CHAPTER - II

PROFILE OF THE RAICHUR DIVISION :-

Raichur Division is established in the year 1986. Geographically, Raichur Division is one of the largest division in the South Central Zone. It comprises of four districts in Northern Karnataka viz., Raichur, Bellary, Gulbarga and Bidar. Historical Back-ground endows this Region with Rich culture and heritage.

However, populationwise it is one of the smallest, the reason being the low density of population. The average rainfall vary from 600mm to 900mms in different parts. The climate in the area is very hot in summer with the mercury tourching upto 46° some times.

Its economy is predominantly agrarian. The main cash crops are cotton, sunflower, groundnut and sugar canes and Raichur has one of the largest cotton market in the country. Jawar and Millets form the bulk of dry land produce. Wet land forming is mainly paddy and sugar cane, oil seeds like sunflower and groundnut also contribute a substantial share to the economy.

Industrially the area is underdeveloped. The existing scare is marketed by agro based industries like sugar, oil, cotton ginning etc., Gulbarga district is known for its cement industry, Bellary leads in mineral and metal based industries; while Raichur has covered

Hatti Gold Mines. One of the country's biggest power project is the Raichur Thermal Power Station (of Karnataka Power Corporation). This project has catalysed Industrial Development in and around the Raichur.

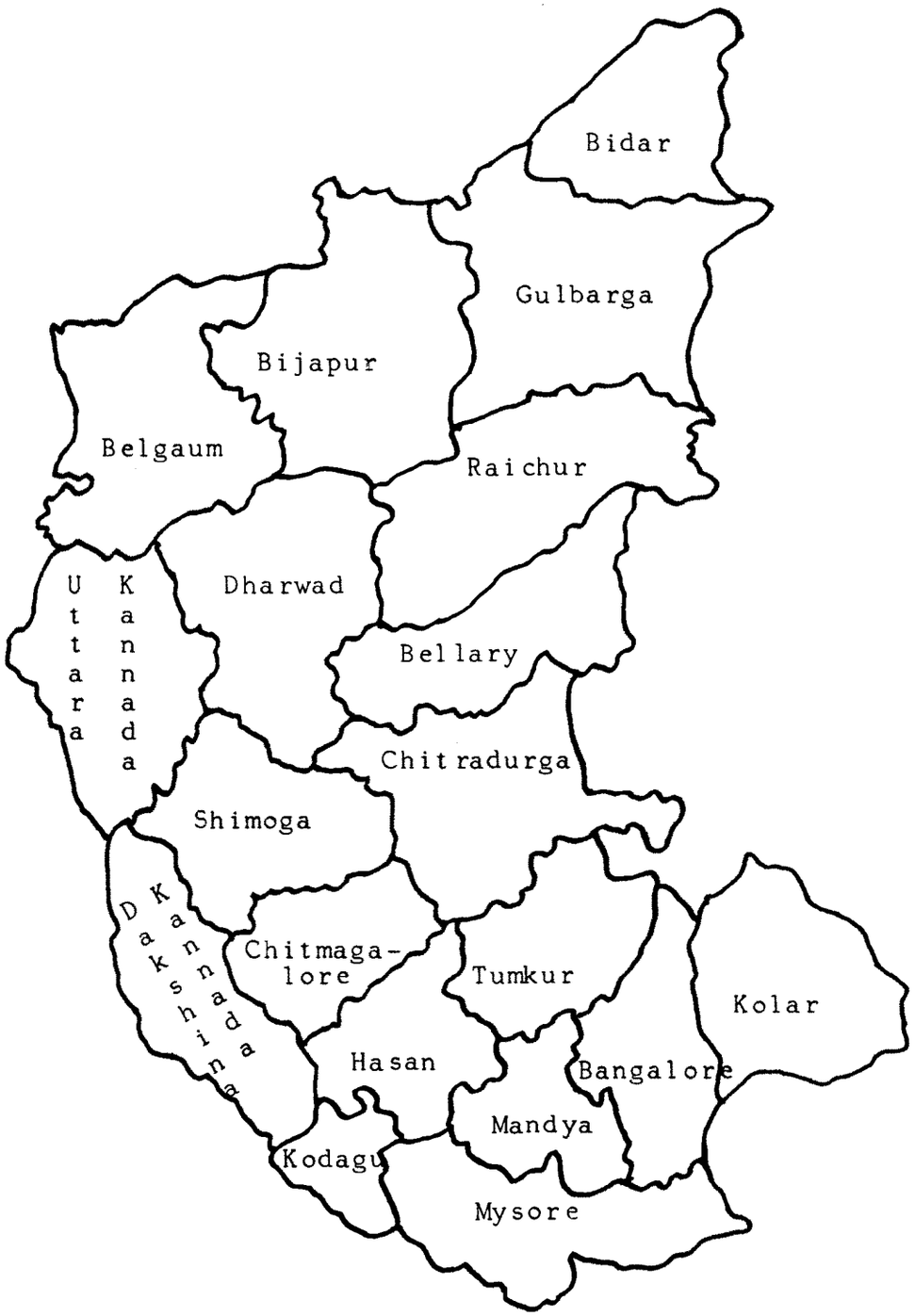
The Tungabhadra Dam near Hospet in Bellary district is the major irrigation facility in the area. The Upper Krishna Project which has come up near Narayanapur will be the most prestigius project for the area irrigating 8.3 lakh hecters in the district of Gulbarga and Raichur.

