



AN ISO 9001:2008 CO.



Raksha

RAKSHA:IRDA:17-18

June 21, 2017

**Sh. D.V. Ramesh
HoD & Deputy General Manager - Health
Insurance Regulatory and Development Authority
5-9-58B, 3rd Floor,
Parisrama Bhavanam, Basheer Bagh
Fateh Maidan Road
Hyderabad - 500 004**

SUB: SUBMISSION OF ANNUAL REPORT : 2016-17

Dear Sir,

We are enclosing herewith Hard Copy of Annual Report 2016-17 as per Regulations 19 (9) of IRDAI (TPA – Health Services) Regulations, 2016 alongwith Directors / Auditors Report duly signed by our Director and Chief Executive Officer.

Hope you will find the same in order.

Regards,

For RAKSHA HEALTH INSURANCE TPA PVT. LTD.

**PAWAN KUMAR BHALLA
C.E.O.**

Raksha Health Insurance TPA Pvt. Ltd.

Corporate Office : C/o Escorts Corporate Centre 15/5, Mathura Road, Faridabad Haryana - 121003 Tel. : 0129-4289999 Fax : 0129-4018012
CIN NO. U85199DL2002PTC113925, E-mail : crcm@rakshatpa.com, www.rakshatpa.com

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

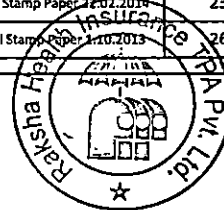
Service Level Agreement Details
(Annual Form to be furnished alongwith the Annual Report)

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
1.3	Financial Year	E Mail - pawan@rakshatpa.com	Fax/No. 0129 4018012	
		2016-17		
1.5	Details of Service Level Agreements (SLAs)			

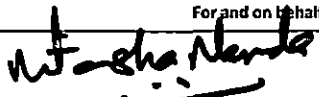

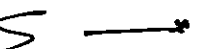
S.No.	Cumulative SLAs till beginning of the year					SLAs entered in the year					Total SLAs at the end of the year				
	1					2					3				
	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total	Fresh	Renewal	Modification	Termination	Total
1	2	12	2		16	1	7	2		9	2	12	2		16

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/mm/yyyy	Validity of Agreement	
						From	To
1	The New India Assurance Co. Ltd.	Retail Policy / Group	Under Negotiations	Non Judicial Stamp Paper 19.03.2014	01.07.2014	01.10.2013	30.09.2016
2	The Oriental Insurance Co. Ltd.	Retail Policy / Group	MODIFICATION	Stamp Paper 24.08.2016	26.07.2016	10.07.2016	09.07.2017
3	United India Insurance Co. Ltd.	Retail Policy / Group	RENEWAL	Non Judicial Stamp Paper 30.09.2016	30.09.2016	01.10.2016	30.09.2017
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	31.03.2014	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 Videcon General Insurance Co. Ltd	Group Policy	FRESH	Non Judicial Stamp Paper 01.03.2014	10.03.2014	01.03.2014	28.02.2017
9	Bharti Axa General Insurance Company Ltd.	Group Policy	RENEWAL	Non Judicial Stamp Paper 14.11.2016	01.01.2017	01.01.2017	31.12.2020
10	L&T General Insurance Ltd	Group Policy	RENEWAL	Non Judicial Stamp Paper 22.07.2016	23.04.2012	08.04.2014	06.04.2017
11	Univarsal 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 (dd/mm/yyyy)	To (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 26.07.2016	02.01.2017	15.01.2015	14.01.2018
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	MODIFICATION	EMAIL	13.06.2013	01.07.2016	30.06.2017

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

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

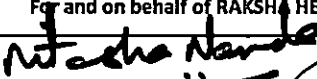

Declaration and Undertaking by TPA Company

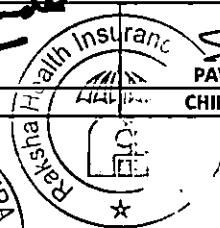
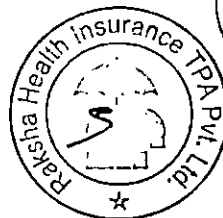
Instructions for submission of Required Certificate :

