

27th ANNUAL REPORT

INCORPORATION SINCE 1997

HEALTHINDIA INSURANCE TPA SERVICES PVT.LTD.

CIN NO: U67200MH1997PTC105960



TPA LICENSE No: 022

An ISO 27001:2013 CERTIFIED COMPANY

1	PARTICULARS OF THE TPA:						
1.1	Name of the TPA : HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.						
1.2	(A) Address - Registered Office:	1114-Raheja Center, Free Press Journal Marg, Nariman Point, Mumbai.					
		Pin code : 400 021			Landline No : 022 - 66820300		
		E-mail: mitulvora@healthindiatpa.com			Fax No: NA		
1.3	Financial year		2023-2024				
1.4	Board of Directors as on 31 March 2024, and changes in the board since the date of statement of the preceding year			1. Mitul Jayant Vora 2. Mugdha Milind Samant 3. Dr. Narendra Kumar Sharma 4. Amin Yasin Badhra 5. Khemchand Gobindram Tekchandani			
Sr.	Name of Director and DIN No.	Age	Address with telephone no., Mobile no., e-mail	Qualifications	Details of Directorship in other Companies	Particulars of Change in Board (Cession / Appointment)	Date of Change in Board
1	Mitul Jayant Vora [DIN- 00381979]	54	Flat No.6A, 2nd Floor, Darbhanga Mansion, M.L.Dhanukar Road, Mumbai - 400 026. Phone No. 022 - 66820300 e-mail: mitulvora@healthindiatpa.com	B.Sc	1. Chemspec Chemical Pvt. Ltd. 2. Exult IT Services Pvt. Ltd. 3. Bsideu Services Pvt. Ltd. 4. Graphitegtc Pvt Ltd 5. Healthindia Allied Services Private Limited 6. MVRV Fintech Private Limited	Appointment	01st Oct 2015
2	Mugdha Milind Samant [DIN-08423697]	56	114-B, 4th Floor, Shri Sailyam CHS, Pokhran Road no 1, Shivai Nagar, Jekegram, Thane West - 400606	Bachelors Degree of Commerce/(EM BA) MBA in Finance Management/(EMBA) MBA in Healthcare and Hospital Management	NIL	Appointment	17th Apr 2019
3	Dr. Narendra Kumar Sharma [DIN-08352919]	72	803-A, Raheja Greens, Kulupwadi, Raheja Estate, Borivali(East), Mumbai 400066 e-mail: drnarendra@narendrahospital.com	MBBS/MD	NIL	Appointment	06th Feb 2019
4	Amin Yasin Badhra [DIN-08567068]	47	B-702, Vali Apartment Co-op Housing Society, Rani Sati marg, Opp Noorani Masjid Pathanwadi, Malad East, Mumbai, Borivali Mumbai Suburban, Maharashtra - 400097	Certified Accountant	NIL	Appointment	20th Sep 2019
5	Khemchand Gobindram Tekchandani [DIN- 06512190]	76	Flat No.21, 6th Floor, Kishinleelia Society Pai Road, Kopri Colony, Thane East, Opposite HDFC Bank Thane 400606 e-mail: doctorkgt@gmail.com	MBBS/LLB/Post Graduation certificate Course/ Certificate	NIL	Appointment	01st Apr 2022
6	Kamal Jeet Gupta [DIN- 02770091]	63	Flat No.33, Bldg.11, Emerald Chs Ltd, Bandra Reclamation, Bandra (W), Mumbai - 400050. Phone No. 022 - 66867663 e-mail kamaljeetg@healthindiatpa.com	M.com, ACA, FIII Diploma in sales and Marketing	NIL	Cession	30th Apr 2023



1.5 Details of Chief Executive Officer (CEO)						
Sr.	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	Mitul Jayant Vora	54	Flat No.6A, 2nd Floor, Darbhanga Mansion, M.L.Dhanukar Road, Mumbai - 400 026. Phone No. 022 - 66820300 e-mail mitulvora@healthindiatpa.com	B.Sc (Business Studies UK)	1. Chemspec Chemical Pvt. Ltd. 2. Exult IT Services Pvt. Ltd. 3. Bsideu Services Pvt. Ltd. 4. Graphitegtc Pvt Ltd 5. Healthindia Allied Services Private Limited 6.MVRV Fintech Private Limited	1st April 2018
1.6 Details of Chief Administrative Officer (CAO)						
Sr.	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	Dr. Vinay Mahadeo Chimmad	46	A-10/403, Rutu Enclave, Anand Nagar, Ghodbunder Road, Thane (west), Mumbai-400607	BAMS	NA	w.e.f 17th April 2023
2	Kamal Jeet Gupta [DIN- 02770091]	63	Flat No.33, Bldg.11, Emerald Chs Ltd, Bandra Reclamation, Bandra (W), Mumbai - 400050. Phone No. 022 - 66867663 e-mail kamaljeetg@healthindiatpa.com	M.com, ACA, FIII Diploma in sales and Marketing	NIL	Upto 30th Apr 2023
1.7 Details of Chief Administrative Officer (CMO)						
Sr.	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. Ashok Dhansing Rathod	70	Flat No. 6203, A Wing Lodha Venezla, Kala Chouki, Parel East, Mumbai 400033	MBBS, DCH, MD- Paediatrics, DM- Cardiology	NA	w.e.f 26th Sept 2023
2	Dr. Prakash Vindorai Katakia	69	1 Selarka Sadan, Dr M P Vaidya Marg, Tilak Road, Ghatkopar(East), Mumbai - 400077 / 9867695812 / prakash.katakia@healthindiatpa.com	M.B.B.S	NA	Upto 26th Sept 2023
1.8 Name and Address of Auditors				JAKHELIA & ASSOCIATES C/28, Sahyadri Apt, L T Road, Borivli (W), Mumbai 400092		

