JEEVAN PRAMAAN

DIGITAL LIFE CERTIFICATE (DLC) — READY RECKONER

A simple step-by-step guide for SPARSH and non-SPARSH pensioners

BEFORE YOU START • Keep your Aadhaar number, mobile phone (to receive OTP), PPO number and pension bank account details ready. Use a stable internet connection.

1. Applications to be Installed

ANDROID PHONE	IPHONE (iOS)	WINDOWS PC
1. Open Google Play Store. 2.Install "AadhaarFaceRD". 3. Install "Jeevan Pramaan".	1. Open Apple App Store. 2. Install "AadhaarFaceRD". 3. Install "Jeevan Pramaan Face App".	1. Download and Install Jeevan Pramaan Application from https://jeevanpramaan.gov.in/app/download 2. Download the 'RD service setup and drivers' and 'user manual' for your particular biometric device from the link https://jeevanpramaan.gov.in/package/download

Note - Download only from the official app store. Open the app and allow the permissions it requests.

2. Using Jeevan Pramaan App for First Time

Complete the one-time operator/ device registration first. The pensioner may act as the operator.

2.1. Open Jeevan Pramaan and follow the on-screen operator registration instructions.

2.2. Enter the operator's Aadhaar number and a mobile number that can receive OTP. Enter the OTP received.

2.3. Enter the operator name, give the requested consent and complete the face scan as instructed.

2.4. After successful registration, continue to pensioner authentication.

3. Steps to Generate Digital Life Certificate

STEP	WHAT TO DO	INSTRUCTIONS
1	**Authenticate**	Enter pensioner's Aadhaar number and mobile number. Submit and enter the OTP received.
2	**Select PPO**	Choose your PPO from the list. If it is not listed, choose "Add new pension PPO not in List for yourself" and enter the details.
3	**Enter pension details**	Use the guidance in Section 4 below. Do not guess any field.
4	**Check before submitting**	Review all details carefully. Correct mistakes, tick the required declaration/consent boxes and submit.
5	**Face authentication**	Tick consent on the PPO screen and select Scan. Keep your face straight, eyes open and phone steady; follow the screen prompts.
6	**Save Pramaan ID**	When the DLC is generated, note the Pramaan ID and keep the SMS/link for future reference. Repeat for each PPO if you have more than one.

4. Pension Details to be Filled

FIELD	SPARSH PENSIONER	NON-SPARSH PENSIONER
Organisation Type	Central Government	Central Government
Type of Pension	Select applicable Service Pension / Family Pension	Select applicable Service Pension / Family Pension
Sanctioning Authority	Select Defence / PCDA (Pensions) as shown in your SPARSH details	Select the authority recorded in your PPO (e.g., PCDA(P) / PCDA(N), if applicable)
Disbursing Agency	Select SPARSH / PCDA (Pensions), as shown in your SPARSH record	Select your actual bank/ DPDO as recorded for your pension
Treasury/Sub-Treasury Agency	Select the SPARSH option shown in the app/your record	Select the relevant agency shown in your pension record
PPO Number	Enter/select your SPARSH PPO number	Enter/select PPO number recorded with bank/DPDO
Pension Account Number	Enter your pension bank account number	Enter your pension bank account number

Important: The exact options may differ by case. Follow your SPARSH record or PPO/bank/DPDO record. Incorrect details can cause the DLC to be rejected.

5. Using the App Again Next Time

If you have already registered the operator/ device on the same phone, you normally do not need to repeat that step.

- Open Jeevan Pramaan → enter pensioner Aadhaar and mobile → enter OTP → select/ verify PPO and pension details → submit declarations → face scan → save the new Pramaan ID.

If the app asks you to register the operator/device again, follow the on-screen registration steps.

