## Citizen Services Portal – Features

- Common Application form based on UID prefill.
- Individual application form for respective service
- Aadhaar based e-sign for logging and approving/rejecting the application
- SMS to citizen to know the status of application at each level
- Any where citizen can apply the services expect for Rice card and Pension
- Any where citizen can take print out of the certificate.
- E-sign functionality by Final approval officer
- View transaction status at regular intervals in DA login
- Reasons for rejection of application at various level officers
- Sub-SLA tracking of applications vs officer.

## Major Departments Covered under Sub-SLA Workflow

## Revenue

- No of Services Covered 35
- Services categorized as A & B
- Integrated with Web Land
- Services accepted via Village/Ward Secretariat
- Approval Work flow at all levels
- Payment collection via Online and Cash Mode
- SLA and Sub-SLA

## **Civil Supplies**

- No of Services Covered 6
- Integrated with NIC for public distribution
- Integrated with RTGS for six step validation
- Services accepted via Village/Ward Secretariat.
- Approval Work flow for VRO
- Payment collection via Online and Cash Mode
- SLA and Sub-SLA
- Rice Card Printing in Civil Supplies portal by VRO

## **SERP - Pensions**

- No of Services Covered 3
- Integrated with Pension Databases
- Services accepted via Village/Ward Secretariat
- Integrated with RTGS for six step validation
- Approval Work flow at all levels
- SLA and Sub-SLA
- Pension Card Printing

## **Municipal Administration**

- No of Services Covered 25
- Integrated with MAUD ERP system.
- Services accepted via Village/Ward Secretariat
- SLA and Sub-SLA
- Approval Work flow at MAUD ERP System

1	AP Dotted Lands Application							
2	Addition Of Survey No In Adangal And 1 B							
3	Agriculture Income Certificate							
4	Change of Name Application							
5	Computerized Adangal							
6	Cracker license Application							
7	E-Passbook Application							
8	Extract of House site / D-Form Patta Application							
9	Extract of NOC under Explosive / Petroleum Act							
10	Family member Certificate							
11	House Site Application							
12	Income Certificate							
13	Integrated Certificate							
14	Issuance Of Income & Asset Certificate For Economically Weaker Sections (EWS)							
15	Issuance Of Small And Marginal Farmer Certificate							
16	Issue of NOC For Storing of Petroleum Products							
17	Issue of Occupancy Rights Certificates for Inam Lands							
18	Land Conversion(NEW)-GO MS NO 98							
19	Late Registration Of Death/Birth							
20	Manual Adangal							

## **Revenue Services**

1	Modifications In 22A List
2	Mutation And Title Deed Cum Pattadar Passboook
3	No Earning Certificate
4	No Property Application Service
5	OBC Certificate
6	Patta Sub Division For Auto Mutation Process Form
7	Pattadar Mobile No Seeding In Land Records
8	Permission of Digging of Bore Well for Agricultural Purpose
9	Possession Certificate
10	Printing of Title Deed cum passbook
11	ROR - 1B
12	Re-Issuance of OBC / EBC / Integrated Certificate
13	Rectifications Of Entries In Record Of Rights
14	Renewal Of Cinema License
15	Title Deed Cum Passbook

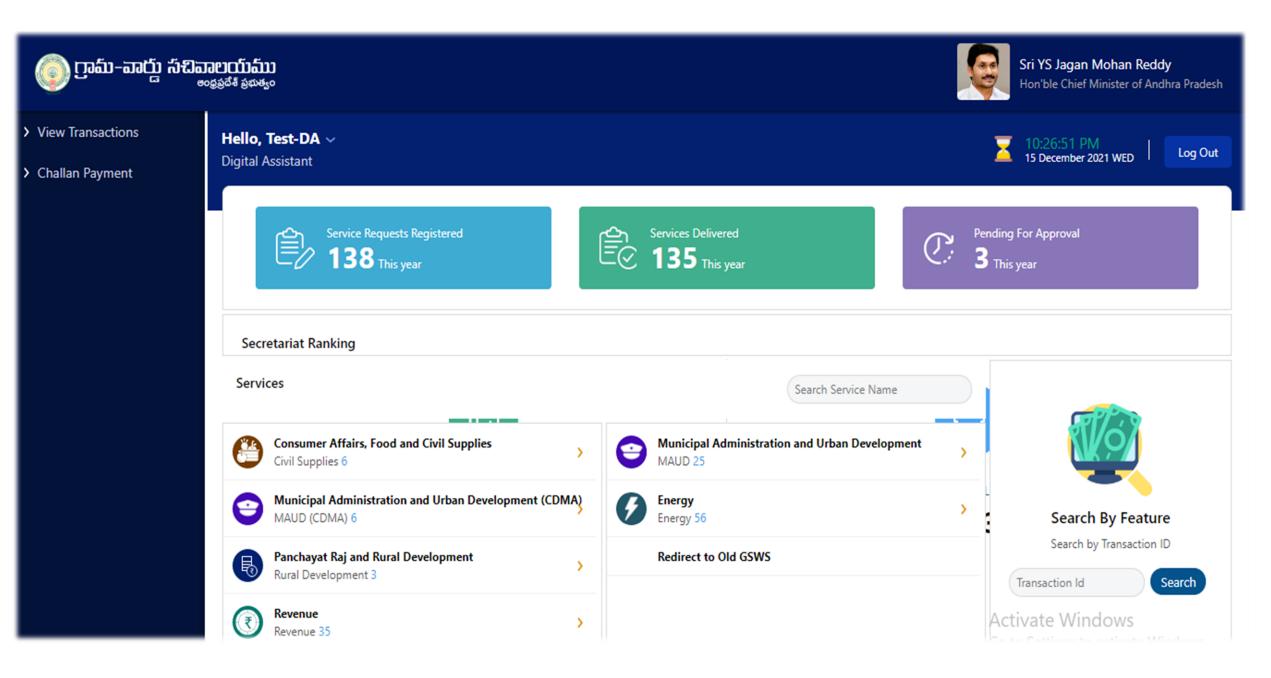
S.NO	MAUD Services							
1	Water - Additional Connection							
2	Water - Closure Of Connection							
3	Property Tax - Sub Division Request - Parent Property							
4	4 Property Tax - Vacant Land New Assessment							
5	Property - Revision Petition							
6	Property - Conversion of VLT to House Tax							
7	Marriage- Registration(New Registration)							
8	Property Tax - Amalgamation							
9	Marriage- Certificate							
10	Property Tax - Transfer Of Title							
11	Property - Vacancy Remission							
12	Property Tax - New Assessment Request							
13	Property Tax - Exemption Request							
14	Water- Reconnection							
15	Property Tax - General Revision Petition							
16	Trade License - New Trade License							
17	Property Tax - Sub Division Request - Child Property							
18	Property Tax - Conversion Of House Tax To Land Tax (VLT)							
19	Trade License - Renewal of Trade License							
20	Trade License - Closure Of Trade License							
21	Property Tax - Addition/Alteration							
22	Water - New Water Connection							
23	Water - Change Of Usage							
24	Sewerage Tax-New Sewerage Connection							
25	Sewerage Tax-Change in Closets/Close Sewerage Connection							

S.NO	Services				
	Civil Supplies				
1	Creation of New rice card				
2	Addition of Member in Rice Card				
3	Deletion of Member in Rice Card				
4	Splitting of Members in Rice Card- Normal Split				
5	Splitting of Members in Rice Card- Divorcee Split				
6	Splitting of Members in Rice Card- Widow Split				
7	Surrender of Rice Card				
	Pension				
1	Creation of New Pension				

