

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	2022-23
1.4	Board of directors as on 31.03.2023 (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)	75	C 2/34, Keshav Puram, Delhi – 110035 Mobile no.: 9810122075 Email: mpgupta@geninsindia.com	BHIWADI PLASTICS PRIVATE LIMITED, SHREE GAJRAJ FINLEASE PVT LTD , AGASTYA DIGITECH PRIVATE LIMITED	NIL	NIL
2	Dr. Rita Gupta (06964520) Medical Director	68	F14/2A Model Town Delhi-10009 Mobile no.: 9899946913 Email : directormed@geninsindia.com	NIL	NIL	NIL
3	Rajeev Bhatnagar (08624611)	71	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)

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	Sumit Garg	36	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 Cessation Date: 15/11/2022
2	Dr. Piyush Kumar Shah	59	301, Shaswat Appt, 5, Pashwanagar Bunglows, Jain Nagar, Paldi, Ahmedabad-380007 Tel. No.: 079-40701300 Mobile No.: 9825016535 Email Id: cmo@geninsindia.com	MBBS, MS(General Surgeon)	NIL	30/03/2023

1.8 Name and Address of Auditors:

Particulars	Name of Auditor	Address	Date of appointment	Telephone No.	E-mail
Statutory Auditor	ALOK & CO. LLP	234 , DDA OFFICE COMPLEX, JHANDEWALAN EXTENSION, NEW DELHI-110055	12/06/2023	011-23632001	jkg210571@yahoo.co.in



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: 5817 (As on 31.03.2023) 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.	10
	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)	4,352,610
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	217,300
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	5377
	e.	Hospitals tied up during (for the concerned FY)	535
	f.	Total Hospitals terminated or removed during (concerned FY)	95
	g.	Total Hospitals tied up as on 31.03.2023 (end of concerned FY)	5817

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	174,390	412,547	29,371.44
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	225	777,549	6,973.04
3	Policies issued under RSBY or other similar policies issued by insurers	2	3,119,832	3,814.58
4	Pre-Insurance Medical Examination	42,682	42,682	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.	1	NA	NA



Schedule - 1, FORM TPA - 8-RA

Revenue Account for the year ending 31st March 2023

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Director's remuneration	4,739,340	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	241,537,610
(a) salaries, provident fund	104,945,654	(b) From others	22,704
(b) other benefits	1,535,212	Interest on FDRS	804,641
III. Office expenses		Interest on Income Tax Refund	2,247,927
(a) Rent, rates and taxes	11,540,894	(c) Investment income	
(b) Electricity, water	2,470,149	(d) Profit on sale of investments or assets	2,441,127
(c) Data Management/Mass scheme expenses	22,690,783	(e) Misc. income	
(d) Printing & Stationary	11,498,113		
(e) Travelling & conveyance	6,269,257		
(f) Laboratory testing charges - LIC	31,284,408		
(g) Bank interest & charges	1,969,763		
(h) Post, telecommunication and similar expenses	5,975,121		
(i) Audit fees	127,500		
(j) Claims recoverable	8,976,094		
(k) Repairs and maintenance	4,535,287		
(l) Depreciation	1487788		
(m) Insurance	54,892		



(n) Professional fees	15,330,746		
(o) Other expenses (Please specify)	2,019,325		
(p) TDS liability	-		
IV. Operating Expenses	-		
Profit/Loss for the year	9,603,683		
Total Amount	247,054,009		247,054,009

Schedule – 2, FORM TPA – 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2023

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	20,022,645
Loss for the year	-	Profit for the year	9,603,683
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	1,498,175		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	28,128,153		



Schedule – 3, FORM TPA – 8-BS

Balance Sheet as at 31st March 2023

Liabilities	Amount (Rs.)	Assets	Amount (Rs.)
Authorized Capital	45,000,000	Building / Properties Cost	-
Issued Capital	40,141,910	Less Depreciation	-
Paid up Capital	40,000,000		-
Reserves & Surplus	63,993,162	Furniture & Fixtures	4,727,411
Amounts Due to		Less Depreciation	4,571,879
a) Insurers	-		155,532
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		-
		Electrical Installation	-
Secured Loan	-	Less Depreciation	-
		Office Equipments including computers	38,597,332
Unsecured Loan	4,745,711	Less Depreciation	36,093,755
			2,503,577
		Computer Software	111,092,080
Deferred Tax Liability	-	Less Depreciation	86,202,080
			24,890,000
Bank Overdraft	-	Motor Vehicles	3,288,318
		Less Depreciation	1,623,399
Current Liability			1,664,919
Sundry Creditors	908,643	Other current assets	2,465,363
Expenses payable	13,420,409	Security deposits	4,041,944
Others	6,907,688	Loan & Debenture (Market Value)	-
Provision for Income Tax	1,498,175	Other Investments (Market Value)	-
Short term provision for Gratuity	980,049	Advance Income tax	270,539,49
		Receivables	
Long term provisions	4,774,640	From Insurers	59,870,030
		Others	87,966
		Fixed Deposits	14,283,137
		Cash & Bank Balances	202,534
		Deferred tax assets	9,526
TOTAL	137,228,477	TOTAL	137,228,477

