNI | 460447 |
| 155 | 152894 | EC | 23-A, INDIRA NAGAR | MANDIDEEP | DISTT RAISEN(MP) | MANDIDEEP | 462046 |
| 156 | 152895 | EC | MAKSOODANGARH ROAD, LATERI | | Lateri | LATERI | 464114 |
| 157 | 152896 | EC | BUS STAND,NEAR UNION BANK, JJ ROAD , BARI | | | RAISEN | 464665 |
| 158 | 152900 | DO | BLOCK NO 6,7,8 DUTT RESIDENCY | OPP. RLY STATION, | NORTH CIVIL LINES | JABALPUR | 482001 |
| 159 | 153400 | DO | 3rd FLOOR HOTEL AMAR PALACE | PHOOL BAGH CHAURAHA | GWALIOR (M.P) 474 002 | GWA | 474002 |
| 160 | 153402 | BO | OPP. JANPAD PANCHAYAT | M S ROAD | | MORENA | 476001 |
| 161 | 153403 | BO | Nai Mandi | Agra Bombay Road | GUNA (MP) | GUNA | 473001 |
| 162 | 153480 | MICRO | Opp. Old Bharat Petrol Pump, | Near Railway Crossing, | M S Road. | SABALGARH | 482009 |
| 163 | 153481 | MICRO | 1st floor, Sodhani Complex, | Dak Bunglow Chauraha, | A.B. Road, | Binaganj | 473115 |
| 164 | 153482 | MICRO | | | | | |
| 165 | 153483 | MICRO | | | | | |
| 166 | 153484 | MICRO | | | | | |
| 167 | 153485 | MICRO | | | | | |
| 168 | 153495 | EC | HAJI SANU MARKET | SHIVPURI | | SHIVPURI | 473551 |
| 169 | 153496 | EC | THAKUR BABA ROAD | DABRA | | GWA | 475110 |
| 170 | 153497 | EC | EC ASHOK NAGAR, | BY PASS ROAD ASHOK NAGAR | ASHOK NAGAR, MP | GUNA | 473331 |

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| 171 | 153500 | DO | OPP GDC, | INDORE ROAD | | KHANDWA | 450001 |
| 172 | 153501 | BO | DR.HAWALDAR BUILDING, | NEAR PUSHPAK BUS STAND. | | BURHANPUR | 450331 |
| 173 | 153502 | BO | BRANCH OFFICE | GURUDWARA MARG | KHARGONE | 0 | 451001 |
| 174 | 153590 | EC | Rajpal Complex, Near New Bus Stand | A.B.Road, | SENDHWA | KHANDWA | 450001 |
| 175 | 153591 | EC | NEAR BUS STAND , SHAHPUR DISTT- BURHANPUR | | | BURHANPUR | 450445 |
| 176 | 153592 | EC | Palsood Road | | | RAJPUR | 451447 |
| 177 | 153700 | DO | DIVISIONAL OFFICE | BHOPAL ROAD | BHAGWAN GANJ | SAGAR | 470002 |
| 178 | 153701 | BO | KHANDUJA COMPLEX | STATION CHOURAHA | SAGAR ROAD | DAMOH | 470661 |
| 179 | 153702 | BO | NAI BASTI | KATNI (MP) | | KATNI | 483501 |
| 180 | 153790 | EC | College Tiraha, Station Road, BINA | | | SAGAR | 473063 |
| 181 | 153791 | EC | JHANSI ROAD. NIWARI , DISTT : TIKAMGARH | PIN CODE - 472442 | | NIWARI | 472442 |
| 182 | 153800 | DO | 18-19, GULAB MARKET | RAM MANDIR CHOURAHA | SAILANA ROAD, | RATLAM | 457001 |
| 183 | 153801 | BO | 6, Vikas Nagar, Sch.no. 14/1, | Ambedkar Marg, NEEMUCH. | | NEEMUCH | 458441 |
| 184 | 153802 | BO | MAHARANA PRATAP CHOURAHA | JANGIR MANSION | MHOW NEEMUCH ROAD | MANDSAUR | 458001 |
| 185 | 153880 | MICRO | | | | | |
| 186 | 153881 | MICRO | | | | | |
| 187 | 153882 | MICRO | Mandsour Naaka, | near Bajaj show room | | MANASA | 458110 |
| 188 | 153883 | MICRO | | | | | |
| 189 | 153890 | EC | GANDHI CHAURAHA | CHAUPATI | | JAORA | 457226 |
| 190 | 153891 | EC | KAG MARKET | THANDLA ROAD | OPP.KHUSHBU MARRIAGE GARDEN | PETLAWAD | 457773 |
| 191 | 153892 | EC | Pipliya Manasa Road, Opp. Ajay Talkies Pipliya Mandi | Dist. Mandsaur (MP) | | PIPLIYAMANDI | 458001 |
| 192 | 153894 | EC | SHOP NO. 4 & 5 | NEW BUS STAND | | SAILANA | 457550 |
| 193 | 153896 | EC | Corner Shop of Shri Balaji Automobiles, | Infront of Girls High School, | MEGHNAGAR | MEGHNAGAR | 457779 |
| 194 | 153897 | EC | Main Road | Shamgarh | Pin-458883 | SHAMGARH | 458883 |
| 195 | 153899 | EC | LADUNA CHOURAHA,SITAMAU D.MANDSAUR M.P. | | | SITAMAU | 458990 |
| 196 | 153900 | DO | CHAMBER's BHAVAN, | CIVIC CENTRE, | MARHATAL, | JABALPUR | 482002 |
| 197 | 153901 | BO | PARASIA ROAD CHHINDWARA | SHARMA COMPLEX NEAR PANKAJ TALKIES | | CHHINDWARA | 480001 |
| 198 | 153990 | EC | NEAR JYOTI PETOL PUMP, ANUPPUR ROAD, KOTMA | | | KOTMA | 484334 |
| 199 | 153991 | EC | SHOP No: 7 | ADARSH MARKET | MAIN VFJ ROAD | JABALPUR | 482009 |
| 200 | 153992 | EC | AMARKANTAK ROAD | DHANPURI | DHANPURI | SHAHDOL | 484114 |
| 201 | 153993 | EC | NEAR BUS STAND | AMARWARA | AMARWARA | CHHINDWARA | 480221 |
| 202 | 153997 | EC | C/O. SMT. KUSUM JUGALKISHOR SHARMA | OPPOSITE BUS STAND | CHOURAI KHAS, DISTT: CHHINDWARA | CHOURAI KHAS | 480115 |
| 203 | 153998 | EC | SHOP NO - 10 GAWANDE COMPLEX | WARD NO-15 GAJANAN COLONY | NAGPUR ROAD | SAUSAR | 480106 |
| 204 | 160000 | RO | Mayfair Towers, 1st Floor | Pune-Mumbai Road | Wakadewadi, Pune | PUNE | 411005 |

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| 205 | 160011 | SVC | May Fair Towers, 1st Floor | Pune - Mumbai Road, | Wakdevadi Punei | PUNE | 411005 |
| 206 | 160021 | TP HUB | MAYFAIR TOWER, IST FLOOR, | PUNE - MUMBAI ROAD | WAKDEWADI, PUNE | PUNE | 411005 |
| 207 | 161100 | DO | JEEVAN DHARSHAN | N.C. KELKAR ROAD | NARAYAN PATH | PUNE | 411030 |
| 208 | 161190 | EC | 1st Floor, Laxmi Niwas, | Near Maruti Mandir, Opp.Cosmos Bank, | Karve Road, Kothrud,Pune | PUNE | 411038 |
| 209 | 161200 | DO | GANATARA CHAMBERS | SADASHIV PETH LAXMI ROAD | | PUNE | 411030 |
| 210 | 161600 | DO | 204/E, Kanchanjanga, Opp. Panchshil Hotel, | S.T.Stand Road,Kolhapur | | KOLHAPUR | 416001 |
| 211 | 161602 | BO | "SADACHAR MANDIR", SHERE NAKA, NEAR DR.AURANGABADKAR'S CHINTAMANI HOSPITAL, ZADGAON,RATNAGIRI | | | RATNAGIRI | 415612 |
| 212 | 161606 | BO | 1ST FLOOR, BOBHATE BLDG, PAN BAZAR, KUDAL DIST : SINDHUDURG | | | KUDAL | 416520 |
| 213 | 161690 | EC | 16, CHINTAMANI PARK, GR FLOOR, OPP. | GANGO TEMPLE, MUMBAI GOA ROAD, | KANKAVLI, SINDHUDURG | KANKAVALI | 416602 |
| 214 | 161691 | EC | 7/8, Krushneshwar Darshan, | Pag Naka, Mumbai - Goa Highway, Chiplun, Ratnagiri | | RATNAGIRI | 415605 |
| 215 | 161692 | EC | B-305, INDIRA SHANTARAM NIWAS | GAVLI TITHA, SAWANTWADI | SAWANTWADI DIST.SINDHUDURG | SWADI | 416510 |
| 216 | 161693 | EC | 1392, PLOT NO:36/12, | NEAR HARIPRASAD HOTEL | GOKULSHIRGAON ,KOLHAPUR | KOLHAPUR | 416234 |
| 217 | 161696 | EC | RAMESHWAR COMPLEX | BHARAD | MALVAN | SINDHUDUR G | 416606 |
| 218 | 161700 | DO | 2 ND FLOOR, KAMAL PLAZA APRT., | OPP. BSNL OFFICE,SHARANPUR ROAD | SHARANPUR ROAD ,NASIK | NASIK | 422002 |
| 219 | 161791 | EC | TIRUPATI COMPLEX , SATANA ROAD, | BEHIND MEDICARE HOSPITAL | MALEGAON | MALEGAON | 423203 |
| 220 | 161792 | EC | Gala No 02, | Kantatabai Tatiya Tower, | Opp Nagar Palika Rd, | NASIK | 422403 |
| 221 | 161793 | EC | Shop No.10, Prime Centre | Opp.G.M.D.Sinnar College, | Nashik Pune Road, Sinnar | Sinnar | 422103 |
| 222 | 161800 | DO | Bahirwade Chambers, 1st Floor, Opp. | Hotel Panchsheel, Above United Bank Of India | Telco Road, Chinchwad-411019 | PUNE | 411019 |
| 223 | 161890 | EC | Soma Gavhane Building, | Near Annasaheb Magar Bank, | Landewadi,Bhosari,Pune | PUNE | 411039 |
| 224 | 161891 | EC | Ground Floor,VIGHNAHAR COMPLEX | Near LIC Office, Pune-Nasik Road | A/P Narayangaon, Tal: Junnar, Dist Pune | PUNE | 410504 |
| 225 | 161900 | DO | 442, West Mangalwar Peth, | Opp. Telephone Bhavan,Solapur Ph.0217-2326744,2323645,2320818 FAX 2326714 | Solapur. | SOL | 413002 |
| 226 | 161903 | BO | BRANCH OFFICE: 1ST FLOOR, LOKHANDE COMPLEX, OPP.SINDH TALKIES, SUBHASH CHOWK, LATUR -413 512 TEL.NO.02382-246582 | | | LATUR | 413512 |

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| 227 | 161904 | BO | MATHURA COMPLEX,1ST FLOOR,OPP.HOTEL SHANTAI, | BELOW KOHINOOR TECHNIQUAL, JALNA ROAD, BEED,431122 | | BEED | 431122 |
| 228 | 161990 | EC | 26/965, BHANU NAGAR, AURANGABAD ROAD, | NEAR BANK OF MAHARASHRTA | | OSMANABAD | 413501 |
| 229 | 161991 | EC | GALA NO 63 AND 69,NAGAR PARISHAD COMPLEX, | PARLI ROAD, OPP. S.T. STAND, | AMBAJOGAI, DIST. BEED | BEED | 431517 |
| 230 | 161992 | EC | SHOP.NO.1, SHIKSHAK SAHAKARI PATH SANSTHA COMPLEX, | GANESH NAGAR, NEAR BUS DEPOT, AUSA DIST.LATUR | TEL.NO. 02383-222111,9822042584 | LATUR | 413520 |
| 231 | 161994 | EC | 1299, NAGAR PALIKA CHOWK, | At PO.: MAINDARGI | TALUKA : AKKALKOT, DIST: SOLAPUR | MAINDARGI | 413217 |
| 232 | 162400 | DO | Jeevan Tara, LIC Building, Ground Floor, 513, Sadar Bazar, | Opp. Collector Office | | SATARA | 415001 |
| 233 | 162401 | BO | BHATTAD COMPLEX, DATTA CHOWK, | SHANIWAR PETH, KARAD, | DIST SATARA. | KARAD | 415110 |
| 234 | 162403 | BO | UDYOG BHAVAN, | BHIGWAN CHOWK | | BARAMATI | 413102 |
| 235 | 162491 | EC | SHOP NO 20, HARIHARESHWAR PRATIMA COMPLEX, | OPP. KARAD JANATA SAH. BANK, 589, GANPATI ALI, WAI. | | SATARA | 412803 |
| 236 | 162600 | DO | KRISHNA COMMERCIAL COMPLEX . | NEAR L.I.C BUILDING | AMRAI ROAD | SANGLI | 416416 |
| 237 | 162602 | BO | UTTAM PRAKASH THEATRE COMPLEX, TILAK ROAD | | | ICHALKARANJI | 416115 |
| 238 | 162603 | BO | Gandhi Chowk,Malshiras Road,Akluj Tq,Malshiras | Dist.Solapur.AKLJ. 02185 - 222569 | | AKLUJ | 413101 |
| 239 | 162691 | EC | HANUMAN MANDIR SHOPPING CENTER | GALA NO.7, KHADAKPURA | TAL: INDAPUR, | PUNE | 413106 |
| 240 | 162692 | EC | H. No. 1174, C/o Bhupal Rama Kamble, | Main Road, A/p :- Korochoi, | Tal. Hatkanangale, Dist. Kolhapur | KOLHAPUR | 416109 |
| 241 | 163300 | DO | II FLOOR,AMBER PLAZA , STATION ROAD | | | AHMEDNAGAR | 414001 |
| 242 | 163301 | BO | MUNICIPAL COUNCIL BULDG, | 2ND FLOOR, KALKAI CHOWK | AT/POST/TAL-SHRIGONDA, | AHMEDNAGAR | 413701 |
| 243 | 163305 | BO | NAGPAL BUILDING | NEAR DIVYA MARATHI ,TARAKPUR MAIN ROAD | AHMEDNAGAR | AHMEDNAGAR | 414002 |
| 244 | 163390 | EC | Shop No.3, City Pride Building, Shalimar Square, Daund 413801 | | | DAUND | 413801 |
| 245 | 163500 | DO | 321/A/2, Oswal Bandhu Samaj Bldg. | J.N. Road, Opp. 7 Loves Hotel, Shakarshet Road, | PUNE 411 042 | PUNE | 411042 |
| 246 | 163590 | EC | RENUKA NAGARI, | OPP:SHANKAR MAHARAJ MATH, | NEXT TO UNITED AGENCY(HERO HONDA SHOW ROOM) | PUNE | 411043 |
| 247 | 163591 | EC | SHOP.NO. 13, MANISHA BLITZ | SOLAPUR ROAD, | HADAPSAR | PUNE | 411028 |
| 248 | 163600 | DO | ABBAS CHAMBERS | 3RD,FLOOR, 1,M. G. ROAD | PUNE (PH. NO.26130505) | PUNE | 411001 |

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| 249 | 163900 | DO | DO-5, B WING, 1st FLOOR, MAYFAIR TOWER I | WAKADEWADI, SHIVAJINAGAR | PUNE | PUNE | 411005 |
| 250 | 164000 | DO | 20,4TH FLOOR,UDYOG BHAVAN, | NEAR ITI SIGNAL,SATPUR IND. AREA | | NASIK | 422007 |
| 251 | 164090 | EC | JAVER BHAVAN,NR.RATHI SADAN | STATION ROAD, | NASIK ROAD, NASIK | NASIKROAD | 422101 |
| 252 | 164091 | EC | GALA No:2,Kulthe Complex, Athawade Bazar, MANMAD- 423104 | | | MANMAD | 423104 |
| 253 | 164092 | EC | SAI SHRADDHA COMPLEX, OPP.JANTA VIDYALAYA | VINCHUR ROAD, A/P.YEOLA | TAL.YEOLA DIST NASIK | YEOLA | 423401 |
| 254 | 164300 | DO | FIRST FLOOR, SAI COMPLEX, NEAR POST OFFICE | NEW NAGAR ROAD, SANGAMNER-422 605 | | SANGAMNER | 422605 |
| 255 | 164301 | BO | DADA JOSHI BLDG. | SHIVAJI CROSS ROAD | | SHRIRAMPUR | 413709 |
| 256 | 164302 | BO | "SHIVALAYA," OPP S.T. STAND,. | A/P.KOPERGAON, DIST.AHMEDNAGAR-423601 | | KOPARGAON | 423601 |
| 257 | 164391 | EC | SAI CHHAYA APARTMENT, VITTHALWADI, | NANDURKHI ROAD, AIRPORT ROAD, | SHIRDI, TAL. RAHATA, | SHIRDI | 423109 |
| 258 | 170000 | RO | MEZZANINE FLOOR, A.G. CHAMBERS, | UNIVERSITY ROAD, FATEHGUNJ, VADODARA | | VADADORA | 390002 |
| 259 | 170011 | SVC | VANIJYA BHAWAN, 3RD FLOOR | RACE COURCE ROAD, VADODARA | | VADADORA | 380002 |
| 260 | 170021 | TP HUB | 301 302 303 3RD FLOOR | SUNENCLAVE BUILDING | OPP JALARAM MANDIR KARELI BAUGH | VADADORA | 390018 |
| 261 | 170022 | TP HUB | | | | | |
| 262 | 171100 | DO | 1ST FLOOR, A.G. CHAMBERS, | UNIVERSITY ROAD, FATEHGUNJ, VADODARA | | VADADORA | 390002 |
| 263 | 171101 | BO | 2ND FLOOR, BANK OF BARODA OLD BUILDING | MANDVI, VADODARA | | VADADORA | 390001 |
| 264 | 171102 | BO | 201-202, 2ND FLOOR, | PARADISE COMPLEX, SAYAJIGUNJ, VADODARA | | VADADORA | 390005 |
| 265 | 171190 | EC | 28, AAYUSH SOCIETY | OPP, KRISHNA CINEMA AT. DABHOI | TA. - DABHOI DIST. VADODARA | DABHOI | 391110 |
| 266 | 171191 | EC | Opp.Navapura P.O. | Chhotaudepur | | CHHOTAUDE PUR | 391165 |
| 267 | 171192 | EC | 4, Bhavik Compound | Opp. J.D.Estate | I.P.C.L. Road | VADODARA | 391350 |
| 268 | 171200 | DO | Ist FLOOR, KIRTI TOWER, TILAK ROAD | VADODARA | | VADADORA | 390001 |
| 269 | 171300 | DO | 3RD FLOOR, VANIJYA BHAVAN | RACE COURSE, VADODARA | | VADADORA | 390007 |
| 270 | 171301 | BO | 2nd FLOOR, MAHAJAN CHAMBERS | MAHAJAN GALI, RAOPURA, VADODARA | | VADADORA | 390001 |
| 271 | 171303 | BO | 1ST FLOOR, SUPER MARKET | CHITRA CINEMA ROAD, GODHRA | | GODHRA | 389001 |
| 272 | 171390 | EC | 46, 1st FLOOR, GAUSHALA SHOPPING CENTRE, | NEAR YUGMA TUTION CLASSES, | MANDAV CHOKDI, DAHOD | DAHOD | 389151 |

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| 273 | 171391 | EC | 1, FULABHAI PARK, NEAR NAGAR PALIKA OFFICE | VADODARA ROAD, HALOL | | HALOL | 389350 |
| 274 | 171392 | EC | Shop No. 9, Jay Ambe Shopping Centre | Nr. Ambe Mata Temple | Manjusar-Savli Road | MANJUSAR | 391775 |
| 275 | 171500 | DO | 4TH FLOOR, TRIMURTI COMPLEX | NEAR S. T. STAND, NADIAD.DIST: KHEDA | | NADIAD | 387001 |
| 276 | 171501 | BO | 2ND FLOOR, DESAI ESTATE | STATION ROAD, PETLAD | | PETLAD | 388450 |
| 277 | 171590 | EC | NEAR SAHAYOG COOP. SOCIETY | VIRPUR ROAD, BALASINOR, DIST.KHEDA | | BALASINOR | 388255 |
| 278 | 171591 | EC | 11, PRUTHVI COMPLEX, | NEAR SONAWALA HIGH SCHOOL, | MAHUDHA ROAD, MAHEMDABAD | NADIAD | 387130 |
| 279 | 171592 | EC | The Oriental Insurance Co.Ltd., B-117, "Ambika Complex " | Nr.S.T.Stand,Kheda | | KHEDA | 387411 |
| 280 | 171600 | DO | 3RD FLOOR, BOYCE BUILDING | OPP. T & TV HIGH SCHOOL, TIMALIYAWAD, NANPURA | SURAT | SURAT | 395003 |
| 281 | 171601 | BO | 2ND FLOOR, FIROZ CHAMBERS | KHAND BAZAR, LALGATE, SURAT | PHONE 0261 2451826 & FAX 2459050 | SURAT | 395003 |
| 282 | 171602 | BO | 2ND FLOOR, TAMAKUWALA CHAMBERS | DALIA SHERI, NAVAPURA, SURAT | | SURAT | 395003 |
| 283 | 171690 | EC | 208, Swagat Complex, | Opp. Bus Depott., | Kadodara Char Rasta, | KADODARA | 394327 |
| 284 | 171800 | DO | 1ST FLOOR, YASHKAMAL-A, | TITHAL ROAD, VALSAD | S.T.C.NO.AAACT062 7RST 308 | VALSAD | 396001 |
| 285 | 171803 | BO | GROUND FLOOR, | SUZAN VILLA, OPP : HOTEL PRESIDENCY, | KHARIWAD, NANI DAMAN | DAMAN | 396210 |
| 286 | 171900 | DO | 2ND FLOOR, PRITHVI TRADE CENTRE | OPP. RUNGATA SCHOOL, STATION ROAD, BHARUCH | | BHARUCH | 392001 |
| 287 | 171901 | BO | 1ST FLOOR, HIRON SHOPPING ARCADE | OPP. RAILWAY STATION, GIDC, ANKLESHWAR | | ANKLESHWAR | 393002 |
| 288 | 172100 | DO | 1ST FLOOR, PARADISE TOWER, STATION ROAD | OPP. CIVIL HOSPITAL, NAVSARI(GJ) | 396445 | NAVSARI | 396445 |
| 289 | 172101 | BO | 4TH FLOOR, CITY MALL | NEAR OLD BUS STAND, VYARA | PH.NO.02626-220306 & 220872 | VYARA | 394650 |
| 290 | 172102 | BO | 1ST FLOOR, MOZAMBIQ SHOPPING CENTRE | STATION ROAD, BARDOLI, DI. SURAT | | BARDOLI | 394601 |
| 291 | 172190 | EC | Dhruvi Mall | Shop No.8 | Near Honest trading company | BILIMORA | 396321 |
| 292 | 172200 | DO | ABOVE SONY SHOWROOM | NEAR JEEVANDEEP HOSPITAL.N.H.NO.8, VAPI-396191 | | VAPI | 396191 |
| 293 | 172201 | BO | 1ST FLOOR, WADIA BUILDING, STATION ROAD | SOLSUMBA, UMARGAON-398 182 | UNDER D.O.VAPI, RO BARODA | UMARGAON | 396165 |
| 294 | 172300 | DO | 1st Floor,Divya Jyoti Complex, Ramakaka Road, Chhani | | | VADODARA | 390003 |
| 295 | 172301 | BO | USHA BUILDING. 1ST FLOOR, NEAR BHAIKAKA STATUE, V.V.NAGAR., DIST.ANAND | | | V V NAGAR | 388120 |

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| 296 | 172302 | BO | 1ST FLOOR, MAHATMA GANDHI SHOPPING CENTRE, NR. JANTA BAZAR, BORSAD. DIST. ANAND. | | | BORSAD | 388540 |
| 297 | 172390 | EC | 7, Aryan Complex, Nr.Bus- Stand, Umreth, DIST. ANAND | | | UMRETH | 388220 |
| 298 | 180000 | RO | REGIONAL OFFICE | 4TH FLOOR,S.K.TOWERS | NELSON SQUARE | NAGPUR | 440013 |
| 299 | 180021 | TP HUB | "SHUKLA BHAWAN" | WEST HIGH COURT ROAD, | DHARAMPETH | NAGPUR | 440 010 |
| 300 | 181100 | DO | 15, A.D. COMPLEX , | MOUNT ROAD EXTENSION, SADAR | NAGPUR 440 001 | NAGPUR | 440001 |
| 301 | 181190 | EC | Mr. Haribhau Ramaji Kamdi, 41, | Bypass chowk, Nagpur Highway Road, Umrer | Dist. Nagpur (MH) | NAGPUR | 441203 |
| 302 | 181191 | EC | ORANGE PLAZA, 1ST FLOOR, SHUTTER NO. 45/1, B-WING, KATOL-441302 | | | NAGPUR | 441302 |
| 303 | 181200 | DO | Plot No. 8, 1st. Floor, Hindusthan Colony | Wardha Road, Near Ajani Square, | | NAGPUR | 440015 |
| 304 | 181290 | EC | SHUKLA BHAVAN, W.H.C. ROAD, | DHARAMPETH | | NAGPUR | 440010 |
| 305 | 181291 | EC | C/O SHRI KRUSHNA RAMBHUJI SHAHAKAR, SHOP NO.3, SHIKSHAK COLONY MAHAJANWADI, WANADONGRI HINGNA ROAD, | | | NAGPUR | 441110 |
| 306 | 181300 | DO | 269 SHARADA COMPLEX | ABOVE HDFC | NEAR TELEPHONE EXCHANGE SQUARE | NAGPUR | 440008 |
| 307 | 181301 | BO | DESHBANDHU WARD | KATANGI LANE. GONDIA - 441601 | | GONDIA | 441601 |
| 308 | 181390 | EC | SHUBHAM NAGAR, KALMANA ROAD, YERKHEDA-441001, TAH. KAMPTTEE | | | NAGPUR | 441001 |
| 309 | 182000 | DO | INDER-PRAKASH BUILDING,ADALAT ROAD, | | | AURANGABAD | 431001 |
| 310 | 182001 | BO | SANT KRIPA MARKET, 1ST FLOOR | GURU GOBIND SINGH MARG | NANDED | NANDED | 431601 |
| 311 | 182003 | BO | DAULAT BUILDING | SHIVAJI CHOWK | PARBHANI | PARBHANI | 431401 |
| 312 | 182090 | EC | SHOP NO.21,PARMAR COMPLEX,BAFNA T.POINT,NANDED | | | NANDED | 431601 |
| 313 | 182091 | EC | SHOP NO.4 | RAMKRISHNA LODGING COMPLEX, | NAIK NAGAR, NANDED ROAD,HINGOLI. | HINGOLI | 431513 |
| 314 | 182092 | EC | NEAR HANUMAN MANDIR, BUS STAND | DHARMABAD ROAD, BILOLI 431710 | | BILOLI | 431710 |
| 315 | 182093 | EC | STAR COMPLEX,2ND FLOOR, | OPPOSITE BUS STAND, SELU 431503 | | SELU | 431503 |
| 316 | 182100 | DO | INDER-PRAKASH BUILDING,ADALAT ROAD, | AURANGABAD | | AURANGABAD | 431001 |
| 317 | 182101 | BO | GANDHI CHAMBERS, 2ND FLOOR, | SAROJINIDEVI ROAD, | J A L N A | JALNA | 431203 |

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| 318 | 182190 | EC | C/O NANDKISHORE MUNDADA,H NO 1736,NEW MONDHA, MARKET YARD, PARTUR 431501 | | | PARTUR | 431501 |
| 319 | 182200 | DO | RAYAT HAVELI | OLD COTTON MARKET | TILAK ROAD | AKOLA | 444001 |
| 320 | 182201 | BO | Branch office,"Ambar" | 2nd Floor,Station Road | | KHAMGAON | 444303 |
| 321 | 182202 | BO | ZANZARI COMPLEX. 1ST FLOOR. . NEAR PATNI SQUARE. WASHIM - 444505 | | | WASHIM | 444505 |
| 322 | 182290 | EC | BHONDE SARKAR CHOWK, GOVT.HOSPITAL ROAD,BULDHANA- 443001 | | | BULDHANA | 443001 |
| 323 | 182291 | EC | BHUIBHAR GASCO | 1ST FLOOR.. OPP. DHANLAXMI PETROL PUMP | POPALKHED ROAD . AKOT - 444101 | AKOLA | 444101 |
| 324 | 182292 | EC | C/O SHRI TULSHIRAMJI HARIBHAU THOKAL, | VIR BHAGAT SINGH CHOWK, NEAR UMARI NAKA, | LAHAN UMARI, AKOLA | AKOLA | 444005 |
| 325 | 182293 | EC | SARDA COMPLEX, POST OFFICE ROAD, | VEER BHAGAT SINGH CHOWK, | | MANGRULPI R | 444403 |
| 326 | 182294 | EC | C/O SHRI AVINASH G SELUDKAR, | OPP TAHSIL OFFICE,WASHIM ROAD, | | PATUR | 444501 |
| 327 | 182300 | DO | SAUBHAGYA,2ND FLOOR, BADNERA ROAD, AMRAVATI | | | AMRAVATI | 444601 |
| 328 | 182301 | BO | VISHWAS . 1ST FLOOR . VIR WAMANRAO CHOWK . DATE COLLEGE ROAD . YEOTMAL | VISHWAS | VIR WAMANRAO CHOWK | YEOTMAL | 445001 |
| 329 | 182302 | BO | JAYSHRI BHAVAN | NEAR INDIRA MARKET | VANJARI CHOWK | WARDHA | 442001 |
| 330 | 182390 | EC | Madan Mahal, Jaistambha Chowk, | Paratwada 444805 | | AMRAVATI | 444805 |
| 331 | 182392 | EC | CHANDAK COMPLEX, 1ST FLOOR, MOTI NAGAR | TAL:: PUSAD | | YEOTMAL | 445204 |
| 332 | 182393 | EC | Aundhkar Complex, Opp.Hutatma Smarak, Near ST Stand, Chandur Rly | Chandur Rly | | CHANDUR RLY | |
| 333 | 182394 | EC | BLOCK NO 7,SANT JAGNADE MAHARAJ COMPLEX, | OPP STATE BANK OF INDIA, | | DEOLI | 442101 |
| 334 | 182395 | EC | SHOP NO 3, PANDE COMPLEX, | PLOT NO 44,VENKATESH NAGARE, | | DARWHA | 445202 |
| 335 | 182396 | EC | AMBA NAGARI,OPP YAVATMAL DCC BANK,YAVATMAL ROAD,GHATANJI 445301 | | | GHATANJI | 445301 |

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| 336 | 182400 | DO | HALL NO J / H | MAHATMA J FHULE | CENTRAL MUNICIPAL MARKET | JALGAON | 425001 |
| 337 | 182401 | BO | BHAVSAR COMPLEX, LANE NO.5, | OPP.SCHOOL NO.9,DHULE-424001. | | DHULIA | 424001 |
| 338 | 182402 | BO | Manocha Bhavan, Garud Plot, | Near Municipal Hospital, | BHUSAWAL Dist-Jalgaon | BHUSAWAL | 425201 |
| 339 | 182490 | EC | NEAR RAILWAY GATE, BEHIND UNION BANK OF INDIA, MAIN ROAD, DHARANGAON. | | | DHARANGAON | 425105 |
| 340 | 182500 | DO | Dhanraj Plaza, II Floor, | M G Road , Chandrapur. | | CHANDRAPUR | 442402 |
| 341 | 182590 | EC | 1ST FLOOR,JAIN GUEST HOUSE, NEAR DIST.CENTRAL COOP BANK, NAGPUR ROAD, MUL | | | MUL | 441224 |
| 342 | 182591 | EC | "HIWRE BHAWAN", 1ST FLOOR, GADCHANDUR ROAD, RAJURA -442905 | | | RAJURA | 442905 |
| 343 | 190000 | RO | R.K.PLAZA, PANCHPEDI NAKA | RING ROAD 1 | | RAIPUR | 492001 |
| 344 | 191100 | DO | MADINA MANJIL, KUTCHERI CHOWK | JAIL ROAD | | RAIPUR | 492001 |
| 345 | 191101 | BO | MAIN ROAD | BHATAPARA - 497229 | | BHATAPARA | 497229 |
| 346 | 191200 | DO | CHAWLA COMPLEX,SAI NAGAR | DEVENDRA MARG | | RAIPUR | 492001 |
| 347 | 191300 | DO | R.K.PLAZA, PANCHPEDI NAKA, RING ROAD 1, | | | RAIPUR | 492001 |
| 348 | 191390 | EC | Near Punjabi Gurudwara, | Main Road, | Nawapara | RAJIM | 493881 |
| 349 | 191400 | DO | MANENDRAGARH ROAD,NEAR AMBEDKAR CHOWK, | AMBIKAPUR | | AMBIKAPUR | 497001 |
| 350 | 191401 | BO | Shri Ram Complex, Near Khedia Talkies, Ring Road, NH-43 | Manendragarh, PIN - 497442, Distt - Korea, Chattisgarh | | MANENDRAGARH | 497442 |
| 351 | 191491 | EC | Bada Bazar, | Chirmiri | | CHIRMIRI | 497449 |
| 352 | 191492 | EC | Main Road, | Surajpur | | SURAJPUR | 497229 |
| 353 | 191493 | EC | Kailash Dwivedi House, | Bhanora, Main Road, | Balrampur | BALRAMPUR | 497119 |
| 354 | 191494 | EC | Ring Road, Kedarpur | Ambikapur | Dist- Sarguja | AMBIKAPUR | 497001 |
| 355 | 192000 | DO | M.B.TRADE CENTRE, | 2nd FLOOR,NEAR GHADI CHOWK | DHAMTARI | DHAMTARI | 493773 |
| 356 | 192001 | BO | BRANCH OFFICE | M/S LAXMAN AVENUE | MEDICAL COLLEGE ROAD JAGDALPUR | JAGDALPUR | 494001 |
| 357 | 192090 | EC | Shop No.11, | Mandi Complex, | Kanker | KANKER | 494334 |
| 358 | 192091 | EC | Near Hero Honda Showroom, | Jamkot Para, | Main Road | KONDAGAON | 494226 |
| 359 | 192100 | DO | 1st Floor, Shivnath Complex, G. E. Road,Bhilai | SUPELA | | BHILAI | 490011 |
| 360 | 192101 | BO | 16,R.S.S.MARKET,POWER HOUSE | SUPELA | | SUPELA | 490011 |
| 361 | 192190 | EC | 77/31A, 1st Floor, | Maitri Nagar Market, | Risali | RISALI | 490006 |
| 362 | 192400 | DO | GEETANJALI BUILDING, MAIN ROAD | OLD BUS STAND | KORBA C.G. (INDIA) | KORBA | 495677 |
| 363 | 192404 | BO | COMMERCIAL COMPLEX | T.P.NAGAER | | KORBA | 495677 |

