

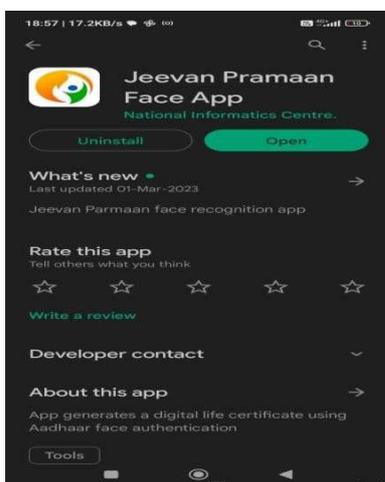
STEP BY STEP GUIDE FOR GENERATING DIGITAL LIFE CERTIFICATE THROUGH MOBILE PHONE AND SUBMITTING TO CCA OFFICE

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

<https://www.youtube.com/watch?v=kp7pSRBRvo>

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 mobile sitting at the comfort without spending anything.

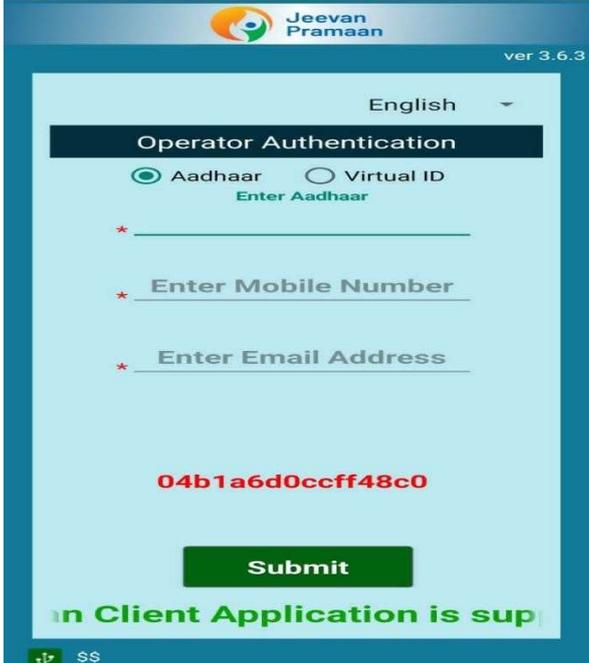
1. **JEEVAN PRAMAAN FACE APP** - Install “Jeevan Pramaan Face App” from Google Play Store in your Android mobile phone. It can be downloaded from the link below - <https://play.google.com/store/apps/details?id=com.aadhaar.life> (The app is not available in Apple store of I-phones.) The app looks like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



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

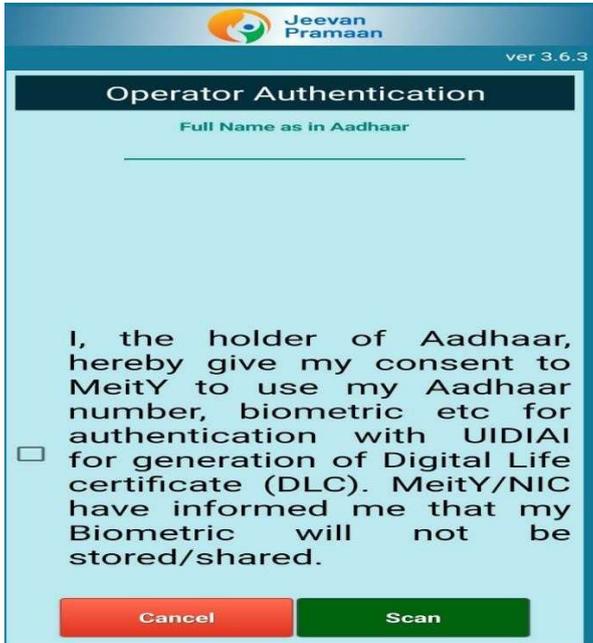


3. **(A) OPERATOR AUTHENTICATION** - Open Jeevan Pramaan Face App which was installed as per step-1. Here you have to get authenticated as an operator by filling details like Aadhaar Number, Aadhaar Linked mobile number and email Id. Once you get registered as an operator, you can not only generate DLC 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 text 'Jeevan Pramaan ver 3.6.3'. Below the header, there is a language selection dropdown set to 'English'. The main title is 'Operator Authentication'. There are 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. In the center, there is a QR code with the alphanumeric string '04b1a6d0ccff48c0' below it. At the bottom, there is a green 'Submit' button. At the very bottom, there is a small green icon and the text '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-

