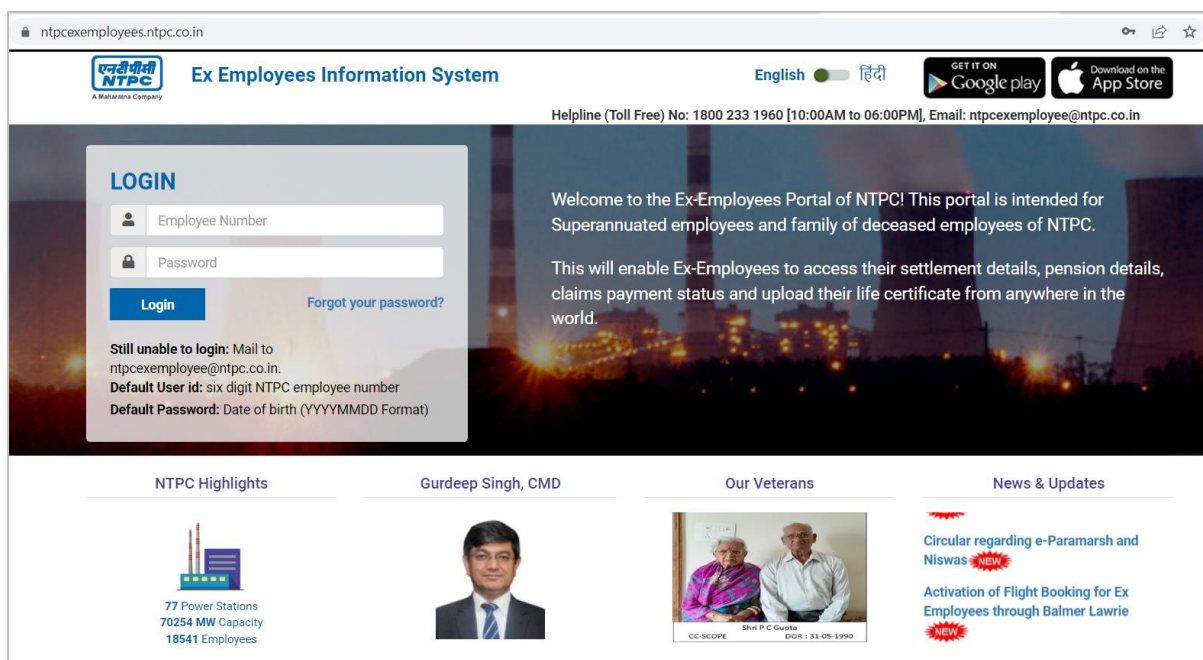


## Video Life Certification through ExEmployee Web Portal

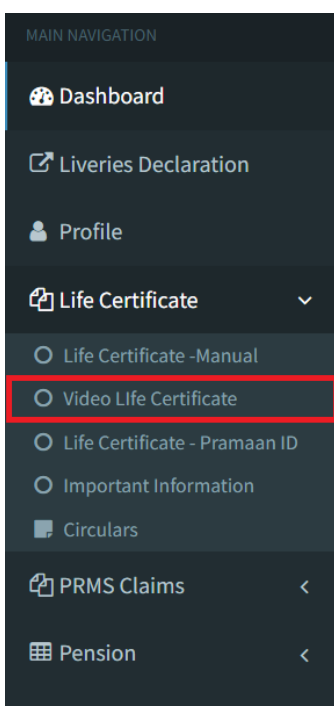
**Prerequisite:** Video Life Certificate (Video KYC) through the ExEmployee web portal requires Laptop/Desktop having a web camera and microphone.

**Step 1:** Please go to <https://ntpcexemployees.ntpc.co.in/> and log in to the portal using your credential.



The screenshot shows the login page of the NTPC Ex Employees Information System. The page features a login form with fields for Employee Number and Password, and a 'Login' button. A 'Forgot your password?' link is also present. Below the login form, there is a message: 'Still unable to login: Mail to ntpcexemployee@ntpc.co.in. Default User id: six digit NTPC employee number. Default Password: Date of birth (YYYYMMDD Format)'. The page also includes a header with the NTPC logo, the text 'Ex Employees Information System', and language options for English and Hindi. There are also links to download the app from Google Play and the App Store. A helpline number (1800 233 1960) and email (ntpcexemployee@ntpc.co.in) are provided. The main content area has a welcome message: 'Welcome to the Ex-Employees Portal of NTPC! This portal is intended for Superannuated employees and family of deceased employees of NTPC. This will enable Ex-Employees to access their settlement details, pension details, claims payment status and upload their life certificate from anywhere in the world.' Below this, there are four sections: 'NTPC Highlights' (77 Power Stations, 70254 MW Capacity, 18541 Employees), 'Gurdeep Singh, CMD' (with a portrait), 'Our Veterans' (with a photo of two elderly people), and 'News & Updates' (with two news items: 'Circular regarding e-Paramarsh and Niswas' and 'Activation of Flight Booking for Ex Employees through Balmer Lawrie').

