

भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

प्रधान मंत्री जन धन योजना
के तहत जन-धन खाताधारकों
के लिये रु.30,000/- के
जीवन बीमा सुरक्षा के
दावा निपटारा हेतु प्रक्रिया

**PRADHAN MANTRI JAN DHAN YOJANA
(PMJDY)**

PROCEDURE FOR CLAIM SETTLEMENT

UNDER LIFE INSURANCE COVER OF

Rs.30,000/- FOR PMJDY ACCOUNT HOLDER

CLAIM PROCESSING PROCEDURE FOR BANKS
UNDER PRADHAN MANTRI JAN DHAN YOJANA

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PMJDY claim procedure

A. PREAMBLE

The Hon'ble Prime Minister in his Independence Day Speech on 15th August, 2014 announced a comprehensive program of Financial Inclusion targeting the large number of people who are currently deprived of even rudimentary financial services. The Pradhan Mantri Jan Dhan Yojana (PMJDY) sets out to provide a basic Bank account to every family who till now had no account. The bank account comes with a RuPay debit card with a built-in accidental cover of Rs 1 lakh.

During the launch of the PMJDY scheme on 28.08.14 in New Delhi, Hon'ble Prime Minister announced a life cover of Rs. 30,000/- with the RuPay Card for all those who subscribe to a bank account for the first time during the period 15th August, 2014 to 26th January, 2015.

This Rs. 30,000/- life insurance cover is called as **Life Cover under Pradhan Mantri Jan Dhan Yojana**, which will serve to give a life insurance cover on death of the life assured, due to any reason, to the deceased's family. The scheme aims to provide security to those families who cannot afford direct insurance, namely the urban poor and rural poor who are not covered under any social security scheme.

B. DEFINITIONS

PMJDY	-	Pradhan Mantri Jan Dhan Yojana
HoF	-	Head of Family
RuPay Card	-	Debit Card issued by Bank along with the BSBDA Account opened under PMJDY
Aadhar Card	-	Bio-Metric Card issued by Unique Identification Authority of India (UIDAI)
IT Act, 1961	-	Income Tax Act, 1961, Government of India

Aam Admi Bima Yojana (AABY)	-	Social Security Scheme of Govt. of India, Ministry of Finance which provides Life Insurance cover of Rs.30,000/- on death and Rs.75,000/- on Accidental Death apart from Permanent and Partial Disability Benefits.
48 Occupations of AABY	-	AABY Life Risk cover is provided to persons belonging to 48 occupations which is listed as given in Annexure A.
Basic Eligibility Conditions	-	The conditions that must be fulfilled by an individual to be eligible for the benefit under PMJDY
APBS	-	Aadhar Payments Bridge System
Bio-Metric Card	-	Aadhar Card or any Card issued by appropriate Authority which is acceptable to Bank for opening a BSBDA account under PMJDY.

C. BENEFITS UNDER THE SCHEME

The scheme provides for life cover of Rs. 30,000/- payable on death of the beneficiary due to any cause, subject to fulfillment of the eligibility conditions:

D. BASIC ELIGIBILITY CONDITIONS

- i. Person opening Bank account for the first time, with RuPay Card in addition, during the period from 15-08-14 to 26-01-15, or any additional period as may be extended further by Government of India.
- ii. The person should normally be head of the family or an earning member of the family and should be in the age group of 18 to 59 (i.e. person should be at least 18 years old, and should not have completed 60 years of age). In case the head of family is 60 years or more of age, the second earning person of the family in the above mentioned age group will be covered, subject to eligibility.

- iii. Person must have a RuPay Card and Bio – Metric Card linked to bank account or in process of being linked to bank account if not already there.
- iv. The account can be any bank account including a small account.
- v. For the coverage to be effective the above RuPay Card should be valid and in force at the time of the death of the member
- vi. Only one person in the family will be covered in the Bima Scheme and in case of the person having multiple cards / accounts the benefit will be allowed only under one card i.e. one person per family will get a single cover of Rs.30,000/-, subject to the eligibility conditions.
- vii. The life cover of Rs 30,000/- under the scheme will be initially for a period of 5 years, i.e. till the close of financial year 2019-20. Thereafter, the scheme will be reviewed and terms and condition of its continuation, including the issue of future payment of premium by the insured thereafter, would be suitably determined.
- viii. In case the PMJDY Account is held jointly, then the first account holder i.e. primary Account holder will be eligible for cover subject to the eligibility conditions.

