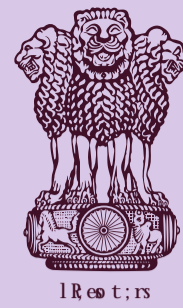


# DEPARTMENT OF PENSION & PENSIONERS' WELFARE Government Of India



Department of Posts through India Post Payments Bank has launched doorstep service for all pensioners to submit Digital Life Certificate from comfort of their home.

Swipe >>



# DEPARTMENT OF PENSION & PENSIONERS' WELFARE Government Of India



## Process to avail the facility of doorstep DLC through IPPB



### Step - 1

Download



**Postinfo App**

from Google Play Store

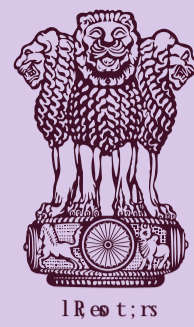


GooglePlay

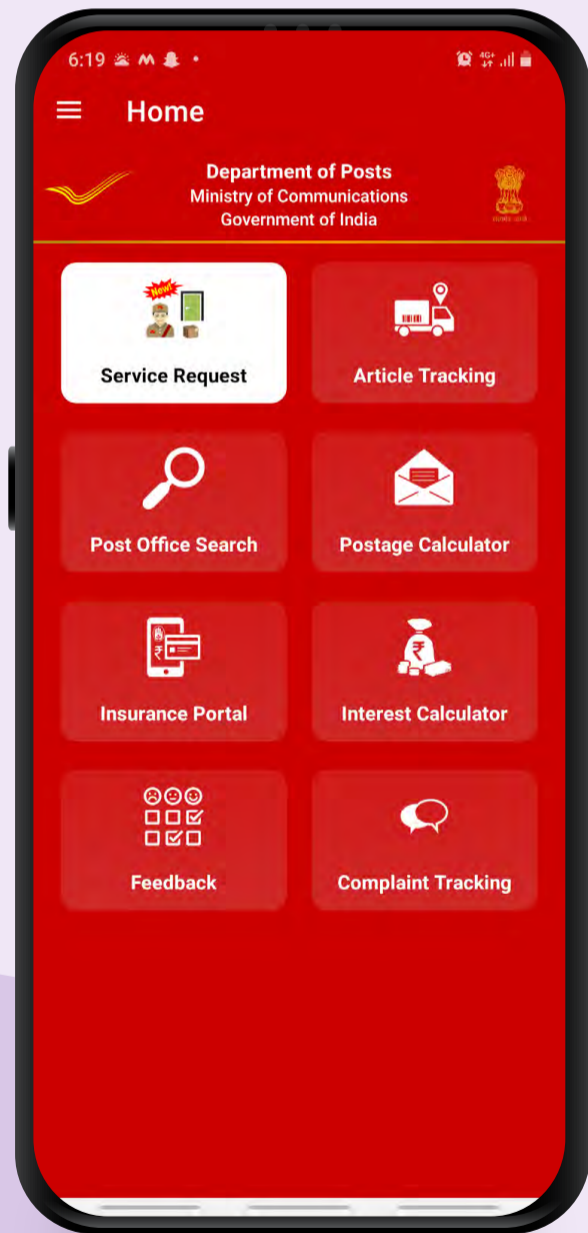


Android

Swipe >>

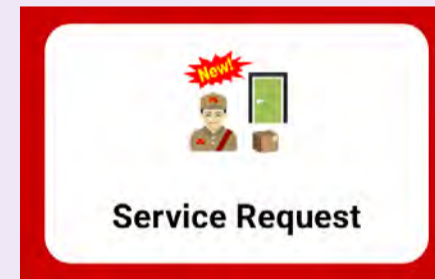
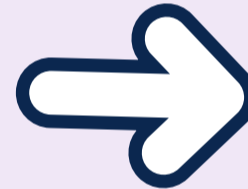


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## Step - 2

Go to

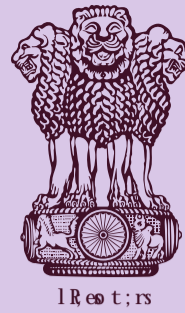


## Service Request

\*Request can also be placed

@ <http://ccc.cept.gov.in/covid/request.aspx>

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# DEPARTMENT OF PENSION & PENSIONERS' WELFARE Government Of India



The image shows a smartphone screen displaying the 'IndiaPost: Request Service' app. The app is titled 'Covid-19 Request Service!' and includes a link to 'Click to Track your Request'. A disclaimer states: 'Disclaimer: The Department of Posts will endeavor to fulfill the request of the customers expeditiously, however, the fulfillment will be subject to the availability of staff and also be conditional to the restrictions imposed due to the prevalence of COVID 19 in the **Red** Zones in India.' Below the disclaimer are input fields for Name, Address, Pincode, Email Address, and Mobile No. There is also a 'Select Service' dropdown menu and a 'Request OTP' button. The bottom navigation bar shows 'STOP', 'BACKWARD', and 'FORWARD' options.

