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O/o The Principal Controller of Defence Accounts (Pension), Draupadighat, Allahabad – 211014

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Circular No. C-215

No.G1/C/0199/Vol-II/Tech

Dated: 20.04.2021.

To,

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(All Head of Department under Min. of Defence)

**Sub:-** Implementation of SPARSH for Defence Civilian Pensioners.

\*\*\*\*\*X\*\*\*\*\*

SPARSH system is being rolled out for Defence Civilian Organisations and Pension sanction through SPARSH for Defence Civilian in respect of DAD, JS & CAO, Coast Guard, DRDO and OFB is already functional.

In this regard, it is intimated that SPARSH is available in "Jeevan Pramaan" as PDA for enabling SPARSH Pensioners to perform their identification by Digital Life Certificate.

HQrs offices vide their letter No. PENS-5702/3/2020-PENS dt.17.03.2021 has directed to use Jeevan Pramaan as Primary Method to register pensioners' life certificate. The Manual life certificate should be used only in exceptional circumstances where pensioner is not willing to use Aadhaar for identification. A guide for use of Jeevan Pramaan is enclosed for guidance please.

In view of the foregoing, suitable instructions (alongwith copy of this circular) may be issued to all the Head of Offices under your administrative control to ensure the compliance of above provisions.

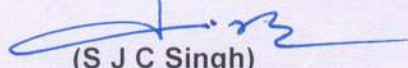
-sd-

(Dr. Durga Lal Meena)

Jt. CDA (P)

**Copy to:-**

1. The CGDA, Ulan Batar Road Palam, Delhi Cantt-10
2. All Pr. CDA /CDA / C of F&A (Fys)/CDA (Fund)
3. All G.M. Fys.
4. All CE/Nodal CE of various Commands.

  
(S J C Singh)  
Sr.AO (P)

File No. PENS-5702/3/2020-PENS  
Controller General of Defence Accounts,  
Ulan Batar Road, Palam, Delhi Cantt – 110010  
Tele: (011)25665513 / 25665725  
Email : projectcpp.dad@hub.nic.in

Dated: 17<sup>th</sup> March, 2021

To  
Shri Himanshu Tripathi, IDAS  
Dy. CDA (P)  
PCDA (P) Allahabad

Sub: Implementation of SPARSH for Defence Civilian Pensioners.

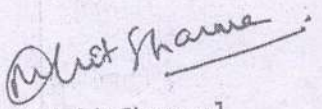
\*\*\*\*

SPARSH is presently being rolled out for five Defence Civilian Organisation viz. DAD, JS & CAO, Coast Guard, OFB and DRDO. Air Force has also been onboarded onto SPARSH from Feb.2021. In order to handle the initial hiccups of rollout WhatsApp groups are being created for each organization separately and queries are being responded presently by CGDA/TCS team.

2. In order to institutionalize this process, it is requested to appoint nodal officers for each organisation onboarded. The nodal officer will be responsible for responding to all queries pertaining to onboarding of users, processing of claims etc. and also follow up of completion of subsequent activities viz. PDV/identification etc. to ensure timely payment to pensioners. Details of nodal officer viz. name, rank, mobile number, email ID may be shared for further transmission to user organizations. The queries raised in groups/support request may also be monitored locally on a daily basis by the Nodal officer to ensure timely resolution of queries. Changes if any required may be reported to TCS for analysis and incorporation.

3. It is further intimated that SPARSH is available in 'Jeevan Pramaan' as PDA for enabling SPARSH pensioners to perform their identification by Digital Life Certificate. It is requested to issue necessary instructions to all HODs/HOOs working on SPARSH to use Jeevan Pramaan as primary method to register pensioners life certificate. The manual life certificates should be used only in exceptional scenarios where pensioner is not willing to use Aadhaar for identification. A guide for use of Jeevan Pramaan by offices as well as pensioners may also be circulated. A copy of these instructions may be uploaded on PCDA (P) as well as SPARSH portal and shared with HQrs CGDA office.

This issues with the approval of the Jt. CGDA (Pension).

