LIC
भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

CRM/PS Department, Central Office,
5th Floor (Link), "Yogakshema",
Jeevan Bima Marg, PB No. 19953,
MUMBAI – 400021
Tel: 022-66598354,8359
E-Mail: co_crmps@licindia.com

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All Zonal Managers,
All Regional Managers (CRM/PS)
All ZTC's
All Sr/Divisional Managers,
M.D.C, Audit & Inspection.

Re: **Administrative instructions for issue of Duplicate Policy bond through Print to Post for Policies completed from 31/01/2022.**

Duplicate Policy bond printing through Print to Post (P2P) is applicable only to those Policies for which original policy bond is printed and sent through Print to Post. This facility is applicable to Branches which are presently using e-mudrank for stamping in Policy bonds. The Divisions / Branches which are not enabled with e-mudrank facility are exempted from this system of Duplicate Policy printing through P2P and will issue duplicate Policybonds as per the existing practice. The Policies completed through ANANDA Module and Digital Marketing department would also come under the ambit of "Print to Post" solutions for printing of Duplicate Policy bond.

Procedure

A. The requirements for issue of Duplicate Policybond will remain the same.

1. Duplicate Policy request registration will be through Service request Module.

2. Stamp charges and administrative charges have to be collected as per the current practice through Cash Counter under the appropriate head of account.

B. The following new option is added to Branch PS Module menu for Duplicate policy bond related operations.

Option Path

Single Window→ Main Menu→ Policy Servicing Menu→ Branch Office Menu→ RFM (TR-In/Exits/Alterations→Duplicate Policy Bond (print to post).

Under Menu **Duplicate PolicyBond(Print to Post)**, following sub options are now available .

*   Duplicate Policy Bond Data Entry
*   Creation of Endorsement
*   Duplicate Policy Bond -Ratification

The description about each option is listed below.

1

Duplicate Policy Bond Data Entry.

This is an option provided to make the data entry for policy for which duplicate policy bond is requested for. **This option is available for only those policies for which original policy bond is printed and sent through Print to Post option at the time of policy completion.** The Option will check whether original Policy Bond at NB stage is issued through P2P or other than P2P. In case other than P2P, option will display an error message and will exit. Data entry consists of application date, M.R details, Reasons...etc. The reason to be recorded for issue of Duplicate Policy should contain minimum 15 characters. If the details of M.R keyed in at this stage and details recorded at Cash counter does not match the option will not proceed further. The amount under M.R should be preferably collected by Cash. **If the amount is collected by cheque Branch has to ensure that the cheque is realized before proceeding further.** After confirmation Transaction number will be displayed.

Duplicate Policy Bond Ratification.

This option is self explanatory and will work only for Branch Core group member. The person ratifying the data must check everything thoroughly with available documents and ratify with the transaction number created by the Maker. The person who ratifies has the option to cancel the transaction if not satisfactory. After ratification by the checker, the record automatically gets escalated to the vendor for printing of Duplicate Policy bond.

Creation of Endorsement.

Duplicate. Policy bond will be printed by the Vendor and will be forwarded to the servicing Branch from Post Office for creation of Endorsement.

Once the Duplicate Policy bond is printed and received from the Post Office to the Servicing Branch options displayed are to be executed by the branch user. These options will create an endorsement (only for the selected fields)for changes effected in policy master after issuance of Policy.

This option will accept the policy number. On keying the Policy number option will display the values of specific fields from current Policy Master. The maker needs to compare the values of these fields with the copy of the Policybond. If there is change in any of the fields maker needs to select the field by clicking on the checkbox. Selected fields will form part of the endorsement on Duplicate Policy bond. After confirmation by the Maker an Endorsement ID will be displayed. This needs to be informed to the Checker for validation by the Maker.

Validation of Endorsement.

Checker has to key in the Endorsement ID. The values of the fields that are entered by the Maker will only be appearing on the screen, which would be the part of Final Endorsement to be pasted on the Duplicate Policy bond. The Checker has to either Validate or reject the Endorsement after comparing the Duplicate Policy bond with the data displayed on the screen. On sucessful validation option will allow to print Endorsement and covering letter.

If the person validating rejects an endorsement entry, maker can regenerate the endorsement entry by keying in the Policy number. On completion of maker option endorsement entry will be created with the same endorsement-id which was alloted earlier.

The pasted Endorsement in the Duplicate Bond has to be signed with Branch rubber stamp. Once the Duplicate Policy bond with necessary endorsement duly signed by the Authorised Official pasted on the duplicate policybond is ready, the Branch has to despatch the Duplicate Policy bond by Regd Post/Ack due to the Policyholder. Under no circumstances Duplicate Policybond should be handed over in person.

Reconciliation of e-mudrnak

The current e-mudrank will be utilized for Duplicate Policy bond. A separate option shall be provided in Branch/DO (CRM/PS) with the lister of Duplicate Policies issued along with the Stamp Values. Manager (CRM/PS) has to tally the Consolidated list of duplicate Policies issued through Print to Post under the Division and should submit to Manager (NB) for consolidation of utilized Stamp Value.

Payment to the Vendor for printing of Duplicate Policy.

