

## **FAQ'S:**

### **1. What is DBT (Direct Benefit Transfer)?**

DBT is a system where the government transfers benefits, subsidies, or scholarships directly into the beneficiary's Aadhaar-linked bank account.

### **2. Why is DBT important for students?**

Because almost all major scholarships (Post-Matric, National, State, PMS-SC, OBC, EWS, Minority, etc.) are now credited through DBT.

### **3. Who can use this portal?**

Students, educational institutions/colleges, Panchayat officers, and administrators responsible for scholarship awareness and DBT verification.

### **4. Is Aadhaar compulsory for DBT?**

Yes, Aadhaar is mandatory for DBT benefits under most national and state scholarship schemes.

### **5. What is Aadhaar seeding?**

Aadhaar seeding means linking your Aadhaar number with your bank account so DBT can be credited successfully.

### **6. Where can I check if my bank account is Aadhaar-seeded?**

You can check through your bank branch, SMS service (for some banks), or the DBT status section of this portal.

### **7. What is NPCI mapping?**

NPCI mapping links your Aadhaar number to one active bank account for DBT transfers.

### **8. Why is NPCI mapping required?**

Without mapping, DBT payments cannot be routed to your account, even if your Aadhaar is linked to the bank.

### **9. Can one Aadhaar be linked to multiple bank accounts?**

Yes, but **NPCI mapping** works only with **one primary account** chosen for DBT.

### **10. How do I know which bank account is NPCI-mapped?**

Check with your bank branch or DBT portal's status checker.

### **11. What happens if my Aadhaar is not linked to my bank account?**

Your scholarship/DBT payment will fail and return to the government.

### **12. How long does Aadhaar seeding take?**

Usually 24–72 hours after submitting the request at the bank.

### **13. What documents do I need for Aadhaar seeding?**

Aadhaar card, bank passbook, and mobile number linked to Aadhaar.

**14. Why did my DBT payment fail?**

Reasons include: Aadhaar not mapped, inactive bank account, KYC not updated, mismatch in name, or wrong account details.

**15. How can I update my KYC?**

Visit your bank with Aadhaar + PAN + passbook.

**16. Why does my DBT status show “Payment Initiated” but not received?**

It means PFMS sent the payment, but your bank has not credited it yet (takes 1–3 days).

**17. What is PFMS?**

Public Financial Management System — the national DBT payment processing portal.

**18. How can I track my scholarship payment?**

Use PFMS “Know Your Payments” or this website’s DBT status module.

**19. What if my payment is stuck at PFMS?**

It will auto-retry; if not credited after 10 days, raise a complaint with PFMS or bank.

**20. What is Post-Matric Scholarship?**

A DBT scholarship for students studying in Class 11 to Ph.D. level (SC/ST/OBC/EWS/minority).

**21. What are the eligibility criteria for Post-Matric scholarships?**

Income limit (1–2.5 lakh), caste certificate, studying in a recognized institution, promoted in previous exam.

**22. What documents do students need for scholarships?**

Aadhaar, bank passbook, caste certificate, income certificate, domicile certificate, educational certificates.

**23. Can I apply for more than one DBT scholarship?**

No, you cannot receive two similar scholarships at the same time (anti-duplication rule).

**24. Why is my scholarship application rejected?**

Incorrect documents, mismatch in details, unseeded Aadhaar, or cross-verification failure.

**25. Can I change my bank account after applying?**

Yes, but you must update details on the portal + remap Aadhaar with NPCI.

**26. What is Aadhaar authentication?**

It is the verification of your identity using Aadhaar OTP or biometric.

**27. Why is Aadhaar authentication required?**

To ensure the correct beneficiary receives the DBT amount.

**28. What is biometric Aadhaar authentication?**

Verification using fingerprint or iris scan, often done at banks or CSC centers.

**29. Why did my Aadhaar authentication fail?**

Wrong fingerprint, mismatched data, low internet, or inaccuracies in Aadhaar details.

**30. How can Panchayat officers use this portal?**

To check village-wise DBT readiness, track events, update camp information, and generate awareness reports.

**31. What is the benefit of Panchayat dashboards?**

They allow tracking of Aadhaar seeding %, DBT-enabled students, camp attendance, and awareness progress.

**32. Can Panchayat officers verify student information?**

Yes, using the portal's verification module.

**33. What is an awareness camp?**

A physical session conducted at a Panchayat or college to educate students about DBT, Aadhaar seeding, and scholarship eligibility.

