

**PUBLIC DISCLOSURES ON QUANTITATIVE AND QUALITATIVE PARAMETERS OF HEALTH SERVICES RENDERED  
(INFORMATION AS AT 31st MARCH '2022)**

Name of the Insurance Company: **ACKO General Insurance Limited**

a. Name of the TPA (If services rendered by TPA) - **Family Health Plan Insurance TPA Limited**

Validity of agreement with the TPA: **from 16/11/2019 to 15/11/2022**

(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	3,015	282	-
Number of lives serviced	6,237	33,58,790	-

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 & Nicobar Is	South Andaman	2	2	-	-	-	-
2	Andhra Pradesh	Anantapur	8	15	-	-	-	-
3	Andhra Pradesh	Chittoor	13	33	-	-	-	-
4	Andhra Pradesh	Cuddapah	6	10	-	-	-	-
5	Andhra Pradesh	East Godavari	5	13	-	-	-	-
6	Andhra Pradesh	Guntur	9	12	-	-	-	-
7	Andhra Pradesh	Krishna	13	36	-	-	-	-
8	Andhra Pradesh	Kurnool	2	5	-	-	-	-
9	Andhra Pradesh	Nellore	12	18	-	-	-	-
10	Andhra Pradesh	Prakasam	11	25	-	-	-	-
11	Andhra Pradesh	Srikakulam	2	5	-	-	-	-
12	Andhra Pradesh	Visakhapatnam	23	40	-	-	-	-
13	Andhra Pradesh	West Godavari	7	15	-	-	-	-
14	Assam	Golaghat	1	1	-	-	-	-
15	Assam	Jorhat	1	1	-	-	-	-
16	Assam	Kamrup	4	10	-	-	-	-
17	Bihar	Katihar	1	1	-	-	-	-
18	Bihar	Madhubani	1	4	-	-	-	-
19	Bihar	Muzaffarpur	3	5	-	-	-	-
20	Bihar	Nalanda	1	1	-	-	-	-
21	Bihar	Patna	15	26	-	-	-	-
22	Bihar	Purnia	4	7	-	-	-	-
23	Bihar	Siwan	1	1	-	-	-	-
24	Bihar	Vaishali	1	1	-	-	-	-
25	Chandigarh	Chandigarh	7	10	-	-	-	-
26	Chhattisgarh	Bastar	1	1	-	-	-	-
27	Chhattisgarh	Bijapur (Ch)	1	4	-	-	-	-
28	Chhattisgarh	Dhamtari	2	6	-	-	-	-
29	Chhattisgarh	Durg	3	5	-	-	-	-
30	Chhattisgarh	Kanker	1	3	-	-	-	-
31	Chhattisgarh	Korba	1	4	-	-	-	-
32	Chhattisgarh	Rajpur	2	5	-	-	-	-
33	Dadra & Nagar Haveli	Dadra & Nagar Haveli	1	1	-	-	-	-
34	Delhi	Central	26	40	-	-	-	-
35	Delhi	East	54	95	1	559	-	-
36	Delhi	New Delhi	13	22	13	11,726	-	-
37	Delhi	North	9	13	-	-	-	-
38	Delhi	North East	18	44	-	-	-	-
39	Delhi	North West	31	66	-	-	-	-
40	Delhi	South	30	54	2	52,351	-	-
41	Delhi	South West	-	-	1	635	-	-
42	Delhi	West	66	112	-	-	-	-
43	Delhi	Shahdara	19	47	-	-	-	-
44	Delhi	South East	58	130	-	-	-	-
45	Goa	North Goa	1	2	-	-	-	-
46	Goa	South Goa	4	7	-	-	-	-
47	Gujarat	Ahmadabad	80	180	-	-	-	-
48	Gujarat	Amreli	1	1	-	-	-	-
49	Gujarat	Anand	4	5	-	-	-	-
50	Gujarat	Bharuch	2	2	-	-	-	-
51	Gujarat	Bhavnagar	6	12	-	-	-	-
52	Gujarat	Gandhinagar	15	28	-	-	-	-
53	Gujarat	Jamnagar	6	17	-	-	-	-
54	Gujarat	Junagadh	4	4	-	-	-	-
55	Gujarat	Kachchh	3	8	-	-	-	-
56	Gujarat	Kheda	4	6	-	-	-	-
57	Gujarat	Mahesana	5	13	-	-	-	-
58	Gujarat	Navsari	3	6	-	-	-	-
59	Gujarat	Panch Mahals	4	10	-	-	-	-
60	Gujarat	Patan	3	6	-	-	-	-
61	Gujarat	Rajkot	4	10	-	-	-	-
62	Gujarat	Sabar Kantha	1	2	-	-	-	-
63	Gujarat	Surat	5	16	-	-	-	-
64	Gujarat	Vadodara	41	99	-	-	-	-
65	Gujarat	Valsad	1	4	-	-	-	-
66	Haryana	Faridabad	6	9	1	1,450	-	-
67	Haryana	Gurgaon	11	20	61	15,50,984	-	-
68	Haryana	Mahendragarh	2	6	-	-	-	-
69	Haryana	Panchkula	-	-	1	777	-	-
70	Haryana	Rewari	6	10	-	-	-	-
71	Haryana	Sonapat	3	7	-	-	-	-
72	Haryana	Yamunanagar	3	3	-	-	-	-
73	Himachal Pradesh	Hamirpur	2	4	-	-	-	-
74	Himachal Pradesh	Kangra	1	1	-	-	-	-
75	Himachal Pradesh	Shimla	-	-	1	648	-	-

