



USER MANUAL FOR GRIEVANCE REDRESSAL



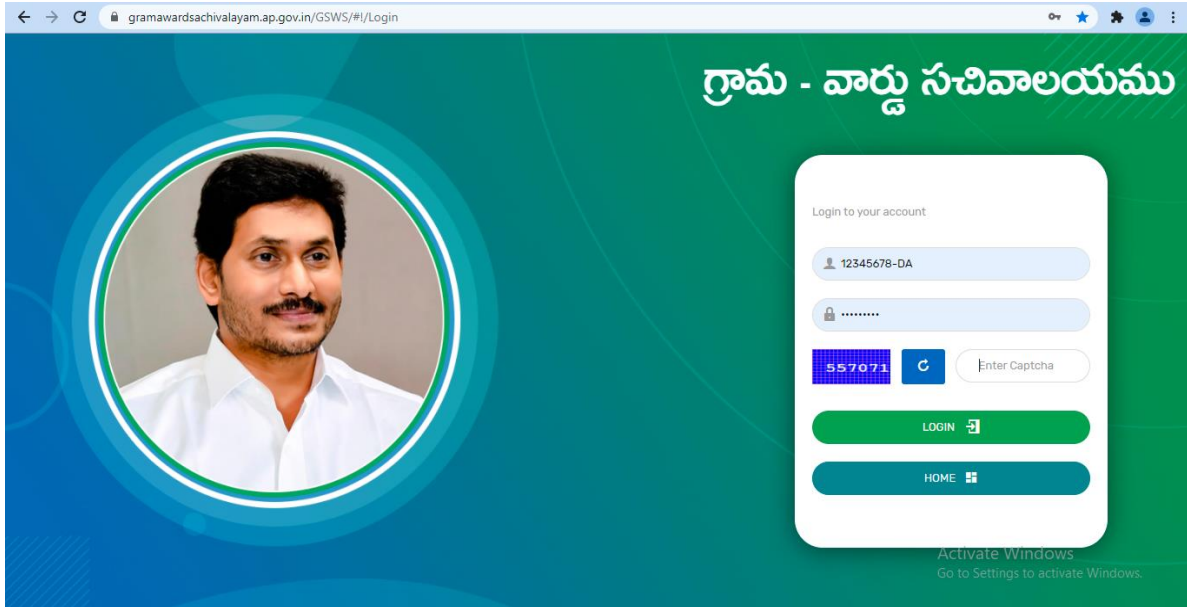
GRAMA VOLUNTEERS / WARD VOLUNTEERS & VILLAGE
SECRETARIATS / WARD SECRETARIATS DEPARTMENT

Table of Contents

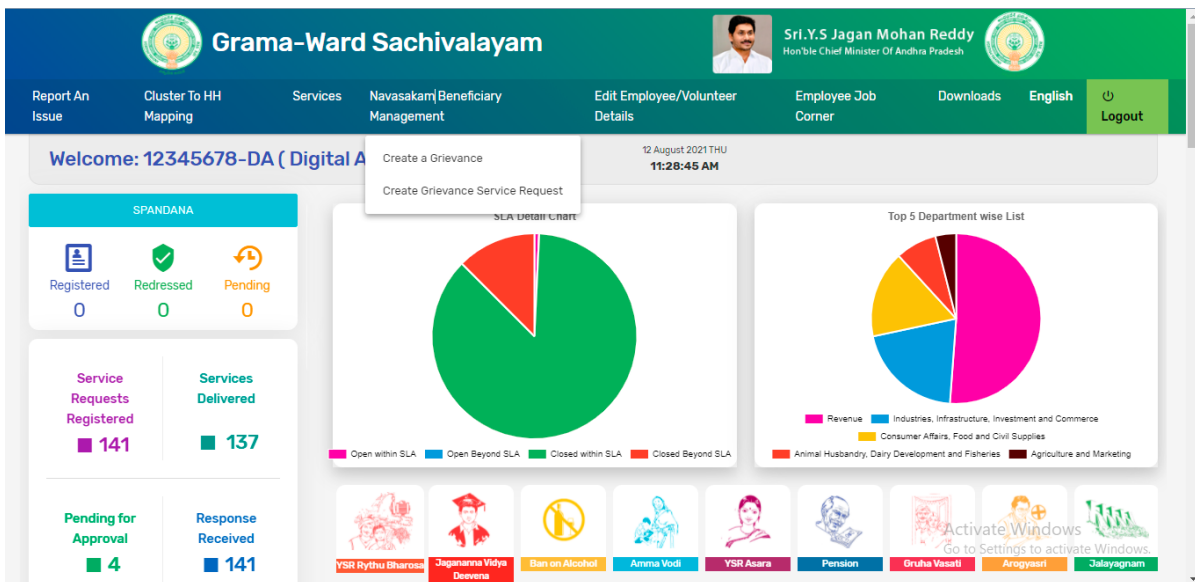
- 1 User manual for 6-Step Validation Grievance Redressal: Digital Assistant / Ward Education & Data Processing Secretary (DA / WEDPS) 2
- 2 User manual for 6-Step Validation Grievance Redressal: Welfare Education Assistant / Ward Welfare & Development Secretary (WEA/WWDS) 6
- 3 User manual for 6-Step Validation Grievance Redressal: Village Revenue Officer / Ward Revenue Secretary (VRO / WRS)..... 9
- 4 User manual for 6-Step Validation Grievance Redressal: Mandal Revenue Officer (MRO) 12
- 5 User manual for 6-Step Validation Grievance Redressal: Revenue Divisional Officer (RDO) 15
- 6 User manual for 6-Step Validation Grievance Redressal: Joint Collector (JC) .. 18

1 User manual for Digital Assistant / Ward Education & Data Processing Secretary (DA / WEDPS)

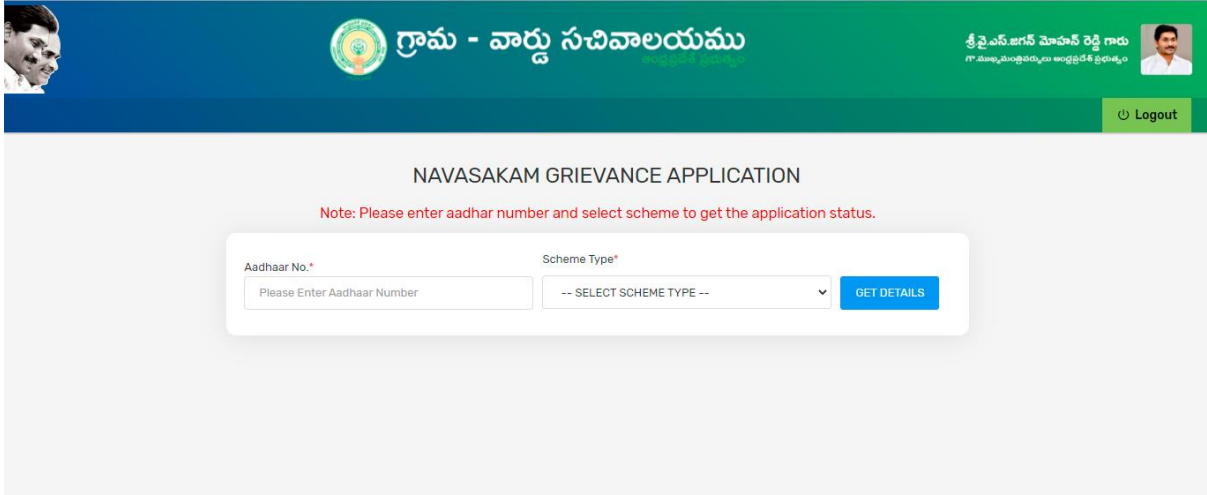
Step 1: The DA / WEDPS shall login to the GSWS portal using their user id and password



