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:	FRONT SIDE PORTION OF THIRD FLOOR, 60/1 BLOCK-2, WHS KIRTI NAGAR, NEW DELHI, DELHI Pin code: 110015, Landline No: 0120-4144100 E-mail: gil@geninsindia.com Fax No: 0120-4144170

1.3	Financial year	2019-20
1.4	Board of directors as on 31.03.2020 (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)	72	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.	NIL	NIL
2	Rajbir Singh Makhni (01161473)	62	C-426,Defence Colony, New Delhi-110024 Mobile no.: 9811046217 Email: rajbirsingh@geninsindia.com	Lords Chloro Alkali Limited, Abhisar Estates Private Limited, Makhini Consultants Private Limited.	Cessation	09/12/2019
3	Dr. Rita Gupta (06964520) Medical Director	65	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	NIL	NIL	NIL
4	Rajeev Bhatnagar (08624611)	68	C-4, Ground Floor, Sector 23, Noida – 201301 Mobile no.: 8376901501 Email: rajeev.bhatnagar@geninsindia.com	NIL	Appointment	18/12/2019

B.K. SHROFF & Co. NEW DELHI CHARTERED ACCOUNTANTS

1.5	Details of Chief Executive Officer (CEO)

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	70	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	39	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

B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

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: 5025 (As on 31.03.2020) 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.	9
	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)	1,776,278
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	609,671
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	4798
	e.	Hospitals tied up during (for the concerned FY)	310
	f.	Total Hospitals terminated or removed during (concerned FY)	83
	g.	Total Hospitals tied up as on 31.03.2020 (end of concerned FY)	5025

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	609,417	1,113,427	27053.30
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	254	662,851	5599.68
3	Policies issued under RSBY or other similar policies issued by insurers	NIL	NIL	NIL
4	Pre-Insurance Medical Examination	59,435	59,435	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

B.K. SHROFF & Co. NEW DELHI CHARTERED ACCOUNTANTS

Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2020

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Directors' remuneration	9,44,745	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	218710972
(*a*) salaries, provident fund	7,52,93,351	(b) From others	
(*b*) other benefits	49,45,112	Interest on FDRS	264326
		Interest on Income Tax Refund	
III. Office expenses		(c) Investment income	-
(*a*) Rent, rates and taxes	11507377	(d) Profit on sale of investments or assets	-
(*b*) Electricity, water	2489824	(e) Misc. income	0
(*c*) House-keeping and Cleaning	-		
(*d*) Others	-		
(e) Travel	6691405		
(f) Entertainment	-		
(g) Lease rent of equipments	-		
(h) Post, telecommunication and similar expenses	6393611		
(i) Audit fees	100000		
(j) Legal Expenses	-		
(k) Repairs and maintenance	4994593		
(l) Depreciation	643478		
(m) Motor Vehicle Expenses	204917		
(n) Other expenses (Please specify)	49798824		
(o) Loss on sale of investments or assets	-		
IV. Operating Expenses	47471169		
Profit/Loss for the year	7496892		
Total Amount	**218975298**		**218975298**

B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2020

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	3,349,051
Loss for the year	-	Profit for the year	7,496,892
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	1,169,515		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	9,676,428		

B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2020

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	69976428	Furniture & Fixtures	4585961
Amounts Due to		Less Depreciation	4566978
a) Insurers	-		18983
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments	34754019
Unsecured Loan	-	Less Depreciation	33241028
			1512991
		Computer Software	52135540
Deferred Tax Liability	-	Less Depreciation	51801975
			333565
Bank Overdraft	22373348	Motor Vehicles	1723414
		Less Depreciation	1010583
Current Liability			712831
Sundry Creditors	25000427	Investments	-
Provisions	4736484	Government Securities (Market Value)	-
Others	12723869	Loan & Debenture (Market Value)	-
Long term provisions	3203576	Other Investments (Market Value)	-
		Receivables	
		From Insurers	70334711
		Others	96560486
		Cash & Bank Balances	4296533
TOTAL	178014132	TOTAL	178014132

B.K. SHROFF & CO. NEW DELHI CHARTERED ACCOUNTANTS

Schedule – 4

Schedule of the income received towards various activities during the FY 2019-20

Sr No	Description	Income / Remuneration received/ receivable during the FY 2019-20 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	1,357.84
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	257.13
3	Pre-insurance medical examination	572.14
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 d. Misc. income	 2.64 - - -
	TOTAL	**2,189.75**

