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Central Organisation ECHS  
Adjutant General's Branch  
Integrated Headquarters of  
MoD (Army), Thimayya Marg,  
Near Gopinath Circle,  
Delhi Cantt- 110 010

B/49711-NewSmartCard/AG/ECHS

19 Dec 2018

IHQ of MoD (Air Force)  
IHQ of MoD (Navy)  
HQ South Comd (A/ECHS)  
HQ East Comd (A/ECHS)  
HQ West Comd (A/ECHS)  
HQ Central Comd (A/ECHS)  
Northern Comd (A/ECHS)  
South West Comd (A/ECHS)  
All Area Headquarters  
All Regional Centres

**UTILISATION OF ECHS SERVICES BEYOND 31 DEC 2018**

1. Refer to Central Organisation, ECHS, letter No B/49711-NewSmartCard/AG/ECHS dated 31 Aug 2018.

2. At present, approximately 52 Lakh beneficiaries are dependant on ECHS. To utilize the benefits of ECHS, these beneficiaries have been issued with different type of documents with different validity dates and in few cases beneficiaries do not hold any authorized document. Various categories of beneficiaries based on document's status are as under:-

- (a) New 64 Kb ECHS Smart Card obtained.
- (b) New 64 Kb ECHS Smart Card applied successfully but cards awaited.
- (c) 32 Kb ECHS Smart Card holder and not yet applied for new 64 Kb ECHS Card due to 32 Kb ECHS Card not completed 10 years from date of issue.
- (d) NRIs who have yet to apply for new 64 Kb Cards.
- (e) ECHS beneficiaries, who could not apply for new 64 Kb ECHS Card due to Aadhar Card not possible to be made for them.
- (f) Applied for New 64 Kb ECHS Smart Card but application under observation.
- (g) Temporary Slip holder and not applied for new 64 Kb Cards.
- (h) 16 Kb Card holders not applied for new 64 Kb Cards.



3. To sensitize the environment with the status and verification process of various Cards/documents/cases listed above, case by case information is provided in the succeeding paragraphs.

4. **New 64 Kb ECHS Smart Cards Obtained.**

(a) The new 64 Kb Cards issued to the beneficiaries are preactivated Cards. A Kiosk is being installed with necessary software Pan India in a phased manner to automate the Smart Card process at polyclinics. ECHS services will continue to be provided to such category of persons.

(b) Polyclinics where the new equipment is not yet installed, 64 Kb Cards will keep getting their entitled treatment and these Cards to be used as visual identity and handled as Temporary Slip to provide ECHS treatment including referral of beneficiary to empanelled hospitals. In case an individual who has collected new 64 Kb Card and wants to change the data or has already lost it, then a provision has been created online to fill up online application for loss of 64 Kb Card/change in data.

5. **New 64 Kb ECHS Smart Card Applied Successfully but Cards Awaited.**

These category of beneficiaries have the facility to down load temporary slip once they login using their login credentials. These temporary slips are now valid for six months in first stage and have to be authenticated by the OIC of their respective parent polyclinic. In case for some reason, the new 64 Kb Cards do not reach the beneficiary in six months then temporary slip can be further extended by another three months by the OIC parent polyclinic. These temporary slips enable the beneficiary all entitled treatment. After receipt of Cards, these category of persons will utilize the facilities as per Para 4 above.

6. **32 Kb ECHS Card Holders & Not Yet Applied for 64 Kb Cards.** All 32 Kb Cards are valid for 10 years from date of issue. This category will continue getting their entitled treatment till these Cards are valid. They will have to apply for 64 Kb Cards, at least six months prior to the termination of 10 yr validity period. Subsequent treatment will depend on lines of 64 Kb Card holder as at Para 4 above. These persons can apply for new 64 Kb Cards earlier than completion of 10 year validity period.

7. **NRIs who have Yet to Apply for New 64 Kb Cards.** These category of beneficiaries can apply for new 64 Kb Card online as an exception is being created in the Online Application module for these category of beneficiaries. This is likely to be available online by 31 Dec 2018. In this connection please refer to Central Org, ECHS letter No B/49711-DBT/AG/ECHS dated 09 Nov 2018 (Copy attached for ready reference). These persons must apply at the earliest but not later than 30 Jun 2019. Their current membership Card will be valid till 30 Jun 2019.



8. **ECHS Beneficiaries who could Not Apply due to Aadhar Card Not Possible to be Made.** These category of beneficiaries who are unable to prepare Aadhar Card due to age related issues or medical condition of the individual will be governed as per Central Organisation letter No B/49711-DBT/AG/ECHS dated 09 Nov 2018 (Copy attached). A provision for the same is being made for online application by 31 Dec 2018. These persons must apply at the earliest but not later than 30 Jun 2019. Their current membership Card will be valid till 30 Jun 2019. While they can apply till 30 Jun 2019, they must come to polyclinic for treatment alongwith Non feasibility of 'Aadhar generation certificate' after 31 Mar 2019.