## Step - 3

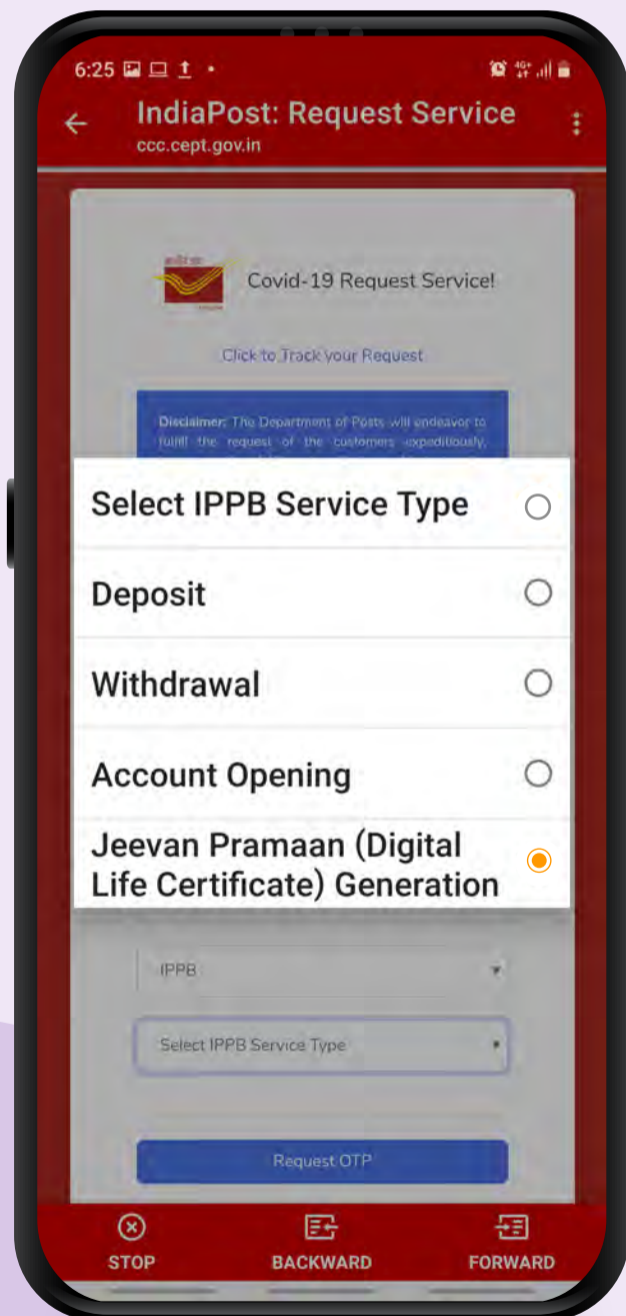
# Submit

- Name
- Address
- Pin code
- Mobile number

Swipe >>



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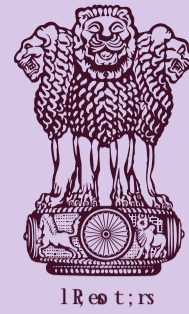
## Step - 4

