

# डाक जीवन बीमा निदेशालय

डाक विभाग, संचार एवं सूचना प्रौद्योगिकी मंत्रालय, भारत सरकार  
चाणक्यपुरी डाकघर भवन, नई दिल्ली-११००२१

## DIRECTORATE OF POSTAL LIFE INSURANCE

Department of Posts, Ministry of Communications &  
Information Technology, Government of India  
Chanakypuri Post Office Complex, New Delhi-110021

पत्रांक  
No

दिनांक  
Dated

No.:25-1/2020-LI

Dated: 24.03.2020

**Subject: Instructions onPLI/RPLI premium payments /claims in the wake of restrictions being imposed by Central Government / State Government on movement of people**

Due to the threat of spread of Coronavirus, Central / State Governments have issued several advisories and have put severe restrictions on the movement of people such as vide F.No. 11013/9/2014-Estt-(A-III) dated 22.03.2020. In the wake of this, many of our customers may not be able to reach Post offices to pay PLI/ RPLI premium before end of this month.

2. As a measure of convenience to the customer the following needs to be ensured.
  - i. The extension of date of premium payment for March may be given upto30<sup>th</sup> April, 2020 without charging any penalty/default.
  - ii. This may be brought to the notice of general public through press release / Issuing of advertisement in this regard through News Papers Ads/Radio Jingle, notices / banners displayed in Post offices and through SMSs to customers.
  - iii. We may anticipate an increase in surrender claims and loan requests. Circles are advised to ensure early settlement of existing maturity/ death / Loan / Surrender claims and be ready to quickly process incoming claims on priority
3. The FSI team has been asked to facilitate the above. Although they are working from home but they will remain accessible on email / mobile and will prioritize resolution of issues raised by circles. CEPT team has also been requested to be available to help resolve issues. PLI Directorate is closely monitoring the situation.

This issues with the approval of competent authority.

  
(Rainoka Bhat)

Dy. Divisional Manager-III

To  
All Chief PMsG

Copy to:

1. GM CEPT, Mysuru, for information
2. Sh. Vinay Gupta, Project Manager FSI, for information