

IFFCO-Tokio Drone Rakshak Insurance Policy

Policy Wording

UIN: IRDAN106RP0029V01202223

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Definitions

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and to the feminine wherever the context so permits:

1. **Accident** means

- i). A sudden, unforeseen event caused by external visible and violent means, whilst the Drone is in Flight for Insured Use, and which is neither expected nor intended by You /Authorized Operator.
- ii). An event caused due to existence of any integral condition in a Drone, and due to which the Drone has ceased to be in the possession or under the control of the Authorized Operator whilst the Drone is in Flight for Insured Use

2. **Authorized Operator** mean

- a) For Nano Drones (operating below 50 feet/15 metres) and Micro Drones for **non-commercial purposes** (operating below 200 feet/60 metres) shall be any individual above 18 years of age named in the Policy Schedule.
- b) For all other categories of Drones including but not limited to Small, Medium and Large Drones, shall be the person who is operating, controlling or piloting the Drone and who is properly trained and qualified to do so and holds a valid Unmanned Aircraft Operator Permit (UAOP) issued by Director General of Civil Aviation (DGCA) or any other statutory authority.

Note: (Drones shall be categorized into Nano, Micro, Small, Medium, Large as defined under DGCA guidelines F. No. 05-13/2014-AED Vol. IV and subsequent amendments thereof)

3. **Bodily Injury** means physical bodily harm, excluding illness or disease, solely and directly caused by an Accident which is verified and certified by a Medical Practitioner.
4. **Business Use** means Flying for business or professional purposes but not for hire or reward.
5. **Constructive Total Loss [CTL]:** The Drone will be considered to be a constructive total loss if the cost of repair of the Drone exceeds 75% of the Sum Insured of the Drone.

6. **Damages** means monetary sums (including claimant's costs) payable pursuant to judgments or awards and/or settlements negotiated by or on behalf of You, but shall not include interest, fines, penalties, punitive damages, exemplary damages, non-pecuniary relief, taxes, or any other amount for which You are not financially liable, or which is without legal recourse to You, or any matter that may be or be deemed to be uninsurable under Indian law.
7. **Deductible** means the amount which shall be borne by You in respect of each and every claim made under this Policy. Our liability to make any payment under the Policy is in excess of the Deductible.
8. **Doctor / Medical Practitioner:** Doctor/ Medical Practitioner means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within its scope and jurisdiction of license.
9. **Drone / RPA*/UAV*** means an Unmanned Aircraft System (UAS) mentioned in the Policy Schedule and covered under this policy (bearing a valid Unique Identification Number [UIN] if applicable as per DGCA Guidelines or any other statutory authority) including any Payload. However, Payload should not contain any dispensable load.
*RPA – Remotely Piloted Aircraft
*UAV – Unmanned Aerial Vehicle
10. **Flying/Flight** means from the time the Drone is switched on, moves forward in taking off or attempting to take off, whilst in the air, and until the Drone completes its landing run and is being operated by an Authorized Operator only. A rotary wing Drone shall be deemed to be in Flight when the Drone is switched on and the rotors are in motion as a result of engine power, the momentum generated therefrom, or autorotation. A lighter than air Drone (such as balloons & blimps) shall be deemed to be in Flight from the moment when it first becomes detached from the surface until the moment when it next becomes attached to the surface or come to rest thereon.
11. **Hospital:** A hospital means any institution established for *in-patient care* and *day care treatment* of illness and/or injuries and which has been registered as a hospital with the local authorities under Clinical Establishments (Registration and

Regulation) Act 2010 or under enactments specified under the Schedule of Section 56(1) and the said act **Or** complies with all minimum criteria as under:

- i. Has qualified nursing staff under its employment round the clock;
- ii. Has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
- iii. Has qualified medical practitioner(s) in charge round the clock;
- iv. Has a fully equipped operation theatre of its own where surgical procedures are carried out;
- v. Maintains daily records of patients and makes these accessible to the insurance company's authorized personnel;

12. **Hospitalization** means admission in a Hospital for a minimum period of 24 consecutive '*In-patient Care*' hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.

13. **In-patient Care:** Inpatient care means treatment for which You/ insured person has to stay in a hospital for more than 24 hours for a covered event.

14. **Insured, You, Your, Yourself** means the individual, firm, company, organization, entity, association, partnership, limited liability partnership, government state or agency of a state, cooperative society named in the Policy Schedule including any Authorised Operator of the Drone.

15. **Insurer, We, Our, Us, Ours, Company** means IFFCO-Tokio General Insurance Company Limited.

16. **Insured Use** means intended Business/Recreational/Rental Use of the Drone mentioned in the **Policy Schedule**.

17. **Sum Insured** means the Section wise Value as per the Policy Schedule but subject to the Maximum Insured Value. The Maximum insured value is the amount this policy will pay under any one section and in the aggregate.

18. **Policy** means the proposal, the schedule, the policy document and any endorsements / annexures attaching to or forming part thereof either on the effective date or during the Policy Period.

19. **Policy Period** means the period between and including the Risk Inception Date and Risk end dates shown in the Policy Schedule.

20. **Proposal** It means any signed proposal by filing up the questionnaires and declarations, written statements and any information in addition thereto supplied to us by you.
21. **Policy Schedule** means the Schedule and any annexure to it.
22. **Payload** means any removable equipment (hired or otherwise) as stated in the Policy Schedule that can be attached to Your Drone for Work carried out under Insured Use.
23. **Dispensable load** means cargo configured to be dispensed from a DRONE in flight.
24. **Property Damage** means actual physical damage to tangible material property belonging to a third person.
25. **Recreational Use** means Flying for enjoyment and private pleasure outside of the Insureds business or profession. It is not covered under the policy unless specifically declared to Us .
26. **Rental Use** means rental, lease, charter or hire by You to any person, company or organisation for Business Use only, where the operation of the Drone is not under Your control. Rental for any other purpose is not Insured under this Policy unless specifically declared to Us and the detail of such use(s) are stated in the Policy Schedule.
27. **Terrorism:** An act of Terrorism means an act or series of acts, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), or unlawful associations, recognized under Unlawful Activities (Prevention) Amendment Act, 2008 or any other related and applicable national or state legislation formulated to combat unlawful and terrorist activities in the nation for the time being in force, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any section of the public in fear for such purposes.
28. **Theft** Shall mean as defined in Section 378 of Indian Penal Code, whoever, intending to take dishonestly any movable Insured Property out of Your possession without Your consent, moves Your Property in order to such taking, is said to commit theft.

29. **Unmanned Aircraft** means a powered, aerial vehicle which does not have a human pilot on board, flies autonomously or is piloted remotely, uses aerodynamic forces to provide vehicle lift, is not classified as a guided weapon or similar one shot device designed for the delivery of munitions.

30. **Unmanned Aircraft System** means an Unmanned Aircraft including any article forming part thereof, or supplied for installation in, or for use in connection with, including ground handling tools and equipment used in connection therewith.

Classification of unmanned aircraft systems*. — The unmanned aircraft system shall, based on the maximum all-up weight including payload, be classified as follows: —

- (a) Nano unmanned aircraft system: weighing less than or equal to 250 grams;
- (b) Micro unmanned aircraft system: weighing more than 250 grams, but less than or equal to 2 kilograms;
- (c) Small unmanned aircraft system: weighing more than 2 kilograms, but less than or equal to 25 kilograms;
- (d) Medium unmanned aircraft system: weighing more than 25 kilograms, but less than or equal to 150 kilograms; and
- (e) Large unmanned aircraft system: weighing more than 150 kilograms.

