



Ministry of Health & Family Welfare Government of India

Ministry of Health and Family Welfare

User Reference Guide

For

Beneficiary Identification System

Web Portal User

Version 1.1

(Updated on 20th August'18)





CONTENTS

INTRODUCTION	<u>3</u>
USER ROLES	<u>4</u>
LOGIN	<u>5</u>
SEARCH	<u>6</u>
 ♣ SEARCH BY SECC NAME ♠ AADHAAR BASED VERIFICATION ♠ NON- AADHAAR VERIFICATION ♣ SEARCH BY MOBILE ♣ SEARCH BY RATION CARD ♣ SEARCH BY RSBY URN ♣ SEARCH BY HH ID ♣ SEARCH BY AB NHPM ID 	7 9 12 14 16 17 17
PENDING APPROVAL	<u>19</u>
APPROVED BENEFICIARY	<u>20</u>
ADD MEMBER	<u>21</u>
♣ BY MOBILE♣ BY HH ID♣ BY NHPM ID	2 <u>1</u> 2 <u>4</u> 2 <u>5</u>
REJECTED LIST	<u>26</u>



AYUSHMAN BHARAT NATIONAL HEALTH PROTECTION MISSION AB-NHPM

1. INTRODUCTION

Beneficiary Identification System (BIS) is a process, of applying the identification criteria (as per AB-NHPM guidelines) on the SECC and RSBY database to approve/reject the applications entitled for the benefits. AB-NHPM aims to target about 10.74 crore poor, deprived rural families and identified occupational category of urban workers' families as per the latest Socio-Economic Caste Census (SECC) data. Additionally, all families enrolled under RSBY that do not feature in the targeted groups as per SECC data will also be included. There are following types of user in the process namely:

- National
- > State- SHA
- > State-Approver
- District
- Pradhan Mantri Arogya Mitra (PMAM)
- KIOSK Operators

National, State and District users will be able to view Dashboards and Reports for monitoring.



AYUSHMAN BHARAT
NATIONAL HEALTH
PROTECTION MISSION
AB-NHPM

2. USER ROLES

Each user has been assigned a specific role in order to make the process hassle free and easy. These roles have been briefly discussed below-

- ❖ <u>NHA ADMIN</u>- The National user is able to view the Dashboards and Reports at National level (both State wise and District wise).
- **STATE HEALTH AGENCY (SHA)** This user can view the Dashboard reports of the Beneficiary Identification System, for a particular state.
- ❖ <u>STATE APPROVER</u>- A State Approver converts the Silver Records to Golden records. This means that it approves or rejects the beneficiary list which has come for his approval. In case an entry is rejected, it has to be with a valid reason.
- ❖ <u>DISTRICT</u>- The District user is able to view the Dashboards and Reports at the District level.
- ❖ <u>PRADHAN MANTRI AROGYA MITRA (PMAM)</u> This user is able to search and submit the beneficiary identification details. He can also print the beneficiary card called the **AB NHPM card**.
- * **KIOSK OPERATORS** KIOSK Operators can search and submit the beneficiary identification details.

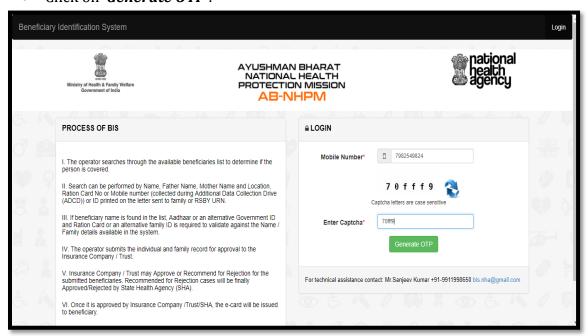




1. LOGIN

After successful registration and approval from the Beneficiary technical team, the user can login to the web portal http://bis.abnhpm.gov.in/BIS with registered Mobile Number.

- Enter 'Mobile Number' and 'Captcha Code' in the text boxes available.
- Click on 'Generate OTP'.



