



Government of Andhra Pradesh

**GRIEVANCE MANAGEMENT FOR SCHEME
IMPLEMENTATION
STANDARD OPERATING PROCEDURES**

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

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Abbreviations

S. No	Abbreviation	Explanation
1.	DA	Digital Assistant
2.	eKYC	Electronic Know Your Client
3.	ESD	Department of Electronic Service Delivery
4.	GSTN	Goods and Service Tax Network
5.	GVVW & VSWS Department	Gram Volunteer / Ward Volunteer and Village Secretariat / Ward Secretariat Department
6.	HOD	Head of the Department
7.	JC (VSW&D)	Joint Collector (Development)
8.	MAUD	Municipal Administration & Urban Development Department
9.	MC	Municipal Commissioner
10.	MPDO	Mandal Parishad Development Officer
11.	MRO	Mandal Revenue Officer
12.	RDO	Revenue Divisional Officer
13.	SLA	Service Level Agreement
14.	SOP	Standard Operating Procedures
15.	VRO	Village Revenue Officer
16.	WEA	Welfare & Education Assistant
17.	WEDPS	Ward Education & Data Processing Secretary
18.	WWDS	Ward Welfare & Development Secretary

Definitions

a) Acknowledgement for Scheme Eligibility

An acknowledgement given to a citizen who approaches a DA / WEDPS or WEA / WWDS in a village / ward secretariat to check their (including family members) eligibility / ineligibility to a scheme.

b) Existing Beneficiary

A beneficiary identified under a government scheme who availed the benefits of the scheme in the previous year.

c) Grievance acknowledgement

An acknowledgement given to the citizen by DA / WEDPS in village / ward secretariat after raising a grievance for a service request for a scheme related eligibility parameter.

d) Grievance closure acknowledgement

An acknowledgement given to the citizen by DA / WEDPS in village / ward secretariat on closure of a grievance for a service request for a scheme related eligibility parameter.

e) Ineligibility list

The list of applicants who are not eligible to avail benefits under a scheme based on ineligibility post verification of required documents for the scheme & six-step validation.

f) List for verification

The list of applicants who are eligible to avail benefits under a scheme based on eligibility post verification of required documents for the scheme & six-step validation.

g) MeeSeva services

All the services listed and offered by the Department of Electronic Service Delivery (MeeSeva).

h) New Beneficiary

A citizen who wants to apply for any government scheme in the current year and who has not availed the scheme benefits in the previous year.

i) Non-MeeSeva services

All the services which are being offered only at village / ward secretariat excluding the MeeSeva services.

j) Scheme eligibility parameters

The required parameters set by the Department based on which the eligibility of an applicant is determined.

1.0 Introduction

The Government of Andhra Pradesh (GoAP) is committed in ensuring that the benefits of the welfare schemes are made available uniformly on saturation basis to every eligible citizen of Andhra Pradesh irrespective of caste, creed, religion, region, gender, and political affiliation.

However, GoAP has realized a need for addressing the grievances of the citizens who may not be eligible to avail a Government Scheme, owing to multiple reasons: Not updating timely mutation of titles relating to vehicles / land, Incorrect entries in records, Ignorance, Once paid Income Tax but now & not an Income Tax Assessee, Combined electric meter for multiple households, Invalid documents at time of beneficiary identification, Misuse of applicant's name without knowledge etc. GoAP wanted to provide citizens who are rendered ineligible, an opportunity to raise a grievance and the respective departments shall verify, take necessary action, and update the database accordingly.

2.0 Existing Scheme Implementation Process

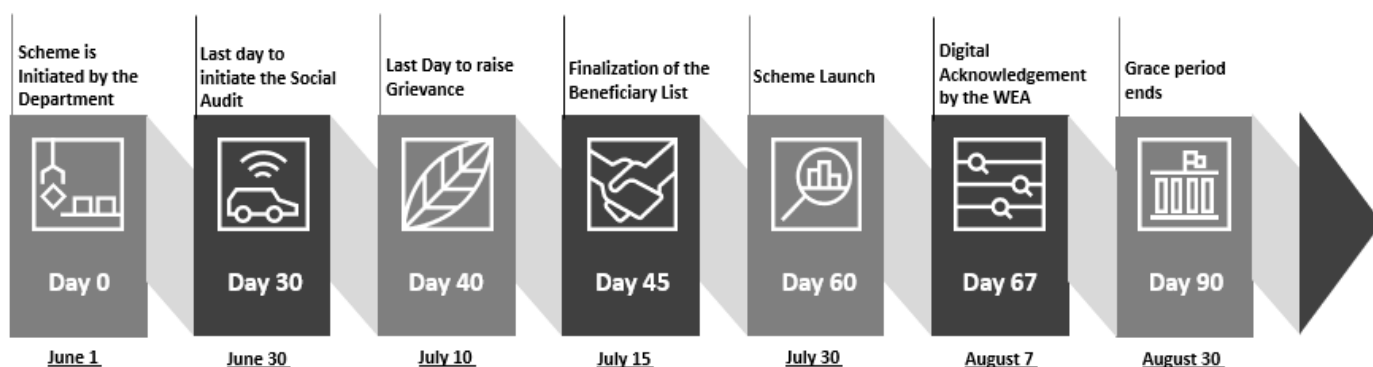
Although, the existing scheme implementation process ensures end-to-end delivery of all the Government Schemes to the citizens. However, it does not ensure the ineligible beneficiary to re-apply to the scheme by raising a grievance.

GoAP has recognized a need to revamp the existing process for scheme implementation as it does not ensure that the intended benefit reaches out to all the citizens on saturation basis and streamline the requests related to grievance.

3.0 Updated Workflow for Scheme Implementation

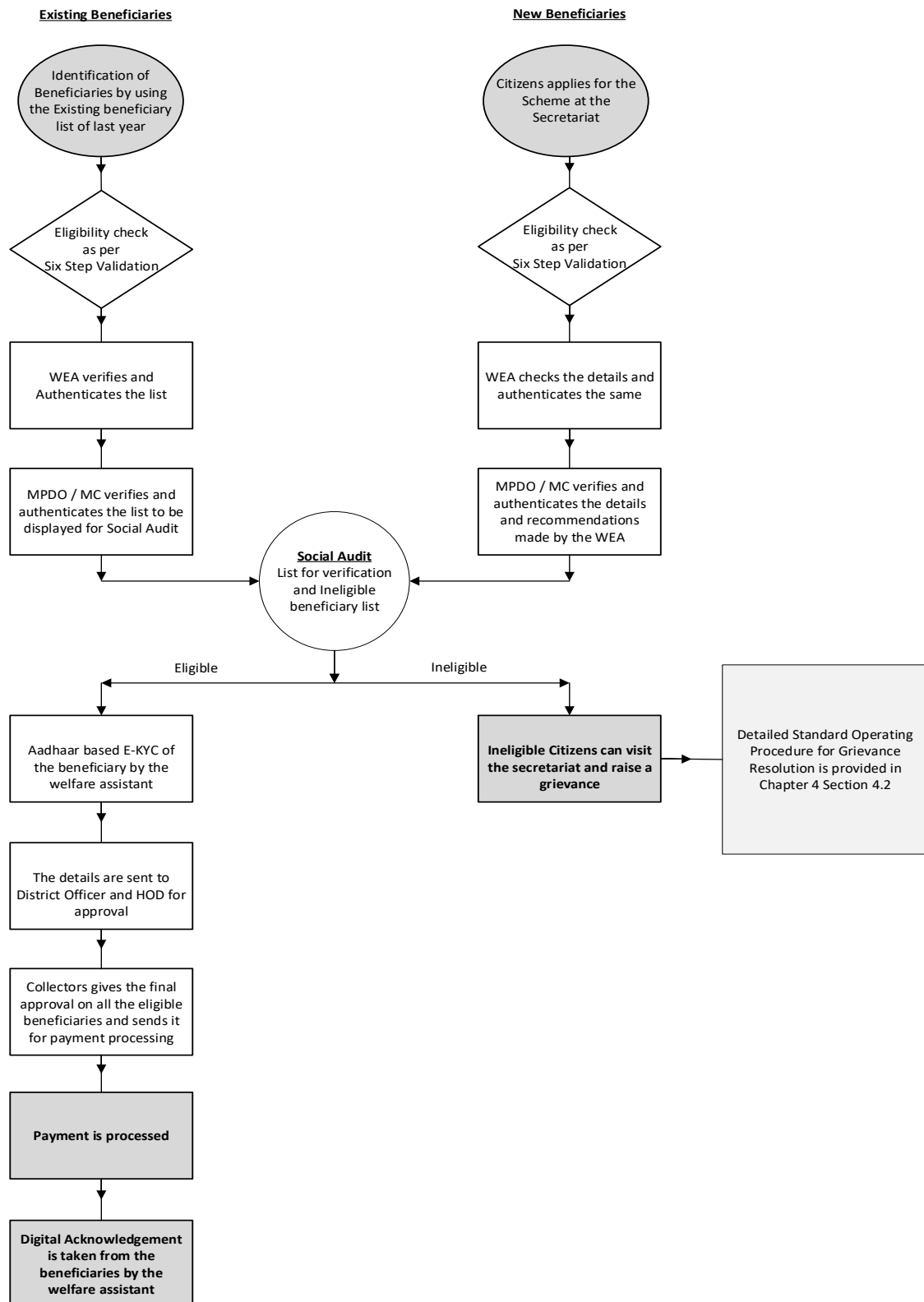
GoAP in line with the intend to ensure each and every eligible citizen avails the benefits under respective schemes, has proposed changes in the existing process of scheme implementation. The updated workflow for scheme implementation shall provide the citizens to raise a request for grievance before launch of the scheme. The updated process for scheme implementation shall have following benefits:

- Streamline implementation of Government Welfare Schemes
- Provide opportunity to ineligible citizens to re-apply to avail the benefits under the scheme
- A thorough process for scheme implementation considering every eligible citizen
- Streamline the grievances



3.1. Updated Process for Scheme Implementation: Workflow

Any applicant for a scheme may be categorised into 1) Existing Beneficiary (for details refer to [Definitions](#)) and 2) New Beneficiary (for details refer to [Definitions](#)). The updated workflow for implementation of scheme for both the existing beneficiaries and new beneficiaries is detailed below:



3.1.1 Workflow for existing beneficiary: Steps & Timelines

The step-by-step explanation of the updated workflow for the existing beneficiaries is listed below:

- **Step 1:** A list of existing beneficiaries identified in the previous year, after removing ineligible beneficiaries shall be auto-enrolled for the due process based on 6-step validation. The identification of beneficiary shall be **initiated 2 months¹** before the actual launch of the respective scheme. The same shall be **completed** within **1 month²** from the date of initiation of the respective scheme
 - **Step 2:** After due verification of the list of existing beneficiaries, the WEA / WWDS shall authenticate and forward to MPDO / MC
 - **Step 3:** After due verification of the list of existing beneficiaries, the MPDO / MC shall authenticate and send back the list to WEA / WWDS for the purpose of social audit
 - **Step 4:** The “list for verification” and the “ineligible beneficiary list with remarks” shall be published by the WEA / WWDS in the village / ward secretariat for Social Audit and it shall be completed within **10 days** from the date of publication
 - **Step 5:**
Ineligible Beneficiary List³ :Based on the ineligible beneficiary list, an ineligible citizen may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS. All the grievances shall be undertaken during the 10 days period of Social Audit. The detailed steps for a Grievance Redressal under the updated workflow are mentioned in [section 4.3](#).
- List for verification: Based on the list for verification, Aadhaar based eKYC shall be completed by WEA / WWDS and sent to MPDO/MC for approval
- **Step 6:** Post approval the MPDO/MC shall forward the beneficiaries list to the District Officer and HOD for approval
 - **Step 7:** Post approval from the District Officer and HOD, the Collector shall give final approval on the list of identified beneficiaries for the scheme and send for final payment processing.
 - **Step 8:** The payment shall be processed for the identified beneficiaries
 - **Step 9:** After one week (7 days) from the transfer of payment, the WEA / WWDS shall go to the beneficiary to get a digital acknowledgment for receipt of payment. The WEA / WWDS shall upload a scanned copy of the digital acknowledgment after obtaining signature of the eligible beneficiary

¹ The timelines may be revised based on the SLAs of the respective schemes

² The timelines may be revised based on the SLAs of the respective schemes

³ In case an ineligible beneficiary becomes eligible after due steps of Grievance Redressal for six-step validations, the list of all such identified beneficiaries as well as the beneficiaries identified after six-step validation from the previous year's list, shall together be finalized 2 months before the launch of the scheme

3.1.2 Workflow for new beneficiary: Steps & Timelines

The step by step explanation of the updated workflow for the new beneficiaries is listed below:

- **Step 1:** A new applicant may apply for a scheme with the required documents by approaching the WEA / WWDS in a village / ward secretariat
- **Step 2:** Using the applicants Aadhaar number, the WEA / WWDS shall verify the eligibility of applicant using six-step verification and other eligibility criteria of the scheme.

