PMMVY Preparatory Conference

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
## Conference Agenda

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Session</th>
<th>Duration</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction to PMMVy</td>
<td>15 Mins</td>
</tr>
<tr>
<td>2</td>
<td>Software Overview</td>
<td>15 Mins</td>
</tr>
<tr>
<td>3</td>
<td>Getting Started at State Level</td>
<td>10 Mins</td>
</tr>
<tr>
<td>4</td>
<td>Master Data Mapping</td>
<td>45 Mins</td>
</tr>
<tr>
<td>5</td>
<td>State Nodal Officer</td>
<td>10 Mins</td>
</tr>
<tr>
<td>6</td>
<td>System User List</td>
<td>10 Mins</td>
</tr>
<tr>
<td>7</td>
<td>Master Trainers</td>
<td>5 Mins</td>
</tr>
<tr>
<td>8</td>
<td>Way forward and Open House</td>
<td>25 Mins</td>
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Introduction to PMMVY

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
# Introduction

The **Pradhan Mantri Matru Vandana Yojana** was announced in the Prime Minister’s address to the nation on 31st December 2016.

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<tr>
<th><strong>Effective Date</strong></th>
<th>1st January 2017</th>
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<tr>
<td><strong>Eligibility</strong></td>
<td>Pregnant Women and Lactating Mothers (PW&amp;LM)</td>
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<tr>
<td><strong>Benefits</strong></td>
<td>₹5,000 Payable in Three Instalments for the First Live Child.</td>
</tr>
<tr>
<td><strong>Implementing Platform</strong></td>
<td>Integrated Child Development Services / Health Infrastructure</td>
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</table>

**Implementing Departments**

- Department of Women and Child Development or Department of Social Welfare of the respective State/UT except for eight states/UT.
- Department of Health or Department of Health and Family Welfare will administer the scheme in the states of Andhra Pradesh, Chandigarh, Daman and Diu, Dadar and Nagar Haveli, Meghalaya, Tamil Nadu, Telangana, Uttar Pradesh
## Scheme Conditions

<table>
<thead>
<tr>
<th>Instalment</th>
<th>Conditions</th>
<th>Documents Required</th>
<th>Amount (In INR)</th>
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</thead>
<tbody>
<tr>
<td>Registration/First Instalment</td>
<td>Requires mother to:-</td>
<td>▪ Application Form Form 1-A &lt;br&gt; ▪ MCP Card &lt;br&gt; ▪ Identity Proof &lt;br&gt; ▪ Bank/Post Office Account Passbook</td>
<td>₹ 1,000</td>
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<tr>
<td></td>
<td>▪ Register her pregnancy at any field functionary center along with required documents.</td>
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</tr>
<tr>
<td></td>
<td>▪ Register her pregnancy within 150 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Second Instalment</td>
<td>▪ At least one Ante Natal Check Up &lt;br&gt; ▪ Can be claimed post 180 days of Pregnancy</td>
<td>▪ Application Form Form 1-B &lt;br&gt; ▪ MCP Card</td>
<td>₹ 2,000</td>
</tr>
<tr>
<td>Third Instalment</td>
<td>▪ Child Birth is registered. &lt;br&gt; ▪ Child has received first cycle of immunizations of BCG,OPV,DPT and Hepatatis B &lt;br&gt; ▪ Aadhaar is mandatory in all states except for J&amp;K, Assam, Meghalaya</td>
<td>▪ Application Form Form 1-C &lt;br&gt; ▪ MCP Card &lt;br&gt; ▪ Aadhaar ID &lt;br&gt; ▪ Birth Certificate</td>
<td>₹ 2,000</td>
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</table>

**Note** - Beneficiaries who have received only the first instalment under the old MBP (IGMSY) scheme can claim only third Instalment under the PMMVY scheme, subject to meeting the criteria of PMMVY.
Payments to the Beneficiaries

• All eligible beneficiaries who have applied and who have been approved by the competent authority will receive payments through Direct Benefit Transfer (DBT) to their individual Bank/ Post Office Accounts that is specified by them in their application forms within 30 days of approval.

