



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

## **INDIAN INSTITUTE OF MANAGEMENT UDAIPUR**

(An Autonomous Institute under the Ministry of Education, Govt. of India)

### **TENDER DOCUMENT**

#### **FOR**

### **PROVIDING GROUP MEDICAL HEALTH INSURANCE AND ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM UDAIPUR**



Tender No.: IIMU/Tender/Health Insurance/2023-24 Dated: 18 Dec 2023

---

Indian Institute of Management Udaipur  
Balicha, Udaipur-313001, Rajasthan  
Website: [www.iimu.ac.in](http://www.iimu.ac.in)

### Table of Content

SN	Section/Annexure	Content	Page No.
1	Section-1	Schedule of Tender	3
2	Section-2	About IIM Udaipur	4
3	Section-3	Instruction to Bidders	6
4	Section-4	Eligibility Criteria & Online Bid Submission Procedure	11
5	<b>Section-5</b>	<b>Technical Specification for Health Insurance</b>	<b>14</b>
6	<b>Section-6</b>	<b>Technical Specification for Accidental Insurance</b>	<b>17</b>
7	Section-7	Bid Evaluation	19
8	Section-8	General Terms and Conditions	20
9	Section-9	Special Terms and Conditions	22
10	Section-10	Existing Policy and Claim ratio details	23
11	Annexure-I	Bidder Profile	24
12	Annexure-II	Undertaking for Tender Terms & Conditions Acceptance	25
13	Annexure-III	Self-Declaration Certificate for the Clean Track Record	26
14	Annexure-IV	Self-Declaration Certificate for Confirmation of IRDA Guidelines	27
15	Annexure-V	List of documents to be uploaded with technical bid as mentioned in Section-4	28
16	Annexure-VI	Prior Work Experience	31
17	Annexure-VII	Technical Specification Compliance Sheet	32
18	Appendix-A	Insured Group Details	33
19	Appendix-B	List of Hospitals in Udaipur from which Cashless Hospitalization arrangement/ Tie-up is compulsory	34
20	Appendix-C	Package Charges/Capping's including Room/ICU rent per person	35
21	Annexure-VIII	Bid Security Declaration	36



**Section-1: Schedule of Tender**

<b>SN</b>	<b>Event</b>	<b>Date and Time/Remarks</b>
1	Tender Availability on Institute website and Central Public Procurement Portal	18-12-2023, 1800 Hrs. Onward
2	Pre-Bid meeting queries submission (if any)	26-12-2023, 1800 Hrs.
3	Pre-Bid Meeting	Date & time: 27-12-2023, 1100 Hrs.
5	Bid Submissions Start	18-12-2023, 1800 Hrs
6	Bid Submissions Close	02-01-2024, 1400 Hrs.
7	Opening of Technical Bid	02-01-2024, 1500 Hrs.
8	Opening of Financial Bid	To be updated later
9	All the communication with respect to this tender shall be addressed to	(Stores & Purchase) Phone: 0294-2477254 Email: <a href="mailto:procurement@iimu.ac.in">procurement@iimu.ac.in</a>

**Note:**

1. If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.

## **Section-2: About IIM Udaipur**

Name of Work: -PROVIDING GROUP MEDICAL HEALTH INSURANCE AND ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM UDAIPUR

Indian Institute of Management Udaipur (hereinafter referred to as “Institute” or “IIMU”) is an Autonomous Institute under the Ministry of Education (MoE), Government of India. IIM Udaipur is recognized as a premier management institution in the country.

Indian Institute of Management Udaipur invites quotations from successful service providers for the following services at the institute: -

- (i) Group Medical Health Insurance coverage for the employees of the Institutes & their families.
- (ii) Group Personal Accidental coverage for employees only.

Services are required for a period of one year from **15<sup>th</sup> January 2024** to **14<sup>th</sup> January 2025**.

Bidders must read the complete Tender Documents: This NIT is an integral part of the Tender Document and serves a limited purpose of invitation and does not purport to contain all relevant details for submission of bids. The Bidders must go through the complete Tender Document for details before submission of their Bids.

The Bidders shall sign and stamp each page of this tender document as a token of having read, understood, and comply with tender, the terms, and conditions contained herein. Manual bid/tender will not be accepted under any circumstances. Incomplete bids/ documents shall be rejected without giving any reason.

Availability of the Tender Document -This tender document containing eligibility criteria, the scope of work, terms and conditions, specifications, and other documents, can be downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/cppp/> or Indian Institute of Management Udaipur website: [www.iimu.ac.in](http://www.iimu.ac.in) .

Clarifications – A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from the Office/ Contact Person as mentioned in TIS, provided the questions are raised before the clarification end date mentioned in TIS. This deadline shall not be extended.

Submission of Bids, EMD: - Bids shall be submitted through online mode under the e-procurement system. No manual Bids shall be made available or accepted for submission. The bidders have to apply online through E-Procurement portal



**IIMU**  
भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

<https://eprocure.gov.in/cppp/> only. “The original EMD is to be submitted in a sealed envelope to be superscribed this tender name & the name of their agency and must reach the below address before the last date & time for submission of the bid.”

The Chief of Administration  
IIM Udaipur, Balicha, Udaipur-313001, Rajasthan

### **Section-3: Instruction to Bidders**

#### **1.0 GENERAL INSTRUCTIONS:**

1.1 For Bidding / Tender Document Purposes, 'Office of the Director, Indian Institute of Management, Udaipur, Rajasthan referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Agency/ Contractor' and / or Bidder interchangeably.

1.2 The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

1.3 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

**1.4 Each page of the Tender documents must be stamped and signed by the person or persons authorized to submit the Tender in token of his/their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract. Any bid with any of the Documents not so signed is liable to be rejected at the discretion of the client.**

1.5 The Bidder shall attach the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the tendering company/ firm/ tenderer.

1.6 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, technical bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents, are liable to be rejected.

1.7 The parties to the Bid shall be referred to as the 'Bidders' /Agency (to whom the work has been awarded) and 'Office of the Director, Indian Institute of Management, Udaipur, Rajasthan' shall be referred to as 'Client'.

1.8 For all purposes of the contract including arbitration there under, the address of the Bidder mentioned in the bid shall be final unless the Bidder notifies a change of address by a separate letter sent by registered post with acknowledgement to the 'Office of the Director, Indian Institute of Management, Udaipur, Rajasthan. The Bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

1.9 The requirement/execution of the work is indicative as mentioned in Schedule of Quantity and may deviate or change at the sole discretion of the client upto the permissible deviation limit.

1.10 **Pre- Bid Meeting**:-The purpose of the pre-bid meeting will be to clarify issues and to answer questions on any matter concerning bids that may be raised at that stage or for any clarification in connection with the bid documents. The bidder may submit any queries in writing or by e-mail, to reach the Estate Officer before such a meeting. The proceedings of the pre-bid meeting, including copies of the queries raised and responses given, will be furnished expeditiously to all those attending the meeting (and subsequently to all purchasers of the bidding documents). Any modification of the bidding documents which may become necessary as a result of the pre-bid meeting or otherwise shall be made by the Procurement Committee through the issuance of an Addendum (or Amendment) to the bid documents and shall form part of the resultant contract.

## 2. PREPARATION/SUBMISSION OF BIDS

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to the rejection of the bid.
- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with the black and white option which helps in reducing the size of the scanned document.
- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Note:** My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.



### 3. SUBMISSION OF TENDER

- 1) Bidders should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) **Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white-colored (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.**
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.
- 9) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 10) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.





भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

- 11) The Agencies are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the Agencies at the eleventh hour.
- 12) Not more than one tender shall be submitted by one Agency or Agencies having a business relationship. Under no circumstance will the father and his son(s) or other close relations who have a business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 13) Bidder who has downloaded the tender from the IIMU website [www.iimu.ac.in](http://www.iimu.ac.in) and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> **shall not alter/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be altered/ modified in any manner, tender will be completely rejected and EMD would be forfeited, and Bidder is liable to be banned from doing business with IIMU.

#### **4. TENDER OPENING PROCEDURE**

The tender will be opened online on the Central Public Procurement Portal (CPP Portal).

#### **5. CLARIFICATION ON TENDER EVALUATION**

- 5.1 The Tender shall be evaluated based on the available documents submitted by the tenderer.
- 5.2 Client also reserves right to seek confirmation/ clarification on the supporting documents submitted by the tenderer.

#### **6. RIGHT OF ACCEPTANCE**

- 6.1 Office of Director, IIM Udaipur, Rajasthan reserves all rights to reject any tender including of those tenderer's who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of the Competent Authority in this regard shall be final and binding.
- 6.2 Any failure on the part of the Tenderer to observe the prescribed procedure and any attempt to canvass shall render the Tenderer liable for rejection.
- 6.3 The Competent Authority reserves the right to award any or part or full contract to any successful tenderer's at its discretion and this will be binding on the Tenderer's.
- 6.4 Office of Director, IIM Udaipur, may terminate the contract if it is found at any stage that Contractor is black listed on previous occasion by any institution.

#### **7. LETTER OF ACCEPTANCE**

- 7.1 After determining the successful evaluated Tenderer, Client shall issue a Letter



of Acceptance (LoA) in duplicate, who will return one copy to client duly acknowledged, accepted, and signed by the authorized signatory, within 3 days of receipt of the same by him.

