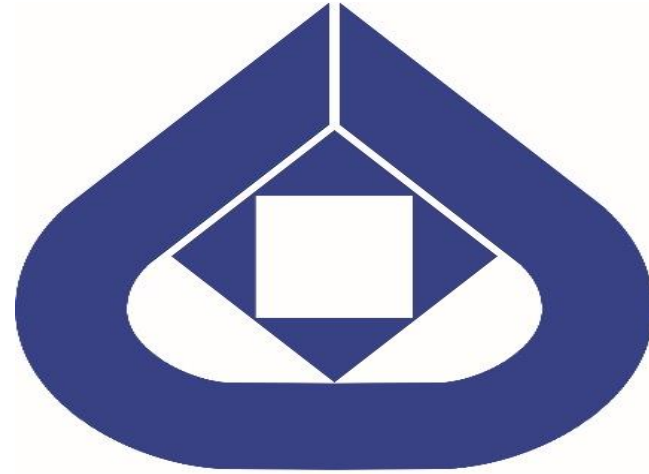


**MANUAL FOR SUBMISSION OF LIFE
CERTIFICATE THROUGH
JEEVAN PRAMAAN PORTAL**



आपत्काले रक्षिष्यामि

GIC Re

SUBMISSION OF LIFE CERTIFICATE

Life Certificate may be submitted through following Channels:-

- A. Android Smart Phone**
- B. Through Citizen Service Centre (CSC)**
- C. Through Post Offices**
- D. Through Private Banks**
- E. Through Postinfo App : At Door Facility**

A. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH FACE AUTHENTICATION (USING ANDROID SMART PHONE) : WILL BE SHARED IN DETAILS FURTHER

Requirement

- Android Smartphone (version 7.0 & above) (**un-rooted device**)
- Internet connection
- RAM - 4+ GB
- Storage – 64GB (Minimum 500 MB free storage space)
- Aadhaar number registered with Pension Disbursing Authority (Bank/ Post Office/ others)
- Camera resolution - 5 Mp or more
- Download Face RD Service from Google Play Store (**AadhaarFaceRd**)

Process

Step-1: Download and Install **AadhaarFaceRd App** from Google Play Store. (Refer to **Page No. 5**)

Step-2: Download and Install **Jeevan Pramaan Application**. (Refer to **Page No. 7**)

Step-3: **Operator Authentication/Registration**: This is a one time process. Pensioner can be the Operator as well.
(Refer to **Page No. 14**)

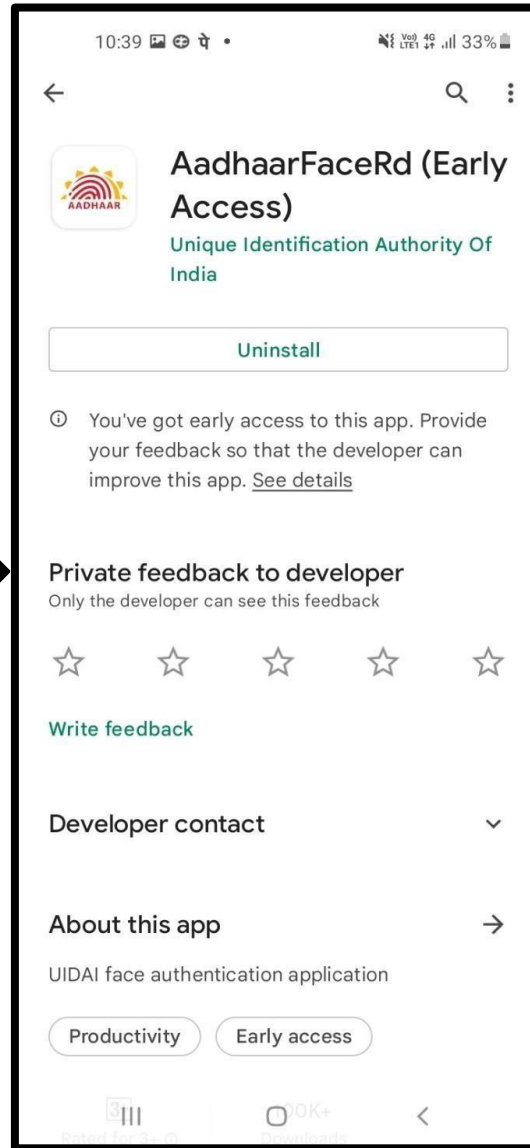
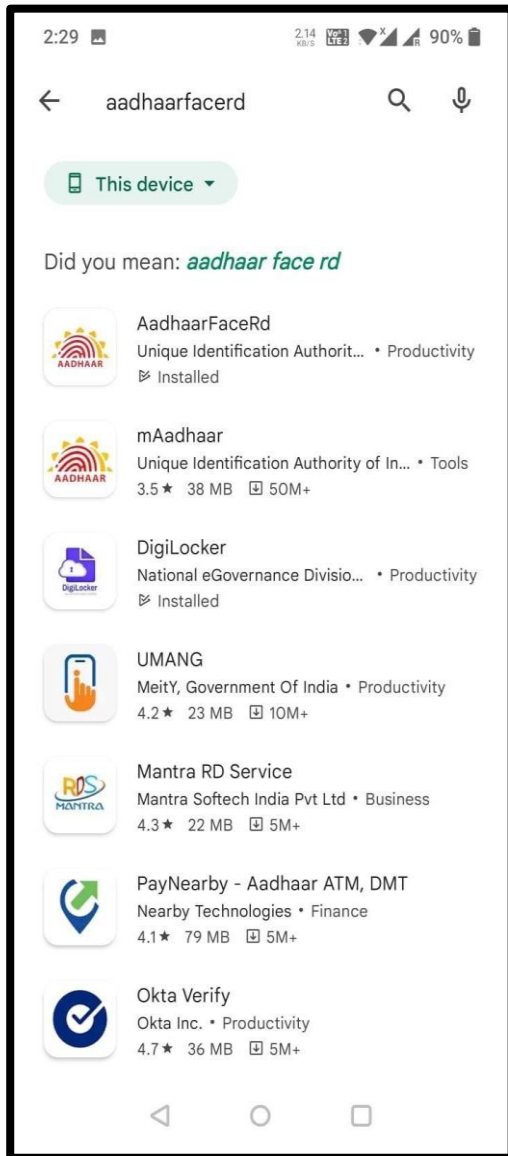
Step-4: **Pensioner Authentication**: Fill in the pensioner details and Aadhaar based Face Authentication of Pensioner. (Refer to **Page No. 22**)

A. JEEVAN PRAMAAN (LIFE CERTIFICATE) - THROUGH FACE AUTHENTICATION

Please note that:-

- Jeevan Pramaan Application shall work on Android Phones Only (Not on I –Phones)
- No External Bio-metric Machine is required for Android Phones
- For the First Time users, Both the steps have to be repeated
- For those who are already registered may proceed with Second step only in order to submit their Digital Life Certificates if Old Application is already downloaded in their Android Phones.
- Only General Insurance Corporation of India should be mentioned as Disbursing Agency/ Sanctioning Authority to get it reflected in GIC's portal.
- Ensure Proper Lights on face for capturing photograph.
- Status may be checked after 15 days by signing in PENSIONERS SIGN IN mentioning your PRAMAAN ID, CAPTCHA AND OTP. The Footnote will show Accepted by GIC after approval of Digital Life Certificate(DLCs) by the Corporation.
- The acknowledgement of Digital Life Certificates shall be shared on Official Website by 15th February 2024.
- A Humble **request to keep patience after submission of Digital Life Certificates.**

