

## PM CARES for Children

### User Manual for eKYC on Ayushman Mobile App

#### 1. Beneficiary Identification System (BIS) Process Flow

Ayushman cards provided to beneficiaries of PM CARES for Children scheme are inactive and those may be activated at any of the empaneled hospital or kiosk after undergoing e-KYC authentication process. The existing AB PM-JAY BIS module is to be used for the authentication of PM CARES for children scheme beneficiaries. Activation of Ayushman card is one-time activity for each beneficiary.

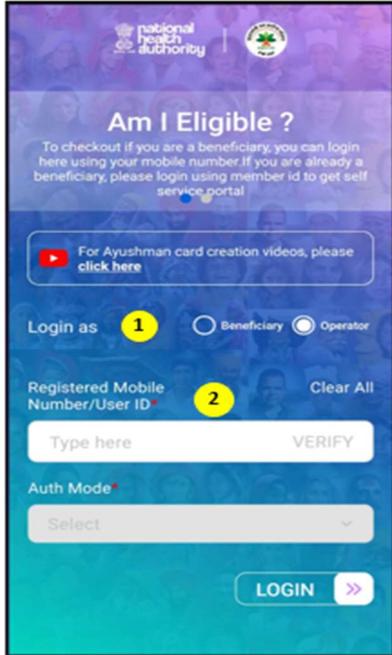
To avoid transporting children to the nearest empanelled hospital or kiosk for activation of their Ayushman Card, NHA has made the e-KYC functionality available on Ayushman Mobile App. For this, the operator login will be provided to District Child Protection Officers (DCPOs) so that they can visit the children's homes and can activate cards on the spot which have already been delivered to them via District Magistrate. This app would make the card activation process seamless and hassle free.

Using Ayushman Mobile App, the following will be the process for verification of PM CARES for Children scheme beneficiary.

- A. District Child Protection Officer (DCPO) visits beneficiary's homes to activate card on the spot.
- B. Beneficiary's pre-printed PVC card with PM-JAY ID provided to DCPO.
- C. To confirm the identity, beneficiary's Aadhaar card is provided to DCPO for undertaking Aadhaar-based eKYC process.
- D. DCPO uses Ayushman Mobile App to complete the Aadhaar-based eKYC process of the beneficiary aged <23 years and submit.
- E. Successful eKYC matching with Aadhaar information would result in auto-approval of the card, allowing beneficiary to avail cashless treatment in empanelled hospitals.
- F. Mobile App provides the functionality to even download an active/authenticated card.
- G. In scenarios of mismatch/discrepancy in eKYC and Aadhaar card information (e.g. mismatches in name and age), information collected during the eKYC process will flow to Level 2 approver nominated by MoW&CD. The L2 approver will review and accordingly take the final decision (approve / reject) on the card.

## 2. Step-by-step process for Beneficiary Identification System (BIS) – Mobile App

**Step A:** Open the Ayushman Mobile App and login as operator using the steps shown below.



national health authority

**Am I Eligible ?**

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.

For Ayushman card creation videos, please [click here](#)