**34. Can the portal schedule awareness events?**

Yes, Panchayat and Institution dashboards can create upcoming event schedules.

**35. Can students upload documents through this portal?**

Yes, for verification and awareness purposes depending on institutional requirements.

**36. What file formats are allowed for uploads?**

PDF or JPG within size limits (usually < 1 MB).

**37. Why should institutions join this portal?**

To manage student verification, DBT readiness reports, and conduct awareness activities.

**38. What is required for institutional onboarding?**

Institute code, principal details, email, phone, UDISE/AICTE number, and authorization letter.

**39. Can institutions verify student applications?**

Yes, via the institution dashboard.

**40. What if an institution enters wrong data?**

They must correct it before final approval; wrong entries may lead to suspension.

**41. What are common reasons for DBT failure?**

Unlinked Aadhaar, bank account issue, mismatch in name, expired KYC, incorrect IFSC.

**42. How do I fix name mismatch between bank and Aadhaar?**

Update name in Aadhaar or bank (must match exactly).

**43. What is a DBT-enabled bank account?**

A bank account that supports DBT transfers after Aadhaar seeding + NPCI mapping.

**44. Do all banks support DBT?**

Yes, all major public and private banks participate in DBT.

**45. What is the role of colleges in DBT?**

Verifying student documents, raising awareness, ensuring Aadhaar + bank readiness.

**46. Can I use someone else's bank account?**

No, DBT requires **your** bank account linked with **your** Aadhaar.

**47. What happens if my mobile number is not linked to Aadhaar?**

You cannot complete Aadhaar OTP authentication.

**48. How do I update mobile in Aadhaar?**

Visit any Aadhaar Seva Kendra for biometric update.

**49. How do I update address in Aadhaar?**

Via Aadhaar Update Portal or Seva Kendra.

**50. Why is my Aadhaar showing inactive?**

If not used for long; update it at Aadhaar Seva Kendra.

**51. Why did my bank account become dormant?**

No transactions for 12–24 months; visit bank to reactivate.

**52. Can minors receive DBT?**

Yes, through their Aadhaar and bank account (child or joint account).

**53. What is E-KYC?**

Electronic verification of your identity using Aadhaar.

**54. Why is e-KYC required?**

To ensure correct student identity.

**55. What happens if I upload fake documents?**

Your application will be rejected, and legal action may be taken.

**56. What if I forget my portal password?**

Use “Forgot Password” and verify via registered mobile/email.

**57. Can I change my mobile number in the portal?**

Yes, after OTP verification.

**58. Can I delete my account?**

Yes, by submitting a request to admin.

**59. Does the portal store Aadhaar numbers?**

No, the portal stores only masked, secure data.

**60. How does masking work?**

Only last 4 digits of Aadhaar/account number are stored or shown.

**61. Is my data safe on this portal?**

Yes, data is encrypted and follows government security guidelines.

**62. What languages does the portal support?**

English, Hindi, and regional languages depending on state.

**63. Can I print my DBT status?**

Yes, using the “Download Status” option.

**64. What is the processing time for scholarships?**

Usually 30–90 days depending on verification.

**65. What is beneficiary duplication check?**

System checks if the student is receiving duplicate benefits.

**66. Why is my application pending for long?**

College or district may not have verified it yet.

**67. What should I do if my college has not approved my application?**

Visit the institution and request faster verification.

**68. Can I apply again if rejected?**

Yes, after correcting mistakes.

**69. Can NRI students apply?**

No, DBT scholarships are for Indian residents only.

**70. Do I need caste verification again each year?**

No, only once unless updated.

**71. Do I need income certificate every year?**

Yes, usually issued yearly.

**72. What is the validity of income certificate?**

Typically 1 year from issue.

**73. What is the frequency of DBT transfer?**

Monthly, quarterly, or annual depending on the scholarship.

**74. What if I transfer to another college?**

You must update details on the portal and revalidate documents.

**75. What if my course duration changes?**

Update with institution approval.

**76. Can I see how many students in my village are DBT enabled?**

Yes, Panchayat dashboard shows this.

**77. Can panchayat add new students?**

Yes, with documents and local verification.

**78. What is Aadhaar Virtual ID?**

A temporary 16-digit number for authentication without sharing Aadhaar.

**79. Can I use Virtual ID for this portal?**

Yes, if supported by API.

**80. What if PFMS shows “Rejected by bank”?**

Go to the bank and correct name/KYC/Aadhaar mapping issues.

