Jagananna Ammavodi -2022 - FAQs

S.n	Question	Answer
1	What to do if eligible beneficiary's name is not listed in BOP app	If beneficiary is not available in both eligible and reverifications list, check in BOP with child ID. If the name is available enter both Child and Mother Aadhaar and proceed for eKYC. If the Name is not available in BOP check in NBM if the child is eligible raise grievance against "Child is eligible but details not found in both lists"
2	What to do if **beneficiary is eligible** according to all six-step parameters **but still not showing in BOP app**?	If beneficiary is not available in both eligible and reverifications list, check in BOP with child, ID if the name is available enter both Child and Mother Aadhaar and proceed for E KYC. if the Name is not available in BOP check in NBM if the child is eligible raise grievance against "Child is eligible but details not found in both lists"
3	SOP for Amma Vodi Beneficiary Outreach Program (BOP)	https://drive.google.com/file/d/1A7Qwbgjfm9f12lVF4BGvtViDV2bEbiEz/view?usp=sharing
4	BOP App Version 4.7 Download Link	https://drive.google.com/file/d/1Zh2Yt_eb0pMhhlCFpOMMFPvM4lYugNyB/view?usp=sharing
5	Can Volunteer also access BOP app?	Yes. Volunteer is also given access to BOP App.
6	Is WEA / volunteer authentication required for every beneficiary?	WEA / volunteer authentication is required for only Death of Mother.
7	When is WEA Authentication required?	WEA authentication is only required in "Death" cases.
8	Link to Jagananna Ammavodi Dashboard?	http://3.108.10.238/DistwiseAV.aspx
9	What to do when **Mother's name is incorrect/empty** in the App but **Aadhaar number is correct**?	If Aadhaar number is correct proceed for eKYC.
10	What to do if **volunteer cluster is missing** in BOP App	Check whether the cluster is mapped with volunteer in APGV site or search by Mother / Child Aadhaar and complete eKYC
11	What to do if **ineligible persons also come in BOP app**?	In new NBM Portal, Hold option has been provided, WEA/WWDS can hold all such cases with proper reason
12	Mother and student **Aadhaar number is same**. What to do?	Take the EKYC of the Mother and raise a grievance in the new NBM Portal and feed correct Aadhaar number
13	Parent and Student have **different rice card**. Is student still eligible?	Yes. They are eligible. Six Step validation is done on mother rice card in this case.
14	**Are Anganwadi workers, Asha workers & sanitation workers** eligible for Ammavodi scheme?	Yes, Anganwadi, Asha worker & sanitation workers are all eligible for scheme. No matter what their salary is
15	What to do when fields of **Mother Aadhaar number is empty**?	enter Mother's Aadhaar number in BOP app and proceed for EKYC
16	Can I change to **Father/Guardian details** in case of Mother's death	No. There is no option for adding Father/Guardian details in BOP. In case of mother's death mark as death in BOP and raise grievance in NBM
17	**Unable to do Aadhaar authentication** with Iris or Biometric for mother. What to do?	Raise grievance in NBM. Decision will be taken later
18	**Mother of student is unavailable to** do eKYC (working abroad, other states or cities). What to do in this case?	Raise grievance in NBM. Decision will be taken later
19	Two students with same Rice card and same Household listed in eligible beneficiary list? Should we do eKYC?	Only one benefit will be given per each rice card, if such cases found in field level use hold option in new NBM and reject one benefit
20	Two students with different Rice card and same Household listed in beneficiary list? Should we do eKYC?	Yes. Eligible, procced for E KYC.
