

## 7. Beneficiary Identification Services (BIS) at NHA



Figure 3.2(a): Home screen for BFO

On successful login, the screen is as shown in figure 3.2(a). It displays the user details which includes **user type, mobile(masked), email(masked), home state, district and last login**.

The BFO user has the options to perform following activities from the left side menu:

**(a) Search Beneficiary**

I. Outside State

II. Home State

(b) Add Member

(c) Approved Beneficiaries

(d) Pending Beneficiaries

(e) Rejected Beneficiaries

(f) Print card (all States)

The option for home state and outside state are included as PMJAY scheme has a provision for portability, i.e. a validated beneficiary can avail treatment from any of the empanelled facilities in the country.

(a) Search Beneficiary

Clicking on the 'Search Beneficiary' option from the menu will direct the BFO to the following screen-



The figure displays the “Selected State” option, which is used for carrying out the beneficiary search query. This field is always disabled and the default value is the home state of the logged in user. Here, the home-state of user is Jharkhand, and hence, the default search settings are for Jharkhand state. In- case a beneficiary from other state visits the user; the selected state should be accordingly changed by clicking on the ‘Change State’ options.

Figure 3.2.1(b),3.2.1(c), and 3.2.1(d) illustrate the process for changing the state for search query.

- Click on the change state tab and the drop-down list of the states will get enabled.



Figure 3.2.1(b): Changing of the state option for carrying out beneficiary search query

- Once the user selects the state, a dialogue box will appear to confirm the change of state.

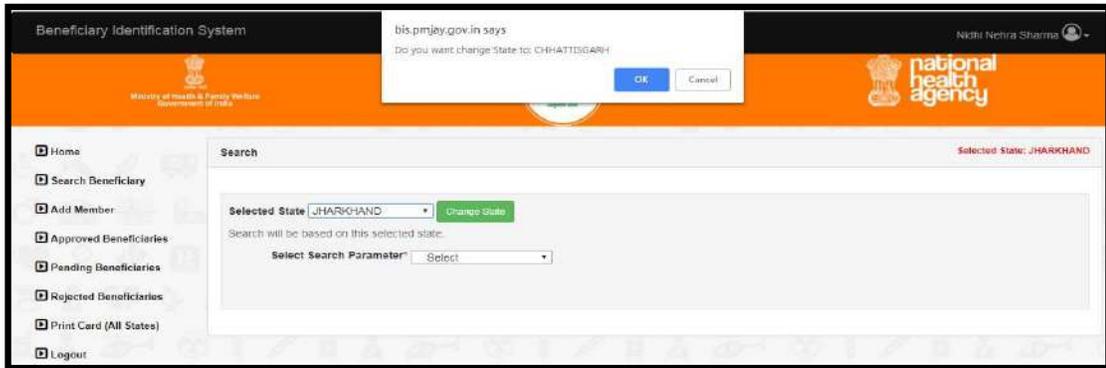


Figure 3.2.1(c): Confirmation to change state for running beneficiary search query

- Upon confirming, the state is changed. Another dialogue box will pop up to confirm the same.

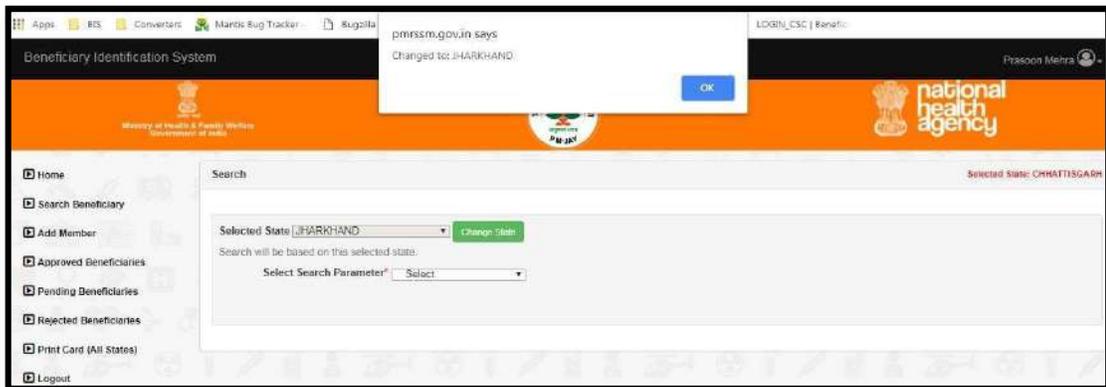


Figure 3.2.1(d): Changed state for running beneficiary search query

- Having selected the state, the BFOs would be able to search for the family to which the beneficiary belongs through one of the search parameters. The various search parameters are –

- **Mobile (ADCD)**
- **Ration Card (ADCD)**
- **HH ID Number**
- **AB-PMJAY ID**
- **By SECC Name**
- **RSBY URN**
- **Ration Card (State)**
- **MSBY (State);** here for Chhattisgarh, other states may have their respective state schemes.