6. Tips for a Successful Face Scan

6.1. Sit upright and look straight at the camera; keep your face centred and phone steady.

6.2. Use good, even lighting from the front. Avoid shadows and very bright light directly above/ behind you.

6.3. Keep eyes open and follow the instructions to blink when prompted.

6.4. Remove dark/ tinted glasses. Clear glasses may be worn if normally required.

6.5. Check internet connection and allow camera/app permissions.

7. Pensioners Residing Abroad and on SPARSH

7.1. **Obtain the prescribed Life Certificate** in the format as enclosed to this document.

7.2. **Get the Life Certificate Attested.** The certificate must be issued/certified by any one of the following: -

7.2.1. An authorised official of the Indian Embassy or High Commission.

7.2.2. An official of an Indian Consulate.

7.2.3. A Notary Public.

7.2.4. An officer of an Indian Public Sector Bank attached to its branch in the country of residence.

7.3. **Submit the certified Life Certificate** through either of the following methods:-

7.3.1. **By Email.** Send the scanned copy of the certified Life Certificate to the appropriate SPARSH operating group email ID - sparshnavy.dad@gov.in

7.3.2. **By Post.** Send the certified Life Certificate to:
PCDA (Pensions), Prayagraj – 211014, Uttar Pradesh, India.

7.4. **Retain proof of submission.** Keep a copy of the certified Life Certificate and the email or postal dispatch details for future reference.

8. Pensioners Residing Abroad and Not Migrated to SPARSH

8.1. **Obtain a Life Certificate** in the prescribed format applicable to the pensioner.

8.2. **Get the Life Certificate Attested** by an authorised official of the Indian Embassy/High Commission, an Indian Consulate, a Notary Public, or another authority accepted by the concerned pension disbursing agency.

8.3. **Submit the authorised Life Certificate** to the respective bank or Centralised Pension Processing Centre (CPPC) through either of the following methods:

8.3.1. **By Email.** Send the scanned copy to the bank's/CPPC's official email address.

8.3.2. **By Post.** Send the original authorised Life Certificate to the bank's/ CPPC's official postal address.

8.4. **Retain proof of submission.** Keep a copy of the Life Certificate and the email acknowledgement or postal dispatch details for future reference.

9. If Something Goes Wrong

PROBLEM	WHAT YOU CAN DO
OTP not received	Check the mobile number/network and use Resend OTP.
PPO not listed	Choose the add-new-PPO option and use details from your official pension record.
Face scan fails	Improve lighting, look straight, hold the phone steady and follow screen prompts.

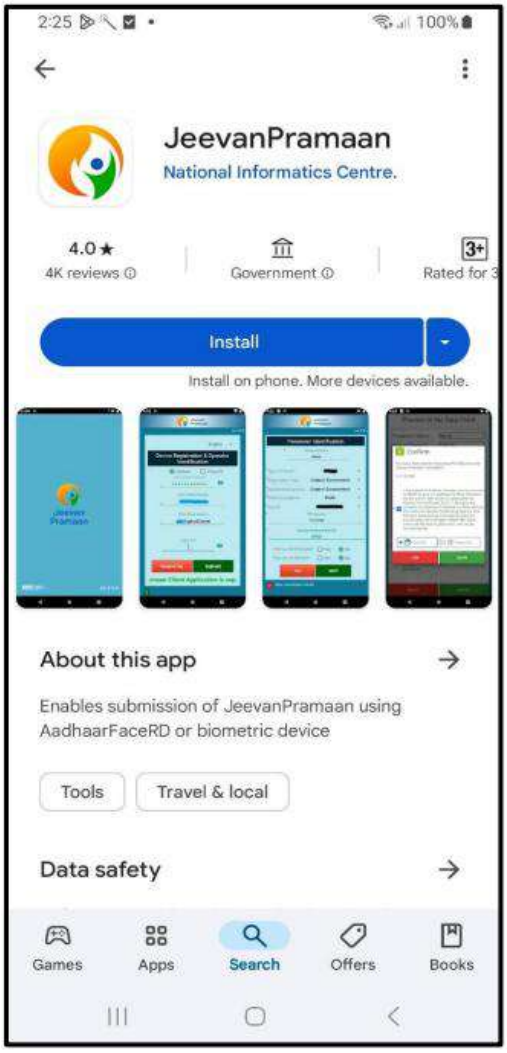
Details unclear / DLC rejected	Do not guess. Check your PPO/SPARSH/bank/DPDO record or contact the relevant pension disbursing authority.
Pramaan ID not displayed	Check that the process completed successfully. Retry with internet; seek help if it continues.