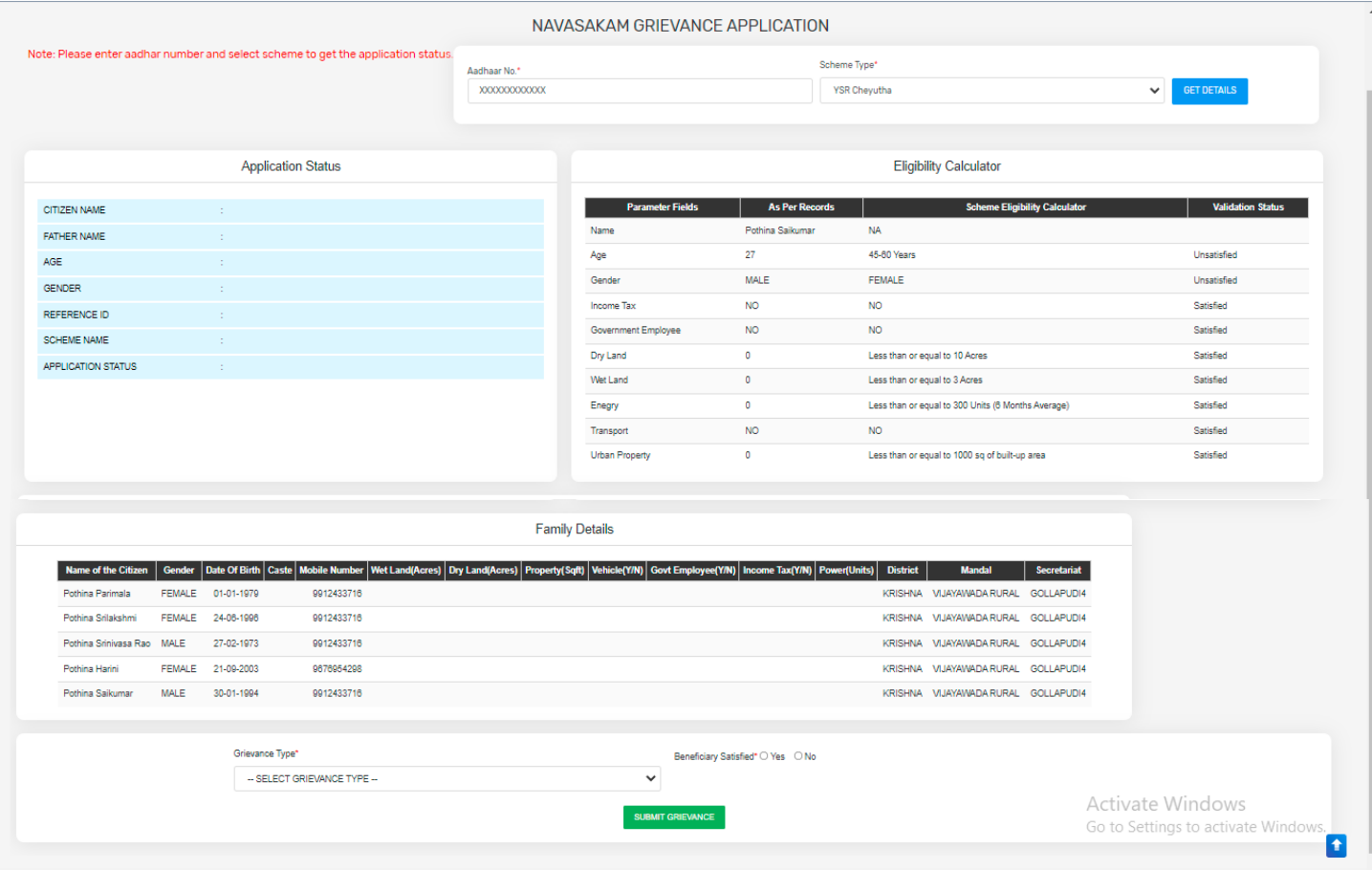
Step 2: The DA / WEDPS under 'Navasakam Beneficiary Management' tab in GSWS portal shall get an option to raise a 'Create Grievance' or raise a 'Create Grievance Service Request'



Step 3: After clicking on 'Create Grievance' the DA / WEDPS shall enter the Aadhaar Number and Scheme Type for the Ineligible Beneficiary and click on 'Get Details'



Step 4: The system shall display 'Application Status' with eligibility/ineligibility remarks, Eligibility Calculator for the selected scheme and Family Details with respect to the eligibility criteria

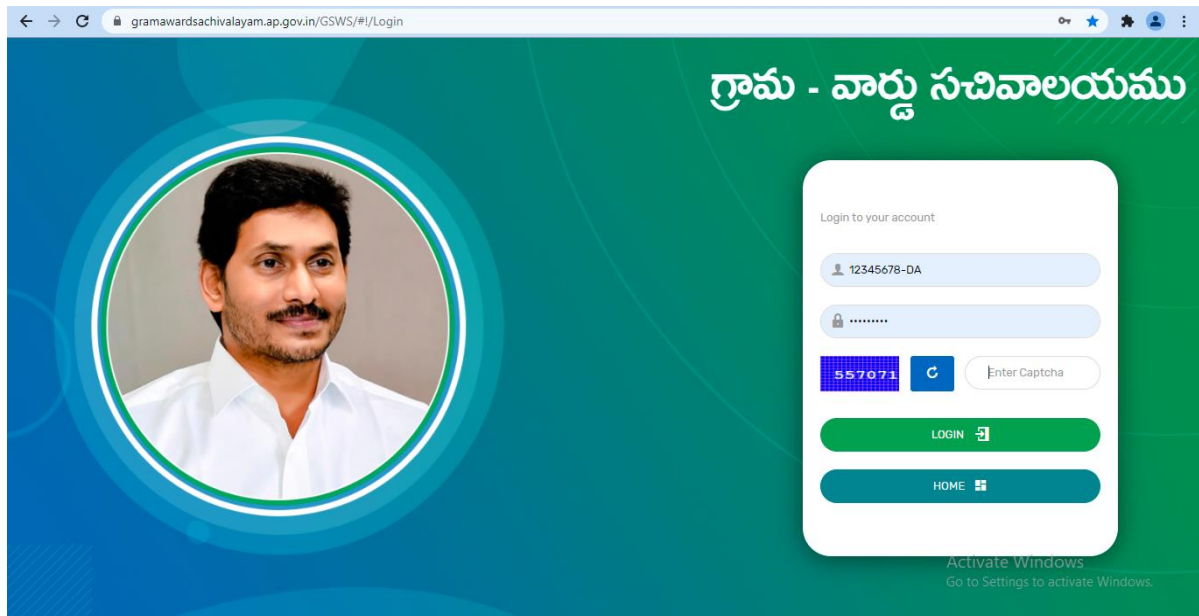


Step 5: Based on the ineligibility reason / criteria shown in the screen above, the DA / WEDPS shall identify the nature of the grievance and the relevant 'Grievance Type' and further explain the same to the citizen to know whether they are satisfied or not and accordingly the DA / WEDPS shall submit the grievance

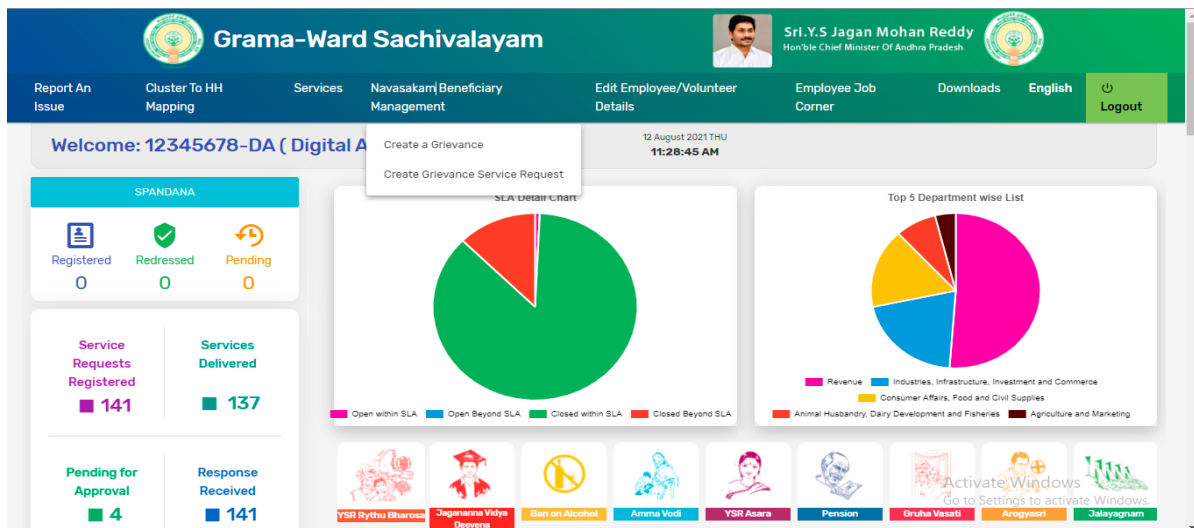
Step 6: A Grievance ID will be generated, and an acknowledgement will be given to the citizen. The Citizen shall **duly note the grievance ID** for future reference