**Step 2:** Once you landed on the dashboard, you need to go to the left sidebar menu and select **Video Life Certificate** option under Life Certificate.



The screenshot shows the left sidebar menu of the NTPC Ex Employees Information System. The menu is titled 'MAIN NAVIGATION' and contains the following items: 'Dashboard', 'Liveries Declaration', 'Profile', 'Life Certificate' (with a dropdown arrow), 'PRMS Claims' (with a left arrow), and 'Pension' (with a left arrow). Under the 'Life Certificate' dropdown, there are four options: 'Life Certificate - Manual', 'Video Life Certificate' (highlighted with a red border), 'Life Certificate - Pramaan ID', and 'Important Information'. There are also 'Circulars' and 'PRMS Claims' sections.

**Step 3:** You will be redirected to Life Certificate Page.

- A list of beneficiaries will be shown on the upper grid.
- Submitted life certificates will be shown on the lower grid.

Life Certificate

Beneficiaries

Name	Type
Krishna Kant Soni	Employee
Preeti Soni	Spouse

Video Life Certificates

No Data Found

Accept Terms & Conditions

**Step 4:** If you have not submitted the Video life certificate then

- All buttons (Joint KYC, Employee KYC, Spouse KYC button) will visible if both beneficiaries are alive and coming into the grid.
  - Either user can submit Video Life Certification jointly by capturing the photo and video in a single frame both sitting together.
  - Or User can submit individual Video Life Certificates for himself/herself and their Spouse.
- If the Spouse is not there in the beneficiary list then only the Employee KYC button will be shown.
- If the Employee is not there on the beneficiary list then only the Spouse KYC button will be shown.

Video Life Certificates

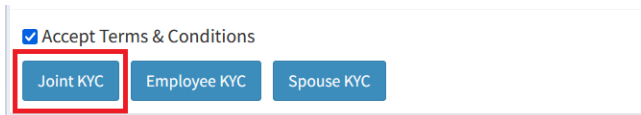
No Data Found

Accept Terms & Conditions

## Joint KYC

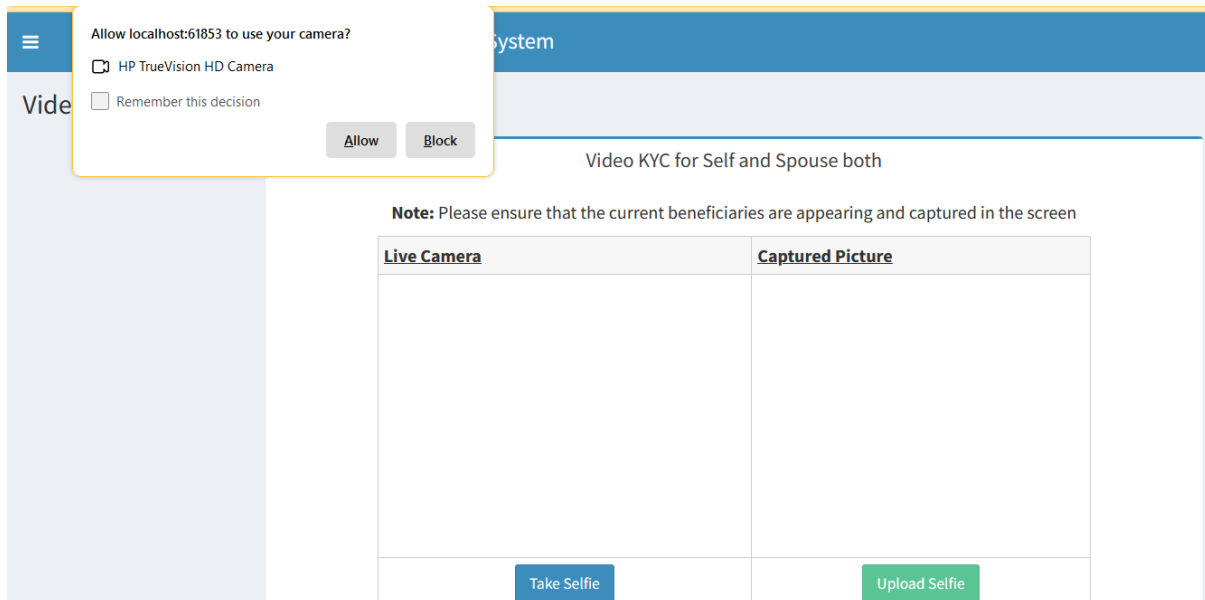
### Step 5:

1. Accept the Terms and Conditions and click on the **Joint KYC** button if you want to submit Video Life Certificate jointly.



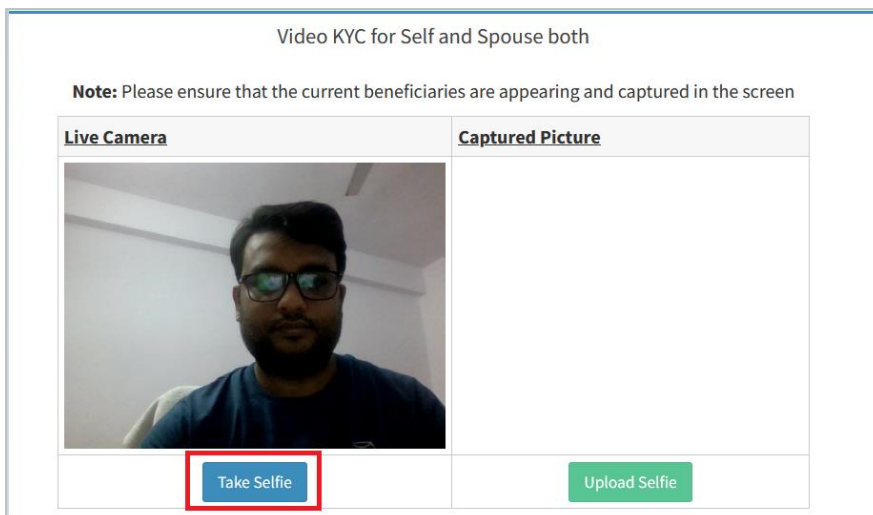
A screenshot of a web interface showing a form with a checked checkbox labeled "Accept Terms & Conditions". Below the checkbox are three buttons: "Joint KYC", "Employee KYC", and "Spouse KYC". The "Joint KYC" button is highlighted with a red rectangular border.

2. You will be redirected to take Selfie page. The browser will prompt for permission for a web camera and you need to allow this.



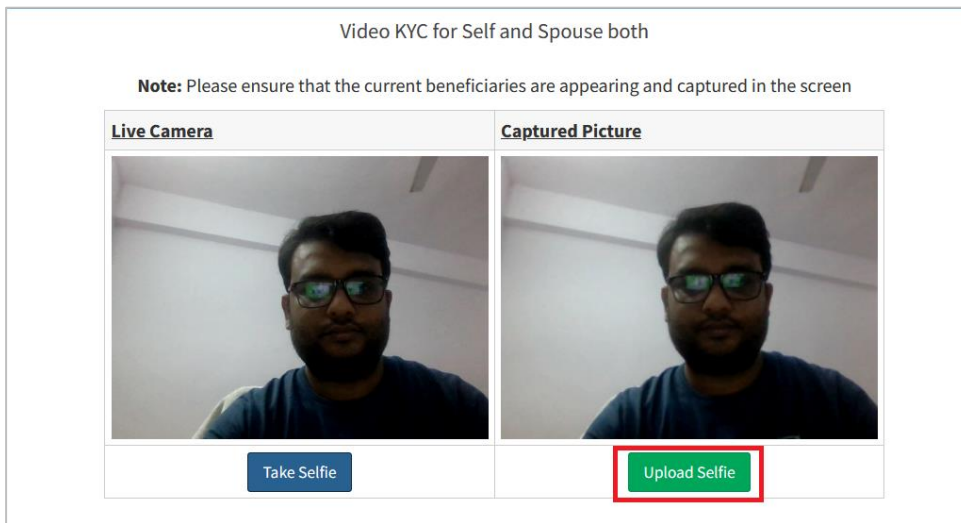
A screenshot of a web browser showing a camera permission dialog box in the foreground. The dialog asks "Allow localhost:61853 to use your camera?" and lists "HP TrueVision HD Camera" as the device. There are "Allow" and "Block" buttons. In the background, the web page is titled "Video KYC for Self and Spouse both" and includes a note: "Please ensure that the current beneficiaries are appearing and captured in the screen". Below the note is a table with two columns: "Live Camera" and "Captured Picture". At the bottom of the table are two buttons: "Take Selfie" and "Upload Selfie".

