JEEVAN PRAMAAN APPLICATION

User-Manual

JEEVAN PRAMAAN (DIGITAL LIFE CERTIFICATE)

Benefits

- Jeevan Pramaan version 4.0.x and above allows pensioners to generate DLCs (Digital Life Certificate) for multiple PPOs by using only single biometric authentication.
- Support for Assamese language in addition to English and Hindi is available in the new version of the application.

Requirement

- Operating System - Windows 8 or higher
- Microsoft .Net Framework version 4 - Full (or) Higher
- STQC certified Registered Biometric device is required. List is available on Jeevan Pramaan portal.
- RD Service of the biometric device should be installed on the system and running.(RD Service links are also available on Jeevan Pramaan Portal as well) (Refer to slide number:11)
- Internet connection is required to communicate with Jeevan Pramaan Server.

Process

Step-1: Download and Install Jeevan Pramaan Application from https://jeevanpramaan.gov.in/app/download

(Refer to slide number: 3)

Step-2: Operator Authentication: This is a one time process. Pensioner can be the Operator as well.

(Refer to slide number: 12)

Step-3: Pensioner Authentication: Fill in the pensioner details and Aadhaar based Finger/iris Authentication of Pensioner. (Refer to slide number: 16)

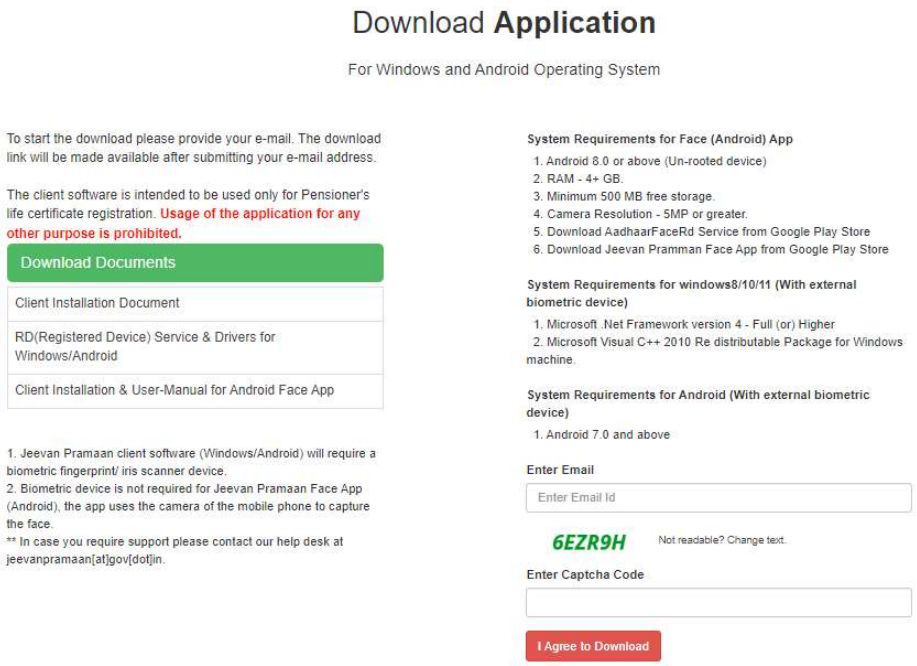
Step-1: Download Jeevan Pramaan Application

- Open the JeevanPramaan website in any web browser. The URL of the website is https://jeevanpramaan.gov.in .

- Click on the *download* button highlighted in green box as shown in the image below

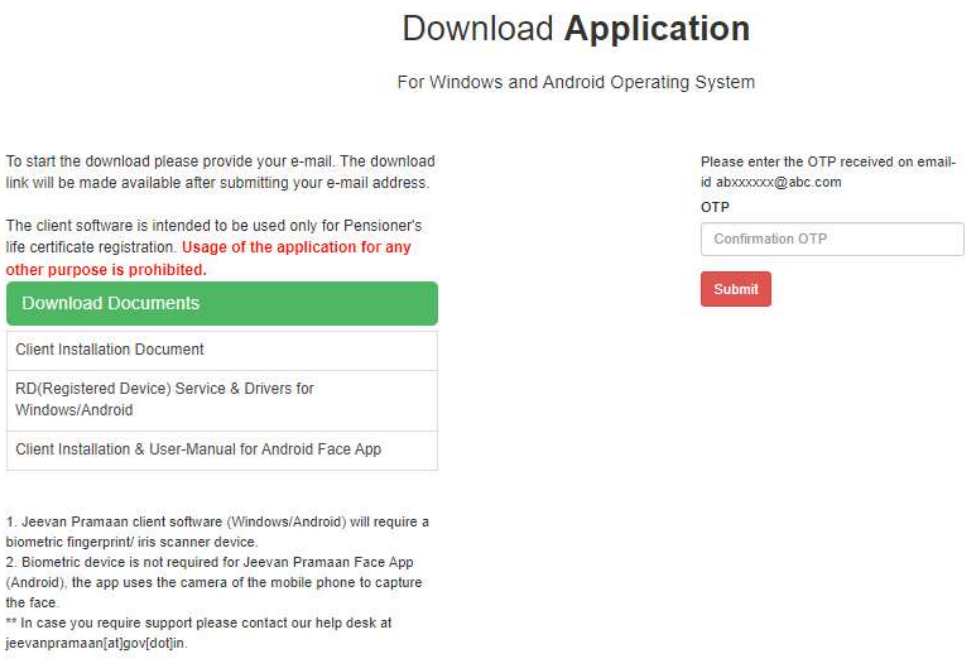
Step-1: Download Jeevan Pramaan Application

- On this page the requirements for different Jeevan Pramaan applications are listed, check whether your device fulfills the requirements before downloading the application
- Enter your e-mail , captcha code and then click on "*I Agree to Download*" button.
- You will receive an OTP in your email account that you have provided



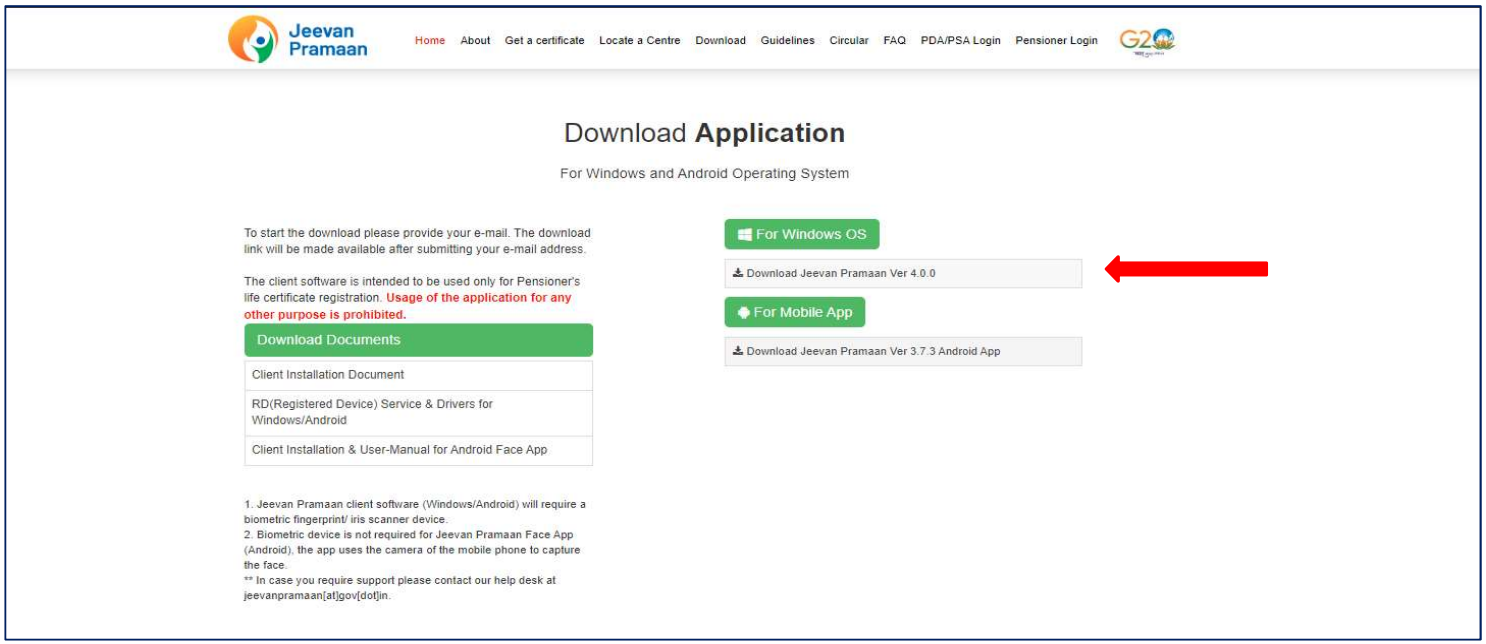
Step-1: Download Jeevan Pramaan Application

