

ANDHRA PRADESH POWER GENERATION CORPORATION LIMITED
VIDYUT SOUDHA :: VIJAYAWADA

Memo.No.CGM(Adm,IS&ERP)/DS(E)/AS(R)/PO(PNT&R)/82/2020, Dt. 13.09.2021

Sub:- APGENCO - Regulations - Obtaining of annual verification (life) certificates from the Pensioners/Family Pensioners - Procedure of GoAP for integration with "Jeevan Pramaan" Portal - Instructions - Issued.

Ref:- 1. Memo.No.JS(P)/DS(E)/AS(PNT)/PO(Reg)/9/2009, dt.30.1.2009
2. U.O.No.CGM(Adm,IS&ERP)/DS(E)/AS(Reg)/PO(PNT& R)/82/2020 dt.27.11.2020.
3. Memo.No.CGM(Adm,IS&ERP)/DS(E)/AS(R)/PO(PNT&R)/82/2020, Dt.10. 12.2020
4. U.O.No.GM(ERP&IT)/EE(IT&Tel)/D.No.2104/2021, Dt 18.08.2021

The APGENCO Management has decided to accept annual Life Certificates from the Pensioners/Family Pensioners through APGENCO website to facilitate more convenience to the Pensioners/Family Pensioners. This facility is in addition to the existing procedure of submitting Life Certificates.

2. In this connection "Jeevan Pramaan" portal is made available in APGENCO website and can be accessed by clicking on "Life Certificate" on APGENCO website or can be accessed direct through "Jeevan Pramaan" portal.

3. The detailed steps for using the "Jeevan Pramaan" portal are enclosed herewith along with FAQ document. All the Drawing and Disbursing Officers of APGENCO are directed to extend assistance to the Pensioners/Family Pensioners in using the "Jeevan Pramaan" Portal for submitting annual Life Certificates, all the Pensioners/Family Pensioners are also requested to utilize the portal to submit annual life certificate.

4. These orders are also available on APGENCO website and can accessed at the address www.apgenco.gov.in.

Enclosures:

- i. Procedure for Generating Jeevan Pramaan/Digital Life Certificate.
- ii. Processing of DLC through portal.
- iii. FAQ.

M.V.V. SATYANARAYANA
Chief General Manager (Adm,IS&ERP)

To

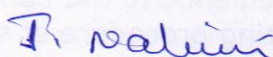
All Drawing and Disbursing Officers.

Contd....

Copy to the :-

All the Station Heads // Functional Heads
All FA&CCAs//Dy.CCAs
The Chief General Manager (Adm, IS & ERP)
Dy.EE (T) to Managing Director/VS/VJA
AO to Director (Finance & Commercial)/ VS/VJA
Dy.EE(Tech) to Director (Thermal)/ VS/VJA
Dy.EE (Tech) to Director (Hydel)/ VS/VJA
Dy.EE (Tech) to Director (HR&IR)/ VS/VJA
Dy.EE (Tech) to Director (Coal & Logistics)/ VS/VJA
PA to Chief of Vigilance & Security/ VS/VJA
All Dy. Secretaries/Assistant Secretaries/ VS/VJA.
Pay Officer//Accounts Officer (CPR)/ VS/VJA
Stock File.

// FORWARDED :: BY ORDER //


Assistant Secretary (PNT & Reg)

Procedure for Generating Jeevan Pramaan / Digital Life Certificate

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1. What is Jeevan Pramaan (JP):

These pensioners get their due pension through Pension Disbursing Authorities (PDAs). Pensioners are required to furnish a "Life Certificate" to these PDAs (in November every year either by presenting themselves personally or by delivering a life certificate in the prescribed format. The requirement to produce this certificate causes huge hardships particularly to the aged and or / infirm pensioners. **Digital Life Certificate for Pensioners Scheme of the Government of India, known as the Jeevan Pramaan (JP)** seeks to address this very problem by digitizing the whole process of securing the life certificate. It enables the pensioner to generate a digital life certificate using a software application and secure Aadhaar based Biometric Authentication System. The **Digital Life Certificate (DLC)** so generated is stored online & can be accessed by the pensioner & the Pension Disbursing Agency as and when required by them.

2. Components of the J P/ Digital Life Certificate:

There are three basic components of the Jeevan Pramaan /Digital Life Certificate:

- A. The Pension Sanctioning Authority (PSAs)** It is the authority which approves and sanctions the pension of an individual. The Pension is to be delivered in the Pension Account specified in the Pension Payment Order (PPO).
- B. The Pension Disbursing Agency (PDAs)** The Pension Disbursing Agencies process the DLC of the pensioners. The PDAs can register on the Jeevan Pramaan Portal to access the Life Certificates on-line. This account sign up facility has been created for the PDAs (Banks, Post Office etc), to process pension orders. The Agencies can securely login to view/ download a PDF copy of DLC of Pensioner for processing.
- C. The Pensioners:** The JP uses the Aadhaar platform for biometric authentication of the pensioner. For the DLC generation the pensioners need to have Internet Connectivity, a biometric device (list of supported devices is given on the JP portal) and JP Windows/Android Client Application Software for PC/Mobile/tablet which can be downloaded from the Jeevan Pramaan portal: <https://jeevanpramaan.gov.in/>

3. Pre-Requisites for Digital Life Certificate Generation

- i) The pensioner must have a Aadhaar number

- ii) The pensioner must have an existing mobile number
- iii) Registration of the Aadhaar number with Pension Disbursing Agency (bank Post Office etc.) should have been done already
- iv) Biometric device (list of supported devices is given on the JP portal)
- v) PC with Windows 7.0 & above Android Mobile/Tablet 4.0 & above
- vi) Internet Connectivity