In case the applicant is found ineligible in the six-step validation: The WEA / WWDS shall inform the reason for ineligibility to the applicant. In case the applicant is not satisfied with the reason then the WEA / WWDS shall ask the applicant to visit a DA / WEDPS to raise a grievance.

In case the applicant is found eligible in the six-step validation: The WEA / WWDS shall authenticate and forward the application to MPDO / MC

- **Step 3:** The WEA / WWDS shall verify the documents and authenticate & forward the application to MPDO / MC
- **Step 4:** After due verification of details of the applicants and recommendation, the MPDO / MC shall authenticate and send the application back to WEA / WWDS for the purpose of social audit
- **Step 5:** Out of the new applications, a “list for verification” and an “ineligible beneficiary list with remarks” shall be published by the WEA / WWDS in the village / ward secretariat for Social Audit and it shall be completed within **10 days** from the date of publication
- **Step 6:**
Ineligible Beneficiary List⁴ : Based on the ineligible beneficiary list, an ineligible citizen may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS. All the grievances shall be undertaken during the 10 days period of Social Audit. The detailed steps for a Grievance Redressal under the updated workflow are mentioned in [section 4.3](#).

List for verification: Based on the list for verification, Aadhaar based eKYC shall be completed by WEA / WWDS and forward the application to MPDO/MC

- **Step 7:** The MPDO/MC forwards the beneficiaries list to the District Officer and HOD for approval
- **Step 8:** Post approval from the District Officer and HOD, the Collector shall give final approval on the list of identified beneficiaries of the scheme and forward it for final payment processing
- **Step 9:** The payment shall be processed for the identified beneficiaries

⁴ In case an ineligible beneficiary becomes eligible after due steps of Grievance Redressal for six-step validations, the list of all such identified beneficiaries as well as the beneficiaries identified after six-step validation from the previous year's list, shall together be finalized 2 months before the launch of the scheme

- **Step 10:** After one week (7 days) from the transfer of payment, the WEA / WWDS shall go to the beneficiary to get a digital acknowledgment for receipt of payment. The WEA / WWDS shall upload a scanned copy of the digital acknowledgment after obtaining signature of the eligible beneficiary

4.0 Updated Workflow for Grievance Redressal

Any person who is in the 'Ineligible Beneficiary List' may raise a grievance during the 10 days period of social audit at village / ward secretariat.

Every scheme will have a set of eligibility parameters. Each parameter for an applicant will be confirmed by a specific department. The list of parameters on which eligibility of an applicant is determined are as follows:

4.1. Parameters for Scheme Eligibility

#	Parameter	Eligibility under the Parameter ⁵	Name of Department
1.	Landholding of the family	Land holding of the family should be less than 3.00 acres of wet (or) 10.00 acres of dry (or) 10.00 acres of both wet and dry land together OR The extent of land as prescribed by the respective departments	Revenue
2.	Property in municipal area	Family in municipal areas who owns house in less than 1000 sq. ft. site area	MAUD
3.	Electricity Consumption	Monthly electricity consumption of a family dwelling unit (own/rent) should be less than 300 units per month	AP TRANSCO
4.	Four-wheeler	Family should not own a motorized four-wheeler (Taxi, Tractors, Autos are exempted)	Transport
5.	Caste	As per the respective scheme guidelines	Revenue
6.	Age	As per the respective scheme guidelines	UIDAI (Aadhaar)
7.	Gender	As per the respective scheme guidelines	UIDAI (Aadhaar)
8.	Income Tax	No family member should be an Income Tax Payee Or Annual Income less than Rs 5,00,000 for Dr. YSR Aarogyasri Card	RTGS
9.	Government Employee / Government Pensioner	<ul style="list-style-type: none"> ▪ No family member should be a Government employee or Government Pensioner ▪ In rural areas, Family having income up to Rs. 10,000/- per month i.e., Rs.1.20 lakh per year and in urban areas up to Rs. 12,000/- per month i.e., Rs.1.44 lakh per year from all sources of income 	Finance
10.	GSTN	As per the respective scheme guidelines	Commercial Tax

⁵ These are indicative parameters, however, for scheme wise details of the eligibility parameters kindly refer to Annexure 5.2

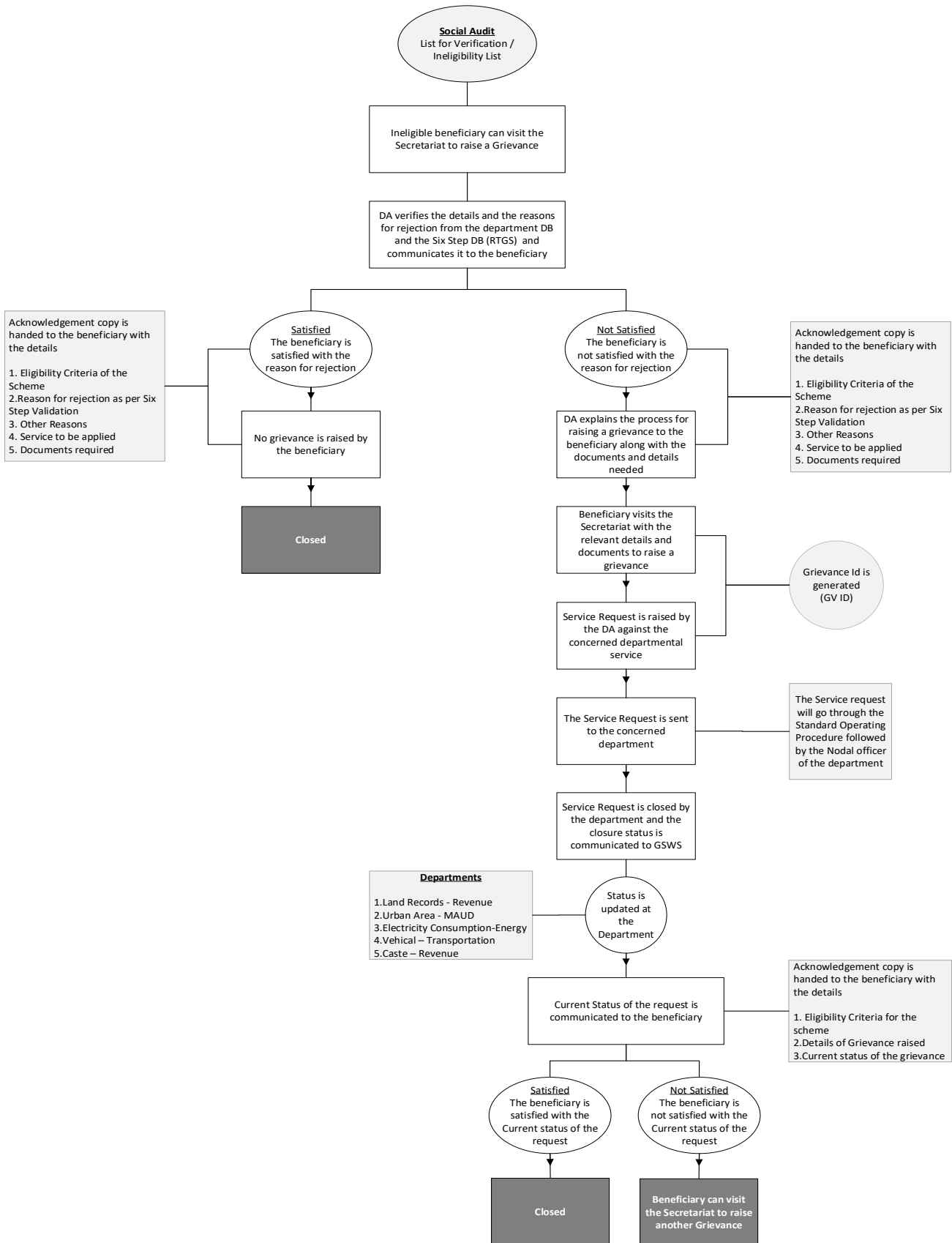
Besides the above listed 10 parameters, some schemes may require specific documents for eligibility for e.g., Affiliation / Registration with Handloom Association under Netanna Nestam, Registration with Fisheries Department under Matsyakara Bharosa, Fitness Certificate / Driving License under Vahana Mitra.

4.2. Types of Grievances

Based on the scheme eligibility parameters listed above, the eligibility of an applicant shall be evaluated and accordingly the type of grievance shall be categorized as mentioned below:

- a) **Department:** All grievances pertaining to a department specific service shall be taken for consideration under this category. The detailed workflow of grievance redressal for department related grievances is mentioned in [section 4.3.1](#).
 - 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. The detailed workflow of grievance redressal for Aadhaar related grievances is mentioned in [section 4.3.2](#).
 - i. Age
 - ii. Gender
- c) **Income:** All grievances pertaining to Income based modification / update shall be taken for consideration under this category. The detailed workflow of grievance redressal for Income related grievances is mentioned in [section 4.3.3](#), [section 4.3.4](#) and [section 4.3.5](#).
 - 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) **Others:** Any other grievances which may not be redressed in the above-mentioned category shall be taken for consideration under other grievance category.