7.2 The issuance of the Letter of Acceptance to the Tenderer shall constitute an integral part of the contract and it will be binding on the contractor.

#### **Section-4: Eligibility Criteria & Online Bid Submission Procedure**

In order to apply for this tender, the intending bidders must fulfil the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

1. Bidders must have the valid PAN, GST Registration and Firm/ Company incorporation certificate as on the date of submission of the bid.
2. Bidder must have valid registration certificate issued by IRDA; the registration must be valid as on the date of submission of the bid.
3. Bidders must submit the Undertaking for Tender Terms & Conditions Acceptance as per the annexure given in this tender document.
4. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate of the Clean Track Record to this effect is to be submitted as per Annexure given in this tender document.
5. The bidder must submit the Certificate of Declaration for Confirmation of IRDA Guidelines as per the annexure given in this tender document.
6. Bidders must have prior experience in providing Group Health Insurance policy in the last three years (from the date of publishing of this tender) in any Govt. /Semi Govt. /Centrally Funded Technical Institutes/ Large reputed organizations. Also, the details of the same along with supporting document/copy of insurance policy are to be submitted as per the Annexure given in this tender document.
7. Bidders must submit the Bid Security Declaration as per the annexure given in this tender document.

Bidders are directed to upload the required relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected:



**Important Documents to be uploaded as a readable PDF File on the CPP Portal.**

<b>S No.</b>	<b>Details</b>	<b>Supporting Documents</b>
1	Permanent Account Number (PAN)	Self-certified scanned PDF File
2	GST registration certificate	Self-certified scanned PDF File
3	Bidders firm incorporation certificate	Self-certified scanned PDF File
4	Bidders Profile	As per the Annexure-I
5	Registration certificate issued by IRDA	Valid registration certificate.
6	Undertaking for Tender Terms & Conditions Acceptance.	As per the Annexure-II
7	Self-Declaration Certificate for the Clean Track Record	As per the Annexure-III
8	Certificate of Declaration for Confirmation of IRDA Guidelines	As per the Annexure-IV
9	List of the Documents to be uploaded	As per the Annexure-V
10	Prior work experience record (as per point no. 5 mentioned above)	As Per the Annexure-VI
11	Technical specification compilationsheet	As Per the Annexure-VII
12	Insured Group Detail (Total Number of Lives)	As Per the Appendix-A
13	List of Hospitals in Udaipur from which Cashless hospitalization Arrangement/ tie-up is compulsory at least in 6 hospitals at the time of submission of bid and List of networks - Approved/ Tie up/ Hospitals in Udaipur & pan India (attach separate list if necessary) with cashless facility	As per Appendix-B
14	Package Charges/ Capping's including Room/ICU rent per person	As per Appendix-C
15	List of networks - Approved/ Tie up/ Hospitals in Udaipur & pan India (attach separate list if necessary) with cashless facility	
16	Inclusion & Exclusion list for Group Medical Health Insurance (attach separate list if necessary)	



17	Inclusion & Exclusion list for Group Personal Accidental Insurance (attach separate list if necessary)	
18	List of diseases with capping value – if any	
19	List of Daycare activities	
20	Consolidated Claim Analysis Report (submitted, settled, rejected) for the last two Financial Years for both Group Medical Health Insurance & Group Personal Accident	
21	A model copy of Group Health Insurance policy & Group Personal Accident Insurance with detailed terms and conditions of the policy coverage	
22	Bid Security Declaration	As per Annexure-VIII
23	Detailed list of Authorized hospitals (Pan India).	Provide the List of Authorized hospitals empaneled for the cashless facility on Pan India Basis.
24	Full Details of TPA	Details of the TPA(s) including contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any.

### **Section-5: Technical Specification for the Group Health Insurance Policy**

The intending bidder must ensure that along with the eligibility criteria (as mentioned in section4), bidders are fulfilling the required technical specification for the Group Health Insurance Policy for IIM Udaipur Employees (including EX-Employees) and their Family Members

<b>Technical Specification</b>		
Group Name	Indian Institute of Management Udaipur	
Location	Udaipur	
Tentative Commencement Date	15-01-2024	Period
		One year
<b>Insured Group Details</b>		
Employee Strength as on	15-12-2023	
No. of Employees	131	
No. of Dependents	432	
No. of Retired Employees	1	
No. of Dependents (Retired-Employees)	1	
Total No. of Lives	565 (Details of Employees and their family members are attached as <b>Appendix-A</b> ).	
Family Definition	Employee+ spouse + 2 children + 2 parents or parents in-laws (Either of these, selection cannot be made from 1 parent and 1 parent-in-law).	
Maximum Age	Not Applicable	
Floater/Individual	Family Floater	
Sum Insured	₹ 5.00 Lakh per family (floater)	
<b>Coverage and Benefits Details</b>		
Domiciliary Hospitalization	Covered	
Coverage of Pre-Existing diseases from day- 1	Covered	
Cashless facility	As Applicable ( <b>At least in 6 major hospitals in Udaipur from the attached Appendix-B</b> )	
Inpatient Treatment	Covered	
Day Care Treatment	Covered	
30 days waiting Period	Waived	
1st Year and 2 years exclusions	Waived	
30 Days Pre and 60 Days post hospitalization Expenses covered	Covered	
New Born Baby from	Covered up to the amount of Sum Insured	



Day 1	
Corporate Buffer	₹ 20 Lakh (with additional benefit up to the amount of initial Sum Insured per family)
Co-Payment (Claimed Amount)	Not applicable
Pre/Post Natal Expenses	Rs. 20000 per claim
Maternity Benefit	Covered
9 Months Waiting Period Waiver for Delivery	Waived off
Emergency Ambulance Expense	Required
Parents'/Parent-in-law coverage	Required
Surgeon, Anesthetist, Medical practitioner, Consultants, Specialists fees etc.	Covered
Sub Limits For Disease / Room Rent Capping / Ambulance Charges	<ol style="list-style-type: none"> <li>1. Room-Rent – ₹ 10,000 per day (Max.) per person</li> <li>2. ICU Rent– ₹ 20,000/- per day (Max.) per person</li> <li>3. Ambulance Charges- ₹ 5,000/- (Max) per admission</li> </ol>
Capping value	<p>Package charges/Capping's including Room/ICU rent per person should be as specified in the <b>Appendix-C</b>.</p> <p>However, waiver of capping is desirable by the management of IIMU without any extra cost of premium</p>
Other Conditions	<p>New Employees along with their dependents shall be included in policy from their date of joining the Institute; and resigned / terminated / employees along with their dependents shall be deleted from their date of relieving from the Institute.</p> <p>Accordingly, pro rata Premium to be charged/refunded in case of addition and deletion @ per family premium rate agreed upon. The reconciliation regarding charge/ refund of premium will be done once in a quarter. Institute would inform the Insurance company through e-mail about all such additions/separations once in a month.</p> <p>Addition and deletion in the family of existing</p>



	employees would not have any financial implication for the institute.
TPA	TPA Services Involved (if any) and Full details of the TPA. Details of Contact persons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level Escalation of Complaints, if any. List of Network of Authorized hospitals to be provided.
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.
Time Limit for Reimbursement Cases	45 days from the submission of required documents. Additional 10 days would be provided from the date of submission of additional documents in case of any query/additional requirement of documents.
Claim Settlement (provision for Penal Interest)	In case of the delay in the settlement the reason has to be informed to IIM Udaipur in writing, If reasons are not found justified, the Insurance company shall be liable to pay interest as per the IRDA guidelines/ notifications.
Health Insurance Policy Cards	Health Insurance Policy Cards for availing Cashless facility by all insured members to be provided within 15 days from the date of issue of the Policy.



## **Section-6: Technical Specification for the Accidental Insurance Policy**

This policy will cover the only employees engaged by the Indian Institute of Management Udaipur.

This Policy shall offer benefits like Accidental Death Cover, Accidental Permanent Total Disability Cover, Accidental Permanent Partial Disability Cover, Accidental Temporary Total Disability Cover, and a few optional benefits for self. In addition to payment of compensation in case of death due to accidents, the policy also covers disablement, both permanent and temporary. The brief particulars of the covers and the procedure to be followed in this regard are furnished hereunder.

Brief particulars of the covers: The Policy provides for payment of a certain amount, depending upon the Capital Sum Insured for death or disablement of the insured person due to an accident.