Date : 27.06.2024	For and on behalf of HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.	
Place : Mumbai		
	Mitul Jayant Vora Whole Time Director & CEO	Amin Badhra Director



1.9	Enumeration of TPA services provided :	As per Annexure attached
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1.10	Enumeration of standing arrangements with hospitals and with doctors :	
	Number of agreements with Network Providers	15920 – Total No of Agreements at the end of the year with Network Provider
	Number of agreements with Doctors	2800 – Total agreements for Pre-Insurance Medical

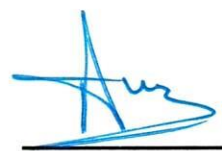
1.11	Summary of TPA Business:	
a.	No. of insurers with whom agreements entered with.	TPA – 23 Pre-Insurance Medical – 43
b.	Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	TPA - 88,28,174 Pre-Insurance Medical – 7,71,317
c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	TPA – 5,61,801
d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	12,608
e.	Hospitals tied up during (for the concerned FY)	3640
f.	Total Hospitals terminated or removed during (concerned FY)	328
g.	Total Hospitals tied up as on (end of concerned FY)	15,920

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	5,58,571	13,70,137	45,634.64
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	3,230	74,58,037	14,33,44.93
3	Policies issued under RSBY or other similar policies issued by insurers	-	-	-
4	Pre-Insurance Medical Examination	-	7,71,317	-
5	Foreign Travel Policies issued by Indian insurer	-	-	-
6	Foreign Travel Policies issued by Foreign insurer	-	-	-
7	Non-insurance healthcare schemes sponsored by Central / State Government.	-	-	-

