

30086/2020/ESTT-BSNL MH CO

**BHARAT SANCHAR NIGAM LIMITED**  
(A Government of India Enterprise)



**CORPORATE OFFICE**  
**Establishment Cell**  
Bharat Sanchar Bhawan  
H.C. Mathur Lane, New Delhi-01

No. BSNLCO-A/12(14)/1/2020-ESTAB

Dated: 15<sup>th</sup> September, 2020.

To,

All Heads of Territorial Circles  
Bharat Sanchar Nigam Limited

Subject : Submission of Life Certificate by BSNL/DOT retirees through Customer  
Service Center of BSNL-reg.

Sir,

I am directed to refer to DDG (Accounts), DOT HQ vide D.O. Letter number D.O. 47-15.TA-II/CPMS/2018/Pl.1/2330 dated 11.08.2020 (copy enclosed) and to say that in order to mitigate the hardship caused to pensioners/family pensioners of DOT/BSNL due to COVID 19, DOT HQ has requested for facilitating submission of Digital Life Certificate by pensioners/family pensioners of DOT/BSNL through Customer Service Centers (CSCs) of BSNL. In view of the request of DOT, the competent authority has decided to make the facility of submission of digital life certificate by pensioners available at one CSC in each SSA. Accordingly, it is requested that necessary arrangement for Jeevan Pramaan Application at one CSC in each SSA may be made at the earliest. A copy of Jeevan Pramaan User Manual issued by NIC, Ministry of Electronics and Information Technology is also enclosed for reference. The circle offices are also advised to coordinate with respective CCAs in order to facilitate starting of submission of digital life certificate by pensioners/family pensioners.

Yours faithfully,

  
(Sanjeev Kumar)  
15/09/2020  
AGM (Estt.I)

Copy for information to:- Director(Accounts), DoT, Sanchar Bhawan, New Delhi.

30086/2020/ESTT-BSNL MH CO

वन्दना गुप्ता (आई पी एण्ड टी ए एफ एस)  
उपमहानिदेशक (लेखा)  
VANDANA GUPTA (IP & TAFS)  
Deputy Director General (Accounts)



भारत सरकार  
संचार मंत्रालय  
दूरसंचार विभाग  
Government of India  
Ministry of Communications  
Department of Telecommunications

D.O. 47-15/TA-II/CPMS/2018/Pl.1/1330

Dated: 11/08/2020

Dear Purwar ji,

In continuation to our discussions in your office on 04/08/2020, I would like to draw your kind attention to the fact that currently Department of Telecommunication is directly disbursing the monthly pension for over 95000 BSNL retirees (combined service optees), DOT pensioners and 40000 MTNL pensioners including over 88000 BSNL/MTNL VRS 2019 retirees. Pension for these pensioners is being directly credited into their bank accounts by CCA offices. These pensioners are required to submit their Life certificates (LC) to the CCA offices directly.

To facilitate the pensioners, **the submission of Life certificate has been staggered for such pensioners receiving pensions directly from DOT.** As per this arrangement, Life Certificate has to be submitted by pensioners within one year of last submission or in November in each year. Further, Pensioners are required to give their first Life certificate (after retirement) within one year of their retirement or in November.

For many pensioners, LC was due to be submitted starting Feb 2020 to March 2020 but could not be submitted by then or in November last year. Further, many of these pensioners could not give their Life certificate from March onwards because of imposition of lockdown/containment zones starting 25<sup>th</sup> March, 2020 in light of Covid 19 pandemic. Under such circumstances, for the convenience of pensioners and keeping the ongoing situation arising out of Covid 19 pandemic in mind, the deadline to submit LC has, for above pensioners and those who were required to submit till August 2020, has been extended till 30/9/2020 failing which pension is liable to be stopped. The number of pensioners who are required to submit their Life Certificates in upcoming months is enclosed (Enclosure I)

It is to further mention that Government has provided the facility of submitting Digital Life certificate wherein physical presence of pensioner is not required at CCA offices. Digital Life certificate can be generated by a pensioner using a Jeevan Pramaan Setup on any computer connected to internet with biometric device (finger scanner/iris scanner) attached to it. Installation Guide for the setup of Jeevan Pramaan is enclosed (Enclosure II) which also includes the system requirements. It is based on Aadhaar and involves biometric verification. It is to mention that currently pensioners are availing this facility at **CSCs (common service centers)/ Aadhaar Centers/ Banks/ Post offices and CCA offices as well.** However, it is gathered that due to lockdown, many of such points have not been approachable by pensioners or have not been found properly functional.