Step 7: In case the citizen is not satisfied with the nature of grievance, the DA / WEDPS shall identify the relevant service request to be raised for a particular grievance and accordingly ask the citizen to get required documents to raise a grievance service request

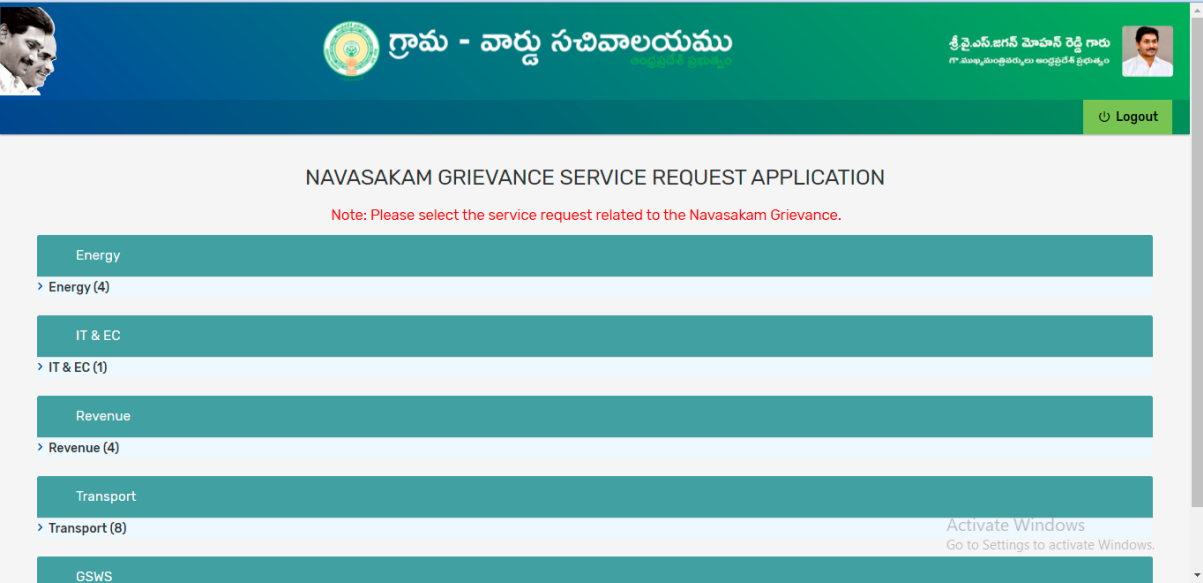
Step 8: The DA / WEDPS shall login again in the GSWS web portal using their login credentials once the citizen is back to Secretariat with all the required documents to raise a grievance service request



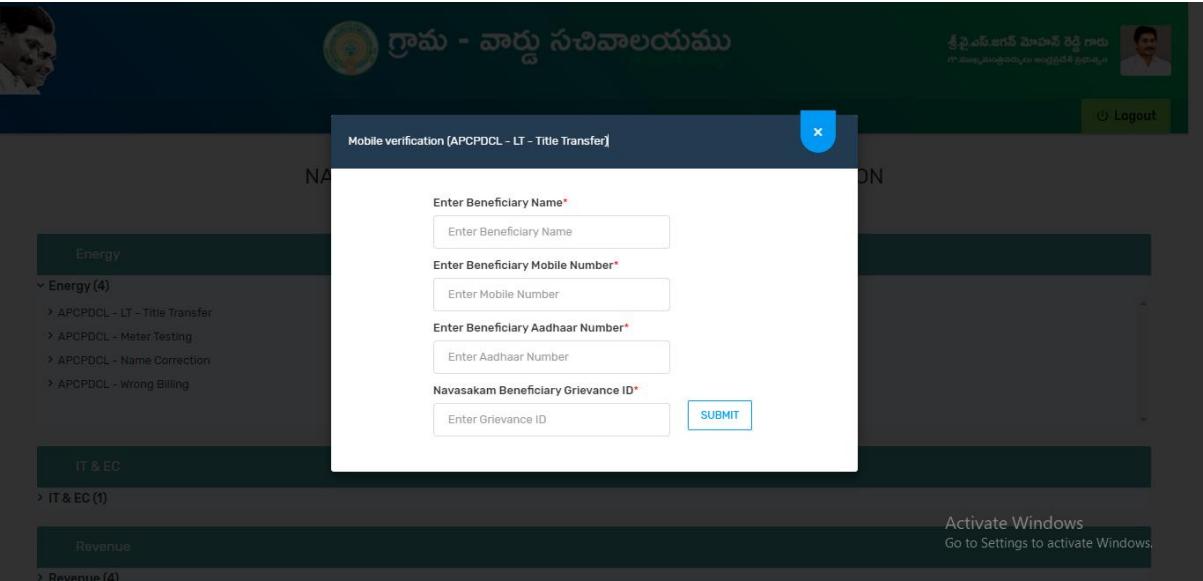
Step 9: The DA / WEDPS shall raise a grievance service request by clicking on “Navasakam Beneficiary Management” tab and selecting “Create Grievance Service Request”



Step 10: The DA / WEDPS shall identify the service request to be raised based on the nature of the grievance

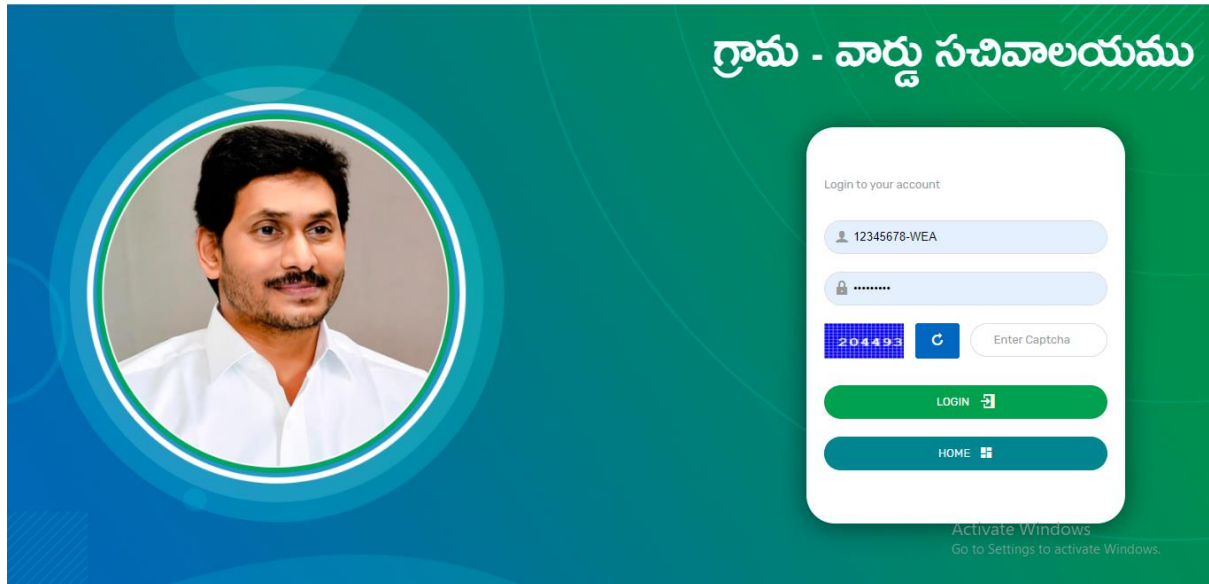


Step 10: The DA shall **mandatorily enter the grievance ID** already generated and printed on acknowledgement receipt given to the citizen and take further actions as per the screens to follow