For Healthindia Insurance TPA Services Pvt Ltd

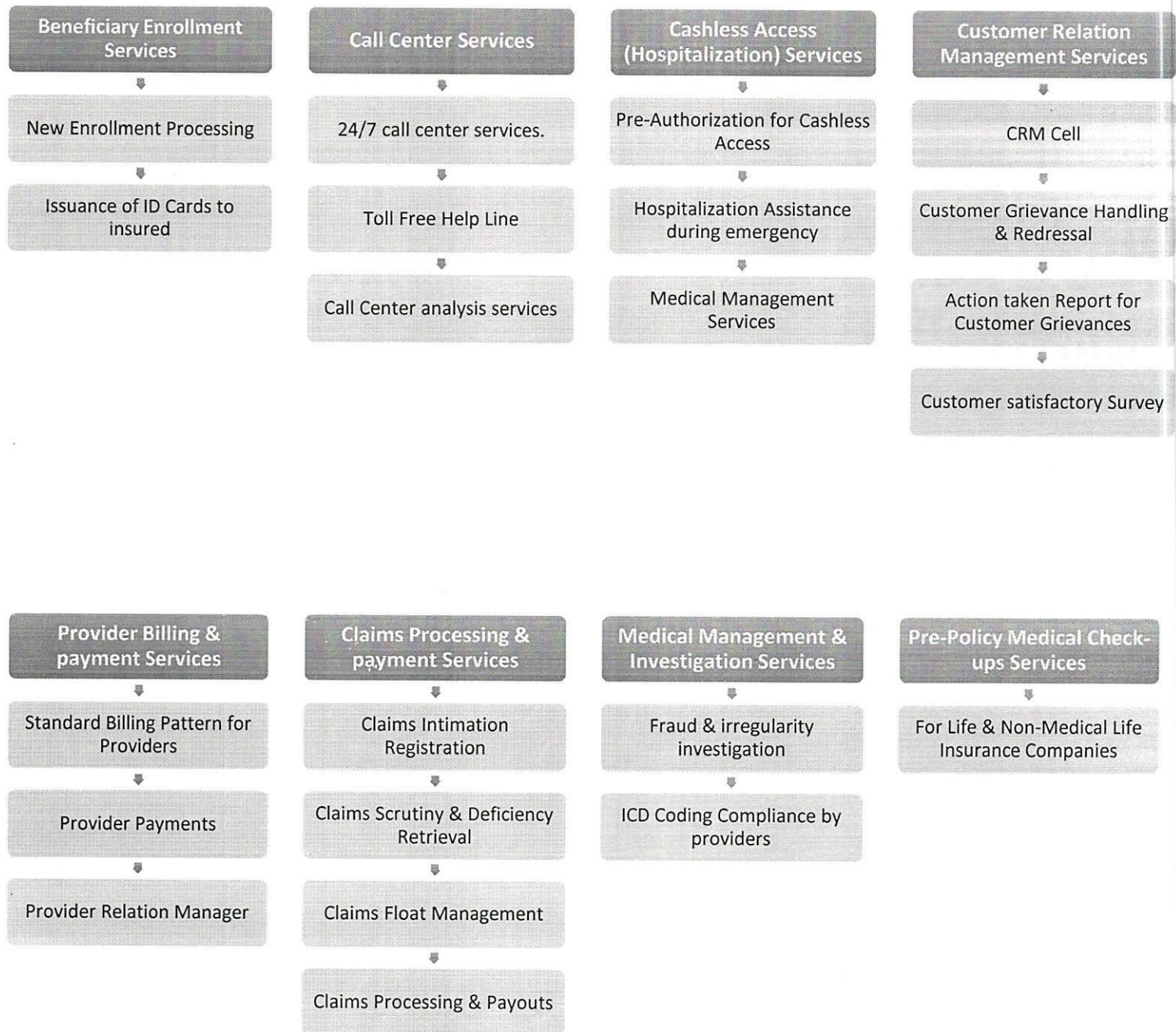


Mitul Jayant Vora
Whole Time Director & CEO

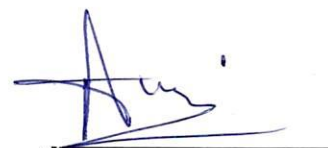
Amin Badhra
Director

1.9: Enumeration of TPA services provided:




Mitul Jayant Vora
Whole Time Director & CEO




Amin Badhra
Director



To
The Board of Directors,
HealthIndia Insurance TPA Services Private Limited
1114, Raheja Center,
Free Press House Journal Marg,
Nariman Point,
Mumbai – 400021

Independent Auditors' Report on the Schedule 1 - FORM TPA - 8-RA for the FY 2023-24, Schedule 2 FORM TPA - 8-PL for the FY 2023-24, Schedule 3 - FORM TPA - 8-BS as at March 31, 2024, Schedule 4 - Income received towards various activities for the FY 2023-24 and Schedule 5 - Apportionment of Expenses to various activities for the FY 2023-24 (hereinafter schedule 1 to 5 referred as the "Statements") of HealthIndia Insurance TPA Services Private Limited ("the Company") (CIN: U67200MH1997PTC105960).

1. This Certificate is issued in accordance with the terms of our appointment letter dated August 1, 2022.
2. The accompanying Schedule 1 - FORM TPA - 8-RA for the FY 2023-24, Schedule 2 FORM TPA - 8-PL for the FY 2023-24, Schedule 3 - FORM TPA - 8-BS as at March 31, 2024, Schedule 4 - Income received towards various activities for the FY 2023-24 and Schedule 5 - Apportionment of Expenses to various activities for the FY 2023-24 including notes thereon (hereinafter schedule 1 to 5 referred as the "Statements") contains the details pursuant to specific request of the Company for submitting the same to Insurance Regulatory and Development Authority of India (IRDA). We have initialed the Statements for identification purposes only.

Management's Responsibility for the Statement

3. The preparation of the Statements are the responsibility of the management of the Company including the preparation and maintenance of all accounting and other relevant supporting records and documents. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation and presentation of the Statement and applying an appropriate basis of preparation; and making estimates that are reasonable in the circumstances.
4. The management of the Company is also responsible for ensuring that the Company complies with the requirements of IRDA and provides all relevant information to IRDA.

Auditors' Responsibility

5. Pursuant to the requirements of IRDA, it is our responsibility to provide a reasonable assurance whether the amounts in the Statements have been accurately extracted from the audited financial statements, books of account, other relevant statements and records produced before us for the year ended March 31, 2024.
6. The audited financial statements referred to in paragraph 5 above, have been audited by us, on which we issued an audit opinion vide our report dated 27th June 2024. Our audits of the financial statements were conducted in accordance with the Standards on Auditing and other applicable authoritative pronouncements issued by the Institute of Chartered Accountants of India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.



7. We conducted our examination of the Statement in accordance with the Guidance Note on Reports or Certificates for Special Purposes issued by the Institute of Chartered Accountants of India. The Guidance Note requires that we comply with the ethical requirements of the Code of Ethics issued by the Institute of Chartered Accountants of India.
8. We have complied with the relevant applicable requirements of the Standard on Quality Control (SQC) 1, Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements.

