

As per Regulations 19 (9) of IRDA (TPA - Health Services) Regulations 2016

Service Level Agreement Details
(Annual Form to be furnished alongwith the Annual Report)

1	PARTICULARS OF THE TPA :			
1.1	Name of the TPA		RAKSHA HEALTH INSURANCE TPA PVT. LTD.	
1.2	(A)	Address - Registered Office	C/O. ESCORTS CORPORATE CENTRE,	
			15/5 MATHURA ROAD, FARIDABAD - HARYANA	
			Pin Code - 121003	Landline No. 0129 4289999
		E Mail - pawan@rakshatpa.com	Fax No.	0129 4018012
1.3	Financial Year		2017-18	
1.5	Details of Service Level Agreements (SLAs)			

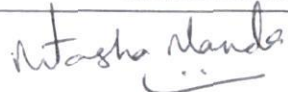

S.No.	Cumulative SLAs till beginning of the year					SLAs entered in the year					Total SLAs at the end of the year				
	1					2					3				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
1	2	12	2		16	5	5	1		11	7	13	1		21

1.6	Details of Service Level Agreements (SLAs)	SLA details for complete Financial Year to be provided (for the period / upto the period)
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S.No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group / RSBY / PIMS / Others - Please specify)	Type of SLA (Fresh / Renewal / Modification)	Date of purchase of Stamp viz Non Judicial Stamp Paper / e-stamp / Special Adhesive / Franking / any other mode.	Date of Agreement dd/mn/yyyy	Validity of Agreement	
1	The New India Assurance Co. Ltd.	Retail Policy / Group	RENEWAL	Non Judicial Stamp Paper 19.06.2017	19.07.2017	01.10.2016	30.09.2019
2	The Oriental Insurance Co. Ltd.	Retail Policy / Group	EXTENTION	Stamp Paper 14.12.2017	14.12.2017	10.07.2017	09.07.2018
3	United India Insurance Co. Ltd.	Retail Policy / Group	RENEWAL	Non Judicial Stamp Paper 20.09.2017	01.10.2017	01.10.2017	30.09.2018
4	National Insurance Co. Ltd.	Retail Policy / Group	RENEWAL	Non Judicial Stamp Paper 05.02.2016	15.06.2016	15.06.2016	14.06.2018
5	IFFCO-TOKIO General Ins. Co. Ltd	Group Policy/RSBY	RENEWAL	Non Judicial Stamp 27.03.2014	31.01.2006	01.04.2014	OPEN
6	Apollo Munich Health Insurance Co.Ltd	Group Policy	RENEWAL	Non Judicial Stamp Paper 19.07.2016	25.07.2016	26.07.2016	25.07.2019
7	Royal Sundaram General Insurance Co. Limited	Group Policy	RENEWAL	Non Judicial Stamp Paper 22.12.2014	15.05.2015	15.05.2015	14.05.2018
8	Liberty Videocon General Insurance Co. Ltd	Group Policy	RENEWAL	Non Judicial Stamp Paper 16.03.2018	16.03.2018	01.03.2017	28.02.2020
9	Bharti Axa General Insurance Company Ltd.	Group Policy	RENEWAL	Non Judicial Stamp Paper 14.12.2016	01.01.2017	01.01.2017	31.12.2019
10	L&T General Insurance Ltd	Group Policy	RENEWAL	Non Judicial Stamp Paper 05.07.2016	07.04.2016	07.04.2016	06.04.2017
11	Universal Sompo General Insurance Co. Ltd.	Group Policy	RENEWAL	Non Judicial Stamp Paper 1.10.2013	26.07.2016	01.10.2016	30.09.2018



