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Insurance Regulatory and Development Authority of India

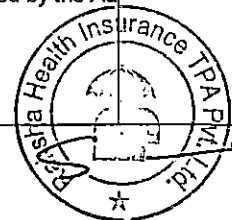
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Form TPA-8

Annual Report by Third Party Administrators: Enumeration of TPA Services provided

Periodicity of Submission: Annually

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	14575015569
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	17266.00
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	0.00
g. Any other services as may be mentioned by Authority	3101422	0.00
1.10.a.Number of agreements with Network Providers	3101423	8337
1.10.b.Number of agreements with Doctors	3101424	0.00
No. of insurers with whom agreements entered with.	3101425	19
Lives covered under Health Policies (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter)	3101426	4423102.00
Policies Served (to be reported as per provisions of Reg. 14 of TPA Regulations and Circular in the matter issued by the Authority)	3101427	618180.00
Hospitals tied up during (for the concerned FY)	3101429	662
Total Hospitals terminated or removed during (concerned FY)	3101430	40



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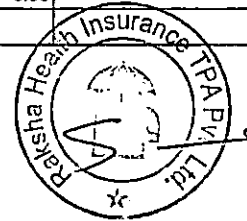
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Form TPA-8

Annual Report by Third Party Administrators; Summary of TPA Service

Periodicity of Submission: Annually

Particulars	Particulars_Code	No_of_Policies_Serviced	No_of_lives_Serviced	Amount_of_Premium_Serviced_wherever_available_(in_absolute_INR)
Individual / Retail Health Insurance Policies	3101395	616019	1418034	7508405278.27
Group Health Insurance Policies (other than RSBY or other similar policies issued by Insurers)	3101396	2160	2175568	6316783785.93
Policies issued under RSBY or other similar policies issued by insurers	3101397	1.00	829500	0.00
Pre-Insurance Medical Examination	3101398	17266.00	0.00	0.00
Foreign Travel Policies issued by Indian Insurer	3101399	0.00	0.00	0.00
Foreign Travel Policies issued by Foreign Insurer	3101400	0.00	0.00	0.00
Non-Insurance healthcare schemes sponsored by Central / State Government	3101401	0.00	0.00	0.00



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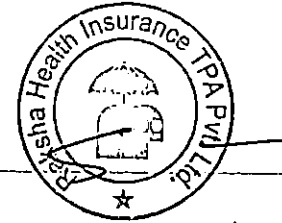
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Form TPA-8

Annual Report by Third Party Administrators; Name and address of auditors

Periodicity of Submission Annual /

PAN_No	Name_of_auditor/audit_firm	Address	Telephone_No	Mobile_No	Email
AACFD0741P	DHAWAN & ASSOCIATES	FF-11, SCO-35, DISTRICT SHOPPING CENTRE, SECTOR -18, FARIDBAD	9811081731	9811081731	fca.jdhawan@gmail.com
AAIPM0372K	Adeesh Mehra & Company	7/3, IIND FLOOR, JANGPURA EXTENSION, NEW DELHI- 110 014	24374794	9811297297	adeeshmehra@yahoo.com



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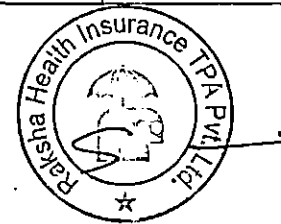
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Form TPA-8

Annual Report by Third Party Administrators:Details of Board of Directors

Periodicity of Submission:Annually

DIN_No	Particulars_of_Change_in_Board	Date_of_Change_in_Board
00032660	Continuation	14-Jan-2020
00012148	Continuation	22-Jan-2002
00312478	Continuation	01-Feb-2020
08498773	Continuation	15-Jul-2019



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Form TPA 6C: Annual Certificate in the matter of Net Worth of a TPA Company

Periodicity of Submission, Annual

[Import](#)[Export XML](#)

Notes:

All figures / amounts are in Rupees

All figures / amounts will have to be entered in absolute numbers

Instructions for Submission of required certificate:

Periodicity of submission of this certificate is Annual i.e. as at 31st March of every financial year.

To be submitted with the Authority along with Annual Report of the TPA Company.

This certificate is to be certified by Auditors of a TPA Company.

Category	Date	Net_Worth_(In_words)	Net_Worth_(Amount_in_Rs)_(absolute_amount)
Net Worth as at	31/03/2021	Fifty Crore Forty Five Lakh Sixteen Thousand Six Hundred Fory Five	504516645

UDIN - 21088596AAAABP1335



M.No - 88596

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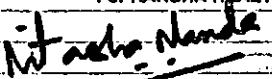
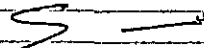
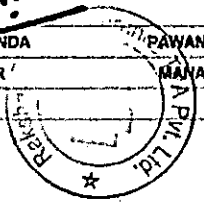
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Form TPA-6D Declaration and Undertaking by TPA Company

Periodicity of Submission: Annual

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.

