Postal Assistant Induction Training

READING MATERIAL – PART III

POSTAL TRAINING CENTRE,
MYSURU - 570010

Postal Training Centre, Mysuru 570 010

Postal Assistant

Induction Training

Trainee Guide Part III

Updated up to 15.05.2023

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CHAPTER I - LIFE INSURANCE

Part I - POSTAL LIFE INSURANCE

1. INTRODUCTION

Postal Life Insurance was started in the year 1884. The scheme initially had a limited offer as a welfare measure to Post and Telegraph employees and then extended to the employees of various departments of Central and State Governments. PLI is the first Insurer to extend coverage to women in the year 1894.

The scheme is open to all employees of Central/State Governments, Defence Services, Para Military Forces, Gramin Dak Sevaks, Government Aided Educational Institutions, RBI, Nationalized Banks, all Public Sector Undertakings of both Central and State Governments and Autonomous Bodies like BIS, CSIR etc. The scheme is further extended to employees engaged/appointed on contract basis by Central/State Governments, employees of joint ventures in which Central/State Governments/Public Sector Undertakings/Nationalized banks have minimum holding of 10% and Members/Employees of Credit Co-Operative Societies and other Co-Operative Societies registered with Government under the Co-Operative Acts and partly funded from Central/State governments/RBI/SBI/ Nationalized Banks/ NABARD and other such institutions notified by the Government, Junior Doctors on contract service for one year extendable for two years and Senior Doctors.

From 18.10.2017 onwards, it has been decided by the Directorate of Postal Life Insurance to extend clientele base of Postal Life Insurance to cover following segments in addition.

(1). Employees (teaching/non- teaching staff) of all private educational institutions/schools/colleges etc. affiliated to recognized Boards (recognized by Centre / State Governments) of Secondary/ Senior secondary Education i.e CBSE, ICSE, State Boards, Open Schools etc.

(2). Professionals such as Doctors (including Doctors pursuing Post Graduate degree courses through any Govt / Private Hospitals, Residents Doctors employed on contract / permanent basis in any Govt/Private Hospitals etc), Engineers (including Engineers pursuing Master`s / Post Graduate degree after having passed GATE entrance test), Management Consultants, Chartered Accountants (registered with Institute of Chartered Accountants of India), Architects, Lawyers (registered with Bar Council of India/ States), Bankers (working in Nationalized and its Associate Banks,

Foreign Banks, Regional Rural Banks, Scheduled Commercial Banks including Private Sector Banks) etc..

(3). Employees of listed companies of NSE (National Stock Exchange) and BSE (Bombay Stock Exchange) in IT, Banking & Finance, Healthcare/Pharma, Energy/Power, Telecom, Infrastructure Sector etc, where employees are covered under Provident Fund/ Gratuity and / or their leave records are maintained by the establishment.

From 24th March 1995, the benefits of Postal Life Insurance were extended to the rural masses through Rural Postal Life Insurance (RPLI).

2. VARIOUS PLI SCHEMES

A. Endowment Assurance

- This is a most popular form of life insurance, since it not only makes provision for the family of the life assured in the event of his early death, but also assures a lump sum at any desired age.
- The amount assured, if not paid by reason of his early death becomes payable at the end of the endowment.
- Premium is payable for a term of the years equal to the endowment term or until death if it occurs within this period.
- If the payments of premium ceases after premium have been paid at least for three years, the policy will be treated as paid up and the risk coverage will be for the reduced sum and proportionate bonus will be payable at the time of maturity/death claim.
- Minimum age at entry is 19 years, Maximum age of entry is 55 years.

B. Whole Life Assurance

- Whole life Assurance means a life insurance contract entered into by government to pay a given sum of money with accrued bonus to the insured on attaining the age of 80 years or to his/her legal representatives or assignees on death of the insured whichever occurs earlier provided, the policy is in force on the date of claim.
- This is the best form of Life Insurance for family provision, since it enables the life assured to pay all the premiums during the ordinarily vigorous and most productive years of life, relieving him from the necessity of making payments late in life when they might become a burden.

- Premiums are payable for a selected period of years or until death if it occurs within this period (up to 55, 58, & 60 years of age).
- If the life assured survives the premium paying period, it continues in full force, provided all premium have been paid, but no further premium is required to be paid.
- The value of the policy along with bonus is payable to the Assurant when he attains the age of 80 or to the nominee after death of the assured.
- Term of the Policy can be up to 55, 58 or 60 (Payment of Premia)

C. Convertible Whole Life Assurance

- Convertible Whole Life Assurance means a life insurance contract entered into by government to pay a given sum of money with accrued bonus to the insured either on attaining the age of 80 years or on the death of the insured to his/her legal representatives or assignees whichever occurs earlier, with option to the policy holder to convert the policy at the end of 5 years (with a grace period of one year) from the date of commencement of risk into an Endowment Assurance maturing at a specified age.
- The scheme is designed to meet the needs of a younger person who is at the beginning of his /her career and has prospects of increase of income after a short period.
- The object is to provide maximum insurance cover at a minimum cost and also simultaneously offer a flexible contract which can be altered into an Endowment Assurance at the end of five years from the commencement of the policy. It is expected that there would be an increase of income after five years and that the proponent would be in a position to pay a higher premium after conversion.
- Facility of conversion available at the end of 5 years (with a grace period of one year) from the date of commencement of risk into an Endowment Assurance maturing at a specified age.
- Initially, this policy will be issued with premium payable till the age of 60 years.
- At the end of five years from the commencement, the assured has the option to convert it into an Endowment Assurance payable at the age to be chosen (50,55,58 or 60 years), subject to payment of a suitably increased premium from the date of such conversion.
- Minimum age at entry is 19 years and maximum age is 50 years

D. Anticipated Endowment Assurance

- This plan is meant for persons, who feel the need for lump sum benefits at periodical intervals. Instead of paying the sum assured under the policy at the end of the term of the policy, part of the sum Assured is paid during the

term of the policy by way of interim payments, while at the same time retaining the full risk till the end of the term.

- Two types of policies – 15-year term and 20-year term
- Minimum age at entry is 19 years and Maximum age at entry is 45 years for 15-year policy and 40 years for 20-year policy.
- Loan and surrender facility not available
- Survival Benefit already paid will not be taken into consideration in the event of unexpected death. Full Sum Assured Amount with accrued bonus is payable to the Assignee or Legal Heir.
- Medical examination is compulsory.

Survival benefit is payable as per the table below

15 Years Policy	**20 Years Policy**	**Survival Benefit**
At the end of 6 years	At the end of 8 years	20% of Sum Assured
At the end of 9 years	At the end of 12 years	20% of Sum Assured
At the end of 12 years	At the end of 16 years	20% of Sum Assured
At the end of 15 years	At the end of 20 years	40% of Sum Assured with Bonus

E. Yugal Suraksha/Joint Life Insurance

- This is a joint life Endowment Assurance on two lives.
- The sum assured under this policy is payable at the end of the endowment term or on the first death of the two lives assured.
- The payment of premium shall cease on the death of any one of the spouses.
- The sum assured with accrued bonus shall be payable at the end of endowment term (date of maturity) if both survive. Otherwise, the sum assured with accrued bonus will be payable on the death of one spouse before maturity, to the survivor.
- The spouse should be a literate and, in a position, to furnish standard proof of date of birth.
- Term of the policy is 5 years to 20 years.
- Minimum age at entry is 21 years and Maximum 45 years

- Medical examination is compulsory
- At the time of maturity of the policy, the elder's age should not exceed 60

F. Children's Policy

This has come into force with effect from 20.01.2006. This is an Add-On policy to provide insurance cover to the two children of the policyholder. This is a non-medical policy where parent should not be aged above 45 years and child should be between 5 and 20 years. The sum assured should be between Rs.20000 and Rs.300000.

Other features are as follows:

a) Only one EA policy will be issued per child. The child includes adopted child.

b) No loan shall be applicable. However, the policy can be surrendered /made paid up provided at least 5 years premium is paid.

c) The outstanding term of the main policy shall not be less than the premium paying period of the children policy.

d) Sum assured with endowment assurance bonus shall be payable on its maturity or earlier on the death of the child.

e) In the event of death of the insured of the main policy before the expiry of the children policy, no further premium shall be payable for the balance period of the policy.

f) In the event of death of the child the policy will be terminated and the claim settled in favour of the main policyholder.

g) In case, the child commits suicide within 1 year of the acceptance of the policy, no claim shall lie against the department and the claim gets rejected.

3. GENERAL CONDITIONS

a. Approver Limit

The amount of maximum or aggregate sum assured is Rs.50,00,000/- for an individual under PLI and Rs.1000000 for RPLI. Now we will see the financial limit.

i) For acceptance of New Proposals, Revival, Surrender, Forced Surrender, Maturity, Survival, Death Claims (Except Early Death Claim) Settlement of Maturity and Survival benefit claims of PLI and RPLI.

Criteria	Approving Authority/Approver
Up to and Equal to Rs.20 Lakh	1. Postmaster (HSG-I/HSG-II) 2. Sr. Postmaster (Gr-B) 3. Dy.Chief Postmaster (Gr-B) 4. AD of HOs headed by Director (Gr-B)
Greater than Rs.20 Lakh and up to and equal to Rs.50 Lakh	1. Head of the Division (Gr-B/Gr-A) 2. Chief Postmaster (Gr-A) 3. Dy.Director of HO Headed by a Director (Gr-A)

(ii) For Early Death Claim (death within 3 Years of acceptance of Policy)

Criteria	Approving Authority/Approver
All cases irrespective of Sum Assured	1. Director GPO (JAG) 2. Director (HQ) 3. Regional DPS (JAG)
All Non-Financial /Financial Service Requests will continue to be approved by Postmaster/Manager of CPC (GPO/HO) concerned	

2. Loan will be sanctioned by the Postmaster/Manager of CPC. In case of second/subsequent loan also Postmaster/Manager of CPC if previous loan is fully repaid.

b. Maximum coverage

All existing policy holders as well as new insurants from the eligible clientele of PLI can be given enhanced coverage within maximum or aggregate sum assured of Rs.50 Lakh.

c. Financial eligibility

The maximum sum assured will be restricted as under

a) Till 40 years of age at entry: Sum assured should be 10 times of Gross Annual income subject to total aggregate or maximum of Rs.50 Lakh.

b) For 41 years and above: Sum assured should be 7 times of annual income subject to total aggregate or maximum of Rs.50 Lakh. In addition, information on gross salary drawn by the proponent during the last three months should be ascertained and inserted as item no. 7 (A) of proposal form.

C. DECLARATION BY THE PROPONENT AND TO BE COUNTERSIGNED BY THE HEAD OF OFFICE

(A) I do hereby declare that

(a) No proposal of insurance on my life has ever been adversely treated by any insurance company
(b) The foregoing statements made are true to the best of my knowledge and belief
(c) In case it is found that I have wilfully made any untrue statement or have concealed any relevant circumstances then all the premia which shall have been paid by me, shall be forfeited and this contract rendered absolutely null and void
(d) I understand that my life shall be insured from the date my proposal is accepted
(e) I have gone through the terms and conditions for insurance with PLI, a copy of which has been given to me and explained to me in my language.

I hereby agree to abide by them.

I further declare that:

a) The contents of surrender table and instructions for admissibility of surrender value have been explained to me before taking policy and I abide by the same.
b) Surrender of a policy is not admissible before completion of thirty-six months of the policy and the amount deposited shall be forfeited if I surrender the policy within thirty-six months.
c) On surrender, the policy shall attract proportionate bonus on reduced sum assured up to the date for which premium has been paid. However, no bonus shall be payable before completion of 5 years of the policy.
d) The discontinued policy shall not attract bonus with effect from the date from which the premium is discontinued.
e) The reduced sum assured shall be calculated by multiplying the sum assured with the number of instalments paid and dividing the same with the total number of premiums to be paid.
f) The surrender value shall be calculated by multiplying the sum of reduced sum assured plus the proportionate bonus, if any, with the surrender factor as applicable on the attained age on the date of surrender of the policy. *Surrender is applicable for WLA, CWA, EA & YS policies.

(B) I _____Son /wife /daughter of _____ aged _____years do hereby declare that: I am not suffering from Hypertension & Diabetes and not taking any treatment for Hypertension & Diabetes. OR I have been suffering from Diabetes/Hypertension for the Last _____ years but with proper medical advice & medication it is with in control and no complication has surfaced so far posing any threat to my life.

(C) I hereby agree to pay the fee of _____ (per individual) for the medical examination if my proposal is not accepted.

Proponent's Signature: _____
Dated:
The _____Day of _____ 20____

(D) Goods and Service tax

With effect from 1.7.2017, GST on insurance premium from all PLI and RPLI policy holders will be collected as under.

The GST @ 4.5% of the gross premium during the first year and @ 2.25% (rounded off to nearest rupee) for the subsequent years is to be collected from the policy holders separately. i.e., Premium + GST.

The service tax is to be collected every time the premium is collected, be it monthly, quarterly, half yearly or yearly at the rates cited above. Insurants who pay the premium in the form of cheque(s) should be advised to include the service tax components also at the above prescribed rate in the value of cheque.

(E)Other features

Any person who is eligible to the benefit of the Post Office Life Insurance Fund under Rule 2, 2-A, 2-B or 2-C may effect an insurance- Life insurance, Endowment Assurance, Convertible Whole Life Assurance, Anticipated Endowment Assurance, Yugal Suraksha, Children policy or all of them on his life for a sum not less than Rs.20000/-in each class but not more than an aggregate of Rs.50 Lakh of all classes of insurance taken together.

In case of WLA and EA plans under PLI, the minimum term of the policy for proponents above the age of 50 years where sum assured exceeds Rs.5 lakh, will

be 7 years and further for a person aged 54 years the minimum term will be 6 years. In other words, a person who will attain the age of 51 years on his next birthday may take policy of EA-58, EA-60 or to opt for ceasing his premium at the age of 58 and or 60 years in case of WLA policy. Similarly, a person who will attain the age of 52 or 53 or 54 years on next birthday may take the policy of EA-60 or opt for ceasing his premium at the age of 60 years in case of WLA policy.

4. Commencement of risk

The date of commencement of risk will be the same as the date of acceptance of the proposal by the competent authority provided the advance deposit is not less than the amount of first premium as worked out.

After acceptance of the proposal, a policy bond, acceptance letter, preliminary receipt book label (for pasting on Premium Receipt book for cash policy) and intimation letter etc shall be generated.

The 'ePLI bond' in the digital format which will now be available to eligible policyholders through DigiLocker. By securely logging in to the DigiLocker using Aadhaar authentication, the user can download the digital copy of the Policy bond on their mobile phone.

It shall be treated at par with the original policy bond issued by the Department of Posts for processing all types of Financial & Non-financial requests related to PLI/RPLI.

PLI/RPLI Policy Bonds in the digital format are only available to eligible policyholders by securely logging in to the Digilocker app available on Google and Apple App Store. Alternatively, one can download from the website https://digilocker.gov.in

5. Medical Scheme

"In every case where a proposal for Postal Life Insurance or Rural Postal Life Insurance is submitted, the proposer must undergo a medical examination by the prescribed medical authority (except where the proposal is up to sum assured of Rs. 5,00,000/- (Rs Five lakh) in PLI or Rs. 1,00,000 /- (Rs. One lakh) * in RPLI together with any other Non-Medical Policy/Policies which the proposer may hold or proposes to hold under the Non-Medical Scheme and age of proposer is not exceeding 40 years (in PLI) and 35 Years (in RPLI) on next birthday) and must be declared fit for such insurance by the said authority. Further, a PLI policy up to Rs. 2,00,000/- (Rs. Two lakh) of sum assured will be a non -medical policy irrespective of age limit".

Medical Examination – Conditions

i) Medical examination of a proponent is mandatory in the following cases in respect of PLI

- When the age at entry exceeds 40 years
- When the sum assured exceeds Rs.5 lakh
- When maturity is sought at the age of 35 years
- For Anticipated Endowment Assurance and Yugal Suraksha Policies

(ii) Special Medical Reports

For all policies where sum assured is above Rs.20 Lakh (new policy & existing polices taken together) involves calling for Special Medical reports as under:

a) Age up to 35 years: ECG, Routine Urine Analysis, SBT13, HB%

b) Age between 36 years to 45 years: ECG, Routine Urine Analysis, SBT13, CTMT, Hemogram

c) Age between 46 years to 55 years: ECG, Routine Urine Analysis, SBT13, CTMT, Hemogram, HbA1c

d) Age above 56 years (for revival cases): ECG, routine Urine Analysis, SBT13, CTMT, Hemogram, and HbA1c& X ray of chest

(Details of above tests are attached and should be annexed to the proposal form as in sl 18(d) and (e))

In addition, a Declaration by the Proponent countersigned by the Head of Office as under should be obtained and inserted as item no.15 of the proposal form.

The tabulation shows the limit of sum assured and the competent medical officer for examination of proponent.

Sl No	Limit of Sum assured	Status of Medical Officer
1	For sum assured upto Rs 5 lakh	i) Assistant Civil Surgeon or above/Medical Officer in PHC, RMPs subject to certain conditions ii) Medical Officer equivalent to Assistant Civil Surgeon or above employed in Central/ State/ Municipal District Board/Local Board/ Cantonment Board/Union Board Hospital and Medical Officers of Public Sector Undertakings iii) Medical Officers (Gr-II)
2	For sum assured from Rs 5 lakh to Rs 10 lakh	i) Deputy Civil surgeon or above ii) Medical Officer equivalent to Deputy Civil Surgeon or above employed in Central/ State/Municipal District Board/ Local Board/Cantonment Board/Union Board Hospital and Medical Officers of Public Sector Undertakings with at least 10 Years of experience iii) Retired Medical Officers (Gr-I)
3	For sum assured more than Rs 10 lakh	i) Civil surgeon, Medical Officer not lower than that of Civil Surgeon or Chief Medical Officer, CMO Grade-I, Specialist Grade-II ii) Medical Officer (Allopathic)equivalent to Civil Surgeon employed in Central / State /Municipal District Board / Local Board / Cantonment Board /Union Board Hospital and Medical Officers of Public Sector Undertakings with at least 15 Years of experience iii) Retired Civil Surgeon, CMO Gr-I and Specialist Grade-II

The Medical Officer concerned will receive a fee for each medical examination at the following rates: -

Sl.No.	Amount of sum assured for a proposal	Amount of fee payable
1.	Up to the sum assured of Rs.10 lakh	Rs.50/- per examination
2.	Above Rs.10 lakh and upto Rs.20 lakh of sum assured	Rs.70/- per examination
3.	Above Rs.20 Lakh of sum assured	Rs.120/- per examination
4.	Revival cases where sum assured is Rs.20 lakh and the age of the insurant is 55 years and above	Rs.150/- for each opinion

- The validity of the Medical certificate is 60 days.

- If it is not accepted within that period, Second Medical Examination is to be done.

6. Non-Medical Scheme

The following are the conditions for exemption of medical examination.

Non-Medical Scheme (PLI) - Any person, whose age on next birthday does not exceed 40 years, and who is eligible for a Postal Life Insurance under Post Office Life Insurance Rules, 2011 and anyone who had applied for a Life Assurance Policy either under Non-Medical or Medical Scheme and had not been turned down by any insurance company operating in India, may apply for a Non-Medical Policy in PLI in for such sum assured which shall not exceed Rs. 5,00,000/- (Rupees Five Lakh) together with any other non-Medical policy/policies which the proposer may hold or proposes to hold under the said Non-Medical Scheme. Further the total sum assured shall not exceed Rs. 50,00,000/-(Rupees fifty Lakh) together with any Non-Medical or/and Medical policy/policies which the proposer may hold or proposes to hold. The medical history of the proponent should not reveal any adverse features and the proponent is medically fit at the time of proposal and had not suffered with any chronic disease and hospitalized during the two years prior to the date of proposal.

Further, Maximum aggregated sum assured limit of non-medical RPLI policy is 'Rs.100,000/- (Rs. One lakh)'*.