**81. What is IFSC?**

Indian Financial System Code of your bank branch.

**82. What if IFSC changes?**

Update it on the portal.

**83. Why does bank reject scholarship credit?**

Usually due to KYC issues, dormant account, or name mismatch.

**84. What is the grievance redressal mechanism?**

Students can contact PFMS, state nodal officers, or use our portal helpdesk.

**85. Can institutions see payment details?**

No, they can only see the application status.

**86. Can Panchayat officers update student documents?**

Yes, if they have authorization.

**87. What is the purpose of awareness content?**

To educate students about DBT, Aadhaar, banking, and scholarship eligibility.

**88. What do I do if I don't have a bank account?**

Open an account in any DBT-supported bank (zero balance accounts allowed).

**89. What is a zero-balance account?**

Basic Savings Bank Deposit Accounts (BSBDA) eligible for DBT.

**90. Can I change my Aadhaar number?**

No, Aadhaar number is permanent.

**91. What happens if I lose my Aadhaar?**

Download e-Aadhaar online or visit Seva Kendra.

**92. What if my caste certificate is not accepted?**

Get it reverified or reissued from the tehsil/district office.

**93. Can I use digital documents?**

Yes, DigiLocker documents are valid.

**94. What is the advantage of using this portal?**

Single platform for awareness, verification, tracking, and reporting.

**95. Do I need to visit the college after using this portal?**

Only if physical verification is required.

**96. Can I apply for scholarships after the deadline?**

No, late applications are not accepted.

**97. Why is my scholarship amount less than expected?**

Different states/schemes have different fee structures.

**98. What is Aadhaar mismatch error?**

Your Aadhaar demographic details don't match bank or portal details.

**99. Can I use my parent's mobile number?**

Yes, but Aadhaar OTP must be linked to the same number.

**100. What is biometric lock/unlock?**

Aadhaar security feature; keep it unlocked during authentication.

## **STUDENT FAQ's:**

### **STUDENT FAQ (All Possible Questions)**

**1. What is DBT (Direct Benefit Transfer)?**

DBT is a system where government benefits, scholarships, and financial assistance are sent **directly to your bank account**, reducing delays and errors.

**2. Why do students need DBT?**

Because scholarships, stipends, and academic financial assistance are all released **only through DBT-enabled bank accounts**.

### **3. What is Aadhaar seeding or Aadhaar linking?**

Aadhaar seeding means **your Aadhaar number is linked with your bank account** and verified through NPCI.

### **4. How can I check if my bank account is DBT-enabled?**

You can check via:

- Your bank branch
- The official NPCI Aadhaar Mapper check
- Our portal's verification module (simulation)

### **5. Why is my scholarship payment delayed?**

Common reasons:

- Aadhaar not seeded
- Bank account not NPCI-mapped
- Name mismatch between documents
- College not verified your application
- Incorrect income/caste certificate
- Scheme deadline passed

### **6. Can I receive DBT if my Aadhaar is not linked to my bank?**

**No.** Aadhaar linking is mandatory for DBT benefits.

### **7. How long does Aadhaar-bank linking take?**

Typically **24–72 hours** after you submit the request to your bank.

### **8. Can I have two bank accounts linked with Aadhaar for DBT?**

Only **one account is active** at a time in NPCI for receiving DBT.

### **9. What documents are required for student DBT schemes?**

- Aadhaar card
- Bank passbook
- Caste certificate (if applicable)
- Income certificate
- Bonafide certificate
- Previous year mark sheet
- Admission receipt

- Domicile certificate
- Photograph

**10. My Aadhaar card has an old mobile number. Can I still apply?**

No. You need to update your mobile number to receive OTP for authentication.

**11. What is NPCI mapping?**

It is the process in which the bank updates your Aadhaar number in the **NPCI database** for DBT transfer.

**12. How do I know if NPCI mapping is successful?**

Your bank confirms it via SMS, or you can check on our portal.

**13. My name differs on Aadhaar and bank account. Will DBT work?**

**No.** Name and date of birth must match exactly.

**14. Do I need to pay any fee to link Aadhaar with my bank?**

No. Aadhaar seeding is **free**.

**15. What happens if my bank account becomes dormant?**

You will **not receive** DBT payments. Reactivate it by visiting your bank.

**16. What is Post-Matric Scholarship?**

A government scheme providing financial support to students studying **Class 11 to PhD** based on caste/income eligibility.