Therefore, as an additional measure and keeping the reach of BSNL/MTNL in mind, it is requested that existing Customer Care Centers of BSNL/MTNL be installed with Jeevan Pramaan facility so that it is easier and hassle free for pensioners to submit their Digital Life Certificates on time. As was suggested by you in the meeting, the SOP on the functioning of Jeevan Pramaan utility to generate Digital Life Certificate is enclosed (Enclosure III) (special attention be given to Table 1 of Step 2 of the SOP).

कमरा नं. 701, संचार भवन, 20, अशोका रोड, नई दिल्ली-110001  
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Additionally, it is also suggested to nominate a Nodal Officer at the Corporate office level and Nodal Officers at the Circle Level to facilitate the setting up of the above facility and ensuring its wide publicity in close coordination with concerned Nodal Officer at respective CCA, besides coordinating for future needs.

I am looking forward to the cooperation and prompt action on part of BSNL and MTNL which will go a long way to facilitate these pensioners in their post retirement life by easing the process of submission of their Life certificates.

With regards,

Yours sincerely,

  
(Vandana Gupta)

Enclosures: As above

To,

Shri Pravin Kumar Purwar

CMD BSNL & MTNL

## Enclosure I

S. No.	Date of expiry	Count of Pensioners (SAMPANN)	Count of Pensioners (MTNL)
A.	31 <sup>st</sup> August 2020 i.e. pension will be paid in August 2020 but not in September 2020 and onwards.***	6855	7645
B.	30 <sup>th</sup> September 2020 i.e. pension will be paid in September 2020 but not in October 2020 and onwards.	1328	1590
C.	31 <sup>st</sup> October 2020 i.e. pension will be paid in October 2020 but not in November 2020 and onwards.	2333	2060
F.	30 <sup>th</sup> November 2020 i.e. pension will be paid in November 2020 but not in December 2020 and onwards.	1541	12411
G.	31 <sup>st</sup> December 2020 i.e. pension will be paid in December 2020 but not in January 2021 and onwards.	3502	2101
Total		15559	25807

\*\*\* The date of life certificate expiry has been relaxed for these pensioners. They may submit their Life certificate by 30<sup>th</sup> September 2020 failing which pension shall be stopped in month of September 2020.

# JEEVANPRAMAAN USER-MANUAL

## For Windows

(Version 3.5)

Sept 2018

National Informatics Centre  
Ministry of Electronics and Information Technology  
A-Block, C.G.O Complex  
New Delhi 110003  
e-mail – [jeevanpramaan@gov.in](mailto:jeevanpramaan@gov.in)

## Jeevan Pramaan

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## Jeevan Pramaan

### Introduction

*Jeevan Pramaan* is a biometric enabled Aadhaar-based Digital Life Certificate (DLC) for pensioners. It uses the Aadhaar platform for online biometric-authentication. Using JeevanPramaan a pensioner need not present himself/herself personally before the Pension Disbursing Officer to obtain a Life Certificate. The DLC is stored online & can be accessed by the Pension Disbursing Agency as and when required by them, thus doing away with the requirement of a pensioner having to submit a physical Life Certificate.

JeevanPramaan client application captures basic data of the pensioner which has to be provided by the pensioner like aadhaar number/Virtual ID , mobile number, name, pension related information viz. PPO No., Pension Sanctioning Authority, Bank Details etc. On successful biometric-authentication by UIDAI, JeevanPramaan i.e Digital Life Certificate with a unique Id known as Pramaan Id is generated. The DLC thus generated is available online to the pensioner as well as the pension disbursing authority.

