

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:	91 SPRING BOARD BUSINESS HUB, E 3 RANI JHANSI ROAD JHANDEWALAN EXTENSION JHANDEWALAN NORTH EAST, NEW DELHI, DELHI Pin code: 110055, Landline No: 0120-4144100 E-mail: gil@geninsindia.com Fax No: 0120-4144170	

1.3	Financial year	2021-22
1.4	Board of directors as on 31.03.2022 (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)	74	C 2/34, Keshav Puram, Delhi - 110035 Mobile no.: 9810122075 Email: mpgupta@geninsindia.com	Yash Metasteel (India) Private Limited, Bhiwadi Plastics Private Limited, Shree Gajraj Finlease Pvt Ltd, Alishan Agrotech Private Limited, Agastya Digitech Private Limited	NIL	NIL
2	Dr. Rita Gupta (06964520) Medical Director	67	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	NIL	NIL	NIL
3	Rajeev Bhatnagar (08624611)	70	C-4, Ground Floor, Sector 23, Noida - 201301 Mobile no.: 8376901501 Email: rajeev.bhatnagar@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)
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Sr. No.	Name of CAO	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Date of cessation or termination / Appointment with TPA	Cessation or termination or Appointment
1	Subhash Chander Khanna	72	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	31/08/2021	Cessation
2	Sumit Garg	35	J-704, Ajnara Le Garden, Sector-16B, Greater Noida West, Gautam Budh Nagar, Uttar Pradesh-201318 Mobile No.: 8376901503 Email: drsumit@geninsindia.com	Bachelor of Physiotherapy, Associate from Insurance Institute of India, Certificate (Sr. No. 42) of participation in training programme on health insurance for CEO's/CAO's of TPA's from 17.05.2021 to 22.05.2021	NIL	01/09/2021	Appointment

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	42	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 : <ol style="list-style-type: none"> 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 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: 5377 (As on 31.03.2022) Number of agreements with Doctors: NIL (Doctors on employment basis only.)

1.11	Summary of TPA Business:		
	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)	4,965,269
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	663,079
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	5241
	e.	Hospitals tied up during (for the concerned FY)	474
	f.	Total Hospitals terminated or removed during (concerned FY)	338
	g.	Total Hospitals tied up as on 31.03.2022 (end of concerned FY)	5377

1.12	Summary of TPA services:
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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	618,032	1,118,658	33,497.39
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	256	681,990	6,083.33
3	Policies issued under RSBY or other similar policies issued by insurers	2	3,119,832	2,129.83
4	Pre-Insurance Medical Examination	44,789	44,789	NA
5	Foreign Travel Policies issued by Indian insurer	NIL	NIL	NIL
6	Foreign Travel Policies issued by Foreign insurer	NIL	NIL	NIL
7	Non-insurance healthcare schemes sponsored by Central / State Government.	NIL	NIL	NIL



Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2022

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Director's remuneration	3,945,984	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	241,249,723
(a) salaries, provident fund	106,623,242	(b) From others	21,681
(b) other benefits	976,734	Interest on FDRS	374,326
III. Office expenses		Interest on Income Tax Refund	1,900,591
(a) Rent, rates and taxes	11,196,835	(c) Investment income	-
(b) Electricity, water	1,864,980	(d) Profit on sale of investments or assets	-
(c) Data Management/Mass scheme expenses	27,726,010	(e) Misc. income	-
(d) Printing & Stationary	12,733,937		
(e) Travelling & conveyance	4,446,678		
(f) Laboratory testing charges - LIC	33,845,366		
(g) Bank interest & charges	903,561		
(h) Post, telecommunication and similar expenses	5,715,738		



(i) Audit fees	132,500		
(j) Claims recoverable	4,629,637		
(k) Repairs and maintenance	5,957,361		
(l) Depreciation	7,828,041		
	89,450		
(m) Insurance	9,418,366		
(n) Professional Fees			
(n) Other expenses	1,733,337		
(o) TDS liability	-		
IV. Operating Expenses	-		
Profit/Loss for the year	3,778,564		
Total Amount	243,546,321		243,546,321

Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2022

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	16,833,537
Loss for the year	-	Profit for the year	3,778,564
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	589,456		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	20,022,645		



Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2022

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Authorized Capital	45,000,000	Building / Properties Cost	4,244,032
Issued Capital	40,141,910	Less Depreciation	-
Paid up Capital	40,000,000		4,244,032
Reserves & Surplus	55,887,654	Furniture & Fixtures	4,599,611
Amounts Due to		Less Depreciation	4,569,601
a) Insurers	-		30,010
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments including computers	37,034,997
Unsecured Loan	6,138,000	Less Depreciation	34,831,397
			2,203,600
		Computer Software	86,202,080
Deferred Tax Liability	-	Less Depreciation	86,202,080
			-
Bank Overdraft	-	Motor Vehicles	1,723,414
		Less Depreciation	1,400,247
Current Liability			323,167
Sundry Creditors	1,698,110	Other current assets	1,926,379
Expenses payable	6,892,652	Security deposits	3,125,325
Others	6,348,711	Loan & Debenture (Market Value)	-
Provision for Income Tax	589,456	Other Investments (Market Value)	-
Short term provision for Gratuity	779,356	Advance Income tax	41,453,696
		Receivables	
Long term provisions	3,851,651	From Insurers	51,294,116
		Others	545,168
		Fixed Deposits	12,756,607
		Cash & Bank Balances	4,273,964
		Deferred tax assets	9,526
TOTAL	122,185,590	TOTAL	122,185,590