- ❑ Enter the OTP received on your e-mail.
- ❑ Click on the "*Submit*" button.



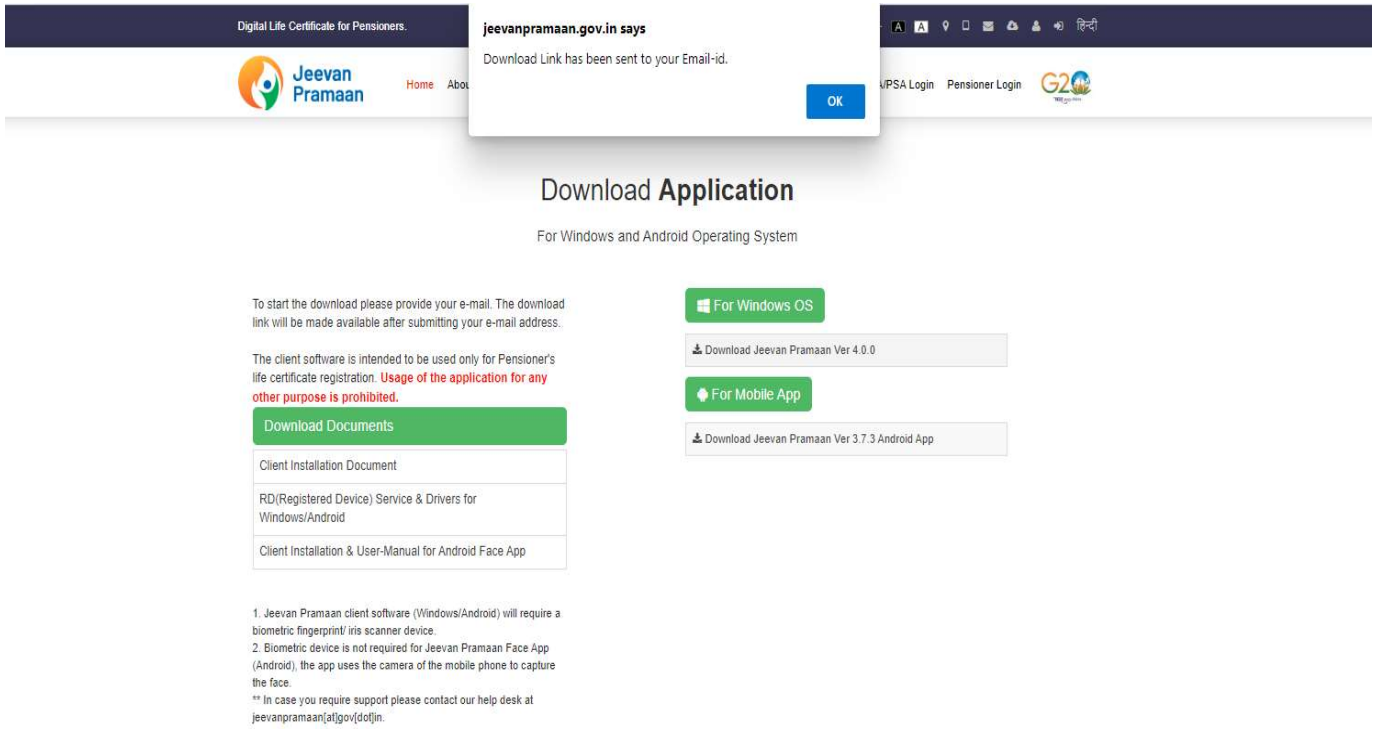
Step-1: Download Jeevan Pramaan Application

- Click on '*Download Jeevan Pramaan Ver 4.0.0* '. You will receive a link on your email-id for downloading the application.
- Click on '*Download Jeevan Pramaan Ver 3.7.3 Android App*' if you wish to download Mobile App (requires Biometric Device).



Step-1: Download Jeevan Pramaan Application

- The link to download the application is sent to your e-mail.
- Click on "*OK*" button



Step-1: Download Jeevan Pramaan Application

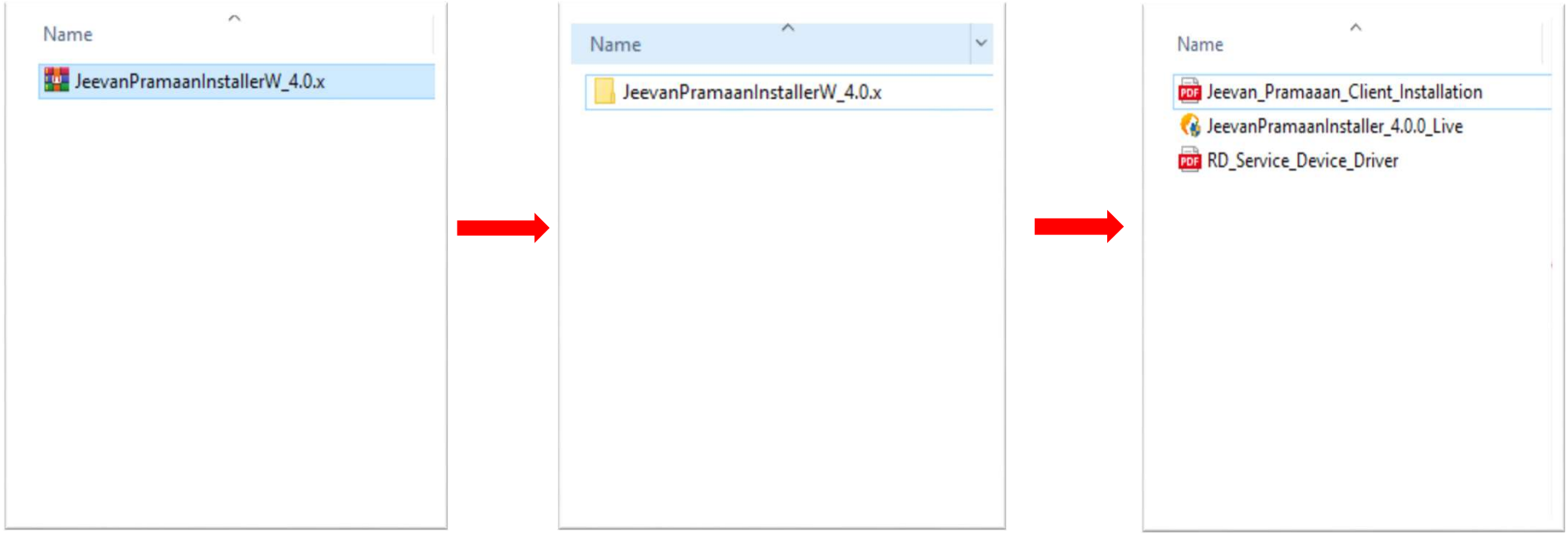
- You will receive the below mail on your e-mail ID. There is a link provided for downloading the application.
- The link shall work only once. Pl. note if you get 'session token expired' message, the download procedure has to be repeated.

