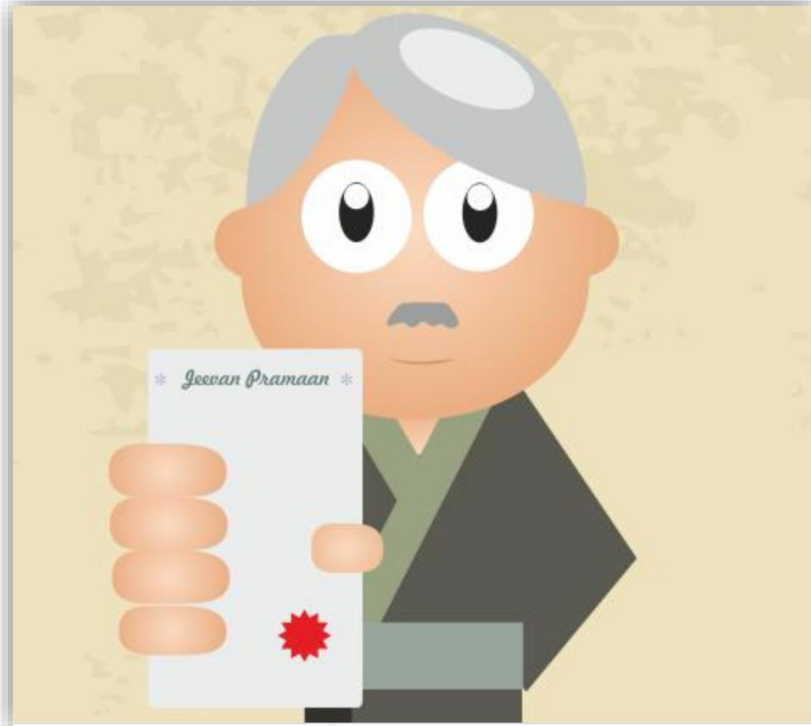




# Jeevan Pramaan

(Digital Life Certificate for Pensioners)

## User Manual



FINANCE DATA CENTER  
DEHRADUN

## Document Control Sheet

Sr.No.	Version	Author	Issue Date
1	V1.0	M K Pandey (Assistant Director)	

### Courtesy

Jeevan Pramaan Project, National Informatics Centre

### Disclaimer

The information contained in this user manual is provided solely for informational and guidance purposes only. Each user should, conduct his/her own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this document. Finance Data Center, Directorate of Treasuries, Pension and Entitlements, Department of Finance, Govt. of Uttarakhand shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of information contained in this user manual. Users are advised to refer relevant Government Orders, Jeevan Pramaan FAQs, Circulars and Guidelines related to installation and use of Jeevan Pramaan software. In case any inaccuracies are spotted, users of this manual are requested to inform Finance Data Center by shooting an email to [treasury-dir-uk@gmail.com](mailto:treasury-dir-uk@gmail.com).

## Table of Contents

<b>Table of Contents .....</b>	<b>2</b>
<b>1. Introduction .....</b>	<b>4</b>
<b>1.1 Purpose of this document .....</b>	<b>4</b>
<b>1.2 Scope .....</b>	<b>4</b>
<b>1.3 Organization of User Manual .....</b>	<b>4</b>
<b>1.4 Points of Contact .....</b>	<b>4</b>
<b>2. Instructions .....</b>	<b>5</b>
<b>3. System Requirements .....</b>	<b>5</b>
<b>4. Description and Steps .....</b>	<b>5</b>
<b>4.1. Check whether your system has correct version of Microsoft .NET framework .....</b>	<b>5</b>
<b>4.2. Download the correct version of Microsoft .NET framework .....</b>	<b>6</b>
<b>4.3. Download the Jeevan Pramaan application .....</b>	<b>6</b>
<b>4.4. Install the downloaded application .....</b>	<b>7</b>
<b>4.5. Install the biometric device .....</b>	<b>8</b>
<b>4.6. Follow the steps of installation .....</b>	<b>8</b>
<b>4.7. Finish the installation .....</b>	<b>9</b>
<b>4.8. Download and install RD Service and Driver .....</b>	<b>9</b>
<b>4.9. Run the Jeevan Pramaan application and authenticate the operator .....</b>	<b>10</b>
<b>4.10. Enter the OTP received .....</b>	<b>10</b>
<b>4.11. Pensioner's Authentication .....</b>	<b>10</b>
<b>4.11. Enter pensioner's details and scan his/her finger .....</b>	<b>11</b>
<b>4.12. Generation of Digital Life Certificate .....</b>	<b>11</b>
<b>4.13. View and Download the certificate .....</b>	<b>12</b>
<b>5. Acceptance of DLCs in IFMS software .....</b>	<b>13</b>
<b>6. Viewing the details of DLCs submitted by Pensioners (for treasury and sub-treasury users only) ....</b>	<b>13</b>

## Abbreviations

CSC – Common Service Center

DLC – Digital Life Certificate

GoUK – Government of Uttarakhand

ID - Identity

IFMS – Integrated Financial Management System

FAQ – Frequently Asked Questions

NIC – National Informatics Centre

OTP – One Time Password

PC – Personal Computer

PDA – Pension Disbursing Agency

PLA – Personal Ledger Account

RD – Registered Device

STQC - Standardisation Testing and Quality Certification

## 1. Introduction

Jeevan Pramaan System is a biometric enabled digital service for pensioners. Using this system, pensioners can digitally generate and submit their life certificates. Digital life certificates can be generated from home, treasuries/sub-treasuries or from common service centres. IFMS software has been integrated with Jeevan Pramaan System so that pensioners of the state can also take benefit of this facility. Submission of digital life certificate is completely optional, pensioners may avail this facility if they want to. Digital life certificates once successfully generated through this system does not require any further action on the part of the pensioners. They do not have to physical submit it in their pension disbursing treasuries/sub-treasuries. If pensioner wants to go on with the existing physical submission of the life certificate then he/she is free to do so. Since, digital life certificate can be generated from any place, provided system requirements as mentioned in section 2.1 of this document are met, therefore pensioners may visit their nearest treasury/sub-treasury for submitting their DLC. They are not required to visit the treasury/sub-treasury from where they are drawing their pension.