Figure 3.2.1(e): Default search parameters for beneficiary identification

**Search Criteria:**

**I. By SECC Name:**

Operator can look up for the beneficiary by looking up his name in the Socio Economic & Caste Census (SECC) data. Selecting SECC Name option directs the user to the following screen where

He/she can enter the name, Father’s name or Mother’s name of the Beneficiary and select State, and District name. There are check boxes also available alongside to select or deselect the search parameter. Search result from the database will be displayed at the bottom of the screen.

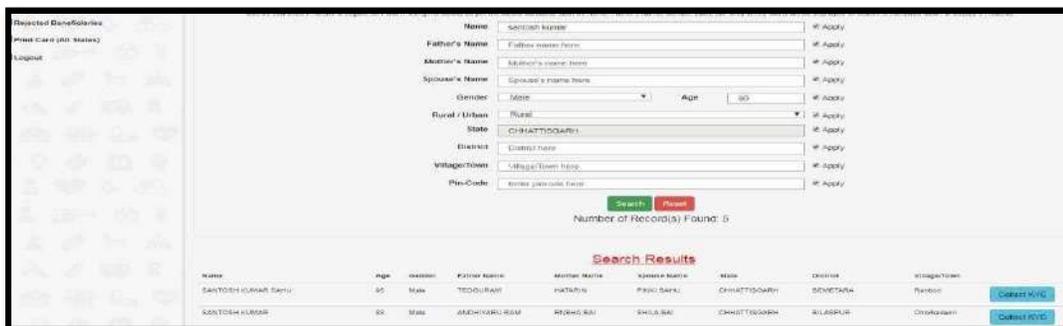


Figure3.2.1.1(a): Beneficiary search via SECC name

**Note:** Based on search filters the count of the result will be displayed, but details of the result will be displayed only if total result count is equal or less than 5; for this user needs to narrow down the filter criteria.

## II. Ration Card Number

The beneficiary can be searched by their Ration Card Number, which is unique for each family.

- Select 'Ration Card Number' from the drop-down list
- Enter the 'Ration Card Number' in the text box
- Click on 'Search' button

The screenshot shows the National Health Agency search interface. The header includes the Ministry of Health & Family Welfare, Government of India, and the National Health Agency logo. The page is titled 'Search' and shows the selected state as 'CHHATTISGARH'. The search parameters are set to 'Ration Card (ADCD)'. A text box contains the Ration Card (ADCD) number '390/0014/00319'. Below the search box, there is a table with the following data:

#	Family Members	Family Status	Ration Card	Mobile	District
1	nil	FAMILY FOUND	390/0014/00319	8428027533	

A 'Select Family' button is visible next to the table row.

Figure 3.2.1.1(b): Search results for the ration card number entered

At the bottom of the screen one can view the details of the family which include the names of family members, mobile number, district and the ration card number.

- Click on the 'Select Family' tab and the screen that follows provide the individual details of all family members.
- Search results from the database will appear.
- Click on 'Collect KYC' button against the beneficiary you would like to validate.

## III. HH ID Number

HH ID Number (Household Id number) is also used to identify the beneficiary.

- Select 'HH ID Number' option from the drop-down list.
- Enter the HH ID Number (a unique number given to the family in SECC) in the text box.
- Click on 'Search' button.
- NOTE: A valid HH ID Number is of 24 digits.

