



**Annual Report by Third Party Administrator**

FORM TPA – 8

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

1.3	Financial year	<b>2022-23</b>
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.	<b>As below</b>

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	<b>DR DIVNEET KAUR</b>  DIN : <b>00917647</b>	<b>46</b>	<b>B4/11, 3<sup>rd</sup> Floor, Rajouri Garden, New Delhi – 11 00 27</b> Mail ID: <a href="mailto:drdivneet@safewaytpa.in">drdivneet@safewaytpa.in</a> Mob : <b>+91 9811277664</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
2	<b>HARJIT KAUR</b>  DIN : <b>02118405</b>	<b>66</b>	<b>3-4-812/A, Flat No.212/4, Paragon Venkatadari Apts., Barkathpura, Hyderabad. Mail ID: <a href="mailto:harjit@safewaytpa.in">harjit@safewaytpa.in</a></b> Mob : <b>+91 9394761607</b>	<b>Director of M/S Mega Home Improvement Pvt. Ltd (Non-Insurance)</b>	<b>NA</b>	<b>NA</b>

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	<b>MAHESH SHARMA</b>	<b>66</b>	<b>6398-A, Rajiv Vihar, Manimajra Chandigarh</b>	<b>BSC, Fellow of Insurance</b>	<b>NIL</b>	<b>01.06.2012</b>

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1.11		Summary of TPA Business:	
	a.	No. of insurers with whom agreements entered with.	<b>15</b>
	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)	<b>8132181</b>
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	<b>215270</b>
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	<b>8015</b>
	e.	Hospitals tied up during (for the concerned FY)	<b>1456</b>
	f.	Total Hospitals terminated or removed during (concerned FY)	<b>395</b>
	g.	Total Hospitals tied up as on (end of concerned FY)	<b>9076</b>

1.12		Summary of TPA services:	
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Sr. No.	Particulars of Services	No. of Policies Served	No. of lives Served	Amount of Premium Served wherever available. (INR in Lakh)
1	Individual / Retail Health Insurance Policies	214919	454330	40608.58
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	350	713911	41159.85
3	Policies issued under RSBY or other similar policies issued by insurers	1	6963940	14302.09
4	Pre-Insurance Medical Examination	0	80516	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

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## Schedule – 1, FORM TPA – 8-RA

### Revenue Account for the year ending 31<sup>st</sup> March 2023

Expenses		Income
<b>I. Directors' remuneration</b>	3,234,651	<b>I. Income</b>
<b>II. Staff expenses</b>		(a) Income from insurers (Indian & foreign) 302,052,696
(a) salaries, provident fund	108,747,121	(b) From others (please specify)
(b) other benefits	11,083,072	(c) Investment income 3,169,156
<b>III. Office expenses</b>		<b>(d) Profit on sale of investments or assets</b>
(a) Rent, rates and taxes	12,223,651	
(b) Electricity, water	2,827,250	
(c) House-keeping and Cleaning	-	
(d) Others	3,574,354	
<b>IV. Operating Expenses</b>		
(a) Travel	3,843,066	
(b) Entertainment	-	
(c) Lease rent of equipments	-	
(d) Post, telecommunication and similar expenses	6,580,054	
(e) Audit fees	600,000	
(f) Legal Expenses	-	
(g) Repairs and maintenance	6,150,802	
(h) Depreciation	6,568,405	

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(i) Motor Vehicle Expenses	-	
(j) MSBY Expenses	-	
(k) Other Expenses	136,120,028	
(l) Loss on sale of investments or assets		
(m) Profit/Loss for the year	<b>3,669,398</b>	

### 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	7,034,613
Loss for the year	-	Profit for the year	3,669,398
Dividend for the year	-	Transfer from reserves	-
Tax on Dividend	-	Loss Carried forward	-
Transfer of Reserves	-	Deferred tax credit	182,199
Other allocations from profit	-		
Provision for taxation	1,772,226		
Differed tax liability			
Taxation of earlier year			
Profit carried forward	9,113,984		

