

**Welfare and Rehabilitation Board
CAPFs & Assam Rifles
Ministry of Home Affairs**

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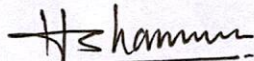
Subject: Dissemination of Information Regarding Jeevan Pramaan Service for Retired CAPFs Personnel.

Kindly refer minutes of the Apex Body meeting of WARB, MHA, held on 04th April 2025 under the Chairmanship of the Chairman, WARB-cum-Director General, BSF, circulated vide this office letter No. WARB-180/ABM/2025/-384-93 dated 22/04/2025.

2. With regard to agenda point number 02 of minutes of the meeting, it is submitted that the Government of India has introduced the *Jeevan Pramaan* service, enabling pensioners to generate a Digital Life Certificate (DLC) from anywhere in the country. Retired personnel can access this service through Government-authorized Common Service Centers (CSCs) or by using the *Jeevan Pramaan* mobile application to generate and submit their DLC. For more information, personnel may visit the official *Jeevan Pramaan* website at <https://jeevanpramaan.gov.in> or download the mobile app from the following link:- https://play.google.com/store/apps/details?id=com.aadhaar.life&pcampaignid=web_share.

3. In accordance with this directive, all concerned are requested to ensure wide publicity and awareness among both retired and serving personnel of their respective forces regarding the availability and use of this facility. The user manual for the *Jeevan Pramaan* mobile application is also enclosed herewith for reference.

Encls: As above


22/04/25
**Secretary to the Chairman
WARB, MHA, New Delhi**

To,

1. The CWO-cum-ADG, Assam Rifles for compliance.
2. The CWOs-cum-IG (Adm/Wel), BSF, CRPF, CISF, ITBP & SSB for compliance.

No. WARB-180/ABM/2025/- 406-11

Dated 22 April, 2025

**JEEVAN PRAMAAN APP
FOR
ANDROID MOBILE PHONES**

User-Manual

JEEVAN PRAMAN (DIGITAL LIFE CERTIFICATE) THROUGH FACE, FINGER & IRIS AUTHENTICATION

Requirement

- Android Smartphone (version 9.0 & above) (**un-rooted device**)
- Internet connection
- RAM - 4+ GB
- Storage – 64GB (Minimum 500 MB free storage space)
- Camera resolution - 5 Mp or more (In case of Face Authentication)
- For Face Authentication - AadhaarFaceRD app (No biometric device is required)
- For Finger/Iris Authentication - RD service of Biometric Device being used

Process

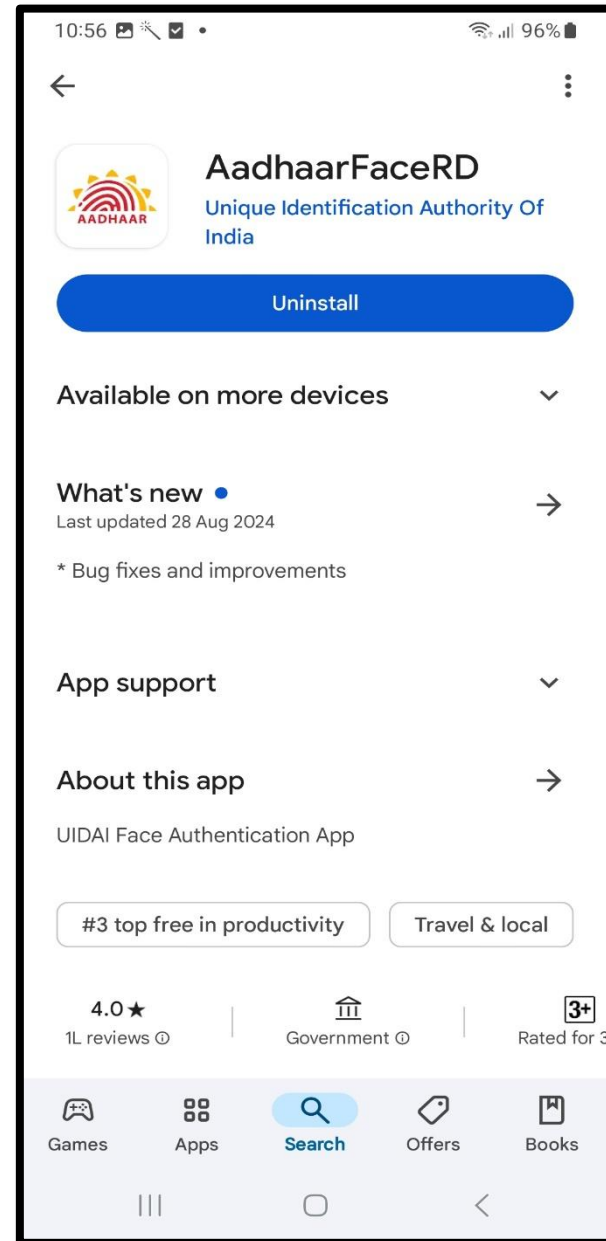
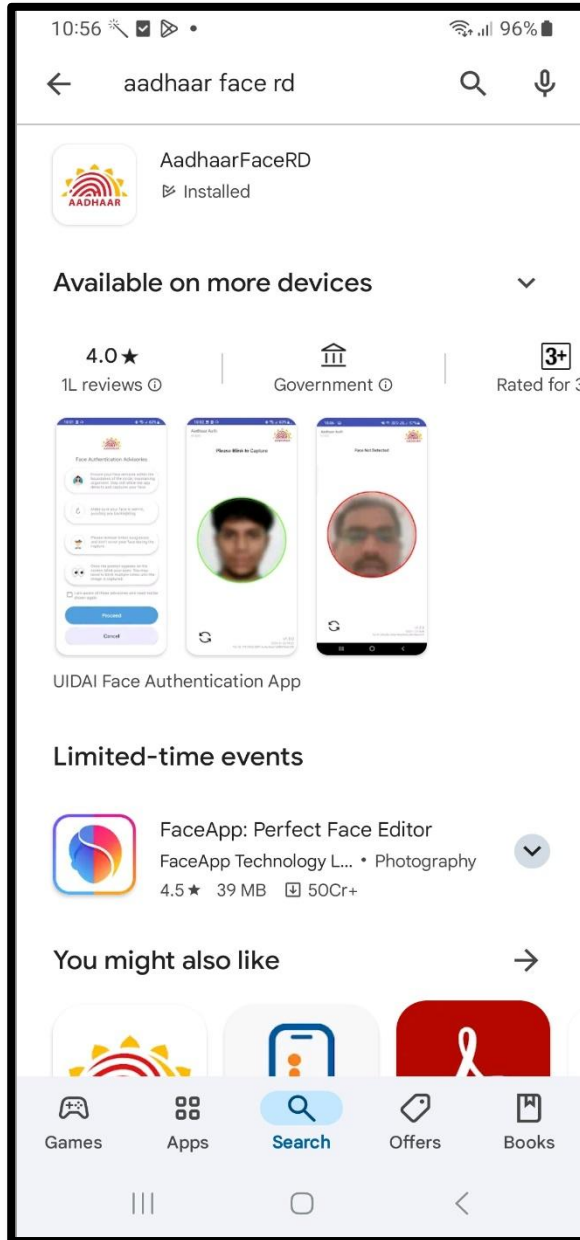
Step-1: Download and Install **AadhaarFaceRD OR RDService App of Biometric device** (if using Biometric device) from Google Play Store.(Refer to page number 3 & 5)

Step-2: Download and Install **Jeevan Pramaan Application**. (Refer to page number 6)

Step-3: Operator Authentication - This is a one time process. Pensioner can be the Operator as well. (Refer to page number 10)

Step-4: Pensioner Authentication - Fill in the pensioner details and Aadhaar based Biometric Authentication of Pensioner. (Refer to page number 18)

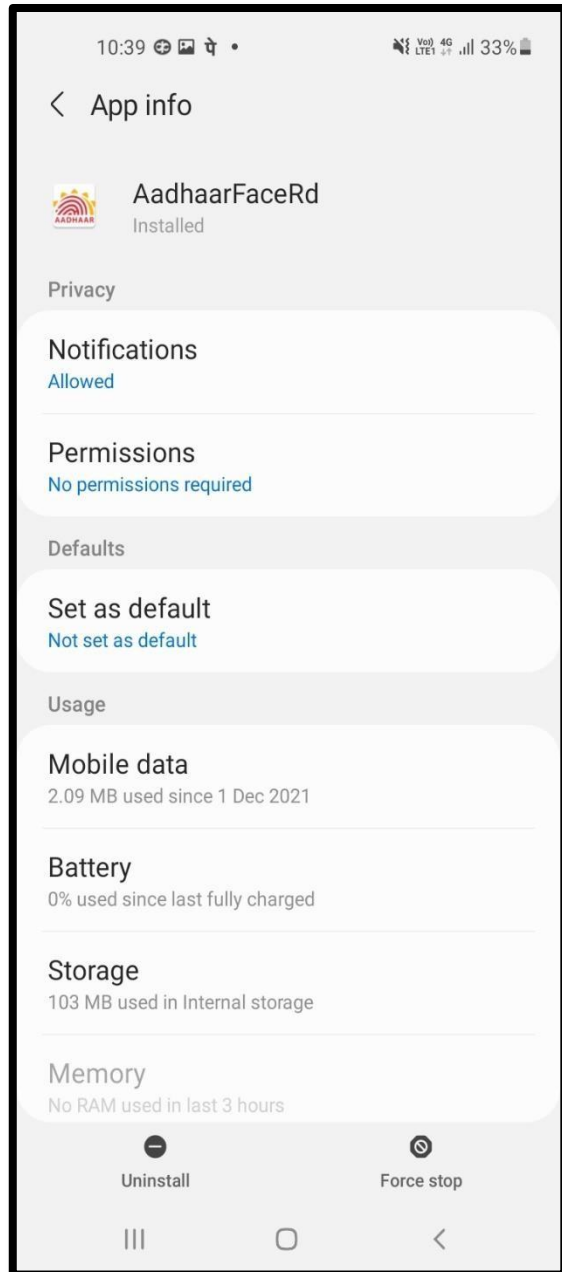
Step-1: Download and Install AadhaarFaceRD App from Google Play Store



- ☐ Open Google Play Store, search for "AadhaarFaceRD"
- ☐ Install the AadhaarFaceRD.

