

Annexure – 16

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

Annual Report by Third Party Administrator

FORM TPA – 8

1 PARTICULARS OF THE TPA:	
1.	Name of the TPA: GOOD HEALTH INSURANCE TPA LIMITED
1.2 (A)	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: Customer.care@ghptpa.com

1.3	Financial year	2023-24
1.4	Board of directors as on 31-03-2024(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/Appointm ent)	Date of Change in Board
1	P S Murthy 00509416	69	108, Sai puri Colony, Sainikpuri, Secunderabad – 500 094.	Sunshine Commercials Limited	Continuation	N/A
2	Dr Ravinder V 01648924	49	132, T Zed Homes, NR Forum value mall, R Narayanapura Whitefield, Bangalore – 560 066	Anusha Business Consultancy Pvt. Ltd. Dentalign Solutions India Pvt. Ltd.	Continuation	N/A
3	Saigeeta Dikshit 00689319	49	86-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana	PROVERSE CONSULTING LLP	Continuation	N/A
4	Srikanth Charan M 08414593	61	C/O, 2103, 20 th Floor, Royallton, A Block, Jubilee Hills, Shaikpet, Towli Chowki, Hyderabad-Telangana-500033	HOGBUNS Solutions LLP	Continuation	N/A
5	Dr S.C Parakh 02197894	75	G1, V J Enclave, 7-1/6, Radhanagar, Phase II, Bandlaguda Jagir, Rajendranagar Mandal, RR District – 500 086	NIL	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	49	86-87, Flat No. 301, Mounica Apts., Bhaskar Rao Nagar, Sainikpuri, Secunderabad, 500094, Telangana Email: saigeeta@ghp1tpa.com	PGDMA, Associate Insurance Institute of India	PROVERSE CONSULTING LLP	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 KISHORE	57	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 Flat No. 302, Sarvashakthi Sadan, H. No 8-3-167/K/4, Kalyan Nagar Venture-III Motinagar, Hyderabad – 500018 Ph.No-23715653, 23815653. nandyala_associates@yahoo.com
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
1.10	Enumeration of standing arrangements with hospitals and with doctors : Number of agreements with Network Providers Number of agreements with Doctors	9,608



1.11 Summary of TPA Business:

Particulars	Particulars_ Code	Value
a. Claims serviced under health insurance policies by way of Pre-Authorization of cashless treatment or settlement of claims other than cashless claims or both	3101416	811097.00
b. Servicing of Claims for Hospitalization cover under Personal Accident Policy & Domestic Travel policy	3101417	0.00
c. Pre-insurance medical examination in connection with underwriting of health insurance policies.	3101418	0.00
d. Health Services in respect of Foreign Travel Policies and health policies issued by Indian Insurers covering medical treatment or hospitalization outside India	3101419	0.00
e. Health Services in respect of Foreign Travel policies issued by Foreign Insurers for policy holders who are travelling to India	3101420	0.00
f. Servicing of non-insurance healthcare schemes as mentioned in Regulation 22(3) of these regulations	3101421	40984.00
g. Any other services as may be mentioned by Authority	3101422	0.00
1.10.a.Number of agreements with Network Providers	3101423	9608.00
1.10.b.Number of agreements with Doctors	3101424	0.00
No. of insurers with whom agreements entered with	3101425	20.00
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)	3101426	17126178.00
Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	3101427	61691.00
Hospitals tied up during (for the concerned FY)	3101429	2906.00
Total Hospitals terminated or removed during (concerned FY)	3101430	140.00

1.12 Summary of TPA services:

Particulars	Particulars_ Code	No_of_Policies_S_erviced	No_of_Lives_S_erved	Amount_of_Premium_Serviced_wherever_available_(in_absol_ute_INR)
Individual / Retail Health Insurance Policies	3101395	61,236	1,45,844	1,26,38,18,363
Group Health Insurance Policies (other than RSBY or other similar policies issued by insurers)	3101396	454	8,90,728	3,70,47,70,597
Policies issued under RSBY or other similar policies issued by insurers	3101397	1	15,15,82,456	5,84,03,82,825
Pre-Insurance Medical Examination	3101398	-	-	-
Foreign Travel Policies issued by Indian insurer	3101399	-	-	-
Foreign Travel Policies issued by Foreign insurer	3101400	-	-	-
Non-insurance healthcare schemes sponsored by Central / State Government	3101401	2	6,43,888	-



