

Beneficiary Identification System

User Manual



**national
health
authority**

सत्यमेव जयते



Document Release Note

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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

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

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

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

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

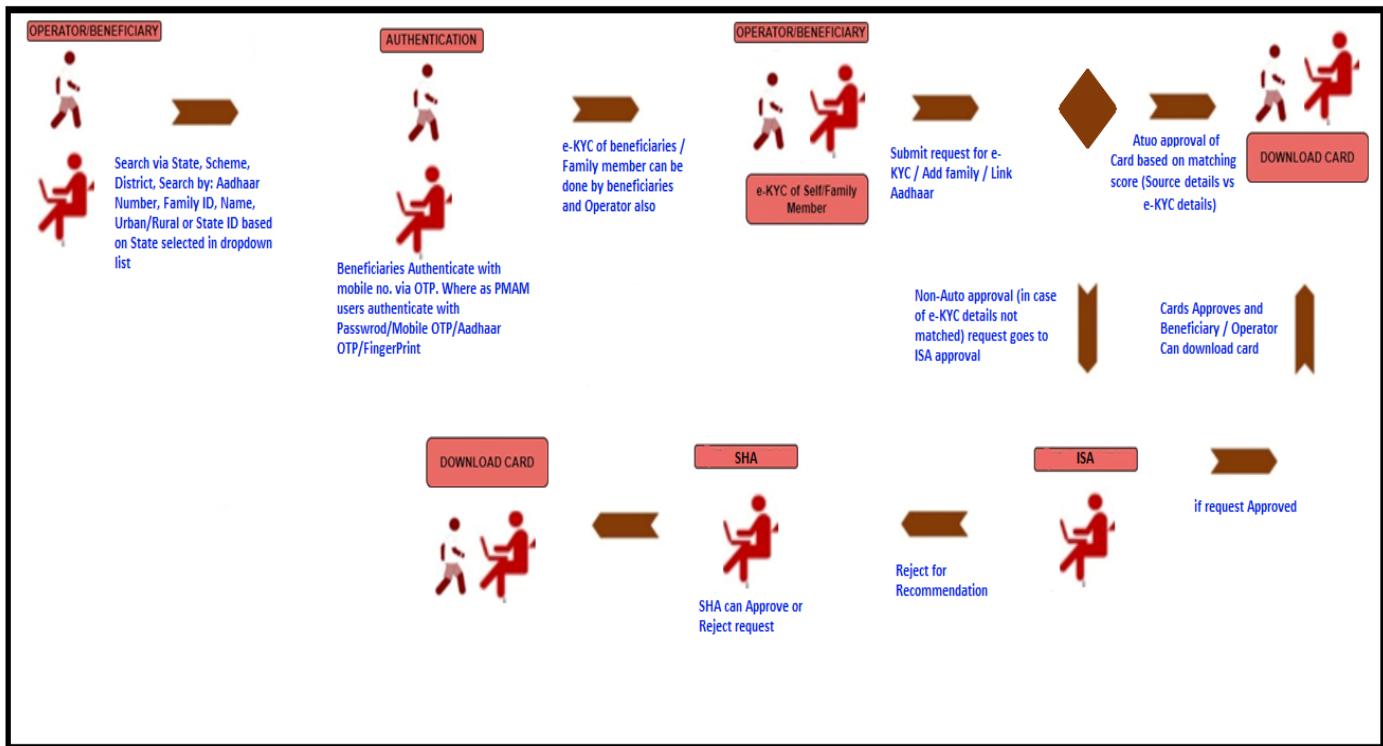
- Authentication of potential beneficiary
- e-KYC of beneficiary
- e-KYC of un-verified Operator
- Link Aadhaar for already enrolled beneficiary without Aadhaar
- Addition of new Family Member for already enrolled families
- Auto Approval of enrolment request based on matching score
- Download card if 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

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

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

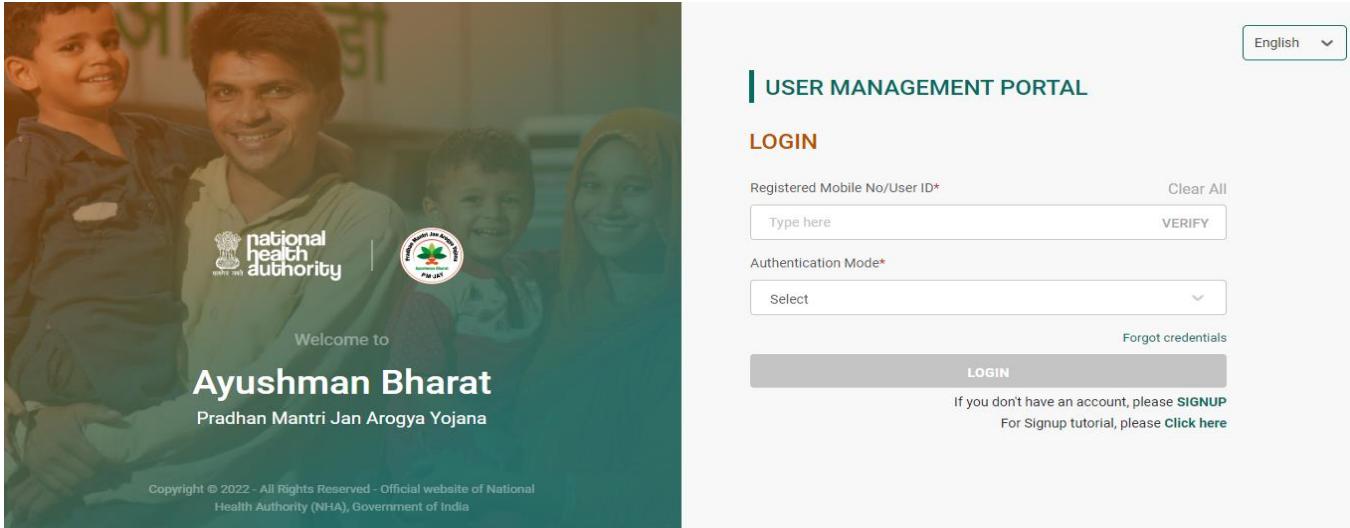


Beneficiary: A user can login using with active mobile number. Upon verification of the mobile number, the user will have a provision to authenticate using mobile OTP only. The user will have to enter an OTP followed by captcha. Upon which the login button gets enabled, as shown in [Beneficiary login](#)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



English

USER MANAGEMENT PORTAL

LOGIN

Registered Mobile No/User ID* Clear All

Type here

Authentication Mode*

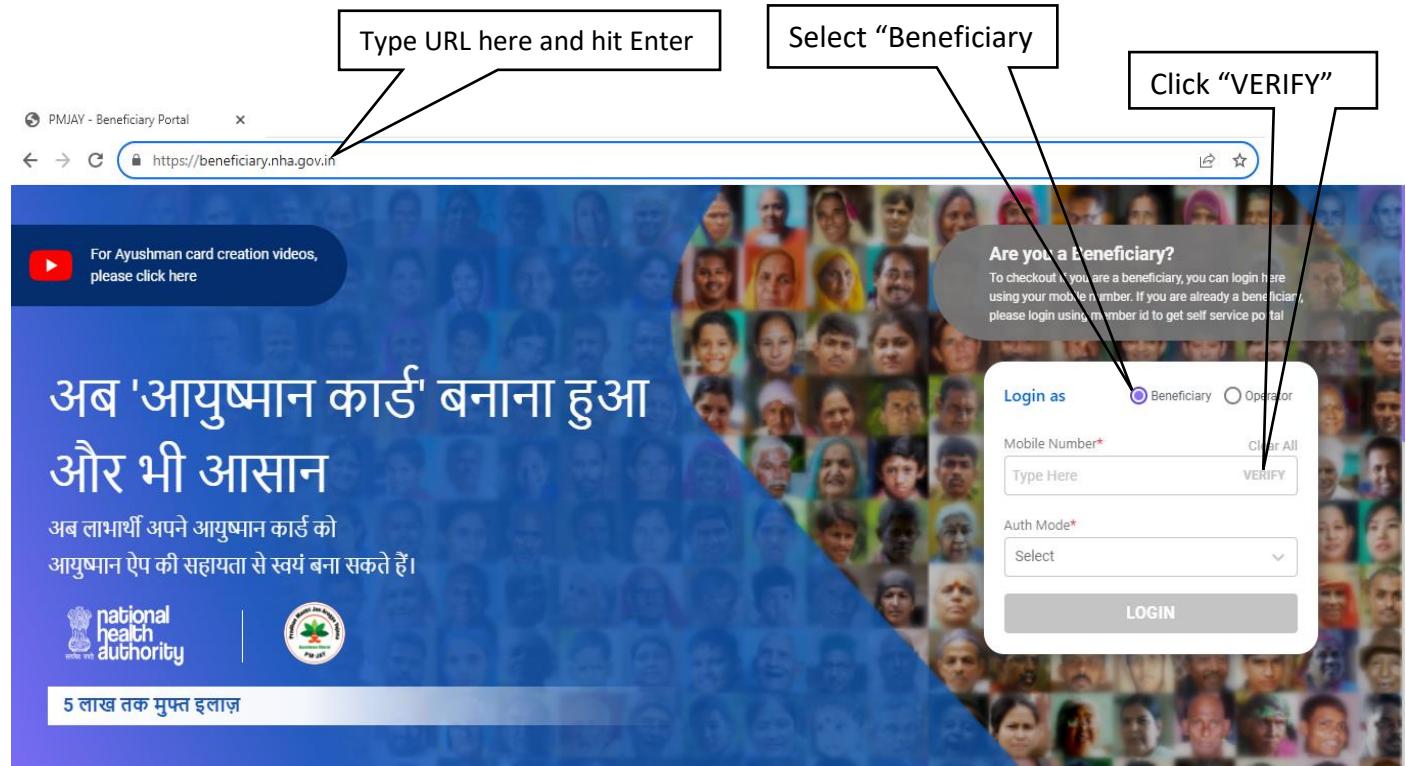
[Forgot credentials](#)

LOGIN

If you don't have an account, please [SIGNUP](#)
For Signup tutorial, please [Click here](#)

7.1. Beneficiary Login

- 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.



Type URL here and hit Enter

Select “Beneficiary”

Click “VERIFY”

Figure 1

- 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).
- 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 है और भी आसान

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

5 लाख तक मुफ्त इलाज

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* RESEND OTP

OTP RESEND OTP

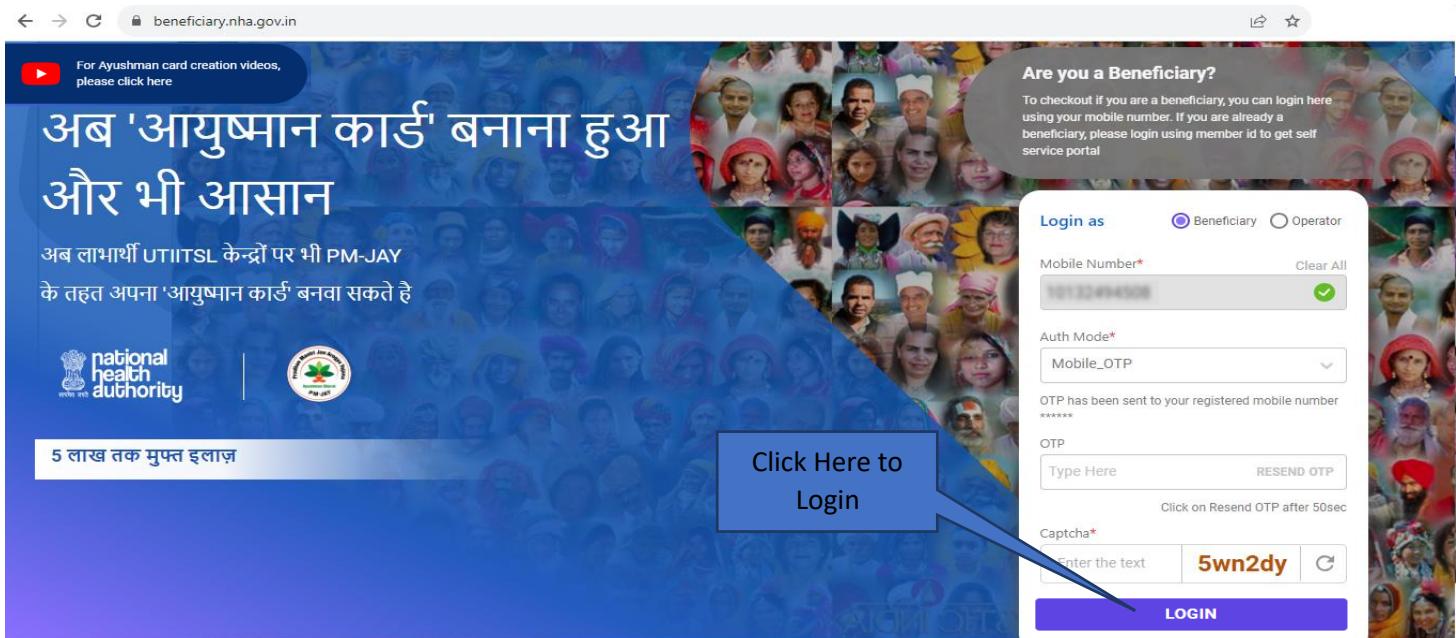
Captcha* 5wn2dy C

LOGIN

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 है और भी आसान

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5 लाख तक मुफ्त इलाज

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* RESEND OTP

OTP RESEND OTP

Captcha* 5wn2dy C

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.

Authentication Mode*

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.

beneficiary.nha.gov.in

For Ayushman card creation videos, please click here

अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

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

5 लाख तक मुफ्त इलाज

national health authority

Pradhan Mantri Jan Arogya Yojana
Ayushman Bharat
PM-JAY

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

1 Beneficiary Operator

2 Registered Mobile No/User ID*

3 Authentication Mode*

4 Password*

5 Captcha*

Click Here to Login

LOGIN

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.

For Ayushman card creation videos, please click here

अब 'आयुष्मान कार्ड' बनाना हुआ और भी आसान

अब लाभार्थी अपने आयुष्मान कार्ड को आयुष्मान ऐप की सहायता से स्वयं बना सकते हैं।

5 लाख तक मुफ्त इलाज

national health authority

Pradhan Mantri Jan Arogya Yojana
Ayushman Bharat
PM-JAY

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

Click Here to Login (only for CSC Operator)

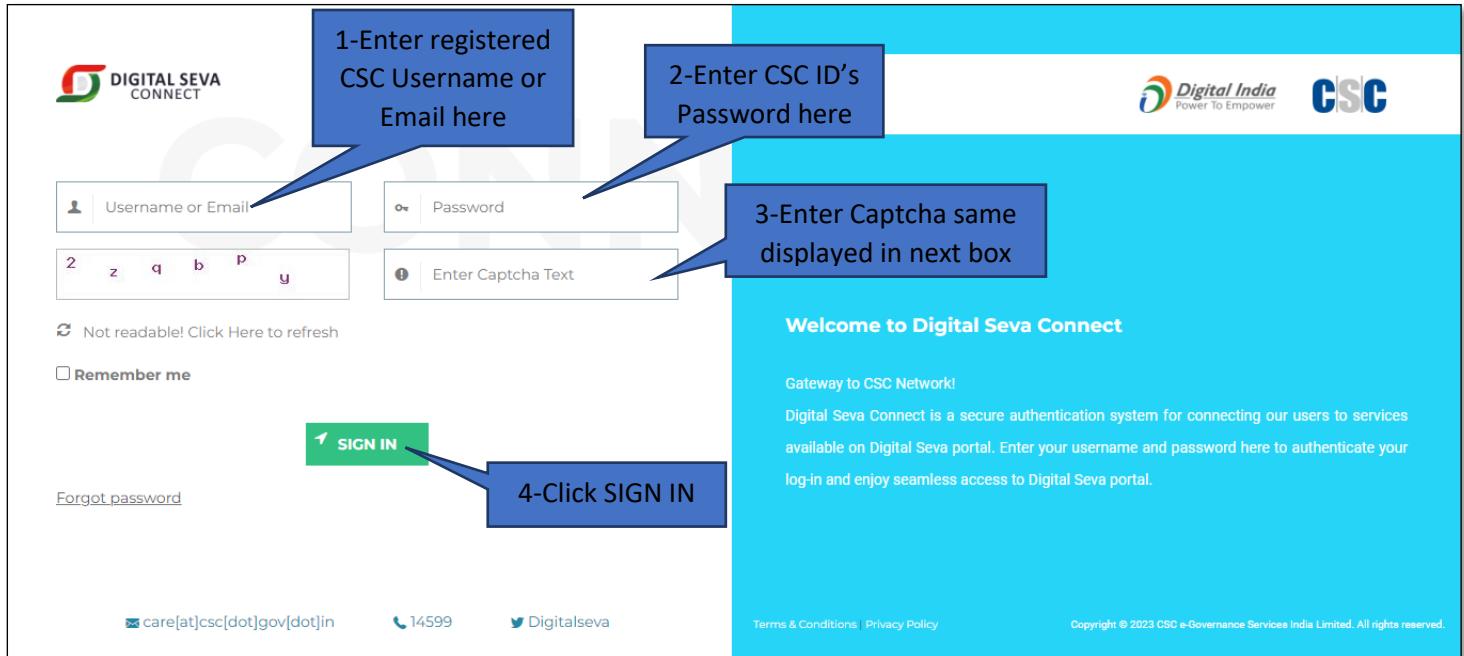
LOGIN

If you don't have an account, please [SIGN UP](#)
For tutorial videos, please [Click here](#)

