

**DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
(ANNUAL DISCLOSURE)**

Name of the Insurance Company

ACKO General Insurance Limited

Date: 31st May 2026

Information as at

Q4'2025-26

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

Name of the TPA (If services rendered by TPA) -

Family Health Plan Insurance TPA Limited

Validity of agreement with the TPA: **from 16/11/2025 to 15/11/2026**

(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	66,467	423	-
Number of lives serviced	169,720	365,049	-

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

Sr. No.	Name of the State	Name of the Districts	Individual			Group			Government		
			No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced	No. of policies serviced	No. of lives serviced			
1	Andaman And Nicobar Islands	South Andamans	7	17	-	-	-	-	-	-	
2	Andhra Pradesh	Alluri Sitharama Raju	7	23	-	-	-	-	-	-	
3	Andhra Pradesh	Anakapalli	63	151	-	-	-	-	-	-	
4	Andhra Pradesh	Ananthapuramu	88	219	-	-	-	-	-	-	
5	Andhra Pradesh	Annamayya	50	128	-	-	-	-	-	-	
6	Andhra Pradesh	Bapatla	30	72	-	-	-	-	-	-	
7	Andhra Pradesh	Chittoor	104	252	-	-	-	-	-	-	
8	Andhra Pradesh	Dr. B.R. Ambedkar Konaseena	33	75	-	-	-	-	-	-	
9	Andhra Pradesh	East Godavari	89	196	-	-	-	-	-	-	
10	Andhra Pradesh	Eluru	47	118	-	-	-	-	-	-	
11	Andhra Pradesh	Guntur	116	267	-	-	-	-	-	-	
12	Andhra Pradesh	Krishna	155	326	-	-	-	-	-	-	
13	Andhra Pradesh	Kurnool	63	149	-	-	-	-	-	-	
14	Andhra Pradesh	Markapuram	22	69	-	-	-	-	-	-	
15	Andhra Pradesh	Parvathipuram Manyam	14	30	-	-	-	-	-	-	
16	Andhra Pradesh	Prakasam	29	63	-	-	-	-	-	-	
17	Andhra Pradesh	Sri Potti Sriramulu Nellore	85	194	-	-	-	-	-	-	
18	Andhra Pradesh	Srikakulam	30	88	-	-	-	-	-	-	
19	Andhra Pradesh	Visakhapatnam	172	408	-	-	-	-	-	-	
20	Andhra Pradesh	Vizianagaram	25	60	-	-	-	-	-	-	
21	Andhra Pradesh	West Godavari	26	58	-	-	-	-	-	-	
22	Andhra Pradesh	Y.S.R. Kadapa	73	206	-	-	-	-	-	-	
23	Arunachal Pradesh	East Siang	1	2	-	-	-	-	-	-	
24	Arunachal Pradesh	Papum Pare	2	4	-	-	-	-	-	-	
25	Arunachal Pradesh	Tirap	-	-	-	-	-	-	-	-	

26	Arunachal Pradesh	West Kameng	-	-	-	-	-	-	-	-	-
27	Assam	Bajali	5	15	-	-	-	-	-	-	-
28	Assam	Baksa	-	-	-	-	-	-	-	-	-
29	Assam	Barpeta	2	5	-	-	-	-	-	-	-
30	Assam	Biswanath	2	6	-	-	-	-	-	-	-
31	Assam	Bongaigaon	3	8	-	-	-	-	-	-	-
32	Assam	Cachar	10	24	-	-	-	-	-	-	-
33	Assam	Charaideo	4	13	-	-	-	-	-	-	-
34	Assam	Darrang	4	10	-	-	-	-	-	-	-
35	Assam	Dhubri	2	7	-	-	-	-	-	-	-
36	Assam	Dibrugarh	9	20	-	-	-	-	-	-	-
37	Assam	Goalpara	-	-	-	-	-	-	-	-	-
38	Assam	Golaghat	2	6	-	-	-	-	-	-	-
39	Assam	Hailakandi	1	4	-	-	-	-	-	-	-
40	Assam	Hojai	2	6	-	-	-	-	-	-	-
41	Assam	Jorhat	2	6	-	-	-	-	-	-	-
42	Assam	Kamrup	12	27	-	-	-	-	-	-	-
43	Assam	Kamrup Metro	56	136	-	-	-	-	-	-	-
44	Assam	Kokrajhar	1	3	-	-	-	-	-	-	-
45	Assam	Lakhimpur	2	2	-	-	-	-	-	-	-
46	Assam	Mariagaon	1	1	-	-	-	-	-	-	-
47	Assam	Nagaon	1	2	-	-	-	-	-	-	-
48	Assam	Nalbari	2	3	-	-	-	-	-	-	-
49	Assam	Sivasagar	-	-	-	-	-	-	-	-	-
50	Assam	Sonitpur	2	6	-	-	-	-	-	-	-
51	Assam	Sribhumi	2	6	-	-	-	-	-	-	-
52	Assam	Tinsukia	6	13	-	-	-	-	-	-	-
53	Assam	Udalguri	1	4	-	-	-	-	-	-	-
54	Bihar	Araria	3	5	-	-	-	-	-	-	-
55	Bihar	Aurangabad	2	3	-	-	-	-	-	-	-
56	Bihar	Banka	3	6	-	-	-	-	-	-	-
57	Bihar	Begusarai	9	26	-	-	-	-	-	-	-
58	Bihar	Bhagalpur	16	31	-	-	-	-	-	-	-
59	Bihar	Bhojpur	11	30	-	-	-	-	-	-	-
60	Bihar	Buxar	3	8	-	-	-	-	-	-	-
61	Bihar	Darbhanga	5	12	-	-	-	-	-	-	-
62	Bihar	Gaya	13	35	-	-	-	-	-	-	-
63	Bihar	Gopalganj	7	20	-	-	-	-	-	-	-
64	Bihar	Jamui	1	1	-	-	-	-	-	-	-
65	Bihar	Jehanabad	-	-	-	-	-	-	-	-	-
66	Bihar	Kaimur (Bhabua)	5	18	-	-	-	-	-	-	-
67	Bihar	Katihar	4	9	-	-	-	-	-	-	-
68	Bihar	Khagaria	2	5	-	-	-	-	-	-	-
69	Bihar	Kishanganj	5	9	-	-	-	-	-	-	-
70	Bihar	Lakhisarai	-	-	-	-	-	-	-	-	-
71	Bihar	Madhepura	4	10	-	-	-	-	-	-	-
72	Bihar	Madhubani	5	17	-	-	-	-	-	-	-
73	Bihar	Munger	4	10	-	-	-	-	-	-	-
74	Bihar	Muzaffarpur	26	71	-	-	-	-	-	-	-
75	Bihar	Nalanda	9	18	-	-	-	-	-	-	-
76	Bihar	Nawada	3	6	-	-	-	-	-	-	-
77	Bihar	Pashchim Champaran	6	12	-	-	-	-	-	-	-
78	Bihar	Patna	111	278	2	4,330	-	-	-	-	-
79	Bihar	Purbi Champaran	8	20	-	-	-	-	-	-	-
80	Bihar	Purnia	5	6	-	-	-	-	-	-	-
81	Bihar	Rohtas	3	7	-	-	-	-	-	-	-

