

# Beneficiary Identification System User Manual



**national  
health  
authority**





## Document Release Note

Notice No. : NA

Customer : National Health Authority, India

Project : PMJAY 2.0

## Document Details

Name	Version Number	Description
User Manual	7.0	This document describes the processes and steps to use the BIS application.

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**\*Disclaimer:** "The personal details are blurred to avoid violation of privacy".

## Abbreviations

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Abbreviation	Expansion
AB-PMJAY	Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana
BIS	Beneficiary Identification System
NHA	National Health Authority
OTP	One Time Password
PDF	Portable Document Format
SHA	State Health Agency
UHC	Universal Health Coverage

## 1. Introduction

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Ayushman Bharat, a flagship scheme of Government of India was launched as recommended by the National Health Policy 2017, to achieve the vision of Universal Health Coverage (UHC). Ayushman Bharat is an attempt to move from sectoral and segmented approach of health service delivery to a comprehensive need-based health care service. Ayushman Bharat aims to undertake path breaking interventions to holistically address health (covering prevention, promotion, and ambulatory care), at primary, secondary and tertiary level.

PM-JAY2.0 is a step towards this, it will replace the existing PM-JAY1.0. NHA has initiated PM-JAY2.0 to offer a single integrated platform which is robust, scalable and sustainable in the long term and can keep pace with the changing end user, business and technology requirements. The new system will provide an enriching experience to all stakeholders by improving efficiency in delivery of all services and enhance transparency.

## 2. Purpose

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The BIS web application ensures correct source of Potential Beneficiaries who can perform their e-KYC and ensure enrolment into PMJAY scheme to get their Ayushman cards and avail subsequent health benefits from the scheme. This App also allows beneficiaries to download card, Linking of Aadhaar to already enrolled cards for seeding Aadhaar.

## 3. Scope of the Application

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The BIS web application is designed for Beneficiaries to enrol for Ayushman Card and for Operator to make Ayushman card for beneficiaries post e-KYC. The potential beneficiary for auto approval of card request based on match threshold score and in case of non-auto approval, the request forwards to respective authorities for further action and decision.

## 4. Features of BIS Web Application

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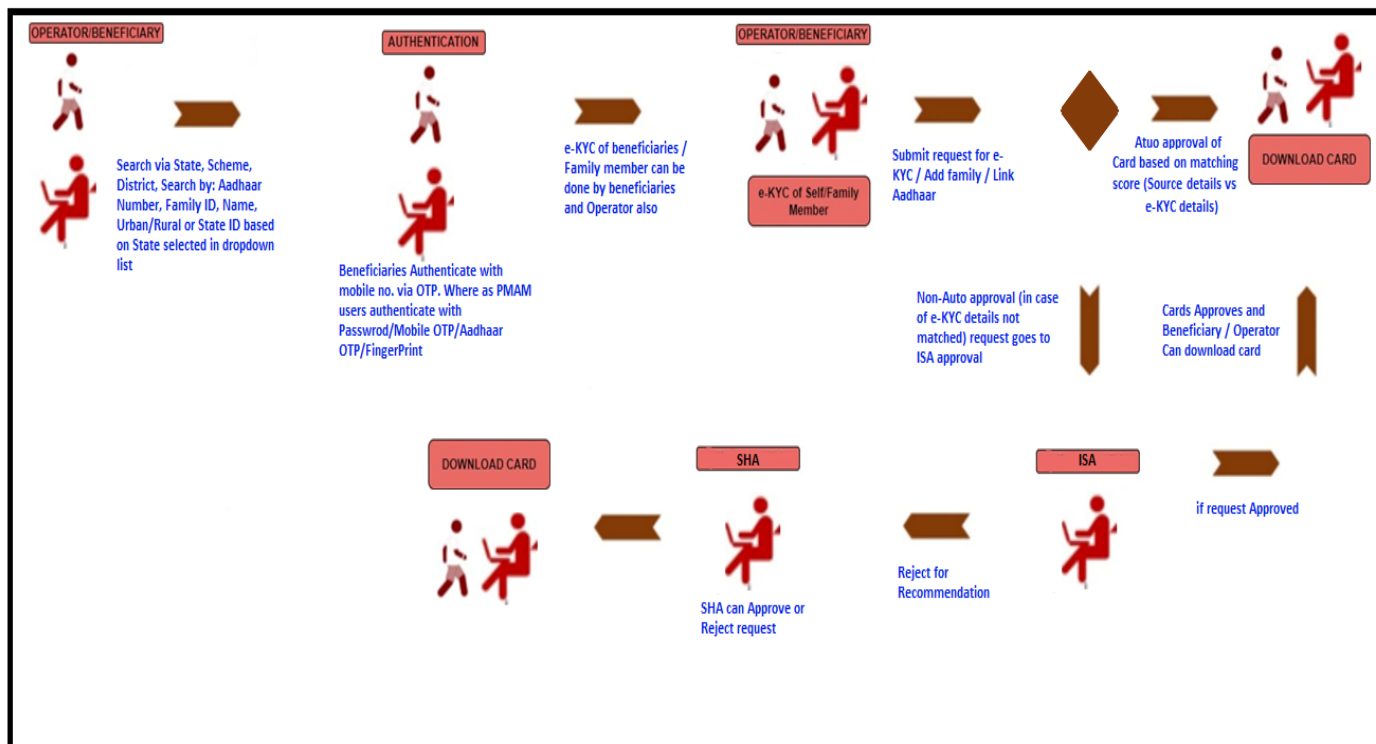
- Authentication of potential beneficiary
- e-KYC of beneficiary
- e-KYC of un-verified Operator
- Link Aadhaar for already enrolled beneficiary without Aadhaar
- Addition of new Family Member for already enrolled families
- Auto Approval of enrolment request based on matching score
- Download card if auto approved or once approved by ISA or SHA
- Bulk download cards data in CSV format for printing
- Deliver and distribution of downloaded cards
- ISA and SHA dashboard

## 5. BIS Web Application Roles

<b>Beneficiary</b>	<p>Citizen of India, who is potential / enrolled beneficiary to avail the facility under PMJAY Scheme. Also, potential beneficiary performs following operations:</p> <ul style="list-style-type: none"> <li>▪ Search beneficiary</li> <li>▪ e-KYC of beneficiary</li> <li>▪ Download Ayushman card PDF, share card on different App.</li> </ul>
<b>Operator</b>	<p>Operators are preauthorized PMAM users of BIS application, authorized by State and are responsible for</p> <ul style="list-style-type: none"> <li>▪ Search beneficiary</li> <li>▪ e-KYC of beneficiary</li> <li>▪ Link Aadhaar</li> <li>▪ Add family member.</li> <li>▪ Download Ayushman card PDF, share card on different App.</li> <li>▪ Card delivery process execution post approval of enrolment process</li> <li>▪ Operator dashboard (Approved/rejection/e-KYC/Pending count)</li> </ul>
<b>Agency Operator</b>	<p>Agency operators are preauthorized PMAM users of BIS application, authorized by State and are responsible for</p> <ul style="list-style-type: none"> <li>▪ Search beneficiary approved card data.</li> <li>▪ Mark Card for printing and assign batch number.</li> <li>▪ Download Card data in excel/CSV.</li> <li>▪ Mark cards for Handover and assign batch number.</li> <li>▪ Handover cards at doorstep post appropriate authentication.</li> </ul>
<b>ISA</b>	<p>ISA are preauthorized users of BIS application, authorized by State and are responsible for</p> <ul style="list-style-type: none"> <li>▪ Search beneficiary.</li> <li>▪ Approval/Pending/Reject of e-KYC and link Aadhar Count Dashboard.</li> <li>▪ Card request approval.</li> <li>▪ Card requests reject for recommendation.</li> <li>▪ Match e-KYC and source beneficiary details and take action.</li> </ul>
<b>SHA</b>	<p>SHA are preauthorized users of BIS application, authorized by State and are responsible for</p> <ul style="list-style-type: none"> <li>▪ Search beneficiary.</li> <li>▪ Approval/Pending/Reject of e-KYC and link Aadhar Count Dashboard which forwarded by ISA.</li> <li>▪ Card request approval.</li> <li>▪ Card request reject/approve for recommendation.</li> <li>▪ Match e-KYC and source beneficiary details and take action.</li> </ul>

## 6. BIS Application Workflow

This is the web application workflow.





## 7. Login

The BIS web application allows Beneficiary and PMAM to Login. This application provides interface where user can choose applicable option to access.

BIS Web Application URL: <https://beneficiary.nha.gov.in/>

- Beneficiary
- Operator



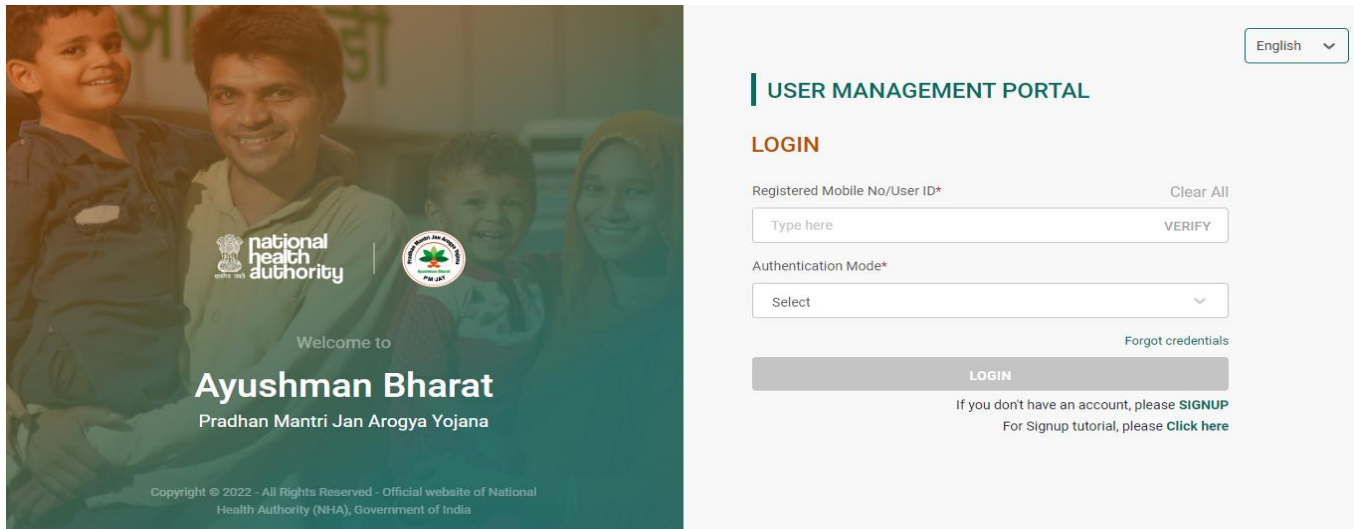
The screenshot shows the login interface of the BIS web application. On the left, there is a blue banner with the text 'अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान' (Now 'Ayushman Card' creation is easier) and 'अब लाभार्थी अपने आयुष्मान कार्ड को आयुष्मान ऐप की सहायता से स्वयं बना सकते हैं।' (Now beneficiaries can create their own Ayushman Card using the Ayushman app with the help of the app). Below this, there are logos for the National Health Authority and the Ayushman Bharat PM-JAY. A banner at the bottom states '5 लाख तक मुफ्त इलाज़' (Treatment up to 5 lakh free). On the right, there is a login form titled 'Are you a Beneficiary?'. It includes a 'Login as' section with radio buttons for 'Beneficiary' (selected) and 'Operator'. Below this is a 'Mobile Number\*' field with a 'Type Here' placeholder and a 'Clear All' link. A 'VERIFY' button is next to the field. There is also an 'Auth Mode\*' dropdown menu with a 'Select' option. At the bottom of the form is a 'LOGIN' button. A small video player icon and text 'For Ayushman card creation videos, please click here' are visible in the top left corner of the form area.

**Beneficiary:** A user can login using with active mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP only. The user will have to enter an OTP followed by captcha. Upon which the login button gets enabled, as shown in [Beneficiary login](#) page screenshot below.

**Operator:** As a PMAM user, the Operator must have login details to access this App. If IDs already created, then PMAM user can directly Sign in the App as shown in [Operator login](#) page screenshot. And if not, then user will have to Sign-up to create a login, the user needs to get registered in UMP portal\* with required details. Once the login request is approved in User Management Portal, the user can be able to access the BIS application.

Login as PMAM using registered mobile number/user ID. Upon verification of the mobile number/user ID, the user will have a provision to authenticate using password/mobile OTP/Aadhaar OTP/Aadhaar fingerprint. If the authentication mode selected as 'Password', the user will have a provision to enter his password followed by captcha. Upon which the login button gets enabled as shown in login page (PMAM) screenshot.

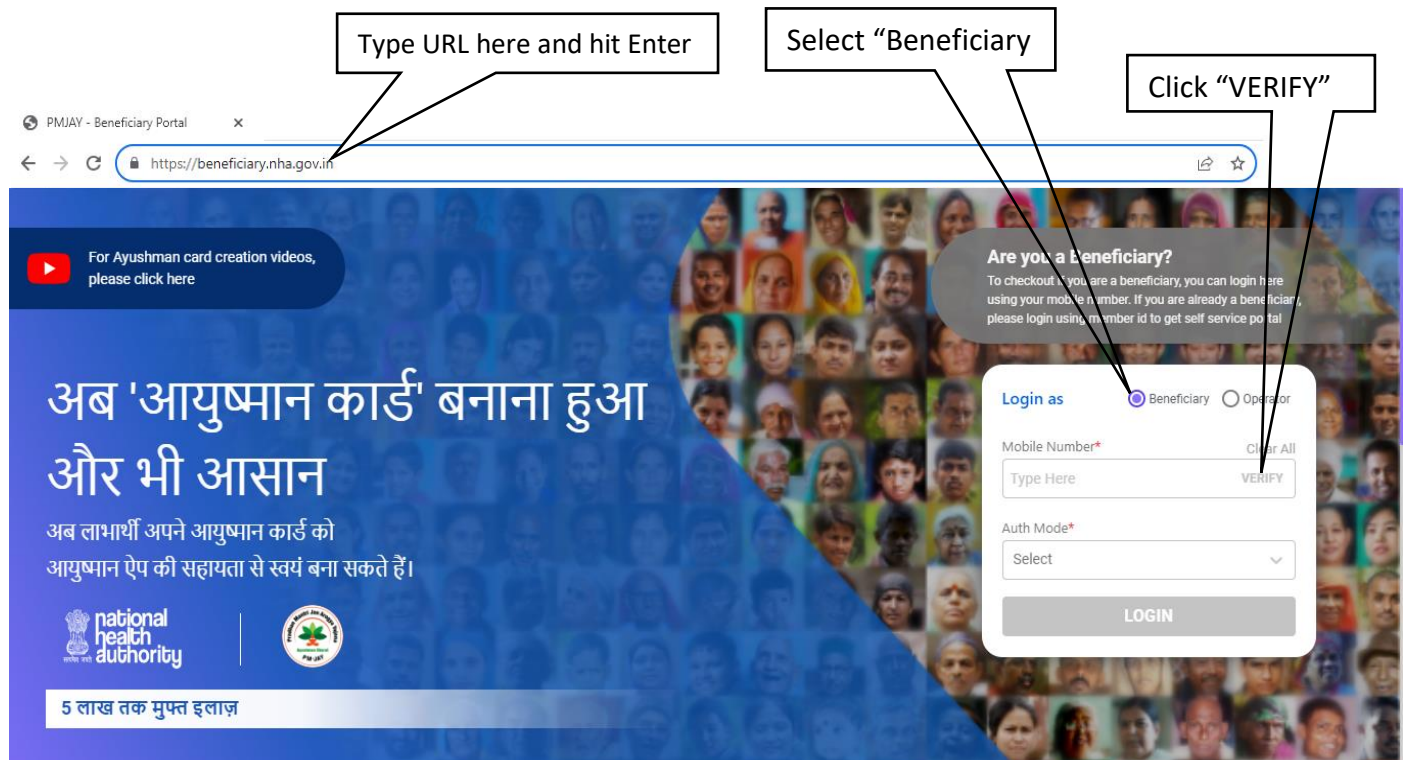
\*URL: <https://ump.pmjay.gov.in/signup>



The screenshot shows the 'USER MANAGEMENT PORTAL' for the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana. It features a login form with fields for 'Registered Mobile No/User ID\*' and 'Authentication Mode\*'. A 'VERIFY' button is next to the mobile number field. Below the form is a 'LOGIN' button. A link for 'Forgot credentials' is also present. At the bottom, there are links for 'SIGNUP' and 'Click here' for a signup tutorial. The page includes logos for the National Health Authority and the PM-JAY scheme.

## 7.1. Beneficiary Login

1. The beneficiary will have to open browser and enter this URL <https://beneficiary.nha.gov.in/> to get application login page. Click on Beneficiary to login as shown in below Figure 1.



The screenshot shows the 'PMJAY - Beneficiary Portal' at the URL <https://beneficiary.nha.gov.in/>. The page has a blue header with a video link for 'Ayushman card creation videos'. The main content area has a large image of many people's faces. On the right, there is a login form titled 'Are you a Beneficiary?'. The form has a 'Login as' section with 'Beneficiary' selected. Below this are fields for 'Mobile Number\*' and 'Auth Mode\*'. A 'VERIFY' button is next to the mobile number field. At the bottom of the form is a 'LOGIN' button. Annotations with arrows point to the URL bar, the 'Beneficiary' option, and the 'VERIFY' button.

Figure 1

2. Now Beneficiary will have to enter 10 digit valid mobile number and Click on "VERIFY". (Note: Verify option will be active after enter only 10 digit valid mobile number).
3. Auth Mode will be selected by default and an OTP will be sent to mobile number.



4. Enter 6 digit number which received on mobile.
5. Enter Captcha text.



beneficiary.nha.gov.in

For Ayushman card creation videos, please click here

# अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

अब लाभार्थी UTIITSL केन्द्रों पर भी PM-JAY के तहत अपना 'आयुष्मान कार्ड' बनवा सकते हैं

5 लाख तक मुफ्त इलाज़

**Are you a Beneficiary?**  
To checkout if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal

**Login as** ☒ Beneficiary ☐ Operator

Mobile Number\*  Clear All VERIFY

Auth Mode\*

OTP has been sent to your registered mobile number \*\*\*\*\*

OTP  RESEND OTP

Click on Resend OTP after 50sec

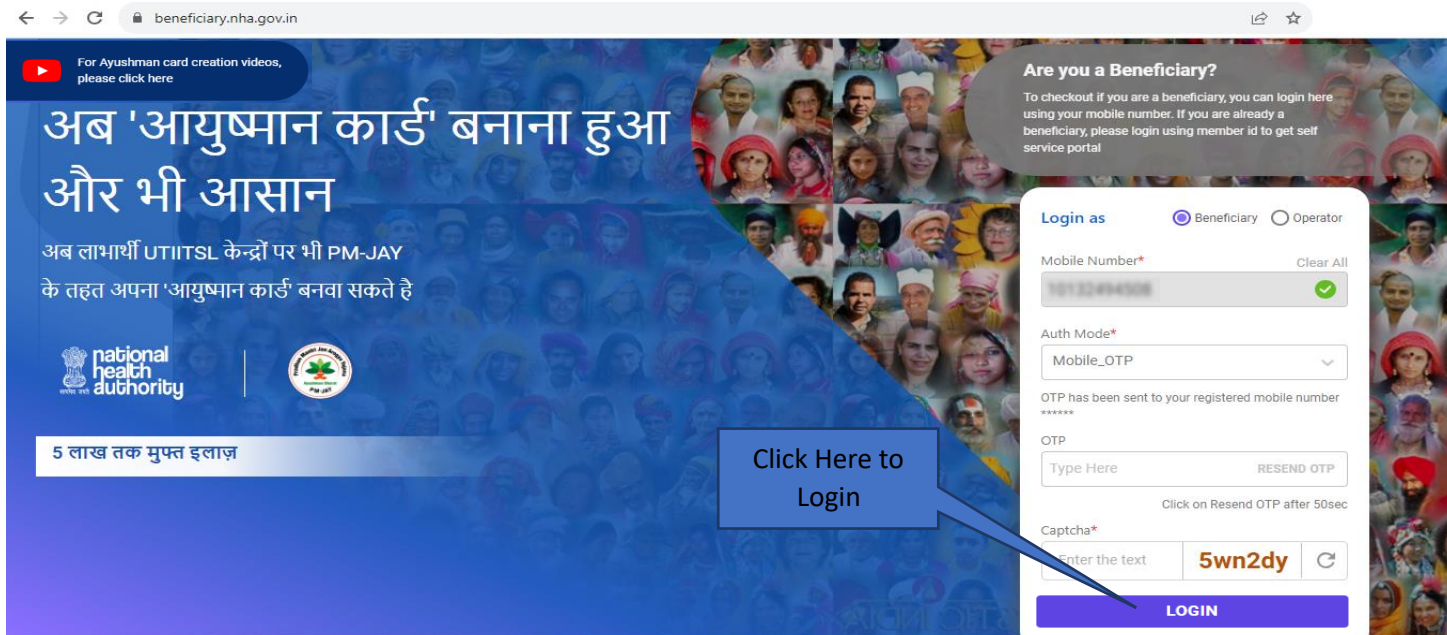
Captcha\*  5wn2dy ↺

**LOGIN**

1: Mobile Number field  
2: VERIFY button  
3: Auth Mode dropdown  
4: OTP input field  
5: Captcha input field

Figure 2

6. After enter all required details LOGIN button will be active and click on login as shown in Figure 3.



beneficiary.nha.gov.in

For Ayushman card creation videos, please click here

# अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

अब लाभार्थी UTIITSL केन्द्रों पर भी PM-JAY के तहत अपना 'आयुष्मान कार्ड' बनवा सकते हैं

5 लाख तक मुफ्त इलाज़

**Are you a Beneficiary?**  
To checkout if you are a beneficiary, you can login here using your mobile number. If you are already a beneficiary, please login using member id to get self service portal

**Login as** ☒ Beneficiary ☐ Operator

Mobile Number\*  Clear All ✓

Auth Mode\*

OTP has been sent to your registered mobile number \*\*\*\*\*

OTP  RESEND OTP

Click on Resend OTP after 50sec

Captcha\*  5wn2dy ↺

**LOGIN**

Click Here to Login

Figure 3

## 7.2. Operator Login

1. The PMAM users will have to open browser and enter this URL <https://beneficiary.nha.gov.in/> to get application login page. Click on “Operator” to login as shown in below Figure 4.

