Annual Report by Third Party Administrator

FORM TPA – 8

1	PARTICULARS OF THE TPA:		
1.1		Name of the TPA :	**Genins India Insurance TPA Ltd.**
1.2	(A)	Address - Registered Office:	2nd Floor, 802 Arjun Nagar,
			Kotla Mubarkpur, New Delhi, Delhi
			Pin code: 110003, Landline No: 0120-4144100
			E-mail: gil@geninsindia.com Fax No: 0120-4144171

1.3	Financial year	2018-19
1.4	Board of directors as on 31.03.2019(end of concerned FY) and changes in the board since the date of statement of the preceding year.	

Sr. No.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Details of Directorship in other Companies	Particulars of Change in Board (Cessation / Appointment)	Date of Change in Board
1	M.P Gupta (00347850)	71	C 2/34, Keshav Puram, Delhi – 110035 Mobile no.: 9810122075 Email: mpgupta@geninsindia.com	Bhiwadi Plastics Private Limited, Shree Gajraj Finlease Pvt Ltd, Yash Metasteel (India) Private Limited., Alishan Agrotech Private Limited.	NIL	NIL
2	Rajbir Singh Makhni (01161473)	61	C-426,Defence Colony, New Delhi-110024 Mobile no.: 9811046217 Email: rajbirsingh@geninsindia.com	Lords Chloro Alkali Limited, Abhisar Estates Private Limited, Diwakar Commercials Pvt Ltd, Makhini Consultants Private Limited.	NIL	NIL
3	Dr. Rita Gupta (06964520) Medical Director	64	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	NIL	NIL	NIL

1.5	Details of Chief Executive Officer (CEO)

Sr. No.	Name of CEO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CEO
1	NIL	NIL	NIL	NIL	NIL	NIL

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1.6	**Details of Chief Administrative Officer (CAO)**

Sr. No.	Name of CAO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company as a CAO
1	Subhash Chander Khanna	69	A4C/197-A, Janakpuri, Delhi-110058 Mobile No.:9899946913 Email:sckhanna@Geninsindia.Com	B.Sc., MA (Public Administration), F.I.I.I.(Fellowship Of Insurance Institute Of India), Certificate of participation in training programme on health insurance for CEO's/CAO's of TPA's from 17.04.2017 to 19.04.2017	NIL	01/08/2014

1.7	**Details of Chief Medical Officer (CMO)**

Sr. No.	Name of CMO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of joining with TPA Company
1	Dr. Sonam Gupta	38	House No. – A/120, Sector – 61, NOIDA, U.P. – 201301. Tel. No.: +120-4144100 Mobile No.: +91-9650069851 Email Id :drsonam@geninsindia.com	MBBS, DGO	NIL	01/05/2017

1.8	**Name and Address of Auditors:**

Particulars	Name of Auditor	Address	Date of appointment	Telephone No.	E-mail
Internal Auditor	Lalit Kumar & Co.	F-102, Ashish Complex, Mayur Vihar, Phase- I , Delhi-110091	26/12/2014	1122790381	calalitkumar@yahoo.com
Statutory Auditor	M/s B. K. Shroff & Company	3/7-B, Asaf Ali Road,1st Floor, Flat No. 4,New Delhi - 110002	06/10/2014	1123271407	bkshroffdelhi@yahoo.com

1.9	**Enumeration of TPA services provided :** 1. Hospitalization Services 2. Call Centre & SMS Services 3. Enrollment and issuance of ID Cards Services 4. Customer Relations and Contact Management Services 5. Investigation Services

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	6. Claims Processing Services 7. Management Information System (MIS) Services 8. Legal Assistance and Others to insurance company 9. Any other medical and related/ancillary services agreed between the parties as permitted by IRDAI 10. Pre-Insurance Medical Examination of Life Insurance Policies.
1.10	**Enumeration of standing arrangements with hospitals and with doctors :** Number of agreements with Network Providers: 4798 as on 31.03.2019 Number of agreements with Doctors: 41

1.11	**Summary of TPA Business:**		
	a.	No. of insurers with whom agreements entered with.	9
	b.	Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	6654795
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	640206
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	4504
	e.	Hospitals tied up during (for the concerned FY)	341
	f.	Total Hospitals terminated or removed during (concerned FY)	47
	g.	Total Hospitals tied up as on 31.03.2019 (end of concerned FY)	4798

