



**Royal Sundaram**

General Insurance

Royal Sundaram General Insurance Co. Limited  
Corporate Accident & Health Department,  
Vishranthi Melaram Towers, No. 2/319, Rajiv Gandhi Salai (OMR),  
Karapakkam, Chennai - 600 097 | Tel. No:91-44-7117 7117  
Toll No.: 1860 425 0000 | email: customer.services@royalsundaram.in  
Website: www.royalsundaram.in  
Registered Office: 21, Patullos Road, Chennai – 600 002.  
IRDAI Registration Number – 102 | CIN-U67200TN2000PLC045611

## Public Disclosures on quantitative and qualitative Parameters of Health services rendered Information as at 31/03/2023

**NAME OF THE INSURANCE COMPANY** Royal Sundaram General 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.

[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: **Vidal Health Insurance TPA.**

Name of TPA	License number	Valid From DD/MM/YYYY	To DD/MM/YYYY
Vidal Health Insurance TPA	016	01-04-2020	31-03-2023

\*Note: IRDA License number is provide in license number Details

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

Description	Individual	Group	Government	Total
No. of policies serviced	-	138	0	138
No. of lives serviced	-	83,097	0	83,097

- 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	Visakhapatnam	1	51
Haryana	Gurgaon	5	8778
Karnataka	Bangalore	2	762
Tamil Nadu	Chennai	113	62851
Tamil Nadu	Coimbatore	12	9434
Kerala	Kochi	1	165
Telangana	Hyderabad	4	1056
<b>Total</b>		138	83,097



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d. Data of number of claims processed:

No. of claims outstanding at the beginning of year : 2022-23	No. of claims received during the year : 2022-23	No. of claims paid during the year 2022-23 also to specify % in brackets	No. of claims repudiated during the year : 2022-23 also to specify % in brackets	No. of claims outstanding at the end of the year
334	4842	4136	299	517
		90%	6%	

e. Turn Around Time (TAT) for cashless (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%	71%	39%
2	Within 1-2 Hours	0%	0%	20%	32%
3	Within 2-6 Hours	0%	0%	9%	28%
4	Within 6-12 Hours	0%	0%	0%	1%
5	Within 12-24 Hours	0%	0%	0%	0%
6	Above 24 Hours	0%	0%	0%	0%
<b>Total</b>		0%	0%	100%	100%

\*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	Percentage	Number of claims	Percentage	Number of claims	Percentage	Number of claims	Percentage
Within 1 Month	0	0	3,637	82%	0	0%	3,637	82%
Between 1-3 Months	0	0	634	14%	0	0%	634	14%
Between 3-6 Months	0	0	95	2%	0	0%	95	2%
More than 6 Months	0	0	69	2%	0	0%	69	2%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>4,435</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>4,435</b>	<b>100%</b>

*[Handwritten signature]*





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**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	1
3	Grievances resolved during the year	1
4	Grievances outstanding at the end of the year	0

Date:

for Royal Sundaram General Insurance Co. Limited.

Place: Chennai

**Amit S Ganorkar**  
Managing Director