



r **BIS** | Real-Time Beneficiaries
Identification System

Volunteer & Welfare User Manual



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Volunteer Login Downloading RBIS Mobile App from Google Play Store

Step 1:
Click Play store

Step 2:
Type rbis app

Step 3:
Click Install

Step 4:
Wait to Download & Install

RBIS App Permissions

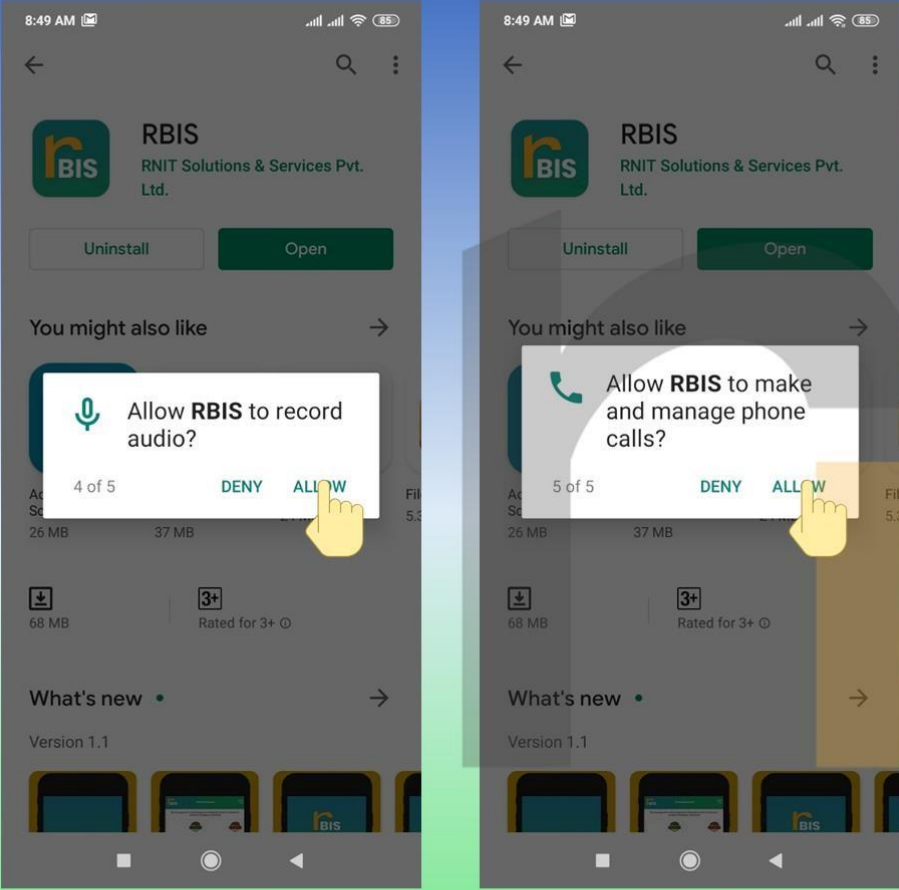
Step 1:
Click RBIS

Step 2:
Click Allow

Step 3:
Click Allow

Step 4:
Click Allow

RBIS App Permissions



The image displays two sequential screenshots of an Android phone's app settings page for the RBIS app. In the first screenshot, a permission dialog is shown asking to allow the app to record audio. A hand icon is pointing to the 'ALLOW' button. In the second screenshot, a permission dialog is shown asking to allow the app to make and manage phone calls. A hand icon is pointing to the 'ALLOW' button. The background of the phone screen shows the app's name, developer information, and various settings options.

Step 5:
Click **Allow**

Step 6:
Click **Allow**

IT SOLUTIONS & SERVICES

Volunteer Registration / Sign-Up Process

The image displays four sequential screenshots of the BIS mobile application interface, illustrating the volunteer registration process. Each screenshot features a profile picture of a man and the BIS logo (BIS - Bharat-India Samiksha Kendra). The text in the screenshots is as follows:

- Step 1:** The screen shows a face icon with the text "Tap on face icon to login". Below it, there is a "Sign Up" button. The text "Don't have an account? Sign Up" is visible. At the bottom, it says "Design and Developed by RNET".
- Step 2:** The screen says "Proceed with your Sign Up". Under "Select Role", there are two options: "Volunteer" and "Secretariat". A hand icon is pointing to "Volunteer". Below this, there is a field for "Enter your 10 digit Mobile No" and a "Verify" button. The text "Design and Developed by RNET" is at the bottom.
- Step 3:** The screen says "Proceed with your Sign Up". Under "Select Role", "Volunteer" is selected. Below it, there is a field for "Enter CFMS Id" with the value "14612713" and a "Go" button. Below that, there is a field for "Enter your 10 digit Mobile No" with the value "8096242529" and a "Verify" button. The text "Design and Developed by RNET" is at the bottom.
- Step 4:** The screen says "Enter OTP". Below it, there is a field for "Enter OTP" with the text "You will get the OTP 96*****90" and a "Resend OTP" link. Below this, there is a "Verify OTP" button. The text "Design and Developed by RNET" is at the bottom.