Opinion

9. Based on our examination, as above, we are of the opinion that the amounts that form part of the Statements read with notes thereon have been accurately extracted from the audited financial statements, audited books of account, other relevant statements and records produced before us for the years ended March 31, 2024.

Restriction on Use

10. The certificate is addressed to and provided to the Company solely for the purpose to enable comply with requirement of IRDA and to submit the accompanying Statement to IRDA, and should not be used by any other person or for any other purpose. Accordingly, we do not accept or assume any liability or any duty of care for any other purpose or to any other person to whom this certificate is shown or into whose hands it may come without our prior consent in writing.

Thanking you,
Yours Sincerely,

For JAKHELIA & ASSOCIATES,
CHARTERED ACCOUNTANTS

Firm Reg. No: 128099W


(YASHESH A. JAKHELIA)
PARTNER

Membership No: 120956

UDIN: 24120956BKAENH8864

Place: Mumbai

Schedule - 1, FORM TPA - 8-RA

Revenue Account for the year ending 31st March 2024

(Amount in Lakhs)

Expenses		Income	
I.	Directors' Remuneration 286.09	I.	Income 14056.01
II.	Staff Expenses	(a)	Income from Insurers (Indian & foreign) 12.58
(a)	Salaries, Provident fund 4337.60	(b)	from others (please specify) 38.30
(b)	Other benefits 141.94		Interest on Bank Fixed Deposits 129.41
III.	Office Expenses		Interest on Income Tax Refund
(a)	Rent, rates and taxes 840.64		Sundry Credit Balance Written Back
(b)	Electricity, water 128.82		Reversal of Provision 103.61
(c)	House-keeping and cleaning 274.73		Misc Income 0.85
(d)	Others -	(c)	Investment income -
(e)	Travel 287.87	(d)	(d) Profit on sale of investments or assets 11.98
(f)	Entertainment -		
(g)	Lease rents of equipments -		
(h)	Post, telecommunications and similar expenses 278.13		
(i)	Audit fees 8.45		
(j)	Legal Expenses -		
(k)	Repair and Maintenance 223.91		
(l)	Depreciation 496.32		
(m)	Motor Vehicle Expenses 39.12		
(n)	Other Expenses (please specify) -		
	Bank Charges 0.56		
	Printing & Stationery 741.58		
	Business Promotion 92.24		
	Bad Debts / Sundry Balance w/off 15.30		
	Finance Charges 716.07		
	Insurance Expense 85.89		
	Fixed Assets Written off -		
	Contingency provision -		
	Miscellaneous Expenses 313.05		
	Professional Expense 215.80		
	Provision for Doubtful Receivable Expenses -		
(o)	Loss on sales of investments or Fixed assets 0.69		
(p)	Profit/Loss for the year 202.77		
IV.	Operating Expenses 4625.16		

For Healthindia Insurance TPA Services Pvt Ltd

Mitul Jaynat Vora

Mitul Jaynat Vora
Whole Time Director & CEO



Amin Badhra

Amin Badhra
Director



Schedule - 2, FORM TPA - 8-PL

Profit and Loss Appropriation Account for the year ending 31st March 2024

(Amount in Lakhs)

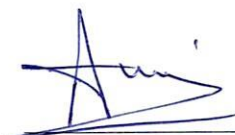
Particulars	Amount	Particulrs	Amount
Loss Brought forward	254.88	Profit Brought Forward	-
Loss for the year	-	Profit for the year	202.77
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss carried forward	101.26
Transfer of Reserves	-	Deferred Tax Credit (assets)	-
Other allocation from profit	-		
Provision for taxation	-		
Deferred tax liability	49.15		
Taxation of earlier year	-		
Profit carried forward	-		

For Healthindia Insurance TPA Services Pvt Ltd



Mitul Jaynat Vora
Whole Time Director & CEO





Amin Badhra
Director



Schedule - 3, FORM TPA - 8-BS

Balance Sheet as at 31st March 2024

(Amount in Lakhs)

Liabilities	Amount	Amount	Assets	Amount	Amount
Authorized Capital		500.00	Building/Properties Cost	1027.98	
Issued Capital		416.78	Less: Depreciation	351.23	676.75
Paid up Capital	416.78				
Reserves & Surplus	(101.26)	315.52	Furniture & Fixtures	678.67	
Amounts Due to			Less: Depreciation	324.31	354.35
a) Insurers	-				
b) Hospitals	-		Air Conditioners	67.74	
c) Doctors	1681.37		Less: Depreciation	44.15	23.59
d) Others	221.61	1902.98	Electrical Installations	52.48	
Secured Loan		281.20	Less: Depreciation	44.29	8.19
Unsecured Loan		2797.00	Office Equipments	693.96	
Deferred Tax Liability		-	Less: Depreciation	410.09	283.87
Bank Overdraft		1961.49	Computer Software	1885.13	
Current Liability			Less: Depreciation	1267.70	617.43
Sundry Creditor	816.95		Motor Vehicle	421.66	
Provisions	587.41		Less: Depreciation	204.57	217.09
Others	2003.59	3407.95	CWIP		145.20
			Investments		
			Government Securities	-	
			(Market Value)	-	
			Loan & Debenture (Market	-	
			Value)	-	
			Other Investments (Market	-	
			value)	-	
			Receivables		
			From Insurers	6106.29	
			Others	2025.21	8131.50
			Cash & Bank Balances		208.17
TOTAL		10666.14	TOTAL		10666.14