Step-1: Download and Install AadhaarFaceRd App from Google Play Store

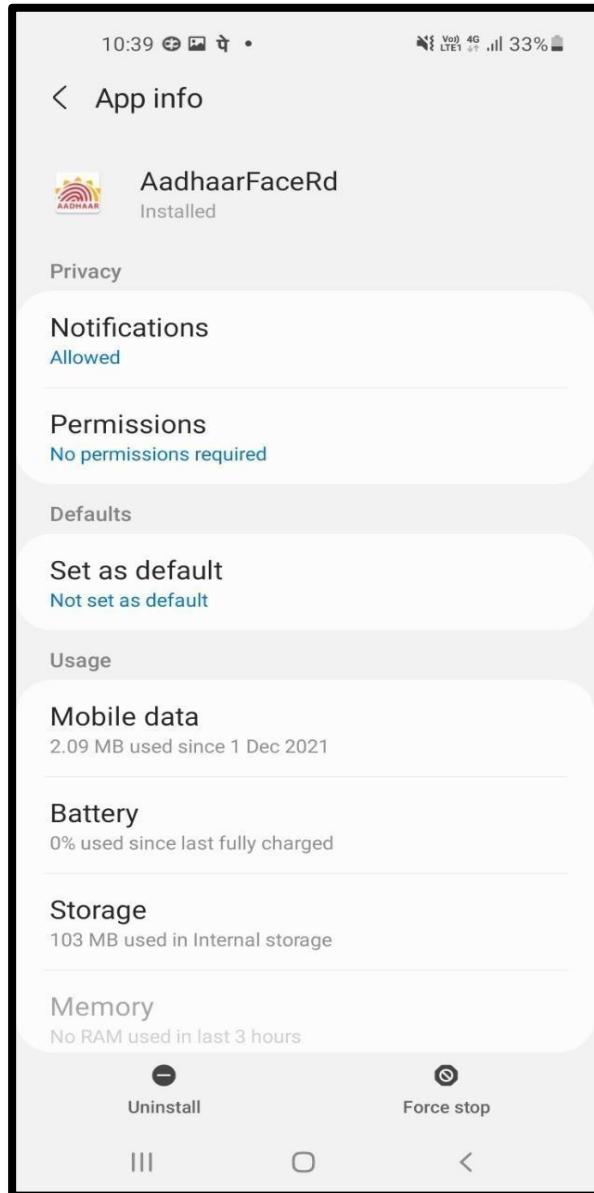


- Open Google Play Store, search for “aadhaarfacerd”.
- Install the AadhaarFaceRd.

★ This Application is for android users only

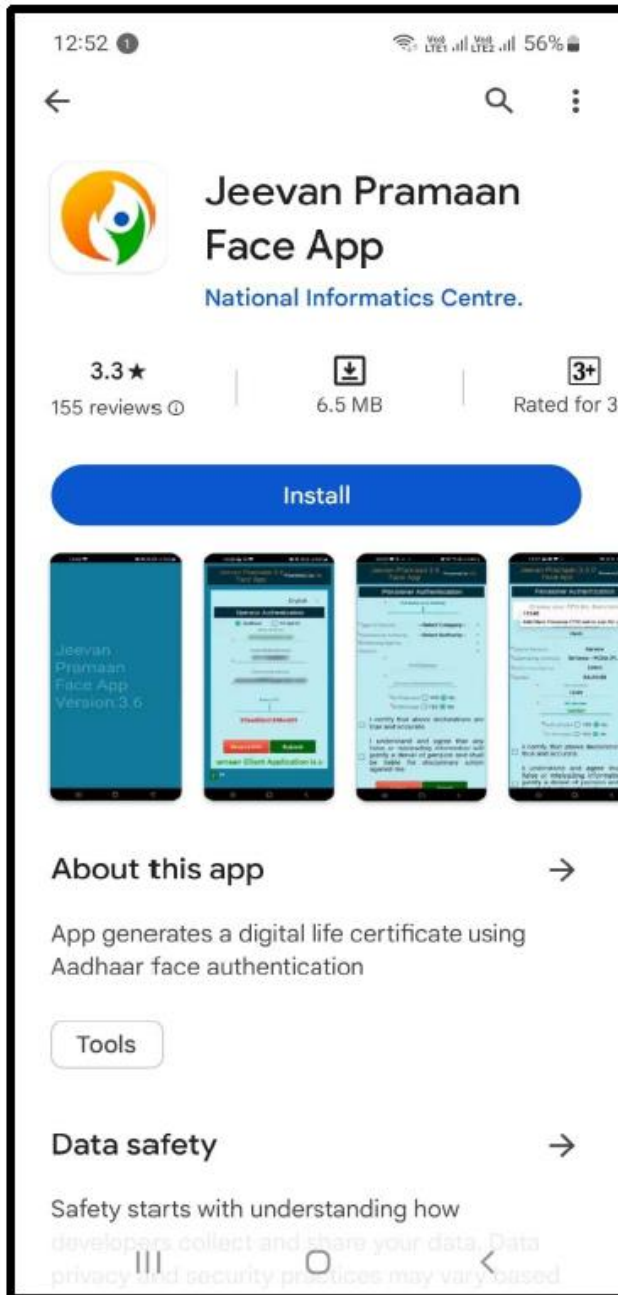


Step-1: Download and Install AadhaarFaceRd App from Google Play Store



- The Aadhaar Face RD is not shown like other apps and has no icon.
- The App is visible in Settings → App Info as shown in the image.

Step-2: Download Jeevan Pramaan Application from Google Play Store



- Open Google Play Store, search for Jeevan Pramaan Face App. Install the application.
- Screenshot for reference is shown



- After you have successfully installed the Jeevan Pramaan Face Application, run the application.
- The screen as shown on the left appears.



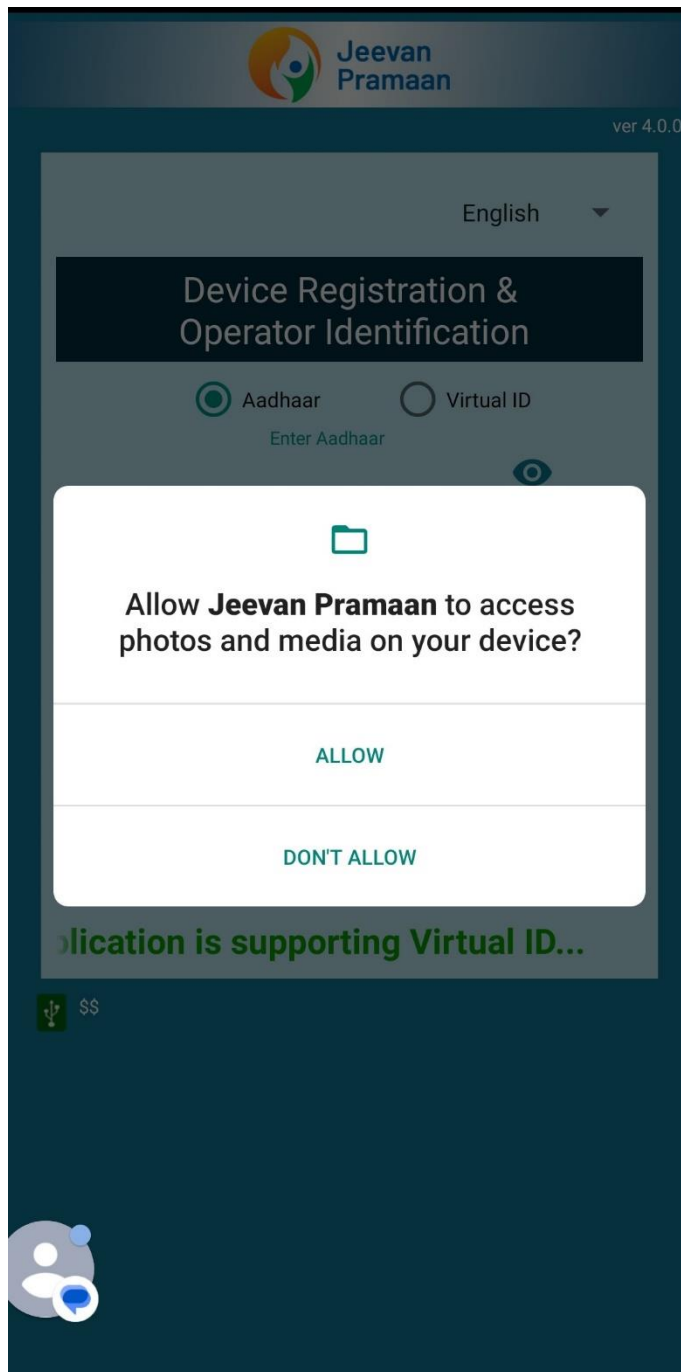
Supported Biometric Scanner Found

Continue With UIDAI.UIDAI?