Step 1: Click **Sign Up**

Step 2: Select **Volunteer**

Step 3: Enter **CFMS Id** & Click **Verify**

Step 4: Enter **OTP** & Click **Verify OTP**

Volunteer Registration / Sign-Up Process

Step 5:
Click **Confirm**

Step 6:
Click **Aadhar card or any other proofs**

Step 7:
Capture your ID proof and then click on ok

Step 8:
click **Save Details**

Volunteer Registration / Sign-Up Process

Step 9:
Slowly blink your eyes

Step 10:
Tap on face to enrol

Step 11:
Click Ok

Step 12:
Click Accept

Volunteer Login before Secretariat Approval

The image displays four sequential screenshots of a mobile application interface for volunteer login. Each screenshot is framed with a blue border and a close button (X) in the top right corner.

- Step 1:** The first screenshot shows the app's main screen. At the top, there is a profile picture of a man. Below it is the logo for 'BIS' (Bharat-Three Bank Identification System). A hand icon is shown tapping on a face icon. The text 'Tap on face icon to login' is displayed. Below this, there is text in Telugu: 'వై.యస్.ఆర్ డెవలప్డ్ కానుక' and a 'Sign Up' button. At the bottom, it says 'Design and Developed by RNIT'.
- Step 2:** The second screenshot shows a circular frame around the user's face. The text 'KEEP FACE IN THE CIRCLE' and 'SLOWLY BLINK YOUR EYES' is displayed at the top.
- Step 3:** The third screenshot shows the same circular frame, but the user's eyes are closed. The text 'KEEP FACE IN THE CIRCLE' and 'SLOWLY BLINK YOUR EYES' is displayed at the top. The text 'IT SOLUTIONS & SERVICES' is visible at the bottom.
- Step 4:** The fourth screenshot shows a dark grey background with a circular frame around the user's face. A white box with black text is overlaid on the frame, reading: 'Approval is pending. Please reach out to your Welfare Assistant'. Below the box is a yellow bar with an 'OK' button and a hand icon tapping it.

Step 1: Tap on **Face Icon**

Step 2: Keep **Face** in the Circle

Step 3: Slowly **Blink Eyes**

Step 4: If account is **Not Activated**

Volunteer Login after Secretariat Approval

The image displays four sequential screenshots of a mobile application interface for volunteer login:

- Step 1: Click Sign Up**: The first screenshot shows the app's splash screen with the BIS logo and a 'Sign Up' button. A hand icon points to a face icon with the text 'Tap on face icon to login'. Below the logo, there is text in Telugu: 'వై.యస్.ఆర్ పిన్ కౌన్సిల్' and 'Don't have an account? Sign Up'. At the bottom, it says 'Design and Developed by RNT'.
- Step 2: Slowly Blink Eyes**: The second screenshot shows a face recognition screen. It features a circular frame around a user's face with the instructions 'KEEP FACE IN THE CIRCLE' and 'SLOWLY BLINK YOUR EYES'. A close button (X) is in the top right corner.
- Step 3: Click GET BENFICIARIES**: The third screenshot shows a screen titled 'Get Beneficiaries' with a large green button labeled 'GET BENFICIARIES' and a hand icon pointing to it. The text 'IT SOLUTIONS & SERVICES' is visible at the bottom.
- Step 4: Homepage**: The fourth screenshot shows the app's homepage. It includes a header with contact information in Telugu: 'పక్కా టెక్నాలజీ లో లేదా ఏమెంటు లో రిస్ట్రీప్డ్ బుటర్ సి ప్లీ! Vikram,7585959995,9221212,Secretariat,Yerraguntla YSR Kodapa,Andhra Pradesh'. Below the header are three main menu items: 'Payment Details', 'Pension Payment', and 'Support'. The footer contains the BIS logo and 'Design and Developed by RNT'.

Pension payments

The image displays a four-step process for pension payments through a mobile application. Each step is shown as a screenshot of the app interface with a corresponding instruction below it.

- Step 1:** Click **Pension Payment**. The screenshot shows the home screen with a 'Pension Payment' button highlighted by a hand icon.
- Step 2:** Select Beneficiary for **Identification**. The screenshot shows a list of beneficiaries with 'Shaik Rabbani' selected, indicated by a hand icon.
- Step 3:** Ask Beneficiary to **Slowly Blink**. The screenshot shows a camera view with a green box around the face and the instruction 'SLOWLY BLINK YOUR EYES'.
- Step 4:** Click **Next to Pay**. The screenshot shows a 'Successfully Identified' screen with a 'NEXT' button highlighted by a hand icon.

