

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

A list of eligible BPL families is available on online BPL search page on website [www.magujarat.com](http://www.magujarat.com) or shall be provided to the manpower provisioning agency. For “MA Vatsalya” benefits Families are having an annual income of Rs.1.20 lakh or below Rs.1.20 lakh.

Taluka kiosks are set up at local centers (e.g., Block Health Centers) at each Talukas. These kiosks are equipped by the manpower provisioning agency with the hardware required to collect biometric information (fingerprints) and photographs of the members of the household covered. A printer to print MA cards with a photo is located at each taluka kiosk. The MA card, along with an information pamphlet, describing the scheme and the list of hospitals, will be provided on the spot at each taluka kiosk once the concerned Government Officer has authenticated the BPL beneficiary details. The enrollment process normally takes less than ten minutes at taluka kiosk. The cards shall be handed over in a plastic cover. **Mobile kiosks are also provided at every district for growingly enrollment.**

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

MA card is used for activities like identification of the beneficiary through photograph and fingerprints. The most important function of the MA card is that it enables cashless transactions at the empanelled hospital and portability of benefits across the state.

### **3. When will the MA/ MA Vatsalya Card be given to the beneficiary after the enrolment?**

The authenticated MA card shall be handed over to the beneficiary at the Taluka Kiosk itself if the enrollment happened at Taluka Kiosk. However, in the case of enrolment at mobile kiosk either the beneficiary has to come to respective taluka kiosk of that particular taluka or will have to wait till another mobile enrollment kiosk is organized in the same village from where he/she can collect the MA Card.

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

The photograph of the head of the family on the MA card can be used for identification purpose in case biometric information fails.

### **5. Why is the photograph of all family members taken when there is photograph of only head of the family 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 the government ensure that the correct beneficiary is getting the MA / MA Vatsalya Card?**

Each Taluka Kiosk enrollment teams in the talukas as well as Mobile Kiosk enrolment teams in the villages is accompanied by a Verifying Authority (VA) of Government of Gujarat who identifies the beneficiaries at the time of enrollment. VA’s job is to identify the beneficiary and authenticate their MA card by his finger print. Without VA’s authentication MA card process will not be completed. The detail of each family which is authenticated by the VA also gets copied in the Central Database Server.

### **7. Who are these Verifying Authorities’?**

Verifying Authorities are representative of the Government of Gujarat. They can be different entities in different talukas. For example Block Health Officers, etc. have been given the role of VA by Government of Gujarat.

**8. 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 can be completed at any enrollment stations but MA card will be issued only after authentication by Verifying Authority.

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

No. Beneficiary need not have to pay any amount for the issuance of MA Card.

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

Up to maximum of five members of a family can be enrolled. Husband, spouse and three dependents can be enrolled.

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

Dependents can be children, parents or any other family member who is in the BPL list.

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

Any child who is listed as dependent in the list can be enrolled.

**13. Is there any age limit in MA Yojana?**

There is no age limit in "MA" & "MA Vatsalya" Yojana.

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

The head of the family or spouse need to be enrolled and then only dependents can be added.

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

The enrollment team will take the complaint regarding the BPL list in a prescribed format provided by Government of Gujarat and submit to the concerned authorities at the district level. However, Manpower Provisioning Agency cannot change the BPL list at the time of enrollment.

**16. 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.

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

A beneficiary can get only one Add-On card.

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

Add-On Card will be issued by authorized person at taluka kiosk. The additional cost for the Add-On card would be decided by the Government of Gujarat and has to be borne by the beneficiary.

**19. What happens if the beneficiary loses the MA 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 MA card issued.

**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?**

In the beneficiary list whoever is the second person will be considered the head of family and his decision will be final.

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

In the presence of Head of the Family or spouse, enrollment process can be completed for those members who are present at the time of enrollment and the “MA” & “MA Vatsalya” card will be issued. However, only those dependents that are enrolled can avail the benefits of the “MA” & “MA Vatsalya” Yojana. In the absence of Head of Family or spouse even if the family members are present no enrollment will take place.