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B/49711-NSC/AG/ECHS/Policy 10 Jun 2026

All Station HQs  
All Regional Centres

## **REQUEST FOR FORGET PASSWORD FOR ONLINE 64KB ECHS SMART CARD APPLICATION**

1. It has been observed that a large number of Ex-Servicemen (ESM) / Primary Beneficiaries are forwarding requests for resetting of passwords on account of forgotten or lost login credentials. In order to streamline the process and facilitate timely resolution of password requests, the following procedure is hereby promulgated for strict compliance by all concerned:-

### **1.1 Password Reset through Registered Email ID.**

1.1.1 Login to the ECHS website (echs.sourceinfosys.com). Click on "Already Registered. Click to Login"

1.1.2 Enter ESM/Primary Beneficiary Registered Mobile number and Click on "Forgot Password".

1.1.3 Enter the registered email ID of ESM/ Primary Beneficiary for generation of OTP.

1.1.4 OTP will be forwarded to the registered email ID of ESM/ Primary Beneficiary. Beneficiaries are advised to also check Spam/ Junk folders for the OTP received in email ID.

1.1.5 Enter the OTP and reset the password accordingly.

### **1.2 Password reset through answers to security questions.**

1.2.1 Login to the ECHS website (echs.sourceinfosys.com). Click on "Already Registered. Click to Login"

1.2.2 Enter ESM/Primary Beneficiary Registered Mobile number and Click on "Forgot Password".

1.2.3 Click on "Using Security Question" Tab and answer the security question to reset the password.

**1.3 Non-Receipt of OTP in Registered Mail ID or not knowing answers to security questions.**

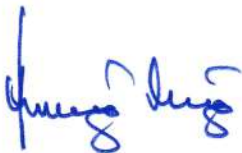
1.3.1 In case OTP is not received on the registered email ID, ESM / Primary Beneficiary to send E-mail from their registered email id with subject FORGET PASSWORD alongwith service no./ registered mobile number to [jditechs2@echhs.gov.in](mailto:jditechs2@echhs.gov.in) at CO ECHS or respective ECHS Regional Centre.

1.3.2 In cases where the ESM / Primary Beneficiary do not have a registered email ID, a copy of PPO is also required to be forwarded to [jditechs2@echhs.gov.in](mailto:jditechs2@echhs.gov.in) at CO ECHS or respective ECHS Regional Centre for verification purposes.

1.3.3 After verification of submitted details, password will be issued by return mail.

2. In order to facilitate seamless access to the ECHS portal, all ESMs / Primary Beneficiaries are advised to ensure updation of their email IDs in the ECHS application. The procedure for updation of email ID is laid down in CO ECHS letter No. B/49711-NSC/AG/ECHS/Gen Corr dated 16 Sep 2025 (Copy enclosed) regarding change of data after printing of new ECHS cards.

3. This letter supersedes all letters issued earlier by Central Organisation ECHS regarding forget password. This information is to be disseminated to all Polyclinics and displayed at prominent places for information of ECHS Beneficiaries.



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B/49711-NSC/AG/ECHS/Gen Corr/16 Sep 2025

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)  
HQ ANC  
HQ SFF & HQ Coast Guard  
All Regional Centres

#### **CHANGE IN DATA AFTER NEW 64KB ECHS SMART CARD IS PRINTED**

1. The ESM / Primary Beneficiary is responsible to fill correct data / information in the 64KB ECHS Smart Card Online Application and further it is required to be suitably checked by the respective Record Office for correctness of data and then verify. Once the application is verified by Record Office then there is no human intervention and card will be printed. The environment has reported in few cases that the data printed on the card is incorrect. To deal with such cases a detailed instruction are given in succeeding paragraphs.

#### **Identify Reasons for Printing of Wrong Data on the Card**

2. Once the new 64KB ECHS Card is collected, please check that all information printed on the card is correct. In case ESM / Primary Beneficiary finds any anomaly then he / she must login on ECHS website i.e [echs.sourceinfosys.com](http://echs.sourceinfosys.com) using login credentials to cross check whether the data filled in the online application is same or different from the one printed on the card.

3. A detailed procedure to identify and manage faulty 64KB ECHS Card has been promulgated by CO ECHS letter No B/49711-NSC/AG/ECHS/Gen Corrs dated 10 Sep 25.

#### **Procedure for Apply for Change in Data**

4. When the ECHS Cards have been handed over to beneficiaries and they want to update / correct his data in application, the following procedure should be followed:-

4.1 Login on ECHS website i.e **echs.sourceinfosys.com** with login credentials. After successfully login, ESM/Primary Beneficiary should block the ECHS Card in which ESM/ Primary Beneficiary wants to update the data by selecting category as '**DUE TO CHANGE IN DATA**' under **MORE OPTION** tab > **BLOCK CARD** tab.

4.2 After blocking of card, ESM/Primary Beneficiary can proceed for change in data under **MORE OPTION** tab > **CHANGE IN DATA** tab. A tick box will be shown beside the name of beneficiary for which change in data will be carried out.

4.3 Click on tick box and proceed for edit.

4.4 While changing data, **Yellow** and **Green** columns will be reflected. If any changes are made in **Yellow field** then payment for printing of card will be charged. Make desired corrections in the application, save details and click on **MAKE PAYMENT** tab.

4.5 If ESM is alive and desires to change his / her name then updated name should be filled in both columns (ESM details and primary beneficiary details).

4.6 When ESM / Primary beneficiary wants to correct his Date of Birth, he/she should select ESM status as Ex-servicemen alive / Ex-servicemen demised then make correction in Date of Birth.

4.7 After successfully payment, application will be verified by Record Office. Furthermore, when application has been verified by Record Office, application will automatically be visible to the vendor for printing of card.

4.8 Once application is verified by Record Office (for normal cards) / Record Office & CO ECHS (for white cards), ESM/ Primary beneficiary can take a print out of temporary slip and get it countersigned by OIC PC to avail ECHS facilities till cards are handed over to him/her.

4.9 If any correction is made in **Green field**, no payment is required. When beneficiary saves his details, the ECHS Card will be get automatically unblocked.

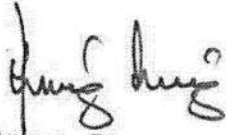
4.10 When any changes are made in **Green field**, ECHS Beneficiary should approach his parent polyclinic and insert his card in KIOSK Machine for updation of the data.

**All Cards Get Blocked In Case Changes Are Made In Yellow Field Of ESM / Primary Beneficiary Details Section**

5. In case ESM/Primary Beneficiary applies for change of Yellow field for the ESM/Primary Beneficiary, then all his/her dependent cards will also get blocked and payment for all the cards will be required to be made. Once the payment in such case is made then the application for ESM/Primary Beneficiary and dependents will get verified together (even if no field for dependents has been changed). In case the dependent field is changed then that particular application will be visible and need to be verified for that specific field.

6. This letter supersedes all letters issued earlier by Central Organisation ECHS

regarding change in data after 64KB ECHS smart card is printed. This information is to be disseminated to all Polyclinics and displayed at prominent places for information of ECHS Beneficiaries.



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**Copy to :**

M/s SDCPL

M/s UTI-ITSL



For info and necessary action please.