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| 364 | 192405 | BO | Shanti Nagar | Opposite Railway Station | Champa | CHAMPA | 495671 |
| 365 | 192500 | DO | NEAR RAJENDRA PARK CHOWK, G.E.ROAD, | | | DURG | 491001 |
| 366 | 192502 | BO | NEAR LIC,STATION ROAD | | | RAJNANDGAON | 491441 |
| 367 | 192590 | EC | NEAR SUNIL VIDEO WORLD | SWAMI MAHAVEER CHOWK | MAIN MARKET | KAWARDHA | 491995 |
| 368 | 192591 | EC | 1st Floor, Saluja Complex, | Durg Road, | Ganjpara | BALOD | 491226 |
| 369 | 192592 | EC | 1st Floor, Ram Mandir, | Ward No.16, Opp. Post Office, | Bemetra | BEMETRA | 491335 |
| 370 | 193300 | DO | RAMA TRADE CENTER,IST FLOOR | NEAR BUS STAND,OPP.RAJIV PLAZA | | BILASPUR | 495001 |
| 371 | 193390 | EC | VINIT BHAWAN | TAHASIL CHOWK | GORELLA,PENDRA ROAD (CG) | BILASPUR | 495117 |
| 372 | 193391 | EC | Sharma Complex, | Shankar Ward, Bus Stand, | Mungeli | MUNGELI | 495334 |
| 373 | 193392 | EC | A-17 Jyoti, Opp. Hotel Down Town | Seepat Road | Rajkishore Nagar | BILASPUR | 495001 |
| 374 | 193400 | DO | Rahul Complex, 3rd Floor, O.P. Jindal Road, | Jagatpur | Above Axis Bank | RAIGARH | 496001 |
| 375 | 193490 | EC | Raigarh Road, | Pathalgaon | | PATHALGAON | 496118 |
| 376 | 193491 | EC | Chakradhar Nagar, | Kaser Para, | Kirodimal Nagar | KIRODIMAL | 496001 |
| 377 | 210000 | RO | 10th FLOOR | HANSALAYA BUILDING | 15, BARAKHAMBA ROAD, NEW DELHI | ND | 110001 |
| 378 | 210011 | SVC | 10th FLOOR, HANSALAYA BUILDING | 15, BARAKHAMBA ROAD, | NEW DELHI | ND | 110001 |
| 379 | 211200 | DO | 16/20, WEA, FIRST FLOOR,NEAR SHASTRI PARK, | PADAM SINGH ROAD, KAROL BAGH | NEW DELHI | NEW DELHI | 110005 |
| 380 | 211201 | BO | 12B & 12C | GOPALA TOWER | RAJENDRA PLACE | ND | 110008 |
| 381 | 211600 | DO | CBU 2 ORIENTAL INSURANCE CO LTD | 206, II ND FLOOR | 57, MANJUSHA BLDG | ND | 110019 |
| 382 | 212200 | DO | 101 L.S.C. 1st FLOOR | H-BLOCK MARKET | VIKAS PURI | ND | 110018 |
| 383 | 212203 | BO | L-5, FIRST FLOOR, | LAJPAT NAGAR | PART-II | ND | 110024 |
| 384 | 212290 | EC | RZ 2, FIRST FLOOR | ABOVE KOTAK MAHINDRA ATM | 70, OLD DELHI GURGAON ROAD KAPASHERA | ND | 110037 |
| 385 | 212700 | DO | G-8 N.D.S.E. PART - I | NEW DELHI | | ND | 110049 |
| 386 | 212703 | BO | 2, CENTRAL ROAD, | JANGPURA, | NEW DELHI | ND | 110014 |
| 387 | 212790 | EC | Shop No. 79, Vasant Place Market, Sec 6, R K Puram. | | | ND | 110066 |
| 388 | 212800 | DO | DIVISIONAL OFFICE- 16 | N-34 | BOMBAY LIFE BUILDING | NEW DELHI | 110001 |
| 389 | 214300 | DO | A-22-23, 2nd FLOOR, TAGORE MARKET, | KIRTI NAGAR, (OPP. METRO PILLAR NO.332) | NAJAFGARH ROAD | NEW DELHI | 110015 |
| 390 | 214303 | BO | DAB-1 , 60-JANPATH | NEW DELHI | | NEW DELHI | 110001 |
| 391 | 214500 | DO | PANKAJ PLAZA, PLOT NO-4 | 2ND FLOOR, | SECTOR-4, DWARKA,NEW DELHI | NEW DELHI | 110075 |
| 392 | 214592 | EC | PLOT NO 6 | GOPAL NAGAR | D BLOCK MAIN DHANSA-NAJAFGARH ROAD | ND | 110043 |
| 393 | 214600 | DO | N-39, Bombay Life Bldg., | Connaught Circus, | Connaught Place, New Delhi | ND | 110001 |

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| 394 | 215100 | DO | Bombay Life Bldg. | N-36 Con.Circus | NEW DELHI | ND | 110001 |
| 395 | 215200 | DO | G-8 HAUZ KHAS MKT | NEW DELHI | | ND | 110016 |
| 396 | 215201 | BO | D 80 MALVIYA NAGAR | MAIN ROAD ,LOWER UPPER GROUND | NEW DELHI-1100017 | ND | 110017 |
| 397 | 215290 | EC | DOOR NO. 208-A/3 , | SAVITRI NAGAR | | ND | 110017 |
| 398 | 215291 | EC | Door no. 573, 2nd floor | CHIRAG DELHI | | ND | 110017 |
| 399 | 215300 | DO | PAYAL CINEMA COMMERCIAL COMPLEX | DELHI ROAD, SECTOR 14 | GURGAON (HARYANA) | GURGAON | 122001 |
| 400 | 215301 | BO | SCO-D/5, FIRST FLOOR | ABOVE OBC BANK, SECTOR-1 | IMT MANESAR, GURGAON | CIT | 122001 |
| 401 | 215391 | EC | A UNIT OF DO GURGAON | 288/7 MUNJAL TOWER | OLD RAILWAY ROAD,GURGAON | CIT | 122001 |
| 402 | 215393 | EC | NEAR RADHAKRISHAN MANDIR | SOHNA ROAD | SOHNA GURGAON | CIT | 122001 |
| 403 | 215394 | EC | UNIT OF ORIENTAL INSURANCE DO GURGAON | HAILEY MANDI ROAD | OPPOSITE SHIV MURTI | CIT | 122503 |
| 404 | 215400 | DO | SUNLIGHT INSURANCE BUILDING. | 1/28 ASAF ALI ROAD | NEW DELHI | ND | 110002 |
| 405 | 215402 | BO | 5th Floor, Sachdeva Tower, | Sector 8, Rohini, Delhi - 110085. | | ND | 110085 |
| 406 | 215500 | DO | 6 TH FLOOR, SHAH PURI TOWER | C-58 COMMUNITY CENTER | JANAK PURI | ND | 110058 |
| 407 | 215502 | BO | 9, COMMUNITY CENTRE PHASE-1 MAYAPURI | | | NEW DELHI | 110064 |
| 408 | 215590 | EC | 16/3,DOUBLE STOREY, PREM NAGAR, | NEAR GATE NO. 4, METRO STATION, | TILAK NAGAR, | ND | 110058 |
| 409 | 215600 | DO | UGF 8,11,12 & 13, | Arunachal Building, | 19,Barakhamba Road, | ND | 110001 |
| 410 | 215601 | BO | JEEVAN VIHAR BUILDING, | 3rd FLOOR, SANSAD MARG | NEW DELHI | ND | 110001 |
| 411 | 220000 | RO | 43, HAZRATGANJ, | LUCKNOW | | LKO | 226001 |
| 412 | 220012 | SVC | 17/3, MEGHDOOT BLDG. THE MALL, | KANPUR | | KANPUR | 208001 |
| 413 | 220013 | SVC | 16-A, M G MARG | CIVIL LINES | | ALLAHABAD | 200000 |
| 414 | 220014 | SVC | 8-BALMIKIMARG | LUCKNOW | U.P. | LKO | 226001 |
| 415 | 220022 | TP HUB | THE OREINTAL INSURANCE CO.LTD., | 43 HAZARAT GANJ, | 3RD FLOOR, | LKO | 226001 |
| 416 | 220023 | TP HUB | | | | | |
| 417 | 220024 | TP HUB | 16-A, M. G. MARG | CIVIL LINES | ALLAHABAD | ALLAHABAD | 211001 |
| 418 | 221100 | DO | VIKASDEEP BUILDING, 9TH FLOOR | 22-STATION ROAD | LUCKNOW | LKO | 226019 |
| 419 | 221112 | BO | 8, BALMIKI MARG, LUCKNOW | | | LUCKNOW | 226001 |
| 420 | 221113 | BO | 134/135, SAHU PLAZA ALAMBAGH | | | LUCKNOW | 226005 |
| 421 | 221180 | MICRO | 16, VIDHAN SABHA MARG, LUCKNOW | | | LUCKNOW | 226001 |
| 422 | 221181 | MICRO | OPP. CORPORATION BANK | BHOLA KA PURWA | BAKSHI KA TALAB LUCKNOW | LUCKNOW | 227202 |
| 423 | 221182 | MICRO | IN FRONT OF HYDEL GATE, | KANPUR ROAD, | SAROJNI NAGAR, LUCKNOW | LKO | 226008 |
| 424 | 221183 | MICRO | 2nd Floor | Misra Building | MohanLal Gang | LKO | 227305 |
| 425 | 221191 | EC | USUF MAHAL, SABZI MANDI,MIRZAGANJ, MALIHABAD | | | LUCKNOW | 226102 |

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| 426 | 221192 | EC | DURGAGANJ CHAURAHA, HARDOI ROAD KAKORI | | | LUCKNOW | 226101 |
| 427 | 221300 | DO | Near Matiyari Crossing, | Beside Union Bank of India, | Faizabad Road, Lucknow | LKO | 227105 |
| 428 | 221301 | BO | ABOVE INDUSIND BANK | LALABAGH | LUCKNOW | LKO | 226001 |
| 429 | 221302 | BO | INDIRA MARKET | STATION ROAD | BARABANKI | BBK | 225001 |
| 430 | 221306 | BO | 8,BALMIKIMARG | LUCKNOW | | LKO | 206001 |
| 431 | 221395 | EC | MAMA PUR | ADJOINT TO JANTADHARAM KATA | | BARABANKI | 225301 |
| 432 | 221397 | EC | MOHALA-MAKHDOOM | ZADGAN | DARIYABAD | BARABANKI | 225403 |
| 433 | 221399 | EC | SIDDHESHWAR CHAURAHA | SIDDHAUR | | BARABANKI | 225413 |
| 434 | 221400 | DO | DIVISIONAL OFFICE | OPPOSITE P.A.C.TRAINING CENTRE | STATION ROAD | SITAPUR | 261001 |
| 435 | 221401 | BO | BRANCH OFFICE | SADAR BAZAR | SHAHJAHANPUR | SHAHJAHAN PUR | 242001 |
| 436 | 221402 | BO | BRANCH OFFICE | ZINDPEER CHAURAHA | RAILWAY GANJ | HARDOI | 141001 |
| 437 | 221490 | EC | EXTN.COUNTER | BHOTNATH ROAD,NEAR CINEMA CHAURAHA,GOLA GOKARNANATH | GOLA GOKRANNATH | GOKRANANT H | 262802 |
| 438 | 221491 | EC | EXTN.COUNTER | GURUDARSHAN BUILDING,KACHEHRI ROAD | LAKHIMPUR-KHERI | LAKHIMPUR | 262701 |
| 439 | 221492 | EC | MO.SIDHAULI | TEACHERS COLONY,MOH.BAHADURPUR | LUCKNOW SITAPUR HIGHWAY | SITAPUR | 261303 |
| 440 | 222100 | DO | 16/98, LIC BUILDING | THE MALL | KANPUR | KANPUR | 208001 |
| 441 | 222101 | BO | 1 A | GAUTAM NAGAR | FATEHPUR | FTP | 212601 |
| 442 | 222104 | BO | 16/98, LIC BUILDING | 3RD FLOOR, | THE MALL, | KANPUR | 208001 |
| 443 | 222105 | BO | 124/241 C, BLOCK GOVIND NAGA KANPUR | | | KANPUR | 208006 |
| 444 | 222190 | EC | 493, MANDAP VILLA | LALAU LI ROAD | BINDKI DISTT FATEHPUR | FTP | 212635 |
| 445 | 222191 | EC | WARD NO 4 | STATION ROAD | RURA | KANPUR DEHAT | 209303 |
| 446 | 222192 | EC | GANGA GHAT, KANPUR | | | KANPUR | 208001 |
| 447 | 222193 | EC | TRAFFIC CHAURAHA | ALLAHABAD ROAD | KARVI | CITRAKOOT | 210205 |
| 448 | 222200 | DO | "MEGHDOOT BUILDING", | 17/3, THE MALL, | Kanpur -208001, Uttar Pradesh | KANPUR | 208001 |
| 449 | 222201 | BO | 249-A/1, | CIVIL LINES, | UNNAO | UNNAO | 209801 |
| 450 | 222205 | BO | 133/242 T P NAGAR NEAR BAKER GANJ CHAURAHA | KANPUR | | KANPUR | 208023 |
| 451 | 222206 | BO | VIAMAL COMPLEX, KADRI GATE | FARRUKHABAD | | FKBD | 209625 |
| 452 | 222290 | EC | TIRWA ROAD, | ABOVE AYUSH HOSPITAL | KANNUAJ | KANPUR | 209725 |
| 453 | 222291 | EC | Infront of Talgram Block, Near Tera Jacket Chrossing,Block Talgram,Distt.Kanoj | | | KANNOJ | |
| 454 | 222292 | EC | NAUNIHAL GANJ | SANDILA ROAD | OPP. UCO BANK | BANGARMA U | 209868 |
| 455 | 222293 | EC | 52, Rail Bazar, Cantt. Kanpur | | | KANPUR | 208001 |

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| 456 | 222294 | EC | BEWAR , FARRUKHABAD ROAD, KRISHNA BALRAM NAGAR, MOHAMDABAD. | | | FARRUKHABAD | 209651 |
| 457 | 222295 | EC | NEW COLONY,BHOLEY PUR, MAIN ROAD, FATEHGARH | | | FARRUKHABAD | 209601 |
| 458 | 222500 | DO | HATHUA MARKET | CHET GANJ | LAHURABIR | VARANASI | 221001 |
| 459 | 222501 | BO | HATHUA MARKET | CHET GANJ | LAHURABIR | VARANASI | 221010 |
| 460 | 222503 | BO | TARTALLA JAUNPUR | | | JAUNPUR | 222001 |
| 461 | 222504 | BO | 1226 | RATANGANJ | | MIRZAPUR | 231001 |
| 462 | 222506 | BO | AWADH HOTEL BUILDING | STATION ROAD | GHAZIPUR | GHAZIPUR | 233001 |
| 463 | 222508 | BO | 80,NIRYAT BHAVAN, | B.I.D.A.,STATION ROAD | BHADOHI,UP | BHADOHI | 221401 |
| 464 | 222580 | MICRO | C-2/145 | KAVI TOLA | RAMNAGAR | VARANASI | 221008 |
| 465 | 222581 | MICRO | | | | | |
| 466 | 222582 | MICRO | | | | | |
| 467 | 222583 | MICRO | PATEL NAGAR, BHURKI, PO. GYANPUR,S.R.N. BHADOHI | | | BHADOHI | 221304 |
| 468 | 222588 | MICRO | NEAR PAHARIYA CHAURAHA | PAHARIYA | VARANASI | VARANASI | 221001 |
| 469 | 222589 | MICRO | New Bahadur | Market | Lohta | VARANASI | 221107 |
| 470 | 222591 | EC | PURANI BAZAR | INFRONT OF MAHILA HOSPITAL | AZAMGARH ROAD,SHAHGANJ | JAUNPUR | 223101 |
| 471 | 222592 | EC | Sarai Beeru Chauraha | Kerakat | Jaunpur | JAUNPUR | 222142 |
| 472 | 222593 | EC | Khutahan Road | Infront of Sodhi Block | Kheta Sarai | JAUNPUR | 222139 |
| 473 | 222594 | EC | A.P.TOWER | Bhagat Singh Tiraha | Rasara | BALLIA | 221712 |
| 474 | 222595 | EC | NEAR POST OFFICE | State Bank road | Sahatwar | BALLIA | 277211 |
| 475 | 222596 | EC | NEAR VISHNU DHARMSHALA CHAURAHA | STATION HOSPITAL ROAD, | OPP. PRGYA NURSING HOME | BALLIA | 277001 |
| 476 | 222599 | EC | GOVIND KATRA, NAI BASTI MUGHALSARAI | DISTT. CHANDALI | | CHANDALI | 232101 |
| 477 | 223300 | DO | 940/ A, CIVIL LINES | BEHIND SITA HOTEL | JHANSI - 284 001 | JHS | 284001 |
| 478 | 223305 | BO | CHOBAY MARTKET LALITPUR | | | LKO | 284403 |
| 479 | 223306 | BO | Opp. Dissst. HOSPITAL | RAJMARG | ORAI - 285001 | JALAUN | 285001 |
| 480 | 223307 | BO | NEAR GURUDWARA | GANDHI NAGAR | MAHOBA | HMR | 210427 |
| 481 | 223390 | EC | AJANTA TOURIST HOME | STATION ROAD | | BANDA | 210001 |
| 482 | 223391 | EC | 1137/4 | TILYANI BAZARIYA | BABINA | BABINA | 284401 |
| 483 | 223392 | EC | Infront of Nagar Panchayat | Kurara | Hamirpur | KURARA | 210505 |
| 484 | 223393 | EC | Station Road | Near Tehsil | Talbehata | TALBEHATA | 284176 |
| 485 | 223700 | DO | 2nd FLOOR, KAMLA ARCADE | JUBLI ROAD | GORAKHPUR (U.P) | GORAKHPUR | 273001 |
| 486 | 223701 | BO | R K COMPLEX | PANDEY BAZAR | AZAMGARH | AZAMGARH | 276001 |
| 487 | 223702 | BO | H.NO. 1323/06, ABOVE SYNDICATE BANK,NEAR KATESWAR PARK, GANDHI NAGAR | | BASTI- 272001 | BASTI | 272002 |
| 488 | 223703 | BO | CIVIL LINES, NEAR HEAD POST OFFICE | | | DEORIA | 274001 |
| 489 | 223780 | MICRO | PRATAP NAGAR | BANSI | SIDDHARTH NAGAR | BANSI | 272153 |

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| 490 | 223781 | MICRO | NEAR NISHAD TALKIES | BHOPA BAZAAR | MUNDERA BAZAAR | MUNDER BAZAR | 273201 |
| 491 | 223782 | MICRO | NEAR KUSHINAGAR PUBLIC SCHOOL | BUDDHA NAGAR | KUSHINAGAR | KUSHINAGAR | 274403 |
| 492 | 223783 | MICRO | | | | | |
| 493 | 223784 | MICRO | NAYI SADAK | NIZAMABAD | AZAMGARH | NIZAMABAD | 276206 |
| 494 | 223785 | MICRO | AJMATGARH ROAD | JIYANPUR | AZAMGARH | JIYANPUR | 276138 |
| 495 | 223786 | MICRO | TEACHERS COLONY | MAIN ROAD | PIPIGANJ | PIPIGANJ | 273165 |
| 496 | 223787 | MICRO | GADWA ROAD | PIPRAICH | GORAKHPUR | PIPRAICH | 273152 |
| 497 | 223790 | EC | Tehsil Road | Ward No. 6 | Sahjanwa | Sahjanwa | 273209 |
| 498 | 223791 | EC | Near Abadi Nursing Home | Patna Ghat Road | Barhalganj | Barhalganj | 273402 |
| 499 | 223793 | EC | GAYATRI NAGAR | KASIA ROAD | PADRAUNA | DEORIA | 274304 |
| 500 | 223794 | EC | Jaiswal Super Complex | Sarai Meer | Azamgarh | AZAMGARH | 276305 |
| 501 | 223795 | EC | FIRST FLOOR, SURAJ MARKET | OPP VIJAY CINEMA | GHOSI | GHOSI | 275304 |
| 502 | 223796 | EC | LOHA SINGH BUILDING | BAJRANG NAGAR | KASARA ROAD | KOPAGANJ | 275305 |
| 503 | 223797 | EC | NEAR BLOCK GATE | FAREDA ROAD | MAHRAJGANJ | MAHRAJGANJ | 273303 |
| 504 | 223799 | EC | NEAR KATAI MILL CHOWK | MAGHAR | SANT KABIR NAGAR | MAGHAR | 272173 |
| 505 | 224100 | DO | THE ORIENTAL INSURANCE COMPANY LIMITED | 2/1/55, DIVISIONAL OFFICE | CIVIL LINES | FAIZABAD | 224001 |
| 506 | 224101 | BO | NEAR BUS STAND, BAHRAICH ROAD | | | GONDA | 271001 |
| 507 | 224102 | BO | GONDA ROAD, NEAR AGRASAIN CHOWK | BAHRAICH-271801 | | BAHRAICH | 271801 |
| 508 | 224190 | EC | DAHANA | SIRSIYA ROAD | BHINGA | BHINGA | 271831 |
| 509 | 224191 | EC | NEAR PNB | STATION ROAD | NANPARA | NANPARA | 271865 |
| 510 | 224192 | EC | Near Mehrotra Petrol Pump | Akbar Pur Road | Tanda, Ambedkar nagar | TANDA | 224190 |
| 511 | 224193 | EC | Bhelsar chauraha | Rudauli Faizabad | | FAIZABAD | 224120 |
| 512 | 224196 | EC | NIKAT DOSTPUR CHAURAHA | MALIPUR ROAD, SHAHZADPUR | AKBARPUR, AMBEDKAR NAGAR | AKBARPUR | 224122 |
| 513 | 224300 | DO | UNITED TOWER | 53, LEADER ROAD | ALLAHABAD | ALLAHABAD | 211003 |
| 514 | 224301 | BO | NEAR BUS STAND | PHULPUR | ALLAHABAD | ALLAHABAD | 212402 |
| 515 | 224302 | BO | 14/18, LAL BAHADUR SHASTRI MARG | CIVIL LINES | ALLAHABAD | ALLAHABAD | 211008 |
| 516 | 224303 | BO | 2 MIRZAPUR ROAD , | NAINI | ALLAHABAD | ALLAHABAD | 211008 |
| 517 | 224304 | BO | BHAGWA CHUNGI | CHAUHAN BAZAR KE PEECHE | PRATAPGARH | PRATAPGARH | 211008 |
| 518 | 224390 | EC | 440- CHAITANYAPURI COLONY, | JHUSI KOHNA, JHUSI | ALLAHABAD-221506 | ALLAHABAD | 221506 |
| 519 | 224391 | EC | IN FRONT OF HANUMAN MANDIR | HANUMANGANG | KOTWA ROAD | ALLAHABAD | 221506 |
| 520 | 224392 | EC | NEAR POST OFFICE | SULTANPUR KHAS | MAUAIMA | ALLAHABAD | 212507 |
| 521 | 224393 | EC | 1027 YADAV BHAVAN | TEHSIL CAMPUS | G.T. ROAD | HANDIA | 211003 |
| 522 | 224400 | DO | III-A/4, JWALAMUKHI ENCLAVE | SHAKTINAGAR | | SONEBHADRA | 231222 |
| 523 | 224401 | BO | GAURAV COMPLEX | AURI BINA ROAD | ANPARA | ANPARA | 231225 |
| 524 | 224402 | BO | CIVIL CIRCLE CAMPUS | PO- OBRA | DISTT-SONEBHADRA | OBRA | 231219 |
| 525 | 224403 | BO | NTPC VSTPP NEAR SURYA BHAWAN | VINDHYANAGAR DISTT, SINGRAULI | MADHYAPRADESH | VINDHYANAGAR | 486885 |
| 526 | 224490 | EC | PAHALWAN TRANSPORT COMPANY | TRANSPORT NAGAR | CHOPAN | CHOPAN | 231205 |

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| 527 | 224491 | EC | SHOP NO-3 & 4,FIRST FLOOR, | SAVERA COMPLEX, | CIVIL LINES ROAD, | ROBERTSGA NJ | 231216 |
| 528 | 224500 | DO | 345, KATCHARY ROAD | RAE BARELI | | RBL | 229001 |
| 529 | 224501 | BO | KAKWA ROAD AMETHI | SULTANPUR-227405 | | AMETHI | 227405 |
| 530 | 224502 | BO | ROAD NO.4,INDUSTRIAL AREA | JAGDISHPUR | DISTRICT:SULTANPUR | JAGDISHPUR | 227817 |
| 531 | 224590 | EC | SULTANPUR | | | JAGDISHPUR | 401202 |
| 532 | 224591 | EC | BAHADURPUR CHAURAHA | BAHADURPUR CHAURAHA | DISTT- AMETHI | JAIS | 229304 |
| 533 | 224592 | EC | SHOP NO 5 VIRENDRA BAHADUR SINGH MARKET,SABJI MANDI, HAIDERGARH, BARABANKI | | | HAIDERGARH | |
| 534 | 224600 | DO | RAGHUVANSHI COMPLEX, | IST. FLOOR, 85 - A, CIVIL LINES, BAREILLY | | BAREILLY | 243001 |
| 535 | 224602 | BO | OPP. GANDHI GROUND | BADAUN | | BUDAUN | 243601 |
| 536 | 224604 | BO | NEAR COMMERCIAL MOTORS | 4TH. K.M., RAMPUR ROAD, | C.B. GANJ | BAREILLY | 243001 |
| 537 | 224605 | BO | GANDHI STADIUM ROAD, | PILIBHIT | | PILIBHIT | 262001 |
| 538 | 224680 | MICRO | | | | | |
| 539 | 224690 | EC | SM-2 | BDA Colony | Tibrinath | BAREILLY | 243003 |
| 540 | 224691 | EC | 158, Ward No. 4 | NEAR GUPTA VASTRALAYA | MEERGANJ | BAREILLY | 243504 |
| 541 | 224692 | EC | 1453, NEAR BALAJI MOTORS | Mohanpur Thiriya | SHAHJHANPUR ROAD | BAREILLY | 243123 |
| 542 | 224693 | EC | BEHIND POLICE CHOWKI, | FATEHGANJ WEST | | BAREILLY | 243504 |
| 543 | 224694 | EC | MAIN MARKET | NEAR PNB | USAWAN BUDAUN | BUDAUN | 243621 |
| 544 | 224695 | EC | Kamua Makruka | Opp. Prathmik Vidhyalaya | Dhaura Tanda | BAREILLY | 243202 |
| 545 | 224696 | EC | INDRA NAGAR | PILIBHIT ROAD | RITHORA | BAREILLY | 243122 |
| 546 | 224699 | EC | NEAR S.B.I. | NAINITAL ROAD | DEORANIA | BAREILLY | 243203 |
| 547 | 230000 | RO | SCO-109-110-111 | SECTOR 17D,CHANDIGARH | | CHN | 160017 |
| 548 | 230011 | SVC | S.C.O. 109-111 | Sector 17-D | Chandigarh | CHANDIGARH | 160017 |
| 549 | 230012 | SVC | SONA COMPLEX, | MILLERGANJ, NEAR FIRE BRIGADE, | GT ROAD, LUDHIANA | LDH | 141003 |
| 550 | 231100 | DO | SCO 99-100, SEC-17-B, CHANDIGARH | | | CHANDIGARH | 160017 |
| 551 | 231102 | BO | QUIET OFFICE-15 | SECTOR:35-A | CHANDIGARH. | CHN | 160036 |
| 552 | 231110 | BO | SCO-45. | SECTOR-20-C | CHANDIGARH | CHANDIGARH | 160020 |
| 553 | 231200 | DO | SCO 48-49 , SECTOR-17-A | CHANDIGARH-160017 | | CHN | 160017 |
| 554 | 231202 | BO | SCO 325, IInd FLOOR, | SECTOR - 9, PANCHKULA | | PKL | 134109 |
| 555 | 231203 | BO | SCO-5 , | SECTOR -17E | CHANDIGARH | CHANDIGARH | 160017 |
| 556 | 231290 | EC | 2366/2, 1st FLOOR, MARIWALA TOWN, | MANIMAJRA | | CHANDIGARH | 160101 |
| 557 | 231291 | EC | NEAR SBI BANK | CHANDIGARH - RAJPURA ROAD | BANUR | MOHALI | 140601 |
| 558 | 231292 | EC | SAINI TOWER, OPP LUCKY DHABA | PATIALA ROAD, ZIRAKPUR | | ZIRAKPUR | 140603 |

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| 559 | 231300 | DO | S.C.O. 72 & 73-A, 2nd FLOOR, | GRAIN MARKET, | SECTOR-26, | CHANDIGARH | 160026 |
| 560 | 231301 | BO | SCO 1076-77, | SECTOR-22-B, 1st FLOOR, | | CHANDIGARH | 160022 |
| 561 | 231303 | BO | CHOPRA TOWER, IInd FLOOR | Above Oriental Bank of Commerce | Ambala -Chd Road, Dera Bassi | Derabassi | 140507 |
| 562 | 231393 | EC | Laljeet Complex, 2ND FLOOR, Chandigarh-Shimla Highway, Opp. Bus Stand, PINJORE | | | PINJORE | 134102 |
| 563 | 231400 | DO | SCO-20, | PHASE 1, MOHALI | | MOHALI | 160055 |
| 564 | 231401 | BO | 205, RAILWAY ROAD | NANGAL, PUNJAB-140124 | | NANGAL | 140124 |
| 565 | 231402 | BO | NANGAL CHOWK | ROPAR | ROPAR | CIT | 140001 |
| 566 | 231491 | EC | UNA ROAD, NEAR LIC OF INDIA, | AMB, UNA (HP) | | HP | 177203 |
| 567 | 231492 | EC | 1ST FLOOR, HDFC BANK, CHANDIGARH ROAD, KURALI, TEH : KHARAR, DIST. MOHALI | | | MOHALI | 140103 |
| 568 | 231493 | EC | NEAR BUS STAND, | UNA (HP) | | HP | 174303 |
| 569 | 231494 | EC | KK BUILDING, ADJOINING IDBI BANK | CHD LANDRAN ROAD, | SOHANA, DISTT MOHALI- | MOHALI | 140308 |
| 570 | 231495 | EC | S.C.F. 6, CHAJUMAJRA ROAD, | OPP. SUNNY ENCLVE | KHARAR. 140301 | MOHALI | 140301 |
| 571 | 231496 | EC | SCF 41 | 2ND FLOOR | PHASE XI, | MOHALI | 160055 |
| 572 | 231497 | EC | Opposite Railway Station | Near Cooperative Bank | Anandpur Sahib | CIT | 140108 |
| 573 | 231498 | EC | SHOP NO. 267-68, F.F., ABOVE ALLAHABAD BANK | MAIN BAZAR, RAILWAY ROAD | MORINDA, DISTT ROPAR | MOHALI | 140101 |
| 574 | 231499 | EC | Dashmesh Colony, Gali No.2, | Near Reliance Tower, Village Nuhon, | Nuhon | NUHON | 140113 |
| 575 | 233100 | DO | 32 GT ROAD | OPPOSITE NARINDER CINEMA | JALANDHAR CITY | JAL | 144001 |
| 576 | 233102 | BO | OPP. CIRCUIT HOUSE | NEAR HOTEL SKYLARK | JALANDHAR CITY | JAL | 144001 |
| 577 | 233105 | BO | BRANCH OFFICE 1, 32, G.T. ROAD, OPP. NARINDER CINEMA, JALLANDHAR | PUNJAB | | JAL | 144001 |
| 578 | 233106 | BO | JALANDHAR ROAD, MAHAVIR MARG, | KAPURTHALA | | JAL | 144601 |
| 579 | 233108 | BO | C.B.O.-2 JALANDHAR | SCO- 50, PUDA COMPLEX | OPP. TEHSIL COMPLEX, LADOWALI ROAD | JAL | 144001 |
| 580 | 233190 | EC | SUBANPUR ROAD | NEAR BUS STAND,NADALA | | JAL | 144624 |
| 581 | 233191 | EC | ORIENTAL INSURANCE CO. | EXTENTION COUNTER | MASTER COMPLEX | JAL | 144005 |
| 582 | 233192 | EC | G.T.ROAD, OPP CAPITAL L/A BANK, BHOGPUR 144201 | DIV. OFFICE: JALANDHAR | JALANDHAR | JAL | 144201 |
| 583 | 233193 | EC | Kooner Building, | GT Road, GORAYA | | PHG | 144409 |
| 584 | 233194 | EC | ABOVE CANARA BANK, NAKODAR ROAD | VPO: LAMBRA | Distt: JALANDHAR | JAL | 144026 |
| 585 | 233200 | DO | 4501,BANK STREET, BATHINDA | | | BATHINDA | 151005 |
| 586 | 233202 | BO | THE ORIENTAL INSURANCE CO. LTD | SRI RAM BUILDING | NEW COURT ROAD, MANSA | MANSA | 151505 |

