

**Government of India  
Ministry of Finance  
Department of Expenditure  
Central Pension Accounting Office  
Trikoort-II, Bhikaji Cama Place  
New Delhi- 110066.**

No. CPAO/ IT&Tech/Life Certificate/2 Vol V/6476/2025-26/ 32

Dated: 21.08.2025

**Office Memorandum**

**Sub: Comprehensive Guidelines for the Nation-wide Digital Life Certificate Campaign 4.0, November 1<sup>st</sup> to 30<sup>th</sup>, 2025.**

The undersigned is directed to forward OM No. 1(2)/2025-P&PW(H)-10819 dated 30<sup>th</sup> July, 2025 issued by the Secretary, Department of Pension and Pensioners' Welfare, on the subject cited above for information and strict compliance.

**Encl: DoP&PW OM dtd 30.07.2025**



**(Ajay Chaudhary)**

**Sr. Accounts Officer (IT & Tech)**

**To,**

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

**Copy to:**

1. PS to CC (P)
2. Sr. AO, CDN, CPAO
3. NIC (CPAO)

F. No. 1(2)/2025-P&PW(H)-10819  
Government of India  
Ministry of Personnel, PG & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> floor, Lok Nayak Bhawan  
Khan Market, New Delhi  
Dated: 30<sup>th</sup> July, 2025

**OFFICE MEMORANDUM**

**Subject: Comprehensive Guidelines for the Nation-wide Digital Life Certificate Campaign 4.0, November 1<sup>st</sup> to 30<sup>th</sup>, 2025**

The Digital empowerment of pensioners is the stated policy objective of the Government of India. In this regard, a Nationwide Digital Life Certificate Campaign is coordinated by the Department of Pension & Pensioners' Welfare annually from the 1<sup>st</sup> to 30<sup>th</sup> November. The large scale Campaign is executed in collaboration with Public Sector Banks, India Post Payments Bank, UIDAI, MeitY, Pensioners' Welfare Associations and stake holder departments of Ministry of Defence, Ministry of Railways and Department of Posts. In the last three years, more than 4.50 crore DLCs have been generated by pensioners belonging both, to the State Governments and Central Government. The DLC Campaign 4.0 is proposed to be held in November 2025 in 2000 cities/towns across India.

2. In order to conduct this Campaign, DoPPW shall obtain the support of the following stake-holders:

- India Post Payments Bank (IPPB)
- Pension Disbursing Banks
- Pensioners' Welfare Associations
- Department of Telecommunications
- Ministry of Defence (for their own pensioners)
- Ministry of Railways (for their own pensioners)
- All Ministries/Departments
- State Governments through their Treasuries/Pension Disbursing offices
- Employees Provident Fund Organization (EPFO)
- PIB, DD & AIR (for media support)



- UIDAI & MeitY (for technical support)

### 3. **Nation –wide DLC campaign 4.0 Features:**

- There shall be a common All-India banner of the Nationwide DLC Campaign to be shared separately by DOPPW.
- DoPPW shall nominate its Nodal officers for the States. These Nodal Officers shall tie up with the Campaign Nodal officers of the different stakeholders, as given above for the respective States/UTs.
- The campaign duly executed through DLC Camps would be held at all Districts Headquarters in collaboration with IPPB and Pension Disbursing Banks. Hence, there may be a city/town which would have multiple camps either of two or more Banks or of IPPB, CGDA, M/o Railways and Banks.
- The cities have been identified and multiple locations within each city shall be identified by Banks and other stakeholders.
- Camps will be organized at the identified multiple locations in each city, shortlisted for the Campaign by the banks/CGDA/ M/o Railways/IPPB/ State Government(s).
- Each Bank shall nominate its nodal officers for each State/UT who shall coordinate with the Bank's nodal officer for each city for the Campaign. DoPPW shall coordinate with the State Nodal Officers only.
- IPPB shall nominate Nodal Officers for each district across India.
- M/o Defence, M/o Railway, D/o Telecommunications and EPFO shall appoint their own Nodal Officers, accordingly dovetailing the locations as covered by DoPPW
- UIDAI and MeitY shall also nominate Nodal officers for technical support for each State/UT.
- PIB & DD shall nominate its Nodal officers for publicity in each State/UT.
- From September, 2025, onwards wide publicity is to be carried out through social media, print media and by all stakeholders.
- The Banks associating with the Campaign will hold camps on all days of the month of November, 2025.
- IPPB/ CGDA/ M/o Railways/State Government(s) associating with the Campaign in a particular State shall hold camps on designated days of November, 2025 and communicate details of the same to DoPPW.
- MeitY will give real-time support on the progress of the Campaign.
- A Social Media group of all the Nodal officers shall be created by DOPPW for real-time sharing of information during the Campaign.