  
[Mohit Sharma]  
Sr.ACGDA (Pension)

# JEEVANPRAMAAN USER-MANUAL

For Windows

(Version 3.5 )

Sept 2018

National Informatics Centre  
Ministry of Electronics and Information Technology  
A-Block, C.G.O Complex  
New Delhi 110003  
e-mail – jeevanpramaan@gov.in

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## Introduction

*Jeevan Pramaan* is a biometric enabled Aadhaar-based Digital Life Certificate (DLC) for pensioners. It uses the Aadhaar platform for online biometric-authentication. Using JeevanPramaan a pensioner need not present himself/herself personally before the Pension Disbursing Officer to obtain a Life Certificate. The DLC is stored online & can be accessed by the Pension Disbursing Agency as and when required by them, thus doing away with the requirement of a pensioner having to submit a physical Life Certificate.

JeevanPramaan client application captures basic data of the pensioner which has to be provided by the pensioner like aadhaar number/Virtual ID , mobile number, name, pension related information viz. PPO No., Pension Sanctioning Authority, Bank Details etc. On successful biometric-authentication by UIDAI, JeevanPramaan i.e Digital Life Certificate with a unique Id known as Pramaan Id is generated. The DLC thus generated is available online to the pensioner as well as the pension disbursing authority.

## 1. About JeevanPramaan ver 3.0

JeevanPramaan versions prior to 3.0, are for 'public biometric devices'. UIDAI has decided to discontinue the use of "public biometric devices" and it will only allow **Registered Biometric Devices** for Aadhaar enabled Authentication. A biometric device which is registered with UIDAI is termed as a Registered Device. To convert a 'public biometric device' to a Registered device a software called "**Registered Device service**" ( here-after referred to as *RD service* ) is required. Version 3.0 of Jeevan Pramaan provides support for the 'RD service framework' only.

*Note : Versions prior to 3.0 have been withdrawn*

## 2. Pre-requisites for pensioners

1. The pensioner must have Aadhaar number
2. The pensioner must have existing mobile number
3. Registration of the Aadhaar number with Pension disbursing Agency ( bank etc). This is required by the Pension Disbursing Agency for processing of pension.

## 3. System requirements

1. Operating System - Windows 7 onwards
2. Microsoft .Net Framework version 4 - Full (or) Higher
3. STQC certified **Registered Biometric device** is required. List is available on JeevanPramaan portal as well as in Appendix B.
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. What's new in version 3.5

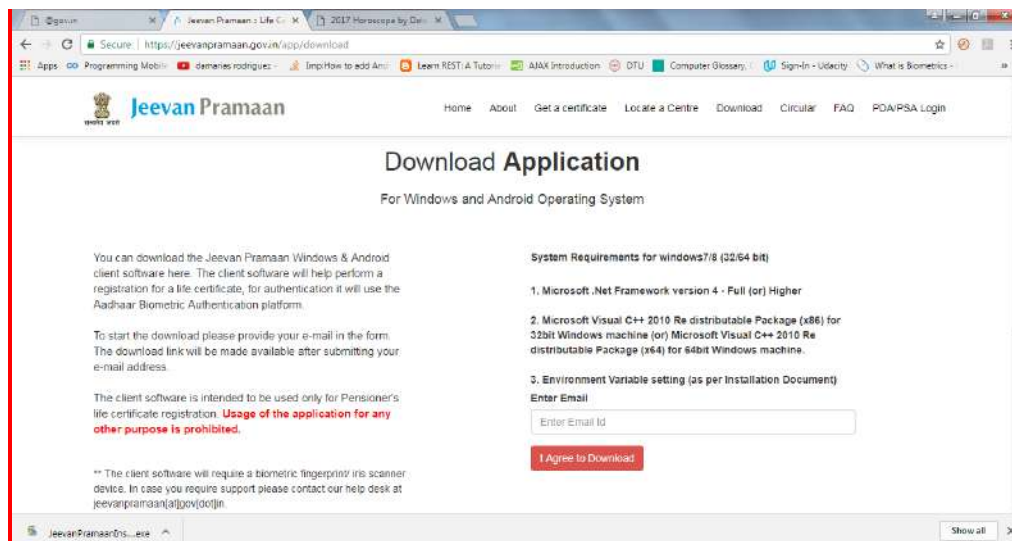
The user i.e operator or pensioner can provide Virtual ID in case he/she does not want to provide his/her Aadhaar number to generate the JeevanPramaan. Virtual ID is a temporary 16 digit number which can be used by the citizen and can be obtained from Unique Identification Authority of India ( UIDAI ) To know more about Virtual Id visit UIDAI website.

