

The background of the slide is a composite image. On the left, there is a close-up of a computer keyboard with yellow keys. Overlaid on the keyboard is a financial data table with columns for 'Vol', 'High', 'Low', and 'Last'. Below the table, there is a circular logo containing a white ECG (heart rate) line. At the bottom of the image, there is a globe showing the Americas, with yellow lightning bolts striking across it.

# ALKA GUPTA & ASSOCIATES

*Insurance Surveyors & Loss Assessors*

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Serving since January 1987

## Vision & Objectives

Basic Details

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Qualifications

Recruitment  
Standard

CPE & Training

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## VISION

- To provide an array of professional services in the field of insurance loss adjustment (inclu. Fire, Marine, Miscellaneous, Bankers Indemnity, Jewellers Block and other Insurance Surveys) and to leave a footprint for quality assurance of services

## OBJECTIVES

- To provide high quality of services with 100% commitment and devotion to the profession

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**M/s. Alka Gupta & Associates** (Insurance Surveyors & Loss Assessors) had been amalgamated by Alka Gupta and Sunil Gupta in 1987 who are Chartered Accountants, Company Secretaries, Fellow Surveyors and a renowned name among most of the leading Insurance Companies of the country

IRDA

Firm License No. IRDA/IND/SLA/15300

GST

07AAEPG5244Q1ZE

PAN NO.

AAEPG5244Q

Empanelled With

- IFFCO Tokio General Insurance Co. Ltd.
- National Insurance Co. Ltd.
- Oriental Insurance Co. Ltd.
- The New India Assurance Co. Ltd.
- United India Insurance Co. Ltd.

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- Firm established 32 years ago in January 1987

- Staffing:

Designation	No. employed
Chartered Accountants	6
Sr. Managers	3
Survey Managers	6
Associates Surveyors	20
<b>TOTAL</b>	<b>35</b>

- Firm is skilled (armed with trained and adequate resources in our repertoire ) to effectively execute surveys, investigations and submit a timely and accurate report covering all aspects.

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## Senior Staff

Partners' Name	Qualification	M. No.	Exp. in Years
Ms. Alka Gupta	FCA,CS	82443	32
Mr. Sunil Gupta	FCA,CWA	84119	32
Ms. Nidhi Gupta	FCA	99167	18
Ms. Shefali Gupta	FCA	500866	17
Mr. Jitesh Arora (Head J&K Branch)	FCA, Information System Audit (ISA)	099192	15
Mr. Anshul Gupta	FCA,DISA, Forensic Auditor	519325	9

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## Recruitment Policy

- AGA** is an equal opportunity employer
- Skill & Competence** : **AGA** has devised its own policy of staff selection to employ and retain skilled and competent people
- Preliminary interview by Human Resource department: through direct applications, in response to news papers, internet advertisement or on recommendation of recruitment agencies etc.
- Technical interview by Partner(s) and Manager(s) in charge of various departments
- Final Interview and selection by Managing Partner (s)
- Various designations such as Chartered Accountants, Sr. Manager, Manager, Assistant or Associates have been defined. A person is given a designation based on his or her ability to meet the criteria

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## Promotion Policy

- AGA** has laid down policy for its staff
- Promotions are on basis of formal performance appraisals of staff and their achievement of specific predefined key performance indicators (KPI).
  - The major factors covered in performance appraisals are carried out at least twice a year
- Emphasis on these attributes and their respective weightage would depend on the level of the hierarchy of the employees
  - Job knowledge and work planning & scheduling
  - Written & verbal communication
  - Judgment and adaptability
  - Diagnostic ability
  - Client relationship
  - Adherence to company practices and rules
  - Dependability, reporting & cost consciousness
  - Inter-personal relation/skills and efforts of self-development
  - Commitment to assignment & firm and adjustment to A&S environment
  - Ability to cope with stress
  - Accepting suggestions/criticism, team leadership

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## CPE & Training

- Continuing Professional Education and Training , is a constant focus area in [AGA](#). Given below is are brief descriptors of the various measures undertaken in this direction
  - **Assignments:** Weekly Partners' / Sr. Managers meeting is held in which every assignment is assessed in terms of requirement of technical competence; accordingly staff is assigned on various assignments
  - **Consultations:** Weekly Partners' meeting are held wherein all major issues relating to various assignments are discussed at length and cross functional opinion of other employees /Partners are taken for discussion
  - **Delegation:** Each assignment is allocated to a Partner who provides supervision. Each audit team is headed by an audit manager who handles the assignment and reports to the concerned Partner. The Partner reviews the work of the audit manager on a regular and continuous basis throughout the assignment
  - **Professional Requirements:** In-house workshops are held at regular intervals to disseminate the knowledge about the professional ethics to be followed in the audit assignments.

[AGA](#) has always accorded the topmost priority to the principles of professional ethics and every person working with [AGA](#) is well aware of the firm policy which is being followed on a daily basis

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## Acceptance and Retention

- **AGA**, as a policy matter does not accept any new assignment without carrying out in-depth evaluation of the prospective client to ensure that:
  - independence of the firm is not impaired
  - the firm is able to serve the client in the best possible manner
  
- On a regular basis all clients are evaluated , in terms of service to be offered and client expectations to ensure that:
  - The firm is in a position to discharge its duty effectively
  
- **Monitoring** : the entire process of quality control is assessed on regular intervals to ensure effectiveness and relevance.
  - Accordingly the changes necessitated by the new environment are incorporated to retain and enhance the efficacy of the quality procedures.
  - An in-house Peer Review function is in place to formalise their process.

*A Peer Review of independent CA's was carried out on behalf of the Institute of Chartered Accountants of India, under the policy initiative of the Peer Review Board. The peer review was conducted successfully recently.*

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## EMPANELMENT WITH VARIOUS INSURANCE COMPANIES

### Name of Insurance Companies Empanelled With

New India Assurance Co. Ltd.

United India Insurance Co. Ltd.

National Insurance Co. Ltd.

Oriental Insurance Co. Ltd.

IFFCO Tokio General Insurance Co. Limited

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## KEY HIGHLIGHTS

1. The Founders of **AGA** are still active in practice
2. From a small space of 400 sq. ft, we have expanded to a pan India base with strength of 70 employees and more than 50 associate surveyor and 9 branches
3. We have employed 6 senior Chartered Accountants, all in full time employment who are experts in the field of insurance
4. We have senior forensic experts, engineers, investigators and lawyers whose services we seek as per the mandate of the underwriters and complexity of the claim

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## KEY HIGHLIGHTS

5. In the last 32 years we have independently handled more than 5000 claims of various sizes and complexities to the full satisfaction of the underwriters and the insured

6. In 2000, we adopted the strategy of “process ready” report, wherein we ensure that a survey report is:

- sent to the underwriters within 48 hours of the submission of documents by the insured
- is complete, accurate and detailed in every respect, from the stand point of the underwriters

7. The “process ready” report ensures speedy settlement of the claim and minimal hassle to both the underwriters and their respective clients

8. We have been handling claims from as low as Rs. 10,000 to up to 100 crores ever since inception

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*Our Associates:*  
- Bangalore  
- Chandigarh  
- Delhi  
- Himachal Pradesh  
- Kolkata  
- Mumbai  
- Panipat

We would like to thank you , and ensure that the above particulars are true to the best of our knowledge and belief.

**THANKING YOU**

**CA. Anshul G.**

**Head -Claims**

**Alka Gupta & Associates**

**Insurance Surveyors & Loss Assessors**

**+919899315513**