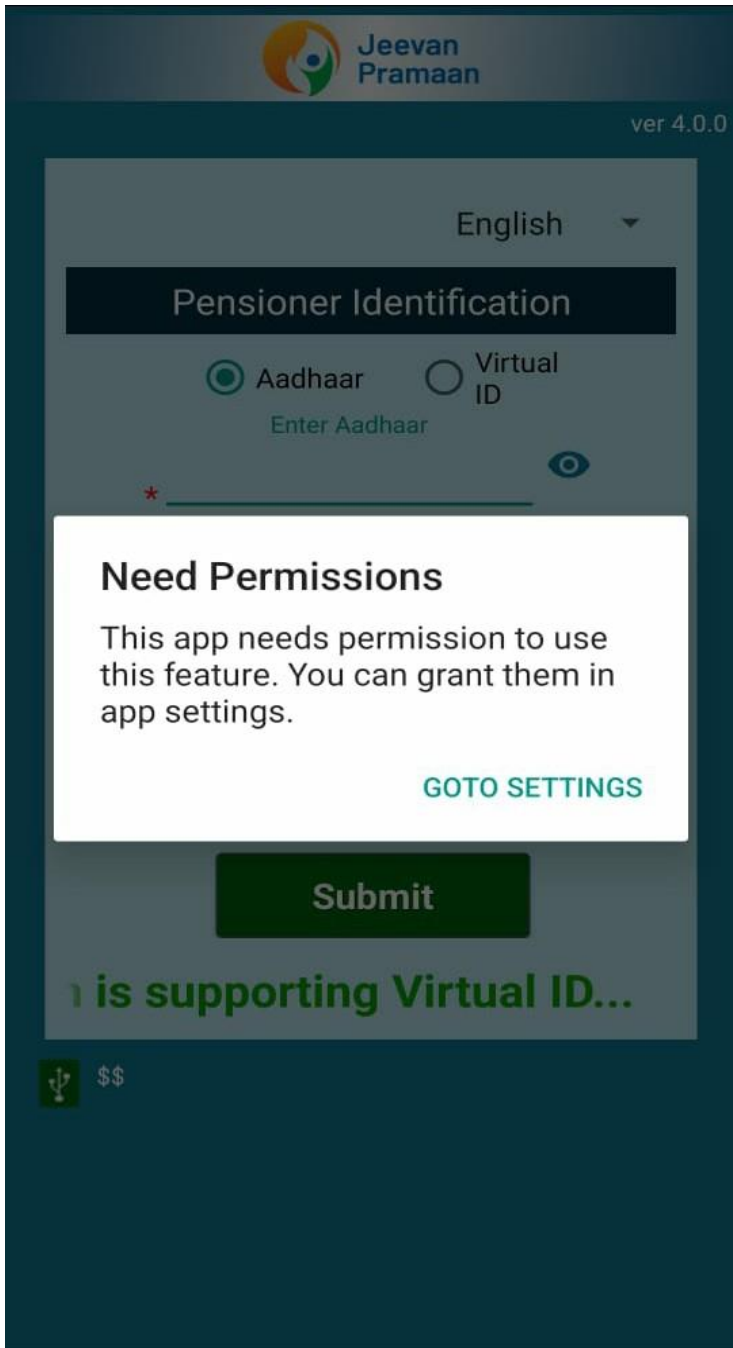
YES



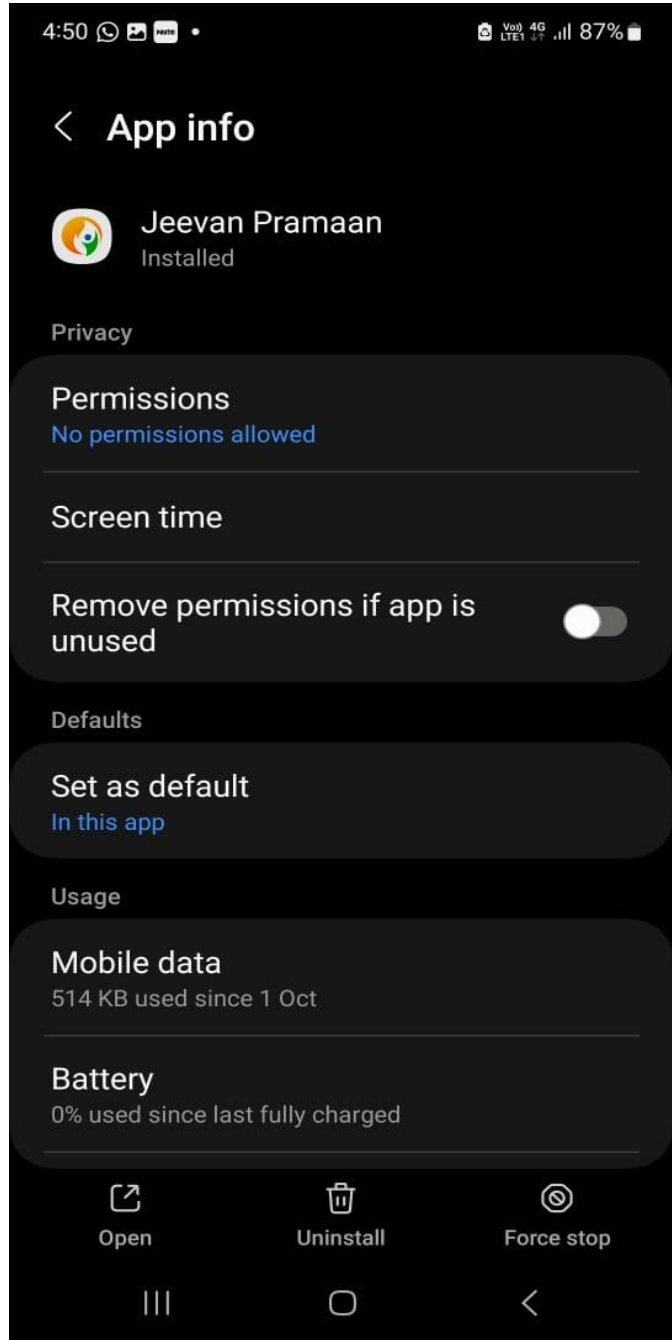
Click on *YES* to proceed further.



- A pop-up will appear asking for permissions.
- You need to allow the permissions in order to run the application. Click on '*While using the app*' to proceed further.



Next another pop-up will appear asking for more permissions. Go to Settings & allow Camera access.



On Opening Settings, Permissions has to be given

Camera permission



Jeevan Pramaan

Camera access for this app

- Allow only while using the app
- Ask every time
- Don't allow

[See all apps with this permission](#)



On Opening Settings, Allow Camera permission- Allow only while using the app

Step-3: Device Registration / Operator Identification (This is a one time process)

The screenshot shows the Jeevan Pramaan app interface for "Device Registration & Operator Identification". At the top, there is the Jeevan Pramaan logo and the text "ver 4.0.0". Below the logo, there is a language selector set to "English". The main heading is "Device Registration & Operator Identification". There are two radio buttons: "Aadhaar" (selected) and "Virtual ID". Below the "Aadhaar" option, there is a text input field labeled "Enter Aadhaar" with a red asterisk on the left and an eye icon on the right. Below that is another text input field labeled "Enter Mobile Number" with a red asterisk on the left. Below that is a third text input field labeled "Enter Email Address" with a red asterisk on the left. At the bottom of the form is a green "Submit" button. At the very bottom of the screen, there is a small green icon and the text "tion is supporting Virtual ID...".



