### Annex. 1

# The Role of Ministries/Departments/Banks and State Governments

# 1. Role of Department of Pension & Pensioners' Welfare

- Issue guidelines to all stake-holders containing details of the campaign.
- Prepare and circulate common All-India banner of the Nationwide DLC Campaign 4.0 to all stake holders.
- Nomination of Nodal Officers for each State/UT.
- Visit of DoPPW nominated officials to different locations to monitor & inspect the camps.
- Coordinate meetings with all stake-holders in different States/UTs.
- Monitoring of the campaign and uploading details of Nodal Officers, cities and locations of camps on DLC Portal.
- Creation of a social media group comprising all the nodal officers for posting of pictures of different site locations and number of tweets.
- Training of different stake-holders along with MeitY & UIDAI officials in Face Authentication and DLC methods.
- Conduct an awareness drive at the appropriate time through newspapers, television, FM radio, Social media, SMS messages, Short films, regarding the DLC campaign and Doordarshan (Prasar Bharati).

### 2. Role of Pension Disbursing Banks

- A nodal officer, not below the rank of Chief General Manager/General Manager, to be nominated for the Nation-wide DLC Campaign by each Bank.
- State/ UT wise sub-nodal officers, not below the rank of AGM, to be nominated for each State/ UT where bank has been identified as lead bank.
- Shortlist multiple branches in the concerned cities for holding the Campaign.

- Conduct an awareness drive of the Nationwide DLC Campaign using the uniform common Banner at their locations and publicize the event through social media, SMS to Pensioners and other means such as posters at Digihuts, ATMs and prominent branches.
- Dedicated staff at all branches (even though not part of DLC Campaign selected cities/locations) should be equipped with an Android phone/iOS phone to use this technology when pensioners visit the branch for submission of DLC certificate.
- Efforts may be made to encourage pensioners to download Face Authentication apps in their mobile to enable them to learn the technology.
- Coordinate with the designated DoPPW, UIDAI, MeitY, PIB & DD Officials
  for the event as well as the identified Pensioners' Welfare Associations in
  their jurisdiction.
- Conduct a daily exercise to ensure that all DLCs submitted have been processed and confirmation SMS sent to the Pensioner.
- Inspect software prior to the campaign for auto-consumption of the DLC reaching their servers through UIDAI.
- Inspect software for enabling LC through Video KYC method.
- Women and sick pensioners should be given highest priority apart from superaged pensioners (80 years and above).
- Prepare an exception check-list of the pensioners in the select cities who have not given LC by November 15, 2025 and send reminder SMS.
- Prepare for providing doorstep DLC facility to those Pensioners who are unable to visit centers due to age/infirmity.
- Submission of Life Certificate in digital form should be continuously encouraged. However, no pensioner wanting to give a physical LC should be refused.

- Banks should generate DLCs for all pensioners visiting the branch, irrespective of the Pension Account holding Bank/ Branch/ PDA of the pensioner.
- Position grievance officers in the Regional offices and also provide a helpline for the Pensioners who face issues in giving DLCs.
- Media coverage should be given to each event and media reports to be shared with DoPPW. Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Aadhar seeding/ linking with e-KYC confirmation and other similar services should be provided for pensioners.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

# 3. Role of Pensioners' Welfare Associations

- PWAs to nominate officials to make home/hospital visits for Pensioners who are unable to move to Campaign locations.
- Conduct a rigorous awareness drive of the Campaign among all their members as well as apprise their RWAs (Resident Welfare Associations) regarding the Campaign and the Face Authentication methodology for generating LC.
- Coordinate with the local Bank/ Defence (SPARSH)/ Railways/ State Treasuries/ Post offices / PIB officials for conducting a seamless DLC Nationwide campaign.
- Mobilize pensioners to visit the camps.
- Inform the concerned DoPPW official of the State about any local issues being faced by the Pensioners in giving DLC.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