This area has the best tourist potential through Historical monuments and Religious centres. The ruins of Vijaya Nagar Empire at Humpi is an important tourist attraction of the Southern India. Sharana Basaveshwara Temple and Darga Bundenawaz in Gulbarga, Nanak Jara in Bidar, Virupakshalaya and Saptha Swara Pillers in Hampi are centres of pilgrimage in the area.

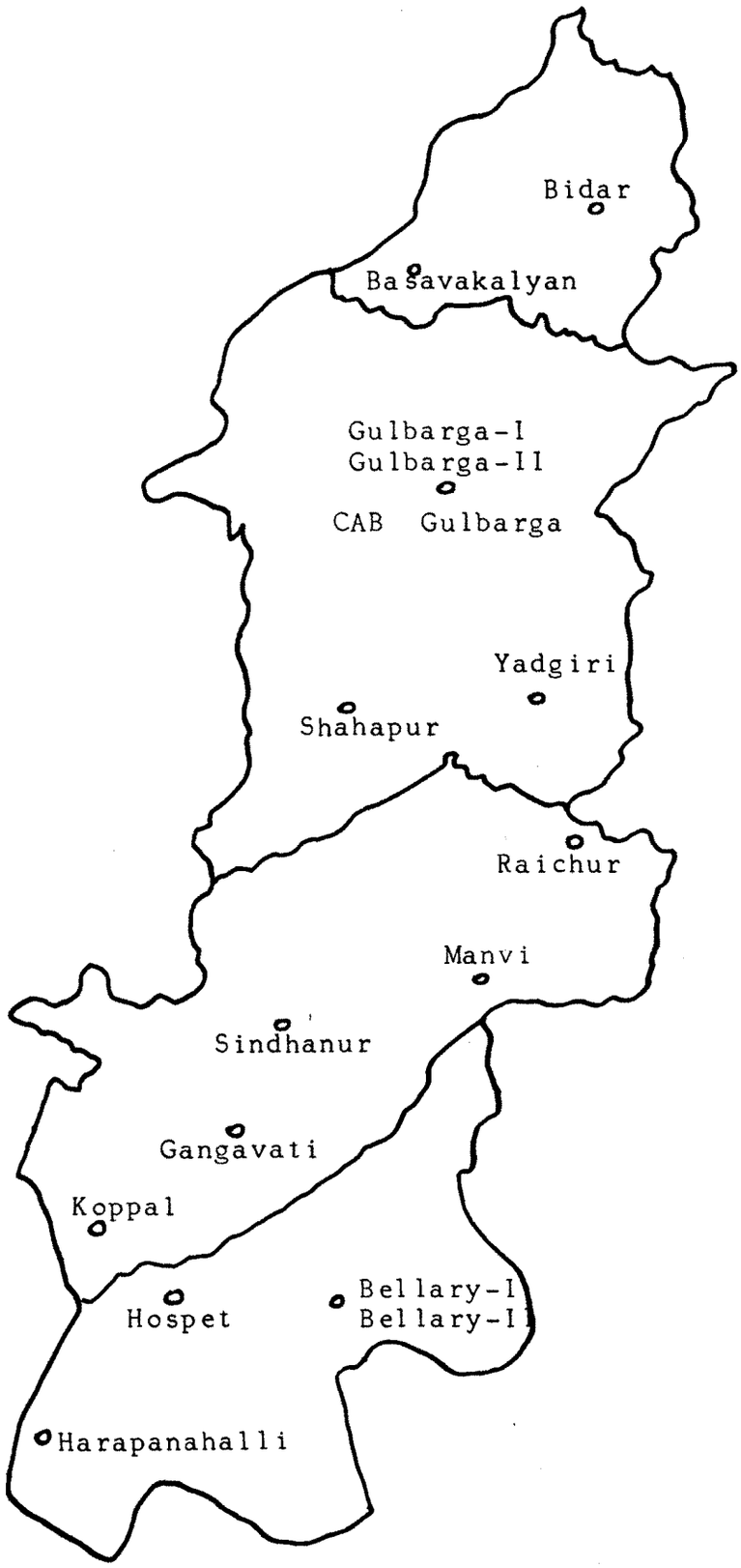
DIVISION AT A GLANCE

Date of opening	:	24-06-1986
Bifurcated from	:	Dharwad Division
Districts	:	Bellary, Bidar, Gulbarga & Raichur.
Area (in Sq.Kms)	:	45,574 Sq.Kms.
Population (As per 1991 census)	:	Urban -- 18,93,338 Rural -- 61,26,028 Total -- 80,19,366
Percentage of rural Population to total	:	76 Per centage
Density (per Sq.Kms)	:	175
Worker population	:	65,57,944
Area irrigated ('00)	:	5047
Main Crops	:	Paddy, Jawar, Ragi, Bajra, Wheat, Cotton, Groundnut, Pulses, Tur, Bengal gram, Sugarcane, Sunflower, etc.
Industries	:	Industrial Estate, Registered Factories & Small Scale Industries.
No. of Branches	:	16 (and a P&GS Branch at Raichur)
N o. of agents as on 31-3-95	:	3675
No. of Dev. Officers as on 31-3-95	:	116
Staff strength as on 30-11-95	:	Class-I 111 Class-II 116 Class-III 556 Class-IV 89