*Note: 'Maximum aggregated sum assured limit of non-medical RPLI policy with non-standard age proof will remain Rs. 25,000/- (Rupees twenty-five thousand only).'

In case of claim of the policy before maturity, the payment against such claim shall be restricted to the following amounts:

a). 35% of the sum assured along with the accrued bonus in case the death of the insured person occurs before the completion of one year from the date of acceptance of the proposal.
b). 60% of the sum assured along with the accrued bonus in case the death of the insured person occurs before the completion of two years, but not before the completion of one year, from the date of acceptance of the proposal.
c). 90% of the sum assured along with the accrued bonus in case the death of the insured person occurs before the completion of three years, but not before the completion of two years, from the date of acceptance of the proposal.

d). Full sum assured along with the accrued bonus in case the death of the insured person occurs after completion of three years from the date of acceptance of the proposal.

The Defence Personnel, Assam Rifles and Para-Military Personnel are exempted from Medical Examinations. Full claim for sum assured along with the vested bonus shall be admissible to the claimants if a policy becomes claim after its acceptance.

7. Premia Payment and Rebate on Advance Premia

Premium payment can be made through cash or cheque subject realisation.

Also, premium payment can be made in the following manner by executing Standing Instructions from POSA, directly from POSA Mobile Banking or Internet Banking or through IPPB channel.

PLI/RPLI customers having policies (Only in numeric figures) can pay their premia through DoP ATM with their POSA debit card across all POSB ATMs available throughout the country.

In case of policies where premia are payable on monthly basis, the insurant may pay premia for a number of months in advance to avail the facility of rebate.

i) A rebate @ 2% shall be allowed if the premia for 12 months are paid in advance.

ii) A rebate @ 1% shall be allowed if the premia for 6 months are paid in advance.

iii) Similarly, a rebate of 0.5% shall be allowed if the premia for 3 months are paid in advance. (This is applicable only for RPLI).

iv) For Yugal Suraksha Rebate of 2%, 10%, 50% of Premium for One Month is allowed, if Premium is in Advance for 3, 6 & 12 Months respectively.

8. Refund of Premia

In case the proposal is rejected, the initial premium will be refunded to the proponent in full.

9. Issue of Duplicate Policy Document

Subject to the execution of an Indemnity Bond in a stamp paper worth Rs.50/- by the insurant jointly with two solvent sureties and payment of prescribed charges for preparation of duplicate policy documents (Rs.100/-), the CPC will issue a Duplicate Policy Bond.

If the policy is lost from the department's custody an Indemnity Bond in LI-10(f) form is to be given.

If the policy is lost from the party's custody (assigned policy), Indemnity Bond in LI10(h) form is to be given.

If the policy is lost from the party's custody (unassigned policy), Indemnity Bond in LI-10(i) is to be given.

10. Duplicate Premium Receipt book

Duplicate premium Receipt book will be issued to the insurant on request and on payment of Rs 20/-.

11. Lapse and Revival of Policies

If the premium is not paid within the days of grace, normally the policy lapses. The Insurant will be personally responsible for seeing that such premia are paid regularly without any further act on the part of the department to keep his/her policy in force and avoid its lapse. Wherever the premia are paid after the days of grace, if permissible the same should be paid along with interest in full at the prescribed rates.

a. Period of grace

As per POLI rules the grace period is only up to the end of the month only for the policy. Insurant needs to pay interest @12% per annum with a minimum of Re.1/- along with the premium of the defaulted instalments.

b. Lapse of Policies under Rule 39

The policies which have not completed 36 months from the date of acceptance of the policy will be treated as lapsed in case the insurant has failed to pay any instalment of premium which has become due within the days of grace and as consequence forfeits the claim against the said policy.

c. Lapse of Policy under Rule 40

In such cases where the policy has completed 36 months from the date of acceptance of the policy and the insurant fails to pay any instalment of premium that has become due within the days of grace, he may pay the arrears of the premium up to a maximum of 12 months from the date of the said premium had become due along with interest on such arrears of premium besides paying subsequent instalments of premia that may have become due during such period to keep him/her policy in force.

In case the insurant does not pay any instalments of premium when is becomes due and fails to make payment of said premium along with interest thereon for a period of 12 months thereafter, such a policy ceases to be active at the end of 12 months from the date of first unpaid premium had become due and such policy acquires a paid-up status.

d. Reinstatement of Policies under Rule 39(3)

As per Rules 39(3) in case the policy has lapsed under Rule 39(1) above,(less than 3 years Policy) a policy holder may within a period not later than six months from the date of first unpaid premium had become due in respect of such policy, deposit of the arrears of premium/premia till the date of payment along with interest thereon at the rates prescribed by the Director General of Posts in the specified Post Office and send intimation to this effects to the CPMG/PMG concerned along with a certificate of good health in the prescribed proforma duly signed by the insurant and a certificate from his/her employer certifying that the insurant had not taken any leave on medical grounds during such period from the first default in premium. In such cases where the policy holder is not employed, such a certificate may be dispensed with.

The aforesaid policy shall thereafter be treated as automatically reinstated without any further act on the part of either the insurant or the department unless any adverse happenings in personal history of the insurant have taken place and have been reflected in the certificate of good health or the certificate of the employer. The competent sanctioning authority should in the latter case inform the insurant that his policy cannot be treated as reinstated and he may either seek surrender of the policy or make it paid-up, if it has completed three years already.

e. Non-payment of arrears in full

Rule 39(3)(i) provides that in case the insurant fails to pay full amount of the arrears that may have accrued together with interest thereon from the day the first defaulted premium was due, the policy will not be treated as reinstated and the amount thus paid or paid subsequently thereafter will be held in suspense. The policy will therefore, continue to be lapsed.

f. Reinstatement of Policies under Rule 40(4)

Rule 40(4) provides that in such cases where the policy has ceased to be active under Rule 40(1) (More than 3 years policy) and the instant deposits all the areas of the premium/premia up to the date of payment along with interest thereon at the prescribed rates in the specified post offices but not later than 12 months and informs the competent authority to this effect along with the certificate of continued good health in the prescribed proforma to be signed by the insurant and a certificate from the insurant's employer certifying that the insurant had not taken any leave on medical ground during such period from the first default in premium, such policy will be treated as automatically reinstated without any further act on the part of the insurant or the department unless any adverse happenings in the personal history of the insurant are notice. In such a case similar action will be taken as per reinstatement cases under Rule 39(3) discussed earlier.

g. Non-payment of arrears in full

Rule 40 (4) (i) provided that, if the insurant does not pay the entire amount of premium in arrears and the interest thereon, the amount will be held in suspense and would be refundable to the insurant along with the interest thereon in the same manner as in reinstatement cases under Rule 39(3)(i).

h. Refund of amount in suspense

Any amount held in suspension as a result of non-payment of full amount of premia in arrears and interest thereon should be refunded to the policyholder or his/her nominee or legal heir as the case may be as and when applied for along with interest as prescribed by the Director General of Posts. It should be clearly understood that no claim shall be entertained against such policies as are lapsed on account of premia not having been paid in full or part payment of premia having been made and held in suspense.

i.Revival of Policies under Rule 41 of POLI Rules.

The policies are treated as lapsed if the premiums are not paid for more than 6 months or more than 12 months continuously in respect of policies which are less than 3 years and more than 3 years respectively. Under the provision of Rule 41 of POLI such cases are required to be submitted to the Division/Circle/Regional Offices for revival.

The revival of a policy under Rule 58 shall be allowed on any number of occasions during the entire term of the policy including the relaxation given under Rules 56(3) and 57(3) for re-instatement. However, a period of consecutive 5(five) years should not have passed from the date of first unpaid premium against such lapsed policy.

Note: Vide PLI Directorate letter No F No.25-6/2020-LI dated 11.06.2021, it is clarified that restriction of 5 years shall not be applicable to the policies issued prior to the amendment of the said rules vide gazette notification No 25-1/2011-LI (Part- II) dated 20.09.2019.

These policies may be revived on fulfilling the following conditions.

a) The policy has not matured.

b) The insurant has good health with reference to Insurance and the same is supported by the medical certificate of continued good health issued by authorized medical officer.

c) There is no adverse change in personal and family history of the insured.

d) The insurant has not taken any leave on medical grounds during the period from which the first unpaid premium was due. A certificate to this effect will be given by the employer of the insurant.

e) It is clarified that for the purpose of the revival of the lapsed or inactive policy, no age limit has been prescribed by the rule and therefore policy can be revived even beyond maximum age prescribed for taking a policy provided the Divisional Supdt/Chief PMG/PMG is satisfied in each case.

f) Default interest @12% per annum with a minimum of Re.1/- to be paid by the insurant along with the premium.

12. Alterations in Policies

A policy holder may desire reduction in sum assured or alteration from one plan to another plan or he might need change in the mode of payment of premium to suit his convenience.

Enumerated below are the main types of alterations generally desired by policyholders and permitted.

i. Changes in class or term

ii. Reduction in sum assured

iii. Change in the periodicity of payment or premium

iv. Splitting up a policy into two or more policies

v. Alteration in name

vi. Correction in policies

When a change or alteration in a policy is desired and is permissible an alteration fee of Rs 10/- is charged.

There are certain criteria, which have to be satisfied before alteration in class and term of an assurance. They are:

a. Policy should be in force and should not have become fully paid-up.

b. The premium rate after alteration should not be lower than the premium rate before alteration.

c. Assured's age at the time of alteration should not be very advance; it should be below the age of 60.

Alterations, which are not normally given, may be allowed, if the application is received within SIX MONTHS of the date of risk or THREE MONTHS from the date of issue of the policy whichever is later. In such cases, a satisfactory declaration of good health or medical report would be called for wherever necessary.

The reduction in sum assured from the commencement of the policy would be allowed only if the application is received within six months from the date of

commencement of the policy or three months from the date of issue of the policy whichever is later.

a. Alternation in name

The assured might have changed his/her name or his/her name might have been changed on account of his/her having been adopted or in the case of ladies on account of marriage or re-marriage. In such cases, evidence to support the change in name would be called for. Any one of the following documentary evidences is usually acceptable.

a) A notification in Government Gazette
b) An advertisement in the newspaper
c) A declaration or an affidavit made before the Magistrate or justice of the peace or an officer empowered to administration
d) Adoption deed
e) Marriage certificate

b. Conversion and Commutation

In dealing with case of conversions etc. of policies the following points should carefully attended to:

1). Conversion involving alteration of policy terms other than reduction, discontinuance or commutation of premiums will be allowed only after payment or premium for an integral number of years. In all cases where it is intended to extend the premium term or defer the maturity date, the production of a medical certificate of good health at the expense of the assured certifying to his prospect of life is compulsory.

2) Conversion or commutation of a policy other than CWL class to an endowment policy payable at the ages 35, 40,45,50,55,58 and 60 only will be admissible.

3) Conversion of a policy as would put the date of maturity or the date of cessation of premium to a date preceding or within one year from the date of conversion is not admissible.

4) Conversion will be permitted only once during the duration of each policy without charging any fee. Second and subsequent conversion is subject to a nominal fee of Rs.20/- in each case.

5) Joint Life Assurance, AEA, Children Policy and 10 Year RPLI Policies cannot be converted

C. Conversion - Convertible Whole Life Policies

- In respect of CWL policies, the policyholder has the option to convert it at the end of five years from the commencement into an endowment assurance

maturing at the age of 50, 55,58 or 60 (to be chosen by the policy holder at the time of exercising the said option) subject to payment of appropriate increased premium.

- Conversion to endowment assurance with maturity age below 50 is not provided under CWL plan.
- If the option is not exercised at all, the policy will continue as whole Life Assurance with premium ceasing at age 60, the original rate of premium remaining unaltered.
- The option is to be exercised strictly before the expiry of five years from the date of issue of the policy. However, in cases where the policy holder has not been able to exercise the option may be allowed to exercise the option later but within a period of one year from the due date and subject invariably to recovery of the arrears of premiums due with interest at the prescribed rate.

d. Reduction, Discontinuance or Commutation and other Alterations Reduction: A policy holder (except Anticipated Endowment assurance policy) may at any time:

1). apply for reduction of monthly premium and sum assured without altering the class of his policy or

2). after payment of premiums for not less than three years he may apply to have his policy paid-up for a reduced sum assured, free from further payment of premium.

e. Commutation:

- Commutation of future premiums by payment of a lump sum may be permitted at any time.
- In case of policies other than Anticipated Endowment Assurance policies, conversions involving alteration of policy terms other than reduction, discontinuance or commutation of premiums referred to above will be allowed only after payment of premiums for an integral number of years and in any case where it is intended to extend the premium term or to defer the maturity date, on the production of a medical certificate of good health at the expense of the assured.
- Such conversions will be permitted only once on the duration of each policy without a fee, second and subsequent conversions being subject to a small fee not exceeding Rs.20/ as may be fixed by the Directorate, in each case.

13. LOANS:

The procedure regarding grant of loans on security of unencumbered policies has been dealt with in Rule 42 of the POLI Rules. No loans are admissible on AEA/Children Policy and 10-year Gram Priya policies.

a. Admissibility of loans

Loan can be availed from PLI/RPLI policies if following conditions are satisfied

- Status of the Policy should be active for availing loan facility.
- The amount of Loan should not become less than Rs.1000/-.
- Policy should not have been assigned.
- Amount of Loan will be in complete multiples of Rs.100/-
- Second and subsequent Loan shall be granted one year after full repayment of the previous Loan.
- In the event of loss of Loan Repayment Receipt Book, procedure of Issue of DPB will be applied.
- Maximum admissible amount of Loan will be 90% of Surrender Value.
- Original policy bond will not be retained by the CPC after sanction of loan.

Loan can be availed from Whole life policies (Suraksha) and Convertible whole life after four years and in respect of EA and Yugal Suraksha policies after 3 years.

Loan is granted up to certain percentage of surrender value as furnished below.

WLA

Exceeding 4 years but not less than 7 years	60%
Exceeding 7 years but not less than 12 years	80%
Exceeding 12 years	90%

EA

Exceeding 3 years but not less than 5 years	60%
Exceeding 5 years but not less than 10 years	80%
Exceeding 10 years	90%

Documents required for applying PLI/RPLI loan:

Sl.	List of Documents	Cash Policy	Pay Policies
1	Loan Application (format at Annex-II)/Assignment Application (format at Annex-III)	Yes	Yes
2	Self-Attested copy of Policy Bond	Yes	Yes
4	Self-Attested copy of ID and Address proof of the Insurant (list of Documents acceptable as ID and Address proof is given in Annex-VII)	Yes	Yes
5	Self-Attested copy of ID and Address proof of the Messenger, if any (list of Documents acceptable as ID and Address proof is given in Annex-VII)	Yes	Yes
6	Cancelled Cheque for Bank mandate or Self attested copy of POSB passbook (for Loan application only)	Yes	Yes
7	Self-Attested copy of Document of Credit, if any*	No	Yes
8	Self-Attested copy of Premium Receipt Book **	Yes	No
9	Self-Attested copy of Loan Receipt Book#	Yes	Yes

Interest at the rate of 10% per annum is charged on the amount compounded half yearly. Interest will be charged on the amount outstanding on the first day of the half year and any repayments made during the half year will be taken into account for the calculation of the interest for the next half year.

All loans (First and Subsequent) can be sanctioned by the Postmaster/ Manager CPC.

14. PAID UP AND SURRENDER OF POLICIES:

Rule 40 of POLI Rules deals with policies which have become paid up either as a result of notice from the insurant or automatically as a result of discontinuance of payment of premia by the insurant after the policy has completed 3 years.

a. Non forfeiture

As per rule 40(1) of POLI Rules in case a policy which has remained in force for not less than 36 months from the date of acceptance of the policy and where the insurant fails to make further payment of premia, such policy shall not be wholly void, but the sum assured by it shall be reduced to such a sum as shall bear the same ratio to the full sum assured as the number of premiums actually paid shall bear to the total number of premia originally stipulated in the policy subject to a minimum prescribed ceiling.

In contrast, as per Rule 39, if the policy has not completed 36 months from the date of acceptance of the said policy and the insurant fails to pay the due premia within the days of grace, the policy becomes void and all claims to any benefit in virtue thereof cease. As a consequence, the department forfeits the policy money.

b. Admissibility of claims after non-payment of the premiums

As per Rule 40(2) of POLI Rules, when the policy become a claim either due to death of the life assured or completion of endowment period within a period of 12 months from the date the first unpaid premium had become due, the claim for the payment of the policy shall be accepted subject to deduction of all arrears of premium together with interest thereon from the date of first unpaid premium in respect of such policy had become due to the date of its becoming a claim and at the rates prescribed by the department and further subject to deduction of any instalment of loan or interest thereon.

c. Paid up value:

Rule 40(3) of POLI Rules states as under:

If within the above stated period of 12 months, the policy does not become a claim either due to death of the life assured or on completion of endowment period and if no application for surrender value or paid-up policy is received within that period the policy will be automatically kept alive only to the extent of its paid value provided such paid-up value is not less than Rs 100/-.

i) Provided further that if such paid up value be less than Rs 100/- only the surrender value shall be payable on application and further no interest shall be payable on the said surrender value. The reduced sum assured mentioned above it is paid-up value. The paid-up value of policies under whole life, limited payment and endowment plans are calculated from the sum assured, in proportion, to the number of premiums paid to the number of premiums payable. In case of certain

other plans proportion value for calculation paid-up value is not applicable and therefore, the above condition is modified by stating that the sum assured shall be reduced to an amount which will be allowed according to the rules of the Department.

In case of policy holder wishes to make a policy paid-up he may merely stop the payment of premiums. The policy automatically gets converted into paid up policy and no further action need be taken by the policy holder. However, where the policy holder expressly requests the department to make his policy paid-up and endorsement regarding the policy having been made paid-up and endorsement regarding the policy having been made paid-up for a reduced sum assured free from all future premiums shall be made by the department.

The policy, on the security of which a loan has been raised can also be converted into a paid up one free from loan and loan interest and from payment of further premiums, if desired by the policyholder. The reduced paid-up policies can be reinstated for full value according to procedure prescribed in the chapter pertaining to revival of policies. The paid-up policy can also be surrendered.

d. Surrender Value

Section 113 of the Insurance Act 1938 deals with acquisition of surrender values by policies. The policy holders thus have been granted statutory protection as regards surrender value.

Further, Rule 34 & 35 of POLI Rules deal with the surrender of policies. Under the provisions of Rule 34 of POLI Rules, the policy holder is permitted to surrender his/her policy for an immediate payment in cash provided premia have been paid regularly for a minimum period of 3 years against such policy and the policy is in force.

As per Dte Lr.No.29-14/98-LI dated 18/11/2003, 11/12/03 &6/8/04, the surrender cases will be regulated as under:

a) Surrender of a policy is not admissible before completion of 36 months of the policy and if discontinued the amount deposited shall be forfeited.

b) On surrender, the policy shall attract proportionate bonus on reduced sum assured up to the date (up to 31st March before the date of application) for which premium has been paid. However, Bonus is admissible for policies continued for minimum 5 Years.

c) The policy made paid up before 6 years shall not earn any bonus on paid up sum assured/reduced sum assured. The policy made paid up after 5 years shall earn bonus on paid up sum assured/ reduced sum assured w.e.f. the date of acceptance to 31st March of the year prior to the date of last premium paid.

d). In respect of WLA policy if it is surrendered after payment of all premiums till completion of term, bonus shall be paid up to the date of exit (up to 31st March before the date of application, due to surrender/death. – Dte Lr No.29-14/98-LI dated 26.4.05 refers).

e) The reduced sum assured shall be calculated by multiplying the sum assured with the number of instalments paid and dividing the same with the total number of premiums to be paid.

f) The surrender value shall be calculated by multiplying the sum of reduced sum assured plus the proportionate bonus if any, with the surrender factor (Appendix IV) as applicable on the attained age as on the date of surrender of the policy.

g) AEA policies cannot be surrendered.

h) For paid up policies no option for revival or reinstatement.

