




GOVERNMENT OF ANDHRA PRADESH
GVWV & VSWS DEPARTMENT
WEST GODAVARI DIRTSICT

JAGANANNA SURAKSHA TEAM
COMPOSITION & SCHEDULING MODULE
OVER VIEW VIDEO CONFERANENCE ON
17-06-2023 @ 10.00 A.M

INTRODUCTION

The documents-related campaign is a comprehensive initiative designed to tackle 10 Certificate related document challenges within the Gram Secretariat and Ward Secretariat (GSWS) across the entire state within a 4-week time period. With the goal of enhancing administrative efficiency and facilitating the swift resolution of crucial document-related issues, this campaign aims to streamline processes and improve citizen satisfaction. The campaign will take place for one day in each Secretariat, ensuring effective implementation, the Tahsildar or Mandal Parishad Development Officer (MPDO) will personally visit each GSWS, actively engaging with citizens and addressing their concerns pertaining to documents. Through this dedicated effort, the Campaign strives to create a more accessible and efficient administrative system at the grassroots level.

OBJECTIVES

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- The Campaign holds immense significance in streamlining administrative processes and addressing citizens' document-related concerns.
 - The personal visits of the MRO/MPDO to each GSWS demonstrate a commitment to actively engage with the issues at hand.
 - By resolving these document-related issues, the campaign aims to improve transparency, build trust, and provide timely assistance to citizens in dealing with administrative matters.
 - Improve awareness among citizens regarding the citizen services/schemes available to them via the GSWS Secretariat system.

TEAM CONSTITUTION

Rural:

- At Mandal level, two teams shall be constituted to conduct the program at secretariat level
- In case of Mandals having more than 30 secretariats, additional team can be constituted headed by Mandal Level Officer

Team 1	Team 2
Tahsildar	MPDO
Revenue Inspector	Deputy Tahsildar
Concerned Officer from MRO/MPDOs Office	Concerned Officer from MRO/MPDOs Office

Note:- No team can select more than 3 dates in a week.

Each team can select maximum of 15 dates in the 4 week period.

Urban:

- In urban areas which have large number of secretariats, clusters may be formed up to 5 secretariats.
- The program can be conducted at urban cluster level by the concerned teams, duly completing the program within the 4 weeks' time.
- The Schedule shall be prepared accordingly by the Municipal Commissioner.

Team 1	Team 2
Municipal Commissioner	Senior Municipal Officer
Deputy Tahsildar	Revenue Inspector
Officer from MRO/MCs Office	Officer from MRO/MCs Office

Note:- No team can select more than 3 dates in a week.

Each team can select maximum of 15 dates in the 4 week period.