Particulars	Particulars_Code	Accept_Or_Reject
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.	8109502	Accept
The TPA Company is not engaged in any other business apart from Health Services by TPAs, as defined in the TPA regulations.	8109503	Accept
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.	8109504	Accept
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)	8109505	Accept
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.	8109508	Accept
For RAKSHA HEALTH INSURANCE TPA PVT. LTD.		
 NITASHA NANDA DIRECTOR	 PAWAN KUMAR BHALLA MANAGING DIRECTOR	
		

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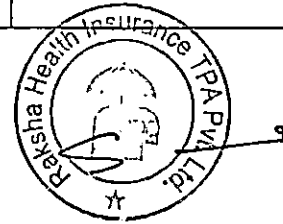
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TPA 6E : Details of Service Level Agreements (SLA)s

Periodicity of Submission: Annual

Notes:

Type_Description	Type_ID	Fresh	Renewal	Modification	Termination
SLAs entered in the Year	3101305	4	15	0	2
Total SLAs at the end of the year	3101306	4	15	0	2



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TPA 6E : Details of Service level Agreements which were in force during the financial year to be provided

Periodicity of Submission: Annual

Notes:

Insurer_ID	Type_of_Services_to_be_rendered	Others_Description	Type_of_SLA	Date_of_Purchase_of_stamp_viz_Non_Judicial_Stamp_Paper/_e_stamp/_Special_Adhesive/_franking/_any_other_mode	Date_of_Agreement	Validity_of_Agreement_From	Validity_of_Agreement_To
SBIG1512000	Group Policy	Group Policy	Renewal	05-Mar-2020	01-Sep-2020	01-Sep-2020	01-Sep-2023
L&TG1207000	Group Policy	Group Policy	Renewal	16-Feb-2018	01-Jan-2018	01-Jan-2018	31-Dec-2021
MAXB2205000	Group Policy	Group Policy	Fresh	18-Oct-2019	14-Jan-2020	20-Nov-2019	19-Nov-2022
RELI2310000	Group Policy	Group Policy	Renewal	04-Apr-2018	02-Dec-2018	02-Dec-2018	02-Dec-2021
RELI2604000	Group Policy	Group Policy	Renewal	03-May-2021	15-Jan-2014	15-Jan-2021	14-Jan-2023
ROYA2310000	Group Policy	Group Policy	Renewal	05-Mar-2021	07-Jan-2020	15-May-2020	14-May-2023
MAGM2205000	Group Policy	Group Policy	Fresh	10-Nov-2018	17-Oct-2018	17-Oct-2018	16-Oct-2021
DHFL0507000	Group Policy	Group Policy	Renewal	28-Jan-2021	18-Jul-2020	18-Jul-2020	17-Jul-2023
APOL0308000	Group Policy	Group Policy	Renewal	19-Jul-2016	25-Jul-2016	27-Jul-2019	25-Jul-2022
LIBE2205000	Group Policy	Group Policy	Renewal	22-Jul-2020	03-Jan-2020	03-Jan-2020	28-Feb-2023
TATA2201000	Group & Retail	Group & Retail	Renewal	06-Jan-2021	06-Aug-2021	31-Mar-2021	30-Mar-2023
TATA1202000	Others – Please specify	Claim Administration	Renewal	22-Aug-2018	22-Aug-2018	08-Jan-2018	31-Jul-2021
BHAR2706000	Group Policy	Group Policy	Renewal	14-Aug-2020	14-Aug-2020	01-Jan-2020	01-Jan-2023
IFFC0412000	Group Policy	Group Policy	Fresh	27-Mar-2014	31-Mar-2014	31-Mar-2014	31-Mar-2021
ADIT2204000	Group Policy	Group Policy	Fresh	21-Oct-2016	11-Nov-2016	11-Nov-2016	31-Mar-2021
BAJA0205000	Group Policy	Group Policy	Renewal	12-Jul-2018	12-Jan-2018	06-Oct-2018	11-Oct-2019
UNIV1611000	Group Policy	Group Policy	Fresh	26-Jul-2016	26-Jul-2016	10-Jan-2016	30-Sep-2019
NATIO512000	Group & Retail	Group & Retail	Renewal	06-Dec-2020	15-Jun-2020	15-Jun-2020	14-Jun-2022
THEN0104000	Group & Retail	Group & Retail	Renewal	26-Jun-2020	10-Jul-2020	01-Oct-2019	30-Sep-2022
THEO0104001	Group & Retail	Group & Retail	Renewal	04-Jan-2021	01-Mar-2021	01-Mar-2021	28-Feb-2023
UNIT0104000	Group & Retail	Group & Retail	Renewal	12-Aug-2020	01-Oct-2020	01-Oct-2020	31-Mar-2021

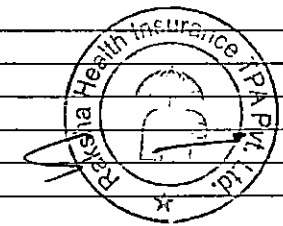
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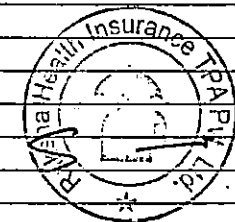
TPA : Schedule 1 To Schedule 5