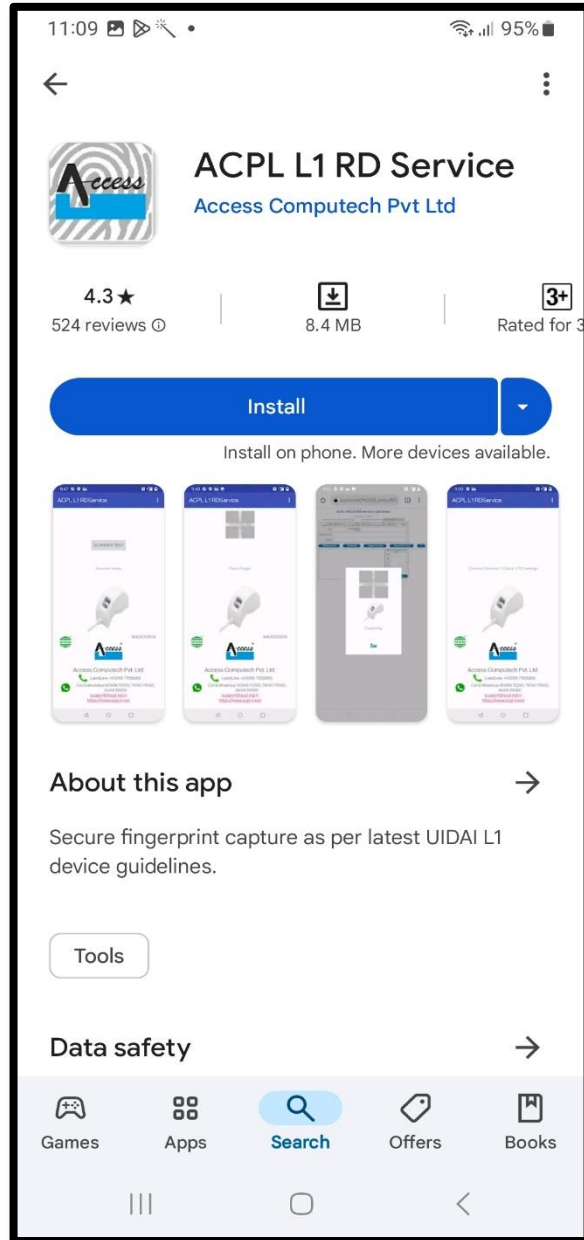


Step-1: Download and Install AadhaarFaceRd App from Google Play Store



- ☐ The *AadhaarFaceRd* is not shown like other apps and has no icon.
- ☐ The App is visible in Settings → App Info, as shown in the image.

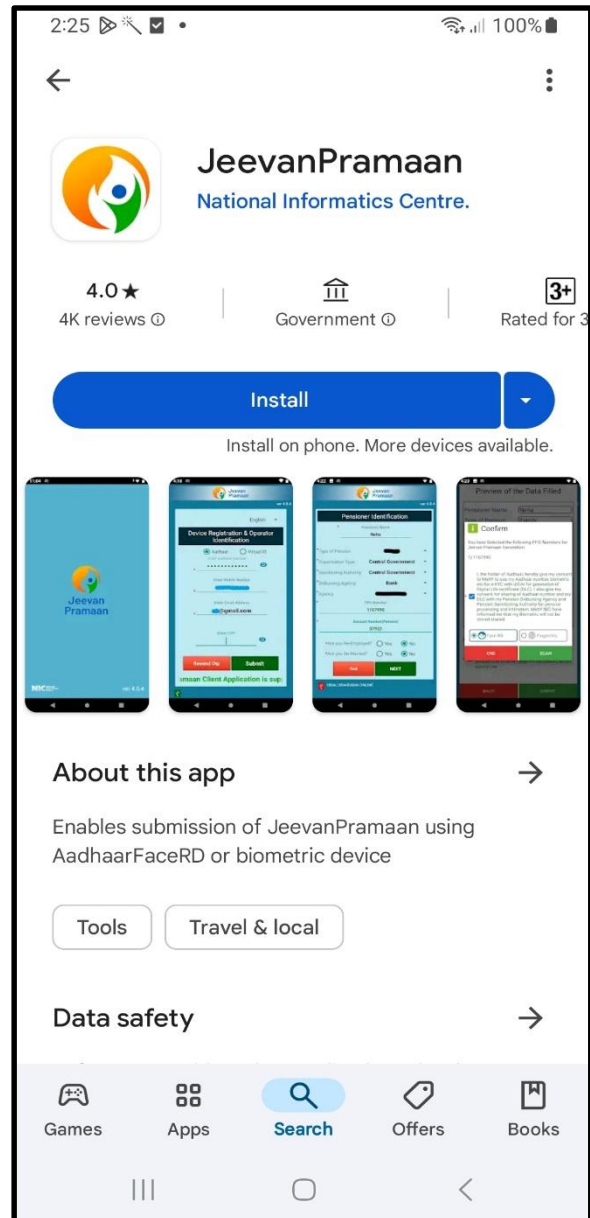
Step-1: Download and Install **Finger** or **IRIS** RDService App from Google Play Store



❑ Open Google Play Store, search for RD Service of biometric device that you are using, and install the same.



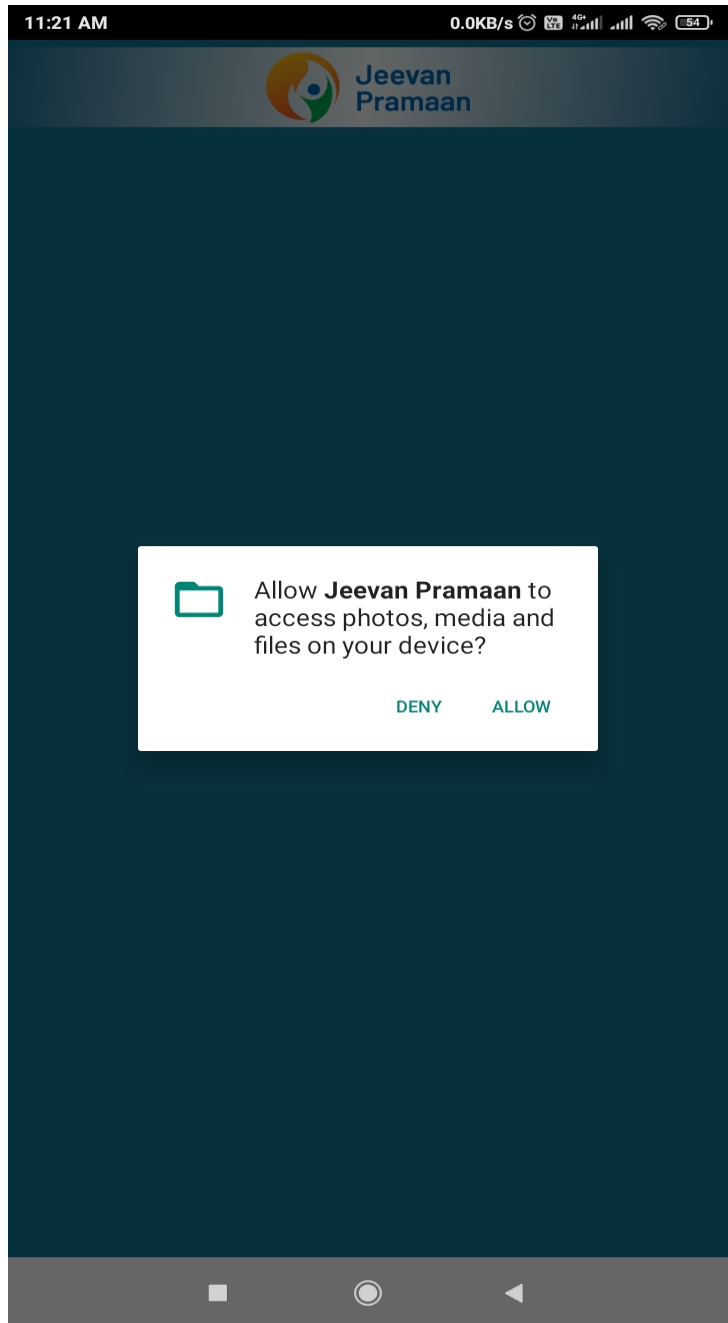
Step-2: Download Jeevan Pramaan Application



