

# User Reference Guide For Beneficiary Identification System: Implementing Support Agency (ISA) /State Approver

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**Web Portal User**

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## 1. INTRODUCTION

Beneficiary Identification System (BIS) is a process, of applying the identification criteria (as per AB-PMJAY guidelines) on the SECC and RSBY database to approve/reject the applications entitled for the benefits. AB-PMJAY 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
- ISA/State-Approver
- Pradhan Mantri Arogya Mitra (PMAM)

## 2. APPROVAL/REJECTION BY ISA/STATE APPROVER

ISA/State Approver can either Approve or Recommend for rejection, the records created by PMAM. In case the submitted beneficiary eKYC/KYC record is recommended for rejection, it has to be with a valid reason.

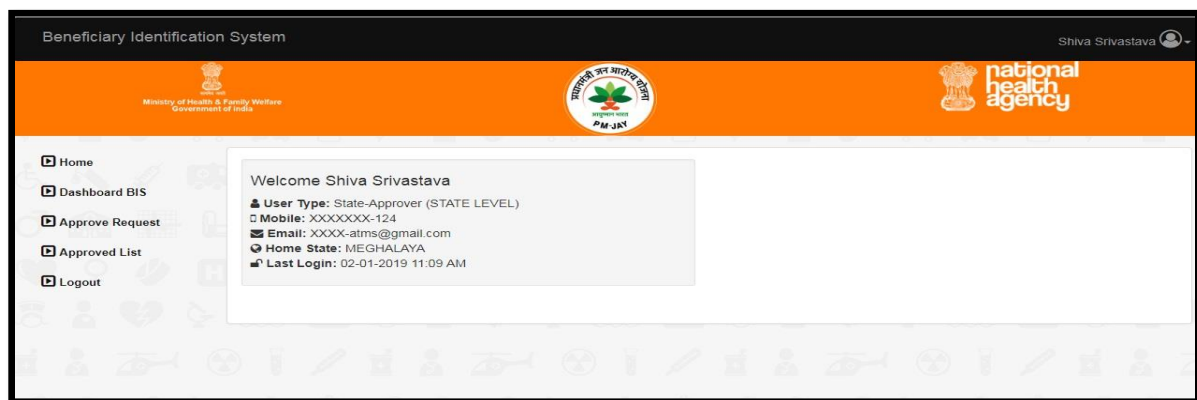


Figure 2

The figure 2 shown above is displayed upon successful login. It displays the user details which include **user type, mobile(masked), email(masked), home state and last login**. It can be seen here that the ISA/State Approver has the options for '**Dashboard BIS**', '**Approve Request**' a Beneficiary- with an option of '**Hospital**' and '**Non-Hospital**' and '**Approved List**' with an option of '**Hospital**' and '**Non-Hospital**'.

## 2.1 Approve Request (Hospital)/ (Non-Hospital)

Once beneficiary record is successfully created through PMAM; it is forwarded to ISA/State Approver for Approval or Recommendation for rejection to SHA from ISA with valid Reason.

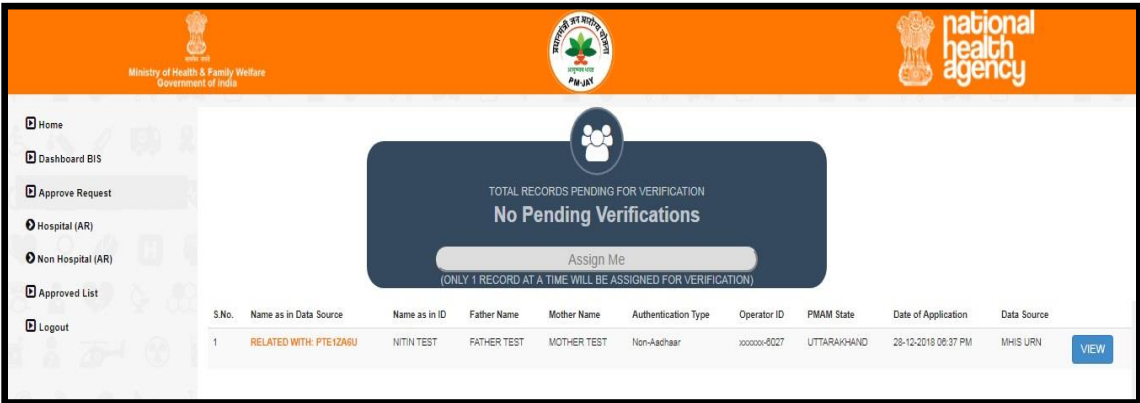


Figure 2.1 (a)

The figure 2.1 (a) shown above is displayed when ISA/State Approver clicks on 'Approve Request' which displays the total number of records pending for approval. And on Click on 'Assign Me' button, a record is assigned to ISA/State Approver. User can view the record to approve or reject the record.