Periodicity of Submission: Annual

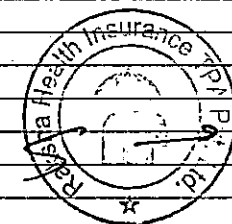
Form_ID	Form_Name	Particulars	Particulars_Code	Others_Description	Amount
3400001	Schedule 1: Revenue Account for the year	Directors remuneration	3101212	Profit & Loss Account	35000000
3400001	Schedule 1: Revenue Account for the year	Income :: Investment Income	3101241	Profit & Loss Account	43470369
3400001	Schedule 1: Revenue Account for the year	Income :: Profit on sale of investments or assets	3101242	Profit & Loss Account	1158777
3400001	Schedule 1: Revenue Account for the year	Income :: From Others	3101304	Profit & Loss Account	4187609
3400001	Schedule 1: Revenue Account for the year	Staff Expenses :: Salaries, provident funds	3101214	Profit & Loss Account	268684297
3400001	Schedule 1: Revenue Account for the year	Staff Expenses :: Other benefits	3101215	Profit & Loss Account	8861571
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Rent, rates & taxes	3101216	Profit & Loss Account	55929250
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Electricity,water	3101217	Profit & Loss Account	5627299
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Housekeeping & Cleaning	3101218	Profit & Loss Account	16856804
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Others	3101219	Profit & Loss Account	0
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Travel	3101220	Profit & Loss Account	7361255
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Entertainment	3101221	Profit & Loss Account	0
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Lease rent of equipments	3101222	Profit & Loss Account	0
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: post, telecommunication and similar expenses	3101223	Profit & Loss Account	25397325
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: audit fees	3101224	Profit & Loss Account	2067500
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: legal expenses	3101225	Profit & Loss Account	2120500
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: repair and maintenance	3101226	Profit & Loss Account	1908916
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Depreciation	3101227	Profit & Loss Account	16861086
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Motor Vehicle expenses	3101228	Profit & Loss Account	205884
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 1)	3101228	Profit & Loss Account	1592868
3400001	Schedule 1: Revenue Account for the year	Bank Charges	3101230	Profit & Loss Account	1409334
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 2)	3101230	Profit & Loss Account	1409334
3400001	Schedule 1: Revenue Account for the year	Business Promotion	3101231	Profit & Loss Account	1284360
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 3)	3101231	Profit & Loss Account	1284360
3400001	Schedule 1: Revenue Account for the year	Training Seminar	3101232	Profit & Loss Account	1407216
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 4)	3101232	Profit & Loss Account	1407216
3400001	Schedule 1: Revenue Account for the year	General Expenses	3101233	Profit & Loss Account	11858952
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 5)	3101233	Profit & Loss Account	11858952
3400001	Schedule 1: Revenue Account for the year	Professional Fee	3101234	Profit & Loss Account	29657249
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 6)	3101234	Profit & Loss Account	29657249
3400001	Schedule 1: Revenue Account for the year	Printing & Stationery Expenses	3101235	Profit & Loss Account	3800000
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 7)	3101235	Profit & Loss Account	3800000
3400001	Schedule 1: Revenue Account for the year	Provision for Contingency	3101236	Profit & Loss Account	39994114
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 8)	3101236	Profit & Loss Account	39994114
3400001	Schedule 1: Revenue Account for the year	Lab & Diagnostic Expenses	3101237	Profit & Loss Account	3250000
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 9)	3101237	Profit & Loss Account	3250000
3400001	Schedule 1: Revenue Account for the year	Corporate Social Responsibilities (CSR)	3101238	Profit & Loss Account	12335892
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Other expenses (please specify 10)	3101238	Profit & Loss Account	12335892
3400001	Schedule 1: Revenue Account for the year	Computer & software Expenses	3101239	Profit & Loss Account	0
3400001	Schedule 1: Revenue Account for the year	Office Expenses :: Loss on sales of Investment or assets	3101239	Profit & Loss Account	0
3400001	Schedule 1: Revenue Account for the year	Operating Expense	3101240	Profit & Loss Account	0



