

GENERAL INSURANCE PENSIONERS' ALL INDIA FEDERATION

(Regd.under T.U. Act 1926 No. ALC/Karyasan-17/11087)

HO: C/o GIEAIA, 3rd Floor, Sterling Cinema Building, 65, Murzban Road, Fort, Mumbai- 00001

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28th April, 2021.

Shri R R Singh,
Managing Director & CEO,
Health Insurance TPA of India Ltd
2nd Floor, Majestic Omnia Bldg.,
A-110, Sector 4, Noida,
Uttar Pradesh 201301.

Dear Sir,

We would like to draw your attention that in spite of our repeated request and persuasion you have not opened offices at various centres in North Eastern States as well as in Hilly States of North India. HITPA has come in to existence more than five years ago and it was expected by this time your networking should have covered all the states in PAN India.

Many retirees from these states have been facing difficulties at the time of admission in hospitals particularly to avail the cashless facilities and also inordinate delay in settling of reimbursement claims. Due to lack of office or representatives from HITPA as well as poor networking facilities, retirees have no alternative but to contact your call centre at Noida, which is very difficult to reach. Hence they are very much upset with your company's poor service.

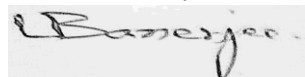
It has become imperative for you to focus on these genuine problems and strive to create a better impression on retirees by establishing regular office or appoint representatives in these states for proper coordination and guidance.

We also take the opportunity to take immediate action in opening HITPA office at Nagpur which should have been started long back. Nagpur has Regional offices of all the four PSGI companies and number of employees and retirees under them are huge in numbers. Only keeping one or two representatives are found to be inadequate and needs a regular office with the ability of handling large number of claim documents. We understand a fresh proposal to acquire premises in Nagpur is lying in the HO. May we therefore, urge on you to take a positive decision on the proposal and start Nagpur office without any further delay. This will eliminate delay in settling claims and also retirees will have the opportunity to know their claim status hassles free.

Hope, you will take prompt action and make HITPA friendlier and service oriented TPA.

Thanking you,

Yours faithfully,



(U.Banerjee)
General Secretary,
General Insurance Pensioners All India Federation.