

**OFFICE MEMEORANDUM**

**Sub: Facilitation of Digital Life certificate through Face Authentication for Super Senior Pensioners aged 80 years and above from 1<sup>st</sup> October every year- reg.**

The undersigned is directed to refer to Department of Pension and Pensioners' Welfare's OM No. 1/20/2018-P&PW(E) dated 18/7/2019 (copy enclosed) regarding provisions of submission of life certificate for super senior pensioners aged 80 years and above from 1<sup>st</sup> October to every year.

2. In view of the Digital Life Certificate through Face Authentication Technology, it is now possible that each and every citizen can submit Digital life certificate either from home using android smartphone or bank branch.


3. It is suggested that all Banks may utilize the various platforms for creating awareness of the convenience of obtaining a Life Certificate by using the Face Authentication Technology. The following steps may be taken by the Banks:-

- i. SMS/ emails/ Whats App message may be sent to the pensioner with link of SOP of Face Authentication to empower the Super Senior Pensioner to submit their Life Certificate through Face Authentication Technology through their Android phone. (Youtube link of SOP: [https://www.youtube.com/watch?v=MT4z\\_dDfdFY](https://www.youtube.com/watch?v=MT4z_dDfdFY) Hindi: <https://www.youtube.com/watch?v=JbWZJkm-PB0&t=11s>).
- ii. Banks may circulate the SOP on DLC through Face Authentication (copy enclosed) through email to concerned officials of Banks to enable them to get familiar with the usage of this technology.
- iii. Facilitate bed-ridden/hospitalized pensioners for submission of life certificate of by deputing Doorstep banking executives.
- iv. Banks may run widely publicize the methodology for submitting DLC by pasting information posters in branches/ATMs.

Cont... 2

4. Necessary instructions may be issued to all the Bank branches to make suitable arrangements for submission of Life Certificate by the super senior pensioners/family pensioners aged 80 years and above from 1<sup>st</sup> October of every year.

Encl: (1) OM No. 1/20/2018-P&PW(E) dated 18/7/2019  
(2) SOP on Face Authentication.

  
(रुचिर मित्तल)  
निदेशक (पी.डब्लू.)

To

All Pension Disbursing Banks/ Authorities through mail.

Copy to:

1. Secretary, All Ministries/ Departments.
2. Controller General of Defence Accounts.
3. Controller General of Accounts
4. Chief Controller of Pension, Ministry of Finance Department of Expenditure, Bhikaji Cama Place, Rama Krishna Puram, New Delhi.
5. Pensioners' Welfare Associations

No. 1/20/2018-P&PW (E)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhavan,  
Khan Market, New Delhi-110003  
Dated: 18.7.2019

**OFFICE MEMORANDUM**


Subject:- Submission of Life Certificate.

It has been the experience of this Department that the Senior Pensioners i.e. the pensioners 80 years and above are facing a lot of difficulties standing in queues while giving the Life Certificates in November. It has been under the consideration of the Government to provide some relief to such pensioners.

2. It has therefore, been decided by the Government, that Senior Pensioners aged 80 years and above be allowed to give their Life Certificate w.e.f 1<sup>st</sup> October every year instead of November which would be valid till 30<sup>th</sup> November of the subsequent year.

3. The remaining pensioners below the age of 80 years may continue to give their Life Certificate in November as per existing provisions of CPAO Scheme booklet.

This has the approval of competent authority.

  
(Sanjoy Shankar)

Under Secretary to Govt. of India

To

1. Shri Nitesh Kumar Mishra, Chief Controller of Pension, Ministry of Finance Department of Expenditure, Bhikaji Cama Place, Rama Krishna Puram, New Delhi.
2. Shri Adnan Ahmed, DDG(Postal Operations ), Dak Bhawan, Patel Chowk, New Delhi.
3. All Pension Disbursing Banks.

