# USER MANUAL FOR GRIEVANCE REDRESSAL

GRAMA VOLUNTEERS / WARD VOLUNTEERS & VILLAGE SECRETARIATS / WARD SECRETARIATS DEPARTMENT

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### 1 User manual for Digital Assistant / Ward Education & Data Processing Secretary (DA / WEDPS)



Step 1: The DA / WEDPS shall login to the GSWS portal using their user id and password

Step 2: The DA / WEDPS under 'Navasakam Beneficiary Management' tab in GSWS portal shall get an option to raise a 'Create Grievance' or raise a 'Create Grievance Service Request'



**Step 3:** After clicking on 'Create Grievance' the DA / WEDPS shall enter the Aadhaar Number and Scheme Type for the Ineligible Beneficiary and click on 'Get Details'

🌀 గ్రామ -	🍥 గ్రామ - వార్డు సచివాలయము						
			(U Logout				
NAVAS, Note: Please enter aadha Aadhaar No.* Please Enter Aadhaar Number	AKAM GRIEVANCE APPLICATIOn r number and select scheme to get the app Scheme Type" SELECT SCHEME TYPE	ON Ilication status.					

**Step 4:** The system shall display 'Application Status' with eligibility/ineligibility remarks, Eligibility Calculator for the selected scheme and Family Details with respect to the eligibility criteria

Hease enter addna	ar number	and select sch	errie to get the application s	Andhana Na A		s	cheme Type*		
A			Aadnaar No." XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX			YSR Cheyutha		✓ GET DETAILS	
		Applica	tion Status				Eligibility Calculator		
					Parameter Fields	Ar Par Pagor	tr Sohomo E	liaihility Coloulator	Validation Statur
IZEN NAME					Name	Pothina Saikumar	NA	ingromey Calculator	Validation Status
HER NAME					Age	27	45-60 Years		Unsatisfied
					Gender	MALE	FEMALE		Unsatisfied
NDER					Income Tax	NO	NO		Satisfied
ERENCE ID					Government Employee	NO	NO		Satisfied
HEME NAME					Dry Land	0	Less than or equal to 10 Acres		Satisfied
LICATION STATUS					Wet Land	0	Less than or equal to 3 Acres		Satisfied
					Enegry	0	Less than or equal to 300 Units (6 N	fonths Average)	Satisfied
					Transport	NO	NO		Satisfied
					Urban Property	0	Less than or equal to 1000 sq of bui	it-up area	Satisfied
				Fan	nily Details				
Name of the Citizen	Gender	Date Of Birth Car	te Nobile Number Wet Land(Ac	res) Dout and (Acres) Propert	u(Saff) Vehicle(V/N) Gout Employe		ower(Linits) District Mandal	Secretariat	
Pothina Parimala	FEMALE	01-01-1979	9912433716	res) bry candidores) Propert	(out) venice(m) cont Employe		KRISHNA VIJAYAWADA RUR	AL GOLLAPUDI4	
Pothina Srilakshmi	FEMALE	24-08-1998	9912433716				KRISHNA VIJAYAWADA RUR	AL GOLLAPUDI4	
Pothina Srinivasa Rao	MALE	27-02-1973	9912433716				KRISHNA VIJAYAWADA RUR	AL GOLLAPUDI4	
Pothina Harini	FEMALE	21-09-2003	9676954298				KRISHNA VIJAYAWADA RUR	AL GOLLAPUDI4	
Pothina Saikumar	MALE	30-01-1994	9912433716				KRISHNA VIJAYAWADA RUR	AL GOLLAPUDI4	
		Grievance T	ype"		Beneficia	ry Satisfied" O Yes O No			
		SELEC	T GRIEVANCE TYPE		*				- 147 - I
					SUBNIT ODIEMANCI			Activa	ite Windows

**Step 5:** Based on the ineligibility reason / criteria shown in the screen above, the DA / WEDPS shall identify the nature of the grievance and the relevant 'Grievance Type' and further explain the same to the citizen to know whether they are satisfied or not and accordingly the DA / WEDPS shall submit the grievance

**Step 6:** A Grievance ID will be generated, and an acknowledgement will be given to the citizen. The Citizen shall **duly note the grievance ID** for future reference