4. A separate **DLC portal** with URL <https://ipension.nic.in/dlcportal/> is available wherein details of Nodal Officers at State and City level shall be registered. All inputs related to the Campaign such as URLs of tweets and PIB notes/ press releases are to be entered in this portal. The user manual for the DLC Portal is attached for reference.

## **5. Pre-Campaign Preparation Phase (1<sup>st</sup> August – 31<sup>st</sup> October, 2025)**

- Nomination of Nodal officers by DoPPW, all Banks, IPPB, Defence, Railways, State Governments, EPFO, UIDAI, MeitY, PIB and DD.
- State-wise meetings of all the stake-holders for the identified cities/towns with DoPPW officials.
- Training of Nodal officers & Training of trainers by DoPPW/ UIDAI/ MeitY for submission of DLC through Face Authentication and use of DLC Portal.

**5. (a)** There is a special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October also to ensure continuity of their pension. The Banks should ensure equipping their branches to provide DLC related service to the super senior pensioners from 1<sup>st</sup> to 31<sup>st</sup> October, 2025 also.

## **6. Campaign Period activities (1<sup>st</sup> November – 30<sup>th</sup> November, 2025)**

- Launch of Nationwide DLC Campaign 4.0.
- DLC camps in identified cities/towns as per schedule. In all other places, Banks/ IPPB/ CGDA/ M/o Railways/State Government(s) shall keep the facility open.
- Daily updation of data centrally by MeitY of the progress of the Campaign on the DLC Portal.
- Release of PIB statements and tweets for every city by respective nodal officers. This shall be monitored by the DoPPW official in-charge of that particular State/UT. The links of PIB, tweets as well as DD coverage will be shared by the Nodal officers on the portal/social media group.
- Release of Nationwide DLC campaign booklet and film by DOPPW.

**7. The Role of Ministries/Departments/Banks and State Governments are at Annex. 1. The SOP regarding Face Authentication technique is at Annex. 2. User Manual for DLC Portal is at Annex. 3.**

## **8. Media Plan**

- All awareness material on DLC / Face Authentication will be available on the DOPPW portal. Nodal officers can use that material for widespread awareness.
- DoPPW will release 2 print advertisements covering whole country for awareness about DLC/ Face authentication giving details of National campaign on 15<sup>th</sup> September and 15<sup>th</sup> October, 2025.
- DoPPW shall send SMS to the Central Government Civil Pensioners whose mobile numbers are available in DoPPW database in the month of October & November, 2025.



- Banks/ IPPB will conduct an awareness campaign in the identified cities in local languages in local newspapers in advance so that pensioners participate in these camps.
- DD/AIR coverage of each camp-site in all cities.
- September 2025 onwards, twitter series will be launched covering DLC/Face authentication SOP, info graphics, short videos, success stories of DLC campaign 2025 for widespread awareness about DLC.
- Release of DLC campaign booklet at the end of campaign.

9. For overall coordination, following DoPPW officers have been nominated:

S. No.	Name	Role	Contact details	Email ID
1.	Sh. Ravikiran Ubale, Director	Campaign Coordinator	011-24650580, 7710078925	ubalera@cag.gov.in
2.	Sh. Subhash Chander, US	Min/Dept Coordination	011-24644631, 9810698336	subhash.chander123@nic.in
3.	Ms. Ramanjit Kaur, Sr. Consultant	Bank/PWA/DLC Portal coordinator	011-24644631, 9643318767	ramanjit.kaur61@govcontractor.in

10. The above comprehensive guidelines for Nationwide Digital Life Certificate Campaign 4.0, to be held from 1<sup>st</sup> to 30<sup>th</sup> November, 2025, are being issued to ensure use of DLC by all pensioners across India. All Stakeholders are requested to adhere to roles assigned.