### **Benefits:**

S.No	Case	Compensation
1	Death only	Capital Sum Insured (CSI) Rs. 2000000.00 (Rupees twenty lakh only)
2	Loss of two limbs, two eyes or one limb and one eye	CSI
3	Loss of one limb or one eye	≥50% of CSI
4	Permanent Total disablement from other than those	CSI
5	named above (PTD)	
6	Permanent Partial Disablement (PPD)	% of CSI as mentioned below
S.No	Parts Lost	<b>% of Capital Sum insured ( ≥ : greater than or equal to )</b>
1	Loss of toes-all	20
2	Great-both phalanges	5
3	Great-one phalanx	2
4	Other than great, if more than one toe lost each	1
5	Loss of hearing-both ears	75
6	Loss of hearing-one ear	30



7	Loss of four fingers and thumb of one hand	40
8	Loss of four fingers	35
9	Loss of thumb-both phalanges	25
10	-One phalanx	10
11	Loss of Index finger three phalanges or two phalanges or one phalanx	10
12	Loss of middle finger three phalanges or two fingers or one phalanx	6
13	Loss of ring finger three phalanges or two phalanges or one phalanx	5
14	Loss of little finger three phalanges or two phalanges or one phalanx	4
15	Loss of metacarpals – first or second third, fourth or fifth (additional)	3
16	Any other Permanent Partial Disablement	%Age as assessed by the panel doctor of the Co.
17	Temporary Total Disablement (TTD)	at 1% of CSI up to 100 Weeks (maximum weekly benefits not exceeding Rs.5000/-) However limited To Capital Sum Insured.

**Additional benefit Amount Benefit**

Expenses for carriage of the dead body of the insured person (death due to accident only) to the place of residence.	2% of CSI
--	-----------



### **Section-7: Bid Evaluation**

For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Commercial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender.

The Procurement Committee constituted by the IIM Udaipur shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria have been provided, and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Udaipur reserves the right to call upon for the missing documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

The financial bid will be opened only for those bidders who are verified and confirmed by the technical evaluation committee as technically qualified bidders as per Tender.  
**The commercial bid with the lowest price will be the highest evaluated bid.**

## **Section-8: General Terms and Conditions**

1. **Bidder:** Tenders are invited only from the Insurance Companies having Certificate of Registration issued by Insurance Regulatory and Development Authority of India (IRDA).
2. **Tender Type:** Two-Bid through Online Mode.
3. **Pre-Bid Meeting:** Pre-Bid meeting specified as mentioned in the schedule of the tender. The purpose of the meeting is to clarify the queries of the prospective bidders on technical bid and commercial terms and conditions of this tender. In view of the above, prospective bidders are advised to submit their doubts / questions / clarifications if any, bearing tender no., title and marked “Queries for Pre-Bid Meeting” through Mail, (Mail ID: procurement@iimu.ac.in) in the specified timeline, no queries will be entertained beyond the date of pre bid meeting.
4. **Bid Validity:** The quoted bid shall be valid for a period of 90 days from the date of opening of the Financial Bid.
5. **Modification and withdrawal of bids:** No bid can be modified subsequent to the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids and the expiration of the period of bid validity.
6. **Confidentiality:** Information relating to the evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.
7. Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.
8. **Award Criteria:** IIM Udaipur reserves the rights to award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the highest evaluated bid.
9. **Notification of Award:** Prior to the expiration of the period of bid validity, IIM Udaipur will notify the successful bidder in writing by registered letter or e-mail that the bid has been accepted.
10. **Order Acceptance:** The successful bidder should submit Order acceptance within 7 days from the date of issue of order, failing which it shall be presumed that the bidder is not interested and his bid security (if any) is liable to be forfeited.
11. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by the duly authorized office bearers of IIM Udaipur after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the firm is liable to be blacklisted.
12. **Termination for Insolvency:** IIM Udaipur may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent



Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department. The courts of Udaipur alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Udaipur Court shall have jurisdiction in the matter.

13. **Force Majeure:** Neither party shall be liable to the other, for any delay in or failure of their respective obligations under this contract/ award of tender caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify (within 15 days) the other of his commencement and cessation of such contingency and prove that such is beyond the controls and affects the implementation of this contract adversely.

14. False declaration/documents will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

**15. Arbitration:**

- a) All disputes or differences, whatsoever, arising between the parties out of or relating to the interpretation, meaning and operation or effect of this contract or the breach thereof, shall be resolved through mutual consultation and negotiation.
- b) Any dispute not resolved by mutual consultations shall be settled through arbitration by an arbitrator duly appointed by the Director, IIM Udaipur. The award of the said Arbitrator shall be final and binding on both parties. The place of the Arbitration shall be at Udaipur.
- c) The courts of Udaipur alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Udaipur Court shall have jurisdiction in the matter.
- d) Arbitration cost will be borne jointly by both the parties to the Contract.

### **Section-9: Special Terms and Conditions**

1. IIM Udaipur reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
2. IIM Udaipur reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
3. It is 'bidders' responsibility to check for any amendment/corrigendum (if any) on the website of IIM Udaipur and CPP Portal before submitting their duly completed bids.
4. **Payment:** Premium for the Group Health Insurance policy & Group Personal Accidental Coverage will be paid on submission of Performance Invoice / Formal quotation, complete with the details of the group and coverage. Payment will be done through the e-payment mode only.
5. **Precedence Clause:** In the case of any ambiguity in interpretation, the decision by IIM Udaipur authority on the interpretation of the entire contract terms and conditions will be final and binding to all.
6. **CONTRACT PERIOD:**
  - a) The contract will be initially for a period of one year starting from **15-01-2024 (00:00 Hrs)**. Based on satisfactory performance, the contract may be extended maximum up to another two years on mutually agreed terms and conditions.
  - b) IIM Udaipur can terminate the contract with 30 days' notice in case the services are not found satisfactory. In such a case, IIM Udaipur will settle the premium amount of service rendered on pro rata basis and the remaining amount will be recovered from the bidder, after levying appropriate penalty, if any.
7. **DELIVERY SCHEDULE:** Successful bidder has to provide the group health insurance policy & Group Personal Accidental Coverage with the commencement of the services w.e.f. **15-01-2024 (00:00 Hrs)**.
8. The bidders have to necessarily submit the Bid Declaration certificate as per annexure-VIII stating that, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security (if required) before the deadline defined in the request for bids document, they will be suspended for the period of two years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
9. MIS reports including claims of individuals and details of settlement to be furnished to the institute on monthly basis or as communicated by the Institute. Periodic meeting to be held in Institute campus between the Institute and the TPA/Insurance Company for review of cases/settlement of grievances of the employees.
10. The response time by the TPA/Insurance Company at the time of admission should be maximum Five hours.



**Section-10: Existing Policy and Claim ratio details**

Report Date	13.12.2023
Corporate Name	Indian Institute of Management Udaipur
Policy No.	380201502210000442
Claim Amount Settled	521593
Outstanding Claim Amount	148650
Premium	3198909
Claim Ratio	80.8 %

**Note: Detailed Claim Dump and Existing policy details are attached at the end of this tender document.**



**Annexure-I: Bidder Profile**

(On Company/ Firm's Letterhead)

<b>Profile</b>		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
Company Registration Number ( CIN)		
IRDA Registration Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

Date:

Place:







भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure-II: Undertaking for Tender Terms & Conditions Acceptance**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

Date :

To,

The Director, IIM Udaipur  
Balicha, Udaipur,  
Rajasthan-313001.

Sub. : Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMU/Tender/ **Health Insurance**/2023-24

Name of Tender/Work: **PROVIDING GROUP MEDICAL HEALTH INSURANCE AND ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM UDAIPUR**

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: CPPP Portal as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.\_\_\_\_to\_\_\_\_(including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/we shall abide by with the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

### **Annexure-III: Self-Declaration Certificate for the Clean Track Record**

#### Self-Declaration Certificate

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

1. I/we, the undersigned certify that I/we have gone through the terms and conditions mentioned in the tender documents and undertake to comply with them.
2. The rates quoted by me/us are valid and binding on me/us during the period of validity of the tender.
3. I/we, the undersigned hereby bind myself/ ourselves to the Indian Institute of Management Udaipur, Balicha Udaipur, Rajasthan-313001 during the period of contract.
4. The Performance Security deposited by me/us shall remain in the custody of the Indian Institute of Management Udaipur, Balicha Udaipur, Rajasthan-313001 subject to settlement of all dues on either side. The performance Security Deposit will not carry any interest.
5. The conditions herein contained shall form part of and shall be taken as included in the agreement itself. I/we will be wholly responsible for undertaking "Name of Tender/Work:- **PROVIDING GROUP MEDICAL HEALTH INSURANCE AND ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM UDAIPUR.**
6. An affidavit to the effect that there is no vigilance/CBI or court case pending/contemplated against the firm as on the date of submission of bid.
7. The decision of the IIM Udaipur regarding acceptance/rejection of Tender shall be final & binding on me/us.

#### ***Affirmation***

1. I, Son / Daughter of Shri Partner / Director Authorized Signatory of affirm that I am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I am aware of the fact that furnishing any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:  
Partner / Director

Signature of Bidders / Managing

Place:  
Seal:

Name:

**N.B. The above declaration, duly signed and sealed by the authorized signatory of the Company, should be enclosed with a Technical Bid.**

**Annexure-IV: Self-Declaration Certificate for Confirmation of IRDA Guidelines**

Self-Declaration Certificate  
(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I/ We hereby certify that our Offer no. \_\_\_\_\_ Dated \_\_\_\_\_ against the IIM Udaipur Tender No: IIMU/Tender/Health Insurance/ 2023-24 does not amount to any breach of IRDA guidelines. I further confirm that in the event of disclosure at a later stage that the same are not in line with IRDA Guidelines and IIM Udaipur is put to any disadvantage or face cancellation of the Policy or any claim becomes substandard/untenable, the whole liabilities arising out of this shall lie squarely on us.