Installation of Jeevan Pramaan Windows Application

- Prior to installing Jeevan Pramaan application, download and install the RD service pertaining to your device Pl. refer slide no. 11 for this.

- Extract the downloaded Jeevan Pramaan installer zip file. It contains the Jeevan Pramaan installer, Jeevan Pramaan Client Installation document and RD Service Device Driver which contains the links to RD service for different devices supported by the Jeevan Pramaan Application.

- You will find an installer by name "JeevanPramaanInstaller_4.0.0_Live.exe". Run the installer as administrator

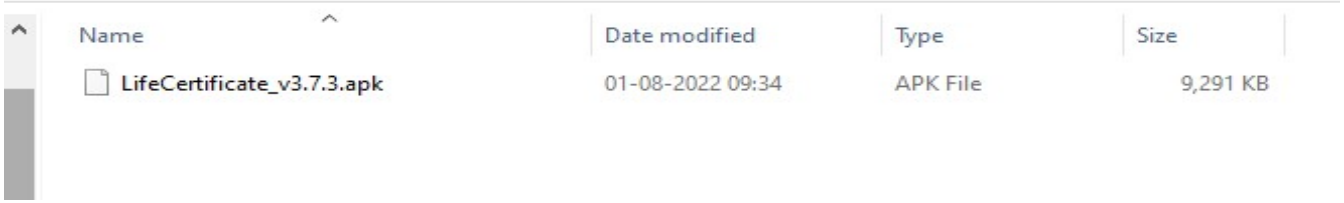


Installation of Jeevan Pramaan Android Application

- Prior to installing Jeevan Pramaan Android application, download and install the RD service pertaining to your device Pl. refer slide no. 11 for this. You can also download the RD service pertaining to your device from play store as well.

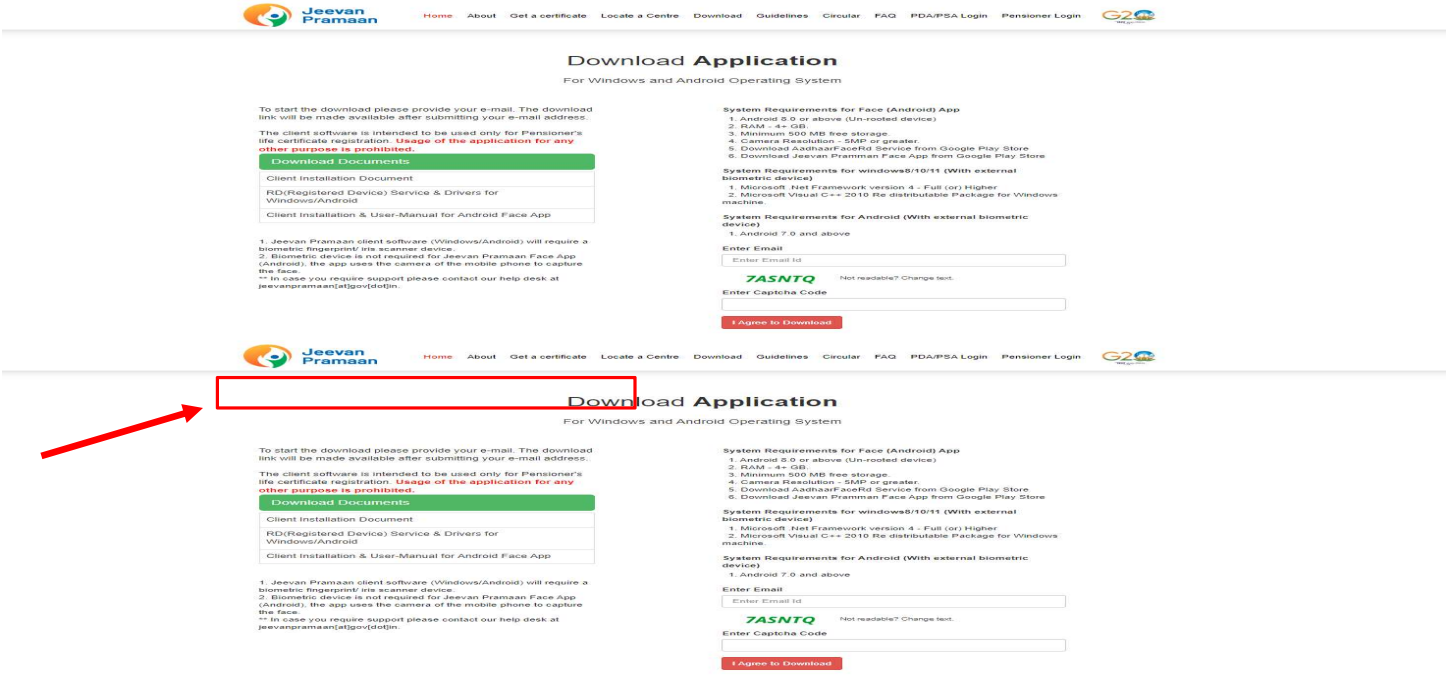
- You will find the Jeevan Pramaan Android Application apk by name "LifeCertificate_v3.7.3.apk" as shown in the image below.

- Run the apk to proceed towards the installation of the application.

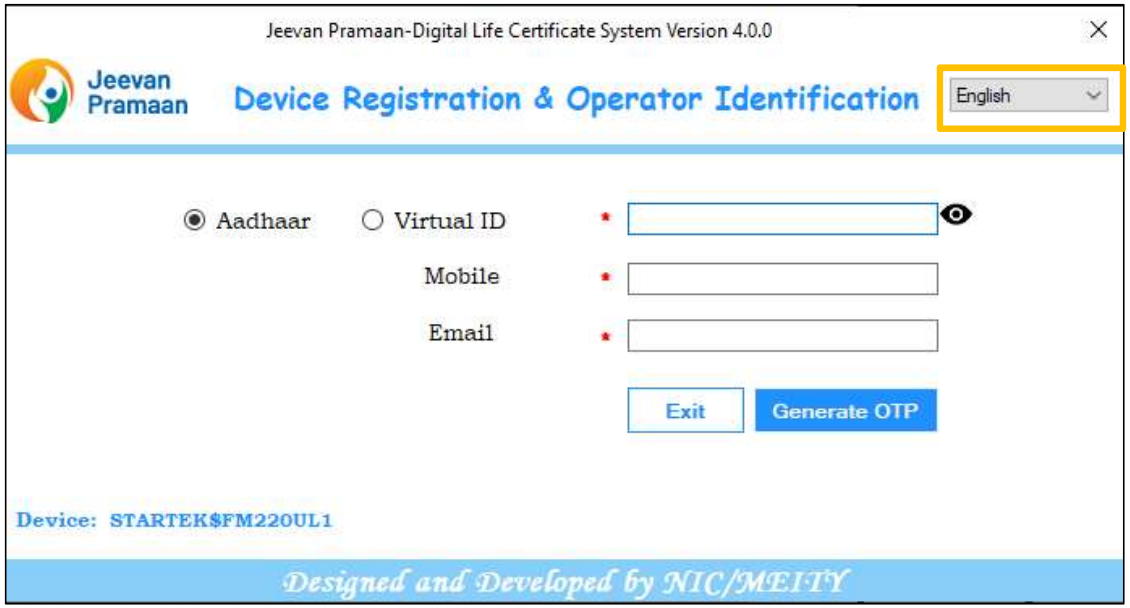


Installation of RD Service

- 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/package/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.