For Healthindia Insurance TPA Services Pvt Ltd

Mitul Jaynat Vora
Whole Time Director & CEO



Amin Badhra
Director



Schedule - 4

Schedule of the income received towards various activities during the FY 2023-2024

Sr No	Description	Income / Remuneration received during the FY (Amt. INR in Lakhs) *
1	Towards Health Services of the Individual policies issued by Indian Insurers	1603.03
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	
	Group :	4025.96
	RSBY :	-
3	Pre-insurance medical examination	8427.03
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 (please specify accounting head wise other income received)	
	Interest on bank fixed deposits	12.58
	Interest on Income Tax Refund	38.30
	Sundry Credit Balance Written back	129.41
	Excess Provision Written Back	103.61
	Misc Income	0.85
	Total	14352.74

* Note : Income received as shown above represent the income recognised in the statement of profit and loss. Refer Note No. 34 of Notes forming part of the financial statement.

Schedule - 5

Schedule of apportionment of Expenses to various activities during the FY 2023-24

Sr No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers " * "	14149.96
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 (to specify)	

Note :

" * :"

As per information and explanation given by the management of the Company all expenses incurred during the year are directly or indirectly in relation to their business i.e. Health services in relation to policies issued/to be issued. Hence all expenses of current year shown under Sr No.1 above.

For Healthindia Insurance TPA Services Pvt Ltd



Mitul Jaynat Vora
Whole Time Director & CEO



Amin Badhra
Director



HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.

Address: 406-412, NeelKanth Corporate Park, 4th Floor, Kiroli Road / Village, Vidya Vihar Society Vidya Vihar (West), Mumbai – 400086

Website : www.healthindiatpa.com

Schedule – 6**1. Data of claims received during the year 2023-2024**

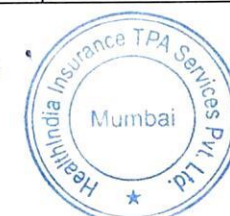
Benefit Based Policies		Cashless Claims		Reimbursement Claims		Total	
Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
-	-	1,97,479	13,00,04,72,537	3,88,680	11,73,11,74,837	5,86,159	24,73,16,47,374

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	25,786	2,00,29,22,448	56,557	2,46,85,25,777	82,343	4,47,14,48,225
Between 1 – 3 Months	-	-	80	1,06,47,190	466	2,18,97,644	546	3,25,44,834
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	1,41,447	6,99,11,01,936	2,71,798	4,70,96,26,248	4,13,245	11,70,07,28,184
Between 1 – 3 Months	-	-	523	3,39,38,531	1,892	3,40,37,533	2,415	6,79,76,064
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-



HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.

Address: 406-412, NeelKanth Corporate Park, 4th Floor, Kiro Road / Village, Vidya Vihar Society Vidya Vihar (West), Mumbai – 400086

Website : www.healthindiatpa.com

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

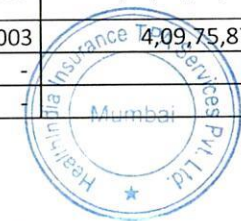
Description (to reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	1,67,233	8,99,40,24,384	3,28,355	7,17,81,52,025	4,95,588	16,17,21,76,409
Between 1 – 3 Months	-	-	603	4,45,85,721	2,358	5,59,35,177	2,961	10,05,20,898
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	2,678	21,76,80,750	10,140	38,80,34,109	12,818	60,57,14,859
Between 1 – 3 Months	-	-	39	31,60,292	678	1,93,78,210	717	2,25,38,502
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	23,459	85,95,92,486	43,876	76,47,92,803	67,335	1,62,43,85,289
Between 1 – 3 Months	-	-	343	1,79,57,075	660	2,30,18,800	1,003	4,09,75,875
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-



HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.

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Website : www.healthindiatpa.com

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	26,137	1,07,72,73,236	54,016	1,15,28,26,912	80,153	2,23,01,00,148
Between 1 – 3 Months	-	-	382	2,11,17,367	1,338	4,23,97,010	1,720	6,35,14,377
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

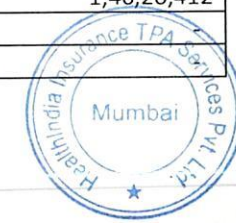
(Note: In respect of data on Repudiations, amount of claim made by the policyholder to be mentioned as the amount of claim repudiated)

8. Data of Claims Outstanding in respect of Individual Policies;

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	1,334	9,96,98,941	2,275	10,88,91,519	3,609	20,85,90,460
Between 1 – 3 Months	-	-	3	3,76,270	14	3,70,143	17	7,46,413
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

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

Description (to reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	10,357	42,66,63,120	12,669	33,13,46,565	23,026	75,80,09,685
Between 1 – 3 Months	-	-	159	96,48,897	277	49,71,515	436	1,46,20,412
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-






HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.