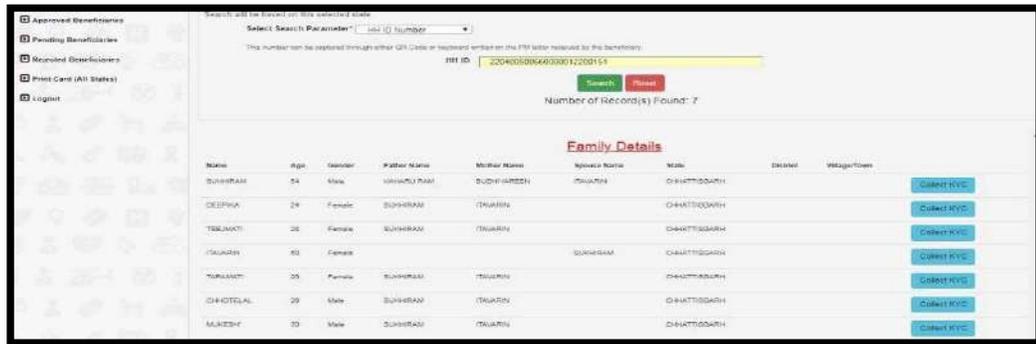


Figure 3.2.1.1(c): Search results for the HH-ID number entered

At the bottom of the screen one can view the details of the family which include the names of family members, mobile number, district and the HH ID Number.

- Click on the 'Select Family' tab and the screen that follows provides the individual details of all family members.
- Search results from the database will appear.
- Click on 'Collect KYC' button against the beneficiary you would like to validate.

#### IV. [AB-PMJAY ID](#)

Ayushman Bharat National Health Protection Mission Id (AB-PMJAY ID) is also a parameter which enables identifying a beneficiary family. This search will only be available to find the family of a beneficiary who has already verified and PMJAY ID has been generated by the system.

- Enter the 'AB-PMJAY ID' in the text box.
- Click on 'Search' button.

**NOTE:** A valid AB-PMJAY ID is of 9 digits.

At the bottom of the screen one can view the details of the family which include the names of family members, mobile number, district and the AB- PMJAY ID.

- Click on the 'Select Family' tab and the screen that follows provides the individual details of all family members.
- Search results from the database will appear.
- Click on 'Collect KYC' button against the beneficiary you would like to validate.

#### V. [Mobile Number:](#)

Mobile Number is also used to search beneficiary.

- Select 'Mobile Number' option from the drop-down list.
- Enter the Mobile Number in the text box.
- Click on 'Search' button.

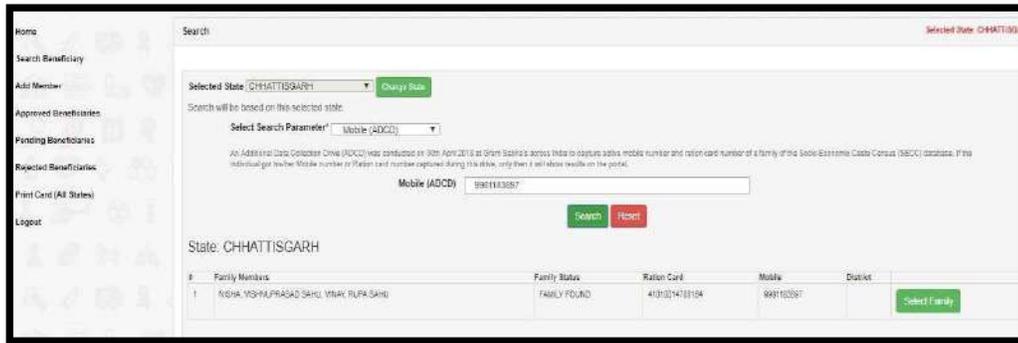


Figure 3.2.1.1(d): Search results by feeding in Mobile Number

## VI. [RSBY URN](#)

The RSBY URN (Rashtriya Swasthya Bima Yojna Unique Relationship Number) is also used to search for a family.

- Enter the 'RSBY URN' in the text box.
- Click on 'Search' button.



Figure 3.2.1.1(e): Search results by feeding in RSBY URN

**NOTE:** A valid RSBY URN is of 17 digits.

At the bottom of the screen one can view the details of the family which include the names of family members, mobile number, district and the RSBY URN.

- Click on the 'Select Family' tab and the screen that follows provides the individual details of all family members.
- Search results from the database will appear.
- Click on 'Collect KYC' button against the beneficiary you would like to validate.

## Search Result Details

- The search results will include the name of the beneficiary, age, gender, father name, mother name, spouse name, state, district and village/town. The user shall check these fields based on the identification document submitted by the beneficiary, and select the appropriate beneficiary.
- Corresponding to each beneficiary, the user will click on 'Collect KYC' tab to upload the documents of the beneficiary for whom KYC is to be collected. The screen will display details of the beneficiary to ascertain the correct beneficiary as per the KYC document produced by him/her. Enter 'Mobile Number' in the text box provided and mention whose number it is by selecting an option from the drop- down list.

