



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

SUBMISSION OF LIFE CERTIFICATE

Life Certificate may be submitted through following Channels:-

A. Android Smart Phone

B. Through Citizen Service Centre(CSC)

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) iOS 14.0 or later (**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/Apple App Store (**Aadhaar Face Rd**)

Process

Step-1:Download and Install **Aadhaar Face Rd App** From Google Play Store/Apple App Store.(Refer to **PageNo.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**)

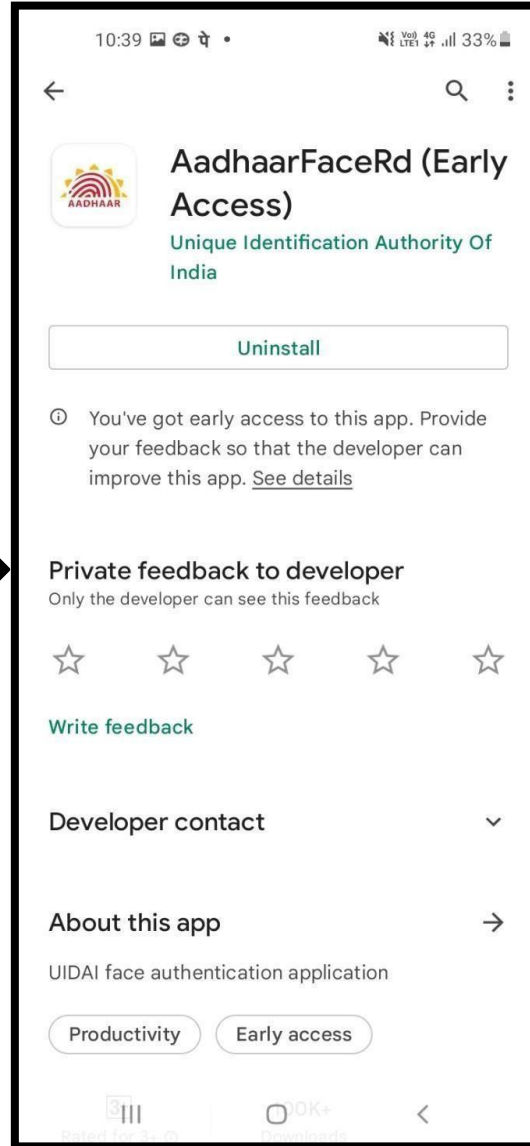
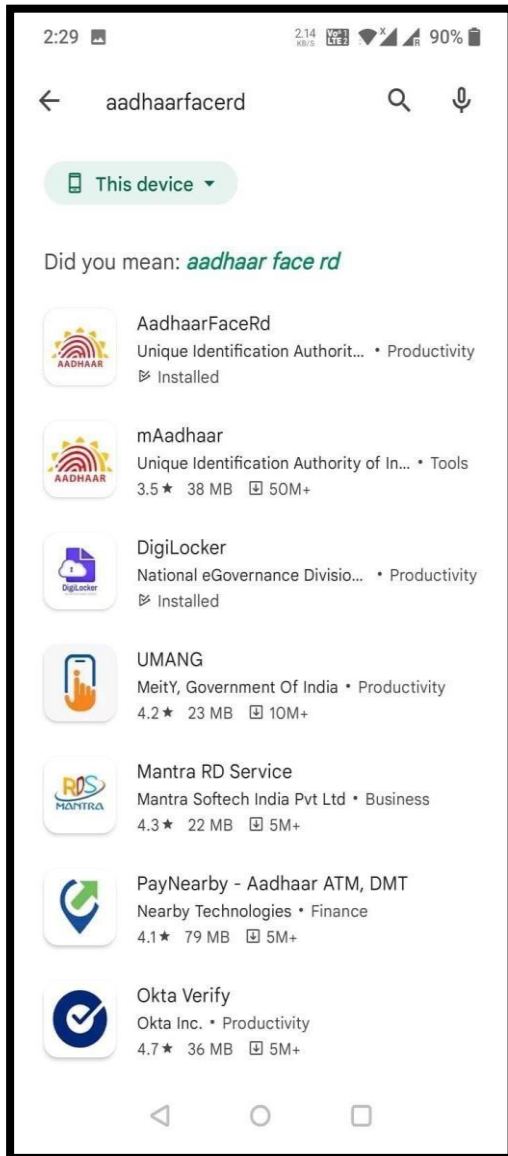
Step-4: **Pensioner Authentication**: Fill in the pensioner details and Aadhaar based Face Authentication of Pensioner. (Refer to **Page No. 22**)

A. JEEVANPRAMAAN(LIFE CERTIFICATE)-THROUGH FACE AUTHENTICATION

Please note that:-

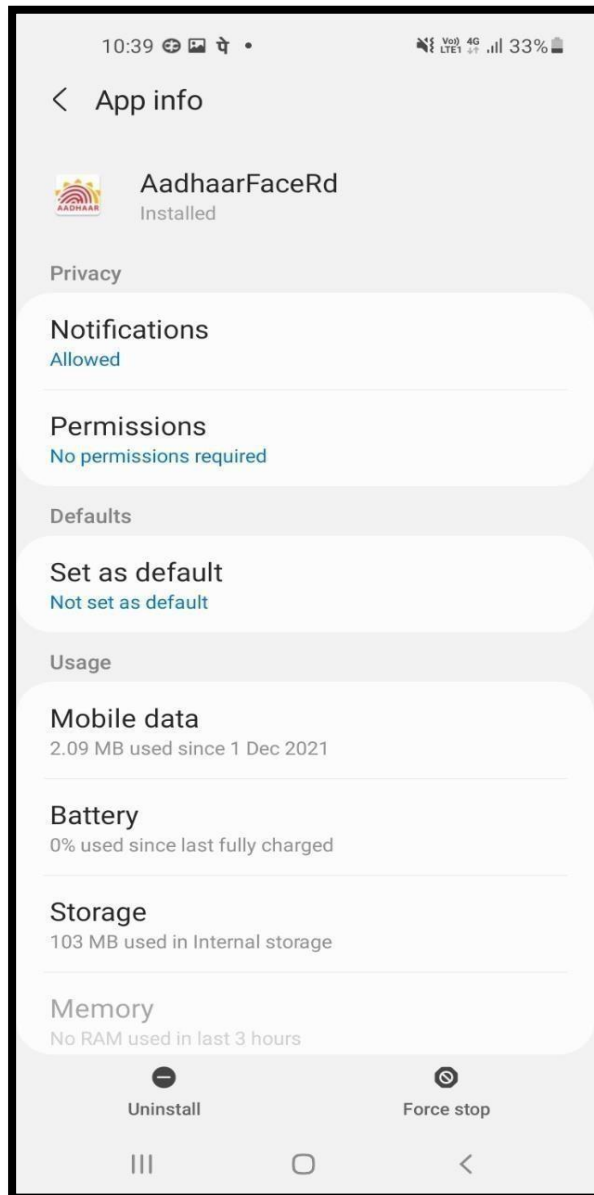
- Jeevan Pramaan Application shall work on smart Phones Only
- No External Bio-metric Machine is required for smart Phones
- For the First Time users, Both the steps have to be repeated
- For those who are already registered may proceed with Second step only in order to submit their Digital Life Certificates if Old Application is already downloaded in their Android Phones.
- Ensure Proper Lights on face for capturing photograph.
- Status may be checked after some days by signing in PENSIONERS SIGN IN mentioning your PRAMAAN ID, CAPTCHA AND OTP. The Foot note will show Accepted by DDA after approval of Digital Life Certificate (DLCs) by the Authority.

