

GOVERNMENT OF NAGALAND
STATE HEALTH AGENCY (AB-PMJAY)
DIRECTORATE OF HEALTH AND FAMILY WELFARE
NAGALAND :: KOHIMA

No: DHFW-8/PM-RSSM-NHPM/2-0/2018(P1)

Dated Kohima Sept 2019

ORDER

In order to streamline beneficiary identification and verification, the following guidelines shall be strictly followed by PMAMs/ Operators/VLEs as well as BIS approvers.

1. To only accept or upload KYC documents in the following situations:
 - a. 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.
 - b. 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 the Passport Photograph(s) in the Letter from the Village/ Ward Authority.
 - c. 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.

**Any doubtful documents should not be accepted or uploaded.*

2. Addition of new member:
 - a. Addition of new member through the eCard of added member is not permissible.
 - b. Addition of new member who are living in the same household but are not present in the SECC/ RSBY BIS database will be allowed only through eCard of members who are originally listed in the SECC/ RSBY BIS database, provided valid documentary proofs are produced as per Annexure 1. The Letter from Village/ Ward Authority shall not be accepted in this scenario.
 - c. 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.
2. PMAMs/VLEs/Operators being the 1st level scrutinizer of beneficiary verification are to scrutinize the documents properly and diligently. No documents should be accepted unless satisfied.
3. Any contravention of the above conditions shall attract strict disciplinary action as deemed fit.

Enclosed :

- Annexure: 1 family Proof Documents Allowed
- Annexure: 2A VC Letter Format for Family Proof
- Annexure: 2B VC Letter Format for Individual ID
- Annexure: 2C VC Letter Format for Lost RSBY Card

(DR. VIKEYIE LOSU)

Principal Director
Directorate of Health & Family Welfare
Nagaland::Kohima

No: DHFW-8/PM-RSSM-NHPM/2-0/2018(P1)/7029-33

Dated Kohima 26.. Sept 2019

Copy To:

1. The Principal Secretary to the Government of Nagaland, Health and Family Welfare Department, Kohima for kind information.
2. The Mission Director (NHM), Directorate of Health and Family Welfare, Nagaland
3. The Chief Medical Officer of all districts, for information & necessary action.
4. The Managing Director/ Director/ Medical Superintendent/ Administrator/ SMO/ MO I/C of all EHCPs & BIS Drive Partners:-.....

..... for information & necessary action.

5. Insurance Company

6. Office Copy.

(DR. VIKEYIE LOSU)

Principal Director
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	1. RSBY Card (2016-17 issued) whose URN matches the URN in BIS OR RSBY Lost notice issued by VC wherein the name under RSBY in BIS should match name in Adhaar or any other Photo ID provided. 2. Ration Card with list of family members that matches with the names listed in BIS OR VC Letter with list of family members that matches with the names listed in BIS	1. Ration Card with list of family members that matches with the names listed in BIS OR VC Letter with list of family members that matches with the names listed in BIS
2. Name Not in BIS and to add a member through "Add Member" functionality to a name already in BIS.	1. Birth Certificate for adding children, or Marriage certificate for adding Spouse to name already in original list of household members in BIS will be accepted. 2. For all other relations, only Ration Card which has the name of the member to be added, and other household members in the RC should match reasonably with the source list of family members already in BIS will be accepted.	
3. Name not in BIS and to add a member through "Add Member" functionality to an ID of added member eCard	Not allowed	
4. All other scenarios where genuine family member living in the same household and their name is not in BIS nor listed in Ration Card.	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.	

Note:

- "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".
- 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.



(DR. VIKEYIE LOSU)
 Principal Director
 Directorate of Health & Family Welfare
 Nagaland: Kohima

Format for Family ID For Beneficiaries without Family Ration Card (Form No: 1)
(revised as on ___ Sept, 2019)

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: _____

Letterhead of the Village Council/ Ward Authority

Format for Individual ID For Beneficiaries without Valid ID Card (Form No: 2)

(revised as on ___ Sept, 2019)

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: _____

Letterhead of the Village Council/ Ward Authority

Format For Lost RSBY Card (Form No: 3)
(revised as on ___ Sept, 2019)

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 are uploaded as a single image.

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

1/10.1

Guideline on BIS:

1. To only accept or upload KYC documents in the following situations:
 - a. 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.
 - b. 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 the Passport Photograph(s) in the Letter from the Village/ Ward Authority.
 - c. 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.

