



PBC No. 212 / 2025



दक्षिण रेलवे Southern Railway
प्रधान मुख्य कार्मिक अधिकारी कार्यालय
Office of the Principal Chief Personnel Officer
प्रधान कार्यालय, कार्मिक विभाग, चेन्नै-600003
Headquarters, Personnel Department, Chennai-600003

सं/No: P(R) 500 / P / Vol.X

दिनांक/Dated: 24.10.2025

All PHODs/ DRMs/ CWMs/ CEWE/ CAO/ CPM/ PDA/ Dy.CPOs/ Sr.DPOs/ Secy to GM,Chairman/RRB/MAS,TVC, Addl.Registrar/RCT/MAS, Secretary/RRT/MAS, Principal MDZTI/TPJ, SRCETC/TBM, ZETTC/AVD, DPOs/SPOs/WPOs/APOs of HQ/Divisions /Workshops/Units.

विषय/Sub :Campaign for Nation-wide Digital Life Certificate 4.0, November 1st – 30th, 2025 for Pensioners retired from Zonal Railways.

A copy of the Railway Board's letter No. 2025/E(W)/40/26 dated 17.10.2025 along with its enclosures on the above subject is enclosed for information, guidance and necessary action.

Copy of Railway Board's letter dated 28.08.2025 referred to therein is enclosed for reference.

संलग्नक/Encl. 09 pages

सहायक कर्मचारी संबंधी अधिकारी/Asst.Personnel Officer / IR & Trg.
कृते प्रमुकाधि/For Principal Chief Personnel Officer

प्रतिलिपि/Copy to: The General Secretary/SRMU
The General Secretary / DREU
The General Secretary/AISCTREA
The General Secretary/AIOBCREA
The General Secretary/NFIR
IT Section/PB/HQ - to upload in the SR website.



भारत सरकार
Government of India
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
Ministry of Personnel, Public Grievances & Pensions
पेंशन एवं पेंशनभोगी कल्याण विभाग
Department of Pension & Pensioners' Welfare

Nationwide Digital Life Certificate Campaign 4.0

November 1 to 30, 2025

“Promotion of Face Authentication Technology”

Name of Govt. Department/Bank/PWA with Logo

NIC राष्ट्रीय सूचना विज्ञान केंद्र
National Informatics Centre



Mail us at doппw-dlc@gov.in



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भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)



International Year
of Cooperatives
2025
Cooperatives build
a better world

No. 2025/E(W)/40/26

New Delhi, Dated 17.10.2025

The PCPOs and CTIs
All Indian Railways and PUs.

Sub: Campaign for Nation-wide Digital Life Certificate 4.0, November 1st-30th, 2025
for Pensioners retired from Zonal Railways.

Attention is invited to Board's Letter No. 2020/AC-II-21/3/e-3320794 dated 28.08.2025 (copy enclosed) wherein comprehensive guidelines for the Nation-Wide Digital Life Certificate Campaign 4.0, November 2025 have been issued to Zonal Railways. In order to promote awareness among Pensioners on this Scheme, Zonal Railways are requested to strictly adhere to the guidelines and undertake following actions in their respective Headquarters/Divisions for success of this Campaign :-

- Wide publicity through banners, social media, print and electronic media. (Copies of banner are enclosed)
- DLC Camps at identified locations in collaboration with Banks/TPPB/CGDA/State Govts.
- Uniform Nationwide DLC 4.0 banner to be displayed at all camp sites.
- Special facilitation in October 2025 for pensioners aged 80+ years.
- Media Plan to be prepared; photograph/videos to be uploaded on DLC Portal (<http://ipension.nic.in/dlcportal/>).
- Helpdesks and grievance support to be arranged for pensioners facing difficulties.

2. Further, it has been brought to the notice of Senior Officials that the grievances of the Railway pensioners are not being addressed appropriately and this has been viewed seriously by Board. In order to address the grievances related to pensioners, Zonal Railways are requested to rope in Pensioners' Associations at Headquarter/Division level by organizing camps. Similarly, grievances should also be addressed promptly in Pension Adalats as well. The concerned staff dealing with pensioners' cases should be sensitized appropriately to be very courteous and lenient while dealing with pensioners cases.

(Renu Sharma)

Principal Executive Director (IR)
Railway Board

Phone No.: 011- 23047172

E-mail: renu.sharma0110@gov.in

Encl: As Stated.