**NOTE: Only 1 record will be assigned to the user at a time.**

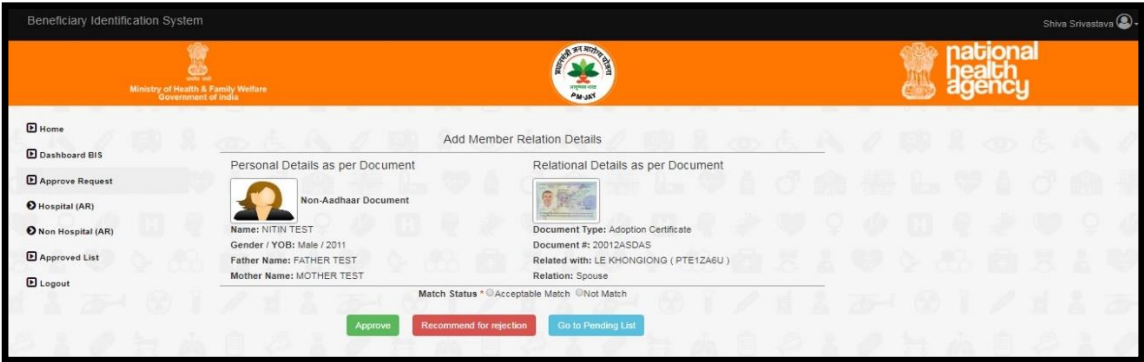


Figure 2.1 (b)

On Click of 'Approve' Button ISA/State Approver approves the beneficiary and on Click of 'Recommended for rejection' it is forwarded to SHA, with a valid Reason given by ISA, shown in figure 2.1 (b)

## 2.2 Approved List (Hospital)/ (Non-Hospital)

In case the submitted beneficiary eKYC/KYC record is matched and approved by ISA/State Approver, it can be viewed in Approved list as shown in figure 2.2 (a) and figure 2.2 (b)

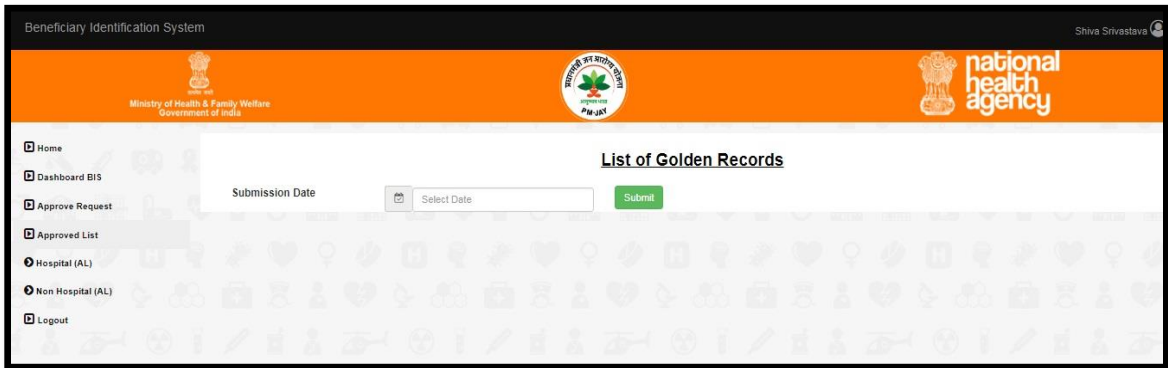


Figure 2.2 (a)

ISA/State Approver can select a date to view the records approved on the specific date, as shown in below figure 2.2 (b)



