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No.Pension-I/17(10)/2016-17/JP/Part/Vil-III(28893)/10328

Date:

07 SEP 2022

To,

All Addl. CPFCs, Zonal Offices
All RPFCS / OICs, Regional Offices

Subject:-Submission of digital JPP/LC through UIDAI Face Authentication Technology (FAT)

Previous References:1. Head Office communication No. Pension-I/17(10)2016-17/Jeevan Pramaan/861 dated 09.04.2018.

2. Head Office communication No. Pension-I/17(10)/2016-17/Jeevan Pramaan/16080 dated 08.11.2017

Madam/Sir,

EPS-95 Pensioners can submit digital Jeevan Pramaan Patra (JPP) or Digital Life Certificate (DLC) by using Adhaar based biometric devices such as fingerprint scanner or through an Iris Scanner. Due to old age or health issues, some pensioners face difficulty in getting their bio-metrics (Fingerprint/Iris). Also, pensioners have to physically visit any of the agencies such as Pension Disbursing Bank Branch, Common Service Center (CSC), Post Office etc. for updation of LC or for filing JPP.

In order to facilitate pensioners, the Department of Pension & Pensioner's Welfare (DOPPW), Ministry of Electronics & Information Technology (MEITY) and UIDAI have developed Face Authentication Technology (FAT) for filing Digital Life Certificate. This technology has been embedded in EPFO's system. this facility of DLC submission by EPS, '95 pensioners through FAT was launched by the Hon'ble Minister, Labour & Employment, Shri Bhupendra Yadav in the 231st CBT Meeting held in New Delhi on 30.07.2022. The DLC through face authentication technique is a breakthrough technology that will reduce pensioners' dependence on external bio-metric devices and make the process more accessible and affordable, thus ensuring ease of living for all pensioners. The use of face authentication technology can be particularly helpful where pensioners have faced difficulties in getting their bio-metrics (fingerprint/iris) captured due to old age or health issues. But progress in educating the pensioners is below expectations.

The other advantages of submitting DLCs via the facial authentication method include:

1. Pensioners can submit their DLC while sitting at home. There is no need to visit the Bank, Post Office, CSC, etc.
2. The pensioner himself can act as "Operator" as well as beneficiary to install the Jeevan Pramaan App and the Face Recognition App of UIDAI.
3. Any person or a family member can be an "Operator" to install the app may also use Jeevan Pramaan app (apk file) after installing "AadharFaceRd" app from the google play store. This

will certainly help old age, infirm and those pensioners who are bed ridden and not in a position to visit the CSC, Bank, Post Office, etc. to get their DLC renewed.

4. Pensioners living abroad can also submit their DLC without visiting India.
5. There is no reliance on any externally registered device and this will become a milestone for future technological advancement.

Therefore, face authentication technology needs to be adopted and promoted amongst stakeholders by field offices and Publicity Division so that need doesn't arise for the pensioner to visit any office for filing DLC. The detailed process flow, device requirements, and steps are elaborated in **Annexure 'A'**.

Further, a User Manual and a link of Video explaining step-by-step process for DLC submission through facial recognition are attached herewith for ready reference. The following are the indicative activities and steps which can be taken, among others, by field offices and the Publicity Division:

A. Actions to be taken by each Field Office

Involve Pension Disbursing Banks: The role of the pension disbursing banks is critical because they are the first point of contact for pensioners seeking pension or for updating their life certificates. As per agreement with banks, they are required to make adequate arrangements for the updation of life certificates. Accordingly, they are required to deploy Fingerprint Scanners and Iris Scanners. The bank branches need to display prominently the facility of Face Authentication and the steps involved in it. **The Regional/District Office would supply the creative material for display in the bank branches in Hindi as well as in regional languages.** Further, for those pensioners whose Fingerprints or Iris is not capturable due to any reason, then the facility should be provided to update their digital life certificate through Face Authentication

In the case where Fingerprint or Iris authentication or Facial recognition is not feasible for any reason, the bank may issue physical life certificate in such exceptional cases after due verification as deemed fit to ensure that pension is to be disbursed to such pensioners keeping EPFO also informed accordingly.

