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## Introduction / Brief of the Module

UMID (Ummeed) etymologically translates as 'Hope'. The module is envisioned as a hope for better service delivery to the medical beneficiaries in Indian Railways

- 1) UMID is a Web application which will generate smart Medical Identity Cards, with unique all India numbers and issued to the PENSIONER as well as each dependent, individually & separately.
- 2) Web and Mobile application for e-validation of identity of Railway Medical beneficiaries.
- 3) Registration, Approval and Card Generation Process is done completely on electronic platform. This includes the continuous revision of beneficiary details dynamically
- 4) End-to-end solution for Medical Identity with complete Rule integration with built-in validation.
- 5) Humanistic Technology & Good Governance elements combine to deliver Customer convenience and flawless Service.
- 6) Card-independent system: Biometric & QR code systems along with integrated database of Pan Indian Identity numbers (PF no./ PAN/Aadhar/PPO/Registered Mobile No. etc) to facilitate identification and validation without physical card also.
- 7) Universal Applicability and Scalability to use the same software for any number of units or for Indian Railways as a whole.
- 8) Continuous Validation mechanism for regular updation of beneficiaries with back-end process. Thereby the cards are updated automatically for downloading anytime by PENSIONERS in their mobiles or computers. QR code & Medical ID card Numbers remain unchanged while the details get dynamically updated in the database.
- 9) Registration for change of Health Units across units is facilitated on online application.
- 10) Hospital-wise Registered users database will facilitate debits and credits initiation.
- 11) Interfacing with Hospitals plausible for automatic generation of OPD slips.
- 12) Interfacing with Referral Hospitals plausible for authentication through Biometrics.
- 13) Interfacing with Hospitals tied up under CTSE scheme is possible for authentication through Biometrics.
- 14) Dynamic updation of Level of entitlement of Hospital Wards for Medical beneficiaries in Railway empanelled Hospitals as per the Rly. Bd'slr.No. 2016/D-1/11/69/Hospital Recognition, dt.08.05.18.
- 15) Colour schemes of the card are adopted as per the Rly. Bd's Ir. No. 2018//Trans.Cell /Health/Medical Card, dt. 04.01.2019 to identify the beneficiary separately and apparently as employees (Blue – Blue strips); Pensioners (Green – Green Strips); Dependents (Blue/Green - Yellow strips).

- 16) The Numbering scheme is adopted to remain unique across all the units in Indian Railways so as to facilitate availing medical services from any other units by their unique identification and validation.

### Access to Web site

Use the following URL to access to the web site for all the services related to Medical Identity Card

[www.digitalir.in/umid/](http://www.digitalir.in/umid/)

This web site can be accessed through PCs & Mobiles' browsers having internet connection. It is not restricted to Rail Net connection.

The mobile users can access to the application from Google Play Store under the following logo (UMID)



## C1: Check-List for Submission of Application

As a ready reckoner the following is the check list for mandatory fields and documents to be scanned in JPEG/JPG/PNG format for advanced preparedness to initiate the application in a full-fledged manner.

- Photograph of PENSIONER & all the dependents
- Signature of PENSIONER
- Old Medical ID card of PENSIONER or RELHS document issued at the time of cessation.
- ID proof of all individual dependents

Relation with PENSIONER	Marital Status	Documents required
Mother	Widow	Father Death Certificate
Step-mother	Widow	Father Death Certificate
Son	Unmarried	If student above 21 yrs, Bonafide Certificate
Daughter	Divorced	Divorced Degree
Daughter	Widow	Marriage Certificate & Death certificate of her husband
Step-son	Unmarried	If student above 21 yrs, Bonafide Certificate
Step-daughter	Divorced	Divorced Degree
Step-daughter	Widow	Marriage Certificate & Death certificate of her husband
Brother	Unmarried	Father Death Certificate and If student above 21 yrs, Bonafide Certificate
Step-brother	Unmarried	Father Death Certificate and If student above 21 yrs, Bonafide Certificate
Sister	Unmarried	Father Death Certificate
Sister	Divorced	Father Death Certificate and Divorced Degree
Sister	Widow	Father Death Certificate, Marriage Certificate & Death certificate of her husband
Step-sister	Unmarried	Father Death Certificate
Step-sister	Divorced	Father Death Certificate and Divorced Degree
Step-sister	Widow	Father Death Certificate, Marriage Certificate & Death certificate of her husband

In case of Physically / Mentally challenged dependents – Railway Doctor Certified Medical certificate to be uploaded.

