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Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd floor, Lok Nayak Bhawan
Khan Market, New Delhi
Dated: 13th August 2026

OFFICE MEMORANDUM

Subject: Comprehensive Guidelines for the Nation-wide Digital Life Certificate Campaign 5, November 1st to 30th, 2026

Saturating Digital empowerment of pensioners is a key policy objective for the Government of India. In line with this vision, the Department of Pension & Pensioners' Welfare organizes the Nationwide Digital Life Certificate (DLC) Campaign annually from 1st to 30th November. This large-scale initiative is executed in collaboration with Public Sector Banks, India Post Payments Bank, UIDAI, MeitY, Pensioners' Welfare Associations, and key ministries, including Defence, Railways, and Posts. Over the past four years, more than 6.40 crore DLCs have been generated for Central and State Government pensioners. The Nationwide DLC Campaign 5 is scheduled for November 2026 and will cover over 2,000 cities and towns across the country.

2. In order to conduct this Campaign, DoPPW shall obtain the support of the following stake-holders:

- Ministry of Defence (for their own pensioners)
- Ministry of Railways (for their own pensioners)
- Department of Telecommunications (for their own pensioners)
- Department of Posts
- India Post Payments Bank (IPPB)
- Pension Disbursing Banks
- Pensioners' Welfare Associations
- All Ministries/Departments
- State Governments through their Treasuries/Pension Disbursing offices
- Employees Provident Fund Organization (EPFO)
- PIB, DD & AIR (for media support)
- UIDAI & MeitY (for technical support)

3. **Nation –wide DLC campaign 5 Features:**

- There shall be a common All-India banner of the Nationwide DLC Campaign to be shared separately by DOPPW.
- DoPPW shall nominate its Nodal officers for the States. These Nodal Officers shall tie up with the Campaign Nodal officers of the different stake-holders, as given above for the respective States/UTs.
- The campaign duly executed through DLC Camps would be held at all Districts Headquarters in collaboration with IPPB and also covering more than 250 cities in

collaboration with Banks. Hence, there may be a city/town which would have multiple camps either of two or more Banks or of IPPB, CGDA, M/o Railways and Banks.

- The cities have been identified and multiple locations within each city shall be identified by Banks and other stakeholders.
- Camps will be organized at the identified multiple locations in each city, shortlisted for the Campaign by the banks/CGDA/ M/o Railways/IPPB/ State Government(s).
- Each Bank shall nominate its nodal officers for each State/UT who shall coordinate with the Bank's nodal officer for each city for the Campaign. DoPPW shall coordinate with the State Nodal Officers only.
- IPPB shall nominate Nodal Officers for each district across India.
- M/o Defence, M/o Railway, D/o Telecommunications and EPFO shall appoint their own Nodal Officers, accordingly, dovetailing the locations as covered by DoPPW
- All participating State Governments shall appoint their own Nodal Officers, accordingly, dovetailing the locations as covered by DoPPW.
- UIDAI and MeitY shall also nominate Nodal officers for technical support for each State/UT.
- PIB & DD shall nominate its Nodal officers for publicity in each State/UT.
- From September 2026 onwards, wide publicity is to be carried out through social media, print media and by all stakeholders.
- The Banks associating with the Campaign will hold camps on all days of the month of November 2026.
- IPPB/ CGDA/ M/o Railways/State Government(s) associating with the Campaign in a particular State shall hold camps on designated days of November 2026 and communicate details of the same to DoPPW.
- MeitY will give real-time support on the progress of the Campaign.
- A Whatsapp group of all the Nodal officers shall be created by DOPPW for real-time sharing of information during the Campaign.

4. A separate **DLC portal** with URL https://ipension.nic.in/dlcportal/ is available wherein details of Nodal Officers at State and City level shall be registered. All inputs related to the Campaign such as URLs of tweets and PIB notes/ press releases are to be entered in this portal. The user manual for the DLC Portal is attached for reference.