- Any Person can act as an operator. The pensioner can also act as an operator
- The operator needs to enter **Pensioners'** Aadhaar number (mandatorily), mobile number and e-mail address and click on *submit*
- The mobile number **need not be linked** with Aadhaar, you can enter any mobile number but make sure it is available with you as an OTP will be received on the mobile and email-id provided

Step-3: Device Registration / Operator Identification (This is a one time process)

The screenshot shows the Jeevan Pramaan Client Application interface. At the top left is the Jeevan Pramaan logo and the text "Jeevan Pramaan". To the right of the logo is the version number "ver 4.0.0". Below the logo is a dropdown menu for language selection, currently showing "English" and options for "हिन्दी" (Hindi) and "অসমীয়া" (Assamese). The main heading is "Device Registration / Operator Identification". Below this is a form with three input fields: "Enter Aadhaar" (with a radio button selected), "Enter Mobile Number", and "Enter Email Address". Each field has a red asterisk on the left. A green "Submit" button is at the bottom. At the bottom left, there is a USB icon and the text "Jeevan Pramaan Client Application i..".



- The Application is multilingual - you can select English or Hindi from the dropdown at the top right corner (marked in orange box in figure shown on the left side)
- The figure shows how the application looks.

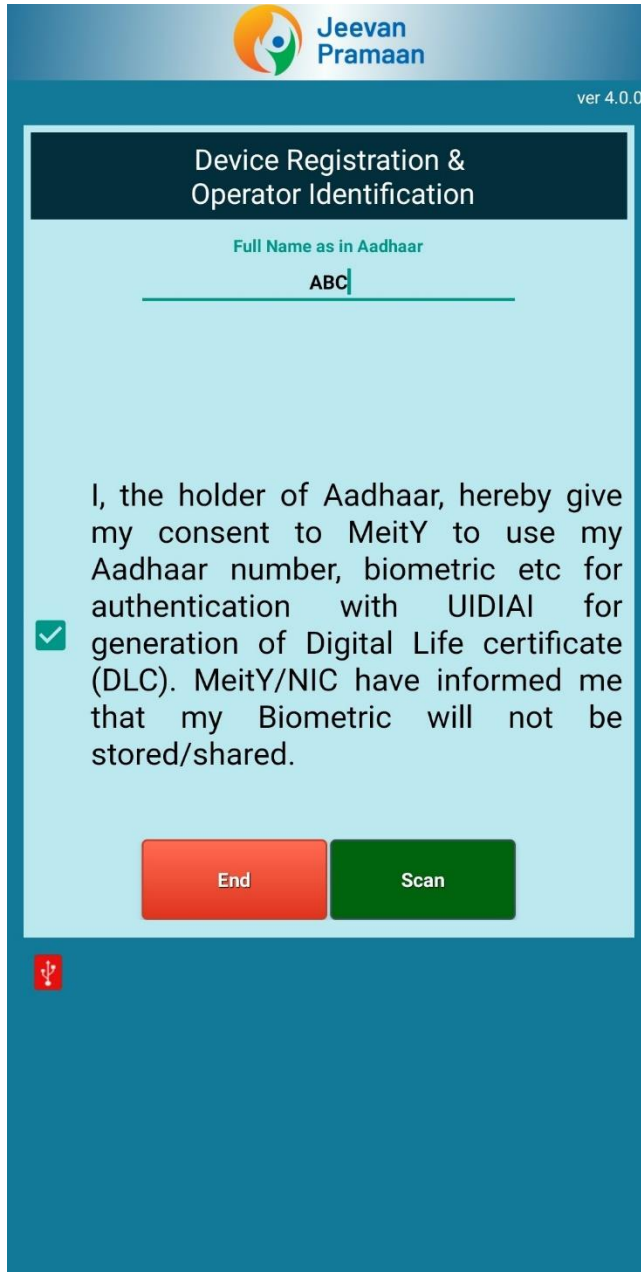
Step-3: Device Registration / Operator Identification (This is a one time process)

The screenshot shows the 'Device Registration & Operator Identification' screen of the Jeevan Pramaan application. At the top, the Jeevan Pramaan logo and version 'ver 4.0.0' are visible. Below the title, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Underneath, there are three input fields: 'Enter Aadhaar' (with a masked Aadhaar number and an eye icon), 'Enter Mobile Number' (with a masked number), and 'Enter Email Address' (with a masked email address). A green 'Submit' button is located at the bottom of the form. At the very bottom of the screen, there is a status bar with a USB icon and '\$\$'.



- After the Operator has entered the details, he/she will receive an OTP on entered mobile number as well as email.
 - Enter any one of the OTP received and then click on *Submit* button.
- (In case OTP is not received click on *Resend OTP* button)

Step-3: Operator Authentication /Registration (this is a one time process)

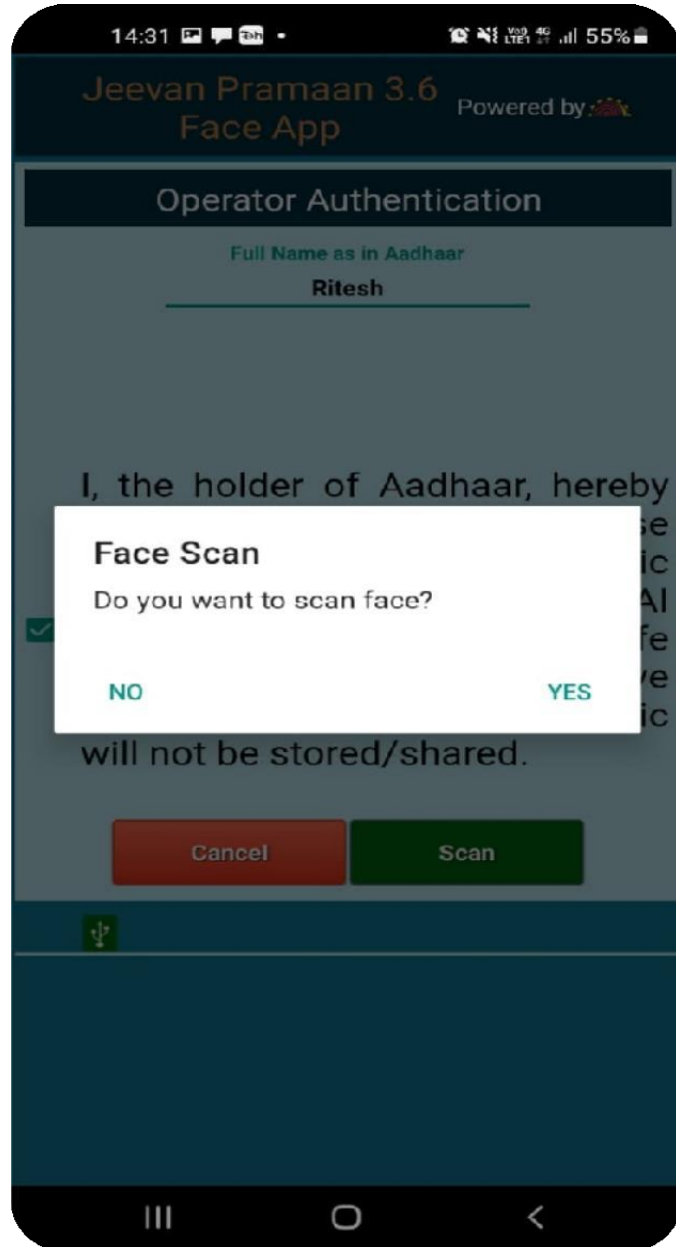


The screenshot shows the 'Device Registration & Operator Identification' screen of the Jeevan Pramaan app (version 4.0.0). At the top, there is a header with the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 4.0.0'. Below the header, the title 'Device Registration & Operator Identification' is displayed. A text input field labeled 'Full Name as in Aadhaar' contains the text 'ABC'. Below the input field, there is a consent statement: '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.' A green checkmark is visible to the left of the consent text. At the bottom of the screen, there are two buttons: a red 'End' button and a green 'Scan' button. A small USB icon is visible in the bottom left corner of the app interface.