3. Once permission is granted, you will see your live image in the live camera frame. Fit your and your spouse's face in the frame and click on **Take Selfie** button.

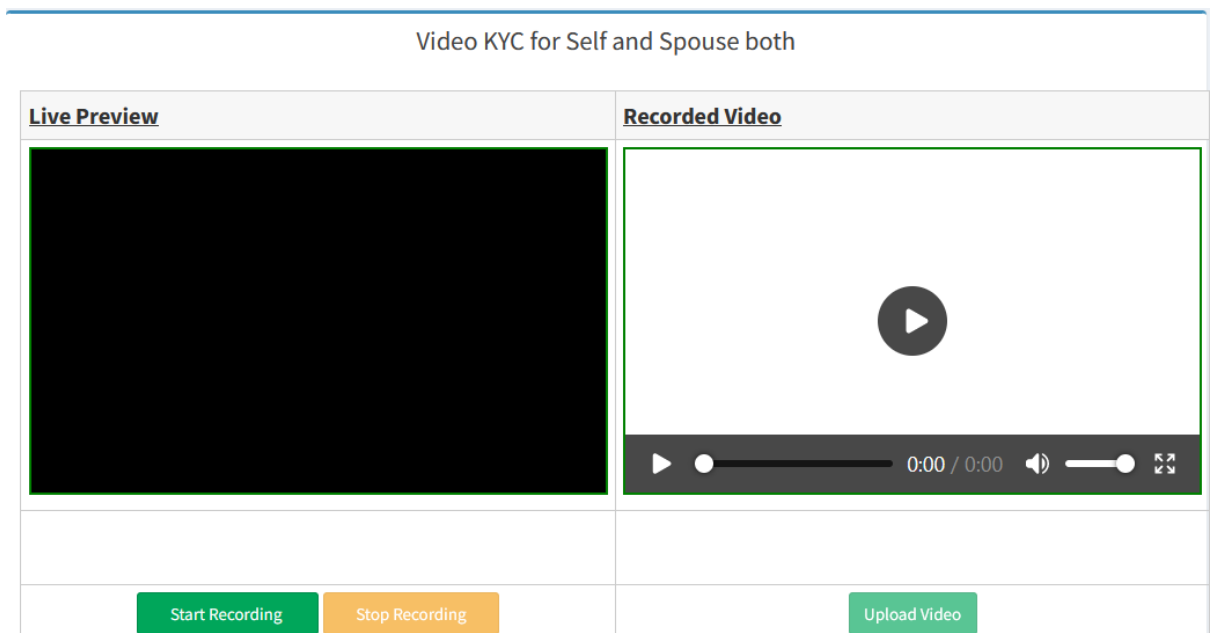
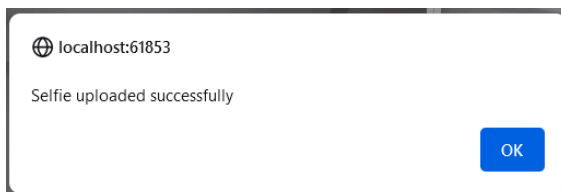


A screenshot of the same web page as above, but now the "Live Camera" frame contains a live video feed of a man with a beard and glasses. The "Take Selfie" button at the bottom of the "Live Camera" frame is highlighted with a red rectangular border.

4. This will capture the selfie and show it in the Captured Picture frame. You can take a retake of the selfie until it is uploaded on the server. To upload the selfie please click on the **Upload Selfie** button.