Acknowledgement of Applications

• Anganwadi or Health Institution functionary (ASHA/ANM) shall provide the acknowledgment of receipt of applications forms provided the application is complete in all aspects.

Cut off Dates for Submission of Applications

• The beneficiary can only apply for the scheme within 2 years from the date of beneficiary’s Last Menstrual Period subject to the eligibility conditions of the scheme.
# Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Job Description</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Field Functionary | Anganwadi Centers/ASHAs/ ANMs who will facilitate the physical collection of beneficiary forms. | • Information Dissemination  
• Identification of Potential Beneficiaries  
• Assist Beneficiaries for Scheme Registration  
• Acceptance and Verification of Forms from Beneficiary  
• Acknowledgement and PMMVY Register Entry  
• Submission of Forms to Supervisor  
• Corrections to Forms already submitted  
• Maintaining the PMMVY Register  
• Dissemination of Information of Beneficiary Payments, Grievance Handling and Escalation |
| Supervisor    | Anganwadi Supervisors/ANMs who will be responsible for multiple field functionaries. | • Anganwadi Worker/Health Worker Training and Scheme Facilitation  
• Collection, Verification and Acknowledgement of Forms  
• Submitting the Forms at Project Office/ Health Block Office  
• Monitoring Activities  
• Handling Exceptional Cases |
## Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Job Description</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Sanctioning Officer   | An Officer at CDPO/ MO Block Level responsible for approving beneficiary details for entry into the system. | • Collection of Forms from Supervisor  
• Data Entry in PMMVY System  
• Update Beneficiary Details in System  
• Reports Generation  
• Storage of Physical Forms  
• General Responsibilities  
• Scheme Facilitator User Setup in the PMMVY System  
• Approvals of Beneficiary Registration and Instalment Claims  
• Periodic Review of PMMVY Implementation  
• Grievance Handling and Escalation at the Block Level |
# Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Job Description</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| District Nodal Officer| An Officer at the District Level responsible for all activities within their respective block. | • Setup in the PMMVY System – Users and Master Data  
• Grievance Handling and Escalation at the District Level |
| State Nodal Officer   | An Officer at the State Level responsible for all activities within their respective state | • Initial Activities for Launch of PMMVY  
• Payments and Fund Management at State Level |
| Central Nodal Officer | An Officer at the Central Level responsible for all activities for the entire country. | • Initial Setup of PMMVY Requirements  
• PMMVY IT System related responsibilities  
• Payments and Fund Management at Central Level |
Software Overview

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
PMMVY IT System Architecture
## Registration & Installement 1 Process

<table>
<thead>
<tr>
<th>PW&amp;LM</th>
<th>Field Functionary</th>
<th>Scheme CDPO/MO Data Entry</th>
<th>CDPO/MO Sanctioning Officer</th>
<th>UIDAI &amp; PFMS</th>
<th>State Nodal Officer</th>
<th>PFMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Anganwadi Worker/ASHA/ANM (facilitate the registration process) and hands it over to Supervisor</td>
<td>Supervisor/ANM hands over approved forms to Scheme CDPO data entry</td>
<td>CDPO Data Entry enters the form data into the system</td>
<td>Sanctioning officer approves the Beneficiary</td>
<td>Authentication of beneficiary and husband Aadhaar number and account details</td>
<td>Nodal Officer at state sends the Registration batch to PFMS for payment processing</td>
</tr>
<tr>
<td>Form Filling</td>
<td>Mandatory checks in system during data entry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PFMS disburses the fund to the beneficiary account</td>
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</table>