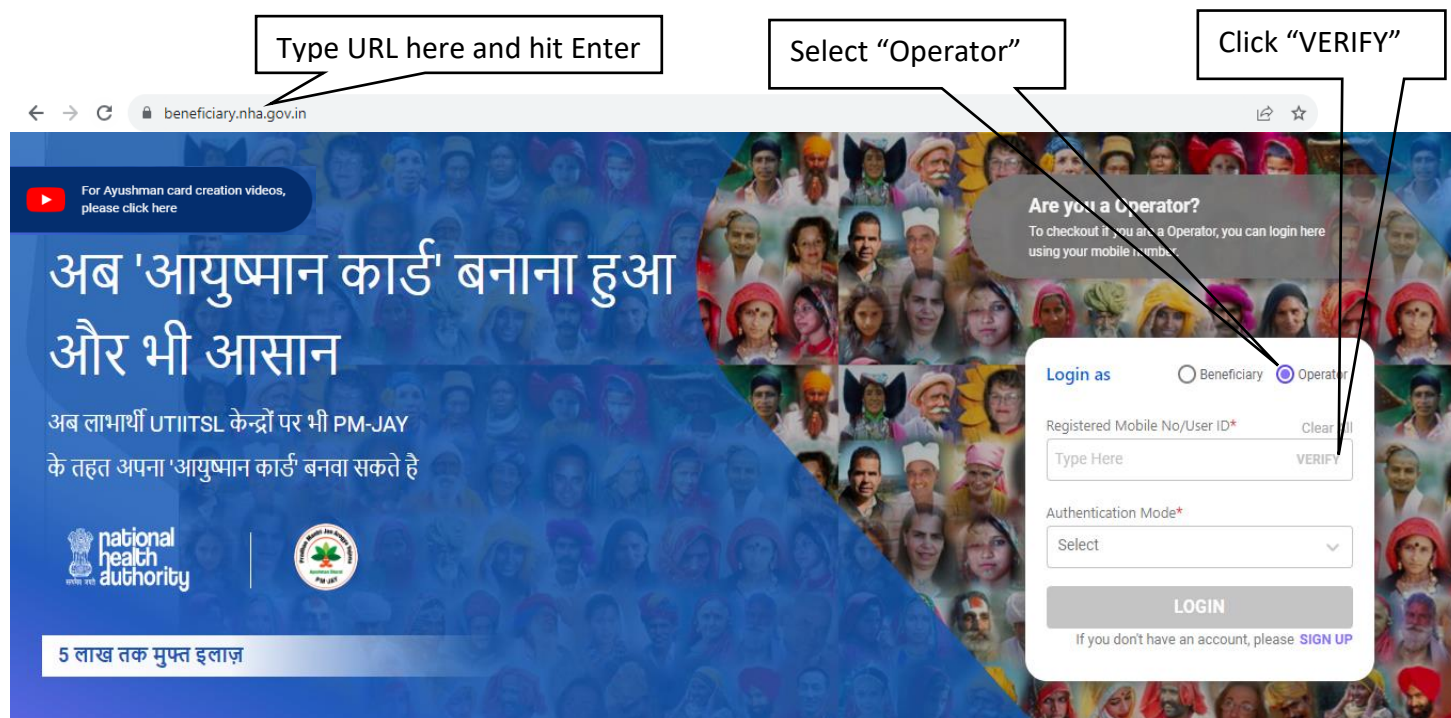
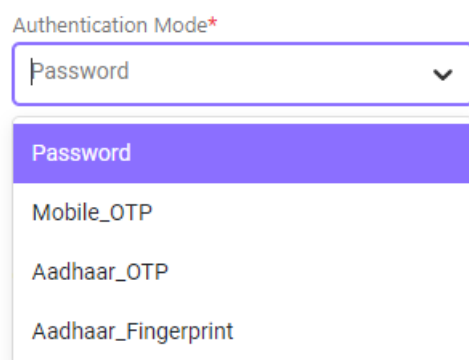


Figure 4

2. The PMAM user will have to enter UserID which created during Signup process and also can be login in with Registered Mobile Number. Only pre-registered user with Authentication modes and Roles including Password / Mobile OTP / Aadhaar OTP / Finger Print are allowed to login.
3. Now Beneficiary will have to enter 10 digit valid mobile number or valid User ID and Click on “VERIFY” (Note: Verify option will be active after enter only 10 digit valid mobile number).
4. Select Authentication Mode Password / Mobile\_OTP / Aadhaar\_OTP.



5. Enter 6 digit number which received on mobile.
6. Enter Captcha text.
7. After enter all required details “LOGIN” button will be active and click on login as shown in Figure 5.





Figure 5

### 7.2.1. Operator Login (only for CSC)

1. The CSC Operator users will have to open browser and enter this URL <https://beneficiary.nha.gov.in/> to get application login page. Click on "Operator" after that "CSC LOGIN" button will appear as shown in below Figure 6.
2. After click on CSC Login button, it will redirect to CSC login page to login as shown in below Figure 7.



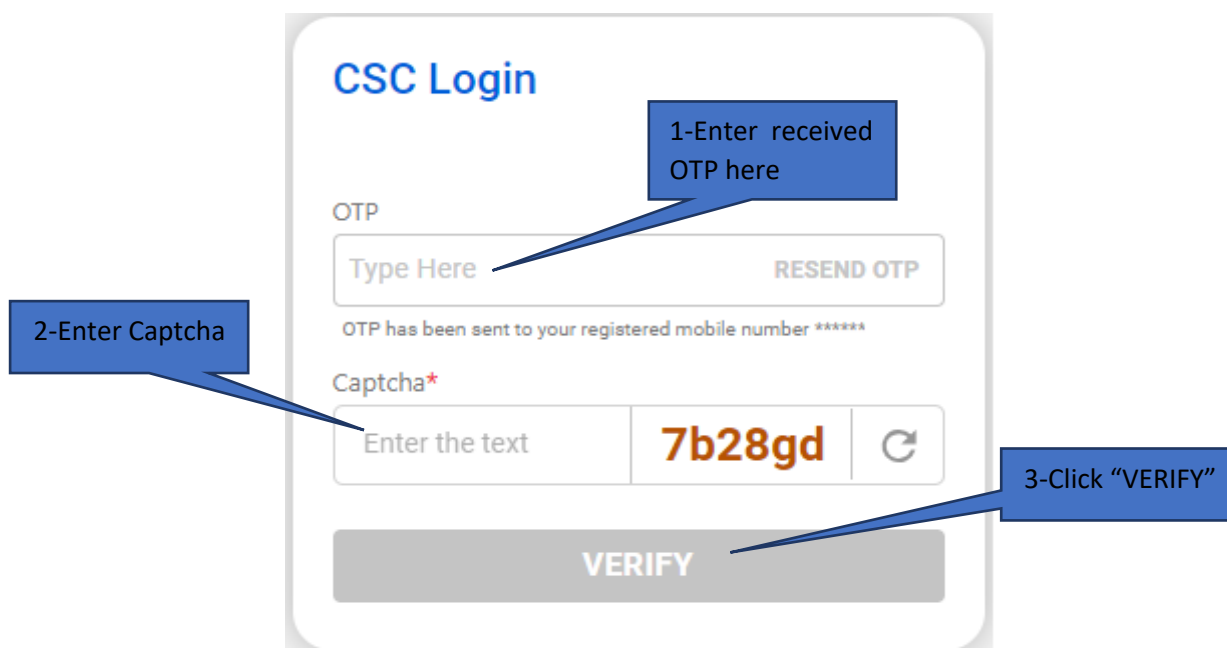
Figure 6

- After click on “SIGN IN” button. The system will be redirect to BIS Application and an OTP will be sent to the CSC registered mobile number. The OTP and Captcha have to enter and click “Verify”. Once successfully authenticated the operator will be login in BIS application.



The screenshot shows the Digital Seva Connect login interface. It includes a header with the Digital India logo and CSC logo. The main form area has four numbered callouts: 1. 'Enter registered CSC Username or Email here' pointing to the 'Username or Email' input field. 2. 'Enter CSC ID's Password here' pointing to the 'Password' input field. 3. 'Enter Captcha same displayed in next box' pointing to the 'Enter Captcha Text' input field. 4. 'Click SIGN IN' pointing to the green 'SIGN IN' button. Below the input fields are links for 'Forgot password' and a 'Remember me' checkbox. A refresh button is also present for the captcha. The right side of the page has a blue background with the text 'Welcome to Digital Seva Connect' and a description of the service. The footer contains contact information and copyright details.

Figure 7

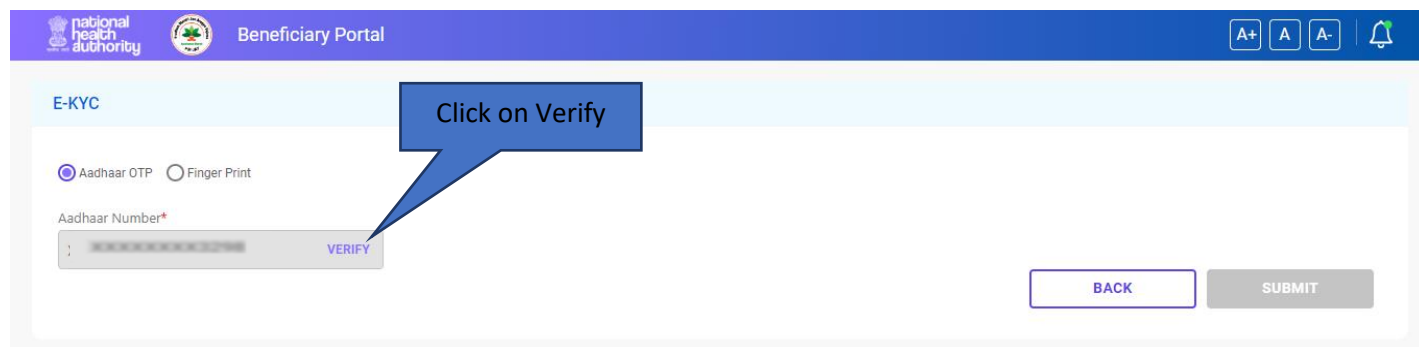


The screenshot shows the CSC Login page. It has a title 'CSC Login'. Below it are two input fields: 'OTP' and 'Captcha\*'. The 'OTP' field has a 'Type Here' placeholder and a 'RESEND OTP' button. Below the OTP field, it says 'OTP has been sent to your registered mobile number \*\*\*\*\*'. The 'Captcha\*' field has an 'Enter the text' placeholder and a '7b28gd' captcha image with a refresh button. Below these fields is a large grey 'VERIFY' button. There are three numbered callouts: 1. 'Enter received OTP here' pointing to the 'OTP' input field. 2. 'Enter Captcha' pointing to the 'Captcha\*' input field. 3. 'Click “VERIFY”' pointing to the 'VERIFY' button.

Figure 8

### 7.3. Operator e-KYC

The PMAM user will have to complete their e-KYC process in BIS system to get verified (not applicable if done earlier). After Login user Aadhaar will be already available in system and has to click on Verify, an OTP will be received on registered linked mobile number.



**Beneficiary Portal**

**E-KYC**

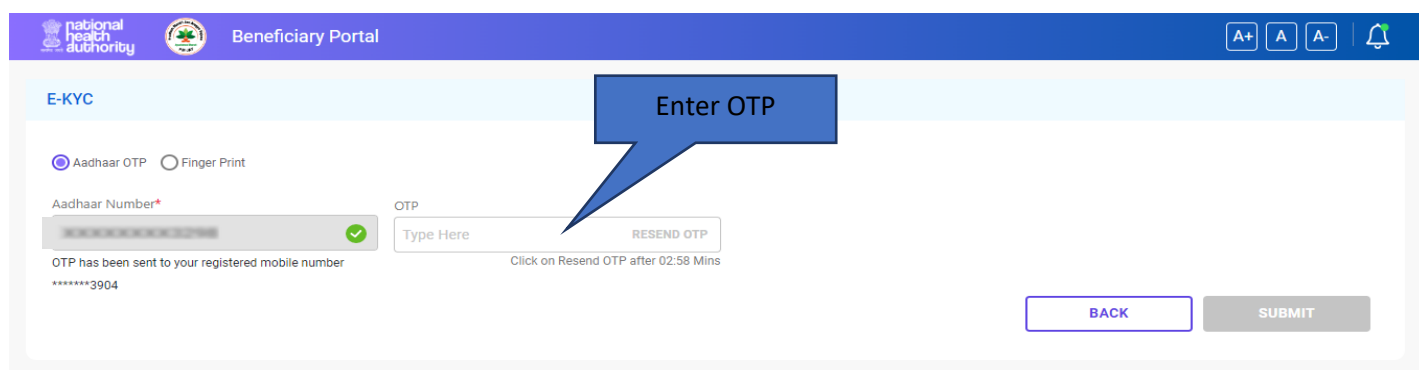
☒ Aadhaar OTP ☐ Finger Print

Aadhaar Number\*

VERIFY

BACK SUBMIT

Click on Verify



**Beneficiary Portal**

**E-KYC**

☒ Aadhaar OTP ☐ Finger Print

Aadhaar Number\*

OTP

Type Here

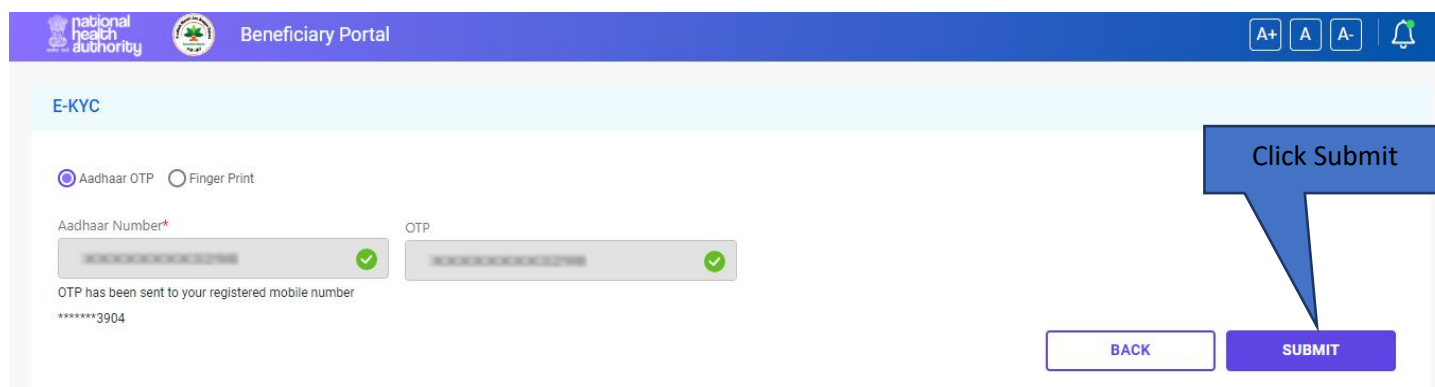
RESEND OTP

OTP has been sent to your registered mobile number \*\*\*\*\*3904

Click on Resend OTP after 02:58 Mins

BACK SUBMIT

Enter OTP



**Beneficiary Portal**

**E-KYC**

☒ Aadhaar OTP ☐ Finger Print

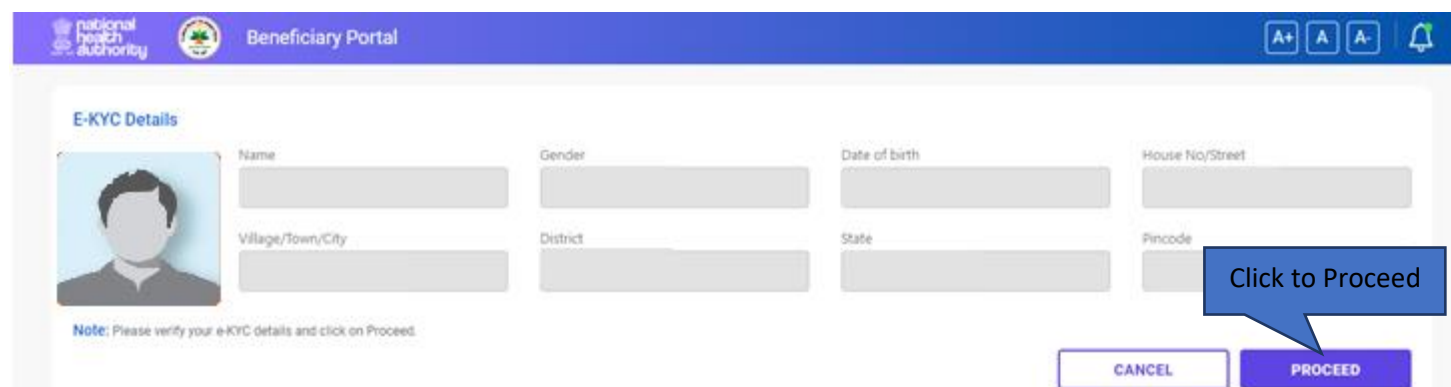
Aadhaar Number\*

OTP

OTP has been sent to your registered mobile number \*\*\*\*\*3904

BACK SUBMIT

Click Submit



**Beneficiary Portal**

**E-KYC Details**

Name

Gender

Date of birth

House No/Street

Village/Town/City

District

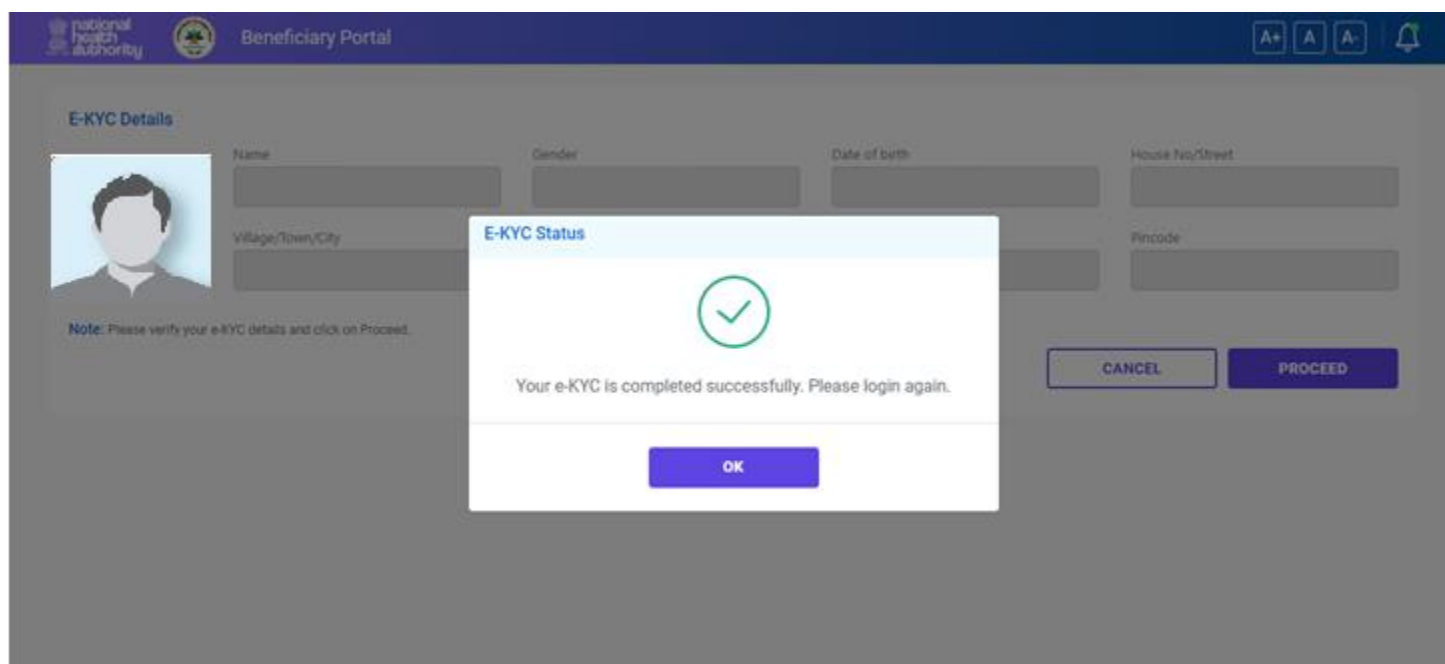
State

Pincode

Note: Please verify your e-KYC details and click on Proceed.

CANCEL PROCEED

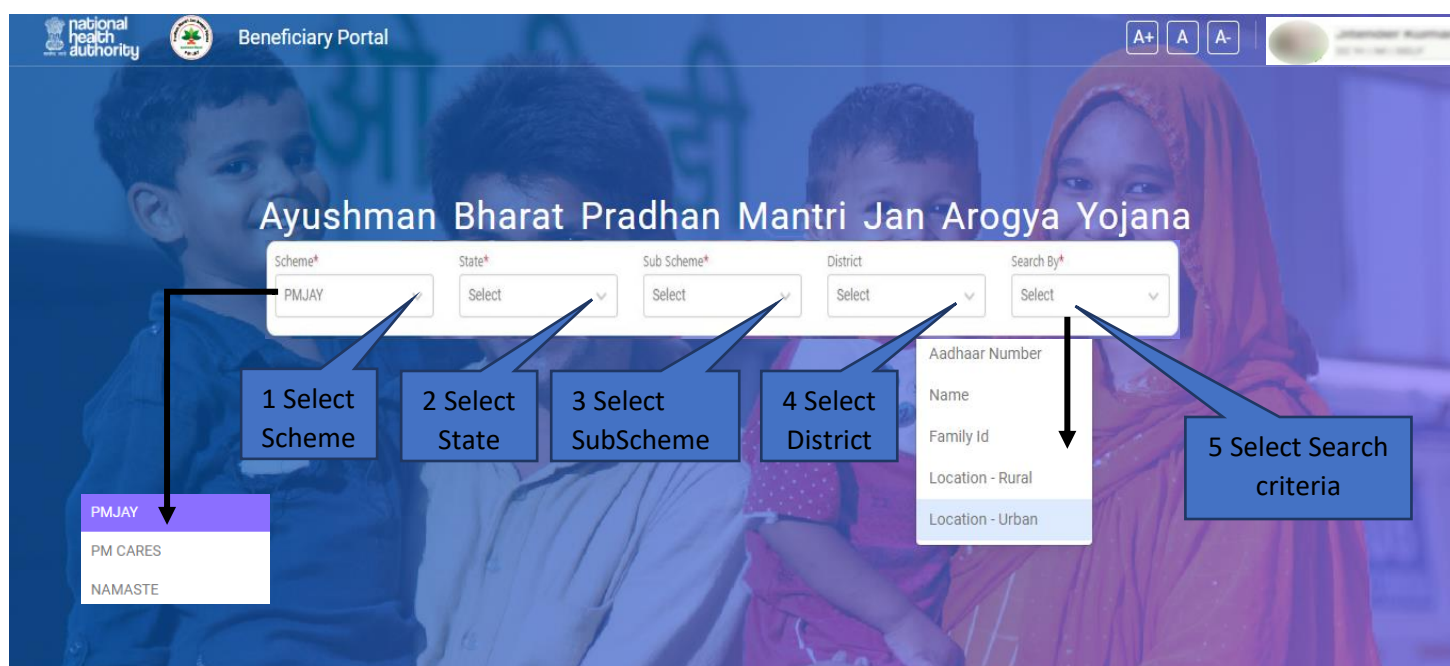
Click to Proceed



The screenshot shows the 'Beneficiary Portal' with a header for the National Health Authority. Below the header, there's a section for 'E-KYC Details' with input fields for Name, Gender, Date of birth, House No./Street, Village/Town/City, and Pincode. A modal window titled 'E-KYC Status' is displayed in the center, showing a green checkmark and the message: 'Your e-KYC is completed successfully. Please login again.' with an 'OK' button. There are also 'CANCEL' and 'PROCEED' buttons at the bottom right of the form area.

