



Royal Sundaram

General Insurance

Royal Sundaram General Insurance Co. Limited

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

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: Raksha TPA

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Raksha TPA	-	15-May-2020	14-May-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	429	156	0	585
No. of lives serviced	945	73,279	0	74,224

- 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:

Name of State	Name of District	No. of policies serviced	No. of lives serviced
Maharashtra	Mumbai	-	-
Haryana	Faridabad	-	-
Tamilnadu	Chennai	585	74,224
Punjab	Chandigarh	-	-
Rajasthan	Jaipur	-	-
Uttar Pradesh	Lucknow	-	-
Karnataka	Bengaluru	-	-
Gujarat	Ahmedabad	-	-
Gujarat	Vadodara	-	-
Maharashtra	Pune	-	-
Madhya Pradesh	Indore	-	-
Kerala	Cochin	-	-
Assam	Guwahati	-	-
Andhra Pradesh	Hyderabad	-	-
West Bengal	Kolkata	-	-
Total		585	74,224



d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2022-23	No. of claims received during the year : 2022-23	No. of claims paid during the year 2022-23 also to specify % in brackets	No. of claims repudiated during the year : 2022-23 also to specify % in brackets	No. of claims outstanding at the end of the year
101	4585	4102	389	195
		88%	8%	

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	85.56%	76.53%	73.38%	81.82%
2	Within 1-2 Hours	4.44%	16.33%	11.46%	13.92%
3	Within 2-6 Hours	5.56%	6.12%	11.02%	3.65%
4	Within 6-12 Hours	0.00%	0.00%	0.00%	0.00%
5	Within 12-24 Hours	4.44%	1.02%	3.16%	0.44%
6	Above 24 Hours	0.00%	0.00%	0.98%	0.17%
Total		100.00%	100.00%	100.00%	100.00%

*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 reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	212	95.07%	4,245	99.46%	-	0.00%	4,457	99.24%
Between 1-3 Months	6	2.69%	23	0.54%	-	0.00%	29	0.65%
Between 3-6 Months	4	1.79%	-	0.00%	-	0.00%	4	0.09%
More than 6 Months	1	0.45%	-	0.00%	-	0.00%	1	0.02%
Total	223	100.00%	4,268	100.00%	-	0.00%	4,491	100.00%

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g. 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	1
3	Grievances resolved during the year	0
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