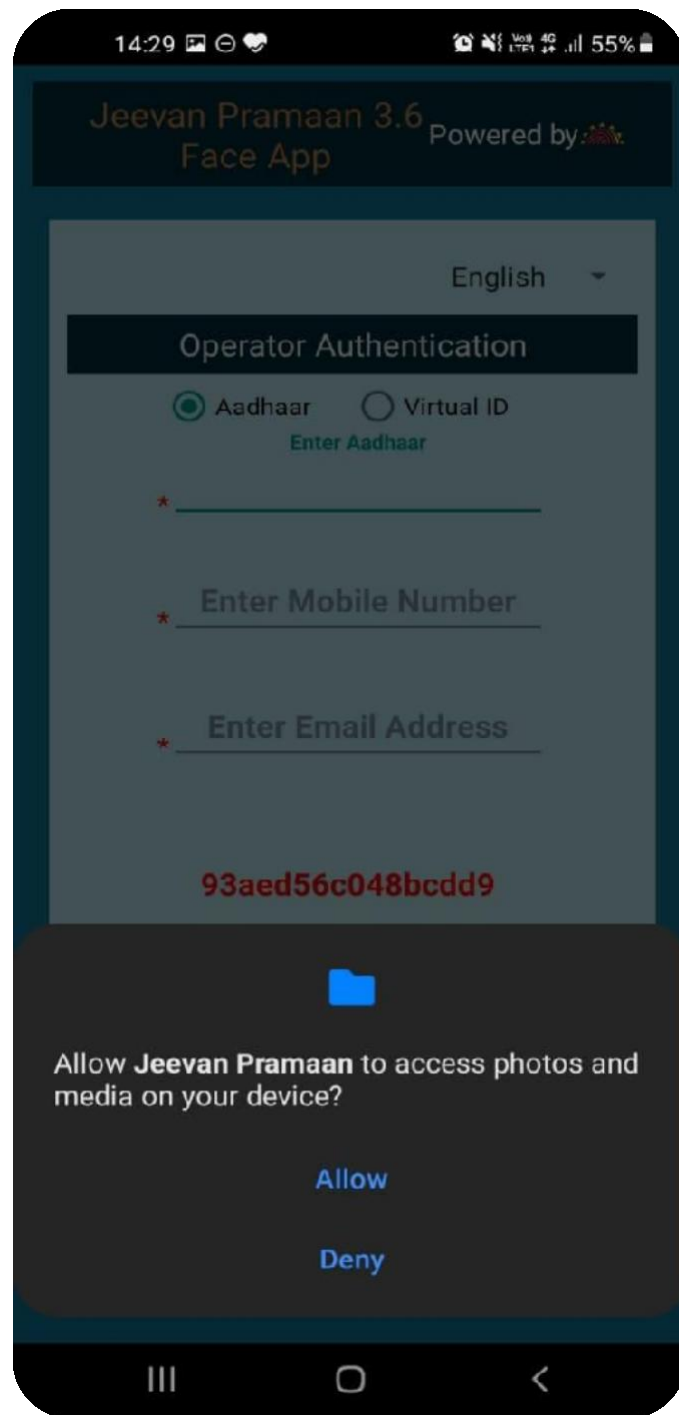
- ☐ Open Google Play Store, search for *Jeevan Pramaan*. Install the application.
- ☐ Screen shot for reference is shown



- ☐ After you have successfully installed the Jeevan Pramaan Application, run the application.
- ☐ The screen as shown on the left appears.

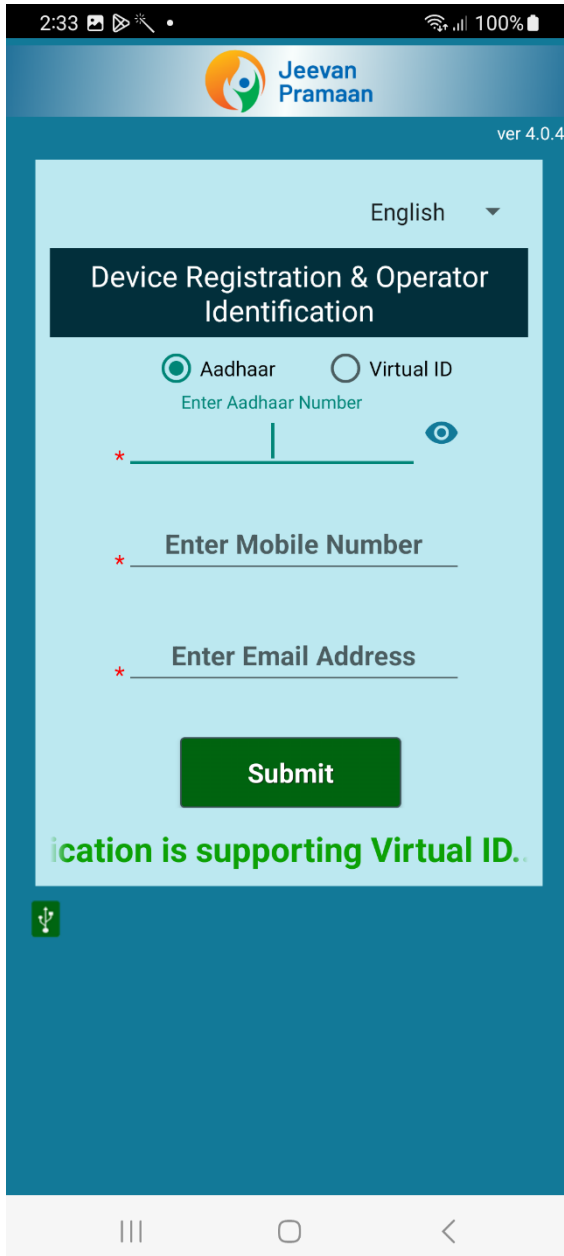


- ☐ A pop-up will appear asking for permissions.
- ☐ You need to allow the permissions in order to run the application. Click on 'Allow' to proceed further.



☐ Next another pop-up will appear asking for more permissions. Click on *Allow*.

Step-3: Device Registration & Operator Identification (one time process)



The screenshot shows the Jeevan Pramaan app interface. At the top, the status bar displays the time 2:33, signal strength, and 100% battery. The app header includes the Jeevan Pramaan logo and the version number 4.0.4. Below the header, there is a language selector set to 'English'. The main title of the screen is 'Device Registration & Operator Identification'. Under this title, there are two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below the 'Aadhaar' option, there is a text input field labeled 'Enter Aadhaar Number' with a red asterisk on the left and a blue eye icon on the right. Below this is another text input field labeled 'Enter Mobile Number' with a red asterisk on the left. Below that is a third text input field labeled 'Enter Email Address' with a red asterisk on the left. At the bottom of the form is a green 'Submit' button. At the very bottom of the screen, there is a green banner that says 'Registration is supporting Virtual ID.' and a small USB icon on the left.



- ☐ Next the '*Device Registration & Operator Identification*' screen appears. This 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 address and click on *submit*
- ☐ **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-3: Device Registration & Operator Identification (one time process)