Step-1: Download and Install Aadhaar Face Rd App from Google Play Store



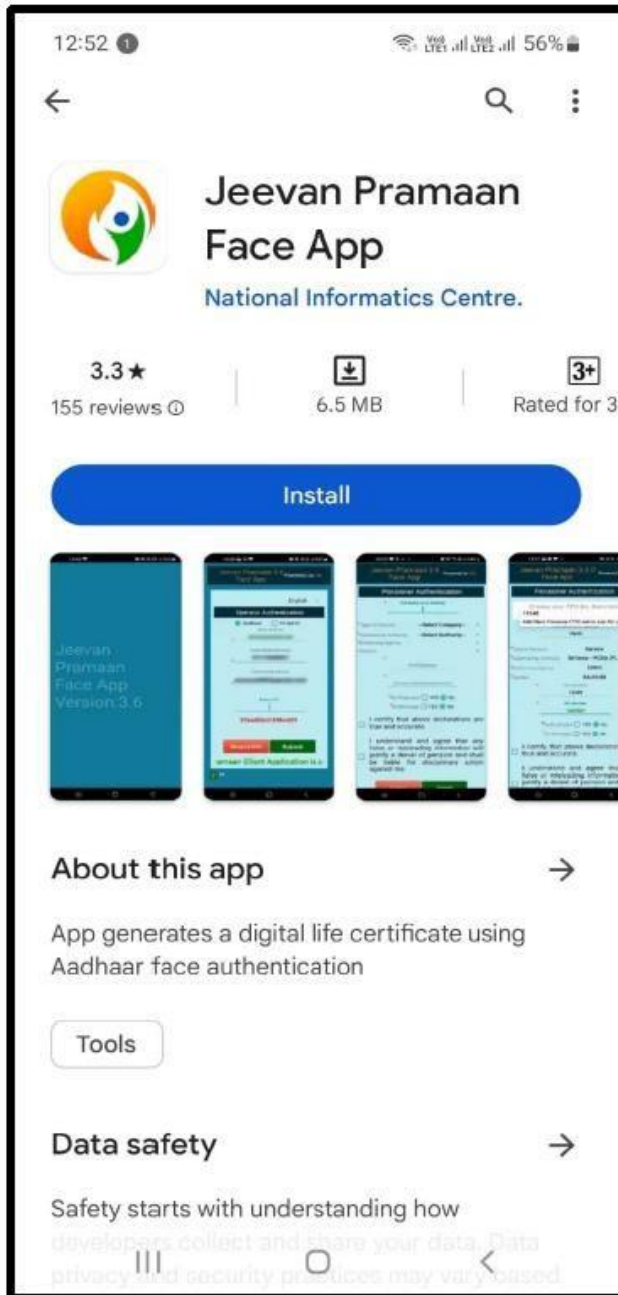
- ☐ Open Google Play Store, search for “aadhaar face rd”.
- ☐ Install the Aadhaar Face Rd.

Step-1:Download and Install Aadhaar Face Rd 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.
- ❑ Screen shot 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.



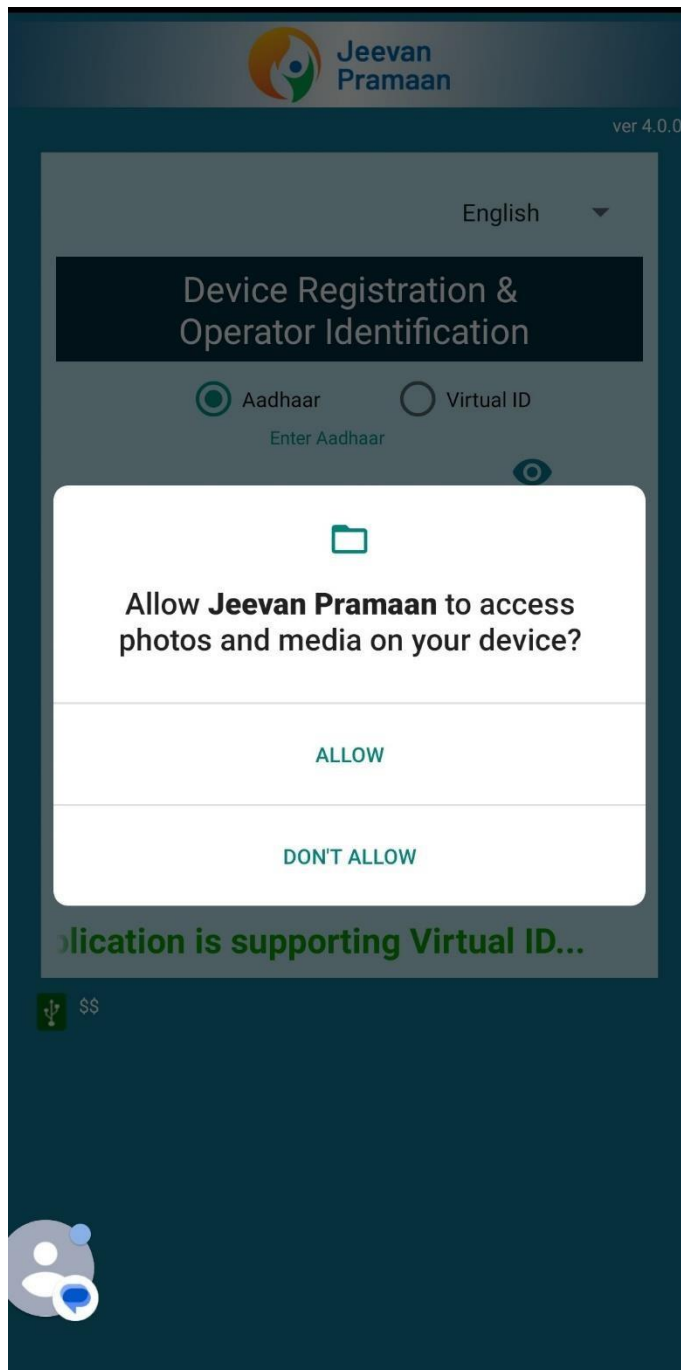
**Supported Biometric Scanner
Found**

Continue With UIDAI.UIDAI?

