

INSURANCE MANAGEMENT SOLUTION

Salient Features | Operational Overview

Centre for Excellence in Postal Technology
Department of Posts • Ministry of Communications • Government of India

Created By
Vishwesh Pathak
Trainer Solapur Division
Solapur 413001
9822825206



Death Claim

Working Staff

- 1) Counter PA**
- 2) CPC User**
- 3) QC**
- 4) Approver**

Login as :- Counter PA

 **Check My Roles**
Check my own roles

Booking Solution
Management of counter operations

 Insurance Management System
PLI

Click on I M S



भारतीय डाक

India Post

डाक सेवा ज़रूर

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What's New?

₹

SY

Welcome, SUNITA

Home

Booking Solution

IMS CLAIMS

PLI Policy Issue

POLICY MANAGEMENT

Business Date : 30-09-2026

Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Insurance Management System

Select a service to get started

Claims

Claims processing & appeals



Track Claim

Track claim status and history



Claims Submission

Index PLI/RPLI claims

Policy Issue

Policy issuance, indexing & documents



New Business Quotes



Policy Indexing



Reports



Upload Policy Docs



Track Proposal/Policy

https://training.cept.gov.in/pliclaims/claims-submission

Search

ENG IN

17:43 01-10-2026

Click on Claim Submission

India Post Application

+

https://training.cept.gov.in/pliclaims/claims-submission



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HomeBooking SolutionIMS CLAIMSPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated with latest not

Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim Submission

Due Policies

Maturing Policies This Month

Submit Death Claim

New Death claim

Submit Maturity Claim

New Maturity claim

Submit Survival Claim

New Survival claim

Submit Freelook Claim

New Freelook claim

Upload Missing Documents

Upload missing documents for a claim

Withdraw Claim

Withdraw an indexed claim

Click Submit death Claim

Rules/Guidelines

https://training.cept.gov.in/pliclaims/claims-submission/submit?claim_type=DEATH

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Windows Taskbar

Search

ENG IN

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https://training.cept.gov.in/pliclaims/claims-submission/submit?claim_type=DEATH



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HomeBooking SolutionIMS CLAIMSPLI Policy IssuePOLICY MANAGEMENT

Track your packages online |  PLI/RPLI services available |  Speed Post, Express Parcel, Business Post services |  India Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
1 of 4

1 Policy Details
Initiate Claim

2 Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Date of Death

29/09/2026

Policy Number

Enter Policy Number (e.g., 0000000000123)

Death Type

Natural

Natural

Unnatural

Insert Date Of Death
Death Type
Policy Number

Rules/Guidelines

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

1 of 4

1Policy Details

Initiate Claim

2Claimant Details

Your personal information

3Payment Details

Payment Details

4Documents

Upload required documents

Processing death claim request

45%

Date of Death

28/09/2026

Death Type

Natural

Policy Number

MH-304389-CS

Initiate Claim

Click on Initiate Claim

Rules/Guidelines

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Linking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
1 of 4

1Policy Details
Initiate Claim

2Claimant Details
Your personal information

3Payment Details
Payment Details

4Documents
Upload required documents

Date of Death

28/09/2026

Death Type

Natural

Policy Number

MH-304389-CS

Reset

Policy Details Fetched Successfully

Ready for claim submission process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
SHxxxxxxxxxxxxxxxxxxxxS	₹2,00,000.00	23 Oct 1976
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	CUXEM CORJUEM ALDONA MH

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
MH-304389-CS	Santosh (PLI - EA)	21 Oct 2005
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
-	30 Nov 2026	21 Oct 2034
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
29 Years	₹2,00,000.00	₹510.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
MONTHLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	Yes	UNASSIGNED

17:49
01-10-2026

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Home

Booking Solution

IMS CLAIMS

PLI Policy Issue

POLICY MANAGEMENT

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Nominee Details

#	NOMINEE NAME	RELATIONSHIP	SHARE
#1	FRANCIS	SPOUSE	100%

Policy Bond

View policy bond, if it is available on ECMS

Preview

View

Death Details

Deceased Person

SHxxxxxxxxxxxxxxxxxxS (Policyholder)

Place of Death *

Solapur H.O

PIN of Place of Death *

413001

Cause of Death *

HEART ATTACK

Death Certificate Number *

123456

Death Certificate Issuing Authority *

SMC

Insert Death Details

Submit Claim

OR

Continue to Claimant Details

Policy Number

MH-304389-CS

Policy Holder

SHxxxxxxxxxxxxxxxxxxS

Product Name

Santosh (PLI - EA)

Claim Amount

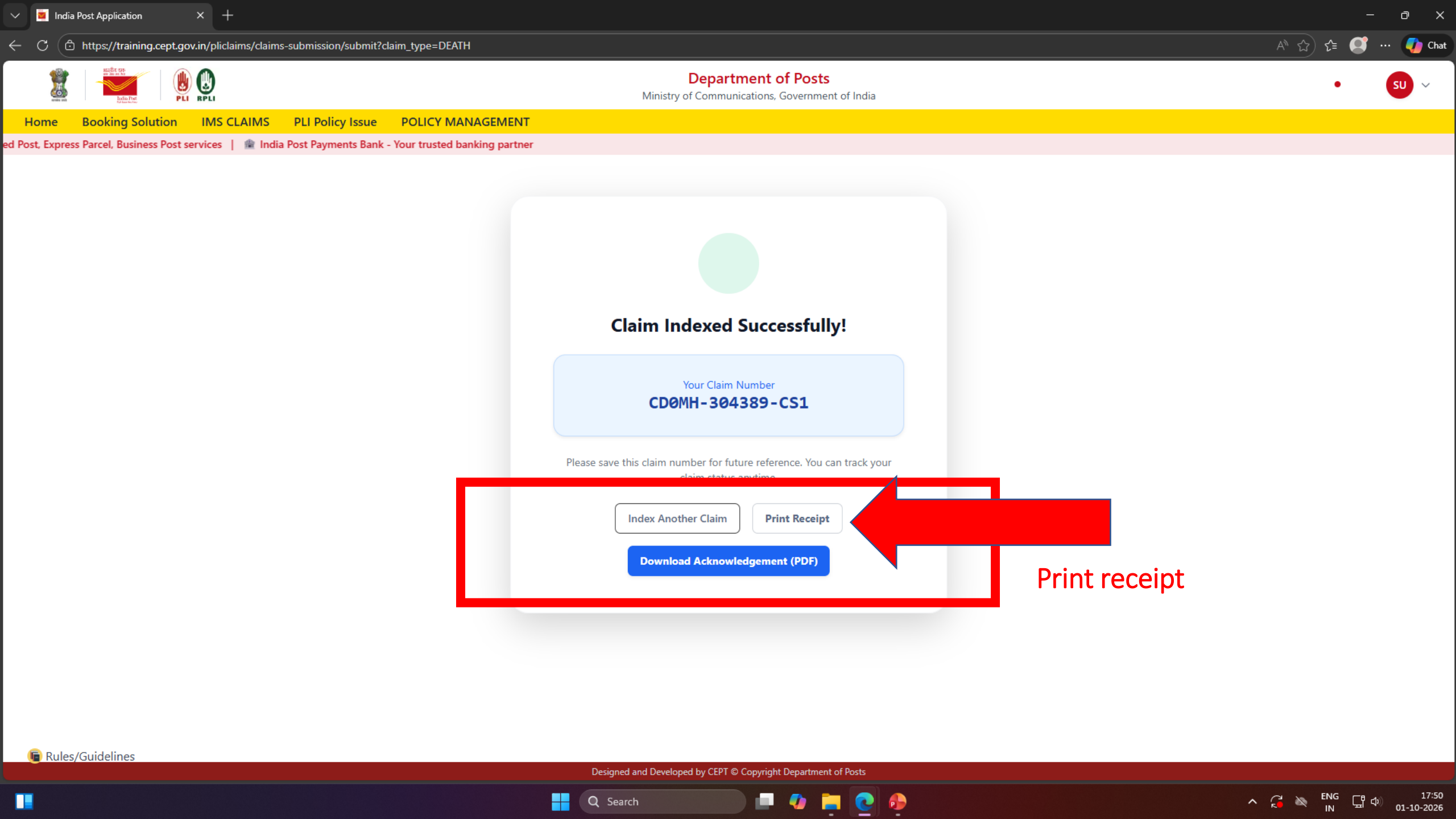
₹4,47,220.00

Rules/Guidelines

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17:50

01-10-2026



Acknowledgement Receipt - PLI

Proponent Name : SHxxxxxxxxxxxxxxxxxxxxS

Request Type : Death Claim

Request Date : 01/10/2026

Request ID : CD0MH-304389-CS1

Policy Number : MH-304389-CS

Customer ID : 26962510

PO Name : Solapur H.O

PO Code : 24360038

*Kindly ensure that all required documents have been
attached to the duly filled form in the absence of
which request will not be processed.

Acknowledgement Receipt - PLI

Proponent Name : SHxxxxxxxxxxxxxxxxxxxxS

Request Type : Death Claim

Request Date : 01/10/2026

Request ID : CD0MH-304389-CS1

Policy Number : MH-304389-CS

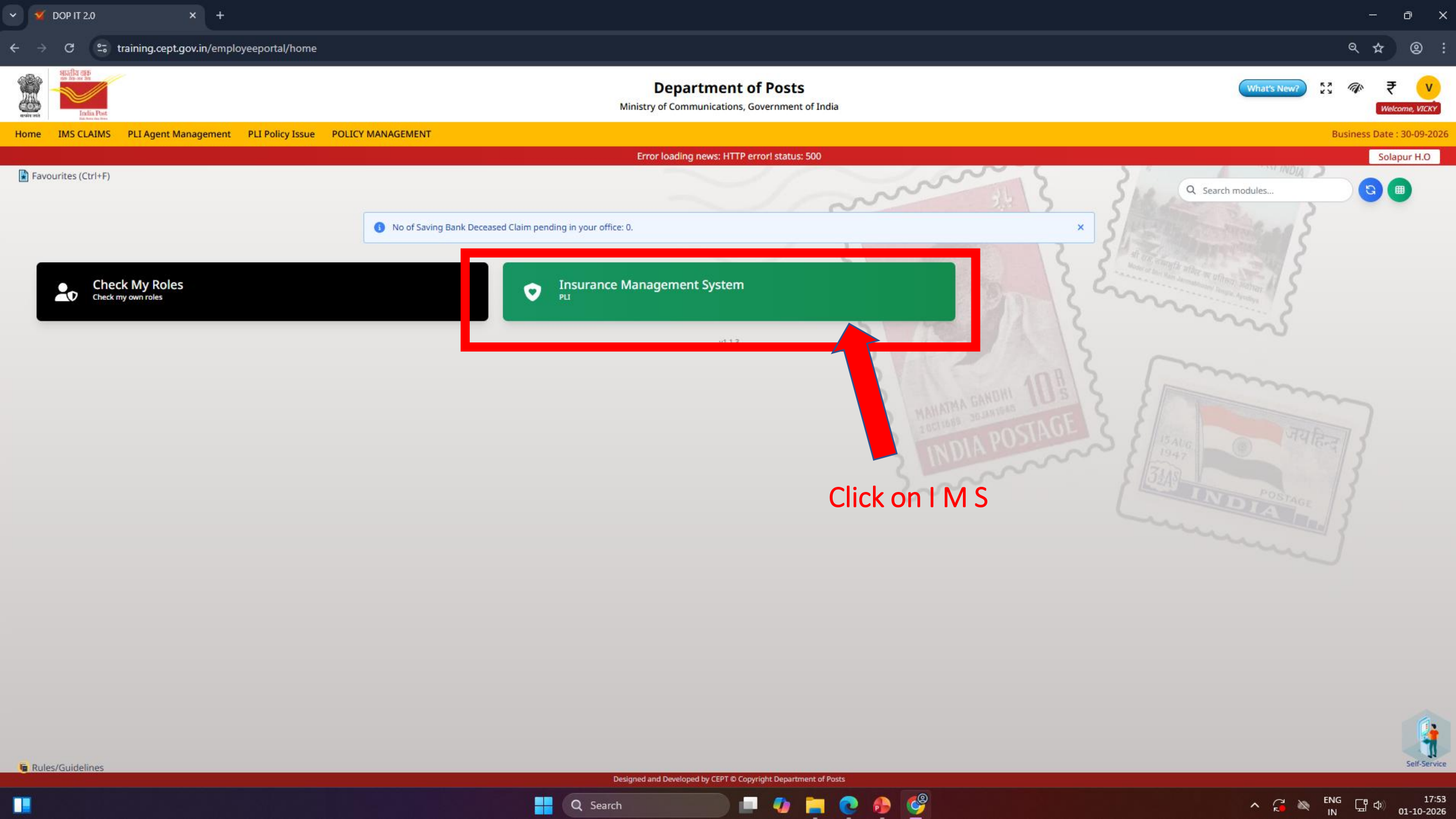
Customer ID : 26962510

PO Name : Solapur H.O

PO Code : 24360038

*Kindly ensure that all required documents have been
attached to the duly filled form in the absence of
which request will not be processed.

CPC USER



Favourites (Ctrl+F) Hide

Insurance Management Solution

v1.2.0
← back

 **Inbox**
3 inboxes available across your micro-services

 Claims
Claims processing & appeals


Reports
Claim reports


Track Claim
Track claim status and history


Claims Processing
Process claims submitted


Claims Submission
Index PLI/RPLI claims

 PLI Agent
Agents, incentives & leads

Click on Inbox

Inbox

Claims and Policy Management
v1.1.3

Request ID

Enter request ID

Start Date

dd-mm-yyyy

End Date

dd-mm-yyyy

Status / Stage

Select status

Requests (2)

Request ID	Request Type	Policy Number	Office	Source	Created At	Status
CD0MH-304389-CS1	Death claim	MH-304389-CS	Solapur H.O	Claims	1 Oct 2026, 5:49 pm	Available for data entry INDEXED
1002514	REDUCED_PAID_UP	R-MH-GR-EA-A25449	Solapur H.O	Policy Services	30 Sept 2026, 5:19 pm	Missing documents DOCUMENTS_PENDING Awaiting documents from the insurer

Showing 1-2 of 2 rows per page.

10

Click on others

[Click here for Data entry](#)

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training.cept.gov.in/pliclaims/claims-submission/submit?policy_number=MH-304389-CS&claim_id=97a04853-f7d2-4018-86d1-8f1f53637a80&claim_type=DEATH&data_entry=true

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

1 of 4

1Policy Details

Initiate Claim

2Claimant Details

Your personal information

3Payment Details

Payment Details

4Documents

Upload required documents

Date of Death

28/09/2026

Death Type

Natural

Policy Number

MH-304389-CS

Policy Details Fetched Successfully

Ready for claim submission process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
SHxxxxxxxxxxxxxxxxxxS	₹2,00,000.00	23 Oct 1976
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	CUXEM CORJUEM ALDONA MH

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
MH-304389-CS	Santosh (PLI - EA)	21 Oct 2005
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
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POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
29 Years	₹2,00,000.00	₹510.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
MONTHLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	Yes	UNASSIGNED
POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE	
21 Oct 2005	30 Sept 2034	

Nominee Details

Death Details

Deceased Person

Place of Death

17:54

01-10-2026

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
2 of 4

Policy Details
Initiate Claim

Claimant Details
Your personal information

Payment Details
Payment Details

Documents
Upload required documents

Step 2: Claimant Details

Provide details of the person(s) claiming the benefits

Claimants (1)

FRANCIS
SPOUSE100%

Add Claimant

Claimant Information (1 of 1)

Full Name *
FRANCIS

Relationship *
Spouse

Mobile Number
Enter 10-digit mobile number

Email Address
Enter email address

Share Percentage (%) *
100

Address Details

Address *
DUMMY MH

PIN Code *
403508

Identity Proof

Aadhaar Number
123412341234

PAN
AQ8PP2255G

Back

Continue to Payment Details

Policy Number
MH-304389-CS

Policy Holder
SHxxxxxxxxxxxxxxxxxxxxxxS

Product Name
Santosh (PLI - E)

Claim Amount
₹4,47,220.00

Insert document details

Continue to Payment Details

India Post Application

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
3 of 4

✓ Policy Details
Initiate Claim

✓ Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Step 3: Payment Details

Select the payment mode and complete the payment details.

Claimants (1)

FRANCIS

NO ACCOUNT NUMBER

PENDING

Payment Details

Payment mode

☐ Cash☐ Cheque☒ POSB☐ NEFT

Account Holder Name *

FRANCIS

Account Number *

Enter bank account number

Confirm Account Number *

Re-enter account number

IFSC Code *

IPOS0000DOP

Bank Name

Post Office Saving Bank

Account Type *

Savings Account

Validation with CBS API is required for POSB accounts before proceeding.

Validate

Back

Continue to Documents

Policy Number
MH-304389-CS

Policy Holder
SHxxxxxxxxxxxxxxxxxxxxxS

Product Name
Santosh (PLI - EA)

Claim Amount
₹4,47,220.00

Select payment details

Continue for documents

17:55
01-10-2026

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POLICY MANAGEMENT

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Home

IMS CLAIMS

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

3 of 4

✓ Policy Details

Initiate Claim

✓ Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Step 3: Payment Details

Select the payment mode and complete the payment details.

Claimants (1)

FRANCIS

CHEQUE

Payment Details

Payment Mode *

☐ Cash

☒ Cheque

☐ POSB

☐ NEFT

Bank account details are not required when the payment mode is Cheque.

Back

Continue to Documents

Policy Number

MH-304389-CS

Policy Holder

SHxxxxxxxxxxxxxxxxxxxxxS

Product Name

Santosh (PLI - EA)

Claim Amount

₹4,47,220.00

Rules/Guidelines

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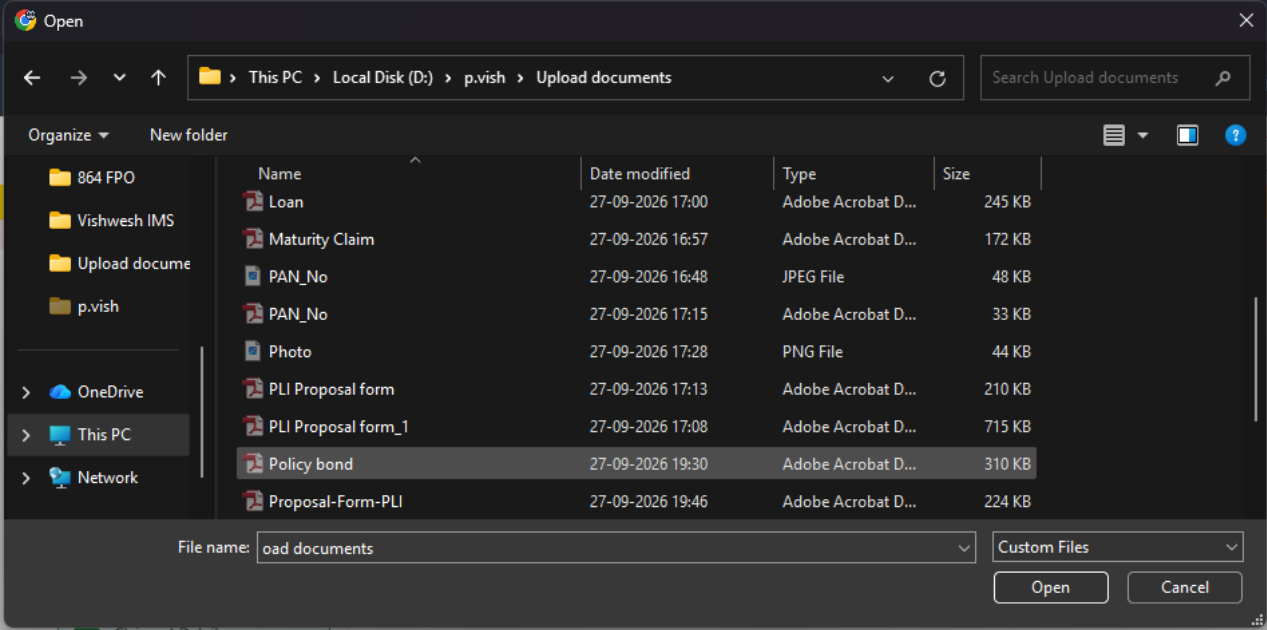
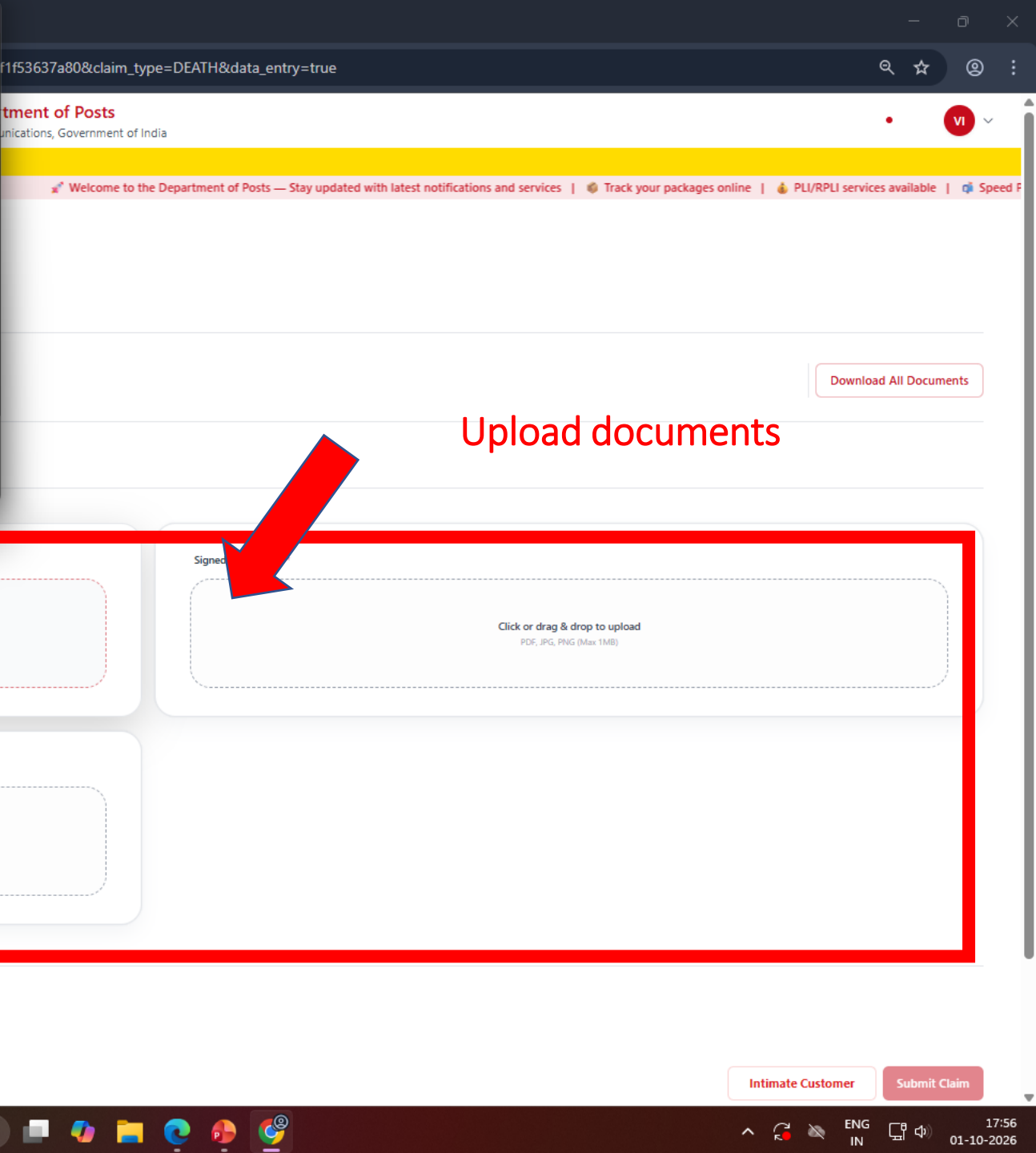
Search