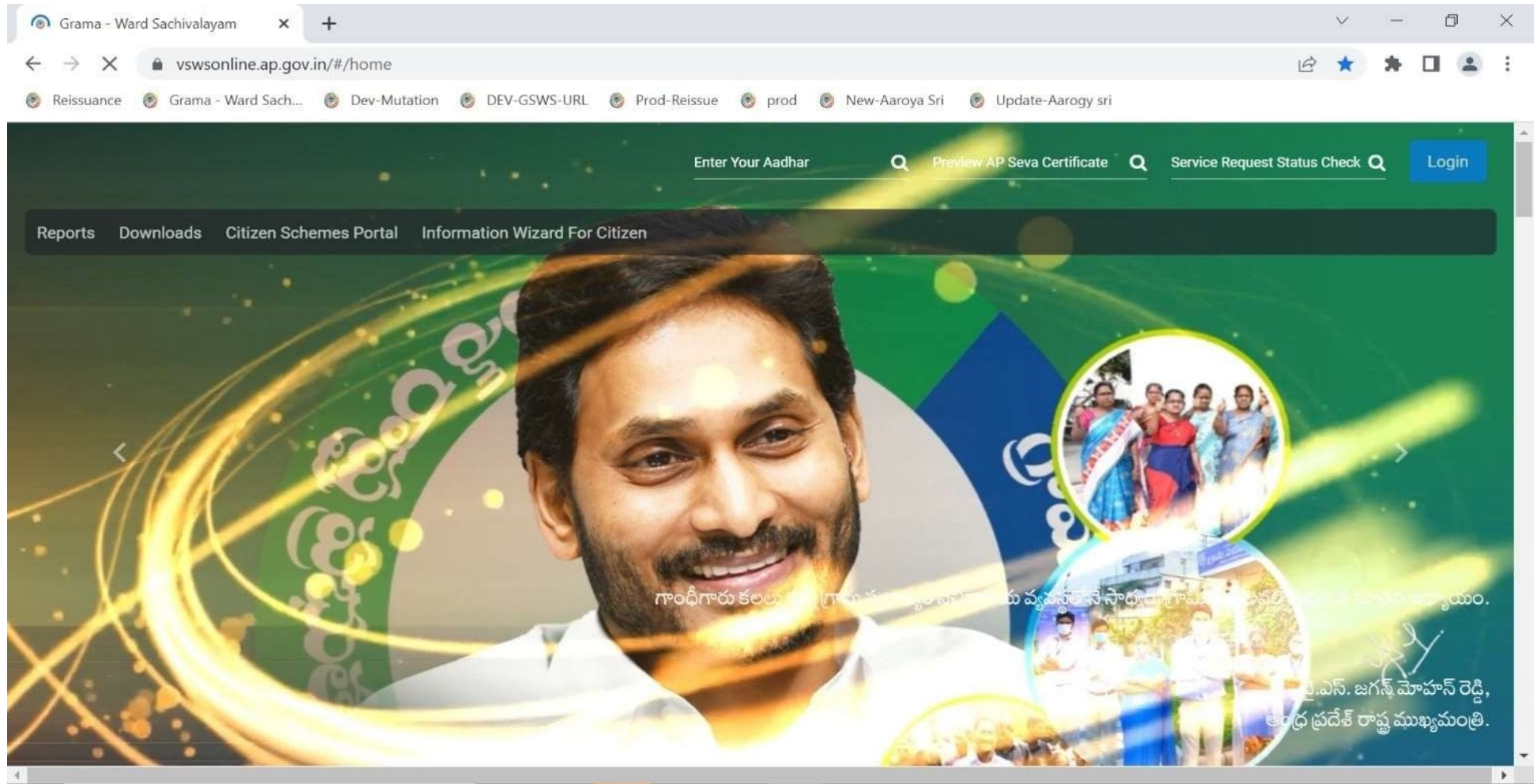
SERVICE OVERVIEW

The Government of Andhra Pradesh is conducting a program all over the State called Jagananna Suraksha. The program is a comprehensive initiative designed to tackle 9 services and their related document challenges within the Gram Secretariat and Ward Secretariat (GSWS) across the entire state within a 4-week period. With the goal of enhancing administrative efficiency and facilitating the swift resolution of crucial document-related issues, this campaign aims to streamline processes and improve citizen satisfaction.

- Cover each citizen and each house – No house to be left behind
- Interact with the citizens and identify household – wise issues related to certificates/documents/schemes eligibility.
- Focus primarily on the following documents:
 - a. Integrated Certificate
 - b. Income Certificate
 - c. Birth Certificate
 - d. Death Certificate
 - e. Marriage Certificate
 - f. Mutations for Transactions and Corrections
 - g. Family Member Certificate
 - h. Mobile number updation in Aadhaar Card
 - i. Crop Cultivator Rights Card (CCRC)

Team Composition and Team scheduling module

Enter the URL <https://vswsonline.ap.gov.in/#/home> and log in to the portal using the Mandal Parishad Development Officer (MPDO)/Municipal Commissioner (MC) credentials.



PLANNING AND SCHEDULING THE MEETINGS

- The entire campaign shall be completed in 4 weeks.
- Each week, the camp shall be conducted for 3 days by each team in the concerned secretariat/urban cluster.
- On the day of the camp, each team shall visit the concerned secretariat/urban cluster.
- The details of the schedule shall be uploaded in the web portal by the concerned MPDO/Tahsildar /MC.
- In Rural secretariats, the venue for the camp shall be the Secretariat office. In case there is no permanent secretariat building, the meeting shall be conducted in any of the available government building or premises in that secretariat.
- In Urban areas, the venue shall be the secretariat office/ Government building/any other available place in the Urban Cluster.

ORGANIZATION OF CAMPS

Pre-Campaign Preparation:

- Camp scheduled date and venue details shall be communicated to the citizens.
- Create awareness amongst citizens about the 10 certificates related mandatory documents by the Volunteers through brochures and information materials.

Trainings shall be conducted for the volunteers and teams involved in the camp.