### 1.1 Purpose of this document

This document is a generic user guide for pensioners, treasury and sub-treasury users. It contains step by step procedure for working on Jeevan Pramaan software and IFMS software. It also lists out procedure for installation and submission of Digital Life Certificate (DLC) by pensioners.

### 1.2 Scope

This user manual is intended to be used by pensioners, treasury and sub-treasury users for generation of digital life certificates only. Separate user manuals have been/are being prepared for other aspects of IFMS software. Pensioners may also like to visit <https://jeevanpramaan.gov.in/> for any other guidance related to use of Jeevan Pramaan application. Pensioners, treasury and sub-treasury users are also advised to go through the FAQs related to generation and submission of DLCs.

### 1.3 Organization of User Manual

DLC user manual has been organized to include brief description of Jeevan Pramaan System, features of Jeevan Pramaan application, operating instructions and help-desk and support facility for the users in case of difficulties.

### 1.4 Points of Contact

To help the users working on IFMS software, Finance Data Center operates a help line number 08899890000, which may be used by the users for their queries and issues. Users may contact help-desk officials anytime between 9 AM to 8 PM during weekdays (i.e. Monday to Saturday) and between 10 PM to 6 PM during holidays. For issues related to Jeevan Pramaan application users are advised to contact Jeevan Pramaan team at Phone: (91)-0120-3076200, Mail: [jeevanpramaan@gov.in](mailto:jeevanpramaan@gov.in).

## 2. Instructions

Jeevan Pramaan application provides hassle free submission of digital life certificates by the pensioners. Pensioners can obtain their DLC through various Jeevan Pramaan Centers like CSCs, Banks, and Government Offices. DLCs can also be generated at home through Jeevan Pramaan Application using any PC, Mobile or Tablet having Jeevan Pramaan Application and STQC certified biometric device. Users need to download the PC/Mobile/Tablet application to register for a Life Certificate.

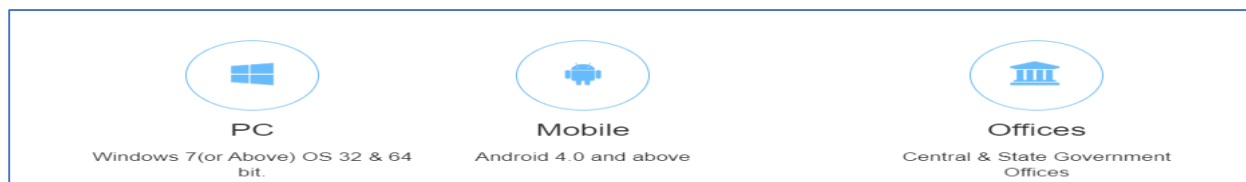


Fig-001

## 3. System Requirements

Following are system requirements of Jeevan Pramaan application (as listed out on <https://jeevan-pramaan.gov.in/>):

1. Operating System - Windows 7 onwards.
2. Microsoft .Net Framework version 4 - Full (or) Higher
3. STQC certified Registered Biometric device is required.
4. RD Service of the biometric device should be installed on the system. (See section - Installation of RD Service)
5. Internet connection is required to communicate with Jeevan Pramaan Server

## 4. Steps for installation and use of Jeevan Pramaan Application

### 4.1. Check whether your system has correct version of Microsoft .NET framework

User needs to check whether the system has correct version of Microsoft .Net Framework or not as listed out in section 2.1. To check the version of .Net installed on your PC follow below mentioned steps:

1. On the Start menu, choose Run.
2. In the Open box, enter regedit.exe. You must have administrative credentials to run regedit.exe.
3. In the Registry Editor, open the following sub key:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\NET Framework Setup\NDP.
4. The installed versions can be found under the NDP sub key.