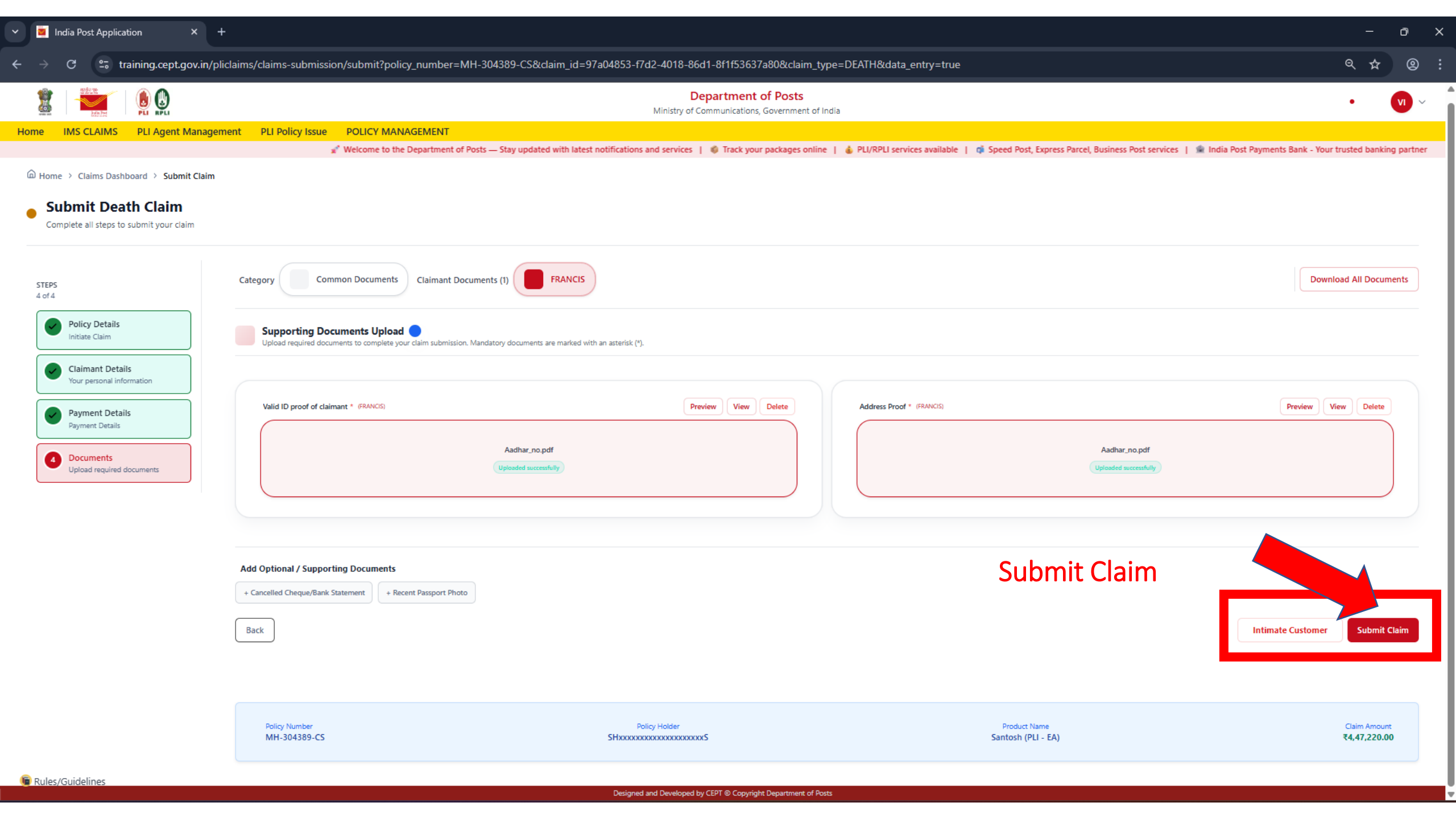
ENG

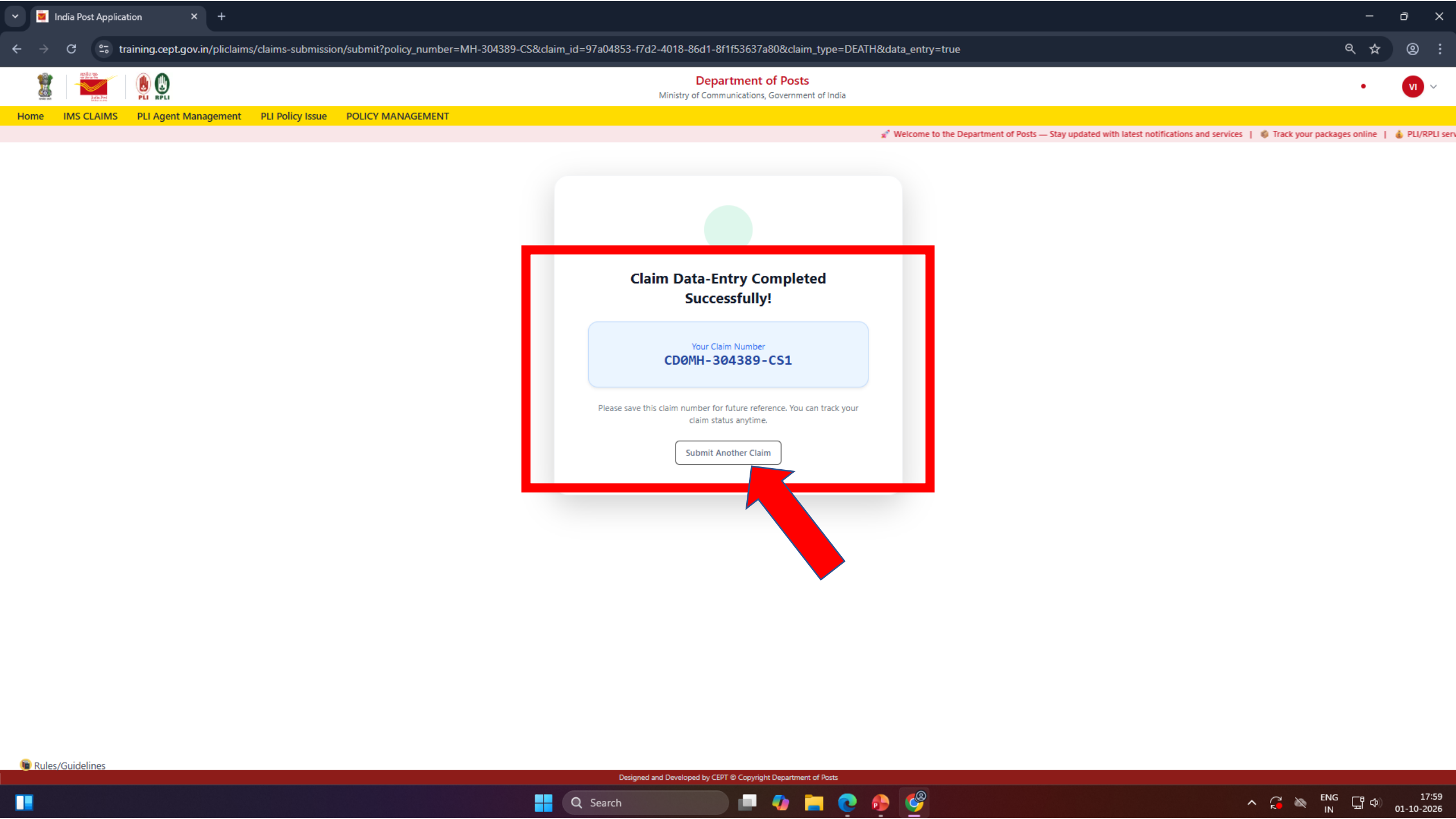
IN

17:56

01-10-2026







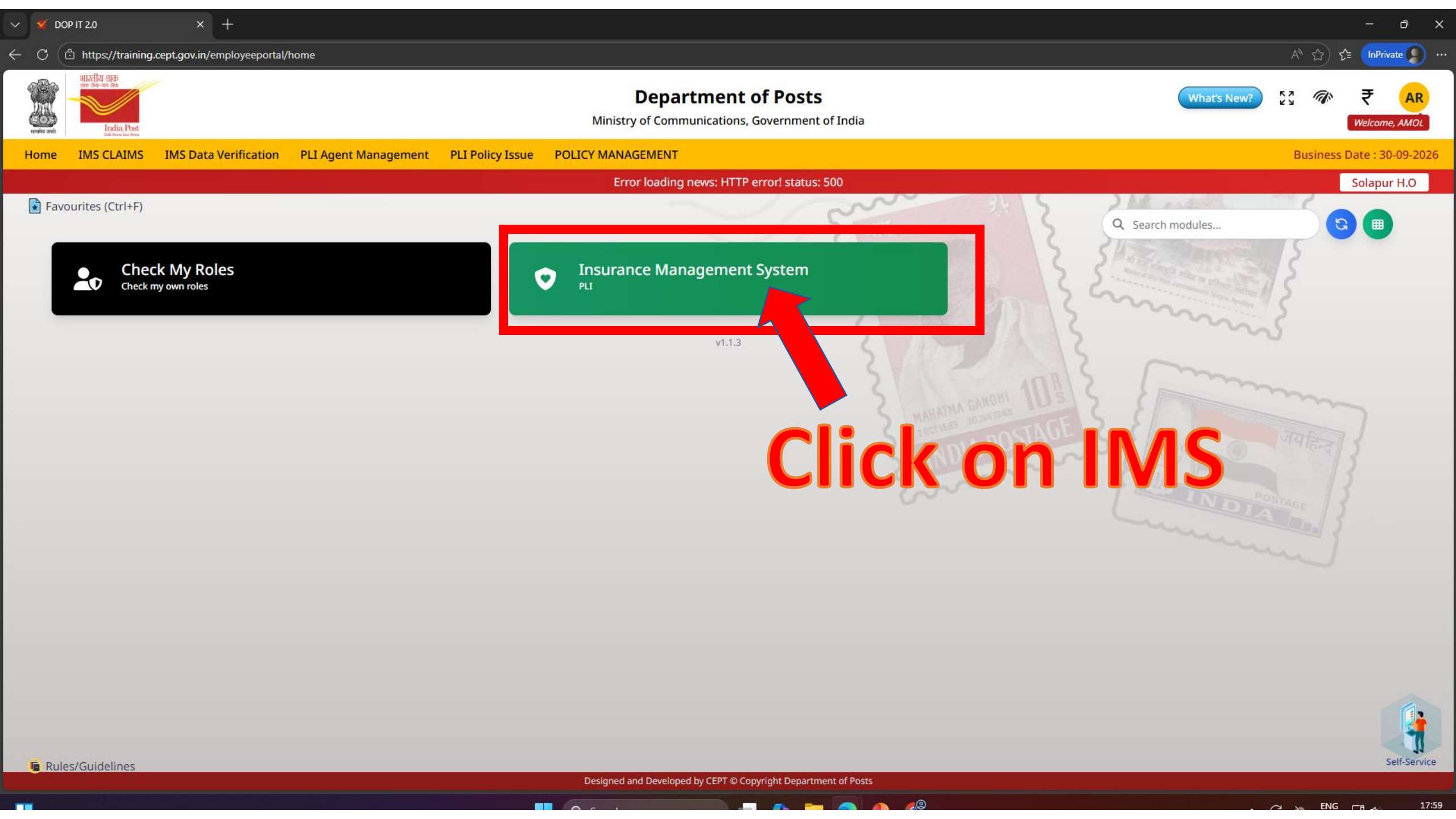
Claim Data-Entry Completed
Successfully!

Your Claim Number
CD0MH-304389-CS1

Please save this claim number for future reference. You can track your
claim status anytime.

Submit Another Claim

QC



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What's New?

Welcome, AMOL

- Home
- IMS CLAIMS
- IMS Data Verification
- PLI Agent Management
- PLI Policy Issue
- POLICY MANAGEMENT

Business Date : 30-09-2026

Error loading news: HTTP error! status: 500

Solapur H.O

Favourites (Ctrl+F)

Search modules...

Check My Roles
Check my own roles

 **Insurance Management System**
PLI

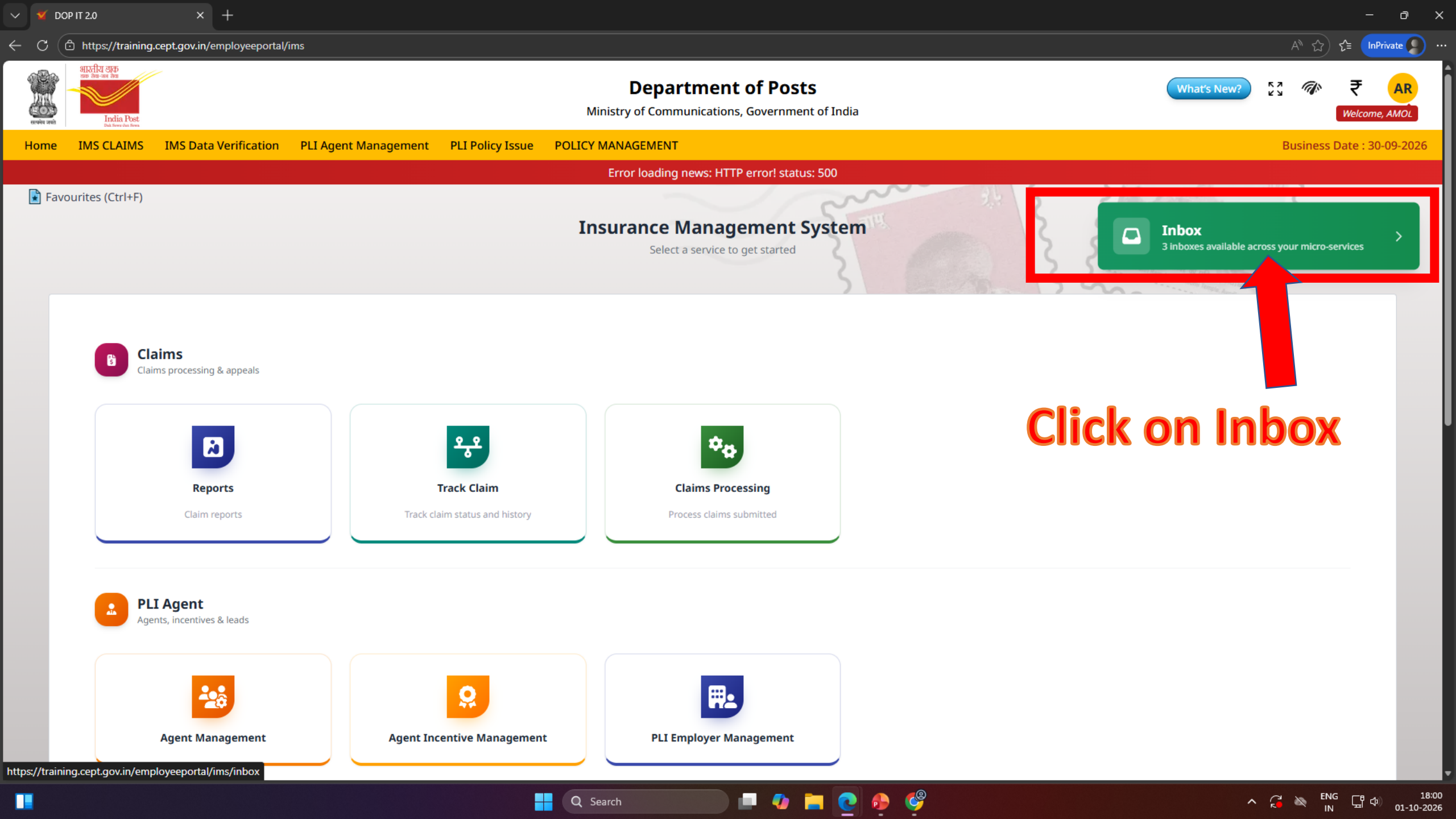
Click on IMS

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Self-Service



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What's New?

Welcome, AMOL

Home IMS CLAIMS IMS Data Verification PLI Agent Management PLI Policy Issue POLICY MANAGEMENT

Business Date : 30-09-2026

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Favourites (Ctrl+F)

Insurance Management System

Select a service to get started

**Inbox**
3 inboxes available across your micro-services

Claims

Claims processing & appeals

**Reports**
Claim reports

**Track Claim**
Track claim status and history

**Claims Processing**
Process claims submitted

PLI Agent

Agents, incentives & leads

**Agent Management**

**Agent Incentive Management**

**PLI Employer Management**

Click on Inbox

https://training.cept.gov.in/employeeportal/ims/inbox

DOP IT 2.0

https://training.cept.gov.in/employeeportal/ims/inbox/others

InPrivate

भारतीय डाक

India Post

डिजिटल सेवाएँ

Department of Posts

Ministry of Communications, Government of India

What's New?

₹

AR

Welcome, AMOL

Home

IMS CLAIMS

IMS Data Verification

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

Business Date : 30-09-2026

Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Inbox

Claims and Policy Management

v1.1.3

Select Other

Others

Request ID

Start Date

End Date

Status / Stage

Enter request ID

dd-mm-yyyy

dd-mm-yyyy

Select status

Search

Clear

Requests (1)

Search request, policy, type or status

Request ID	Request Type	Policy Number	Office	Source	Created At	Status
CD0MH-304389-CS1	Death claim	MH-304389-CS	Solapur H.O	Claims	1 Oct 2026, 6:00 pm	Available for QC DATA_ENTRY_COMPLETED

Showing 1-1 of 1 Rows per page: 10 Page 1 of 1

Available for QC

Rules/Guidelines

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Search

ENG IN

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PLI RPLI

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HomeIMS CLAIMSIMS Data VerificationPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

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2

Claimant Details

Claimant Details

3

Payment Details

Payment Details

4

Documents

Uploaded Documents

Claimants (1)

FRANCIS

SPOUSE

100%

Claimant Information

100% Share

Full Name *

FRANCIS

Relationship

Spouse

Mobile Number

Enter 10-digit mobile number

Email Address

Enter email address

Address *

DUMMY Maharashtra

PIN Code *

403508

Aadhaar Number

123412341234

PAN

AQBPP2255G

Back

Redirect

Continue to Payment Details

Policy

MH-304389-CS

Policyholder

SHxxxxxxxxxxxxxxxxxxxxxxS

Product Name

Santosh (PLI - EA)

Net Payable Amount

₹4,47,220.00

Rules/Guidelines

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Continue to Payment Details

18:01
01-10-2026

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PLI Agent Management

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Home

IMS CLAIMS

IMS Data Verification

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

Services available |  Speed Post, Express Parcel, Business Post services |  India Post Payments Bank - Your trusted banking partner

Verify Claim

Review and verify claim details for QC approval

STEPS
3 of 4

✓ Policy Details
Policy Details

✓ Claimant Details
Claimant Details

3 Payment Details
Payment Details

4 Documents
Uploaded Documents

Step 3: Payment Details

Payment mode and complete the payment details

Claimants (1)

FRANCIS
CHEQUE

Payment Mode

☐ Cash

☒ Cheque

☐ POSB

☐ NEFT

This claimant has selected **CHEQUE** as the payment mode. Bank account details are not applicable.

Back

Redirect

Continue to Documents

Click here for Payment Mode

Continue to Documents

18:01
01-10-2026

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https://training.cept.gov.in/pliclaims/claims-submission/qc-verification?claim_id=97a04853-f7d2-4018-86d1-8f1f53637a80



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Home

IMS CLAIMS

IMS Data Verification

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

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✓ Policy Details
Policy Details

✓ Claimant Details
Claimant Details

✓ Payment Details
Payment Details

4 Documents
Uploaded Documents

Documents uploaded

Download All Documents

Original Policy Bond
Policy_bond_2.pdf

Valid ID proof of claimant - FRANCIS
Aadhar_no.pdf

Address Proof - FRANCIS
Aadhar_no.pdf

Signed Claim Form
Death Claim_2.pdf

Original death certificate
Death_Certificate_2.pdf

Previous Step

If documents are missing or not provided by customer click here

Intimate Customer

Redirect

Complete QC Review

Policy
MH-304389-CS

Policyholder
SHxxxxxxxxxxxxxxxxxxxxS

Product Name
Santosh (PLI - EA)

Net Payable Amount
₹4,47,220.00

Complete QC Review

18:02
01-10-2026

Request Missing Documents

Official Correction Notice

Identify the critical documents requiring your attention. Provide clear departmental instructions to ensure the customer can resolve these discrepancies promptly.

Missing Documents

Original Policy Bond

Valid ID proof of claimant - FRANCIS

Address Proof - FRANCIS

Cancelled Cheque/Bank Statement - FRANCIS

Recent Passport Photo - FRANCIS

Signed Claim Form

Original death certificate

Medical records (if applicable)

Legal Heir Affidavit (if no nominee)

Succession Certificate (if no nominee)

General Summary Remarks

Please provide the following missing documents: Original Policy Bond, Valid ID proof of claimant - FRANCIS, Address Proof - FRANCIS, Cancelled Cheque/Bank Statement - FRANCIS, Recent Passport Photo - FRANCIS, Signed Claim Form, Original death certificate, Medical records (if applicable), Legal Heir Affidavit (if no nominee), Succession Certificate (if no nominee).

Send intimation to customer

CANCEL REQUEST

SEND INTIMATION

Redirect to Data Entry



Redirection Notice

Please provide a clear explanation for why this claim needs to go back to data entry so the issue can be corrected promptly.

Reason for Redirection

Add departmental instruction for sending this claim back to data entry...

Insert reason & Redirect to DE

Cancel

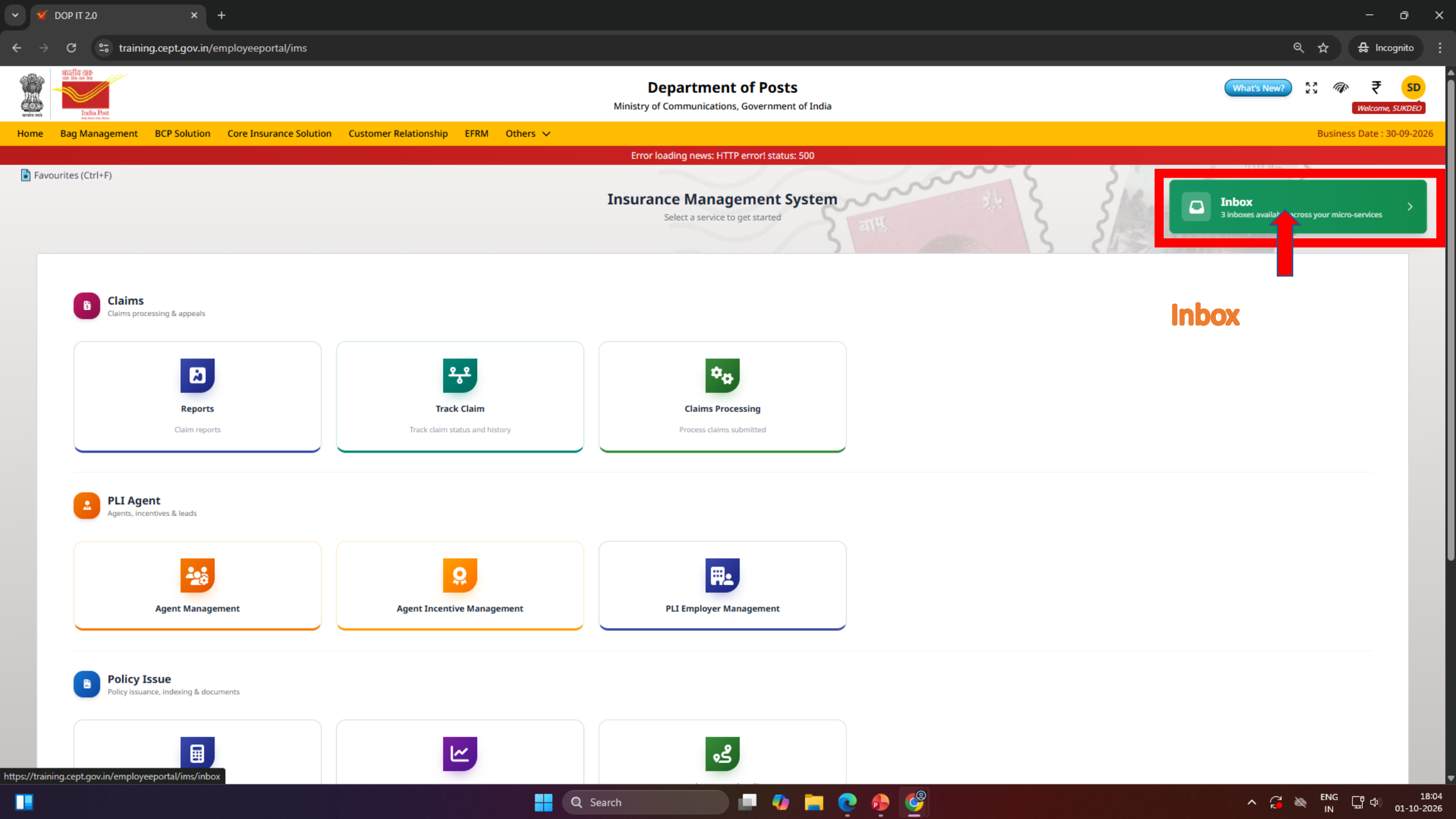
REDIRECT TO DE

Claim Quality Check Completed Successfully!

