

## GUIDELINES & INSTRUCTIONS FOR APPLYING FOR LOSS OF CARD

### FOR LOSS OF 32KB CARD

1. Applying for new 64Kb ECHS Smart Card is compulsory for temporary slip holders and 16 Kb card holders. Hence, these instructions are only for 32Kb Card holder ECHS beneficiaries who have lost their cards.
2. The guidelines and instructions for filling of application will be same as enumerated in **Chapter 3 of Part-II** of this document. The applicant has to fill full application with details of every member. The attachments as asked needs to be uploaded for each member.
3. After successful completion of application, applicant will be provided an option to select the member for which new card is to be printed. On selecting member / members for whom Smart Card is to be issued a self declaration for loss of Smart Card will be presented to the applicant for accepting.
4. After selecting the members and accepting self declaration, **Proceed for Payment** option will be made available. The payment required will be only for the number of cards applied.
5. The flow of application will be same as other applications i.e. verification by Record Office and then printing of Smart Card. Verification of application by Record Office will be for full application.
6. Smarts Cards needs to be collected from Station HQ by each beneficiary. **Temporary slip issued for lost card is required to be submitted at Station HQ at the time of collection of new Smart Card.**
7. Since, the data of all the members has already been captured and verified by the Record Offices, individual can apply for printing of new 64 Kb Smart Card in future by just paying the Smart Card fee. However, a re-check of eligibility in terms of age for dependent son, daughter, brother and sister will be carried out at the time of actual applying for upgradation of 64 Kb Card. This will save time of the verification by the Record Offices.

### FOR LOSS OF 64KB CARD

1. In the event of loss of Smart Card the beneficiary has to get his lost card blocked by sending a SMS on the same number from which the card has been activated.
2. Login to Online Smart Card Portal with credentials and select option **LOSS OF CARD**.
3. An option will be provided to select the member for which new card is to be printed. The new card printed will be a **duplicate** of the existing card and same will be printed on the card.
4. After selecting the members, an option will be provided for delivery of card at home address as per records through courier. The home delivery service of card will bear a cost which has to be borne by the applicant. This paid home delivery service is **optional**, however, applicant can also collect their card from the Stn HQ. Thereafter, **Proceed for Payment** option will be made available. The payment will be only for the number of duplicate cards applied and for courier charges (as applicable), if opted.
5. Those who have selected collection of card from Stn HQ will received a SMS on delivery of their card at Stn HQ and same can be collected from concerned Station HQ.