

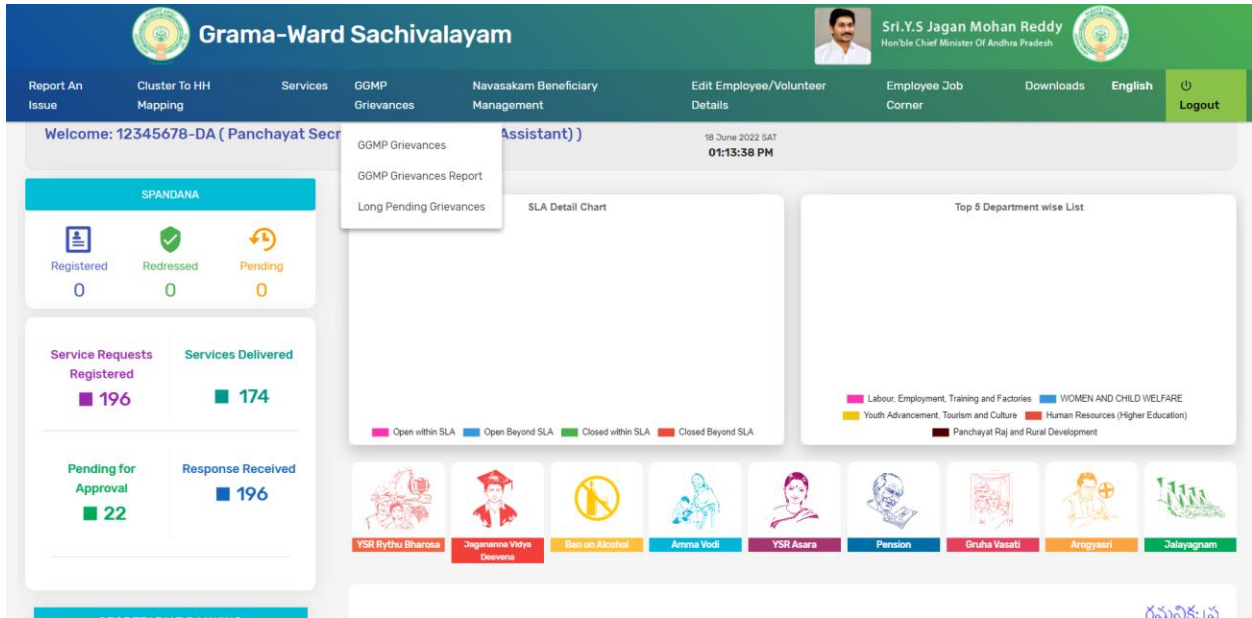
## 1. DA/WEDPS Login

The DA/WEDPS needs to login in the following URL

<https://gramawardsachivalayam.ap.gov.in/GSWS/#!/Login> and enter their login credentials.



Once enter their details the DA/WEDPS need to click on the Long pending issue and select the option GGMP Grievances.



The DA/WEDPS needs to fill the required details of grievance and needs to upload the concern documents.

The DA/WEDPS needs to select the type of scheme, Scheme or Non-Scheme.

→ If it is Scheme type issue, select as Scheme and select the respective scheme, and select the appropriate option and submit.

Gadapa Gadapa ku Mana Parbhutvam Grievance

District\*

Mandal\*

Secretariat\*

Secretariat Code\*

Scheme Type\*  Scheme  Non-Scheme

Schemes/Departments\*

Subjects/Reasons\*

Name Of Applicant\*

Aadhaar Number\*

\* Mobile Number

Remarks\*

Grievance Photo Upload\*(Max Size 1 MB only JPG,JPEG.PNG.PDF Allowed)  No file chosen

MLA Visiting Photo Upload\*(Max Size 1 MB only JPG,JPEG.PNG.PDF Allowed)  No file chosen

Gadapa Gadapa ku Mana Parbhutvam Grievance

District\*

Mandal\*

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Secretariat Code\*

Scheme Type\*  Scheme  Non-Scheme

Schemes/Departments\*

Subjects/Reasons\*

Name Of Applicant\*

Aadhaar Number\*

\* Mobile Number

Remarks\*

Grievance Photo Upload\*(Max Size 1 MB only JPG,JPEG.PNG.PDF Allowed)  No file chosen

MLA Visiting Photo Upload\*(Max Size 1 MB only JPG,JPEG.PNG.PDF Allowed)  No file chosen

- Select --
- AYUSH
- AgriGold
- EBC NESTAM
- House Sites
- Jagananna Amma Vodi
- Jagananna Chedodu**
- Jagananna Sorumudda
- Jagananna Thodu
- Jagananna Vasati Deevana
- Jagananna Vidya Deevana
- Law Nestham
- MSME Restart
- Matsya kara bharosa
- One time Financial Assistance to Archakas/ Imams/ Mouzams /Pastors
- Other Service-Related Issues(Non-Schemes)
- Others
- Rice Card
- Ricecard

**Gadapa Gadapa ku Mana Parbhutvam Grievance**

District\*  Mandal\*  Secretariat\*  Secretariat Code\*

Scheme Type\*  Scheme  Non-Scheme Schemes/Departments\*  Subjects/Reasons\*

Name Of Applicant\*  Aadhaar Number\*  Remarks\*

Grievance Photo Upload\*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed)  No file chosen  No file chosen

-- Select --

- AGE
- AGRICULTURE LAND
- CASTE
- DOB
- ELECTRICITY
- FOUR WHEELER
- GOVT EMPLOYEE**
- GST
- INCOME TAX
- NAME
- OTHERS
- PAYMENT FAILURE
- REJECTION DURING FIELD VERIFICATION
- URBAN PROPERTY

If it is a Non Scheme then please select as Non Scheme and select the appropriate option and submit.