**Ministry of Women and Child Development**
Registration & Instalment 1 Screen

Physical Form

Online Form
# Instalment 2 Process

<table>
<thead>
<tr>
<th>PW&amp;LM</th>
<th>CDPO/MO data entry</th>
<th>CDPO/MO Sanctioning Officer</th>
<th>State Nodal officer</th>
<th>PFMS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Supervisor/ANM hands over approved forms to CDPO data entry</td>
<td>CDPO Sanctioning officer approves the data entered by CDPO data entry for Installment 2</td>
<td>Nodal Officer at state approves the batch payment</td>
<td>PFMS disburses the fund to the beneficiary account</td>
</tr>
<tr>
<td></td>
<td>Data Entry in system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mandatory checks in system during data entry</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Beneficiary (Forms)**
- Anganwadi worker/ASHA to facilitate the ANC of the Beneficiary

**Backend Process**
- Digital Signature

Payment confirmation message to beneficiary

Ministry of Women and Child Development
Instalment 2 Screen

Physical Form

Online Form

Ministry of Women and Child Development
# Instalment 3 Process

**PW&LM**
- **CDPO/MO data entry**
  - Supervisor hands over approved forms to CDPO/MO data entry
  - Data Entry in System
  - Anganwadi worker/ASHA to facilitate the Immunization of the child
  - Mandatory checks in system during data entry

**CDPO/MO Sanctioning Officer**
- CDPO/MO Sanctioning officer approves the data entered by CDPO data entry for Installment 3

**State Nodal officer**
- Nodal Officer at state approves the batch payment

**PFMS**
- PFMS disburses the fund to the beneficiary account

- Digital Signature

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**Ministry of Women and Child Development**
Instalment 3 Screen

Physical Form

Online Form
Getting Started at State Level

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
Getting Started at State/UT Level

1. **Identification of State/UT Nodal Officers.**
2. **Obtain necessary approvals and open the State/UT Escrow Account.**
3. **Transfer State Share of Funds into the Scheme Escrow Account.**
4. **Interact with the State Treasury for all other expenditures, as maybe applicable.**
5. **Obtain Digital Signature Certificate for the State/UT Nodal Officers for PFMS payment processing.**
6. **Appointment of Master Trainers.**
7. **Plan and implement comprehensive training of all field personnel regarding the PMMVY Scheme and PMMVY System.**
8. **Prepare localized version of all Application Forms.**
9. **Print and distribute PMMVY Registers (Form 4 in Scheme Guidelines) to each of the Anganwadis.**

Ministry of Women and Child Development
Getting Started at State/UT Level

10. Provide master data in the prescribed format for operationalizing the PMMVY software system.

11. Prepare and provide list of users at multiple levels in State/UT in the PMMVY System.

12. Ensuring IT Infrastructure at the CDPO/MO Block Level.

13. Setup and Coordinate all activities of the State/UT Level PMMVY Cell.


15. Setup and Operationalize the State/UT Level Technical Helpdesk for PMMVY System.
Master Data Mapping
Importance of Master Data

The PMMVy System mandatorily needs fully mapped master data for all states to maintain:

1. Jurisdictional Authority within system.
2. Entry of Applications by CDPO/MO Data Entry
3. Approval of Applications by CDPO/MO Sanctioning Officer
4. Booking of Expenditure under given state
5. Reporting of Beneficiaries Details at different District/Block/Village/Anganwadi or ASHA/ANM levels.

It is important to note that the software system will not work without this master data.
Components of Master Data – WCD

The PMMVY System mandatorily needs fully mapped master which has the following entities along with their codes:

a) State (shall be taken from Census 2011 code)
b) District (shall be taken from Census 2011 code and any new codes shall be taken from LGD)
c) Project/ CDPO Block (shall be taken from Anganwadi master maintained by WCD in States)
d) Sector/ Supervisor (shall be taken from Anganwadi master maintained by WCD in States)
e) Village, Town and City (shall be taken from Census 2011 code and any new codes shall be taken from LGD)
f) Anganwadi Center and Worker/ Helper (shall be taken from Anganwadi master maintained by WCD in States)

Before validation of your respective State Anganwadi Master Directory ensure that data is available against all records and there are no invalid records.

