



**Grama Volunteers/Ward Volunteers &
Village Secretariats/Ward Secretariats Department**

User Manual for long pending grievance capture

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1.0 Introduction

GSWS Department has developed Navasakam Beneficiary Management (NBM) portal to capture grievances related to Schemes. However, it is observed that there are some long pending grievances faced by Citizens which could not be resolved through NBM. To address the same, a separate screen has been enabled in APSEVA portal to DA / WEDPS logins. It is to inform strictly that DA/WEDPS should use NBM portal for Scheme based grievance received on daily basis and should use the new screen only to register Long Pending grievances which are not resolved through NBM portal.

Long pending grievances can be classified as follows:

- a. Grievance already raised and resolved in NBM but Citizens did not receive Scheme benefits
- b. Grievances which could not be raised in NBM

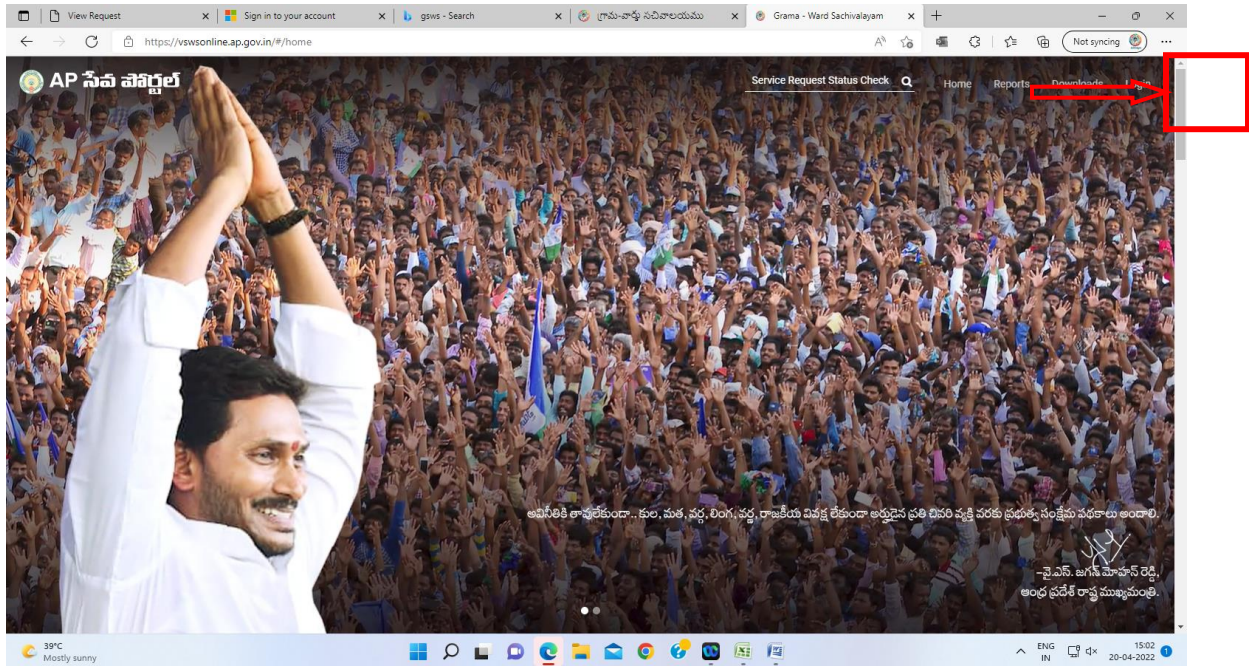
Ex: - Grievances like unable to add a member to the Household Database