4.3. Grievance Redressal Workflow
 4.3.1 Department Related Grievance



Step-by-step explanation of Department related Grievance Workflow

- **Step 1:** Based on list for verification & ineligible beneficiary list arrived as a result of due process as mentioned in [section 3.1](#) , a citizen under ineligible beneficiary list may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS
- **Step 2:** The DA / WEDPS shall verify the eligibility in the search feature provided on the GSWS web portal and find out the reason(s) for ineligibility of the citizen. They shall verify scheme specific documents of the citizen against the reasons for ineligibility and shall give an 'Acknowledgement for Scheme Eligibility' (format attached in [Annexure 5.1.1](#)). In case the applicant is not meeting the eligibility criteria due to a family member, then the DA / WEDPS shall intimate the name of the family member because of whom the applicant is ineligible. The acknowledgement shall clearly mention the following:
 - ✓ Name of scheme
 - ✓ Eligibility criteria (for self & family)
 - ✓ Nodal Department for the scheme
 - ✓ Reason for ineligibility based on the scheme eligibility parameters
 - ✓ Name of service to be applied to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents required for service request
- **Step 3:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to raise a grievance at the secretariat

- **Step 4:** The applicant may approach the DA / WEDPS in the village / ward secretariat with the documents to apply for the service and request to raise a grievance. The DA / WEDPS shall raise a service request against the reason for rejection and shall submit a Grievance Acknowledgement (format attached in [Annexure 5.1.2](#)) to the applicant. The Grievance Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Name of Scheme
 - ✓ Nodal Department for the scheme
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents submitted for service request

The grievance ID shall serve as a reference ID for all further communications.

- **Step 5:** The service request shall be forwarded to respective department for due action and goes through the standard operating procedures as per the service requested
- **Step 6:** Once the service request is addressed by the respective department, a status of closure of the service request shall be sent to GVWV & VSWS Department

- **Step 7:** After the service request is addressed and the status of the service request is updated, the grievance status shall automatically be updated in the system. The applicant shall receive an SMS mentioning “Your grievance has been closed, please visit the village / ward secretariat for further details on your grievance request”

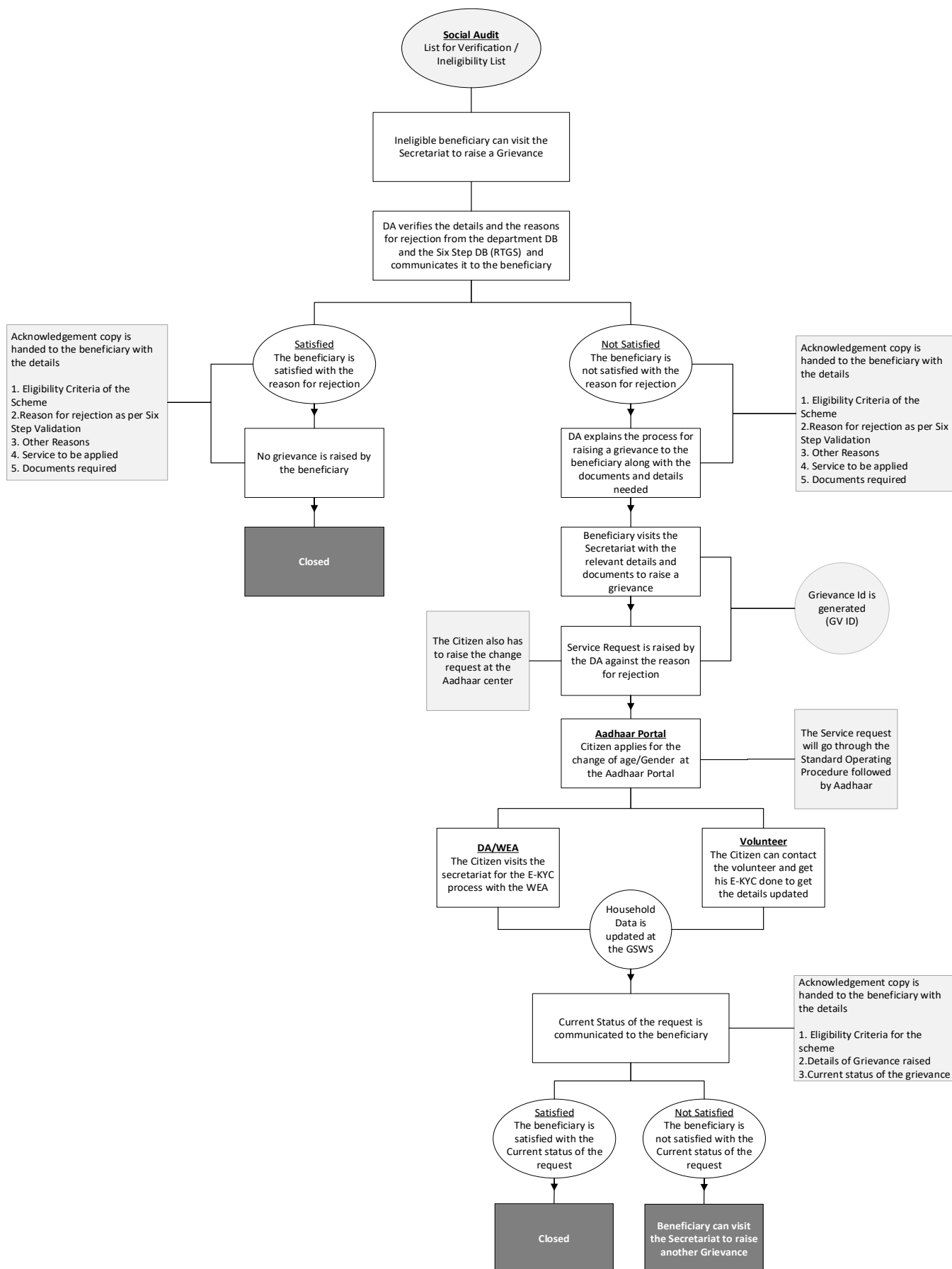
- **Step 8:** The DA / WEDPS shall give a Grievance Closure Acknowledgement (format attached in [Annexure 5.1.3](#)). The Grievance Closure Acknowledgement shall mention:
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Grievance Resolution Details
 - ✓ Grievance Resolution Date

- **Step 9:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to again raise a new grievance at the secretariat

4.3.2 Aadhaar Related Grievance



Step-by-step explanation of Aadhaar related Grievance Workflow

- **Step 1:** Based on list for verification & ineligible beneficiary list arrived as a result of due process as mentioned in [section 3.1](#), a citizen under ineligible beneficiary list may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS
- **Step 2:** The DA / WEDPS shall verify the eligibility in the search feature provided on the GSWS web portal and find out the reason(s) for ineligibility of the citizen. They shall verify scheme specific documents of the citizen against the reasons for ineligibility and shall give an 'Acknowledgement for Scheme Eligibility' (format attached in [Annexure 5.1.1](#)). In case the applicant is not meeting the eligibility criteria due to a family member, then the DA / WEDPS shall intimate the name of the family member because of whom the applicant is ineligible. The acknowledgement shall clearly mention the following:
 - ✓ Name of scheme
 - ✓ Eligibility criteria (for self & family)
 - ✓ Nodal Department for the scheme
 - ✓ Reason for ineligibility based on the scheme eligibility parameters
 - ✓ Name of service to be applied to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents required for service request
- **Step 3:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to raise a grievance at the secretariat

- **Step 4:** The applicant may approach the DA / WEDPS in the village / ward secretariat with the documents to raise a grievance. The DA / WEDPS shall raise a Grievance Request and generate a Grievance ID for the applicant. The DA / WEDPS shall request the applicant to apply for necessary changes at the Aadhaar service center. The DA / WEDPS will also submit a Grievance Acknowledgement (format attached in [Annexure 5.1.2](#)) to the applicant. The Grievance Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Name of Scheme
 - ✓ Nodal Department for the scheme
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents submitted for service request

The grievance ID shall serve as a reference ID for all further communications.

- **Step 5:** The applicant shall raise a request for change / modification at the Aadhaar service center and once the changes are confirmed by UIDAI (Aadhaar) the applicant shall give their eKYC either at the secretariat or to the volunteer to get the details updated at GSWS against the grievance

- **Step 6:** After the eKYC is given and the status of the request is updated, the grievance status shall automatically be updated in the system. The applicant shall receive an SMS mentioning “Your grievance has been closed, please visit the village/ ward secretariat for further details on your grievance request”

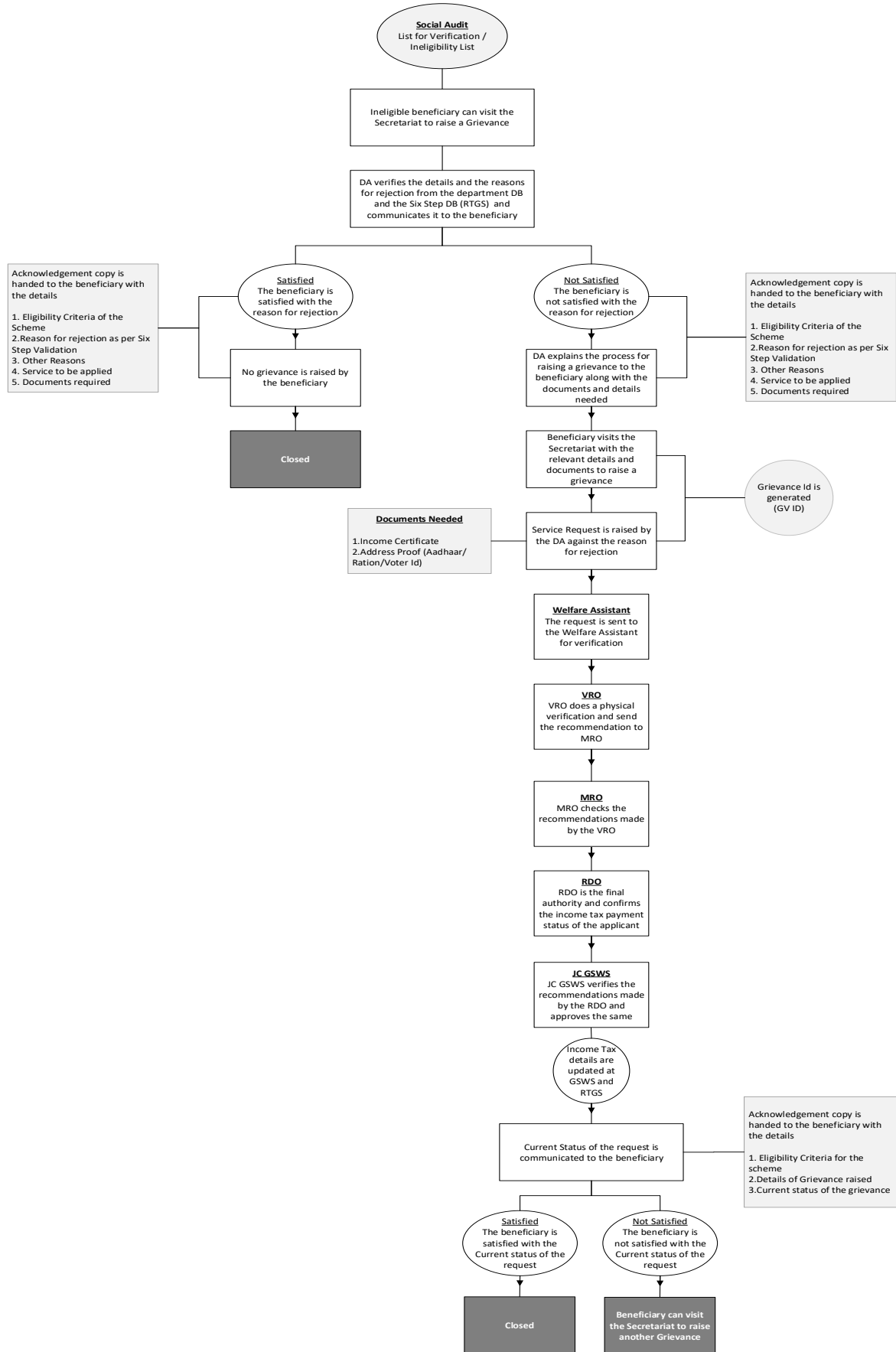
- **Step 7:** The DA / WEDPS shall give a Grievance Closure Acknowledgement (format attached in [Annexure 5.1.3](#)). The Grievance Closure Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Grievance Resolution Details
 - ✓ Grievance Resolution Date