4. Generation of Digital Life Certificate – Where & How

The Pensioners can either Generate DLC themselves or Let Others do it for them. The Pensioner can register and get a JP/DLC done at the below places:

- i) Pensioner can download the JP application (Generate DLC themselves) from the JP Portal <https://jeevanpramaan.gov.in/app/download> & install client application on android based smart Phone/tablet or Windows PC/Laptop for DLC generation.
- ii) **Pensioner can visit any nearest Centre** (having facilities for digital services) like the Citizen Service Centre (CSC), the Government Office /Banks designated for generating the DLCs and get themselves registered online using their services. The All India List of such CSCs (name & address) in various States across India is posted on JP portal at: <https://jeevanpramaan.gov.in/locater>

5. The Two Step process with Client Application for the Online DLC:

The Pensioner can download the Jeevan Pramaan Windows & Android client software from the portal. The client software will take care of registration for the life certificate, for authentication it will use the Aadhaar Biometric Authentication platform. To download the application, the pensioner has to provide their e-mail in the online form available at <https://jeevanpramaan.gov.in/app/download> This link **will be made available after submitting the e-mail address**. The pensioner or the operator needs download the client application as per their requirement.

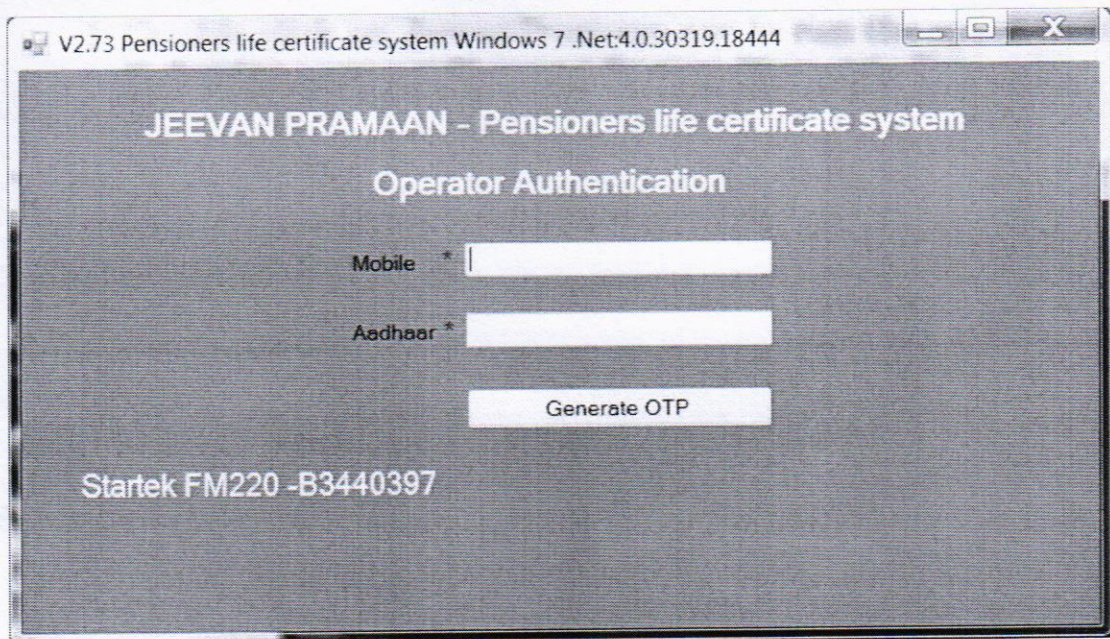
Generation of DLC using the Client Application Software (the registration and generation of Jeevan Pramaan) gets done in two basic steps:

5.1 Operator Authentication /Device Registration

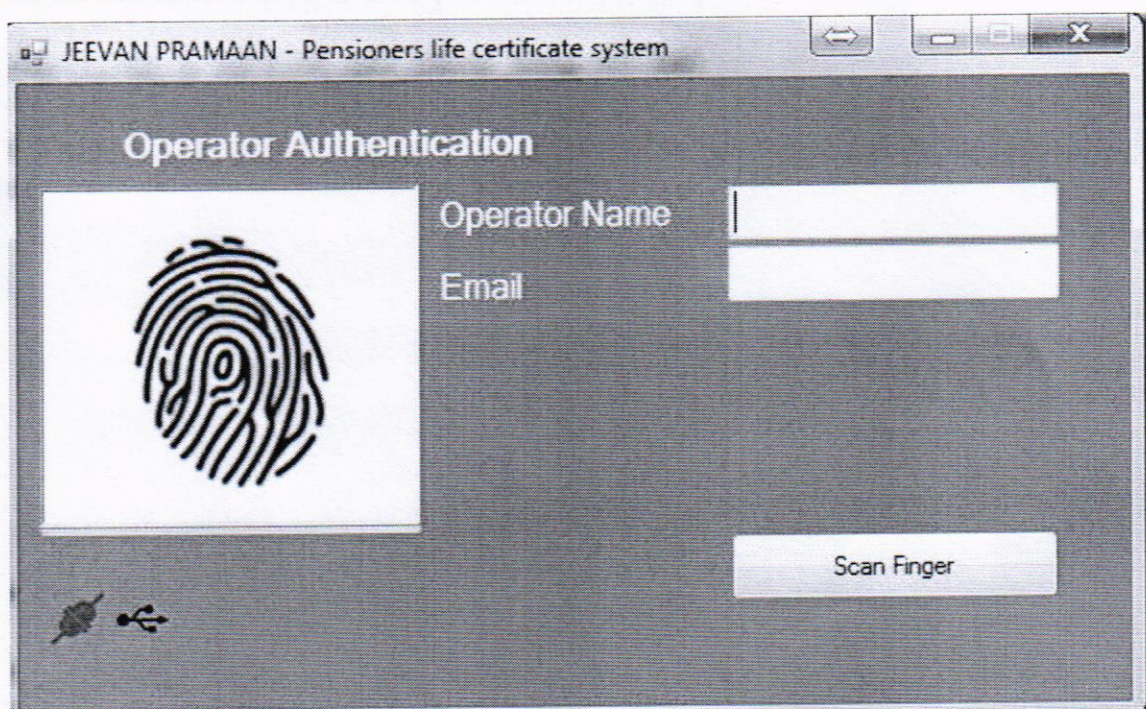
It is required to authenticate /register the biometric device (this one time only for a particular biometric device whether it's the agencies doing the DLC generation or it is being done by the pensioners herself/himself). The operator / pensioner provides