MAP OF KARNATAKA



MAP OF RAICHUR DIVISION



MAP OF BIDAR DISTRICT

BIDAR BRANCH - Bidar and Aurad talukas

BASAVAKALYAN BRANCH - Basavakalyan, Bhalki and Humnabad talukas

MAP OF GULBARGA DISTRICT

GULBARGA - I BRANCH	- Gulbarga, Afzalpur and Aland Tq.
GULBARGA - II BRANCH	- Gulbarga City, Chitapur and Chincholi Tq.
GULBARGA - CAB	- Gulbarga City
YADGIRI BRANCH	- Yadgiri and Sedam Tq.
SHAHAPUR BRANCH	- Shahapur, Surpur & Jawargi Tq.

MAP OF RAICHUR DISTRICT

RAICHUR BRANCH	- Raichur Taluk
MANVI BRANCH	- Manvi and Deodurg Talukas
SINDHANUR BRANCH	- Sindhanur and Lingasugur Tq.
GANGAVATI BRANCH	- Gangavati Taluk
KOPPAL BRANCH	- Koppal, yelburga and Kustagi talukas.

MAP OF BELLARY DISTRICT

BELLARY - I BRANCH	- Bellary and Sandur Talukas
BELLARY - II BRANCH	- Bellary and Sirguppa Talukas
HOSPET BRANCH	- Hospet and Hagari Bomanahalli Tq.
HARAPANAHALLI BRANCH	- Harapanahalli, Kudligi and Hadugali.

AREA :-

The Division covers an area of 45.584 Sq.Kms. The following table shows area and districts covered by the Raichur Division.

AREA OF RAICHUR DIVISION

DISTRICT	Sq.Kms
BELLARY	9885
BIDAR	5458
GULBARGA	16224
RAICHUR	14017
TOTAL	45584

Source : Profile of Raichur Division - 1995-96.

DEMOGRAPHIC FEATURES :-

As per the 1991 census the total population of the four district was as follows :-

TOTAL POPULATION IN THE DIVISION AREA (in '000)

DISTRICT	TOTAL POPULATION	MALE	FEMALE
BELLARY	1886.800	960	927
BIDAR	1252.333	877	611
GULBARGA	2582.169	1315	1265
RAICHUR	2309.887	1166	1142
TOTAL	8031.189	4318	3945

Source : Profile of Raichur Division - 1995-96.

From the above table one can find that the total population of four districts ~~waas~~ was 8031.189 (in '000) as per 1991 census. Out of which 4318 (in '000) area male and 3945 (in '000) are female. The rural and urban population figures are given below in table.

AREA-WISE BIFURCATION OF POPULATION (in '000)

DISTRICTS	TOTAL POPULATION	MALE			FEMALE		
		RURAL	URBAN	TOTAL	RURAL	URBAN	TOTAL
BELLARY	1886.800	670	290	960	652	275	927
BIDAR	1252.333	630	247	877	496	115	611
GULBARGA	2582.169	999	316	1315	972	293	1265
RAICHUR	2309.887	920	246	1166	909	233	1142
TOTAL	8031.189	3119	1099	4318	3029	916	3945

Source : Profile of Raichur Division - 1995-96.

INDUSTRIES :-

There are 1110 registered factories employing nearly 54,500 employees in the Raichur division area.

TOTAL INDUSTRIES IN THE DIVISIONAL AREA

DISTRICT	TOTAL FACTORIES	EMPLOYEES
BELLARY	225	16800
BIDAR	88	4800
GULBARGA	410	15800
RAICHUR	395	17100
TOTAL	1110	54500

Source : Profile of Raichur Division - 1995-96.

BRANCHWISE POPULATION :-

The following table shows branchwise population according to the 1991 census. Population per Development Officer and population per Agent.