CSC LOGIN

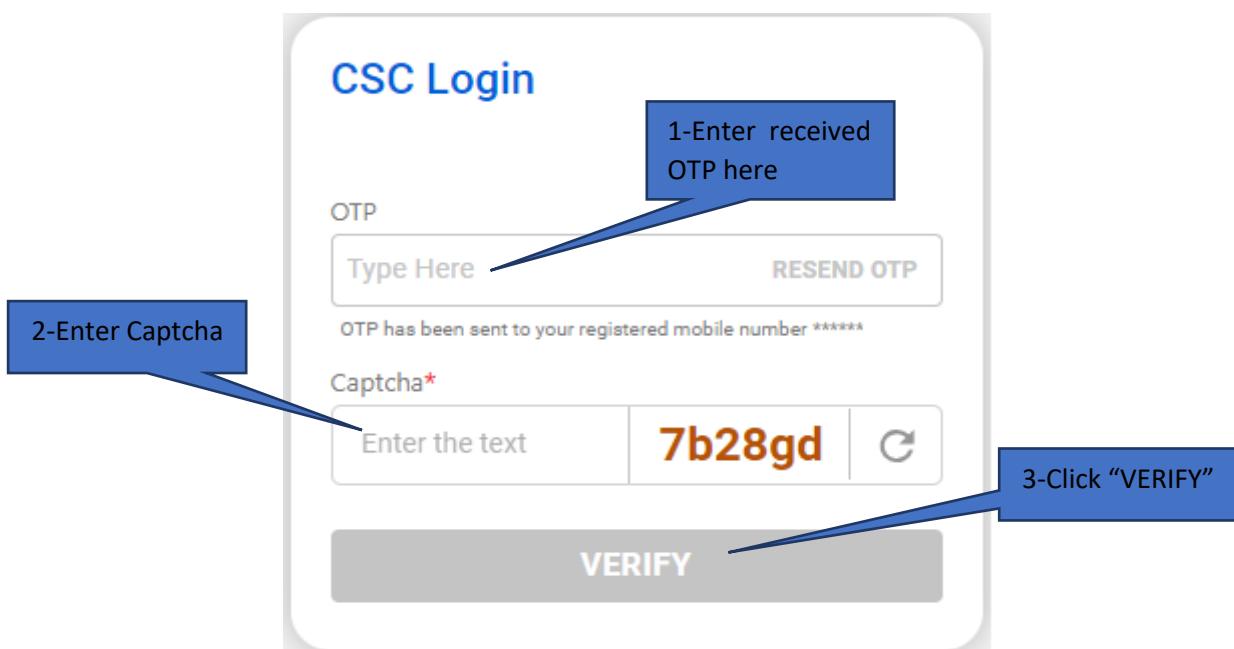
Figure 6

3. 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 features a header with the Digital Seva Connect logo and the CSC logo. The main form has two input fields: 'Username or Email' and 'Password', with a 'Captcha' section below them. A 'SIGN IN' button is at the bottom. Callouts numbered 1 through 4 guide the user through the process: 1-Enter registered CSC Username or Email here, 2-Enter CSC ID's Password here, 3-Enter Captcha same displayed in next box, and 4-Click SIGN IN. The right side of the page contains a welcome message and links for Terms & Conditions and Privacy Policy.

Figure 7



The screenshot shows the CSC Login interface. It has an 'OTP' section with a 'Type Here' input field and a 'RESEND OTP' button. Below it is a 'Captcha' section with an 'Enter the text' input field containing '7b28gd' and a 'C' button. A large 'VERIFY' button is at the bottom. Callouts numbered 1 through 3 guide the user: 1-Enter received OTP here, 2-Enter Captcha, and 3-Click “VERIFY”.

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

Click on Verify

Aadhaar OTP Finger Print

Aadhaar Number* : **VERIFY**

BACK **SUBMIT**

Beneficiary Portal

E-KYC

Enter OTP

Aadhaar OTP Finger Print

Aadhaar Number* : **VERIFY**

OTP : **RESEND OTP**

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

Click on Resend OTP after 02:58 Mins

BACK **SUBMIT**

Beneficiary Portal

E-KYC

Click Submit

Aadhaar OTP Finger Print

Aadhaar Number* : **VERIFY**

OTP : **VERIFY**

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

BACK **SUBMIT**

Beneficiary Portal

E-KYC Details

 Name
Village/Town/City

Gender
District

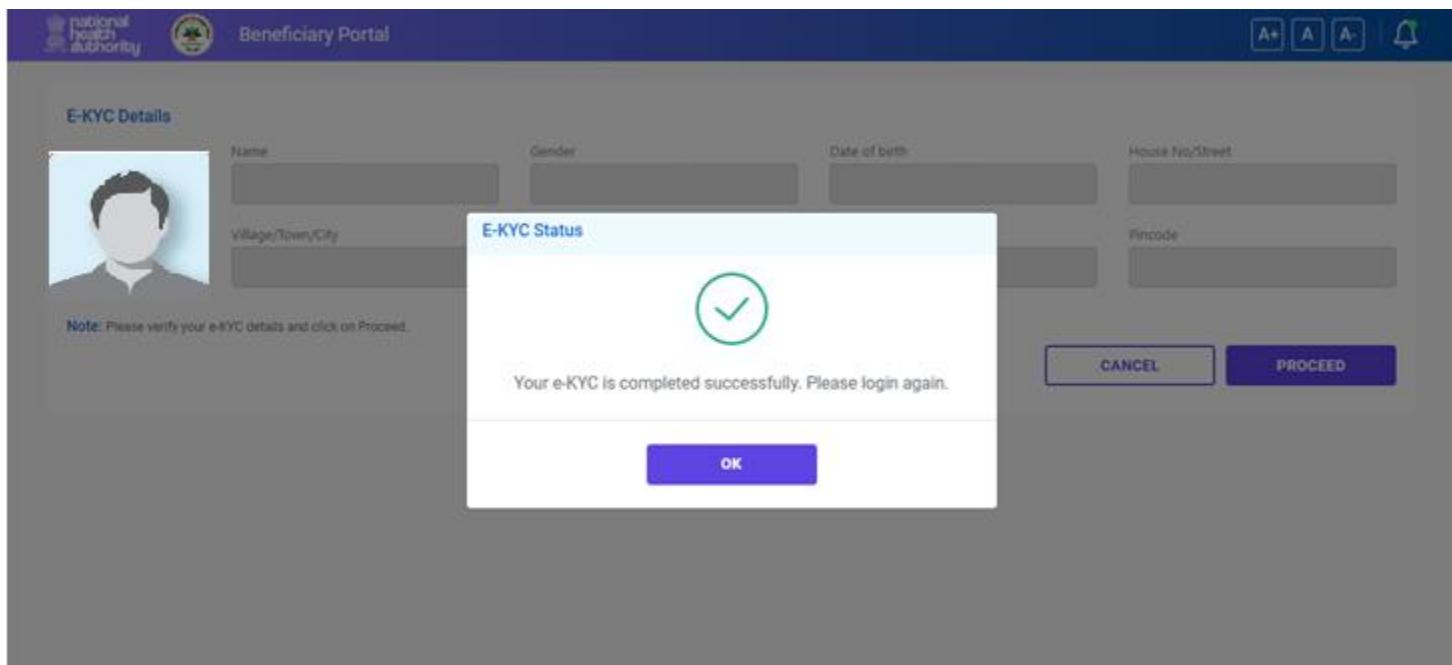
Date of birth
State

House No/Street
Pincode

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

Click to Proceed

CANCEL **PROCEED**

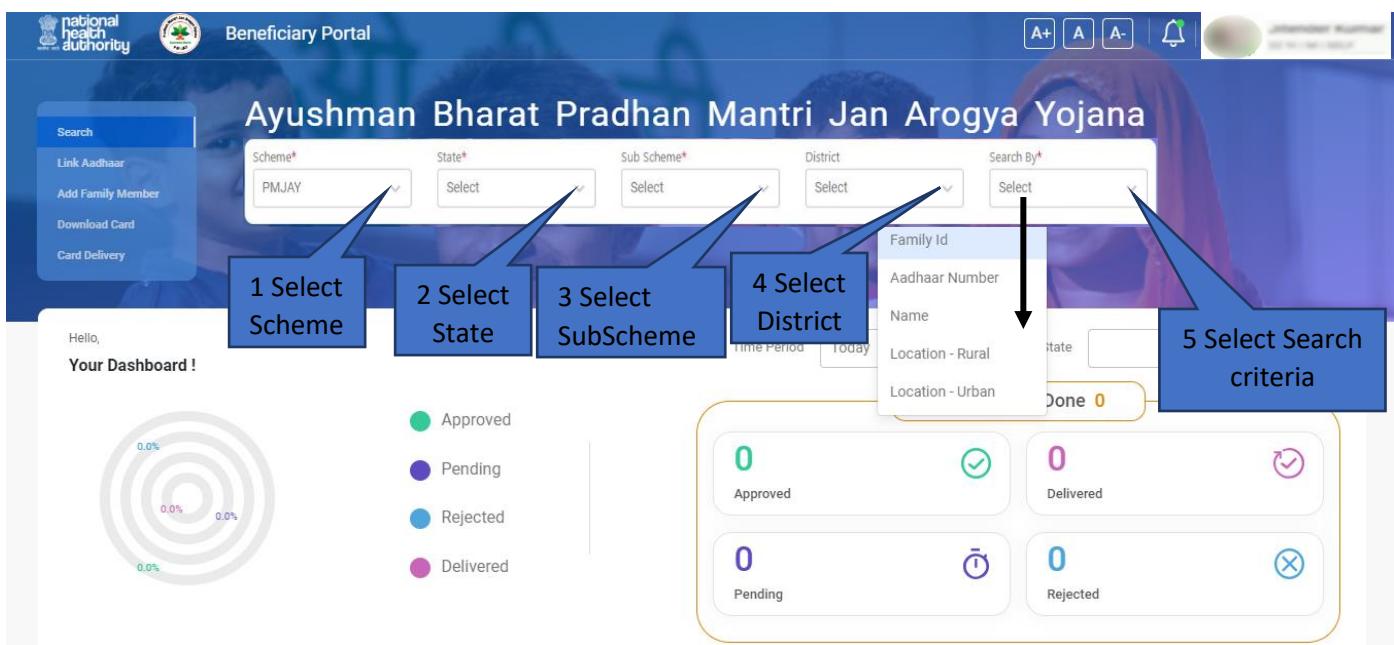


8. Search

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.



Figure 1



1 Select Scheme

2 Select State

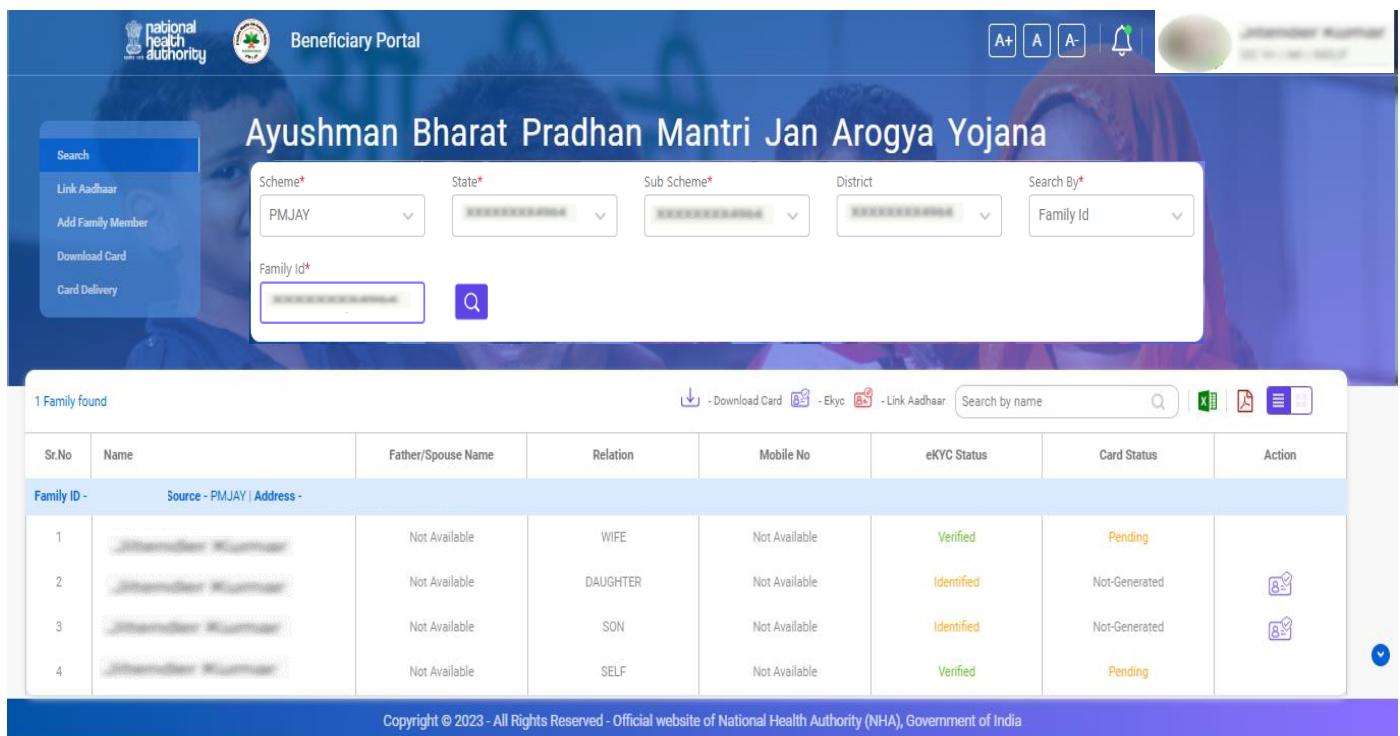
3 Select SubScheme

4 Select District

5 Select Search criteria

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.