*classification as defined in the Drone rules 2021 & subsequent amendments thereof.

31. **Spare Engine: Spare engines** means propulsion engines which have been or which are intended to be installed in a **scheduled aircraft** and which are not included in the definition of **unmanned aircraft**.

32. **Spare parts:** Spare parts means parts or accessories intended to be installed in a scheduled aircraft and which are not included in the definition of **unmanned aircraft**, but does not include payload.

33. **Work** means use for activities including but not limited to agriculture, construction, photography, surveying, observation and patrol, search and rescue, aerial advertisement.

34. **Endorsement** means a change in the terms and conditions of this Policy.

35. **Excess** It means the first part of any claim for which You are responsible

36. **Any One Occurrence / Any One Accident (AOA)** :-The Any One Accident Limit as shown in the Schedule is the maximum we will pay for the sum of damages under any Covered Section arising out of any one event.

37. **Annual Aggregate / Any One Year (AOY)** The Any One Year Limit as shown in the Schedule is the maximum we will pay during the Policy Period regardless of the number of:

- a). Insureds;
- b). Claims made or suits brought; or
- c). Persons or organizations making claims or bringing suits

This shall include any sub-limits as shown in the Schedule.

COVERAGE

Section 1: Legal Liabilities to Third Party

SCOPE OF COVER

Legal Liabilities to Third Party

INDEMNITY (What is Covered:)

We will indemnify You against Your Legal Liability (including Defence Costs) to pay Damages, for third party civil claims arising out of Bodily Injury or death or Property Damage caused by a Drone due to an accident or a handling error on part of the Authorized Operator, if notified during the Policy Period by You in accordance with the terms of this Policy.

DEFENSE COST

We will, subject to the Sum Insured, pay all costs, fees and expenses incurred with Our prior written consent in the investigation, defence or settlement of any Claim and Your costs of representation at any civil suit, inquiry, or other proceedings in respect of matters which have a direct relevance to an actual or anticipated claim against You falling within the terms of this Policy.

EXCLUSIONS APPLICABLE TO SECTION 1 (What is Not Covered:)

In addition to the exclusions contained in GENERAL POLICY EXCLUSIONS, We are not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

- 1.1. Any agreed assumption of risk by You, save to the extent that liability would have attached in the absence of such agreement.
- 1.2. Any liability arising out of the deliberate, wilful or intentional non-compliance with any statutory provision.
- 1.3. Any Bodily Injury of any person under a contract of employment or apprenticeship with You, or Your contractors or sub-contractors, if such Bodily Injury was contracted and/or arose out of and in the course of his employment.
- 1.4. Any obligations for which You are obligated to pay damages by reason of assumption of liability in a contract or agreement.
- 1.5. Your consequential losses of any kind, be they by way of loss of profit, loss of opportunity, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill.
- 1.6. The Infringement of plans, copyrights, patents, trade names, trademarks or registered designs.
- 1.7. Libel, slander, false arrest, wrongful eviction, wrongful detention, defamation including mental injury, agony, anguish or shock resulting therefrom.
- 1.8. Damage to property belonging to third parties handled by You by way of Your trade or worked upon by or in the care, custody or Your control or any person employed by or working for You
- 1.9. The deliberate, conscious or intentional disregard by Your management of the need to take all reasonable steps to prevent Bodily Injury and/or Property Damage.
- 1.10. Pollution of any kind.

- 1.11. Any Claim made, threatened or intimated against You prior to the Policy Period.
- 1.12. Any Claim directly or indirectly arising out of, or in any way involving any fact or circumstance of which written notice has been given, or ought reasonably to have been given, under any previous policy (whether insured by Us or not); or of which You first became aware prior to the Policy Period and which You knew or ought reasonably to have known had the potential to give rise to a Claim.
- 1.13. Liability more specifically insured elsewhere.
- 1.14. Any Claim made where the circumstances that exist are materially different to the circumstances represented by You in the proposal.
- 1.15. Bodily injury or property damage resulting from the release of a dispensable load from the aircraft component of an unmanned aircraft system. provided no part of the dispensable load consists of munitions, this exclusion (15) shall not apply to any claim or suit caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal aircraft operation.
- 1.16. Cyber Liability risk.
- 1.17. Loss or Damage occurring whilst the Drone is used for any illegal activity or for any activity other than those as specified in the schedule.
- 1.18. Liability arising on account of intentional invasion of privacy.

Section 2: Physical Damage to Drone Body

SCOPE OF COVER (What is Covered:)

Drone Hull Cover

We will indemnify You in respect of repair/replacement cost of the Insured Drone arising out of:

- i). An Accident (Including loss of possession of Drone as a result of an Accident),
- ii). Theft

Provided that Our liability will not individually or in the aggregate exceed the Sum Insured mentioned in the Policy Schedule.

EXCLUSIONS APPLICABLE TO SECTION 2 (What is Not Covered:)

In addition to the exclusions contained in GENERAL POLICY EXCLUSIONS, We are not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

- 2.1. The deductible of first 5% of each and every claim amount subject to a minimum of INR 2500, unless specifically revised and altered by Us and mentioned in the Policy Schedule. The deductible shall apply for each and every partial loss claim arising out of the perils in respect of which You are indemnified by this section. The deductible shall apply per event.
- 2.2. Wear and tear, deterioration, depreciation and freezing.
- 2.3. Theft of the Drone in Transit from anywhere within India or any vehicle
- 2.4. Any damage arising out of Electrical and mechanical breakdown.
- 2.5. Damage to aerial cameras, scanners etc used as Payload (other than as a result of an Accidental Damage) due to scratching, fogging or misting of lens.
- 2.6. Any damage to the Drone if the lifting weight recommended by the Manufacturer for the insured Drone make and model is exceeded when any Payload is attached.
- 2.7. Confiscation, nationalisation, seizure, restraint, detention, appropriation,
 - 2.7.1 Under the order of any Government (whether civil military or de facto) or
 - 2.7.2 Public or local authority or
 - 2.7.3 On account of wrongful entry or intentional invasion of privacy.
- 2.8. Mysterious disappearance or unexplained losses.

- 2.9. Your consequential losses of any kind, be they by way of loss of profit, loss of opportunity, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill.
- 2.10. Superficial and Inconsequential aspects such as noises, vibrations, warpage, that do not lead to dismal performance of the Drone including the Payload.
- 2.11. Faulty or defective design, materials or workmanship, inherent vice, latent defect.
- 2.12. Damage caused by rot, fungus, mould, vermin, or infestation.
- 2.13. Loss or damage occurring whilst the Drone is used for any illegal activity or for any activity other than those as specified in the schedule.
- 2.14. Loss or Damage occurring whilst the Drone is not packed in accordance with manufacturer guidelines or in a securely locked and padded Drone flight case.
- 2.15. Loss or Damage occurring whilst the Drone is landing on or taking off or attempting to do so from a place which does not comply with the recommendations laid down by the manufacturer of the Drone, unless due to force majeure.
- 2.16. Loss or Damage occurring due to gross negligence.
- 2.17. Any Claim made where the circumstances that exist are materially different to the circumstances represented by You in the proposal

Condition: -

You must ensure that all fire alarm and security systems, locks and all other physical protections are fully engaged whenever **Your Drone(s)** is/are left unattended.

