

डाक जीवन बीमा निदेशालय

डाक विभाग, संचार मंत्रालय, भारत सरकार

चाणक्यपुरी डाकघर भवन, नई दिल्ली-११००२१

DIRECTORATE OF POSTAL LIFE INSURANCE

Department of Posts, Ministry of Communications,

Government of India

Chanakyapuri Post Office Complex, New Delhi-110021

पत्रांक

No 25-02/2020-LI

दिनांक

Dated 27.08.2020

To,

All HOCs,

Sub: Regarding approval for termination of wrongly migrated policies

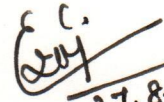
This is regarding approval for termination of wrongly migrated policies from McCamish system and has reference to CGM(PLI) letter no 29-34/2012-LI/(Vol-II)(Pt-V) dated 16.06.2020.

2. Circles were requested to terminate all the wrongly migrated policies in McCamish system, by indexing death claims against these policies and reject such claims at the QC/Approver level and to guard against any double payment/frauds. Further circles were requested to complete termination of all wrongly migrated policies by 30th June 2020.

3. It has been observed that some of the CPCs have inadvertently either indexed wrong service requests or has approved the Death Claim service request instead of rejecting it. Circles have raised the issue with the Service Desk team and requested to rectify such mistakes. However, service desk team has asked the CPCs to seek the approval of PLI Dte. This leads to unnecessary delay in settling the cases and also in the absence of relevant details of the case it is not feasible to take an informed decision at this office.

4. In this connection it has been decided by the competent authority that in respect of wrongly migrated policies approving authority for such rectification in McCamish is decentralized at HOC level and that all the field units/CPCs should forward such cases/requests with all the relevant information to the concerned Head of the Circle for approval.

5 This issue is with the approval of CGM(PLI).


27.8.2020

(Hariom Sharma)

Dy. Divisional Manager-II

Copy To:

GM(CEPT), Mysuru for information and necessary directions to the Service Desk Team