#### Appended:

1. The Role of Ministries/Departments/Banks and State Governments
2. SOP
3. User Manual for DLC Portal



(V. Srinivas)

Secretary to Government of India

1. All Secretaries to Government of India / Chairman, Railway Board
2. All Chief Secretaries to State Governments
3. Secretary, Department of Telecommunications
4. Secretary, D/o Posts, Ministry of Communications
5. Director General, DD News
6. Director General, AIR
7. CGCA, D/o Telecommunications
8. Controller General of Defence Accounts
9. CEO, UIDAI
10. MD & CEO, India Post Payments bank
11. CC, Central Pension Accounting Office
12. Central Provident Fund Commissioner, EPFO
13. CMDs of all Pension Disbursing Banks

Copy for information:

1. Joint Secretary PMO (Shri C. Sridhar)
2. Private Secretary to MOS (PP)
3. Joint Secretary, Cabinet Secretariat (Smt. Kavita Singh)

**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 super-aged 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](mailto: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](mailto: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](mailto: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.

## **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](mailto: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](mailto: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](mailto: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.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID [doppw-dlc@gov.in](mailto: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**

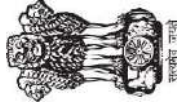
- Nominate a nodal officer for coordinating with DoPPW Officials for providing necessary MIS/data as required with respect to the Nationwide DLC Campaign 4.0.
- Nominate nodal officers for providing technical support on phone in case of any technical glitches faced on the Jeevan Pramaan App.
- Ensure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





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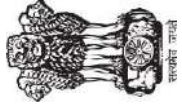
One of the best practices in digital innovation  
launched by Department of Pension & Pensioners'  
Welfare.



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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’.



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DLC through Face Authentication Technology is based  
on Aadhaar using Android/iOS mobile.



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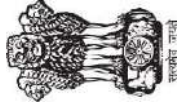


**Process of submitting Life Certificate through  
"FACE AUTHENTICATION"**

**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.





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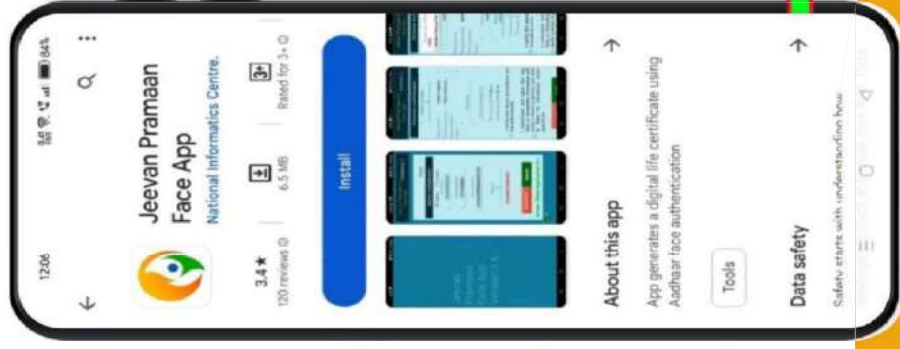
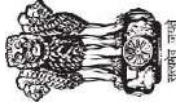
### STEP - 2

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.





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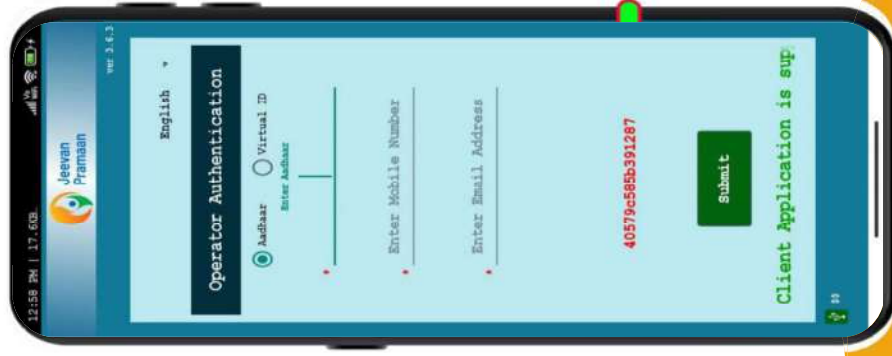


**STEP -3**

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.



