GOVERNMENT OF ANDHRA PRADESH

GVWV & VSWS DEPARTMENT
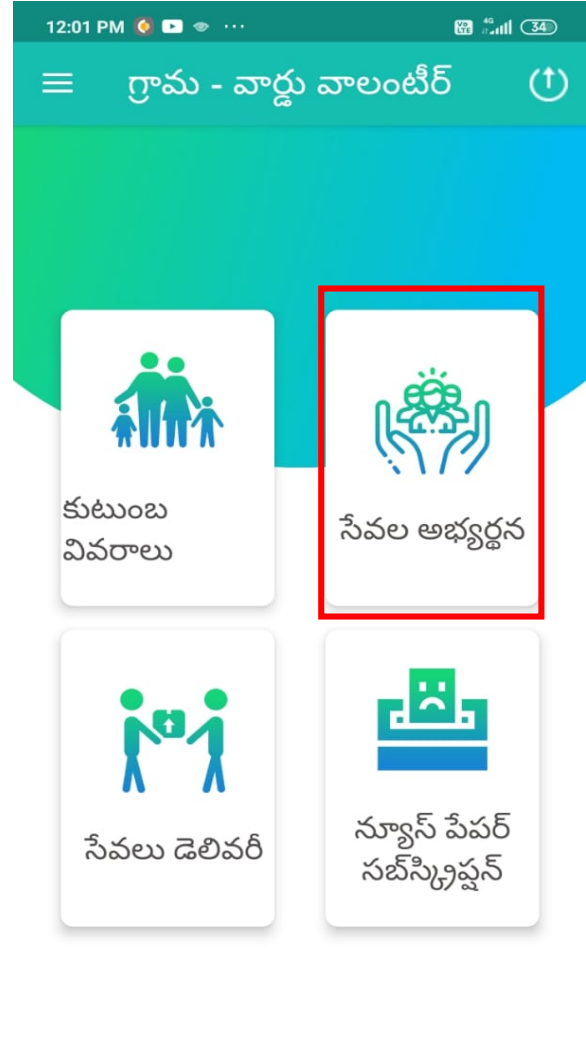
Auto Nagar, Vijayawada