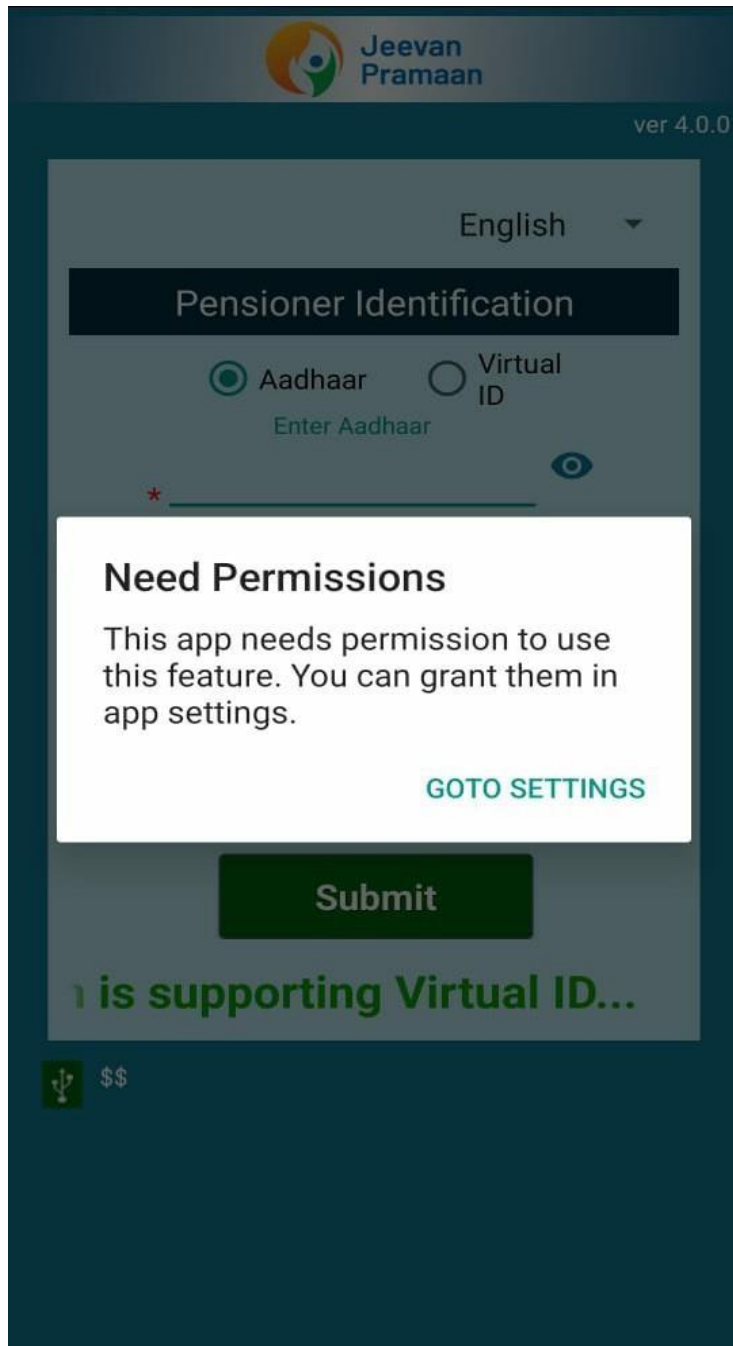
YES



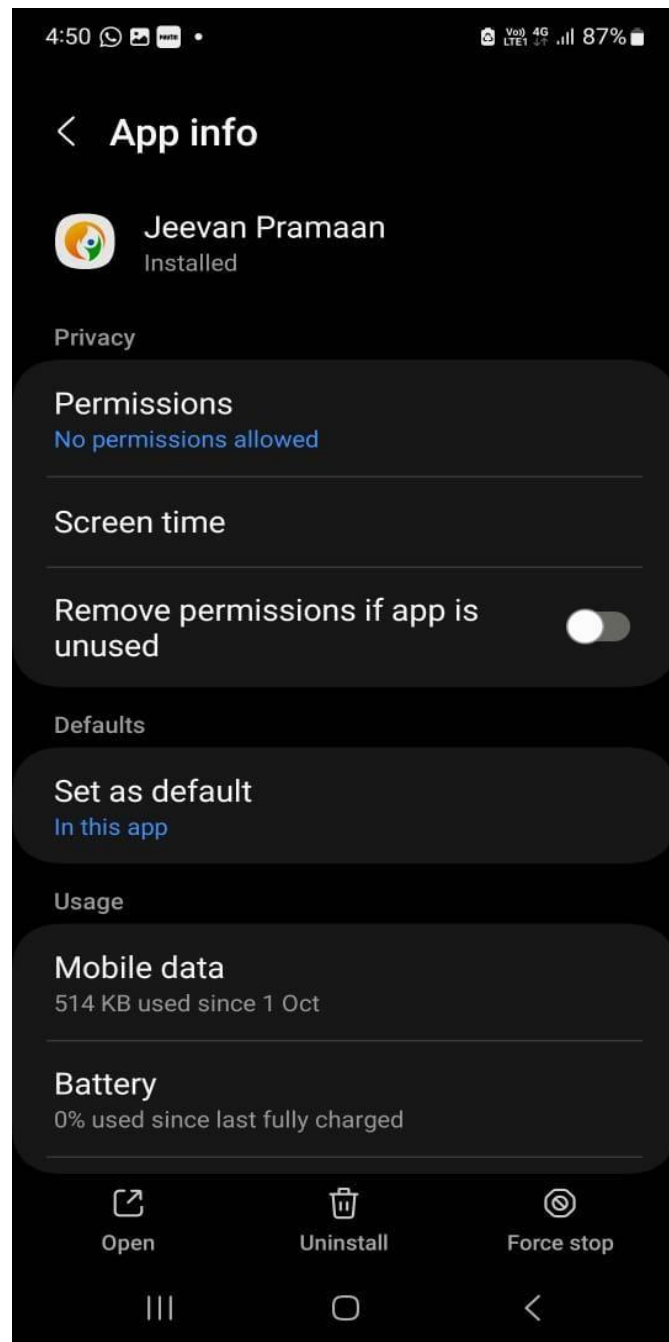
☐ Click on *YES* to proceed further.



- ☐ 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

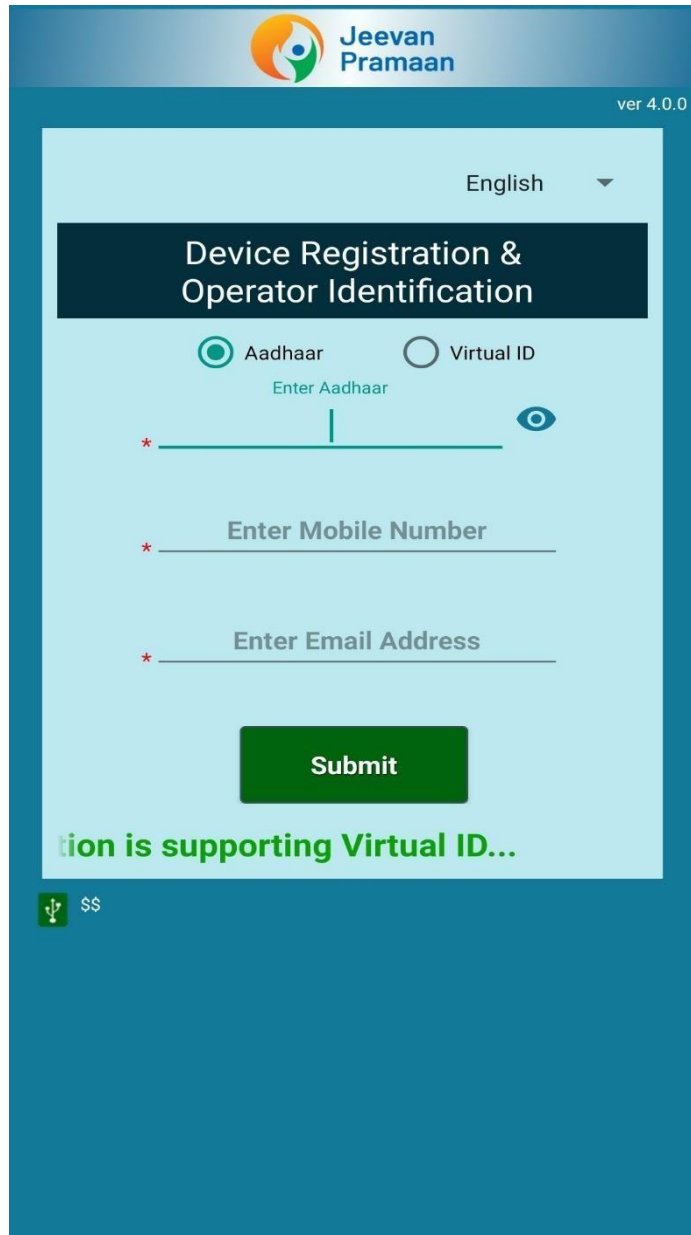
- ☒ Allow only while using the app
- ☐ Ask every time
- ☐ Don't allow

[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)

