ANNEXURE - B

MANUAL FOR SUBMISSION OF LIFE CERTIFICATE THROUGH JEEVAN PRAMAN APPLICATION

WBSETCL

A. JEEVAN PRAMAN (LIFE CERTIFICATE) - THROUGH FACE AUTHENTICATION (USING ANDROID SMART PHONE) : WILL BE SHARED IN DETAILS FURTHER

Requirement

- Android Smartphone (version 9.0& above) (un-rooted device)
- Internet connection
- RAM - 4+ GB
- Storage – Minimum 500MB free storage space
- Aadhaar number registered with Pension Disbursing Authority (WBSETCL)
- Camera resolution - 5 Mp or more
- Download Face RD Service from Google Play Store **(AadhaarFaceRd)**

Process

Step-1: Download and Install AadhaarFaceRd App from Google Play Store.

Step-2: Download and Install Jeevan Pramaan Application.

Step-3: Operator Authentication/Registration: This is a one time process. Pensioner can be the Operator as well.

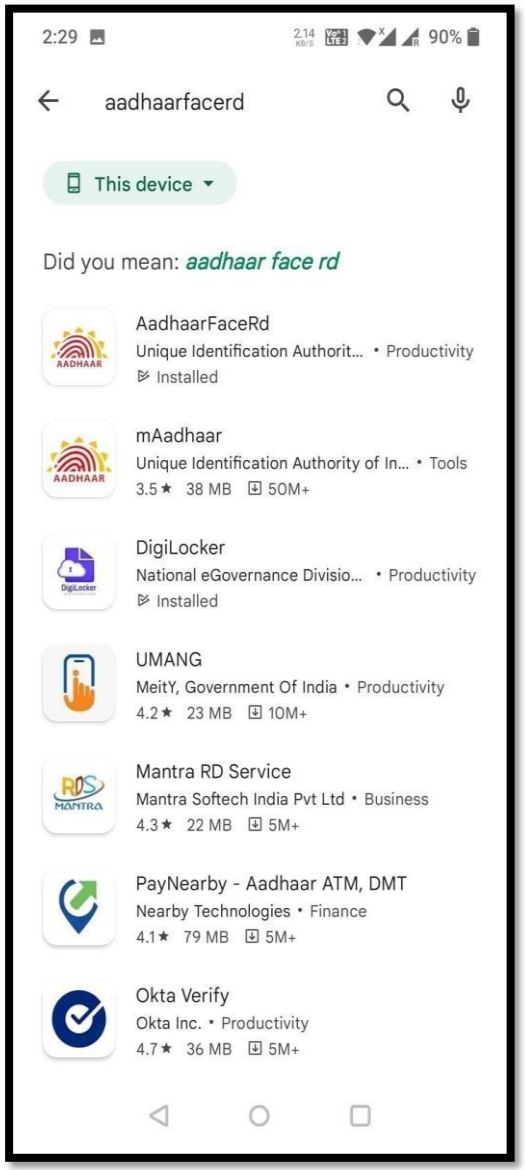
Step-4: Pensioner Authentication: Fill in the pensioner details and Aadhaar based Face Authentication of Pensioner.

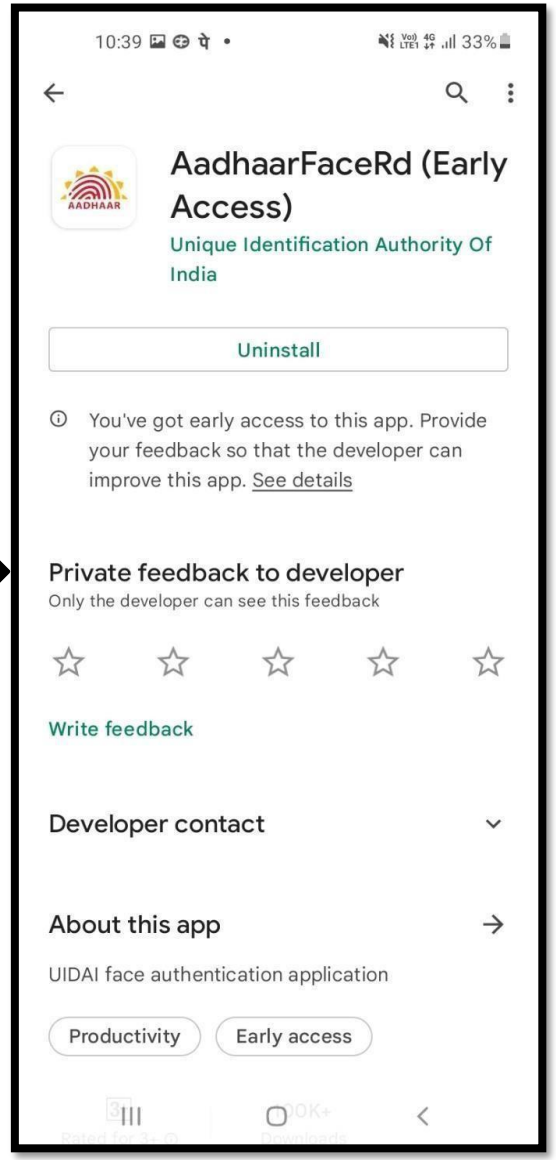
A. JEEVAN PRAMAAN (LIFE CERTIFICATE) - THROUGH FACE AUTHENTICATION

Please note that:-

- Jeevan Pramaan Application shall work on Android Phones Only (Not on I –Phones)
- No External Bio-metric Machine is required for Android Phones
- For the First Time users, Both the steps have to be repeated
- For those who are already registered may proceed with Second step only in order to submit their Digital Life Certificates if Old Application is already downloaded in their Android Phones.
- Only WEST BENGAL STATE ELECTRICITY TRANSMISSION COMPANY LIMITED should be mentioned as Disbursing Agency/ Sanctioning Authority to get it reflected in WBSETCL's portal.
- Ensure Proper Lights on face for capturing photograph.
- Status may be checked after 15 days by signing in PENSIONERS SIGN IN mentioning your PRAMAAN ID, CAPTCHA AND OTP. The Footnote will show Accepted by WBSETCL after approval of Digital Life Certificate(DLCs) by the Corporation.
- A Humble **request to keep patience after submission of Digital Life Certificates.**
- **Pensioners / Family Pensioners must KEEP BIOMETRIC UNLOCKED in Aadhar while submission of Digital Life Certificate.**

Step-1: Download and Install **AadhaarFaceRd** App from Google Play Store



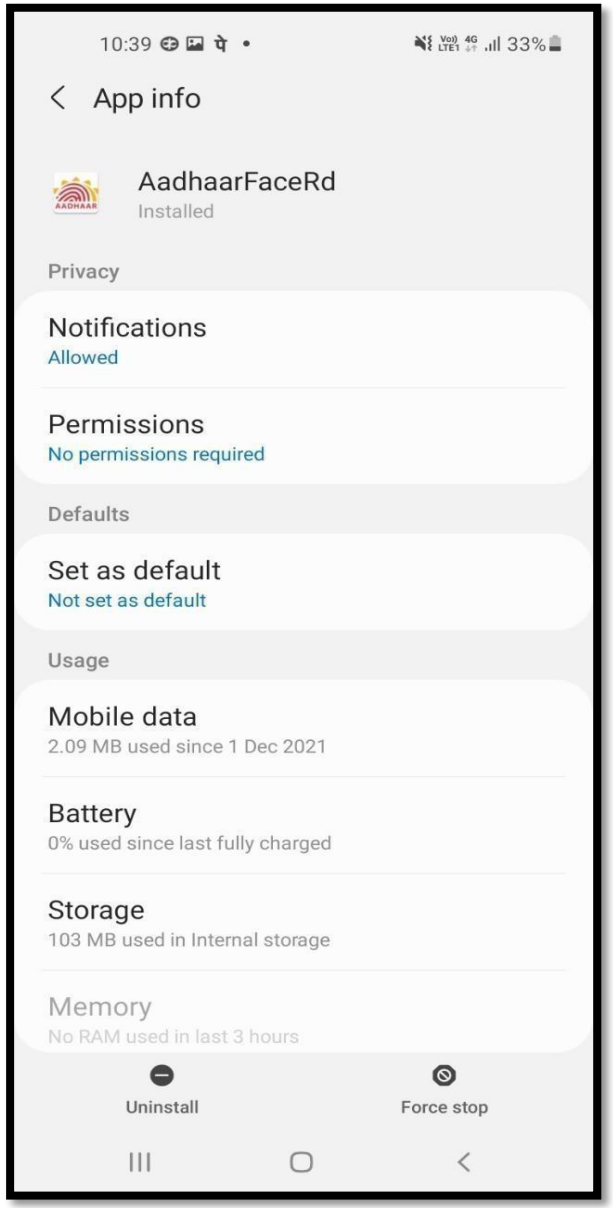


- ❑ Open Google Play Store, search for “aadhaarfacerd”.
- ❑ Install the AdhaarFaceRd.