76	Jammu & Kashmir	Baramula	1	1	-	-	-	-
77	Jammu & Kashmir	Kathua	1	3	-	-	-	-
78	Jharkhand	Bokaro	1	1	-	-	-	-
79	Jharkhand	Dhanbad	3	3	-	-	-	-
80	Jharkhand	Dumka	2	6	-	-	-	-
81	Jharkhand	Gumla	1	3	-	-	-	-
82	Jharkhand	Hazaribag	2	5	-	-	-	-
83	Jharkhand	Latehar	1	4	-	-	-	-
84	Jharkhand	Pashchimi Singhbhum	5	9	-	-	-	-
85	Jharkhand	Ranchi	14	27	-	-	-	-
86	Jharkhand	Simdega	1	1	-	-	-	-
87	Karnataka	Bagalkot	1	3	-	-	-	-
88	Karnataka	Bangalore	519	1,134	81	12,17,033	-	-
89	Karnataka	Bangalore Rural	30	63	-	-	-	-
90	Karnataka	Belgaum	5	10	-	-	-	-
91	Karnataka	Bellary	2	6	-	-	-	-
92	Karnataka	Bidar	2	5	-	-	-	-
93	Karnataka	Chamarajanagar	1	1	-	-	-	-
94	Karnataka	Chikkaballapur	3	3	-	-	-	-
95	Karnataka	Chikmagalur	4	8	-	-	-	-
96	Karnataka	Chitradurga	1	1	-	-	-	-
97	Karnataka	Dakshina Kannada	18	42	-	-	-	-
98	Karnataka	Davanagere	5	9	-	-	-	-
99	Karnataka	Dharwad	5	10	-	-	-	-
100	Karnataka	Gulbarga	3	8	-	-	-	-
101	Karnataka	Hassan	5	10	-	-	-	-
102	Karnataka	Haveri	2	5	-	-	-	-
103	Karnataka	Kodagu	2	2	-	-	-	-
104	Karnataka	Kolar	2	2	-	-	-	-
105	Karnataka	Mandya	2	5	-	-	-	-
106	Karnataka	Mysore	10	26	-	-	-	-
107	Karnataka	Raichur	3	6	-	-	-	-
108	Karnataka	Ramanagar	4	5	-	-	-	-
109	Karnataka	Shimoga	6	13	-	-	-	-
110	Karnataka	Tumkur	5	13	-	-	-	-
111	Karnataka	Udupi	10	22	-	-	-	-
112	Karnataka	Uttara Kannada	6	10	-	-	-	-
113	Kerala	Alappuzha	2	2	-	-	-	-
114	Kerala	Ernakulam	30	66	-	-	-	-
115	Kerala	Idukki	1	1	-	-	-	-
116	Kerala	Kannur	2	4	-	-	-	-
117	Kerala	Kasaragod	4	6	-	-	-	-
118	Kerala	Kollam	12	18	-	-	-	-
119	Kerala	Kottayam	11	17	-	-	-	-
120	Kerala	Kozhikode	4	9	-	-	-	-
121	Kerala	Malappuram	10	19	-	-	-	-
122	Kerala	Palakkad	8	14	-	-	-	-
123	Kerala	Thiruvananthapuram	15	29	-	-	-	-
124	Kerala	Thrissur	12	24	-	-	-	-
125	Kerala	Wayanad	1	4	-	-	-	-
126	Madhya Pradesh	Betul	1	1	-	-	-	-
127	Madhya Pradesh	Bhind	2	2	-	-	-	-
128	Madhya Pradesh	Bhopal	22	32	-	-	-	-
129	Madhya Pradesh	Chhatarpur	1	1	-	-	-	-
130	Madhya Pradesh	Chhindwara	4	8	-	-	-	-
131	Madhya Pradesh	Datia	2	2	-	-	-	-
132	Madhya Pradesh	Gwalior	19	20	-	-	-	-
133	Madhya Pradesh	Indore	3	5	-	-	-	-
134	Madhya Pradesh	Jabalpur	2	5	-	-	-	-
135	Madhya Pradesh	Morena	1	4	-	-	-	-
136	Madhya Pradesh	Panna	1	1	-	-	-	-
137	Madhya Pradesh	Rajgarh	1	2	-	-	-	-
138	Madhya Pradesh	Ratlam	1	1	-	-	-	-
139	Madhya Pradesh	Sagar	1	1	-	-	-	-
140	Madhya Pradesh	Sehore	2	2	-	-	-	-
141	Madhya Pradesh	Ujjain	2	6	-	-	-	-
142	Maharashtra	Ahmadnagar	13	28	-	-	-	-
143	Maharashtra	Amravati	3	4	-	-	-	-
144	Maharashtra	Aurangabad	6	8	-	-	-	-
145	Maharashtra	Bid	2	2	-	-	-	-
146	Maharashtra	Buldana	2	3	-	-	-	-
147	Maharashtra	Dhule	1	1	-	-	-	-
148	Maharashtra	Gadchiroli	2	6	-	-	-	-
149	Maharashtra	Jalgaon	6	11	-	-	-	-
150	Maharashtra	Kolhapur	11	25	-	-	-	-
151	Maharashtra	Latur	1	4	-	-	-	-
152	Maharashtra	Mumbai	109	214	40	2,15,329	-	-
153	Maharashtra	Mumbai (Suburban)	-	-	1	533	-	-
154	Maharashtra	Nagpur	17	36	1	288	-	-
155	Maharashtra	Nanded	2	2	-	-	-	-
156	Maharashtra	Nandurbar	2	2	-	-	-	-
157	Maharashtra	Osmanabad	2	8	-	-	-	-
158	Maharashtra	Pune	189	423	16	22,830	-	-
159	Maharashtra	Raigarh	33	80	-	-	-	-
160	Maharashtra	Ratnagiri	5	5	-	-	-	-
161	Maharashtra	Sangli	1	2	-	-	-	-
162	Maharashtra	Satara	7	14	-	-	-	-
163	Maharashtra	Solapur	13	34	-	-	-	-
164	Maharashtra	Thane	118	237	6	21,995	-	-
165	Maharashtra	Wardha	1	3	-	-	-	-
166	Manipur	Imphal East	1	1	-	-	-	-
167	Orissa	Baleshwar	2	5	-	-	-	-
168	Orissa	Bargarh	2	2	-	-	-	-
169	Orissa	Baudh	1	4	-	-	-	-
170	Orissa	Bhadrak	1	2	-	-	-	-
171	Orissa	Cuttack	1	1	-	-	-	-
172	Orissa	Ganjam	1	3	-	-	-	-
173	Orissa	Kalahandi	3	5	-	-	-	-
174	Orissa	Kendrapara	3	4	-	-	-	-
175	Orissa	Kendujhar	3	9	-	-	-	-
176	Orissa	Khordha	19	36	-	-	-	-
177	Orissa	Koraput	5	15	-	-	-	-