## Collect KYC

The beneficiary's KYC can be collected as follows.

### 1. Aadhaar Based KYC

When the user selects Id type Aadhaar, the consent form will be generated.

**Aadhaar Consent**

I hereby declare that I am voluntarily sharing my identity information / Aadhaar Number / Virtual ID issued by UIDAI with National Health Authority (NHA) for the purpose of availing benefits under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (ABPMJAY). I also authorize NHA to use my Aadhaar number / Virtual ID for performing Aadhaar based authentication with UIDAI and store my e-KYC information as per the provisions of Aadhaar Act, 2016 only for the above purpose. I understand that UIDAI will share my e-KYC (Name, Address, Age, DoB, Gender and Photograph) details with NHA on successful authentication. I have been duly informed about the option of KYC without using my Aadhaar details and through use of other Govt issued IDs where manual identity verification will be conducted and Govt issued ID and other associated details shall be stored by NHA for the purpose of availing benefits under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (ABPMJAY). However, I have consciously taken the decision to use Aadhaar number (UID) / Virtual ID (VID) for the purpose of availing benefits into ABPMJAY. I also understand that my e-KYC information (Name, Address, Age, DoB, Gender and Photograph) excluding Aadhaar number / Virtual ID / UID Token will be made available to empaneled hospitals, insurers, ISAs and SHAs for:

- Enrollment into the ABPMJAY scheme (e-Health ID / Golden record generation)
- Availing ABPMJAY scheme benefits at any of the empaneled hospitals.
- The purpose of Data Analytics by NHA.

I also understand that my Aadhaar number may be used to verify my information available with SECC, RSBY and other databases as required by the scheme through Yes/No query only.

I Agree

Following the consent taken from the beneficiary, default authentication type will be 'Biometric' (i.e. Finger print or Iris)

Home | Search Beneficiary | Add Member | Approved Beneficiaries | Pending Beneficiaries | Rejected Beneficiaries | Print Card (All States) | Logout

Selected State: UTTARAKHAND

### Beneficiary Documents Upload

Member ID: UOM520010545000380638

NAME: JAGAT SINGH

MOTHER NAME: [Empty]

YEAR OF BIRTH: 0

Enter Mobile No.: 999999999

Family ID: 05050090158880635

FATHER NAME: [Empty]

GENDER: M

Select ID TYPE:  Aadhaar  Do not have Aadhaar

SELECT AUTHENTICATION TYPE: FINGER PRINT

VERIFY AADHAAR

Fetch Biometric Information - Please Wait

Aadhaar Number / Virtual ID: [Empty]

Consent Taken

Capture Biometric

Figure 3.2.1.3.1(b): KYC using biometric authentication via Aadhaar

On clicking the Capture Biometric button, the biometric device gets activated (Device must already be successfully installed in the system). The beneficiary will be asked to provide his/her Finger/IRIS impression along with Aadhaar Number to get the e-KYC from UIDAI and these details received from UIDAI are then displayed on the screen.

- Select 'Rural/Urban' from the drop-down list.

VERIFY AADHAAR

MANTRANSPPLMPS10056205F710ek944fa9247a56dd8265132

Aadhaar Number / Virtual ID: [Empty]

Consent Taken

Personal Information as received after eKYC:

Name: Prasun Mehra

Date of Birth: 13-07-1989

Gender: [Empty]

Address: S/O Vimala Mehra, Uttar Pradesh, Khari, Singahi Khurd - 302804

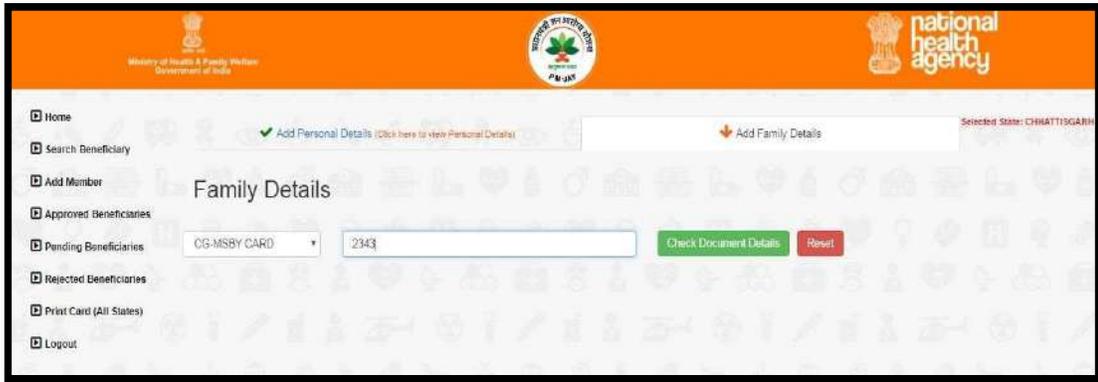
Additional and Locational Information as per eKYC:

Relation Name: Select Name | S/O Vimala Mehra

Rural / Urban: Select

NEXT

- Click on the Next tab, the user is guided to the next screen. Here, the family details of the beneficiary should be added to register the individual beneficiary to a family unit.



- Click on 'Check Document Details' and the operator can enter the family details by selecting one option from the drop-down list- Ration Card etc.



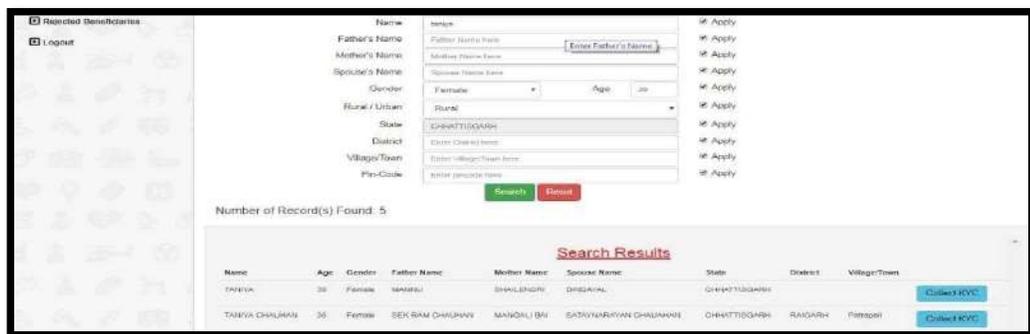
- The image of family document can be uploaded here



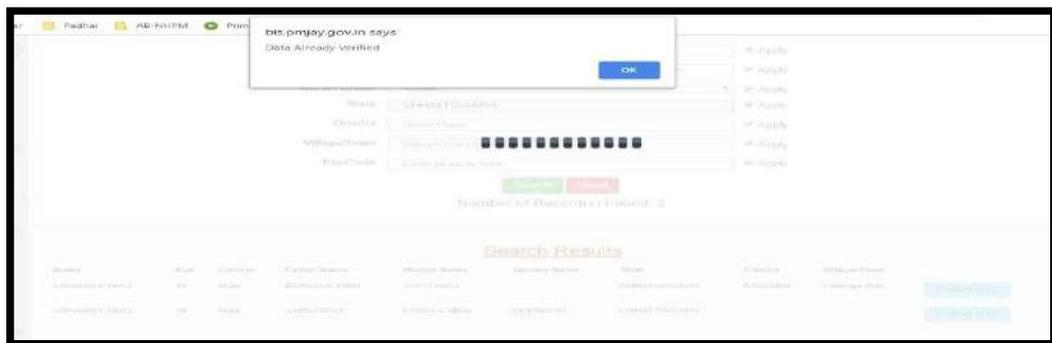
- Click 'Submit'. The data is now saved in the records and forwarded for approval from the approving authority.



Meanwhile, after sending the case for approval, the system goes back to the main search screen which displays the family.



On click at the 'Collect KYC' button again, user will get a message saying "Data already verified".



(b) Add Member

A new member can be added in the existing beneficiary family if his/her name does not reflect in SECC and RSBY list.

- Click on 'Add Member' on the side menu.
- New Member can be added by AB-PMJAY ID as shown in Figure 3.2.2.

Ministry of Health & Family Welfare  
Government of India

national health authority

Home

Add Member

Selected State: CHHATTISGARH Change State

AB-PMJAY ID: Enter AB-PMJAY ID Search

Search Beneficiary

Add Member

Approved Beneficiaries

Pending Beneficiaries

Rejected Beneficiaries

Print Card (All States)

Logout

Select State: CHHATTISGARH

It will display details of the verified beneficiary along with mode of verification (Aadhaar/Non Aadhaar). Process flow if the mode of verification is

- a. Aadhaar
- b. Non- Aadhaar

*Aadhaar verified beneficiary*

List of family members as per database to be displayed along with list of members added using "add members" function to be displayed on the screen as shown in Figure.