Address: 406-412, NeelKanth Corporate Park, 4th Floor, Kiroli Road / Village, Vidya Vihar Society Vidya Vihar (West), Mumbai – 400086

Website : www.healthindiatpa.com**10. Data of Claims Outstanding in respect of Total Policies (Individual + Group Policies)**

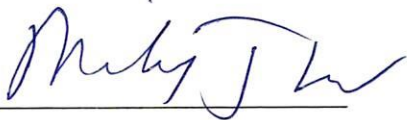
Description (to reckoned from the date of receipt of Claim)	Benefit Based Claims		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
within 1 months from date of receipt of claim	-	-	11,691	52,63,62,061	14,944	44,02,38,084	26,635	96,66,00,145
Between 1 – 3 Months	-	-	162	1,00,25,167	291	53,41,658	453	1,53,66,825
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

(Note: In respect of data on Claims Outstanding, amount of claim made by the policyholder to be mentioned as the amount of claim Outstanding)

 Mitul Jayant Vora Whole Time Director & CEO	 Amin Badhra Director	
---	---	---

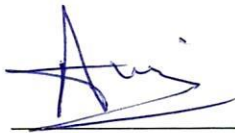
MASS POLICY SETTLED CLAIMS SUMMARY FOR THE YEAR 2023-2024			
REGION	PROJECT NAME	PAID CLAIM SUMMARY	
		TOTAL NO OF CLAIM PAID	TOTAL PAID AMOUNT
NO MASS POLICY BUSSINESS SEREVICED DURING THIS FINANCIAL YEAR 2023 - 2024			

For Healthindia Insurance TPA Services Pvt Ltd



Mitul Jayant Vora
Whole Time Director & CEO







Amin Badhra
Director

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 Financial Year 2023-2024 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 than the one that is declared in the above Schedule.

Date: 27.06.2024	For and on behalf of (HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.)	
Place: Mumbai	 Mitul Jayant Vora Whole Time Director & CEO	 Amin Badhra Director



Annexure – 17

As per Regulations 19 (10) of IRDAI (TPA - Health Services) Regulations, 2016

FORM TPA - 6B

ANNUAL FORMAT ON CLAIMS DATA FOR TPAS

Instructions for submission of the form: Information for claims data to be furnished for every financial year.

Data to be furnished within 90 days of the end of the financial year (e.g.: Data for April-March to be furnished by 29th June along with Annual Returns)

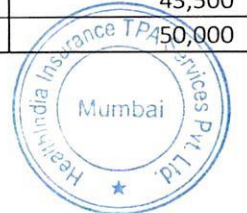
1	PARTICULARS OF THE TPA COMPANY:		
1.1	Name of the TPA :	HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.	
1.2	(A)	Address - Registered Office:	HealthIndia Insurance TPA Services Pvt Ltd 406-412, NeelKanth Corporate Park, 4th Floor, Kiroli Road / Village Vidya Vihar Society, Vidya Vihar (West), Mumbai – 400086 E-mail: mitulvora@healthindiatpa.com Fax No: NA
1.3	(B)	Financial Year	April 2023 - March 2024
1.4	(d)	Name of Insurer (insurer wise data to be submitted in following format)	ALL INSURANCE COMPANY

ALL INSURANCE COMPANY

Claims Data: Furnish the following information in separate tables;

1. Table – 1a: Government Hospitals who are Network Providers;

(Amount in INR)								
Sr.No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)
1	Claims pending at the beginning of the quarter	-	-	1	20,000	-	-	1
2	New claims received during the quarter	-	-	13	4,75,943	-	-	13
3	Claims settled	-	-	6	1,49,781	-	-	6
4	Claims repudiated	-	-	6	43,500	-	-	6
5	Claims pending at the end of the quarter	-	-	2	50,000	-	-	2



ALL INSURANCE COMPANY

Aging of pending claims* Furnish the following information in separate tables;

1. Table – 1a: Government Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Pending for less than 1 month	-	-	2	50,000.00	-	-	2	50,000.00
2	Claims Pending for 1-3 months	-	-	-	-	-	-	-	-
3	Claims Pending for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Pending for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Pending for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Pending for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.