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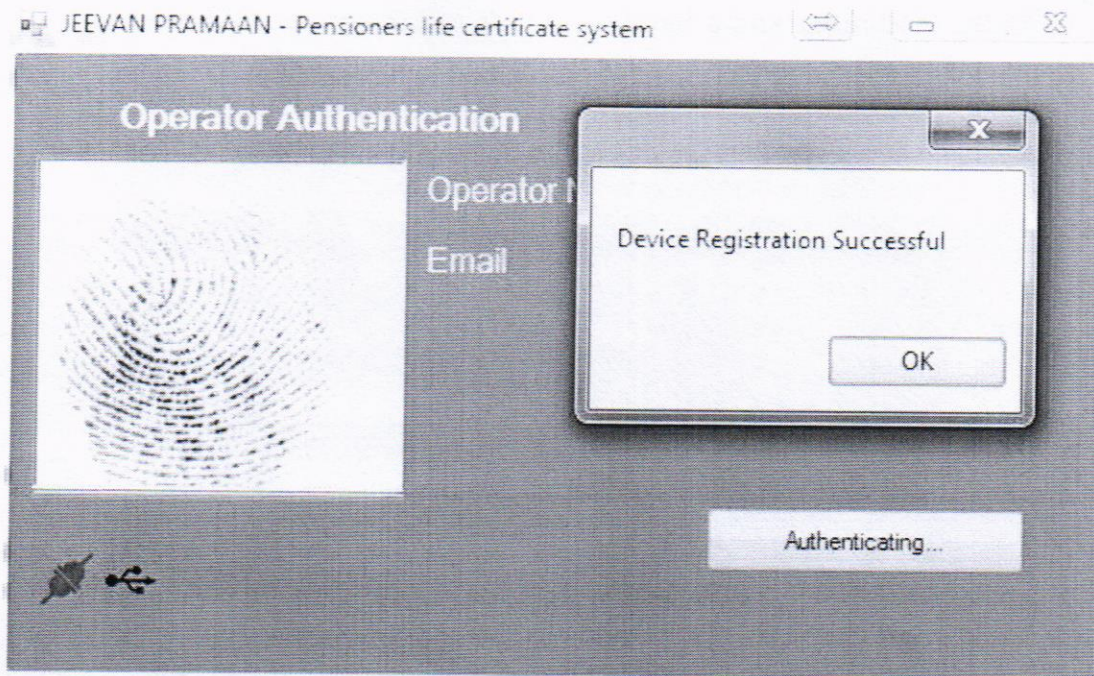
Aadhaar Number and a Mobile number and receive an OTP which is provided in the online application form/ software module for registration.



On entering correct OTP, below screen shall be presented. Provide Name & Email ID and click 'Scan Finger'. Scan finger-print on finger-print scanner or scan Iris (Eye) on Iris Scanner connected to PC/mobile/tab.



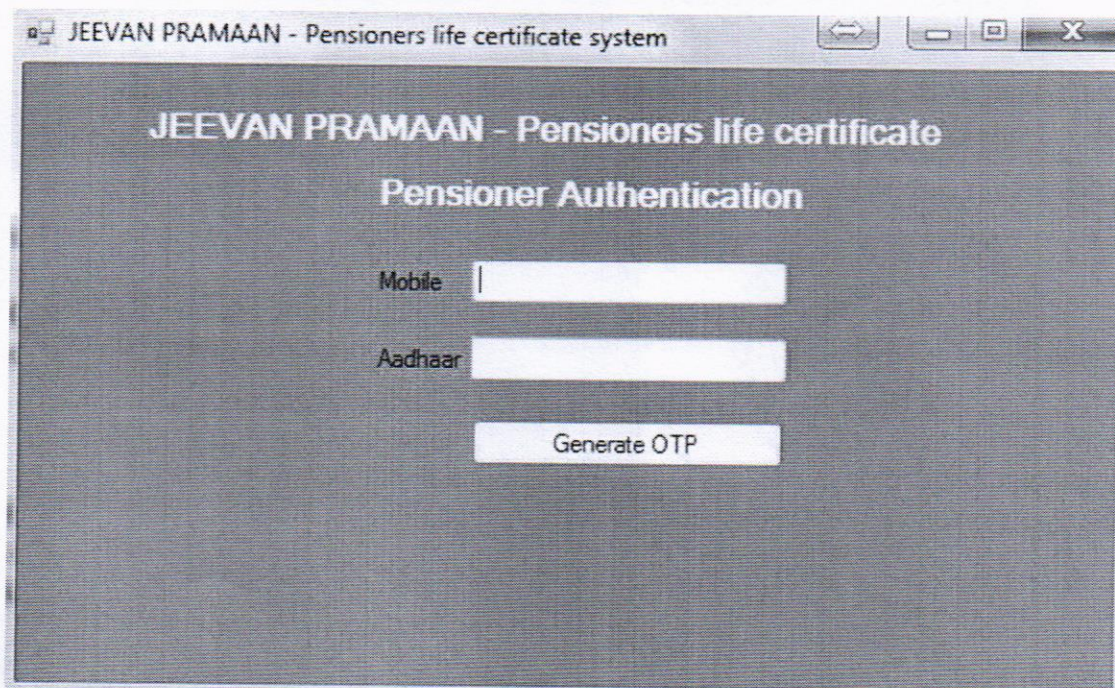
once the finger-print/Iris is authenticated, the system displays 'Device Registration successful' message on the screen as shown in the screen below. Click on OK.



