



Genins India Insurance TPA Ltd.

Third Party Administrator in Health Insurance

ISO 9001:2015 Certified Company

Corp. Office: 1E/13, 2nd Floor, Jhandewalan Extension,
New Delhi - 110055

Phone: 011-45753500

E-mail: gil@geninsindia.com, crm@geninsindia.com

Public Disclosures on quantitative and qualitative Parameters of
Health services rendered

Information as at 31/03/2025

a	Name of TPA	License number	Valid From DD/MM/YY YY	To DD/MM/YY YY
	Genins India Insurance TPA Ltd.	020	01/06/2023	31/05/2025

b Number of policies and lives serviced in respect of which public disclosure is made:

Description	Individual	Group	Government	Total
No of policies serviced	10368	58	0	10426
No of lives serviced	28861	46454	0	75315

c Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Bihar	Patna	1	548
2	Chandigarh	Chandigarh	11	7267
3	Delhi	Central Delhi	4	2803
4	Delhi	North Delhi	1	1333
5	Delhi	South Delhi	2	6
6	Delhi	South West Delhi	1	153
7	Gujarat	Ahmedabad	1	1090
8	Gujarat	Jamnagar	1	90
9	Gujarat	Surendra Nagar	4	936
10	Haryana	Karnal	1	1
11	Haryana	Panchkula	3	9
12	Haryana	Sonapat	1	1
13	Jharkhand	Ranchi	2	1900
14	Karnataka	Bangalore	2	221
15	Kerala	Thiruvananthapuram	2	414
16	Madhya Pradesh	Bhopal	10	21
17	Madhya Pradesh	Chhindwara	21	83
18	Madhya Pradesh	Damoh	3	8
19	Madhya Pradesh	Dewas	5	15
20	Madhya Pradesh	Dhar	27	76
21	Madhya Pradesh	East Nimar	2	5
22	Madhya Pradesh	Hoshangabad	2	6

TPA Licence # 020, CIN No.-U65910DL1996PLC081300

Regd. Off.: 91 Spring Board Business Hub, E3 Rani Jhansi Road, Jhandewalan North East, New Delhi-110055
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	Pradesh			
23	Madhya Pradesh	Indore	778	2227
24	Madhya Pradesh	Jabalpur	744	1901
25	Madhya Pradesh	Rewa	30	65
26	Madhya Pradesh	Satna	24	73
27	Madhya Pradesh	Shivpuri	2	6
28	Madhya Pradesh	Ujjain	38	86
29	Maharashtra	Mumbai	3	2422
30	Punjab	Amritsar	4	13
31	Punjab	Faridkot	1	1
32	Punjab	Firozpur	15	34
33	Punjab	Hoshiarpur	15	39
34	Punjab	Jalandhar	84	247
35	Punjab	Ludhiana	538	2012
36	Punjab	Mohali	7	15
37	Punjab	Patiala	5	8
38	Punjab	Rupnagar	60	1565
39	Punjab	Sangrur	6	17
40	Punjab	Tarn Taran	1	1
41	Rajasthan	Ajmer	431	1318
42	Rajasthan	Alwar	38	128
43	Rajasthan	Banswara	440	1551
44	Rajasthan	Baran	12	36
45	Rajasthan	Bharatpur	21	54
46	Rajasthan	Bhilwara	731	2003
47	Rajasthan	Bikaner	122	317
48	Rajasthan	Bundi	12	29
49	Rajasthan	Chittorgarh	80	222
50	Rajasthan	Ganganagar	2	4
51	Rajasthan	Jaipur	2130	6363
52	Rajasthan	Jalor	140	406
53	Rajasthan	Jodhpur	677	1832
54	Rajasthan	Kota	714	1841
55	Rajasthan	Nagaur	4	14
56	Rajasthan	Pali	57	130
57	Rajasthan	Rajsamand	4	11
58	Rajasthan	Sikar	1	3
59	Rajasthan	Sirohi	85	239
60	Rajasthan	Udaipur	746	3315
61	Uttar Pradesh	Aligarh	1	3
62	Uttar Pradesh	Fatehpur	2	3436

63	Uttar Pradesh	Gautam Buddha Nagar	1	824
64	Uttar Pradesh	Ghaziabad	13	44
65	Uttar Pradesh	Lucknow	6	8600
66	Uttar Pradesh	Meerut	9	21
67	Uttar Pradesh	Moradabad	1	1
68	Uttar Pradesh	Muzaffarnagar	59	183
69	Uttar Pradesh	Rampur	2	6
70	Uttar Pradesh	Saharanpur	13	31
71	Uttarakhand	Dehradun	19	62
72	West Bengal	Bankura	1	4
73	West Bengal	Bardhaman	16	40
74	West Bengal	Howrah	1	4
75	West Bengal	Kolkata	806	13104
76	West Bengal	North 24 Parganas	566	1413
77	West Bengal	West Midnapore	1	5
	Total		10426	75315

d Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Genins India Insurance TPA Ltd.	313	6216	5398	83%	807	12%	324

e Turn Around Time (TAT) for cashless claims (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge**	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	82.63%	83.75%	81.56%	88.77%
2	Within 1-2 Hours	11.18%	12.85%	12.51%	9.32%
3	Within 2-6 Hours	6.19%	3.39%	5.92%	1.91%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	0.00%	0.00%	0.00%	0.00%
6	>24 Hours	0.00%	0.00%	0.00%	0.00%
Total		100.00%	100.00%	100.00%	100.00%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre auth is issued in the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f Turn Around Time (TAT) in respect of payment/repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)	No. of claims	percentage (%)
Within 1 Month	2435	96.06%	3457	94.20%	0	0.00%	5892	94.96%
Between 1-3 Months	96	3.79%	184	5.01%	0	0.00%	280	4.51%
Between 3-6 Months	4	0.16%	22	0.60%	0	0.00%	26	0.42%
More than 6 Months	0	0.00%	7	0.19%	0	0.00%	7	0.11%
Total	2535	100.00%	3670	100.00%	0	0.00%	6205	100.00%

*Percentage shall be calculated on total of respective column

g Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	14
3	Grievances resolved during the year	14
4	Grievances outstanding at the end of the year	0

For and on behalf of Genins India Insurance TPA Ltd.

Dr. Jitendra Nagpal
Director



Place :

Date :

Signature of CEO/ Whole Time Director

ORIENTAL INSURANCE CO. LTD.