### 1. About JeevanPramaan ver 3.0

JeevanPramaan versions prior to 3.0, are for 'public biometric devices'. UIDAI has decided to discontinue the use of "public biometric devices" and it will only allow Registered Biometric Devices for Aadhaar enabled Authentication. A biometric device which is registered with UIDAI is termed as a Registered Device. To convert a 'public biometric device' to a Registered device a software called "Registered Device service" ( here-after referred to as *RD service* ) is required. Version 3.0 of Jeevan Pramaan provides support for the 'RD service framework' only.

*Note : Versions prior to 3.0 have been withdrawn*

### 2. Pre-requisites for pensioners

1. The pensioner must have Aadhaar number
2. The pensioner must have existing mobile number
3. Registration of the Aadhaar number with Pension disbursing Agency ( bank etc). This is required by the Pension Disbursing Agency for processing of pension.

### 3. System requirements

1. Operating System - Windows 7 onwards
2. Microsoft .Net Framework version 4 - Full (or) Higher
3. STQC certified **Registered Biometric device** is required. List is available on JeevanPramaan portal as well as in Appendix B.
4. *RD Service* of the biometric device should be installed on the system.( See section - Installation of RD Service )

## Jeevan Pramaan

5. Internet connection is required to communicate with Jeevan Pramaan Server

#### 4. What's new in version 3.5

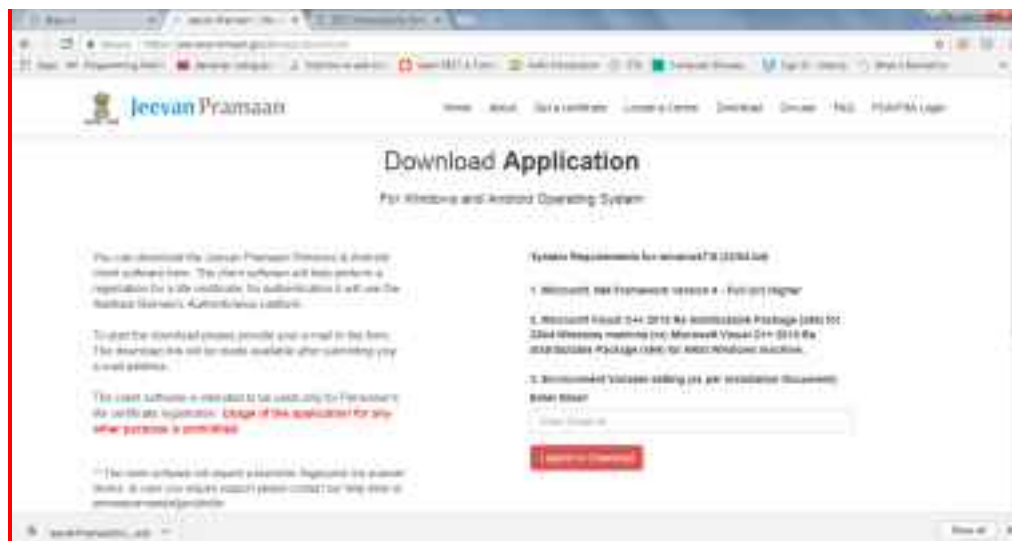
The user i.e operator or pensioner can provide Virtual ID in case he/she does not want to provide his/her Aadhaar number to generate the JeevanPramaan. Virtual ID is a temporary 16 digit number which can be used by the citizen and can be obtained from Unique Identification Authority of India ( UIDAI ) To know more about Virtual Id visit UIDAI website.

#### 5. JeevanPramaan Installation Procedure

Please make sure that the System Requirements ( See Section 3) are fulfilled before proceeding to install the **Jeevan Pramaan** Application.

##### Step 1 - Download Jeevan Pramaan software

- 1) Go to Jeevan Pramaan portal <https://jeevanpramaan.gov.in>.
- 2) Click on **Download** link ( <https://jeevanpramaan.gov.in/app/download> )
- 3) Provide your valid Email Id and Click on "I Agree to download" button.



