

**Government of West Bengal**  
**Finance Department**  
**e-Governance Group**  
**Nabanna, 12<sup>th</sup> Floor**  
**325, Sarat Chatterjee Road, Howrah-711102**

**Memo. No.5061-F(eGOV)**

**Date:29/08/2023**

**INTRODUCTION OF SUBMISSION OF LIFE CERTIFICATE FROM HOME BY USING ONLY A SMARTPHONE THROUGH FACE AUTHENTICATION FOR THE PENSIONERS/FAMILY PENSIONERS DRAWING PENSION FROM TREASURIES OF WEST BENGAL**

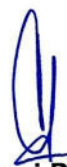
In continuation of the Notification Number 5909-F(Y) dated 25<sup>th</sup> October 2019, the present forms of submission of life certificate by the pensioners/family pensioners are (i) **submission of physical/hard copy of life certificate verified by the competent authority with his/her signature to the Treasuries or to the banks** and (ii) **submission of digital life certificate (DLC) on Jeevanpramaan Portal through Bio-metric device**. In the first case either pensioners/family pensioners or their closed-ones have to appear before the Bank Branch or the Treasury for submission of physical/hard copy of life certificate and in the second case the pensioners/family pensioners have to physically present them-selves either at the Treasury or the Bank Branch where the Bio-metric device facility is available.

The Government was considering from sometime past to introduce the facility for **submission of DLC from home by using only a Smart Phone through Face Authentication** without appearing at the particular Treasury or the Bank Branch. Accordingly the Governor is pleased to introduce the facility for **submission of DLC from home by using a Smart Phone through Face Authentication** in addition to existing facilities noted in point (i) and (ii) in the first paragraph.

In case of suspended PPO for not submitting Life Certificate timely, the pensioners/ Family pensioner can submit Life Certificate in the modes of (i) submission of Physical/Hard Copy of Life Certificate to the Treasury (ii) submission of DLC through Bio-metric device (iii) submission of DLC from home by using only a Smart Phone through Face Authentication without appearing at the particular Treasury. Under normal circumstances the pensioners/family pensioners may use this newly introduced facility from 1<sup>st</sup> November 2023 and onwards in addition to existing facilities noted in point (i) and (ii) in the first paragraph.

User guideline for submission of DLC through Smart Phone is available under 'Guidelines' portion of IFMS Portal.

This order shall take effect from 7th September 2023 in respect of submission of DLC for suspended PPOs and for the normal circumstances the pensioners/family pensioners may submit DLC from 1<sup>st</sup> November 2023 onwards as usual. Necessary Amendments in the West Bengal Treasury Rule shall be made in due course.