Beneficiary Identification System AYUSHMAN BHARAT NATIONAL HEALTH PROTECTION MISSION **AB-NHPM** PROCESS OF BIS LOGIN Welcome to Beneficiary Identification The operator searches through the available beneficiaries list to determine if the person is covered. Mobile Number*

9971812652 II. Search can be performed by Name, Father Name, Mother Name and Location, Ration Card No or Mobile number (collected during Additional Data Collection Drive (ADCD)) or ID printed on the letter sent to family or RSBY URN. III. If beneficiary name is found in the list, Aadhaar or an alternative Government and Ration Card or an alternative family ID is required to validate against the Na Family details available in the system. IV. The operator submits the individual and family record for approval to the Insurance Company / Trust. V. Insurance Company / Trust may Approve or Recommend for Rejection for the submitted beneficiaries. Recommended for Rejection cases will be finally Approved/Rejected by State Health Agency (SHA). Enter OTP* Enter 6 Digit OTP here. VI. Once it is approved by Insurance Company /Trust/SHA, the e-card will be issued to beneficiary For technical assistance contact: Mr.Sanjeev Kumar +91-9911998650 bis.nha@gmail.com

Figure 1

Figure 2





The generated OTP is sent on both registered mobile number and email of the user.

In case the user does not receive the OTP, he can click on Resend OTP. Upon receiving the OTP, the user enters it in the text box and click on **Verify OTP**. **NOTE:** OTP is of 6 digits.

The following screen is displayed upon successful login.

It can be seen here that the user has the options to 'Search' a Beneficiary, 'Add Member', view 'Approved Beneficiary' and also view 'Pending Approvals'.



Figure: 3

2. SEARCH

- Click on 'Search' option from the left menu and the operator will be able to search for the family to which the beneficiary belongs to. This search is carried out based on various parameters like-
 - > By SECC Name
 - > Mobile Number
 - > Ration Card Number
 - > RSBY URN
 - > HH ID Number
 - > AB NHPM ID

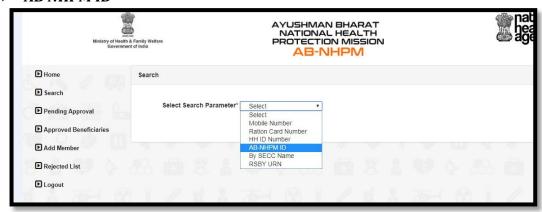


Figure: 4





- <u>By SECC Name:</u> 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. Then, Search results from the database will be displayed at the bottom of the screen on the bases searched parameters.

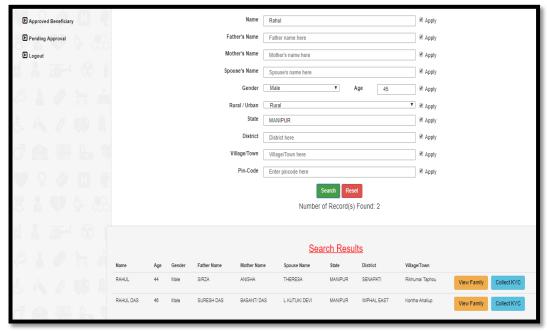


Figure: 5

Note: The user can keep on changing the applied filters or searched parameters till search results are not displayed because if the search results is not equal or less than 5 till then details of search details will not be displayed by the system.

❖ The Operator will click on 'View Family' button to ascertain if the person is part of the listed family. Details of the family will be listed on the screen as shown below-





Figure: 6

- ❖ After matching the details, operator can click on 'Close Window' tab to close the current window.
- Click on 'Collect KYC' tab to upload the documents of the beneficiary for whom KYC is required to be done. 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 dropdown list.
- The beneficiary's KYC can be done in two ways using
 - Aadhaar
 - Non-Aadhaar

Aadhaar Based KYC

When the user selects Id type Aadhaar, default authentication type will be 'Biometric'- Finger print and Iris.

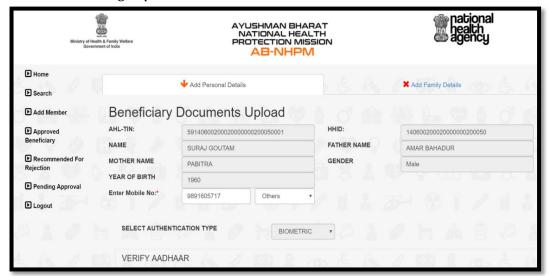


Figure: 7 (Biometric)





- On clicking the *Capture Biometric* button, the biometric device gets activated (Device must be successfully already 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. [This is a mandatory field]

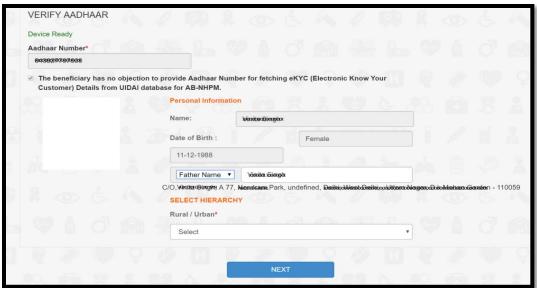


Figure: 8

Click on the Next tab and the user is guided to the next screen.

