

NORTH CENTRAL RAILWAY

NCRPS-6338/2024

Headquarters Office  
Subedarganj, Prayagraj

No. 797-E/NCR/Policy/2024/Misc

Dated: .08.2024

All PHODs / CHODs, NCR HQ office, Prayagraj,  
Divisional Railway Manager AGRA, JHANSI & PRAYAGRAJ,  
CWM/JHS WS, CWM/ MLR WS, CWM/ RSK/STLI, CWM/CPOH Prayagraj,  
Sr.DPO AGRA, JHANSI & PRAYAGRAJ, Dy.CPO/Const PRYJ, Dy.CPO/WS/JHS,  
SPO/MLR, APO /RSK/STLI, CEE/WS/ JHS, Dy.CE/WS/JHS, Dy.CMM/GSD JHANSI,  
Dy.CE/ Bridge Line JHANSI AGRA, Prayagraj, Dy.CE/ TMC Line JHANSI DyCE / CSP  
Prayagraj, Staff Officer/RPF/NCR/HQ/Prayagraj. Dy.FA&CAO/G/NCR,  
Principal- ETC/ Kanpur. Principal- IRTMTC / Prayagraj, Principal- CETA / Kanpur,  
Principal- Supervisor Training Centre /Jhansi, Principal- Area Training Centre/Jhansi,  
Principal- Transportation Training Centre, Subedarganj / Prayagraj, Principal- Basic Training  
Centre, Loco/Jhansi, Principal- BTC/C&W/Jhansi, Principal- BTC, Wagon Workshop/Jhansi,  
Principal- C&W training Centre/ Kanpur, Principal- Permanent Way Training Centre/JHS,  
Principal- Electric Training Centre/TRD/Jhansi.

**Sub:** Comprehensive Guidelines for the Nation-Wide Digital Life Certificate Campaign  
3.0, November 2024.

**Ref:** Railway Board Letter No. 2020/AC-II/21/3 dated 23.08.2024.

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Copy of Railway Board's letter No. 2020/AC-II/21/3 dated 23.08.2024, is annexed  
herewith for further necessary action.

Policy Letter Circulated under NCRPS/NCRBE is also be available on website  
[www.ncr.indianrailways.gov.in](http://www.ncr.indianrailways.gov.in) (About us→Department→Personnel→NCR Policy Circulars).

**DA:** as above

Digitally Signed by  
Jitendra Singh  
Date: 29-08-2024 16:45:49  
Reason: Approved  
(Jitendra Singh)  
APO/HQ  
for General Manager/P

C/- Secretary to GM for kind information to General Manager.  
C/- Secretary to AGM for kind information to AGM.  
C/- All Personnel Officer in HQ.  
C/- All Recognized Union and Associations.  
C/- RP Cell, NCR/HQ monitor the position of reservation as advised in the letter.  
C/- SWC for information in reference to SWC No. 909658.

भारत सरकार Government of India  
रेल मंत्रालय Ministry of Railways  
रेलवे बोर्ड (Railway Board)

No. 2020/AC-II/21/3

New Delhi, dated 23.08.2024

Pr. Financial Advisor  
All Zonal Railways/Production Units

Sub: Comprehensive Guidelines for the Nation-Wide Digital Life  
Certificate Campaign 3.0, November 2024.

Ref:-DOP&PW's O M no. file No. 1(2)/2023-P&PW(H) dated 09.08.2024

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Please find enclosed a copy of the Office Memorandum ibid issued by DOP&PW detailing the Comprehensive Guidelines for the Nation-Wide Digital Life Certificate Campaign 3.0 scheduled to be conducted by them in 800 cities of India from 1<sup>st</sup> to 30<sup>th</sup> November 2024. Dy.CAO/G of the Zonal Railways/PUs have been nominated as the Nodal Officer of that Railway for this purpose. Furthermore, the following action points may also be ensured in coordination with Dy.CPO of the Railway:

- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- A dedicated person should be equipped with an android phone for issue of DLC of the pensioners visiting the camp.
- Uniform Nationwide DLC Campaign 3.0 banner to be displayed at all locations for publicity.
- Advise their registered Pensioners' Associations to help Railway pensioners to give DLC.
- Organize home visits for those Railway pensioners who are unable to visit the centers.
- Position grievance officers in all the centers and also provide a helpline for the pensioners who face issues in giving LCs.
- Prepare a media plan of the Campaign and send pictures to DoP&PW on the mail ID dppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

Suitable arrangements may kindly be made to ensure compliance of these guidelines under advice to Board for onward transmission to DOP&PW.