(Signature)



Schedule – 4

Schedule of the income received towards various activities during the FY 2022-23

Sr No	Description	Income / Remuneration received/ receivable during the FY 2022-23 (Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	1,454.50
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	368.46
3	Pre-insurance medical examination	430.28
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	44.34
6	Towards Non Insurance Services rendered	117.79
7	Towards Servicing of policies issued by foreign Insurers	-
8	Other income : (a)Interest on FDRS (b)Profit on Sale of Property (c)Profit on Sale of Vehicle (d)Liability no longer required (e)Interest on Income Tax Refund	8.05 22.56 1.85 0.23 22.48
	TOTAL	2,470.54

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2022-23

Sl No	Description	Expenses incurred during the FY 2022-23 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1,990.98
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
3	Non Insurance Services rendered	70.68
4	Servicing of policies issued by foreign Insurers	-
5	Other Expenses Incurred (Pre-insurance medical examination)	312.84
	TOTAL	2,374.50



Schedule – 6

1. Data of claims received during the Financial year 2022-23

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	59675	3209887324	49496	2745849838	109171	5955737162

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	0	0	19169	1297606135	32714	1272162579	51883	2569768714
Between 1 – 3 Months	0	0	111	13410787	291	32669939	402	46080726
Between 3 to 6 Months	0	0	10	2876916	5	1438400	15	4315316
More than 6 months	0	0	3	2276076	0	0	3	2276076

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	35328	791344172	9520	243661407	44848	1035005579
Between 1 – 3 Months	0	0	1410	28591865	229	9286089	1639	37877954
Between 3 to 6 Months	0	0	133	2337013	2	12542	135	2349555
More than 6 months	0	0	15	372690	1	107476	16	480166

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	0	0	54497	2088950307	42234	1515823986	96731	3604774293
Between 1 – 3 Months	0	0	1521	42002652	520	41956028	2041	83958680
Between 3 to 6 Months	0	0	143	5213929	7	1450942	150	6664871
More than 6 months	0	0	18	2648766	1	107476	19	2756242

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	0	0	2400	151889698	2863	149449662	5263	301339360
Between 1 – 3 Months	0	0	36	2550937	2048	64600180	2084	67151117
Between 3 to 6 Months	0	0	3	98500	46	3300875	49	3399375
More than 6 months	0	0	0	0	8	410413	8	410413

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	1387	40201677	922	38867827	2309	79069504
Between 1 – 3 Months	0	0	128	2384576	215	8076073	343	10460649
Between 3 to 6 Months	0	0	26	841949	9	497169	35	1339118
More than 6 months	0	0	19	621252	3	15933	22	637185

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 months from date of receipt of claim	0	0	3787	192091375	3785	188317489	7572	380408864
Between 1 – 3 Months	0	0	164	4935513	2263	72676253	2427	77611766
Between 3 to 6 Months	0	0	29	940449	55	3798044	84	4738493
More than 6 months	0	0	19	621252	11	426346	30	1047598

(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	1163	91857984	1834	71642368	2997	163500352
Between 1 – 3 Months	0	0	35	3371449	58	3085706	93	6457155
Between 3 to 6 Months	0	0	12	864294	13	498226	25	1362520
More than 6 months	0	0	14	1003162	1	278779	15	1281941

9. Data of Claims Outstanding in respect of Group Insurance 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	1094	36249669	397	9548808	1491	45798477
Between 1 – 3 Months	0	0	148	4102909	17	432552	165	4535461
Between 3 to 6 Months	0	0	14	510919	5	66067	19	576986
More than 6 months	0	0	8	634898	0	0	8	634898

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

Description (To be reckoned from	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number	Amount of	Numb	Amount of	Number	Amount of	No of	Amount of



the date of Last/Neccesary Doc Recvd/Required/Re-Opened)	of Claims	Claims	er of Claims	Claims	of Claims	Claims	claims	claims
within 1 months from date of receipt of claim	0	0	2257	128107653	2231	81191176	4488	209298829
Between 1 – 3 Months	0	0	183	7474358	75	3518258	258	10992616
Between 3 to 6 Months	0	0	26	1375213	18	564293	44	1939506
More than 6 months	0	0	22	1638060	1	278779	23	1916839

(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 2022-23 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: 19/06/2023	For and on behalf of Genins India Insurance TPA Ltd.	
Place: Noida	M.P. Gupta (Name of Director)	Rajeev Bhatnagar (Name of Director)



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 2022-23.

For ALOK & CO LLP
CHARTERED ACCOUNTANTS
FRN.004107N

J. K. Gupta

JUGDEEP KUMAR GUPTA
PARTNER
M.NO.: -097314
UDIN:-



PLACE :- NEW DELHI
DATED :- 19-JUN-2023

UDIN:- 23097314BGUYNV2260