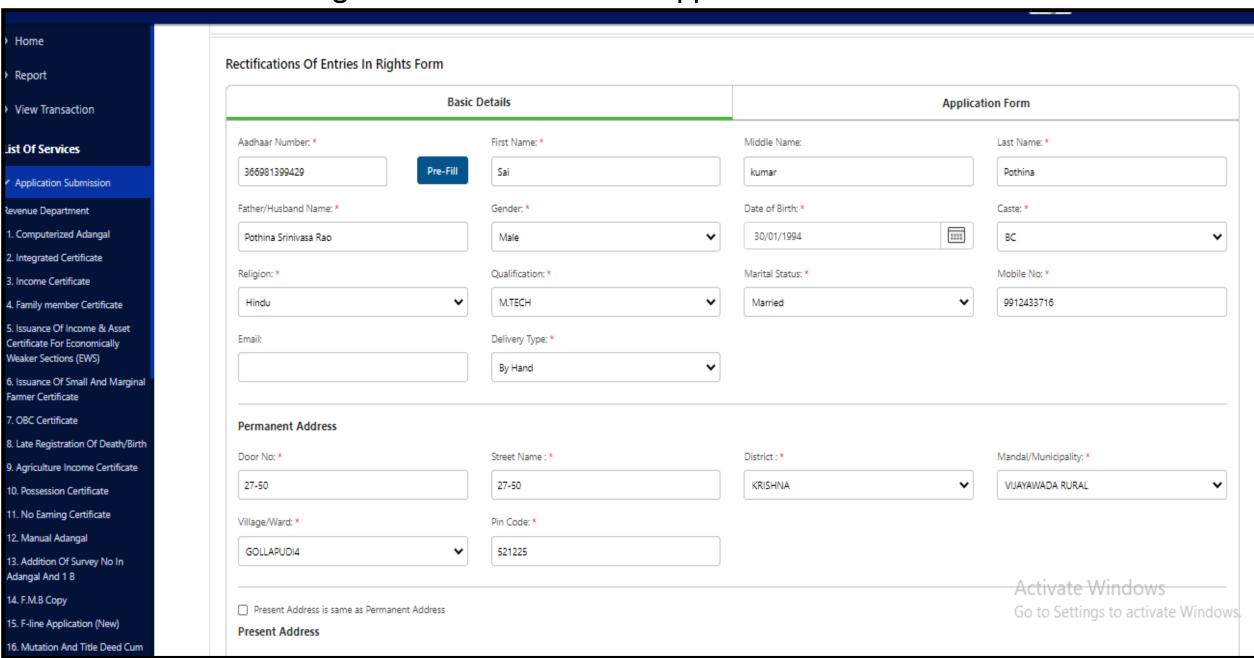
### GRAMA WARD SACHIVALAYAM – NEW PORTAL HOME PAGE



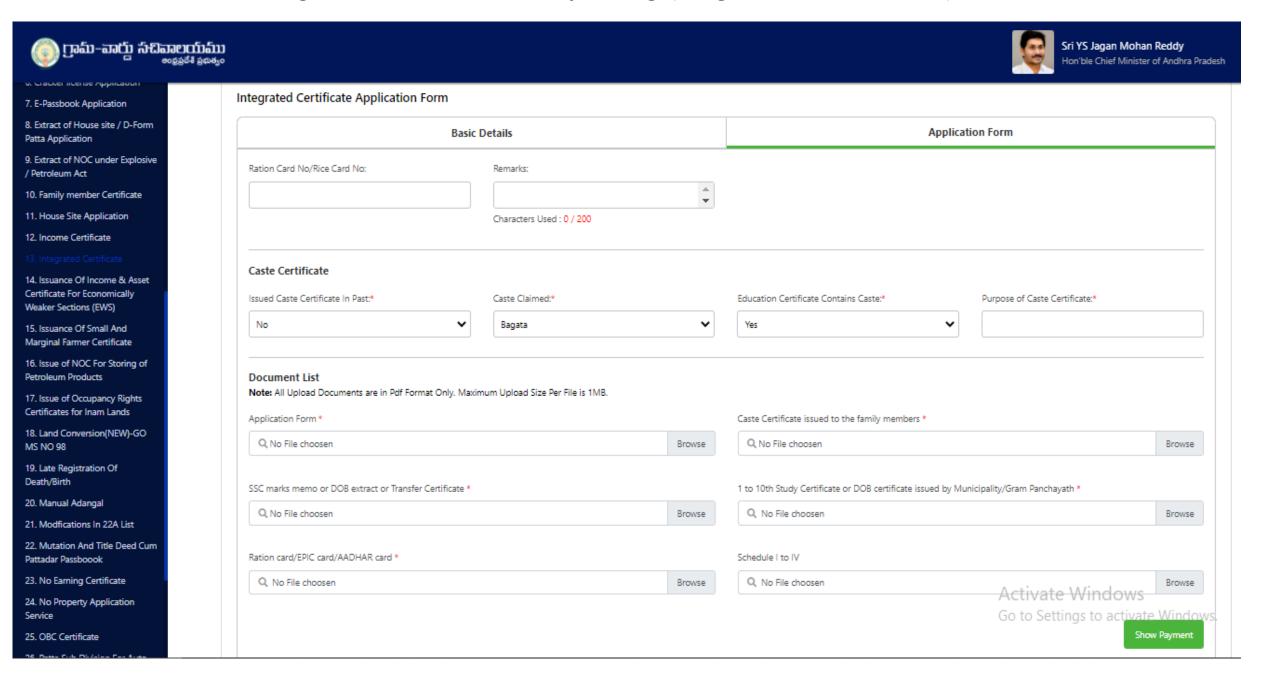
## Digital Assistant (DA) – Dashboard & Service Raising Screen



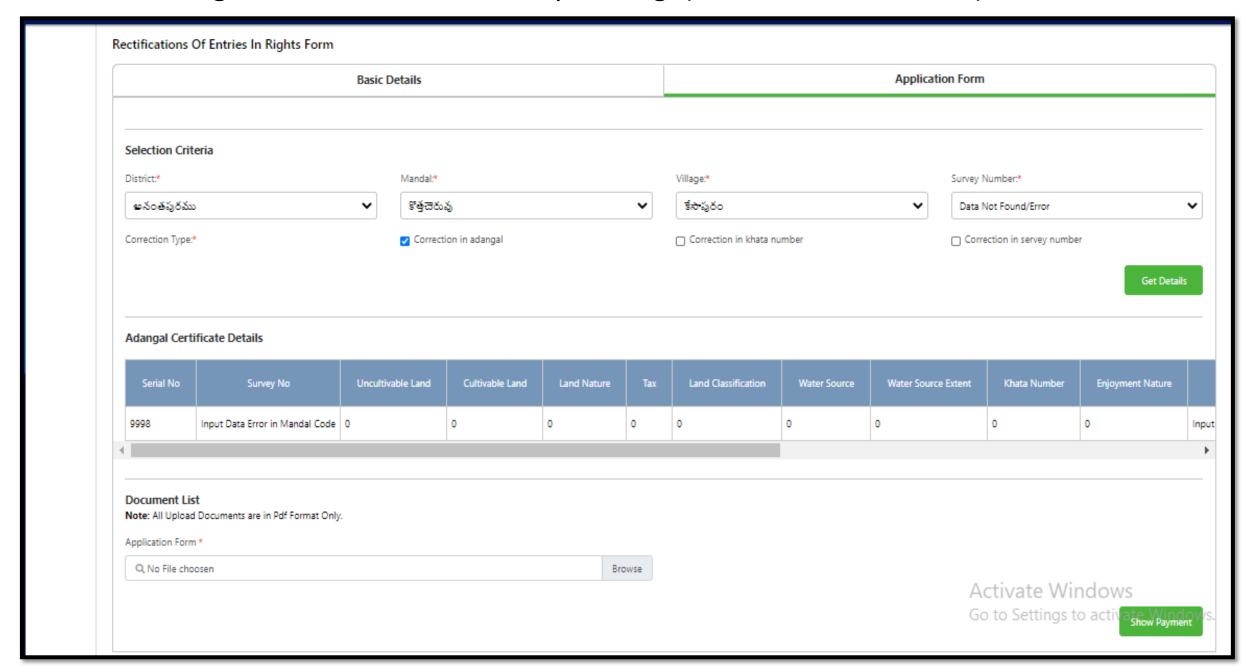
## Digital Assistant - Common Application Form



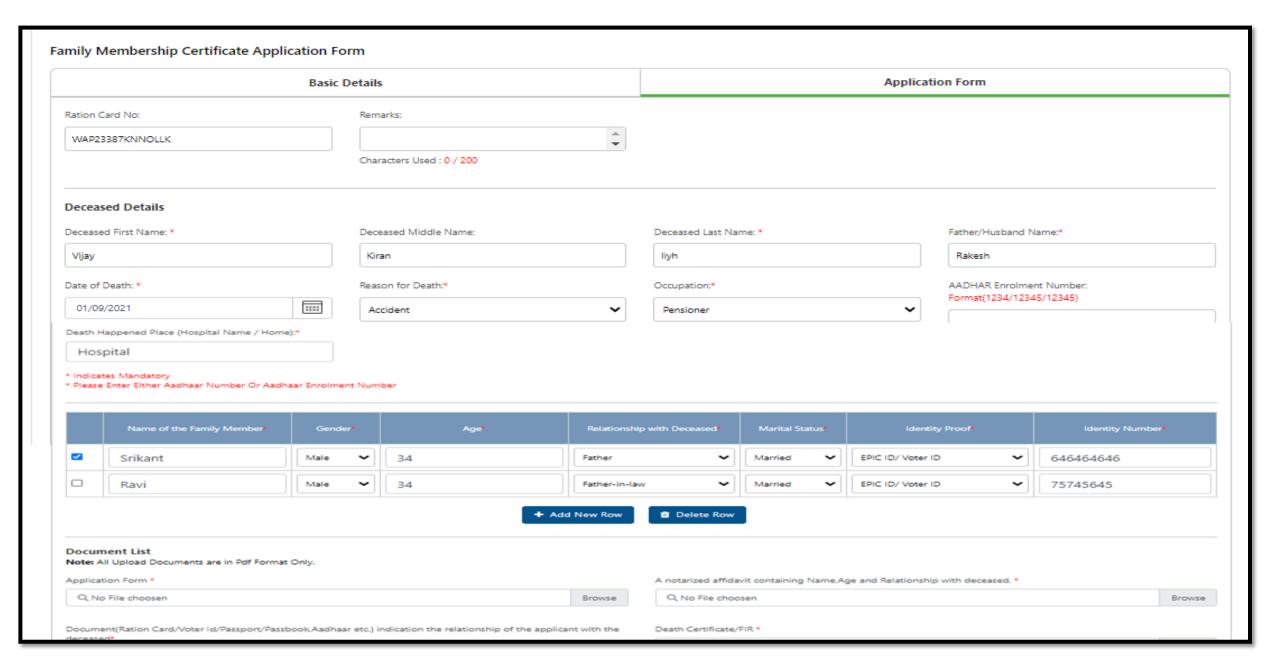
### **Digital Assistant - Service Request Page(Integrated Certificate Form)**