Pension not disbursed due to unavailability of beneficiary

The image displays three sequential screenshots of a mobile application interface for reporting pension non-disbursement.

Step 1: Click **Pension Payment**

Step 2: Select Beneficiary for **Comments**

Step 3: Select Non Disbursement Reason and Submit

The screenshots show the following details:

- Home Screen:** Header "Home" with a user profile. Text in Telugu: "పెన్షన్ పేమెంట్ లో తేడా ఏమెంటు లో రిపోర్ట్ బటన్ నొక్కి". Address: "Vikram,758910096,11221212,Secretariat,Yeraguntla,YSR Kodapa,Andhra Pradesh". Buttons: "Payment Details", "Pension Payment", "Support".
- Pension Payment Screen:** Header "Pension Payment". "Total Beneficiaries : 1". Search bar. Beneficiary: "Shaik Rabbani", "Widow". A comment icon is highlighted.
- Comments Screen:** Header "Comments". Beneficiary: "Shaik Rabbani", "Widow". Radio button options: "Not Available / Temporary Migration", "Does Not Exist / Permanent Migration", "Expired", "Others". A "Submit" button is highlighted.

Payment Details

The image displays three sequential screenshots of a mobile application interface, illustrating the steps to view payment details. The app is titled 'BIS' and is designed for 'Bachchan Beneficiaries Identification System'.

Step 1: Click Payment Details
The first screenshot shows the 'Home' screen. At the top, there is a header with the text 'విక్రమ్ లో లేదా మేమెంటు లో రిఫ్రష్ బటన్ ని క్లిక్ చేయండి' and contact information: 'Vikram, 756989796, 1221212 Secretariat, Yerraguntla, YSR Kadapa, Andhra Pradesh'. Below the header, there are three main buttons: 'Payment Details' (highlighted with a hand cursor), 'Pension Payment', and 'Support'. The bottom of the screen features the 'BIS' logo and the text 'Design and Developed by RNI'.

Step 2: Select Beneficiary
The second screenshot shows the 'Payment Details' screen. It features a search bar at the top. Below the search bar, there is a list of beneficiaries. The list includes:

- Neduri Durga: 08-09-2020 11:49 PM, Fisherman
- Bojantrika Srinivasa rao: 08-09-2020 03:18 PM, Traditional Cobblers
- Sakamma Sakamma: 09-09-2020 02:44 PM
- YARRA APPARAO: 10-09-2020 09:53 AM, O.A.P.

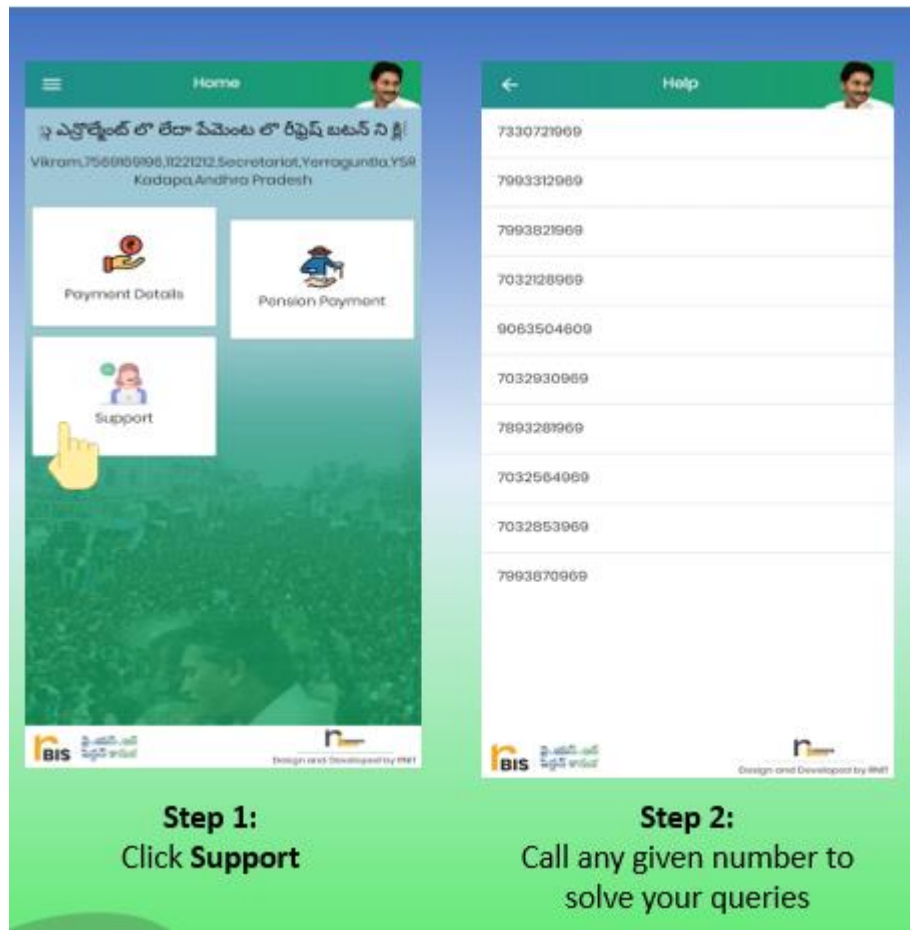
The entry for 'YARRA APPARAO' is highlighted with a hand cursor. The bottom of the screen features the 'BIS' logo and the text 'Design and Developed by RNI'.

