



**PBGB**



**PASCHIM BANGA GRAMIN BANK**  
HEAD OFFICE: Natabar Paul Road,  
Chatterjee Para More, Tikiapara,  
Howrah- 711 101, Phone No.: 18003450222

**Circular No. PBGB/HO/PSD /129/2024 -25**

**Date: 18-11-2024**

**TO ALL BRANCHES/OFFICES/Retired Staff Members**

**Sub: Addendum-Submission of Life Certificate of Pensioners & Family Pensioners**

Reference is hereby invited to our circular No. PBGB/HO/PAD/110/2024 -25 Date-23/10/2024 regarding submission of life certificate at branches.

We are pleased to inform that bank has now extended its channel to obtain Life Certificate through digital mode. Pensioners can now submit their proof of life through video conferencing . The detailed guidelines and procedure for submission of Life Certificate through Video Life Conferencing is enclosed with this circular.

Kindly download PBGB m-passbook app (if not already downloaded) in the mobile before proceeding. The link to download PBGB m-passbook app is as under

<https://drive.google.com/file/d/1q7Fp8OTfUPyZLHW9911Of5ruueC6JSTg/view>

General Manager  
Personnel Services Department

Encl-As stated above.

**Note-**Incase the submission of VLC fails due to technical issue like poor internet connection or low video quality or any other issues, pensioners must visit the nearest pension paying branch for Life Certificate submission. The process for submission of Life Certificate by appearing physically before the pension disbursing branch shall continue as it is.



# VIDEO LIFE CERTIFICATE

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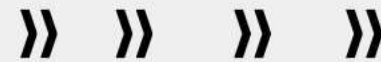
Submitting Video Life Certificate Digitally



**Paschim Banga Gramin Bank**

PBGB

# Video Life Certificate



# PBGB mPassbook App



- Video Life Certificate has been implemented in PBGB mPassbook app.

# Video Life Certificate Registration Process



## Eligibility for Video Life Certificate

- The option of Video Life Certificate is visible to the Retired Staff only.

# Video Life Certificate Registration Process



15:11 4G LTE 17

**Declaration**

1) I declare that I have not received any remuneration for serving in any capacity in the establishment of the Central Government or a State Government or a Government undertaking or from a Local Fund during the period November to April , May to October

2) I declare that I have not been employed/re-employed in the office and was in receipt of the following emoluments during the period (to be specified).

3) I declare that I have not accepted any employment under any Government outside India or Commercial Employment after obtaining/without obtaining sanctioning of the Director/CSIR (to be furnished by Class I Officer only).

4) I hereby declare that I am not married/I have not been re-married

**DISAGREE AGREE**

**Declaration for Life Certificate has to be provided before processing of Video Life Certificate**

# Video Life Certificate Registration Process

A screenshot of the 'Video Life Certificate' registration form. The form has a yellow header with the title and a magnifying glass icon. Below the header are several input fields: 'Select Pension A/C No' (with a blacked-out value), 'Pension Payment Order Number', 'State' (with 'West Bengal' selected), 'Schedule Date' (with a calendar icon), and 'Time Slot' (with '09:00AM to 11:30 AM' selected). At the bottom of the form are two sections: 'Upload Selfie Image' and 'Upload Signature Image', each with a blue cloud icon and an upward arrow. At the very bottom are 'CANCEL' and 'SUBMIT' buttons.