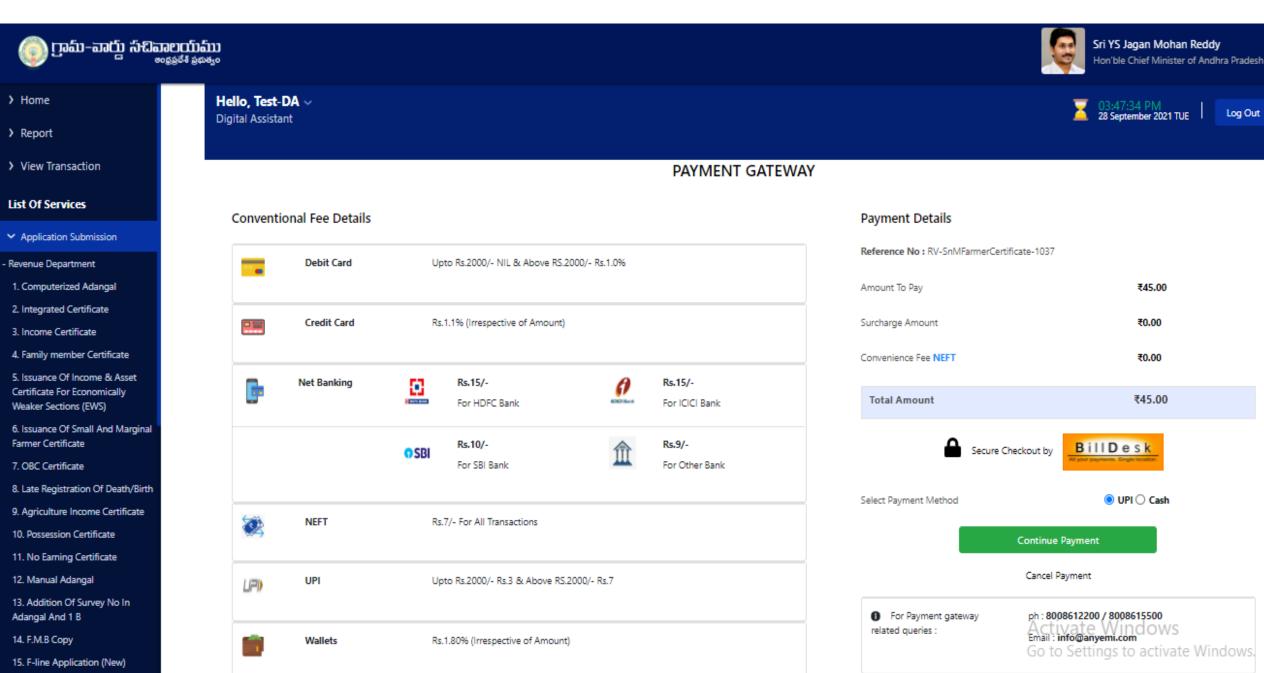
## Digital Assistant - Service Request Page(Rectification of Entries)



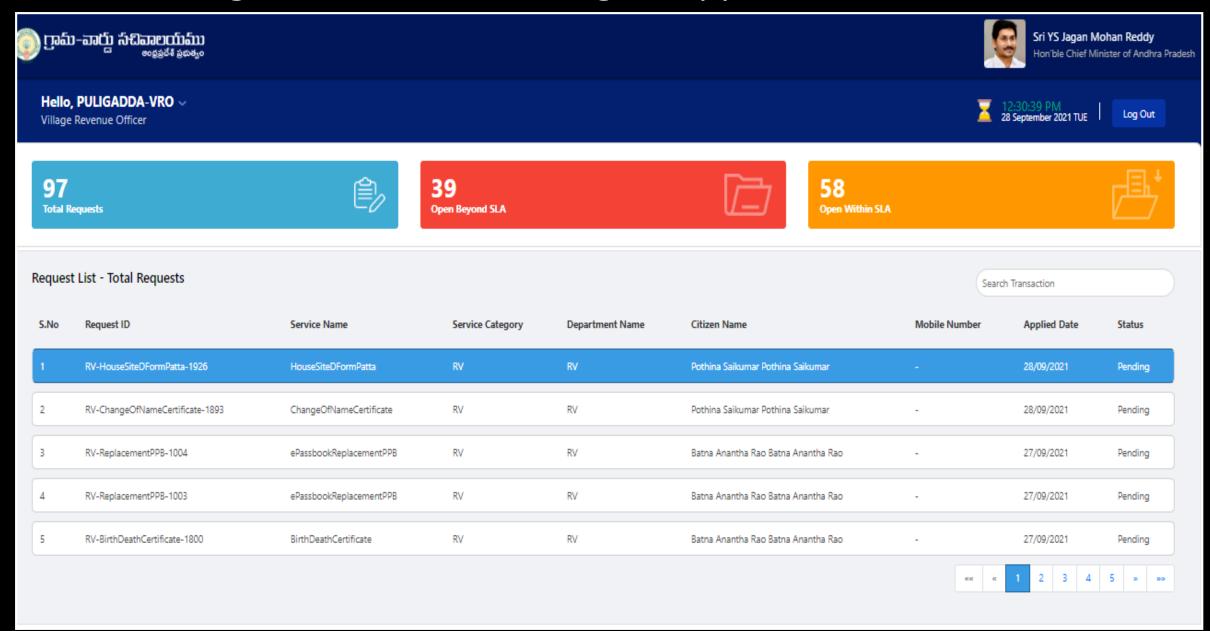
## Digital Assistant - Service Request Page(Family Member Certificate)



## Digital Assistant (DA) – Service Charge – Payment Gateway Integration



## Village Revenue Officer Login – Approval Screen



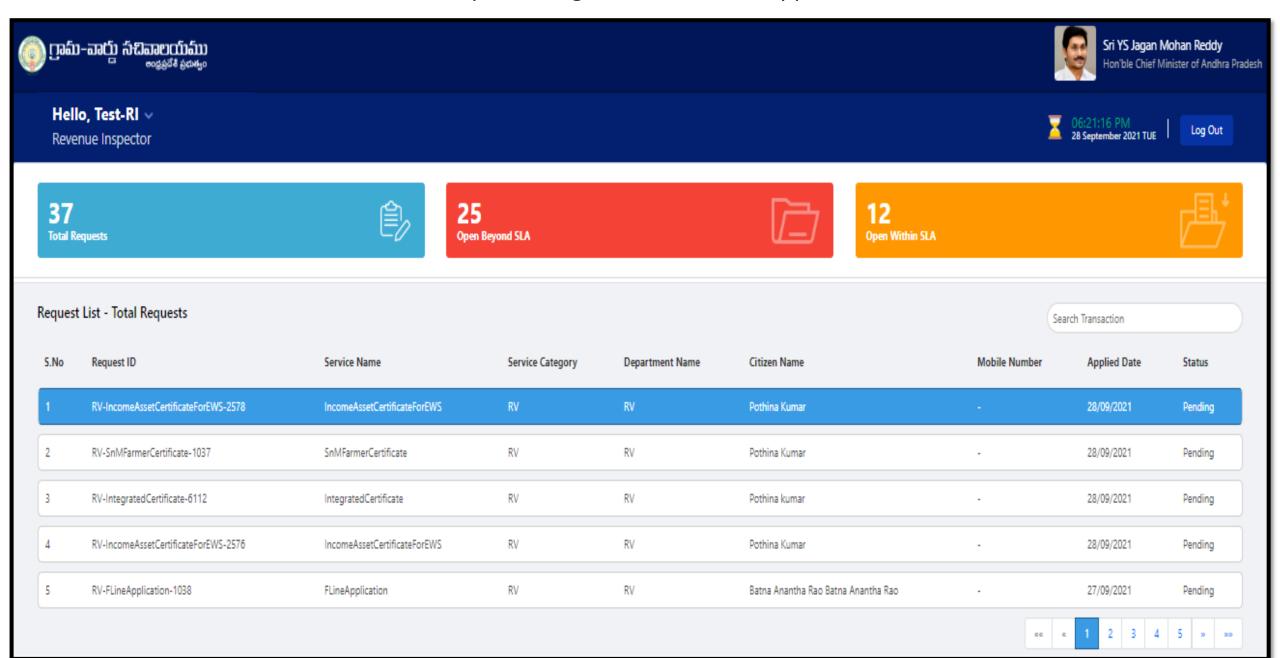
## Village Revenue Officer Login—Approval Screen