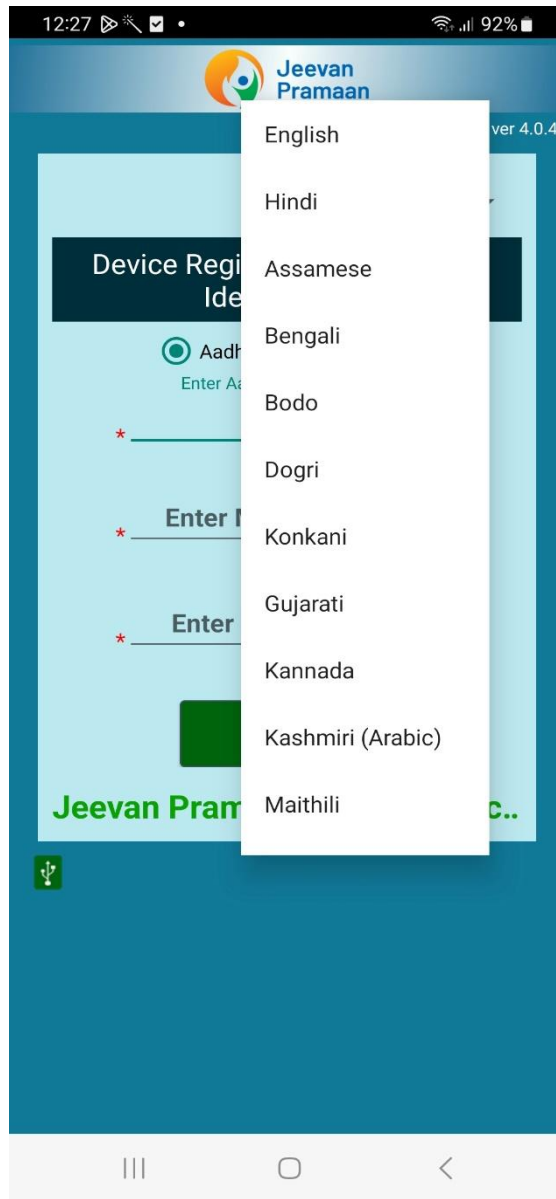


Fig. 1

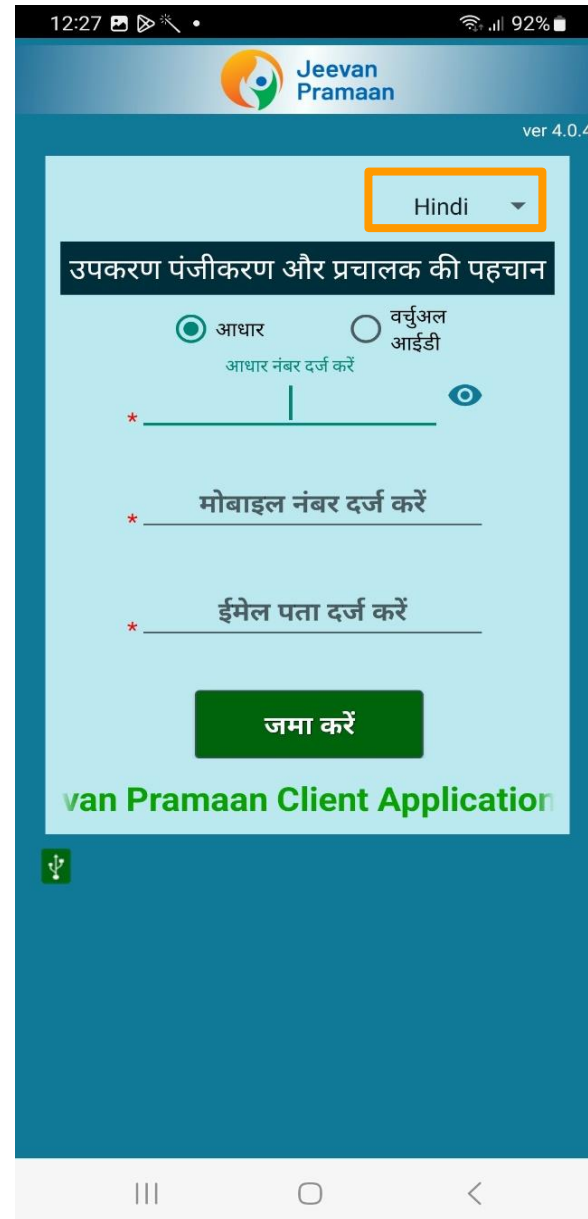
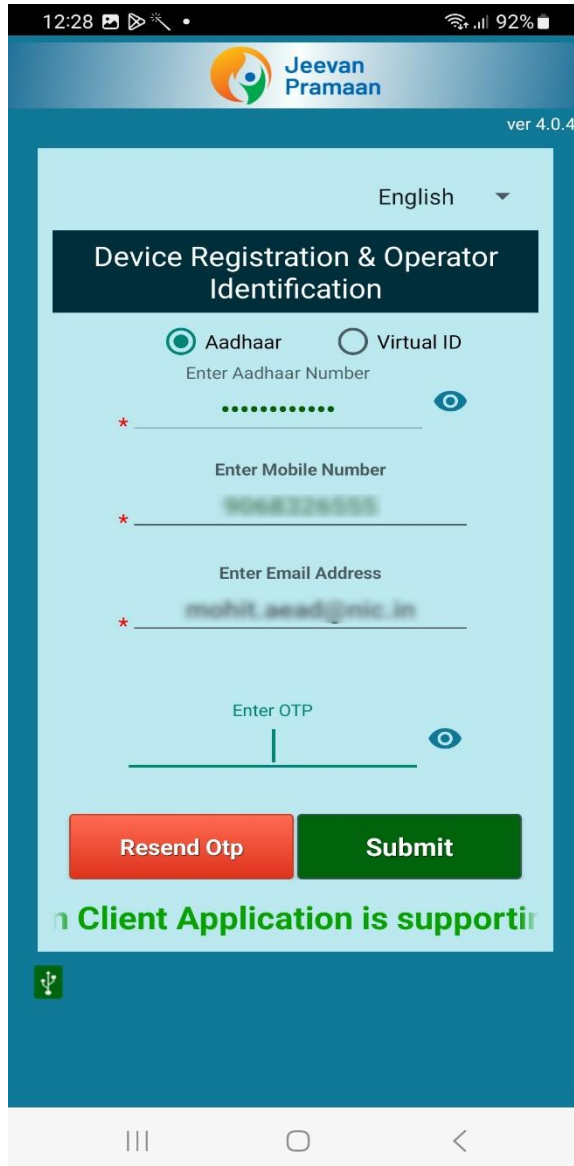


Fig. 2

- ❑ The application is multilingual - you can select any of the language from the dropdown at the top right corner (marked in orange box in Fig. 2)
- ❑ Fig. 2 shows how the application looks like in Hindi language

Step-3: Device Registration & Operator Identification (one time process)



The screenshot shows the Jeevan Pramaan app interface for device registration. At the top, the status bar shows the time 12:28, signal strength, and 92% battery. The app header includes the Jeevan Pramaan logo and version 4.0.4. A language dropdown menu is set to English. The main title is "Device Registration & Operator Identification". Below this, there are two radio buttons: "Aadhaar" (selected) and "Virtual ID". The "Aadhaar" section has a label "Enter Aadhaar Number" and a masked input field with a red asterisk and an eye icon. The "Virtual ID" section has a label "Enter Mobile Number" and a masked input field with a red asterisk. The "Email Address" section has a label "Enter Email Address" and a masked input field with a red asterisk. The "OTP" section has a label "Enter OTP" and a masked input field with an eye icon. At the bottom, there are two buttons: "Resend Otp" (red) and "Submit" (green). A green banner at the bottom states "Client Application is supporti".



☐ 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 *Submit* button.

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

Step-3: Device Registration & Operator Identification (one time process)

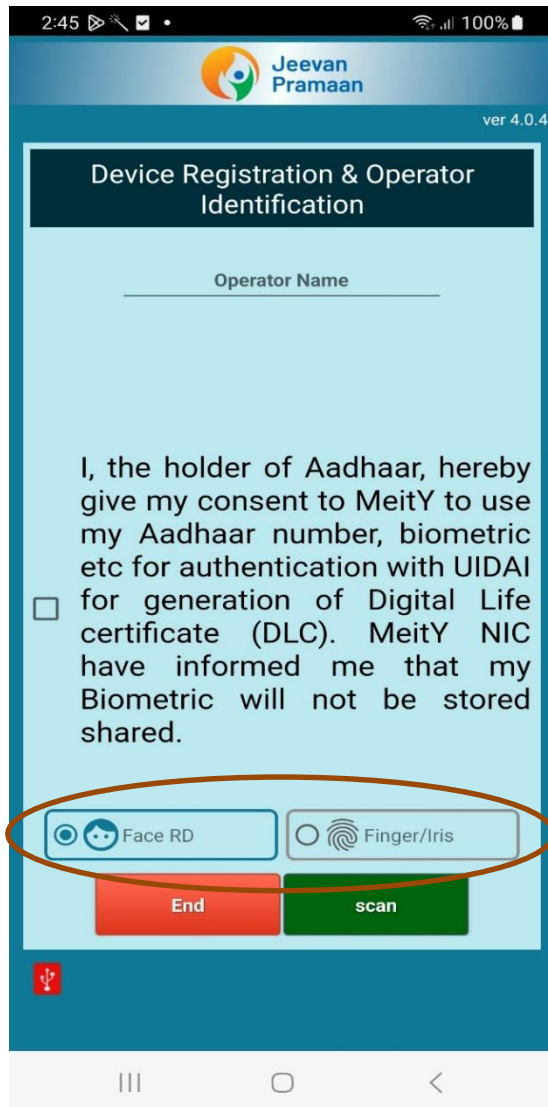


Fig. 1

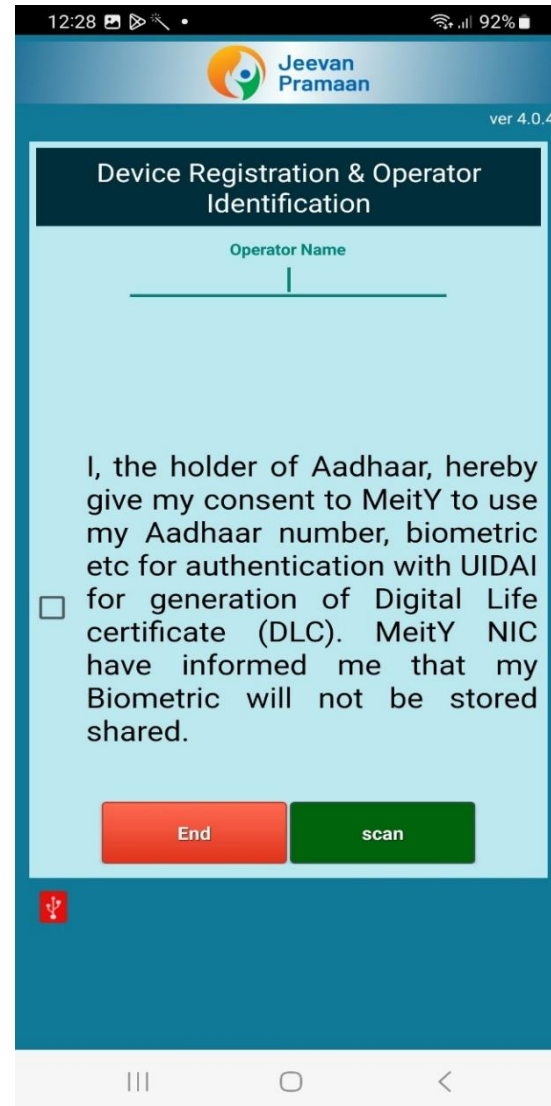



Fig. 2







- ☐ 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.
- ☐ If both face and biometric RdService is installed and biometric device is connected then user will get two options to select from - Face RD & Finger/Iris as shown in Fig.1 Choose the desired option.
- ☐ If multiple RdService are not installed then application will not show any option and proceeds with available installed RdService (Fig. 2)
- ☐ Click on *Scan* button to proceed for scan.

Step-3: Device Registration & Operator Identification (Registration Using Face)

2:56 99%



Face Authentication Advisories

-  Ensure your face remains within the boundaries of the circle, maintaining alignment. Stay still while the app detects and captures your face.
-  Make sure your face is well-lit, avoiding any backlighting.
-  Please remove tinted sunglasses and don't cover your face during the capture.
-  Once the prompt appears on the screen, blink your eyes. You may need to blink multiple times until the image is captured.

☐ I am aware of these advisories and need not be shown again.