S.No.	Name of the Insurer	Type of Services to be rendered (Retail Policy / Group / RSBY / PIMS / Others - Please specify	Type of SLA (Fresh / Renewal / Modification)	Date of purchase of Stamp viz Non Judicial Stamp Paper / e-stamp / Special Adhesive / Franking / any other mode.	Date of Agreement dd/mm/yyyy	Validity of Agreement	
						From	To
						(dd/mm/yyyy)	(dd/mm/yyyy)
12	SBI General Insurance Company Ltd.	Group Policy	RENEWAL	E Stamp 12.01.2017	12.01.2017	09.01.2017	18.01.2020
13	Religare Health Insurance Co Ltd	Group Policy	RENEWAL	Non Judicial Stamp Paper 15.01.2018	16.01.2018	15.01.2018	14.01.2021
14	Tata AIA Life Insurance Company.	OTHERS	RENEWAL	Non Judicial Stamp Paper 31.07.2015	31.07.2015	01.08.2015	31.07.2018
15	Aditya Birla Health Insurance Co. Ltd.	OTHERS	FRESH	Non Judicial Stamp Paper 21.10.2016	11.11.2016	11.11.2016	OPEN
16	LIC OF INDIA	OTHERS	FRESH	Non Judicial Stamp Paper 29.06.2017	30.06.2017	01.07.2017	30.06.2020
17	HDFC ERGO General Insurance Co. Ltd.	Group Policy	FRESH	Non Judicial Stamp Paper 16.02.2018	01.01.2018	01.01.2018	31.12.2020
18	TATA AIG General Insurance Co. Ltd.	Group Policy	FRESH	Non Judicial Stamp Paper 27.03.2018	30.03.2018	30.03.2018	29.03.2021
19	Bajaj Allianz General Insurance Co. Ltd.	Group Policy	FRESH	Non Judicial Stamp Paper 30.11.2017	30.11.2017	10.06.2017	11.02.2021
20	DHFL General Insurance Co. Ltd.	Group Policy	FRESH	Non Judicial Stamp Paper 01.04.2017	18.07.2017	18.07.2017	17.07.2020
21	Reliance General Insurance Co. Ltd.	Group Policy	FRESH	Non Judicial Stamp Paper 04.04.2018	12.02.2018	12.02.2018	11.02.2021

Date :	For and on behalf of RAKSHA HEALTH INSURANCE TPA PVT. LTD.	
Place :	 NITASHA NANDA DIRECTOR	 PAWAN KUMAR BHALLA CHIEF EXECUTIVE OFFICER



REVENUE ACCOUNT FOR THE YEAR END 31ST MARCH 2018

Expenses		Income	
I.	Director's Remuneration	12,000,000	I. Income
II.	Staff Expenses		(a) Income from Insurers (Indian & Foreign)
	(a) Salaries, Provident Fund	225,349,915	627,680,750
	(b) Other Benefits	12,582,150	(b) From Others (please specify-Interest income)
			34,575,447
			(C) Investment Income
			-
			(d) Profit on sale of Investments or Assets
			235,303
III.	Office Expenses		
	(a) Rent, Rates and Taxes	45,189,647	
	(b) Electricity, Water	9,082,580	
	(C) Housekeeping and Cleaning	13,044,504	
	(d) Others	-	
	(e) Travel	19,068,787	
	(f) Entertainment	-	
	(g) Lease rent of Equipments	-	
	(h) Post, Telecommunication and similar expenses	20,937,191	
	(i) Audit Fees	955,000	
	(j) Legal Expenses	248,450	
	(k) Repairs and Mainenance	282,450	
	(l) Depreciation	14,568,604	
	(m) Motor Vehicle Expenses	296,001	
	(n) Other Expenses (please specify)	118,385,868	
	(o) Loss on sale of investments or assets	-	
	(p) Profit / Loss for the year	170,500,350	
IV.	Operating Expenses	-	
		662,491,500	662,491,500



PROFIT AND LOSS APPROPRIATION FOR THE YEAR END 31ST MARCH 2018

Particulars	Amount (₹)	Particulars	Amount (₹)
Loss brought Forward	-	Profit Brought forward	264,041,713
Loss for the year	-	Profit for the year	170,500,350
Dividend for the year	8,000,000	Transfer from Reserves	
Tax on Dividend	1,644,424	Loss Carried forward	
Transfer of Reserves	185,713	Deferred Tax Credit	482,152
Others allocations from profit	-	Taxation of earlier year	1,521,289
Provision for Taxation	61,600,000		
Differed Tax Liability			
Taxation of earlier year			
Profit carried forward	365,115,368		