This issues with the approval of Competent Authority.

DA:As above

Signed by

Rajat Agarwal

Date: 23-08-2024 19:01:25  
(Rajat Agarwal)

Joint Director Finance/CCA  
Railway Board

Copy to : PCPOs, all Zonal Railways/Production Units.

CRB 8.24  
12.8.24

MF

File No. 1(2)/2023-P&PW(H)-8869  
Government of India  
Ministry of Personnel, PG & Pensions  
Department to Pension & Pensioners' Welfare

3<sup>rd</sup> floor, Lok Nayak Bhawan  
Khan Market, New Delhi  
9<sup>th</sup> August, 2024

**OFFICE MEMORANDUM**

**Subject: Comprehensive Guidelines for the Nation-wide Digital Life Certificate Campaign 3.0, November 1<sup>st</sup> to 30<sup>th</sup>, 2024**

The undersigned is directed to say that Central Government Pensioners have to submit a Life Certificate in the period 1-30 November every year for continuation of pension. Digital Life Certificate i.e Jeevan Pramaan can also be submitted by Face Authentication from an Android smart phone. This is in addition to other modes of submitting Digital Life Certificate, such as through bio-metric device/iris scanner, Video-KYC, LC through the Gramin Dak Sevaks by using the App of India Post Payments Bank and Door-step service by the consortium of Public Sector Banks.

2. In 2014, Government launched the Digital Life Certificate (Jeevan Pramaan) based on Aadhar Database. There is a special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October to ensure continuity of their pension.

3. With a view to spread awareness amongst all the Central Government pensioners as well as the Pension Disbursing Authorities for use of DLC through Face Authentication Technology, DoPPW had organized two Nation-wide Campaigns in collaboration with Banks, Pensioners' Welfare Associations, DoT, CGDA, UIDAI & MeitY. The first such campaign was held in 37 cities in the month of November 2022, resulting in use of DLC by approximately 35 Lakh Central Government Pensioners across India. The second campaign was held at 600 locations in 100 cities in November, 2023 and resulted in DLC submission by more than 45.46 lakh Central Government pensioners.

4. DoPPW shall now be conducting the Nation-wide DLC Campaign 3.0 in 800 cities and towns covering all district HQs, from 1<sup>st</sup> to 30<sup>th</sup> November, 2024. The objective of this Campaign is to promote increased use of Face Authentication Technology and other DLC modes with a target of reaching out to all pensioners, including those in the remotest corners of the country. The SOP regarding the technique of issuing DLC through Face Authentication is attached for reference.

5. In order to conduct this Campaign, DoPPW shall obtain the support of the following stake-holders:

- India Post Payments Bank (IPPB)



- Pension Disbursing Banks
- Pensioners Welfare Associations
- Department of Telecommunications
- Ministry of Defence (for their own pensioners)
- PIB, DD & AIR (for media support)
- UIDAI & MeitY (for technical support)
- Ministry of Railways (for their own pensioners)
- All Ministries/Departments

6. **Nation –wide DLC campaign 3.0 Features:**

- There shall be a common All-India banner of the Nationwide DLC Campaign to be shared separately by DOPPW.
- DoPPW shall nominate its Nodal officers for the States. These Nodal Officers shall tie up with the Campaign Nodal officers of the different stake-holders, as given above for the respective States/UTs.
- The campaign would be held at all Districts Headquarters in collaboration with IPPB and also covering 150 cities in collaboration with Banks. Hence, there may be a city/town which would have multiple camps either of two Banks or of IPPB and Banks.
- The cities have been identified and multiple locations within each city will be identified by Nodal Banks.
- Camps will be organized at the identified multiple locations in each city, shortlisted for the Campaign by the banks/establishments.
- Each Bank shall nominate its nodal officers for each State/UT who shall coordinate with the Bank's nodal officer for each city for the Campaign. DoPPW shall coordinate with the State Nodal Officers only.
- IPPB shall nominate Nodal Officers for each district across India.
- M/o Defence, M/o Railway and D/o Telecommunications shall appoint their own Nodal Officers, accordingly dovetailing the locations as covered by DoPPW
- UIDAI and MeitY shall also nominate Nodal officers for technical support for each State/UT.
- PIB & DD shall nominate its Nodal officers for publicity in each State/UT.
- From September, 2024, onwards wide publicity is to be carried out through social media, print media, banks and registered Pensioners' Welfare Associations.
- The Banks/Establishments associating with the Campaign in a particular State shall hold camps on designated days of November. In addition camps will also be held on other days by all Bank branches for the pensioners reaching Banks.
- MeitY shall be roped in for utilizing its software to give real-time inputs on the progress of the Campaign on the DLC Portal.
- A Social Media group of all the Nodal officers shall be created by DOPPW for real-time sharing of information during the Campaign.

