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B/49711-NSC/AG/ECHS/Gen Corr 10 Sep 2025

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

MANAGEMENT OF 64 KB ECHS FAULTY CARDS

1.   The ECHS Beneficiaries in few cases after collecting new 64 KB ECHS Card have reported that these cards have either printing error or do not function at the polyclinic. To resolve such faulty cards, a software solution has been implemented. Detailed procedure to manage faulty 64 KB ECHS Card is given at succeeding paragraphs.

Type of Fault

    1.1   **Visual Fault**.Once a ESM/ Primary Beneficiary collects a card from Stn HQ / Parent Polyclinic, he/she must check whether data printed on card is same as filled in software application and approved by record office or printing is not legible.

    1.2   **Chip Faulty**. After collection of ECHS Card, ECHS beneficiary is required to go to polyclinic and change PIN to activate card. If PIN cannot be changed or during subsequently use cannot be detected by KIOSK / I CAT card will be attributable to faulty chip.

Action at Parent Polyclinic

2.   **Visual Faulty.** In case of visual fault only, OIC PC to take following actions:-

    2.1   Compare data as per online application of individual and in case anomaly, proceed to mark the card under visual fault in the module.

2.2   Upload photo of the front and back side of the card.

2.3   Submit by clicking on the tab marked as faulty card.

3.   **Chip Fault**.   In case of faulty chip then OIC PC will take following actions:-

3.1   Click on chip fault in the faulty card module.

3.2   Enter card number without prefix.

3.3   Re-enter card number and click on search.

3.4   System will load the details of card number entered. Compare details detected by system and as mentioned on card.

3.5   Enter suitable remarks and click on "mark faulty card then send to   Regional Centre" tab.

4.   Once card is marked faulty, it will be blocked in the system and temporary slip of individual will get activated. Beneficiary can download temporary slip and use it, until card received at PC after rectification. Furthermore, faulty ECHS Card is required to be dispatched to Regional Centre for rectification both physically and online by OIC PC.
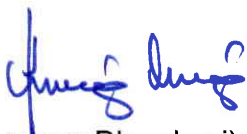
Action at Regional Centre

5.   Concerned RC on receipt of physical card from PC will mark the card as received and dispatched it to Source Dot Com Pvt Ltd (SDCPL) in the module.

Action at M/s SDCPL, RC & PC

6.   On receipt of card physically, rectify the fault and dispatch it respective RC and suitably mark as dispatched to RC in the module. On same lines RC will be mark card as received and dispatched to respective PC in the module. The OIC Parent PC on receipt of card will hand over the card to ESM/ Beneficary as done for routine cards.

7.   This letter supersedes all letters issued earlier by Central Organisation ECHS regarding management of 64 KB ECHS faulty cards. This information is to be disseminated to all Polyclinics and displayed at prominent places for information of ECHS Beneficiaries.

(Anurag Bhardwaj)
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for MD ECHS