- **Step 8:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to again raise a new grievance at the secretariat

4.3.3 Income Tax Related Grievance



Step-by-step explanation of Income Tax related Grievance Workflow

- **Step 1:** Based on list for verification & ineligible beneficiary list arrived as a result of due process as mentioned in [section 3.1](#), a citizen under ineligible beneficiary list may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS
- **Step 2:** The DA / WEDPS shall verify the eligibility in the search feature provided on the GSWS web portal and find out the reason(s) for ineligibility of the citizen. They shall verify scheme specific documents of the citizen against the reasons for ineligibility and shall give an 'Acknowledgement for Scheme Eligibility' (format attached in [Annexure 5.1.1](#)). In case the applicant is not meeting the eligibility criteria due to a family member, then the DA / WEDPS shall intimate the name of the family member because of whom the applicant is ineligible. The acknowledgement shall clearly mention the following:
 - ✓ Name of scheme
 - ✓ Eligibility criteria (for self & family)
 - ✓ Nodal Department for the scheme
 - ✓ Reason for ineligibility based on the scheme eligibility parameters
 - ✓ Name of service to be applied to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents required for service request
- **Step 3:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to raise a grievance at the secretariat

- **Step 4:** The applicant may approach the DA / WEDPS in the village / ward secretariat with the documents to raise a grievance. The DA / WEDPS shall raise a request against the reason for rejection and shall submit a Grievance Acknowledgement (format attached in [Annexure 5.1.2](#)) to the applicant. The Grievance Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Name of Scheme
 - ✓ Nodal Department for the scheme
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents submitted for service request

The grievance ID shall serve as a reference ID for all further communications.

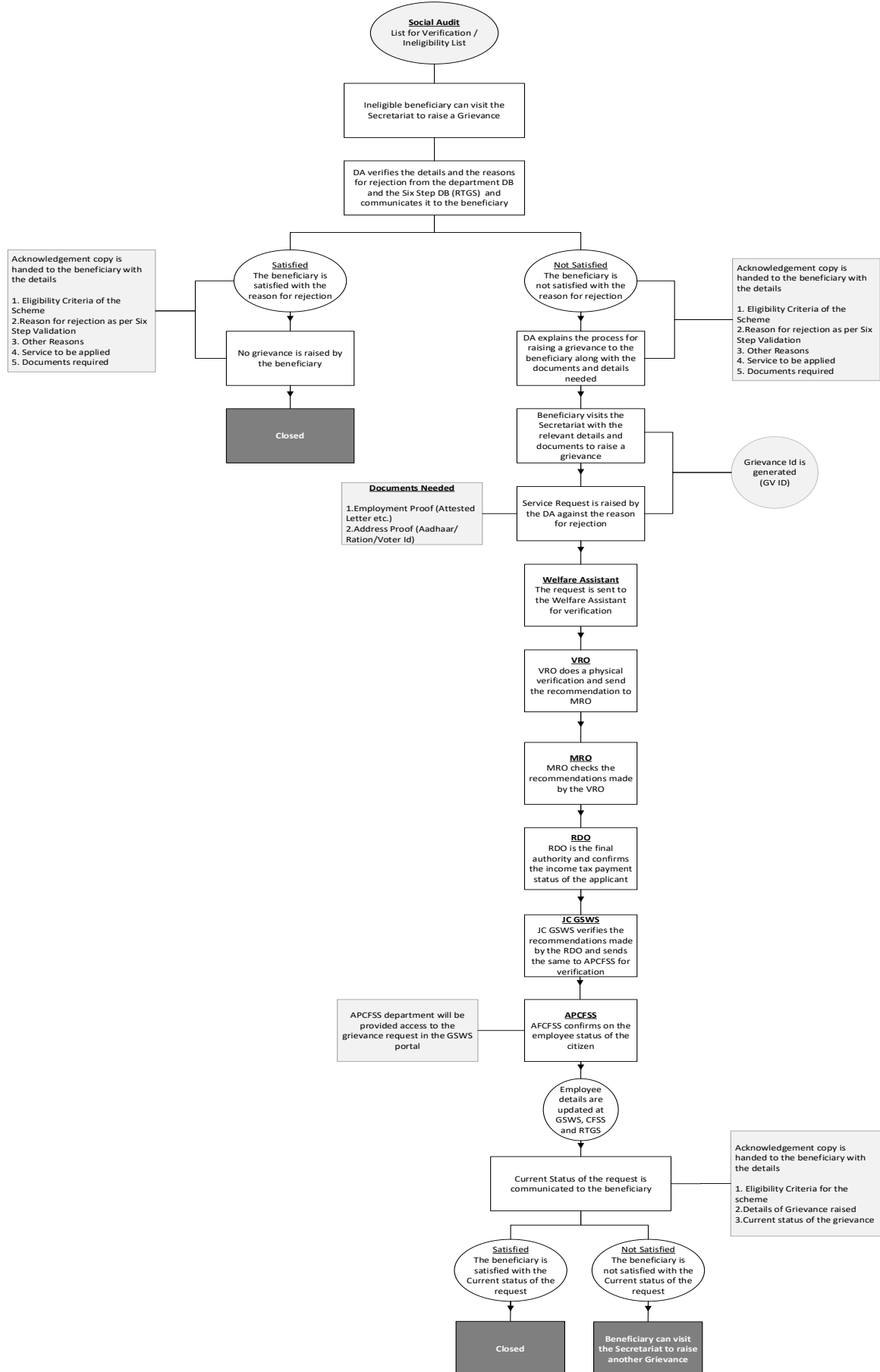
- **Step 5:** The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to VRO
- **Step 6:** The VRO shall do a physical verification and send recommendation to the concerned MRO

- **Step 7:** The MRO shall do a verification based on the recommendation given by VRO
- **Step 8:** The RDO shall confirm / reject the Income Tax status of the applicant and recommends to the JC (VSW&D)
- **Step 9:** The JC (VSW&D) shall verify the RDOs' recommendation and approves the same
- **Step 10:** The service request once addressed by the JC (VSW&D) shall be closed
- **Step 11:** After the service request is addressed and the status of the service request is updated, the grievance status shall automatically be updated in the system. The applicant shall receive an SMS mentioning "Your grievance has been closed, please visit the village/ ward secretariat for further details on your grievance request"
- **Step 12:** The DA / WEDPS shall give a Grievance Closure Acknowledgement (format attached in in [Annexure 5.1.3](#)). The Grievance Closure Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Grievance Resolution Details
 - ✓ Grievance Resolution Date
- **Step 13:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to again raise a new grievance at the secretariat

4.3.4 Government Employee / Government Pensioner Related Grievance



Step-by-step explanation of Government Employee / Government Pensioner related Grievance Workflow

- **Step 1:** Based on list for verification & ineligible beneficiary list arrived as a result of due process as mentioned in [section 3.1](#), a citizen under ineligible beneficiary list may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS
- **Step 2:** The DA / WEDPS shall verify the eligibility in the search feature provided on the GSWS web portal and find out the reason(s) for ineligibility of the citizen. They shall verify scheme specific documents of the citizen against the reasons for ineligibility and shall give an 'Acknowledgement for Scheme Eligibility' (format attached in [Annexure 5.1.1](#)). In case the applicant is not meeting the eligibility criteria due to a family member, then the DA / WEDPS shall intimate the name of the family member because of whom the applicant is ineligible. The acknowledgement shall clearly mention the following:
 - ✓ Name of scheme
 - ✓ Eligibility criteria (for self & family)
 - ✓ Nodal Department for the scheme
 - ✓ Reason for ineligibility based on the scheme eligibility parameters
 - ✓ Name of service to be applied to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents required for service request
- **Step 3:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to raise a grievance at the secretariat

- **Step 4:** The applicant may approach the DA / WEDPS in the village / ward secretariat with the documents to raise a grievance. The DA / WEDPS shall raise a request against the reason for rejection and shall submit a Grievance Acknowledgement (format attached in [Annexure 5.1.2](#)) to the applicant. The Grievance Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Name of Scheme
 - ✓ Nodal Department for the scheme
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents submitted for service request

The grievance ID shall serve as a reference ID for all further communications.

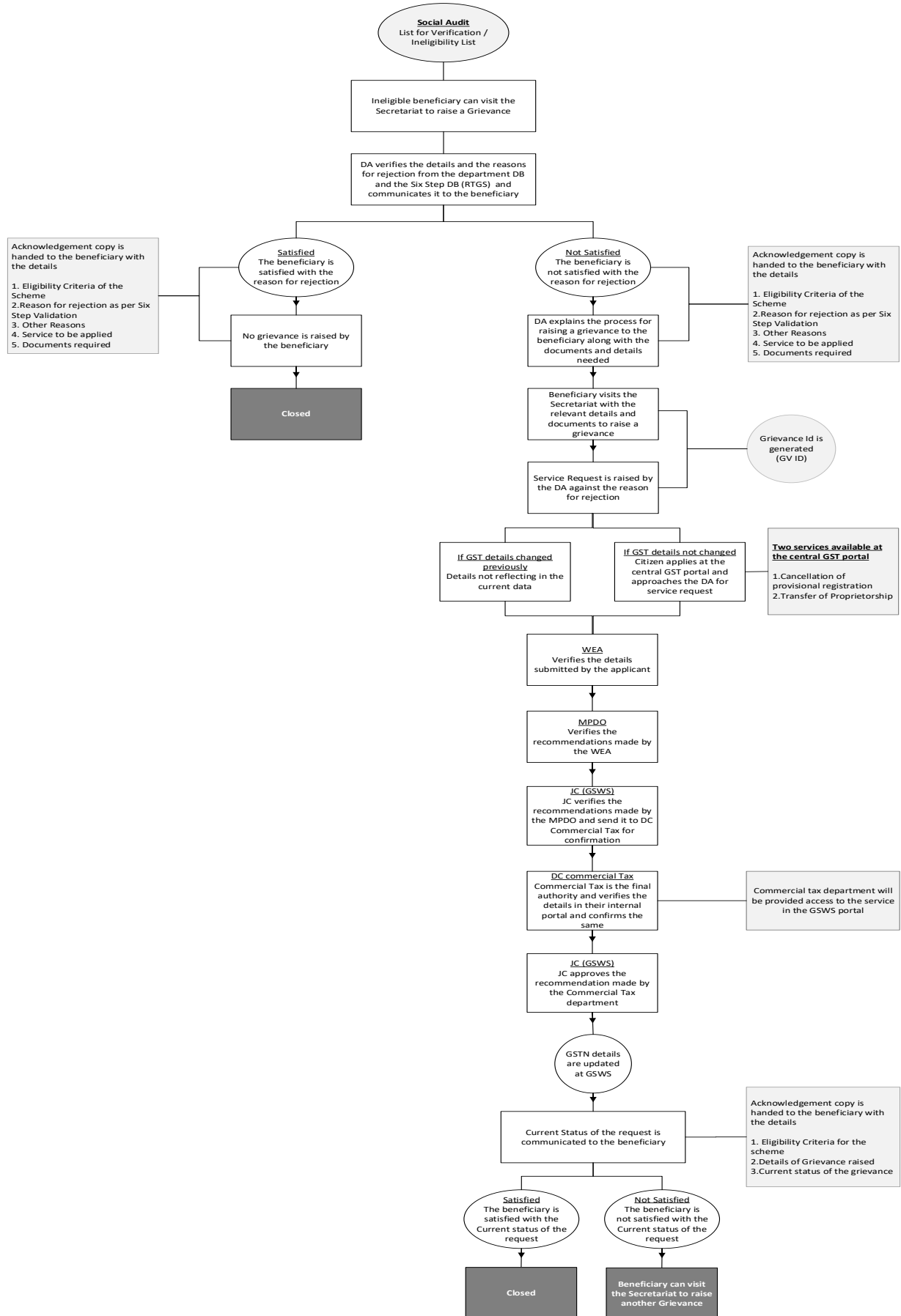
- **Step 5:** The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to VRO
- **Step 6:** The VRO shall do a physical verification and send recommendation to the concerned MRO