← Customer has to select pension account no

← Enter Pension payment order no

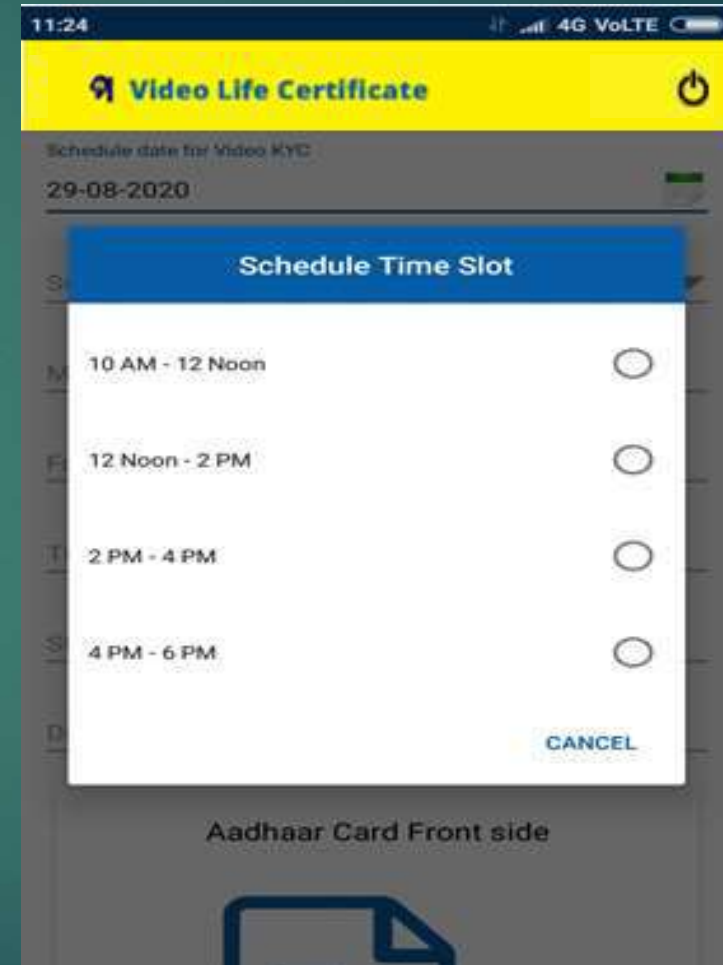
← Select state from where customer wants to get life certificate verification. This option is basically provide option for preferred language .

← Select time slot & Date

# Video Life Certificate Registration Process



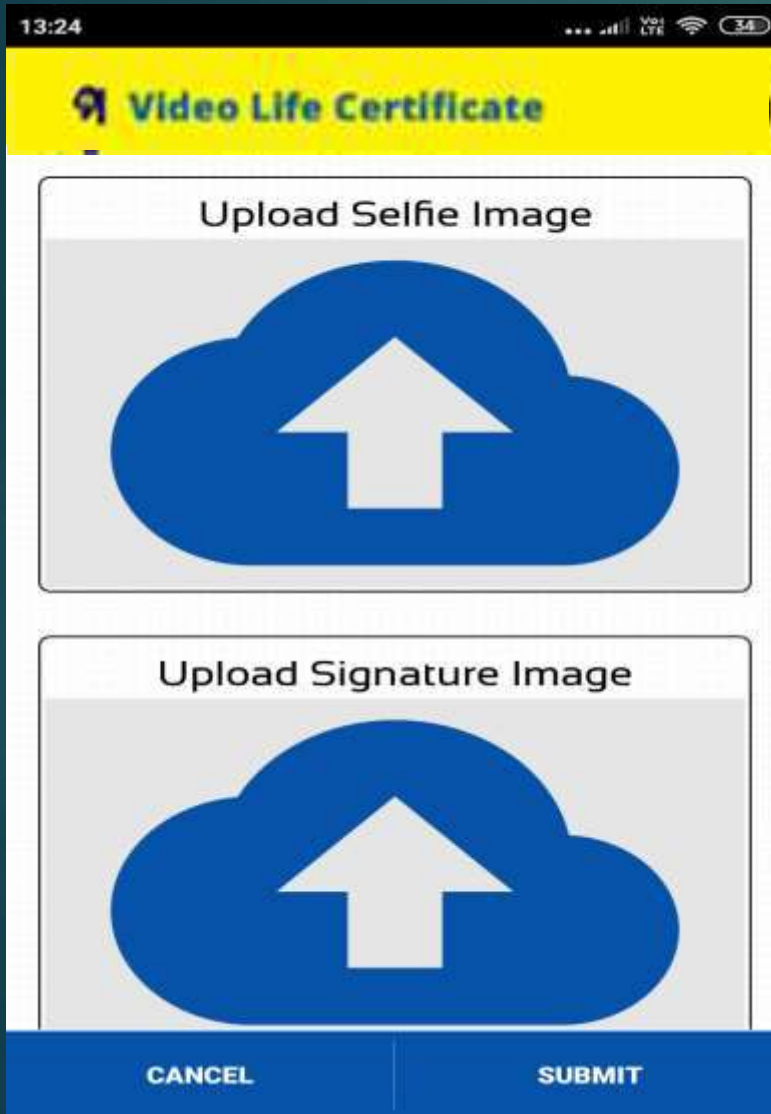
## Scheduling of Date & Time Slot for Video Verification



