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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-NSC/AG/ECHS/Gen Corr

03 Dec 2020

IHQ of MoD (Air Force)
IHQ of MoD (Navy)
HQ West Comd (A/ECHS)
HQ South Comd (A/ECHS)
HQ East 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
VALIDITY OF ECHS CARDS & TEMPORARY SLIPS

1. Refer Central Organisation, ECHS letter No. B/49711-NewSmartCard/AG/ECHS dated 19 Dec 2018 (copy attached).
2. Detailed instructions were disseminated vide letter under reference for ECHS Beneficiaries to utilize ECHS facilities beyond 31 Dec 2018. To sensitize the environment on the present status of various documents and their utilisation/ expiry dates are given at succeeding paragraphs.
3. **NEW 64 KB Smart Card Holder.**
 - (a) At present 15,20,138 lakh new 64 Kb ECHS Cards have been handed over to the beneficiaries out of 29,03,557 lakh new 64 Kb Cards so far delivered to various Station HQs for handing over to the beneficiaries. Necessary clarification to distribute cards from respective parent Polyclinics have been issued by CO ECHS. Issue of cards may be expedited.
 - (b) The new 64 Kb ECHS Cards are pre-activated cards with a universal PIN 123456. On reaching the Polyclinics for the first time beneficiaries are required to change the PIN on KIOSK to create a personal PIN.
 - (c) Following online facilities can be utilised by the ECHS beneficiaries:-
 - (i) Change of parent Polyclinic after collection of cards.
 - (ii) Change of registered mobile no. after collection of cards.
 - (iii) Change of data after collecting cards.

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(iv) Blocking of card and apply for re-print of card in case of loss of card.

(v) Blocking of card in case of death and ineligibility of dependent.

(d) **Mobile APP.** A mobile application, "echs beneficiary" has been launched for both Android and IOS smart phones. All primary beneficiaries are advised to download "echs beneficiary" mobile application on their respective smart mobile phones and register themselves with respective parent Polyclinics. The mobile app provides following facilities at present:-

(i) Booking online appointment before visiting Polyclinics.

(ii) Checking status of online ECHS application for 64 Kb Cards.

(iii) Details of Polyclinics, address, contact numbers, etc.

(iv) Details of referrals can be viewed.

(v) Approval details of extended stay/unlisted procedure details can be seen.

(vi) Notification from OIC parent Polyclinics can be viewed.

4. New 64 Kb ECHS Smart Card applied successfully but cards awaited.

(a) These category of beneficiaries have the facility to download temporary slip once they login using their login credentials. These temporary slips are valid for six months in the first stage and have to be authenticated by the OIC of their respective parent Polyclinic. However, for some reasons for veterans who have not received the new 64 Kb ECHS cards and getting entitled medical cover using online temporary slip, the validity of these temporary slips have been extended to 30 Jun 2021. Extension of validity by OIC Polyclinics is not mandatory to avail service at hospital. However, if such veterans reach Polyclinics, the same be extended by OIC Polyclinics.

(b) For beneficiaries who are already holding online temporary slip the validity was extended up to 31 Dec 2020. Due to COVID-19 the competent authority has now approved the validity of online temp slip up to 30Jun 2021.

(c) These temporary slips enable the beneficiary to avail entitled treatment. After receipt of new 64 Kb ECHS Cards, the temporary slips will be invalid and these category of persons will utilize the facilities as per Para 3 above.

5. 32 KB ECHS Smart Card holders

(a) All 32 Kb Kb ECHS cards are valid for a period of 10 years from the date of issue. This category will continue getting their entitled medical cover with 32 Kb cards till further orders.

(b) All beneficiaries under the category who have applied for new 64 Kb cards but not received will get their medical cover as under:-

(i) In case online application is verified by respective Record office then the ESM/Primary Beneficiary is advised to download online temporary slip and get it countersigned from the OIC Parent Polyclinic to continue getting entitled medical cover for existing online temporary slips holders the details already covered under Para 4 above.

(ii) In case online application is under observation from Records then the beneficiary will get entitled medical cover with 32 Kb ECHS cards.

(iii) In case online application is pending verification with Record office then the beneficiary to continue getting entitled medical cover with 32 Kb ECHS cards.

(c) 32 Kb ECHS card holders are advised to apply online for new 64 Kb ECHS cards at the earliest to enable even distribution of load, at respective Record office for verification of online application and to avail the services offered by the new software and mobile application.

6. **NRI who have yet to apply for new 64 KB ECHS Cards.** The ESM who is NRI/OCI will initially itself select the category of NRI/OCI. The ESM/Beneficiary will have to fill email ID which will be a mandatory field and will receive OTP on this registered email address. Once the OTP is verified, he/she will fill the application and will get Aadhar number exempted. The payment will be made online in INR. Once the payment is made the application will be visible to the respective Record Office for verification. On verification the cards will be printed and forwarded to the Station HQs affiliated to the parent Polyclinic. The cards once ready for collection then an OTP will be sent on the registered email. Then the cards can be collected from the respective station HQ's.

7. **ECHS beneficiaries who could not apply due to non registration with UIDAI (Aadhar card not possible to be made).** A suitable software has been implemented to handle Aadhar exception owing to age related issues or medical condition of the beneficiary. A detailed instructions have been issued vide Central Organization letter No B/49711-DBT/AG/ECHS dated 13 Feb 2019 (copy attached).

