
APPENDIX F – Draft SLA (to be agreed post-award)

RHFL will include the following high-level service commitments in the insurer's contract:

Service Metric	Requirement
Pre-authorization turnaround time	≤ 2 hours
Reimbursement claim settlement	≤ 15 calendar days
Grievance redressal	Acknowledgment ≤ 24 hrs, resolution ≤ 5 working days
Cashless Network	Minimum 7,000 hospitals incl. top 5 in each RHFL city
Monthly MIS	Utilization report, top diseases, high-cost claims
Annual Review Meeting	Joint review meeting and audit of service delivery
Onboarding	Digital e-card issuance and helpdesk activation before 01 Aug 2026