ALL INSURANCE COMPANY

Aging of settled claims** Furnish the following information in separate tables;

1. Table – 1a: Government Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Settled for less than 1 month	-	-	6	1,49,781	-	-	6	1,49,781
2	Claims Settled for 1-3 months	-	-	-	-	-	-	-	-
3	Claims Settled for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Settled for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Settled for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Settled for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

Aging of repudiated claims*** Furnish the following information in separate tables;

1. Table – 1a: Government Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims repudiated for less than 1 month	-	-	6	43,500	-	-	6	43,500
2	Claims repudiated for 1-3 months	-	-	-	-	-	-	-	-
3	Claims repudiated for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims repudiated for 6-12 months	-	-	-	-	-	-	-	-
5	Claims repudiated for 1-2 years	-	-	-	-	-	-	-	-
6	Claims repudiated for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

2. Table – 1b: Government Hospitals who are not Network Providers;

(Amount in INR)									
Sr.No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims pending at the beginning of the quarter	-	-	97	11,74,983	-	-	97	11,74,983
2	New claims received during the quarter	-	-	3,074	1,71,81,864	-	-	3,074	1,71,81,864
3	Claims settled	-	-	2,437	1,21,92,404	-	-	2,437	1,21,92,404
4	Claims repudiated	-	-	488	29,44,139	-	-	488	29,44,139
5	Claims pending at the end of the quarter {(1+2)-(3+4)}	-	-	246	12,82,287	-	-	246	12,82,287

ALL INSURANCE COMPANY

Aging of pending claims* Furnish the following information in separate tables;

2. Table – 1b: Government Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Pending for less than 1 month	-	-	241	12,77,287	-	-	241	12,77,287
2	Claims Pending for 1-3 months	-	-	5	5,000	-	-	5	5,000
3	Claims Pending for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Pending for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Pending for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Pending for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

Aging of settled claims** Furnish the following information in separate tables;

2. Table – 1b: Government Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Settled for less than 1 month	-	-	2,369	1,18,60,309	-	-	2,369	1,18,60,309
2	Claims Settled for 1-3 months	-	-	68	3,32,095	-	-	68	3,32,095
3	Claims Settled for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Settled for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Settled for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Settled for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.

ALL INSURANCE COMPANY

Aging of repudiated claims*** Furnish the following information in separate tables;

2. Table – 1b: Government Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims repudiated for less than 1 month	-	-	483	28,32,855	-	-	483	28,32,855
2	Claims repudiated for 1-3 months	-	-	5	1,11,284	-	-	5	1,11,284
3	Claims repudiated for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims repudiated for 6-12 months	-	-	-	-	-	-	-	-
5	Claims repudiated for 1-2 years	-	-	-	-	-	-	-	-
6	Claims repudiated for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

3. Table – 2a: Private Hospitals who are Network Providers;

(Amount in INR)									
Sr.No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims pending at the beginning of the quarter	8,729	45,15,02,626	4,845	16,00,35,031	-	-	13,574	61,15,37,657
2	New claims received during the quarter	1,97,479	13,00,04,72,537	85,111	3,90,34,08,379	-	-	2,82,590	16,90,38,80,916
3	Claims settled	1,67,836	9,03,86,10,105	72,930	2,13,60,14,061	-	-	2,40,766	11,17,46,24,166
4	Claims repudiated	26,519	1,09,83,90,603	13,511	41,00,23,556	-	-	40,030	1,50,84,14,159
5	Claims pending at the end of the quarter	11,853	53,63,87,228	3,515	12,80,93,653	-	-	15,368	66,44,80,881

ALL INSURANCE COMPANY

Aging of pending claims* Furnish the following information in separate tables;

3. Table – 2a: Private Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Pending for less than 1 month	11,691	52,63,62,061	3,390	12,53,27,770	-	-	15,081	65,16,89,831
2	Claims Pending for 1-3 months	162	1,00,25,167	125	27,65,883	-	-	287	1,27,91,050
3	Claims Pending for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Pending for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Pending for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Pending for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

Aging of settled claims** Furnish the following information in separate tables;

3. Table – 2a: Private Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Settled for less than 1 month	1,67,233	8,99,40,24,384	72,016	2,11,18,84,840	-	-	2,39,249	11,10,59,09,224
2	Claims Settled for 1-3 months	603	4,45,85,721	914	2,41,29,221	-	-	1,517	6,87,14,942
3	Claims Settled for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Settled for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Settled for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Settled for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.

ALL INSURANCE COMPANY

Aging of repudiated claims*** Furnish the following information in separate tables;

3. Table – 2a: Private Hospitals who are Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims repudiated for less than 1 month	26,137	1,07,72,73,236	13,148	32,37,33,485	-	-	39,285	1,40,10,06,721
2	Claims repudiated for 1-3 months	382	2,11,17,367	363	8,62,90,071	-	-	745	10,74,07,438
3	Claims repudiated for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims repudiated for 6-12 months	-	-	-	-	-	-	-	-
5	Claims repudiated for 1-2 years	-	-	-	-	-	-	-	-
6	Claims repudiated for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

