

**GUIDELINES & INSTRUCTIONS FOR FILLING UP OF  
ECHS SMART CARD ONLINE APPLICATION FORM – 16KB/32KB CARD HOLDERS**

1. **16KB/32KB CARD HOLDERS.** The ex-servicemen / family pensioners who are in the possession of Old Smart Card will be covered under this category. They are required to fill the online Smart Card Application under Existing Card Holders category available on the online portal and thereafter select relevant category i.e. 16 KB Card Holder or 32 KB Card Holder. ***16KB Cards will stop working in the new system with effect from 01 Sep 2018. Applying for new 64 KB cards for 32 KB Cards holders is optional till the year 2020. However, they can also apply to get the benefits of new Smart Card. For difference between 16KB / 32 KB Smart Card refer Appendix G.***

(a) **Registration Process.**

(i) Visit ECHS website <http://www.echs.gov.in> then click on the tab **Online Smart Card Application – Online Application.**

(ii) Enter your name, service number along with valid mobile number and e-mail ID (for receiving One Time Password) and new password then click on tab **Register.**

(iii) Verify your e-mail ID with the OTP received on your mail.

(iv) Verify your mobile number with the OTP received on your mobile.

(v) Registration process is complete after successful mobile OTP verification.

(vi) After successful registration, a message will be displayed that **Registration Process successful proceed for Eligibility Check Process.** One can login any time using registered e-mail ID and password to fill the online ECHS smart card application by clicking **Already Registered Click to Login.**

(vii) The Registration details will be valid only for a period of **15 days**, if the application is not filled completely and payment is not done for Smart Card. After 15 days period, previous registration will expire and a new registration process has to be followed.

(b) **Eligibility Check Process.**

(i) Click on the tab '**Old Smart Card Holders**'.

(ii) Click on the tab '**16KB Card Holder**' or '**32KB Card Holder**' as applicable.

(iii) Select your Disability details (if any).

(iv) Select your citizenship, state then enter your Aadhaar number and Date of Birth.

(v) To add dependents, click on the 'Add Dependent' button.

(vi) Enter the Dependent Name, Dependent Relation, Dependent Date of Birth, Dependent Marital Status, Dependent Monthly Income, Dependent Mobile Number, Dependent Email ID, Dependent Disability Details (if any), Dependent Postal Address, if same as primary beneficiary then select **Address same as Primary Beneficiaries Current Address** else enter address of dependent, enter Dependent Aadhaar Number.

(vii) For **white card eligibility**, select physical disability as per The Person With Disabilities, PWD Act 1995 from the drop down menu. **Attaching of scanned copy of**

**medical certificate by service specialist as per format provided is a mandatory requirement.** Please note if the certificate has been issued based on ailment same is **NOT valid** irrespective who has signed.

(viii) In case no other dependents need to be added, click on **'If No Dependents then Proceed to Verification'** button, else click on the 'Add Dependent' button to add more dependents and follow steps (v) and (vi).

(ix) In case of any discrepancies in the eligibility criteria of any dependent, a message will be displayed and respective field will be highlighted. Check and correct the same for proceeding further to verification process.

(ix) On successful verification, a message will be displayed that **Eligibility Check completed successfully, proceed for Detailed Application.**

(c) **Detailed Application.**

(i) Click on the **photo** tab and upload your recent passport size photograph in civil dress.

(ii) Select **Gender, Date of Commission / Enrolment, Date of Retirement/Release, Type of Pension, Type of Service, Category, Rank, Last unit served, Record Office, PPO Number.**

(iii) Click on **signature** tab and upload a photo of your signature.

(iv) If disability was selected, then enter your disability percentage. It should be 40% or more.

(v) Click on the Family Pensioner **photo** tab and upload your recent passport size photograph (in case of ESM Demise).

(vi) Click on Family Pensioner **signature** tab and upload a scanned copy of your signature (in case of ESM Demise).

(vii) Enter the Family Pensioner Details in the preceding columns (in case of ESM Demise).

(viii) Enter details as required in the preceding columns.

(ix) Select **Regional Centre**, then select **Polyclinic** from the available options as per your address of residence and Station HQ will be auto populated.

(x) Enter your permanent address, select district, tehsil and pin code.

(xi) Check in the tab to enter your **Current Address** if different from Permanent Address.

(xii) Entering **Old Smart Card** number of primary member and attaching a copy of the same is **mandatory** requirement.

(d) **For Dependents.**

- (i) Upload recent passport size **photograph** and photo of **signature/thumb impression** of the dependent by clicking on the tabs.
- (ii) Enter details in respect of dependent as required in the preceding columns.
- (iii) Follow same procedure for addition of all the dependents.
- (iv) Details in the application can be edited any time before submission.
- (v) Dependent if added erroneously can be deleted before submission of form.

(e) **Attachments.**

- (i) PPO copy.
- (ii) Death certificate of ESM (only in case of ESM demise).
- (iii) Disability Medical Certificate (In case of PWD) (**Appendix B**).
- (iv) Old Smart Card copy.
- (v) On successful filling of Detailed Application, a message will be displayed that ***Detailed Application filled up successfully proceed for Payment.***

(f) **Payment.**

- (i) You will be directed to a new window for payment for ECHS Smart Cards. **Please note that the cost of one Smart Card is Rs. 177/- (inclusive of all taxes) plus transaction charges extra (as applicable). Separate card will be needed for all members.**
- (ii) Select mode of payment and proceed as directed.
- (iii) On successful payment, a confirmation SMS is forwarded to the registered mobile number of primary beneficiary along with an Application number.
- (iv) After successful filling of application and payment, the filled application will be forwarded on primary beneficiaries email as well as the same will remain available under individuals login for printing. ***There is NO need to forward filled application to any office, it is available only for record purpose of applicant.***

(g) **Observation by Record Office.**

- i) In case of any observation raised by your Record Office, the application will be reverted back to you for correction. You will get an intimation SMS regarding observations by Record Office.
- (ii) Observations raised by the Record Office will be spelt out in your login.
- (iii) Correct the observations and re-submit the application to Record Office for further processing of Smart Card application.