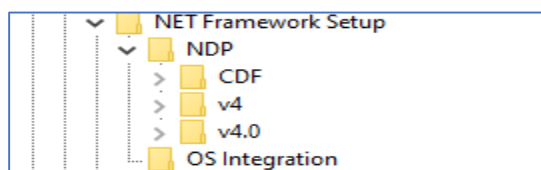
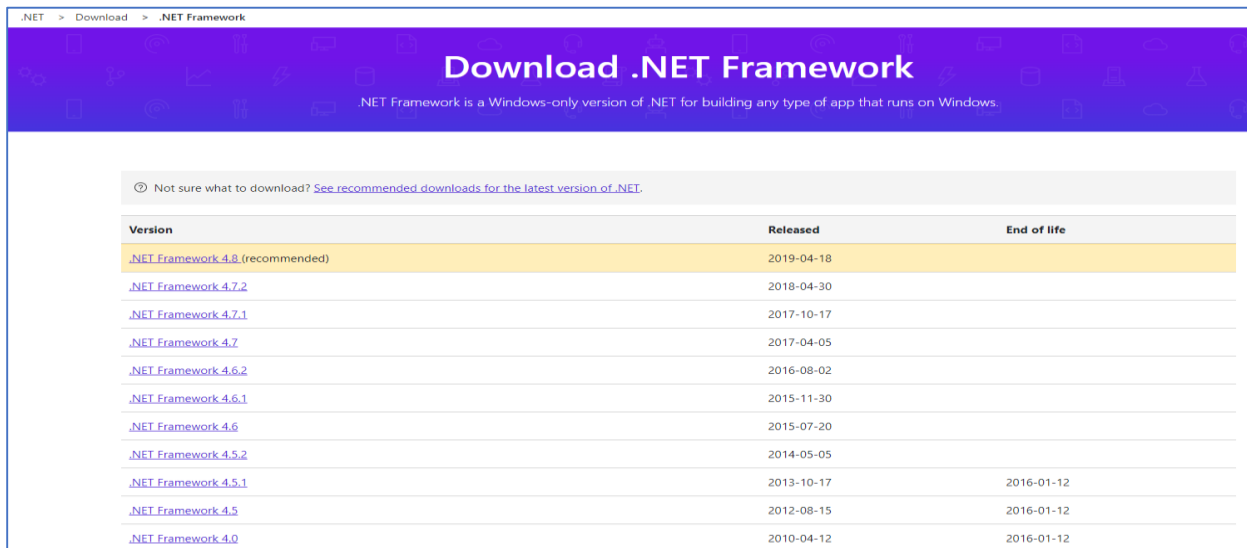


Fig-002

## 4.2. Download the correct version of Microsoft .NET framework

If the system doesn't have the correct version of .Net Microsoft .NET framework then please download and install the correct version from <https://dotnet.microsoft.com/download/dotnet-framework>



The screenshot shows the Microsoft .NET Framework download page. It features a table with columns for Version, Released, and End of life. The recommended version is .NET Framework 4.8.

Version	Released	End of life
<a href="#">.NET Framework 4.8 (recommended)</a>	2019-04-18	
<a href="#">.NET Framework 4.7.2</a>	2018-04-30	
<a href="#">.NET Framework 4.7.1</a>	2017-10-17	
<a href="#">.NET Framework 4.7</a>	2017-04-05	
<a href="#">.NET Framework 4.6.2</a>	2016-08-02	
<a href="#">.NET Framework 4.6.1</a>	2015-11-30	
<a href="#">.NET Framework 4.6</a>	2015-07-20	
<a href="#">.NET Framework 4.5.2</a>	2014-05-05	
<a href="#">.NET Framework 4.5.1</a>	2013-10-17	2016-01-12
<a href="#">.NET Framework 4.5</a>	2012-08-15	2016-01-12
<a href="#">.NET Framework 4.0</a>	2010-04-12	2016-01-12

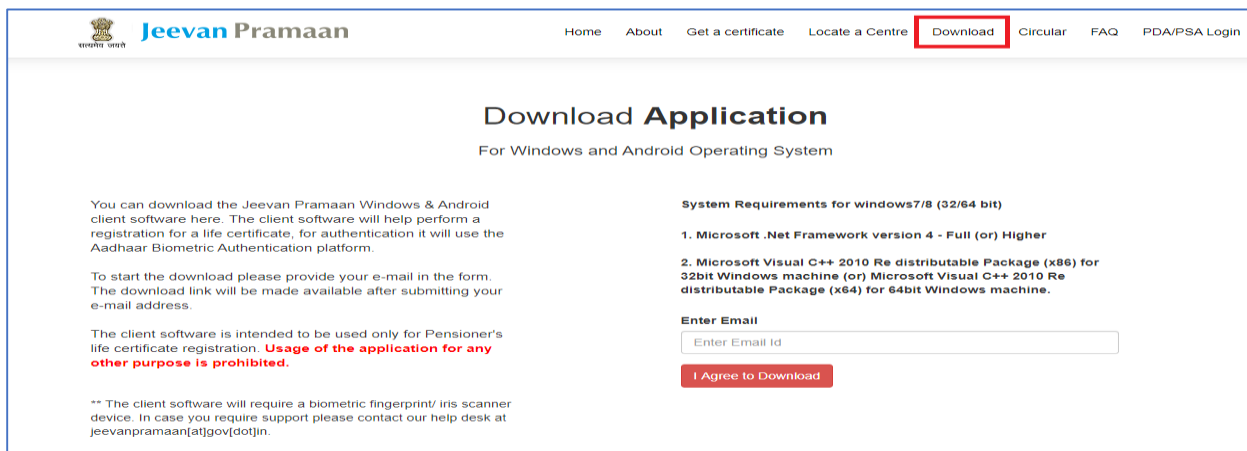
Fig-003

## 4.3. Download the Jeevan Pramaan application

To download the Jeevan Pramaan application, user needs to install Jeevan Pramaan Software from following link

<https://jeevanpramaan.gov.in/app/download>

Users need to provide their email id and click on I agree to download. The download link will be made available after submitting your e-mail address.



The screenshot shows the Jeevan Pramaan Download Application page. It includes a header with the Jeevan Pramaan logo and navigation links. The main content area has a heading 'Download Application' and instructions for downloading the software. It also lists system requirements and a form to enter an email address and agree to download.

**System Requirements for windows7/8 (32/64 bit)**

1. Microsoft .Net Framework version 4 - Full (or) Higher
2. Microsoft Visual C++ 2010 Re distributable Package (x86) for 32bit Windows machine (or) Microsoft Visual C++ 2010 Re distributable Package (x64) for 64bit Windows machine.

**Enter Email**

Enter Email Id

**I Agree to Download**

Fig-004

Download the Jeevan Pramaan 3.6 installer for using Jeevan Pramaan application on Windows PC. If there is any issue in downloading Jeevan Pramaan 3.6 then user may go for downloading the lower version i.e. Jeevan Pramaan 3.5.