21	Any option for declaring **death of student**?	Use hold option in New NBM and reject the application
22	In case of death of Mother, is there an option to provide Father/Guardian details?	Raise the grievance in NBM
23	The eligibility list contains list of students who have completed their intermediate education as well. Should eKYC be done in such cases?	Students who have completed intermediate during year 2021-22 are eligible. For other cases use hold option and reject the beneficiary
24	Are intermediate students doing vocational courses eligible for Ammavodi	Students who have completed intermediate during year 2021-22 are eligible. For other cases use hold option and reject the beneficiary
25	Is there an option to revert eKYC in cases where beneficiary is declared dead by mistake.	Search by Mother Aadhaar and select "live" and complete E KYC
26	If student and mother are not in same Rice card then are they eligible for Amma Vodi	Yes eligible, but verify the genuineness
27	If student and mother are not in same HH mapping then are they eligible for Amma Vodi	If both are present in same in Rice card, eligible.
28	What to do if beneficiary has no bank account linked to their Aadhaar number	Beneficiary has to visit the Bank and has to link Aadhaar with Bank account
29	Are students from other states (Mother Aadhaar address from other state) eligible for Ammavodi scheme?	Students studying in AP and having rice cards in AP are eligible, other cases may be rejected using hold option.
30	Timeline for Amma Vodi scheme	Will provide soon
31	Student is shown as ineligible due to incorrect gender. What to do?	No such cases, if any such case, raise it to the state team through MoTs
32	Beneficiary shown as ineligible due to incorrect urban property linkage. What to do?	Check the urban property details in NBM, raise the grievance in NBM and visit the Ward Admin secretary / Municipal commissioner and get it rectified in ERP portal of MAUD department.
33	Beneficiary shown as ineligible due to incorrect land property linkage. What to do?	Raise a grievance in NBM Grievance Module to delink/deseed wrong land property from Aadhaar. Refer to section to 4.3.3 in the User Manual of Amma Vodi scheme
34	Beneficiary shown as ineligible due to wrong electricity meter linkage. What to do?	Raise a grievance in NBM Grievance Module to delink/deseed wrong electricity meter from Aadhaar. Refer to section to 4.3.3 in the User Manual of Amma Vodi scheme

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35	In NBM, it shows beneficiary is ineligible because they own 4 wheeler. But beneficiary does not own 4 wheeler. What to do?	Raise a grievance in NBM Grievance Module to delink/deseed wrongly seeded 4 - wheeler from Aadhaar. Refer to section to 4.3.3 in the User Manual of Amma Vodi scheme
36	Is there age limit for AmmaVodi scheme?	There's no age limit for AmmaVodi scheme
37	In BOP app, beneficiaries from different secretariats also listed in our volunteer login. How to do eKYC in these cases?	Proceed with beneficiaries listed in your jurisdiction
38	Two students with different Rice card but same household listed in beneficiary list. Are both students eligible? Is it possible to make one of them ineligible?	One benefit for each rice card, if both mothers are different and present in same HH they are eligible
39	One of household member of a student is a Central government employee? Is the student still eligible?	If salary is more than 12000 use Hold option in new NBM
40	What to do if a beneficiary is rejected due to insufficient attendance or incorrectly calculated attendance?	In NBM Portal, raise a grievance related to Amma Vodi. Refer to the section 4.3.3.6 in the User Manual for Amma Vodi
41	What to do if student details are not found in BOP App	If beneficiary is not available in both eligible and reverifications list, check in BOP with child, ID if the name is available enter both Child and Mother Aadhaar and proceed for E KYC. if the Name is not available in BOP check in NBM if the child is eligible raise grievance against "Child is eligible but details not found in both lists"
42	What to do if a student is already benefitted from JVD?	Use hold option in New NBM and reject the application
43	what to do in case of Ineligible due to No rice card	Enter the rice card in NBM grievance portal
44	Out of 2 children, 1 child is eligible but died recently. In BOP app eKYC is requested for the dead child. Is it possible to replace the dead child's name with alive child to get Amma Vodi scheme benefit?	Benefit is given based on Mother Aadhaar, proceed for EKYC
45	What to do if Name/Mobile number is wrong in the BOP application?	Login to old DA/PS login and update the appropriate details in old portal.