Payment of surrender value if insurant dies in the same month

In the case of the policy which has acquired surrender value or has not lapsed or ceased to be active, should the insurant dies during the month in which his application for the surrender value of the policy is received in the CPMG/PMG's office, the full value of the policy is payable subject to the deduction of any surrender value already paid and the policy treated as active till the end of the month referred to above.

15. SETTLEMENT OF CLAIMS

a. TYPES OF CLAIMS:

The contract of Life Insurance lays down the two contingencies, on the happening of either of which the sum assured is payable, viz death during the selected period or survival at the end of the selected period (i.e) Maturity.

In the case of whole Life assurance only one of the aforesaid contingencies is insured against viz. death, while in case of other plans like Endowment assurance and anticipated Endowment assurance, the sum assured is payable on the happening of either of these contingencies.

b. Maturity Claim

The claim arising as a result of assured's surviving the date of maturity is called "maturity claim". Since in a maturity claim the assured is alive and the department makes payment to him on return of the discharge form duly executed with the original policy, settlement of such claim should not take much time. If however any other requirement or particular is necessary the life assured can be asked to supply the same. Date of maturity is the date of completion of the term.

Maturity claim needs to be settled within 30 days from the date of receipt of application. If there is administrative delay in settlement of claims then there is penalty interest of 8% attributable to the department.

c. Death claim

A policy may become a 'death claim' by the death of the life assured before the date of maturity provided the policy is in force on the date of death or has acquired paid up value. In death claims proof of death, title to the policy money, rival claimants, prohibitory orders etc. post many problems. In such cases while safeguarding the interest of the Department all possible help and guidance must be given to the claimant.

1. The death claims fall into two categories.

a) Premature claims i.e., the claims where the life assured dies within 3 years of taking the policy or a revival/reinstatement after the policy has lapsed/ surrendered.

b) Other claims arising after 3 years from the date of acceptance of policy or revival or reinstatement.

2. Documents to be provided:

i) Claim application in form LI 9

ii) Original Policy Bond

iii) Loan payment receipt book, if any;

iv) Premium receipt book in case of cash policy

v) Document of credit in case of premium paid through deduction from salary

vi) Self-attested copy of Death certificate (original and a copy –original will be returned after verification)

vii) Self-attested copy of ID and Address proof of the claimant

viii) The certificate from the last doctor attended or the last hospital attended, certifying the cause of death.

ix) FIR and Final report of Police and the verdict of court on the final report of police is necessary.

x) Cancelled cheque for bank mandate.

xi) Self-attested copy of legal document if nomination is not available.

3. Premature death claims

1). When a policy results into a claim by death within three years from the date of acceptance of the policy or from the date of revival or reinstatement of the policy, the claim will be treated as premature claim and following additional steps taken for its settlement.

a) Factual data should be obtained from the claimant about the cause of death, date of death, terminal illness, the particulars of the doctor consulted by; the deceased during the last three years and particulars of the policies held by the life assured and outcome of their settlement.

b) Claimant should produce the certificate issued by the last Medical Officer who attended on the assured during his terminal illness or who certified the death. The certificate should clearly give information about the circumstances relating to assured's death and the probable time from which the assured was suffering from illness. As an alternative certificate from hospital where the assured was last hospitalized and had died giving details of cause of death may be obtained.

c) In case the assured was employed, a certificate of the employer will be obtained giving details of leave taken by the deceased during the period the policy was in force and during the three years preceding the date of submission of proposal.

d) Proper investigations will be conducted in order to eliminate any possibility of the assured having committed suicide or having been murdered where the murder has been self-provoked, abetted or engineered by him.

As per Rule 39(1), the policies which have not completed 36 months from the date of acceptance of the policy, will be treated as lapsed in case the insurant has failed to pay any instalment of premium which has become due within the days of grace, and as a consequence, forfeits the claim against the said policy.

2). Notwithstanding what is stated above, if death of the life assured occurs within 36 months from the date of acceptance of the policy, a further period of remission shall be allowed in respect of such policies where premia remain unpaid beyond the period of grace permitted under Rule 28 in the following manner:

i) If the death of the life assured occurs within 6 months of the date of acceptance of the policy no remission period beyond the days of grace shall be allowed.

ii) If the death of the life assured occurs within 12 months but not before completion of 6 months from the date of acceptance of the policy; a remission period of 30 days shall be allowed in addition to the period of grace.

iii) If the death of the life assured occurs within 24 months but not before the completion of 12 months from the date of acceptance of the policy, a remission period of 60 days shall be allowed in addition to the period of grace.

iv) If the death of the life assured occurs within 36 months but not before completion of 24 months from the date of acceptance of the policy, a remission period of 90 days shall be allowed in addition to the period of grace.

v) In the event of death of the life assured taking place during the period of remission allowed as per sub rule 39(2)(i),(ii),(iii) & (iv) above and before payment of arrears of premium/premia that had become due along with interest thereon, the policy shall still be considered valid and the sum assured paid to the nominee or legal heir of the insurant as the case may be after deduction of unpaid premium/premia from the claim amount along with interest thereon at such rate as may be prescribed by Director General of Posts.

4. Settlement of claim without nomination:

Death claim upto ₹ 3 Lakh can be settled without legal evidence. This ₹ 3 Lakh limit is inclusive of Sum assured and accrued bonus. The limit of ₹ 3 Lakh shall be considered taking into account aggregate claim amount from all PLI/RPLI policies of the deceased policy holder, payable to the claimant.

The waiver of succession certificate shall only be entertained after the expiry of three months from the date of death of the policy holder.

If the claim value exceeds ₹ 3 Lakh, then succession certificate from court of law is mandatory.

The following documents are required for settlement of death claim without legal evidence

- Proof of Death of the Insurant/Nominee
- Affidavit on Rs.20/- Stamp Paper
- Letter of Indemnity on Rs.100/- e-Stamp paper (non-Judicial)
- Letter of Disclaimer on Affidavit/e-Stamp/Non-Judicial Paper worth Rs.20/- duly attested by a Notary Public/Oath Commissioner

5. Non-Medical policies

For non-medical policies, the death claim will be settled as detailed below:

a) If death of the insurant occurs before completion of 1 year – 35% of sum assured + accrued bonus, except in the case of death by suicide. (Rule-16(i) of POLI rules, 2011)

b) If death of the insurant occurs before completion of 2 years – 60% of sum assured + accrued bonus.

c) If death of the insurant occurs before completion of 3 year – 90% of sum assured + accrued bonus.

d) If death of the insurant occurs before completion of 3 year – 100% of sum assured + accrued bonus.

6. Assured reported Missing

Under the Evidence Act, a person who has disappeared is presumed to be dead only if he has not been heard of for last 7 years by those who would naturally have heard of him if he had been alive.

In all such cases where the life assured has not been heard of for 7 years and where his heirs or his assignee or nominee under the policy contends that the life assured should be presumed to be dead, the claimant should be asked

a) to produce proof of having lodged an FIR with police to this effect and final police report.

b) to produce a proper and indisputable proof of death or

c) a decree of the court that the assured should be presumed to be dead

In all such cases the premia have to be continued to be paid to keep the policy in force during the said period of seven years. The claim should be carefully examined with regard to circumstantial evidence and may be paid subject to production of an indemnity executed jointly by the claimant and approved sureties.

7. Death by accident

Where it is established that the death of the insured takes place by accident (other than suicide), no investigation need be conducted as prescribed for premature death cases.

8. Death by suicide

Rule 61 of POLI fund rules 2011:- In the event of an insured person committing suicide any time after the date of acceptance or revival of policy of the policy (whether sane or insane at that time) and after having paid his first premium in full, but not after expiry of one year from such date of acceptance or payment of premium whichever is later, the policy shall be entitled for 80% of the premium paid till date of the death or the surrender value, if applicable, as on date, whichever is higher provided the policy is in force.

Appellate Authority

Appeal against rejection of death claim cases shall lie with the authority, who is the next higher authority of the Approving Authority as detailed under:

Sl No	Approving Authority	Appellate Authority
1.	Postmaster (HSG-I/HSG-II), Sr. Postmaster (Group B)	Divisional Head
2.	Dy. Chief Postmaster (Group B)	Chief Postmaster (Group A)
3.	AD of HO (Group B) headed by Director, Dy. Director of HO (Group A) headed by Director	Director (GPO)
4.	Head of Division (Group A/ Group B), Chief Postmaster (Group A),	Director Postal Services (Region/HQ)
5.	Director Postal Services (Region)	Postmaster General
6.	Director Postal Services (HQ)	Chief Postmaster General

Chart showing Bonus admissible on PLI policies in existence during the year ending 31st March 85 to 31st March 2022

Policy in existence during the year	Rate of bonus for Sum assured Rs.1000/ Endowment Assurance	Rate of bonus for Sum assured Rs.1000/ Whole Life Assurance	Rate of bonus for sum Assured Rs.1000/ Anticipated Endowment Assurance
1984-85	47	59	47
1985-86	54	67	54
1986-87	63	74	60
1987-88	63	78	63
1988-89	65	80	65
1989-90	67	83	67
1990-91	70	85	70
1991-92	72	88	72
1992-93	70	85	70

1993-94	70	85	70
1994-95	76	95	76
1995-96	76	95	76
1996-97	76	95	76
1997-98	76	95	76
1998-99	77	96	77
1999-00	77	95	75
2000-01	77	95	70
2001-02	77	95	70
2002-03	70	90	65
2003-04	70	90	65
2004-05	70	90	65
2005-06	70	90	65
2006-07	70	90	65
2007-08	70	90	60
2008.09	65	90	60
2009-10	60	85	55
2010-11	60	85	55
2011-12	58	85	53
2012-13	58	85	53
2013-14	58	85	53
2014-15	58	85	53
2015-16	58	85	53
2016-17	58	85	53
2017-18	58	85	53
2018-19	58	85	53
2019-20	52	76	48
2020-21	52	76	48
2021-22	52	76	48

Part 2 - Rural Post Life Insurance Schemes

1. Features

The Rural Postal Life Insurance Scheme launched on 24.3.1995 to cover Rural Public. The Scheme is operated as per the Notification issued by the Govt of India vide 'Rural Postal Life Insurance Schemes 1994.

All persons who are RESIDENT INDIANS, and have a permanent residence anywhere in a rural area are eligible to join the Scheme, provided they have attained majority

Minimum age – 19 years (Next birthday)

Maximum age – 55 years (Next birthday)

Maximum age – 45 years in case of GPY, CWA policies.

Maximum age – 40 years in case of AEA Policies.

Maximum age – 35 years for non-medical policies.

Endowment Assurance Policies maturing at ages 40,45,55,58 and 60 are the only non- medical policies.

Maximum limit for non-medical policy is Rs 25,000/-.

Maximum age – 45 years for insuring the life of an individual with non-standard age proof.

Maximum age – 44 years for taking policies amounting Rs 10,00,000/-.

For 45 years and above, the maximum life coverage is Rs1,00,000/-.

Policies can be taken for a minimum sum of Rs 10,000/- or multiples of Rs 10,000/- thereafter.

As per Directorate letter no. 25-3/2003-LI/vol. II dated 18.5.2015, the maximum of aggregate sum assured is enhanced to Rs. 10 lakh.

2. Eligibility:

All existing policyholders as well as new insurants from the eligible clientele of RPLI can be given enhanced coverage within maximum or aggregate sum assured of Rs. 10 lakh.

3. Available Plans:

Whole Life Assurance (WLA)

- Premia ceasing at 55, 58 or 60 years.
- Sum assured with Bonus payable at death only.

Endowment Assurance (EA)

- Maturity at ages 35, 40, 45, 50, 55, 58 and 60 years
- Sum assured with Bonus payable at maturity or on death whichever is earlier.

Convertible whole Life Assurance (CWA)

➢ Twin benefits – Pay less premium initially under whole Life Plan and get the policy converted into Endowment Assurance after 5 years.

Anticipated Endowment Assurance (AEA – 20 years/15 years terms)

- Survival benefits if the insurant survives the specified period reckoned from the date of commencement of risk as follows:

Instalment Payable	15 Years Term	20 Years Term
20 % of Sum Assured Amount	6	8
20 % of Sum Assured Amount	9	12
20 % of Sum Assured Amount	12	16
40 % of Sum Assured Amount with Bonus	15	20

- Full sum assured payable on death occurs before the date of maturity notwithstanding the survival benefits already paid.

- Loan and surrender not permitted.

10-year Rural PLI (Grama Priya)

- A short term AEA plan specifically designed for rural insurants. Guaranteed money back periodically for productive purposes or to meet social obligations.

- Multiples of Rs 5,000/- admissible.

- Special relief in case of natural calamities affecting the insurant directly as (a) and (b) below:

- No interest will be charged up to one year.

- Policy does not lapse on account of non-payment of premia for one year.

- Survival benefits payable if the insurant survives the specified period from the date of commencement of risk as specified below.

4 years	20%
7 years	20%
10 years	60% + accrued Bonus

- Full sum assured payable if death occurs before the date of maturity notwithstanding the survival benefits already paid.

- Loan and surrender not permitted.

Children's policy

- This has come into force with effect from 20.01.2006.

- This is an ADD-On policy to provide insurance cover to the two children of the policyholder.

- This is a non-medical policy where parent should not be aged above 45 years and child should be between 5 and 20 years. The sum assured should be between Rs.10000/- and Rs.100000/-.

4. OTHER FEATURES:

- Rebate is allowed on Policies of Rs 20,000 and above @ Rs 1/- per month per Rs 20,000/- sum assured.

- A rebate of 2% is allowed on policies if the premium is paid 12 months in advance, 1% if the premium is paid 6 months in advance and 0.5% if the premium is paid 3 months in advance.

- Premium receipt books are provided.

- Premium is eligible for income tax rebate (20% of the premium paid) under section 88-C of Income Tax act.

- Premium can be paid in any post office on or before the last working day of the month.

- Nomination and assignments can be made.

- Policies and loan bonds exempted from stamp duty

- Loans can be had easily. Repayment of loan is optional.

- Free Correspondence through nearest post office.

- Policies can be surrendered or made auto paid up subject to certain conditions.

- Bonus allowed on all types of policies as per rates announced by Govt of India from time to time.

- Bonus allowed only if the policy is in force for at least five years.

- Change in class or term, reduction in sum assured, change in the periodicity of payment of premium, splitting up of a policy into two or more policies, alteration in name, correction in policies are permitted on certain conditions.

- Risk is covered from the date of acceptance of the policy.

5. PROOF OF AGE AND ADDRESS:

The Department accepts the proof of age along with the proposal. As such all the policies are issued with age duly admitted. The Department does not issue policies if proof of age is not submitted.

The following documents are accepted as age and address proof as per PLI Letter No.29-13/2019-LI dated 08.07.2019.

Check list of documents of new PLI/RPLI Policies

ANNEXURE-I

For PLI Policy (below 20 lakhs of sum assured)

i. Proposal form
ii. Age proof (self attested copy of any of the following documents)
   a. Birth Certificate
   b. School Certificate/Mark sheet
   c. PAN Card/ PRAN Card
   d. Passport
   e. Driving Licence
iii. Address Proof (self attested copy of any of the following documents)
   a. Aadhar Card/Voter Id
   b. Passport
   c. Driving Licence
   d. Ration Card
   e. Allotment letter of Govt. Accommodation
   f. Electricity Bill/Water Bill
   g. Certificate issued by Competent Authority
iv. ID proof to check eligibility of PLI proponent (self-attested copy of any of the following documents)
   a. Photo Identity card issued by employer
   b. Service Certificate
   c. Professional degree/diploma (for professionals)
v. Marriage Proof (for Yugal Suraksha Policy-self attested copy of any of the following documents)
   a. Marriage Certificate
   b. Affidavit
   c. Certificate issued by employer or any other document proving marital relationship
vi. Income proof (self attested copy of any of the following documents)
   a. Salary slip
   b. Bank Statement
   c. ITR

For PLI Policy (above 20 lakhs of sum assured)

i. Proposal form
ii. Age proof (self attested copy of any of the following documents)
   a. Birth Certificate
   b. Certificate/Mark sheet
   c. PAN Card/ PRAN Card
   d. Passport
   e. Driving Licence

iii. Address Proof (self attested copy of any of the following documents)
   a. Aadhar Card
   b. Passport
   c. Driving Licence
   d. Ration Card
   e. Allotment letter of Govt. Accommodation
   f. Electricity Bill/Water Bill
   g. Certificate issued by Competent Authority

iv. ID proof (self attested copy of any of the following documents)
   a. Identity card issued by employer
   b. Service Certificate
   c. Professional degree/diploma (for professionals)

v. Marriage proof (for Yugal Suraksha policy- self attested copy of any of the following documents)
   a. Marriage certificate
   b. Affidavit
   d. Certificate issued by employer or any other document proving marital relationship

vi. Income proof (self attested copy of any of the following documents)
   a. Salary slip
   b. Bank Statement
   c. ITR

vii. Medical Reports (Required Medical Examination reports)

For RPLI Policy

i. Proposal form

ii. Age proof (self attested/thumb impressed copy of any of the following documents

I. Standard Age proof
   a. Birth Certificate
   b. School Certificate/Mark sheet
   c. PAN Card/ PRAN Card
   d. Passport
   e. Driving Licence

II. Non-Standard Age Proof
   a. Aadhar Card
   b. Voter-id
   c. Elder's declaration
   d. Medical Examiner's approximate age certificate
   e. Declaration by insurant counter signed by panchyat Member

iii. Address/Identity Proof (self attested/thumb impressed copy of any of the following documents)
   a. Aadhar Card/Voter-id
   b. Passport
   c. Driving Licence
   d. Ration Card
   e. Electricity Bill/Water Bill

6. Bonus

For Whole Life Policies up to 31.3.1996 Rs 75/- per Rs 1000/- sum assured per year. From 1.4.96 onwards Rs 60/- per Rs 1000/- sum assured per year.

For Endowment policies up to 31.3.96 Rs 60/- per 1000/- - sum assured per year. From 1.4.96 onwards RS 50/- per 1000/- sum assured per year.

For Anticipated Endowment Assurance Policies up to 31.03.1996 Rs 60/- per 1000/- sum assured per year.

BONUS

Policy in existence during the year	Rate of bonus for sum assured Rs.1000/(Endowment Assurance)	Rate of bonus for sum assured Rs.1000/(Anticipated Endowment Assurance)	Rate of bonus for sum assured Rs.1000/(Whole life assurance)
1996-97	50	50	60
1997-98	50	50	60
1998-99	50	50	60
1999-00	50	50	60
2000-01	50	50	60
2001-02	50	50	60
2002-03	50	50	60
2003-04	55	50	60
2004-05	55	50	60
2005-06	55	50	60
2006-07	55	50	60
2007-08	50	47	65
2008-09	50	47	65
2009-10	50	47	65
2010-11	50	47	65
2011-12	50	47	65
2012-13	50	47	65

2013-14	50	47	65
2014-15	50	47	65
2015-16	50	47	65
2016-17	50	47	65
2017-18	50	47	65
2018-19	50	47	65
2019-20	48	45	60
2020-21	48	45	60
2021-22	48	45	60

Convertible WLA: Whole life bonus rate would be applicable, but on conversion endowment bonus rate will be applicable.

7. Preservation of Records

(OM.no.24-01/2021-LI, dated 11.05.2021 of PLI Dte.)

