**Digital Life certificate for Pensioners – FAQ**

**What is Jeevan Pramaan?**

Jeevan Pramaan is computer generated digital life certificate for pensioner. Jeevan Pramaan Certificate is produced for individual pensioner using his Biometric Credentials

**How is this different from traditional Life Certificate issued by Govt Officers/ Agencies?**

For this certificate individual pensioner has not to present himself/ herself in front of seniors authorised Officers. This can be generated even from home. Only you need a internet connection and Biometric devices

**How can I create Jeevan Pramaan if I do not have internet connection?**

Visit your nearest Citizen Service Centre or designated Offices (in Delhi) and get your self registered. (details available on site using locate a centre link)

**How can I find the CSCs / Designated Offices (in Delhi)?**

Access Jeevan Pramaan web site at https://Jeevanpramaan.gov.in or http://lifecertificate.gov.in and find the centre using “Locate A Centre” option or alternately you can send SMS to 7738299899, the SMS body must start with keyword “JPL” and after space write you pin code e.g.  
SMS: JPL 110003 to 7738299899

The Portal Reply message will have list all centres where you can visit for Jeevan Pramaan.

**Can I visit the CSCs for a certificate?**

Yes. Any Pensioner having pension account in Bank/Post Offices can go to CSC for the certificate.

**Who can visit designated Offices**?

Any Central Government Pensioner having pension account in Bank can go to District Centre of Delhi. But Central Government Office Centres may be visited by their respective office Pensioners only.

**What is required for registration on Jeevan Pramaan?**

Pensioner needs to know and provide his/her Aadhaar Number, PPO Number, Bank Account number and branch detail, Name, Address etc

**How can I register myself for a Jeevan Pramaan?**

There are three ways to register and get a Jeevan Pramaan

• visit your nearest CSC centre and register online using CSC services and you may have to pay nominally for this

• visit a Designated Office and register yourself

• Download the application & install on your android based smart phone/tablet or Windows PC/Laptop and register yourself (you will need biometric device for this step)

**Which biometric devices are currently supported?**

The Jeevan Pramaan Client application currently supports the Mantra & Morpho finger print scanner and Iritec Iris scanner for use with the software. Supports for other devices are being added and will be updated in the website download section. The Jeevan Pramaan software upgrades over the air, therefore for new functionality software will not require re-installation.

**How do I register for a Digital Life certificate?**

Pensioner’s information like Pension Aadhaar number, Pensioner Name, PPO Number, Bank Account detail, Address, Mobile number etc are fed into the system though web based / client interface and finally pensioners person information are authenticated using the Aadhaar number and pensioner has to put his finger on to the finger print scanner or eye on the Iris scanner.

After successful authentication, Pramaan ID / the transaction number is displayed on the screen and same has is sent to Pensioner’s mobile as SMS from the portal.

The portal generates Electronic Jeevan Pramaan for the successfully authenticated pensioner and it is stored in the central Life Certificate Repository database.

The disbursing Bank can access and get the Jeevan Pramaan certificate from the portal for his pensioners though the electronic data transfer mechanism created between the portal and Bank server.

Pensioner has to inform to the Bank that his Jeevan Pramaan has been generated through online registration from Jeevan Pramaan portal.

**Is it necessary for a Pensioner to be in India for getting a Jeevan Pramaan?**

No, Pensioners can use Android / Windows PC based application available for download at jeevanpramaan.gov.in portal and may register from any location.

**How many times individual has to register in a year?**

Individual has to register once and later he can generate Jeevan Pramaan using Biometric authentication.

**Is the online registration chargeable?**

No. It is free for the pensioner.

**Is electronic Jeevan Pramaan a must for the pensioner?**

No, this facility has been given to get hassle free Life Certificates. The conventional life certificates are also valid.

**What is the procedure for getting Aadhaar Number?**

Contact nearest Aadhaar Enrolment Centre in your city for getting a Aadhaar Number. You can find permanent Aadhaar Enrolment Centres from UIDAI website https://appointments.uidai.gov.in

**Is this certificate valid?**

Yes, Digital Life Certificate is a valid certificate and recognized under the IT Act. The system benefits the pensioner from having to go before the Pension disbursing Authority to prove that he/she is alive.