

**COMMON ERRORS BY ESM WHILE SUBMITTING  
ONLINE ECHS APPLICATIONS TO NAVPEN**

Following discrepancies/common errors have been noticed in the online applications of ECHS, being submitted by the Naval Ex-Servicemen (ESM). ESMs are submitting incorrect data with respect to the details being asked in the online applications. **Non submission of the proper credentials/data pertaining to individual's basic details entails delay in printing of ECHS card.** ESMs are advised to submit the online applications with due diligence by avoiding below mentioned errors.

SER	ERROR	CORRECT PROCEDURE
01.	Uploading of improper <b>PHOTOS</b>	(a) Individual to upload the photos as per ECHS guidelines (www.echs.gov.in) (b) Only colour photos are to be uploaded. (c) Background of photo is to be white. (d) Black & White photos, Selfie photos and Blurred photos are not to be uploaded.
02.	<b>Details being submitted are not as per Kindered Roll, Discharge book</b> of the individual which is held at NAVPEN.  Data of Kindered Roll/ Discharge book (held with individual) do not match with the data given in Aadhar card of the individual. Individuals are seen to be submitting data as given in Aadhar card which, do not match data given in Discharge book/ Kindered Roll held with themselves.	<b>(a) Individual to fill up data in online application as given in the Kindered Roll/ Discharge book</b>  {Record Office verifies ECHS Application by cross verifying data held with Record Office (this data is also held with individual ESM in their copy of Kindered Roll/ Discharge book)}.  <b>(b) If individual has himself endorsed different set of data in his copy of Kindered Roll/Discharge book and his Aadhar card himself, it is mandatory that the individual first needs to update his data in his Kindered Roll held at this Record Office. Procedure to do the same is as follows:</b>  Initiate action to update the data at Record Office by writing a letter through your Zila Sainik Board. In this connection, for clarification NAVPEN (GB Section) can be contacted on 022-25075620.
03.	The details of new dependants are not updated by the individual at Record Office.	<b>(a) Individuals are to first update their dependant details at Record Office (GB Section)</b> in their Kindered Roli, if its not updated earlier.  Without updating the dependants details by the individual at GB Section, Record Office will not be able to cross verify the online ECHS applications submitted.
04.	PPO Copy: Individuals are uploading front page of pension book	Individuals are to upload PPO copy only. <b>Do not upload front page of pension book</b>