



State Health Agency, West Bengal

(REGISTERED UNDER THE SOCIETIES REGISTRATION ACT, 1961)

Government of West Bengal

Department of Health and Family Welfare

Swasthya Bhavan, GN-29, Sector-V

Salt Lake City, Kolkata - 700091

Memo No.: HF/O/ABPMJAY/SURRENDER/2026/467/ 504

Date: 29/10/2026

To,

The Additional Chief Secretary/Principal Secretary/Secretary,

.....Department,

Government of West Bengal

Sub: Standard Operating Procedure (SOP) for card surrender under Swasthya Sathi, Ayushman Bharat Pradhan Mantri-Jan Arogya Yojana (AB PM-JAY) and Mukhya Mantri Swasthya Bima Yojana (MMSBY).

Sir/Madam,

With reference to the subject cited above, the Standard Operating Procedure (SOP) for card surrender under Swasthya Sathi, Ayushman Bharat Pradhan Mantri-Jan Arogya Yojana (AB PM-JAY) and Mukhya Mantri Swasthya Bima Yojana (MMSBY) are being enclosed herewith for perusal and information of all concerned.

This is to mention here that a provision for card surrender under said schemes has been provided in the portal of "<https://sha.wbhealth.gov.in/> -> Citizen Services -> PMJAY/MMSBY/Swasthya Sathi Card Surrender".

Yours faithfully,

Encl: As stated above.

Sharad Kumar Dwivedi, IAS
Chief Executive Officer, State Health Agency
&
Secretary,
Health & Family Welfare Department,
Government of West Bengal

Memo No.: HF/O/ABPMJAY/SURRENDER/2026/467/604

Date: 29/10/2026

Copy forwarded for information and necessary action to:

1. Municipal Commissioner, Kolkata Municipal Corporation;
2. District Magistrate (all);
3. Sr. P.S to Principal Secretary, Health & Family Welfare Department, Government of West Bengal;
4. IT Cell of Health & Family Welfare Department, Government of West Bengal with a request to upload in the website of Health & Family Welfare Department.
5. Office copy.



Sharad Kumar Dwivedi, IAS
Chief Executive Officer, State Health Agency
&
Secretary,
Health & Family Welfare Department,
Government of West Bengal

Option to citizens in SHA portal for SS
URN/PM-JAY/MMSBY card

The beneficiary must open the West Bengal State Health Assurance (WB SHA) portal to access the card-surrender service.

WB SHA Portal: <https://sha.wbhealth.gov.in/>

Menu: Citizen Service → Surrender your PMJAY/MMSBY/Swasthya Sathi card

If PMJAY/MMBY option is selected, the workflow will be as shown below

Step 1— Enter the card number

The beneficiary enters the PM-JAY/MMSBY card number and click on search.

Step 2 — OTP and beneficiary validation

Once the search button is clicked, OTP will be triggered to the beneficiary mobile number, and last 4 digits of the mobile number will be shown. In case mobile number is not present for the beneficiary, message will be shown “Mobile number not found”. Beneficiary may visit SHA physically or via e-mail to update the mobile number.

Step 3 — Search and review

Once the OTP is validated, the system then displays the relevant information, including the beneficiary’s name and other relevant details for review.

Step 4 — Verify and Surrender

When the beneficiary clicks “Verify and Surrender”, system registers the surrender request. If validation fails, the request must not be submitted and an appropriate message should be displayed. E.g. If already request for surrender is in process, no further fresh request can be submitted.

Step 5 — Surrender Confirmation

After successful surrender request submission, the system displays a message “Request for surrender submitted”.

Step 6 — SHA dashboard for surrender case

The surrender requests will be displayed in SHA login where they can review the case, surrender the card in NHA portal and confirm that surrender of card has been done.

Step 7 — Confirmation to beneficiary

Once surrender confirmation is done by SHA, beneficiary receives a message in the registered mobile number “Your PMJAY/MMSBY card has been surrendered”.

If Swasthya Sathi option is selected, the workflow will be as shown below

Step 1— Enter the Swasthya Sathi Card number with some details

The beneficiary enters the Swasthya Sathi URN and click on search.

Step 2 — OTP and beneficiary validation

Once the search button is clicked, OTP will be triggered to the beneficiary mobile number, and last 4 digits of the mobile number will be shown. In case mobile number is not present for the beneficiary, message will be shown “Mobile number not found”. Beneficiary may visit SHA physically or via e-mail to update the mobile number.

Step 3 — Search and review

Once the OTP is validated, the system then displays the relevant information, including the family details included under the URN.

Step 4 — Member/Entire URN block

Against each member option will be shown to block individual member with reason dropdown as per the current process provided to Districts and SNA

Below Surrender URN button will be there and flow will remain same as per the current process provided to Districts and SNA.

Step 5 — Member Block/ URN Surrender Confirmation

If required file must be uploaded along with remarks for confirmation of successful block/ URN surrender. No PIN is required for surrendering card from citizen portal.

Step 6 — URN Surrender/Member Block Unblock Report

The current report in SSAI portal will show all the cases.