Sr. No.	Contents	Required Number
IT Equipments		
1	Computer and their related equipment	1
2	Unique ID number for all the forms submitted during the camp	NA
3	Internet Availability	1
4	Scanner	1
5	Printer	1
6	Biometric Scanner	1
Stationeries		
7	Pen and related stationery	3 (Packets)
8	Receipt print/Receipt Book (Not necessary)	1 (book)
9	Paper roll for receipt (Not necessary)	3 (book)
10	Papers (A4, Legal, Bond Paper)	3 (Packets)
11	Staplers and pins	3 (Packets)
12	Seal/Stamp	1
General		
13	Desks (Help Desk, Registration Desk, Verification Desk, Service Request Desk)	4

Stakeholder Coordination:

- The Collector/DLDO shall collaborate with the Tahsildar/MPDO to ensure their availability to visit each secretariat.
- Coordinate with relevant stakeholders from other departments pertaining to specific document issues

Pre-Camp Propagation:

- ❖ Conduct awareness drives to inform citizens about the campaign, its objectives, and the importance of resolving document-related issues.
 - Volunteers will visit every household to spread awareness about the objectives, the date and venue of the camp and the 10 certificates and respective document related issues that will be addressed during the camp.
 - The volunteer will select the certificate(s) for which the household wants to apply for during the camp. Accordingly, the volunteer will guide the household about the mandatory documents which the household has to bring to the camp.
 - The volunteer will be able to inform the household members about their Six step parameters and note down if the household has not received any schemes.

- ❖ Utilize various communication channels, including social media, local newspapers, and community meetings, to reach a wide audience.
- ❖ Distribute informational materials and brochures in target areas to provide clear guidance to citizens.

Day	Action Item
D - 10	<ul style="list-style-type: none"> ➤ Loudspeaker announcement at every GS/WS ➤ Poster Installation across GS/WS
D - 9	Digital posters on all Government social media handles
D - 8	In person visits by Volunteers to Households.
D - 7	Break
D - 6	Break
D - 5	WhatsApp Messages to citizens (WhatsApp is 35p per message whereas text SMS is 2p per message)
D - 4	Retargeting household via volunteer outreach
D - 3	Interactive Voice Response (IVR) to citizens (Technology is not available with GSWS)
D - 2	Corner Meeting by Panchayat Secretary
D - 1	SMS to citizens
D DAY	CAMP DAY

Camp Execution:

- A) Camp shall be conducted in each secretariat/urban cluster as per the designated schedule
- B) Provide assistance to citizens, guiding them through the document submission process. The process flow for document verification is as follows:

I. Registration Desk (VRO/PS/WAS)

- For any of the given 10 certificates, citizen can register the request.
- The VRO/PS/WAS will collect the mandatory documents for the requested Certificate from the citizen.
- Only if all mandatory documents are present, request will be registered and forwarded to the next level for document verification.
- New module will be provided in APSEVA for request registration.

II. Verification Desk (Tahsildar/MC/MPDO)

- Tahsildar will verify the documents as per the requests registered.
- If all the documents are valid, the application will be forwarded to DA/WEDPS to raise service request.
- In case of any invalid documents the Tahsildar/MC/MPDO will guide the citizen about the process to obtain the correct documents.

III. Service Request Desk (DA/WEDPS):

- Based on Tahsildar/MC/MPDO Recommendations, the DA/WEDPS will raise the service request in APSEVA portal accordingly.
- C) Ensure efficient management of queues and waiting areas to minimize waiting times.
- D) Maintain a dedicated NBM schemes related helpdesk to address queries and provide clarifications to citizens.

TASK FORCE

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graph TD; A[TASK FORCE] --> B[To monitor and ensure the effective functioning of camps organized in all districts for 4 weeks' time period, the Surprise Visit Taskforce shall be constituted.]; A --> C[The district collector shall constitute the task force teams.]; A --> D[Each task force shall consist of three members, led by a special officer, who will conduct surprise visits to ensure the smooth functioning of the camp];
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To monitor and ensure the effective functioning of camps organized in all districts for 4 weeks' time period, the Surprise Visit Taskforce shall be constituted.

The district collector shall constitute the task force teams.

Each task force shall consist of three members, led by a special officer, who will conduct surprise visits to ensure the smooth functioning of the camp

Plan of Action:

- In each district, 5 task forces comprising of three district level officers will be established.
- Each task force shall be assigned to monitor and evaluate 8 to 10 camps in a day.
- The details of the district wise task force wise schedule shall be prepared and uploaded in the web portal by the District Collector.
- The task force will conduct surprise visits to the camps as assigned in the schedule.
- After each surprise visit, the task force will evaluate the camp's performance and record its findings.
- The State level Special Officers shall visit the camps in their concerned districts.