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|------|--------|--------|---|---------------------------------------|------------------------------------|-----------------|---------|
| 587 | 233203 | BO | Opposite P.N.B. Main Branch Circular Road, | ABOHAR | | ABOHAR | 152116 |
| 588 | 233207 | BO | BAJA ROAD, JAITU | | | JAITU | 151202 |
| 589 | 233290 | EC | THE ORIENTAL INSURANCE COMPANY LIMITED | MAIN ROAD, NEAR POLICE STATION | MOONAK | MANSA | 148033 |
| 590 | 233291 | EC | ABOVE OBC MAIN BRANCH | GT ROAD | MALOUT | MALOUT | 152107 |
| 591 | 233292 | EC | The Oriental Insurance Company Limited | 1st Floor, Above Green Motors | GT ROAD, RAMPURA PHUL | RAMPURA PHUL | 151103 |
| 592 | 233293 | EC | Ward No. 4, Grain Market, | Bucho Mandi, | District Bathinda- PIN 151101 | Bhucho Mandi | 151101 |
| 593 | 233300 | DO | DWARAKA DEESH COMPLEX | QUEEN'S ROAD, AMRITSAR | | ATQ | 143001 |
| 594 | 233308 | BO | NEAR SATKAR PALACE,ASR- ROAD,TARN TARAN | | | ATQ | 143401 |
| 595 | 233390 | EC | HALL NO.6, 27-A,CLASSIC PLAZA | ABOVE PUNJAB NATIONAL BANK | MAJITHA ROAD | ATQ | 143001 |
| 596 | 233400 | DO | OPP. M.C. OFFICE ZONE-C | GILL ROAD | LUDHIANA | LDH | 141003 |
| 597 | 233406 | BO | MADHOK COMPLEX | FEROZEPUR ROAD, OPP. SILVER ARC | LUDHIANA | LDH | 141001 |
| 598 | 233407 | BO | Chandigarh Road | Opposite HDFC Bank | Samrala | SAMRALA | 141114 |
| 599 | 233490 | EC | DHALIWAL COMPLEX FEROZPUR ROAD | MULLANPUR | | LDH | 141101 |
| 600 | 233491 | EC | RAHON ROAD, NEAR MAIN CHOWNK, MACHHIWARA | | | MACHHIWA RA | 141115 |
| 601 | 233500 | DO | Sai Market, Lower Mall, | Patiala | | PATIALA | 147001 |
| 602 | 233502 | BO | Nabha Gate, Sangrur | | | SANGRUR | 148001 |
| 603 | 233503 | BO | SCO. 126, 1ST FLOOR, CHHOTI BARADARI | PATIALA-147001. | | PATIALA | 147001 |
| 604 | 233508 | BO | PATIALA GATE , NABHA | | | PATIALA | 147201 |
| 605 | 233590 | EC | PATIALA BYEPASS ,SAMANA | | | PATIALA | 147101 |
| 606 | 233591 | EC | Near Shiv Motors, Kainchiyan | Patran | Patran | PATIALA | |
| 607 | 233592 | EC | ABOVE OBC BANK | SUNAM | | SANGRUR | 148028 |
| 608 | 233593 | EC | CR COMPLEX, 1ST FLOOR, | MAIN BAZAR,NEAR GENERAL BUS STAND, | Longowal | PATIALA | 148106 |
| 609 | 233598 | EC | NEAR COURT COMPLEX | MALERKOTLA | DISTT SANGRUR | NABHA | 148023 |
| 610 | 233599 | EC | NEAR OBC BANK | K.C.ROAD | BARNALA | SANGRUR | 148101 |
| 611 | 233600 | DO | E-4-5-6, CALIBRE MKT., PATIALA ROAD | | | RAJPURA | 140401 |
| 612 | 233603 | BO | LOHA BAZAR | MANDI GOBIND GARH | | RAJPURA | 147301 |
| 613 | 233605 | BO | G T ROAD | KHANNA | | LDH | 141401 |
| 614 | 233606 | BO | G.T. ROAD | ABOVE GHUMAN TYRES | SIRHIND, DISTT. FATEHGARH SAHIB | PB | 140406 |
| 615 | 233693 | EC | Opp. Grain Market | Chandigarh Road, KHAMANO | | PB | 141127 |
| 616 | 233695 | EC | NABHA BUS STAND | AMLOH | DISTT. FATEHGARH SAHIB | AMLOH | 147203 |
| 617 | 233700 | DO | 11,THE MALL,OPP.TOWN HALL,FEROZEPUR CITY | | | FEROZEPUR | 152002 |

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|------|--------|--------|---|--|-------------------------|-----------|---------|
| 618 | 233702 | BO | NEAR OLD GRAIN MARKET | KOTKAPURA | | KOTAKPURA | 151204 |
| 619 | 233703 | BO | NEAR GRAIN MARKET TALWANDI ROAD | ZIRA | 142047 | ZIRA | 142047 |
| 620 | 233704 | BO | B-I-90, Opposite Central Jail, The Mall, | Ferozepur City, | | FEROZEPUR | 152002 |
| 621 | 233705 | BO | Adjoining Dinesh Hospital | Bathinda Road | SHRI MUKTSAR SAHIB | MUKTSAR | 152026 |
| 622 | 233707 | BO | ABOVE OBC | OLD SABZI MANDI | JALALABAD (W) | FZR | 152024 |
| 623 | 233790 | EC | JUBLIEE TOWER, FIRST FLOOR, NEAR CANARA BANK, FARIDKOT | | | FARIDKOT | 151203 |
| 624 | 233791 | EC | SURCHET MARKET, SHOP NO.134, | NEAR STATE BANK OF INDIA, KOTKAPURA ROAD, | Baghapurana | FEROZEPUR | 142038 |
| 625 | 233792 | EC | G T Road, Shop No. 162-P, FF | Ferozepur Cantt | Ferozpur | FEROZEPUR | 152002 |
| 626 | 233793 | EC | Ist Floor of Hero Honda Motor Cycle Agency, | Makhu Amritsar Road, | Makhu | FEROZEPUR | 142044 |
| 627 | 233800 | DO | OPP.SDM COURT, DALHOUSIE ROAD | PATHANKOT | | PATHANKOT | 145001 |
| 628 | 233802 | BO | BRANCH OFFICE, HARDASPUR | CHAMBA | | CHAMBA | 176310 |
| 629 | 233804 | BO | G.T.ROAD, BATALA | | | ATQ | 143505 |
| 630 | 233890 | EC | SAMTAYOG ASHRAM | SANGALPURA ROAD | GURDASPUR | GURDASPUR | 143521 |
| 631 | 233891 | EC | SHIVALA MARKET | DINANAGAR | | GURDASPUR | 143531 |
| 632 | 233892 | EC | Opposite State Bank of Patiala, | Talwara Road, | Mukerian | PATHANKOT | 144211 |
| 633 | 233893 | EC | Main Market, | Jugial, | Jugial | PATHANKOT | 145029 |
| 634 | 233900 | DO | The Oriental Insurance Co. Ltd., Sona Complex, Miller Ganj, G.T. Road, Ludhiana | | | LDH | 141003 |
| 635 | 233902 | BO | Vishwakarma Chowk, | G.T. Road, Miller Ganj, | Ludhiana | LDH | 141003 |
| 636 | 233903 | BO | 2ND FLOOR, SIDHU COMPLEX | ABOVE SIDHU GAS AGENCY | TEHSIL ROAD, JAGRAON | LDH | 142026 |
| 637 | 233904 | BO | Amolak Bhawan, GT Road, Moga | | | MOGA | 142001 |
| 638 | 233905 | BO | 146 INDUSTRIAL AREA A, LUDHIANA | | | LDH | 141003 |
| 639 | 234000 | DO | Ganpati Towers, Gill Road | Above Syndicate Bank, Miller Ganj | Ludhiana | LDH | 141008 |
| 640 | 234001 | BO | NEAR CLOCK TOWER, GT ROAD | LUDHAINA | | LDH | 141008 |
| 641 | 235300 | DO | MADAN MOHAN MALVIYA ROAD, | AMRITSAR | | ATQ | 143001 |
| 642 | 235301 | BO | 26, Kenneday Avenue, | Court Road, Near PWD Rest House, | Amritsar | AMR | 143001 |
| 643 | 235302 | BO | 28,2ND FLOOR, DHARAM SINGH MARKET | AMRITSAR | | ATQ | 143001 |
| 644 | 235390 | EC | SHOP NO.5 | GURU MARKET | JANDIALA GURU | ATQ | 143115 |
| 645 | 235391 | EC | Chaura Bazar | Khemkaran | | KHEMKARAN | 143419 |
| 646 | 235400 | DO | SCO 18-19,CHANDIGARH ROAD,NEAR MINI SECRETRIATE, HOSHIARPUR. | | | HSP | 146001 |

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|------|--------|--------|--|--------------------------------|----------------------------|-------------|---------|
| 647 | 235401 | BO | SAWAN CHAMBER, G T ROAD, PHAGWARA | | | PHG | 144401 |
| 648 | 235402 | BO | ORIENTAL INSURANCE , SHARMA BUILDING, ROHAN ROAD, NAWAN SHAHR PUNJAB | | | NS | 144514 |
| 649 | 235403 | BO | HEER SHOPPING COMPLEX | HOSHIARPUR CHANDIGARH ROAD | MAHILPUR, DISTT HOSHIARPUR | HSP | 146105 |
| 650 | 235491 | EC | Rajindra Complex (2nd Floor), | Railway Road, Garhshankar, | Garhshankar | Garhshankar | 144207 |
| 651 | 240000 | RO | III FLOOR, ANAND BHAWAN | S . C. ROAD ,JAIPUR | | JAIPUR | 302001 |
| 652 | 240011 | SVC | | | | | 302001 |
| 653 | 240022 | TP HUB | POST BOX NO.9 | GANESH BHAWAN | M.G.ROAD | AJM | 305001 |
| 654 | 241100 | DO | 2nd FLOOR, ANAND BHAWAN, | S C ROAD, | | JAIPUR | 302001 |
| 655 | 241107 | BO | 72 - BARADIA MARKET | JOHARI BAZAAR | Ph No. 0141-2576537 | JAIPUR | 302002 |
| 656 | 241108 | BO | YASH TOWER, Ist FLOOR , NEAR SAMRAAT CINEMA | BAJAJ ROAD , SIKAR | | SIKAR | 332001 |
| 657 | 241109 | BO | Above SBI | Station Road | | JHUNJHUNU | 333001 |
| 658 | 241190 | EC | MORIJA ROAD, NEAR KAANTA | CHOMU, JAIPUR-303702 | | JAIPUR | 303702 |
| 659 | 241191 | EC | Shop No: 104 | City Centre, Sikariya Chauraha | Main Bazaar | SIKAR | 332301 |
| 660 | 241192 | EC | SIKAR ROAD | LOSAL | | SIKAR | 332025 |
| 661 | 241193 | EC | New Bus Stand, Ramgarh Shekhawati | | | SIKAR | 331024 |
| 662 | 241195 | EC | SHOP NO. 13, GOL MARKET, KHETRI RD.,CHIRAWA, DISTT. - JHUNJHUNU (RAJ.) | | | JHUNJHUNU | 333026 |
| 663 | 241196 | EC | Ward No. 5 , Rathore Complex , Taranagar, Distt. Churu (Raj.) | | | TARANAGAR | 331304 |
| 664 | 241197 | EC | THE ORIENTAL INSURANCE COMPANY LIMITED | NEAR R.S.E.B COLONY | BANWAS, KHETRI NAGAR | JHUNJHUNU | 333504 |
| 665 | 241198 | EC | CEERI ROAD, PILANI | | | JHUNJHUNU | 333031 |
| 666 | 242100 | DO | POST BOX NO. 9 | GANESH BHAWAN | M G MARG | AJM | 305001 |
| 667 | 242103 | BO | THE ORIENTAL INSURANCE CO. LTD. | INSIDE AJMERI GATE, BEAWAR | DISTT AJMER (RAJASTHAN) | BEAWAR | 305901 |
| 668 | 242104 | BO | BRANCH OFFICE | AJMER ROAD | MADANGANJ-KISHANGARH | KISHANGARH | 305801 |
| 669 | 242190 | EC | SHOP NO-5, CHATRI YOJNA | VAISHALI NAGAR, AJMER | 0145-2620562 | AJMER | 305001 |
| 670 | 242191 | EC | MANGLANA ROAD MAKRANA DISTT NAGAUR (RAJ) 341501 | | | NAGAUR | 341501 |
| 671 | 242192 | EC | FRAMJI CHOWK, NASIRABAD, Distt: Ajmer | | | AJMER | 305601 |
| 672 | 242200 | DO | 637/ B, BHANSALI TOWER, | IIIRD FLOOR,RESIDENCY ROAD, | JODHPUR | JDH | 342001 |
| 673 | 242202 | BO | PAOTA, MANDORE ROAD | | | JDH | 342001 |

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|------|--------|--------|--|--|--|-------------|---------|
| 674 | 242300 | DO | 70-PANCHWATI RAGHU MARG, | | | ALWAR | 301001 |
| 675 | 242301 | BO | 43, VIJAYA COMPLEX, 2ND FLOOR, | SCHEME NO. 2, ALWAR. | | ALWAR | 301001 |
| 676 | 242306 | BO | New Bus Stand | Near Nagar Palika, BRK Plaza, 1st floor, Behror. | | BEHROR | 301701 |
| 677 | 242308 | BO | 21, STATION ROAD, | NEW MANDI ,BHARATPUR | | BHARATPUR | 321001 |
| 678 | 242380 | MICRO | Opp Syndicate Bank | Main Market | Mandawar | DAUSA | 321609 |
| 679 | 242390 | EC | Sikri Road | opposite Petrol Pump | Govindgarh | GOVINDGARH | 321604 |
| 680 | 242391 | EC | Near SDM Court | Kathumar Road | Laxamangarh | LAXAMANGARH | 321607 |
| 681 | 242392 | EC | Opp. State Bank Of India | Ballabgarh Road | Bhusawar | BHARATPUR | 321406 |
| 682 | 242393 | EC | 1st Floor, Kila Road | Opp. Indian Gas agency | Weir, Bharatpur | BHARATPUR | 321408 |
| 683 | 242394 | EC | The Oriental Insurance Company Ltd. | Extention Counter | Near Ram vilas marriage garder | KARALI | 322241 |
| 684 | 242395 | EC | THE ORIENTAL INSURANCE CO. LTD. | MICRO OFFICE | OUT SIDE CHUDI BAZAR, | NAGAR | 321205 |
| 685 | 242396 | EC | 1st FLOOR, HANUMAN SHOPPING COMPLEX, | PHOOL BAGH, | BHIWADI (ALWAR) | ALWAR | 301019 |
| 686 | 242397 | EC | The Oriental Insurance Company Ltd. | Micro Office | Ist Floor, Building of Agrawal Traders, Bharatpur Road, KUMHER | BHARATPUR | 321201 |
| 687 | 242398 | EC | NEW DEHRA ROAD NADBAI | NADBAI | | BHARATPUR | 321602 |
| 688 | 242399 | EC | DELHI ROAD, TIJARA | | | ALWAR | 301411 |
| 689 | 242400 | DO | 5,6,7,8, "A" BLOCK, | IIND FLOOR, S.K. PLAZA | PUR ROAD, | BHILWARA | 311001 |
| 690 | 242402 | BO | A-7, MEERA NAGAR CHITTORGARH (RAJ.) | | | CHITTORGARH | 312001 |
| 691 | 242404 | BO | KABRA MANSION | SADAR BAZAR, GULABPURA-311021 | | GULABPURA | 311021 |
| 692 | 242405 | BO | 70, Nayi Aabadi, Near LIC office, Pratapgarh | | | PRATAPGARH | 312605 |
| 693 | 242500 | DO | 3 NYAY MARG, | OUTSIDE DELHI GATE, | UDAIPUR | UDI | 313001 |
| 694 | 242502 | BO | 175, ASHWANI MARKET ABOVE CENTRAL BANK OF INDIA DELHI GATE UDAIPUR | | | UDI | 313001 |
| 695 | 242503 | BO | VARDHAN COMPLEX, KUSHAL BAGH, BANSWARA | | | BANSWARA | 327001 |
| 696 | 242504 | BO | Opp. Private bus Stand | Above Vijaya Bank | Nathdwar | NATHDWARA | 313301 |
| 697 | 242590 | EC | (ATTACHED WITH DO UDAIPUR) | 246, ADARSH NAGAR, | JAL CHAKKI ROAD, RAJSAMAND | RAJSAMAND | 313326 |
| 698 | 242592 | EC | ADITYA PLAZA, NEAR BRIDGE, | RISHABHDEO, DISTT.- UDAIPUR | (Claim settling office DO-Udaipur) | RISHABHDEV | 313802 |
| 699 | 242593 | EC | OPP. NEELAM GUEST HOUSE | STATION ROAD | BHINDER | UDAIPUR | 313603 |
| 700 | 242594 | EC | BUILDING nO. 1348, OPP. GANPATI PETROL PUMP, BYE PASS ROAD , GOGUNDA -313705 | | | UDAIPUR | 313705 |

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|------|--------|--------|---|--|----------------------------------|---------------|---------|
| 701 | 242595 | EC | Above Anupam photostate, Subhash Chowk , Udaipur Road, Dhariyawad. | | | PRATAPGARH | 313605 |
| 702 | 242600 | DO | DO-1, LIC BUILDING, | CHHAWANI CHAURAHA, | | KOTA | 324007 |
| 703 | 242601 | BO | LIC BUILDING | CHHAWANI CHAURAHA | KOTA | KOTA | 324007 |
| 704 | 242603 | BO | OPP. CIRCUIT HOUSE | COLLEGE ROAD | | BUNDI | 323001 |
| 705 | 242605 | BO | SHUKLA BHAWAN | OPP SYNDICATE BANK | ALANPUR LINK ROAD | SAWAIMAH OPUR | 322001 |
| 706 | 242606 | BO | 1 SAHYOG BHAWAN | AERODEROM CIRCLE | KOTA | KOTA | 324007 |
| 707 | 242607 | BO | HOSPITAL ROAD BARAN | | | BARAN | 325205 |
| 708 | 242690 | EC | OPP. SURAJ DRUG STORE | MANGAL PURA TEK | | JHALAWAR | 326001 |
| 709 | 242692 | EC | MAIN BUS STAND | MANGROL, DISTT.BARAN | BARAN | BARAN | 325201 |
| 710 | 242693 | EC | Near Bhipura Pulia | Gayatri Temple | Kaithoon | KOTA | 325001 |
| 711 | 242696 | EC | MAIN ROAD, SATALKHEDI, DISTT: KOTA | | | KOTA | 326519 |
| 712 | 242697 | EC | BAPAWAR ROAD | SANGOD | KOTA | KOTA | 325601 |
| 713 | 243100 | DO | NH 15, SRIGANGANAGAR | | | SRIGANGANAGA | 335001 |
| 714 | 243102 | BO | Station Road | New Dhan Mandi, | Hanumangarh Town | HANUMANGARH | 335512 |
| 715 | 243104 | BO | BIKANER ROAD, OPP.OLD PANCHAYAT SAMITI, | ANOOPGARH | DISTT. SRIGANGANAGAR (RAJASTHAN) | ANOOPGARH | 335701 |
| 716 | 243190 | EC | OPP. BUS STAND | PADAMPUR | | SRIGANGANAGA | 335041 |
| 717 | 243192 | EC | THE ORIENTAL INSURANCE COMPANY LTD, SURATGARH | EXT. COUNTER, KOHINOOR CINEMA ROAD, NEAR BSNL OFFICE | | SRIGANGANAGA | 335804 |
| 718 | 243194 | EC | OLD DHAN MANDI | FIRST FLOOR, OBC, | SRI VIJAYNAGAR | SRIVIJAYNAGA | 335704 |
| 719 | 243195 | EC | OLD DHAN MANDI | RAISINGHNAGAR | | RAISINGHNAGA | 335051 |
| 720 | 243196 | EC | Main Bus Stand | Nohar road | Rawatsar | HANUMANGARH | 335524 |
| 721 | 243197 | EC | Poonia Katla, Main Market, Near Bus Stand, Bhadra | | | BHADRA | 335501 |
| 722 | 243300 | DO | D - 244, 2nd FLOOR, | AMARPALI ROAD, HANUMAN NAGAR | VAISHALI NAGAR | JAIPUR | 302021 |
| 723 | 243307 | BO | THE ORIENTAL INSURANCE CO.LTD. | DIRECT AGENT BRANCH, | 310, 3RD FLOOR, CORPORATE PARK, | JAIPUR | 302003 |
| 724 | 243308 | BO | KUNDAN BHAWAN | OPP. CHAUDHARY HOTEL | M.I. ROAD,JAIPUR | JAIPUR | 302001 |
| 725 | 243390 | EC | G-28 | C2 PLAZA | MALVIYA NAGAR | JAIPUR | 302017 |
| 726 | 243391 | EC | C/O MRF TYRE SHOWROOM,RENWAL ROAD JOBNER,TEH-PHULERA,DIST-JAIPUR (RAJ.) | | | JOBNER | 303328 |
| 727 | 243400 | DO | AIRLINE BHAWAN, NEHRU PLACE, | TONK ROAD | JAIPUR 302015 | JAIPUR | 302015 |
| 728 | 243402 | BO | "Saraf House" | Opp. All India Radio | M.I. Road, JAIPUR | JAIPUR | 302001 |
| 729 | 243500 | DO | 136, CHANDEL COMPLEX, | MANDIA ROAD, | PALI -306401 | PALI | 306401 |

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|------|--------|--------|---|-----------------------------------|---------------------------|--------------|---------|
| 730 | 243501 | BO | KATCHERY ROAD,JALORE | | | JALORE | 343001 |
| 731 | 243502 | BO | AMBAJI INDUSTRIL AREA, | PALANPUR HIGHWAY, | ABU ROAD - 307026 | CIT | 307026 |
| 732 | 243590 | EC | FALNA , ATTACHED WITH DO PALI | 136, MANDIA ROAD, CHANDEL COMPLEX | PALI, MARWAR | FALNA | 306116 |
| 733 | 243600 | DO | 5, TIRATH NAGAR, I FLOOR, | NEW SANGANER ROAD (MAIN), | JAIPUR | JAIPUR | 302019 |
| 734 | 243601 | BO | 5-A , AKASHDEEP, | TRANSPORT NAGAR - JAIPUR | | JAIPUR | 302004 |
| 735 | 243602 | BO | SALAM COMPLEX, OPPOSITE COLLECORATE, HOSPITAL ROAD , | | | TONK | 304001 |
| 736 | 243690 | EC | EC MANSAROVAR | 4/129-130, ABOVE BOI ATM, | MADHYAM MARG, KIRAN PATH, | JAIPUR | 302020 |
| 737 | 243691 | EC | E.C. DAUSA, ATTACHED TO CBO 3 A-5, AKASH DEEP, | TRANSPORT NAGAR, JAIPUR | | JAIPUR | 303303 |
| 738 | 243692 | EC | GROUND FLOOR, SHOP OF SHRI PRAHLAD SHARMA | JAIPUR ROAD, NEAR NEW BUS STAND | TODARAISINGH | TODARAISINGH | 304505 |
| 739 | 243693 | EC | Main Bazaar, chaksu, distt: jaipur | | | JAIPUR | 303901 |
| 740 | 243700 | DO | 21-22, PANCHSHATI CIRCLE, | SADUL GANJ, | BIKANER (RAJ.) - 334 003 | BIKANER | 334003 |
| 741 | 243701 | BO | NEAR GOVT. HOSPITAL | NAGAUR | | NAGAUR | 341001 |
| 742 | 243790 | EC | PANWAR SADAN, | OPP. BANGAD HOSPITAL, | NAGAUR ROAD, | DIDWANA | 341303 |
| 743 | 243792 | EC | OPP. Government School , | NAGAUR ROAD, | BASANI BELIMA | NAGAUR | 341021 |
| 744 | 250000 | RO | 24 A, III FLOOR | NCR PLAZA | NEW CANTT ROAD | DEHRADUN | 248001 |
| 745 | 250011 | SVC | 54,-A , MODEL TOWN WEST ,GT ROAD, GHAZIABAD | | | | 201001 |
| 746 | 250012 | SVC | | | | | |
| 747 | 250021 | TP HUB | 54 A, MODEL TOWN WEST, | G.T. ROAD, | GHAZIABAD | GHAZIABAD | 201001 |
| 748 | 250022 | TP HUB | 346, ANAND BHAWAN, | IST. FLOOR, KHAIR NAGAR, | MEERUT | MRT | 250002 |
| 749 | 252100 | DO | DIVISIONAL OFFICE-I, B-8, RDC RAJ NAGR, GHAZIABAD | | | GHAZIABAD | 201002 |
| 750 | 252106 | BO | III M/24 NEHRU NAGAR AMBEDKAR ROAD GHAZIABAD | | | GHAZIABAD | 201001 |
| 751 | 252108 | BO | THE ORIENTAL INSURANCE CO.LTD.C-1/2, EXPRESS MARKET, IIND FLOOR, NITI KHAND - III, INDIRAPURAM,GHAZIABAD. | GHAZIABAD,PH:0120-2653137 | | GHAZIABAD | 201005 |
| 752 | 252190 | EC | 252, RAJ NAGAR | PIPE LINE , BHATI MARKET | LONI | LONI | 201102 |
| 753 | 252191 | EC | OPPOSITE VIKAS KHAND | G T ROAD | MURAD NAGAR | MURAD NAGAR | 201206 |
| 754 | 252192 | EC | 1/2 PREM NAGAR | DHARUTI KHURD | DELHI SHARANPUR ROAD | LONI | 201102 |

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| 755 | 252400 | DO | DIVISIONAL OFFICE, 346 KHAIR NAGAR, OPP. FILMISTAN CINEMA MEERUT | | | MRT | 250002 |
| 756 | 252402 | BO | OM VIHAR COLONY, BHUDANA ROAD, BARAUT | DISTT. BAGHPAT | UP | MRT | 250611 |
| 757 | 252405 | BO | THE ORIENTAL INSURANCE COMPANY LTD. | BHAGWATI COMPLEX GARH ROAD MEERUT | | MRT | 250002 |
| 758 | 252490 | EC | | | | MRT | 250401 |
| 759 | 252491 | EC | A-5, SFS, PALLAPURAM, | | | MRT | 250001 |
| 760 | 252492 | EC | RAJ KALA KENDRA COMPLEX | RAJKIYA VANDANA CHOWK | DELHI- SAHARANPUR ROAD | BAGHPAT | 250609 |
| 761 | 252494 | EC | 38, MAIN MARKET. | OPP. POLICE STATION | HASTINAPUR | MEERUT | 250404 |
| 762 | 252495 | EC | GANJ BAZAR OPP. | BINOLI BUS STAND | SARDHANA | MEERUT | 250342 |
| 763 | 252497 | EC | F-8 & 9,NEW KRISHANA | PLAZA,JAGRATI VIHAR | MEERUT (U.P) | MEERUT | 250004 |
| 764 | 252800 | DO | CENTRE POINT ,SAMAD ROAD, | ALIGARH-202001[U.P.] | | ALIGARH | 202001 |
| 765 | 252803 | BO | SHREE JI VISHNU PALACE | IN FRONT OF SYNICATE BANK | G.T. ROAD, KHURJA | KHURJA | 203131 |
| 766 | 252806 | BO | MOTI BAGH, DWARKA BHAWAN, | CIVIL LINES, BULANDSHAHR | | GHAZIABAD | 203001 |
| 767 | 252890 | EC | PIWARI HOUSE, | NADRAI GATE, | KASGANJ | KASGANJ | 207123 |
| 768 | 252891 | EC | BABUJI MARKET, SIKANDRA RAO RD, ALIGARH | | | ALIGARH | 202001 |
| 769 | 252892 | EC | Infront of sarswati, | Cold Storage | Bypass Road | Bulandshahr | 202395 |
| 770 | 252893 | EC | RAJA MARKET, | RAMGHAT ROAD, | HARDUAGANJ | ALIGARH | 202125 |
| 771 | 252894 | EC | E.C. SIYANA NEAR BUGRASI | BUS STAND SIYANA | 245412 | SIYANA | 245412 |
| 772 | 252895 | EC | Infront of Hero Agency | ETAH ROAD, ALIGANJ | ALIGANJ | ALIGANJ | 207247 |
| 773 | 252897 | EC | JALESAR ROAD | OPPOSITE THANA | AWAGARH | AWAGARH | 207301 |
| 774 | 252898 | EC | ATRAULI KASGANJ | ROAD, KASGANJ BUS STAND | CHHARRA | CHHARRA | 202130 |
| 775 | 252900 | DO | RAILWAY ROAD,OPP.JWALAPUR POST OFFICE, | JWALAPUR, HARIDWAR- 249407 | UTTRAKHAND | HD | 249407 |
| 776 | 252903 | BO | OPP. KOTWALI | DEHRADUN ROAD | RISHIKESH | RISHIKESH | 249401 |
| 777 | 252907 | BO | GANGA DATT JOSHI MARG,BEHIND P.N.B. | KOTDWAR | | KD | 246149 |
| 778 | 252908 | BO | NEAR UNIVERSITY GATE ,SRINAGAR | GARHWAL UTTRAKHAND | | SRINAGAR | 246174 |
| 779 | 252990 | EC | 776, DEHRADUN ROAD | AZAD NAGAR ROORKEE | | HD | 249407 |
| 780 | 252991 | EC | OPP. TEHSIL, | KOTDWAR ROAD, | NAJIBABAD | NAJIBABAD | 246763 |
| 781 | 252992 | EC | Badri Nath Road,Near CMP BAND | Bahuguna Nagar,Karanprayag,Chamoli, Uttrakhand. | | CHAMOLI | 246444 |
| 782 | 252995 | EC | R-91,Shivalik Nagar, | BHEL Ranipur Hardwar, | Uttrakhand.-249403 | HARDWAR | 249403 |
| 783 | 253200 | DO | 4-B, 1st Floor, Sachdeva Colony, | (Opp- Nainital Bank Ltd.) | Haridwar Road, Dehradun | DEHRADUN | 248001 |
| 784 | 253201 | BO | 3/5 ASTLEY HALL | DEHRADUN | PIN - 248001 | DEHRADUN | 248001 |
| 785 | 253202 | BO | ABOVE INDIAN BANK, OPP SOPHIA MARKET | COURT ROAD, | | SAHARANPUR | 247001 |

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| 786 | 253204 | BO | 16-B SUBHASH ROAD,MANJUL PALACE, OPP. HOTEL PACIFIC | | | DEHRADUN | 248001 |
| 787 | 253290 | EC | MUSSOORIE | | | DEHRADUN | 248001 |
| 788 | 253291 | EC | SAI COMPLEX, RISHIKESH ROAD, | DOIWALA, | | DEHRADUN | 248140 |
| 789 | 253292 | EC | NEAR NAARI NIKETAN, DEHRADUN ROAD, CHUTMALPUR | | | SAHARANPUR | 247662 |
| 790 | 253293 | EC | THE ORIENTAL INSURANCE COMPANY LTD,NEAR PNB, TITRON | SAHARANPUR UP | PIN CODE 248001 | SAHARANPUR | 248001 |
| 791 | 253294 | EC | C-20, TURNER ROAD, CLEMEN TOWN, DEHRADUN | | | DEHRADUN | 248001 |
| 792 | 253295 | EC | BABUGARH | NEAR ASHA RAM | VEDIC INTER COLLEGE | DEHRADUN | 248198 |
| 793 | 253500 | DO | PT.SHANKAR DUTT SHARMA MARG | CIVIL LINES, | MORADABAD | MORADABAD | 244001 |
| 794 | 253501 | BO | BEHIND U P ROADWAYS | CIVIL LINES | RAMPUR | RAMPUR | 244901 |
| 795 | 253502 | BO | NH24 ALIPUR CHOPLA DELHI ROAD, GAJRAULA | | | 0 | 244235 |
| 796 | 253590 | EC | NEAR SATYANARAIN MANDIR, STATION ROAD, | CHANDAUSI | | MORADABAD | 202412 |
| 797 | 253591 | EC | A - 4/2B, GANDHI NAGAR, | RAMPUR ROAD, MORADABAD | | MORADABAD | 244001 |
| 798 | 253592 | EC | YASHODA MARKET, NEAR RELIANCE PETROL PUMP, | BEHJOI ROAD, SAMBHAL, DISTT. BHEEM NAGAR, | | MORADABAD | 244302 |
| 799 | 253593 | EC | BIJNOUR ROAD, OPPOSITE & SYNDICATE BANK, | NOUGAWAN SADAT, DISTRICT & AMROHA | | AMROHA | 244251 |
| 800 | 253594 | EC | MOH. HARI NAGAR, OPP SDM COURT | DISTRICT- RAMPUR | | BILASPUR | 244921 |
| 801 | 253595 | EC | OPP. THANA , BILASPUR ROAD KEMRI (RAMPUR) | KEMRI | DISTT. RAMPUR | KEMERI | 244901 |
| 802 | 253800 | DO | NEAR BANK OF INDIA | AISH BAGH | HALDWANI | HALDWANI | 263139 |
| 803 | 253801 | BO | SETHI BUILING,RAM NAGAR ROAD,KASHIPUR | DISTRICT-UDAM SINGH NAGAR | UTTRAKHAND | KSH | 244713 |
| 804 | 253802 | BO | ROYAL HOTEL BUILDING | NEAR GANDHI PARK, CHAUGHAN PATA, | MALL ROAD, ALMORA | ALMORA | 263601 |
| 805 | 253803 | BO | 24, AWAS-VIKAS, Above Siddhu Palace | NAINITAL ROAD, | RUDRAPUR | RUDRAPUR | 263153 |
| 806 | 253890 | EC | Head Post Office Road, Malli Tal, Opp. Radha Hotel, | Nainital, UTTRAKHAND-263001 | | NAINITAL | 263001 |
| 807 | 253891 | EC | Prem Tribhuvan Hotel, | Ranikhet, UTTRAKHAND-263645 | | RANIKHET | 263645 |
| 808 | 253892 | EC | DANGWAL HOTEL BUILDING | NEAR S.B.I.ATM, | OPPOSITE ROADWAYS BUS STATION, RAMNAGAR | NAINITAL | 244815 |

