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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

### **ONLINE PROCEDURE TO CHANGE WRONG MOBILE NUMBER DURING REGISTRATION**

1. It is learnt after seeking feedback from the environment, that a large number of ESM / Primary Beneficiary feed their Mobile Number incorrectly during registration of ECHS application, which results in non receipt of One Time Password (OTP) for verification of Mobile Number. Non verification of Mobile Number will not allow ESM / Primary Beneficiary to process the ECHS application. If ESM / Primary Beneficiary submits wrong Mobile Number during registration, the following procedure be adopted to update correct mobile number :-

1.1 He/ She will login to ECHS website i.e **[echhs.sourceinfosys.com](http://echhs.sourceinfosys.com)** with login credentials as saved by individual during registration.

1.2 Post Login, A window will appear for Mobile verification for submission of OTP. The same window will also appear with a tab "**Change Mobile No**". ESM/ Primary Beneficiary can change the number by clicking on the tab by submitting **security answers** (as mentioned during registration) and **new mobile number**. After that ESM/ Primary Beneficiary to fill the captcha and click on **Change Mobile Number** tab.

1.3 Fresh OTP will be received on new mobile number for onward process of filling up ECHS application.

2. This information is to be disseminated to all Polyclinics and displayed at prominent places for information of ECHS Beneficiaries.



(Anurag Bhardwaj)  
Col  
Dir (Stats & Automation)  
for MD ECHS



## Mobile Verification

Country Enter Registered Mobile No Without Country Code

India

Enter Mobile OTP

A5YB7U

Enter Verification Code

Verify Mobile

Change Mobile No

Resend Mobile OTP





## Change Mobile Number

Country Enter Registered Mobile No Without Country Code

India

What is your mother's name?

abc

What is your place of birth?

XYZ

Enter New Mobile Number

98 xxxxxx02

CA9B7U

CA9B7U

Change Mobile No

