

F. No. 11/1/2025-P&PW(H)-XI
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi
Dated: 31-10-2025

OFFICE MEMORANDUM

Subject: **Cyber Security Measures for Digital Life Certificate (DLC) 4.0–
Advisory for All Central Government Pensioners.**

The Department of Pension & Pensioners' Welfare (DoPPW) will be launching **Digital Life Certificate (DLC) Campaign 4.0** from 1st November, 2025 to 30th November, 2025 to ensure flawless submission of annual life certificates by pensioners through various user-friendly platform like Face Authentication Technology, biometric devices, mobile applications, and doorstep services.

2. The Department of Pension & Pensioners' Welfare (DoPPW) has made the process of submitting life certificates easier, faster, and more accessible for pensioners. The increased use of digital technology in pension-related services, it becomes imperative for all pensioners to be aware of basic **cyber security measures** to prevent fraud, identity theft, or unauthorized access to sensitive personal and financial information.

3. All the pensioners are advised to follow the below precautions while using any digital technology for pension-related services:

I. Use Only Authorized Digital Platforms:

- ✓ Submit your Digital Life Certificate only via official Jeevan Pramaan Portal (<https://jeevanpramaan.gov.in>), Post Office app or Aadhaar Face RD Application.
- ✓ Avoid sharing details with unauthorized agents or unverified applications.

II. Secure Your Aadhaar Number and Pension-related Data:

- ✓ Do not share Aadhaar number, OTPs, bank account details, pension payment order (PPO) number, or mobile number with unknown persons.

III. Beware of Fraud Calls:

- ✓ Government agencies will **never** ask for your password, OTP, or bank PIN over the phone or email.
- ✓ Verify emails or messages claiming to be from government sources.

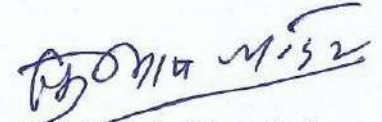
IV. Update Devices and use Secured Internet system:

- ✓ Ensure mobile phones and computers are updated with the latest security patches and antivirus software.
- ✓ Use only secure Wi-Fi or mobile networks while submitting the annual life certificate.

V. Report Suspicious Activity:

- ✓ In case of suspected fraud or misuse, immediately report to the bank, or cyber crime portal (<https://cybercrime.gov.in>).

4. This issues with the approval of the competent authority.



(Subhash Chander)

Under Secretary to the Govt. of India

Tel. No. 24644631

To

- 1 CMDs/CPPCs of all Pension Disbursing Banks and Pension Disbursing Authorities.
2. All Pensioners Associations under Pensioners' Portal: for giving wide publicity among pensioners