F. No. 56-14/2025-LI (IMS 2.0)
Government of India
Ministry of Communications
Department of Posts
Directorate of Postal Life Insurance

Chanakyapuri Post office Complex
New Delhi – 110021
Dated: 12.11.2026

To

All HoCs

GM (CEPT)

Sub: Business Continuity and Customer Facilitation Measures during implementation/rollout of Insurance Management Solution (IMS) – reg.

Madam/Sir,

Kindly refer to detailed instructions vide letter No. 29-03/2021-LI dated 21.10.2026 issued by PLI Directorate to the POC Circles where IMS was rolled out on 26.10.2026.(Copy enclosed). Further, CGM (PLI) DO letter No 29-06/2024-LI dated 04.11.2026 regarding clearance of pending service requests and AGM-III (PLI) DO letter No. 90-01/2026-LI dated 06.11.2026 regarding training of the staff may also be referred to (copies enclosed).

2. In this connection, it is informed that the Pan India rollout of the Insurance Management Solution (IMS) will be carried out on 25.11.2026 after successful POC at 6 Offices (where IMS has been rolled out). During the pre-rollout activities scheduled from 16.11.2026 to 24.11.2026, PLI/RPLI services will remain temporarily unavailable, as per the rollout plan.

3. Circles shall undertake a special drive to ensure disposal of the pending service requests in McCamish as shown in **Annexure-I** on or before **the cut-off date i.e.15.11.2026 (2359 hrs).** Any financial/non-financial activity through McCamish **must not be** carried out after the cut off date (23:59 Hrs on 15.11.2026), except for POC offices where IMS has already been rolled out. Particular attention is required to be given to the following:

i. Disposal of pending financial and non-financial service requests including new proposal, maturity, death, survival benefits claims, etc. involving intermediate workflows and pending approvals as these pending service requests may pose challenges for the Circles and inconvenience to the customers post go-live of the IMS.

ii. Disposal of all outstanding liabilities arising out of the claims, including surrender, loan, incentive/commission, medical examiner fee and excess premium refunds and completion of payment process for appropriate reflection in DTR.

iii. Resolution of payment failures, incorrect premium postings and other financial discrepancies (if any).

iv. Training for staff before rollout of the IMS.

v. Sign-off certificates of all CPCs, Divisions and the Circle are generated through the Data Verification Tool, as per the attached SOP **(Annexure-II),** and the final Circle-level sign-off certificate duly signed and stamped by concerned DDM/ADM (PLI) is submitted to PLI Directorate on or before the cut-off date.

vi. PLI/RPLI salesforce to contact PLI/RPLI policyholders and advise them to deposit renewal premium on or before the cut-off date or after restoration of services.

vii. A team of at least two officers/officials, well versed in PLI/RPLI operations to be setup at each of the Circle, Regional, Divisional and CPC levels. Details of the team to be shared with PLI Directorate by 18.11.2026 for coordination amongst PLI Directorate, CEPT.

4. Furtherance to the above, the following pre-requisite activities need to be ensured by CEPT from 16.11.2026 (00:00 hrs):

i. Blocking User Access to McCamish system
ii. Stoppage of transactions and service requests at post offices & CPCs including online channels.
iii. Stoppage of the access of McCamish system at all operative & administrative offices and payment channels by the customers
iv. Enabling PLI/RPLI premium payment facilities through digital channels for POC offices where IMS has already been rolled out.
v. A ticker regarding the temporary unavailability of services, as detailed in **Annexure-III**, may be displayed on the Customer Portal/India Post website to keep PLI/RPLI customers informed during the transition to IMS.

5. CEPT is further requested to ensure the following activities before the roll out of the IMS:

i. Completion of pending developments including developments of Apps as envisaged.
ii. Resolution of critical accounting issues including online channel accounting and correctness of fund flow reports.
iii. Integration of IMS with CBS, IPPB, Bharat Connect (BBPS) and NACH to be tested in the PoC offices where IMS has already been rolled out, ensuring the readiness for pan-India go-live across all Circles on 25.11.2026.

6. Circles shall ensure prior communication with public regarding the temporary insurance service interruption through:

i. Notice on the Notice Board of the Post Offices/CPC concerned (formats attached as **Annexure-IV**);
ii. Display of suitable customer facilitation notices at prominent locations; and
iii. Any other suitable communication channel available with the Circle.

7. Circles shall take necessary steps for successful rollout of IMS in all offices and restoration of all PLI/RPLI services and collection of new, renewal premium and clearance of the service request, etc. if required, the business hours may be extended etc.

8. Circles are requested to disseminate the above instructions to all concerned Regional, Divisional, Post Offices including CPCs and PLI/RPLI salesforce well in advance and ensure strict compliance and minimize inconvenience to the PLI/RPLI customers.

This issues with the approval of the Competent Authority.

Yours faithfully,

(Kamal Kumar Sharma)
Deputy Divisional Manager-III

Copy to:

1) Sr PPS to Secretary (Posts)
2) Sr PPS to DG (Posts)
3) PPS to Member (O)/Member (HRD)/Member (Personnel)/Member (CS)/Member (Estates)/Member (Philately, Media & Communication)/ Member (FS).
4) JS&FA
5) CGM (PLI)
6) CGM (CCS & RB Directorate)
7) CGM (Parcel Directorate)
8) Director (RAKNPA)
9) GM (Finance), PLI Directorate
10) Secretary (PSB)
11) All DDGs, Postal Directorate
12) AGM-III, PLI Directorate
13) DGM-I/DGM-II, PLI Directorate
14) DDM-I/DDM-II, PLI Directorate