- 1 Periodically 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 alongwith the Annual report of the TPA Company

1	PARTICULARS OF THE TPA COMPANY :		
1.1	Name of the TPA	RAKSHA HEALTH INSURANCE TPA PVT. LTD.	
1.2	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

2	We NITASHA NANDA The Director, PAWAN KUMAR BHALLA - CEO of RAKSHA HEALTH INSURANCE TPA PVT. LTD. Is 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), promotor(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 alongwith 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 :	For and on behalf of RAKSHA HEALTH INSURANCE TPA PVT. LTD.
	 NITASHA NANDA DIRECTOR
	 PAWAN KUMAR BHALLA CHIEF EXECUTIVE OFFICER



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

Annual Certificate in the matter of Working Capital of a TPA Company

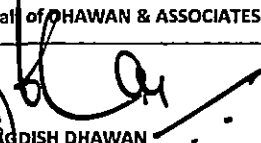
Instructions for submission of Required Certificate :

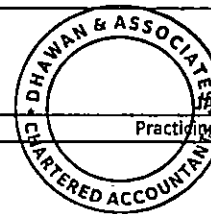
- 1 Periodically of submission of this Certificate is Annual i.e. as at 31st March of every Financial Year
- 2 To be submitted with the Authority alongwith Annual Report of the TPA Company
- 3 This Certificate is to be certified by Auditors of a TPA Company

1	PARTICULARS OF THE TPA COMPANY :	
1.1	Name of the TPA	RAKSHA HEALTH INSURANCE TPA PVT. LTD..
1.2	Address - Registered Office	C/O. ESCORTS CORPORATE CENTRE, 15/5 MATHURA ROAD, FARIDABAD - HARYANA
		Pin Code - 121003
		Landline No. - 20129 4289999
		E Mail - pawan@rakshatpa.com
1.3	Financial Year	2016-17
1.4	Mehodolody adopted for calculation of Working Capital (Refer Provisions of Reg. 6 of IRDAI (TPA - Health Services) Regulations 2016).	Working Capital means the difference bewteen the aggregate of the current assets and current liabilities as on 31.03.2016
2	Computation of Working capital for the period upto / Financial Year - 2016-17	

S.No.	Description	(Amount ₹ INR)
1	Granular Details of the Components of Assets Considered	692646020
2	Granular Details of the Components of Liabilities Considered	440272074
	Working Capital	252373946

Certified that the above Particulars of the working capital of RAKSHA HEALTH INSURANCE TPA PVT. LTD. are correct and the above details are extracted from Financial statements of the TPA Company for the period upto / Financial Year 2016-17

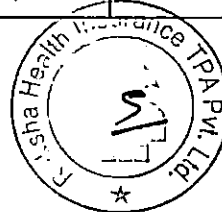
Date : 28/06/2017	For and on behalf of DHAWAN & ASSOCIATES
Place : FARIDABAD	 JAGDISH DHAWAN Practising Chartered Accountant