The process of payment to the Vendor will be finalized in due course. However, untill such time the charges for preparation of Duplicate Policy bond will be borne by NB Dept, Central Office. Manager CRM/PS has to provide a confirmation on monthly basis on the number of Duplicatate Policies issued to the Zones for onward transmission to Central Office (CRM/PS) Department before 5th of the following month. Zones have to send the statement in the following format.

List of Duplicate Policies From dd/mm/yyyy to dd/mm/yyyy							
Zone(Code)	Serial Number	Policy number	Name	Plan	Term	SA+Rider SA	Stamp Value
	Total						

Kindly take note of the above instructions and inform all offices under your jurisdiction.

Addl Executive Director (CRM/PS)

Encl: Annexure

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SDC Update – PS Module- 25.06.2024

1. As per change request received from CO-CRM (CRF No. 11672) new option is being provided for issue of Duplicate Policy Bond for policies for which policy bond was issued by Print-to-Post process. As per the change request the duplicate policy bond will be sent by Post office to the servicing branch of policy.
Once the Duplicate Policy bond is printed and received From the Post Office then below mentioned options are to be executed by the branch user. These options will create an Endorsement (only for the selected fields) for changes effected in policy master after issuance of Policy.
Options has been provided in eFeap as follows:
a. Creation of Endorsement: This option will accept the policy number and will display the values of specific fields from current Policy Master. The maker needs to compare values of these fields with the copy of policy bond. If there is change in any of the fields maker needs to select the field by clicking on the checkbox. Selected fields will form part of the Endorsement on Policy bond.
After confirmation from the Maker an Endorsement ID will be displayed which needs to be informed to the Checker for validation.
Option path - Single Window Operations-->
Main Menu-->
Policy Servicing Main Menu-->
Branch Office Menu-->
RFM(Tr-In/Exits/Alterations) -->
Duplicate Policy Bond(Print To Post) --> -- Creation of Endorsement
b. Validation of Endorsement : Checker has to key in the Endorsement ID. The values of fields that are selected by the Maker will only appear on the screen. These fields will be part of Final Endorsement to be pasted on the Duplicate Policy bond. The Checker has the provision either to Validate or to Reject the Endorsement after comparing the Duplicate Policy bond with the data displayed on the screen.
Option path -
Single Window Operations-->
Main Menu-->
Policy Servicing Main Menu-->
Branch Office Menu-->
RFM(Tr-In/Exits/Alterations) -->
Duplicate Policy Bond(Print To Post) -->
-- Validation of Endorsement
On successful validation option will provide button to print Endorsement page and covering letter.
c. If the checker rejects an endorsement entry maker can regenerate the endorsement entry by keying in the policy number. On completion of maker option endorsement entry will be created with same endorsement-id which was allotted earlier for the policy.
Operating instructions will be provided by CO-CRM.
2. Following option is enabled at CO01 unit - NEFT Validation- NB Transactions for validation of NEFT Ben. records registered at NB completion stage.
3. As per change request received from CO-CRM (CRF No. 11672) new option is being

provided for issue of Duplicate Policy Bond for policies for which policy bond was issued by Print-to-Post process.

As per the change request the duplicate policy bond will be sent by Post office to the servicing branch of policy.

The new option Duplicate Policy Bond(Print to Post) has been provided as per following path :

Single Window Operations --> Main Menu --> Policy Servicing Main Menu --> Branch Office Menu --> RFM(Tr-in/Exits/Alterations) --> Duplicate Policy Bond(Print To Post) Following sub-options are available under this option

-- Option 1: Duplicate Policy Bond-Data Entry
-- In this Option after entering policy number by the user Option will display the basic policy details.

On Confirmation of the basic detail by the user the option will check whether original policy bond at NB stage is issued through Print to Post or not ? In case its is not so the option will display an error And would come out.

Otherwise if the original Policy bond is issued through Print to Post at NB Stage Option will ask for further Details like (Application date M.R. Details Reason etc...) Reason for issuing Duplicate policy bond must be more than 15 characters by default which please be noted.

The option will check that the charges for duplicate Policy bond are collected through given miscellaneous Receipt for which Duplicate policy is being issued. If the details of M.R.keyed in at this stage and collection made at cash counter does not match the option will not proceed further. Hence Branch needs to ensure that while collecting the amount under M.R.correct policy number is entered.

Any feedbacks/mails w.r.t. wrong policy number/wrong amount entered at the time of collection will not be entertained by SDC. The amount under M.R. should be preferably collected by cash. If the amount is collected by cheque the user should ensure that the cheque is realized before proceeding further.

Once all the Details are entered and confirmed Option will register request and Display transaction number. .

Option 2 : Duplicate Policy Bond-Ratification
-- This option will work only for core group members. Option will ask Transaction Number which was generated during the Data entry stage. After clicking ok button Option will display all the details captured during Data entry stage.If user confirms all the details Option will further ask Reason for issuing Duplicate policy bond. Here the branch user may validate or cancel the transaction Once the Duplicate Policy bond is printed and received From the Post Office at the policy servicing Branch then below mentioned options are to be used by the branch user. These options will create an Endorsement (only for the selected fields) for changes effected in policy master after issuance of original Policy.

Operating instructions will be provided by CO-CRM.