Schedule -1, FORM TPA -8-RA

GOOD HEALTH INSURANCE TPA LIMITED

Revenue Account for the year ending 31st March – 2024

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	Expenses		1	Income	
1	Directors Remuneration	1,32,56,004		a) From Insurers (Indian & Foreign)	25,96,08,915
II	Staff Expenses			b) From Others (Int on IT refund, FD's & Others)	30,78,738
	a) Salaries, provident fund	12,33,50,460		c) Investment Income	
	b) Other Benefits (Staff Insurance)	13,77,106		d) Profit on sale of investments or assets	
III	Office & Other Expenses				
	a) Rent	14,77,168			
	b) Electricity, Water	29,44,736			
	c) House Keeping & cleaning	1,55,57,967			
	d) Others	-			
	e) Travelling & Conveyance Expenses	1,61,02,241			
	f) Entertainment Expenses	-			
	g) Lease Rent of Equipment	28,12,034			
	h) Postage, Telecommunication and similar Expenses	28,44,319			
	i) Audit Fees	2,50,000			
	j) Legal Expenses	-			
	k) Repairs and Maintenance	11,780			
	l) Depreciation	2,47,32,639			



m) Motor Vehicle Expenses	-
n) Others (please specify)	-
Printing & Stationery	1,04,59,748
Smart Card Expenses	-
Rates & Taxes	56,51,931
Professional Charges	36,09,712
Bank Charges	4,35,729
Finance and Interest Charges	94,47,760
Other Administrative Expenses	70,55,519
o) Loss on sale of investments or assets	
p) Provision for taxation	
q) Differ Tax	
r) Tax Expenses of Earlier Years	
Profit / Loss for the year	2,13,10,799

Total: 26,26,87,653

Total: 26,26,87,653

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


Jaigeeta Dikshit



Director & Chief Administrative Officer

Place : Hyderabad
Date : 27.06.2024

GOOD HEALTH INSURANCE TPA LIMITED

Profit and Loss Appropriation Account for the year ending 31st March - 2024

S.No.	Particulars	Amount INR	S.No.	Particulars	Amount INR
A	Loss brought forward	-	A	Profit brought forward	9,52,18,649
B	Loss for the Year	-	B	Profit for the year (P B T)	2,13,10,799
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	1,32,74,404			
	Deferred Tax Liability	(17,05,129)			
	Taxation of the earlier year	9,577			
G	Profit carried forward	10,49,50,596			
		11,65,29,448			11,65,29,448

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

Sangeeta
SANGEETA DIKSHIT
Director & Chief Administrative Officer



Place : Hyderabad
Date : 27.06.2024

Schedule -3, FORM TPA -8-BS

GOOD HEALTH INSURANCE TPA LIMITED

Balance Sheet as at 31st March - 2024

Liabilities	Amount INR	Amount INR	Assets	Amount INR	Amount INR
Authorised Share Capital		4,00,00,000	Fixed Assets :		
Issued & Paid up Capital	4,00,00,000	14,49,50,596	Building / Properties Cost	-	-
Reserves & Surplus	10,49,50,596		Less : Depreciation		
Amounts due to :			Furniture & Fixtures	13,52,235	10,55,546
a) Insurers			Less : Depreciation	2,96,689	
b) Hospitals			Air Conditioners	16,594	11,244
c) Doctors			Less : Depreciation	5,350	
d) Others			Electrical Installation	83,558	69,172
Secured Loans / Bank OD		8,63,23,365	Less : Depreciation	14,386	
Unsecured Loans		13,70,754	Office Equipments	2,06,66,245	1,49,18,690
Deferred Tax Liability		15,05,215	Less : Depreciation	57,47,555	
Current liabilities			Computer Equipment & Software	17,04,82,953	15,21,69,381
Sundry Creditors		7,17,79,304	Less : Depreciation	1,83,13,572	
Provisions		6,12,72,807	Motor Vehicles	8,46,104	4,91,017
Others		2,80,82,379	Less : Depreciation	3,55,087	
a) GST Payable			Investments:		
b) TDS Payable			Government Securities (Market Value)		
			Loan & Debenture (Market Value)		
			Other Investments (Market Value)		