**17. Who is eligible for Post-Matric Scholarship?**

- SC/ST/OBC/EWS categories
- Family income between ₹1 lakh to ₹2.5 lakh (depending on category)
- Studying in recognized institution
- Should have passed previous exam

**18. Can general-category students apply?**

Yes. Many states offer **EWS scholarships** under DBT.

**19. Can I apply for more than one scholarship?**

No. You cannot receive **duplicate benefits** from two similar schemes.

**20. What is NSP (National Scholarship Portal)?**

A centralized portal to apply for national-level scholarships.

**21. What is state scholarship portal?**

Each state has its own scholarship portal for local schemes.

**22. Can I edit my scholarship application after submission?**

Most portals allow editing **only before the institution verification**.

**23. My application shows “Rejected by Institute.” What should I do?**

Contact your college Nodal Officer to understand the reason and re-apply if allowed.

**24. My DBT payment says 'FAILED'. Why?**

Possible reasons:

- Incorrect account number
- Dormant account
- NPCI mapping issue
- Bank server downtime

**25. How do I fix a DBT failure?**

Update bank details → Re-seed Aadhaar → Contact bank for NPCI mapping.

**26. What if I change my bank account?**

You must **seed the new account with Aadhaar** before DBT can come.

**27. Can I change Aadhaar number?**

No. Aadhaar number is permanent.

**28. Do I need biometrics for DBT verification?**

Sometimes yes, during Aadhaar authentication at CSC or bank.

**29. Why do I need income certificate every year?**

Because scholarship eligibility depends on annual income.

**30. Can students outside India apply?**

No. DBT requires an Indian bank account and Aadhaar.

**31. How do I register on this website?**

You need:

- Name
- Aadhaar-linked mobile number
- Active DBT-enabled bank account
- College roll number
- State and district
- Proof documents (as required)

**32. Can I track multiple scholarships from this portal?**

Yes, if your state/college integrates with our tracking module.

**33. Will the government contact me personally for DBT verification?**

No. Beware of fraud calls. Only bank or official portals send notifications.

**34. Is it safe to upload my documents here?**

Yes. Only masked data is used in demo mode; no Aadhaar number is stored.

**35. What should I do if my Aadhaar shows “Biometric Lock”?**

Unlock it temporarily via UIDAI website to complete verification.

**36. Can minor students apply for DBT?**

Yes. Scholarships for classes 1–10 also use DBT.

**37. Will I get notification when payment comes?**

Yes, through SMS from your bank or PFMS.

**38. How long does scholarship disbursement take?**

Usually 30–90 days after **institution and district verification**.

**39. What if my portal shows 'Your Aadhaar is inactive'?**

You must visit Aadhaar center to update biometrics or details.

**40. Do I need the same bank account every year?**

Preferably yes, but you may update it if needed, after re-seeding.

**41. What is PFMS?**

Public Financial Management System — the platform used for DBT payments.

**42. What happens if my admission gets cancelled?**

Your scholarship may be rejected or recovered.

**43. Can I apply without Aadhaar?**

No. Aadhaar is mandatory for DBT schemes across India.

**44. How do I know which schemes I am eligible for?**

Use the **Scheme Finder Tool** on the website to check eligibility by entering category + income + course.

**45. Is domicile certificate required?**

Yes, for most **state-level** scholarships.

**INSTITUTION FAQ's:**

**1. What is the purpose of the Institution Dashboard on the DBT Awareness & Verification Portal?**

The Institution Dashboard allows colleges to monitor student DBT-readiness, conduct awareness activities, upload verified data, and ensure that all students have DBT-enabled bank accounts for scholarship disbursement.

2. Who can register under the Institution category?

Any government or private institution recognized by:

- UGC
- AICTE
- State Higher Education Department
- School Education Department
- Technical Education Board
- Any authorized government-approved body

3. What documents are required for institution onboarding?

- Institution Registration Certificate
- DISE/UDISE/College Code
- Principal/Registrar ID Proof
- Official email ID
- Letter of Authorization (LOA)
- Bank details for communication (not for DBT transfer)

4. How does an institution create an account?

1. Go to Institution Registration
2. Enter basic details
3. Upload required documents
4. Verify mobile/email via OTP
5. Wait for admin approval
6. Login using approved credentials

5. How long does approval take?

Normally 24–48 hours after document verification.

6. Can multiple users (staff) access the same institution dashboard?

Yes. The Principal/Registrar can add:

- Nodal Officer
- IT Officer
- Scholarship Coordinator

- Clerical staff

Each can have role-based permissions.