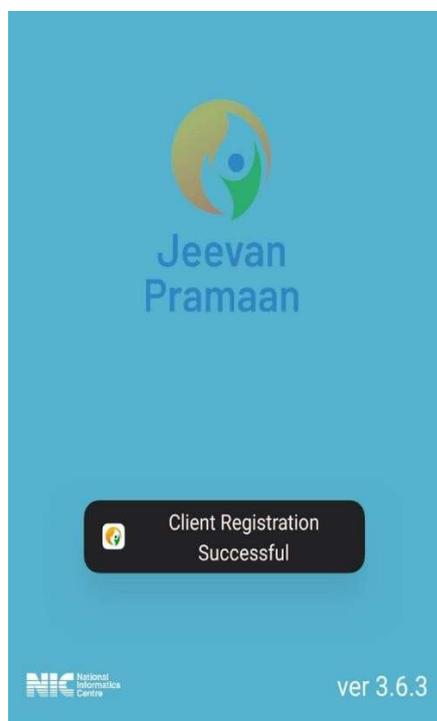


The screenshot shows the 'Operator Authentication' screen of the Jeevan Pramaan app. At the top, there is a header with the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 3.6.3'. Below the header, there is a language selection dropdown set to 'English'. The main title is 'Operator Authentication'. Below the title, there is a field for 'Full Name as in Aadhaar'. Below this field, there 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 UIDIAI for generation of Digital Life certificate (DLC). MeitY/NIC have informed me that my Biometric will not be stored/shared.' There is a checkbox next to the declaration text. 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 -



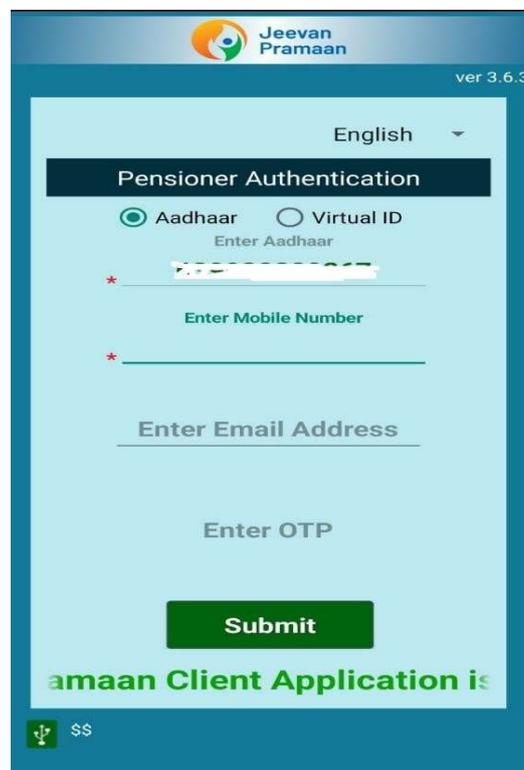
So now you have successfully registered as an operator and can generate DLC for yourself or any other pensioner.

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' page of the Jeevan Pramaan application. At the top, there is a header with the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 3.6.3'. Below the header, there is a language selector set to 'English'. The main title is 'Pensioner Authentication'. There are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below the radio buttons, there is a text input field labeled 'Enter Aadhaar' with a red asterisk to its left. Below that is another text input field labeled 'Enter Mobile Number' with a red asterisk to its left. Below that is a text input field labeled 'Enter Email Address'. At the bottom, there is a green 'Submit' button. At the very bottom, there is a green banner that says 'Jeevan Pramaan Client Application is successful'.