The claim (claim No: CD0MH-304389-CS1) has been sent for approval.

Verify Another Claim

Approver



Error loading news: HTTP error! status: 500

Inbox

Claims and Policy Management
v1.1.3

Request ID

Start Date



End Date



Status / Stage

Go to Other

 Search

 Clear

Go to Other

Requests (1)

Request ID	Request Type	Policy Number	Office	Source	Created At	Status
CD0MH-304389-CS1	Death claim	MH-304389-CS	Solapur H.O	Claims	1 Oct 2026, 6:04 pm	Available for approver QC_VERIFIED

Showing 1-1 of 1 Rows per page: 10 ▾

Page 1 of 1

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SU

HomeBag ManagementBCP SolutionCore Insurance SolutionCustomer RelationshipEFRMOthers

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Claim Details: CD0MH-304389-CS1

DEATHQC VERIFIED

Claim & Policy DetailsQC DetailsInvestigation DetailsFinancials

Check every Tab

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
SHxxxxxxxxxxxxxxxxxxS	₹2,00,000	23 Oct 1976
AADHAAR NUMBER	PAN NUMBER	EMAIL ADDRESS
999999990000		--
MOBILE NUMBER	ADDRESS	PINCODE
--	CUXEM CORJUEM ALDONA MH	403508

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
MH-304389-CS	Santosh (PLI - EA)	21 Oct 2005
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
N/A	30 Nov 2026	21 Oct 2034
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
29 Years	₹2,00,000	₹510
PREMIUM FREQUENCY	SERVICE BRANCH CODE	SERVICE BRANCH NAME
MONTHLY	24360038	Solapur H.O
IS HUF MEMBER	IS MWPA TRUSTEE	IS MEDICAL POLICY
No	No	Yes
ASSIGNMENT STATUS	POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE
UNASSIGNED	21 Oct 2005	30 Sept 2034

Nominee Details

#1	NOMINEE NAME	RELATIONSHIP	NET PAYABLE AMOUNT
	FRANCIS	SPOUSE	₹ 4,47,220.00 (100%)

Claim Details

CLAIM NUMBER	CLAIM TYPE	SUBMISSION DATE
CD0MH-304389-CS1	DEATH	01 Oct 2026
DECEASED PERSON	DEATH TYPE	DEATH PLACE
SHxxxxxxxxxxxxxxxxxxS	NATURAL	Solapur H.O
DEATH CAUSE	DEATH CERTIFICATE NUMBER	DEATH CERTIFICATE ISSUING AUTHORITY
HEART ATTACK	123456	SMC
DEATH DATE		
28 Sept 2026		

WORKFLOW STAGE
Claims Final Approval

Review all tabs (1/4 viewed) to enable actions

Redirect

Reject

Approve Claim

18:06
01-10-2026

India Post Application

training.cept.gov.in/pliclaims/claims-processing/approval-process?claim_id=97a04853-f7d2-4018-86d1-8f1f53637a80

Department of Posts
Ministry of Communications, Government of India

SU

HomeBag ManagementBCP SolutionCore Insurance SolutionCustomer RelationshipEFRMOthers

Track your packages online | PLI/RPLI services available | Speed Post, Express Parcel, Business Post services | India Post Payments Bank - Your trusted banking partner

Claim Details: CD0MH-304389-CS1

DEATHQC VERIFIED

Claim & Policy Details

QC Details

Investigation Details

Financials

Amount Breakdown

CALCULATION LOG

Sum Assured Applicable

Accrued Bonus Total

Terminal Bonus

Refund of Excess Premium

Outstanding Loan

Loan Interest

Unpaid Premiums

Premium Default Fee

Other Deductions

Penal Interest

Gross Amount

TDS

Net Payment

Approve Claim

Claim NumberCD0MH-304389-CS1

Approval Remarks

Approved

CancelConfirm Approval

Insert Remark & Confirm Approved

₹4,47,220

Four Lakh Forty Seven Thousand Two Hundred Twenty Rupees Only

Ex-gratia & Penal Interest Update

Optional before approval. Changes must be updated before approval is allowed.

Update ValuesReset Values

Ex-gratia Amount

0

Penal Interest Days

0

Penal Interest

0

WORKFLOW STAGE

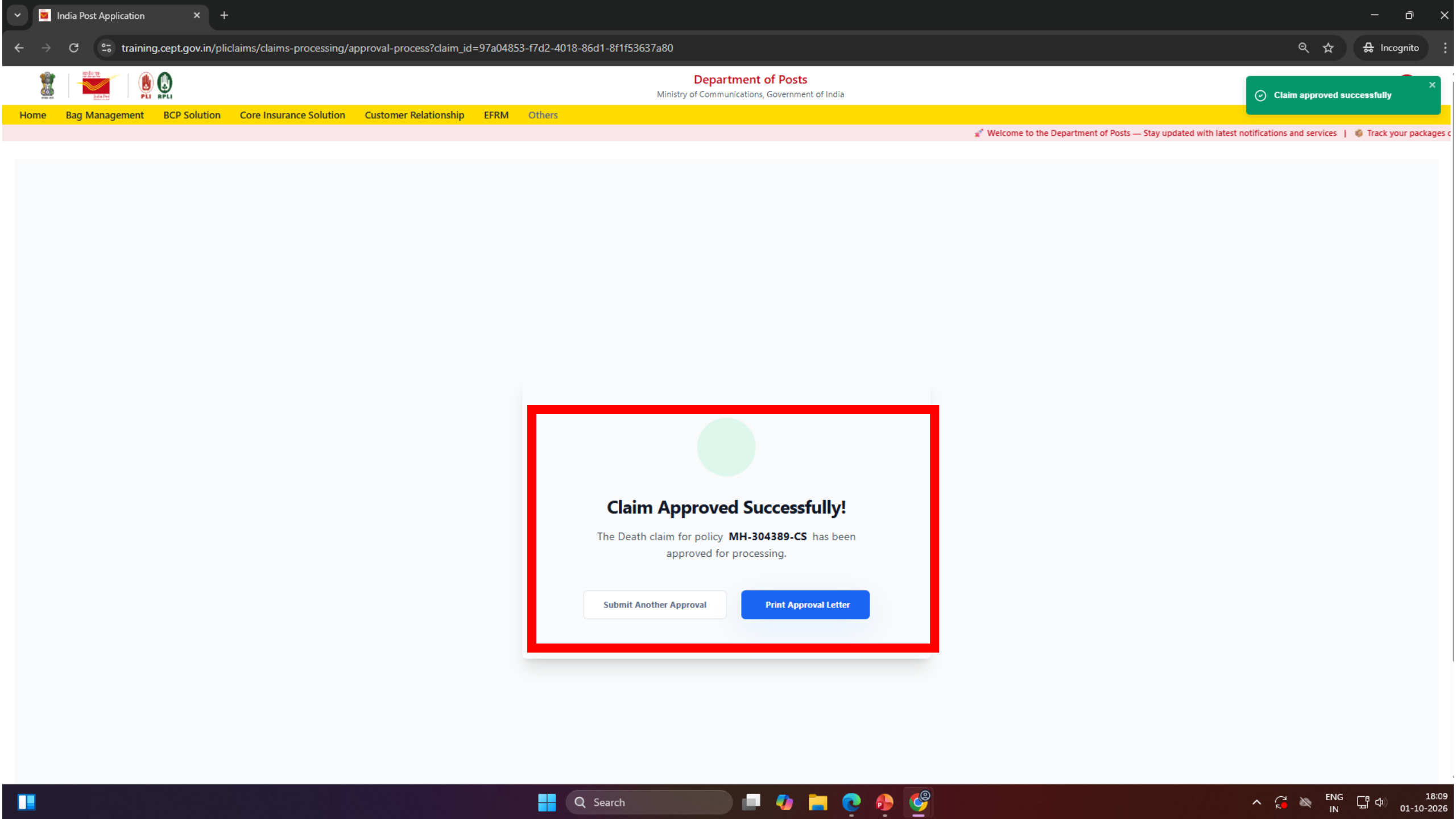
Claims Final Approval

RedirectRejectApprove Claim

Search

ENG IN

18:08 01-10-2026



Claim Approved Successfully!

The Death claim for policy **MH-304389-CS** has been approved for processing.

Submit Another Approval

Print Approval Letter



DEPARTMENT OF POSTS
POSTAL LIFE INSURANCE

Solapur H.O - 413001



Letter No: PLI/Approval/DEATH Claim/Claim No. - CD0MH-304389-CS1/2026

Dated: 01/10/2026

To
FRANCIS
DUMMY Maharashtra
403508

Sub: DEATH claim Settlement on policy no MH-304389-CS

RE: Policy Number: MH-304389-CS
Insured: SHxxxxxxxxxxxxxxxxxxS
Plan Type: 1001

Dear Sir/Madam,

With reference to the death claim submitted under the above-mentioned policy in respect of Late SHxxxxxxxxxxxxxxxxxxS, it is informed that the claim has been duly examined and approved. an amount of Rs. 447220/- (Rupees Four Lakh Forty Seven Thousand Two Hundred Twenty Rupees Only) is payable to FRANCIS, as per the policy terms.

CALCULATION	Amount in Rs.
Sum Assured Applicable	200000
Accrued Bonus Total	245800
Terminal Bonus	400
Refund of Excess Premium	1020
Amount in Suspense	0
Ex-Gratia	0
Legal Expenses	0
Other Expenses	0
Outstanding Loan	0
Loan Interest	0
Unpaid Premiums	0
Premium Default Fee	0
Other Deductions	0
Penal Interest	0
Gross Amount	447220
TDS	0
Net Payment	447220

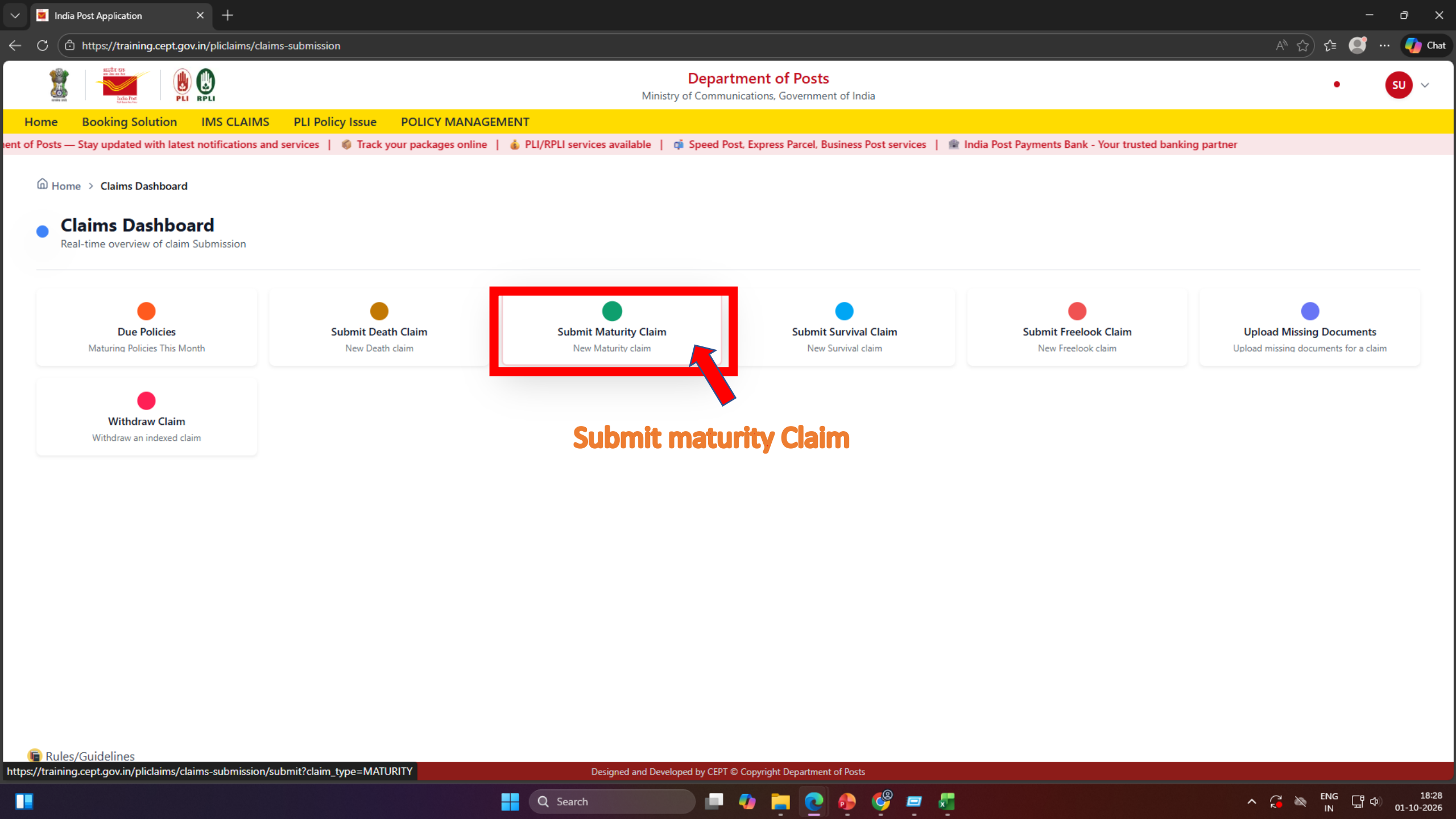


Maturity Claim

Working Staff

- 1) Counter PA
- 2) CPC User
- 3) QC
- 4) Approver

Login as :- Counter PA



India Post Application

https://training.cept.gov.in/pliclaims/claims-submission/submit?claim_type=MATURITY



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Ministry of Communications, Government of India

SU

HomeBooking SolutionIMS CLAIMSPLI Policy IssuePOLICY MANAGEMENT

Welcome to the

Home > Claims Dashboard > Submit Claim

Submit Maturity Claim

Complete all steps to submit your claim

STEPS

1 of 4

1Policy Details

Initiate Claim

2Claimant Details

Your personal information

3Payment Details

Payment Details

4Documents

Upload required documents

Policy Number

DL-26069-cq

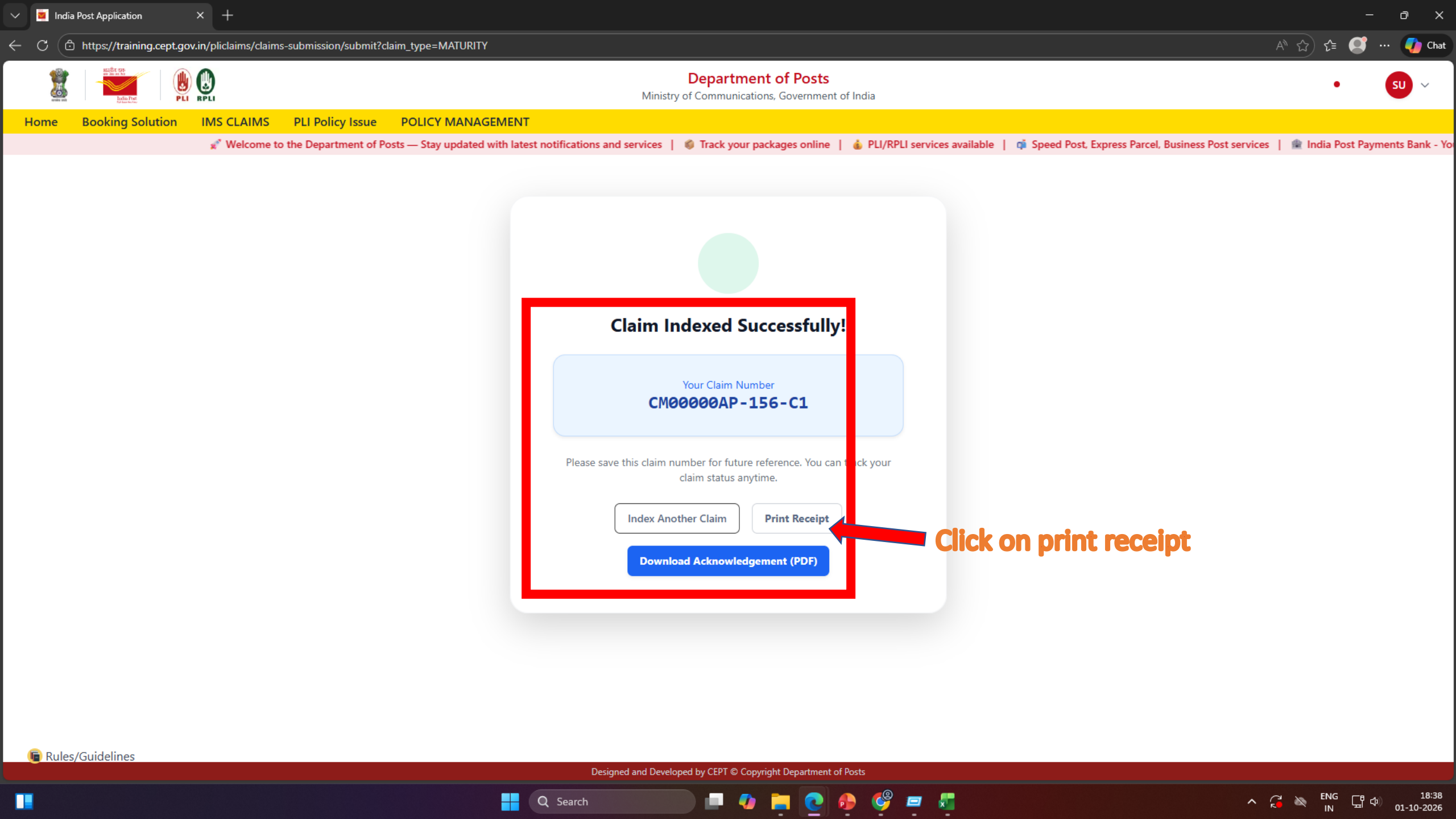
Initiate Claim

Insert Policy number & Initiate Claim

Rules/Guidelines

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18:2901-10-2026



Claim Indexed Successfully!

Your Claim Number
CM00000AP-156-C1

Please save this claim number for future reference. You can track your claim status anytime.

Index Another Claim

Print Receipt

Download Acknowledgement (PDF)

Click on print receipt

Acknowledgement Receipt - FLI

Proposer's Name : R.oooooooooooooH
Request Type : MotorVeh Claim
Request Date : 01/10/2024
Request ID : CH000000LP-100-C1
Policy Number : LP-100-C
Customer ID : 38434300
PO Name : Solapur R.O
PO Code : 24340018

.....
*Kindly ensure that all required documents have been
attached to the duly filled form in the absence of
which request will not be processed.

Acknowledgement Receipt - FLI

Proposer's Name : R.oooooooooooooH
Request Type : MotorVeh Claim
Request Date : 01/10/2024
Request ID : CH000000LP-100-C1
Policy Number : LP-100-C
Customer ID : 38434300
PO Name : Solapur R.O
PO Code : 24340018

.....
*Kindly ensure that all required documents have been
attached to the duly filled form in the absence of
which request will not be processed.

Login as :- CPC User



 Favourites (Ctrl+F)

Select a service to get started

Claims processing & appeals



Claim reports

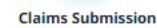


Track Claim

Track claim status and history



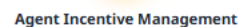
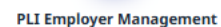
Process claims submitted



Claims Submission

Index PLI/RPLI claims

Agents, incentives & leads



Policy issuance, indexing & documents



Inbox

Claims and Policy Management
v1.1.3

Request ID

Enter request ID

Start Date

dd-mm-yyyy

End Date

dd-mm-yyyy

Status / Stage

Select status

Go to Other

Search

Clear

Requests (2)

🔍 Search request, policy, type or status:

Request ID	Request Type	Policy Number	Office	Source	Created At	Status
CM00000AP-156-C1	Maturity	AP-156-C	Solapur H.O	Claims	1 Oct 2026, 6:38 pm	Available for data entry INDEXED
1002514	REDUCED_PAID_UP	R-MH-GR-EA-A25449	Solapur H.O	Policy Services	30 Sept 2026, 5:19 pm	Missing documents DOCUMENTS_PENDING Awaiting documents from the indexer

Showing 1-2 of 2 Rows per page: 10 ▾

Page 1 of 1

India Post Application

training.cept.gov.in/pliclaims/claims-submission/submit?policy_number=AP-156-C&claim_id=90dc67d6-604d-484a-866c-d42bbabde286&claim_type=MATURITY&data_entry=true

Department of Posts

Ministry of Communications, Government of India

Policy details fetched successfully

HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated with latest notifications

Home > Claims Dashboard > Submit Claim

Submit Maturity Claim

Complete all steps to submit your claim

STEPS

1 of 4

1 Policy Details

Initiate Claim

2 Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Policy Number

AP-156-C

Policy Details Fetched Successfully

Ready for claim submission process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
B.xxxxxxxxxxxxxxH	₹5,000.00	01 Jul 1959
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	CPC TO UPDATE CPC TO UPDATE AP

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
AP-156-C	Santosh (PLI - EA)	29 Apr 1985
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
-	31 Jul 1990	29 Apr 2017
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
32 Years	₹5,000.00	₹12.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
MONTHLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	No	UNASSIGNED
POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE	
29 Apr 1985	31 Mar 2017	

Calculation Summary

Paid-Up Amount	+₹833.00
Accrued Bonus Total	+₹257.00
Outstanding Loan	-₹0.00
Loan Interest	-₹0.00

Policy Bond

View policy bond, if it is available on ECMS

Preview

View

Windows Taskbar

Search

System Tray

18:40 01-10-2026

India Post Application

training.cept.gov.in/pliclaims/claims-submission/submit?policy_number=AP-156-C&claim_id=90dc67d6-604d-484a-866c-d42bbabde286&claim_type=MATURITY&data_entry=true



Department of Posts
Ministry of Communications, Government of India

VI

HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated with latest

Submit Maturity Claim

Complete all steps to submit your claim

STEPS
2 of 4

1Policy Details
Initiate Claim

2Claimant Details
Your personal information

3Payment Details
Payment Details

4Documents
Upload required documents

Step 2: Claimant Details

Provide details of the person(s) claiming the benefits

Claimants (1)

B xxxxxxxxxxxxH

SELF

100%

Claimant Information (1 of 1)

Full Name *

B xxxxxxxxxxxxH

Relationship *

Self

Mobile Number

Enter 10-digit mobile number

Email Address

Enter email address

Address Details

Address *

CPC TO UPDATE CPC TO UPDATE AP

PIN Code *

100001

Identity Proof

Aadhaar Number

999999990000

PAN

ENTER PAN (E.G., ABCDE1234F)

Insert Adhaar & PAN

Back

Continue to Payment Details

Policy Number
AP-156-C

Policy Holder
B.xxxxxxxxxxxxxxH

Product Name
Santosh (PLI - EA)

Claim Amount
₹1,090.00

Rules/Guidelines

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18:40
01-10-2026

India Post Application

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VI

HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated with latest

Submit Maturity Claim

Complete all steps to submit your claim

STEPS
2 of 4

1Policy Details
Initiate Claim

2Claimant Details
Your personal information

3Payment Details
Payment Details

4Documents
Upload required documents

Step 2: Claimant Details

Provide details of the person(s) claiming the benefits

Claimants (1)

B xxxxxxxxxxxxH

SELF

100%

Claimant Information (1 of 1)

Full Name *

B xxxxxxxxxxxxH

Relationship *

Self

Mobile Number

Enter 10-digit mobile number

Email Address

Enter email address

Address Details

Address *

CPC TO UPDATE CPC TO UPDATE AP

PIN Code *

100001

Identity Proof

Aadhaar Number

999999990000

PAN

ENTER PAN (E.G., ABCDE1234F)

Back

Continue to Payment Details

Continue to Payment Details

Policy Number
AP-156-C

Policy Holder
B.xxxxxxxxxxxxxxH

Product Name
Santosh (PLI - EA)

Claim Amount
₹1,090.00

Rules/Guidelines

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18:40
01-10-2026

India Post Application

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HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

PLI/RPLI services available | Speed Post, Express Parcel, Business Post services | India Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
3 of 4

✓ Policy Details
Initiate Claim

✓ Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Step 3: Payment Details

Select the payment mode and complete the payment details.

Claimants (1)

legal heir

CHEQUE

Payment Details

Payment Mode *

☐ Cash

☒ Cheque

☐ POSB

☐ NEFT

Bank account details are not required when the payment mode is Cheque.