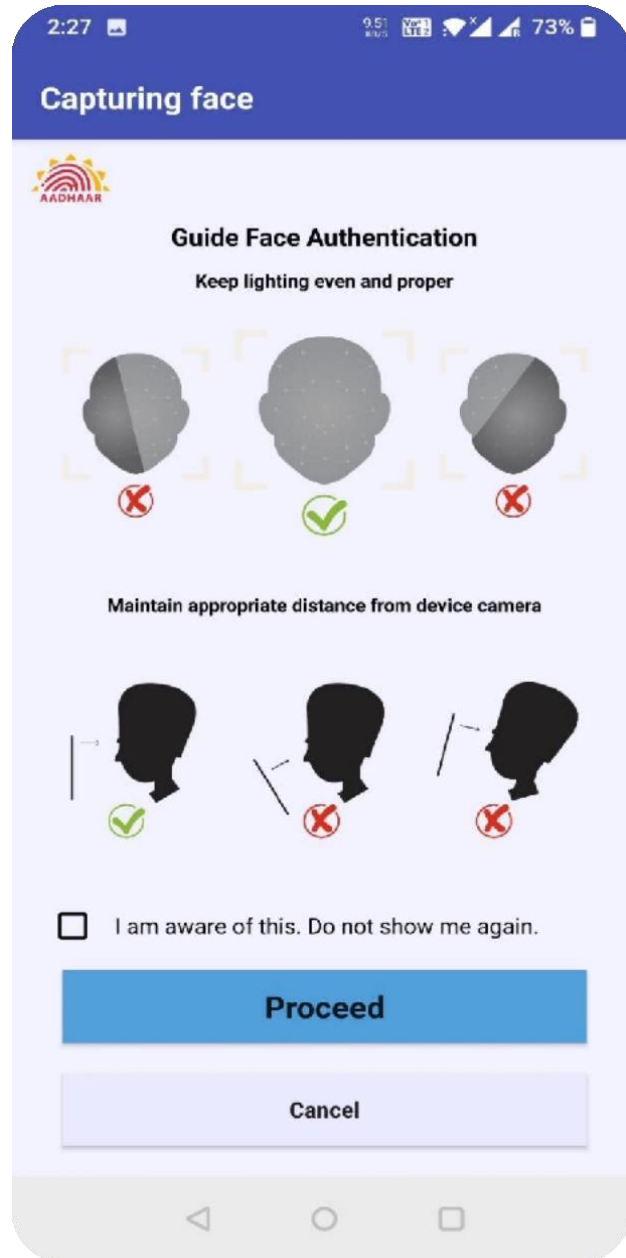
- After successful OTP Validation the screen shown on left will appear.
- The Operator needs to enter name and give consent for authentication by clicking on the checkbox.
- Click on *Scan* button to proceed towards face scan

Step-3: Device Registration / Operator Identification (This is a one time process)



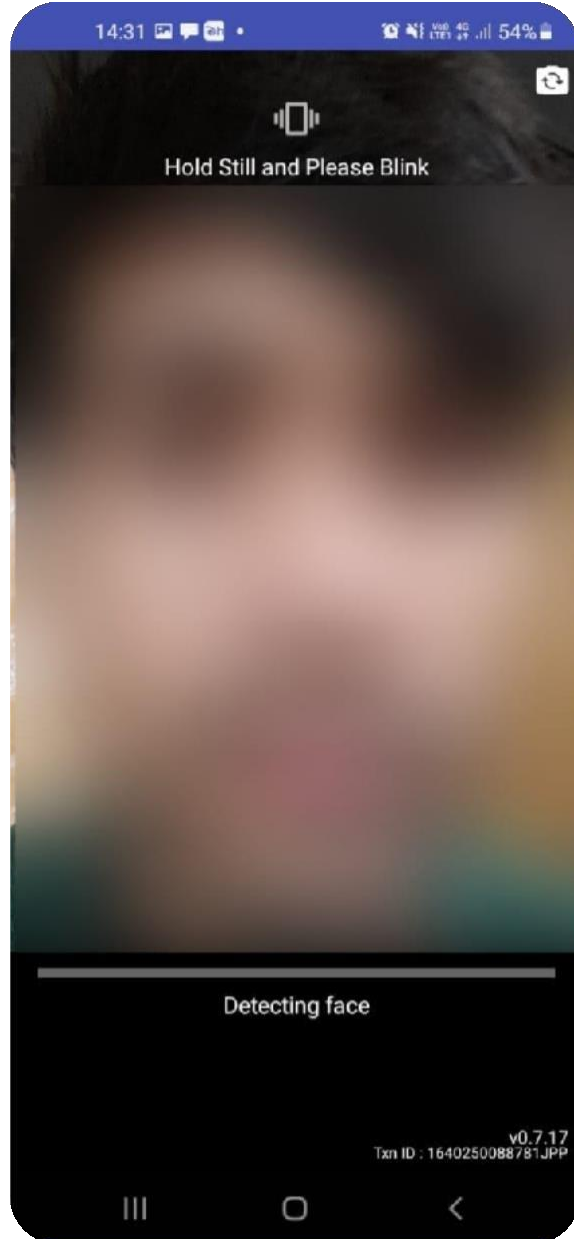
- Next a pop-up appears asking if you want to proceed with face scan.
- Click on **YES** to proceed further.

Step-3: Device Registration / Operator Identification (This is a one time process)



- The screen shows the instructions for face authentication.
- Read the instructions properly, click on the check box and then click on *Proceed*.

Step-3: Device Registration / Operator Identification (This is a one time process)



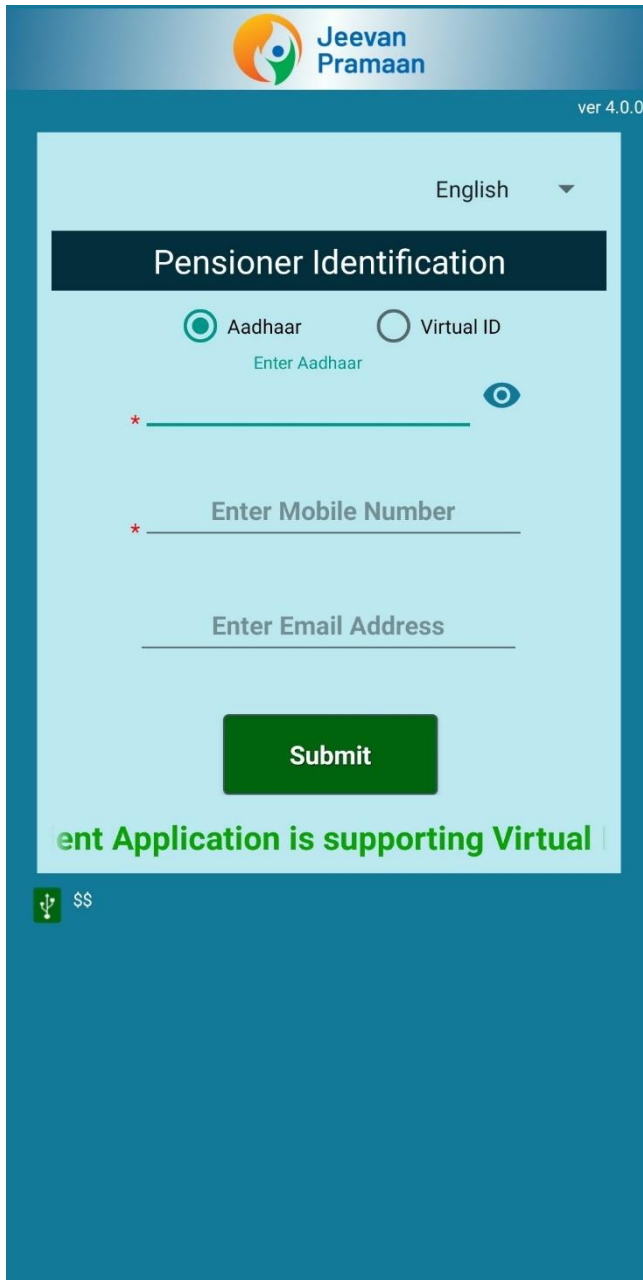
- You can use the front or rear camera to capture the face.
- The screen shows the instructions you need to follow while scanning face like hold **still and blink your eyes.**
- Follow the instructions that appear on the screen to successfully complete the face authentication process.
- In case of any issue refer to Best Practices for Aadhaar based Face Scan on Page No. 31

