

STEP BY STEP GUIDE FOR GENERATING DIGITAL LIFE CERTIFICATE THROUGH MOBILE PHONE AND SUBMITTING TO CCA OFFICE

Dear Pensioner, step by step video guide for generating DLC through your mobile phone is available on

https://www.youtube.com/watch?v=GibB_uTj7as

If you follow the given steps carefully, you need not visit any internet café for generating Digital Life Certificate (DLC) or any other authority for getting Physical Life Certificate. You can generate DLC for yourself and other fellow pensioners through your mobilesitting at the comfort without spending anything.

1. **JEEVAN PRAMAAN FACE APP** - Install “Jeevan Pramaan Face App” from Google Play Store in your Android mobile phone. It can be downloaded from the link below - <https://play.google.com/store/apps/details?id=com.aadhaar.life> (The app is not available in Apple store of I-phones.) The app looks like this:



2. **AadhaarFaceRd (Early Access)** - After installing the above App, install “AadhaarFaceRd (EarlyAccess)” from Google Play Store. The App looks like this:



3. **(A) OPERATOR AUTHENTICATION** - Open Jeevan Pramaan Face App which was installed as per step-1. Here you have to get authenticated as an operator by filling details like Aadhaar Number, Aadhaar Linked mobile number and email Id. Once you get registered as an operator, you can not only generate DLC for yourself but also for any other pensioner through your mobile. The first page of operator authentication looks like this -

The screenshot shows the 'Operator Authentication' screen of the Jeevan Pramaan app. At the top, there is a header with the Jeevan Pramaan logo and the version 'ver 3.6.3'. Below the header, there is a language selector set to 'English'. The main section is titled 'Operator Authentication' and contains two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below these are three input fields: 'Enter Aadhaar', 'Enter Mobile Number', and 'Enter Email Address', each with a red asterisk indicating a required field. A red QR code with the value '04b1a6d0ccff48c0' is displayed below the input fields. At the bottom, there is a green 'Submit' button. A green banner at the very bottom reads 'in Client Application is sup'.

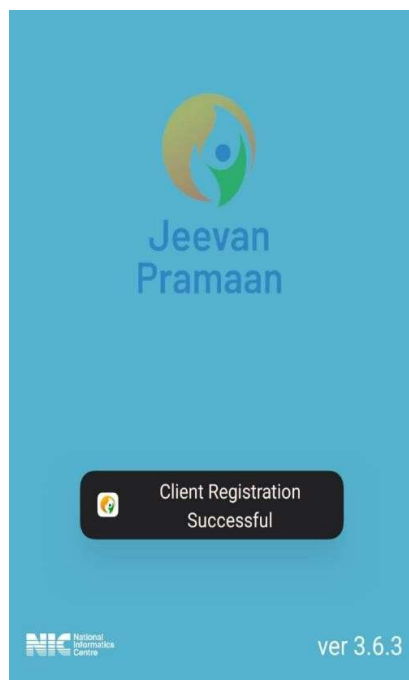
- (B) OPERATOR AUTHENTICATION** - On submission of details, an OTP will be sent to Aadhaar Linked mobile number. On submission of OTP, you have fill up your full name as in Aadhaar, tick the declaration and tap on scan. The page looks like this-

The screenshot shows the 'Operator Authentication' screen of the Jeevan Pramaan app after the first step. The header is the same. The main section is titled 'Operator Authentication' and contains a single input field labeled 'Full Name as in Aadhaar'. Below this is a declaration text: 'I, the holder of Aadhaar, hereby give my consent to MeitY to use my Aadhaar number, biometric etc for authentication with UIDAI for generation of Digital Life certificate (DLC). MeitY/NIC have informed me that my Biometric will not be stored/shared.' To the left of this text is a checkbox. At the bottom, there are two buttons: a red 'Cancel' button and a green 'Scan' button.

4. **FACE SCAN** - Hit the scan button (shown at step – 4 above). Ensure that the camera captures the full face and there should be sufficient light. One has to blink during scan. Try few times till you succeed. The page during scanning looks like this –



5. **SUCCESSFUL REGISTRATION** - On successful registration, you will get the following page -



So now you have successfully registered as an operator and can generate DLC for yourself or any other pensioner.