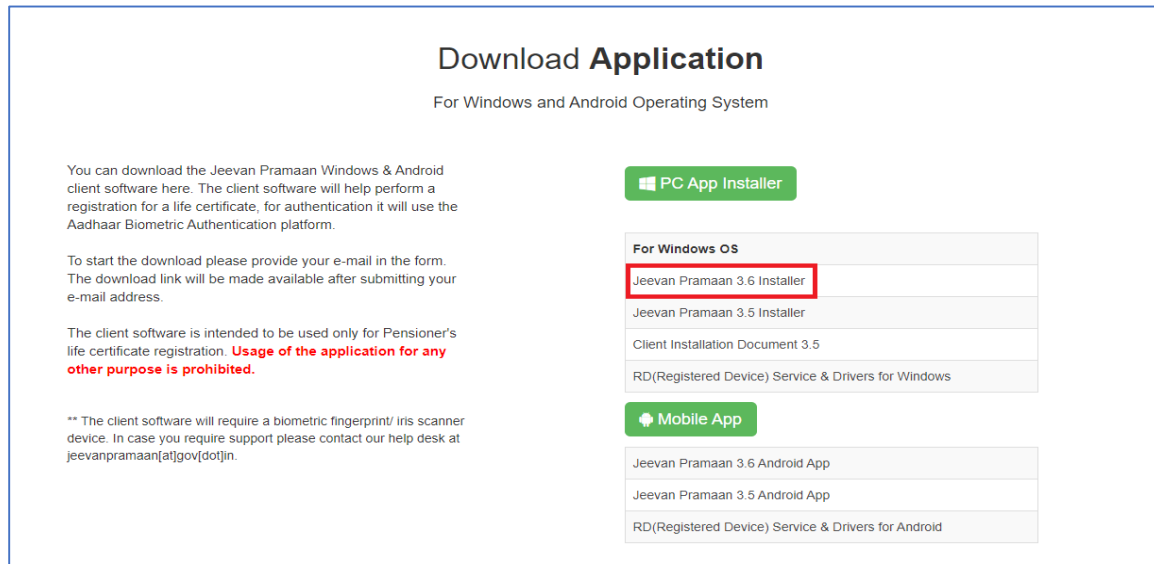


Fig-005

For using the application on any android mobile device, Jeevan Pramaan 3.6 Android App needs to be installed.

## 4.4. Install the downloaded application

First click on the downloaded JeevanPramaanInstaller\_v3.6.exe file and follow the instructions shown on the screen.



Fig-006



## 4.5. Install the biometric device

Select the appropriate option under “Select the Components to install”. For Morpho biometric device select “Do you have Morpho device” as well.

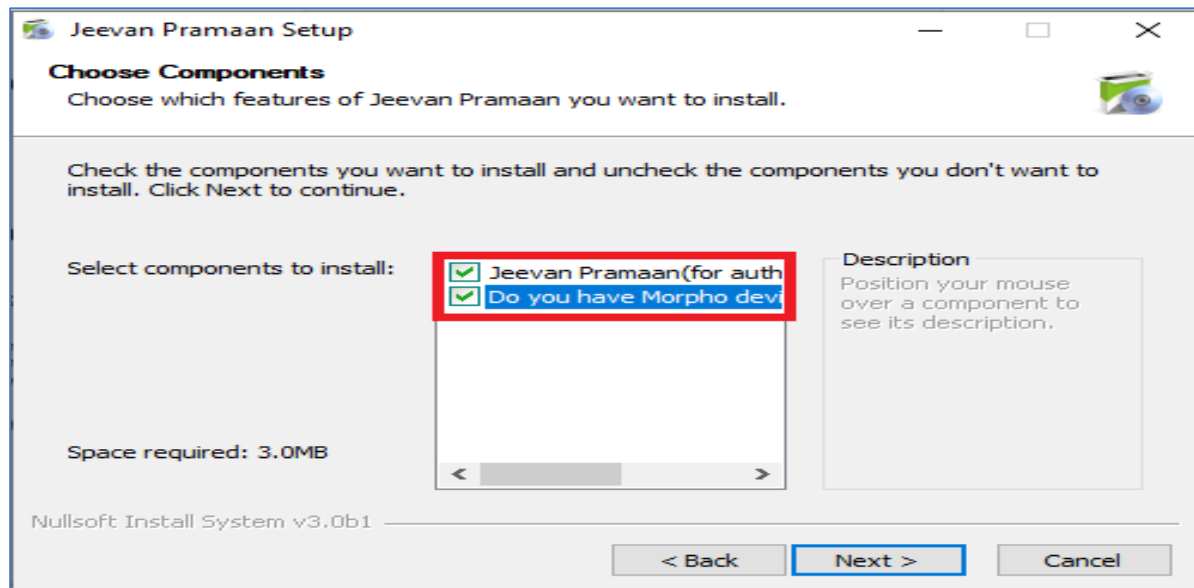


Fig-007

## 4.6. Follow the steps of installation

Follow the steps as shown on the screen and then click on install.