178	Orissa	Mayurbhanj	1	1	-	-	-	-
179	Orissa	Puri	2	2	-	-	-	-
180	Orissa	Sundargarh	2	3	-	-	-	-
181	Pondicherry	Pondicherry	8	20	-	-	-	-
182	Punjab	Amritsar	3	4	-	-	-	-
183	Punjab	Chandigarh	1	3	-	-	-	-
184	Punjab	Fatehgarh Sahib	1	1	-	-	-	-
185	Punjab	Gurdaspur	1	1	-	-	-	-
186	Punjab	Hoshiarpur	2	4	-	-	-	-
187	Punjab	Jalandhar	1	2	-	-	-	-
188	Punjab	Ludhiana	4	9	-	-	-	-
189	Punjab	Patiala	6	8	-	-	-	-
190	Punjab	Rupnagar	3	8	-	-	-	-
191	Punjab	Sangrur	1	1	-	-	-	-
192	Punjab	Sas Nagar (Mohali)	-	-	1	1,866	-	-
193	Punjab	Tarn Taran	4	4	-	-	-	-
194	Punjab	Fazilka	1	1	-	-	-	-
195	Punjab	Pathankot	2	4	-	-	-	-
196	Rajasthan	Alwar	17	28	-	-	-	-
197	Rajasthan	Banswara	1	2	-	-	-	-
198	Rajasthan	Bharatpur	2	2	-	-	-	-
199	Rajasthan	Jaipur	4	4	1	210	-	-
200	Rajasthan	Jhunjhunun	1	2	-	-	-	-
201	Rajasthan	Kota	1	1	-	-	-	-
202	Rajasthan	Udaipur	1	1	-	-	-	-
203	Sikkim	West	3	4	-	-	-	-
204	Tamil Nadu	Ariyalur	1	2	-	-	-	-
205	Tamil Nadu	Chennai	64	147	4	14,075	-	-
206	Tamil Nadu	Coimbatore	39	85	1	7,990	-	-
207	Tamil Nadu	Cuddalore	5	11	-	-	-	-
208	Tamil Nadu	Dindigul	3	7	-	-	-	-
209	Tamil Nadu	Erode	9	19	-	-	-	-
210	Tamil Nadu	Kancheepuram	72	168	1	160	-	-
211	Tamil Nadu	Kanniyakumari	7	16	-	-	-	-
212	Tamil Nadu	Karur	2	3	-	-	-	-
213	Tamil Nadu	Krishnagiri	10	27	-	-	-	-
214	Tamil Nadu	Madurai	10	23	-	-	-	-
215	Tamil Nadu	Nagapattinam	3	6	-	-	-	-
216	Tamil Nadu	Namakkal	6	10	-	-	-	-
217	Tamil Nadu	Pondicherry	1	1	-	-	-	-
218	Tamil Nadu	Ramanathapuram	1	3	-	-	-	-
219	Tamil Nadu	Salem	8	16	-	-	-	-
220	Tamil Nadu	Sivaganga	5	9	-	-	-	-
221	Tamil Nadu	Thanjavur	10	22	-	-	-	-
222	Tamil Nadu	The Nilgiris	1	1	-	-	-	-
223	Tamil Nadu	Theni	1	1	-	-	-	-
224	Tamil Nadu	Thiruvallur	34	85	-	-	-	-
225	Tamil Nadu	Thiruvallur	4	6	-	-	-	-
226	Tamil Nadu	Tiruchirappalli	6	15	-	-	-	-
227	Tamil Nadu	Tirunelveli	5	8	1	54	-	-
228	Tamil Nadu	Tirupur	17	30	-	-	-	-
229	Tamil Nadu	Tiruvannamalai	2	2	-	-	-	-
230	Tamil Nadu	Vellore	7	13	-	-	-	-