Section 3: Personal Accident Cover To Operator

COVERAGE (What is Covered:)

In the event of any Bodily Injury sustained by You / Authorised Operator anywhere in India while operating drones during the Policy Period and arising out of an Accident, We will make payment as provided for below.

A) Death

- i. We shall pay the Sum Assured in the event of Bodily Injury resulting in Death of the Insured Operator within 12 months of such Bodily Injury being sustained, whereupon this Coverage under Section 3 insofar as it relates to You / Authorised Operator shall expire.
- ii. We will also, in addition to the Sum Assured, pay up to 2% of the Sum Assured or Rs. 5,000/- (whichever is lower) towards the cost of transporting the mortal remains of the Insured/Authorised Operator from the place of death to the hospital/ residence and/or cremation and/or burial ground.

B) Permanent Total Disability

- i. In the event of Bodily Injury resulting in Permanent Total Disability to You / Authorized Operator within 12 months of such Injury being sustained, We will pay 125% of the Sum Assured, whereupon this Coverage under Section 3 insofar as it relates to You / Authorised Operator shall expire.
- ii. If You / Authorised Operator was suffering from any permanent disability prior to the date upon which Bodily Injury was sustained, then Our liability to make payment hereunder shall be reduced by the extent of such preexisting, as advised by the concerned Government Medical Authority.

EXCLUSIONS APPLICABLE TO SECTION 3 (What is Not Covered:)

No indemnity is available hereunder and no payment will be made by Us for any claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:

- 3.1. Suicide, attempted suicide or self-inflicted injury or illness;
- 3.2. Any mental dysfunction or disorder, or psychosomatic dysfunction or Disorder;
- 3.3. The use or misuse of any drugs, alcohol, intoxicants or hallucinogens;
- 3.4. Stroke, epileptic fit or other cramp like attacks or convulsions unless

caused by an insured event under this Cover;

- 3.5. Your / Authorised Operator's deliberate or intentional criminal act;
- 3.6. Any accident resulting from war (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority;
- 3.7. Any consequential losses of any kind, and/or any actual or alleged legal liability of the Insured/ Authorised Operator;
- 3.8. Whilst engaging in adventure sports or ballooning, whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world;
- 3.9. Any accident suffered by the Insured/ Authorised Operator on account of his participation as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs;
- 3.10. Any accident caused either directly or indirectly by nuclear energy, radiation;
- 3.11. Curative treatments or interventions that the Insured/ Authorised Operator performs or has had performed on his body;
- 3.12. Venereal or sexually transmitted disease;
- 3.13. HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused;
- 3.14. Including treatment thereof pregnancy, resulting childbirth, miscarriage, abortion, or complication arising out of any of the foregoing;

Note: In the event of Insured being an organization/entity/firm this cover shall be available only to the Authorised Operator.

Section 4: Accidental Medical Expenses Cover To Operator

COVERAGE (What is Covered:)

It is hereby agreed and declared that if You / Authorised Operator are Hospitalized on advice of a Doctor because of a Bodily Injury sustained during the Policy Period and arising out of Flight of the covered Drone for Insured Use, then We shall reimburse reasonable and customary medical expenses incurred up to a maximum Sum Insured as shown in the Schedule for this cover aggregate in any one Policy Period. The medical expenses reimbursable would include:

- i) The reasonable charges that You / Authorised Operator necessarily incur on the advice of a Doctor for In-patient Care in a Hospital for accommodation; nursing care; the attention of medically qualified staff; undergoing medically necessary procedures and medical consumables.
- ii) Ambulance charges for carrying You / Authorised Operator from the site of accident to the nearest hospital, subject to a limit of Rs. 1000 per claim.

EXCLUSIONS APPLICABLE TO SECTION 4 (What is Not Covered:)

We will not be liable to Indemnify You /Authorised Operator for the following events:

- 4.1. Accidental Bodily Injury that is sustained by You /Authorised Operator:
 - 4.1.1. Through suicide, attempted suicide or self-inflicted injury or illness
 - 4.1.2. While under the influence of liquor or drugs
 - 4.1.3. Arising or resulting from You /Authorised Operator committing any breach of law with criminal intent
 - 4.1.4. Whilst engaging in aviation or ballooning, whilst mounting into, dismounting from or travelling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world.
 - 4.1.5. Whilst participating as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs
 - 4.1.6. As a result of any curative treatments or interventions that You /Authorised Operator carry out or have carried out on your body
 - 4.1.7. Arising out of participation in any naval, military or air force operations whether in the form of military exercises or war games or actual engagement with the enemy, whether foreign or domestic

- 4.2. Consequential losses of any kind, be they by way of loss of profit, loss of opportunity, loss of gain, business interruption, market loss or otherwise, or any claims arising out of loss of a pure financial nature such as loss of goodwill or any legal liability of any kind whatsoever
- 4.3. Any injury/disablement/death directly or indirectly arising out of or contributed to any pre-existing condition.
- 4.4. Venereal or sexually transmitted diseases.
- 4.5. HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused.
- 4.6. Pregnancy, resulting childbirth, miscarriage, abortion, or complications arising out of any of these.
- 4.7. War (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority
- 4.8. Nuclear energy, radiation

If You do not agree whether any of these exclusions apply to Your claim, You agree to accept the burden of proving that they do not apply.

Note: In the event of Insured being an organization/entity/firm this cover shall be available only to the Authorised Operator.

General Exclusions Applicable To All Sections

No indemnity is available hereunder and no payment will be made by Us for any claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:

1. WAR, HIJACKING AND OTHER PERILS EXCLUSION CLAUSE. AVN 48B

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(amended for Drones)

This Policy does not apply to Claims caused by: -

- 1(a) War, Invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts at usurpation of power.
- 1(b) Any hostile detonation of any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.
- 1(c) Strikes, riots, civil commotions or labour disturbances.
- 1(d). Any act of one or more persons, whether or not agents of a sovereign Power, for political or terrorist purposes and whether the loss or damage resulting therefrom is accidental or intentional.
- 1(e) Any malicious act or act of sabotage.
- 1(f) Confiscation, nationalisation, seizure, restraint, detention, appropriation, requisition for title or use by or under the order of any Government (whether civil military or de facto) or public or local authority.
- 1(g) Hi-jacking or any unlawful seizure or wrongful exercise of control of the Drone in Flight (including any attempt at such seizure or control) of the Drone acting without Your consent.

Furthermore, this Policy does not cover Claims arising whilst the Drone is outside Your control by reason of any of the above perils.

The Drone shall be deemed to have been restored to Your control on the safe return of the Drone to You at a location not excluded by the geographical limits of this Policy, and entirely suitable for the operation of the Drone (such safe return shall require that the Drone be parked with engines shut down and under no duress).

2. Drone(s) and/or Associated Equipment is outside the geographical limits stated in schedule.
3. Night Flying Operations.
4. Beyond Visual line of sight (BVLOS) operations.
5. Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever.