#### 7. What are the main features available for institutions?

- View all registered students
- Track DBT-enabled status
- Upload student data (CSV/Excel)
- Download awareness materials
- Schedule DBT camps
- Generate reports
- Communicate with Panchayat/Local administration
- Receive automated alerts

#### 8. What is the Student Verification Module?

It allows institutions to:

- Verify student bank details
- Confirm Aadhaar seeding status (submitted by student)
- Approve/Reject student entries
- Report students lacking DBT activation

#### 9. What details must institutions verify for each student?

- Aadhaar-linked bank account
- Correct spelling of name
- Category (SC/ST/OBC/EWS/General)
- Age/ID proof
- Course + Year
- Income certificate where required
- Caste certificate if applicable

#### 10. Can institutions upload bulk student data?

Yes. Through the CSV Upload Tool in the dashboard.

#### 11. What happens if any errors occur during bulk upload?

The system generates an Error Log with:

- Invalid formats
- Missing fields

- Incorrect bank details
- Duplicates

Institutions must correct the file and re-upload.

#### 12. Is Aadhaar mandatory for students?

Yes. For all DBT-enabled scholarships, Aadhaar must be:

- Authenticated
- Linked to the bank account
- Updated in government records

#### 13. What is NPCI mapping and why must institutions check it?

NPCI mapping ensures the student's Aadhaar is linked to the correct bank for DBT credit. Institutions must ensure students complete this step at their bank.

#### 14. What should institutions do if a student's DBT payment fails?

They must guide the student to:

- Re-seed Aadhaar at the bank
- Update mobile number
- Correct bank account details
- Ensure account is active/KYC-updated

Institutions can mark these students for follow-up.

#### 15. What reports can institutions generate?

- DBT Readiness Report
- Student Verification Summary
- Awareness Activities Report
- Camp Attendance List
- Bank-wise Issue Report
- Category-wise Student Eligibility Report

#### 16. What is an Awareness Session and how should institutions conduct it?

It is an orientation session for students covering:

- What is DBT
- How Aadhaar seeding works
- How scholarships are processed
- Why payments fail

- Required documents

They may use material from your website.

#### 17. Can institutions schedule DBT camps?

Yes, the dashboard includes:

- Request Panchayat/Administration for joint camp
- Schedule event date
- Download attendance sheets
- Upload photos/reports

#### 18. Do institutions have to verify every document manually?

Yes, to ensure authenticity.

The portal assists by highlighting missing or mismatched data.

#### 19. What if a student belongs to another state?

Institutions must:

- Verify the student's home-state eligibility
- Guide them to apply via their state-specific portal
- Ensure DBT-enabled bank account is active

#### 20. Are institutions responsible for scholarship approval?

No.

Institutions only verify & forward.

Approval happens at the District/State Scholarship Portal.

#### 21. What if institution info changes after registration?

They can request an update by:

- Submitting revised documents
- Providing justification
- Awaiting admin verification

#### 22. What if institution login credentials are lost?

Use the Forgot Password feature or contact admin helpdesk.

#### 23. Can institutions see student DBT status in real time?

Yes, using student-submitted data + verification logs.

Actual bank/APIs will be integrated in production.

#### 24. How does the portal ensure data security?

- Encrypted storage

- Role-based access
- Audit logs
- Masked Aadhaar/account numbers
- No real Aadhaar API used in demo mode

25. What responsibilities do institutions have?

- Ensure accurate verification
- Conduct awareness activities
- Support DBT-related queries
- Submit reports on time
- Maintain confidentiality of student data

26. Can institutions delete a student's record?

They can deactivate, but not permanently delete, to maintain audit compliance.

27. Are private institutions eligible?

Yes, if recognized by state/central authorities.

28. Is there any cost to use the institution dashboard?

No. The portal is free for awareness and verification purposes.

29. Who can institutions contact for support?

- Portal Admin Helpline
- District Education Officer
- State DBT Cell
- PFMS Helpdesk (for payment status)

30. What happens if an institution does not comply with guidelines?

They may face:

- Temporary suspension
- Data review
- Reporting to district administration
- Escalation to education authorities

## **GRAM PANCHAYAT FAQ's:**

### **1. What is the role of a Gram Panchayat Officer in the DBT Awareness & Verification Portal?**

A Gram Panchayat Officer is responsible for:

- Creating awareness about DBT & Aadhaar seeding in their village.
- Verifying student information during awareness camps.
- Updating attendance and verification data on the portal.
- Coordinating with banks, schools, and colleges for DBT activation.
- Generating reports of verified and non-verified students.
- Educating families about why DBT fails and how to fix it.