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



The screenshot shows the 'Pensioner Authentication' page of the Jeevan Pramaan application. At the top, there is a header with the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 3.6.3'. Below the header, there is a language selector set to 'English'. The main title is 'Pensioner Authentication'. There are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below the radio buttons, there is a text input field labeled 'Enter Aadhaar' with a red asterisk to its left. Below that is another text input field labeled 'Enter Mobile Number' with a red asterisk to its left. Below that is a text input field labeled 'Enter Email Address'. Below that is a text input field labeled 'Enter OTP'. At the bottom, there is a green 'Submit' button. At the very bottom, there is a green banner that says 'Jeevan Pramaan Client Application is successful'.

(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 –

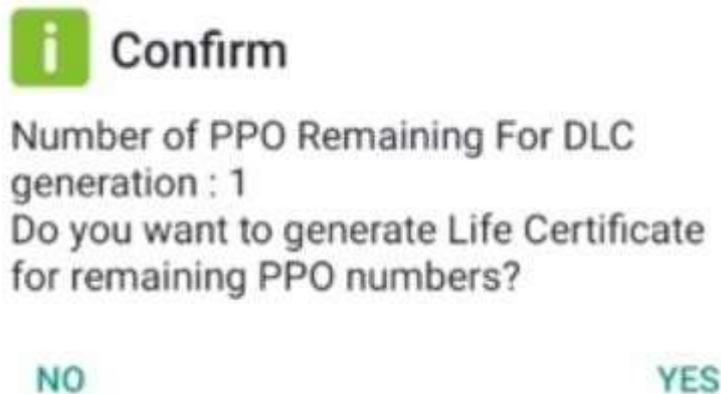
- ❖ PPO Number – (15-digit PPO number starting with 83...for Jammu & Kashmir and not the alpha numeric earlier PPO number).
- ❖ Account Number – Enter the Pension Account Number through which pension is drawn from Bank or Post Office.

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-

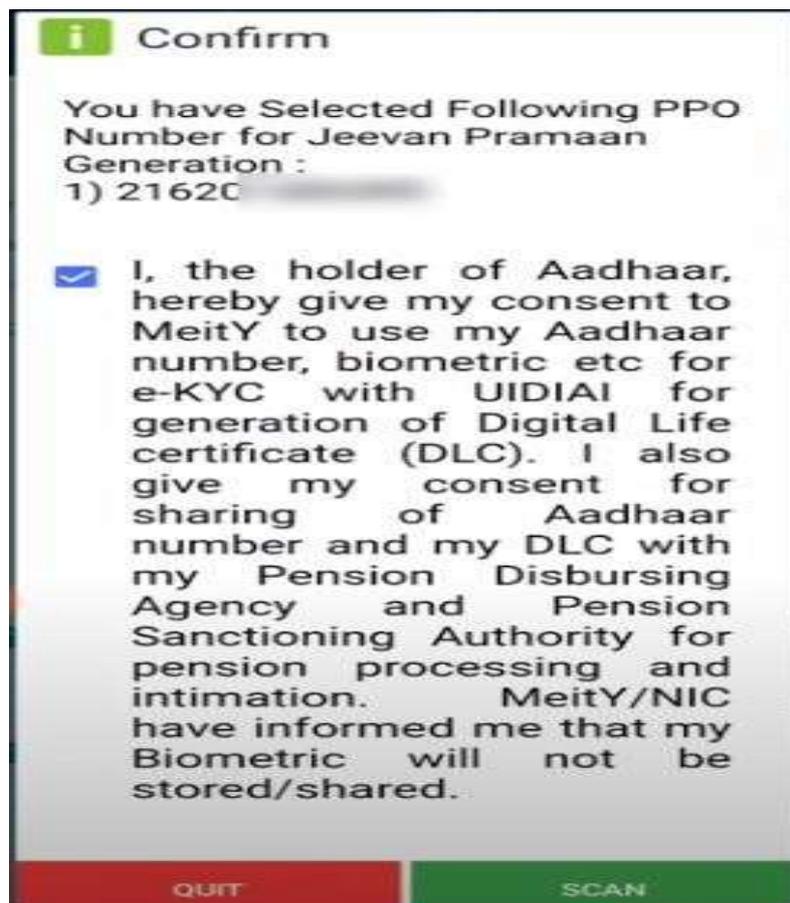
The screenshot shows the 'Pensioner Authentication' form in the Jeevan Pramaan portal. The form is titled 'Pensioner Authentication' and includes the following fields and options:

- Full Name as in Aadhaar:** A text input field with a vertical cursor.
- Type of Pension:** A dropdown menu with 'Service' selected.
- Sanctioning Authority:** A dropdown menu with 'Telecom' selected.
- Disbursing Agency:** A dropdown menu with 'SAMPANN - Departmen...' selected.
- Agency:** A dropdown menu with 'CCA Jharkhand' selected.
- PPO Number:** A text input field.
- Account Number(pension):** A text input field.
- Re-Employed:** Radio buttons for YES and No, with 'No' selected.
- Re-Marriage:** Radio buttons for YES and No, with 'No' selected.
- Declarations:** Two checkboxes for certifying the accuracy of the information and understanding the consequences of providing false information.
- Buttons:** 'Cancel' (red) and 'Submit' (green) buttons at the bottom.

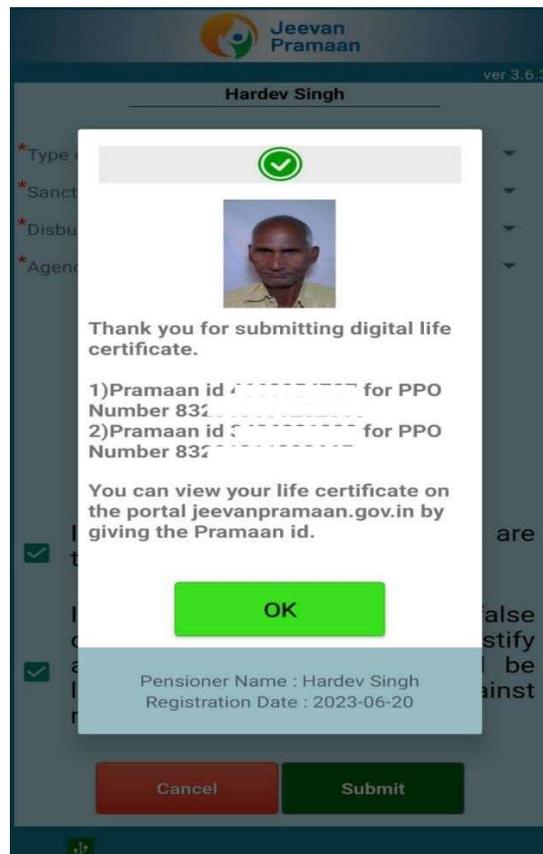
7. **CONFIRMATION BEFORE SCAN:** Tick NO because you are generating DLC for only one PPO. YES, will be applicable if there are more than one PPO. The screen will look like this-



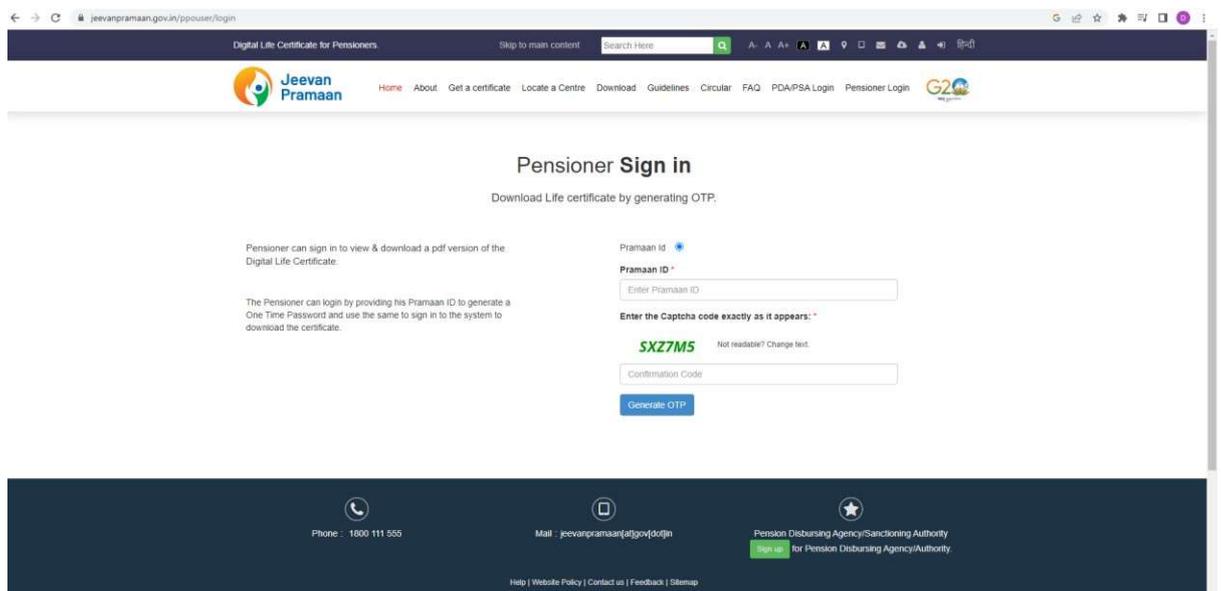
8. **SCAN** – In this page, check the declaration box, hit the submit button for scan and do the scanning exactly as described at step – 4 above.



