

**FORM NO. NI-48****DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA (If services rendered by TPA) - IndusInd General Insurance Company Limited (Formerly as Reliance General Insurance Company Limited) - Inhouse

(Data shall be consolidated at insurer level in case of in-house claim settlements and  
at the level of concerned TPA in case of services rendered by TPA)

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group       | Government |
|-----------------------------|------------|-------------|------------|
| Number of policies serviced | 9,66,291   | 5,24,293    | 3          |
| Number of lives serviced    | 14,89,936  | 8,40,61,647 | 24,95,347  |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

| Name of the State                                                                                                                                                                                                                     | Name of the Districts |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <a href="https://rgi-locator.appspot.com/?Search_by=branch&amp;source=system=website&amp;phonenumber=&amp;emailid=#/">https://rgi-locator.appspot.com/?Search_by=branch&amp;source=system=website&amp;phonenumber=&amp;emailid=#/</a> |                       |

**d. Data of number of claims processed:**

|      |                                                                          |               |
|------|--------------------------------------------------------------------------|---------------|
| i.   | Outstanding number of claims at the beginning of the year                | 1,61,312      |
| ii.  | Number of claims received during the year                                | 6,46,239      |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 5,27,291(65%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 99,460(12%)   |
| v.   | Number of claims outstanding at the end of the year                      | 1,80,800      |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | 61%                        | 23%               | 63%                   | 25%               |
| 2      | Within 1-2 hours   | 30%                        | 50%               | 28%                   | 51%               |
| 3      | Within 2-6 hours   | 8%                         | 27%               | 7%                    | 24%               |
| 4      | Within 6-12 hours  | 1%                         | 1%                | 1%                    | 0%                |
| 5      | Within 12-24 hours | 0%                         | 0%                | 0%                    | 0%                |
| 6      | >24 hours          | 0%                         | 0%                | 0%                    | 0%                |
|        | <b>Total</b>       | <b>100%</b>                | <b>100%</b>       | <b>100%</b>           | <b>100%</b>       |

**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           |             |
|----------------------------------------------------------------------------------|---------------|-------------|-----------------|-------------|-----------------|-------------|-----------------|-------------|
|                                                                                  | No. of Claims | Percentage  | No. of Claims   | Percentage  | No. of Claims   | Percentage  | No. of Claims   | Percentage  |
| Within 1 month                                                                   | 90,934        | 94%         | 2,10,089        | 92%         | 2,31,422        | 77%         | 5,32,445        | 85%         |
| Between 1-3 months                                                               | 5,303         | 5%          | 15,445          | 7%          | 64,128          | 21%         | 84,876          | 14%         |
| Between 3 to 6 months                                                            | 399           | 0%          | 2,470           | 1%          | 3,749           | 1%          | 6,618           | 1%          |
| More than 6 months                                                               | 521           | 1%          | 976             | 0%          | 1,315           | 0%          | 2,812           | 0%          |
| <b>Total</b>                                                                     | <b>97,157</b> | <b>100%</b> | <b>2,28,980</b> | <b>100%</b> | <b>3,00,614</b> | <b>100%</b> | <b>6,26,751</b> | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 1,661                |
| 3      | Grievances resolved during the year             | 1,661                |
| 4      | Grievances outstanding at the end of the year   | -                    |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: RELIANCE GENERAL INSURANCE COMPANY LIMITED  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Date: 31.03.2026

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - Family Health Plan Insurance TPA Limited

Validity of agreement with the TPA: from 25/06/2025 to 24/06/2028

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group  | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | -          | 18     | -          |
| Number of lives serviced    | -          | 58,212 | -          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Haryana           | Faridabad, Gurgaon    |
| Jharkhand         | Pashchimi Singhbhum   |
| Karnataka         | Bangalore             |
| Orissa            | Cuttack, JAJAPUR      |
| Tamil Nadu        | Chennai               |
| Telangana         | Hyderabad             |
| West Bengal       | Kolkata               |