231	Tamil Nadu	Viluppuram	3	4	-	-	-	-
232	Tamil Nadu	Virudhunagar	1	1	-	-	-	-
233	Telangana	Adilabad	4	6	-	-	-	-
234	Telangana	Hyderabad	92	198	29	46,037	-	-
235	Telangana	Karimnagar	1	3	-	-	-	-
236	Telangana	Khammam	5	13	-	-	-	-
237	Telangana	Mahbubnagar	6	16	-	-	-	-
238	Telangana	Medak	17	47	-	-	-	-
239	Telangana	Nalgonda	5	9	-	-	-	-
240	Telangana	Nizamabad	3	6	-	-	-	-
241	Telangana	Rangareddi	102	236	4	1,10,168	-	-
242	Telangana	Warangal	9	19	-	-	-	-
243	Uttar Pradesh	Bahraich	1	3	-	-	-	-
244	Uttar Pradesh	Budaun	-	-	1	50,365	-	-
245	Uttar Pradesh	Bulandshahr	3	5	-	-	-	-
246	Uttar Pradesh	Firozabad	1	3	-	-	-	-
247	Uttar Pradesh	Gautam Buddha Nagar	12	25	8	23,677	-	-
248	Uttar Pradesh	Ghaziabad	8	19	-	-	-	-
249	Uttar Pradesh	Ghazipur	2	5	-	-	-	-
250	Uttar Pradesh	Gorakhpur	3	5	-	-	-	-
251	Uttar Pradesh	Hardoi	1	1	-	-	-	-
252	Uttar Pradesh	Jaunpur	3	5	-	-	-	-
253	Uttar Pradesh	Jhansi	3	7	-	-	-	-
254	Uttar Pradesh	Jyotiba Phule Nagar	1	3	-	-	-	-
255	Uttar Pradesh	Kannauj	1	1	-	-	-	-
256	Uttar Pradesh	Kanpur Nagar	9	14	-	-	-	-
257	Uttar Pradesh	Kaushambi	1	1	-	-	-	-
258	Uttar Pradesh	Lalitpur	1	4	-	-	-	-
259	Uttar Pradesh	Lucknow	18	34	2	3,964	-	-
260	Uttar Pradesh	Mathura	2	2	-	-	-	-
261	Uttar Pradesh	Meerut	3	3	-	-	-	-
262	Uttar Pradesh	Mirzapur	1	2	-	-	-	-
263	Uttar Pradesh	Moradabad	5	6	-	-	-	-
264	Uttar Pradesh	Muzaffarnagar	2	3	-	-	-	-
265	Uttar Pradesh	Rae Bareilly	3	6	-	-	-	-
266	Uttar Pradesh	Rampur	1	3	-	-	-	-
267	Uttar Pradesh	Saharanpur	3	3	-	-	-	-
268	Uttar Pradesh	Sant Ravidas Nagar	1	3	-	-	-	-
269	Uttar Pradesh	Sonbhadra	1	2	-	-	-	-
270	Uttar Pradesh	Bareilly	1	1	-	-	-	-
271	Uttarakhand	Dehradun	4	4	-	-	-	-
272	Uttarakhand	Hardwar	2	3	-	-	-	-
273	Uttarakhand	Nainital	4	11	-	-	-	-
274	Uttarakhand	Udham Singh Nagar	2	6	-	-	-	-
275	West Bengal	Bankura	1	1	-	-	-	-
276	West Bengal	Bardhaman	2	3	-	-	-	-
277	West Bengal	Darjiling	2	5	-	-	-	-
278	West Bengal	Hooghly	1	3	-	-	-	-
279	West Bengal	Howrah	11	14	-	-	-	-

