Sub: Revision of approver limits of proposals & settlement of claims in respect of PLI & RPLI

In supersession of OM of this Directorate OM No. 25-1/2011-LI dated 19.10.2015 and to simplify the process of acceptance of new proposals and facilitate settlement of claims within Citizen Charter’s norms, approver limits for acceptance of new proposals and settlement of claims are hereby revised as following:-

I. New proposals, revival, surrender, forced surrender, maturity, survival, death claims (except early death claims) – PLI & RPLI

<table>
<thead>
<tr>
<th>S.No</th>
<th>Approving Authority/ Approver</th>
<th>Revised approver limit (for single or aggregate sum assured)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Postmaster (HSG I/HSG II), Sr. Postmaster (Gr B), Dy. Chief Postmaster (Gr B), A.D. of HO (Gr B) headed by Director</td>
<td>Upto and equal to Rs. 20 lakhs</td>
</tr>
<tr>
<td>2</td>
<td>Head of Division (Gr B/ Gr A), Chief Postmaster (Gr A), Dy. Director of HO (Gr A) headed by a Director</td>
<td>Greater than Rs. 20 Lakhs and upto and equal to Rs. 50 Lakhs</td>
</tr>
</tbody>
</table>

II. Early death claim (Death within 3 years of acceptance of policy) – PLI & RPLI

<table>
<thead>
<tr>
<th>S.No</th>
<th>Approving Authority/ Approver</th>
<th>Revised approver limits for early death claim (for single or aggregate sum assured)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Director GPO (JAG), Director(HQ)/Regional DPS(JAG)</td>
<td>All Cases (irrespective of Sum Assured)</td>
</tr>
</tbody>
</table>

Office Memorandum

Dated 21.08.2020
2. Second or subsequent loan not exceeding the amount as prescribed in POLI Rules will now be granted by Postmaster/Manager of CPC instead of Postmaster General subject to the condition of full repayment of the previous loan, if any.

3. In case of reopening of claim cases (for example, in case of court case etc), the authority competent to approve claims may re-open the claim but would submit it to the next higher authority for decision.

4. The following non-financial/financial service requests will continue to be approved by Postmaster/Manager of Central Processing Centre (GPO/Head Office) concerned:
(a) Address change
(b) Agent change
(c) Billing frequency change
(d) Billing Method change
(e) Commutation
(f) Conversion
(g) Duplicate Policy Bond
(h) Name change
(i) Refund of premium/loan interest or principal
(j) Reduced Paid-up
(k) Free Look / policy cancellation.
(l) Authorization of medical examiner for examine PLI and RPLI proponent

5. The revised approver limits will be effective from 25th of August, 2020.

6. This issue with the approval of Competent Authority.

(Hariom Sharma)
Dy. Divisional Manager-II

Copy to:

All CPMGs
Director, RAKNPA, Ghaziabad
All DDGs, Dept. of Posts, Dak Bhawan
GM, CEPT, Mysuru
Directors Postal Training Centres
Additional Director General of APS