Select IPPB Service Type

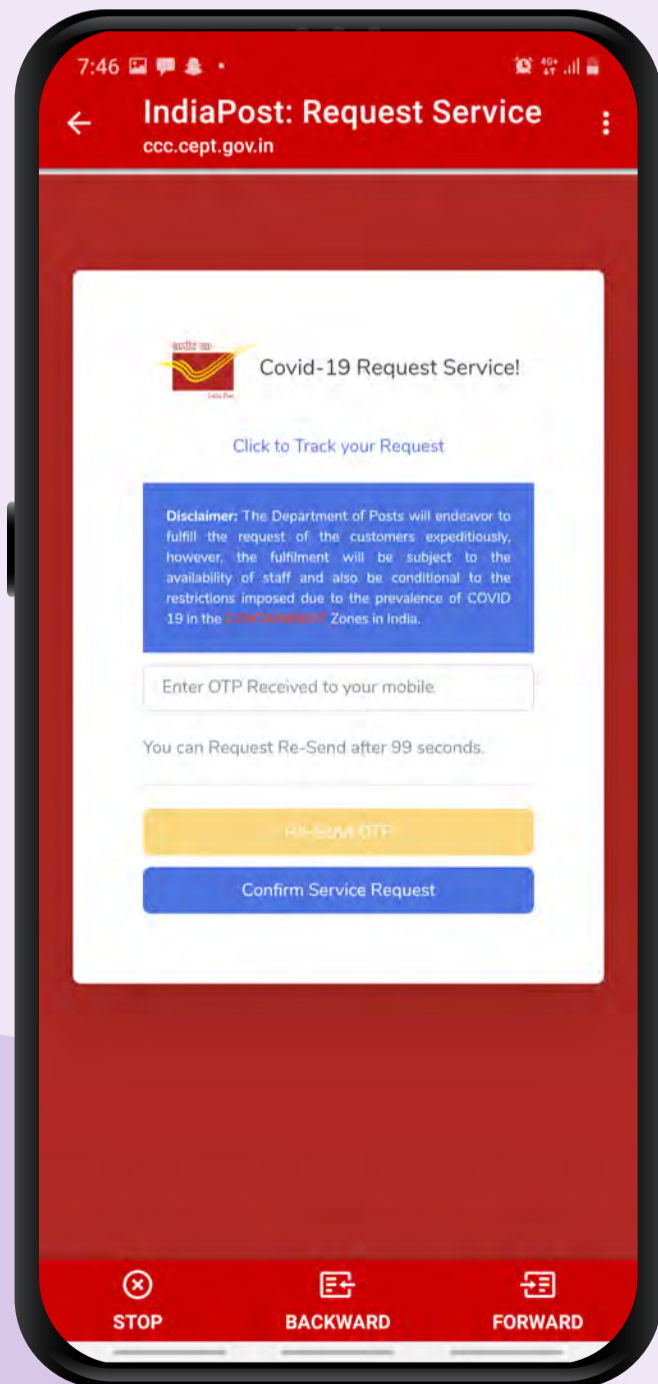


**Jeevan Pramaan**  
(Digital Life certificate) Generation.

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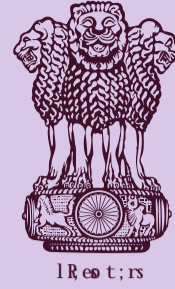
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## Step - 5

After confirmation of OTP, the request for DLC will be forwarded to nearest post office based on the Pin code given by service.

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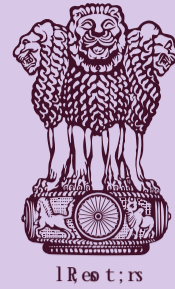
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## Step - 6

**Within 48 hrs, a Postman /Gramin Dak Sevak will be assigned to collect DLC from home after seeking convenient time of pensioner.**

Swipe >>



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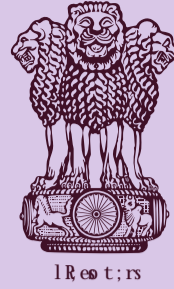
## Step - 7

**Keep Aadhaar number, PPO number, details of Pension Disbursing Agency handy when Postman/ Gramin Dak Sevak is visiting for DLC service.**