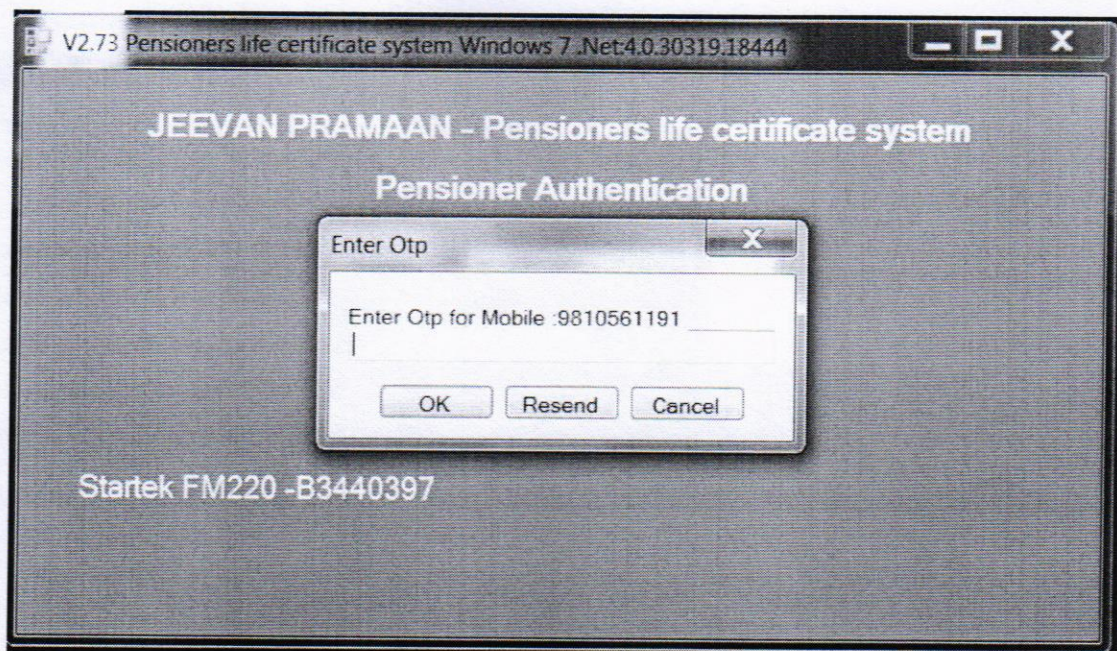
On clicking OK, Pensioner Authentication Screen appears. Pensioner now has to move to the Next step 2 -For Pensioner Authentication.

5.2 Authentication and Certificate Generation

The pensioner data **Aadhaar Number and Mobile number** is to be entered in the online application form after which the pensioner receives an OTP.



The pensioner has to enter the OTP and click OK (See Screen shot below) If correct



If correct OTP is entered, following screen is presented. On next screen given below, enter mandatory information like:

- *Pensioner Name** : Name of the Pensioner or Family Pensioner
- *PPO Number** : Pensioner ID (APGENCO)
- *Type of pension** : Have to select Type
 - Type 1. If you are Pensioner select Service
 - Type 2. If you are Family Pensioner select Family
- *Sanctioning Authority** : Andhra Pradesh Power Generation Corporation
- *Disbursing Agency** : Andhra Pradesh Power Generation Corporation
- *Agency** : Plant you belongs (ex. Dr. NTPPS, RTPP etc.)
- *Account number** : Bank Account number
- email** : e mail (if available)
- Is Re Employed?** : Select options "yes or No"
- Is Re Married?** : Select options "yes or No"
- *Tick the Box of Under Taking**

After entering the above information in the respective boxes have to scan any figure by clicking on the "Scan Finger"

V2.6 JEEVAN PRAMAAN - Pensioners life certificate system



* Name of Pensioner

* PPO Number

* Type of Pension

* Sanctioning Authority

* Disbursing Agency

* Agency

* Account Number(Pension)

Email

Is Re Employed? ☐ Yes ☒ No

Is Re Married? ☒ Yes ☐ No

* ☒ I have no objection in displaying details related to my pension account on the website

