

6. OIC parent polyclinic will take following actions:-

(a) Open online faulty card module and insert the faulty card in the card reader and click detect card. In case the card can be detected by the system and data is displayed then it is not a chip fault. In case, card cannot be detected by the card reader then the chip on the card is faulty.

(b) In case of visual fault only, the OIC polyclinic will take following actions:-

(i) Compare data with online application of the individual and only in case of an anomaly, proceed to make the fault as visual fault.

(ii) Select the fault as visual fault in the module.

(iii) Upload the photo of the front and backside of the card.

(iv) Submit by clicking on the tab marked as faulty card and send to Regional Centre.

(c) In case of chip fault then the OIC polyclinic will take following actions:-

(i) Click on chip fault in the faulty card module.

(ii) Enter card number without prefix.

(iii) Re-enter card number and click on search.

(iv) System will load the details of the card number entered. Compare the details detected by the system and mentioned on the card.

(v) Enter suitable remarks.

(vi) Click on 'mark faulty card and send to Regional Center' Tab.

7. Once the card is marked faulty, the card will be blocked by the system and temporary slip of the individual will get activated. Beneficiary can download the temporary slip from the online application and use until card is handed over back after rectification.

8. Once a card is marked as faulty, the same is required to be dispatched to Regional Centre for rectification both physically and online.

Action at Regional Centre

9. The concerned Regional Centre on receipt of card from Polyclinic will check the card and mark the card as received online.

10. Dispatch all cards from all Polyclinics in one packet to Source Dot Com Pvt Ltd (SDCPL) and also mark online as dispatched to SDCPL.

Action at SDCPL

11. On receipt of cards physically, mark online as received cards.

"m r g o" j