

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	2020-21
1.4	Board of directors as on 31.03.2021 (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)	73	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., Agastya Digitech Private Limited	NIL	NIL
2	Dr. Rita Gupta (06964520) Medical Director	66	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	NIL	NIL	NIL
3	Rajeev Bhatnagar (08624611)	69	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 joining with TPA Company as a CAO
1	Subhash Chander Khanna	71	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	40	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
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: 5241 (As on 31.03.2021) 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.	8
	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)	1,897,786
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	681,348
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	5025
	e.	Hospitals tied up during (for the concerned FY)	283
	f.	Total Hospitals terminated or removed during (concerned FY)	67
	g.	Total Hospitals tied up as on 31.03.2021 (end of concerned FY)	5241

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	646,305	1,201,401	34,378.91
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	303	661,645	5,368.78
3	Policies issued under RSBY or other similar policies issued by insurers	NIL	NIL	NIL
4	Pre-Insurance Medical Examination	34,740	34,740	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 2021

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Directors' remuneration	3,449,922	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	226,067,568
(a) salaries, provident fund	102,895,857	(b) From others Liability no longer required	668,808
(b) other benefits	4,943,092	Interest on FDRS	249,429
(c) Professional fees	7,273,051	Interest on Income Tax Refund	10,008,964
III. Office expenses		(c) Investment income	-
(a) Rent, rates and taxes	11,451,852	(d) Profit on sale of investments or assets	-
(b) Electricity, water	1,828,575	(e) Misc. income	-
(c) Data Management/Mass scheme expenses	32,526,940		
(d) Printing & Stationary	9,903,366		
(e) Travelling & conveyance	2,773,380		
(f) Laboratory testing charges - LIC	28,406,449		
(g) Bank interest & charges	1,223,104		
(h) Post, telecommunication and similar expenses	5,149,738		
(i) Audit fees	102,500		
(j) Claims recoverable	4,539,928		
(k) Repairs and maintenance	4,115,228		
(l) Depreciation and Amortisation	4,119,728		
(m) Insurance	59,842		
(n) Other expenses (Please specify)	899,568		
(o) TDS liability	2,852,662		
IV. Operating Expenses			
Profit/Loss for the year	8,479,987		
Total Amount	236,994,769		236,994,769



Schedule - 2, FORM TPA - 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2021

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	9,676,428
Loss for the year	-	Profit for the year	8,479,987
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	1,322,878		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	16,833,537		



Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2021

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	77133537	Furniture & Fixtures	4585961
Amounts Due to		Less Depreciation	4568278
a) Insurers	-		17683
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		-
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments including computers	35656692
Unsecured Loan	-	Less Depreciation	33892055
			1764637
		Computer Software	72582080
Deferred Tax Liability	-	Less Depreciation/Amortisation	55074546
			17507534
Bank Overdraft	-	Motor Vehicles	1723414
		Less Depreciation	1205415
Current Liability			517999
Sundry Creditors	3306993	Other current assets	1730545
Expenses payable	4215825	Security deposits	3598325
Others	951194	Loan & Debenture (Market Value)	-
Provision for Income Tax	1322878	Other Investments (Market Value)	-
Provision for Gratuity	737256	Advance Income tax	23668899
		Receivables	
Long term provisions	3504440	From Insurers	49460082
		Others	1188888
		Fixed Deposits	4491839
		Cash & Bank Balances	22972134
		Deferred tax assets	9526
TOTAL	131172123	TOTAL	131172123



Schedule - 4

Schedule of the income received towards various activities during the FY 2020-21

Sr No	Description	Income / Remuneration received/ receivable during the FY 2020-21 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	1598.42
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	271.56
3	Pre-insurance medical examination	390.70
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	2.49
	a. Interest on FDRS	6.69
	b. Liability no longer required	100.09
	c. Interest on Income Tax Refund	-
	d. Misc. income	-
	TOTAL	2,369.95

Schedule - 5

Schedule of apportionment of Expenses to various activities during the FY 2020-21

Sl No	Description	Expenses incurred during the FY 2020-21 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	2,001.08
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)	284.06



Schedule – 6

1. Data of claims received during the Financial year 2020-21

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
7051	265532622	23829	1359875760	41389	1838655683	72269	3464064065

