

Public Disclosures on Quantitatively and Qualitative Parameters of Health services rendered

-Info as on 31st March,2021

a)

Name of TPA	Service level Agreement number	Valid From DD/MM/YYYY	To DD/MM/YYYY
R CARE (Inhouse TPA of Reliance General Insurance company Limited)	NA	NA	NA

b) No of policies and lives served

Description	Individual	Group	Government
Number of policies serviced	1,99,317	3,607	1
Number of lives serviced	3,54,260	37,59,458	18,09,692

RGI Notes:

1. Provided figures for Health includes (Health, Personal Accident, Domestic Travel and Overseas Travel)
2. IRDA Count i.e. Master Policy Count provided under the head No of Policies Serviced
3. Provided figures are pertains to Inhouse TPA

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

Sr. No.	Name of State	No. of policies serviced	No. of lives serviced
1	Andhra Pradesh	2588	14954
2	Arunachal Pradesh	0	0
3	Assam	1466	4586
4	Bihar	1552	6521
5	Chhattisgarh	919	7963
6	Goa	355	3423
7	Gujarat	24745	298924
8	Haryana	5900	48402
9	Himachal Pradesh	720	3902
10	Jammu & Kashmir	416	1414
11	Jharkhand	2567	9372
12	Karnataka	14538	-381099
13	Kerala	10430	59564
14	Madhya Pradesh	3677	41111
15	Maharashtra	60743	2738022
16	Manipur	0	0
17	Meghalaya	4	2293999
18	Mizoram	1	61350
19	Nagaland	0	0
20	Odisha	2283	8851
21	Punjab	8134	405139
22	Rajasthan	5418	48958
23	Sikkim	0	0
24	Tamil Nadu	9345	517555
25	Telangana	7866	-365858
26	Tripura	272	548
27	Uttar Pradesh	6833	64944
28	Uttarakhand	1545	4675
29	West Bengal	7822	-427465
30	Andaman & Nicobar Is.	0	0
31	Chandigarh	2145	14285
32	Dadra & Nagra Haveli	0	0
33	Daman & Diu	0	0
34	Delhi	19824	434910
35	Lakshadweep	0	0

An ISO 9001:2015 Certified Company

Reliance General Insurance Company Limited

Registered & Corporate Office : Reliance Centre, South Wing, 4th Floor, Off Western Express Highway, Santacruz (East), Mumbai - 400 055.

Corporate Identity Number (CIN) : U66603MH2000PLC128300. Trade Logo displayed above belongs to Anil Dhirubhai

Ambani Ventures Private Limited and used by Reliance General Insurance Company Limited under License.

Tel : +91 22 4303 1000 | Fax: +91 22 4303 4662 | Website : www.reliancegeneral.co.in

36	Puducherry	817	4460
Total		202925	5923410

RGI Notes:

1. provided figures for Health includes (Health, Personal Accident, Domestic Travel and Oversease Travel)
2. Statewise data provided basis IRDAstate
3. IRDA Count i.e. Master Policy Count provided under the head No of Policies Serviced

d) Data of Number of claim processed

Outstanding number of claims at the beginning of the year	2,68,972
Number of claim received during the year	6,92,034
Number of claim paid during the year	6,36,642
Number of claim repudiated during the year	1,49,767
Number of claim outstanding at the end of the year	1,74,597

RGI Notes:

1. Provided figures for Health includes (Health, Personal Accident, Domestic Travel and Oversease Travel)
2. Statewise data provided basis IRDAstate
3. In Data of Number of claim processed provided claim count
4. Provided figures are pertains to Inhouse TPA

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

S.NO.	Description	Individual Policies (in %)	Group Policies (In %)	
		TAT for Pre-Auth	TAT for Pre-Auth	TAT for Discharge
1	With in <1 Hour	45%	46%	88%
2	With in 1-2 Hours	39%	40%	8%
3	With in 2-6 Hours	14%	12%	3%
4	With in 6-12 Hours	1%	1%	0%
5	With in 12-24 Hours	0%	0%	0%
6	>24 Hours	0%	0%	0%
	Total TAT	100%	100%	100%

f) Turn Around Time In case of payment/repudiation of claims:

Description (To be reckoned from the date of receipt of last necessary document)	Individual		Group		Government		Total	
	Number of Claims	Percentage						
Within 1 months	15,064	66%	66,624	71%	6,69,159	100%	7,50,847	95%
Between 1 - 3 Months	6,323	28%	18,681	20%	33	0%	25,037	3%
Between 3 to 6 months	1,044	5%	4,595	5%	39	0%	5,678	1%
More than 6 months	512	2%	4,325	5%	10	0%	4,847	1%
Total	22,943	100%	94,225	100%	66,9241	100%	7,86,409	100%

* Percentage shall be calculated on total of the respective column

RGI Notes:

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1. provided figures for Health includes (Health, Personal Accident, Domestic Travel and Oversease Travel)
2. Number of Claims contains the total claim count of Claims paid, Closed and Repudiated

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	525
3	Grievances resolved during the year	525
4	Grievances outstanding at the end of the year	0

CEO, Reliance General Insurance Company Limited.

*****END*****

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