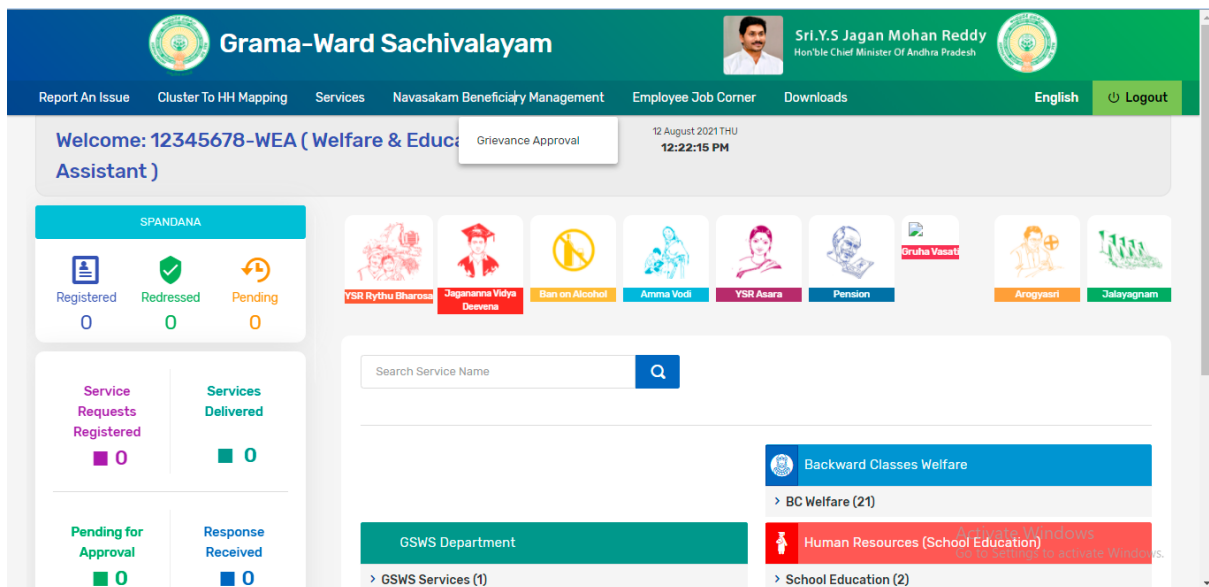


2 User manual for Welfare Education Assistant / Ward Welfare & Development Secretary (WEA/WWDS)

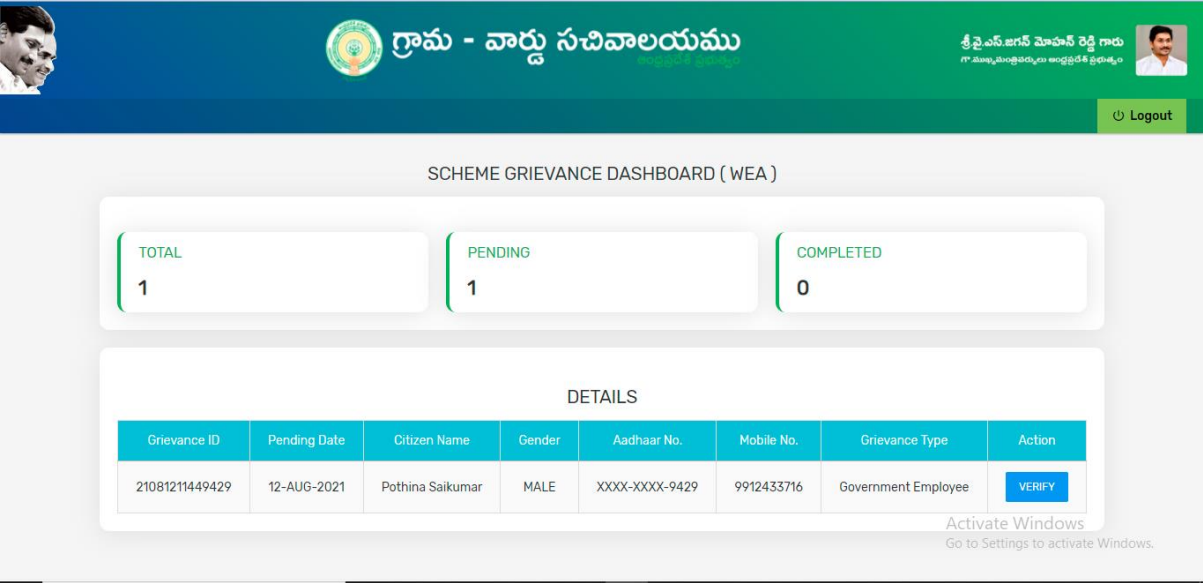
Step 1: The WEA / WWDS shall login to the GSWS portal using their user id and password



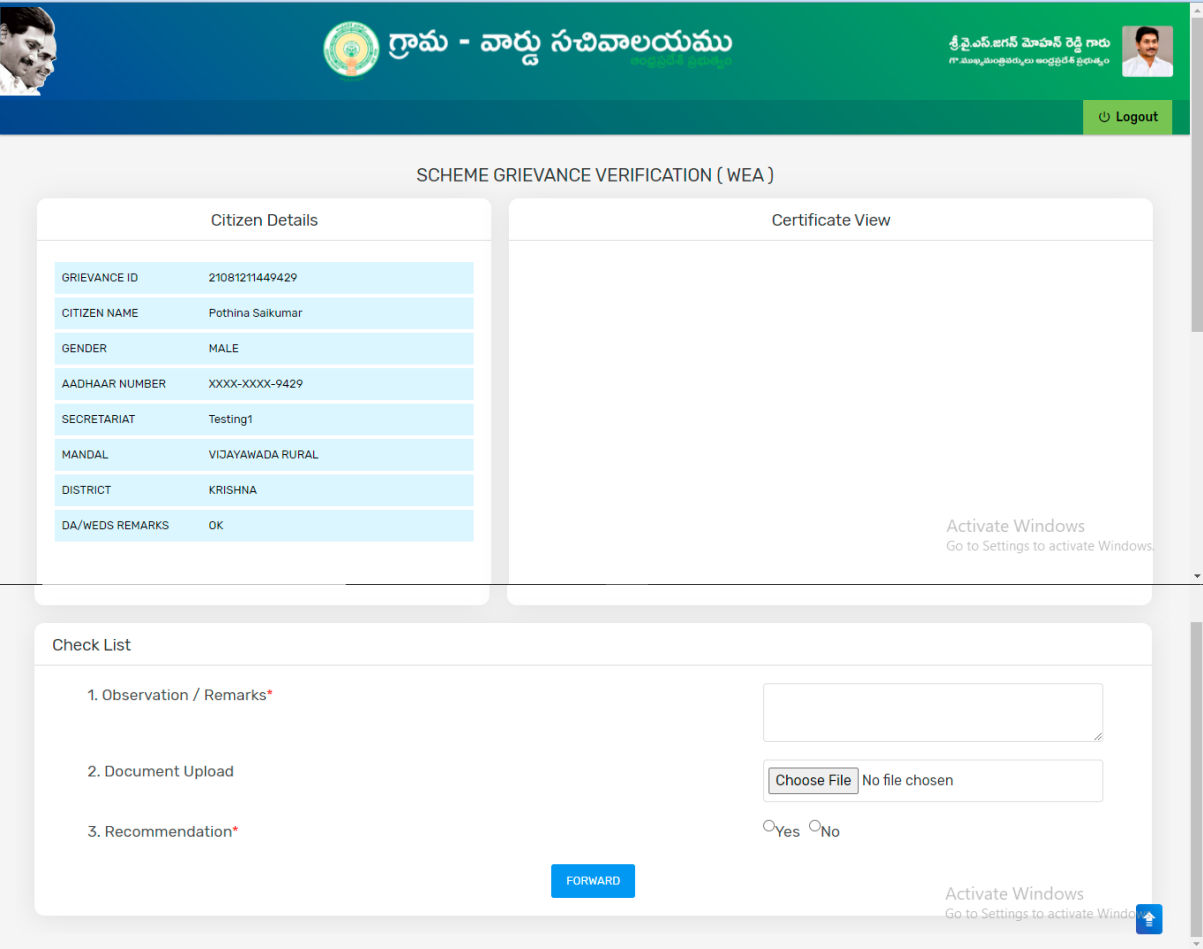
Step 2: The WEA / WWDS shall click on ‘**Grievance Approval**’ under ‘Navasakam Beneficiary Management’ tab in GSWS portal to take action against the grievance service request raised by the citizen