3400002	Schedule 2: Profit & Loss Appropriation Account	Dividends of the year	3101245	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Tax on Dividend	3101246	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Transfer to reserve	3101247	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Other allocations from profit	3101248	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Provision for taxation	3101249	Profit & Loss Account	19244655
3400002	Schedule 2: Profit & Loss Appropriation Account	Deferred tax liability	3101250	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Taxation of earlier year	3101251	Profit & Loss Account	0
3400002	Schedule 2: Profit & Loss Appropriation Account	Transfer from reserve	3101255	Profit & Loss Account	13922
3400002	Schedule 2: Profit & Loss Appropriation Account	Deferred tax credit	3101257	Profit & Loss Account	292726
3400003	Schedule 3: Balance Sheet	Liabilities: Authorized Capital	3101258	Balance Sheet	40000000
3400003	Schedule 3: Balance Sheet	Liabilities: Issued Capital	3101259	Balance Sheet	40000000
3400003	Schedule 3: Balance Sheet	Liabilities: Paid Up Capital	3101260	Balance Sheet	40000000
3400003	Schedule 3: Balance Sheet	Liabilities: Reserves & Surplus	3101261	Balance Sheet	484516845
3400003	Schedule 3: Balance Sheet	Liabilities: Amounts Due to: Insurers	3101262	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Amounts Due to: Hospitals	3101263	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Amounts Due to: Doctors	3101264	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Amounts Due to: Others	3101265	Balance Sheet	26675209
3400003	Schedule 3: Balance Sheet	Liabilities: Secured Loan	3101266	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Unsecured Loan	3101267	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Deferred Tax Liability	3101268	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Bank Overdraft	3101269	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Liabilities: Current Liability: Sundry Creditors	3101270	Balance Sheet	32825039
3400003	Schedule 3: Balance Sheet	Liabilities: Current Liability: Provisions	3101271	Balance Sheet	282141889
3400003	Schedule 3: Balance Sheet	Liabilities: Current Liability: Others	3101272	Balance Sheet	252230765
3400003	Schedule 3: Balance Sheet	Assets: Building / Properties: Cost	3101273	Balance Sheet	17692169
3400003	Schedule 3: Balance Sheet	Assets: Building / Properties: Depreciation	3101274	Balance Sheet	630481
3400003	Schedule 3: Balance Sheet	Assets: Furnitures & Fixtures: Cost	3101275	Balance Sheet	6851588
3400003	Schedule 3: Balance Sheet	Assets: Furnitures & Fixtures: Depreciation	3101276	Balance Sheet	2890622
3400003	Schedule 3: Balance Sheet	Assets: Air-conditioners: Cost	3101277	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Air-conditioners: Depreciation	3101278	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Electrical Installations: Cost	3101279	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Electrical Installations: Depreciation	3101280	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Office equipments: Cost	3101281	Balance Sheet	11138660
3400003	Schedule 3: Balance Sheet	Assets: Office equipments: Depreciation	3101282	Balance Sheet	6831602
3400003	Schedule 3: Balance Sheet	Assets: Computer Software: Cost	3101283	Balance Sheet	111782778
3400003	Schedule 3: Balance Sheet	Assets: Computer Software: Depreciation	3101284	Balance Sheet	100411971
3400003	Schedule 3: Balance Sheet	Assets: Motor Vehicle: Cost	3101285	Balance Sheet	4062823
3400003	Schedule 3: Balance Sheet	Assets: Motor Vehicle: Depreciation	3101286	Balance Sheet	1186429
3400003	Schedule 3: Balance Sheet	Assets: Investment: Government Securities (Market Value)	3101287	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Investment: Loans & Debentures (Market Value)	3101288	Balance Sheet	10000000
3400003	Schedule 3: Balance Sheet	Assets: Investment: Other Investments (Market Value)	3101289	Balance Sheet	12479355
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Receivables: a) From Insurer	3101290	Balance Sheet	88655908
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Receivables: b) Cash & Bank bal	3101291	Balance Sheet	799591140
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 1 Advance Ta	3101292	Balance Sheet	57792172
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 2 GST/Service	3101293	Balance Sheet	5908689



3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 3 Pre-paid Exp	3101294	Balance Sheet	2127956
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 4 Other Advan	3101295	Balance Sheet	4460071
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 5 Interest Acc	3101296	Balance Sheet	26690881
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 6 Deferred Ta	3101297	Balance Sheet	2431781
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 7 Security Dep	3101298	Balance Sheet	18974581
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 8	3101299	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 9	3101300	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Current Assets: Others Pls Specify 10	3101301	Balance Sheet	0
3400003	Schedule 3: Balance Sheet	Assets: Other Assets	3101302	Balance Sheet	0
3400004	Schedule 4: Schedule of the income received toward	Towards Health Services of the Individual policies issued	3101181	Apportionment of Income	372477962
3400004	Schedule 4: Schedule of the income received toward	Towards Health Services of the Group Insurance policies	3101182	Apportionment of Income	216891100
3400004	Schedule 4: Schedule of the income received toward	Pre-insurance medical examination	3101183	Apportionment of Income	17019087
3400004	Schedule 4: Schedule of the income received toward	Towards Health Services in the foreign jurisdiction in resp	3101184	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Towards Non Insurance Services rendered	3101185	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Towards Servicing of policies issued by foreign Insurers	3101186	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 1)	3101188	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 2)	3101189	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 3)	3101190	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 4)	3101191	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 5)	3101192	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 6)	3101193	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 7)	3101194	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 8)	3101195	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 9)	3101196	Apportionment of Income	0
3400004	Schedule 4: Schedule of the income received toward	Others(Please Specify 10)	3101197	Apportionment of Income	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Health Services of the policies issued by Indian Insurers	3101198	Apportionment of Expenses	493366471
3400005	Schedule 5: Schedule of Apportionment of Expenses	Health Services in the foreign jurisdiction in respect of the policies issued by Indian Insurers	3101199	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Non Insurance Services rendered	3101200	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Servicing of policies issued by foreign Insurers	3101201	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 1) - Depreciation	3101202	Apportionment of Expenses	15861086
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 2) - CSR	3101203	Apportionment of Expenses	3250000
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 3) - LIC Pre Policy Health Check up Charges and Investigation	3101204	Apportionment of Expenses	39994114
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 4)	3101205	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 5)	3101206	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 6)	3101207	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 7)	3101208	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 8)	3101209	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 9)	3101210	Apportionment of Expenses	0
3400005	Schedule 5: Schedule of Apportionment of Expenses	Others(Please Specify 10)	3101211	Apportionment of Expenses	0