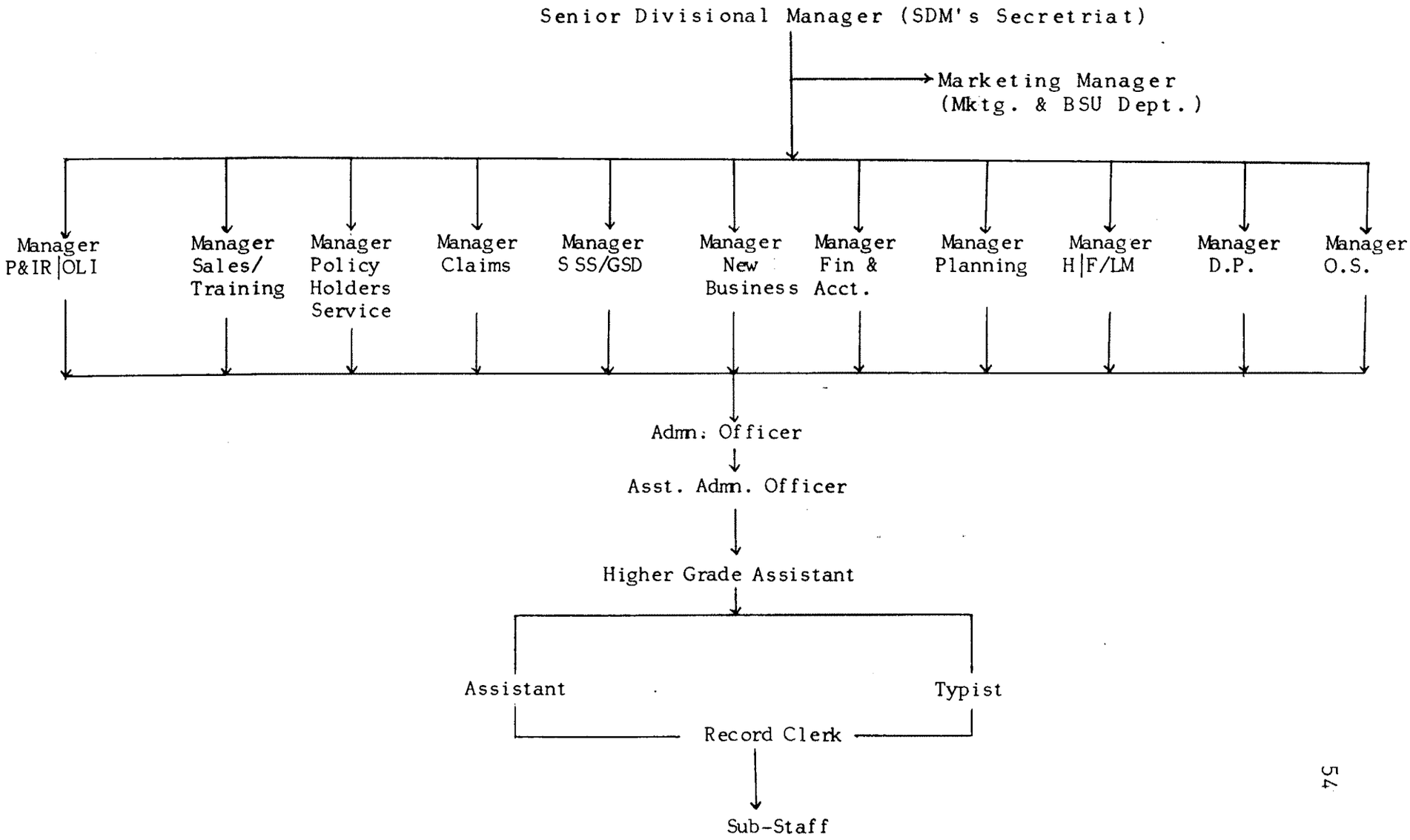
UPDATED AS AT 31-03-1995

Branch	Area in Sq.Kms.	Population as per 1991 Cen.	Population as at 1-1-94	Population per D.O.	Population per Agent
Bellary-I	2591.50	6,51,469	6,81,228	85153	3082
B ellary-II	2782.05	6.83,831	7,15,006	143013	4039
Bidar	2142.14	5,39,553	5,64,199	80599	2129
Basavakalyan	3272.32	7,12,780	7,45,339	67758	2476
Gangavati	1344.79	3,20,122	3,34,743	55790	2016
Gulbarga-I	4746.89	9,34,090	9,76,758	88796	2435
Gulbarga-II	3348.15	8,04,667	8,41,440	70120	2343
Gulbarga-CAB	31.00	3,09,962	3,24,118	--	4630
Harapana-halli	3927.42	5,99,220	6,26,591	104432	3213
Hospet	1908.41	4,47,475	4,77,050	53005	1668
Koppal	4231.64	6,36,884	6,65,976	95140	3940
Manvi	3239.95	4,44,530	4,64,835	92967	3344
Raichur	1540.50	3,58,675	3,74,044	53435	1539
Shahpur	5369.33	7,08,860	7,41,239	92654	3546
Sindhanur	3536.51	5,45,621	5,70,544	71318	2246
Yadgiri	2672.53	4,36,832	4,56,786	65255	2076
Division's Total	44164.13	80,19,366	83,85,677	71672	2281

Source : Profile of Raichur Division (1995-96)