6. Loss or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the perils covered.
7. Loss, destruction or damage directly or indirectly caused to Your Property by
 - 7(a) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - 7(b) The radioactive toxic, explosives or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
8. Loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the loss unless specifically insured.
9. Drone(s) and/or Associated Equipment is landing on or taking off or attempting to do so from a place which does not comply with the recommendations laid down by the manufacturer of the Drone(s) and/or Associated Equipment except as a result of force majeure.
10. Any discharge or release of munitions whether intentional or unintentional.
11. ELECTRONIC DATE RECOGNITION:

This Insurance does not cover any claim, damage, injury, loss, cost, expense or liability (whether in contract, tort, negligence, product liability, misrepresentation, fraud or otherwise) of any nature whatsoever arising from or occasioned by or in consequence of (whether directly or indirectly and whether wholly or partly)

- (a) The failure or inability of any computer hardware, software, integrated circuit, chip or information technology equipment or system (whether in the possession of the Insured or of any third party) accurately or completely to process, exchange or transfer year, date or time data or information in connection with any change of year, date or time; whether on or before or after such change of year, date or time;
- (b) Any implemented or attempted change or modification of any computer hardware, software, integrated circuit, chip or information technology equipment or system (whether in the possession of the Insured or of any third party) in anticipation of or in response to any such change of year, date or time, or any advice given or services performed in connection with any such change or modification;
- (c) Any non-use or unavailability for use of any property or equipment of any kind whatsoever resulting from any act, failure to act or decision of the Insured or of any third party related to any such change of year, date or time; and any provision in this Insurance concerning any duty of Insurers to investigate or defend claims shall not apply to any claims so excluded.

AVN 2000A 14.03.01

12. Asbestos exclusion: This policy does not cover any claim, damage, injury, loss, cost, expense or liability of any nature whatsoever arising from, occasioned by or in consequence of (whether directly or indirectly and whether wholly or partly):

12(a) The actual, alleged or threatened presence of asbestos in any form whatsoever, or any material or product containing, or alleged to contain, asbestos; or

12(b) Any obligation, request, demand, order, or statutory or regulatory requirement to You or others test for, monitor, clean up, remove, contain, treat, neutralize, protect against or in any other way respond to the actual, alleged or threatened presence of asbestos or any material or product containing, or alleged to contain, asbestos.

However, this exclusion shall not apply to any claim or suit caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal drone operation.

Notwithstanding any other provisions of this policy, we will have no duty to investigate, defend or pay defense costs in respect of:

- a) Any claim or suit excluded under Paragraphs (i) or (ii) above; or
- b) Any such obligation, request, demand, order, or statutory or regulatory requirement described in Paragraph (ii) above.

13. NOISE, POLLUTION AND OTHER PERILS exclusion: This policy does not cover any claim, damage, injury, loss, cost, expense or liability of any nature whatsoever arising from, occasioned by or in consequence of (whether directly or indirectly and whether wholly or partly): **AVN.46B 01.10.96 (amended for Drones)**

13(a) Noise (whether audible to the human ear or not) or vibration, sonic boom, and any phenomena associated therewith,

13(b) Pollution and contamination of any kind whatsoever,

13(c) Electrical and electromagnetic interference, or

13(d) Interference with the use of property,

unless caused by or resulting in an aircraft crash, fire, explosion, or collision or a recorded in flight emergency causing abnormal drone operation.

Nothing in this exclusion shall override any radioactive contamination or other exclusion clause made part of this policy.

14. Sanction & Embargo clause. (AVN 111)

Notwithstanding anything to the contrary in the Policy the following shall apply:

14(a) If, by virtue of any law or regulation which is applicable to Us at the inception of this Policy or becomes applicable at any time thereafter, providing coverage to You or would be unlawful because it breaches an embargo or sanction, We shall provide no coverage and have no liability whatsoever nor provide any defence to You or make any payment of defence costs or provide any form of security on behalf of You, to the extent that it would be in breach of such law or regulation.

14(b) In circumstances where it is lawful for Us to provide coverage under the Policy, but the payment of a valid and otherwise collectable claim may breach an embargo or sanction, then We will take all reasonable measures to obtain the necessary authorisation to make such payment.

14(c) In the event of any law or regulation becoming applicable during the Policy period which will restrict Our ability to provide coverage as specified in paragraph 1, then both We and You shall have the right to cancel its participation on this Policy in accordance with the laws and regulations applicable to the Policy provided that in respect of cancellation by Us a minimum of 30 days' notice in writing be given.

In the event of cancellation by either Us or You, We shall retain the pro rata proportion of the premium for the period that the Policy has been in force. However, in the event that You claims at the effective date of cancellation exceed the earned or pro rata premium (as applicable) due to Us, and in the absence of a more specific provision in the Policy relating to the return of premium, any return premium shall be subject to mutual agreement. Notice of cancellation by Us, shall be effective even though We make no payment or tender of return premium.

15. Any loss or liability arising out of drone if it does not comply with the mandatory safety feature as notified by Central Government.

16. Carriage of arms, ammunition, explosives and military stores, etc.— No claim shall be admissible for drones which carry or permit to carry to, from, within or over India, any arms, ammunitions, munitions of war, implements of war, explosives and military stores.
17. Mandatory reporting of an accident. — No claim shall be admissible for drones where the remote pilot has not reported an accident within forty-eight hours of its occurrence to the Director General through the digital sky platform.

General Conditions

1. The Insured Drone should be operated within the scope of prevailing guidelines and rules issued by Ministry of Civil Aviation (or any other authority of the Government of India regulating the operation of Drones in the country) at all times. Any operation of the drone in contravention to such guidelines shall prejudice the claim admissibility.
2. The Insured drone should be under regular maintenance as recommended by the manufacturer.
3. **Due Observance**

The due observance of and compliance with the terms, provisions, warranties and conditions of this Policy insofar as they relate to anything to be done or complied with by You shall be a condition precedent to any liability of the Company under this Policy. Our liability to make payments under this Policy will be strictly conditional upon compliance with the terms and conditions of this Policy. Failure by You to disclose all material circumstances and to ensure that all representations of fact (including the assumptions on which this Policy is issued) are correct may invalidate the Policy or lead to additional terms or conditions being applied to the Policy or to any payment due under the Policy being reduced.

3. **Reasonable Care**

You shall:

- 3.1. Take all reasonable steps to safeguard the Drone against any Covered Insured Risk(s).
- 3.2. Take all reasonable steps to prevent a claim from arising under this Policy
- 3.3. If a claim is made then You must not do or fail to do anything which will increase the amount of the claim.

3.4. If You do or fail to do anything which may adversely affect the right to recover any sum from person for any matter covered by this Policy We may deduct from any payment otherwise due to You under this Policy the amount by which the value of the right is reduced or We may recover that amount from You if We have previously made a payment in respect of that matter

4. Non-Disclosure

The existence of this Policy or any related information shall not be disclosed to any third party other than bona fide purchasers and tenants, their lenders and respective advisors without the prior written consent from Us.

