

## FAQs

### Enrollment Process

#### **1. What is the process for enrolment?**

Eligible BPL families list is made available under the online BPL search page on [www.magujarat.com](http://www.magujarat.com) website. The same list is used by the vendor engaged for enrollment under “MA” Yojana. For “MA Vatsalya” Yojana there is no pre-defined list of families. However, based on their income certificate (annual income of Rs.1.50 lakh or below) the data of “MA Vatsalya” is generated and stored at the “MA” server.

For the enrollment of “MA” and “MA Vatsalya” beneficiaries, kiosks at each Taluka and Civic Center has been established under the scheme. These kiosks are equipped with all hardware required for the collection of biometric information (fingerprints), photographs of family members, a printer to print MA/MAV card etc. The MA/MAV card along with an information pamphlet mentioning scheme benefits and list of empaneled hospitals is provided on the spot to the beneficiary family. Before the enrollment of a family each and every document of their eligibility is been checked by a designated Government Officer (Taluka Verifying Authority) and after his/her approval the card is been issued. The entire enrollment process takes maximum ten minutes. The card in a plastic cover along with the book let is given free of cost to the beneficiary at these enrollment stations. In order to mobilize maximum number of left out beneficiaries for enrollment State Government has also deployed Mobile kiosks at every district for village to village enrollments.

#### **2. What is the purpose of “MA”/ “MA Vatsalya” Card?**

MA card is used for identification of the beneficiary through the captured photograph and fingerprints during the enrollments. It enables cashless transactions at scheme empaneled hospitals across the state without any manual approval from any govt. authority.

#### **3. When the “MA”/ “MA Vatsalya” Card is given to the beneficiary after the enrolment?**

The authenticated “MA” card is handed over to the beneficiary at the Kiosk itself. However, in the case of enrolment through mobile kiosk the beneficiary has to either go to their respective taluka kiosk or has to wait till another mobile enrollment kiosk is organized in the same village for getting the card.

**4. Why is there a photograph on “MA”/ “MA Vatsalya” Card?**

The card consists the photograph of the head of the family which not only helps in head of the family’s identification (in case biometric information fails) but also gives an identity to the whole family.

**5. Why is the photograph of all family members are taken when already photograph of head of the family is there on the card?**

Although on the card the head of the family photograph is printed, the photograph of all family members is stored in the central database server so that in case of need it can be used for verification.

**6. How does government ensures that correct beneficiary is getting the “MA” / “MA Vatsalya” Card?**

Each Kiosk as well as the Mobile Kiosk enrolment teams is accompanied by a Verifying Authority (VA) from the Government of Gujarat who identifies the beneficiaries at the time of enrollment. The detail of each family which is authenticated by the VA also gets copied in the Central Database Server this ensures the genuineness of the beneficiary.

**7. Can enrolment be done if Verifying Authorities’ are not present at the enrolment station?**

No. “MA” Yojana mandates the presence of VAs at the enrollment station. However, in the absence of VAs, enrolment process cannot be completed. MA card is issued only after the authentication of the Verifying Authority.

**8. Does government charge any fees for issuance of MA Card?**

No. it is issued free of cost.

**9. How many persons can be enrolled in one family?**

In a family maximum up to five members of a family can be enrolled i.e. the head of the family, spouse and three dependents.

**10. What is meant by dependents?**

Dependents can be children, parents or any other family member who is in the BPL list for “MA” and as per Ration card for “MA Vatsalya” Yojana.

**11. In case of children, from what age they can be covered?**

There is no age limit for the children to be covered.

**12. Is there any age limit in “MA” / “MA Vatsalya” Yojana?**

There is no age limit for the beneficiaries under “MA” / “MA Vatsalya” scheme.

**13. Can five dependents be enrolled without enrolling head of the family or spouse??**

No. the head of the family or spouse need to be enrolled and then only dependents can be added.

**14. What happens if there are complaints regarding the BPL list?**

Manpower Provisioning Agency or the Health Department doesn't have power to add/delete or modify the BPL list and the beneficiary will have to approach the respective authority who is maintaining the BPL list for the same.

**15. What happens if the head of the family is travelling to a different district? Who will keep the card?**

If one person from the household is travelling to another district, the beneficiary can get an Add-On card from the taluka kiosk, for use at different places. The family can retain one card and the other one can be carried by the member who is travelling. However, the amount will be divided among the two cards within the total limit of Rs.2 lakh.

**16. How many Add-On cards can be issued to one BPL beneficiary?**

A beneficiary can get only one Add-On card.

**17. Who will issue the Add-On Card and is there any charge for that?**

Add-On Card will be issued by authorized person at the taluka kiosk. The additional cost for the Add-On card would be as decided by the state government and will have to be borne by the beneficiary.

**18. What happens if the beneficiary loses the “MA” / “MA Vatsalya” Card or it gets damaged?**

In case of both lost card and damaged card, beneficiary can go to the taluka kiosk and get a new card issued.

**19. Will the beneficiary have to pay for the Re-Issuance of lost or damaged card in case they lose the first one?**

If a new second MA card is issued in case of lost, beneficiary will have to pay a fee as fixed by the State Government to get the second card.

**20. Can the members who are enrolled be changed midway during the year?**

In case of death of an existing member on the card, another member provided his/her name is there in the data base can be enrolled in his/her place.

**21. In the absence of the head of the family on account of death and there are more than five members deemed to have been in the family, who will decide about those to be enrolled?**

Whoever the second senior most person will be considered as head of family and his/her decision will be the final.

**22. If all family members are not present at the time of enrollment, will the enrollment occur?**

No. without the presence of head of the family or spouse enrollment cannot happen.