

F.No.56-01/2021-LI (Pt)
Ministry of Communications
Department of Posts
(Directorate of Postal Life Insurance).
Chanakyapuri P.O. Complex, New Delhi-110021

Dated: ²⁴22.05.2024

To,

All Head of Circles

Sub: **Awareness about issuance of Digital copy of Postal Life Insurance (PLI)/Rural Postal Life Insurance (RPLI) Policies through Digilocker.**


Kindly refer to this office letter of even no. dated 11.10.2021 and 25.08.2022 in connection with issuance of digital version of Postal Life Insurance/Rural Postal Life Insurance policy bonds (ePLI bond) through DigiLocker Application.

2. It has come to the notice of PLI Directorate that in many cases, e-PLI bond through DigiLocker is not getting generated due to Aadhaar authentication issues owing to mismatch in the name of the policyholder. In this regard, instructions issued vide aforesaid letter dated 11.10.2021 may kindly be referred to wherein it was specifically mentioned that the name of an insurant on policy bond must exactly match with that available on his/her Aadhaar Card.

3. It is therefore requested that PLI-CPC staff as well salesforce may kindly be sensitized to educate our PLI/RPLI customers for ensuring that the name shall be spelled exactly as that mentioned in Aadhaar Card in order to avail e-Bond facility in PLI/RPLI through DigiLocker. It also needs to be ensured by the staff of PLI-CPC that correct data entry is made during indexing of a PLI/RPLI proposal.

4. Further, corrections in the name of an insurant, if required, can be processed as per detailed SOP issued for the purpose vide PLI Directorate letter no. 25-04/SOP/ 2020-LI dated 05.05.2022.

This issues with the approval of the competent authority.


(Mrinalini Srivastava)
Additional General Manager (PLI)