**Step 7:** In case the citizen is not satisfied with the nature of grievance, the DA / WEDPS shall identify the relevant service request to be raised for a particular grievance and accordingly ask the citizen to get required documents to raise a grievance service request

**Step 8:** The DA / WEDPS shall login again in the GSWS web portal using their login credentials once the citizen is back to Secretariat with all the required documents to raise a grievance service request



**Step 9:** The DA / WEDPS shall raise a grievance service request by clicking on "Navasakam Beneficiary Management" tab and selecting "Create Grievance Service Request"



**Step 10:** The DA / WEDPS shall identify the service request to be raised based on the nature of the grievance

	🍥 గ్రామ - వార్డు సచివాలయము	శ్రీ పై.ఎస్.జగన్ మోహన్ రెడ్డి గారు 😡
		් Logout
	NAVASAKAM GRIEVANCE SERVICE REQUEST APPLICATION	
	Note: Please select the service request related to the Navasakam Grievance.	
Energy		
> Energy (4)		
IT & EC		
> IT & EC (1)		
Revenue		
> Revenue (4)		
Transport		
<ul> <li>Transport (8)</li> </ul>		Activate Windows Go to Settings to activate Windows.
GSWS		

**Step 10:** The DA shall **mandatorily enter the grievance ID** already generated and printed on acknowledgement receipt given to the citizen and take further actions as per the screens to follow

	စြာ မူးစာ – အင်	ದ ಬೆದವಾಲಯಮು		ಶಿ.ಜಗನ ಮಾಘಾನ ರಿದ್ದೆ ಗಾರು ಮಂತ್ರಿತಿದ್ಯಾರು ಅಂಕ್ಷಕ್ರಿಕೆಕೆ ಕ್ರಿಕಾಷ್ಯಂ
	Mobile verification (APCPDCL - LT	- Title Transfer)	×	
	NA Enter Beneficiary	y Name*	DN	
	Enter Beneficia	ary Name		
	Enter Beneficiary	y Mobile Number*		
Energy (4)	Enter Mobile N	umber		
	Enter Beneficiary	Aadhaar Number*		
	Enter Aadhaar	Number		
	Navasakam Bene	eficiary Grievance ID*		
	Enter Grievand	SUBMIT		
IT & EC (1)				
			Activ	ate Windows

## 2 User manual for Welfare Education Assistant / Ward Welfare & Development Secretary (WEA/WWDS)

Step 1: The WEA / WWDS shall login to the GSWS portal using their user id and password

**Step 2:** The WEA / WWDS shall click on **'Grievance Approval'** under 'Navasakam Beneficiary Management' tab in GSWS portal to take action against the grievance service request raised by the citizen

	🌍 Grama	-Ward	Sachivalaya	m		ę	on'ble Chief Minist	i <b>Mohan Reddy</b> er Of Andhra Pradesh	٢	
Report An Issue C	luster To HH Mapping	Services	Navasakam Beneficiary	Management	Employee Jol	o Corner Do	wnloads		English	() Logout
Welcome: 12 Assistant )	2345678-WEA	(Welfare	e & Educa Grievance	Approval	12 August 20. <b>12:22:15</b>	21THU PM				
Registered Redi	ressed Pending	YSRRY	Ihu Bharosa Jagananna Vidya Deevena	<b>Ean on Alcohol</b>	Amma Vodi	VSR Asara	Pension	🕞 Gruha Vasa ti	Arogyasri	Jalayagnam
Service Requests Registered	Services Delivered	-	Search Service Name		Q					
<b>0</b>	■ 0						Backward Cl	asses Welfare		
Pending for Approval	Response Received		GSWS Department			→ BC	Human Reso	urces (School Ed	vate Window lucation) Settings to activ	'S ate Windows.
<b>0</b>	<b>0</b>	>	GSWS Services (1)			> So	hool Educatio	n (2)		

**Step 3:** The WEA / WWDS shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

		🍥 గ్రామ - వార్డు సచివాలయము						శ్రీ పై ఎస్.జగన్ మోహన్ రెడ్డి గారు గా ముఖ్యమంత్రిపర్మణ అంద్రప్రరక్ ప్రభుత్వం		
			SCHEME	GRIEVAN	ICE DASHBOARD	(WEA)				
TOTAL 1			PENI 1	DING			MPLETED			
				D	ETAILS					
Grieva	nce ID P	ending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action		
21081211	449429 1:	2-AUG-2021	Pothina Saikumar	MALE	XXXX-XXXX-9429	9912433716	Government Employee	VERIFY		
							Act Go t	tivate Windows to Settings to activate Wir		

