

P/73-1

GOVERNMENT OF NAGALAND
STATE HEALTH AGENCY (ABPM-JAY)
DIRECTORATE OF HEALTH AND FAMILY WELFARE
NAGALAND :: KOHIMA

No: DHFW-8/PM-NHPM/2-0/2018(Pt)

Dated Kohima the 8th March, 2022

ORDER

In order to streamline beneficiary identification and verification process, Guidelines are being issued from time to time. Further, on-boarding of BoCW necessitate insertion of suitable provisions in the Guideline. Therefore, a comprehensive Guideline as given below is hereby issued by consolidating all Guidelines issued earlier as well as additions for BoCW, to be observed by all PMAMs/ BIS Operators/ CSC-VLEs as well as BIS approvers for beneficiary identification and verification process with immediate effect:

1. Requisite KYC documents for making eCard:

1.1. For Beneficiaries under SECC

1.1.1. Aadhaar card (as individual ID).

NB: If aadhaar is not available, any government issued ID like voter card, driving license, pan card etc

1.1.2. Ration Card (as Family ID).

NB: If ration card is not available, then the Village Council signed list of household in the prescribed format which will be available with the operators, with complete and proper details/photos/signature and seal.

1.2. For Beneficiaries under erstwhile RSBY scheme:

1.2.1. RSBY card issued in 2016 or 2017.

1.2.2. Aadhar card (as individual ID).

NB: If aadhar is not available, any government issued ID like voter card, driving license, pan card etc

1.2.3. Ration Card (as Family ID).

NB: If ration card is not available, then the Village Council signed list of household in the prescribed format which will be available with the operators, with complete and proper details/photos/signature and seal.

1.3. For Beneficiaries under Building and Other Construction Workers (BoCW)

1.3.1. Valid BoCW card and Aadhar card only (as individual ID).

1.3.2. Ration Card (as Family ID).

NB: If ration card is not available, then the Village Council signed list of household in the prescribed format which will be available with the operators, with complete and proper details/photos/signature and seal.

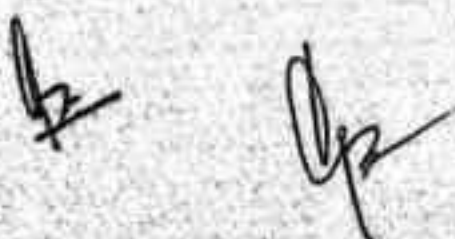
2. To only accept or upload KYC documents in the following situations:

2.1. Ration Card, Birth Certificate, Marriage Certificate etc which is duly signed by the Issuing Authority and Stamped and there is no sign of tampering such as overwriting or use of correcting fluid.

2.2. Letter from the Village/ Ward Authority in the prescribed format issued by SHA Nagaland or which is duly filled including Passport Photographs of all listed members. Signature with stamp impression of the issuing authority across each Passport Photograph(s) in the Letter from the Village/ Ward Authority.

2.3. Letter from the Village/ Ward Authority should have names of person(s) which matches reasonably with the list of Household Members given in the SECC or RSBY database.

**Do not accept any doubtful KYC document. Do not upload KYC unless the BIS Operator is satisfied beyond doubt.*



3. Addition of new family members:

3.1 For SECC beneficiaries:

3.1.1 Adding new members for SECC category of households shall be as per Addendum 2 issued by NHA (Note-1) and allowed with the production of valid government issued birth certificate/adoption certificate/marriage certificate/name in ration card. Accordingly, addition of new family members either through marriage, birth after April 2011 or adoption will be allowed subject to production of relevant supporting documents.

3.2 For erstwhile RSBY beneficiaries:

3.2.1 Addition of family members either through marriage, birth or adoption will be allowed, provided the new family members figures in family ID viz: ration card or VCC letter uploaded earlier during KYC linking to the RSBY Card Holder subject to production of relevant supporting documents.

3.2.2 Addition of newborn, even production of birth certificate will suffice for addition.

3.2.3 Addition of newly married spouses shall be permissible provided her name figures in the updated family ID viz: ration card only linking to the RSBY Card Holder and relevant supporting documents are produced.

3.2.5 Addition of adult male members of 25 years and above will not be permissible unless his name figures in the updated Ration card. No other documents shall be accepted.

