



# Good Health Insurance TPA Limited

(Formerly Good Health TPA Services Ltd)

ISO-9001:2008 Certified

Date : 07-08-2023

To,  
General Manager Health  
Insurance Regulatory and Development Authority  
Sy No. 115/1, Financial District,  
Nanakramguda,  
Gachibowli,  
Hyderabad  
500032.

Dear Sir,

**Sub : Submission of Annual Report for the Financial Year – 2022-23**

Kindly find enclosed herewith Annual Report for the Financial Year 2022-23 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

Kindly acknowledge the receipt of the same.

Thank You,

Yours Faithfully,

GOOD HEALTH INSURANCE TPA LIMITED

Sargeeta Dikshit  
(Director & Chief Administrative Officer)



**Annexure – 16**

Corp. Office : Suite No. 403-406 A, 4th Floor, Ashoka My Home Chambers, Sardar Patel Road, Hyderabad - 500 003. Telangana

Regd. Office : No. 75, Madhavapuri Colony, Sainikpuri Post, Secunderabad - 500 094, Telangana

Talk to Us : 1860425 3232 [www.goodhealthtpa.com](http://www.goodhealthtpa.com) CIN No.U85110TG2002PLC039081

**Annexure – 16**

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

**Annual Report by Third Party Administrator**

FORM TPA – 8.

|     |                                  |   |
|-----|----------------------------------|---|
| 1   | <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, 4th floor Ashoka My Home chambers,<br>Sardar Patel Road Hyderabad Hyderabad Telangana<br>Pin code: 500 003 Landline No: 1860 425 3232<br>E-mail: <a href="mailto:Customer.care@ghpltpa.com">Customer.care@ghpltpa.com</a> Fax No: 1860 425 4242 |

|     |   |         |
|-----|---|---------|
| 1.3 | Financial year  | 2022-23 |
| 1.4 | Board of directors as on 31-03-2023(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      | 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<br>00509416        | 67  | 108, Sainikpuri Colony, Sainikpuri, Secunderabad – 500 094.                                       | Sunshine Commercials Limited  | Continuation                             | N/A                     |
| 2       | Dr Ravinder<br>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       | Saigeeta Dikshit<br>00689319  | 50  | 5-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana | NIL   | Continuation                             | N/A                     |
| 4       | Srikanth Charan M<br>08414593 | 62  |   | HOGBUNS Solutions LLP   | Continuation                             | N/A                     |



|     |  |  |  |  |  |  |
|-----|--|--|--|--|--|--|
| 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 |
|---------|-------------|-----|--|----------------|--|---|
|         | NA          |     |  |                |  |   |

|     |   |  |  |  |  |  |
|-----|---|--|--|--|--|--|
| 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 | 47  | 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 | Date of joining with TPA Company |
|---------|--------------------|-----|---|--|----------------------------|----------------------------------|
| 1.      | Dr. B RAVI KISHORE | 56  | 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 Advance Diploma of Management ICFAI University, Tripura | NIL                        | 20-08-2015                       |



|     |                              |   |
|-----|------------------------------|---|
| 1.8 | Name and Address of Auditors | M/s Nandyala & Associates<br>Flat No. 302, Sarvashakthi Sadan,<br>H. No 8-3-167/K/4, Kalyan Nagar Venture-III<br>Motinagar, Hyderabad – 500018<br>Ph.No-23715653, 23815653.<br><a href="mailto:nandyala_associates@yahoo.com">nandyala_associates@yahoo.com</a> |
|-----|------------------------------|---|

|     |  |  |
|-----|--|--|
| 1.9 | Enumeration of TPA services provided : | Hospitalization Service<br>Call Center & SMS Service<br>Enrollment & ID Card Service<br>Customer Relation and Contact Management<br>Investigation Service<br>Cashless Service<br>Claim Processing Service<br>Management Information System (MIS) Service |
|-----|--|--|

|      |  |       |
|------|--|-------|
| 1.10 | Enumeration of standing arrangements with hospitals and with doctors :<br>Number of agreements with Network Providers<br>Number of agreements with Doctors | 6,818 |
|------|--|-------|

|      |   |            |
|------|---|------------|
| 1.11 | Summary of TPA Business:  |            |
| a.   | No. of insurers with whom agreements entered with.  | 20         |
| 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) | 21,817,476 |
| c.   | Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)                     | 61,004     |
| d.   | Number of Hospitals tied up by the TPA (beginning of concerned FY)  | 6,818      |
| e.   | Hospitals tied up during (for the concerned FY)   | 261        |
| f.   | Total Hospitals terminated or removed during (concerned FY)   | 169        |
| g.   | Total Hospitals tied up as on (end of concerned FY)   | 6,910      |

|      |                          |  |
|------|--------------------------|--|
| 1.12 | Summary of TPA services: |  |
|------|--------------------------|--|

| 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  | 58,585                   | 142,181               | 10,263.58  |
| 2       | Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers) | 2,411                    | 758,367               | 33,077.54  |
| 3       | Policies issued under RSBY or other similar policies issued by insurers                        | 2                        | 20,123,107            | 83,070.59  |
| 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                        | 793,821               | NIL  |