Sl No.	Type of Policy	Schedule
1	Policies where less than 3 years of premia paid and policy is lapsed	5 years after maturity date is over
2	Policies where at least 3 years of premia paid and policy is surrendered	5 years after payment of Surrender value
3	Policies where at least 3 years of premia paid and policy is Forced Surrendered	5 years after the date of 'Forced Surrender'
4	Policies where at least 3 years of premia paid and insurance contract is discharged due to Maturity or Death	5 years after payment of Maturity/ Death Claim amount
5	Policies cancelled at the option of Insurant during 'Free Look' period	5 years after cancellation of the policy
6	Policies which are subject matter of any case filed in any court of law	3 years after final clearance from arbitration, litigation, enquiry or audit as the case may be or till the prescribed retention period, whichever is later

8. Promotional structure

"Marketing staff" is an official or person who is authorized by the Postmaster General or Head of Division to procure Postal Life Insurance and Rural Postal Life Insurance business. The marketing staff includes IPOs, ASPOs, ASRMs, Ex- D.O (PLI), PRI (P), Postmasters, Selected Postal Assistant, Postman, Retired GDS BPM, D.O (PLI), Field Officer (PLI), SPM (Rural S.O), GDS staff, and also includes Direct Agents such as Anganwadi worker, Mahila Mandal worker, Ex-Serviceman, Retired school teacher, SHGs, Gram Pradhan & Member Gram Panchayat and any other official/person as considered suitable by the Head of Postal Division. Hence GDS, Field officers, Eligible Department employees who are registered as agents can directly report to CPC. Direct agents will be under Development officers (DO), PLI.

Features: -

1. Group Leader will be known as Development Officer.
2. Each Postal Division will have One Development Officer.
3. Sales Force comprises Development Officer, Direct Agent, Departmental Employees, Field Officer & GDS.
4. Departmental Employees will include Inspector of Posts & Assistant Superintendent of Post Offices.

Policies procured by the Sales Force from the Neighbouring Divisions with prior approval from the Competent Authority (ADM/DDM (PLI)(RO/CO) should be Indexed at the CPC where Insurant resides.

9. Incentive to Sales force

- Procurement incentive is payable to all policies i.e., Cash, Pay policy and Online policies
- Renewal premium incentive is payable to cash and online payment policies.
- Development Officer will be paid 1% of total PLI New Business Premium procured by the attached Direct Agents.
- 1% of Renewal Premium in respect of PLI Cash Policies to all types of PLI Sales Force.

	Other than AEA	
Premium Paying Term		Incentive Structure on First Year Premium
Up to and Equal to 15 Years		4% of First Year Premium
15-25 Years		10% of First Year Premium
Above 25 years		20% of First Year Premium
	For AEA	
Less than or Equal to 15 Years		5% of First Year Premium
Beyond 15 Years		7% of First Year Premium

RPLI

- RPLI Policies Sales Force will get Procurement incentives of 10% of Procurement Premium.
- Development Officer will be paid 1% of total RPLI New Business Premium procured by the Direct Agents but they are not eligible for payment of renewal incentives on RPLI Policies.
- 2.5% of Renewal Premium in respect of RPLI Cash Policies to all Sales Force.

Chapter II -National Pension System (NPS)

1 Introduction

The NPS came into operation with effect from 1st January 2004 and was made applicable to all new employees of Central Government, except to Armed Forces. The objective is to provide regular income in the old age and thereby the security coverage. The other attraction of the scheme is the reasonable market-based returns in the long run.

Voluntary NPS for all citizens was rolled out from 1st May, 2009. Hence, various facilities (like opening Permanent Retirement Account, contributing to NPS etc.) will be required to be provided to all the citizens (known as 'Subscribers' in the NPS) at

various locations across India. These processes shall be carried out through the entities known as Points of Presence (POPs) appointed by the PFRDA. POPs shall provide the services under NPS through their network of branches called as POP Service Providers (POP-SP). In respect of Central Government employees, the DDO (Drawing and Disbursing Officer) will recover the contribution from Pay and Allowances and PAO (Pay and Accounts Office) will remit the amount to NPS.

Department of Posts acts as POP to operate the scheme through identified Post Offices (POP_SP). India Post is one of the POPs appointed by the PFRDA. The NPS scheme has been extended to all Head Post offices throughout the country from 01.05.2010. The department performs the following transactions in NPS.

Subscriber registration for opening new pension account which involves acceptance of forms, verification, processing and forwarding the forms to Central Record Agency-Facilitation Centre, Initial contribution processing, Regular subscriber contribution collection and upload, Subscriber servicing, grievance handling and MIS.

2 Frequently Used Terms:

TERM	DESCRIPTION
CRA-FC	CRA-FC is Facilitation Centre appointed by CRA to facilitate Nodal Offices to submit applications for allotment of PRAN and application for change in signature and photograph of the Subscriber.
KYC Documents	Documentation supporting Identity proof and Address proof of the Subscriber, as prescribed by PFRDA. KYC stands for know your customer
POP	PFRDA has appointed entities known as Points of Presence (POPs) to extend customer interface for all citizens of India, who wish to open Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS. Department of Posts has been appointed as POP with Nodal office 'India Post NPS Nodal Office' at CEPT, PTC Mysore.

POP-SP	POPs shall provide the services under NPS through their network of Department of Posts. Initially all HOs are identified as POP_SPs. Technically all e-Payment offices can function as POP_SPs
PRAN	12 digits unique Permanent Retirement Account Number allotted by CRA to each Subscriber registered in CRA system
Scheme Setup/Scheme Preference	Scheme setup is scheme preference opted by Subscriber for investing pension contribution.
TERM	DESCRIPTION
Subscriber	An individual who has opened Permanent Retirement Account (PRA) with CRA for the purpose of subscribing to the NPS.

The description of the various abbreviations used in NPS is given below

ACRONYM	DESCRIPTION
CRA	Central Recordkeeping Agency
CRA-FC	CRA Facilitation Centre
DSC	Digital Signature Certificate
KYC	Know Your Customer
MIS	Management Information System
NPS	New Pension System
NPSCAN	New Pension System Contribution Accounting Network
NSDL	National Securities Depository Limited
PFM	Pension Fund Manager
PFRDA	Pension Fund Regulatory & Development Authority
POP	Point of Presence
POP-SP	POP Service Provider
PRA	Permanent Retirement Account
PRAN	Permanent Retirement Account Number
PRN	Provisional Receipt Number
SCF	Subscriber Contribution File

The NPS Scheme is regulated by Pension Fund Regulatory & Development authority (PFRDA). PFRDA has appointed the DOP as Point of Presence to operate the scheme through identified Post Offices.

3 Salient features of the scheme

- NPS is voluntary, simple, regulated, portable and flexible pension scheme.
- Investment can be made during employable years and withdrawn on retirement with monthly pension.
- Open to all citizens of India.
- Any Indian citizen in the age group of 18 to 70 years as on the date of submission of the application can join and continue till 75 years.
- An insolvent person, an individual of unsound mind, pre-existing account holder of NPS and a person under 18 years of age are not eligible for this scheme.
- NRIs can also invest in NPS if they have an account in a bank in India; However, contributions by them are subject to regulatory requirements prescribed by RBI from time to time.
- Regulated by PFRDA, with transparent investment norms and regular monitoring and performance review.
- Nomination facility available.
- Tax benefit available under Income Tax Act 1961 for the recovered contributions as well as voluntary contributions

4 Permanent retirement account number (PRAN)

A unique number allotted to NPS subscriber by CRA. This PRAN is common to both Tier I and Tier II account.

5 Types of accounts under NPS

a. Tier I Pension account

This is a non-withdrawable pension account to which the Subscriber shall continue his/her savings for building a retirement corpus. The features of Tier I scheme are

- Builds retirement corpus
- Corpus is created based on the returns from the portfolio.

- Minimum contribution of Rs. 500/- per transaction and Rs. 1000/- in a financial year
- No limit on the maximum contribution
- At least one transaction in a year
- Contribution through cash, DD or local cheques
- Outstation cheques not accepted
- Contribution can be made at any POP_SP
- The Government employee has to contribute 10 % of (Basic Pay + DA) and the Government will co-contribute 14%.
- Contribution recovered from pay and allowances will be remitted by Postal Accounts Office to NPS
- Voluntary contribution can also be made at any POP-SP, who will remit the contribution to NPS

b. Tier II Savings account

This is not a pension account but a voluntary savings facility which is linked to returns from portfolio. The features are

- Withdrawals can be made at any time
- The subscriber must have a valid Tier I PRAN to subscribe to Tier II
- Needs activation based on application from the subscriber
- Subscriber must have Bank account number with cheque book facility.
- Minimum initial contribution at the time of opening an account is Rs. 500/- ➢ Minimum amount per contribution is Rs. 250/
- There must be at least one contribution in a year
- Withdrawal from this scheme is permitted at any time
- Net asset value (NAV) will be added to the fund
- It is open for any resident Indian, NRI can't activate Tier II account.
- All Subscribers (Govt) mandatorily covered under NPS can activate Tier II account

6 Key stakeholders

The key stakeholders who provide various services under NPS are

a. Point of presence (POP)– First point of interaction between the investor and the NPS
b. POP_SP – Point of Presence Service Providers. They are the Collection points. They also provide other customer services to NPS subscriber. In our department Designated Post Offices act as POP_SPs.
c. Central Record keeping Agency (CRA) – National Securities Depository Limited acts as CRA for NPS. CRA performs record keeping, administration and customer service functions for NPS subscribers

d. Pension Funds (PFs)/Pension fund managers (PFMs) - Seven pension fund managers appointed by PFRDA manage the retirement savings under NPS Annuity Service Providers (ASPs). PFM are responsible for paying regular monthly pension after the subscriber exits from the NPS
e. Trustee bank – Facilitates fund transfer across various entities i.e., subscribers, PFMs, ASPs); Axis bank is the trustee bank for NPS (As on 01.01.2020)
f. Custodian – Manages the Electronic holdings of the investments made by PFMs. Currently SHCIL (Stock Holding Corporation of India Limited) is the custodian.

7 Investment patterns

NPS offers you two approaches to invest:

a. Active choice
b. Auto choice

- ✓ In Active choice, Subscriber selects the allocation percentage in asset classes.
- ✓ In Auto choice, funds are automatically allocated amongst asset classes in a pre-defined matrix, based on the age of the subscriber.

After selection of Pension Fund Manager, Subscriber also has to exercise the choice of investment.

The investment will be made in 4 Asset classes namely Equity (E), Government Security (G) and Corporate Bonds (C), Alternate (A) as per the subscriber's choice of allocation to these asset classes. Investments in equity only in those listed in National Stock Exchange or Mumbai Stock Exchange.

8 Benefits on Exit from NPS

60% of the corpus fund from (Tier I) can be withdrawn at the age of 60 years and 40% invested with Pension Provider Company at the choice of the subscriber. If the exit happens before attainment of 60 years, 80% is to be invested with ASP and remaining 20 % will be paid.

In case of death of the subscriber then the amount accrued will be disbursed in the form of family pension to the spouse if the subscriber is a Central Government employee. If the subscriber is a State Government employee, then 80% of accrued fund will be deposited in Equity and remaining 20% will be paid to the Nominee. Funds in NPS can be withdrawn 100% if the subscriber is neither a Central Government employee nor a State Government employee.

Note 1: In case normal exit, if the corpus is equal to or less than ₹ 5 lakh, the Subscriber may opt to withdraw the entire accumulated pension wealth in lump sum.

Note 2: In case premature exit, if the corpus is equal to or less than ₹ 2.5 lakh, the Subscriber may opt to withdraw the entire accumulated pension wealth in lump sum.

9 Choices of investment

The different Pension Managers as allocated by Government are

a. For Government sector
   - LIC Pension Fund Ltd.
   - SBI Pension Funds Pvt. Ltd.
   - UTI Retirement Solutions Ltd

b. For Private sector
   - HDFC Pension Management Co.Ltd.
   - ICICI Prudential Pension Fund Management Co.Ltd.
   - Kotak Mahindra Pension Fund Ltd.
   - LIC Pension Fund Ltd.
   - SBI Pension Funds Pvt Ltd
   - UTI Retirement Solutions Ltd
   - Birla Sun Life Pension Management Ltd

Options for deciding the investment plan in "Active choice" (Self planned) or "Auto Choice" (System decided). The system decided allocation will be based on the age. The investment pattern and limits are as prescribed by Central Government for the employees and PFRDA for the citizens.

10 Forms used for various transactions.

i. Composite application form (CAF) UOS1 –
This form is used by subscriber applying for fresh Tier I and Tier II account ii. Annexure NCIS (NPS Contributions Instruction Slip) –
To accompany all applications
iii. Annexure S1 –
Application for allotment of PRAN iv.
UOS10 –
Form for Tier II activation to be used by subscriber registered for Tier I and issued a PRAN card.
v. UOS 11 –
Form for Tier II activation to be used by subscriber registered for Tier I but not issued with PRAN card.
vi. UOS SH1 –
To be used when PRAN is required in Hindi.

Further forms are available for download in India Post site also.

11 Registration

a. The documents that are needed for joining the schemes are as detailed below.

i. For Tier I - Opening

Identity Proof, Address proof, Proof of date of birth

ii. For Tier II activation

Two recent colour photographs of size 3.5 x 2.5 cm, Copy of PRAN card and One Cancelled cheque leaf

b. POP-SP check list for Subscriber Registration form

On presentation of the subscriber registration forms and the related documents the POP SP should check the following details

1. Subscriber's Photo
2. Subscriber's Signature/Thumb impression
3. Subscriber's Personal Details
   - First Name
   - Gender
   - Father's First name
   - Date of Birth
   - Complete Present Address with Pin Code
   - Complete Permanent Address with Pin Code (if different from Correspondence Address)

KYC Documents

- Identity Proof ➢ Address Proof
- Date of Birth Proof

Along with the registration form, the Subscriber shall also submit a New Pension Scheme Contribution Instruction Slip (NCIS) for processing the voluntary contributions. POP-SP should accept NCIS without PRAN only in case of new registration and should mention - "New Application" on NCIS.

The initial contribution (minimum Rs.500) to be collected in the form of cash from the Subscriber.

PoP-SP shall fill in details, regarding amount to be invested by calculating total contribution net of service charges and applicable service tax, on 'NCIS Receipt to the Subscriber.

PoP-SP must ensure that it has filled all data fields on NCIS including 'Receipt Number' and its own registration number.

c. Issuance of receipt by POP-SP:

On successful verification of the forms submitted, POP-SP shall accept the same and shall generate an acknowledgement containing a Receipt Number. POPSP shall handover the acknowledgment t to the Subscriber for the receipt of the application. The POP-SP shall affix the seal as well as authorize the acknowledgment before providing the same to the Subscriber.

d. Submission of Application Forms & Documents to CRA-FC

POP-SP shall submit the NPS application (UOS-S1) collected from subscriber to CRA-FC along with covering letter as well as the list of receipt numbers in duplicate every day by hand or through Registered Post. The covering letter of POPSP shall contain the POP and POP-SP registration number and the total number of applications attached with the covering letter. As a good practice, POP-SP can have a running serial number for the covering letter for better control.

POP-SP shall submit the application forms to CRA-FC with which it is mapped. The list of such mapping will be available at the website 'www.npscra.nsdl.co.in'. In case of locations where the CRA-FCs are not located, POP-SP shall forward the applications along with documents to the nearest CRAFC. The POP-SP should mention on the envelope the subject as "Subscriber Registration Form(s)".

On the receipt of the forms, CRA-FC shall conduct a preliminary level check of the forms.

On successful preliminary verification by CRA-FC, POP-SP shall receive a Provisional Receipt containing one 15-digit Provisional Receipt Number (PRN) for each lot of fifty or less application forms. Provisional receipt issued by the CRA-FC shall contain CRA-FC stamp and signature.

In case of discrepancy in preliminary verification, CRA-FC shall reject the applications and issue rejection memo mentioning reason for rejection across the counter. In case of rejection at the FC-digitization center, the rejection details will be sent by email to POP-SP. It may be mentioned that in both the cases, the rejected application form will not be returned to the POP-SP.

It will be the responsibility of the POP-SP to communicate to the subscriber about the rejection of the form and get new form filled.

POP-SP shall ensure maintenance, reporting and retention of records of all transactions (copy/counterfoil of form, rejection memo, etc) in accordance with provisions of PML Act, 2002 and Rules framed there under, as may be applicable from time to time.

e. Issuance of PRAN kit:

After acceptance of NPS Applications from POP-SP, the CRA-FC digitizes the documents and sends the documents to CRA for issue of PRAN. On receipt of digitized applications from CRA-FC, CRA will process the Registration. On successful registration of the Subscriber by the CRA, PRAN kit containing the PRAN card, Subscriber Master List, I-Pin/T-Pin to access CRA system/Interactive Voice Response system and information brochure will be dispatched to the Subscriber within 15 days of receipt of the application form by CRA-FC acceptance centre/CRA. Subscriber/POP-SP can view the status of the application form submitted to CRA-FC/CRA by using the acknowledgement number/receipt number on CRA website 'www.npscra.nsdl.co.in'.

f. Acceptance of Subsequent Contribution Transactions

For acceptance of Subsequent contributions PRAN number is mandatory. Only NCIS from should be collected. Same procedure to be followed for acceptance of Contribution transaction as explained above. In the NPS booking screen, PRAN number field PRAN number must be entered. NCIS form should be kept in the post office, need not to be sent to anywhere.

g. Submission of forms & Documents to NPS Nodal office

The application (UOS-S10) collected from subscriber along with documents (copy of PRAN + Cancelled Cheque leaf) should be sent to NPS Nodal Office Mysore, for Activation through Registered Post and send scanned copies of Forms and documents to NPS nodal office via email.

Chapter III – e Payment

1 Introduction

e-Payment is a comprehensive bill payment service providing a convenient and trusted electronic bill payment facility for the customers. This allows collection of bills

like telephone bill, electricity bills etc on behalf of any organization. The amount collected will be consolidated and paid to the biller centrally through cheque from a specified post office. Customers can pay their bills by cash, cheque in favour of postmaster or in favour of billers. MIS of these transactions is available in the India Post Web Site. The biller is also provided a login to get reports of related transactions specific to his biller name.

In the ePayment setup, there are two levels of users – PO and administrators. The PO which is an ePayment office accepts the bills from customers. There is administrator at Directorate level, Circle level, regional level and Divisional level. They perform the tasks like creating a biller and administering billers, registering the POs etc. by logging on to the ePayment web site.

Let us now learn the transaction process in detail.

2 Acceptance of bills

Bill payment of only those billers who are registered with the Department for this service can be accepted in the counter. There is different type of billers viz., National level, Circle level, regional level and Divisional level biller based on the area of collection of bill and requirement of biller. For a national biller bill collection is across the country whereas for a Divisional level biller, collection is restricted to the Post offices in the concerned division. The amount is accepted in Point-of-Sale module.

Based on the biller configuration, cash or cheque in favour of postmaster or cheque in the name of biller can be accepted. If cheque is accepted in the name of Postmaster, the cheque has to be remitted to bank, realization details entered and verified by the Supervisor of treasury. Only on completion of this, bill data will flow to office of payment for payment to biller. In case of cheques in the name of biller, transaction data will never appear in the submit accounts and such cheques have to be despatched to biller for further action.

If the ePayment office is SO without banking facility, the cheque data will have to be transferred to HO along with daily account. Only after the HO enters the realization details for such cheques, data will be transferred to office of payment.

The office should note the biller ID of each biller. On the next day, each PO has to access the ePayment site with general login and trace the transaction details for the previous day for each biller ID, compare this with Point-of-Sale shift report and confirm correctness. If any biller data is not updated, the office has to report to the administrator concerned. (Explained in detail later in this chapter).