Proceed

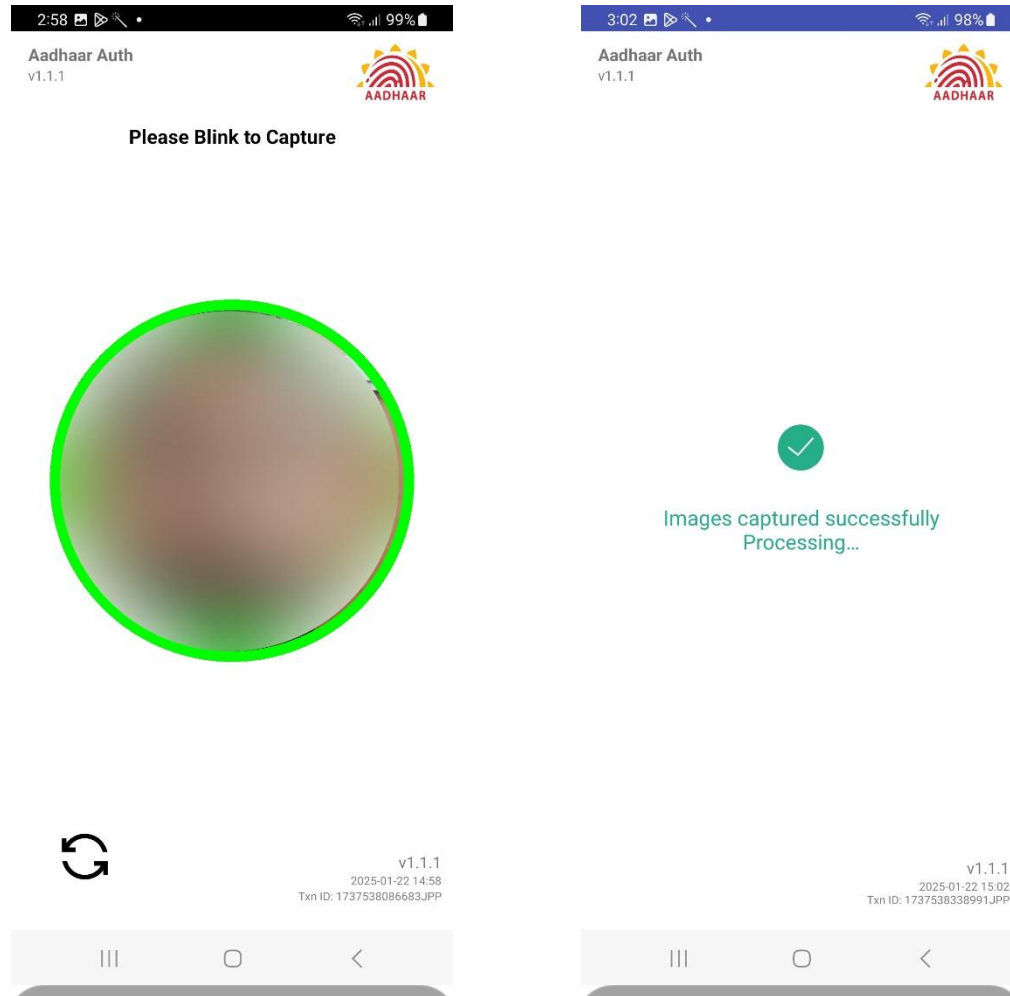
Cancel



Registration Using Face Authentication

- ☐ The screen shows the instructions for face authentication.
- ☐ Read the instructions carefully, click on the check box and then click on *Proceed*.

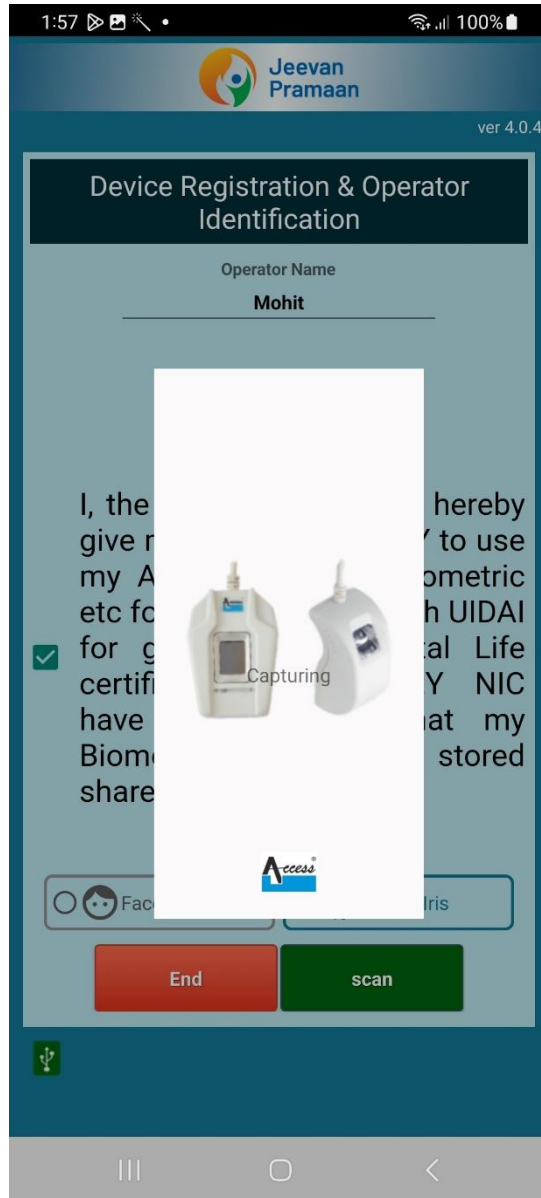
Step-3: Device Registration & Operator Identification (Registration Using Face)



Registration Using Face Authentication

- ☐ You can use the front or rear camera to capture the face.
- ☐ The screen shows the instructions you need to follow while scanning. Face should be within the circle and blink your eyes.
- ☐ Follow the instructions that appear on the screen to successfully complete the face authentication process.

Step-3: Device Registration & Operator Identification (Registration Using Biometric device)



Registration Using Biometric device

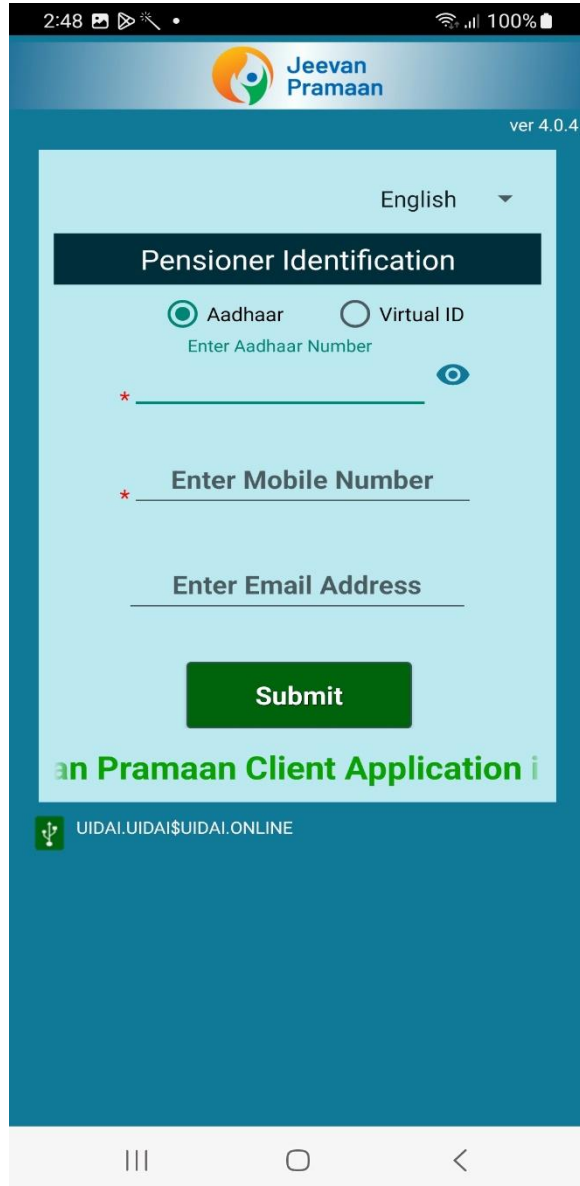
- ☐ Place your finger on the biometric device to scan finger print. (or in case using Iris device scan your eye)

Step-3: Device Registration & Operator Identification (one time process)



After you have successfully authenticated yourself through face, finger or iris scan, the application restarts itself and a toast is shown “Operator Authentication Successful” which implies that the ‘Device Registration & Operator Identification’ is successfully completed.

