

Annexure – 20

As per Regulations 20 (4) of IRDAI (TPA – Health Services) Regulations, 2016

Service Level Agreement Details
(Annual Form to be furnished along with the Annual Report)

FORM TPA – 6E

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		
1.5	Details of Service level Agreements (SLAs);	

S No	Cumulative SLAs till beginning of the Year					SLAs entered in the Year					Total SLAs at the end of the year				
	1					2					3				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
1.	3	7	0	1	11	0	4	0	1	5	3	6	0	1	10

1.6	a	Details of Service level Agreements (SLAs);	SLA details for complete financial year to be provided. (for the period / up to the period)
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S No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group Policy / RSBY / PIMS / Others - Please specify)	Type of SLA (Fresh / Renewal / Modification)	Date of Purchase of stamp viz Non Judicial Stamp Paper / e-stamp / Special Adhesive / franking / any other mode	Date of Agreement dd/mm/yyyy	Validity of Agreement	
						From (dd/mm/yyyy)	To (dd/mm/yyyy)
1	National Insurance Co. Ltd.	Retail & Group Policy	Renewal	15/07/2020	01/08/2018	01/08/2020	31/07/2022
2	United India Insurance Co Ltd	Retail Policy & Group Policy	Renewal	09/03/2021	31/03/2021	01/04/2021	31/03/2024
3	Oriental Insurance Co. Ltd.	Group Policy	Renewal (Under process)	26/11/2018	01/01/2019	01/01/2019	31/12/2020
4	TATA AIG General Insurance Co.Ltd.	Group Policy	Renewal	27/05/2021	23/06/2021	23/06/2021	22/06/2024
5	IFFCO-TOKIO General Insurance Co. Ltd.	Group Policy	Fresh	18/05/2018	23/05/2018	23/05/2018	22/05/2021
6	Care Health Insurance Ltd.	Group Policy	Renewal	23/07/2018	20/05/2019	28/05/2019	Perpetual
7	New India Assurance Co Ltd	Retail & Group Policy	Fresh	04/07/2020	12/07/2020	12/07/2020	11/07/2023
8	Life Insurance Corporation Of India	Retail Policy	Fresh	18/09/2018	19/09/2018	19/09/2018	18/09/2021
9	Life Insurance Corporation Of India	Others (Pre-Insurance Medical Examination)	Renewal	13/10/2020	13/10/2020	16/10/2020	30/09/2023
10	Liberty General Insurance Co. Ltd.	Group Policy	Termination	12/06/2017	27/07/2016	27/07/2016	07/07/2020

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)