82	Bihar	Saharsa	2	5	-	-	-	-	-
83	Bihar	Samastipur	8	17	-	-	-	-	-
84	Bihar	Saran	14	27	-	-	-	-	-
85	Bihar	Sheikhpura	1	4	-	-	-	-	-
86	Bihar	Sheohar	-	-	-	-	-	-	-
87	Bihar	Sitamarhi	5	16	-	-	-	-	-
88	Bihar	Siwan	4	10	-	-	-	-	-
89	Bihar	Supaul	2	7	-	-	-	-	-
90	Bihar	Vaishali	11	29	-	-	-	-	-
91	Chhattisgarh	Balod	1	5	-	-	-	-	-
92	Chhattisgarh	Balodabazar-Bhatapara	2	4	-	-	-	-	-
93	Chhattisgarh	Bairampur-Ramanujganj	-	-	-	-	-	-	-
94	Chhattisgarh	Bastar	2	6	-	-	-	-	-
95	Chhattisgarh	Bemetara	-	-	-	-	-	-	-
96	Chhattisgarh	Bilaspur	22	60	-	-	-	-	-
97	Chhattisgarh	Dhamtari	2	6	-	-	-	-	-
98	Chhattisgarh	Durg	27	67	-	-	-	-	-
99	Chhattisgarh	Janjgir-Champa	3	6	-	-	-	-	-
100	Chhattisgarh	Jashpur	1	2	-	-	-	-	-
101	Chhattisgarh	Kabeerdham	1	2	-	-	-	-	-
102	Chhattisgarh	Korba	6	13	-	-	-	-	-
103	Chhattisgarh	Korea	-	-	-	-	-	-	-
104	Chhattisgarh	Mahasamund	3	9	-	-	-	-	-
105	Chhattisgarh	Mohla-Manpur-Ambagarh Chouki	-	-	-	-	-	-	-
106	Chhattisgarh	Raigarh	6	23	-	-	-	-	-
107	Chhattisgarh	Raipur	66	184	-	-	-	-	-
108	Chhattisgarh	Rajnandgaon	4	9	-	-	-	-	-
109	Chhattisgarh	Surguja	3	8	-	-	-	-	-
110	Delhi	East	88	199	-	-	-	-	-
111	Delhi	New Delhi	10	27	40	19,945	-	-	-
112	Delhi	North	186	415	-	-	-	-	-
113	Delhi	North East	126	318	-	-	-	-	-
114	Delhi	North West	64	161	1	140	-	-	-
115	Delhi	South	1,586	3,714	-	-	-	-	-
116	Delhi	South East	37	77	-	-	-	-	-
117	Delhi	South West	81	207	2	614	-	-	-
118	Delhi	West	163	402	-	-	-	-	-
119	Goa	Kushavati	3	6	-	-	-	-	-
120	Goa	North Goa	69	173	-	-	-	-	-
121	Goa	South Goa	30	74	-	-	-	-	-
122	Gujarat	Ahmedabad	534	1,392	2	1,375	-	-	-
123	Gujarat	Amreli	13	37	-	-	-	-	-
124	Gujarat	Anand	20	49	-	-	-	-	-
125	Gujarat	Anvalli	5	13	-	-	-	-	-
126	Gujarat	Banas Kantha	7	19	-	-	-	-	-
127	Gujarat	Bharuch	10	24	-	-	-	-	-
128	Gujarat	Bhavnagar	12	35	-	-	-	-	-
129	Gujarat	Chhotaudepur	4	9	-	-	-	-	-
130	Gujarat	Dahod	6	15	-	-	-	-	-
131	Gujarat	Devbhumi Dwarka	-	-	-	-	-	-	-
132	Gujarat	Gandhinagar	54	149	7	2,066	-	-	-
133	Gujarat	Gir Somnath	5	14	-	-	-	-	-
134	Gujarat	Jamnagar	11	19	-	-	-	-	-
135	Gujarat	Junagadh	2	5	-	-	-	-	-
136	Gujarat	Kachchh	10	28	-	-	-	-	-
137	Gujarat	Kheda	16	37	-	-	-	-	-