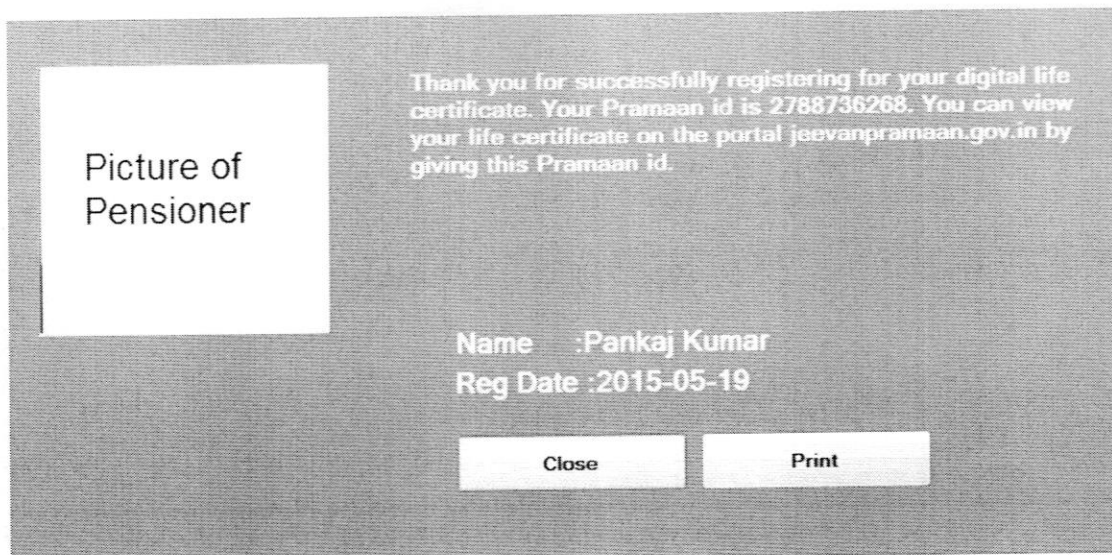
Scan Finger

Check small grey box as shown below. Then click 'Scan Finger' button & this will start the finger/Iris scanning process.

☒ I have no objection in displaying details related to my pension account on the website

Scan Finger

Once the Finger Print/Iris Authentication is successful, the life certificate of the pensioner is displayed as shown below 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 anytime & anywhere for use by pensioner & Pension Disbursing Agency.



6. Electronic Delivery of DLC

Once the certificate is generated, the Pramaan ID is sent in a sms to the pensioner for further use (print). The Digital Life Certificate or the Jeevan Pramaan can also be electronically delivered to the Pension Disbursing Agencies. The PDAs can access and view the Life Certificate on the Jeevan Pramaan website and also download the same. The PDAs can get in touch with Jeevan Pramaan team, to enable the e-delivery facility as well as for login access.

7. Pensioner Access to the JP/DLC

The Pensioner can have the DLC available not only at the time of DLC generation but the can also download a PDF copy of the generated digital certificate from Jeevan Pramaan website (<https://jeevanpramaan.gov.in/>) by using the generated Jeevan Pramaan ID or Aadhaar number.

The Jeevan Pramaan /Digital Life Certificate application is simple and easy to implement and leaves out the difficulties which the pensioners face in production of life certificates every year.

PROCESSING OF DLC THROUGH PORTAL

The Pension Disbursing Agency can process the DLC either one by one or process them in bulk on the JeevanPramaan Portal.

1. One-by-One processing is simple. Log-in to the portal by providing the user-id and password. Click on 'Download' -> DLC Yet to be processed. The DLC's are listed – click on 'process' - single DLC shall be shown – the user can choose to approve or reject it.

2. Bulk Processing of DLC

For Bulk processing involves three steps, first the DLC have to be downloaded from the portal, next processed by the PDA at their end using any methodology – then upload the status of the DLC's by 'Uploading a Response file'.

i. Download the DLC's PDA can download the files in CSV or DAT file format

ii. PDA Processes the DLC's at their end (outside of JeevanPramaan system)

iii. Upload response file PDA shall upload the processed pensioners' details i.e. acknowledgement back to the jeevan pramaan portal. The status of the processing can be either acceptance / rejection / incorrect data etc.

2.1 Steps

- a. The Banks/Agencies/PDAs may login to the <https://jeevanpramaan.gov.in> portal using the login-id i.e username and password (), using the following screen.

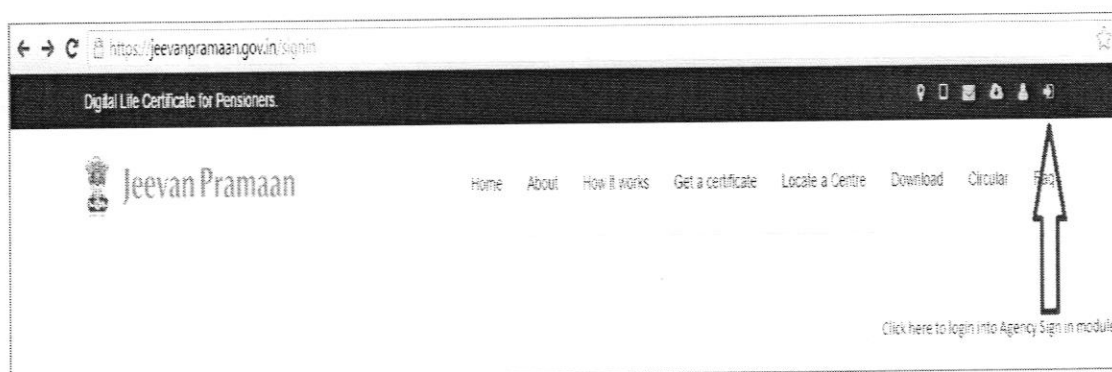
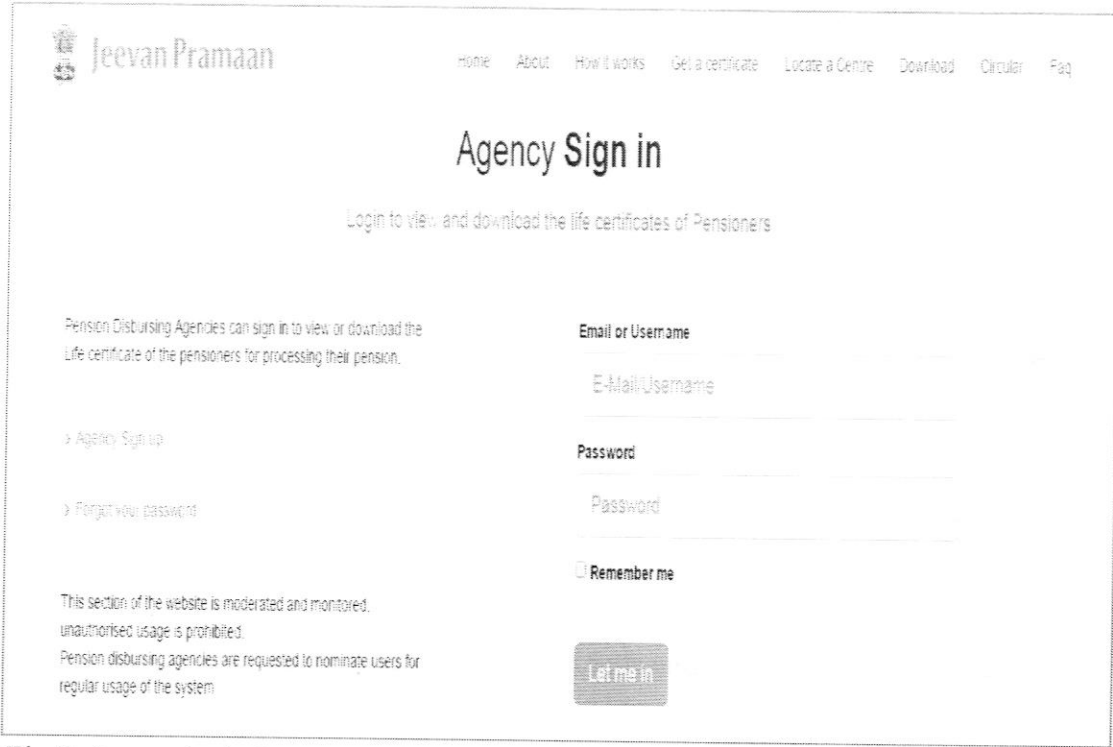