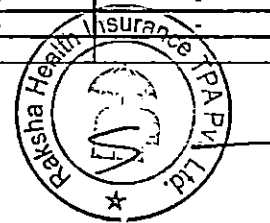


Schedule 6

Details of claims & Ageing

Periodicity of Submission: Annual

Type_of_Policy	Particulars	Particulars_Code	Benefit_Based_Policies_Nu mber_of_Claims	Benefit_Based_Policies_Am ount_of_Claims	Cashless_Claims_Number_ of_Claims	Cashless_Claims_Amount_ of_Claims	Reimbursement_Claims_Nu mber_of_Claims	Reimbursement_Claims_Am ount_of_Claims
Individual	Data of claims during the year; Details of claims reported during the year	3101308	4	2,25,475	59,189	3,68,35,81,944	87,095	3,74,65,85,930
Individual	Data of Settled Claims : Within 1 month from date of receipt of claim	3101309	3	1,79,800	63,501	3,60,38,24,289	75,926	3,62,08,30,038
Individual	Data of Settled Claims : Between 1 - 3 Months	3101310	1	45,675	1,201	12,99,56,276	1,410	9,67,97,578
Individual	Data of Settled Claims : Between 3 to 6 Months	3101311	-	-	-	-	-	-
Individual	Data of Settled Claims : More than 6 months	3101312	-	-	-	-	-	-
Individual	Data of Settled Claims : Amount of claim partially disallowed owing to the Terms and Conditions of	3101313	-	3,08,947	-	1,94,04,01,417	-	2,12,75,28,565
Individual	Data of Claims recommended for repudiation : Within 1 month from date of receipt of claim	3101314	-	-	546	-	10,982	29,57,188
Individual	Data of Claims recommended for repudiation : Between 1 - 3 Months	3101315	-	-	3	-	81	1,14,454
Individual	Data of Claims recommended for repudiation : Between 3 to 6 Months	3101316	-	-	-	-	-	-
Individual	Data of Claims recommended for repudiation : More than 6 months	3101317	-	-	-	-	-	-
Individual	Data of Claims Outstanding : Within 1 month from date of receipt of claim	3101318	-	-	4,197	23,79,89,152	3,682	20,77,67,867
Individual	Data of Claims Outstanding : Between 1 - 3 Months	3101319	-	-	267	1,78,53,133	688	3,53,49,158
Individual	Data of Claims Outstanding : Between 3 to 6 Months	3101320	-	-	-	-	-	-
Individual	Data of Claims Outstanding : More than 6 months	3101321	-	-	-	-	-	-
Group	Data of claims during the year; Details of claims reported during the year	3101308	448	1,96,73,730	73,546	4,10,64,70,648	1,52,350	3,01,84,77,842
Group	Data of Settled Claims : Within 1 month from date of receipt of claim	3101309	384	1,93,87,594	82,692	4,12,05,21,320	1,29,412	2,94,13,68,480
Group	Data of Settled Claims : Between 1 - 3 Months	3101310	13	11,08,932	2,023	15,66,10,277	3,137	6,67,31,274
Group	Data of Settled Claims : Between 3 to 6 Months	3101311	-	-	-	-	-	-
Group	Data of Settled Claims : More than 6 months	3101312	-	-	-	-	-	-
Group	Data of Settled Claims : Amount of claim partially disallowed owing to the Terms and Conditions of	3101313	-	75,36,238	-	1,73,25,87,317	-	1,02,83,94,409
Group	Data of Claims recommended for repudiation : Within 1 month from date of receipt of claim	3101314	84	1,84,126	675	4,34,159	20,546	1,41,52,421
Group	Data of Claims recommended for repudiation : Between 1 - 3 Months	3101315	1	-	15	-	110	2,98,596
Group	Data of Claims recommended for repudiation : Between 3 to 6 Months	3101316	-	-	-	-	-	-
Group	Data of Claims recommended for repudiation : More than 6 months	3101317	-	-	-	-	-	-
Group	Data of Claims Outstanding : Within 1 month from date of receipt of claim	3101318	11	5,34,419	5,287	26,54,68,550	5,793	13,90,17,177
Group	Data of Claims Outstanding : Between 1 - 3 Months	3101319	-	-	399	2,50,19,001	1,078	2,65,14,165
Group	Data of Claims Outstanding : Between 3 to 6 Months	3101320	-	-	-	-	-	-
Group	Data of Claims Outstanding : More than 6 months	3101321	-	-	-	-	-	-