BALANCE SHEET AS AT 31ST MARCH 2018

Liabilities	Amount (₹)	Amount (₹)	Assets	Amount (₹)	Amount (₹)
Authorized Capital			Building / Properties Cost	33,528,465	
Issued Capital	40000000		Less Depreciation	2,286,507	31,241,959
Paid up Capital		40,000,000			
Reserves & Surplus		365,115,368	Furniture & Fixtures	4,234,013	
Amounts due to			Less Depreciation	1,855,476	2,378,537
a) Insurers		-			
b) Hospital		184,497,535	Air Conditioners		
c) Doctors			Less Depreciation		
d) Others					
			Electrical Installation		
Secured Loan			Less Depreciation		
			Office Equipments	11,598,835	
Unsecured Loan			Less Depreciation	8,433,950	3,164,884
			Computer Software	96,929,617	
Deferred Tax Liability		-	Less Depreciation	75,235,965	21,693,653
Bank Overdraft			Motor Vehicles	3,938,176	
			Less Depreciation	584,468	3,353,708
Current Liability		351,672,102			
Sundry Creditors		26,501,925	Investments		
Provisions		169,284,341	Government Securities (Market Value)		
Others			Loan & Debenture (Market Value)		
			Other Investments (Market Value)	5,711,352	5,493,600
			Receivables		
			From Insurers		160,922,923
			Others		376,672,808
			Cash & Bank Balances		532,149,200
TOTAL		1,137,071,271	TOTAL		1,137,071,272



Schedule - 4

Schedule of the Income received towards various activities during the F.Y. 2017-18

S.No.	Description	Income / Remuneration received during the FY (Amount ₹ in Lakhs)
1	Towards Health services of the Individual Policies issued by Indian Insurers	3310.23
2	Towards Health services of the Group Insurance Policies issued by Indian Insurers	2816.5
3	Pre-insurance Medical Examination	150.08
4	Towards Health Services in the Foreign Jurisdiction in respect of the policies issued by Indian Insurers	0
5	Towards Non Insurance Services rendered	0
6	Towards servicing of policies issued by Foreign Insurers	0
7	Other Income (please specify accounting head wise other income received)	
	- Interest on Bank Deposit	321.71
	- Interest on Income Tax Refund	19.74
	- Misc. Income	4.3
	TOTAL	6622.56

Schedule - 5

Schedule of Apportionment of Expenses to various activities during the F.Y. 2017-18

S.No.	Description	Expenses Incurred during the FY (Amount ₹ in Lakhs)
1	Health Services of the Policies issued by Indian Insurers	4919.91
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 ... 2017-18

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	Number of Claims	Amount of Claims
30	622700	145130	6854802963	295372	5935727086	440532	12791152749

2

Data of Settled Claims in respect of Individual Policies :

Description (to be reckoned from the date of receipt of Claim)	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	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	11	513300	59373	2829501775	96347	3384948036	155731	6214963111
Between 1 - 3 Months	8	51800	865	49953064	3485	108908153	4358	158913017
Between 3 to 6 Months	7	135700	136	9071202	615	15067840	758	24274742
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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	0	0	76815	3712023238	143946	2304402068	220761	6016425306
Between 1 - 3 Months	0	0	2957	157015234	5568	97138212	8525	254153446
Between 3 to 6 Months	0	0	760	43056100	1762	17111329	2522	60167429
More than 6 Months	0	0	1690	18883061	1023	4062396	2713	22945457

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	11	513300	136188	6541525013	240293	5689350104	376492	12231388417
Between 1 - 3 Months	8	51800	3822	206968298	9053	206046365	12883	413066463
Between 3 to 6 Months	7	135700	896	52127302	2377	32179169	3280	84442171
More than 6 Months	0	0	1690	18883061	1023	4062396	2713	22945457

