



Genins India Insurance TPA Ltd.

Third Party Administrator in Health Insurance

ISO 9001:2015 Certified Company

Corp. Office: 1E/13, 2nd Floor, Jhandewalan Extension,
New Delhi - 110055

Phone: 011-45753500

E-mail: gil@geninsindia.com, crm@geninsindia.com

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: +91-11-45753500, E-mail: gil@geninsindia.com	

1.3	Financial year	2024-25
1.4	Board of directors as on 31.03.2025 (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 (Cessation / Appointment)	Date of Change in Board
1	M.P Gupta (DIN 00347850)	77	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 (DIN 06964520) Medical Director	70	F14/2A Model Town Delhi- 10009 Mobile no.: 9899946913 Email : directormed@geninsindia.c om	NIL	NIL	NIL
3	Rajeev Bhatnagar (DIN 08624611)	73	C-4, Ground Floor, Sector 23, Noida - 201301 Mobile no.: 8376901501 Email: rajeev.bhatnagar@geninsin dia.com	NIL	a) Cessation b) Appointment c) Cessation	a) 31.10.2024 b) 09.11.2024 c) 14.04.2025
4	Dr. Jitendra Nagpal (DIN 01127121)	57	33, Second Floor, National Park, Lajpat Nagar- IV, New Delhi - 110024 Mobile no.: 9811550404 Email: drjnagpal@geninsindia.com	NIL	Appointment	15.04.2024
5	CHANDER PRAKASH VERMA (DIN 06923556)	32	Vill+Post: Sunni, District : Shimla, Himachal Pradesh - 171001 Mobile no.: 9816199453 Email: chander.verma@plunes.com	AWC TECHNOLOGIES PRIVATE LIMITED, AWC HEALTH CARE PRIVATE LIMITED.	Appointment	02.08.2024



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 cessation or termination / Appointment with TPA	Cessation or termination or Appointment
1	Sumit Garg	37	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. Piyush Kumar Shah	60	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: 8160 (As on 31.03.2025) 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.	12
	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)	645,099
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	264,508
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	7646
	e.	Hospitals tied up during (for the concerned FY)	722
	f.	Total Hospitals terminated or removed during (concerned FY)	208
	g.	Total Hospitals tied up as on 31.03.2025 (end of concerned FY)	8160

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	214,447	431,543	22,751
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	182	163,678	5,103
3	Policies issued under RSBY or other similar policies issued by insurers	NIL	NIL	NIL
4	Pre-Insurance Medical Examination	49,878	49,878	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 2025

Expenses	Amount (Rs.)	Income	Amount (Rs.)
I. Director's remuneration	5,071,281	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	206,870,863
(a) salaries, provident fund	104,376,565	(b) From others	1,207,324
(b) other benefits	2,483,331	Interest on FDRS	883,011
		Interest on Income Tax Refund	-
III. Office expenses		(c) Investment income	-
(a) Rent, rates and taxes	11,048,225	(d) Profit on sale of investments or assets	-
(b) Electricity, water	1,362,609	(e) Misc. income	-
(c) Data Management/Mass scheme expenses	1,917,070		
(d) Printing & Stationary	4,140,238		
(e) Travelling & conveyance	4,551,462		
(f) Laboratory testing charges - LIC	26,269,849		
(g) Bank interest & charges	4,519,151		
(h) Post, telecommunication and similar expenses	3,969,251		
(i) Audit fees	125,000		
(j) Claims recoverable	3,858,346		
(k) Repairs and maintenance	6,899,346		
(l) Depreciation	7,532,994		
(m) Insurance	73,487		
(n) Professional fees	15,390,023		
(o) Other expenses (Please specify)	2,375,012		
(p) TDS liability	-		
IV. Operating Expenses	-		
Profit/Loss for the year	2,99,7958		
Total Amount	208,961,198		208,961,198



Schedule - 2, FORM TPA - 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2025

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	38,169,333
Loss for the year	-	Profit for the year	2,546,097
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	-	Deferred tax credit	-
Other allocations from profit	-	Mat Credit	7,895,083
Provision for taxation	450,000		
Differed tax liability	-		
Taxation of earlier year	-		
Profit carried forward	41,167,291		



Schedule - 3, FORM TPA - 8-BS
Balance Sheet as at 31st March 2025

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	77,032,299	Furniture & Fixtures	5,091,821
Amounts Due to		Less Depreciation	4,625,110
a) Insurers	-		466,711
b) Hospitals	-	Air Conditioners	-
c) Doctors	-	Less Depreciation	-
d) Others	-		-
		Electrical Installation	-
Secured Loan	24,678,184	Less Depreciation	-
		Office Equipments including computers	9,095,279
Unsecured Loan	-	Less Depreciation	8,250,387
			844,892
		Computer Software	77,723,157
Deferred Tax Liability	-	Less Depreciation	36,166,113
			41,557,044
Bank Overdraft	-	Motor Vehicles	3,288,318
		Less Depreciation	2,064,012
Current Liability			1,224,306
Sundry Creditors	7,537,419	Other current assets	2,896,287
Expenses payable	12,018,679	Security deposits	4,022,061
Others	23,921,151	Loan & Debenture (Market Value)	-
Provision for Income Tax	450,000	Other Investments (Market Value)	-
Short term provision for Gratuity	675,983	Advance Income tax	50,348,940
		Receivables	
Long term provisions	4,123,146	From Insurers	72,227,008
		Others	351,472
		Fixed Deposits	16,332,588
		Cash & Bank Balances	156,026
		Deferred tax assets	9,526
TOTAL	190,436,861	TOTAL	190,436,861



