



ANDHRA PRADESH STATE COUNCIL OF HIGHER EDUCATION

MINOR

Subject: INSURANCE MANAGEMENT

w.e.f. AY 2023-24 onwards

COURSE STRUCTURE

| Semester | Course Number | Course Name | No. of Hrs/Week | No. of Credits |
|-----------------|----------------------|--|------------------------|-----------------------|
| II | 1 | Principles and Practice of Life Insurance | 4 | 4 |
| III | 2 | Principles and Practice of General Insurance | 4 | 4 |
| IV | 3 | Fire and Motor Insurance | 4 | 4 |
| IV | 4 | Health Insurance | 4 | 4 |
| V | 5 | Agricultural and Rural Insurance | 4 | 4 |
| V | 6 | Digital Insurance | 4 | 4 |

SEMESTER-II

COURSE 1: PRINCIPLES AND PRACTICES OF LIFE INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

1. This course intends to provide basic understanding of the insurance mechanism.
2. It will enable students to understand and gain insights of various Life insurance schemes and managerial practices.

Learning Outcomes:

- To explore knowledge of Life insurance, history and its development in India.
- To know about various provisions in Life insurance contract.
- To understand and aware of various Life insurance policies.
- To explore knowledge on claims procedure & documentation in risk and premium.
- To have in-depth knowledge of policy conditions and claim procedures.

Unit-I: Principles of Life Insurance: Life Insurance Products - Pensions and Annuities - Risk Assessment and Underwriting - Premium Setting- Product Development - Tax planning.

Unit-II: Principal of Utmost Good Faith: Insurable Interest, Medical Examination - Age proof, Special reports - Premium payment - Lapse and revival – Premium, Surrender Value, Non-Forfeiture Option - Assignment Nomination Loans – Surrenders - Foreclosure.

Unit-III: Features of Life insurance contract: Types of Policies – Investment of funds – Bonus option – Annuity Contracts - Group Insurance – Group Gratuity Schemes - Group Superannuation Schemes, Social Security Schemes, etc.

Unit-IV: Plans of Life Insurance: Types of Plans: Basic - Popular Plans - Convertible - Joint Life Policies - Children's Plans - Educational Annuity Plans - Variable Insurance Plans – Riders - For Handicapped, etc. - Health insurance.

Unit-V: Policy Claims: Maturity claims, Survival Benefits, Death Claims, Claim concession - Procedures - Problems in claim settlement - Consumer Protection Act relating to life insurance and insurance claims.

Activities:

- The students can gather data relating Life insurance procedures and documents.
- Guest lecture can be arranged on types of Life insurance in detail..
- Assignment can be given on types of Life insurance policies of various firms.
- A work shop can be conducted in filling various documents relating to Life insurance.
- A group discussion can be conducted on issues relating to claims of Life insurance.

Reference Books:

1. G. S. Pande, Insurance - Principles and Practices of Insurance, Himalaya Publishing.
2. C. Gopalkrishna, Insurance - Principles and Practices, Sterling Publishers Private Ltd.
3. G. R. Desai, Life Insurance in India, MacMillan India.
4. M. N. Mishra, Insurance Principles and Practices, Chand & Co, New Delhi.
5. P.S. Palandi, Insurance in India, Response Books – Sagar Publications.
6. Taxman, Insurance Law Manual
7. Life Insurance BY Gupta. O.S (Frank Brothers, New Delhi).
8. Insurance Principles and Practice BY Mishra. M.N.(Delhi, Vikas Publishing house).

SEMESTER-III

COURSE 2: PRINCIPLES AND PRACTICES OF GENERAL INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

1. This course intends to provide basic understanding of the General insurance mechanism.
2. It will enable students to understand and gain insights of various general insurance schemes and managerial practices through practical training.

Learning Outcomes:

- To explore knowledge on General insurance and its various types in India.
- To know about various provisions in health insurance contract.
- To understand and aware of various fire insurance policies.
- To explore knowledge on claims procedure & documentation in general insurance.
- To have in depth knowledge on various miscellaneous insurances prevail in India.

Unit-I: Introduction: General Insurance Corporation Act - Areas of General Insurance - Structure - Classification - Salient features of Indian general insurance market.

Unit-II: Motor Insurance: Motor Vehicles Act 1988 - Requirements for compulsory third party insurance - Certificate of insurance – Liability without fault – Compensation on structure formula basis - Hit and Run Accidents.

Unit-III: Fire Insurance: Features – Kinds of policies – Policy conditions – Payment of claims – Standard Fire and Special peril Policy - Documentation - Cover Note - Calculation of premium.

Unit-IV: Marine Insurance: Contract of Marine Insurance – Classes of policies – Function of Marine insurance - Policy conditions – Marine Losses - Insurance intermediaries.