★ This Application is for android users only

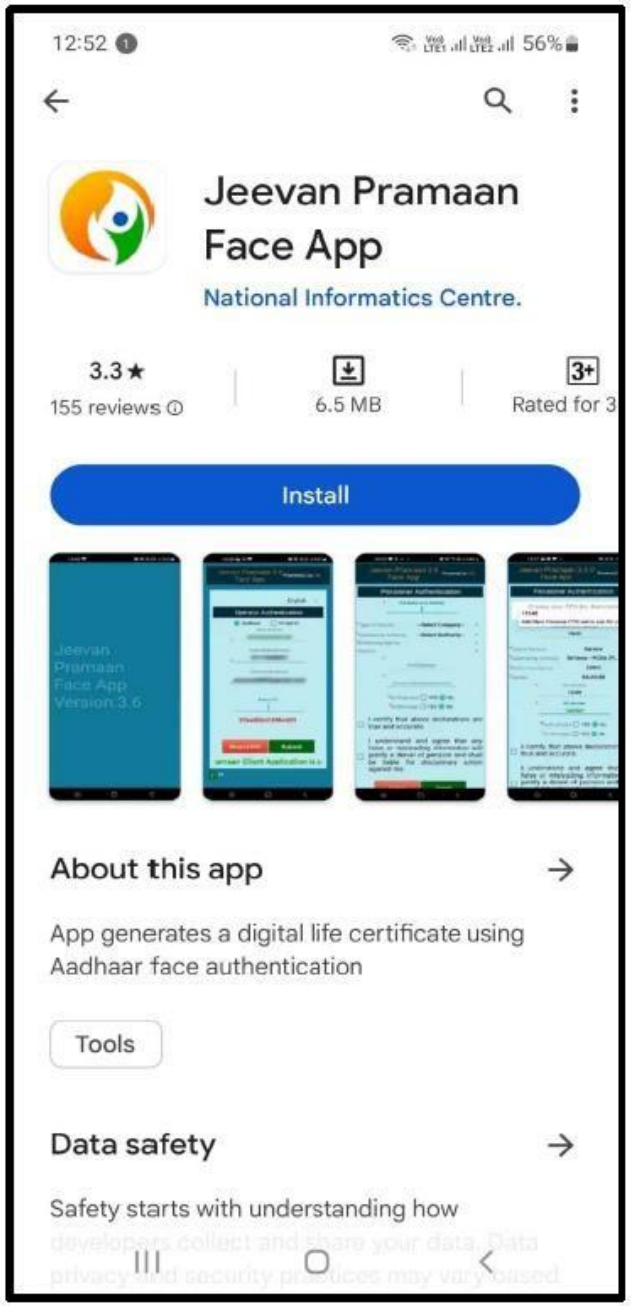
GooglePlay Android

Step-1: Download and Install **AadhaarFaceRd** App from Google Play Store



- ❑ The Aadhaar Face RD is not shown like other apps and has no icon.
- ❑ The App is visible in Settings → App Info as shown in the image.

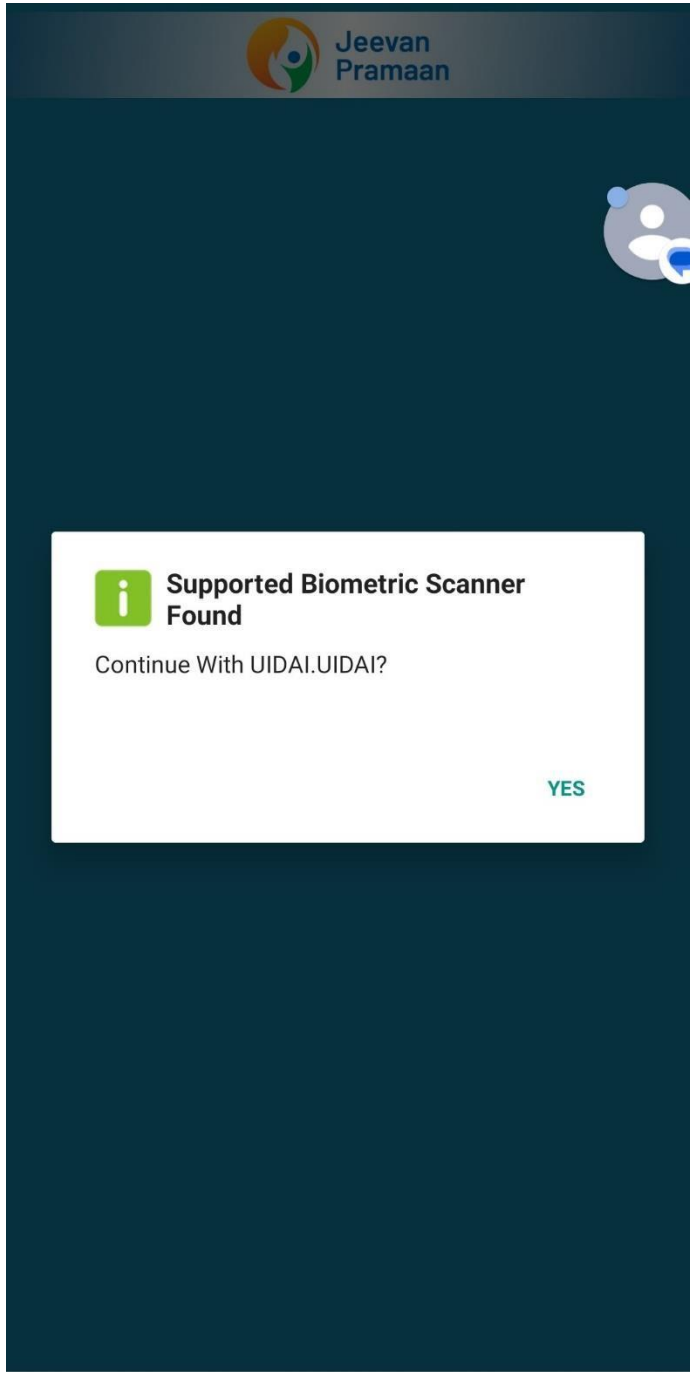
Step-2: Download Jeevan Pramaan Application from Google Play Store



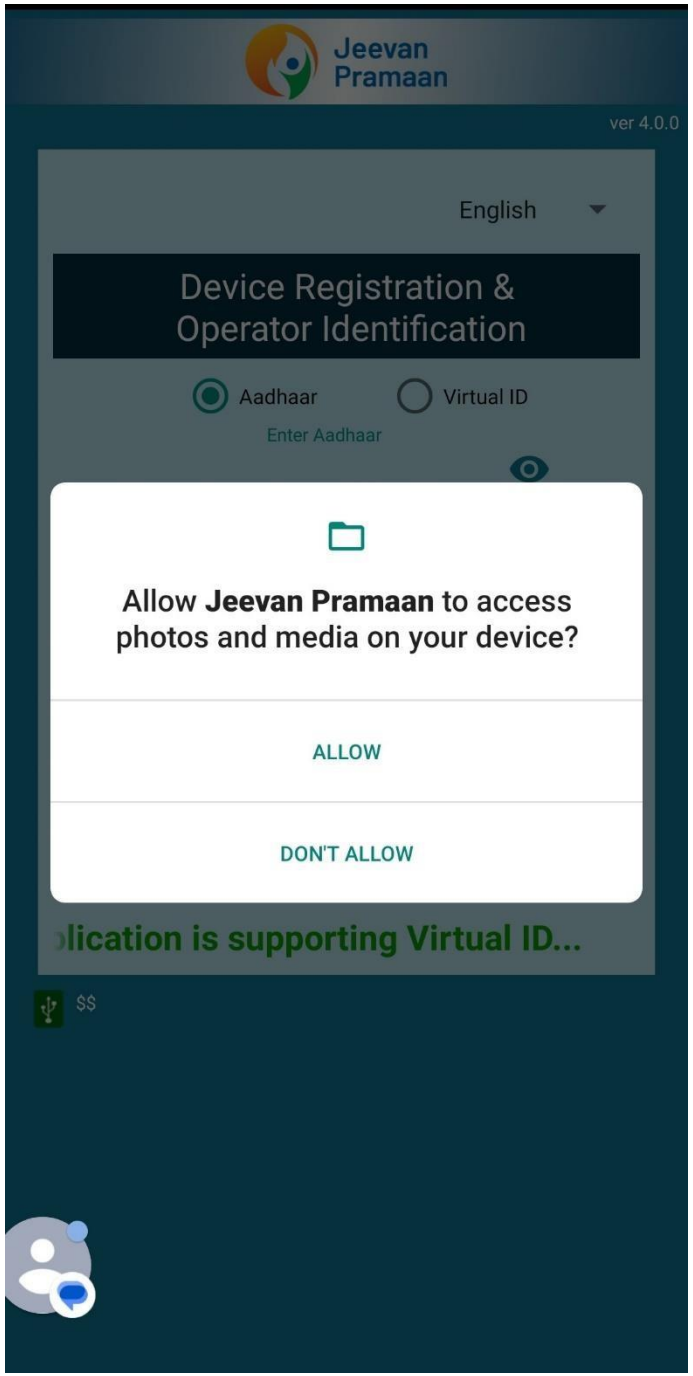
- ❑ Open Google Play Store, search for Jeevan Pramaan Face App. Install the application.
- ❑ Screenshot for reference is shown