Step-4: Pensioner Identification

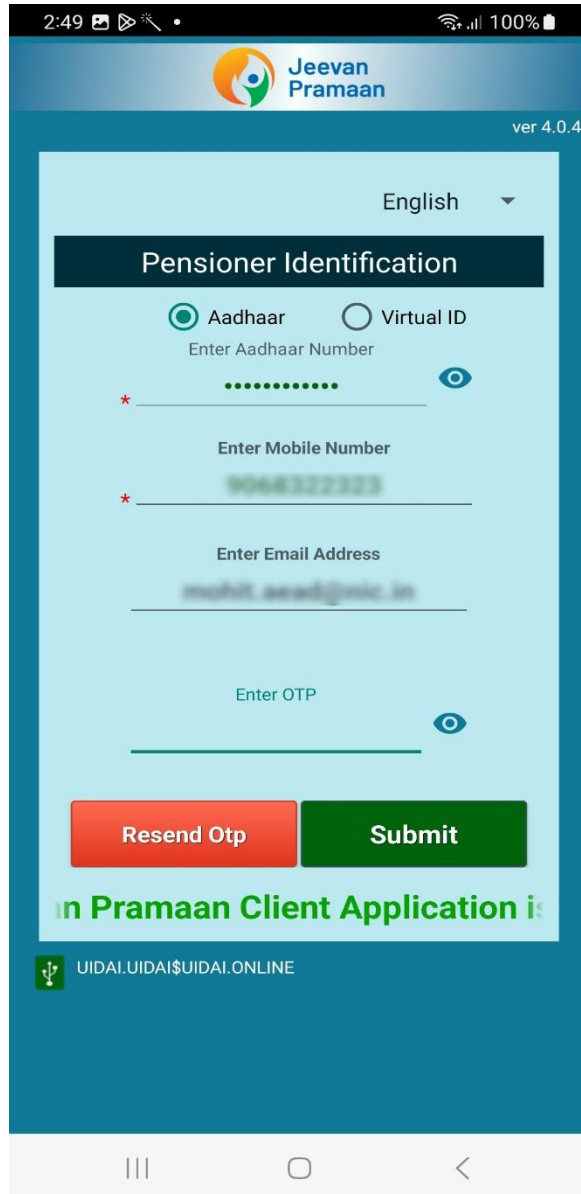


The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan application. At the top, the Jeevan Pramaan logo and version 'ver 4.0.4' are visible. Below the logo, there is a language dropdown set to 'English'. The main section is titled 'Pensioner Identification' and contains two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below these, there is a text input field for 'Enter Aadhaar Number' with a red asterisk and a toggle icon. Below that is another text input field for 'Enter Mobile Number' with a red asterisk. At the bottom of the form is a text input field for 'Enter Email Address'. A green 'Submit' button is located below the email field. At the very bottom of the screen, there is a status bar with the text 'an Pramaan Client Application i' and a USB icon with the text 'UIDAI.UIDAI\$UIDAI.ONLINE'.



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

Step-4: Pensioner Identification



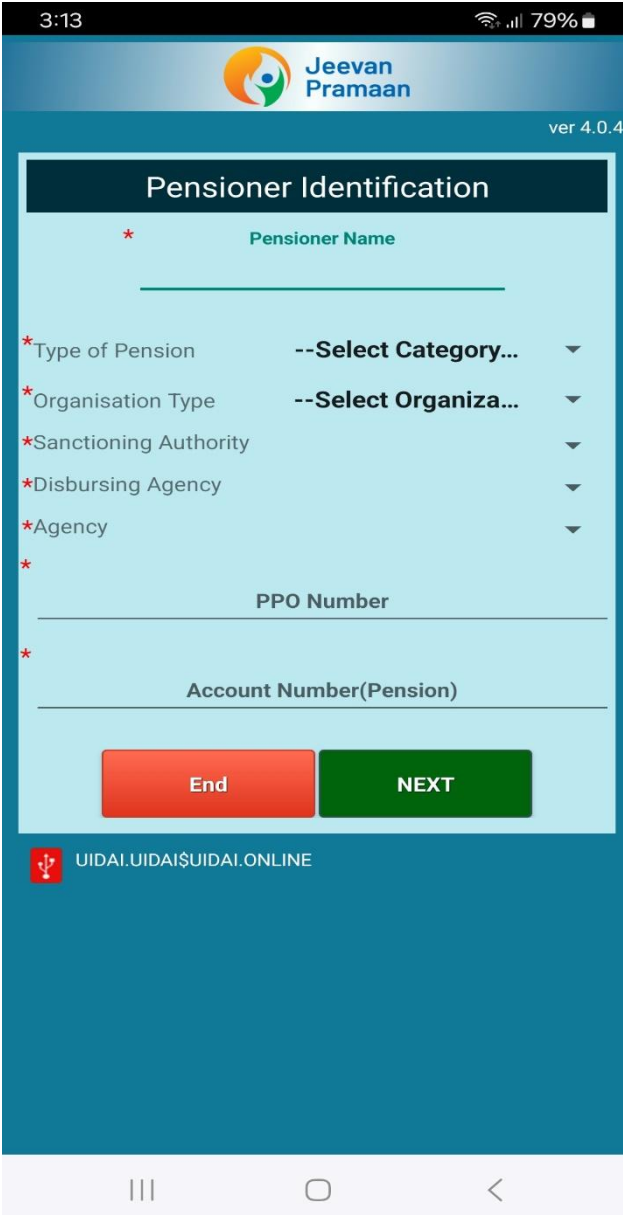
The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan app. At the top, the app's logo and name 'Jeevan Pramaan' are visible, along with the version 'ver 4.0.4'. Below the header, there's a language selector set to 'English'. The main section is titled 'Pensioner Identification' and contains two radio buttons: 'Aadhaar' (selected) and 'Virtual ID'. Below these are input fields for 'Enter Aadhaar Number' (with a red asterisk and a green eye icon), 'Enter Mobile Number' (with a red asterisk and a green eye icon), and 'Enter Email Address' (with a green eye icon). At the bottom of the form is an 'Enter OTP' field with a green eye icon. Two buttons, 'Resend Otp' (red) and 'Submit' (green), are positioned below the OTP field. At the very bottom, there's a green banner with the text 'in Pramaan Client Application is' and a small icon. The footer shows the UIDAI logo and the text 'UIDAI.INDIA\$UIDAI.ONLINE'.



☐ Enter the OTP received and click on *Submit* button to proceed further.

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

Step-4: Pensioner Identification



The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan application (version 4.0.4). The screen is titled 'Pensioner Identification' and features a light blue background. At the top, there is a header with the Jeevan Pramaan logo and the text 'Jeevan Pramaan ver 4.0.4'. Below the header, the form fields are as follows:

- Pensioner Name**: A text input field with a red asterisk indicating it is mandatory.
- Type of Pension**: A dropdown menu with the text '--Select Category...' and a red asterisk.
- Organisation Type**: A dropdown menu with the text '--Select Organiza...' and a red asterisk.
- Sanctioning Authority**: A dropdown menu with a red asterisk.
- Disbursing Agency**: A dropdown menu with a red asterisk.
- Agency**: A dropdown menu with a red asterisk.
- PPO Number**: A text input field with a red asterisk.
- Account Number(Pension)**: A text input field with a red asterisk.

At the bottom of the form, there are two buttons: a red 'End' button and a green 'NEXT' button. Below the buttons, there is a small red USB icon and the text 'UIDAI.UIDAI\$UIDAI.ONLINE'. The status bar at the top shows the time as 3:13 and the battery level as 79%.



- ☐ 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 page.
- ☐ Enter all the details correctly, incorrect information will lead to rejection of Jeevan Pramaan by the Pension Disbursing agency.

Step-4: Pensioner Identification

The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan app. A dropdown menu is open, displaying a list of PPO numbers: 1234567890, 667676, 677788778, and HSJS562(73)74/7-99_5373. Below the dropdown, there is a checkbox labeled 'Add new pension ppo not in list for yourself'. The form includes fields for Organisation Type (State Government), Sanctioning Authority (State Government), Disbursing Agency (Uttarakhand Treasury), Treasury/Sub Treasury (Delhi - Pay and Accounts), PPO Number (1234567890), and Account Number (Pension) (64839393939393). There are also checkboxes for 'Are you Re-Employed?' and 'Are you Re-Married?'. At the bottom, there are 'End' and 'NEXT' buttons.

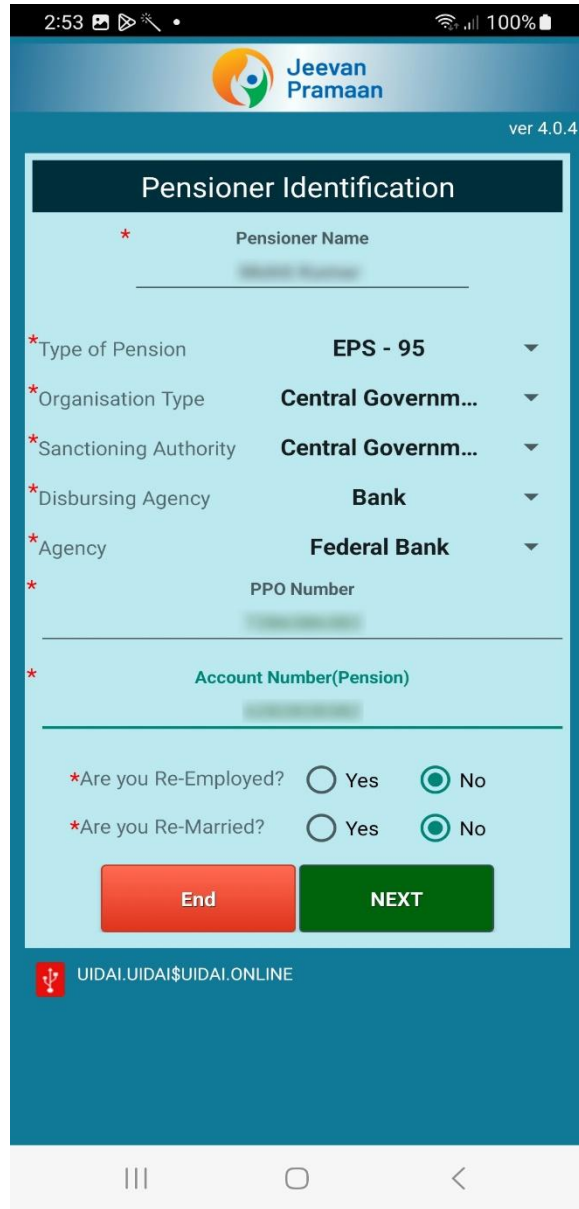
Fig. 1

The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan app after selecting a PPO No. The dropdown menu is closed, and the 'Add new pension ppo...' option is visible. The form fields are filled with the following details: Pensioner Name (Mohit Kumar), Type of Pension (--Select Category--), Organisation Type (--Select Organization--), Sanctioning Authority (--Select Authority--), Disbursing Agency (--Select Disbursing Agency--), Treasury/Sub Treasury (--Select Agency--), PPO Number, and Account Number (Pension). At the bottom, there are 'End' and 'NEXT' buttons.