8. **Offline temporary slip holder and not applied for new 64 Kb cards.** Offline temporary slip holders to apply for new 64 Kb ECHS card on priority. All offline temporary slips can be extended up to 01 Apr 2021 by the OIC parent Polyclinic. Beyond 01 Apr 2021, any ESM/Primary Beneficiary approaching Polyclinics for medical treatment will be required to first fill the online application for 64 Kb ECHS Card at the facilitation centre of the Polyclinic and then avail the facility. In case of emergency then necessary medical cover be provided by endorsing 'VALIDITY EXTENDED BY ONE MONTH UP TO

Similar extension for 15 days duly endorsing on the temporary slip in red ink can be given in case of emergency for the second time. However, individual be advised that no more extension can be given and he should apply online for new 64 Kb ECHS Card. Observation in online application if any should be cleared by 30 Sep 2020.

9. **16 Kb ECHS Card holder and not yet applied for new 64 Kb ECHS Card.** 16 Kb ECHS Cards have expired on 31 Dec 2018. However, it is seen that still few ECHS beneficiaries are approaching Polyclinics to avail medical facility with 16 Kb ECHS Cards. All 16 Kb ECHS Card holders on approaching ECHS Polyclinics to avail any medical facility will have to fill up the online application for new 64 Kb ECHS Card at the facilitation centre located at the Polyclinic. On successful filing up the online

application, Polyclinic will assist in getting the online temporary slip downloaded which will be valid for six months. This temporary slip is being generated before the online application is verified by respective Record Office. Hence, OIC parent Polyclinic to ensure only medical cover to those beneficiaries' whoes 16 Kb ECHS Card is already held by the ESM/Primary beneficiary. Any additional beneficiary who is already not an existing ECHS beneficiary can only get medical cover once the online application is verified by Respective Record Office. The process of filling up of online application and clearing the observation if any should be completed latest by 31 Mar 2021.

10. Applied for new 64 Kb ECHS Card but application under observation.

These categories of beneficiary will fall under the following categories:-

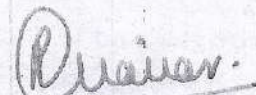
(a) 32 Kb Card holder will keep getting his/her entitled medical benefits based on his 32 Kb Card.

(b) Offline 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 the observations cleared on priority. They will be ineligible if observations are not rectified by 31 Mar 2021.

(c) 16 Kb ECHS Card holder can download 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 to get all observations settled by 31 Mar 2021

11. In case medical emergencies, services will not be denied on the pre text of validity of temporary slips/cards. OIC Polyclinics and Dir Regional centre will engage practically with empanelled facilities to ensure the same.

12. A summary of above mentioned updates is attached as Appx 'A'. The content of Appx A 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)

Col (Retd)

Jt Dir (Stats & Automation)

for MD ECHS

Appendix 'A'

(Para 12 of letter No,
B/49711-NSC/AG/ECHS/Gen Corr
dated 03 Dec 2020

UTILISATION OF ECHS SERVICES: SUMMARY

1. All 64 Kb card holders are advised to download Mobile App "echs beneficiary" on their mobile phones which is available for both Android and IOS operating system at respective mobile application store. The mobile app provides following facilities at present:-
 - (a) Booking online appointment before visiting Polyclinics.
 - (b) Checking status of online ECHS application for 64 Kb Cards.
 - (c) Details of Polyclinics, address, contact numbers, etc.
 - (d) Details of referrals can be viewed.
 - (e) Approval details of extended stay/unlisted procedure details can be seen.
 - (f) Notification from OIC parent Polyclinics can be viewed.
2. For veterans who have not received the new 64 Kb ECHS cards and getting entitled medical cover using online temporary slip, the validity of these temporary slips have been extended to 30 Jun 2021. Extension of validity by OIC Polyclinics is not mandatory to avail service at hospital. However, if such veterans reach Polyclinics, the same be extended by OIC Polyclinics.
3. Though 32 Kb cards are valid for 10 yrs from date of issue, veterans and advised to apply for 64 Kb cards to avail the services offered by the new software and mobile application. However, 32 Kb card holders who have not applied for new 64 Kb ECHS cards will continue getting entitled medical cover till further orders.
4. Offline temporary slips will not be valid after 01 Apr 2021. All holders of such temporary slip are advised to apply for 64 Kb cards immediately.
5. 16 Kb cards will not be valid after 01 Apr 2021. All 16 Kb cards holders are advised to apply for New 64 Kb card if not done till now.
6. All beneficiaries whose 64 Kb card application is under observation are advised to rectify the same before 31 Mar 2021. The status can be obtained through mobile app or by login in the ECHS web site/portal echs.sourceinfosys.com using login credentials (Registered Mob No. and Password).



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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 download 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. NRI's 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.

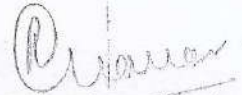
(c) 16 Kb Card holder can down load temporary slip online which will be valid for six months. This temporary slip has to be validated by the OIC parent polyclinic. However, the beneficiary should get all observations cleared on priority and must be settled latest by 31 Mar 2019.

10. Temporary Slip Holder and Not Applied 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,

DIIV/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.