## C2: Registration Process

### Steps involved:

- 1) PENSIONER has to click on 'REGISTER' on Website Homepage: [digitalir.in/umid](http://digitalir.in/umid) (or) Go to the Log-in Page and click on 'REGISTER' then select "Pensioner"



User Registration



- 2) Applicant has to Select Type of User as either
  - a. 'PENSIONER'
  - b. 'FAMILY PENSIONER'
  - c. 'SECONDARY FAMILY PENSIONER'
- 3) Pensioner has to choose the TYPE OF PENSION SCHEME he/she is covered under:
  - a. RELHS with FMA
  - b. RELHS without FMA
  - c. RELHS NOT OPTED
- 4) Now three Validation fields will be displayed for input:
  - a. PPO Number (It has to be 7<sup>th</sup> CPC issued PPO no.);
  - b. Date of Birth (It has to be in DD-MM-YYYY format)
  - c. Date of Cessation (It has to be the Date of VR/Superannuation/Service Death/Compulsory Retirement etc);
- 5) After entering the particulars, the PENSIONER has to click on 'VALIDATE' button

User Registration  
(Pensioner)



PENSIONER TYPE Select	PENSION SCHEME Select
PPO NUMBER *	DATE OF BIRTH *
	DATE OF CESSATION *
<b>Validate Details</b>	

- 6) Now the NAME of the PENSIONER associated with the validated particulars will be displayed for confirmation.
- 7) If details are matched, PENSIONER/APPLICANT can proceed to Register MOBILE NUMBER.

EMPLOYEE NAME *	MOBILE NUMBER *	<b>Send OTP</b>
ANARAM S. GANGURDE	9988669952	

- 8) OTP will be sent on the provided mobile number which has to be fed to VERIFY OTP.

EMPLOYEE NAME *	MOBILE NUMBER *	ENTER OTP *
ANARAM S. GANGURDE	9988669952	22244

ENTER PASSWORD *	CONFIRM PASSWORD *
Note: Min. Length 6 characters.	

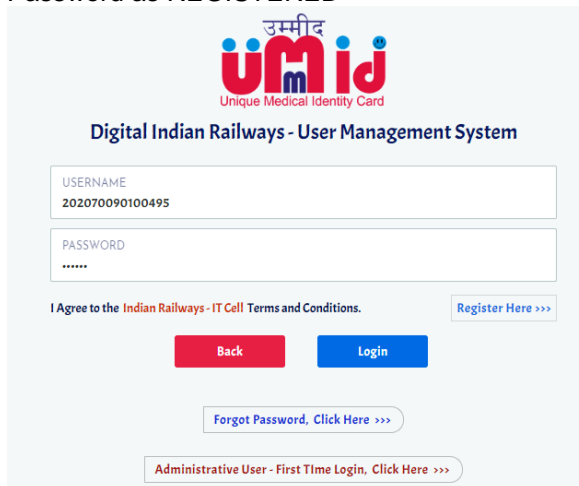
- 9) After confirmation of OTP, the system will prompt for SETTING PASSWORD, set the password and press Register Button.

EMPLOYEE NAME * <b>ANARAM S. GANGURDE</b>	MOBILE NUMBER * <b>9988669952</b>	ENTER OTP * <b>22244</b>
ENTER PASSWORD * ***** <small>Note: Min. Length 6 characters.</small>	CONFIRM PASSWORD * ***** <small>Matching</small>	<input type="button" value="Register"/>

- 10) Now the PENSIONER is ready to LOG-IN with PPO Number as User ID & Password as set in the Registration process.

## C3: Log-in & Dashboard

- 1) PENSIONER has to go to the Log-in Page (digitalir.in/umid)
- 2) Enter the user credentials:
  - a. PPO Number as User ID
  - b. Password as REGISTERED

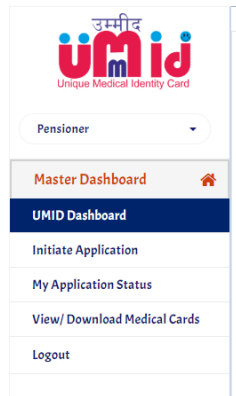


- 3) Click on the UMID (PENSIONER) Tab on the Dashboard



- 4) Now the Side-bar MENU will be available for view on the left side.
- 5) You will find 4 items in the Menu for navigation:
  - a. DASHBOARD (To view the PENSIONER Basic particulars fetched from backend database of ARPAN etc).
  - b. INITIATE APPLICATION (To start the Application process).
  - c. MY APPLICATION STATUS (To track the status of the application after it has been submitted).

- d. VIEW/DOWNLOAD MEDICAL CARDS (To view the cards after they are generated).