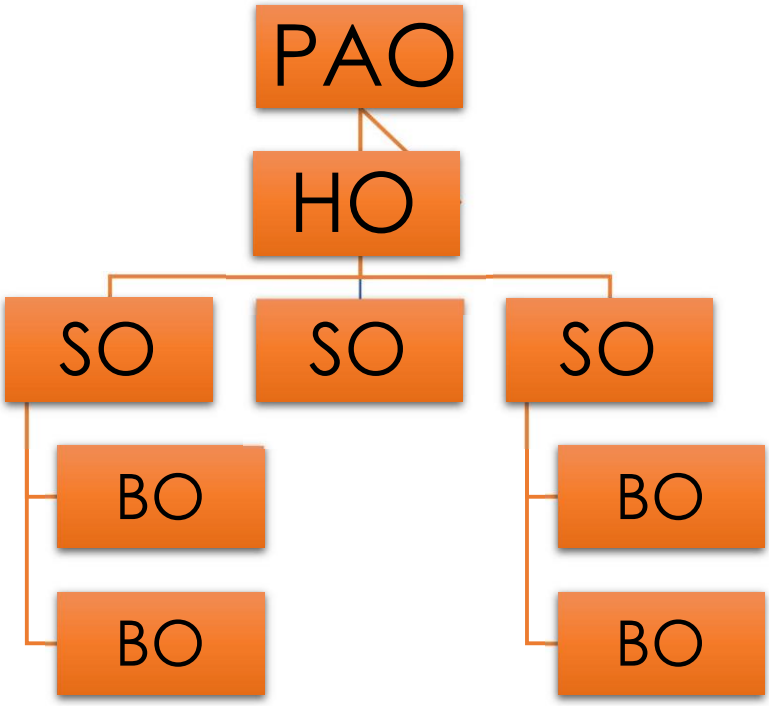
3 Payment of bills

If an office is identified as a payment office for any biller, bill collection data pertaining to the particular biller from all ePayment office will periodically get updated against that office. The treasurer has to use the F&A module to make payment to the biller.

Chapter IV - Subaccounts and Treasury

1 Introduction

Post offices perform various transactions while providing service to the customers. While providing these services POs handle cash and other valuables. Head Post Offices and some of the Sub Offices have to monitor the accounting of subordinate offices also. The Postal Accounts office in a circle is the primary accounting unit and HOs report to them monthly. The network is best explained in the diagram shown below



Branch offices perform limited transactions working for 4 to 5 hours a day and submit their transaction report called Branch Office Daily Account along with mail collected and other transaction vouchers to its parent office called Account Office (Sub Office or Head Office) every day. Sub Offices prepare their transaction report containing their own transactions which is called Sub Office Daily Transaction and submit this every day to Head Post Offices along with the vouchers of accounted transactions. The HO/AO also takes care of the financing requirements of subordinate offices.

Head Post office prepares its own transaction report called HO Daily Transaction Report everyday, but it is not submitted to Postal Account Office daily. At the end of each month, the HO submits cash account showing the transactions of the month of the HO and its SOs to the Postal Accounts Office. Along with this it also submits various returns.

We will now see how this accounting network functions.

2 Work at BO

The B.O collects unregistered letter/parcel mails through LBs and counters, book Registered Letters, and book parcels up to 10 kgs; VP and Insured articles up to Rs 600. Money orders will be booked at the B.O and the BPM will issue receipt from the book of BO receipts (Will be handled through device where RICT is rolled out). Such MOs are rebooked at the A.O (Not required in case of RICT BOs). SB/RD/TD/SSA are not independently opened at the B.Os but BPM at the time of opening the accounts will issue preliminary receipt in form SB 26. The account will be opened and, pass book is issued at the AO; Subsequent transactions are updated automatically by the BPM through RICT device.BO bag received from Account office contains ordinary/accountable mail/money orders and other vouchers. These are delivered/paid and intimation of delivery/payment sent to AO through the daily account. The BPM maintains BO journal in the form PA 5 for noting down the particulars of all accountable articles received and dispatched and in deposit.

The BPM maintains B.O account in the form PA 6 to record all monetary transactions. Every day, the BPM prepares B.O daily account incorporating all transactions and submits the same with documents to Account office. If there are no transactions, a NIL daily account is sent, where the opening and closing balance will be the same.

BO bag closed by BPM every day must contain BO daily account and may contain:

a) Cash bag with or without cash

b) Letters both paid and unpaid
c) Registered letters, Registered. Parcels
d) VP/Ins articles
e) Money orders booked
f) Money orders paid
g) Documents relating to SB/RD/TD/SSA accounts
h) Paid acquittance rolls

BO bag thus prepared is sent to Account office through one of the conveyance modes. Depending on the transportation network and carrier chosen, some of the BO bags from BO reaches the AO the same day. In some cases, BO bags reach the AO next day in which case there is a transit of one day between BO and AO. In some rare cases, transit days can be more than one day also depending on the accessibility to transport. The accounting of such transactions is done at the account office taking into account the transit delay accordingly.

3 Receipt of BO bag at AO- Disposal

The BO bag is received by mail PA and is handed over to Treasurer. Treasurer examines the condition of the bag and opens in the presence of Sub account PA. The Treasurer will take out the cash bag if the remittance is received from the BO duly giving acquittance in the BO daily account. The cash bag if any received from the BO, if found in good condition will be opened by the treasurer in the presence of the sub account PA after ascertaining the weight.

If the cash bag is not found in good condition, it will be handed over to SPM for further orders. All other documents will be returned to sub account PA along with daily account. The sub account PA will examine with reference to BO daily account that all documents are received which are invoiced in daily account and distributed the contents as below:

Description of contents	Handed over to
Unpaid station article	SPM
Paid station articles	Delivery PA
Other unregd articles	Sorting PA
Regd and VP letters	Point of sale counter

Parcel and VP parcel	Point of sale counter
MOs issued	Point of sale counter
MO paid vouchers	PA in charge of Postman module
SB/RD/TD/SSA vouchers and documents	SBPA
Acquittance rolls	Treasurer/SPM
BO daily account	Retained by Subaccounts PA

4 Checking of BO daily account received at AO

The Sub account PA will examine the BO daily account received on the following lines to see whether:

- The cash remitted by the BPM in the daily account has been acknowledged by the Treasurer
- The remittance sent by AO has been acknowledged promptly Opening balance has been taken correctly
- BO daily account bears date/name stamp and sign of BPM
- The amount shown in BO daily account agrees with relevant money orders booked, SB/RD pay in slips and MO paid vouchers
- Details of closing balance has been arrived at correctly Cash /Stamps are retained within the authorized limits.

While checking the BO daily account following irregularities are likely to be noticed:

- Taking wrong opening balance Irregularities in totalling
- Wrong commission for MOs
- Closing balance not agreeing with details
- Amount shown in daily account differs with vouchers not received
- Vouchers received without entry in Daily account

In such cases, the account should be adjusted accordingly, and incorporated in AO. Any irregularity should be recorded in the error book and nature of irregularity communicated to BO.

The subaccounts PA distributes the documents/vouchers/mails received from all the BOs to concerned branches as shown above and arranges daily accounts for generating BO summary. There are chances that for various reasons, BO bags from some BOs may not be received and bags of previous days may be received along with current day's bags. Suitable action should be taken in such cases while generating BO summary

5 Watching continuity of preliminary receipts in use at BOs

The subaccounts/concerned PA has to keep a watch on the receipts issued at BOs and ensure that receipts are used continuously and take action on any breaks in serials noticed. (Where RICT is not rolled out)

6 Closing of BO bag from AO to BO

Every day, the AO has to close BO bag containing the mails/money orders to be delivered at BO and other documents. The subaccount PA has to very carefully carry out this task. He collects the following items (as in column 1) from various branches and takes appropriate action as shown in the table (in Column 2) below

Item	Collected from
Unregd Articles	Delivery PA – Sorted to respective BOs
Regd. VP & INS	PA in charge of Postman module under acquittance and invoiced in DPMS module
MOs & eMOs	PA in charge of Postman module under acquittance and invoiced in DPMS module
MO receipts	Point of sale counter (Only for Non RICT BOs)
Unpaid articles	Postmaster
Cash bag	Treasurer

7 Preparation of BO slip

This is the document that will compulsorily be available in the BO bag from AO to BO. The copy of BO Daily Account generated in SAP is forwarded as BO Slip. By default, this document will contain the balance of the previous daily account showing the date and balance. The following are the purpose of generating this document.

- Acknowledge BO balance of previous daily account.
- Invoice accountable mail, MOs and other documents to BO`s Issue instructions to BPM
- Before printing this slip, the Sub Accounts PA has to take the following action.
- The ordinary mail is sorted and kept ready in sorting case for despatch.
- The registered letters, VPLs, Parcels etc., received from Registration delivery branch are invoiced in the BO slip of concerned BO.
- Similarly, money orders and eMOs received also should be invoiced for respective BOs using the above option.
- On completion of data entry, Sub Accounts PA has to assess the cash requirement of the BOs taking into account the MOs received on the day, remittance request by BPM in the previous daily account, balance of cash on hand and the line limit.
- On arriving at the remittance request, he should show the previous day's daily account along with the remittance assessment for today to Postmaster and get the orders of Postmaster in the daily account.
- Thereafter, he should show the orders to the treasurer for closing the cash bag to BOs.
- Treasurer has to close the cash bag in the presence of the Sub Accounts PA and seal the bag with treasurer's seal.
- Sub Account PA will weigh the cash bag in the presence of Treasurer and enter the weight of each cash bag on the label of the cash bag.

- He/she closes the BO bag including the copy of BO Daily Account and all other documents.
- For those BOs where no remittance is made, the Sub Accounts PA closes the BO bag independently.
- For BOs with remittance, Subaccount PA receives the MEMO of remittance from Treasurer and initials the remittance entry.
- The subaccounts PA places one copy of the BODA with documents in BO bag and treasurer places the cash bag in the BO bag.
- The subaccounts PA immediately closes the BO bag in the presence of the Treasurer and seals the bag with label addressed to BO concerned.
- The BO bags with remittances remain in the personal custody of the Treasurer till the time of despatch

8 Due from BOs

Due from BOs is the total of balances of all BOs plus the total amount of amounts in transit.

9 Accounting work at SO

Treasury is at the heart centre of the transaction network at Post office. All the branches in the PO perform routine transactions and in the course of the day exchange cash with Treasury and settle their accounts at the end of the day with the treasurer and submit their transaction details for generation of daily account through F&A. Transactions are carried out in F&A module.

The treasurer performs routine transactions of issue and receipt of cash to/from counters, issue of cash to and receipt from postmen, remittance exchange with BOs and HO, receives miscellaneous transactions and pays out bills. Details of transactions performed are given below.

The following are the various transactions that the treasurer performs using the F&A module.

a Cash Remittance from HO

Cash remittance is received invoiced in the SO slip. The Postmaster, on opening the account bag, transfers the cash bag and SO slip to treasurer. The treasurer has to open the cash bag, check the contents and secure the same and acknowledge electronically through ZFFV50 T-code in F&A module.

b Drawings from bank

If the SO is placed in account with bank, funds required can be drawn from bank but cheques to be issued to customer must be obtained from the Postmaster. Using ZFFV50 T-code in F&A the same can be carried out.

c Generating TCB and SO daily account

Before proceeding with the printing of daily account, please ensure that submit accounts is done by Point-of-sale PA and verified by Supervisor, PO Account Submission is done by the Supervisor in POS Back Office. After this, once the Data gets synchronized, the TCB and Daily Account gets tallied and POS Cash becomes zero. Postman cash returns are to be properly taken in the DPMS module and beat EOD is to be performed.
The cash on hand should tally with the closing balance of TCB generated through ZFBL3N T-code in F&A. The daily account is to be generated on the next day using ZFR_DAY_NEW T-code in F&A module.

d. Closing of account bag

The daily account that is printed as in the above steps is signed by the treasurer and Postmaster. The Postmaster bundles all the documents received from various branches along with the daily account. He also includes the BO daily accounts in the bundle. The Postmaster then closes the Account bag with the red cloth bag and seals the same. Thereafter, the bag is handed over to the Mails PA for inclusion in the mail bag for despatch to HO through the sorting office.

10 Accounting in Head office

a. Opening and checking of contents.

The account bag received at the Head office will be opened by the Treasurer, in the presence of sub account PA duly giving acquaintance for the cash received if any from the SO and the SO daily account will be handed over to Sub account PA along with other documents received from SO

The Sub account PA at HO will examine the SO daily account to see whether:

- Treasurer has acknowledged for the cash received Previously sent cash if any is acknowledged.
- All the documents are received as per items noted in receipt /payment side Cash/stamps are retained within limits.
- Closing balance agrees with details Impressed with date/name stamp Signatures of SPM/ joint custodian.
- The relevant documents received from SO will be distributed to concerned branches and SBCO.

b. Generating HO Daily Transaction Report

The TCB (using T-Code ZFBL3N) and HO Daily Transaction Report (ZFR_DAY_NEW) Report are prepared in the same way as in the case of SO.

c. Submission of Monthly cash account

On the first working day of each month, the accounts branch generates the Cash account for the previous month showing the totals of transactions under various heads during the month and also the opening and closing balance.

Note: There are no final instructions on this subject matter and different PAOs are following different methods.

Chapter V - Philately

1 Introduction

Philately is the art of systematically collecting and studying Stamps and Postal stationeries and research activities on stamps and other philatelic products. This is called the king of hobbies because of its popularity over the people of all the ages. Some Postal administrations in the world have been able to have a surplus budget on account of revenue from Philately. Historically, a Postage stamp began as a piece of paper, a receipt denoting a specific value which was a token of prepayment for postal service equivalent to its face value. Over a period of time, however the postage stamp has evolved into an article with diverse functions ranging from its original role, to functioning as a tool for celebration and promotion of a nation's heritage and also as a collectible item of both intrinsic and actual value which may differ greatly from its postal value.

2 Advantages

Advantages of pursuing the hobby of Philately are many, some of which are listed below.

- Meets the "acquisitive needs" of the collector Encourages systematic collection.
- Enriches knowledge in any given field.
- Learning becomes a pleasurable experience.
- Opportunity to have a bondage with different individuals of the world. Collection becomes invaluable during the course of time.

3 TYPES OF STAMP COLLECTIONS

When stamp collecting began in the 1850's, collections consisted of stamps taken from envelopes which were mailed. Soon stamp collection became a very specialized field. Collections are broadly classified as:

- General collection
- Country collection
- Thematic collection

General collection

This refers to the practice of collecting stamps from all countries on several subjects and the tendency to keep a few of all kinds of material. There are no rigid rules in this. The main aim of this kind of collection is general knowledge. They are not intended to be investments. General collection is desirable for beginners and will hopefully lead them to more serious forms of collecting.

Country collection

Every general collector can grow into a country collector. One can choose one or more countries whose stamps he/she would like to specialize. The first choice obviously for most collectors is their own country and the second, a foreign country where good friends or relatives are there. Such a country could also be popular with other stamp collectors to ensure that there are adequate collectors to exchange stamps. In a country collection the collector should aim at completeness and consistency. Such collections are generally displayed in a chronological order.

Thematic collection

In recent years a large number of collectors are turning to thematic collections. This refers to the collection of stamps on a theme, subject or topic.

The advantage here is that:

- Stamps need not be in complete sets.
- Chronological arrangement also need not be followed.
- Expensive stamps though helpful need not make the exhibit good.
- Inclusion of varieties, errors, etc. Which is a feature of country collections can be left out.
- The arrangement, presentation, write-up, neatness, originality, imagination is very important in such a collection.

Thematic collection involves more time than others but the thrill of hunting along justifies venturing into this branch of Philately. Some subjects on which collections may be built include Agriculture, Birds, Cats, Dogs, Flags, Fish, Gandhi, Health, Insects, Jeeps, Kings, Lions, International Maps, Nobel Prize winners, Olympics, Paintings, Queens, Red Cross Society, Scientists, Tourism, United Nations, War, Women, Youth, Zoology, etc.

4 PHILATELIC PRODUCTS

Although main fascination of a Philatelist is postage stamps, there are other interesting items of philatelic value. These are sold through Philatelic Bureau and Philatelic Counters.

The following are the various products offered by the Department of Posts to the Philatelists:

- First Day Covers
- Souvenir sheets
- Miniature sheets
- Souvenir cards
- Maxim cards
- Stamp booklets,
- Coil stamps
- Collectors' pack,
- Thematic packs,
- Souvenir packs
- Presentation packs
- Information sheets/cards
- Cancellations on cards and on other items

Items of postal stationery like money order forms, acknowledgements etc.

5 Categories of stamps

Stamps are broadly classified based on the purpose of issue into four categories. These categories put together make the stamps 'Cultural Ambassadors' of a country. The categories are,

- Definitive stamps issued for day-to-day use. These are reprinted.
- Commemorative stamps issued to commemorate certain events, personalities, themes, flora and fauna etc., they are not reprinted when the stock is exhausted.
- Thematic or Topical stamps are special stamps issued on specific themes like birds, butterflies, wildlife, ships, aircraft, automobiles, architecture, science and technology, flora and fauna etc.,
- Provisional stamps are temporary issues often hastily prepared usually bearing surcharges or overprints resulting from change in government, change in currency or change is Postal rates/surcharge etc.,

Stamps used by the UNO and its agencies also comprise a special class. They are in a sense, official stamps without a country, though they are mostly associated with Switzerland and U.S.A.

6 Offices handling philatelic products.

a Philatelic bureau

It is a branch of a HO or SO specifically set up by the department to deal with the receipt and sale of all philatelic items like special/commemorative stamps, first day covers, special covers, new issue in definitive stamps and new stationery etc., It also provides special cancellations on First day covers and special covers. It maintains up to date record and relevant information of all the issues for supply to the stamp collectors and intending purchasers. It maintains Philatelic Deposit Accounts

b Philatelic counters:

The philatelic counter is a counter for sale of philatelic items and is a part of the Post office specially selected for the purpose. A philatelic counter is functioning in each Head Post office. These counters however, do not provide special cancellation of First Day covers or special covers, but a standard cancellation of 'First Day of Issue' only, which is similar for all the philatelic issues. These counters offer registration facility for opening of Philatelic Deposit Account with supply of material by the parent bureau.

c Philately Deposit Account scheme

The easiest way to collect Indian Postage stamps is by opening a Philately Deposit Account at any of the Philatelic Bureau/counter of HO and selected SOs in India. Philatelic account holders can get commemorative/special issue of stamps, FDCs, information sheet and new postal stationery soon after their issue, based on preferences indicated at the time of opening the account. They can also get philatelic items issued by other Philatelic Bureaus and Post offices through their Bureau where their accounts stand.

Minimum amount of deposit for opening an account is Rs. 200/- in cash or remittance by MO or cheque/draft cashable in India. First week of every month, the philatelic items will be sent to the account holder by service registered post subject to availability of balance in the account.

d My stamp

'My stamp' is the brand name for personalized sheets of commemorative Postage stamps of India Post. The personalization is achieved by printing a thumb nail photograph of the customer images and logos of institutions, or images of artwork, heritage buildings, famous tourist places, historical cities, wildlife, other animals and birds etc., alongside the selected commemorative stamp.

This was first introduced in India during the World Philatelic Exhibition, 'INDIPEX – 2011'. The enthusiasm from stamp lovers prompted India Post to extend the 'My Stamp' scheme to cover all Postal Circles. This scheme is available in selected Philatelic Bureaux and counters /Important Post offices/Post Offices situated at tourist places. Selected themes are available at selected My Stamp Counters.

How to get the My stamp: -

(i) The customer will fill the My Stamp Order Form indicating choice of stamps from available stamp sheet lets. The filled in form is to be handed over to the operator after being duly signed on the order form (not on acknowledgement portion) and on reverse also on the space provided for signature of customer. He/ She will have to produce any ID proof issued by Govt. Authority.

(ii) He will make the appropriate payment to counter clerk and also receive the acknowledgement slip. The cost of one My Stamp sheet is Rs. 300/-.

(iii) He can get his/her photograph clicked or provide the same in hard/soft copy. Customer can also provide a copy of family photograph/photos of friends, relatives etc. for getting My Stamp. The images and logo of institutions or images of artwork, heritage buildings, famous tourist places, historical cities, wildlife, other animals and birds etc. can also be considered in place of photograph of individuals provided the same are furnished by the customer in hard/soft copy. However, the images so used should be free of copy right restrictions.