**Gadapa Gadapa ku Mana Parbhutvam Grievance**

District\*  Mandal\*  Secretariat\*  Secretariat Code\*

Scheme Type\*  Scheme  Non-Scheme Schemes/Departments\*  Subjects/Reasons\*

Name Of Applicant\*  Remarks\*

Grievance Photo Upload\*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed)  No file chosen  No file chosen

-- Select --

- AP BC Cooperative Finance Corporation
- AP Eastern Power Distribution Co Ltd (EPDCL)
- AP Social Welfare Residential Educational Institutions Society (APSWREIS)
- AP Southern Power Distribution Co Ltd (SPDCL)
- AP State Council for Higher Education
- AP State Housing Corporation Ltd
- AP State Road Transport Corporation (APSRTC)
- AP State Skill Development Corporation
- AP Township And Infrastructure Development Corporation
- AP Vaidya Vidhana Parishad**
- Agriculture
- Animal Husbandry
- Chief Minister's relief fund (CMRF)
- Civil Supplies
- Corona
- Dr YSR Aarogyasri Health Care Trust
- Family Welfare
- Grama Volunteers / Ward Volunteers and Village Secretariats / Ward Secretariats
- Intermediate Education

**Gadapa Gadapa ku Mana Parbhutvam Grievance**

District\*  Mandal\*  Secretariat\*  Secretariat Code\*

Scheme Type\*  Scheme  Non-Scheme Schemes/Departments\*  Subjects/Reasons\*

Name Of Applicant\*  Aadhaar Number\*  Remarks\*

Grievance Photo Upload\*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed)  No file chosen  No file chosen

-- Select --

- Delay In Release Of Payment
- Incompletion/Pending Houses
- Payment Of Bills To Housing Beneficiaries
- Selection Of Beneficiaries
- Selection of option for Construction type
- MLA Visiting Photo Upload\*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed)

**Gadapa Gadapa ku Mana Parbhutvam Grievance**

District* ALLURI SITHARAMA RAJU	Mandal* ANANTHAGIRI (R)	Secretariat* BHEEMPOLU	Secretariat Code* 10390626
Scheme Type* <input type="radio"/> Scheme <input checked="" type="radio"/> Non-Scheme	Schemes/Departments* AP State Housing Corporation Ltd	Subjects/Reasons* Payment Of Bills To Housing Beneficiaries	
Name Of Applicant* saiteja	Aadhaar Number* XXXXXXXXXXXX	* Mobile Number 	Remarks* na
Grievance Photo Upload*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed) <input type="button" value="Choose File"/> pdf.pdf	MLA Visiting Photo Upload*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed) <input type="button" value="Choose File"/> pdf.pdf		

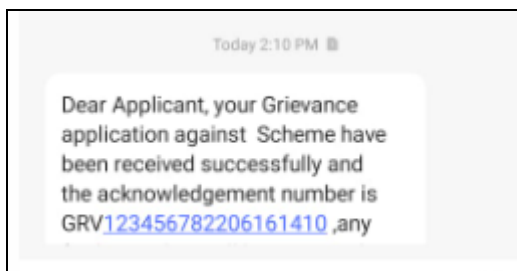
Once submission completed, we can see the below mentioned alert. It will show the Grievance ID

**Gadapa Gadapa ku Mana Parbhutvam Grievance**

District* -- Select --	Mandal* -- Select --	Secretariat* -- Select --	Secretariat Code* -- Select --
Scheme Type* <input type="radio"/> Scheme <input checked="" type="radio"/> Non-Scheme	Schemes/Departments* -- Select --	Subjects/Reasons* -- Select --	
Name Of Applicant* Please Enter Applicant Name	Aadhaar Number* Please Enter Aadhaar Number	* Mobile Number -- Select --	Remarks* Remarks
Grievance Photo Upload*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed) <input type="button" value="Choose File"/> No file chosen	MLA Visiting Photo Upload*(Max Size 1 MB only JPG,JPEG,PNG,PDF Allowed) <input type="button" value="Choose File"/> No file chosen		

Grievance ID-GRV123456782206161410 Submitted Successfully

Along with SMS



## 2. District Collector's Login

This is a District Collector need's login with in the following URL

<https://gramawardsachivalayam.ap.gov.in/GSWS/#!/Login> with thier credentials and select GGMP grievance approval.