**d. Data of number of claims processed:**

|      |                                                                          |            |
|------|--------------------------------------------------------------------------|------------|
| i.   | Outstanding number of claims at the beginning of the year                | 112        |
| ii.  | Number of claims received during the year                                | 3,990      |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 3077 (75%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 693 (17%)  |
| v.   | Number of claims outstanding at the end of the year                      | 332        |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | 0%                         | 0%                | 91%                   | 93%               |
| 2      | Within 1-2 hours   | 0%                         | 0%                | 2%                    | 3%                |
| 3      | Within 2-6 hours   | 0%                         | 0%                | 0%                    | 1%                |
| 4      | Within 6-12 hours  | 0%                         | 0%                | 1%                    | 1%                |
| 5      | Within 12-24 hours | 0%                         | 0%                | 1%                    | 0%                |
| 6      | >24 hours          | 0%                         | 0%                | 4%                    | 2%                |
|        | <b>Total</b>       | 0%                         | 0%                | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | -          | 3,619         | 96%         | -             | -          | 3,619         | 96%         |
| Between 1-3 months                                                               | -             | -          | 116           | 3%          | -             | -          | 116           | 3%          |
| Between 3 to 6 months                                                            | -             | -          | 33            | 1%          | -             | -          | 33            | 1%          |
| More than 6 months                                                               | -             | -          | 2             | 0%          | -             | -          | 2             | 0%          |
| <b>Total</b>                                                                     | -             | -          | <b>3,770</b>  | <b>100%</b> | -             | -          | <b>3,770</b>  | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 8                    |
| 3      | Grievances resolved during the year             | 8                    |
| 4      | Grievances outstanding at the end of the year   | -                    |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: **INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)**  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - MDIndia

Validity of agreement with the TPA: 21/03/2023 to 20/03/2026 ; 21/03/2026 to 20/03/2027

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | -          | -     | -          |
| Number of lives serviced    | -          | -     | -          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Andhra Pradesh    | Cuddapah              |

**d. Data of number of claims processed:**

|      |                                                                          |            |
|------|--------------------------------------------------------------------------|------------|
| i.   | Outstanding number of claims at the beginning of the year                | 6          |
| ii.  | Number of claims received during the year                                | -          |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 3 (50%)    |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 2 (33.33%) |
| v.   | Number of claims outstanding at the end of the year                      | 1          |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | -                     | -                 |
| 2      | Within 1-2 hours   | -                          | -                 | -                     | -                 |
| 3      | Within 2-6 hours   | -                          | -                 | -                     | -                 |
| 4      | Within 6-12 hours  | -                          | -                 | -                     | -                 |
| 5      | Within 12-24 hours | -                          | -                 | -                     | -                 |
| 6      | >24 hours          | -                          | -                 | -                     | -                 |
|        | <b>Total</b>       | -                          | -                 | -                     | -                 |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | -          | 4             | 80%         | -             | -          | 4             | 80%         |
| Between 1-3 months                                                               | -             | -          | 1             | 20%         | -             | -          | 1             | 20%         |
| Between 3 to 6 months                                                            | -             | -          | -             | 0%          | -             | -          | -             | 0%          |
| More than 6 months                                                               | -             | -          | -             | 0%          | -             | -          | -             | 0%          |
| <b>Total</b>                                                                     | -             | -          | <b>5</b>      | <b>100%</b> | -             | -          | <b>5</b>      | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | Nil                  |
| 2      | Grievances received during the year             | Nil                  |
| 3      | Grievances resolved during the year             | Nil                  |
| 4      | Grievances outstanding at the end of the year   | Nil                  |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: **INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)**  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - Medi Assist Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 30/09/2022 to 29/09/2025

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group    | Government |
|-----------------------------|------------|----------|------------|
| Number of policies serviced | -          | 200      | -          |
| Number of lives serviced    | -          | 4,25,733 | -          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Pan India         | Pan India             |

**d. Data of number of claims processed:**

|      |                                                                          |              |
|------|--------------------------------------------------------------------------|--------------|
| i.   | Outstanding number of claims at the beginning of the year                | 3,449        |
| ii.  | Number of claims received during the year                                | 75,120       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 64,945 (83%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 10,135 (13%) |
| v.   | Number of claims outstanding at the end of the year                      | 3,489        |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 99%                   | 71%               |
| 2      | Within 1-2 hours   | -                          | -                 | 1%                    | 26%               |
| 3      | Within 2-6 hours   | -                          | -                 | 0%                    | 4%                |
| 4      | Within 6-12 hours  | -                          | -                 | 0%                    | 0%                |
| 5      | Within 12-24 hours | -                          | -                 | 0%                    | 0%                |
| 6      | >24 hours          | -                          | -                 | 0%                    | 0%                |
|        | <b>Total</b>       | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | 0%         | 68,838        | 92%         | -             | -          | 68,838        | 92%         |
| Between 1-3 months                                                               | -             | -          | 4,329         | 6%          | -             | -          | 4,329         | 6%          |
| Between 3 to 6 months                                                            | -             | -          | 1,643         | 2%          | -             | -          | 1,643         | 2%          |
| More than 6 months                                                               | -             | -          | 270           | 0%          | -             | -          | 270           | 0%          |
| <b>Total</b>                                                                     | -             | 0%         | <b>75,080</b> | <b>100%</b> | -             | -          | <b>75,080</b> | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 32                   |
| 3      | Grievances resolved during the year             | 32                   |
| 4      | Grievances outstanding at the end of the year   | -                    |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: **INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)**  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - Paramount Health Services & Insurance Pvt Ltd

