

# 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 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>2020-21</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>  <b>DIN : 00917647</b>	<b>44</b>	<b>B4/11, 3<sup>rd</sup> Floor, Rajouri Garden, New Delhi – 11 00 27</b> <b>Mail ID: <a href="mailto:drdivneet@safewaytpa.in">drdivneet@safewaytpa.in</a></b> <b>Mob : +91 9811277664</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
2	<b>HARJIT KAUR</b>  <b>DIN : 02118405</b>	<b>64</b>	<b>3-4-812/A, Flat No.212/4, Paragon Venkatadari Aptts., Barkathpura, Hyderabad. Mail ID: <a href="mailto:harjit@safewaytpa.in">harjit@safewaytpa.in</a></b> <b>Mob : +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>64</b>	<b>6398-A, Rajiv Vihar, Manimajra Chandigarh</b> <b>Mail : <a href="mailto:ceo@safewaytpa.in">ceo@safewaytpa.in</a></b> <b>Mob : 09815393166</b>	<b>BSC, Fellow of Insurance Institute of India</b>	<b>NIL</b>	<b>01.06.2012</b>

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Harjit Kaur*  
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Divneet*  
DIRECTOR

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	55	1402, SAI AVENUE, OFF VEERA DESAI ROAD, ANDHERI WEST MUMBAI MAIL : <a href="mailto:rm.kol@safewaytpa.in">rm.kol@safewaytpa.in</a> 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 :	<b>Claim Servicing for various non-life insurance companies and Pre Insurance Medical Examinations for Life and Non-Life Insurance Companies</b>
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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)	5638754
c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	201775
d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	6091
e.	Hospitals tied up during (for the concerned FY)	1516
f.	Total Hospitals terminated or removed during (concerned FY)	415
g.	Total Hospitals tied up as on (end of concerned	7192

		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	201643	413173	28115.82
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	131	311900	10302.38
3	Policies issued under RSBY or other similar policies issued by insurers	1	4835629	12812.26
4	Pre-Insurance Medical Examination	0	78052	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 31<sup>st</sup> March 2021**

Expenses		Income	
<b>I. Directors' remuneration</b>	2,587,318	<b>I. Income</b>	
<b>II. Staff expenses</b>		(a) Income from insurers (Indian & foreign)	232,999,116
(a) salaries, provident fund	57,981,895	(b) From others (please specify)	
(b) other benefits	5,388,673	(c) Investment income	3,078,941
<b>III. Office expenses</b>		(d) Profit on sale of investments or assets	
(a) Rent, rates and taxes	6,739,084		
(b) Electricity, water	1,114,567		
(c) House-keeping and Cleaning	-		
(d) Others	21,29,483		
<b>IV. Operating Expenses</b>			
(a) Travel	2,011,061		
(b) Entertainment	-		
(c) Lease rent of equipments	-		
(d) Post, telecommunication and similar expenses	6,913,117		
(e) Audit fees	300,000		
(f) Legal Expenses	-		
(g) Repairs and maintenance	8,008,453		
(h) Depreciation	5,482,530		
(i) Motor Vehicle Expenses	-		
(j) MSBY Expenses	-		
(k) Other Expenses	134,938,286		
(l) Loss on sale of investments or assets	-		
(m) Profit/Loss for the year	<b>2,483,591</b>		

**Schedule – 2, FORM TPA – 8-PL****Profit and Loss Appropriation Account for the year ending 31st March 2021**

Particulars	Amount (Rs.)	Particulars	Amount (Rs.)
Loss Brought Forward	-	Profit Brought Forward	3,672,617
Loss for the year	-	Profit for the year	2,483,591
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	8,75,866		
Differed tax liability	1,08,518		
Taxation of earlier year	-		
Profit carried forward	<b>5,171,823</b>		