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### STEP-4

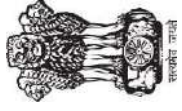
After successfully installing both applications, the pensioner/family pensioner should open the "Jeevan Pramaan" application. They will be taken to the "Operator Authentication" screen where they have to provide their personal details as follows:

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.**



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English

Jeevan Pramaan

Operator Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

4288 \*\*\*\*\*

Enter Mobile Number

987 \*\*\*\*\*

Enter Email Address

\*\*\*\*\*@mail.com

Resend OTP

\*\*\*\*\*

40579c585b391287

Resend OTP

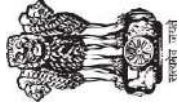
Submit

Pramaan Client Application

**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.



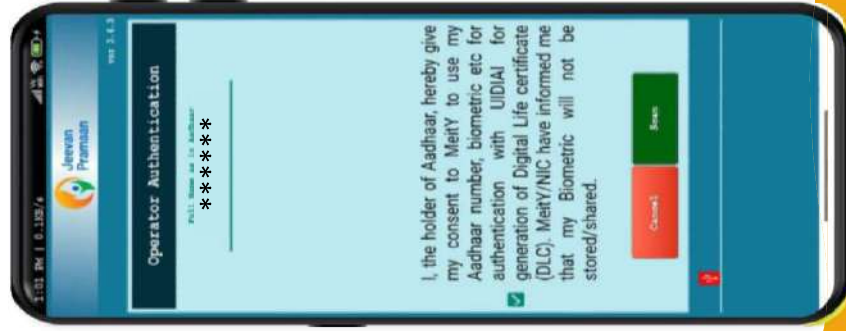


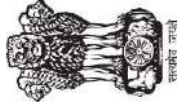
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### STEP - 6

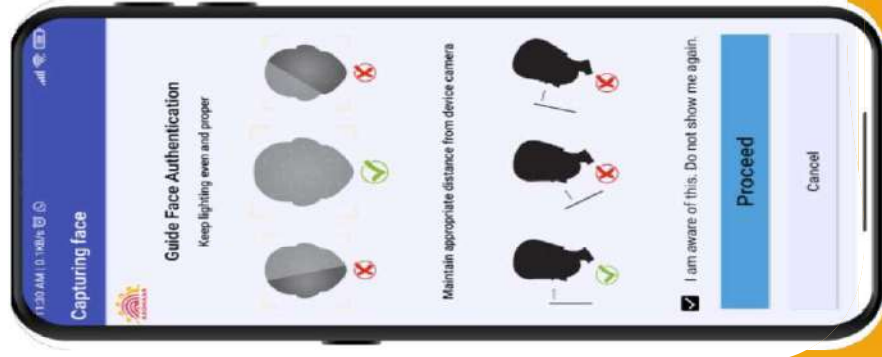
After submitting the OTP, the Jeevan Pramaan App will take the Operator (pensioner/family pensioner/any other person on behalf of pensioner/family pensioner) to a screen where they have to provide their Name as per Aadhaar. They should click on the checkbox and then click on Scan. The app will request permission for Face Scan, and the pensioner/family pensioner should press "Yes" to continue the process.





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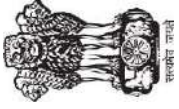
## DEPARTMENT OF PENSION & PENSIONERS' WELFARE



### 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.





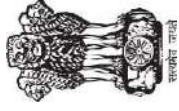
**Government of India**  
**DEPARTMENT OF PENSION & PENSIONERS'**  
**WELFARE**