Schedule – 4

Schedule of the income received towards various activities during the FY 2024-25

Sr.No	Description	Income / Remuneration received/ receivable during the FY 2024-25
		(Amt. INR in Lakhs)
1	Towards Health Services of the Individual policies issued by Indian Insurers	861.33
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	235.43
3	Pre-insurance medical examination	417.54
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	-
6	Towards Non Insurance Services rendered	554.41
7	Towards Servicing of policies issued by foreign Insurers	-
8	Other income :	
	(a)Interest on FDRS	8.83
	(b)Profit on Sale of Property	-
	(c)Profit on Sale of Vehicle	-
	(d)Liability no longer required	12.07
	(e)Interest on Income Tax Refund	-
		-
TOTAL		2,089.61



Schedule - 5

Schedule of apportionment of Expenses to various activities during the FY 2024-25

Sl No	Description	Expenses incurred during the FY 2024-25 (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1,087.68
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	-
3	Non Insurance Services rendered	554.41
4	Servicing of policies issued by foreign Insurers	-
5	Other Expenses Incurred (Pre-insurance medical examination)	417.54
	TOTAL	2,059.63



Schedule - 6

1. Data of claims received during the Financial year 2024-25

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
1553	165888048	24205	2514282898	28166	1366517939	53924	4046688885

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	1089	39034800	16687	1156281362	15681	555196967	33457	1750513129
Between 1 - 3 Months	20	777050	628	80171340	672	48872540	1320	129820930
Between 3 to 6 Months	0	0	77	11020534	54	3682171	131	14702705
More than 6 months	0	0	18	1586072	8	389443	26	1975515

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	4364	264624095	8967	159423390	13331	424047485
Between 1 - 3 Months	0	0	196	18818036	184	6056578	380	24874614
Between 3 to 6 Months	0	0	27	2413714	10	376519	37	2790233
More than 6 months	0	0	9	870467	2	110591	11	981058

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	1089	39034800	21051	1420905457	24648	714620357	46788	2174560614
Between 1 - 3 Months	20	777050	824	98989376	856	54929118	1700	154695544
Between 3 to 6 Months	0	0	104	13434248	64	4058690	168	17492938
More than 6 months	0	0	27	2456539	10	500034	37	2956573

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	412	37834117	1933	185161687	2127	120750426	4472	343746230
Between 1 - 3 Months	28	2993465	26	2671892	255	9963688	309	15629045
Between 3 to 6 Months	4	129885	3	138962	105	4119067	112	4387914
More than 6 months	0	0	12	692248	22	823921	34	1516169

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	486	33042633	692	32644341	1178	65686974
Between 1 - 3 Months	0	0	14	1077740	167	6532130	181	7609870
Between 3 to 6 Months	0	0	13	323884	18	640450	31	964334
More than 6 months	0	0	7	234401	1	1701	8	236102

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	412	37834117	2419	218204320	2819	153394767	5650	409433204
Between 1 - 3 Months	28	2993465	40	3749632	422	16495818	490	23238915
Between 3 to 6 Months	4	129885	16	462846	123	4759517	143	5352248
More than 6 months	0	0	19	926649	23	825622	42	1752271

(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	
	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	995	81194733	510	27571467	1505	108766200	995	81194733
Between 1 - 3 Months	41	2505579	36	1953412	77	4458991	41	2505579
Between 3 to 6 Months	11	3216002	8	537929	19	3753931	11	3216002
More than 6 months	7	231041	6	433834	13	664875	7	231041

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	299	24503486	201	7991008	500	32494494	299	24503486
Between 1 - 3 Months	26	2489288	35	1328309	61	3817597	26	2489288
Between 3 to 6 Months	9	751768	7	260880	16	1012648	9	751768
More than 6 months	20	1871665	6	426141	26	2297806	20	1871665



10. 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	1294	105698219	711	35562475	2005	141260694	1294	105698219
Between 1 - 3 Months	67	4994867	71	3281721	138	8276588	67	4994867
Between 3 to 6 Months	20	3967770	15	798809	35	4766579	20	3967770
More than 6 months	27	2102706	12	859975	39	2962681	27	2102706

(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

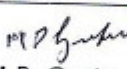
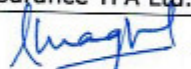
1. Directors Report; to be attached separately.: Enclosed

(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 2024-25 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: 27/06/2025	For and on behalf of Genins India Insurance TPA Ltd.	
Place: New Delhi	 M.P. Gupta (Name of Director)	 Dr. Jitendra Nagpal (Name of Director)



ALOK & CO LLP

CHARTERED ACCOUNTANTS

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 2024-25.

FOR ALOK & CO LLP
CHARTERED ACCOUNTANTS
FRN: 004107N



JUGDEEP KUMAR GUPTA
PARTNER
M.NO. 097314
UDIN: - 25097314BMHGRN1186

PLACE: NEW DELHI
DATE: 26.06.2025