LIST OF CERTIFICATES AND RELATED MANDATORY DOCUMENTS

S No.	Service	Documents	Verification workflow	SLA (In Days)	User Charges
1	Integrated Certificate (Caste and Residence Certificate)	<ul style="list-style-type: none"> ➤ SSC marks memo or Transfer Certificate or DOB extract from Municipality/Gram Panchayat ➤ Previously issued Caste Certificate (Either applicant /his / her parents/his/her family members) [wherever applicable] 	DA/WEDPS → VRO → RI → Tahsildar → RDO (Specific Castes)	30	50/-
2	Income Certificate	<ul style="list-style-type: none"> ➤ Copy of IT Returns/Pay Slips (Any other documents for income proof) ➤ Ration Card/EPIC Card/Aadhar Card 	DA/WEDPS → VRO → RI → Tahsildar	7	50/-
3	Birth Certificate (within 90 days)	<ul style="list-style-type: none"> ➤ As per hospital records / Field Verification ➤ UBD Portal – for births after 2015. ➤ If unavailable, 	PS/WAS	7	Free

S No.	Service	Documents	Verification workflow	SLA (In Days)	User Charges
4	Death Certificate (within 90 days)	<ul style="list-style-type: none"> ➤ Field verification/ ➤ FIR/Postmortem copy (if accidental death) 	PS/WAS	7	Free
5	Marriage Certificate (less than 90 days) - AP compulsory marriage act	<ul style="list-style-type: none"> ➤ Aadhar card ➤ Marriage invitation card ➤ Marriage photo ➤ Passport size photos of witnesses ➤ Proof of age – Aadhar card ➤ Proof of residence – rice card / telephone bill / electricity bill / Aadhar card / voter ID / passport / driving license / MGNREGS job card 	DA/WEDPS → PS/MC	7	150/- if applying within 30days after marriage 250/- If applying 30 days of marriage
	Marriage certificate (more than 90 days) - SRO - Hindu & Special Marriage act	<ul style="list-style-type: none"> ➤ Wedding Card ➤ Date of Birth Proof, SSC Marks Memo, ➤ Passport, Birth certificate issued by Local Bodies, Notary affidavit or any other proof (Both Husband and Wife) ➤ Marriage Photo Residence Proof (Both Husband and Wife) 	DA/WEDPS → SRO	7	212/ - for Same caste 12/- for Inter caste

S No.	Service	Documents	Verification workflow	SLA (In Days)	User Charges
6	Mutation for Transactions	<ul style="list-style-type: none"> ➤ Registered Documents ➤ Aadhar Card /Other id and Address Proof ➤ Passport Photograph of the applicant 	DA →Tahsildar → VRO→ Tahsildar	30	150/- for Printed passbook 50/-for e-passbook
	Mutation for Corrections	<ul style="list-style-type: none"> ➤ Old Pattadar Passbook /ROR 1B /Adangal Copies ➤ Signature of Applicant ➤ Link documents. 		25	
7	Family Member Certificate	<ul style="list-style-type: none"> ➤ A notarized affidavit containing Name, Age and Relationship with deceased. ➤ Document (Ration Card/Voter Id/Passport/Passbook, Aadhaar etc.) indication the relationship of the applicant with the deceased. ➤ Death Certificate/FIR. 	DA/WEDPS → VRO → RI → Tahsildar	15	50/-

S No.	Service	Documents	Verification workflow	SLA (In Days)	User Charges
8	Aadhaar mobile Linking	➤ Aadhaar Card	Aadhaar kits can be provided, but Mandals shall schedule the movement of kits in a way that it is seamless and ensure that proper permissions of UIDAI are taken.	11	Aadhaar mobile Linking

REDRESSAL MECHANISM FOR NBM SIX STEP RELATED GRIEVANCES

Grievance Type	Department	Service	Redressal Channels
Electricity	Energy	Meter seeding deseeding	APSEVA
			Citizen directly visits DISCOMS
		Application for consumer complaints -wrong billing	APSEVA
			Meeseva Citizen directly visits DISCOMS
Caste	Revenue	Integrated Caste Certificate	APSEVA
Land	Revenue	Mobile Number and Pattadhar Aadhar Number Seeding	APSEVA
			Meeseva
			Citizen directly visits Tahsildar/ Revenue office
Urban Property	MAUD	Property Aadhaar Seeding/Deseeding	CDMA website
			Citizen directly Visits Office

Grievance Type	Department	Service	Redressal Channels
Four-heeler	Transport	License Aadhar Seeding	APSEVA
			E Pragati
			Citizen directly visits transport office
		Registration Aadhaar Seeding	APSEVA
			E Pragati
			Citizen directly visits transport office
Income Tax	GSWS	Income Tax	GSWS 1.0
GSTN		GSTN	
Government Employee		Government Employee	
Name, Age and Gender			Visit Aadhaar center and then Volunteer eKYC
Payment	GSWS		NBM Track Application Status
One family one benefit	GSWS		NBM Scheme Eligibility check "Citizen schemes information since 2019"
Availed other Govt Schemes			
Pending for verification	GSWS		NBM Grievance Request
Rejected during field verification			
eKYC done but not in eligible/Ineligible List			

A soft, circular watercolor splash in shades of light green and teal, with some darker green speckles, serving as a background for the text.

thankyou