**Manoj Pant** 29/8/2023

**Additional Chief Secretary to the  
Government of West Bengal**

Copy forwarded for information and necessary action to: -

- 1.The Principal Accountant General (A&E), Bengal, Treasury Buildings, 2, Govt. Place (West), Kol-1.
- 2.The Principal Accountant General (Audit), West Bengal, Treasury Buildings, 2, Govt. Place (West), Kol-1.
- 3.The Accountant General (Receipts, Works, and Local Bodies Audit), West Bengal, C.G.O. Complex, 'C' East Wing, 5<sup>th</sup> Floor, Sector-I, Salt Lake, Kolkata-700064
4. The Chief Secretary to the Government of West Bengal.
5. The General Manager, Reserve Bank of India, Banking Department, 15 N.S. Road, Kolkata-I.
6. The General Manager, Reserve Bank of India, PAD, 15 N.S. Road, Kolkata-I.
7. The Resident Commissioner, Government of West Bengal, A/2, State Emporia Buildings, Baba Kharak Singh Marg, New Delhi-110001.
- 8.The Additional Chief Secretary/Principal Secretary/Secretary,  
.....Department, Government of West Bengal.
9. The Commissioner, ..... Division,
10. The Special Secretary / Additional Secretary /Joint Secretary /Deputy Secretary, Finance Department, Government of West Bengal.
11. Shri Sumit Mitra, Network Administrator, Finance (Budget) Department. He is requested to upload this order in the Finance Department's website.
- 12.The .....Department/Directorate.....
13. The Director of Treasuries & Accounts, West Bengal, 3rd Floor, Mitra Buildings, 8, Lyons Range, Kol-1.
14. ..... The  
Director.....
15. The District Magistrate / District Judge / Superintendent of Police, .....
16. Financial Advisor, ..... Department
17. The Sub-Divisional  
Officer.....
18. The Pay & Accounts Officer, Kolkata Pay & Accounts Office - I, 81/2/2, Phears Lane, Kol-12
19. The Pay & Accounts Officer, Kolkata Pay & Accounts Office -II, P-I, Hyde Lane, Kol-1
20. The Pay & Accounts Officer, Kolkata Pay & Accounts Office -III; SUVANNA, SGO Complex, 5<sup>th</sup> & 6th Floor, Plot No-9, Block- DE, Sector-I, Bidhannagar, Kol-64.
21. The Treasury Officer.....
22. The Group ...../.....Branch,Finance Department
23. The Competent Authorities, Bank.....

  
29/08/2023

**Atanu Majumdar**  
**Senior Special Secretary to the**  
**Government of West Bengal**

## Guideline for submission of Digital Life Certificate by using Android Phone/ Smart Phone through Facial Authentication:-

### Per-requisites/Requirement

- Android Smartphone (version 8.0 & above) (un-rooted device)
- Internet connection
- RAM - 4+ GB
- Storage – 64GB (Minimum 500 MB free storage space)
- Aadhaar number registered with Pension Disbursing Authority (Bank/ Post Office/ others)
- Camera resolution - 5 Mp or more

First of all user of the mobile shall disable 'USB **debugging**'. Different mobile companies have different way to disable 'USB **debugging**'. An example is given for the user of Edge 20Motorola android phone:-

Go to the Settings ➡ about phone/Device ➡ 7 taps on build number ➡ give pattern /password.

Again user shall go to the Settings ➡ additional settings ➡ developer option ➡ USB debugging ➡ click to disable

If the user faces any difficulty to disable debugging USB please search through google by typing '[How to disable USB debugging for the Android Phone mention company name and mobile version](#)'