The screenshot shows the login dashboard for a District Collector. The header includes the logo of Grama-Ward Sachivalayam, the name of the District Collector (Sri.Y.S Jagan Mohan Reddy), and the date and time (18 June 2022 SAT, 01:15:57 PM). The dashboard features a navigation menu on the left with options like GGMP Grievances, GGMP Grievances Report, and Long Pending Grievances. The main area displays a search bar for service names and a list of services including YSR Rythu Bharosa, Jagannanna Vidya Deevena, Ban on Alcohol, Anna Vodi, YSR Asara, Pension, Gruha Vasati, Arogyasri, and Jalayagnam. A summary table shows the status of service requests:

Service Requests Registered	Services Delivered
Registered	Services Delivered
Pending for Approval	Response Received

The District Collector can view the options of GGMP and needs select the appropriate option.

The screenshot shows the District Collector Approval Dashboard. The header includes the logo of Grama - వార్డు సచివాలయము and the name of the District Collector (శ్రీ వై.ఎస్.జగన్ మోహన్ రెడ్డి గారు). The dashboard features a filter for Grievance Type (ALL, Scheme, Non-Scheme, High-Priority) and a summary table showing the status of grievances:

Total Grievances Received	Grievances Successfully Closed	Grievances Rejected	Grievances Hold	Grievances-OPEN/Work in Progress
74	1	1	0	72

Once click the any option the following grievance data details will appear and action the same.

Pending application to take action

Constituency Name	Mandal Name	Secretariat Name	Grievance ID	Grievance Date	Citizen Name	Scheme Type	Action
Singanamala	BUKKARAYASAMUDRAM	KORRAPADU1	GRV123456782206180018	18-Jun-2022	testnafees	One time Financial Assistance to Archakas/ Imams/ Mouzams /Pastors	ACTION TO BE TAKEN
Anantapur	ANANTAPUR	ESEVACENTER-01	GRV210010642206171833	17-Jun-2022	KUNJETI SUJATHA	House Sites	ACTION TO BE TAKEN
Anantapur	ANANTAPUR	AADIMURTHYNAGAR-02	GRV210010732206171815	17-Jun-2022	K NOORINISSA	Others	ACTION TO BE TAKEN
Anantapur	ANANTAPUR	AADIMURTHYNAGAR-02	GRV210010732206171806	17-Jun-2022	SHAIK SHAKRUN	Others	ACTION TO BE TAKEN
Anantapur	ANANTAPUR	OLDTOWNTANK	GRV210010142206171742	17-Jun-2022	KRISHNA KUMARI	EBC NESTAM	ACTION TO BE TAKEN

The District Collect can verify the documents of various grievances and can update the status.

BACK

Grievance Updation( District Collector )

Applicant Details		Documents View	
Grievance ID	GRV210010642206171716	Grievance Document	
Applicant NAME	SALLA ALIVELAMMA		
UID	XXXX-XXXX-4556		
MOBILE_NUMBER	9493892136		
SCHEME	YSR Cheyutha		
Reason	FOUR WHEELER		
Request Raised Date	2022-06-17T17:16:03		
Raised By	21001064-WEDS		
SECRETARIAT NAME	ESEVACENTER-01		
Mandal NAME	ANANTAPUR		
District NAME	ANANTHAPURAMU		

The Collector can take the action against the grievance which was reported.

The screenshot shows a web browser window with several tabs open. The main content is a form for taking action on a grievance. The form is divided into several sections:

- Metadata Section:** Contains fields for 'Raised By' (12345678-DA), 'SECRETARIAT NAME' (KORRAPADU1), 'Mandal NAME' (BUKKARAYASAMUDRAM), and 'District NAME' (ANANTHAPURAM). A 'NEXT' button is located to the right.
- Status Section:** A dropdown menu for 'Status of the GrievanceID' is open, showing options: 'Grievance Rejected', 'Grievance Hold', 'Grievance Closed', and 'Grievance- OPEN/Work in Progress'.
- Remarks Section:** A text area for 'Remarks'.
- Action Section:** A field for 'Action taken document' with a note '(Max Size 1 MB only PDF Allowed)' and a 'Choose File' button.
- Footer:** A green 'ACTION TAKEN' button and an upward arrow icon.

The Collector Can view other required report's also from the GGMP grievances option.

The screenshot shows the GGMP Grievances dashboard. At the top, there is a header with the logo of the Grama-Ward Sachivalayam, the name of the Collector (Sri.Y.S Jagan Mohan Reddy), and the date and time (18 June 2022 SAT 10:22:21 AM). The dashboard is divided into several sections:

- Navigation:** A menu on the left with options for 'GGMP Grievances', 'GGMP Grievances Report', and 'Long Pending Grievances'. An arrow points to the 'GGMP Grievances Report' option.
- Service Status:** A section with four cards: 'Registered' (blue), 'Redressed' (green), 'Pending' (orange), and 'Services Delivered' (green).
- Service Requests:** A section with two cards: 'Service Requests Registered' (purple) and 'Pending for Approval' (green).
- Response Received:** A section with one card: 'Response Received' (blue).
- Search:** A search bar with the text 'Search Service Name' and a magnifying glass icon.
- Footer:** A message 'No Data Available'.