**Any doubtful documents should not be accepted or uploaded.*

2. Addition of new member:

- a. Addition of new member through the eCard of added member is not permissible.
 - b. Addition of new member who are living in the same household but are not present in the SECC/ RSBY BIS database will be allowed only through eCard of members who are originally listed in the SECC/ RSBY BIS database, provided valid documentary proofs are produced as per Annexure 1. The Letter from Village/ Ward Authority shall not be accepted in this scenario.
 - c. 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.
2. PMAMs/VLEs/Operators being the 1st level scrutinizer of beneficiary verification are to scrutinize the documents properly and diligently. No documents should be accepted unless satisfied.

3. Any contravention of the above conditions shall attract strict disciplinary action as deemed fit.

Enclosed :

- Annexure: 1 family Proof Documents Allowed
- Annexure: 2A VC Letter Format for Family Proof
- Annexure: 2B VC Letter Format for Individual ID
- Annexure: 2C VC Letter Format for Lost RSBY Card

4. Not to accept or upload KYC documents in the following situations:

- d. Ration Card, Birth Certificate, Marriage Certificate etc which is NOT duly signed by the Issuing Authority and Stamped or if there is any sign of tempering such as overwriting or use of correcting fluid.
- e. Letter from the Village/ Ward Authority is NOT in the prescribed format issued by SHA Nagaland or which is not duly filled including Passport Photographs of all listed members.
- f. No signature with stamp impression of the issuing authority across each the Passport Photograph(s) in the Letter from the Village/ Ward Authority.
- g. Letter from the Village/ Ward Authority contains names of person(s) which is totally different or not matching with any of the Household Members given in the BIS database.
- h. Letter from the Village/ Ward Authority contains names of persons which is demographically different from Household Members given in the BIS database.
- i. Any doubtful documents.

5. Addition of new member:
 - a. Addition of new member through the eCard of added member is not permissible.
 - b. Addition of new member living in the same household will be allowed only through members who are originally listed in the BIS database and under the following conditions:
 - i. The member(s) is/are listed in the Ration Card of the beneficiary Household but not present in the BIS database, provided valid Ration Card is produced. The Letter from Village/ Ward Authority shall not be applicable in this scenario.
 - ii. Spouses, children and grand children whose name(s) is/are neither in BIS database nor listed in Ration Card, provided valid Birth Certificate or Adoption Certificate for children and Marriage certificate for Spouse is produced. The Letter from Village/ Ward Authority shall not be applicable in this scenario.
 - iii. 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, will be allowed on prior approval of the SHA.
6. Any contravention of the above conditions shall attract strict disciplinary action as deemed fit.
7. PMAMs/ Operators being the 1st level scrutinizer of beneficiary verification are to scrutinize the documents properly and diligently. No documents should be accepted unless satisfied.
8. Family Proofs required for different BIS Scenarios is given at Annexure: 1 and revised Village/ Ward Authority Letter formats is given at Annexure: 2.

FAMILY PROOFS REQUIRED FOR DIFFERENT BIS SCENARIOS:

Scenario	Acceptable Family Documents	
	Data Source : RSBY	Data Source : SECC
1. Name Already in BIS	1. RSBY Card (2016-17 issued) whose URN matches the URN in BIS OR RSBY Lost notice issued by VC wherein the name under RSBY in BIS should match name in Adhaar or any other Photo ID provided. 2. Ration Card with list of family members that matches with the names listed in BIS OR VC Letter with list of family members that matches with the names listed in BIS	1. Ration Card with list of family members that matches with the names listed in BIS OR VC Letter with list of family members that matches with the names listed in BIS
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3. Name not in BIS and to add a member through "Add Member" functionality to an ID of added member eCard	Not allowed	
4. All other scenarios where genuine family member living in the same household and their name is not in BIS nor listed in Ration Card.	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.	

Note:

- "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".
- 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.

(DR. VIKEYIE LOSU)
 Principal Director
 Directorate of Health & Family Welfare
 Nagaland::Kohima

Letterhead of the Village Council/ Ward Authority

Format for Family ID For Beneficiaries without Family Ration Card (Form No: 1)
(revised as on ___ Sept, 2019)

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Shri/ Smti _____ Son/ Daughter
of: _____ is the Head of the Family of House No: _____
(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: _____

Letterhead of the Village Council/ Ward Authority

Format for Individual ID For Beneficiaries without Valid ID Card (Form No: 2)
(revised as on ___ Sept, 2019)

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: _____

Letterhead of the Village Council/ Ward Authority

Format For Lost RSBY Card (Form No: 3)
(revised as on ___ Sept, 2019)

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 are uploaded as a single image.

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