138	Gujarat	Mahesana	9	27	-	-	-	-	-
139	Gujarat	Mahisagar	3	8	-	-	-	-	-
140	Gujarat	Morbi	6	16	-	-	-	-	-
141	Gujarat	Narmada	11	27	-	-	-	-	-
142	Gujarat	Navsari	16	36	-	-	-	-	-
143	Gujarat	Panch Mahals	6	13	-	-	-	-	-
144	Gujarat	Patan	2	2	-	-	-	-	-
145	Gujarat	Porbandar	1	3	-	-	-	-	-
146	Gujarat	Rajkot	46	118	-	-	-	-	-
147	Gujarat	Sabar Kantha	4	13	-	-	-	-	-
148	Gujarat	Surat	193	487	1	769	-	-	-
149	Gujarat	Surendranagar	3	5	-	-	-	-	-
150	Gujarat	Tapi	-	-	-	-	-	-	-
151	Gujarat	Vadodara	199	528	-	3	-	-	-
152	Gujarat	Valsad	20	58	1	32	-	-	-
153	Haryana	Ambala	15	46	-	-	-	-	-
154	Haryana	Bhiwani	12	29	-	-	-	-	-
155	Haryana	Faridabad	304	813	-	-	-	-	-
156	Haryana	Fatehabad	6	16	-	-	-	-	-
157	Haryana	Gurugram	965	2,544	68	57,648	-	-	-
158	Haryana	Hansi	4	13	-	-	-	-	-
159	Haryana	Hisar	16	43	1	46	-	-	-
160	Haryana	Jhajjar	22	65	1	40	-	-	-
161	Haryana	Jind	19	55	-	-	-	-	-
162	Haryana	Kaithal	6	17	-	-	-	-	-
163	Haryana	Karnal	26	81	-	-	-	-	-
164	Haryana	Kurukshetra	15	40	-	-	-	-	-
165	Haryana	Mahendragarh	11	31	-	-	-	-	-
166	Haryana	Nuh	2	5	-	-	-	-	-
167	Haryana	Patiala	8	17	-	-	-	-	-
168	Haryana	Panchkula	24	66	-	-	-	-	-
169	Haryana	Panipat	27	80	-	-	-	-	-
170	Haryana	Rewari	24	62	-	-	-	-	-
171	Haryana	Rohtak	18	50	-	-	-	-	-
172	Haryana	Sirsa	2	7	-	-	-	-	-
173	Haryana	Sonapat	22	65	-	-	-	-	-
174	Haryana	Yamunanagar	7	13	-	-	-	-	-
175	Himachal Pradesh	Bilaspur	1	1	-	-	-	-	-
176	Himachal Pradesh	Chamba	1	4	-	-	-	-	-
177	Himachal Pradesh	Hamirpur	4	10	-	-	-	-	-
178	Himachal Pradesh	Kangra	20	54	-	-	-	-	-
179	Himachal Pradesh	Kullu	7	14	-	-	-	-	-
180	Himachal Pradesh	Mandi	3	6	-	-	-	-	-
181	Himachal Pradesh	Shimla	6	11	1	655	-	-	-
182	Himachal Pradesh	Sirmaur	4	10	-	-	-	-	-
183	Himachal Pradesh	Solan	3	9	-	-	-	-	-
184	Himachal Pradesh	Una	4	8	-	-	-	-	-
185	Jammu And Kashmir	Anantnag	2	4	-	-	-	-	-
186	Jammu And Kashmir	Baramulla	-	-	-	-	-	-	-
187	Jammu And Kashmir	Budgam	2	6	-	-	-	-	-
188	Jammu And Kashmir	Doda	-	-	-	-	-	-	-
189	Jammu And Kashmir	Jammu	20	58	-	-	-	-	-
190	Jammu And Kashmir	Kathua	2	5	-	-	-	-	-
191	Jammu And Kashmir	Kishtwar	-	-	-	-	-	-	-
192	Jammu And Kashmir	Kupwara	1	6	-	-	-	-	-
193	Jammu And Kashmir	Pulwama	1	3	-	-	-	-	-