7. A separate DLC portal with URL <https://ipension.nic.in/dlcportal/> is available wherein details of Nodal Officers at State and City level shall be registered. All inputs related to the Campaign such as URLs of tweets and PIB notes/ press releases are to be entered in this portal. The user manual for the DLC Portal is attached for reference.

**8. Pre-Campaign Preparation Phase (1<sup>st</sup> August – 30<sup>th</sup> October, 2024)**

- Nomination of Nodal officers by DoPPW, all Banks, Defence, Railways UIDAI, MeitY, PIB and DD.
- State-wise meetings of all the stake-holders for the identified cities/towns with DoPPW officials
- Training of Nodal officers, Bankers & Training of trainers by DoPPW/ UIDAI/ MeitY on DLC through Face authentication and DLC Portal.

8. (a) There is a special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October to ensure continuity of their pension. The same activities will be carried out by all the Banks by equipping their branches to provide DLC related service to the super senior pensioners from 1<sup>st</sup> to 30<sup>th</sup> October, 2024 also.

**9. Campaign Period activities (1<sup>st</sup> November – 30<sup>th</sup> November, 2024)**

- Launch of Nationwide DLC Campaign 3.0.
- DLC camps in identified cities/towns as per schedule. In all other places, Banks/Establishments shall keep the facility open.
- Daily updation of data centrally by MeitY of the progress of the Campaign on the DLC Portal.
- Release of PIB statements and tweets for every city by respective nodal officers. This shall be monitored by the DoPPW official in-charge of that particular State/UT. The links of PIB, tweets as well as DD coverage will be shared by the Nodal officers on the portal/social media group.
- Release of Nationwide DLC campaign booklet and film by DOPPW

**10. Role of Ministries/Departments:****Role of Department of Pension & Pensioners' Welfare**

- Issue guidelines to all stake-holders containing details of the campaign.
- Prepare and circulate common All-India banner of the Nationwide DLC Campaign 3.0 to all stake holders.
- Nomination of Nodal Officers for each State/UT.
- Visit of DoPPW nominated officials to different locations to monitor & inspect the drive.
- Coordinate meetings with all stake-holders in different States/UTs including with the Registered Pensioners' Associations.
- Monitoring of the campaign and uploading details of Nodal Officers, cities and locations of camps on DLC Portal.
- Creation of a social media group comprising all the nodal officers for posting of pictures of different site locations and number of tweets.
- Training of different stake-holders along with MeitY & UIDAI officials in Face Authentication and DLC methods.
- Conduct an awareness drive at the appropriate time through newspapers, television, FM radio, Social media, SMS messages, Short films, regarding the DLC campaign and Doordarshan (Prasar Bharati).



**Role of Pension Disbursing Banks**

- A nodal officer, not below the rank of Chief General Manager/General Manager, to be nominated for the Nation-wide DLC Campaign by each Bank.
- State/ UT wise sub-nodal officers, not below the rank of AGM, to be nominated for each State/ UT where bank has been identified as lead bank.
- Shortlist multiple branches in the concerned cities for holding the Campaign.
- Conduct an awareness drive of the Nationwide DLC Campaign using the uniform common Banner at their locations and publicize the event through social media, SMS to Pensioners and other means such as posters at Digihuts, ATMs and prominent branches.
- Dedicated staff at all branches (even though not part of DLC Campaign selected cities/locations) should be equipped with an Android phone to use this technology when pensioners visit the branch for submission of DLC certificate.
- Printout of successful submission of DLC screenshot may be provided to pensioners.
- Effort may be made to encourage pensioners to download Face Authentication apps in their mobile to enable them to learn the technology.
- Coordinate with the designated DoPPW, UIDAI, MeitY, PIB & DD Officials for the event as well as the registered Pensioners' Associations in their jurisdiction.
- Conduct a daily exercise to ensure that all DLCs submitted have been processed and confirmation SMS sent to the Pensioner.
- Inspect their software prior to the campaign for auto-consumption of the DLC reaching their servers through UIDAI.
- Inspect their software for enabling LC through Video KYC method.
- Women and sick pensioners should be given highest priority.
- Prepare an exception check-list of the pensioners in the select cities who have not given LC by November 15, 2024 and send reminder SMS.
- Prepare for providing doorstep LC facility to those Pensioners who are unable to visit centers due to age/infirmity.
- No pensioner wanting to give a physical LC should be turned back.
- Media coverage should be given to each event and media reports to be shared with DoPPW. Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)
- Aadhar seeding/ linking with e-KYC confirmation.