6. **(A) PENSIONER AUTHENTICATION** – On pensioner authentication page, you have to enter pensioner's Aadhaar number and Aadhaar Linked mobile number and tap on submit button which will generate an OTP. The page looks like this –

The screenshot shows the 'Pensioner Authentication' screen of the Jeevan Pramaan application. At the top, there is a header with the Jeevan Pramaan logo and version 'ver 3.6.3'. Below the header, there is a language selector set to 'English'. The main title 'Pensioner Authentication' is displayed in a dark box. Underneath, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below these, there are three input fields: 'Enter Aadhaar' (with a red asterisk), 'Enter Mobile Number' (with a red asterisk), and 'Enter Email Address'. A green 'Submit' button is located at the bottom. At the very bottom, there is a status bar with a USB icon and 'SS'.

- (B) PENSIONER AUTHENTICATION** – Enter OTP received on pensioner's mobile and hit the submit button. The screen looks like this –

This screenshot shows the same 'Pensioner Authentication' screen as in Step A, but with an additional field. Below the 'Enter Email Address' field, there is a new input field labeled 'Enter OTP'. The 'Submit' button remains at the bottom. The header and footer are identical to the previous screenshot.

(C) PENSIONER AUTHENTICATION – This is the most important page wherein you have to enter the pensioner’s full name as in Aadhaar and the following very carefully from the drop-down menu:

- ❖ Type of pension – “Service” or “Others” for pensioners and “Family” for family pensioners.
- ❖ Sanctioning Authority – “Telecom”.
- ❖ Disbursing Authority – “SAMPANN – Department of Telecommunications”.
- ❖ Agency – “CCA JAMMU AND KASHMIR”.

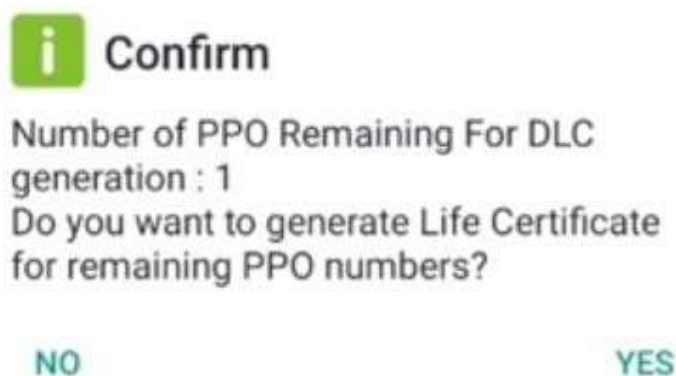
After selecting the above from the drop-down menu, enter the following –

- ❖ PPO Number – (15-digit PPO number starting with 83...for Jammu & Kashmir and not the alpha numeric earlier PPO number).
- ❖ Account Number – Enter the Pension Account Number through which pension is drawn from Bank or Post Office.

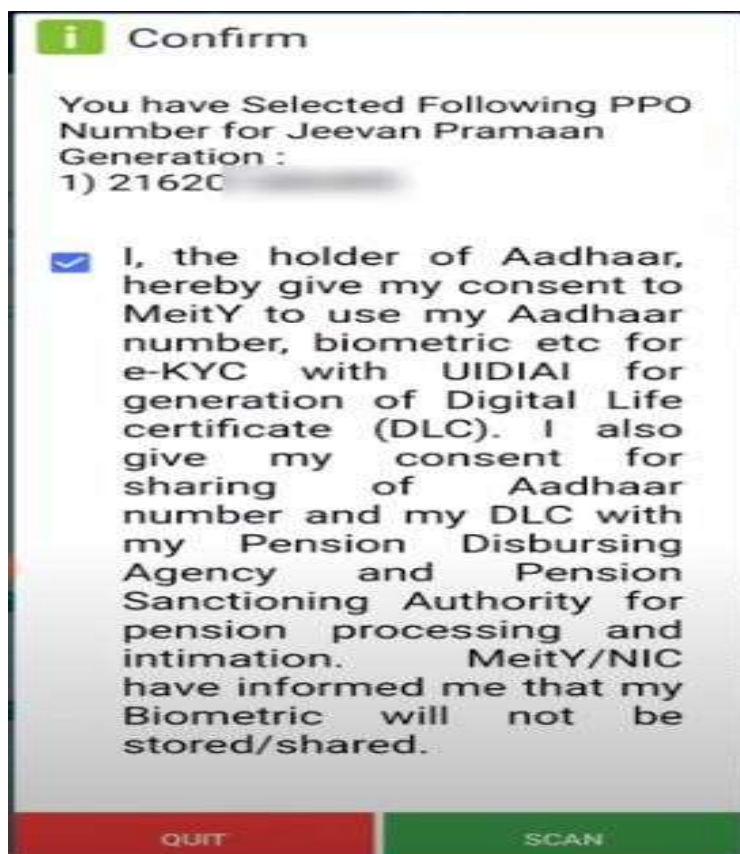
Finally, select the relevant options against “Re-employed” and “Re-Marriage”. Thereafter, check the declarations and hit the submit button. The screen looks like this-