For example, none of the entries in the records should be "Blank", "??? "Or "Not Applicable“ or any other invalid data.
Components of Master Data - WCD

- State
  - State Nodal Officer

- District
  - District Nodal Officer

- CDPO Block/Project
  - Sanctioning Officer
  - CDPO data entry

- Supervisor/Sector

- Anganwadi Center

- All CDPO Blocks/Project should report to a District

- All Supervisor/ Sectors should report to a CDPO Block/ Project.

- All AWCs should map with a Village/ Town/ City
- All AWCs should be reporting into a Sector.
Components of Master Data – Health

The PMMVY System mandatorily needs fully mapped master which has the following entities along with their codes:

a) State (shall be taken from Census 2011 code)

b) District (shall be taken from Census 2011 code and any new codes shall be taken from LGD)

c) Health Block/ MO (shall be taken from ASHA/ANM master maintained by Ministry of Health in States)

d) Village, Town and City (shall be taken from Census 2011 code and any new codes shall be taken from LGD)

e) ANM (shall be taken from ASHA/ANM master maintained by Ministry of Health in States)

f) ASHA (shall be taken from ASHA/ANM master maintained by Ministry of Health in States)

Before validation of your respective State ASHA/ANM Directory ensure that data is available against all records and there are no invalid records.

For example, none of the entries in the records should be "Blank", "??? "Or "Not Applicable“ or any other invalid data.
Components of Master Data - Health

- State
  - State Nodal Officer

- District
  - District Nodal Officer

- Health Block/MO
  - Sanctioning Officer
  - MO data entry

- ANM

- ASHA/ANM

- All Health Blocks/ MO should report to a District

- All ANM should report to a Health Block/MO

- All ASHA/ANM should map with a Village/ Town/ City
  - All ASHAs should be reporting into a ANM.
Sample Master Data - WCD

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# Sample Master Data - Health

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<tr>
<th>Sr. No.</th>
<th>District Code</th>
<th>District Census 2011 Code</th>
<th>Name of District</th>
<th>Health Block Code</th>
<th>Name of Health Block</th>
<th>Village Code</th>
<th>Name of Villages under Sub Centre</th>
<th>Name of ANM</th>
<th>ANM ID No.</th>
<th>ANM Mobile No.</th>
<th>Name of ASHA</th>
<th>ASHA ID No.</th>
<th>ASHA Mobile No.</th>
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</table>
How to prepare the Master Data – WCD

1. Begin with already existing Anganwadi master data of each state.

2. Please ensure that there are no invalid and/or blank records in the master against the values of Anganwadi center code, Anganwadi center name, Sector code, Sector name, Project Code, Project Name, District Code, District Name.

3. Map each of Anganwadi center with the Village/ Town/ City (VTC) code. One can get VTC code from State LGD Directory (could be downloaded from: http://lgdirectory.gov.in). It is to be ensured that both Rural and Urban Directories are downloaded along with VTC Codes.

4. While mapping VTC code from LGD directory to Anganwadi Master, please ensure that:
   i. All Village/ Town/ City Code present in the Anganwadi Master are found in the State LGD Directory.
   ii. All Anganwadi Centers are mapped to the correct Village/Town/ City Code as per the State LGD Directory.
   iii. One Anganwadi Centre should be associated with only 1 VTC Code. However, there could be more than 1 Anganwadi Centre in a specific Village, Town or City.
   iv. The master should have CDPO/ Project data and below for all Districts mentioned in the LGD Directory. Kindly ensure that there are no districts which don’t have mapping to a CDPO Project.
   v. Appropriate corrections should be applied to the State Anganwadi Master Directory in case duplicate records are being maintained against same VTC Code and Name.
   vi. In case village/town/city codes aren’t available for any village in the LGD Master, please consolidate such records and report to the State Nodal Officer for resolution. Please don’t automatically assign codes for such villages/towns/cities.
How to prepare the Master Data – Health

1. Begin with already existing ASHA/ANM master data of each state.

2. Please ensure that there are no invalid and/or blank records in the master against the values of ASHA Name, ANM Name, Health Block/MO Code, Health Block/MO Name, District Code, District Name.