Step 3: View Payment History
The third screenshot shows the 'YARRA APPARAO' payment history screen. It displays a single payment record:

- YARRA APPARAO: 10-09-2020 09:53 AM, O.A.P.

The amount is shown as ₹ [REDACTED]. The bottom of the screen features the 'BIS' logo and the text 'Design and Developed by RNI'.

RBIS Support/Helpline

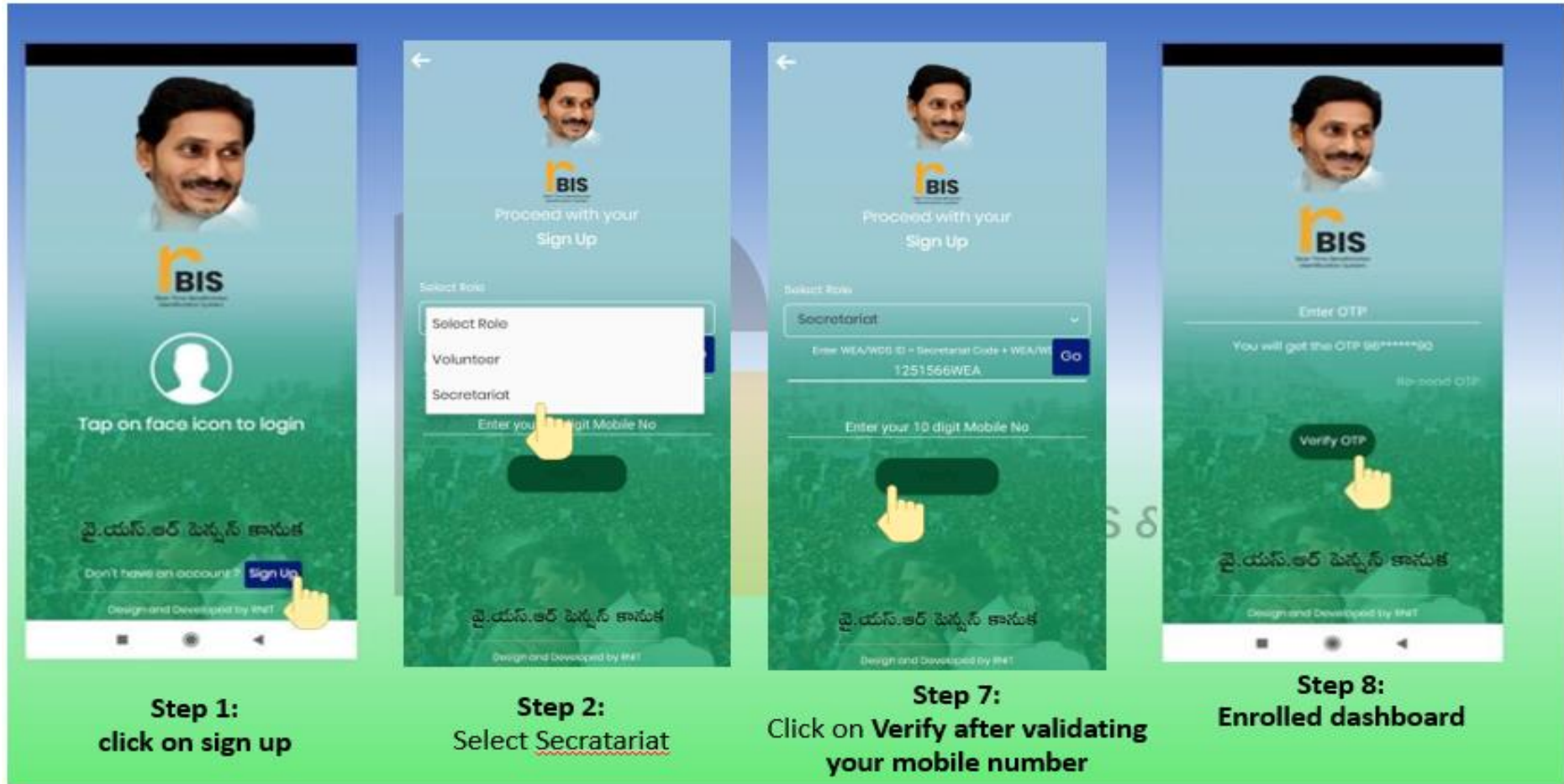


The image displays two screenshots from the RBIS mobile application. The left screenshot shows the 'Home' screen with a green header and a white background. It features a menu icon, the text 'Home', and a profile picture. Below this, there is a header in Telugu and English: 'విక్రమ్ లా రికార్డింగ్ లా రికార్డింగ్ బిజినెస్ సి.సి.' and 'Vikram, 756060998, 1221212, Secretariat, Yerragundla, YSR Kadapa, Andhra Pradesh'. There are three main buttons: 'Payment Details', 'Pension Payment', and 'Support'. A yellow hand icon is pointing at the 'Support' button. The right screenshot shows the 'Help' screen with a green header and a white background. It features a back arrow, the text 'Help', and a profile picture. Below this, there is a list of ten helpline numbers: 733072069, 7993312989, 7993821969, 7032128969, 9063504609, 7032930969, 7893281969, 7032564069, 7032853969, and 7893870969. Both screenshots have a footer with the RBIS logo and the text 'Design and Developed by RNI'.

Step 1:
Click **Support**

Step 2:
Call any given number to solve your queries

Welfare login
Welfare Registration / Sign-Up Process



Welfare Registration / Sign-Up

Step 5:
Click on confirm

Step 6:
Click Aadhaar or any other proofs

Step 7:
Click Ok

Step 8:
Click on save details

Welfare Registration / Sign-Up

The image displays four sequential screenshots from a mobile application, each with a corresponding step label below it. The screenshots are set against a blue background with a green gradient at the bottom.

- Step 9: Slowly blink your eyes**: The first screenshot shows a man's face in a circular frame. Text above the frame reads "KEEP FACE IN THE CIRCLE" and "SLOWLY BLINK YOUR EYES". A close button (X) is in the top right corner.