- **Step 7:** The MRO shall do a verification based on the recommendation given by VRO
- **Step 8:** The RDO shall confirm / reject the Government employment status of the applicant and recommends to the JC (VSW&D)
- **Step 9:** JC (VSW&D) shall verify the recommendation made by RDO and request APCFSS to verify the applicant's status
- **Step 10:** The service request once addressed by the APCFSS shall be closed
- **Step 11:** After the service request is addressed and the status of the service request is updated, the grievance status shall automatically be updated in the system. The applicant shall receive an SMS mentioning "Your grievance has been closed, please visit the village/ ward secretariat for further details on your grievance request"
- **Step 12:** The DA / WEDPS shall give a Grievance Closure Acknowledgement (format attached in in [Annexure 5.1.3](#)). The Grievance Closure Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Grievance Resolution Details
 - ✓ Grievance Resolution Date
- **Step 13:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to again raise a new grievance at the secretariat

4.3.5 GSTN



Step-by-step explanation of GSTN related Grievance Workflow

- **Step 1:** Based on list for verification & ineligible beneficiary list arrived as a result of due process as mentioned in [section 3.1](#), a citizen under ineligible beneficiary list may visit the village / ward secretariat and raise a request for grievance to the DA / WEDPS
- **Step 2:** The DA / WEDPS shall verify the eligibility in the search feature provided on the GSWS web portal and find out the reason(s) for ineligibility of the citizen. They shall verify scheme specific documents of the citizen against the reasons for ineligibility and shall give an 'Acknowledgement for Scheme Eligibility' (format attached in [Annexure 5.1.1](#)). In case the applicant is not meeting the eligibility criteria due to a family member, then the DA / WEDPS shall intimate the name of the family member because of whom the applicant is ineligible. The acknowledgement shall clearly mention the following:
 - ✓ Name of scheme
 - ✓ Eligibility criteria (for self & family)
 - ✓ Nodal Department for the scheme
 - ✓ Reason for ineligibility based on the scheme eligibility parameters
 - ✓ Name of service to be applied to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents required for service request
- **Step 3:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to raise a grievance at the secretariat

- **Step 4:** The applicant may approach the DA / WEDPS in the village / ward secretariat with the documents to raise a grievance. The DA /WEDPS shall also request the applicant to raise a request at the central GST portal (if the applicant has not changed the details in the central GST portal). The DA / WEDPS shall raise a request against the reason for rejection and shall submit a Grievance Acknowledgement (format attached in [Annexure 5.1.2](#)) to the applicant. The Grievance Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Name of Scheme
 - ✓ Nodal Department for the scheme
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Documents submitted for service request

The grievance ID shall serve as a reference ID for all further communications.

- **Step 5:** The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to MPDO

- **Step 6:** MPDO shall verify the application forwarded by WEA / WWDS and forward with recommendation to JC (VSW&D)
- **Step 7:** JC (VSW&D) shall verify the recommendation made by MPDO and request DC (Commercial Tax) to verify the applicant's status
- **Step 8:** DC (Commercial Tax) shall verify the application in the internal portal of GST and shall confirm the same
- **Step 9:** JC (VSW&D) shall approve the recommendation made by DC (Commercial Tax). The recommendations are further sent to CFMS from GVWV&VSW Department where the applicant details are updated as per recommendation of the JC (VSW&D)
- **Step 10:** After the service request is addressed and the status of the service request is updated, the grievance status shall automatically be updated in the system. The applicant shall receive an SMS mentioning "Your grievance has been closed, please visit the village/ ward secretariat for further details on your grievance request"
- **Step 11:** The DA / WEDPS shall give a Grievance Closure Acknowledgement (format attached in in [Annexure 5.1.3](#)). The Grievance Closure Acknowledgement shall mention
 - ✓ Grievance ID
 - ✓ Grievance Description
 - ✓ Date of Grievance
 - ✓ Service Requested to become eligible
 - ✓ Concerned Department for the service
 - ✓ Grievance Resolution Details
 - ✓ Grievance Resolution Date
- **Step 12:** In case the applicant is satisfied with the reasons cited for ineligibility then they may not raise a grievance, and this shall close the grievance process

OR

In case the applicant is not satisfied with the reasons cited for ineligibility, then they have an option to again raise a new grievance at the secretariat

5.0 Annexure

5.1. Acknowledgement Formats

5.1.1 Acknowledgement for Scheme Eligibility



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

Government of Andhra Pradesh

ACKNOWLEDGEMENT FOR SCHEME ELIGIBILITY

A. Applicant Details

Household ID : <Household ID> (Text field)
 Name of Applicant : <Name of Applicant> (auto-populated based on HH ID)
 S/o / W/o / D/o : <Name> (auto-populated based on HH ID)
 Phone Number : <Applicant Mobile Number> (Text field)
 Address : <Address of Applicant> (auto-populated based on HH ID)
 District : <District> (auto-populated based on HH ID)
 Pin Code : <Pin Code of Area> (auto-populated based on HH ID)

B. Reasons for Eligibility & Required Documents

Acknowledgement ID : <Acknowledgement ID> (system generated field)
 Date of Issuance : <Letter issuance Date> (system generated field)
 Name of Scheme : <Name of Scheme for information> (dropdown list)
 Nodal Department for the Scheme : <Nodal Department for the scheme> (auto-populated based on scheme selected)
 Eligibility Criteria : <✓ - satisfied; ✗ - unsatisfied> (system generated)

	Head of Family	Member 1	Member 2	Member 3	Member 4
Land Records					
Urban property					
Electricity Consumption					
Caste					
Vehicle					
Age					
Gender					
Income Tax					
Govt. Employee					
GSTN					

Reason for Ineligibility : <Reasons for ineligibility> (auto-populated field based on eligibility criteria)
 Name of Service to be applied to become eligible : <Details of the service to be applied to become eligible under the scheme> (dropdown list)
 Concerned Department for the service : <Name of Department for the service to be applied for> (auto-populated based on service selected)
 Documents Required for service request : <List of Documents required to avail the service> (auto-populated based on service selected)

Note: This is a system generated document and does not require signature. This document is not a proof of eligibility in any scheme

5.1.2 Grievance Acknowledgement



Grama Volunteers / Ward Volunteers & Village Secretariats / Ward Secretariats Department
Government of Andhra Pradesh

GRIEVANCE ACKNOWLEDGEMENT

A. Applicant Details

Household ID	:	<Household ID> <i>(Text field)</i>
Name of Applicant	:	<Name of Applicant> <i>(auto-populated based on HH ID)</i>
S/o / W/o / D/o	:	<Name> <i>(auto-populated based on HH ID)</i>
Phone Number	:	<Applicant Mobile Number> <i>(Text field)</i>
Address	:	<Address of Applicant> <i>(auto-populated based on HH ID)</i>
District	:	<District> <i>(auto-populated based on HH ID)</i>
Pin Code	:	<Pin Code of Area> <i>(auto-populated based on HH ID)</i>

B. Grievance Details

Grievance ID	:	<Grievance ID> <i>(system generated field)</i>
Date of Grievance	:	<Grievance Registration Date> <i>(system generated field)</i>
Grievance Description	:	<Description of Grievance> <i>(dropdown list)</i>
Name of Scheme	:	<Name of Scheme to which grievance is related> <i>(dropdown list)</i>
Nodal Department for the scheme	:	<Nodal Department for the scheme> <i>(system generated based on scheme selected)</i>
Service Requested to become eligible	:	<Name of Service through which the grievance might be resolved> <i>(dropdown list)</i>
Concerned Department for the service	:	<Name of Department service related to> <i>(system generated based on service selected)</i>
Documents Submitted for service request	:	<List of Documents submitted to avail the service> <i>(system generated based on service selected)</i>

Note: (a) This is a system generated receipt and does not require signature.
 (b) Kindly note the above-mentioned Grievance ID for future references.

5.1.3 Grievance Closure Acknowledgement



Grama Volunteers / Ward Volunteers & Village Secretariats / Ward Secretariats Department
Government of Andhra Pradesh

GRIEVANCE CLOSURE ACKNOWLEDGEMENT

A. Applicant Details

Household ID	:	<Household ID> <i>(Text field)</i>
Name of Applicant	:	<Name of Applicant> <i>(auto-populated based on HH ID)</i>
S/o / W/o / D/o	:	<Name> <i>(auto-populated based on HH ID)</i>
Phone Number	:	<Applicant Mobile Number> <i>(Text field)</i>
Address	:	<Address of Applicant> <i>(auto-populated based on HH ID)</i>
District	:	<District> <i>(auto-populated based on HH ID)</i>
Pin Code	:	<Pin Code of Area> <i>(auto-populated based on HH ID)</i>

B. Resolution Details

Grievance ID	:	<Grievance ID> <i>(previously generated ID)</i>
Date of Grievance	:	<Grievance Registration Date> <i>(system generated based on grievance ID)</i>
Grievance Description	:	<Description of Grievance> <i>(system generated based on grievance ID)</i>
Service Requested to become eligible	:	<Name of Service through which the grievance might be resolved> <i>(dropdown list)</i>
Concerned Department for the service	:	<Name of Department service related to> <i>(system generated based on service selected)</i>
Grievance Resolution Date	:	<Date of Grievance Resolution> <i>(system generated)</i>
Grievance Resolution Details	:	<Details of Grievance Resolution> <i>(system generated)</i>

Note: (a) This is a system generated receipt and does not require signature.
 (b) Kindly note the above-mentioned Grievance ID for future references.
 (c) This document is not a proof of eligibility for any scheme

5.1.4 Acknowledgement for Aadhaar Related Grievance


**Grama Volunteers / Ward Volunteers & Village Secretariats /
Ward Secretariats Department**
Government of Andhra Pradesh
ACKNOWLEDGEMENT FOR SCHEME ELIGIBILITY
A. Applicant Details

Household ID : <Household ID> (Text field)
 Name of Applicant : <Name of Applicant> (auto-populated based on HH ID)
 S/o / W/o / D/o : <Name> (auto-populated based on HH ID)
 Phone Number : <Applicant Mobile Number> (Text field)
 Address : <Address of Applicant> (auto-populated based on HH ID)
 District : <District> (auto-populated based on HH ID)
 Pin Code : <Pin Code of Area> (auto-populated based on HH ID)

B. Reasons for Eligibility & Required Documents

Acknowledgement ID : <Acknowledgement ID> (system generated field)
 Date of Issuance : <Letter issuance Date> (system generated field)
 Name of Scheme : <Name of Scheme for information> (dropdown list)
 Nodal Department for the Scheme : <Nodal Department for the scheme> (auto-populated based on scheme selected)
 Eligibility Criteria : <✓ - satisfied; × - unsatisfied> (system generated)

	Head of Family	Member 1	Member 2	Member 3	Member 4
Land Records					
Urban property					
Electricity Consumption					
Caste					
Vehicle					
Age					
Gender					
Income Tax					
Govt. Employee					
GSTN					

Reason for Ineligibility : <Age/Gender>
 Name of Service to be applied to become eligible : <Details of the service to be applied to become eligible under the scheme> (dropdown list)
 Concerned Department for the service : <Name of Department for the service to be applied for> (auto-populated based on service selected)
 Documents Required for service request : <List of Documents required to avail the service> (auto-populated based on service selected)

Note: (a) Please compulsorily visit village / ward secretariat after change in Age/Gender to do eKYC
 (b) This is a system generated document and does not require signature
 (c) This document is not a proof of eligibility in any scheme

5.2. List of Schemes and eligibility criteria

For the purpose of raising grievance the DA / WEDPS shall verify the 'Parameters for Scheme Eligibility' for the applicant, which are listed below.