Copy for information to

- i. Chairman, Railway Board, Ministry of Railways, Rail Bhawan, New Delhi.
- ii. Secretary, Ministry of Defence.
- iii. Secretary, Department of Ex-Servicemen.
- iv. Secretary, Department of Financial Services.
- v. Secretary, Department of Telecommunication.
- vi. All Chief Secretaries of States.
- vii. O/o CGA.
- viii. Jt. CGDA.



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



One of the best practices in digital innovation  
launched by Department of Pension & Pensioners'  
Welfare.



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



DOPPW, in collaboration with UIDAI & MeitY, has launched Face Authentication technology for submission of Digital Life Certificate for enhancing “Ease of Living” of 70 lakhs Central Govt. Pensioners’.



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



DLC through Face Authentication Technology is based on Aadhaar using Android based smartphone.



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



Process of submitting Life Certificate through  
“FACE AUTHENTICATION”



**STEP-1**

In this step, the pensioner/family pensioner needs to go to the Google Play Store and search for "Aadhaar Face RD (Early Access) Application" by UIDAI (Unique Identification Authority of India) with latest Version (presently 0.7.43).



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



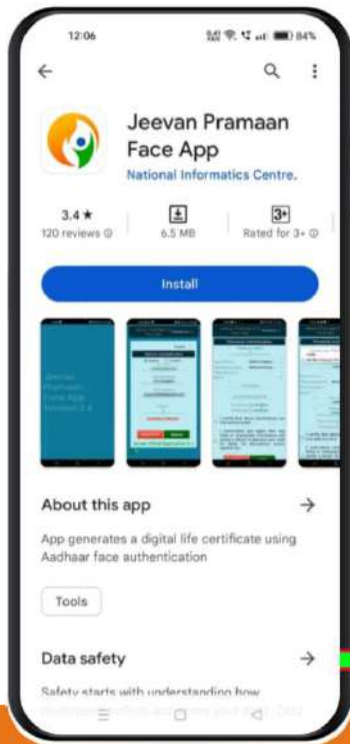
## STEP-2

After successfully installing the Aadhaar Face RD App on the device, it will appear in the Settings under App Manager or App Info. This application is used for the background process of the Jeevan Pramaan Application, so it is mandatory to install it.





Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



### STEP-3

Once the Aadhaar Face RD App is installed on your smartphone/Android device, the pensioner/family pensioner needs to download another application called "Jeevan Pramaan" from the Google Play Store with Version 3.6.3.



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



### STEP-4

After successfully installing both applications, the pensioner/family pensioner should open the "Jeevan Pramaan" application. They will be taken to the "Operator Authentication" screen where they have to provide their personal details as follows:

1. Click on the Aadhaar checkbox.
2. Enter the Aadhaar Number.
3. Enter the Mobile Number.
4. Enter the Email Address.
5. Click on the Submit Button.

- \*Please ensure that all the information provided is correct as per the records.**
- \*A pensioner/family pensioner/any other person on behalf of pensioner/family pensioner can be an Operator to generate DLC.**
- \*All the sections marked with an asterisk (\*) are mandatory to fill.**



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



The image shows a smartphone screen with the 'Jeevan Pramaan' app interface. The screen displays the 'Operator Authentication' section. At the top, there is a language dropdown set to 'English'. Below this, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. The form contains the following fields:

- 'Enter Aadhaar' with the value '4298 \*\*\*\*\*'
- 'Enter Mobile Number' with the value '987 \*\*\*\*\*'
- 'Enter Email Address' with the value '\*\*\*\*\*@gmail.com'
- 'Enter OTP' with the value '\*\*\*\*\*'

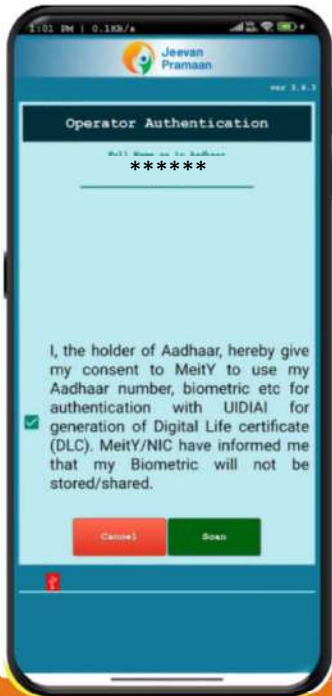
Below the OTP field, the number '40579c585b391287' is displayed in red. At the bottom of the form, there are two buttons: a red 'Resend OTP' button and a green 'Submit' button. A green arrow points to the 'Submit' button. At the very bottom of the screen, the text 'Pramaan Client Application' is visible.