Validity of agreement with the TPA: from 01/04/2023 to 31/03/2026

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group    | Government |
|-----------------------------|------------|----------|------------|
| Number of policies serviced | -          | 168      | -          |
| Number of lives serviced    | -          | 1,35,970 | -          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Delhi             | Delhi                 |
| Gujarat           | Ahemdabad,Vadodara    |
| Karnataka         | Bangalore             |
| Maharashtra       | Mumbai, Pune          |
| West Bengal       | Kolkata               |
| Tamil Nadu        | CHENNAI               |

**d. Data of number of claims processed:**

|      |                                                                          |              |
|------|--------------------------------------------------------------------------|--------------|
| i.   | Outstanding number of claims at the beginning of the year                | 779          |
| ii.  | Number of claims received during the year                                | 15,735       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 14,418 (87%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 1242 (8%)    |
| v.   | Number of claims outstanding at the end of the year                      | 854          |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 92%                   | 40%               |
| 2      | Within 1-2 hours   | -                          | -                 | 6%                    | 40%               |
| 3      | Within 2-6 hours   | -                          | -                 | 2%                    | 20%               |
| 4      | Within 6-12 hours  | -                          | -                 | 0%                    | 0%                |
| 5      | Within 12-24 hours | -                          | -                 | 0%                    | 0%                |
| 6      | >24 hours          | -                          | -                 | 0%                    | 0%                |
|        | <b>Total</b>       | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | -          | 15,547        | 99%         | -             | -          | 15,547        | 99%         |
| Between 1-3 months                                                               | -             | -          | 102           | 1%          | -             | -          | 102           | 1%          |
| Between 3 to 6 months                                                            | -             | -          | 6             | 0%          | -             | -          | 6             | 0%          |
| More than 6 months                                                               | -             | -          | 5             | 0%          | -             | -          | 5             | 0%          |
| <b>Total</b>                                                                     | -             | -          | <b>15,660</b> | <b>100%</b> | -             | -          | <b>15,660</b> | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 9                    |
| 3      | Grievances resolved during the year             | 9                    |
| 4      | Grievances outstanding at the end of the year   | -                    |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: **RELIANCE GENERAL INSURANCE COMPANY LIMITED**  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - Vidal health Insurance Third Party Administrator

Validity of agreement with the TPA: from 05/04/2023 to 04/04/2026

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group    | Government |
|-----------------------------|------------|----------|------------|
| Number of policies serviced | -          | 155      | 1          |
| Number of lives serviced    | -          | 2,31,862 | 15,06,372  |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer**

| Name of the State | Name of the Districts                                                                                                                                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Haryana           | Gurgaon                                                                                                                                                       |
| Karnataka         | Bangalore                                                                                                                                                     |
| West Bengal       | Kolkata                                                                                                                                                       |
| Nagaland          | Chumoukedima, Dimapur, Kohima, Longleng, Meluri (17th District), Mokochung, Mon, Niuland, Noklak, Peren, Phek, Shamator, Tseminyu, Tuensang, Wokha, Zunheboto |

**d. Data of number of claims processed:**

|      |                                                                          |              |
|------|--------------------------------------------------------------------------|--------------|
| i.   | Outstanding number of claims at the beginning of the year                | 186          |
| ii.  | Number of claims received during the year                                | 64,556       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 58,746 (91%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 2,638 (4%)   |
| v.   | Number of claims outstanding at the end of the year                      | 3,358        |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 23%                   | 21%               |
| 2      | Within 1-2 hours   | -                          | -                 | 27%                   | 25%               |
| 3      | Within 2-6 hours   | -                          | -                 | 32%                   | 24%               |
| 4      | Within 6-12 hours  | -                          | -                 | 4%                    | 6%                |
| 5      | Within 12-24 hours | -                          | -                 | 3%                    | 12%               |
| 6      | >24 hours          | -                          | -                 | 11%                   | 12%               |
|        | <b>Total</b>       | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|-------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage  | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | -          | 15,882        | 96%         | 40,542        | 90%         | 56,424        | 92%         |
| Between 1-3 months                                                               | -             | -          | 441           | 3%          | 3,892         | 9%          | 4,333         | 7%          |
| Between 3 to 6 months                                                            | -             | -          | 148           | 1%          | 441           | 1%          | 589           | 1%          |
| More than 6 months                                                               | -             | -          | 27            | 0%          | 11            | 0%          | 38            | 0%          |
| <b>Total</b>                                                                     | -             | -          | <b>16,498</b> | <b>100%</b> | <b>44,886</b> | <b>100%</b> | <b>61,384</b> | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 13                   |
| 3      | Grievances resolved during the year             | 13                   |
| 4      | Grievances outstanding at the end of the year   | -                    |

