

Annual Report by Third Party Administrator

FORM TPA – 8

1	PARTICULARS OF THE TPA:			
1.1		Name of the TPA :	SAFEWAY INSURANCE TPA PVT LTD	
1.2	(A)	Address - Registered Office:	815, VISHWA SADAN, DISTRICT CENTRE, JANAK PURI NEW DELHI	
			Pin code: 110058 Landline No: 011-45451300	
			E-mail: SUPPORT@SAFEWAYTPA.IN Fax No: 011-41425671	

1.3		Financial year	2019-2020
1.4		Board of directors as on.....(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	DR DIVNEET KAUR DIN : 00917647	43	B4/11, 3rd Floor, Rajouri Garden, New Delhi – 11 00 27 Mail ID: drdivneet@safewaytpa.in Mob : +91 9811277664	NA	NA	NA
2	HARJIT KAUR DIN : 02118405	63	3-4-812/A, Flat No.212/4, Paragon VenkatadariApts., Barkathpura, Hyderabad. Mail ID: harjit@safewaytpa.in Mob : +91 9394761607	Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance)	NA	NA

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	MAHESH SHARMA	63	6398-A, Rajiv Vihar, Manimajra Chandigarh Mail : ceo@safewaytpa.in Mob : 09815393166	BSC, Fellow of Insurance Institute of India	NIL	01.06.2012

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CEO

1.6	Details of Chief Administrative Officer (CAO)	
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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	NIL	NIL	NIL	NIL	NIL	NIL

1.7	Details of Chief Medical Officer (CMO)	
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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. Moushumi Choudhury	54	168, Lake Garden Float No B2 Kolkata West Bengal MAIL : rm.kol@safewaytpa.in MOB : +91 9874054800	MBBS	NIL	01.08.2018

1.8	Name and Address of Auditors	CHARANJIT MALHOTRA, 10452/1 , STREET NO13, MULTANI THANDA , PAHARGUNJ, 110055
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1.9	Enumeration of TPA services provided :	Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies
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1.10	Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors	NIL
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1.11	Summary of TPA Business:	
a.	No. of insurers with whom agreements entered with.	8
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)	5292737
c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	154345
d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	5276
e.	Hospitals tied up during (for the concerned FY)	1210
f.	Total Hospitals terminated or removed during (concerned FY)	395
g.	Total Hospitals tied up as on (end of concerned	6091

		FY)	
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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	154266	303048	19026.31
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	77	106895	4982.92
3	Policies issued under RSBY or other similar policies issued by insurers	02	4914047	12102.08
4	Pre-Insurance Medical Examination	0	68747	0
5	Foreign Travel Policies issued by Indian insurer	0	0	0
6	Foreign Travel Policies issued by Foreign insurer	0	0	0
7	Non-insurance healthcare schemes sponsored by Central / State Government.	0	0	0

Schedule – 1, FORM TPA – 8-RA

Revenue Account for the year ending 31st March 2020

Expenses		Income	
I. Directors' remuneration	1,916,488	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	184,665,863
(a) salaries, provident fund	48,244,728	(b) From others (please specify)	
(b) other benefits	5,718,035	(c) Investment income	2,974,607
III. Office expenses		(d) Profit on sale of investments or assets	
(a) Rent, rates and taxes	6,101,696		
(b) Electricity, water	1,122,888		
(c) House-keeping and Cleaning	-		
(d) Others	19,50,095		
IV. Operating Expenses			
(a) Travel	4,792,046		
(b) Entertainment	-		
(c) Lease rent of equipments	-		
(d) Post, telecommunication and similar expenses	4,514,949		
(e) Audit fees	30,000		
(f) Legal Expenses	-		
(g) Repairs and maintenance	2,002,927		
(h) Depreciation	5,533,738		
(i) Motor Vehicle Expenses	-		
(j) MSBY Expenses	37,277,878		
(k) Other Expenses	66,419,485		
(l) Loss on sale of investments or assets	-		
(m) Profit/Loss for the year	2,015,517		

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	2,770,686
Loss for the year	-	Profit for the year	2,015,517
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	9,32,592		
Differed tax liability	1,80,994		
Taxation of earlier year	-		
Profit carried forward	3,672,617		