5. **Pre-Campaign Preparation Phase (1st August – 31st October 2026)**

- Nomination of Nodal officers by DoPPW, all Banks, IPPB, Defence, Railways, State Governments, EPFO, UIDAI, MeitY, PIB and DD.
- State-wise meetings of all the stake-holders for the identified cities/towns with DoPPW officials.
- Training of Nodal officers & Training of trainers by DoPPW/ UIDAI/ MeitY for submission of DLC through Face Authentication and use of DLC Portal.

5. (a) There is a special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October also to ensure continuity of their pension. The Banks

should ensure equipping their branches to provide DLC related service to the super senior pensioners from 1st to 31st October 2026 also.

6. **Campaign Period activities (1st November – 30th November 2026)**

- Launch of Nationwide DLC Campaign 5.
- DLC camps in identified cities/towns as per schedule. In all other places, Banks/ IPPB/ CGDA/ M/o Railways/State Government(s) shall keep the facility open.
- Daily updation of data centrally by MeitY of the progress of the Campaign on the DLC Portal.
- Release of PIB statements and tweets for every city by respective nodal officers. This shall be monitored by the DoPPW official in-charge of that particular State/UT. The links of PIB, tweets as well as DD coverage will be shared by the Nodal officers on the portal/social media group.
- Release of Nationwide DLC campaign booklet and film by DOPPW.

7. **The Role of Ministries/Departments/Banks and State Governments are at Annex. 1. The SOP regarding Face Authentication technique is at Annex. 2. User Manual for DLC Portal is at Annex. 3.**

8. **Media Plan**

- All awareness material on DLC / Face Authentication will be available on the DOPPW portal. Nodal officers can use that material for widespread awareness.
- DoPPW will release 2 print advertisements covering whole country for awareness about DLC/ Face authentication giving details of National campaign on 15th September and 15th October 2026.
- DoPPW shall send SMS to the Central Government Civil Pensioners whose mobile numbers are available in DoPPW database in the month of October & November 2026.
- Banks/ IPPB will conduct an awareness campaign in the identified cities in local languages in local newspapers in advance so that pensioners participate in these camps.
- DD/AIR coverage of each camp-site in all cities.
- September 2026 onwards, twitter series will be launched covering DLC/Face authentication SOP, info graphics, short videos, success stories of DLC campaign 2026 for widespread awareness about DLC.
- Release of DLC campaign booklet at the end of campaign.

9. For overall coordination, following DoPPW officers have been nominated:

S. No.	Name	Role	Contact details	Email ID
1.	Sh. Ravikiran Ubale, Director	Campaign Coordinator	011-24650580, 7710078925	ubalera@cag.gov.in
2.	Sh. Subhash Chander, US	Min/Dept Coordination	011-24644631, 9810698336	subhash.chander123@nic.in
3.	Ms. Ramanjit Kaur, Sr. Consultant	Bank/PWA/DLC Portal coordinator	011-24644631, 9643318767	ramanjit.kaur61@govcontractor.nic.in

10. The above comprehensive guidelines for Nationwide Digital Life Certificate Campaign 5, to be held from 1st to 30th November 2026, are being issued to ensure use of DLC by all pensioners across India. All Stakeholders are requested to adhere to roles assigned, as above.

Appended:

I. **The Role of Ministries/Departments/Banks and State Governments**
II. **SOP**
III. **User Manual for DLC Portal**

(Dhrubajyoti Sengupta)
Joint Secretary to the Government of India

1. All Secretaries to Government of India/Chairman, Railway Board
2. All Chief Secretaries to State Governments
3. Secretary, Department of Telecommunications
4. Secretary, D/o Posts, Ministry of Communications
5. Director General, DD News
6. Director General, AIR
7. CGCA, D/o Telecommunications
8. Controller General of Defence Accounts
9. CEO, UIDAI
10. MD & CEO, India Post Payments bank
11. Controller General of Accounts
12. Chief Controller (Pension), Central Pension Accounting Office
13. Central Provident Fund Commissioner, EPFO
14. CMDs of all Pension Disbursing Banks

Copy for information:

1. Additional Secretary PMO (Shri C. Sridhar)
2. Joint Secretary, Cabinet Secretariat (Smt. Kavita Singh)
3. Private Secretary to MOS (PP)

Annexure 1

The Role of Ministries/Departments/Banks and State Governments

1. Role of Department of Pension & Pensioners' Welfare

- Issue guidelines to all stake-holders containing details of the campaign.
- Prepare and circulate common All-India banner of the Nationwide DLC Campaign 5 to all stake holders.
- Nomination of Nodal Officers for each State/UT.
- Visit of DoPPW nominated officials to different locations to monitor & inspect the camps.
- Coordinate meetings with all stake-holders in different States/UTs.
- Monitoring of the campaign and uploading details of Nodal Officers, cities and locations of camps on DLC Portal.
- Creation of a social media group comprising all the nodal officers for posting of pictures of different site locations and number of tweets.
- Training of different stake-holders along with MeitY & UIDAI officials in Face Authentication and DLC methods.
- Conduct an awareness drive at the appropriate time through newspapers, television, FM radio, Social media, SMS messages, Short films, regarding the DLC campaign and Doordarshan (Prasar Bharati).

2. Role of Pension Disbursing Banks

- A nodal officer, not below the rank of Chief General Manager/General Manager, to be nominated for the Nation-wide DLC Campaign by each Bank.
- State/ UT wise sub-nodal officers, not below the rank of AGM, to be nominated for each State/ UT where bank has been identified as lead bank.
- Shortlist multiple branches in the concerned cities for holding the Campaign.
- Conduct an awareness drive of the Nationwide DLC Campaign using the uniform common Banner at their locations and publicize the event through social media, SMS to Pensioners and other means such as posters at Digihuts, ATMs and prominent branches.
- Dedicated staff at all branches (even though not part of DLC Campaign selected cities/locations) should be equipped with an Android phone/iOS phone to use this technology when pensioners visit the branch for submission of DLC certificate.

- Efforts may be made to encourage pensioners to download Face Authentication apps in their mobile to enable them to learn the technology.
- Coordinate with the designated DoPPW, UIDAI, MeitY, PIB & DD Officials for the event as well as the identified Pensioners' Welfare Associations in their jurisdiction.
- Conduct a daily exercise to ensure that all DLCs submitted have been processed and confirmation SMS sent to the Pensioner.
- Inspect software prior to the campaign for auto-consumption of the DLC reaching their servers through UIDAI.
- Inspect software for enabling LC through Video KYC method.
- Women and sick pensioners should be given highest priority apart from super-aged pensioners (80 years and above).
- Prepare an exception check-list of the pensioners in the select cities who have not given LC by November 15, 2026 and send reminder SMS.
- Prepare for providing doorstep DLC facility to those Pensioners who are unable to visit centers due to age/infirmity.
- Submission of Life Certificate in digital form should be continuously encouraged. However, no pensioner wanting to give a physical LC should be refused.
- Banks should generate DLCs for all pensioners visiting the branch, irrespective of the Pension Account holding Bank/ Branch/ PDA of the pensioner.
- Position grievance officers in the Regional offices and also provide a helpline for the Pensioners who face issues in giving DLCs.
- Media coverage should be given to each event and media reports to be shared with DoPPW. Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in.
- Aadhar seeding/ linking with e-KYC confirmation and other similar services should be provided for pensioners.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.
- All major database corrections may also be dovetailed with the Campaign based on KYC based authentication like date of birth, name spelling, etc.