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| 809 | 253893 | EC | NAINITAL ROAD, NEAR RAJ PETROL PUMP, HALDWANI ROAD, | BANDIA-KICHHA, U S N-UK | | KICHHA | 263148 |
| 810 | 253894 | EC | WARD NUMBER 1, SIDCUL ROAD , SITARGANJ | DISTT. US NAGAR | UTTARAKHAND | HARDWAR | 262405 |
| 811 | 253900 | DO | PRAKASH CHOWK, COURT ROAD , MUZAFFARNAGAR | | | MUZAFFAR NAG | 251001 |
| 812 | 253902 | BO | BUDHANA ROAD, SHAMLI, MUZAFFARNAGAR | | | MUZAFFAR NAG | 247776 |
| 813 | 253903 | BO | VASU COMPLEX, | OPP. THANA KOTWALI CITY, | NAGINA ROAD, | BIJNORE | 246701 |
| 814 | 253990 | EC | NEAR MAIN POST OFFICE | G.T ROAD KHATAULI | KHATAULI | KHATAULI | 251201 |
| 815 | 253991 | EC | 762, LAHASWADA, | MAHARANA PRATAP MARKET | MANJUWALA ROAD, | SAHARANPUR | 247554 |
| 816 | 253992 | EC | Kalagarh Road | Afzalgarh | Distt : Bijnore | AFZALGARH | 246701 |
| 817 | 253993 | EC | Mohall bazar,GT Road, | Near HDFC Bank | Purquazi | MUZAFFAR NAG | 251327 |
| 818 | 253994 | EC | MAIN MARKET JHALU DISTT BIJNOR | | | JHALU | 246728 |
| 819 | 253995 | EC | OPPOSITE:MILAN CINEMA,NAZIBABAD ROAD,KIRATPUR | kiratpur | Distt. Bijnor | BIJNORE | 246731 |
| 820 | 254000 | DO | 50, NAVYUG MARKET, GHAZIABAD | | | GHAZIABAD | 201001 |
| 821 | 254001 | BO | NEHRU LANE, RAILWAY ROAD, HAPUR | | | GHAZIABAD | 245101 |
| 822 | 254002 | BO | BRANCH OFFICE: | RAJ TALKIES COMPLEX, | DELHIROAD,MODI NAGAR | GHAZIABAD | 201204 |
| 823 | 254003 | BO | DAB. C - 43 R.D.C. | RAJ NAGAR | GHAZIABAD | GHAZIABAD | 201001 |
| 824 | 254090 | EC | Opp. Ram Leela ground | NH-24, Pilkhuwa,Distt. Hapur-245304 | | HAPUR | 245304 |
| 825 | 254091 | EC | Near indian bank | assoda, distt. Hapur | | HAPUR | 245304 |
| 826 | 254100 | DO | THE ORIENTAL INSURANCE CO LTD | OPP PRABHAT CINEMA ,CLOCK TOWER, SAHARANPUR | UP | SAHARANPUR | 247001 |
| 827 | 260000 | RO | LIC BUILDING, 2nd FLOOR JAGADHRI ROAD | | | AMBALA | 133001 |
| 828 | 261100 | DO | 170/2-5, NETAJI SUBASH MARG | AMBALA CANTT | | AMBALA | 133001 |
| 829 | 261101 | BO | GROUND FLOOR, LIC BULDING | AMBALA CITY | | AMBALA | 134002 |
| 830 | 261190 | EC | PANCHKULA ROAD NEAR CENTRAL BANK OF INDIA SAHA | | | AMBALA | 133104 |
| 831 | 261191 | EC | NEAR BANK OF BARODA, LADWA ROAD, SHAHABAD | | | KURUKSHETRA | 136135 |
| 832 | 261192 | EC | 3-NORTH | NEAR SBI , | BABYAL | BABYAL | 133001 |
| 833 | 261200 | DO | JAWAHAR MARKET, | 'D' PARK, MODEL TOWN | ROHTAK | ROHTAK | 124001 |
| 834 | 261202 | BO | CIRCULAR ROAD, | OPPOSITE NEHRU PARK, | | BHIWANI | 127021 |

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| 835 | 261203 | BO | OPP MINI SECRETARIAT, | NARNAUL-123001 | | NAR | 123001 |
| 836 | 261204 | BO | Near Bus Stand | Loharu Road | Charkhi Dadri | CH-DADRI | 127306 |
| 837 | 261293 | EC | The Oriental Insurance Co. Ltd. | ABOVE LIC OFFICE, 2nd FLOOR | OPP.HUDA PARK | NAR | 123029 |
| 838 | 261295 | EC | INSIDE KANOUD GATE, REWARI | | | RIWARI | 123401 |
| 839 | 261296 | EC | NEAR OBC BANK | ROHTAK ROAD, NEAR BUS STAND | DISSIT JHAJJAR | JHAJJAR | 124103 |
| 840 | 261297 | EC | C/O SH. SANDEEP KUMAR, | SHASTRI PARK, RAILWAY ROAD | LOHARU | LOHARU | 127201 |
| 841 | 261298 | EC | JITENDER S/O Mehtab Singh | COURT ROAD ,BEHIND BIJLI BOARD,BERI-124201 | BERI | BERI | 124201 |
| 842 | 261299 | EC | C/O ASHOK KUMAR S/O SH. UMRAO SINGH, | NEAR BUS STAND | KANINA, DISTT. MOHINDERGARH | KANINA | 123027 |
| 843 | 261300 | DO | OPP. BUS STAND | G.T. ROAD | KARNAL | KARNAL | 132001 |
| 844 | 261301 | BO | NEAR YORK HOTEL | G.T. ROAD | KARNAL 132001 | KARNAL | 132001 |
| 845 | 261303 | BO | THE ORIENTAL INSURANCE CO. LTD. | SABHARWAL MARKET | RAILWAY ROAD | KURUKSHET RA | 136118 |
| 846 | 261304 | BO | PEHOWA CHOWK | KAITHAL | | KAITHAL | 136027 |
| 847 | 261390 | EC | CHEEKA | CHEEKA | | KAITHAL | 136034 |
| 848 | 261395 | EC | 91, ANAJ MANDI, TARORI (KARNAL) | | | TARORI | 132113 |
| 849 | 261396 | EC | GURU BHARMANAND CHOWK, | KAITHAL ROAD PUNDRI | | PUNDRI | 136026 |
| 850 | 261397 | EC | NEAR BANK OF BARODA, | OPPOSITE CHAMAN VAISHNO DHABA | AMBALA ROAD | PEHOWA | 136128 |
| 851 | 261398 | EC | OPPOSITE GOVT HIGH SCHOOL, | UNCHA SAMANA | DISTT KARNAL | UNCHA SAMANA | 132037 |
| 852 | 261400 | DO | L.I.C. BUILDING, NEAR BUS STAND, | G.T.ROAD | PANIPAT | PANIPAT | 132103 |
| 853 | 261401 | BO | ABOVE AXIS BANK, | G T ROAD | PANIPAT | PANIPAT | 132103 |
| 854 | 261402 | BO | HUDA SHOPPING CENTRE | LIC BULDING | JIND | JIND | 126102 |
| 855 | 261403 | BO | ROHTAK ROAD, GOHANA | | | GOHANA | 131301 |
| 856 | 261493 | EC | BOOTH NO. 57, 1ST FLOOR | NEW GRAIN MARKET, SAMALAKHA | | SAMLAKHA | 132101 |
| 857 | 261494 | EC | OPPOSITE B.D.O OFFICE | JIND ROAD | SAFIDON | JIND | 126102 |
| 858 | 261495 | EC | NEAR FIRE BIRGADE OFFICE, | PURANI ANAJ MANDI | UCHANA - 126115 | UCHANA | 126115 |
| 859 | 261496 | EC | Opp.Marketing Division | Panipat Refinery, Vill. Bohli | Distt. Panipat 132140 | PANIPAT | 132140 |
| 860 | 261500 | DO | DO HISAR | SCO NO. 174-75, RED SQUARE MARKET, | RAILWAY ROAD, | HSR | 125001 |
| 861 | 261501 | BO | SCO 73-74, CUE-I, NEAR DR.BIMAL JAIN CHILDREN HOSPITAL, | HISSAR | | HSR | 125001 |
| 862 | 261503 | BO | OPP.JANTA BHAWAN, | NAI MANDI, POST BOX NO. 11, | SIRSA.(HR) | SIRSA | 125055 |
| 863 | 261504 | BO | INDUSTRIAL AREA, | NEAR ANAJ MANDI, | FATEHABAD | FATEHABAD | 125050 |
| 864 | 261591 | EC | THE ORIENTAL INSURANCE COMPANY LTD. | EXT. COUNTER ADAMPUR, | 70, CLOTH MARKET, MANDI ADAMPUR DISTT. HISAR (HARYANA) | HSR | 125052 |
| 865 | 261592 | EC | The Oriental Insurance Co. Ltd. | Extension Counter Ellanabad | First Floor, Chaudhary tractor, | Ellanabad | 125102 |

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| 866 | 261593 | EC | The Oriental Insurance Company Ltd | Above M/s M D Traders, Opp Bus Stand | G.T. Road, Hansi | HSR | 125033 |
| 867 | 261600 | DO | 204-R, MODEL TOWN | ATLAS ROAD | SONEPAT | SONEPAT | 131001 |
| 868 | 261602 | BO | SCO No-119, 1st Floor | Shyamji Complex, Delhi-Rohtak Road, | Bahadurgarh, Haryana. | BAHADURGA RH | 124507 |
| 869 | 261700 | DO | OPP. MADHU HOTEL, JAGADHRI ROAD, YAMUNA NAGAR | | | YAMUNANA GAR | 135003 |
| 870 | 261701 | BO | OPP. HINDU GIRLS COLLEGE | COURT ROAD | JAGADHRI | JAGADHRI | 135003 |
| 871 | 261702 | BO | THE MALL, NAHAN, | DIST. SIRMOUR, | HIMACHAL PRADESH. | NAHAN | 173001 |
| 872 | 261790 | EC | GIRI MANDIR ROAD, Near ITI, | Kansapur, DISTT. YAMUNA NAGAR | | KANSEPUR | 135001 |
| 873 | 262100 | DO | TOWN HALL BLDG., JAMMU | | | JAMMU | 180001 |
| 874 | 262101 | BO | Canal Road | | | JAMMU | 180003 |
| 875 | 262102 | BO | DHAR ROAD, | | | UDHAMPUR | 182101 |
| 876 | 262190 | EC | Main Road | Near PNB | R S Pura | R S PURA | 182202 |
| 877 | 262200 | DO | 213/2, ABOVE UNION BANK OF INDIA, CHANNI HIMAT JAMMU | JAMMU | | JAMMU | 180015 |
| 878 | 262202 | BO | Gangyal | | | JAMMU | 180001 |
| 879 | 262203 | BO | Raouri | | | JAMMU | 185131 |
| 880 | 262204 | BO | | | | KATHUA | 184101 |
| 881 | 262291 | EC | National Highway Samba | | | JAMMU | 184121 |
| 882 | 262292 | EC | CHALI COMPLEX,NEAR P.N.BANK, MAIN BAZAR,LEH | | | LEH | 194101 |
| 883 | 262300 | DO | | | | SRINAGAR | 190001 |
| 884 | 262302 | BO | IIIRD FLOOR | "SAMAD-MALL" | DOWN TOWN , SOPORE, | BARAMULLA | 193201 |
| 885 | 262303 | BO | | | | ANANTNAG | 192102 |
| 886 | 262390 | EC | SOGAM ROAD | KUPWARA | | KUPWARA | 190001 |
| 887 | 262391 | EC | NOWGAM CHOWK | WANABAL, NEAR BYE PASS | BADGAM | BADGAM | 190015 |
| 888 | 262392 | EC | SRINAGAR | | | SRINAGAR | 190010 |
| 889 | 262393 | EC | IST FLOOR OF BUILDING LOCATED OPPOSITE DISTRICT COURTS | PULWAMA | | PULWAMA | 192301 |
| 890 | 262394 | EC | IST FLOOR OF BUILDING, | SITUATED AT MAIN BAZAR, | BEEHAMA, GANDERBAL-191201 | GANDERBAL | 191201 |
| 891 | 262395 | EC | IST FLOOR OF BUILDING, | Asif Complex, Qazi gund Adda, | Near Clock Tower,Kulgam - 192231 | KULGAM | 192231 |
| 892 | 262396 | EC | Ist Floor, Iqbal Market | Opposite Industrial Estate, | Main Bazar, Bijbehara (Anantnag) | BIJBEHARA | 192124 |
| 893 | 262397 | EC | ZABARWAN SHOPPING COMPLEX | BYE-PASS, PANTHACHOWK | PAMPORE | PULWAMA | 192121 |
| 894 | 263100 | DO | MYTHE ESTATE, KAITHU | | | SHIMLA | 171003 |
| 895 | 263102 | BO | KOTHI NO, 4, OPP ANUP SERVICE STATION, KAITHU, SHIMLA | | | SHIMLA | 171003 |
| 896 | 263103 | BO | 11, THE MALL | NEAR SBI | SOLAN | SOLAN | 173212 |

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| 897 | 263104 | BO | CHUNIA RANI BUILDING,KASUALI ROAD | SECTOR-2 | PARWANOO (HP) | PARWANOO | 173220 |
| 898 | 263192 | EC | SHISH MAHAL NEAR POST OFFICE RAMPUR BUSHAHR DISTT SHIMLA. H.P.-172001 | | | RAMPUR | 172001 |
| 899 | 263194 | EC | NEAR OBC, | SAI ROAD | BADDI | BADDI | 173205 |
| 900 | 263195 | EC | OM NIWAS ,MAIN BAZAR SUNI, DISTT.SHIMLA-171301,HP | | | SHIMLA | 171301 |
| 901 | 263196 | EC | EXTENSION COUNTER,11 THE MALL, SHIMLA-171001,HP | | | SHIMLA | 171001 |
| 902 | 263197 | EC | GANDHI COTTAGE, SULHI ROAD | DARLAGHAT, TEH.ARKI, DISTT. SOLAN,HP | DARLAGHAT - 171102 | SOLAN | 171102 |
| 903 | 263200 | DO | PALACE COLONY, MANDI (H.P.) | Pin Code: 175001 | | MANDI | 175001 |
| 904 | 263201 | BO | Near Subash Chowk, | Opp. Post Office, | Palampur,HP | PALAMPUR | 176061 |
| 905 | 263202 | BO | NEAR COLLEGE GATE, DHALPUR | | | KULU | 175101 |
| 906 | 263203 | BO | SANKHYAN COMPLEX | MAIN MARKET | BILASPUR (H.P.) | BILASPUR | 174001 |
| 907 | 263204 | BO | RETREAT BUILDING, CIVIL LINES | DHARAMSHALA (HP) | | DHARAMSAL A | 176215 |
| 908 | 263292 | EC | DEVPAL CHOWK, WARD NO. 8, SHARMA NIWAS | HAMIPUR HP | DISTT. HAMIRPUR | HAMIRPUR | 177001 |
| 909 | 263293 | EC | NEAR PIRU SINGH CHOWK YOL CANTT. | TEHSIL DHARMSAKA | DISTT. KANGRA | DHARAMSAL A | 176057 |
| 910 | 263294 | EC | The Oriental Insurance Co. Ltd. | Extension Counter Joginder Nagar | Opposite Billing Complex Joginder Nagar | JOGINDER_NGR | 175015 |
| 911 | 270000 | RO | SCOPE MINAR CORE 1 | DISTRICT CENTRE LAKSHMI NAGAR | Ist FLOOR, | NEW DELHI | 110092 |
| 912 | 270011 | SVC | | | | | 110055 |
| 913 | 270022 | TP HUB | | | | | |
| 914 | 271400 | DO | 30/26, FIRST FLOOR, NANGIA PARK | SHAKTI NAGAR, DELHI | | NEW DELHI | 110007 |
| 915 | 271500 | DO | 7678 SINGH SABHA ROAD | NEAR AMBA CINEMA ROAD NEW DELHI | | NEW DELHI | 110007 |
| 916 | 271600 | DO | 23/23 B EMCA HOUSE ANSARI ROAD | DARYA GANJ, NEW DELHI 110002 | | NEW DELHI | 110022 |
| 917 | 271601 | BO | CBO 8 KASHMIRI GATE | 1576, CHURCH ROAD,KASHMEREGATE | DELHI 110006 | NEW DELHI | 110006 |
| 918 | 271602 | BO | 1893, 1ST FLOOR, | OPP. KHADI BHARAT, | CHANDNI CHOWK | NEW DELHI | 110006 |
| 919 | 271700 | DO | 80, FIRST FLOOR, F.I.E. | PATPAR GANJ INDUSTRIAL AREA, | DELHI-110092 | NEW DELHI | 110092 |
| 920 | 271701 | BO | A-159, VIKAS MARG | SHAKARPUR | DELHI | NEW DELHI | 110092 |
| 921 | 271702 | BO | 9-Raj Block , | 1ST FLOOR NAVEEN SHAHDARA | Near Gyanand Cinema | NEW DELHI | 110032 |
| 922 | 271900 | DO | 28/12, East Punjabi Bagh, Ring Road, New Delhi - 110026 | | | NEW DELHI | 110026 |
| 923 | 271901 | BO | 215,RAMA MARKET | PITAM PURA, | NEW DELHI | NEW DELHI | 110034 |
| 924 | 272100 | DO | 2/13-14,SARAI JULLENA NEW DELHI | | | NEW DELHI | 110025 |

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|------|--------|--------|--|--|-------------------------------------|------------|---------|
| 925 | 272101 | BO | 8,KRISHNA MARKET | FIRST FLOOR, KALKAJI | NEW DELHI | NEW DELHI | 110019 |
| 926 | 272102 | BO | CBO-17, 57/204, MANJUSHA BLDG | NEHRU PLACE | NEW DELHI | NEW DELHI | 110019 |
| 927 | 272200 | DO | 4E/14. AZAD BHAWAN | JHANDELWALAN EXT. | | NEW DELHI | 110055 |
| 928 | 272203 | BO | C.B.O. 21, 10184, ARYA SAMAJ ROAD, KAROL BAGH, NEW DELHI | | | CIT | 110005 |
| 929 | 272300 | DO | K-37, CONNAUGHT CIRCUS, | NEW DELHI-1 | | NEW DELHI | 110001 |
| 930 | 272302 | BO | 2 E/16, 2nd FLOOR, | SWAMI RAM TIRATH NAGAR | JHANDEWALAN EXTN., NEW DELHI-110055 | | 110055 |
| 931 | 272400 | DO | 4-BP NEELAM BATA ROAD | BATA CHOWK NIT | | FARIDABAD | 121001 |
| 932 | 272401 | BO | KALRA NIWAS | GT ROAD | PALWAL | PALWAL | 121102 |
| 933 | 272490 | EC | Opposite New Busstand, Alwar high Road, NUH | Dist: MEWAT, Haryana | | NUH | 122107 |
| 934 | 272500 | DO | H- 1A/18, Sector- 63 | Near Domino's Pizza Shop | Noida- 201301 | NOIDA | 201301 |
| 935 | 272591 | EC | EXTN COUNTER,ADMIN. BLOCK | NSEZ PHASE II,NOIDA | | NOIDA | 201305 |
| 936 | 272600 | DO | 19A SECOND FLOOR | SARTI COMPLEX | JAWALA HERI MARKET | NEW DELHI | 110063 |
| 937 | 272601 | BO | ANUPAM BHAWAN, A-1/3, NANIWALA BAGH AZADPUR, DELHI | | | NEW DELHI | 110033 |
| 938 | 272700 | DO | 8/13F, KAUSHALPUR | BYE PASS ROAD | AGRA | AGRA | 282005 |
| 939 | 272703 | BO | 33,MAYUR VIHAR, | DHAULI PYAOO ROAD, | MATHURA | MATHURA | 281001 |
| 940 | 272705 | BO | NARAYAN NETRA CHKITSALAYA , VINOVA NAGAR , SADABAD, HATHRAS UTTAR PRADESH 281306 | | | SADABAD | 281306 |
| 941 | 272790 | EC | AGRA ALIGARH ROAD | NEAR CORPORATION BANK | HATHRAS | ALIGARH | 204101 |
| 942 | 272791 | EC | Near Agra Zilla Sahakari Bank | Etmadpur | Dist: Agra | ETMADPUR | 283202 |
| 943 | 272792 | EC | JD Plaza, Shop No. 6, | Hathras Road, Raya-281204 | Distt. Mathura (U.P.) | MATHURA | 281204 |
| 944 | 272793 | EC | Bye-Pass Road, Opposite Tehsil Kirawli | Kirawli, PIN CODE-283122, Dist: Agra (UP). | | AGRA | 283122 |
| 945 | 272800 | DO | JEEVAN PRAKASH BHAWAN | 2ND FLOOR | SANJAY PLACE, AGRA | AGRA | 282001 |
| 946 | 272801 | BO | "EKANT", SHIVAM COMPLEX, | KOTLA CHUNGI, BYE PASS ROAD, | FIROZABAD | FIROZABAD | 205125 |
| 947 | 272890 | EC | INDIRA NAGAR | ETAH ROAD | TUNDLA | TUNDLA | 283204 |
| 948 | 272891 | EC | NEAR RAGHUVAR PALACE | BETWEEN ETAH MAINPURI CROSSING | BYE PASS ROAD,SHIKOHABAD | SHIKOHABAD | 205135 |
| 949 | 272892 | EC | M/S R. K. Service Centre, Agra Road | Sirsaganj, Firozabad | | FIROZABAD | 283151 |
| 950 | 272893 | EC | BAIDAN TOLA, G.T.ROAD KURAOLI, DISTT. MAINPURI STATE: U | TTAR PRADESH PIN CODE: 205265 | | MAINPURI | 205265 |

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|------|--------|--------|--|--|---|--------------|---------|
| 951 | 272894 | EC | Premises of Sh. Hari Mohand Upadhyay, Near Etawah Balia Gramin Bank, | Vill& PO: Atasu, Dist: Auriya (U.P). | | AURIYA | 206121 |
| 952 | 272895 | EC | Premises of Sh. Vijay Kishore Shukla, | Vidhya Vihar, In front of Tiwari Press, Etawah Road, | Bakewar, Dist: Etawah (U.P) | ETAWAH | 206124 |
| 953 | 272900 | DO | 88, JANPATH,GROUND FLOOR NEW DELHI | | | CIT | 110001 |
| 954 | 310000 | RO | 4 LYONS RANGE CALCUTTA 700001 | | | KOLKATTA | 700001 |
| 955 | 310011 | SVC | | | | | 700001 |
| 956 | 310021 | TP HUB | 4, LYONS RANGE, | 4TH FLOOR, | KOLKATA-700 001 | WEST BENGAL | 700001 |
| 957 | 311100 | DO | 10C, Middleton Row, | Dabriwala House, 6th Floor, | Kolkata- 700 071 | KOLKATA | 700071 |
| 958 | 311101 | BO | 109/A , B.T ROAD | 1 ST FLOOR | KOLKATA - 700108 | WEST BENGAL | 700108 |
| 959 | 311200 | DO | 4TH FLOOR, 4- LYONS RANGE | | | KOLKATA | 700001 |
| 960 | 311202 | BO | BO SALT LAKE, P-153/A, V I P ROAD | | | KOLKATA | 700054 |
| 961 | 311300 | DO | 25,BRABOURNE RD, KOLKATTA-700 001 | | | KOLKATA | 700001 |
| 962 | 311303 | BO | 22 B.T ROAD | 4 TH FLOOR | KOLKATA | KOLKATA | 700002 |
| 963 | 311400 | DO | City Divisional Office No - 04 | 33, Stephen House(2nd floor) | 4 B B D Bag (East) Kolkata | KOLKATA | 700001 |
| 964 | 311500 | DO | ROOM NO.-33,STEPHEN HOUSE | 4,B.B.D. BAG (EAST), 2ND FLOOR, | KOLKATA -700 001 | KOLKATA | 700001 |
| 965 | 311504 | BO | 7 ,REDCROSS PLACE | FIRST FLOOR | | KOLKATA | 700001 |
| 966 | 311600 | DO | 2-F EVEREST HOUSE | 46-C , CHOWRINGHEE ROAD | KOLKATA-71 | KOLKATA | 700071 |
| 967 | 311603 | BO | 496, DIAMOND HARBOUR ROAD | KOLKATA | 700034 | KOLKATA | 700034 |
| 968 | 311604 | BO | A & B BLOCK,2 ND FLOOR,212 RASHBEHARI AVENUE, | GARIAHAT MARKET COMPLEX,KOLKATTA - 700019 | | KOLKATA | 700019 |
| 969 | 311691 | EC | 171, RAKHAL GHOSH ROAD | PO. HARINAVI, PS. SONARPUR, | KOLKATA-700148 | KOLKATA | 700148 |
| 970 | 311692 | EC | M.G.Road , Pockpari | Jamadarpara , Uttar Raipur | P.S.- Budge Budge , District - 24 pgs., | KOLKATA | 700137 |
| 971 | 311693 | EC | Chata Kalikapur | Karbala More | Opp. Siksha Niketan School | CHATAKLP UR | 743612 |
| 972 | 311694 | EC | BOROPOLE | PO BAWALI | DISTT 24 SOUTH PARGANA SOUTH | KOLKATA | 700137 |
| 973 | 311695 | EC | NORTH BARUIPUR ROAD | PO KANYA NAGAR | PS VISHNUPUR | KOLKATA | 743398 |
| 974 | 311700 | DO | P-4, DOBSON LANE | 4 TH FLOOR | HOWRAH-711101 | HOWRAH | 711101 |
| 975 | 311702 | BO | DUTTA SUPER MARKET | AKHAN BAZAR | P.O CHINSURAH | HOOGHLY | 712101 |
| 976 | 311790 | EC | Vii & PO Kesabpur | PS Domjur | DIST Howrah | HOWRAH | 711411 |
| 977 | 311791 | EC | Vii & PO Dakshin Jhapordah | PS Domjur | DIST Howrah | HOWRAH | 711405 |
| 978 | 311792 | EC | Vill. + PO. Anandanagar, | PS. Nischinda, | Howrah, PIN:- 711227 | HOWRAH | 711227 |
| 979 | 311793 | EC | RAGHUDEBBATI | GANDHRABAPUR | PO ULA | RAGHUDEBBATI | 711310 |
| 980 | 311794 | EC | PO Podra | PS Sankrail | DIST Howrah | PODRA | 711009 |
| 981 | 311796 | EC | 4 N.S ROAD | Rishra Sandhyabazar | PO& PS Rishra | RISHRA | 712248 |

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|------|--------|--------|---|--|--|----------------|---------|
| 982 | 311797 | EC | SIMLA,SRIRAMPORE,HOOGH LY-712203 | | | KOLKATA | 712203 |
| 983 | 311800 | DO | 7 RED CROSS PLACE | KOLKATA | | WEST BENGAL | 700001 |
| 984 | 311900 | DO | 2nd Floor, Super Market, | Durgachak, Haldia, | Purba Midnapur. | HALDIA | 721602 |
| 985 | 311901 | BO | POST OFFICE ROAD | KSHUDIRAM NAGAR | P.O MIDNAPORE | MIDNAPORE | 721101 |
| 986 | 311990 | EC | JAYANTI LOK LODGE | OPPOSITE SBI ATM | O.T ROAD | KHARAGPUR | 721305 |
| 987 | 311991 | EC | At/P.O.KHARAR. | P.S.GHATAL.KHARAR MUNICIPALITY. | WARD NO.7 | KHARAR | 721222 |
| 988 | 313100 | DO | UMA BHAWAN,3RD FLOOR, G.T ROAD, ASANSOL | DIST: BURDWAN | | ASANSOL | 713301 |
| 989 | 313102 | BO | B.C.A BUILDING COURTCOMPUND DIST | BUDWAN713101 | | BURDWAN | 713101 |
| 990 | 313103 | BO | J.K. COMPLEX, MADRASHA ROAD, | SURI -731101, DIST.:BIRBHUM, W.B. | | SURI | 731101 |
| 991 | 313106 | BO | VIDYA BHAWAN | 2ND FLOOR, MACHANTOLA | P.O. & DISTT. BANKURA. | BANKURA | 722101 |
| 992 | 313108 | BO | ARBIND BHAWAN | G.T ROAD | NEAR BARAKAR BUS STAND, | BARAKAR | 713324 |
| 993 | 313190 | EC | GOSALA MORE | BARAKAR ROAD | PO & DIST - PURULIA | PURULIA | 723101 |
| 994 | 313191 | EC | H/O- Badal Mishra AT+PO- Arra | PS z Raghunathpur West Bengal | Purulia 723166 | PURULIA | 723166 |
| 995 | 313192 | EC | Balarampur | Tala Purulia Road | P.O - Rangadih | PURULIA | 723143 |
| 996 | 313200 | DO | - H.C.ROAD, | | | SILIGURI | 734401 |
| 997 | 313201 | BO | KATHALGURIBLDG.KADAMT ALA JALPAIGURI | JALPAIGURI 735101 | | JALPAIGURI | 735101 |
| 998 | 313202 | BO | P.C.Sharma Building,Roop Narayan Road, | | | Coochbehar | 736101 |
| 999 | 313203 | BO | M G ROAD | GANGTOK-737101 | | GANGTOK | 737101 |
| 1000 | 313205 | BO | MALHOTRA TOWER PRADHAN NAGAR, HILL CART ROAD | SILIGURI | DARJEELING | SILIGURI | 734003 |
| 1001 | 313207 | BO | SEVOKE ROAD,GURU SINGH SABHA BUILDING(1ST FLOOR) | SILIGURI - 734001, DIST. DARJEELING. | | KOLKATA | 734001 |
| 1002 | 313290 | EC | H/O Ashok Kr. Dhar, Dhar Complex, Kamar Patti Road | PO &PS Tufanganj Dt. Coochbehar-735211 | The Oriental Insurance, Coochbehar Branch, Rupnarayan Road, Coochbehar | Tufanganj | 735211 |
| 1003 | 313291 | EC | H/O Sri Milan Mitra Mitra Bhawan, Subhash Nagar, PO & PS Maynaguri, Dt Jalpaiguri-735002 | The Oriental Insurance, Jalpaiguri Branch, Kadamtala, Kathalguri Building, Jalpaiguri | | Maynaguri | 735002 |
| 1004 | 313292 | EC | H/O Sri Pradip Kr. Mitra Desh Bandhupara , P.O. Haldabari Dt. Coochbehar- 735122 | The Oriental Insurance, Divisional Office , H. C. Road, Siliguri | | Hadabari | 735122 |
| 1005 | 313293 | EC | H/O Sri Dibyandu Das Jitpur P.O. Bholardabri, P.S. Alirpuduar- 736123 | The Oriental Insurance, Divisional Office , H. C. Road, Siliguri | | Haldibari | 736123 |

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|------|--------|--------|--|--|--|-----------------|---------|
| 1006 | 313294 | EC | H/O Sri Ram Prabesh Saha, Station Road, P.O. & P.S. Banarhat, Dt Jalpaiguri, - 735002 | The Oriental Insurance, Jalpaiguri Branch, Kadamtala, Kathalguri Building, Jalpaiguri | | Banarhat | 735002 |
| 1007 | 313295 | EC | H/O Mani Bhushan Saha Muktipara PO & PS Falakata , Desh Bandhupara Dt. Jalpaiguri, 735211 | The Oriental Insurance, Jalpaiguri Branch, Kadamtala, Kathalguri Building, Jalpaiguri | | Falakata | 735211 |
| 1008 | 313300 | DO | 40/2,JESSORE ROAD,NEAR SARAMA CINEMA HALL, | DAK BANGLOW MORE,BARASAT | | KOLKATA | 700124 |
| 1009 | 313301 | BO | A-9/9 (S) | 2 ND FLOOR | KALYANI | KOLKATA | 741235 |
| 1010 | 313303 | BO | 38 A, SAHEED MANGAL PANDEY SARANI, BARRACKPORE. | | | KOLKATA | 743101 |
| 1011 | 313304 | BO | ITINDA ROAD, BELTALA (Near Balaka Club), | BASIRHAT, NORTH 24 PGNS. | | KOLKATA | 743411 |
| 1012 | 313392 | EC | 48/A | UMESH MUKHERJEE ROAD, P.O. BELGHARIA, BELGHARIA, | NORTH 24 PARGANAS | KOLKATA | 700056 |
| 1013 | 313393 | EC | Srinagar, Gate No-2, | Madhyamgram, | Kolkata-700129 | MADHYAMG RAM | 700129 |
| 1014 | 313394 | EC | Chanchal Biswas | S/o. Harithakur Biswas | Vill. Nabakamargathi Colony(Talbandha) | KOLKATA | 700110 |
| 1015 | 313395 | EC | RUIYA BHERIR GATE- BARRACKPORE AUTO STAND | MUKTAPUKUR-KALYANI EXP.WAY ROAD | P.O. PATULIA, P.S. KHARDAH DIST.NORTH 24 PGS | KOLKATA | 700119 |
| 1016 | 313397 | EC | Hijalpukur, | HABRA | NORTH 24 PARGANAS DISTRICT | HABRA | 743271 |
| 1017 | 313400 | DO | AJIT BANERJEE BUILDING,2ND FLOOR, | NACHAN ROAD, | DURGAPUR | KOLKATA | 713213 |
| 1018 | 313490 | EC | GANGULI AUTOMOBILES, | PANAGARH BAZAR | PANAGARH, BURDWAN | KOLKATA | 713148 |
| 1019 | 313491 | EC | SUCHA SINGH BUILDING | PUNJABI MORE | RANIGANJ | RANIGANJ | 713358 |
| 1020 | 313492 | EC | Lina Tewary, | ANANTA BHAWAN | UKHRA, | Ukhra | 713363 |
| 1021 | 313493 | EC | KHAS KENDA ROAD SIDE, | NEAR BANK OF INDIA | P.O. BOULA, | BURDWAN | |
| 1022 | 313494 | EC | Nemai Banerjee | Near Khandra Primary Institution, | Khandra Siduli Road, | Khandra | 713363 |
| 1023 | 313495 | EC | PARASCOLE VILLAGE, Kajora gram | PO- PARASCOLE | DIST- BURDWAN | BURDWAN | 713338 |
| 1024 | 313496 | EC | Keka Banerjee, | Bankola Road, | P.S. & P.O.Ukhra, | Chak Bankola | 713363 |
| 1025 | 313500 | DO | 9/10 RABINDRA AVENUE | MALDA | | MALDA | 732101 |
| 1026 | 313501 | BO | N.S ROAD PO RAI GANJ DIST WEST DINAJPUR | RAI GANJ | | RAIGANJ | 733134 |
| 1027 | 313502 | BO | 3/20/A, K.K.BANERJEE ROAD, P.O. BERHAMPORE, DIST. MURSHIDABAD. | | | BHMP | 742101 |
| 1028 | 313590 | EC | 8/1 D L ROY ROAD | KRISHNAGAR | NADIA | WEST BENGAL | 741101 |

