

Date : 27-06-2022

To,  
Joint Director – Health  
Insurance Regulatory and Development Authority  
Sy No. 115/1, Financial District,,  
Nanakramguda, Gachibowli, Hyderabad  
Telangana-500032.

Dear Sir,

**Sub : Submission of Annual Report for the Financial Year – 2021-2022-reg.**

Please find enclosed herewith Annual Report for the Financial Year 2021-2022 as per circular along with the supporting documents in the prescribed format.

1. TPA-8 Annual Report
2. TPA-6C Certificate from Statutory regarding working capital
3. TPA-6D Undertaking by TPA
4. TPA-6E Service level agreement details
5. TPA-6A Status of shareholding pattern before and after change

Kindly acknowledge the receipt of the same.

Thank You,

Yours Faithfully,

GOOD HEALTH INSURANCE TPA LIMITED



Sangeeta Dikshit  
(Director & Chief Administrative Officer)

**Annexure – 16**

As per Regulations 19 (9) of IRDAI (TPA – Health Services) Regulations, 2016.

**Annual Report by Third Party Administrator**

FORM TPA – 8.

<b>1</b>	<b>PARTICULARS OF THE TPA:</b>		
1.1	Name of the TPA :	<b>GOOD HEALTH INSURANCE TPA LIMITED</b>	
1.2	(A)	Address - Registered Office:	SUITE NO 403-406A, 4 <sup>TH</sup> FLOOR, SP ROAD
			ASHOKA MY HOME CHAMBERS, SEC-BAD
			Pin code: 500 003 Landline No: 1860 425 3232
			E-mail: <a href="mailto:Customer.care@ghpltpa.com">Customer.care@ghpltpa.com</a> Fax No: 1860 425 4242

1.3	Financial year	2021-22
1.4	Board of directors as on 31-03-2022(end of concerned FY and changes in the board since the date of statement of the preceding year.	

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)	Date of Change in Board
1	P S Murthy 00509416	66	108, Sainikpuri Colony, Sainikpuri, Secunderabad – 500 003.	Sunshine Commercials Limited	Continuation	N/A
2	Dr Ravinder 01648924	47	32, T Zed Homes, NR Forum value mall, R Narayanapura Whitefield, Bangalore – 560 066	I Care Health & management Services Pvt. Ltd., Anusha Business Consultancy Pvt. Ltd Dentalign Solutions India Pvt. Ltd.	Continuation	N/A
3	Dr S.C Parakh 02197694	71	G1, V J Enclave, 7-1/6, Radhanagar, Phase II, Bandlaguda Jagir, Rajendranagar Mandal, RR District – 500 086	I- Care Health & management Services Pvt. Ltd.	Continuation	N/A
4	Saigeeta Dikshit 00689319	46	5-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana	NIL	Continuation	N/A
5	Srikanth Charan M	59		HOGBUNS Solutions LLP	Continuation	N/A

6	Abhitabh Gupta	52	B-18, first floor, Kailash colony – ew delhi-110048	1.Eximius Infotech Private Limited, 2.True care doc pvt Ltd, 3.Raas Unique business consultancy	Cessation	31-08-2021
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1.5 Details of Chief Executive Officer (CEO)

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
	N/A					

1.6 Details of Chief Administrative Officer (CAO)

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
	Saigeeta Dikshit	46	86-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana saigeeta@ghpltpa.com	PGDMA, Associate Insurance Institute of India	NIL	09-11-2015



1.7 Details of Chief Medical Officer (CMO)

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. B RAVI KISHOR	55	A 307, Shanthibagh Apartments, Opp Begumpet, Hyderabad-500016	MBBS, University of Mysore, Karnataka, Short course, introduction to Diabetes care 200, The University of new castle, Australia Licentiate, Insurance Institute of India, Diploma in Business Management ICFAI University, Tripura	NIL	20-08-2015