### 4. Role of Department of Posts/India Post Payments Bank (IPPB)

- Department of Posts in collaboration with India Post Payments Bank (IPPB)
   will hold camps in all the identified Districts/ Sub Divisions across India.
- Details of the camps may be shared with DoPPW.
- A Nodal officer may be nominated, for coordination at central level and state level.
- Nodal officers to be nominated for all Districts/ Sub Divisions.
- Details of the nodal officers to be communicated to DoPPW for plotting on DLC Portal.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS.
- Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Pictures and success stories of DLC generation to be sent to DoPPW on the mail ID doppw-dlc@gov.in
- Training of all Nodal officers on DLC through Biometric, with special emphasis on Face Authentication.
- Position grievance officers in the centers and also provide a helpline for the Pensioners who face issues in giving DLCs.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

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### 5. Role of Ministry of Defence (SPARSH)

- A Nodal officer may be nominated, not below the rank of Joint CGDA for coordination at central level.
- Sub-Nodal officers to be nominated for each state/UT/Command, not below the rank of Dy. CDA, where the camp is being held for SPARSH pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS and Sainik Welfare Boards.
- A dedicated person should be equipped with an Android phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.
- Uniform Nationwide DLC Campaign 4.0 Banner to be displayed at all locations for publicity.
- Gear up SPARSH centers for the Campaign and encourage Face Authentication technology for DLC in SPARSH.
- Advise Zila Sainik Welfare Boards to conduct the Campaign in their area of operation in the select cities.
- Advise identified Pensioners' Associations to help Defence Pensioners to give DLC.
- Organize home visits for those Defence Pensioners who are unable to visit the centers.
- Position grievance officers in all the centers and also provide a helpline for the Defence Pensioners who face issues in giving DLCs.
- Review the DLC position on November 15, 2025 and send reminder SMS to those Defence Pensioners who have not yet given LCs.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

### 6. Role of Ministry of Railways

- A Nodal officer may be nominated, not below the rank of Joint Secretary for coordination at central level.
- Sub-Nodal officers to be nominated for each state/UT/Zonal Office, not below the rank of Director/Deputy Secretary where the camp is being held for their pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- Dedicated persons should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), as deemed fit.
- Uniform Nationwide DLC Campaign 4.0 Banner to be displayed at all locations for publicity.
- Advise identified Pensioners' Associations to help Railway Pensioners to give DLC.
- Organize home visits for those Railway Pensioners who are unable to visit the centers.
- Position grievance officers in all the centers and also provide a helpline for the Pensioners who face issues in giving LCs.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

### 7. Role of Ministries/Departments

 All Ministries/Departments are requested to disseminate the Nationwide DLC Campaign guidelines for maximum outreach to Pensioners of the respective Ministries/Departments.

### 8. Role of State Governments

- A senior officer dealing with pension may be nominated as Nodal officer by the State government for coordination at central level.
- Sub-Nodal officers to be nominated for each District Treasury/ Pension Disbursing office, where the camp is being held for their pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- A dedicated person should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), as deemed fit.
- Uniform Nationwide DLC Campaign 4.0 Banner to be displayed at all locations for publicity.
- Advise identified Pensioners' Associations to help State Government pensioners to give DLC.

- Organize home visits for those State Government pensioners who are unable to visit the centers.
- Position grievance officers in all the District Treasuries/ Pension Disbursing offices and also provide a helpline number for the Pensioners who face issues in giving DLCs.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

### 9. Role of EPFO

- A Nodal officer may be nominated, not below the rank of Joint Secretary for coordination at central level.
- Sub-Nodal officers, not below the rank of Director/Deputy Secretary, to be nominated for each EPFO office, where the camp is being held for their pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- Dedicated persons should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Uniform Nationwide DLC Campaign 4.0 Banner to be displayed at all locations for publicity.
- Organize home visits for those pensioners who are unable to visit the centers.
- Position grievance officers and also provide a helpline number for the Pensioners who face issues in giving DLCs.

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- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

### 10. Role of UIDAI

- A Nodal officer may be nominated for month long campaign.
- Nominate Nodal officers State-wise who shall be providing technical support in the select cities and centres on phone and physically, where ever possible.
- Set-up helplines for giving technical support wherever issues are faced in DLC.
- Ensure a robust software for seamless conduct of the Nationwide DLC Campaign 4.0.
- Arrange Aadhaar updation Camps at the Campaign Centres wherever possible to additionally help Pensioners in updating their Aadhaar details.
- Coordinate with the DoPPW officials incharge of the Campaign in the region.

