



GOVERNMENT OF ANDHRA PRADESH

GVWV & VSWS DEPARTMENT

Auto Nagar, Vijayawada

Jagananna ki Chepudam

User Manual

May 2023

Table of Contents

1.	Process flow	3
2.	WEA/WWDS Login	4
3.	Collector Login.....	9

1. Process flow

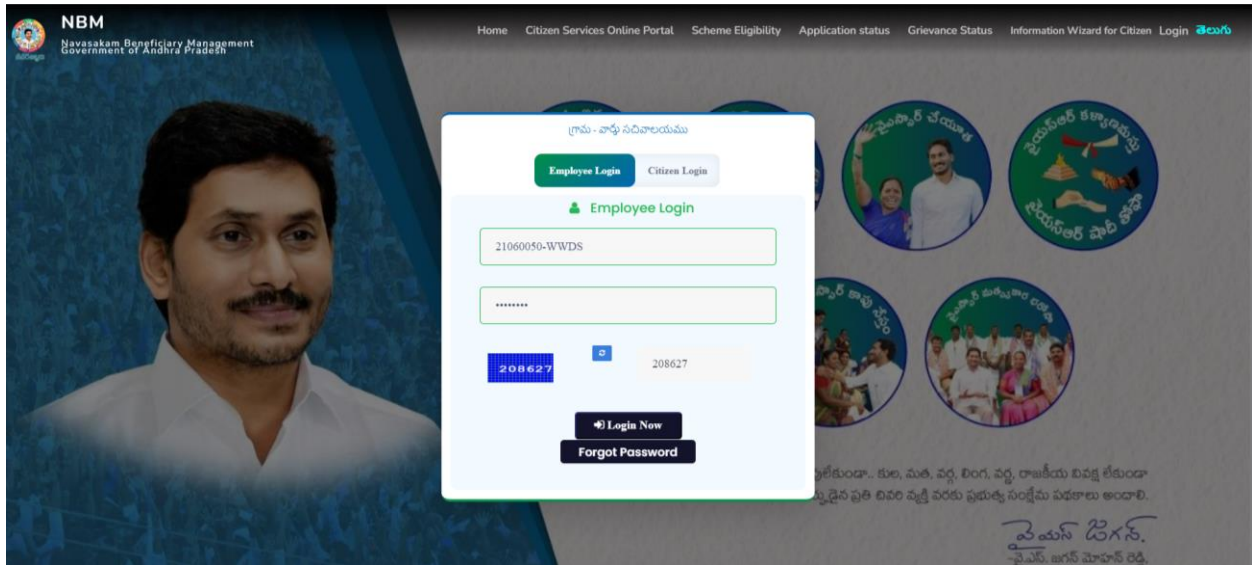
1. Citizen calls Spandana Call centre
 2. Based on the query, the Spandana call centre agent can
 - a. provide information to the citizen as requested through the following modules:
 - Track Grievance Status
 - Check Eligibility
 - Track Application Status
 - b. Raise a grievance through “Create a grievance” module.
 3. Once the Spandana agent raises a grievance, the grievance is forwarded to the Ward Education Assistant /Ward Welfare and Development Secretary (WEA/WWDS) of the corresponding secretariat of the citizen.
 4. There are two types of grievances:
 - a. Service request – Service requests can be raised against six step eligibility criterion such as Land, Urban property, Four-wheeler, Electric consumption, Employee or Employee in Household, Caste and Income
 - b. Endorsement - These types of grievances include Age, Gender, Payment, One Family One Benefit, availed other Government Schemes, pending for verification, rejected during field verification, eKYC done but not in Eligible/Ineligible List. In Age, there are 3 scenarios to be redressed:
 - Age is correct in Aadhaar but not in the GSWS Household database – For this case ask the citizen to perform Volunteer eKYC to update his/her data in GSWS Household database.
 - Age is incorrect in both Aadhaar and GSWS Household databases: For this case inform the citizen to update the details in the nearest Aadhar centre and follow up with the citizen
 - Age corrected in Aadhaar, but scheme not availed due to Aadhaar Update history: Inform the citizen that due to age change scheme has not been availed.
- The information should be provided to the citizen along with the

5. To redress the grievance within the SLA of 5 days the WEA/WWDS performs the following actions:
 - a. **Service request-based grievances:** The WEA/WWDS shall contact the citizen and procure the documents necessary for raising the grievance service request. The WEA/WWDS should contact the DA/WEDPS to raise grievance service request on behalf of the citizen.
 - b. **Endorsement based grievances:** The WEA/WWDS contacts the citizen, redresses the grievance, or provides information necessary to resolve the grievance and submits the endorsement form duly signed by the citizen and the WEA/WWDS
6. The collector can track whether the WEA/WWDS has taken the necessary action within the SLA of 5 days through the JKC performance review dashboard.