### **Process:-**

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

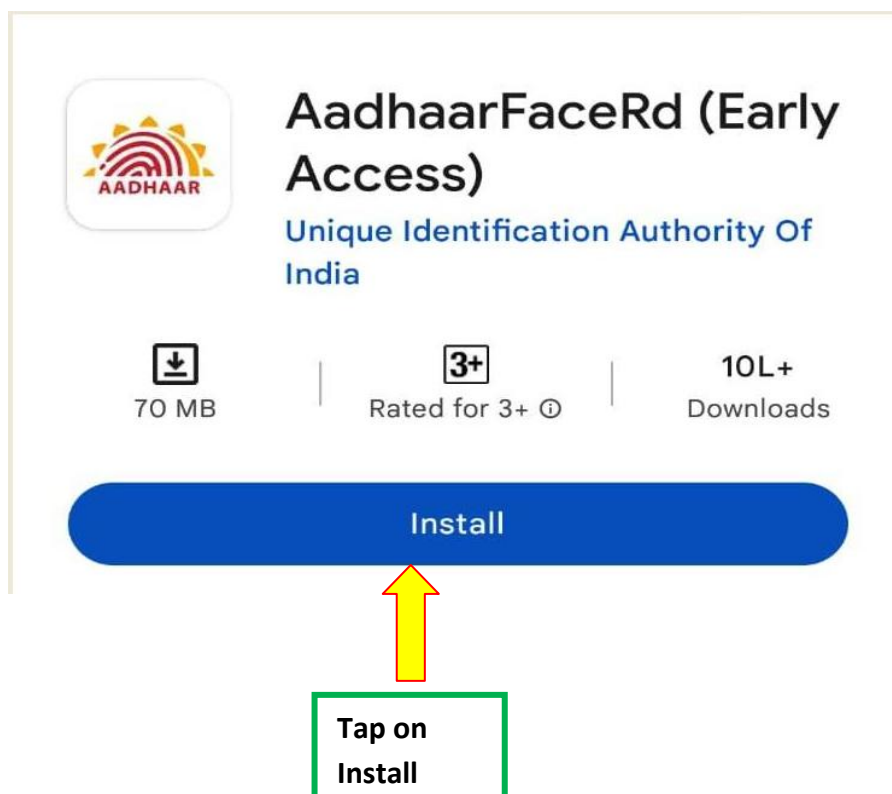
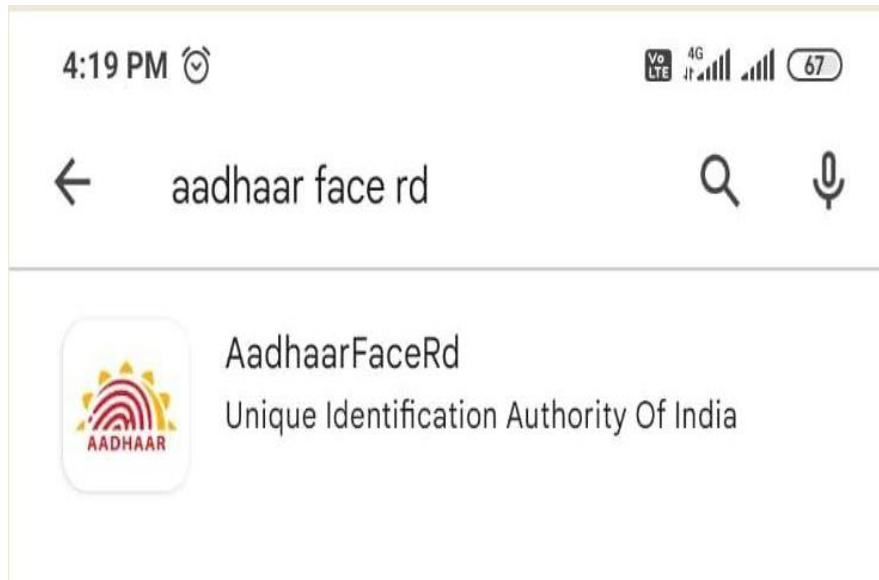
**Step-2:** Download and Install Jeevan Pramaan Face Application.

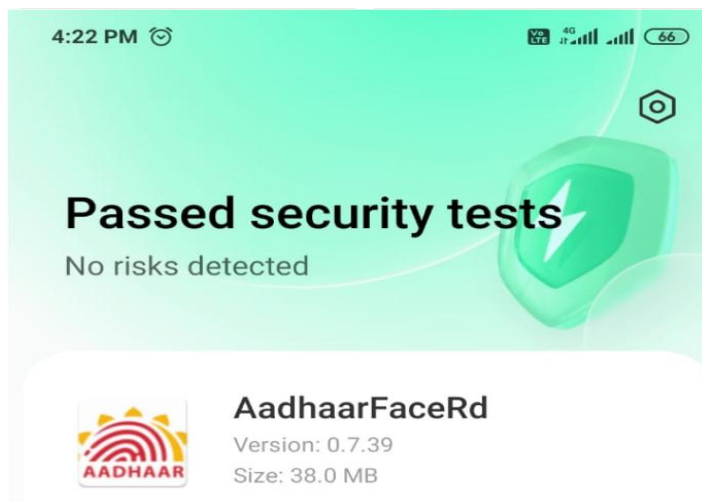
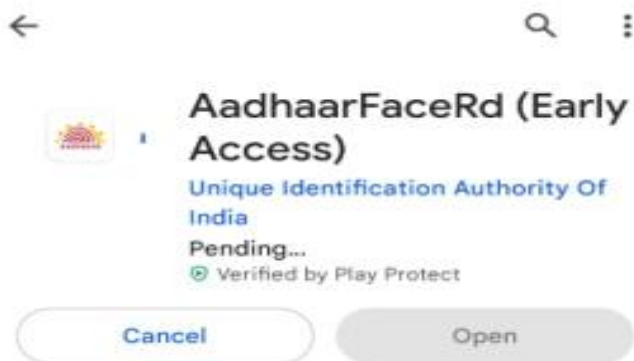
**Step-3:** Operator Authentication: This is a onetime process. Pensioner can be the Operator as well.

