भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110066
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GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
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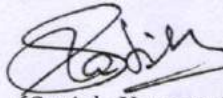CPAO/Data Bank/Life Certificate/OM/2020-21/360

dated: 11.01.2021

Office Memorandum

Subject: Submission of Life Certificate by NPS-AR pensioner through Jeevan Pramaan.

The Central Pension Accounting Office is Pension Disbursing Authority for National Pension system- Additional Relief (NPS-AR). The NPS-AR pensioners are required to submit Life Certificate in the month of November every year for continuation of the pension. Life Certificates are sent to CPAO through the Bank Branches of the pensioners, where the pensioners maintain their pension accounts.

2.   A new interface (Aadhar based) for submission of Life Certificate has been developed in Jeevan Pramaan for NPS-AR pensioners and this interface is now live for submission of Digital Life Certificate (DLC) through Jeevan Pramaan. Now NPS-AR pensioners can submit their Life Certificate through Jeevan Pramaan. The Jeevan Pramaan User Manual for uploading Digital Life Certificate is attaching herewith.

This issue with the approval of Chief Controller (Pension).

11/01/2021

(Satish Kumar Garg)
Sr. Accounts Officer, CPAO

Encl: As above

Copy for information to,

1. US (Pension), DP&PW, Lok Nayak Bhawan, E-Block, General Pool Office(GPO) Complex, INA, New Delhi.
2. PS to Addl. CGA, O/o CGA Mahalekha Niyantrak Bhawan, E-Block, GPO complex, INA, New Delhi.
3. PS to CC(P), CPAO.
4. Sr. TD(NIC), CPAO
5. PA to Dy. CGA (TA-3), O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, GPO complex, INA, New Delhi.
6. PA to Dy. CA, CPAO

JEEVANPRAMAAN USER-MANUAL

For Windows

(Version 3.5)

Sept 2018

National Informatics Centre
Ministry of Electronics and Information Technology
A-Block, C.G.O Complex
New Delhi 110003
e-mail – jeevanpramaan@gov.in

Table of Contents

Introduction

Jeevan Pramaan is a biometric enabled Aadhaar-based Digital Life Certificate (DLC) for pensioners. It uses the Aadhaar platform for online biometric-authentication. Using JeevanPramaan a pensioner need not present himself/herself personally before the Pension Disbursing Officer to obtain a Life Certificate. The DLC is stored online & can be accessed by the Pension Disbursing Agency as and when required by them, thus doing away with the requirement of a pensioner having to submit a physical Life Certificate.

JeevanPramaan client application captures basic data of the pensioner which has to be provided by the pensioner like aadhaar number/Virtual ID , mobile number, name, pension related information viz. PPO No., Pension Sanctioning Authority, Bank Details etc. On successful biometric-authentication by UIDAI, JeevanPramaan i.e Digital Life Cetificate with a unique Id known as Pramaan Id is generated. The DLC thus generated is available online to the pensioner as well as the pension disbursing authority.

1. About JeevanPramaan ver 3.0

JeevanPramaan versions prior to 3.0, are for 'public biometric devices'. UIDAI has decided to discontinue the use of "public biometric devices" and it will only allow **Registered Biometric Devices** for Aadhaar enabled Authentication. A biometric device which is registered with UIDAI is termed as a Registered Device. To convert a 'public biometric device' to a Registered device a software called "**Registered Device service**" (here-after referred to as <u>RD service</u>) is required. Version 3.0 of Jeevan Pramaan provides support for the 'RD service framework' only.

Note : Versions prior to 3.0 have been withdrawn

2. Pre-requisites for pensioners

1. The pensioner must have Aadhaar number
2. The pensioner must have existing mobile number
3. Registration of the Aadhaar number with Pension disbursing Agency (bank etc). This is required by the Pension Disbursing Agency for processing of pension.

