



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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No. AIBSNLREA/CHQ/2024/33

Dated 17th May 2024

To

Shri V.Srinivas,
Secretary (Pension),
Department of Pension & Pensioners' Welfare,
New Delhi

Sub: Non-availability of Jeevan Pramaan App for download from Play Store in some regions outside India

Sir,

It has been brought to our notice by a few members who have recently visited their children abroad, particularly USA, that Jeevan Pramaan App is not available for download from Play Store in some regions outside India. This happens when they purchase a new mobile abroad or when their mobiles are reset for one reason or another while staying in those regions. Therefore, these pensioners are unable to submit their Life Certificate within the due date [Face Authentication App is already not available outside India]. When one of them raised this grievance in SAMPANN he was informed that this is a technical issue and needs to be pursued with higher-ups.

2. We shall be thankful if the needful is done to resolve this technical matter so that Jeevan Pramaan App is available for download around the globe anywhere.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)

General Secretary

Copy to: Shri Dhruvajyoti Sengupta,
Joint Secretary (Pension), DoP&PW