The screenshot shows the 'Pensioner Authentication' form within the Jeevan Pramaan application. The form is titled 'Pensioner Authentication' and has a version number 'ver 3.6.3' in the top right corner. It contains several input fields and dropdown menus, each marked with a red asterisk (*). The fields are: 'Full Name as in Aadhaar' (text input), 'Type of Pension' (dropdown menu with 'Service' selected), 'Sanctioning Authority' (dropdown menu with 'Telecom' selected), 'Disbursing Agency' (dropdown menu with 'SAMPANN - Departmen...' selected), 'Agency' (dropdown menu with 'CCA Jharkhand' selected), 'PPO Number' (text input), and 'Account Number(pension)' (text input). Below these fields are two radio button groups: 'Re-Employed' with 'YES' and 'No' options (where 'No' is selected), and 'Re-Marriage' with 'YES' and 'No' options (where 'No' is selected). At the bottom, there are two checkboxes for declarations: 'I certify that above declarations are true and accurate.' and 'I understand and agree that any false or misleading information will justify a denial of pension and shall be liable for disciplinary action against me.' Both checkboxes are currently unchecked. At the very bottom, there are two buttons: 'Cancel' (red) and 'Submit' (green).

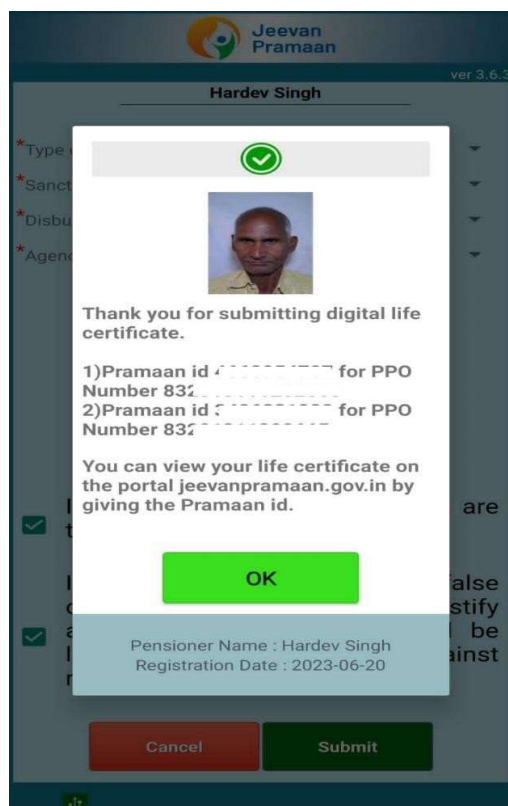
7. **CONFIRMATION BEFORE SCAN:** Tick NO because you are generating DLC for only one PPO. YES, will be applicable if there are more than one PPO. The screen will look like this-