3. System requirements

1. Operating System - Windows 7 onwards
2. Microsoft .Net Framework version 4 - Full (or) Higher
3. STQC certified **Registered Biometric device** is required. List is available on JeevanPramaan portal as well as in Appendix B.
4. *RD Service* of the biometric device should be installed on the system.(See section - Installation of RD Service)

5. Internet connection is required to communicate with Jeevan Pramaan Server

4. What's new in version 3.5

The user i.e operator or pensioner can provide Virtual ID in case he/she does not want to provide his/her Aadhaar number to generate the JeevanPramaan. Virtual ID is a temporary 16 digit number which can be used by the citizen and can be obtained from Unique Identification Authority of India (UIDAI) To know more about Virtual Id visit UIDAI website.

## 5. JeevanPramaan Installation Procedure

Please make sure that the System Requirements (See Section 3) are fulfilled before proceeding to install the **Jeevan Pramaan** Application.

Step 1 - Download Jeevan Pramaan software

1) Go to Jeevan Pramaan portal https://jeevanpramaan.gov.in.
2) Click on **Download** link (https://jeevanpramaan.gov.in/app/download)
3) Provide your valid Email Id and Click on "I Agree to download" button.
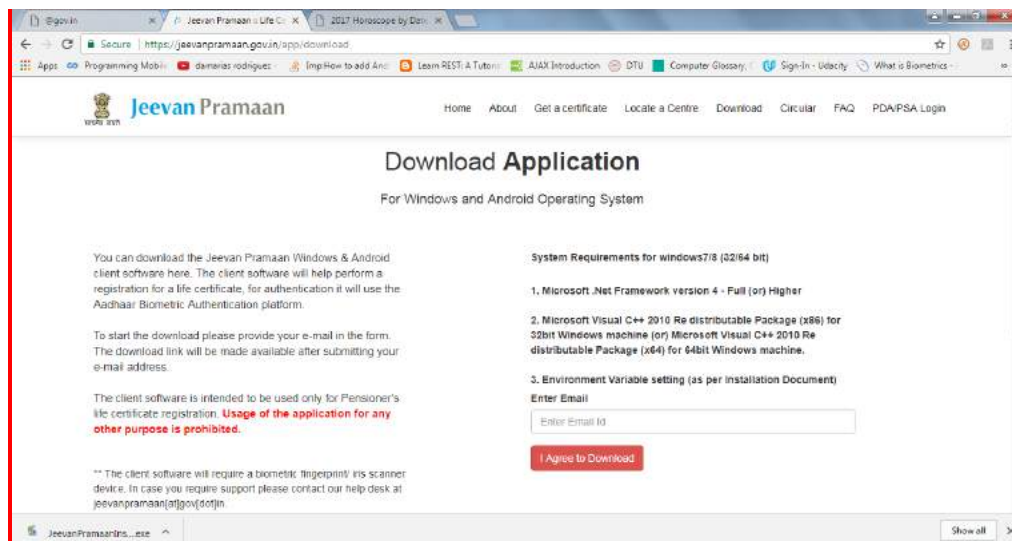
4.Click on 'Jeevan Pramaan 3.0 Installer' under 'PC Installer' to download the application
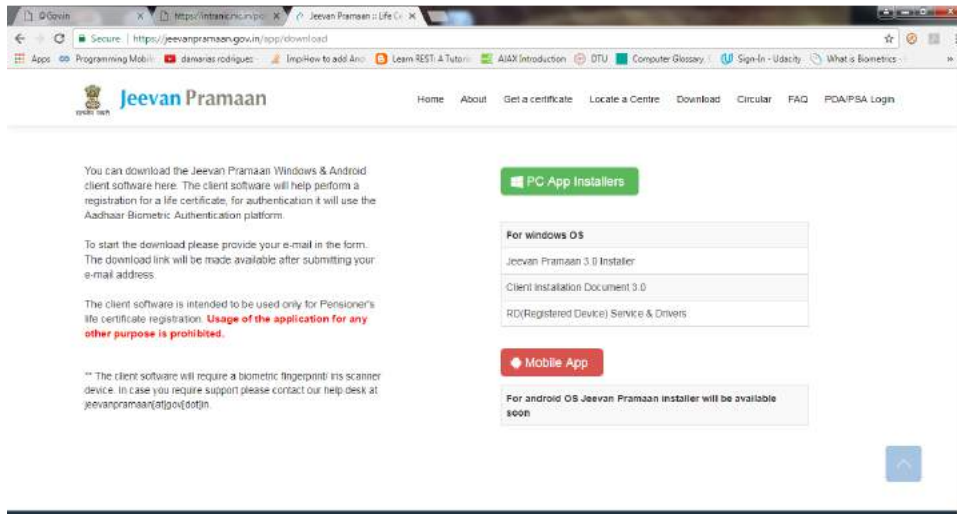
Step 2 - Install Jeevan Pramaan Application