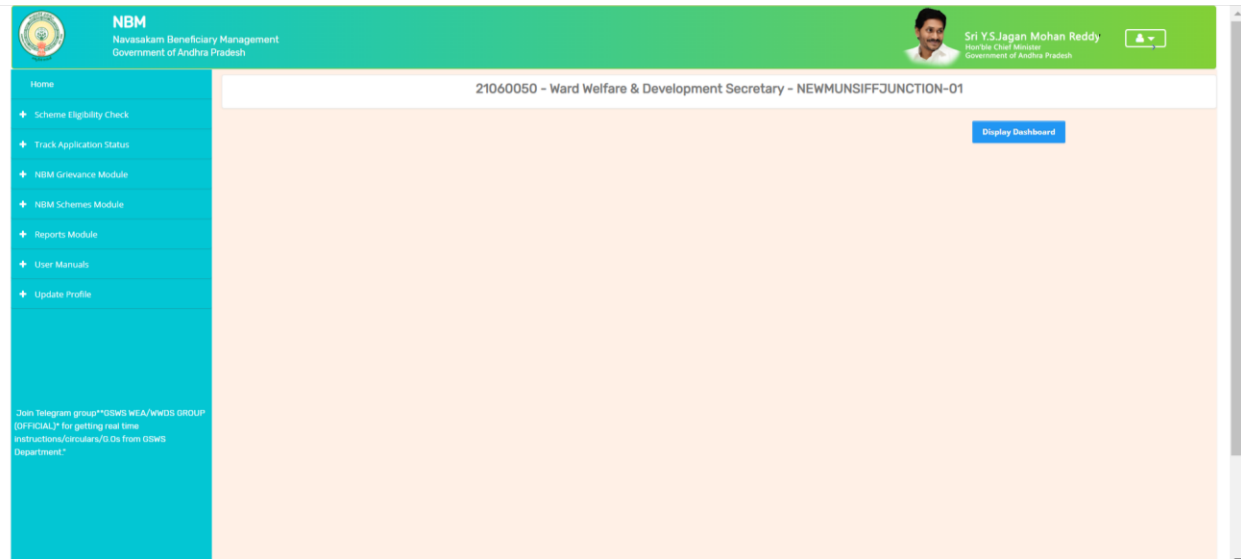
2. WEA/WWDS Login

When user clicks on the link below, user is directed to NBM Landing page which is as shown below. <https://gsws-nbm.ap.gov.in/NBM/Home/Main>.

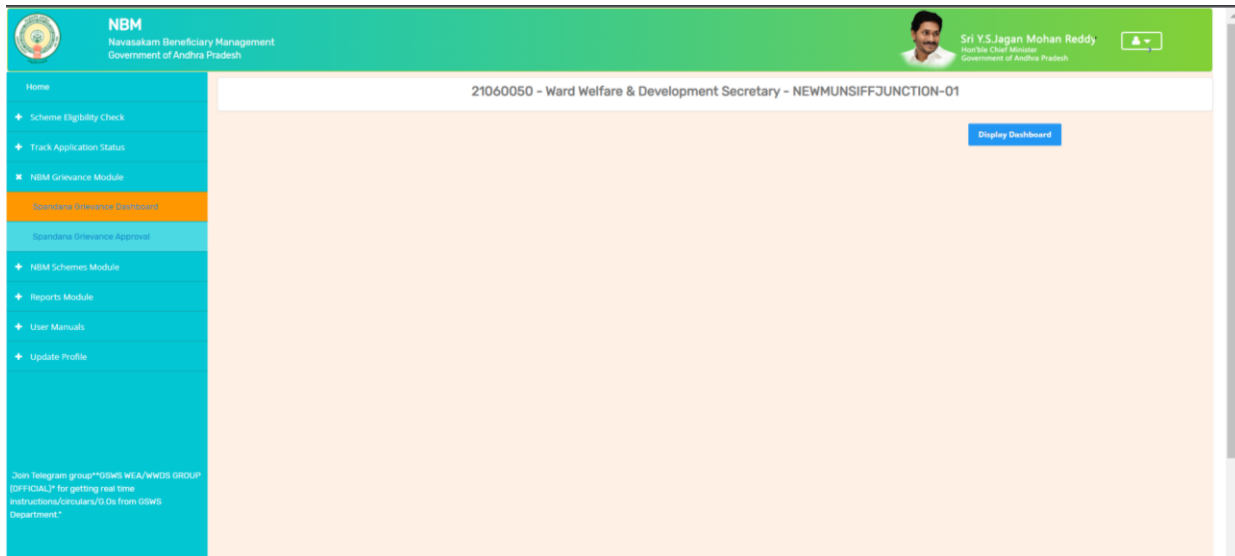
User can enter the login credentials and login to the NBM Portal.