- Step 10: Tap on face to enrol**: The second screenshot shows the same man's face in a circular frame. Text above reads "TAP ON FACE TO ENROLL". A yellow hand icon is shown tapping the nose.
- Step 11: Click Ok**: The third screenshot shows a confirmation dialog with a small face icon and the text "Your Face Template has been captured". It has two buttons: "Cancel" (red) and "OK" (green). A yellow hand icon is clicking the "OK" button.
- Step 12: Click Accept**: The fourth screenshot is a "Disclaimer" screen. It contains a blue circle icon, a paragraph of text certifying details, and two buttons at the bottom: "Accept" (teal) and "Reject" (white). A yellow hand icon is clicking the "Accept" button.

Beneficiary Enrolment Process

Step 1:
Click **Enrolment**

Step 2:
Click **Beneficiary name**

Step 3:
Click **Capture** to capture ID Proof

Step 4:
Click **Photo** of Pension Card

Beneficiary Enrolment

Step 5:
click **Save and Enrol pensioner face**

Step 6:
Ask pensioner to slowly blink there eyes

Step 7:
Tap on the face to enrol the pensioner

Step 8:
Click **Accept**

Pension Payment

Step 1:
Click **Pension Payment**

Step 2:
Select Beneficiary for **Identification**

Step 3:
Ask Beneficiary to **Slowly Blink**

Step 4:
Click **Next to Pay**

Pension not disbursed due to unavailability of beneficiary

The image displays three sequential screenshots from a mobile application, illustrating the process of marking a pension beneficiary as unavailable. The first screenshot shows the 'Home' screen with a 'Pension Payment' button highlighted. The second screenshot shows the 'Pension Payment' screen with a list of beneficiaries, where 'Shaik Rabbani' is selected and a comment icon is clicked. The third screenshot shows the 'Comments' screen with a list of reasons for non-disbursement, where 'Not Available / Temporary Migration' is selected and the 'Submit' button is clicked.