**Role of Pensioners' Welfare Associations**

- PWAs to nominate officials to make home/hospital visits for Pensioners who are unable to move to Campaign locations.
- Conduct a rigorous awareness drive of the Campaign among all their members as well as apprise their RWAs (Resident Welfare Associations) regarding the Campaign and the Face Authentication methodology for generating LC.
- Coordinate with the local Bank/Defence (SPARSH)/Railways/PIB officials for conducting a seamless DLC Nationwide campaign.
- Mobilize pensioners to visit the camps.

- Inform the concerned DoPPW official of the State about any local issues being faced by the Pensioners in giving LC.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)

#### **Role of Department of Posts/India Post Payments Bank (IPPB)**

- Department of Posts in collaboration with India Post Payments Bank (IPPB) will hold camps in all the districts across India.
- Details of the camps may be shared with DoPPW.
- A Nodal officer may be nominated, for coordination at central level and state level.
- Details of the nodal officers to be communicated to DoPPW for plotting on DLC Portal.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS.
- Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Pictures and success stories of DLC generation to be sent to DoPPW on the mail ID [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)
- Training of Nodal officers on DLC through Biometric, with special emphasis on Face Authentication.

#### **Role of Ministry of Defence (SPARSH)**

- A Nodal officer may be nominated, not below the rank of Dir/DS/Dy.CGDA for coordination at central level.
- Sub-Nodal officers to be nominated for each state/UT/Command, not below the rank of Dy. CDA, where the camp is being held for SPARSH pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS and Sainik Welfare Boards.
- A dedicated person should be equipped with an Android phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, engagement with NGOs working with senior citizens can also be arranged, if desired, by the Ministry.
- Uniform Nationwide DLC Campaign 3.0 Banner to be displayed at all locations for publicity.
- Gear up SPARSH centers for the Campaign and enable Face Authentication technology for DLC in SPARSH.
- Advise Zila Sainik Welfare Boards to conduct the Campaign in their area of operation in the select cities.
- Advise their registered Pensioners' Associations to help Defence Pensioners to give DLC.
- Organize home visits for those Defence Pensioners who are unable to visit the centers.
- Position grievance officers in all the centers and also provide a helpline for the Defence Pensioners who face issues in giving LCs.



- Review the DLC position on November 15, 2024 and send reminder SMS to those Defence Pensioners who have not yet given LCs.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

#### **Role of Ministry of Railways**

- A Nodal officer may be nominated, not below the rank of Dir/DS for coordination at central level.
- Sub-Nodal officers to be nominated for each state/UT/Command, not below the rank of Under Secretary where the camp is being held for SPARSH pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- A dedicated person should be equipped with an Android phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), engagement with NGOs working with senior citizens can also be arranged, if desired, by the Ministry.
- Uniform Nationwide DLC Campaign 3.0 Banner to be displayed at all locations for publicity.
- Advise their registered Pensioners' Associations to help Railway Pensioners to give DLC.
- Organize home visits for those Railway Pensioners who are unable to visit the centers.
- Position grievance officers in all the centers and also provide a helpline for the Pensioners who face issues in giving LCs.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID [doppw-dlc@gov.in](mailto:doppw-dlc@gov.in)
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

#### **Role of Ministries/Departments**

- All Ministries/Departments are requested to disseminate the Nationwide DL Campaign guidelines for maximum outreach to Pensioners of the respective Ministries/Departments.

#### **Role of UIDAI**

- A Nodal officer may be nominated for month long campaign.
- Nominate Nodal officers State-wise who shall be providing technical support in the select cities and centres on phone and physically, where ever possible.
- Set-up helplines for giving technical support wherever issues are faced in DLC.
- Ensure a robust software for seamless conduct of the Nationwide DLC Campaign 3.0.
- Arrange Aadhaar updation Camps at the Campaign Centres wherever possible to additionally help Pensioners in updating their Aadhaar details.



- Coordinate with the DoPPW officials incharge of the Campaign in the region.

#### Role of Jeevan Pramaan Team, MeitY

- Nominate a nodal officer for coordinating with DoPPW Officials for providing necessary MIS/data as required with respect to the Nationwide DLC Campaign 3.0.
- Nominate nodal officers for providing technical support on phone in case of any technical glitches faced on the Jeevan Pramaan App.
- Ensure a robust working Jeevan Pramaan App during the Campaign period devoid of any bugs.
- Coordinate with the DoPPW officials incharge of the Campaign in the region.