3.3 For BoCW beneficiaries:

3.3.1 Addition of family members either through marriage, birth or adoption will be allowed, provided the new family members figures in family ID viz: ration card or VCC letter uploaded earlier during KYC linking to the BoCW Card Holder subject to production of relevant supporting documents.

3.3.2 Addition of newly married spouses shall be permissible provided her name figures in the updated family ID viz: ration card only linking to the BoCW Card Holder and relevant supporting documents are produced.

3.3.3 Addition of newborn, even production of birth certificate will suffice for addition.

3.3.4 Addition of adult male members of 25 years and above will not be permissible unless his name figures in the updated Ration card. No other documents shall be accepted.

3.4 For all other relations

3.4.1. For all other relations of household members, only Ration Card which has the name of the member to be added, along with head of household already in BIS will be accepted.

3.5.1. It is mandatory to upload the front page of the ration card which has details of the FPS (Fair Price Shop) under which the ration card is issued and the back page with family member details.

3.5.2. In cases where the options for document upload are used up, the front page of the RC or any other relevant document should be submitted by email to both the following two IDs mandatorily:

- o shanagaland@gmail.com
- o bisnagaland@gmail.com

3.5.3. The email should mandatorily contain the following:

3.5.3.1 Name of PMAM and registered mobile no.;

3.5.3.2 HHID and name of beneficiary for whom KYC is collected;

3.5.3.3 Front page of RC and any other relevant document.

4. Approvers shall summarily reject the BIS submission if relevant documents have not been received either in the BIS portal or by email.

Note: For exceptional scenarios where genuine family member living in the same household and their name is neither in BIS database nor listed in Ration Card, write to SHA with proper documentary proof of genuineness those members being from a single household, and can be added only with the prior approval of SHA.

- 5. In the event of multiple beneficiaries producing RSBY card with identical URNs, the eligible beneficiary family shall be considered as the family listed in the RSBY pre-enrolment data.
- 6. eCards shall be audited for genuineness at any time. The trigger for audit shall be as follows:
 - 6.1. eCard/HIID is in the list of NHA NAFU system triggered fraud list.
 - 6.2. At the point of getting service- audit on raising Preauth.
 - 6.3. Sample beneficiary audit as per fraud and audit manual mandate.
 - 6.4. Random beneficiary audit.
- 7. Any eCard found to be issued to ineligible beneficiaries shall be deactivated as per Deactivation guidelines and necessary penalties imposed as per Fraud guidelines.
- 8. Any contravention of the above conditions shall attract strict disciplinary action as deemed fit. Additionally if any PMAM/ CSC-VLE/ BIS Operator/approver is found indulging in any kind of fraud/malpractice, his/ her login ID will be deactivated and FIR lodged as per relevant sections of the Law against all those involved.

Enclosed :

- a. Annexure: 1 family Proof Documents Allowed
- b. Annexure: 2A VC Letter Format for Family Proof
- c. Annexure: 2B VC Letter Format for Individual ID
- d. Annexure: 2C VC Letter Format for Lost RSBY Card
- e. Annexure: 2D Name Mismatch Format for RSBY Card Holder

Amardeep S Bhatia
8/3/2022

(AMARDEEP S BHATIA, IAS)
Principal Secretary to the Govt of Nagaland (HFW)
and CEO(SHA AB PM-JAY)
Directorate of Health & Family Welfare
Nagaland::Kohima

No: DHFW-8/PM-NIHPM/2-0/2018(Pt/

Dated Kohima the 8th March, 2022

- 1. The Deputy Commissioner & Chairman of DIU (AB PM-JAY) of all districts.
- 2. The Chief Medical Officer/ District Nodal Officer (AB PM-JAY) of all districts.
- 3. The Managing Director/ Director/ Medical Superintendent/ Administrator/ SMO/ MO I/C of all EHCPs:-
.....
- 4. The BIS Drive Partners:-.....
- 5. The State Manager, The OICL, Project Office Kohima for information & necessary action.
- 6. Office Copy

Amardeep S Bhatia
8/3/2022

(AMARDEEP S BHATIA, IAS)
Principal Secretary to the Govt of Nagaland (HFW)
and CEO (SHA AB PM-JAY)
Directorate of Health & Family Welfare
Nagaland::Kohima

