

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PENSION AND PENSIONERS' WELFARE)

RAJYA SABHA
UNSTARRED QUESTION NO. 3972
(TO BE ANSWERED ON 06.04.2023)

SUBMISSION OF LIFE CERTIFICATE BY PENSIONERS

3972 SHRI KANAKAMEDALA RAVINDRA KUMAR:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether Government is aware of the fact that the issue of submission of Life Certificate has become more cumbersome due to which elderly people are finding it difficult to submit the same in the concerned offices;
- (b) if so, the details thereof;
- (c) whether Government has any proposal to streamline the process of submission of Life Certificate so that pensioners do not feel any hardship in submitting the same;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (e): In order to make submission of Life Certificate easier and seamless for the elderly pensioners, the following steps have been taken: -

- i. The process of submitting Life Certificates Digitally was launched in 2014 through which pensioners could submit Life Certificate digitally through Jeevan Pramaan Portal using biometric devices.
- ii. India Post Payments Bank (IPPB) of Department of Posts along with Meity successfully launched the initiative of the Department of Pension & Pensioners' Welfare: "Doorstep Service for submission of Digital Life Certificate through Postman" in November 2020, using its national network of Post Offices, Postmen & Gramin Dak Sevaks using biometric devices to provide Doorstep generation of Digital Life Certificates.
- iii. Doorstep service is also available for submission of Life Certificates by pensioners through an Alliance comprising 12 Public Sector Banks which provide "Doorstep Banking" for its customers in major cities.
- iv. The process of V-CIP (video-customer identification process) for Life Certificate submission has also been commenced by major banks.
- v. Pensioners aged 80 years and above can now submit their Life Certificates in the month of October too, to enable them to have an additional exclusive window for submission of Life Certificate in bank branches.
- vi. Submission of Digital Life Certificates through smart phones, using the Face Authentication technique was launched in November, 2021 wherein DLCs can be submitted by pensioners from the comfort of their homes.
- vii. To spread awareness, due publicity has been given to the process for submission of Life Certificates Digitally, through social media and print media.