1. Right click on "**JeevanPramaanInstaller.exe"** and select "**Run as Administrator**"
2. In the final Screen click finish. This will launch the Jeevan Pramaan application.
3. Also a shortcut would be placed on your Desktop and in Start Menu.
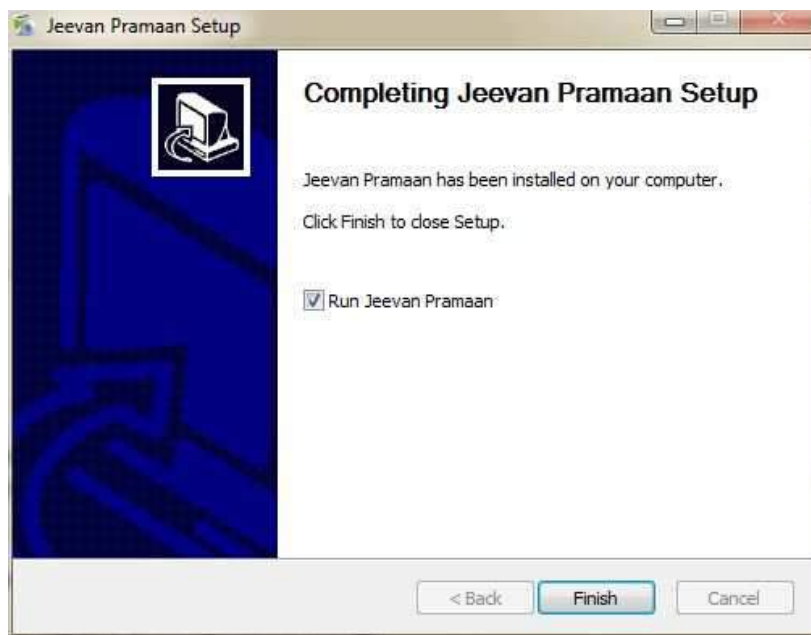
Step 3 - Running the Jeevan Pramaan Application

Please note that before installing JeevanPramaan ensure that RD service is installed and running.

1. Plug in your biometric device to the system and wait for a few minutes(2-5 minutes) for device updation. '*Device Updated*' or '*Device Ready*' notification message shall appear.
2. Run JeevanPramaan application by Double Clicking on JeevanPramaan shortcut (which exists on Desktop). Following screen will appear. You may get 'Client not Registered' Message. Click on Ok.