### C-4: Verification of Back-end Data

- 1) The user has to LOG-IN as PENSIONER
- 2) Go to the MENU on the Side-bar and click on DASHBAORD
- 3) BASIC DETAILS are displayed on the main page for verification.
- 4) If details are found correct, then PROCEED for INITIATING THE APPLICATION process.
- 5) In case of ERRORS, there are 2 REMEDIAL ACTIONS suggested:
  - a. Approach SETTLEMENT CLERK for RECTIFICATION in ARPAN/IPAS.
  - b. Approach ADMIN to UPDATE in UMID and raise a SERVICE REQUEST.

### C-5: APPLICATION PROCESS

- PENSIONER has to LOG-IN in the UMID Portal;
  - Go to the MENU bar and click on INITIATE APPLICATION.  
(Application form will have 2 stages for SELF/PENSIONER & FAMILY).
- A) SELF/PENSIONER Form: It is a simple form and it requires bare minimum fields since the most of the required information is already maintained in the backend data taken from ARPAN/IPAS.
- 1) The PENSIONER form requires input for 9 fields only. They are Department, Designation, Station, Blood Group, Aadhar number, PAN, Address, Hospital opted and email.

Pensioner Application Form

PENSIONER TYPE Pensioner	PPO NO 20207090100495	PENSIONER NAME ANARAM S. GANGURDE
DATE OF CESSATION 28-02-2019	DATE OF DEATH 12-09-1997	DEPARTMENT COM
DESIGNATION CHIEF CLERK	STATION secunderabad	BLOOD GROUP A+
CESSATION REASON SN	RESIDENTIAL ADDRESS HYDERABAD SECUNDERABAD	
CITY SECUNDERABAD	PINCODE 500095	MEDICAL TREATMENT AT Central Hosp., Lallaguda, Secunderabad
AADHAAR NO	PAN	EMAIL

I hereby declare that there are **No Eligible Dependants** in my family as per Railway Medical Rules.

Proceed

- 2) After entering these details, there is a declaration option if there are 'NO ELIGIBLE DEPENDENTS' in the Family. If yes, it will cut short the Family Form. If not, this declaration can be ignored.
- 3) By clicking on VALIDATE button, the details will be saved and PENSIONER can proceed to UPLOAD DOCUMENTS.

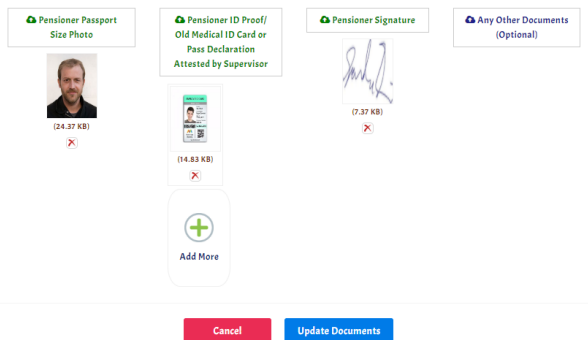
Please click the buttons and upload the respective documents below...



Upload Documents

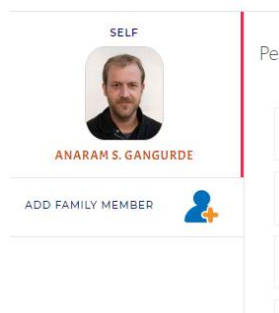
- 4) To UPLOAD DOCUMENTS the PENSIONER has to select the files from Mobile or a PC. Normally 3 documents are required for uploading in PENSIONER form. They are photograph, scanned Signature and Old Medical card. Old medical card is compulsory for the Pensioner. In addition, any other relevant documents can be uploaded against ADDITIONAL DOCUMENT field.
- 5) The uploaded images can be CROPPED & COMPRESSED by double-click on the uploaded image thumbnails.
- 6) To confirm the completion of uploading of documents, PENSIONER can click on UPDATE DOCUMENTS. With this, the PENSIONER form is completed.

Please click the buttons and upload the respective documents below...



## B) ADD FAMILY MEMBERS

- 1) If you Click on ADD FAMILY MEMBER below the PENSIONER tab, new form for family member will be displayed.



- 2) On top of the form, Check the box to fetch the Communication details, same as in PENSIONER form.
- 3) Family Form will have 14 fields to be filled up. They are Name, Date of Birth, Relation, Marital Status, Dependency, Disability status, Blood Group, Address, Hospital opted, Aadhar, PAN, email and Mobile number.
- 4) Since there is no readily available database for family members, this information requires to be filled as a onetime measure. Although most of the information is not mandatory, the



information if filled completely will help in extending more services in future for family members directly.

- 5) After entering the details, the PENSIONER can VALIDATE to save the particulars.

