

Name of the Service	National Family Benefit Scheme(NFBS)	Department Name	Social Security & Empowerment of Persons with Disabilities
---------------------	--------------------------------------	-----------------	--

FAQ

Eligibility and Application Procedure

Q. Who may apply for Assistance under National Family Benefit Scheme (NFBS)?

A. Deceased of a BPL family (1997), who is the primary Bread Earner within age group of 18-59 Years.

Q. Whether the service is being provided through Common Service Centre.

A. No.

Q. To whom shall the application be addressed?

A. Block Development Officer of the concerned Block in rural areas and Executive Officer (Urban areas)

Forms and supporting Documents

Q. Does the applicant have to fill in a form? If yes, give the details

A. Yes - standardized form (Annexure-‘A’)

Q. Are there any supporting documents that have to be attached with the form?

A. The supporting documents that have to be attached are as follows:

1. Xerox copy of Death Certificate duly signed by the applicant. (if natural death)
2. Xerox copy of postmortem report in case of un-natural Death
3. Xerox copy of age proof - EPIC/ online voter list of both the deceased and claimant
4. Xerox copy of (1997) BPL card
5. Legal heir certificate in case of orphanage unmarried daughter or minor son
6. Enquiry report of Block in relevant form attached to the application (enquiry by Social Extension Officer of concerned block) (Annexure-‘B’)
7. Enquiry report of Grama Panchayat in relevant form attached to the application (Panchayat Extension Officer) (Annexure-‘C’)

Q. Is the application to be submitted online or in an office?

A. The application is to be submitted at the Office of the Designated Officer.

Fees and Acknowledgement Receipt

Q. Is there a fee?

A. No fee.

Q. Will I receive an acknowledgement receipt?

A. Online Acknowledgement generated from Central Monitoring System ([www. central.ortpsa.in](http://www.central.ortpsa.in)).

Application Status

Q. How to check the status of the application?

A. The citizen can get the information of the status of the application by giving his Service Request No. / Reference No. and Date of filing of the application in the office of the Designated Officer, which are mentioned in the acknowledgement.

Q. What is the maximum waiting period for the delivery of the service?

A. 30 days in both Rural Areas & Urban Area.

Appellate Authority and Procedure

Q. What should I do in case I do not receive the service in the stipulated time?

A. You may appeal to Sub-Collector (Rural areas & urban areas) within 30 days from the date of receipt of the order of rejection of application or expiry of the given time limit as the case may be.

Q. Does the applicant have to submit any fees for filing an appeal?

A. No, it is free of cost.

Q. What is the procedure for filing for an Appeal?

A. The applicant aggrieved by the order of the Designated Officer can file an appeal to the Appellate Authority along with the following information.

- Name and address of applicant or person asking for Appeals.
- To the extent possible, name and address of Designated Officer against whose decision the Appeal has been presented.
- Gist of the order against which the Appeal lies along with a self attested copy of the order against which the Appeal is being made.
- Date of application along with name and address of the Designated Officer if the appeal is made against non-receipt of acknowledgement of the applications.
- Basis for Appeal.
- Relief asked for.
- Any other related information that may be necessary for determining the Appeal.
- Copies of documents mentioned in the application for Appeal.

Q. How do I check the progress of an appeal?

A. You will be informed a week in advance about the date of hearing of appeal either through special messenger or by registered post with acknowledgement by the office of the Sub-Collector (Rural areas & Urban areas).

Q. Does the applicant have to appear in person before the Appellate Authority?

A. In all situations, the hearing date shall be communicated to applicant/ Designated Officer/ Appellate Authority/ Sub-ordinate staff at least seven days in advance.

Q. How will I be informed about the decision taken on my appeal?

A. Appeal order shall be read during the hearing and a copy of the appeal order shall be given to you and the Designated Officer.

Q. Is there any prescribed time for a decision to be taken on the appeal?

A. The Appellate Authority shall dispose the appeal within 30 days from the date of filing of the appeal and direct the Designated Officer to provide the service within the time limit mention in the order.

Revisional Authority and Procedure

Q. Whom to approach if the decision of appellate authority is not acceptable or implemented?

A. The Collector (Rural areas & Urban areas) or designated Revision Authority may be approached

within 30 days of the date of order or expiry of the given time as the case may be. Further, the Revisional Authority may entertain the revision up to 60 days if he is satisfied that the petitioner was prevented by sufficient cause for not preferring the revision in time.

Q. What is the procedure for filing for a Revision?

A. The procedure and process for the filing of a revision to the Revisional Authority is the same as that of the appeal. You can file for revision before the Revisional Authority along with the following information.

1. Name and address of applicant or person asking for Revision.
2. To the extent possible, name and address of Designated Officer/ Appellate Authority against whose decision the Revision has been presented.
3. Gist of the order against which the Revision lies.
4. Date of application along with name and address of the Designated Officer if the appeal is made against non-receipt of acknowledgement of the applications.
5. Basis for Appeal or Revision.
6. Relief asked for.
7. Any other related information that may be necessary for determining the Revision.
8. Copies of documents mentioned in the application for Appeal.

Q. How do I check the progress of Revision petition?

A. You will be informed a week in advance about the date of hearing of appeal either through special messenger or by registered post with acknowledgement by the office of the Revisional Authority.

Q. Does the applicant have to appear in person before the Revisional Authority?

A. Yes, the applicant should appear in all situations, the hearing date shall be communicated to applicant/ Designated Officer/ Appellate Authority/ Sub-ordinate staff at least seven days in advance.

Q. How will I be informed about the decision taken on my Revision petition?

A. Revision order shall be read during the hearing and a copy of the appeal order shall be given to you and the Designated Officer.