asic Details					
adhaar Number:	366981399429	Gender:	Male	Marital Status:	Married
irst Name:	Pothina	Date of Birth:	30/01/1994	Mobile No:	9912433716
Aiddle Name:	Sai	Caste:	BC	Email:	
ast Name:	Kumar	Religion:	Hindu	Delivery Type:	By Hand
ather / Husband Name:	Pothina Srinivasa Rao	Qualification:	B.TECH		
resent Address			Permanent Address		
oor No:	27-50		Door No:	27-50	
treet Name:	27-50		Street Name:	27-50	
'illage / Ward:	PULIGAD	DA	Village / Ward:	PULIGAD	DA
Mandal / Municipality:	AVANIGA	ADDA	Mandal / Municipality:	AVANIGA	DDA
District:	KRISHNA	1	District:	KRISHNA	
in Code:	521225		Pin Code:	521225	

## Village Revenue Officer Login—Approval Screen

nformant Details							
Informant Name:	Srikant	h		Relation with Farmer:		Brother	
and Details							
District:	KRISHN	IA		Mandal:		AVANIGADDA	
Village	18 Khata No.	Surve	y No.	Land Type (Dry/Wet)		Extent Of Land	Land Units
PULIGADDA	12345678	12	Wet		12	,	Acres
Application Form:     Scanned Copy of Pattadhar Pass     Self declaration by the Farmer for  VRO Checklist	book/Title Deed/1B Extract/Register sale or the lands owned by him/her:	deeds of the Lands:	Consent For Softmart.pdf & Consent For Softmart.pdf Consent For Softmart.pdf				
Applicant Name:	Pothina	s Sai Kumar					
Applicant Address:	ddress: Door No: 27-50, Street: 27-50 Village/ward: 10690275, Mandal: 5037 District: 510						
Address Proof & ID Proof *	Ye	s O No					
Aadangal copy/ ROR 1B/ Passbook Co	opy * ( ) Ye	is 📵 No					
Remarks:*							
Recommended	•					Activat	e Windows
							tings to activate Windo

### Revenue Inspector Login—Dashboard & Approval Screen



## Revenue Inspector Login—Approval Screen

### Request ID:RV-IncomeAssetCertificateForEWS-2578

**Basic Details** 

Aadhaar Number: 366981399429

First Name: Pothina

Middle Name: Sa

Last Name: Kumar

Father / Husband Name: Pothina Srinivasa Rao

Gender:

Date of Birth:

Caste:

Religion:

Qualification:

30/01/1994

BC

Male

Hindu B.TECH Marital Status:

Mobile No:

Married 9912433716

Email:

Delivery Type:

By Hand

Present Address

Door No: 27-50

Street Name: 27-50

Village / Ward: PULIGADDA

Mandal / Municipality: AVANIGADDA

District: KRISHNA

Pin Code:

Permanent Address

Door No:

Street Name:

Village / Ward:

Mandal / Municipality:

District: Pin Code: 27-50

27-50

PULIGADDA

AVANIGADDA

KRISHNA

521225

**Applicant Details** 

Ration Card No:

Income Certificate Details

Gross Annual Income includes Salary, Agriculture, Business, Profession etc., for the financial year prior to the year of application (Applicant/His/Her235234234 Family):

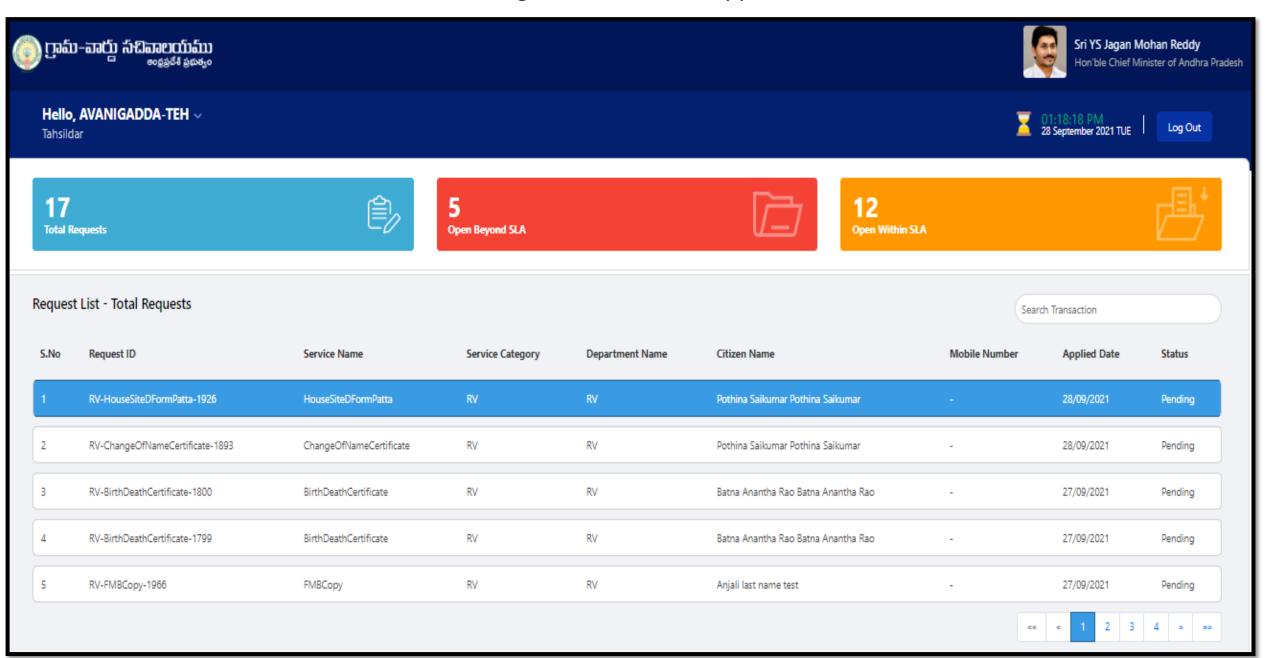
521225

Activate Windows

## Revenue Inspector Login–Approval Screen

Residential flat of 1000 sq.ft. and above:  Yes  Residential plot of 200 sq. yards and above in areas other than notified No municipalities:  List of Documents  Application Form: Photo: LoL JPG & Consent For Softmart pdf & Consent For So	Acres of agriculture land and above:	Yes		Residential plot of 100 sq.yards and above in notified municipalities:	No	
Application Form:    Application Form:	Residential flat of 1000 sq.ft. and above:	Yes			No	
Photo: Ration card/EPIC card/AADHAR card:  RO Checklist  RI Checklist  RI Checklist  RI Checklist  Pothina Sai Kumar  Door No: 27-50, Street: 27-50  Village/ward: 10690275, Mandal: 5037  District: 510  Per No  Wes No  Recommended  Recommended	ist of Documents					
Ration card/EPIC card/AADHAR card:  Consent For Softmart.pdf   RI Checkdist  RI Checkdist  RI Checkdist  RI Checkdist  RI Checkdist  RI Checkdist  Pothina Sai Kumar	1 Application Form:		Consent For Softmart.pdf 📥			
RI Checklist  Applicant Name: Applicant Address:  Door No: 27-50, Street: 27-50 Verification of Report submitted by Applicant *  Operation of Report submitted by VRO *  Verification of Report submitted by VRO *  No  Verification of Report submitted by VRO *  Any enquiry conducted at Door Step *  No  Whether Verified the Applicant income source or his Father/Mother imployment particulars/Income Tax returns (for professionals)  Whether Verified the applicant and his family members Property  articulars  Recommended	2 Photo:		LoL.JPG 📥			
Applicant Name:  Applicant Address:  Door No: 27-50, Street: 27-50  Verification of Report submitted by Applicant*  Any enquiry conducted at Door Step*  O Yes O No  Whether Verified the Applicant and his family members Property articulars  Whether Verified the applicant and his family members Property articulars  Recommended  Recommended	Ration card/EPIC card/AADHAR card:		Consent For Softmart.pdf 📥			
Any enquiry conducted at Door Step*    Door No: 27-50, Street: 27-50   Verification of Report submitted by VRO *   Yes   No	/RO Checklist			RI Checklist		
Village/ward: 10690275, Mandal: 5037 District: 510  Whether Verified the Applicant income source or his Father/Mother imployment particulars/Income Tax returns (for professionals) Whether Verified the applicant and his family members Property particulars  Wes No  Yes No  Yes No  Recommended  Recommended	Applicant Name:	Pothina Sai Kumar		Verification of Documents Submitted by Applicant *	● Yes ○ No	
Employment particulars/Income Tax returns (for professionals)  Whether Verified the applicant and his family members Property particulars  Remarks from VRO:  Remarks.*  Recommended	Applicant Address:	Village/ward: 10690275, Mandal: 5037				
Remarks from VRO: Remarks.*		Yes    No				
Remarks:*		Yes    No				
	emarks from VRO:	Recommended				
	emarks.*					
Activate Windows	Recommended 🔻					