Step-3: Device Registration / Operator Identification (This is a one time process)



- ❑ After you have successfully authenticated yourself through face scan, the application restarts itself and the message shown as “Client Registration Successful” which states that the Operator Identification is successful.

Step-4: Pensioner Identification: Submission of Life Certificate



The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan application. At the top left is the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 4.0.0'. A language dropdown menu is set to 'English'. The main heading is 'Pensioner Identification'. Below this, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Under the 'Aadhaar' option, there is a text input field labeled 'Enter Aadhaar' with a red asterisk on the left and an eye icon on the right. Below that is another text input field labeled 'Enter Mobile Number' with a red asterisk on the left. Below that is a text input field labeled 'Enter Email Address'. At the bottom center is a green 'Submit' button. At the bottom left, there is a green notification bar that says 'ent Application is supporting Virtual'. In the bottom left corner, there is a small icon of a USB drive and the text '\$\$'.



- Next the Pensioner Identification screen will open. Now whenever you run the application the Pensioner Identification screen will open.
- The pensioner should enter his/her Aadhaar number and mobile number. The email address is optional at this stage.
- Next click on the *submit* button you will receive an OTP on the entered mobile number and email (only if the user has provided email)

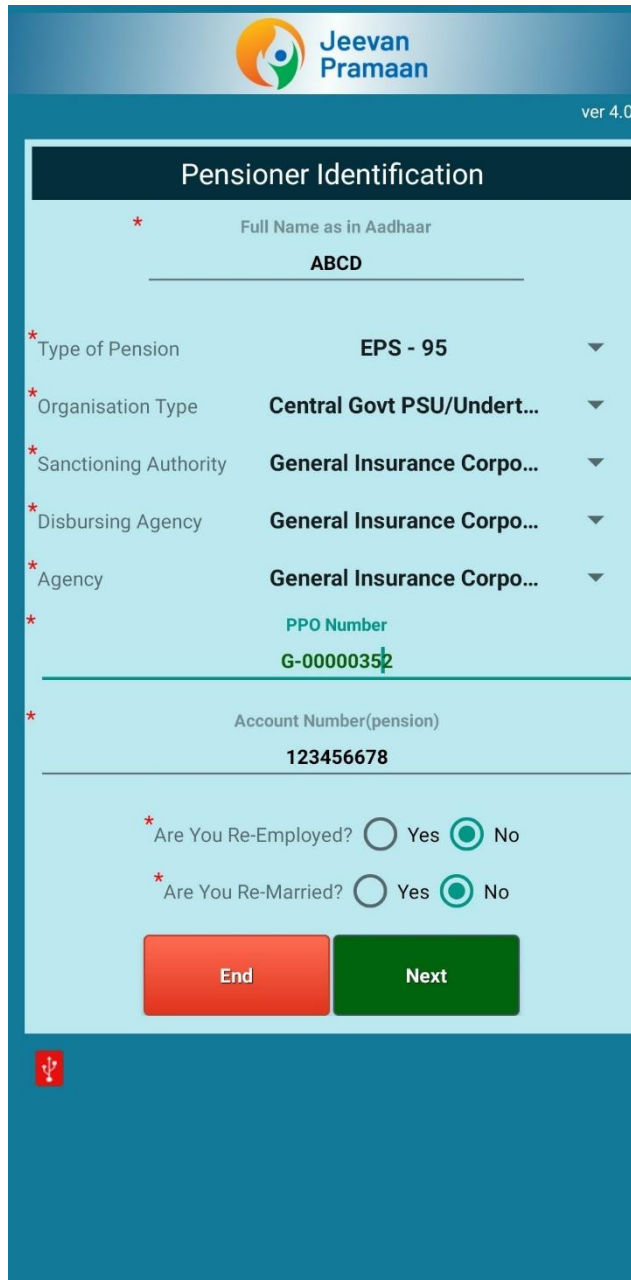
Step-4: Pensioner Identification : Submission of Life Certificate

The screenshot shows the 'Pensioner Identification' form in the Jeevan Pramaan application. At the top, the Jeevan Pramaan logo and 'ver 4.0.0' are visible. The language is set to 'English'. The form has two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below these are three input fields: 'Enter Aadhaar' (with a masked Aadhaar number and an eye icon for visibility), 'Enter Mobile Number' (with a masked number), and 'Enter Email Address' (with a masked email address). A green 'Submit' button is at the bottom. A footer note says 'Jeevan Pramaan Client Application is supported on all devices'.



- Enter the OTP received and click on *submit* button to proceed further.
(If OTP is not received, please click on *Resend OTP*)

Step-4: Pensioner Identification : Submission of Life Certificate



The screenshot shows the 'Pensioner Identification' form on the Jeevan Pramaan portal. The form includes the following fields and options:

- Full Name as in Aadhaar:** ABCD
- Type of Pension:** EPS - 95
- Organisation Type:** Central Govt PSU/Undert...
- Sanctioning Authority:** General Insurance Corpo...
- Disbursing Agency:** General Insurance Corpo...
- Agency:** General Insurance Corpo...
- PPO Number:** G-00000352
- Account Number(pension):** 123456678
- Are You Re-Employed?:** Yes (radio button), No (radio button, selected)
- Are You Re-Married?:** Yes (radio button), No (radio button, selected)

At the bottom, there are two buttons: 'End' (red) and 'Next' (green).

- After successful OTP Validation the screen shown on left appears. The screen will appear blank.
- Enter all the details correctly, **incorrect information will lead to rejection of submitted Digital Life Certificate(DLC) by the Pension Disbursing Agency.**
- Mention Name as per Aadhar.
- Please note that PPO No. is Annuity No. allocated by GIC to the pensioners. (Nomenclature of Annuity No. is alphanumeric)**
- Mention Bank Account No. wherein Pension gets credited. Please note that a separate ECS Mandate Form along with Cancelled Cheque has to be submitted to HR-Pension Department, in case of change in Bank Account No.

Step-4: Pensioner Identification : Submission of Life Certificate

Jeevan Pramaan ver 4.0

Pensioner Identification

* Full Name as in Aadhaar
ABCD

* Type of Pension: EPS - 95

* Organisation Type: Central Govt PSU/Undert...

* Sanctioning Authority: General Insurance Corpo...

* Disbursing Agency: General Insurance Corpo...

* Agency: General Insurance Corpo...

