



सत्यमेव जयते

कर्मचारी भविष्य निधि संगठन

Employees Provident Fund Organisation

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

(MINISTRY OF LABOUR & EMPLOYMENT, GOVERNMENT OF INDIA)

मुख्य कार्यालय/Head Office

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No.Pension/FAT-Publicity/2023/ 3417

Date:

1 JUL 2024

To,

All Addl. CPFCs, Zonal Offices
All RPFs / OICs, Regional Offices

Subject:-Facial Authentication Technology(FAT) Promotional Campaign-reg

Previous References: 1. Head Office Communication No. Pension-I/17(10)/2016-17/JP/Part/VII-III(28893)/10328 dated 07.09.2022
2.Head Office communication No. Pension-I/17(10)2016-17/Jeevan Pramaan/861 dated 09.04.2018.
3.Head Office communication No. Pension-I/17(10)/2016-17/Jeevan Pramaan/16080 dated 08.11.2017

Madam/Sir,

A targeted Promotion campaign is being launched to increase adoption of FAT for submission of Digital Life Certificate(DLC). This will in the long run, reduce dependence of the pensioners on banks and other intermediaries for updation of DLCs.

The details of the actions to be taken are as follows:

A.) Actions to be taken by each Field Office

1. Involve Pension Disbursing Banks:

The role of the pension disbursing banks is critical because they are the first point of contact for pensioners seeking pension or for updating their life certificates. As per agreement with banks, they are required to make adequate arrangements for the updation of life certificates. Accordingly, they are required to deploy Fingerprint Scanners and Iris Scanners. The bank branches need to display prominently the **facility of Face Authentication** and the steps involved in it. Especially, for those pensioners whose Fingerprints or Iris is not capturable due to any reason, the facility must be provided to update their digital life certificate through Face Authentication. *They shall also educate the pensioners about using their own mobile phones for DLC updation so that in future they need not come to the banks and may do the DLC sitting in the comfort of their home.*

In the case where Fingerprint or Iris authentication or Facial recognition is not feasible for any reason, the bank may issue physical life certificate in such exceptional cases after due verification as deemed fit to ensure that pension is disbursed to such pensioners also without delay.

All the field offices shall take up this issue in the monthly meeting with the Pension Disbursing banks to ensure that the objective is clearly understood and met.

2. Information Dissemination to Employers/unions:

Field offices should send emails and hold awareness sessions with employers associations and all employees unions operating under the jurisdiction of ROs for the dissemination of face authentication facility for DLC updation.

3. SMS to Pensioners:

ROs may also send such SMS in all pending cases wherein DLC has not been received before the due date.

4. Dealing with cases where a Physical Life Certificate has been received previously:

In exceptional cases, where the life certificate has not been received digitally and the data has been updated based on the physical copy, field office shall send an SMS to the pensioner two months before the due date, informing about the face authentication facility.

5. A handout on DLC submission through Face Authentication Technology (FAT)

A handout(Available on main website of EPFO) on the step-by-step process flow of DLCs submission through FAT should be translated in regional languages also with a social service appeal printed on handout. This shall be displayed prominently and shall be shared as much as possible on social media.

Appropriate Banners/ Standees displaying the entire process shall also be placed in the Receipt Section, JPP Facilitation Centre, PRO and at the entry gate of/by the ROs so that subscribers are made aware of it, especially Pensioners.

6. Pensioners visiting the office for DLC:

The field offices shall ensure that pensioners who visit the field offices for updation of DLC are made aware of the steps involved in doing DLC through FAT. This shall ensure that for next DLC such pensioners having access to smartphones in their homes will not need to visit the field offices or banks etc for updation of DLC in future.

B) Actions to be taken by Publicity Division

1. FAT video to be prepared by Publicity Division

2. **FAT video to be displayed in all Nidhi Apke Nikat(NAN) camps in July to make pensioners aware of the convenience and ease of using their own smart phones for DLC updation.**

LET US KEEP PENSIONERS AS OUR TOP PRIORITY

(This issues with the approval of ACC (Pension))

Yours faithfully,



(Shubham Agrawal)
Regional PF Commissioner-II(Pension)

Copy to:

1. PS to CPFC - For kind information
2. FA & CAO and CVO for kind information.
3. PDNASS and all ZTIs for information.
4. All ACC(HQ)s and ACCs at HO for kind information.
5. RPFC-I (NDC) with a request to upload the Circular on EPFO Website.
6. Hindi cell for Hindi version



(Shubham Agrawal)
Regional PF Commissioner-II (Pension)