



विश्रान्ति VISHRANTHI

संवाद /NEWS LETTER
केनरा बैंक कर्मचारी पेंशन निधि
CANARA BANK EMPLOYEES' PENSION FUND
खंड/Volume No.25 दिनांक / Date 09.11.2020

Dear Pensioners,

As per the guidelines in vogue, our Ex-employee pensioners are required to submit their Life Certificate (LC) mandatorily during the month of November every year on or before 30th November for continuation of disbursement of monthly pension. Our Bank has adopted various channels to update LC by our Ex-employee pensioners and through this news letter we are furnishing them here below, for immediate reference:

- **Updation of Life Certificate digitally at Branches through Jeevan Pramaan portal :**
Branches have been provided with access to Jeevan Pramaan Portal along with the necessary Biometric devices to update Life Certificate digitally. To make this process safer in the COVID -19 pandemic times, it is suggested to use the Hand Sanitizer by pensioners before and after using the Biometric device.
 - ✓ E-Syndicate Bank Ex-employee pensioners need to select “Syndicate Bank” in “Agency” option and Canara Bank Ex-employee pensioners will select “Canara Bank” respectively.
 - ✓ While updating Life Certificate through “Jeevan Pramaan” portal / “UMANG” mobile app Pensioners **should input the name and mobile number as per the records in their Pension crediting account in CBS only.**
 - ✓ After submitting the Life Certificate in “Jeevan Pramaan”, in case pensioners receive any message stating that their Life Certificate is not updated, they may take up the matter with us by sending an email with full details to hopenfund@canarabank.com.
- **Updation of Life Certificate through “UMANG” Mobile App :**
Ex-employee Pensioners can also update LC from their home through “UMANG” mobile app if they procure Registered Biometric devices approved by the “Ministry of Electronics and Information Technology”.
- **Updation of Life Certificate by handheld Biometric devices provided to Business correspondents**
Our Bank’s Business correspondents has been provided with handheld Biometric devices which can also be used to update Life Certificate of Ex-employee pensioners through Jeevan Pramaan.

- **LC updation through Biometric devices by Retiree Associations :**
After introduction of LC updation through “Jeevan Pramaan” portal and “UMANG” mobile app, some units of Retirees Association / Federation had procured Biometric devices and had helped pensioners to update their Life certificate digitally. Hence, pensioners can also take the help of Retirees Association / Federation for LC updation digitally.
- **LC updation through Biometric devices at Post offices / through Postmen :**
Instant issuance of Digital Life certificate can be done at your doorstep through Postmen or at Post office near to you by paying a nominal fee of Rs. 70 (inclusive of taxes) by providing basic details related to your Pension account.
- **Submission of your LC to Doorstep Banking (DSB) Agent :**
Pensioners can utilize the facility of submitting LC through Doorstep Banking (DSB) which is introduced by our Bank recently. Once you place a request for submitting LC through DSB app, an authorised DSB agent will visit the doorstep of the pensioner to obtain LC. Applicable service charges Rs. 75 + GST.
- **Updation of Life Certificate through physical Life Certificate forms :**
In some circumstances, it may happen that the Ex-employee pensioners are unable to update the Life certificate through Jeevan Pramaan because Biometric devices may not capture the Biometrics correctly because of their old age or they do not possess UID. Hence, in those situations he/she may submit a physical Life Certificate at **ANY** of our Branches. Ex-employee pensioner of Canara Bank or e-Syndicate Bank may submit LC at either of the Bank branches.
- **Updation of Life Certificate through Video Call for Super Senior Citizen Pensioners and Pensioners residing abroad :**
Having regard to COVID 19 pandemic, in case of Super senior citizen Ex-employee Pensioners (aged above 80 yrs), Pension Fund will send SMS to them for initiating video call to such Ex-employee pensioners/Family pensioners for authentication and updation of their LC. Wherever, the Branches receive enquiries regarding submission of LC by Ex-employee pensioners who are residing abroad, they may be guided to contact Employees’ Pension Fund, HO through email. Pension Fund will contact such pensioners to initial video call for authentication and updation of their LC.
- **Submission of declarations along with LC :**
As per the “Canara Bank Employees’ Pension Fund” regulations, along with Life Certificate, Non-Employment Certificate is to be submitted by Retired Officer pensioners upto one year from the date of retirement. Family Pensioners of Ex-employees are required to submit the declaration regarding re-marriage/marriage also. Further, family pensioners other than spouse of the deceased Ex-employee (e.g., Son/Daughter/Parent) are required to submit Non-employment Certificate along with LC and declaration of re-marriage/marriage.