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|------|--------|--------|---|---------------------------------------|--------------------------------|-------------|---------|
| 1029 | 313591 | EC | OPPOSITE RAGHUNATHGANJ BUS STAND | JANGIPUR | DIST-MURSHIDABAD | JANGIPUR | 742213 |
| 1030 | 313592 | EC | NARAYANPUR | NEAR PUBLIC BUS STAND, | P.O-BALURGHAT, DIST-D.DINAJPUR | BALURGHAT | 733101 |
| 1031 | 313593 | EC | DESHBANDHUPARA | NEAR BANK OF INDIA | P.O-ISLAMPUR | ISLAMPUR | 733202 |
| 1032 | 313594 | EC | VILL.SUBHASHPALLY(COLLE GEPARA) | P.O AURANGABAB . PS : SUTI | DIST.MURSHIDABAD | MURSHIDABAD | |
| 1033 | 313595 | EC | | | | | |
| 1034 | 313596 | EC | VILL : BASUDEVPUR | PO : CHACHANDA | PS :SAMSERGANJ | MURSHIDABAD | |
| 1035 | 313597 | EC | VILL & PO : SAHAJADPUR | PS : BERHAMPORE | DIST : MURSHIDABAD | MURSHIDABAD | |
| 1036 | 313598 | EC | BLOCK- D , 12 ,TAHERPUR, NEAR TAHERPUR NOTIFIED AREA AUTHORITY , DIST-NADIA, PIN-741159 | P.O.+ P.S. TAHERPUR | NADIA | TAHERPUR | 741159 |
| 1037 | 320000 | RO | G S ROAD | GUWAHATI | | GUWAHATI | 781007 |
| 1038 | 320011 | SVC | SASWATA BUILDING | B.BARUAH ROAD | ULUBARI CHARIALI | GUWAHATI | 781007 |
| 1039 | 320021 | TP HUB | GS ROAD | ULUBARI | GUWAHATI | GUWAHATI | 781007 |
| 1040 | 321100 | DO | GUHA LODGE | M.L NEHRU ROAD | PANBAZAR | GUWAHATI | 781001 |
| 1041 | 321101 | BO | MOHSIN HOUSE | PAN BAZAR | GUWAHATI | GUWAHATI | 781001 |
| 1042 | 321104 | BO | 1 ST FLOOR,MANI BHAWAN | RAILWAY GATE NO.1,MALIGAON | | GUWAHATI | 781011 |
| 1043 | 321105 | BO | PARAMESWARI BUILDING | CHATRIBARI ROAD | GUWAHATI | GUWAHATI | 781001 |
| 1044 | 321109 | BO | BELDARPARA, TURA | WEST GARO HILLS | MEGHALAYA | TURA | 794001 |
| 1045 | 321190 | EC | N.T.ROAD KHARUPETIA | DARRANG DISTRICT, ASSAM | | KHARUPETIA | 784115 |
| 1046 | 321200 | DO | AMARAVATI PATH | CHRISTIAN BASTI | GUWAHATI | GUWAHATI | 781005 |
| 1047 | 321201 | BO | R.K.B. ROAD | CHRISTIAN PATTY | NAGAON ,ASSAM | NAGAON | 782001 |
| 1048 | 321202 | BO | HIMATSINGKA BUILDING | N.T.ROAD, TEZPUR | SONITPUR , ASSAM | TEZPUR | 784001 |
| 1049 | 321204 | BO | BORA'S BUILDING, MANIRAM DEWAN ROAD, | G.S. ROAD, ULUBARI, GUWAHATI -781007 | | GUWAHATI | 781007 |
| 1050 | 321206 | BO | HEMLOTA MARKET , | BASISTHA CHARIALI | GUWAHATI ,ASSAM | GUWAHATI | 781029 |
| 1051 | 321290 | EC | Pabhoi Road Pin Code: 784176 | District: Sonitpur | ASSAM | BISWANATH | 784176 |
| 1052 | 321291 | EC | Railway Station Road Lanka,Near Electricity Board | Pin Code:782446, District: Nagaon | ASSAM | LANKA | 782446 |
| 1053 | 321300 | DO | MANIRAM DEWAN ROAD | CHANDMARI | | GUWAHATI | 781021 |
| 1054 | 321302 | BO | SABITRI BUILDING | SIX MILE | GUWAHATI -781022 | KHANAPARA | 781022 |
| 1055 | 321390 | EC | C/O- Tariqual Islam, NT Road | DISTT-KAMRUP | RANGIA | RANGIA | 781354 |
| 1056 | 321391 | EC | Chaigaon Bazar, NH-37,Kamrup Rural | Pin Code: - 781124 | ASSAM | CHAIGAON | 781124 |
| 1057 | 322100 | DO | BABULAL PODDAR ROAD | 2ND FLOOR, GOENKA MARKET | ABOVE PUNJAB NATIONAL BANK | DIBRUGARH | 786001 |
| 1058 | 322102 | BO | GAR ALI ROAD | JORHAT | | JORHAT | 785001 |
| 1059 | 322104 | BO | HOSPITAL ROAD | ASTC (Bus Terminus) Complex Sibasagar | | SIBASAGAR | 785640 |
| 1060 | 322190 | EC | BENGENAKHOWA RAILWAY CROSSING | G.F.ROAD, GOLAGHAT PIN NO.-785702 | | GOLAGHAT | 785702 |

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|------|--------|--------|---|--|----------------------------|-------------|---------|
| 1061 | 322191 | EC | AT Road Dergaon, Golaghat | | | DERAGAON | 785614 |
| 1062 | 322192 | EC | BADAL Complex, AT Road, Moran, | | | DIBRUGARH | 785670 |
| 1063 | 322200 | DO | CHURCH ROAD | DIMAPUR | NAGALAND | DIMAPUR | 797112 |
| 1064 | 322202 | BO | MAIN ROAD | KOHIMA | NAGALAND | KOHIMA | 797001 |
| 1065 | 322203 | BO | 1ST FLOOR, LICI BUILDING | SHIV BARI ROAD | DIPHUI, KARBI ANGLONG | DIPHU | 782460 |
| 1066 | 322290 | EC | Opposite Imkongmeren Sports Complex | Arkong Ward, Imnameren Road, | Mokokchung Pin Code:798601 | MOKOKCHUNG | 798601 |
| 1067 | 322291 | EC | Baba Loknath Complex, Kalibari Road,Lumding | Pin Code-782447 | ASSAM | LUMDING | 782447 |
| 1068 | 322300 | DO | CHAPAGURI ROAD, BONGAIGAON, ASSAM(783380) | | | BONGAIGAO N | 783380 |
| 1069 | 322301 | BO | D.K. ROAD | P.O. DHUBRI | DIST. DHUBRI | DHUBRI | 783301 |
| 1070 | 322302 | BO | MAIN ROAD | BARPETA ROAD | | BARPETA | 781315 |
| 1071 | 322390 | EC | AGIA ROAD | P.O. BALADMARI | DISTRICT: GOALPARA | BONGAIGAO N | 783101 |
| 1072 | 322391 | EC | Abhi Commercial Complex | 2nd Floor, RNB Road, Kokrajhar BTC | Pin Code:783370, Assam | KOKRAJHAR | 783370 |
| 1073 | 322392 | EC | M/s Rathi Brothers , Co-Owner Shri `Kishan Kumar Maheswari | ABHYAPURI BAZAR | ABHYAPURI | ABHYAPURI | 783384 |
| 1074 | 322393 | EC | Main Road , PO. Basugaon, | District -Kokrajhar | Pin Code- 783372 | BASUGAON | 783372 |
| 1075 | 322394 | EC | Das Ganesh Shopping Complex, 1st floor | Howly Main Chariali, PO-Howly, District: Barpeta | Pin Code- 781316 | HOWLI | 781316 |
| 1076 | 322395 | EC | Ward No. 3, PO- Chapatgram | District: Dhubri | Pin Code - 783337 | CHAPATGRAM | 783337 |
| 1077 | 322396 | EC | Ward No.2, Main road | PO & PS- Chapar , Dist. Dhubri | Pin Code -783371 | CHAPAR | 783371 |
| 1078 | 322400 | DO | 2ND FLOOR, PULIN BHAWAN | KEATING ROAD , SHIILONG | MEGHALAYA | SHILLONG | 793001 |
| 1079 | 322406 | BO | PULIN BHAWAN | 1ST KEATING ROAD | POLICE BAZAR | SHILLONG | 793001 |
| 1080 | 322491 | EC | C/O- Mr.Modrick Nongkynrih | Mawlai | Nonglum | SHILLONG | 793008 |
| 1081 | 322500 | DO | THANA ROAD , TINSUKIA | ASSAM - 786125 | | TINSUKIA | 786125 |
| 1082 | 322501 | BO | JYOTSNA COMPLEX | 2ND FLOOR | A.T. ROAD, DIGBOI | DIGBOI | 786171 |
| 1083 | 322502 | BO | TAMULI MANSION | 1ST FLOOR | STATION ROAD | DULIAJAN | 786602 |
| 1084 | 322600 | DO | P.W.D ROAD | TOWN CLUB BUILDING | | SILCHAR | 788001 |
| 1085 | 322601 | BO | ROY PATTY ,KARIMGANJ | ASSAM | | KARIMGANJ | 788711 |
| 1086 | 322602 | BO | LALSAWIA BUILDING | ZARKAWT, AIZAWL | Mizoram | AIZAWL | 796001 |
| 1087 | 322606 | BO | BRANCH OFFICE, IMPHAL | THANGAL BAZAR | IMPHAL | IMPHAL | 795001 |
| 1088 | 322690 | EC | Near Cultural Institute Hall, Haflong, Dima Hasao District | | | HAFLONG | 788819 |
| 1089 | 322691 | EC | Bishnupur Bazar Pin Code-795126 | District: Bishnupur | Manipur | BISHNUPUR | 795126 |
| 1090 | 322692 | EC | C/O LAKHIPUR TOWN; WARD NO-1, P.O LAKHIPUR, PIN CODE-788103 | DISTRICT-CACHAR | ASSAM | LAKHIPUR | 788103 |

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|------|--------|--------|--|--|---------------------------------------|------------------|---------|
| 1091 | 322693 | EC | C/O MINTU LAL, VIVEKANANDA ROAD;WARD NO-12 PIN CODE-788151 | District: Hailakandi | ASSAM | HAILAKANDI | 788151 |
| 1092 | 322694 | EC | Thongkha, Nambol Pin Code -795134 | Bishnupur District | Manipur | NAMBOL | 795134 |
| 1093 | 322695 | EC | Thoubal Bazar Pin Code- 795138 | Thoubal District | Manipur | THOUBAL | 795138 |
| 1094 | 322696 | EC | ROHMINTHANGA BUILDING, KAHRAWT CHAMPHAI | NEAR-DISTRICT TRANSPORT OFFICE, | Pin Code-796310 | CHAMPAI | 796310 |
| 1095 | 322700 | DO | 44/2, CENTRAL ROAD | AGARTALA-799001 | TRIPURA | AGARTALA | 799001 |
| 1096 | 322701 | BO | JAHAR ROAD | RADHA KISHORE PUR | UDAIPUR, SOUTH TRIPURA | UDAIPUR | 799120 |
| 1097 | 322790 | EC | P.O.-RAJBARI | | | NORTHTRIP URA | 799253 |
| 1098 | 322791 | EC | MADHYA LAXMI BILL | BISHALGARH BAZAR | WEST TRIPURA | BISHALGAR H | 799102 |
| 1099 | 322792 | EC | DAKSHINAPAN BUILDING | ARYA COLONY | SOUTH TRIPURA | BELONIA | 799155 |
| 1100 | 322793 | EC | Subhash Park, Khowai | Pin- 799201 | TRIPURA | KHOWAI | 799201 |
| 1101 | 322794 | EC | TRTC Stand Ambassa | Dhalai District | Pin Code -799289 | AMBASSA | 799289 |
| 1102 | 322795 | EC | Milan Chkra, AD Nagar Badharghat | TRIPURA-799003 | | BADHARGHA T | 799003 |
| 1103 | 322796 | EC | Khayerpur Bazar | PO- Khayerpur | Pin Code-799008 | KHAYERPUR | 799008 |
| 1104 | 322797 | EC | PO GANDHIGRAM | PIN CODE-799012 | DISTRICT : WEST TRIPURA | GANDHIGRA M | 799012 |
| 1105 | 322800 | DO | TAKKAR COMPLEX | NAHARLAGUN | ARUNACHAL PRADESH | NAHARLAGU N | 791110 |
| 1106 | 322801 | BO | OLD R.M.S. ROAD | OPPOSITE GREEN VIEW HOTEL | LAKHIMPUR, NORTH LAKHIMPUR | NLP | 787001 |
| 1107 | 322890 | EC | PAHUDINO BUILDING, NEAR POLICE STATION PASIGHAT | PO PASIGHAT DISTRICT EAST SIANG, ARUNACHAL PRADESH | | PASIGHAT | 791102 |
| 1108 | 322892 | EC | LICI Campus, Badati Road, Pin Code é 784161 | P.O. Bihpuria | North Lakhimpur District | BIHPURIA | 784161 |
| 1109 | 322893 | EC | Ejum's Commercial Building, Paktu Tinali, Near D.C.Office, P.O. Along, Pin Code: 791001 | West Siang District | Arunachal Pradesh | ALONG | 791001 |
| 1110 | 330000 | RO | PIRMOHANI | KADAM KUAN | PATNA | PATNA | 800003 |
| 1111 | 330011 | SVC | CISF BUILDING | PATLIPUTRA | | PATNA | 800013 |
| 1112 | 330021 | TP HUB | PIRMOHANI | KADAMKUAN | PATNA | PATNA | 800003 |
| 1113 | 331100 | DO | Uma Complex | 1st Floor | Mazharul Haque Path (Fraser Road), | PATNA | 800001 |
| 1114 | 331101 | BO | UMA COMPLEX, | FRAZER ROAD | PATNA-800001 | PATNA | 800001 |
| 1115 | 331103 | BO | CBO IV, GANGOTRI COMPLEX | BORING ROAD,PATNA. | | PATNA | 800001 |
| 1116 | 331108 | BO | City Branch Office No.6 | M.G.Arcade, IIIrd Floor | Opp.Kulharia Complex | PATNA | 800001 |
| 1117 | 331109 | BO | LAXMI NIWAS | HAZIGANJ , PATNA CITY | | PATNA | 800008 |
| 1118 | 331190 | EC | FIRST FLOOR, BHUVNESHWARY BHAVAN | NEAR ALPNA MARKET , PATLIPUTRA | | PATNA | 800013 |
| 1119 | 331200 | DO | ANAND VIHAR COMPLEX | 4 RTH FLOOR, | WEST BORING CANAL ROAD, | PATNA | 800001 |
| 1120 | 331209 | BO | KACHAHARY ROAD | BEGUSARAI | BIHAR | BEGUSARAI | 851101 |

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| 1121 | 331212 | BO | LAXMI NIWAS | HAZIGANJ, PATNA | | PATNA | 800008 |
| 1122 | 331290 | EC | PRAKASH LOK MARKET | NEAR BATA SHOWROOM | COURT AREA ,BARH | PATNA | 803213 |
| 1123 | 331291 | EC | SUBHASH PALACE,MAINAPURA | NEAR KALI MANDIR,MAIN ROAD | DANAPUR | PATNA | 801503 |
| 1124 | 331292 | EC | MAIN RD MANER (NEAR BUS STAND) | | | MANER | |
| 1125 | 331400 | DO | 2ND FLOOR, SUDAMA PALACE | MAIN ROAD | KANKERBAGH ROAD | PATNA | 800020 |
| 1126 | 331403 | BO | | | | | 844101 |
| 1127 | 331404 | BO | | | | | 841226 |
| 1128 | 331405 | BO | MURARPUR | RANCHI ROAD | BIHAR SHARIFF | BIHARSARIF | 803101 |
| 1129 | 331406 | BO | 2ND FLOOR, SHEOHAR SADAN | FRAZER ROAD | PATNA | PATNA | 800001 |
| 1130 | 331407 | BO | GROVER BUILDING | GROUND FLOOR,KARMANTOLA | ARA | ARA | 802301 |
| 1131 | 331408 | BO | YASHODA BHAWAN | MAIN ROAD,BUXAR | | BUXAR | 802101 |
| 1132 | 331490 | EC | NEAR BABA STUDIO | D M ROAD, JAGDISHPUR | DIST- BHOJPUR, ARA | ARA | 802158 |
| 1133 | 331491 | EC | Ward No - 5, Miyantoli | PO-Khusrupur, Distt-Patna | | PATNA | 803202 |
| 1134 | 332100 | DO | DAYA COMPLEX | KALAMBAGH ROAD | AGHORIA BAZAR, | MUZAFFARPUR | 842001 |
| 1135 | 332103 | BO | NEAR SAKMA PUL | MIRZAPUR MAIN ROAD | DARBHANGA | DARB | 846004 |
| 1136 | 332104 | BO | BALUA TAL | MOTIHARI | | MOTI | 845401 |
| 1137 | 332105 | BO | BYEPASS CHOWK | DUMRA ROAD | SITAMARHI | SITAMARHI | 843302 |
| 1138 | 332106 | BO | RED CROSS ROAD | MADHUBANI | | MADHUBANI | 847211 |
| 1139 | 332190 | EC | The OIC Limited | Urvashi Cinema Road | Near railway Station | BETTIAH | 845438 |
| 1140 | 332191 | EC | KHAGRA ROAD | WARD NO 2 | NEW RAILWAY STATION | DARBHANGA | 802160 |
| 1141 | 332192 | EC | The OIC Limited | Shiv Ganj Chouk Narkatiaganj | W Champaran Bihar | CHAMPARAN | 845455 |
| 1142 | 332193 | EC | The OIC Limited | Main Road | Areraj E Champaran | CHAMPARAN | 845411 |
| 1143 | 332195 | EC | KUMAR CHOWK WARD NO 4 | ROAD NO 3 HOUSE NO 48 DUMARA | | DUMRA | 843301 |
| 1144 | 332200 | DO | TIWARI ENCLAVE ,LALPUR CHOWK | RANCHI | | RANCHI | 834001 |
| 1145 | 332201 | BO | 3rd FLOOR, PRABODH TOWER | S.N.GANGULI ROAD | RANCHI | RANCHI | 834001 |
| 1146 | 332204 | BO | HOTEL ALOKA | RADIAM ROAD,RANCHI | | RANCHI | 834001 |
| 1147 | 332291 | EC | H/o Chetlal Mahto, Kedla Bhoogarbh Pariyojna, Road No 1, Ambedkar | Chowk, Po- Kedla, Ps-Bhandu, Dist Ramgarh-829 101 | | RAMGARH | 829101 |
| 1148 | 332300 | DO | 2ND FLOOR, R J PALACE | RAI KASHI NATH MORE | GANDHI MAIDAN , GAYA | GAYA | 823001 |
| 1149 | 332301 | BO | RAJ LAKHAN COMPLEX | G T ROAD | SASARAM | SASARAM | 821115 |
| 1150 | 332302 | BO | CLUB ROAD | HAZARIBAGH | JAIN PETROL PUMP | HAZARIBAGH | 825301 |
| 1151 | 332303 | BO | CINEMA ROAD | DEHRI ON SONE | | DEHRI | 821307 |
| 1152 | 332390 | EC | K P AGARWAL COMPLES | NEW AREA | AURANGABAD | AURANGABAD | 824101 |
| 1153 | 332391 | EC | G T COMPLEX | JHUMRI TELAIYA | KODERMA | HAZARIBAGH | 825409 |
| 1154 | 332392 | EC | NAYA BAZAR | SHERGHATI | DIST : GAYA | GAYA | 824211 |
| 1155 | 332393 | EC | JAWAHAR NAGAR | SITARAM COMPLEX | NAWADAH | NAWADA | 831500 |
| 1156 | 332395 | EC | Tandwa Road, Bus Stand, | Nabinagar,Aurangabad | | AURANGABAD | 824301 |

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|------|--------|--------|---|---|------------------------|-------------|---------|
| 1157 | 332396 | EC | Deodhar Pur Main Road | Tekari, Gaya Bihar | | TIKARI | 824236 |
| 1158 | 332397 | EC | Station Roadf, Nokha | Main Road Nokha | Rohtas Bihar | NOKHA | 802215 |
| 1159 | 332398 | EC | By pass Chouk,Bariyarpur Road, | Warsaliganj | | NAWADA | 805130 |
| 1160 | 332400 | DO | DIVISIONAL OFFICE | R.B.S.S.S.ROAD | KACHARI CHOWK | BHAGALPUR | 812001 |
| 1161 | 332401 | BO | COURT COMPOUND | | | DUMKA | 814101 |
| 1162 | 332402 | BO | JAGE SHANTI MARKET COMPLEX , | NETAJI SUBHASH ROAD | | DEOGHAR | 814112 |
| 1163 | 332403 | BO | BHAGALPUR ROAD | GODDA | | 0 | 814133 |
| 1164 | 332404 | BO | RAJWATI POST OFFICE ROAD | MUNGER-BR | | MUNGER | 811201 |
| 1165 | 332490 | EC | KACHAHRI MORE | BYPASS ROAD | JAMUI | JAMUI | 811307 |
| 1166 | 332600 | DO | FIRST FLOOR | GOVIND DHAM,KALIBARI ROAD | BHATTA BAZAR | PURNEA | 824301 |
| 1167 | 332601 | BO | R B LANE | FORBESGANJ | BM Mob. No. 9234679894 | ARARIA | 854318 |
| 1168 | 332602 | BO | V.I.P. ROAD | PURAB BAZAR | SAHARSA | SAHARSA | 852201 |
| 1169 | 332603 | BO | ADARSH LOK PART- 1 | SHYAMA TALKIS ROAD | MANGAL BAZAR | KATIHAR | 854105 |
| 1170 | 332691 | EC | WARD NO. 3 | MAHAVIR CHOWK | NIRMALI,DIST. SUPAUL | NIRMALI | 847452 |
| 1171 | 332700 | DO | B-24, CITY CENTRE | SECTOR IV | BOKARO STEEL CITY | BOKARO | 827004 |
| 1172 | 332701 | BO | B-1 SECOND FLOOR | CITY CENTRE | SECTOR - IV | BOKARO | 827004 |
| 1173 | 332703 | BO | 1st FLOOR, RATHORE MANSION | BANK MORE | DHANBAD | DHANBAD | 826001 |
| 1174 | 332780 | MICRO | | | | | |
| 1175 | 332781 | MICRO | Egarcoor, P.O.- Kumardubi, P.S.- Chirkunda, G. T. Road, Dhanbad | | | DHANBAD | 828203 |
| 1176 | 332782 | MICRO | DUMARKUNDA MICRO OFFICE, 1st FLOOR, M K MARKET, G.T. ROAD | AT & PO- CHIRKUNDA, DIST- DHANBAD | | DHANBAD | 828202 |
| 1177 | 332790 | EC | D.S COMPLEX | THANA CHOWK | RAMGARH | RAMGARH | 822129 |
| 1178 | 332791 | EC | RAJA BANGLA | MAIN ROAD | GIRIDIH | DHANBAD | 815301 |
| 1179 | 332792 | EC | JAISWAL MARKET | MAIN ROAD | KATHHARA | BOKARO | 829116 |
| 1180 | 332793 | EC | H/O MUSTAK AHMAD | RAILWAY STATION ROAD, | CHANDRAPURA | CHANDRAPURA | |
| 1181 | 332795 | EC | BHULI MICRO OFFICE, | "D" BLOCK ,GIRI MANSION, SHAKTI MARKET, | BHULI NAGAR, DHANBAD | DHANBAD | 828104 |
| 1182 | 332797 | EC | MICRO OFFICE, JHARIA, THANA ROAD JHARIA, | P.O & P.S.- JHARIA, DIST- DHANBAD | | DHANBAD | 828111 |
| 1183 | 332799 | EC | RAJ COMPLEX, KOLA KUSMA, SARAIIDHELA, DHANBAD | | | DHANBAD | |
| 1184 | 332900 | DO | TRIPATHI COLONY | KADRU DIVERSION ROAD | DORANDA | RANCHI | 834002 |
| 1185 | 332901 | BO | DANGRATOLI CHOWK, | PURULIA ROAD, | | RANCHI | 834001 |
| 1186 | 332902 | BO | DHARAMSHALA ROAD | DALTONGANJ | | DALTONGANJ | 822101 |
| 1187 | 332903 | BO | HOTEL NOVELTY | POWER GANJ CHOWK | LOHARDAGA | LOH | 835302 |

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|------|--------|--------|---|------------------------------|-------------------------------|--------------|---------|
| 1188 | 332990 | EC | PUSHPA MARKET,GROUND FLOOR | ITKI ROAD, HEHAL | OPP. SBI ATM | RANCHI | 834005 |
| 1189 | 332991 | EC | ANIL TEXTILE ,WHOLESALE CLOTH | MARCHANT, MAIN ROAD ,GARHWA | | RANCHI | 822114 |
| 1190 | 332992 | EC | MAIN ROAD | NEAR-HOSPITAL CHOWK | PO-GIDDI-A | JHARKHAND | 829108 |
| 1191 | 333000 | DO | HINDUSTAN BUILDING | BISTUPUR | | JAMSHEDPUR | 831001 |
| 1192 | 333001 | BO | ARJUN TOWER | MAIN ROAD | MANGO | JAMSHEDPUR | 831012 |
| 1193 | 333002 | BO | 2ND FLOOR | JAIN MARKET | SADAR BAZAR | CHAI | 833201 |
| 1194 | 333003 | BO | 2nd FLOOR | AKASH DEEP PLAZA | GOLMURI | JAMSHEDPUR | 831003 |
| 1195 | 333091 | EC | 2ND FLOOR, SHER-E-PUNJAB CHOWK, | PANDEY COMPLEX, | MAIN ROAD, | JAMSHEDPUR | 831013 |
| 1196 | 333092 | EC | Noamundi, | Main Road, | Pin - 833217 | NOAMUNDI | 0-6589 |
| 1197 | 333093 | EC | Basa hatu, | station colony, | Main Road ,Jhinkpani- 833215, | JHINKPANI | 06589 |
| 1198 | 333100 | DO | KANHAULI COMPLEX | SOUTH OF TRIMURTI CHOWK | KONHARA GHAT ROAD,HAJIPUR | HAJIPUR | 844101 |
| 1199 | 333101 | BO | SINGH KUTIR | MUNCIPAL CHOUK | | CHAPRA | 841301 |
| 1200 | 333102 | BO | BRAHM CHOWK | GOPALGANJ | | GOPALGANJ | 841428 |
| 1201 | 333190 | EC | Anand Hotel | rajendra Patn | Babunia More | SIWAN | 841226 |
| 1202 | 340000 | RO | 4TH FLOOR ,ALOK BHARATI TOWERS | SAHID NAGAR | BHUBANESWAR | BHUBANESWAR | 751007 |
| 1203 | 340011 | SVC | 3rd FLOOR | 75, BUDDHA NAGAR | BHUBANESWAR | BHUBANESWAR | 751006 |
| 1204 | 340021 | TP HUB | 4TH FLOOR, ALOK BHARATI TOWERS | SAHID NAGAR | | BHUBANESWAR | 751007 |
| 1205 | 345100 | DO | MANGALAM NIVAS | 2ND FLOOR | INFRONT OF HDFC BANK | CUTTACK | 753001 |
| 1206 | 345101 | BO | MISSION ROAD | | | CUTTACK | 753001 |
| 1207 | 345105 | BO | PLOT No.442, NEAR PALAMANDAP | LINK ROAD | CUTTACK | CUTTACK | 753012 |
| 1208 | 345106 | BO | TINI MUHANI SQUARE, KENDRAPADA | DISTRICT-KENDRAPADA | ODISHA - 754211 | KENDRAPADA | 754211 |
| 1209 | 345196 | EC | C/O Ashok Kumar Mohanty, Day & Night Medical Store, 1st Floor , P.O. Jagatsinghpur, Odisha , PIN-754103 | | | JAGATSINGHPR | 754103 |
| 1210 | 345300 | DO | 5149 | LEWIS ROAD | | BHUBNESWAR | 751014 |
| 1211 | 345304 | BO | 1 A ,STATION SQUARE | | | BHUBNESWAR | 751001 |
| 1212 | 345390 | EC | House of Shri Susil Kumar Biswal, Near LIC Building | AT/PO Beltal | District: Kendrapada | PATAMUNDE I | 754215 |
| 1213 | 345400 | DO | HOUSE OF C.S. DAS, GIRI ROAD | BERHAMPUR | | BERHAMPUR | 760005 |
| 1214 | 345401 | BO | BUS STAND | ASKA | | ASKA | 761110 |
| 1215 | 345402 | BO | MAIN ROAD, JEYPORE, DIST. KORAPUT | | | JEYPORE | 764001 |
| 1216 | 345490 | EC | The Oriental Insurance Co. Ltd. | Extension counter - Rayagada | Gandhi Nagar , Rayagada | RAYAGADA | 765001 |
| 1217 | 345491 | EC | PALACE STREET, PARLAKHEMUNDI | PINCODE- 761200 | | PARALAKHE | 761200 |

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|------|--------|--------|--|--|--------------------------------|---------------|---------|
| 1218 | 345492 | EC | Main Road | Opposite Union Bank of India, At/Po/Dist: Malkangiri | | MALKANGIR I | 764045 |
| 1219 | 345493 | EC | SANABAZAR, AT. MAIN ROAD,PO.-GANJAM | DIST.GANJAM | | GANJAM | 761026 |
| 1220 | 345494 | EC | HOUSE OF S.AJIT KUMAR PRUSTY, AT: MAIN ROAD, BUS STAND, | PO: KABISURYANAGAR, DISTRICT: GANJAM, ODISHA | DIST.GANJAM | KABISURYA NGR | 761104 |
| 1221 | 345495 | EC | MINCHINI PATNA | PO: RAMBHA, DISTRICT: GANJAM, ODISHA | | RAMBHA | 761028 |
| 1222 | 345496 | EC | H/O- BISHNUPADA SATAPATHY, | AT- ADARSHA NAGAR, 6TH LANE, | PO/PS- GUNUPUR, DIST- RAYAGADA | GUNUPUR | 765022 |
| 1223 | 345497 | EC | House of Late Abhi Hota, Main Road, Near Gandhi Chowk | At PO Kotpad, District: Koraput | | KOTPAD | 764058 |
| 1224 | 345498 | EC | NEAR SBI EVENING BRANCH, MAIN ROAD, PHULBANI | DISTT. KANDHAMAL. | | PHULBANI | 762001 |
| 1225 | 345499 | EC | GOPABANDHU CHOWK, | IN FRONT OF OHPC OFFICE | AT/PO: BALIMELA | BALIMELA | 764051 |
| 1226 | 345500 | DO | ORIENTAL INSURANCE COMAPANY LIMITED | UDIT NAGAR | GAFFOR COLONY | ROURKELA | 769012 |
| 1227 | 345505 | BO | NEAR RTO OFFICE | KEONJHAR | | KEONJHAR | 758001 |
| 1228 | 345506 | BO | MAIN ROAD | BARBIL | | BARBIL | 758035 |
| 1229 | 345590 | EC | PADMALOCHAN MARKET COMPLEX,Ist FLOOR | District: Sambalpur | ODISHA | KOCHINDA | 768222 |
| 1230 | 345591 | EC | At-Ranibagicha,MainRoad, | P:O: & Dist: Sundergarh | Odisha-770001 | SUNDERGAR H | 770001 |
| 1231 | 345592 | EC | Near Mangla Mandir , Banspani Road , Joda , Dist-Keonjhar | Pin Code-758034 | Odisha | JODA | 758034 |
| 1232 | 345600 | DO | V.S.S.MARG | ODISHA | | SAMBALPUR | 768001 |
| 1233 | 345601 | BO | CANAL AVENUE | | | BARGARH | 768028 |
| 1234 | 345604 | BO | KALIMANDIR ROAD, PAHADIMANDIR CHHAK, JHARSUGUDA | | | JHARSUGUD A | 768201 |
| 1235 | 345692 | EC | RONAK PLAZA COMPLEX, Ist FLOOR | District: Debagarh | ODISHA | DEOGARH | 768108 |
| 1236 | 345700 | DO | POLICE LINE SQUARE | O.T.Road | Balasore-756001 | BALASORE | 756001 |
| 1237 | 345701 | BO | MAIN ROAD, BURMA BYE PASS | | | BHADRAK | 756100 |
| 1238 | 345702 | BO | NEAR SHIVA TEMPLE ON NH-215 | AT/PO - KANHEIPUR , JAJPUR ROAD | DIST - JAJPUR | JAJPUR ROAD | 755019 |
| 1239 | 345703 | BO | NEAR JUBILEE LIBRARY | LAL BAZAR | | BARIPADA | 757001 |
| 1240 | 345704 | BO | ADJACENT TO FLY OVER BRIDGE | AT - CHANDIKHOLE | PO - SUNGUDA | JAJPUR | 754296 |
| 1241 | 345793 | EC | The Oriental Insurance Co. Ltd. | Extension Counter,KARANJIA | W.No-4,Manika Chhaka | KARANJIA | 757037 |
| 1242 | 345794 | EC | NEAR SATSANG VIHAR,GHASIPURA BYE-PASS, ANANDPUR, Dt-KEONJHAR,ODISHA-758015 | | | ANANDPUR | 758015 |