Scope of the Document

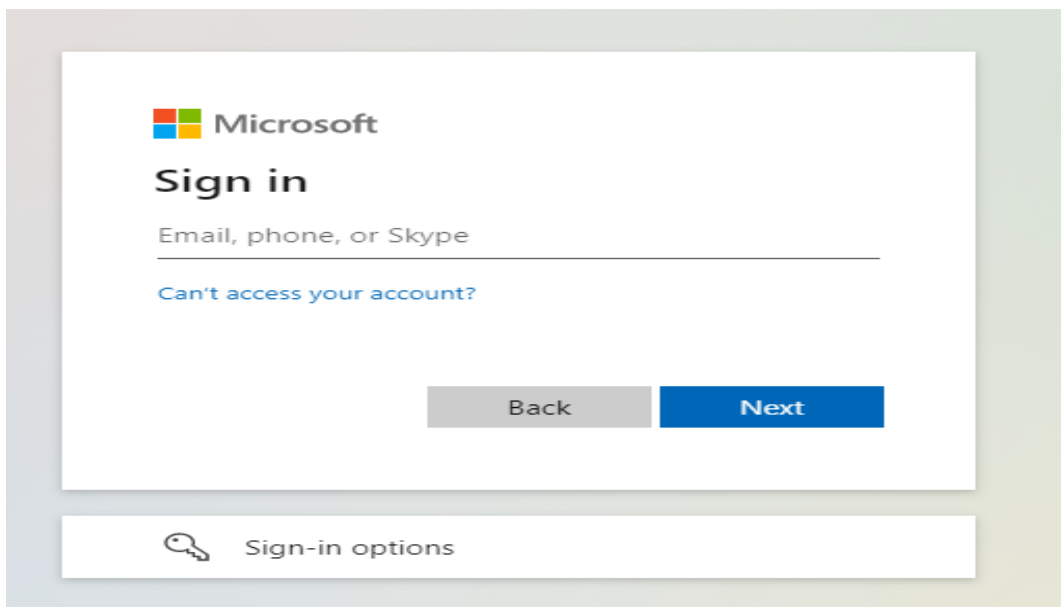
The document captures the step by step registration process for long pending grievances.

2.0 Grievance capture Screen

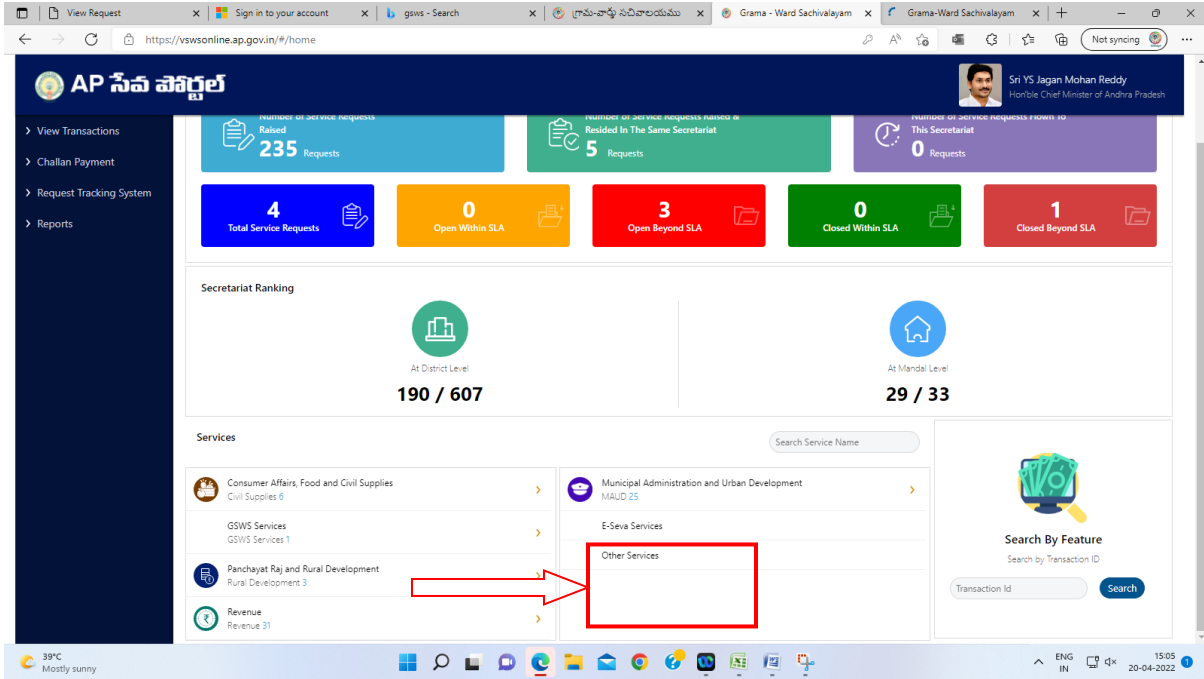
Step 1: - Click on the URL <https://vswsonline.ap.gov.in/#/home> it will be redirected to AP SEVA portal home page click on the login button on the top right corner as shown below