Unit-V: Agriculture Insurance: Types of agricultural insurances - Crop insurance - Problems of crop insurance - Crop Insurance vs Agricultural relief - Considerations in Crop insurance - Live Stock Insurance.

Activities:

- The students can gather data relating General insurance procedures and documents.
- Guest lecture can be arranged on types of General insurance in detail..
- Assignment can be given on types of motor insurance policies.

- A work shop can be conducted in filling various documents relating to fire, health and miscellaneous insurance.
- A group discussion can be conducted on issues relating to claims of General insurance.

Reference Books:

1. M. N. Mishra, Insurance Principles and Practices, Chand & Co, New Delhi.
2. P.S. Palandi, Insurance in India, Response Books – Sagar Publications.
3. C. Gopalkrishna, Insurance – Principles and Practices, Sterling Publishers Private Ltd.
4. Insurance - Principles and Practice by M.N.Mishra and S.B.Mishra (S.Chand & Company Ltd New Delhi,2000)
5. Principles and Practice of Non Life Insurance by Dr.P.K.Gupta (Himalaya Publishing House)
6. Principles of Insurance Management by Neelam C. Gulati (Excel Books)
7. Banking and Insurance by O.P.Agarwal (Himalaya Publishing House)

SEMESTER-IV

COURSE 3: FIRE AND MOTOR INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

1. To provide the conceptual understanding of fire and motor insurance.
2. To familiarize the student with claims procedures and related regulations in fire and motor policies.

Learning Outcomes:

- To explore knowledge on Fire insurance, perils, exclusions and conditions.
- To know about various documents required for fire insurance, legal aspects.
- To understand consequential loss policy and claim procedure.
- To explore knowledge on principles and types of motor insurance.
- To have in depth knowledge on Motor Insurance Act, third party insurance, The Motor Accident Claims Tribunals etc.,

Unit 1: Fire insurance: Introduction - History - Nature and functions – Causes of fire – prevention of loss – application of basic principles - The Standard Fire and Special Perils Policy – General exclusions and conditions –Reinstatement value policies – Declaration policies – Tariff rules – Floating policies – various clauses - Fire hazards: Originating hazards – Contributory hazards – Arising from construction – Miscellaneous hazards - Fire prevention.

Unit 2: Fire Insurance documents: Underwriting and Re-insurance - Indian fire reinsurance programme – Fire insurance claims - Legal Aspects Duties of the insured – Onus of proof – the Doctrine of Proximate Cause – Insured perils – Expected Perils – Rights of Insurers – Warranties – Ex-gratia payments – The amount of claims payable – Meaning of value - buildings, machinery etc. Fire insurance claims - Procedural Aspects: Surveys – examination of policies – Causes and assessment of loss.

Unit 3: Consequential loss insurance: Basis of profits insurance – Measure of indemnity – the CL Policy – Insured standing charges – Some basic problems – Adjustment clause – Policy conditions – Losses not payable – Basis rate and CL rate – Insured’s property at other locations – Examples of methods – Advantages of ‘Dual Basis’ – Lay-off compensation – New Business Clause – Claims procedure – Advance loss of profits cover and specialized policies and overseas practice.

Unit 4 History of Motor Insurance: Basic Principles - Types of Motor Vehicles – Introduction to Motor Vehicles Act 1939 & 1988 - Motor Policies – Standard form for Liability only policy –

Liability to third parties - Package Policies for Private cars & two wheelers – Motor Policies – Scope of standard form for commercial vehicles ‘Package’ Policy – Loss or Damage – Risk covered – Protection & Removal Costs – Personal Accident cover for Owner - Motor Tariffs (Regulations) – Proposal Forms – Policy Forms Rating – Double Insurance – Class E, F and G – Underwriting– The vehicles – Moral Hazard– Claim Discount– Motor Insurance Statistics– Insurance & Road safety – Transfer of interest in motor insurance covers.

Unit 5: Registration and Insurance: Tariff for commercial vehicles – Regulations – Scope – Rating Factors– Minimum values– Motor Vehicles Act – Passenger Risk – Limitations - Own Damage Claims – Preliminary – Assessment – Settlement – Claim discount–Types of loss – Third party Liability Claims procedural Aspects – Proof of Negligence – General damage for Death – General Damages for Disability – Property Damages claims – The Motor Accident Claims Tribunals – Judgments of Criminal Courts – Mediclaim – Form – Check List – Motor Claim minimization Measures & Loss Control programme.

Activities:

- The students can gather data relating Fire insurance procedures and documents.
- Guest lecture can be arranged on types of fire policies in detail..
- Assignment can be given on types of motor insurance policies.
- A work shop can be conducted in filling various documents relating to Fire and marine insurance.
- A group discussion can be conducted on issues relating to claims of motor insurance.