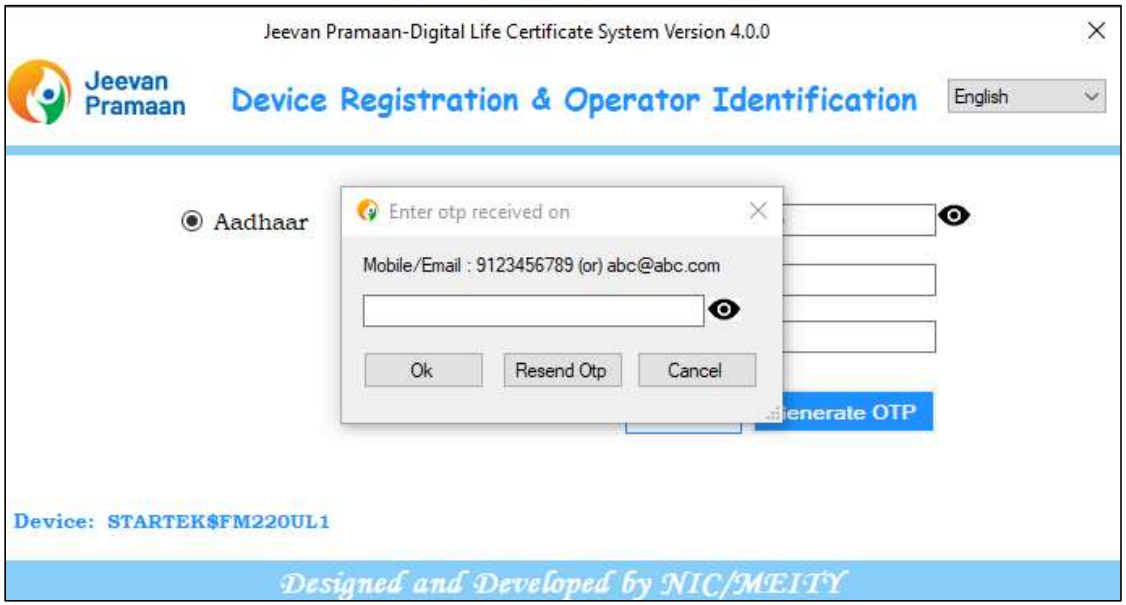


Step-2: Device Registration & Operator Identification (this is a one time process)



- ❑ After you have successfully installed the Jeevan Pramaan Application, run the application.
- ❑ The Application is available in multiple languages - you can select English, Hindi or Assamese from the dropdown at the top right corner (marked in orange box in figure shown on the left side)
- ❑ The very first step is Operator Authentication and it is a one-time process. Any person can act as an operator. The pensioner can also act as an operator
- ❑ The operator needs to enter his/her Aadhaar number, mobile number and e-mail and click on Generate OTP button.
- ❑ The mobile number need not be linked with Aadhaar, you can enter any mobile number but make sure you have it as you will receive an OTP on the mobile and email-id provided

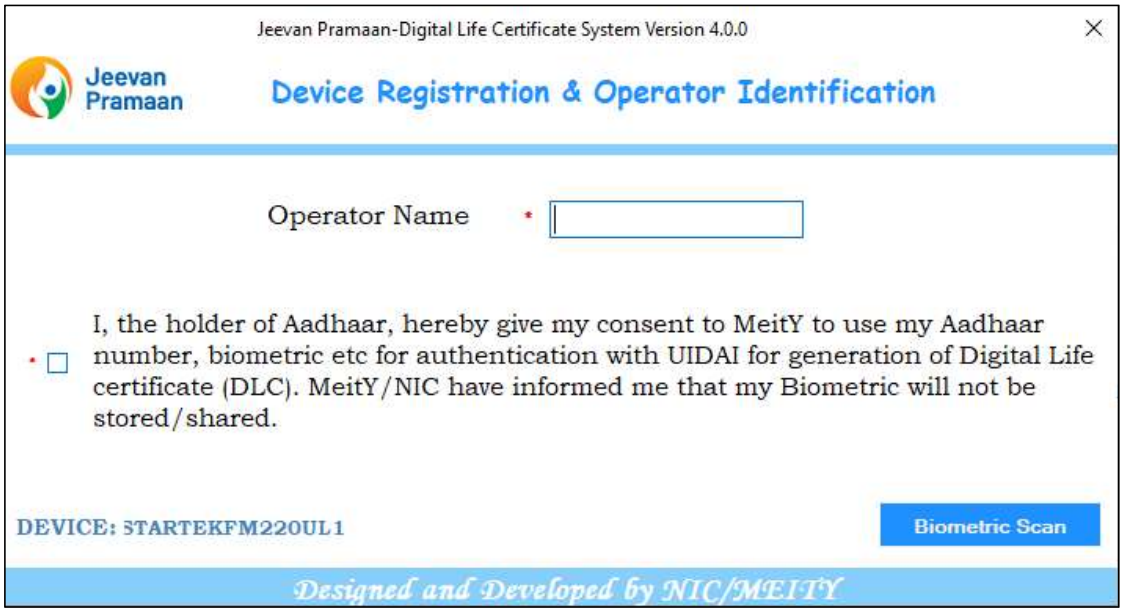
Step-2: Operator Authentication (this is a one time process)



- After the Operator has entered the details, he/she will receive an OTP on entered mobile number as well as email.
- Enter any one of the OTP received and then click on *Ok* button.

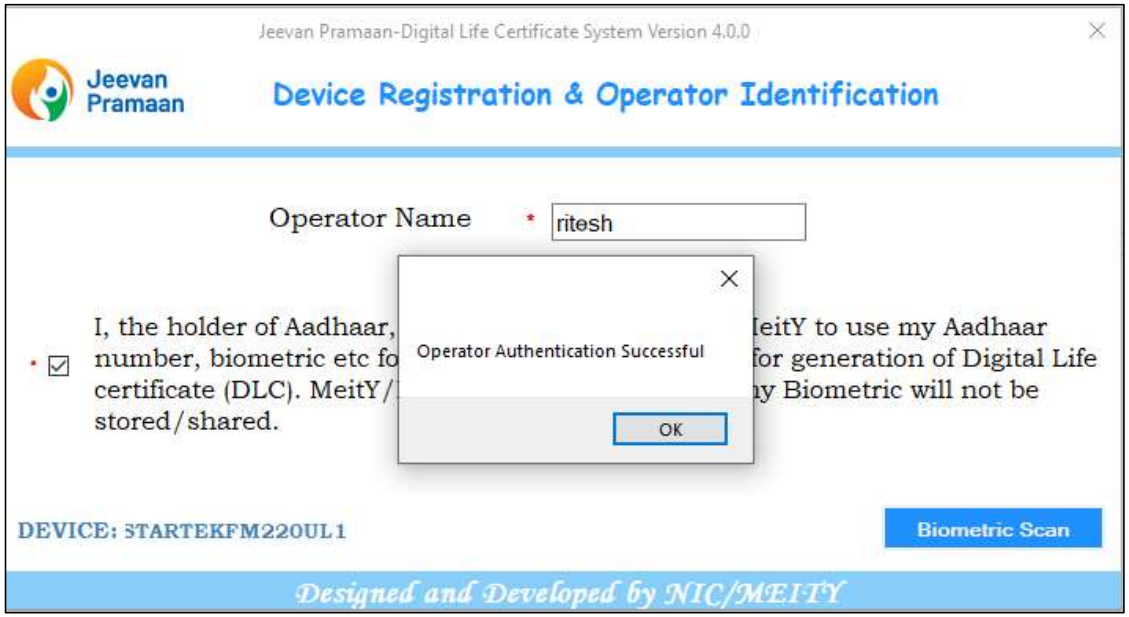
(In case OTP is not received click on *Resend OTP* button)