**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.



## Government of India

### DEPARTMENT OF PENSION & PENSIONERS'

### WELFARE

#### STEP-9



Image-1

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

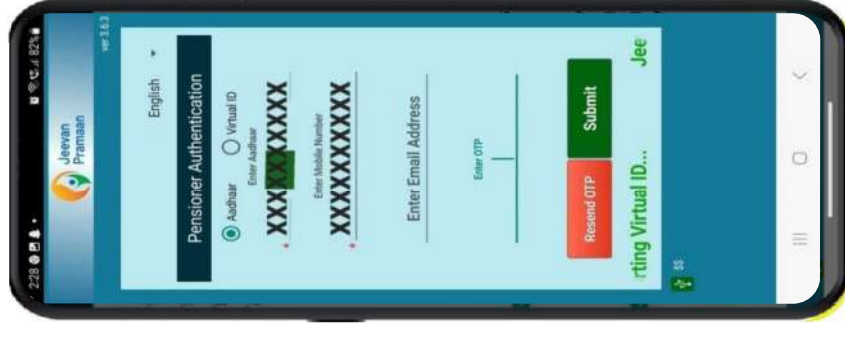
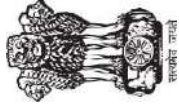


Image-2



## Government of India DEPARTMENT OF PENSION & PENSIONERS' WELFARE



### STEP-10

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

Pensioner Authentication

\* Full Name as in Aadhaar

\*Type of Pension --Select Category--

\*Sanctioning Authority --Select Authority--

\*Disbursing Agency

\*Agency

\*PPO Number

\*Account Number (pension)

\*Rec-Employed ☐ YES ☒ NO

\*Rec-Marriage ☐ YES ☒ NO

☐ I certify that 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.

Cancel Submit

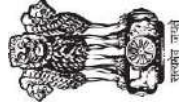
Image-1

Confirm

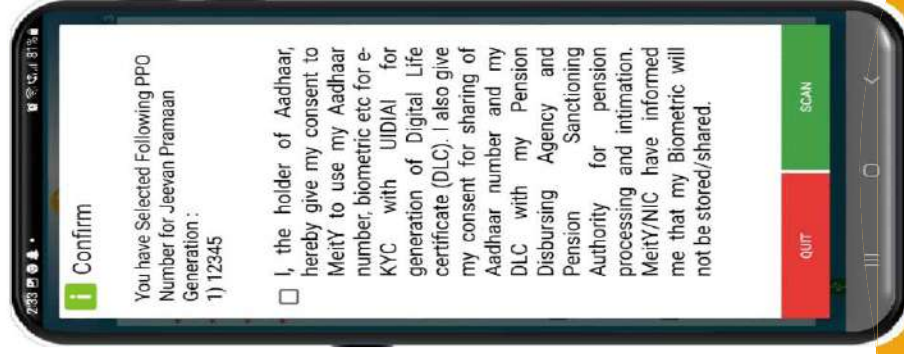
Do you want to generate Digital Life Certificate(DLC) for any other pension not entered above?

NO YES

Image-2



# Government of India DEPARTMENT OF PENSION & PENSIONERS' WELFARE



## STEP-11

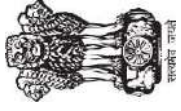
A screen will appear for providing consent and permission for scan .

Click on scan.

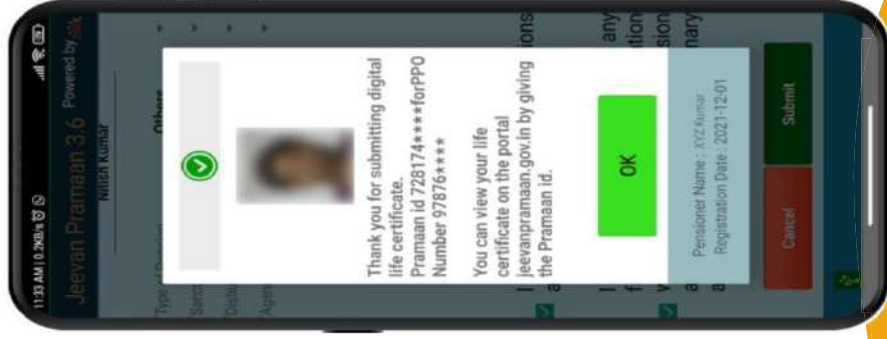
The process for scanning face will begin.







