

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

Name of the Insurance Company: United India Insurance Company Limited

Information as at 31/03/2025

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

a.1 **TPA NAME** SAFEWAY INSURANCE TPA PVT. LTD  
**Validity of agreement** From 01-04-2024 To 31-03-2027

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

Description	Retail	Group	Govt.
No. of Policies serviced	17641	15	0
No. of Lives Covered	39921	58456	0

**c. Geographical Area in which services are rendered by the TPA (As per Annexure A)****d. Data of number of claims processed:**

Description	No.	Percentage
i Outstanding number of claims at the beginning of the year:	810	NA
ii Number of claims received during the year	12682	NA
iii Number of claims paid during the year: (Number & Percentage)	11761	87.17%
iv Number of Claims repudiated during the year: (Number & Percentage)	522	3.87%
v Number of claims outstanding at the end of the year:	1209	NA

**e. Turn Around Time \***

TAT for cashless claims (In respect of number of claims):

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	96.78%	97.67%	98.34%	98.89%
2 Within 1-2 hours	3.22%	2.33%	1.66%	1.11%
3 Within 2-6 hours	0.00%	0.00%	0.00%	0.00%
4 Within 6-12 hours	0.00%	0.00%	0.00%	0.00%
5 Within 12-24 hours	0.00%	0.00%	0.00%	0.00%
6 >24 hours	0.00%	0.00%	0.00%	0.00%
Total	100.00%	100.00%	100.00%	100.00%

\*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. TAT 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	6381	99.15%	5840	99.89%	0	0.00%	12221	99.50%
Between 1-3 months	55	0.85%	7	0.11%	0	0.00%	62	0.50%
Between 3-6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
More than 6 months	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	6436	100.00%	5847	100.00%	0	0.00%	12283	100.00%

\*Percentage to be calculated on total of the respective column

**g. Data of grievances received against the TPA:**

Description	NO.
1 Grievance outstanding as on 01/04/2024	0
2 Grievances received during 2024-25	23
3 Grievances resolved during 2024-25	23
4 Grievance outstanding as on 31/03/2025	0

Place: Chennai  
Date: 12-08-2025

Signature of the CMD  
United India Insurance Co Ltd



**TPA PUBLIC DISCLOSURE 2024-2025**

Annexure A

TPA

Name : SAFEWAY INSURANCE TPA PVT LTD

Geographical Area in which services are rendered by the TPA

Sr.no.	Statename	District Name
1	ANDHRA PRADESH	ADILABAD, ANANTAPUR, CHITTOOR, CUDDAPAH, GODAVARI, GUDIVADA, GUNTUR, KOMAROLU, KRISHNA, KURNOOL, NELLORE, PRAKASAM, SRIKAKULAM, VISAKHAPATNAM
2	ASSAM	KAMRUP
3	BIHAR	ARWAL, BHAGALPUR, CHAMPARAN, DARBHANGA, MADHUBANI, MUNGER, MUZAFFARPUR, NALANDA, NAWADA, PATNA, ROHTAS, SARAN, SITAMARHI, VAISHALI
4	CHATTISGARH	BALODABAZAR, BILASPUR, DHAMTARI, DURG, KANKER, NARAYANPUR, RAIPUR, RAJNANDGAON
5	DELHI	NEW DELHI
6	GUJARAT	AHMADABAD, ANAND, KHEDA, SURAT, VADODARA
7	HARYANA	AMBALA, BHIWANI, FARIDABAD, FATEHABAD, GURUGRAM, HISAR, JHAJJAR, JIND, KARNAL, KURUKSHETRA, MAHENDRAGARH, PALWAL, PANCHKULA, PANIPAT, REWARI, ROHTAK, SONIPAT, YAMUNANAGAR
8	HIMACHAL PRADESH	SHIMLA, SOLAN
9	JAMMU KASHMIR	JAMMU, KATHUA
10	JHARKHAND	BOKARO, CHATRA, DHANBAD, HAZARIBAG, RANCHI, SINGHBHUM - EAST
11	KARNATAKA	BANGALORE, BANGALORE RURAL, BELGAUM, BIDAR, GULBARGA, KOPPAL, MYSORE
12	KERALA	ERNAKULAM, KOTTAYAM, PALAKKAD, PATHANAMTHITTA, THRISSUR
13	MADHYA PRADESH	BALAGHAT, BHIND, BHOPAL, CHHATARPUR, GWALIOR, INDORE, JABALPUR, SAGAR, SHIVPURI
14	MAHARASHTRA	AURANGABAD, DHULE, GONDIYA, MUMBAI, NAGPUR, NANDURBAR, PUNE, RAIGARH, THANE, WARDHA
15	MANIPUR	THOUBAL
16	ORISSA	CUTTACK, KHORDHA, MAYURBHANJ, RAYAGADA
17	PONDICHERRY	PONDICHERRY
18	PUNJAB	AMRITSAR, FATEHGARH SAHIB, HOSHIARPUR, JALANDHAR, LUDHIANA, MOHALI, PATIALA, RUPNAGAR
19	RAJASTHAN	AJMER, ALWAR, BARMER, BHARATPUR, BIKANER, BUNDI, CHURU, DAUSA, DHOLPUR, HANUMANGARH, JAIPUR, JALOR, JHUNJHUNUN, JODHPUR, KARALI, KOTA, NAGPUR, SAWAI MADHOPUR, SIKAR, SIROHI, TONK
20	TAMILNADU	CHENGALPATTU, CHENNAI, COIMBATORE, CUDDALORE, DINDIGUL, KANCHIPURAM, KANNIYAKUMARI, KARUR, KRISHNAGIRI, MADURAI, NAMAKKAL, NILGIRIS, SIVAGANGA, THANJAVUR, TIRUCHCHIRAPPALLI, TIRUNELVELI, TIRUVALLUR, , TIRUVANNAMALAI, VELLORE, VILUPPURAM, VIRUDUNAGAR
21	TELANGANA	ADILABAD, HYDERABAD, JAGITYAL, K.V.RANGAREDDY, KARIMNAGAR, KHAMMAM, KOTHAGUDEM, MAHABUB NAGAR, MEDAK, MEDCHAL MALKAJGIRI, Miryalaguda, NALGONDA, NIZAMABAD, RANGAREDDY, SANGAREDDY, SECUNDERABAD, Tandur, VIKARABAD, WARANGAL
22	TRIPURA	TRIPURA - WEST
23	UTTAR PRADESH	AGRA, ALIGARH, ALLAHABAD, BAGHPAT, BANDA, BAREILLY, BULANDSHAHR, ETAH, GAUTAM BUDDHA NAGAR, GHAZIABAD, GORAKHPUR, HAMIRPUR, JALAUN, JAUNPUR, JHANSI, JYOTIBA RAO PHULE NAGAR, KANPUR URBAN, LAKHIMPUR KHERI, LUCKNOW, MATHURA, MAUNATH BHANJAN, MEERUT, MORADABAD, NOIDA, RAE BARELI, SHAHJAHANPUR, SIDDHARTHANAGAR, SULTANPUR, UNNAO, VARANASI
24	UTTARAKHAND	ALMORA, DEHRADUN, HARIDWAR, NAINITAL, PAURI GARHWAL, TEHRI GARHWAL, Udham Singh Nagar
25	WEST BENGAL	BANKURA, BARDDHAMAN, DARJILING, HOOGLI, KOLKATA, MALDAH, NADIA, NORTH TWENTY FOUR PARGANAS