3. Map each of ASHA/ANM with the Village/ Town/ City (VTC) code. One can get VTC code from State LGD Directory (could be downloaded from: http://lgdirectory.gov.in). It is to be ensured that both Rural and Urban Directories are downloaded along with VTC Codes.

4. While mapping VTC code from LGD directory to Anganwadi Master, please ensure that:
   i. All Village/ Town/ City Code present in the are found in the State LGD Directory
   ii. All ASHA/ANM are mapped to the correct Village/Town/ City Code as per the State LGD Directory.
   iii. One ASHA/ANM should be associated with only 1 VTC Code. However, there could be more than 1 ASHA/ANM in a specific Village, Town or City.
   iv. The master should have Health Block/ MO Data and below for all Districts mentioned in the LGD Directory. Kindly ensure that there are no districts which don’t have mapping to a Health Block/MO.
   v. Appropriate corrections should be applied to the State ASHA/ANM Directory in case duplicate records are being maintained against same VTC Code and Name.
   vi. In case village/town/city codes aren’t available for any village in the LGD Master, please consolidate such records and report to the State Nodal Officer for resolution. Please don’t automatically assign codes for such villages/towns/ cities.
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</table>
Steps to make master data from RCH data

A. Taluka details not needed. Only data as per format shared is needed.

B. Needs to identify where data entry will happen (which filed in ECH master) & assign block code for the same in separate column
   - Block/ health facility

C. Wherever data entry point is assigned, Code needs to be assigned in a separate column (Block ID)

D. Village name and LGD code as separate columns (cross-check the codes)

E. ID Column in RCH master needs to be renamed ASHA/ANM ID, depending on the field functionary.

F. Hierarchy needs to be defined.
   a) Each ASHA should be mapped to exactly one ANM.
   b) An ANM can have more than one ASHAs under her
   c) ANM corresponds to which data entry point (as finalized by the State/UT) needs to be mapped
State Nodal Officer

Pradhan Mantri Matru Vandana Yojana (PMMVVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
Importance of SNO

The State Nodal Officer acts as the single point of contact for scheme implementation and fund management activities in the respective State/ UT. The State Nodal Officer has the following roles:

1. Open, operate and manage the state escrow account for payment of benefits to beneficiaries and submit monthly report to MWCD.
2. Interact with the state treasury for all other expenditures, as maybe applicable.
3. Ensure timely availability of funds in the state escrow account for funds disbursal.
4. Maintain PFMS Login Credentials and Digital Signature in his/her name.
5. Provide all the data required for system like updated master data, user list and updated checklist for getting started.
6. Plan and implement comprehensive training of all field personnel regarding the PMMVY Scheme and PMMVY-CAS, including identification of master trainers at the State/UT level and getting them geared for state level training and technical support.
7. District Level User setup for State/UT users in the PMMVY-CAS.
8. Approve Beneficiary Batch files for payments (using Digital Signature which shall also be registered with both PFMS and Escrow account)
9. Setup and Coordinate all activities of the State/UT Level PMMVY Cell.
Centralized Account Verification Process - PFMS

- Demography details of beneficiary will be sent for account verification and Aadhaar Seeding to PFMS.
- The State Agency is the Implementing Agency for PFMS.
- No Print Advice is required to be sent for PFMS, all details to PFMS will be sent through backend.
- Unlike IGMSY, where details to PFMS had to be sent at block level, only State Nodal Officer interacts with PFMS in this scheme.
System Users List

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
Bulk Creation of System Users

- The PMMVY-CAS can be accessed only if login credentials are generated for a system user using the email-ID of the user.
- To facilitate the scheme startup we are creating the system users in bulk from the back end and this would ease out the workload of SNO and DNO.
- States/UTs should send system user list at various levels required for the system in the format which has already been shared with them.
- Going forward user creation shall be done through the system only either by SNO or DNO.
Importance of System User List