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

Annual Report by Third Party Administrator

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	
			Financial Year			2016-17		
1.4	Board of Directors as on - 31.03.2017 (end of concerned FY) 2016-17 and changes in the board since the date of statement of proceeding year.							
	Sr. No.	Name of Director	DIN NO.	Age	Address with Telephone No. Mobile No.Email	Details of Directorship In other Companies	Particulars of Change in Board (Cession/Appointment)	Date of Change in Board
	1	MRS. RITU NANDA /	00032677	68	2, Friends Colony West, New Delhi, 011 30881499, EMAIL ID - ritunanda@mis.biz	As per Annexure -1	-	-
	2	MR. RAJAN NANDA	00043256	74	2, Friends Colony West, New Delhi, 0129 2564801, EMAIL ID - rajan.nanda@escorts.co.in	As per Annexure - 2	-	-
	3	DR. NARESH TREHAN	00012148	68	B-4, Maharani Bagh, New Delhi, 0124 4834333, EMAIL ID - ntrehan@vsnl.com	As per Annexure - 3	-	-
	4	MS. NITASHA NANDA	000326600	47	2, Friends Colony West, New Delhi, 0129 2564279, EMAIL ID - nandanitasha@hotmail.com	As per Annexure - 4	-	-
1.5	Details of Chief Executive Officer (CEO)							
	Sr. No.	Name of CEO	Age	Address with Telephone No. Mobile No.Email	Qualifications	Details of Directorship In other Companies	Date of Joining with TPA Company as CEO	
	1	MR. PAWAN BHALLA	63	15/5 Mathura Road, Faridabad Tel. No. 0129-2564083, Email - pawan@rakshatpa.com	B.Com (Hons)	-	Feb-03	
1.6	Details of Chief Administrative Officer (CAO)							
	Sr. No.	Name of CAO	Age	Address with Telephone No. Mobile No.Email	Qualifications	Details of Directorship In other Companies	Date of Joining with TPA Company as CAO	
	1	Mr. Mukesh Chaudhary	62	4/49, SFS Agarwal Farm, Mansarovar, Jaipur	B.Com, LLB, Fellowship Ins. Inst. Mumbai	-	Oct-05	



1.7 Details of Chief Medical Officer (CMO)

Sr. No.	Name of CMO	Age	Address with Telephone No. Mobile No.Email	Qualifications	Details of Directorship in other Companies	Date of Joining with TPA Company as CMO
1	DR. SOUMYA TYAGI GAUTAM	47	B-1052, Ansal's Palam Vihar, Gurgaon	M.D. PHYSICIAN REGN.NO.MCI/14060	-	01.04.2017

1.8

Name and Address of Auditors	
M/S. DHAWANN ASSOCIATES - STATUTORY AUDITOR	FF-11, SCO-35, Shopping Centre, Sector - 16, Faridabad
M/S. ADEESH MEHRA & CO. - INTERNAL AUDITOR	7/3, 2nd Floor, Jangpur Extn., ND-14

1.9

Enumeration of TPA Services provided :	
THE NEW INDIA ASSURANCE CO. LTD.	171365761
ORIENTAL INSURANCE CO. LTD.	226059250
UNITED INDIA INSURANCE CO. LTD.	136492476
NATIONAL INSURANCE CO. LTD.	38245590
HDFC EARGO GENERAL INSURANCE CO. LTD.	88320
ADITYA BIRLA GENERAL INSURANCE CO. LTD.	22050
RELIGARE HEALTH GENERAL INS. CO. LTD.	1083402
IFFCO TOKIO GENERAL INSURANCE CO. LTD.	17223527
APOLLO MUNICH HEALTH INSURANCE CO. LTD.	477038
BHARTI AXA GENERAL INSURANCE CO. LTD.	230121
UNIVERSAL SOMPO GENERAL INSURANCE CO.	107361
L & T GENERAL INSURANCE CO. LTD.	355168
LIBERTY VIDEOCON GENERAL INSURANCE CO. LTD.	873885
ROYAL SUNDRAM GENERAL INS. CO.LTD.	2507284
SBI GENERAL INSURANCE CO. LTD.	579778
TATA AIA LIFE INSURANCE CO. LTD.	22500
LIC OF INDIA	6898000
TOTAL	602631511

1.10

Enumeration of standing arrangements with Hospitals and other Doctors :	-
Number of Agreements with Network Providers	5065
Number of Agreements with Doctors	-

1.11

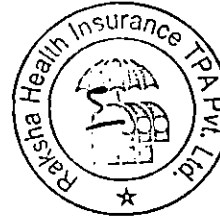
Summary of TPA Business	
a. No. of Insurers with whom agreements entered	16
b. Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of	52455522
c. Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	565506
d. Number of Hospitals tied up by the TPA (beginning of the concerned FY)	4498
e. Hospitals tied up during (for the concerned FY)	601
f. Total Hospitals terminated or removed during the (concerned FY)	34
g. Total Hospitals tied up by the TPA (end of the concerned FY)	5065