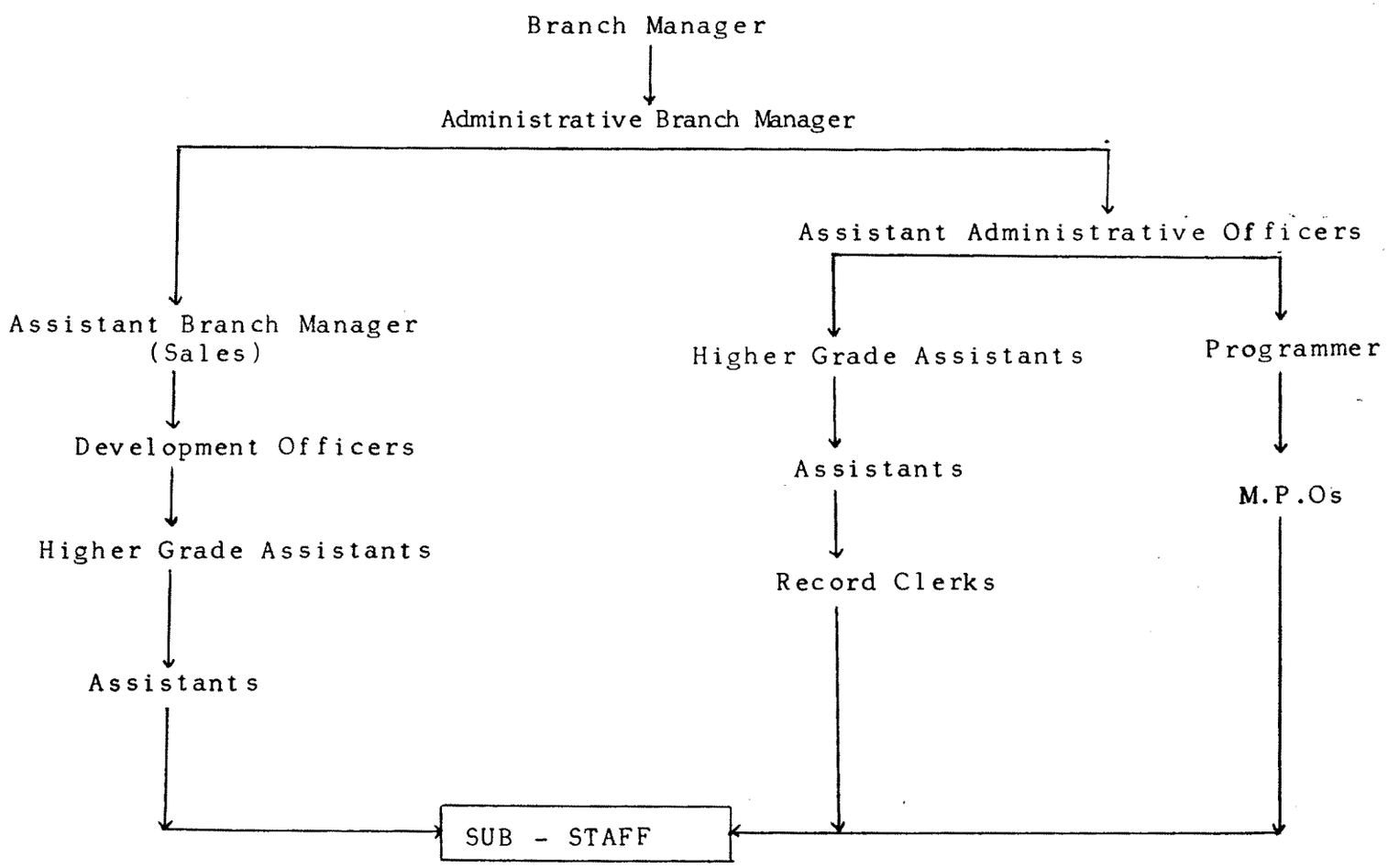
From above table shows Branchwise population per Development Officer, and population per Agent.

DIVISIONAL ORGANISATION CHART



The Senior Divisional Manager is the Chief Executive of the Division and he has seperate Secretriat (i.e. SDM's Secretriat) Marketing Manager (Mktg 7 BSU Dept.) Incharge of Senior Divisional Manager. All Departmental Heads/ Mnagers (Manager Personnel & Industrial relation/ Office Language Implementation, Manager Sales/ Training, Manager policy holders service, Manager claims, Manager new business, Manager Finance & Accounts, Manager Planning, Manager House property Finance/ Legal Dept., Manager Data Processing, Manager Office Service) are accountable to the Senior Divisional Manager. Administrative Officer are accountable to their respective Departmental Heads/ Managers. Assistant Administrative Officers are accountable to their respective Department Administrative officers. Higher Grade Assistants, works under the control of Assistant Administrative officers. Higher Grade Assistants look after the work of Assistants. Assistants are directly responsible to Higher Grade Assistants. Finally, the Sub-Staffs who are accountable to all the persons working under their respective departments.

ORGANISATION CHART



The Branch Manager is the Chief Executive of the Branch. Administrative Branch Manager works under the Supervision of Branch Manager and he is accountable to the Branch Manager. Assistant Branch Manager (Sales) and Assistant Administrative Officers of various departments are accountable to Administrative Branch Manager. Assistant Branch Manager is the section head of Sales Department. The Development Officers and Higher Grade Assistants work under the control of Assistant Branch Manager and are accountable to him. Assistant Administrative Officers are the section heads of their departments. Under the respective A.A.Os Supervision and Control, the Higher Grade Assistant of the department will work. Higher Grade Assistants look after the work of Assistants. Assistants are directly responsible to Higher Grade Assistants. Finally, the Sub-Staffs who are accountable to all the persons working under their respective section.

