MoD (Army), Thimayya Marg,
Near Gopinath Circle,
Delhi Cantt- 110 010

B/49711-NSC/AG/ECHS/

07 May 2021

(All Regional Centres)
....

ECHS Branch
Embassy of India
Kathmandu (Nepal)

MANAGEMENT OF NEW 64 KB ECHS FAULTY CARDS

General

1.   The ECHS Beneficiaries in few cases after collecting the new 64 Kb ECHS cards have reported that their new Cards have some type of printing error or do not function properly at the polyclinic. To identify and manage such faulty cards a software solution has been implemented.

2.   A detailed procedure to identity and manage faulty new 64 Kb ECHS Cards is given at succeeding Paragraphs.

Types of Faults

3   **Visual Fault.** Once the ESM/Primary Beneficiary collects the cards from the station HQ/Parent Polyclinic he/she must check if the card has any type of following visual faults:-

(a)   The data printed on the new card is different from the data approved by the record office in the online application submitted by the ESM/Primary Beneficiary.

(b)   The card is partially printed or the printing quality is such that it is not legible.

4.   **Chip Faulty.** Once ESM /primary beneficiary collects the card and online status of the application shows cards   handed over, the ECHS beneficiary is required to go to the polyclinic and change the PIN to activate the card. At that time following faults if observed by the beneficiary will be attributable to faulty chip:-

(a)   The PIN cannot be changed.

(b)   The card initially or when subsequently used cannot be detected by the KIOSK /I CAT.

Action at the Parent Polyclinic

5.   The ECHS beneficiary will report to the OIC parent polyclinic with the faulty card.