

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:4514  
ANSWERED ON:21.12.2011  
POSTAL LIFE INSURANCE SCHEME  
Gaddigoudar Shri P.C.

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

- (a) whether a number of claims regarding postal life insurance scheme are pending in various post offices in the country including Karnataka;
- (b) if so, the details thereof; and
- (c) the steps taken/proposed to be taken to dispose of pending claims within a stipulated time?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SACHIN PILOT)

(a) Yes, Madam.

(b) Details of pending claim cases are as under:

Pending claim cases No. of cases % pending as against total no.  
of policies being 54,96,977

Maturity 871 0.0158

Surrender 195 0.0035

Death 928 0.0169

Survival Benefit 123 0.0022

Total 2117 0.0385

In the case of Karnataka, only four death claim cases are pending.

(c) Strict monitoring is being done for the settlement of claim cases. All the claim cases are first entered in the computerized system to monitor the pendency of claims. The settlement of claims has also been decentralized in which now the Divisions are settling the maturity cases. Weekly statements are taken from all the Postal Circles on the pending cases and the same is reviewed. Video Conference is held from time to time and is chaired by Member (PLI) in which all the Directors (HQ) and the Deputy Divisional Managers are given targets to settle the pending cases.