**Step 4:** The WEA / WWDS shall verify the details and documents submitted by the citizen and accordingly submit their observations in the space given in the "Check List" and further recommends by clicking "Yes" or "No". The grievance service request shall be forwarded to VRO / WRS

	()) E	က္ပာဿ – ဆာတ္က လ်ဴံဆီဆာಲಯဿ နွိဥ္မွန္ကာန္အစိန္မွ က ကာမမ္နစိနစ္စနစ္က က တစ္ကေဒရီနစ္က က ကာမမ္နစ္စနစ္စရန္ က တစ္ကေဒရီနစ္က က	a) 10
			ს Log
		SCHEME GRIEVANCE VERIFICATION ( WEA )	
	Citizen Details	Certificate View	
GRIEVANCE ID	21081211449429		
CITIZEN NAME	Pothina Saikumar		
GENDER	MALE		
AADHAAR NUMBER	XXXX-XXXX-9429		
SECRETARIAT	Testing1		
MANDAL	VIJAYAWADA RURAL		
DISTRICT	KRISHNA		
DA/WEDS REMARKS	ОК	Activate Windows	
DA/WEDS REMARKS	ок	Activate Windows Go to Settings to activate V	Vindo
DA/WEDS REMARKS	ОК	Activate Windows Go to Settings to activate V	Vindo
DA/WEDS REMARKS	ок	Activate Windows Go to Settings to activate	Windo
Da/weds remarks :heck List 1. Observation	ок  / Remarks*	Activate Windows Go to Settings to activate	Windo
Da/weds remarks Check List 1. Observation 2. Document (	ок n / Remarks*	Activate Windows Go to Settings to activate V	Windo
DA/WEDS REMARKS Check List 1. Observation 2. Document I 3. Recommen	ок / Remarks* Upload dation*	Activate Windows Go to Settings to activate	Windo



## 3 User manual for Village Revenue Officer / Ward Revenue Secretary (VRO / WRS)



Step 1: The VRO / WRS shall login to the GSWS portal using their user id and password

**Step 2:** The VRO / WRS shall click on **'Grievance Approval'** under 'Navasakam Beneficiary Management' tab in GSWS portal to take action against the grievance service request raised by the citizen

	Grama	-Ward	Sachiv	valaya	m		ę	Sri.Y.S Jagan Hon'ble Chief Ministe	Mohan Reddy r Of Andhra Pradesh		
eport An Issue	Cluster To HH Mapping	Services	Navasakam	n Beneficiary	Management	Employee Jo	b Corner Do	ownloads		English	ပ် Logou
Welcome:	12345678-VRO	( VRO )		Grievanc	e Approval	VRO MEESEVA	APPROVAL	VRO HOUSES	ITE APPROVAL	12 August 20 <b>12:50:0</b>	021 THU <b>7 PM</b>
Registered F	IPANDANA	YSRRy	thu Bharosa	gananna Vidya Deevena	Ban on Alcohol	Amma Vodi	VSR Asara	Pension	Gruha Vasati	Arogyasri	Jalayagnam
Service Requests Registered	Services Delivered		Search Service	Name		Q					
<b>0</b>	■ 0							Consumer Af	fairs, Food and (	Civil Supplies	
Pending for	Response						> Ci	vil Supplies (7)			
Approval	Received	( )	Revenue (CC	LA) (5)					Acti Go to	vate Window Settings to activ	/S vate Windows

**Step 3:** The VRO / WRS shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

	Ģ	🍥 గ్రామ - వార్డు సచివాలద				ము క్రీ పై ఎస్.జాగన్ మోహిన్ రె గా నుల్కరియత్రికరి, లా అల్లికరి			
		SCHEME	GRIEVAN	ICE DASHBOARD	) ( VRO )				
TOTAL		PEN 1	DING			MPLETED			
			E	ETAILS					
Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action		
21081211449429	12-AUG-2021	Pothina Saikumar	MALE	XXXX-XXXX-9429	9912433716	Government Employee	VERIFY		
						Act Go t	ivate Windows o Settings to activate		