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|------|--------|--------|--|--|--|--------------|---------|
| 1243 | 345795 | EC | EC RAIRANGPUR | H/O- MINAKSHI MOHANTY | AT/PO- MEDICAL CHHAK,RAIRANGPUR | RAIRANGPUR | |
| 1244 | 345796 | EC | EC JALESWAR | H/O- ARATI SAHU | AT/PO- BADABAZAR,JALESWAR | JALESWAR | |
| 1245 | 345800 | DO | 75, BUDHA NAGAR,BHUBANESWAR | | | BHUBNESWAR | 751006 |
| 1246 | 345801 | BO | NEAR GUNDICHA TEMPLE | GRAND ROAD | | PURI | 752002 |
| 1247 | 345890 | EC | House of Gadadhar Sahoo, | PLOT NO-894/5948,KHATA--NO1616/948 | At - Pratapsasan, PO - Balakati,P.S. - Balianata | BHUBANESWAR | 752101 |
| 1248 | 345891 | EC | House of Sh. Jasaswi Ray, PLOT NO 448,KHATA NO 75 | VILLAGE - Madhipur, PO/P.S./NAC - Konark | DIST - PURI | KONARK | 752111 |
| 1249 | 345892 | EC | Khandapada Road, | PO - Nayagarh | DIST - NAYAGARH | NAYAGARH | 752069 |
| 1250 | 345893 | EC | Godi pokhari | Near United Bank of India | PO - Khurda | KHURDA | 752055 |
| 1251 | 345894 | EC | Near Kalayan Mandap, | Main Road Balugaon, Opposite to Union bank | DIST - KHURDA | BALUGAON | 752030 |
| 1252 | 345895 | EC | 485, COSMOPOLI CHAWK | NH - 5, DUMDUMA SQUARE, BHUBANESWAR | DIST - KHURDA | BHUBANESWAR | 751019 |
| 1253 | 345896 | EC | 2ND FLOOR, PLOT NO - 1636 (P), | HIG - 3/5, CHANDRASHEKHARPUR | BHUBANESWAR | BHUBANESWAR | 751016 |
| 1254 | 345900 | DO | RAJA JAGDEV SINGH ROAD | NEAR BUS STAND | | ANGUL | 759122 |
| 1255 | 345901 | BO | JAGANNATH ROAD, NEAR HOTEL SURYA, | DHENKANAL-759001 | | DHENKANAL | 759001 |
| 1256 | 345902 | BO | HANDIDHUA CHHAK | RAILWAY STATION ROAD | PO: HANDIDHUA PS: COLLIERY | TALCHER | 759101 |
| 1257 | 345992 | EC | AT & BY-PASS ROAD,NEAR MAIN GATE N.T.P.C. | KANIHA, DIST: ANGUL | ODISHA | KANIHA | 759117 |
| 1258 | 346000 | DO | FIRST FLOOR | BASUDEV BHAWAN | IN FRONT OF GOVT. GIRLS HIGH SCHOOL, | BOLANGIR | 767001 |
| 1259 | 346001 | BO | SHIW GANGA COMPLEX, NEAR DAYANIDHI CHOWK, | BAHADUR BAGICHA PARA, | BHAWANIPATNA, DISTT. KALAHANDI, ODISHA | BHAWANIPATNA | 766001 |
| 1260 | 346090 | EC | DHARAMSALA ROAD, | PO:TITLAGARH,Dist: BOLANGIR | | TITLAGARH | 767033 |
| 1261 | 346091 | EC | SHOP NO:14 | VETENARY COMPLEX | MAIN ROAD | KESINGA | 766012 |
| 1262 | 346092 | EC | STALL NO 48, NAC MARKET COMPLEX, MAIN ROAD, AT PO-PATNAGARH, DIST-BOLANGIR | | | PATNAGARH | 767025 |
| 1263 | 410000 | RO | P.B.NO.1877 U.I.L BUILDING III FLOOR | NO.4, ESPLANADE OPP.ESPLANADE POLICE STN. | | CHENNAI | 600108 |
| 1264 | 410011 | SVC | 'ORIENTAL HOUSE' II FLOOR | NEW.NO.216 (OLD.NO. 115), | PRAKASAM SALAI, BROADWAY, CHENNAI. | CHENNAI | 600108 |
| 1265 | 411100 | DO | ORIENTAL HOUSE I FLOOR | 216 / 115 PRAKASAM SALAI | BROADWAY,CHENNAI | CHENNAI | 600108 |
| 1266 | 411104 | BO | No. 1, Perianna Maistry Street | PERIAMET | | CHENNAI | 600003 |
| 1267 | 411190 | EC | NO 1,MURALI NAGAR, | T.H.ROAD, | MINJUR, | THIRUVALLUR | 601203 |

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|------|--------|--------|---|---|-----------------------------|---------|---------|
| 1268 | 411191 | EC | 115/Kathivakkam | High Road, | Kathivakkam - | CHENNAI | |
| 1269 | 411200 | DO | UIL BUILDING, 4TH FLOOR | 4, ESPLANADE, CHENNAI - 600108. | | CHENNAI | 600108 |
| 1270 | 411400 | DO | Oriental Building, | 2nd Floor, 47,Armenian Street, | | CHENNAI | 600001 |
| 1271 | 411401 | BO | 69 WEST MADHA CHURCH ROAD | APPAVOO TOWERS IST FLOOR | ROYAPURAM | CHENNAI | 600013 |
| 1272 | 411500 | DO | SPENCER TOWERS, IV FLOOR | 770-A ANNA SALAI , P.B. NO. 2447 | | CHENNAI | 600002 |
| 1273 | 411600 | DO | BALI TOWERS FIRST FLOOR | 1 ABDUL RAZACK ST. | SAIDAPET | CHENNAI | 600015 |
| 1274 | 411601 | BO | RACE VIEW TOWER II FLOOR | 71 ANNA SALAI | GUINDY | CHENNAI | 600032 |
| 1275 | 411693 | EC | 11/27-A KAMARAJ STREET | TAMBARAM WEST | CHENNAI 600 045 | CHENNAI | 600045 |
| 1276 | 411694 | EC | No.22,I floor,Kamarajar Salai, | Anakaputhur | chennai | CHENNAI | 600070 |
| 1277 | 411700 | DO | NEW NO.377(OLD NO.272),Anna Salai | III FLOOR | TEYNAMPET | CHENNAI | 600018 |
| 1278 | 411790 | EC | 11/24 First Floor | Thiruneermalai Main Road | Chromepet, Chennai | CHENNAI | 600044 |
| 1279 | 411791 | EC | No.42/59 Kamarajar Salai | Perungalathur, | Kancheepuram District | CHENNAI | 600063 |
| 1280 | 411800 | DO | NO 89, SHREE PANKAJ COMPLEX | PERAMBUR BARRACKS ROAD, | PURASAWALKKAM, | CHENNAI | 600007 |
| 1281 | 411891 | EC | 68 PALANIAPPA STREET, | TAPAL PETTI | MADHAVARAM CHENNAI 60 | CHENNAI | |
| 1282 | 411900 | DO | No.20, Apex Chambers, 2nd Floor, Sir Theagaraya Road, | T.Nagar, Chennai-600017 | | CHENNAI | 600017 |
| 1283 | 411901 | BO | KAMALA ARCADE | NO. 669 ANNA SALAI | | CHENNAI | 600006 |
| 1284 | 411991 | EC | No : 1 ě MADIPAKKAM KOOT ROAD, | MEDAVAKKAM MAIN ROAD. | 1st FLOOR, | CHENNAI | 600091 |
| 1285 | 411992 | EC | 5, TANNERY STREET | SOMASUNDARAM NAGAR | C.PALLAVARAM(PAM MAL) | CHENNAI | 600043 |
| 1286 | 412000 | DO | DWARAKA,II FLOOR | 79,UTTAMAR GANDHI SALAI | CHENNAI | CHENNAI | 600034 |
| 1287 | 412100 | DO | Mahalakshmi Mansion, I Floor | 14, I Main Road, Gandhinagar, Adyar,Ch-20 | Tel : 2345 8263 / 2345 8264 | CHENNAI | 600020 |
| 1288 | 412191 | EC | Shop No.AG-9, Duraisamy Apartments | 119, East Coast Road, Near RTO | Thiruvanmiyur | CHENNAI | 600041 |
| 1289 | 412200 | DO | W-115,1st FLOOR,S.B.COMPLEX, | 3RD AVENUE,NEXT TO D.K.KALYANA MANDAPAM, | NEAR ROUNDTANA,ANNA NAGAR, | CHENNAI | 600040 |
| 1290 | 412291 | EC | No:1/23, First Floor, Poonamalle High Road, | Nerkundram | | CHENNAI | 600107 |
| 1291 | 412292 | EC | No:4/356, First Floor, CJ Complex, Opp. Padianallur Bus Stand | Padianallur, Red Hills | Chennai 600 052 | CHENNAI | 600052 |
| 1292 | 412293 | EC | No:109, 1st Main Road, Pallavan Nagar, | Thiruverkadu | | CHENNAI | 600077 |
| 1293 | 412300 | DO | NO.94 ,III FLOOR, JAWAHARLAL NEHRU ROAD , | 100 FT ROAD, (OPP TO HOTEL AMBICA EMPIRE & ABOVE SBI) | VADAPALANI | CHENNAI | 600026 |
| 1294 | 412390 | EC | NO.24, ELOHIM MALL, | SHOP NO.7, FIRST FLOOR, | HVF ROAD, AVADI, | CHENNAI | 600054 |
| 1295 | 412391 | EC | GANESH TOWERS, NO.207-A, ARCOT ROAD 2ND FLOOR, | OPP. TO VENKATESWARA MAHAL, PORUR, CHENNAI 600 116 | | CHENNAI | 600116 |

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|------|--------|--------|--|--|--|--------------|---------|
| 1296 | 412392 | EC | No. 1/552, Plot No.3A, 200 ft Radial Road | Near Toll Plaza, Thoraipakkam, | Chennai 600097 | CHENNAI | 600097 |
| 1297 | 413500 | DO | OLD NO: 29/B,NEW NO:238, ARCOT ROAD | JAMBUBALA COMPLEX, 1st FLOOR | VELLORE - 632004 | VELLORE | 632004 |
| 1298 | 413502 | BO | NO.17-A, Krishnagiri Road, | SKS Complex, | Ranipet | RPT | 632401 |
| 1299 | 413503 | BO | 15, I-Floor | R S Road | Gudiyattam-632602 | VELLORE | 632602 |
| 1300 | 413506 | BO | 75,KRISHNAN STREET, | (BEHIND ANNA STATUE) | | THIRUVANNAMA | 606601 |
| 1301 | 413590 | EC | `ASHWINI & ABINAYA COMPLEX', | NO.26 VANIYAMBADI ROAD | ALANGAYAM | VELLORE | 635701 |
| 1302 | 413591 | EC | NO.6 STARK RESIDENCY COMPLEX | WALAJA ROAD, | AMMOOR, | VELLORE | 632501 |
| 1303 | 413596 | EC | NO.61, VELLORE ROAD, | DHARAPADAVIDU | KATPADI POST, VELLORE DISTRICT | VELLORE | 632007 |
| 1304 | 413597 | EC | 8/B S.M. COMPLEX, NEW BYE PASS ROAD | SHENBAKKAM | VELLORE DISTRICT | VELLORE | 632008 |
| 1305 | 413598 | EC | 97, AZAD ROAD, | THORAPADI, VELLORE DISTRICT | | VELLORE | 632002 |
| 1306 | 413900 | DO | II FLOOR, S.V. COMPLEX | 179, ESWARAN KOIL ST. | | PUDUVAI | 605001 |
| 1307 | 413901 | BO | Block-B, Second Floor | Valli Vilas Commercial Complex | 189/2A, Bharathy Road, | CUDDALORE | 607002 |
| 1308 | 413902 | BO | LODGE PRESIDENT COMPLEX | 33-C/10 THANJAVUR ROAD | THIRUVARUR | THIRUVARUR | 610001 |
| 1309 | 413904 | BO | K.A.K COMPLEX,FIRST FLOOR, | NO.20,GANDHI ROAD, | KALLAKURICHI-606202. | KALLAKURICHI | 606202 |
| 1310 | 413905 | BO | NO. 30/6 E, I FLOOR, DEEN PLAZA, | STATE BANK ROAD, | MAYILADUTHURAI-609001. PHONE.NO: 04364-222119 | MYL | 609001 |
| 1311 | 413990 | EC | No. 680, I FLOOR | NEHRUJI ROAD | OPP. INDIA TOWER | VILLUPURAM | 605602 |
| 1312 | 413991 | EC | 20 OM GANAPATHI COMPLEX, R S PILLAI STREET,TINDIVANAM. 604 001 | | | VILLUPURAM | 604001 |
| 1313 | 413992 | EC | The Oriental Insurance Company Ltd., | Extension Counter Mannargudi | No. 27/A-1, Old Tanjavur Road, Balakrishna Nagar, Mannargudi | THIRUVARUR | 614001 |
| 1314 | 413993 | EC | No.38/39, Raghavendra City | 1st Floor, | Panruti Main Road Vadalur | VADALUR | 607303 |
| 1315 | 413994 | EC | KRE COMPLEX,EAST COAST ROAD, | KADAPAKKAM, | EDAIAKAZHINADU,KANCHIPURAM | KADAPAKKAM | 603304 |
| 1316 | 413995 | EC | No 167, 1/1 1st floor | Opp: NSR Petrol Bunk | Kallakurichi main road- 606401 | SANKARAPURAM | 606401 |
| 1317 | 414600 | DO | 173 J.N.ROAD, | THIRUVALLUR | TEL. NO. 27662377;27662376 | TIRUVALLUR | 602001 |
| 1318 | 414690 | EC | GF NO: 5,Ramanujar Nagar | Bangalore Trunk Road,Sripermbudur | | THIRUVALLUR | 602105 |
| 1319 | 414691 | EC | NO.164, CHITTOOR ROAD | OPP. DR.GENGUSWAMY NAIDU MATRIC SCHOOL | TIRUTTANI - 631 209 | THIRUVALLUR | 631209 |
| 1320 | 414700 | DO | F-4, VISITORS ROAD, BLOCK-2, NEYVELI 607 801. | | | SOUTH ARCOT | 607801 |
| 1321 | 414800 | DO | 547 GANDHI ROAD, FIRST FLOOR | KANCHEPURAM | TAMILNADU-631501 | KANCHEEPURAM | 631501 |
| 1322 | 414890 | EC | NO.1/53, SEETHARAMAN COMPLEX, | GST ROAD | SINGAPERUMAL KOIL 603204 | KANCHEEPURAM | 603204 |

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| 1323 | 414891 | EC | 101, G.S.T. ROAD, FIRST FLOOR, | OPP. TO AXIS BANK, | CHENGALPATTU. | CHENGALPATTU | 603001 |
| 1324 | 414892 | EC | 16, G.S.T. ROAD, MELAVALAMPETTAI, | KARUNGUZHI, | MADURANTAKAM TALUK, | KARUNGUZHI | 603303 |
| 1325 | 414893 | EC | 23/9, VANDAVASI SALAI | SEVILIMEDU | KANCHEEPURAM TALUK & DIST. | SEVILIMEDU | 631501 |
| 1326 | 420000 | RO | 44/45, Leo Shopping Complex | 1st Floor Floor | Residency Road Cross | BANGALORE | 560025 |
| 1327 | 420011 | SVC | #44/45, LEO SHOPPING COMPLEX | 4TH FLOOR | RESIDENCY ROAD CROSS, | BANGALORE | 560025 |
| 1328 | 420021 | TP HUB | 4th Floor | 44/45 Leo Shopping Complex | Residency Road Cross | BANGALORE | 560025 |
| 1329 | 420022 | TP HUB | NEW MUSLIM HOSTEL COMPLEX, OPP. FIRE BRIDAGE, I MAIN, SARASWATHIPURAM | OPP. FIRE BRIDAGE, I MAIN, SARASWATHIPURAM | | MYSORE | 570009 |
| 1330 | 421100 | DO | NO.44/45, LEO SHOPPING COMPLEX, | RESIDENCY CROSS ROAD, | 3RD FLOOR, | BANGALORE | 560025 |
| 1331 | 421200 | DO | Do2., Kheny Building, | No3., Ist Floor, Ist Cross, Gandhinagar, | P.B.No.9555, | BANGALORE | 560009 |
| 1332 | 421203 | BO | Indian Mutual Building, 1st Floor, No. 221, Cubbonpet Main Road N.R.Square BANGALORE | | | BANGALORE | 560002 |
| 1333 | 421300 | DO | LEO SHOPPING COMPLEX, NO.44/45, 3RD FLOOR, RESIDENCY ROAD CROSS | | | BANGALORE | 560025 |
| 1334 | 421400 | DO | NO.49 II FLOOR | 'JYOTHI MAHAL'ST. | MARKS ROAD | BANGALORE | 560001 |
| 1335 | 421402 | BO | # 1 & 2, IInd Floor, 1st Cross, Siddapura | Opp 9th Cross, Wilson Garden, | Hosur Road | BANGALORE | 560027 |
| 1336 | 421403 | BO | # 16/1, S P COMPLEX, APPLE VILLA, 1st FLOOR, LALBAGH ROAD, | (NEXT TO PRAKASH MOTORS-HERO HONDA) BANGALORE | PHONE : 080-22234534, 22226963(FAX), 22103051(D) | BANGALORE | 560027 |
| 1337 | 421500 | DO | SHANKAR HOUSE, NO-1, RMV EXTENSION | MEKHRI CIRCLE | | BANGALORE | 560080 |
| 1338 | 421504 | BO | CBO17, NO12, BELLARY ROAD, HEBBAL, NEXT TO CANARA BANK | | | BANGALORE | 560024 |
| 1339 | 421590 | EC | NO. 2023, H I G III PHASE, | YELAHANKA NEW TOWN | BANGALORE | BANGALORE | 560064 |
| 1340 | 421591 | EC | NO.32 BB ROAD | VIDYANAGAR CROSS | | BANGALORE | 562157 |
| 1341 | 421592 | EC | SHOP NO.4, O T BUILDING | 1ST FLOOR, T B ROAD | OPP. TAPCMS | SIDHALGHATTA | 562105 |
| 1342 | 421600 | DO | NO 20 2ND FLOOR 9TH MAIN | OPP PAI VICEROY HOTEL | JAYANAGAR III BLOCK | BANGALORE | 560011 |
| 1343 | 421609 | BO | THE ORIENTAL INSURANCE CO. LTD. | D A B 2, # 44, SHRI CHAMUNDESHWARI COMPLEX | NEXT TO KAMAKYA THEATRE, OPP. 13TH BMTC BUS DEPOT | BANGALORE | 560085 |
| 1344 | 421690 | EC | # 124. OMKAR NAGAR | AREKERE MICO LAYOUT | BANNERGHATTA MAIN ROAD | BANGALORE | 560076 |
| 1345 | 421700 | DO | NO1, SHANKAR HOUSE, | 3 FLOOR, RMV EXTENSION, | MEKHRI CIRCLE, BANGLORE | BANGALORE | 560080 |
| 1346 | 421703 | BO | NO. 79, II FLOOR M M ROAD | FRAZER TOWN | Bangalore, | BANGALORE | 560005 |
| 1347 | 421704 | BO | 1/1, CONNAUGHT ROAD, | QUEENS ROAD CROSS, | BANGALORE-560052 | BANGALORE | 560052 |

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| 1348 | 421790 | EC | SHOP No.3, GROUND FLOOR | GOLDEN PLAZA | H I S ROAD | BANGALORE | 563114 |
| 1349 | 421791 | EC | Premises No.4, Property No.8/8/1, "Srilalitha Complex", I Floor | Jakkur Plantation, Yeshodhanagar, Opp. Jakkur Airfield | Bellary Road, Byatarayanapura, Bangalore - Pincode - 560064 | BANGALORE | 560064 |
| 1350 | 421800 | DO | 22 D V G ROAD, V C PLAZA, | BASAVANGUDI, | BANGALORE-560004 | BANGALORE | 560004 |
| 1351 | 421801 | BO | IML Building,# 221,Cubbonpet Main Road, N R Square | Opp.Ulsoor Gate Police Station | Near Bangalore City Corporation Office | BANGALORE | 560002 |
| 1352 | 421803 | BO | NO.19/1, I FLOOR, III CROSS, CHIKKANNA GARDEN SHANKARMUTT COMPOUND | SHANKARAPURAM | BANGALORE | BANGALORE | 560004 |
| 1353 | 421890 | EC | No.865, "SARATHY COMPLEX", 3rd FLOOR, ABOVE CANARA BANK | FIRST MAIN ROAD, KENGERI SATELLITE TOWN, BANGALORE-560060 | | BANGALORE | 560060 |
| 1354 | 421900 | DO | NO.70/5, SUVARNA TOWERS, I FLOOR, | NEAR VIJAYANAGAR BDA COMPLEX, GOVINDARAJ | NAGAR, VIJAYANAGAR, BANGALORE | BANGALORE | 560040 |
| 1355 | 421902 | BO | 401/2 SWASTIK MANANDI ARCADE, SC ROAD, SHESHADRIPURAM | | | BANGALORE | 560020 |
| 1356 | 421990 | EC | SHIPLA COMPLEX, B M ROAD , RAMNAGARA, KARNATAKA | | | RAMNAGARA | 571511 |
| 1357 | 421991 | EC | NO.1 , BEL LAYOUT ,II STAGE, OPP. SHELL PETROL BANK, BYADARAHALLY,MAGADI MAIN ROAD, BANGALORE-560091 | | | BANGALORE | 560091 |
| 1358 | 422200 | DO | BEAUTY PLAZA | BALMATTAROAD | | MANGALORE | 575001 |
| 1359 | 422203 | BO | KRISHNA PRASAD BUILDING, 3RD FLOOR,M.G.ROAD LALBHAG | | | MANGALORE | 575003 |
| 1360 | 422207 | BO | KRISHNA PRASAD BLDG, | MAIN ROAD, | PUTTUR [DK] | PUTTUR | 574201 |
| 1361 | 422208 | BO | BRANCH OFFICE, SATHISH COMPLEX, GROUND FLOOR, | BEHIND: SBI, OPP: GOVINDADASA COLLEGE | SURATHKAL | MANGALORE | 575014 |
| 1362 | 422290 | EC | SATYAVATHI COMPLEX MAIN ROAD | OPP SOMAYAJI INDUSTRIES B.C.ROAD | BANTWAL TALUK | MANGALORE | 574211 |
| 1363 | 422292 | EC | REB COMPLEX, I FLOOR | DOOR NO. 2-6/26(13) | THOKKOTTU | ULLAL | 575020 |
| 1364 | 422400 | DO | NO.1 THEJUS COMPLEX | CSI SAYYAJI RAO P.B. 27 | MYSORE | MYSORE | 570001 |
| 1365 | 422406 | BO | BRANCH OFFICE: 2, P.B.NO:210 | No.38/1E, 2nd FLOOR, CHAMARAJA DOUBLE ROAD, | MYSORE-570024 | MYSORE | 570024 |
| 1366 | 422407 | BO | # 42/1,CHANDRA COMPLEX, | I st FLOOR, KALIDASA ROAD, | V.V.MOHALLA, | MYSORE | 570002 |
| 1367 | 422490 | EC | EXTENSION COUNTER | # 1551/6, M.H.BORAIHA BUILDING | BESIDES VIDHYA GANAPATHY TEMPLE BUILDING | MANDYA | 571401 |

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|------|--------|--------|---|---|--|------------------|---------|
| 1368 | 422492 | EC | KCN COMPLEX, I FLOOR, NEAR BUS STAND, KRISHNARAJA NAGARA | | | KRISHNRAJ NGR | |
| 1369 | 422493 | EC | BHAGYA SHIVANNA COMPLEX, | M.M.ROAD,BANNUR | MYSORE | BANNUR | 571101 |
| 1370 | 422800 | DO | New Muslim Hostel Complex | Opp. Firebrigade, I Main | Saraswathipuram, | MYSORE | 570009 |
| 1371 | 422801 | BO | OPPOSITE TOWN HALL, | 1st FLOOR | MADIKERI | 0 | 571201 |
| 1372 | 422802 | BO | GIRISH COMPLEX, I FLOOR, AGRAHARA STREET, | CHAMARAJANAGAR | | 0 | 571313 |
| 1373 | 422804 | BO | I FLOOR, BADSHAH BUILDING, | OPPOSITE CLOCK TOWER, | MAIN ROAD, VIRAJPET, | VIRAJPET | 571218 |
| 1374 | 422805 | BO | NO. 4/12, NAVEEN COMPLEX, 1ST FLOOR, | HEBBAL MAIN ROAD, METAGALLI, MYSORE- 570016 | | MYSORE | 570016 |
| 1375 | 422890 | EC | # 1825/14C, 1st Floor, Shree Complex, Old B.M. Road,HUNSUR, | | | MYSORE | 571105 |
| 1376 | 423000 | DO | DO 10,BANGALORE | 213-217 NAGAPRABHA CHAMBERS | III MAIN,FOURTH CROSS, CHAMARAJPET, | BANGALORE | 560018 |
| 1377 | 423001 | BO | # 1188, I FLOOR, 26TH MAIN | RAGIGUDDA TEMPLE MAIN ROAD | 9TH BLOCK, JAYANAGAR | BANGALORE | 560069 |
| 1378 | 423100 | DO | 663, Ist Floor | Ist Main, Defence Colony, 100 Feet Road | Indira Nagar Ist Stage | BANGALORE | 560038 |
| 1379 | 423101 | BO | The Oriental insurance. co. Ltd | No.6, Annapoorna complex , 80 feet road,3rd Block | Koramangala, Bangalore- 560034 | BANGALORE | 560034 |
| 1380 | 423191 | EC | SHOP NO.6, FIRST FLOOR, SRIRAM COMPLEX, HAGADUR COLONY, IMMADIHALLI MAIN ROAD, WHITE FIELD, BANGALORE | | | BANGALORE | 560066 |
| 1381 | 423192 | EC | 203, SHOP NO.13, II FLOOR | 80 FEET ROAD, KALYAN NAGAR | OPP. ST GEORGE COLLEGE OF NURSING, NEAR SUB REGISTRAR OFFICE, BANASWADI | BANGALORE | 560043 |
| 1382 | 423200 | DO | 1001/56, Jayalakshmi Mansion, | 2nd Floor, Dr. Rajkumar Road, | 4th Block, Rajajinagar, | BANGALORE | 560010 |
| 1383 | 423201 | BO | TGMA BUILDING, | J C ROAD, | TUMKUR | TUMKUR | 572101 |
| 1384 | 423290 | EC | VAKKALIGARA SANGHA | OPP. KSTRC BUSSTAND | MADHUGIRI | TUMKUR | 572132 |
| 1385 | 423291 | EC | SHRI MARUTHI COMPLEX | MADHUGIRI ROAD, DOBBSPET | NELAMANGALA TALUQ | BANGALORE | 562111 |
| 1386 | 423300 | DO | DO 13 Yathiraja Mutt Building no 199 Ist floor 2nd Main | Sampige Road Near 11 the corss Malleswaram Bangalore 560003 | | BANGALORE | 560003 |
| 1387 | 423301 | BO | VP-IV, 1st ' A' Cross, Police Station Rd, 1st STAGE, | PEENYA INDUSTRIAL ESTATE, | BANGALORE -560 058 | BANGALORE | 560058 |
| 1388 | 423390 | EC | The Oriental Insurance Company Limited | 2nd Floor, Kalabhyraveswara Complex | Devanga Beedi, B.H.Road, Nelamangala, | BANGALORE | 562123 |

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|------|--------|--------|--|---|--------------------------------------|--------------|---------|
| 1389 | 430000 | RO | # 6-3-871, SNEHALATHA BUILDING, | P B NO.45, GREENLANDS ROAD, | BEGUMPET, HYDERABAD. | HYD | 500016 |
| 1390 | 430011 | SVC | H NO: 6-1-349, PADMARAO NAGAR, | ADJACENT TO NAIVEDYAM HOTEL, | SECUNDERABAD. | SECUNDERABAD | 500025 |
| 1391 | 430021 | TP HUB | "SNEHALATHA", 6-3-871, | PB NO.45, GREENLANDS ROAD, | BEGUMPET, HYDERABAD. | HYD | 500016 |
| 1392 | 431100 | DO | POST BOX NO: 11, 302, IIIIRD FLOOR, | OASIS PLAZA, TILAK ROAD, | ABIDS, HYDERABAD. | HYD | 500001 |
| 1393 | 431103 | BO | #1-1-180/17, 1ST FLOOR (ABOVE SYNDICATE BANK), | JHANSI LODGE BUILDING, JAWAHAR NAGAR, | OPP. SUDARSHAN CINEMA, | HYD | 500020 |
| 1394 | 431190 | EC | # 21-2-141 &142/A/1, 2ND FLOOR, | HEERA MOTI COMPLEX, GULZAR HOUSE, | CHARKAMAN, HYDERABAD. | HYD | 500002 |
| 1395 | 431200 | DO | DO-2, # 6-2-871, WESTERN WING, | 3RD FLOOR, SNEHALATHA, | GREENLANDS ROAD, BEGUMPET, | HYD | 500016 |
| 1396 | 431300 | DO | FLAT NO: 302, 3RD FLOOR, | AL-KARIM TRADE CENTRE, | OPP. RANIGUNJ BUS DEPOT, | SECUNDERABAD | 500003 |
| 1397 | 431301 | BO | # 107, JAIN ESTATE, | OPP. NAN KING HOTEL, | PARKLANE, | SECUNDERABAD | 500003 |
| 1398 | 431305 | BO | D NO: 4-9-6,SURYA TOWERS, | HMT NAGAR, ADJ TO NTR KUTEER, | NACAHARAM MAIN ROAD, | HYD | 500076 |
| 1399 | 431390 | EC | # 4-1-674/4, MAIN ROAD, | VIKARABAD, | R R DIST. | VIKARABAD | 501101 |
| 1400 | 431391 | EC | D NO: 1-8-301, JAYASREE COMPLEX, | GROUND FLOOR, BESIDE NEW BUS STAND, | KHILANAGAR, BHONGIRI, NALGONDA DIST. | BHONGIR | 508116 |
| 1401 | 431392 | EC | PLOT NO: 15, G-2,S M R COMPLEX | BEHIND MORE SUPER MARKET, SUCHITHRA 'X' ROAD,KOMPALLY ROAD, | SECUNDERABAD, R R DIST. | SECUNDERABAD | 500067 |
| 1402 | 431393 | EC | PLOT NO.91, 1st FLOOR, | Opp: TRIMULGHERRY RTA, | P&T COLONY, SECUNDERABAD | SECUNDERABAD | 500015 |
| 1403 | 431394 | EC | H.NO. 14-224, 1ST FLOOR | SANTHOSH REDDY NAGAR, MIRJALAGUDA, | MALKAJIGIRI, HYDERABAD, R R DIST. | HYD | 500047 |
| 1404 | 431400 | DO | LOYAL ESTATE, 1ST FLOOR, | D NO: 1-7-690/15, SUBEDARI, | HANUMAKONDA, | WARANGAL | 506001 |
| 1405 | 431401 | BO | D NO: 5-1-555, 1ST FLOOR, | BEHIND OLD II TOWN POLICE STATION, | LANE OPP. GOVT. HOSPITAL, WYRA ROAD, | KHAMMAM | 507002 |
| 1406 | 431403 | BO | THE ORIENTAL INSURANCE CO.,LTD | H NO: 15-1-422/A & B, | IIIrd FLOOR, S V S LEGEND, | WARANGAL | 506012 |
| 1407 | 431490 | EC | H NO: 6-149, MUKTESWARA LODGE, | MAIN ROAD, BHUPALAPALLY, | WARANGAL DIST. | WARANGAL | 506169 |
| 1408 | 431491 | EC | H NO: 3-3-12, 1ST FLOOR, | NEHRU PARK ROAD, JANAGAON, | WARANGAL DIST. | WARANGAL | 506167 |
| 1409 | 431492 | EC | D NO: 11-2-103, 1ST FLOOR, | SBH, KINNERASANI BRANCH COMPLEX, | BHADRACHALAM ROAD, | PALONCHA | 507115 |
| 1410 | 431493 | EC | H NO: 16-3-901/4, FORT ROAD JUNCTION, | NEAR REGISTRATION OFFICE, | KHAMMAM ROAD, | WARANGAL | 506002 |
| 1411 | 431494 | EC | H NO. 15-17/2, | MAIN ROAD, | TORRUR | TORRUR | 506163 |
| 1412 | 431500 | DO | 1st FLOOR, 6-2-976, | PAVANI ESTATES, P B NO. 74, | KHAIRATABAD, HYDERABAD. | HYD | 500004 |
| 1413 | 431590 | EC | H NO: 9-4-86/43/1, SALARJUNG COLONY, | NEAR RTA, MEHDIPATNAM, | HYDERABAD. | HYD | 500008 |
| 1414 | 431591 | EC | D NO: 11-32/21, GANESH COMPLEX, | BESIDE RGIA P S, SHAMSHABAD, | RANGA REDDY DIST. | SHAMSHABAD | 501218 |