I/ We hereby undertakes that in case of any violations to the above declarations at any stage of the contract, IIM Udaipur reserves the sole right to cancel the contract and recover the full value of the contract from us.

I/ We, further certify that I am the duly authorized representative of the Insurer and competent to agree as above.

**Authorized Signatory**

Name:  
Date:

Designation:  
Place:





**Annexure-V: List of documents to be uploaded with technical bid as mentioned in Section-4.**

**Important Documents to be uploaded as a readable PDF File on the CPP Portal.**

S No.	Details	Supporting Documents	Complied (yes/No)
1	Permanent Account Number (PAN)	Self-certified scanned PDF File	
2	GST registration certificate	Self-certified scanned PDF File	
3	Bidders firm incorporation certificate	Self-certified scanned PDF File	
4	Bidders Profile	As per the Annexure-I	
5	Registration certificate issued by IRDA	Valid registration certificate.	
6	Undertaking for Tender Terms & Conditions Acceptance.	As per the Annexure-II	
7	Self-Declaration Certificate for the Clean Track Record	As per the Annexure-III	
8	Certificate of Declaration for Confirmation of IRDA Guidelines	As per the Annexure-IV	
9	List of the Documents to be uploaded	As per the Annexure-V	
10	Prior work experience record (as per point no. 5 mentioned above)	As Per the Annexure-VI	
11	Technical specification compilationsheet	As Per the Annexure-VII	
12	Insured Group Detail (Total Number of Lives)	As Per the Appendix-A	
13	List of Hospitals in Udaipur from which Cashless hospitalization Arrangement/ tie-up is compulsory at least in 6 hospitals at the time of submission of bid and List of networks - Approved/ Tie up/ Hospitals in Udaipur & pan India (attach separate list if necessary) with	As per Appendix-B	



	cashless facility		
14	Package Charges/ Capping's including Room/ICU rent per person	As per Appendix-C	
15	List of networks - Approved/ Tie up/ Hospitals in Udaipur & pan India (attach separate list if necessary) with cashless facility		
16	Inclusion & Exclusion list for Group Medical Health Insurance (attach separate list if necessary)		
17	Inclusion & Exclusion list for Group Personal Accidental Insurance (attach separate list if necessary)		
18	List of diseases with capping value – if any		
19	List of Daycare activities		
20	Consolidated Claim Analysis Report (submitted, settled, rejected) for the last two Financial Years for both Group Medical Health Insurance & Group Personal Accident		
21	A model copy of Group Health Insurance policy & Group Personal Accident Insurance with detailed terms and conditions of the policy coverage		
22	Bid Security Declaration	As per Annexure-VIII	
23	Detailed list of Authorized hospitals (Pan India).	Provide the List of Authorized hospitals empaneled for the cashless facility on Pan India Basis.	
24	Full Details of TPA	Details of the TPA(s) including contactpersons of TPA, their phone numbers and e-mails in case of 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> level	



भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

		Escalation of Complaints, if any.	
--	--	-----------------------------------	--

**Note: All of the above details sought required to be compulsorily attached with the Tender Form, which are necessary to get qualified.**

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**ANNEXURE – VI: Prior Work Experience**

<b>EvaluationCriteria</b>	<b>Year</b>	<b>Name of the Client</b>	<b>Policy details</b>	<b>Premium Amount (Rs.)</b>	<b>Remarks</b>
List of Purchase Order / Work Order/Policy where the similar type of Work executed by you during the last 3 years as on last date of bid submission	<b>2020-21</b>				Supporting Documents are to be attached along with the Annexure-III
	<b>2021-22</b>				
	<b>2022-23</b>				

**Note: Details of Satisfactory performance reports from similar organizations Govt./ PSU's (at least three reports on the letterhead of the clients under signatures of the authorized signatory with seal & (attach separate list if necessary)**

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**IIMU**  
भारतीय प्रबंध संस्थान उदयपुर  
Indian Institute of Management Udaipur

**Annexure-VII: Technical Specification Compliance Sheet**

**This is to certify that all the technical specifications mentioned in Section-5 & Section-6 of the Tender document is complied.**

**Authorized Signatory**

Name:

Designation:

Date:

Place:







**APPENDIX-A: Insured Group Detail (Total Number of Lives)**

**Employees (Including Retired Employees) and dependent details for Group Health Insurance Policy as on 15 December 2023**

Age Band	Employees	Dependent	Retired Employee	Spouse (Retired Employee)	Grand Total
<b>0-25</b>	2	108	0	0	<b>110</b>
<b>26-30</b>	21	11	0	0	<b>32</b>
<b>31-35</b>	33	30	0	0	<b>63</b>
<b>36-40</b>	30	22	0	0	<b>52</b>
<b>41-45</b>	19	21	0	0	<b>40</b>
<b>46-50</b>	14	16	0	0	<b>30</b>
<b>51-55</b>	5	27	0	0	<b>32</b>
<b>56-60</b>	3	43	0	0	<b>46</b>
<b>61-65</b>	1	50	0	0	<b>51</b>
<b>&gt;65</b>	3	104	1	1	<b>109</b>
<b>Grand Total</b>	<b>131</b>	<b>432</b>	<b>1</b>	<b>1</b>	<b>565</b>

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**APPENDIX-B: List of Hospitals**

<b>S. No.</b>	<b>List of Hospitals in Udaipur from which Cashless hospitalization arrangement/tie-up is compulsory in at least six hospitals at The time of submission of bids.</b>	<b>Complied (yes/No)</b>
1.	Aravali Hospital, 332, Ambamata Scheme, Udaipur, Rajasthan, 313004	
2.	Mewar Orthopedic Hospital Pvt Ltd, PRIYDARSHANI NAGAR BEDLA UDAIPUR 313001 Udaipur	
3.	ASG HOSPITAL PVT LTD ,7-C2 Meera Marg Opp Udaipur.	
4.	GBH American Hospital, 101, Kothi Bagh Bhatt Ji Ki Bari	
5.	GBH American Hospital, Near Transport Nagar Airport Road Bedwas, Udaipur	
6.	Geetanjali Medical College and Hospital, Geetanjali Medcity, Hiran Magri Extn. Eklingpura Chouraha, UDAIPUR	
7.	Pacific Institute of Medical Sciences, Ambua Road Village Umarda, RJ SH 32, Udaipur, Rajasthan 313015	
8.	PACIFIC MEDICAL COLLEGE AND HOSPITAL Village Bhilo ka Bedla, Pratappura, Amberi, Near N.H. 27, Udaipur	
9.	Paras JK Hospital Plot No 1, JK Lane, Shobhagpura Udaipur	
10.	KIDNEY CARE HOSPITAL AND RESEARCH CENTER New Navratan complex, Fatehpura, Udaipur	
11.	ALPANA NURSING HOME 214-C, SARDARPURA, Udaipur	
12.	Magnus Hospital, 24 Meera nagar, 80 Feet Road, Shobhagpura, Bhuwana, Udaipur, Rajasthan 313001	

**Note: List of networks - Approved/ Tie up/ Hospitals in Udaipur & pan India (attach separate list if necessary) with cashless facility**

**Authorized Signatory**

Name:  
Date:

Designation:  
Place:





**APPENDIX-C: Package Charges/Capping's including Room/ICU rent per person.**

Sr. No.	Procedures / Surgeries	Metro Locations	Non-metro Locations
1	Appendectomy	1,25,000/-	90,000/-
2	Eye related	90,000/-	70,000/-
3	Cholecystectomy	1,50,000/-	1,00,000/-
4	Hernia	1,50,000/-	1,00,000/-
5	Hydrocele repair	1,50,000/-	1,00,000/-
6	Hysterectomy	1,50,000/-	1,10,000/-
7	Piles related	1,50,000/-	1,00,000/-
8	Kidney stone removal (including DJ stent removal for the same stone)/Gall Bladder	1,50,000/-	1,10,000/-
9	Cataract	60,000/-	40,000/-
10	Normal Delivery Coverage	75,000/-	50,000/-
11	Caesarean Delivery Coverage	1,00,000/-	75,000/-

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-VIII: Bid Security Declaration**

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,

The Director, IIM Udaipur  
Balicha, Udaipur,  
Rajasthan-313001.

**PROVIDING GROUP MEDICAL HEALTH INSURANCE AND ACCIDENTAL INSURANCE POLICY FOR EMPLOYEES OF IIM UDAIPUR**

Dear Sir,

I/We, the undersigned, declare that.