Back

Continue Documents

Continue to Documents

Policy Number
0000007212428

Policy Holder
SUxxxxxxxxxx SHxxxE

Product Name
Suraksha (PLI - WLA)

Claim Amount
₹6,60,000.00

Rules/Guidelines

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HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated with latest notifications and services | Track your packages online | PLI/RPLI services available | Speed Post, Express Parcel, Business Post services | India Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Maturity Claim

Complete all steps to submit your claim

STEPS
4 of 4

Policy Details
Initiate Claim

Claimant Details
Your personal information

Payment Details
Payment Details

4 Documents
Upload required documents

Category

Common Documents

Claimant Documents (1)

B xxxxxxxxxxxxxxxH

Download All Documents

Supporting Documents Upload

Upload required documents to complete your claim submission. Mandatory documents are marked with an asterisk (*).

Valid ID proof of claimant * (B xxxxxxxxxxxxxxxH)

PreviewViewDelete

Aadhar_no.pdf

Uploaded successfully

Address Proof * (B xxxxxxxxxxxxxxxH)

PreviewViewDelete

Aadhar_no.pdf

Uploaded successfully

Add Optional / Supporting Documents

+ Cancelled Cheque/Bank Statement

+ Recent Passport Photo

Back

Intimate Customer

Submit Claim

Policy Number
AP-156-C

Policy Holder
B.xxxxxxxxxxxxxH

Product Name
Santosh (PLI - EA)

Claim Amount
₹1,090.00

Rules/Guidelines

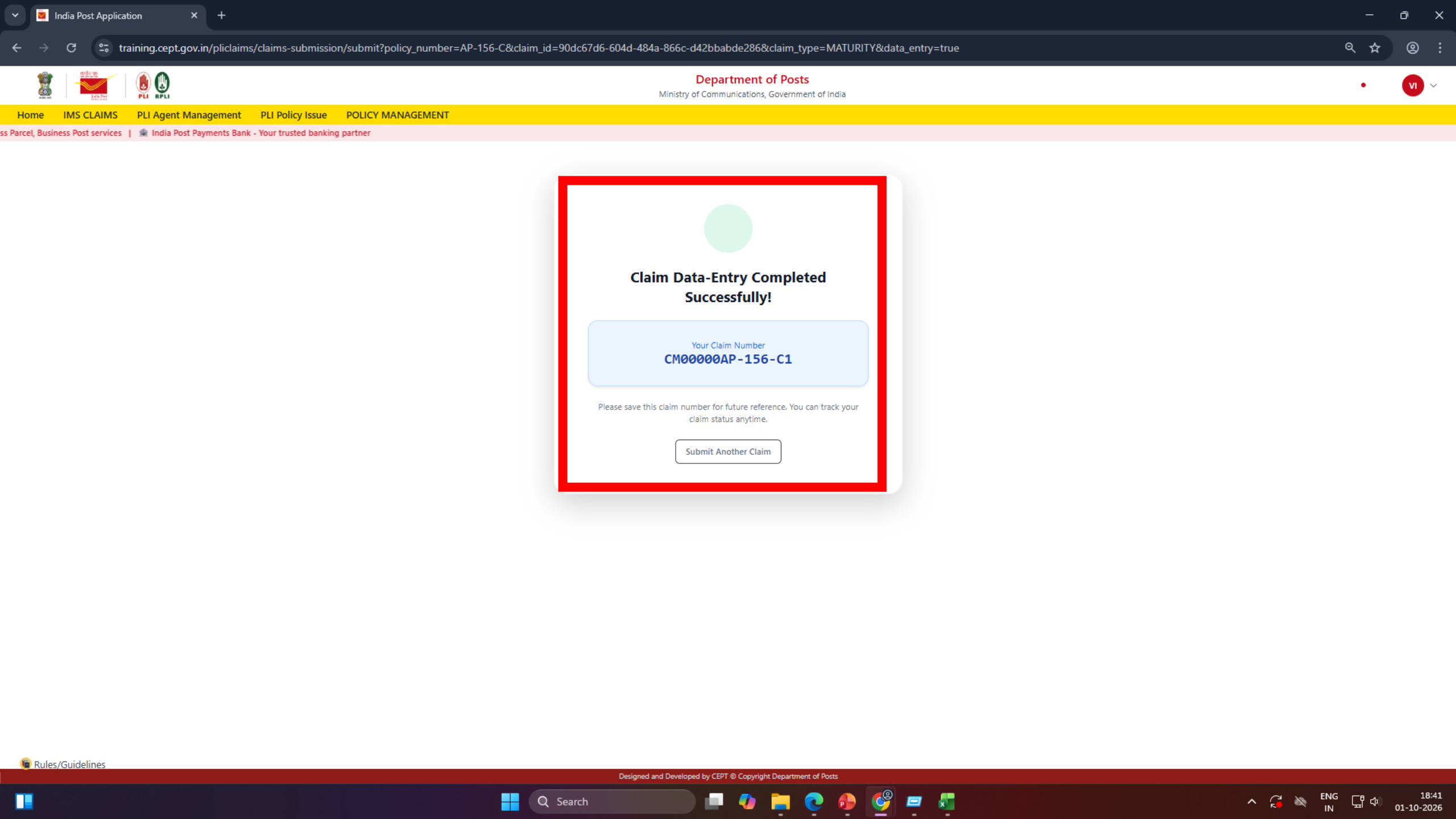
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ENG
IN

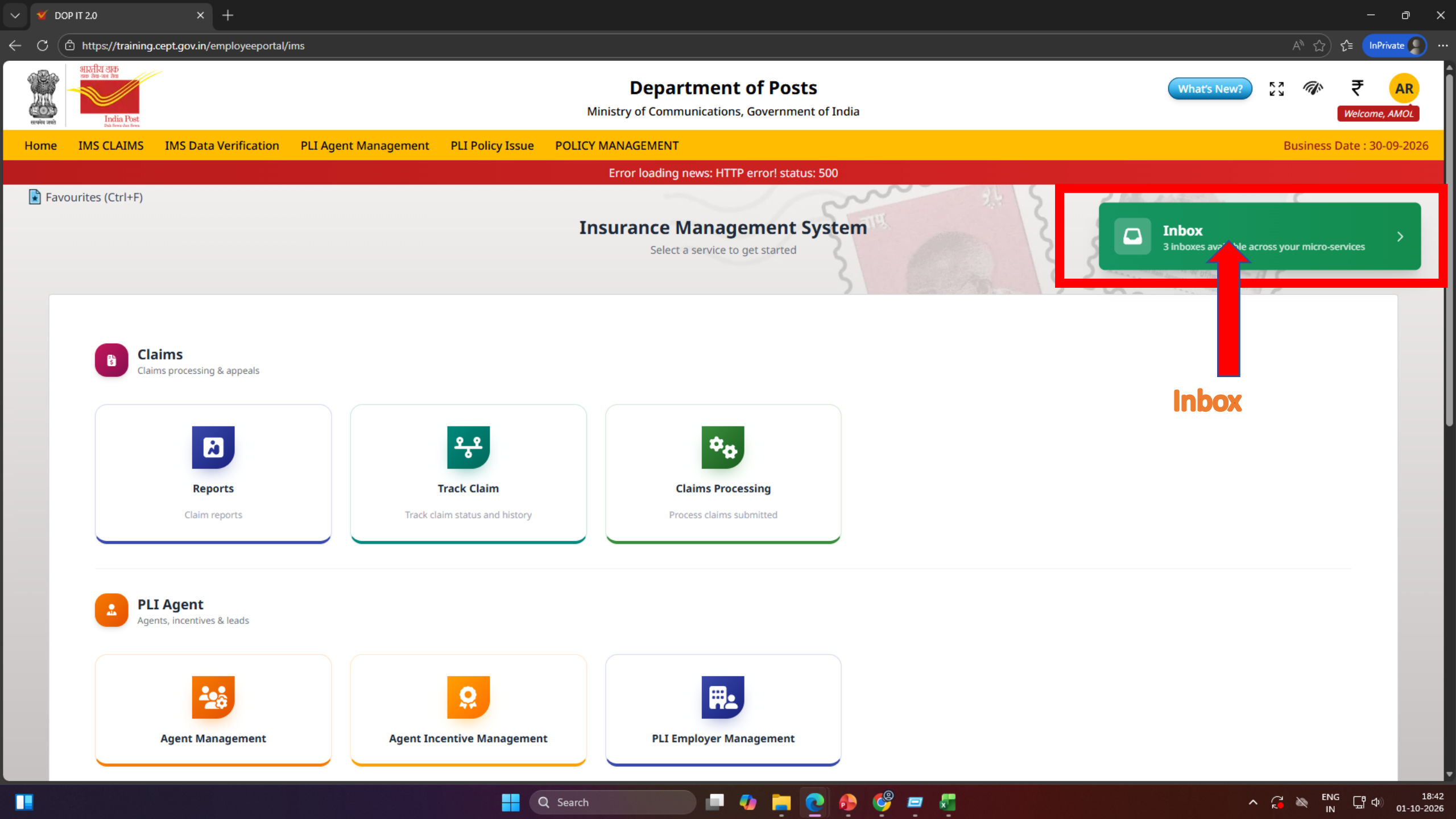
18:41
01-10-2026

Select every TAB

Upload documenta & Click on Submit Claim



Login as :- Q C



Error loading news: HTTP error! status: 500

 Favourites (Ctrl+F)

Claims and Policy Management
v1.1.3

Go to Other

Requests (1)

🔍 Search request, policy, type or status

Showing 1-1 of 1 Rows per page: 10

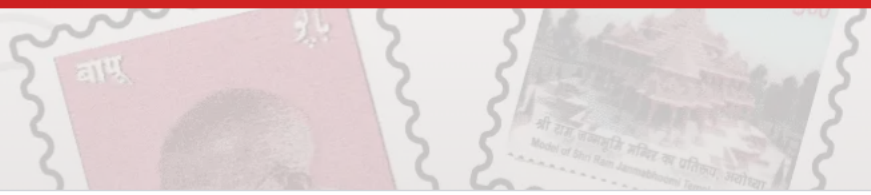


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Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Inbox
Claims and Policy Management
v1.1.3



Others

Request ID

Start Date

End Date

Status / Stage

Enter request ID

dd-mm-yyyy

dd-mm-yyyy

Select status

Search

Clear

Requests (1)

Search request, policy, type or status

Request ID	Request Type	Policy Number	Office	Source	Created At	Status
CM00000AP-156-C1	Maturity	AP-156-C	Solapur H.O	Claims	1 Oct 2026, 6:42 pm	Available for QC DATA_ENTRY_COMPLETED

Showing 1-1 of 1 Rows per page: 10

Page 1 of 1

Available for QC

Rules/Guidelines

India Post Application

training.cept.gov.in/pliclaims/claims-submission/submit?policy_number=0000007212428&claim_id=bf99c441-c122-4fc9-a964-889675b94edb&claim_type=DEATH&data_entry=true

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HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

PLI/RPLI services availableSpeed Post, Express Parcel, Business Post servicesIndia Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
3 of 4

✓ Policy Details
Initiate Claim

✓ Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Step 3: Payment Details

Select the payment mode and complete the payment details.

Claimants (1)

legal heir

CHEQUE

Payment Details

Payment Mode *

☐ Cash

☒ Cheque

☐ POSB

☐ NEFT

Bank account details are not required when the payment mode is Cheque.

Back

Continue Documents

Continue to Documents

Policy Number
0000007212428

Policy Holder
SUxxxxxxxxxx SHxxxE

Product Name
Suraksha (PLI - WLA)

Claim Amount
₹6,60,000.00

Rules/Guidelines

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https://training.cept.gov.in/pliclaims/claims-submission/qc-verification?claim_id=90dc67d6-604d-484a-866c-d42bbabde286



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AM

HomeIMS CLAIMSIMS Data VerificationPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Express Parcel, Business Post services | India Post Payments Bank - Your trusted banking partner

Verify Claim

Review and verify claim details for QC approval

STEPS

4 of 4

✓ Policy Details

Policy Details

✓ Claimant Details

Claimant Details

✓ Payment Details

Payment Details

4 Documents

Uploaded Documents

Documents Uploaded

Download All Documents

Original Policy Bond

Test.pdf

Valid ID proof of claimant - B xxxxxxxxxxxxxxH

Aadhar_no.pdf

Address Proof - B xxxxxxxxxxxxxxH

Aadhar_no.pdf

Signed Claim Form

Test.pdf

Previous Step

Intimate Customer

Redirect

Complete QC Review

Complete QC Review

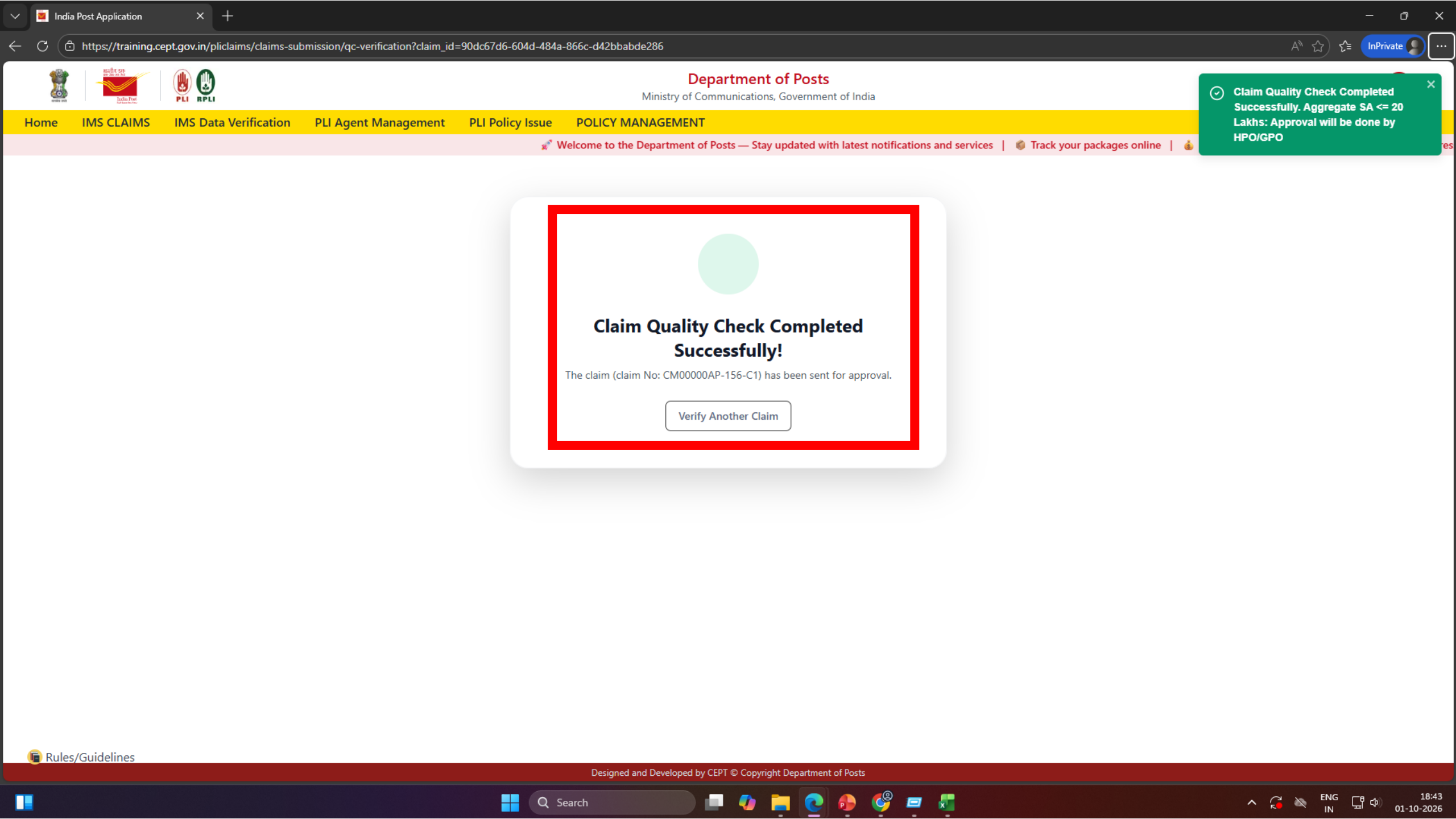
Windows Taskbar

Search

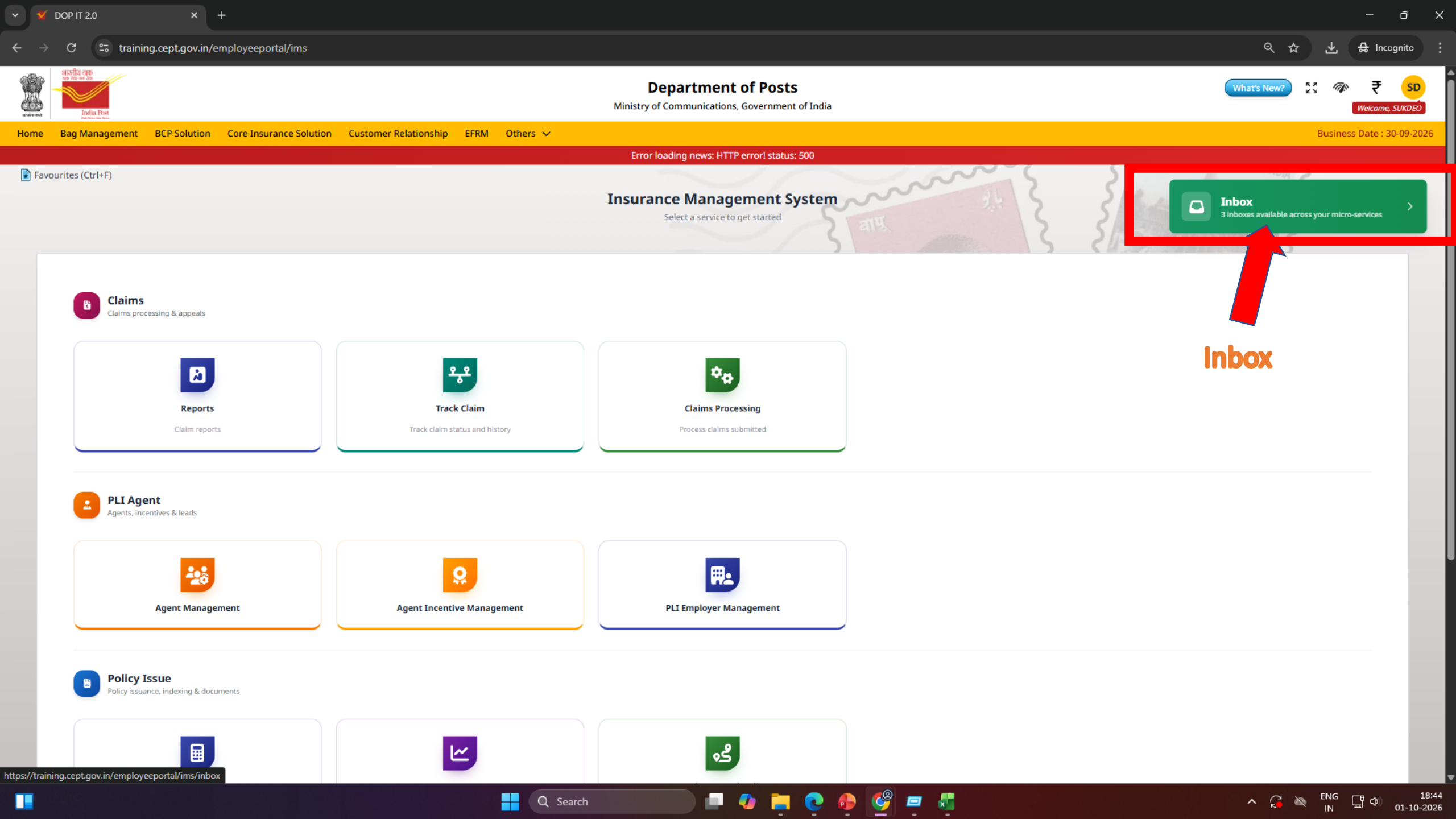
ENG IN

18:43

01-10-2026



Login as :- Approver



Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Insurance Management System

Select a service to get started

**Inbox**
3 inboxes available across your micro-services

Inbox

Claims

Claims processing & appeals



Reports

Claim reports



Track Claim

Track claim status and history



Claims Processing

Process claims submitted

PLI Agent

Agents, incentives & leads



Agent Management



Agent Incentive Management



PLI Employer Management

Policy Issue

Policy issuance, indexing & documents



India Post Application

training.cept.gov.in/pliclaims/claims-processing/approval-process?claim_id=90dc67d6-604d-484a-866c-d42bbabde286

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Ministry of Communications, Government of India

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HomeBag ManagementBCP SolutionCore Insurance SolutionCustomer RelationshipEFRMOthers

Welcome to the Department of Posts — Stay updated with latest notifications and services | Tra

Claim Details: CM00000AP-156-C1

MATURITYQC VERIFIED

Claim & Policy Details

QC Details

Financials

Go to all TABS

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
B.xxxxxxxxxxxxxH	₹5,000	01 Jul 1959
AADHAAR NUMBER	PAN NUMBER	EMAIL ADDRESS
999999990000		--
MOBILE NUMBER	ADDRESS	PINCODE
--	CPC TO UPDATE CPC TO UPDATE AP	100001

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
AP-156-C	Santosh (PLI - EA)	29 Apr 1985
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
N/A	31 Jul 1990	29 Apr 2017
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
32 Years	₹5,000	₹12
PREMIUM FREQUENCY	SERVICE BRANCH CODE	SERVICE BRANCH NAME
MONTHLY	24360038	Solapur H.O
IS HUF MEMBER	IS MWPA TRUSTEE	IS MEDICAL POLICY
No	No	No
ASSIGNMENT STATUS	POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE
UNASSIGNED	29 Apr 1985	31 Mar 2017

Nominee Details

#1	NOMINEE NAME	RELATIONSHIP
	Dummy Name	OTHER

Claim Details

CLAIM NUMBER	CLAIM TYPE	SUBMISSION DATE
CM00000AP-156-C1	MATURITY	01 Oct 2026

Claimants & Bank Details

WORKFLOW STAGE

Claims Final Approval

Review all tabs (1/3 viewed) to enable actions

Redirect

Reject

Approve Claim

18:44

01-10-2026

India Post Application

training.cept.gov.in/pliclaims/claims-processing/approval-process?claim_id=90dc67d6-604d-484a-866c-d42bbabde286



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HomeBag ManagementBCP SolutionCore Insurance SolutionCustomer RelationshipEFRMOthers

Pages online | PLI/RPLI services available | Speed Post, Express Parcel, Business Post services | India Post Payments Bank - Your trusted banking partner

Claim Details: CM00000AP-156-C1

MATURITYQC VERIFIED

Claim & Policy Details

QC Details

Financials

QC Verification Details

Overall checklist status

VERIFIED BY

AMOL RAMCHANDRA KULKARNI

VERIFIER ID

10074805

VERIFIED ON

01 Oct 2026, 06:44 pm

Uploaded Documents

4 Documents

Download All Documents

Policy / Common Documents

Documents uploaded against the claim as a whole.

