



CO: HRD: RBD: 2022-2023: 854

Date- 26.12.2022

FOR KIND ATTENTION

ALL OFFICES**Reg: Implementation of Digital Life Certificate for Staff/Family Pensioner through "VKYC Process"**

In the subject matter, we inform that our Bank has introduced Digital Life Certificate for Staff/Family Pensioner of our bank through Video KYC Process.

Requirement for Staff/Family Pensioners-

1. Staff/Family Pensioner must have an Internet Enabled device- Mobile, Tablet, Laptop etc
2. PPO Number, Account details, Original PAN & Aadhar Card.

Steps to be followed by Pensioner-

1. Staff pensioner will visit our Bank's Website and select –"Online submission of Life Certificate".
2. Enter Mobile Number and read the Terms and Conditions and Accept.
3. Then, OTP will be sent to the Mobile Number.
4. Enter PPO Number (Six Digit Employee Number). For Eg. Employee Id- 40707, Enter Prefix '0', therefore, PPO Number will be 040707
5. Select Pensioner Type as Central Bank Staff Pensioner
6. Enter Account Details and Proceed for Verification
7. Enter Name of the Pensioner, (First name Mandatory)
8. Self-Declaration by the Pensioner
9. Then, follow the process over the screen during the course of Interaction with the Agent over the Video Call like Capturing of Selfie, display of Aadhar/PAN Card, answering to randomly asked questions etc.

VKYC Flow-

1. Selfie (Liveliness check) Face match
2. Aadhar// PAN validation
3. After completion of VKYC flow, SMS will be sent to mobile number- Dear Pensioner, Thank you for conducting Digi-LC with CBI. Your Digi-LC reference No. is CBIXXXXXXXXXX. We will get back to you after verification- CBoI.

Auditor Approval-

The same will be sent to the Auditor for the approval.

HRD-RETIRAL BENEFITS DEPARTMENT

MUMBAI MAIN OFFICE BUILDING, 4th FLOOR, M G ROAD, FORT, MUMBAI - 400 023

Once the approval will be done by the Auditor, following SMS will be sent to the Staff//Family Pensioner—“**Dear Pensioner, your life certificate has been successfully submitted- CBoI**”.

Note-

- 1.** In case the Life Certificate is already submitted in the HRMS, the system will display message--“**Life Certificate has been already updated OR**
- 2.** In case of any mismatch in the input given by the Staff/Family Pensioner, the system will show error- “**Pensioner data validation failed**”.

The comprehensive User Manual of submission of Video LC is attached as Annexure-I.

Please bring the contents of this Circular to the notice of all the Staff Regular Pensioners//Family Pensioners and displayed the copy on the Branch Notice Board for information invariably.


(Santosh Kumar)
Chief Manager-RBD