4. Click on 'Jeevan Pramaan 3.0 Installer' under 'PC Installer' to download the application





## Step 2 - Install Jeevan Pramaan Application

1. Right click on **“JeevanPramaanInstaller.exe”** and select **“Run as Administrator”**
2. In the final Screen click finish. This will launch the Jeevan Pramaan application.
3. Also a shortcut would be placed on your Desktop and in Start Menu.



## Jeevan Pramaan

## Step 3 - Running the Jeevan Pramaan Application

Please note that before installing JeevanPramaan ensure that RD service is installed and running.

1. Plug in your biometric device to the system and wait for a few minutes( 2-5 minutes) for device updation. '*Device Updated*' or '*Device Ready*' notification message shall appear.
2. Run JeevanPramaan application by Double Clicking on JeevanPramaan shortcut (which exists on Desktop). Following screen will appear. You may get '*Client not Registered*' Message. Click on Ok.



3. Enter and Aadhaar number or Virtual ID. Fill in your Mobile Number, email ID and click on *Generate OTP* ( Kindly give correct mobile number and emailID as One Time Password will be sent to this Mobile Number and e-mailId ) You will receive the *One Time Password* on mobile number as well as e-mailId you have mentioned above. On clicking '*Generate OTP*' below shown screen is presented



4. Enter the OTP and click OK ( In case OTP is not received on the mobile number, click on 'Resend Otp' shall be re-sent )
5. On entering the correct OTP, Operator Authentication screen shall be presented.



6. Provide Name and Email ID, and check the check-box provided and click 'Submit'
7. Scan Finger/Iris depending on the attached biometric device

## Jeevan Pramaan

8. On successful Aadhaar Authentication, 'Client Registration Successful' message appears as shown below. Click on OK.



9. On Clicking OK, the application will close and restart and application is ready for JeevanPramaan generation.
10. Now you will be presented with the Pensioner Authentication Screen.

## Jeevan Pramaan

**Pensioner Authentication and Certificate Generation.**

1. Once in Pensioner Authentication Screen, either provide the Aadhaar number or Virtual ID of the **Pensioner**.
2. Provide the Mobile number and e-mail ID. E-mail Id is not mandatory. ( Pl note the One Time Password i.e OTP shall be sent to the mobile no. and e-mail-id provided )

3. The Pensioner will receive the OTP on the mobile number given in Step 1 above.
4. Enter the OTP and click OK. ( See Screen Shot below )

## Jeevan Pramaan

5. On entering the correct OTP, you will be presented with following screen.

V3.3 Pensioner's Life Certificate system Windows 7 .Net4.0.30319.42000

Pensioner Name  
 Type of Pension  
 Sanctioning Authority  
 Disbursing Agency  
 Agency  
 PPO Number  
 Account Number (Pensioner)

Is Re-Employed?     Yes     No

Is Re-Married?     Yes     No

I, the holder of Aadhaar, hereby give my consent to Maiti to use my Aadhaar number, biometric etc for e-KYC with UIDAI 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 Pension Sanctioning Authority for pension processing and extension. Maiti/NC have informed me that my Biometric will not be stored/shared.

Scan Finger

SECUGEN\$HU205497d49e3a825405b85c0a58e0e988e6c0

6. Fill in Pensioner's Name, PPO Number, Account No, e-mail. Choose appropriate Pension-type, Sanctioning Authority, Disbursing Agency, Agency from Drop-down list, Select Remarried options, Re-Employed Options.
7. Also Click small grey box, Read the consent before clicking submit
8. Scan Finger/Iris depending on the attached biometric device
9. On successful Authentication the life certificate of the pensioner is displayed as shown below. The life certificate has a unique Pramaan ID, which shall be SMSed to pensioner on the mobile number provided by him/her in step 1. You can also print the generated life certificate by clicking on 'print'. The Pramaan ID can also be used to download the digital life certificate from the portal <https://jeevanpramaan.gov.in/ppouser/login>.



Jeevan Pramaan

## 6. Installation of RD Service

**Prerequisite** – Internet Connection is required to communicate with the biometric-device server

1. Download the '*RD service setup and drivers*' and '*user manual*' for your particular biometric device from the link <https://jeevanpramaan.gov.in/app/download>.