Fig. 2

- ☐ In case you get the screen with prefilled details, Select the desired PPO No. from the dropdown(fig.1), or if your required PPO No. is not appearing in list select *'Add new pension PPO not in List for yourself'*
- ☐ In case user selects a PPO No. from the list, he/she can modify all the details except PPO No.
- ☐ In case you select *'Add new pension PPO not in List for yourself'* the non-filled pensioner authentication screen (fig. 2) is displayed and user is required to fill all the details.

Step-4: Pensioner Identification



The screenshot shows the 'Pensioner Identification' screen of the Jeevan Pramaan app. The app is running on a mobile device, as indicated by the status bar at the top showing the time 2:53, signal strength, and 100% battery. The app's logo and name 'Jeevan Pramaan' are at the top, with the version 'ver 4.0.4' on the right. The form itself is titled 'Pensioner Identification' and contains several fields with red asterisks indicating they are mandatory. The fields are: 'Pensioner Name' (with a blurred input), 'Type of Pension' (set to 'EPS - 95'), 'Organisation Type' (set to 'Central Governm...'), 'Sanctioning Authority' (set to 'Central Governm...'), 'Disbursing Agency' (set to 'Bank'), and 'Agency' (set to 'Federal Bank'). Below these are 'PPO Number' and 'Account Number(Pension)', both with blurred inputs. At the bottom of the form are two radio button questions: '*Are you Re-Employed?' (with 'Yes' and 'No' options, 'No' is selected) and '*Are you Re-Married?' (with 'Yes' and 'No' options, 'No' is selected). At the very bottom of the form are two buttons: a red 'End' button and a green 'NEXT' button. The footer of the app shows a small icon and the text 'UIDAI.UIDAI\$UIDAI.ONLINE'. The bottom of the screen shows the standard Android navigation bar with three icons.



☐ After entering all the details click on *Next* button to proceed further.

Step-4: Pensioner Identification

2:50 100%

Preview of the Data Filled

Pensioner Name	
Type of Pension	EPS - 95
Organisation Type	Central Government
Sanctioning Authority	Central Government
Disbursing Agency	Bank
Agency	Federal Bank
PPO Number	
Account Number(Pension)	
Are you Re-Married?	No
Are you Re-Employed?	No

* ☒ I certify that the 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

BACK SUBMIT



- ☐ After you click on *Next* button, the preview screen appears as shown in figure on the left.
- ☐ The pensioner can preview the data that he/she has filled.
- ☐ In case any information entered is incorrect then user can click on *Back* button and edit the data in previous screen.
- ☐ If all the data entered is correct then user needs to check on both the check boxes and click on *Submit* button to move forward.

Step-4: Pensioner Identification

2:50 100%

Preview of the Data Filled

Pensioner Name	
Type of Pension	Family
Organisation Type	State Government/UT
Sanctioning Authority	State Government Uttarakhand
Disbursing Agency	Uttarakhand Treasury-Sub

Confirm

Number of PPO remaining for DLC submission: 3
Do you want to generate DLC for the remaining PPO?

NO YES

Are you Re-Employed? No

☒ I certify that the 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

BACK SUBMIT

3:47 100%

Jeevan Pramaan ver 4.0.4

Pensioner Identification

Choose your ppo no. from here

* Pensioner Name

* Type of Pension Service

* Organisation Type Central Governm...

* Sanctioning Authority Defence

* Disbursing Agency DPDO

* Agency SRINAGAR

* PPO Number

* HO Number

* Are you Re-Employed? ☐ Yes ☒ No

* Are you Re-Married? ☐ Yes ☒ No

End NEXT

UIDAI.UIDAI\$UIDAI.ONLINE



- ❑ After you click on **Submit** button a pop-up will appear as shown in figure on the left.
- ❑ 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 redirected to the pensioner details screen(page. 21-fig. 1) and the pensioner is required to select from the remaining PPO numbers from the dropdown that he/she wants to add and repeat the process from page 21 onwards.

Step-4: Pensioner Identification

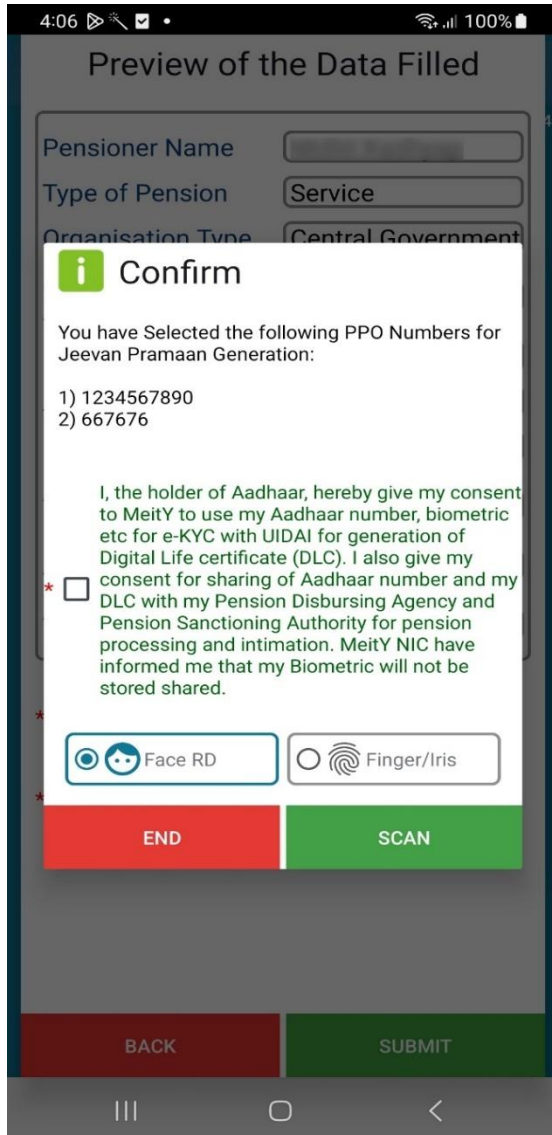


Fig. 1

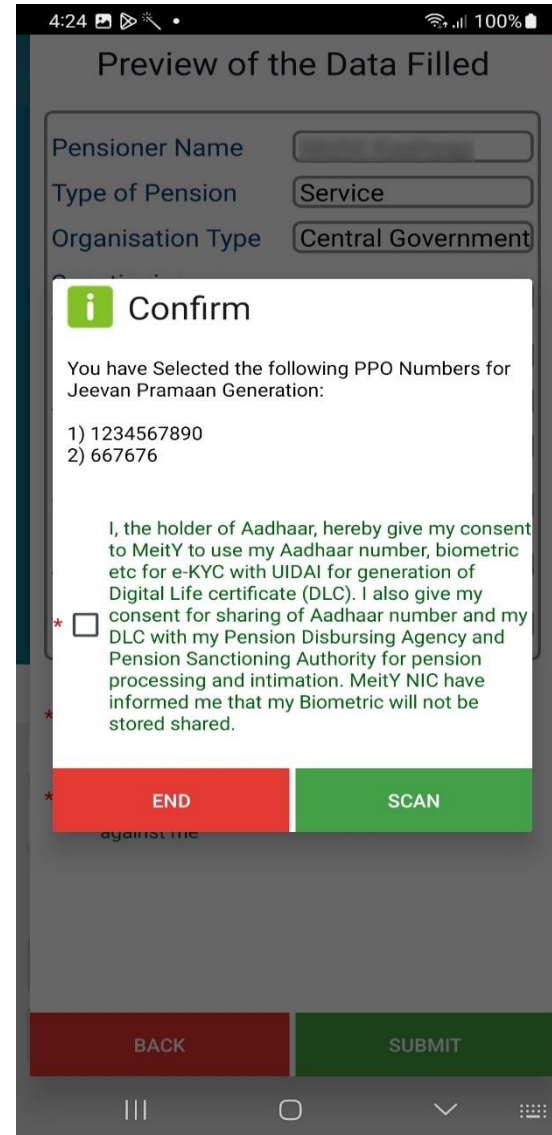
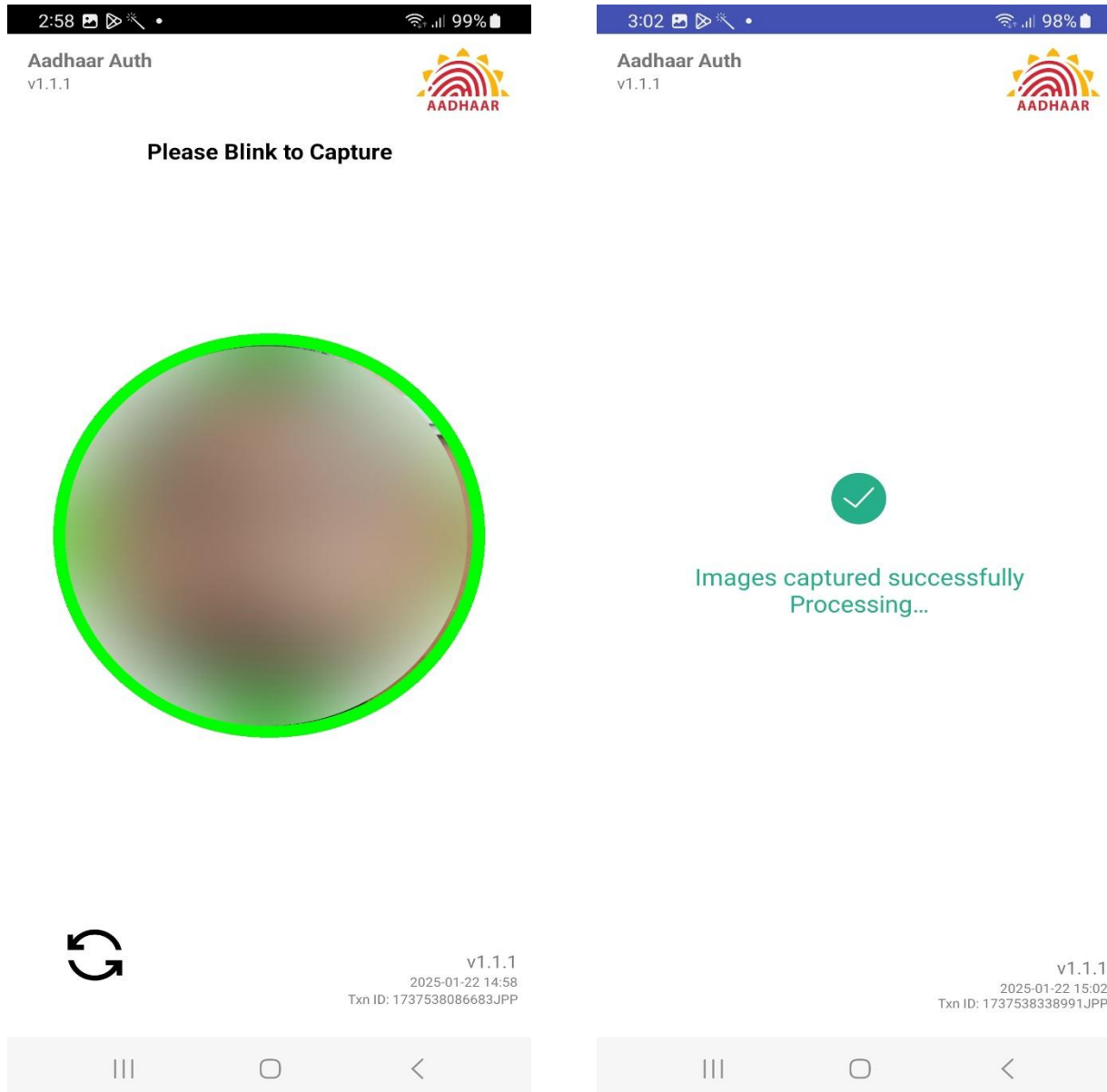