Information Dissemination to Employers/unions: Field offices should send emails and hold awareness sessions with employers and all employees unions operating under the jurisdiction of ROs for the dissemination of face authentication facility for DLC updation. **Names and Addresses of employers and employees unions under the jurisdiction of each RO be submitted to HO within 3 days.**

SMS to Pensioners: NDC shall filter all such cases in which DLC has been rejected and send an SMS regarding the facility of face authentication for updation of DLC, **including in the local languages.** Alternatively, ROs may also send such SMS in all pending cases wherein DLC has not been received before the due date. Weekly SMS shall be sent to such pensioners for 4 weeks.

Dealing with cases where a Physical Life Certificate has been received previously: In exceptional cases, where the life certificate has not been received digitally and the data has been updated based on the physical copy, Regional / District Office shall send an SMS to the pensioner two months before the due date, informing about the face authentication facility so that DLC can be updated. **NDC should also send SMS centrally before the due date in cases where physical life certificates were received in the previous year.**

A handout on DLC submission through Face Authentication Technology (FAT) will be disseminated: A handout on the step-by-step process flow of DLCs submission through FAT should be enclosed with the new PPOs generated by the Regional Offices. A copy of the handout is enclosed herewith for your further needful at your end, please. **It should be made available in regional languages also with a social service appeal printed on handout viz Please whatsapp this**

handout to all your groups so that all senior citizen of our country gets pension in time without break.

Involvement of CSCs: In cases where fingerprint or iris authentication is not possible for any reason, Zonal/Regional Offices should instruct/take up the matter with CSC Centres, encouraging them to help pensioners in submission of DLCs using Face Authentication Technology.

B) Actions to be taken by Publicity Division

Predominantly, DLC updation through face authentication technology is to be carried out by pensioners, any family member or any other operator. Therefore, the key role of the organization is to spread awareness among its stakeholders. Consequently, the role of the Publicity Division is very significant. The following steps can be taken by it:

1. Preparation and dissemination of creatives: Tutorial videos, explainer videos, banners, posters, pamphlet designs, etc. need to be prepared by the Publicity Division and shared through the social media platforms like Facebook, Twitter, etc., which in turn needs to be shared by all field offices as well.

2. Print & Radio advertisements: Data regarding the due date of the pensioner's life certificate is available with the IS Division. Accordingly, target-based advertisement campaigns can be planned for those months in which the due date of a huge number of Life Certificates for updation falls.

All the OICs are hereby advised to embark upon wide publicity of this application among the stakeholders and reach out to the Employers and Employees union through social media pages of EPFO on Facebook, Instagram, Tweeter, Koo app etc. and through WhatsApp number.

Appropriate Banners/ Standees displaying the entire process shall also be placed in the Receipt Section, JPP Facilitation Centre, PRO and at the entry gate of/by the ROs so that subscribers are made aware of it, especially Pensioners.

LET US KEEP PENSIONERS ON TOP PRIORITY WITH EMPATHY. CPFC has desired that all the field offices, NDC and C&PR Division (H.O) should take all necessary actions under their respective jurisdictions to ensure trouble free service to pensioners. Henceforth DLC updation will be especially monitored by CPFC in Zonal review meetings.

[This issues with the approval of competent authority.]

Yours faithfully,

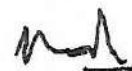


(Sudepta Ghosh)

Regional PF Commissioner-I (Pension)