* PPO Number: G-00000352

* Account Number(pension): 123456678

* Are You Re-Employed? Yes No

* Are You Re-Married? Yes No

End **Next**

- FOR LIFE PENSIONERS, Type of Pension will be **EPS-95**.
- FOR FAMILY PENSIONERS, Type of Pension will be **FAMILY**.
- Organization Type will be **CENTRAL GOVT./PSU UNDERTAKING**.
- Sanctioning Authority/ Disbursing Agency/ Agency will be **GENERAL INSURANCE CORPORATION OF INDIA**
- FOR GIC LIFE PENSIONERS, PPO No. G-00000xxx (Eight Digit No.) .e.g G-00000823
- FOR GIC FAMILY PENSIONERS, PPO No. GW-00000xx (Seven Digit No.). E.g GW-0000099
- FOR TAC LIFE PENSIONERS, PPO No. T-00000xxx (Eight Digit No.) .e.g T-00000923
- FOR TAC FAMILY PENSIONERS, PPO No. TW-00000xx (Seven Digit No.). E.g TW-0000099
- For TAC Ex Gratia Pensioner, PP No. is TEX-0000X

Step-4: Pensioner Authentication : Submission of Life Certificate

Preview filled data

Pensioner Name	ABCD
Type of Pension	EPS - 95
Organisation Type	Central Govt PSU/ Undertaking
Sanctioning Authority	General Insurance Corporation of India
Disbursing Agency	General Insurance Corporation of India
Agency	General Insurance Corporation of India
PPO Number	G-00000352
Account Number(pension)	123456678
Are You Re-Married?	No
Are You Re-Employed?	No

* I certify that above declarations are true and accurate.

* 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.

CANCEL SUBMIT



- After entering all the details tick both the *checkboxes* stating that the information entered is accurate.
- click on *Submit* button to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate

Preview filled data

Pensioner Name	ABCD
Type of Pension	EPS - 95
Organisation Type	Central Govt PSU/ Undertaking
Sanctioning Authority	General Insurance Corporation of India
Disbursing Agency	General Insurance Corporation of India

i Confirm

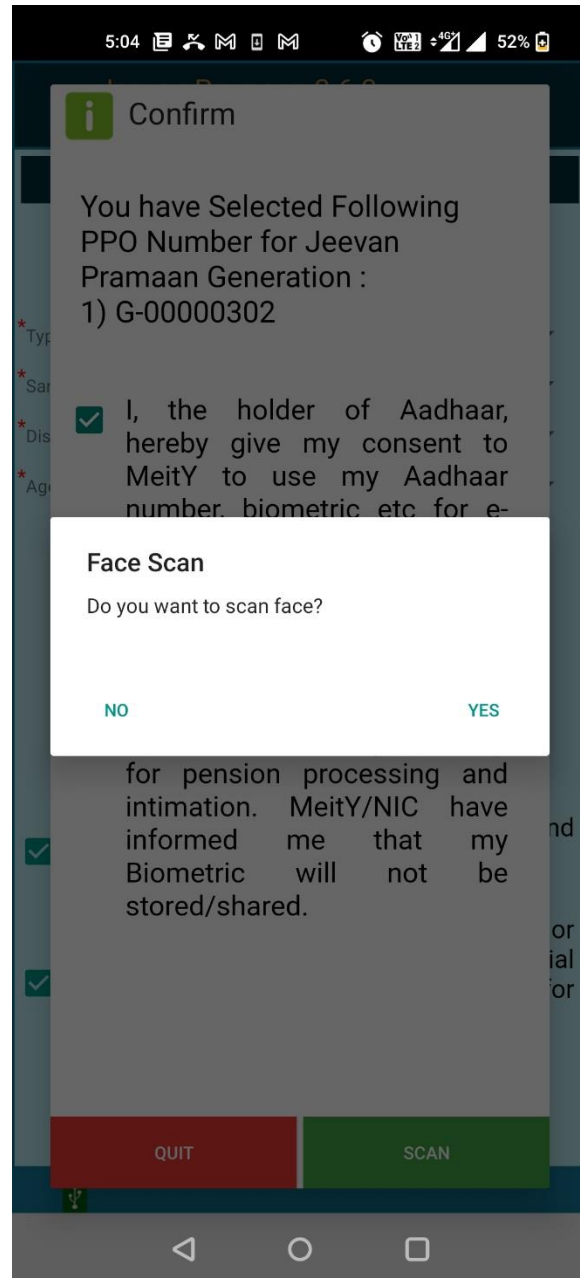
You have submitted Digital Life Certificate(DLC) for the following PPO number:
1) G-00000352

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.

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.

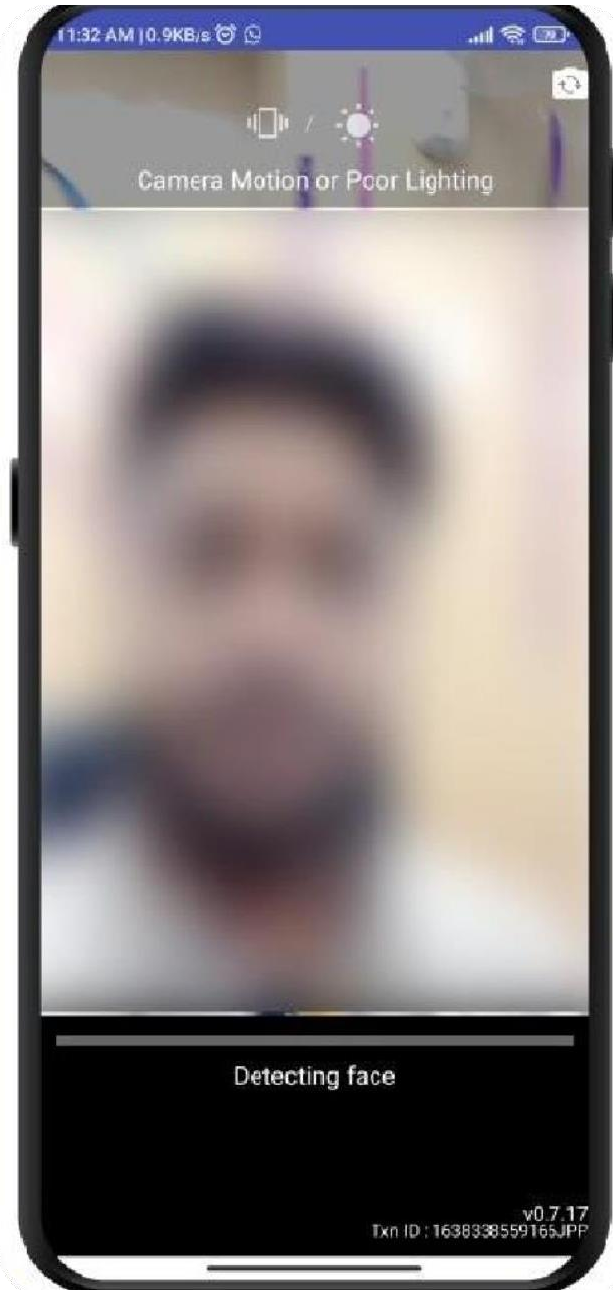
- After you click on Submit button a pop-up will appear as show in figure on the left.
- The pop-up asks the pensioner whether he/she wants to add another PPO number/Pension apart from the one which has already been entered, **Ideally, NO has to be mentioned.**
- In case a pensioner is Life Pensioner as well as Family Pensioner, he/she should mention YES. The user will be taken to the pensioner details screen (as shown on previous page) and the pensioner is required to fill all the details regarding the PPO number that he/she wants to add. The pensioner needs to tick the *checkbox* in order to give consent.
- Click on *SCAN* button to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate



