



FINAL SURVEY REPORT

Surveyor Ref:

No: 15314/ICICI/2021

Insured Name: Sahyadri service station

Claim No: FIR014933162

Report Date: 21st July 2020

Policy No: 1001/165608698/00/000

Survey report regarding claim preferred by M/s. Sahyadri Service station Pune for reported loss/damage to their property insured under Standard Fire and Special Perils Policy

1.0 INSTRUCTIONS

- 1.1 Sahyadri Service Station, Pune preferred claim on ICICI Lombard General Insurance Co. Ltd. Pune, for reported loss of their property. The property was insured under Standard fire and special perils policy.
- 1.2 ICICI Lombard General Insurance Co. Ltd., Pune appointed us for survey of the reported loss vide mail dated 21st February 2020.
- 1.3 Our basic terms of reference were
- a) To investigate into the circumstances leading to reported loss.
 - b) To assess the physical damages/financial loss said to have sustained by the insured in the reported accident
 - c) To determine the liability of the insurers vis-à-vis policy conditions
- 1.4 Pursuant to above instructions, we visited insured's site situated at A/P

Nigade, Taluka Bhore, Pune, Maharashtra on 22nd February 2020 and thereafter on 24th February 2020. In continuation insured were requested to submit necessary documents. Thereafter, the insured has submitted most of the documents and based on the same, we are issuing the report. There was delay in intimating the loss. Loss has reportedly occurred on 25th September 2019. Insured has lodged the claim on 20th February 2020 i.e. almost after 5 months from the reported date of loss. Hence, the report is issued based on the available information, documents submitted by the insured in support of their claim and also by taking into consideration the delay period.

1.5 Based on

- a) Observations made by us during our visit to the premises
- b) Documents submitted by the insured during our survey and subsequently thereafter
- c) Perusal of the policy

1.6 We submit our preliminary findings, recommendations, for the consideration of the insurers, as under...

2.0 POLICY PARTICULARS

- | | | | |
|-----|---------------------|---|---|
| 2.1 | Insured | : | Sahyadri Service Station A/p Nigade, Tal Bhore Pune, Maharashtra Pin-411001 |
| 2.2 | Insurers | : | ICICI Lombard General Insurance Co. Ltd., Pune |
| 2.3 | Type of Policy | : | Standard Fire and Special Perils Policy |
| 2.4 | Policy No. | : | 1001/165608698/00/000 |
| 2.5 | Period of Insurance | : | 00:00 Hours of February 28, 2019 To : Midnight of February 27, 2020 |

| | | | |
|------|-------------------|---|--|
| 2.6 | Occupancy | : | Petrol & diesel pump |
| 2.7 | Item sum Insured | : | Finished Goods |
| 2.8 | Total Sum Insured | : | Rs. 2,500,000.00 |
| 2.9 | Location of Risk | | A/P Nigade, Tal Bhore, Pune- 411001 |
| 2.10 | Item Affected | : | Stock of petrol & diesel and generator |

3.0 **INCIDENT**

- 3.1 During our visit the owner of Petrol pump-Mr. Prashant Suke conducted us and narrated the incident. Thereafter written statement was also provided to us which is as under...

(QUOTE)

"On 25th September 2019 at 10.32 pm due to heavy rain, water accumulated to surrounding premises (around 3 ft) & the nalaha which was adjoining to our petrol pump was also flooded. Flood water impressed into petrol & diesel tanks through dipstick, flange, motor area. There were total three tanks available at petrol pump.

- 1. Tank No-1-Diesel*
- 2. Tank No 2- Diesel*
- 3. Tank No MS-3-Petrol*

Water was accumulated in the premises for around 8 hours from night 10.32 pm to early morning 6.00 am. Due to this, all petrol (Tank No MS -3) & Diesel (Tank No-1 & Tank No 2-) got mixed with flood water. On next day morning, authorized team from Bharat Petroleum came to premises and have cleaned all three tanks. They have informed us that due to high density water remained at down and petrol/diesel came on upper level. Contaminated diesel and petrol were drained out by them. The damaged quantity of diesel and petrol was decided by deducting sale quantity from total quantity with the help of daily record book. Talathi panchnama was carried out by next day. On next day, we inform our Banker (Pena Bank) Manager about this situation and losses. but the Bank Manager did not inform me about the Insurance policy of Petrol Pump. And hence we did not claim a pass out on that date. In the

month of Feb 20, we received a message from the bank for Insurance renewal of petrol pump. That time we have asked the manager about our Sept 2019 losses and claim. That time the Bank Manager suggested lodging the claim complaint so we raised a complaint."

(UNQUOTE)

- 3.2 We have reproduced the gist of the narration given by the insured. The original narration (in vernacular) given by the insured is enclosed with the report. Insured has also shared few photographs and videos in support of the incident.

4.0 CAUSE OF LOSS

- 4.1 As there was delay in intimating the loss, the opportunity to inspect the site was not given. At the time of our inspection, we have verified the stock register. It was reported that on next day i.e. on 26th September 2019 @ 9.00 am all activities such as Switching off the MSEB electrical supply, removing of mud/flood water, draining out the contaminated diesel and petrol was reportedly carried out in presence of Tahsildar, Bhor, BPCL sales officer Mr. Bhanupratap Singh and Bharat petroleum team. In support of the claim, insured have provided us Talathi panchnama, photographs at the time of loss, inspection report from Bharat petroleum, photographs during cleaning etc.
- 4.2 Thus, solely based on the information and documents provided by the insured in support of their claim, the cause of loss can most reasonably attributed to flood/ inundation.