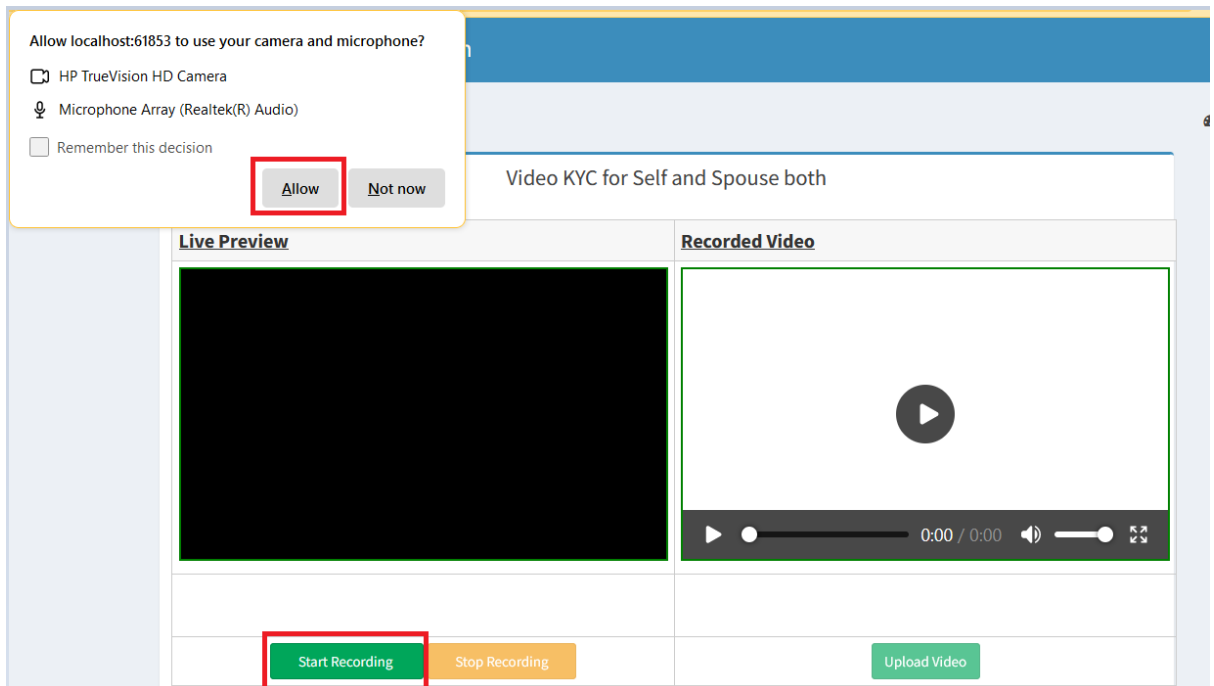
5. You will get a confirmation message once the Selfie has been uploaded. By clicking on **OK** button you will be redirected to Take Video page.



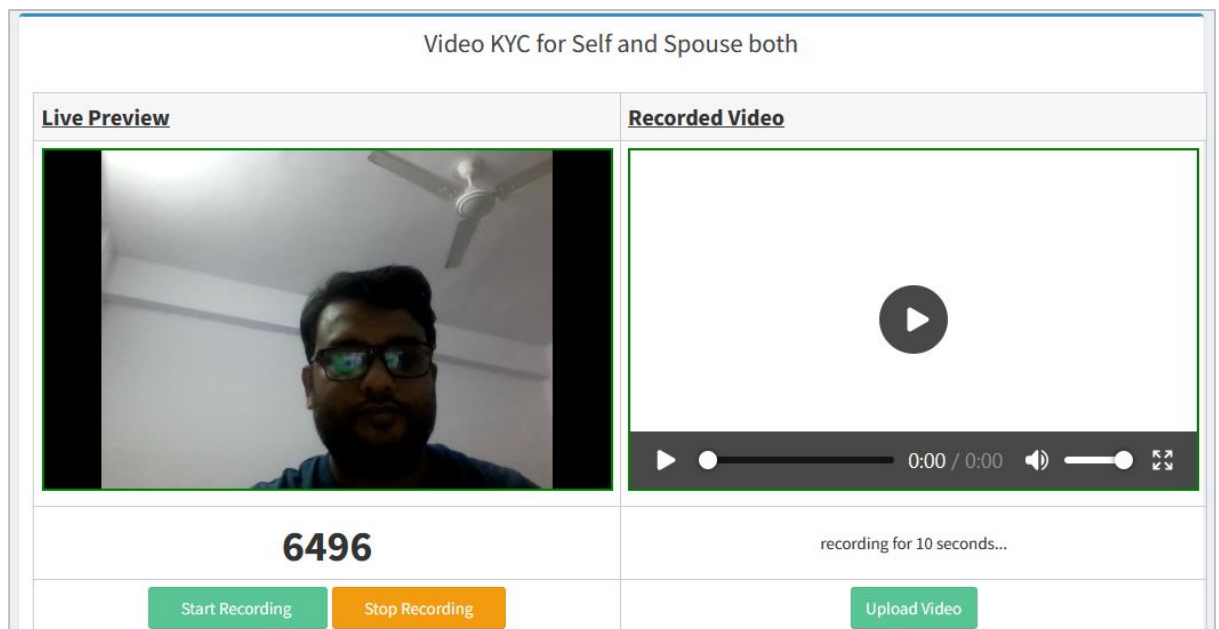
**Instructions:**

- Recording will only for 10 Seconds.
- When you start recording, a system-generated 4-digit verification code will be shown.
- The current beneficiaries shall loudly read/speak the verification code being shown on the screen.

