

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PENSION & PENSIONERS' WELFARE)

LOK SABHA
UNSTARRED QUESTION NO. 1089
(TO BE ANSWERED ON 26.07.2023)

FACE RECOGNITION TECHNOLOGY

1089. MS. DEBASREE CHAUDHURI:
SHRI SYED IMTIYAZ JALEEL:

Will the **PRIME MINISTER** be pleased to state:

- (a) whether the Government with a view to provide 'ease of living' to pensioners including elderly/physically disabled pensioners across the country has introduced appropriate and easy technical and managerial measures viz. the face recognition technology for providing 'Life Certificate' to them by the concerned institutions/banks and if so, the details thereof;
- (b) whether the Government has come across any instances of hardship faced by the pensioners including elderly/physically disabled pensioners while submitting 'Life Certificate' for availing pension through this technological innovation and if so, the details thereof; and
- (c) whether the Government proposes to make provisions for such pensioners to submit/provide the Life certificate at their door steps by a representative of bank or disbursing authority, if so, the details thereof and if not, the reasons therefor?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (c): Yes Sir. The Government has introduced Face Authentication Technology to submit 'Life Certificate' by Pensioners through the Jeevan Pramaan App with a view to enhance 'ease of living' for pensioners on 29th November 2021.

The Government has not come across any instances of hardship faced by pensioners while availing this technology in submitting 'Life Certificate'. PSB Alliance Banks as well as India Post and Payments Bank (IPPB) provide Doorstep Banking services for submission of life certificate by pensioners.
