



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]

Flat No.6, Second Floor, 10/41, Sowrashtanagar 7th Cross Street, Choolaimedu, Chennai – 600094

Email: gensecaibsnlrea@yahoo.com

Website: <https://www.aibsnlrea.org>

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

No. AIBSNLREA/CHQ/2024/58

Dated 12th August 2024

To

Shri Amit Agrawal,
Chief Executive Officer,
Unique Identification Authority of India,
New Delhi

Sub: Request to ensure Universal availability of FaceAuthenticationRD App for download in all brands and models of mobile handsets.

Sir,

You may be aware that Department of Pension & Pensioners' Welfare is launching 'Nationwide Digital Life Certificate Campaign 3.0', preparing to hold the campaign in a massive manner in 700 odd cities and towns across the country in the month of November 2024. The focus will be on guiding the pensioners to use Jeevan Pramaan App and the FaceAuthenticationRD app of UIDAI for generating Digital Life Certificate.

2. While the FaceAuthenticationRD App is being used by most of the pensioners successfully, depending upon the degree of their hands-on knowledge of using various Apps in their mobiles, still a considerably larger section of the pensioners is finding it difficult, in downloading, following the step by step procedure and finally in getting their face captured after multiple attempts, thereby making the App less user-friendly.

3. In such a moment, it is being reported to us from our members from several States that they are unable to use the FaceAuthenticationRD in some models of Samsung mobile phones, they are not able to download and use it, mostly getting a display that the App is 'not compatible with this device.' This, in spite of the fact that the mobile phone meets all the system requirements specified by FaceAuthenticationRD. The irony is that the App worked fine previously in the same mobile phones. The pensioners are worried whether they need to change their mobile phone now and then to use the App.

4. We believe that this issue would have already come to your notice. We would therefore request you to kindly look into the issue and get it resolved so that the App is available in all models and versions of all brands of mobile devices.

With kind regards,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '12/8/24' written below it.

(R.R. Balasubramanian)
General Secretary

Copy to: 1. Shri V.Srinivas,
Secretary (Pension), DoP&PW
2. Shri Manish Bhardwaj,
DDG, Authentication and Verification Division,
UIDAI