## 8. Search

Once the user clicks on 'Login' button, a page will be displayed to select the search criteria. The user needs to select State, Scheme, District from available drop down. Post this selection, the user needs to select the Search Criteria i.e. Aadhaar, Family ID etc. Based on the search criteria, user needs to submit the Aadhaar Number, Family ID etc and click on 'Search' Button. In case of availability of records, which are associated with submitted search criteria, system displays Beneficiary Details along with any associated family member(s) as shown in Figure 1 (Beneficiary Search) & Figure 2 (Operator Search). If user wants to search under "PMJAY" scheme then user has to select "PMJAY" in scheme and sub-scheme drop-down.

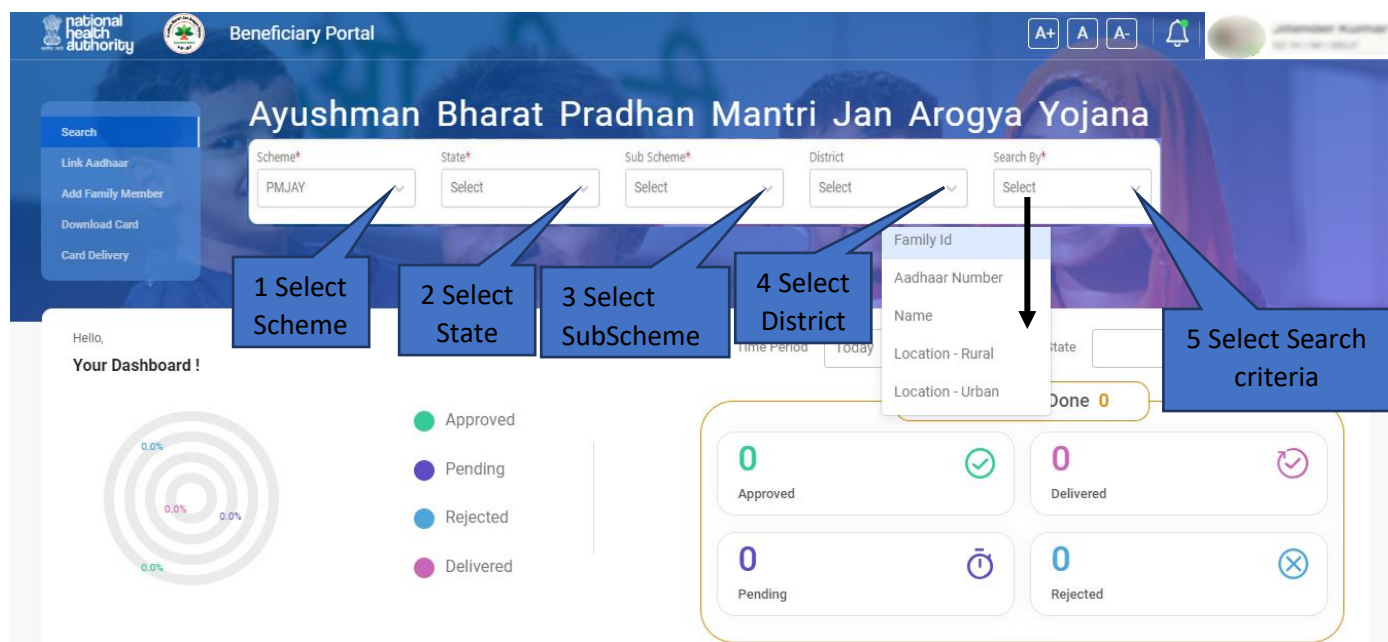


The screenshot shows the 'Ayushman Bharat Pradhan Mantri Jan Arogya Yojana' search interface. It features five dropdown menus: Scheme, State, Sub Scheme, District, and Search By. Annotations with numbered boxes point to each dropdown:

- 1 Select Scheme:** Points to the 'Scheme\*' dropdown, which has a list showing 'PMJAY', 'PM CARES', and 'NAMASTE'.
- 2 Select State:** Points to the 'State\*' dropdown.
- 3 Select SubScheme:** Points to the 'Sub Scheme\*' dropdown.
- 4 Select District:** Points to the 'District' dropdown.
- 5 Select Search criteria:** Points to the 'Search By\*' dropdown, which has a list showing 'Aadhaar Number', 'Name', 'Family Id', 'Location - Rural', and 'Location - Urban'.



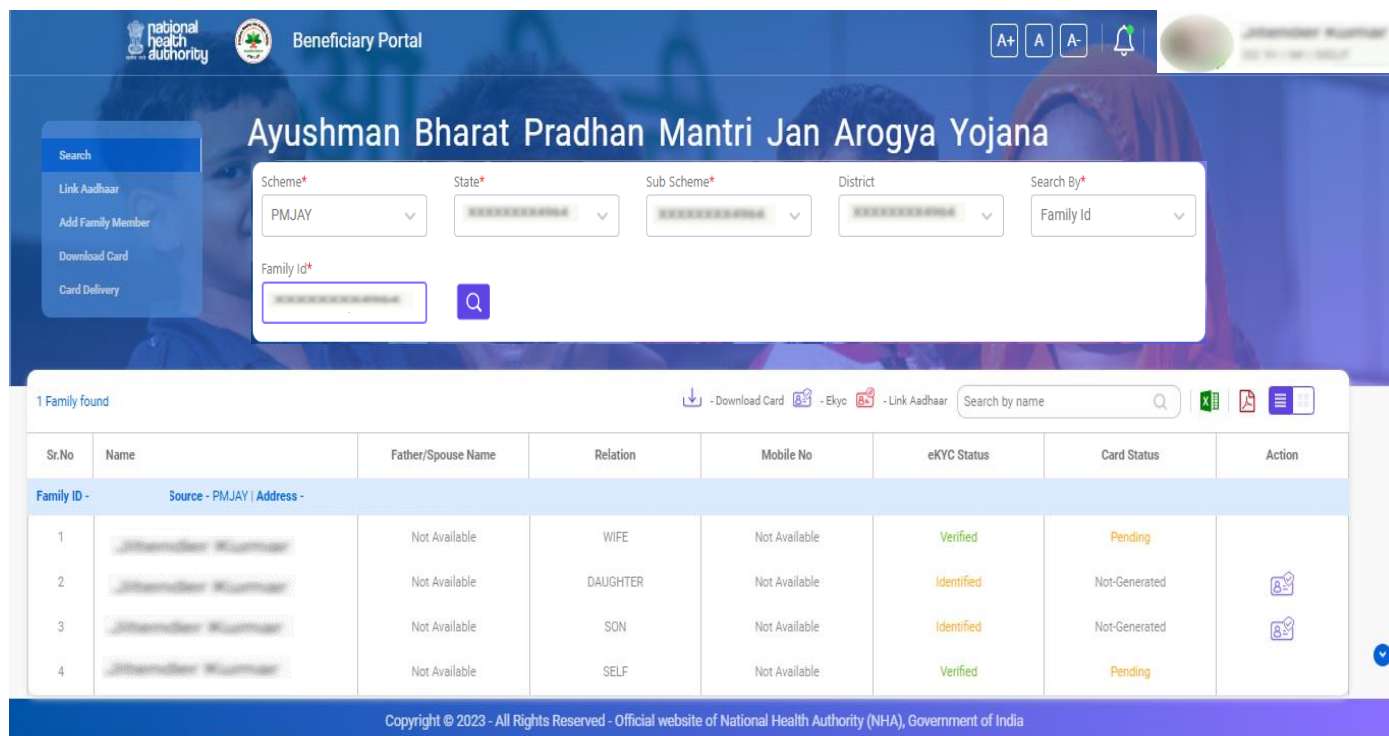
Figure 1



The screenshot shows the 'Beneficiary Portal' for the 'Ayushman Bharat Pradhan Mantri Jan Arogya Yojana'. The search filters are: Scheme\* (PMJAY), State\* (Select), Sub Scheme\* (Select), District (Select), and Search By\* (Select). A dropdown menu for 'Search By\*' is open, showing options: Family Id, Aadhaar Number, Name, Location - Rural, and Location - Urban. A callout box labeled '5 Select Search criteria' points to the 'Search By\*' dropdown. Other callouts point to the filters: '1 Select Scheme' points to Scheme\*, '2 Select State' points to State\*, '3 Select SubScheme' points to Sub Scheme\*, and '4 Select District' points to District. The dashboard shows a 'Hello, Your Dashboard !' message, a target chart, and a legend for 'Approved', 'Pending', 'Rejected', and 'Delivered'. A summary box shows: 0 Approved, 0 Delivered, 0 Pending, and 0 Rejected.

Figure 2

Select Family ID in Search by option after selected all required fields. Then click on “Search”. Result will be shown as Figure 3.



The screenshot shows the search results for 1 family found. The search filters are: Scheme\* (PMJAY), State\* (XXXXXXXXXX), Sub Scheme\* (XXXXXXXXXX), District (XXXXXXXXXX), and Search By\* (Family Id). The Family Id\* field is also filled with XXXXXXXXXXXX. The search results table is as follows:

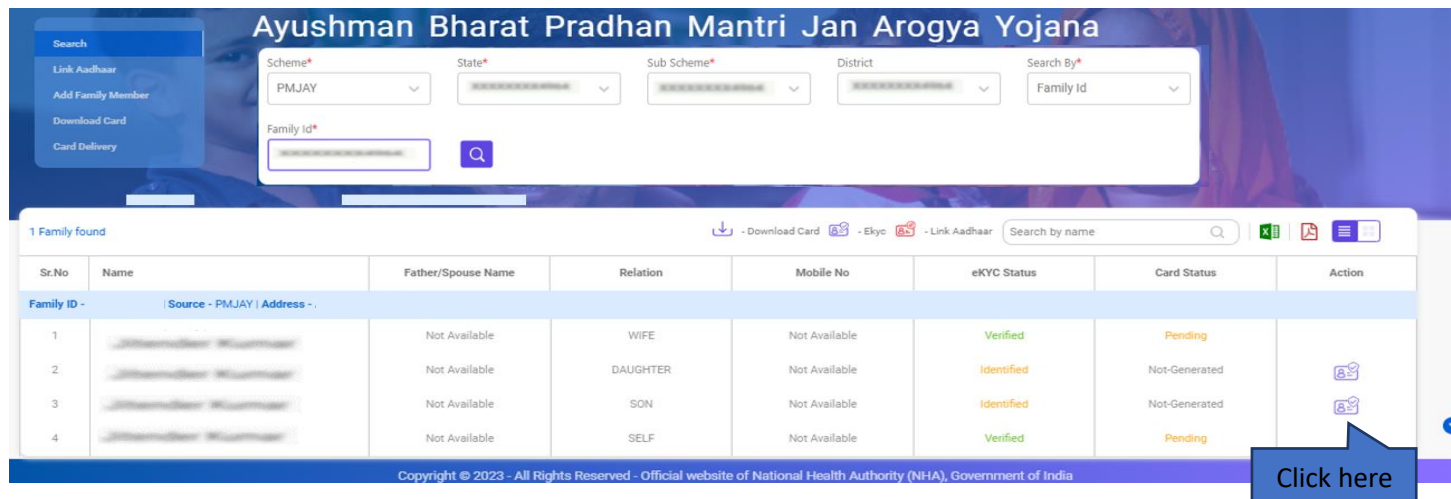
Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
Family ID - Source - PMJAY   Address -							
1	XXXXXXXXXX	Not Available	WIFE	Not Available	Verified	Pending	
2	XXXXXXXXXX	Not Available	DAUGHTER	Not Available	Identified	Not-Generated	
3	XXXXXXXXXX	Not Available	SON	Not Available	Identified	Not-Generated	
4	XXXXXXXXXX	Not Available	SELF	Not Available	Verified	Pending	

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Figure 3

## 9. Card Generate and Beneficiary e-KYC

1. Once Family / beneficiary searched and identified. Click on e-KYC icon as shown in below screenshot.



**Ayushman Bharat Pradhan Mantri Jan Arogya Yojana**

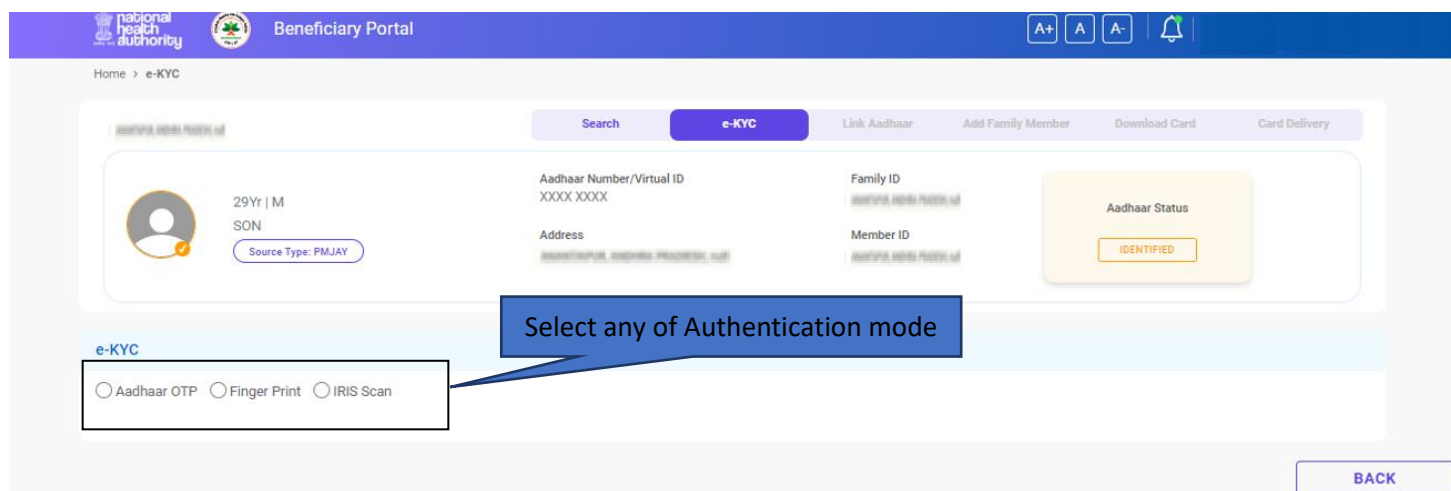
Search results for Family ID: [Family ID]

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
1	[Name]	Not Available	WIFE	Not Available	Verified	Pending	[e-KYC]
2	[Name]	Not Available	DAUGHTER	Not Available	Identified	Not-Generated	[e-KYC]
3	[Name]	Not Available	SON	Not Available	Identified	Not-Generated	[e-KYC]
4	[Name]	Not Available	SELF	Not Available	Verified	Pending	[e-KYC]

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**Click here**

2. Choose any of Authentication mode Aadhaar OTP / Finger Print / IRIS Scan



**Beneficiary Portal**

Home > e-KYC

Search e-KYC Link Aadhaar Add Family Member Download Card Card Delivery

**e-KYC**

29Yr | M  
SON  
Source Type: PMJAY

Aadhaar Number/Virtual ID: XXXX XXXX

Family ID: [Family ID]

Address: [Address]

Member ID: [Member ID]

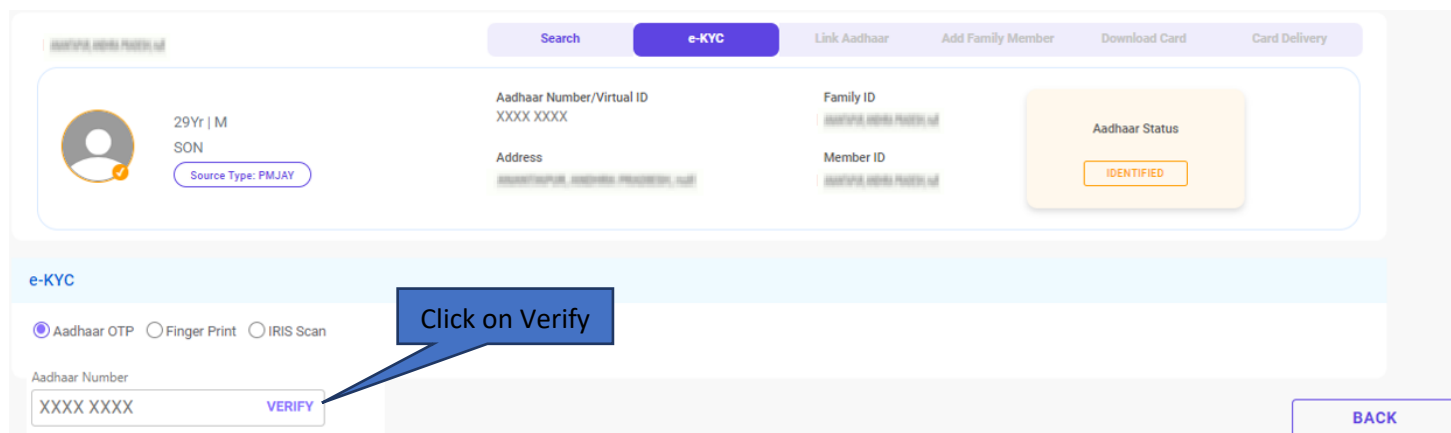
Aadhaar Status: IDENTIFIED

**Select any of Authentication mode**

☐ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

**BACK**

3. Click on Verify if Aadhaar OTP option selected.



**Beneficiary Portal**

Home > e-KYC

Search e-KYC Link Aadhaar Add Family Member Download Card Card Delivery

**e-KYC**

29Yr | M  
SON  
Source Type: PMJAY

Aadhaar Number/Virtual ID: XXXX XXXX

Family ID: [Family ID]

Address: [Address]

Member ID: [Member ID]

Aadhaar Status: IDENTIFIED

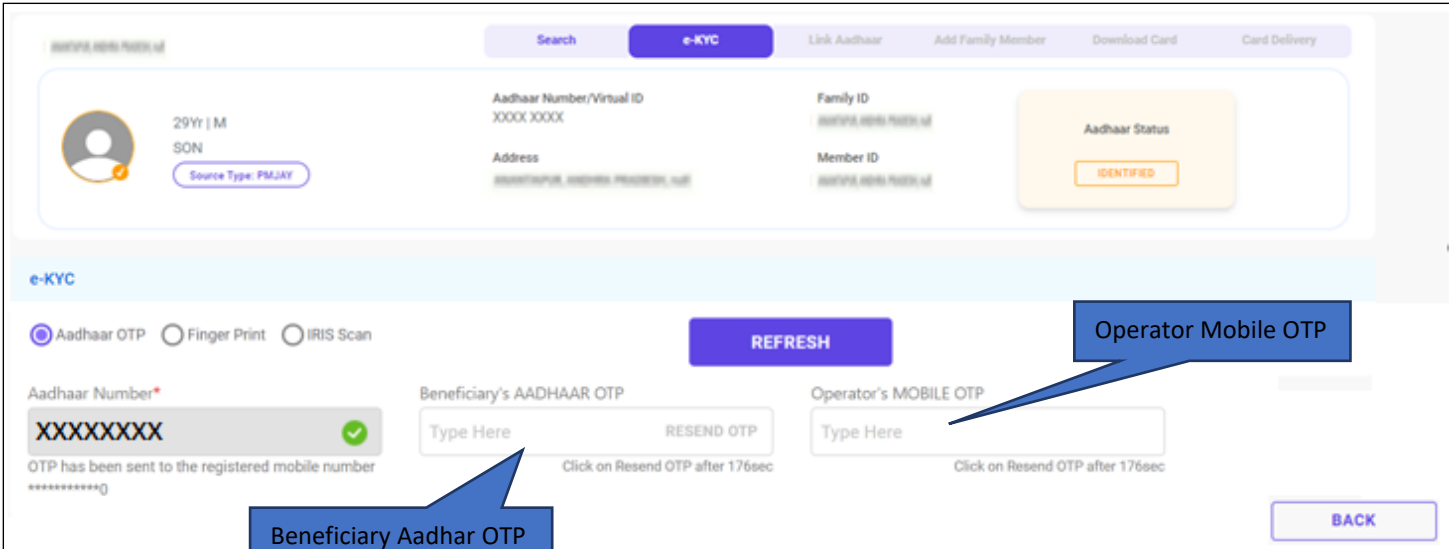
**Click on Verify**

☒ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

Aadhaar Number: XXXX XXXX **VERIFY**

**BACK**

- Enter OTP which received on beneficiary's Aadhaar registered Mobile number. And also enter an OTP which will be sent to Operator's mobile number for dual verification.



**e-KYC**

☒ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

Aadhaar Number\* XXXXXXXX ✓  
OTP has been sent to the registered mobile number \*\*\*\*\*g

Beneficiary's AADHAAR OTP  
Type Here RESEND OTP  
Click on Resend OTP after 176sec

Operator's MOBILE OTP  
Type Here  
Click on Resend OTP after 176sec

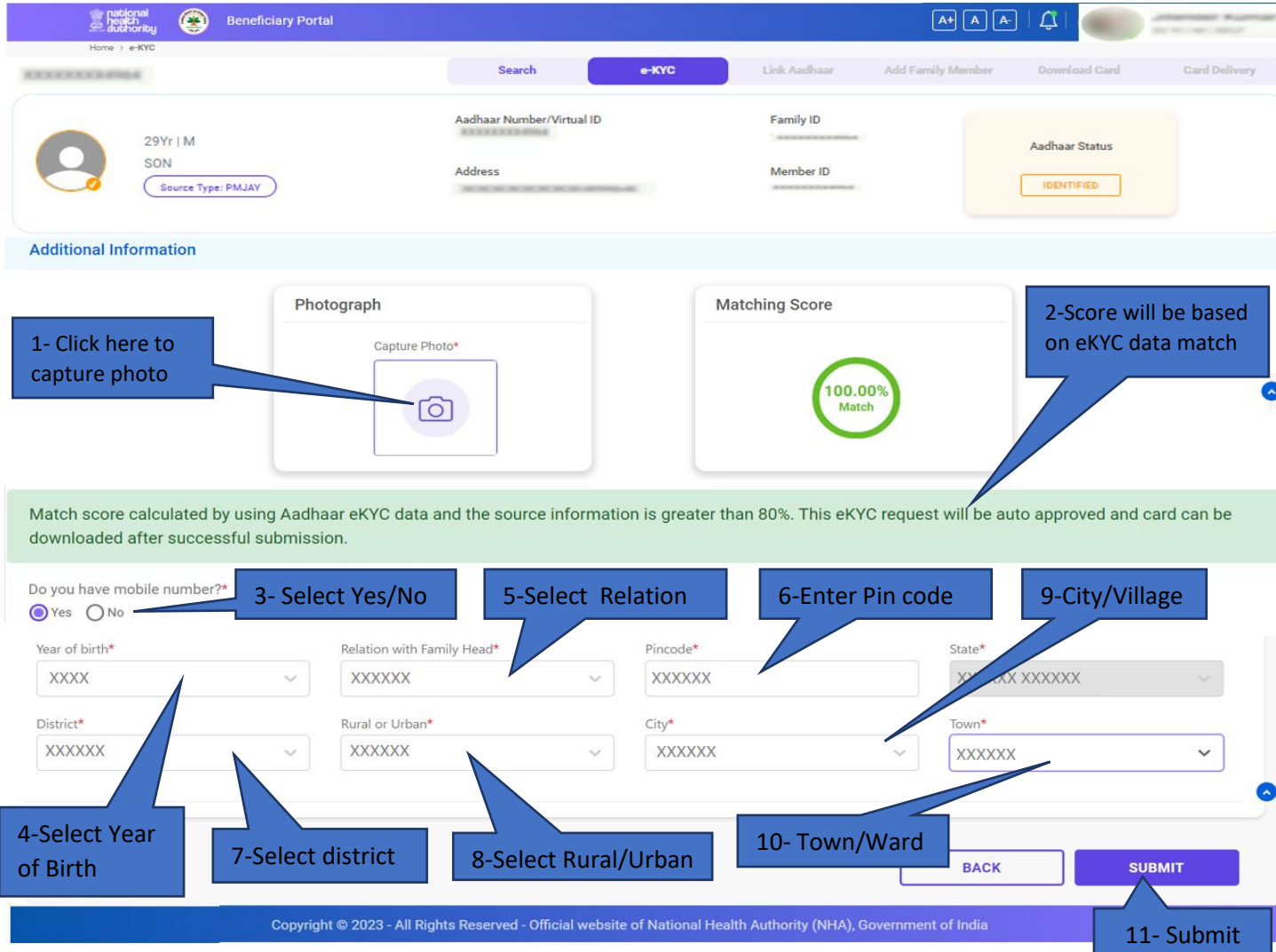
REFRESH

Operator Mobile OTP

BACK

Beneficiary Aadhar OTP

- Match existing source details with e-KYC data. Capture Photo and enter all require details and click submit.



