S.no	Question	Answer
	Scheme Based FAQs	
1	What are the usual criteria of steps considered in Eligbility criteria for a Scheme?	Age, Gender, Caste, Income Tax, Electricity Consumption, Agricultural Landholding, Property in Municipal Area, Four-Wheeler Ownership, Government Employee, GSTN, Payment Failure and Ineligible in Field verification
2	How to check if a person eligible for a Scheme or not in Navasakam?	Eligibility of a person can be checked as below: 1. DA should login to https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main 2. Click on Navasakam Beneficiary Management 3. Select Create a Grievance 4. Enter Aadhar Number and select the Scheme for which Eligibility has to be checked 5. Eligibility Parameters will be displayed and whether a person is Eligible for that Scheme according to each parameter is displayed
3	How to raise a Grievance in Navasakam?	1. DA should login to https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main 2. Click on Navasakam Beneficiary Management 3. Select Create a Grievance 4. Enter Aadhar Number and select the Scheme for which Eligibility has to be checked 5. Eligibility Parameters will be displayed and whether a person is Eligible for that Scheme according to each parameter is displayed 6. If Citizen is not satisfied with any of the parameters, Citizen can raise a grievance against that grievance type
4	How to raise a grievance Service Request in Navasakam?	It is mandatory to raise a grievance, before raising a Service Request. Once a grievance has been raised, a Service Request can be raised as follows: 1. DA should login to https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main 2. Click on Navasakam Beneficiary Management 3. Select Create a Grievance Service Request 4. Enter Grievance ID and create a Service Request corresponding to the Grievance 5. Service Request will be created and forwarded to the respective Departments for due action and goes through the standard operating procedures as per the service requested 6. Post closure of the Service Request by the Department, Citizen receives a message 7. Grievance Status-> Open: Service Request is being processed at the Department Closed: Service request is closed at the department. Doesn't reflect how the grievance is resolved by the corresponding department
5	What are Aadhar based Grievances?	1. Age 2. Gender
6	What are the Department related Grievances?	Service Request has to be raised for all Department related grievances like below: i. Land Records (Revenue) ii. Urban Property (MAUD) iii. Electricity Consumption (Energy) iv. Vehicle (Transport) v. Caste(Revenue)

Scheme Based FAQs

S.no	Question	Answer
7	What are the different types of Grievances that can be raised?	Different types of Grievances are as follows: a) Department: All grievances pertaining to a department specific service shall be taken for consideration under this category. i. Land Records (Revenue) ii. Urban Property (MAUD) iii. Electricity Consumption (Energy) iv. Vehicle (Transport) v. Caste (Revenue) b) Aadhaar: All grievances pertaining to Aadhaar based modification / update shall be taken for consideration under this category. i. Age ii. Gender c) Income: All grievances pertaining to Income based modification / update shall be taken for consideration under this category. i. Income Tax ii. Government Employee / Government Pensioner iii. GSTN d) Payment Failure: All grievances pertaining to payment failure shall be taken for consideration under this category. e) Ineligible in Field Verification: All grievances pertaining to those who became ineligible in field verification shall be taken for consideration under this category
8	What are the grievances where Citizen should visit Aadhar center to correct?	All grievances pertaining to Age , Gender requires Citizen to visit Aadhaar centers, update their Aadhar and then visit the Secretariat to do eKYC.
9	What to do if thumb/Iris authentication does not for kids while trying to do the Household mapping?	In case thumb/IRIS authentication does not work for kids, all such members can be added in PS/WAS login with authentication of PS/WAS
10	What to do if the Beneficiary complains that the system is reflecting wrong Age in Navasakam?	Raise a Age related grievance in Navasakam and ask the beneficiary to visit nearby Aadhar center with necessary documents like Voter ID/Date of Birth proof to get it corrected. After updation at Aadhar center, Beneficiary should visit Secretariat or meet their volunteer to do eKYC to correctly reflect in the Household database
11	What to do if the Beneficiary complains that the system is reflecting wrong Gender in Navasakam?	Raise a Gender related grievance in Navasakam and ask the beneficiary to visit nearby Aadhar center to get it corrected. After visitng Aadhar center, Beneficiary should visit Secretariat or meet their volunteer to do eKYC to correctly reflect in the system
12	Where to check payment status?	In the "Application Status" option
13	What should the beneficiary do if the payment failure is because of dormant/inactive account?	Beneficiary should visit the Bank to activate Account inorder to receive the scheme benefits
14	If a Beneficiary complains that the system is reflecting wrong Caste, what to do?	DA should first raise a Grievance and then raise a Service Request for Integrated Caste Certificate which is currently available in NBM