1 Family found

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

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Figure 3

9. Card Generate and Beneficiary e-KYC

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



Ayushman Bharat Pradhan Mantri Jan Arogya Yojana

Search
Link Aadhaar
Add Family Member
Download Card
Card Delivery

Scheme* PMJAY State* Sub Scheme* District Search By* Family Id

Family Id*

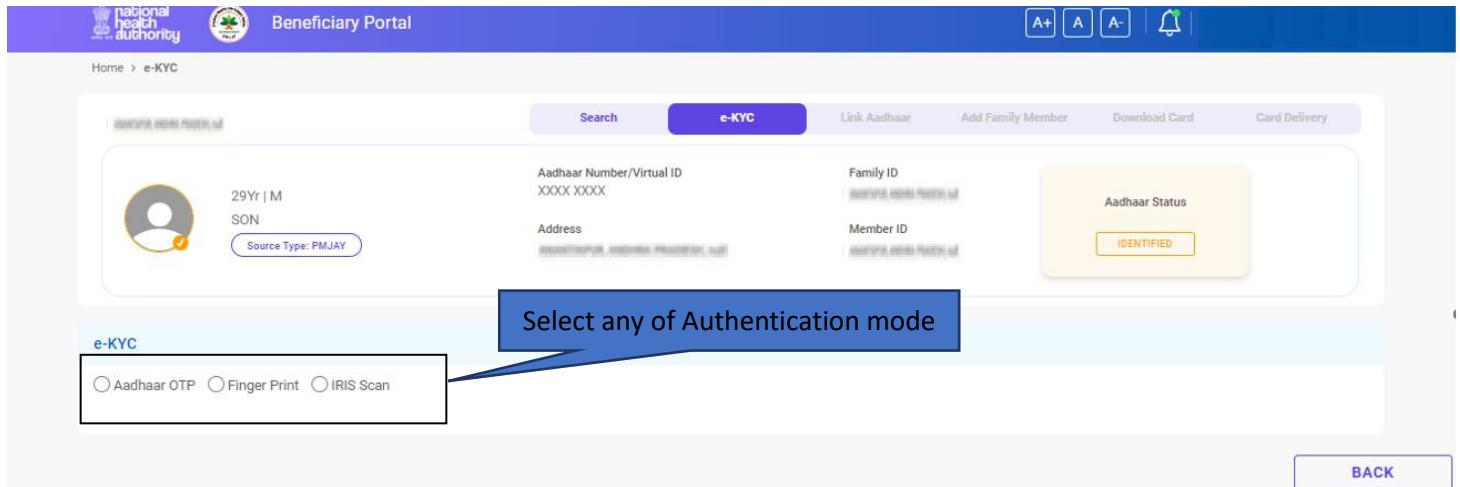
1 Family found

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

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Click here

- 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

29Yr | M SON Source Type: PMJAY

Aadhaar Number/Virtual ID XXXX XXXX Family ID Aadhaar Status IDENTIFIED

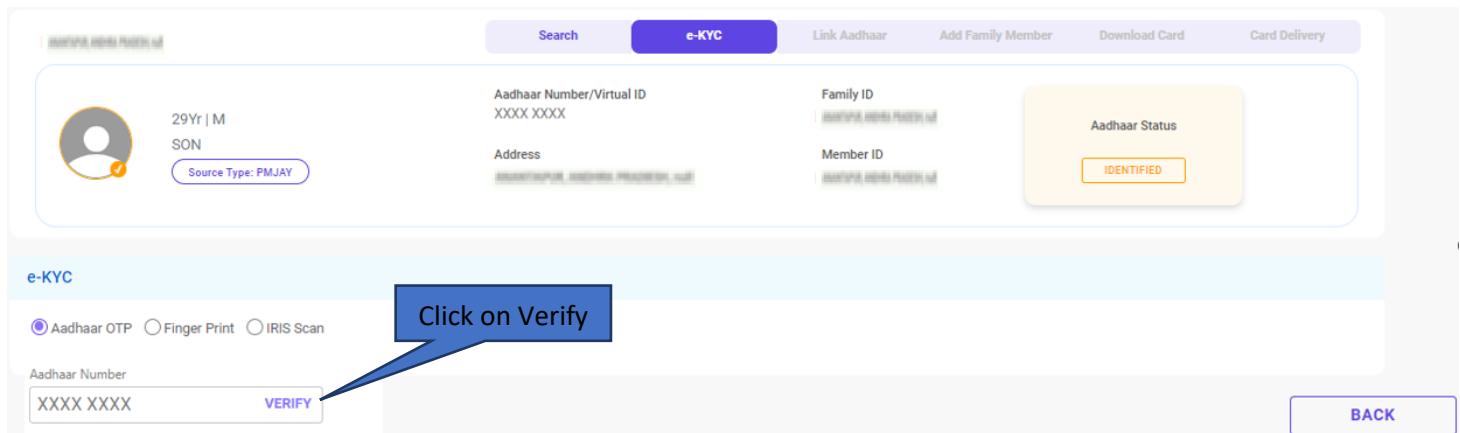
Address Member ID

Select any of Authentication mode

e-KYC Aadhaar OTP Finger Print IRIS Scan

BACK

- Click on Verify if Aadhaar OTP option selected.



Search 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 Aadhaar Status IDENTIFIED

Address Member ID

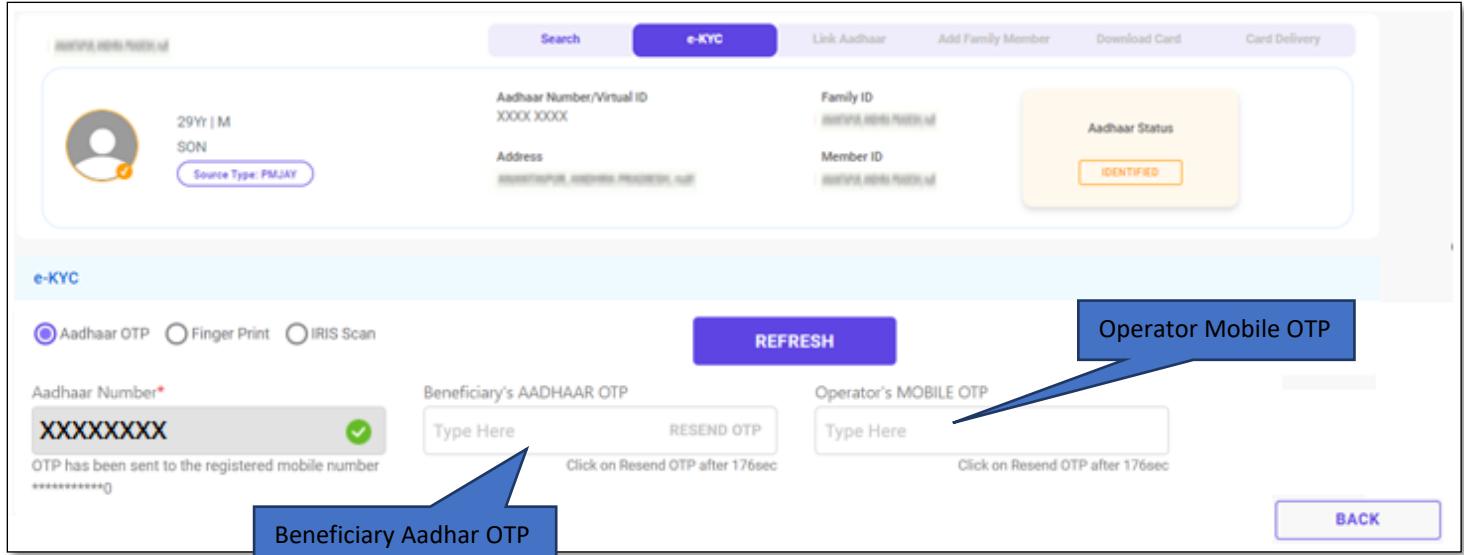
e-KYC

Aadhaar OTP Finger Print IRIS Scan

Aadhaar Number XXXX XXXX **VERIFY**

BACK

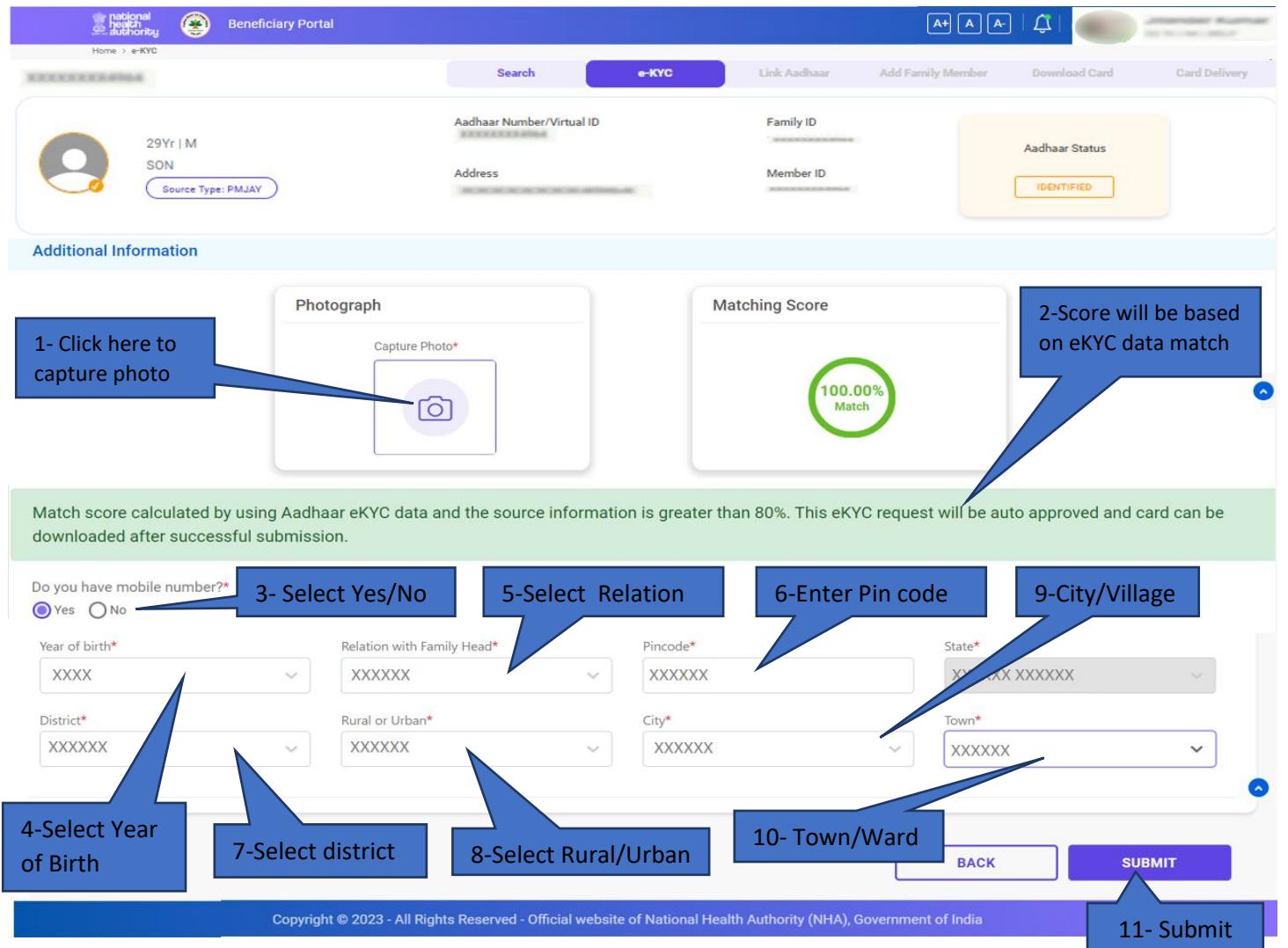
4. Enter OTP which received on beneficiary's Aadhaar registered Mobile number. And also enter an OTP which will be sent to Operator's mobile number for dual verification.



Beneficiary Aadhar OTP

Operator Mobile OTP

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



1- Click here to capture photo

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.

3- Select Yes/No

4-Select Year of Birth

5-Select Relation

6-Enter Pin code

7-Select district

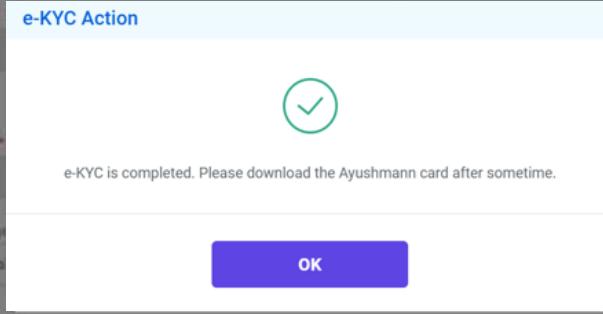
8-Select Rural/Urban

9-City/Village

10-Town/Ward

11- Submit

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).



Additional Information

Do you have mobile number?*

Yes No

Mobile No*

OTP has been sent to your mobile number
*****0550

Pincode*

State*

Village

Sub - District*

Relation*

Rural or Urban*

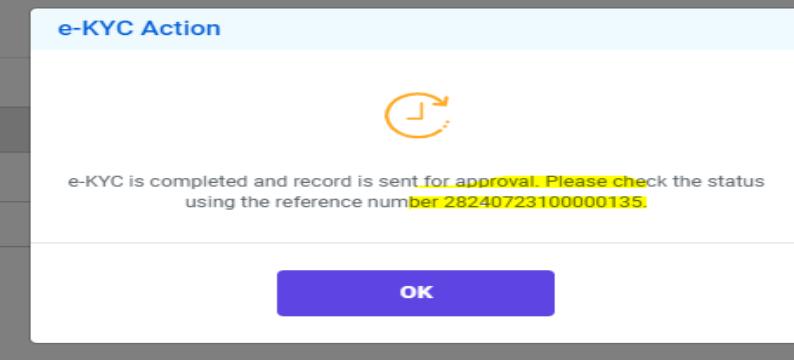
e-KYC Action



e-KYC is completed. Please download the Ayushman card after sometime.

OK

Card is Auto-Approved



e-KYC Action



e-KYC is completed and record is sent for approval. Please check the status using the reference number 28240723100000135.

OK

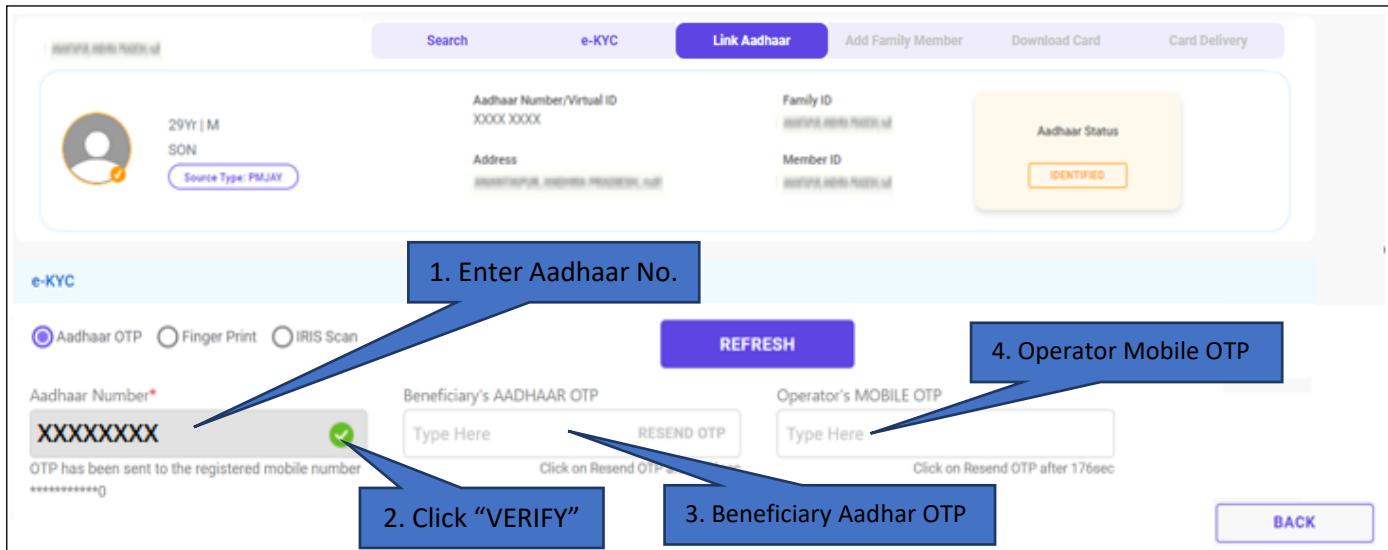
Card is Non-Auto approved

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.

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

5. 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.