## GOOD HEALTH INSURANCE TPA LIMITED

4th Floor, 403 to 406A, Ashoka My Home Chambers, SP Road, Sindhi Colony, Sedc-Bad-500003

Revenue Account for the year ending 31st March - 2023

| S.No. | Particulars   | Amount<br>INR | S.No. | Particulars  | Amount<br>INR |
|-------|---|---------------|-------|--|---------------|
| A     | <u>Expenses</u>                                       |               | 1     | Income   |               |
| 1     | <u>Directors Remuneration</u>                         | 1,14,56,004   |       | a) From Insurers (Indian & Foreign)                | 36,41,58,994  |
| II    | <u>Staff Expenses</u>                                 |               |       | b) From Others<br>(Int on IT refund,FD's & Others) | 28,02,440     |
|       | a) Salaries, provident fund                           | 19,00,80,195  |       | c) Investment Income                               | -             |
|       | b) Other Benefits ( Staff Welfare &<br>Insurance)     | 19,61,643     |       | d) Profit on sale of investments<br>or assets      |               |
| III   | <u>Office &amp; Other Expenses</u>                    |               |       |  |               |
|       | a) Rent   | 18,13,815     |       |  |               |
|       | b) Electricity, Water                                 | 30,72,511     |       |  |               |
|       | c) House Keeping & cleaning/Office<br>Maintenance     | 1,21,19,465   |       |  |               |
|       | d) Others   | -             |       |  |               |
|       | e) Travelling & Conveyance Expenses                   | 1,77,37,468   |       |  |               |
|       | f) Entertainment Expenses                             | -             |       |  |               |
|       | g) Lease Rent of Equipment                            | 27,39,593     |       |  |               |
|       | h) Postage, Telecommunication<br>and similar Expenses | 65,94,227     |       |  |               |
|       | i) Audit Fees   | 2,50,000      |       |  |               |
|       | j) Leagal Expenses                                    | -             |       |  |               |
|       | k) Repairs and Maintenance                            | 1,42,156      |       |  |               |
|       | l) Depreciation                                       | 2,47,00,138   |       |  |               |
|       | m) Motor Vehicle Expenses                             | -             |       |  |               |
|       | n) Others (Tax Expenses of Earlier Years)             | 2,30,70,748   |       |  |               |
|       | Printing & Staionery                                  | 1,45,66,360   |       |  |               |
|       | Smart Card Expenses                                   | -             |       |  |               |
|       | Rates & Taxes   | 6,01,158      |       |  |               |
|       | Professional Charges                                  | 1,07,12,873   |       |  |               |
|       | Bank Charges  |               |       |  |               |



|  |                     |               |                     |
|--|---------------------|---------------|---------------------|
| Finance and Interest Charges             | 1,43,31,118         |               |                     |
| Other Administrative Expenses            | 1,31,34,218         |               |                     |
| o) Loss on sale of investments or assets |                     |               |                     |
| q) Provision for taxation                | 1,11,19,847         |               |                     |
| q) Differ Tax                            | (5,90,519)          |               |                     |
| <b>Profit / Loss for the year</b>        | <b>73,48,418</b>    |               |                     |
| <b>Total:</b>                            | <b>36,69,61,434</b> | <b>Total:</b> | <b>36,69,61,434</b> |

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

35,96,13,017

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



Srikanth Charan Mudigonda

Director

Place : Hyderabad

Date : 21.06.2023





Saigeeta  
Dikshit  
Director & Chief Administrative  
Officer

Note: Audited Financials enclosed

Schedule - 2, FORM TPA-8-PL

**GOOD HEALTH INSURANCE TPA LIMITED**

4th Floor, 403 to 406A, Ashoka My Home Chambers, SP Road, Sindhi Colony, Sedc-Bad-500003