E. INELIGIBLE CATEGORIES

- i. Central Government and State Government employees (in service or retired) and their families.
- ii. Employees (in service or retired) of Public Sector Undertakings, Public Sector Banks, any entity owned by Central Government, any entity owned by a State Government or any entity jointly owned by the Central Government and any State Government, and their families.

- iii. Persons whose income is taxable under I.T. Act 1961 or are filing the yearly Income Tax return or in whose case TDS is being deducted from the income, and their families.
- iv. Persons who are included in the Aam Admi Bima Yojana covering 48 occupations defined under the Scheme, and their families.
- v. Otherwise eligible account holders, who have life cover on account of any other scheme of the Bank against the account, shall have to choose between the two schemes and derive benefit from only one.
- vi. All persons who do not fulfill the basic eligibility conditions of the scheme.

F. EXIT FROM SCHEME

The person will exit the scheme on completing of age 60, i.e. on the day the person completes age 60 or closure of the Scheme, whichever is earlier.

G. CLAIM SETTLEMENT PROCEDURE

- a) The Claim amount of Rs.30,000/- is payable to the nominee(s) / Legal Heirs of the accountholder. The Risk cover will be provided to the person from his/her age of 18 (Completed) till the completion of his / her age 60 years i.e. eligibility will cease on completing 60 years and he/she will exit the scheme on the day the he / she completes 60 years of age..
- b) The Death claim benefit of Rs. 30000/- will be settled by the designated Pension & Group Scheme (P&GS) Office of LIC. The process followed will be as under:
 - i. Claim papers as per Annexure B will be submitted by the District Branch / Nodal Branch of the concerned Bank to the nearest Pension & Group Scheme Unit (P&GS unit) of LIC designated for this purpose for

processing of Claims. A list of the P&GS Units is enclosed as Annexure D.

- ii. The Claim will be paid to the nominee who is the nominee in the Bank Account. In the absence of nomination or if the nominee pre-deceases the insured member or if the nominee is not spouse, child or parent then the Legal Heirs of the Accountholder should submit Indemnity Bond to dispense with Legal Evidence of Title in the prescribed Format of LIC (Given in Annexures C1 and C2).
- iii. The Claim amount will be credited to Bank account of the nominee(s) / Legal Heirs through APBS i.e. the amount will be credited to Account linked to Aadhar Card Number.
- iv. In case where the claim form is directly submitted to any LIC office by the claimant, then LIC office would forward the same to the concerned bank of the deceased Account holder immediately to get necessary verification etc. done from the bank concerned. The concerned Bank Branch will forward the Claim Form to nearest P&GS unit of the LIC for processing the claim.

H. PROCEDURE TO BE FOLLOWED BY BANKS ON RECEIPT OF DEATH CLAIM INTIMATION

The concerned Branch of the Bank where the PMJDY saving account was initially opened has to lodge the claim with LIC. Whilst lodging the claim, the forwarding Bank Branch shall prima facie examine whether the claim is payable or not based on the eligibility conditions. For this purpose, the following documents will need to be called for:-

1. Attested copy of the Death Certificate of the deceased member.
2. Photocopy of Aadhar card of the deceased to determine the age of the Accountholder as on the date of death. If Aadhar card is not issued then attested photocopy of any one of the following age proof can be called for :-

- a) Extract from Birth Register
- b) Extract from School Certificate
- c) Ration Card
- d) Voter's Identity Card

If the deceased completes 60 year of age before the date of death, then the Life Insurance Benefit will not be available to the person. Hence, the age on date of death assumes importance.