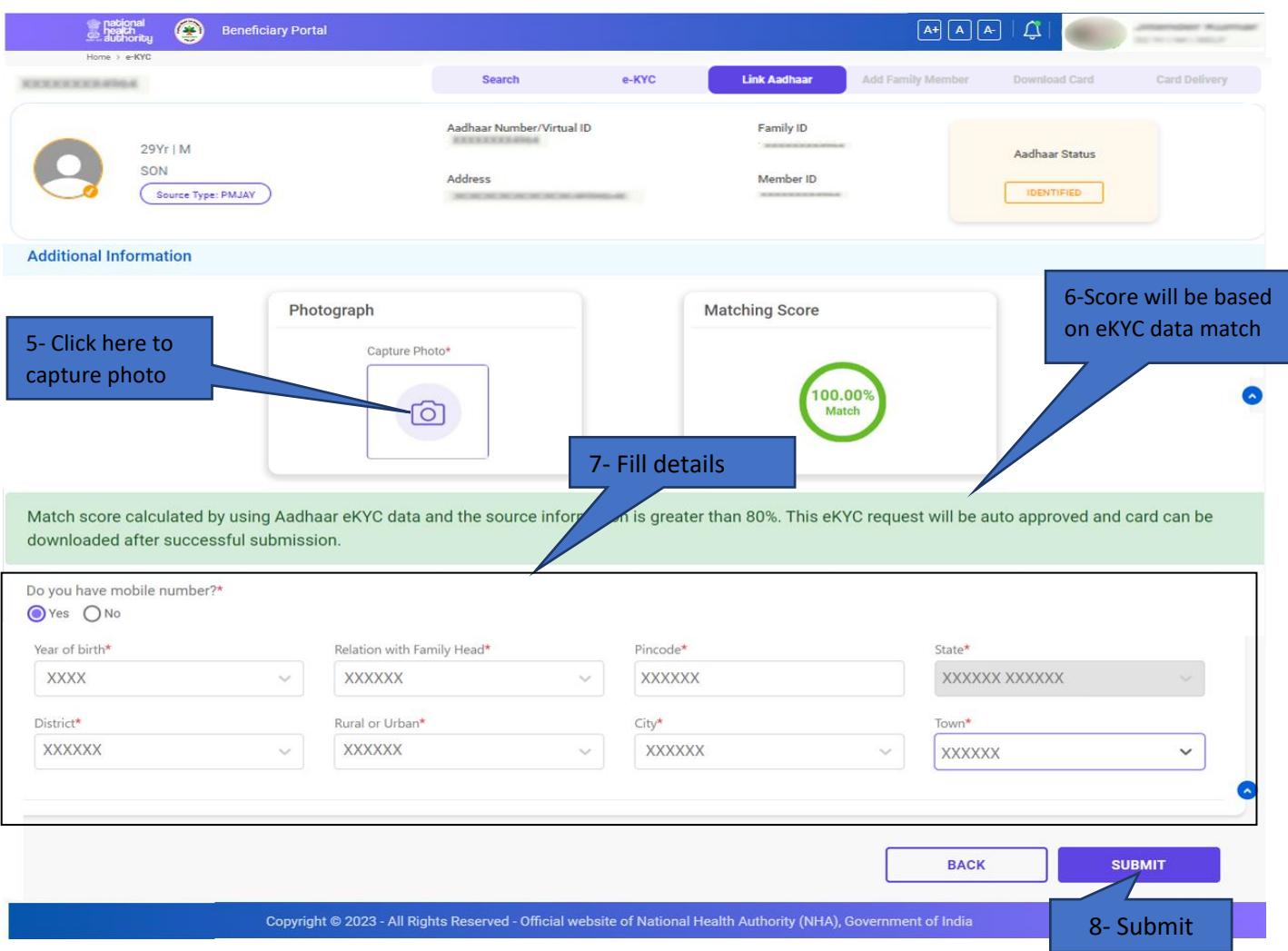
1. Enter Aadhaar No.

2. Click "VERIFY"

3. Beneficiary Aadhar OTP

4. Operator Mobile OTP

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



5- Click here to capture photo

7- Fill details

6-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?*

Yes No

Year of birth* XXXX

Relation with Family Head* XXXXXX

Pincode* XXXXXX

State* XXXXXX XXXXXX

District* XXXXXX

Rural or Urban* XXXXXX

City* XXXXXX

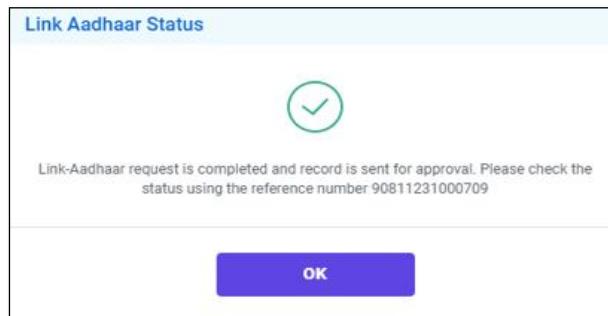
Town* XXXXXX

BACK SUBMIT

8- Submit

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7. 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%.
8. After Submit, a request reference number will be generate and this case will be forwarded for approval by competent authority.



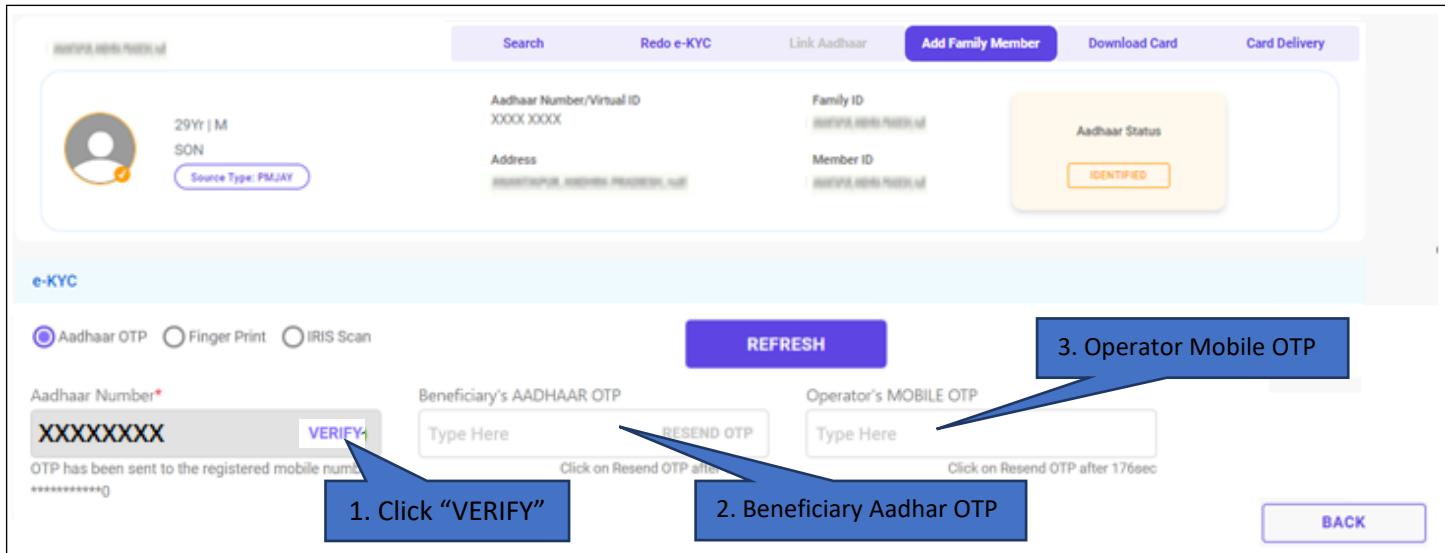
11. Add New Family Member

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

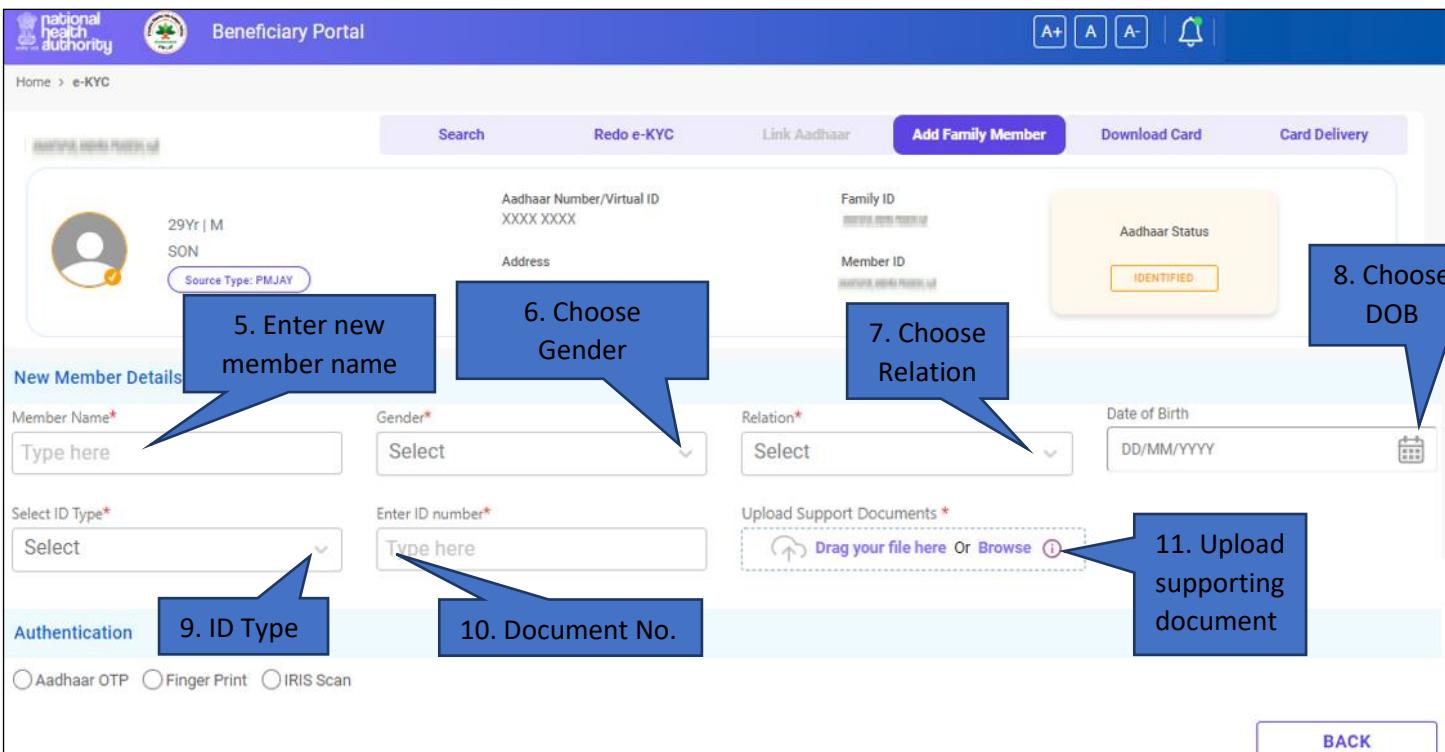


Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
1		Not Available	Verified	Approved	
2		Not Available	Unidentified	Approved	
3		Not Available	Unidentified	Approved	

3. Portal will be redirect to Add Family Member page.
4. Click on Aadhaar OTP/Finger Print/ IRIS Scan as wish to Authenticate with Aadhaar.
5. Enter new member Aadhaar number. And click VERIFY.
6. After Aadhaar verified, An OTP will be sent to beneficiary and Operator. (if OTP mode selected).
7. If other authentication mode selected (FingerPrint/IRIS) then an OTP will be sent to Operator mobile only.
8. 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)



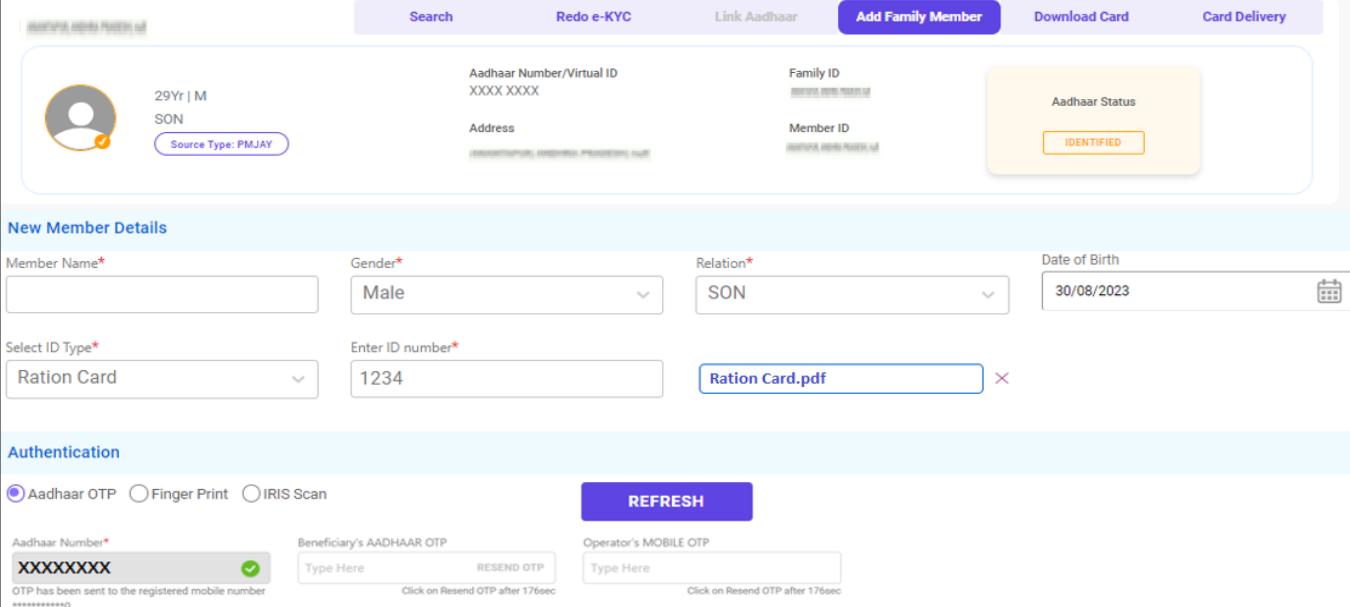
9. After OTP verified, new member will have to provide new member details post verification and Submit as shown below screenshot.



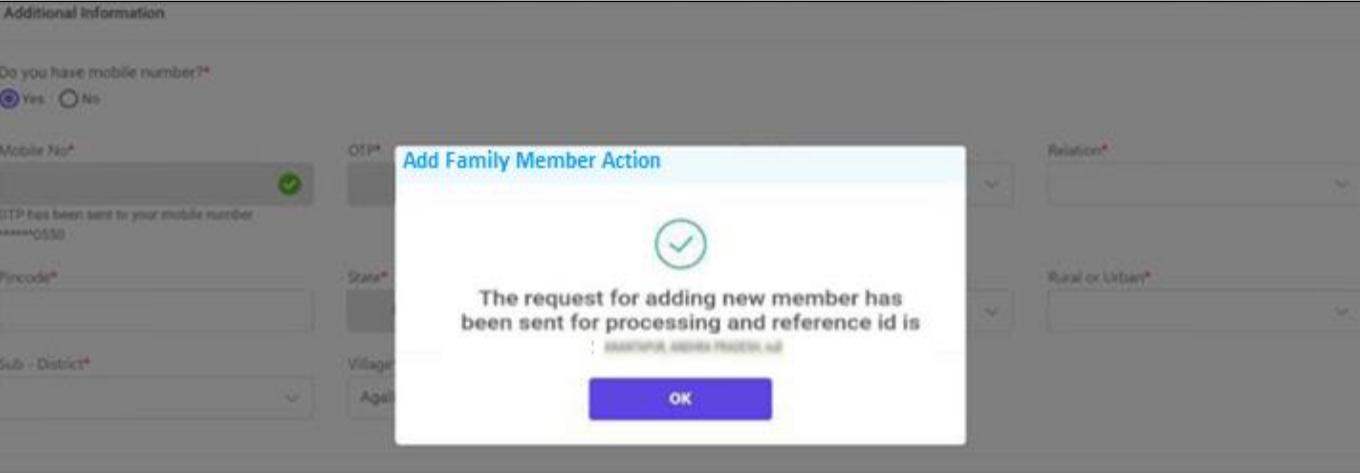
10. Enter new member name.
11. Select Gender
12. Select Relation with Self
13. DOB (date of birth)
14. Choose documents ID type
15. Enter document ID number



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

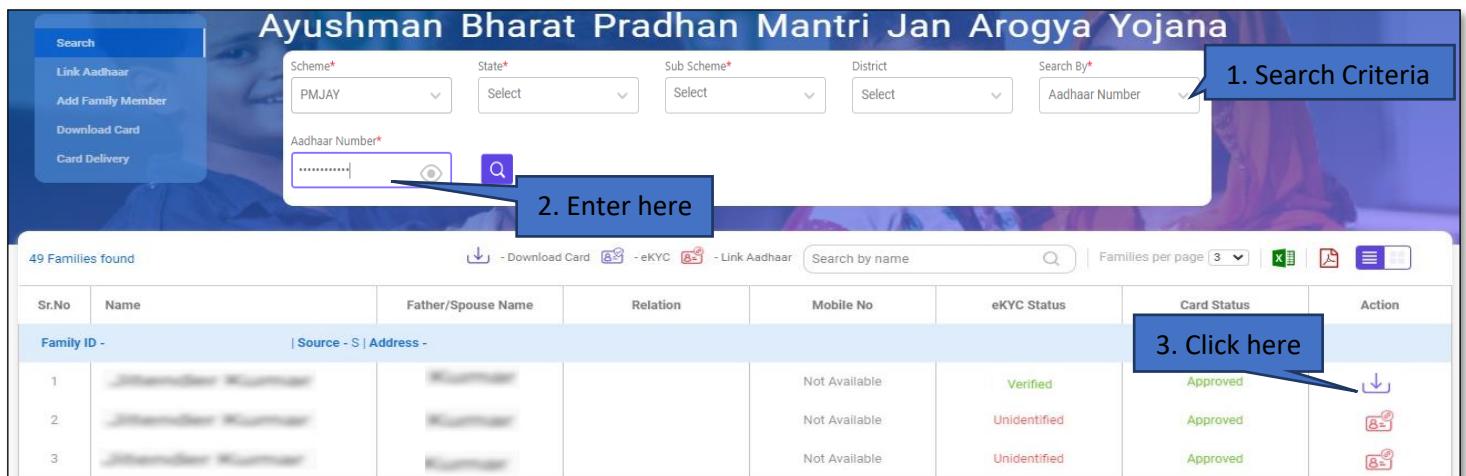


19. Once e-KYC completed, a reference ID will be generated and request will be sent for approval.



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

Link Aadhaar Add Family Member Download Card Card Delivery

Scheme* PMJAY State* Select Sub Scheme* Select District Select Search By* Aadhaar Number