## Government of India DEPARTMENT OF PENSION & PENSIONERS' WELFARE



- 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

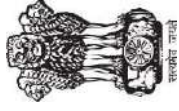
\*For queries mail us at [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)

\*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>



# Issued in Public Interest

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

DEPARTMENT OF PENSION & PENSIONERS' WELFARE





# DLC Campaign Portal

**User Manual**

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# How to Access “*DLC Campaign Portal*”




**URL: - <https://ipension.nic.in/dlcportal/>**

# “DLC Campaign Portal” Home Page

## ➤ Home Page:-

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Ministry of Personnel, Public Grievances and Pensions




पेंशन और पेंशनभोगी कल्याण विभाग  
Department of  
Pension & Pensioners' Welfare

सत्यमेव जयते

75  
Azadi Ka  
Amrit Mahotsav

DLC Campaign Portal



Sign In

Username \*

Enter mobile number or email address

OTP \*

Enter otp

Get OTP

Security Code \*

Enter security code

3tSRXF

Continue

PENSIONER'S LIFE CERTIFICATE  
VERIFICATION

Face  
Verification

Liveness  
Detection

Contactless

Presentless

# Login in “DLC Campaign Portal” by User

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

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Department of Pension & Pensioners' Welfare

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Amrit Mahotsav

**DLC Campaign Portal**

**Sign In**

**Username \***  
Enter mobile number or email address

**OTP \***  
Enter otp [Get OTP](#)

**Security Code \***  
Enter security code

[Continue](#)

Enter Mobile Number or Email-ID.

Click on 'Get OTP' button

Enter OTP

**PENSIONER'S LIFE CERTIFICATE VERIFICATION**

Face Verification  
Contactless  
Liveness Detection  
Presentless

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Department of Pension & Pensioners' Welfare

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Azadi Ka  
Amrit Mahotsav

**DLC Campaign Portal**

**Sign In**

**Username \***  
Enter mobile number or email address

**OTP \***  
Enter otp [Get OTP](#)

**Security Code \***  
Enter security code

[Continue](#)

Enter Security Code

Click to reset the security code

Click on 'Continue' button

**PENSIONER'S LIFE CERTIFICATE VERIFICATION**

Face Verification  
Contactless  
Liveness Detection  
Presentless

## ***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 screenshot shows the 'DLC Camp Detail' form. The header includes the Government of India logo, the Ministry of Personnel, Public Grievances and Pensions, and the Department of Pension & Pensioners' Welfare. The user is logged in as 'Test User' and can click 'Logout'. The form fields are: Date (Please select date), State (Select State), City (Select City), Location(s) (Please enter location), PIB Note URL (Please enter PIB Note URL), Tweet URL (Please enter Tweet URL), Whether Photograph(s) Sent Through Email (Select), and Remarks (Please enter remarks). There are 'Save' and 'Reset' buttons at the bottom.

- The user can select date from the calendar.

This screenshot shows the same 'DLC Camp Detail' form, but with a calendar open for the 'Date' field. A callout box with the text 'Select Date from calendar' points to the calendar. The calendar displays the month of July 2023, with dates from 1 to 31. The 'Today' date is July 26, 2023. The rest of the form and the header are identical to the previous screenshot.

- The user can select the state from dropdown list.

The screenshot shows the 'DLC Camp Detail' form in the Department of Pension & Pensioners' Welfare portal. The form includes fields for Date, Location(s), PIB Note URL, Remarks, State, City, and Whether Photograph(s) Sent Through Email. The State dropdown menu is open, displaying a list of Indian states and union territories. An arrow points to the dropdown menu with the text 'Select State from dropdown List'.

**State \***

- Select State--
- ANDAMAN & NICOBAR
- ANDHRA PRADESH
- ARUNACHAL PRADESH
- ASSAM
- BIHAR
- CHANDIGARH
- DADRA & NAGAR HAVELI
- DAMAN & DIU
- DELHI
- GOA
- GUJARAT
- HARYANA
- HIMACHAL PRADESH
- JAMMU & KASHMIR
- KARNATAKA
- KERALA
- MADHYA PRADESH
- MAHARASHTRA

- 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.