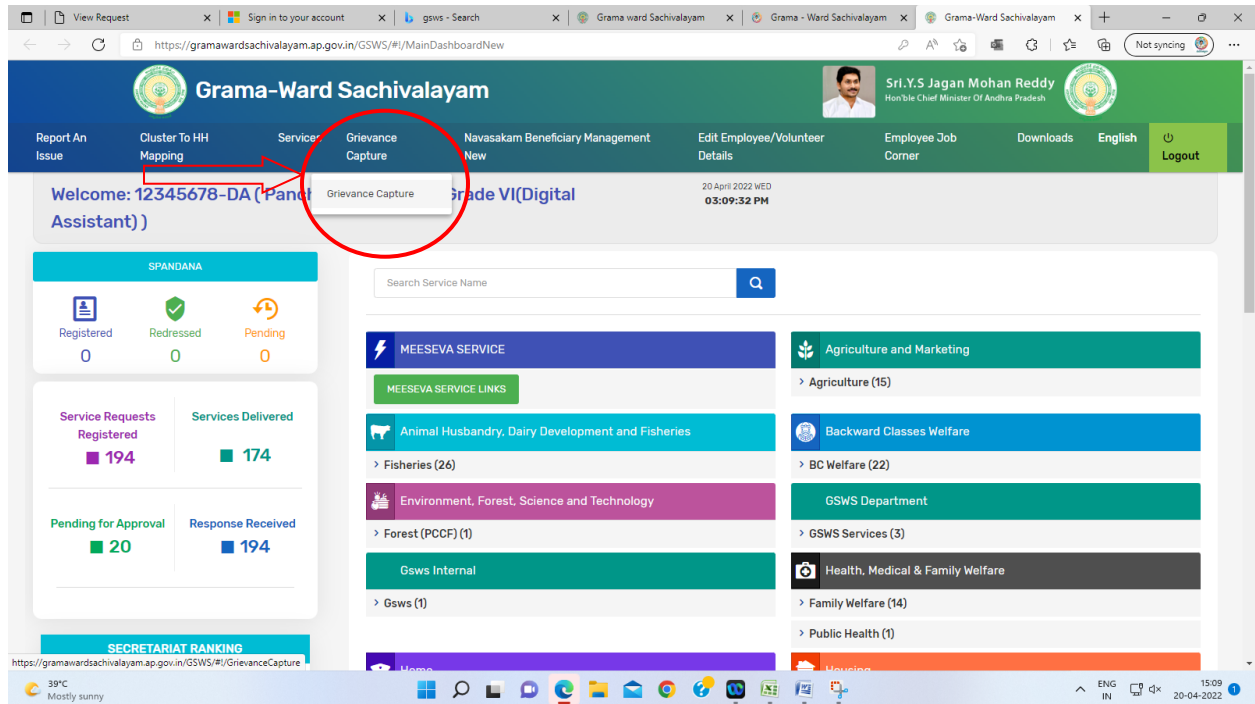
Step 2: - Enter User ID and Password to login