## 5. JeevanPramaan Installation Procedure

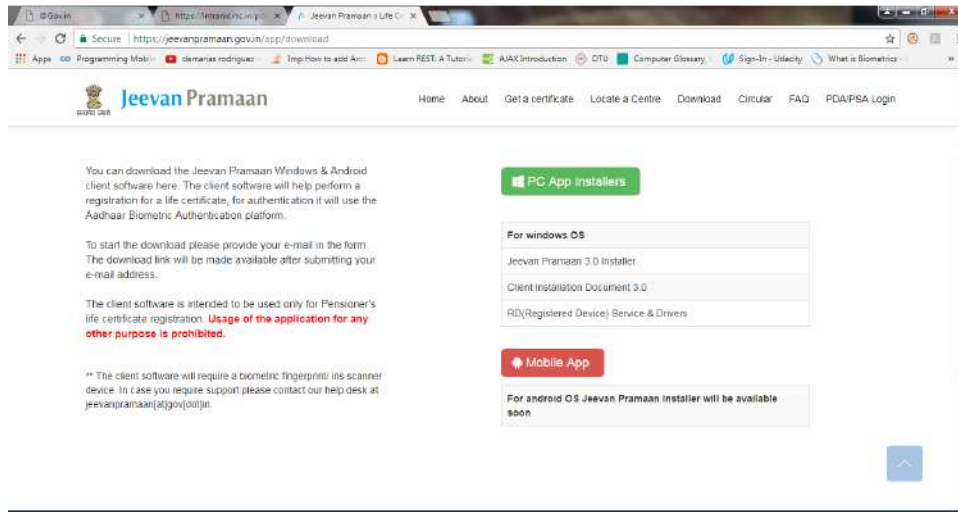
Please make sure that the System Requirements ( See Section 3) are fulfilled before proceeding to install the **Jeevan Pramaan** Application.

### Step 1 - Download Jeevan Pramaan software

- 1) Go to Jeevan Pramaan portal <https://jeevanpramaan.gov.in>.
- 2) Click on **Download** link ( <https://jeevanpramaan.gov.in/app/download> )
- 3) Provide your valid Email Id and Click on "I Agree to download" button.



4. Click on 'Jeevan Pramaan 3.0 Installer' under 'PC Installer' to download the application



## Step 2 - Install Jeevan Pramaan Application

1. Right click on "**JeevanPramaanInstaller.exe**" and select "**Run as Administrator**"
2. In the final Screen click finish. This will launch the Jeevan Pramaan application.
3. Also a shortcut would be placed on your Desktop and in Start Menu.



## Step 3 - Running the Jeevan Pramaan Application

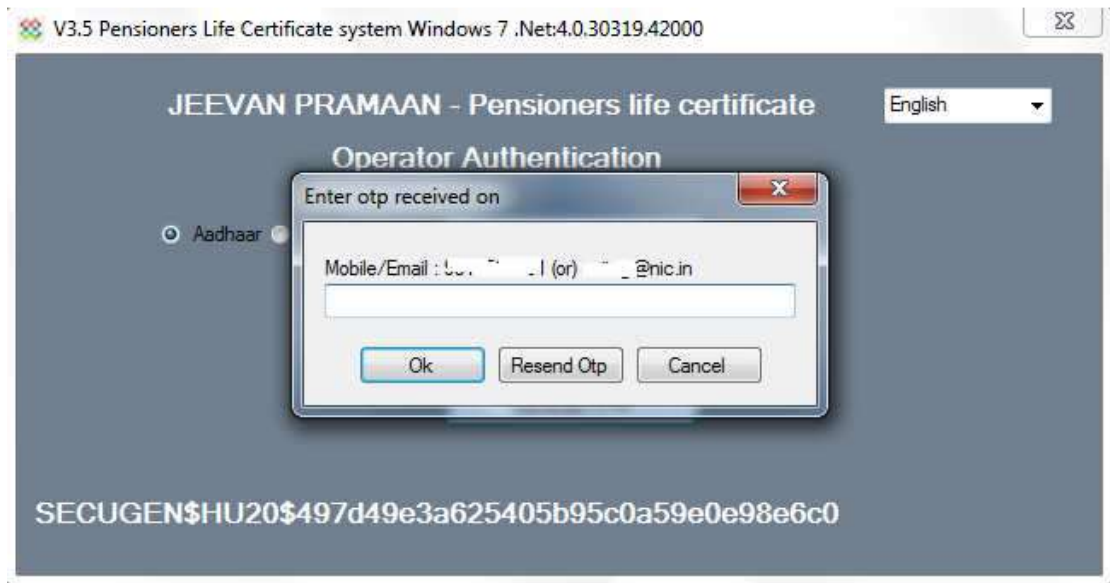
Please note that before installing JeevanPramaan ensure that RD service is installed and running.