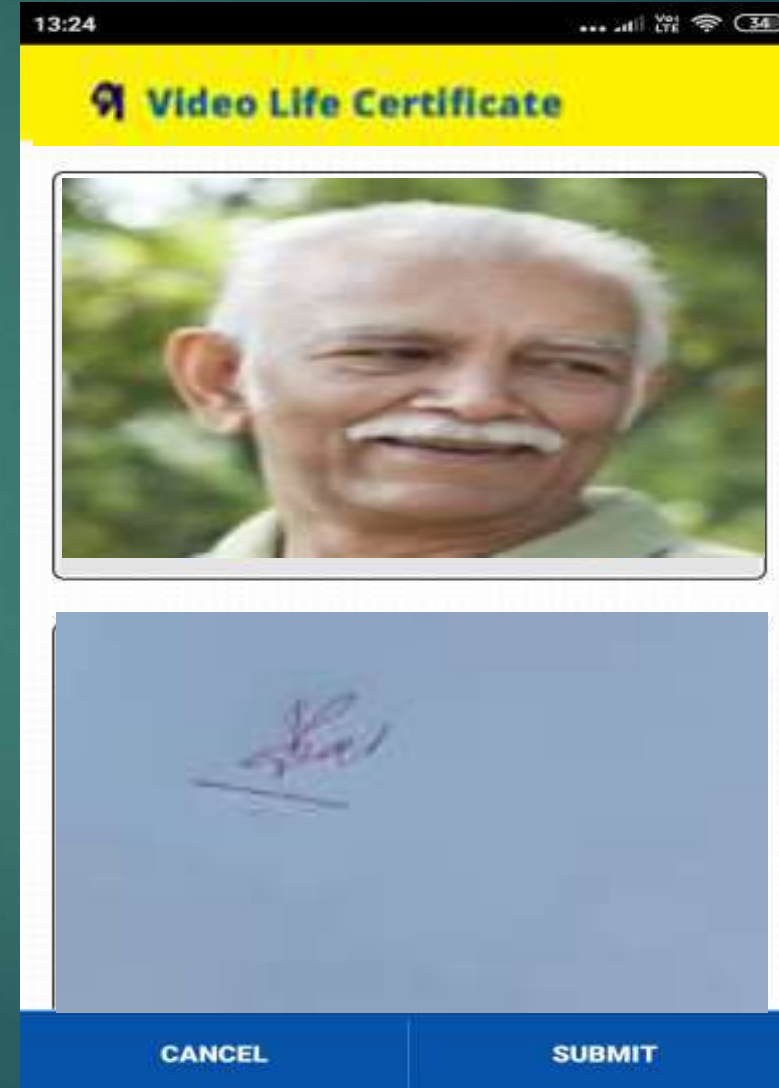


# Video Life Certificate Registration Process

Customer operation for Video Life Certificate request submission



Selfie Image and Signature on Blank paper should be uploaded



# Video Life Certificate Registration Process

Customer operation for Video Life Certificate request submission



16:25 4G

 **Video Life Certificate**

Upload Signature Image



Upload Pan Image



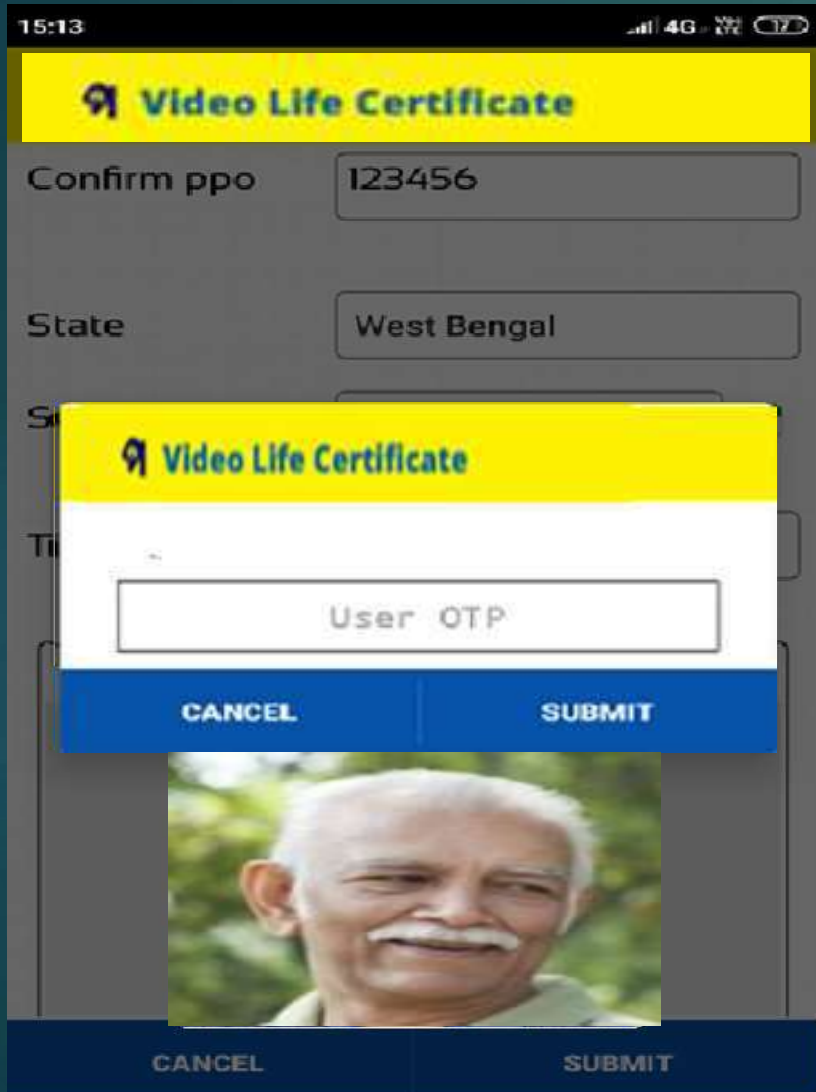
CANCEL SUBMIT

The screenshot shows a mobile application interface for video life certificate registration. At the top, there is a yellow header with the PBGB logo and the text 'Video Life Certificate'. Below this, there are two main sections. The first section is titled 'Upload Signature Image' and contains a blue rectangular area with a handwritten signature. The second section is titled 'Upload Pan Image' and contains a rectangular area showing a scan of a PAN card. The PAN card is from the Income Tax Department, Government of India, and includes the text 'आयकर विभाग', 'भारत सरकार', 'INCOME TAX DEPARTMENT', and 'GOVT. OF INDIA'. At the bottom of the screen, there are two blue buttons labeled 'CANCEL' and 'SUBMIT'.