(iv) Applications for 'My Stamp' from corporate customers will also be considered. The application along with Order Form needs to be submitted by an authorized signatory. This should be accompanied by a valid ID proof of authorized signatory issued by the organization/company. A minimum quantity of 100 sheets will be mandatory for corporate customers. Images or Logo of the corporate organizations can be printed alongside the stamp.

(v) 'My Stamp' sheetlets will be delivered, after completion of the required processing time.

(vi) In case of exhibition/ extension counter, the customer will also have the option to collect his/her sheetlets in seven working days from same counter or any other specified office.

(vii) The customer is required to collect his/her stamp sheetlets within 07 working days during office hours. No responsibility will rest on the Department of Posts for loss of the said stamp after this period.

(viii) Blank sheetlets will not be supplied to the customer, and printed sheets, once given, will not be taken back.

(ix) The payments made are not refundable.

Photographs:

(i) Customer may get his/her photograph clicked at the counter or handover the same in softcopy/Hardcopy. The customers may give soft/hard copy of the photograph of their relatives/friends/family, logo/symbol, images of artwork, heritage buildings, famous tourist places, historical cities, wild life, other animals and birds etc., subject to such images not being of offensive nature in any way.

(ii) Camera of appropriate specifications is being used by Department of Posts, but no responsibility of photo quality lies with the Department.

(iii) No photo editing will be done by operator.

(iv) Customer will be fully responsible for his/her Softcopy/Hard copy photograph quality. The customer will also be responsible for any issues of propriety of the image brought by him for printing on 'My Stamp' sheets, including copy right issues.

Note: - The Corporate Customers will be required to submit an application on their official letter pad. Individuals can also get the photo clicked on the spot.

Delivery and Dispatch:

(i) The customer will have to produce the acknowledgement slip, duly signed, at the time of delivery.

(ii) If customer is unable to collect his/her stamps personally, he has the option of appointing a receiver with an authority letter with attested signatures of the receiver and the acknowledgement slip. The receiver should carry a photo ID Proof issued by any Govt. Organization.

(iii) The customer may request for 'My Stamp' to be delivered by post. It may be delivered by registered post or Speed Post. The delivery charges will be borne by the customer.

Note: - The Department of Posts is not responsible for any technical fault and delivery delay due to technical fault or shortage of stock.

Discount Slabs

The more a customer buys the My Stamp the more he gains. The discount structure is detailed below.

Sl.No.	No. of My Stamp Sheetlets	Discount
1	Purchase of 2 -100 My Stamp Sheetlets	10% discount
2	Purchase of more than 100 My Stamp Sheetlets	20% discount

Note: Discount of 20% will be allowed only on additional sheetlets over 100. For e.g if a customer purchases 200 My Stamp sheetlets, he will get 10% discount on first 100 sheetlets and 20% discount on sheetlets over and above the first 100 sheetlets.

The above discounts are to be given only to such customers who buy My Stamps from such Post Office counters that are manned by postal officials such as Philatelic Bureaus/Counter /Postal/Philatelic Museums and where hardware, space and manpower is not outsourced.

Chapter VI - Right to Information Act 2005

1 Introduction

Right to Information Act 2005 was passed by Parliament to enable citizens to exercise their fundamental right to information held by public authorities all over the country. This act came into force from 12th October 2005. The RTI Act aims to bring about transparency in the functioning of public authorities, contain corruption and hold Governments and their instrumentalities accountable to people. It creates a process for providing information to people. The RTI Act places a duty on officers to provide information to people both proactively and upon request. This law will have an overriding effect vis-a-vis the Official Secrets Act, 1923 and all other laws and orders passed by Governments that restrict information flow to people.

2 Role of CPIO

The Central Public Information Officer (CPIO) of a public authority plays a pivotal role in making the right of a citizen to information a reality. The Act casts specific duties on him and makes him liable for penalty in case of default.

The Central Public Information Officer has a duty to render reasonable assistance to the persons seeking information. As per provisions of the Act, a person, who desires to obtain any information is required to make a request in writing or through electronic means in English or Hindi or in the official language of the area in which the application is made. If a person seeking information is not able to make such request in writing, the Central Public Information Officer should render reasonable assistance to him to reduce the same in writing.

Where access to a record is required to be provided to a sensorily disabled person, the Central Public Information Officer should provide assistance to such person to enable him to access the information. He should also provide such assistance to the person as may be appropriate for the inspection of records where such inspection is involved.

Information sought is required to be supplied under the Act which already exists and is held by the public authority or held under the control of the public authority. It is not required under the Act to create information; or to interpret information; or to solve the problems raised by the applicants; or to furnish replies to hypothetical questions.

CPIO is bound to supply the information within the timelines to the information seeker. He / She may seek the assistance of any other officer as he or she considers necessary for the proper discharge of his or her duties. The officer, whose assistance is so sought by the CPIO, would render all assistance to him. Such an officer shall be deemed to be a Central Public Information Officer and would be liable for contravention of any provisions of the Act the same way as any other Central Public Information Officer.

3 Role of CAPIO

CAPIO refers to Central Assistant Public Information Officer. The duty of the CAPIO is to receive the RTI Application and forward it to CPIO on the day of receipt. If any information is available with CAPIO that can also be forwarded to CPIO along with RTI application. Assistance sought by CPIO needs to be given in good faith and within the timelines.

4 Timeline for supply of information

Sl No	Details	Timeline given
1	Supply of information in normal course	30 days
2	Supply of information if it concerns the life or liberty of a person	48 hours
3	Supply of information if the application is received through CAPIO.	05 days shall be added to the time period indicated at Sl. No.1 and 2.
4	Supply of information if application/request is received after transfer from another public authority (a) In normal course (b) In case the information concerns the life or liberty of a person	(a) Within 30 days of the receipt of the application by the concerned public authority. (b) Within 48 hours of receipt of the application by the concerned public authority
5	Supply of information if it relates to third party and the third party has treated it as confidential	Should be provided after following the procedures under Section 11 of RTI Act 2005
6	Supply of information where the applicant is asked to pay additional fee	The period intervening between informing the applicant about additional fee and the payment of fee by the applicant shall be excluded for calculating the period of reply

5 Preservation of records

Proper management of records is of utmost importance for effective implementation of the provisions of the Act. A public authority should, therefore, maintain all its records properly. It should ensure that the records are duly catalogued and indexed in such a manner and form that it may facilitate the right to information. The Public authorities should computerize all its records which are appropriate to be computerized. Records so computerised should be connected through a network on different systems so that access to such records is facilitated. At the time of weeding of records proper entry needs to be made in the register prescribed for it. If any information is sought on the records which are weeded out then the application needs to be disposed of along with the weeding out particulars.

6 FAQ on RTI

Sl. No	Question	Answer
1	When did the Right to Information Act come in to force?	12th October 2005
2	The Right to Information is associated with which fundamental right?	Freedom of speech and expression. Article 19 and Right to Life & Liberty, Article-21 of the constitution
3	Whether any State is excluded from giving information under RTI?	No. Applicable to whole India
4	What is the time limit for Providing information by the CPIO?	within 30 days
5	What is the time limit for Providing information if the application is presented at a CAPIO?	Within 35 days
6	What is the time limit for Providing information by the CPIO if life and liberty of a person is involved?	Within 48 hours
7	What is the time limit for Providing information if the interest of a third party is involved?	Within 40 days
8	Who are exempted from paying the fee?	Those belonging to BPL

9	What is the fee for getting the information in CD or floppy?	Rs. 50 per CD/Floppy
10	What is the additional fee for getting the photo copy of any document?	Rs. 2 per page (A3/A4 Seize)
11	In which language the application to be sought?	English, Hindi or official language of the state
12	Who appoints the Central Chief Information Commissioner?	The President of India
13	Who appoints the State Information Commissioner?	The Governor of the state
14	Whether it is required to provide the reason for seeking the information. (Yes or No)	No
15	Instead of written information, the applicant can request for personal examination of documents. (True or False)	True
16	What is the fee for inspection of documents?	No fee for first one hour And Rs 5/- for subsequent hours and part there of
17	Oral request is sufficient to seek information. (True or False)	False
18	Information relating to cabinet papers and deliberations of counsel of ministers should be given under RTI Act. (True or False)	False
19	The PIO can reject the request for disclosure of information which would impede the process of an investigation. (True or False)	True
20	Applicant can request for more than one information in a single application. (True or False)	True
21	The RTI Act is not applicable to the High Court and Supreme Court. (True or False)	False
22	A Govt. Employee cannot seek information from his own Department. (True or False)	False

23	Only citizens of India can seek information. (True or False)	True
24	Does the Applicant get the amount penalised to the PIO by the CIC/SIC?	No. The amount penalised is deposited in the government treasury. (However, under Section 19, the applicant can seek compensation).
25	Is there any prescribed form for the first appeal?	No
26	Whether any fee required for the first appeal?	No
27	Within how many days the first appeal to be filed?	Within 30 days of receipt of information from the PIO.
28	Within how many days the first appeal should be disposed off?	Within 30 days. Extendable to a maximum 45 days
29	What the applicant can do, if no information is received after the first appeal?	Can appeal to the second appellate authority (CIC/SIC)
30	If an application is presented at the APIO and the information is available with him, whether the APIO can supply the information?	No. Only PIO can supply the information
31	Is there any prescribed form for the second appeal?	No
32	Whether any fee required for the second appeal?	No fee required
33	What is the time limit for filing the second appeal?	Within 90 days of disposal of first appeal
34	What is the time limit for disposal off second appeal?	Not specified in the Act
35	Who constitutes the Central Chief Information Commission?	The Central Govt
36	Which is the first country to enact right to information law?	Sweden

Chapter VII

WELFARE MEASURES TO CENTRAL GOVERNMENT EMPLOYEES

1 Introduction

In this chapter we will see the various welfare measures available to every Central Government Employee as per Seventh Pay Commission recommendation and adopted by Government of India.

2 Allowances

- Dearness allowance
- House Rent Allowance
- Transport allowance
- Children's Education Allowance
- Daily allowance on tour
-

a. Dearness allowance

- ✓ Based on increase of 6 monthly average in All India Consumer Price Index above 100 points (base year 2001) is determined twice in a year for the period from January to June and July to December
- ✓ It is calculated on the Pay in the Pay matrix in their level.
- ✓ The DA admissible as on 01.01.2023 is 42%

b. House Rent Allowance

- ✓ Allowed with reference to Basic Pay and place of duty at the following rates:

Classification of cities/towns	Rates of House Rent Allowance
X	27% of actual Pay in the Pay matrix
Y	18% of actual Pay in the Pay Matrix
Z	9% of actual Pay in the Pay Matrix

- ✓ During leave, HRA is admissible for the first 180 days only. Beyond this period allowances can be claimed by furnishing requisite medical certificate.
- ✓ During joining time from one station to another station on transfer, HRA is admissible at the rate of old station.
- ✓ The above rates of HRA were revised to 27%, 18%, and 9% when DA crossed 25% and further will be revised to 30%, 20% and 10% when DA crosses 50 percent.

- ✓ HRA shall not be less than Rs 5400, 3600 and 1800 for X, Y, Z class cities respectively.

c. Transport allowance

- All employees are entitled to Transport Allowance at the rate as mentioned below: -

Sl No	Pay Level	Transport Allowance	
		Higher TPTA Cities	Other places (per month)
1	9 and above	7200+ DA	3600+ DA
2	3 to 8	3600+ DA	1800+DA
3	1 and 2	1350+ DA	900+ DA

- Transport Allowance is not eligible during absence from duty for a full calendar month due to leave/training/tour etc.

d. Children's Education Allowance

- ➢ This allowance can be availed by Government Servants for two eldest surviving children.
- ➢ Age limit for children education allowance is 22 years for physically/ mentally handicapped and 20 years for other than disabled children.
- ➢ The annual ceiling fixed for reimbursement of Children Education Allowance is Rs 27000 (@2250/- per month).
- ➢ In case both the spouses are Government Servants, only one of them can avail reimbursement under Children Education Allowance.
- ➢ Can be claimed once in a financial year only.
- ➢ The certificate from the head of the institution confirming the ward of government employee studied in the school during the previous academic year should be produced.
- ➢ Hostel subsidy will be reimbursed up to the maximum limit of Rs.6750/- per month per child for two eldest surviving children. Both hostel subsidy and CEA can be availed concurrently.
- ➢ Hostel subsidy can be claimed if the children are staying in a hostel with a distance of more than 50 Kms from his residence or from his place of posting.
- ➢ The above limits would be automatically raised by 25% every time the Dearness Allowance goes up by 50%.
- ➢ For children with disabilities, reimbursement will be at double the normal rates and the annual ceiling will be Rs.54000/-

f. Daily allowance on tour

Pay level in Pay Matrix	Entitlement
1-5	Hotel accommodation/guest house of up to Rs.450 per Day. Non-AC taxi charges of up to Rs. 113 per day for travel within the city. Food bills not exceeding Rs.500/- per day
6-8	Hotel accommodation guest house of up to Rs.750 per day. Non- AC taxi charges of up to Rs 225 per day for travel within the city. Reimbursement of food bills not exceeding Rs.800 per day.
9-11	Hotel accommodation guest house of up to Rs.2,250 per day. Non- AC taxi charges of up to Rs 330 per day for travel within the city. Food bills not exceeding Rs.900 per day.
12 and 13	Hotel accommodation guest house of up to Rs.4,500 per day. AC taxi charges of up to 50 km per day for travel within the city. Reimbursement of food bills not exceeding Rs.1000 per day.
14 and above	Hotel accommodation guest house of up to Rs.4,500 per day. AC taxi charges of up to 50 km per day for travel within the city. Reimbursement of food bills not exceeding Rs.1000 per day.
Timing restrictions for daily allowance	
If absence from headquarters is < 6 hours = 30 % of the Lumpsum amount	
If absence from headquarters is between 6 – 12 hours = 60 % of the Lumpsum amount	
If absence from headquarters is > 12 hours = 100 % of the Lumpsum amount	

3 Admissible Leaves

a. Casual Leave

- Eligible for 8 days Casual Leave and two Restricted Holidays in a calendar year.
- It can be combined with special CL only but not with any other kind of leave.

- Sundays, Holidays, Restricted Holidays and Weekly off can be suffixed or prefixed to CL.
- Sundays and Holidays falling during the period of Casual Leave will not counted as part of Casual Leave.
- Casual Leave can be taken for half a day also.
- It is intended essentially for short periods and therefore will not normally be granted for more than 5 days at a time.
- LTC can be availed during Casual Leave.
- CL can be availed while on tour.

b. Special Casual leave

- ✓ It is a kind of casual leave sanctioned on special occasions like
- ✓ Participating in national level sports events
- ✓ Undergoing vasectomy/ tubectomy operation.
- ✓ Participating in Union/association activities to the office bearers of recognized service unions/associations.
- ✓ Natural calamity
- ✓ Election to exercise their franchise having their names in another constituency.
- ✓ One day for blood donation in recognized blood bank
- ✓ Divisional head is the sanctioning authority.
- ✓ LTC can be availed during Special Casual Leave.

c. Earned Leave

- ✓ Credit of Earned leave will be given in advance with 15 days each on 1st of January and July every year.
- ✓ Un-availed Joining Time is also credited to EL account with certain restrictions.
- ✓ Earned leave can be availed up to 180 days at one stretch.
- ✓ EL can be accumulated up to 300 days + the number of days for which encashment has been allowed along with LTC.
- ✓ The credit for the half-year in which a Government Servant is appointed will be afforded at the rate of 2 ½ days for each completed calendar month of service.

d. Half Pay Leave

- ✓ It is credited in advance at the rate of 10 days for each half year on 1st of January and July each year.
- ✓ It can be availed either with or without medical certificate.
- ✓ It can be availed converted into commuted leave on support of medical certificate.

- ✓ Half-pay leave can also be converted into commuted leave without medical certificate in continuation of Maternity Leave (up to 120 days of HPL) or for approved course of study certified to be in public interest (up to 180 days of HPL during the entire service).
- ✓ The advance credit for the half-year in which a Government Servant is appointed will be at the rate of 5/3 days for each completed calendar month.

e. Commuted Leave

- ✓ Period of commuted leave permissible is half of number of days of the half pay leave at credit.
- ✓ Maximum commuted leave permissible without medical certificate is 90 days for approved course of study and 60 days in continuation of Maternity Leave. Otherwise, it is granted on medical certificate only. Twice the number of days of commuted leave availed is debited to HPL Account.
- ✓ Commuted leave may be granted at the request of the Government servant even when earned leave is available.

f. Maternity Leave

- ✓ It is granted to both married and unmarried women for 180 days for pregnancy.
- ✓ Admissible to employees with less than 2 surviving children only
- ✓ For miscarriage/abortions/induced abortions supported by medical certificate 45 days of maternity leave is admissible in the entire service.
- ✓ It is not debited to leave account.
- ✓ Full pay is paid for the period.
- ✓ This leave can be combined with any other leave without Medical Certificate up to two years.
- ✓ This period will count for Increment and Pension as well.

g. Paternity Leave

- ✓ A male Govt. servant (including Apprentice) with less than two surviving children may be granted Paternity Leave for a period of 15 days during the confinement of his wife. i.e., up to 15 days before or up to 6 months after from date of delivery of the child.
- ✓ Also eligible for 15 days from the date of valid adoption of a child.
- ✓ During the period of such leave, he shall be paid leave salary equal to the pay drawn immediately before proceeding on leave.
- ✓ This leave shall not be debited against the leave account and may be combined with any other kind of leave (as in the case of Maternity Leave).

h. Child Care Leave

- ✓ Women employees / single parent male employee who are having minor children i.e., below the age of 18 years may be granted Child Care Leave for a period of two years (730 days) during the entire service.
- ✓ This leave eligible for taking care of minor children or to look after any of their needs during Examination, Sickness etc.
- ✓ This leave will not be granted in more than 3 spells in a Calendar Year. For single parent it is six spells
- ✓ This can be combined with leave of kinds due and admissible.
- ✓ CCL cannot be demanded as a matter of right.
- ✓ Proper approval of leave sanctioning authority is required to avail the leave.
- ✓ The leave is to be treated like the Earned Leave and sanctioned as such. Saturdays, Sundays, Gazetted holidays etc would also count for CCL, as in the case of Earned Leave.
- ✓ CCL will not be granted during probation period.
- ✓ LTC can be availed during CCL.
- ✓ Minimum 5 days should be availed in each spell.
- ✓ Full salary for the first 365 days and 80% of salary in the subsequent 365 days is paid.

i. Child adoption leave

- ✓ Granted to female employees, with less than two surviving children.
- ✓ For a period of 180 days immediately from the date of adoption.
- ✓ Adoption should be valid under Guardians and Wards Act 1890.
- ✓ Leave salary will be equal to pay drawn immediately before proceeding on leave.
- ✓ Can be combined with any other kind of leave.
- ✓ In continuation of CAL, any eligible leave can be taken, up to the age of one year of the child.

k. Work Related Injury and illness leave.

- ✓ Whoever suffers illness or injury that is attributable to or aggravate in the performance of her or his official duties or in consequence of her or his official position.
    - o Full pay and allowances shall be granted to all employees during the entire period of hospitalization.
    - o Beyond hospitalization: Full pay and allowance for six months immediately following hospitalization.
    - o Half pay for 12 months beyond the said 6 months.
- ✓ Half pay period may be commuted to full pay leave with corresponding number of days of Half pay leave debited from the employee leave account.