2. Install the RD Service as per the installation instructions provided in the installation/user manual

3. Plug in biometric device, 'device ready to use' or 'device inserted' notification shall come up as shown below.



4. In case of issues related to RD service activation, software etc, please contact device manufacturer/provider.



## Appendix A – Frequently Asked Questions

### 1) How to install .Net Framework in the client system?

Follow the below steps to download and install .Net Framework:

1. Open the following url in web browser  
<https://www.microsoft.com/en-in/download/details.aspx?id=40779>
2. Download the .Net Framework
3. Double click on the executable to install the .net framework.

If you are facing any issue during installation, search in internet “**how to install or enable .Net framework 3.5 in operating system**”. Replace the word “operating system” with the OS version. For e.g., windows 7 or windows 8

### 2) What have I to do, when I get “Certificate Issue” as message

1. Download “e\_Mudhra.cer” file from “Possible solutions for windows client usage issues” link of Jeevan Pramaan ‘FAQ’ section <https://jeevanpramaan.gov.in/app/faq#coll31>
2. Install certificate and add to Trusted Root Authorities.

### 3) What have I to do, when I get “Unable to parse Jeevan Pramaan Server response” message

Please try again (or) restart the application.

### 4) What have I to do, when I get “Unauthorised access” messgae

1. Please give full permission on ‘Jeevan Pramaan application’ to the user.
2. Remove any kind of restriction from antivirus on Jeevan Pramaan, if present.

### 5) What needs to be done, when I get ‘Client Not Registered’ message.

This is not a error message, but a informatory message. Please click on **OK** button appearing below the message and proceed with operator authentication.

### 6) What have I to do, when I get “Failed to create OTP” message

1. Set correct date and time in your system.
2. Jeevan Pramaan application may be restricted by your Firewall (or) proxy (or ) Antivirus Software. Therefore remove these restrictions.

### 7) What should I do, to get RD service working on https protocol?

1. Jeevan Pramaan client application is ready to handle https calls for RD service.
2. User needs to install .Net Framework 4.5 in case of Morpho Biometric Device.

Jeevan Pramaan

### Appendix B : Biometric Devices supported by JeevanPramaan Application ( as on 01 Sept 2018 )

S. No.	Device Vendor/Manufacturer	Device/ Model Name	Modality (Fingerprint/Iris)
1	M/s Mantra Softech Pvt. Ltd.	MFS100	Fingerprint
2	M/s Access Computech Pvt. Ltd	Startek FM220U	Fingerprint
3	M/s Biomatiques Identification Solutions Pvt. Ltd.	EPI-1000	Iris
4	M/s Precision Biometric India Pvt. Ltd.	i) PB510 ii) CSD200	Fingerprint
5	M/s SecuGen India Pvt. Ltd. i	i) Hamster Pro 20/ HU20	Fingerprint
6	M/s Smart Chip Pvt. Ltd.	i) MSO 1300 E ii) MSO 1300 E2 iii) MSO 1300 E3	Fingerprint
7	M/s Biometric Technology Pvt. Ltd.	i) IriShield TM USB MK2120U ii) IriShield USB BK2121U	Iris
8	TATVIK Biosystems Pvt. Ltd.	TMF20	Fingerprint

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#### In case problems related to client software

Please send email along with error information and screen-shot to [jeevanpramaan@gov.in](mailto:jeevanpramaan@gov.in)