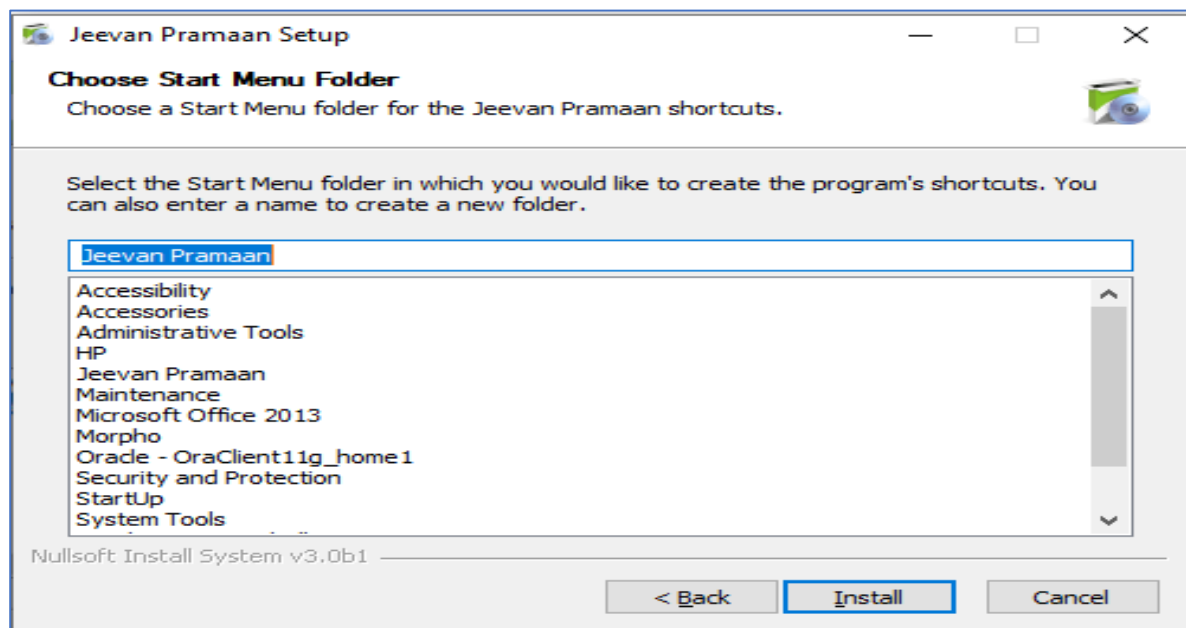


Fig-008

## 4.7. Complete the installation process

Once the installation is complete, click on finish.

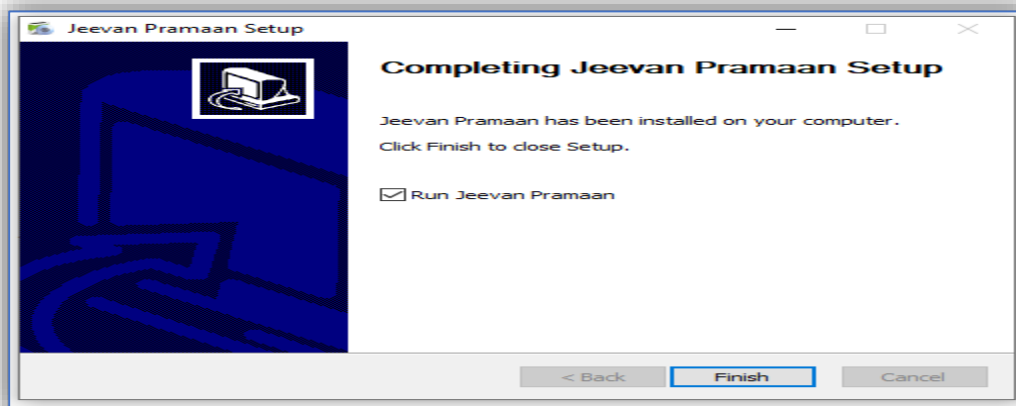


Fig-009

## 4.8. Download and install RD Service and Driver

User should download RD Service and Driver of Morpho biometric device from following link:

[https://drive.google.com/file/d/1vDm\\_b0d-WS2UF3Ay7JlItvNKWkIHDkpWb/view](https://drive.google.com/file/d/1vDm_b0d-WS2UF3Ay7JlItvNKWkIHDkpWb/view)

If the RD service and corresponding driver has not been installed then on opening the Jeevan Pramaan Application following error will occur:

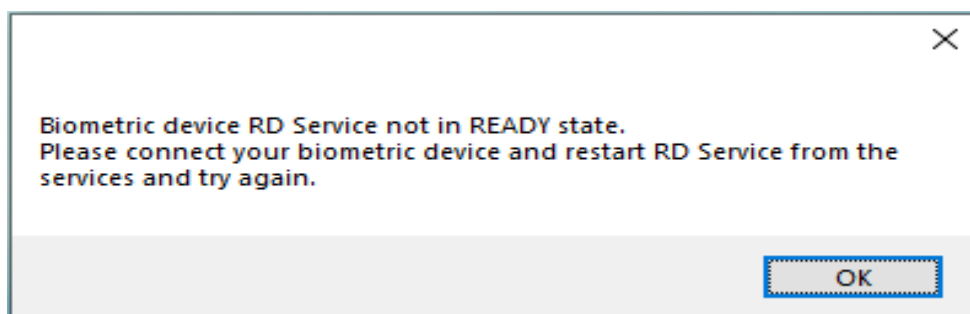


Fig-010

For android and other devices user may find links for downloading appropriate driver on [https://jeevan-pramaan.gov.in/newassets/file/RD\\_Service\\_Device\\_Driver\\_3.0.pdf](https://jeevan-pramaan.gov.in/newassets/file/RD_Service_Device_Driver_3.0.pdf).

After downloading the file, extract the zip file and install the driver file in the system.

## 4.9. Run the Jeevan Pramaan application and authenticate the operator

Run the Jeevan Pramaan Application after plugging in the biometric device. Once the application opens it will show a window for operator's authentication. This is a onetime activity to be done by the operator of the application at treasury/sub-treasury/bank/pensioner level.