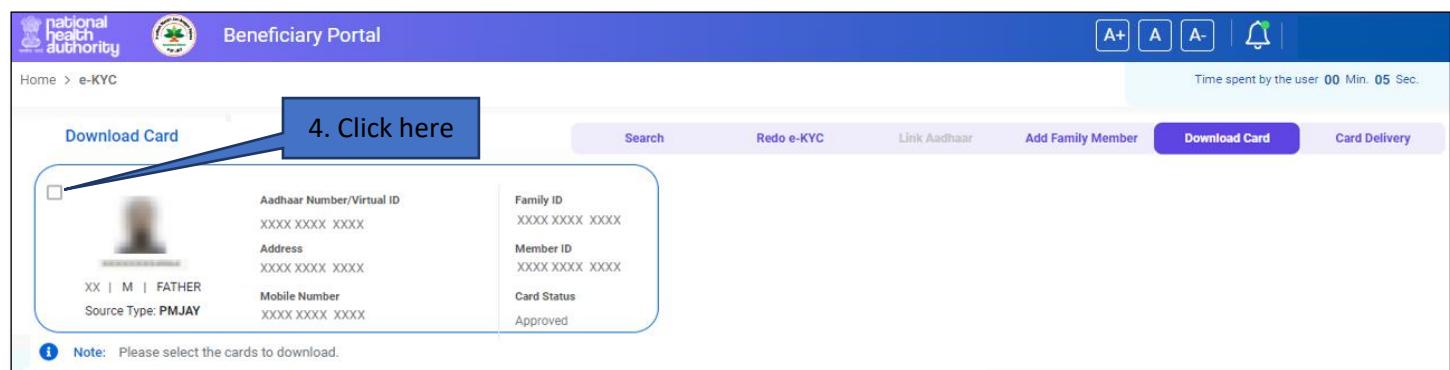
Aadhaar Number*

49 Families found

Download Card -eKYC -Link Aadhaar Search by name Families per page 3

Sr.No	Name	Father/Spouse Name	Relation	Mobile No	eKYC Status	Card Status	Action
Family ID -	Source - S Address -						
1	[REDACTED]	[REDACTED]		Not Available	Verified	Approved	<input type="button" value="Download"/>
2	[REDACTED]	[REDACTED]		Not Available	Unidentified	Approved	<input type="button" value="Download"/>
3	[REDACTED]	[REDACTED]		Not Available	Unidentified	Approved	<input type="button" value="Download"/>

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

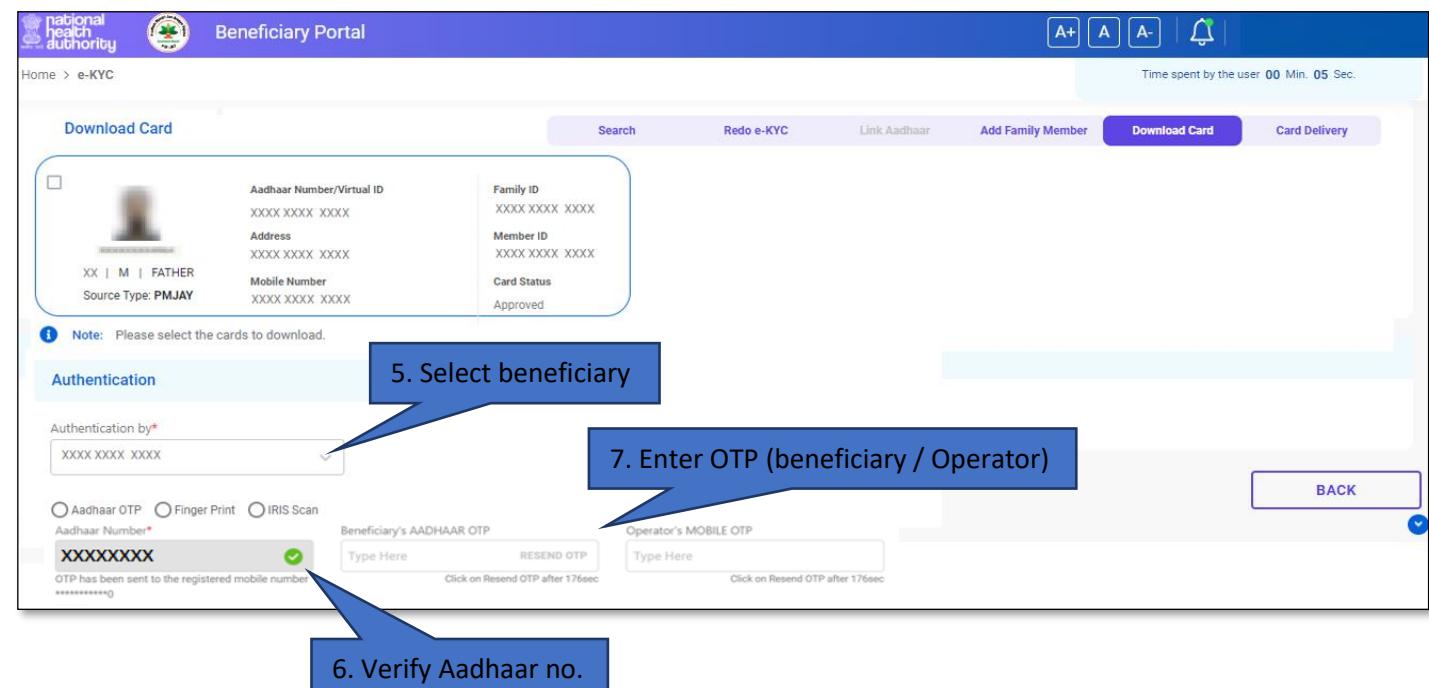
Aadhaar Number/Virtual ID: XXXX XXXX XXXX
Address: XXXX XXXX XXXX
Member ID: XXXX XXXX XXXX
Mobile Number: XXXX XXXX XXXX
Card Status: Approved

XX | M | FATHER
Source Type: PMJAY

Note: Please select the cards to download.

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

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

Aadhaar Number/Virtual ID: XXXX XXXX XXXX
Address: XXXX XXXX XXXX
Member ID: XXXX XXXX XXXX
Mobile Number: XXXX XXXX XXXX
Card Status: Approved

Note: Please select the cards to download.

Authentication

Authentication by*: XXXX XXXX XXXX

Aadhaar OTP Finger Print IRIS Scan

Aadhaar Number*: XXXXXXXXX

OTP has been sent to the registered mobile number: *****

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

Operator's MOBILE OTP: Type Here

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



Aadhaar Number/Virtual ID
XXXX XXXX XXXX

Address
XXXX XXXX XXXX

XX | M | FATHER
Source Type: PMJAY

Family ID
XXXX XXXX XXXX

Member ID
XXXX XXXX XXXX

Mobile Number
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

1. Search Criteria

Scheme* State* Sub Scheme* District Search By*
PMJAY Select Select Aadhaar Number

2. Enter here

Aadhaar Number*

4. Click here

49 Families found

3. Click here

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



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

1. Click "VERIFY"

2. Beneficiary Aadhar OTP

3. Operator Mobile OTP

Authentication

Aadhaar OTP Finger Print IRIS Scan

Aadhaar Number*
XXXXXXXXXX ✓

OTP has been sent to the registered mobile number
*****@*****

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

Note: Please select the cards to download.

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



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

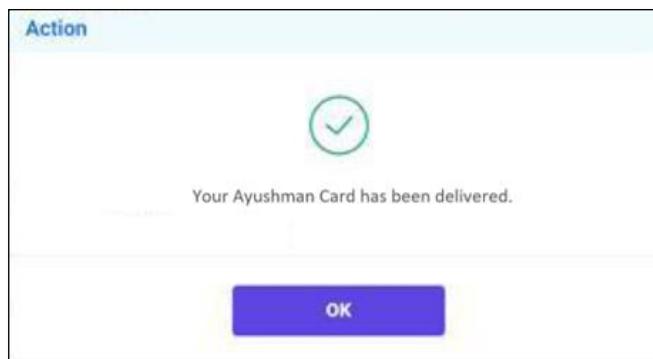
Card Status
Approved

Note: Please select the cards to download.

Authentication

Authenticated by **XX XXX** 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.



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

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)

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

Search by

Select

View Less ^
Click here to take action

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

Rows per page: 30 30 < 1 >

Beneficiary Identification System (ISA)

TPA

Home > Worklist

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

Address
XXXX XXXX XXXX XXXX XXXX
XXXX XXXX XXXX XXXX XXXX XXXX

Family ID
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

Rural or Urban

City

Type here

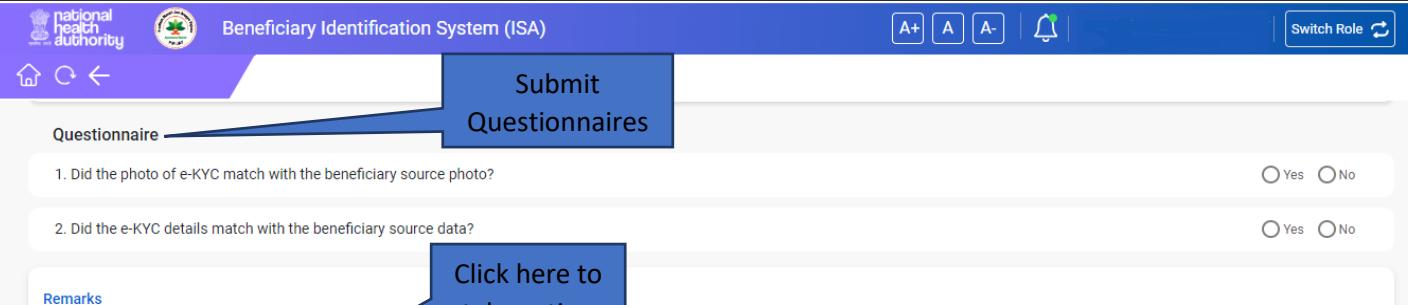
Town

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



National Health Authority Beneficiary Identification System (ISA)

Submit Questionnaires

Questionnaire

1. Did the photo of e-KYC match with the beneficiary source photo?

2. Did the e-KYC details match with the beneficiary source data?

Remarks

Action

Select

Remarks

Type here...

Click here to take action

Enter Approval or Rejection remarks.

Submit

CLEAR

SUBMIT

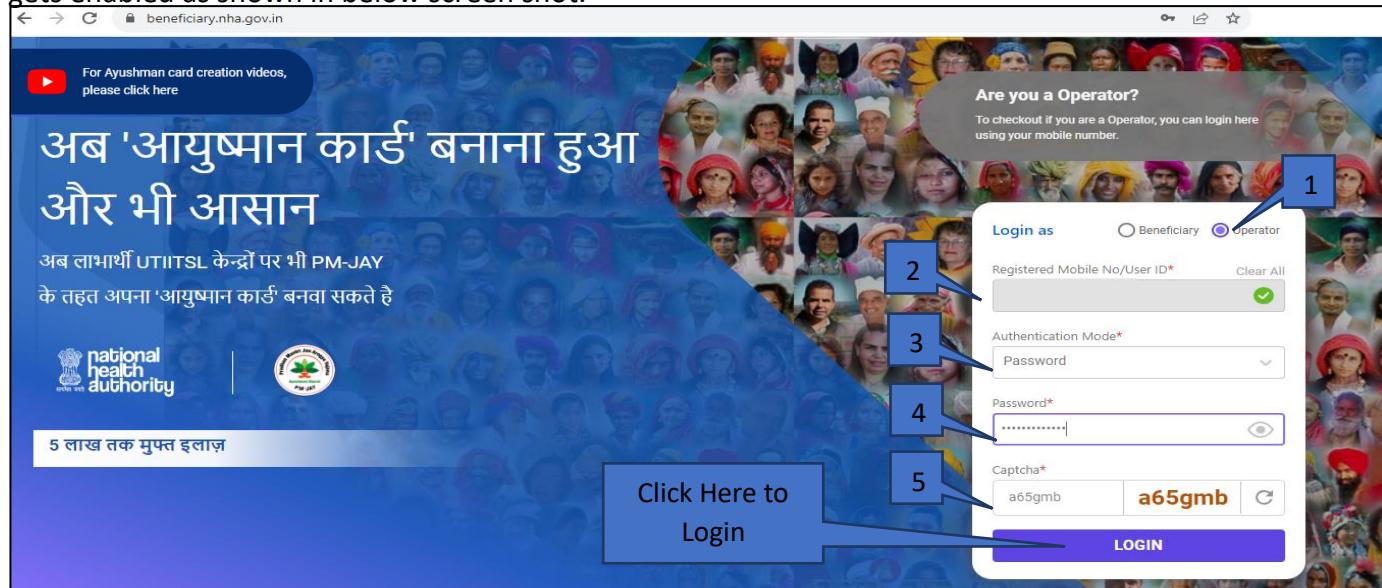
BACK

A+ A A- | Switch Role

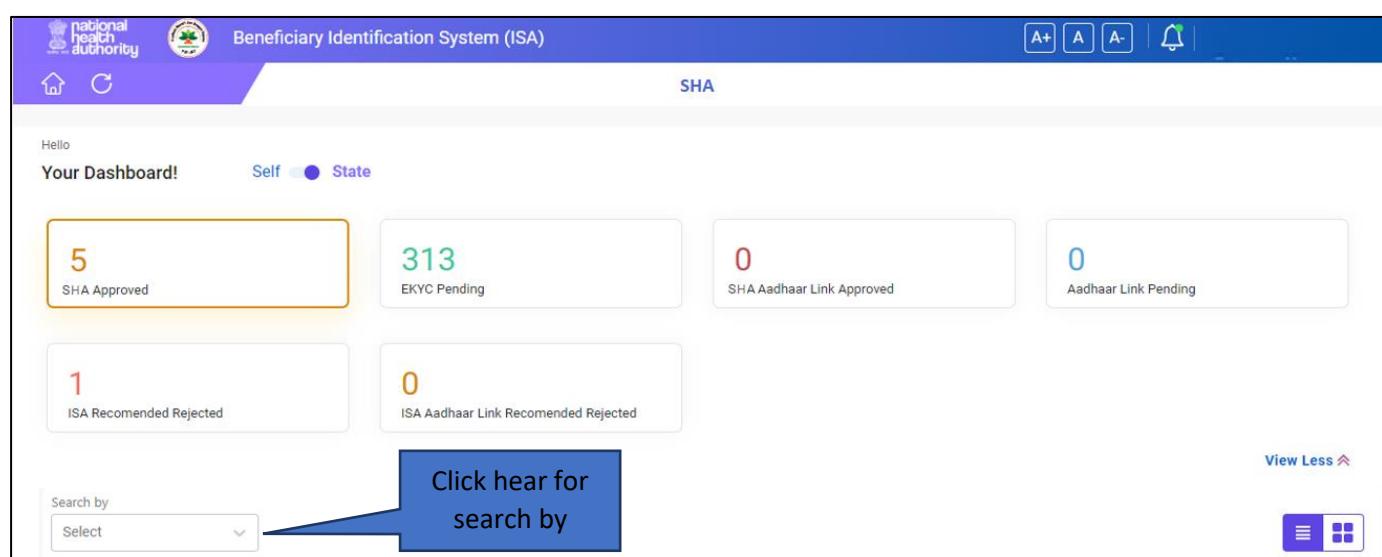
3. ISA Approver further can review the e-KYC details captured by Beneficiary or Operator and perform the following operations:
 - a. Approve the Card based on match after reviewing and entering appropriate comments / check
 - i. e-KYC will be approved if review suggests match and Card can be downloaded 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)

