



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

S No.	Name of the TPA -	Agreement from	Agreement to
1	Medi Assist Insurance TPA Pvt Ltd	9/12/2025	3/11/2026

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

Description	Individual	Group	Government
Number of policies serviced	-	394	-
Number of lives serviced	-	1,419,729	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,474
ii.	Number of claims received during the year	103,131
iii.	Number of claims paid during the year (specify % also in brackets)	91223 (88%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	9596 (9%)
v.	Number of claims outstanding at the end of the year	3,787

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%	0.0%	99.2%	73.2%
2	Within 1-2 hours	0.0%	0.0%	0.6%	23.1%
3	Within 2-6 hours	0.0%	0.0%	0.1%	3.5%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.1%
5	Within 12-24 hours	0.0%	0.0%	0.1%	0.1%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	0.0%	0.0%	100.0%	100.0%

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	2,713	96.2%	96,294	92.4%	-	-	99,007	98.2%
Between 1-3 months	51	1.8%	1,386	5.0%	-	-	1,437	1.4%
Between 3 to 6 months	41	1.5%	225	1.6%	-	-	266	0.3%
More than 6 months	14	0.5%	95	1.1%	-	-	109	0.1%
Total	2,819	100.0%	98,000	100.0%	-	-	100,819	100.0%

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	108
3	Grievances resolved during the year	108
4	Grievances outstanding at the end of the year	-



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

S No.	Name of the TPA -	Agreement from	Agreement to
2	Paramount Health Services & Insurance Tpa pvt. ltd	2/4/2025	2/3/2028

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

Description	Individual	Group	Government
Number of policies serviced	-	95	-
Number of lives serviced	-	443,206	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	1,594
ii.	Number of claims received during the year	24,946
iii.	Number of claims paid during the year (specify % also in brackets)	23201 (93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	2775 (11%)
v.	Number of claims outstanding at the end of the year	565

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%	0.0%	93.0%	55.0%
2	Within 1-2 hours	0.0%	0.0%	5.0%	34.0%
3	Within 2-6 hours	0.0%	0.0%	1.0%	11.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	0.0%	0.0%	100.0%	100.0%

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)	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%	24,532	94.4%	-	-	24,532	90.4%
Between 1-3 months	-	0.0%	1,019	3.9%	-	-	1,019	6.9%
Between 3 to 6 months	-	0.0%	379	1.5%	-	-	379	1.7%
More than 6 months	-	0.0%	46	0.2%	-	-	46	1.0%
Total	-	0.0%	25,976	100.0%	-	-	25,976	100.0%

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	30
3	Grievances resolved during the year	30
4	Grievances outstanding at the end of the year	-

Go Digit General Insurance Limited
 IRDAI Registration No. 158 dated 20 Sep 2017
 Form NL-48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
 As at March 31, 2026
 CIN - L66010PN2016PLC167410



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

S No.	Name of the TPA -	Agreement from	Agreement to
3	Family Health Plan Insurance TPA Limited	9/3/2024	9/2/2027

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

Description	Individual	Group	Government
Number of policies serviced	-	52	-
Number of lives serviced	-	86,225	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	132
ii.	Number of claims received during the year	26,199
iii.	Number of claims paid during the year (specify % also in brackets)	24444 (93%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	1225 (5%)
v.	Number of claims outstanding at the end of the year	662

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%	0.0%	100.0%	100.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	0.0%	0.0%	100.0%	100.0%

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 from the date of receipt of last	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%	25,514	99.4%	-	-	25,514	99.4%
Between 1-3 months	-	0.0%	143	0.6%	-	-	143	0.6%
Between 3 to 6 months	-	0.0%	8	0.0%	-	-	8	0.0%
More than 6 months	-	0.0%	4	0.0%	-	-	4	0.0%
Total	-	0.0%	25,669	100.0%	-	-	25,669	100.0%

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	2
3	Grievances resolved during the year	2
4	Grievances outstanding at the end of the year	-

Go Digit General Insurance Limited
 IRDAI Registration No. 158 dated 20 Sep 2017
 Form NL-48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
 As at March 31, 2026
 CIN - L66010PN2016PLC167410