1. We understand that, according to the conditions of the tender document, bid must be supported by a Bid Security Declaration.
2. We accept that, we will be automatically suspended from being eligible for bidding in and contract with the Institute for the period of 2 years or as decided by the competent authority from being eligible to submit bids for contracts starting from the bid closing date, if we are in breach of our obligation(s) under the bid conditions, because we:
  - a) Have withdrawn our bid during the period of bid validity specified in the tender document.
  - b) Having been notified of the acceptance of our bid by the Institute during the period of bid validity and (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance security (if required), in accordance with the tender conditions.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



पॉलिसी अनुसूची/ Policy Schedule - Group Mediclaim - Tailor Made with Floater	
<b>Policy Number: 380201502210000442</b>	व्यवसाय स्रोत / Business Source: 380201
जारीकर्ता कार्यालय/Issuing Office कार्यालय कोड/ Office Code: 380201 कार्यालय पता/ Office Address: UDAIPUR BRANCH I Second Floor, 6, Bapu Bazar, Udaipur, Rajasthan - 313001. State Code: 8, Rajasthan GSTIN: 08AAACN9967E123 Contact Number: Mobile Number:	<b>विक्रय चैनल विवरण/ Sales Channel Details</b> कोड/ Code: 380201 नाम/ Name: Udaipur Branch I Contact Number:
	सह दलाल कोड / Co Broker Code:
कस्टमर केयर टॉल फ्री नंबर/ Customer Care Toll Free Number: 1800 345 0330	
ईमेल/ email:customer.support@nic.co.in	

ग्राहक का नाम /Customer Name: INDIAN INSTITUTE OF MANAGEMENT	ग्राहक आईडी /Customer ID: 9701304641	पैन /PAN: AAAAI4730L
पता/ Address: INDIAN INSTITUTE OF MANAGEMENT, UDAIPUR. BALICHA CAMPUS. UDAIPUR RJ-313001., City: UDAIPUR - RAJASTHAN, District: UDAIPUR - RAJASTHAN, State: RAJASTHAN, PIN: 313001. Cell: 1000000000	फोन /Phone:	
	ई-मेल /E-Mail:	

पॉलिसी: 15/01/2023 के 00:00 से 14/01/2024 की मध्य रात्रि तक प्रभावी /Policy Effective from 00:00 hours, on 15/01/2023 to midnight of 14/01/2024

प्रीमियम/ Premium	₹ 30,68,210.00	कवर नोट संख्या और तिथि / Cover Note Number and Date	लागू नहीं/NA
CGST	₹ 2,76,139.00		
SGST/UTGST	₹ 2,76,139.00		
IGST	₹ 0.00		
कम.जीएसटी टैडीएस / Less:GST TDS	₹ 0.00	प्रस्ताव संख्या और तिथि/ Proposal Number and Date	8800230113945060 Dt. 13/01/2023
पुनर्प्राप्त योग्य स्टाम्प ड्यूटी /Recoverable Stamp Duty	₹ 0.00	रसीद संख्या और तिथि/ Receipt Number and Date	380201812210006262 Dt. 11/01/2023
<b>कुल /Total Amount</b>	<b>₹ 36,20,488.00</b>	पछिली पॉलिसी संख्या और समाप्ती तिथि / Previous Policy Number and Expiry Date	380201502110000529 and Dt. 14/01/2023 380201502010000616 and Dt. 14/01/2022 380201501910000601 and Dt. 14/01/2021 380201501810000721 and Dt. 14/01/2020 380201501710000115 and Dt. 14/01/2019

(Rupees Thirty Six Lakh Twenty Thousand Four Hundred Eighty Eight Only.)

<b>Total Location Sum Insured</b>	₹ 6,55,00,000.00
-----------------------------------	------------------

**LocationAddress:**

1)129 FAMILIES 542 LIVES COVERED AS PER POLICY,,Udaipur - Rajasthan,Udaipur - Rajasthan,Rajasthan,313001.

Number of families:129 Number of Lives covered: 542

SL. No	Coverage	Coverage Description	Sum Insured
1	Standard Cover	TAILORMADE GROUP MEDICAL INSURANCE FOR STAFF OF I.I.M. UDAIPUR	6,55,00,000.00
अधिकांश/Excess: As per TGMP policy Terms and Conditions.			
Additional Information: 129 FAMILIES COVERED WITH 542 TOTAL LIVES, AS PER ANN. I ATTACHED. ALL TERMS AND CONDITIONS AS PER T.G.M.P SCHEDULE.			

TPA Details: VIDAL HEALTH TPA PVT LTD - JAIPUR, S-10, 2Nd Floor Above Vipul Motors Showroom, Shyam Nagar, Sodala, Ajmer Road, Jaipur - 302019.

<b>Clauses</b>	As per Annexure I
----------------	-------------------

नेशनल इन्शुरेन्स कंपनी लिमिटेड: 24834

( भारत सरकार का उपक्रम )

**National Insurance Company Limited**

(A Govt. of India Undertaking)

शाखा प्रथम, 6 बापू बाजार, उदयपुर ( राज. ) Ph : 0294-2420739

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

POLICY

Page no: 1

पंजीकृत एवं प्रधान कार्यालय : 3 मिडिलटन स्ट्रीट, कोलकाता 700 071  
Registered & Head Office : 3 Middleton Street, Kolkata 700 071  
Ph.: 033-22831705-06, Fax: 033-22831740, 18002007710  
CIN No : I110200WBR1906G01001713

पॉलिसी अनुसूची/ Policy Schedule - Group Mediclaim - Tailor Made with Floater	
<b>Policy Number: 380201502210000442</b>	व्यवसाय स्रोत / Business Source: 380201
<b>जारीकर्ता कार्यालय/Issuing Office</b> कार्यालय कोड/ Office Code: 380201 कार्यालय पता/ Office Address: UDAIPUR BRANCH I Second Floor, 6, Babu Bazar, Udaipur, Rajasthan - 313001. State Code: 8, Rajasthan GSTIN: 08AAACN9967E1Z3 Contact Number: Mobile Number:	<b>विक्रय चैनल विवरण/ Sales Channel Details</b> कोड/ Code: 380201 नाम/ Name: Udaipur Branch I Contact Number: सह दलाल कोड / Co Broker Code:
	कस्टमर केयर टॉल फ्री नंबर/Customer Care Toll Free Number: 1800 345 0330 ईमेल/ email:customer.support@nic.co.in

टिप्पणियां/ Remarks: TAILORMADE GROUP MEDICAL INSURANCE FOR STAFF OF INDIAN INSTITUTE OF MANAGEMENT, UDAIPUR, R.J.

जसिकी गवाही में दनि/ माह /वर्ष को उपरोक्त उल्लेखित कार्यालय पते पर अधोहस्ताक्षरी को वधिवित अधकृत कया जा रहा है उसके हाथ नरिधारति करि जाएं। यह अनुसूची, संलग्न पॉलिसी, खण्ड, पृष्ठंकन और पॉलिसी शब्दों, जो कंपनी वेबसाईट <https://nationalinsurance.nic.co.in> पर उपलब्ध है, को एक अनुबंध के रुप में एक साथ पढा जाए तथा कोई भी शब्द या अभवियकृत जिसके लिए यह वशिष्टि अर्थ पॉलिसी या अनुसूची के कसिी भी हसिसे में संलग्न कया गया हो, एक ही अर्थ वहन करेगा चाहे जहाँ भी उल्लेखित हो। यह आश्वासन दया जाता है कि प्रीमियम चेक के अस्वीकृतके मामले में, यह दस्तावेज स्वतः प्राथमकता नरिसृत हो जाएगी। /IN WITNESS WHEREOF, the undersigned being duly authorized hereunto set his/ her hand at the office address mentioned above, this 13/January/2023. This schedule, the attached policy, the clauses, the endorsements and policy wordings as available in the website <https://nationalinsurance.nic.co.in> shall be read together as one contract and any word or expression to which the specific meaning has been attached in any part of this policy or of the schedule shall bear the same meaning wherever it may appear, It is warranted that IN CASE OF DISHONOUR OF THE PREMIUM CHEQUE, THIS DOCUMENT STANDS AUTOMATICALLY CANCELLED 'AB-INITIO'

इन्शोरेंस इंडिया लिमिटेड

स्टाम्प ड्यूटी मिटिड/  
Stamp  
Duty:  
(₹ 1.00)

कृते नेशनल इन्शोरेंस कंपनी  
For and on behalf of National Insurance  
Company Limited  
POLICY  
अधकृत हस्ताक्षरकर्ता/ Authorized  
Signatory

पॉलिसी अनुसूची/ Policy Schedule - Group Mediclaim - Tailor Made with Floater	
<b>Policy Number: 380201502210000442</b>	व्यवसाय स्रोत / Business Source: 380201
जारीकर्ता कार्यालय/Issuing Office कार्यालय कोड/ Office Code: 380201 कार्यालय पता/ Office Address: UDAIPUR BRANCH I Second Floor, 6, Bapu Bazar, Udaipur, Rajasthan - 313001. State Code: 8, Rajasthan GSTIN: 08AAACN9967E1Z3 Contact Number: Mobile Number:	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ Code: 380201 नाम/ Name: Udaipur Branch I Contact Number:
	सह दलाल कोड / Co Broker Code:
	कस्टमर केयर टॉल फ्री नंबर/Customer Care Toll Free Number: 1800 345 0330 ईमेल/ email:customer.support@nic.co.in

अनुलग्नक II / ANNEXURE I- लागू खंडों की सूची/ List of Applicable Clauses

- CAPPING : 1) Cataract (Eye related) 12% of Family Floater sum insured per person per eye per claim.  
2) Hysterectomy Claims limited to 22% of Family Floater sum insured.  
3) Gall Bladder Stone operation Claims limited to 22% of Family Floater sum insured.  
4) Appendicitis Claims limited to 17% of Family Floater sum insured.  
Surgeries: There is no such capping on all major & minor surgeries.  
5) Normal Delivery Coverage Claims limited to Rs.50,000/-  
6) Caesarean Delivery Coverage Claims limited to Rs.75,000/-  
----XXXX----
- CLAUSES 2 : Mid term inclusion of dependents will be possible only in case of a) spouse (on account of marriage during the policy term and intimation for addition to insurer within 7 days of marriage) b) children (childbirth during the policy term but after the child has completed 91 days of age) subject to not more than Two children overall.