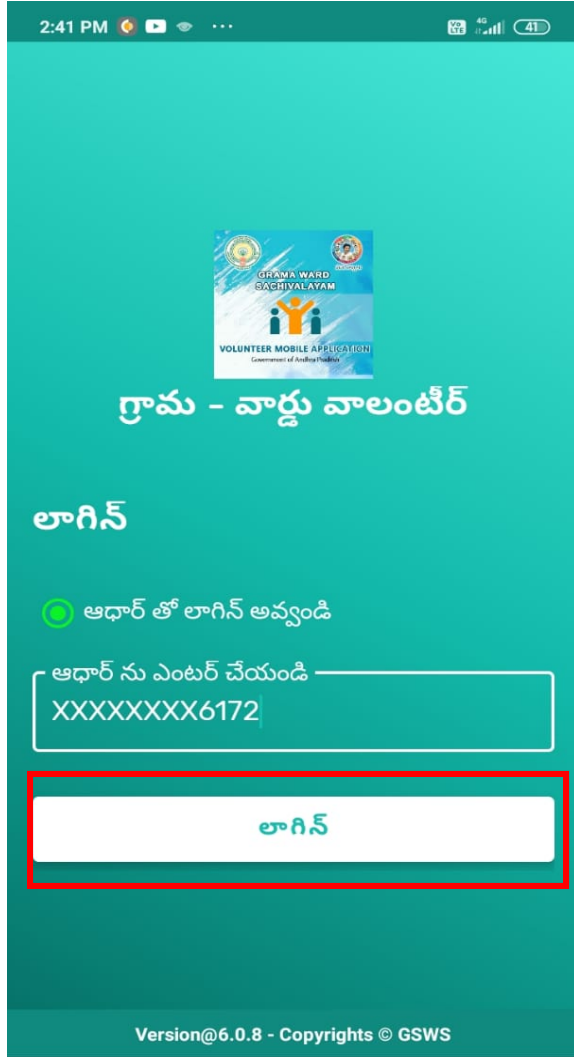# Rice Cards – EKYC module

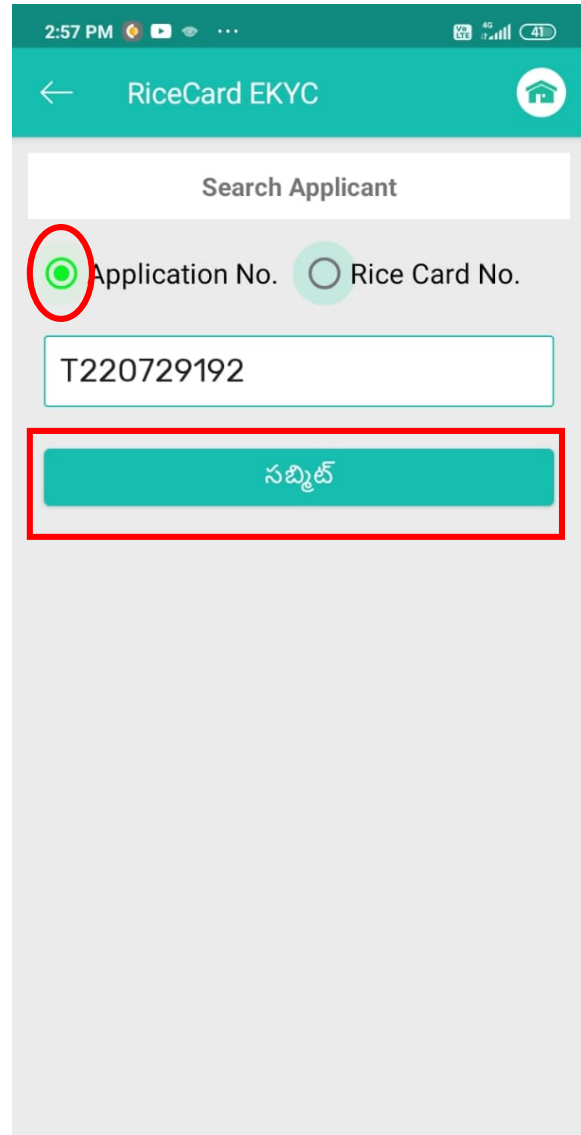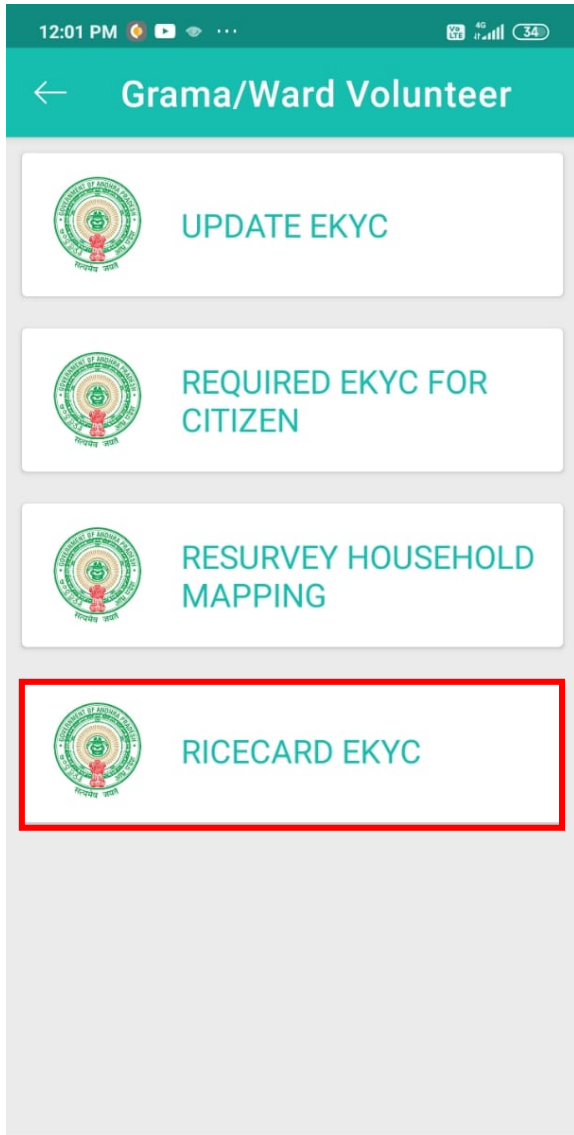**User Manual**