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	564250	1539301	80486.11
2	Group Health Insurance Policies (other than RSBY or other similar policies issued by Insurers)	1252	1759365	67857.69
3	Policies Issued under RSBY or other	4	49156856	16400.00
4	Pre-Insurance Medical Examination			-
5	Foreign Travel Policies issued by Indian Insurer	-	-	-
6	Foreign Travel Policies issued by Foreign Insurer	-	-	-
7	Non - Insurance Healthcare Schemes sponsored by Central / State Government.	-	-	-



REVENUE ACCOUNT FOR THE YEAR END 31ST MARCH 2017

Expenses		Income	
I. Director's Remuneration	9,000,000	I. Income	
II. Staff Expenses		(a) Income from Insurers (Indian & Foreign)	550,196,844
(a) Salaries, Provident Fund	195,566,431	(b) From Others (Interest)	24,654,684
(b) Other Benefits	11,314,803	(c) Profit on sale of Investments or Assets	98,213
III. Office Expenses		(d) Other Income (Excess provision of TDS W/back)	15,557,985
(a) Rent, Rates and Taxes	39,848,794		
(b) Electricity, Water	7,753,219		
(C) Housekeeping and Cleaning	10,689,877		
(d) Others	-		
(e) Travel	13,786,808		
(f) Entertainment:	15,000		
(g) Lease rent of Equipments	-		
(h) Post, Telecommunication and similar expenses	18,436,957		
(i) Audit Fees	819,000		
(j) Legal Expenses	51,348		
(k) Repairs and Mainenance	1,368,954		
(l) Depreciation	12,328,867		
(m) Motor Vehicle Expenses	322,147		
(n) Other Expenses (please specify)	105,584,510		
(o) Loss on sale of investments or assets	-		
(p) Profit / Loss for the year	163,621,211		
IV. Operating Expenses	-		
	590,507,726		590,507,726



PROFIT AND LOSS APPROPRIATION FOR THE YEAR END 31ST MARCH 2017

Particulars	Amount (₹)	Particulars	Amount (₹)
Loss brought Forward	-	Profit Brought forward	164,518,772
Loss for the year	-	Profit for the year	163,621,211
Dividend for the year	8,000,000	Transfer from Reserves	-
Tax on Dividend	1,628,612	Loss Carried forward	-
Transfer of Reserves	418,469	Deferred Tax Credit	-
Others allocations from profit	-		
Provision for Taxation	52,000,000		
Differed Tax Liability	(1,085,047)		
Taxation of earlier year	3,136,235		
Profit carried forward	264,041,713		



BALANCE SHEET AS AT 31ST MARCH 2017

Liabilities	Amount (₹)	Amount (₹)	Assets	Amount (₹)	Amount (₹)
Authorized Capital			Building / Properties Cost	33,528,465	
Issued Capital	40,000,000		Less Depreciation	1,168,891	32,359,574
Paid up Capital		40,000,000			
Reserves & Surplus		264,041,713	Furniture & Fixtures	3,467,126	
Amounts due to			Less Depreciation	1,565,925	1,901,201
a) Insurers		817,721			
b) Hospital		123,337,851	Air Conditioners	1,550,620	
c) Doctors		-	Less Depreciation	1,535,174	15,446
d) Others		-			
			Electrical Installation	6,415,903	
Secured Loan		-	Less Depreciation	4,622,371	1,793,531
			Office Equipments	2,452,971	
Unsecured Loan		-	Less Depreciation	781,584	1,671,387
			Computer Software	86,953,374	
Deferred Tax Liability		269,419	Less Depreciation	64,430,120	22,523,254
Bank Overdraft		-	Motor Vehicles	2,159,755	
			Less Depreciation	908,110	1,251,645
Current Liability		315,572,205			
Sundry Creditors		26,999,953	Investments		
Provisions		132,147,425	Government Securities (Market Value)		
Others			Loan & Debenture (Market Value)		
			Other Investments (Market Value)	3,239,570	3,000,000
			Receivables		
			From Insurers		155,668,193
			Others		271,948,661
			Cash & Bank Balances		411,053,396
TOTAL		903,186,288	TOTAL		903,186,288



