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Jeevan Praman Patra : An Initiative of GOI

Q. 1. How pensioners can submit their DLC at our Bank?

- Pensioners can visit any branch of our bank or any other bank PAN India for submission of DLC irrespective of where his/her Aadhar-linked pension/savings account is opened. Also pensioners who are drawing pension from other banks/treasuries can submit their DLCs at our branches.
- Pensioners can also download application for submission of Jeevan Praman at their own PC/mobiles and generate digital life certificates from home. An SQTC certified Biometric device is required for capturing biometric in these applications.

Q. 2. What is procedure for submission of Digital Life Certificate at our Bank?

1. Pensioner can visit any branch of our bank PAN India for generation of DLC. Aadhar number must be linked with Pension account for successful acceptance of DLC at bank level.
2. Pensioner has to provide Aadhar number, Name, Mobile number at the bank. After that OTP will be sent on mobile number from NIC, thereafter pensioner needs to provide biometrics.
3. A self declared Pension related information like PPO number, Pension Account, Name of Pension Sanctioning Authority, name of Pension Disbursing Authority should be provided at the bank.
4. Immediately after DLC submission, acknowledgement SMS from NIC is sent to pensioner. However, confirmation regarding actual acceptance or rejection of DLC will be provided only through our bank via SMS within 2-3 days of DLC submission.

Q. 3. What could be the reasons for rejection of DLC at bank level?

There are 2 reasons due to which digital Life certificates can be rejected at our bank.

1. If correct Aadhar number of pensioner is not updated in our bank.
2. If incorrect account number provided by pensioner or entered by officials while submitting DLC.

After processing of DLC submitted at bank, confirmation is sent to pensioners within 2-3 days on their registered mobile number from our bank along with the appropriate remarks or reasoning. If DLC was rejected, pensioner need to get the issue resolved conveyed through remarks in SMS and re-submit their life certificate.

Q.4. How can pensioners download copy of DLC submitted?

Jeevan Praman website has provided option for pensioners to sign in. Pensioner can login using PRAMAAN ID or Aadhar Number. OTP will be sent on registered number and the same can be used for viewing or downloading PDF file of digital Life certificate.

For more details, please visit Jeevan Praman website: <https://jeevanpramaan.gov.in/>