# 11. Role of Jeevan Pramaan Team, MeitY

- Nominate a nodal officer for coordinating with DoPPW Officials for providing necessary MIS/data as required with respect to the Nationwide DLC Campaign 4.0.
- Nominate nodal officers for providing technical support on phone in case of any technical glitches faced on the Jeevan Pramaan App.
- Ensure a robust working Jeevan Pramaan App during the Campaign period devoid of any bugs.
- Coordinate with the DoPPW officials incharge of the Campaign in the region.

• Facilitate DOPPW for the seamless transfer of Jeevan Pramaan data for further planning and success of the Campaign.

### 12. Role of PIB /DD /AIR

- 1. Nominate Nodal Officers not below the rank of Dir/DS to coordinate with the concerned DoPPW official.
- 2. Deploy DD teams at campaign sites for detailed coverage.







One of the best practices in digital innovation launched by 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 Central Govt. Pensioners'.







Andbaar using Android/iOS mobile.

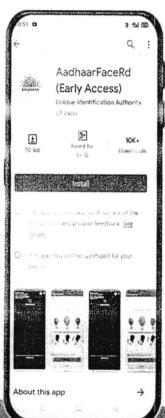








"FACE AUTHENTICATION"



# STEP-1

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











# 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.









# STEP-3

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









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.











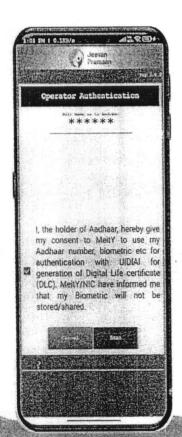
### STEP-5

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.









### 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.

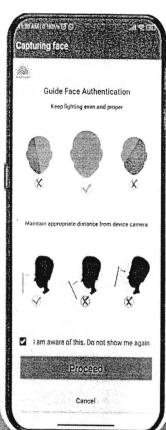


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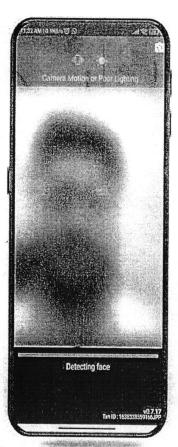






### STEP-7

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.









# 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.

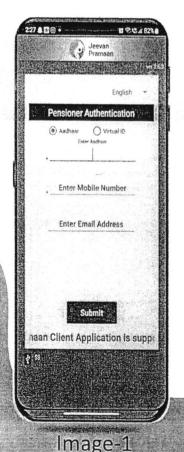




# AADHAAR

# Government of India DEPARTMENT OF PENSION & PENSIONERS' STEP-9 WELFARE





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-2









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

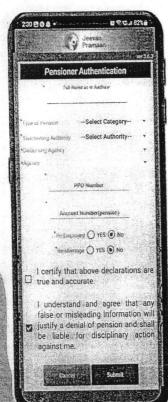


Image-1

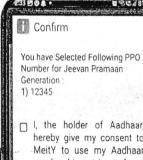


Image-2









I, the holder of Aadhaar, hereby give my consent to MeitY to use my Aadhaar number, biometric etc for e-KYC with UIDIAI for generation of Digital Life certificate (DLC). I also give my consent for sharing of Aadhaar number and my DLC with my Pension Disbursing Agency and Sanctioning Authority for pension processing and intimation. MeitY/NIC have informed me that my Biometric will not be stored/shared.

# STEP-11

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

Click on scan.

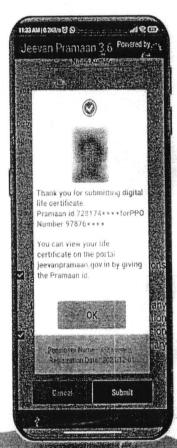
The process for scanning face will begin.