Insurance Regulatory and Development Authority of India

Annual Format on Claims Data For TPAs

Note: Data to be furnished within 60 days of the end of the Financial year (e.g. Data for April-March to be furnished by 28th June along with Annual returns)

Table with columns: Name of the Insurer, Nature of Hospital, Particulars, Particulars, Gross Claim No. of Claims, Gross Claim Amount, Reimbursement Claim No. of Claims, Reimbursement Amount, Benefit Received, and Amount Paid. Rows include various insurance policies and hospital types across different TPA categories.

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TPA FORM 8A Certificate from Statutory Auditors of the Company


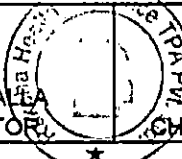
- 1 Directors Report; to be attached separately.

(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.


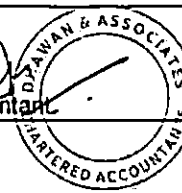
Undertaking from Registered TPA Company

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.2020-21 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 RAKSHA HEALTH INSURANCE TPA-PVT. LTD.
Place :	 PAWAN KUMAR BHATIA MANAGING DIRECTOR  DR. MONIKA DEEP CHIEF ADMINISTRATIVE 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 for the Financial Year 2020-21.

Date : 21.06.2021	For and on behalf of DHAWAN & ASSOCIATES
Place : Faridabad	 JAGDISH DHAWAN Practicing Charatered Accountant 



INDEPENDENT AUDITORS' REPORT

To

The Members of Raksha Health Insurance TPA Private Limited

Report on the audit of the financial statements

Opinion

We have audited the accompanying financial statements of Raksha Health Insurance TPA Private Limited (formerly known as Raksha TPA Private Limited ("the Company"), which comprise the balance sheet as at March 31, 2021, and the Statement of Profit and Loss and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory information.

In our opinion and to the best of our information and according to the explanations given to us, the aforesaid financial statements give the information required by the Companies Act, 2013 ('Act') in the manner so required and give a true and fair view in conformity with the accounting principles generally accepted in India, of the state of affairs of the Company as at March 31, 2021, its profit and cash flows for the year ended on that date.

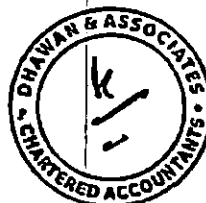
Basis for opinion

We conducted our audit in accordance with the standards on auditing specified under section 143 (10) of the Companies Act, 2013. Our responsibilities under those Standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the code of ethics issued by the Institute of Chartered Accountants of India together with the ethical requirements that are relevant to our audit of the financial statements under the provisions of the Act and the rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the code of ethics.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter

1. **Effects of COVID-19** - We draw attention to Note (XIII) in the financial statements, which describes the economic and social consequences the entity is facing as a result of COVID-19 which is impacting the supply chains / consumer demand/financial markets/commodity prices/ personnel available for work and or being able to access offices.
2. We draw attention to Note (VII) in the financial statements, which states that Sundry Debtors/Sundry Creditors/Claims Recoverable/Claims Payable are subject to reconciliation/confirmation and the adjustments, if any, shall be made after completion of such reconciliation/confirmation.



3. **Going Concern**—We draw attention to Note (XIV) in the financial statements, which states that the accounts have been prepared on an ongoing concern basis despite COVID-19 Pandemic which may not affect the future operations of the company.

Since, the company is involved in health/insurance Auxiliary Services, our opinion is not modified in respect of the above matters.

Management's responsibility for the financial statements

The Company's board of directors are responsible for the matters stated in section 134 (5) of the Act with respect to the preparation of these financial statements that give a true and fair view of the financial position, financial performance and cash flows of the Company in accordance with the accounting principles generally accepted in India, including the accounting standards specified under section 133 of the Act. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding of the assets of the Company and for preventing and detecting frauds and other irregularities; selection and application of appropriate accounting policies; making judgments and estimates that are reasonable and prudent; and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statement that give a true and fair view and are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

The board of directors are also responsible for overseeing the Company's financial reporting process.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with SAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with SAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.



Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. Under section 143(3)(i) of the Companies Act, 2013, we are also responsible for expressing our opinion on whether the company has adequate internal financial control system in place and the operating effectiveness of such controls.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

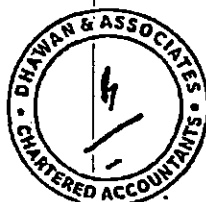
From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Report on other Legal and Regulatory Requirements

As required by the Companies (Auditor's Report) Order, 2016 ("the Order"), Issued by the Central Government of India in terms of sub-section (11) of section 143(1) of the Companies Act, 2013, we give in the Annexure "A", a statement on the matters specified in paragraphs 3 and 4 of the Order, to the extent applicable.