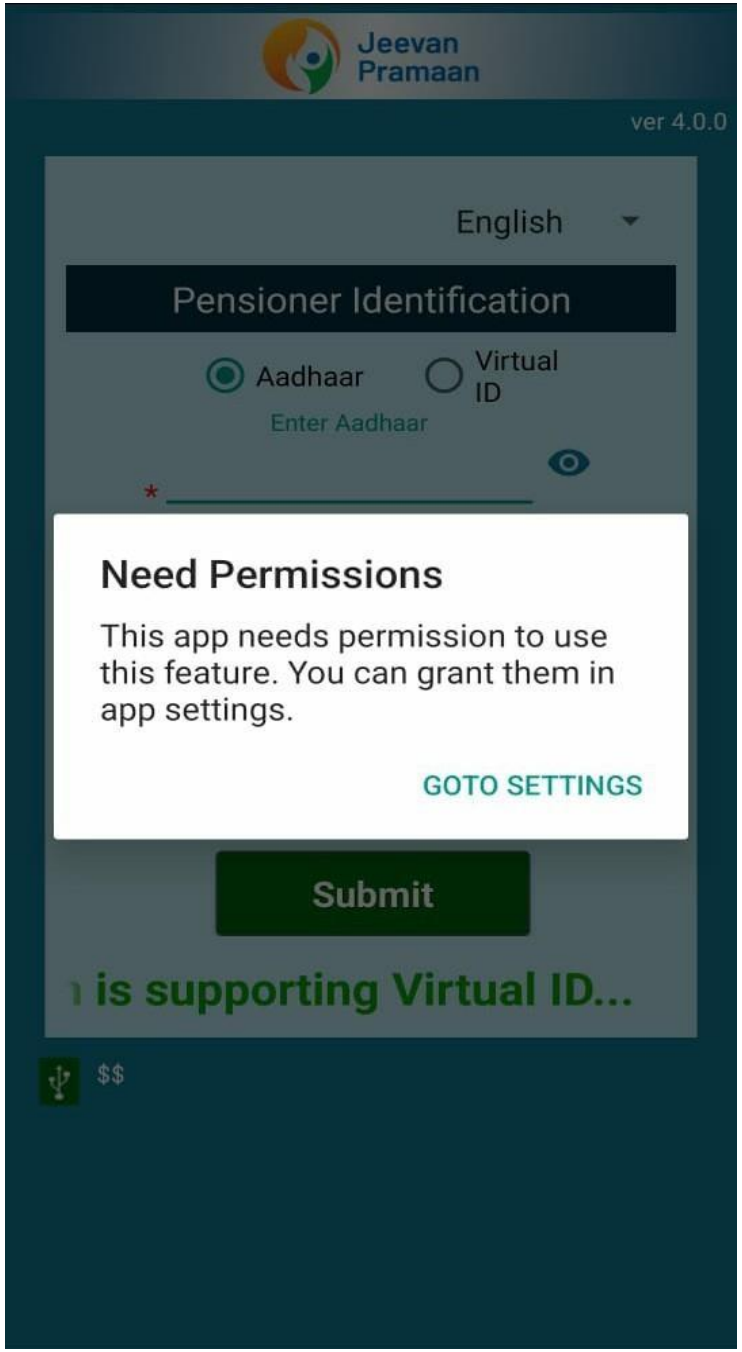
- After you have successfully installed the Jeevan Pramaan Face Application, run the application.
- The screen as shown on the left appears.



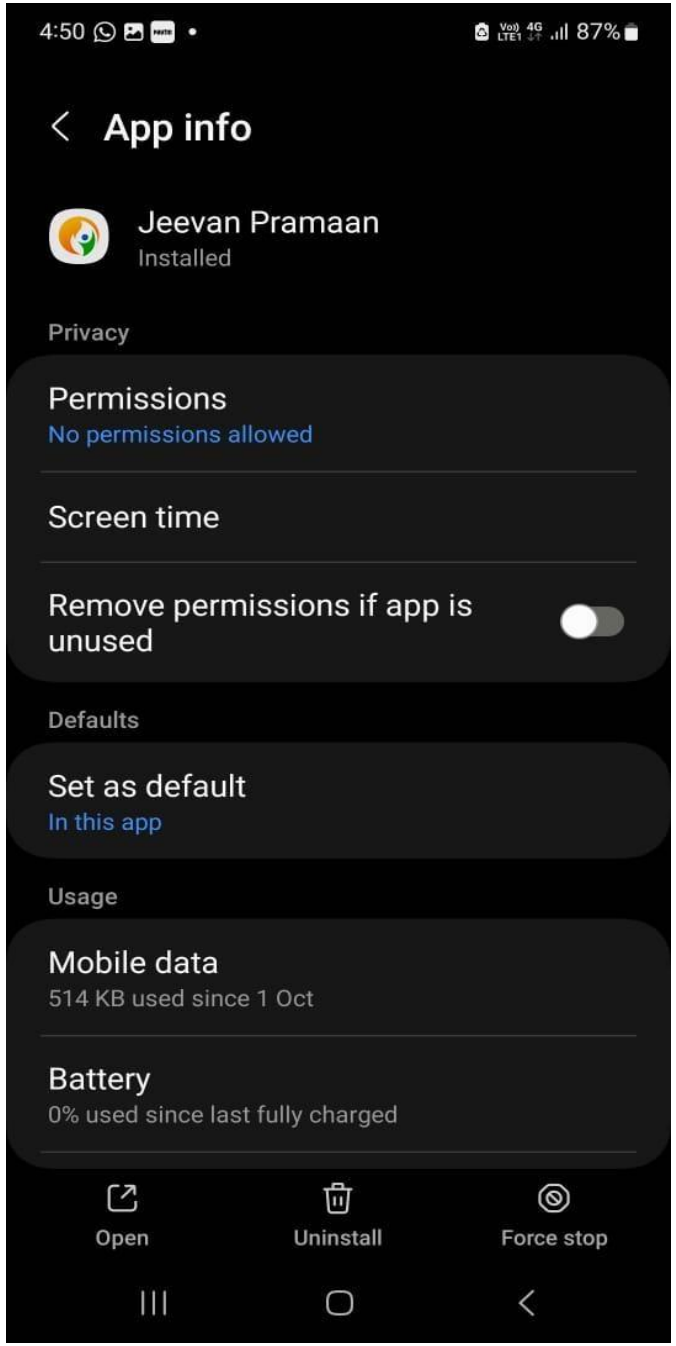
❑ Click on *YES* to proceed further.



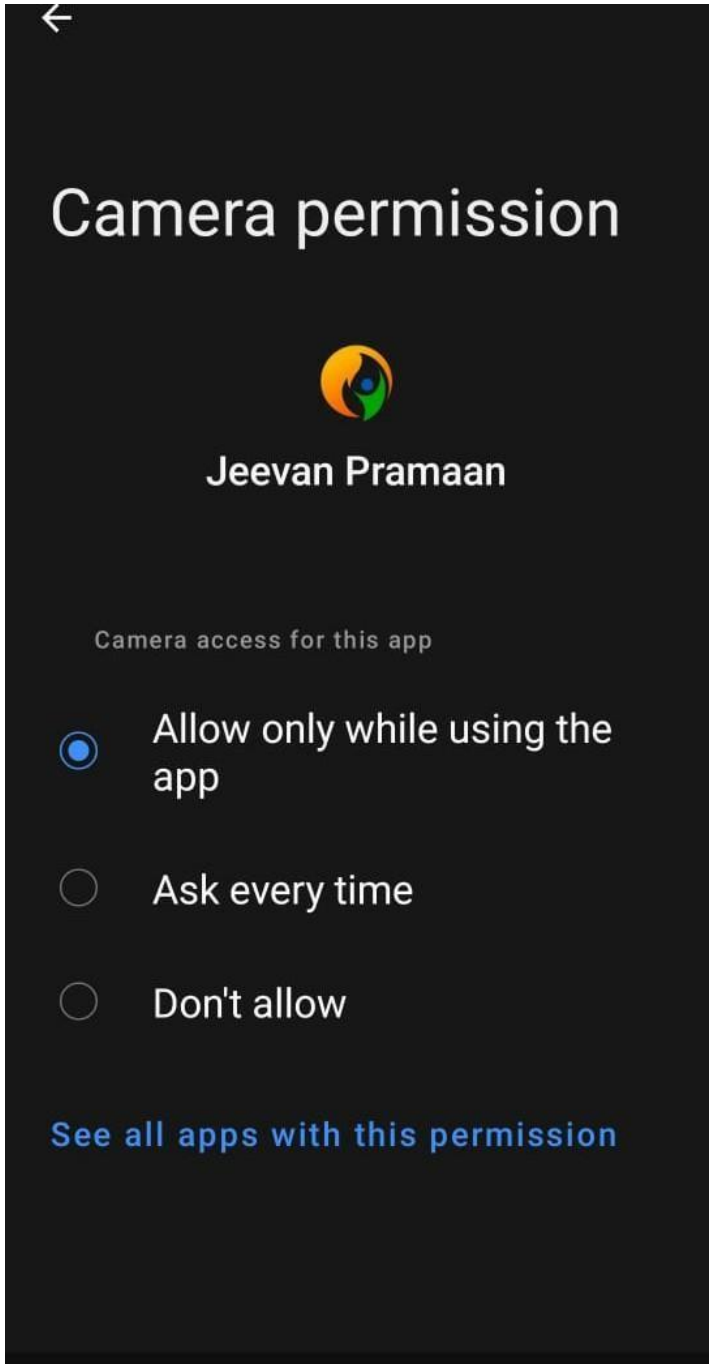
- A pop-up will appear asking for permissions.
- You need to allow the permissions in order to run the application. Click on '*While using the app*' to proceed further.



- Next another pop-up will appear asking for more permissions. Go to Settings & allow Camera access.