SAFETY REMINDER: Never share your OTP with anyone. Do not pay unofficial agents or use unknown links. Keep your Pramaan ID/SMS safely.

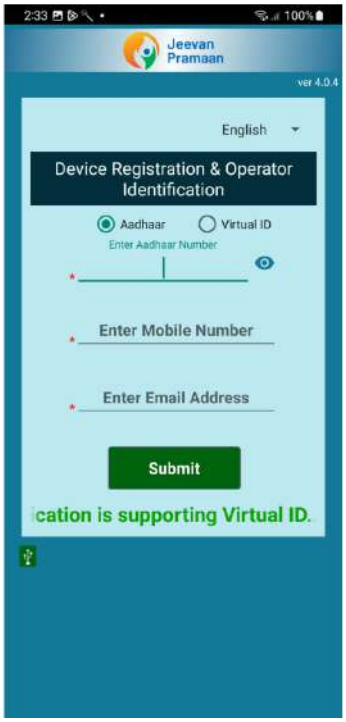
VISUAL GUIDE — JEEVAN PRAMAAN APPLICATION

10. ANDROID PHONE

10.1. **Install Jeevan Pramaan -** Install Jeevan Pramaan from Google Play Store after installing AadhaarFaceRD



10.2. **Operator/device registration -** Complete this one-time registration first. The pensioner may act as the operator.



10.3. **Pensioner authentication -** Enter the pensioner's details and proceed through OTP authentication.



10.4. **Select or add PPO -** Select the correct PPO, or add a PPO using details from official pension records.

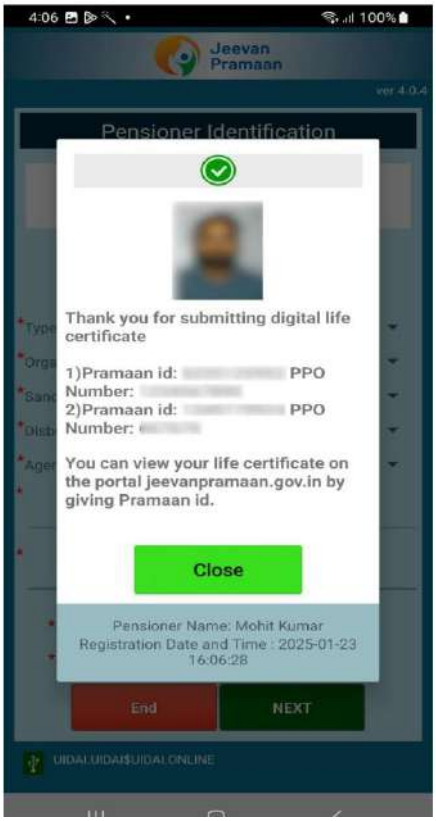




10.5. **Face authentication -** Follow the on-screen face-scan prompts; keep the face centred and the phone steady.

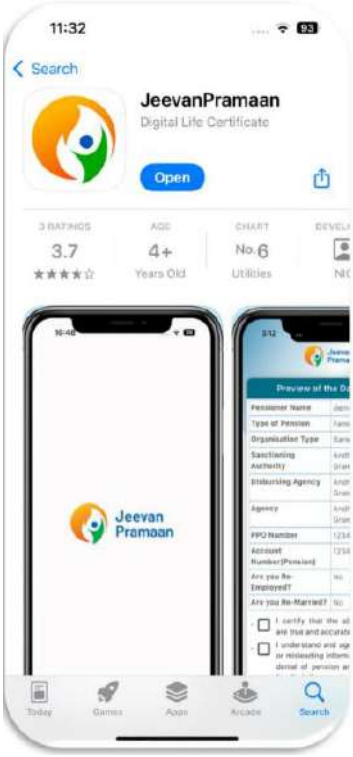


10.6. **DLC generated -** After successful authentication, note and retain the Pramaan ID.