5.0 Nature & Extent of Damages

- 5.1 As elaborated above, loss was intimated after almost 5 months. We have carried out survey on 22nd February 2020. All tanks were reportedly cleaned and all material drained out by Bharat petroleum authorized agency after next day of incidence. Reported damages could not be witnessed by us as

there was delay. Hence we had to rely on the documentary evidence to ascertain the loss. At the time of our inspection, we have verified the contents of the stock register. Insured have provided us photographs and video footage taken at the time of loss. Water was accumulated in the premises for around 8 hours from night 10.32 pm to early morning 6.00 am. Due to this, flood water ingressed into petrol & diesel tanks through dipstick, flange and motor area & the water got mixed with petrol and diesel present inside the tank. Quantification is as under.

1. Diesel- Tank No-1 -5623 ltr
2. Diesel -Tank No 2- 8306 ltr
3. Petrol-Tank No MS -3 -4916 ltr

Insured have lodged the complaint to Talathi and provided us Talathi Panchnama. We had advised Insured to provide us internal communication with Bharat petroleum for confirmation of inspection, photographs during draining activity and visit report of Bharat Petroleum so that the occurrence of the incident and post loss activities can be confirmed.

- 5.2 Thereafter Insured have provided us claim estimate with supporting documents. Also Insured have provided us photographs during cleaning activity and inspection report from Bharat petroleum.
- 5.3 Along with stock of petrol and diesel, generator was also reportedly got damaged in the subject flood loss. However as per the policy only stock is covered. In our opinion, if the loss was intimated timely, chances of retrieval of stock could have been possible. Hence, while assessing the loss, we have taken into consideration the delay factor. The liability if any limited to allowed stock of damaged petrol and diesel only.

6.0 INSURED'S CLAIM VIS-À-VIS ADMISSIBILITY

- 6.1 Initially Insured had preferred claim for Rs. 14,79,965.15 towards damages to finished goods (petrol and diesel) and machinery as under.

| | |
|---|-------------------|
| Loss to finished goods | 1307965.15 |
| Loss to Machinery - Generator repairing | 172000.00 |
| SUB TOTAL | 1479965.15 |

- 6.2 The other details of the loss are as under...

| | |
|------------------------|---|
| ► Cause | Flood/ inundation |
| ► Date of loss | 25 th November 2019 |
| ► Risk location | Sahyadri service station Ap Nigade Tal Bhore Pune, Maharashtra-411001 |

- 6.3 The claim is lodged under Standard Fire & Special Perils Policy. The operated peril – flood-inundation – is covered under the policy. The policy was effective as on date of loss & location is covered under the policy. Thus, the claim lodged by the insured falls within the purview of the policy issued to and held by the insured.

7.0 ASSESSMENT OF LOSS

- 7.1 Our assessment of loss is based on our inspection & documents submitted by the Insured. The supporting documents are enclosed with the report. Following points are crucial from the assessment of loss point of view.
- 7.2 Insured has provided statement of stock book record from the month of June 2019 up to date of loss (25th September 2019). Opening stock and closing stock on daily basis was maintained in these records. These records were thoroughly checked by us. Quantity claimed by Insured is ascertained with the help of

stock book record. Insured has provided Tax Invoices for petrol and diesel. (Inv no. 142669882 Dtd 21.09.2019 for petrol and Invoice 1426670077 Dtd 24.09.2019 for diesel obtained from Bharat petroleum Ltd.) Rate are considered as per these invoices.

7.3 Net allowance:

There was delay of 5 months in intimating the flood loss. In our opinion if the loss was intimated timely, chances of retrieval of stock could have been possible. During our meetings with Insured, we had highlighted our concerns regarding this. Keeping this aspect ahead, we have allowed only 40% value of gross amount reasonably and Insured has agreed on the same.

7.4 Underinsurance (-):

Insured have provided balance sheet as on date of loss. According to balance sheet stock as on date of loss Rs. 13,58,290.00. Sum insured availed for the stock is Rs. **25,00,000.00**. Thus, stock is adequately covered and there is no underinsurance as such.

7.5 Excess (-):

5% of claim amt subject to minimum INR 10000.00. Accordingly, deduction of Rs. 26,159.30 were made.

8.0 The assessment of loss works out to **Rs. 497,027.00. The detailed assessment is attached as **Annexure** to the report.**

The assessment of loss has been explained to the insured who has given their consent on the same vide mail dated 23rd July 2020.

9.0 This report is issued without prejudice & subject to the terms, conditions and warranties to the policy issued to & held by the insured.

10.0 DECLARATION

- We hereby declare that the photographs of the affected property as detailed in our report were snapped by us by our Digital Camera and uploaded on our Office Computer. These were got printed in-house and are not manipulated.
- We hereby declare that we have no interest in the subject matter in question and reported as above. We are neither related to the Insured nor the business either by blood, business or share-holding of whatsoever nature.



K R BIYANI

KAMAL BIYANI ASSOCIATES

License No. SLA 34365 valid till 27.11.2022

Encl:

- Assessment as annexure

Documents from Insured

1. Incident narration
2. Extract of stock book register from month June 2019 to September 2019.
3. Purchase invoices for petrol and diesel.
4. Photographs of loss provided by Insured.
5. Talathi Panchnama
6. Inspection report from BPCL
7. Trading Account