4. Table – 2b: Private Hospitals who are not Network Providers;

(Amount in INR)									
Sr.No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims pending at the beginning of the quarter	-	-	7,679	27,16,47,404	-	-	7,679	27,16,47,404
2	New claims received during the quarter	-	-	3,00,482	7,81,01,08,651	-	-	3,00,482	7,81,01,08,651
3	Claims settled	-	-	2,55,340	5,08,57,30,956	-	-	2,55,340	5,08,57,30,956
4	Claims repudiated	-	-	41,349	78,22,12,727	-	-	41,349	78,22,12,727
5	Claims pending at the end of the quarter	-	-	11,472	31,61,53,802	-	-	11,472	31,61,53,802

ALL INSURANCE COMPANY

Aging of pending claims* Furnish the following information in separate tables;

4. Table – 2b: Private Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Pending for less than 1 month	-	-	11,311	31,35,83,027	-	-	11,311	31,35,83,027
2	Claims Pending for 1-3 months	-	-	161	25,70,775	-	-	161	25,70,775
3	Claims Pending for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Pending for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Pending for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Pending for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.



ALL INSURANCE COMPANY

Aging of settled claims** Furnish the following information in separate tables;

4. Table – 2b: Private Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims Settled for less than 1 month	-	-	2,53,964	5,05,42,57,095	-	-	2,53,964	5,05,42,57,095
2	Claims Settled for 1-3 months	-	-	1,376	3,14,73,861	-	-	1,376	3,14,73,861
3	Claims Settled for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims Settled for 6-12 months	-	-	-	-	-	-	-	-
5	Claims Settled for 1-2 years	-	-	-	-	-	-	-	-
6	Claims Settled for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.

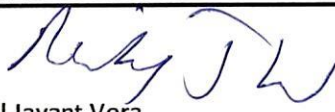
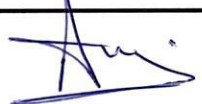

ALL INSURANCE COMPANY

Aging of repudiated claims*** Furnish the following information in separate tables;

4. Table – 2b: Private Hospitals who are not Network Providers;

(Amount in INR)									
Sr. No	Particulars	Cashless Claim		Reimbursement Claim		Benefit Based		Total	
		No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims	No of Claims	Amt. of Claims
	Column Code	(i)	(ii)	(iii)	(iv)	(v)	(vi)	(vii)	(viii)
1	Claims repudiated for less than 1 month	-	-	40,379	75,10,07,491	-	-	40,379	75,10,07,491
2	Claims repudiated for 1-3 months	-	-	970	3,12,05,236	-	-	970	3,12,05,236
3	Claims repudiated for 3.-6 months	-	-	-	-	-	-	-	-
4	Claims repudiated for 6-12 months	-	-	-	-	-	-	-	-
5	Claims repudiated for 1-2 years	-	-	-	-	-	-	-	-
6	Claims repudiated for more than 2 years.	-	-	-	-	-	-	-	-

*Reckoned from date of first intimation.

 Mitul Jayant Vora Whole Time Director & CEO	 Amin Badhra Director	
--	--	---

Annexure – 19

As per Regulations 19 (11) of IRDAI (TPA – Health Services) Regulations, 2016

Declaration and Undertaking by TPA Company.

Form TPA – 6D

Instructions for Submission of required Declaration and Undertaking:

1. Periodicity of submission of this Declaration and Undertaking is annual.
2. This declaration and undertaking shall be signed by any two directors of a TPA Company.
3. This declaration and undertaking is to be submitted to the Authority along with Annual Report of the TPA Company.

1	PARTICULARS OF THE TPA COMPANY:		
1.1	Name of the TPA :	HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.	
1.2	Address - Registered Office:	1114-Raheja Center, Free Press Journal Marg , Nariman Point, Mumbai	
		Pin Code : 400021	Landline No : 022-66820300
		E-mail: mitulvora@healthindiatpa.com	Fax No : NA
1.3	Financial Year	2023-2024	

2	We Mitul Jayant Vora the Whole Time Director of HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD. hereby declare and undertake that;		
	a)	CEO or CAO possesses the requisite qualifications and practical training as specified by Insurance Regulatory and Development Authority of India. The CEO, CAO of the company is / are also fit and proper as per Regulation 11 of the TPA Regulations. Such a CEO or CAO are engaged in day to day administration of the activities of the TPA and also in ensuring compliance of regulatory requirements.	
	b)	The TPA Company is not engaged in any other business apart from Health Services by TPAs, as defined in the TPA regulations.	
	c)	A Director with required medical qualification and an appointed Chief Medical Officer have valid registration with the Medical Council of India or Medical Council of the state.	
	d)	None of the director(s), promoter(s), shareholder(s), and Key managerial personnel of	
	e)	The Company did not violate the code of conduct or not committed any breach of the provisions of the applicable Acts, Regulations and / or circulars issued by the Authority from time to time.	

Date : 27.06.2024	For and on behalf of HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.	
Place : Mumbai		
	Mitul Jayant Vora Whole Time Director & CEO	Amin Badhra Director