Step 1:
Click **Pension Payment**

Step 2:
Select Beneficiary for **Comments**

Step 3:
Select Non Disbursement Reason and **Submit**

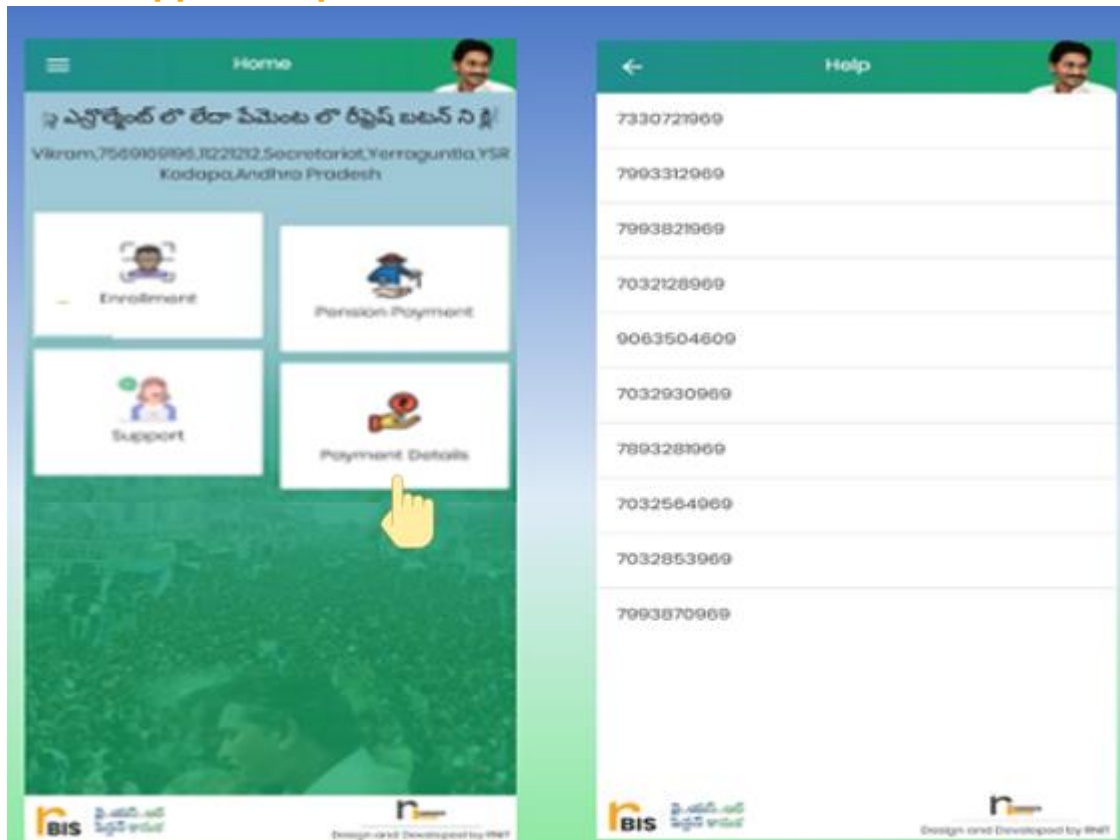
Payment Details

Step 1:
Click **Payment Details**

Step 2:
Select **Beneficiary**

Step 3:
View **Payment History**

RBIS Support/Help line



The image shows two screenshots of the RBIS mobile application. The left screenshot, titled 'Home', displays the app's main interface with a header in Telugu and English, and four service icons: Enrollment, Pension Payment, Support, and Payment Details. A yellow hand icon points to the 'Support' button. The right screenshot, titled 'Help', shows a list of phone numbers for user assistance.

