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B/49711-NSC/AG/ECHS/

07 May 2021

(All Regional Centres)

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ECHS Branch
Embassy of India
Kathmandu (Nepal)

MANAGEMENT OF NEW 64 KB ECHS FAULTY CARDS

General

1. The ECHS Beneficiaries in few cases after collecting the new 64 Kb ECHS cards have reported that their new Cards have some type of printing error or do not function properly at the polyclinic. To identify and manage such faulty cards a software solution has been implemented.
2. A detailed procedure to identify and manage faulty new 64 Kb ECHS Cards is given at succeeding Paragraphs.

Types of Faults

3. **Visual Fault.** Once the ESM/Primary Beneficiary collects the cards from the station HQ/Parent Polyclinic he/she must check if the card has any type of following visual faults:-
 - (a) The data printed on the new card is different from the data approved by the record office in the online application submitted by the ESM/Primary Beneficiary.
 - (b) The card is partially printed or the printing quality is such that it is not legible.
4. **Chip Faulty.** Once ESM /primary beneficiary collects the card and online status of the application shows cards handed over, the ECHS beneficiary is required to go to the polyclinic and change the PIN to activate the card. At that time following faults if observed by the beneficiary will be attributable to faulty chip:-
 - (a) The PIN cannot be changed.
 - (b) The card initially or when subsequently used cannot be detected by the KIOSK /I CAT.

Action at the Parent Polyclinic

5. The ECHS beneficiary will report to the OIC parent polyclinic with the faulty card.

OIC parent polyclinic will take following actions:-

(a) Open online faulty card module and insert the faulty card in the card reader and click detect card. In case the card can be detected by the system and data is displayed then it is not a chip fault. In case, card cannot be detected by the card reader then the chip on the card is faulty.

(b) In case of visual fault only, the OIC polyclinic will take following actions:-

(i) Compare data with online application of the individual and only in case of an anomaly, proceed to make the fault as visual fault.

(ii) Select the fault as visual fault in the module.

(iii) Upload the photo of the front and backside of the card.

(iv) Submit by clicking on the tab marked as faulty card and send to Regional Centre.

(c) In case of chip fault then the OIC polyclinic will take following actions:-

(i) Click on chip fault in the faulty card module.

(ii) Enter card number without prefix.

(iii) Re-enter card number and click on search.

(iv) System will load the details of the card number entered. Compare the details detected by the system and mentioned on the card.

(v) Enter suitable remarks.

(vi) Click on 'mark faulty card and send to Regional Center' Tab.

7. Once the card is marked faulty, the card will be blocked by the system and temporary slip of the individual will get activated. Beneficiary can download the temporary slip from the online application and use until card is handed over back after rectification.

8. Once a card is marked as faulty, the same is required to be dispatched to Regional Centre for rectification both physically and online.

Action at Regional Centre

9. The concerned Regional Centre on receipt of card from Polyclinic will check the card and mark the card as received online.

10. Dispatch all cards from all Polyclinics in one packet to Source Dot Com Pvt Ltd (SDCPL) and also mark online as dispatched to SDCPL.

Action at SDCPL

11. On receipt of cards physically, mark online as received cards.

2. Rectify the fault of the cards and return the rectified cards to respective Regional Centres and also suitably mark the dispatch details online.

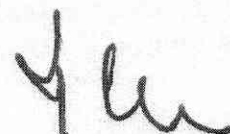
Handing Over of Faulty Cards

13. On receipt of cards at Regional Centre the same will be marked online as received and then dispatched to respective Polyclinics both physically and also marked dispatched online to Polyclinic card wise.

14. The OIC Parent Polyclinic on receipt of cards will check the cards and hand over the cards to the beneficiary. Once the card is physically handed over the OIC will mark online as card handed over.

15. At this stage the card will get activated and the temporary slip earlier downloaded will get deactivated.

16. All Regional Centres are requested to disseminate the information to all Polyclinics under their respective jurisdiction.



(Rakesh Kakar)
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for MD ECHS

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Haryana - 122002

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} : for info and necessary action please.