2 Files

POLICY BOND

Mandatory

VERIFIED

Test.pdf

Original Policy Bond

Uploaded: 01 Oct 2026, 06:42 pm

Preview

View

DISCHARGE FORM

Mandatory

VERIFIED

Test.pdf

Signed Claim Form

Uploaded: 01 Oct 2026, 06:42 pm

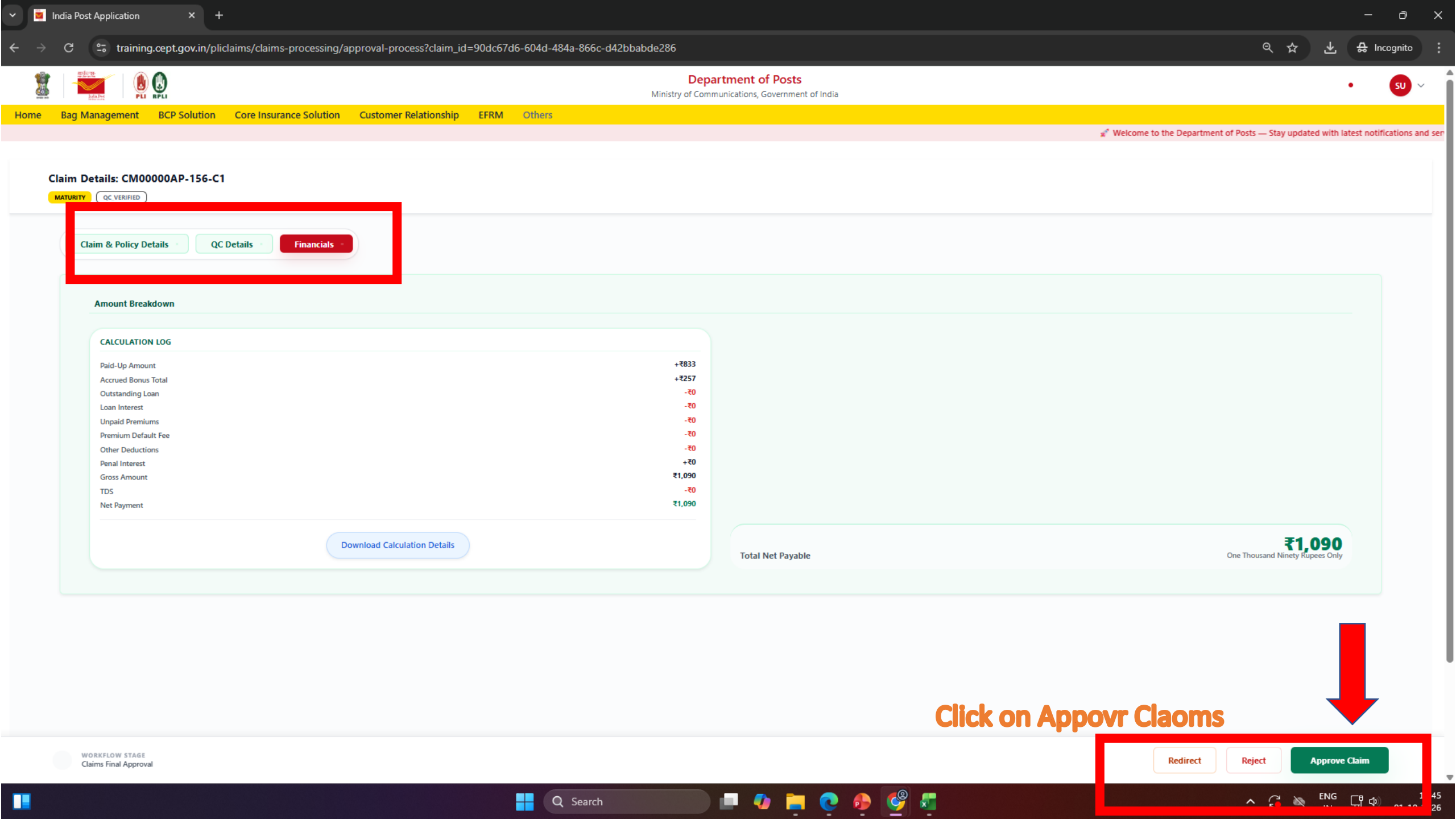
Preview

View

B xxxxxxxxxxxxxxH

Claimant-specific uploaded documents.

2 Files



Claim Details: CM00000AP-156-C1

MATURITY

QC VERIFIED

Claim & Policy Details

QC Details

Financials

Amount Breakdown

CALCULATION LOG

Paid-Up Amount	+₹833
Accrued Bonus Total	+₹257
Outstanding Loan	-₹0
Loan Interest	-₹0
Unpaid Premiums	-₹0
Premium Default Fee	-₹0
Other Deductions	-₹0
Penal Interest	+₹0
Gross Amount	₹1,090
TDS	-₹0
Net Payment	₹1,090

Download Calculation Details

Total Net Payable

₹1,090
One Thousand Ninety Rupees Only

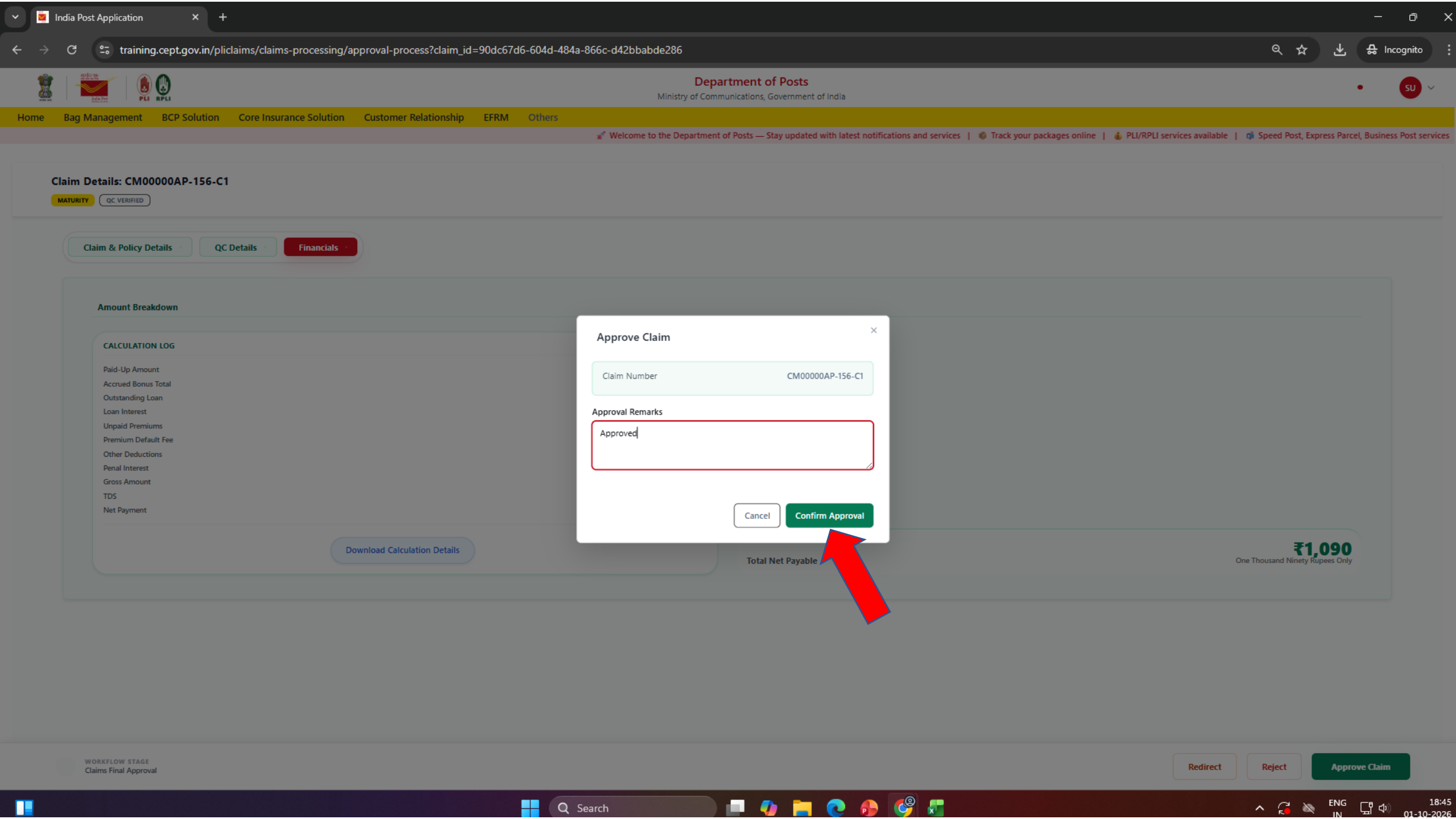
Click on Appovr Claoms

WORKFLOW STAGE
Claims Final Approval

Redirect

Reject

Approve Claim





DEPARTMENT OF POSTS
POSTAL LIFE INSURANCE

Solapur H.O - 413001



Letter No: PLI/Approval/MATURITY Claim/Claim No. - CM00000AP-156-C1/2026

Dated: 01/10/2026

To
B xxxxxxxxxxxxH
CPC TO UPDATE CPC TO UPDATE AP
100001

Sub: MATURITY claim Settlement on policy no AP-156-C

RE: Policy Number: AP-156-C
Insured: B.xxxxxxxxxxxxxxH
Plan Type: 1001

Dear Sir/Madam,

We are pleased to inform you that your maturity claim has been accepted. A sum of Rs.1090/- (Rupees One Thousand Ninety Rupees Only) will be disbursed.

CALCULATION	Amount in Rs.
Paid-Up Amount	833
Accrued Bonus Total	257
Terminal Bonus	0
Refund of Excess Premium	0
Amount in Suspense	0
Ex-Gratia	0
Legal Expenses	0
Other Expenses	0
Outstanding Loan	0
Loan Interest	0
Unpaid Premiums	0
Premium Default Fee	0
Other Deductions	0
Penal Interest	0
Gross Amount	1090

**Death Claim with
Investigation & Rejected by
Approver**

Working Staff

- 1) Counter PA
- 2) CPC User
- 3) QC
- 4) Approver
- 5) IP / ASP (Investigation Officer)

Login As :- Counter PA



 Favourites (Ctrl+F)

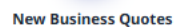
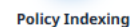
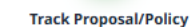
Select a service to get started

Claims processing & appeals

[Track claim status and history](#)

Index PLI/RPLI claims

Policy issuance, indexing & documents



Policy servicing & collections



Go to Claim Submission

India Post Application

training.cept.gov.in/pliclaims/claims-submission

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Ministry of Communications, Government of India

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Home

Booking Solution

IMS CLAIMS

PLI Policy Issue

POLICY MANAGEMENT

Department of Posts — Stay updated with latest notifications and services

Track your packages online

PLI/RPLI services available

Speed Post, Express Parcel, Business Post services

India Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim Submission

Due Policies

Maturing Policies This Month

Submit Death Claim

New Death claim

Submit Maturity Claim

New Maturity claim

Submit Survival Claim

New Survival claim

Submit Freelook Claim

New Freelook claim

Upload Missing Documents

Upload missing documents for a claim

Withdraw Claim

Withdraw an indexed claim

Click on Submit death Claim

Rules/Guidelines

https://training.cept.gov.in/pliclaims/claims-submission/due-report

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Search

ENG

IN

10:29

03-10-2026

India Post Application

training.cept.gov.in/pliclaims/claims-submission/submit?claim_type=DEATH



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IMS CLAIMS

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
1 of 4

1 Policy Details
Initiate Claim

2 Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Date of Death

28/09/2026

Policy Number

Enter Policy Number (e.g., 0000000000123)

Death Type

Select Death Type

Natural

Unnatural

Insert filled

Rules/Guidelines

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Windows Taskbar

10:29
03-10-2026

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IMS CLAIMS

PLI Policy Issue

POLICY MANAGEMENT

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

1 of 4

1 Policy Details

Initiate Claim

2 Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Date of Death

28/09/2026

Death Type

Unnatural

Death Sub Type

Others

Accidental

Suicide

Catastrophe

Others

Policy Number

Enter Policy Number (e.g., 0000000000123)

Rules/Guidelines

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10:30

03-10-2026

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HomeBooking SolutionIMS CLAIMSPLI Policy IssuePOLICY MANAGEMENT

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Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
1 of 4

1 Policy Details
Initiate Claim

2 Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Date of Death
28/09/2026

Death Type
Unnatural

Death Sub Type
Accidental

Policy Number
0000010037104

Initiate Claim

Initiate Claim

Rules/Guidelines

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System Tray

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Home

Claims Dashboard

Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

1 of 4

1 Policy Details

Initiate Claim

2 Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Date of Death

28/09/2026

Death Type

Unnatural

Death Sub Type

Accidental

Policy Number

0000010037104

Reset

Policy Details Fetched Successfully

Ready for claim submission process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
BxxxxxR KUxxR	₹2,00,000.00	01 Apr 1975
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	ATA PANIPAT HR

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
0000010037104	Suraksha (PLI - WLA)	27 Aug 2024
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
-	30 Jun 2026	27 Aug 2054
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
30 Years	₹2,00,000.00	₹1,310.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
MONTHLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	Yes	UNASSIGNED
POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE	
27 Aug 2024	31 Jul 2035	

Nominee Details

Death Details

Deceased Person

Place of Death

10:31

03-10-2026

PREMIUM FREQUENCY YEARLY	SERVICE BRANCH NAME Solapur H.O	IS HUF MEMBER No
IS MWPA TRUSTEE No	IS MEDICAL POLICY Yes	ASSIGNMENT STATUS UNASSIGNED
POLICY BOND DELIVERY DATE 02 Jan 2023	PREMIUM CEASING DATE 31 Dec 2049	

Nominee Details		
#1	NOMINEE NAME	RELATIONSHIP
	SHAKUNTALA SHRIPATI SHINGE	MOTHER
		SHARE
		100%

Death Details

Deceased Person

SUxxxxxxxxx SHxxxE (Policyholder)

PIN of Place of Death *

413002

Death Certificate Number *

12345678

Place of Death *

Solapur Mkt. S.O

Cause of Death *

accidental

Death Certificate Issuing Authority *

smc solapur

Policy Bond

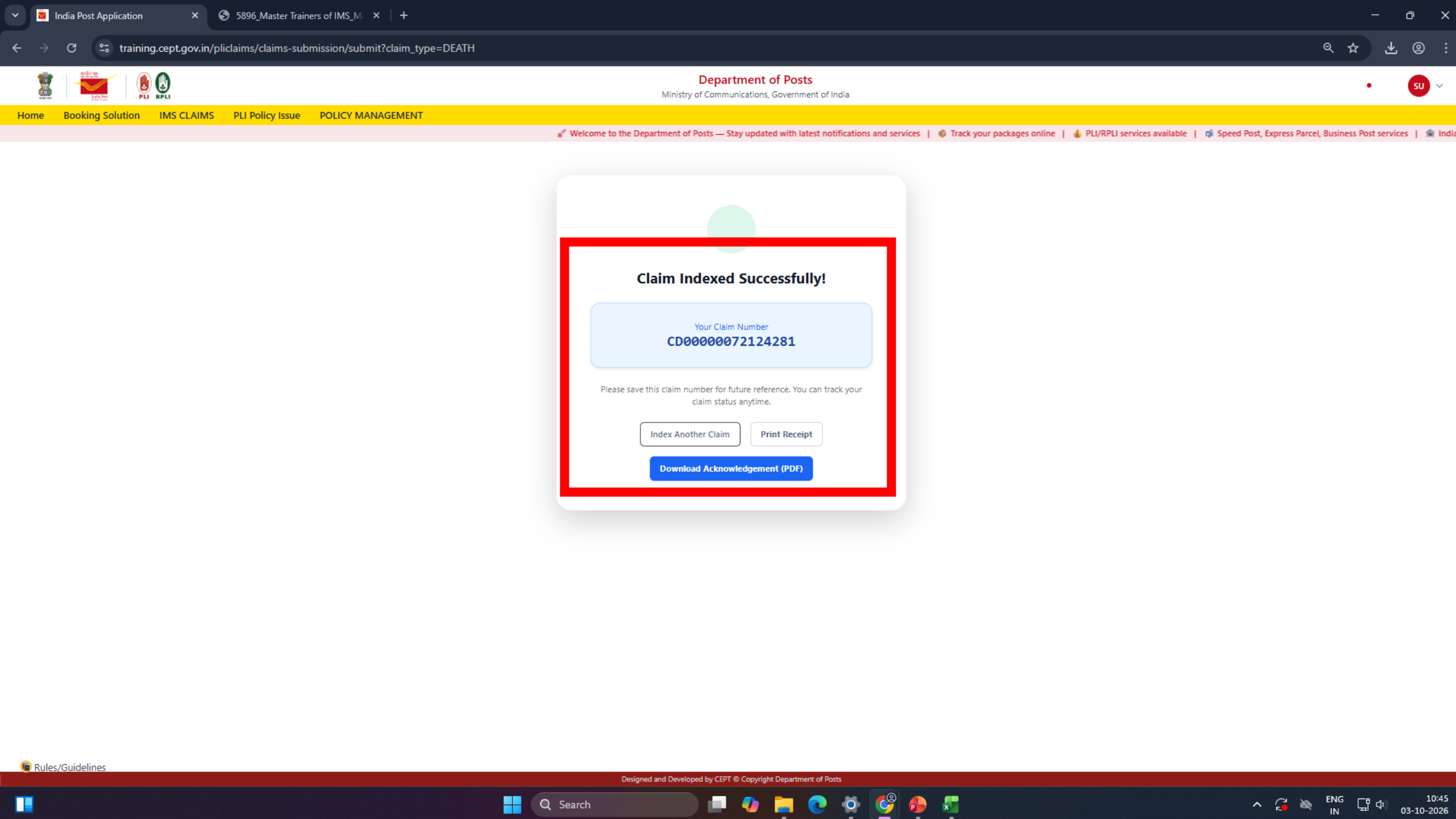
View policy bond, if it is available on ECMS

[Preview](#)[View](#)

Submit Claim

 **Submit Claim** OR **Continue to Claimant Details**

Policy Number	Policy Holder	Product Name	Claim Amount
0000007212428	SUxxxxxxxxxx SHxxxE	Suraksha (PLI - WLA)	₹6,60,000.00



Claim Indexed Successfully!

Your Claim Number
CD00000072124281

Please save this claim number for future reference. You can track your claim status anytime.

[Index Another Claim](#)[Print Receipt](#)[Download Acknowledgement \(PDF\)](#)

Login As :- CPC User

DOP IT 2.0

training.cept.gov.in/employeeportal/ims/inbox/others

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What's New?

Welcome, VICKY

Home

IMS CLAIMS

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

Business Date : 30-09-2026

Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Inbox

Claims and Policy Management

v1.1.3

Request ID

Start Date

End Date

Status / Stage

Enter request ID

dd-mm-yyyy

dd-mm-yyyy

Select status

Select Others

Search

Clear

Requests (2)

Request ID

Request Type

Policy Number

Office

Source

Created At

Status

CD00000072124281

Death claim

0000007212428

Solapur H.O

Claims

3 Oct 2026, 10:44 am

Available for data entry
INDEXED

1002514

REDUCED_PAID_UP

R-MH-GR-EA-A25449

Solapur H.O

Policy Services

30 Sept 2026, 5:19 pm

Missing documents
DOCUMENTS_PENDING
Awaiting documents from the indexer

Rules/Guidelines

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10:50

03-10-2026

India Post Application

training.cept.gov.in/pliclaims/claims-submission/submit?policy_number=0000007212428&claim_id=bf99c441-c122-4fc9-a964-889675b94edb&claim_type=DEATH&data_entry=true

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Home

IMS CLAIMS

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

Track your packages online

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Speed Post, Express Parcel, Business Post services

India Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

1 of 4

1 Policy Details

Initiate Claim

2 Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Date of Death

28/09/2026

Death Type

Unnatural

Death Sub Type

Accidental

Policy Number

0000007212428

Policy Details Fetched Successfully

Ready for claim submission process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
SUxxxxxxxxxx SHxxxE	₹5,00,000.00	04 Sept 1990
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	FLAT NO ASF-19 MAHARUDRA CO-OP SOCIETY NORTH GOA GA

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
0000007212428	Suraksha (PLI - WLA)	02 Jan 2023
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
-	31 Mar 2027	02 Jan 2070
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
47 Years	₹5,00,000.00	₹16,000.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
YEARLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	Yes	UNASSIGNED
POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE	
02 Jan 2023	31 Dec 2049	

Nominee Details

Death Details

Deceased Person

Place of Death

10:51

03-10-2026

ENG IN

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
2 of 4

- 1 Policy Details
Initiate Claim
- 2 Claimant Details
Your personal information
- 3 Payment Details
Payment Details
- 4 Documents
Upload required documents

Step 2: Claimant Details

Provide details of the person(s) claiming the benefits

Claimants (2)

SHAKUNTALA SHRIPATI SHINGE

MOTHER

100%

☒

Claimant 2

NO RELATIONSHIP

0%

☐

Delete Selected and Add Claimant

Delete Selected (1)

Add Claimant

Check the details

Claimant Information (2 of 2)

Full Name *

Relationship *

Mobile Number

Email Address

Share Percentage (%) *

Enter full name as per ID proof

Select relationship

Enter 10-digit mobile number

Enter email address

0

Address Details

Address *

PIN Code *

Enter complete address

Enter 6-digit PIN code

Identity Proof

Aadhaar Number

PAN

Enter 12-digit Aadhaar number

ENTER PAN (E.G., ABCDE1234F)

India Post Application

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Ministry of Communications, Government of India

VI

Home

IMS CLAIMS

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

ed banking partner

Submit Death Claim

Complete all steps to submit your claim

STEPS

2 of 4

Policy Details

Initiate Claim

2 Claimant Details

Your personal information

3 Payment Details

Payment Details

4 Documents

Upload required documents

Step 2: Claimant Details

Provide details of the person(s) claiming the benefits

Claimants (1)

legal heir

LEGAL HEIR

100%

Add Claimant

Claimant Information (1 of 1)

Full Name *

legal heir

Relationship *

Legal Heir

Relationship with policyholder is required

Mobile Number

Enter 10-digit mobile number

Email Address

Enter email address

Share Percentage (%) *

100

Address Details

Address *

DUMMY Maharashtra

PIN Code *

413001

Identity Proof

Aadhaar Number

123412341234

PAN

AQB9D0310J

Invalid PAN format

Back

Continue to Payment Details

Policy Number

0000007212428

Policy Holder

SUxxxxxxxxxx SHxxxE

Product Name

Suraksha (PLI - WLA)

Claim Amount

₹6,60,000.00

Rules/Guidelines

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ENG

IN

10:54

03-10-2026

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HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

PLI/RPLI services availableSpeed Post, Express Parcel, Business Post servicesIndia Post Payments Bank - Your trusted banking partner

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
3 of 4

✓ Policy Details
Initiate Claim

✓ Claimant Details
Your personal information

3 Payment Details
Payment Details

4 Documents
Upload required documents

Step 3: Payment Details

Select the payment mode and complete the payment details.

Claimants (1)

legal heir
CHEQUE

Payment Details

Payment Mode *

☐ Cash

☒ Cheque

☐ POSB

☐ NEFT

Bank account details are not required when the payment mode is Cheque.

Back

Continue Documents

Continue to Documents

Policy Number
0000007212428

Policy Holder
SUxxxxxxxxxx SHxxxE

Product Name
Suraksha (PLI - WLA)

Claim Amount
₹6,60,000.00

Rules/Guidelines

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Select Payment Details

Continue Documents

India Post Application

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India Post

PLI

NPLI

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IMS CLAIMS

PLI Agent Management

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Post services

India Post Payments Bank - Your trusted banking partner

Home

Claims Dashboard

Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS

4 of 4

Policy Details

Initiate Claim

Claimant Details

Your personal information

Payment Details

Payment Details

Documents

Upload required documents

Category

Common Documents

Claimant Documents (1)

legal heir

Download All Documents

Supporting Documents Upload

Upload required documents to complete your claim submission. Mandatory documents are marked with an asterisk (*).

Original Policy Bond *

Preview

View

Delete

Test.pdf

Uploaded successfully

Signed Claim Form *

Preview

View

Delete

Test.pdf

Uploaded successfully

Original death certificate *

Preview

View

Delete

Test.pdf

Uploaded successfully

Police FIR (for unnatural death) *

Preview

View

Delete

Test.pdf

Uploaded successfully

Postmortem Report (for unnatural death) *

Preview

View

Delete

Proposal-Form-PLI.pdf

Uploaded successfully

Check the all filled

Upload documents

Search

ENG

IN

10:55

03-10-2026

Add Optional / Supporting Documents

+ Medical records (if applicable)

+ Legal Heir Affidavit (if no nominee)

+ Succession Certificate (if no nominee)

+ Other Doc

Declaration & Requirements

Additional Requirement
For death claims where no nominee is available, or where the claimant is a Legal Heir, either a Legal Heir Affidavit or a Succession Certificate must be uploaded.

Back

Intimate Customer

Submit Claim

Policy Number 0000007212428	Policy Holder SUxxxxxxxxxxI SHxxxE	Product Name Suraksha (PLI - WLA)	Claim Amount ₹6,60,000.00
--------------------------------	---------------------------------------	--------------------------------------	------------------------------

India Post Application

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VI

HomeIMS CLAIMSPLI Agent ManagementPLI Policy IssuePOLICY MANAGEMENT

Welcome to the Department of Posts — Stay updated

Home > Claims Dashboard > Submit Claim

Submit Death Claim

Complete all steps to submit your claim

STEPS
4 of 4

✓ Policy Details
Initiate Claim

✓ Claimant Details
Your personal information

✓ Payment Details
Payment Details

4 Documents
Upload required documents

Category

☐ Common Documents

☒ Claimant Documents (1)

☒ legal heir

Download All Documents

Supporting Documents Upload

Upload required documents to complete your claim submission. Mandatory documents are marked with an asterisk (*).

Valid ID proof of claimant * (legal heir)

PreviewViewDelete

Aadhar_no.pdf

Uploaded successfully

Address Proof * (legal heir)

PreviewViewDelete

PAN_No.pdf

Uploaded successfully

Add Optional / Supporting Documents

+ Cancelled Cheque/Bank Statement

+ Recent Passport Photo

Declaration & Requirements

Additional Requirement

For death claims where no nominee is available, or where the claimant is a Legal Heir, either a Legal Heir Affidavit or a Succession Certificate must be uploaded.