5. Duties and Obligations after Occurrence of Covered Your Event: Save as more specifically provided for elsewhere in the Policy, it is a condition precedent to the Company's liability under this Policy that, upon the happening of any event giving rise to or likely to give rise to a claim under this Policy:

5.1. You shall immediately and in any event within 15 days give written notice about any matter which may lead to a loss liability or claim under this Policy to the Company or any of its representatives and appointees, at the address shown in the Schedule for this purpose, and in case of Notification of an event likely to give rise to a claim to specify the grounds for such belief, and

5.2. You shall not abandon the Drone, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its representatives and appointees, and

5.3. You shall within 90 days deliver to the Company its completed claim form detailing the damage that has occurred and an estimate of the quantum of any claim along with all documentation required to support and substantiate the amount of Indemnification sought from the Company, and

5.4. You shall at Your own expense provide information and assistance to Our representatives and appointees all the information, assistance, records and documentation in relation to the defence of a claim or conduct of any proceedings which We consider necessary or desirable to prevent or reduce loss or damage to You or to obtain relief indemnity or contribution from any other party to which We may be entitled to by subrogated rights or otherwise.

5.5. You shall allow the Company and its representatives and appointees to inspect the Drone or any other material items, as per 'the Right to Inspect' Clause.

5.6. No admission offer promise payment or indemnity shall be made or given by or on Your behalf without the prior written consent from Us.

*Note: Waiver of conditions (a) and (c) may be considered by the Company at its absolute discretion, in extreme cases of hardship where it is proved to the satisfaction of the Company that under the circumstances in which You was placed, it was not possible for You or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit. The decision of the Company shall be final and binding on You.

6. Claims

In the event of a claim:

6.1. If any Person makes a claim against You that You think is covered by this Policy You must not make any admissions or pay any money to the Person making the claim. You must not spend any money in connection with that claim before notifying Us.

6.2. We may at our discretion pursue any litigation (including appeals) to final determination by a court of competent jurisdiction and We shall not be liable to indemnify You in respect of Loss prior to such final determination.

6.3. We have the right to select the legal representative to act in any matter in connection with this Policy. Once such legal representative is appointed by Us, We will not be liable for costs, expenses or fees associated with any other legal representative

6.4. For any occurrence for which there may be liability under this Policy We may at our discretion and at our own cost pursue or defend any action at law or otherwise or make an application to a court of competent jurisdiction in default of which We will indemnify You as per the terms and conditions of the Policy

6.5. We shall have full discretion in the conduct of any proceedings and may cease any said action or application or defence at any time by:

- 6.5.1. Paying to You an amount up to the Sum Insured (after deduction of any sum already paid under this Policy) or any lesser amount for which a claim can be settled
 - 6.5.2. Making a settlement out of court in the name of or on Your behalf
 - 6.5.3. Paying or otherwise settling with You the amount of Loss provided for under this Policy whereupon We shall relinquish control of such claim and shall be under no further liability to You in connection therewith except for costs and expenses relating to matters arising prior to the date of such payment or settlement and for which We are responsible in accordance with this Policy
- 6.6. We may at our discretion and at our own cost make settlement with parties other than You and may take any other action which We consider necessary to prevent or minimise its Loss whether or not it is liable in the terms of this Policy and by so doing will not be taken to have conceded any liability or waived any of the terms or conditions of this Policy
- 6.7. You must at our expense do and concur in doing and permit to be done all things reasonably practicable to minimise our loss and will permit Us at our discretion to use Your name for the purposes of any action or proceedings in connection with a claim under this Policy, provided that We will keep You Informed of such actions or proceedings and will ensure that in doing so, it complies with Your regulatory obligations, any policies and procedures of which We are informed.
- 6.8. Irrespective of the number of claims made under this Policy, our total liability shall not exceed in the aggregate the sectional Sum Insured. Any payments We make to You under this Policy will reduce the sectional Sum Insured by an equivalent amount.
- 6.9. If We do or fail to do anything which may adversely affect the right to recover any sum from any Person for any matter covered by this Policy We may deduct from any payment otherwise due to You under this Policy, the amount by which the value of the right is reduced or We may recover that amount from You if We have previously made a payment in respect of that matter.
- 6.10. After We have made a payment to You under this Policy if We are able to recover any money from any third party We can keep this money. We

will repay to You any amount received in excess of the sums incurred by Us but only to the extent that We are required to repay to You in order to comply with regulatory or statutory obligations. If We receive from any other Person any payment in respect of the same matter You must immediately pay to Us, the sum received from that other Person.

- 6.11. On receipt of all required information/ documents that are relevant and necessary for the claim, We shall, within a period of 30 days offer a settlement of the claim to You. If We, for any reasons, decide to reject a claim under the Certificate of Insurance read with Policy, We shall do so within a period of 30 days from the receipt of last relevant and necessary document.
- 6.12. In the event the claim is not settled within 30 days as stipulated above, We shall be liable to pay interest at a rate, which is 2% above the bank rate from the date of receipt of last relevant and necessary document from You/claimant by Us till the date of actual payment

CLAIM SETTLEMENT for DRONES COVERED UNDER SECTION 2:

In the event of a loss or damage, the basis of loss or damage settlement will be as follows:

- 6.13. Where the Drone can reasonably be repaired or reinstated at a cost less than the replacement cost, We will indemnify You the cost of such repairs or reinstatement not exceeding the Insured Value less the applicable excess as stated in the policy schedule. The cost of any alterations or overhaul shall not be recoverable under this policy.

No deduction shall be made for depreciation in respect of parts replaced except those with limited life, but the value of any salvage will be taken into account.

- 6.14. In the case of a total loss/Constructive Total Loss [CTL] We shall indemnify You in respect of the restoration or replacement costs not exceeding the Insured Value less any applicable excess as specified in the policy schedule. The replacement shall be of the same make and type and in reasonably like condition unless otherwise agreed.

- 6.15. Should We exercise Our option to pay for or replace the Drone We will take the drone together with all documents of record, registration and title thereto as Salvage.
- 6.16. In case of all physical damage to spare engine and spare parts resulting from one accident, the company shall indemnify least of:
- 6.16.1. Your financial interest in property
 - 6.16.2. The replacement cost of the property as of the time of physical damage, less depreciation and any unrepaired damage,
 - 6.16.3. The cost to repair the property, or
 - 6.16.4. The spare engines and spare parts Limit mention in the policy schedule.

Less policy deductible.

- 6.17. We may at Our option and sole discretion repair, reinstate, refurbish or replace the Drone damaged or destroyed, or any part thereof through any repairer/dealer or the manufacturer of respective Drone instead of paying the amount of loss or damage
- 6.18. We shall be entitled to retain any defective part replaced under the Policy.

7. **Non Invalidation**

Your interest in this Policy shall not be prejudiced by any act omission or default of any other party unless such party acted on Your behalf or with Your knowledge and consent or if You were aware of the act omission or default but did not inform Us.

8. **Right to Inspect**

If required by Us, Our representatives and appointees, including a loss assessor or a surveyor appointed in that behalf, shall in case of any loss /damage or any circumstances that have given rise to a claim under the Policy be permitted at all reasonable times to examine into the circumstances of such loss /damage. You shall, on being required so to do by Us, produce all books of accounts, receipts, documents relating to or containing entries relating to the loss or such circumstance in his possession and furnish copies of or extracts from them as may be required by Us so far as they relate to such claims or will in any way assist Us to ascertain in the correctness thereof or Our liability under the Policy.

9. Contribution

If, at the time of any claim, there is, or but for the existence of this Policy, would be any other policy of indemnity or insurance in favour of or effected by or on Your behalf applicable to such claim, then We shall not be liable to pay or contribute more than its rateable proportion of any loss or damage.