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	3	34727	533	47808360	13407	707668405	13943	755511492
Between 1 - 3 Months			48	3819571	1359	77552051	1407	81371622
Between 3 to 6 Months			34	6918492	946	50123167	980	57041659
More than 6 Months								

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	0	0	1772	103787453	43874	509774116	45646	613561569
Between 1 - 3 Months	0	0	129	8115215	1095	27699199	1224	35814414
Between 3 to 6 Months	0	0	33	2468831	497	12784182	530	15253013
More than 6 Months	0	0	45	4352813	424	8274121	469	12626934

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	3	34727	2305	151595813	57281	1217442521	59589	1369073061
Between 1 - 3 Months	0	0	177	11934786	2454	105251250	2631	117186036
Between 3 to 6 Months	0	0	67	9387323	1443	62907349	1510	72294672
More than 6 Months	0	0	45	4352813	424	8274121	469	12626934

(Note : In respect of data on Repudiations, amount of claims made by the policy holder 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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	6	137900	4896	243609541	3579	166262264	8481	410009705
Between 1 - 3 Months	0	0	313	16610939	906	32707402	1219	49318341
Between 3 to 6 Months	0	0	44	3415719	78	2454924	122	5870643
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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	0	0	5837	298028307	4999	105712680	10836	403740987
Between 1 - 3 Months	0	0	712	50876738	1214	23431645	1926	74308383
Between 3 to 6 Months	0	0	272	16648183	178	2631484	450	19279667
More than 6 Months	0	0	80	4094900	10731	52417228	10811	56512128

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 Policies		Cashless Claims		Reimbursement Claims		Total	
	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims	Number of Claims	Amount of Claims
Within in 1 month from the date of receipt of Claim	6	137900	10733	541637848	8578	271974944	19317	813750692
Between 1 - 3 Months	0	0	1025	67487677	2120	56139047	3145	123626724
Between 3 to 6 Months	0	0	316	20063902	256	5086408	572	25150310
More than 6 Months	0	0	80	4094900	10731	52417228	10811	56512128

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

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Schedule - 7

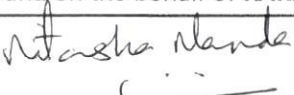

- 1 Directors Report; to be attached separately.
(Note : Inter alia, (i) to disclose the shareholding structure as at the end of financial year
(ii) Discuss Corporate Governance norms put-in place)
- 2 Auditors Report including audited financial and all notes, schedules to audited financials;
to be attached separately.

ANNEXURE - 5

ANNEXURE - 6

Undertaking from Registered TPA Company

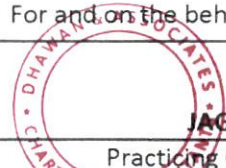
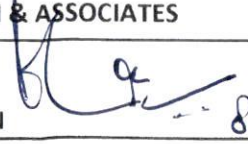
It is hereby declared that the particulars furnished with respect Annual Report of our TPA Company in Form TPA - 8 and Schedule 1 to 7 there under towards various activities of the TPA Company during the F.Y. 2017-18 were examined, and are true and correct. It is also declared that the TPA Company did not receive any other income or remuneration from any other sources other than the one that is declared in the above Schedule.

Date :	For and on the behalf of RAKSHA HEALTH INSURANCE TPA PVT. LTD.	
Place :	 NITASHA NANDA DIRECTOR	 PAWAN KUMAR BHALLA CHIEF EXECUTIVE OFFICER



Certificate from the Statutory Auditors of the TPA Company

Certified that the above information about financials furnished in Annual Report and Schedules 1 to 5 therein by **RAKSHA HEALTH INSURANCE TPA PVT. LTD..** Is as extracted from the transactions of the TPA Company (Name of the TPA Company) for the Financial Year 2017-18

Date : 14-06-2018	For and on the behalf of DHAWAN & ASSOCIATES	
Place : Gandabad	 JAGDISH DHAWAN Practicing Chartered Accountant	 88596