- After face scanning DLC submission appears on the mobile screen along with the Pramaan ID and PPO number.
- For downloading certificate visit: https://jeevanpramaan.gov.in/ → Pensioner Login/ Sign in → Enter Jeevan Pramaan ID
- \*For queries mail us at doppw-dlc@gov.in
- \*Follow us Facebook and Twitter
  - **f** @facebook.com/DoPPW. X @twitter.com/DOPPW\_India India
  - \*DLC documentary

https://www.youtube.com/watch?v=YYYwcyOTNJk&t=148s

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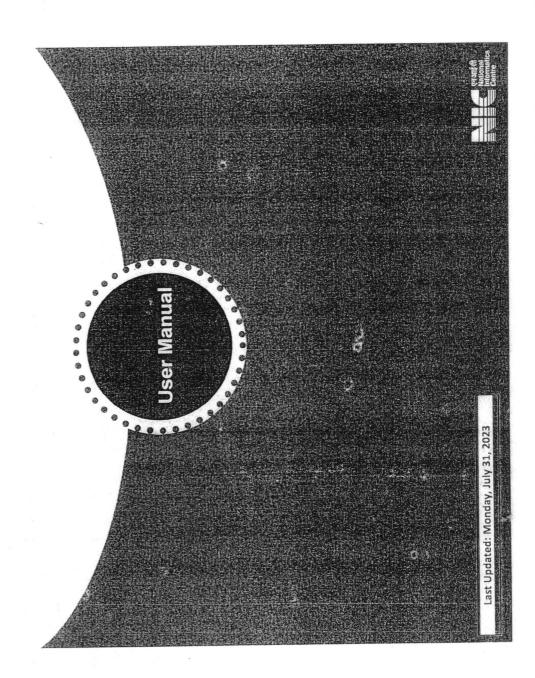
# Issued in Public Interest GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

DEPARTMENT OF PENSION & PENSIONERS' WELFARE



# **DLC Campaign Portal**



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# How to Access "DLC Campaign Portal"



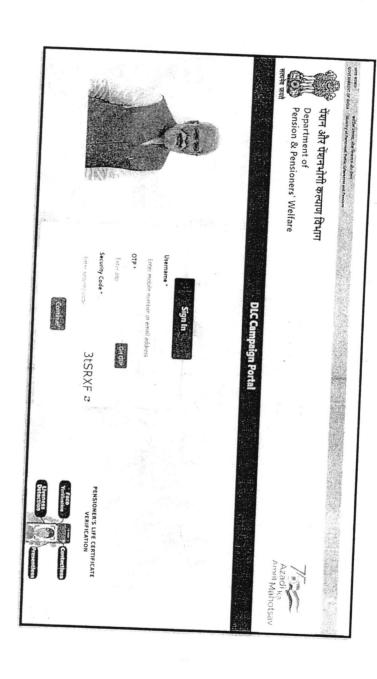
URL: - https://ipension.nic.in/dlcportal/

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9.

# "DLC Campaign Portal" Home Page

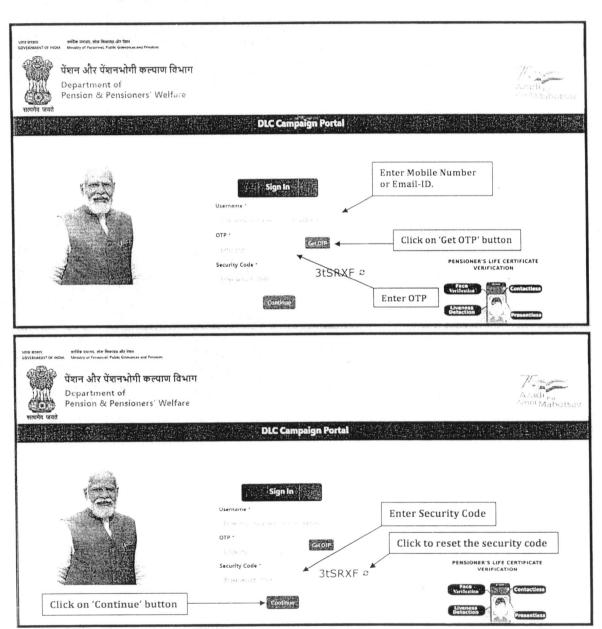
➤ Home Page:-



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# Login in "DLC Campaign Portal" by User

> The user can login by using Mobile Number or Email-ID.