250	Kerala	Ernakulam	198	429	-	-	-	-	-
251	Kerala	Idukki	21	57	-	-	-	-	-
252	Kerala	Kannur	50	128	-	-	-	-	-
253	Kerala	Kasaragod	26	62	-	-	-	-	-
254	Kerala	Kollam	63	152	-	-	-	-	-
255	Kerala	Kottayam	57	132	-	-	-	-	-
256	Kerala	Kozhikode	71	160	-	-	-	-	-
257	Kerala	Malappuram	50	120	-	-	-	-	-
258	Kerala	Palakkad	46	109	-	-	-	-	-
259	Kerala	Pathanamthitta	31	75	-	-	-	-	-
260	Kerala	Thiruvananthapuram	89	214	-	-	-	-	-
261	Kerala	Thrissur	88	194	-	-	-	-	-
262	Kerala	Wayanad	10	18	-	-	-	-	-
263	Ladakh	Kargil	1	3	-	-	-	-	-
264	Madhya Pradesh	Alirajpur	1	3	-	-	-	-	-
265	Madhya Pradesh	Anuppur	5	11	-	-	-	-	-
266	Madhya Pradesh	Ashoknagar	1	3	-	-	-	-	-
267	Madhya Pradesh	Balaghat	4	7	-	-	-	-	-
268	Madhya Pradesh	Barwani	5	13	-	-	-	-	-
269	Madhya Pradesh	Betul	5	12	-	-	-	-	-
270	Madhya Pradesh	Bhind	6	15	-	-	-	-	-
271	Madhya Pradesh	Bhopal	110	285	-	-	-	-	-
272	Madhya Pradesh	Burhanpur	6	14	-	-	-	-	-
273	Madhya Pradesh	Chhatarpur	5	8	-	-	-	-	-
274	Madhya Pradesh	Chhindwara	8	16	-	-	-	-	-
275	Madhya Pradesh	Damoh	4	8	-	-	-	-	-
276	Madhya Pradesh	Datia	1	1	-	-	-	-	-
277	Madhya Pradesh	Dewas	9	26	-	-	-	-	-
278	Madhya Pradesh	Dhar	3	7	-	-	-	-	-
279	Madhya Pradesh	Dindori	-	-	-	-	-	-	-
280	Madhya Pradesh	Guna	1	2	-	-	-	-	-
281	Madhya Pradesh	Gwalior	27	71	-	-	-	-	-
282	Madhya Pradesh	Indore	87	208	-	-	-	-	-
283	Madhya Pradesh	Jabalpur	31	68	-	-	-	-	-
284	Madhya Pradesh	Katni	-	-	-	-	-	-	-
285	Madhya Pradesh	Khargone (West Nimar)	-	-	-	-	-	-	-
286	Madhya Pradesh	MAUGANJ	-	-	-	-	-	-	-
287	Madhya Pradesh	Maihar	1	1	-	-	-	-	-
288	Madhya Pradesh	Mandla	3	5	-	-	-	-	-
289	Madhya Pradesh	Mandsaur	2	4	-	-	-	-	-
290	Madhya Pradesh	Morena	2	3	-	-	-	-	-
291	Madhya Pradesh	Narmadapuram	9	21	-	-	-	-	-
292	Madhya Pradesh	Narsimhapur	1	3	-	-	-	-	-
293	Madhya Pradesh	Neemuch	1	5	-	-	-	-	-
294	Madhya Pradesh	Panna	1	2	-	-	-	-	-
295	Madhya Pradesh	Raisen	2	5	-	-	-	-	-
296	Madhya Pradesh	Rajgarh	3	6	-	-	-	-	-
297	Madhya Pradesh	Ratlam	7	18	-	-	-	-	-
298	Madhya Pradesh	Rewa	9	17	-	-	-	-	-
299	Madhya Pradesh	Sagar	4	10	-	-	-	-	-
300	Madhya Pradesh	Satna	8	25	-	-	-	-	-
301	Madhya Pradesh	Sehore	4	14	-	-	-	-	-
302	Madhya Pradesh	Seoni	1	4	-	-	-	-	-
303	Madhya Pradesh	Shahdol	1	2	-	-	-	-	-
304	Madhya Pradesh	Shajapur	-	-	-	-	-	-	-
305	Madhya Pradesh	Sheopur	-	-	-	-	-	-	-