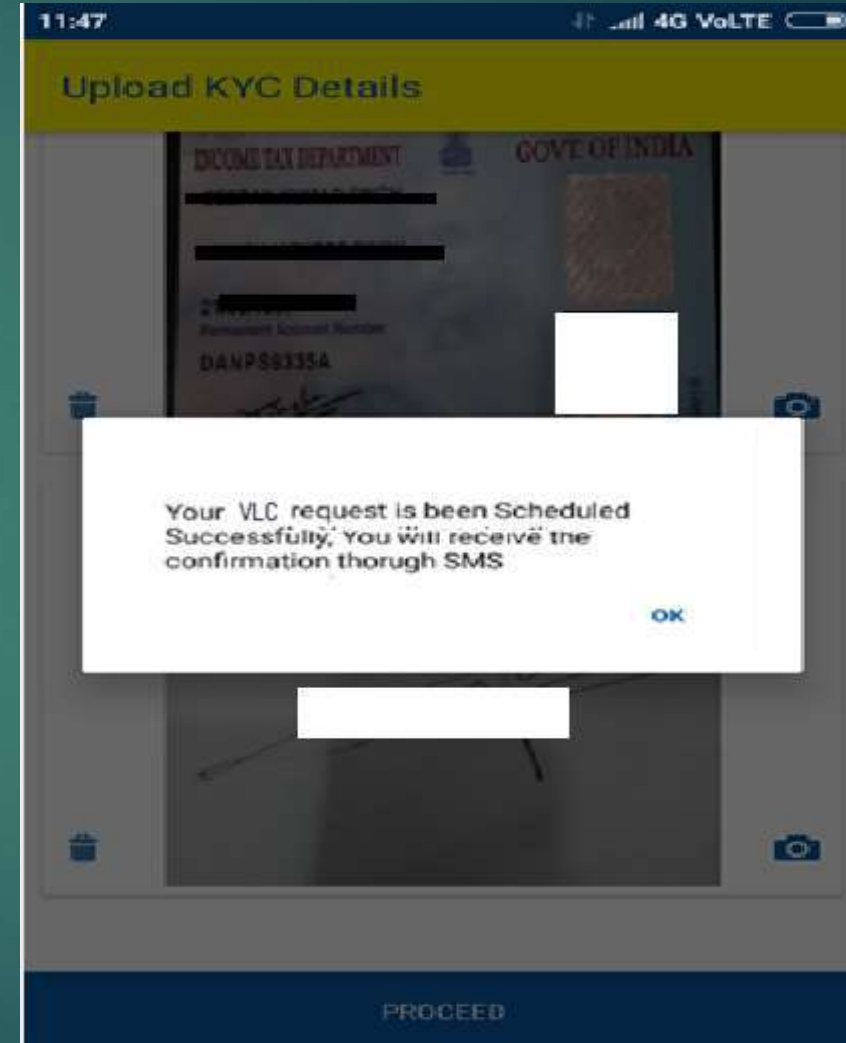
PAN card to be uploaded

# Video Life Certificate Registration Process

Customer operation for Video Life Certificate request submission

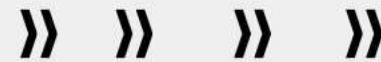


OTP has to be entered and VLC will be