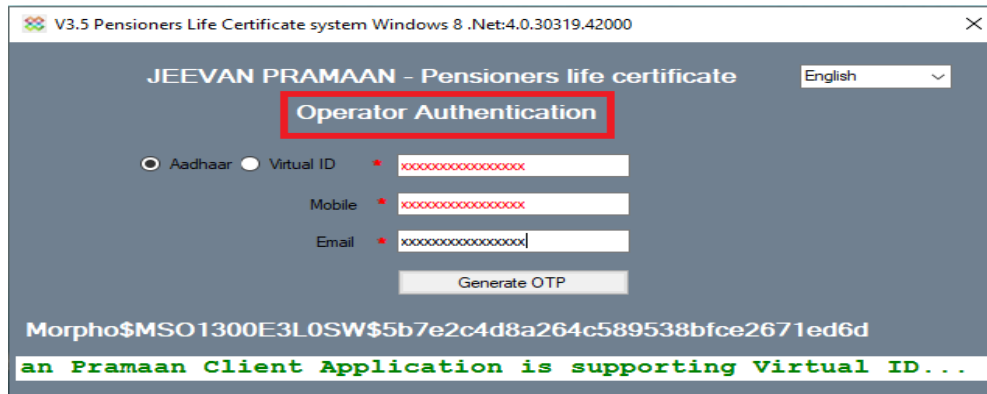


Fig-011

## 4.10. Enter the OTP received

Enter the OTP received on your mobile to complete the operator's authentication process.

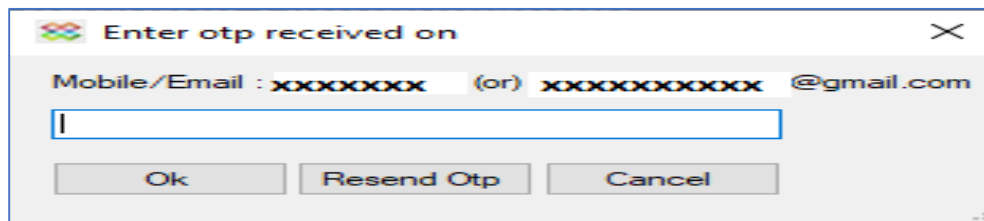


Fig-011

## 4.11. Authenticate the Pensioner

Enter the details of pensioner i.e. Pensioner's name, Aadhaar number and Email id (optional) whose life certificate has to be generated and then click on generate otp.

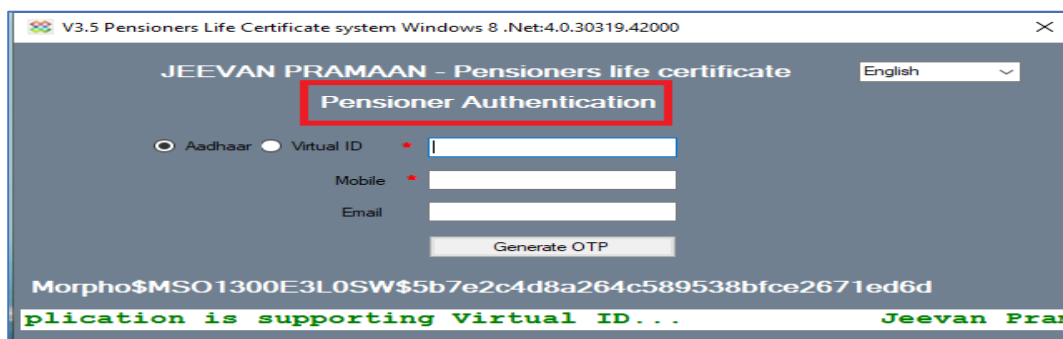


Fig-012

## 4.11. Enter pensioner's details and scan his/her finger

Enter the details of pensioner whose life certificate has to be generated like Pensioner Name, Type of Pension, Sanctioning Authority, Disbursing Agency, Treasury/Sub Treasury, PPO Number, Account number etc. and then click on Scan Finger.