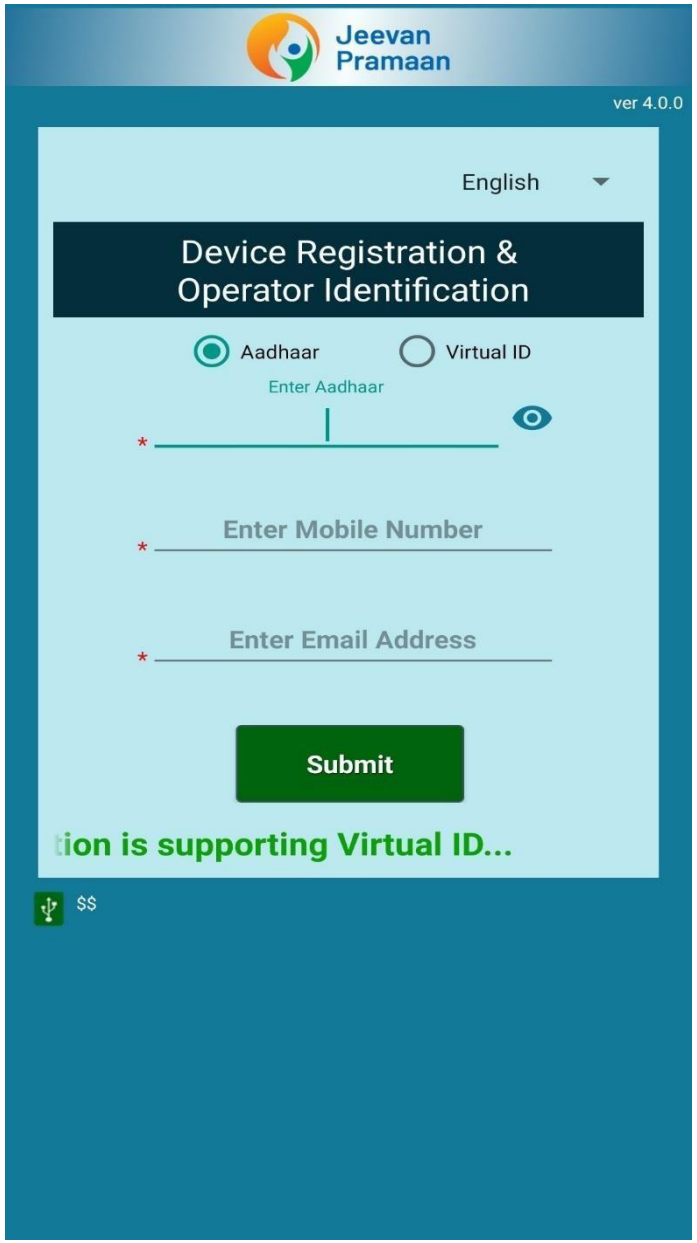


- On Opening Settings, Permissions has to be given;
  Permissions ⟶ Camera Permission



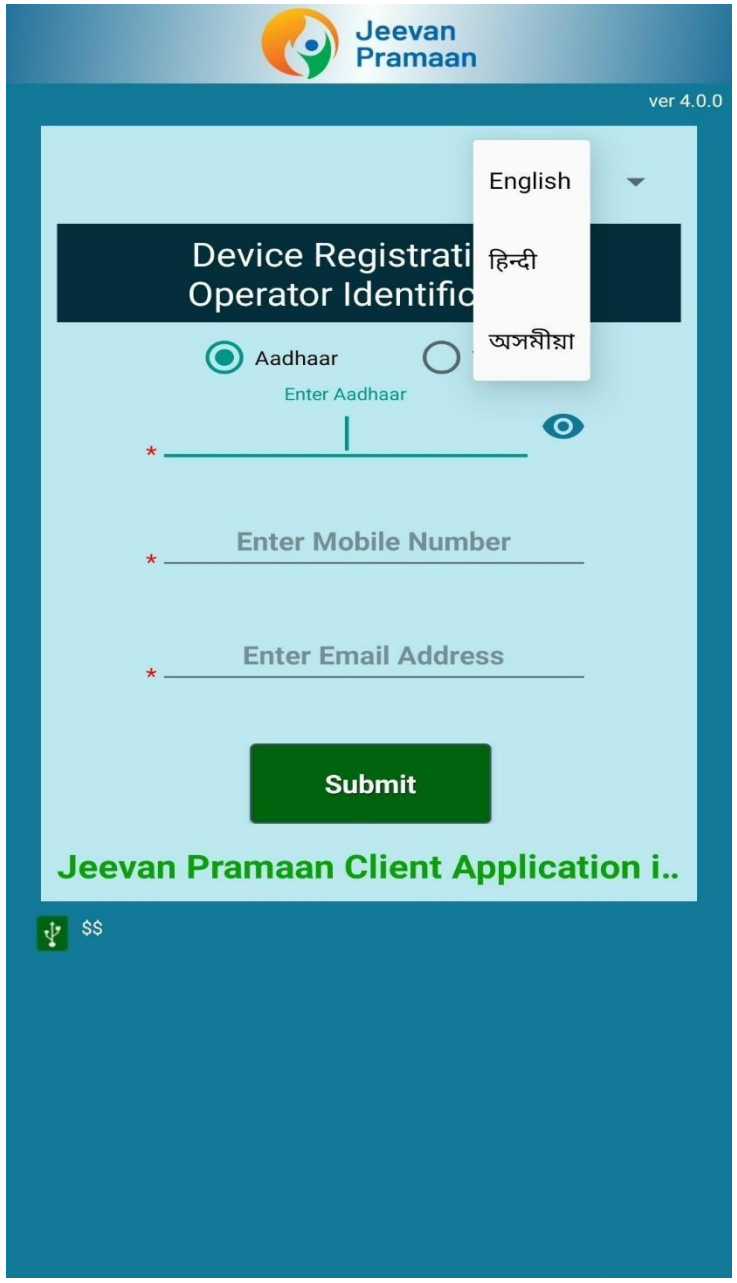
- On Opening Settings, Allow Camera permission- Allow only while using the app

Step-3: Device Registration / Operator Identification (This is a one time process)



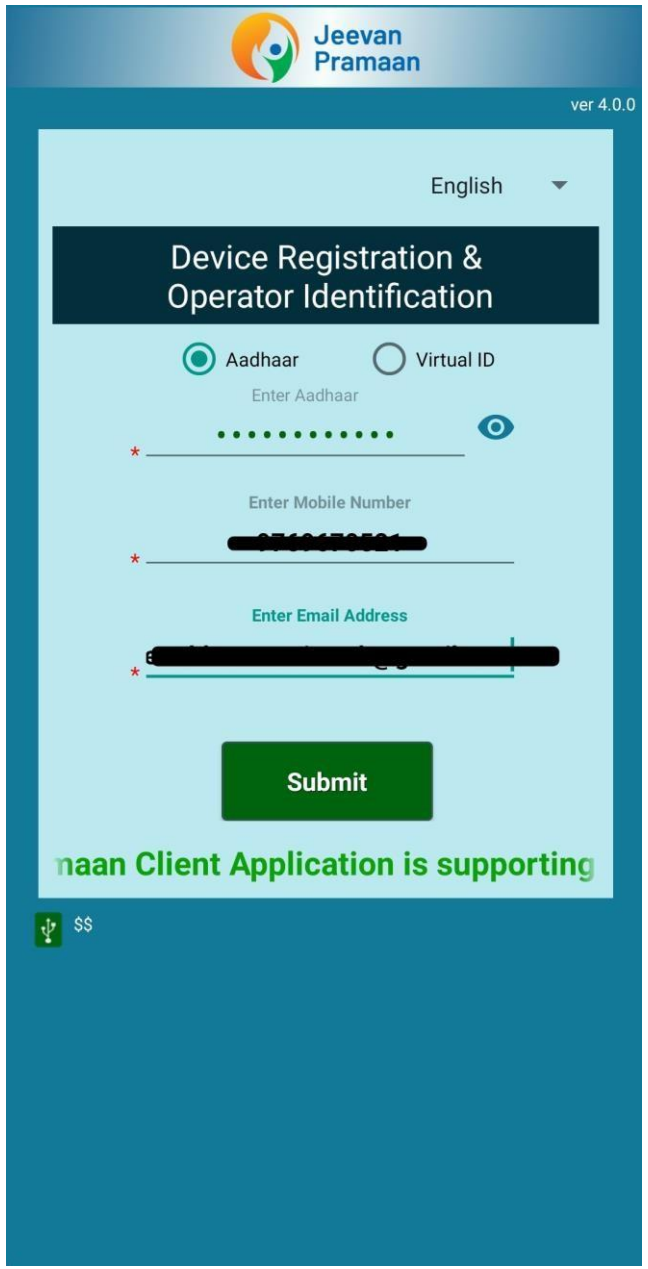
- Any Person can act as an operator. The pensioner can also act as an operator
- The operator needs to enter **his/her** Aadhaar number (mandatorily), mobile number and e-mail address and click on *submit*
- The mobile number **need not be linked** with Aadhaar, you can enter any mobile number but make sure it is available with you as an OTP will be received on the mobile and email-id provided

Step-3: Device Registration / Operator Identification (This is a one time process)



- The Application is multilingual - you can select English or Hindi from the dropdown at the top right corner (marked in orange box in figure shown on the left side)
- The figure shows how the application looks.