**Beneficiary Portal**

Home > e-KYC

**Additional Information**

Photograph  
Capture Photo\*

Matching Score  
100.00% Match

2-Score will be based on eKYC data match

Match score calculated by using Aadhaar eKYC data and the source information is greater than 80%. This eKYC request will be auto approved and card can be downloaded after successful submission.

Do you have mobile number?\* 3- Select Yes/No  
☒ Yes ☐ No

Year of birth\* 4-Select Year of Birth  
XXXX

Relation with Family Head\* 5-Select Relation  
XXXXXX

Pincode\* 6-Enter Pin code  
XXXXXX

State\* 9-City/Village  
XX-XX XXXXXX

District\* 7-Select district  
XXXXXX

Rural or Urban\* 8-Select Rural/Urban  
XXXXXX

City\* 10- Town/Ward  
XXXXXX

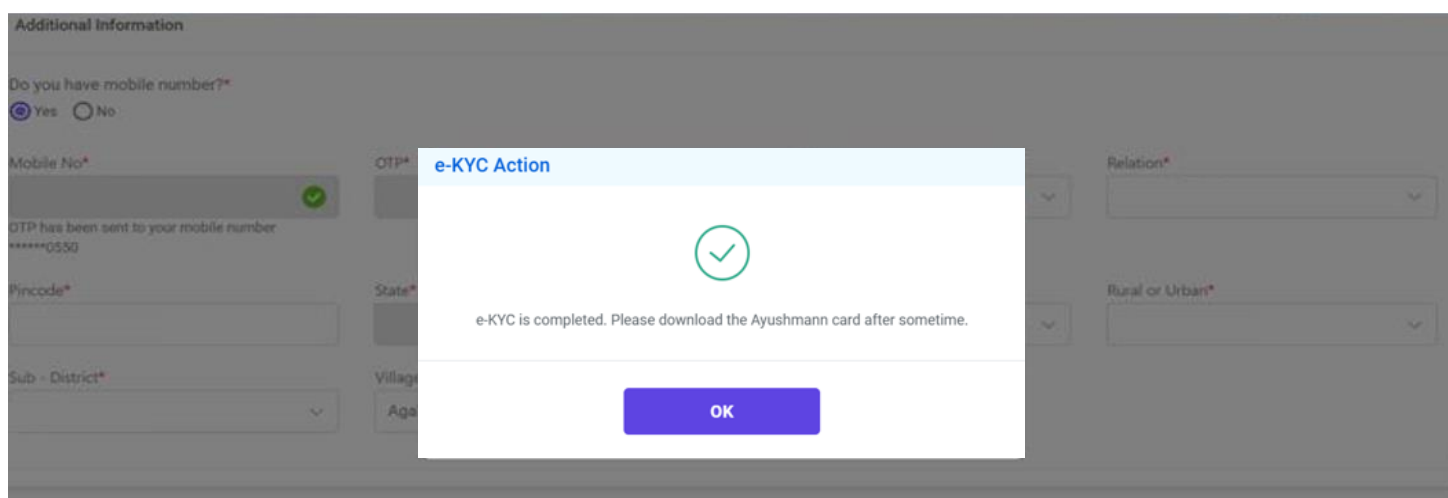
Town\*  
XXXXXX

BACK SUBMIT

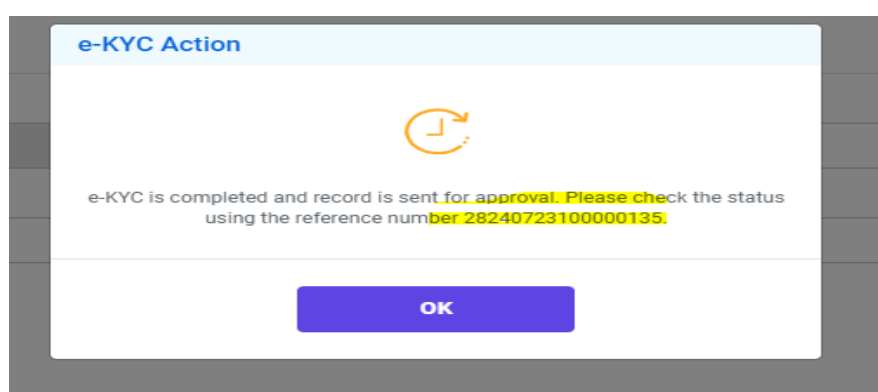
11- Submit

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6. The match score will be calculated on the basis of beneficiary Aadhaar Name, YOB and gender. The maximum weightage is on gender, if the gender is mismatched then score will be "0". Then next weightages on name and YOB. For Auto approval score must be more than 80%.
7. Logged in Operator can view the Beneficiary and Beneficiary's family member details and perform Authentication for them using one of the four methods as shown in screen below:
  - a. Authentication can be done via following 4 methods:
    - i. Aadhaar OTP
    - ii. Finger Print
    - iii. IRIS Scan
    - iv. Face Auth
8. Post Authentication Operator can perform the following actions:
  - a. e-KYC using four e-KYC methods in case of Potential Beneficiary, i.e. identified
  - b. Link Aadhaar in case of Aadhaar not linked with approved Beneficiary or Family Member.
  - c. Add Family member in case of new member to be added to family.
9. Once e-KYC is completed successfully using either of the options Aadhaar OTP, Finger Print, IRIS Scan or Face Auth, Beneficiary will get following options:
  - a. e-KYC: user can proceed to download card if Auto Approved (refer below screenshot) or await approval if match score below threshold for approval by competent authorities. And a request will be submitted with reference ID (refer below screenshot).



Card is Auto-Approved

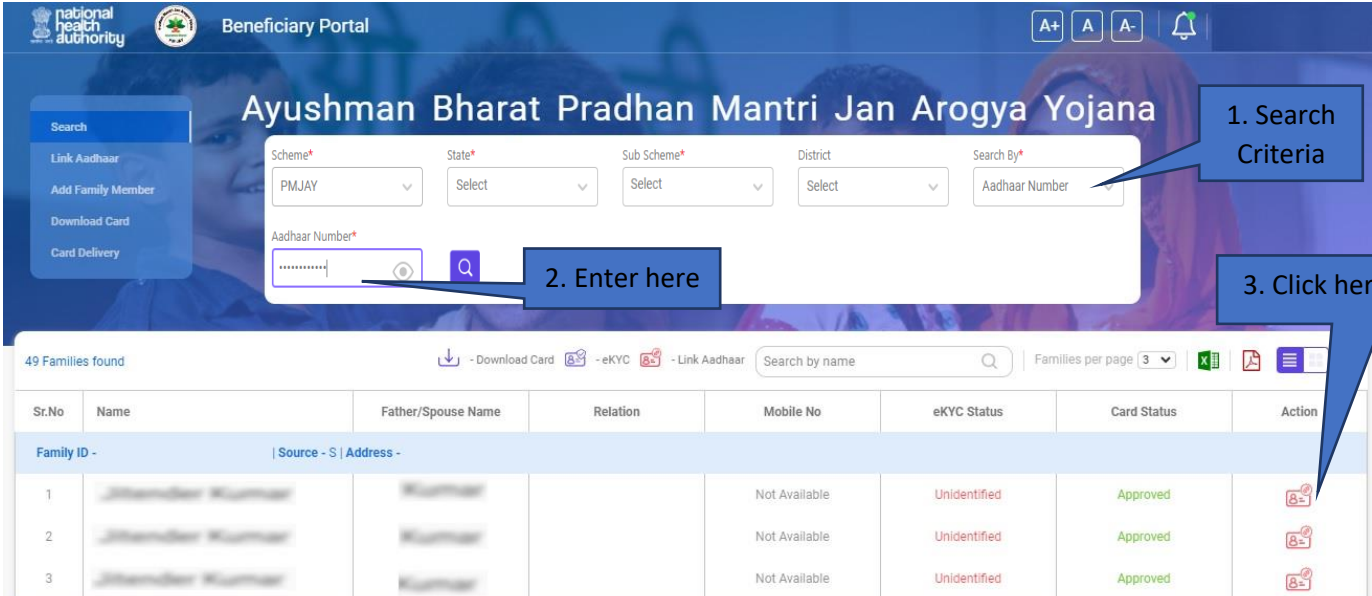


Card is Non-Auto approved



## 10. Link Aadhaar Card

1. Login with Operator and Search Family or Beneficiary with applicable criteria. As shown in below screenshot.
2. Click on Link Aadhaar icon under Action.



**Beneficiary Portal**

**Ayushman Bharat Pradhan Mantri Jan Arogya Yojana**

Search Criteria:

- Scheme\*: PMJAY
- State\*: Select
- Sub Scheme\*: Select
- District: Select
- Search By\*: Aadhaar Number
- Aadhaar Number\*: [Input Field]

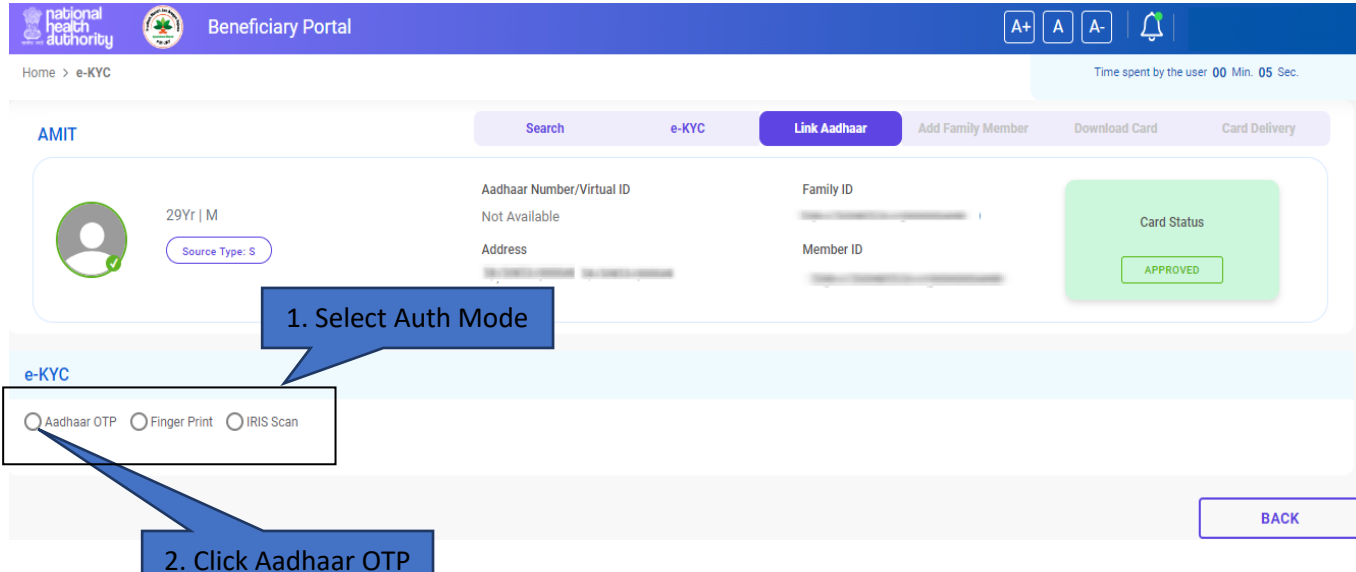
2. Enter here

3. Click here

49 Families found

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
1	[Name]	[Name]	[Relation]	Not Available	Unidentified	Approved	[Link Aadhaar Icon]
2	[Name]	[Name]	[Relation]	Not Available	Unidentified	Approved	[Link Aadhaar Icon]
3	[Name]	[Name]	[Relation]	Not Available	Unidentified	Approved	[Link Aadhaar Icon]

3. Portal will be redirect to Link Aadhaar page.
4. Click on Aadhaar OTP/Finger Print/ IRIS Scan as wish to Authenticate with Aadhaar.



**Beneficiary Portal**

Home > e-KYC

Time spent by the user 00 Min. 05 Sec.

AMIT

Search e-KYC **Link Aadhaar** Add Family Member Download Card Card Delivery

29Yr | M

Source Type: S

Aadhaar Number/Virtual ID: Not Available

Family ID: [ID]

Address: [Address]

Member ID: [ID]

Card Status: APPROVED

1. Select Auth Mode

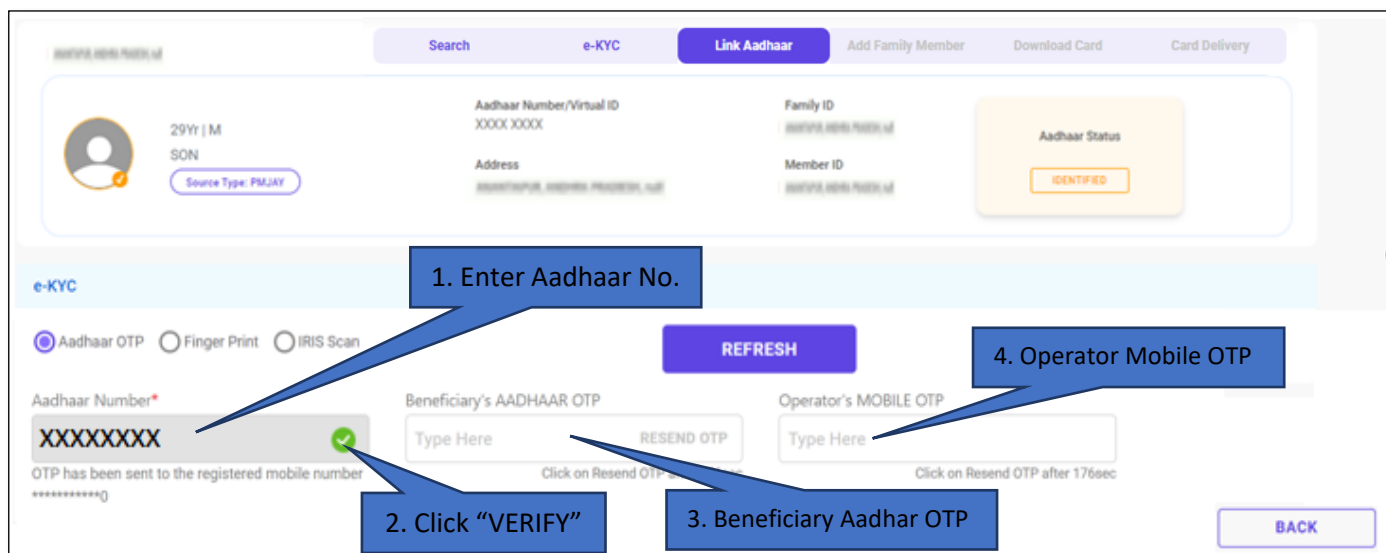
e-KYC

☒ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

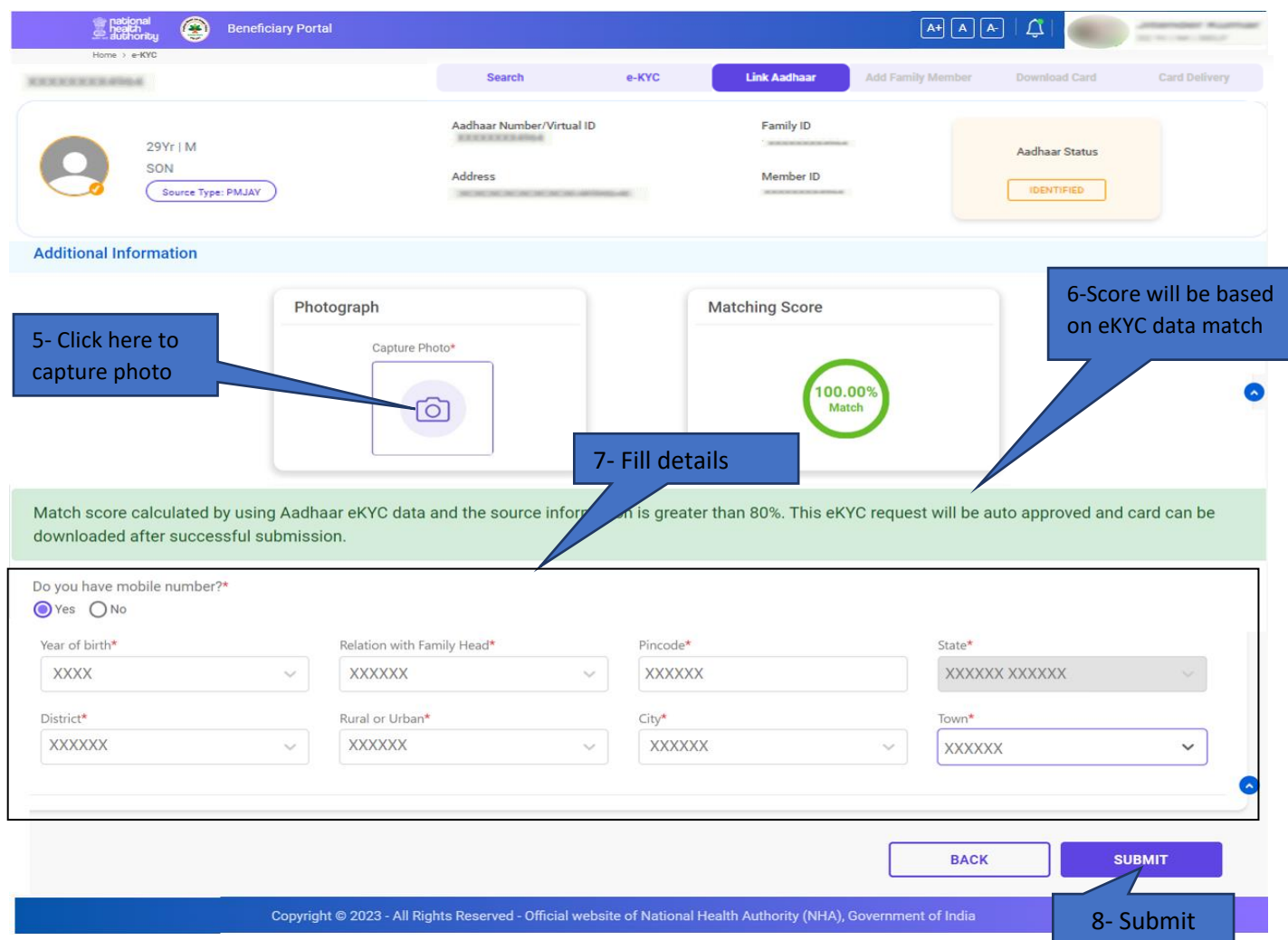
2. Click Aadhaar OTP

BACK

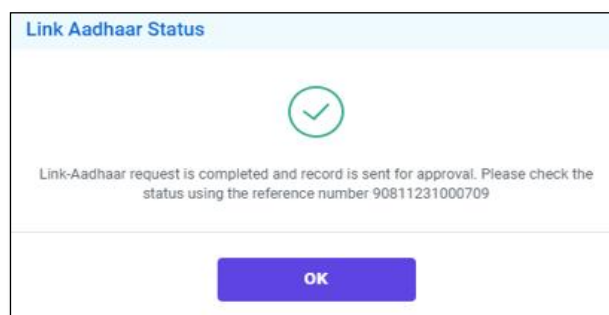
- Enter Aadhaar number to link/update with beneficiary and click on Verify. Enter OTP which received on beneficiary's Aadhaar registered Mobile number. And also enter an OTP which will be sent to Operator's mobile number for dual verification.



- After OTP verified, beneficiary will have to complete e-KYC and Submit.

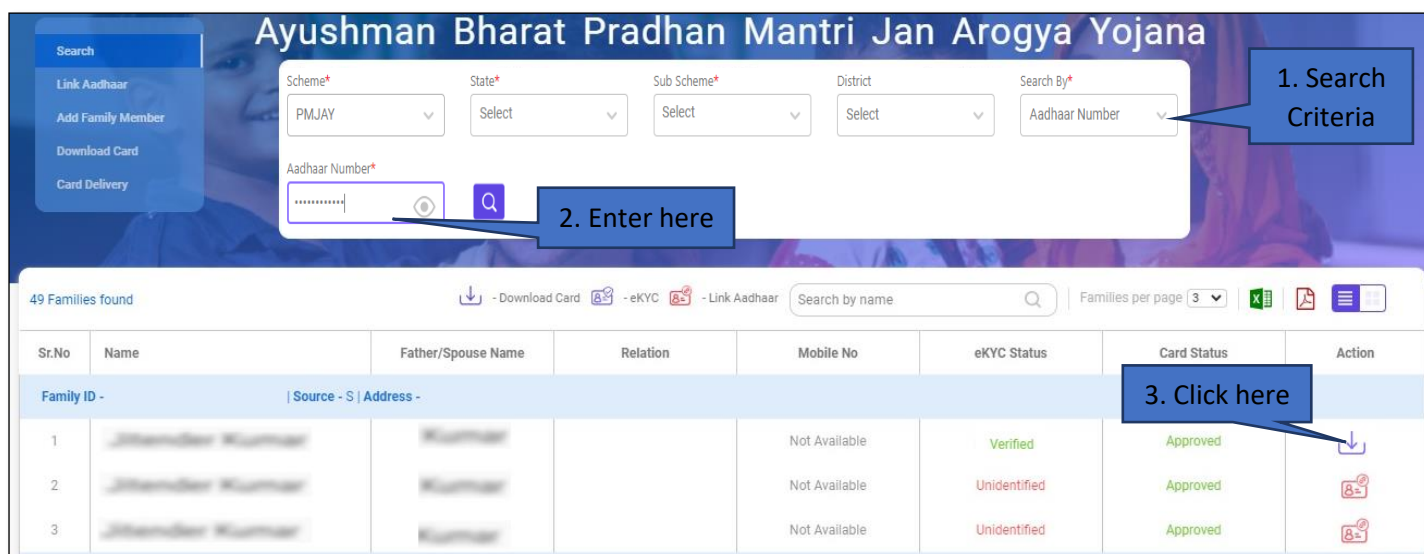


- The match score will be calculated on the basis of beneficiary Aadhaar Name, YOB and gender. The maximum weightage is on gender, if the gender is mismatched then score will be "0". Then next weightages on name and YOB. For Auto approval score must be more than 80%.
- After Submit, a request reference number will be generate and this case will be forwarded for approval by competent authority.