11. IPHONE (iOS)

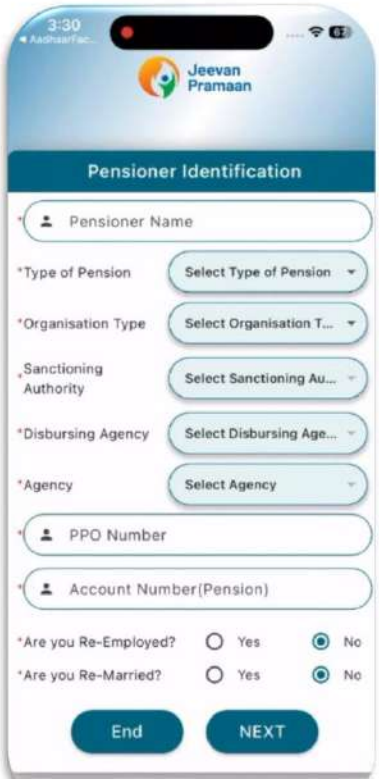
11.1. **Install Jeevan Pramaan Face App -** Install Jeevan Pramaan Face App from the Apple App Store after AadhaarFaceRD



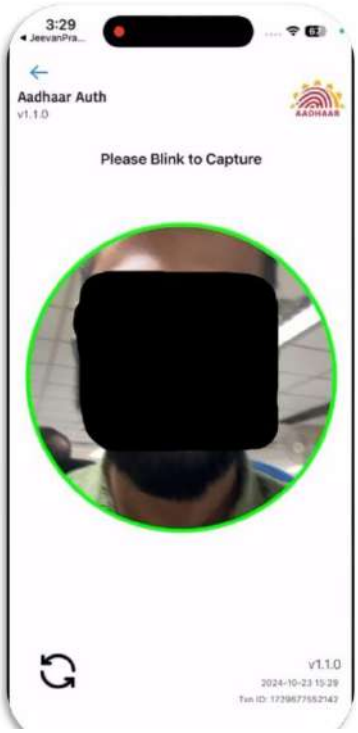
11.2. **Operator/ Device Registration -** Complete this one-time registration first. The pensioner may act as the operator.



11.3. **Pensioner details -** Enter/select the pensioner and PPO particulars, checking them against official records.



11.4. **Face authentication -** Follow the face-scan guidance shown by the app.

