



Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023

NAME OF THE INSURANCE COMPANY

Royal Sundaram General Insurance Co. Ltd.

- a. Specify in-house Claim Settlement (if, data is in respect of in-house claim settlement) / Specify name of the TPA with whom insurer entered into Service Level Agreement (if data relates to the Health Services rendered by TPA) as may be the case.

[Note: Data shall be consolidated at Insurer level in case of in-house claim settlements and at the level of the concerned TPA in case of services rendered by TPA.]

(i) Validity of Agreement with the TPA: Paramount Health Services & Insurance TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Paramount Health Services & Insurance TPA	-	01-April-2020	31-Mar -2023

- b. Number of policies and lives serviced in respect of which public disclosure are made:

Description	Individual	Group	Government	Total
No. of policies serviced	1,04,753	446	0	1,05,199
No. of lives serviced	2,04,304	3,42,193	0	5,46,497



Royal Sundaram

General Insurance

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Corporate Accident & Health Department,

Vishranthi Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR),

Karapakkam, Chennai - 600 097 | Tel. No:91-44-7117 7117

Toll No.: 1860 425 0000 | email: customer.services@royalsundaram.in

Website: www.royalsundaram.in

Registered Office: 21, Patullos Road, Chennai - 600 002.

IRDAI Registration Number - 102 | CIN-U67200TN2000PLC045611

- c. Information with regards to the Geographical Area in which services are rendered by TPAs / Insurer (States Names - District Names shall be provided) in respect of which public disclosure are made:

Sr. No.	Name of City	Individual		Group	
		No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced
1	Ahmedabad	-	-	27	24,647
2	Bangalore	-	-	22	5,341
3	Baroda	-	-	1	99
4	Bhavnagar	-	-	2	252
5	Bhopal	-	-	3	217
6	Bhubaneshwar	-	-	15	9,437
7	Bilaspur	-	-	4	297
8	Chandigarh	-	-	2	494
9	Chennai	1,04,753	2,04,304	54	39,950
10	Delhi	-	-	5	1,175
11	Gandhidham	-	-	2	101
12	Gaya	-	-	1	57
13	Gurgaon	-	-	66	38,053
14	Hyderabad	-	-	4	646
15	Jaipur	-	-	3	237
16	Jalgaon	-	-	3	220
17	Kolhapur	-	-	2	159
18	Kolkata	-	-	31	13,279
19	Madurai	-	-	1	10
20	Mumbai	-	-	119	1,83,827
21	Mysore	-	-	2	111
22	Nasik	-	-	1	77
23	Navsari	-	-	2	58
24	New Delhi	-	-	4	377
25	Pune	-	-	61	20,117
26	Punepune	-	-	1	2
27	Raipur	-	-	4	1,733
28	Rajkot	-	-	1	579
29	Rourkela	-	-	1	240
30	Surat	-	-	1	28
31	Vadodara	-	-	1	373
TOTAL		1,04,753	2,04,304	446	3,42,193

[Handwritten signature]



d. Data of number of claims processed:

PARTICULARS	Individual		Group		Total	
	Number	Amount	Number	Amount	Number	Amount
Claims Pending at the start of the period	1,420	9,63,27,821	439	2,43,11,304	1,859	12,06,39,125
New Claims Registered	9,237	89,66,37,093	9,292	60,90,17,103	18,529	1,50,56,54,196
Settled Fully	7,940	58,09,24,673	7,524	37,09,63,599	15,464	95,18,88,272
Claims Repudiated	1,666	13,15,66,338	683	2,93,89,399	2,349	16,09,55,737
Claims Pending at the end of the period	1,051	10,15,26,337	1,524	8,08,84,504	2,575	18,24,10,841

e. Turn Around Time (TAT) for cashless (in respect of number of claims):

Sr. No.	Description	Individual Policies (in %)		Group Policies (in %)	
		TAT for pre-auth**	TAT for discharge***	TAT for pre-auth**	TAT for discharge***
1	Within <1 Hour	84%	75%	86%	75%
2	Within 1-2 Hours	14%	21%	12%	21%
3	Within 2-6 Hours	2%	4%	2%	4%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	>24 Hours	0%	0%	0%	0%
Total		100%	100%	100%	100%

*percentage to be calculated on total of respective column

**Reckoned from the time last necessary document is received by insurer/TPA (whichever is earlier) and till final pre-auth is issued to the hospital)

***Reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

f. Turn Around Time (TAT) in respect of payment/ repudiation of claims:

Description (to be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	percentage	No. of claims	percentage	No. of claims	percentage	No. of claims	percentage
Within 1 Month	6,577	83%	7,062	94%	0%	0%	13,639	88%
Between 1-3 Months	1,263	16%	456	6%	0%	0%	1,719	11%
Between 3-6 Months	91	1%	6	0%	0%	0%	97	1%
More than 6 Months	9	0%	0	0%	0%	0%	9	0%
Total	7,940	100%	7,524	100%	0%	0%	15,464	100%



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g. Turn Around Time (TAT) in respect of repudiation of claims:

Description (to reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	No. of claims	(%)	No. of claims	(%)	No. of claims	(%)	No. of claims	(%)
Within 1 Month	1,541	92.50%	374	54.76%	0	0%	1,915	81.52%
Between 1-3 Months	117	7.02%	293	42.90%	0	0%	410	17.45%
Between 3-6 Months	2	0.12%	8	1.17%	0	0%	10	0.43%
More than 6 Months	6	0.36%	8	1.17%	0	0%	14	0.60%
Total	1,666	100.00%	683	100.00%	0	0%	2,349	100.00%

H. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	0

Date:

for Royal Sundaram General Insurance Co. Limited.

Place: Chennai

Amit S Ganorkar
Managing Director