successfully scheduled. The customer will get SMS regarding confirmation of VLC



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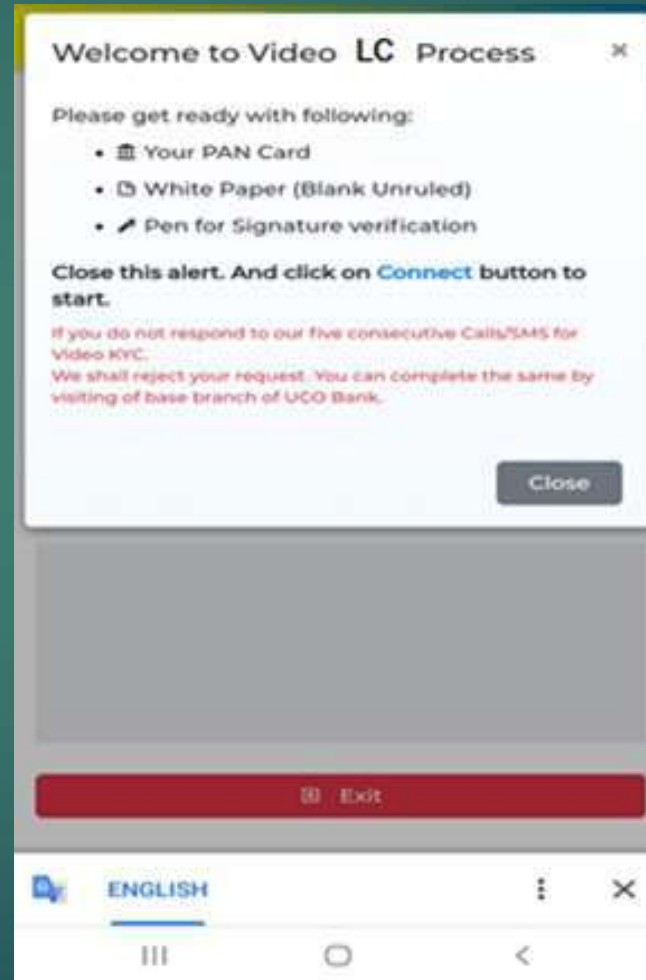
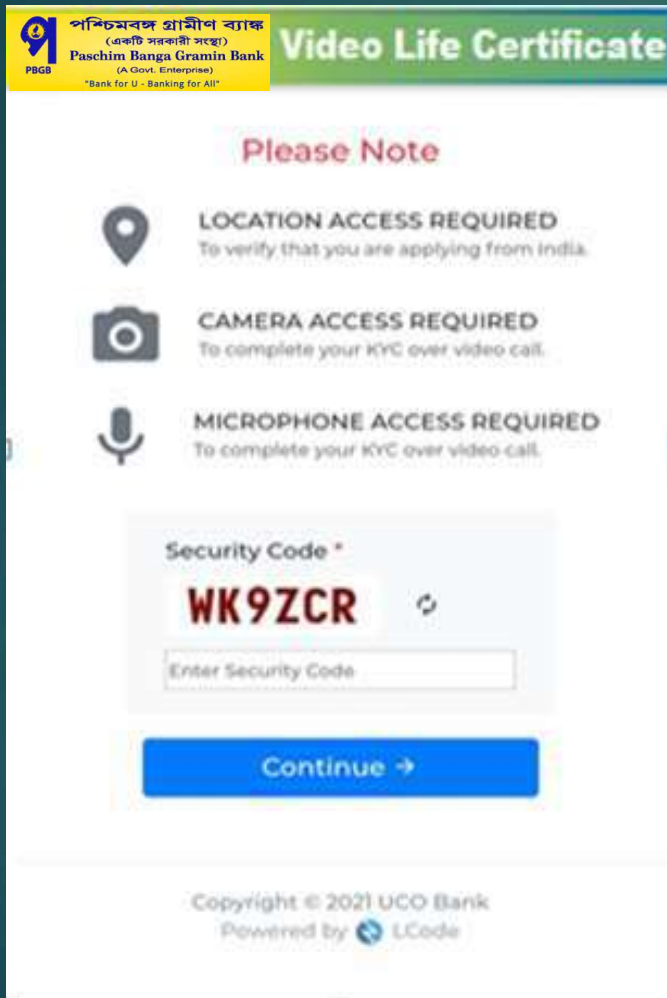
# Video Life Certificate Video Calling Process