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2019-20

Sl No	Description	Expenses incurred during the FY 2019-20 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1,741.21
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)	373.57

B.K. SHROFF & Co. NEW DELHI CHARTERED ACCOUNTANTS

Schedule – 6

1. Data of claims received during the Financial year 2019-20

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
9378	364061685	36920	143639411	36895	1294914890	83193	3095370692

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

Description (To be reckoned from the date of LastNeccesary 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	6969	206663380	19952	794579902	23364	845226751	50285	1846470033
Between 1 – 3 Months	126	5323750	5184	228389786	1864	100647438	7174	334360974
Between 3 to 6 Months	22	612750	287	17076152	42	3716876	351	21405778
More than 6 months	5	222600	14	944283	5	432958	24	1599841

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

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	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	7104	211944229	6427	150952665	13531	362896894
Between 1 – 3 Months	0	0	2043	61805370	1111	28421397	3154	90226767
Between 3 to 6 Months	0	0	49	2865731	36	1186587	85	4052318
More than 6 months	0	0	7	363586	4	74365	11	437951

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

Description (To be reckoned from the date of LastNeccesary 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	6969	206663380	27056	1006524131	29791	996179416	63816	2209366927
Between 1 – 3 Months	126	5323750	7227	290195156	2975	129068835	10328	424587741
Between 3 to 6 Months	22	612750	336	19941883	78	4903463	436	25458096
More than 6 months	5	222600	21	1307869	9	507323	35	2037792

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

Description (To be reckoned from the date of LastNeccesary 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	2215	147440350	2777	159046973	1087	51355757	6079	357843080
Between 1 – 3 Months	33	2998096	957	43467900	1345	60202913	2335	106668909
Between 3 to 6 Months	5	704720	262	9939917	696	34322229	963	44966866
More than 6 months	3	96039	100	5628123	229	9654587	332	15378749

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

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	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	777	25866617	864	33602220	1641	59468837
Between 1 – 3 Months	0	0	158	4327950	309	9651239	467	13979189
Between 3 to 6 Months	0	0	121	2996380	156	5152515	277	8148895
More than 6 months	0	0	33	913953	60	1594799	93	2508752

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

Description (To be reckoned from the date of LastNeccesaryDocRecvd)	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	2215	147440350	3554	184913590	1951	84957977	7720	417311917
Between 1 – 3 Months	33	2998096	1115	47795850	1654	69854152	2802	120648098
Between 3 to 6 Months	5	704720	383	12936297	852	39474744	1240	53115761
More than 6 months	3	96039	133	6542076	289	11249386	425	17887501

(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/NeccesaryDoc 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	1635	85702079	1747	79087351	3382	164789430
Between 1 – 3 Months	0	0	169	8324593	207	5325160	376	13649753
Between 3 to 6 Months	0	0	69	2669196	85	1064204	154	3733400
More than 6 months	0	0	73	2105096	120	1442620	193	3547716

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	1052	37616890	765	23235828	1817	60852718

Between 1 – 3 Months	0	0	129	3746524	159	3307709	288	7054233
Between 3 to 6 Months	0	0	25	472228	20	85123	45	557351
More than 6 months	0	0	45	1219835	56	557731	101	1777566

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

Description (To be reckoned from the date of Last/NeccesaryDoc 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	2687	123318969	2512	102323179	5199	225642148
Between 1 – 3 Months	0	0	298	12071117	366	8632869	664	20703986
Between 3 to 6 Months	0	0	94	3141424	105	1149327	199	4290751
More than 6 months	0	0	118	3324931	176	2000351	294	5325282

(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 2019-20 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: 20/07/2020	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Noida	MAHABIR PARSHAD GUPTA Digitally signed by MAHABIR PARSHAD GUPTA Date: 2020.07.21 10:50:52 +05'30' M.P. Gupta (Name of Director)	Rajeev Bhatnagar (Name of Director)

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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 2019-20.

For B K Shroff & Co.
Chartered Accountants
Firm Registration No. 302166E

Sanjiv Aggarwal
Partner
Membership Number: 085128

Place: New Delhi
Dated: 20.07.2020
Certificate No: BKS/DL/2020-21/009
UDIN: 20085128AAAAB02275

B.K. SHROFF & Co. NEW DELHI CHARTERED ACCOUNTANTS

Kolkata Address : 23-A, Netaji Subhash Road, Kolkata - 700001 □ Phones : 22300751, 22300752 □ Fax : 22300680