Step-2: Operator Authentication (this is a one time process)



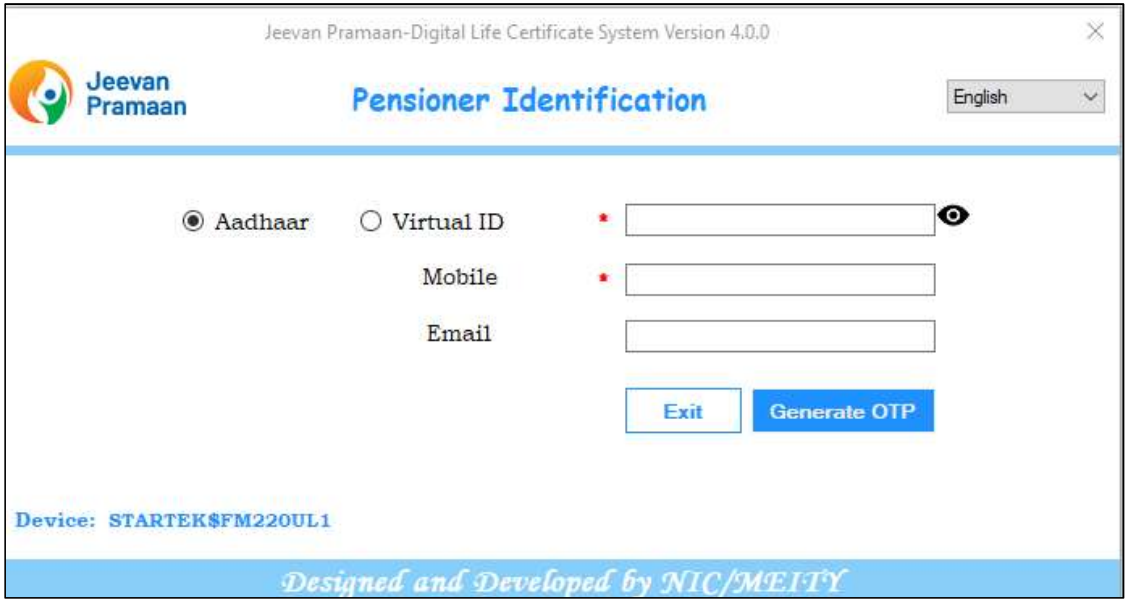
- ❑ After successful OTP Validation the screen shown on left will appear.
- ❑ The Operator needs to enter name and give consent for authentication by clicking on the checkbox.
- ❑ Click on *Biometric Scan* button to proceed towards finger/iris scan

Step-2: Operator Authentication (this is a one time process)



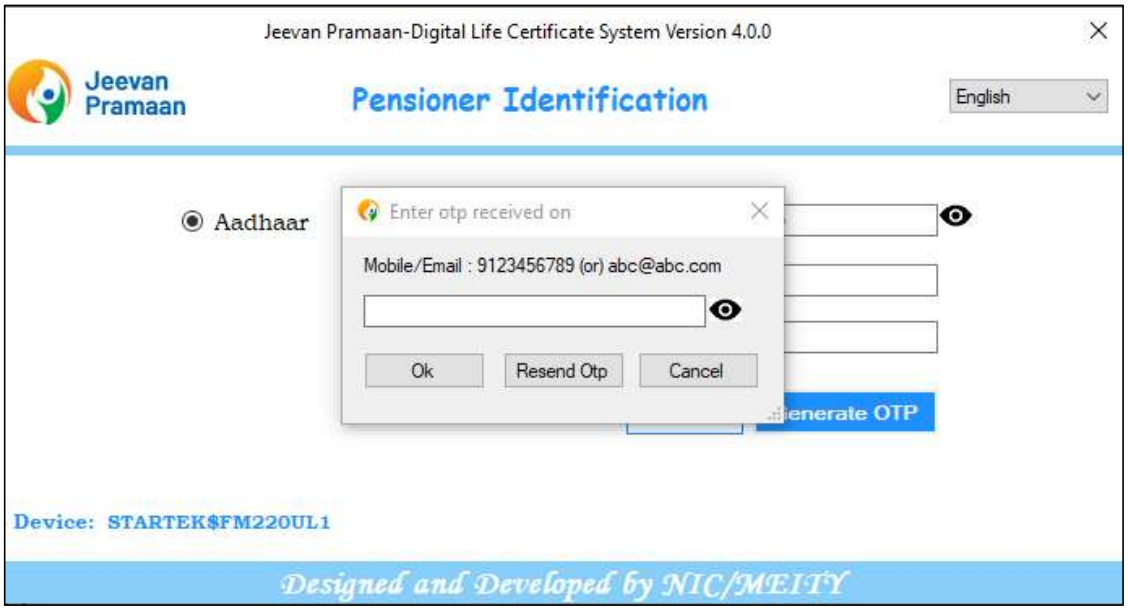
- ❑ After you have successfully authenticated yourself through finger/iris scan, the application will show a pop "Operator Authentication Successful" which states that the Operator Registration is successful and the application restarts itself.

Step-3: Pensioner Authentication



- Next the Pensioner Authentication screen will open. Now whenever you run the application the Pensioner Authentication screen will open.
- The pensioner should enter his/her Aadhaar number and mobile number. The email address is optional.
- Next click on the *Generate OTP* button you will receive an OTP on the entered mobile number and email (only if the user has provided email)