## Process of DLC Generation

### Digital Life Certificate or Life Certificate:-

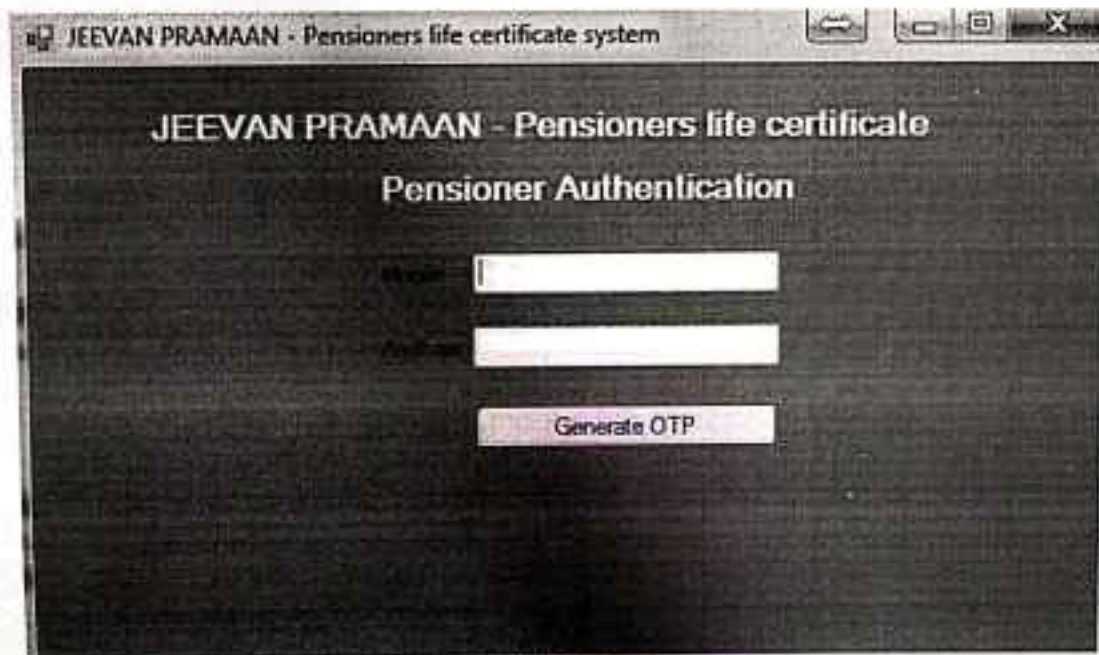
Pensioner will be required to submit the physical life certificate or digital life certificate within one year of last submission. In case of fresh retiree, 1<sup>st</sup> LC/DLC shall be submitted within one year of date of retirement.

### Digital Life Certificate(DLC)

For submission of DLC, following process may be followed. Digital life certificate can be generated at Banks/ Post Offices which have Jeevan Pramaan Facility. In addition, the Pensioners Service Centre at SSAs, Pensioners' Lounge at CCA Offices, banks and CSCs(Customer Service Centres) will facilitate online submission of Digital Life Certificate for the pensioner and the same can be delivered through Post/Hand.

For submission of DLC, the pensioner requires to be physically present to generate Biometric verification, and provide the PPO/Mobile number/Aadhaar Number at the CCAs/ Pensioners Service Centre/ Banks /HPOs/ CSCs/ Aadhaar centers for completing the following procedures:

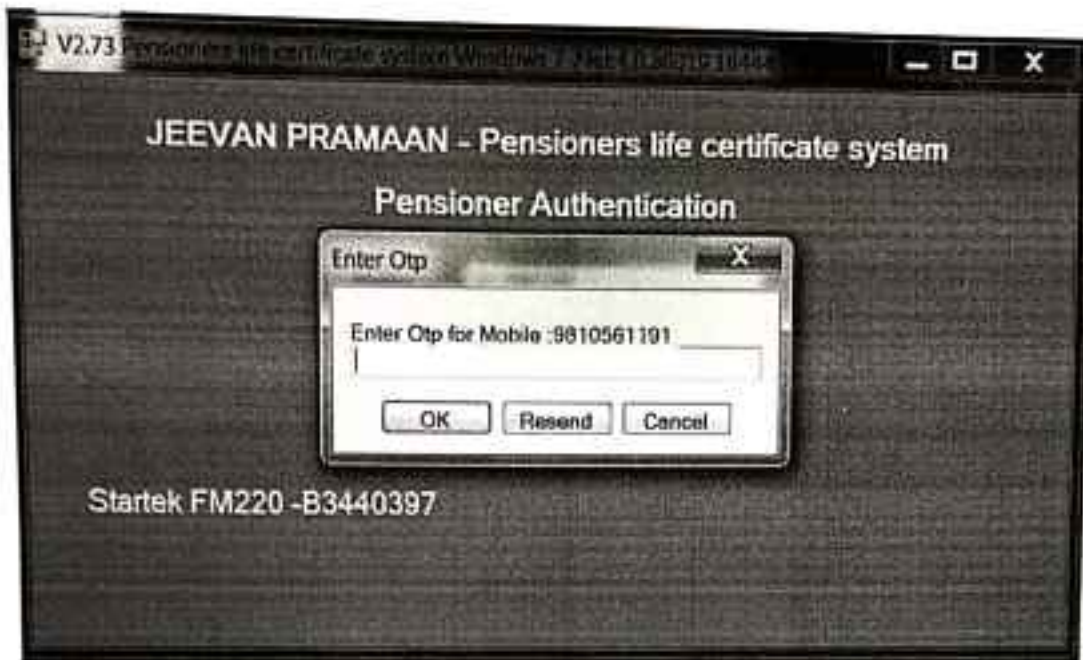
Step 1: The pensioner's Aadhaar Number and Mobile number is to be entered in the online application form after which the pensioner receives an OTP (Fig 1) which is to be fed in the system (Fig 2)