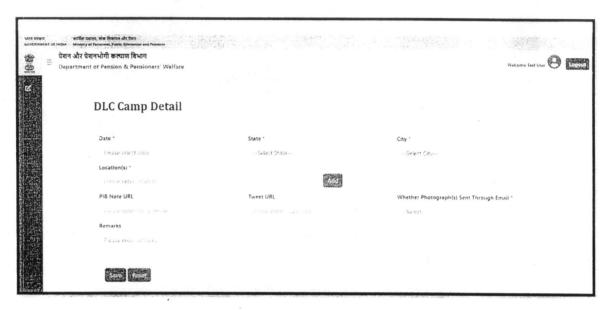
5

# Steps to Login

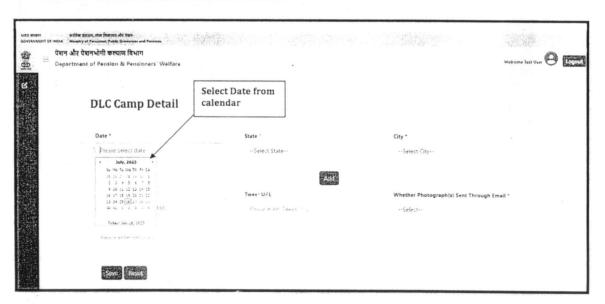
- Enter your registered mobile number or email-id.
  Click on 'Get OTP' button to get the OTP on your registered mobile number or email-id.
  Enter the OTP which you have got on your registered mobile number or email-id.
  Enter the Security Code/Captcha.
  Click on 'Continue' button.

# DLC Camp Details

After logging in, the user will be redirected to DLC Camp Details. Here, the user needs to fill the details about DLC Camp.

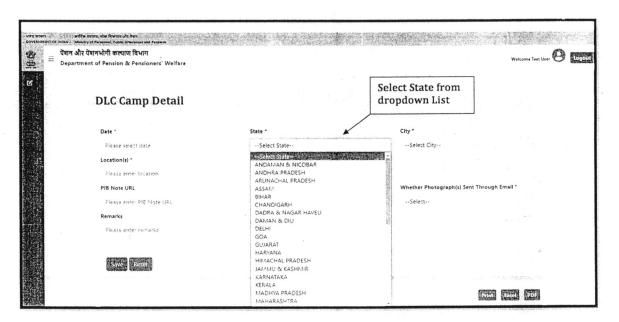


> The user can select date from the calendar.

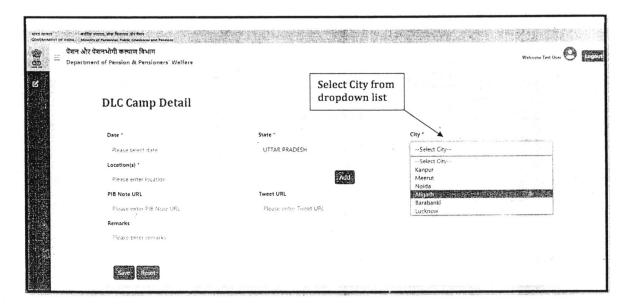


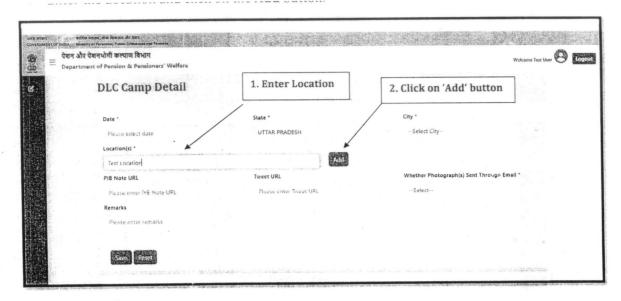
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> The user can select the state from dropdown list.

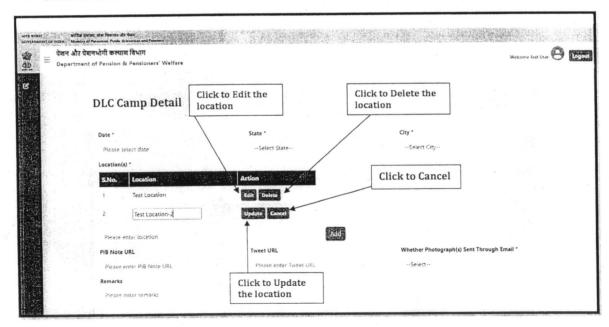


> The user can select a city from the city dropdown list, the dropdown list for the city will be populated after selecting the state from the state dropdown list.