1.12	**Summary of TPA services:**

Sr. No.	Particulars of Services	No. of Policies Serviced	No. of lives Serviced	Amount of Premium Serviced wherever available. (INR in Lakh)
1	Individual / Retail Health Insurance Policies	581786	1134683	22955.94
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	271	416952	4781.06
3	Policies issued under RSBY or other similar policies issued by insurers	1 (Extension policy-Insurance Mode)	1681763	116.65
4	Pre-Insurance Medical Examination	58146	58146	-
5	Foreign Travel Policies issued by Indian insurer	-	-	-
6	Foreign Travel Policies issued by Foreign insurer	-	-	-
7	Non-insurance healthcare schemes sponsored by Central / State Government.	2 (Extension policy-Assurance Mode)	3363251	1884.24

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Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2019

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Directors' remuneration	-	I. Income	
		(a) Income from insurers (Indian & foreign)	193050517
II. Staff expenses			
(*a*) salaries, provident fund	65214127	(b) From others (please specify)	-
(*b*) other benefits	3911032	1: Interest on FDRS	232763
		2: Interest on Income Tax Refund:	-
III. Office expenses			
(*a*) Rent, rates and taxes	10629023	3: Liability no longer required:	-
(*b*) Electricity, water	2390776		
(*c*) House-keeping and Cleaning	-	(c) Investment income	-
(*d*) Others	-	(d) Profit on sale of investments or assets	-
(e) Travel	5522156	(e) Misc. income	22539
(f) Entertainment	-		
(g) Lease rent of equipments	-		
(h) Post, telecommunication and similar expenses	8395474		
(i) Audit fees	100000		
(j) Legal Expenses	-		
(k) Repairs and maintenance	3911193		
(l) Depreciation	2202787		
(m) Motor Vehicle Expenses	253298		
(n) Other expenses (Please specify)	40915727		
(o) Loss on sale of investments or assets	-		
(p) Profit/Loss for the year	4808660		
IV. Operating Expenses	45051566		

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Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2019

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	18381523
Loss for the year	-	Profit for the year	4808660
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	18915942	Deferred tax credit	-
Other allocations from profit	-		
Provision for taxation	925190		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	3349051		

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Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2019

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Authorized Capital	45000000	Building / Properties Cost	4244032
Issued Capital	40141910	Less Depreciation	-
Paid up Capital	40000000		**4244032**
Reserves & Surplus	63649051	Furniture & Fixtures	4567361
Amounts Due to	-	Less Depreciation	4566447
a) Insurers	-		**914**
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		-
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments	33500382
Unsecured Loan	-	Less Depreciation	32889233
			611149
		Computer Software	52135540
Deferred Tax Liability	-	Less Depreciation	51705655
			429885
Bank Overdraft	9516721	Motor Vehicles	1723414
		Less Depreciation	815751
Current Liability			**907663**
Sundry Creditors	10979718	Investments	-
Provisions	3299586	Government Securities (Market Value)	-
Others	12625654	Loan & Debenture (Market Value)	-
Long term provisions	2912479	Other Investments (Market Value)	-
		Receivables	
		From Insurers	58878961
		Others	74021807
		Cash & Bank Balances	3888798
TOTAL	142983209	**TOTAL**	142983209

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Schedule – 4

Schedule of the income received towards various activities during the FY 2018-19

Sr No	Description	Income / Remuneration received/ receivable during the FY 2018-19 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	1177.36
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers (Including RSBY/Govt. Schemes)	231.07
3	Pre-insurance medical examination	490.79
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
5	Towards Non Insurance Services rendered	31.29
6	Towards Servicing of policies issued by foreign Insurers	-
7	Other income a. Interest on FDRS b. Liability no longer required c. Interest on Income Tax Refund d. Misc. income	 2.33 - - 0.23
	TOTAL	**1933.06**

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2018-19

Sl No	Description	Expenses incurred during the FY 2018-19 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1480.77
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
3	Non Insurance Services rendered	18.77
4	Servicing of policies issued by foreign Insurers	-
5	Other Expenses Incurred (Pre-insurance medical examination)	385.43

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Schedule – 6

1. Data of claims received during the Financial year 2018-19(*Except RSBY/Other Govt. Schemes*)

Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
6339	265595489	34779	1353191148	35953	1262042007	77071	2880828644

2. Data of Settled Claims in respect of Individual Policies;

Description (To be reckoned from the date of LastNeccesary DocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	3360	64911375	18000	664392078	22657	821264183	44017	1550567636
Between 1 – 3 Months	485	7973590	2399	111847419	1351	69505262	4235	189326271
Between 3 to 6 Months	22	484900	126	5949158	19	2475398	167	8909456
More than 6 months	0	0	1	1861	1	115000	2	116861

3. Data of settled Claims in respect of Group Policies;

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	6312	191167280	6740	164409289	13052	355576569
Between 1 – 3 Months	0	0	439	17696770	411	13670953	850	31367723
Between 3 to 6 Months	0	0	18	708348	5	438896	23	1147244
More than 6 months	0	0	0	0	0	0	0	0