Fig.1: Agency Sign in from the Jeevan Pramaan Portal



Jeevan Pramaan

Home About How it works Get a certificate Locate a Centre Download Circular Faq

Agency Sign in

Login to view and download the life certificates of Pensioners

Pension Disbursing Agencies can sign in to view or download the Life certificate of the pensioners for processing their pension.

[Agency Sign up](#)
[Forgot your password](#)

This section of the website is moderated and monitored. unauthorised usage is prohibited.
Pension disbursing agencies are requested to nominate users for regular usage of the system

Email or Username

Password

☐ Remember me

Let me in

Fig.2: Agency Login Screen

On successful login the following screen appears with the Bank/Agency details with a Dashboard.



Digital Life Certificate for Pensioners.

Jeevan Pramaan

Dashboard Download Upload Response File Search My Account

Dashboard

Bank/Agency Name

Total Registered	Success	Failure	Pending
7241	189	1425	2633

Fig.3: Authenticated Screen after Agency login - Dashboard

- b. The PDA may download the data of pensioners pertaining to their agency in either '.dat ' or '.xls' format. Users are being provided with the option to download in either format.

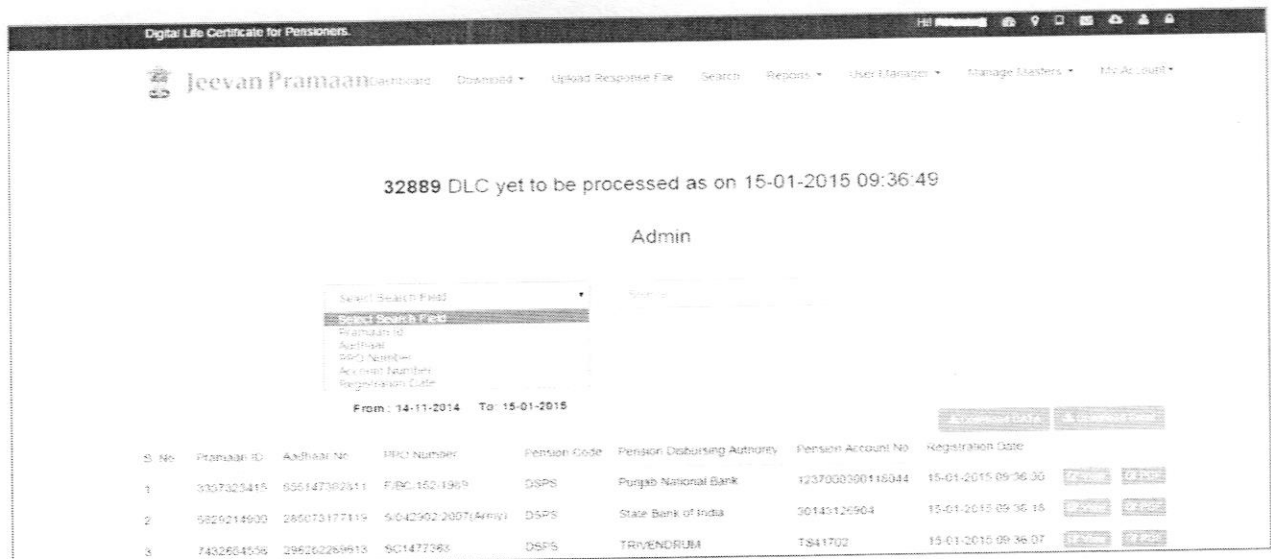


Fig.4: Different downloading options for DLC (Bulk download)