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| 1415 | 431592 | EC | D NO: 1-9-35/3, 1st FLOOR, GOLKONDA, | NEAR OLD BUS STAND, HYDERABAD ROAD, | MEDAK TOWN, MEDAK DIST. - 502 110 . | MEDAK | 502110 |
| 1416 | 431600 | DO | # 1-2-25/16, IIIRD FLOOR, | DR. ATMARAM ESTATE (TMC BUILDING), | HYDERNAGAR, KUKATPALLY, | HYD | 500072 |
| 1417 | 431602 | BO | FLAT NO: 403, 4TH FLOOR, | BABUKHAN ESTATE, | BASHEERBAGH, | HYD | 500001 |
| 1418 | 431690 | EC | D NO: 6-4-67/1, BALANAGAR X ROAD, | BALANAGAR, HYDERABAD. | | HYD | 500037 |
| 1419 | 431691 | EC | # 4-92/6, 2ND FLOOR, | OPP. TELEPHONE EXCHANGE, | BESIDE POST OFFICE, | HYD | 500050 |
| 1420 | 431800 | DO | The Oriental Insurance Co.Ltd, | Divisional Office 6, # 6-3-871, 3rd Floor, "SNEHALATHA", | PB NO.45, Greenlands Road, Begumpet, | HYD | 500016 |
| 1421 | 431801 | BO | D NO: 5-4-10, SRI KRISHNA KRUPA COMPLEX, | 3RD FLOOR, LANE OPP. PETROL PUMP, | JN ROAD, ABIDS, | HYD | 500001 |
| 1422 | 431890 | EC | # 1-7-228, KAMALANAGAR, | OPP. ROUND BUILDING, | ECIL ' X ' ROADS, | HYD | 500062 |
| 1423 | 431891 | EC | # Ground: 3&4, Vamsee Estate | Opp: Big Bazar & Sitara Hotels | Ameerpet, Hyderabad - 500 016 | HYD | 500016 |
| 1424 | 431892 | EC | H.NO. 5-1-27/4, | SHOP NO. 4, FIRST FLOOR , NEAR BJP OFFICE, MAIN ROAD, KUKATPALLY, | HYDERABAD - 500072. | HYD | 500072 |
| 1425 | 432400 | DO | KALPANA COMPLEX, | OPP. JONNA IRON MART, | KAMALA NAGAR, | ANANTAPUR | 515001 |
| 1426 | 432404 | BO | T T COMPLEX, M F ROAD, | HINDUPUR. | | HINDUPUR | 515201 |
| 1427 | 432490 | EC | D NO: 15-1836, | SURYA TOWERS, | C B ROAD, | TADIPATRI | 515411 |
| 1428 | 432491 | EC | H NO: 1-1088/3, NEAR VEMMAREDDY CIRCLE, | BYPASS ROAD, KADIRI, | ANANTAPUR. | KADIRI | 515591 |
| 1429 | 432492 | EC | D NO: 10-3-415/1, | LAKSHMI BAZAR, RAYADURG, | ANATHPUR DIST. | RAYADURG | 515865 |
| 1430 | 432493 | EC | D NO: 25/448/7, BALAJI COMPLEX, | OPP. SPANDAN HODPITALS, BANGALORE ROAD, | DHARMAVARAM, | DHARMAVARAM | 515671 |
| 1431 | 432494 | EC | H NO: 16-108F, 1ST FLOOR, | OPP. SLV TALKIES, GUNTAKAL, | ANANTHPUR DIST. | GUNTAKAL | 515801 |
| 1432 | 432495 | EC | D NO: 8-410, ATP MAIN ROAD, | NEAR B C COLONY, GOOTY, | ANANTAPUR DIST. - 515 401. | GOOTY | 515401 |
| 1433 | 432700 | DO | LIC ROAD, APSFC BUILDINGS, | BALAJI COLONY, | TIRUPATI. | TIRUPATI | 517502 |
| 1434 | 432702 | BO | # 8-1-210, P H ROAD, | OPP: DISTRICT COURT, | CHITTOOR. | CHITTOOR | 517001 |
| 1435 | 432706 | BO | OPP. DISTRICT COURT, DWARAKA COMPLEX, | RTC BUS STAND ROAD, | KADAPA. | KADAPA | 516001 |
| 1436 | 432790 | EC | #14-193/5, 1st Floor, Radha Krishna Road | KUPPAM, ANDHRA PRADESH & 517425. | | KUPPAM | 517425 |
| 1437 | 432791 | EC | H NO: 8/20, 1ST FLOOR, | OPP. BUNGLOW GATE, | GUDIYATHAM ROAD, | PALAMANER | 517408 |
| 1438 | 432792 | EC | H NO: 11-2A, N G O COLONY, | CHENNAI - TIRUPATI ROAD, | PUTTUR, CHITTOOR DIST. | PUTTUR | 517583 |
| 1439 | 432793 | EC | D NO. 2-526/4, | CHITTOOR ROAD, | PILER, CHITTOOR DIST | PILER | 517214 |
| 1440 | 432794 | EC | D NO. 7/54/1, | KARKAMBADI MAIN ROAD, SUBBAREDDYNAGAR, | TIRUPATI, CHITTOOR DIST. | AKKARAMPALLI | 517501 |

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| 1441 | 433100 | DO | # 40-383, BHUPAL COMPLEX, | PARK ROAD, | KURNOOL. | KURNOOL | 518001 |
| 1442 | 433101 | BO | POST BOX NO. 6, | MUNICIPAL MAIN ROAD, | ADONI. | ADONI | 518301 |
| 1443 | 433102 | BO | # 25/511A, 1ST FLOOR, VIJAYA COMPLEX, | SRINIVASA NAGAR, | NANDYAL. | NANDYAL | 518501 |
| 1444 | 433103 | BO | # 7/1502, VIVEKANANDA CLOTH MARKET, | KORRAPADU ROAD, | PRODDATUR. | PRODDATUR | 516361 |
| 1445 | 433104 | BO | SRI SAI BALAJI TOWERS, | AXIS BANK UPSTAIRS, RAICHUR ROAD, | MAHBOOBNAGAR. | MAHBOOBNAGAR | 509001 |
| 1446 | 433191 | EC | # 1-1455, UPSTAIRS, | PARK ROAD, | YEMMIGNOOR. | YEMMIGNOOR | 518360 |
| 1447 | 433192 | EC | # 8/36, OLD ANDHRA BANK UPSTAIRS, | 1ST FLOOR, KOTHAPET, | DHONE, | DHONE | 518222 |
| 1448 | 433193 | EC | D NO: 3-83/3, NEAR NEW BUS STAND, | KURNOOL MAIN ROAD, BETHAMCHERLA P & M, | DHONE TQ., KURNOOL DIST. - 518 599. | BETHAMCHERLA | 518599 |
| 1449 | 433194 | EC | D NO: 17/142-B, UPSTAIRS, | KAPU STREET, NEAR MARKET, | JAMMALAMADUGU, KADAPA DIST. - 516 434. | JAMMALADUGU | 516434 |
| 1450 | 433500 | DO | APSFC BUILDING, | OPP. COLLECTORATE COMPLEX, | PB NO. 5, | KARIMNAGAR | 505001 |
| 1451 | 433501 | BO | D NO: 1-13-395/4, 2ND FLOOR, | HERO HONDA SHOW ROOM, | VINAYAK NAGAR, | NIZAMABAD | 503003 |
| 1452 | 433590 | EC | H NO: 5-6-102/103, 1ST FLOOR, | OPP. ANDHRA BANK, FCI CROSS ROAD, | NEAR NTPC POLICE STATION, | RAMAGUNDAM | 505215 |
| 1453 | 433591 | EC | D NO. 5-3-213, 1ST FLOOR, | ABOVE ANDHRA BANK ATM, NIZAMSAGAR "X" ROAD, NH 7 ROAD | Nizamabad Dist KAMAREDDY TELANGANA - 503111 | KAMAREDDY | |
| 1454 | 433592 | EC | # 11-1-16, SAI SRINIVASA COMPLEX, | MEDAK ROAD, SIDDIPET, | MEDAK DIST. | SIDDIPET | 502103 |
| 1455 | 433593 | EC | H NO: 6-8-65/3/2, | BHUKTHAPUR, NH 7, | ADILABAD. | ADILABAD | 504001 |
| 1456 | 433594 | EC | H NO: 3-1-1/10, 1st FLOOR, OPP: SBI, NH-16, | RAJARAMNAGAR GATE, ARMOOR, NIZAMABAD DIST. - 503 224 | | ARMOOR | 503224 |
| 1457 | 433700 | DO | # 3-8-418/1, 2ND FLOOR, ABOVE S B I, | ROAD NO. 4, SURYODAYA COLONY, | MANSOORABAD, L B NAGAR, | HYD | 500068 |
| 1458 | 433701 | BO | VENKATESHWARA THEATRE ROAD, | P B NO. 22, RAMGIRI, | NALGONDA. | NALGONDA | 508001 |
| 1459 | 433702 | BO | # 16-11-16/V/18, 1ST FLOOR, M G PLAZA, | NEAR RTA EAST ZONE, MOOSARAM BAGH, | MALAKPET, | HYD | 500036 |
| 1460 | 433703 | BO | PLOT NO: 1-4-249/39, 2ND FLOOR, | DHARANI COMPLEX, | NEAR NEW BUS STAND, | SURYAPET | 508213 |
| 1461 | 433790 | EC | H NO: 5-5-131, PLOT NO. 40B, | NATIONAL HIGHWAY ROAD, | NEAR SUSHMA THEATRE, AUTONAGAR, | HYD | 500076 |
| 1462 | 433791 | EC | D NO: 18-1320, | SAGAR ROAD, | MIRYALAGUDA, | MIRYALAGUDA | 508207 |
| 1463 | 433792 | EC | D NO: 12-143/5/4, SRI SAI TOWERS, | 1ST FLOOR, BESIDE HP PETROL BUNK, | MAIN ROAD, KODADA, | KODADA | 508206 |
| 1464 | 433793 | EC | M/S. SAI DURGA COMMERCIAL COMPLEX, | SURVEY NO: 211, SHOP NO: 101, MAIN ROAD, | CHANDUR, NALGONDA DIST. - 508 255. | CHANDUR | 508255 |
| 1465 | 433800 | DO | # 8-2-1/B/1, SVR TOWERS, 1ST FLOOR, | OPP. TO AXIS BANK, | SRINAGAR COLONY ROAD, AMEERPET, | HYD | 500082 |

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| 1466 | 433890 | EC | D NO: 1-90/2/G/1, PLOT NO. 13, | ARUNODAYA COLONY, | NEAR IMAGE HOSPITAL, | HYD | 500081 |
| 1467 | 433891 | EC | # 1-26, 1ST FLOOR, SHOP NO.10, | K K CREST BUILDING, GACHIBOWLI, | HYDERABAD. | HYD | 500032 |
| 1468 | 440000 | RO | 'METRO PALACE' | NORTH RAILWAY STATION ROAD | | ERNAKULAM | 682018 |
| 1469 | 440100 | DO | JEWEL ARCADE, LAYAM ROAD | P.B. NO. 1010 | ERNAKULAM | COCHIN | 682011 |
| 1470 | 440102 | BO | JEWEL ARCADE, | LAYAM ROAD, | ERNAKULAM | COCHIN | 682011 |
| 1471 | 440200 | DO | RUKIYABAGH, IInd FLOOR | RAVIPURAM, MG ROAD | ERNAKULAM | KOCHI | 682016 |
| 1472 | 440202 | BO | BRANCH OFFICE NO I WHITE HOUSE, 1st FLOOR | OPPOSITE AKSHAYA HOSPITAL KADAVANTHARA.P.O | ERNAKULAM, KERALA 682 020 | KOCHI | 682020 |
| 1473 | 440205 | BO | EBENEZER GARDEN, 1st FLOOR | NEAR HIGH SCHOOL JN. EDAPALLY | ERNAKULAM | COCHIN | 682024 |
| 1474 | 441000 | DO | DIVISIONAL OFFICE No. I | SEEMA BUILDING, G.H ROAD, | OPP: KOTTAPARAMBA HOSPITAL, PALAYAM | CALICUT | 673001 |
| 1475 | 441003 | BO | KING'S WAY BUILDINGS | 1st FLOOR, | MAVOOR ROAD JUNCTION, | CALICUT | 673001 |
| 1476 | 441005 | BO | C.K.H.BUILDING | THAZHEPALAM, PONNANI ROAD | TIRUR | TIRUR | 676101 |
| 1477 | 441100 | DO | MAHESWARI BUILDING, 3rd FLOOR, | M.G. ROAD | TRICHUR | TCR | 680001 |
| 1478 | 441101 | BO | Thiruvambady Devaswom Building, | 2nd floor, Round West, | Trichur | TCR | 680001 |
| 1479 | 441106 | BO | K.P.N SHOPPING COMPLEX | Near Thiruvambadi Temple, Shornur Road, TRICHUR | | TCR | 680022 |
| 1480 | 441190 | EC | SREE KRISHNA COMPLEX | 1st FLOOR, AMBALLUR, | TRICHUR 680302 | TCR | 680302 |
| 1481 | 441191 | EC | EMIRATES TOWER, | BYEPASS ROAD, | CHAVAKKAD | TCR | 680506 |
| 1482 | 441192 | EC | EC METHALA | 375 B/XXXI, | Methala, Kodungallur Azhikode Road, | KODUNGALLUR | 680669 |
| 1483 | 441200 | DO | ROHINI BUILDING | THAKARAPARAMBU ROAD | PAZHAVANGADI | TVM | 695023 |
| 1484 | 441202 | BO | PADMASREE | NEAR KSRTC BUS STAND | NEYYATTINKARA - 695121 | TRIVANDRUM | 695121 |
| 1485 | 441290 | EC | 1ST FLOOR, PSHM SHOPPING COMPLEX | KULAVIKONAM, NEDUMANGAD | TRIVANDRUM | NEDU | 695541 |
| 1486 | 441300 | DO | DIVISIONAL OFFICE No-1 | P.B No 166,3rd FLOOR, MATTETHRA BLDGS, M.C.ROAD | BAKER JN,KOTTAYAM | KOTTAYAM | 686001 |
| 1487 | 441400 | DO | DO QUILON, LIC BUILDING, III FLOOR, | RESIDENCY ROAD, CHINNAKKADA, | | QUILON | 691001 |
| 1488 | 441404 | BO | ORIENTAL INSURANCE CO .LTD | AMARJYOTHI COMPLEX | KADAPPAKKADA, KOLLAM | QUILON | 691008 |
| 1489 | 441490 | EC | MICRO OFFICE, LAKSHMI ARCADE | VALLIKEEZHU, KAVANADU P.O | KOLLAM | QUILON | 690103 |
| 1490 | 441491 | EC | SRI SANKARAM BUILDINGS | NEAR CHATHANOR JUNCTION, NH 47, | KOLLAM | QUILON | 691572 |
| 1491 | 441492 | EC | EP-XV/1029 | Elampalloor Devaswam Trust Building, | Kundara, | QUILON | 691501 |
| 1492 | 441493 | EC | Aachies Building | Polayathode, Vadakkevila P.O | Phone No 0474 2766525 | QUILON | 691010 |

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| 1493 | 441500 | DO | PATTAMANA BUILDINGS, | PUMP JUNCTION, RAILWAY STATION ROAD, | ALWAYE | COCHIN | 683101 |
| 1494 | 441502 | BO | 1st Floor, K V Varkey Memorial Complex, | Near KSRTC Bus Station, | Angamaly, Ernakulam Dist. | ANGAMALY | 683572 |
| 1495 | 441503 | BO | CITY HEIGHTS BUILDING | I FLOOR, SOUTH JUNCTION | CHALAKUDY | CLDY | 630307 |
| 1496 | 441504 | BO | MANAPPAT BUILDINGS, | NORTH NADA | KODUNGALLUR | KDLR | 680664 |
| 1497 | 441590 | EC | PMC-VII / C9, IST FLOOR | K.M TOWERS | PERUMBAVOOR | PERUMBAVOOR | 683542 |
| 1498 | 441591 | EC | EC CHENDAMANGALAM | V/555, Nair Samajam Building | Paliyam Nada, | ERNAKULAM | 683512 |
| 1499 | 441593 | EC | EC CHOORNIKKARA | III/750 C, IST FLOOR, BAVAS BUILDING | THAIKATTUKARA P.O | ERNAKULAM | 683106 |
| 1500 | 441594 | EC | EC CHENGAMANAD | Room 56C, | Hamda Complex, | ERNAKULAM | 683578 |
| 1501 | 441600 | DO | DIVISIONAL OFFICE No.I, | IInd FLOOR, UNITY COMPLEX, | S.N. PARK ROAD, | CANNANORE | 670001 |
| 1502 | 441602 | BO | City Point Building, Press Club Junction | MG Road, Kasaragod, Kerala. | | KSGD | 671121 |
| 1503 | 441604 | BO | MARINA SHOPPING CENTRE | NATIONAL HIGHWAY | TALIPARAMBA | TLPA | 670141 |
| 1504 | 441690 | EC | NATIONAL HIGHWAY, | OPP:PERUMBA JUMA MASJID, | PERUMBA, P.O.KANDOTH,PAYY ANNUR, | CANNANORE | 670307 |
| 1505 | 441691 | EC | EC PERLASSERRY | PP X/201F | OPPOSITE TO MAKRERI VILLAGE OFFICE | KANNUR | 670622 |
| 1506 | 441692 | EC | Narath | Kambil Post | Kannur District | CANNANORE | 670601 |
| 1507 | 441694 | EC | EC PADUVILAYI | VP IV/242 , VENGAD THERU | PO VENGAD, CANNANORE | CANNANORE | 670612 |
| 1508 | 441699 | EC | THE ORIENTAL INSURANCE CO. LTD., | RAHMATH COMPLEX, KOTACHERRY | KANHANGAD. | KSGD | 671315 |
| 1509 | 441700 | DO | T.H.TOWER, FIRST FLOOR, | STADIUM ROAD, MARKET P.O., | MUVATTUPUZHA. | MVPA | 686673 |
| 1510 | 441702 | BO | ELENJICKAL MATHEW MEMORIAL PLAZA, | CHURCH VIEW JUNCTION | KOTHAMANGALAM | KGLM | 686691 |
| 1511 | 441792 | EC | Valiaparambil Shopping Complex | First Floor, Private Bus Stand Road | Adimaly, PIN : 685561. | MVPA | 685561 |
| 1512 | 441800 | DO | PALAKKATT BUILDING, | MARKET JUNCTION, | TRIPUNITHURA | COCHIN | 682301 |
| 1513 | 441900 | DO | Marthoma Buildings | T K Road | TIRUVALLA | TIRUVALLA | 689101 |
| 1514 | 441904 | BO | Neduveilil Bldgs.Ist Floor, | Pazhavangadi-PO, | Ranni, Pathanamthitta Dist. | TIRUVALLA | 689673 |
| 1515 | 441990 | EC | Parampathoor Buildings, | West Nada, M.C. Road | Chengannur | CGNR | 689121 |
| 1516 | 441992 | EC | 2nd Floor, Alummoottil City Centre | College Road | Pathanamthitta | TIRUVALLA | 689645 |
| 1517 | 441993 | EC | 2nd Floor, Shawn & John Arcade | Central Junction | Mallappally | TIRUVALLA | 689585 |
| 1518 | 442000 | DO | DIVISIONAL OFFICE | IIIRD FLOOR , BUILTECH FOUNDATIONS | CHITTUR ROAD , PALAKKAD | PALAKKAD | 678001 |
| 1519 | 442090 | EC | 9/82 (12), K.V.M. PLAZA, | MAIN ROAD, | OTTAPALAM P.O., | PALGHAT | 679101 |
| 1520 | 442091 | EC | RAHMANIA COMPLEX | COURT ROAD | ALATHUR | PALGHAT | 678541 |
| 1521 | 442092 | EC | Door No 5/628,First floor, | Coppice Arcade | Chitoor road,Puthunagaram | PALAKKAD | 678503 |
| 1522 | 442100 | DO | SHAN COMPLEX, | 6/990B, BAZAAR ROAD, | MATTANCHERRY, | COCHIN | 682002 |

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| 1523 | 442101 | BO | II FLOOR, PUTHENPURACKAL CHAMBERS, | VELI, PALLURUTHY | COCHIN - 682006 | COCHIN | 682006 |
| 1524 | 442200 | DO | PRAMOD BUILDING | CHEROOTY ROAD | CALICUT | CALICUT | 673001 |
| 1525 | 442290 | EC | III/371, K.K. TOWERS, | NEAR CIVIL STATION, | KALPETTA NORTH PO, | CLT | 673122 |
| 1526 | 442291 | EC | EC KARUVANTHIRUTHY | Door No. 3/213-C, M.M. Complex, | Karuvanthruthy P.O | CALICUT | 673631 |
| 1527 | 442300 | DO | ST. MARY VILLA | MEDICAL COLLEGE P.O., | ULLOOR, | TRIVANDRU M | 695011 |
| 1528 | 442301 | BO | RAMAKRISHNA BUILDINGS | Nr.ARISTO JUNCTION,EAST THAMPANOOR | TRIVANDRUM,KERA LA-695 001 | TRIVANDRU M | 695001 |
| 1529 | 442390 | EC | VAYALIL COMPLEX, | NEAR MANGALA HOSPITAL | RAILWAY STATION ROAD, VARKALA | TVM | 695141 |
| 1530 | 442391 | EC | Vilayil Building, 1st Floor, | Near Police Station, | Kazhakkuttam, Trivandrum | TVM | 695582 |
| 1531 | 442400 | DO | TRIO CHAMBERS | KANJIKUZH | | KOTTAYAM | 686004 |
| 1532 | 442401 | BO | RAJESWARI COMPLEX | PERUNNAI | CHANGANACHERRY, KOTTAYAM | KOTTAYAM | 686102 |
| 1533 | 442500 | DO | KPK RIALTO | THANA PO | KANNUR | CANNANORE | 670012 |
| 1534 | 442592 | EC | EC PANNIANNUR | PP II/524 B, 1st Floor, Akshaya Building | Thazhe Champad, Panniannur - PIN: 670694 | CANNANORE | 670694 |
| 1535 | 442593 | EC | EC AZHIKODE NORTH | 46/18,Near Petrol bunk | Ridahzi Complex | KANNUR | 670009 |
| 1536 | 442594 | EC | EC PERINGATHUR | 1/242, Mahumood Building, | Kandothmukku, Mekkunnu P O | KANNUR | 670675 |
| 1537 | 442597 | EC | Al-akhsa Complex, | Puthiyatheru, | CHIRAKKAL | CANNANORE | 670011 |
| 1538 | 442598 | EC | SAKTHI BUILDING | MAIN ROAD | IRITTY | CANNANORE | 670703 |
| 1539 | 442600 | DO | DIVISIONAL OFFICE | 1st FLOOR | JYOTHI SUPER BAZAR | TDPA | 685584 |
| 1540 | 442700 | DO | JASEELA COMPLEX, | BYPASS JN., NILAMBUR ROAD | MANJERI-676121 | MJI | 676121 |
| 1541 | 442790 | EC | ROYAL BUILDING, JUBILEE JUNCTION, | CALICUT ROAD, PERINTALMANNA, | MALAPPURAM DISTICT - 679 322 | MJI | 679322 |
| 1542 | 442800 | DO | CHEERANVELIL BUILDINGS, NH 220, | OPP:MINI CIVIL STATION | KANJIRAPPALLY | KOTTAYAM | 686507 |
| 1543 | 442801 | BO | POTTAMKULAM TOURIST COMPLEX | KOOTTICKAL ROAD | MUNDAKAYAM | MUNDAKKAY AM | 686513 |
| 1544 | 442900 | DO | DUNE CENTRE | 1ST FLOOR, TOWN HALL ROAD | KUNNAMKULAM, TRISSUR | KKLM | 680503 |
| 1545 | 442901 | BO | Kairali Tower | Palakkad Road, | Mele Pattambi Post, Pattambi | PALGHAT | 679306 |
| 1546 | 442990 | EC | II floor, Manies complex, | Palace Road, | Wadakkancherry | WADAKKAN CHER | 680582 |
| 1547 | 443000 | DO | V V ARCADE, | PULAMON PO | KOTTARAKKARA | KOTTARAKA RA | 691531 |
| 1548 | 443001 | BO | PULIMOOTTIL BUILDING, | PB 17, POST OFFICE JUNCTION, | PUNALUR | PNLR | 691305 |
| 1549 | 443100 | DO | DIVISIONAL OFFICE | Rajaram Building, Second Floor, | Opp. New Bus Stand,Badagara , Calicut Dist. | BDGA | 673101 |
| 1550 | 443190 | EC | OPP. LIBERTY PARADISE | AVK NAIR ROAD | THALASSERRY | CANNANORE | 670101 |
| 1551 | 443191 | EC | MP 10/526D, 526E, | Near Maniyur Govt Higher Sec School, | Palayad Nada P.O, Badagara, Kozhikode. | BADAGARA | 673521 |
| 1552 | 443200 | DO | C.V.M. Complex | Opp. Seematti Theatre, Y.M.C.A. Road | Alleppey | ALP | 688001 |
| 1553 | 443201 | BO | MALIACKAL GALAXY, | OPP. MSM COLLEGE | KAYAMKULAM | KYLM | 690502 |

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| 1554 | 443290 | EC | M/s. Gopan Automobile Complex | NANGIARKULANGARA | | KYLM | 690513 |
| 1555 | 443291 | EC | DOOR NO V / 257 F, | DUBAI TOWERS | | MAVELIKKARA | 690101 |
| 1556 | 443292 | EC | GOVINDSONS BUILDING | NH-47 | OPP THURAVOOR WEST UP SCHOOL | THURAVOOR | 688532 |
| 1557 | 443293 | EC | EC KOMALAPURAM | SM Building | Komalapuram | ALLEPPY | 688006 |
| 1558 | 450000 | RO | May Flower Building , | II Floor, # 72, Dr.Balasundaram Road | | COIMBATOR E | 641018 |
| 1559 | 450012 | SVC | BANGUR DHARMASALA BUILDING | 3RD FLOOR | #6-A, WEST VELI STREET | MATHURA | 625 001 |
| 1560 | 450022 | TP HUB | KJR COMPLEX I FLOOR, NO.16, NORTH VELI ST., | MADURAI-625 001 | | CHENNAI | 625001 |
| 1561 | 450023 | TP HUB | Mayflower Building | Second Floor | Dr.Balasundaram Road | CIT | 641018 |
| 1562 | 451100 | DO | No.4, HEAD QUARTERS ROAD | RVR BUILDING II FLOOR | | COIMBATOR E | 641018 |
| 1563 | 451101 | BO | 28 SALAM ROAD | COONOOR | | NILGIRIS | 643102 |
| 1564 | 451102 | BO | No. 281, CROSS CUT ROAD, FIRST FLOOR, | OPP. I.A.B. PHOTO STUDIO, | P.B.No. 2907, GANDHIPURAM, | COIMBATOR E | 641012 |
| 1565 | 451190 | EC | 209-Sri Ram Nilayam | Hospital Rod, | Udhgamandalam-643001 | NILGIRIS | 643001 |
| 1566 | 451191 | EC | Sarvn Archade,1st floor | Near Sub Registrar Office | Avinashi | AVINASHI | 641654 |
| 1567 | 451192 | EC | DOOR NO-15/615-B | SRI RAGAVENDRA SHOPPING ARCADE KARAMADAI ROAD | Mettupalayam-641301 | Mettupalayam | 641301 |
| 1568 | 451193 | EC | 11 / 123-A,First Floor, | Sultan Patheri Road | Deversola, The Nilgiris | NILGIRIS | 643207 |
| 1569 | 451196 | EC | 35-A, Veerakeralam Road | Vadavalli | Coimbatore | COIMBATOR E | 641041 |
| 1570 | 451200 | DO | MAYFLOWER BUILDING, 2ND FLOOR, | 72, Dr BALASUNDARAM ROAD, | (NEAR RTO OFFICE) | COIMBATOR E | 641018 |
| 1571 | 451202 | BO | R.V.K. BUILDING, 1 FLOOR | NO. 54 DHALI ROAD | | UDUMALPET | 642126 |
| 1572 | 451290 | EC | 9-Pollachi Main Road, Premier Nagar, Othakkalmandapam-641032 | | | COIMBATOR E | 641032 |
| 1573 | 451291 | EC | Mettupalayam Road, | Thoppampatti | Kurudampalayam Post | COIMBATOR E | |
| 1574 | 451292 | EC | 307 B Perumal Koil Street | Madukkarai Market, Madukkarai | Coimbatore | COIMBATOR E | 641105 |
| 1575 | 451300 | DO | INDIA LIFE BUILDINGS, | TRICHY ROAD | COIMBATORE | CBE | 641018 |
| 1576 | 451390 | EC | 42/3,New Scheme Road, 2nd Floor | POLLACHI - 642 001 | | POLLACHI | 642001 |
| 1577 | 453200 | DO | III rd FLOOR, BANGUR DHARMASALA BUILDING, NEAR HOTEL ROYAL COURT, | 6-A, WEST VELI STREET, MADURAI. | | MADURAI | 625001 |
| 1578 | 453208 | BO | OLD 145,NEW NO.211,SEKKALAI ROAD 1ST FLOOR, | SATHIYAMOORTHY ILLAM, KARAIKUDI-630001 | PHONE NO.(04565)235206, 232092 | KARAIKUDI | 630001 |
| 1579 | 453291 | EC | P.K.N.SCHOOL BUILDING, I FLOOR, | 306/18, MADURAI ROAD, | TIRUMANGALAM | MADURAI | 625706 |
| 1580 | 453292 | EC | K.T.M.KASIM CENTRE, | No. 477/46 - II Floor, 36, Salai Road, | | RAMANATHA PUR | 623501 |

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| 1581 | 453293 | EC | 131- A GEM ARCADE -1st FLOOR | BY PASS ROAD | ARASARADI -625010 | ARASARADI | 625010 |
| 1582 | 453294 | EC | Door no 5/233- II | Gundar Diversion street | Narayanapuram | KAMUTHI | 623603 |
| 1583 | 453295 | EC | Madava Complex, | I Floor, | New Natham Mail Road, | MADURAI | 625014 |
| 1584 | 453300 | DO | No.4, Bharathidasan Road, II nd Floor, Cantonment, | | | TRICHY | 620001 |
| 1585 | 453309 | BO | 73/B-1, SALAI ROAD, LAKSHMI COMPLEX, THILLAINAGAR, TRICHIRAPPALI TAMILNADU 620018 | | | TRICHY | 620018 |
| 1586 | 453390 | EC | ANNAI ILLAM" 2ND FLOOR | NO.10-A/SHOP NO.12 | MAMBAZHASALAI,AMMA MANDAPAM ROAD, | SRIRANGAM | 620006 |
| 1587 | 453391 | EC | DOOR NO-25/14 , | BIG SOWRASHTRA STREET(WORAIYUR BAZAAR) | WORAIYUR,TRICHY | TRICHY | 620003 |
| 1588 | 453400 | DO | DIVYA TOWERS II FLOOR | 15-1 FORT MAIN ROAD | SALEM-636 001 | SALEM | 636001 |
| 1589 | 453402 | BO | SIVA COMPLEX II FLOOR, | 22-C, SARADA COLLEGE MAIN ROAD, | SALEM 636 016 | SALEM | 636016 |
| 1590 | 453404 | BO | No.3-L, SIDDHAVEERAPPA CHETTY ST., | DHARMAPURI TOWN | | DHARMAPURI | 636701 |
| 1591 | 453405 | BO | THE ORIENTAL INSURANCE CO.LTD., | R.P. COMPLEX, II FLOOR, KAMARAJANAR ROAD, | ATTUR. 636102 | ATTUR | 636102 |
| 1592 | 453491 | EC | AMUTHUM COMPLEX, II FLOOR, | METTUR MAIN ROAD | OMALUR | SALEM | 636455 |
| 1593 | 453492 | EC | G.K. COMPLEX, Ist FLOOR, | DHARMAPURI MAIN ROAD, | POCHAMPALLI, | POCHAMPALLI | 625206 |
| 1594 | 453493 | EC | 13, Dharmapuri Main Road | Near IOC Petrol Bunk | Pennagaram , Dharmapuri 636810 | DHARMAPURI | 636810 |
| 1595 | 453494 | EC | 13/142PALAKKARA THOTTAM | MOTTUR, EDANGANASALAI PERURATCHI | SALEM & 637 502 | SALEM | 637502 |
| 1596 | 453496 | EC | 5/1144-B, APPUSAMY CHETTY STREET | METTUR MAIN ROAD | AUTO STAND | SALEM | 636303 |
| 1597 | 453498 | EC | 10/274, SALEM MAIN ROAD | EC, P N PATTI | METTUR - 636402 | METTUR | 636402 |
| 1598 | 453600 | DO | 6-A NORTH COTTON ROAD, TUTICORIN | | | TUTICORIN | 628001 |
| 1599 | 453601 | BO | 158-P NEW ROAD | KOVILPATTI | | KOVILPATTI | 628501 |
| 1600 | 453690 | EC | 5/100,M-13 | Tiruchendoor Main Road | Muthiapuram,Tuticorin-628005 | TUTICORIN | 628005 |
| 1601 | 453700 | DO | K J R COMPLEX, IST FLOOR, | 16,NORTH VELI STREET, | | MADURAI | 625001 |
| 1602 | 453702 | BO | 39/40, SARATHA SHOPPING COMPLEX | SIMMAKKAL | | MADURAI | 625001 |
| 1603 | 453791 | EC | 106 , M.M.Mahal | 56/4 , Marararayanar street | Ilaiyangudi | MADURAI | 623702 |
| 1604 | 453792 | EC | 128/1,Pallivasal Street | Pandia Nagar, Aruppukkottai Main Road | Kariyapatti-626106 | KARIYAPATTI | 626106 |
| 1605 | 453793 | EC | Shri Deiveni Complex | iyer bunglow, Madurai-625017 | | MADURAI | 625017 |