## 11. Add New Family Member

- Login as Operator and Search Family or Beneficiary with applicable criteria. As shown in below screenshot.
- Click on Link icon under Action.



**Ayushman Bharat Pradhan Mantri Jan Arogya Yojana**

Search Criteria:

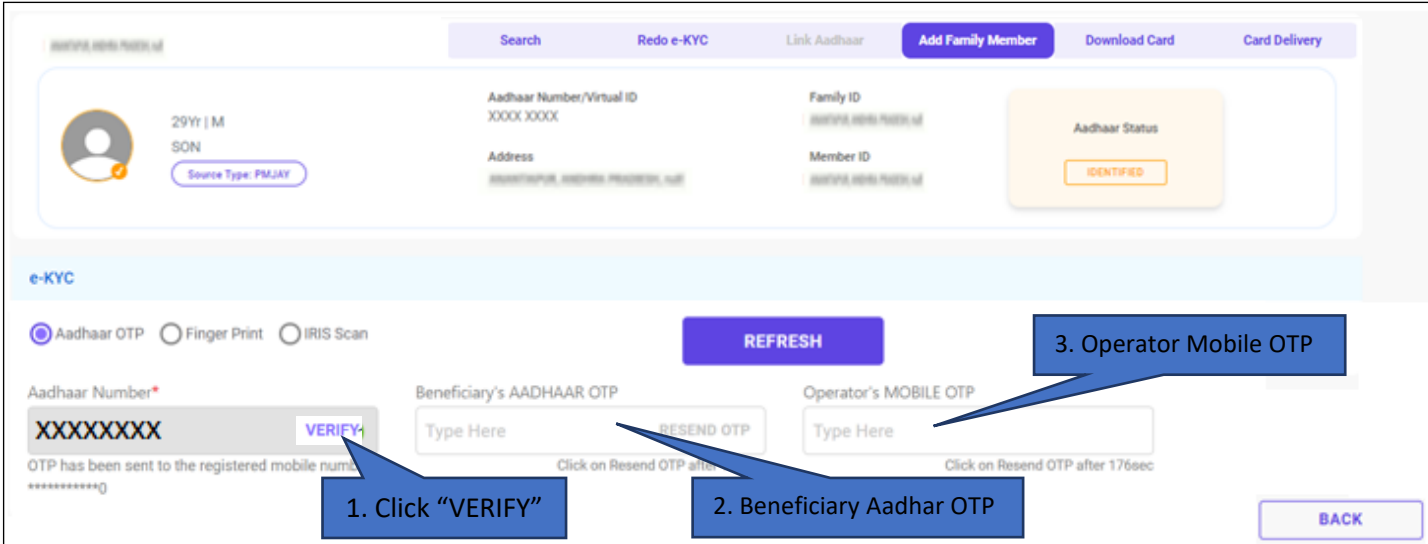
- Scheme\*: PMJAY
- State\*: Select
- Sub Scheme\*: Select
- District: Select
- Search By\*: Aadhaar Number
- Aadhaar Number\*: [Input field]

2. Enter here

3. Click here

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
Family ID - [Source - S   Address - ]							
1	Jhender Kumar	Kumar		Not Available	Verified	Approved	[Link Icon]
2	Jhender Kumar	Kumar		Not Available	Unidentified	Approved	[Link Icon]
3	Jhender Kumar	Kumar		Not Available	Unidentified	Approved	[Link Icon]

- Portal will be redirect to Add Family Member page.
- Click on Aadhaar OTP/Finger Print/ IRIS Scan as wish to Authenticate with Aadhaar.
- Enter new member Aadhaar number. And click VERIFY.
- After Aadhaar verified, An OTP will be sent to beneficiary and Operator. (if OTP mode selected).
- If other authentication mode selected (FingerPrint/IRIS) then an OTP will be sent to Operator mobile only.
- Enter OTP which received on beneficiary's Aadhaar registered Mobile number. And also enter an OTP which will be sent to Operator's mobile number for dual verification. (Note: Authentication can be done with FingerPrint and IRIS scan also)



Search Redo e-KYC Link Aadhaar **Add Family Member** Download Card Card Delivery

29Yr | M  
SON  
Source Type: PMJAY

Aadhaar Number/Virtual ID  
XXXX XXXX

Family ID  
XXXXXX XXXX XXXX

Address  
XXXXXX XXXX XXXX XXXX XXXX

Member ID  
XXXXXX XXXX XXXX XXXX

Aadhaar Status  
IDENTIFIED

e-KYC

☒ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

Aadhaar Number\*  
XXXXXXXXX **VERIFY**

Beneficiary's AADHAAR OTP  
Type Here **RESEND OTP**

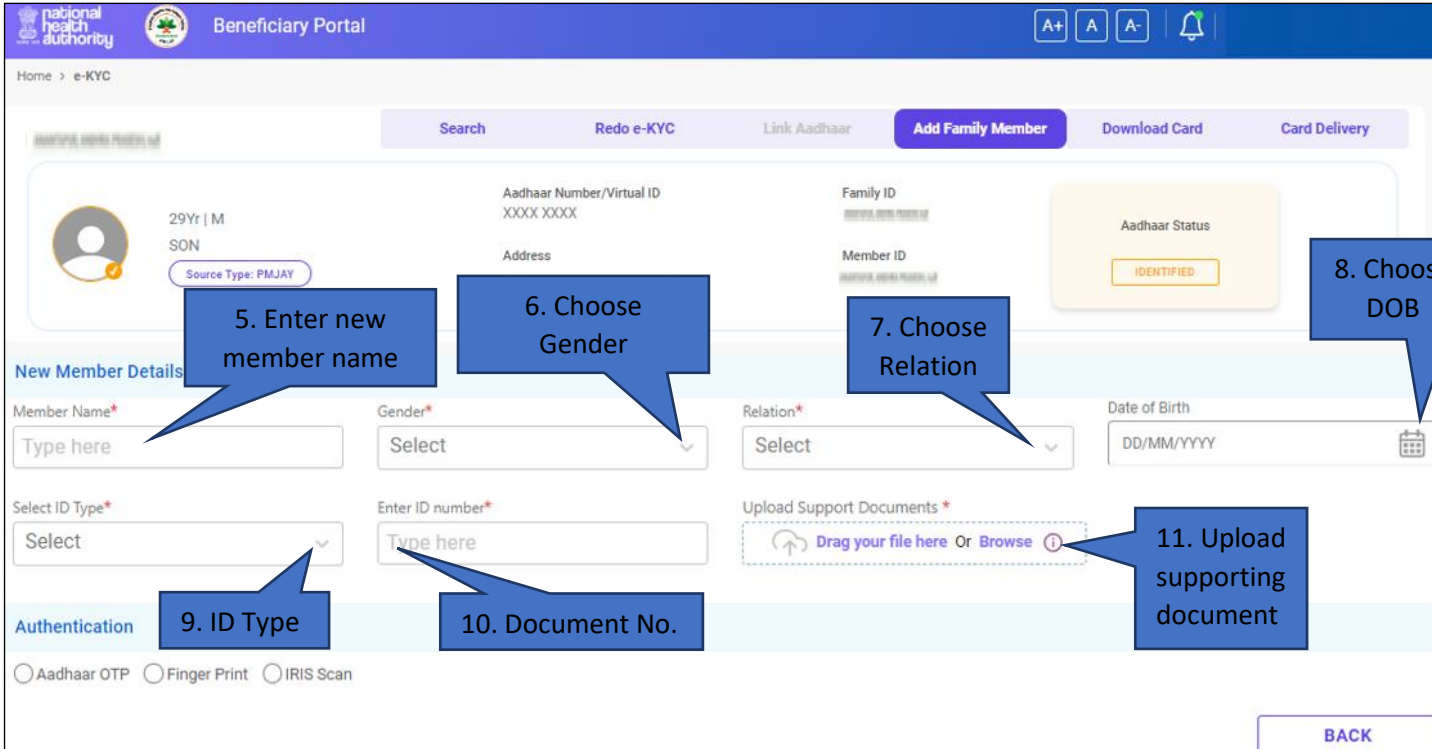
Operator's MOBILE OTP  
Type Here **RESEND OTP**

REFRESH

1. Click "VERIFY" 2. Beneficiary Aadhar OTP 3. Operator Mobile OTP

BACK

9. After OTP verified, new member will have to provide new member details post verification and Submit as shown below screenshot.



national health authority Beneficiary Portal

Home > e-KYC

Search Redo e-KYC Link Aadhaar **Add Family Member** Download Card Card Delivery

29Yr | M  
SON  
Source Type: PMJAY

Aadhaar Number/Virtual ID  
XXXX XXXX

Family ID  
XXXXXX XXXX XXXX

Address  
XXXXXX XXXX XXXX XXXX XXXX

Member ID  
XXXXXX XXXX XXXX XXXX

Aadhaar Status  
IDENTIFIED

New Member Details

Member Name\*  
Type here

Gender\*  
Select

Relation\*  
Select

Date of Birth  
DD/MM/YYYY

Select ID Type\*  
Select

Enter ID number\*  
Type here

Upload Support Documents\*  
Drag your file here Or Browse

5. Enter new member name 6. Choose Gender 7. Choose Relation 8. Choose DOB

9. ID Type 10. Document No. 11. Upload supporting document

Authentication  
☐ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

BACK

10. Enter new member name.

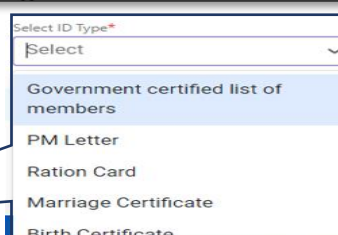
11. Select Gender

12. Select Relation with Self

13. DOB (date of birth)

14. Choose documents ID type

15. Enter document ID number



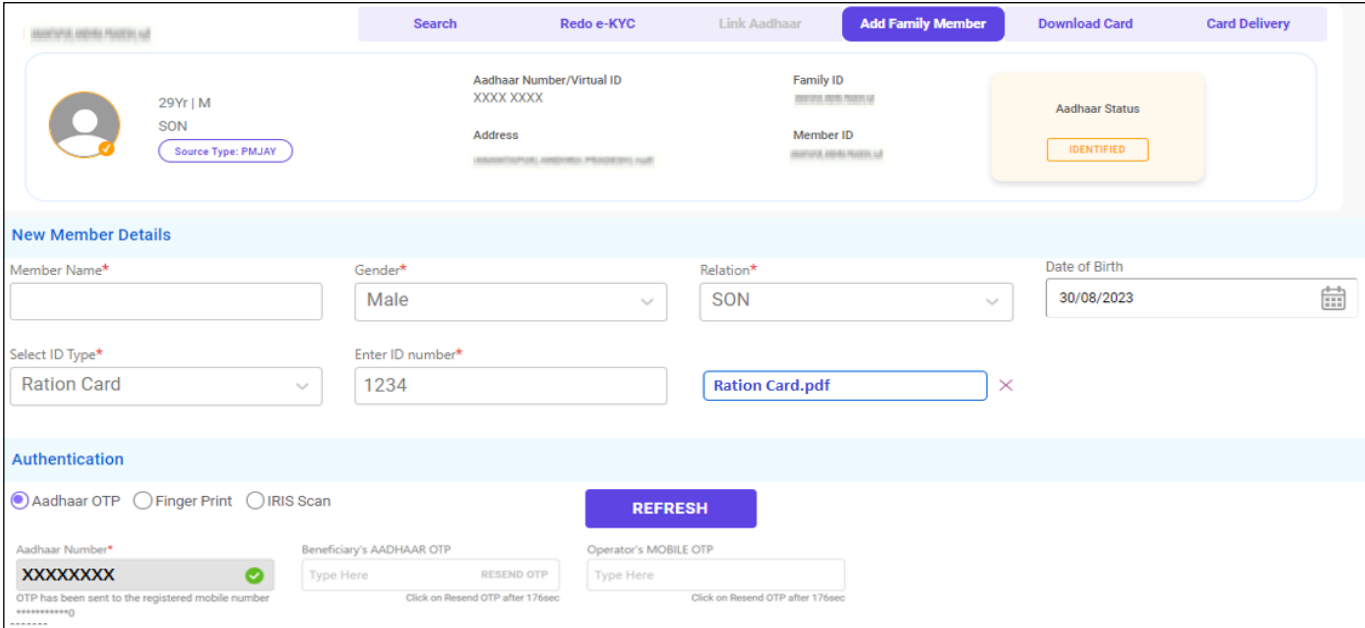
Select ID Type\*

Select

- Government certified list of members
- PM Letter
- Ration Card
- Marriage Certificate
- Birth Certificate

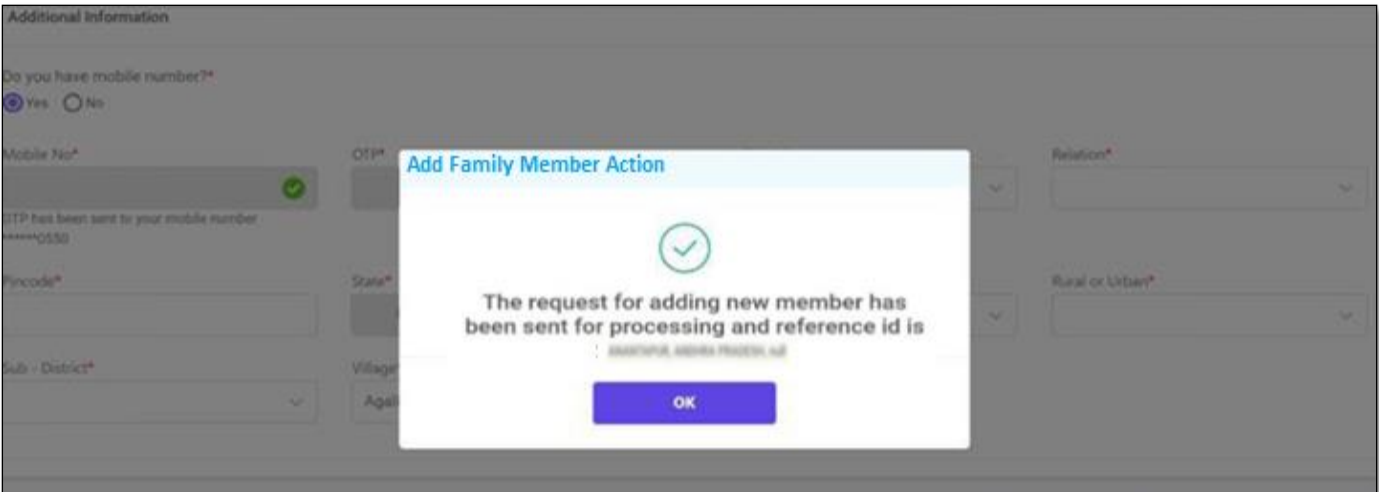


16. Upload supported / relevant document
17. Choose one of authentication mode (OTP/FingerPrint/IRIS Scan) Ex. - Click on Aadhaar OTP
18. After filling all required details and uploading document, submit e-KYC as per below screenshot



The screenshot shows the 'Add Family Member' form. At the top, there are navigation tabs: Search, Redo e-KYC, Link Aadhaar, Add Family Member (active), Download Card, and Card Delivery. Below the tabs, a user profile is displayed with a placeholder image, age/gender (29Yr | M), relationship (SON), and source type (PMJAY). To the right, fields for Aadhaar Number/Virtual ID (XXXX XXXX), Family ID, Address, and Member ID are shown. An 'Aadhaar Status' box indicates 'IDENTIFIED'. The 'New Member Details' section includes fields for Member Name, Gender (Male), Relation (SON), Date of Birth (30/08/2023), Select ID Type (Ration Card), and Enter ID number (1234). A file upload section shows 'Ration Card.pdf' with a close button. The 'Authentication' section has radio buttons for Aadhaar OTP (selected), Finger Print, and IRIS Scan, along with a 'REFRESH' button. Below, there are input fields for Aadhaar Number (XXXXXXXX), Beneficiary's AADHAAR OTP, and Operator's MOBILE OTP, each with a 'RESEND OTP' link and a 176-second timer.

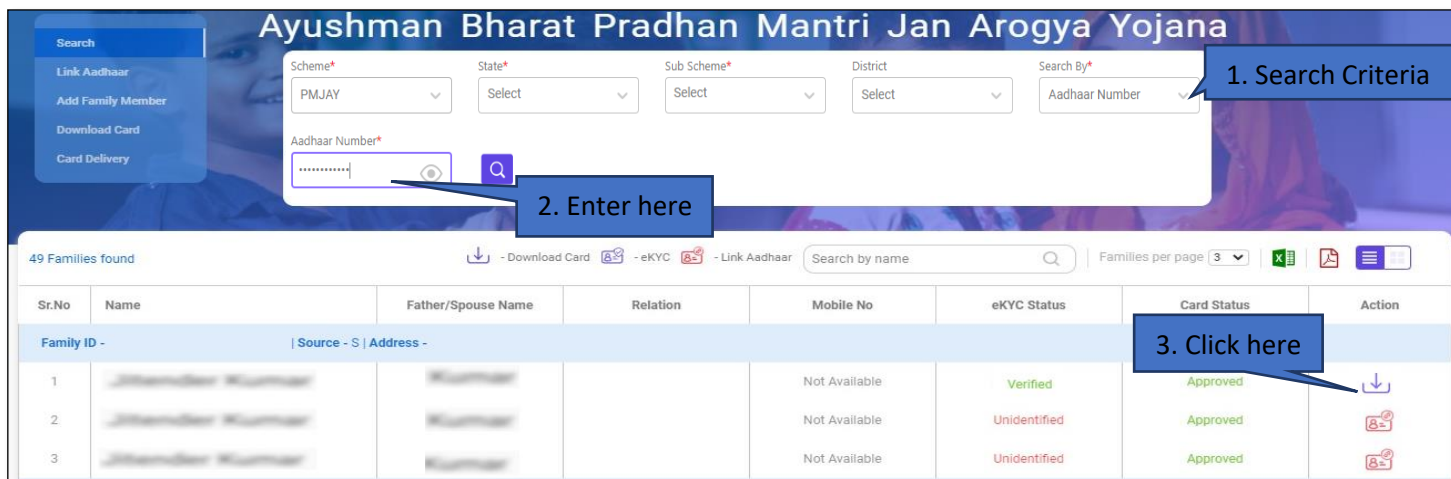
19. Once e-KYC completed, a reference ID will be generated and request will be sent for approval.



The screenshot shows a confirmation dialog box titled 'Add Family Member Action'. The dialog contains a green checkmark icon and the text: 'The request for adding new member has been sent for processing and reference id is'. Below the text is an 'OK' button. In the background, the 'Additional Information' form is visible, showing fields for Mobile No, OTP, Pincode, State, Sub-District, Village, and Age, along with a 'Do you have mobile number?' question.

## 12. Download Beneficiary Card

1. Search Family or Beneficiary with applicable criteria. As shown in below screenshot. Choose beneficiary whose card has to download.
2. Click on Download Card icon under Action.



**Ayushman Bharat Pradhan Mantri Jan Arogya Yojana**

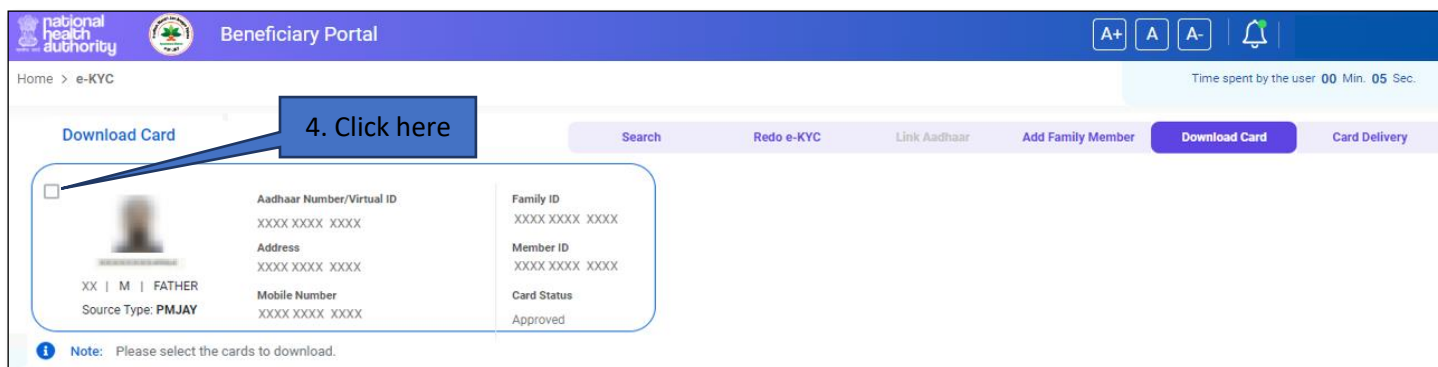
Search Criteria:

- Scheme\*: PMJAY
- State\*: Select
- Sub Scheme\*: Select
- District: Select
- Search By\*: Aadhaar Number
- Aadhaar Number\*: [Input field]

49 Families found

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
1	[Name]	[Name]	[Relation]	Not Available	Verified	Approved	[Download Icon]
2	[Name]	[Name]	[Relation]	Not Available	Unidentified	Approved	[Download Icon]
3	[Name]	[Name]	[Relation]	Not Available	Unidentified	Approved	[Download Icon]

3. Portal will be redirect to Download Card page. Click on Checkbox to download card.



**Beneficiary Portal**

Home > e-KYC

Time spent by the user 00 Min. 05 Sec.