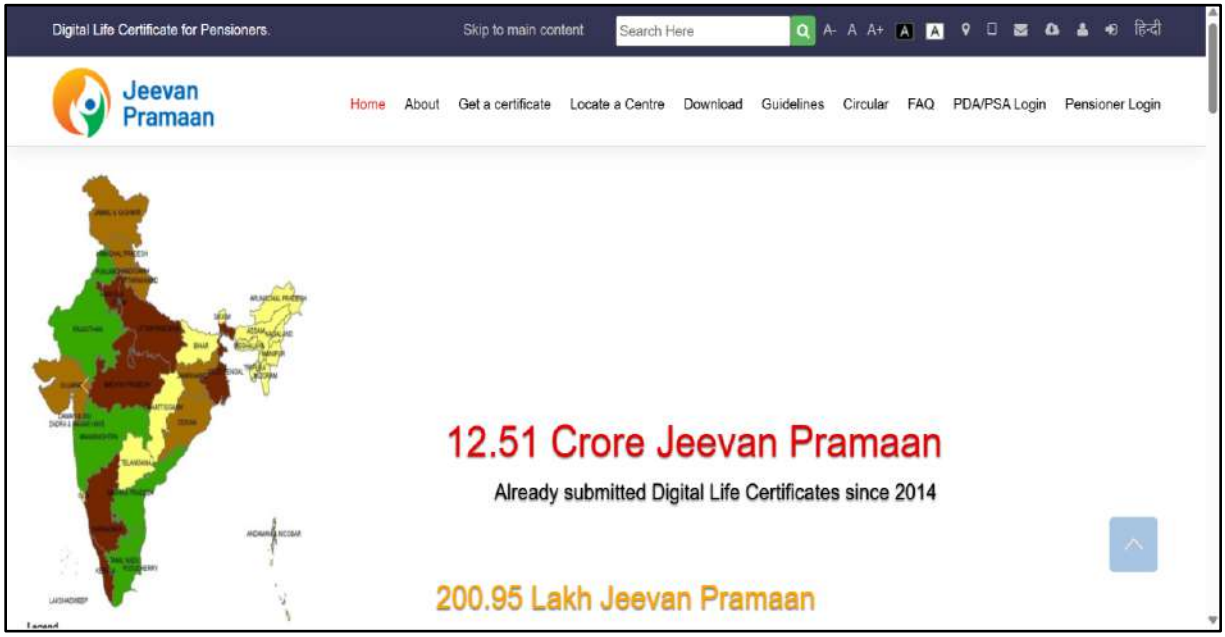


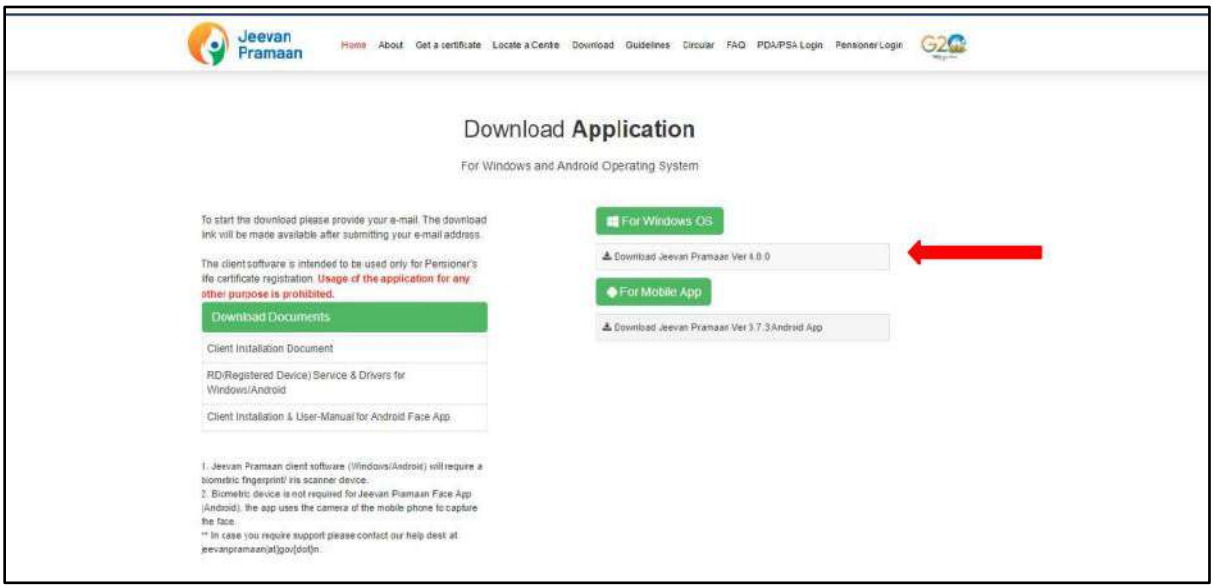
11.5. **DLC generated -** Retain the Pramaan ID displayed after successful DLC generation