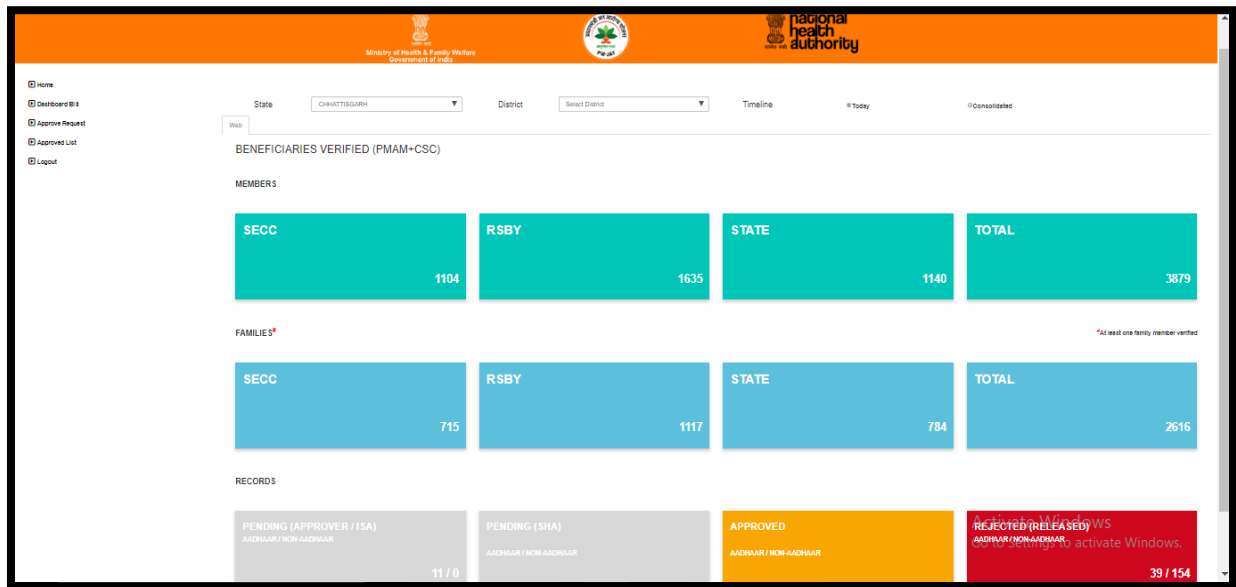
Figure 2.2 (b)

### 3. EMERGENCY CASE

For the scenario where the beneficiary needs urgent treatment and has not been yet approved (i.e. either in Pending state or has been rejected for recommendation by ISA), TMS can flag them as 'Emergency'. This emergency record is given priority over all other pending records in the queue and when the ISA does 'Assign Me', the record flagged as 'Emergency' will be assigned first to the ISA to approve/reject it for recommendation. Once the user is approved, will be considered as PMJAY beneficiary.

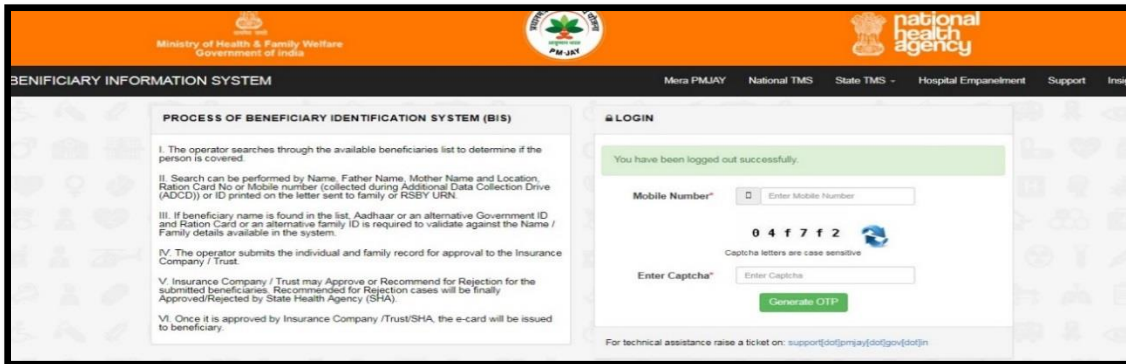
### 4. DASHBOARD (Hospital/ Non-Hospital)

ISA can see the records based on the data source per member and family. The dashboard also displays the total of records Pending with ISA (Aadhar/ Non-Aadhar), total of records Pending with SHA (Aadhar/ Non-Aadhar), total records approved (Aadhar/ Non-Aadhar) and finally total of records rejected by SHA (Aadhar/ Non-Aadhar). ISA can view the data for its home State which can be filtered based on selected district. ISA can view current date data or the consolidate data i.e. all the data till date.



## 5. LOGOUT

When User clicks on Logout provided in left menu, it log's out the user from application.



The screenshot displays the 'BENEFICIARY INFORMATION SYSTEM' interface. The header includes the Ministry of Health & Family Welfare, Government of India, and the National Health Authority logo. The main content area is divided into two sections: 'PROCESS OF BENEFICIARY IDENTIFICATION SYSTEM (BIS)' and 'LOGIN'. The 'BIS' section contains a list of steps (I to VI) detailing the identification process. The 'LOGIN' section shows a message 'You have been logged out successfully.' and a login form with fields for 'Mobile Number\*' and 'Enter Captcha\*'. The 'Mobile Number\*' field contains the number '04772' and a refresh button. The 'Enter Captcha\*' field contains the text '04772' and a refresh button. A 'Generate OTP' button is located below the captcha field. At the bottom of the login form, there is a link for technical assistance: 'support[dot]pmjay[dot]gov[dot]in'.