

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	2021-22
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.	As below

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	45	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	65	3-4-812/A, Flat No.212/4, Paragon Venkatadari Apts., 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	65	6398-A, Rajiv Vihar, Manimajra Chandigarh Mail : ceo@safewaytpa.in Mob : 09815393166	BSC, Fellow of Insurance Institute of India	NIL	01.06.2012

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	56	1402, SAI AVENUE, OFF VEERA DESAI ROAD, ANDHERI WEST MUMBAI MAIL : rm.kol@safewaytpa.in MOB : +919874054800	MBBS	NIL	01.08.2018

1.8	Name and Address of Auditors	SINGH & SINGH CHATERED ACCOUNTANTS, 1102, 11TH FLOOR, PADMA TOWER-I. RAJENDER PLACE, NEW DELHI - 110008
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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.	15
	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)	7601452
	c. Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	202986
	d. Number of Hospitals tied up by the TPA (beginning of concerned FY)	7192
	e. Hospitals tied up during (for the concerned FY)	1248
	f. Total Hospitals terminated or removed during (concerned FY)	425
	g. Total Hospitals tied up as on (end of concerned	8015

		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	202754	428613	35250.93
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	231	166548	15671.24
3	Policies issued under RSBY or other similar policies issued by insurers	1	6963940	14302.09
4	Pre-Insurance Medical Examination	0	80351	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 2022

Expenses		Income	
I. Directors' remuneration	3,135,502	I. Income	
II. Staff expenses		(a) Income from insurers (Indian & foreign)	262,803,790
(a) salaries, provident fund	89,387,124	(b) From others (please specify)	
(b) other benefits	6,999,731	(c) Investment income	2,906,380
III. Office expenses		(d) Profit on sale of investments or assets	
(a) Rent, rates and taxes	9,194,878		
(b) Electricity, water	1,986,713		
(c) House-keeping and Cleaning	-		
(d) Others	2,483,860		
IV. Operating Expenses			
(a) Travel	2,351,893		
(b) Entertainment	-		
(c) Lease rent of equipments	-		
(d) Post, telecommunication and similar expenses	5,441,571		
(e) Audit fees	300,000		
(f) Legal Expenses	-		
(g) Repairs and maintenance	4,980,487		
(h) Depreciation	5,095,297		
(i) Motor Vehicle Expenses	-		
(j) MSBY Expenses	-		
(k) Other Expenses	131,303,905		
(l) Loss on sale of investments or assets	-		
(m) Profit/Loss for the year	3,049,209		

Schedule – 2, FORM TPA – 8-PL**Profit and Loss Appropriation Account for the year ending 31st March 2022**

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	5,171,823
Loss for the year	-	Profit for the year	3,049,209
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	1,030,935		
Differed tax liability	155,484		
Taxation of earlier year	-		
Profit carried forward	7,034,613		

Schedule – 3, FORM TPA – 8-BS**Balance Sheet as at 31st March 2022**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
Authorized Capital		40,000,000	Building / Properties Cost	34,518,812	
Issued Capital	40,000,000		Less Depreciation	(1,684,424)	32,834,388
Paid up Capital+	40,000,000				
Reserves & Surplus		7,034,613	Furniture & Fixtures	3,903,690	
Amounts Due to			Less Depreciation	(455,181)	3,448,509
a) Insurers	-				
b) Hospitals	-		Air Conditioners	432,939	
c) Doctors	-		Less Depreciation	(114,621)	318,318
d) Others	-	-			
			Electrical Installation		
Secured Loan		-	Less Depreciation		-
			Office Equipments	1,126,416	
Unsecured Loan		16,569,500	Less Depreciation	(557,273)	569,143
			Computer Software	3,541,696	
Deferred Tax Liability		772,006	Less Depreciation	(1,415,183)	2,126,513
Bank Overdraft		-	Motor Vehicles	2,781,351	
			Less Depreciation	(868,615)	1,912,736
Current Liability					
Sundry Creditors	70,931,667		Investments		-
Provisions	1,030,935		Government Securities (Market Value)		-
Provision For Gratuity	6,756,979				-
Others	15,822,175	94,541,755	Loan & Advances		54,902,815
			Deferred tax Assets		-
			Receivables		
			From Insurers		30,128,822
			Others		1,030,663
			Cash & Bank Balances		31645967
TOTAL		158,917,874	TOTAL		158,917,874

Schedule – 4

Schedule of the income received towards various activities during the FY 2021-22.

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	1546.37
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	887.05
3	Pre-insurance medical examination	194.61
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)	29.06
		2657.10

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2021-22.

SI No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	2626.60
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

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
121	595647	157672	6464322974	58889	2497729302	216682	8962647923

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	1078	88445321	2184	126071116	3262	214516437
Between 1 – 3 Months	0	0	375	32739551	767	36612692	1142	69352243
Between 3 to 6 Months	0	0	5	693379	16	1266098	21	1959477
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	0	0	4101	346066187	3815	239204901	7916	585271088
Between 1 – 3 Months	0	0	1128	99531610	1707	97939001	2835	197470611
Between 3 to 6 Months	0	0	20	1530929	37	2286385	57	3817314
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)

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	2	7000	3718	197280979	2773	101092154	6493	298380133
Between 1 – 3 Months	0	0	860	53559761	670	29565757	1530	83125518
Between 3 to 6 Months	0	0	55	6401389	63	5853006	118	12254395
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