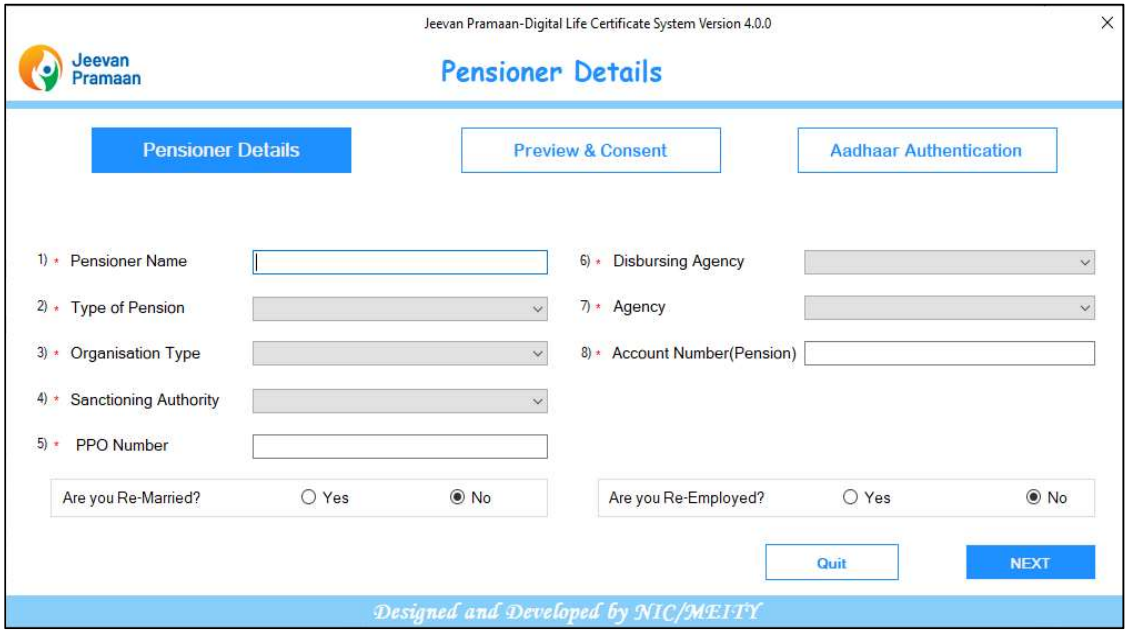
Step-3: Pensioner Authentication



- Enter the OTP received and click on *Ok* button to proceed further.

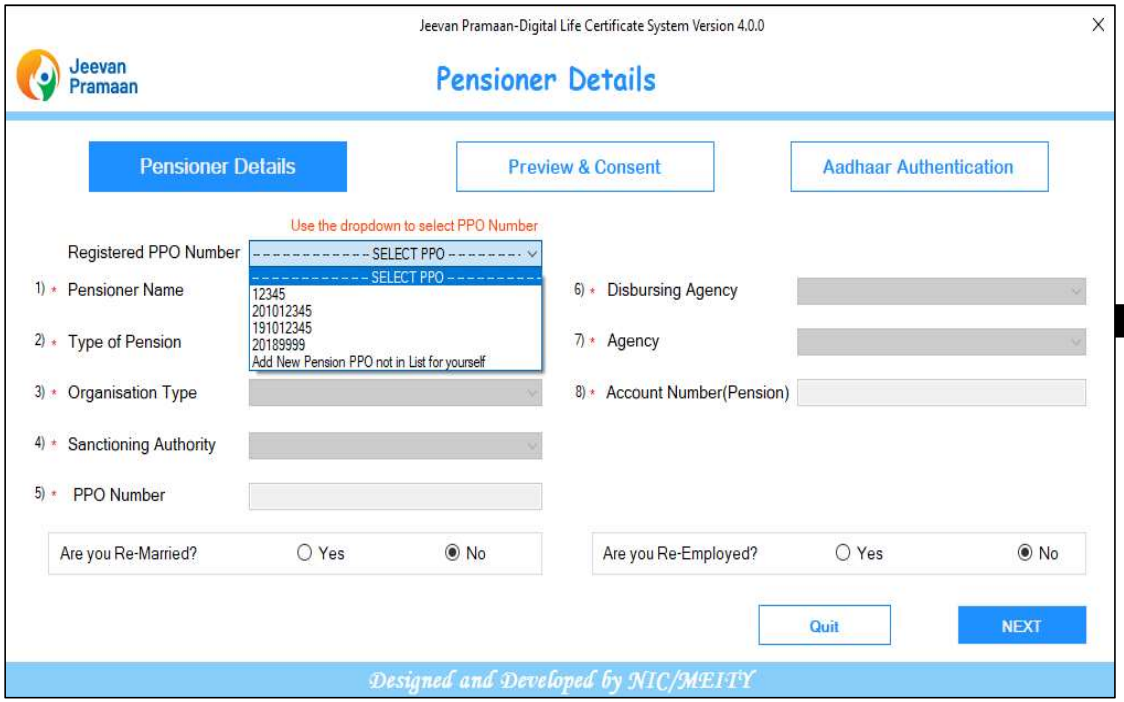
(If OTP is not received, please click on *Resend OTP*)

Step-3: Pensioner Authentication



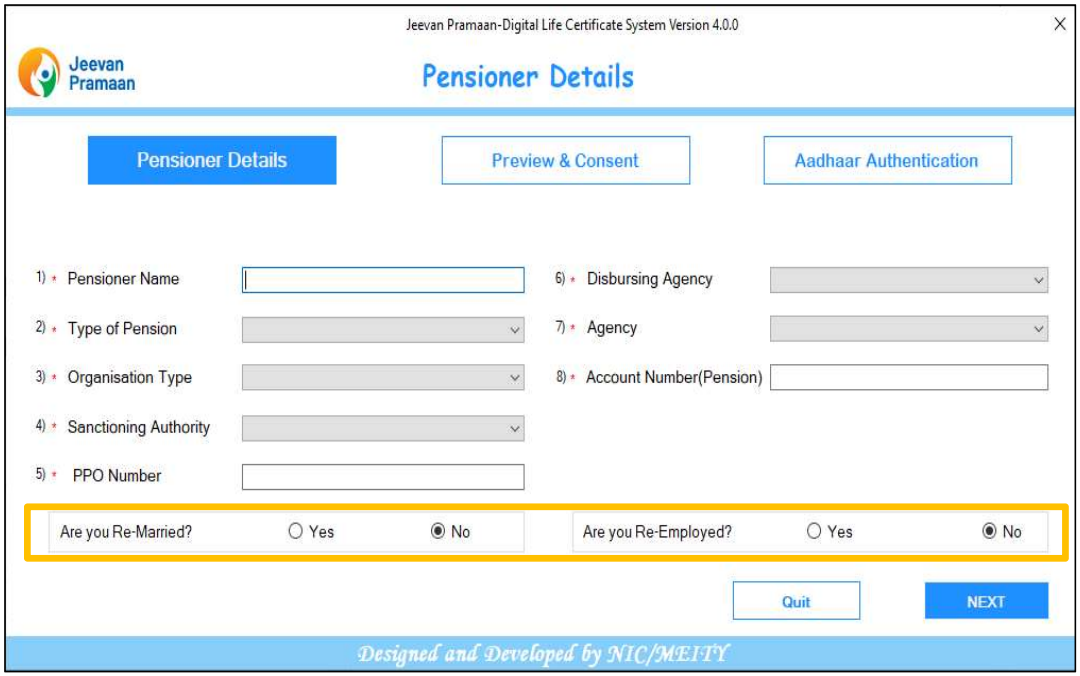
- After successful OTP Validation the screen shown on left appears. The screen will be either blank or will have prefilled details as shown in the next slide.
- Enter all the details correctly, incorrect information will lead to rejection of Jeevan Pramaan by the Pension Disbursing agency