1. YSR Cheyutha

Scheme Description: This scheme aims at equipping and economically empowering women of SC/ST/OBC/minority castes. The financial benefit as part of the scheme, of Rs. 75000 is to be provided over a period of four years to those women who come under 45 to 60 years of age

Scheme Benefits: Assistance of Rs 75,000 over a period of four years will be provided to the women beneficiary in four equal installments of Rs. 18750 each Per Year.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	45 – 60	
2	Gender	Female	
3	Caste	SC/ST/BC	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total family income <ul style="list-style-type: none"> · Rural: 10000 per month · Urban: 12000 per month • No family member should pay income tax 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted

S No	Criteria	Eligibility	Remarks
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	NA	

2. YSR Chedodu

Scheme Description: It is a state government funded welfare scheme only for tailors, washer men and Barbers of the state, who lost their livelihood due to COVID-19 pandemic. The fund provided to each beneficiary will be transferred directly to their bank accounts. Under this scheme, beneficiaries will be provided an amount of Rs.10,000 for 4 years. This fund can be utilized by the beneficiaries for purchasing tools, equipment, and other essentials to grow their source of income and work establishment, which will help them to fulfil their investment needs.

Scheme Benefits: Rs 10000 per year for 4 years

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	21-60	
2	Gender	All	
3	Caste	<ul style="list-style-type: none"> • Tailors (BC/ST/SC/OC) • Nayee Brahmin (BC) • Rajakas (BC) 	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total family income <ul style="list-style-type: none"> · Rural: 10000 per month · Urban: 12000 per month • No family member should pay income tax 	

S No	Criteria	Eligibility	Remarks
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	NA	

3. YSR Nethanna Nestham

Scheme Description: It is a state government funded welfare scheme. The scheme aims to provide financial assistance to the handloom weavers so that they can improve their handloom works, besides supporting them in coping with the crisis precipitated by the outbreak of coronavirus.

Scheme Benefits: Rs 24000 per year for 5 years for weavers with own looms. Every beneficiary will receive a total aid of Rs 1.2 lakh in the next five years.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	Min: 18 years of age	

S No	Criteria	Eligibility	Remarks
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> Total Monthly income <ul style="list-style-type: none"> Rural: 10000 Urban: 12000 No family member should pay income tax 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than:10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> Must be a native of Andhra Pradesh One benefit for one weaver family irrespective of number of looms owned by them Must be affiliated and registered with the Handloom Association 	

4. YSR Kapu Nestham

Scheme Description: Under this scheme, the government is providing financial assistance for the welfare of women from Kapu, Balija Ontari, and Telga communities. It aims at enhancing the livelihood opportunities and living standards of women from these communities

through a financial assistance of Rs.75,000/-at the rate of Rs.15,000/- per annum for the next 5 years. The amount will be deposited directly to the bank account of the applicant.

Scheme Benefits: Rs75000/- at the rate of 15000 per year for 5 years

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	45-60	
2	Gender	Female	
3	Caste	Kapu	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income <ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 • No family member should pay income tax 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than:10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 750 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	NA	

5. YSR Vahana Mitra

Scheme Description: The Government of Andhra Pradesh is providing Rs 10,000 financial assistance to auto, taxi and maxi driver/owners yearly under YSR Vahana Mitra scheme, for maintenance expenses, and for obtaining insurance and fitness certificates among other documents. The goal is to increase the income and reduce the expenses of taxi repair by providing financial assistance to the financially weak taxi drivers.

Scheme Benefits: Rs 10000 per year for 5 years

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	Min: 18 years of age	
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income <ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 • No family member should pay income tax 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than:10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	All the applicants should drive an auto-rickshaw / taxi/cabs	
9	MAUD	Less than: 1000 sq of built-up area	

S No	Criteria	Eligibility	Remarks
10	GSTN	Should not have a GST No	
11	Others	Must be a permanent resident of Andhra Pradesh	

6. YSR Matsyakara Bharosa

Scheme Description: As part of the scheme, the government has been extending the financial assistance to the fishermen for the annual ban period on fishing by mechanized boats from April 15 to June 14. The annual fishing ban and the restriction imposed by waves of coronavirus pandemic have deteriorated the financial resources of fishermen. Fishermen in the age group of 21-60 years get an upgraded money related alleviation of Rs 10,000 each during the marine boycott and lean period every year between April and June. The scheme has additionally improved the Subsidy on diesel from Rs 6.03 to Rs 9 for every Liter, for 10 months consistently, which are applicable to the automated (3000 Liters) and mechanized vessels (300 liters).

Scheme Benefits: Rs 10000 per year for 5 years

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	Min: 18 years of age	
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income <ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 • No family member should pay income tax 	

S No	Criteria	Eligibility	Remarks
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	NA	

7. YSR Pension Kanuka

Scheme Description: YSR Pension Kanuka is part of the welfare measures of the Government of Andhra Pradesh to ameliorate the hardships of the poor and vulnerable sections of the society particularly the old and infirm, widows, and persons with disability to secure them a dignified life.

Scheme Benefits:

- O.A.P – Rs 2250
- Weavers – Rs 2250
- Disabled – Rs 3000
- Widow-Rs 2250
- Toddy tappers-Rs 2250
- Abhayahastam -Rs 500
- Transgender – Rs 3000
- Fishermen -Rs 2250
- Single women-Rs 2250
- CKDU Private-Rs 10000
- Traditional Cobblers- Rs 2250

- Dappu Artists -Rs 3000
- Thalassemia -Rs 10000
- Pension to artists -Rs 3000
- Sainik-Rs 5000
- CKDU Govt-Rs 10000
- Thalassemia - Rs 10000
- Sickle Cell Disease - Rs 10000
- Severe Haemophilia (<2% of factor 8 or 9)- Rs 5000
- Bilateral Elephantiasis-Grade 4- Rs 5000
- Paralysis confining the person to wheelchair or bed- Rs 5000
- Severe muscular dystrophy cases and accident victims- Rs 5000
- CKD Serum creatinine of >5mg- Rs 5000
- CKD Small contracted kidney- Rs 5000
- CKD Estimated GFR <15 ml- Rs 5000
- Multi deformity leprosy- Rs 3000
- Kidney, liver and heart transplant- Rs 5000

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	<ul style="list-style-type: none"> • OAP - 60 years • Weaver 50 years • Dappu artists – 50 years • Cobbler - 40 years • Widow – 18 years • Single Women –(Unmarried) 30 years • Single Women (Separated) – 35 Years • ST>=50 years 	
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income should be less than: <ul style="list-style-type: none"> · Rural: Rs.10000/- per month · Urban: Rs.12000/- per month • No family member should pay income tax 	

S No	Criteria	Eligibility	Remarks
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> The Citizen should be a local resident of the district The citizen should not be covered under any other Pension scheme 	

8. YSR Rythu Bharosa- PM Kisan scheme

Scheme Description: The Government of Andhra Pradesh is implementing “YSR Rythu Bharosa” from October 15th, 2019 for providing financial assistance to the farmer families, including tenant farmers across the State Rs.13,500/- per farmer family, per year, to support the cultivators in meeting the investment during the crop season with a view to enable them to timely source quality inputs and services for higher crop productivity.

Scheme Benefits:

- Owner Farmer: Rs.13500 (Rs.7500/- YSRRB+ Rs.6000 PM Kisan)
- Tenant Farmer: Rs.13500/- Exclusively from state Govt. budget

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	All	
2	Gender	All	
3	Caste	<ul style="list-style-type: none"> • Owner Farmer: SC/ST/BC/Min/OC • Tenant Farmer: SC/ST/BC/MIN 	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income <ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 • No family member should pay income tax 	If any unmarried child of a farmer is an income tax assessee, that will not make the farmer ineligible under this scheme provided he or she does not come under any of the exclusion category
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	If any unmarried child of a farmer is a Government employee or anyone in the family is a Government pensioner, that will not make the farmer ineligible under this scheme provided he or she does not come under any of the exclusion category
6	Revenue (Land)	NA	

S No	Criteria	Eligibility	Remarks
7	Energy	Less than: 300 units monthly	
8	Transport	NA	
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> Farmers of Andhra Pradesh, who own cultivable land are eligible. Even those cultivating on endowments/temples/imam lands are eligible Those farmers who are enrolled under PM-Kisan Scheme will also be part of this Scheme 	Farmers and their family members who are holding the constituency post as (Ex) & Present Ministers, MPs, MLAs & MLCs only are excluded for the benefit under "YSR Rythu Bharosa"

9. Input Subsidy to Farmers

Scheme Description: This is provided with an objective of rendering financial support to the farmers in the event of Crop loss due to any calamity to stabilize farm incomes. This subsidy would help farmers in purchasing the most critical input in agriculture at affordable prices.

Scheme Benefits: As per state norms, Scale of Relief (Area Per Ha) –

- Paddy, Groundnut, Cotton and Sugarcane – Rs. 15,000/-
- Maize – Rs.12,500/-
- Pulses, Sunflower, Soybean, Wheat, Tobacco – Rs. 10,000/-
- Jowar, Bajra, Ragi, Castor, Sesamum-6800
- Mesta Jute, Safflower, Korra, Sama, Variga and Mustard – Rs. 5,000/-
- Sand Recasting – Rs. 12,200/-
- Soil erosion – Rs. 37,500/-

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	All	
2	Gender	All	
3	Caste	NA	
4	Income /Income Tax	NA	
5	Government Employee / Government Pensioner	NA	
6	Revenue (Land)	NA	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	NA	
11	Others	<ul style="list-style-type: none"> • Farmers shall be enrolled in the e-crop application and whose crops are damaged >33% during any natural calamity. • No income ceiling • Farmers of Andhra Pradesh, who own cultivable land 	

10. Crop Insurance

Scheme Description: The main objective of the Scheme is to provide insurance cover on crops to all the farmers of the state. Through this scheme, all the natural calamities like heavy rains, droughts, cyclones, etc. will be covered. For the crops lost due to these natural calamities, the government is going to provide financial cover. Through this scheme, the farmers are not required to pay any premium amount. This will protect them from the financial burden. There are around 22 notified crops that cover under the Scheme.