Once the user logs into the portal, the screen is as shown below.



In the WEA/WWDS login, under the NBM Grievance Module, click on “Spandana Grievance Dashboard”.



The Spandana Grievance Dashboard page is open as shown below.

The dashboard header includes the logo of the Government of Andhra Pradesh, the text 'గ్రామ - వార్డు సచివాలయము' (Gram - Ward Sachivalayam), and the name of the Minister 'శ్రీ సై.ఎస్.జగన్ మోహన్ రెడ్డి గారు' (Shri S. Jayagan Moohan Reddy). A 'Logout' button is visible in the top right corner.

The main content area is titled 'Spandana Grievance Dashboard' and features four summary cards:

- TOTAL: 53
- COMPLETED SERVICE REQUEST: 28
- COMPLETED ENDORSEMENT: 12
- PENDING: 13

Below the summary cards is a section titled 'Grievances pending to take action' containing a table with the following data:

Sno	Grievance ID	Grievance Status	Household ID	Citizen Aadhaar	Mobile Number	Scheme Name	Grievance Type	Grievance Date	Action
1	2303091044459227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	9395596048	YSR Cheyutha	Pending for verification	09-Mar-2023	Verify
2	2303091044459227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	9395596048	YSR Cheyutha	Pending for verification	09-Mar-2023	Verify
3	2301051645419227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	8309246027	YSR EBC Nestham	Payment	05-Jan-2023	Verify
4	2304121250419227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	8309246027	YSR EBC Nestham	Land	12-Apr-2023	Verify
5	2303081503289227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	8309246027	YSR Kapu Nestham	Land	08-Mar-2023	Verify

In the Spandana Grievance dashboard, for endorsement-based grievances click on the hyperlink. The endorsement form is downloaded. The WEA/WWDS calls the applicants and redresses the grievance.

This screenshot is identical to the previous one, but the third row of the 'Grievances pending to take action' table is highlighted with a red border, indicating the selected endorsement-based grievance.

Click on “verify” corresponding to the endorsement-based grievance. Then the following screen is displayed.

DETAILS

Citizen Name:- NAGABABU MANEPALLI Mobile Number:- 7032956684 Citizen Aadhar:- XXXX-XXXX- 9227

Grievance ID:* Select Scenario* Upload Endorsement* Remarks:

2303091339279227 -- SELECT-- Choose File Courser..ture.pdf testing

Submit

Upload the endorsement form duly signed by the citizen and WEA/WWDS and submit the application. The grievance is closed. Sample endorsement form is as shown in the next page.



ఫిర్యాదు నమోదు ఎండోర్స్ మెంట్



Citizen Name	ధరఖాస్తు దారు పేరు	[REDACTED]
Citizen UID (Masked)	ధరఖాస్తు దారు ఆధార నెంబర్	XXXXXXXX9227
Household ID	హౌస్ హెల్డ్ id	HH51203679626720201107054200190
Scheme Name	సంక్షేమ పథకం పేరు	YSR Cheyutha
Grievance ID	ఫిర్యాదు నమోదు సంఖ్య	2303091044459227
Grievance Type	ఫిర్యాదు రకం	Pending for verification
Remarks	రీమార్కులు	
Grievance Date	ఫిర్యాదు నమోదు తేదీ	09-03-2023
Beneficiary Mobile Number	బెనిఫిషియరీ మొబైల్ నెంబరు	[REDACTED]
Endorsement Date	ఎండోర్స్ మెంట్ తేదీ	

గౌ. ప్ర. [REDACTED] మీ యొక్క Pending for verification ఫిర్యాదు రకం పరిశీలించబడినది. ఫిర్యాదు యొక్క పరిహార వ్యవస్థ ధరఖాస్తు దారుకి తెలియజేయడమైనది.