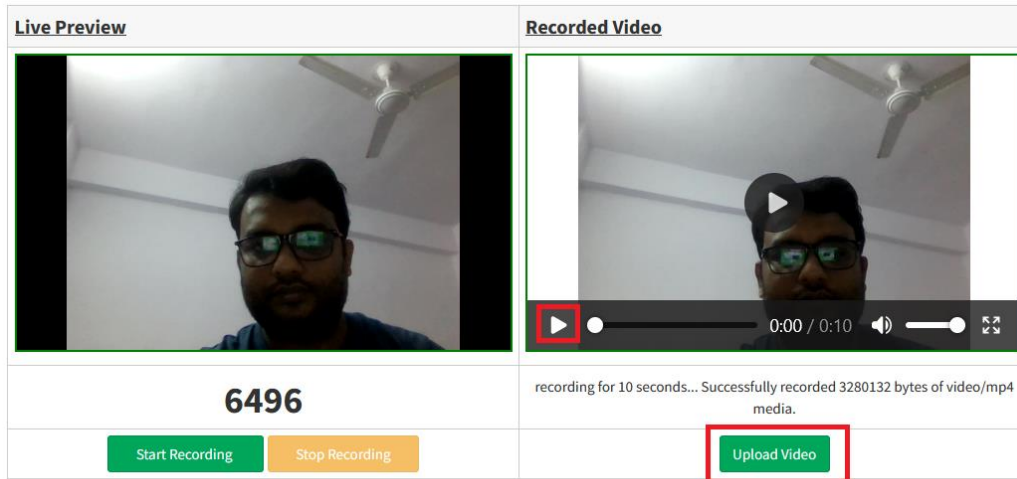
6. To start the video recording, click on the **Start Recording** button. The browser will prompt for permission for a web camera and Microphone and you need to allow this.



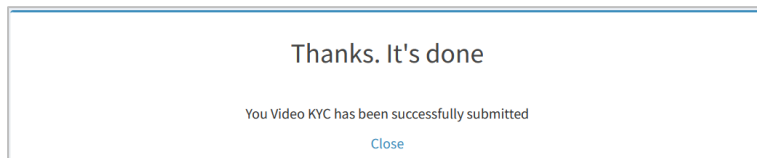
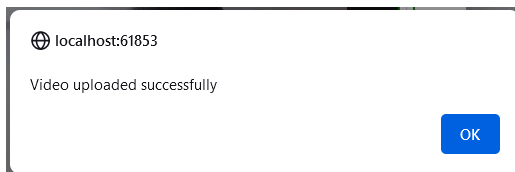
7. Once permission is granted, the recording will be started for 10 seconds. A 4-digit code will be shown and you have to read and speak it loudly. You can stop recording by clicking on the **Stop Recording** button otherwise system will auto-stop the recording after 10 seconds.



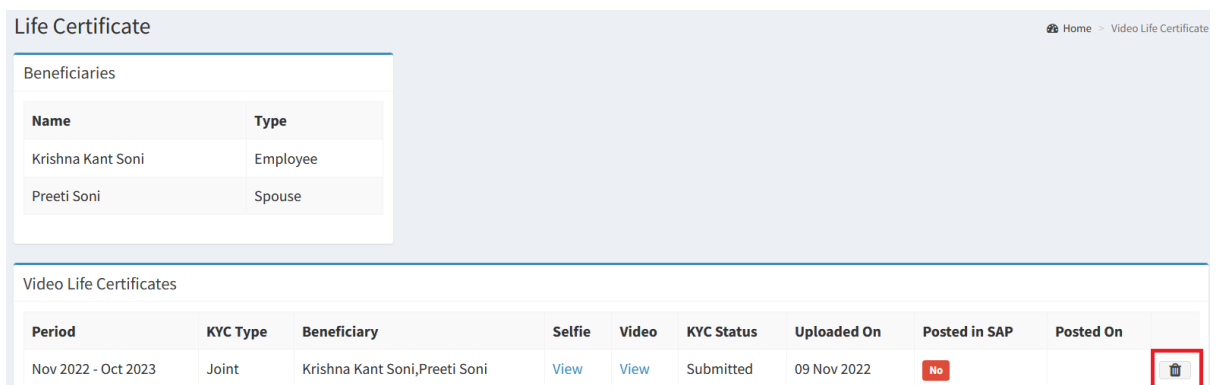
- Once the recording is done, you will see the recording in the Recorded Video box. You can play it to make sure everything is captured properly. You can again start the recording if anything is missed until the video is uploaded on the server. To upload the video please click on the **Upload Video** button.