3. **Role of Pensioners' Welfare Associations**

- PWAs to nominate officials to make home/hospital visits for Pensioners who are unable to move to Campaign locations.
- Conduct a rigorous awareness drive of the Campaign among all their members as well as apprise their RWAs (Resident Welfare Associations) regarding the Campaign and the Face Authentication methodology for generating LC.
- Coordinate with the local Bank/ Defence (SPARSH)/ Railways/ State Treasuries/ Post offices / PIB officials for conducting a seamless DLC Nationwide campaign.
- Mobilize pensioners to visit the camps.
- Inform the concerned DoPPW official of the State about any local issues being faced by the Pensioners in giving DLC.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

4. **Role of Department of Posts/India Post Payments Bank (IPPB)**

- Department of Posts in collaboration with India Post Payments Bank (IPPB) will hold camps in all the identified Districts/ Sub Divisions across India.
- Details of the camps may be shared with DoPPW.
- A Nodal officer may be nominated, for coordination at central level and state level.
- Nodal officers to be nominated for all Districts/ Sub Divisions.
- Details of the nodal officers to be communicated to DoPPW for plotting on DLC Portal.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS.
- Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Pictures and success stories of DLC generation to be sent to DoPPW on the mail ID doppw-dlc@gov.in
- Training of all Nodal officers on DLC through Biometric, with special emphasis on Face Authentication.
- Position grievance officers in the centers and also provide a helpline for the Pensioners who face issues in giving DLCs.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.

- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

5. **Role of Ministry of Defence (SPARSH)**

- The team of CGDA in collaboration with DoPPW will hold Mega camps in identified State capitals across India. Other DLC Camps may be organised at all vantage points/ pockets having large pensioner base. For this the Pensioner Welfare Associations may be collaborated with.

- A Nodal officer may be nominated, not below the rank of Joint CGDA for coordination at central level.

- Sub-Nodal officers to be nominated for each state/UT/Command, not below the rank of Dy. CDA, where the camp is being held for SPARSH pensioners.

- Details of the nodal officers to be communicated to DoPPW.

- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS and Sainik Welfare Boards.

- A dedicated person should be equipped with an Android phone for issue of Digital Life Certificate of the pensioners visiting the camp.

- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit.

- Uniform Nationwide DLC Campaign 5 Banner to be displayed at all locations for publicity.

- Gear up SPARSH centers for the Campaign and encourage Face Authentication technology for DLC in SPARSH.

- Advise Zila Sainik Welfare Boards to conduct the Campaign in their area of operation in the select cities.

- Advise identified Pensioners' Associations to help Defence Pensioners to give DLC.

- Organize home visits for those Defence Pensioners who are unable to visit the centers.

- Position grievance officers in all the centers and also provide a helpline for the Defence Pensioners who face issues in giving DLCs.

- Review the DLC position on November 15, 2026 and send reminder SMS to those Defence Pensioners who have not yet given LCs.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in

- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

6. **Role of Ministry of Railways**

- Ministry of Railways in collaboration with DoPPW will hold Mega camps in identified Railway zonal / divisional Headquarters across India. Other DLC Camps may be organised at all vantage points/ pockets having large pensioner base. For this the Pensioner Welfare Associations and Banks may be collaborated with.

- A Nodal officer may be nominated, not below the rank of Joint Secretary for coordination at central level.

- Sub-Nodal officers to be nominated for each state/UT/Zonal Office, not below the rank of Director/Deputy Secretary where the camp is being held for their pensioners.

- Details of the nodal officers to be communicated to DoPPW.

- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.

- Dedicated persons should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.

- Additional facilities like free medical checkup (tests more relevant to senior citizens), as deemed fit.

- Uniform Nationwide DLC Campaign 5 Banner to be displayed at all locations for publicity.

- Advise identified Pensioners' Associations to help Railway Pensioners to give DLC.

- Organize home visits for those Railway Pensioners who are unable to visit the centers.

- Position grievance officers in all the centers and also provide a helpline for the Pensioners who face issues in giving LCs.

- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in

- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

7. **Role of Department of Telecommunications**

- Department of Telecommunications will hold camps in all the identified cities/towns across India. For this the Pensioner Welfare Associations may be collaborated with.

- Details of the camps may be shared with DoPPW.