This is to acknowledge that the grievance raised by [REDACTED] for Pending for verification has been reviewed. The citizen has been informed about the redressal mechanism of the grievance.

Signature of Applicant

Signature of WEA/WWDS

For service-based requests, The WEA/WWDS shall contact the citizen and procure the documents necessary for raising the grievance service request. The WEA/WWDS should contact the DA/WEDPS to raise grievance service request on behalf of the citizen.

Logout

Spandana Grievance Dashboard

TOTAL
53

COMPLETED SERVICE REQUEST
28

COMPLETED ENDORSEMENT
12

PENDING
13

Grievances pending to take action

Sno	Grievance ID	Grievance Status	Household ID	Citizen Aadhaar	Mobile Number	Scheme Name	Grievance Type	Grievance Date	Action
1	2303091044459227	OPEN	HH51203679626720201107054200190	XXXX-XXXX-9227	9395596048	YSR Cheyutha	Pending for verification	09-Mar-2023	Verify
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In the Spandana Grievance dashboard click on the “Verify” corresponding to the service request-based grievance. The following screen is shown:

Citizen Name:- NAGABABU MANEPALLI Mobile Number:- 8309246027 Citizen Aadhar:- XXXX-XXXX- 9227

Grievance ID*
2304111602339227 Redressal Channel*
-- SELECT-- Service Name*
-- SELECT-- Enter service request ID*
[Text Box]

Enter service request Date*
dd/mm/yyyy Upload Acknowledgement Receipt*
[Choose File] Course...ture.pdf Remarks:
testing

Submit

Select the Redressal channel through which the service request has been raised. Select the Service name and enter the service request ID and the Service request date. Upload the application receipt associated with the service request ID (if any) and click on submit.

Citizen Name:- NAGABABU MANEPALLI Mobile Number:- 8309246027 Citizen Aadhar:- XXXX-XXXX- 9227

Grievance ID*
2304121250419227 Redressal Channel*
Apeeva Service Name*
Mobile Number and Pattadar Aadhar Number Seeding Enter service request ID*
123377

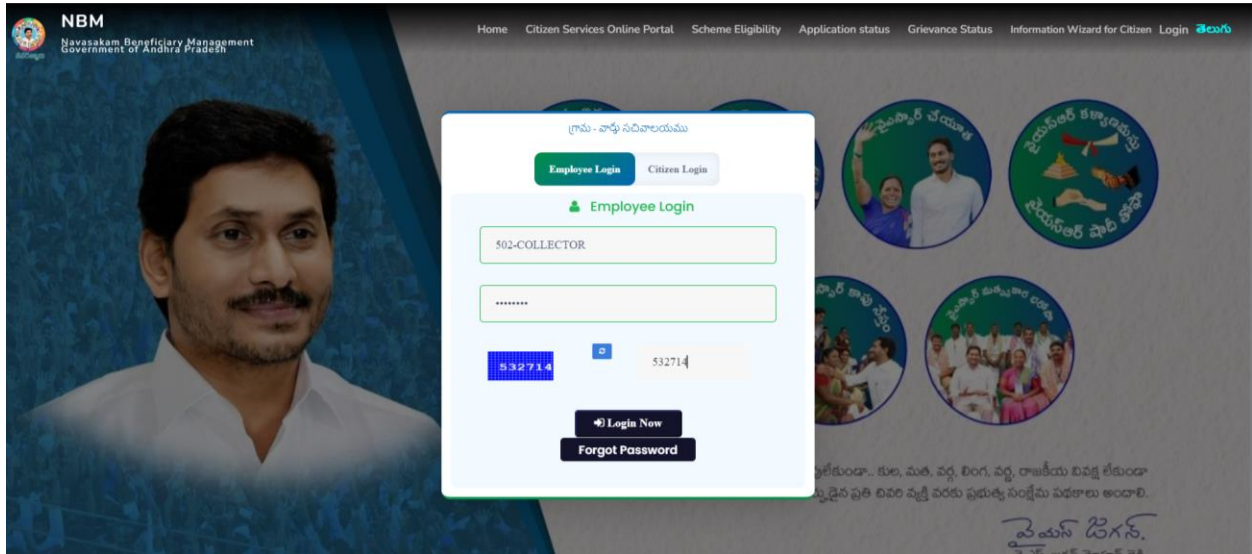
Enter service request Date*
03/05/2023 Upload Acknowledgement Receipt*
[Choose File] Kalya..1.3.pdf Remarks:
testing on land