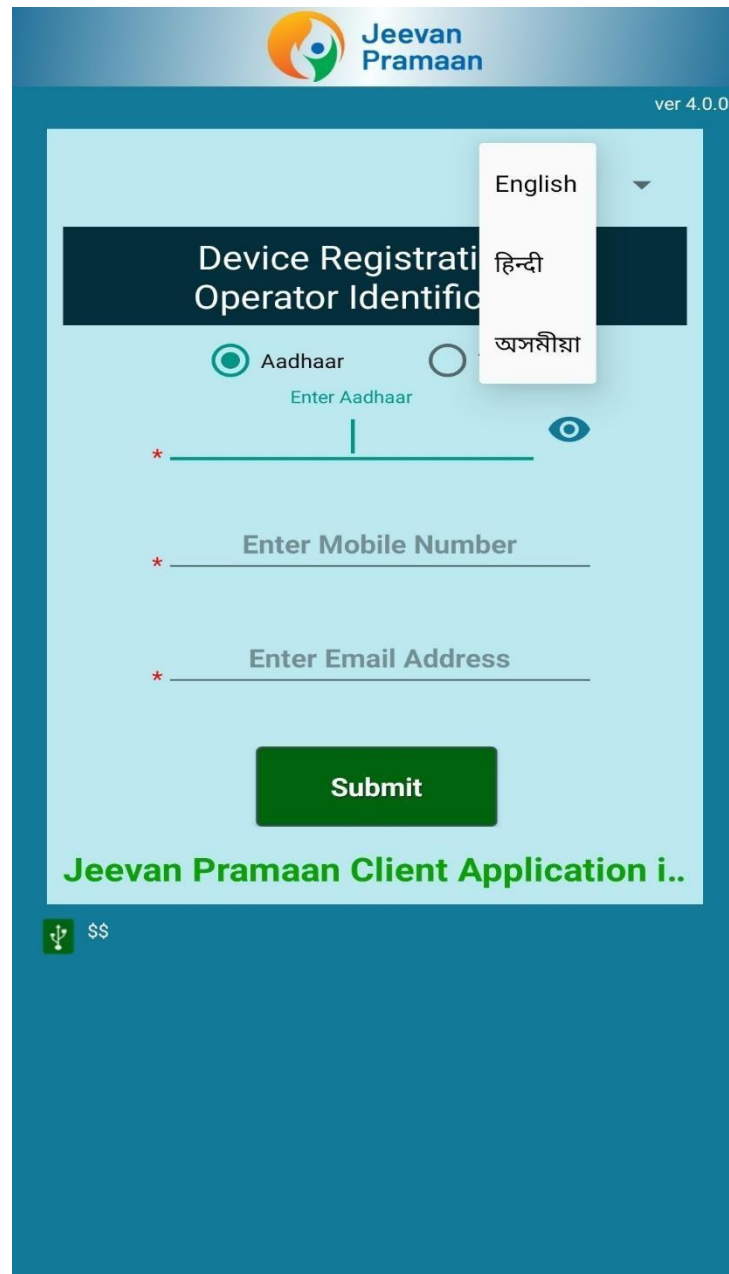


The screenshot shows the 'Jeevan Pramaan' application interface for 'Device Registration & Operator Identification'. At the top, there is a logo and the text 'Jeevan Pramaan ver 4.0.0'. Below this, a language dropdown menu is set to 'English'. The main heading is 'Device Registration & Operator Identification'. There are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below the 'Aadhaar' option is a text input field labeled 'Enter Aadhaar' with a red asterisk and a toggle icon. Below that is another text input field labeled 'Enter Mobile Number' with a red asterisk. Below that is a third text input field labeled 'Enter Email Address' with a red asterisk. At the bottom of the form is a green 'Submit' button. Below the form, there is a green text message: 'tion is supporting Virtual ID...'. At the very bottom left, there is a USB icon and the text '\$\$'.



- ☐ 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)

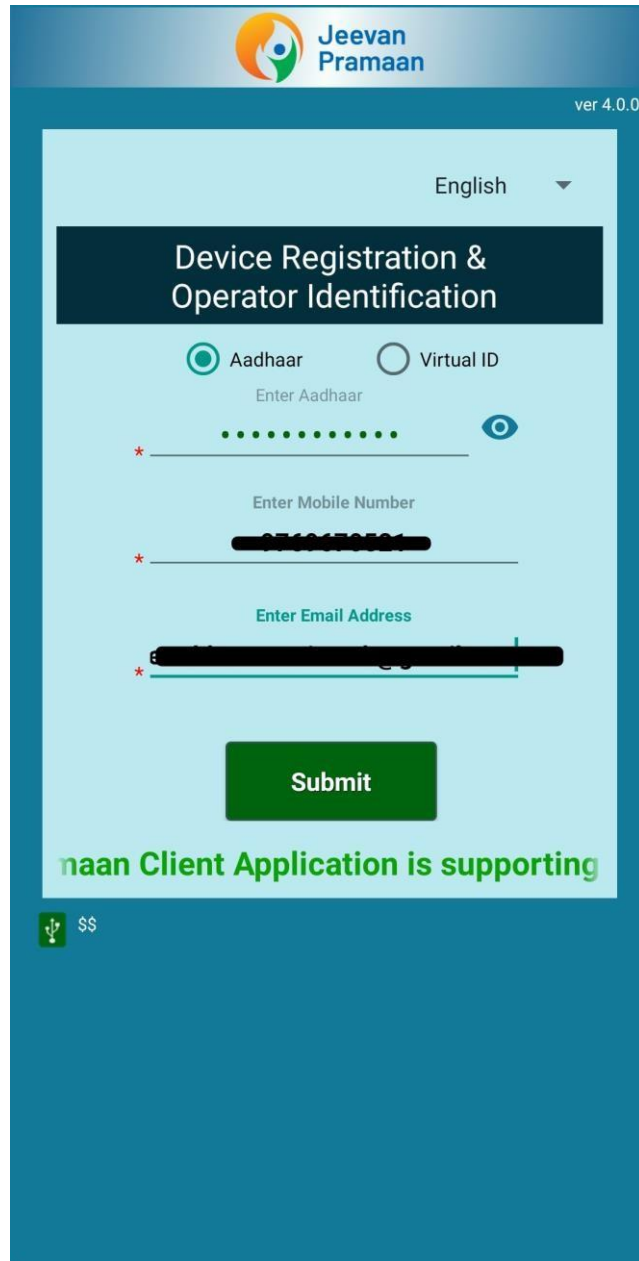


The screenshot shows the 'Jeevan Pramaan' application interface. At the top, the logo and 'ver 4.0.0' are visible. A dropdown menu is open, showing 'English', 'हिन्दी', and 'অসমীয়া'. The main title is 'Device Registration/Operator Identification'. Below this, there are three input fields: 'Enter Aadhaar' (with a radio button selected), 'Enter Mobile Number', and 'Enter Email Address'. A green 'Submit' button is at the bottom. The footer text reads 'Jeevan Pramaan Client Application i..'. At the bottom left, there is a USB icon and '\$\$'.



- ☐ 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 'ver 4.0.0' are visible. Below the title, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Under 'Aadhaar', there is a field 'Enter Aadhaar' with a red asterisk and a green dotted line. Below that is a field 'Enter Mobile Number' with a red asterisk and a blacked-out number. Below that is a field 'Enter Email Address' with a red asterisk and a blacked-out email address. At the bottom is a green 'Submit' button. At the very bottom, there is a green banner that says 'naan Client Application is supporting' and a USB icon with '\$\$'.

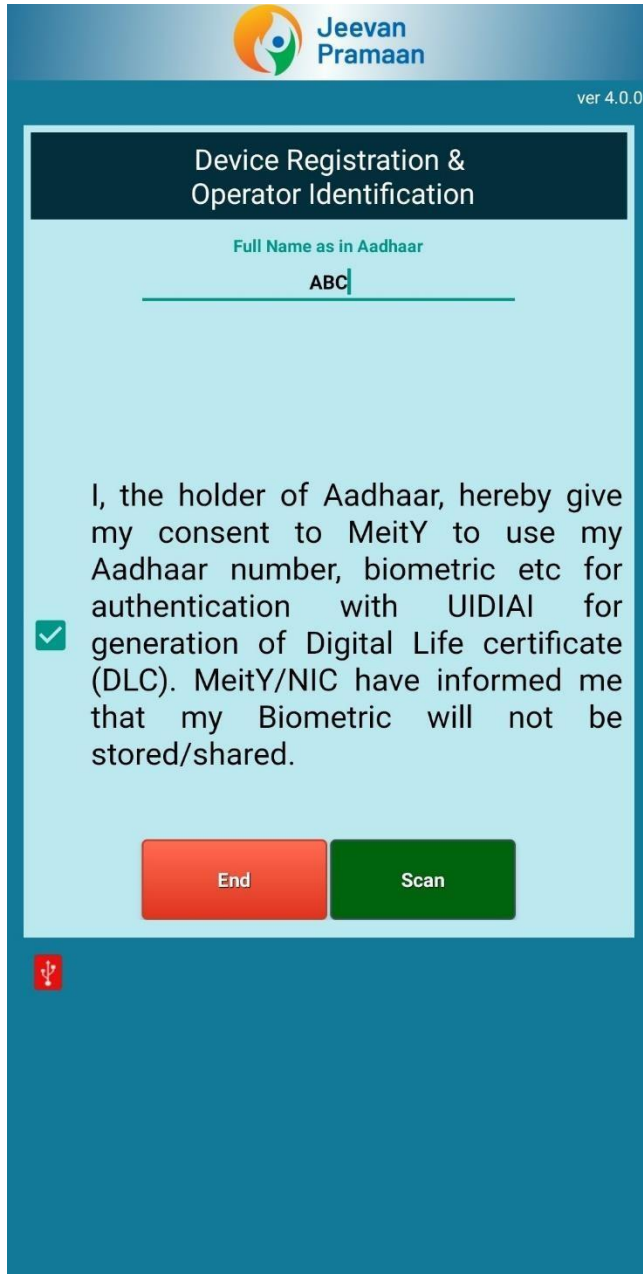


☐ After the Operator has entered the details, he/she will receive an OTP on entered mobile number as well as email.

☐ Enter any one of the OTP received and then click on *Submit* button.