Back

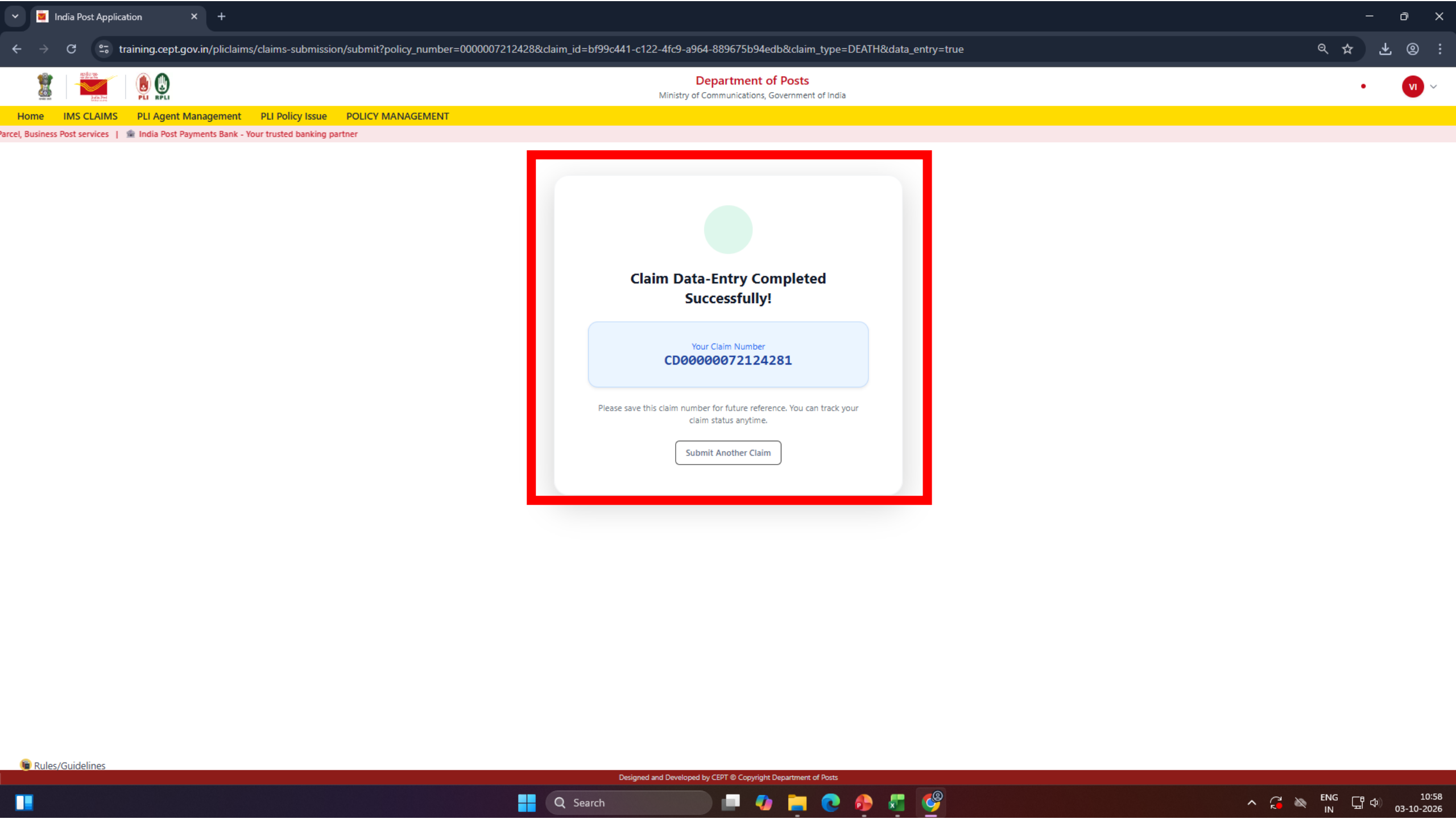
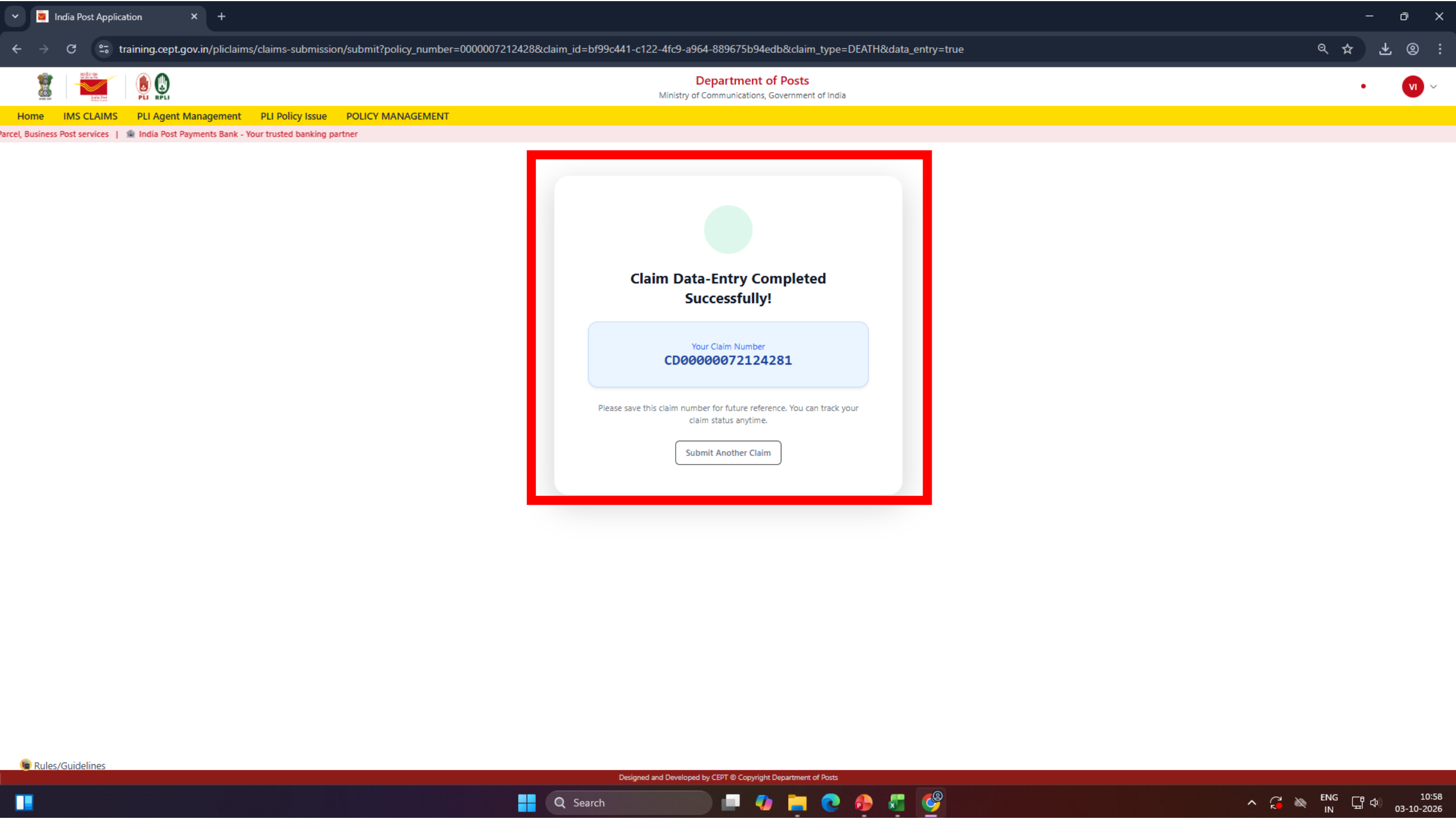
Intimate Customer

Submit Claim

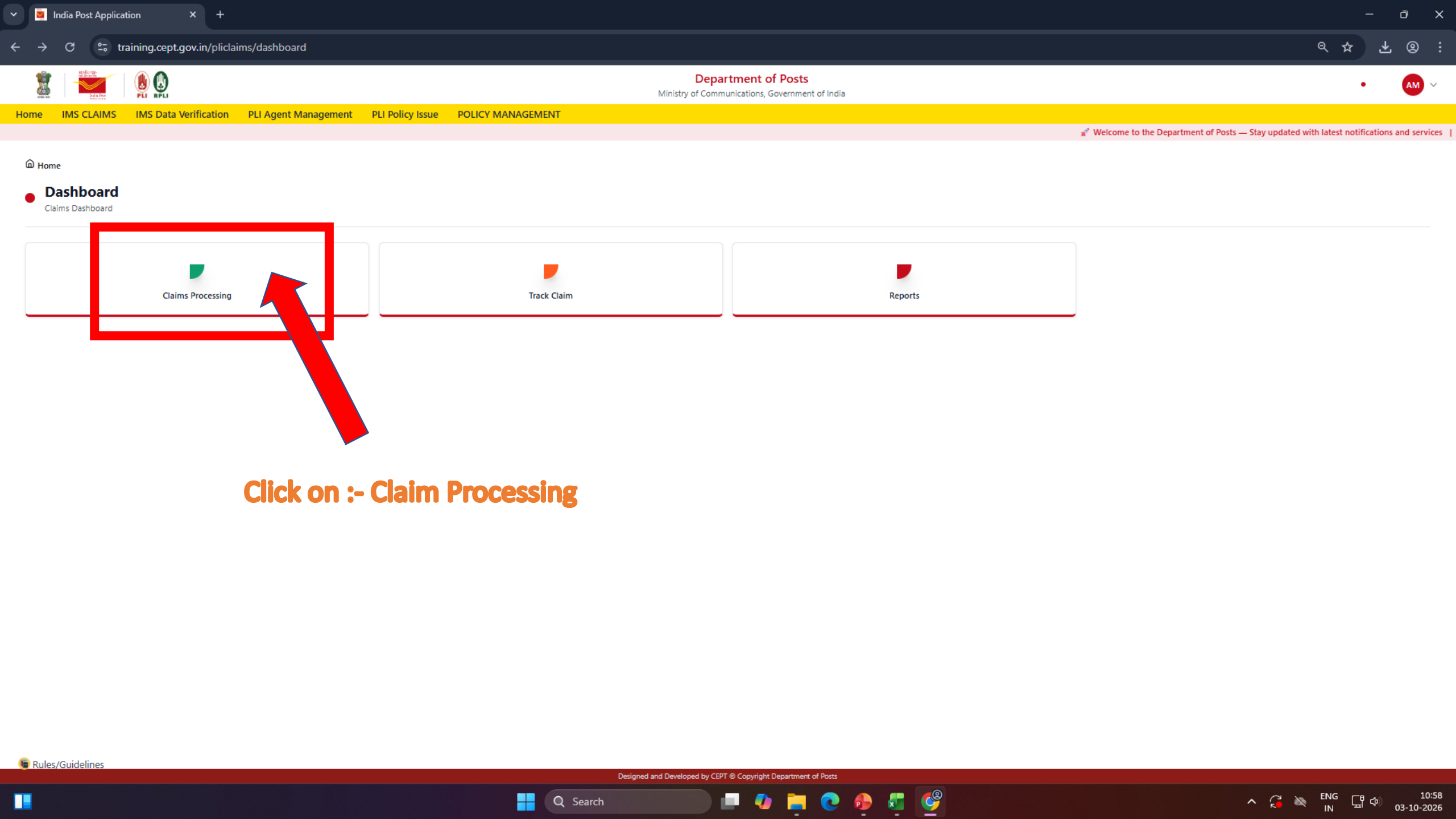
Upload documents

Submit Claim

10:57
03-10-2026



Login As :- Q C



Click on :- Claim Processing

1

Pending for QC

0

Pending for QC

0

Pending for QC

1

Pending for QC

0

Document & bank verification

Review claims on hold

Assign or re-assign investigations

Click on QC Verification

India Post Application

training.cept.gov.in/pliclaims/claims-submission/verifications



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Home > Claims Dashboard > Claims QC Verification

Claims QC Verification

List of claims submitted for QC verification

Export

Search...

Policy No. ↑↓	Claimant	Submission Date ↑↓	Claim Type ↑↓	Maturity Date ↑↓	Office	Status ↑↓	Actions
0000007212428	legal heir	03 Oct 2026	DEATH	02 Jan 2070	Solapur H.O	DATA ENTRY COMPLETED	Verify

Showing 1–1 of 1Rows per page: 10

Page 1 of 1

Click on Verify

Rules/Guidelines

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ENG IN10:5903-10-2026

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Home

IMS CLAIMS

IMS Data Verification

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

AM

Verify Claim

Review and verify claim details for QC approval

STEPS

1 of 4

1 Policy Details

2 Claimant Details

3 Payment Details

4 Documents

Claim Details Fetched Successfully

Ready for QC Verification process

Policyholder Information

FULL NAME	AGGREGATE SUM ASSURED	DATE OF BIRTH
SUxxxxxxxxx SHxxxE	₹5,00,000.00	04 Sept 1990
EMAIL ADDRESS	MOBILE NUMBER	REGISTERED ADDRESS
--	--	FLAT NO ASF-19 MAHARUDRA CO-OP SOCIETY NORTH GOA GA

Policy Details

POLICY NUMBER	PRODUCT NAME	DATE OF ACCEPTANCE
0000007212428	Suraksha (PLI - WLA)	02 Jan 2023
LAST REVIVAL DATE	PREMIUM PAID TO DATE	MATURITY DATE
-	31 Mar 2027	02 Jan 2070
POLICY TERM	SUM ASSURED	PREMIUM AMOUNT
47 Years	₹5,00,000.00	₹16,000.00
PREMIUM FREQUENCY	SERVICE BRANCH NAME	IS HUF MEMBER
YEARLY	Solapur H.O	No
IS MWPA TRUSTEE	IS MEDICAL POLICY	ASSIGNMENT STATUS
No	Yes	UNASSIGNED
POLICY BOND DELIVERY DATE	PREMIUM CEASING DATE	
02 Jan 2023	31 Dec 2049	

Nominee Details

#1	NOMINEE NAME	RELATIONSHIP	NET PAYABLE AMOUNT
	SHAKUNTALA SHRIPATI SHINGE	MOTHER	₹ 6,60,000.00 (100%)

Calculation Summary

Sum Assured Applicable	+₹5,00,000.00
Accrued Bonus Total	+₹1,52,000.00
Refund of Excess Premium	+₹8,000.00
Outstanding Loan	-₹0.00
Loan Interest	-₹0.00
Unpaid Premiums	-₹0.00
Premium Default Fee	-₹0.00
Other Deductions	-₹0.00
Penal Interest	+₹0.00
Gross Amount	₹6,60,000.00

10:59

03-10-2026

Outstanding Loan	
Loan Interest	-₹0.00
Unpaid Premiums	-₹0.00
Premium Default Fee	-₹0.00
Other Deductions	-₹0.00
Penal Interest	+₹0.00
Gross Amount	₹6,60,000.00
TDS	-₹0.00
Net Payment	₹6,60,000.00

[Download Calculation Details](#)

NET PAYABLE AMOUNT

₹6,60,000.00

Death Claim Information

DECEASED PERSON SUxxxxxxxxxxl SHxxxE	DEATH TYPE ACCIDENTAL	DATE OF DEATH 28 Sept 2026
DEATH CERTIFICATE NUMBER 12345678	DEATH CERTIFICATE ISSUING AUTHORITY smc solapur	PLACE OF DEATH Solapur Mkt. S.O (413002)
RULE 56 & 57 RELAXATION --		

Policy Bond

[View policy bond, if it is available on ECMS](#)

Preview View

Redirect

[Click here](#)

[Continue to Claimant Details](#)

Policy
0000007212428

Policyholder
SUxxxxxxxxxxxxxI SHxxxE

Product Name
Suraksha (PLI - WLA)

Net Payable Amount
₹6,60,000.00

India Post Application

training.cept.gov.in/pliclaims/claims-submission/qc-verification?claim_id=bf99c441-c122-4fc9-a964-889675b94edb



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✓Payment Details
Payment Details

4Documents
Uploaded Documents

Valid ID proof of claimant - legal heir
Aadhar_no.pdf

Address Proof - legal heir
PAN_No.pdf

Signed Claim Form
Test.pdf

Original death certificate
Test.pdf

Police FIR (for unnatural death)
Test.pdf

Postmortem Report (for unnatural death)
Proposal-Form-PLI.pdf

Succession Certificate (if no nominee)
Test.pdf

Previous Step

Click here

Redirect

Complete QC Review

Policy
0000007212428

Policyholder
SUxxxxxxxxxxxx1 SHxxxE

Product Name
Suraksha (PLI - WLA)

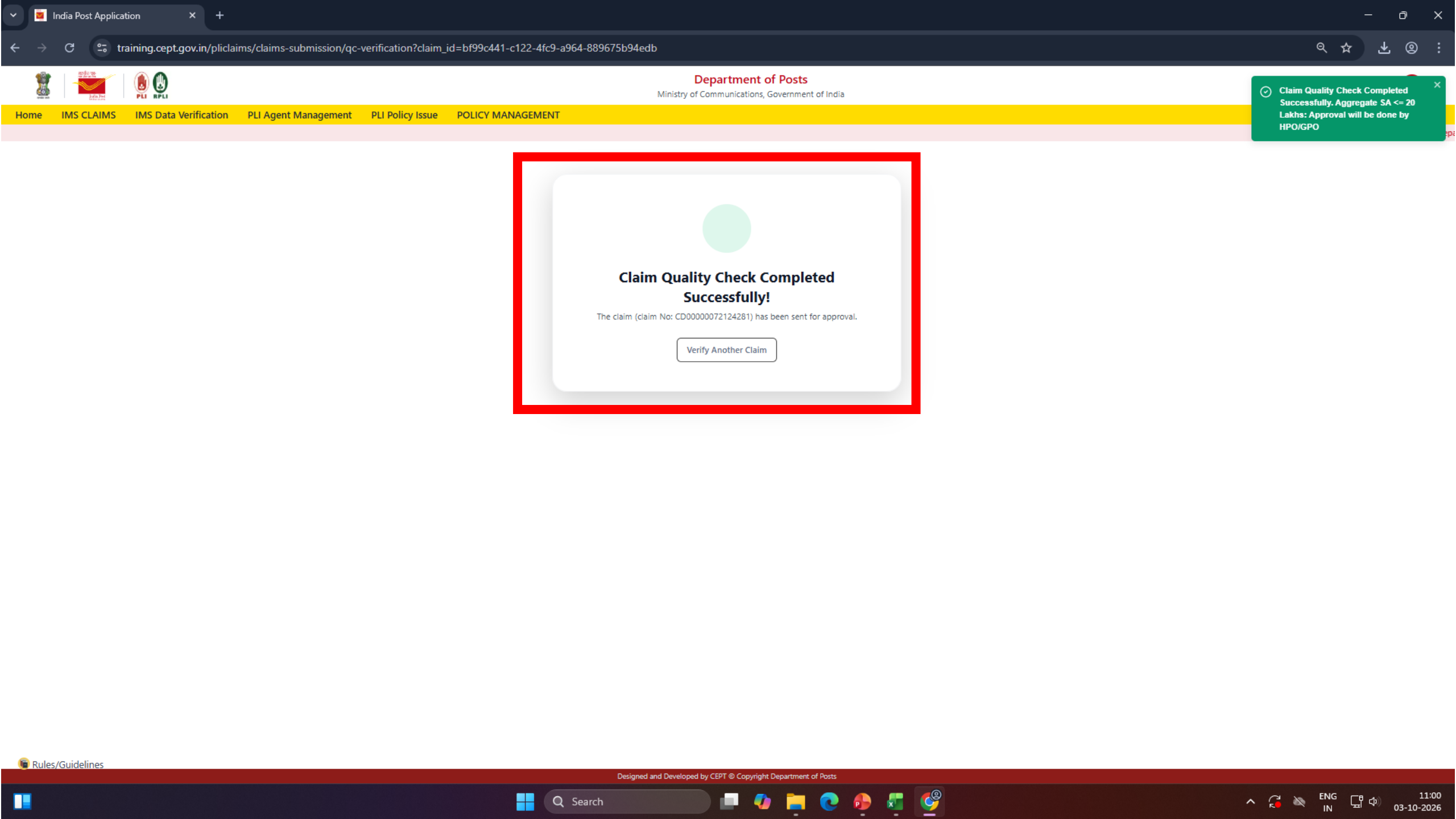
Net Payable Amount
₹6,60,000.00

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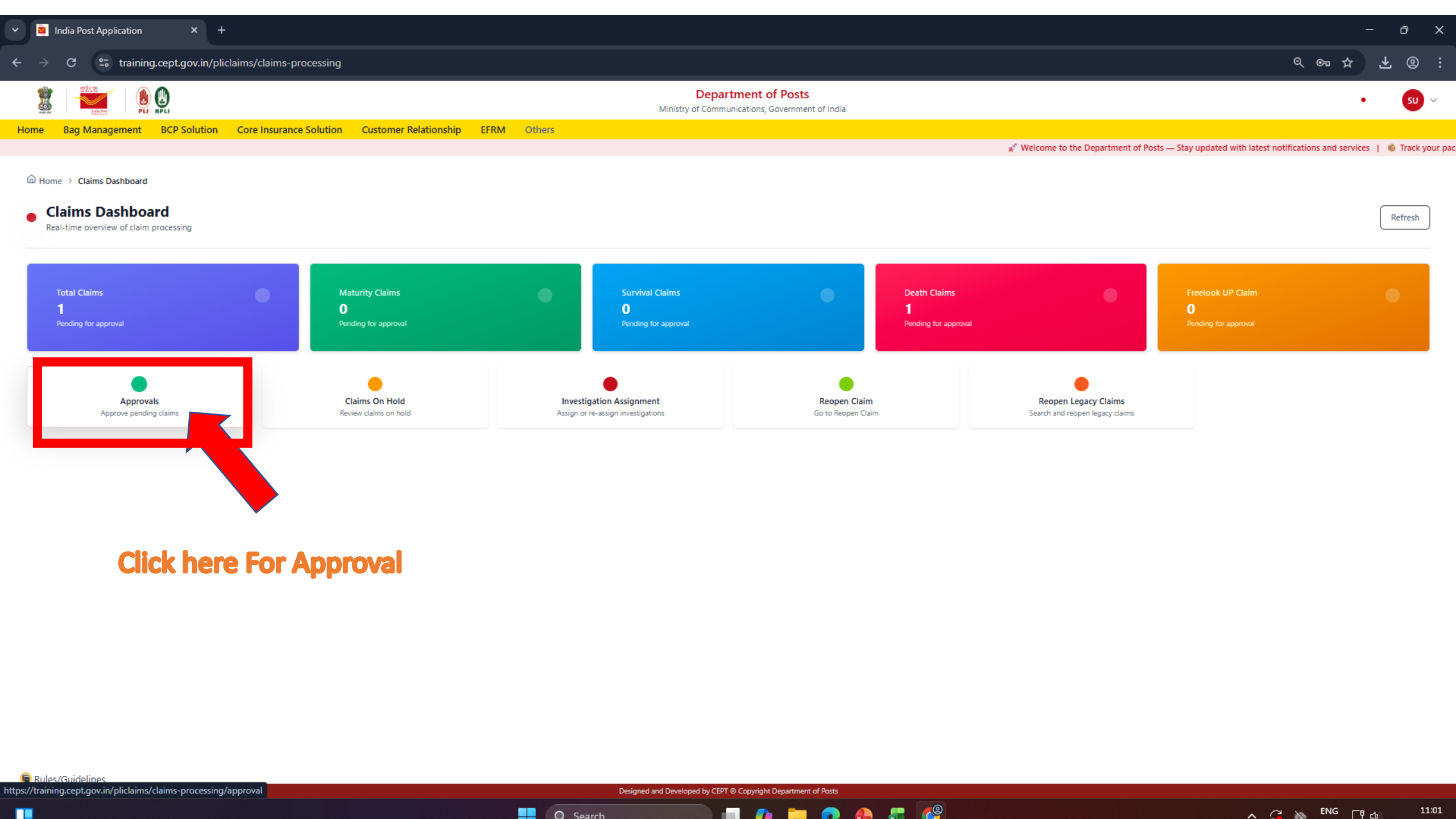
ENG
IN

11:00
03-10-2026



Login As :- Approver

**Approver case assign to ASP
for investigation**



Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim processing

Refresh

Total Claims

1

Pending for approval

Maturity Claims

0

Pending for approval

Survival Claims

0

Pending for approval

Death Claims

1

Pending for approval

Freelook UP Claim

0

Pending for approval

Approvals

Approve pending claims

Claims On Hold

Review claims on hold

Investigation Assignment

Assign or re-assign investigations

Reopen Claim

Go to Reopen Claim

Reopen Legacy Claims

Search and reopen legacy claims

Click here For Approval

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Home > Claims Dashboard > Approval Center

Approval Center

Review and approve maturity claims

Refresh

MY PENDING
1
Awaiting my action

SLA BREACHED
0
Overdue

Approval Queue

Review and approve claims

Claims Awaiting Approval
1 claims found

Export

Search claims...