Schedule - 4

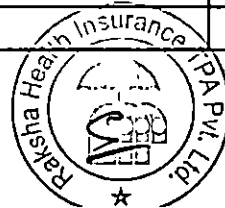
Schedule of the Income received towards various activities during the F.Y. 2016-17

S.No.	Description	Income / Remuneration received during the FY (Amount ₹ in Lakhs)
1	Towards Health services of the Individual Policies issued by Indian Insurers	3115.85
2	Towards Health services of the Group Insurance Policies issued by Indian Insurers	2317.13
3	Pre-insurance Medical Examination	68.99
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	227.18
	- Interest on Income Tax Refund	19.21
	- Misc. Income	0.16
	TOTAL	5748.52

Schedule - 5

Schedule of Apportionment of Expenses to various activities during the F.Y. 2016-17

S.No.	Description	Expenses Incurred during the FY (Amount ₹ in Lakhs)
1	Health Services of the Policies issued by Indian Insurers	3417.50
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 ... 2016-2017

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
34	547326	161818	7343348155	396802	6026729663	558654	13370625144

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	3	23300	54269	2583367642	88237	3105119736	142509	5688510678
Between 1 - 3 Months	15	223926	1506	96324506	3961	120612940	5482	217161372
Between 3 to 6 Months	15	375025	114	6078779	563	12963712	692	19417516
More than 6 Months	4	52600	53	2200637	110	1880167	167	4133404

3

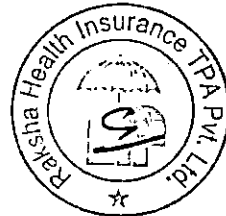
Data of Settled Claims in respect of Group Policies :

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	92707	4283840174	174632	2419765429	267339	6703605603
Between 1 - 3 Months	0	0	9060	407765130	15101	139114117	24161	546879247
Between 3 to 6 Months	0	0	458	23171180	1409	11927149	1867	35098329
More than 6 Months	0	0	118	5917079	135	1523075	253	7440154

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	3	23300	146976	6867207816	262869	5524885165	409848	1.2392E+10
Between 1 - 3 Months	15	223926	10566	504089636	19062	259727057	29643	764040619
Between 3 to 6 Months	15	375025	572	29249959	1972	24890861	2559	54515845
More than 6 Months	4	52600	171	8117716	245	3403242	420	11573558



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	10	0	442	0	7588	0	8040	0
Between 1 - 3 Months	1	0	99	0	3615	0	3715	0
Between 3 to 6 Months			12	0	743	0	755	0
More than 6 Months	2	0	19	0	383	0	404	0

6 **Data of Claims In respect of Group Policies recommended for repudiation**

Description (to be reckoned from the date of receipt of Claim)	Benefit Based 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			1263	0	18488	0	19751	0
Between 1 - 3 Months			503	0	36690	0	37193	0
Between 3 to 6 Months			771	0	16838	0	17609	0
More than 6 Months			44	0	501	0	545	0

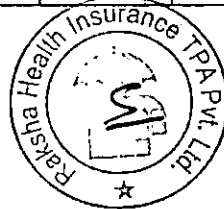
7 **Data of Claims in respect of Total Policies (Individual + Group Policies) recommended for repudiation**

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	10	0	1705	0	26076	0	27791	0
Between 1 - 3 Months	1	0	602	0	40305	0	40908	0
Between 3 to 6 Months			783	0	17581	0	18364	0
More than 6 Months	2	0	63	0	884	0	949	0