(Incase OTP is not received click on *Resend OTP* button)

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 (version 4.0.0). At the top, the Jeevan Pramaan logo and version number are displayed. Below the title bar, there is a text input field labeled 'Full Name as in Aadhaar' with the text 'ABC' entered. A consent statement is shown below the input field, preceded by a checked checkbox. The statement reads: '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.' At the bottom of the screen, there are two buttons: a red 'End' button and a green 'Scan' button. A USB icon is visible in the bottom left corner of the application window.

Jeevan Pramaan ver 4.0.0

Device Registration & Operator Identification

Full Name as in Aadhaar
ABC

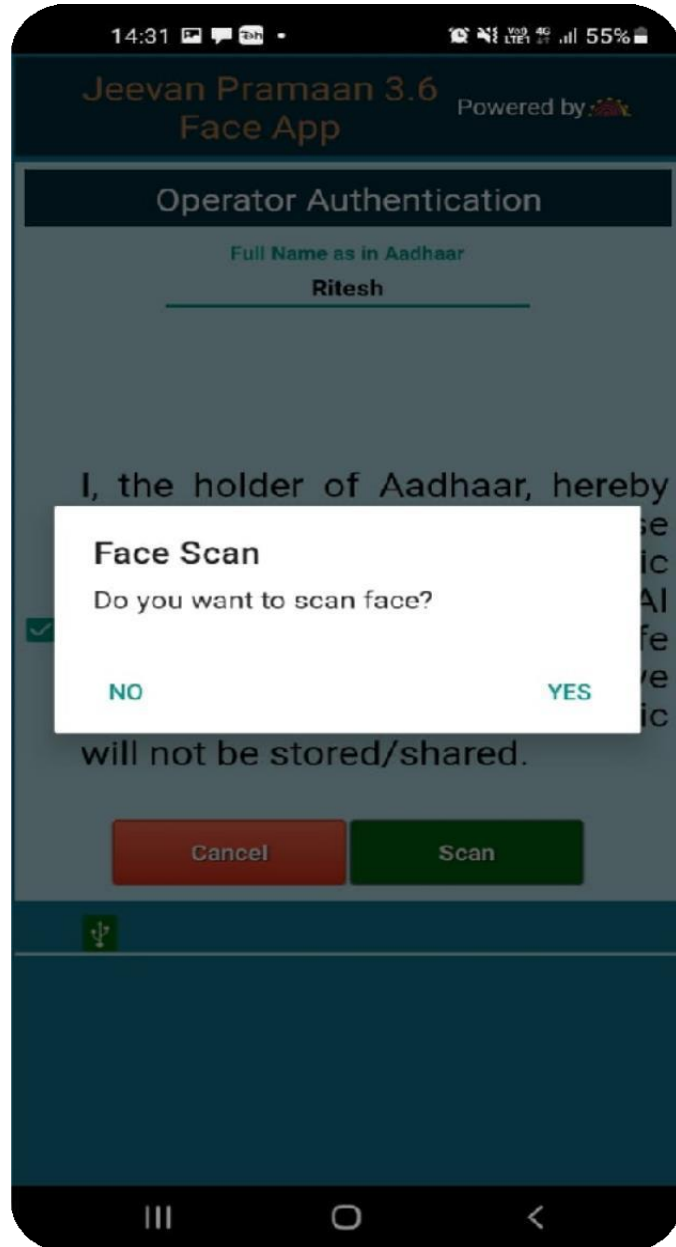
☒ I, the holder of Aadhaar, hereby give my consent to MeitY to use my Aadhaar number, biometric etc for authentication with UIDAI for generation of Digital Life certificate (DLC). MeitY/NIC have informed me that my Biometric will not be stored/shared.

End Scan



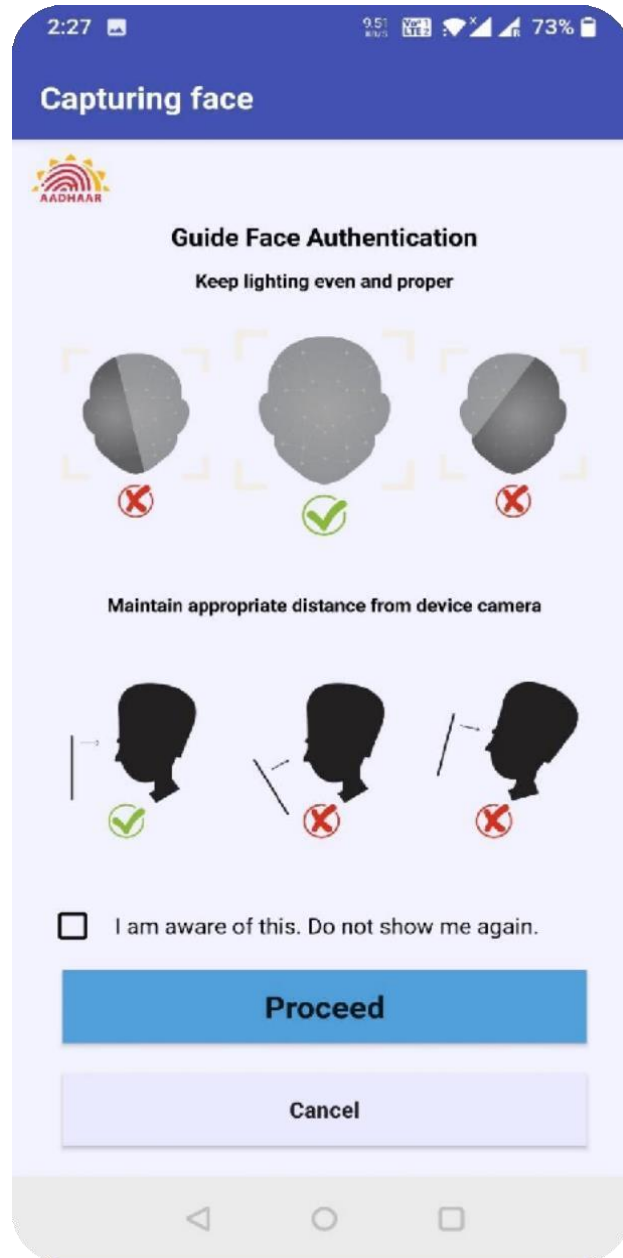
- ☐ After successful OTP Validation the screen shown on left will appear.
- ☐ The Operator needs to enter name and give consent for authentication by clicking on the checkbox.
- ☐ Click on *Scan* button to proceed towards face scan

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



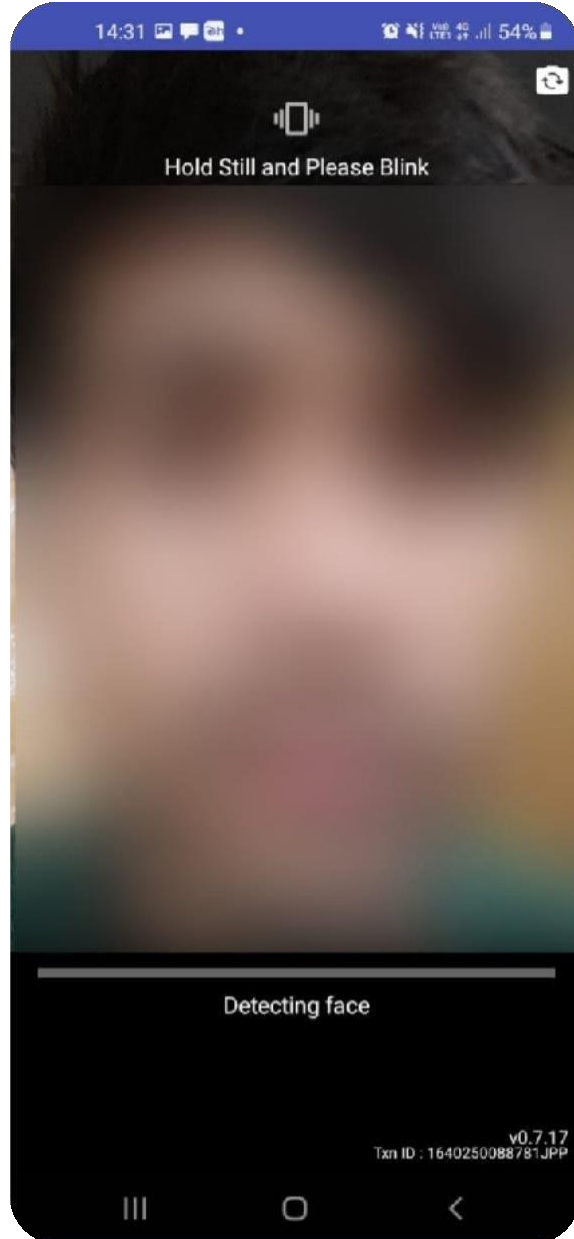
- ☐ Next a pop-up appears asking if you want to Proceed with face scan.
- ☐ Click on **YES** to proceed further.