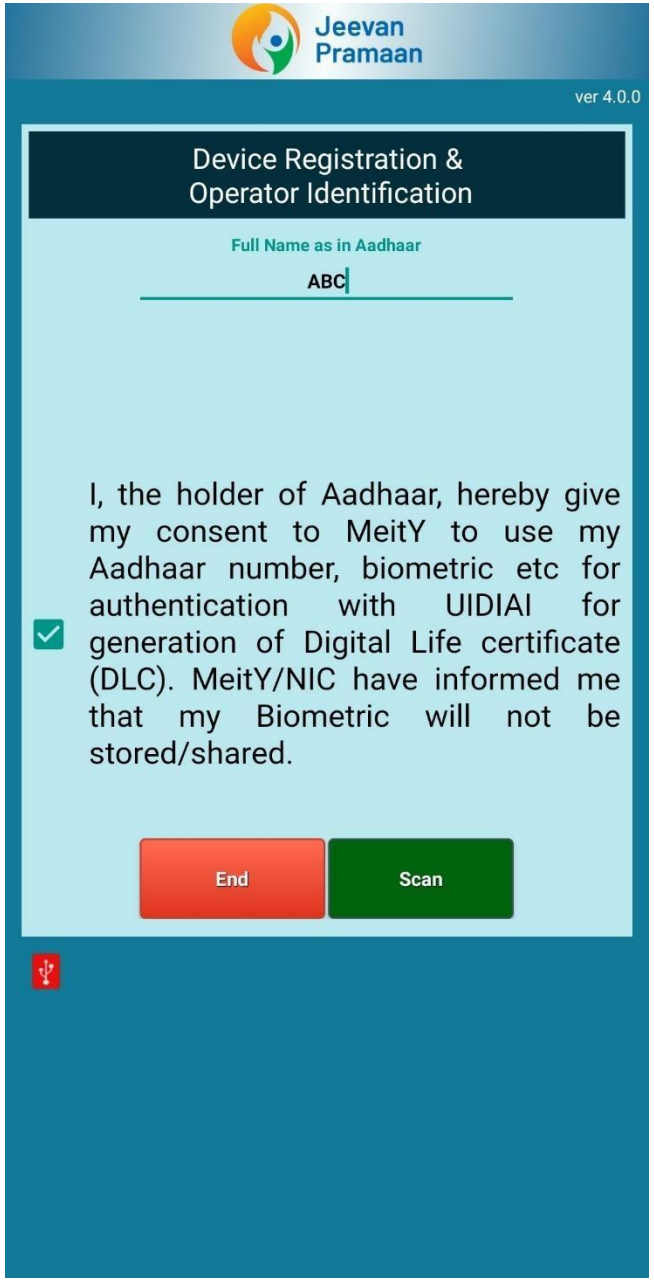
Step-3: Device Registration / Operator Identification (This is a one time process)



- After the Operator has entered the details, he/she will receive an OTP on entered mobile number as well as email.
- Enter any one of the OTP received and then click on *Submit* button.

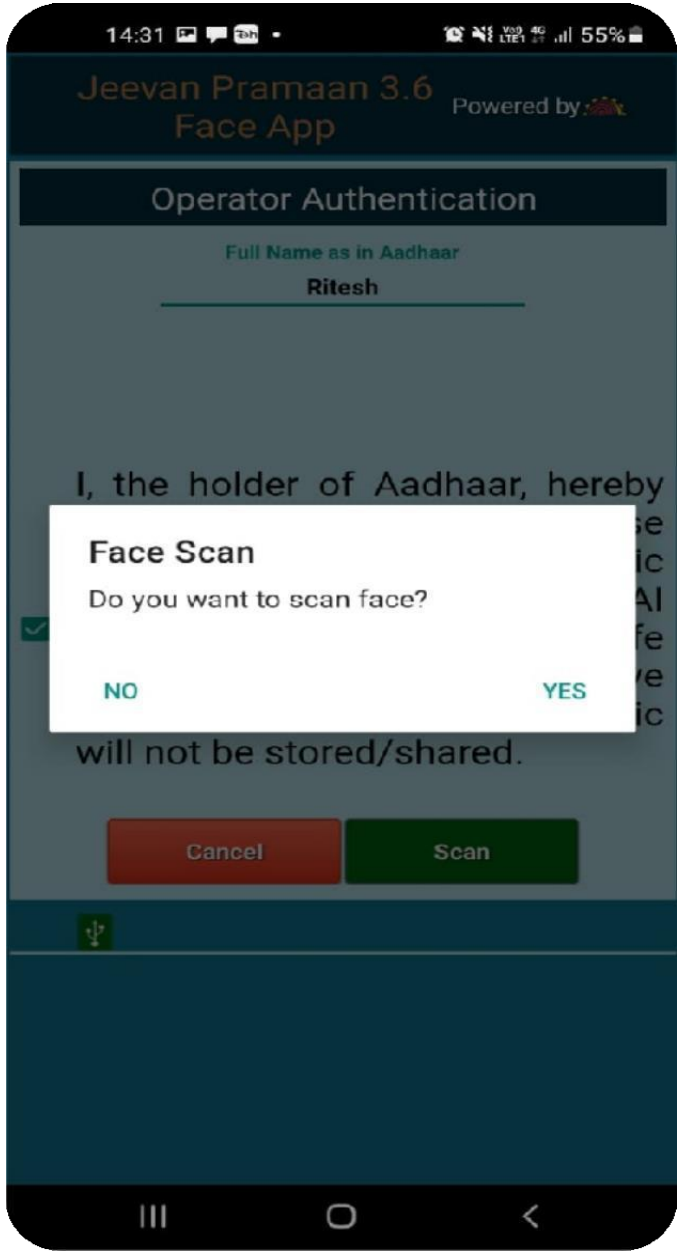
(In case OTP is not received click on *Resend OTP* button)

Step-3: Operator Authentication /Registration (this is a one time process)



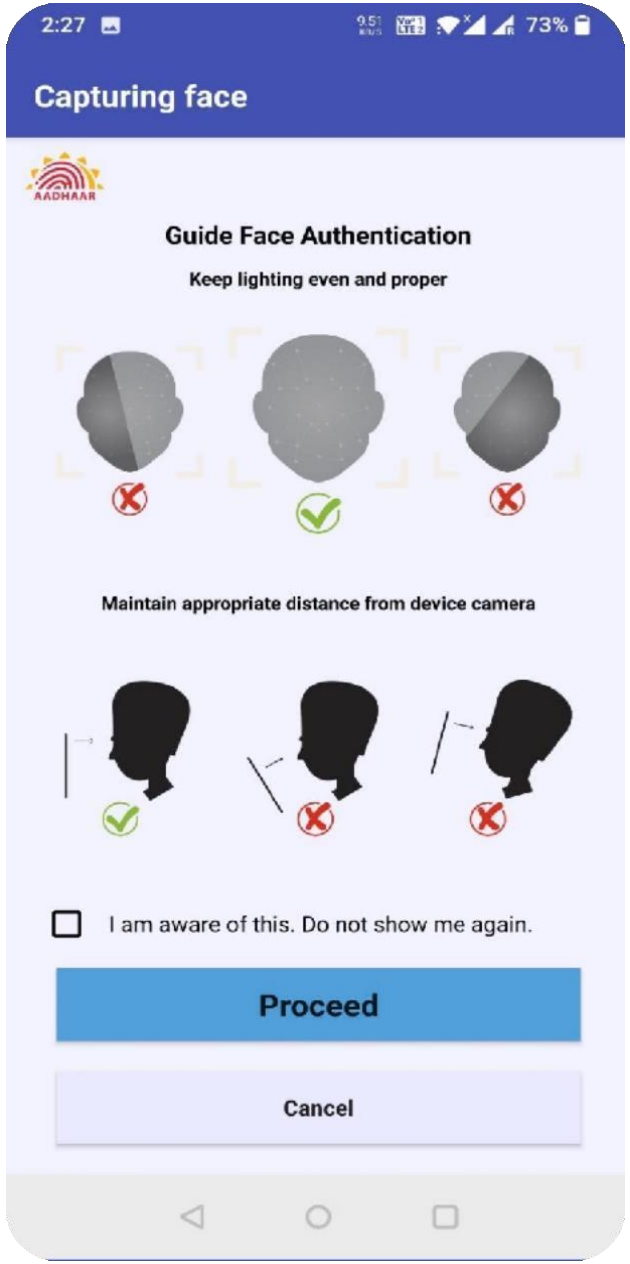
- After successful OTP Validation the screen shown on left will appear.
- The Operator needs to enter name and give consent for authentication by clicking on the checkbox.
- Click on *Scan* button to proceed towards face scan

Step-3: Device Registration / Operator Identification (This is a one time process)



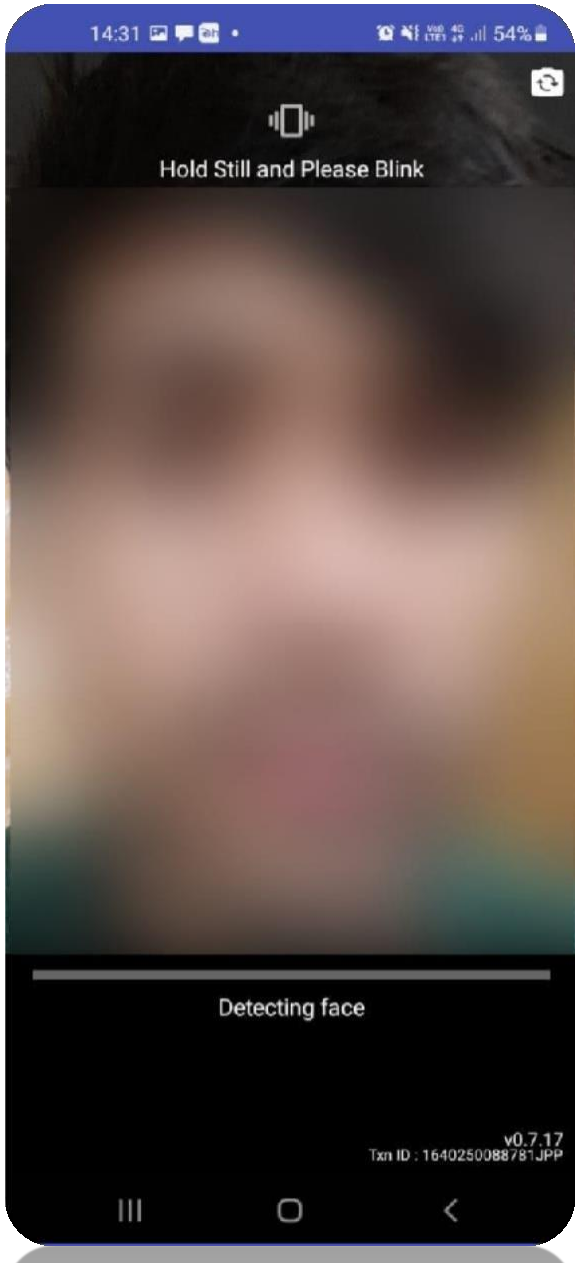
- Next a pop-up appears asking if you want to proceed with face scan.
- Click on *YES* to proceed further.