## **2. Why does a Gram Panchayat need to participate in DBT Implementation?**

Because:

- DBT schemes reach rural students only when Panchayats support awareness.
- Many DBT failures happen due to lack of information in villages.
- Panchayats are the last-mile link between government and beneficiaries.
- State and district administrations rely on Panchayat records for monitoring.

## **3. How can a Gram Panchayat register on the portal?**

To register:

1. Visit the Gram Panchayat login page.
2. Enter Panchayat code / GPIN.
3. Enter officer mobile number verified through OTP.
4. Upload ID proof (GP officer letter, official ID).
5. Create username & password.
6. Get approval from Block Office.

## **4. What documents are needed for Panchayat registration?**

- Panchayat Registration Code / PRI Code
- Panchayat Officer ID
- Official letter or authorization certificate
- Mobile number linked with Aadhaar
- Recent passport-size photo
- Email ID (optional but recommended)

## **5. How does a Panchayat Officer add or view students of their village?**

Once logged in:

- Go to “Village Student List”
- View pre-filled records from district database

- Add missing students manually (with school/college details)
- Upload CSV if bulk update is needed
- Check DBT/Aadhaar status for each student

## **6. Can Panchayat officers update or correct student information?**

Yes. Officers can update:

- Mobile number
- Aadhaar-seeding status
- Bank details (masked)
- Name spelling issues
- Address or village mapping

Changes requiring supporting documents (like Aadhaar/linking proof) must be uploaded.

## **7. What is the process to organize a DBT Awareness Camp in the village?**

Steps:

1. Schedule the camp date on the portal.
2. Download posters & announcements.
3. Inform the ward members & school teachers.
4. Arrange seating, electricity & verification desks.
5. During camp, verify Aadhaar & bank seeding status.
6. Mark attendance on the portal.
7. Upload photos of the event.
8. Generate village-wise verification report.

## **8. What facilities are required for conducting a camp?**

- Smartphone/laptop
- Internet connection
- Aadhaar enrolment/verification facility (if needed)
- Bank Mitra/CSC support
- Basic seating arrangement
- Portable speaker/announcements

## **9. What if a student's Aadhaar is not linked to the bank account?**

Panchayat officer must instruct them to:

- Visit the nearest bank branch or CSP

- Carry Aadhaar card + bank passbook
- Fill Aadhaar seeding form
- Ask the bank to update NPCI Mapper
- Return for verification after update

## **10. What if DBT payment is failing for students?**

Common reasons:

- Aadhaar not seeded
- Account inactive or closed
- Name mismatch in bank / Aadhaar
- Joint account not DBT-enabled
- NPCI mapper inactive
- Bank migration/merger issues

Panchayat should guide students to fix these at their bank.

## **11. How to check if a student's account is DBT-enabled?**

Through the portal:

- Search student → check DBT status
- Upload seeding proof (optional)
- View auto-updated NPCI Mapper response (demo data)

## **12. Can Panchayat officers upload bulk verification data?**

Yes. Supported via:

- CSV upload
- Excel template downloaded from portal

This makes verification for large villages faster.

## **13. What type of reports can Panchayats generate?**

- List of DBT-enabled students
- List of non-enabled students
- Camp attendance sheet
- Verification summary
- Village awareness score
- Gap analysis (bank-wise issues)

## **14. How often should Panchayats conduct awareness drives?**

Recommended frequency:

- Once every 3 months
- Especially before scholarship season
- During Aadhaar updates for children

**15. What responsibilities does a Panchayat Officer have during verification?**

- Physically verify student identity
- Match Aadhaar details
- Check bank passbook/last 4 digits
- Ensure mobile number is working
- Mark verification on portal
- Avoid duplication or false data

**16. What should be done for students without Aadhaar?**

Guide them to:

- Visit Aadhaar Enrollment Centre
- Carry birth certificate / school ID
- Complete biometric & demographic registration
- Return after Aadhaar generation

**17. What if the Aadhaar details are incorrect?**

Panchayat officer should guide students to update:

- Name spelling
- Date of birth
- Address
- Mobile number

At an Aadhaar Seva Kendra.