Ministry of Health & Family Welfare  
Government of India

national health authority

Home

Add Member

Selected State: CHHATTISGARH Change State

AB-PMJAY ID: Search

SNo	Name	AB-PMJAY ID	PSEFLOWID	GENDER	YOB	AADHAAR VERIFIED
1	PRAJUN MEWA			Male	1992	Y

List of Members  
Source Member(s)

1. KERSEN KHARGIA
2. PHIRYANUG SINHA
3. SUREKARTI KHARGIA
4. RITU BANSHACHA
5. MANISHA KHARGIA
6. RITTI KHARGIA
7. ANJUSHAHADA

Approved Added Member(s)

1. SHRI KANT
2. TEST AADHAAR
3. DEBESHO

I hereby certify that the new member added to my existing PMJAY household is my family member.

Search Beneficiary

Add Member

Approved Beneficiaries

Pending Beneficiaries

Rejected Beneficiaries

Print Card (All States)

Logout

Select State: CHHATTISGARH

The verified member will provide a consent that the new member belongs to the source family and after the consent has been provided by the verified beneficiary, a “Capture Aadhaar” button will appear for his/her biometric verification (IRIS/Finger Print) as shown below.

The screenshot shows the 'Add Member' interface. At the top, the state is set to 'CHHATTISGARH'. Below this, there are fields for 'AB-FM/JAY ID' and 'PSP/UGWST'. A table lists the added member:

Sno	Name	GENDER	YOB	AADHAAR VERIFIED
1	Prasun Mishra	Male	1993	Y

The 'List of Members' section is divided into two columns:

- Source Member(s):**
  1. KERSEN KHAKHA
  2. PHBIYANUS SABA
  3. MANCHAR KHAKHA
  4. APILNA KHAKHA
  5. MANISHA KHAKHA
  6. AMIT KHAKHA
  7. ANKUS KHAKHA
- Approved Added Member(s):**
  1. Sheel Kant
  2. TEST AADHAAR
  3. dndsdgao

Below the lists, there is a consent checkbox:  I hereby certify that the new member added to my existing PMJAY household is my family member. This is followed by a 'SELECT AUTHENTICATION TYPE' dropdown set to 'FINGER PRINT'. The 'VERIFY AADHAAR' section shows a unique ID and a text input field for the Aadhaar Number / Virtual ID. A green 'Capture Aadhaar' button is visible next to the input field.

Figure 3.2.2.1(b)

After a successful biometric e-KYC, it will show “Aadhaar Verified” and “Add Member” button will be enabled as shown in Figure.

This screenshot shows the same 'Add Member' interface, but with a modal window titled 'Aadhaar Verified' overlaid on top, containing an 'OK' button. The 'Add Member' button in the sidebar is now enabled. The 'Verify Aadhaar' section shows the Aadhaar Number / Virtual ID as '610931476924'. The 'Capture Aadhaar' button is no longer visible, indicating the verification process is complete.

(c) Approved Beneficiaries

The BFO operators could be able to see the list of all the approved beneficiaries i.e. the beneficiaries who are eligible for e-card.

The screenshot shows a web application interface for the Ministry of Health & Family Welfare, Government of India. The page title is "List of Approved Beneficiaries (Outside State)". On the left, there is a navigation menu with options: Home, Search Beneficiary, Approved Beneficiaries, Pending Beneficiaries, Rejected Beneficiaries, and Sign Out. The main content area features a search filter for "State" set to "UTTAR PRADESH" and a "Search" button. Below the search filter, there is a table with 7 entries. The table columns are: S.No., Name as in ID, Authentication Type, Channel, Date of Application, Data Source, and Action. Each row has a "Confirm Print" button. At the bottom of the table, it says "Showing 1 to 7 of 7 entries" and "Previous 1 Next".