**Step 4:** The VRO / WRS shall verify the details and documents submitted by the WEA / WWDS and accordingly submit their observations in the space given in the "Check List" and further recommends by clicking "Yes" or "No". The grievance service request shall be forwarded to the concerned MRO

	🍥 గ్రామ -	• వార్డు సచివాలయము	శ్రీ వై.ఎస్.జగన్ మోహన్ రెడ్డి గారు గాముఖ్యమంధికర్మలు అంధర్రిదేశ్ ప్రభుత్వం
			් Logo
	SCHE	ME GRIEVANCE VERIFICATION ( VRO )	
	Citizen Details	Certificate View	
GRIEVANCE ID	21081211449429		
CITIZEN NAME	Pothina Saikumar		
GENDER	MALE		
AADHAAR NUMBER	XXXX-XXXX-9429		
SECRETARIAT	Testing1		
MANDAL	VIJAYAWADA RURAL		
DISTRICT	KRISHNA		
DA/WEDS REMARKS	ОК		Activate Windows
WEA/WWDS REMARKS	ОК		Go to Settings to activate window
IECK LIST			
1. Observation / I	Remarks*		
1. Observation / I	Remarks*		ß
1. Observation /   2. Document Upl	Remarks* oad	Choose File No file	chosen
Observation /     Observa	Remarks* oad ion*	Choose File No file	chosen



#### 4 User manual for Mandal Revenue Officer (MRO)

గ్రామ - వార్డు సచివాలయము
Login to your account
Activate Windows Go to Settings to activate Windows.

Step 1: The MRO shall login to the GSWS portal using their user id and password

**Step 2:** The MRO shall click on 'Grievance Approval' under 'Navasakam Beneficiary Management' tab in GSWS portal to take action against the grievance service request raised by the citizen

	Grama-Ward Sachivalayam						Sri.Y.S Jagan Mohan Reddy					
Report An Issue (	Cluster To HH Mapping	Services	Navasakam Benefi	iciary Management	Employee Jo	b Corner Do	wnloads		English	් Logout		
Welcome: 5	5105011-MRO()		Grie	vance Approval	12 August 20 02:11:23	21THU 5 PM						
Registered Rec	ANDANA	YSR Ry	thu Bharosa	Idya Ban en Alcohol	Amma Vodi	YSR Asara	Pension	Gruha Vasati	Arogyasri	Jalayagnam		
Service Requests Registered	Services Delivered		Search Service Name		Q							
Pending for Approval	Response Received				No	Data Avail	able					
	•							Acti Go to	vate Window Settings to activ	rs ate Windows.		

**Step 3:** The MRO shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

	) గ్రామ	ు - వార్డు స	ವಿವಾಲ	ంయము			శ్రీ.వై.ఎస్.జగన్ మోహన్ గా.ముఖ్యమంత్రికర్ములు అంర్లక్ర	రెడ్డి గారు <sup>వశ్</sup> ప్రభుశ్వం () Logout
		SCHEME GRI	EVANCE D	ASHBOARD ( MF	RO )			
TOTAL 12		PENDING 6			COMPLET 6	ED		
			DETAI	LS				
Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action	
21080919111997	09-AUG-2021	N Jamuna	FEMALE	XXXX-XXXX-1997	8861204425	Income Tax	VERIFY	
21081000290787	10-AUG-2021	Perapu Ammaji	FEMALE	XXXX-XXXX-0787	6300617746	Income Tax	VERIFY	
21080901090787	10-AUG-2021	Perapu Ammaji	FEMALE	XXXX-XXXX-0787	6300617746	Income Tax	Act <b>VERIFY</b> Wind	ows
21080811502774	11-AUG-2021	Dharmavarapu Raghu	MALE	XXXX-XXXX-2774	9849143061	Income Tax	Go to Settings to a	ictivate Windows.

