



Submission of Pensioner Life certificate for the year 2021

Every year, all the Pensioners and family Pensioners are required to submit Life certificate for continuation of pension payment. As done in the previous years, the Life certificate for the year 2021 is to be submitted online through ESS-HCM portal. All the Class-I officers at MO/BO/DO/Service Hubs/RO/LCB/HO can facilitate the Pensioners approaching them to submit the Life certificate online by logging in to the portal. The "LIFE CERTIFICATE" tab under ESS-HCM portal will be open for submission **from 01.01.2021 till 31.03.2021 FOR A PERIOD OF THREE MONTHS** (instead of two months in the previous year) considering the Covid-19 scenario. **Pension shall continue without break for those Pensioners who submit life certificate on or before 10.02.2021** and for those who submit life certificate post 10.02.2021, pension shall be withheld till such time and released thereafter. **From 01.04.2021, Pension life certificate tab will automatically be disabled and fresh life certificate submissions shall not be entertained.**

The procedure for submission of Life certificate-2021 is given hereunder:

1. **Verifying Officer** – Any Class-I officers can facilitate submission of Life certificate-2021 through ESS HCM portal by selecting the "Life Certificate" tab.
2. **Pensioner Identification** – For identification purpose, the Pensioner/Family Pensioner is expected to produce a photo id proof to the verifying officer viz. Pensioner id card, Voter ID, Aadhar card, PAN card, passport etc.
3. **Basic Data** – On giving the annuity number or employee number of the Pensioner/Family Pensioner in the "Life certificate" tab of the ESS HCM portal, the system will fetch the Pensioner's basic data from the available database. If the annuity number or employee number is not readily available, other search options like name of the annuitant or date of birth can also be used to fetch the data by clicking the option box. The Pensioner may also refer to the monthly pension credit SMS for annuity number.
4. **Correction of Data** – Any change in the data viz. residential address/email id can be done by the verifying officer using the edit option after satisfying himself/herself of the correctness of the changes being made. If the Aadhar number is not already provided, the same shall be filled now. Please note that mobile number field is made compulsory to facilitate easy communication with the Pensioner whenever necessary. The email ID field is essential to get soft copy of Form-16 by LIC and hence Pensioners are advised to make use of this arrangement.
5. **Correction of Bank Details** – By default, the bank details field is made un-editable. If there is any change in the account details, the Pensioner is requested to submit the life certificate online first with the mentioned bank details and then intimate the bank change by filling the ECS mandate form with a copy of the cancelled cheque leaf. The ECS mandate form and cheque leaf copy shall either be directly forwarded by the Pensioner to Pension Department or handed over to the verifying officer for onward submission. The scanned copy of the ECS mandate form and cancelled cheque leaf/copy of first page of passbook should be mailed to hopenension@uiic.co.in. If December 2020 Pension has been credited in the correct bank account, Pensioners are advised not to provide a fresh request for bank account updation since LIC records is already in order.

6. **Submission of Life certificate** – After making the necessary corrections in the data, the verifying officer shall submit the Life certificate-2021. Considering the austerity measures in place and the Covid-19 situation, hard copies of the life certificates should not be printed and sent to HO Pension department. Acknowledgment of submission of life certificate will be sent to the mobile number furnished by the Pensioner at the time of Life certificate submission.
7. **Retirements in Sep, Oct, Nov & Dec 2020** – Those who have retired in the months of September, October, November and December 2020 need not submit their life certificate for the year 2021.
8. **Pensioner staying abroad during this period** - In case the Pensioner/family Pensioner is staying abroad, he/she may send a mail to HO Pension Department at uiicpension@gmail.com with a copy to hopenension@uiic.co.in requesting for an “offline” form of Life certificate-2021. The request for life certificate should be sent on or after 1st January 2021 only. Pension Department shall generate an offline form and forward the same to the Pensioner which shall be submitted after getting the certification from the Indian Embassy/any GIPSA companies/any public sector banks/notary public at the country where the Pensioner/Family Pensioner stays.
9. **Pensioner who could not move due to sickness** - In case a Pensioner is not in a position to move out of his/her residence due to sickness, the family member of the Pensioner shall approach the nearest UIIC office with a medical certificate obtained from a registered medical practitioner mentioning the inability of the Pensioner to visit directly. The concerned office shall facilitate submission of life certificate upon confirmation of life existence.
10. **Covid-19 protocol for Life certificate submission:**
 - All Pensioners are requested to visit the nearest United India office following Covid-19 taking safety precautions like social distancing, wearing masks, frequent sanitization etc.
 - Life certificate submission is online and instant and hence no hard copies should be sent to HO Pension department. Hence Pensioners are requested not to visit HO Pension department to handover copy of life certificate or courier the same.
 - In order to avoid crowding at HO Pension department, it is strictly advised for all Pensioners to visit the nearest United India office only. Since the process is entirely online and involves no submission/couriering of hard copy of life certificate, Pensioners can avail the facility of visiting any UIIC office.
 - Acknowledgement of life certificate submission shall be done through SMS to the mobile number provided at the time of submission. Also, any communication regarding pension credit etc. shall be sent only to that mobile number.

Pensioners are requested to extend their cooperation in timely submission of life certificate strictly observing Covid-19 guidelines in place during the timeline mentioned.


Chief Manager