

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		2025-26
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.	4	8	0	1	13	0	4	0	0	4	1	11	0	0	12

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 dd/mm/yy yy	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	27/05/2025	01/06/2025	01/06/2025	31/05/2027
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 Sampo General Insurance Co.Ltd.	Group Policy	Renewal	16/10/2025	01/11/2025	01/01/2026	31/12/2028
9	Niva Bupa Health Insurance Company	Group Policy	Renewal	26/02/2025	11/07/2025	01/11/2025	31/10/2028
10	Royal Sundaram General Insurance Co. Limited	Group Policy	Renewal	05/11/2025	01/11/2025	08/11/2025	07/11/2027
11	Life Insurance Corporation Of India	Retail Policy	Fresh	11/09/2024	12/09/2024	29/09/2024	28/09/2027
12	Liberty General Insurance Co Ltd	Group Policy	Renewal	03/12/2024	28/10/2024	28/10/2024	27/10/2027

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

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 dd/mm/yy	Validity of Agreement	
						From (dd/mm/yyyy)	To (dd/mm/yyyy)
13	National Health Authority (NHA)	Others (Convergence schemes on National Health Authority IT Platform)	Renewal	30/04/2025	01/05/2025	01/05/2025	30/06/2028
14	STATE HEALTH AGENCY(SHA)	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana	Fresh	21/04/2025	05/05/2025	01/05/2025	29/10/2025 (Till tender renewal)

Date: 26/06/2026	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Delhi	Dr. Jitendra Nagpal (Director)	Sumit Garg (Director & CAO)