Download Card

4. Click here

Search Redo e-KYC Link Aadhaar Add Family Member Download Card Card Delivery

Download Card

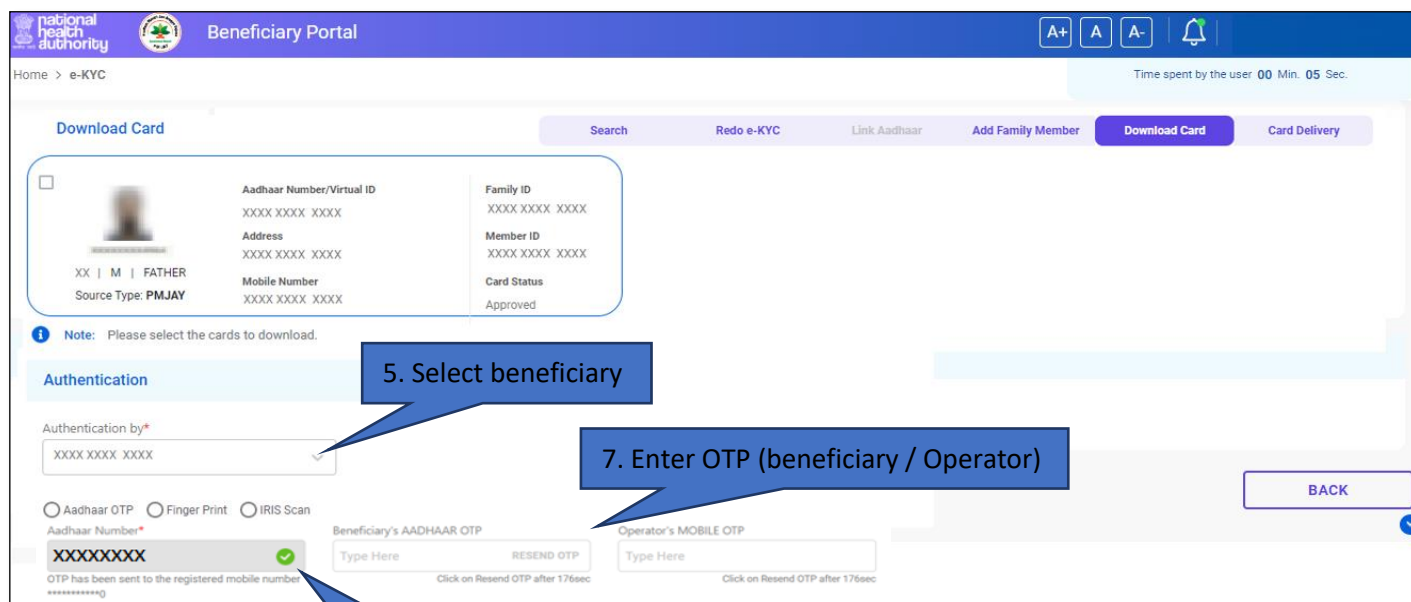
5. Select beneficiary

6. Verify Aadhaar no.

7. Enter OTP (beneficiary / Operator)

8. BACK

4. After select card, verify with OTP/FingerPrint/IRIS Scan.



**Beneficiary Portal**

Home > e-KYC

Time spent by the user 00 Min. 05 Sec.

Download Card

Search Redo e-KYC Link Aadhaar Add Family Member Download Card Card Delivery

Download Card

5. Select beneficiary

6. Verify Aadhaar no.

7. Enter OTP (beneficiary / Operator)

8. BACK

Home > e-KYC Time spent by the user 00 Min. 05 Sec.

**Download Card** Search Redo e-KYC Link Aadhaar Add Family Member **Download Card** Card Delivery

  
 XX | M | FATHER  
 Source Type: PMJAY


Aadhaar Number/Virtual ID  
 XXXX XXXX XXXX  
 Address  
 XXXX XXXX XXXX  
 Mobile Number  
 XXXX XXXX XXXX

Family ID  
 XXXX XXXX XXXX  
 Member ID  
 XXXX XXXX XXXX  
 Card Status  
 Approved

**Note:** Please select the cards to download.

**Authentication**  
Authenticated by Parveen Kumar for downloading cards.

**Card View**



**7. Click Download for Card**

**DOWNLOAD**

### 13. Beneficiary Card Delivery

1. Search Family or Beneficiary with applicable criteria. As shown in below screenshot. Choose beneficiary whose card has to delivered.
2. Click on Download Card icon under Action or can be directly click on “Card Delivery” from the left side option.

**Ayushman Bharat Pradhan Mantri Jan Arogya Yojana**

**Search**

Link Aadhaar

Add Family Member

Download Card

**Card Delivery**

Scheme\*  
PMJAY

State\*  
Select

Sub Scheme\*  
Select

District  
Select

Search By\*  
Aadhaar Number

Aadhaar Number\*




**1. Search Criteria**

**2. Enter here**

**4. Click here**

**3. Click here**

49 Families found

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
Family ID -   Source - S   Address -							
1	Jhender Kumar	Kumar		Not Available	Verified	Approved	
2	Jhender Kumar	Kumar		Not Available	Unidentified	Approved	
3	Jhender Kumar	Kumar		Not Available	Unidentified	Approved	

3. Portal will be redirect to Deliver Card page. Click on Checkbox to download card.
4. Click on Checkbox whose card has to be delivered.
5. Complete Authentication of card receiver.
6. Choose any Authentication mode OTP/Finger Print / IRIS
7. Verify Aadhaar number.
8. An OTP will be received if Auth mode selected Aadhaar OTP.
9. Enter OTP
10. Once OTP will be Verified and Authentication successful.
11. Card Delivery will be completed.


**Beneficiary Portal**

Home > e-KYC

Time spent by the user 00 Min. 05 Sec.

**Download Card**

Search Redo e-KYC Link Aadhaar Add Family Member Download Card **Card Delivery**

<input type="checkbox"/>		<b>Aadhaar Number/Virtual ID</b> XXXX XXXX XXXX <b>Address</b> XXXX XXXX XXXX <b>Mobile Number</b> XXXX XXXX XXXX	<b>Family ID</b> XXXX XXXX XXXX <b>Member ID</b> XXXX XXXX XXXX <b>Card Status</b> Approved
--------------------------	---	--	--

XX | M | FATHER  
Source Type: PMJAY

**Note:** Please select the cards to download.

**Authentication**

☒ Aadhaar OTP ☐ Finger Print ☐ IRIS Scan

**1. Click "VERIFY"**

**2. Beneficiary Aadhar OTP**

**3. Operator Mobile OTP**

Aadhaar Number\* XXXXXXXX

Beneficiary's AADHAAR OTP Type Here

Operator's MOBILE OTP Type Here

OTP has been sent to the registered mobile number

Click on Resend OTP after 176sec


**Beneficiary Portal**

Home > e-KYC

Time spent by the user 00 Min. 05 Sec.

**Download Card**

Search Redo e-KYC Link Aadhaar Add Family Member Download Card **Card Delivery**

<input type="checkbox"/>		<b>Aadhaar Number/Virtual ID</b> XXXX XXXX XXXX <b>Address</b> XXXX XXXX XXXX <b>Mobile Number</b> XXXX XXXX XXXX	<b>Family ID</b> XXXX XXXX XXXX <b>Member ID</b> XXXX XXXX XXXX <b>Card Status</b> Approved
--------------------------	---	--	--

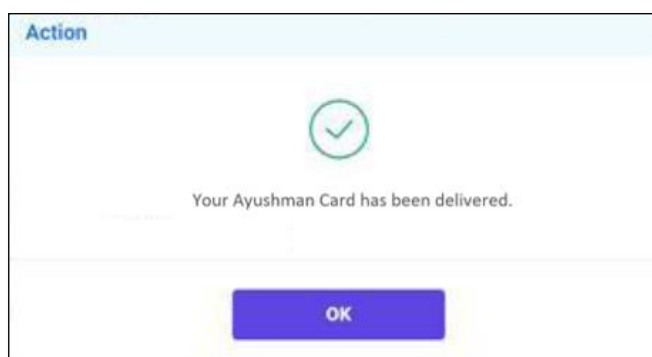
XX | M | FATHER  
Source Type: PMJAY

**Note:** Please select the cards to download.

**Authentication**

Authenticated by XX XXXX for cards delivery.

12. After successful completion of authentication, the Ayushman card marked as delivered.





## 14. ISA Approver

Login as ISA Approver with Mobile No. or Aadhaar No. or User ID based on modes configured as login. Upon verification of the same, the user will have a provision to authenticate using mobile OTP. Aadhaar OTP or Password as per Auth Modes available, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.



For Ayushman card creation videos, please click here

अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

अब लाभार्थी UTIITSL केन्द्रों पर भी PM-JAY के तहत अपना 'आयुष्मान कार्ड' बनवा सकते हैं

5 लाख तक मुफ्त इलाज़

Are you a Operator?  
To checkout if you are a Operator, you can login here using your mobile number.

Login as ☐ Beneficiary ☒ Operator

Registered Mobile No/User ID\*  Clear All

Authentication Mode\*

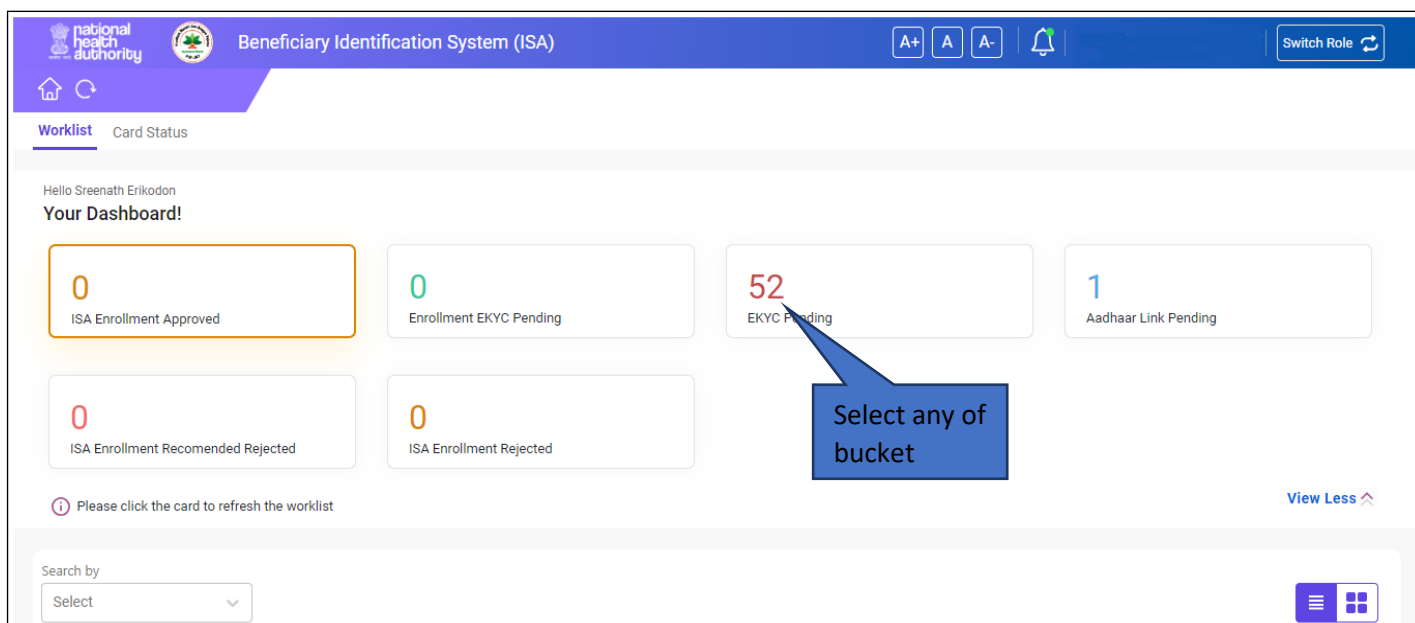
Password\*

Captcha\*  a65gmb a65gmb

Click Here to Login

LOGIN

1. On Login ISA Approver can see his/her Dashboard for Approvals and e-KYC or "Recommendation for Rejection" pending on ISA Approver either for self or by State for following filters:
  - a. Aadhaar
  - b. Family ID
  - c. Reference ID



national health authority

Beneficiary Identification System (ISA)

A+ A A-

Switch Role

Worklist Card Status

Hello Sreenath Erikodon

Your Dashboard!

0 ISA Enrollment Approved

0 Enrollment EKYC Pending

52 EKYC Pending

1 Aadhaar Link Pending

0 ISA Enrollment Recommended Rejected

0 ISA Enrollment Rejected

Please click the card to refresh the worklist



View Less

Search by

Select

Select any of bucket

2. As per Search as in 1. Above ISA Approver can view the details as Tiles as well as a List in his / her worklist and perform the necessary actions as shown in screen below.



**Beneficiary Identification System (ISA)**

A+
A
A-

Home
Refresh
TPA

5  
ISA Approved

1  
EKYC Pending

0  
ISA Aadhaar Link Approved

0  
Aadhaar Link Pending

0  
ISA Recommended Rejected

0  
ISA Aadhaar Link Recommended Rejected



View Less

Search by  
Select

Click here to take action


S.No	Name	District	Reference ID	Last Action	Date of Last Action	Action
1.	XXXX XXXX XXXX	XXXX XXXX XXXX	XXXX XXXX XXXX	EKYC Submit	24-08-2023   04:34 PM	>

Rows per page 30



**Beneficiary Identification System (ISA)**

A+
A
A-

Home > Worklist
TPA
Time spent by the user 00 Min. 07 Sec.



XXXX XXXX XXXX  
21Yr | Male  
SON  
Source Type: NFSA

Aadhaar Number/Virtual ID  
XXXX XXXX XXXX

Family ID  
XXXX XXXX XXXX

Address  
XXXX XXXX XXXX XXXX XXXX XXXX XXXX XXXX XXXX

Member ID  
XXXX XXXX XXXX

Card Status  
EKYC SUBMIT

**Match Details**

Fields	Source Details	Aadhar Details
Name	XXXX XXXX XXXX	XXXX XXXX XXXX
Father's Name		XXXX XXXX XXXX
Mother's Name	-	-
Gender	Male	Male
Pincode	XXXX XXXX XXXX	XXXX XXXX XXXX
Mobile No.	-	-
Year Of Birth		XXXX XXXX XXXX
Address	XXXX XXXX XXXX	XXXX XXXX XXXX

**Photograph**  
E-Kyc Photo  
Capture Photo

**Differences**  
64.75% Match  
Matching Score  
Note: Fields with different information in source and e-KYC are shown in red.

**Additional Information**

Mobile No  
Type Here

Year of birth

Relation

Pincode

State

District

RuralorUrban

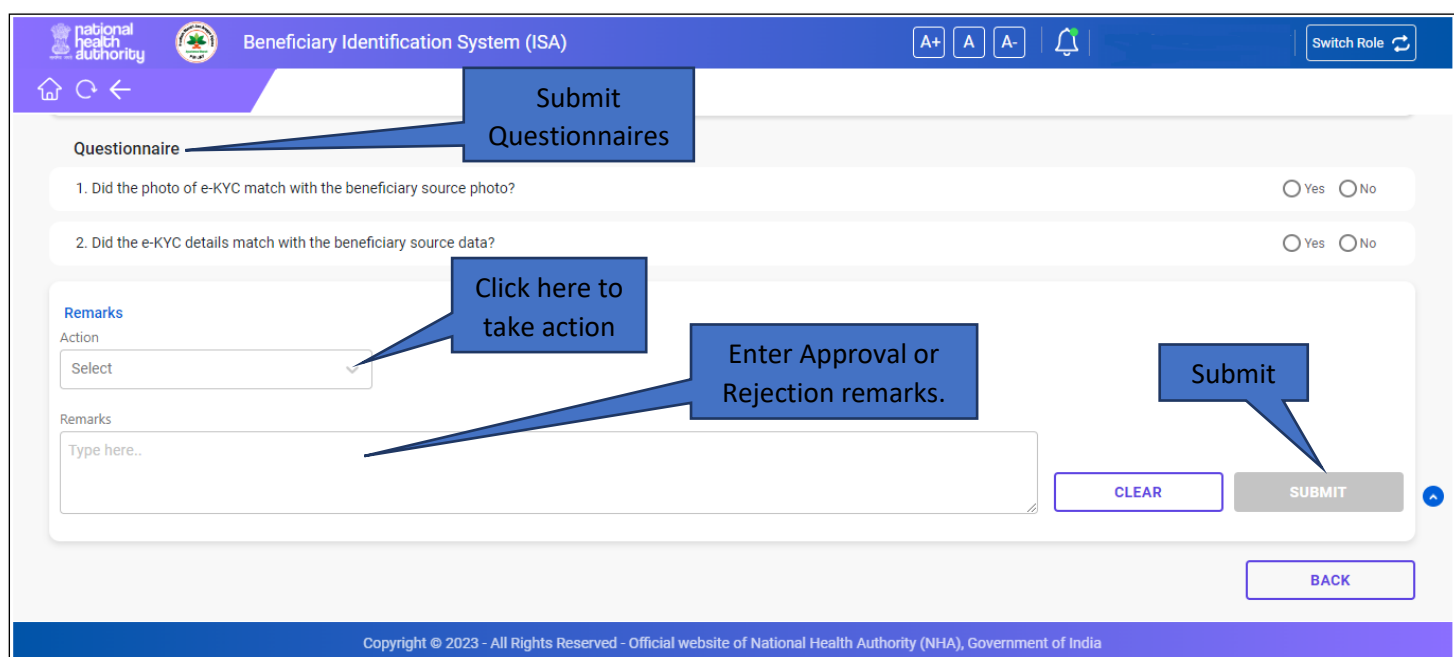
City  
Type here

Town  
Type here

Operator

Creator ID: XXXX XXXX  
Creator Name: NA  
Creator Mobile No.: NA

Creator State: NA  
Creator Date: 24-08-2023 | 04:34 PM

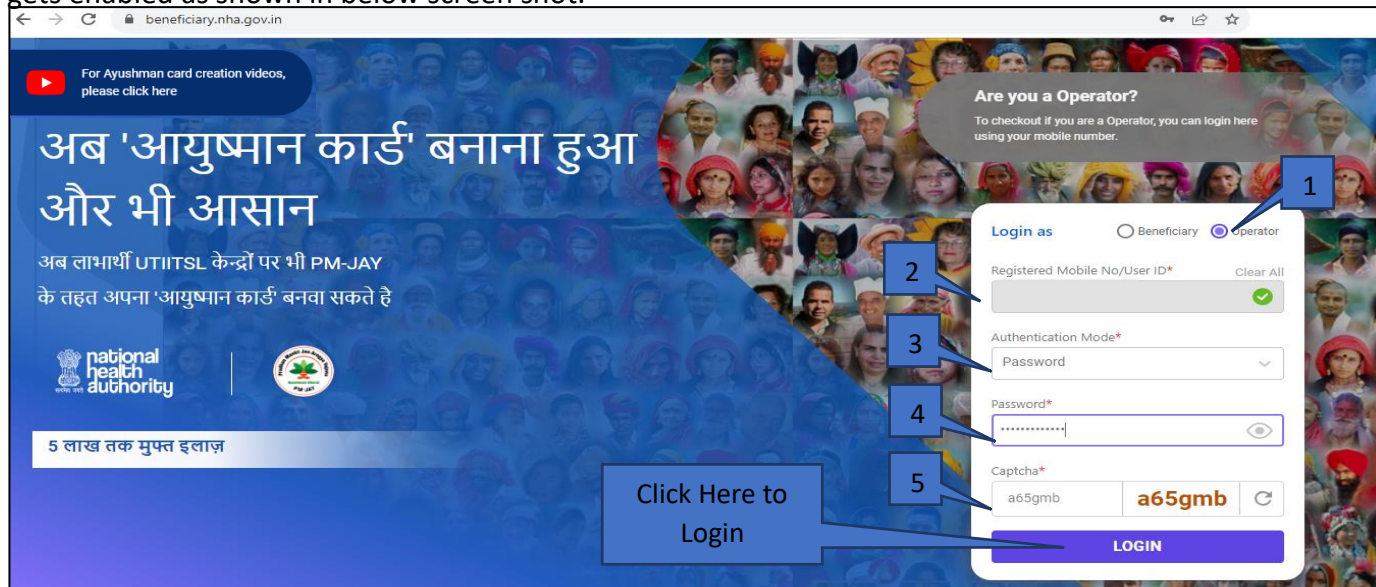


The screenshot shows the 'Beneficiary Identification System (ISA)' interface. At the top, there's a header with the National Health Authority logo and the text 'Beneficiary Identification System (ISA)'. Below the header, there's a navigation bar with a 'Questionnaire' tab and a 'Submit Questionnaires' button. The main content area contains two questions: '1. Did the photo of e-KYC match with the beneficiary source photo?' and '2. Did the e-KYC details match with the beneficiary source data?'. Each question has 'Yes' and 'No' radio button options. Below the questions, there's a 'Remarks' section with an 'Action' dropdown menu (currently showing 'Select') and a text area for 'Remarks' (with placeholder text 'Type here..'). To the right of the 'Remarks' section, there's a 'Submit' button. At the bottom right, there are 'CLEAR' and 'SUBMIT' buttons. A 'BACK' button is located at the bottom center. The footer contains the text 'Copyright © 2023 - All Rights Reserved - Official website of National Health Authority (NHA), Government of India'.

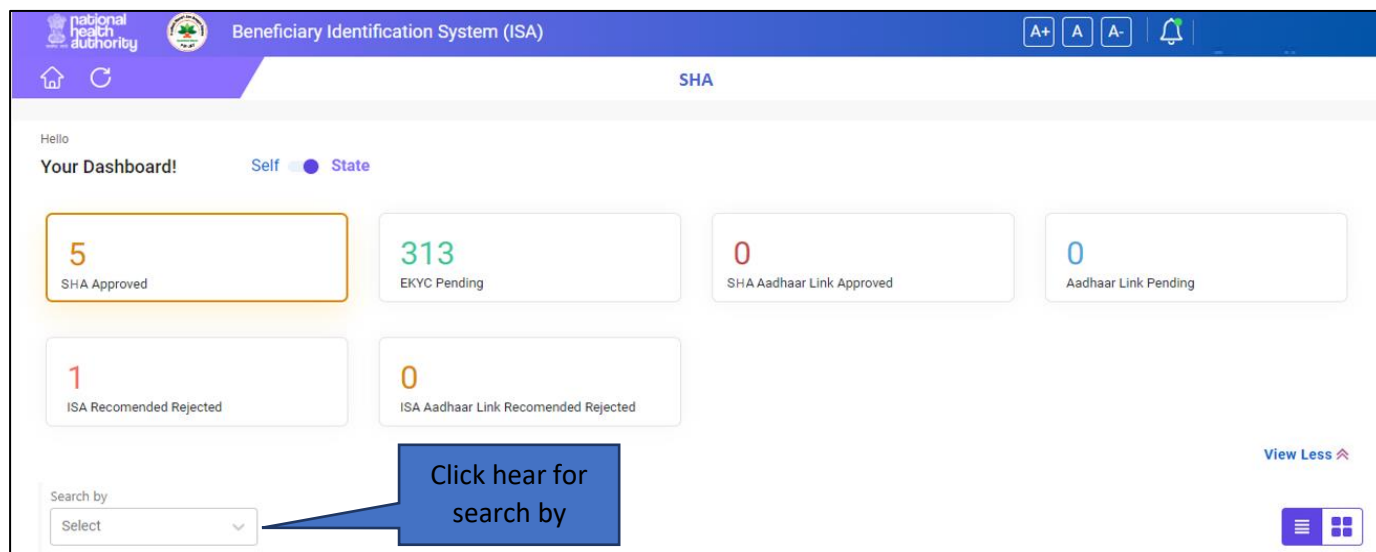
3. ISA Approver further can review the e-KYC details captured by Beneficiary or Operator and perform the following operations:
  - a. Approve the Card based on match after reviewing and entering appropriate comments / check
    - i. e-KYC will be approved if review suggests match and Card can be downloaded by Beneficiary and/or Operator through their respective logins.
    - ii. e-KYC will be “Recommended for Rejection” if review suggests mismatch of details and the same would be moved to SHA - Approver worklist for Approval or Rejection.
  - b. All approved card for self and one’s family can be downloaded by the Operator after authentication any number of times and Shared as PDF / Link on another App.