**18. What if internet is not available in the village?**

The portal supports offline mode:

- Collect data on offline forms
- Upload later from Panchayat office or CSC
- Use mobile hotspot during camps

**19. Who approves Gram Panchayat updates?**

- Block Development Office (BDO)

- District Education Office (for scholarship data)
- District DBT Cell

## **20. Can the Panchayat monitor college-level data?**

Yes, Panchayat dashboard allows viewing:

- Students from the village enrolled in any college
- Their DBT status
- Missing information

## **21. Are Panchayat officials allowed to edit bank numbers?**

No. For safety, they can only enter:

- Bank name
- Last 4 digits
- Upload proof

Full account numbers are masked.

## **22. What are the key benefits of this portal for Panchayats?**

- Reduces DBT failure complaints
- Improves village-level education outcomes
- Helps Panchayat track government benefits
- Strengthens transparency in schemes
- Saves time by automating reports
- Increases digital governance

## **23. What happens if the officer enters wrong data?**

- System flags mismatch
- BDO is notified
- Edit request must be filed
- Re-verification required

## **24. Can multiple Panchayat-level users access the same account?**

Yes:

- Sarpanch
- Secretary
- Gram Rozgar Sahayak
- Data Entry Operator

All can have individual logins.

**25. What should Panchayat officers do if a student has multiple bank accounts?**

Guide them to select **only one DBT-enabled account**, preferably:

- Aadhaar-seeded
- Active
- Primary savings account

**26. What steps should Panchayats take after completing village verification?**

1. Generate completion report
2. Submit to Block Office
3. Share awareness summary
4. Plan next camp for remaining students
5. Update portal for pending cases.

**27. Can Panchayats track PFMS payment history of students?**

Yes. Through integrated tracking (demo mode), Panchayats can view:

- Payment date
- Payment status
- Failure reason (if any)

**28. What security measures does the Panchayat dashboard use?**

- OTP logins
- Masked sensitive data
- Role-based access
- Encrypted uploads

**29. What training will Panchayat officers receive?**

- Portal usage tutorial
- Aadhaar seeding awareness training
- DBT guidelines briefing
- Field verification procedure

**30. Who should Panchayat contact for technical support?**

- Portal helpdesk
- District IT officer
- Block-level DBT coordinator

- Helpline number provided in dashboard

## TECHNICAL FAQ'S:

### 1. What devices are supported by the portal?

Our portal works on **mobile phones, tablets, laptops, and desktops**.  
Supported browsers: **Chrome, Firefox, Edge, Safari (latest versions)**.

### 2. I am unable to open the website. What should I do?

Try the following steps:

- Check your internet connection.
- Clear browser cache and cookies.
- Try opening the portal in **Incognito Mode**.
- Disable VPN / Proxy if enabled.
- Ensure system date & time are correct.

If the issue persists, contact support with a screenshot.

### 3. Is Aadhaar number stored on the website?

No. We **never store Aadhaar numbers or biometrics**.

Only **masked identifiers** (XXXX1234) are stored for record purposes.

### 4. How does the DBT verification tool work?

The tool uses a **demo verification algorithm** that checks:

- Whether the bank is DBT-enabled
- Whether the account appears in mock NPCI mapper data
- Whether Aadhaar-seeding is shown as “active”
- Whether user-submitted documents match the record

No real Aadhaar database is accessed.

### 5. Why am I seeing “DBT Status Not Found”?

Possible reasons:

- Bank name mismatch
- Wrong last four digits of the account
- Aadhaar not linked to the bank
- File upload unclear
- Bank not part of NPCI mapper

## **6. What file formats are supported during upload?**

Supported formats:

- **PDF, JPG, JPEG, PNG**  
Maximum size: **2 MB per file.**

## **7. My document is not uploading. What should I check?**

- File size should be  $\leq$  2 MB
- File name must not include special characters
- Ensure stable internet
- Try converting HEIC images to JPG

## **8. I did not receive OTP. What should I do?**

- Check if your number is active
- Wait 60 seconds and request OTP again
- Avoid multiple attempts (system blocks after 5 tries)
- Make sure DND (Do Not Disturb) is disabled

## **9. I am seeing “Invalid OTP” error. Why?**

- OTP expired (valid for 3 minutes)
- Wrong OTP entered
- Multiple simultaneous login attempts
- Browser autofill entered old OTP

## **10. Why is my dashboard not loading?**

- Slow internet connection
- Too many open tabs
- Session expired (log in again)
- Browser blocking scripts

Try refreshing the page (Ctrl + Shift + R).

## **11. What should I do if the portal shows “Session Expired”?**

Security automatically logs out inactive users.