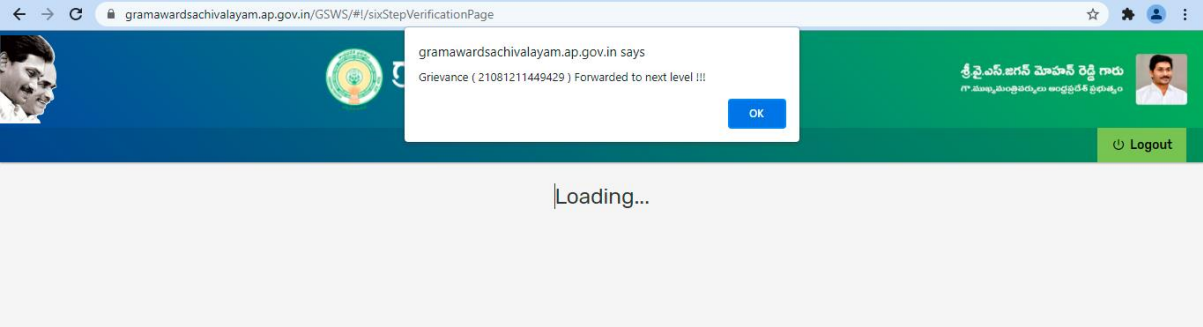


Step 3: The WEA / WWDS shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on “Verify”



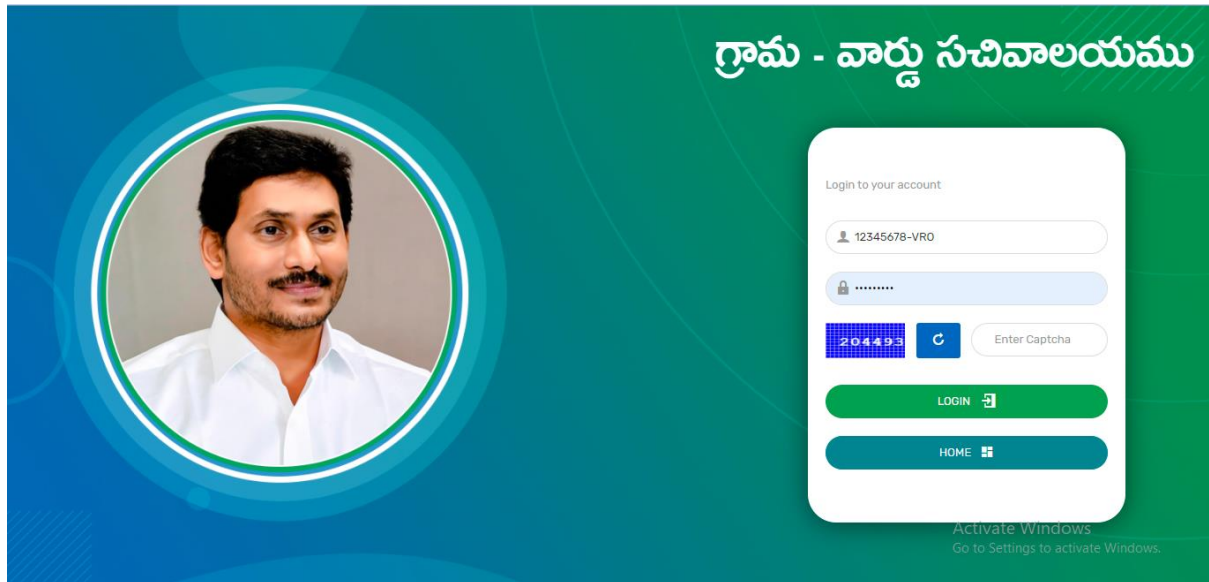
Step 4: The WEA / WWDS shall verify the details and documents submitted by the citizen and accordingly submit their observations in the space given in the “Check List” and further recommends by clicking “Yes” or “No”. The grievance service request shall be forwarded to VRO / WRS



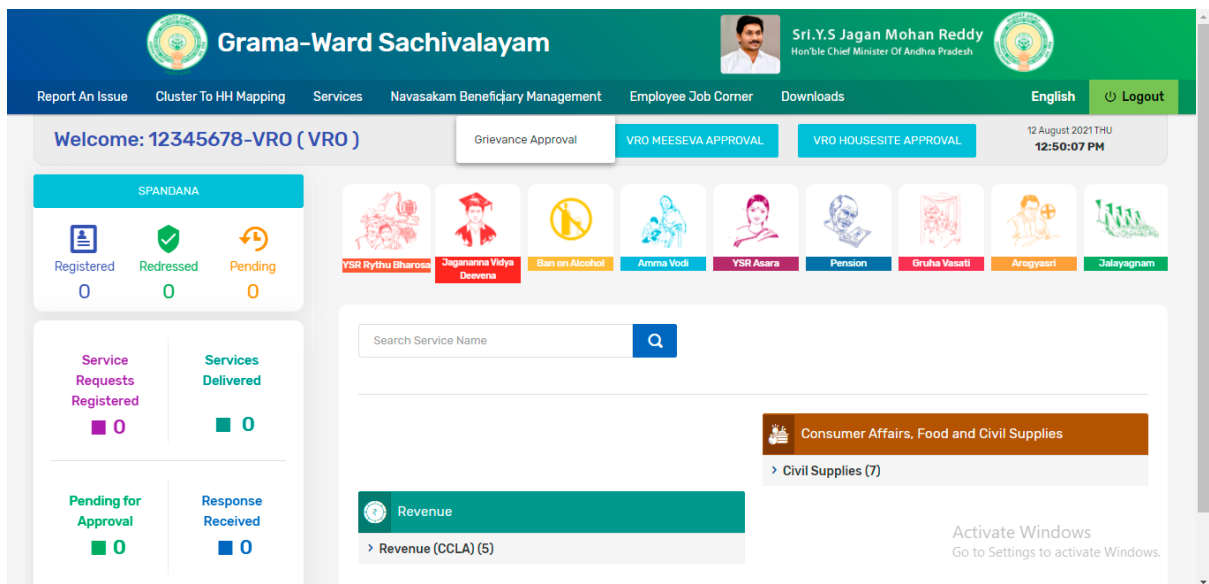


3 User manual for Village Revenue Officer / Ward Revenue Secretary (VRO / WRS)

Step 1: The VRO / WRS shall login to the GSWS portal using their user id and password



Step 2: The VRO / WRS shall click on ‘Grievance Approval’ under ‘Navasakam Beneficiary Management’ tab in GSWS portal to take action against the grievance service request raised by the citizen



Step 3: The VRO / WRS shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on “Verify”

The screenshot shows the 'SCHEME GRIEVANCE DASHBOARD (VRO)'. At the top, there is a header with the logo and text 'గ్రామ - వార్డు సచివాలయము' and 'శ్రీ సై.ఎస్.జగన్ మోహన్ రెడ్డి గారు గౌ. సామాజిక సంక్షేమ కార్యాలయం, అంధ్రప్రదేశ్ ప్రభుత్వం'. A 'Logout' button is visible in the top right. The dashboard displays three summary cards: 'TOTAL' with a value of 1, 'PENDING' with a value of 1, and 'COMPLETED' with a value of 0. Below these is a 'DETAILS' table with the following data:

Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action
21081211449429	12-AUG-2021	Pothina Saikumar	MALE	XXXX-XXXX-9429	9912433716	Government Employee	VERIFY

At the bottom right of the dashboard, there is a watermark: 'Activate Windows Go to Settings to activate Windows.'