(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	1	198900	2376	118374921	3907	186097130	6284	304670951
Between 1 - 3 Months	3	16600	352	18105483	733	25208362	1088	43330445
Between 3 to 6 Months			206	10850878	272	4853006	478	15703884
More than 6 Months	1	500	91	8375078	152	4332351	244	12707929



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			7094	321138640	22012	211820631	29106	532959271
Between 1 - 3 Months			945	55287404	5490	50463914	6435	105751318
Between 3 to 6 Months			566	35932266	4950	31866825	5516	67799091
More than 6 Months			584	47352559	3145	15783264	3729	63135823

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	1	198900	9470	439513561	25919	397917761	35390	837630222
Between 1 - 3 Months	3	16600	1197	73392887	6223	75672276	7523	149081763
Between 3 to 6 Months			732	46783144	5222	36719831	5994	83502975
More than 6 Months	1	500	675	55727637	3297	20115615	3973	75843752

(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).



Schedule - 7

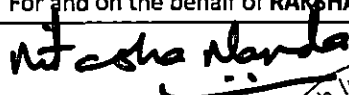
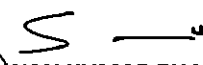
- 1 Directors Report; to be attached separately.
(Note : Inter alia, (i) to disclose the shareholding structure as at the end of financial year
(ii) Discuss Corporate Governance norms put-in place)
- 2 Auditors Report including audited financial and all notes, schedules to audited financials;
to be attached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

ANNEXURE - 5

ANNEXURE - 6

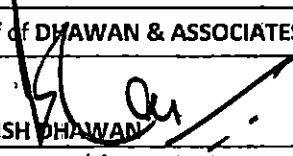
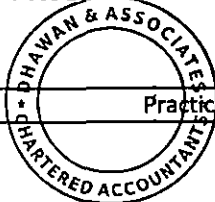
Undertaking from Registered TPA Company

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. 2016-17 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 2016-17

Date : 26/06/2017	For and on the behalf of DHAWAN & ASSOCIATES	
Place : FARIDABAD	 JAGDISH DHAWAN Practising Chartered Accountant	

ofc

FORM MBP - 1
Notice of Interest by director
[Pursuant to section 184 (1) and rule 9(1)]

To

The Board of Directors
Raksha Health Insurance TPA Private Limited
202 First Floor, Okhla Industrial Estate Phase-III
New Delhi-110020

Dear Sir(s)

I, Naresh Kumar Trehan S/o of Shri Hari Chand Sadhu Ram Trehan resident of B-4, Maharani Bagh, New Delhi – 110065 being a director in the company, hereby give notice of my interest or concern in the following company or companies, bodies corporate, firms or other association of individuals:-

Sl. No	Names of the Companies /bodies corporate/ firms/ Association of Individuals	Nature of interest or concern / Change in interest or concern	Share-holding	Date on which interest or concern arose / changed
1.	Shrump Real Estates Ltd.	Director & Member	90 %	14-07-1991
2.	Afsan Health Resort Private Limited	Director & Member	25 %	18-12-1998
3.	Wah India Private Limited	Director & Member	95 %	04-04-2001
4.	Raksha TPA Private Limited	Director & Member	30 %	22-01-2002
5.	Global Health Private Limited	Managing Director & Member	14.21 %	01-06-2007
6.	Naresh Trehan Holdings Private Limited	Director & Member	99 %	04-08-2005
7.	Varun Beverages Limited	Director	-	01-12-2015
8.	Sharak Healthcare Private Limited	Director & Member	33 %	22-12-2006
9.	Dr Naresh Trehan And Associates Health Services Private Limited	Director & Member	51%	24-09-2005
10.	Medanta Holdings Private Limited	Director & Member	99.9 %	10-04-2013
11.	Medanta Duke Research Institute Private Limited	Director	-	01-06-2011
12.	Global Health Patliputra Private Limited	Director	-	11.08.2015

Place:

Name: Naresh Kumar Trehan
DIN: 00012148

Attested True Copy



FORM MBP - 1**Notice of interest by director**

[Pursuant to section 184 (1) of the Companies Act, 2013 and rule 9(1) of The Companies (Meetings of Board and its Powers) Rules, 2014]

To

The Board of Directors
Raksha Health Insurance TPA Private Limited
Dear Sir(s)

I, Rajan Nanda, son of Late Shri H. P. Nanda, resident of 2, Friends Colony West, New Delhi - 110 065, being a Director in the company hereby give notice of my interest or concern in the following Company or Companies, Bodies Corporate, firms or other association of Individuals:-

Sr. No.	Names of Companies / Bodies Corporate / Firms / Association of individuals	Nature of concern / interest *	Shareholding (% of paid up capital)	Date on which interest or concern arose/changed
1.	Escorts Limited	Chairman and Managing Director	10,39,196 (0.85%)	28.06.1968 [^]
2.	Escorts Investment Trust Limited	Chairman and Director	-	01.12.1995 [^]
3.	Charak Ayurvedic Treatments Private Limited	Director	-	21.01.1986 [^]
4.	Raksha Health Insurance TPA Private Limited	Director & also holding more than 2% of paid-up capital	12,00,000 (30%)	22.01.2002 [^]
5.	Har Parshad and Company Private Limited	Chairman and Director & also holding more than 2% of paid-up capital	90,400 (90.40%)	24.12.2001 [^]

Date: _____

Name :

Rajan Nanda

Place: _____

Attested true Copy:

00043256



FORM MBP - 1**Notice of interest by director**

[Pursuant to section 184 (1) of the Companies Act, 2013 and rule 9(1) of The Companies (Meetings of Board and its Powers) Rules, 2014]

To

The Board of Directors
Raksha Health Insurance TPA Private Limited

Dear Sir(s)

I, Nitasha Nanda, daughter of Shri Rajan Nanda, resident of 2, Friends Colony West, New Delhi - 110065 being a Director in the Company hereby give notice of my Interest or concern in the following Company or Companies, Bodies Corporate, firms or other association of Individuals: -

Sr. No.	Names of Companies / Bodies Corporate / Firms / Association of Individuals	Nature of concern / interest *	Shareholding	Date on which concern or interest arose/changed
1	Escorts Limited	Whole Time Director	500 (0%)	18/09/2015 [^]
2	Niky Tasha Limited (Formerly known as Niky Tasha Electronics Limited)	Director also holding more than 2% of paid up capital	3,640 (4%)	29/06/1995
3	Escorts Securities Limited	Director	200	2/8/1999
4	Escorts Asset Management Limited	Director	100	7/11/2000
5	Sietz Technologies India Private Limited {Subsidiary of Niky Tasha Limited (Formerly known as Niky Tasha Electronics Limited)}	Director also holding more than 2% of paid up capital	1,02,010 (12%)	30/09/2008
6	Big Apple Clothing Private Limited	Director also holding more than 2% of paid up capital	1,000 (10%)	4/1/1999
7	Sun & Moon Travels (India) Private Limited	Director also holding more than 2% of paid up capital	3,55,998 (89%)	1/4/1999



8	Niky Tasha Communications Private Limited	Director also holding more than 2% of paid up capital	1,090	20/06/1996
			(16.92%)	
9	Rakshak Health Service Private Limited	Director also holding more than 2% of paid up capital	27,997	29/11/2002
			(55.99%)	
10	Ritu Nanda Insurance Service Private Limited	Director also holding more than 2% of paid up capital	10,010	19/06/2000
			(4%)	
11	Tashaka India Private Limited	Director also holding more than 2% of paid up capital	25000	6/11/1997
			(50%)	
12	Rimari India Private Limited	Director also holding more than 2% of paid up capital	64,000	12/3/2005
			(50%)	
13	Crystal Care Advisors Private Limited	Director also holding more than 2% of paid up capital	9,900	11/2/2010
			(99%)	
14	AAA Portfolios Private Limited	Director also holding more than 2% of paid up capital	15000	30/09/2010^
			(10%)	
15	Sharak Healthcare Private Limited	Director also holding more than 2% of paid up capital	22,500	28/08/2014
			(5%)	
16	Raksha Health Insurance TPA Private Limited	Director also holding more than 2% of paid up capital	2,00,000	12/7/2008
			(5%)	
17	Momento Communications Private Limited	Director also holding more than 2% of paid up capital	10,000	1/2/2016
			(50%)	