Submit

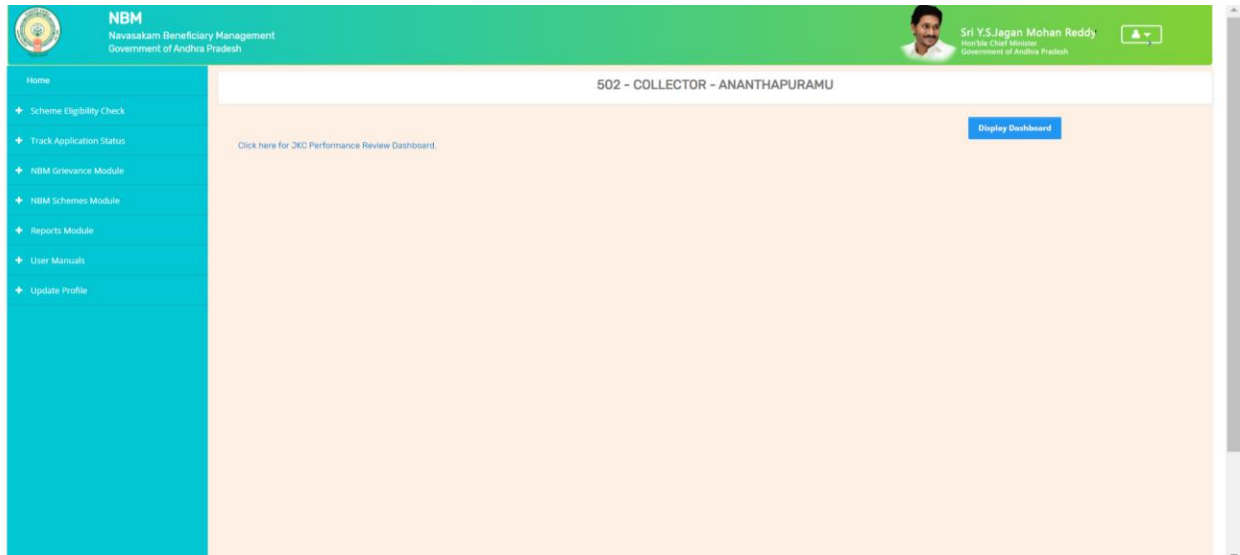
3. Collector Login

The Spandana grievance redressal by the WEA/WWDS can be tracked district wise by the respective Collector.

When user clicks on the link below, user is directed to NBM Landing page which is as shown below. <https://gsws-nbm.ap.gov.in/NBM/Home/Main>. User can enter the login credentials and login to the NBM Portal.



After logging in the screen is as shown below.



The user can click on the “Click here for the JKC Performance review Dashboard” to view the following report. The grievance status can be tracked district and Mandal/ULB wise.

R.1 Gsws Secretariat Dashboard Report

District: Mandals/ ULB:

S.No.	Mandal Name	Secretariat Name	Grievances				Rank
			Total	Pending	Closed Within SLA	Closed Beyond SLA	
1	D.HIREHAL	GOOSALAPALLI	1	1	0	0	1
2	IRALA	PIERREPALLE	28	0	26	2	1
3	THAVANAMPALLE	PALLECHERUVU	2	0	0	2	1
4	PRODDATUR	KHMSTREET-02	1	1	0	0	1
5	MACHILIPATNAM	NARAYANAPURAM	40	2	28	10	1
6	GHANASALA	SRIKAKULAM	1	1	0	0	1
7	PAMARRU	KANUMURU	1	1	0	0	1
8	YEMHIGANUR	RAGHAVENDRACOLONY	20	0	18	2	1
9	NELLORE	GOLLAPALEM	1	1	0	0	1
10	NELLORE	VIKALANGULACOLONY	2	2	0	0	1
11	YERRAONDAPALEM	VEERABHADRAPURAM	1	1	0	0	1
12	GVMC (VISAKHAPATNAM)	CHINNAMUSHIDIWADA-02	85	0	55	30	1
13	GVMC (VISAKHAPATNAM)	NARASIMHANAGAR-05	60	0	40	20	2
14	GVMC (VISAKHAPATNAM)	PEDAGANTYADA-09	65	0	36	29	3
15	GVMC (VISAKHAPATNAM)	DUVVADA-02	50	0	35	15	4
16	GVMC (VISAKHAPATNAM)	DALLAVPALEM	50	0	32	18	5
17	GVMC (VISAKHAPATNAM)	BELAYOUT-01	47	0	22	25	6