**Step 4:** The MRO shall verify the details and documents submitted by the VRO and accordingly submit their observations in the space given in the "Check List" and further recommends by clicking "Yes" or "No". The grievance service request shall be forwarded to the concerned RDO

	🔘 గ్రావ	ు - వార్డు స	<i>చివాలయ</i> ము		శ్రీ వై.ఎస్.జగన్ మోహన్ రెద్ది గారు
					U Logout
		SCHEME GRIE	EVANCE VERIFICATION ( MRO )		
	Citizen Details			Certificate View	
GRIEVANCE ID	21080716542774				
CITIZEN NAME	Dharmavarapu Raghu				
GENDER	MALE				
AADHAAR NUMBER	XXXX-XXXX-2774				
SECRETARIAT	Testing1				
MANDAL	VIJAYAWADA RURAL				
DISTRICT	KRISHNA				
DA/WEDS REMARKS	Ok proceed				
VR0/WRS REMARKS	Testing				
					Activate Windows Go to Settings to activate Windows
neck List					
1. Observation / F	Remarks*				li
2. Document Uple	oad			Choose File No file choser	1
3. Recommendat	ion*			⊖ <sub>Yes</sub> ⊖ <sub>No</sub>	
			FORWARD		Activate Windows Go to Settings to activate Window



### 5 User manual for Revenue Divisional Officer (RDO)

Step 1: The RDO shall login to the GSWS portal using their user id and password



**Step 2:** The RDO shall click on **'Grievance Approval'** under **'Navasakam Beneficiary Management'** tab in GSWS portal to take action against the grievance service request raised by the citizen

	🌍 Grama	-Ward	Sachi	valaya	m	Sri.Y.S Jagan Mohan Reddy Hon'ble Chief Minister Of Andhra Pradesh				' 🔘	
eport An Issue	Cluster To HH Mapping	Services	Navasakar	m Beneficiary	/ Management	Employee Jol	b Corner Do	ownloads		English	් Logou
Welcome: 5	5104-RDO()			Grievanc	e Approval	12 August 20. 02:09:00	21THU D PM				
SPA	ANDANA		<u>.</u>	<b>1</b>			0			<b>2</b> 0	14444
Registered Reg	dressed Pending	YSR Ry	thu Bharosa <sup>J</sup>	agananna Vidya	Ban on Alcohol	Amma Vodi	YSR Asara	Pension	Gruha Vasati	Arogyasri	Jalayagnam
			-	Deevena							
Service Requests	Services Delivered		Search Servic	e Name		Q					
Registered											
						No	Data Avail	able			
Pending for Approval	Response Received										
									Activ	vate Window	S

**Step 3:** The RDO shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

		Ģ	đ	శ్రీ.వై.ఎస్.జగన్ మోహన్ రెడ్డి గాగ గాముఖ్యమంత్రికర్మంలు అంద్రప్రదేశ్ ప్రభుత్త				
								ڻ ا
			SCHEME	GRIEVAN	ICE DASHBOARD	( RD0 )		
	TAL		PENI 1	DING			MPLETED	
				D	ETAILS			
Gr	ievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action
2108	3121144942 <mark>9</mark>	12-AUG-2021	Pothina Saikumar	MALE	XXXX-XXXX-9429	9912433716	Government Employee	VERIFY
							Ac Go	tivate Windows to Settings to activate Wind

**Step 4:** The RDO shall verify the details and documents submitted by the MRO and accordingly submit their observations in the space given in the "Check List" and further recommends by clicking "Yes" or "No". The grievance service request shall be forwarded to the concerned JC

	🍥 గ్రామ -	వార్డు సచివాలయము		శ్రీ.వై.ఎస్.జగన్ మోహన్ రెడ్డి గారు గా.ముఖ్యమంజైపర్మం: అంద్రప్రదేశ్ ప్రభుత్మం
				ڻ Log
	SCHEM	E GRIEVANCE VERIFICATION ( RDC	))	
	Citizen Details		Certificate View	
GRIEVANCE ID	21081211449429			
CITIZEN NAME	Pothina Saikumar			
GENDER	MALE			
AADHAAR NUMBER	XXXX-XXXX-9429			
SECRETARIAT	Testing1			
MANDAL	VIJAYAWADA RURAL			
DISTRICT	KRISHNA			
DA/WEDS REMARKS	ОК			Activate Windows
WEA/WWDS REMARKS	ОК			
Check List				
1. Observation	/ Remarks*			h
2. Document L	lpload		Choose File No file cho	osen
3. Recommend	lation*		⊖ <sub>Yes</sub> ⊖ <sub>No</sub>	
		FORWARD		Activate Windows



### 6 User manual for Joint Collector (JC)

గ్రామ - వార్డు సచివాలయము
Login to your account: 1. 510-3C 1. 0.457.6 C Enter Captcha LOGIN 2 HOME 15
Activate Windows

