

# Annual Report by Third Party Administrator

FORM TPA - 8

<b>1 PARTICULARS OF THE TPA:</b>		
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	2016-17
1.4	Board of directors as on 31.03.2017(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 (Cession / Appointment)	Date of Change in Board
1	M.P Gupta (00347850)	69	C 2/34, Keshav Puram, Delhi - 110035 Mobile no.: 9810122075 Email: mpgupta@geninsindia.com	Bhiwadi Plastics Private Limited ; Shree Gajraj Finlease Pvt Ltd.	Nil	Nil
2	Rajbir Singh Makhni (01161473)	59	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	62	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	Nil	Nil	Nil

1.5	Details of Chief Executive Officer (CEO)	
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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



**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	68	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. Shriya Pandit	46	D-72, Sector-36, Noida-201301 Mobile no. +91 8376901507 Email: doctor@geninsindia.com	MBBS, PG Certificate Course in Health Insurance.	Nil	01/11/2007 (Cessation Date : 25/03/2017)
2	Dr. Sonam Gupta	37	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	<b>Enumeration of TPA services provided :</b> <ol style="list-style-type: none"> <li>1. Hospitalization Services</li> <li>2. Call Centre &amp; SMS Services</li> <li>3. Enrollment and issuance of ID Cards Services</li> <li>4. Customer Relations and Contact Management Services</li> <li>5. Investigation Services</li> <li>6. Claims Processing Services</li> <li>7. Management Information System (MIS) Services</li> <li>8. Legal Assistance and Others to insurance company</li> <li>9. Any other medical and related/ancillary services agreed between the parties as permitted by IRDAI</li> <li>10. Pre-Insurance Medical Examination of Life Insurance Policies.</li> </ol>
1.10	<b>Enumeration of standing arrangements with hospitals and with doctors :</b> Number of agreements with Network Providers: 4259 as on 31.03.2017 Number of agreements with Doctors: 27 (Employed)

1.11	<b>Summary of TPA Business:</b>		
	a.	No. of insurers with whom agreements entered with.	7
	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)	1481295
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	252576
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	4023
	e.	Hospitals tied up during (for the concerned FY)	285
	f.	Total Hospitals terminated or removed during (concerned FY)	49
	g.	Total Hospitals tied up as on 31.03.2017 (end of concerned FY)	4259

1.12	<b>Summary of TPA services:</b>
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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	201066	497506	17256.86
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	306	432787	4696.55
3	Policies issued under RSBY or other similar policies issued by insurers	1	499799	5195.20
4	Pre-Insurance Medical Examination	51203	51203	-
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.	-	-	-



Schedule - 1, FORM TPA - 8-RA

Revenue Account for the year ending 31<sup>st</sup> March 2017

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Directors' remuneration	-	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	170989190
(a) salaries, provident fund	52230267	(b) From others	
(b) other benefits	2497635	Interest on FDRS	572321
		Interest on Income Tax Refund	4709509
III. Office expenses		(c) Investment income	-
(a) Rent, rates and taxes	9233354	(d) Profit on sale of investments or assets	-
(b) Electricity, water	2036200		
(c) House-keeping and Cleaning	-		
(d) Others	-		
(e) Travel	5533710		
(f) Entertainment	-		
(g) Lease rent of equipments	-		
(h) Post, telecommunication and similar expenses	5653783		
(i) Audit fees	100000		
(j) Legal Expenses	-		
(k) Repairs and maintenance	4068855		
(l) Depreciation	5734350		
(m) Motor Vehicle Expenses	265119		
(n) Other expenses (Please specify)	31637498		
(o) Loss on sale of investments or assets	1332977		
IV. Operating Expenses	48597261		
Profit/Loss for the year	7350011		
<b>Total Amount</b>	<b>176271020</b>		<b>176271020</b>



Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31<sup>st</sup> March 2017

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	10387904
Loss for the year	-	Profit for the year	7350011
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	-	Deferred tax credit	-
Other allocations from profit	-		
Provision for taxation	1260000		
Differed tax liability	1459407		
Taxation of earlier year	(-)605975		
Profit carried forward	15624483		

**Schedule – 3, FORM TPA – 8-BS**

**Balance Sheet as at 31st March 2017**

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Authorized Capital		Building / Properties Cost	4244032
Issued Capital	45000000	Less Depreciation	-
Paid up Capital	40000000		4244032
Reserves & Surplus	115924484	Furniture & Fixtures	4534541
Amounts Due to		Less Depreciation	3752113
a) Insurers	-		782428
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments	31929679
Unsecured Loan	-	Less Depreciation	10025549
			21904130
		Computer Software	20500000
Deferred Tax Liability	-	Less Depreciation	997425
			19502575
Bank Overdraft	-	Motor Vehicles	1723414
		Less Depreciation	421826
Current Liability			1301588
Sundry Creditors	28374003	Investments	-
Provisions	3542018	Government Securities (Market Value)	-
Others	19768468	Loan & Debenture (Market Value)	-
		Other Investments (Market Value)	-
		Receivables	
		From Insurers	102180195
		Others	53725445
		Cash & Bank Balances	3968580
<b>TOTAL</b>	<b>207608973</b>	<b>TOTAL</b>	<b>207608973</b>