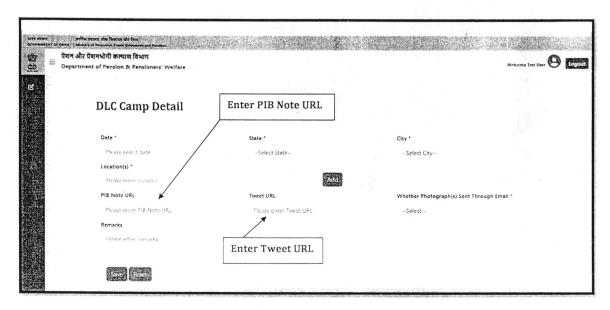




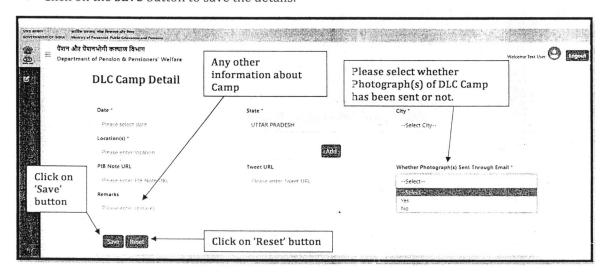
- > Click on the **Edit** button to edit the saved location.
- > Click on the **Update** button to save the location.
- Click on the Cancel button to cancel.
- Click on the **Delete** button to delete the location.



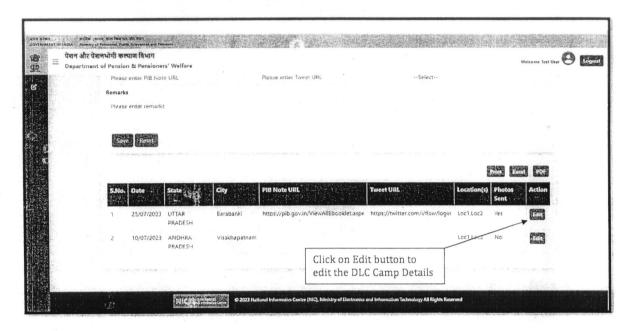
- > If any PIB Note URL has been issued, enter the URL in the PIB Note URL field.
- > If any Tweet URL has been issued, enter the URL in the Tweet URL field.



- If you have sent the photograph(s) of DLC Camp through email on doppw-dlc@gov.in, then select Yes from the dropdown otherwise, select No.
- > If you have any query regarding DLC Camp, then enters your query in Remarks field up to 500 characters.
- Click on the **Save** button to save the details.

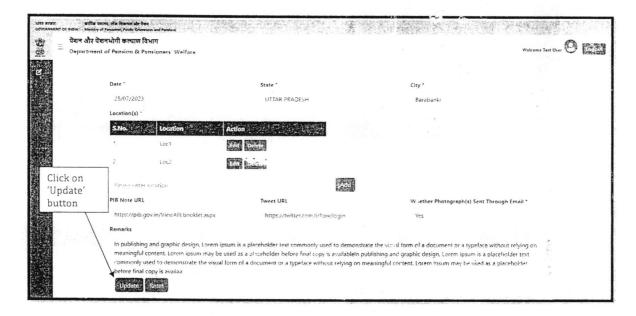


Details, then click on the **Edit** button.



# **Updation/Editing of Existing DLC Camp Details**

> Update/Edit the desired information/details and click or the **Update** button.



Retirees of Office of the Accountant General (A&E)-II, Maharashtra, Nagpur may contact to HRM-II section in case any query persists even after going through the office memorandum No. 1(2)/2025-P&PW(H)10819 dated 30/07/2025 issued by the Ministry of Personnel, PG & Pensions , Department of Pension & Pensioners 'Welfare regarding comprehensive guidelines for the Nationwide Digital Life Certificate (DLC)Campaign 4.0 to be conducted from  $1^{st}$  November to  $30^{th}$  November , 2025