**Schedule – 3, FORM TPA – 8-BS****Balance Sheet as at 31st March 2021**

Liabilities	Amount (Rs.)	Amount (Rs.)	Assets	Amount (Rs.)	Amount (Rs.)
<b>Authorized Capital</b>		40,000,000	Building / Properties Cost	36,289,651	
Issued Capital	40,000,000		Less Depreciation	(1,770,839)	34,518,812
Paid up Capital+	40,000,000				
Reserves & Surplus		5,171,823	Furniture & Fixtures	4,043,938	
<b>Amounts Due to</b>			Less Depreciation	(6,03,832)	3,440,106
a) Insurers	-				
b) Hospitals	-		Air Conditioners	2,43,814	
c) Doctors	-		Less Depreciation	(1,03,452)	1,40,362
d) Others	-	-			
			Electrical Installation		
<b>Secured Loan</b>		-	Less Depreciation		-
			Office Equipments	1,324,030	
<b>Unsecured Loan</b>		8,500,000	Less Depreciation	(4,43,137)	8,80,893
			Computer Software	2,940,328	
<b>Deferred Tax Liability</b>		6,16,521	Less Depreciation	(1,272,144)	1,668,184
<b>Bank Overdraft</b>		-	Motor Vehicles	4,070,477	
			Less Depreciation	(1,289,126)	2,781,351
<b>Current Liability</b>					
Sundry Creditors	77,504,900		Investments		-
Provisions	1,403,195		Government Securities (Market Value)		-
Provision For Gratuity	4,759,845				-
Others	11,484,827	95,152,768	Loan & Advances		50,463,688
			Deferred tax Assets		-
			<b>Receivables</b>		
			From Insurers		23,729,652
			<b>Others</b>		1,092,069
			<b>Cash &amp; Bank Balances</b>		30,725,995

TOTAL		149,441,112	TOTAL		149,441,112
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#### **Schedule – 4**

**Schedule of the income received towards various activities during the FY 2020-21.**

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	579.44
3	Pre-insurance medical examination	204.18
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)	30.79
		2360.78

#### **Schedule – 5**

**Schedule of apportionment of Expenses to various activities during the FY 2020-21.**

SI No	Description	Expenses incurred during the FY (Amt. INR in Lakhs)
1	Health Services of the policies issued by Indian Insurers	2335.94
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

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Hanjir Khan*  
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Divyesh*  
DIRECTOR

## **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
118	415514	100105	3746092682	35484	1381710561	135707	5128218757

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	121	389652	22870	1169819750	9981	271917755	32972	1442127157
Between 1 – 3 Months	0	0	4221	339526028	2404	94800225	6625	434326253
Between 3 to 6 Months	0	0	551	51241322	358	12672849	909	63914171
More than 6 months	0	0	0	0	0	0	0	0

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Harjit Kaur*  
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Dishant*  
DIRECTOR

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	3513	207889597	12662	192507061	16175	400396658
Between 1 – 3 Months	0	0	1164	104194395	1720	70005187	2884	174199582
Between 3 to 6 Months	0	0	184	18764379	178	7127755	362	25892134
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	121	389652	26383	1377709347	22643	464424816	49147	1842523815
Between 1 – 3 Months	0	0	5385	443720423	4124	164805412	9509	608525835
Between 3 to 6 Months	0	0	735	70005701	536	19800604	1271	89806305
More than 6 months	0	0	0	0	0	0	0	0

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Hongji Kan*  
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Dinrul*  
DIRECTOR

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	12	43892	115	5588247	1378	80519133	1505	86151272
Between 1 – 3 Months	0	0	42	5190823	499	27869713	541	33060536
Between 3 to 6 Months	0	0	4	1224071	53	2864581	57	4088652
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	46	7756377	679	30750952	725	38507329
Between 1 – 3 Months	0	0	56	5685065	214	17006854	270	22691919
Between 3 to 6 Months	0	0	5	299993	9	915952	14	1215945



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	12	43892	161	13344624	2057	111270085	2230	124658601
Between 1 – 3 Months	0	0	98	10875888	713	44876567	811	55752455
Between 3 to 6 Months	0	0	9	1524064	62	3780533	71	5304597
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)

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Hanjir Khan*  
DIRECTOR

FOR SAFEWAY INSURANCE TPA PVT. LTD.

*Dishant*  
DIRECTOR

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	0	0	2402	134929510	1997	17964968	4399	152894478
Between 1 – 3 Months	0	0	438	31024019	519	8449476	957	39473495
Between 3 to 6 Months	0	0	44	3450524	37	480605	81	3931129
More than 6 months	0	0	0	0	0	0	0	0

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	909	55546482	4086	193699842	4995	249246324
Between 1 – 3 Months	0	0	140	7747338	995	45710548	1135	53457886
Between 3 to 6 Months	0	0	9	568951	73	4336542	82	4905493
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	0	0	3311	190475992	6083	211664810	9394	402140802
Between 1 – 3 Months	0	0	578	38771357	1514	54160024	2092	92931381
Between 3 to 6 Months	0	0	53	4019475	110	4817147	163	8836622
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**

FOR SAFEWAY INSURANCE TRADING PVT. LTD.

*Divine*  
DIRECTOR