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)**



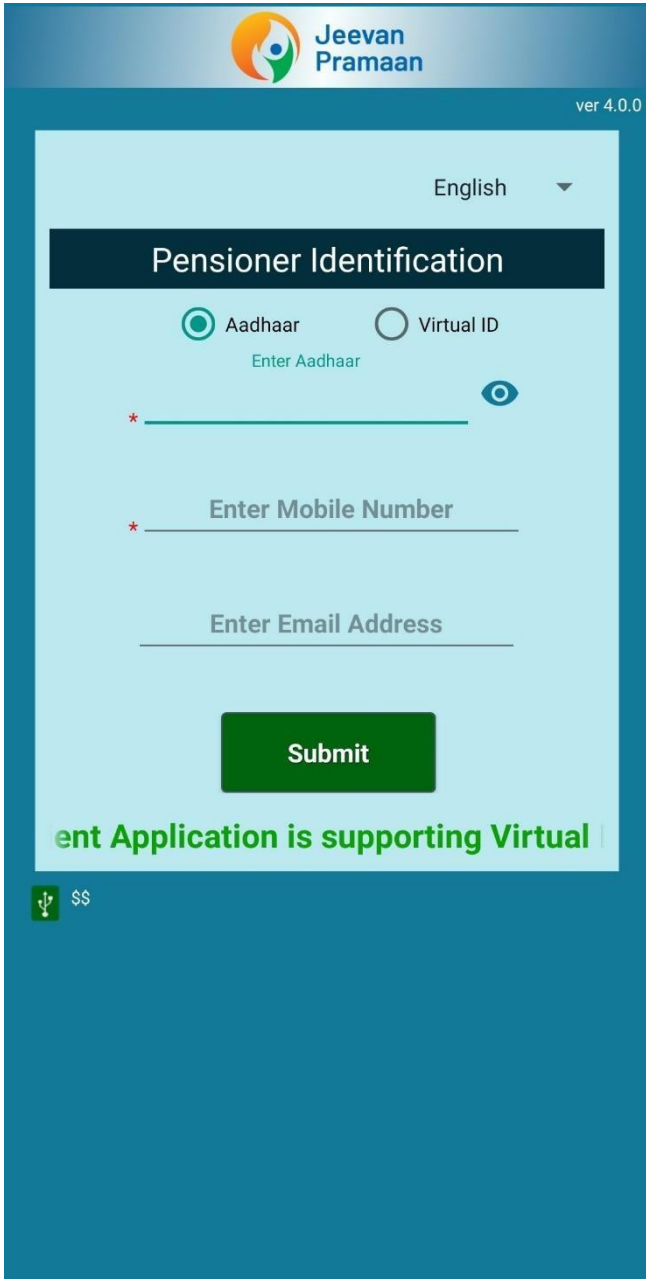
- ☐ You can use the front or rear camera to capture the face.
- ☐ The screen shows the instructions you need to follow while scanning face like hold **still and blink your eyes.**
- ☐ Follow the instructions that appear on the screen to successfully complete the face authentication process.
- ☐ In case of any issue refer to Best Practices for AadhaarbasedFaceScanonPageNo.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

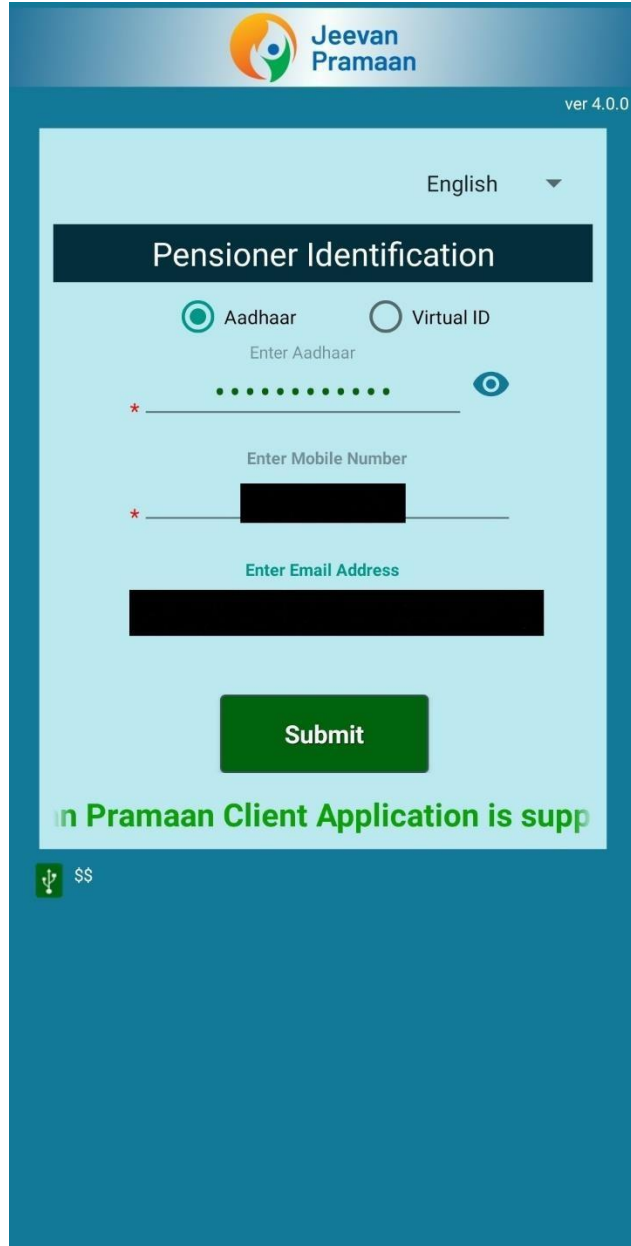


The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan application. At the top, the Jeevan Pramaan logo and 'ver 4.0.0' are visible. Below the logo, there is a language dropdown menu set to 'English'. The main heading is 'Pensioner Identification'. Underneath, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below the 'Aadhaar' option, there is a text input field with a red asterisk on the left and an eye icon on the right, with the placeholder text 'Enter Aadhaar'. Below this is another text input field with a red asterisk on the left and the placeholder text 'Enter Mobile Number'. Below that is a third text input field with the placeholder text 'Enter Email Address'. At the bottom of the form is a green 'Submit' button. At the very bottom of the screen, there is a green banner that says 'ent Application is supporting Virtual' and a USB icon with '\$\$' next to it.



- ☐ 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



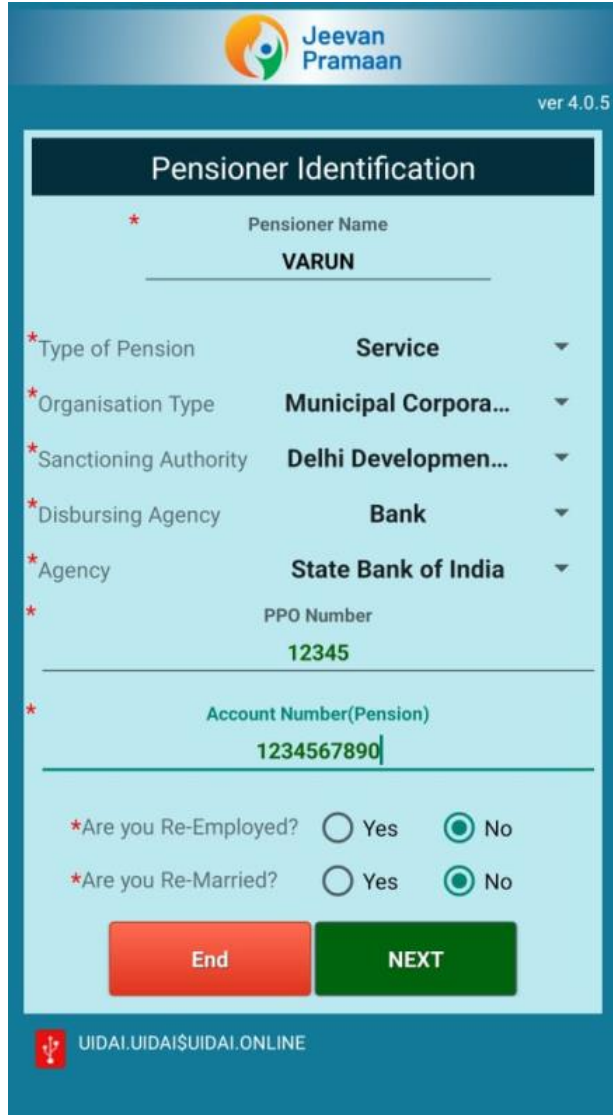
The screenshot shows the 'Pensioner Identification' form in the Jeevan Pramaan application. The form is titled 'Pensioner Identification' and has a language dropdown set to 'English'. It features two radio buttons for identification: 'Aadhaar' (selected) and 'Virtual ID'. Below the 'Aadhaar' option is a field labeled 'Enter Aadhaar' with a masked input (dots) and a toggle icon. Below that is a field labeled 'Enter Mobile Number' with a masked input and a red asterisk. Below that is a field labeled 'Enter Email Address' with a masked input. A green 'Submit' button is at the bottom. The footer text reads 'Jeevan Pramaan Client Application is supported by'.



