



Ayushman Bharat Digital Mission

*Guidelines for Creating ABHA Numbers in Limited Resource Settings
Using Paper-based Forms in Offline Mode*

January 2022

1. Introduction

ABDM has enabled the creation of ABHA Numbers for citizens of the country through self-registration and assisted mode. Realizing that there are geographical regions in the country where citizens do not have access or have limited access to internet connectivity, ABDM has provided an alternate way of creating the ABHA Number in offline mode using paper-based forms to the willing citizens of the country. Adoption of ABDM will make healthcare services accessible, efficient, and affordable in these parts of the country.

2. Purpose

The Purpose of these guidelines is to provide the minimum standards to be followed for creating ABHA Numbers in offline mode using paper-based forms and ensuring compliance by the participating entities.

3. Applicability

These guidelines shall be applicable to the participating entities like government health programmes, healthcare facilities & centers etc. (hereby collectively referred to as "Center/s"), which will facilitate the process of creating ABHA Numbers in offline mode using paper-based form¹ for the beneficiaries through assistance of "authorized personnel". The authorized personnel may include healthcare workers, officials from healthcare facilities, central government, state government, district administration and others.

The provision to create ABHA Number in offline mode will only be enabled for select Center/s. The permission-based access will be provided by ABDM upon request.

4. Criteria for allowing HID creation in offline mode

ABDM shall allow the creation of ABHA Numbers at locations where there is limited or no internet /mobile connectivity.

5. Collection of Application Form & Consent

- a. The authorized personnel are bound by these guidelines only when they are collecting the personal information of any individual for the specific purpose of creating ABHA Numbers.
- b. The authorized personnel shall explain the benefit of having ABHA Numbers to the individuals and only once they are interested, the application forms shall be filled by the individual/on behalf of the individual and collected. These benefits shall be explained either in English, Hindi or any other local language which an individual shall be able to understand.
- c. The authorized personnel shall get the prescribed application form filled from interested individuals.

¹ Guidelines for using digital devices in offline mode shall be issued separately

- d. The authorized personnel shall only collect Aadhar numbers of individuals, photocopies or images of Aadhar card shall not be collected under any circumstances.
- e. It is the duty of authorized personnel to verify and confirm the identity of the individual with the Aadhar card provided. To confirm the same, the authorized personnel must sign the declaration on the application form along with their name and timestamp.
- f. The consent from the individual is to be obtained through her/his signature on the consent form. If the individual is unable to sign, then the details of consent are to be read out and explained to her/him in a language understood by her/him and a thumb impression of the individual be obtained on the consent form.
- g. The authorized personnel shall maintain a record of the hard copies of application forms collected.
- h. Once the application forms are collected from individuals, it shall be the sole responsibility of authorized personnel to deliver the application forms safely and securely to a Center/s for further processing.
- i. The authorized personnel shall take an acknowledgement receipt from the concerned Center/s while depositing the forms and preserve the acknowledgement.

6. Scanning & Uploading

- a. The authorized personnel shall hand over the application forms to a Center/s where there is availability of IT infrastructure and internet connectivity. Once the application forms are received by the Center/s, the security of the same shall be the responsibility of the said Center/s.
- b. Upon receiving the application forms from the authorized personnel, the Center/s will determine whether the application form received is an original . If it is found to be a copy, the same must be returned to the authorized personnel with no further processing of the same.
- c. The Center/s shall issue an acknowledgement receipt to the authorized personnel as a proof of receiving the original application forms.
- d. The Center/s shall ensure that the correct details about the applicant individual from the application forms are entered in the program application (integrated with ABDM) or ABHA web portal.
- e. After entering all the details from the application form, the Aadhar number on the form needs to be redacted/masked/hidden (for e.g., with a dark-coloured permanent marker) with any appropriate method before scanning the document so that the Aadhar number is not disclosed/readable further.
- f. The scanned application form needs to be uploaded into the program application/ ABHA web portal. The scanned form will be stored in the ABHA web portal in an encrypted format
- g. The physical application forms are required to be destroyed by the Center/s after uploading of same into the system.

7. Destruction of Physical documents

The destruction/disposal of records shall be an ongoing process and not a one-time exercise. The Center/s shall ensure the following -

- a. It has a detailed data destruction process to be adopted.
- b. The physical application forms that are required to be destroyed/disposed off shall be appropriately labelled.
- c. The process may include shredding or any other appropriate method, ensuring that the documents are completely destroyed without leaving any trail.
- d. The debris created after destruction shall also be completely disposed off in an appropriate manner without leaving any trail.
- e. If the process is outsourced to any third-party vendors, then this shall be covered under the respective Service Level Agreement (SLA).
- f. The process needs to be modified as per the requirement from time to time.
- g. The Center/s shall ensure the documentation of the entire process and maintenance of records for any future audits.

8. Communicating ABHA Number to the beneficiary

- a. ABHA web portal shall communicate the ABHA Number generated to the beneficiary on his/her registered mobile number as mentioned in the application form.
- b. The Center/s shall print the ABHA cards (wherever applicable) of the beneficiary and hand them over to the authorized personnel.
- c. The authorized personnel shall deliver the ABHA cards to the beneficiaries.

9. Compliance

- a. ABDM may conduct an audit of the Center/s from time to time.
- b. The Center/s must undertake all reasonable security measures to protect the data of the individuals being collected and processed by them.
- c. Any privacy breach must be notified by the authorized personnel / Center/s participating to the individual concerned and the ABDM.