1.8	Name and Address of Auditors	M/s Nandyala & Associates H No.8-3-167/A/52, Plot No. 52 Vikaspuri, Near AG Colony, Opp. Road To Esi Hospital, S.R. Nagar, Hyderabad – 500038 Ph.No-23715653, 23815653. nandyala_associates@yahoo.com
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1.9	Enumeration of TPA services provided :	Hospitalization Service Call Center & SMS Service Enrollment & ID Card Service Customer Relation and Contact Management Investigation Service Cashless Service Claim Processing Service Management Information System (MIS) Service Servicing of non-insurance healthcare schemes as mentioned in Regulation 22(3) of these 16regulations (No.Claims 1,633,601)
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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	6750
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1.11		Summary of TPA Business:	
	a.	No. of insurers with whom agreements entered with.	17
	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)	28,053,894
	c.	Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	70,987
	d.	Number of Hospitals tied up by the TPA (beginning of concerned FY)	6574
	e.	Hospitals tied up during (for the concerned FY)	232
	f.	Total Hospitals terminated or removed during (concerned FY)	56
	g.	Total Hospitals tied up as on (end of concerned FY)	6750

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	69,886	174,375	11238.71
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	1,092	1,242,887	38688.37
3	Policies issued under RSBY or other similar policies issued by insurers	3	19,297,519	60089.18
4	Pre-Insurance Medical Examination	NIL	NIL	NIL
5	Foreign Travel Policies issued by Indian insurer	NIL	NIL	NIL
6	Foreign Travel Policies issued by Foreign insurer	NIL	NIL	NIL
7	Non-insurance healthcare schemes sponsored by Central / State Government.	6	7,339,113	NIL

**GOOD HEALTH INSURANCE TPA LIMITED**  
Suite No. 403-406A, Ashoka My Home chambers, SP Road, Secunderabd-500 003  
Revenue Account for the year ending 31st March - 2022

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	<b><u>Expenses</u></b>		1	<b>Income</b>	
1	<b><u>Directors Remuneration</u></b>	1,25,28,046		a) From Insurers (Indian & Foreign)	34,91,81,831
II	<b><u>Staff Expenses</u></b>			b) From Others (Int on IT refund, FD's & Others)	9,33,440
	a) Salaries, provident fund	18,21,90,415		c) Investment Income	
	b) Other Benefits ( Staff Insurance)	17,24,544		d) Profit on sale of investments or assets	
III	<b><u>Office &amp; Other Expenses</u></b>				
	a) Rent	38,32,267			
	b) Electricity, Water	35,69,855			
	c) House Keeping & cleaning	1,10,53,008			
	d) Others	-			
	e) Travelling & Conveyance Expenses	1,94,79,130			
	f) Entertainment Expenses	-			
	g) Lease Rent of Equipment	27,00,428			
	h) Postage, Telecommunication and similar Expenses	72,95,275			
	i) Audit Fees	2,50,000			
	j) Legal Expenses	-			
	k) Repairs and Maintenance	5,75,940			
	l) Depreciation	2,82,93,265			
	m) Motor Vehicle Expenses	-			
	n) Others ( please specify)	-			
	Printing & Stationery	1,39,70,271			
	Smart Card Expenses	-			
	Rates & Taxes	2,62,285			
	Professional Charges	1,46,83,652			
	Bank Charges				
	Finance and Interest Charges	1,79,73,757			
	Other Administrative Expenses	1,44,20,967			
	o) Loss on sale of investments or assets				
	q) Provision for taxation	53,03,638			

q) Differ Tax	(12,44,507)	
<b>Profit / Loss for the year</b>	<b>1,12,53,035</b>	
<b>Total:</b>	<b>35,01,15,271</b>	<b>Total: 35,01,15,271</b>

As per the order of the Board for  
Good Health Insurance TPA Limited

As per the order of the Board for  
Good Health Insurance TPA Limited



**Srikanth Charan Mudigonda**  
Director

Place : Hyderabad

Date : 27.06.2022



**Saigeeta Dikshit**  
Director & Chief Administrative Officer

Note: Audited Financials enclosed




Schedule - 2, FORM TPA-8-PL


**GOOD HEALTH INSURANCE TPA LIMITED**  
Suite No. 403-406A, Ashoka My Home chambers, SP Road, Secunderabd-500 003  
Profit and Loss Appropriation Account for the year ending 31st March - 2022