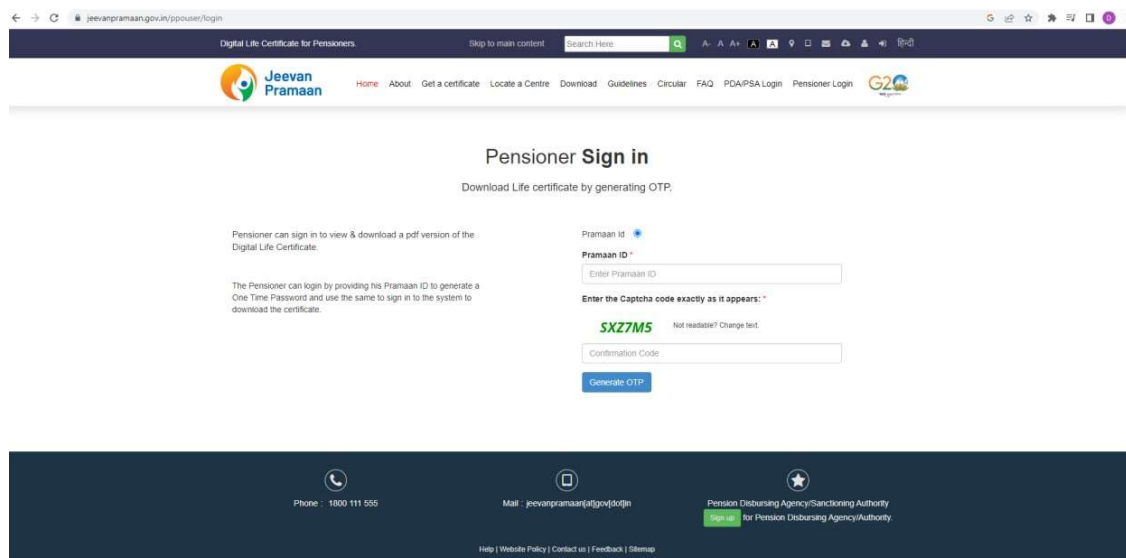
8. **SCAN** – In this page, check the declaration box, hit the submit button for scan and do the scanning exactly as described at step – 4 above.



9. **SUCCESSFUL SUBMISSION** – On successful submission, you will get the page which gives the Pramaan Id and PPO Number. The screen looks like this –



10. **(A) DOWNLOADING DLC** – For downloading DLC, visit www.jeevanpramaan.gov.in/ppouser/login . Enter Jeevan Pramaan Id and generate OTP. The page will look like this -



(B) DOWNLOADING DLC – After submitting OTP, DLC can be viewed and downloaded. The page looks like this –

The screenshot displays the Jeevan Pramaan website interface. At the top, there is a navigation bar with the Jeevan Pramaan logo, a search bar, and links for Home, About, Get a certificate, Locate a Centre, Download, Guidelines, Circular, FAQ, PDA/PSA Login, Pensioner Login, and G20. Below the navigation bar, a greeting message says "Hi! Hardev Singh" and "Welcome to JeevanPramaan! Pensioner's Corner". A link to "To Download Life Certificate" is visible, along with a "Click Here" button and a "Logout" link. The main content area shows a "LIFE CERTIFICATE" form. The form includes a certification statement: "Certified that the pensioner Shri. [redacted] having Pension Payment Order No [redacted] account number (Pension) [redacted] has biometrically authenticated his presence and that he is alive as on 20-06-2023 at 11:47:02 vide Pramaan ID [redacted]". Below this, there is a photo of the pensioner and a table with personal details: Aadhaar: *****4463, Name: [redacted], DOB: [redacted], and Mobile: [redacted]. The resident information is listed as "Resident of: Ranchi, Kokar". At the bottom, a disclaimer states: "Disclaimer: This digital life certificate will be subject to acceptance by your pension processing centre SAMPANN - Department of Telecommunications (CCA, Jharkhand). This is a computer generated certificate and does not require signature."

There is NO need to submit a copy of this DLC to the Office of CCA, JAMMU & KASHMIR. DLC will be extended automatically by SAMPANN for one more year.

In the event of not being able to generate DLC on your own, please visit your nearest CSC, Pragya Kendra or any internet cafe conducting DLC through Jeevan Pramaan. However, keep in mind to correctly select the drop-down options described at step 6 (C) above, else Office of the CCA, Jammu & Kashmir will not be able to extend your life certificate and your pension will be discontinued on the expiry of the current life certificate.

The facility for submission of Life Certificate is also available by Postman of nearest Post Offices at your home at prescribed charges.