The screenshot shows the 'DLC Camp Detail' form with the State dropdown menu set to 'UTTAR PRADESH'. The City dropdown menu is open, displaying a list of cities in Uttar Pradesh. An arrow points to the dropdown menu with the text 'Select City from dropdown list'.

**City \***

- Select City--
- Kanpur
- Meerut
- Noida
- Aligarh
- Barabanki
- Lucknow



- Enter the Location and click on the **Add** button.

The screenshot shows the 'DLC Camp Detail' form. At the top, there is a header with the Government of India logo and the Department of Pension & Pensioners' Welfare. The form includes fields for Date, State (selected as UTTAR PRADESH), and City. Below these is a 'Location(s)' field containing 'Test Location' and an 'Add' button. Further down are fields for PIB Note URL, Tweet URL, and Whether Photograph(s) Sent Through Email. A Remarks field is at the bottom. Annotations with arrows point to the 'Location(s)' field and the 'Add' button, with labels '1. Enter Location' and '2. Click on 'Add' button' respectively.

- 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.

The screenshot shows the 'DLC Camp Detail' form with a table of saved locations. The table has columns for S.No., Location, and Action. The first row shows 'Test Location' with 'Edit' and 'Delete' buttons. The second row shows 'Test Location-2' with 'Update' and 'Cancel' buttons. Annotations with arrows point to these buttons: 'Click to Edit the location' points to the 'Edit' button, 'Click to Delete the location' points to the 'Delete' button, 'Click to Cancel' points to the 'Cancel' button, and 'Click to Update the location' points to the 'Update' button. The form also includes fields for Date, State, City, Location(s), PIB Note URL, Tweet URL, Whether Photograph(s) Sent Through Email, and Remarks.

- 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.

The screenshot shows the 'DLC Camp Detail' form on the Department of Pension & Pensioners' Welfare portal. The form includes fields for Date, State, City, Location(s), PIB Note URL, Tweet URL, and Remarks. Annotations with arrows point to the 'Enter PIB Note URL' and 'Enter Tweet URL' fields.

- 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.

This screenshot provides a more detailed view of the 'DLC Camp Detail' form. Annotations include:
 

- 'Any other information about Camp' pointing to the Remarks field.
- 'Please select whether Photograph(s) of DLC Camp has been sent or not.' pointing to the 'Whether Photograph(s) Sent Through Email' dropdown, which shows 'Yes' and 'No' options.
- 'Click on 'Save' button' pointing to the Save button.
- 'Click on 'Reset' button' pointing to the Reset button.

- The user can see saved DLC Camp Details in the list, if the user wants to edit the DLC Camp Details, then click on the **Edit** button.

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Department of Pension & Pensioners' Welfare

Welcome Test User Logout

Please enter PIB Note URL

Please enter Tweet URL

--Select--

Remarks

Please enter remarks

Save Reset

Print Excel PDF

S.No.	Date	State	City	PIB Note URL	Tweet URL	Location(s)	Photos Sent	Action
1	25/07/2023	UTTAR PRADESH	Barabanki	https://piib.gov.in/ViewAllEbooklet.aspx	https://twitter.com/i/flow/login	Loc1,Loc2	Yes	Edit
2	10/07/2023	ANDHRA PRADESH	Visakhapatnam			Loc1,Loc2	No	Edit

Click on Edit button to edit the DLC Camp Details

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# Updation/Editing of Existing DLC Camp Details

- Update/Edit the desired information/details and click on the **Update** button.

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Department of Pension & Pensioners' Welfare

Welcome Test User Logout

Date \* 25/07/2023 State \* UTTAR PRADESH City \* Barabanki

Location(s) \*

S.No.	Location	Action
1	Loc1	<a href="#">Edit</a> <a href="#">Delete</a>
2	Loc2	<a href="#">Edit</a> <a href="#">Delete</a>

Please enter location [Add](#)

PIB Note URL <https://pib.gov.in/ViewAllEbooklet.aspx> Tweet URL <https://twitter.com/i/flow/login> Whether Photograph(s) Sent Through Email \* Yes

Remarks

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[Update](#) [Reset](#)

Click on 'Update' button

--- End ---