



Office of the Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board, Katra.

No: CO/Acctts/ 2830

Dt: 16.09.2025

Sub: RFQ for GPA Policy covering One Crore Pilgrims visiting Shrine of Mata Vaishno Devi for the period 28-09-2025 to 27-09-2026.

Shri Mata Vaishno Devi Shrine Board (SMVDSB) established under the Jammu and Kashmir Shri Mata Vaishno Devi Shrine Act, 1988, manages the pilgrimage to the Holy Shrine of Shri Mata Vaishno Devi Ji. Each year, millions of Yatris undertake the holy pilgrimage to the cave shrine.

For and on behalf of Shri Mata Vaishno Devi Shrine Board; through the Chief Executive Officer (herein after referred as SMVDSB), offers are hereby invited from reputed Insurance companies / Banks only for furnishing the rates for Group Personal Accident (herein after referred as GPA) Policy of SMVDSB.

Scope of Work

1. The insurer shall provide GPA coverage to **One Crore Yatris** undertaking the pilgrimage to Shri Mata Vaishno Devi cave shrine.
2. The Premium should be quoted inclusive of all taxes and other charges.
3. The policy must **cover death as well as Permanent Disability (as per government norms) due to accidents for the age group of 0-70 years.**
4. Coverage shall be applicable **from the issuance of the RFID card till the completion of the yatra**, including travel on the designated tracks (by all routes

and by all modes of transport including Jammu-Panchi-Jammu Heli Route), stay at SMVDSB facilities and return from the Holy Shrine.

Existing Policy details:

Insured Name	SHRI MATA VAISHNO DEVI SHRINE BOARD
Existing Insurer	United India Insurance Company
Policy Period	28th Sep 2024 TO 27th Sep 2025
Claim Details for last 3 years	Sep 2024-Sep 2025: 36 Sep 2023-Sep 2024: 04 Sep 2022-Sep 2023: 01
No of Pilgrims at renewal	1,00,00,000
Expiring rate	0.0003

Eligibility of Bidders:

1. The Insurance firm must be registered with and regulated by the Insurance Regulatory and Development Authority of India (IRDAI)
2. The bidder must have a prior Five-year experience in providing a GPA insurance of similar nature (preferably for large pilgrimages, religious boards, or government organizations).
3. They should have a registered office/ branch in either Jammu or Katra for an early disposal of all claims.
4. It should have high claim settlement ratio (95% or above).
5. Bidder should submit the quote **by or before 24-09-2025, up to 12:00 Noon.**

Terms and conditions:

1. Premium to be quoted on pro rata basis.
2. No age based premium differentiation.
3. The insurer shall settle all claims within 07 working days of the incident, subject to the submission of all necessary documents.
4. SMVDSB shall facilitate the process of sharing data of the pilgrims.
5. The successful insurer must mention all the exclusions explicitly in the policy document in clear unambiguous terms.
6. The words like 'accident', 'track' should be clearly defined by the successful bidder.
7. The T&C shall form part of the LOA.

Evaluation of Bids:

Bidders are requested to furnish the full Annexure-A (as attached) and submit the same via email at cao@maavaishnodevi.net within the stipulated time period specified in this RFIQ.

Based on the Premium Quoted in the Bidder details Annexure- A, the selection of the insurer shall be made on the basis of L-1 (Lowest Quote) amongst qualified bidders.

SMVDSB reserves the right to select the Bidder based on the prices quoted under any category of the Total Sum Insured specified in Annexure-A.

The decision of SMVDSB shall be final and binding.

Rights reserved by SMVDSB:


1. This is just a RFIQ.
2. SMVDSB reserves the right to cancel / terminate the RFIQ / Purchase Order during the period of its validity without assigning any reason thereof.
3. SMVDSB reserves the right to finalize the amount of Insurance cover based on the competitiveness of Bids offered by the Bidder in Annexure-A

4. The broad terms and conditions have been included. However, other standard terms and conditions may be incorporated in due course.
5. All disputes arising hereto are subject to Jurisdiction of the Courts of Law at Katra / Reasi.
6. In case of any dispute arising between the Shrine Board and the Insurer in the matters connected therewith, both parties shall make every effort to resolve it amicably by direct informal negotiation. If the parties have not been able resolve the dispute amicably, then such disputes/differences shall be resolved by arbitration as per The Arbitration and Conciliation Act, 1996; read with The Arbitration and Conciliation (Amendment) Act, 2021.

This issues with the approval of Chief Executive Officer.

Yours Sincerely,


(Mahesh Sharma)

 FA & Chief Accounts Officer.



Annexure- A

BIDDER'S DETAIL

1. Name of insurer:	
2. Name of the Authorized Representative/ SPOC:	
3. Mailing address:	
4. Mobile no.:	
5. Bank details for payment of premium through NEFT / RTGS:	

Details	QUOTE 1	QUOTE 2	QUOTE 3
Coverage	Accidental Death & Permanent Disability. Age group of 0–70 years.	Accidental Death & Permanent Disability. Age group of 0–70 years.	Accidental Death & Permanent Disability. Age group of 0–70 years.
Sum Insured per Pilgrim	INR 5,00,000	INR 10,00,000	INR 15,00,000
Total Sum Insured	INR 50,00,00,00,00,000	INR 1,00,00,00,00,00,000	INR 1,50,00,00,00,00,000
Premium Offered (Inclusive of all taxes and charges)			

Seal & Signature of Bidder