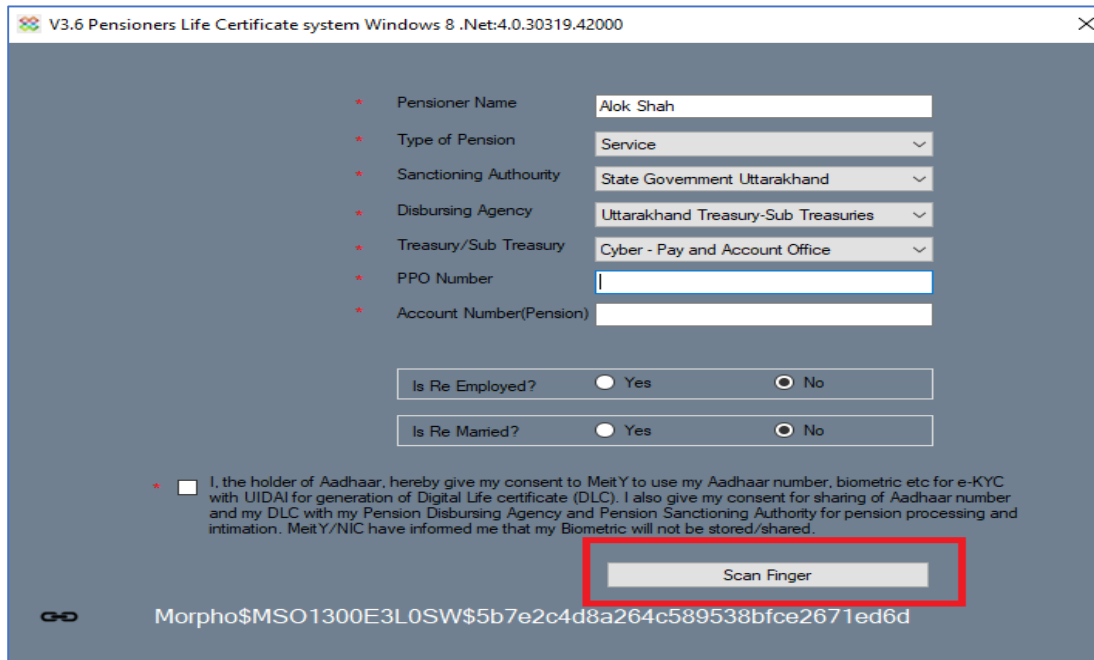


Fig-013

## 4.12. Generate and Print Digital Life Certificate (DLC)

After successful authentication, Jeevan Pramaan id will get generated as below.

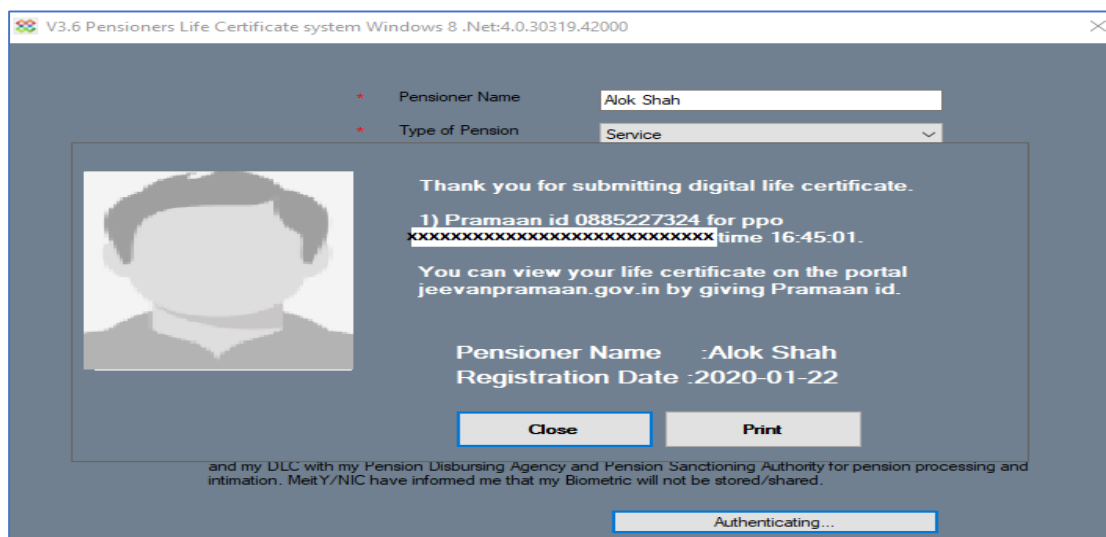


Figure 014

## 4.13. Download and view the certificate

Pensioner can view and download his/her life certificate by logging on to <https://jeevan-pramaan.gov.in/ppouser/login> with his/her Jeevan Pramaan id as mentioned in above picture.

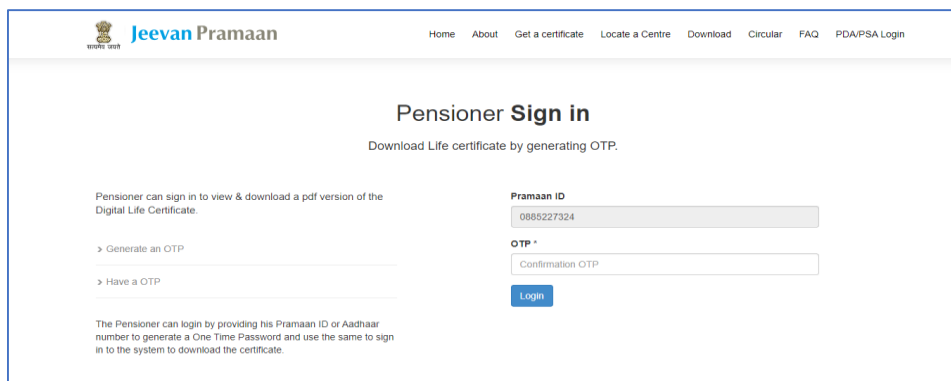


Fig-015

To download click download life certificate.

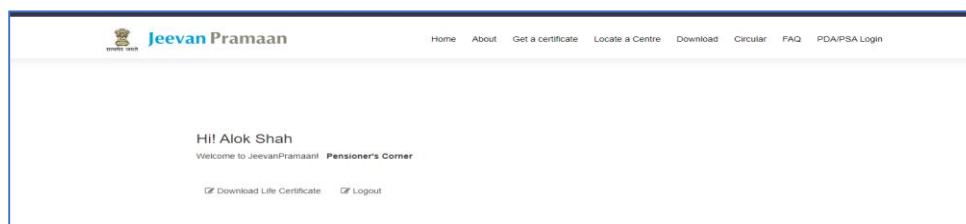


Fig-016

The downloaded certificate will look like as shown below:

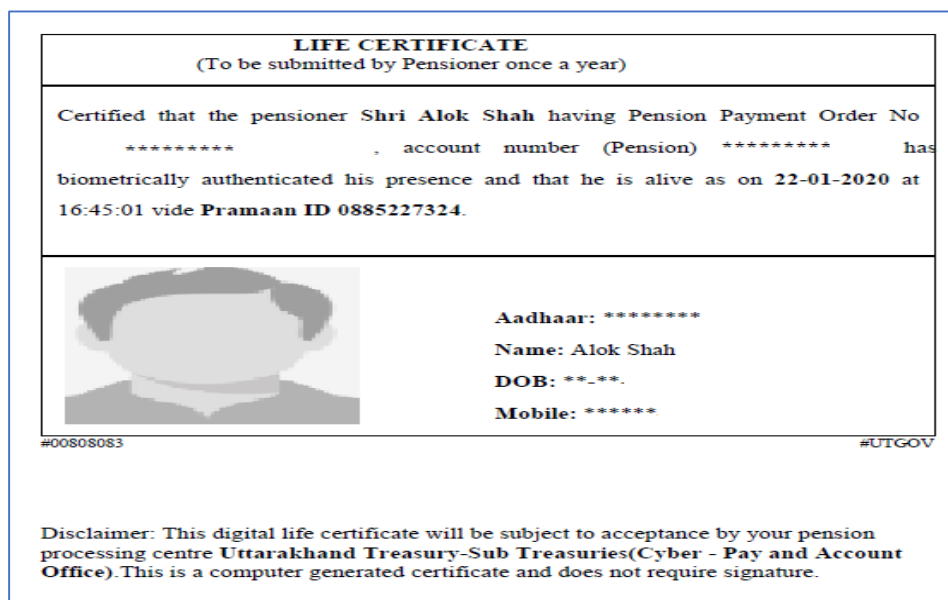


Fig-017

## 5. Acceptance of DLCs in IFMS software

The digital life certificates submitted by the users will be processed by IFMS software overnight and a message in this regard will be sent to the pensioners. If the DLC has been submitted before the due date of its submission it will get automatically rejected by IFMS software. Therefore, pensioners are advised to submit their DLCs only when it is due for submission i.e. in the month of their retirement.

## 6. Viewing the details of DLCs submitted by Pensioners (for treasury and sub-treasury users only)

Treasury and Sub-treasury users have been provided with a report in IFMS CTS 2.0 to view the details of digital life certificates accepted in the IFMS system.

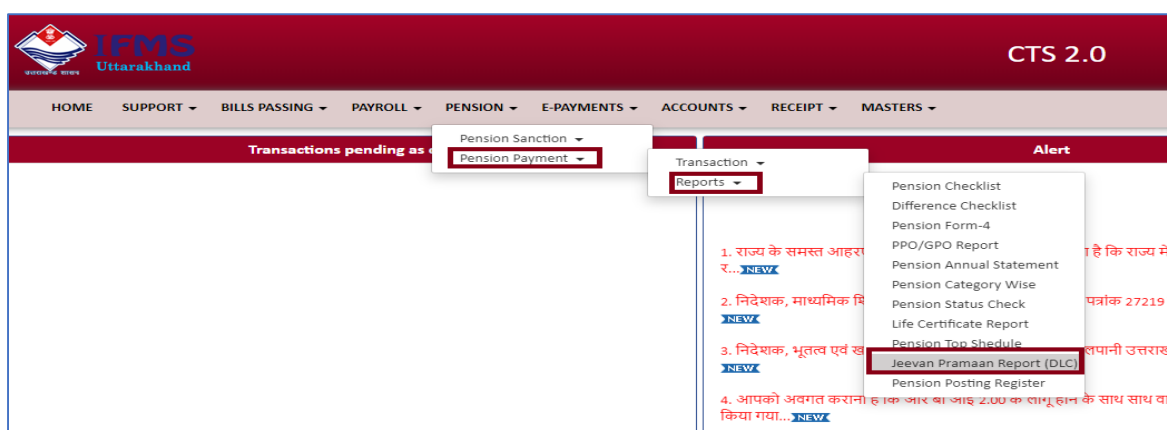


Fig-018

Treasury/Sub-treasury users can view only those certificates which are meant for their treasury/sub-treasury.

Click on Jeevan Pramaan Report (DLC) as shown in Fig – 017. This will open a report containing pensioner's digital life certificate details. To fetch this report user needs to enter any one of the fields shown on the screen i.e. Aadhar number, mobile number, account number etc.

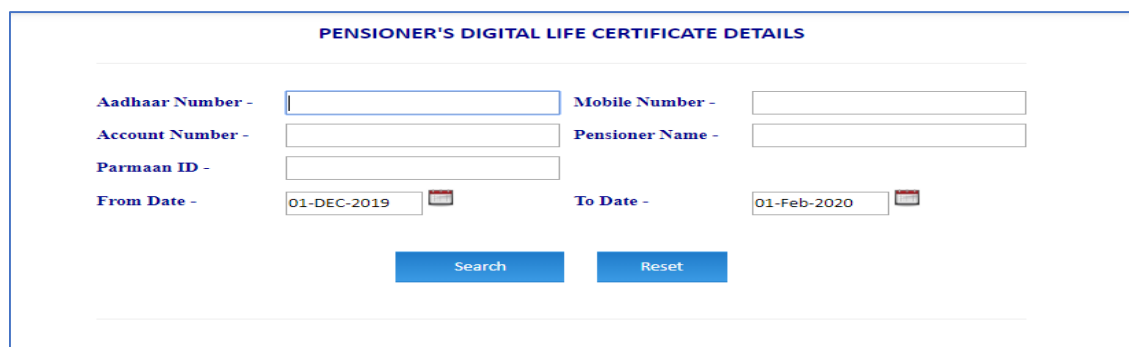


Fig-019