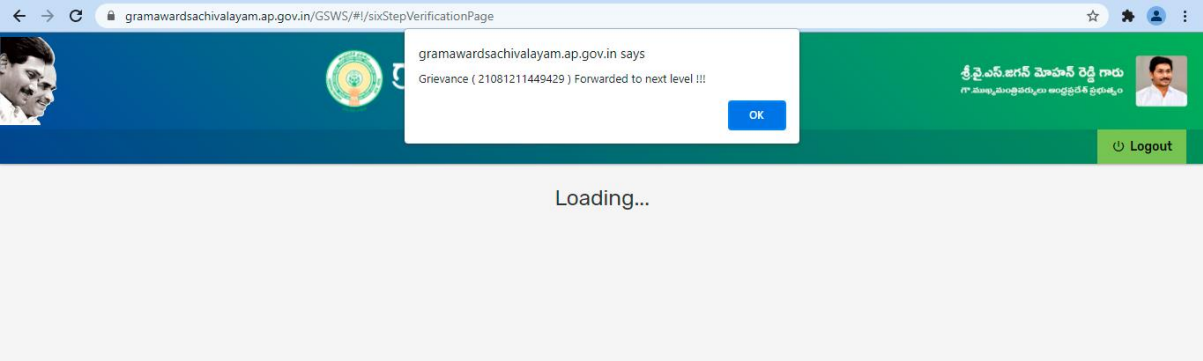
Step 4: The VRO / WRS shall verify the details and documents submitted by the WEA / WWDS and accordingly submit their observations in the space given in the “Check List” and further recommends by clicking “Yes” or “No”. The grievance service request shall be forwarded to the concerned MRO

The screenshot shows the 'SCHEME GRIEVANCE VERIFICATION (VRO)' form. It is divided into three main sections:

- Citizen Details:** A table with the following information:

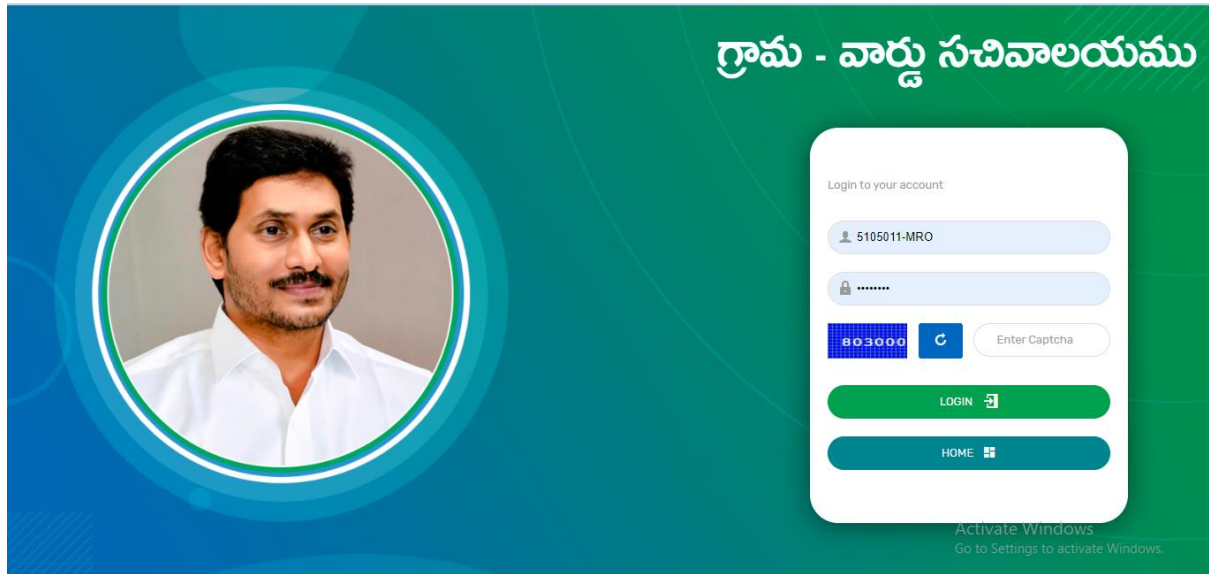
GRIEVANCE ID	21081211449429
CITIZEN NAME	Pothina Saikumar
GENDER	MALE
AADHAAR NUMBER	XXXX-XXXX-9429
SECRETARIAT	Testing1
MANDAL	VIJAYAWADA RURAL
DISTRICT	KRISHNA
DA/WEDS REMARKS	OK
WEA/WWDS REMARKS	OK
- Certificate View:** A large empty box for the certificate.
- Check List:** A form with three items:
 - 1. Observation / Remarks* (with a text input field)
 - 2. Document Upload (with a 'Choose File' button and 'No file chosen' text)
 - 3. Recommendation* (with radio buttons for 'Yes' and 'No')

At the bottom of the form, there is a 'FORWARD' button and a watermark: 'Activate Windows Go to Settings to activate Windows.'

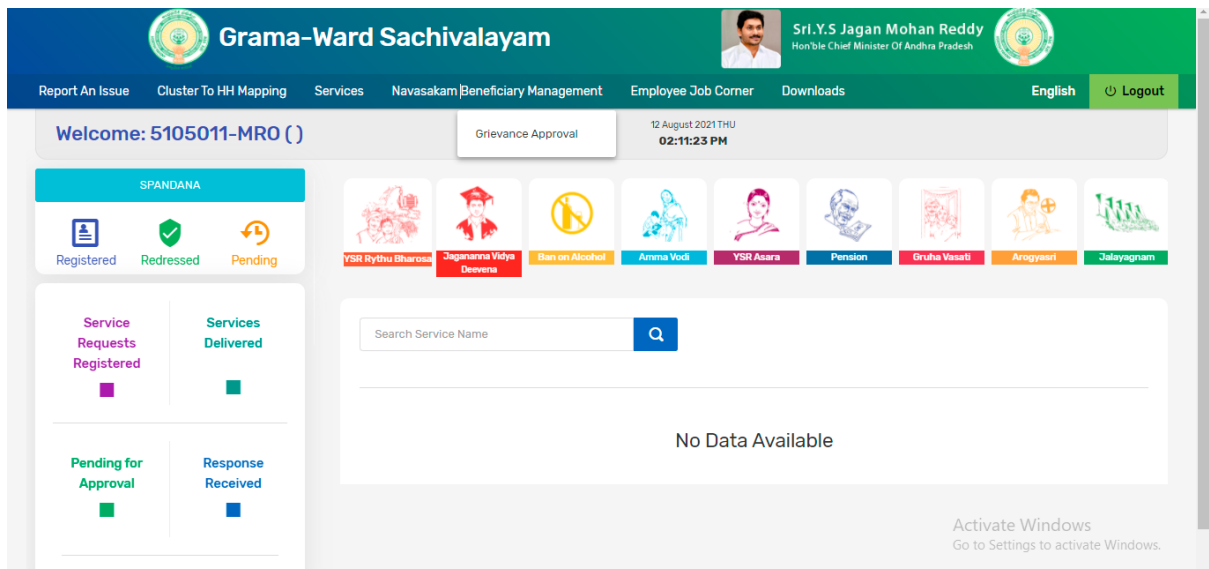


4 User manual for Mandal Revenue Officer (MRO)

Step 1: The MRO shall login to the GSWS portal using their user id and password



Step 2: The MRO shall click on ‘Grievance Approval’ under ‘Navasakam Beneficiary Management’ tab in GSWS portal to take action against the grievance service request raised by the citizen



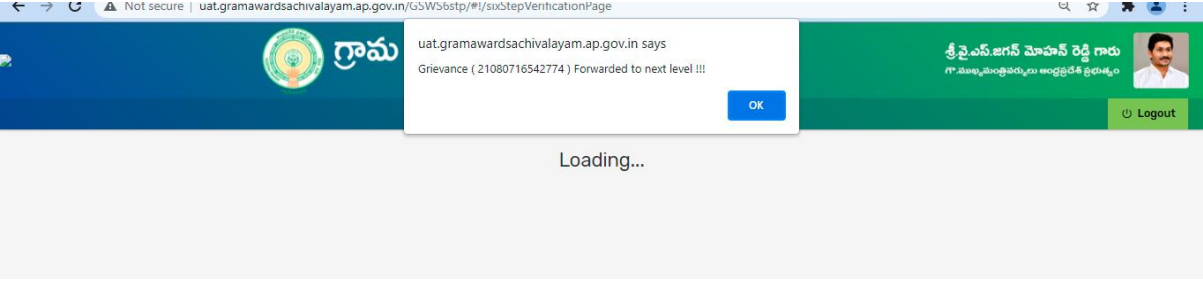
Step 3: The MRO shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on “Verify”

The screenshot shows the 'SCHEME GRIEVANCE DASHBOARD (MRO)'. It features three summary cards: 'TOTAL' with a value of 12, 'PENDING' with a value of 6, and 'COMPLETED' with a value of 6. Below these is a 'DETAILS' table with 8 columns: Grievance ID, Pending Date, Citizen Name, Gender, Aadhaar No., Mobile No., Grievance Type, and Action. The table contains four rows of data, each with a 'VERIFY' button in the Action column.

Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action
21080919111997	09-AUG-2021	N Jamuna	FEMALE	XXXX-XXXX-1997	8861204425	Income Tax	VERIFY
21081000290787	10-AUG-2021	Perapu Ammaji	FEMALE	XXXX-XXXX-0787	6300617746	Income Tax	VERIFY
21080901090787	10-AUG-2021	Perapu Ammaji	FEMALE	XXXX-XXXX-0787	6300617746	Income Tax	VERIFY
21080811502774	11-AUG-2021	Dharmavarapu Raghu	MALE	XXXX-XXXX-2774	9849143061	Income Tax	VERIFY

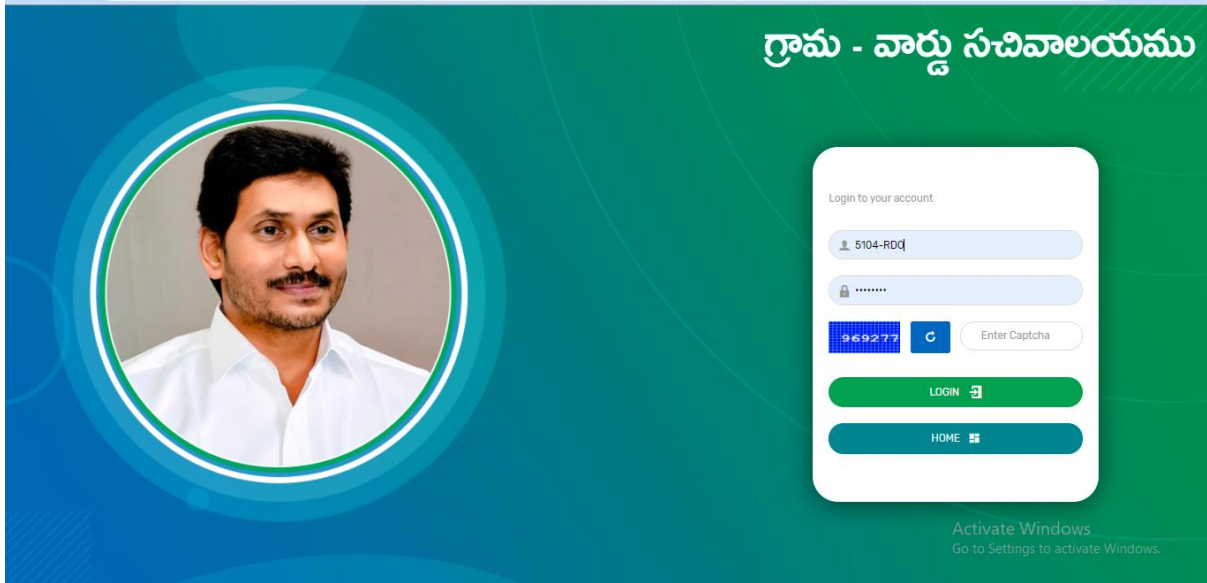
Step 4: The MRO shall verify the details and documents submitted by the VRO and accordingly submit their observations in the space given in the “Check List” and further recommends by clicking “Yes” or “No”. The grievance service request shall be forwarded to the concerned RDO

The screenshot shows the 'SCHEME GRIEVANCE VERIFICATION (MRO)' form. It is divided into three main sections: 'Citizen Details', 'Certificate View', and 'Check List'. The 'Citizen Details' section contains a table with fields like Grievance ID, Citizen Name, Gender, Aadhaar Number, Secretariat, Mandal, District, DA/WEDS Remarks, and VRO/WRS Remarks. The 'Check List' section includes three items: '1. Observation / Remarks*', '2. Document Upload' (with a 'Choose File' button and 'No file chosen' text), and '3. Recommendation*' (with radio buttons for 'Yes' and 'No'). A 'FORWARD' button is located at the bottom of the 'Check List' section.

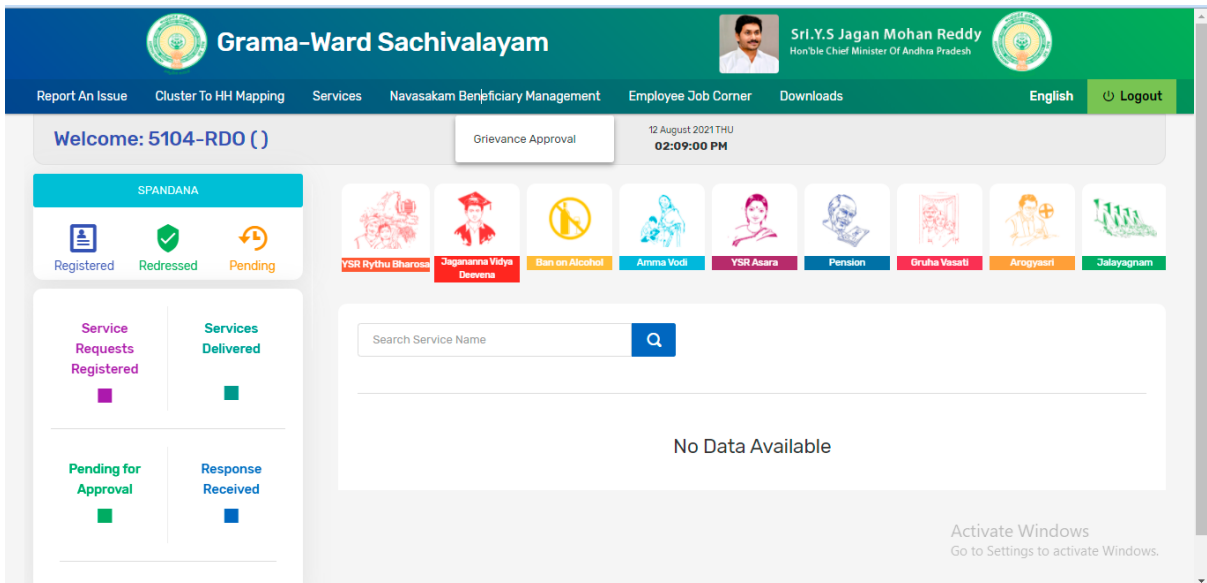


5 User manual for Revenue Divisional Officer (RDO)

Step 1: The RDO shall login to the GSWS portal using their user id and password



Step 2: The RDO shall click on ‘Grievance Approval’ under ‘Navasakam Beneficiary Management’ tab in GSWS portal to take action against the grievance service request raised by the citizen



Step 3: The RDO shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on “Verify”

SCHEME GRIEVANCE DASHBOARD (RDO)

TOTAL: 1 PENDING: 1 COMPLETED: 0

DETAILS

Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action
21081211449429	12-AUG-2021	Pothina Saikumar	MALE	XXXX-XXXX-9429	9912433716	Government Employee	VERIFY

Activate Windows
Go to Settings to activate Windows.

Step 4: The RDO shall verify the details and documents submitted by the MRO and accordingly submit their observations in the space given in the “Check List” and further recommends by clicking “Yes” or “No”. The grievance service request shall be forwarded to the concerned JC

SCHEME GRIEVANCE VERIFICATION (RDO)

Citizen Details

GRIEVANCE ID	21081211449429
CITIZEN NAME	Pothina Saikumar
GENDER	MALE
AADHAAR NUMBER	XXXX-XXXX-9429
SECRETARIAT	Testing1
MANDAL	VIJAYAWADA RURAL
DISTRICT	KRISHNA
DA/WEDS REMARKS	OK
WEA/wWDS REMARKS	OK

Certificate View

Activate Windows
Go to Settings to activate Windows.