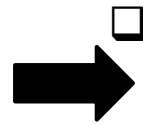
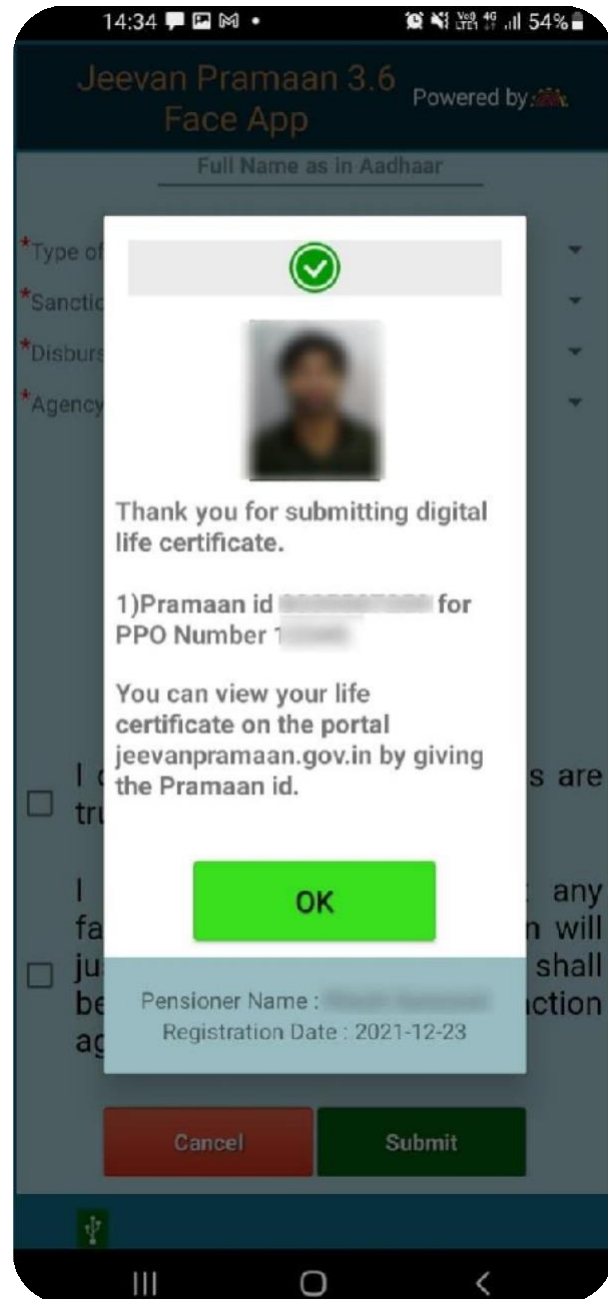
- Next, a pop-up appears asking if the pensioner wants to proceed towards Face scan
- Click on **YES** to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate



- The screen shows the instructions you need to follow while scanning face. It shows if the lighting is poor or if camera is moving and not stable etc.
- It will show hold still and blink your eyes when the lighting is right and the camera is stable.
- Follow the instructions shown on the screen to successfully complete the face authentication process.
- In case of any issue refer to Best Practices for Aadhaar based Face Scan on Page No.37

Step-4: Pensioner Authentication : Submission of Life Certificate



- Once face authentication is successful, the DLC i.e Jeevan Pramaan is successfully generated and appears on the screen as shown.
- The screen shows the Pramaan-ID for each PPO number.
- The pensioner shall also receive a SMS on the mobile number provided during pensioner-authentication, the SMS contains the Pramaan-id and the link from which the DLC can be downloaded.

Best Practices for Aadhaar based Face Scan

For proper results ensure:

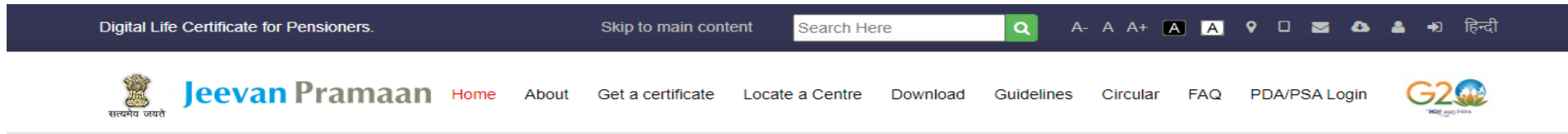
- 1. Position:** For capturing facial image, it is advisable that adjust the camera at the right distance or in the right posture.
2. Frontal pose needs to be captured i.e. no head rotation or tilt. The Pensioner should be instructed to be seated properly with their back upright and their face towards the camera.
3. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed, and both eyes open and looking into the camera.
- 4. Illumination:** Poor illumination has a high impact on the performance of face recognition. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, No light exactly above the face, it can cause shadows. Light should be diffused and placed in front of the Pensioner so that there are no shadows under the eye.
- 5. Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent. Dark glasses /tinted glasses should be taken off before taking the photograph.

Some of the actionable feedbacks in software are:

1. No face Found
2. Enrollee too far
3. Pose (Look Straight)
4. Insufficient lighting
5. Very low face confidence
6. Non-uniform lighting (of face in output image)
7. Incorrect background (in output image)
8. Insufficient lighting (bad grey values in face area of output image)

B. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH Citizen Service Centre (CSC)

- Go to Jeevan Pramaan website: <https://jeevanpramaan.gov.in/locatecentre/locate>



Locate a Centre

Find the nearest location of a Jeevan Pramaan Centre

Search by: **Location**

- Select Location Type -

- Select State -

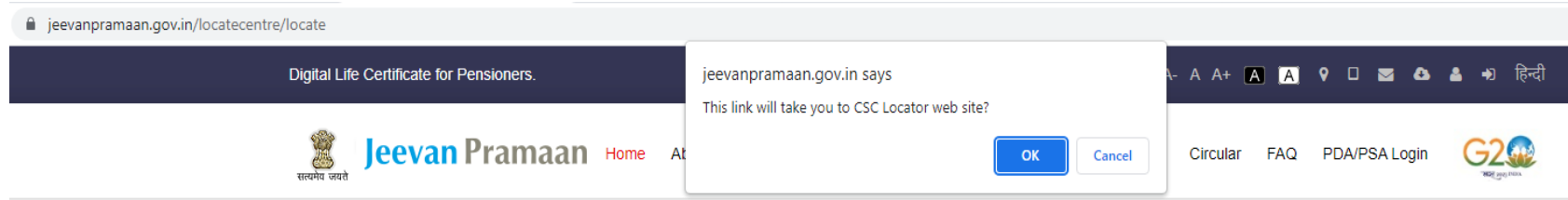
- Select District -

How to use the Locator?

The Jeevan Pramaan Locator works by searching a location based on the the Location Type, State, District or either by keying in your Pincode.

B. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH Citizen Service Centre (CSC)

- Select Citizen Service Centre in Location Type.
- This Link will take you to CSC Locator website.



Locate a Centre

Find the nearest location of a Jeevan Pramaan Centre

Search by: **Location**

- Select Location Type -

- Select State -

- Select District -

How to use the Locator?

The Jeevan Pramaan Locator works by searching a location based on the the Location Type, State, District or either by keying in your Pincode.

B. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH Citizen Service Centre (CSC)

locator.csccloud.in

CSC Digital India
Power to Empower

Find CSC Center

State Name District Name Sub District Name

VLE Address Enter Captcha

See the real-time location of your CSC Centers on the APP stay in touch with CSC APP Locator

Download on the App Store GET IT ON Google Play

"CSC e-Governance Services India Limited" : You can locate your nearest Common Service Center in your locality. Choose your State from above Dropdown to Search List of Common Service Centers in State.

Copyright ©2018 CSC-eGovernance Services India Limited. All Rights Reserved

- After submitting YES, the new link will be opened.
- <https://locator.csccloud.in/>
- Mention State Name, District Name and Sub District Name and enter Captcha in order to locate nearby Citizen Service Centre.
- A List of Citizen Service Centres with Pincode and Address will appear on the page. You may visit the nearby Citizen Service Centre .
- Citizen Service Centre will assist you in Registration and Submission of Life Certificate.

- B. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH Citizen Service Centre (CSC)**
- C. THROUGH POST OFFICES**
- D. THROUGH PRIVATE BANKS**
- E. THROUGH POST INFO APP: AT DOOR FACILITY**

- Please mention Type of Organization as CENTRAL GOVT/PSU UNDETAKEING, then, General Insurance Corporation of India should be mentioned as Sanctioning Authority/ Disbursing Agency.
- In case of any doubts/queries, please write to us at pfpension@gicre.in and contact us at 022-22867221/22867260.