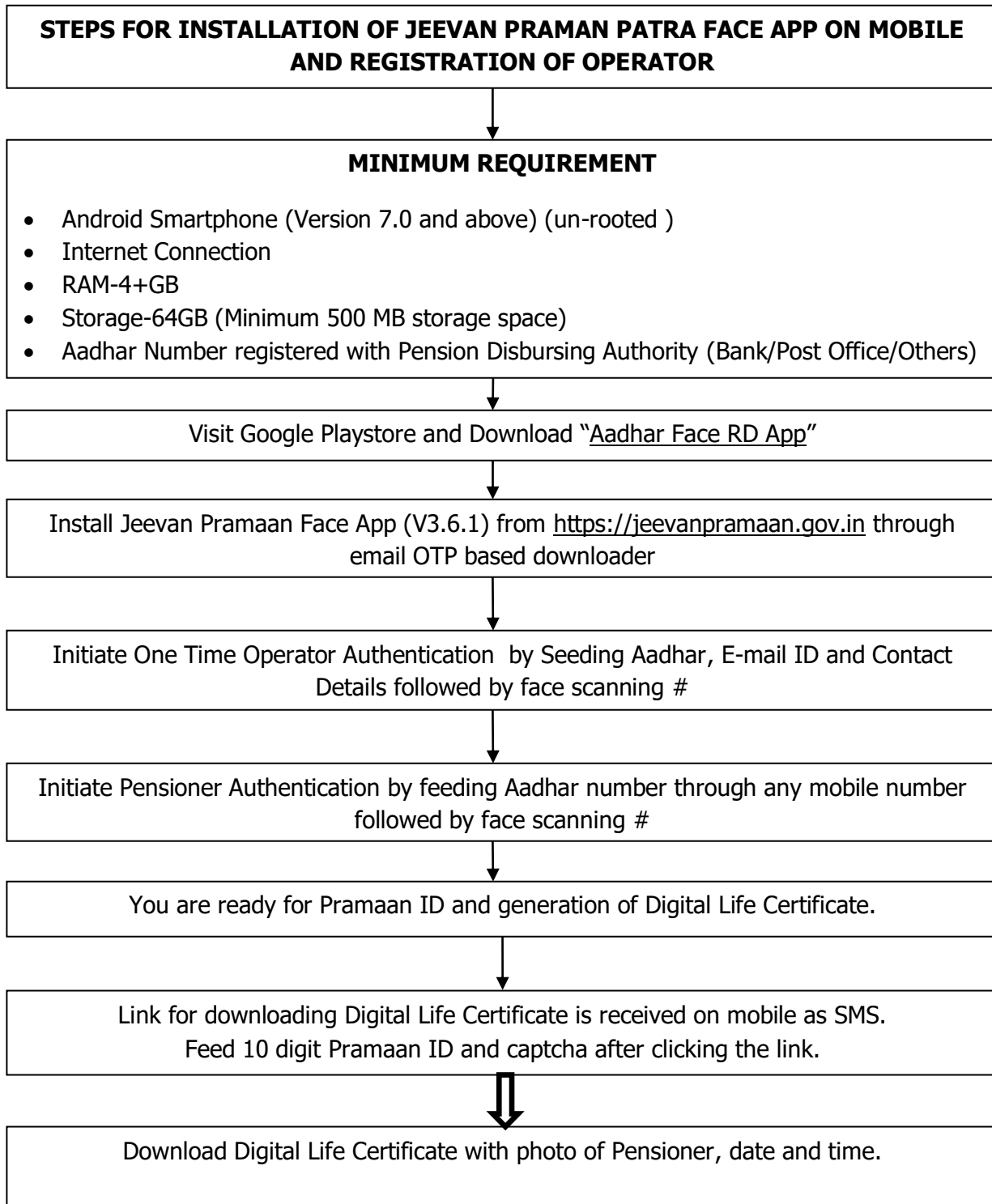
Copy to: Addl. CPFC - HQ / Addl. CPFC / RPFC-I / RPFC-II / APFC of C&PR Division for information and necessary action please.

RPFC-I (IS) / RPFC-I (NDC) with a request to upload the Circular on EPFO Website.
Hindi cell for Hindi version



(Sudepta Ghosh)

Regional PF Commissioner-I (Pension)



#NOTE: (1) The Pensioner must blink her/his eyes during the face scanning two to three times
(2) There must be proper lighting arrangements in the face scanning area for one-shot capturing.

Video of DLC Submission through UIDAI Facial Authentication Technique (Link):-

<https://youtu.be/iSvXBHPfOmk>