Step-3: Device Registration / Operator Identification (This is a one time process)



- The screen shows the instructions for face authentication.
- Read the instructions properly, click on the check box and then click on *Proceed*.

Step-3: Device Registration / Operator Identification (This is a one time process)



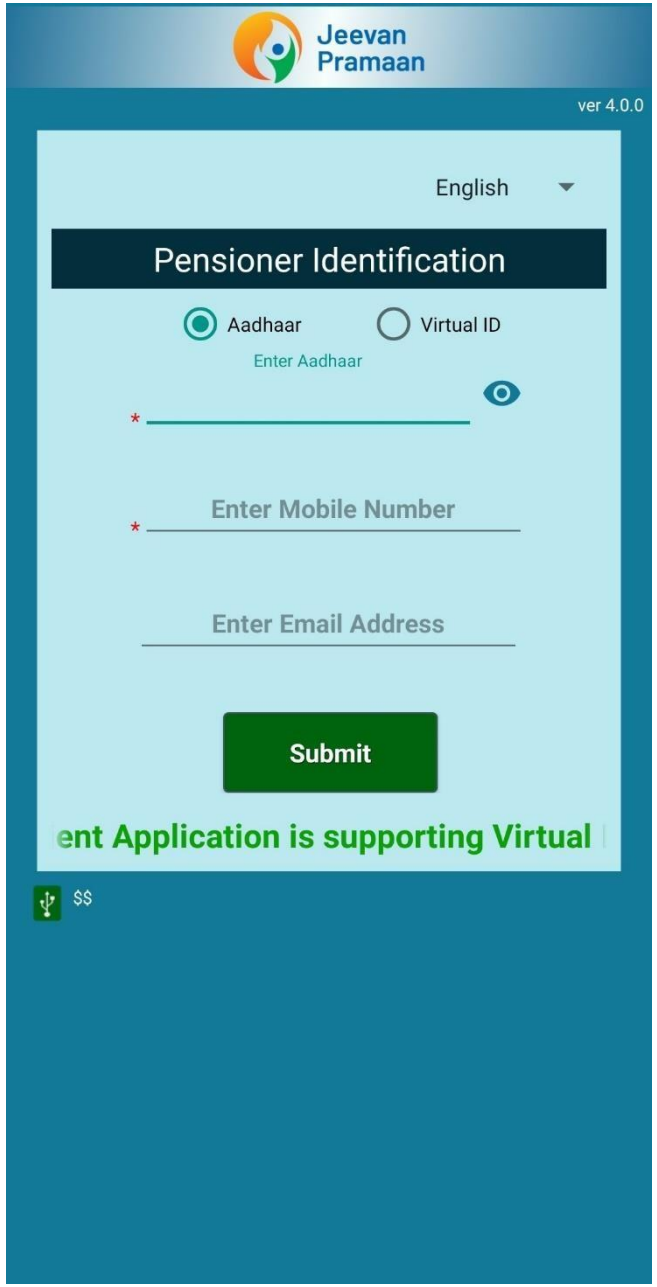
- You can use the front or rear camera to capture the face.
- The screen shows the instructions you need to follow while scanning face like hold **still and blink your eyes.**
- Follow the instructions that appear on the screen to successfully complete the face authentication process.
- In case of any issue refer to Best Practices for Aadhaar based Face Scan .

Step-3: Device Registration / Operator Identification (This is a one time process)



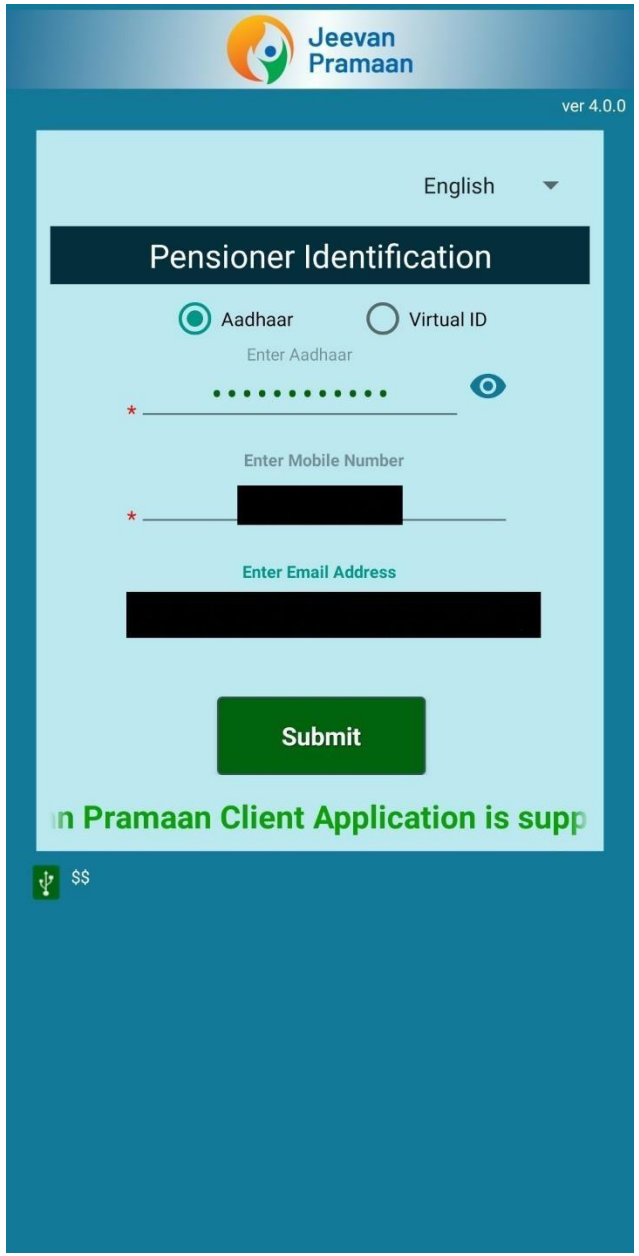
- After you have successfully authenticated yourself through face scan, the application restarts itself and the message shown as “Client Registration Successful” which states that the Operator Identificaion is successful.

Step-4: Pensioner Identification: Submission of Life Certificate



- Next the Pensioner Identification screen will open. Now whenever you run the application the Pensioner Identification screen will open.
- The pensioner should enter his/her Aadhaar number and mobile number. The email address is optional at this stage.
- Next click on the *submit* button you will receive an OTP on the entered mobile number and email (only if the user has provided email)

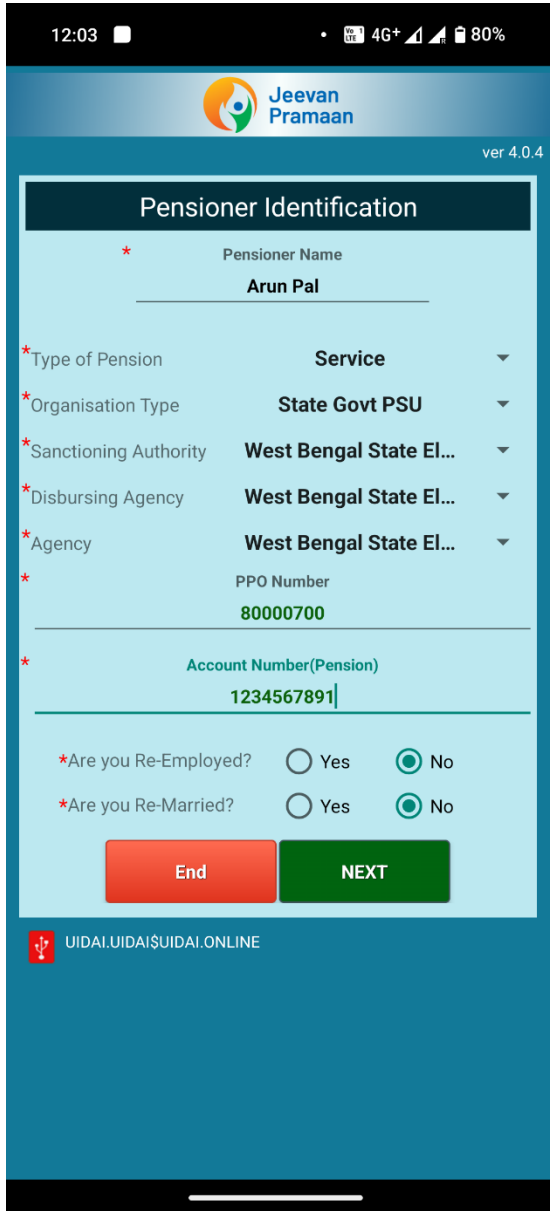
Step-4: Pensioner Identification : Submission of Life Certificate



- Enter the OTP received and click on *submit* button to proceed further.