# Video Calling Process



Customer will receive link for video calling which can be opened in any browser.

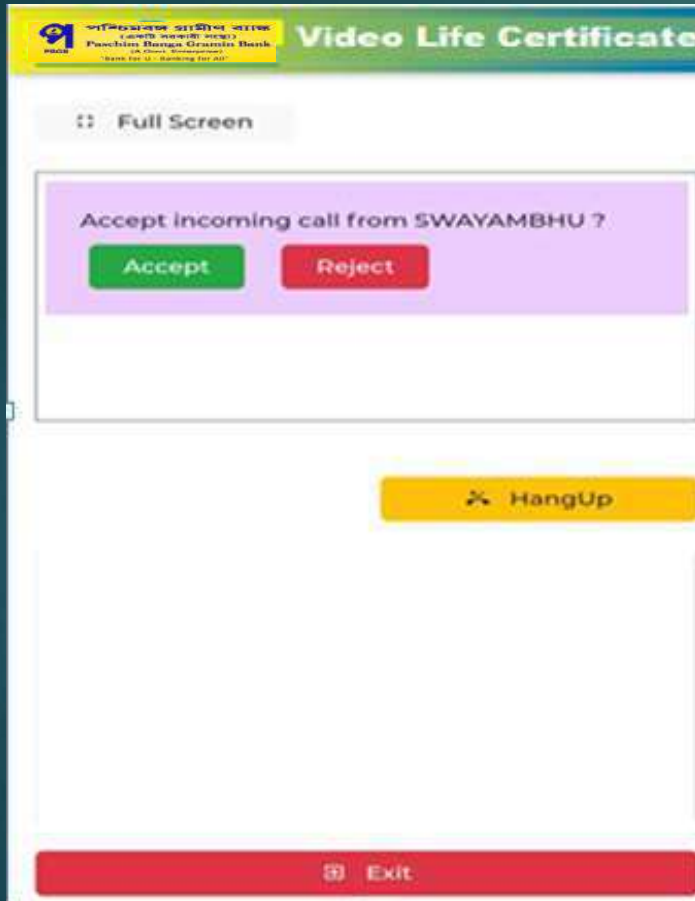


Information displays about requirement for video call

# Video Calling Process

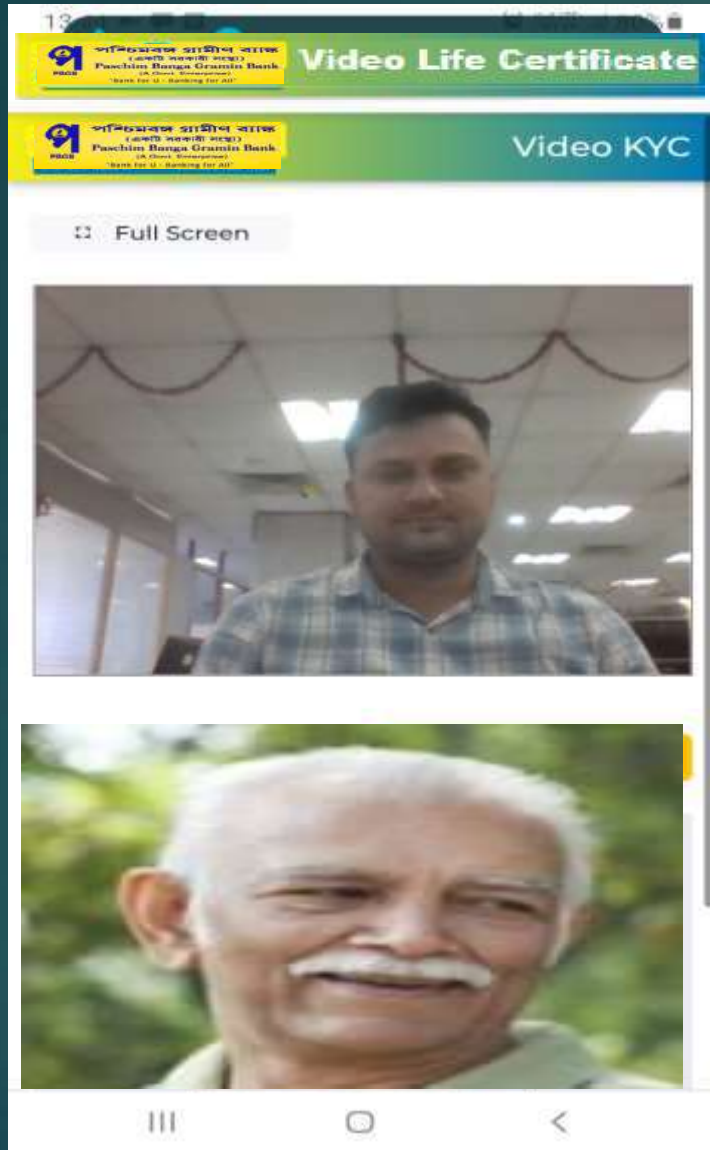


Incoming call notification in the browser