SCHEMES OF LIFE ASSURANCE CORPORATION :

The Corporation has during the last few years formulated new plans of assurance to keep pace with the changing pattern of consumer preference. Simultaneously with the comprehensive revision of premium rates with effect from 1980, opportunity was taken to review the various plans of assurances. As a result some of the plans of assurance were either withdrawn or modified.

New Plans Introduced :

1. Jeevan Mitra
2. Jeevan Saathi
3. Marrige Endowment/Educational Annuity Plan
4. New Jana Raksha
5. New Children's Deferred Assurance
6. New Money Back Plan with Profits
7. Bima Sandesh
8. Bhavishya Jeevn
9. Jeevan Akshay
10. jeevan Balya
11. Jeevan Dhara
12. Immediate Annuity with return of purchase price
13. Deferred Annuity with return of cash option.

Plans Withdrawn :

1. Grihalakshmi Policy
2. Anticipated Endowment Assurance
3. Cash and cover
4. Centenary Policy
5. Convertible whole life with profits
6. The Retirement Annuity.
7. Joint Life Endowment Assurance on two lives without profits
8. Fixed Term Marriage Endowment Policy without profits
9. Eductional Annuity Policy without profits
10. Guaranteed Triple Benefit Policy
11. 25 Years Money Back Policy
12. Multipurpose Policy without profit

13. Multipurpose policy
14. Anticipated whole life
15. Progressive protection policy
16. Janaraksha Policy

Plans Modified :

1. Convertible whole life without profits
2. Convertible Term Assurance

Existing Plans :

1. Whole life
2. Limited payment life
3. Limited payment lift by single premium
4. Endowment Assurance
5. Endowment Assurance by limited payment and by single premium
6. Joint life
7. Double Endowment
8. Children's deferred vesting age 18
   vesting age 21
9. Children's anticipated vesting age 18
   vesting age 21
10. Money Back - 12 years fixed term
    15 years fixed term
    20 years fixed term
11. Two year temporary assurance
12. mortgage redemption
13. Immedite annuity
14. Deffered annuity

New plans introduced, plans modified and existing plans constitutes the total available in the Corporation at present.

PROFILE OF PERSONNEL AND INDUSTRIAL RELATION DEPARTMENT :

Personnel and Industrial relation Department comprises of Manager (P & IR), Administrative Officer (P&IR) Asst. Administrative Officer (P&IR/OLI) and 2 Higher Grade Assistants, Two Assistants, One Steno, one Typist and two Sub-Staff.

During 1994-95, One Assistant and One Telephone operator were appointed on compensatory grounds.

OFFICIAL LANGUAGE IMPLEMENTATION (OLI) :-

The Hindi day was celebrted on 14-9-1993 with a number of activities to promote the use of official language. A Hindi workshop was conducted in March 1994 for the employees of Raichur.

HUMAN RESOURCE DEVELOPMENT (HRD) :-

The Department effectively functioned in the following areas :

1) Forecasting the man-power needs for various levels to Branch Offices and Divisional Offices.
2) Recruitment, Placement, Transfer, Promotions and Disciplinary matters relating to staff.
3) Management Development and career planning of the staff in line with the overall corporate policies.
4) Carrying out periodic 'Personnel Audit' of the branches change.
5) Change of category.
6) Transfers within Division- AAO's.
7) Promotions, Divisional Office Level - Even for Zonal office staff: HGA/ Assistant/ Record clerk.

INDUSTRIAL RELATIONS :-

The Department effectively functioned in the following areas :

1) Handling grievances of the employees.
2) Establishing better understanding with the trade unions and promoting better management employee understanding.
3) Carrying our negotiations with unions on those matters relating to the Division as a whole.
4) Disciplinary proceedings against Class-II, III and IV.

PROFILE OF OFFICE SERVICE DEPARTMENT :-

Office services (O.S) department deals with men, material and machines. While men are supplied by P&IR Dept. O.S. department supplies the required material and machines to manage the branches in serving the policy holders.

IMPORTANT FUNCTIONS OF O.S. DEPARTMENT :-

1) Supply and maintenance of furniture & fittings.
2) Printing and distribution of stationery.
3) Installation and maintenance of Telephone, Electronic and electric machines.
4) Management of Estates.
5) All matters relating to employee benefits.
6) Pension & Retirement benefits to employees.

PROFILE OF ACCOUNTS AND FINANCE DEPARTMENT :-

Accounts and Finance Department comprises of Manager (Fin. & Acct.) and he is also working as Assistant Divisional Manager, One Administrative Officer, One Asst. Administrative Officer and Two Higher Grade Assistants, One Steno, Five Assistants, One Record Clerk, Two Sepoys and their duties like preparation of Final Accounts, Trail Balance, Bank Account, Reconciliation and preparation of performance highlights.

PROFILE OF SALES DEPARTMENT :-

Sales Department, following training activities are organised at various level :

1) Monthly Agents meeting at Branch level.
2) Mass Training Programme at Branch level.
3) RCA- Initial Training Programme.
4) Agents workshop, Training to Agents by Insurance Institute for all agents of Raichur Division.
5) Training by Institutions like STC, ZTC, INSET, JVT, CIFP etc.
6) STC - Dharwad is also conducting a programme called 'STC-on wheel' where the STC comes to Raichur Division for imparting training.
7) Regular training classes to career agents by Gulbarga CAB.

