

Annexure – 20

As per Regulations 20 (4) of IRDAI (TPA – Health Services) Regulations, 2016

Service Level Agreement Details (Annual Form to be furnished along with the Annual Report)

FORM TPA – 6E

1	PARTICULARS OF THE TPA:		
1.1	Name of the TPA :	Genins India Insurance TPA Ltd.	
1.2	(A) Address - Registered Office:	91 SPRING BOARD BUSINESS HUB, E 3 RANI JHANSI ROAD JHANDEWALAN EXTENSION JHANDEWALAN NORTH EAST, NEW DELHI, DELHI, PIN CODE: 110055. Landline No:11-45753500, E-mail: gil@geninsindia.com	
1.3	Financial year	2024-25	
1.4			
1.5	Details of Service level Agreements (SLAs);		

S No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year					Total SLAs at the end of the year				
	1					2					3				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
1.	2	9	0	0	11	2	5	0	1	8	4	8	0	1	13


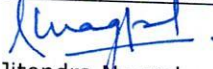
1.6	a	Details of Service level Agreements (SLAs);	SLA details for complete financial year to be provided. (for the period / up to the period)
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S No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group Policy/ RSBY / PIMS / Others – Please specify	Type of SLA (Fresh / Renewal / Modification)	Date of Purchase of stamp viz Non Judicial Stamp Paper / e-stamp / Special Adhesive / franking / any other mode	Date of Agreement t dd/mm/yyyy	Validity of Agreement	
						From (dd/mm/yyyy)	To (dd/mm/yyyy)
1	National Insurance Co. Ltd.	Retail Policy / Group Policy	Renewal	15/07/2024	01/08/2024	01/08/2024	31/07/2026
2	United India Insurance Co Ltd	Retail Policy / Group Policy	Renewal	12/03/2024	01/04/2024	01/04/2024	31/03/2027
3	New India Assurance Co Ltd	Retail Policy / Group Policy	Renewal	01/01/2025	01/01/2025	01/01/2025	31/12/2027
4	Oriental Insurance Co. Ltd.	Retail Policy / Group Policy	Renewal	24/05/2023	01/06/2023	01/06/2023	31/05/2025
5	TATA AIG General Insurance Co.Ltd.	Group Policy	Renewal	11/03/2024	21/06/2024	23/06/2024	22/06/2027
6	Care Health Insurance (Formerly known Religare Health Insurance) co. Ltd	Group Policy	Renewal	23/07/2018	20/05/2019	28/05/2019	Perpetual

7	Life Insurance Corporation Of India	Others (Pre-Insurance Medical Examination)	Renewal	12/09/2024	12/09/2024	01/10/2024	30/09/2027
8	Universal Sompo General Insurance Co.Ltd.	Group Policy	Renewal	10/12/2022	12/12/2022	10/12/2022	09/12/2025
9	IFFCO-TOKIO General Insurance Co. Ltd.	Group Policy	Renewal Expired	19/05/2021	23/05/2021	23/05/2021	22/05/2024
10	Niva Bupa Health Insurance Company	Group Policy	Fresh	23/09/2022	23/09/2022	01/11/2022	31/10/2025
11	Royal Sundaram General Insurance Co. Limited	Group Policy	Fresh	08/11/2023	08/11/2023	08/11/2023	07/11/2025
12	Life Insurance Corporation Of India	Retail Policy	Fresh	11/09/2024	12/09/2024	29/09/2024	28/09/2027
13	Liberty General Insurance Co Ltd	Group Policy	Fresh	03/12/2024	28/10/2024	28/10/2024	27/10/2027

Note : Others than Above , Non-insurance health schemes :

12	National Health Authority (NHA)	Others (Convergence schemes on National Health Authority IT Platform)	Fresh	12/07/2022	15/07/2022	15/07/2022	14/07/2025
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Date: 27/06/2025	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Delhi	 M.P. Gupta (Name of Director)	 Dr. Jitendra Nagpal (Name of Director)