DOCUMENT SUBMISSION TIMELINES : Claim must be filed/documents submission to TPA/insurance company within 30 days from the date of completion of treatment/discharge from the hospitals, whichever is first. However, the Company may at its absolute discretion consider waiver, of this Condition in extreme cases of hardship where it is proved to the satisfaction of the Company that under the circumstances in which the insured was placed it was not possible for him or any other person to give such notice or file claim within the prescribed time-limit. The claim would invite additional 10% co-payment over and above payable amount as per policy terms and Conditions.

No Refund for deletion if lives less than minimum required & if insured has claimed during policy for any member of the family being deleted.

MATERNITY COVERED IN THIS POLICY.

9 MONTHS WAITING PERIOD FOR MATERNITY IS WAIVED.

BABY COVERED FROM DAY 1 : Within Family SUM INSURED.

For C Section-Rs.75,000/- & For Normal Delivery Rs.50,000/- for First 2 children & C-Section.  
Pre-Post Natal Expenses to the limit of Rs.20,000/-

HEALTH CHECKUP : NOT COVERED.

Day Care Procedures are Covered as per the standard list.

REASONABLE AND CUSTOMARY CLAUSE: The Policy covers Reasonable and Customary Charges incurred towards the medical treatment taken by the

Insured Person during the Policy Period following an Illness or Injury that occurs during the Policy Period, subject to availability of the Sum Insured and any specific limits specified in the Schedule of Benefits and the terms, conditions and exclusions specified in the Policy document.

O.P.D : NOT COVERED.

----XXXX----

EXCLUSIONS AND TERMS : Exclusions: Lasik Surgery, Septoplasty, Infertility & Related Ailments including Male sterility, Treatment on trial/experimental basis, Admin/Registration/Service/Misc.Charges etc.

Expenses on fitting of Prosthesis, Any device/instrument/machine Contributing/replacing the function of an organ, Holter Monitoring are outside the scope of the policy.

I.R.D.A.I.STANDARD NON PAYABLE ITEMS ARE EXCLUDED FROM THE COVER.

ALL TERMS AND CONDITIONS AS PER SUBMISSION OF QUOTE BY NATIONAL INSURANCE COMPANY LTD.  
IF ANY CHANGE FROM THE POLICY WORDING, THEN QUOTE SUBMITTED BY NATIONAL INSURANCE COMPANY LTD. IS TO BE REFERRED.

----XXXX----

WORDINGS : Rs.500,000/- (Rupees Five Lakhs only) PER FAMILY, FAMILY FLOATER.

FAMILY DEFINITION FOR THIS POLICY :-

नेशनल इन्शुरेन्स कंपनी लिमिटेड: 24834

( भारत सरकार का उपक्रम )

**National Insurance Company Limited**

(A Govt. of India Undertaking)

शाखा प्रथम, 6 बापू बाजार, उदयपुर ( राज. ) Ph.: 0294-2420739

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

पंजीकृत एवं प्रधान कार्यालय : 3 मिडिलटन स्ट्रीट, कोलकाता 700 071  
Registered & Head Office: 3 Middleton Street, Kolkata 700 071  
Ph.: 033-22831706-06, Fax: 033-22831740, 18002007710  
CIN No.: U10200WB1906GO1001713

पॉलिसी अनुसूची/ Policy Schedule - Group Mediclaim - Tailor Made with Floater	
<b>Policy Number: 380201502210000442</b>	व्यवसाय स्रोत / Business Source: 380201
जारीकर्ता कार्यालय/Issuing Office कार्यालय कोड/ Office Code: 380201 कार्यालय पता/ Office Address: UDAIPUR BRANCH I Second Floor, 6, Bapu Bazar, Udaipur, Rajasthan - 313001. State Code: 8, Rajasthan GSTIN: 08AAAACN9967E1Z3 Contact Number: Mobile Number:	विक्रय चैनल विवरण/ <b>Sales Channel Details</b> कोड/ Code: 380201 नाम/ Name: Udaipur Branch I Contact Number: सह दलाल कोड / Co Broker Code:
	कस्टमर केयर टॉल फ्री नंबर/Customer Care Toll Free Number: 1800 345 0330 ईमेल/ email:customer.support@nic.co.in

Employee, Spouse, 2 dependent children up to 25 years of Age and 2 dependent Parents or dependent Parents-in-laws either one. SELECTION OF PARENTS, IN LAWS NEEDS TO BE MADE AT POLICY INCEPTION ITSELF, NO CHANGE IS ALLOWED MID POLICY.

Overall CORPORATE FLOATER/BUFFER LIMIT Rs.15,00,000/- (RUPEES FIFTEEN LAKHS ONLY) RESTRICTED UPTO SUM INSURED PER FAMILY, ie Rs.5,00,000. FIVE LAKHS ONLY  
Corporate Floater, Buffer is restricted to critical illnesses viz . Cancer, End Stage Renal Failure, Multiple Sclerosis, Major Organ Transplant, Heart Valve Replacement, Coronary Artery Bypass Graft , Angioplasty PTCA, Stroke excluding transient ischemic attack TIA, Paralysis, Myocardial Infarction Brain surgery and Road accidents with Head injury or Fractures in two or more limbs upper, lower or RTA injury requiring ventilation support.

PRE EXISTING DISEASES ARE COVERED.  
30 DAYS WAITING PERIOD : WAIVED.  
1 YEAR WAITING PERIOD : WAIVED.

Pre Hospitalisation and Post Hospitalisation for 30 days and 60 days respectively are covered.  
Ambulance Charges capping at Rs.2500/- for the same city and as per actual, per case, if moving to other cities.  
Payable Ambulance from home to hospital or inter hospital shifts (NO DAMA LAMA CASES ARE COVERED FOR THIS EXPENSE, ONLY REFERRED CASES ARE COVERED).

Room Rent :-  
2 % PERCENT of Sum insured per day for Normal Rooms.  
3 % PERCENT of Sum Insured per day if admitted in ICU, ICCU, ITU or HDU

Policy also covers treatment of Functional Endoscopic Sinus Surgery within a limit of Rs.35,000/-

50% PERCENT Co-Pay for cyber knife treatment/Stem Cell Transplantation. Cochlear Implant treatment shall be restricted to 50 PERCENT of the sum insured.

No Co-pay EXCEPT AS METIONED IN THE POLICY.  
----XXXX----

कृते नेशनल इन्शुरेन्स कंपनी लिमिटेड/  
For and on behalf of National  
Insurance Company Limited

POLICY

अधिकृत हस्ताक्षरकर्ता/ Authorized Signatory



## TAX INVOICE



Invoice Date: 08/01/2023  
Trusted Since 1908

Invoice Serial No: 30258H2P00000442

## Details of Supplier:

National Insurance Company Limited.,  
UDAIPUR BRANCH | Second Floor, 6, Bapu Bazar, Udaipur, Rajasthan - 313001  
State : 8, Rajasthan  
GSTIN No : 08AAACN9967E1Z3

## Details Of Receiver : INDIAN INSTITUTE OF MANAGEMENT

Address : INDIAN INSTITUTE OF MANAGEMENT, UDAIPUR.  
BALICHA CAMPUS,  
UDAIPUR RJ-313001.  
City : UDAIPUR - RAJASTHAN,  
District: UDAIPUR - RAJASTHAN,  
State: RAJASTHAN,  
PIN: 313001.

Place Of Supply State : Rajasthan  
State Code : 8  
GSTIN No : 08AAAAI4730L1ZM

सैक कोड/ SAC Code	सेवा का विवरण/ Description of Service	कुल/Total(₹)	छूट/ Discount	टैक्स योग्य/ मूल्य/Taxable Value(₹)	सीजीएसटी की राशि/ CGST		एसजीएसटी/यूटीजीएसटी/ SGST/UTGST		आईजीएसटी/IGST		केरला बाढ़ उपकर/Kerala Flood Cess
					दर/Rate	राशि/ Amount(₹)	दर/Rate	राशि/ Amount(₹)	दर/Rate	राशि/ Amount(₹)	राशि/Amount(₹)
997139	Other non-life insurance services (excluding reinsurance services)	30,68,210	0%	30,68,210	9%	2,76,139	9%	2,76,139	0%	0	0
<b>TOTAL</b>		30,68,210		30,68,210		2,76,139		2,76,139		0	0

कुल इनवॉयस मूल्य (अंकों में) Total Invoice Value (In figures) :  
₹ 36,20,488

कुल इनवॉयस मूल्य (शब्दों में) Total Invoice Value (In words) : रूपए/Rupees  
Thirty Six Lakh Twenty Thousand Four Hundred Eighty Eight केवल/Only.