280	West Bengal	Kolkata	26	59	3	3,086	-	-
281	West Bengal	Medinipur	2	7	-	-	-	-
282	West Bengal	Nadia	3	5	-	-	-	-
283	West Bengal	North Twenty Four Pargan	24	32	-	-	-	-
284	West Bengal	Pachim Medinipur	3	6	-	-	-	-
285	West Bengal	South Twenty Four Parga	10	18	-	-	-	-
<b>TOTAL</b>			<b>3,015</b>	<b>6,237</b>	<b>282</b>	<b>33,58,790</b>	-	-

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

i.	Outstanding number of claims at the beginning of the year	534
ii.	Number of claims received during the year	37,495
iii.	Number of claims paid during the year (specify % also in brackets)	31,864 (84%)
iv.	Number of claims repudiated during the year (specify % also in brackets)	4,420 (12%)
v.	Number of claims outstanding at the end of the year	1,745

**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	88.5%	77.0%	81.5%	74.9%
2	Within 1-2 hours	8.2%	14.8%	12.5%	18.1%
3	Within 2-6 hours	0.0%	4.9%	3.8%	4.5%
4	Within 6-12 hours	3.3%	1.6%	1.2%	1.8%
5	Within 12-24 hours	0.0%	1.6%	0.7%	0.5%
6	>24 hours	0.0%	0.0%	0.4%	0.3%
	<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</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	237	99%	35,493	98%	-	-	35,730	98%
Between 1-3 months	2	1%	500	1%	-	-	502	1%
Between 3 to 6 months	-	0%	35	0.10%	-	-	35	0.10%
More than 6 months	-	0%	17	0.05%	-	-	17	0.05%
<b>Total</b>	<b>239</b>	<b>100%</b>	<b>36,045</b>	<b>100%</b>	-	-	<b>36,284</b>	<b>100%</b>

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	1
2	Grievances received during the year	12
3	Grievances resolved during the year	13
4	Grievances outstanding at the end of the year	0

Place: Bengaluru  
Date: June 28, 2022

Signature of CEO  
Name of Insurer: Acko General Insurance Limited