RTS USER MANUAL

❖ Login into

https://gramawardsachivalayam.ap.gov.in/GSWSRTS/UI/Login by using GSWS Credentials.

❖ Click on **New Request** to raise Grievance and You can check the previous registered requests by using **View Request.**

❖ By Clicking on New Request then you will get the following page and fill the details,

❖

1. Department
2. Type of Service
3. Category
4. Secretariat Code (By searching will get secretariat name by default)
5. Request Title
6. Request Description
7. Contact to Person
8. Contact Person Mobile number

❖ Select the **Department** that based on the issue contains

❖ Select the Required Department from Drop down list.

❖ Select the **Type of issue** that comes under the selected department.

❖ Select **Send To (**By default shows District Coordinator) and you can **Attach a file** (Pdf/Image/Video).

❖ **C**lick on Raise Request then request submitted successfully with a ticket id.

******Thank You ******