SHA

Hello

Your Dashboard! Self State

5 SHA Approved

313 EKYC Pending

0 SHA Aadhaar Link Approved

0 Aadhaar Link Pending

1 ISA Recomended Rejected

0 ISA Aadhaar Link Recomended 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 XXXX XXXX	XXX XXXX XXXX	XXX XXXX XXXX	EKYC Request rejected by ISA	22-08-2023 03:39 PM	
2.	XXX XXXX XXXX	XXX XXXX XXXX	XXX XXXX XXXX	EKYC Request rejected by ISA	22-08-2023 03:54 PM	
3.	XXX XXXX XXXX	XXX XXXX XXXX	XXX XXXX XXXX	EKYC Request rejected by ISA	23-08-2023 03:38 PM	

Beneficiary Identification System (ISA)

SHA

Home > Worklist

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
Member ID: XXXX XXXX XXXX

Card Status
E-KYC 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

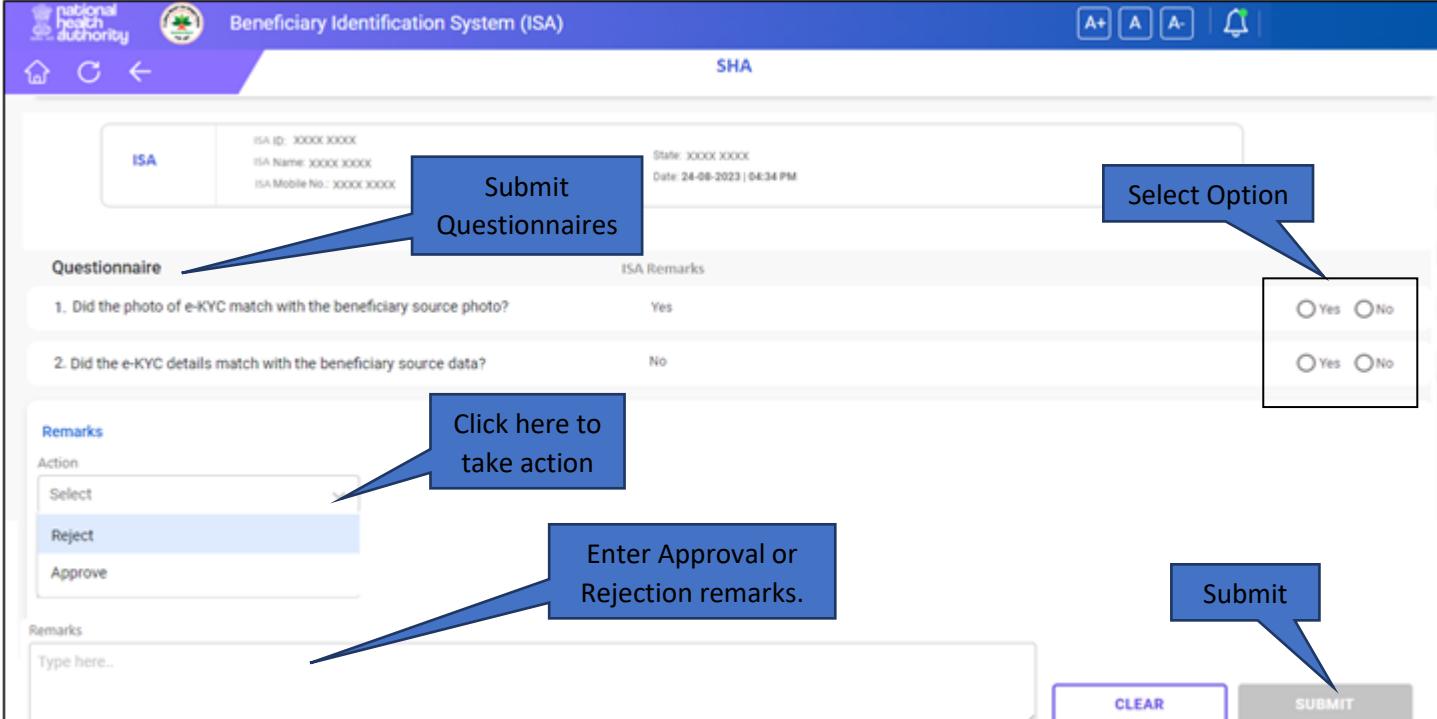
Note: Fields with different information in source and e-KYC are shown in red.

Additional Information

Mobile No Type Here	Year of birth	Relation	Pincode
State Type here	District Type here	RuralorUrban Type here	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



Beneficiary Identification System (ISA)

SHA

ISA ID: XXXX XXXX
ISA Name: XXXX XXXX
ISA Mobile No.: XXXX XXXX

State: XXXX XXXX
Date: 24-08-2023 | 04:34 PM

Questionnaire

ISA Remarks

1. Did the photo of e-KYC match with the beneficiary source photo? Yes

2. Did the e-KYC details match with the beneficiary source data? No

Remarks

Action

Select

Reject

Approve

Type here...

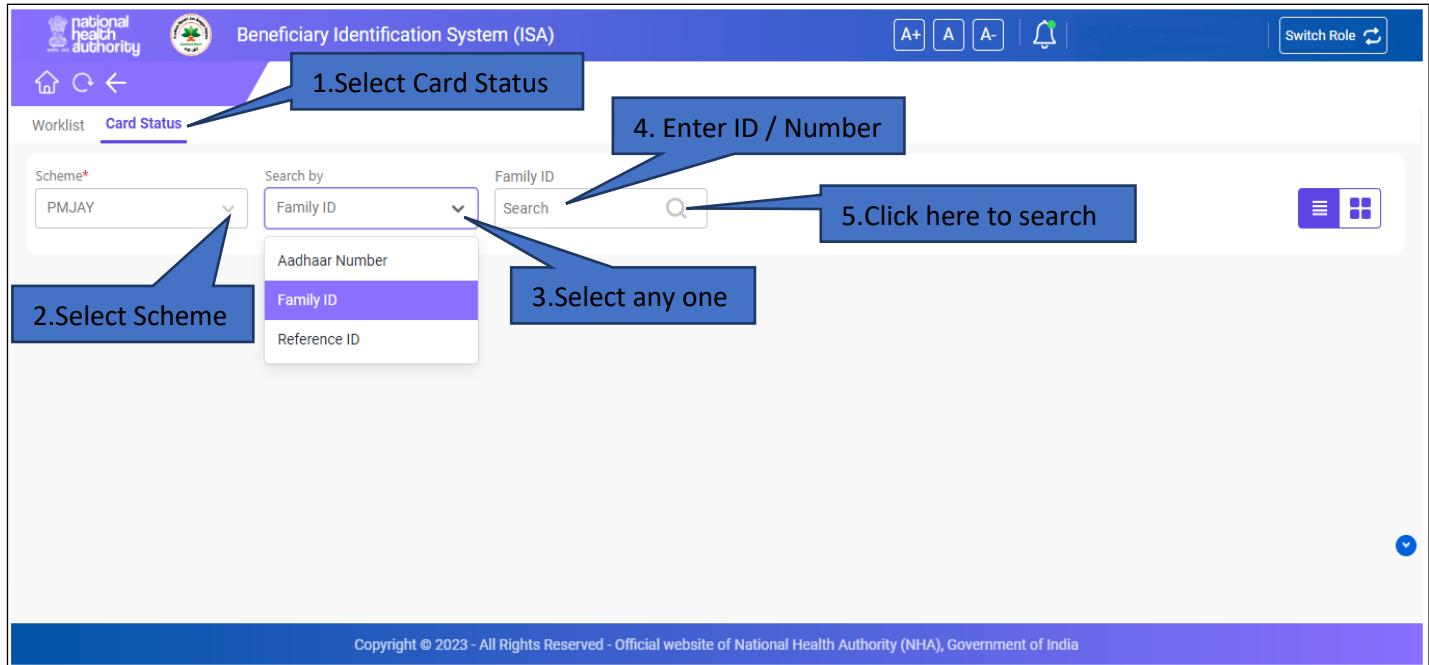
CLEAR SUBMIT

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)

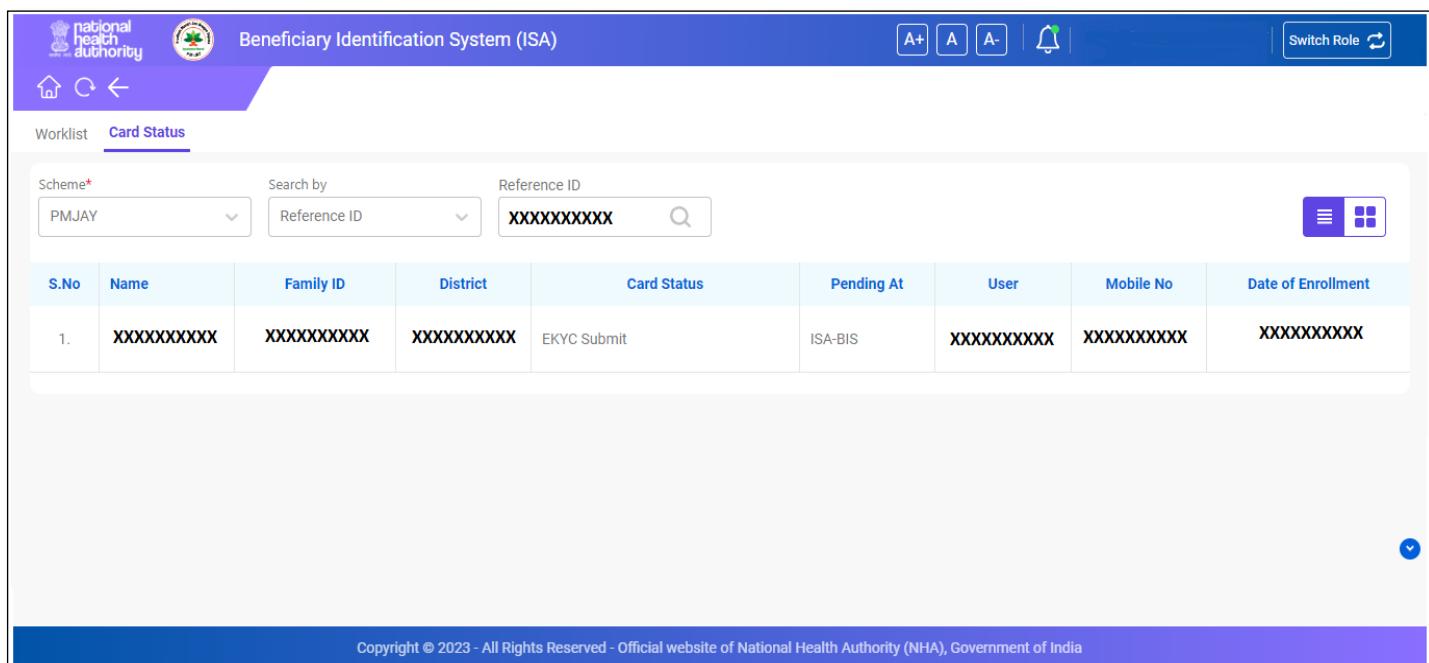
The Ayushman card request status can be check in ISA/SHA login. To check current status of request first login with ISA/SHA operator ID.

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.



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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.



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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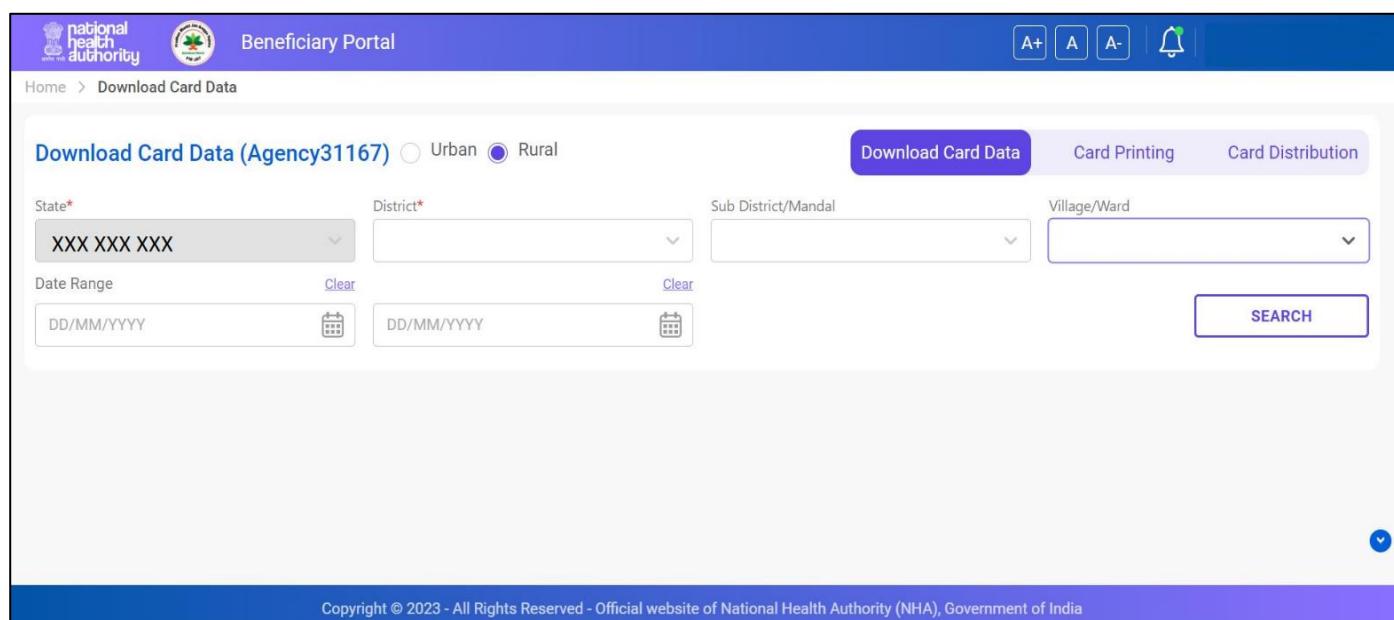
17. Agency Operator

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.



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



2. Agency Operator will see the below details to search and download card data

a. Card Data will be downloaded based on Search Criteria as shown in Screen below:

Beneficiary Portal
A+ A A-
Card Printing Card Distribution

Home > Download Card Data

Download Card Data (Agency31167) Urban Rural

State* District* Sub District/Mandal Village/Ward

Date Range

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

	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

Beneficiary Portal
A+ A A-
Card Printing Card Distribution

Home > Download Card Data

Download Card Data (Agency31167) Urban Rural

State* District* Sub District/Mandal Village/Ward

Date Range

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

	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

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

Download Card Data (Agency31167) Urban Rural

[Download Card Data](#)

[Card Printing](#)

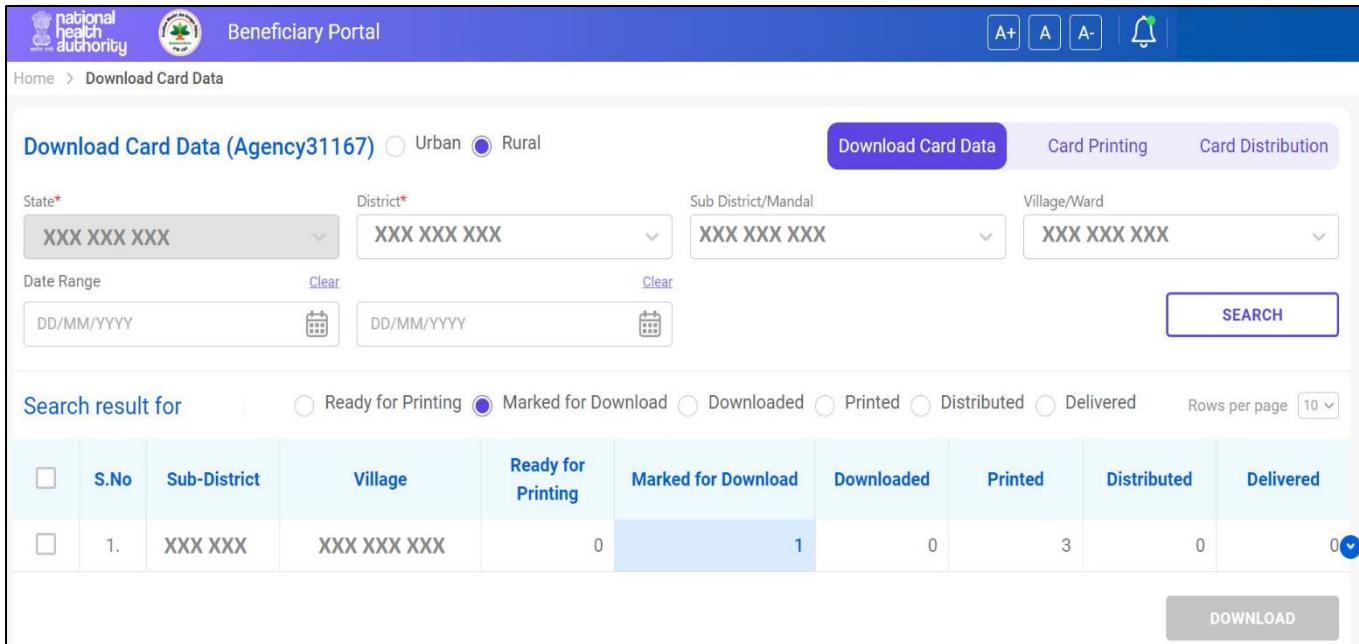
[Card Distribution](#)

State*	District*	Sub District/Mandal	Village/Ward							
XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX							
Date Range Clear		SEARCH								
DD/MM/YYYY 		DD/MM/YYYY 								
<input checked="" type="checkbox"/>	S.No	Name	Relation							
Card ID										
Family ID - Source - BOCW Address -										
<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>1.</td> <td>XXX XXX XXX</td> <td>XXX XXX XXX</td> <td>XXX XXX XXX</td> <td>XXX XXX XXX</td> <td>MC4WH6N6S</td> </tr> </table>				<input checked="" type="checkbox"/>	1.	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	MC4WH6N6S
<input checked="" type="checkbox"/>	1.	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	MC4WH6N6S				
BACK MARK FOR DOWNLOAD										

c. Selected Card has been marked for Download.