☐ 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 (ver 4.0.5). The form includes the following fields and options:

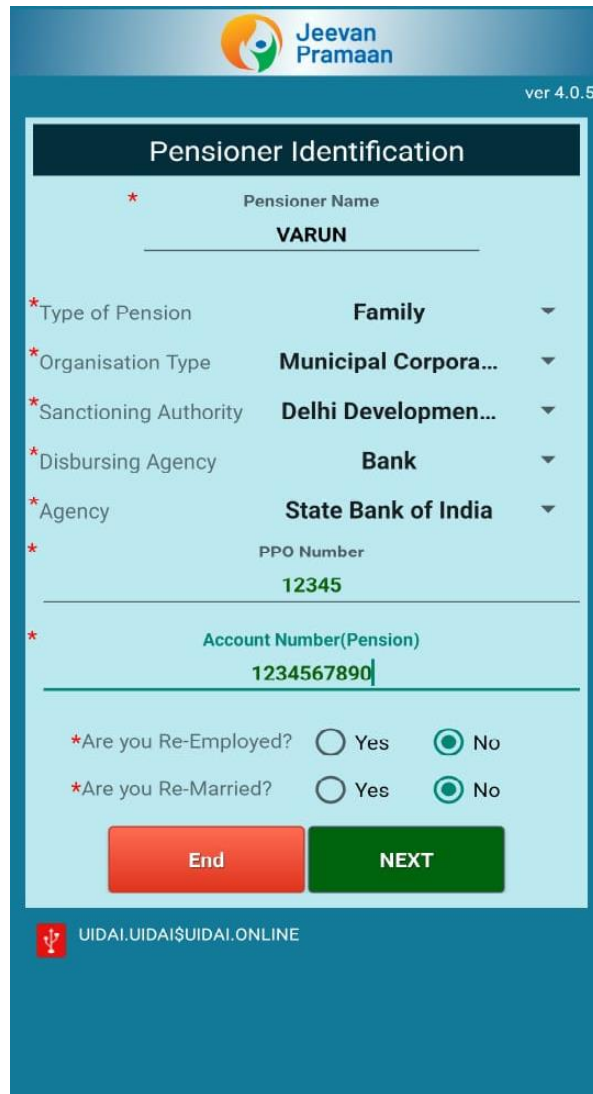
- Pensioner Name:** VARUN
- Type of Pension:** Service
- Organisation Type:** Municipal Corpora...
- Sanctioning Authority:** Delhi Developmen...
- Disbursing Agency:** Bank
- Agency:** State Bank of India
- PPO Number:** 12345
- Account Number(Pension):** 1234567890
- Are you Re-Employed?:** Yes (radio 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). The footer shows the UIDAI logo and the text 'UIDAI.UIDAI\$UIDAI.ONLINE'.



- ☐ 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.
- ☐ Mention Bank Account No. wherein Pension gets credited. Please note that a separate request letter with Cancelled Cheque has to be submitted to Pension Department ,in case of change in Bank Account No.

Step-4:Pensioner Identification: Submission of Life Certificate



The screenshot shows the 'Pensioner Identification' form in the Jeevan Pramaan system (ver 4.0.5). The form is titled 'Pensioner Identification' and contains the following fields and options:

- Pensioner Name:** VARUN
- *Type of Pension:** Family (dropdown menu)
- *Organisation Type:** Municipal Corpora... (dropdown menu)
- *Sanctioning Authority:** Delhi Developmen... (dropdown menu)
- *Disbursing Agency:** Bank (dropdown menu)
- *Agency:** State Bank of India (dropdown menu)
- *PPO Number:** 12345
- *Account Number(Pension):** 1234567890
- *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). The footer shows the UIDAI logo and the text 'UIDAI.UIDAI\$UIDAI.ONLINE'.



- ☐ FOR LIFE PENSIONERS, Type of Pension will be **SERVICE**.
- ☐ FOR FAMILY PENSIONERS, Type of Pension will be **FAMILY**.
- ☐ Organization Type will be **Municipal Corporations/Local Bodies/Authorities**
- ☐ Sanctioning Authority will be **DELHI DEVELOPMENT AUTHORITY**
- ☐ Disbursing Agency/Agency will be **Bank (Your Nodal Bank CBI/SBI/IDBI)**
- ☐ FOR DDA PENSIONERS, PPO No.XXXXXX (Five Digit No.).e.g 00123

Step-4:Pensioner Identification: Submission of Life Certificate

Preview of the Data Filled

Pensioner Name	VARUN
Type of Pension	Service
Organisation Type	Municipal Corporations/Local Bodies/Authorities
Sanctioning Authority	Delhi Development Authority (DDA)
Disbursing Agency	Bank
Agency	State Bank of India
PPO Number	12345
Account Number(Pension)	1234567890
Are you Re-Married?	No
Are you Re-Employed?	No

* ☒ I certify that the 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

* ☒

BACK 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 Identification: 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.

☒

END **SCAN**

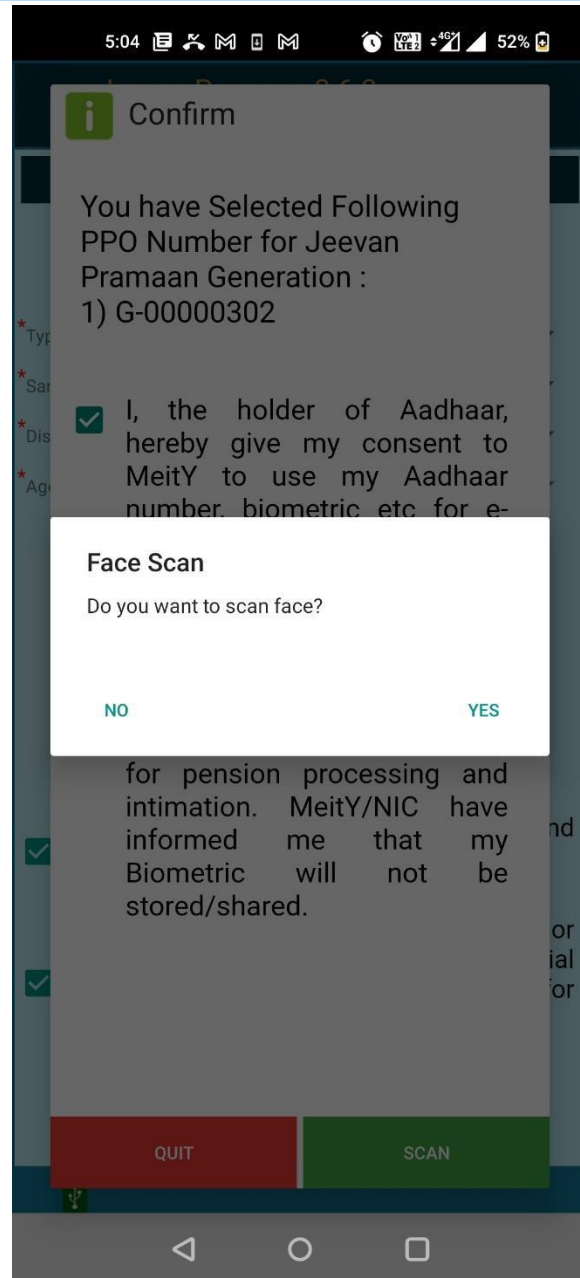
I understand and agree that any false or misleading information will justify a denial of pension and shall be liable for disciplinary action against me.

