



**Public Disclosures on quantitative and qualitative Parameters of Health services rendered**

Name of the Insurance Company: **National Insurance Company Ltd.**

Information as at 31/03/2023

VALID OF AGREEMENT - National Insurance Company Ltd

Name of TPA	License number	From DD/MM/YYYY	To DD/MM/YYYY
East West Assist Insurance TPA	018	16-06-2022	15-06-2024

**Number of policies and lives serviced in respect of which public disclosure is made:-  
2022-23**

Description	Individual	Group	Government	Total
No of policies serviced	19968	25	0	19993
No of lives serviced	48943	21671	0	70614

**Geographical Area of services Renderd in respect of which public disclosure is made:2022-23**

Sr. No.	Name of State	Name of District	No. of policies serviced	No. of lives serviced
1	Delhi	Delhi	19534	55082
2	Rajasthan	Jaipur	445	1025
3	Tamil Nadu	Chennai	4	977
4	Maharashtra	Pune	1	50
5	Uttarakhand	Dehradun	9	13480
Total			19993	70614

**Data of number of claims processed:2022-23**

No. of claims outstanding at the beginning of year	No. of claims received during the year	No. of claims paid during the year	Settlement ratio(%)	No. of claims repudiated during the year	Claims repudiation %	No. of claims outstanding at the end of the year
1042	17007	15092	94%	1936	11%	1021

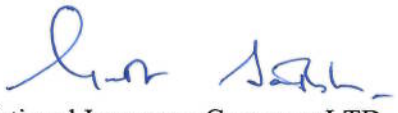
**Turn Around Time (TAT) in respect of payment/ repudiation of claims:2022-23**

Description (to 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	12727	79.94%	718	64.86%	0	0%	13445	78.96%
Between 1-3 Months	2493	15.66%	249	22.49%	0	0%	2742	16.10%
Between 3-6 Months	583	3.66%	99	8.94%	0	0%	682	4.01%
More than 6 Months	118	0.74%	41	3.70%	0	0%	159	0.93%
<b>Total</b>	<b>15921</b>	<b>100%</b>	<b>1107</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>17028</b>	<b>100%</b>

\*Percentage shall be calculated on total of respective column

**Data of grievances received against the Insurer:2022-23**

Sr. No.	Description	No. of Grievances
1	Grievances outstanding at the beginning of year	0
2	Grievances received during the year	358
3	Grievances resolved during the year	358
4	Grievances outstanding at the end of the year	0

  
National Insurance Company LTD.