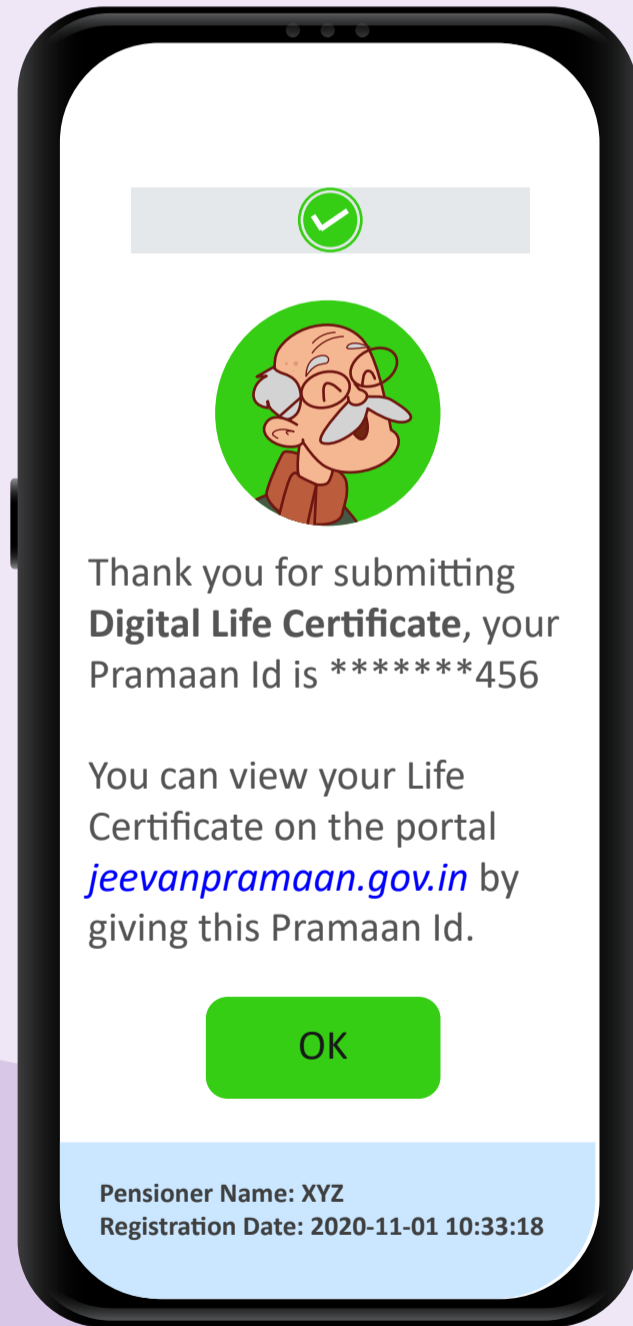
Swipe >>







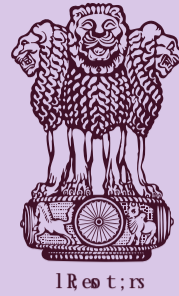
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## Step - 8

It may be noted that charge will be paid to postman or Gramin Dak Sevak in cash only, if successful DLC is generated.

Swipe >>



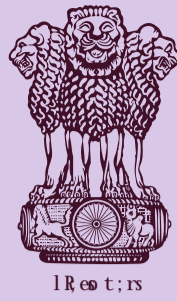
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## Step - 9

After successful generation of DLC, it will automatically be forwarded to Pension Disbursing Bank and pensioner will not be required to visit bank.

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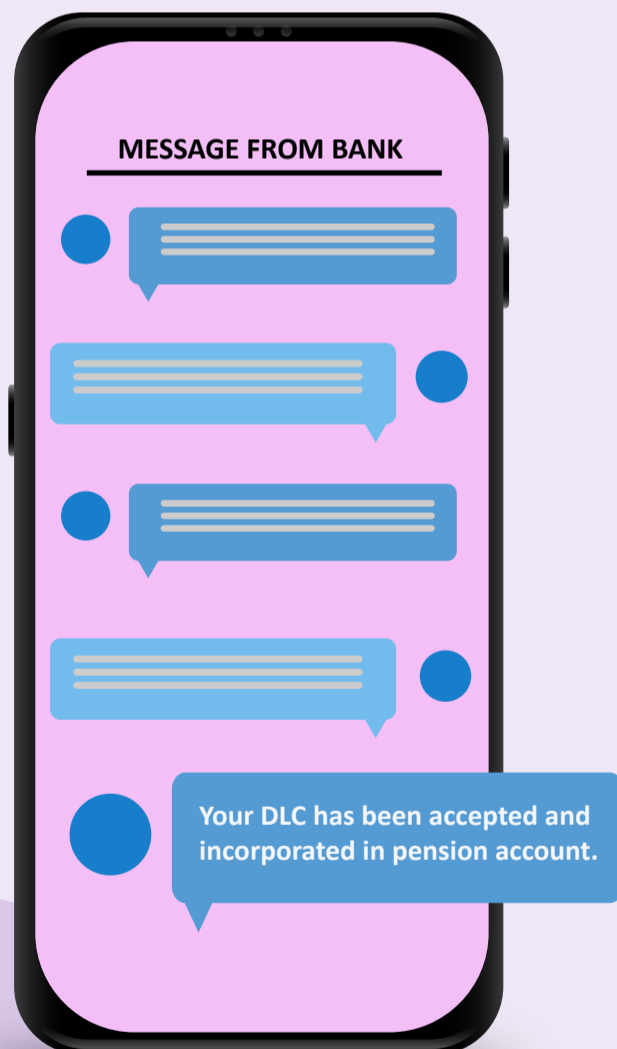


# DEPARTMENT OF PENSION & PENSIONERS' WELFARE Government Of India

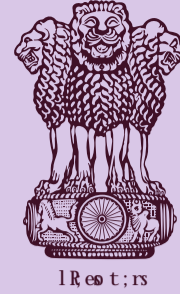


## Step - 10

**Pension Disbursing  
Bank will confirm the  
acceptance of DLC  
through SMS within  
T+2 days on the  
mobile number linked  
with pension account.**



Swipe >>



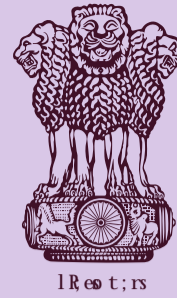
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## Key points to ensure that DLC is successfully accepted by Pension Disbursing Bank:

1. Pension account shall be linked with Aadhar number.
2. Check the accuracy of information submitted by Postman/Gramin DakSevak w.r.t. Bank Account number and PPO number while generating DLC.

Swipe >>



**DEPARTMENT OF PENSION & PENSIONERS' WELFARE  
Government Of India**

**“** *No need to step out  
for submission of  
Life Certificate.  
Pensioners may  
avail Doorstep  
DLC through  
IPPB* **”**



**#Stay Home #Stay Safe**

**End >>**