1. What is DigiLocker?

DigiLocker is India's government-backed, secure cloud platform for citizens to store, access, and share authentic digital documents like licenses, vehicle registrations, and educational certificates, acting as a digital wallet that makes physical paperwork redundant and facilitates easy verification for services like banking, employment, and education, all under the **Digital India initiative** and available on Android, iOS, and the web.

2. How to Access DigiLocker?

a. Via Web Portal

1. Go to the official portal: **https://digilocker.gov.in/**
2. Click **Login / Register** at the top.

b. Via Mobile App

1. Download the **DigiLocker app** from Google Play Store (Android) or Apple Store (iOS).
2. Open the app and choose a language of your choice.
3. Allow required permissions (for a better user experience).

3. How to Register & Log In?

Register

1. Open the app/portal and tap **Register**.
2. Enter your **mobile number/Aadhaar number**.
3. You'll receive an **OTP (One-Time Password)** — enter it to verify your number,

Set MPIN

1. After verifying OTP, you will be prompted to **create an MPIN** (mobile PIN) — this secures your login.
2. Save your MPIN for future logins.

Log In

You can login using:
✓MPIN
✓OTP

4. How to explore Services on DigiLocker?

Find & Use Services

1. After login, you'll see the **DigiLocker dashboard**.

2. Users can use the **Search Documents option** to find services.

3. SAMPANN service can be explored on DigiLocker portal with **keywords** viz. SAMPANN, Controller, Communication, DoT, Pension, Gratuity, Commutation, etc.

5. How to use SAMPANN Services on DigiLocker?

Presently, the following Four service documents of SAMPANN are hosted on DigiLocker:

a) **e-PPO**

b) **Gratuity Payment order**

c) **Commutation Payment order**

d) **Form-16**

SAMPANN users can enter their **PPO number in each category of service** and Click on Get Document. The system will generate the **Pension Certificate/Gratuity Payment order/Commutation Payment order/Form-16 (**As requested by the SAMPANN user**)** associated with the entered details.