



भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

Ref: CO/CRM/1232/23

CRM Department, Central Office.  
5<sup>th</sup> Floor (Link), 'Yogakshema'  
Tel : 22029593, Fax : 22825829  
Email : [ed\\_crmps@licindia.com](mailto:ed_crmps@licindia.com)

Date: 24/12/2020

To,  
All Zonal Managers,  
All Regional Managers (CRM)  
All Sr/Divisional Managers,  
M.D.C., Audit & Inspection

**Re: Anywhere Revival at Satellite Offices using LICdocQ App**

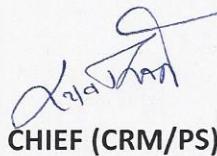
The facility of Anywhere Revival with DGH and/or FMR utilizing LICs Mobile App termed LICdocQ App at Satellite Offices has been released on 24/12/2020.

The detailed process is as follows:

1. Revival at Satellite Offices now is to be done through LICdocQ App only
2. Anywhere Revival with the Requirement of DGH and/or FMR is now permitted.
3. This facility shall be limited to policies serviced within the Home Division of the SO.
4. These instructions supersede earlier instructions on this subject.
5. SO Officials have to download from 'Google Play Store' the LICdocQ App on their officially registered mobile number for scanning and uploading of revival documents.
6. Satellite Office officials will check the conditions for Anywhere Revival as per CRM Circulars Ref: CO/CRM/729/23 dated 10/02/2009, CO/CRM/1195/23 dated 15/04/2020, and CO/CRM/1228/23 dated 11.12.2020.
7. If the policy/ies are eligible for revival as per the circulars, the documents submitted need to be captured and scanned using the LICdocQ App.
8. In case the policy/ies are not eligible for Anywhere Revival with DGH and/or FMR, the policyholder should be guided to contact the Servicing Branch for revival of policy/ies.
9. Provision for capture of KYC, FMR, DGH, Request Letter, COVID Questionnaire is available in the LICdocQ App.
10. The system is based on a two-step verification using a maker-checker functionality.
11. The LICdocQ App for employees will auto-populate the Mobile number and corresponding S.R. Number of the employee as registered in the Office Records for every transaction.
12. The scanned image will be displayed on the PC through an option '**Mobile App Document View**'. The official who has captured the image should ensure correctness of the Policy Number, proper clarity, readability of information on the image and proper tagging of the images.
13. A second Official will validate the correctness of the Policy Number and also confirm the clarity and readability of the image and that proper tagging is done.

14. Signature on the Revival Papers has to be tallied with the signature in the EDMS image by the dealing Officials.
15. Underwriting for revival will be done as per the FPSO.
16. Revival payment will be made at the cash counter of SO.
17. It will be a maker-checker transaction where one official will create the revival transaction and the second official will validate the transaction.
18. After validation of the transaction, the policy masters will be updated and scanned images of the revival documents/ health reports will be archived to EDMS immediately.
19. SMS intimation will be sent to the policyholder after revival as per the existing practice.
20. The revival documents should be sent to the RMF Centre for storage after confirming the availability of uploaded images in EDMS.
21. MIS will be available on COMIS regarding 'Anywhere Revivals' done at SO, for monitoring by DO/ZO.
22. 10% of all cases revived at SO's will be examined by the Internal Audit Teams.

Kindly bring this to the notice of all the operating offices under your jurisdiction.



CHIEF (CRM/PS)