9. **Applied for New 64 Kb Smart Card but Application Under Observation.** These category of beneficiaries will fall under the following categories :-

(a) 32 Kb Card holder will keep getting his entitled medical benefits based on his 32 Kb Card.

(b) Temporary Slip holder to get his temporary slip extended by another three months from the OIC parent polyclinic to get entitled medical benefits. However, the beneficiary should get his observations cleared on priority. They will be ineligible if the observations are not rectified by 31 Mar 2019.

(c) 16 Kb Card holder can down load temporary slip online which will be valid for six months. This temporary slip has to be validated by the OIC parent polyclinic. However, the beneficiary should get all observations cleared on priority and must be settled latest by 31 Mar 2019.

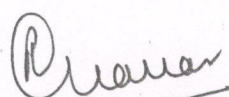
10. **Temporary Slip Holder and Not Aapplied for New 64 Kb Cards.** All Temporary Slip holders to apply for new 64 Kb ECHS Card on priority. Any ESM approaching Polyclinics for medical treatment will be required to first fill the Online Application for 64 Kb Card at the Facilitation Centre of the Polyclinics & then avail the facilities. Observation in Online Application, if any should be cleared latest by 31 Mar 2019.

11. **16 Kb ECHS Card Holder and Not Yet Applied for New 64 Kb ECHS Card.** 16 Kb ECHS Cards will expire on 31 Dec 2018. All 16 Kb Card holders wef 01 Jan 2019 on approaching ECHS polyclinics to avail any medical facility will have to fill up online application for new 64 Kb Card at the Facilitation Centre located at the polyclinic. On successful filling up of the online application, provision will be made to enable down loading of a temporary slip which will be valid for six months after countersignature from OIC, parent polyclinic. The beneficiaries will be able to get entitled medical cover on production of temp slip and 16 Kb Card. The process of filling up of online application and clearing of observation if any should be completed latest by 31 Mar 2019.



12. In case beneficiary is a case of emergency, he/she will be allowed treatment subject to his/her being authorized ECHS member at the discretion of OIC Polyclinic after due deliberation. All actions pertaining to new 64 Kb Card making can follow subsequent to medical examination &/or treatment.

13. This information may be disseminated to the environment for information of all ECHS beneficiaries. All Regional Centres will ensure that all polyclinics under them are informed on priority.

  
(Rakesh Kakar)  
Colonel (Retd)  
Jt Dir (Stats & Automation)  
for MD ECHS

**Copy to:-**

Directorate of Air Veterans-III  
Subroto Park, New Delhi-110010

Coast Guard Veterans Cell,  
Coast Guard HQ New Delhi,

DIAV/DESA

HQ DG NCC, West Block-IV  
RK Puram, New Delhi

**Internal :-**

**All Sections -** ✓ S & A Section to upload an ECHS website and instr UTI to fwd to all empanelled hospitals.



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Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines  
Delhi Cantt- 110 010

B/49711-DBT/AG/ECHS

09 Nov 2018

**M/s Source DOT Com Pvt Ltd**  
39/40, Shiv Vihar West,  
Vikas Nagar, Vikaspuri,  
New Delhi-110059

**EXCEPTION HANDLING MEASURES FOR AADHAR CARD DUE TO NON  
CAPTURING OF BIOMETRICS OF AGE RELATED ISSUES OR MEDICAL  
CONDITION OF THE INDIVIDUALS / NRI CASES**

1. Refer to this office letter No B/49779-Outsourcing/AG/ECHS dated 03 Oct 2017 (copy attached).
2. It is intimated that the following exception handling measures will be adopted for the individuals who are not able to make their Aadhar Card due to non capturing of biometrics details because of age related issues or medical condition of the individuals:-
  - (a) Provision will be made in the online application for uploading of duly filled enrolment form for Aadhaar registration.
  - (b) Uploading of screen shot of the biometrics rejection by the Aadhaar making software.
  - (c) Separate electronic register will be maintained for all cards manufactured with alternative identification documents and periodically reviewed /audited.
  - (d) In those cases where Aadhaar cannot be made, following documents can be accepted as an exception handling measures as per draft Notification under Aadhar Act:-
    - (i) ECHS Smart Card/Temporary Slip; and
    - (ii) Discharge/Service book or, Pension Payment Order (PPO) or, PAN, DPDO Certificate, Passbook with PPO Number and Pension book; and
    - (iii)
      - (aa) If she/he has enrolled, her/his Aadhar Enrolment ID slip; or
      - (ab) A copy of her/his request made for Aadhar enrolment, as specified in sub-paragraph (1) of paragraph 2; or
      - (ac) A copy of his/her screenshot of the biometric rejection by the Aadhar making software; or



(ad) A medical certificate from a Med specialist/CMO/Service Hospital where the beneficiary is totally bedridden.