10. Subrogation

You shall at Our expense do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by Us for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which We shall be or would become entitled or subrogated upon Us paying for or making good any loss or damage under the Policy whether such acts and things shall be or become necessary or required before or after Your indemnification by Us .

11. Fraud

If You or any one acting on his behalf shall make or advance any claim be in any respect fraudulent, or if any false declaration be made or used in support thereof or if any fraudulent means or devices are used to obtain any benefits under the Policy or if the Loss or damage be occasioned by the wilful act, or in connivance with You, all benefits under the Policy shall be void and all claims or payments thereunder shall be forfeited.

12. Cancellation

This policy may be cancelled by You at any time by giving at least 7 days written notice to Us. We will refund premium according to

Our Short Period Rates set out below:

Table of Short Period Rates	
Period of Risk	Amount of Premium To be Retained by Us.
Upto1month	20 % of the Annual Premium.
1 month and above, up to 2 months	30 % of the Annual Premium.
2 months and above, up to 3 months	40 % of the Annual Premium.
3 months and above, up to 4 months	50 % of the Annual Premium.
4 months and above, up to 5 months	60 % of the Annual Premium.
5 months and above, up to 6 months	70 % of the Annual Premium.

6 months and above, up to 7 months	75 % of the Annual premium.
7 months and above, up to 8 months	80 % of the Annual Premium.
8 months and above, up to 9 months	85 % of the Annual Premium.
9 months and above	Full Annual Premium.

The above is applicable provided You have not made any Claim under the Policy during the Policy Period. No refund of premium shall be due if You have made a Claim under this policy.

We may cancel the Policy at any time on grounds of mis-representation, non-disclosure of material facts, fraud or non-cooperation by the Insured, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of mis-representation, non-disclosure of material facts, fraud or non-cooperation

13. **Automatic Termination**

Your cover shall terminate immediately in the event of admissible claim and settlement of 100% of Sum Insured mentioned against respective section in the Policy Schedule.

14. **Dispute Resolution**

14.1. If any dispute or difference shall arise as to the quantum of claim to be paid under this Policy (liability/claim being otherwise admitted by Us), such difference shall independently of all other question be referred to the decision of a sole arbitrator to be appointed in writing by Us and You or We cannot agree upon a single arbitrator within 30 days of any party [We or You] invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators one to be appointed by each of the party to the dispute/ difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time. The law of the arbitration will be Indian law, and the seat of arbitration and venue for all hearings shall be within India.

14.2. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided if We have disputed or not accepted/admitted the liability/claim under the Policy.

14.3. It is also hereby further expressly agreed and declared that if We shall disclaim/repudiate the liability to You for any claim under the Policy, and such claim shall not, within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law, then all benefits under the Policy shall be forfeited and Your rights under the policy shall stand extinguished and Our liability shall also stand discharged.

14.4. In the event that these arbitration provisions shall be held to be invalid then all such disputes or differences shall be referred to the exclusive jurisdiction of the Indian Courts subject to other clauses herein.

15. . Notices

15.1.1 Any and all notices and declarations for Our attention shall be submitted in writing and shall be delivered to the address specified in the Policy Schedule.

15.1.2. Any and all notices and declarations for Your attention shall be posted to the Your address stated in the Policy Schedule.

16. Governing Law

The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with Indian law. The section headings of this Policy are included for descriptive purposes only and do not form part of this Policy for the purpose of its construction or interpretation. Subject to Condition 14 (Dispute Resolution) above, for any dispute under this policy the courts of India will have exclusive jurisdiction to hear and determine any such dispute.

17. Entire Contract

This Policy constitutes the complete contract of insurance for You. No change or alteration in this Policy shall be valid or effective unless approved in writing by Us, which approval shall be evidenced by an endorsement on the Policy.

18. Two or more schedule drones

When the insurance afforded by this policy applies to two or more Insured drones, the terms of this policy shall apply separately to each.

19. Territorial Limits

This Policy covers Your Insured risk arising after the policy commencement date and during the Policy Period within India. Our liability to make any payment

under admissible claims shall be to make payment to You within India and in Indian Rupees only.

20. The Insured Drone should be sufficiently charged before any use/ operation as recommended by the manufacturer. Any claim on account of insufficiency of charge shall prejudice the claim accordingly.

21. Grievances

In case of any grievance You may contact the company through

1. Website : www.iffcotokio.co.in
2. Toll Free : 18001035499
3. Email : support@iffcotokio.co.in
4. Courier : Chief Grievance Officer
IFFCO-Tokio General Insurance Company Limited
IFFCO TOWER – II ,Plot No.3, Sector-29, Gurgaon
Haryana-122001

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance

If You are not satisfied with the redressal of grievance through one of the above methods, You may contact the grievance officer at chiefgrievanceofficer@iffcotokio.co.in

For updated details of grievance officer, kindly refer the link <https://www.iffcotokio.co.in/customer-services/grievance-redressal>

Grievance may also be lodged at IRDAI Integrated Grievance Management System - <https://igms.irda.gov.in/>.

Insurance Ombudsman:

We shall endeavor to promptly and effectively address Policyholder's/ Insured Person(s) grievances. In the event You/ Insured Person(s) are dissatisfied with the resolution of the grievance or complaint, Policyholder/ Insured Person(s) may approach the Insurance Ombudsman located nearest to the Policyholder/ Insured Person(s).

Details of the offices across the Country are mentioned below:

Office Details	Jurisdiction of Office (Union Territory, District)
<p>AHMEDABAD - Shri Collu Vikas Rao Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in</p>	<p>Gujarat, Dadra & Nagar Haveli, Daman and Diu.</p>
<p>BENGALURU – Mr Vipin Anand Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in</p>	<p>Karnataka.</p>
<p>BHOPAL - Shri R. M. Singh Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in</p>	<p>Madhya Pradesh Chattisgarh.</p>
<p>BHUBANESHWAR - Shri Manoj Kumar Parida Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455. Email: bimalokpal.bhubaneswar@cioins.co.in</p>	<p>Orissa.</p>
<p>CHANDIGARH – Mr Atul Jerath Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Email: bimalokpal.chandigarh@cioins.co.in</p>	<p>Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.</p>
<p>CHENNAI - Shri Segar Sampathkumar Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Email: bimalokpal.chennai@cioins.co.in</p>	<p>Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).</p>
<p>DELHI - Shri Sumeet Jerath Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504</p>	<p>Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.</p>

Office Details	Jurisdiction of Office (Union Territory, District)
Email: bimalokpal.delhi@cioins.co.in	
GUWAHATI - Shri Somnath Ghosh Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD - Shri N Sankaran Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
JAIPUR – Shri Rajiv Dutt Sharma Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 – 2740363, Email: Bimalokpal.jaipur@cioins.co.in	Rajasthan
ERNAKULAM – Shri G. Radhakrishnan Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
KOLKATA - Ms Kiran Sahdev Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340, Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW - Shri. Atul Sahai Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331, Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur,

Office Details	Jurisdiction of Office (Union Territory, District)
<p>MUMBAI - Shri Bharatkumar S. Pandya Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in</p>	<p>Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.</p> <p>Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).</p>
<p>NOIDA - Shri Bimbadhar Pradhan Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U.P.-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in</p> <p>PATNA - Ms Susmita Mukherjee Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in</p> <p>PUNE - Shri Vinay Sah Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in</p>	<p>State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</p> <p>Bihar, Jharkhand.</p> <p>Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.</p>

Optional Covers

Alternate Hire Charges

It is hereby agreed and declared that on payment of additional premium, the Section 2 of the Policy is extended to cover reasonable cost of renting temporary replacement Drone, in the event of covered damage to Your Drone can be economically repaired or replaced, to enable **You** to continue with Your business or operation whilst repairs are being made.