Scheme Benefits: Claim amount defers from Area/ Crop. All the cultivators in the same unit for the same crop will receive same % of claim. According to the area sown by the individual farmer, the claim amount will be changed. Whichever farmer's Crop yields are less than the Guarantee yield, then those farmers are eligible for receiving claims.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	All	
2	Gender	All	
3	Caste	Not Community specific	
4	Income /Income Tax	NA	
5	Government Employee / Government Pensioner	NA	
6	Revenue (Land)	NA	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	NA	

S No	Criteria	Eligibility	Remarks
11	Others	<ul style="list-style-type: none"> Farmers shall be enrolled in the e-crop application No income ceiling Farmers of Andhra Pradesh, who own cultivable land 	<p>All the farmers irrespective of their category of marginal farmers/small farmers or big farmers including Tenant farmers & sharecroppers are eligible to enroll under Crop Insurance Scheme.</p> <p>Crop Insurance is compulsory to all loanee farmers and voluntary to non-loanee farmers.</p>

11. Pastor

Scheme Description: This scheme provides a onetime grant to Pastors who are performing daily rituals during lockdown. Through this scheme a one-time financial assistance of Rs 5000 is being granted to religious service providers in churches.

Scheme Benefits: Rs.5000 as One Time Grant

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	All	
3	Caste	Church Pastors	
4	Income /Income Tax	<ul style="list-style-type: none"> No family member should pay income tax Total Monthly income <ul style="list-style-type: none"> Rural: 10000 Urban: 12000 	There should not be any other source of income

S No	Criteria	Eligibility	Remarks
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq. ft of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> The Church should be registered under the Societies Act The Pastor should have a White Ration card (BPL card) The land should be registered in the name of Church The Pastors who are receiving salary/ honorarium under ongoing state/ religious institution support are not entitled for this special financial assistance. Beneficiary shall be a full-time religious service renderer. 	

12. Imam

Scheme Description: As part of financial aid to be provided to Imams, this is a one-time grant paid to the accounts of Imams of mosques in the state.

Scheme Benefits: Rs.5000 as One Time Grant

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	All	
3	Caste	Imams	
4	Income /Income Tax	<ul style="list-style-type: none"> No family member should pay income tax Total Monthly income 	There should not be any other source of income

S No	Criteria	Eligibility	Remarks
		<ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq.Ft of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> • The Mosque should be registered under the Societies Act • The Imam should have a White Ration card (BPL card) • The land should be registered in the name of Mosque • The Imams who are receiving salary/ honorarium under ongoing state/ religious institution support are not entitled for this special financial assistance. • Beneficiary shall be a full-time religious service renderer. 	

13. Archakas

Scheme Description Under this scheme, the government is paying honorarium to the Archakas. This grant keeps in view the adverse impact of the Covid-19 lockdown, as well.

Scheme Benefits: Rs.5000 as One Time special Financial Assistance

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	All	
3	Caste	Archakas	
4	Income /Income Tax	<ul style="list-style-type: none"> • Total Monthly income <ul style="list-style-type: none"> · Rural: 10000 · Urban: 12000 • No family member should pay income tax 	There should not be any other source of income

S No	Criteria	Eligibility	Remarks
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units monthly	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq. Ft of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> The Temple should be registered under the Societies Act The land should be registered in the name of Temple The Archakas should have a White Ration card (BPL card) The Archakas who are receiving salary/ honorarium under ongoing state/ religious institution support are not entitled for this special financial assistance. Beneficiary shall be a full-time religious service renderer. 	

14. Jagananna Vasathi Deevana

Scheme Description: This scheme aims to improve the Gross Enrolment Rate (GER), provide quality higher education, ensure continuation of students in the stream of higher education, and equip the students with essential skills.

Scheme Benefits:

- 10000 to ITI Students,
- 15000 to Polytechnic Students
- 20000 to Degree and Above Students

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	16-34	

S No	Criteria	Eligibility	Remarks
2	Gender	All	
3	Caste	SC/ST/BC/EBC/Muslim Minority/Christian Minority/Kapu.	
4	Income /Income Tax	<ul style="list-style-type: none"> Yearly income of the family should be less than 250000 No family member should pay income tax. 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted.
6	Revenue (Land)	Less than: Wet 10 acres Less than: Dry 25 acres Less than: 25 acres wet and dry	
7	Energy	NA	
8	Transport	NA	
9	MAUD	Less than: 1500 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<p>The students pursuing the following courses are eligible-</p> <ul style="list-style-type: none"> Polytechnic ITI Degree PG/PhD <p>The students must be enrolled in the following institution</p> <ul style="list-style-type: none"> Government or Government Aided 	

S No	Criteria	Eligibility	Remarks
		<ul style="list-style-type: none"> Private Colleges affiliated to State Universities/ Boards 	

15. Vidya Deevana

Scheme Description: In this scheme, financial funds are provided to all the students who are willing to study and gain higher education, but they are unable to pay their fees because of the financial burden of their family. It is aimed at promoting higher education and encouraging youngsters in the State

Scheme Benefits:

Tuition Fee As specified by University/APHERMC

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	16-34	
2	Gender	All	
3	Caste	SC/ST/BC/EBC/Muslim Minority/Christian Minority/Kapu.	
4	Income /Income Tax	<ul style="list-style-type: none"> Yearly income of the family should be less than 250000 No family member should pay income tax. 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted.
6	Revenue (Land)	Less than: Wet 10 acres Less than: Dry 25 acres Less than: 25 acres wet and dry	
7	Energy	NA	

S No	Criteria	Eligibility	Remarks
8	Transport	NA	
9	MAUD	Less than: 1500 sq of built-up area (residential and commercial building)	
10	GSTN	Should not have a GST No	
11	Others	<p>The students pursuing the following courses are eligible-</p> <ul style="list-style-type: none"> • Polytechnic • ITI • Degree <p>The students must be enrolled in the following institution</p> <ul style="list-style-type: none"> • Government or Government Aided • Private Colleges affiliated to State Universities/ Boards 	

16. Amma Vodi

Scheme Description: The Amma Vodi scheme has launched to reduce the dropout ratio in schools. Under this scheme, Rs 15000 per annum is deposited into the bank account of mothers who send their children to school. Through this scheme, poverty won't come in the way of education. Every woman of the state will get the opportunity to educate their children.

Scheme Benefits:

Aid of Rs 15,000, to the mother or the guardian irrespective of number of children, will be directly deposited in the beneficiaries' savings bank accounts in January every year until the child completes class 12

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> Total Monthly income <ul style="list-style-type: none"> Rural: 10000 Urban: 12000 No family member should pay income tax. 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted.
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> The mother/guardian should have a bank account and Aadhaar Card It is only applicable to one child in the family The student must be studying in a government school/ junior college between class 1 and 12 	

S No	Criteria	Eligibility	Remarks
		<ul style="list-style-type: none"> Percentage of attendance in schools should be at least 75% If child discontinues the study in middle of the session of academic year, then he will not be able to avail the benefits of the scheme Scheme is applicable to orphans in schools and intermediate colleges through voluntary organizations In case of absence of Rice Cards, they should qualify for 6-step validation, to be eligible for the Scheme 	

17. Jagannath Thodu

Scheme Description: Jagannath Thodu scheme seeks to help small traders and artisans (including vendors working in same profession for generations, roadside vendors) who are struggling with high interest rates. Interest-free term loan of Rs 10,000 per year would be extended to the hawkers, street vendors, and artisans engaged in traditional handicrafts through banks

Scheme Benefits:

Interest-free term loan of Rs 10,000 per year would be extended to the hawkers, street vendors, and artisans engaged in traditional handicrafts through banks.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	Min: 18 years of age	
2	Gender	All	

S No	Criteria	Eligibility	Remarks
3	Caste	All	
4	Income /Income Tax	<ul style="list-style-type: none"> Total Monthly income <ul style="list-style-type: none"> Rural: 10000 Urban: 12000 No family member should pay income tax 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted.
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> Should be having a shop (built up) which is approximately 5*5 Sq-ft, which may be temporary or permanent They need to have Aadhaar or Voter Cards etc, as identity card 	

18. YSR Bima

Scheme Description: The main object of the scheme is to provide relief to the families of unorganized workers in case of death or disability of the unorganized worker leaving the families in great distress.

Scheme Benefits: Benefits under the YSR -Bima Scheme are as follows:

- Rs. 5,00,000/- (Rupees five lakhs) Accidental Death and total disability relief for the age group of 18 to 50 years.
- Rs.3,00,000/- (Rupees Three Lakhs) Accidental Death and total disability Relief for the age group of 51 to 70 years.
- Rs.2,00,000/- (Rupees Two lakh only) Natural Death relief for the age group of 18 to 50 years

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	18-70	
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	No family member should pay income tax	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 Acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	All Primary Bread earners belonging to BPL families in the State	

19. YSR Law Nestham

Scheme Description: The government has launched the YSR Law Nestham during December 2019 to provide financial assistance of Rs 5,000 per month as a stipend to Junior lawyers.

Scheme Benefits: All the junior advocates and lawyers will get Rs. 5,000 per month as stipend during the first three years of practice.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	Less than: 35	Junior Advocate
2	Gender	All	
3	Caste	All	
4	Income /Income Tax	NA	
5	Government Employee / Government Pensioner	NA	
6	Revenue (Land)	NA	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	Should not have a GST No	

S No	Criteria	Eligibility	Remarks
11	Others	<ul style="list-style-type: none"> The name of the applicant shall be entered in the rolls of Advocates being maintained by the Andhra Pradesh State Bar Council under Section 17 of the Advocates Act, 1961. Applications from fresh Law Graduates, who have passed out in the year 2016 and afterwards are only eligible. The period of first three years of practice shall be counted from the date of certificate of enrolment issued under Section 22 of the Advocates Act, 1961. 	

20. House Site Application / Pedalandariki Illu

Scheme Description: Andhra Pradesh housing scheme aims to provide houses to poor people who cannot afford houses

Scheme Benefits: Free houses will be provided to people who cannot afford them. House sites (Pattas) will be allocated on which the Government will help them construct houses

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	45 – 60	
2	Gender	All	
3	Caste	All	

S No	Criteria	Eligibility	Remarks
4	Income /Income Tax	No family member should pay income tax	
5	Government Employee // Government Pensioner	No member should be Government employee or Government pensioner	All sanitary workers are exempted
6	Revenue (Land)	Less than: Wet 3 acres Less than: Dry 10 acres Less than: 10 acres wet and dry	
7	Energy	Less than: 300 units	
8	Transport	Should not own 4-wheeler	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 1000 sq of built-up area	
10	GSTN	Should not have a GST No	
11	Others	<ul style="list-style-type: none"> • Should not have availed any Housing schemes earlier • Below Poverty Line families in rural and urban areas • Should not be owning any house or house site in the entire State 	

21. YSR Aarogyasri

Scheme Description: The YSR Aarogyasri Scheme is a health insurance programme that was launched by the State Government of Andhra Pradesh by the then chief minister Dr Y S Rajasekhara Reddy in the year 2007. ... It allows low-income families to access good-quality health care services without spending money.

