

A Contribution from Volunteers

A POCKET GUIDE ON ECHS 64 kB SMART CARD

BY HELPING HANDS FOR ECHS, BANGALORE

If you have queries, WhatsApp to Cdr Santhanam @ 97400 72879

**16 Oct 2020→19 Nov 2020→ 5 Dec 2020 → 9 Feb 2021 → 24 Apr 2021 → 05 Jul 2021→12 Jul 2021
→17 Sep 2021→ 08 Oct 2021→08 Nov 2021**

For more Help visit my Web Portal @ <https://echscoregroup.github.io/Helping-Hands-For-ECHS/>

Most of your doubts on 64kB cards will be answered in this document

SI No	Situation being faced by ECHS Beneficiary	What should you Do	Additional Information
1	I still have a 16 kB Card. Can I get ECHS facilities?	The 16 kB card is no longer Valid To get ECHS medical facilities Apply On Line for 64 kB card immediately Go to ECHS portal https://echsourceinfosys.com/ Register yourself in portal Log In, Fill up Application, Pay & Submit Download a Temporary Slip, Get it signed by OIC Parent Polyclinic. This Ty slip is valid for 06 months . For 16kB card holders or Veterans having faulty 32 KB card, there is a new provision to quickly apply for 64kB card at Polyclinic itself and obtain a Ty Slip. This is called Guest User at ECHS . Refer CO ECHS letter B/49711- NSC/AG/ECHS/Guest User dated 13 May 2021.	Refer Step By Step Procedures published by Helping Hands For ECHS Procedure for 1) ESM Alive Procedure 2) Family Pensioners Procedure
2	I have a 32 kB Card Should I apply for 64 kB Card?	Recommend apply On Line for 64 kB card. Go to ECHS portal https://echsourceinfosys.com/ Register yourself in portal Log In, Fill up Application, Pay & Submit Your 32kB Card is still valid to get ECHS medical facilities. As on date there is no cut-off date for the validity of the card Download a Temporary Slip, Get it signed by OIC Parent Polyclinic. This Ty slip is valid for 06 months. This will allow you to get all facilities till you receive 64 kB card	Refer Step By Step Procedures published by Helping Hands For ECHS Procedure for 1) ESM Alive Procedure 2) Family Pensioners Procedure

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3	<p>I have an Off Line Temporary Slip</p> <p>Can I get ECHS facilities?</p>	<p>To continue to get ECHS facilities Apply On Line for 64 kB card immediately</p> <p>Go to ECHS portal https://echs.sourceinfosys.com/ Register yourself in portal</p> <p>Log In, Fill up Application, Pay & Submit</p> <p>Off Line Temp Slip can be extended by OIC Polyclinic for 3 months</p> <p>Once your 64 kB application has been Verified by Records Office, you print an On Line Temp Slip from the site, get it signed by OIC Parent PC. This will allow you to get all facilities, till you receive 64 kB card</p>	<p><i>In case of Medical Emergency. ECHS benefits will not be denied just because of Validity of Temp Slips or Cards issues. Approach your OIC Polyclinic OR Director, Regional Centre, for Help especially for Empanelled hospitals</i></p>
4	<p>I applied for 64 kB Card</p> <p>How do I find out the STATUS of my application?</p>	<p>A) <u>Status Check Using your Mobile</u></p> <p>Install ECHS Beneficiaries App in your Mobile (Android or iOS)</p> <p>For Android – ‘ECHS Beneficiaries’ app Playstore</p> <p>For iOS – ‘ECHS Beneficiary’ app – Appstore</p> <p>Launch App , Click on Card Status, Enter details asked for & Status of your application will be displayed</p> <p>B) <u>Status Check Using a PC or Laptop</u></p> <p>Log In to https://echs.sourceinfosys.com/ → click ‘Already Registered Click to Log in’ → enter Registered Mobile Number, Password and Verification Code.</p> <p>Status of your application will be displayed</p>	<p>Refer Encl 2 of Step By Step Procedures published by Helping Hands For ECHS</p> <p>ESM Alive Procedure</p> <p>Family Pensioners Procedure</p>
5	<p>I submitted application for 64 kB card.</p> <p>After Payment & Submit, I realised that I have entered wrong detail(s)</p> <p>Can I correct the application?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Login, → Edit application → correct the mistakes → Submit</p>	<p><i>Edit ONLY the details that are required , Go through the application to ensure no mistakes are made while editing</i></p> <p><i>If the Verification by your Records Office is not completed, then only you can do this action</i></p>