Total Agency force of our Division as at 31-3-1995 : Strength of the Development Officer in Raichur Division as on 31-3-1995.

	Branchwise Agents	Branchwise Development Officers
Bellary-I	221	8
Bellary-II	177	5
Bidar	265	7
Basavakalyan	301	11
Gulbarga-I	401	11
Gulbarga-II	359	12
Gulbarga-CAB	70	-
Gangavati	166	6
Hospet	286	9
Harapanahalli	195	6
Koppal	169	7
Manvi	139	5
Raichur	243	7
Sindhanur	254	8
Shahapur	209	8
Yadgiri	220	7
	3675	117

PROFILE OF NEW BUSINESS DEPARTMENT :-

Raichur Division has accepted an ambitious target of Rs.365 crores of sum assured, 93000 policies and Rs.740 Lakhs of RPI for the year 1994-95. At the end of 31st March 1995 New business have completed a new business of Rs.395.19 crores covering 79,682 Lakhs. The division has achieved 85.68, 108.27 nd 82.78% of its budget for the year 1994-95 in the matter of No. of policies sum assured and RPI respectively and thus showing a growth rate of 0.47, 00.52 and 1.13 over the corresponding period of last year.

New business Department also having 11 cardiologists, 6 Radiologists and 8 Pathologists.

PROFILE OF (DP) DEPARTMENT :-

Systems in the Division :-

The division started in 1987 with old system of S-296 system at only 3 places in the division, covering 14 branches in 5 districts. With the increase in the number of branches and business, additional systems are installed in some more branches in the division. Bijapur District was carved out of Raichur Division and attached to the newly formed Belgaum division. We have now the new LME systems with 700 mb capacity at 5 branches, one S-386 systems with 380 mb capacity at the branch and one S-286 system with 380 mb capacity in one branch. Four branches are serviced at divisional office only, which is supported by one S-386 system and on S-286 system. All the systems

branches except one are supporting two branches each. At P&GS branches office we have one PC XT with 80 mb capacity.

FRONT END OPERATIONS :-

Front End Operations implementation has been approved for 3 branches in the division. They are Raichur Branch, Bellary Branch-I and Gulbarga Branch-I. Additionl systems required for the Front End Operations are already supplied and installed in these branches. Software is received in Raichur branch and is loaded. Front End Operations will be implemented in these branches shortly. Some more branches are likely to get Front End Operations during the current year.

OPERATING SYSTEMS/ STANDARD PACKAGE :-

By December '94, the data operating system is changed to UNIX from WOOS in all the branches in division, as required by Central Office. Standard package for all cash policies is also implemented in the division in 1994. Standard package for SSS policies is received from central office and is under study and the same will be implemented shortly.

PROFILE OF CLAIMS DEPARTMENT :-

Eversince this area forming Raichur Division was carved out of Dharwad Division and given a seperate entity in 1986, there has been consistent effort to provide best possible service to policy holders, more so in the area of settlement of claims. It has been our endeavour to settle all maturity claims without the maturity and dispose off

death claims with least delay. The following statistics of 1994-95 threw light on claims department achievements :

	Maturity Claim	D.C.
Claims outstand as on 31-3-1994	163	191
Intimations issued during the year 1994-95	15018	1257
Total claims payable	15181	1448
Number of claims settled during 1994-95	15099	1268
No. of claims outstanding as at the end of the year	82	180
No. of claims settled before date of maturity	10849	924
Percentage of claims settled on or before date of maturity	72	74
Number of claims where under penal interest was paid	795	9

PROFILE OF P & G S UNIT :-

The Pension and Group Scheme (P & G S) Unit of Raichur covers the Fire districts of Bidar, Gulbarga, Bijapur, Raichur and Bellary. As on 1995 we are serving 50 institutions under GI/EDLI Schemes, 55 institutions with Gratuity Schemes, 3 Institutions with Superannuation schemes and 697 with GSLI Schemes.

NUMBER OF POLICIES

BRANCHES	1990-91	1991-92	1992-93	1993-94	1994-95
Bellary-I	5733	3578	4276	4786	4506
Bellary-II	-	2783	3468	4216	4238
Bidar	3374	4671	5424	6201	6732
Basavakalyan	3196	4126	5643	7076	7185
Gangavati	4163	4822	4428	4397	3941
Gulbarga-CAB	-	0458	1514	1885	1179
Gulbarga-I	5928	7508	8250	9401	9871
Gulbarga-II	3538	4977	6293	7963	7711
Harapanahalli	-	2224	2750	3370	3948
Hospet	5579	3860	3936	5161	5358
Koppal	3600	3506	3479	3512	3377
Manvi	-	2871	2965	3525	3525
Raichur	6118	4049	4676	5017	5083
Shahapur	3198	3201	3702	4123	3565
Sindhanur	2852	3328	4540	5393	5583
Yadgiri	2966	2891	3497	4227	3946
TOTAL	50265	58853	68841	80253	79748

Source : Profile of Raichur Division (1995-96)

From above table shows No. of policies received. Branchwise during the year 1990-91 (50265), 1991-92 (58853), 1992-93 (68841), 1993-94 (8253), 1994-95 (79748). This shows on increasing trend.