(iv) Any one of the following documents:-

(aa) Voter Identity Card issued by the Election Commission or India; or

(ab) Driving License issued by the Licensing Authority under the Motor Vehicles Act, 1988 (59 of 1988); or

(ac) Certificate of identity having photo of such individual issued by a Gazetted Officer or a Tehsildar on an official letter Head; or

(ad) Permanent Account Number (PAN) Card issued by the Income Tax Department; or

(ae) Passport; or

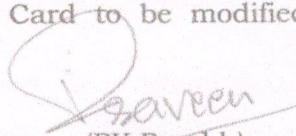
(af) Ration Card; or

(ag) Bank Passbook or Post Office passbook with photo; or

(ae) Any other document specified by the department.

3. NRI cases who are eligible ECHS members - NRI's are required to submit, 'Identity Proof' preferably passport, NRI status proof and proof of foreign address to enable them to apply for Smart Card or avail ECHS benefits. Verification of such cases will be done by respective Record offices as well as Central Org, ECHS.

4. The online application for ECHS Smart Card to be modified as per above instructions.

  
(PK Parekh)

Maj

Jt Dir (Stats & Automation)  
for MD ECHS

**Copy to:-**

IHQ of MoD (Air Force)  
IHQ of MoD (Navy)  
HQ South Comd (A/ ECHS)  
HQ East Comd (A/ ECHS)  
HQ West Comd (A/ECHS)  
HQ North Comd (A/ECHS)  
HQ Central Comd (A/ECHS)  
HQ South West Comd (A/ECHS)  
HQ SFF & HQ Coast Guard

} Request disseminate to Stn HQs &  
Record Office in your AOR

All Regional Centre ECHS  
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**Internal**

All Sections

- S & A Section to upload on ECHS Website.



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Central Organisation ECHS  
Adjutant General's Branch  
Integrated HQ of MoD (Army)  
Maude Lines  
Delhi Cantt- 110 010

B/49779-Outsourcing/AG/ECHS

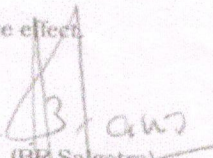
03 Oct 2017

**M/s UTI-ITSL**

UTI Bhawan, Plot No.3, Sector 11  
CBD Belapur, Navi Mumbai  
Maharashtra - 400614

**ENDORISING OF AADHAAR NUMBER ON REFERRALS**

1. Further to our letter No. B/49779-Outsourcing/AG/ECHS dated 20 Sep 2017.
2. Based on number of representations received from various Regional Centres, the following modifications in the referral generation process will be carried out:-
  - (a) Under exceptional situations wherein if the OIC Polyclinic is convinced that even in the absence of Aadhaar Card, a referral is required to be issued, the OIC Polyclinic will endorse his remarks justifying the issue of referral without Aadhaar Card and referral may be generated.
  - (b) However, it shall be the responsibility of the OIC Polyclinic to ensure that Aadhaar number is entered in that claim ID within next 30 days of issue of such referrals and in no circumstances next referral to such individuals will be issued without Aadhaar details.
  - (c) UTI-ITSL to ensure that a trail of such referrals is maintained and a check box is created which can be selected by the OIC Polyclinic for issue of referrals even in the absence of Aadhaar details. UTI-ITSL to display the guidelines enumerated above for OIC Polyclinic and systematically ensure that Aadhaar details are captured as per above mentioned instructions.
3. In addition, UTI-ITSL to create following exceptions in the referral generation module:-
  - (a) Nepal Domicile Gorkhas (NDG) are exempted from submitting Aadhaar details.
  - (b) Polyclinics under RC Guwahati and Polyclinics under RC Jammu (in the state of J&K) are also exempted from submitting Aadhaar details till further orders.
4. These guidelines be implemented with immediate effect.
5. This has the approval of MD, ECHS.

  
(B. Salgotra)  
Lt Col  
Jt Dir (Stats & Automation)  
for Dir (Stats & Automation)

**Copy to:**

All Regional Centres

You are requested to disseminate these instructions to all Polyclinics in your jurisdiction.

**Internal:**

Ops & Coord  
P&FC  
C&L  
Med