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6	<p>I submitted application for 64 kB card.</p> <p>Status is showing Verification Observations from Records office</p> <p>What should I do?</p> <p>(example: DOB entered not matching with your Records)</p>	<p>Go to ECHS portal https://ech.ssourceinfosys.com/</p> <p>Login, More Options → click on Revert Application → enter reasons → submit</p> <p>Use Mobile app / Desktop PC to check whether Records Office has given the Approval for Revert Application request</p> <p>When you receive the Approval, Login , click on Edit Application and correct mistakes & Submit application.</p>	<p>Edit ONLY the details that are required , Go through the application to ensure no mistakes are made while editing</p>
7	<p>I applied for 64 kB Card and Status is showing as “Under Observation”</p> <p>What actions do I need to take?</p>	<p>Keep monitoring status. If there are any observations by Records office, complete actions as required.</p> <p>If you have 32 kB card continue to use it</p> <p>If you have 16kB Card, download Temp Slip, get it signed by OIC Polyclinic. Use this for 06 Months</p> <p>.</p>	<p>In case of Medical Emergency. ECHS benefits will not be denied just because of Validity of Temp Slips or Cards. Approach your OIC Polyclinics or Director , Regional Centre , to resolve issues especially with Empanelled hospitals</p>
8	<p>How do I come to know that I can collect my 64 kB card</p>	<p>You will receive an OTP in your Mobile # which you used while applying for the card.</p> <p>OTP will also be received in your registered email ID</p> <p>Check Status in mobile - SMS OTP Sent & Card Ready For Collection. This indicates that you can collect the card</p>	
9	<p>I received a message with OTP / in email, for card collection.</p> <p>What should I do?</p>	<p>Go to the Office that sent you the OTP.</p> <p>Card is issued by Stn Hq or Polyclinic</p> <p>You must provide OTP details to the Card issuing authority, so that Card is activated before handing over to you</p> <p>Take relevant documents requested.</p> <p>You must return the old cards / Ty Slip</p>	<p>ENSURE that the Office handing over the Card enters the OTP in the system and activates the Card.</p> <p>Otherwise, Your card will NOT work in the Polyclinic Kiosk.</p>

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10	<p>I received OTP but unable to trace it / deleted it by mistake in my SMS or Email.</p> <p>Is there a method to still collect my cards already received at Stn Hq / PC?</p>	<p>Go to your Stn Hq or PC where Cards are handed over.</p> <p>Carry your Mobile that was used when you applied for the card.</p> <p>Meet the Officer In Charge to initiate a request for a new OTP</p> <p>You provide the received OTP in mobile to the Card issuing authority.</p> <p>Your Card will be activated and handed over by card Issuing authority.</p> <p>Take relevant documents requested. You must return the old cards / Ty Slip</p> <p>Till the OTP is entered & Card handed over , you can continue to use 64 kB On Line Temporary Slip signed by OIC</p>	<p>Only Card Issuing office can reinitiate a request for new OTP</p> <p>ENSURE that the Office handing over the Card enters the OTP in the system and activates the Card.</p> <p>Otherwise, Your card will NOT work in the Polyclinic Kiosk</p>
11	<p>I collected 64 kB card</p> <p>I find many errors on the Card (such as wrong Date Of Birth, Name , Rank, etc)</p> <p>What should I do?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Login, More Options→ Select the Beneficiary whose card needs to be corrected</p> <p>Block the selected Card</p> <p>Click Home→More Options →Click Change in Data</p> <p>Modify details, Pay & Submit</p> <p>Print a On Line Temp Slip for the Blocked Card , get it signed by OIC PC and use it to get all ECHS facilities.</p> <p>When you receive OTP from respective Stn HQ or PC, Go & Collect your New Card</p>	<p>The Card you blocked cannot be used</p> <p>Hand over your old card while collecting the new card</p>
12	<p>I collected & using a 64 kB card.</p> <p>Can I change my registered Mobile Number?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Login, Click More Options →Change Mobile option.</p> <p>Take a print out of the request, meet OIC Parent PC with the printed form & a copy of your 64 kB Card. OIC PC will approve your request Online.</p>	

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13	<p>I collected & using a 64 kB card</p> <p>Can I change my Parent Polyclinic (PC)?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Login, Click More Options→ Change Polyclinic option</p> <p>Select Beneficiary to whom change is required, select New Polyclinic & Submit</p> <p>Your request will be approved On-line by both OIC PCs.</p> <p>Go to your New PC & Update 64 kB card in Kiosk</p>	<p><i>This can be done only once in 06 Months</i></p> <p><i>Take adequate care to select the correct Polyclinic to which transfer is being requested for</i></p>
13 (A)	<p>I collected my 64 kB Card and OTP was entered by the Issuing Office.</p> <p>Can I go to any Polyclinic Kiosk for FIRST time activation?</p>	<p>YES</p> <p>In any Polyclinic in India you can use the Kiosk & do First Time Activation.</p>	
14	<p>I lost the 64 kB Card</p> <p>What actions do I need to take to get a new card?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Login → More Options→Select Beneficiary whose card is lost→ Block selected Card only</p> <p>Click Home→More Options→Click Reprint of Loss of 64 kB Card</p> <p>Pay & Submit</p> <p>Print a On Line Temp Slip for the Blocked Card , get it signed by OIC PC and use it to get all ECHS facilities.</p> <p>When you receive OTP from respective Stn HQ or PC, Go & Collect your Duplicate Card</p>	<p><i>The Card you blocked cannot be used</i></p>
15	<p>I forgot my Password to login to ECHS portal https://echs.sourceinfosys.com/</p> <p>But I remember Answers to the Two Security Questions (Lucky)</p> <p>Can I set a new Password?</p>	<p>Go to ECHS portal https://echs.sourceinfosys.com/</p> <p>Click on Login -> Enter Mobile Number & click Change / Forgot password</p> <p>Select Use Security Questions option</p> <p>Enter correct answers for the Two security questions</p> <p>Enter New Password twice & Verification code</p> <p>Click on Change Password.</p> <p>You can use Email ID Option also and follow steps</p>	<p><i>Always keep the Password & Answers to Two Security Questions safely for reference</i></p> <p><i>If you have forgotten both Password and the Answers to two Security Questions, approach the ECHS Smart Card Helpline.</i></p> <p><i>Go to echs.gov.in portal for contact numbers</i></p>