1. Plug in your biometric device to the system and wait for a few minutes( 2-5 minutes) for device updation. '*Device Updated*' or '*Device Ready*' notification message shall appear.
2. Run JeevanPramaan application by Double Clicking on JeevanPramaan shortcut (which exists on Desktop). Following screen will appear. You may get '*Client not Registered*' Message. Click on Ok.

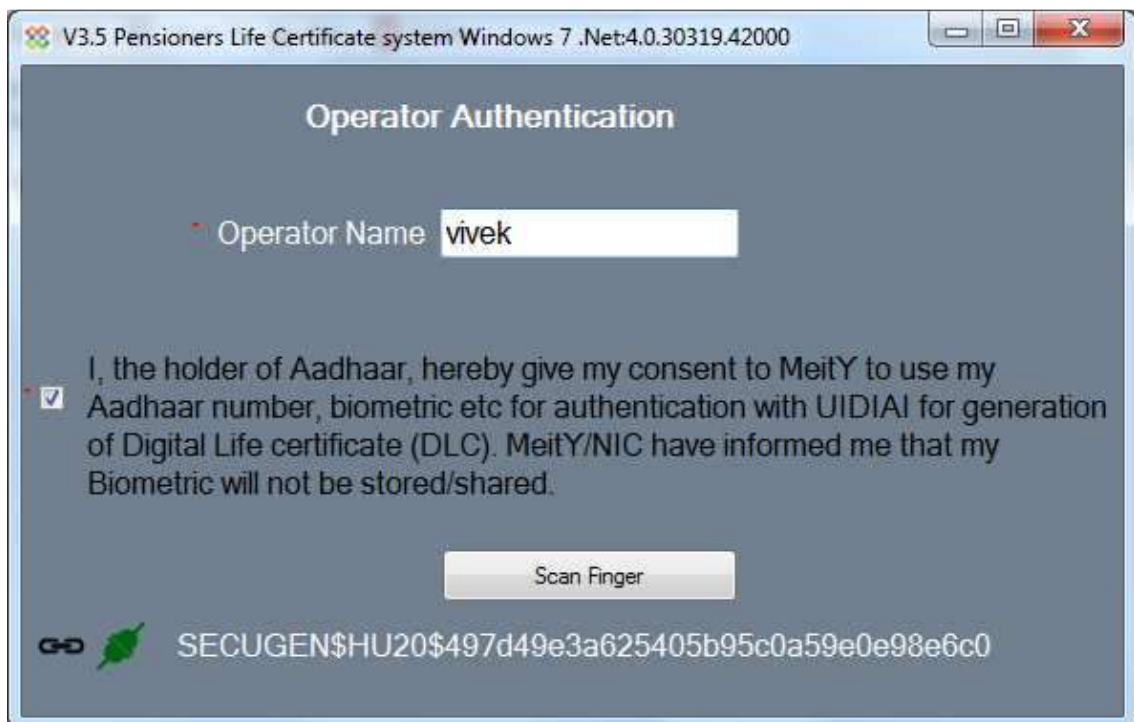


3. Enter and Aadhaar number or Virtual ID. Fill in your Mobile Number, email ID and click on *Generate OTP* ( Kindly give correct mobile number and emailID as One Time Password will be sent to this Mobile Number and e-mailId ) You will receive the *One Time Password* on mobile number as well as e-mailId you have mentioned above. On clicking '*Generate OTP*' below shown screen is presented





4. Enter the OTP and click OK ( In case OTP is not received on the mobile number, click on 'Resend Otp' shall be re-sent )
5. On entering the correct OTP, Operator Authentication screen shall be presented.