3. Enter and Aadhaar number or Virtual ID. Fill in your Mobile Number, email ID and click on *Generate OTP* (Kindly give correct mobile number and emailID as One Time Password will be sent to this Mobile Number and e-mailId) You will receive the *One Time Password* on mobile number as well as e-mailId you have mentioned above. On clicking 'Generate OTP' below shown screen is presented
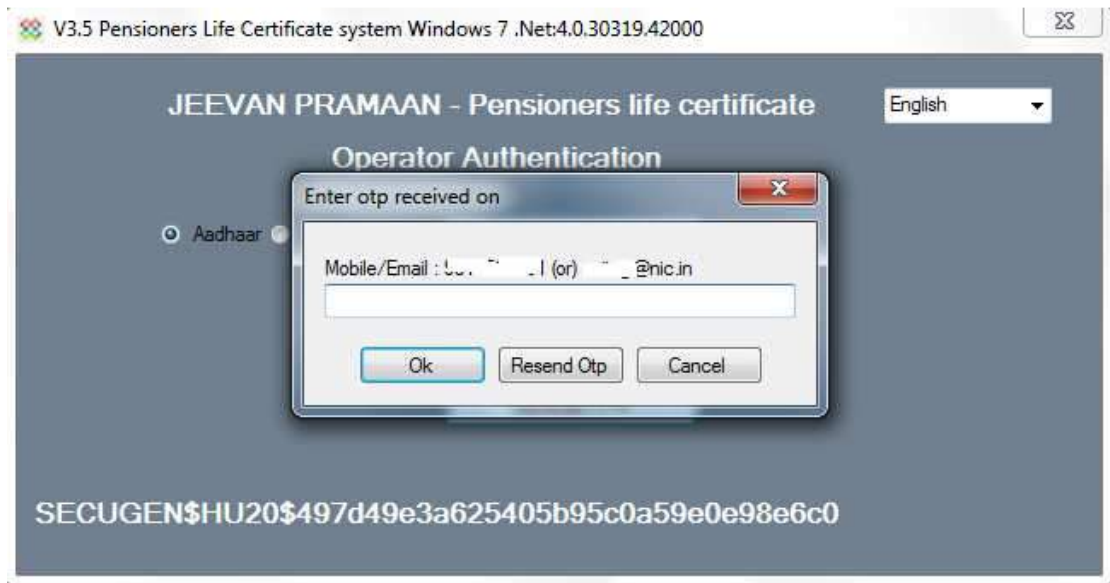
4. Enter the OTP and click OK (In case OTP is not received on the mobile number, click on 'Resend Otp' shall be re-sent)
5. On entering the correct OTP, Operator Authentication screen shall be presented.
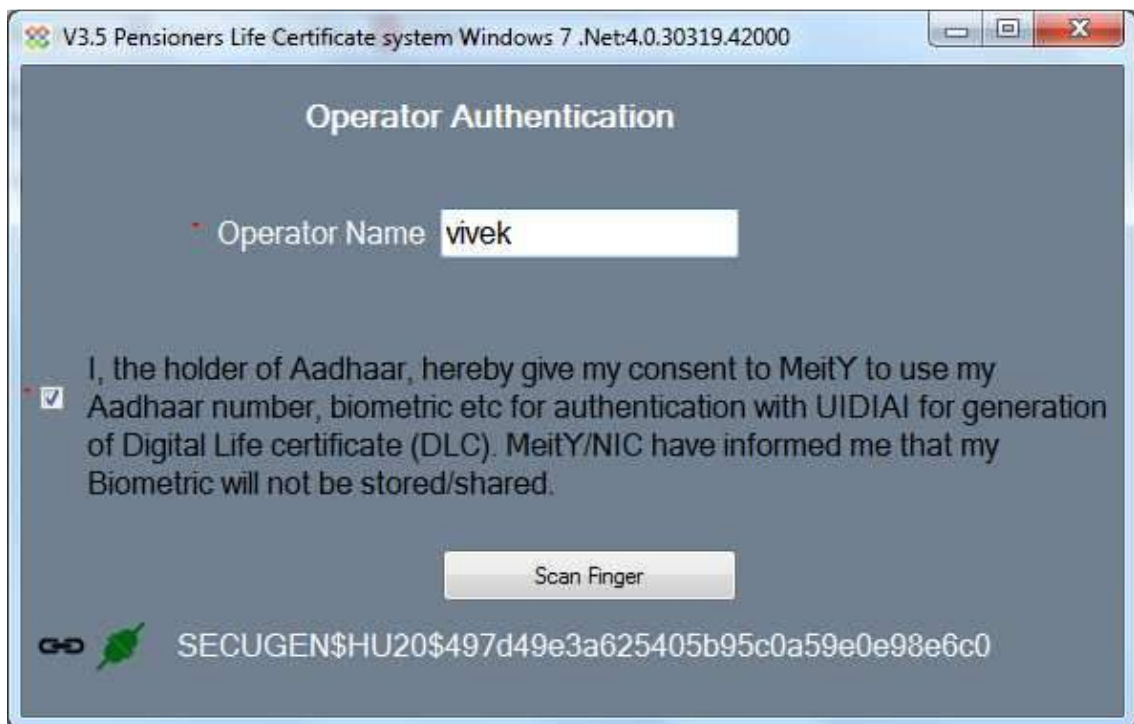
6. Provide Name and Email ID, and check the check-box provided and click 'Submit'

7. Scan Finger/Iris depending on the attached biometric device

8. On successful Aadhaar Authentication, 'Client Registration Successful' message appears as shown below. Click on OK.

9. On Clicking OK, the application will close and restart and application is ready for JeevanPramaan generation.

10. Now you will be presented with the Pensioner Authentication Screen.

Pensioner Authentication and Certificate Generation.