FAMILY PROOFS REQUIRED FOR DIFFERENT BIS SCENARIOS:

Scenario	Acceptable Family Documents	
	Data Source : RSBY	Data Source : SECC
1. Name Already in BIS	<p>1. RSBY Card (2016-17 issued) whose URN matches the URN in BIS</p> <p>OR</p> <p>RSBY Lost notice issued by VC wherein the name under RSBY in BIS should match name in Adhaar or any other Photo ID provided.</p> <p>2. Ration Card with list of family members that matches with the names listed in BIS</p> <p>OR</p> <p>VC Letter with list of family members that matches with the names listed in BIS</p>	<p>Data Source : BoCW</p> <p>1. BoCW ID Card(inside page Form-XXX, with seal) to be attached along with Family document below</p> <p>2. Ration Card with list of family members that includes BoCW Card holder</p> <p>OR</p> <p>VC Letter with list of family members that includes BoCW Card holder.</p>
2. Name Not in BIS and to add a member through "Add Member" functionality to a name already in BIS.	<p>2.1 Addition of family members either through marriage, birth or adoption will be allowed, provided the new family members figures in family ID viz: ration card or VCC letter uploaded during KYC linking to the RSBY Card Holder subject to production of relevant supporting documents.</p> <p>2.2 Addition of newborn, even production of birth certificate will suffice for addition.</p> <p>2.3 Addition of newly married spouses shall be permissible provided her name figures in the updated family ID viz: ration card only linking to the RSBY Card Holder and relevant supporting documents are produced.</p> <p>2.4 Addition of adult male members of 25 years and above will not be</p>	<p>2.1 Addition of family members either through marriage, birth or adoption will be allowed, provided the new family members figures in family ID viz: ration card or VCC letter uploaded earlier during KYC linking to the BoCW Card Holder subject to production of relevant supporting documents.</p> <p>2.2 Addition of newborn, even production of birth certificate will suffice for addition.</p> <p>3. 2.3 Addition of newly married spouses shall be permissible provided her name figures in the updated family ID viz: ration card only linking to the BoCW Card Holder and relevant supporting documents are produced.</p> <p>2.4 Addition of adult male members of 25 years and above</p>

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	<p>permissible unless his name figures in the updated Ration card. No other documents shall be accepted.</p> <p>2.5 For all other relations For all other dependant relations, only Ration Card which has the name of the member to be added, along with head of household already in BIS will be accepted.</p>	<p>will not be permissible unless his name figures in the updated Ration card. No other documents shall be accepted.</p> <p>2.5 For all other relations For all other dependant relations, only Ration Card which has the name of the member to be added, along with BoCW Card Holder's name.</p>
<p>4. Name not in BIS and to add a member through "Add Member" functionality to an ID of added member eCard</p>	<p>Not allowed</p>	
<p>5. All other scenarios where genuine family member living in the same household and their name is not in BIS not listed in Ration Card.</p>	<p>For exceptional cases, write to SHA with proper documentary proof of genuineness that member is from a single household, and can be added only with the prior approval of SHA.</p>	<p>For exceptional cases, write to SHA with proper documentary proof of genuineness that member is from a single household, and can be added only with the prior approval of SHA.</p>

Note:

1. "Household" is defined as per SECC 2011 "A household is usually a group of persons who normally live together and take their meals from a common kitchen/common cooking unless the exigencies of work prevent any of them from doing so. The persons in a household may be related or unrelated or a mix of both".
2. Both "Front Page" and "Inside Page" of ration card to be uploaded, with sign and seal of issuing authority clearly visible. In case of RSBY Cardholder, RSBY card to be "scanned" along with Front Page of Ration Card/VC Letter in the same Photo.

Amardeep S Bhatia
8/3/2024

(AMARDEEP S BHATIA, IAS)
Principal Secretary to the Govt of Nagaland (HFW)
and CEO (SHA AB PM-JAY)
Directorate of Health & Family Welfare
Nagaland::Kohima

OFFICE OF THE
..... COUNCIL CHAIRMAN
....., NAGALAND

FORMAT FOR FAMILY ID FOR BENEFICIARIES WITHOUT FAMILY RATION CARD (Form No: 1)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Shri/ Smti _____ Son/
Daughter of: _____ is the Head of the Family of House
No: _____ under this
_____ (name of Village/ Ward &
District). The under mentioned family members are staying together as a single household unit.
Particulars of the Household members are as follows:

Sl. No	Name (In Capital Letters)	Relation to Head of Household	Photo (Affixed signed and sealed across by Chairman)	Sl. No	Name (In Capital Letters)	Relation to Head of Household	Photo (Affixed signed and sealed across by Chairman)
		Head of Household					

NB: May use additional Pages, if required.