Policy No. ↑↓	Office Name ↑↓	Claimant ↑↓	Type ↑↓	Status ↑↓	SLA for Approval ↑↓ On Track - Complete within 15 days	Actions
0000007212428	Solapur H.O	legal heir	DEATH	QC VERIFIED	<div>15 days On Track</div>	<div></div> <div>Approve</div>

Showing 1–1 of 1 Rows per page: 10

Page 1 of 1 > >>

Click here For Approve

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System Tray

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Claim Details: CD00000072124281

DEATHQC VERIFIED

Claim & Policy Details

QC Details

Investigation Details

Financials

Investigation Assignment

Pick an officer to conduct the investigation, if required

Assign Investigation

WORKFLOW STAGE

Claims Final Approval

Review all tabs (3/4 viewed) to enable actions

Redirect

Reject

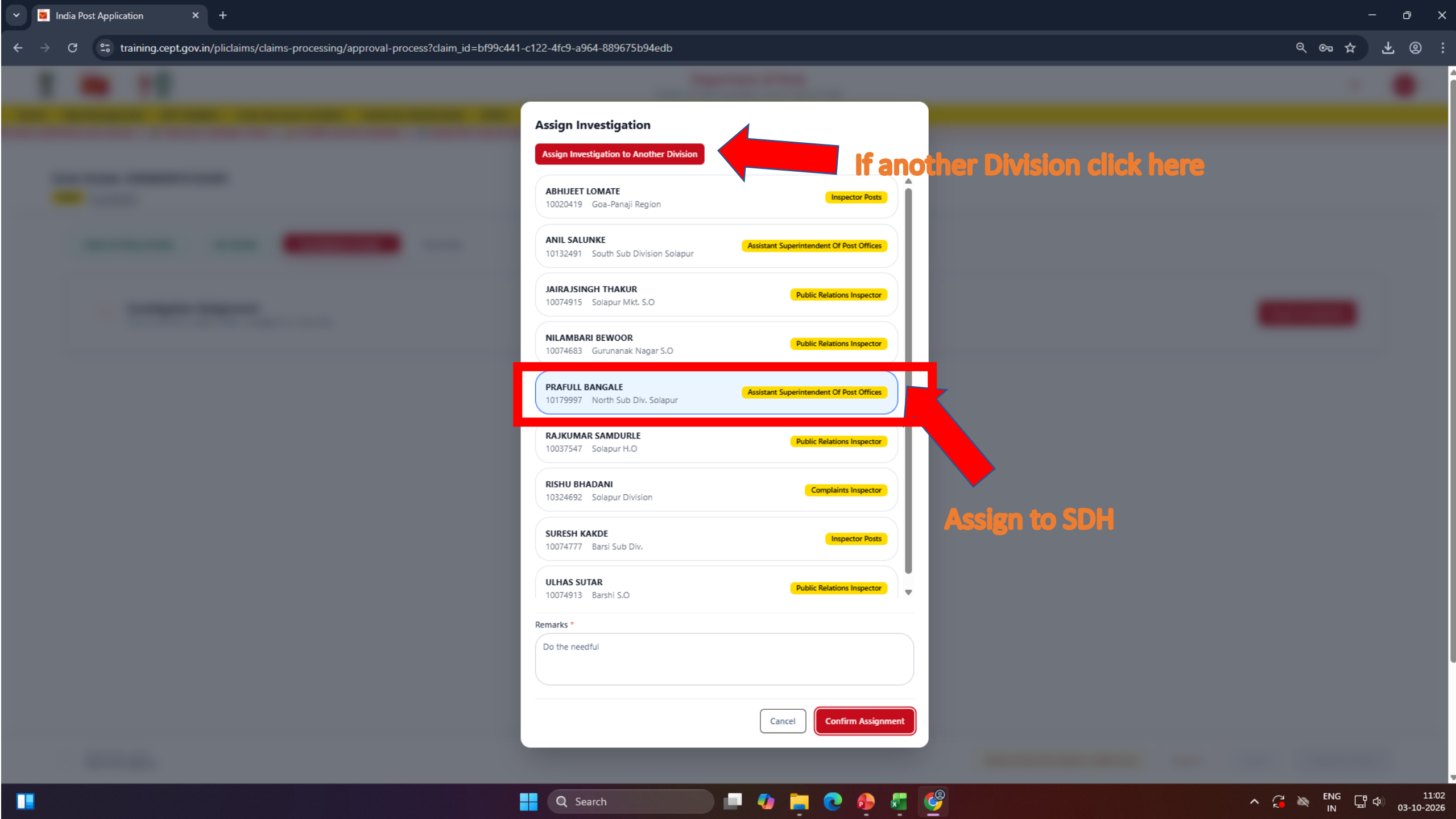
Approve Claim

Search

ENG IN

11:02 03-10-2026

Click here For Assign Investigation



Assign Investigation

Assign Investigation to Another Division

ABHIJEET LOMATE

10020419 Goa-Panaji Region

Inspector Posts

ANIL SALUNKE

10132491 South Sub Division Solapur

Assistant Superintendent Of Post Offices

JAIRAJ SINGH THAKUR

10074915 Solapur Mkt. S.O

Public Relations Inspector

NILAMBARI BEWOOR

10074683 Gurunank Nagar S.O

Public Relations Inspector

PRAFULL BANGALE

10179997 North Sub Div. Solapur

Assistant Superintendent Of Post Offices

RAJKUMAR SAMDURLE

10037547 Solapur H.O

Public Relations Inspector

RISHU BHADANI

10324692 Solapur Division

Complaints Inspector

SURESH KAKDE

10074777 Barsi Sub Div.

Inspector Posts

ULHAS SUTAR

10074913 Barshi S.O

Public Relations Inspector

Remarks *

Do the needful

Cancel

Confirm Assignment

If another Division click here

Assign to SDH

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ENG

IN

11:02

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HomeEmployee TransfersEstablishment ReviewExit ManagementIMS CLAIMSLeave Management SystemOthers

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Home

Dashboard

Claims Dashboard

Investigation

Track Claim

Reports

Click on Investigation

Rules/Guidelines

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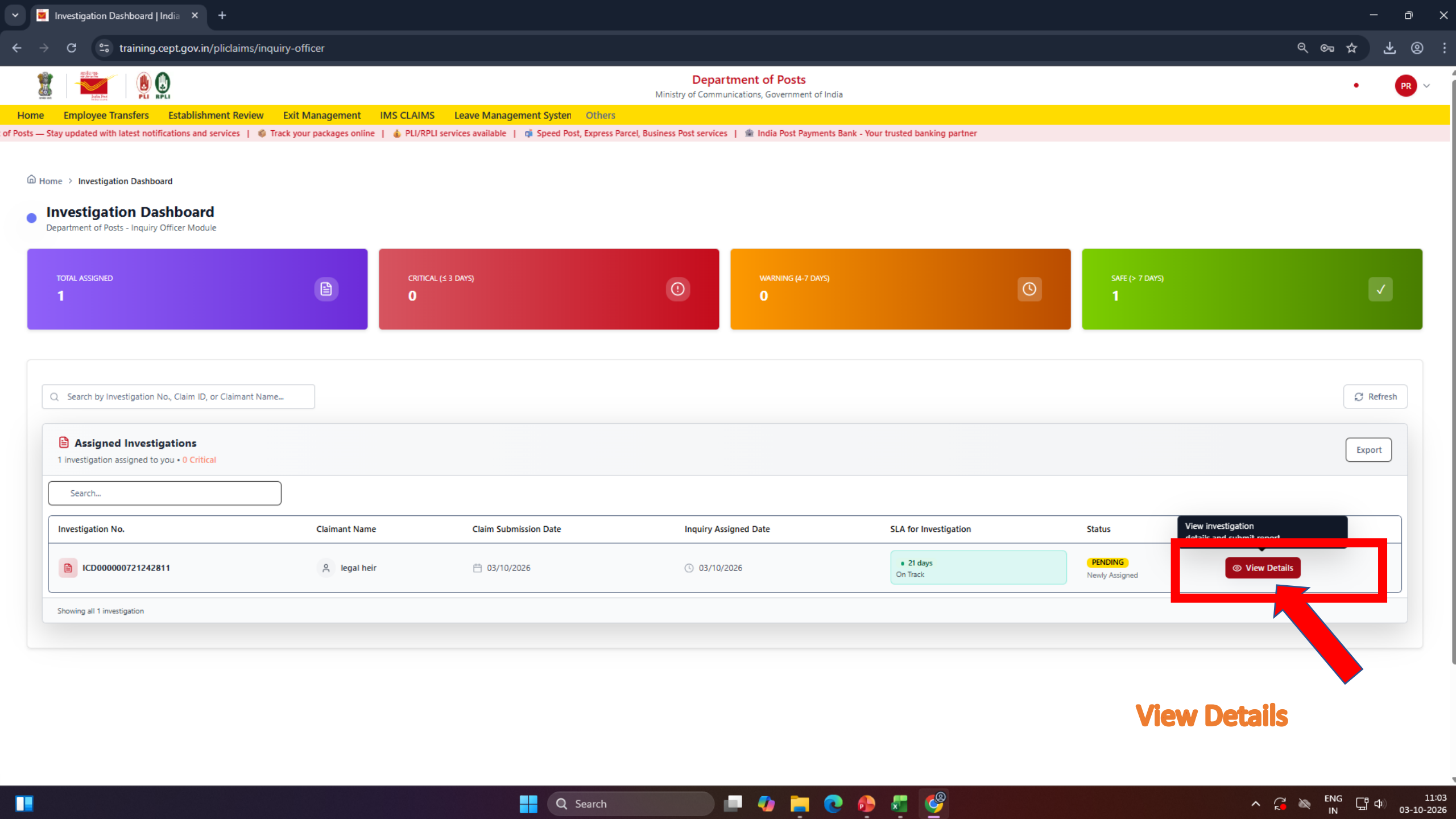
Search

ENG

IN

11:03

03-10-2026



Search by Investigation No., Claim ID, or Claimant Name...

Refresh

Assigned Investigations

1 investigation assigned to you • 0 Critical

Export

Search...

Investigation No.	Claimant Name	Claim Submission Date	Inquiry Assigned Date	SLA for Investigation	Status	
 ICD000000721242811	 legal heir	 03/10/2026	 03/10/2026	 21 days On Track	 PENDING Newly Assigned	 View Details

Showing all 1 investigation

View Details

India Post Application

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HomeEmployee TransfersEstablishment ReviewExit ManagementIMS CLAIMSLeave Management SystemOthers

Welcome to the Department of Posts — Stay updated with latest notifications and services | Track your packages online

Home > Investigation Dashboard > Investigation Details

Investigation Details

Investigation No: ICD000000721242811

Policy & Claim Details

QC Details

Financials

Submit Investigation Report

Amount Breakdown

CALCULATION LOG

Sum Assured Applicable	+₹5,00,000
Accrued Bonus Total	+₹1,52,000
Refund of Excess Premium	+₹8,000
Outstanding Loan	-₹0
Loan Interest	-₹0
Unpaid Premiums	-₹0
Premium Default Fee	-₹0
Other Deductions	-₹0
Penal Interest	+₹0
Gross Amount	₹6,60,000
TDS	-₹0
Net Payment	₹6,60,000

Download Calculation Details

PAYEE SHARES

legal heir

100% Share

₹6,60,000

Total Net Payable

₹6,60,000

Six Lakh Sixty Thousand Rupees Only

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View Claim History

11:04

03-10-2026

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Home > Investigation Dashboard > Investigation Details

Investigation Details

Investigation No: ICD000000721242811

Policy & Claim Details

QC Details

Financials

Submit Investigation Report

Investigation Report & Submission

Complete all sections to submit your report

Unsaved

1. Supporting Documents & Investigation Report

Upload mandatory investigation report. Other supporting docs are optional.

Complete

Investigation Report (Mandatory) *

PreviewViewDelete

Test.pdf

Uploaded successfully

Click or drag to replace

FIR (Optional)

Click or drag & drop to upload

Upload FIR (PDF)

Medical Records (Optional)

Click or drag & drop to upload

Upload POSTMORTEM REPORT (PDF)

Click or drag & drop to upload

Upload MEDICAL RECORDS (PDF)

2. Investigation Outcome

Investigation Outcome *

No Suspicion Found

Select the outcome of your investigation

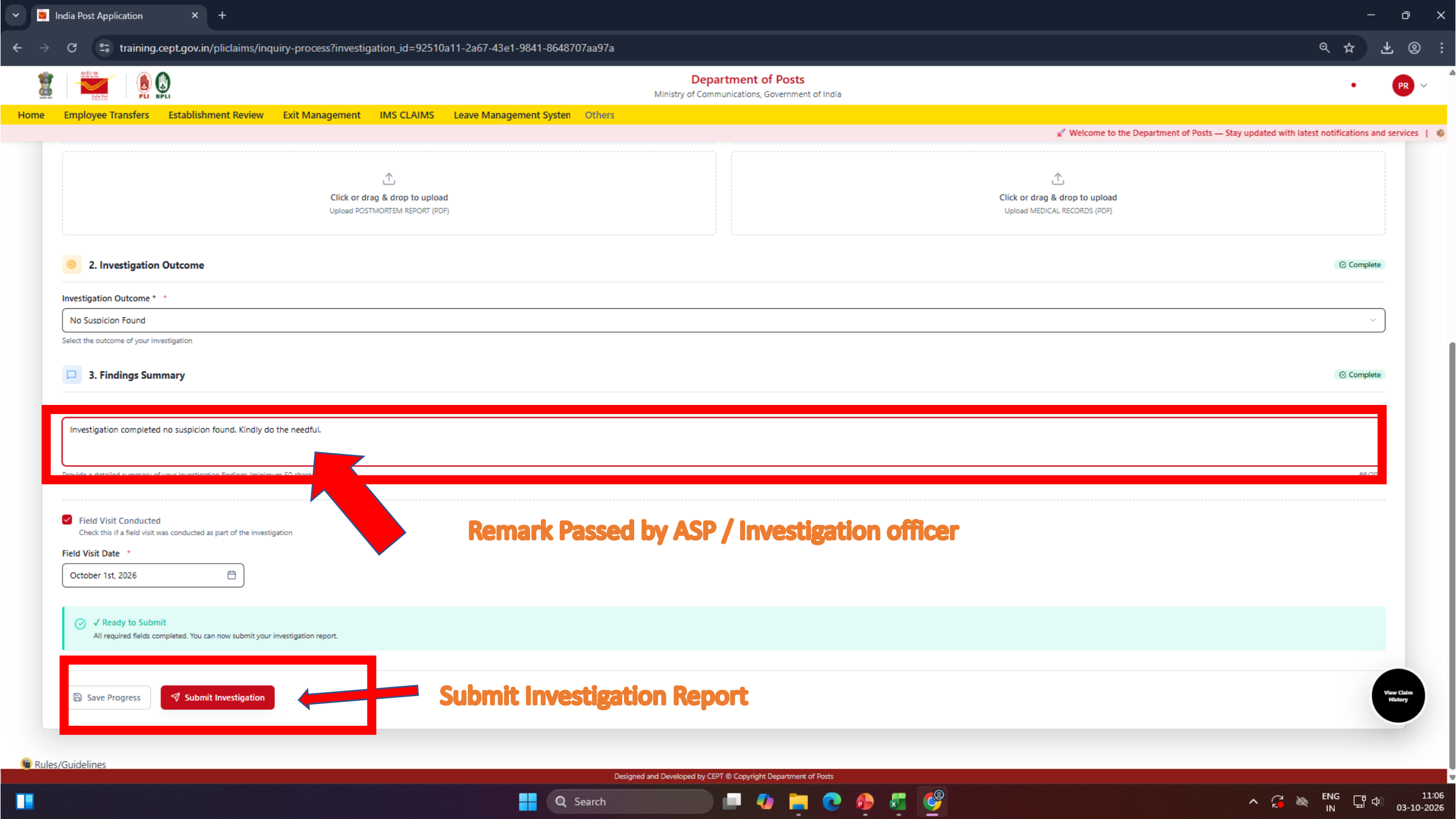
View Claim History

After investigation report will enclosed h/w

Search

ENG IN

11:05 03-10-2026



Click or drag & drop to upload
Upload POSTMORTEM REPORT (PDF)

Click or drag & drop to upload
Upload MEDICAL RECORDS (PDF)

2. Investigation Outcome

Complete

Investigation Outcome *

No Suspicion Found

Select the outcome of your investigation

3. Findings Summary

Complete

Investigation completed no suspicion found. Kindly do the needful.

☒ Field Visit Conducted

Check this if a field visit was conducted as part of the investigation

Field Visit Date *

October 1st, 2026

☒ Ready to Submit

All required fields completed. You can now submit your investigation report.

Save Progress

Submit Investigation

Remark Passed by ASP / Investigation officer

Submit Investigation Report

Login As :- Q C

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Home

IMS CLAIMS

IMS Data Verification

PLI Agent Management

PLI Policy Issue

POLICY MANAGEMENT

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Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim processing

Refresh

Total Claims

1

Pending for QC

Maturity Claims

0

Pending for QC

Survival Claims

0

Pending for QC

Death Claims

1

Pending for QC

Freelook UP Claim

0

Pending for QC

QC Verification

Document & bank verification

Claims On Hold

Review claims on hold

Investigation Assignment

Assign or re-assign investigations

Click here

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Home > Claims Dashboard > Claims QC Verification

Claims QC Verification

List of claims submitted for QC verification

Export

Search...

Policy No. ↑↓	Claimant	Submission Date ↑↓	Claim Type ↑↓	Maturity Date ↑↓	Office	Status ↑↓	
0000007212428	legal heir	03 Oct 2026	DEATH	02 Jan 2070	Solapur H.O	INVESTIGATION COMPLETED	Verify

Showing 1–1 of 1Rows per page: 10

Click on :- Verify

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STEPS
5 of 5

✓ Policy Details
Policy Details

✓ Claimant Details
Claimant Details

✓ Payment Details
Payment Details

✓ Investigation Details
Investigation Details

5 Documents
Uploaded Documents

Documents Uploaded

Download All Documents

Original Policy Bond

Test.pdf

Valid ID proof of claimant - legal heir

Aadhar_no.pdf

Address Proof - legal heir

PAN_No.pdf

Signed Claim Form

Test.pdf

Original death certificate

Test.pdf

Police FIR (for unnatural death)

Test.pdf

Postmortem Report (for unnatural death)

Proposal-Form-PLI.pdf

Succession Certificate (if no nominee)

Test.pdf

Previous Step

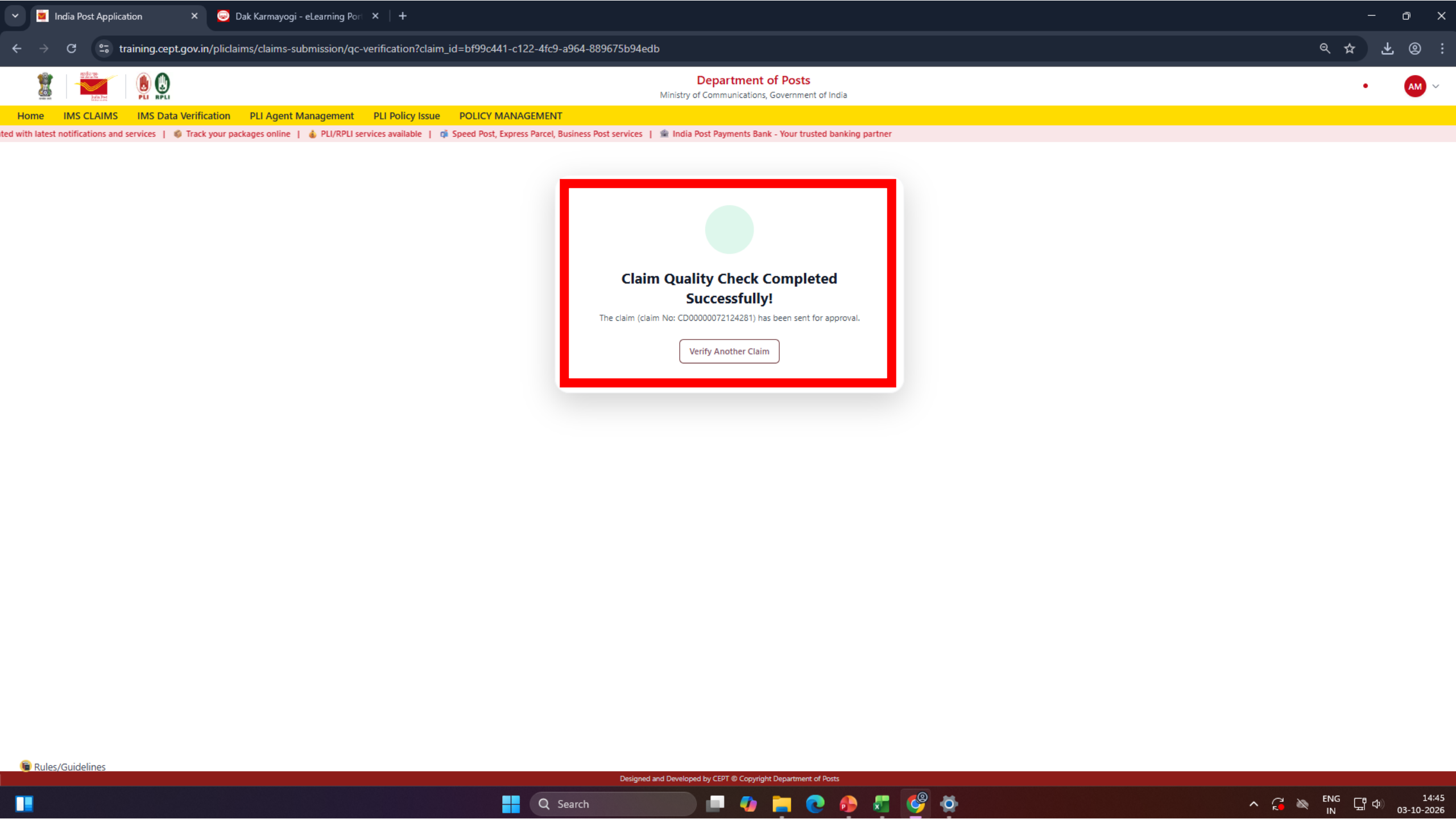
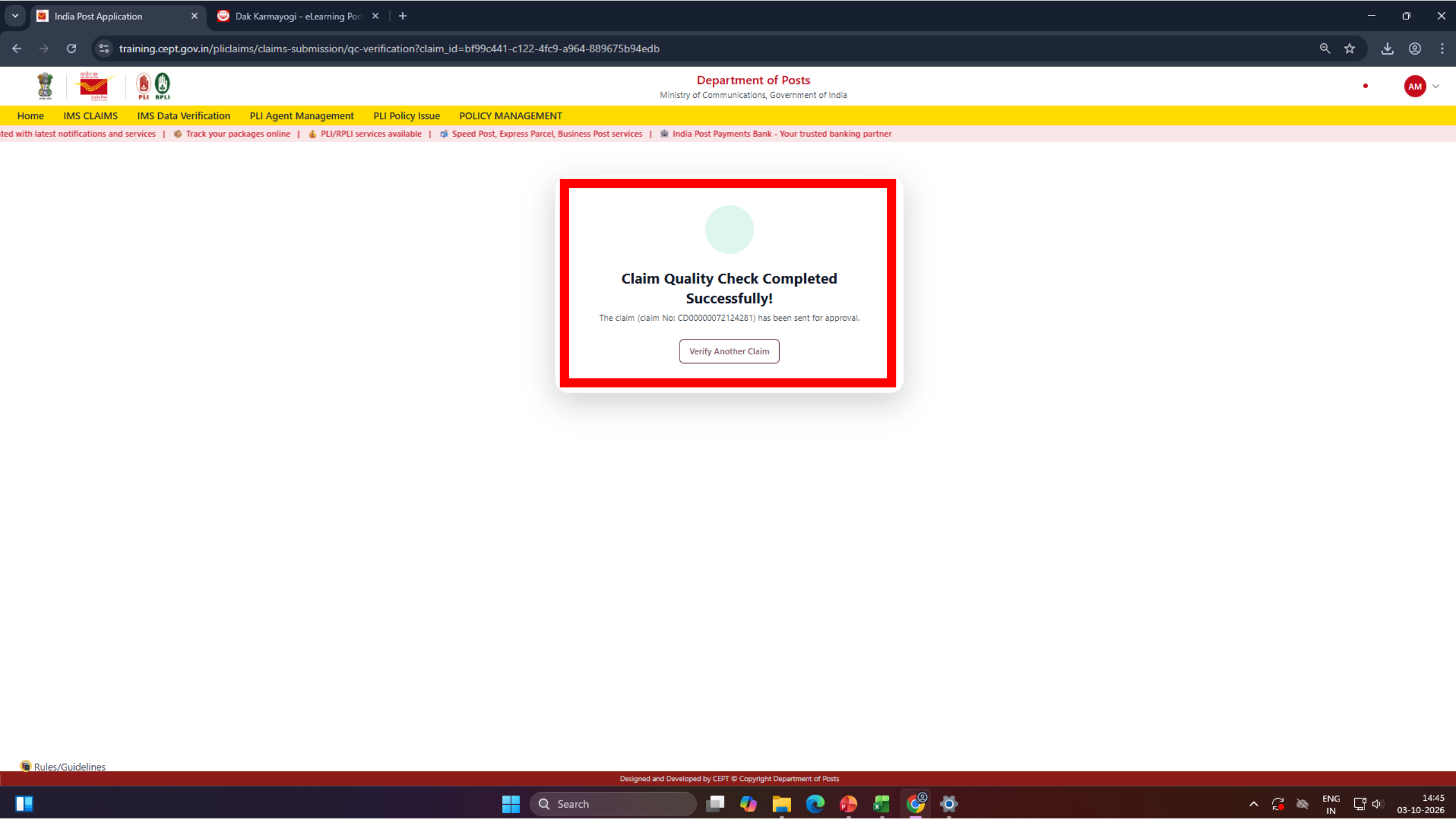
Intimate Customer

Redirect

Complete QC Review

Complete QC Review

14:44
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Login As :- Approver

**Approver reject the case &
reopen for approval**

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Welcome to the Department of Posts — Stay updated

Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim processing

Refresh

Total Claims

1

Pending for approval

Maturity Claims

0

Pending for approval

Survival Claims

0

Pending for approval

Death Claims

1

Pending for approval

Freelook UP Claim

0

Pending for approval

Approvals

Approve pending claims

Claims On Hold

Review claims on hold

Investigation Assignment

Assign or re-assign investigations

Reopen Claim

Go to Reopen Claim

Reopen Legacy Claims

Search and reopen legacy claims

Select Approvals

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Home > Claims Dashboard > Approval Center

Approval Center

Review and approve maturity claims

Refresh

MY PENDING

1

Awaiting my action

SLA BREACHED

0

Overdue

Approval Queue

Review and approve claims

Claims Awaiting Approval

1 claims found

Export

Search claims...