भारत सरकार
Government of India
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
Ministry of Personnel, Public Grievances & Pensions
पेंशन एवं पेंशनभोगी कल्याण विभाग
Department of Pension & Pensioners' Welfare

Nationwide Digital Life Certificate Campaign 4.0

November 1 to 30, 2025

“Promotion of Face Authentication Technology”

Name of Govt. Department/Bank/PWA with Logo

NIC राष्ट्रीय सूचना केंद्र
National Information Centre





No. 2020/AC-II/21/3/e-3320794

New Delhi, dated 28.08.2025

Principal Financial Advisor, All Zonal Railways/Production Units	Principal Chief Personnel Officer, All Zonal Railways/Production Units
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Sub: Comprehensive Guidelines for the Nation-Wide Digital Life Certificate Campaign 4.0, November 2025.
Ref: DOP&PW's O M no. file no. 1(2)/2025-P&PW(H)-10819 dated 30.07.2025

Please find enclosed a copy of the Office Memorandum issued by DOP&PW regarding the Comprehensive Guidelines for the Nationwide Digital Life Certificate Campaign 4.0, scheduled to be conducted by them in 2000 cities/towns across India from 1st to 30th November, 2025. Dy.CAO/G (from accounts department) and Dy. CPO/G (from personnel department) of the Zonal Railways/PUs have been nominated as the Nodal Officers of that Railway for this purpose. The following action points may be ensured:

- Wide publicity through banners, social media, print & electronic media.
- DLC Camps at identified locations in collaboration with Banks/PPB/CGDA/State Govts.
- Uniform Nationwide DLC 4.0 banner to be displayed at all camp sites.
- Special facilitation in October 2025 for pensioners aged 80+ years.
- Media plan to be prepared; photographs/videos to be uploaded on DLC Portal (<https://ipension.nic.in/dlcportal/>).
- Helpdesks & grievance support to be arranged for pensioners facing difficulties.

All Railways/PUs are requested to ensure compliance of these guidelines under advice to Board for onward transmission to DOP&PW.

This issues with the approval of Competent Authority (MF and DG/HR).

DA: As above.

Digitally signed by
Rajat Agarwal
Date: 28-08-2025
10:42:34

(Rajat Agarwal)
Jt. Director Finance (CCA)
Railway Board
Ph.No.011- 23047018
Email id :
rajat.agarwal91@gov.in

F. No. 1421/2025-P&PW/H1-10319
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd floor, Lok Nayak Bhawan
Khan Market, New Delhi
Dated: 30th July, 2025

OFFICE MEMORANDUM

Subject: Comprehensive Guidelines for the Nation-wide Digital Life Certificate Campaign 4.0, November 1st to 30th, 2025

The Digital empowerment of pensioners is the stated policy objective of the Government of India. In this regard, a Nationwide Digital Life Certificate Campaign is coordinated by the Department of Pension & Pensioners' Welfare annually from the 1st to 30th November. The large scale Campaign is executed in collaboration with Public Sector Banks, India Post Payments Bank, UIDAI, MeitY, Pensioners' Welfare Associations and stake holder departments of Ministry of Defence, Ministry of Railways and Department of Posts. In the last three years, more than 4.50 crore DLCs have been generated by pensioners belonging both, to the State Governments and Central Government. The DLC Campaign 4.0 is proposed to be held in November 2025 in 2000 cities/towns across India.

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

- India Post Payments Bank (IPPB)
- Pension Disbursing Banks
- Pensioners' Welfare Associations
- Department of Telecommunications
- Ministry of Defence (for their own pensioners)
- Ministry of Railways (for their own pensioners)
- 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 4.0 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 stakeholders, 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 Pension Disbursing 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
- 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, 2025, 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, 2025.
- IPPB/ CGDA/ M/o Railways/State Government(s) associating with the Campaign in a particular State shall hold camps on designated days of November, 2025 and communicate details of the same to DoPPW.
- MeitY will give real-time support on the progress of the Campaign.
- A Social Media 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.

3. Pre-Campaign Preparation Phase (1st August – 31st October, 2025)

- 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, 2025 also.

6. Campaign Period activities (1st November – 30th November, 2025)

- Launch of Nationwide DLC Campaign 4.0.
- 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, 2025.
- DoPPW shall send SMS to the Central Government Civil Pensioners whose mobile numbers are available in DoPPW database in the month of October & November, 2025.

- 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 2025 onwards, twitter series will be launched covering DLC/Face authentication SOP, info graphics, short videos, success stories of DLC campaign 2025 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.in

10. The above comprehensive guidelines for Nationwide Digital Life Certificate Campaign 4.0, to be held from 1st to 30th November, 2025, are being issued to ensure use of DLC by all pensioners across India. All Stakeholders are requested to adhere to roles assigned.

Appended:

1. The Role of Ministries/Departments/Banks and State Governments
2. SOP
3. User Manual for DLC Portal



(V. Srinivas)

Secretary to 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. CC, Central Pension Accounting Office
12. Central Provident Fund Commissioner, EPFO
13. CMDs of all Pension Disbursing Banks

Copy for information:

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