This letter is issued for the purpose of use as a Family ID proof during verification of beneficiary family for issue of AB-PMJAY eCard only.

I, Shri _____ (Name of the Issuing Authority of this Letter), certify that the information contained in this letter is true to the best of my knowledge. Therefore, I shall be liable and held responsible, if any problem arises due to the letter issued by me.

Signature with Seal of the Village/Ward Council Chairman
Phone Number of issuing Authority:

lp

OFFICE OF THE
..... COUNCIL CHAIRMAN
....., NAGALAND

FORMAT FOR INDIVIDUAL ID FOR BENEFICIARIES WITHOUT VALID ID CARD (Form No: 2)

TO WHOMSOEVER IT MAY CONCERN

Mr./Ms. _____ (In Capital Letters), son/ daughter of
_____ (In Capital Letters), whose photo is affixed below is residing at
House No: _____ of the under mentioned Village. He/ She is bonafide citizen of
_____ Village/ Ward under _____ district.

This letter is issued for the purpose of use as an Individual ID proof during verification of beneficiary family for issue of AB-PMJAY eCard only and will be replaced as and when the individual obtain the official ID Card.

I, Shri (Name of the Issuing Authority of this Letter), certify that the information provided by me in this letter is true to the best of my knowledge and I shall be liable and held responsible, if any problem arises due to the letter issued by me.

Photograph of the
concerned individual
Affixed signed and
sealed across by
Chairman

Signature with Seal of the Village/ Ward Council Chairman
Phone Number of issuing Authority: _____

Handwritten mark

OFFICE OF THE
..... COUNCIL CHAIRMAN
..... NAGALAND

FORMAT FOR LOST RSBY CARD (Form No: 3)

TO WHOMSOEVER IT MAY CONCERN

Mr./Ms. _____, son/ daughter/ husband/ wife of: _____
_____, and residing at House No: _____ of _____
_____ Village/ Ward under _____ district.

This is to certify that he/she has reported to the undersigned lost of his/ her RSBY Card No: _____
(if known) that was issued during 2016-17 enrolment drive.

This is to certify that he/she is a genuine RSBY cardholder and head of household and his/ her Identity Card (number _____) is enclosed herewith for reference

I, Shri (Name of the Issuing Authority of this Letter), certify that the information provided by me in this letter is true to the best of my knowledge and I shall be liable and held responsible, if any problem arises due to the letter issued by me.

NB: Instruction to PMAM/Operator
The ID Card and this letter ie: Form No: 3 must be scanned together so that both documents to be uploaded as a single image.

Signature with Seal of the Village/ Ward Council Chairman
Phone Number of issuing Authority: _____

Handwritten mark

OFFICE OF THE
..... COUNCIL CHAIRMAN
....., NAGALAND

Format for Mismatch Name
TO WHOM IT MAY CONCERN

This is to Certify that Mr/Mrs/Miss S/o, D/o, W/o,
H/o resident at
..... (Village/ Ward), under
..... district do hereby declare and affirms as follows:-

1. That the Photograph given in the RastriyaSwasthyaBimaYojana (RSBY) Card No:.....belongs to the above mentioned person.
2. That the name entered in RastriyaSwasthyaBimaYojana (RSBY) as..... is a clerical mistake.
3. The Name..... and is a same person.
4. Henceforth, the actual name is..... as given in Aadhaar Card No: or in other Govt Issued ID Card No: (Name & No of the ID Card) and can be use for the AB-PMJAY purpose.
The statement made in Sl. No. (3) is true to the best of my knowledge.

I, Shri (Name of the Issuing Authority of this Letter), certify that the information provided by me in this letter is true to the best of my knowledge and I shall be liable and held responsible, if any problem arises due to the letter issued by me.

Signature with Seal of the Village/ Ward Council Chairman
Phone Number of issuing Authority:

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