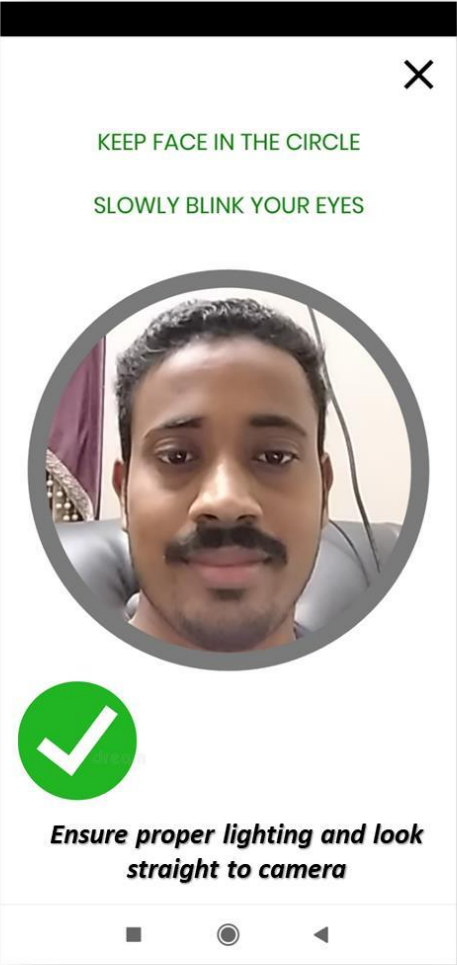
Step 1:
Click **Support**

Step 2:
Call any given number to solve your queries

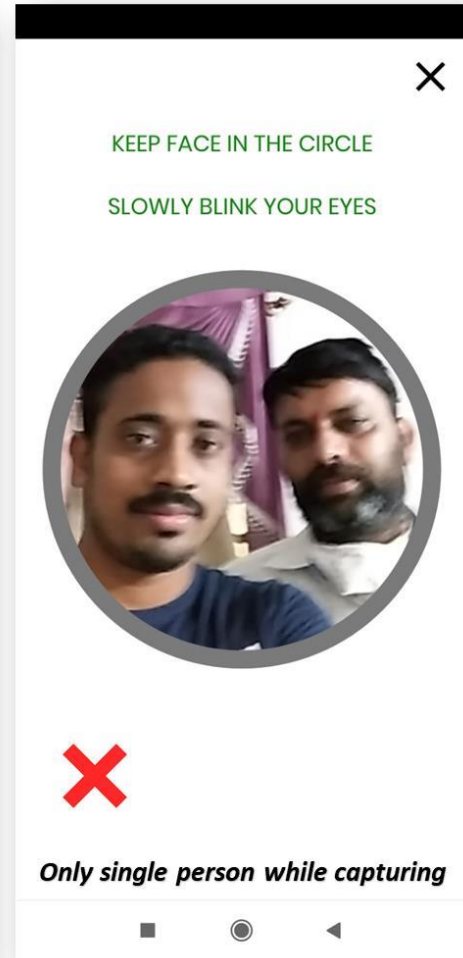
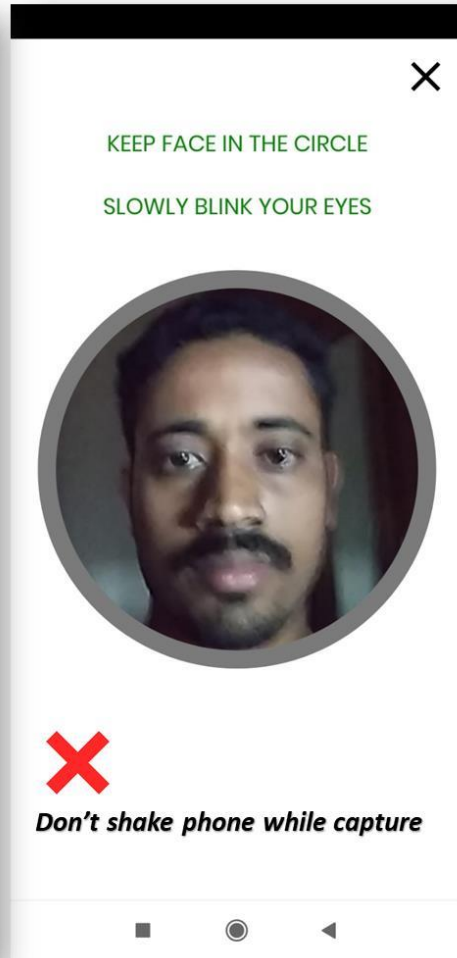
7330721969
7993312969
7993821969
7032128969
9063504609
7032930969
789328969
7032564969
7032853969
7993870969

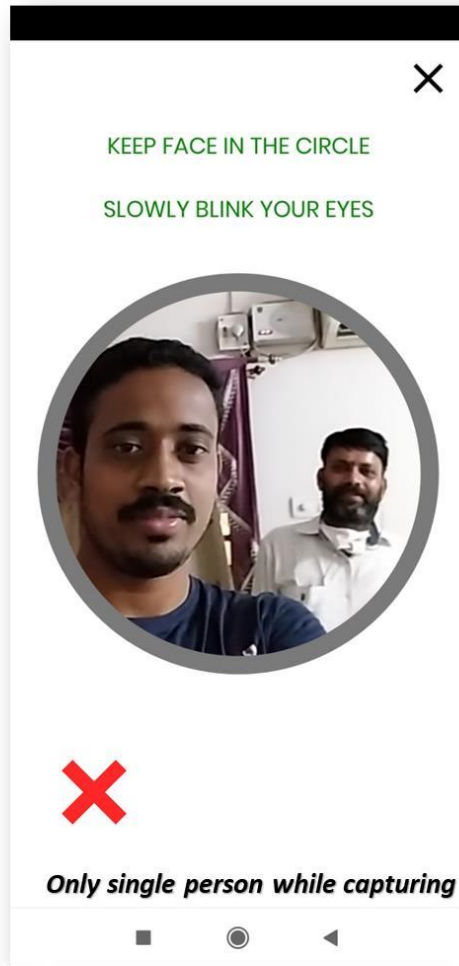
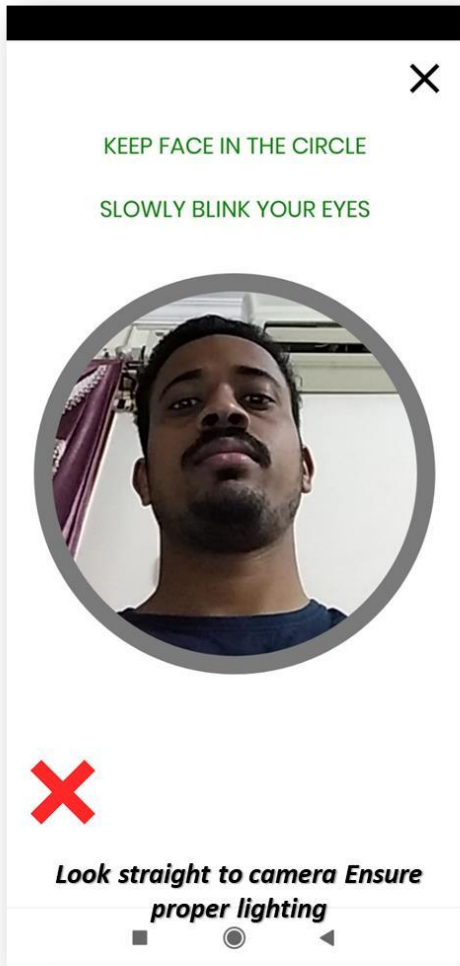
Do's & Don't while Registering Face

