

Tele : 25684645  
Telefax : 011-25684946  
Email : jditechs1@echhs.gov.in

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

16 Sep 2021

All Regional Centres

### HANDING OVER OF 64 KB ECHS CARDS

1. Please refer Central Organisation letter No. B/49711-NewSmartCard/AG/ECHS dated 03 Oct 2018 (Copy attached).
2. Once the new 64kb ECHS cards are ready for handing over to the ESM /Primary Beneficiary then the card issuing authority (Parent Polyclinic/Station HQ's) generates a SMS OTP to the registered mobile number of the ESM/Primary Beneficiary that cards are ready for collection. The ESM/Primary Beneficiary is required to give the SMS OTP to the card issuing authority, which is entered in the software and cards are handed over as preactivated cards.
3. It was reported by the environment that at times the OTP is not received by the ESM/Primary Beneficiary. Hence, a software solution was implemented and the same was promulgated to the environment vide CO ECHS letter under reference.
4. In case the cards are handed over without entering OTP in the system then the cards do not get activated and are not functional. However, the online temporary slip remains functional till the time cards are not electronically handed over.
5. In case the cards are physically handedover but electronically not handed over then the following action is required to be taken by the ESM/Primary Beneficiary :-
  - (a) **Check Cards Status**. He/she to check card status by any one of the following methods :-
    - (i) Login echs website/portal echs.sourceinfosy.com, using login password. In case password not available then please request for password as per CO ECHS letter No. B/49711-New Smart Card/AG/ECHS dated 25 Feb 2019 (Copy attached).
    - (ii) Download echs mobile App and check the card status.
    - (iii) Visit nearest polyclinic.

(b) In case card status shows SMS OTP sent then the ESM/Primary Beneficiary to visit parent polyclinic with OTP and ask the staff to enter the OTP. In case OTP is not available then also visit the parent polyclinic and ask the concerned staff to request for OTP as per CO ECHS letter under reference.

(c) Once the OTP request is generated the parent polyclinic will be able to see the OTP in the software module and will enter in the system. Once the OTP is entered in the system then the online temporary slip will stop functioning and the card will get activated same day after 1300hrs if OTP entered before 1300hrs and after 1300 hrs next day if OTP is entered after 1300hrs.

(d) Please check by logging in the ECHS website/portal echs.sourceinfosy.com using login credentials. The status should now show as cards handed over.

6. This letter be disseminated to all Polyclinics under your area of responsibility and for further dissemination to the beneficiaries.



(Bakesh Kakar)

Col (Retd)

Jt Dir (Stats & Automation)

for MD ECHS

Telex : 25684645  
Telefax : 011-25684946  
Email : jditechsl@echhs.gov.in

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

B/49711-NewSmartCard/AG/ECHS

03 Oct 2018

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)  
HQ North Comd (A/ECHS)  
HQ South West Comd (A/ECHS)

All Regional Centres  
.....

**PROCEDURE FOR GENERATION OF LOST / NOT RECEIVED  
OTP SMS FOR COLLECTION OF SMART CARD AT STN HQ**

1. Reference instructions for Online Smart Card Application (Version 6.0).
2. Suitable software patch has been developed and installed in the smart card application to tide over the problem of lost/not received OTP for issue of 64 Kb cards.
3. In the Station Headquarter Console for smart card application the following three additional tabs have been added:-
  - (a) Request for OTP
  - (b) Pending OTP request
  - (c) Approved OTP request
4. When the Primary Beneficiary approaches the Stn HQ, that he has not received OTP/deleted OTP, then the Stn HQ to request for OTP by entering the registration number. On sending the request it gets into pending OTP request and simultaneously request is visible to Dir and JD(Est) of respective Regional Centres. As on approval of JD(Est) the OTP is visible to the Station HQ'S under tab approved OTP. The OTP can now be used by the Station Headquarter for issue of Cards.

  
(Rakesh Kakar)

~~Col (Retd)~~

Jt Dir (Stats & Automation)  
for MD ECHS

**Copy to :-**

Directorate of Air Veterans  
Subroto Park, New Delhi - 10  
Coast Guard Veteran Cell,  
Coast Guard HQs, New Delhi

~~DI~~ DIAV/DESA

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

Tele : 25684645  
Telefax : 011-25684946  
Email : jditechs1@echhs.gov.in

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

25 Feb 2019

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

**REQUEST FOR FORGET PASSWORD FOR  
ONLINE SMART CARD APPLICATIONS**

1. All Ex-Servicemen/Primary beneficiaries have to apply for new 64 Kb ECHS Smart Cards through Online Application. This online application contains sensitive information and due to security reasons, it is password protected. The individuals can create their new passwords in the event if they forget their passwords, using their registered e-mail or by answering the two security questions, answers for which, they had already provided while filling the online application.

2. Now a number of individuals are requesting for resetting their password as they have forgotten their password and also answers to the security questions. This information is also being asked for collectively by few associations / individuals on behalf of a group of ESM/primary beneficiaries. To tide over this problem who have forgotten or lost their password as well as security answers the following action is recommended:-

(a) ESM/Primary Beneficiary to send E-mail with subject **FORGET PASSWORD** to e-mail id jditechs-mod@nic.in.

(b) The e-mail is to be forwarded from the registered e-mail ID of ESM/Primary Beneficiary.

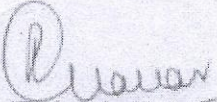
(c) In case ESM/Primary Beneficiary is not having e-mail ID then **an application duly signed by the ESM** is to be forwarded along with **copy of PPO** through any other e-mail ID.

(d) On receipt of the above requirements, the security question answers will be shared which can be used for re-setting of password.

Contd....2/-



3. 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)  
Col (Retd)  
Jt Dir (Stats & Automation)  
For MD ECHS

Internal :-

All Sections