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16	<p>I collected my 64 kB Card</p> <p>When I try to use in Kiosk, it is not working.</p> <p>What should I do?</p>	<p>Possible Faults - Check the Card</p> <p>Poor Quality of Printing - The details are partially printed or printing Quality is poor</p> <p>Faulty Chip</p> <p>Take your card to your Polyclinic and meet Officer- In-Charge and report about the faulty card.</p> <p>The OIC will initiate actions to verify the condition of the card. If it is confirmed that the Card is faulty, actions will be initiated by OIC.</p> <p>You download On line Temporary Slip , get it signed by OIC and use it till you receive a new card</p>	<p>It may be possible that the Card was not activated by entering the OTP while you received it. Take actions as per serial 10 above</p> <p>Procedure to get a repaired or new card is explained in the CO ECHS letter B/49711 - NSC/AG/ECHS dated 07 May 2021</p>
17	<p>On Demise of ESM / Primary Beneficiary.</p> <p>What actions are to be taken by the dependents?</p>	<p>The Primary Beneficiary card needs to be blocked.</p> <p>Login to echs.sourceinfosys.com to Block Card</p> <p>Death Certificate to be attached in the site.</p> <p>The spouse will be nominated as Provisional Primary Beneficiary automatically by the system</p> <p>The Spouse to click on I agree box in the Primary Beneficiary tab and SUBMIT</p> <p>The Spouse will now become Primary Beneficiary automatically assigned by the System. Start using the Card in Kiosk</p>	<p>Refer CO ECHS letter B/49711- NSC/AG/ECHS dated 16 Jul 2021</p> <p>In case the Beneficiaries do not have login credentials to Block the Card , the OIC Polyclinics have the Rights to block the Card. The NOK / Beneficiary can meet OIC PC for relevant actions</p>
18	<p>I applied for 64kB card from City A. Due to personal reasons I have moved to City B permanently before receiving the card. How do I get the card in my new City B?</p>	<p>You must write an email or letter to OIC Polyclinic at City A giving details Rank, Name, Number, Card Application Number, Registered Mobile #, Current Mobile # (if applicable) , OTP if you have received, New Polyclinic location, Name , address and names of Beneficiaries whose cards are to be transferred from City A to City B</p> <p>OIC Polyclinic in City A will send the Card to OIC Polyclinic City B by Regd Post.</p> <p>You meet OIC Polyclinic B and collect the cards.</p>	<p>Refer CO ECHS letter B/49711/- NSC/AG/ECHS dated 28 Ju 2021</p>

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19	<p>I Registered to apply for 64 Kb Card in the site echs.sourceinfosys.com in order to apply for the 64 kB card.</p> <p>i) I made errors while registering & I filled up my application also.</p> <p>ii) My Card applications has been Verified by the wrong Record Office</p> <p>Example – I chose Navy as Service Category but I should have selected Army.</p> <p>Can I withdraw my Card Application?</p>	<p>Yes you can withdraw the application</p> <p>You need to fill the form for Withdrawal of Application , send it to the Regional Center of your Parent Polyclinic.</p> <p>Once it is approved , you will receive a confirmation withdrawal certificate letter</p> <p>You can apply online for the card under correct category</p> <p>When you collect the 64 kB Card you need to submit the Withdrawal Certificate also.</p>	<p>Refer CO ECHS letter B/49711- NSC/AG/ECHS/ Withdrawal dated 04 Oct 2021</p> <p>You can get a sample of the form you need to submit to the Regional Centre</p>

- 1. Visit Web Portal **HELPING HANDS FOR ECHS** which will Help you to get more details. Link below <https://echscoregroup.github.io/Helping-Hands-For-ECHS/>*
- 2. This Pocket Guide contents have been derived from Central Org ECHS Policy letters & SOP. If there are changes in policies at a later date, the Policies shall be referred by Beneficiaries.*

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