The image shows a screenshot of a web application window titled "JEEVAN PRAMAAN - Pensioners life certificate system". The main content area has a dark background and displays the text "JEEVAN PRAMAAN - Pensioners life certificate" and "Pensioner Authentication". Below this text, there are three input fields: the first is for the Aadhaar Number, the second is for the Mobile Number, and the third is a button labeled "Generate OTP".

(Fig 1)

**Note: Special attention must be given to Table 1 of Step 2**



(Fig 2)

Step 2: If correct OTP is entered, following screen is displayed. On next screen (Fig.3), enter mandatory information like Pensioner Name, PPO Number, Type of pension, name of Sanctioning Authority, Disbursing Agency, email and Bank Account number etc.

**Note: Special attention must be given to Table 1 of Step 2**

(Fig. 3)

In the above screen, details must be entered as per the table below.

**Table 1: Details of Sanction and Disbursement Agencies**

S.No.	Field	Description/Value to be entered
1.	Name of Pensioner	Full name of the pensioner has to be entered
2.	PPO Number	The 15 digit PPO Number has to be entered
3.	Type of Pension	Type of Pension as applicable has to be selected from the dropdown
4.	Sanctioning Authority	'TELECOM' has to be selected from the dropdown
5.	Disbursing Agency	<ol style="list-style-type: none"> <li>1. For pensioners receiving pension from CPPCs (Banks), 'Bank' has to be selected from the dropdown</li> <li>2. For pensioners receiving pension directly from CCA offices,</li> </ol>