Schedule – 4

Schedule of the income received towards various activities during the FY 2021-22

Sr No	Description	Income / Remuneration received/ receivable during the FY 2021-22 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	1,618.45
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	305.26
3	Pre-insurance medical examination	463.93
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
5	Towards Policies issued under RSBY or other similar policies issued by insurers	24.85
6	Towards Non Insurance Services rendered	-
7	Towards Servicing of policies issued by foreign Insurers	-
8	Other income a. Interest on FDRS b. Liability no longer required c. Interest on Income Tax Refund d. Misc. income	3.74 0.22 19.01 -
	TOTAL	2,435.46

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2021-22

Sl No	Description	Expenses incurred during the FY 2021-22 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	2,059.22
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)	338.45
	TOTAL	2,397.68



B. K. SHROFF & CO.

Chartered Accountants

3/7-B, Asaf Ali Road,
1st Floor, Flat No. 4,
New Delhi - 110002.

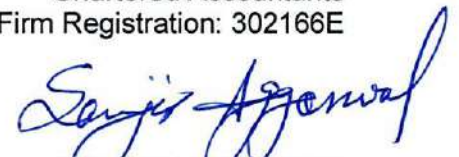
Phones : 23271407, 23284825, 23284826
23270362, 42831400

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 2021-22.

For B.K. Shroff & Co.
Chartered Accountants
Firm Registration: 302166E


(SANJIV AGGARWAL)

PARTNER
Membership No.: 085128

Place: New Delhi
Date: 27.06.2022
Certificate No.: BKS/DL/2022-23/024
UDIN: 22085128ALTFEX8329



Schedule – 6

1. Data of claims received during the Financial year 2021-22

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
4359	421649628	43025	2911689056	62589	4135185563	109973	7468524247

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	3246	89415386	18836	1323687076	44089	2041611334	66171	3454713796
Between 1 – 3 Months	51	1852050	508	37945370	928	66831709	1487	106629129
Between 3 to 6 Months	3	41750	52	5354105	21	5277393	76	10673248
More than 6 months	0	0	26	2433818	4	1183344	30	3617162

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	19876	529099773	9377	276430669	29253	805530442
Between 1 – 3 Months	0	0	470	25389634	1179	34270770	1649	59660404
Between 3 to 6 Months	0	0	55	3126684	172	3982866	227	7109550
More than 6 months	0	0	13	359094	31	287970	44	647064

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	3246	89415386	38712	1852786849	53466	2318042003	95424	4260244238
Between 1 - 3 Months	51	1852050	978	63335004	2107	101102479	3136	166289533
Between 3 to 6 Months	3	41750	107	8480789	193	9260259	303	17782798
More than 6 months	0	0	39	2792912	35	1471314	74	4264226

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	1038	88691916	2008	128139175	4595	226538387	7641	443369478
Between 1 - 3 Months	16	525058	21	2173421	2616	76089147	2653	78787626
Between 3 to 6 Months	5	326136	2	309594	22	1204542	29	1840272
More than 6 months	0	0	4	259492	3	55942	7	315434

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	898	32223899	1633	68510634	2531	100734533
Between 1 - 3 Months	0	0	48	1047507	283	10487003	331	11534510
Between 3 to 6 Months	0	0	3	83415	30	757060	33	840475
More than 6 months	0	0	5	246806	9	360730	14	607536

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

Description (To be reckoned from the date of Last Necessary Doc Recvd)	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	1038	88691916	2906	160363074	6228	295049021	10172	544104011



months from date of receipt of claim								
Between 1 – 3 Months	16	525058	69	3220928	2899	86576150	2984	90322136
Between 3 to 6 Months	5	326136	5	393009	52	1961602	62	2680747
More than 6 months	0	0	9	506298	12	416672	21	922970

(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/Necessary 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	999	68679719	1430	62049756	2429	130729475
Between 1 – 3 Months	0	0	22	985440	26	1260845	48	2246285
Between 3 to 6 Months	0	0	6	1063811	6	24488	12	1088299
More than 6 months	0	0	15	1318003	0	0	15	1318003

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

Description (To be reckoned from the date of Last/Necessary 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	1890	40811135	233	9044838	2123	49855973
Between 1 – 3 Months	0	0	48	1033787	7	118606	55	1152393
Between 3 to 6 Months	0	0	6	261061	1	3479	7	264540
More than 6 months	0	0	5	110072	2	13368	7	123440

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

Description (To be reckoned from the date of)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claim	Amount of Claims	Number of Claims	Amount of Claims	No of claims	Amount of claims



Last/Neccesar yDoc Recvd/Require d/Re-Opened)			s					
within 1 months from date of receipt of claim	0	0	2889	109490854	1663	71094594	4552	180585448
Between 1 - 3 Months	0	0	70	2019227	33	1379451	103	3398678
Between 3 to 6 Months	0	0	12	1324872	7	27967	19	1352839
More than 6 months	0	0	20	1428075	2	13368	22	1441443

(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

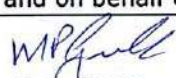
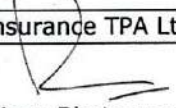
1. Directors Report; to be attached separately.: Enclosed

(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 2021-22 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: 28/06/2022	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Noida	 M.P. Gupta (Name of Director)	 Rajeve Bhatnagar (Name of Director)



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