## 15. SHA Approver

Login as SHA Approver with Mobile No. or Aadhaar No. or User ID based on modes configured as login. Upon verification of the same, the user will have a provision to authenticate using mobile OTP. Aadhaar OTP or Password as per Auth Modes available, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.





1. On Login SHA Approver can see his/her Dashboard for Approvals and e-KYC or “Recommendation for Rejection” pending on ISA Approver either for self or by State for following filters:
  - a. Aadhaar
  - b. Family ID
  - c. Reference ID



2. As per Search as in 1. Above SHA Approver can view the details as Tiles as well as a List in his / her worklist and perform the necessary actions as shown in screen below.





Beneficiary Identification System (ISA)

A+ A A- 🔔

SHA

Hello  
Your Dashboard!

Self
State

5  
SHA Approved

313  
EKYC Pending

0  
SHA Aadhaar Link Approved

0  
Aadhaar Link Pending

1  
ISA Recommended Rejected

0  
ISA Aadhaar Link Recommended Rejected

Search by  
Select



Click here to take action

View Less

☰

☐

S.No	Name	District	Reference ID	Last Action	Date of Last Action	Action
1.	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	EKYC Request rejected by ISA	22-08-2023   03:39 PM	>
2.	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	EKYC Request rejected by ISA	22-08-2023   03:54 PM	>
3.	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	EKYC Request rejected by ISA	23-08-2023   03:38 PM	>




Beneficiary Identification System (ISA)

A+ A A- 🔔

SHA

Home > Worklist

Time spent by the user 00 Min. 07 Sec.



XXXXXXXX XXXX  
21Yr | Male  
SON  
Source Type: NFSA

Aadhaar Number/Virtual ID  
XXXXXXXX XXXX  
  
Address  
XXXXXXXX XXXX XXXX XXXX XXXX  
XXXXXXXX XXXX XXXX XXXX XXXX


Family ID  
XXXXXXXX XXXX  
  
Member ID  
XXXXXXXX XXXX


Card Status  
EKYC SUBMIT

Match Details

Fields	Source Details	Aadhar Details
Name	XXXXXXXX XXXX	XXXXXXXX XXXX
Father's Name		XXXXXXXX XXXX
Mother's Name	-	-
Gender	Male	Male
Pincode	XXXX XXXX XXXX	XXXX XXXX XXXX
Mobile No.	-	-
Year Of Birth		XXXX XXXX XXXX
Address	XXXX XXXX XXXX	XXXX XXXX XXXX

Photograph  

E-Kyc Photo  


Capture Photo  


Differences  

64.75%  
Match

Matching Score

Note: Fields with different information in source and e-KYC are shown in red.

Additional information

Mobile No  
Type Here

Year of birth

Relation

Pincode

State

District

RuralorUrban

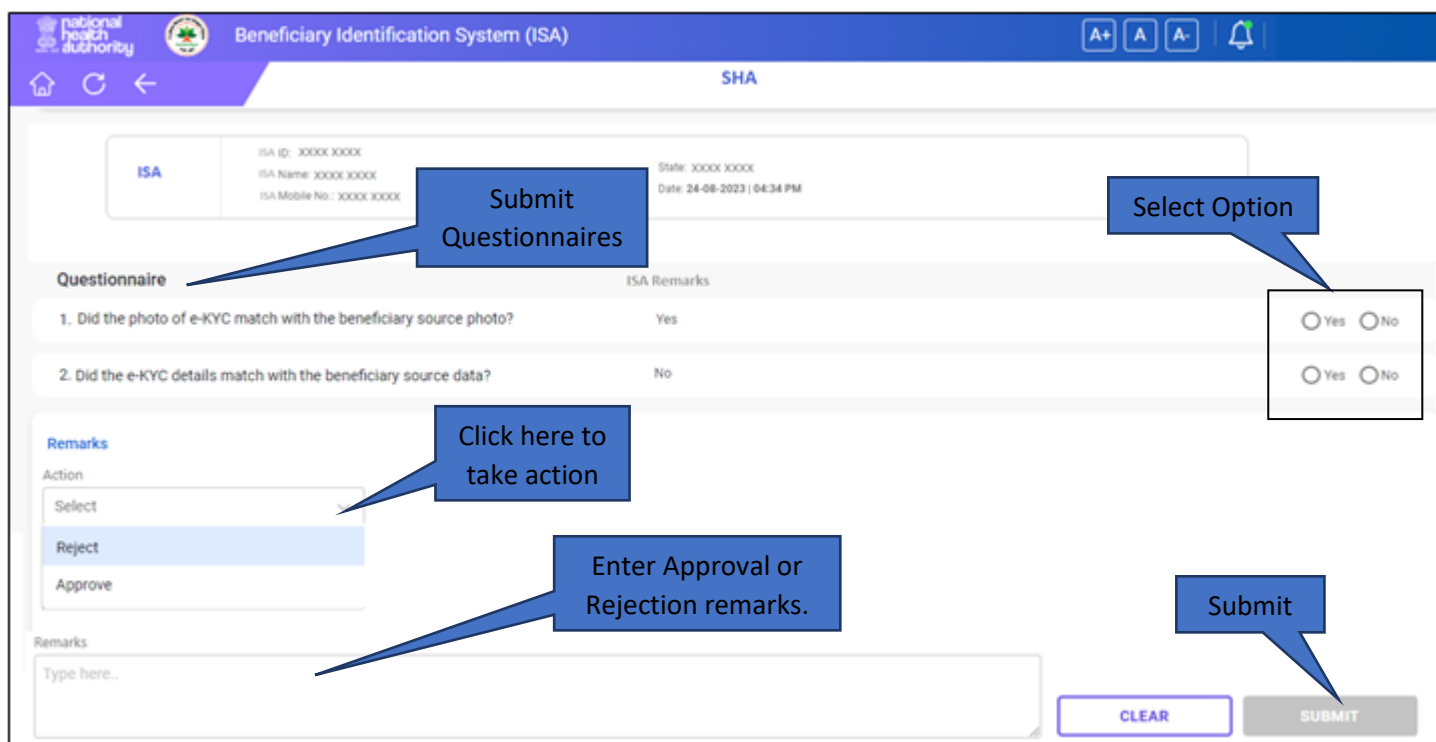
City  
Type here

Town  
Type here

Operator

Creator ID: XXXX XXXX  
Creator Name: NA  
Creator Mobile No.: NA

Creator State: NA  
Creator Date: 24-08-2023 | 04:34 PM



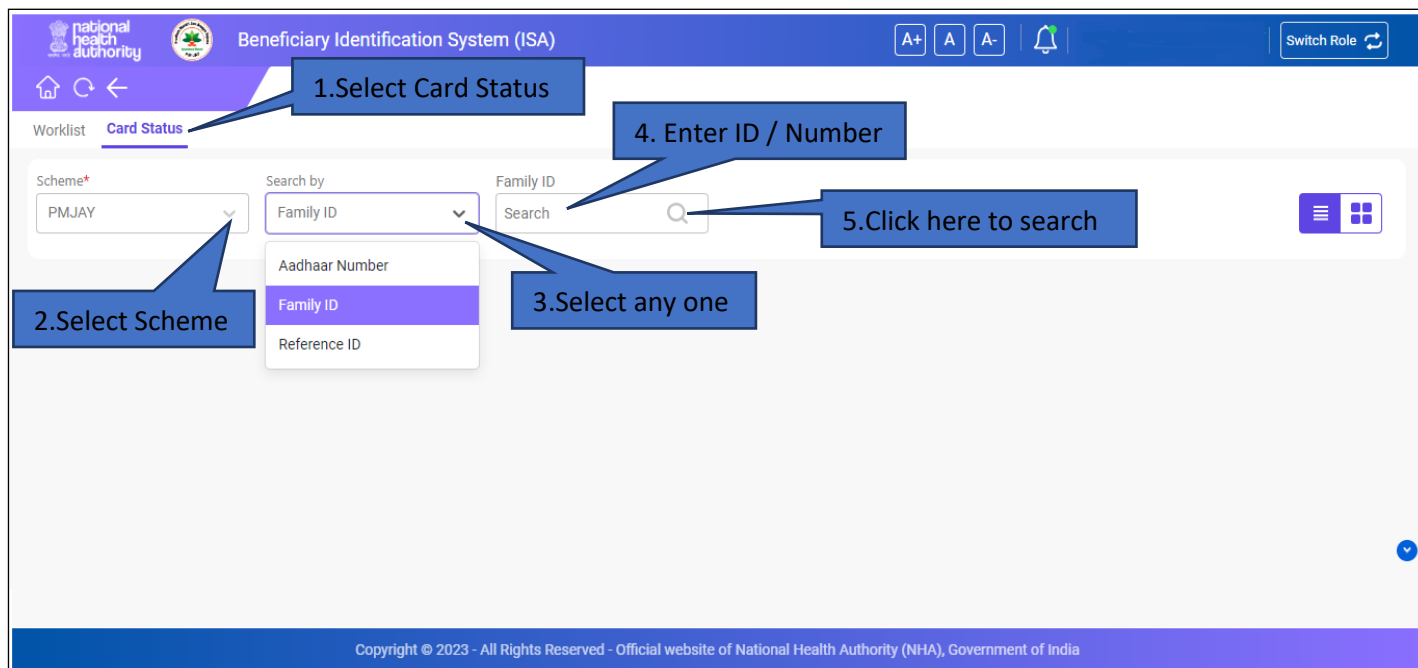
The screenshot shows the Beneficiary Identification System (ISA) interface. At the top, there is a header with the National Health Authority logo and the text 'Beneficiary Identification System (ISA)'. Below the header, there is a section for 'ISA' details, including ISA ID, ISA Name, ISA Mobile No., State, and Date. A callout box labeled 'Submit Questionnaires' points to the 'ISA' section. To the right, a callout box labeled 'Select Option' points to a dropdown menu with 'Yes' and 'No' options. Below the 'ISA' section, there is a 'Questionnaire' table with two rows. The first row asks '1. Did the photo of e-KYC match with the beneficiary source photo?' with a 'Yes' response. The second row asks '2. Did the e-KYC details match with the beneficiary source data?' with a 'No' response. A callout box labeled 'Click here to take action' points to the 'Action' dropdown menu, which has options 'Select', 'Reject', and 'Approve'. Another callout box labeled 'Enter Approval or Rejection remarks.' points to the 'Remarks' text area. At the bottom right, there is a 'Submit' button and a 'CLEAR' button. A callout box labeled 'Submit' points to the 'Submit' button.

3. SHA Approver further can review the e-KYC details captured by Beneficiary or Operator and perform the following operations on ISA recommendation:
  - a. Approve the Card based on match after reviewing and entering appropriate comments / check
    - i. e-KYC will be approved if review suggests match and Card can be downloaded by Beneficiary and/or Operator through their respective logins.
    - ii. e-KYC will be "Rejected" if review suggests mismatch of e-KYC details.

## 16. Card Status (ISA/SHA)

The Ayushman card request status can be checked in ISA/SHA login. To check the current status of request, first login with ISA/SHA operator ID.

1. Click on Card Status tab.
2. Select scheme.
3. There are three options to search request with Aadhaar number, Family ID or Reference ID.



Beneficiary Identification System (ISA)

Worklist **Card Status**

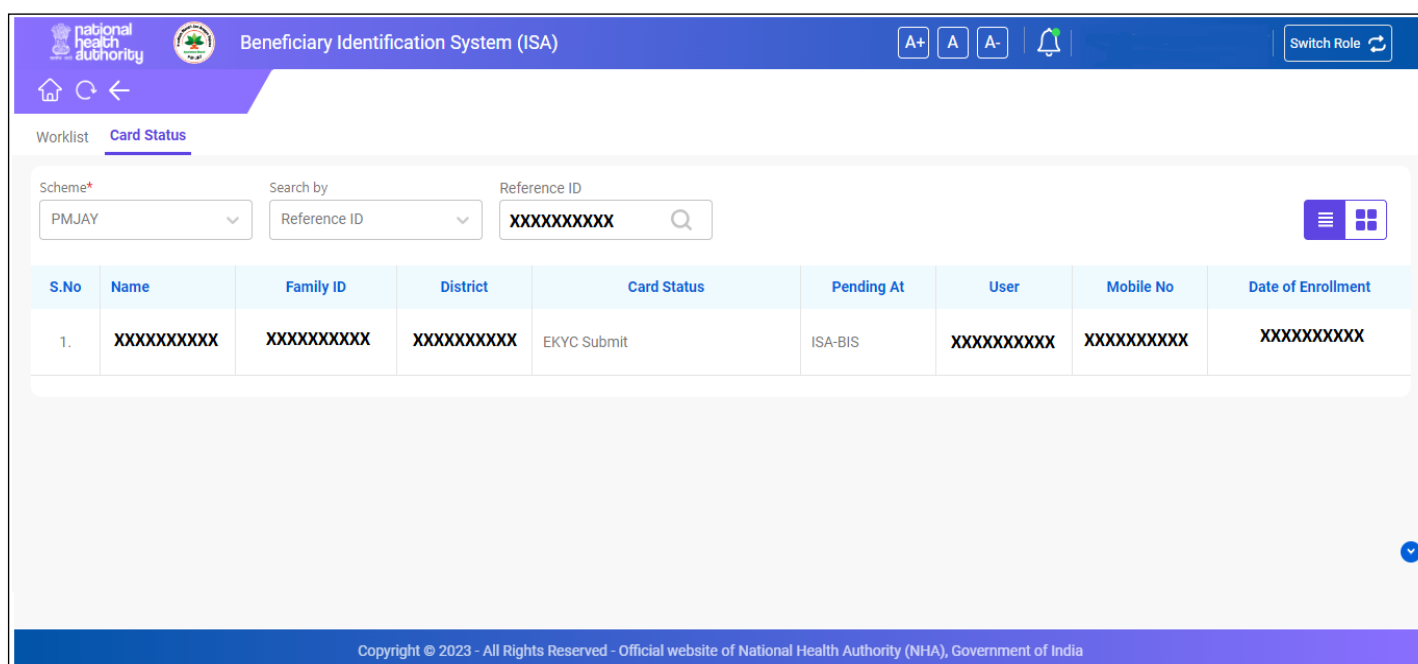
Scheme\* PMJAY

Search by Family ID

Family ID Search

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4. Once click search, the result will be shown as below with current status of request. If the request is pending at ISA or SHA with information.



Beneficiary Identification System (ISA)

Worklist **Card Status**

Scheme\* PMJAY

Search by Reference ID

Reference ID XXXXXXXXXX

S.No	Name	Family ID	District	Card Status	Pending At	User	Mobile No	Date of Enrollment
1.	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	EKYC Submit	ISA-BIS	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX

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## 17. Agency Operator

Login as Operator Agency with Mobile No. or Aadhaar No. or User ID based on modes configured as login. Upon verification of the same, the user will have a provision to authenticate using mobile OTP. Aadhaar OTP or Password as per Auth Modes available, which is followed by captcha. Upon which the login button gets enabled as shown in below screen shot.



beneficiary.nha.gov.in

For Ayushman card creation videos, please click here

अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

अब लाभार्थी UTIITSL केन्द्रों पर भी PM-JAY के तहत अपना 'आयुष्मान कार्ड' बनवा सकते हैं

5 लाख तक मुफ्त इलाज़

Click Here to Login

Are you a Operator?  
To checkout if you are a Operator, you can login here using your mobile number.

Login as ☐ Beneficiary ☒ Operator

Registered Mobile No/User ID\*  Clear All

Authentication Mode\*

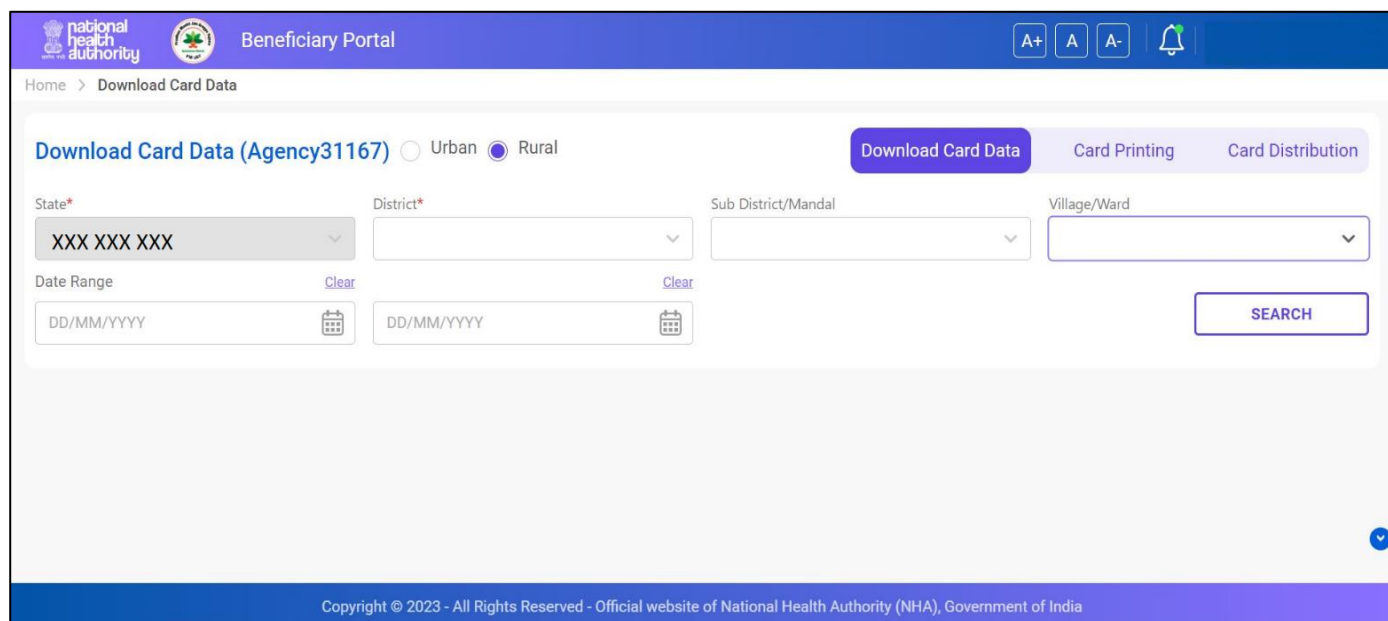
Password\*

Captcha\*

**LOGIN**

1. Agency Operator can perform the following operations in the given sequence:

- Mark Card for printing and assign batch number.
- Download Card data in excel / CSV.
- Mark cards for Handover and assign batch No
- Handover cards at doorstep post appropriate authentication



national health authority

Beneficiary Portal

Home > Download Card Data

Download Card Data (Agency31167) ☐ Urban ☒ Rural

Download Card Data Card Printing Card Distribution

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

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2. Agency Operator will see the below details to search and down load card data
  - a. Card Data will be downloaded based on Search Criteria as shown in Screen below:

**Beneficiary Portal**

Home > Download Card Data

**Download Card Data (Agency31167)** ☐ Urban ☒ Rural

**Download Card Data** **Card Printing** **Card Distribution**

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

**Search result for AGRA** ☒ Ready for Printing ☐ Marked for Download ☐ Downloaded ☐ Printed ☐ Distributed ☐ Delivered Rows per page 10

<input type="checkbox"/>	S.No	Sub-District	Village	Ready for Printing	Marked for Download	Downloaded	Printed	Distributed	Delivered
<input type="checkbox"/>	1.	XXX XXX	XXX XXX XXX	1	0	0	3	0	0

**PROCEED TO SELECT CARDS**

**Beneficiary Portal**

Home > Download Card Data

**Download Card Data (Agency31167)** ☐ Urban ☒ Rural

**Download Card Data** **Card Printing** **Card Distribution**

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

**Search result for AGRA** ☒ Ready for Printing ☐ Marked for Download ☐ Downloaded ☐ Printed ☐ Distributed ☐ Delivered Rows per page 10

<input type="checkbox"/>	S.No	Sub-District	Village	Ready for Printing	Marked for Download	Downloaded	Printed	Distributed	Delivered
<input checked="" type="checkbox"/>	1.	XXX XXX	XXX XXX XXX	1	0	0	3	0	0

**PROCEED TO SELECT CARDS**

- b. Card Data that is ready to print (eKYC Aproved) can further be selected and marked for Download and Downloaded as Excel/CSV.

Beneficiary Portal

Home > Download Card Data

Download Card Data (Agency31167) ☐ Urban ☒ Rural

Download Card Data Card Printing Card Distribution

State\* District\* Sub District/Mandal Village/Ward

XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX

Date Range Clear

DD/MM/YYYY DD/MM/YYYY

SEARCH

<input checked="" type="checkbox"/>	S.No	Name	Relation	Card ID
Family ID -   Source - BOCW   Address -				
<input checked="" type="checkbox"/>	1.	XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX	XXX XXX XXXX	MC4WH6N6S

BACK MARK FOR DOWNLOAD

c. Selected Card has been marked for Download.

Beneficiary Portal

Home > Download Card Data

Download Card Data (Agency31167) ☐ Urban ☒ Rural

Download Card Data Card Printing Card Distribution

State\* District\* Sub District/Mandal Village/Ward

XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX

Date Range Clear


DD/MM/YYYY DD/MM/YYYY

SEARCH

<input checked="" type="checkbox"/>	S.No	Name	Relation	Card ID
Family ID -   Source - BOCW   Address -				
<input checked="" type="checkbox"/>	1.	XXX XXX XXXX XXX XXX XXXX XXX XXX XXXX	XXX XXX XXXX	MC4WH6N6S

BACK MARK FOR DOWNLOAD

Download Status



Selected cards marked for download successfully

OK

d. Download cards Data to sending for printing.

**Beneficiary Portal**

Home > Download Card Data

**Download Card Data (Agency31167)** ☐ Urban ☒ Rural

**Download Card Data** Card Printing Card Distribution

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

Search result for ☐ Ready for Printing ☒ Marked for Download ☐ Downloaded ☐ Printed ☐ Distributed ☐ Delivered Rows per page 10

<input type="checkbox"/>	S.No	Sub-District	Village	Ready for Printing	Marked for Download	Downloaded	Printed	Distributed	Delivered
<input type="checkbox"/>	1.	XXX XXX	XXX XXX XXX	0	1	0	3	0	0

**DOWNLOAD**

e. Selected data has been download successfully.

**Beneficiary Portal**

Home > Download Card Data

**Download Card Data (Agency31167)** ☐ Urban ☒ Rural


**Download Card Data** Card Printing Card Distribution

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

**Download Status**



Selected data has been downloaded successfully

**OK**

**DOWNLOAD**

- f. Select card data district wise which batch number has to be sent for printing and Click Proceed.

**Beneficiary Portal**

Card Printing (Agency31167) ☐ Urban ☒ Rural

Download Card Data **Card Printing** Card Distribution

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

Search result for

<input checked="" type="checkbox"/>	S.No	Sub-District	Village	Batch No.	No. of Cards	No. of Cards Printed	Cards to be Printed
<input type="checkbox"/>	1.	XXX XXX XX	XXX XXX XX	100000003	1	1	0
<input checked="" type="checkbox"/>	2.	XXX XXX XX	XXX XXX XX	100000005	1	0	1
<input type="checkbox"/>	3.	XXX XXX XX	XXX XXX XX	100000002	2	2	0

**Click Proceed**

**PROCEED**

- g. Select date when card Printed. And Click Update Status.