Schedule – 4

Schedule of the income received towards various activities during the FY 2023-24

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	25,96,08,915
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	15,62,015
	b) Interest on TDS refund	9,94,085
	c) Profit on Sale of Investments	5,22,638
	TOTAL	

Schedule – 5

Schedule of apportionment of Expenses to various activities during the FY 2023-24

Sl 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)	24,13,76,854
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

Schedule 6 Details of claims & Ageing for the year 2023-24

Type of Policy	Particulars	Particulars Code	Benefit Based Policies Number of Claims	Benefit Based Policies Amount of Claims	Cashless Claims Number of Claims	Cashless Claims Amount of Claims	Reimbursement Claims Number of Claims	Reimbursement Claims Amount of Claims
Individual	Data of claims during the year : Details of claims reported during the year	3101308	0	0	13251	1,69,49,37,456	8013	67,62,65,055
Individual	Data of Settled Claims : Within 1 month from date of receipt of claim	3101309	0	0	12284	1012489928	7213	304369741
Individual	Data of Settled Claims : Amount of claim partially disallowed owing to the Terms and Conditions of the policy	3101313	0	0	0	617124572	0	332860391
Individual	Data of Claims recommended for repudiation : Within 1 month from date of receipt of claim	3101314	0	0	1520	136153656	1346	104926435
Individual	Data of Claims Outstanding : Within 1 month from date of receipt of claim	3101318	0	0	803	63031224	537	33261511
Group	Data of claims during the year : Details of claims reported during the year	3101308	683208	8,12,51,67,083	36080	3,93,20,24,255	37518	1,76,05,43,528
Group	Data of Settled Claims : Within 1 month from date of receipt of claim	3101309	581765	6541551300	32730	2350950251	32815	946076209
Group	Data of Settled Claims : Amount of claim partially disallowed owing to the Terms and Conditions of the policy	3101313	0	1069205271	0	1274570618	0	604267510
Group	Data of Claims recommended for repudiation : Within 1 month from date of receipt of claim	3101314	133226	800764940	3422	262629562	4776	217018004
Group	Data of Claims Outstanding : Within 1 month from date of receipt of claim	3101318	93	4932500	2890	222234857	2777	105679150

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



Certificate from the Statutory Auditors of the TPA Company

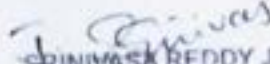


N. VENKATESWARLU
B.Com., F.C.A.

NANDYALA & ASSOCIATES
CHARTERED ACCOUNTANTS

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 GOOD HEALTH INSURANCE TPA LIMITED is as extracted from the transactions of the TPA Company M/s GOOD HEALTH INSURANCE TPA LIMITED for the Financial 2023-24

Date: 27-06-2024	For and on behalf of (Name of Auditors)
Place: HYDERABAD	For NANDYALA & ASSOCIATES Chartered Accountants FRN: 005646S  SRINIVASA REDDY JITTA Name & Signature of Chartered Accountant FRN: 005646S

(Affix seal in case it is a firm / associate)



As per Regulations 20 (4) of IRDAI (TPA – Health Services) Regulations, 2016.