362	Odisha	Bhadrak	7	15	-	-	-	-
363	Odisha	Boudh	1	1	-	-	-	-
364	Odisha	Cuttack	32	74	-	-	-	-
365	Odisha	Dhenkanal	8	18	-	-	-	-
366	Odisha	Gajapati	3	8	-	-	-	-
367	Odisha	Ganjam	19	43	-	-	-	-
368	Odisha	Jagatsinghpur	8	18	-	-	-	-
369	Odisha	Jajpur	9	26	-	-	-	-
370	Odisha	Jharsuguda	9	22	-	-	-	-
371	Odisha	Kalahandi	5	13	-	-	-	-
372	Odisha	Kandhamal	2	8	-	-	-	-
373	Odisha	Kendrapara	6	13	-	-	-	-
374	Odisha	Keonjhar	10	22	-	-	-	-
375	Odisha	Khordha	134	325	-	-	-	-
376	Odisha	Koraput	13	25	-	-	-	-
377	Odisha	Malikangiri	3	7	-	-	-	-
378	Odisha	Mayurbhanj	11	22	-	-	-	-
379	Odisha	Nabarangpur	2	6	-	-	-	-
380	Odisha	Nayagarh	7	21	-	-	-	-
381	Odisha	Nuapada	2	8	-	-	-	-
382	Odisha	Puri	9	24	-	-	-	-
383	Odisha	Rayagada	3	7	-	-	-	-
384	Odisha	Sambalpur	6	16	-	-	-	-
385	Odisha	Sonepur	2	2	-	-	-	-
386	Odisha	Sundargarh	21	50	-	-	-	-
387	Puducherry	Karaikal	1	2	-	-	-	-
388	Puducherry	Puducherry	30	73	-	-	-	-
389	Punjab	Amritsar	17	48	-	-	-	-
390	Punjab	Barnala	5	14	-	-	-	-
391	Punjab	Bathinda	10	23	-	-	-	-
392	Punjab	Faridkot	2	3	-	-	-	-
393	Punjab	Fatehgarh Sahib	4	11	-	-	-	-
394	Punjab	Fazilka	5	14	-	-	-	-
395	Punjab	Ferozepur	4	14	-	-	-	-
396	Punjab	Gurdaspur	18	42	-	-	-	-
397	Punjab	Hoshiarpur	9	26	-	-	-	-
398	Punjab	Jalandhar	16	40	-	-	-	-
399	Punjab	Kapurthala	3	8	-	-	-	-
400	Punjab	Ludhiana	55	133	-	-	-	-
401	Punjab	Malerkotla	-	-	-	-	-	-
402	Punjab	Mansa	1	3	-	-	-	-
403	Punjab	Moga	1	4	-	-	-	-
404	Punjab	Patiala	14	29	-	-	-	-
405	Punjab	Rupnagar	2	2	-	-	-	-
406	Punjab	S.A.S Nagar	118	304	2	423	-	-
407	Punjab	Sangrur	7	18	-	-	-	-
408	Punjab	Shahid Bhagat Singh Nagar	1	2	-	-	-	-
409	Punjab	Sri Muktsar Sahib	2	5	-	-	-	-
410	Punjab	Tarn Taran	1	1	-	-	-	-
411	Rajasthan	Ajmer	9	23	-	-	-	-
412	Rajasthan	Alwar	26	73	-	21	-	-
413	Rajasthan	Balotra	-	-	-	-	-	-
414	Rajasthan	Banswara	4	15	-	-	-	-
415	Rajasthan	Baran	1	2	-	-	-	-
416	Rajasthan	Barmer	1	4	-	-	-	-
417	Rajasthan	Bharatpur	7	28	-	-	-	-

418	Rajasthan	Bhilwara	7	12	-	-	-	-	-
419	Rajasthan	Bikaner	6	12	-	-	-	-	-
420	Rajasthan	Bundi	-	-	-	-	-	-	-
421	Rajasthan	Chittorgarh	2	8	-	-	-	-	-
422	Rajasthan	Churu	2	5	-	-	-	-	-
423	Rajasthan	Dausa	2	7	-	-	-	-	-
424	Rajasthan	Dholpur	-	-	-	-	-	-	-
425	Rajasthan	Didwana-Kuchaman	2	7	-	-	-	-	-
426	Rajasthan	Dungarpur	1	2	-	-	-	-	-
427	Rajasthan	Ganganagar	7	15	-	-	-	-	-
428	Rajasthan	Jaipur	175	469	1	327	-	-	-
429	Rajasthan	Jaisalmer	1	2	-	-	-	-	-
430	Rajasthan	Jalore	2	5	-	-	-	-	-
431	Rajasthan	Jhalawar	1	3	-	-	-	-	-
432	Rajasthan	Jhunjhunu	10	25	-	-	-	-	-
433	Rajasthan	Jodhpur	15	34	-	-	-	-	-
434	Rajasthan	Karauli	1	1	-	-	-	-	-
435	Rajasthan	Kota	10	27	-	-	-	-	-
436	Rajasthan	Pali	4	9	-	-	-	-	-
437	Rajasthan	Rajsamand	8	24	-	-	-	-	-
438	Rajasthan	Salumber	1	4	-	-	-	-	-
439	Rajasthan	Sawai Madhopur	3	6	-	-	-	-	-
440	Rajasthan	Sikar	14	32	-	-	-	-	-
441	Rajasthan	Sirohi	6	19	-	-	-	-	-
442	Rajasthan	Tonk	2	4	-	-	-	-	-
443	Rajasthan	Udaipur	-	-	-	-	-	-	-
444	Sikkim	Gangtok	5	12	-	-	-	-	-
445	Sikkim	Gyalshing	1	3	-	-	-	-	-
446	Sikkim	Namchi	-	-	-	-	-	-	-
447	Tamil Nadu	Ariyalur	3	6	-	-	-	-	-
448	Tamil Nadu	Chengalpattu	379	1,063	-	-	-	-	-
449	Tamil Nadu	Chennai	927	2,391	15	22,036	-	-	-
450	Tamil Nadu	Coimbatore	187	487	-	-	-	-	-
451	Tamil Nadu	Cuddalore	29	82	-	-	-	-	-
452	Tamil Nadu	Dharmapuri	9	19	-	-	-	-	-
453	Tamil Nadu	Dindigul	24	57	-	-	-	-	-
454	Tamil Nadu	Erode	33	68	-	-	-	-	-
455	Tamil Nadu	Kallakurichi	9	20	-	-	-	-	-
456	Tamil Nadu	Kancheepuram	137	372	-	-	-	-	-
457	Tamil Nadu	Kanniyakumari	27	72	-	-	-	-	-
458	Tamil Nadu	Karur	16	33	-	-	-	-	-
459	Tamil Nadu	Krishnagiri	77	204	-	-	-	-	-
460	Tamil Nadu	Madurai	74	201	-	-	-	-	-
461	Tamil Nadu	Mayiladuthurai	1	2	-	-	-	-	-
462	Tamil Nadu	Nagapattinam	3	9	-	-	-	-	-
463	Tamil Nadu	Namakkal	28	65	-	-	-	-	-
464	Tamil Nadu	Perambalur	9	25	-	-	-	-	-
465	Tamil Nadu	Pudukkottai	10	24	-	-	-	-	-
466	Tamil Nadu	Ramanathapuram	10	25	-	-	-	-	-
467	Tamil Nadu	Ranipet	22	53	-	-	-	-	-
468	Tamil Nadu	Salem	46	117	-	-	-	-	-
469	Tamil Nadu	Sivaganga	15	32	-	-	-	-	-
470	Tamil Nadu	Tenkasi	14	32	-	-	-	-	-
471	Tamil Nadu	Thanjavur	21	52	-	-	-	-	-
472	Tamil Nadu	The Nilgiris	22	57	-	-	-	-	-
473	Tamil Nadu	Theni	11	21	-	-	-	-	-