6. Provide Name and Email ID, and check the check-box provided and click 'Submit'
7. Scan Finger/Iris depending on the attached biometric device

8. On successful Aadhaar Authentication, 'Client Registration Successful' message appears as shown below. Click on OK.



9. On Clicking OK, the application will close and restart and application is ready for JeevanPramaan generation.
10. Now you will be presented with the Pensioner Authentication Screen.

**Pensioner Authentication and Certificate Generation.**

1. Once in Pensioner Authentication Screen, either provide the Aadhaar number or Virtual ID of the **Pensioner**.
2. Provide the Mobile number and e-mail ID. E-mail Id is not mandatory. ( PI note the One Time Password i.e OTP shall be sent to the mobile no. and e-mail-id provided )



3. The Pensioner will receive the OTP on the mobile number given in Step 1 above.
4. Enter the OTP and click OK. ( See Screen Shot below )



5. On entering the correct OTP, you will be presented with following screen.

V3.5 Pensioners Life Certificate system Windows 7 .Net:4.0.30319.42000

• Pensioner Name

• Type of Pension

• Sanctioning Authority

• Disbursing Agency

• Agency

• PPO Number

• Account Number(Pension)

Is Re Employed?  Yes  No

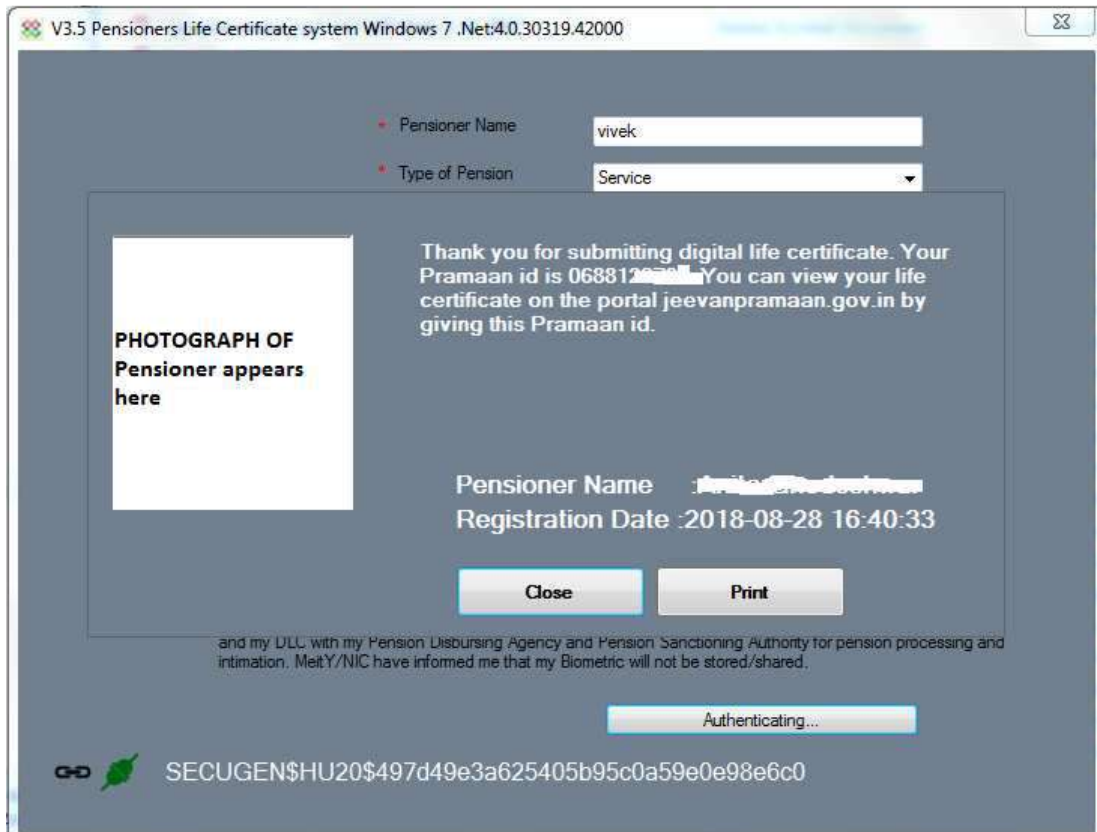
Is Re Married?  Yes  No

•  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.