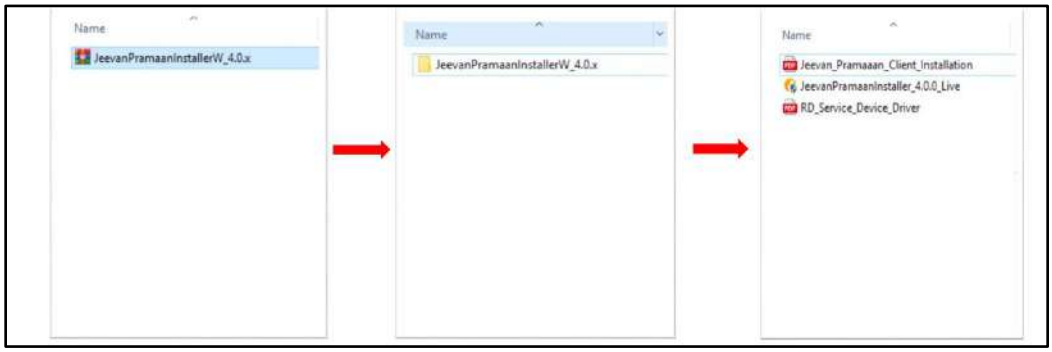
12. WINDOWS PC

12.1. **Download the application.** Open https://jeevanpramaan.gov.in in a browser and select the download option. Enter your email address and captcha, select “I Agree to Download”, and complete the email OTP verification. Use the download link sent to your email.





12.2. **Install the application and RD Service.** Extract the downloaded installer ZIP file. Install the RD Service/driver for your specific biometric device using the manufacturer's instructions. Then run “JeevanPramaanInstaller_4.0.0_Live.exe” as administrator and complete installation.



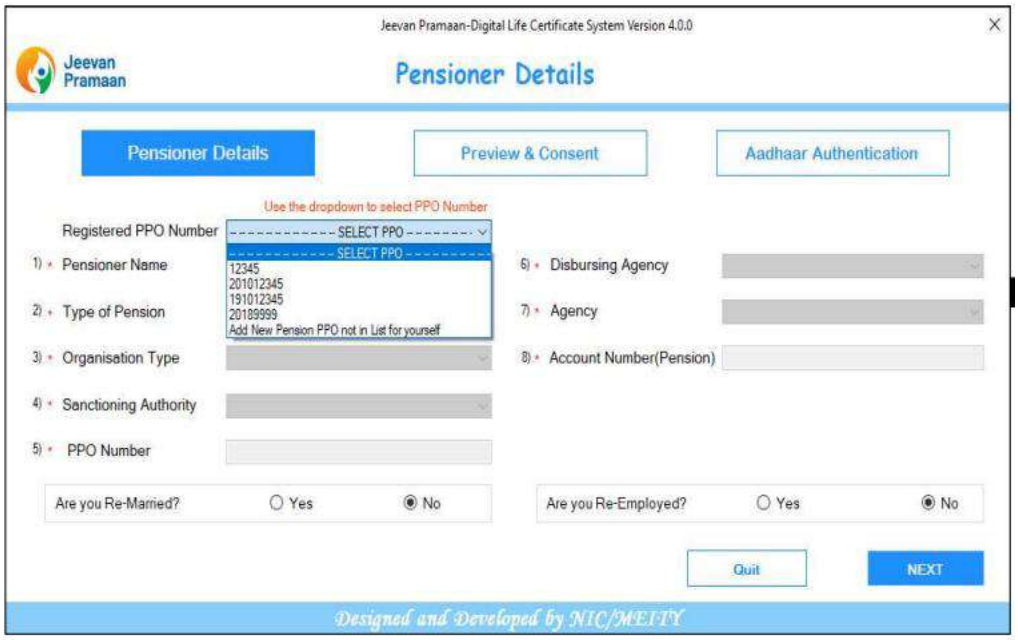
12.3. **Register the device and operator (one-time).** Open Jeevan Pramaan. Enter the operator's Aadhaar number (or Virtual ID if offered), mobile number and email address. Generate and enter the OTP. Enter the operator name, provide consent, and complete fingerprint/ iris authentication using the connected biometric device.