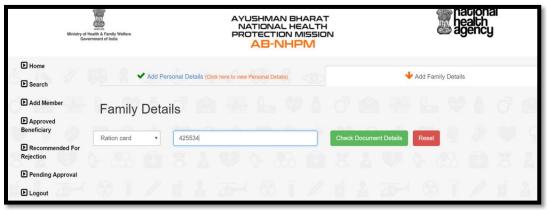


Figure: 9





Family details can be added through this screen.

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



Figure: 10

The image of family document can be uploaded here.



Figure: 11

• Click 'Submit'. The data is now saved in the records.



Figure: 12



• The system goes back to the main search screen which displays the family.

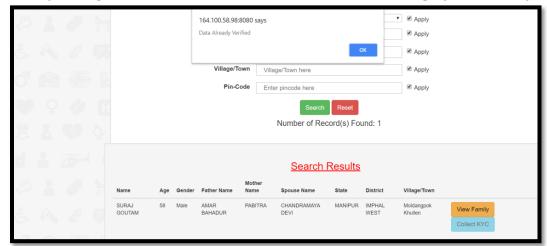


Figure: 13

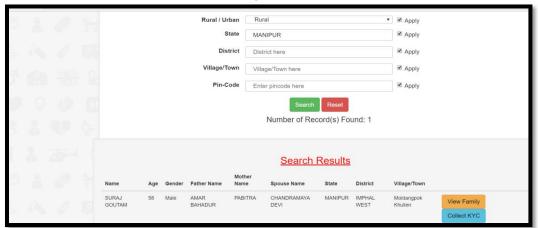


Figure: 14

When the operator clicks on the 'Collect KYC' button again he will get a message saying "Data Already Verified".





Non- Aadhaar Based Verification

- Select '*Individual ID Type*' from the drop-down list.
- Enter the selected ID card number.
- Now enter responses for all the mandatory fields.
- *Upload* the document photo front, document back and capture profile photo of the beneficiary from the Camera attached with the system.

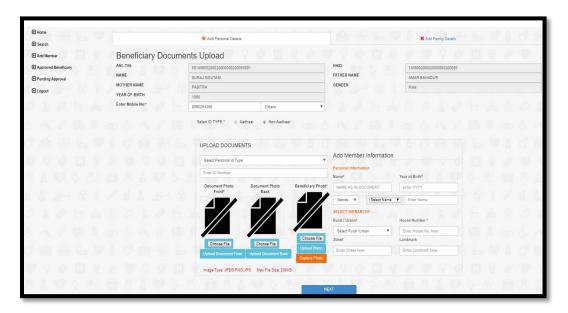


Figure: 15

NOTE: The image size uploaded should not be more than 200 Kb.

Having uploaded the documents the next screen which comes up is one where the Family details of beneficiary and the image of Family document are required to be captured.

Add Family Details

Having entered personal details, user can then enter the beneficiary's family details.

• Click on 'Add Family Details' if the beneficiary wishes to add family members.







Figure: 16

• Enter the Ration Card no. and then click on 'Check Document Details'.



Figure: 17

• Upload the ration card image and enter details of the family members who all are there in the Ration Card.



Family: 18

• After submitted it a pop-up message will come up to confirm that data is saved and sent for approval.





Figure: 19

- ➤ <u>Mobile Number</u>- A beneficiary can also be searched by entering his mobile number. (Collected during ADCD drive).
 - Select Mobile Number from the drop-down list.
 - In the text box, enter the 10-digit mobile number (collect during ADCD drive).
 - Click on 'Search'.

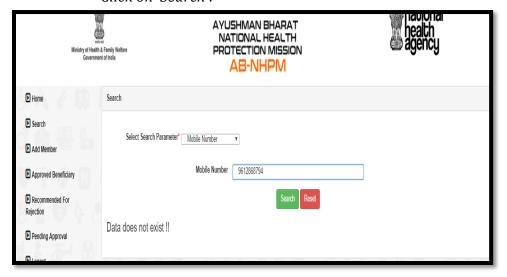


Figure: 20

➤ Family members details along with the document number and mobile number is displayed here



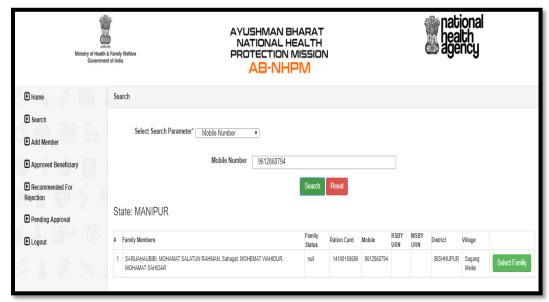


Figure: 21

Click on 'Select Family' and we will get more details about the family members.