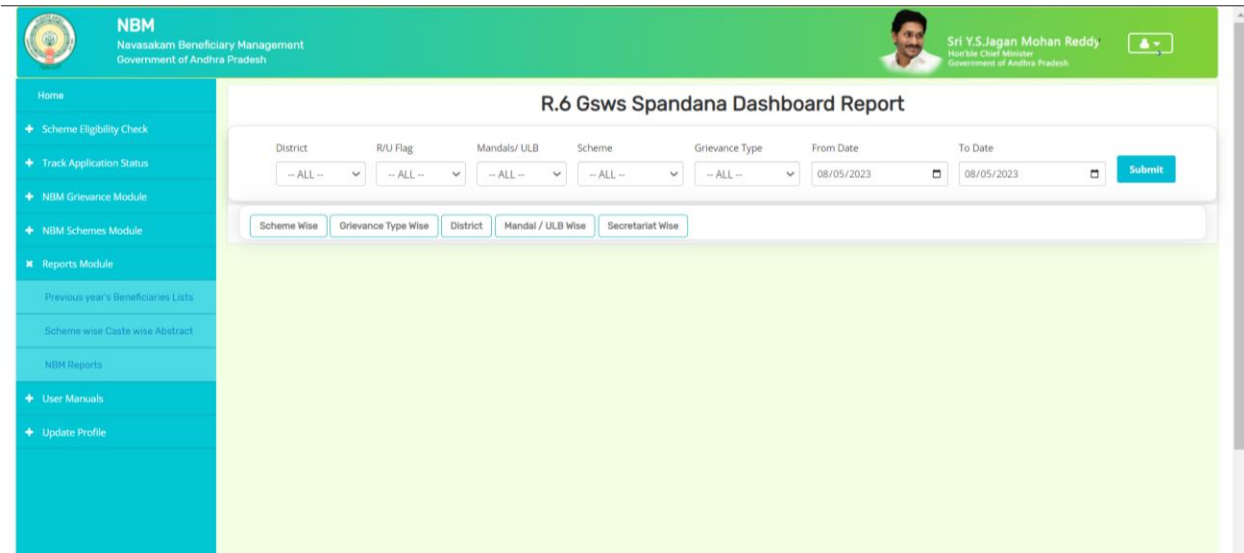
In the NBM reports module, under R6. GSWS Grievance Report, the collector can track the Scheme and Non-Scheme related grievances raised.

NBM Reports

Scheme Year: Scheme Name: Select Type:

- R1. Application Dashboard**
 - R1.1 Application Status Report
 - R1.2 Household Abstract Report
 - R1.3 All Schemes Application Report
- R2. Social Audit Reports**
 - R2.1 Provisional Eligible List
 - R2.2 Re-verification List
- R3. Final Reports**
 - R3.1 Final Eligible List
 - R3.2 Final Ineligible List
- R4. Consolidated Report**
- R5. eKYC Reports**
 - R.5.1 Social Audit eKYC Report
 - R.5.2 Payment Acknowledgement
- R.6 GSWS Grievance Report**
 - R6.1 Schemes Grievance Dashboard
 - R6.2 Non Schemes Grievance Dashboard

For Scheme related grievances raised in Spandana, upon clicking the ‘Schemes Grievance Dashboard’ the following screen is displayed.



Select the date accordingly and select to get the report “Scheme wise” or “Grievance Type wise” or according to District, Mandal/ULB or secretariat wise.

S.No.	Grievance Type	Source Name			No. of People who checked the status			No. of Grievances Raised	No. of Grievance Service request raised	Yet to be raised service requests				No. of Grievance service request closed
		Spandana	Collector	Secretariat	Yes	No	No. of Request lapsing in the next 2 Days			No. of Request lapsing in the next 3 Days	No. of Request lapsing in the next 4 Days	No. of Request lapsing in the next 5 Days		
1	Age	11	0	3	14	3	11	14	2	0	0	0	0	2
2	Caste	1	0	12	5	2	11	13	7	0	0	0	0	7
3	Data not updated in OSWS	1	0	0	0	0	1	1	0	0	0	0	0	0
4	Electricity	5	0	2	8	1	6	7	3	0	0	0	0	3
5	Four Wheeler	0	0	4	1	1	3	4	0	0	0	0	0	0
6	Ost	2	0	3	6	0	5	5	4	0	0	0	0	4
7	Gender	5	0	3	16	1	7	8	1	0	0	0	0	1
8	Government Employee	3	0	2	0	1	4	5	3	0	0	0	0	3