- You will get a confirmation message once the Video has been uploaded. By clicking on **OK** button you will be redirected to the Confirmation page.



- By clicking on the **Close** link, you will redirect to the Video Life Certificate page.



You can see your Joint Video Life Certificate has been submitted. Once the joint KYC has been submitted you will not get the option to upload the KYC individually. The delete option is there if you need to re-upload the Video KYC but please note delete button will be visible only till the next day and until it is not posted into the SAP.

## Individual KYC (Employee / Spouse)

### Step 5:

1. Accept the Terms and Conditions and click on the **Employee KYC** or **Spouse KYC** button if you want to submit Video Life Certificate individually.

Accept Terms & Conditions

2. You will be redirected to take Selfie page. The browser will prompt for permission for a web camera and you need to allow this.

Allow localhost:61853 to use your camera?

HP TrueVision HD Camera

Remember this decision

system


**Note:** Please ensure that the current beneficiaries are appearing and captured in the screen

Live Camera	Captured Picture
<input type="button" value="Take Selfie"/>	<input type="button" value="Upload Selfie"/>

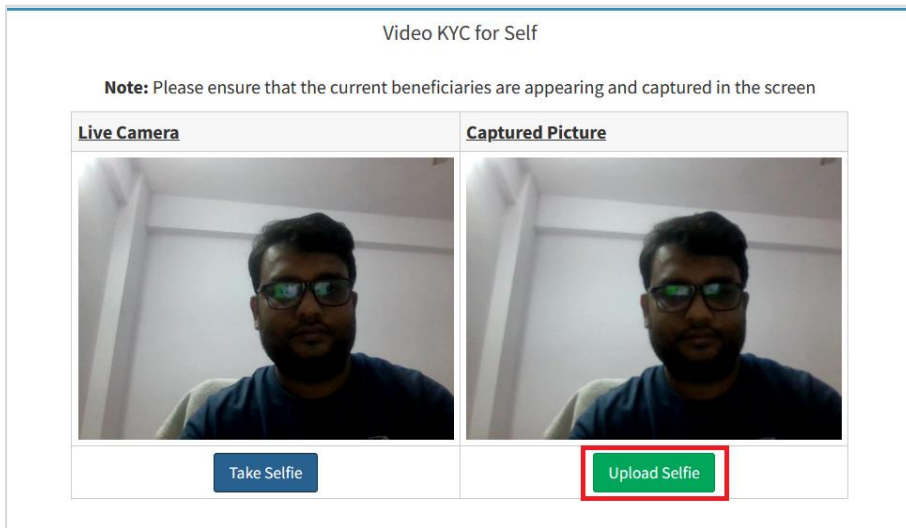
3. Once permission is granted, you will see your live image in the live camera frame. Fit your face in the frame and click on **Take Selfie** button.

Video KYC for Self

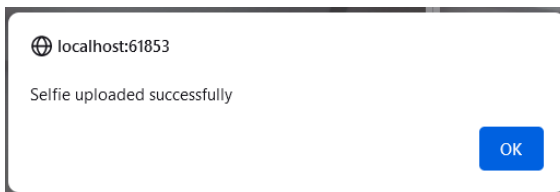
**Note:** Please ensure that the current beneficiaries are appearing and captured in the screen

Live Camera	Captured Picture
 <input type="button" value="Take Selfie"/>	<input type="button" value="Upload Selfie"/>

4. This will capture the selfie and show it in the Captured Picture frame. You can take a retake of the selfie until it is uploaded on the server. To upload the selfie please click on the **Upload Selfie** button.



5. You will get a confirmation message once the Selfie has been uploaded. By clicking on **OK** button you will be redirected to Take Video page.