**STEP-5**

After providing all the information, the Operator (pensioner/family pensioner/any other person on behalf of pensioner/family pensioner) needs to submit the OTP (One Time Password) sent to their respective mobile number and email address.



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



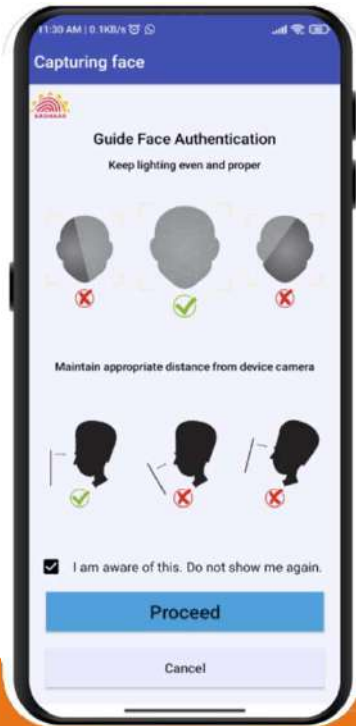
**STEP - 6**

After submitting the OTP, the Jeevan Pramaan App will take the Operator (pensioner/family pensioner/any other person on behalf of pensioner/family pensioner) to a screen where they have to provide their Name as per Aadhaar. They should click on the checkbox and then click on Scan. The app will request permission for Face Scan, and the pensioner/family pensioner should press "Yes" to continue the process.





Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



**STEP-7**

Before the scan, the app will display instructions and guidelines for the face scan. The pensioner/family pensioner should read them carefully. Afterward, they need to click on the "I am aware of this" checkbox to continue and press proceed. The app will capture their face.





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



**STEP-8**

Note:-

1. The operator authentication is a one time process.
2. Pensioner can also be the Operator.
3. After operator authentication, a screen will open for pensioner authentication.
4. One operator can generate DLC of multiple Pensioners.



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



**STEP-9**

After Operator Authentication a screen opens for Pensioner Authentication (Image-1) where they have to provide their personal details as follows:

1. Click the checkbox of Aadhaar.
2. Enter Aadhaar Number.
3. Enter Mobile Number.
4. Enter Email Address (Not Mandatory).
5. Click on the 'Submit' button.
6. On clicking submit button, an option appears on screen 'Enter OTP' (Image-2)
7. Enter OTP and click Submit button

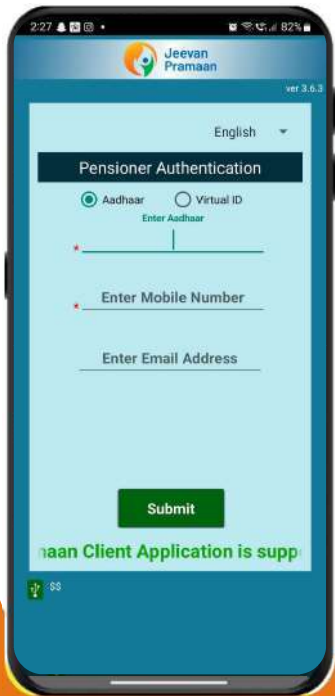


Image-1



Image-2



Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



**STEP-10**

After submission of OTP a screen will appear (Image-1) where the following information is to be provided:

1. Full Name as per Aadhaar
2. Type of Pension
3. Sanctioning Authority
4. Disbursing Agency
5. PPO Number
6. Account Number (pension)
7. Click on the declarations
8. Click on Submit button
9. A permission to Confirm will appear on the screen as per Image-2