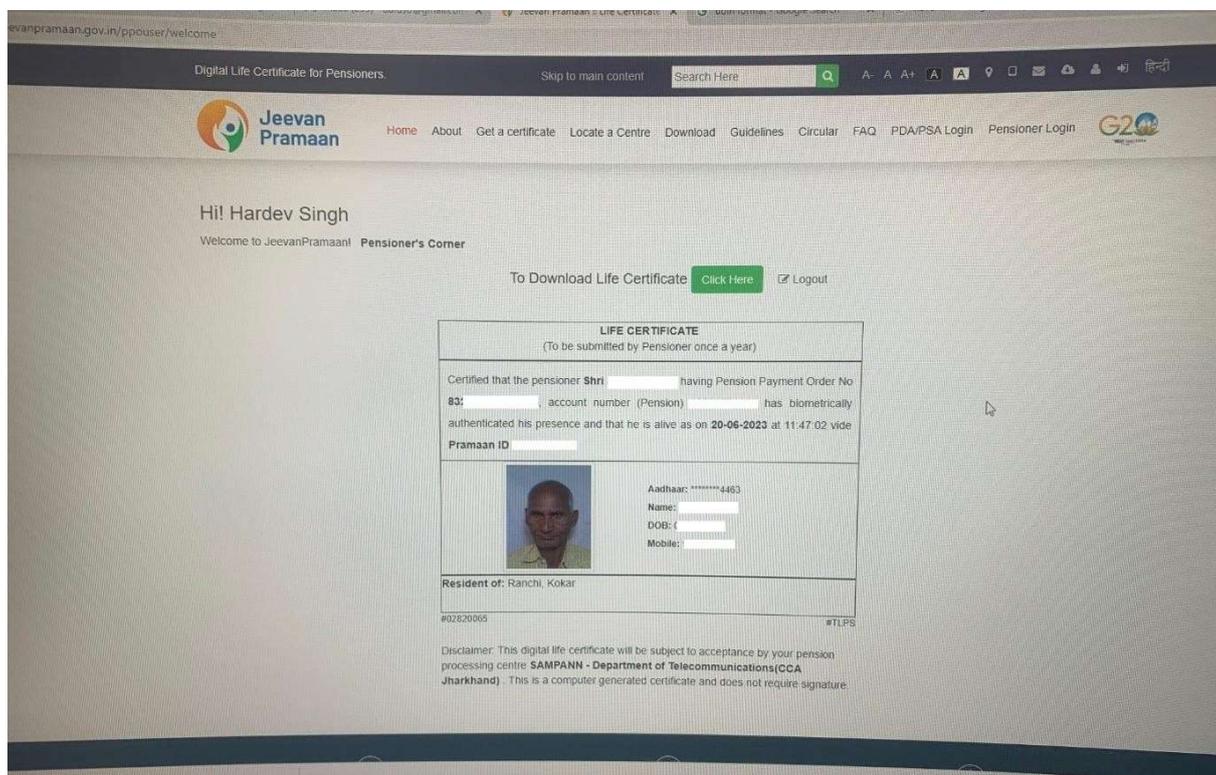
9. **SUCCESSFUL SUBMISSION** – On successful submission, you will get the page which gives the Pramaan Id and PPO Number. The screen looks like this –



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 –



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, Pragma 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.