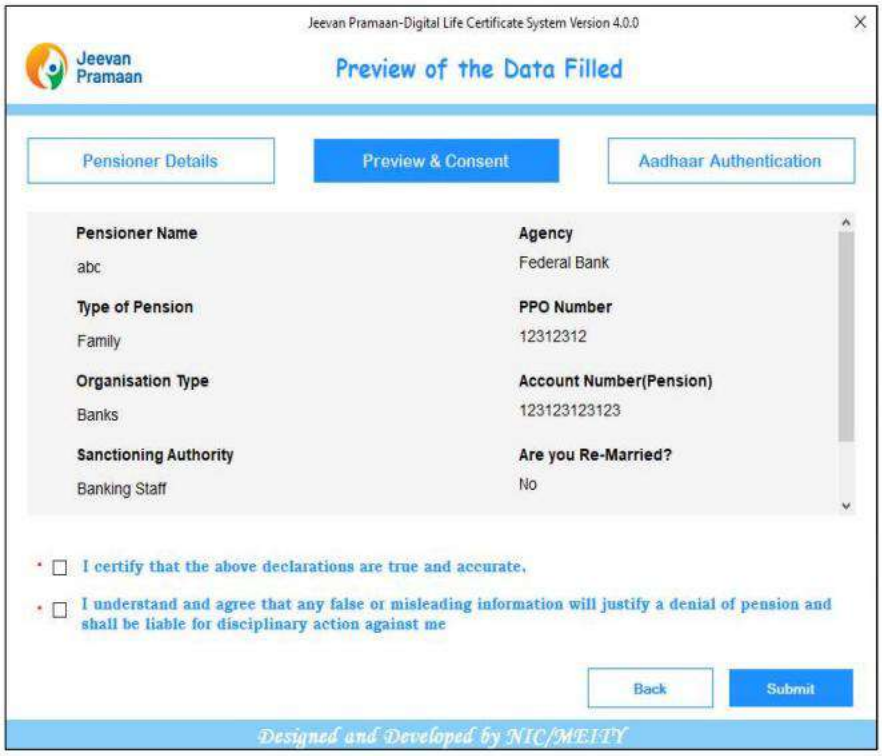
12.4. **Authenticate the pensioner.** Enter the pensioner's Aadhaar number and mobile number; email is optional in the supplied manual. Generate and enter the OTP.



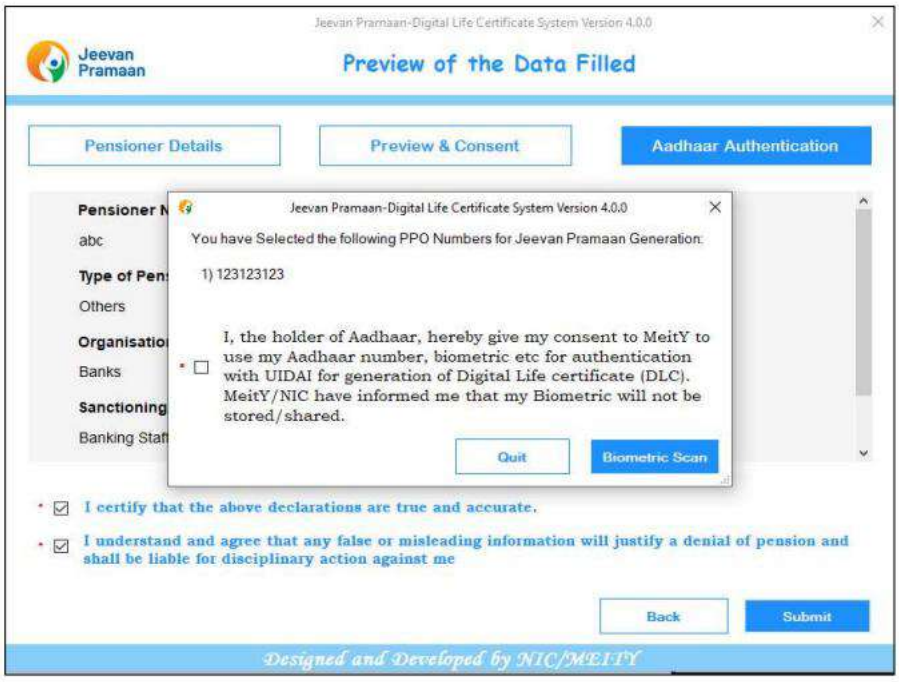
12.5. **Enter and verify pension details.** Select the registered PPO from the list, or choose the option to add a new PPO if it is not listed. Complete the pensioner and agency details exactly as recorded in the applicable SPARSH/PPO/bank/DPDO records. Incorrect details may result in rejection.



