

FORM-F

Fraud Management, Grievance Management & Legal Services							
S.No.	Parameters	Rating Standards	EAST ZONE	WEST ZONE	NORTH ZONE	SOUTH ZONE	Remarks
1	Number of Grievances	ATR- 3 days					
2	Number of cases referred to various legal forums						
3	Number of Investigations done as per SLA format	20% Mandatory or more					

CEO OF THE TPA

CFO OF THE
TPA

STATUTORY
AUDITORS