

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

STARRED QUESTION NO:132
ANSWERED ON:14.08.2013
POSTAL INSURANCE POLICY
Gaddigoudar Shri P.C.

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

- (a) the present status of the postal life insurance policy in the rural areas in the country, State/UT-wise including Karnataka;
- (b) the details of pending claims in various post offices as on date, State/ UT-wise and the action taken by the Government to clear the pendency; and
- (c) the steps being taken to promote and popularise postal life insurance policy in the rural areas?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY AND LAW & JUSTICE (SHRI KAPIL SIBAL)

(a) to (c) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 132 FOR 14TH AUGUST, 2013 REGARDING "POSTAL INSURANCE POLICY"

- (a) For the Rural populace of India the Department of Posts has an insurance scheme called Rural Postal Life Insurance (RPLI). Number of RPLI policies in-force in States/ Union Territory including State of Karnataka, is given in Annexure 'A'.
- (b) Details of claims pending in the States/ Union Territories is given in Annexure 'B'. Action taken for their settlement includes:
 - (i) Monitoring the timely verification of documents in Death Claims.
 - (ii) Indexing of claims and monitoring through centralized Customer Care Centre at Postal Life Insurance (PLI) Directorate New Delhi and Circle Offices in the States.
 - (iii) Cases of pendency have been reviewed at the PLI Directorate and Heads of Circles and specific officers in the Circles have been addressed to expedite settlement of the claims.
- (c) Following steps have been taken to promote and popularize postal life insurance policy in the rural areas:
 - (i) Rural PLI processing work has been decentralized to Divisional level:-Bringing decision making closer to the common man thereby expediting sanction of loans , revival of lapsed policies and maturity claims This allows contingent needs of the people to be met easily.
 - (ii) Facilitating the people, especially the migrant workers, in paying Rural PLI premium through Post Offices anywhere in the country regardless of where the policy was issued without any transfer of policy being required.
 - (iii) Facility for payment of premium online through www.epostoffice.gov.in.
 - (iv) With mobile phones being widely available across all social strata of society, applicants and policy holders are informed through SMS on status of proposal, premium payment etc.
 - (v) Opportunity to work as Rural PLI Agent:-Providing common man especially, Aanganwadi workers, un-employed youth, Self Help Groups, etc. with additional source of income by engaging them as Direct Agents under Rural Postal Life Insurance Scheme. Incentive structure for RPLI business has been made attractive i.e. 10% of premium in the first year and subsequently 2.5% of premium income till policy lasts.
 - (vi) Higher Sum Assured:-For providing opportunity for financial security in line with increasing requirements of the people, the maximum sum assured limit for RPLI from `3 lacs to `5 lacs has been raised.
 - (vii) A Toll free number (18001805232/155232) has been operationalized and publicized for inquiries and grievance settlement. People from anywhere in the country can call and get their problems settled.

(viii) Training to Rural PLI marketing staff i.e. GDS staff , Direct Agents and Departmental employees is being imparted to improve their marketing skills.

(ix) Publicity of Rural PLI products through various media amongst rural masses. A Rural PLI television spot in all the regional languages produced which is being displayed in local television channels to create awareness among masses.

(x) Facility of Payment of outstanding premia of policy on installments basis.

(xi) There is loan facility on certain policies of RPLI at very low interest rate, which is 10% p.a. Further, this loan can be repaid by the insurant as per his/ her convenience without any time limit. If there is some outstanding balance of loan remains at the time of maturity, the same is recovered from the maturity value.

(xii) Technology/IT initiative:-M/S Infosys India Ltd. is working on comprehensive IT Project for Financial Services including Insurance for the Department of Posts. The technological advancements steps being undertaken for Rural Postal Life Insurance are :-

(a) Development of Centralized software for improved after sales service for all RPLI customers.

(b) Development of Web and mobile portal for customers to allow seamless issue of insurance policies and making online payments under Financial Services Integration plan of the Department.

(c) Call centre for handling customer services.

(d) Real time updating of premium payments.

(e) Centralized monitoring of grievances.

(f) Setting up of 810 Central Processing Centres (CPCs) at all Head Post Offices in the country for providing single window for handling of insurance proposals, service requests and claims for RPLI customers.