

**FINAL SURVEY REPORT
(WITHOUT PREJUDICE)**

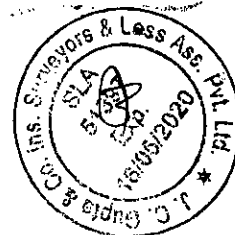
Ref. No. JCG/MUM/17-18/7422

Dated: 30/05/2018

ICICI Lombard General Insurance Co Ltd.
2nd Floor, ICICI Lombard House, 414,
P Balu Marg, Prabhadevi,
Mumbai-400025

SUMMARY OF LOSS

INSURER'S CLAIM REF NO.	:	GEN000254620
POLICY NO.	:	4017/82298829/04/000
POLICY PERIOD	:	From 25/07/2017 To 24/07/2018
POLICY TYPE	:	Merchant's Cover Insurance Policy
INSURED	:	M/s. Reliance industries Ltd. & M/s. Reliance Petro Marketing Ltd.
LOSS LOCATION	:	329/2A, 55, Kunchiganal Village, Kasba Hobli, Chitradurga-577524 Ro Code: KRT002
DATE OF LOSS	:	Reportedly on 29/03/2018
TYPE OF LOSS	:	Burglary
AMOUNT CLAIMED BY THE INSURED	:	Rs. 454,033.95
LOSS ADJUSTED	:	Rs. 381,260/-



01. THE PREAMBLE:

- 1.1 Pursuant to the intimation received from your office on 04/04/2018 to carry out the survey of the said loss located at S.no 329/2A, 55, Kunchiganal Village, Kasba, Hobli, Chitradurga-577524, we visited the site on 05/04/2018 in order to verify the damages.
- 1.2 The claim pertains to burglary of electronic equipment, furniture & fixtures by unknown miscreants from restaurant of petrol pump on 29/03/2018.
- 1.3 During our survey, discussions were held with the concerned officials, necessary documents/data were procured & the damages were physically verified and photographs arranged.
- 1.4 Subsequently, based on our initial enquiry and observations, we submitted our Immediate Loss Advice to the Insurers on 24.02.2018 after our initial survey and recommended the loss provision of Rs. 4,90,000/-.
- 1.5 Now based on our physical inspection and the relevant documents/ information received from the Insured, we hereby submit our Final Survey Report, without prejudice, as under:

02. INSURANCE PARTICULARS :

- 2.1 The Insurers : ICICI Lombard General Insurance Co Ltd.
2nd Floor, ICICI Lombard House, 414,
P Balu Marg, Prabhadevi,
Mumbai-400025
- 2.2 The Insured : M/s. Reliance industries Ltd. &
M/s. Reliance Petro Marketing Ltd.
- 2.3 Policy No. : 4017/82298829/04/000
- 2.4 Policy Type : Merchant's Cover Insurance Policy
- 2.5 Policy Period : From 25/07/2017 To 24/07/2018
- 2.6 Sum Insured : Building : 130.57 Lacs
Equipment : 172.24 Lacs
Burglary : 5 Lacs
Fidelity : 5 Lacs
- 2.8 Loss Location : 329/2A, 55, Kunchiganal Village, Kasba
Hobli, Chitradurga-577524
Ro Code: KRT002
- 2.9 Excess : INR 10,000 for each and every claim



03. CLAIM DETAILS:

- 3.1 Date of Loss : 29/03/2018
- 3.2 Date of Intimation : 04/04/2018
- 3.3 Date of Survey : 05/04/2018
- 3.4 Location of Survey : 329/2A, 55, Kunchiganal Village, Kasba
Hobli, Chitradurga-577524
- 3.5 Type of Loss : Burglary

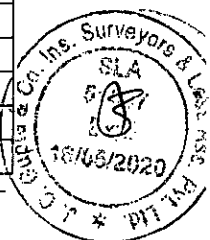
04. CIRCUMSTANCES & CAUSE OF LOSS:

- 4.1 As reported by the Insured's representatives, subject reliance petrol pump & A1 plaza (restaurant) was closed for 7 years from 2009. Insured's representative have reopened subject petrol pump in 2016. A1 Plaza of the subject reliance petrol pump unit was equipped with electronic items, furniture & contents. On 29/03/2018, one of the pump operator heard some noise coming from the A1 plaza and after checking the same they found that the back-side door lock of A1 Plaza was in broken condition and on further checking they found that some of the electronics items, furniture, tables, chairs and other contents which were kept inside the plaza were missing.
- 4.2 As per our observations and insured's statement, the cause of loss is burglary of electronic equipment, furniture & fixtures by unknown miscreants from A1 plaza of the petrol pump. The loss stands covered under the subject policy subject to terms & conditions of the policy.