1. Once in Pensioner Authentication Screen, either provide the Aadhaar number or Virtual ID of the **Pensioner**.

2. Provide the Mobile number and e-mail ID. E-mail Id is not mandatory. (Pl note the One Time Password i.e OTP shall be sent to the mobile no. and e-mail-id provided)

3. The Pensioner will receive the OTP on the mobile number given in Step 1 above.

4. Enter the OTP and click OK. (See Screen Shot below)

5. On entering the correct OTP, you will be presented with following screen.

6. Fill in Pensioner's Name, PPO Number, Account No, e-mail. Choose appropriate Pension-type, Sanctioning Authority, Disbursing Agency, Agency from Drop-down list, Select Remarried options, Re-Employed Options.

7. Also Click small grey box, Read the consent before clicking submit

8. Scan Finger/Iris depending on the attached biometric device

9. On successful Authentication the life certificate of the pensioner is displayed as shown below. The life certificate has a unique Pramaan ID, which shall be SMSed to pensioner on the mobile number provided by him/her in step 1. You can also print the generated life certificate by clicking on 'print'. The Pramaan ID can also be used to download the digital life certificate from the portal https://jeevanpramaan.gov.in/ppouser/login.
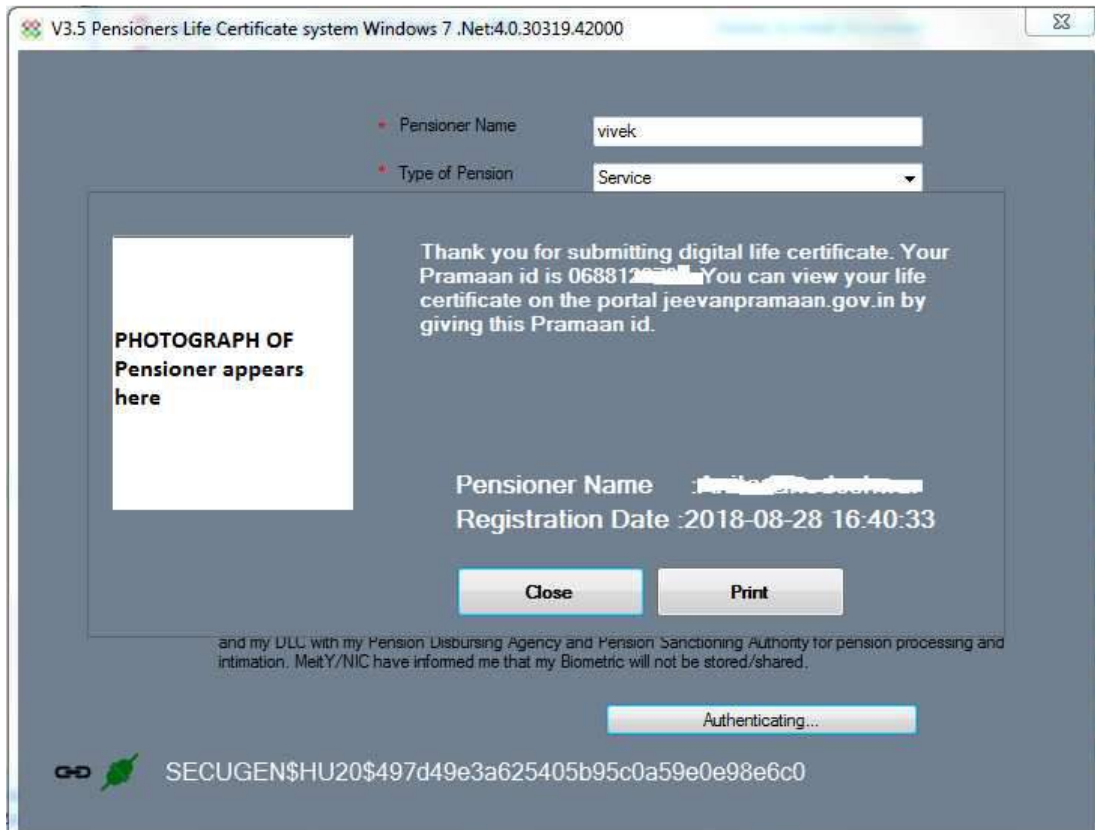
10. This will complete the Authentication and DLC generation process.