Policy No. ↑↓	Office Name ↑↓	Claimant ↑↓	Type ↑↓	Status ↑↓	SLA for Approval ↑↓	Actions
0000007212428	Solapur H.O	legal heir	DEATH	QC VERIFIED	45 days On Track	Approve

Showing 1–1 of 1 Rows per page: 10

Select Approve

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Search

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Department of Posts

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Amount Breakdown

CALCULATION LOG

Sum Assured Applicable

Accrued Bonus Total

Refund of Excess Premium

Outstanding Loan

Loan Interest

Unpaid Premiums

Premium Default Fee

Other Deductions

Penal Interest

Gross Amount

TDS

Net Payment

+₹5,00,000

+₹1,52,000

+₹8,000

-₹0

Download Calculation Details

₹6,60,000

Six Lakh Sixty Thousand Rupees Only

Ex-gratia & Penal Interest Update

Optional before approval. Changes must be updated before approval is allowed.

Ex-gratia Amount

0

Penal Interest

0

Remarks

Enter remarks for this update

Reject Claim

Are you sure you want to reject this claim? Rejecting claim CD00000072124281 will finalize the rejection and automatically generate a rejection letter.

Rejection Category

Select rejection category...

Policy-Related Reasons

Claimant & Eligibility-Related Reasons

Document-Related Reasons

Bank & Payment-Related Reasons

Select reason to see remarks...

Select Reason & Confirm Rejection

Cancel

Confirm Rejection

Rules/Guidelines

Final Approval

Redirect

Reject

Approve Claim

14:47

03-10-2026

Amount Breakdown

CALCULATION LOG

Sum Assured Applicable	+₹5,00,000
Accrued Bonus Total	+₹1,52,000
Refund of Excess Premium	+₹8,000
Outstanding Loan	-₹0
Loan Interest	
Unpaid Premiums	
Premium Default Fee	
Other Deductions	
Penal Interest	
Gross Amount	
TDS	
Net Payment	

Reject Claim

Are you sure you want to reject this claim?
CD000000072124281 will file a complaint with the IRDAI to generate a rejection letter.

[Download Calculation Details](#)

₹6,60,000
Six Lakh Sixty Thousand Rupees Only

Ex-gratia & Penal Interest Update

Optional before approval. Changes must be updated before approval is allowed.

Ex-gratia Amount

0

Penal Interest

0

Penal Interest

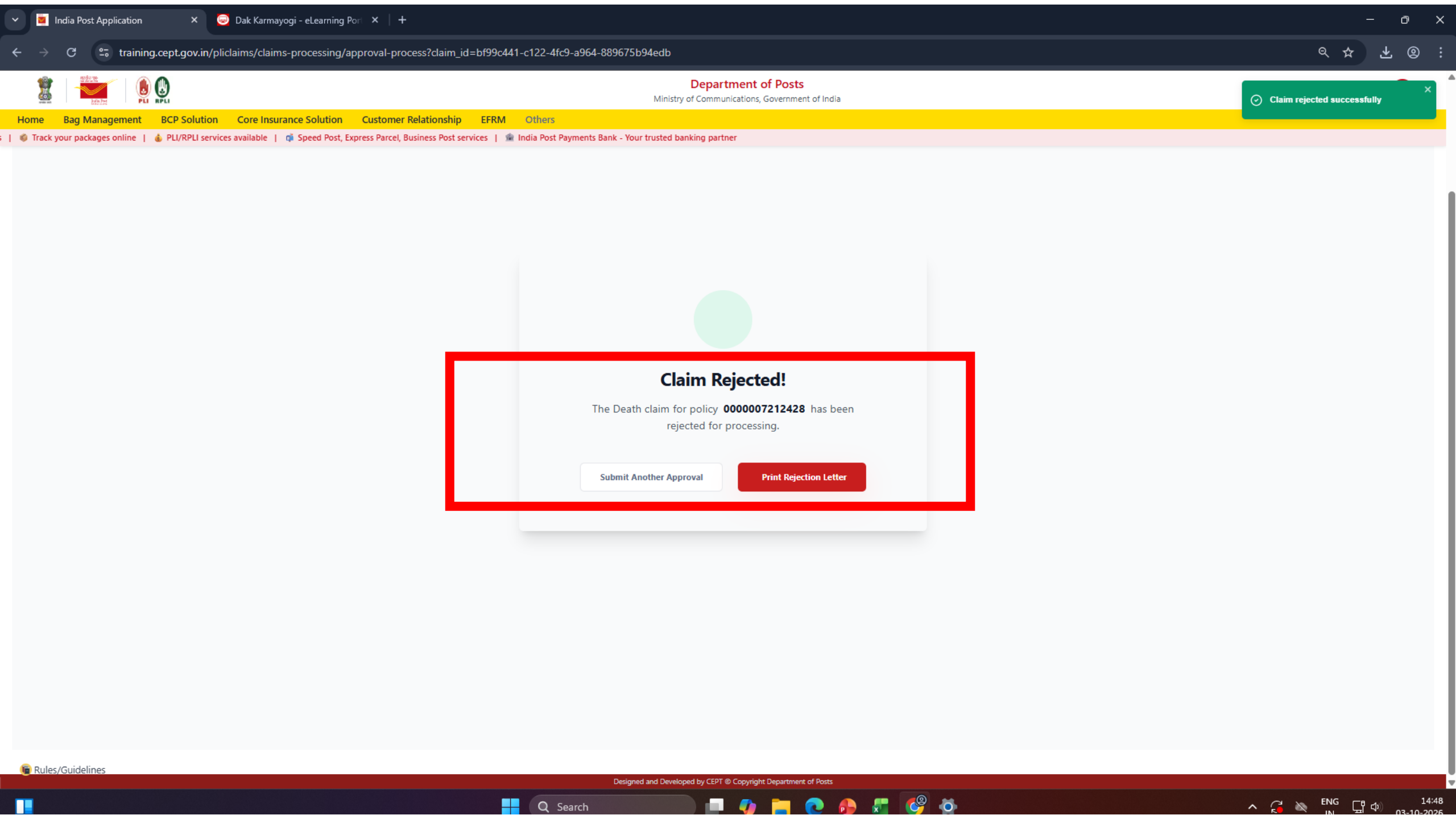
Remarks

Enter remarks for this update

Redirect

Reject

Approve Claim



Claim Rejected!

The Death claim for policy **0000007212428** has been rejected for processing.

Submit Another Approval

Print Rejection Letter



DEPARTMENT OF POSTS
POSTAL LIFE INSURANCE

Solapur H.O - 413001



Letter No: PLI/Rejection/DEATH Claim/Claim No. - CD00000072124281/2026

Dated: 03/10/2026

To
legal heir
DUMMY Maharashtra
413001

Sub: DEATH claim Settlement on policy no 0000007212428

RE: Policy Number: 0000007212428
Insured: SUxxxxxxxxx SHxxxE
Plan Type: 1003

Dear Sir/Madam,

With reference to the death claim submitted under the above-mentioned policy in respect of Late SUxxxxxxxxx-
SHxxxE, it is informed that the claim has been duly examined and rejected.

Reason for Rejection: TRAIL

You may appeal against this decision on the online portal within 90 days from the date of receipt of this letter.

Thank you for choosing Postal Life Insurance/ Rural Postal Life Insurance. For queries, contact your Agent or our customer service center at 1-800-180-5232/155232 (Mon-Sat, 10:30 AM to 4:30 PM).

Sincerely,
Manager
Solapur H.O

The diagram illustrates the integration of various HR systems into the HRMS. A central red box labeled 'HRMS' is connected to several surrounding boxes:

- Exit Management** (orange box): Management of retirement and other exit processes of the Employees and the GDS.
- Insurance Management System** (green box): PLI.
- Payroll System** (pink box): Management of Reimbursements, Advances and Paybills.
- Role Management** (blue box): Assigning of Roles, MDW Assignment, User Based Roles Assignment, User Actions etc.,.
- Treasury** (purple box): Management of Treasury.

A large red arrow points from the 'HRMS' box towards the 'Insurance Management System' box.

« 1 2 »

v1.1.3

Click here

DOP IT 2.0

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What's New?

₹

SD

Welcome, SUKDEO

Home

Bag Management

BCP Solution

Core Insurance Solution

Customer Relationship

EFRM

Others

Business Date : 30-09-2026

Error loading news: HTTP error! status: 500

Favourites (Ctrl+F)

Insurance Management System

Select a service to get started

Inbox

3 inboxes available across your micro-services

Claims

Claims processing & appeals

Reports

Claim reports

Track Claim

Track claim status and history

Claims Processing

Process claims submitted

PLI Agent

Agents, incentives & leads

Agent Management

Agent Incentive Management

PLI Employer Management

Policy Issue

Policy issuance, indexing & documents

Click here for Claim Processing

https://training.cept.gov.in/pliclaims/claims-processing

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Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim processing

Refresh

Total Claims
0
Pending for approval

Maturity Claims
0
Pending for approval

Survival Claims
0
Pending for approval

Death Claims
0
Pending for approval

Freelook UP Claim
0
Pending for approval

Approvals
Approve pending claims

Claims On Hold
Review claims on hold

Investigation Assignment
Assign or re-assign investigations

Reopen Claim
Go to Reopen Claim

Reopen Legacy Claims
Search and reopen legacy claims

Click here for Reopen Claim

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Search

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BCP Solution

Core Insurance Solution

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EFRM

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Home > Claims Dashboard > ReOpen Claim

ReOpen Claim

Enter your policy number to ReOpen Claim

Claim Number

CD00000072124281

Search claim

Clear

Insert Claim number & Search claim

Rules/Guidelines

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Search

ENG IN

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Home

Bag Management

BCP Solution

Core Insurance Solution

Customer Relationship

EFRM

Others

Welcome to the Department of Posts — Sta

Home > Claims Dashboard > ReOpen Claim

ReOpen Claim

Enter your policy number to ReOpen Claim

Claim Number

CD00000072124281

Search claim

New Search

Claim Details

Complete information about your claim

REJECTED

CLAIM NUMBER

CD00000072124281

POLICY NUMBER

0000007212428

CLAIMANT & PAYEE INFORMATION

PAYEE 1

NAME

legal heir

RELATIONSHIP

LEGAL_HEIR

AADHAAR

123412341234

PAN

AQBDD0310J

PHONE

N/A

EMAIL

N/A

NET PAYABLE

₹6,60,000

REJECTION REASON

TRAIL

Click here Reopen Claim

Reopen Claim

Rules/Guidelines

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14:52

03-10-2026

 **Reopen Claim**

Are you sure you want to reopen this claim? Please provide remarks explaining the reason.

Remarks *

DOCUMENT SUBMITTED

Cancel

Confirm Reopen

Remark & Click on Confirm
reopen

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Home > Claims Dashboard

Claims Dashboard

Real-time overview of claim processing

Refresh

Total Claims

1

Pending for approval

Maturity Claims

0

Pending for approval

Survival Claims

0

Pending for approval

Death Claims

1

Pending for approval

Freelook UP Claim

0

Pending for approval

Approvals

Approve pending claims

Claims On Hold

Review claims on hold

Investigation Assignment

Assign or re-assign investigations

Reopen Claim

Go to Reopen Claim

Reopen Legacy Claims

Search and reopen legacy claims

Approvals

Rules/Guidelines

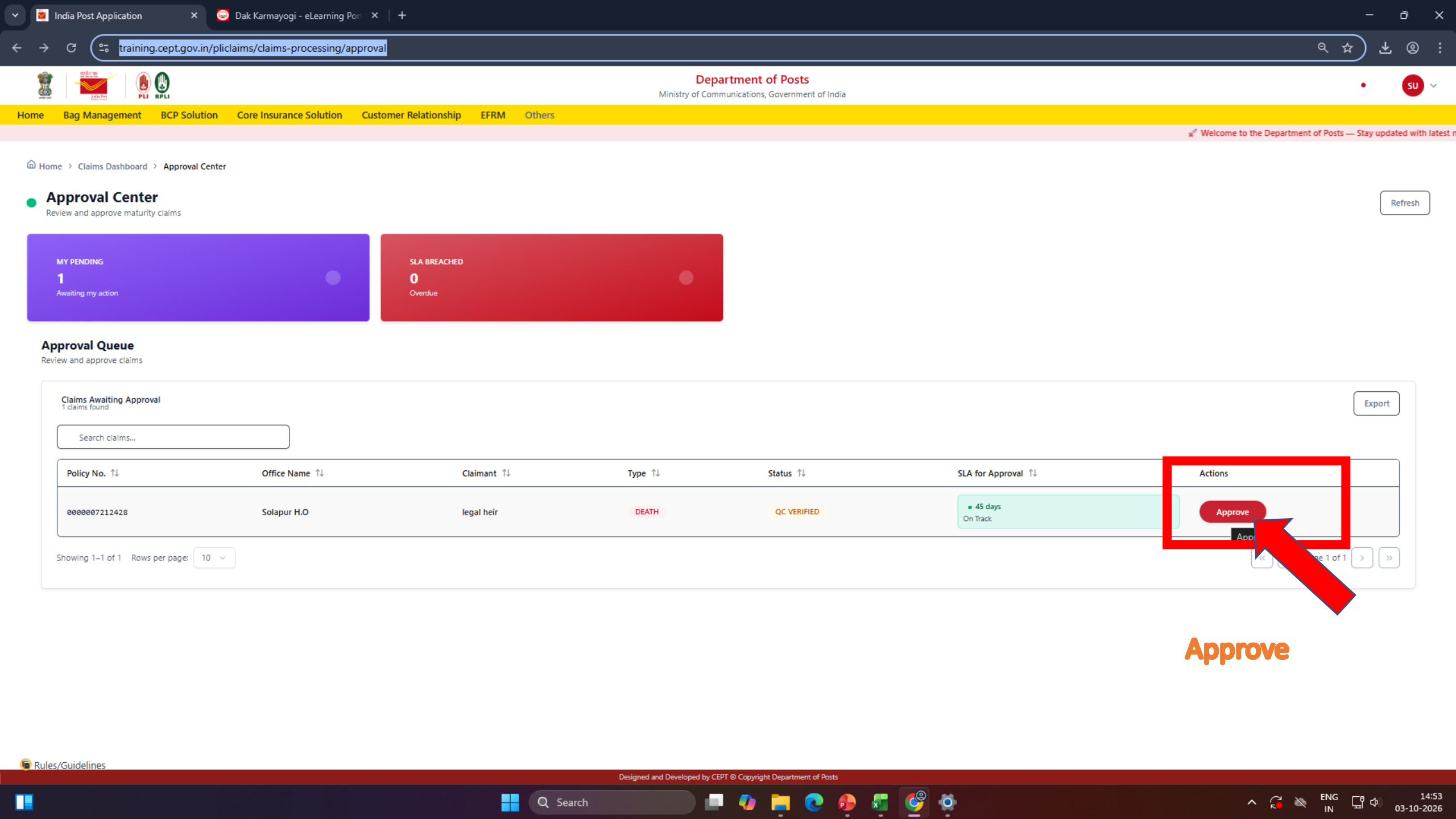
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Search

ENG IN

14:52 03-10-2026



Home > Claims Dashboard > Approval Center

Approval Center

Review and approve maturity claims

Refresh

MY PENDING

1

Awaiting my action

SLA BREACHED

0

Overdue

Approval Queue

Review and approve claims

Claims Awaiting Approval
1 claims found

Export

Search claims...

Policy No. ↑↓	Office Name ↑↓	Claimant ↑↓	Type ↑↓	Status ↑↓	SLA for Approval ↑↓	Actions
0000007212428	Solapur H.O	legal heir	DEATH	QC VERIFIED	45 days On Track	Approve

Showing 1–1 of 1 Rows per page: 10

<< 1 of 1 >>

Approve

Windows Taskbar

Search

14:53 03-10-2026

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Claim Details: CD00000072124281

DEATHQC VERIFIED

Claim & Policy Details

QC Details

Investigation Details

Financials

Amount Breakdown

CALCULATION LOG

Sum Assured Applicable

Accrued Bonus Total

Refund of Excess Premium

Outstanding Loan

Loan Interest

Unpaid Premiums

Premium Default Fee

Other Deductions

Penal Interest

Gross Amount

TDS

Net Payment

Download Calculation Details

Approve Claim

Claim NumberCD00000072124281

Approval Remarks

APPROVED

Insert Remark & Confirm Approval

CancelConfirm Approval

Total Net Payable

₹6,60,000

Six Lakh Sixty Thousand Rupees Only

Ex-gratia & Penal Interest Update

Optional before approval. Changes must be updated before approval is allowed.

Update ValuesReset Values

Ex-gratia Amount

0

Penal Interest Days

0

Penal Interest

0

WORKFLOW STAGE

Claims Final Approval

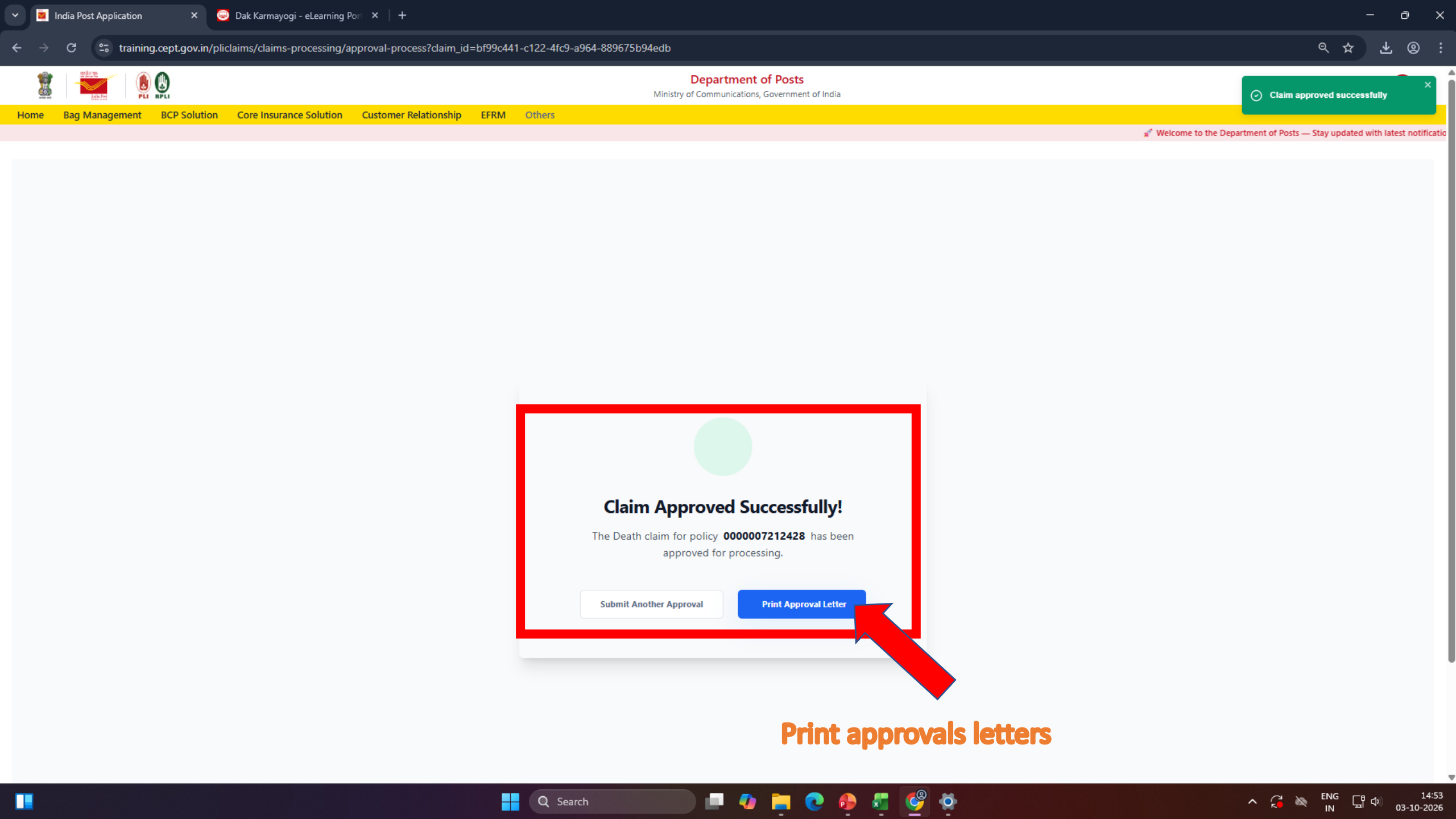
RedirectRejectApprove Claim

Search

ENG IN

14:53

03-10-2026



Department of Posts

Ministry of Communications, Government of India

Claim approved successfully

Welcome to the Department of Posts — Stay updated with latest notifications

Claim Approved Successfully!

The Death claim for policy **0000007212428** has been approved for processing.

Submit Another Approval

Print Approval Letter

Print approvals letters



DEPARTMENT OF POSTS
POSTAL LIFE INSURANCE

Solapur H.O - 413001



Letter No: PLI/Approval/DEATH Claim/Claim No. - CD00000072124281/2026

Dated: 03/10/2026

To
legal heir
DUMMY Maharashtra
413001

Sub: DEATH claim Settlement on policy no 0000007212428

RE: Policy Number: 0000007212428
Insured: SUxxxxxxxxxxl SHxxxE
Plan Type: 1003

Dear Sir/Madam,

With reference to the death claim submitted under the above-mentioned policy in respect of Late SUxxxxxxxxxxl-SHxxxE, it is informed that the claim has been duly examined and approved. an amount of Rs. 660000/- (Rupees Six Lakh Sixty Thousand Rupees Only) is payable to legal heir, as per the policy terms.

CALCULATION	Amount in Rs.
Sum Assured Applicable	500000
Accrued Bonus Total	152000
Terminal Bonus	0
Refund of Excess Premium	8000
Amount in Suspense	0
Ex-Gratia	0
Legal Expenses	0
Other Expenses	0
Outstanding Loan	0
Loan Interest	0
Unpaid Premiums	0
Premium Default Fee	0
Other Deductions	0
Penal Interest	0
Gross Amount	660000

Thank You

Only for Training Purpose

Created By

Vishwesh Pathak

Trainer Solapur Division

Solapur 413001

9822825206