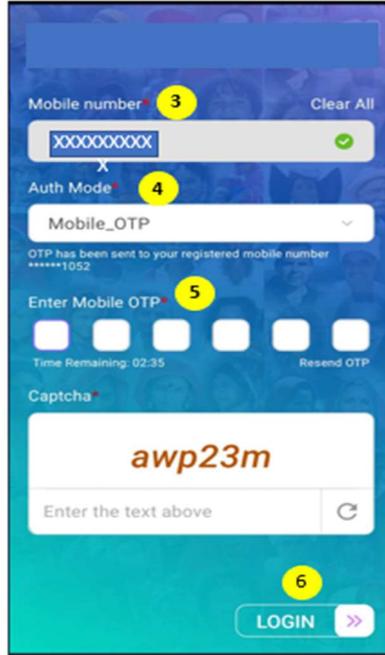
Login as **1**  Beneficiary  Operator

Registered Mobile Number/User ID **2**  Clear All

Type here  VERIFY

Auth Mode\*  Select

**LOGIN** >>



Mobile number **3**  Clear All

X

Auth Mode\* **4**  Mobile\_OTP

OTP has been sent to your registered mobile number \*\*\*\*\*1052

Enter Mobile OTP: **5**

Time Remaining: 02:35

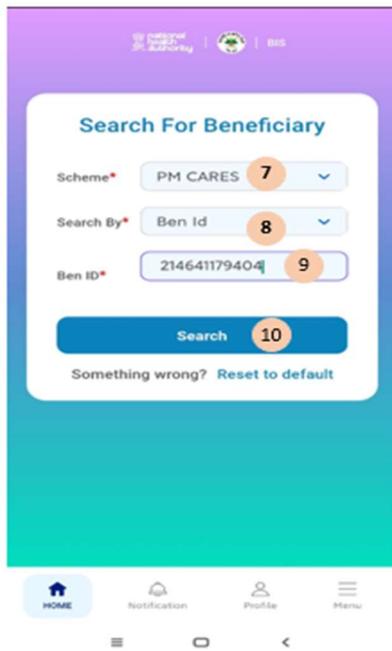
Captcha\*  **awp23m**

Enter the text above

**6** **LOGIN** >>

1. DCPO opens the app and select 'Operator' option for 'Login as'
2. Enter the registered mobile number and click 'VERIFY'
3. System sends OTP on the registered mobile number of DCPO.
4. Enter OTP
5. Enter Captcha
6. Click 'Login'

**Step B:** Search the beneficiary using the steps shown below.



national health authority | BIS

**Search For Beneficiary**

Scheme\* **7**  PM CARES

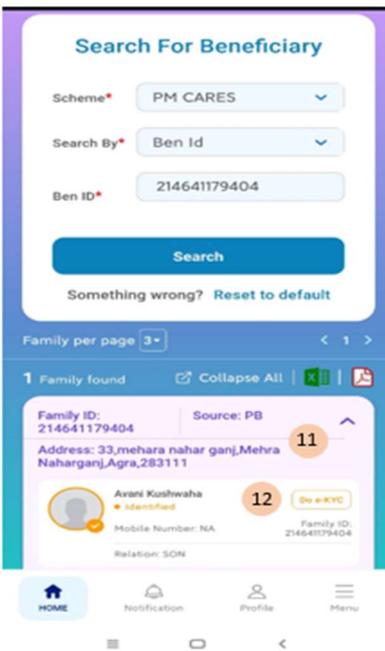
Search By\* **8**  Ben Id

Ben ID\* **9**  214641179404

**10** **Search**

Something wrong? [Reset to default](#)

HOME Notification Profile Menu



**Search For Beneficiary**

Scheme\*  PM CARES

Search By\*  Ben Id

Ben ID\*  214641179404

**Search**

Something wrong? [Reset to default](#)

Family per page **3** < 1 >

**1** Family found

Family ID: 214641179404 Source: PB **11**

Address: 33, mehara nahar ganj, Mehra Naharganj, Agra, 283111

Avani Kushwaha **12**

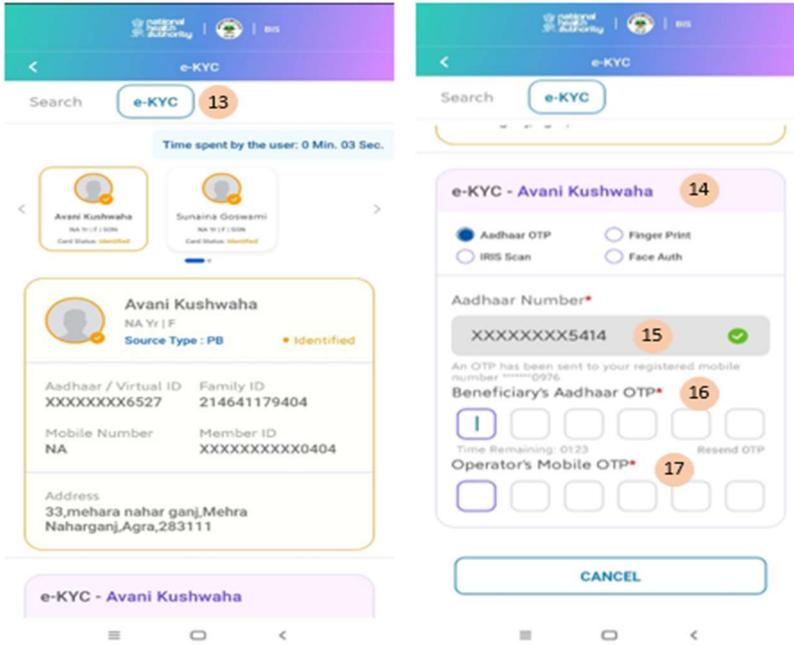
Mobile Number: NA Family ID: 214641179404

Relation: SON

HOME Notification Profile Menu

7. From the dropdown, select 'PM Cares' scheme
8. A beneficiary can be searched either using Ben ID or Aadhaar number. Select any one
9. Enter the Ben ID / Aadhaar number
10. Click 'Search'
11. Details of the beneficiary get auto populated along with the address.
12. Option to do the eKYC becomes available