रिवर्स चार्ज के अधीन टैक्स की राशि/ Amount of Tax Subject to Reverse Charge : No

E.&amp;O.E

कृते नेशनल इन्श्योरेंस कंपनी लिमिटेड/ For  
and on behalf of National Insurance Company Limited

अधिकृत हस्ताक्षरकर्ता/ Authorized Signatory



नेशनल इन्श्योरेंस कंपनी लिमिटेड  
(भारत सरकार का उपक्रम)

National Insurance Company Limited  
(A Govt. of India Undertaking)

शाखा प्रथम, 6 बापू बाजार, उदयपुर ( राज. ) Ph. : 0294-2420739

For any information please contact the Policy Issuing Office or visit our website at [www.nationalinsuranceindia.com](http://www.nationalinsuranceindia.com)

पंजीकृत एवं प्रधान कार्यालय : 3 मिडिलटन स्ट्रीट, कोलकाता 700 071  
Registered & Head Office : 3 Middieton Street, Kolkata 700 071  
Ph.: 033-22831705-06, Fax : 033-22831740; 18002007710  
CIN No.: U10200WB1906GO1001713

Page no: 5

Corporate Analysis Report

Policy Details:

Corporate Name: INDIAN INSTITUTE OF MANAGEMENT UDAIPUR  
Insurer Policy Number: '380201502210000442'  
Policy Start Date: 15-Jan-2023  
Policy End Date: 14-Jan-2024  
Total Premium:(in Rs.) 3198909  
Earned Premium:(in Rs.) 2909691  
Lives Covered:(in Nos.) 594  
Report Generated By: AJENDRA SINGH  
Report Generated Date: 13-Dec-2023 17:09

Table of Contents

1. Incurred Claims Ratio (ICR)
2. Hospitalisation Type Details
3. Member Details - Relationship & Gender wise
4. Member Details - Age Band & Relationship wise
5. Claims Approved - Age Band & Relationship wise
6. Claims Approved - Amount Band & Relationship wise
7. Claims Approved - Ailment wise
8. Top 15 Hospital wise utilization
9. Claims Approved - Cashless & Member Summary
10. Turn Around Time (TAT)
11. Month On Month
12. Payout Ratio
13. Policy Details

1. Incurred Claims Ratio (ICR):

Claim Status	Cashless		Member		Total	
	Nos.	Amt. (in Rs.)	Nos.	Amt. (in Rs.)	Nos.	Amt. (in Rs.)
Reported	28	2348406	13	963537	41	3311943
Settled	17	1262724	10	565251	27	1827975
Rejected	4	394384	1	43088	5	437472
Cancelled	2	363300	0	0	2	363300
Awaiting Utr	3	172076	1	200867	4	372943
Shortfall	0	0	0	0	0	0
Approved	1	12325	1	4275	2	16600
Underprocess	1	132313	0	0	1	132313
Bills Pending	0	0	0	0	0	0
Recommended For Repudiation	0	0	0	0	0	0
Recommended For Approval	0	0	0	0	0	0
Outstanding Claims	5	316714	2	205142	7	521856
Incurred (Os+Settled)	22	1579438	12	770393	34	2349831

ICR On EP*			80.8%
Incidence Rate			6.9%
Disposal Rate	93%	92%	93%
Cost per Claims(CPC)	68911	64199	67198

2. Hospitalisation Type Details:

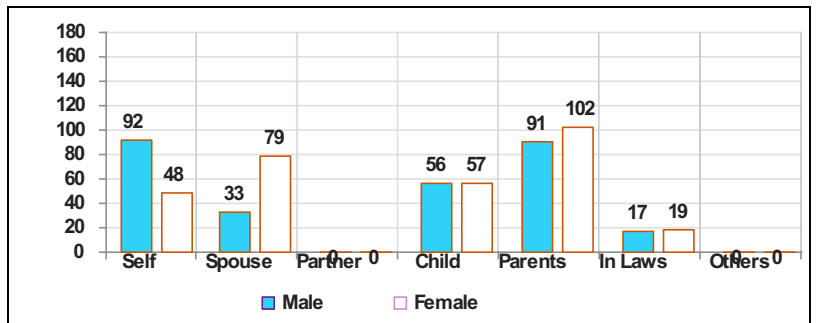
Claim Subtype	Cashless		Member	
	Nos.	Amt. (in Rs.)	Nos.	Amt. (in Rs.)
Claim Benefits	0	0	0	0
Daycare	1	30000	1	4275
Domiciliary	0	0	0	0
Health_Check_Up	0	0	0	0
Hospitalization	20	1417125	11	766118
Opd	0	0	0	0
Total	21	1447125	12	770393

\*Considering Only Settled ,Approved and UTR Awaiting (Cheque Pending)

Notes:  
ICR = (Settled Amt + Outstanding Amt) / Annual Premium  
ICR on EP\* = (Settled Amt + Outstanding Amt) / Earned Premium  
Earned Premium = Prorated premium as on report generated date  
Cost Per Claim(CPC) = Approved Amt / Number of Events(Main Claims) for IPD + Daycare Cases  
Incidents Rate = No of Claim Events/ Lives  
Disposal Rate = (Settled+Rejected+Awaiting UTR+Cancelled) / Claims Reported)  
\* EP - Earned Premium / O/S - Outstanding  
\* Event = Main Claims Only (Excluding Prepost and Addendum)

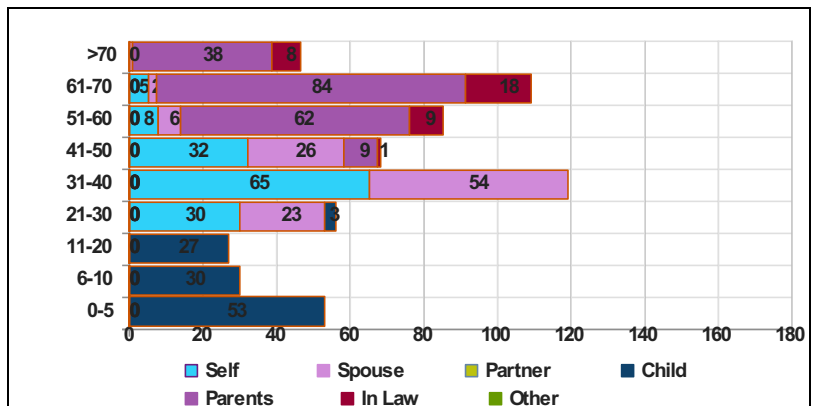
3. Member Details - Relationship & Gender wise :

Relation	Male	Female	Total	%
Self	92	48	140	23.57%
Spouse	33	79	112	18.86%
Partner	0	0	0	0.00%
Child	56	57	113	19.02%
Parents	91	102	193	32.49%
In Laws	17	19	36	6.06%
Others	0	0	0	0.00%
Total	289	305	594	100.00%
%	49%	51%	100%	



4. Member Details - Age Band & Relationship wise :

AgeBand	Self	Spouse	Partner	Child	Parents	In Law	Other	Total	%
0-5	0	0	0	53	0	0	0	53	8.92%
6-10	0	0	0	30	0	0	0	30	5.05%
11-20	0	0	0	27	0	0	0	27	4.55%
21-30	30	23	0	3	0	0	0	56	9.43%
31-40	65	54	0	0	0	0	0	119	20.03%
41-50	32	26	0	0	9	1	0	68	11.45%
51-60	8	6	0	0	62	9	0	85	14.31%
61-70	5	2	0	0	84	18	0	109	18.35%
>70	0	1	0	0	38	8	0	47	7.91%
Total	140	112	0	113	193	36	0	594	100.00%
%	24%	19%	0%	19%	32%	6%	0%	100%	



**5. Claims Approved - Age Band & Relationship wise :**

Age Band	Self		Spouse		Partner		Child		Parents		In Law		Other		Total		Total%	
	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No. %	Amt. %
0-5	0	0	0	0	0	0	3	45318	0	0	0	0	0	0	3	45318	9.09%	2.04%
6-10	0	0	0	0	0	0	1	32400	0	0	0	0	0	1	32400	3.03%	1.46%	
11-20	0	0	0	0	0	0	2	131376	0	0	0	0	0	2	131376	6.06%	5.92%	
21-30	0	0	2	231572	0	0	0	0	0	0	0	0	0	2	231572	6.06%	10.44%	
31-40	2	340208	4	125242	0	0	0	0	0	0	0	0	0	6	465450	18.18%	20.99%	
41-50	0	0	2	346656	0	0	0	0	0	0	0	0	0	2	346656	6.06%	15.63%	
51-60	2	126050	0	0	0	0	0	0	4	164399	0	0	0	6	290449	18.18%	13.10%	
61-70	0	0	0	0	0	0	0	0	7	371732	0	0	0	7	371732	21.21%	16.76%	
>70	0	0	0	0	0	0	0	0	3	260688	1	41877	0	4	302565	12.12%	13.64%	
<b>Total</b>	<b>4</b>	<b>466258</b>	<b>8</b>	<b>703470</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>209094</b>	<b>14</b>	<b>796819</b>	<b>1</b>	<b>41877</b>	<b>0</b>	<b>33</b>	<b>2217518</b>	<b>100.00%</b>	<b>100.00%</b>	
%	12%	21%	24%	32%	0%	0%	18%	9%	42%	36%	3%	2%	0%	0%	100%	100%		

\* Count is only for Approved Claims(Settled and Awaiting UTR(Cheque Pending)) .

