

FAQ ABOUT UMID (Source—UMID Web Site)

1. What is UMID?

UMID is a smart health card system in Indian Railways.

It helps in providing Unique Identity to all medical beneficiaries individually through a unique number as a perpetual entity. This Unique Identity is further strengthened with unique smart feature of web-enabled QR code and Biometric identity with common database at all India level, this web and mobile application helps in identifying medical beneficiaries across all health units spanning all across Indian Railways.

2. What are the objectives of UMID?

- > To issue Smart cards to all medical beneficiaries:
 1. >> Employees
 2. >> Pensioners
 3. >> Dependents of Employees and Pensioners
 4. >> Other beneficiaries such as Quasi Rly. Employees, Porters/ Coolies etc.
- > Convenience in applying and revising beneficiary particulars online.
- > Ease & convenience in using Health Services with built-in authentication mechanism.
- > Auto generation of OPD slips through Kiosk in Hospitals.
- > Identification even without physical card with Smart Identity Features.

3. Understanding Smart card features in UMID

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4. Benefits of UMID

- > Apply for card from any place through web and mobile application.
- > Ease and convenience in accessing health services of Railway hospitals.
- > Physical card independent identification of health units.
- > Identification at any health unit at any point of time.
- > Ease to update beneficiaries and their particulars.
- > Built-in validation for automatic invalidation for conditional eligibility.
- > Robust rule engine to power the automatic rule integration without manual scrutiny.
- > Smart card features to ensure automatic authentication.
- > Intelligent Hospital interface to generate OPD slips automatically through kiosk.
- > Helps in initiating Debits & Credits between Health units.
- > Multiple sources of identity along with system based validation creates convenience for all stakeholders.

5. How UMID beckons for more Services in Future?

- > Beneficiaries database can be readily help for e-pass system since Medical Beneficiary rules are almost coterminous with Pass Beneficiary Rules.
- > The golden Master Database of Beneficiaries helps in rendering services to genuine family members at the time of Settlements, Compassionate Appointments, Children Education Allowance etc.
- > Common database with common data strengthen at pan India level leverages for large scale Data Analytics and Data Mining for policy decisions for social welfare of Railway fraternity.

6. How to Register and Apply for Smart Medical Card?

3 - Step Process:

- > Access:
- > Registration:
- > Initiate Application:

> Access:

1. Web Application URL: digitalir.in/umid
2. Mobile application @ (Google Play Store)

> Registration:

1. Choose Type of Beneficiaries (Employee/ Pensioner/ Other's).
2. Identity Particulars (PAN, Date of Birth and PF number).
3. Mobile Number Registration.

> Initiate Application:

1. Login through OTP.
2. Initiate New Application.
3. Fill up details of Self and Family Members.
4. Upload Relevant Documents (as per checklist) and submit.
5. **7. How to Download Medical ID card?**

- > After approval download ID card to use in Hospitals.
- > Save Id card in Mobile through Mobile App.
- > Print ID card on plastic card.
- > Print only QR code (even on plain paper).

• **8. How to avail Medical Services through UMID?**

Avail Medical services in Railway Hospitals through 2 simple steps.

- > Enter any of the Registered Identity particulars.
- > Validate through Bio-metrics.
- > Automatic printing of OPD slip.

• **9. How Help Desk Works?**

Service Request can be raised online under help desk tab.

- > Provide email ID if not registered (Optional if registered).
- > Enter subject of the request.
- > Describe the problem.
- > Submit & Note the reference number to track the status.

• **10. How Checklist helps in Application Process?**

If all relevant documents as per different dependents (as per relationship to the Employee or Pensioner) are kept in readiness, the application process will be smooth and can be completed in few minutes at one go.