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4. Data of settled Claims in respect of Total (Individual Policies + Group Policies);

Description (To be reckoned from the date of LastNeccesary DocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	3360	64911375	24312	855559358	29397	985673472	57069	1906144205
Between 1 – 3 Months	485	7973590	2838	129544189	1762	83176215	5085	220693994
Between 3 to 6 Months	22	484900	144	6657506	24	2914294	190	10056700
More than 6 months	0	0	1	1861	1	115000	2	116861

5. Data of Claims in respect of Individual Policies recommended for repudiation

Description (To be reckoned from the date of LastNeccesary DocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	2217	168177285	2620	139721346	2575	117292431	7412	425191062
Between 1 – 3 Months	238	22551567	264	13597964	208	10540647	710	46690178
Between 3 to 6 Months	17	1496772	30	1214540	6	182955	53	2894267
More than 6 months	0	0	6	427090	4	71811	10	498901

6. Data of Claims in respect of Group Policies recommended for repudiation

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	650	20245163	836	28028662	1486	48273825
Between 1 – 3 Months	0	0	123	3353446	229	8460852	352	11814298
Between 3 to 6 Months	0	0	38	849376	18	529572	56	1378948
More than 6 months	0	0	6	128027	6	198392	12	326419

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7. Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation;

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	2217	168177285	3270	159966509	3411	145321093	8898	473464887
Between 1 – 3 Months	238	22551567	387	16951410	437	19001499	1062	58504476
Between 3 to 6 Months	17	1496772	68	2063916	24	712527	109	4273215
More than 6 months	0	0	12	555117	10	270203	22	825320

(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

8. Data of Claims Outstanding in respect of Individual Policies;

Description (To be reckoned from the date of Last/NeccesaryDoc Recvd/Required/Re-Opened)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	3200	157696872	2246	95064354	5446	252761226
Between 1 – 3 Months	0	0	1282	58289193	316	11853239	1598	70142432
Between 3 to 6 Months	0	0	79	2732368	13	415169	92	3147537
More than 6 months	0	0	11	449358	12	485014	23	934372

9. Data of Claims Outstanding in respect of Group Insurance Policies;

Description (To be reckoned from the date of Last/Neccesary Doc Recvd/Required /Re-Opened)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	1241	41752295	1015	27263479	2256	69015774
Between 1 – 3 Months	0	0	242	10019306	219	8050829	461	18070135
Between 3 to 6 Months	0	0	18	439077	25	735880	43	1174957
More than 6 months	0	0	29	1056426	17	517520	46	1573946

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10. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)

Description (To be reckoned from the date of Last/Neccesary Doc Recvd/Required/Re-Opened)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	4441	199449167	3261	122327833	7702	321777000
Between 1 – 3 Months	0	0	1524	68308499	535	19904068	2059	88212567
Between 3 to 6 Months	0	0	97	3171445	38	1151049	135	4322494
More than 6 months	0	0	40	1505784	29	1002534	69	2508318

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

Schedule – 7

1. Directors Report; to be attached separately.: **Enclosed**

   (Note: Inter alia, (i) to disclose the shareholding structure as at the end of financial year, (ii) Discuss Corporate Governance norms put-in place)

2. Auditors Report including audited financial and all notes, schedules to audited financials; to be attached separately.: **Enclosed**

Undertaking from Registered TPA Company.

It is hereby declared that the particulars furnished with respect Annual Report of our TPA Company in Form TPA – 8 and Schedule 1 to 7 there under towards various activities of the TPA Company during the FY 2018-19 were examined, and are true and correct. It is also declared that the TPA Company did not receive any other income or remuneration from any other sources other than the one that is declared in the above Schedule.

Date: 18/06/2019	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Noida	M.P. Gupta (Name of Director)	S. C. Khanna (Name of CAO)

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B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

B. K. SHROFF & CO.
Chartered Accountants

3/7-B, Asaf Ali Road,
1st Floor, Flat No. 4,
New Delhi - 110002.
Phones : 23271407, 23284825, 23284826
Telefax : 23270362
E-mail : bkshroffdelhi@yahoo.com
bkshroffdelhi@rediff.com

Certificate from the Statutory Auditors of the TPA Company

Certified that the above information about financials furnished in annual report and Schedules 1 to 5 therein by Genins India Insurance TPA Ltd is as extracted from the transactions of Genins India Insurance TPA Ltd for the Financial Year 2018-19.

For B.K. SHROFF & CO.,
Chartered Accountants
Firm Registration No: 302166E

Place : New Delhi
Date: 20.06.2019
Certificate No: BKS/DL/2019-20/006
UDIN NO:

Sanjiv Agarwal

Partner
Member ship No: 085128

B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

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