Schedule – 3, FORM TPA – 8-BS**Balance Sheet as at 31st March 2020**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
Authorized Capital		40,000,000	Building / Properties Cost	38,151,202	
Issued Capital	40,000,000		Less Depreciation	(1,861,551)	36,289,651
Paid up Capital	40,000,000				
Reserves & Surplus		3,672,617	Furniture & Fixtures	2,099,989	
Amounts Due to			Less Depreciation	(4,54,664)	1,645,325
a) Insurers	-				
b) Hospitals	-		Air Conditioners	3,57,611	
c) Doctors	-		Less Depreciation	(1,13,797)	2,43,814
d) Others	-	-			
			Electrical Installation		
Secured Loan		-	Less Depreciation		-
			Office Equipments	8,31,816	
Unsecured Loan		8,500,000	Less Depreciation	(3,03,885)	5,27,931
			Computer Software	4,360,268	
Deferred Tax Liability		5,08,003	Less Depreciation	(2,358,556)	2,001,712
Bank Overdraft		-	Motor Vehicles	4,511,762	
			Less Depreciation	(4,41,285)	4,070,477
Current Liability					
Sundry Creditors	86,899,851		Investments		-
Provisions	1,378,127		Government Securities (Market Value)		-
Provision For Gratuity	3,540,806				-
Others	6,810,518	98,629,302	Loan & Advances		45,882,275
			Deferred tax Assets		-
			Receivables		
			From Insurers		18,810,496
			Others		7,20,614
			Cash & Bank Balances		41,117,627

TOTAL		151,309,922	TOTAL		151,309,922
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Schedule – 4

Schedule of the income received towards various activities during the FY 2019-2020.

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	1181.54
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	274.06
3	Pre-insurance medical examination	87.52
4	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
5	Towards Non Insurance Services rendered	NIL
6	Towards Servicing of policies issued by foreign Insurers	NIL
7	Other income (Bank Interest Income)(A) (please specify accounting head wise other income received)	29.75
	Other income - Charges of medical Examination, to be Reimbursed as services charges to Diagnostic centre and Hospital (PIMS)	303.54
		1876.41

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2019-2020.

SI No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	1856.25
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NIL
3	Non Insurance Services rendered	NIL
4	Servicing of policies issued by foreign Insurers	NIL
5	Other Expenses Incurred (to specify)	NIL

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Schedule – 6

1. Data of claims received during the year.....

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
126	590943	93171	2341453836	18356	731548355	111653	3073593134

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	85	291209	14597	629304056	7425	171046930	22107	800642195
Between 1 – 3 Months	20	49551	3448	207952053	1915	62441594	5383	270443198
Between 3 to 6 Months	0	0	205	13077756	115	5182822	320	18260578
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	2789	153725462	3417	62027948	6206	215753410
Between 1 – 3 Months	0	0	577	44572585	983	36727971	1560	81300556
Between 3 to 6 Months	0	0	15	859319	28	1799026	43	2658345
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	85	291209	17386	783029518	10842	233074878	28313	1016395605
Between 1 – 3 Months	20	49551	4025	252524638	2898	99169565	6943	351743754
Between 3 to 6 Months	0	0	220	13937075	143	6981848	363	20918923
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	6	36861	628	37812578	1062	62657345	1696	100506784
Between 1 – 3 Months	0	0	142	10341777	340	22422966	482	32764743
Between 3 to 6 Months	0	0	27	1279832	35	2045206	62	3325038
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	112	8767093	597	17834702	709	26601795
Between 1 – 3 Months	0	0	34	3897984	148	6990258	182	10888242
Between 3 to 6 Months	0	0	2	128607	6	169726	8	298333
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	6	36861	740	46579671	1659	80492047	2405	127108579
Between 1 – 3 Months	0	0	176	14239761	488	29413224	664	43652985
Between 3 to 6 Months	0	0	29	1408439	41	2214932	70	3623371
More than 6 months	0	0	0	0	0	0	0	0

(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 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	12	44250	1872	81672831	952	22718367	2836	104435448
Between 1 – 3 Months	3	13250	314	13701341	310	7416057	627	21130648
Between 3 to 6 Months	0	0	33	1498100	24	98062	57	1596162
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	0	0	587	57021079	854	33491109	1441	90512188
Between 1 – 3 Months	0	0	143	16206973	208	8750611	351	24957584
Between 3 to 6 Months	0	0	5	250632	10	309059	15	559691
More than 6 months	0	0	0	0	0	0	0	0

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

Description (to be 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	No of claims	Amount of claims
within 1 months from date of receipt of claim	12	44250	2459	138693910	1806	56209476	4277	194947636
Between 1 – 3 Months	3	13250	457	29908314	518	16166668	978	46088232
Between 3 to 6 Months	0	0	38	1748732	34	407121	72	2155853
More than 6 months	0	0	0	0	0	0	0	0

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

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(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.

(Note: Inter alia, (i) to disclose the shareholding structure as at the end of financial year, (ii) Discuss Corporate Governance norms put-in place)

Enclosed

2. Auditors Report including audited financial and all notes, schedules to audited financials; to be attached separately.

Enclosed

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