Check List

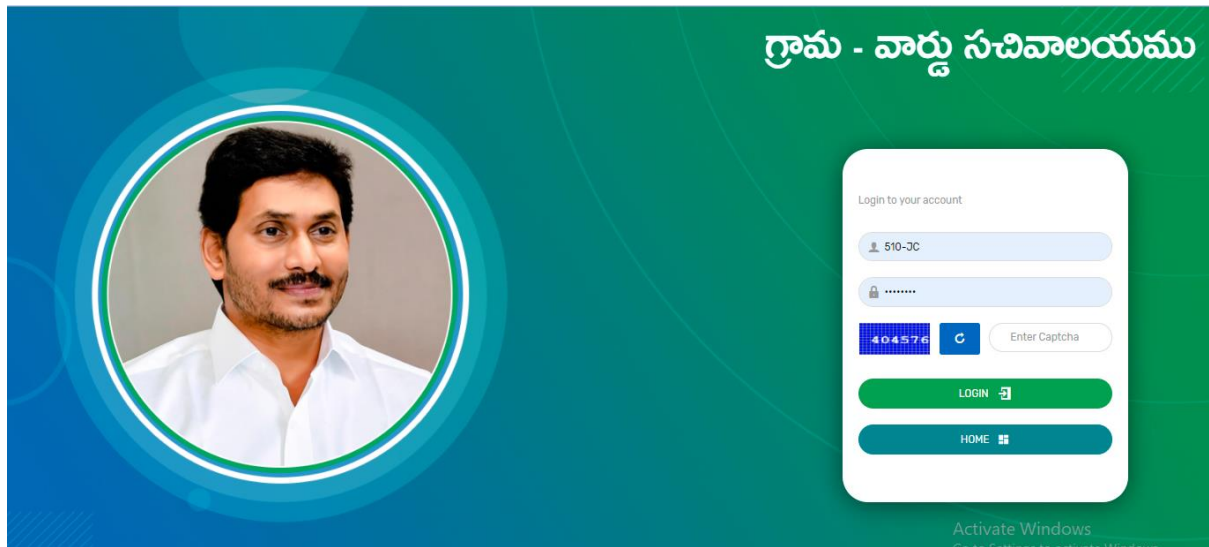
1. Observation / Remarks*
2. Document Upload No file chosen
3. Recommendation* Yes No

Activate Windows
Go to Settings to activate Windows.

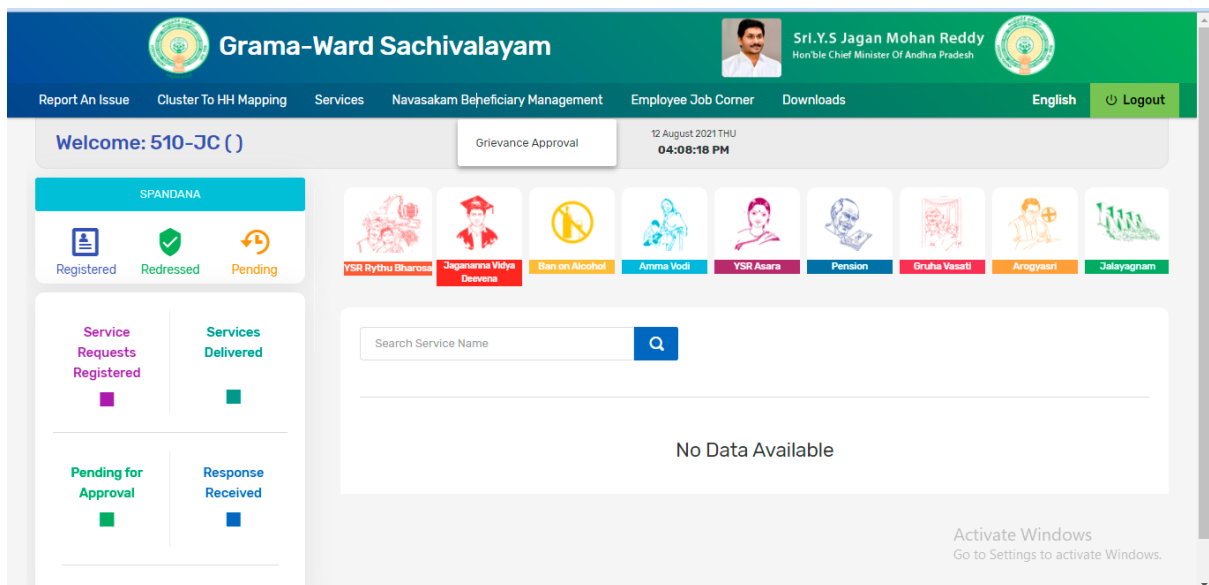
The screenshot shows a web application interface with a dark blue header. On the left, there is a profile picture of a man. In the center, a notification box from 'gramawardsachivalayam.ap.gov.in' states: 'Grievance (21081211449429) Forwarded to next level !!!' with an 'OK' button. On the right, the user profile is displayed in Kannada: 'ಶ್ರೀ ವೈ.ಎನ್.ಜಗನ್ ಮೋಹನ್ ಶೆಟ್ಟಿ ಗಾಡು' and 'ಗೌ. ಸಾಂಸ್ಕೃತಿಕ ಮತ್ತು ಸಾಮಾಜಿಕ ಕಲ್ಯಾಣ ಇಲಾಖೆ, ಗ್ರಾಮಾಚಾರ್ಯಾಲಯ, ಬೆಂಗಳೂರು'. A 'Logout' button is visible in the bottom right corner of the header. The main content area is a light gray rectangle with the text 'Loading...' centered.

6 User manual for Joint Collector (JC)

Step 1: The JC shall login to the GSWS portal using their user id and password



Step 2: The JC shall click on 'Grievance Approval' under 'Navasakam Beneficiary Management' tab in GSWS portal to take action against the grievance service request raised by the citizen



Step 3: The JC shall get the details of the grievance service requests in the screen as shown below, against which they shall take further action by clicking on "Verify"

SCHEME GRIEVANCE DASHBOARD (JC)

TOTAL: 6 PENDING: 1 COMPLETED: 5

DETAILS

Grievance ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Grievance Type	Action
2108061162774	06-AUG-2021	Dharmavarapu Raghu	MALE	XXXX-XXXX-2774	9849143061	Income Tax	VERIFY

Activate Windows

Step 4: The JC shall verify the details and documents submitted by the RDO and accordingly submit their observations in the space given in the “Check List” to approve/reject the grievance service request

SCHEME GRIEVANCE VERIFICATION (JC)

Citizen Details

GRIEVANCE ID	2108061162774
CITIZEN NAME	Dharmavarapu Raghu
GENDER	MALE
AADHAAR NUMBER	XXXX-XXXX-2774
SECRETARIAT	Testing1
MANDAL	VIJAYAWADA RURAL
DISTRICT	KRISHNA
DA/WEDS REMARKS	approve
WEA/WWDS REMARKS	income g
VRO/WRS REMARKS	approve
MRO REMARKS	rdo remarks

Certificate View

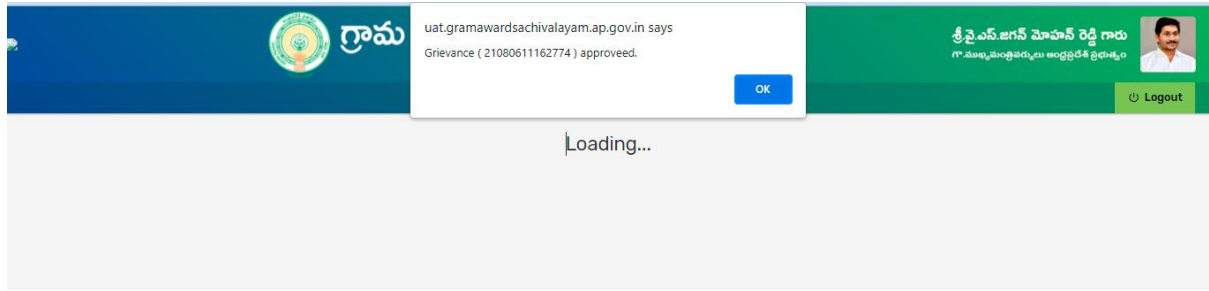
Activate Windows
Go to Settings to activate Windows.

Check List

1. Observation / Remarks*
2. Document Upload No file chosen
3. Recommendation* Yes No

[FORWARD](#)

Activate Windows
Go to Settings to activate Windows.



Note:

- All Payment Failure Related cases shall be updated before the 17th of August 2021 on Navasakam Welfare Assistant login
- It shall be mandatory to generate a Grievance ID for an ineligible beneficiary and the Grievance ID shall be mandatorily entered for raising a grievance service request
- Logins for MRO and RDOs shall be provided as **Annexure**
- Logins for District Commercial Tax Officers shall be provided as **Annexure**
- All JCs shall talk to DCs and ensure quick approval / rejection of the grievance request pending in their login
- For further details please refer to the detailed SOP
- **For all WEAs, VROs, MROs & RDOs:**
 - Shall login to approve/reject grievance request for Income Tax, GSTN and Government Employee / Government Pensioners