The actual days of rent will be counted from the date the Drone is handed over to manufacturer /authorized workshop for repair.

CONDITIONS:

- 1) The cover may be granted only for Insured Drones used for Business/Rental Use.
- 2) The alternate hire charges recoverable under the policy may be actual charges incurred by You to hire a Drone of similar make, model and capacity for Insured Use as mentioned in the Policy Schedule.
- 3) Alternate hire charges payable under the policy are exclusive of any import charges or custom duty

Time Excess: 72 hours from the date of handing over the damaged drone to the manufacturer /authorized workshop for repair.

Cover limit: For a maximum period of 30 days or hire cost reaching the Limit specified in the policy schedule for any one occurrence, which ever occur first.

Cyber Liability Cover

It is hereby agreed and declared that on payment of additional premium, the section 1 of the policy is extended to cover compensatory damages (including costs awarded against You) in respect of Bodily Injury (fatal or otherwise) and Property Damage following the unlawful interference of any computer system, software programme, computer code, computer process or any other electronic system that enables a third party to seize control of Your Drone whilst in-Flight with the intention of inflicting harm.

The limit of our liability in respect of the coverage provided by this Endorsement shall be as per the schedule for any one occurrence and in the annual aggregate.

Special Exclusion: -

UNDERSIZED SECURITY:

Any failure to update the Drone's Systems security at the earliest possibility which could make the drone vulnerable to a cyber-attack.

Subject to the Policy terms, conditions, limitations and exclusions.

Invasion Of Privacy Cover

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover invasion of privacy committed by you, whilst operating a Drone in accordance with the terms and conditions of this Policy, during the Period of Insurance. We will indemnify you against the sums that you are legally liable to pay as compensation subject to maximum amount mentioned in schedule for any one offence and in the annual aggregate, provided that the committed offence was unintentional, inadvertent and involuntary

For the purposes of this endorsement an "invasion of privacy" shall mean an invasion of any rights of privacy or any nuisance, trespass or interference with any easement or right of air, light, water or way.

Subject to the Policy terms, conditions, limitations and exclusions.

Night Flying Endorsement

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover Night Flying. Any authorised pilot operating a Drone, insured under this policy, during the hours of darkness, must hold a valid permit and/or authorisation from the relevant governing Aviation Authority.

All other Policy terms, conditions, limitations and exclusions remained unaltered.

Excess: 10% of claim amount subject to a minimum of INR 5000 on each and every claim

BVLOS Endorsement

It is hereby agreed and declared that on payment of additional premium, the policy is extended to cover BVLOS operations. Any authorised pilot operating a Drone, insured under this policy, beyond visual line of sight, must hold a valid permit and/or authorisation from the relevant governing Aviation Authority.

For the purposes of this endorsement “Beyond Visual Line-of-Sight Operation” shall mean an operation in which the remote pilot or the observer does not use visual reference to the unmanned aircraft / Drone in the conduct of flight

Excess: 10% of claim amount subject to a minimum of INR 5000 on each and every claim.

Drone In Transit Endorsement

The Policy is extended to insure the Drone(s) and/or Associated Equipment detailed in the Insurance Schedule of the Policy to which this Endorsement is attached against Loss, Theft, Disappearance or Accidental Damage occurring while in transit by any means within the Geographical Limits stated in the Insurance Schedule.

We shall only be liable to the extent that any other valid insurance has not been issued.

Exclusions: This coverage does not insure:

- 1) Loss or damage occurring to Your Drone(s) while in Flight.
- 2) The cost of making good wear and tear, gradual deterioration, inherent defect, rust or oxidation, moth or vermin damage, warping or shrinkage.
- 3) Loss or damage caused by or resulting from:
 - 3.1. Maintenance, repair, renovation, restoration, modification or any similar process;
 - 3.2. Aridity, humidity, exposure to light or extremes of temperature unless such loss or damage caused by storm or fire.
- 4) Loss from or damage in or on unattended vehicles.
- 5) Electrical or mechanical fault or breakdown.
- 6) Depreciation.
- 7) Any loss other than the direct cost of repairing or replacing Your Drone(s) in accordance with the basis of settlement.
- 8) Loss of or damage to Your Drone(s) which is subject to any lease, conditional sale, charge or other encumbrance.
- 9) Increased cost or expense due to compliance with any airworthiness directives.
- 10) Spare parts & spare engine
- 11) Mysterious disappearance or unexplained losses.
- 12) The Insured Property in transit under contract of affreightment.

Conditions:

We shall not be liable to pay any Claim under this insurance unless You comply with all the requirements in the following conditions.

- 1) Transit
Your property is packed and unpacked for transit by competent packers and in accordance with manufacturers guidelines.
- 2) Security and protections
You must ensure that all fire alarm and security systems, locks and all other physical protections are fully engaged whenever **Your Drone(s)** is/are left unattended.
Subject to the **Policy** terms, conditions, limitations and exclusions.

Excess: 10% of claim amount subject to a minimum of INR 2500 on each and every claim

Liability For Damage To Drone That You Do Not Own

It is hereby agreed and declared that on payment of additional premium for this policy, it is agreed:

1. The provisions of Exclusion (1.8) applicable to SECTION 1 shall not apply to property damage to any unmanned aircraft system shown in the Schedule below while such unmanned aircraft system is in your care, custody or control.
2. We will pay for damages because of property damage to any unmanned aircraft system shown in the Schedule below is the limit shown in the Schedule below, which shall be part of and not in addition to the "Each Occurrence" limit shown in the Declarations.

The insurance afforded by this endorsement does not apply to property damage to any Drone owned in whole or in part or leased for more than thirty (30) days by You ;

Deductible : 10% of claim amount subject to a minimum of INR 5000 on each and every claim

Personal & Advertising Injury Liability

In consideration of the payment of the premium for this policy, and subject to the following provisions which are applicable only to the insurance afforded by this endorsement and which shall be in addition to all other applicable provisions not amended in this endorsement, it is agreed that:

1. Insuring Agreement.

A. We will pay those sums that You become legally obligated to pay as damages because of personal and advertising injury to which this insurance applies. We will have the right and duty to defend You against any suit seeking those damages. However, we will have no duty to defend You against any suit seeking damages for personal and advertising injury to which this insurance does not apply or when this insurance is excess. We may at our discretion investigate any offense and settle any claim or suit that may result. But:

- i. The amount we will pay for damages is limited as described in paragraph 4 of this endorsement, and
- ii. Our right and duty to defend end when we have used up the applicable limit of insurance in the payment of judgments or settlements under section 1-Liability.

B. This insurance applies to personal and advertising injury caused by an offense arising out of use of any unmanned aircraft system by you or on your behalf, but only if the offense was committed in the coverage territory and during the policy period.

2. Definition: The following definitions are added to the policy:

Advertisement means a notice that is broadcast or published to the general public or specific market segments about your goods, products or services for the purpose of attracting customers or supporters.