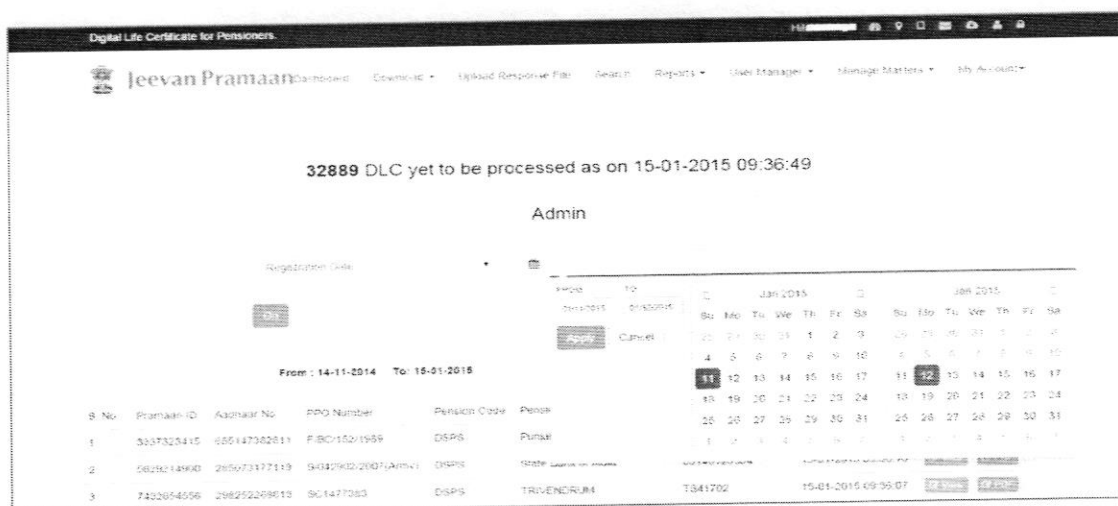


Fig.5: Different downloading options for DLC (Between Dates)

- c. Agencies can also view the list of processed pensioner's information with regard to their agency. The agency can process a single DLC on the portal itself.

1611 DLC processed as on 14-01-2015 13:02:25

Bank / Agency Code

From : 14-11-2014 To: 09-01-2015

S. No.	Transaction ID	Aadhaar No.	PFO Number	Pension Code	Pension Disbursing Center	Pension Account No.	Registration Date	Process Date	Status	Remarks	Action
1	5853283621	464498008053	3152 1247	0900	State Bank of India	6331764500	09-01-2015 14-11-15	13-01-2015 16-09-20	Success	NA	Download
2	0972573465	547737683755	000000 15059/2008	0505	State Bank of India	110345534402	09-01-2015 14-11-15	12-01-2015 16-09-20	Success	Invalid Account Number	Download
3	5678008227	935213396719	Q:NA3-00090531		State Bank of India	11643218199	14-11-2014 13-11-22		Failure	Account not found	Download
4	4391010474	396522282484	180879		State Bank of India	11645229427	14-11-2014 13-11-22		Failure	Account not found	Download

Fig.6: Different downloading options for DLC (View)

- d. After processing the DLC records at their end, the PDA has to upload the processed records in the specified format. The format of the data is as specified in Table 1, and illustrated in the screen below.

Upload Response File

Sample Data Format:

PRAMAAN ID|AADHAAR|RESULT_STATUS|REMARKS
 1234567890|121212121212|R|Invalid Account Number
 1234567890|212121212121|S|NA

File Upload (.dat format only)

No file chosen

Fig.7: Acknowledgement/Response file upload module (Screen Shot)

Sample data format in file

2001860913/419417303433/S/NA
 8367896041/212121212121/R/Invalid Account no.

Table 1 : Description of Fields Required in Response File

Field No.	Field-Name	Description
1.	Pramaan-ID	10 digit Pramaan-id as per data downloaded
2.	Aadhaar number	Aadhaar number as per data downloaded

3.	Process Status	Processing Status : S - for Success, R – for Reject
4	Reason	Reason in case of Rejection/failure

For Pensioners

What is Jeevan Pramaan/Digital Life Certificate (DLC) ?

Jeevan Pramaan is a biometric enabled Aadhaar-based Digital Life Certificate for pensioners. Jeevan Pramaan i.e DLC is generated for individual pensioner using his/her Aadhaar number and Biometrics.

How to Download Jeevan Pramaan application for windows ?

1. To download the jeevan pramaan application click on 'Download' tab on <https://jeevanpramaan.gov.in>
2. Provide email-id, captcha and click on 'I agree to Download'.
3. You will receive OTP on your email-id - enter the otp.
4. On entering correct OTP the download page appears - click on 'Download For Windows OS'
5. you will receive download link on your e-mail-id - link can be clicked only once after that it expires - Click on it.

A .zip file containing the jeevan pramaan application will get downloaded – unzip the .zip file, - after unzipping follow instructions provided in 'client installation document'.

How to download Jeevan Pramaan Mobile App ?

1. To download the jeevan pramaan application click on 'Download' tab on <https://jeevanpramaan.gov.in>
2. Provide email-id, captcha and click on 'I agree to Download'.
3. You will receive OTP on your email-id - enter the otp.
4. On entering correct OTP the download page appears - click on 'Mobile App download' '
5. You will receive download link on your e-mail-id - link can be clicked only once after that it expires - Click on it - application (apk file) will get downloaded.

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

For Jeevan Pramaan (DLC) the pensioner is not required to present himself/ herself personally before the Pension Disbursing Officer. DLC does not have to be submitted physically to the Pension Disbursing Agency (Bank/Post Office etc.) as it is available to them digitally and. is automatically processed by the Pension Disbursing Agency. Also each DLC has a unique id called the **Pramaan-Id**.

Is the Pramaan ID / Jeevan Pramaan i.e DLC valid for life ?

The Pramaan ID/Jeevan Pramaan is not valid for life. The validity period of the certificate is as per rules specified by the Pension Sanctioning Authority. Once the validity period is over a new Jeevan Pramaan Certificate i.e. a new Pramaan Id needs to be obtained.

Who is eligible for Jeevan Pramaan i.e Digital Life Certificate ?