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

FORM TPA – 6E

1	PARTICULARS OF THE TPA:	
1.1	Name of the TPA :	GOOD HEALTH INSURANCE TPA SERVICES LIMITED
1.2	(A) 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: customer.care@ghpltpa.com
1.3	Financial year	2023-24
1.4		
1.5	Details of Service level Agreements (SLAs);	

S N o	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	9	11	0	1	20	1	6	0	5	7	3	14	0	4	17



1.0	a	Details of Service level Agreements (SLAs):	SLA details for complete financial year to be provided 2023-24
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Insurer_ID	Type_of_Services_to_be_rendered	Others_Description	Type_of_SLA	Date_of_Purchase_of_stamp_viz_Non_Judicial_Stamp_Paper/Le_stamp/Special_Adhesive/franking/any_other_mode	Date_of_Agreement	Validity_of_Agreement_From	Validity_of_Agreement_To
BAJA0205000	Group Policy		Renewal	29-Sep-2023	01-Nov-2023	01-Nov-2023	31-Oct-2024
CIGN1311000	Group Policy		Renewal	01-Apr-2020	01-Apr-2020	01-Apr-2023	31-Mar-2024
EDEL0203000	Group Policy		Fresh	29-Dec-2022	25-Feb-2023	25-Feb-2023	24-Feb-2026
ICIC0308000	Group Policy		Renewal	23-Mar-2023	06-Jun-2023	09-Jun-2023	08-Jun-2026
IFFC0412000	Group Policy		Renewal	21-Apr-2014	17-Apr-2014	17-Apr-2014	17-Apr-2024
LIBE2205000	Group Policy		Renewal	20-Apr-2019	13-May-2020	13-May-2020	12-May-2024
MAGM2205000	Group Policy		Renewal	19-Sep-2019	27-Nov-2022	27-Nov-2022	26-Nov-2025
NATI0512000	Group Policy		Renewal	31-May-2022	15-Jun-2022	15-Jun-2022	15-Jun-2024
ROYA2310000	Group Policy		Renewal	18-May-2023	01-Jun-2023	01-Apr-2023	31-Mar-2025
TATA2201000	Group Policy		Renewal	10-Feb-2023	08-Apr-2023	08-Apr-2023	07-Apr-2026
THEN0104000	Group & Retail		Renewal	23-Sep-2022	28-Sep-2022	01-Oct-2022	30-Sep-2025
THEO0104001	Group & Retail		Renewal	31-May-2023	01-Jun-2023	01-Jun-2023	31-May-2026
UNIT0104000	Group & Retail		Renewal	12-Mar-2021	01-Apr-2021	01-Apr-2021	31-Mar-2024
CHOL1507000	Group Policy		Fresh	21-Dec-2022	05-Apr-2023	01-Apr-2023	31-Mar-2026
THEN0104000	Others – Please specify	Rajsthan -Govt Scheme	Renewal	22-Jan-2021	22-Jan-2021	30-Sep-2023	29-Jan-2024
ADIT2204000	Group Policy		Fresh	12-Mar-2020	12-Mar-2020	12-Mar-2020	12-Mar-2025
MAXB2205000	Group Policy		Renewal	12-Jul-2023	29-Aug-2023	01-Aug-2023	31-Jul-2026



Schedule - 7

Undertaking from Registered TPA Company

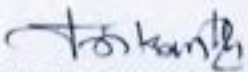
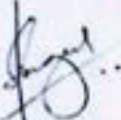


Good Health Insurance TPA Limited

ISO 9001:2008 Certified

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 2023-24 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: 27-06-2024	For and on behalf of GOOD HEALTH INSURANCE TPA LIMITED	
Place: HYDERABAD	 SRIKANTH CHARAN MODIGONDA (Managing Director)	 SAIGEETA DIKSHIT (Director & 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.

1 PARTICULARS OF THE TPA COMPANY:		
1.1	Name of the TPA:	GOOD HEALTH INSURANCE TPA LIMITED
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: customer.care@ghptpa.com
1.3	Financial Year	2023-24

2 I Saigeeta Dikshit the director of GOOD HEALTH INSURANCE TPA LIMITED 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: 27-06-2024	For and on behalf of GOOD HEALTH INSURANCE TPA LIMITED
Place: Hyderabad	  SAIGEETA DIKSHIT (Director or CEO / CAO)