6. Installation of RD Service

Prerequisite – Internet Connection is required to communicate with the biometric-device server

1.Download the 'RD service setup and drivers' and 'user manual' for your particular biometric device from the link https://jeevanpramaan.gov.in/app/download.

2. Install the RD Service as per the installation instructions provided in the installation/user manual

3. Plug in biometric device,   'device ready to use' or 'device inserted' notification shall come up as shown below.

4. In case of issues related to RD service activation, software etc, please contact device manufacturer/provider.

Appendix A – Frequently Asked Questions

1) How to install .Net Framework in the client system?
Follow the below steps to download and install .Net Framework:

   1. Open the following url in web browser
      https://www.microsoft.com/en-in/download/details.aspx?id=40779
   2. Download the .Net Framework
   3. Double click on the executable to install the .net framework.

If you are facing any issue during installation, search in internet "**how to install or enable .Net framework 3.5 in operating system**". Replace the word "operating system" with the OS version. For e.g., windows 7 or windows 8

2) What have I to do, when I get "Certificate Issue" as message

1. Download "e_Mudhra.cer" file from "Possible solutions for windows client usage issues" link of Jeevan Pramaan 'FAQ' section   https://jeevanpramaan.gov.in/app/faq#coll31

2. Install certificate and add to Trusted Root Authorities.

3) What have I to do, when I get "Unable to parse Jeevan Pramaan Server response" message
Please try again (or) restart the application.

4) What have I to do, when I get "Unauthorised access" messgae

   1. Please give full permission on 'Jeevan Pramaan application' to the user.
   2. Remove any kind of restriction from antivirus on Jeevan Pramaan, if present.

5) What needs to be done, when I get 'Client Not Registered' message.

This is not a error messge, but a informatory message. Please click on OK   button appearing below the message and proceed with operator authentication.

6) What have I to do, when I get "Failed to create OTP" message

   1. Set correct date and time in your system.
   2. Jeevan Pramaan application may be restricted by your Firewall (or) proxy (or) Antivirus Software. Therefore remove these restrictions.

7) What should I do, to get RD service working on https protocol?
   1. Jeevan Pramaan client application is ready to handle https calls for RD service.
   2. User needs to install .Net Framework 4.5 in case of Morpho Biometric Device.

Appendix B : Biometric Devices supported by JeevanPramaan Application (as on 01 Sept 2018)

S. No.	Device Vendor/Manufacturer	Device/ Model Name	Modality (Fingerprint/Iris)
1	M/s Mantra Softech Pvt. Ltd.	MFS100	Fingerprint
2	M/s Access Computech Pvt. Ltd	Startek FM220U	Fingerprint
3	M/s Biomatiques Identification Solutions Pvt. Ltd.	EPI-1000	Iris
4	M/s Precision Biometric India Pvt. Ltd.	i) PB510 ii) CSD200	Fingerprint
5	M/s SecuGen India Pvt. Ltd. i	i) Hamster Pro 20/ HU20	Fingerprint
6	M/s Smart Chip Pvt. Ltd.	i) MSO 1300 E ii) MSO 1300 E2 iii) MSO 1300 E3	Fingerprint
7	M/s Biometronic Technology Pvt. Ltd.	i) IriShield TM USB MK2120U ii) IriShield USB BK2121U	Iris
8	TATVIK Biosystems Pvt. Ltd.	TMF20	Fingerprint

In case problems related to client software

Please send email along with error information and screen-shot to   **jeevanpramaan@gov.in**