474	Tamil Nadu	Thiruvallur	107	288	-	-	-	-	-
475	Tamil Nadu	Thiruvallur	7	18	-	-	-	-	-
476	Tamil Nadu	Thoothukkudi	8	24	-	-	-	-	-
477	Tamil Nadu	Tiruchirappalli	47	99	-	-	-	-	-
478	Tamil Nadu	Tirunelveli	17	40	-	-	-	-	-
479	Tamil Nadu	Tirupathur	18	47	-	-	-	-	-
480	Tamil Nadu	Tiruppur	29	81	-	-	-	-	-
481	Tamil Nadu	Tiruvannamalai	13	40	-	-	-	-	-
482	Tamil Nadu	Vellore	37	91	-	-	-	-	-
483	Tamil Nadu	Viluppuram	14	35	-	-	-	-	-
484	Tamil Nadu	Virudhunagar	11	30	-	-	-	-	-
485	Telangana	Adilabad	25	56	-	-	-	-	-
486	Telangana	Bhadradi Kothagudem	15	38	-	-	-	-	-
487	Telangana	Hanumakonda	65	147	-	-	-	-	-
488	Telangana	Hyderabad	1,822	4,597	40	45,261	-	-	-
489	Telangana	Jagtial	20	45	-	-	-	-	-
490	Telangana	Jangoan	7	15	-	-	-	-	-
491	Telangana	Jayashankar Bhupalapally	8	18	-	-	-	-	-
492	Telangana	Jogulamba Gadwal	3	5	-	-	-	-	-
493	Telangana	Kamareddy	11	20	-	-	-	-	-
494	Telangana	Karimnagar	38	93	-	-	-	-	-
495	Telangana	Khammam	28	86	-	-	-	-	-
496	Telangana	Mahabubabad	9	28	-	-	-	-	-
497	Telangana	Mahabubnagar	135	389	-	-	-	-	-
498	Telangana	Medak	267	775	-	-	-	-	-
499	Telangana	Medchal Malkajgiri	939	2,497	-	-	-	-	-
500	Telangana	Nalgonda	74	189	-	-	-	-	-
501	Telangana	Nizamabad	38	100	-	-	-	-	-
502	Telangana	Peddapalli	6	15	-	-	-	-	-
503	Telangana	Ranga Reddy	454	1,260	3	1,515	-	-	-
504	Telangana	Sangareddy	2	5	-	-	-	-	-
505	Telangana	Siddipet	-	-	-	-	-	-	-
506	Telangana	Warangal	-	-	-	-	-	-	-
507	The Dadra And Nagar Haveli And D	Daman	2	5	-	-	-	-	-
508	Tripura	North Tripura	3	5	-	-	-	-	-
509	Tripura	Sepahjala	1	3	-	-	-	-	-
510	Tripura	South Tripura	2	5	-	-	-	-	-
511	Tripura	Unakoti	-	-	-	-	-	-	-
512	Tripura	West Tripura	12	29	-	-	-	-	-
513	Uttar Pradesh	Agra	51	118	-	-	-	-	-
514	Uttar Pradesh	Aligarh	29	88	-	-	-	-	-
515	Uttar Pradesh	Ambedkar Nagar	1	3	-	-	-	-	-
516	Uttar Pradesh	Amethi	10	24	-	-	-	-	-
517	Uttar Pradesh	Amroha	18	41	-	-	-	-	-
518	Uttar Pradesh	Auraiya	6	17	-	-	-	-	-
519	Uttar Pradesh	Ayodhya	13	30	-	-	-	-	-
520	Uttar Pradesh	Azangarh	6	15	-	-	-	-	-
521	Uttar Pradesh	Baghpat	4	11	-	-	-	-	-
522	Uttar Pradesh	Bahraich	6	15	-	-	-	-	-
523	Uttar Pradesh	Ballia	11	27	-	-	-	-	-
524	Uttar Pradesh	Balrampur	4	14	-	-	-	-	-
525	Uttar Pradesh	Banda	5	10	-	-	-	-	-
526	Uttar Pradesh	Bara Banki	4	13	-	-	-	-	-
527	Uttar Pradesh	Bareilly	26	60	-	-	-	-	-
528	Uttar Pradesh	Basti	10	26	-	-	-	-	-
529	Uttar Pradesh	Bhadohi	12	35	-	-	-	-	-