State*	District*	Sub District/Mandal	Village/Ward				
XXX XXX XXX	XXX XXX XXX	XXX XXX XXX	XXX XXX XXX				
Date Range Clear		SEARCH					
DD/MM/YYYY 		DD/MM/YYYY 					
<input checked="" type="checkbox"/>	S.No	Name	Relation				
Card ID							
Family ID - Source - BOCW Address -							
<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>1.</td> <td>XXX XXX XXX</td> <td>XXX XXX XXX</td> </tr> </table>				<input checked="" type="checkbox"/>	1.	XXX XXX XXX	XXX XXX XXX
<input checked="" type="checkbox"/>	1.	XXX XXX XXX	XXX XXX XXX				
<div style="border: 1px solid #ccc; padding: 10px; width: fit-content; margin: auto;"> <p>Download Status</p>  <p>Selected cards marked for download successfully</p> <p>OK</p> </div>							
BACK MARK FOR DOWNLOAD							

d. Download cards Data to sending for printing.



Download Card Data (Agency31167) Urban Rural

State* District* Sub District/Mandal Village/Ward

Date Range

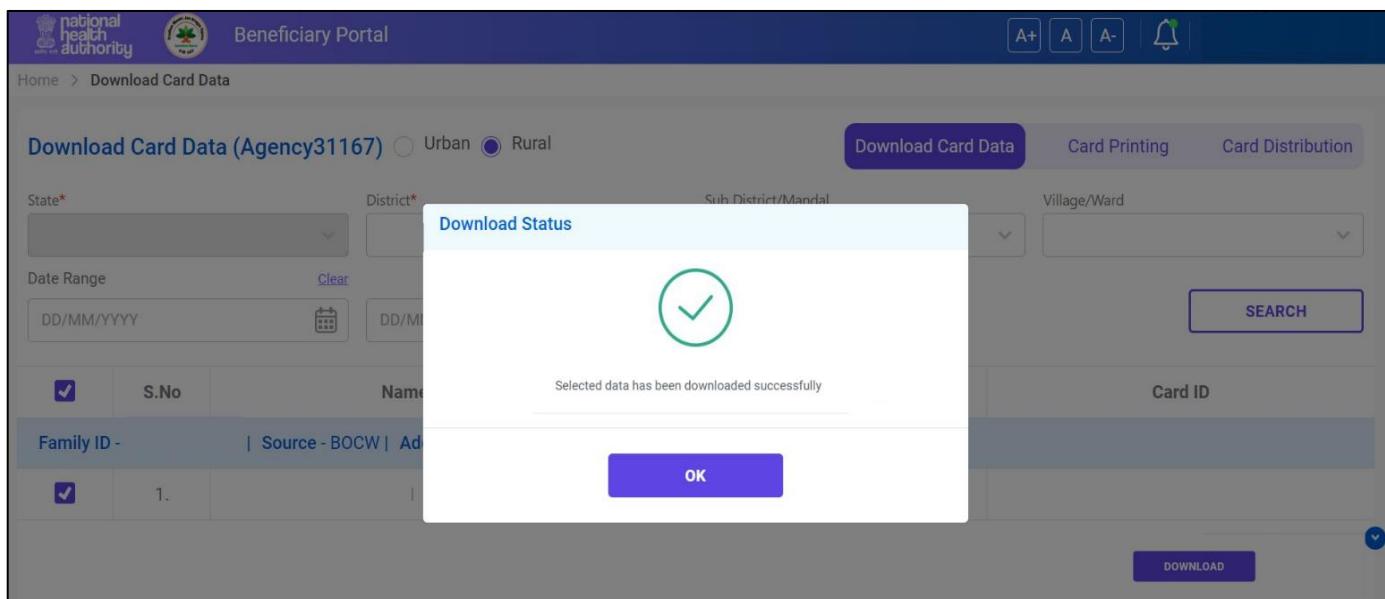
Ready for Printing Marked for Download Downloaded Printed Distributed Delivered

Rows per page

<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.



Download Card Data (Agency31167) Urban Rural

State* District* Sub District/Mandal Village/Ward

Date Range

S.No Name Family ID - Source - BOCW | Ad

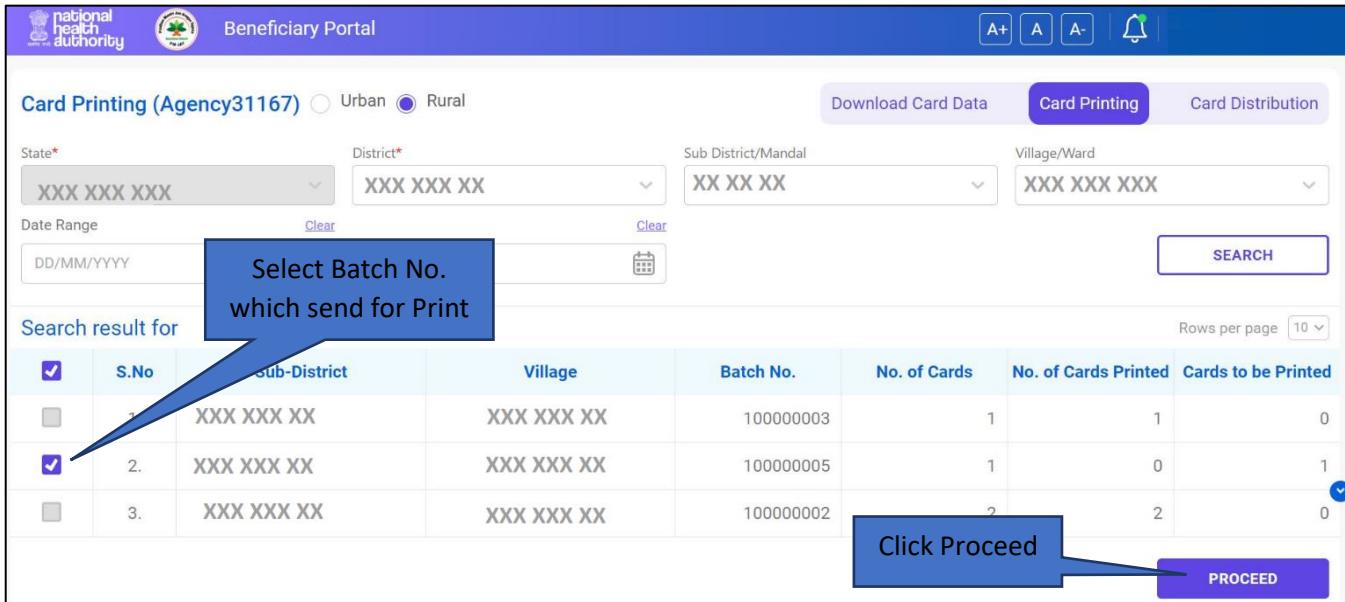
Download Status

 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

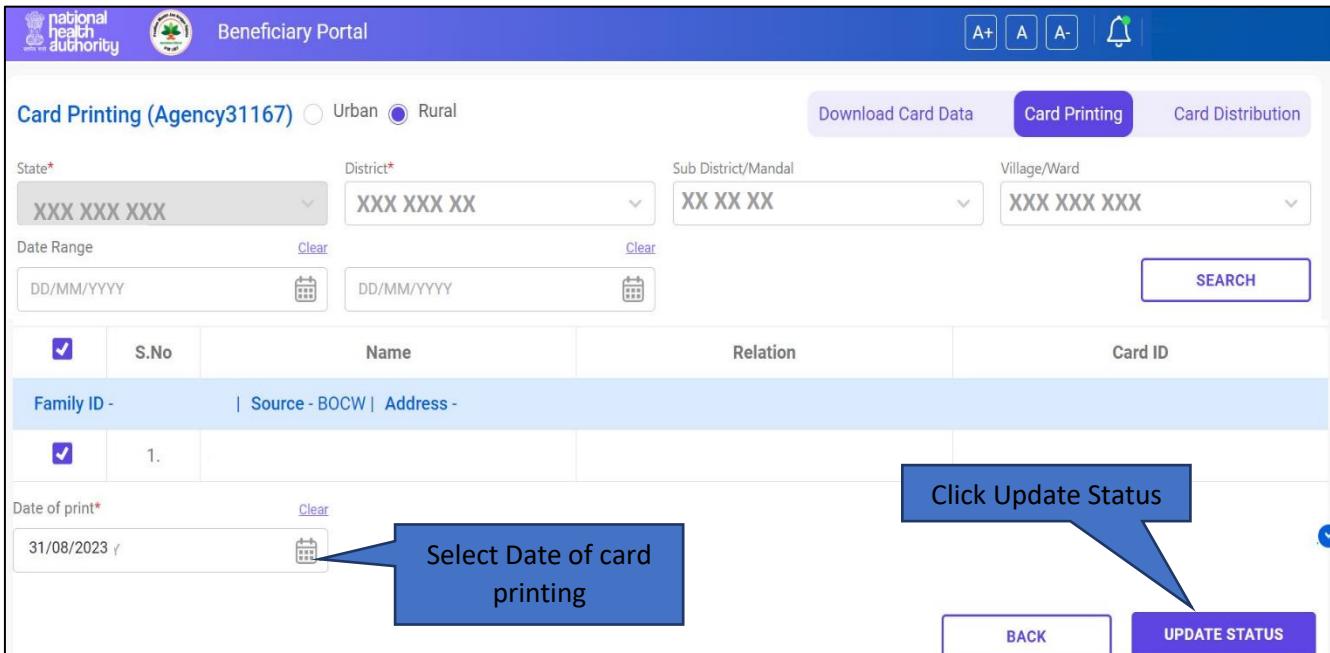
State* District* Sub District/Mandal Village/Ward

Date Range

Search result for Rows per page

<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

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



Beneficiary Portal

Card Printing (Agency31167) Urban Rural

State* District* Sub District/Mandal Village/Ward

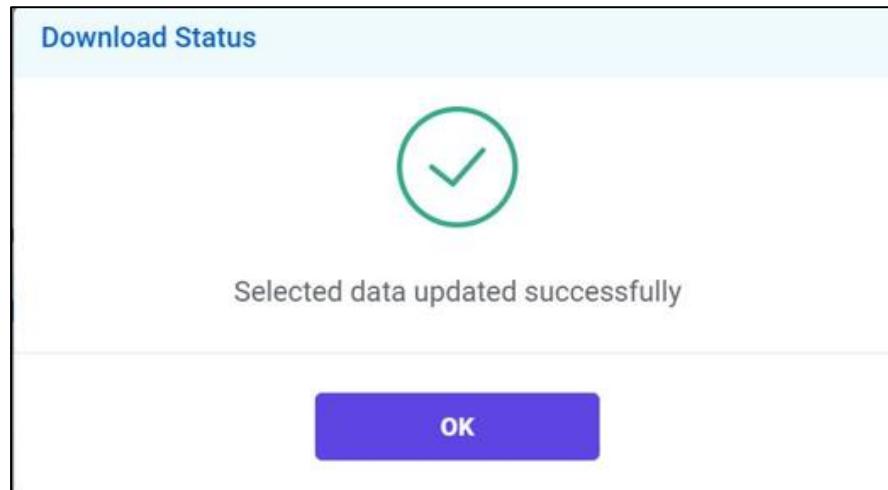
Date Range

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

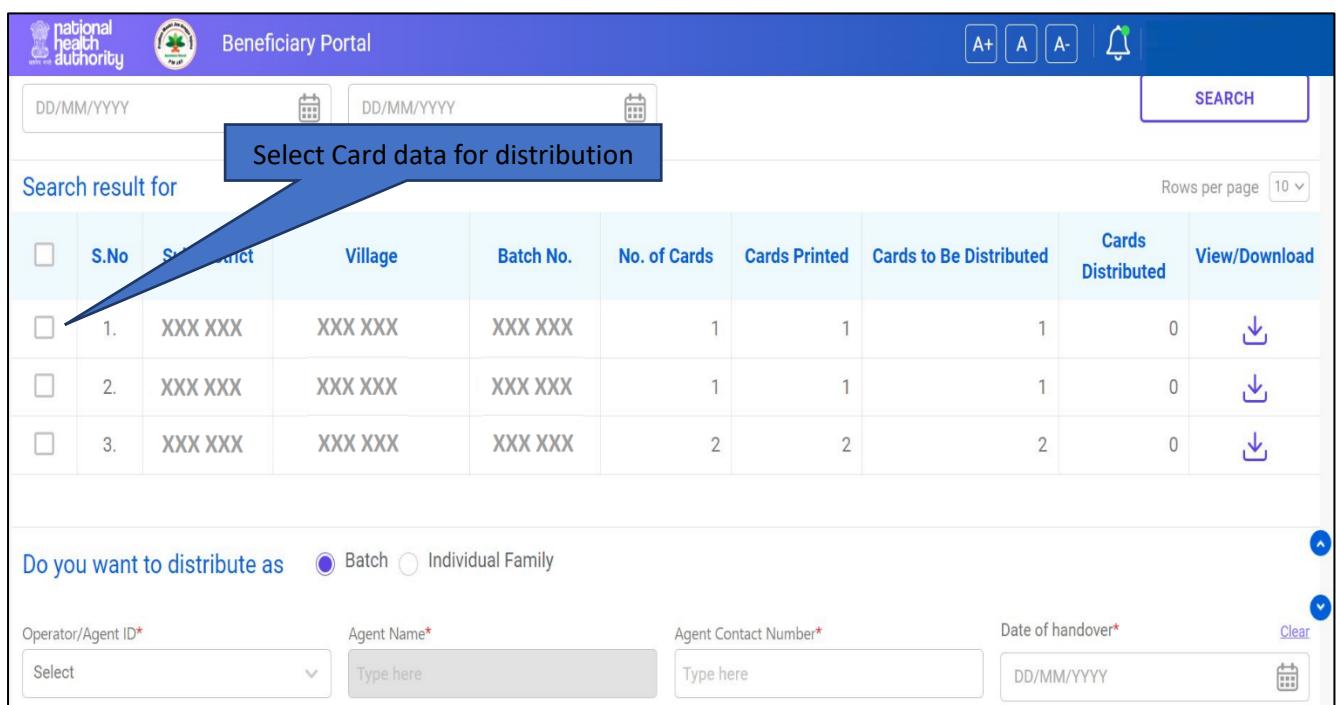
Family ID - | Source - BOCW | Address -

1.

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

Rows per page 10

Select Card data for distribution

<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	
<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* Select Agent Name* Type here Agent Contact Number* Type here Date of handover* DD/MM/YYYY

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

Beneficiary Portal

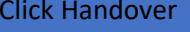
S.No	Sub-District	Village	Batch No.	No. of Cards	Cards Printed	Cards to Be Distributed	Cards Distributed	View/Download
1.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	
2.	XXX XXX	XXX XXX	XXX XXX	1	1	1	0	
3.	XXX XXX	XXX XXX	XXX XXX	0	0	2	0	

Search result for

Rows per page 10

Do you want to distribute as Batch Individual Family

Operator/Agent ID* Agent Name* Agent Contact Number* Date of handover*

k. Selected distribution data status has been updated.

