

Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2021

a. Insurer Details

Name of Insurer	Agreement Valid From DD/MM/YYYY	Agreement Valid To DD/MM/YYYY
The Oriental Insurance Co. Ltd.	01/01/2019	31/12/2021

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

Description	Individual	Group	Government	Total
No of policies serviced	4266	1	NIL	4267
No of lives serviced	4439	83	NIL	4522

c. Geographical Area of services Rendered in respect of which public disclosure is made:

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	Srikakulam	154	154
2		Visakhapatnam	3	5
3	Bihar	Patna	3	3
4		Saran	1	3
5	Delhi	South West Delhi	1	1
6	Haryana	Rewari	35	35
7	Jharkhand	East Singhbhum	1	3
8	Karnataka	Bangalore	16	16
9	Kerala	Palakkad	44	44
10	Maharashtra	Nashik	3	3
11	Orissa	Bhubaneswar	1	1
12		Puri	1	1
13	Rajasthan	Sri Ganganagar	159	159
14	Uttar Pradesh	Bareilly	1	1
15		Ghaziabad	3	3
16		Kannauj	16	16



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17	Uttarakhand	Chamoli	2	2
18	West Bengal	Bankura	62	69
19		Bardhaman	509	544
20		Birbhum	17	24
21		Cooch Behar	107	113
22		Darjiling	13	19
23		East Midnapore	63	71
24		Hooghly	122	143
25		Howrah	95	105
26		Jalpaiguri	399	423
27		Kolkata	653	715
28		Malda	343	358
29		Murshidabad	326	328
30		Nadia	218	234
31		North 24 Parganas	490	509
32		North Dinajpur	187	194
33		Puruliya	2	6
34		South 24 Parganas	96	96
35		South Dinajpur	64	64
36		West Midnapore	57	57
		Total	4267	4522



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d. Data of number of claims processed:

TPA	No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio (%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
Vision Digital Insurance TPA Private Ltd	12	6	16	94%	1	10%	1

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	0	0	95%	95%
2	Within 1-2 Hours	0	0	5%	5%
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	>24 Hours	0	0	100%	100%
Total					



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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	
	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)	No. of claims	Percentage (%)
Within 1 Month	0	0	2	14%	0	0	2	13%
Between 1-3 Months	2	100%	8	57%	0	0	10	63%
Between 3-6 Months	0	0	4	29%	0	0	4	20%
More than 6 Months	0	0	0	0%	0	0	0	0%
Total	2	100%	14	100%	0	0	16	100%

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	0
3	Grievances resolved during the year	0
4	Grievances outstanding at the end of the year	0

Pran 30/06/21
Chief Administrative Officer



अंजन डे/ANJAN DEY

अध्यक्ष एवं प्रबंध निदेशक
Chairman cum Managing Director

द्वि ओरिएण्टल इश्योरस कम्पनी लि.
The Oriental Insurance Co. Ltd.

प्रधान कार्यालय : ओरिएण्टल हाउस
Head Office : Oriental House
ए 25/2, आसफ अली रोड, नई दिल्ली-110002
A 25/2, Asaf Ali Road, New Delhi-110002