530	Uttar Pradesh	Bijnor	23	58	-	-	-	-	-
531	Uttar Pradesh	Budaun	3	5	-	-	-	-	-
532	Uttar Pradesh	Bulandshahr	25	72	-	-	-	-	-
533	Uttar Pradesh	Chandauli	7	16	-	-	-	-	-
534	Uttar Pradesh	Chitrakoot	3	8	-	-	-	-	-
535	Uttar Pradesh	Deoria	12	37	-	-	-	-	-
536	Uttar Pradesh	Etah	4	11	-	-	-	-	-
537	Uttar Pradesh	Etawah	5	10	-	-	-	-	-
538	Uttar Pradesh	Farrukhabad	2	4	-	-	-	-	-
539	Uttar Pradesh	Fatehpur	5	7	-	-	-	-	-
540	Uttar Pradesh	Firozabad	7	12	-	-	-	-	-
541	Uttar Pradesh	Gautam Buddha Nagar	703	1,969	7	-	2,972	-	-
542	Uttar Pradesh	Ghaziabad	412	1,097	-	-	-	-	-
543	Uttar Pradesh	Ghazipur	6	13	-	-	-	-	-
544	Uttar Pradesh	Gonda	9	19	-	-	-	-	-
545	Uttar Pradesh	Gorakhpur	34	97	-	-	-	-	-
546	Uttar Pradesh	Hamirpur	-	-	-	-	-	-	-
547	Uttar Pradesh	Hardoi	4	11	-	-	-	-	-
548	Uttar Pradesh	Hathras	2	9	-	-	-	-	-
549	Uttar Pradesh	Jalaun	4	10	-	-	-	-	-
550	Uttar Pradesh	Jaunpur	12	26	-	-	-	-	-
551	Uttar Pradesh	Jhansi	20	41	-	-	-	-	-
552	Uttar Pradesh	Kannauj	2	5	-	-	-	-	-
553	Uttar Pradesh	Kanpur Dehat	4	8	-	-	-	-	-
554	Uttar Pradesh	Kanpur Nagar	61	154	-	-	-	-	-
555	Uttar Pradesh	Kasganj	3	13	-	-	-	-	-
556	Uttar Pradesh	Kaushambi	3	7	-	-	-	-	-
557	Uttar Pradesh	Kheri	7	17	-	-	-	-	-
558	Uttar Pradesh	Kushinagar	2	4	-	-	-	-	-
559	Uttar Pradesh	Lalitpur	1	1	-	-	-	-	-
560	Uttar Pradesh	Lucknow	266	709	-	-	-	-	-
561	Uttar Pradesh	Mahoba	1	2	-	-	-	-	-
562	Uttar Pradesh	Mahrajganj	-	-	-	-	-	-	-
563	Uttar Pradesh	Mainpuri	8	20	-	-	-	-	-
564	Uttar Pradesh	Mathura	22	62	-	-	-	-	-
565	Uttar Pradesh	Mau	3	12	-	-	-	-	-
566	Uttar Pradesh	Meerut	49	111	-	-	-	-	-
567	Uttar Pradesh	Mirzapur	11	34	-	-	-	-	-
568	Uttar Pradesh	Moradabad	3	11	-	-	-	-	-
569	Uttar Pradesh	Muzaffarnagar	18	43	-	-	-	-	-
570	Uttar Pradesh	Pilibhit	1	1	-	-	-	-	-
571	Uttar Pradesh	Pratapgarh	5	12	-	-	-	-	-
572	Uttar Pradesh	Prayagraj	33	84	-	-	-	-	-
573	Uttar Pradesh	Rae Bareilly	10	24	-	-	-	-	-
574	Uttar Pradesh	Rampur	5	11	-	-	-	-	-
575	Uttar Pradesh	Saharanpur	15	42	-	-	-	-	-
576	Uttar Pradesh	Sant Kabir Nagar	-	-	-	-	-	-	-
577	Uttar Pradesh	Shahjahanpur	9	17	-	-	-	-	-
578	Uttar Pradesh	Shrawasti	1	2	-	-	-	-	-
579	Uttar Pradesh	Siddharthnagar	3	5	-	-	-	-	-
580	Uttar Pradesh	Sitapur	7	16	-	-	-	-	-
581	Uttar Pradesh	Sonbhadra	4	9	-	-	-	-	-
582	Uttar Pradesh	Sultanpur	3	8	-	-	-	-	-
583	Uttar Pradesh	Unnao	4	5	-	-	-	-	-
584	Uttar Pradesh	Varanasi	41	101	-	-	-	-	-
585	Uttarakhand	Almora	10	32	-	-	-	-	-