Beneficiary Portal

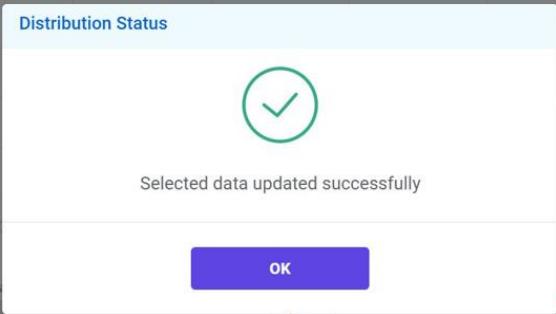
S.No	Sub-District	Village	Batch No.	No. of Cards	Cards Printed	Cards to Be Distributed	Cards Distributed	View/Download
1.				1	1	1	0	
2.				1	1	1	0	
3.				2	0	2	0	

Search result for AGRA

Rows per page 10

Do you want to distribute as Batch

Operator/Agent ID* Agent Name* Agent Contact Number* Date of handover*

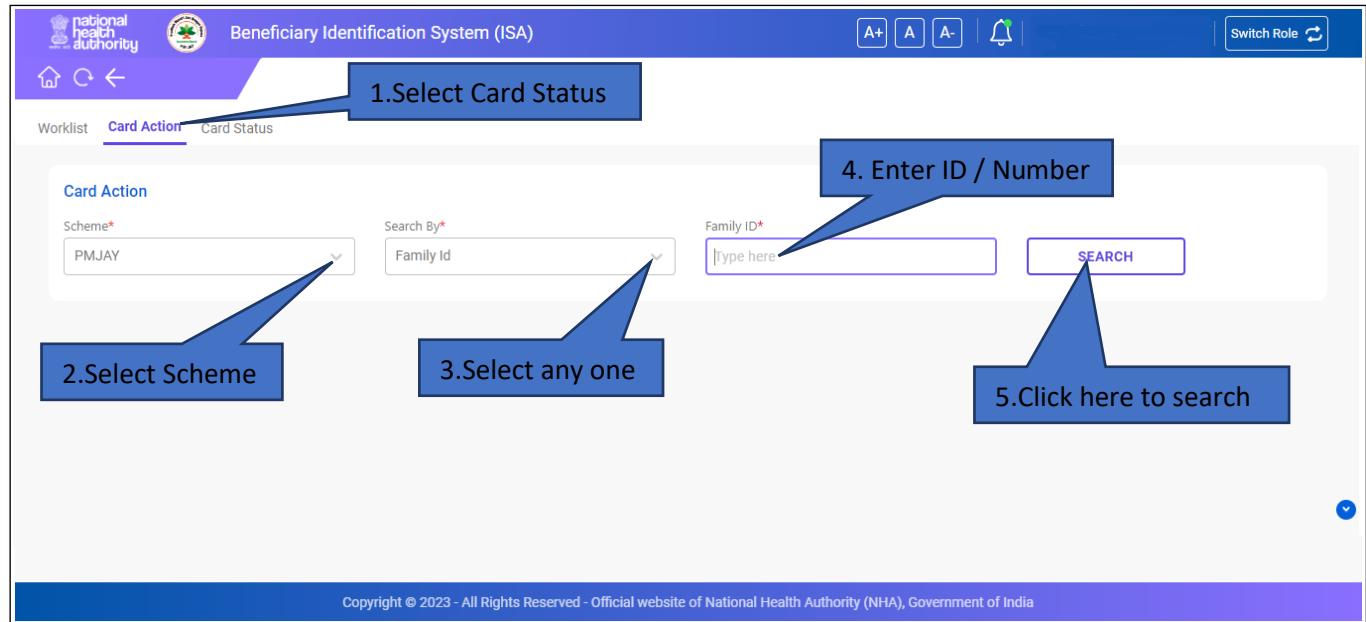
 

Selected data updated successfully

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.



1. Select Card Status

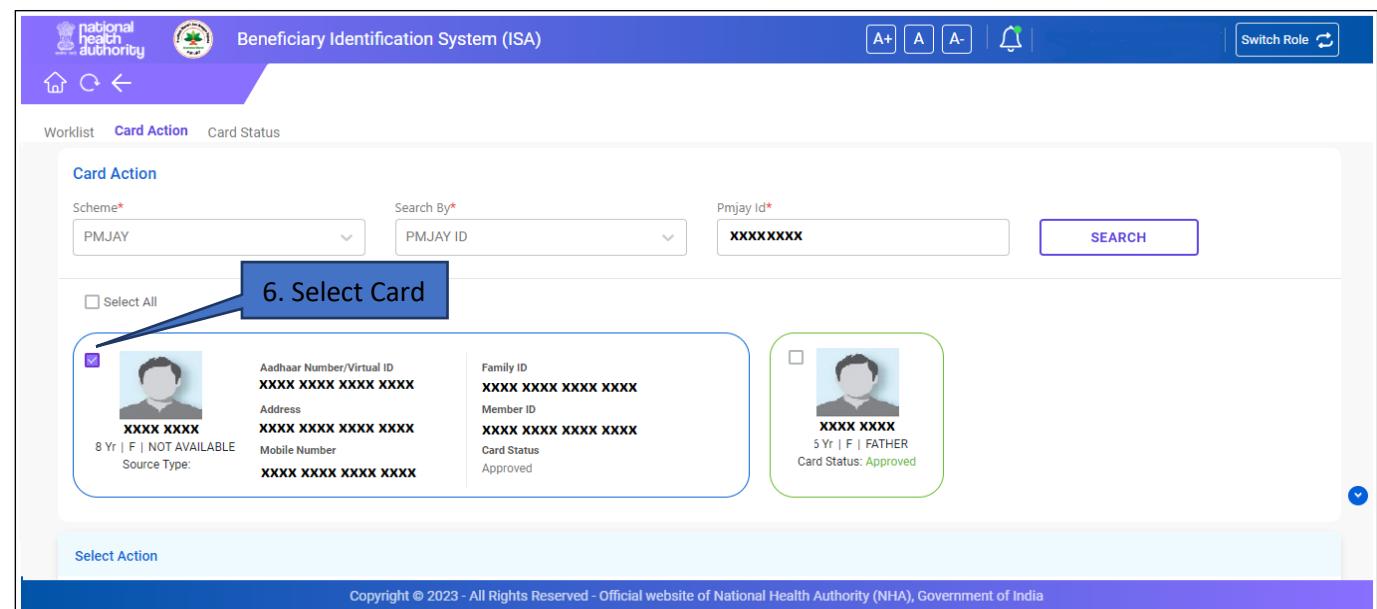
2. Select Scheme

3. Select any one

4. Enter ID / Number

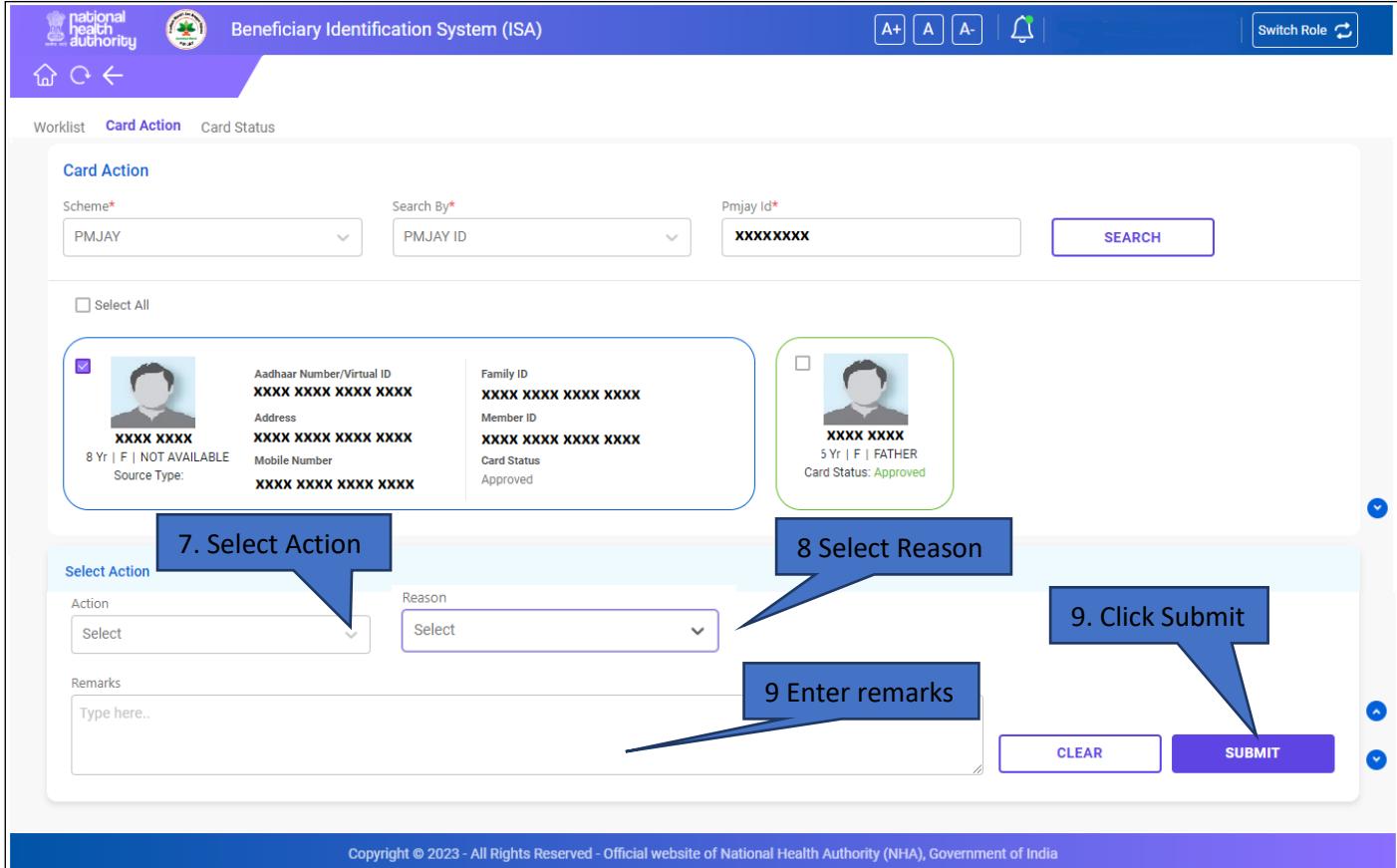
5. Click here to search

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.



6. Select Card

6. Click on Select All if multiple cards need



Beneficiary Identification System (ISA)

Worklist Card Action Card Status

Card Action

Scheme* PMJAY Search By* PMJAY ID Pmj Id* XXXXXXXX SEARCH

Select All

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

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

 XXXX XXXX 5 Yr | F | FATHER
Card Status: Approved

7. Select Action

8 Select Reason

9. Click Submit

9 Enter remarks

Action Select Reason Select Remarks Type here..

CLEAR SUBMIT

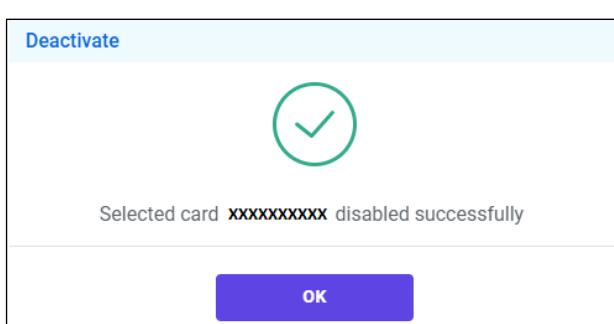
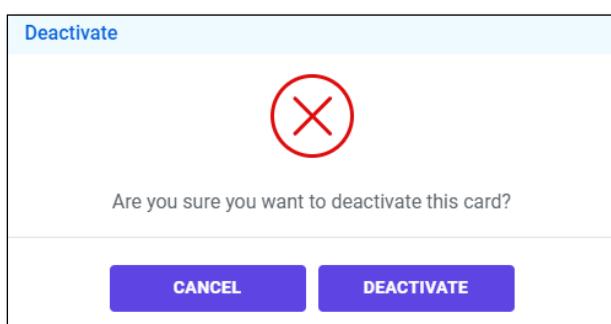
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7. There are five reason for disabling a card.

- 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 appear to take confirmation. Click Deactivate to disable.

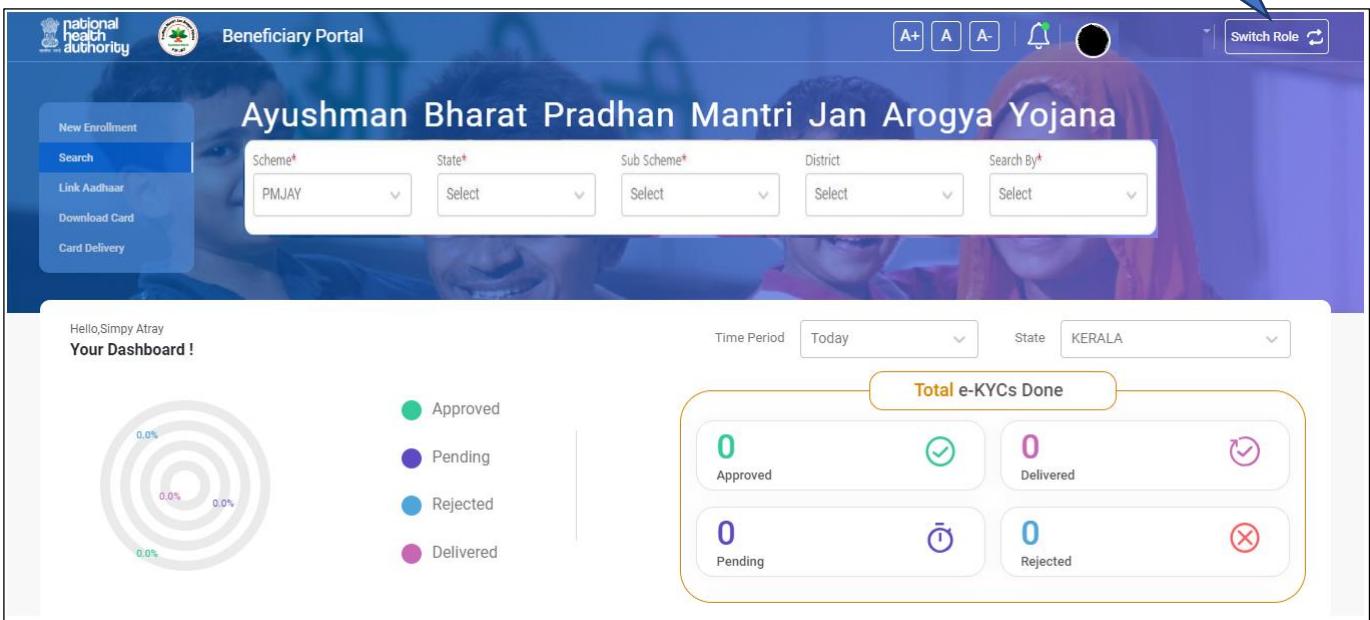
9. Selected card will be disabled and confirmation message will be shown.



19. Switch Role

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

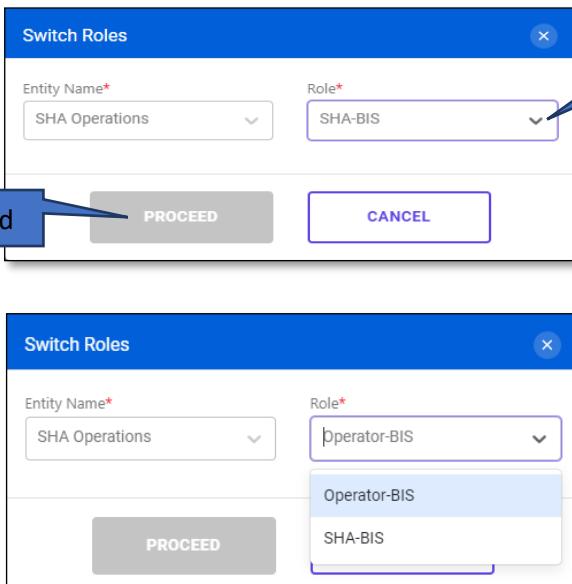
1. Login with operator ID who has more than one role.
2. Click on Switch Role tab in left side corner.



The screenshot shows the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana Beneficiary Portal. The 'Switch Role' tab is located in the top right corner of the header. The main dashboard displays various metrics and a circular progress chart.

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

2. Click Proceed
2. Select Role



The 'Switch Roles' popup window has two fields: 'Entity Name*' (set to 'SHA Operations') and 'Role*' (set to 'SHA-BIS'). The second screenshot shows the 'Role*' dropdown expanded, with 'Operator-BIS' selected.

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 authencitaed.

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.