PREREQUISITES FOR JEEVAN PRAMAAN ONLINE :

- ✓ Internet Connection.
- ✓ A STQC certified Biometric Device is required. List of the certified devices can be found on https://jeevanpramaan.gov.in/newassets/jpapps/RD_Service_Device_Driver_3.0.pdf.
- ✓ 'RD Service' of the Biometric Device being used should be installed on the PC/Laptop/mobile.
- ✓ The 'Jeevan Pramaan Application' has to be installed on your PC/Laptop. It can be downloaded from the 'Download' tab from <https://jeevanpramaan.gov.in> portal.

✓ Android smartphone users can download “UMANG” app from Google Playstore.

Pensioners can locate nearest Jeevan Pramaan centre by sending SMS: JPL <Pincode> to 7738299899 or through URL “www.jeevanpramaan.gov.in/locater”.

STEP BY STEP PROCESS FOR UPDATION OF LIFE CERTIFICATE THROUGH JEEVAN PRAMAAN VIA PC/LAPTOP :

1. Visit www.jeevanpramaan.gov.in site.
2. Click on “Get a certificate” link on the Home page of the site.
3. Download the PC application to register for a Life Certificate.
4. Install the “PC application ” of Jeevan Pramaan
5. Click on the “Download ” link available on the Home page of the JeevanPramaan site.
6. Download RD (Registered device) service and Drivers for windows for the Biometric device available
7. Install the RD service & drivers.
8. Once the installation is complete, click on the “JeevanPramaan” shortcut that will open the new page.
9. Update Aadhaar & Mobile number and Click on Generate OTP button.
10. Pensioner has to enter the OTP & click OK.
11. If correct OTP is entered, a new page will appear.
12. On the page update the details :
 - a) Name of Pensioner
 - b) PPO number
 - c) Type of Pension - Select “Service”
 - d) Sanctioning Authority - Select “Banking Staff”
 - e) Disbursing agency - Select “Bank”
 - f) Agency - Select “Canara Bank or Syndicate Bank” accordingly.
 - g) Account number - Pension crediting account number
 - h) Email
 - i) Is re-employed - Select Yes or No
 - j) Is re-married - Select Yes or No
13. Select the check box of the declaration & click the “Scan Finger” button. This will start the finger/iris scanning process.
14. Once the Biometric authentication is successful, the Life certificate of the pensioner is displayed and an SMS acknowledgement is sent to the pensioner’s mobile number.

STEP BY STEP PROCESS FOR UPDATION OF LIFE CERTIFICATE THROUGH JEEVAN PRAMAAN VIA ANDROID SMARTPHONE :

1. Download “UMANG” app from Google playstore.
2. Click on the “Register” option.
3. You will be redirected to the mobile number verification page. Input your mobile number for receiving OTP. Enter the received OTP and create MPIN. Once registration is complete, login to the app using MPIN.
4. Search for “Jeevan Pramaan” Service.
5. Connect compatible biometric device, which needs to be registered.
6. Click on “Generate Life Certificate” tab.
7. Your Aadhaar number and mobile number will appear in the Pension authentication tab.
8. Click to generate OTP.
9. Input the following information :
 - a) Name of Pensioner

- b) PPO number
 - c) Type of Pension - Select "Service"
 - d) Sanctioning Authority - Select "Banking Staff"
 - e) Disbursing agency - Select "Bank"
 - f) Agency - Select "Canara Bank or Syndicate Bank" accordingly.
 - g) Account number - Pension crediting account number
 - h) E-mail
 - i) Is Re-employed - Select Yes or No
 - j) Is Re-married - Select Yes or No
10. Provide your fingerprint for biometric authentication.
11. Use the view certificate option to access the Life Certificate submitted. It can be viewed using your JeevanPramaan ID or Aadhaar number.

For any clarifications, Pensioners may contact Employee's Pension Fund either through phone or through email:

Contact numbers: 080-25323801 or 080-25584016

Board No 080-25584040 Extn: 265/223

Email Id: hopenfund@canarabank.com

With warm regards,

L.V.R. PRASAD
Chief General Manager

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"Change is hardest at the beginning, messiest in the middle and best at the end."
– Robin Sharma