For the purposes of this definition:

- a) Notices that are published include material placed on the Internet or on similar electronic means of communication; and

- b) Regarding web-sites, only that part of a web-site that is about your goods, products or services for the purposes of attracting customers or supporters is considered an advertisement.

Personal and advertising injury means injury, including consequential bodily injury, arising out of one or more of the following offenses:

- a) False arrest, detention or imprisonment;
- b) Malicious prosecution;
- c) The wrongful eviction from, wrongful entry into, or invasion of the right of private occupancy of a room, dwelling or premises that a person occupies, committed by or on behalf of its owner, landlord or lessor;
- d) Oral or written publication, in any manner, of material that slanders or libels a person or organization or disparages a person's or organization's goods, products or services;
- e) Oral or written publication, in any manner, of material that violates a person's right of privacy;
- f) The use of another's advertising idea in your advertisement; or
- g) Infringing upon another's copyright, trade dress or slogan in your advertisement.

3. Exclusions.

In addition to the exclusions contained in GENERAL POLICY EXCLUSIONS applicable to all sections, including those applicable to Section 1 - LIABILITY ONLY, the insurance afforded by this endorsement does not apply to:

3.1. KNOWING VIOLATION OF RIGHTS OF ANOTHER

Personal and advertising injury caused by or at Your direction with the knowledge that the act would violate the rights of another and would inflict personal and advertising injury.

3.2. MATERIAL PUBLISHED WITH KNOWLEDGE OF FALSITY

Personal and advertising injury arising out of oral or written publication, in any manner, of material, if done by or at Your direction with knowledge of its falsity.

3.3. MATERIAL PUBLISHED PRIOR TO POLICY PERIOD

Personal and advertising injury arising out of oral or written publication, in any manner, of material whose first publication took place before the beginning of the policy period.

3.4. CRIMINAL ACTS

Personal and advertising injury arising out of a criminal act committed by or at Your direction.

3.5. CONTRACTUAL LIABILITY

Personal and advertising injury for which You has assumed liability in a contract or agreement. This exclusion (e) does not apply to liability for damages that You would have in the absence of the contract or agreement.

3.6. BREACH OF CONTRACT

Personal and advertising injury arising out of a breach of contract, except an implied contract to use another's advertising idea in your advertisement.

3.7. QUALITY OR PERFORMANCE OF GOODS – FAILURE TO CONFORM TO STATEMENTS

Personal and advertising injury arising out of the failure of goods, products or services to conform with any statement of quality or performance made in your advertisement.

3.8. WRONG DESCRIPTION OF PRICES

Personal and advertising injury arising out of the wrong description of the price of goods, products or services stated in your advertisement.

3.9. INFRINGEMENT OF COPYRIGHT, PATENT, TRADEMARK OR TRADE SECRET

Personal and advertising injury arising out of the infringement of copyright, patent, trademark, trade secret or other intellectual property rights. This exclusion (3.9) does not apply to infringement, in your advertisement, of copyright, trade dress or slogan.

3.10. INSUREDS IN MEDIA AND INTERNET TYPE BUSINESSES

Personal and advertising injury committed by an insured whose business is:

- 1) Advertising, broadcasting, publishing or telecasting;
- 2) Designing or determining content of web-sites for others; or
- 3) An Internet search, access, content or service provider.

This exclusion (3.10) does not apply to Paragraphs (a), (b) and (c) of the definition of personal and advertising injury.

For the purposes of this exclusion (j), the placing of frames, borders or links, or advertising, for you or others anywhere on the Internet is not, by Yourself, considered the business of advertising, broadcasting, publishing or telecasting.

3.11. ELECTRONIC CHATROOMS OR BULLETIN BOARDS

Personal and advertising injury arising out of an electronic chatroom or bulletin board You host, own, or over which You exercise control.

3.12. UNAUTHORIZED USE OF ANOTHER'S NAME OR PRODUCT

Personal and advertising injury arising out of the unauthorized use of another's name or product in your e-mail address, domain name or metatag, or any other similar tactics to mislead another's potential customers.

3.13. RECORDING AND DISTRIBUTION OF MATERIAL OR INFORMATION IN VIOLATION OF LAW

4. Limits of our Liability.

Regardless of the number of:

- 4.1. Persons or organizations who are Insureds,
- 4.2. Persons or organizations who sustain personal and advertising injury, or

- 4.3. Claims made or suits brought on account of personal and advertising injury,

Our liability is limited as follows:

- 4.4. The PERSONAL AND ADVERTISING INJURY AGGREGATE LIMIT shown in the schedule of this endorsement shall be a part of and not in addition to the Each Occurrence limit of liability for Section 1, set forth in the Declarations. Our Each Occurrence limit of liability for Section I is the most we will pay for the sum of damages under Section I because of all bodily injury and property damage arising out of any one occurrence and damages because of personal and advertising injury, if damages because of personal and advertising injury are also sought in any claim or suit seeking damages because of bodily injury or property damage.
- 4.5. Subject to (4.4) above, the PERSONAL AND ADVERTISING INJURY AGGREGATE LIMIT shown in the schedule of this endorsement is the most we will pay for damages because of all personal and advertising injury.

Aggregate limits described in this policy apply separately to each consecutive annual period and to any remaining period of less than 12 months, starting with the beginning of the policy period shown in the Declarations, unless the policy period is extended after issuance for an additional period of less than 12 months. In that case the additional period will be deemed part of the last preceding period for purposes of determining the Limit of Insurance or deductible. No aggregate limit shall be increased by successive claims or suits or from offense to offense.

Note:- AOY limit could be maximum up to INR 25 lakhs.

5. GENERAL CONDITIONS, paragraph 4 is amended to read as follows:

4. Duties in the Event of Occurrence, Offense, Physical Damage, Claim or Suit.
 - 4.1. You must see to it that the Policy Issuing Office shown in the Declarations is notified as soon as practicable of an occurrence or offense that may result in a claim or suit, or of any physical damage sustained that may result in a claim.

In the event of theft, robbery or pilferage you shall also give notice to the police. To the extent possible, notice should include:

- 4.1.1. How, when and where the occurrence, offense or physical damage took place;
 - 4.1.2. The Names and addresses of any injured persons and witnesses; and
 - 4.1.3. The Nature and location of any injury or damage arising out of the occurrence, offense or physical damage.
- 4.2. If a claim is made or suit is brought against any insured, you and any other involved insured must immediately:
- 4.2.1. Record the specifics of the claim or suit and the date received; and
 - 4.2.2. Send copies of any demands, notices, summonses or legal papers received in connection with the claim or suit to the Policy Issuing Office shown in the Declarations.
- 4.3. You and any other involved insured must:
- 4.3.1 Authorize the Policy Issuing Office shown in the Declarations to obtain records and other information;
 - 4.3.2. Cooperate with the Policy Issuing Office shown in the Declarations in the investigation or settlement of the claim or defense against the suit; and
 - 4.3.3. Assist the Policy Issuing Office shown in the Declarations, upon its request, in the enforcement of any right against any person or organization that may be liable to You because of injury or damage to which this insurance may also apply.
 - 4.4.4. No insured will, except at that insured's own cost, voluntarily make any payment, assume any obligation, or incur any expense, other than for first aid, without the consent of the Policy Issuing Office shown in the Declarations.

Schedule of limit: PERSONAL AND ADVERTISING INJURY AGGREGATE LIMIT as mentioned in policy schedule.