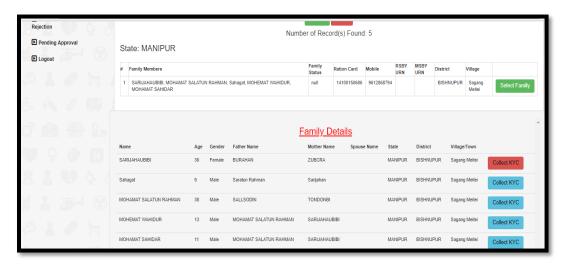


Figure: 22

- Click on 'Collect KYC' button against the beneficiary you would like to validate button. [Refer Page 8]
- ➤ A pop- up message will appear informing 'Data Already Verified' if verification is complete. Else it will take the operator to screen shown below





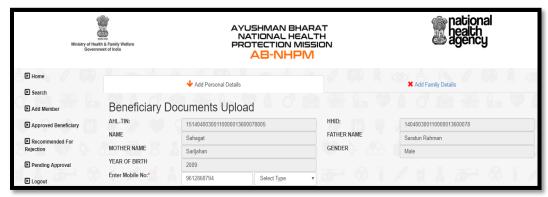


Figure: 23

** The procedure for Search on various parameters- Ration Card/HH ID Number/ RSBY URN/AB NHPM ID is similar. The correct document numbers have to entered to get the search result. **

- ➤ <u>Ration Card Number</u>- 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.



Figure: 24

- 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 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. [Refer Page 8]



- <u>HH ID Number</u>- 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.

- 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. [Refer Page 8]
- ➤ <u>AB-NHPM ID</u>- Ayushman Bharat National Health Protection Mission Id (AB-NHPM 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 NHPM ID has been generated by the system.
 - Enter the 'AB-NHPM ID' in the text box.
 - Click on 'Search' button.

NOTE: A valid AB-NHPM 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-NHPM 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. [Refer Page 8]
- 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: 25

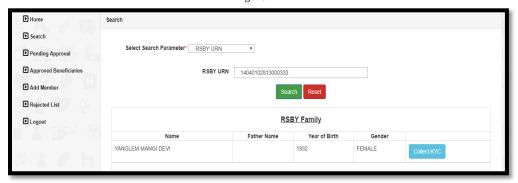


Figure: 26

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. [Refer Page 8]





3. PENDING APPROVAL

Once the beneficiary has been verified and his documents are uploaded and submitted by Ayushman Mitra, they are shown in the *'Pending Approval'* list. All entries in the Pending Approval list become the part of **'Silver Record'**. Until these records are approved by the designated State-Approver user.

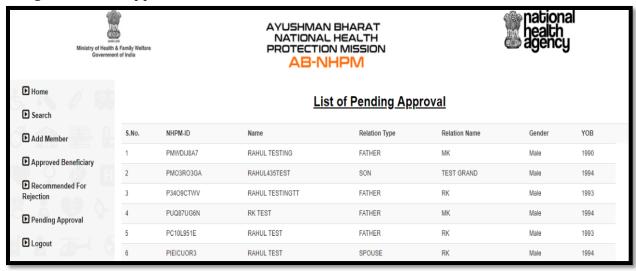


Figure: 27



AYUSHMAN BHARAT NATIONAL HEALTH PROTECTION MISSION AB-NHPM

4. APPROVED BENEFICIARY

The list of verified beneficiaries can be viewed by Ayushman Mitra and District and State users. This list shows two options- 'Approved' and 'Rejected'. After the Ayushman Mitra uploads the documents, the list goes to the State-Approver user for approval. The State-Approver user can either 'Accept' or 'Recommend for Rejection' the application. Once approved the entry becomes part of **Golden Record** and Ayushman Mitra can view those beneficiaries in Approved Beneficiary list then print the beneficiary card called the **AB NHPM card**.



Figure: 28



AYUSHMAN BHARAT NATIONAL HEALTH PROTECTION MISSION AB-NHPM

5. 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.
- A list of parameters will be displayed in the drop-down list by which a member can be added.



Figure: 29

By Mobile- On selecting By Mobile option, the operator will enter the mobile number in the text box and click on 'Search' button.