**Step-4:** Pensioner Authentication: Fill in the pensioner details and Aadhaar based Face Authentication of Pensioner.

Detail guidelines also be available in Guidelines section of IFMS portal.

**For downloading App user should go to the Google play store and write down 'Aadhaar Face Rd App'**





4:23 PM

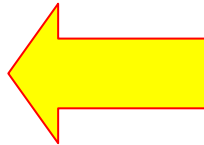


## App info



**AadhaarFaceRd**

Version: 0.7.39



This will not be shown as icon but will be shown under setting → Apps → App management

**Storage**

109MB >

**Data usage**

0B >

**Battery**

0.0% >

Permissions

**Autostart**



**App permissions**

Manage permissions related to location, storage, phone, messages, and contacts. >

**Other permissions**

Allowed 1 permission >

**Notifications**

Yes >

4:24 PM



Review

Application download

For android

Fo



Google Play



## Jeevan Pramaan Face App

3.3 ★★★★★ (134)

The app is for service pensioners and family pensioners. Using the app pensioner can generate a Digital Life Certificate.

↓ Install

Tap on Install



Tap on Open

4:25 PM

VoLTE 4G 65



Jeevan  
Pramaan



Supported Biometric Scanner  
Found

Continue With ?

YES

Tap on YES

4:25 PM



ver 3.6.3

English ▼

## Operator Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

\* \_\_\_\_\_



Allow **Jeevan Pramaan** to take pictures and record video?

1 of 2

DENY

ALLOW

Tap on ALLOW

4827d4f8ee347327

Submit

4:25 PM

VoLTE 4G 65



ver 3.6.3

English ▼

## Operator Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

\*



Allow **Jeevan Pramaan** to access photos, media and files on your device?

2 of 2

DENY

ALLOW

Tap on ALLOW

4827d4f8ee347327

Submit

4:25 PM

Jeevan Pramaan ver 3.6.3

English

### Operator Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

Enter Mobile Number

Enter Email Address

4827d4f8ee347327

Submit

Jeevan Pramaan Client A

Enter Aadhaar No., Mobile Number and email address.

English ▼

**Operator Authentication**☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

\*  89

Enter Mobile Number

Enter Email Address

\*  gmail.co

4827d4f8ee347327

**Submit**

ent Application is supporting Vir

Tap on Submit



Jeevan  
Pramaan

ver 3.6.2

English

## Operator Authentication



Aadhaar



Virtual ID

Enter Aadhaar



89

Enter Mobile Number



Enter Email Address



il.co

Enter OTP

4827d4f8ee347327

Resend OTP

Submit

Client Application is supporting

 Jeevan Pramaan  
ver 3.0

English ▼

Operator Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

★

Enter Mobile Number

★

Enter Email Address

★

Enter OTP

4827d4f8ee347327

After entering OTP sent to the noted mobile number Tap on Submit

 Jeevan Pramaan

ver 3.6.3

Operator Authentication

Full Name as in Aadhaar

I, the holder of Aadhaar, hereby give my consent to MeitY to use my Aadhaar number, biometric etc for authentication with UIDAI for generation of Digital Life certificate (DLC). MeitY/NIC have informed me that my Biometric will not be stored/shared.