05. INSURED'S CLAIM:

The Insured have submitted list of items stolen from the A1 plaza along with their rates and claimed for INR 4,54,033.95. Details of the same are as below;

Sr #	Particulars	Qty	Rate	Amount
1	AIR CONDITIONER - 1.0 TR	1	6,052.47	6,052.47
2	PVC MOULDED RECTANGULAR TABLE	8	219.54	1,756.32
3	WHITE MARKER BOARD 600X450	2	557.40	1,114.80
4	PVC MOULDED 6 SEATER OVAL DINING TABLE	1	347.61	347.61
5	WAITERS STATION IN WOODEN WITH TEAK WOOD	1	6,494.77	6,494.77
6	LINEAL WORK STATION 1200X600X730	1	2,647.24	2,647.24
7	PIGEON HOLE UNIT 35 NOS	1	2,097.73	2,097.73
8	SOFT BOARD 625MMX600MM	1	489.00	489.00
9	CUSTOMER COMMENT BOX	1	822.12	822.12
10	EVENT NOTICE BOARD 1500MM HT	1	728.40	728.40
11	LPG PIPING MATERIAL	1	17,143.34	17,143.34
12	SPREADER TABLES WITH OVERSHELF	1	4,860.77	4,860.77
13	ICE CUBE MACHINE WITH BIN	1	30,894.48	30,894.48



14	PLASTIC MOULDED CHAIR	66	114.35	7,546.77
15	SPREADER TABLES WITH OVERSHELF	1	4,907.04	4,907.04
16	2 SEATER DINING TABLE & CHAIRS IN MS FRA	19	1,562.03	29,678.62
17	L TYPE MODULAR WALL SHELVING DISPLAY RAC	1	2,433.49	2,433.49
18	DUNNAGE PLATFORM RACKS	1	1,123.44	1,123.44
19	MS SLOTTED ANGLE STORE ROOM SHELVING	1	1,916.14	1,916.14
20	4 SEATER DINING TABLE & CHAIRS IN MS FRA	14	2,252.62	31,536.65
21	SPREADER TABLES WITH OVERSHELF	1	4,907.04	4,907.04
22	SOFT BOARD 600X450	1	489.00	489.00
23	L TYPE MODULAR WALL SHELVING DISPLAY RAC	2	2,433.49	4,866.97
24	DUNNAGE PLATFORM RACKS	2	1,123.44	2,246.87
25	4 SEATER DINING TABLE & CHAIRS IN MS FRA	4	2,252.62	9,010.47
26	25 LTR ELECTRICAL WATER HEATER	3	1,035.88	3,107.63
27	VISI COOLER 320 LITERS	1	6,713.79	6,713.79
28	WATER COOLER WITH PURIFIER 60 LTR/HR	1	9,879.95	9,879.95
29	50 LTR ELECTRICAL WATER HEATER	1	1,463.38	1,463.38
30	25 LTR ELECTRICAL WATER HEATER	1	1,035.88	1,035.88
31	TELEVISION SET 29" COLOUR TV	2	6,974.20	13,948.40
32	TERMINAL, VT100	2	3,357.83	6,715.67
33	MEDIA CONVERTER	2	1,855.75	3,711.50
34	FIBER MANAGEMENT TRAY	2	2,981.49	5,962.98
35	FULL RANGE SPEAKERS	2	991.32	1,982.64
36	DTH RECEVIER	2	2,170.00	4,340.00
37	12 V STRIKE	4	846.26	3,385.03
38	ACCESS CONTROL KEYPAD	4	3,965.13	15,860.51
39	OUTDOOR SPEAKER	6	693.93	4,163.55
40	INDOOR SPEAKER	6	523.42	3,140.49
41	SERIAL CONVERTOR - 485CON	5	819.87	4,099.34
42	SWITCH 2LAYER	1	6,331.08	6,331.08
43	PA SYSTEM AMPLIFIER	1	4,905.05	4,905.05
44	PAGING MICROPHONE	1	693.93	693.93
45	PROJECTOR SCREEN	1	2,820.10	2,820.10
46	AUDIO AMPLIFIER	1	1,189.58	1,189.58
47	MULTIMEDIA PROJECTOR -LCD	1	24,386.44	24,386.44
48	MONITOR STAND - 14" SIZE	1	247.83	247.83
49	CEILING MOUNT BRACKET	1	3,330.83	3,330.83
50	DVD PLAYER	1	1,495.90	1,495.90
51	24 U RACK -DA BLOCK	1	5,526.18	5,526.18
52	90 CM OFFSET ANTENNA FOR KU BAND	1	451.29	451.29
53	HEAVY DUTY QUADRAPOD STAND FOR ANTENNA.	1	926.74	926.74
54	TWO WAY POWER DIVIDER.	1	509.72	509.72
55	MODULATOR FOR DTH SYSTEM	1	1,237.41	1,237.41
56	10/100 BASE T ETHERNET I/F BOARD	1	4,064.41	4,064.41
57	POS TERMINAL	1	83,107.68	83,107.68
58	PERSONAL COMPUTER	1	10,536.13	10,536.13
59	15" TFT MONITOR	1	5,586.59	5,586.59
60	DOT MATRIX PRINTER	1	4,361.80	4,361.80
61	PRINTER FOR DA BLOCK	1	4,322.15	4,322.15
62	UPS,2KVA, ONLINE	1	11,575.49	11,575.49
63	2 KVA OFF LINE UPS	1	7,784.19	7,784.19
64	TELEVISION STAND	1	1,182.15	1,182.15
65	SERIAL CONVERTOR - 485CON	1	819.87	819.87
66	MAGNETIC CONTACT	5	203.85	1,019.23
	Total	207		454,033.95