SUM ASSURED

(in Lakhs)

BRANCH	1990-91	1991-92	1992-93	1993-94	1994-95
Bellary-I	15.47	10.47	15.22	18.86	23.66
Bellary-II	-	7.96	11.10	16.53	21.89
Bidar	9.29	12.86	16.14	20.42	29.87
Basavakalyan	10.03	14.14	19.45	27.10	33.81
Gangavati	12.48	16.91	15.69	19.89	24.51
Gulbarga-I	19.75	28.02	33.28	42.30	60.60
Gulbarga-II	10.47	15.57	20.53	28.14	35.89
Gulbarga-CAB	-	1.06	4.00	5.30	4.33
Harapanahalli	-	5.46	8.19	11.29	18.90
Hospet	14.35	10.99	11.86	18.24	22.35
Koppal	9.71	9.90	11.05	11.40	15.21
Manvi	-	9.12	11.02	12.45	18.95
Raichur	19.20	14.09	18.01	20.51	28.52
Shahapur	9.60	9.67	12.46	15.61	14.36
Sindhanur	10.12	12.09	15.78	20.01	26.20
Yadgiri	8.93	9.07	11.20	15.74	17.83
TOTAL	49.13	187.38	234.74	303.79	396.88

Source : Profile of Raichur Division (1995-96)

From above table shows total sum assured Branchwise from 1990-91 (149.13 Lakhs), 1991-92 (187.38 Lakhs), 1992-93 (234.74 Lakhs), 1993-94 (303.79 Lakhs) 1994-95 (396.88 Lakhs).

MANAGEMENT EXPENSES

(in Lakhs)

BRANCHES	1990-91	1991-92	1992-93	1993-94	1994-95
Basavakalyan	30.51	46.46	59.10	78.2	97.72
Bellary-I	72.38	94.51	91.38	90.1	105.71
Bellary-II	-	-	33.29	63.9	71.27
Bidar	38.11	52.03	65.39	84.4	107.72
Gangavati	48.14	64.49	68.54	78.8	90.87
Gulbarga-I	78.14	106.93	120.20	159.5	172.17
Gulbarga-II	48.20	61.96	86.06	99.8	120.83
Gulbarga-CAB	-	6.07	15.46	19.5	20.57
Harapanahalli	-	-	25.83	42.3	52.01
Hospet	64.87	79.65	76.20	78.4	93.21
Koppal	21.95	44.87	47.67	56.5	56.40
Raichur	83.33	74.40	80.60	83.0	114.32
Shahapur	30.61	37.50	46.41	55.8	62.61
Sindhanur	36.06	55.58	56.60	66.6	80.18
Yadgiri	35.16	36.64	48.83	59.0	65.61
P & G S	-	-	-	-	13.84
TOTAL	579.46	783.55	959.76	1314.34	1378.43

Source : Profile of Raichur Division (1995-96)

From above table shows Branchwise Management expenses during the year 1990-91 (579.46 Lakhs), 1991-92 (783.55 Lakhs), 1992-93 (959.76 Lakhs), 1993-94 (1314-34 Lakhs), 1994-95 (1378.43 Lakhs).

TOTAL INCOME

(in Lakhs)

BRANCH	1990-91	1991-92	1992-93	1993-94	1994-95
Basavakalyan	81.93	172.06	212.36	325.34	406.92
Bellary-I	339.56	429.70	541.67	524.96	648.17
Bellary-II	-	-	175.04	261.67	290.04
Bidar	191.80	218.98	303.94	389.38	489.19
Gangavati	214.91	223.50	281.02	335.94	389.25
Gulbarga-I	306.31	396.62	508.60	773.72	642.88
Gulbarga-II	256.87	355.01	455.67	581.64	748.41
Gulbarga-CAB	-	10.60	33.90	75.97	81.07
Hospet	249.31	308.29	308.76	352.40	453.71
Harapanahalli	-	-	95.00	165.84	209.76
Koppal	53.69	142.32	176.65	198.16	254.69
Manvi	-	76.75	132.13	173.21	216.66
Raichur	399.09	406.78	494.46	585.32	706.43
Shahapur	103.10	133.98	163.96	230.39	284.19
Sindhanur	146.41	192.48	246.60	303.68	401.43
Yadgiri	132.38	170.37	213.91	246.31	303.81
P & GS Unit	118.67	162.96	178.62	212.11	210.95
TOTAL	3037.01	3716.49	4734.82	5979.31	6972.42

Source : Profile of Raichur Division (1995-96)

From above table shows Branchwise income during the year 1990-91 (3037.01 Lakhs), 1991-92 (3716.49 Lakhs), 1992-93 (4734.82 Lakhs), 1993-94 (5979.31 Lakhs), 1994-95 (6947.42 Lakhs).