FORM NO. NL-48  
DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA - HealthIndia Insurance TPA Services Pvt. Ltd.  
Validity of agreement with the TPA: from 20/08/2024 to 19/08/2027

b. Number of policies and lives services in respect of which public disclosures are made:

| Description                 | Individual | Group  | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | -          | 24     | -          |
| Number of lives serviced    | -          | 32,596 | -          |

c. Information with regard to the geographical area in which services are rendered by the TPAs/Insurer

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Maharashtra       | Mumbai,Kolhapur,Pune  |
| Gujarat           | Ahmedabad,Vadodara    |
| Bihar             | Patna                 |
| Delhi             | Delhi                 |
| Haryana           | Gurgaon               |
| Karnataka         | Bangalore,Cochin      |
| TamilNadu         | Chennai               |
| Telangana         | Hyderabad             |
| UttarPradesh      | Lucknow               |
| WestBengal        | Kolkata               |

d. Data of number of claims processed:

|      |                                                                          |            |
|------|--------------------------------------------------------------------------|------------|
| i.   | Outstanding number of claims at the beginning of the year                | -          |
| ii.  | Number of claims received during the year                                | 1,882      |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 1511 (90%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 193 ( 10%) |
| v.   | Number of claims outstanding at the end of the year                      | 178        |

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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 91%                   | 62%               |
| 2      | Within 1-2 hours   | -                          | -                 | 7%                    | 29%               |
| 3      | Within 2-6 hours   | -                          | -                 | 2%                    | 9%                |
| 4      | Within 6-12 hours  | -                          | -                 | 0%                    | 0%                |
| 5      | Within 12-24 hours | -                          | -                 | 0%                    | 0%                |
| 6      | >24 hours          | -                          | -                 | 0%                    | 0%                |
|        | Total              | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals  
\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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         |            |
|----------------------------------------------------------------------------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month                                                                   | -             | -          | 1,639         | 96%        | -             | -          | 1,639         | 96%        |
| Between 1-3 months                                                               | -             | -          | 63            | 4%         | -             | -          | 63            | 4%         |
| Between 3 to 6 months                                                            | -             | -          | 2             | 0%         | -             | -          | 2             | 0%         |
| More than 6 months                                                               | -             | -          | -             | 0%         | -             | -          | -             | 0%         |
| Total                                                                            | -             | -          | 1,704         | 100%       | -             | -          | 1,704         | 100%       |

g. Data of grievances received against the TPA:

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | 1                    |
| 3      | Grievances resolved during the year             | 1                    |
| 4      | Grievances outstanding at the end of the year   | -                    |

FORM NO. NL-48  
DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED

Name of the Insurer: INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

a. Specify whether In-house Claim Settlement or Services rendered by TPA -

Name of the TPA - Ericson Insurance TPA Pvt. Ltd.

Validity of agreement with the TPA: from 20/08/2024 to 19/08/2027

b. Number of policies and lives services in respect of which public disclosures are made:

| Description                 | Individual | Group | Government |
|-----------------------------|------------|-------|------------|
| Number of policies serviced | -          | 5     | -          |
| Number of lives serviced    | -          | 9,428 | -          |

c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Maharashtra       | Mumbai                |
| Delhi             | Delhi                 |

d. Data of number of claims processed:

|      |                                                                          |           |
|------|--------------------------------------------------------------------------|-----------|
| i.   | Outstanding number of claims at the beginning of the year                | 27        |
| ii.  | Number of claims received during the year                                | 217       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 172 (70%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 45 (18%)  |
| v.   | Number of claims outstanding at the end of the year                      | 27        |

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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 100%                  | 100%              |
| 2      | Within 1-2 hours   | -                          | -                 | 0%                    | 0%                |
| 3      | Within 2-6 hours   | -                          | -                 | 0%                    | 0%                |
| 4      | Within 6-12 hours  | -                          | -                 | 0%                    | 0%                |
| 5      | Within 12-24 hours | -                          | -                 | 0%                    | 0%                |
| 6      | >24 hours          | -                          | -                 | 0%                    | 0%                |
|        | Total              | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