06. OUR OBSERVATIONS & VERIFICATIONS:

- 6.1 During our visit, it was observed that the petrol pump was in operational condition and there was a restaurant (A1 plaza) besides the petrol pump which is also a part of the petrol pump.
- 6.2 The subject premise is located at junction of Mumbai-Bangalore highway and road going towards one village. There are two common entrances for petrol pump and A1 plaza, one is at highway and second is at village road.
- 6.3 During our visit, we verified the nature and extent of loss of contents at A1 Plaza. It was evident that burglary had occurred at the said location.
- 6.4 Further, we were informed by insured that the equipment and furniture of the restaurant were kept in kitchen area of the restaurant. It was observed that the latch of the backside door of the kitchen was in broken condition and further it was noted that only one water cooler, one ice cube machine and some fire extinguishers were present in the kitchen. On inspection of water cooler and ice cube machine, it was noted that the compressors of both the machines were stolen.
- 6.5 Further, the Insured provided us list of stolen items along with their rates. We have verified the rates in market and the same were found to be fair and reasonable.
- 6.6 In our opinion, the subject incident might have occurred in multiple events as we could not observe any recent marks of foot prints or any tyres marks of vehicles. The machines stolen by the miscreants are heavy and could not be carried away without usage of any vehicle. Also, the subject premise was closed since 2009 and there was no security guard deputed at the premises and the loss was observed by pump operator when he checked the A1 plaza once he heard noise from the plaza.

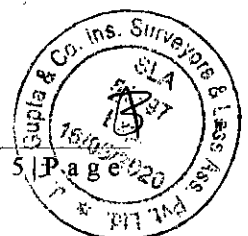
08. DEPRECIATION:

Since the subject policy is on Reinstatement Value basis, no depreciation will be applicable for subject claim.

09. POLICY REVIEW:

09.1 Coverage:

During our visits, we had physically verified the nature & extent of damages sustained by the insured. The loss had occurred within the policy period. We did not observe any indication to suspect a foul play or operation of any perils specifically excluded under the subject policy to have caused the damages. Therefore, the loss falls within the ambit of the subject policy.



09.2 Adequacy of Sum Insured:

Since the Burglary cover in the subject policy is on first loss basis, the adequacy has not been checked for the subject claim.

09.3 Excess:

As per the Insurance Policy, applicable Excess is INR 10,000/- for each and every claim. As per or observation and looking at size of stolen items, we are of opinion that the material could not be stolen in one attempt. In our opinion, the subject incident might have occurred in not less than 4 events. Hence, we have deducted excess for 4 events in our assessment.

11. ASSESSMENT OF LOSS:

The water cooler and ice cube machine were not stolen from the A1 plaza but their compressors were missing, hence we have allowed only the cost of compressors (as per market rates) instead of whole machines in our assessment.

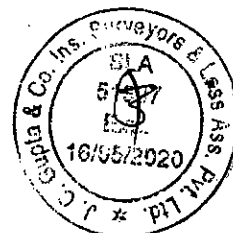
Based on our observations and verifications, the loss has been assessed as follows:

Particulars	Amount (Rs.)
Amount Claimed	454,033.95
Gross Assessed loss	421,259.53
Less Excess (considering 4 theft events)	40,000.00
Net Adjusted Loss	381,260/-

(Please refer attached sheet for detailed assessment)

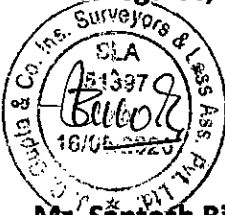
12. CONCLUDING REMARKS:

- 12.1 We commend this report to Insurers with a recommendation to agree settlement of the claim at Rs. 3,81,260/- net of adjustments and deductibles.
- 12.2 Photographs arranged by us have been attached along with the report.
- 12.3 The Insured have consented to our assessment vide their mail dated 30.05.2018.
- 12.4 This report concludes our involvement in this matter and we attach the relevant paperwork for Insurers attention.



This Report is issued without Prejudice, subject to the terms and conditions of the policy, holding the right to amend/ alter unintentional error/omission, if any.

Kind Regards,



Mr. Santosh Billore

(IRDA/SLA-74445/ Exp. 09.10.2020)

J. C. GUPTA & CO. ISLA PVT. LTD.

(IRDA/CORP/SLA-51397/Exp. 16.05.2020)