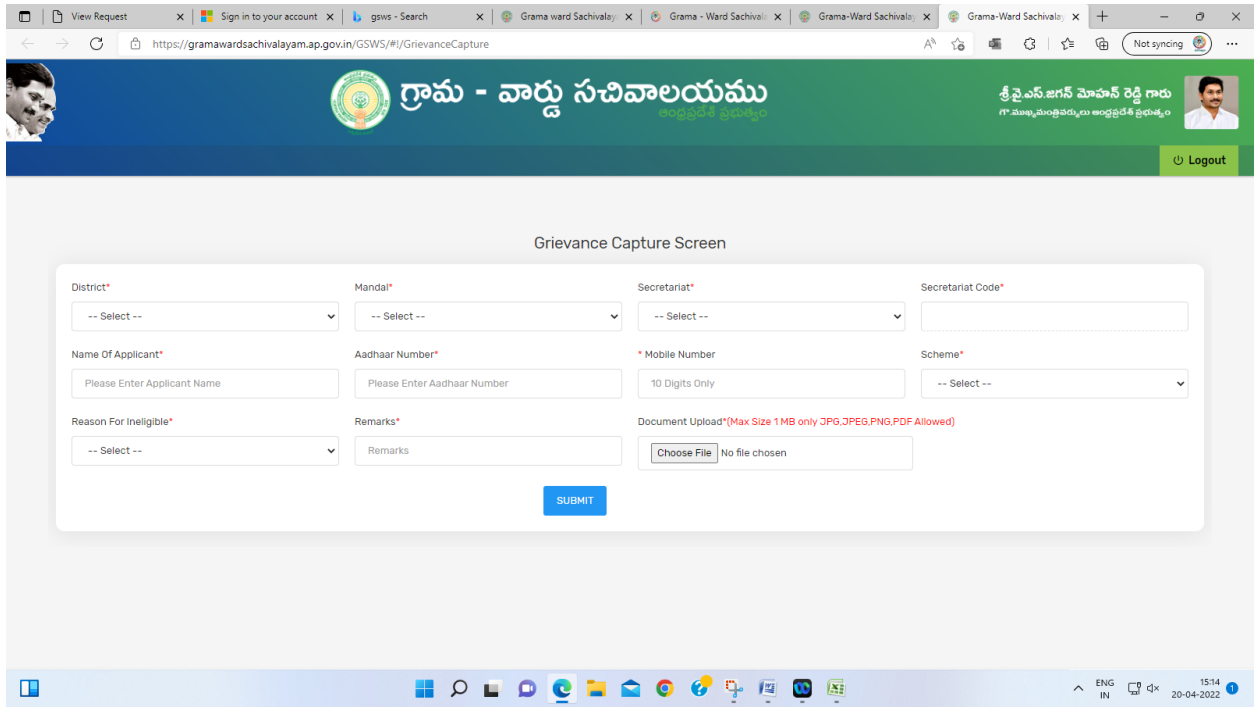
Step 3: - After logging in, screen looks like the following. Click on “Other Services” at the bottom and the page will be redirected to old portal



Step 4: - Click on the Grievance Capture tab and select the Grievance Capture link as shown below.



Step 5: - Enter the fields required fields



Step 5: - After entering the AADHAAR Number, if any grievances were raised previously the list will be displayed as below

Grievance Details

Grievance Id	Grievance Type	Grievance Date	Grievance Status	Scheme
2203151622373844	Income Tax	15-03-2022	FORWARD	YSR Pension Kanuka

Above Grievance Have Resolved ? Yes: No:

Step 6: - If the grievance has already been resolved, select **Yes** and the screen will be redirected to Home page. If the grievance has not been resolved, select **No** and enter the below fields

- Enter mobile number
- Select the Scheme from dropdown list
- Enter Remarks and upload document and click on the Submit button

Grievance will be registered as shown below