#### Schedule – 4

Schedule of the income received towards various activities during the FY 2016-17

Sr No	Description	Income / Remuneration received during the FY 2016-17 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	913.25
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers (Including RSBY/Govt. Schemes)	396.69
3	Pre-insurance medical examination	399.95
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
5	Towards Non Insurance Services rendered	-
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	5.72 - 47.10
	<b>TOTAL</b>	<b>1762.71</b>

#### Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2016-17

Sl No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1417.74
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
3	Non Insurance Services rendered	-
4	Servicing of policies issued by foreign Insurers	-
5	Other Expenses Incurred (Pre-insurance medical examination)	271.47





### Schedule – 6

1. Data of claims received during the Financial year 2016-17

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
0	0	36501	1304119829	37486	1250478481	73987	2554598310

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

Description (to be reckoned from the date of receipt of Claim)	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	19622	714572879	21062	754683396	40684	1469256275
Between 1 – 3 Months	0	0	973	40142994	1096	54529185	2069	94672179
Between 3 to 6 Months	0	0	194	7521502	74	3122268	268	10643770
More than 6 months	0	0	29	1102936	14	336972	43	1439908

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

Description (to be reckoned from the date of receipt of Claim)	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	11434	369272941	9718	245248778	21152	614521719
Between 1 – 3 Months	0	0	862	31440763	1245	31854675	2107	63295438
Between 3 to 6 Months	0	0	36	1997859	29	709414	65	2707273
More than 6 months	0	0	8	638338	1	39000	9	677338

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



Description (to be reckoned from the date of receipt of Claim)	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	31056	1083845820	30780	999932174	61836	2083777994
Between 1 - 3 Months	0	0	1835	71583757	2341	86383860	4176	157967617
Between 3 to 6 Months	0	0	230	9519361	103	3831682	333	13351043
More than 6 months	0	0	37	1741274	15	375972	52	2117246

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

Description (to be reckoned from the date of receipt of Claim)	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	1864	99097781	1839	78215084	3703	177312865
Between 1 - 3 Months	0	0	378	18154641	451	21298307	829	39452948
Between 3 to 6 Months	0	0	130	3522090	126	7089036	256	10611126
More than 6 months	0	0	104	3294678	69	3363352	173	6658030

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

Description (to be reckoned from the date of receipt of Claim)	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	515	20529462	499	12839033	1014	33368495
Between 1 - 3 Months	0	0	105	3323355	146	4101980	251	7425335
Between 3 to 6 Months	0	0	39	772993	91	2422843	130	3195836
More than 6 months	0	0	44	993162	82	2469295	126	3462457

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

Description	Benefit Based	Cashless Claims	Reimbursement Claims	Total
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(to be reckoned from the date of receipt of Claim)	Claims		Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims
	Number of Claims	Amount of Claims						
within 1 months from date of receipt of claim	0	0	2379	119627243	2338	91054117	4717	210681360
Between 1 - 3 Months	0	0	483	21477996	597	25400287	1080	46878283
Between 3 to 6 Months	0	0	169	4295083	217	9511879	386	13806962
More than 6 months	0	0	148	4287840	151	5832647	299	10120487

(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 receipt of Claim)	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	2097	81588056	2143	95206883	4240	176794939
Between 1 - 3 Months	0	0	336	14156994	249	11218064	585	25375058
Between 3 to 6 Months	0	0	81	3431224	13	1026813	94	4458037
More than 6 months	0	0	42	2178179	26	750087	68	2928266

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

Description (to be reckoned from the date of receipt of Claim)	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	1122	36786283	1387	40488424	2509	77274707
Between 1 - 3 Months	0	0	120	3806489	92	3983422	212	7789911
Between 3 to 6 Months	0	0	23	673005	15	531502	38	1204507
More than 6 months	0	0	29	671706	5	247471	34	919177



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

Description (to be reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Num ber of Claim s	Amount of Claims	Numbe r of Claims	Amount of Claims	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	3219	118374339	3530	135695307	6749	254069646
Between 1 - 3 Months	0	0	456	17963483	341	15201486	797	33164969
Between 3 to 6 Months	0	0	104	4104229	28	1558315	132	5662544
More than 6 months	0	0	71	2849885	31	997558	102	3847443

(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**

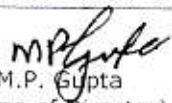
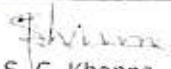
1. Directors Report; to be attached separately.: **Attached**

(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.: **Attached**

**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 2016-17 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: 29/05/2017	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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### 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 2016-17.

Date:	For and on behalf of M/s B. K. Shroff & Company
Place: New Delhi	Name & Signature of Practicing Chartered Accountant

(Affix seal in case it is a firm / associate)



B. K. SHROFF & CO.  
Chartered Accountants  
Kirti, New Delhi