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

Description (To be reckoned from the date of LastNecessary 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	5460	163827025	13694	892702014	29133	1381937126	48287	2438466165
Between 1 – 3 Months	69	2452600	430	38448042	735	50708276	1234	91608918
Between 3 to 6 Months	12	146125	21	2759456	25	3621263	58	6526844
More than 6 months	1	5250	8	662951	4	617146	13	1285347

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

Description (To be reckoned from the date of LastNecessary 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	0	0	6366	217968240	6052	154099622	12418	372067862
Between 1 – 3 Months	0	0	165	9100980	574	14151045	739	23252025
Between 3 to 6 Months	0	0	7	464585	9	346085	16	810670
More than 6 months	0	0	3	146703	2	180754	5	327457

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

Description (To be reckoned from the date of LastNecessary 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	5460	163827025	20060	1110670254	35185	1536036748	60705	2810534027
Between 1 – 3 Months	69	2452600	595	47549022	1309	64859321	1973	114860943
Between 3 to 6 Months	12	146125	28	3224041	34	3967348	74	7337514
More than 6 months	1	5250	11	809654	6	797900	18	1612804

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

Description (To be reckoned from the date of LastNecessary 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	1502	98584448	1579	97929252	3106	167534988	6187	364048688
Between 1 – 3 Months	4	315290	309	15576791	82	5058077	395	20950158
Between 3 to 6 Months	2	200484	127	6369735	11	301575	140	6871794
More than 6 months	1	1400	97	4777827	15	888401	113	5667628

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

Description (To be reckoned from the date of LastNecessary 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	0	0	535	24537326	531	17208948	1066	41746274
Between 1 – 3 Months	0	0	377	10565843	107	2081218	484	12647061
Between 3 to 6 Months	0	0	176	5543353	41	1017487	217	6560840
More than 6 months	0	0	341	8748359	13	500227	354	9248586

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

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

ocRecvd)	Claims				Claims		claim s	
within 1 months from date of receipt of claim	1502	98584448	2114	122466578	3637	184743936	7253	405794962
Between 1 – 3 Months	4	315290	686	26142634	189	7139295	879	33597219
Between 3 to 6 Months	2	200484	303	11913088	52	1319062	357	13432634
More than 6 months	1	1400	438	13526186	28	1388628	467	14916214

(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/Neccesary Doc Recvd/Required/ Re-Opened)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Numbe r of Claims	Amount of Claims	Numbe r of Claims	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	1491	106780928	2049	111750190	3540	218531118
Between 1 – 3 Months	0	0	133	7708778	144	4659405	277	12368183
Between 3 to 6 Months	0	0	57	4295988	65	1935602	122	6231590
More than 6 months	0	0	35	2147362	97	1491328	132	3638690

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

10.

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	858	37362896	848	29503438	1706	66866334
Between 1 – 3 Months	0	0	68	3065784	440	12550948	508	15616732
Between 3 to 6 Months	0	0	14	783263	159	3401112	173	4184375
More than 6 months	0	0	135	5022793	306	5961598	441	10984391

11. 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	2349	144143824	2897	141253628	5246	285397452
Between 1 – 3 Months	0	0	201	10774562	584	17210353	785	27984915
Between 3 to 6 Months	0	0	71	5079251	224	5336714	295	10415965
More than 6 months	0	0	170	7170155	403	7452926	573	14623081

(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

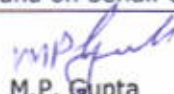
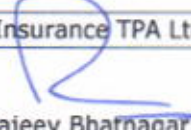
1. Directors Report; to be attached separately.: Enclosed

(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 2020-2021 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: 27.07.2021	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Noida	 M.P. Gupta (Name of Director)	 Rajeev Bhatnagar (Name of Director)

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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 2020-21.

Date: 29.07.2021	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)

Certificate No: BKS/DL/2021-22/012
UDIN: 21085128AAAAEP7839

For B. K. SHROFF & CO.
Chartered Accountants

Sanjiv Aggarwal
Partner



B. K. SHROFF & CO.
Chartered Accountants
3/7-B, ASAF ALI ROAD,
NEW DELHI - 110 002