- ✓ No EL or HPL shall be credited during the period that employee is on WRIIL

4 Interest free advances

a. Advance of TA on Tour

- ✓ It is granted to all the Government servants who are required to proceed on tour. The amount of advance permissible is the expected travelling expenses (inclusive of daily allowance, road mileage, fares and Accommodation expenses - both ways) to cover the expenses for a month on tour.
- ✓ The advance is to be adjusted within 15 days of completion of tour otherwise penal interest is levied.

b. Advance of T.A. on transfer

- ✓ It is granted to all Government servants on transfer.
- ✓ The amount of advance permissible is the amount to cover traveling allowance for self and family (inclusive of composite transfer grant, fare for journey in eligible mode of transportation, cost of transportation of personal effect, etc).
- ✓ The advance should be adjusted in the final TA claim to be preferred by the official immediately on completion of the journey.

c. Advance of T.A. to the family of a deceased Government servant

- ✓ Advance of T.A. can be granted to one family member of the deceased employee on behalf of all members.
- ✓ The amount of advance permissible is 75% of the admissible T.A.
- ✓ Surety by a permanent Government servant of higher status in prescribed form should be given.

d. Advance for LTC

- ✓ It is granted to all the Government servants who are entitled for LTC. The amount of advance is limited to 90% of the estimated amount of total fare.
- ✓ It should be adjusted in LTC bill to be submitted by the within one month of return from the place of visit.

e. Advance in connection with medical treatment

- ✓ Permissible to all Government servants irrespective of pay limit.
- ✓ It is granted to meet the medical expenditure of self or members of family as in-patient in the recognized hospitals and as outpatient in the case of cancer and T.B. and for purchase/ replacements, repair/adjustment of admissible artificial appliances.
- ✓ Certificate from the Medical Officer/Specialist specifying the probable expenditure required for treatment and duration of treatment should be produced.

- ✓ Maximum amount of advance permissible is Rs 10,000 or amount recommended by the AMA, whichever is less. For major illness 90% of the package deal or amount demanded by the hospital whichever is less. It can be paid in one or more instalments. Any number of advances can be granted when needed. The advance is adjusted from the claim for reimbursement and balance recovered from pay in four instalments. In case of serious illness/ accidents, application may be made by wife or legal heir.

f. Immediate financial relief in case of death

- ✓ When an employee (permanent or temporary) dies while in service, up to an amount of Rs 25,000, is sanctioned immediately without formal application on receipt of intimation of death.
- ✓ It is adjusted from the arrears of pay and allowances, leave salary, death gratuity, GPF balance or any other dues payable. The adjustment should be made as soon as possible and in any case within six months from the date of sanction.

5 Interest-bearing advances

a. Advance for construction/Purchase of house/flat/enlargement of living accommodation

The advance is granted to ail permanent and temporary (with 5 years' continuous service) Government servants to acquire land, construct house, enlarge house, purchase ready built house, purchase a flat or repayment of other loans taken from non-Government or private sources to build a house or acquire a flat. The amount is paid in lump sum for purchase of house/flat and in two instalments in other cases. The amount of loan should not exceed 34 times of the basic pay or twenty-five lakh or cost of the house. Recovery is made in instalments not exceeding 180 for loan and 60 for interest. Present interest rate is 7.9% (Up to 31.03.2022).

b. Personal Computer Advance

All Government servants are eligible for this advance. Maximum amount permissible is Rs 50,000 or the anticipated price of the computer, whichever is less. A second or subsequent advance for purchase of a personal computer cannot be granted before expiry of 3 years from the drawal of the earlier allowance. May be allowed for a maximum five times in the entire service. The advance is recovered in not more than 150 instalments. interest rate is

9.8% for the year 2021-22

Total recovery on account of all advances including computer advance, taken by a government servant should not exceed 50% of the total emoluments.

6 Other Welfare schemes

a. Productivity-Linked Bonus
Bonus granted equivalent to emoluments for certain number of days for the relevant financial year. The PLB is admissible to all non-Gazetted employees and is restricted to a maximum of Rs.7000 p.m.

b. Group Insurance Scheme

- The scheme is applicable to all Central Government employees entering service. The rates are as follows:

Group of Employees	Rate of subscription	Amount of Insurance cover
A	Rs.120	Rs.1,20,000
B	Rs.60	Rs.60,000
C	Rs.30	Rs.30,000
D	Rs.15	Rs.15,000

- An employee joining service after 1st January of a year will be enrolled as member from the 1st January of next year only.
- Out of the monthly subscription, 30% is apportioned to Insurance Fund and 70% to Savings Fund.
- If the employee dies while in service, the nominee/family of the deceased employee will be paid the accumulations in Savings Fund as well as the amount of insurance cover.
- If the employee ceases to be in service due to retirement, resignation, etc., the employee will be paid only the accumulations in Savings Fund.
- The subscription is eligible for Income Tax rebate under section 88 of Income Tax Act.

c. Leave Travel Concession

- Any employee with one year of continuous service on the date of journey performed by him/her and/or his/her family is eligible.
- Government servants whose spouses are working in Indian Railways / National airlines are not eligible for LTC.
- LTC to Hometown
  - It can be availed once in a block of two calendar years.
  - Hometown of the official once declared in the service book is treated as final.

- In exceptional circumstances, the Head of the Department may authorize a change, only once during entire service.
- An employee (including unmarried) having his family at his Hometown can avail of this concession for himself alone every year instead of having it for both self and family once in two years.
- LTC to any place in India
- This concession is admissible in lieu of one of the two journeys to home town in a block of four years. The present block is 2018-21
- Available for travel to any place in India including employee's Hometown.
- Officials availing LTC to Hometown for self every year are not entitled to LTC to anywhere in India.

Entitlement of fresh recruits:

Fresh recruits are allowed to travel to their home town along with their families on three occasions in a block of four years and any place in India on the fourth occasion. This facility is available for the first two blocks of four years after joining the government service for the first time.

(i) The first two blocks of four years will apply with reference to the date of joining. The first two blocks of four years will be personal to them. On completion of eight years, they will be treated as par with the regular employees.

(ii) No carry-over of LTC is allowed for a fresh recruit. A fresh recruit whose home town and headquarters are the same cannot avail LTC to home town.

- Advance for LTC
  - Up to 90% of the fare can be taken as advance.
  - Advance admissible for both onward and return journeys if the leave taken by the official does not exceed 90 days.
  - Otherwise, advance may be drawn for the outward journey only.
  - The official should furnish Railway ticket numbers, PNR No., etc., to the competent authority within ten days of drawal of the advance.
  - When advance is taken, the claim should be submitted within one month from the date of return journey.
  - Encashment of EL during LTC:
  - Limited to 10 days of earned leave on one occasion without linkage to the number of days and nature of leave availed and 60 days in entire career.
  - Will not be deducted while computing the maximum admissible for encashment at the time of quitting service.
  - The balance at credit should not be less than 30 days after deducting the total of leave, if any availed plus leave for which encashment was availed.

Definition of family

A government servant's wife/husband:

Fully dependent

1. Two surviving unmarried children/step children/adopted children
2. Divorced / widowed married daughter
3. Unmarried minor brothers
4. Unmarried/divorced/ abandoned/ separated/ widowed sisters
5. Parents/ or step parents

For deciding dependency, altogether income should not exceed minimum family pension + Dearness allowance (9000 + DA)

7 Service unions

Recognition of Service Associations

- CCS (Recognition of Service Associations) Rules 1993 came into force from 15.11.1993.
- Applicable to Service Associations of all Central Govt servants covered by CCS(Conduct) Rules 1964.
- Conditions for recognition
  - ✓ Application to be submitted with Memorandum of Association, Constitution, Bye-laws, Names of Office-bearers etc.
  - ✓ Primary object of Association to be of promoting common service interest of members of a distant category
  - ✓ To represent at least 35% of total number of employees.
  - ✓ Employees in service to be members or office bearers. However, as a transit measure, retired/ex-employees permitted to continue up to two years from the date of recognition.
  - ✓ Association not to represent interests of any caste, tribe, religion, etc.
  - ✓ Funds exclusively of subscriptions and Govt grants, if any, to be applied only for the objects of the Association.
- Check-off system of verification
  - ✓ Subscription to be deducted from payrolls on written consent of the official.
  - ✓ More than one association not allowed.
  - ✓ Check-off system of verification followed to verify the membership.
  - ✓ Other schedule for conduct of verification on membership also to be followed.
- Facilities for trade union activities
  - ✓ Holding meetings in Office premises
  - ✓ Display of Notices in the office premises

- ✓ Foreign service to full time functionaries of Unions/Associations ✓ Transfer of the Union Executive to the Headquarters.
- ✓ Flying Union Flags in office premises not allowed.

8 Incentives for usage of Hindi

Cash awards for passing the examination through training classes under Hindi Teaching Scheme are granted to Gazetted and Non-Gazetted Central Government employees on the basis of marks obtained at the following rates:

Marks obtained	Prabodh examination	Praveen examination	Pragya examination
70% or more	Rs 1600/-	Rs 1800/-	Rs 2400/-
60% & above but less than 70%	Rs 800/-	Rs 1200/-	Rs 1600/-
55% and above but less than 60%	Rs 400/-	Rs 600/-	Rs 800/-

Cash awards for acquitting credibility in Hindi Typing/Stenography examination/Electronic Type writers, computers/ word processors under Hindi teaching scheme. Non- Gazetted employees eligible on the basis of marks obtained.

Hindi Typing	Hindi Stenography	Cash Prize
For securing 97% or more mark	For securing 95% or more marks	Rs 2400
For securing 95% or more marks but less than 97% marks	For securing 92% or more marks but less than 95%marks	Rs 1600
For securing 90% or more marks but less than 95% marks	For securing 88% or more marks but less than 92%marks	Rs 800

- Hindi Personal Pay
  - ✓ Personal pay equal to one increment for 12 months granted for passing the Hindi/Hindi Typewriting/Hindi stenography examinations of HTS
  - ✓ Personal pay will be admissible only to those employees for whom the particular course has been prescribed as the final course of study.

Prescribed Examination	Gazetted	Non-Gazetted
Pragya	Mere Pass	Mere Pass
Praveen	60% or more	55% or more

Prabodh	----	55% or more
Hindi Typewriting	----	Mere Pass
Hindi Stenography	90% or more	Mere Pass

Chapter 9 - CCS Conduct Rules 1964

1 Short title, commencement and application

(1) These rules may be called the Central Civil Services (Conduct) Rules, 1964.

(2) They shall come into force at once.

(3) Save as otherwise provided in these rules and subject to the provisions of the Indian Foreign Service (Conduct and Discipline) Rules, 1961, these rules shall apply to every person appointed to a civil service or post (including a civilian in Defence Service) in connection with the affairs of the Union:

Provided that nothing in these rules shall apply to any Government servant who is –

(a) (i) a railway servant as defined in Section 3 of the Indian Railways Act, 1890 (9 of 1890);
(ii) a person holding a post in the Railway Board and is subject to the Railway Services (Conduct) Rules;
(iii) holding any post under the administrative control of the Railway Board or of the Financial Commissioner of Railways;

(b) a member of an All-India Service;

(c) a holder of any post in respect of which the President has, by a general or special order, directed that these rules shall not apply:

Provided further that Rules 4,6,7,12,14, sub-rule (3) of Rule 15, Rule 16, sub-rules (1), (2) and (3) of Rule 18, Rules 19, 20 and 21 shall not apply to any Government servant who draws a pay which does not exceed Rs.500 per mensem and holds a non-gazetted post in any of the following establishments, owned or managed by the Government, namely: -

(i) ports, docks, wharves or jetties;
(ii) defence installations except training establishments;
(iii) public works establishments, in so far as they relate to work-charged staff;
(iv) irrigation and electric power establishments;
(v) mines as defined in clause (j) of Section 2 of the Mines Act, 1952 (35 of 1952);
(vi) factories as defined in clause (m) of Section 2 of the Factories Act, 1948 (63 of 1948); and
(vii) field units of the Central Tractor Organisation employing workmen governed by labour laws:

Provided further that these rules shall apply to any person temporarily transferred to a service or post specified in clause (a) of the first proviso to whom but for such transfer these rules would have otherwise applied.

EXPLANATION- For the purposes of the second proviso, the expression 'establishment' shall not include any railway establishment or any office mainly concerned with administrative, managerial, supervisory, security or welfare functions.

2 Definitions

In these rules, unless the context otherwise requires,-

(a) "The Government" means the Central Government;
(b) "Government servant" means any person appointed by Government to any civil service or post in connection with the affairs of the Union and includes a civilian in a Defence Service;

EXPLANATION.–A Government servant whose services are placed at the disposal of a company, corporation, organisation or a local authority by the Government shall, for the purpose of these rules, be deemed to be a Government servant serving under the Government notwithstanding that his salary is drawn from sources other than the Consolidated Fund of India;

(c) "Members of family" in relation to a Government servant includes:-

(i) the wife or husband as the case may be, of the Government servant, whether residing with the Government servant or not but does not include a wife or husband, as the case may be, separated from the Government servant by a decree or order of a competent Court;
(ii) son or daughter or step-son or step-daughter of the Government servant and wholly dependent on him, but does not include a child or step-child who is no longer in any way dependent on the

Government servant or of whose custody the Government servant has been deprived by or under any law;

(iii) any other person related, whether by blood or marriage to the Government servant or to the Government servant's wife or husband, and wholly dependent on the Government servant.

3 General

(1) Every Government servant shall at all times--

(i) maintain absolute integrity;
(ii) maintain devotion to duty; and
(iii) do nothing which is unbecoming of a Government servant.
(iv) commit himself to and uphold the supremacy of the Constitution and democratic values;
(v) defend and uphold the sovereignty and integrity of India, the security of the State, public order, decency and morality;
(vi) maintain high ethical standards and honesty;
(vii) maintain political neutrality;
(viii) promote the principles of merit, fairness and impartiality in the discharge of duties;
(ix) maintain accountability and transparency;
(x) maintain responsiveness to the public, particularly to the weaker section;
(xi) maintain courtesy and good behaviour with the public;
(xii) take decisions solely in public interest and use or cause to use public resources efficiently, effectively and economically;

(xiii) declare any private interests relating to his public duties and take steps to resolve any conflicts in a way that protects the public interest;
(xiv) not place himself under any financial or other obligations to any individual or organisation which may influence him in the performance of his official duties;
(xv) not misuse his position as civil servant and not take decisions in order to derive financial or material benefits for himself, his family or his friends;
(xvi) make choices, take decisions and make recommendations on merit
alone;

(xvii) act with fairness and impartiality and not discriminate against anyone, particularly the poor and the under-privileged sections of society;

(xviii) refrain from doing anything which is or may be contrary to any law, rules, regulations and established practices;

(xix) maintain discipline in the discharge of his duties and be liable to implement the lawful orders duly communicated to him;

(xx) maintain confidentiality in the performance of his official duties as required by any laws for the time being in force, particularly with regard to information, disclosure of which may prejudicially affect the sovereignty and integrity of India, the security of the State, strategic, scientific or economic interests of the State, friendly relation with foreign countries or lead to incitement of an offence or illegal or unlawful gain to any person;

(xxi) perform and discharge his duties with the highest degree of professionalism and dedication to the best of his abilities.

(2) (i) Every Government servant holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all Government servants for the time being under his control and authority;

(ii) No Government servant shall, in the performance of his official duties, or in the exercise of powers conferred on him, act otherwise than in his best judgement except when he is acting under the direction of his official superior;

(iii) The direction of the official superior shall ordinarily be in writing. Oral direction to subordinates shall be avoided, as far as possible. Where the issue of oral direction becomes unavoidable, the official superior shall confirm it in writing immediately thereafter;

(iv) A Government servant who has received oral direction from his official superior shall seek confirmation of the same in writing as early as possible, whereupon it shall be the duty of the official superior to confirm the direction in writing.

Explanation I.- A Government servant who habitually fails to perform the task assigned to him within the time set for the purpose and with the quality of performance expected to him shall be deemed to be lacking in devotion to duty within the meaning the cause (ii) of sub-rule (1).

Explanation II.- Nothing in clause (ii) of sub-rule (2) shall be construed as empowering a Government servant to evade his responsibilities by seeking instructions from, or approval of, a superior officer or authority when such

instructions are not necessary under the scheme of distribution of powers and responsibilities.

3A Promptness and Courtesy

No Government servant shall

(a) in the performance of his official duties, act in a discourteous manner;

(b) in his official dealings with the public or otherwise adopt dilatory tactics or wilfully cause delays in disposal of the work assigned to him.

3B Observance of Government's policies

Every Government servant shall, at all times-

(i) act in accordance with the Government's policies regarding age of marriage, preservation of environment, protection of wildlife and cultural heritage;

(ii) observe the Government's policies regarding prevention of crime against women.

3C Prohibition of sexual harassment of working women

(1) No Government servant shall indulge in any act of sexual harassment of any woman at any work place.

(2) Every Government servant who is in charge of a work place shall take appropriate steps to prevent sexual harassment to any woman at the work place.

Explanation. - (I) For the purpose of this rule, -

(a) "Sexual harassment" includes any one or more of the following acts or behaviour (whether directly or by implication) namely: -

(i) physical contact and advances; or

(ii) a demand or request for sexual favours; or

(iii) making sexually coloured remarks; or

(iv) showing pornography; or

(i) any other unwelcome physical, verbal, non-verbal conduct of a sexual nature.

(b) the following circumstances, among other circumstances, if it occurs or is present in relation to or connected with any act or behaviour of sexual harassment may amount to sexual harassment: -

(i) implied or explicit promise of preferential treatment in employment; or

(ii) implied or explicit threat of detrimental treatment in employment; or (iii) implied or explicit threat about her present or future employment status; or

(iv) interference with her work or creating an intimidating or offensive or hostile work environment for her; or

(v) humiliating treatment likely to affect her health or safety.

(c) "workplace" includes, -

(i) any department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the Central Government;

(ii) hospitals or nursing homes;

(iii) any sports institute, stadium, sports complex or competition or games venue, whether residential or not used for training, sports or other activities relating thereto;

(iv) any place visited by the employee arising out of or during the course of employment including transportation provided by the employer for undertaking such journey;

(v) a dwelling place or a house.

4 Employment of near relatives of Government servant in Companies or firms

(1) No Government servant shall use his position or influence directly or indirectly to secure employment for any member of his family in any company or firm;

(2) (i) No Class I Officer shall, except with the previous sanction of the Government, permit his son, daughter or other dependant, to accept employment in any company or firm with which he has official dealings or in any other company or firm having official dealings with the Government:

Provided that where the acceptance of the employment cannot await prior permission of the Government or is otherwise considered urgent, the matter shall be reported to the Government; and the employment may be accepted provisionally subject to the permission of the Government.

(ii) A Government servant shall, as soon as he becomes aware of the acceptance by a member of his family of an employment in any company or firm, intimate such acceptance to the prescribed authority and shall also intimate whether he has or has had any official dealings with that company or firm:

Provided that no such intimation shall be necessary in the case of a Class I officer if he has already obtained the sanction of, or sent a report to the Government under clause (i).

(3) No Government servant shall in the discharge of his official duties deal with any matter or give or sanction any contract to any company or firm or any other person if any member of his family is employed in that company or firm or under that person or if he or any member of his family is interested in such matter or contract in any other manner and the Government servant shall refer every such matter or contract to his official superior and the matter or contract shall thereafter be disposed of according to the instructions of the authority to whom the reference is made.

5 Taking part in politics and elections

(1) No Government servant shall be a member of, or be otherwise associated with, any political party or any organisation which takes part in politics nor shall he take part in, subscribe in aid of, or assist in any other manner, any political movement or activity.

(2) It shall be the duty of every Government servant to endeavour to prevent any member of his family from taking part in, subscribing in aid of, or assisting in any other manner any movement or activity which is, or tends directly or indirectly to be, subversive of the Government as by law established and where a Government servant is unable to prevent a member of his family from taking part in, or subscribing in aid of , or assisting in any other manner, any such movement or activity, he shall make a report to that effect to the Government.

(3) If any question arises whether a party is a political party or whether any organisation takes part in politics or whether any movement or activity falls within the scope of sub-rule (2), the decision of the Government thereon shall be final.

(4) No Government servant shall canvass or otherwise interfere with, or use his influence in connection with or take part in an election to any legislature or local authority:

Provided that -

(i) a Government servant qualified to vote at such election may exercise his right to vote, but where he does so, he shall give no indication of the manner in which he proposes to vote or has voted;

(ii) a Government servant shall not be deemed to have contravened the provisions of this sub-rule by reason only that he assists in the conduct of

an election in the due performance of a duty imposed on him by or under any law for the time being in force.

