

A POCKET GUIDE # 2 – SMART CARD OF ECHS BENEFICIARIES

If you have queries WhatsApp to Cdr Santhanam @ 97400 72879

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This is a Pocket Guide # 2 for managing your 64 kB ECHS Smart Card

SI No	Situation being faced by ECHS Beneficiary	What to Do	Additional Information
1	I still have a 16 Kb Card I still have a 32 Kb Card	Apply On Line for 64 Kb card. Go to ECHS portal https://echs.sourceinfosys.com/ Register yourself in portal Log In, Fill up Application, Pay & Submit Print a Temp Slip after Record office Verification	Refer Procedures published by Helping Hands For ECHS ESM Alive Procedure Family Pensioners Procedure
2	I applied for 64 Kb Card but waiting for a long time. I do not know how to find the status of my application	Install ECHS Beneficiaries App in your Mobile (Android or iOS) Launch, Click on Card, Enter details asked for You will get the Status For Android – ‘ ECHS Beneficiaries ’ app Playstore For iOS – ‘ ECHS Beneficiary ’ app - Appstore	Refer Encl 2 of Procedures published by Helping Hands For ECHS ESM Alive Procedure Family Pensioners Procedure
3	I received an OTP for card collection. What should I do?	Go to the Office that sent you the OTP Card is normally issued by StnHQ or Polyclinic	Take relevant document requested. You have to return the old cards /Ty Slip
4	I received OTP but unable to trace it in my SMS. Can I ask for another OTP	Go to your StnHQ or PC where Cards are normally handed over. Meet the Officer In Charge to request for a new OTP Share the new OTP received & collect your Card	Only this Office can reissue an OTP after getting it from Regional Centre
5	I submitted application for 64 Kb card. After payment & Submission, I realise that I have entered wrong detail(s)	Go to ECHS portal https://echs.sourceinfosys.com/ Login, Use Revert Application Option to request for approval to Edit from Record office When you receive Approval, Edit & Re-Submit	<i>If the Card has already been Printed this will not Work</i> <i>You need to follow SI No 9 below</i>
6	I am using a 64 Kb card. I need to change my registered Mobile Number	Go to ECHS portal https://echs.sourceinfosys.com/ Login, Click More Options →Change Mobile option. Meet OIC PC with the Online form you printed after the changes & a copy of your 64 Kb Card. OIC PC will approve your request Online	

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7	I am using a 64 Kb card I need to change my Parent Polyclinic (PC)	Go to ECHS portal https://echs.sourceinfosys.com/ Login, Click More Options→ Change Polyclinic option Select Beneficiary to whom change is required, select New Polyclinic & Submit Your request will be approved On-line by both OIC PCs Go to your New PC & Update 64 Kb card in Kiosk	<i>This can be done only once in 06 Months</i>
8	I Lost the 64 Kb Card	Go to ECHS portal https://echs.sourceinfosys.com/ Login , More Options→ Block Card. Select Beneficiary whose card is lost Block the selected Card Click Home→More Options→Click Reprint of Loss of 64 Kb Card Pay & Submit When you receive OTP from respective StnHQ or PC, Go & Collect your Duplicate Card	<i>The Card you blocked cannot be used</i> You can print a Temp Slip so that ECHS facilities can be used till you receive a Duplicate Card
9	I collected the 64 Kb card I find many errors such as wrong Date Of Birth, Rank, etc I need to correct the Errors	Go to ECHS portal https://echs.sourceinfosys.com/ Login, More Options→ Block Card of the Beneficiary whose card needs to be corrected Block the selected Card Click Home→More Options →Click Change in Data Modify details Pay & Submit When you receive OTP from respective StnHQ or PC, Go & Collect your New Card	<i>The Card you blocked cannot be used</i> You can print a Temp Slip so that ECHS facilities can be used till you receive the new card <i>You need to do the change(s) very carefully. Contact your PC staff ,if in doubt.</i>
10	I am unable to Login to https://echs.sourceinfosys.com/ As I forgot my Password But I remember Answers to the Two Security Questions (Lucky)	Go to ECHS portal https://echs.sourceinfosys.com/ Enter Mobile Number & select Change/ Forgot password [Select Use Security Questions option Enter correct answers for the Two questions Enter New Password twice & Verification code Click on Change Password. Use this for Login	You can use Email ID Option also and follow steps <i>Always keep the password & Answers to Two Security Questions safely, but in a place where you can refer, if required</i>

Possible few options may not work as written, as I have no mechanism to validate.

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