586	Uttarakhand	Bageshwar	1	4	-	-	-	-	-
587	Uttarakhand	Chamoli	-	-	-	-	-	-	-
588	Uttarakhand	Champawat	2	3	-	-	-	-	-
589	Uttarakhand	Dehradun	80	203	1	-	-	46	-
590	Uttarakhand	Hariidwar	11	24	-	-	-	-	-
591	Uttarakhand	Nainital	25	57	-	-	-	-	-
592	Uttarakhand	Pauri Garhwal	7	15	-	-	-	-	-
593	Uttarakhand	Pithoragarh	4	11	-	-	-	-	-
594	Uttarakhand	Rudraprayag	-	-	-	-	-	-	-
595	Uttarakhand	Tehri Garhwal	1	2	-	-	-	-	-
596	Uttarakhand	Udham Singh Nagar	14	27	-	-	-	-	-
597	West Bengal	Alipurduar	2	4	-	-	-	-	-
598	West Bengal	Bankura	7	15	-	-	-	-	-
599	West Bengal	Birbhum	6	18	-	-	-	-	-
600	West Bengal	Cooch Behar	6	16	-	-	-	-	-
601	West Bengal	Dakshin Dinajpur	1	2	-	-	-	-	-
602	West Bengal	Darjeeling	31	81	-	-	-	-	-
603	West Bengal	Hooghly	41	98	-	-	-	-	-
604	West Bengal	Howrah	43	107	-	-	-	-	-
605	West Bengal	Jalpaiguri	8	23	-	-	-	-	-
606	West Bengal	Jhargram	9	19	-	-	-	-	-
607	West Bengal	Malda	6	13	-	-	-	-	-
608	West Bengal	Murshidabad	7	16	-	-	-	-	-
609	West Bengal	Nadia	20	47	-	-	-	-	-
610	West Bengal	North 24 Parganas	543	1,282	-	-	-	-	-
611	West Bengal	Paschim Bardhaman	50	130	-	-	-	-	-
612	West Bengal	Paschim Medinipur	26	66	-	-	-	-	-
613	West Bengal	Purba Bardhaman	22	50	-	-	-	-	-
614	West Bengal	Purba Medinipur	10	23	-	-	-	-	-
615	West Bengal	Purulia	2	5	-	-	-	-	-
616	West Bengal	South 24 Parganas	15	42	-	-	-	-	-
617	West Bengal	Uttar Dinajpur	4	12	-	-	-	-	-
618	Andhra Pradesh	Others	1,007	2,478	-	-	-	-	-
619	Arunachal Pradesh	Others	1	1	-	-	-	-	-
620	Assam	Others	97	229	-	-	-	-	-
621	Bihar	Others	304	758	-	-	-	-	-
622	Chandigarh	Others	87	224	-	-	-	-	-
623	Chhattisgarh	Others	132	345	-	-	-	-	-
624	Daman & Diu	Others	5	13	-	-	-	-	-
625	Delhi	Others	1,938	4,643	-	-	-	-	-
626	Goa	Others	82	223	-	-	-	-	-
627	Gujarat	Others	1,001	2,721	-	-	-	-	-
628	Haryana	Others	1,283	3,363	-	-	-	-	-
629	Himachal Pradesh	Others	51	133	-	-	-	-	-
630	Jammu & Kashmir	Others	32	79	-	-	-	-	-
631	Jharkhand	Others	191	464	-	-	-	-	-
632	Karnataka	Others	5,299	13,641	-	-	-	-	-
633	Kerala	Others	612	1,480	-	-	-	-	-
634	Madhya Pradesh	Others	360	890	-	-	-	-	-
635	Maharashtra	Others	5,871	15,311	-	-	-	-	-
636	Manipur	Others	3	8	-	-	-	-	-
637	Meghalaya	Others	2	8	-	-	-	-	-
638	Mizoram	Others	-	-	-	-	-	-	-
639	Nagaland	Others	1	3	-	-	-	-	-
640	Odisha	Others	268	667	-	-	-	-	-
641	Punjab	Others	163	411	-	-	-	-	-

642	Rajasthan	Others	661	-	-	-
643	Sikkim	Others	10	-	-	-
644	Tamil Nadu	Others	5,146	-	-	-
645	Telangana	Others	8,638	-	-	-
646	Tripura	Others	24	-	-	-
647	Uttar Pradesh	Others	4,510	-	-	-
648	Uttarakhand	Others	328	-	-	-
649	West Bengal	Others	1,669	-	-	-
650	Andaman & Nicobar Is.	Others	15	-	-	-
651	Dadra & Nagra Haveli	Others	17	-	-	-
652	Puducherry	Others	53	-	-	-
TOTAL			169,720	423	365,049	-

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1238
ii.	Number of claims received during the year	27186
iii.	Number of claims settled during the year (specify % also in brackets)	25440 (98.2%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	476 (1.8%)
v.	Number of claims outstanding at the end of the year	2510

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	NA	NA	90%	43%		
2	Within 1-2 hours	NA	NA	6%	44%		
3	Within 2-6 hours	NA	NA	2%	12%		
4	Within 6-12 hours	NA	NA	0%	0%		
5	Within 12-24 hours	NA	NA	1%	0%		
6	>24 hours	NA	NA	1%	0%		
	Total	NA	NA	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	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	-	-	23080	89%	-	-	23080	-	-	-	23080	89%
Between 1-3 months	-	-	2798	11%	-	-	2798	-	-	-	2798	11%
Between 3 to 6 months	-	-	84	0%	-	-	84	-	-	-	84	0%
More than 6 months	-	-	12	0%	-	-	12	-	-	-	12	0%
Total	-	-	25974	100%	-	-	25974	-	-	-	25974	100%

Percentage shall be calculated on total of the respective column

g. Data of grievances received against the TPA:

S. No.	Description	Number 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