Fig. 2



- ❑ On selecting 'NO' in previous screen new pop-up will appear as shown in fig.1, in case both Face and Biometric RdServices is installed then user has to select either FaceRD or Finger/Iris.
- ❑ If user has installed only one RdService pop-up will appear as shown in fig.2.
- ❑ This pop-up 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 *SCAN* button to proceed further.

Step-4: Pensioner Identification (Using Face)



- ☐ In case user has selected face scan option or has only face RdService installed the user is required to scan his/her face.
- ☐ The screen shows the instructions you need to follow, when scanning face. Refer to page no. 15

Step-4: Pensioner Identification (Using Biometric Device)

4:56 97%

Preview of the Data Filled

Pensioner Name

Type of Pension

Organisation Type

i Confirm

You have S Jeevan Pr

1) 1234567

2) 667676

I, the h to Mei etc for Digital conse DLC w Pensio proces inform stored

my consent biometric n of e my er and my cy and sion have ot be

☒ Capturing

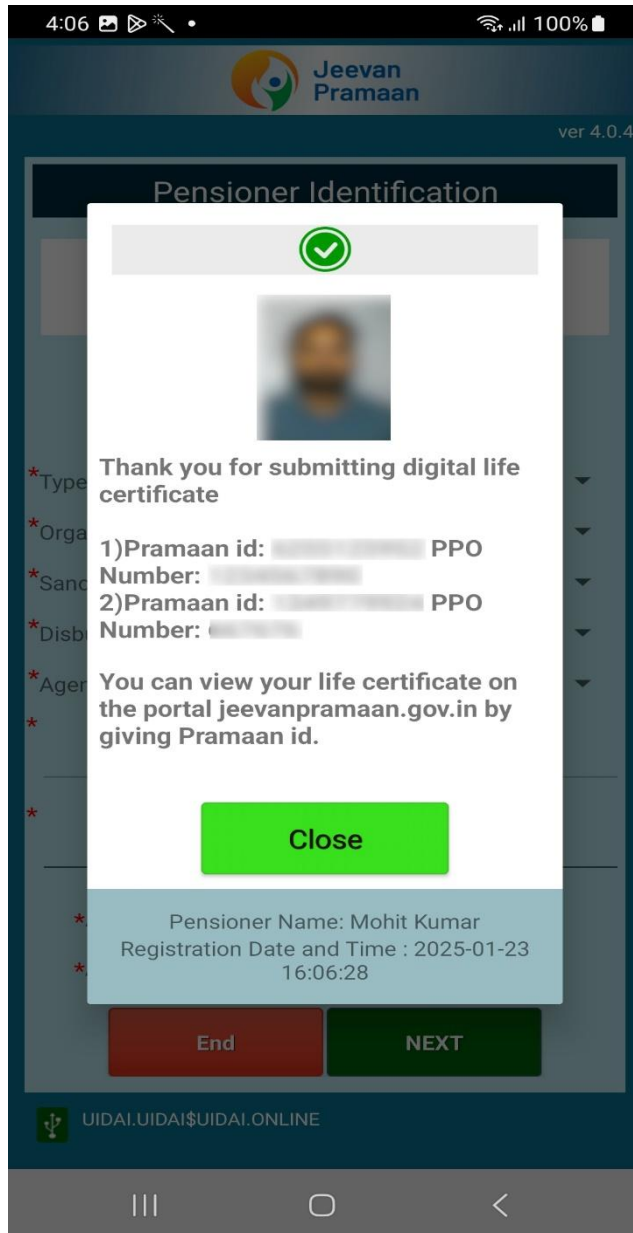
Access

BACK SUBMIT



☐ Place your finger on the fingerprint biometric device to scan finger (or if using Iris device scan your eyes)

Step-4: Pensioner Authentication



- ☐ Once face, finger or iris authentication is successful, the DLC i.e Jeevan Pramaan is successfully generated and appears on the screen as shown.
- ☐ The screen shows the Pramaan-id for each PPO number.
- ☐ The pensioner shall also receive a SMS on the mobile number provided during pensioner identification, the SMS contains the Pramaan-id and the link from which the DLC can be downloaded.
- ☐ There is no need to physically submit the Digital Life Certificate to the Pension Disbursing Agency as it is automatically forwarded to the Pension Disbursing Agency mentioned by the pensioner in the Pensioner Identification Screen.

Step-4: Pensioner Identification

The screenshot shows the Jeevan Pramaan app interface. At the top, the status bar displays the time 10:42, signal strength, and 69% battery. The app header includes the Jeevan Pramaan logo and version 4.0.4. Below the header, there is a dropdown menu for selecting a PPO number, currently showing 1122333. The main form area displays the Pensioner Name as Anita. A white confirmation pop-up is overlaid on the screen, asking the user to confirm the submission of a Digital Life Certificate (DLC) for the listed PPO numbers. The pop-up includes a green information icon, the word 'Confirm', and the text: 'You have submitted Digital Life Certificate(DLC) for the following PPO Number: 1) 0612207715 2) 1122333. Do you want to submit Digital Life Certificate(DLC) for ppo number other than above?'. At the bottom of the pop-up are 'NO' and 'YES' buttons. Below the pop-up, the app form shows questions about re-employment and re-marriage status, each with 'Yes' and 'No' radio buttons. At the bottom of the app screen are 'End' and 'NEXT' buttons. The footer shows a USB icon and the text 'UIDAI.UIDAI\$UIDAI.ONLINE'.



- ☐ After successful generation of DLC, when pensioner clicks on the close button the pop-up shown on left appears.
- ☐ The pop-up asks the pensioner whether he/she wants to submit DLC for any other pension/PPO number apart from the ones listed. If the pensioner wishes to do so click on **YES** else click on **NO**.
- ☐ In case the pensioner clicks on **YES**, you need to repeat the steps from page 20 onwards
- ☐ In case the pensioner clicks on **NO**, the application closes.

Best Practices for Aadhaar based Face Scan

For proper results ensure:

- 1. Position:** For capturing facial image, it is advisable that adjust the camera at the right distance or in the right posture with face.
2. Frontal pose needs to be captured i.e. no head rotation or tilt. The Pensioner should be instructed to be seated properly with their back upright and their face towards the camera.
3. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed, and both eyes open and looking into the camera.
- 4. Illumination:** Poor illumination has a high impact on the performance of face recognition. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, No light exactly above the ,can cause shadows. Light should be diffused and placed in front of the Pensioner so that there are no shadows under the eye.
- 5. Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent. Dark glasses /tinted glasses should be taken off before taking the photograph.

Some of the actionable feedbacks in software are:

1. No face Found
2. Enrolee too far
3. Pose (Look Straight)
4. Insufficient lighting
5. Very low face confidence
6. Non-uniform lighting (of face in output image)
7. Incorrect background (in output image)
8. Insufficient lighting (bad grey values in face area of output image)