6. To start the video recording, click on the **Start Recording** button. The browser will prompt for permission for a web camera and Microphone and you need to allow this.

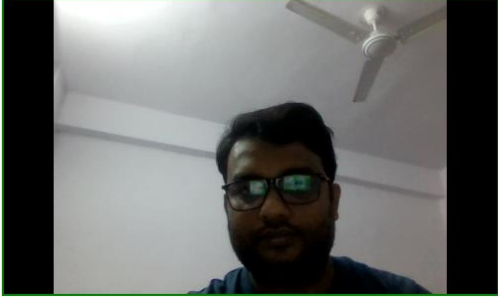

The screenshot shows a browser window titled "Video KYC for Self". A permission dialog is open, asking "Allow localhost:61853 to use your camera and microphone?". It lists "HP TrueVision HD Camera" and "Microphone Array (Realtek(R) Audio)". There are "Allow" and "Not now" buttons, with "Allow" highlighted by a red box. Below the dialog, the interface is split into two columns: "Live Preview" and "Recorded Video". The "Live Preview" area is currently black. The "Recorded Video" area shows a video player with a play button and a progress bar at 0:00 / 0:00. At the bottom, there are three buttons: "Start Recording" (green, highlighted with a red box), "Stop Recording" (orange), and "Upload Video" (green). Below the buttons, there are "Instructions:"

- Recording will only for 10 Seconds.
- When you start recording, a system-generated 4-digit verification code will be shown.
- The current beneficiaries shall loudly read/speak the verification code being shown on the screen.

7. Once permission is granted, the recording will be started for 10 seconds. A 4-digit code will be shown and you have to read and speak it loudly. You can stop recording by clicking on the **Stop Recording** button otherwise system will auto-stop the recording after 10 seconds.

The screenshot shows the "Video KYC for Self" interface during recording. The "Live Preview" area now shows a video feed of a man with glasses and a beard. Below the video feed, the 4-digit verification code "6496" is displayed in large black text. The "Recorded Video" area shows a video player with a play button and a progress bar at 0:00 / 0:00. Below the video player, the text "recording for 10 seconds..." is displayed. At the bottom, there are three buttons: "Start Recording" (green), "Stop Recording" (orange), and "Upload Video" (green).

8. Once the recording is done, you will see the recording in the Recorded Video box. You can play it to make sure everything is captured properly. You can again start the recording if anything is missed until the video is uploaded on the server. To upload the video please click on the **Upload Video** button.

Live Preview	Recorded Video
	
<p>6496</p> <p><a href="#">Start Recording</a> <a href="#">Stop Recording</a></p>	<p>recording for 10 seconds... Successfully recorded 3280132 bytes of video/mp4 media.</p> <p><a href="#">Upload Video</a></p>

9. You will get a confirmation message once the Video has been uploaded. By clicking on **OK** button you will be redirected to the Confirmation page.

localhost:61853

Video uploaded successfully

[OK](#)

Thanks. It's done

You Video KYC has been successfully submitted

[Close](#)

10. By clicking on the **Close** link, you will redirect to the Video Life Certificate page.

### Life Certificate

Home > Video Life Certificate

Name	Type
Krishna Kant Soni	Employee
Preeti Soni	Spouse

#### Video Life Certificates

Period	KYC Type	Beneficiary	Selfie	Video	KYC Status	Uploaded On	Posted in SAP	Posted On
Nov 2022 - Oct 2023	Employee	Krishna Kant Soni	<a href="#">View</a>	<a href="#">View</a>	Submitted	09 Nov 2022	No	<a href="#">Close</a>

Accept Terms & Conditions


[Spouse KYC](#)

You can see Video Life Certificate for Employee has been submitted and you are getting an option to upload the same for Spouse.

If both KYC has been submitted you will not get the option to upload the KYC. The delete option is there if you need to re-upload the Video KYC but please note delete button will be visible only till the next day and until it is not posted into the SAP.

### **Important Notes**

1. Video Life Certificate (Video KYC) through the ExEmployee web portal requires Laptop/Desktop having a web camera and microphone.
2. If the camera is not working, KYC can not be submitted.
3. Sometimes KYC is initiated but not completed. At this moment users can submit KYC anytime by following the same way.

Period	KYC Type	Beneficiary	Selfie	Video	KYC Status	Uploaded On	Posted in SAP	Posted On	
Nov 2022 - Oct 2023	Employee	Krishna Kant Soni			Initiated		No		

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