September 2022

User manual for completing EKYC of citizens in Rice card related services

EKYC in Rice cards is given in Volunteer app of GSWS department. A volunteer mapped with department can only login by authenticating his aadhar through biometric login.
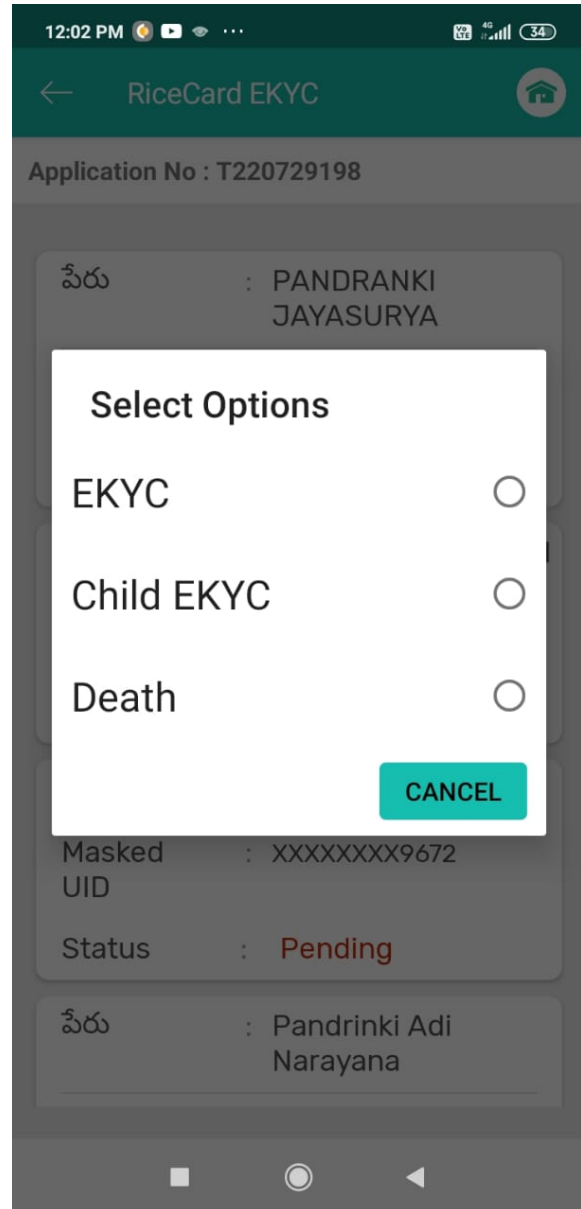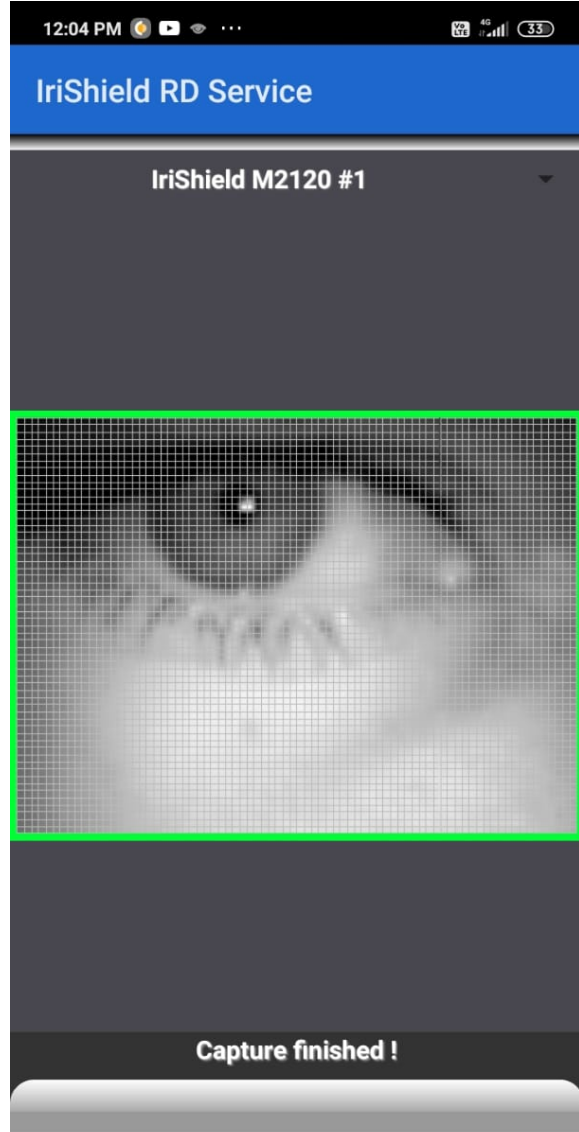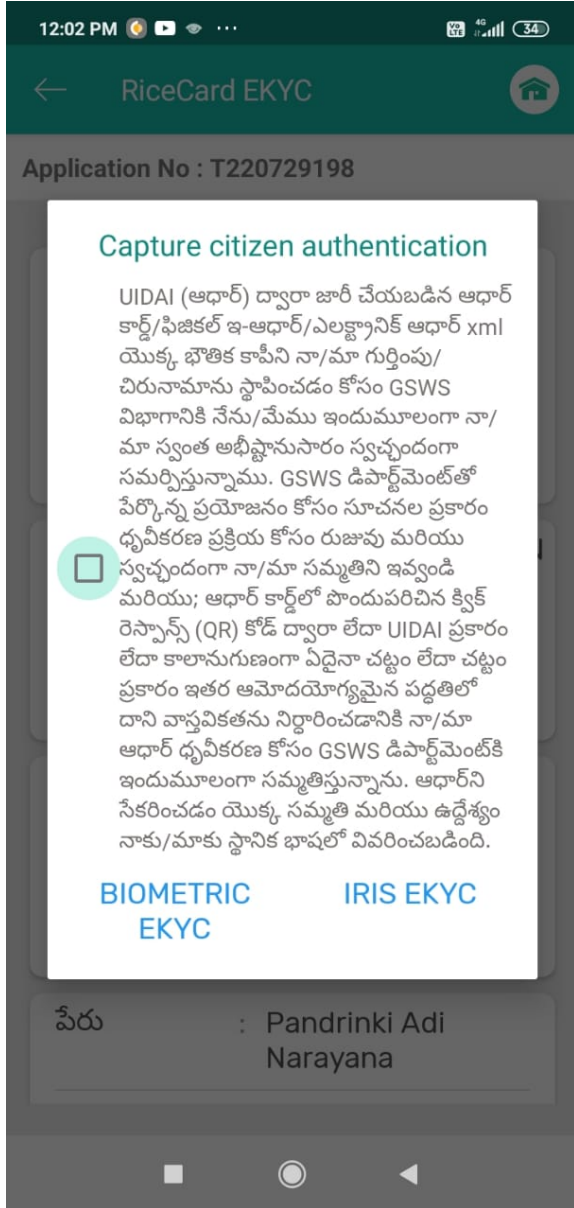
Procedure