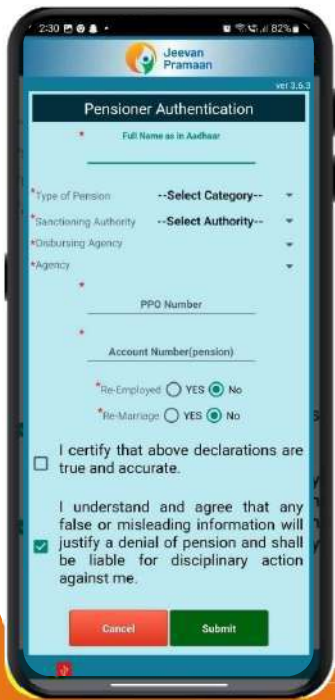


Image-1

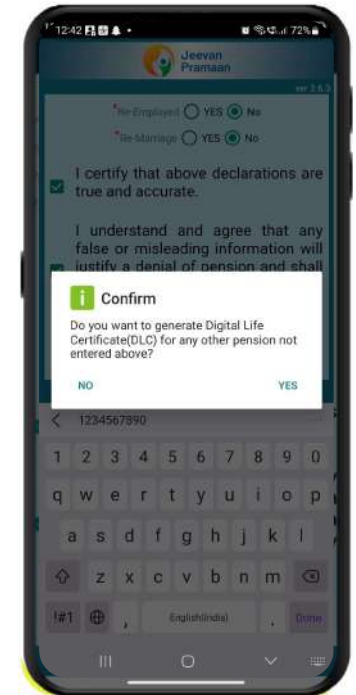
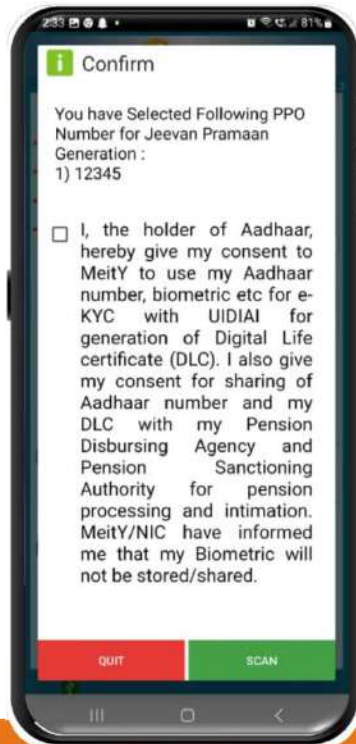


Image-2





Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



**STEP-11**

A screen will appear for providing consent and permission for scan .

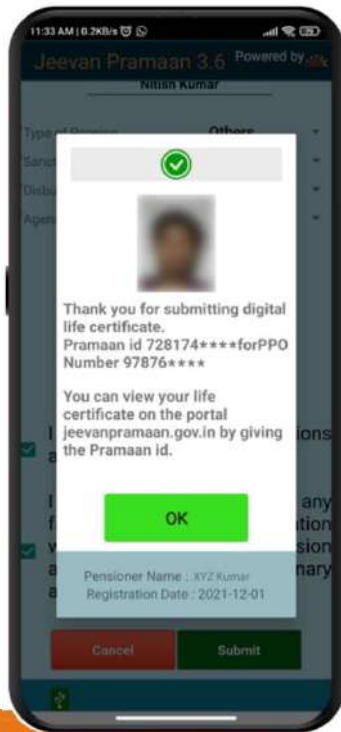
Click on scan.

The process for scanning face will begin.





Government of India  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



After face scanning DLC submission appears on the mobile screen along with the Pramaan ID and PPO no.

\*For queries mail us at [dlc.doppw@gov.in](mailto:dlc.doppw@gov.in)

\*Follow us Facebook and Twitter

 [@facebook.com/DoPPW.India](https://www.facebook.com/DoPPW.India)  [@twitter.com/DOPPW\\_India](https://twitter.com/DOPPW_India)

\*DLC documentary- <https://youtu.be/nNMlkTYqTF8>



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



**THANK YOU**