New Family Member - Application Form

Get communication details same as Employee

FAMILY MEMBER NAME DEPENDENT	DATE OF BIRTH [34 Y, 2 M & 25 D] 01-01-1985	RELATION Daughter
MARITAL STATUS Divorced	DEPENDANCY Dependent	PHY/MED CHALLENGED No
BLOOD GROUP Select	RESIDENTIAL ADDRESS HYDERABAD SECUNDERABAD	
CITY SECUNDERABAD	PINCODE 500095	HEALTH UNIT OPTED Central Hosp., Lallaguda, Secunderabad
AADHAAR NO	PAN	EMAIL ID
MOBILE NO		

Validate

- 6) Based on the Family composition and conditionalities attached with dependents, the DOCUMENTS REQUIRED will be tagged by the system itself.
- 7) Uploading the indicated documents is compulsory. Commonly applicable documents are Photograph, ID proof, proof of Relation etc. Specific documents such as Disability Certificate, Divorce Deed etc will be variable as indicated in the Check-list.

Please click the buttons and upload the respective documents below...

Passport Size Photo	ID Proof	Divorce decree	Any Other Documents (Optional)
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I declare that, Smt. DEPENDENT is my divorcee Daughter, wholly dependent & residing with me, **not in receipt of any Maintenance grant, not having any independent income** of her own and not remarried as yet thereafter.

Upload Documents

- 8) By UPDATING THE DOCUMENTS, the family form gets saved. However the same can be edited subsequently but before SUBMISSION of form. When EDIT details option is exercised, the PENSIONER has to fill the form again and documents are to be uploaded again because the REVERSE PROCESS LOGIC will be applicable.
- 9) Any number of Family members can be added along the same procedure.
- 10) After adding all the family particulars successfully, the PENSIONER has to check the DECLARATION that the details are correct and the form can be SUBMITTED.
- 11) Before SUBMISSION, the Pensioner can PREVIEW the application form in PDF file. All the forms will be displayed with time-stamp signified on it.

DECLARATION & SELECT REPORTING OFFICE/ SUPERVISOR

I hereby declare that the above statements are true, and if found incorrect, I shall take full responsibility and liable for action as per the prevalent guidelines. Further whenever the information furnished herein under goes change, I shall update them immediately and report the Administration.

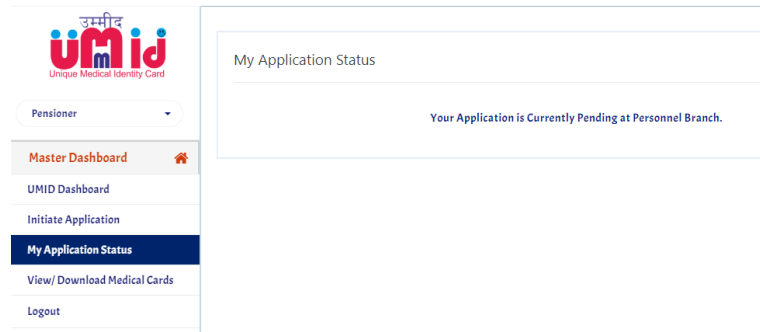
Preview

Submit

- 12) Now the form is submitted and the status of the application can be tracked under 'MY APPLICATION STATUS' in the Menu.

## C-6: How to Track Application Status

- 1) Login as PENSIONER
- 2) Go to Menu side bar and click on MY APPLICATION STATUS.
- 3) Status of the application can be seen on the dashboard as to with which user the case is pending currently.
- 4) If there are any complaints on the status of the application, the PENSIONER can raise a SERVICE REQUEST to the UMID ADMIN.



## C-7: How to Download Medical Cards (PENSIONER)

- 1) Log-in as PENSIONER
- 2) Go to menu Sidebar and Click on VIEW/DOWNLOAD MEDICAL CARDS
- 3) All the medical cards of the eligible family members including PENSIONER will be displayed on the dashboard.
- 4) They can be saved in Mobile (or) Print on Paper/Card (or) Print only the QR Code.
- 5) Any of the mechanism will help the PENSIONER/dependent to show them in the Hospital counter or Kiosk for OPD slip generation.

## C-8: FORGOT PASSWORD Procedure

- 1) Go to LOG-IN page of UMID
- 2) Click on FORGOT PASSWORD (at the bottom of the log-in box.)
- 3) Select TYPE OF USER as PENSIONER
- 4) Enter VALIDATION Particulars:
  - a. PPO Number
  - b. Date of birth
  - c. Date of Cessation
- 5) Click on VALIDATE button
- 6) Display of NAME & MOBILE Number for confirmation.
- 7) Enter OTP and VERIFY
- 8) Set NEW PASSWORD and confirm by clicking on RESET.
- 9) Now the PENSIONER can login with new credentials.