1. Open the volunteer mobile app provided by the GSWS department and the volunteer will login using his/herAadhar through biometric authentication.
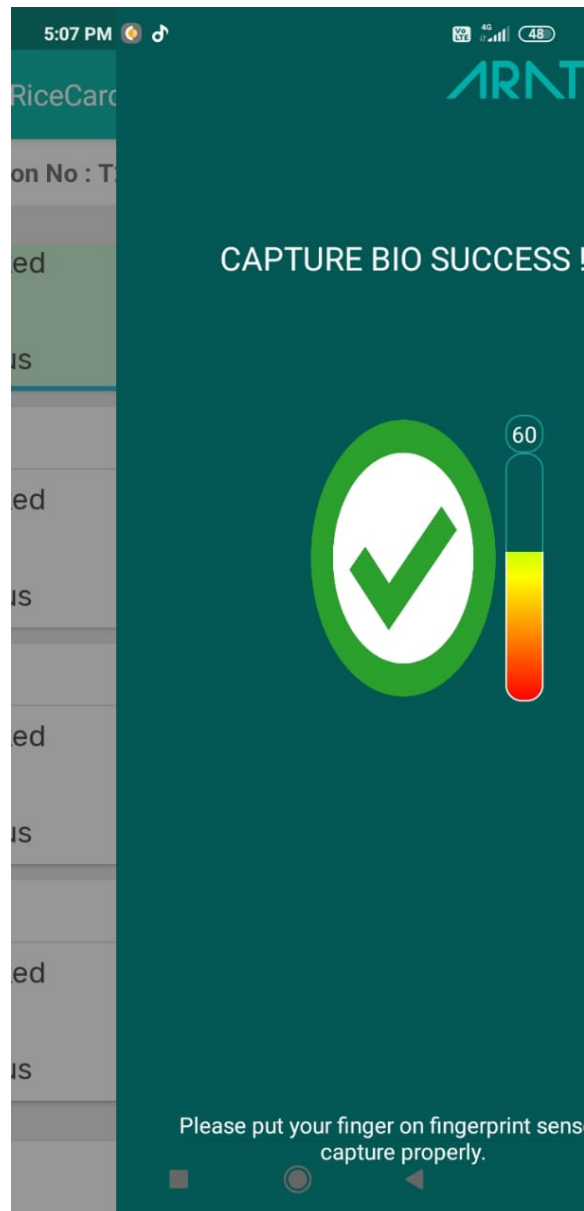2. Click on the **"సేవలఅభ్యర్థన"** button as shown in the screen above.