- A Nodal officer may be nominated, for coordination at central level and state level.
- Nodal officers to be nominated for all cities/towns.
- Details of the nodal officers to be communicated to DoPPW for plotting on DLC Portal.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media, SMS.
- Uniform Nationwide DLC Campaign 5 Banner to be displayed at all locations for publicity.
- Short videos of 30 seconds may be taken of pensioners above age of 90 years generating their DLC.
- Pictures and success stories of DLC generation to be sent to DoPPW on the mail ID doppw-dlc@gov.in.
- Training of all Nodal officers on DLC through Biometric, with special emphasis on Face Authentication.
- Position grievance officers in the centers and also provide a helpline for the Pensioners who face issues in giving DLCs.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), Aadhaar Updation, as deemed fit may be provided in the DLC Camps.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the DLC Campaign.

8. Role of Ministries/Departments

- All Ministries/Departments are requested to disseminate the Nationwide DLC Campaign guidelines for maximum outreach to Pensioners of the respective Ministries/Departments.

9. Role of State Governments

- States shall organise DLC camps in all the identified cities/towns across India. Cities/ towns having large pensioner base should be specifically targeted.
- A senior officer dealing with pension may be nominated as Nodal officer by the State government for coordination at central level.
- Sub-Nodal officers to be nominated for each District Treasury/ Pension Disbursing office, where the camp is being held for their pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.

- A dedicated person should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Additional facilities like free medical checkup (tests more relevant to senior citizens), as deemed fit.
- Uniform Nationwide DLC Campaign 5 Banner to be displayed at all locations for publicity.
- Advise identified Pensioners' Associations to help State Government pensioners to give DLC.
- Organize home visits for those State Government pensioners who are unable to visit the centers.
- Position grievance officers in all the District Treasuries/ Pension Disbursing offices and also provide a helpline number for the Pensioners who face issues in giving DLCs.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in
- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.
- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

10. **Role of EPFO**

- A Nodal officer may be nominated, not below the rank of Joint Secretary for coordination at central level.
- Sub-Nodal officers, not below the rank of Director/Deputy Secretary, to be nominated for each EPFO office, where the camp is being held for their pensioners.
- Details of the nodal officers to be communicated to DoPPW.
- Wide publicity should be given to this campaign by spreading awareness through banners, social media and SMS.
- Dedicated persons should be equipped with an Android phone/iOS phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Uniform Nationwide DLC Campaign 5 Banner to be displayed at all locations for publicity.
- Organize home visits for those pensioners who are unable to visit the centers.
- Position grievance officers and also provide a helpline number for the Pensioners who face issues in giving DLCs.
- Prepare a media plan of the Campaign and send pictures to DoPPW on the mail ID doppw-dlc@gov.in

- Short videos of 30 seconds may be taken of pensioners above age of 90 years submitting DLC.

- Use the revamped DLC Portal for daily plan of action for greater and deeper coverage of the Campaign.

11. **Role of UIDAI**

- A Nodal officer may be nominated for month long campaign.
- Nominate Nodal officers State-wise who shall be providing technical support in the select cities and centres on phone and physically, where ever possible.
- Set-up helplines for giving technical support wherever issues are faced in DLC.
- Ensure a robust software for seamless conduct of the Nationwide DLC Campaign 5.
- Arrange Aadhaar updation Camps at the Campaign Centres wherever possible to additionally help Pensioners in updating their Aadhaar details.
- Coordinate with the DoPPW officials incharge of the Campaign in the region.

12. **Role of Jeevan Pramaan Team, MeitY**

- Nominate a nodal officer for coordinating with DoPPW Officials for providing necessary MIS/data as required with respect to the Nationwide DLC Campaign 5.
- Nominate nodal officers for providing technical support on phone in case of any technical glitches faced on the Jeevan Pramaan App.
- Ensure a robust working Jeevan Pramaan App during the Campaign period devoid of any bugs.
- Coordinate with the DoPPW officials incharge of the Campaign in the region.
- Facilitate DOPPW for the seamless transfer of Jeevan Pramaan data for further planning and success of the Campaign.

13. **Role of PIB /DD /AIR**

- Nominate Nodal Officers not below the rank of Dir/DS to coordinate with the concerned DoPPW official.
- Deploy DD teams at campaign sites for detailed coverage.

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