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         |            |
|----------------------------------------------------------------------------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage | No. of Claims | Percentage |
| Within 1 month                                                                   | -             | -          | 217           | 100%       | -             | -          | 217           | 100%       |
| Between 1-3 months                                                               | -             | -          | -             | 0%         | -             | -          | -             | 0%         |
| Between 3 to 6 months                                                            | -             | -          | -             | 0%         | -             | -          | -             | 0%         |
| More than 6 months                                                               | -             | -          | -             | 0%         | -             | -          | -             | 0%         |
| Total                                                                            | -             | -          | 217           | 100%       | -             | -          | 217           | 100%       |

g. Data of grievances received against the TPA:

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | -                    |
| 3      | Grievances resolved during the year             | -                    |
| 4      | Grievances outstanding at the end of the year   | -                    |

**FORM NO. NL-48**  
**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED**

Name of the Insurer: **INDUSIND GENERAL INSURANCE COMPANY LIMITED (FORMERLY RELIANCE GENERAL INSURANCE COMPANY LIMITED)**  
Registration No. 103 and Date of Registration with the IRDAI 23.10.2000

Information as at 31st March 2026

**a. Specify whether In-house Claim Settlement or Services rendered by TPA -**

Name of the TPA - Volo Health Insurance TPA Pvt Ltd

Validity of agreement with the TPA: from 01/04/2025 to 31/03/2028

**b. Number of policies and lives services in respect of which public disclosures are made:**

| Description                 | Individual | Group  | Government |
|-----------------------------|------------|--------|------------|
| Number of policies serviced | -          | 27     | -          |
| Number of lives serviced    | -          | 55,534 | -          |

**c. Information with regard to the geographical area in which services are rendered by the TPAs/ Insurer**

| Name of the State | Name of the Districts |
|-------------------|-----------------------|
| Maharashtra       | Mumbai,Pune           |
| Delhi             | Delhi                 |
| Gujarat           | Ahmedabad             |
| Tamil Nadu        | Chennai               |

**d. Data of number of claims processed:**

|      |                                                                          |             |
|------|--------------------------------------------------------------------------|-------------|
| i.   | Outstanding number of claims at the beginning of the year                | -           |
| ii.  | Number of claims received during the year                                | 4,946       |
| iii. | Number of claims paid during the year (specify % also in brackets)       | 3,749 (76%) |
| iv.  | Number of claims repudiated during the year (specify % also in brackets) | 599 ( 12%)  |
| v.   | Number of claims outstanding at the end of the year                      | 598         |

**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 discharge | TAT for pre-auth      | TAT for discharge |
| 1      | Within <1 hour     | -                          | -                 | 87%                   | 57%               |
| 2      | Within 1-2 hours   | -                          | -                 | 11%                   | 32%               |
| 3      | Within 2-6 hours   | -                          | -                 | 2%                    | 11%               |
| 4      | Within 6-12 hours  | -                          | -                 | 0%                    | 0%                |
| 5      | Within 12-24 hours | -                          | -                 | 0%                    | 0%                |
| 6      | >24 hours          | -                          | -                 | 0%                    | 0%                |
|        | <b>Total</b>       | -                          | -                 | 100%                  | 100%              |

Percentage to be calculated on total of the 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 hospitals

\*\*\* reckoned as final discharge summary sent to hospital from the time discharge bill is received by TPA

**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         |             |
|----------------------------------------------------------------------------------|---------------|------------|---------------|-------------|---------------|------------|---------------|-------------|
|                                                                                  | No. of Claims | Percentage | No. of Claims | Percentage  | No. of Claims | Percentage | No. of Claims | Percentage  |
| Within 1 month                                                                   | -             | -          | 4,218         | 100%        | -             | -          | 4,218         | 97%         |
| Between 1-3 months                                                               | -             | -          | 93            | 0%          | -             | -          | 93            | 2%          |
| Between 3 to 6 months                                                            | -             | -          | 37            | 1%          | -             | -          | 37            | 1%          |
| More than 6 months                                                               | -             | -          | -             | 0%          | -             | -          | -             | 0%          |
| <b>Total</b>                                                                     | -             | -          | <b>4,348</b>  | <b>101%</b> | -             | -          | <b>4,348</b>  | <b>100%</b> |

**g. Data of grievances received against the TPA:**

| S. No. | Description                                     | Number of Grievances |
|--------|-------------------------------------------------|----------------------|
| 1      | Grievances outstanding at the beginning of year | -                    |
| 2      | Grievances received during the year             | -                    |
| 3      | Grievances resolved during the year             | -                    |
| 4      | Grievances outstanding at the end of the year   | -                    |