

## **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→Updated 19 Nov 2020→ Updated 5 Dec 2020 → Updated 9 Feb 2021 → Updated 24 Apr 2021  
→ 05 Jul 2021→12 Jul 2021**

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

<b>SI No</b>	<b>Situation being faced by ECHS Beneficiary</b>	<b>What should you Do</b>	<b>Additional Information</b>
1	<b>I still have a 16 kB Card.  Can I get ECHS facilities?</b>	<b>The 16 kB card is no longer Valid</b>  To get ECHS medical facilities Apply On Line for 64 kB card immediately  Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a>  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	<b>I have a 32 kB Card  Should I apply for 64 kB Card?</b>	Recommend apply On Line for 64 kB card.  Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a>  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	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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<b>SI No</b>	<b>Situation being faced by ECHS Beneficiary</b>	<b>What should you Do</b>	<b>Additional Information</b>
3	<p><b>I have an Off Line Temporary Slip</b></p> <p><b>Can I get ECHS facilities?</b></p>	<p>To continue to get ECHS facilities Apply On Line for 64 kB card immediately</p> <p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a> Register yourself in portal</p> <p>Log In, Fill up Application, Pay &amp; Submit</p> <p>Off Line Temp Slip can be extended by OIC Polyclinic for 3 months</p> <p><b>Once your 64 kB application has been Verified by Records Office, you can print a 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</b></p>	<p><b><i>In case of Medical Emergency. ECHS benefits will not be denied just because of Validity of Temp Slips or Cards. Approach your OIC Polyclinic Or Director, Regional Centre, for Help especially for Empanelled hospitals</i></b></p>
5	<p><b>I applied for 64 kB Card</b></p> <p><b>How do I find out the STATUS of my application?</b></p>	<p><b>A) <u>Status Check Using your Mobile</u></b></p> <p><b>Install ECHS Beneficiaries App in your Mobile (Android or iOS)</b></p> <p><b>For Android – ‘ECHS Beneficiaries’ app Playstore</b></p> <p><b>For iOS – ‘ECHS Beneficiary’ app – Appstore</b></p> <p><b>Launch App , Click on Card Status, Enter details asked for, Status of your application will be displayed</b></p> <p><b>B) <u>Status Check Using a PC or Laptop</u></b></p> <p><b>Log In to <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a> → click ‘Already Registered Click to Log in’ → enter Registered Mobile Number, Password and Verification Code.</b></p> <p><b>Status of your application will be displayed</b></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>
6	<p><b>I submitted application for 64 kB card.</b></p> <p><b>After Payment &amp; Submit, I realised that I have entered wrong detail(s).</b></p> <p><b>Can I correct the application?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></p> <p>Login, → Edit application → correct the mistakes → Submit</p>	<p><b><i>If the Verification by your Records Office is not completed, then only you can do this action</i></b></p>

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7	<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><b>(example: DOB entered not matching with your Records)</b></p>	<p>Go to ECHS portal <a href="https://ech.ssourceinfosys.com/">https://ech.ssourceinfosys.com/</a></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 Approval, Login , click on Edit Application and correct mistakes &amp; Submit application.</p>	
8	<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>If you have Off Line Temp Slip, get it extended by 3 months from OIC Polyclinic.</p>	<p><b><i>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</i></b></p>
9	<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><b><i>Check Status in mobile - SMS OTP Sent &amp; Card Ready For Collection</i></b></p> <p><b><i>This indicates that you can collect the card</i></b></p>	
10	<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><b>You must provide OTP details to the Card issuing authority, so that Card is activated before handing over to you</b></p> <p>Take relevant documents requested. You must return the old cards / Ty Slip</p>	

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11	<p><b>I received OTP but unable to trace it / deleted it by mistake in my SMS or Email.</b></p> <p><b>Is there a method to still collect my cards already received at Stn Hq / PC?</b></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. Take relevant documents requested. You must return the old cards / Ty Slip</p>	<p>Only Card Issuing office can reinitiate a request for new OTP</p>
12	<p><b>I collected 64 kB card</b></p> <p><b>I find many errors on the Card</b> (such as wrong Date Of Birth, Name , Rank, etc)</p> <p><b>What should I do?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></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</p> <p>Pay &amp; Submit</p> <p>Print a 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 &amp; Collect your New Card</p>	<p><b><i>The Card you blocked cannot be used</i></b></p> <p>Hand over your old card to Stn Hq / PC while collecting the new card</p>
13	<p><b>I collected &amp; using a 64 kB card.</b></p> <p><b>Can I change my registered Mobile Number?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></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 &amp; a copy of your 64 kB Card. OIC PC will approve your request Online.</p>	

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14	<p><b>I collected &amp; using a 64 kB card</b></p> <p><b>Can I change my Parent Polyclinic (PC)?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></p> <p>Login, Click More Options→ Change Polyclinic option</p> <p>Select Beneficiary to whom change is required, select New Polyclinic &amp; Submit</p> <p>Your request will be approved On-line by both OIC PCs.</p> <p>Go to your New PC &amp; Update 64 kB card in Kiosk</p>	<p><b><i>This can be done only once in 06 Months</i></b></p>
15	<p><b>I lost the 64 kB Card</b></p> <p><b>What actions do I need to take to get a new card?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></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 &amp; Submit</p> <p>Print a 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 &amp; Collect your Duplicate Card</p>	<p><b><i>The Card you blocked cannot be used</i></b></p>
16	<p><b>I forgot my Password to login to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></b></p> <p><b>But I remember Answers to the Two Security Questions (Lucky)</b></p> <p><b>Can I set a new Password?</b></p>	<p>Go to ECHS portal <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></p> <p>Enter Mobile Number &amp; select 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 &amp; Verification code</p> <p>Click on Change Password.</p> <p>Use this for future Login to <a href="https://echs.sourceinfosys.com/">https://echs.sourceinfosys.com/</a></p> <p>You can use Email ID Option also and follow steps</p>	<p><b><i>Always keep the Password &amp; Answers to Two Security Questions safely for reference</i></b></p> <p><b><i>If you have forgotten both Password and the Answers to two Security Questions, approach the ECHS Smart Card Helpline.</i></b></p> <p><b><i>Go to echs.gov.in portal for contact numbers</i></b></p>

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17	I collected my 64 kB Card and when I try to use it it is found that the ECHS Card is faulty. What should I do?	<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.</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>	
18	<p>Demise of ESM / Primary Beneficiary.</p> <p>What actions are needed by the dependents?</p>	<p>The Primary Beneficiary card needs to be blocked. You can login to echs.sourceinfosys.com, log in and do this action.</p> <p>Death Certificate to be attached in the site. The spouse will be nominated as Primary Beneficiary automatically by the system</p> <p>The new Primary Beneficiary should apply for a new 64kB card within 6 months from blocking of the card. Use change in data option in the site to apply.</p> <p>Refer CO ECHS letter B/49711-NSC/AG/ECHS dated 01 Jul 2021</p>	
19	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?	<ol style="list-style-type: none"> <li>1. 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</li> <li>2. OIC Polyclinic in City A will send the Card to OIC Polyclinic City B by Regd Post.</li> <li>3. You meet OIC Polyclinic B and collect the cards.</li> </ol>	Refer CO ECHS letter B/49711/- NSC/AG/ECHS dated 28 Ju 2021

**NOTE: The contents here 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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