☒

Cancel

Scan

After entering full name as per Aadhaar Card operator should tap on scan tab



Jeevan  
Pramaan

ver 3

## Operator Authentication

Full Name as in Aadhaar

### Face Scan

Do you want to scan face?

NO

YES

Tap on  
YES

☒ for generation of Digital Life certificate (DLC). MeitY/NIC have informed me that my Biometric will not be stored/shared.

Cancel

Scan

Capturing face



Allow **AadhaarFaceRd**  
to take pictures and  
record video?

1 of 2

DENY

ALLOW

Tap on ALLOW

Capturing face



Allow **AadhaarFaceRd**  
to make and manage  
phone calls?

2 of 2

DENY

ALLOW

Tap on ALLOW

## Capturing face



### Guide Face Authentication

Keep lighting even and proper



Maintain appropriate distance from device camera



☒ I am aware of this. Do not show me again.

Proceed

After clicking on  
check box tap on  
proceed



## Pensioner Authentication:

The image shows a mobile application interface for 'Jeevan Pramaan' (version 3.6.3). The screen is titled 'Pensioner Authentication' and features a language dropdown set to 'English'. There are two radio buttons for authentication: 'Aadhaar' (selected) and 'Virtual ID'. Below these are three input fields: 'Enter Aadhaar', 'Enter Mobile Number', and 'Enter Email Address'. The first two fields have red asterisks indicating they are mandatory. A green box with an arrow points to both the Aadhaar and Mobile Number fields, containing the text 'Fill the Aadhaar no. and mobile number mandatorily'. At the bottom is a green 'Submit' button, with a yellow arrow pointing to it from a box that says 'Tap on Submit'. A partially visible footer at the bottom reads 'an Pramaan Client Application is'.

**Jeevan Pramaan** ver 3.6.3

English

**Pensioner Authentication**

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

★ \_\_\_\_\_

Enter Mobile Number

★ \_\_\_\_\_

Enter Email Address

\_\_\_\_\_

**Submit**

an Pramaan Client Application is

**Fill the Aadhaar no. and mobile number mandatorily**

**Tap on Submit**

 Jeevan Pramaan

ver 3.6.3

English

Pensioner Authentication

☒ Aadhaar ☐ Virtual ID

Enter Aadhaar

Enter Mobile Number

Enter Email Address

Enter OTP

755731

Resend OTP

Submit

an Pramaan Client Application is

Enter OTP sent to the entered mobile number and tap on submit

## Pensioner Authentication

\* Full Name as in Aadhaar

\* Type of Pension

--Select Category--

EPS - 95

Family

Others

Service

\* Sanctioning Authority

\* Disbursing Agency

\* Agency

PPO Number

\*

Account Number(pension)

\* Re-Employed ☐ YES ☒ No

\* Re-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.

Select from dropdown Family or Others or Service as appropriate for pensioners/family pensioners

11:19

State Government Mizoram

State Government Odisha

State Government Puducherry

State Government Punjab

State Government Rajasthan

State Government Sikkim

State Government Tamil Nadu

\*Ty State Government Telangana

\*Sa State Government Tripura

\*Dis State Government Uttar Pradesh

\*Ag State Government Uttarakhand

State Government West Bengal

Syama Prasad Mookerjee Port Kolkata

Tamil Nadu Grama Bank

Tamilnadu Agricultural University, Coimbatore

Telangana Grameena Bank

Select State Government of west Bengal from drop-down of Sanctioning Authority.

 Jeevan Pramaan  
ver 3.6.3

### Pensioner Authentication

\* Full Name as in Aadhaar

\* Type of Pension **Service** ▼

\* Sanctioning Authority **State Government...** ▼

\* Disbursing Agency **--Select Disbursing Agency--**

\* Agency **Bank**

**State Government West Bengal-Treasuries**

PPO Number

\* Account Number(pension)

\* Re-Employed ☐ YES ☒ No

\* Re-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.