Further to our comment in Annexure A, as required by Section 143(3) of the Act, we report that:

- (a) We have sought and obtained all the information and explanations which to the best of our knowledge and belief were necessary for the purposes of our audit;
- (b) In our opinion, proper books of account as required by law have been kept by the Company so far as it appears from our examination of those books;



- (c) The balance sheet, the statement of profit and loss, and the cash flow statement dealt with by this report are in agreement with the books of account;
 - (d) In our opinion, the aforesaid financial statements comply with the accounting standards specified under section 133 of the Act, read with rule 7 of the Companies (Accounts) Rules, 2014;
 - (e) On the basis of the written representations received from the directors as on March 31, 2021 taken on record by the board of directors, none of the directors are disqualified as on March 31, 2021 from being appointed as a director in terms of Section 164 (2) of the Act;
 - (f) With respect to the adequacy of the internal financial controls over financial reporting of the Company and the operating effectiveness of such controls, refer to our separate report in "Annexure B". Our report expresses an unmodified opinion on the adequacy and operating effectiveness of the Company's internal financial controls over financial reporting;
 - (g) With respect to the other matters to be included in the Auditor's Report in accordance with Rule 11 of the Companies (Audit and Auditors) Rules, 2014, in our opinion and to the best of our information and according to the explanations given to us;
- a. The Company has disclosed the impact of pending litigation on the financial position in its financial statement
 - b. The Company has made provision, as required under the applicable law or accounting standards, for material foreseeable losses, if any, on long-term contracts. The Company neither entered into any derivative contracts during the year nor have any outstanding derivative contract at the year end
 - c. The provisions relating to transferring any amounts to the Investor Education & Protection Fund is not applicable to the Company during the year.

For DHAWAN & ASSOCIATES
Chartered Accountants
F.R.N: 009813N



JAGDISH DHAWAN
(Partner)
M.No. -088596
UDIN: 21088596AAAAB05536

Place: Faridabad
Date: 04th June, 2021

ANNEXURE "A" TO THE INDEPENDENT AUDITOR'S REPORT OF EVEN DATE TO THE MEMBERS OF RAKSHA HEALTH INSURANCE TPA PRIVATE LIMITED ON THE FINANCIAL STATEMENT FOR THE YEAR ENDED 31.03.2021; WE REPORT THAT:

- (I) (a) The company has maintained proper records showing full particulars including quantitative details and situation of fixed assets owned.
- (b) All fixed assets have not been physically verified by the management during the year. There is a regular programme of verification under which the company selectively conducts the physical verification of fixed assets to cover all its assets over a period of 3 years, which, in our opinion, is reasonable having regard to the size of the company and the nature of its assets. Certain fixed assets have been physically verified by the management during the year in accordance with such programme and as informed, discrepancies which were material in nature and have been accordingly dealt in the books of accounts.
- (c) As per the information and explanations given to us and on the basis of our examination of the records of the company, the title deed of immovable property held in the name of the company itself.
- (ii) The company is a service company, the company does not have any inventory; hence the provisions of clause 3(ii) of the said Order are not applicable.
- (iii) The company has not granted any loans, secured or unsecured to companies, firms or other parties covered in the register maintained under section 189 of the Companies Act.
- (iv) Accordingly, the sub-clauses (a), (b) and (c) are not applicable to the company.
- (v) According to the information and explanations given to us, the Company has not given any loans and guarantees to its Directors or other Body Corporate, also the company has made investments in compliance with the provisions of section 186 of the act.
- (vi) In our opinion and according to the information and explanations given to us, the Company has not accepted any deposits from the public and hence the directives issued by Reserve Bank of India and the provisions of sections 73 to 76 or any other relevant provisions of the Act, 2013 and the Companies (Acceptance of Deposits) Rules, 2015 are not applicable to the company for the year under audit.
- (vii) According to the information and explanations given to us, the Central Government has not prescribed the maintenance of cost records under sub-section (1) of section 148 of the Companies Act.



(vii) (a) According to the information and explanations given to us and according to the books and records produced and examined by us, the Company is generally regular in depositing undisputed statutory dues including Provident Fund, Employees State Insurance, Income tax, Service tax, cess and other statutory dues with the appropriate authorities applicable to it.

According to the information and explanations given to us, no undisputed amounts payable in respect of provident fund, income tax, service tax and other material statutory dues were in arrears as at 31st March 2021 for a period of more than six months from the date they become payable.

(b) According to the information and explanation given to us, there are no dues of income tax, service tax which have not been deposited by the company on account of disputes.

(viii) In our opinion and according to the information and explanations given to us, the company has not defaulted in repayment of any loans or borrowings from banks or financial institutions and payments have been made as per the repayment schedule sanctioned by the banks.

(ix) According to the information and explanations given to us, the company has not raised any money by way of public offer or further public offer (including debt instruments) and other term loans during the year, accordingly clause 3(ix) of the Order are not applicable.