Scan Finger

SECUGEN\$HU20\$497d49e3a625405b95c0a59e0e98e6c0

6. Fill in Pensioner's Name, PPO Number, Account No, e-mail. Choose appropriate Pension-type, Sanctioning Authority, Disbursing Agency, Agency from Drop-down list, Select Remarried options, Re-Employed Options.
7. Also Click small grey box, Read the consent before clicking submit
8. Scan Finger/Iris depending on the attached biometric device
9. On successful Authentication the life certificate of the pensioner is displayed as shown below. The life certificate has a unique Pramaan ID, which shall be SMSed to pensioner on the mobile number provided by him/her in step 1. You can also print the generated life certificate by clicking on 'print'. The Pramaan ID can also be used to download the digital life certificate from the portal <https://jeevanpramaan.gov.in/ppouser/login>.



10. This will complete the Authentication and DLC generation process.

## 6. Installation of RD Service

**Prerequisite** – Internet Connection is required to communicate with the biometric-device server

1. Download the '*RD service setup and drivers*' and '*user manual*' for your particular biometric device from the link <https://jeevanpramaan.gov.in/app/download>.
2. Install the RD Service as per the installation instructions provided in the installation/user manual
3. Plug in biometric device, 'device ready to use' or 'device inserted' notification shall come up as shown below.



4. In case of issues related to RD service activation, software etc, please contact device manufacturer/provider.

## Appendix A – Frequently Asked Questions

### 1) How to install .Net Framework in the client system?

Follow the below steps to download and install .Net Framework:

1. Open the following url in web browser  
<https://www.microsoft.com/en-in/download/details.aspx?id=40779>
2. Download the .Net Framework
3. Double click on the executable to install the .net framework.

If you are facing any issue during installation, search in internet “**how to install or enable .Net framework 3.5 in operating system**”. Replace the word “operating system” with the OS version. For e.g., windows 7 or windows 8

### 2) What have I to do, when I get “Certificate Issue” as message

1. Download “e\_Mudhra.cer” file from “Possible solutions for windows client usage issues” link of Jeevan Pramaan ‘FAQ’ section <https://jeevanpramaan.gov.in/app/faq#coll31>
2. Install certificate and add to Trusted Root Authorities.

### 3) What have I to do, when I get “Unable to parse Jeevan Pramaan Server response” message

Please try again (or) restart the application.

### 4) What have I to do, when I get “Unauthorised access” message

1. Please give full permission on ‘Jeevan Pramaan application’ to the user.
2. Remove any kind of restriction from antivirus on Jeevan Pramaan, if present.

### 5) What needs to be done, when I get ‘Client Not Registered’ message.

This is not a error message, but a informatory message. Please click on **OK** button appearing below the message and proceed with operator authentication.

### 6) What have I to do, when I get “Failed to create OTP” message

1. Set correct date and time in your system.
2. Jeevan Pramaan application may be restricted by your Firewall (or) proxy (or ) Antivirus Software. Therefore remove these restrictions.

### 7) What should I do, to get RD service working on https protocol?

1. Jeevan Pramaan client application is ready to handle https calls for RD service.
2. User needs to install .Net Framework 4.5 in case of Morpho Biometric Device.

## Appendix B : Biometric Devices supported by JeevanPramaan Application ( as on 01 Sept 2018 )

S. No.	Device Vendor/Manufacturer	Device/ Model Name	Modality (Fingerprint/Iris)
1	M/s Mantra Softech Pvt. Ltd.	MFS100	Fingerprint
2	M/s Access Computech Pvt. Ltd	Startek FM220U	Fingerprint
3	M/s Biomatiques Identification Solutions Pvt. Ltd.	EPI-1000	Iris
4	M/s Precision Biometric India Pvt. Ltd.	i) PB510 ii) CSD200	Fingerprint
5	M/s SecuGen India Pvt. Ltd. i	i) Hamster Pro 20/ HU20	Fingerprint
6	M/s Smart Chip Pvt. Ltd.	i) MSO 1300 E ii) MSO 1300 E2 iii) MSO 1300 E3	Fingerprint
7	M/s Biometric Technology Pvt. Ltd.	i) IriShield TM USB MK2120U ii) IriShield USB BK2121U	Iris
8	TATVIK Biosystems Pvt. Ltd.	TMF20	Fingerprint

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### In case problems related to client software

Please send email along with error information and screen-shot to [jeevanpramaan@gov.in](mailto:jeevanpramaan@gov.in)