Step-3: Pensioner Authentication



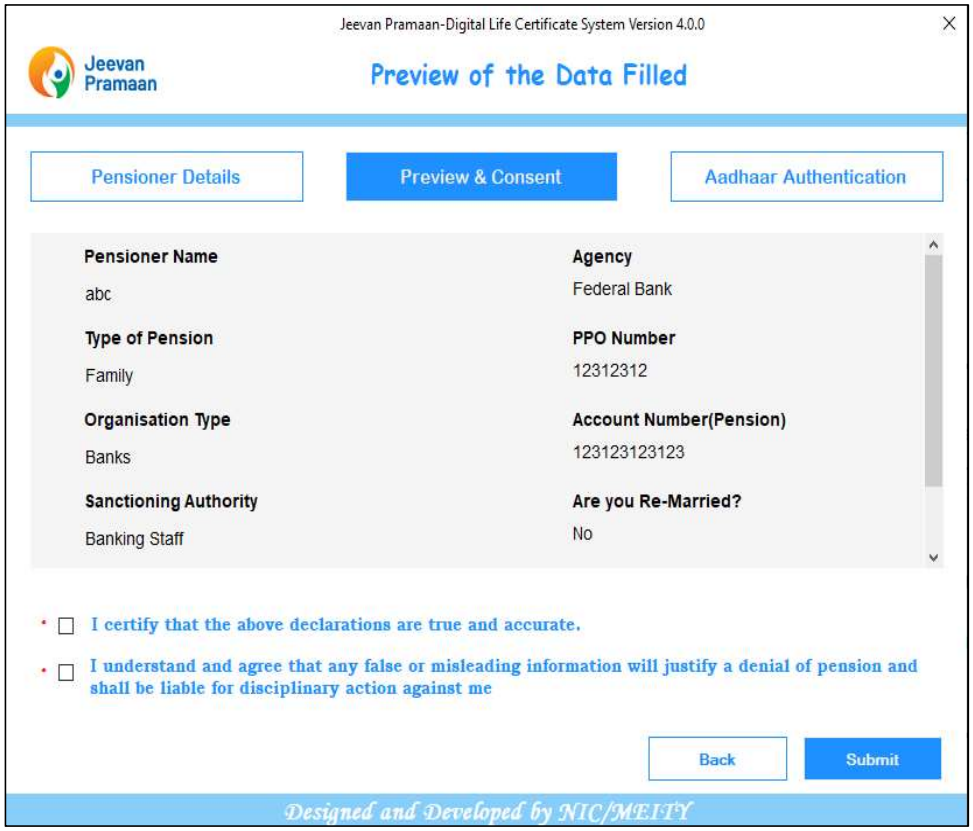
- In case you get the screen with prefilled details, Select the desired PPO Number from the dropdown, or you can select '*Add new pension PPO not in List for yourself*' if you want to add a new PPO Number which is not appearing in list and fill in the pension details.
- In case user selects a PPO Number, he/she can modify all the details except PPO Number.
- After entering all the details click on "NEXT" button

Step-3: Pensioner Authentication



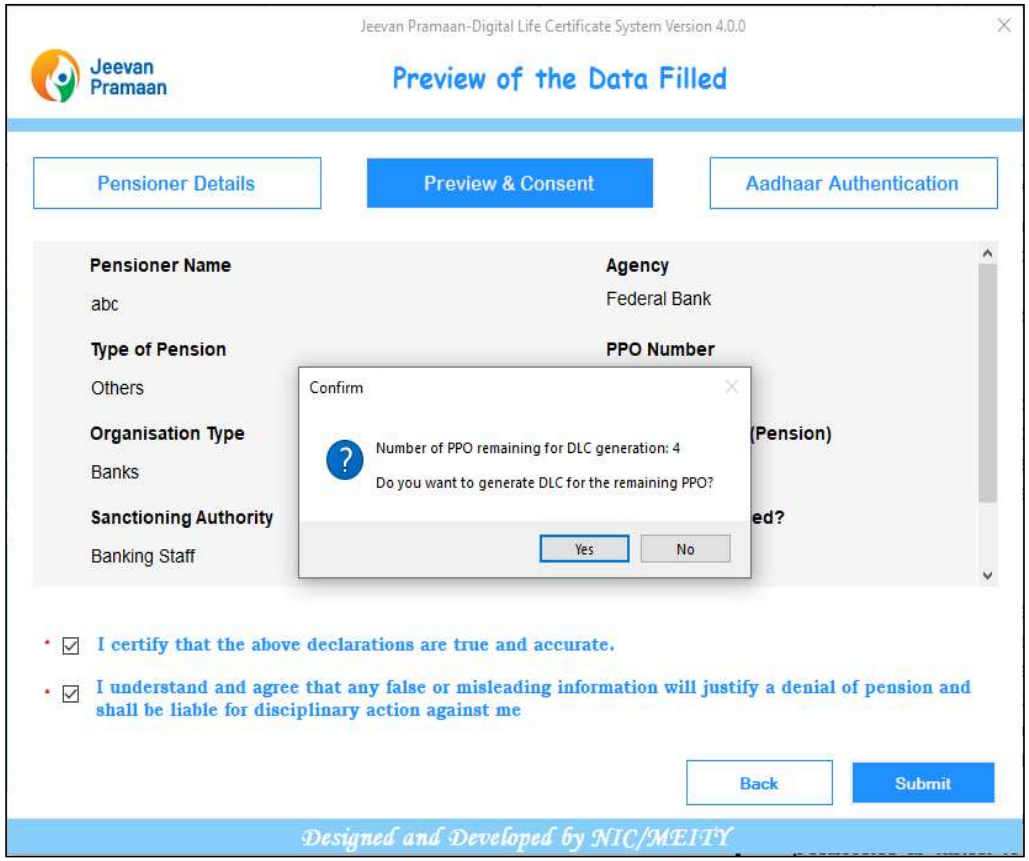
- ❑ the pensioner needs to add Re-marriage and Re-Employment details.
- ❑ In case the pensioner is re-employed or re-married, he/she is not allowed to submit DLC using the application, the pensioner needs to submit the required certificates to their pension disbursing agency.

Step-3: Pensioner Authentication



- This window shows the preview of all the details entered by the pensioner, make sure they are all correct and then tick both the *checkboxes* stating that the information entered is accurate
- click on *Submit* button to proceed further.

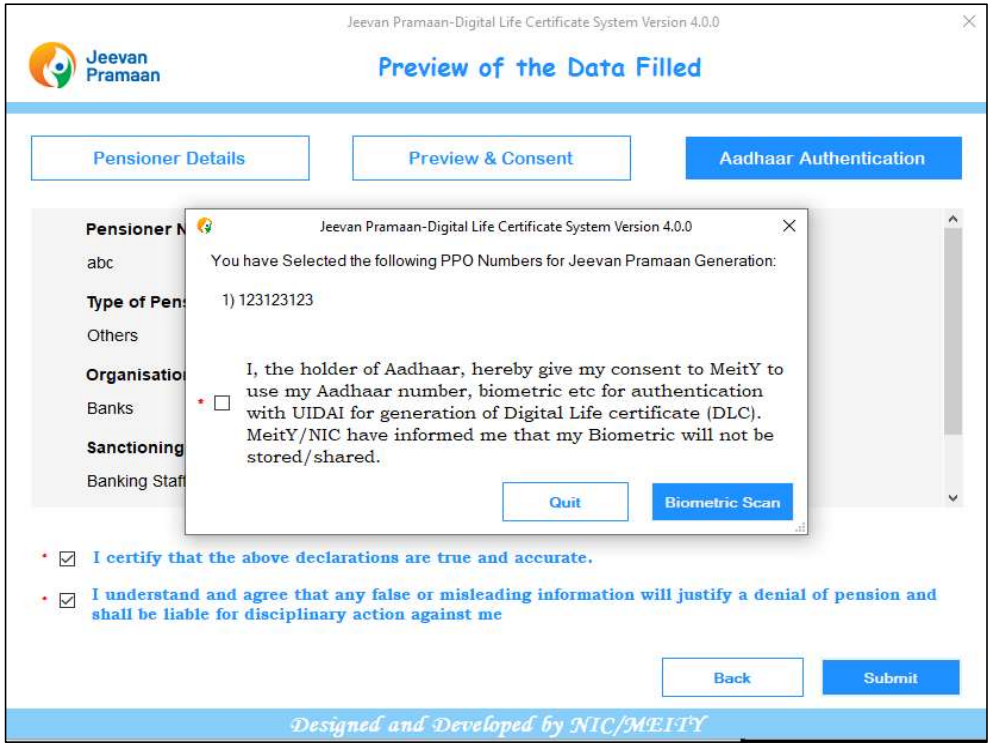
Step-3: Pensioner Authentication



NOTE: This screen will not appear if the pensioner has only one PPO Number/Pension.