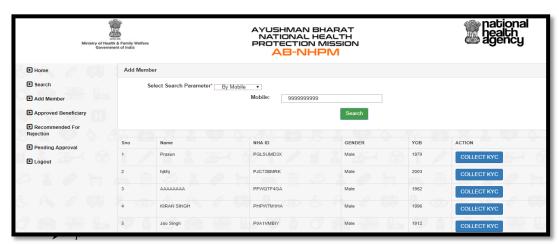


Figure: 30





• Click on the *Collect KYC* button against the corresponding name.

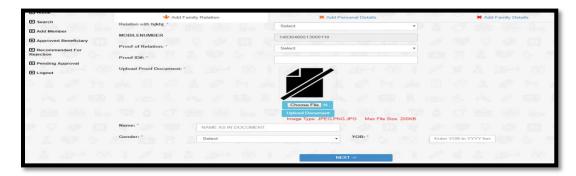


Figure: 31

• Select '*Relation with the Beneficiary*' from the drop-down list.

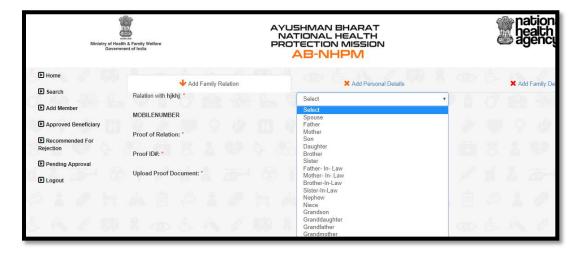


Figure: 32

• Select the document being provided as a '*Proof of Relation*' with the beneficiary from the drop-down list.



Figure: 33

Enter the 'Proof Id Number' in the text box.





• 'Upload Proof Document'. [The proof document should be in .JPEG, PNG, JPG format and of size not more than 2.KB.]

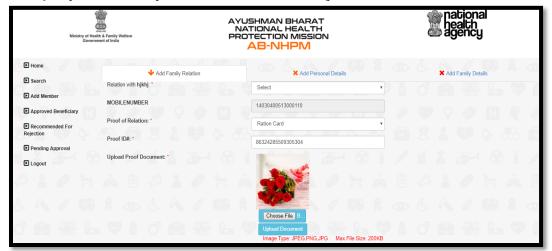


Figure: 34

- Enter the 'Name' in the text box.
- Select the 'Gender' from the drop-down list.
- Enter the 'Year of Birth' in the text box.



Figure: 35

Click on Next.



Figure: 36





- Enter 'Father Name', 'Mother Name' and 'Mobile Number'.
- Select 'Type' from the drop-down list self/family/others.

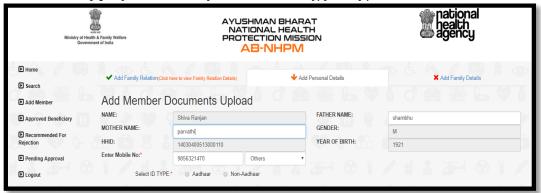


Figure: 37

- User verification can be Aadhaar based and Non- Aadhaar based. [Referpage 8]
- **By HH ID-** A member can be added using a unique Id allotted to families, it is the HH ID Number (Household Id number).
 - 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.

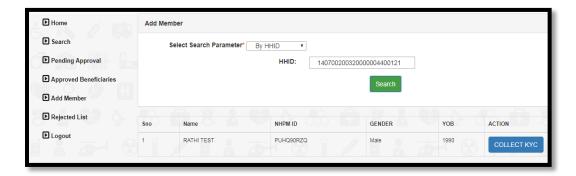


Figure: 38

- The search results from the database appear at the bottom of the screen, where one can view the details of the beneficiary like-'Name', 'HH ID number', 'Gender' and 'Year of Birth'.
- 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. [Refer Page 8]





- ➤ <u>By NHPM ID</u>- A member can be added using his National Health Protection Mission Id (NHPM ID) also. This is available for a family for whom a NHPM ID has been generated by the system.
 - Select 'NHPM ID' from the drop down list
 - Enter the 9 digit 'NHPM ID' in the text box.
 - Click on 'Search' button.



Figure: 39

- At the bottom of the screen one can view search results from the database. It includes details like 'Name' of the beneficiary, 'NHPM ID number, 'Gender' and 'Year of Birth'. Click on the.
- Click on 'Collect KYC' button against the beneficiary you would like to validate. [Refer Page 8]





6. REJECTED LIST

The beneficiaries whose documents are uploaded by Ayushman Mitra and are part of the 'Silver Record' can be viewed by the state user. From this list the Beneficiaries who are rejected by the State user (for any reason) are enlisted here.

The users can *Logout* once they have performed the activities on the portal.



Figure: 40