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

S No.	Name of the TPA -	Agreement from	Agreement to
5	Vidal Health Insurance TPA Pvt. Ltd	8/1/2023	7/31/2026

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	31
ii.	Number of claims received during the year	19
iii.	Number of claims paid during the year (specify % also in brackets)	42 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	8 (16%)
v.	Number of claims outstanding at the end of the year	-

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%	0.0%	0.0%	0.0%
2	Within 1-2 hours	0.0%	0.0%	0.0%	0.0%
3	Within 2-6 hours	0.0%	0.0%	0.0%	0.0%
4	Within 6-12 hours	0.0%	0.0%	0.0%	0.0%
5	Within 12-24 hours	0.0%	0.0%	0.0%	0.0%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	0.0%	0.0%	0.0%	0.0%

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)	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%	47	94.0%	-	-	47	94.0%
Between 1-3 months	-	0.0%	3	6.0%	-	-	3	6.0%
Between 3 to 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
More than 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
Total	-	0.0%	50	100.0%	-	-	50	100.0%

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	-

Go Digit General Insurance Limited
 IRDAI Registration No. 158 dated 20 Sep 2017
 Form NL-48 - DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED
 As at March 31, 2026
 CIN - L66010PN2016PLC167410



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

S No.	Name of the TPA -	Agreement from	Agreement to
6	MDIndia Health Insurance TPA Pvt. Ltd.	4/8/2024	4/7/2027

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

Description	Individual	Group	Government
Number of policies serviced	-	1	-
Number of lives serviced	-	14	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	121
ii.	Number of claims received during the year	84
iii.	Number of claims paid during the year (specify % also in brackets)	202 (99%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	3 (1%)
v.	Number of claims outstanding at the end of the year	-

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%	0.0%	0.0%
2	Within 1-2 hours	0%	0%	0.0%	0.0%
3	Within 2-6 hours	0%	0%	0.0%	0.0%
4	Within 6-12 hours	0%	0%	0.0%	0.0%
5	Within 12-24 hours	0%	0%	0.0%	0.0%
6	>24 hours	0%	0%	0.0%	0.0%
	Total	0.0%	0.0%	0.0%	0.0%

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 from the date of receipt of last	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%	202	98.5%	-	-	202	98.5%
Between 1-3 months	-	0.0%	2	1.0%	-	-	2	1.0%
Between 3 to 6 months	-	0.0%	1	0.5%	-	-	1	0.5%
More than 6 months	-	0.0%	-	0.0%	-	-	-	0.0%
Total	-	0.0%	205	100.0%	-	-	205	100.0%

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	-



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

S No.	Name of the TPA -	Agreement from	Agreement to
6	InHouse		

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

Description	Individual	Group	Government
Number of policies serviced	224,170	2,617	-
Number of lives serviced	279,030	3,721,428	-

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
All States	All Districts

d. Data of number of claims processed:

i.	Outstanding number of claims at the beginning of the year	2,665
ii.	Number of claims received during the year	163,346
iii.	Number of claims paid during the year (specify % also in brackets)	155483 (95%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	7969 (5%)
v.	Number of claims outstanding at the end of the year	2,557

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	92.0%	53.0%	96.5%	61.0%
2	Within 1-2 hours	4.8%	39.2%	2.1%	32.0%
3	Within 2-6 hours	0.6%	6.8%	0.4%	5.6%
4	Within 6-12 hours	1.0%	0.8%	0.5%	0.8%
5	Within 12-24 hours	1.6%	0.2%	0.5%	0.5%
6	>24 hours	0.0%	0.0%	0.0%	0.0%
	Total	100.0%	100.0%	100.0%	99.9%

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)	Individual		Group		Government		Total	
	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage	No. of Claims	Percentage
Within 1 month	4,800	92.1%	155,393	98.2%	-	-	160,193	98.0%
Between 1-3 months	200	3.8%	1,713	1.1%	-	-	1,913	1.2%
Between 3 to 6 months	102	2.0%	658	0.4%	-	-	760	0.5%
More than 6 months	108	2.1%	478	0.3%	-	-	586	0.4%
Total	5,210	100.0%	158,242	100.0%	-	-	163,452	100.0%

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	359
3	Grievances resolved during the year	359
4	Grievances outstanding at the end of the year	-