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| 1606 | 454100 | DO | SEKAR CHAMBERS | 732, P.K.S.A.ARUMUGAM ROAD | SIVAKASI | Sivakasi | 626189 |
| 1607 | 454101 | BO | 1548, TENKASI ROAD | RAJAPALAYAM | | RAJAPALAYAM | 626117 |
| 1608 | 454102 | BO | BHUVANESWARI PANDIAN COMPLEX, | NO:127/8, MADURAI ROAD, | VIRUDHUNAGAR , | VNR | 626001 |
| 1609 | 454190 | EC | 125/3, Rajapalayam Main Road | Mamsapuram | Rajapalayam., Virudhunagar | VIRUDHUNAGAR | 626110 |
| 1610 | 454200 | DO | Divisional Office, | PLA BUILDING Ist FLOOR, | NO.12/A, KOVAI ROAD, | KARUR | 639002 |
| 1611 | 454290 | EC | NO: 121(3), RAJA SHOPPING COMPLEX, | OPP. PANCHAMUGA VINAYAGAR KOIL, | PARAMATHIVELUR | NAMAKKAL | 638182 |
| 1612 | 454291 | EC | 2nd Floor,107, Navaladian Complex,Thanthondimalai | | | KARUR | 639005 |
| 1613 | 454300 | DO | PARIMALAM COMPLEX, 2ND FLOOR,11 EVN ROAD | ERODE | TAMILNADU | ERODE | 638011 |
| 1614 | 454301 | BO | KUMAR COMPLEX, 1 FLOOR | 146, WEST CAR STREET | | TIRUCHENGODE | 637211 |
| 1615 | 454302 | BO | 59 RAJA STREET, | GOBICHETTIPALAYAM | | ERODE | 638476 |
| 1616 | 454303 | BO | 134/1, TIRUCHENGODE ROAD | PALLIPALAYAM | NAMAKKAL DISTRICT | ERODE | 638006 |
| 1617 | 454391 | EC | IST FLOOR | PONNUSAMIY GOUNDER COMPLEX | TIRUCHENGODE ROAD ;SANKAGIRI;SALEM DIST | SALEM | 637301 |
| 1618 | 454392 | EC | M.S.Viveka Towers - 1st Floor, | No.66 Bhavani Main Road, | PERUNDURAI - 638052 | ERODE | 638052 |
| 1619 | 454393 | EC | Prakash Complex | 965- Main Road | Bhavani - 638301 | BHAVANI | 638301 |
| 1620 | 454398 | EC | 19/8,Annam Complex | Sakthi Main Road | Periasemur Erode | ERODE | 638004 |
| 1621 | 454400 | DO | 24-E 12-A | Sivasakthi Shopping Complex | S N High Road | TIRUNELVELI | 627001 |
| 1622 | 454491 | EC | SKG Samy Complex, I Floor | 82 North Car Street | Tenkasi | TENKASI | 627811 |
| 1623 | 454492 | EC | 144 MAIN ROAD | VALLIYOOR | TIRUNELVELI DISTRICT | VALLIYUR | 627117 |
| 1624 | 454494 | EC | 576-M, M.C.COMPLEX | TENKASI ROAD, ALANGULAM | Tirunelveli | TIRUNELVELI | 627851 |
| 1625 | 454500 | DO | A.A. Complex, | First Floor, | 159, Kumaran Road, | TIRUPUR | 641601 |
| 1626 | 454590 | EC | 8/1047-C,PN Road , | Mummoorthy nagar | Neripperichal ,Tirupur | TIRUPUR | 641602 |
| 1627 | 454600 | DO | 1 ST FLOOR, | GOPAL RAO LIBRARY BUILDING, | TOWN HALL ROAD | KUMBAKONAM | 612001 |
| 1628 | 454690 | EC | MICRO OFFICE | No.6, Mummy Daddy Complex | METTU THERU, | Thuraiyandi | 614713 |
| 1629 | 454691 | EC | 94-E, SOUTH KALIAMMAN KOIL STREET | MAIN ROAD,NER CANARA BANK | PATTUKOTTAI - 614601 | PATTUKOTTAI | 614601 |
| 1630 | 454692 | EC | EXTENSION COUNTER, 27-G, 1ST FLOOR, | THATTARA STREET, | PERAMBALUR MAIN ROAD | ARIYALUR | 621704 |
| 1631 | 454694 | EC | 410 / 3 B, ANR Complex, Upstairs | Gandhi Salai, Arasamaram | | ALANGUDI | 622301 |
| 1632 | 454700 | DO | KVA COMPLEX, | 90-A, THURAIYUR ROAD, | NAMAKKAL - 637001 | NAMAKKAL | 637001 |
| 1633 | 454792 | EC | 11-12/30, DSP COMPLEX | KARUR MAIN ROAD | VELAYUTHAMPALAYAM - 639 117 | KARUR | 639117 |

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| 1634 | 454793 | EC | 6/3 & 6/4 , Subramaniya puram | Mohanur | | NAMAKKAL | 637015 |
| 1635 | 454800 | DO | 1 ST FLOOR | LOYOLA BUILDING, SALAI ROAD, | DINDIGUL | DINDIGUL | 624001 |
| 1636 | 454890 | EC | Kamatchiamman Complex , II nd Floor, OPP-Sri Kamatchiamman Koil | Dindigul Road, | ODDANCHATRAM - 624619 | Ottanchatram | 624619 |
| 1637 | 454891 | EC | No.82, Dr. Thirumalai Plaza, First Floor, | New Dhrapuram Road | Palani | PALANI | 624601 |
| 1638 | 454892 | EC | 270,SMS COMPLEX -FIRST FLOOR | KOTTAMPATT IMAIN ROAD | NATHAM-624401 | DINDIGUL | 624401 |
| 1639 | 454893 | EC | 1st Floor , 1/33/66 B | Salai road | Vedasandur ,Dindigul | DINDIGUL | 624710 |
| 1640 | 454894 | EC | 12-1-1E/5 , 1st Floor | Nagavalli complex , | Batlagundu main road-Nilakottai , | DINDIGUL | 624208 |
| 1641 | 454900 | DO | KAMALA SUBRAMANIAM ARCADE, | 1st FLOOR 2851/35, TRICHY MAIN ROAD | Near Mary's Corner (Lakshmi Hotel) | THANJAVUR | 613007 |
| 1642 | 454901 | BO | 3607/21, SATHIYAMOORTHY ROAD, II FLOOR, (NEAR TEAM HOSPITAL) | PUDUKOTTAI | 622 001 | PUDUKOTTAI | 622001 |
| 1643 | 455000 | DO | Ist Floor, D.D.J.Centre, | Opp.to Vadasery Bus Stand, | Vadasery, | NAGERCOIL | 629001 |
| 1644 | 455090 | EC | OPP.SETC BUS DEPOT | MAIN ROAD, PAMMAM | MARTHANDAM | MARTHANDAM | 629165 |
| 1645 | 455093 | EC | Chothisree Complex, Kannanagam Jn | Kollamkode, Kaniyakumari 629160 | | KANYAKUMARI | 629160 |
| 1646 | 455095 | EC | NIRMAL KRISHNA BUILDING | OPP. SBT | KANNUMAMMOODU JN. | KANYAKUMARI | 629170 |
| 1647 | 455100 | DO | ARUNAGIRI COMPLEX, | GROUND FLOOR, | 25/C BYE-PASS ROAD | HOSUR | 635109 |
| 1648 | 455190 | EC | 81-C, FIRST FLOOR, | KRC COMPLEX, | CHENNAI SALAI, | KRISHNAGIRI | 635001 |
| 1649 | 455191 | EC | 2nd Floor, Vijay Shopping Complex | 2/7-16, Banglore Main Road | Zuzuwadi, Hosur-635109 | HOSUR | 635109 |
| 1650 | 455200 | DO | SREE VIJAY COMPLEX,1024 B, | CUMBUM ROAD, OPP. BUS STAND ,THENI- 625531 | | THENI | 625531 |
| 1651 | 455290 | EC | 56-A 1-2 MARIAMMAN KOVIL STREET, | VARADHARAJA PERUMAL KOVIL,EAST GATE | VARADHARAJAPURAM, CUMBUM-625516 | CUMBUM | 625516 |
| 1652 | 455291 | EC | No: 42 P.R.P. Complex-1st floor | Madurai Road, | Andipatty - 625512. | THENI | 625512 |
| 1653 | 455292 | EC | W-9 , Door no. 4-124 A | V O C Nagar , Vaigai dam road | Vadugappatti ,Theni District | THENI | 625603 |
| 1654 | 455294 | EC | 3/1/110Annapoorna Nivas | Near panchayat union office | Cumbum Road,PCPatti | THENI | 625513 |
| 1655 | 460000 | RO | DOOR NO.48-14-111, SRI NITYA COMPLEX, 2ND FLOOR | OPP : KARNATAKA BANK, RAMA TALKIES ROAD | VISAKHAPATNAM | VIZAG | 530013 |
| 1656 | 460011 | SVC | 28-1-1, BALAJI, 2ND FLOOR | DABA GARDENS, BEHIND PEN SCHOOL | VISAKHAPATNAM - 530020 | VIZAG | 530003 |
| 1657 | 460012 | SVC | SBH COMPLEX | BESIDE EENADU, | PATAMATA | VIZAG | 520010 |
| 1658 | 460021 | TP HUB | OPP SWEET MAGIC | UPSTAIRS OF KOTAK MAHINDRA BANK | BUNDER ROAD | HYD | 520010 |
| 1659 | 460022 | TP HUB | 48-14-111, SRI NITYA COMPLEX, 2ND FLOOR | OPP: KARNATAKA BANK, RAMA TALKIES ROAD | NEAR CBM COMPOUND | VIZAG | 530003 |
| 1660 | 461100 | DO | 28-1-1, BALAJI, FIRST FLOOR | DABA GARDENS | VISAKHAPATNAM - 530020 | | 530020 |

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| 1661 | 461200 | DO | PAWAN TOWERS, 4TH FLOOR | 1ST LANE, DWARAKA NAGAR MAIN ROAD | VISAKHAPATNAM - 530016 | | 530016 |
| 1662 | 461290 | EC | 1st floor, Block 'C', | Suribabu Nursery Complex, | Lower Tank Bund Road | VIZIANAGAR AM | 535003 |
| 1663 | 461291 | EC | DOOR NO 5-15, BESIDES MAURYA THEATRE | GOPALAPATNAM P.O VISAKHAPATNAM | ANDHRA PRADESH | VIZAG | 530027 |
| 1664 | 461292 | EC | 1ST FLOOR, OPP: STATE BANK OF HYDERABAD | NEAR RELIANCE FRESH, | MVP COLONY SECTOR-7 | VIZAG | 530048 |
| 1665 | 461294 | EC | Door No. 28-1-72 | Opp. Karur Vysya Bank | Main Road, Salur 2 535591 | SALUR | 535591 |
| 1666 | 461300 | DO | DOOR NO -7-6-17/2, KRANTHI ARCADE | NH-5 ROAD, CHETTIVANIPALEM | GAJUWAKA,VISAKH APATNAM. | VIZAG | 530026 |
| 1667 | 461301 | BO | DOOR NO. 3-7-22, FIRST FLOOR | OPP : MRO OFFICE | ANAKAPALLE - 531001 | ANAKAPALLE | 531001 |
| 1668 | 461302 | BO | DOOR NO. 7-4-14, FIRST FLOOR | NEAR CHANDRA MAHAL | G.T.ROAD, SRIKAKULAM | SRIKAKULAM | 532001 |
| 1669 | 462100 | DO | P.B. NO : 719, D.NO.54-15-4B, 'GUTTIKONDA ZOOM' | 1ST FLOOR, | NEAR VINAYAK THEATER, RING ROAD, | VIJAYAWADA | 520008 |
| 1670 | 462102 | BO | DOOR NO. 29-36-34, MUSEUM ROAD | GOVERNORPET | VIJAYAWADA - 520002 | VIJAYAWADA | 520002 |
| 1671 | 462190 | EC | DOOR NO. 4-50 | Hanuman General Stores Building,Opp:Manappuram Finance, | Nuzividu Road,HANUMAN JUNCTION | TO | 521105 |
| 1672 | 462192 | EC | D.No.12-2-282, I Floor, | B.R.P. Road, Opp. Police Quarters, | VIJAYAWADA - 520001 | VIJAYAWADA | 520001 |
| 1673 | 462193 | EC | D.No.7-64, SIRI ARCADE, BUSSTAND ROAD, | NEAR APSARA THEATRE | NUZVID - 521201 | NUZVID | 521201 |
| 1674 | 462300 | DO | 6-21-21, GOGULA HOUSE, 2ND FLOOR | 9/2 ARUNDALPET | GUNTUR - 522002 | | 522002 |
| 1675 | 462303 | BO | DOOR NO.4-5-55, FIRST FLOOR | BOLLA'S MANSION, KALYANI ROAD, | NEAR ANDHRA BANK, RING ROAD, GUNTUR - 522007 | | 522002 |
| 1676 | 462308 | BO | DOOR NO. 8-1-30/1, FIRST FLOOR | SATTENAPALLE | GUNTUR DISTRICT - 522403 | | 522403 |
| 1677 | 462391 | EC | 4-15-88, 1st Floor, | Opp Anjaneyaswamy Temple, | Above SBH ATM, Amaravathi Rad, Guntur. | GUNTUR | 522007 |
| 1678 | 462500 | DO | D.No.12-2-32, 1st Floor | Dantuvuri Street, Suryarao Peta | KAKINADA 533001 East Godavari Dist | | 533001 |
| 1679 | 462502 | BO | CITY BRANCH OFFICE - I, | Ist Floor, Raghu Towers, Opp:Bala Tripurasundari Temple, | JAWAHAR STREET, KAKINADA - 533001 | KAKINADA | 533001 |
| 1680 | 462503 | BO | CITY BRANCH OFFICE - 2 | 67-15-29, UPSTAIRS OF ANDHRA BANK | NAGAMALLITHOTA JUNCTION | KAKINADA | 533003 |
| 1681 | 462504 | BO | 1-234, CANAL ROAD | ANAPARTHY - 533342 | | ANAPARTHY | 533342 |
| 1682 | 462590 | EC | DOOR NO. 3-2-1, K AGRAHARAM, UPSTAIRS: HDFC BANK, | AMALAPURAM | EAST GODAVARI DIRSTRIC | AMALAPURAM | 533201 |
| 1683 | 462591 | EC | DOOR NO 19-1-77, MAIN ROAD, 1ST FLOOR, | PEDDAPURAM | ANDHRA PRADESH | VIZAG | 533437 |
| 1684 | 462592 | EC | H.No.8-2-48A, 1st Floor, Stuartpeta, | Uppada Road, PITHAPURAM, East Godavari Dist | Andhra Pradesh, PIN - 533450 | KAKINADA | |
| 1685 | 462593 | EC | D. No. 70-4-18 | Ramanayyapeta | East Godavari | KAKINADA | 533001 |

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| 1686 | 462600 | DO | RASHTRA PATHI ROAD, | TANUKU - 534211. | | TANUKU | 534211 |
| 1687 | 462601 | BO | DOOR NO. 27-1-1/A, | JUVVALAPALEM ROAD, | BHIMAVARAM - 534 202. | | 534202 |
| 1688 | 462607 | BO | DOOR NO.17-1-36/A, MATTAM ST, | NEAR HEAD POST OFFICE, | PALAKOLLU - 534 260. | PALAKOLU | 534260 |
| 1689 | 462690 | EC | KAM NURSING HOME COMPLEX | 2-12-19, RAILWAY STATION ROAD | TADEPALLIGUDEM - 534101 | | 534101 |
| 1690 | 462691 | EC | D.NO.5-143, MED PLUS BACK SIDE, | NEAR: SIVALAYAM, MAIN ROAD | RAZOLE, RAZOLE MANDAL | RAZOLE | 533242 |
| 1691 | 462800 | DO | DOOR NO. 36-12-24, JETTY TOWERS | INNISPETA MAIN ROAD | RAJAHMUNDRY - 533101 | | 533101 |
| 1692 | 462803 | BO | DOOR NO. 29-1-33, BHARAT COMPLEX | OPP: NAGADEVI TALKIES, GNT ROAD | RAJAHMUNDRY - 533104 | | 533104 |
| 1693 | 462804 | BO | DOOR NO. 11-4-133, MAIN ROAD | OPP : ANDHRA BANK, | NIDADAVOLE | | 534301 |
| 1694 | 462805 | BO | D.NO.8-1129, 1ST FLOOR | M.B. COMPLEX | BESIDE POLICE STATION. OPP: RTC COMPLEX | RAVULAPAL EM | 533238 |
| 1695 | 462891 | EC | #85-6-23/1, 1st Floor, | Subbaraju Complex, NH-5, Morampudi Jn, | RAJAHMUNDRY-533 103 | RAJAHMUND RY | 533103 |
| 1696 | 462892 | EC | D No. 12-1-40, 1st Floor | Upstairs of Lakshmi Ganapathi Book Stall | Main Road, KOVVUR, W G Dist | KOVVUR | 534350 |
| 1697 | 462900 | DO | Ground Floor, D.No.58-8-16(3), BM Apartments, Ramakurivari Street, | Santhapeta, | Ongole-523001, | ONGOLE | 523001 |
| 1698 | 462901 | BO | DOOR NO. 25-2-10, PLOT NO. 66, SBI COLONY | FIRST FLOOR, OPP : ELECTRICITY OFFICE | A.K NAGAR POST, NELLORE | NELLORE | 524004 |
| 1699 | 462903 | BO | D.NO.4-376, | Upstairs AXIS BANK,Pandaripuram, | NH-5, CHILAKALURIPET- 522616 | | 522616 |
| 1700 | 462990 | EC | DOOR NO.14/269, FIRST FLOOR | ICS ROAD, | GUDUR - 524101 | GUDUR | 524101 |
| 1701 | 462993 | EC | THE ORIENTAL INSURANCE COMPANY LIMITED | EXTENSION COUNTER, D.NO.4/31, | 1st Floor, Above vengamamba metal stores, | PAMUR | 523108 |
| 1702 | 463000 | DO | 10-156, VENKATESWARA TOWERS, | I ST FLOOR, ELURU ROAD, | GUDIWADA - 521301 | | 521301 |
| 1703 | 463001 | BO | D.NO.23A-8-7, "SARAVANA'S", , | 1ST FLOOR, UPSTAIRS OF SBI | BESIDE DR. M.L.V.PRASAD HOSPITAL | | 534002 |
| 1704 | 463090 | EC | DOOR NO.10-371, FIRST FLOOR, SURYA COMPLEX, ELURU ROAD, | JANGAREDDI GUDEM - 534 447. | WEST GODAVARI DIST. | JANGAREDD Y | 534447 |
| 1705 | 463091 | EC | DOOR NO. 10-171/2, FIRST FLOOR | MAIN ROAD, BESIDE R.T.C. BUS STAND | KAIKALUR - 521333 | KAIKALUR | 521333 |
| 1706 | 463092 | EC | SHOP NO:15, POLICE SHOPPING COMPLEX | MAIN ROAD, MACHILIPATNAM. | KRISHNA DISTRICT, ANDHRA PRADESH | MACHILI | 521001 |
| 1707 | 463093 | EC | D.NO. 1/261-10 | BESIDE BANGLA SCHOOL | MAIN ROAD | PEDANA | 521366 |
| 1708 | 463300 | DO | 4-13-25, FIRST FLOOR | OPP: HARIHARA MAHAL | KORITEPADU, | | 522007 |
| 1709 | 463301 | BO | 16-2-81, SHIRDI SABARI COMPLEX | MAIN ROAD | TENALI - 522201 | | 522201 |
| 1710 | 463390 | EC | REPALLE | GUNTUR DISTICT | ANDHRA PRADESH | GUNTUR | 522265 |
| 1711 | 463400 | DO | 40-16-8/1, 1ST FLOOR, | SIDDHARTHA WOMEN'S COLLEGE LANE | M.G.ROAD, LABBIPETA , | VIJAYAWAD A | 520010 |

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| 1712 | 463401 | BO | SBH COMPLEX, | BESIDE EENADU, PATAMATA | VIJAYAWADA - 520010 | | 520010 |
| 1713 | 463490 | EC | C.M.ROAD, 1ST CROSS | RAITHUPETA, | NANDIGAMA, KRISHNA DISTRICT | NANDIGAMA | 521185 |
| 1714 | 463491 | EC | DOOR NO. 1-437 | SNR COMPLEX, 2ND FLOOR | TRUNK ROAD, KOTHAPETA, MANGALAGIRI | MANGALAGIRI | 522503 |
| 1715 | 463492 | EC | 14-135, VENKATRAM PLAZA | GROUND FLOOR, BANDAR ROAD | PORANKI - 521137 | VIJAYAWADA | 521137 |
| 1716 | 463493 | EC | 76-1-1, 1ST FLOOR | URMILANAGAR CHURCH CENTER, | BHAVANIPURAM | VIJAYAWADA | 520012 |
| 1717 | 470000 | RO | 2ND FLOOR, SUMANGALA COMPLEX, | LAMINGTON ROAD, OPP: HDMC | HUBLI | HUBLI | 580020 |
| 1718 | 470021 | TP HUB | 3RD FLOOR, VISHNUPRAKASH | COURT ROAD | UDUPI | UDUPI | 576101 |
| 1719 | 471100 | DO | ENKAY COMPLEX, 2ND FLOOR | KESHAVPUR CIRCLE | OPP: FATHIMA COLLEGE HUBLI | HUBLI | 580020 |
| 1720 | 471101 | BO | P.B.NO:57,VIKAS COMPLEX,STATION ROAD,HUBLI | | | HUBLI | 580020 |
| 1721 | 471107 | BO | 1289, KITTUR CHAMBERS | MAIN ROAD | KARWAR | KARWAR | 581301 |
| 1722 | 471191 | EC | Bapugoudar Complex, | Near Taluk Panchayat Office, | P B Road, HAVERI & 581110 | HAVERI | 581110 |
| 1723 | 471192 | EC | THE ORIENTAL INSURANCE CO., LTD, | EXTENSION COUNTER, # 954 TASMIN TOWER, | COURT ROAD, | KARWAR | 581401 |
| 1724 | 471193 | EC | THEORIENTAL INSURANCE CO., LTD., | R.N.PUKALE BUILDING | NEAR BUS STAND Bankapura, Shiggaon Tq., Haveri Dist | BANKPURA | 581202 |
| 1725 | 472100 | DO | 823/7 THLUVALLI COMPLEX | 1ST FLOOR,P.B. ROAD | NEAR ARUNA TALKIES,DAVANGER E | DAVANGERE | 577002 |
| 1726 | 472101 | BO | VINAYAKA COMPLEX, 1st CROSS | GARDEN AREA, SHIMOGA | | SHIMOGA | 577201 |
| 1727 | 472108 | BO | SRI.SHARADA COMPLEX,Ist FLOOR, | OPP.K.S.R.TC.BUS STAND ,P.B.ROAD, | CHITRADURGA. 577501.PHONE.NO.2 22052 | CHITRADURGA | 577501 |
| 1728 | 472190 | EC | SRI AMARESHWARA NILAYA | BANGALORE ROAD, | CHALLAKERE | CHITRADURGA | 577522 |
| 1729 | 472191 | EC | | | | CHIKMAGALUR | 577228 |
| 1730 | 472192 | EC | THE ORIENTAL INSURANCE CO., LTD., | SHOP NO. 3 , S.S. COMPLEX, | OPP: HOTEL RANJITH, MAIN ROAD | HIRIYUR | 577598 |
| 1731 | 472200 | DO | Janardhan Arcade, Silver Jubilee Circle, | P.B.Road, DHARWAD | | DHARWAD | 580001 |
| 1732 | 472203 | BO | THE MERCHANTS BANK BUILDING | S.R.CIRCLE | BAILHONGAL | BAILHONGAL | 591102 |
| 1733 | 472290 | EC | APMC YARD, PCA&RD BANK BUILDING | 1ST FLOOR, GADAG | | GADAG | 582101 |
| 1734 | 472291 | EC | THE ORIENTAL INSURANCE CO., LTD., | GADAD BUILDING, | BELGAUM- BAGALKOT ROAD | YARAGATTI | 591129 |
| 1735 | 472292 | EC | THE ORIENTAL INSURANCE CO. LTD | CCI NOORSHETTER BUILDING | MAGADI ROAD, SHIRAHATTI | SHIRAHATTI | 582120 |
| 1736 | 472300 | DO | II FLOOR, S.L.V.TOWERS, | PARVATHY NAGAR,MAIN ROAD, | | BELLARY | 583103 |
| 1737 | 472302 | BO | 1ST FLOOR, N.R. MANSION | NEAR NEW RAGHAVENDRA THEATRE | K.C. ROAD, BELLARY:583101 | BELLARY | 583101 |

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| 1738 | 472390 | EC | THE ORIENTAL INSURANCE CO., LTD., | BELLARY-HOSPET ROAD | NEXT TO PETROL BUNK THORANAGAL | BELLARY | 583123 |
| 1739 | 472392 | EC | CANTONMENT, DOOR.NO.45/25, | WAR NO 25 B RTO LANE RADIO PARK | BELLARY-583103 | BELLARY | 583103 |
| 1740 | 472393 | EC | HATTI COMPLEX, 6/1/2171/1, 1ST FLOOR | NEAR CHURCH SCHOOL GANGAVATHI ROAD | SINDHANUR | BELLARY | 583201 |
| 1741 | 472394 | EC | 1ST FLOOR, ABOVE CORPORATION BANK | BELLARY HOSPET ROAD | NH-63, | KUDUTHINI | 583115 |
| 1742 | 472395 | EC | VENKATESHWARA RICE MILL COMPLEX | MAIN ROAD | TEKKALKOTE | TEKKALKOTE | 583112 |
| 1743 | 472400 | DO | 2ND FLOOR, YELAMANHALI COMPLEX, | STATION ROAD | HOSPET-583201 | HOSPET | 583201 |
| 1744 | 472490 | EC | NO. 9/7/68/120, NILUGAL BUILDING COMPLEX, BESIDE CENTRAL BANK OF INDIA, BASAWESHWARA CIRCLE | KOPPAL - 583231 | | HOSPET | 583231 |
| 1745 | 472491 | EC | 9/5,1st Floor,Besides Chandragowda Agencies Petrol Bunk, | Main Bazar,HAGARIBOMMANAHALI-583212. | BELLARY DIST-KARNATAKA | HOSPET | 583212 |
| 1746 | 472500 | DO | 2nd FLOOR, | MADIWALE ARCADE | CLUB ROAD | BELGAUM | 590001 |
| 1747 | 472502 | BO | 1/24 SHAH BUILDING | ASHOK NAGAR | | NIPANI | 591237 |
| 1748 | 472504 | BO | 2ND FLOOR, DHAMNEKAR ARCADE, DR.B.R.AMBEDKAR ROAD, | BELGAUM 590001. | | BELGAUM | 590001 |
| 1749 | 472590 | EC | MOHSIN VEHICLE SERVICE CENTRE | 1ST FLOOR, APMC YARD ROAD | GOKAK | BELGAUM | 591307 |
| 1750 | 472591 | EC | THE ORIENTAL INSURANCE CO., LTD., | EXTENSION COUNTER | NO. 198, PARVATHI NIVAS, KHANAPUR ROAD, | BELGAUM | 590006 |
| 1751 | 472592 | EC | PLOT NO. 5-B | SURVEY NO. 1237/B | HALIYAL ROAD | ATHANI | 591306 |
| 1752 | 472593 | EC | NESARI COMPLEX | NO. 1428 | SUBASH ROAD | SANKESHWAR | 591313 |
| 1753 | 472594 | EC | THE ORIENTAL INSURANCE CO., LTD., | NO.8 HINDALGA ROAD | NEAR SAI TEMPLE | HINDALGA | 591108 |
| 1754 | 472595 | EC | THE ORIENTAL INSURANCE CO., LTD., | SARA COMPLEX | RAILWAY STATION ROAD | KONNUR | 591231 |
| 1755 | 472600 | DO | THE ORIENTAL INSURANCE COMPANY LIMITED | DIVISIONAL OFFICE , S.S. COMPLEX, | SUBHASH SQUARE, HASSAN, KARNATAKA | HASSAN | 573201 |
| 1756 | 472602 | BO | NAG NIRMAL COMPLEX, 1ST FLOOR, | OPP: RANGANNA CHOULTRY, BASAVANAHALLI MAIN ROAD, | P.B. NO.68, CHIKMAGALUR 577101, KARNATAKA | CHIKMAGALUR | 577101 |
| 1757 | 472605 | BO | JAYADEVA HOSTEL BUILDING, B.H.ROAD | TIPTUR | TUMKUR DIST. | TIPTUR | 572201 |
| 1758 | 472690 | EC | SHANTHA MANSION | GROUND FLOOR OF MADHU MEDICALS TEMPLE ROAD BELUR | | BELUR | 573115 |
| 1759 | 472691 | EC | THEORIENTAL INSURANCE CO., LTD., | SANMATHI PLAZHA | OPP: PWD OFFICE | ARKALGUD | 573102 |
| 1760 | 472692 | EC | THEORIENTAL INSURANCE CO., LTD., | BALAJI COMPLEX | B.M.ROAD | KADUR | 577548 |

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| 1761 | 472700 | DO | Divisional Office, | Vishnu Prakash, II & III Floor, | Court Road, | UDUPI | 576101 |
| 1762 | 472704 | BO | LAKSHMI SHOPPING COMPLEX | SUBHASH ROAD, | KOPPA | KOPPA | 577126 |
| 1763 | 472705 | BO | NEAR MASTI KATTE | MASTI TOWER KUNDAPURA | | KUNDAPURA | 576201 |
| 1764 | 472791 | EC | SHETTARGADDE COMPLEX | COURT ROAD, THIRTHAHALLI | | SHIMOGA | 577432 |
| 1765 | 472792 | EC | AKS COMPLEX, ASHOKA ROAD | SAGARA, SHIMOGA DIST. | KARNATAKA | SAGAR | 577401 |
| 1766 | 472793 | EC | KRISHNA TOWERS, IST FLOOR, | ABOVE SIDDI MOTORS, NEAR SBM MAIN ROAD | KARKALA 574104 | UDUPI | 574104 |
| 1767 | 472794 | EC | SUVARNA SAHAKARA SOUDA | VSSN BANK BUILDING, MAIN ROAD | HEBRI-576112. UDUPI DIST. | UDUPI | 576112 |
| 1768 | 472900 | DO | N.G. Complex, Ist floor, | Opp: Mini Vidhana Soudha, GULBARGA | | GULBARGA | 585102 |
| 1769 | 472901 | BO | 11/9/5, 1ST FLOOR, | KATKAM KRISTAIAH COMPLEX, | CITY TALKIES ROAD, | RAICHUR | 584102 |
| 1770 | 472990 | EC | Shop No. 3, Kamashetty complex, | Near Bus stand BIDAR | | BIDAR | 585401 |
| 1771 | 472991 | EC | 1ST FLOOR, MEGA COMPLEX, | CHITTAPUR ROAD, YADGIRI. | | YADAGIRI | 585202 |
| 1772 | 472992 | EC | PLOT NO. 19-16/52 | SHOP NO. 3 | DR KALKAMKAR BUILDING | WADI | 585225 |
| 1773 | 472993 | EC | NO. 14-163 | SHOP NO. 5 | SEERI COMPLEX | JEWARGI | 585310 |
| 1774 | 472994 | EC | THE ORIENTAL INSURANCE CO., LTD., | H.NO. 5-1-16, SHOP.NO.192 | NINGADAHALLI COMPLEX, | AFZALPUR | 585301 |
| 1775 | 473000 | DO | Bidari Complex, Ist floor | S.S.Front Road, BIJAPUR-586101 | | BJP | 586101 |
| 1776 | 473001 | BO | Bhagawandas Talathi Chambers, | Sangolli Rayanna Circle, Jamkhandi Road, | MUDHOL - 587313 | MUDHOL | 587313 |
| 1777 | 473090 | EC | SECTOR 5 | PLOT NO. A-4 | BUDDAR COMPLEX, OPP RTO OFFICE | BAGALKOT | 587103 |
| 1778 | 473091 | EC | THE ORIENTAL INSURANCE CO., LTD., | NILUGAL COMPLEX, 1st FLOOR, OPP: GOVERNMENT HOSPITAL, | ABOVE STATE BANK OF INDIA, HUBLI SHOLAPUR ROAD, | KERUR | 591231 |
| 1779 | 473092 | EC | Ground floor, Sangameshwar Complex | Below State Bank of Mysore, | Shri Vivekananda Circle, Golgeri Road, | SINDAGI | 586128 |
| 1780 | 510000 | RO | 4TH FLOOR | REAR PORTION | JEEVAN VIHAR BUILDING | ND | 110001 |
| 1781 | 520000 | RO | NO 7, UTHAMAR GANDHI SALAI | SECOND FLOOR, ROSY TOWERS | NUNGAMBAKKAM | CHENNAI | 600034 |
| 1782 | 530000 | RO | ORIENTAL HOUSE, 3RD FLOOR, | 7, JAMSHEDJI TATA ROAD, | CHURCHGATE, MUMBAI - 400020 | MUMBAI | 400020 |