12.6. **Review declarations and submit.** Check the details carefully, answer the re-marriage/re-employment questions, tick the required declarations/consent boxes, and proceed to Aadhaar authentication.

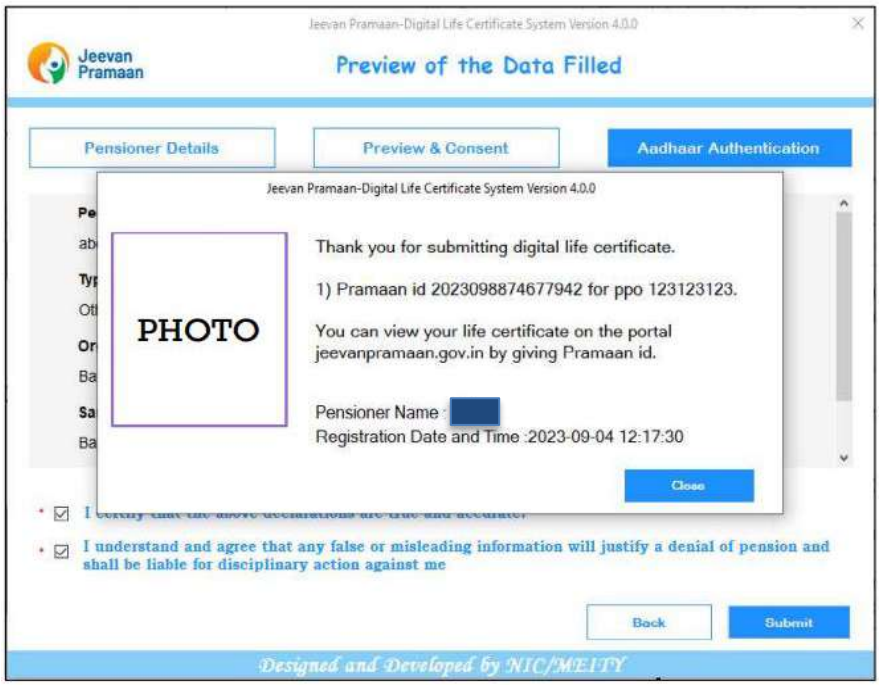


12.7. **Complete biometric authentication.** Select the required consent and click the Biometric Scan button. Place the finger on the reader or use the supported iris device as directed by the device/application.



12.8. **Save the Pramaan ID.** After successful authentication, the application displays the Pramaan ID for each PPO and an SMS is sent to the mobile number provided. Retain the Pramaan ID/SMS. The supplied manual states that the generated DLC is forwarded

electronically to the selected Pension Disbursing Agency; physical submission is not normally required for a successfully generated DLC.



Important Note — Biometric Device Requirements

The Jeevan Pramaan Face Authentication (Android/iOS) does not require a biometric device, as it uses the mobile phone's camera to capture the face. The Android version of the app can also be used with an external biometric device if needed. iOS devices currently support Face Authentication only.

For the Windows PC procedure described above, the system supports STQC-certified Registered Biometric Device and its RD Service.

13. NAVPEN HELPLINES

In case of any issues in life certification, please contact NAVPEN on contact numbers as mentioned below: -

13.1. **For Officers** - 022 2507 5608

13.2. **For Sailors** - 022 2507 5600

FORM NO. 5

(Referred at Para 7.1)

Life Certificate

Certified that Shri / Smt……..….. is holder of PPO No. …… PS No./ TS No. ……. issued by …….. is alive on this date……..

Signature

Station : ……..

Name : ……

Designation of

Date : ……...

Authorised Officer : ……

Seal