☒

CANCEL **SUBMIT**

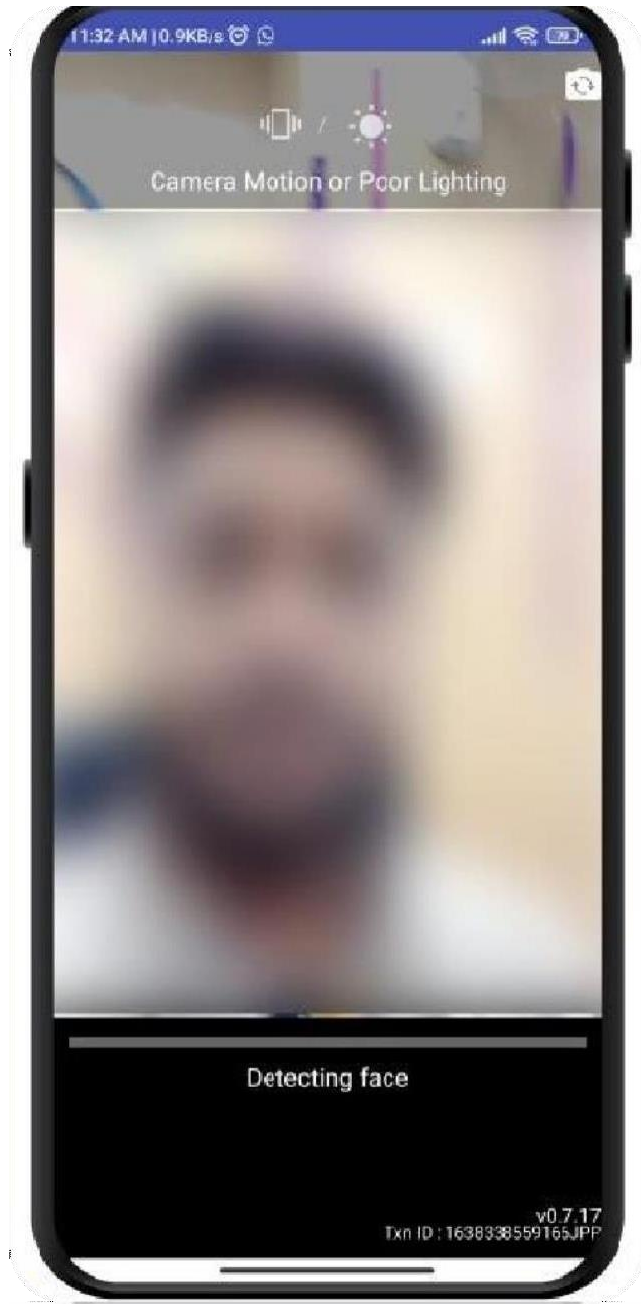
- ☐ After you click on Submit button a pop-up will appear as shown in Figure on the left.
- ☐ The pop-up asks the pensioner whether he/she wants to add another PPO number/Pension apart from the one which has already been entered, **Ideally, NO has to be mentioned.**
- ☐ In case a pensioner is Life Pensioner 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 Identification: Submission of Life Certificate



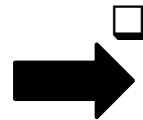
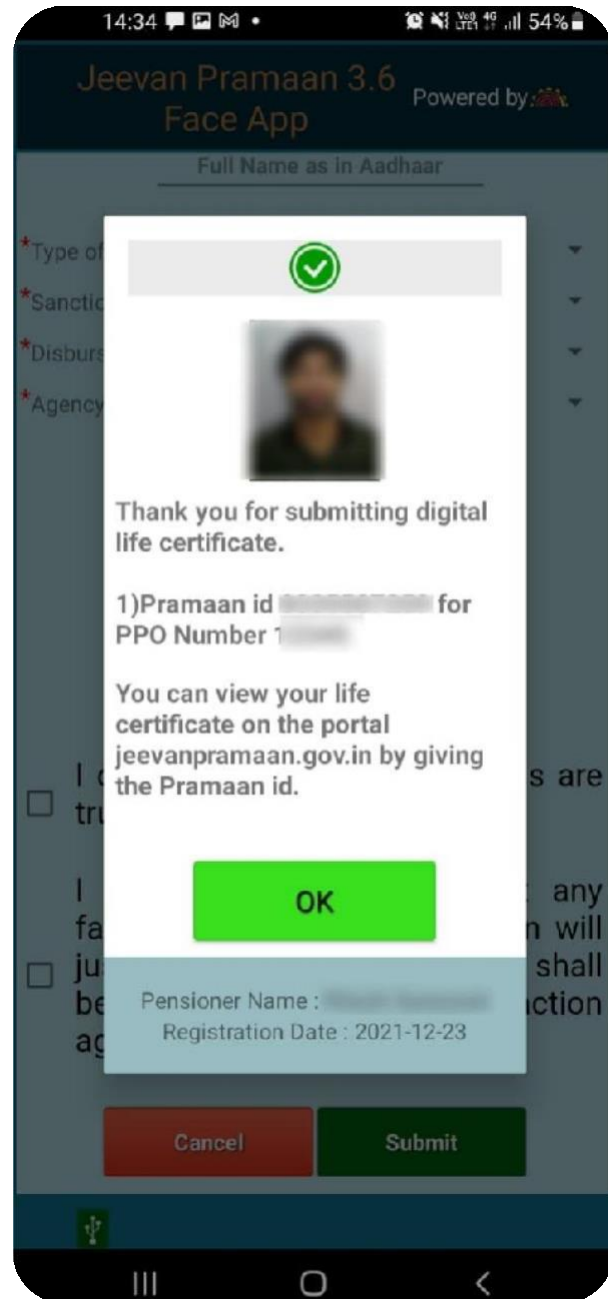
- ☐ Next, a pop-up appears asking if the pensioner wants to proceed towards Face scan
- ☐ Click on **YES** to proceed further.

Step-4:Pensioner Identification: 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.31

Step-4:Pensioner Identification: 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 nor tilt. The Pensioner should be instructed to be seated properly with their back up right 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 photo graph 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. JEEVANPRAMAN(LIFECERTIFICATE)-THROUGH Citizen Service Centre(CSC)

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

Digital Life Certificate for Pensioners. Skip to main content Search Here A- A A+ A A      हिन्दी

 **Jeevan Pramaan** [Home](#) [About](#) [Get a certificate](#) [Locate a Centre](#) [Download](#) [Guidelines](#) [Circular](#) [FAQ](#) [PDA/PSA Login](#) 

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. JEEVANPRAMAN(LIFECERTIFICATE)-THROUGH Citizen Service Centre(CSC)

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

The screenshot shows the Jeevan Pramaan website with the URL `jeevanpramaan.gov.in/locatecentre/locate`. A dark blue header contains the text "Digital Life Certificate for Pensioners." and the Jeevan Pramaan logo. A modal dialog box is open, asking "jeevanpramaan.gov.in says This link will take you to CSC Locator web site?" with "OK" and "Cancel" buttons. The main content area is titled "Locate a Centre" with the subtitle "Find the nearest location of a Jeevan Pramaan Centre". Below this, there is a search section with "Search by: Location" selected. Three dropdown menus are visible: "- Select Location Type -", "- Select State -", and "- Select District -". To the right of these is a large, empty light gray rectangular box. At the bottom, a section titled "How to use the Locator?" explains that the locator works by searching a location based on the Location Type, State, District, or by keying in the Pincode.

jeevanpramaan.gov.in/locatecentre/locate

Digital Life Certificate for Pensioners.

Jeevan Pramaan Home At

jeevanpramaan.gov.in says
This link will take you to CSC Locator web site?

OK Cancel

Circular FAQ PDA/PSA Login G20

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.JEEVANPRAMAN(LIFECERTIFICATE)-THROUGH Citizen Service Centre(CSC)

locator.csccloud.in

CSC 

Find CSC Center

State Name District Name Sub District Name

VLE Address 516080 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