Reference Books:

1. Insurance Principles And Practice, M.N. Mishra & S.B. Mishra, Sultan & Chand Publications.
2. Elements of Insurance – Dr. A. Murthy, Margham Publications.
3. Banking and Insurance – E.Gordon, P.K. Gupta, Himalaya Publishing House.
4. Principle of practice of Insurance – Dr. P. Periasamy, Himalaya publishing House.
5. Insurance Principles and practice – Inderjit Singh, Rakesh katyal and Sanjay arora, Kalyani Publishers.
6. IRDA Annual Report
7. Insurance Institute of India - IC-57- Fire and Consequential Loss Insurance, IC-72 –Motor Insurance, IC-51- Hazards of Specific Industries, IC-52- General Fire Hazards, IC-54- Fire Insurance Underwriting, IC-56- Fire Insurance Claims

Web sites:

1. www.irda.gov.in
2. www.policybazaar.com

SEMESTER-IV

COURSE 4: HEALTH INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

To acquaint students with the basic concepts of Health Insurance.

To impart skills in decision making with refers to manage health insurance business.

Learning Outcomes:

- To explore knowledge on Health insurance, health economics and its role in health care financing, model, health insurance issues in India.
- To know about various Individual and Group indemnity plans.
- To understand health insurance underwriting.
- To explore knowledge on Claims Procedure & Documentation and third party administrators.
- To have in depth knowledge on Government and social health insurance schemes in India.

Unit 1: Health Insurance: Meaning and Importance of Health insurance - Concept of Health - Determinants of health - Healthcare – Stakeholders in India - Factors affecting the health system - Current status of healthcare - Health Economics and its role in health care financing – Model – Health insurance issues in India.

Unit 2: Health Insurance Products: Scope of Health Insurance Covers- Individual and Group indemnity plans—Mediclaim Policy - Overseas Medical Insurance - Floater Plans Benefit plans- Critical Illness plans- High Deductible plans- Comprehensive coverage plans- Long term care insurance — Travel Insurance- Micro Health Insurance— Health Insurance plans for Senior Citizens — Disease Management plans- Other Products – Benefits – Exclusions – Discounts – Conditions.

Unit 3: Health Insurance Underwriting: Need for underwriting - Principles of underwriting Health insurance - The underwriting process – factors considered for premium calculation.

Unit 4: Claims Procedure & Documentation: In house claim settlement and Third Party Administrators (TPA's): - IRDA Regulations for TPA– Role and Responsibilities of TPA – Network Hospitals & Cash Less Facility - Special Policies for Critical Illnesses/TopUp Cover.

Unit 5: Government and social health insurance schemes in India: Personal Accident Insurance - Basic Principles - Coverage and Benefits - Provisos and Exclusions – Rating – Extensions – Discounts.

Activities:

- The students can gather the data relating to various health insurance plans.
- Class room seminar on under writing process in health insurance.
- Assignment can be given on comparative analysis of various health policies issued by different insurance companies.
- Students may be asked to gather various health insurance applications issued by different companies and make them to fill.
- Quiz can be conducted on various health policies.
- A group discussion can be conducted on claim procedure and documentation

Reference Books

1. Insurance Institute of India – IC 27- Health Insurance
2. Insurance Institute of India – IC 36 – Health Insurance Claim Management Reference Books
 1. Edwin Jerome Faulkner, Health insurance, McGraw-Hill insurance series
 2. Benjamin S. Warren, Health Insurance: Its Relation to the Public Health, Biblio Bazaar, 2009
 3. Aiviva Roh, Brain Abel Smith, and Givanni Trmburi , Health Insurance in developing countries, Hall of India Private Limited, New Delhi
4. Ammer Narain Aga

Web sites :

1. www.irda.gov.in
2. www.policybazaar.com

SEMESTER-V

COURSE 5: AGRICULTURAL & RURAL INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

1. To provide a broad overview of Agricultural and rural insurance in India.
2. To familiarize the students with products in rural insurance.

Learning Outcomes:

- To provide knowledge on Agriculture in India.
- .To know about various agriculture crop insurance schemes in India.
- To understand crop Insurance.
- To explore knowledge on IRDA regulations in rural insurance.
- To provide knowledge on miscellaneous agricultural insurance Schemes in India.

Unit 1: Indian agriculture: Introduction - Agriculture in India – leader - distribution and indicators - agricultural in the post independence era – agricultural census – modernization

Unit 2: Risk in Agriculture: Risk in Agricultural and coping mechanism- climate change and agriculture crop insurance - schemes in India – Types of Agricultural insurance - NAIS- premium rating in crop insurance-NAIS –WBCI.