18	Escolife IT Services Private Limited	Director & Member	10	19/06/2000
			0%	
19	Charak Ayurvedic Treatments Private Limited	Director	-	28/02/2000
20	Har Parshad and Company Private Limited	Director	-	24/12/2001

Date: _____

Name :

Nitasha Nanda

Place: _____

DIN :

00032660

Attested True Copy.



FORM MBP - 1**Notice of interest by director**

[Pursuant to section 184 (1) of the Companies Act, 2013 and rule 9(1) of The Companies (Meetings of Board and its Powers) Rules, 2014]

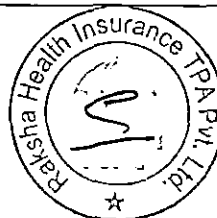
To

The Board of Directors
Raksha Health Insurance TPA Private Limited
202 First Floor, Okhla Industrial Estate Phase-III
New Delhi-110020

Dear Sir(s)

I, Ritu Nanda, wife of Sh. Rajan Nanda, resident of 2, Friends Colony west, New Delhi = 110 065, being a director in the company hereby give notice of my interest or concern in the following company or companies, bodies corporate, firms or other association of Individuals:-

Sr. No.	Names of Companies / Bodies Corporate / Firms / Association of individuals	Nature of concern / interest *	Shareholding (% of paid-up capital)	Date on which concern or interest arose
1	Niky Tasha Limited (formerly known as Niky Tasha Electronics Limited)	Director and also holding more than 2% of paid up capital	11.11% #	19/11/1981
2	Big Apple Clothing Private Limited	Director and also holding more than 2% of paid up capital	40%	30/09/2010
3	Har Parshad and Company Private Limited	Director	0.60%	24/12/2001
4	Sletz Technologies India Private Limited (Subsidiary of Niky Tasha Limited (formerly known as Niky Tasha Electronics Limited))	Managing Director and also holding more than 2% of paid up capital	13.76%	1/4/2006
5	AAA Portfolios Private Limited	Director and also holding more than 2% of paid up capital	40%	30/09/2010
6	Escolife IT Services Private Limited	Director	0.00%	19/06/2000
7	Ritu Nanda Insurance Service Private Limited	Director and also holding more than 2% of paid up capital	88%	19/06/2000
8	Niky Tasha Communications Private Limited	Director and also holding more than 2% of paid up capital	49.86%	3/8/1984
9	Raksha Health Insurance TPA Private Limited	Director	-	22/01/2002
10	Sharak Healthcare Private Limited	Director	-	22/12/2006
11	Crystal care Advisors Private Limited	Director	-	11/2/2010
12	Academy of Management And	Director	-	25/06/2003



	Financial Planning Private Limited			
13	Rimari IT Solutions Private Limited	Director and also holding more than 2% of paid up capital	30%	31/10/2006
14	Rimari India Private Limited	Director and also holding more than 2% of paid up capital	50%	12/3/1998
15	Tashaka India Private Limited	Director and also holding more than 2% of paid up capital	50%	6/11/1997
16	Escorts Asset Management Limited	Director	-	7/11/2000
17	Escorts Securities Limited	Director	-	30/07/2000
18	Charak Ayurvedic Treatments Private Limited	Director	-	21/01/1986
19	Niky Tasha Energies Private Limited	Director and also holding more than 2% of paid up capital	50%	3/8/1984
20	SUN And Moon Travels (India) Private Limited	Director	-	1/4/1999

Attested True Copy.

Name : Mrs. Ritu Nanda
DIN : 00032677
Date :

