

File No. 86-01/2026-LI
Ministry of Communications
Department of Posts
(Directorate of Postal Life Insurance)
Chanakyapuri P.O. Complex
New Delhi - 110021

Dated: 29.01.2026

To

All Chief Postmaster General

Sub: Regarding rationalisation of CPC.

New IMS Software is being developed by CEPT to be launched by September-2026. The proposal forms can be filled online either through App or Website by customers themselves or in assisted mode with the help of our staff/direct agents. Customers can also fill up the forms by logging into Self-Service Portal. Thus, there will be elimination of manual form filling by customers and manual data entry of data in these forms by CPCs. Customers having bank details entered into the System & duly verified, will get maturity payment credits directly in linked bank accounts. Non-medical policies will also be purchased by the customers online by updating e-KYC needing approval by CPC staff. Thus, the workload of data entry, certain checks and approvals at CPCs would be reduced. Hence CPCs can be rationalized to save operational costs.

2. After merger/rationalization of CPCs, there may be apprehension that the customers might be required to go to a distant place to new CPC in connection with their PLI-RPLI work. The upcoming software will take care of this aspect also as customers can do request indexing and documents upload through self-service portal. Customers can avail online services through self-service Portal/App or through assisted mode by help from Postal Staff till BO Level or direct agents, which will avoid the need for customers to visit CPCs.

3. Before merging of CPCs, circles need to examine issues like suitable and sufficient accommodation for records and manpower for merged CPC, required infrastructure, redeployment of posts, manpower arrangements etc.

4. It is requested to furnish the information about CPC working strength and details of proposed merger/demerger/augmentation as the below mentioned format with brief justification -

Sl. No.	State/UT	CPC Location	Current Working Strength	Proposed working strength	Total Staff Hours	Actual Work Hours	CPC with which proposed to be merged	Brief justification for merger

A copy of excel file containing the work done by each CPC over last three years is enclosed with email through which this letter is being sent. This may be used to arrive at a decision on the need for merger, etc. in view of the digitisation and automation of workflows in new IMS.

5. Views of the circles about the proposed rationalisation of the CPCs along with above information are requested by 16.02.2026.

This issues with the approval of the competent authority.

Encl.- As above


29.01.26
(Ravindra Kumar)
Deputy Divisional Manager-II
PLI Directorate