EXPLANATION. - The display by a Government servant on his person, vehicle or residence of any electoral symbol shall amount to using his influence in connection with an election within the meaning of this sub-rule.

6 Joining of associations by Government servants

No Government servant shall join or continue to be a member of, an association the objects or activities of which are prejudicial to the interests of the sovereignty and integrity of India, or public order or morality.

7 Demonstration and strikes

No Government servant shall -

(i) engage himself or participate in any demonstration which is prejudicial to the interests of the sovereignty and integrity of India, the security of the state, friendly relations with foreign States, public order, decency or morality, or which involves contempt of court, defamation or incitement to an offence, or

(ii) resort to or in any way abet any form of strike 10or coercion or physical duress in connection with any matter pertaining to his service or the service of any other Government servant.

8 Connection with press or other media

(1) No Government servant shall, except with the previous sanction of the Government, own wholly or in part, or conduct or participate in the editing or management of, any newspaper or other periodical publication or electronic media.

(2) Nothing in sub-rule (1) shall apply in case a Government servant in the bonafide discharge of his official duties publishes a book or participates in a public media.

(3) A Government servant publishing a book or participating in a public media shall at all times make it clear that the views expressed by him are his own and not that of Government.

9 Criticism of Government

No Government servant shall, in [34]any radio broadcast, telecast through any electronic media or in any document published in his own name or anonymously, pseudonymously or in the name of any other person or in any communication to the press or in any public utterance, make any statement of fact or opinion -

(i) which has the effect of an adverse criticism of any current or recent policy or action of the Central Government or a State Government:

Provided that in the case of any Government servant included in any category of Government servants specified in the second proviso to sub-rule (3) of rule 1, nothing contained in this clause shall apply to bonafide expression of views by him as an office-bearer of a trade union or association of Government servants for the purpose of safeguarding the conditions of service of such Government servants or for securing an improvement thereof; or

(ii) which is capable of embarrassing the relations between the Central Government and the Government of any State; or

(iii) which is capable of embarrassing the relations between the Central Government and the Government of any foreign State;

Provided that nothing in this rule shall apply to any statements made or views expressed by a Government servant in his official capacity or in the due performance of the duties assigned to him.

10 Evidence before Committee or any other authority

(1) Save as provided in sub-rule (3), no Government servant shall, except with the previous sanction of the Government, give evidence in connection with any enquiry conducted by any person, committee or authority.

(2) Where any sanction has been accorded under sub-rule (1), no Government servant giving such evidence shall criticise the policy or any action of the Central Government or of a State Government.

(3) Nothing in this rule shall apply to-

(a) evidence given at an enquiry before an authority appointed by the Government, Parliament or a State Legislature; or

(b) evidence given in any judicial enquiry; or

(c) evidence given at any departmental enquiry ordered by authorities subordinate to the Government.

11 Communication of Official Information

Every Government servant shall, in performance of his duties in good faith, communicate information to a person in accordance with the Right to Information Act, 2005 (22 of 2005) and the rules made thereunder:

Provided that no Government servant shall, except in accordance with any general or special order of the Government or in performance in good faith of the duties assigned to him, communicate, directly or indirectly, any official document or any part thereof or classified information to any Government servant or any other person to whom he is no authorized to communicate such document or classified information.

12 Subscriptions

No Government servant shall, except with the previous sanction of the Government or of the prescribed authority, ask for or accept contributions to, or otherwise associate himself with the raising of, any funds or other collections in cash or in kind in pursuance of any object whatsoever.

13 Gifts

(1) Save as provided in these rules, no Government servant shall accept, or permit any member of his family or any other person acting on his behalf to accept, any gift.

EXPLANATION. - The expression "gift" shall include free transport, boarding, lodging or other service or any other pecuniary advantage when provided by any person other than a near relative or personal friend having no official dealings with the Government servant.

NOTE (1) - A casual meal, lift or other social hospitality shall not be deemed to be a gift –

NOTE (2) - A Government servant shall avoid accepting lavish hospitality or frequent hospitality from any individual, industrial or commercial firms, organisations, etc., having official dealings with him.

[(2) On occasions such as weddings, anniversaries, funerals or religious functions, when the making of gift is in conformity with the prevailing religious and

social practice, a Government servant may accept gifts from his near relatives or from his personal friends having no official dealings with him, but shall make a report to the Government, if the value of such gift exceeds;
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(i) rupees twenty-five thousand in the case of a Government servant holding any Group 'A' post;
(ii) rupees fifteen thousand in the case of a Government servant holding any Group 'B'
post;
(iii) rupees seven thousand five hundred in the case of a Government servant holding any Group 'C' post; and

(3) In any other case of a Government servant shall not accept any gift without sanction of the Government if the value thereof exceeds.

(i) rupees five thousand in the case of a Government servant holding any Group 'A' or Group 'B' post; and
(ii) rupees two thousand in the case of a Government servant holding any Group 'C' or Group 'D' post.

(4) Notwithstanding anything contained in sub-rules (2), and (3) a Government servant, being a member of the Indian delegation or otherwise, may receive and retain gifts from foreign dignitaries if the market value of gifts received on one occasion does not exceed rupees one thousand. In all other cases, the acceptance and retention of such gifts shall be regulated by the instructions issued by the Government in this regard from time to time.

(5) A Government servant shall not accept any gifts from any foreign firm which is either contracting with the Government of India or is one with which the Government servant had, has or is likely to have official dealings. Acceptance of gifts by a Government servant from any other firm shall be subject to the provisions of sub-rule (3).]

13-A Dowry

No Government servant shall-

(i) give or take or abet the giving or taking of dowry; or
(ii) demand directly or indirectly, from the parent or guardian of a bride or bridegroom, as the case may be, any dowry.

Explanation: - For the purposes of this rule, 'dowry' has the same meaning as in the Dowry Prohibition Act, 1961(28 of 1961).

14 Public demonstrations in honour of Government servants

No Government servant shall, except with the previous sanction of the Government, receive any complimentary or valedictory address or accept any testimonial or attend any meeting or entertainment held in his honour; or in the honour of any other Government servant: Provided that nothing in this rule shall apply to-

(i) a farewell entertainment of a substantially private and informal character held in honour of a Government servant or any other Government servant on the occasion of his retirement or transfer or any person who has recently quit the service of any Government; or
(ii) the acceptance of simple and inexpensive entertainments arranged by public bodies or institutions.

NOTE :- Exercise of pressure or influence of any sort on any Government servant to induce him to subscribe towards any farewell entertainment if it is of a substantially private or informal character and the collection of subscriptions from Class III or Class IV employees under any circumstances for the entertainment of any Government servant not belonging to Class III or Class IV, is forbidden.

15 Private trade or employment

(1) Subject to the provisions of sub-rule (2), no Government servant shall, except with the previous sanction of the Government-

(a) engage directly or indirectly in any trade or business, or
(b) negotiate for, or undertake, any other employment, or
(c) hold an elective office, or canvass for a candidate or candidates for an elective office, in any body, whether incorporated or not, or
(d) canvass in support of any business of insurance agency, commission agency, etc., owned or managed by any member of his family, or
(e) take part except in the discharge of his official duties, in the registration, promotion or management of any bank or other company registered or required to be registered, under the Companies Act, 1956 (1 of 1956) or any other law for the time being in force, or of any co-operative society for commercial purposes.

(f) participate in or associate himself in any manner in the making of- (i) a sponsored media (radio or television) programme; or
(ii) a media programme commissioned by Government media but produced by a private agency; or
(iii) a privately produced media programme including video magazine:

Provided that no previous permission shall be necessary in case where the Government servant participates in a programme produced or commissioned by Government media in his official capacity.

(2) A Government servant may, without the previous sanction of the Government, -

(a) undertake honorary work of a social or charitable nature, or
(b) undertake occasional work of a literary, artistic or scientific character, or
(c) participate in sports activities as an amateur, or
(d) take part in the registration, promotion or management (not involving the holding of an elective office) of a literary, scientific or charitable society or of a club or similar organisation, the aims or objects of which relate to promotion of sports, cultural or recreational activities, registered under the Societies Registration Act, 1860 (21 of 1860), or any other law for the time being in force, or
(e) take part in the registration, promotion or management (not involving the holding of elective office) of a co-operative society substantially for the benefit of Government servants, registered under the Co-operative Societies Act, 1912 (2 of 1912), or any other law for the time being in force:

Provided that: -

(i) he shall discontinue taking part in such activities, if so directed by the Government; and
(ii) in a case falling under clause (d) or clause(e) of this sub-rule, his official duties shall not suffer thereby and he shall, within a period of one month of his taking part in such activity, report to the Government giving details of the nature of his participation.

(3) Every Government servant shall report to the Government if any member of his family is engaged in a trade or business or owns or manages an insurance agency or commission agency.

(4) Unless otherwise provided by general or special orders of the Government, no Government servant may accept any fee for any work done by him for any private or public body or any private person without the sanction of the prescribed authority.

EXPLANATION- The term 'fee' used here shall have the meaning assigned to it in Fundamental Rule 9 (6-A).

15 A Sub-letting and vacation of Government accommodation.

(1) Save as otherwise provided in any other law for the time being in force, no Government servant shall sub-let, lease or otherwise allow occupation by any other person of Government accommodation which has been allotted to him.

(2) A Government servant shall, after the cancellation of his allotment of Government accommodation vacate the same within the time-limit prescribed by the allotting authority.

16 Investment, lending and borrowing

(1) No Government servant shall speculate in any stock, share or other investment: Provided that nothing in this sub-rule shall apply to occasional investments made through stock brokers or other persons duly authorised and licensed or who have obtained a certificate of registration under the relevant law.

Explanation - Frequent purchase or sale or both, of shares, securities or other investments shall be deemed to be speculation within the meaning of this subrule.

(2) (i) No Government servant shall make, or permit any member of his family or any person acting on his behalf to make, any investment which is likely to embarrass or influence him in the discharge of his official duties. For this purpose, any purchase of shares out of the quotas reserved for Directors of Companies or their friends and associates shall be deemed to be an investment which is likely to embarrass the Government servant.

(ii) No Government servant who is involved in the decision-making process of fixation of price of an Initial Public Offering or Follow-up Public Offering of shares of a Central Public Sector Enterprise shall apply, either himself or through any member of his family or through any other person acting on his behalf, for allotment of shares in the Initial Public Offerings or Follow-up Public Offerings of such Central Public Sector Enterprise.

(3) If any question arises whether any transaction is of the nature referred to in sub-rule (1) or sub-rule (2), the decision of the Government thereon shall be final.

(4) (i) No Government servant shall, save in the ordinary course of business with a bank or a public limited company, either himself or through any member of his family or any other person acting on his behalf, -

(a) lend or borrow or deposit money, as a principal or an agent to, or from or with, any person or firm or private limited company within the local limits of his authority or with whom he is likely to have official dealings or otherwise place himself under any pecuniary obligation to such person or firm or private limited company; or

(b) lend money to any person at interest or in a manner whereby return in money or in kind is charged or paid;

Provided that a Government servant may, give to, or accept from a relative or a personal friend, a purely temporary loan of a small amount free of interest, or operate a credit account with a bona fide tradesman or make an advance of pay to his private employee;
Provided further that nothing in this sub-rule shall apply in respect of any transaction entered into by a Government servant with the previous sanction of the Government.

(ii) When a Government servant is appointed or transferred to a post of such nature as would involve him in the breach of any of the provisions of sub-rule (2) or sub-rule (4), he shall forthwith report the circumstances to the prescribed authority and shall thereafter act in accordance with such order as may be made by such authority.

17 Insolvency and habitual indebtedness

A Government servant shall so manage his private affairs as to avoid habitual indebtedness or insolvency. A Government servant against whom any legal proceeding is instituted for the recovery of any debt due from him or for adjudging him as an insolvent, shall forthwith report the full facts of the legal proceedings to the Government.
NOTE. - The burden of proving that the insolvency or indebtedness was the result of circumstances which, with the exercise of ordinary diligence, the Government servant could not have foreseen, or over which he had no control, and had not proceeded from extravagant or dissipated habits, shall be upon the Government servant.

18 Movable, immovable and valuable property

(1) (i) Every Government servant shall on his first appointment to any service or post submit a return of his assets and liabilities, in such form as may be prescribed by the Government, giving the full particulars regarding -
(a) the immovable property inherited by him, or owned or acquired by him or held by him on lease or mortgage, either in his own name or in the name of any member of his family or in the name of any other person;
(b) shares, debentures and cash including bank deposits inherited by him or similarly owned, acquired, or held by him;

(c) other movable property inherited by him or similarly owned, acquired or held by him; and
(d) debts and other liabilities incurred by him directly or indirectly.

NOTE I.- Sub-rule (1) shall not ordinarily apply to Group 'D' servants but the Government may direct that it shall apply to any such Government servant or class of such Government servants.

NOTE II.- In all returns, the values of items of movable property worth less than Rs.10,000/- may be added and shown as a lump sum. The value of articles of daily use such as clothes, utensils, crockery, books, etc. need not be included in such return.

NOTE III.- Where a Government servant already belonging to a service or holding a post in appointed to any other civil service or post, he shall not be required to submit a fresh return under this clause.

(ii) Every Government servant belonging to any service or holding any post included in Group 'A' and Group 'B' shall submit an annual return in such form as may be prescribed by the Government in this regard giving full particulars regarding the immovable property inherited by him or owned or acquired by him or held by him on lease or mortgage either in his own name or in the name of any member of his family or in the name of any other person.

(2) No Government servant shall, except with the previous knowledge of the prescribed authority, acquire or dispose of any immovable property by lease, mortgage, purchase, sale, gift or otherwise either in his own name or in the name of any member of his family:

Provided that the previous sanction of the prescribed authority shall be obtained by the Government servant if any such transaction is with a person having official dealing with him.

(3) Where a Government servant enters into a transaction in respect of movable property either in his own name or in the name of the member of his family, he shall, within one month from the date of such transaction, report the same to the prescribed authority, if the value of such property exceeds two months' basic pay of the Government servant:

Provided that the previous sanction of the prescribed authority shall be obtained by the Government servant if any such transaction is with a person having official dealings with him.

(4) The Government or the prescribed authority may, at any time, by general or special order, require a Government servant to furnish, within a period specified in the order, a full and complete statement of such movable or immovable property held or acquired by him or on his behalf or by any member of his family as may be specified in the order. Such statement shall, if so required by the Government or by the prescribed authority, include the details of the means by which, or the source from which, such property was acquired.

(5) The Government may exempt any category of Government servants belonging to Group 'C' or Group 'D' from any of the provisions of this rule except sub-rule (4). No such exemption shall, however, be made without the concurrence of the [11]Cabinet Secretariat (Department of Personnel).

Explanation I. - For the purposes of this rule - (1) he expression "movable property" includes-

(a) jewellery, insurance policies, the annual premia of which exceeds Rs. 'Two months' basic pay of the Government servant, shares, securities and debentures;

(b) all loans, whether secured or not, advanced or taken by the Government servant;

(c) motor cars, motor cycles, horses or any other means of conveyance; and

(d) refrigerators, radios radiograms and television sets.

2. "Prescribed authority" means-

(a)

(i) the Government, in the case of a Government servant holding any Group 'A' post, except where any lower authority is specifically specified by the Government for any purpose;

(ii) Head of Department, in the case of a Government servant holding any Group 'B' post;

(iii) Head of Office, in the case of a Government servant holding any Group 'C' or Group 'D' post;

(b) in respect of a Government servant on foreign service or on deputation to any other Ministry or any other Government, the parent department on the cadre of which such Government servant is borne or the Ministry to which he is administratively subordinate as member of that cadre.

Explanation II.- For the purpose of this rule 'lease' means, except where it is obtained from, or granted to, a person having official dealings with the Government servant, a lease of immovable property from year to year or for any term exceeding one year or reserving a yearly rent.

18-A Restrictions in relation to acquisition and disposal of immovable property outside India and transactions with foreigners, etc.-

Notwithstanding anything contained in sub-rule (2) of Rule 18, no Government servant shall, except with the previous sanction of the prescribed authority, -

(a) acquire, by purchase, mortgage, lease, gift or otherwise, either in his own name or in the name of any member of his family, any immovable property situated outside India;

(b) dispose of, by sale, mortgage, gift or otherwise or grant any lease in respect of any immovable property situated outside India which was acquired or is held by him either in his own name or in the name of any member of his family;

(c) enter into any transaction with any foreigner, foreign Government, foreign organisation or concern, -

(i) for the acquisition, by purchase, mortgage, lease, gift or otherwise, either in his own name or in the name of any member of his family, any immovable property;

(ii) for the disposal of, by sale, mortgage, gift or otherwise, or the grant of any lease in respect of any immovable property which was acquired or is held by him either in his own name or in the name of any member of his family.

Explanation. - In this rule "prescribed authority" has the same meaning as in Rule 18.

19 Vindication of acts and character of Government servant

(1) No Government servant shall, except with the previous sanction of the Government, have recourse to any Court or to the Press for the vindication of any official act which has been the subject-matter of adverse criticism or an attack of a defamatory character.

Provided that if no such sanction is received by the Government servant within a period of three months from the date of receipt of his request by the Government, he shall be free to assume that the permission as sought for has been granted to him.

(2) Nothing in this rule shall be deemed to prohibit a Government servant from vindicating his private character or any act done by him in his private capacity and where any action for vindicating his private character or any act done by him in private capacity is taken, the Government servant shall submit a report to the prescribed authority regarding such action.

20 Canvassing of non-official or other outside influence

No Government servant shall bring or attempt to bring any political or other outside influence to bear upon any superior authority to further his interests in respect of matters pertaining to his service under the Government.

21 Restriction regarding marriage-

(1) No Government servant shall enter into, or contract, a marriage with a person having a spouse living; and

(2) No Government servant, having a spouse living, shall enter into, or contract, a marriage with any person:

Provided that the Central Government may permit a Government servant to enter into, or contract, any such marriage as is referred to in clause (1) or clause (2), if it is satisfied that-

(a) such marriage is permissible under the personal law applicable to such Government servant and the other party to the marriage; and (b) there are other grounds for so doing.

(3) A Government servant who has married or marries a person other than of India Nationality shall forthwith intimate the fact to the Government.

22 Consumption of intoxicating drinks and drugs

A Government servant shall -

(a) strictly abide by any law relating to intoxicating drinks or drugs in force in any area in which he may happen to be for the time being;

(b) not be under influence of any intoxicating drink or drug during the course of his duty and shall also take due care that the performance of his duties at any time is not affected in any way by the influence of such drink or drug;

(c) refrain from consuming any intoxicating drink or drug in a public place;

(d) not appear in a public place in a state of intoxication;

(e) not use any intoxicating drink or drug to excess.

Explanation: For the purposes of this rule, 'public place' means any place or premises (including a conveyance) to which the public have, or are permitted to have, access, whether on payment or otherwise.

22-A Prohibition regarding employment of children below 14 years of age.

No Government servant shall employ to work any child below the age of 14 years.

23 Interpretation

If any question arises relating to the interpretation of these rules, it shall be referred to the Government whose decision thereon shall be final.

24 Delegation of Powers

The Government may, by general or special order, direct that any power exercisable by it or any Head of Department under these rules (except the powers under Rule 23 and this rule) shall, subject to such conditions, if any, as may be specified in the order, be exercisable also by such officer or authority as may be specified in the order.

25 Repeal and Saving

Any rules corresponding to these rules in force immediately before the commencement of these rules and applicable to the Government servants to whom these rules apply are hereby repealed:
Provided that any order made or action taken under the rules so repealed shall be deemed to have been made or taken under the corresponding provisions of these rules.

Provided further that such repeal shall not affect the previous operation of the rules so repealed and a contravention of any of the said rules shall be punishable as if it were a contravention of these rules.


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