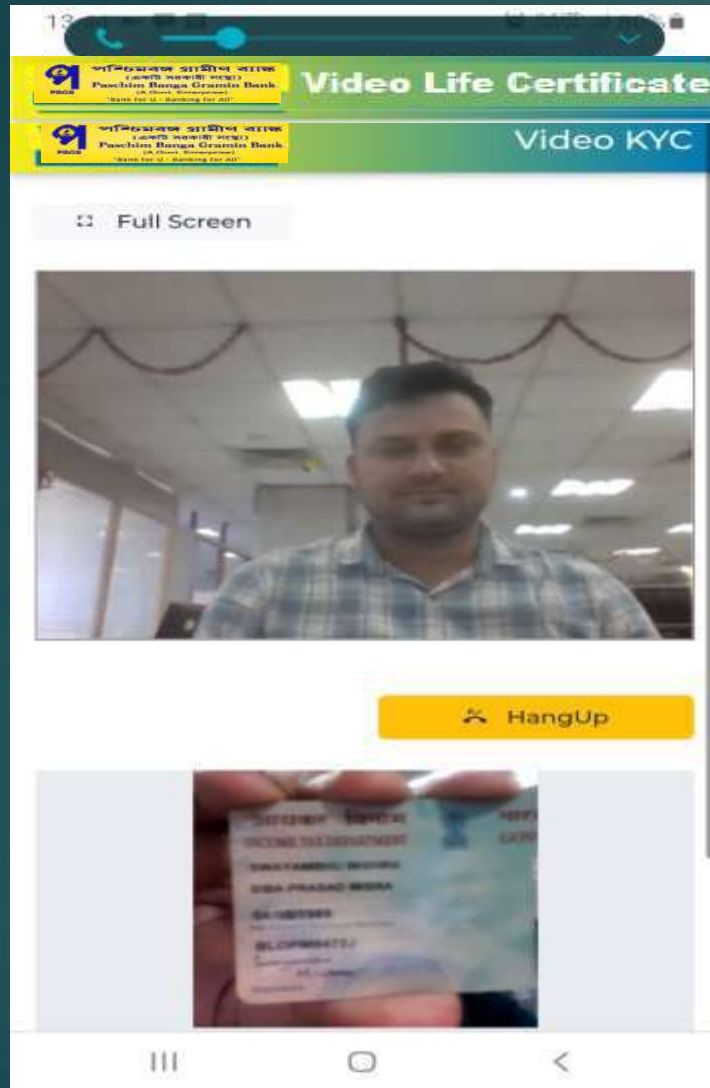
Introducing Bank Official to Pensioner

# Video Calling Process



Bank Official taking photo during the Video call.

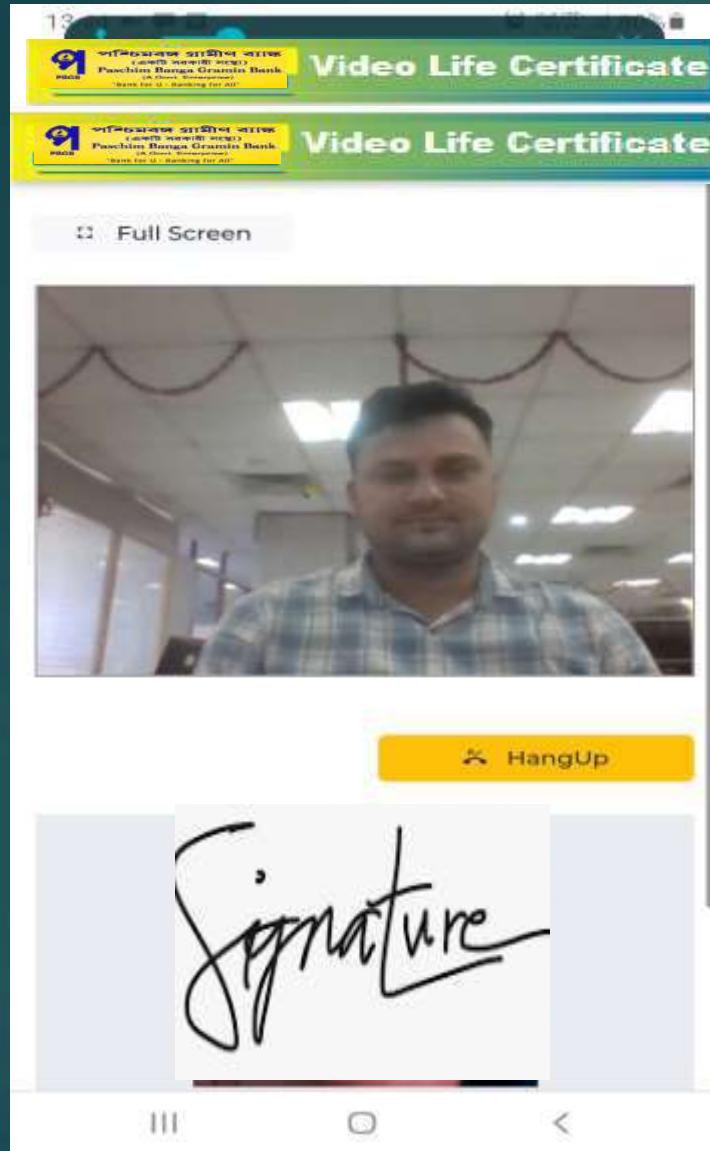
# Video Calling Process



PAN Card being displayed by the customer



# Video Calling Process



Display of live Signature captured during the video Call