#### Role of PIB /DD /AIR

- Nominate Nodal Officers not below the rank of Dir/DS to coordinate with the concerned DoPPW official.
- Deploy DD teams at campaign sites for detailed coverage.

#### 11. Media Plan

- All awareness material on DLC / Face Authentication will be available on the DOPPW portal. Nodal officers can use that material for widespread awareness.
- DoPPW will release 2 print advertisements covering whole country for awareness about DLC/ Face authentication giving details of National campaign on 15<sup>th</sup> September and 15<sup>th</sup> October, 2024.
- DoPPW shall send SMS to the Central Government Civil Pensioners whose mobile numbers are available in DoPPW database in the month of October & November, 2024.
- Banks will conduct an awareness campaign in the identified cities in local languages in local newspapers in advance so that pensioners participate in these camps.
- DD/AIR coverage of each camp-site in all cities.
- September 2024 onwards, twitter series will be launched covering DLC/Face authentication SOP, info graphics, short videos, success stories of DLC campaign 2023 for widespread awareness about DLC.
- Release of DLC campaign booklet at the end of campaign.

12. For overall coordination, following DoPPW officers have been nominated:

S. No	Name	Role	Contact details	Email ID
1.	Sh. Ravikiran Ubale, Director	Campaign Coordinator	011-24650580, 7710078925	ubalera@cag.gov.in
2.	Sh. Subhash Chander, US	Min/Dept Coordination	011-24644631, 9810698336	subhash.chander123@nic.in
3.	Sh. Nagender Kumar, US	Media coordinator	011-24655523, 9810517136	nagender.kumar@nic.in
4.	Ms. Ramanjit Kaur, Sr. Consultant	Bank/PWA/DLC Portal coordinator	011-24644631, 9643318767	ramanjit.kaur.61@govcontractor.in

2020/AC-II/21/3

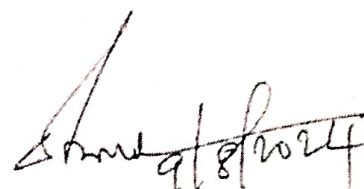
1855347/2024/O/o CRB

13 The above comprehensive guidelines for Nationwide Digital Life Certificate Campaign 3.0, to be held from 1<sup>st</sup> to 30<sup>th</sup> November, 2024, are being issued to ensure use of DLC by all Central Government Pensioners across India. All Stakeholders are requested to adhere to roles assigned, as above.

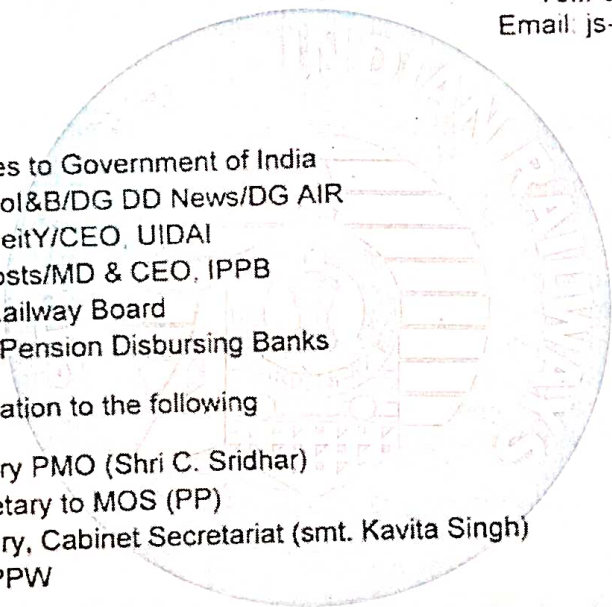
This issues with the approval of Secretary (Pension & Pensioners' Welfare).

**Appended:**

1. SOP
2. User Manual for DLC Portal



(Dhruvajyoti Sengupta)  
Joint Secretary to Government of India  
Tel.: 011-24625540  
Email: js-doppw@nic.in

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1. All Secretaries to Government of India
  2. Secretary, MoI&B/DG DD News/DG AIR
  3. Secretary, MeitY/CEO, UIDAI
  4. Secretary Posts/MD & CEO, IPPB
  5. Chairman, Railway Board
  6. CMDs of all Pension Disbursing Banks

Copy also for information to the following

1. Joint Secretary PMO (Shri C. Sridhar)
2. Private Secretary to MOS (PP)
3. Joint Secretary, Cabinet Secretariat (smt. Kavita Singh)
4. Secretary DPPW