

## **SOP (Standard operating procedure)**

- a) The mPension Web App is to be used by pensioners wishing to update pension photographs online.
- b) The photograph of the pensioner will be taken while holding the front page of a leading daily newspaper (local/national) of the day in front of the chest.
- c) The app verifies liveness of the pensioner being photographed. Therefore, while the photograph is being taken, the pensioner has to perform some facial movement in front of the camera as instructed by the application like smiling, opening of mouth, turning of face etc before being permitted to upload a photo.
- d) For pensioners with face movement disability, special permission has to be obtained from concerned Treasury Officer for enabling upload of the photo without face movement.
- e) Pensioners will be permitted to take photograph using mPension only after 150 days and before 365 days from the previous photograph updation. If more than one year has elapsed after the last photograph updation, the pensioner has to physically visit the treasury office for photograph updation after prior approval from the Directorate of Treasuries and Accounts.
- f) Photograph uploaded by a pensioner has to be approved by the Treasury Officer from the concerned treasury.
- g) Pensioners can see the status of the uploaded photograph by clicking the “Check Last Photo Status”.
- h) Pensioners can give feedback or raise query to concerned Treasury Officer by clicking “Feedback/Queries”.
- i) Reply to queries raised by a pensioner and message from the concerned Treasury Officer can be seen by clicking “Check Message”.
- j) Pensioner can see broadcast messages from the concerned Treasury Officer.
- k) Pensioners will be allowed to take any number of photographs during the permitted period but only the last photograph submitted during the period will be considered for verification and updation by the treasury office.