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	Loss brought forward	-	A	Profit brought forward	7,66,17,196
B	Loss for the Year	-	B	Profit for the year ( P B T )	1,53,12,166
C	Dividend for the year	-	C	Transfer from reserves	
D	Tax on Dividend	-	D	Loss carried forward	
E	Transfer to Reserves & Surplus		E	Deferred tax credit	
F	Other allocations from profits				
	Provision for Taxation	53,03,638			
	Deferred Tax Liability	(12,44,507)			
	Taxation of the earlier year	-			
G	Profit carried forward	8,78,70,231			
		<b>9,19,29,362</b>			<b>9,19,29,362</b>

As per the order of the Board for  
**Good Health Insurance TPA Limited**

  
**Srikanth Charan Mudigonda**  
Director  
Place : Hyderabad  
Date : 27.06.2022

As per the order of the Board  
for  
**Good Health Insurance TPA Limited**

  
**SA GEETA DIKSHIT**  
Director & Chief Administrative Officer

Note: Audited Financials enclosed



**Schedule -3, FORM TPA -8-BS**

**GOOD HEALTH INSURANCE TPA LIMITED**  
 Suite No. 403-406A, Ashoka My Home chambers, SP Road, Secunderabd-500 003  
 Balance Sheet as at 31st March - 2020

Liabilities	Amount INR	Amount INR	Assets	Amount INR	Amount INR
<b>Authorised Share Capital</b>		<b>4,00,00,000</b>	<b>Fixed Assets :</b>		
Issued & Paid up Capital	4,00,00,000	12,78,70,231	Building / Properties Cost	-	
Reserves & Surplus	8,78,70,231		Less : Depreciation	-	
<b>Amounts due to :</b>			Furniture & Fixtures	21 58,364	
a) Insurers			Less : Depreciation	4,65,469	16,92,895
b) Hospitals	-		Air Conditioners	27,290	
c) Doctors	-		Less : Depreciation	5,348	21,942
d) Others			Electrical Installation	2,10,074	
<b>Secured Loans / Bank OD</b>		<b>6,69,62,219</b>	Less : Depreciation	84,313	1,25,761
<b>Unsecured Loans</b>		<b>5,52,34,983</b>	Office Equipments	3,60,37,418	
<b>Deferred Tax Liability</b>		<b>38,00,863</b>	Less : Depreciation	65,73,592	2,94,63,826
<b>Current liabilities</b>			Computer Equipment & Software	7,97,82,675	
Sundry Creditors		7,22,39,743	Less : Depreciation	2,08,09,316	5,89,73,359
Provisions		5,51,97,364	Motor Vehicles	15,51,210	
Others			Less : Depreciation	3,55,227.00	11,95,983
a) TDS Payable		1,54,46,610	<b>Investments:</b>		
			Government Securities (Market Value)		
			Loan & Debenture (Market Value)		
			Other Investments (Market Value)		1,34,77,362
			<b>Receivables :</b>		
			a) From Insurers		19,99,32,944
			<b>b) From Others</b>		
			Deposits & Other Current Assets	2,32,44,010	
			TDS Receivables	4,79,56,522	7,12,00,532
			<b>Cash &amp; Bank Balances</b>		

			Cash Balance	1,18,417	
			Bank Balance (Incl. Fixed Deposits)	2,05,48,996	2,06,67,413
		<b>39,67,52,017</b>			<b>39,67,52,017</b>