Profit and Loss Appropriation Account for the year ending 31st March - 2023

| S.No. | Particulars                       | Amount<br>INR       | S.No. | Particulars                   | Amount<br>INR       |
|-------|-----------------------------------|---------------------|-------|-------------------------------|---------------------|
| A     | Loss brought forward              | -                   | A     | Profit brought forward        | 8,78,70,231         |
| B     | Loss for the Year                 | -                   | B     | Profit for the year ( P B T ) | 4,09,48,493         |
| C     | Dividend for the year             | -                   | C     | Transfer from reserves        | -                   |
| D     | Tax on Dividend                   | -                   | D     | Loss carried forward          | -                   |
| E     | Transfer to Reserves &<br>Surplus |                     | E     | Deferred tax credit           |                     |
| F     | Other allocations from profits    |                     |       |                               |                     |
|       | Provision for Taxation            | 1,11,19,847         |       |                               |                     |
|       | Deferred Tax Liability            | (5,90,519)          |       |                               |                     |
|       | Taxation of the earlier year      | 2,30,70,748         |       |                               |                     |
| G     | Profit carried forward            | 9,52,18,649         |       |                               |                     |
|       |                                   | <b>12,88,18,725</b> |       |                               | <b>12,88,18,725</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 : 21.06.2023



SAIGEETA DIKSHIT

Director & Chief Administrative Officer

Note: Audited Financials enclosed

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

**GOOD HEALTH INSURANCE TPA LIMITED**

4th Floor, 403 to 406A, Ashoka My Home Chambers, SP Road, Sindhi Colony, Sedc-Bad-500003

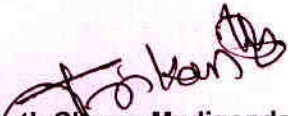
**Balance Sheet as at 31st March - 2023**

| Liabilities                     | Amount<br>INR | Amount<br>INR       | Assets                               | Amount<br>INR | Amount<br>INR       |
|---------------------------------|---------------|---------------------|--------------------------------------|---------------|---------------------|
| <b>Authorised Share Capital</b> |               | <b>4,00,00,000</b>  | <b>Fixed Assets :</b>                |               |                     |
| Issued & Paid up Capital        | 4,00,00,000   | 13,52,18,649        | Building / Properties Cost           | -             | -                   |
| Reserves & Surplus              | 9,52,18,649   |                     | Less : Depreciation                  | -             |                     |
| <b>Amounts due to :</b>         |               |                     | Furniture & Fixtures                 | 16,92,895     | 13,52,235           |
| a) Insurers                     | -             |                     | Less : Depreciation                  | 3,40,660      |                     |
| b) Hospitals                    | -             |                     | Air Conditioners                     | 21,942        | 16,594              |
| c) Doctors                      | -             |                     | Less : Depreciation                  | 5,348         |                     |
| d) Others                       |               | 4,05,56,548         | Electrical Installation              | 1,25,761      |                     |
| <b>Secured Loans / Bank OD</b>  |               | <b>3,15,98,862</b>  | Less : Depreciation                  | 42,203        | 83,558              |
| <b>Unsecured Loans</b>          |               | <b>2,83,42,378</b>  | Office Equipments                    | 2,95,09,123   | 2,06,66,245         |
| <b>Deferred Tax Liability</b>   |               | <b>32,10,344</b>    | Less : Depreciation                  | 88,42,878     |                     |
| <b>Current liabilities</b>      |               |                     | Computer Equipment & Software        | 8,23,19,455   | 6,71,90,991         |
| Sundry Creditors                |               | 5,69,56,442         | Less : Depreciation                  | 1,51,28,464   |                     |
| Provisions                      |               | 5,23,15,274.75      | Motor Vehicles                       | 11,95,983     | 8,46,104            |
| Others                          |               |                     | Less : Depreciation                  | 3,49,879.00   |                     |
| a) TDS Payable                  |               | 22,30,243           | <b>Investments:</b>                  |               |                     |
| b) Provision for gratuity       |               | 10,24,394           | Government Securities (Market Value) |               | -                   |
|                                 |               |                     | Loan & Debenture (Market Value)      |               | -                   |
|                                 |               |                     | Other Investments (Market Value)     |               | 1,34,77,362         |
|                                 |               |                     | <b>Receivables :</b>                 |               |                     |
|                                 |               |                     | a) From Insurers                     |               | 18,97,65,099        |
|                                 |               |                     | b) From Others                       |               |                     |
|                                 |               |                     | Deposits & Other Current Assets      | 29,69,206     |                     |
|                                 |               |                     | TDS Receivables                      | 3,32,11,443   | 3,61,80,650         |
|                                 |               |                     | <b>Cash &amp; Bank Balances</b>      |               |                     |
|                                 |               |                     | Cash Balance                         | 43,162        |                     |
|                                 |               |                     | Bank Balance (Incl. Fixed Deposits)  | 2,18,31,138   | 2,18,74,300         |
|                                 |               | <b>35,14,53,138</b> |                                      |               | <b>35,14,53,137</b> |