**Note: Special attention must be given to Table 1 of Step 2**

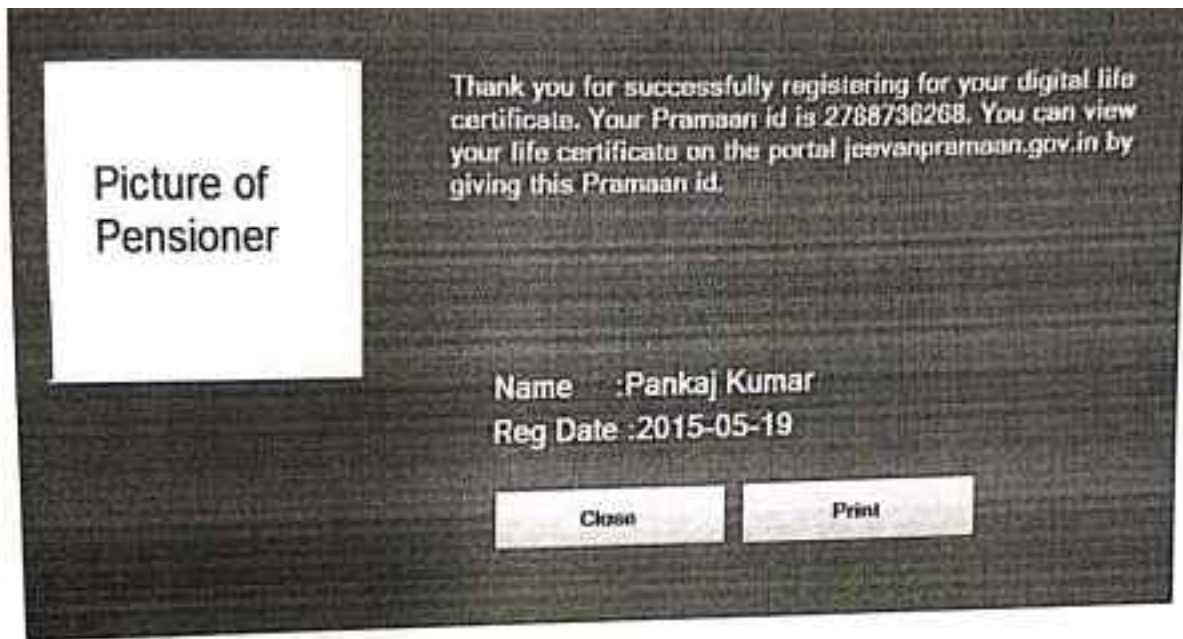
		'Department of Telecommunications' has to be selected from the dropdown.
6.	Agency	<ol style="list-style-type: none"> <li>1. For pensioners receiving pension from CPPCs (Banks), the <b>respective bank</b> has to be selected from the dropdown. For example, State Bank of India, Punjab National Bank etc.</li> <li>2. For pensioners receiving pension directly from CCA offices, <b>name of the CCA office</b> disbursing the pension has to be selected from the dropdown. For example CCA Karnataka has to be selected if CCA office of Karnataka circle is disbursing the pension</li> </ol>

Step 3: Check small grey box as shown below (Fig.4). Then click 'Scan Finger' button & this will start the finger/iris scanning process.

(Fig.4)

Step 4: Once the Finger Print/Iris Authentication is successful, the life certificate of the pensioner is displayed as shown below, (Fig.5) and an SMS acknowledgement is sent to the pensioner's mobile number. This SMS has Jeevan Pramaan Certificate ID. The generated certificates or DLCs are stored in the Life Certificate Repository and is available

**Note: Special attention must be given to Table 1 of Step 2**



(Fig.5)

Once the certificate is generated, the Jeevan Pramaan ID is sent in a SMS to the pensioner for further use (print). The Digital Life Certificate or the Jeevan Pramaan will be electronically delivered to the **Pension Disbursing Agencies** and pensioner is not required to submit any physical copy in this case. However, for convenience of the pensioner, a printout of the Life Certificate generated must be given by clicking on the 'Print' button.

**Note: Special attention must be given to Table 1 of Step 2**

महाराष्ट्र दूरसंचार परिमंडलबी एस एन एल कॉम्प्लेक्स,  
प्रशासनिक भवन  
चौथी मंजिल, ए-विंग, स्थापना अनुभाग, जुहू रोड, सांताक्रुज  
(प.) मुंबई-५४  
Tel No-022-26600391  
Maharashtra Telecom Circle,  
BSNL Complex, Administrative Building,  
4<sup>th</sup> Floor, 'A' Wing, Establishment Section, Juhu  
Road, Santacruz (W), Mumbai- 54.  
Tel no



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

**MHCO/ESTB/16/5/2020/HR-ADMIN**

**Dtd. 21/09/2020**

To

All Business Area Heads/SSA Heads/Unit Heads & Vertical Heads of CO  
Maharashtra Circle.

Sub: Submission of Life Certificate by BSNL/DOT retirees through Customer Service  
Center of BSNL-reg.

Ref:-No. BSNLCO-A/12(14)/1/2020-ESTAB Dated 15.09.2020.

With reference to submission of Life Certificate by retirees, instructions of BSNL  
Corporate Office, vide letter no BSNLCO-A/12(14)/1/2020-ESTAB Dated 15.09.2020 to  
make the facility of submission of digital life certificate available at one CSC in each SSA is  
endorsed herewith for information and necessary action please.

This issued with the approval of competent authority.

Encl: A/a

  
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Mob- 9423984048  
email: agmesttmh@gmail.com