**Beneficiary Portal**

Card Printing (Agency31167) ☐ Urban ☒ Rural

Download Card Data **Card Printing** Card Distribution

State\*  District\*  Sub District/Mandal  Village/Ward

Date Range

**SEARCH**

<input checked="" type="checkbox"/>	S.No	Name	Relation	Card ID
<input checked="" type="checkbox"/>	1.			

Family ID - | Source - BOCW | Address -

Date of print\*

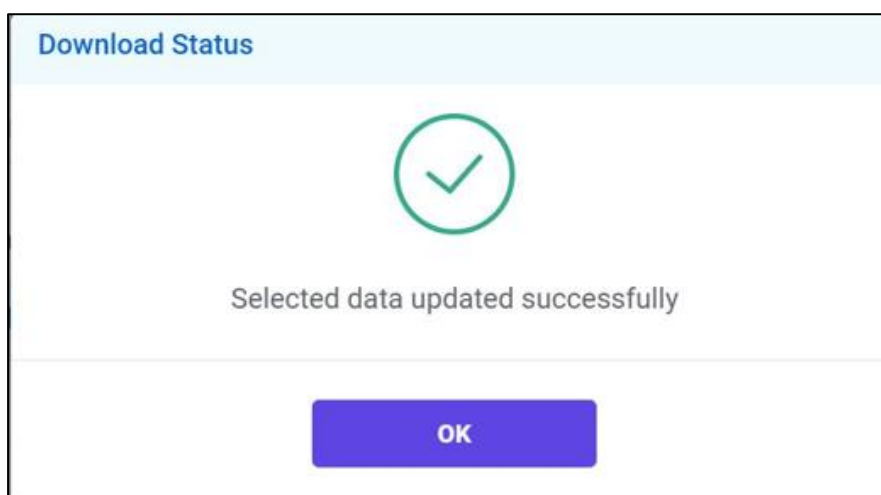
**Select Date of card printing**

**Click Update Status**

**BACK** **UPDATE STATUS**



h. After Submitting, selected Downloaded data status has updated.



i. Select the card data which are ready for Distribute.

**Beneficiary Portal**

DD/MM/YYYY DD/MM/YYYY **SEARCH**

Search result for Rows per page 10

<input type="checkbox"/>	S.No	S. District	Village	Batch No.	No. of Cards	Cards Printed	Cards to Be Distributed	Cards Distributed	View/Download
<input type="checkbox"/>	1.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	
<input type="checkbox"/>	2.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	
<input type="checkbox"/>	3.	XXX XXX	XXX XXX	XXX XXX	2	2	2	0	

**Do you want to distribute as** ☒ Batch ☐ Individual Family

Operator/Agent ID\*  Agent Name\*  Agent Contact Number\*  Date of handover\*  [Clear](#)

j. Select distribute as batch or individual. Enter all require details and click “Handover”.

national health authority Beneficiary Portal

DD/MM/YYYY DD/MM/YYYY SEARCH

Search result for Rows per page 10

<input type="checkbox"/>	S.No	Sub-District	Village	Batch No.	No. of Cards	Cards Printed	Cards to Be Distributed	Cards Distributed	View/Download
<input type="checkbox"/>	1.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	<a href="#">View/Download</a>
<input type="checkbox"/>	2.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	<a href="#">View/Download</a>
<input type="checkbox"/>	3.	XXX XXX	XXX XXX	XXX XXX	2	2	2	0	<a href="#">View/Download</a>

Do you want to distribute as ☒ Batch ☐ Individual Family

Operator/Agent ID\* USER832 Agent Name\* Agent Contact Number\* Date of handover\* 31/08/2023

Agent ID Agent Name Agent Contact no.

BACK HANDOVER

Select Batch Select Handover Date Click Handover

k. Selected distribution data status has been updated.

national health authority Beneficiary Portal

Search result for AGRA Rows per page 10

<input checked="" type="checkbox"/>	S.No	Sub-District	Village	Batch No.	No. of Cards	Cards Printed	Cards to Be Distributed	Cards Distributed	View/Download
<input checked="" type="checkbox"/>	1.				1		1	0	<a href="#">View/Download</a>
<input checked="" type="checkbox"/>	2.				1		1	0	<a href="#">View/Download</a>
<input checked="" type="checkbox"/>	3.				2		2	0	<a href="#">View/Download</a>

Do you want to distribute as ☒ Batch ☐ Individual Family

Operator/Agent ID\* USER832 Agent Name\* Type here Agent Contact Number\* Type here Date of handover\* 31/08/2023

BACK HANDOVER

Distribution Status

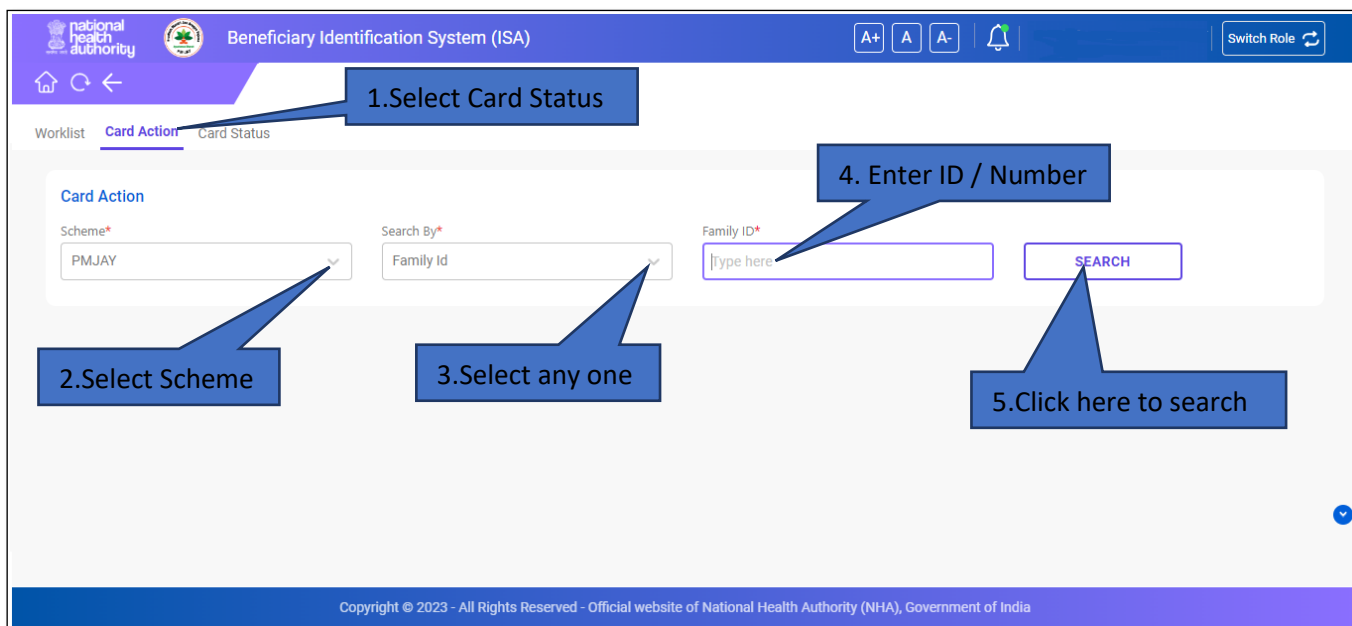
Selected data updated successfully

OK

## 18. Card Action (SHA)

With card action feature the Ayushman card can be disabled by SHA only. To do so first login with SHA operator ID.

1. Click on Card Action tab.
2. Select scheme.
3. There are three options to search Aadhaar number, Family ID or PMJAY ID.



Beneficiary Identification System (ISA)

Worklist **Card Action** Card Status

**Card Action**

Scheme\* PMJAY

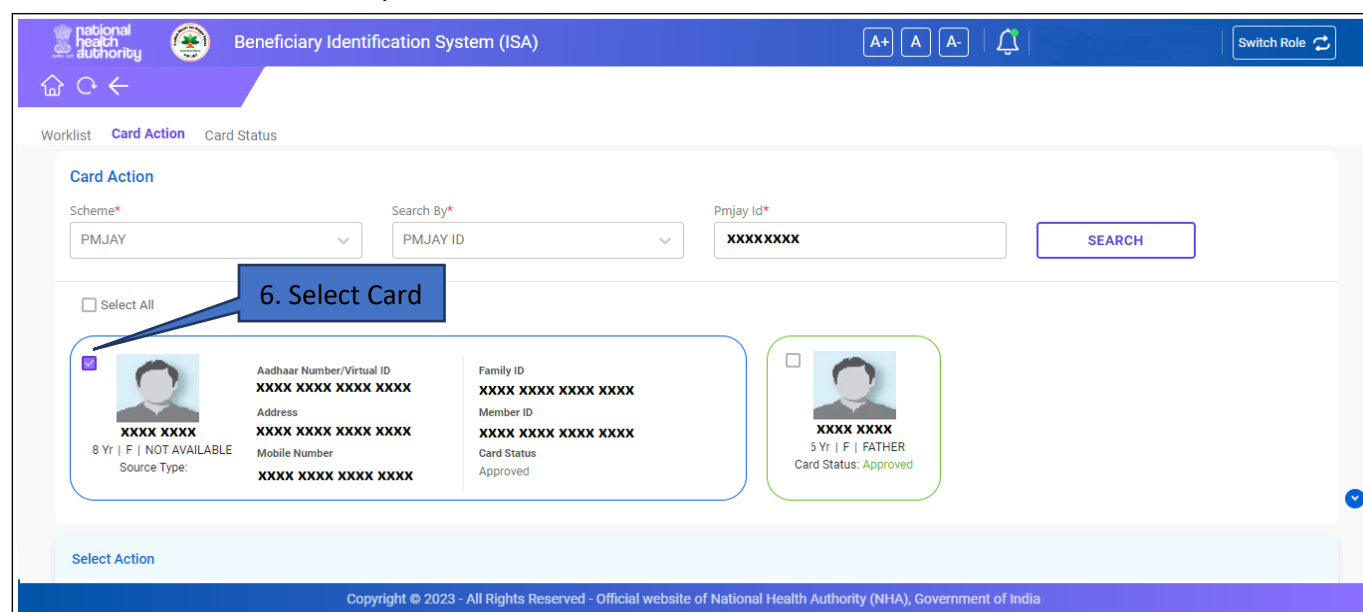
Search By\* Family Id

Family ID\* Type here

SEARCH

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4. Once click search, the result will be shown as below with available card. If search with Aadhaar/PMJAY ID than only particular card will be shown. And if search with Family ID than all available cards will be shown.
5. Click on Select All if multiple cards need to be disabled.



Beneficiary Identification System (ISA)

Worklist **Card Action** Card Status

**Card Action**

Scheme\* PMJAY



Search By\* PMJAY ID

Pmjay Id\* XXXXXXXX

SEARCH

☐ Select All

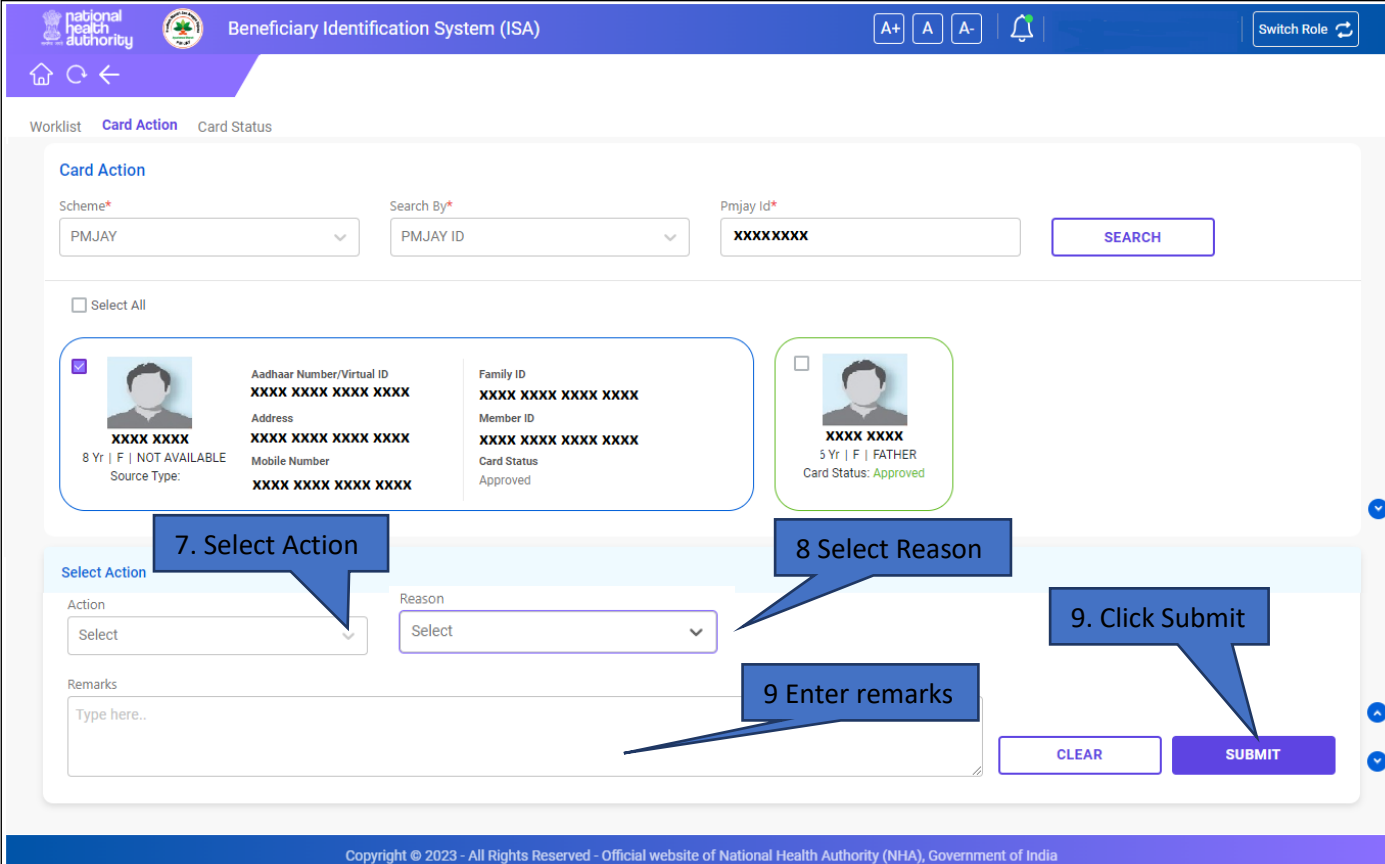
☒ **6. Select Card**

	<p>Aadhaar Number/Virtual ID XXXX XXXX XXXX XXXX</p> <p>Address XXXX XXXX XXXX XXXX</p> <p>Mobile Number XXXX XXXX XXXX XXXX</p>	<p>Family ID XXXX XXXX XXXX XXXX</p> <p>Member ID XXXX XXXX XXXX XXXX</p> <p>Card Status Approved</p>
	<p>XXXX XXXX</p> <p>5 Yr   F   FATHER</p> <p>Card Status: Approved</p>	

Select Action

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6. Click on Select All if multiple cards need

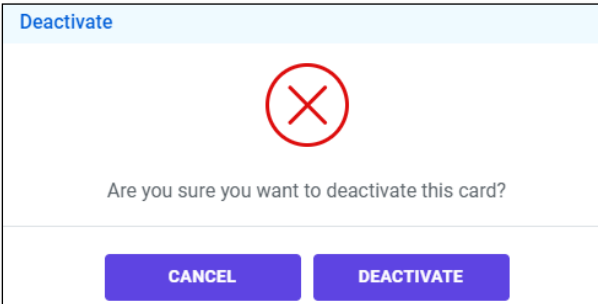
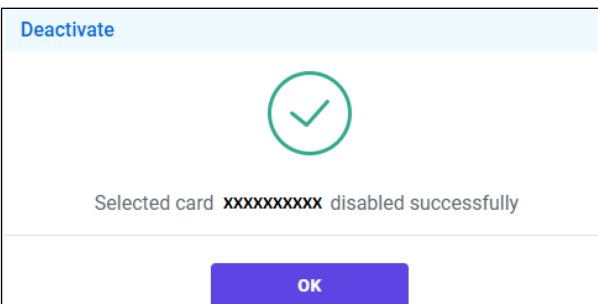


7. There are five reason for disabling a card.

- Deceased (Aadhaar will be locked)
- Duplicate Record
- Eligibility Expired (Aadhaar will not released)
- Eligible under other scheme
- Impersonation (Aadhaar will not released)

8. An popup warning message box will apper to take confirmation. Click Deactivate to disable.

9. Selected card will be disabled and confirmation message will be shown.

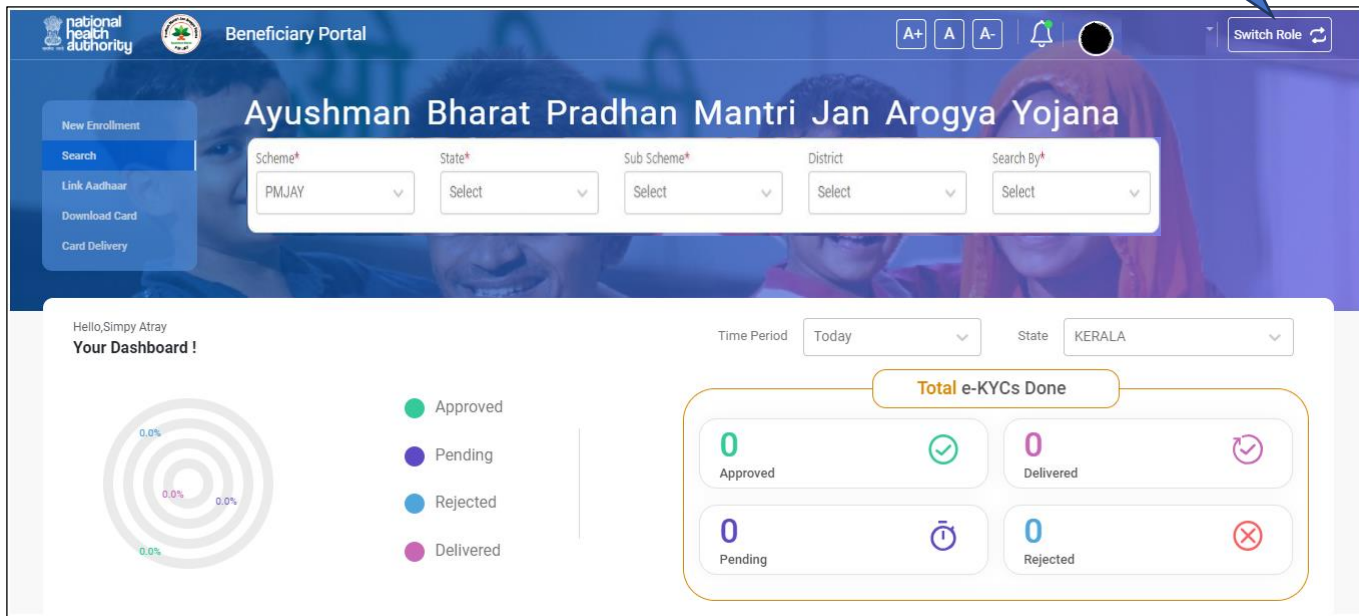


## 19. Switch Role

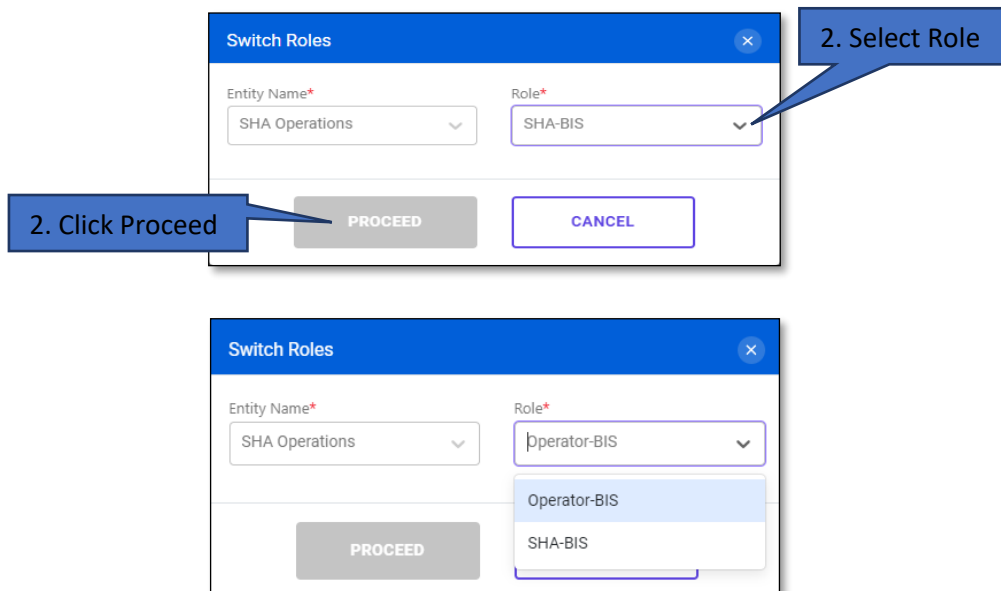
If an operator has assigned more than one role on same login ID then they can use “Switch Role” feature.

1. Login with operator ID who has more than one role.
2. Click on Switch Role tab in left side corner.

1. Click here



3. A new popup window will appear where need to select different role.



4. Once click on Proceed system will be redirected to another role of BIS login.

## 20. FAQ (Frequently Asked Question)

---

### 1) Who is eligible to avail the benefits of this Scheme?

All families listed in the SECC-2011 database and State scheme as per defined criteria will be covered.

### 2) Do beneficiaries need to pay any fee for obtaining the card?

No need to pay any fee for obtaining the card. It's totally free of cost.

### 3) How many cards will be issued to a family?

Only one single card will be issued to every beneficiary of particular eligible family.

### 4) What are the documents required at the time of Add family member?

Beneficiary will need to upload State specific documents like (Birth Certificate/Marriage Certificate/PM Letter/Ration Card/Government certified list of member).

### 5) Can I add a member through the BIS web application?

No, only operator can add family member to beneficiary's family ID. If beneficiary is verified and authenticated.

### 6) How do I login to the BIS web application?

Beneficiary can login using mobile number and Operator can login using mobile number or User ID.

### 7) Is there any restriction to family size for PMJAY?

No restriction on family size and age of members.

### 8) What is feature available in BIS web application?

As a beneficiary, user can Search, e-KYC, enrolled beneficiary can do link Aadhaar, add family member, download Ayushman Card, Share Card on different App and additionally as an Operator can link Aadhaar, card delivery and also can see status on dashboard.

### 9) How can I search for beneficiaries and family in BIS web application?

As a Beneficiary / Operator searches the list of the available beneficiaries by details such as Family\_ID, Aadhaar Number, Name, State ID, Rural / Urban under selected State and district.

### 10) Can beneficiary link Aadhaar number?

No, only operator can link Aadhaar number to beneficiary ID.