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

  
Srikanth Charan Mudigonda  
Director  
Place : Hyderabad  
Date : 21.06.2023



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 2022-23

| Sr No | Description  | Income / Remuneration received during the FY (Amt. INR in Lakhs) |
|-------|--|--|
| 1     | Towards Health Services of the Individual/Group/RSBY policies issued by Indian Insurers                  | 36,41,58,994   |
| 2     | Pre-insurance medical examination  |  |
| 3     | Towards Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers |  |
| 4     | Towards Non Insurance Services rendered  |  |
| 5     | Towards Servicing of policies issued by foreign Insurers   |  |
| 6     | Other income (please specify accounting head wise other income received)                                 |  |
|       | a) Interest income on fixed deposit  | 10,99,709  |
|       | b) Interest on TDS refund  | 14,13,753  |
|       | c) Sundry Payables Written Off   | 2,88,978   |
|       | <b>TOTAL</b>   |  |

#### Schedule – 5

#### Schedule of apportionment of Expenses to various activities during the FY 2022-23

| 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) | 32,60,12,942  |
| 2     | Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers  | 0   |
| 3     | Non Insurance Services rendered   | 0   |
| 4     | Servicing of policies issued by foreign Insurers  | 0   |
| 5     | Other Expenses Incurred (to specify)  | 0   |



## Schedule – 6

### 1. Data of claims received during the year 2022-23

| 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 |
| 787,412                | 9,484,331,714    | 49,369           | 4,816,556,551    | 44,977               | 2,172,273,344    | 881,758      | 16,473,161,609   |

### 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                  | -                    | -                | 8,022            | 639,832,956      | 5,333                | 217,727,149      | 13,355       | 857,560,105      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |

### 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       | Amount of Claims | Number of            | Amount of Claims | No of   | Amount of claims |
| within 1 months from date of receipt of claim                  | 724,784              | 8,089,237,310    | 38,710          | 2,698,365,188    | 33,153               | 1,029,708,261    | 796,647 | 11,817,310,759   |
| Between 1 – 3 Months   | -                    | -                | -               | -                | -                    | -                | -       | -                |
| Between 3 to 6 Months  | -                    | -                | -               | -                | -                    | -                | -       | -                |
| More than 6 months   | -                    | -                | -               | -                | -                    | -                | -       | -                |



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                  | 724,784              | 8,089,237,310    | 46,732           | 3,338,198,144    | 38486                | 1,247,435,410    | 810,002      | 12,674,870,864   |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |

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                  | -                    | -                | 658              | 55,594,165       | 855                  | 64,060,638       | 1,513        | 119,654,803      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| 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 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                  | 417,34               | 357,683,167      | 2,126            | 157,956,478      | 4,576                | 206,971,503      | 48,436       | 722,611,148      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |



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                  | 41,734               | 357,683,167      | 2,784            | 213,550,643      | 5,431                | 271,032,141      | 49,949       | 842,265,951      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |

(Note: In respect of data on Repudiations, amount of claim made by the policyholder 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 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                  | -                    | -                | 768              | 63,138,924       | 627                  | 42,147,348       | 1,395        | 105,286,272      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |

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                  | 31,876               | 287,275,521      | 3,550            | 256,207,643      | 3,306                | 154,207,631      | 38,732       | 697,690,795      |
| Between 1 – 3 Months   | -                    | -                | -                | -                | -                    | -                | -            | -                |
| Between 3 to 6 Months  | -                    | -                | -                | -                | -                    | -                | -            | -                |
| More than 6 months   | -                    | -                | -                | -                | -                    | -                | -            | -                |



**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                  | 31,876               | 287,275,521      | 4,318            | 319,346,567      | 3,933                | 196,354,979      | 40,127       | 802,977,067      |
| 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 2022-23 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: 21-07-2023 | For and on behalf of<br><b>GOOD HEALTH INSURANCE TPA LIMITED</b>  |  |
| Place: Hyderabad | <br>SRIKANTH CHARAN M<br>(Managing Director) | <br>SAIGEETA DIKSHIT<br>(Director or CEO / CAO) |

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**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, 4th floor Ashoka My Home chambers,   |
|  |                              | Sardar Patel Road Hyderabad Hyderabad Telangana  |
|  |                              | 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               | 2022-23  |

|          |   |  |
|----------|---|--|
| <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:21-07-2023  | For and on behalf of<br><b>GOOD HEALTH INSURANCE TPA LIMITED</b>  |   |
| Place: Hyderabad | <br><b>SRIKANTH CHARAN M</b><br>(Managing Director) | <br><b>SAIGEETA DIKSHIT</b><br>(Director or CEO / CAO) |