Disbursing Agency shall be State Government West Bengal-Treasuries from drop-

11:19

--Select Agency--

Alipore-I

Alipurduar

Arambagh

Asansol-I

Balurghat-I

Bankura

Barasat-II

Barrackpore-II

Baruipur

Basirhat

Berhampore-I

Bidhannagar

Birbhum-II

Bishnupur

Bolpur

Pensione

Full M

Type of Pension

Sanctioning Authority

Disbursing Agency

Treasury/Sub Treasury

Account

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

Choose your pension  
disbursing Treasury name  
from the drop-down of  
Treasury/Sub Treasury.

 **Jeevan Pramaan** ver 3.6.3

\* Full Name as in Aadhaar

\* Type of Pension **Service** ▼

\* Sanctioning Authority **State Government...** ▼

\* Disbursing Agency **State Government...** ▼

\* Treasury/Sub Treasury **Howrah-I** ▼

\* PPO ID  
 2

\* Account Number(pension)  
 67

\* Re-Employed ☐ YES ☒ No

\* Re-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.

Then enter PPO ID and Bank A/C Number of the Pensioner/Family Pensioner. Click on two check boxes and tap on Submit button.

 Jeevan Pramaan  
ver 3.6.3

 67

\*Re-Employed ☐ YES ☒ No

\*Re-Marriage ☐ YES ☒ No

☒ I certify that above declarations are true and accurate.

I understand and agree that any false

 **Confirm**

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

NO YES



Tap on YES

Jeevan Pramaan

ver 3.6.3

Mayan Ramani Ghosh

Type of PensionService

Sanctioning AuthorityState Government...

Disbursing AgencyState Government...

Treasury/Sub TreasuryHowrah-I

PPD ID  
16602

Confirm

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

NOYES

☒ 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

Tap on No





## Confirm

You have Selected Following PPO  
Number for Jeevan Pramaan  
Generation :

- 1)
- 2)