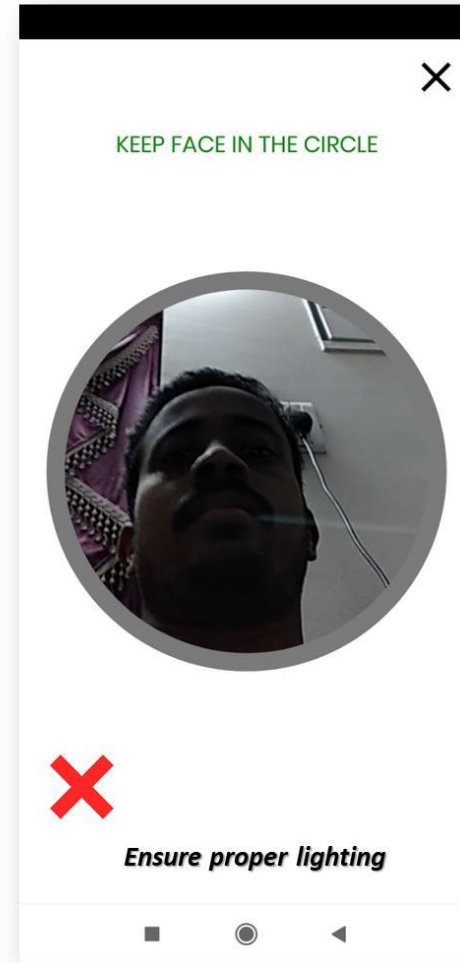
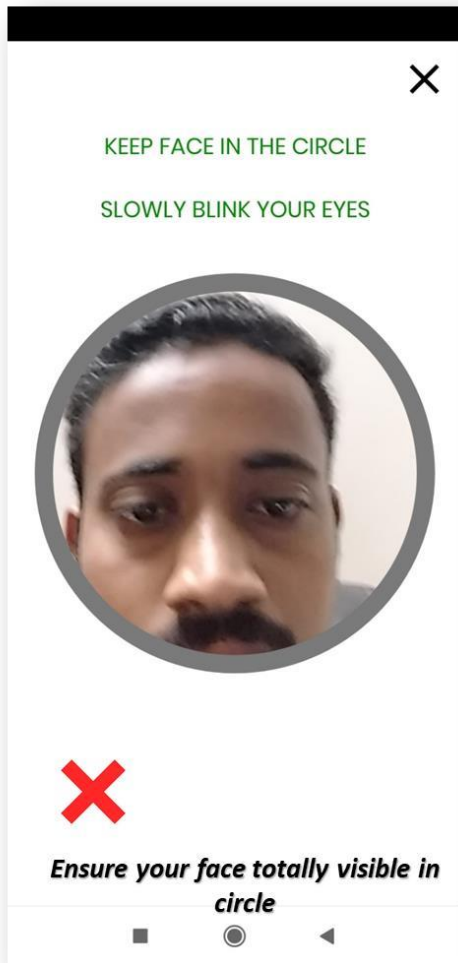
Do's



Don't







Support Numbers of RBIS Customer Care



For any kind of assistance related to the RBIS application you can reach out to the below numbers

91-7330721969, 91-7993312969, 91-7993821969, 91-7032128969, 91-9063504609