Scheme Benefits: Up to Rs. 5.0 lakhs per year and unlimited for Cancer treatment and high-end treatments

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	All	
2	Gender	All	
3	Caste	All	

S No	Criteria	Eligibility	Remarks
4	Income /Income Tax	<ul style="list-style-type: none"> Income: All households whose annual income is less than or up to Rs.5.00 Lakhs Income Taxpayers: Families who are filing Income Tax Returns for annual income up to Rs.5.00 Lakhs are eligible 	
5	Government Employee / Government Pensioner	No member should be Government employee or Government pensioner	<p>Outsourcing, Contract, Part time employees, Sanitary workers, Honorarium based employees are excluded with an annual income of over Rs 5 lakh are also eligible</p> <p>Private sector employees can also be a part of the scheme</p>
6	Revenue (Land)	<p>Less than: 12.00 Acres of wet land</p> <p>Less than: 35.00 Acres of dry land</p> <p>Less than 35.00 Acres Wet & Dry land</p>	
7	Energy	Less than: 300 units	
8	Transport	Should not own more than one car	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 3000 sq of built-up area	
10	GSTN	NA	
11	Others	<ul style="list-style-type: none"> The citizen should have a rice card Families which are eligible for YSR Pension Kanuka Card, Jagananna Vidya and Vasathi Deevena Card are also eligible. The citizen should have a Arogyasri card 	

22. YSR Aarogya Aasara

Scheme Description: YSR Aarogya Aasara scheme provides post-therapeutic sustenance allowance to the poor patients during their recovery period. After the poor patients get their treatment with the help of YSR Arogya Sri

Scheme Benefits: Post OP Sustenance allowance Rs. 225/-per day and Rs. 5,000/- per month

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	NA	
3	Caste	NA	
4	Income /Income Tax	NA	
5	Government Employee / Government Pensioner	NA	
6	Revenue (Land)	NA	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	NA	
11	Others	Patients who have undergone treatment under Dr. YSR Aarogyasri Scheme and	

S No	Criteria	Eligibility	Remarks
		discharged under 1519 procedures are eligible	

23. Aarogyasri Card

Scheme Description: The YSR Aarogyasri Health Scheme provides several benefits and one of the most used benefits is its cashless treatment in the government hospitals of the state. The Aarogyasri Health Care Trust issues an Aarogyasri Card that allows easy management of the scheme. The beneficiary can avail the benefits after showing the card at the government hospitals under the YSR Aarogyasri health scheme

Scheme Benefits:

- The benefit to the family is on a floater basis i.e., the total reimbursement of Rs.1.50 lakhs can be availed individually or collectively by members of the family.
- An additional sum of Rs 50,000 is provided as a buffer to take care of expenses if it exceeds the original sum i.e., Rs 1.50 lakhs per family.
- All transactions are cashless for covered procedures.

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	NA	
3	Caste	NA	
4	Income /Income Tax	<ul style="list-style-type: none"> • Annual Income less than Rs 5,00,000 • Families that file for an income tax of up to Rs 5 lakh can be the beneficiary of the scheme 	
5	Government Employee /	No member should be Government employee or Government pensioner	Outsourcing, Contract, Part time employees, Sanitary

S No	Criteria	Eligibility	Remarks
	Government Pensioner	(Government employees are covered under employee health scheme. Therefore, not covered under YSR Aarogyasri Card	workers, Honorarium based employees are excluded with an annual income of over Rs 5 lakh are also eligible Private sector employees can also be a part of the scheme
6	Revenue (Land)	Less than: 12.00 Acres of wet land Less than: 33.00 Acres of dry land Less than 35.00 Acres Wet & Dry land	
7	Energy	NA	
8	Transport	Should not own more than one personal car	Taxi, Auto, Tractors Exempted
9	MAUD	Less than: 3000 sq.Ft. of built-up area	
10	GSTN	NA	
11	Others	<ul style="list-style-type: none"> • Families which are eligible for YSR Pension Kanuka card and Jagananna Vidhya and Vasathi Deevena card are also eligible. • Each Family will have one card • All rice card holders are eligible 	

24. Sunna vaddi panta runalu

Scheme Description: This scheme is to help the farmers of the State get interest free crop loans. The scheme is aimed at lakhs of farmers, and their loans are also waived off as part of the scheme.

Scheme Benefits: 4% interest subsidy reimbursement on crop loans taken up to one lakh

Scheme Eligibility:

S No	Criteria	Eligibility	Remarks
1	Age	NA	
2	Gender	NA	
3	Caste	All	
4	Income /Income Tax	NA	
5	Government Employee / Government Pensioner	NA	
6	Revenue (Land)	NA	
7	Energy	NA	
8	Transport	NA	
9	MAUD	NA	
10	GSTN	NA	
11	Others	<ul style="list-style-type: none"> • Farmers of Andhra Pradesh, who own cultivable land are eligible • All Communities/Categories of land cultivating farmer 	

5.3. Grievance Redressal Matrix

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Portal Link	Documents required
1.	Energy	APCPDCL - LT - Title Transfer	Non-MeeSeva	3			
2.	Energy	APCPDCL - Meter Testing	Non-MeeSeva	7			
3.	Energy	APCPDCL - Name Correction	Non-MeeSeva	7			
4.	Energy	APCPDCL - Wrong Billing	Non-MeeSeva	7			
5.	Energy	APEPDCL - Meter Running Fast/Creeping	Non-MeeSeva	15			
6.	Energy	APEPDCL - Name Change	Non-MeeSeva / MeeSeva	7			
7.	Energy	APEPDCL - Shifting of Service Different Premises	Non-MeeSeva	7			
8.	Energy	APEPDCL - Application for Consumer Complaints-Wrong Billing	MeeSeva	7			
9.	Energy	APSPDCL - Category Change	Non-MeeSeva	3			
10.	Energy	APSPDCL - Meter Testing	Non-MeeSeva	7			
11.	Energy	APSPDCL - Name Correction	Non-MeeSeva	7			
12.	Energy	APSPDCL - Wrong Billing	Non-MeeSeva	7			
13.	Energy	APSPDCL - Shifting of Service	Non-MeeSeva	15			
14.	MAUD	Property Tax - Transfer of Title	Non-MeeSeva	15	If there are transfer of ownership of the title, then this service is used		

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Portal Link	Documents required
15.	Revenue	Mutation and Title Deed Cum Pattadars Passbook	MeeSeva	30	Mutation means change of title from one person to another person in case of Purchase, Will, Gift and Partition. Agriculture Lands mutation will be applied		<ul style="list-style-type: none"> a. Application form b. Registered Documents c. Aadhar card/Other id and Address Proofs d. Passport photograph of the applicant e. Pattadar Passbook / ROR 1B copy / Adangal copies f. Signature of the applicant
16.	Revenue	Integrated Caste Certificate	MeeSeva	15	If the Caste / Sub-caste of a Citizen is wrongly mapped because of which they are not able to avail benefits of a particular scheme, then this service may be used to update the caste of the citizen		<ul style="list-style-type: none"> a. MeeSeva Application Form b. Caste Certificate issued to the family members c. SSC marks memo or DOB extract or Transfer certificate d. 1 TO 10th study certificates or DOB certificates issued by Municipality/Gram Panchayat e. Ration Card/EPIC Card /AADHAR CARD f. Schedule I to IV
17.	Revenue	Pattadars Mobile No Seeding in Land Records	MeeSeva	3			
18.	Revenue	Rectifications of Entries in Record of Rights	MeeSeva	30	For clerical level corrections in lands records, this service must be used.		<ul style="list-style-type: none"> · Application form · Aadhar card/Other id and Address Proofs

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Portal Link	Documents required
							· Pattadar Passbook / ROR 1B copy / Adangal copies
19.	Transport	Licence Aadhar Seeding	Non-MeeSeva	3			
20.	Transport	Registration -Issue of NOC	Non-MeeSeva	3			
21.	Transport	Registration-Change of Address	Non-MeeSeva	3			
22.	Transport	Registration-Transfer of ownership	Non-MeeSeva	3			
23.	Transport	Registration Aadhaar Seeding	Non-MeeSeva	3			
24.	Transport	Registration-Hire Purchase Termination	Non-MeeSeva	3			
25.	Transport	Registration - Reassignment of Vehicle	Non-MeeSeva	3			
26.	Transport	Registration-vehicle stoppage Revocation	Non-MeeSeva	11			

5.4. Contact Numbers of Technical Team

For effective discharge of the schemes/services the DA / WEDPS at the village / ward secretariat is required to deal with various technical details pertaining to the schemes/services for guiding the applicants. While dealing with these technical issues on day-to-day basis DA / WEDPS may encounter multiple technical issues. To get clarification / guidance on these scheme/service-related issues, the DA / WEDPS may contact the respective District Technical Team members. The contact number of the District Technical Team are mentioned below:

S.No	District	Place of work	District Co-Ordinator	E-Mail	Contact Number
1.	Srikakulam	Srikakulam	Metta Prahladhabhatlu	prahladbhatlu.metta@aptonline.in	9154409472
2.			P. Lakshman Rao	lakshmanarao.pedada@aptonline.in	9154409476
3.	Vizianagaram	Vizianagaram	V.V. Rajesh	rajesh.aponline2012@gmail.com	9154409477
4.			Narayana Rao J	narayanarao.junjuru@aptonline.in	9154409480
5.	Visakhapatnam	Visakhapatnam	C. Kumara Raja	kmr41796@gmail.com	9154409481
6.			Setty Suneel Kumar	suneel.setty@aptonline.in	9154409482
7.	East Godavari	Kakinada	Dileep	dileep.beera@aptonline.in	9154409483
8.			M. Kondal Rao	rao.manu11@gmail.com	9154409485
9.	West Godavari	Eluru	Ravi Kumar Petla	ravi.petla@aptonline.in	9154409486
10.			M. Eswar Uday Kumar	udaykumar9652@gmail.com	9154409488
11.	Krishna	Vijayawada	Raju P S	raju.pillarisetty@aptonline.in	9154409489
12.			Mediseti Naresh	naresh.mediseti@aptonline.in	9154409490
13.	Guntur	Guntur	Kishore Babu Chevuri	kishorebabu.chevuri@aptonline.in	9154409491
14.			Srikanth	srikanth.balabathuni@aptonline.in	9154409493
15.	Prakasam	Ongole	Nannepogu Suresh	sureshpaul.nannepogu@aptonline.in	9154409494
16.			Shaik Geeshan	geeshan14@gmail.com	9154409495

S.No	District	Place of work	District Co-Ordinator	E-Mail	Contact Number
17.	SPSR Nellore	Nellore	Katakam Jaya Vidya Sagar	jayavidyasagar.katakam@aptonline.in	9154409496
18.			Balakrishna Mandava	krishna.mandava@aptonline.in	9154409497
19.	Chittoor	Chittoor	Naresh	naresh.dharmaiahgari@aptonline.in	9154409498
20.			S Irshad Ali	irshad.ali@aptonline.in	9154409499
21.	YSR Kadapa	Kadapa	Gona Harish Kumar	harish.gona@aptonline.in	9154409500
22.			Thodima Prasad	prasad.thodima@aptonline.in	9154409502
23.	Anantapur	Anantapur	G Badrianth	badrinath.gudivada@aptonline.in	9154409503
24.			Pemmaka Narapa Reddy	narapareddy.pemmaka@aptonline.in	9154409504
25.	Kurnool	Kurnool	P. Salam Khan	salam.patan@aptonline.in	9154409505
26.			Shankar Reddy	shankarareddy.parvatam@aptonline.in	9154409506
27.	State Coordinator	Vijayawada	Kongali Vijay Kumar	vijay.kongali@aptonline.in	9000754887
28.	State Coordinator	Vijayawada	Jagan Mohan Goda	jagan.goda@aptonline.in	9177890022
29.	State Coordinator	Vijayawada	S.N.G Srinivas	srinivas.suribhotla@aptonline.in	8008250807