3. Verification of the validity and in force status of the RuPay Card (It is to be checked whether the RuPay Card is Blocked or Not).
4. Verification of 'Head of Family' status with help of BPL card or Ration Card of the deceased and also whether the person is the Earning Member of the family.
5. To verify if the deceased is not ineligible as per the Ineligibility Conditions given in para E.
6. To verify if the deceased is covered under any other Life Insurance Cover of the Bank against the Account as the benefit will be provided under any one Scheme only.
7. In case of joint Accountholders under PMJDY, the first account holder (primary account holder) will be provided Life Insurance cover subject to the eligibility conditions.
8. Claim form-cum-discharge receipt duly filled in (as given in Annexure B) :- Part A of Claim Form has to be completed by the Nominee / Legal Heir / Claimant. Authorized official of the Bank has to fill Part B. The Officer has to witness the signature of Claimant at Part C. Seal of the Bank should be affixed on the Claim form at appropriate places. In the absence of nomination or if the nominee pre-deceases the insured member or if the nominee is not spouse, child or parent then the Legal Heirs of the Accountholder should submit Indemnity Bond to dispense with Legal Evidence of Title in the prescribed Format of LIC (Given in Annexures C1 and C2).

9. The completed claim form (Part A, B & C) has to be forwarded to the nearest LIC's P&GS Unit along with the following documents.

a) Attested copy of Death Certificate of the deceased member.

b) Attested Photocopy of Aadhar Card of the deceased.

c) Attested Photocopy of Aadhar Card of the claimant.

On receipt of Claim form with all the above mentioned documents in our P&GS Unit, the P&GS Unit will settle the claim in favour of Nominee / Legal heirs, subject to eligibility, by crediting the death claim proceeds to Aadhar linked Bank Account or any other Bank Account through NEFT, if details of Aadhar Linked Bank Account are not available.

I. PROCEDURE TO BE FOLLOWED BY LIC ON RECEIPT OF CLAIM INTIMATION

On receipt of Claim Form from Banks, after doing necessary inward procedure, the user of P&GS unit take following steps:

1. Verify that the Claim Form is filled up in all respect and deceased has fulfilled the eligibility criteria on the basis of documents submitted by bank.
2. If the claim is otherwise payable, user will log into the claim module for PMJDY (Pradhan Mantri Jan Dhan Yojana). The relevant data will be entered in to the module.
3. The module will generate queries within the system for checking two aspects
 - a) If the claim has been paid earlier on the same life in order to avoid payment of claim on more than one occasion on same life.
 - b) Whether the deceased is also covered under Aam Admi Bima Yojana.

4. The query will generate output from two data bases which would either affirmative or negative.
5. If output is affirmative, the list of records would be generated by module for verification by the user. After due verification on manual basis, if it is ensured that the claim on the same life is not paid earlier or the deceased is not covered under AABY, the same has to be authenticated by the supervisor. After authentication by the supervisor, the user can proceed with the settlement of the claim.
6. The above process will ensure non payment of duplicate claim under PMJDY and AABY to the extent possible. The Aadhar Card number of the deceased as well as the claimant will also be used for de-duplication purpose.
7. If the output is negative, the module will allow the user to proceed with the settlement of claim.

Registers and records of claim payment will be maintained on similar lines as in case of Registers for AABY claims. Since DAB and Disability benefits are not payable under PMJDY, relevant columns are to be excluded.

J. The Claim form can be downloaded from www.licindia.in, www.iba.org.in, <http://financialservices.gov.in>, www.nic.in.

K. LIST OF ANNEXURES

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|-------------|---|---|
| ANNEXURE A | - | List of 48 occupations under Aam Admi Bima Yojana |
| ANNEXURE B | - | LIC's Claim form-cum-discharge receipt. |
| ANNEXURE C1 | - | Form of application to dispense with Legal Evidence of Title. |
| ANNEXURE C2 | - | LIC Format of Indemnity Bond to dispense with Legal Evidence of Title |
| ANNEXURE D | - | List of P&GS Units for submission of Claim Forms. |