**Step C:** Complete beneficiary's Aadhaar based e-KYC using the steps shown below.



13. Click on 'eKYC' and fill the mandatory details prompted by the app

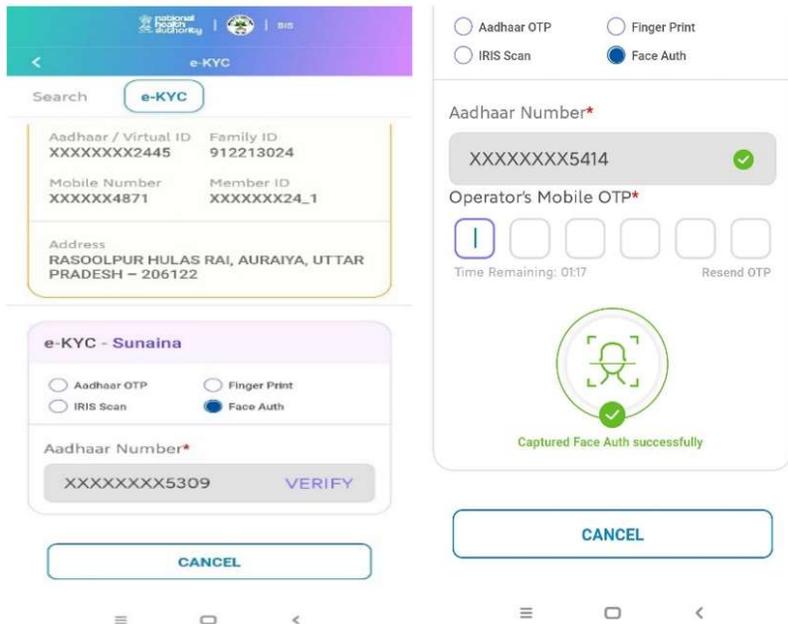
14. Select one of the 4 options available for Aadhaar based eKYC. This illustration is done using the 'Aadhaar OTP' option.

15. After selecting 'Aadhaar OTP' option, enter Aadhaar number of the beneficiary

16. Enter OTP received on beneficiary's mobile number registered with Aadhaar

17. Enter the OTP received on register mobile number of the operator (DCPO)

**Step D:** Or using Face authentication process using the steps shown below.



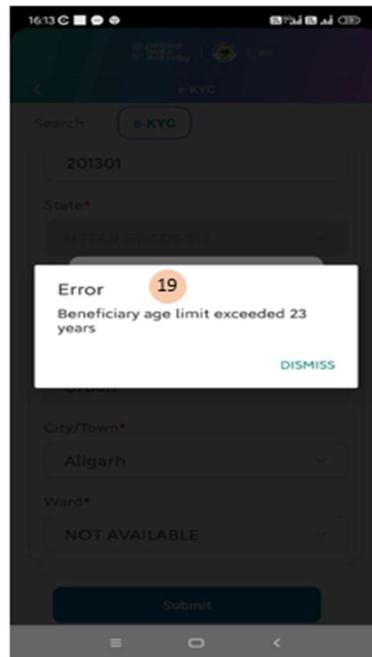
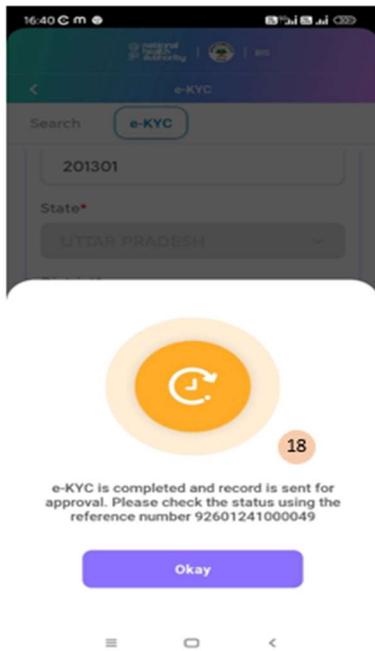
- Click on 'e-KYC' and fill the mandatory details prompted by the app

- Select face authentication available for Aadhaar based e-KYC. This illustration is done using the 'Face Authentication' option

- After selecting 'Face Authentication' option, enter Aadhaar number of the beneficiary and enter OTP received on beneficiary's mobile number registered with Aadhaar

- Enter the 6-digit OTP received on register mobile number of the operator

**Step D:** Submit beneficiary's e-KYC on completion of the process.



18. On completion of eKYC process, click 'Submit'. System informs about the completion of eKYC process and provide reference number for checking the status

19. In case the age of the beneficiary is more than 23 years (upper age limit to be a beneficiary of PM CARES for Children scheme), system would not allow eKYC and throws an error message.

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