

**GUIDELINES & INSTRUCTIONS FOR FILLING UP OF
DEATH CASE WHILE IN SERVICE**
[\(CLICK HERE TO GO TO APPLICATION\)](#)

1. **DEATH CASE WHILE IN SERVICE.** The family of the service personnel who died while in service due to any reason will be covered under this category. They are required to fill the online Smart Card Application under Death Case while in service available on the online portal.

(a) **Registration Process.**

- (i) Enter deceased name, service number, country along with your valid mobile number (for receiving One Time Password), new password, answer to the password recovery security questions, Captcha and then click on tab **Register**.
- (ii) On the next page login using your registered mobile number and password.
- (iii) Verify your mobile number with the OTP received on your mobile.
- (iv) Registration process is complete after successful mobile OTP verification.
- (v) After successful registration, one can login any time using registered mobile number and password to fill the online ECHS smart card application by clicking **Already Registered Click to Login**.
- (vi) 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, previous registration will expire and a new registration process has to be followed.

(b) **Filling of Application.**

- (i) Select type of application '**Online Application form for Death Cases when in Service**' from drop down menu.
- (ii) Click on the **photo** tab and upload family pensioner recent passport size photograph.
- (iii) Click on **signature** tab and upload a photo of signature of family pensioner.
- (iv) Check service number for correctness. Enter your e-mail (if held). Check name for correctness, enter date of demise of service personnel.
- (v) Enter Family Pensioner Name, Select your Disability details (if any).
- (vi) Enter your Date of Birth, select your permanent State/UT then enter your Aadhaar number.
- (vii) Select your **Gender, Date of Commission / Enrolment of service personnel, Type of Pension, Type of Service, Category, Rank, Last unit served, Record Office & PPO Number (if available)**.
- (viii) If disability was selected, then enter your disability percentage.
- (ix) Enter details as required in the preceding columns.
- (x) Select **Regional Centre**, then select **Polyclinic** from the available options as per your **address of residence** and Station HQ will be auto populated.

- (xi) Enter your permanent address, select district, tehsil and pin code.
- (xii) Check in the tab to enter your **Current Address** if different from Permanent Address.
- (xiii) To add dependents, click on the '**Add Dependent**' button.
- (xiv) Upload recent passport size **photograph** and photo of **signature/thumb impression** of the dependent by clicking on the tabs.
- (xv) Enter Dependent Name, Dependent Disability (if any), Dependent Relation, Dependent Date of Birth, Dependent Marital Status, Dependent Monthly Income, Dependent Mobile Number, Dependent Email ID, Dependent Aadhaar number, Dependent Gender, Blood Group, Dependent PAN number (if available), Drug Allergies (if known). **Option to select different Polyclinic for each dependent will be available. If you need to select different polyclinic for your dependent then provide current address of your dependent.**
- (xvi) 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.**
- (xvii) Follow same procedure for addition of all the dependents. Dependent, if added erroneously can be deleted before submission of form.
- (xviii) Details in the application can be edited any time before submission. Keep saving your application by clicking on the tab '**Temporary Save**' in order to save your data in the event of network or website failure.
- (xix) After completion of entire application click on tab '**Download Application Form**'. Your filled application will be downloaded for checking the correctness before final submission.
- (xx) After ensuring application has been filled correctly click to check the **I Agree** button for accepting the Self Declaration in lieu of Affidavit.
- (xxi) Then click on tab '**Proceed for payment**'. A warning message will be displayed to download application for checking the correctness of details in filled application.
- (xxii) In case of any discrepancies in the eligibility criterion of any dependent or any field is left blank, respective field will be highlighted in red. Check and correct the same for proceeding further to Payment.

(c) **Attachments.**

- (i) Medical Certificate from Service Specialist (In case of PWD) (**Appendix B**).
- (ii) PPO Copy (if asked).

(d) **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 the filled application will be available to download 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.**

(e) **Temporary Slip.**

(i) Online generated Temporary slip is required to be taken to nearest polyclinic for activation along with all related service documents for ECHS membership. Temporary Slip will be signed by OIC Polyclinic only after physical verification of the documents (in original).

(ii) Temporary slip can be used in the interim period for availing ECHS facilities till the issue of ECHS Smart Card.

(iii) On receipt of Smart Cards at Station HQ an intimation SMS will be forwarded to your registered mobile number. The Smart Cards are required to be collected by every dependent in person from Station HQ with deposit of Temporary slip.

(f) **Observations by Record Office.**

(i) In case of any observation raised by your Record Office, the observations of Record Office 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.

[CLICK HERE FOR FILLING OF ONLINE APPLICATION](#)