3. Click on the **"RICECARD EKYC"** option which will take you to the next screen.
4. In the next screen enter the application number/rice card number (only for rice card numbers present in application level raised through Digital Assistant in AP Seva portal) as shown in the screen above and click on **"సబ్మిట్"** as shown in the screen above.
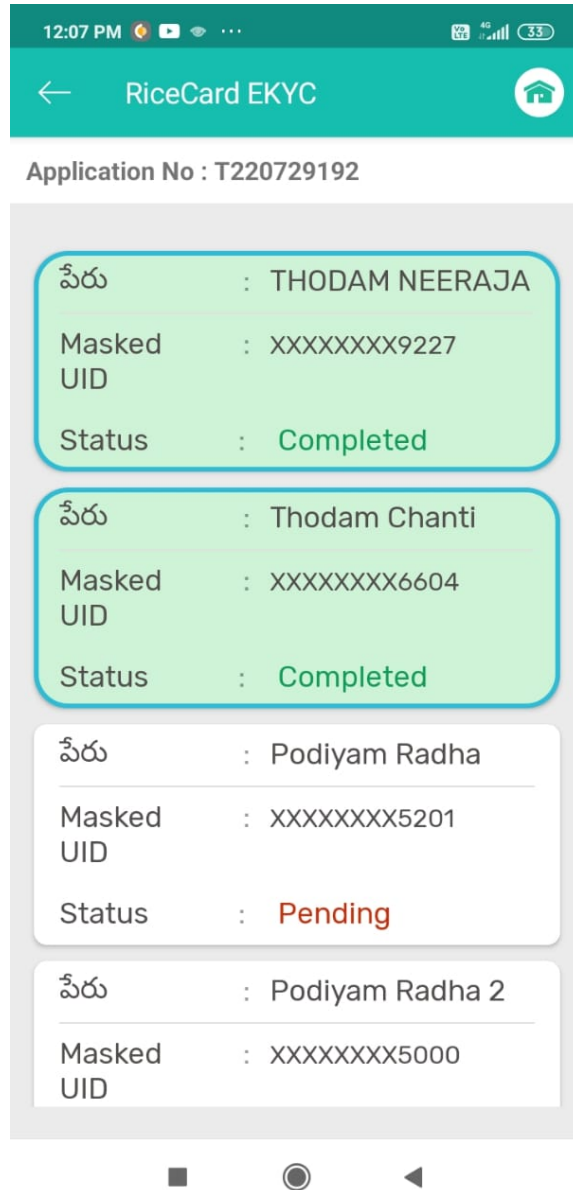
5. After that the app will take you to the member details screen where the EKYC status of the members present in the rice card will be shown.

6. Click on the **"pending"** button to complete the EKYC for that citizen, which will show 3 options of EKYC: -

   a. EKYC: this is normal option for doing EKYC of the citizen.
   b. Child EKYC: this is for child declaration in which the citizen will complete EKYC on behalf of the child who is below the age of 5 years.
   c. Death: this is for death declaration of the dead citizen by any of the family member who is above 18 years of age.

7. After selecting one of the 3 options in EKYC disclaimer will pop up with 2 options to complete EKYC which is "BIOMETRIC EKYC" OR "IRIS EKYC".The volunteer can complete EKYC through any one of these options.

8. Click on the button**"IRIS EKYC"** to capture EKYC of the citizen through IRIS device provided as shown in the screen above.

9. Click on **"BIOMETRIC EKYC"** to capture the EKYC of the citizen through biometric device provided as shown in the screen above.

10. Once the biometric or IRIS scan is verified the EKYC status will change from **"Pending"** to **"Completed"** as shown in the screen above.