A pensioner whose Pension Sanctioning Authority (PSA) is on boarded on to Jeevan Pramaan is eligible for Jeevan Pramaan. List of on boarded PSA, can be found under 'Circulars' tab on the <https://jeevanpramaan.gov.in> portal. A pensioner who is re-employed or re-married is not eligible to make Jeevan Pramaan i.e. Digital Life Certificate.

From where can I obtain a Jeevan Pramaan i.e Digital Life Certificate

You can obtain a DLC from

1. various Citizen Service Centre (CSC) located across India
2. office of Pension Disbursing Agencies (PDA) such as Post Office, Banks, Treasury etc.
3. It can also be generated from home/any location on a Windows PC/Laptop(ver 7 & above) or Android Mobile (KitKat & above), for more details [click here](#)

What is required, if I want to generate DLC on my PC/Laptop/Mobile

1. A STQC certified Biometric Device is required.
2. 'RD Service' of the Biometric Device being used should be installed on the PC/Laptop/mobile.
3. The 'Jeevan Pramaan Application' has to be installed on your PC/mobile. It can be downloaded from the '[Download](#)' tab from <https://jeevanpramaan.gov.in> portal.
4. An Internet Connection is required.

How can I find a Citizen Service Centre (CSC) ?

You can search nearest CSC by clicking on '[Locate a Centre](#)' on <https://jeevanpramaan.gov.in> portal or alternately you can send SMS to 7738299899. The SMS body must start with keyword "JPL" and after space write your pin-code. e.g. JPL 110003 and send it to 7738299899.

What information is required to be provided by a pensioner to generate the Jeevan Pramaan?

The Pensioner has to provide Aadhaar Number, Name, Mobile Number and self declared Pension Related Information like PPO Number, Pension Account number, Bank details,

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Name of Pension Sanctioning Authority, Pension Disbursing Authority, etc. The pensioner has to also provide his/her biometrics either Iris or Fingerprint. Note : Incorrect information may lead to rejection of the DLC by the authorities.

What is the procedure for generating a Jeevan Pramaan from a CSC/office of PDA

1. Pensioner visits a CSC or office of PDA
2. He/She provides the required information to the operator. The operator feeds/enters this information into the system i.e. Jeevan Pramaan Application
3. The pensioner has to then provide his/her biometrics by placing his/her finger on the finger print scanner or eye in front of the Iris scanner.
4. On successful adhere based biometric authentication, Jeevan Pramaan is generated with a unique id called Pramaan Id.
5. An acknowledgement message quoting the Pramaan Id is sent as an SMS to the mobile number provided by the pensioner.

Note - The Jeevan Pramaan/DLC thus generated is subject to approval of the Pension Sanctioning/Disbursing Authority as provided by the pensioner.

Do I have to submit the Jeevan Pramaan i.e DLC to my bank/post office etc?

No, You do not have to submit the DLC to the bank/post office/pension disbursing agency. The DLC is automatically available to them electronically.

Can I get my Digital Life Certificate i.e Jeevan Pramaan downloaded online, after it is generated?

Yes, once your praman-id is generated, you can download the Digital Life Certificate by following the link <https://jeevanpramaan.gov.in/ppouser/login>.

How can I know the status of my Digital Life Certificate, whether it has been accepted/rejected ?

You need to download the DLC from the <https://jeevanpramaan.gov.in> portal to know the status.

I have received SMS on my mobile that my Jeevan Pramaan is rejected, what should I do?

Contact your Pension Disbursing Agency. Jeevan Pramaan is rejected in case wrong particulars are provided by pensioner while generating the DLC. It is recommended that a new Jeevan Pramaan i.e. Pramaan-ID be generated by providing all correct information and biometrics.

Is Electronic Jeevan Pramaan i.e DLC a must for the pensioner?

Jeevan Pramaan i.e DLC is an add on facility to the already existing ways of submission of Life Certificate.

What is the procedure for getting Aadhaar Number?

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

Is this certificate valid?

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

Can I make Digital Life Certificate i.e JeevanPramaan on the <https://jeevanpramaan.gov.in> website?

No. please see procedure for generating a Jeevan Pramaan on FAQ.

Do I need to 'Sign-Up'/Enrol/Register on the jeevan pramaan portal to make the DLC?

No. A pensioner or CSC is not required to Sign-Up/Register on the portal. For more details on how to generate the DLC see procedure for generating a Jeevan Pramaan on FAQ.

Is Aadhaar number mandatory to generate Jeevan Pramaan i.e Digital Life Certificate?

Yes, Aadhaar number or VID is a must for generating/obtaining the Jeevan Pramaan i.e Digital Life Certificate.

Jeevan Pramaan Application and RD Service

What is new in Jeevan Pramaan version 3.0 and above?

UIDAI has decided to discontinue the use of 'public biometric devices' soon, and it will only allow "Registered Biometric Devices" for Aadhaar enabled Authentication. For this UIDAI has introduced new Aadhaar Authentication Framework and to support the same new version (ver. 3.0) of Jeevan Pramaan Application has been introduced.

I already have a biometric device, can I use it with Jeevan Pramaan ver 3.0 and above?

You can use existing device by upgrading it to a Registered Device. For this you need RD service which is provided by device-manufacturer.

What is RD Service and from where can I obtain it ?

RD service is required to convert public device into registered biometric device and is provided by respective device manufacturers. The links from where RD service can be downloaded have been provided on the Jeevan Pramaan portal. Follow link <https://jeevanpramaan.gov.in/package/download>, provide your e-mail id and click on 'I agree to Download'. The link for 'RD (Registered Device) Service & drivers' shall be available.

RD Service is not working. What should I do ?

Please contact your device manufacturer/provider.

I have installed RD service, but Jeevan Pramaan ver 2.75 is not working.

Version 2.75 and earlier versions have been withdrawn and are no longer supported as they are incompatible RD Service Framework.

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