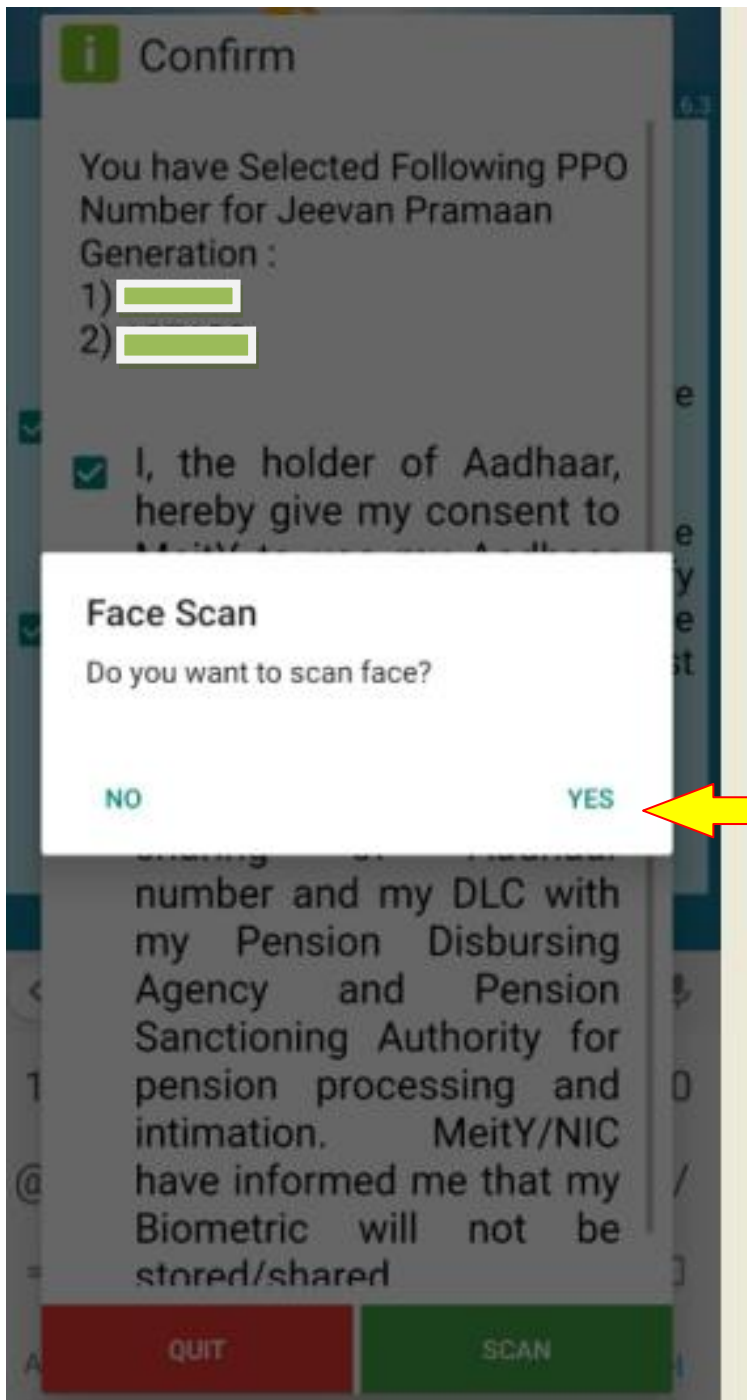


I, the holder of Aadhaar,  
hereby give my consent to  
MeitY to use my Aadhaar  
number, biometric etc for  
e-KYC with UIDIAI for  
generation of Digital Life  
certificate (DLC). I also  
give my consent for  
sharing of Aadhaar  
number and my DLC with  
my Pension Disbursing  
Agency and Pension  
Sanctioning Authority for  
pension processing and  
intimation. MeitY/NIC  
have informed me that my  
Biometric will not be  
stored/shared

Tap on check box  
and on SCAN

QUIT

SCAN



Tap on YES



Images captured successfully  
Processing...

v0.7.39

Txn ID : 1689665764303.JPP

1:05 PM    

 Jeevan Pramaan

ver 3.6.3

30879278167

\*Re-Employed ☐ YES ☒ No

\*Re-Marriage ☐ YES ☒ No

☒ I certify that above declarations are true and accurate.

I understand and agree that any false

 **Confirm**

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

NO YES

  GIF   ... 

1 2 3 4 5 6 7 8 9 0

@ # ₹ & - + ( ) /

For multiple submission of DLC through Face Authentication can be possible if the operator/user **should tap on YES** then again a new page of pensioner authentication shall be opened and operator/user should fill the other pensioner details in same manner. For single submission of DLS through Face Authentication the operator/user **should tap on NO**.



Thank you for submitting digital life certificate.

1) Pramaan id : [REDACTED] for PPO Number [REDACTED] 2

2) Pramaan id : [REDACTED] 2768 for PPO Number [REDACTED] 29

You can view your life certificate on the portal [jeevanpramaan.gov.in](http://jeevanpramaan.gov.in) by giving the Pramaan id.

OK

Pensioner Name : Kalyan Kumar Ghosh  
Registration Date : 2023-07-18

Cancel

Submit

***It is requested to all the Pensioners/Family Pensioners to share your Aadhaar Number and Mobile number to their respective Treasury for updating Treasury data base. Without updating data base in Treasury, the pensioners/family pensioners can not avail the benefit of submission of Digital Life Certificate (DLC) through Bio-metric Device or submission of DLC through Face Authentication by Smart Phone.***

### **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.

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 is no shadow over the face, no shadow 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 is no shadow 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. Enrollee 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)