(x) According to the information and explanations given to us, no material fraud by the company or on the company by its officers/employees has been noticed or reported during the year during course of our audit.

(xi) According to the provisions contained in section 197, read with schedule V to the Companies Act, the aforesaid provisions of managerial remuneration are not applicable to the company.

(xii) In our opinion and according to the information given to us, the company is not a Nidhi company. Hence clause 3(xii) is not applicable.

(xiii) According to the information and explanations given to us, transactions with the related parties are in compliance with the sections 177 and 188 of the act where applicable and details of such transactions have been disclosed in the financial statements as required by the applicable accounting standards.

(xiv) According to the information and explanations given to us, the company has not made any preferential allotment or the private placement of shares or fully or partly convertible debentures during the year.



- (xv) According to the information and explanations given to us, the company has not entered into non cash transactions with directors or the persons connected with him. Accordingly clause 3(xv) of the order is not applicable on the company.
- (xvi) The company is not required to be registered under section 45- IA of the Reserve Bank of India Act, 1934

**For Dhawan & Associates
Chartered Accountants
F.R.N: 009813N**



**JAGDISH DHAWAN -
(Partner)
Membership No. 088596
UDIN: 21088596AAAAB05536**

**Date: 04th June, 2021
Place: Faridabad**

Annexure -B to the Auditors Report

Report on the Internal Financial Controls under clause (l) of sub- section 3 of section 143 of the Companies Act 2013 ("the Act")

We have audited the Internal Financial Controls over financial reporting of **RAKSHA HEALTH INSURANCE TPA PRIVATE LIMITED ("the company")**, as on **March 31, 2021**, in conjunction with our audit of the Financial Statements of the company for the year ended on that date.

Management's Responsibility for Internal Financial Controls

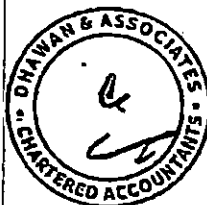
The Company's Board of Directors is responsible for establishing and maintaining internal financial controls based on the internal control over financial reporting criteria established by the company considering the essential components of internal control stated in the Guidance Note on Audit of Internal Financial Control over Financial Reporting issued by the Institute of Chartered Accountants of India ('ICAI'). These responsibilities include the design, implementation and maintenance of adequate internal financial that were operating effectively for ensuring the orderly and efficient conduct of its business, including adherence to company's policies, the safe guarding of its assets, the prevention and detection of fraud and errors, the accuracy and completeness of the accounting records and the timely preparation of reliable financial information, as required under the Companies Act 2013.

Auditor's Responsibility

Our responsibility is to express an opinion on the company's internal financial controls over financial reporting based on our audit. We conducted our audit in accordance with the Guidance Note on Internal Financial Controls over Financial Reporting (the "Guidance Note") and the Standards on Auditing, issued by ICAI and deemed to be prescribed under section 143(10) of the Companies Act 2013, to the extent applicable to an audit of internal financial controls, both applicable to an audit of internal financial controls and both issued by Institute of Chartered of India. Those standards and the Guidance Note required that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether adequate internal financial controls over Financial Reporting was established and maintained and if such controls operated effectively in all material respects.

Our audit involves performing procedures to obtain audit evidence about the adequacy of the Internal Financial Controls system over financial reporting and their operating effectiveness. Our audit of internal financial controls over financial reporting included obtaining an understanding of internal financial controls over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatements of the financial statements, whether due to fraud or error.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion on the Company's internal financial controls system over financial reporting.



Meaning of Internal Financial Controls over Financial Reporting

A company's internal financial controls over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A Company's internal financial control over financial reporting includes those policies and procedures that:

- (1) pertains to the maintenance of records that, in reasonable details, accurately and fairly reflect the transactions and dispositions of the assets of the company
- (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles and that receipts and expenditures of the company are being made only in accordance with authorisations of management and directors of the company; and
- (3) Provide reasonable assurance regarding prevention or timely detection of unauthorised acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Inherent Limitations of Internal Financial Controls over financial reporting

Because of the inherent limitations of internal financial controls over financial reporting, including the possibility of collusion or improper management override of controls, material misstatements due to error or fraud may occur and not be detected. Also, projections of any revaluations of the internal financial controls over financial reporting to future periods are subject to the risk that the internal financial controls over financial reporting may become inadequate because of changes in condition, or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, the company has, in all material respects, an adequate internal financial controls system over financial reporting and such internal financial controls over financial reporting were operating effectively as on 31st March 2021, based on the internal control over financial reporting criteria established by the company considering the essential components of internal controls stated in Guidance Note on Audit of Internal financial Controls Over Financial Reporting issued by Institute of Chartered Accountants of India.

For DHAWAN & ASSOCIATES

Chartered Accountants
F.R.N: 009813



JAGDISH DHAWAN
(Partner)
Membership No. 088596
UDIN: 21088596AAAAB05536

Date: 04th June, 2021
Place: Faridabad