Possible Types of System Users Roles:
1. CDPO/MO Data entry
2. CDPO/MO Sanctioning Officer (Official for approval of data entered)
3. District Nodal Officer
4. State Nodal Officer
5. State/District level Scheme Cell Monitoring officials

For creation of a new user the following details are required:
1. User Role
2. State
3. District
4. Block Name
5. CDPO Project/Health Block Name
6. Official Email ID
7. Name of Official
8. Mobile Number of Official

Best Practice for Creation of login IDs:
- ✔ E-Mail ID used for creation of login credentials should be based on role in the system.
- ✔ It shall not be personal Email ID for an official because this person may be transferred later.
## Screenshot of System User List - Gujarat

<table>
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<tr>
<th>Users</th>
<th>State Name</th>
<th>District Name</th>
<th>Official Email id</th>
<th>First Name</th>
<th>Middle Name</th>
<th>Last Name (Surname)</th>
<th>Mobile Number</th>
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Ministry of Women and Child Development
Master Trainers

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
Importance of Master Trainers

Master Trainers are responsible for training different users at the State/UT level. They will act as the focal point for all basic queries related to the system for the users.

A. Selection of Master Trainers
   a) Ideally there should be at least 5 master trainers per state and at least 2 master trainers for a relatively smaller State/UT.
   b) The Master Trainers should be experienced in handling training sessions for government officials.
   c) The Master Trainers need to be hands on in using Web Based Software Applications.

B. Training of Master Trainers
   a) User Training Module and User Manuals will be provided by MWCD as a ready reckoner and training material.
   b) A national level training workshop will be organized by MWCD shortly, where all the States/UT’s master trainers shall be invited.
   c) 4-5 regional workshops shall also be organized after the national workshop.
Roles of Master Trainers

A. Initial Activities
   i. Plan and implement comprehensive training of each user of system under their jurisdiction as defined by State/UT.
   ii. Plan and implement refresher sessions with high frequency during the initial months after roll out.

B. Activities during Training Sessions
   i. Ensure all IT Infrastructure for trainees is present at training venue.
   ii. Check Internet Connectivity for all systems.
   iii. Ensure availability of physical user manuals for the delegates.
   iv. Ensure creation of login ids for all the delegates.
   v. Ensure availability of Master data for the delegates jurisdiction.
   vi. Ensure availability of Sample beneficiary forms for the delegates.
   vii. Ensure availability of Sample supporting documents for the beneficiaries.
Way Forward and Open House

Pradhan Mantri Matru Vandana Yojana (PMMVY)
MINISTRY OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF INDIA
Checklist for State/UT for Implementation

All States should provide up to date details as per the checklist shared by Ministry of Women and Child Development:

1. Name of State/UT
2. Contact Person/Nodal Officer
3. Opening of dedicated scheme escrow bank Account
4. Provision and verification of Master data
5. Transfer of unspent balance to the dedicated bank account
6. Coordinate transfer of Central Funds to Escrow Account
7. Obtain Approval for State Share and Enable Transfer to Escrow Account
8. PFMS configuration by State & setup PFMS login ID for SNO (should be the owner of Escrow Account)
9. Provide Data for Setup of PMMVY-CAS Login IDs for State and District Level
10. Ensure Availability of PC and Internet at CDPO/Block MO Offices.
Checklist for State/UT for Implementation

11. Assign Scheme Facilitator responsibility at Block Level
12. Localization of Forms and Guidelines
13. Appointment of master trainers Training and Orientation of Master Trainers
14. Establishment of State Level PMMVY Cell
15. Distribution of Scheme Stationery to Field Locations
16. Orientation and training of staff.
17. Setup of Technical Helpdesk and communication procedure
18. Dedicated grievance help line for getting complaints/ suggestions
19. Establishment of District Level PMMVY Cell
THANK YOU