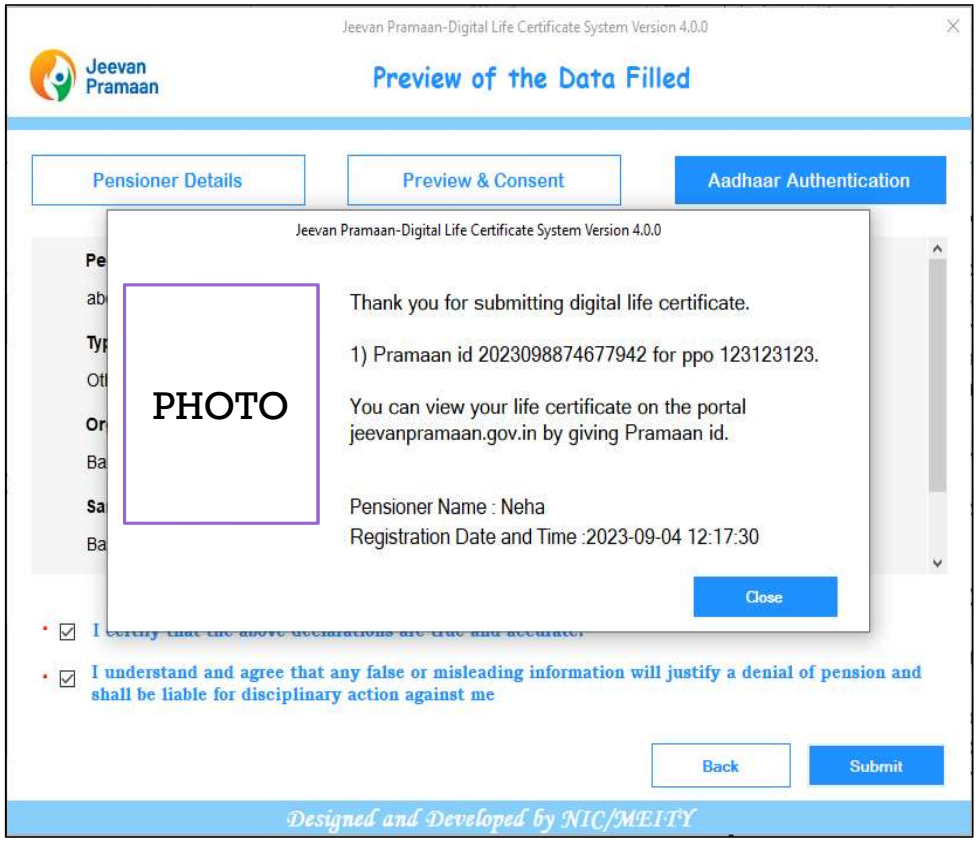
- In case the pensioner has multiple pensions then the pop-up shown on left appears which shows the number of PPOs remaining for DLC generation.
- The pop-up asks the pensioner whether he/she wants to generate DLC for the remaining PPO number's apart from the one which has already been entered . Click on Yes if you wish to do so else click on NO.
- In case user clicks on YES the user will be taken to the pensioner details screen (as shown on slide number 19) and the pensioner is required to select the remaining PPO numbers from the dropdown that he/she wants to add and repeat the process from slide 19 onwards.
- In case the user clicks on NO, the pensioner is taken to the screen on slide number 23.

Step-3: Pensioner Authentication



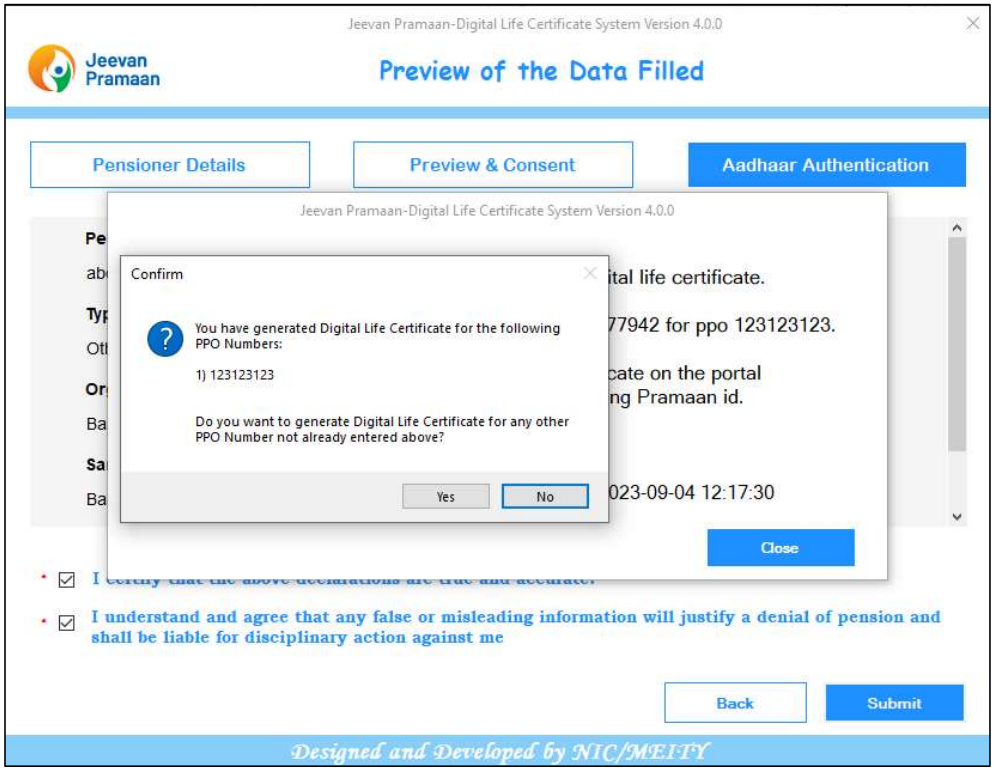
- The screen shows all the PPO numbers selected by the pensioner for DLC (Digital Life Certificate)/Jeevan Pramaan generation.
- The pensioner needs to tick the *checkbox* in order to give consent.
- Click on *Biometric SCAN* button to proceed further.

Step-3: Pensioner Authentication



- Once authentication is successful, the DLC i.e Jeevan Pramaan is successfully generated and the Pramaan-id for each PPO number is displayed as shown on the screen.
- The pensioner will also receive a SMS on the mobile number provided during pensioner-authentication, the SMS contains the Pramaan-id and the link from which the pensioner can download the DLC if required.
- There is no need to physically submit the Digital Life Certificate to the Pension Disbursing Agency as it is automatically forwarded to the respective Pension Disbursing Agency.

Step-3: Pensioner Authentication



- After successful generation of DLC ,when pensioner click's on the close button the pop-up shown on left appears.
- The pop-up asks the pensioner whether he/she wants to add any new pension/PPO number not already entered above. If the pensioner wishes to do so click on YES.
- In case the pensioner clicks on YES, you need to repeat the steps from slide 19 onwards
- In case the pensioner has only one PPO then click on NO.