Log in again to resume.

## **12. How does the portal ensure data security?**

- AES-256 encryption
- HTTPS secure platform
- Masked identifiers

- Time-based OTP
- Automatic logout after inactivity
- Role-based access (Student / Institution / Panchayat)

### **13. How do I update incorrect profile details?**

Students can update:

- Mobile number
- Address
- Documents

Institutions/Panchayats must contact admin for correction of:

- Name
- Official code
- District mapping

### **14. What happens if I lose login access?**

Use **Forgot Password** → OTP reset  
or contact your **institution nodal officer**.

### **15. Why am I getting “User Already Exists”?**

Because your mobile number or email is already registered.  
Try logging in or use **Forgot Password**.

### **16. Why is the map or analytics dashboard showing “No Data”?**

Possible causes:

- Institution/Panchayat has not uploaded data
- Admin verification is pending
- Your district or ward is newly onboarded
- No student applications yet

### **17. How does the website generate DBT-awareness score?**

Based on:

- Quiz attempts
- Document verification
- Aadhaar seeding status
- Participation in awareness events
- Institution/Panchayat report uploads

### **18. Are the awareness videos downloadable?**

Yes. Videos, posters, and infographics can be downloaded in:

- MP4
- JPEG
- PDF formats

## **19. Can institutions bulk upload student data?**

Yes. Supported file: **CSV & Excel**

Template available in the dashboard.

## **20. Why is my CSV upload failing?**

Check:

- No merged cells
- Headers not modified
- Date formats correct
- Special characters removed
- File < 5 MB

## **21. Website shows “Something Went Wrong.” What do I do?**

- Refresh the page
- Log out and log in again
- Clear cache
- Use updated browser  
If repeated, report the error code shown on-screen.

## **22. Is real-time DBT tracking available?**

The platform does NOT access real PFMS data.

Only **student-submitted data + public DBT guidelines + demo verification logic** are used.

## **23. What happens to my uploaded documents?**

- Encrypted and stored
- Used only for demo verification
- Auto-deleted after 90 days (temporary demo rule)

## **24. Why does the website log me out automatically?**

For security.

Auto-logout after **15 minutes of inactivity**.

## **25. Does the portal use any external APIs?**

Yes, for:

- Map & location visualization
- Language translation
- SMS/OTP  
No Aadhaar or banking API is used.

## **26. Can I use the site in offline mode?**

No.

It requires internet for verification & dashboard sync.

## **27. My quiz isn't loading. What should I do?**

- Enable JavaScript
- Check pop-up permissions
- Use Chrome latest version

## **28. Why is the language not changing?**

- Browser caching old translation
- Refresh page
- Switch to a supported browser

## **29. My account got locked. How to unlock?**

After **5 failed attempts**, account locks for 30 minutes.

You can:

- Wait 30 minutes
- Or use “Forgot Password” to unlock instantly.

## **30. How will I receive notifications?**

Through:

- SMS
- Email
- In-portal notification center

## **31. Why am I getting “File Format Not Supported” even though my file is JPG?**

Because:

- The JPG file may actually be HEIC
- File name contains emojis or symbols
- File resolution too high (> 6000px)

Convert the file and try again.

## **32. Why is my Aadhaar-seeding screenshot rejected?**

Reasons:

- Low clarity
- Cropped image
- Edited/filtered screenshot
- Screenshot not showing last 4 digits of account

Upload a clear, original screenshot.

**33. Does the platform store my bank passbook images permanently?**

No.

They are stored temporarily for demo and auto-deleted after 90 days.

**34. Can institutions/panchayats access student data from other districts?**

No.

Access is **strictly role-based and district-locked**.

**35. Can I download my verification certificate?**

Yes.

After successful self-verification, a PDF certificate is generated.

**36. Does the system support dark mode?**

Yes.

Users can toggle light/dark mode anytime.

**37. My location showing wrong on map. Why?**

- GPS disabled
- Browser denied location permission
- Using VPN / Proxy
- Network-based location error

**38. How often is the dashboard updated?**

- Student actions → instant
- Institution uploads → 2–5 minutes
- Panchayat reports → 5–10 minutes

**39. Can Panchayats upload photos of awareness events?**

Yes.

Supported formats: **JPG, PNG (max 3 MB)**.

**40. Why are analytics not matching student count?**

Because:

- Pending verification

- Duplicate entries auto-removed
- Institution has not synced latest data
- Panchayat has not submitted ward-wise list