



AN ISO 9001:2015 CO.



**Raksha**

**Public Disclosures on Quantitative and Qualitative Parameters of Health services rendered  
Information as at 31/03/2021**

NAME OF THE INSURANCE COMPANY THE ORIENTAL 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.  
**RAKSHA HEALTH INSURANCE TPA PVT.LTD.**

[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 : From 01/01/2019 To 28/02/2021  
: From 01/03/2021 To 28/02/2023

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

Description	Individual	Group	Government	Total
No. of policies serviced	335773	325	1	336099
No. of lives serviced	760834	396971	829500	1987305

- 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
Andhra Pradesh	HYDERABAD	1	1,281
Assam	GUWAHATI	13,396	30,874
Chandigarh	LUDHIANA	-	-
Chattisgarh	RAIPUR	-	-
Gujarat	VADODARA	897	2,725
Gujarat	AHMEDABAD	1	854
Delhi	DELHI NCR	30,468	314,795
Karnataka	BANGALURU	118,691	288,992
Kerala	COCHIN	7	1,735
Madhya Pradesh	INDORE	32,001	80,743
Madhya Pradesh	BHOPAL	-	-
Maharashtra	MUMBAI	23,255	84,252
Maharashtra	PUNE	4,530	12,076
Orissa	BHUBANESWAR	-	-
Punjab	CHANDIGARH	32,046	104,825
Rajasthan	JAIPUR	31,536	83,187
TamilNadu	CHENNAI	35,712	114,275
Uttar Pradesh	LUCKNOW	13,471	36,967
Uttarakhand	DEHRADUN	-	-
West Bengal	KOLKATTA	86	224
Nagaland	NAGALAND	1	829,500
<b>Total</b>		<b>336,099</b>	<b>1,987,305</b>

- d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2020-21	No. of claims received during the year : 2020-21	No. of claims paid during the year 2020-21 also to specify % in brackets	No. of claims repudiated during the year : 2020-21 also to specify % in brackets	No. of claims outstanding at the end of the year
8587	105980	96999 (85%)	10118 (9%)	7450

*Handwritten signature/initials*



**Raksha Health Insurance TPA Pvt. Ltd.**

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



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e. Turn Around Time (TAT) for cashless claims (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	97%	98%	97%	98%
2	Within 1-2 Hours	3%	2%	3%	2%
3	Within 2-6 Hours	0%	0%	0%	0%
4	Within 6-12 Hours	0%	0%	0%	0%
5	Within 12-24 Hours	0%	0%	0%	0%
6	Above 24 Hours	0%	0%	0%	0%
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*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	%Age	Number of claims	%Age	Number of claims	%Age	Number of claims	%Age
Within 1 Month	69,386	98%	33,425	93%	192	90%	1,03,003	96%
Between 1-3 Months	1,485	2%	2,608	7%	21	10%	4,114	4%
Between 3-6 Months	-	0%	-	0%	-	0%	-	0%
More than 6 Months	-	0%	-	0%	-	0%	-	0%
<b>Total</b>	<b>70,871</b>	<b>100%</b>	<b>36,033</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>1,07,117</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

g. Data of grievances received against the TPA:

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	NIL
2	Grievances received during the year	29
3	Grievances resolved during the year	29
4	Grievances outstanding at the end of the year	NIL

For Raksha Health Insurance TPA Pvt. Ltd.

Place : Faridabad

Date : 23.06.2021

DR. SOUMYA TYAGI GAUTAM  
CHIEF OPERATING OFFICER  
Raksha Health Insurance TPA Pvt. Ltd.

Dr. Soumya Tyagi Gautam  
Chief Operating Officer

अंजन डे/ANJAN DEY  
अध्यक्ष एवं प्रबंध निदेशक  
Chairman cum Managing Director  
दि ओरिएण्टल इश्योरेंस कम्पनी लि.  
The Oriental Insurance Co. Ltd.  
प्रधान कार्यालय : ओरिएण्टल हाऊस  
Head Office : Oriental House  
ए-25/27, आसफ अली रोड, नई दिल्ली-110002  
A-25/27, Asaf Ali Road, New Delhi-110002

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