Unit 3: Crop insurance: Design consideration - concepts - agricultural insurance Vs Agricultural relief approaches to crop insurance - crop insurance – design and operations - weather based crop insurance model

Unit 4: IRDA regulations in rural insurance: Livestock - types of cattle – buffaloes - Characteristics – classification - cattle insurance – market-market agreements –schemes-poultry – comprehensive coverage – duck insurance – exclusions

Unit 5: Miscellaneous Agricultural insurance Schemes: Pet insurance - sheep – goat – pig – elephant - agricultural pump set-cart-hut-gobar gas plant - lift irrigation insurance – comparative package for tribal

Activities:

- The students can gather the data relating to availability of various crop insurances
- Class room seminar on Agricultural insurance schemes.
- Assignment can be given on miscellaneous agricultural insurance schemes.

- Field visit to observe the crop insurance schemes availed by farmers in their area and submit report.
- A quiz can be conducted on issues relating agricultural insurance.

Text Books:

1. Insurance Institute of India – IC 71- Agricultural Insurance

Reference Books:

1. Mishra & Promod ,Agricultural risk Insurance & Income , The maritime and Insurance Book shop
2. Dr.S S Raju & Dr.Ramesh Chand , Agricultural Risk & Insurance in India ,NCAEPR , New Delhi.
- 3.Deshpande S.P, Rural insurance business : Potentially and marketing, National insurance academ,1999.

Web sites :

1. www.irda.gov.in
2. www.policybazaar.com

SEMESTER-V

COURSE 6: DIGITAL INSURANCE

Theory

Credits: 4

4 hrs/week

Learning Objectives:

1. To sensitise the students on basics of digital insurance.
2. To familiarize the students with latest developments in the practice of digital insurance.

Learning Outcomes:

- To explore knowledge on Innovation and financial services, Levels of innovation, Digital insurance.
- To know about the management of digital insurance and models of digital insurance.
- To understand Mobile, Big Data Analytics, Cloud Computing, Unified content management.
- To explore knowledge on Governance and Regulatory Framework.
- To have knowledge on Future of digital insurance and Application innovations.

Unit I: Innovation in Insurance:

Innovation and financial services – Levels of innovation – Digital insurance- Status of insurance companies - Strategic choices for insurance companies in the digital age – Challenges - Digital insurance as a new model for financial institutions - Protecting customers with better security - Effective and compliant insurance companies – 4 P's of digital insurance.

Unit II: The Management of Digital Insurance:

A digital insurance model – customer perspective - Corporate digital insurance – drivers - Online-only insurance companies – The value of digital insurance - Critical success factors – Different models - Multigenerational view -Marketing digital insurance - Marketing mix – economics of digital insurance – SWOT –Fraud in digital insurance.

Unit III: Digital insurance solutions:

Enterprise architecture - Processes in an insurance company – Demand to order – Order to remittance – Record to report processes - Procure-to-pay - Supporting systems - Intranets and extranets in insurance companies - Management of the digital insurance infrastructure - Mobile – Big Data Analytics – Cloud Computing - Unified content management.

Unit IV: Governance and Regulatory Framework:

Lean and Digitize project management – Data management – Security - Regulations for insurance organizations – IRDAI norms – Protection of policyholders - Support to compliance.

Unit V: Digital Insurance Throughout the World:

Digital insurance across the world – Future of digital insurance: Application innovations (Artificial intelligence, Robotics process automation, Anticipatory computing, Social networks) - Technological innovation (Internet of things, Wearable technology) - Network innovations (5G networks, Web 2.0, Web 3.0).

Activities:

- The students can submit a paper on impact of digital insurance on traditional insurance.
- Class room seminar on management of the digital insurance infrastructure.
- Assignment can be given on Governance and Regulatory Framework.
- Guest lectures can be arranged from field experts.
- A group discussion can be conducted on issues relating to digital insurance.

Text Book

1. Bernardo Nicoletti (2016), Digital Insurance, Palgrave Macmillan: UK

Reference Books

1. Afuah, A. (2003), Innovation Management: Strategies, Implementation, Profits, Oxford University Press, Oxford, UK.
2. Boiko, B. (2002), Content Management Bible. John Wiley & Sons, New York.
3. Buchner, A. (2006), Marketing Life Insurance Online. Jupiter Research, New York.
4. Kalakota, R., Robinson, M. (2002), M-business: The Race to Mobility, McGraw-Hill, New York.
5. Marchand, D. (Ed.) (2000), Competing with Information, John Wiley & Sons, West Sussex, UK. Nicoletti, B. (2013), Cloud Computing in Financial Services, Palgrave-Macmillan, London.
6. Vong, J., Song, I. (2014), Emerging Technologies for Emerging Markets (Topics in Intelligent Engineering and Informatics), Springer Science, Singapore

Web sites:

1. www.irda.gov.in
2. www.policybazaar.com