



Ministry of
**Electronics &
Information Technology**
Government of India



Digital India
Power To Empower



National e-Governance Division

Pensioners, This One's for You!

Episode 35 of 'Ask Our Experts' answers key citizen queries on Jeevan Pramaan

Domain leaders from NIC and UMANG simplify the technology behind Jeevan Pramaan

Strengthening India's digital governance through secure, seamless pension verification.

New Delhi, December 02, 2025: The National e-Governance Division (NeGD), under the Ministry of Electronics and Information Technology (MeitY), conducted Episode 35 of the 'Ask Our Experts' live series on November 28, 2025, dedicated to creating awareness about Jeevan Pramaan.

Jeevan Pramaan is a biometric-enabled Digital Life Certificate system for pensioners, allowing them to submit their life certificate online without visiting banks or offices. It uses Aadhaar-based authentication to make the pension verification process seamless, paperless, and accessible from anywhere.

The session brought together senior officials from the National Informatics Centre (NIC) – Shri Rajdeep Chowdhury, HOD, Aadhaar Services Division, NIC and Shri M. Bipin Balagopal, User Scientist-E, Aadhaar Services Division, NIC, along with Shri Abhishek Anant, Director, UMANG. They explained how Jeevan Pramaan is transforming the annual life certificate process for pensioners through secure and doorstep-friendly digital services.

The experts addressed a wide range of citizen queries - including DLC generation, authentication, troubleshooting, device requirements, and the role of various pension disbursing agencies. Detailed explanation on using Jeevan Pramaan through multiple platforms, including the UMANG app, was also shared for the benefit of senior citizens and their families.

Speaking during the session, the experts highlighted that Jeevan Pramaan has significantly reduced the need for pensioners - particularly senior citizens, differently-abled individuals, and those residing in remote areas - to physically visit banks or

government offices. The initiative has enhanced transparency, ensured timely pension disbursement, and strengthened Digital India's vision of bringing convenient public services to every household.

The live session saw active participation from citizens across the country, especially from families with elderly pensioners. Viewers appreciated the clarity and accessibility of the information shared by the experts.

The full recording of Episode 35 on Jeevan Pramaan is available at <https://youtube.com/live/oy9Y0x58T6Y?feature=share>. One can access Jeevan Pramaan's official website by clicking this link - <https://jeevanpramaan.gov.in/>. For any queries, one can dial the Toll Free Number 1800 111 555 or email at jeevanpramaan@gov.in. This toll-free number is available on all working days.

'Ask Our Experts' is a flagship interactive initiative under Digital India that brings government specialists directly to citizens through live discussions, helping them understand and use digital public services with ease and confidence. It is streamed LIVE on Digital India's YouTube channel (<https://www.youtube.com/@DigitalIndiaofficial>).

For more information on upcoming episodes and Digital India initiatives, visit www.digitalindia.gov.in and www.negd.gov.in.