S.No.	Name as in ID	Authentication Type	Channel	Date of Application	Data Source	Action
1	RAJEEV KUMAR	Aadhaar	Web	19-10-2020 04:09 PM	SECC	<a href="#">Confirm Print</a>
2	SUJEET KUMAR TIWARI	Aadhaar	Web	19-10-2020 04:04 PM	SECC	<a href="#">Confirm Print</a>
3	TARUN PANDEY	Aadhaar	Web	17-10-2020 05:08 PM	SECC	<a href="#">Confirm Print</a>
4	SUBHASH CHAND RANA	Aadhaar	Web	17-10-2020 02:34 PM	SECC	<a href="#">Confirm Print</a>
5	DILPREET SINGH	Aadhaar	Web	16-10-2020 04:22 PM	SECC	<a href="#">Confirm Print</a>
6	PUNAN CHAMBERA MAURYA	Aadhaar	Web	16-10-2020 01:10 PM	SECC	<a href="#">Confirm Print</a>
7	VIPUL KUMAR	Aadhaar	Web	16-10-2020 11:13 AM	SECC	<a href="#">Confirm Print</a>

(d) Pending Beneficiaries

The BFO operators could see the list of pending beneficiaries as below.

The screenshot shows a web application interface for the Ministry of Health & Family Welfare, Government of India. The page title is "List of Pending Approval (Outside State)". On the left, there is a navigation menu with options: Home, Search Beneficiary, Approved Beneficiaries, Pending Beneficiaries, Rejected Beneficiaries, and Sign Out. The main content area features a search filter for "State" set to "UTTAR PRADESH" and a "Search" button. Below the search filter, there is a table with columns: S.No., Name, Relation Type, Relation Name, Gender, YOB, Data Source, and Pending Status. The table content is "No Pending Approved List". At the bottom of the table, it says "Showing 0 to 0 of 0 entries" and "Previous Next".

S.No.	Name	Relation Type	Relation Name	Gender	YOB	Data Source	Pending Status
No Pending Approved List							

(e) Rejected Beneficiaries

This will display the list of beneficiaries who are rejected for some reason.

Beneficiary Identification System Sonya Rani

Ministry of Health & Family Welfare Government of India  national health authority

- Home
- Search Beneficiary
- Approved Beneficiaries
- Pending Beneficiaries
- Rejected Beneficiaries
- Sign Out

### List of Rejected & Released Beneficiaries (Outside State)

State\*

Show 10 entries Search:

SNo.	Family-ID	Data Source	Name in Data Source	Name in Document	Gender	YOB	Reject Reason	Released Time
No Recommendations for Rejected List								

Showing 0 to 0 of 0 entries Previous Next

 NATIONAL INFORMATION CENTRE

(f) Print card

Finally, the BFO operators would be able to print the e-card for the approved beneficiaries.

Beneficiary Identification System Sonya Rani

Ministry of Health & Family Welfare Government of India  national health authority

- Home
- Search Beneficiary
- Approved Beneficiaries
- Pending Beneficiaries
- Rejected Beneficiaries
- Sign Out

### Download Beneficiary AB-PMJAY Card

Name as in ID	Channel	Date of Application	Data Source
Tarun Pandey	WCD	17-10-2020 05:30 PM	SECC






TARUN PANDEY  
 1993 में भारत में जन्म  
 YOB : 1993  
 MALE  
 मुस्कान



P2DOZKNY  
 UTTAR PRADESH



1. यह ई-कार्ड आपको PM-JAY अनुष्मान भारत के अंतर्गत लाभ उठाने में मदद करेगा
2. PM-JAY अनुष्मान भारत आपको और आपके परिवार के सदस्यों को सामुदायिक और से अस्पताल में प्रति वर्ष 5 लाख रुपये तक के मुक्त इलाज को सुविधा प्रदान करता है
3. इसका लाभ श्री भारत में जहाँ-ही सुवीकृत अस्पतालों में उठाया जा सकता है
4. अस्पताल में भर्ती होने पर 3 लाख रुपये तक के इलाज मुफ्त हैं, आणखे अस्पताल में भुगतान/उपज करने की आवश्यकता नहीं है
5. किसी भी मदद के लिए, या अपने आम-बसर के सुवीकृत अस्पताल के बारे में पता लगाने के लिए, या शिकायत दर्ज करने के लिए, कृपया टोल फ्री नं. 14553 पर कॉल करें या [mera.pmjay.gov.in](http://mera.pmjay.gov.in) पर जाएं या मूल प्ले स्टोर से डाउनलोड करें अनुष्मान भारत (PM-JAY) ऐप

बीमार नहीं रहा लापर, हो खा मुक्त उपचार