FAQ- UMANG for accessing SAMPANN Services

1. What is UMANG?

UMANG is a single unified platform (mobile app + web portal) to access government services offered by Central, State, and Local bodies — anytime, anywhere. It's part of the **Digital India initiative** and available on Android, iOS, and the web.

2. How to Access UMANG?

a. Via Web Portal

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

b. Via Mobile App

1. Download the **UMANG app** from Google Play Store (Android) or App 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 **Login**/**Register**.
2. Click on Signup for Registration.
3. Enter your **mobile number and click on generate OTP**.
4. 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 to enter requisite details and **create an MPIN** (mobile PIN) — this secures your login.
2. Save your MPIN for future logins.

Log In

- You can log in using:
  ✔ MPIN
  ✔ OTP sent to your registered mobile
  ✔ The Digi Locker account details can also be used to login directly on UMANG.

4. How to explore Services on UMANG?

Find & Use Services

1. After login, user will see the **UMANG dashboard**.

2. Users can use the **search bar** or **browse categories** to find services.

3. SAMPANN service can be explored on UMANG portal with **keywords** viz. Telecommunications, SAMPANN, Pension, PPO, CGCA, Life certificate, etc.

4. SAMPANN services can also be searched under the **category** "Social Security & Pensioner" on UMANG Portal.

5. How to use SAMPANN Services on UMANG?

Presently, two services of SAMPANN are hosted on UMANG:

a) **Know your PPO number:**

SAMPANN user can enter their **Bank/Post office Account number & Date of Birth** and Click on Submit. The system will display the **PPO Number** associated with the entered details.

b) **Life certificate validity date:**

SAMPANN user can enter their **Bank/Post office Account number/SAMPANN registered mobile number/PPO number and Date of Birth** and click on Submit. The **Life Certificate validity date** will be displayed on the screen.