Step 1: The JC shall login to the GSWS portal using their user id and password

**Step 2:** The JC shall click on '**Grievance Approval**' under '**Navasakam Beneficiary Management**' tab in GSWS portal to take action against the grievance service request raised by the citizen

	💿 Grama	-Ward	Sach	ivalaya	im	Sri.Y.S Jagan Mohan Reddy Hon'ble Chief Minister Of Andhra Pradesh					
eport An Issue	Cluster To HH Mapping	Services	Navasak	am Beneficiary	/ Management	Employee Jot	o Corner Da	wnloads		English	் Logout
Welcome:	510-JC()			Grievanc	e Approval	12 August 202 04:08:18	21 THU PM				
Registered F	PANDANA	YSRRy	thu Bharosa	Jagananna Vidya Deevena	Ban on Alcohol	Amma Vodi	VSR Asara	Pension	Gruha Vasati	Arogyasri	Jalayagnam
Service Requests Registered	Services Delivered		Search Servi	ice Name		Q					
Pending for Approval	Response Received					No	Data Avail	able			
									Activ Go to	vate Window Settings to activ	S ate Windows.

**Step 3:** The JC shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

	🔊 గ్రామ	ు - వార్డు స	ವಿವಾಣ	లయము			శ్రీ.వై.ఎస్.జగన్ మో గా.ముఖ్యమంత్రిపర్ములు అ	హన్ రెడ్డి గారు అధ్రజైదేశ్ ప్రభుత్మం
		SCHEME GF	RIEVANCE	DASHBOARD ( J	с)			() La
TOTAL 6		PENDING 1			COMPLE 5	TED		
			DETA	AILS				
Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action	
01000 (00100771	06-AUG-2021	Dharmavarapu Raghu	MALE	XXXX-XXXX-2774	9849143061	Income Tax	VERIFY	

**Step 4:** The JC shall verify the details and documents submitted by the RDO and accordingly submit their observations in the space given in the "Check List" to approve/reject the grievance service request

	్రం గ్రాహ	ప్ - వార్డు సచివ	ాలయము		శ్రీ.పై.ఎస్.జగన్ మోహన్ రెడ్డి గారు గాముఖ <sub>టి</sub> బంధికర్కలు ఆంధ్రప్రదేశప్రభుత్వం
					U Logo
		SCHEME GRIEVAN	ICE VERIFICATION ( JC )		
	Citizen Details			Certificate View	
GRIEVANCE ID	21080611162774				
CITIZEN NAME	Dharmavarapu Raghu				
GENDER	MALE				
AADHAAR NUMBER	XXXX-XXXX-2774				
SECRETARIAT	Testing1				
MANDAL	VIJAYAWADA RURAL				
DISTRICT	KRISHNA				
DA/WEDS REMARKS	approve				
WEA/WWDS REMARKS	income g				
VRO/WRS REMARKS	approve				Activate Windows
MRO REMARKS	rdo remarks				Go to Settings to activate Window
eck List		-			
1. Observation / Re	marks*				
2. Document Uploa	ad			Choose File No file	chosen
3. Recommendatio	n*			⊖ <sub>Yes</sub> ⊖ <sub>Nd</sub>	
			FORWARD		Activate Windows

• (	စား ကာသာ uat.gramawardsachin Grievance ( 2108061116	valayam.ap.gov.in says 52774 ) approveed. C	శ్రీ పై ఎస్.జగన్ మోహన్ రెడ్డి గారు గా.మంధ్రమంత్రికర్మలు అంధ్రక్రరశ త్రిధుత్వం U Logout
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#### Note:

- All Payment Failure Related cases shall be updated before the 17<sup>th</sup> of August 2021 on Navasakam Welfare Assistant login
- It shall be mandatory to generate a Grievance ID for an ineligible beneficiary and the Grievance ID shall be mandatorily entered for raising a grievance service request
- Logins for MRO and RDOs shall be provided as Annexure
- Logins for District Commercial Tax Officers shall be provided as Annexure
- All JCs shall talk to DCs and ensure quick approval / rejection of the grievance request pending in their login
- For further details please refer to the detailed SOP
- For all WEAs, VROs, MROs & RDOs:
  - Shall login to approve/reject grievance request for Income Tax, GSTN and Government Employee / Government Pensioners