**6. Claims Approved - Amount Band & Relationship wise :**

Amount Band	Self		Spouse		Partner		Child		Parents		In Law		Other		Total		Total%	
	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No. %	Amt. %
00K-10K	0	0	0	13537	0	0	1	9545	1	6865	0	0	0	0	2	29947	6.06%	1.35%
10K-20K	0	30644	0	15320	0	0	2	29195	3	44963	0	0	0	5	120122	15.15%	5.42%	
20K-30K	1	48454	1	21268	0	0	1	24663	5	140959	0	0	0	8	235344	24.24%	10.61%	
30K-40K	0	0	4	142690	0	0	1	32400	2	76000	0	0	0	7	251090	21.21%	11.32%	
40K-50K	0	0	0	0	0	0	0	0	0	1	41877	0	0	1	41877	3.03%	1.89%	
50K-60K	1	50868	0	0	0	0	0	0	0	0	0	0	0	1	50868	3.03%	2.29%	
60K-70K	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	
70K-80K	1	77596	0	0	0	0	0	0	0	0	0	0	0	1	77596	3.03%	3.50%	
80K-90K	0	0	1	88308	0	0	0	0	0	0	0	0	0	1	88308	3.03%	3.98%	
90K-100K	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	
>100K	1	258696	2	422347	0	0	1	113291	3	528032	0	0	0	7	1322366	21.21%	59.63%	
<b>Total</b>	<b>4</b>	<b>466258</b>	<b>8</b>	<b>703470</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>209094</b>	<b>14</b>	<b>796819</b>	<b>1</b>	<b>41877</b>	<b>0</b>	<b>33</b>	<b>2217518</b>	<b>100.00%</b>	<b>100.00%</b>	
%	12%	21%	24%	32%	0%	0%	18%	9%	42%	36%	3%	2%	0%	0%	100%	100%		

\* Count is only for Approved Claims(Settled and Awaiting UTR (Cheque Pending)).

\* Banding for Incurred Amount

**7. Claims Approved - Top 15 Ailment wise :**

Ailment Group	Self		Spouse		Partner		Child		Parents		In Law		Other		Total		Total%	
	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No.	Amt. (Rs.)	No. %	Amt. %
INJURY	2	373786	2	174238	0	0	0	0	2	126968	0	0	0	0	6	674992	18.18%	30.44%
ABNORMAL CLINICAL AND LABORATORY FINDINGS	0	0	2	346656	0	0	2	42748	2	242422	0	0	0	0	6	631826	18.18%	28.49%
ENDOCRINE	0	0	0	0	0	0	0	0	1	200867	0	0	0	0	1	200867	3.03%	9.06%
EYE	0	0	0	0	0	0	0	0	6	159865	0	0	0	0	6	159865	18.18%	7.21%
PREGNANCY	1	66072	2	73000	0	0	0	0	0	0	0	0	0	3	139072	9.09%	6.27%	
EAR	0	0	1	88308	0	0	0	0	0	0	0	0	0	1	88308	3.03%	3.98%	
DIGESTIVE	0	0	0	0	0	0	0	0	0	0	1	41877	0	1	41877	3.03%	1.89%	
RESPIRATORY	0	0	0	0	0	0	1	32400	0	0	0	0	0	1	32400	3.03%	1.46%	
INFECTIOUS	0	0	1	21268	0	0	0	0	0	0	0	0	0	1	21268	3.03%	0.96%	
CIRCULATORY	0	0	0	0	0	0	0	0	1	14372	0	0	0	1	14372	3.03%	0.65%	
SKIN	0	0	0	0	0	0	0	0	1	12325	0	0	0	1	12325	3.03%	0.56%	
OTHERS	1	26400	0	0	0	0	3	133946	1	40000	0	0	0	5	200346	15.15%	9.03%	
<b>Total</b>	<b>4</b>	<b>466258</b>	<b>8</b>	<b>703470</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>209094</b>	<b>14</b>	<b>796819</b>	<b>1</b>	<b>41877</b>	<b>0</b>	<b>33</b>	<b>2217518</b>	<b>100.00%</b>	<b>100.00%</b>	
%	12%	21%	24%	32%	0%	0%	18%	9%	42%	36%	3%	2%	0%	0%	100%	100%		

\* Count is only for Approved Claims(Settled and Awaiting UTR (Cheque Pending)) .

**8. Top 15 Cashless Hospital wise utilization :**

Hospital_ID	Hospital_Name	No of Claims	Amount
HOS-DEL-4336	ARTEMIS MEDICARE SERVICES LTD	1	292620
HOS-JAI-013405	GBH AMERICAN HOSPITAL (A UNIT OF AIHML)	2	73000
HOS-KOL-046866	SARADA MULTISPECIALITY HOSPITAL	1	23959
HOS-JAI-015212	PACIFIC MEDICAL COLLEGE AND HOSPITAL	1	0
HOS-JAI-007830	GEETANJALI MEDICAL COLLEGE & HOSPITAL	2	249437
HOS-JAI-011613	DR. KOTHARI'S EYE HOSPITAL	1	29000
HOS-JAI-018542	A-PARAS JK HOSPITAL	2	18085
HOS-JAI-018542	PARAS JK HOSPITAL	7	339551
HOS-DEL-1326	ARAVALI HOSPITAL	3	176499
HOS-JAI-019545	ALAKH NAYAN MANDIR (EYE INSTITUTE)	1	28000
HOS-JAI-019861	PACIFIC INSTITUTE OF MEDICAL SCIENCES	1	12325
HOS-JAI-015466	PARAS JK HOSPITAL(A UNIT OF PARAS HEALTHCARE PVT LTD)	1	258696
HOS-JAI-012021	ASG HOSPITAL PVT. LTD., UDAIPUR	2	60000
HOS-KOC-52	KIMS (KERALA INSTITUTE OF MEDICAL SCIENCES)	1	18266
HOS-BHO-014709	SHALBY HOSPITAL ,INDORE(SHESHADRIPURAM) LIMITED (A UNIT OF GUJARMAL MODI HOSPITAL AND RESEARCH CENTRE FOR MEDICAL SCIENCES)	1	0

**9. Claims Approved - Cashless & Member Summary :**

Type of claim	Events	Events%	Amount	Amount%
MEMBER	12	36.36%	770393	34.74%
CASHLESS	21	63.64%	1447125	65.26%
TOTAL	33	100.00%	2217518	100.00%

**10. Turn Around Time (TAT) :**

**Preauth Processing TAT :**

TAT Band	Nos.	%
0 - 30 Mins	15	28.85%
30 Mins - 1 Hrs	12	23.08%
1 - 2 Hrs	18	34.62%
2 - 3 Hrs	3	5.77%
3 - 4 Hrs	3	5.77%
4 - 6 Hrs	1	1.92%
6 - 7 Hrs	0	0%
7 - 12 Hrs	0	0%
12 - 24 Hrs	0	0%
Above 24 Hrs	0	0%
Total	52	100.00%

Note: Approved and Rejected transactions (all fresh and enhancements) have been shown - LDR to decision.

**10. Turn Around Time (TAT) :**

**Claim Processing TAT :**

TAT Band	Nos.	%
0-7	21	100.00%
8-15	0	0%
16-30	0	0%
31-45	0	0%
46-60	0	0%
61-90	0	0%
>90	0	0%
Total	21	100.00%

Note: Only Settled, Awaiting UTR, Approved and Rejected claims are considered  
 \* LDR to Decision date  
 \* only for Member claims

**11. Month on Month**

Admission Month	Hospitalization and Daycare		Otherthan Hospitalization		Total	
	Inc Count	Inc Amount	Inc Count	Inc Amount	Inc Count	Inc Amount
Jan 2023	4	292508	0	0	4	292508
Feb 2023	3	429304	0	0	3	429304
Mar 2023	1	307940	0	0	1	307940
Apr 2023	3	147260	0	0	3	147260
May 2023	2	32457	0	0	2	32457
Jun 2023	4	273999	0	0	4	273999
Jul 2023	3	101116	0	0	3	101116
Aug 2023	2	132661	0	0	2	132661
Sep 2023	3	52541	0	0	3	52541
Oct 2023	4	322768	0	0	4	322768
Nov 2023	4	124964	0	0	4	124964
TOTAL	33	2217518	0	0	33	2217518

**12. Payout Ratio**

Claimed Amount	Settled Amount	Payout %
1976625	1827975	92%

**13. Policy Details**

Policy Number	Corporate Name	Total Premium	Earned Premium	Policy Start Date	Policy End Date	Lives
380201502210000442	INDIAN INSTITUTE OF MANAGEMENT UDAIPUR	3198909	2909691	15-JAN-2023	14-JAN-2024	594

DISCLAIMER: Confidential information, not intended for public dissemination. Vidal Health Insurance TPA Pvt Ltd makes no representations or warranties, express, implied or otherwise, regarding the accuracy and completeness of the information, and shall have no liability resulting from the use of the information. The Receiving Party will use information received in a safe and prudent manner and is responsible for all risk or loss arising out of its use of such information. Data will be refreshed on every day night .Report is based on previous Day Data.