As per the order of the Board for  
**Good Health Insurance TPA  
Limited**

  
**Srikanth Charan Mudigonda**

**Director**  
Place : Hyderabad  
Date : 27.06.2022

As per the order of the  
Board for

**Good Health Insurance TPA Limited**

  
**Saigeeta Dikshit**  
**Director & Chief Administrative  
Officer**

Note: Audited Financials enclosed

#### Schedule – 4

Schedule of the income received towards various activities during the FY 2020-22

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	539.42
2	Towards Health Services of the Group Insurance policies issued by Indian Insurers	1219.51
3	Towards Health Services of the Group Govt. Policies issued by Indian Insurers	1732.88
4	Pre-insurance medical examination	
5	Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	
6	Towards Non Insurance Services rendered	
7	Towards Servicing of policies issued by foreign Insurers	
8	Other income (please specify accounting head wise other income received)	
	a) Interest income on fixed deposit	9.20
	b) Interest on TDS refund	
	c) Sundry Payables Written Off	0.13
	<b>TOTAL</b>	<b>3501.15</b>

#### 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 (Total Expenses Including Depreciation)	3388.62
2	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	
3	Non Insurance Services rendered	
4	Servicing of policies issued by foreign Insurers	
5	Other Expenses Incurred (to specify)	











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	7,982	174,826,381	4,464	304,220,098	2,874	121,389,080	15,320	600,435,559
Between 1 – 3 Months	-	-	-	-	-	-	-	-
Between 3 to 6 Months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-

(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: RSBY /Swasthya Sathi Claims are provide in benefit base claims.



## 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.

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### **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 FY 2021-22 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: 27-06-2022	For and on behalf of <b>GOOD HEALTH INSURANCE TPA LIMITED</b>	
Place: Hyderabad	 SRIKANTH CHARAN M (Managing Director)	 SAIGEETA DIKSHIT (Director or CEO / CAO)



**Annexure – 19**

As per Regulations 19 (11) of IRDAI (TPA – Health Services) Regulations, 2016

Declaration and Undertaking by TPA Company.

Form TPA – 6D

**Instructions for Submission of required Declaration and Undertaking:**

1. Periodicity of submission of this Declaration and Undertaking is annual.
2. This declaration and undertaking shall be signed by any two directors of a TPA Company.
3. This declaration and undertaking is to be submitted to the Authority along with Annual Report of the TPA Company.

<b>1 PARTICULARS OF THE TPA COMPANY:</b>		
1.1	Name of the TPA :	<b>GOOD HEALTH INSURANCE TPA LIMITED</b>
1.2	Address - Registered Office:	SUITE NO 403-406A, 4 <sup>TH</sup> FLOOR, SP ROAD
		ASHOKA MY HOME CHAMBERS, SEC-BAD
		Pin code: 500 003 Landline No: 1860 425 3232
		E-mail: <a href="mailto:customer.care@ghpltpa.com">customer.care@ghpltpa.com</a> Fax No: 1860 425 4242
1.3	Financial Year	2019-20

<b>2</b>		We <b>Srikanth Charan M, Saigeeta Dikshit</b> the directors of <b>GOOD HEALTH INSURANCE TPA LIMITED</b> hereby declare and undertake that;
a)	CEO or CAO possesses the requisite qualifications and practical training as specified by Insurance Regulatory and Development Authority of India. The CEO, CAO of the company is / are also fit and proper as per Regulation 11 of the TPA Regulations. Such a CEO or CAO are engaged in day to day administration of the activities of the TPA and also in ensuring compliance of regulatory requirements.	
b)	The TPA Company is not engaged in any other business apart from Health Services by TPAs, as defined in the TPA regulations.	
c)	A Director with required medical qualification and an appointed Chief Medical Officer have valid registration with the Medical Council of India or Medical Council of the state.	
d)	None of the director(s), promoter(s), shareholder(s), and Key managerial personnel of our company is or are, directly or indirectly engaged in any other insurance or insurance related activity(s). (Note: Where it is to be determined whether officials referred herein are involved in any other insurance or insurance related activities or not, TPA Company shall furnish the detailed information separately along with the form)	
e)	The Company did not violate the code of conduct or not committed any breach of the provisions of the applicable Acts, Regulations and / or circulars issued by the Authority from time to time.	

Date: 27-06-2022	For and on behalf of <b>GOOD HEALTH INSURANCE TPA LIMITED</b>	
Place: Hyderabad	 <b>SRIKANTH CHARAN M</b> (Managing Director)	 <b>SAIGEETA DIKSHIT</b> (Director or CEO / CAO)