(If OTP is not received, please click on *Resend OTP*)

Step-4: Pensioner Identification : Submission of Life Certificate



❑ After successful OTP Validation the screen shown on left appears. The screen will appear blank.

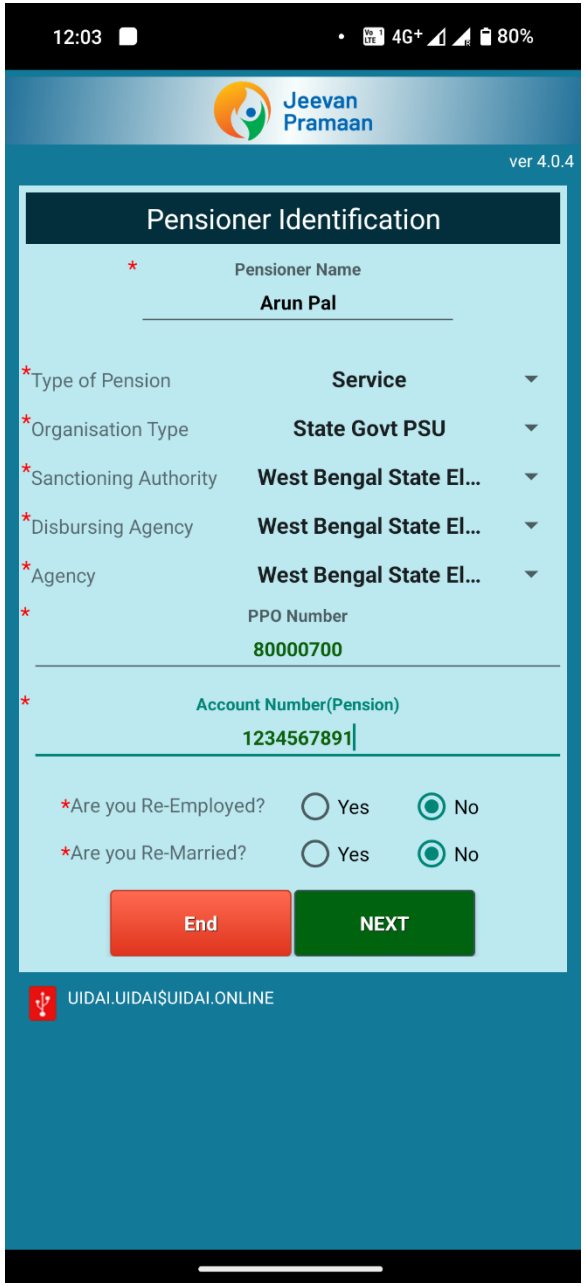
❑ Enter all the details correctly, **incorrect information will lead to rejection of submitted Digital Life Certificate(DLC) by the Pension Disbursing Agency.**

❑ Mention Name as per Aadhar.

❑ **Please note that <u>PPO No. is SAP PPO No. allocated by WBSETCL to the pensioners</u>.** (For SAP PPO no, a list has been attached at the end of the manual.)

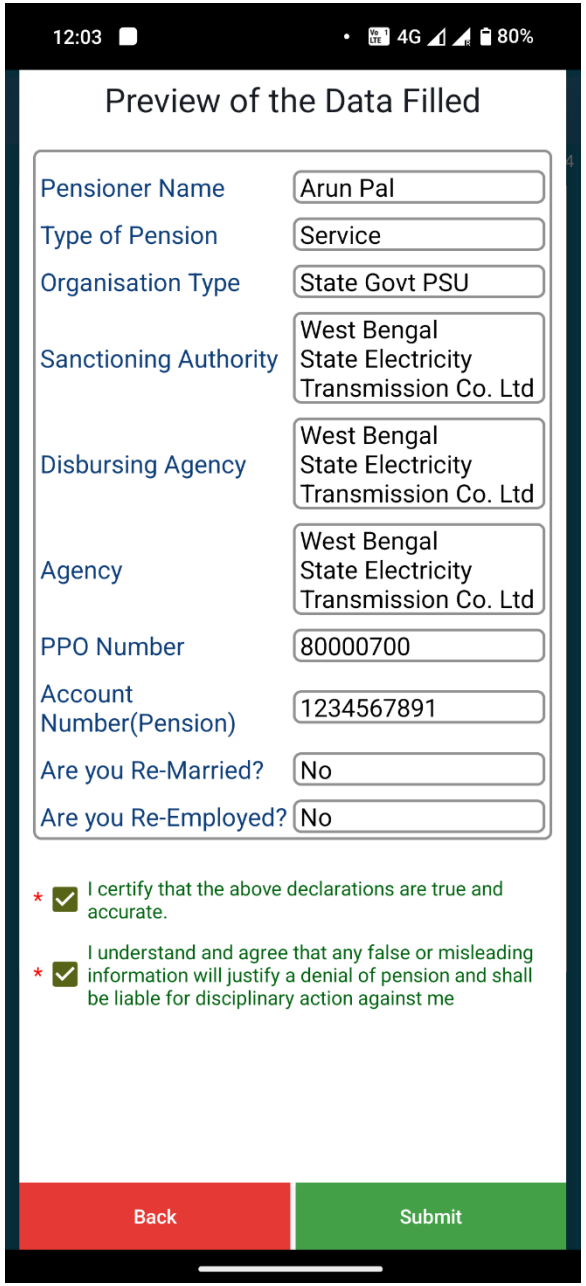
❑ Mention Bank Account No. wherein Pension gets credited.

Step-4: Pensioner Identification : Submission of Life Certificate



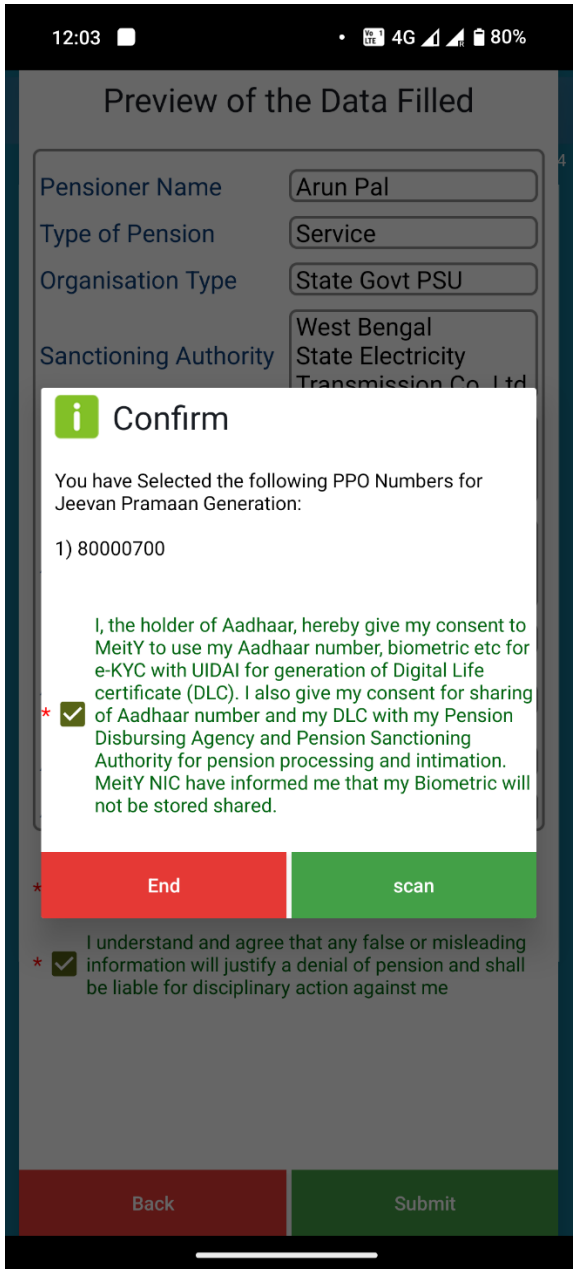
- ❑ FOR LIFE PENSIONERS, Type of Pension will be **Service.**
- ❑ FOR FAMILY PENSIONERS, Type of Pension will be **FAMILY.**
- ❑ Organization Type will be **STATE GOVT PSU**
- ❑ Sanctioning Authority/ Disbursing Agency/ Agency will be **WEST BENGAL STATE ELECTRICITY TRANSMISSION CO. LTD.**
- ❑ FOR NORMAL PENSIONERS, PPO No. 80000xxx (Eight Digit No.) .e.g G-80000700
- ❑ FOR FAMILY PENSIONERS (Conversion), PPO No. 81000xxxxx (Eight Digit No.). E.g 81000700
- ❑ FOR FAMILY PENSIONERS (Die in harness), PPO No. 82000XXX(Eight Digit No.) .e.g 82000700
- ❑ For SAP PPO no, a list has been attached at the end of the manual.