### Schedule – 3, FORM TPA – 8-BS

#### **Balance Sheet as at 31st March 2023**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
<b>Authorized Capital</b>		40,000,000	Building / Properties Cost	32,834,388	
Issued Capital	40,000,000		Less Depreciation	(1,602,226)	31,232,162
Paid up Capital+	40,000,000				
Reserves & Surplus		9,113,984	Furniture & Fixtures	3,700,409	
<b>Amounts Due to</b>			Less Depreciation	(1,688,733)	2,011,676
a) Insurers	-				

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## Schedule – 4

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

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	1525.67
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	1342.31
3	Pre-insurance medical examination	45.85
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 (Bank Interest Income)(A) (please specify accounting head wise other income received)	31.69
	Other income - Charges of medical Examination, to be Reimbursed as services charges to Diagnostic centre and Hospital (PIMS)	106.70
		3052.22

## Schedule – 5

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

SI No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	3015.52
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	NA
3	Non Insurance Services rendered	NA
4	Servicing of policies issued by foreign Insurers	NA
5	Other Expenses Incurred (to specify)	NA

## 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
175	664523	179626	7501766060	66265	2391383727	246066	9893814310

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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	165	497487	33446	1733228961	15624	338514623	49235	2072241071
Between 1 – 3 Months	0	0	2778	331849667	2337	133121155	5115	464970822
Between 3 to 6 Months	0	0	419	46384957	337	20194935	756	66579892
More than 6 months	0	0	0	0	0	0	0	0

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	21701	1214532734	31164	560022699	52865	1774555433
Between 1 – 3 Months	0	0	4950	442220611	5555	182122871	10505	624343482
Between 3 to 6 Months	0	0	380	35102019	312	14001004	692	49103023
More than 6 months	0	0	0	0	0	0	0	0

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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	165	497487	55147	2947761695	46788	898537322	102100	3846796504
Between 1 – 3 Months	0	0	7728	774070278	7892	315244026	15620	1089314304
Between 3 to 6 Months	0	0	799	81486976	649	34195939	1448	115682915
More than 6 months	0	0	0	0	0	0	0	0

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	10	143520	3365	287348876	1351	89224030	4726	376716426
Between 1 – 3 Months	0	0	452	44727807	948	71892568	1400	116620375
Between 3 to 6 Months	0	0	33	6009573	123	12012817	156	18022390
More than 6 months	0	0	0	0	0	0	0	0

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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	2341	185621836	1452	57536122	3793	243157958
Between 1 – 3 Months	0	0	406	34514164	1408	61091967	1814	95606131
Between 3 to 6 Months	0	0	36	3749757	126	8817583	162	12567340
More than 6 months	0	0	0	0	0	0	0	0

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	10	143520	5706	472970712	2803	146760152	8519	619874384
Between 1 – 3 Months	0	0	858	79241971	2356	132984535	3214	212226506
Between 3 to 6 Months	0	0	69	9759330	249	20830400	318	30589730
More than 6 months	0	0	0	0	0	0	0	0

Data of Claims Outstanding in respect of Individual Policies;

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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	2	8167	2228	161999690	1225	65342483	3455	227350340
Between 1 – 3 Months	0	0	171	16192706	205	15769435	376	31962141
Between 3 to 6 Months	0	0	49	3596445	74	4761225	123	8357670
More than 6 months	0	0	0	0	0	0	0	0

8. 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	3173	234800363	6047	161212374	9220	396012737
Between 1 – 3 Months	0	0	1022	90560832	1663	39858927	2685	130419759
Between 3 to 6 Months	0	0	118	8415844	228	6943928	346	15359772
More than 6 months	0	0	0	0	0	0	0	0

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9. 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	2	8167	5401	396800053	7272	226554857	12675	623363077
Between 1 – 3 Months	0	0	1193	106753538	1868	55628362	3061	162381900
Between 3 to 6 Months	0	0	167	12012289	302	11705153	469	23717442
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)

(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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