Step-4: Pensioner Authentication : Submission of Life Certificate



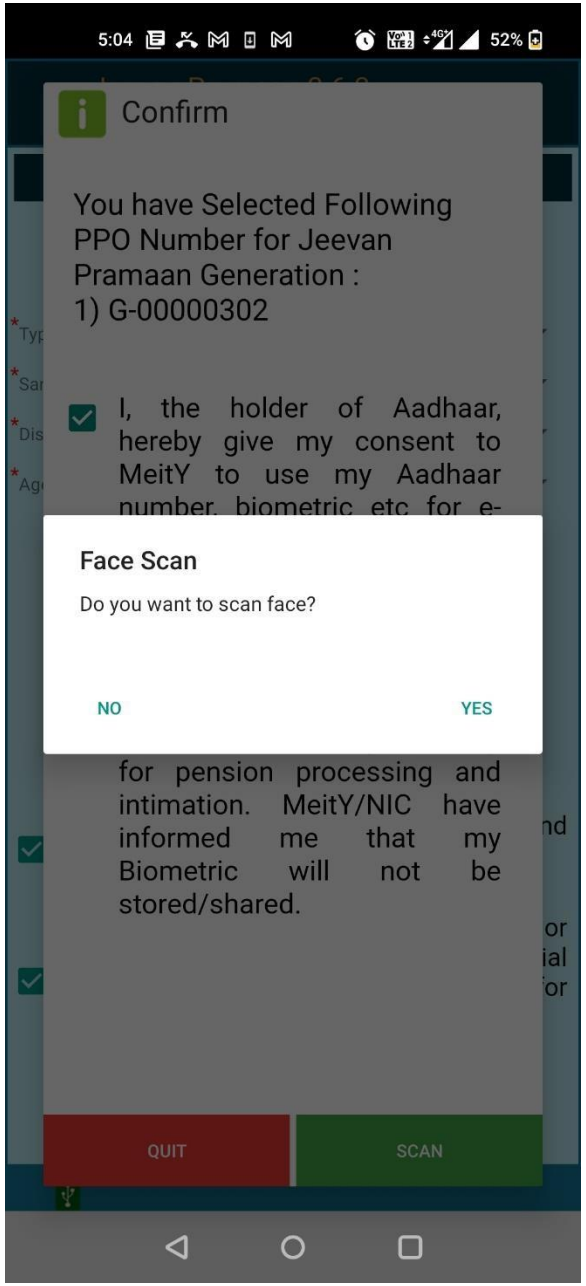
- After entering all the details tick both the *checkboxes* stating that the information entered is accurate.
- click on *Submit* button to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate



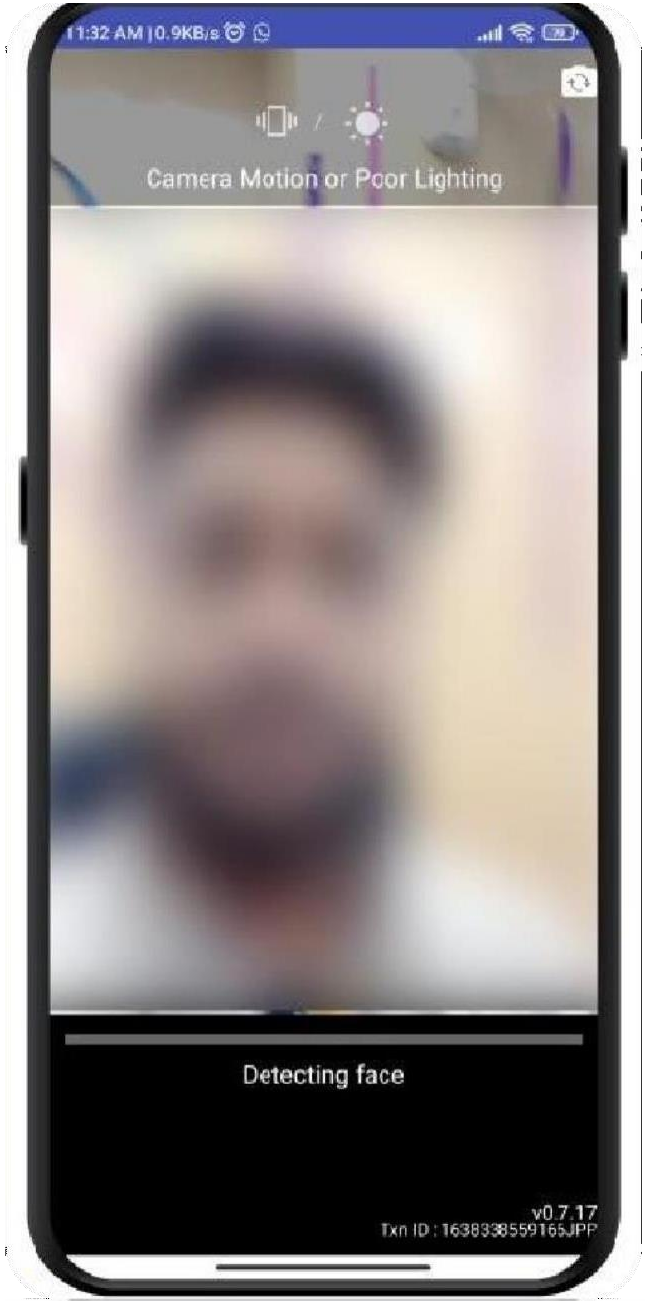
- After you click on Submit button a pop-up will appear as show in figure on the left.
- Click on *SCAN* button to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate



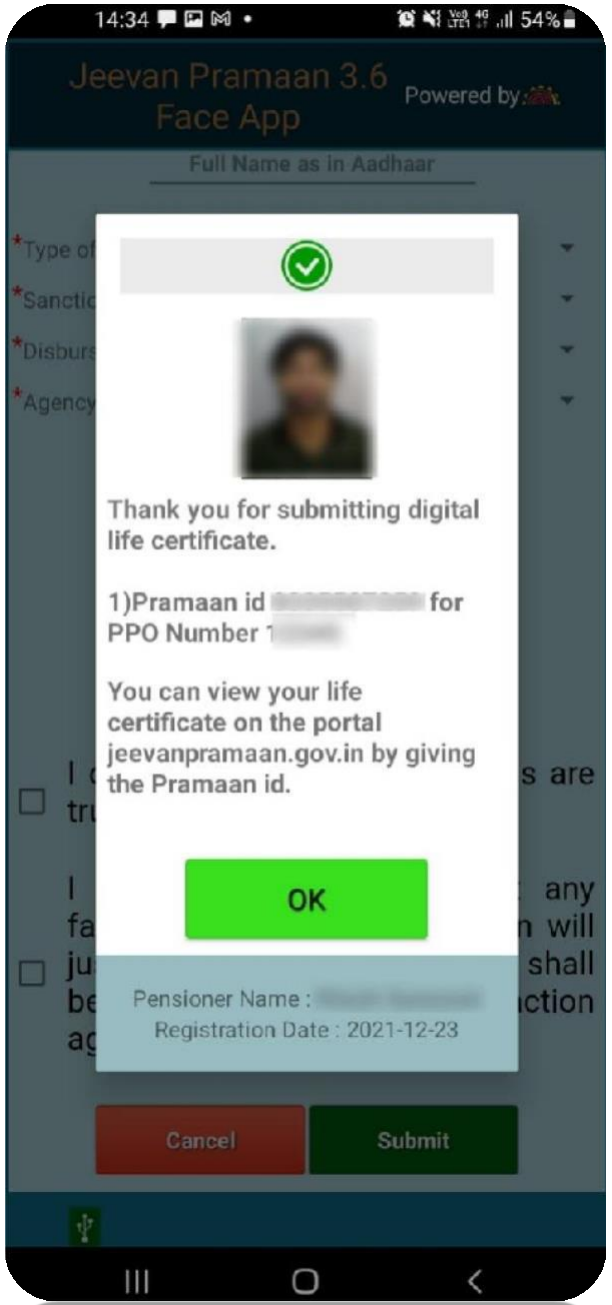
- Next, a pop-up appears asking if the pensioner wants to proceed towards Face scan
- Click on *YES* to proceed further.

Step-4: Pensioner Authentication : Submission of Life Certificate



- The screen shows the instructions you need to follow while scanning face. It shows if the lighting is poor or if camera is moving and not stable etc.
- It will show hold still and blink your eyes when the lighting is right and the camera is stable.
- Follow the instructions shown on the screen to successfully complete the face authentication process.
- In case of any issue refer to Best Practices for Aadhaar based Face Scan.

Step-4: Pensioner Authentication : Submission of Life Certificate



- Once face authentication is successful, the DLC i.e Jeevan Pramaan is successfully generated and appears on the screen as shown.
- The screen shows the Pramaan-ID for each PPO number.
- The pensioner shall also receive a SMS on the mobile number provided during pensioner-authentication, the SMS contains the Pramaan-id and the link from which the DLC can be downloaded.

Best Practices for Aadhaar based Face Scan

For proper results ensure:

1. **Position:** For capturing facial image, it is advisable that adjust the camera at the right distance or in the right posture.
2. Frontal pose needs to be captured i.e. no head rotation or tilt. The Pensioner should be instructed to be seated properly with their back upright and their face towards the camera.
3. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed, and both eyes open and looking into the camera.
4. **Illumination:** Poor illumination has a high impact on the performance of face recognition. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, No light exactly above the face, it can cause shadows. Light should be diffused and placed in front of the Pensioner so that there are no shadows under the eye.
5. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent. Dark glasses /tinted glasses should be taken off before taking the photograph.