## Tahsildar Login – Dashboard & Approval Screen



## Tahsildar Login-Approval Screen

### Request ID:RV-IncomeAssetCertificateForEWS-2578

**Basic Details** 

Aadhaar Number: 366981399429 Pothina First Name:

Middle Name:

Last Name: Kumar

Father / Husband Name: Pothina Srinivasa Rao Gender:

Date of Birth:

Caste:

Religion: Qualification: Male

30/01/1994

BC

Hindu B.TECH Marital Status:

Mobile No:

Married 9912433716

Email:

Delivery Type:

By Hand

#### Present Address

Door No: Street Name: Village / Ward: Mandal / Municipality:

KRISHNA District: Pin Code: 521225

Sai

**Applicant Details** 

Ration Card No:

#### Income Certificate Details

Gross Annual Income includes Salary, Agriculture, Business, Profession etc., for the financial year prior to the year of application (Applicant/His/Her235234234 Family):

27-50

27-50

PULIGADDA

AVANIGADDA

#### Assets Information(Applicant/His/Her/Family)

Residential plot of 100 sq.yards and above in notified municipalities: No Residential plot of 200 sq.yards and above in areas other than notified No

municipalities:

#### Permanent Address

27-50 Door No: Street Name: 27-50 Village / Ward:

Mandal / Municipality:

District: Pin Code: AVANIGADDA KRISHNA

PULIGADDA

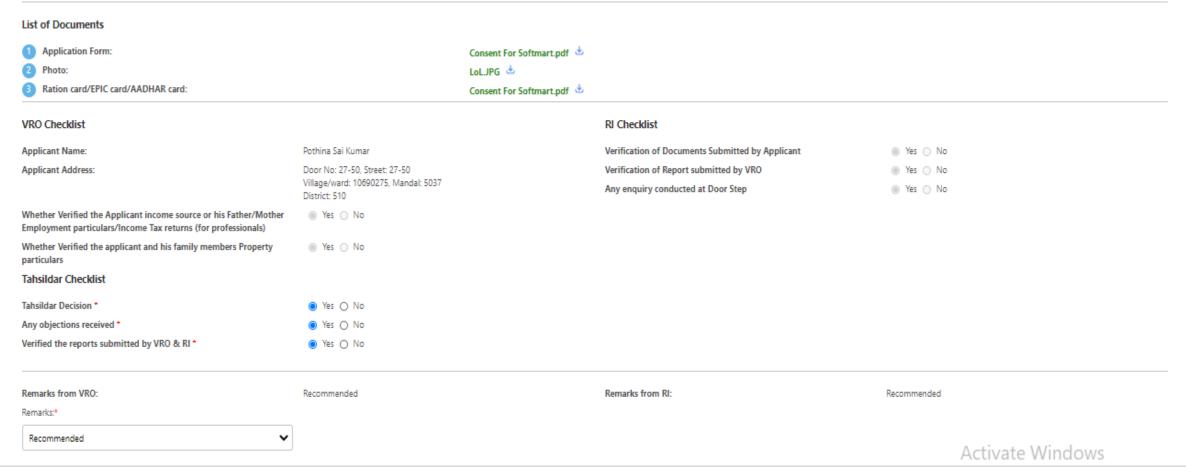
521225

5 Acres of agriculture land and above:

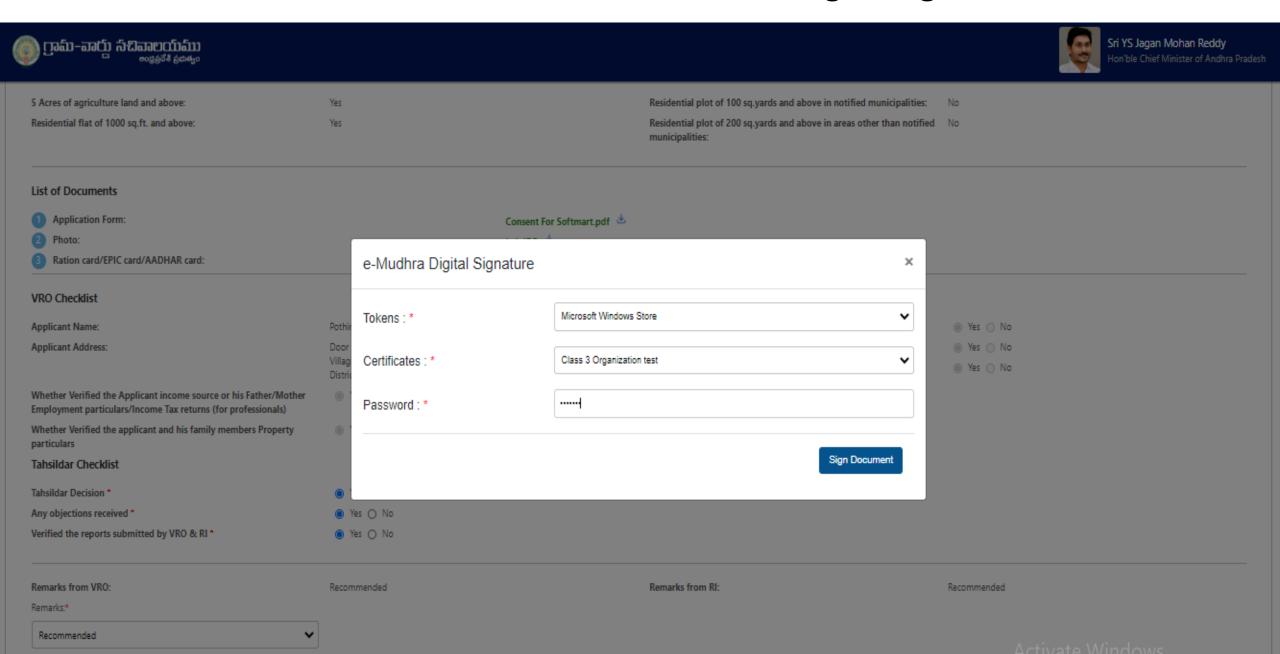
Residential flat of 1000 sq.ft. and above:

Yes Yes

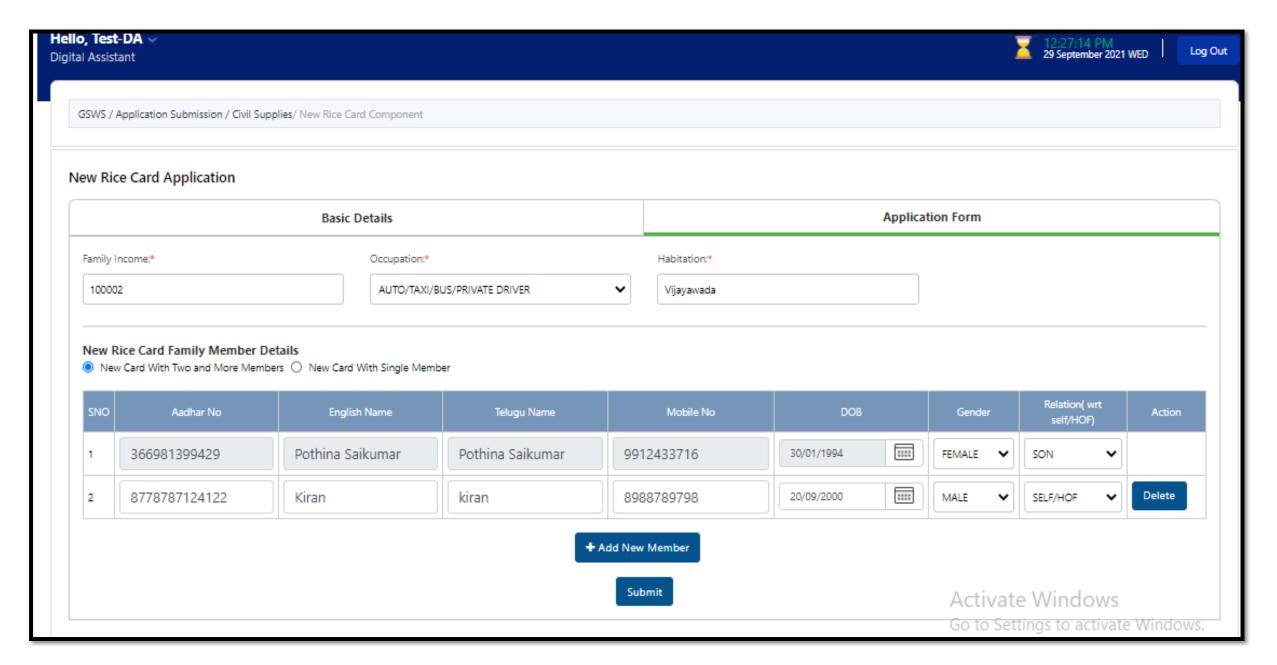
## Tahsildar Login—Approval Screen



## Tahsildar & RDO - Enabled e-Mudhra Digital Signature



## Digital Assistant - Service Request Page(Rice Cards)

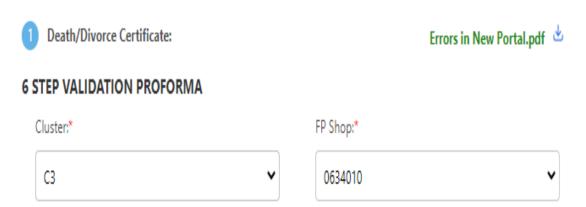


## VRO approval- Service Request Page(Rice Cards)

### Rice Card Family Member Details

Aadhar Card Number	English Name	Telugu Name	Gender	Mobile Number	DOB	Relation
270916994203	Gutti Ravindra Babu	ఘుత్తి అవిన భబు	MALE	7259663316	08/08/1982	HUSBAND
325822791817	eswari	ఎస్వరి	FEMALE	7259999999	13/12/1989	SELF/HOF

### **List of Documents**



SAVE PDF

**Date of Apply:** 12/21/21 **Family Id:** HH43271278394420211206052904977

District: KRISHNA Secretriat: 19-Brundavan Colony

Mandal: VIJAYAWADA

S.No	Name	Mobile No	Gender	Details of family member if govt employee/pensioner	Agree/Disagree	Details of family member paying income tax	Agree/Disagree	Details of 4 wl
1	Gutti Ravindra Babu	7259663316	MALE	N		N		N

FOUR WHEELER

1. The Personal Vehicle not in the name of applicant / familymembers.

1. The extents of land details are not correct.

2. The Taxi vehicle in the name of applicant / family members.

2. The Iaxi vehicle in the name of applicant / family members.

3. The Vehicle was in the name of the applicant / family member but sold to other person notupdated in the RTA database

4. The Vehicle never belonged to applicant/family member and RTA database is not updated.

Please Tick (✔)

1. The extents of land details are not correct.

2. The land details not updated and the totalextent of the land is less than 3.00 Ac.Wet (or) 10 Ac. Dry or both together 10Ac.

3. Applicant or any Family Member do not own any land.

4. The Vehicle never belonged to applicant/family member and RTA database is not updated.

ELECTRICTY CONSUMPTION	Please Tick (✔)	MUNCIPAL PROPERTY DETAILS	Please Tick (✔)
1.The meter connection is on the name of applicant /family members & average electricity consumption for last six months is less than 300 units.		Applicant having property less than 1000Sq.ft. with assessment no	
2.The meter connection is on the name of the property owner, but the average consumption of the applicant for the last six months is less than 300 units.		2. Ancestral property . The Applicant is legal heir and would get less than 1000Sq.Ft. if mutated / sub divided.	

Social Audit:\*

Consent

Verification Document

Remarks:\*

Q. No File choosen

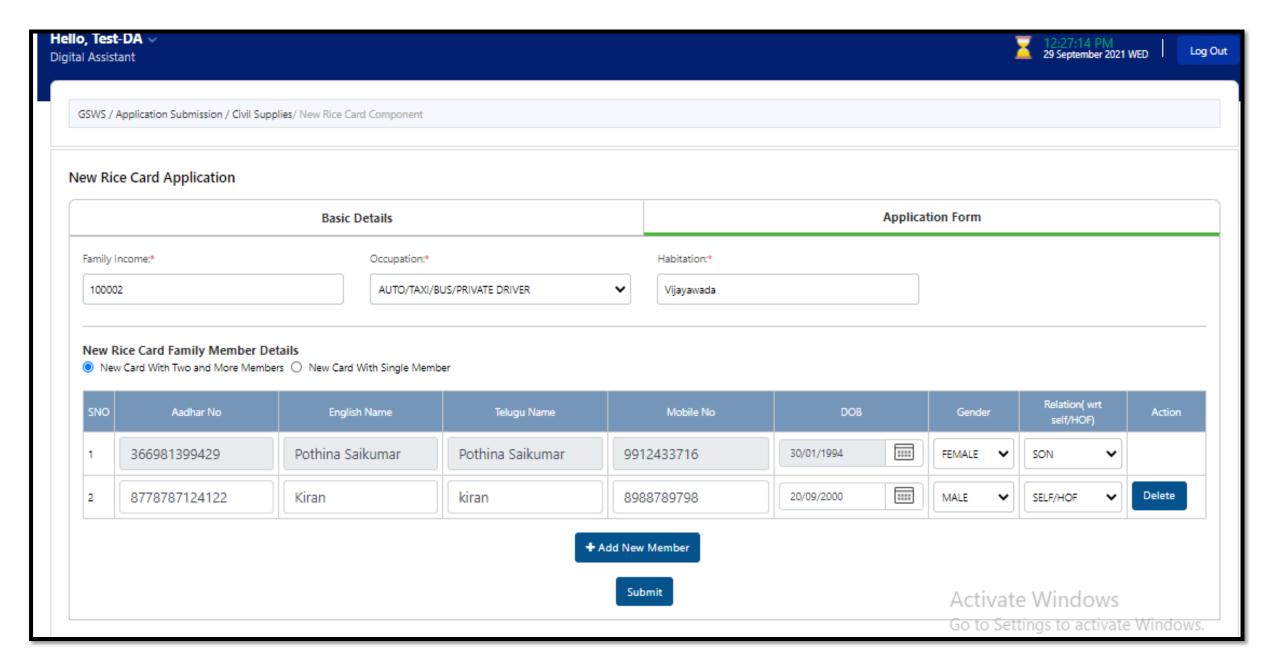
Browse

Recommended

Verification Document

Submit

## Digital Assistant - Service Request Page(Pension)



## Welfare Assistant approval- Service Request Page(Pension)

### Family Details along with eligibility criteria

Annual Income:

Confirmation on Income:

70000

Yes

S NO	Name of Person	Gender	DOB	Wet Land (Acres)	Dry Land (Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee (Y/N)	Income Tax(Y/N)	Power(Units)
1	Batna Puspha	FEMALE	17/06/2005	0	0	-	No	No	No	0
2	YASHSWANI	FEMALE	04/04/2010	0	0	-	No	No	No	0
3	Batna Kalyani	FEMALE	01/01/1984	0	0	-	No	No	No	0
4	Batna Anantha Rao	MALE	01/01/1976	0	0.25	-	No	No	No	0

Cluster ID: 756347856873465 Relation Type: DAUGHTER Volunteer Name: Relation Name: sahu rama Volunteer Mobile: 9835674657 Panchayat Name: Burjapadu Sub caste: Vamsharaj **Habitation Name:** Burjapadu Income Certificate Number: Caste Certificate Number: IC012122315265 CGC012030884001 Name: K LAKSHMI Name: MUNDRU RANAMMA

Caste:

Sub Caste: SCHEDULED CASTES CONVERTS TO CHRISTIANITY

BCC

Confirmation on Caste: Yes

S NO	Date of Update	Type of Update	Date of Change	Proof Document
1	01/01/1976	Name	05/10/2021	2057685_GDPR - Assessment_Completion_Certificate.pdf 😃

### **List of Documents**

Age Proof Document:

2057685\_Diversity, Equity and Inclusion\_Completion\_Certificate.pdf

Pension Category Certificate Proof:

2057685\_Introduction to Safety First\_Completion\_Certificate.pdf

### WEA/WWDS Checklist

Applicant Name: Batna Anantha Rao Batna Anantha Rao

Applicant Address: Door No: 2-123, Street:

Village/ward: KOLAKALURU-1, Mandal: TENALI-R

District: GUNTUR

Wet Land Parameter \*

O Yes O No

Vehicle Parameter \*

O Yes O No

Power Units \*

O Yes O No

Govt Employee Parameter \*

O Yes O No

Property Parameter *	(	Yes No					
Income tax Parameter *	(	) Yes () No					
Both Land Parameter *	(	) Yes () No					
Dry Land Parameter *	(	) Yes () No					
Verification Document		Remarks:*					
Q No File choosen	Browse	Recommended	٧				
				/			

Forward

## MPDO approval- Service Request Page(Pension)

### Family Details along with eligibility criteria

S NO	Name of Person	Gender	DOB	Wet Land (Acres)	Dry Land (Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee (Y/N)	Income Tax(Y/N)	Power(Units)
1	BINOD	MALE	01/01/1994	0	0	-	No	No	No	0
2	BHAGYA LAKSHMI	FEMALE	06/12/2000	0	0	-	No	No	No	0
3	Mahapatharao Durgamadhava	MALE	05/04/1964	0	0	-	No	No	No	337
4	SABITA	FEMALE	04/02/1970	0	0	-	No	No	No	0

Cluster ID: 55555 Relation Type: GRAND FATHER

Volunteer Name: jhkk Relation Name: anjali

 Volunteer Mobile:
 7687687698
 Panchayat Name:
 Burjapadu

 Sub caste:
 Aheer Gouli
 Habitation Name:
 Donkuru

Income Certificate Number: IC012122315163 Caste Certificate Number: CGC012030884001

Name: VAJRAPU SEETHA RATNAM Name: MUNDRU RANAMMA

Annual Income: 60000 Caste: BCC

Confirmation on Income: Yes Sub Caste: SCHEDULED CASTES CONVERTS TO

CHRISTIANITY

Confirmation on Caste: Yes

Any other Person in Family taking other Pensions: No
--

How many times UID updated:

S NO	Date of Update	Type of Update	Date of Change	Proof Document
1	05/10/2021	Name	24/09/2021	test_certificate.pdf 😃

### **List of Documents**

Age Proof Document:

test\_certificate.pdf 🐇

Pension Category Certificate Proof:

test\_certificate\_GSWS.pdf 🐇

### WWDS/WEA Checklist

Wet Land Parameter

Yes No

Vehicle Parameter

Yes No

Power Units

Yes No

Govt Employee Parameter

Yes No

Property Parameter

Yes No

Income tax Parameter

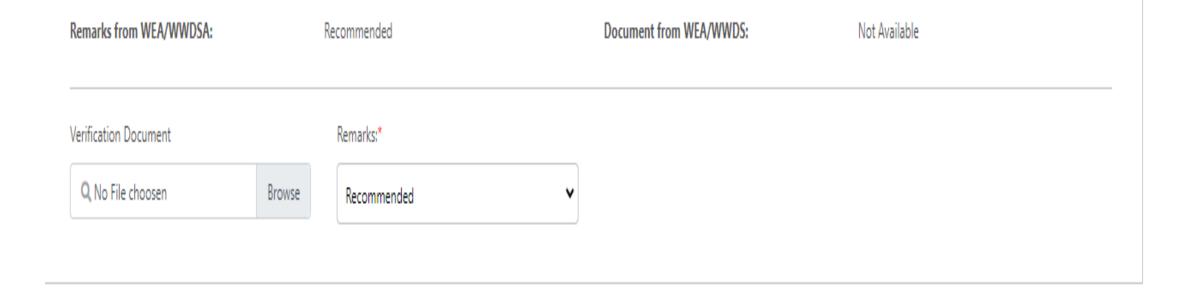
Yes No

Both Land Parameter

Yes No

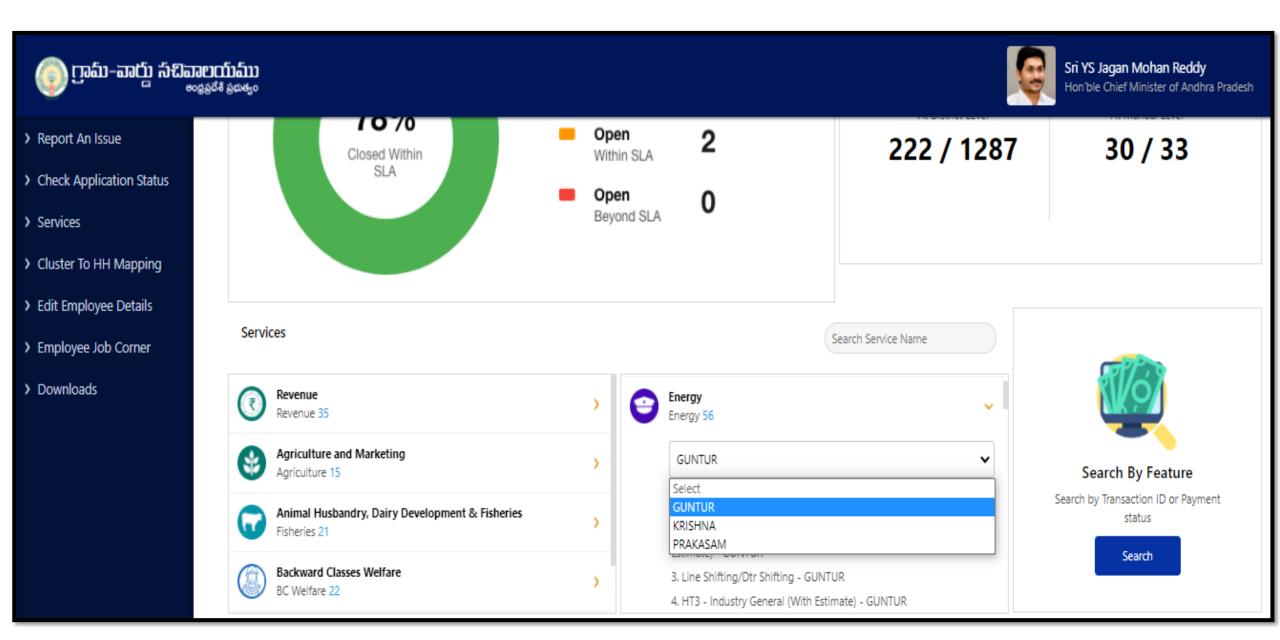
**Dry Land Parameter** 

Yes No

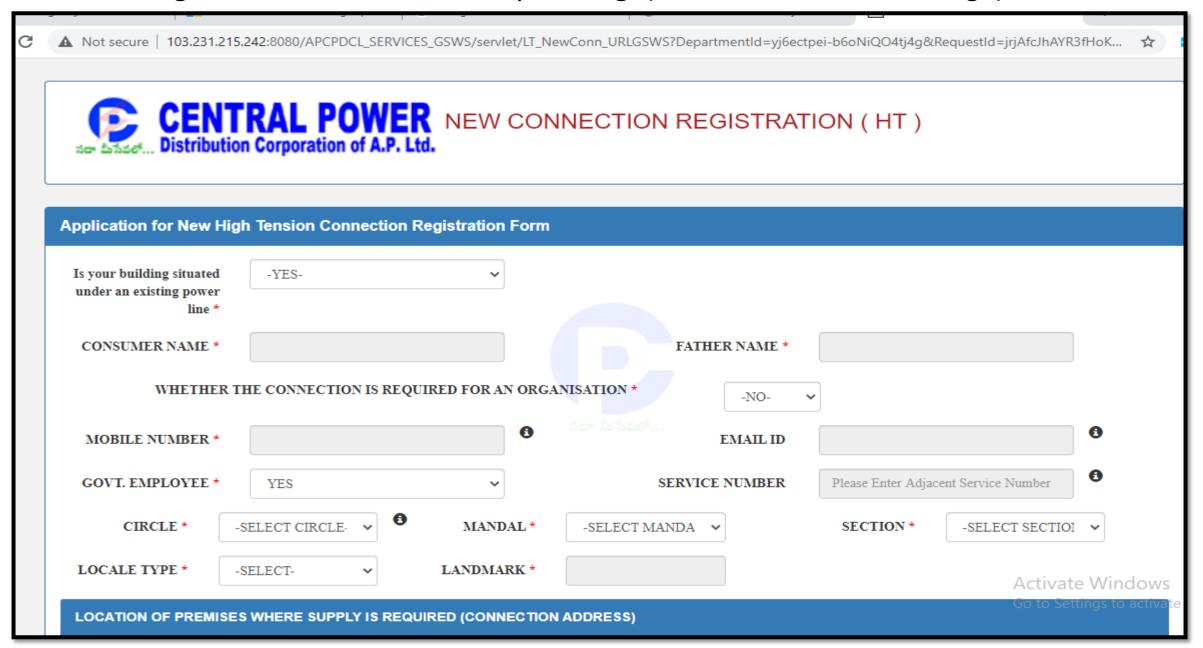


Approve

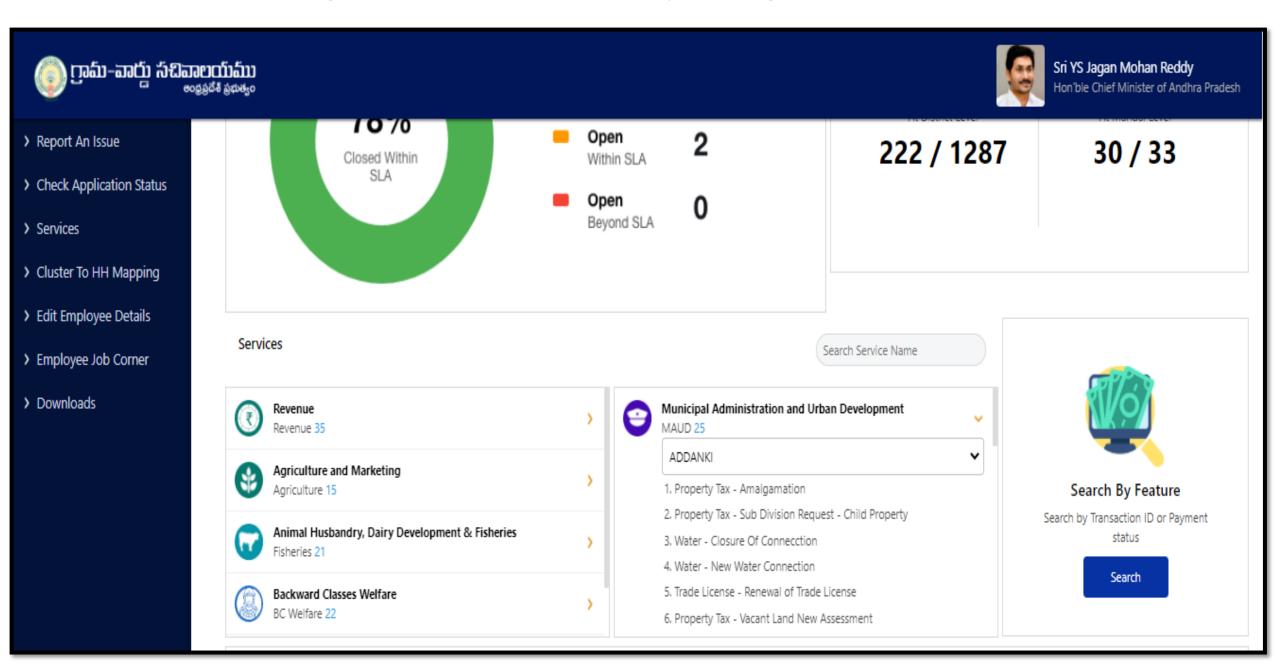
## Digital Assistant - Service Request Page(Energy - CPDCL)



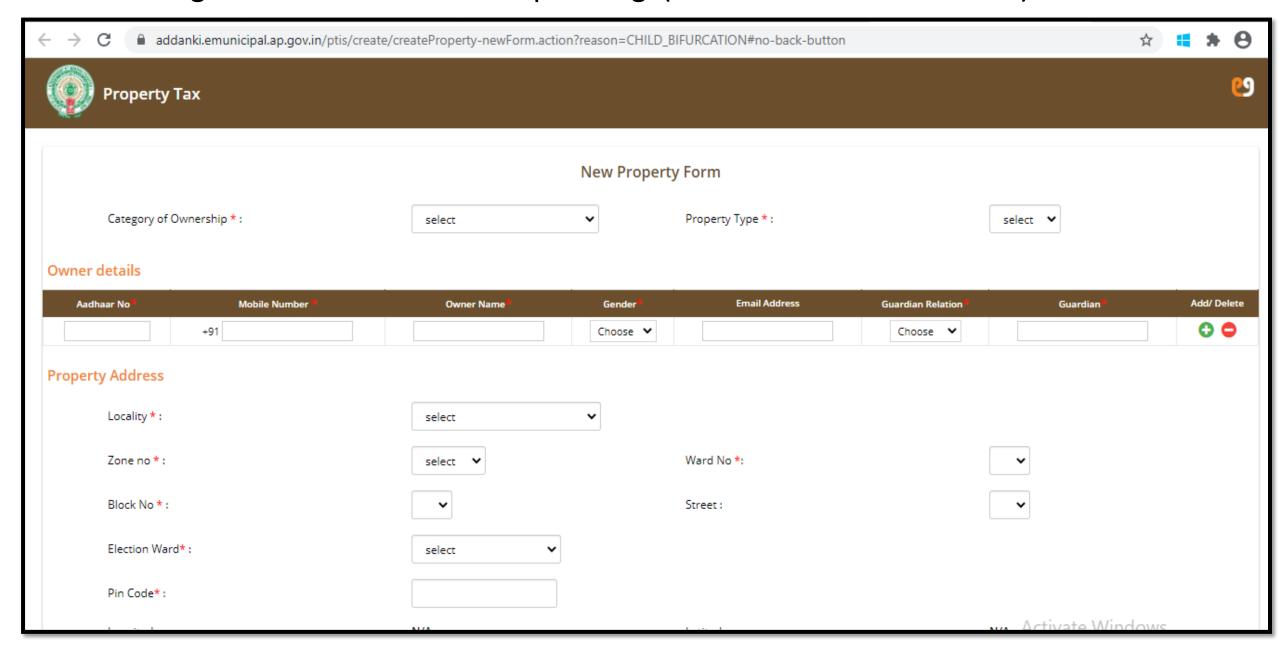
## Digital Assistant - Service Request Page(Redirection to CPDCL Page)



## Digital Assistant - Service Request Page(MAUD)



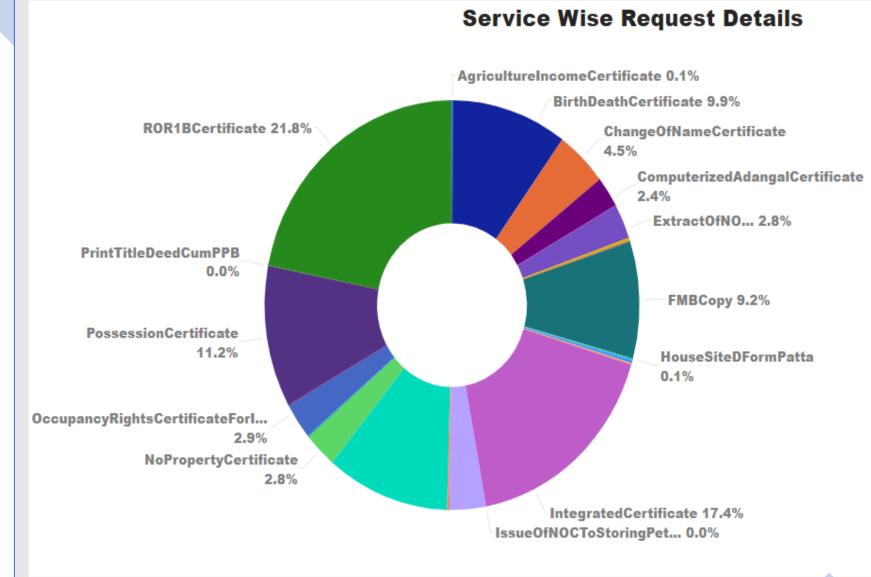
## Digital Assistant - Service Request Page(Redirection to MAUD Portal)



## **Dashboard Pages**

### **SLA Dashboard** Department Name District Name Secretariat Name Service Name Select Date Mandal Name Αll Αll All All 7/18/2021 9/30/2021 **Open Within SLA Closed Within SLA** Total No of Services **Open Beyond SLA Closed Beyond SLA** 31419 31954 166 **Total Request Details**

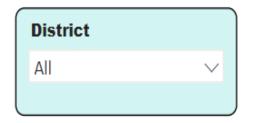




### SERVICE NAME

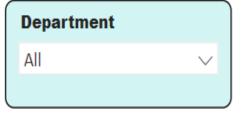
- AgricultureIncomeCertificate
- BirthDeathCertificate
- ChangeOfNameCertificate
- ComputerizedAdangalCertificate
- EncumbranceCertificate
- ExtractOfNOCUnderExplosiveOrPetroleum
- FamilyMemberCertificate
- FLineApplication
- FMBCopy
- HouseSiteDFormPatta
- IncomeAssetCertificateForEWS
- IncomeCertificate
- InsertSurveyNumInAdangal
- IntegratedCertificate
- IssueOfNOCToStoringPetroleumProducts
- LandConversionNewCertificate
- ManualAdangalCertificate
- MutationNTitleCumPPB
- NoEarningMemberCertificate
- NoPropertyCertificate Windows
- OBCMemberCertificateings to activate Windows.

## Sub-SLA Dashboard

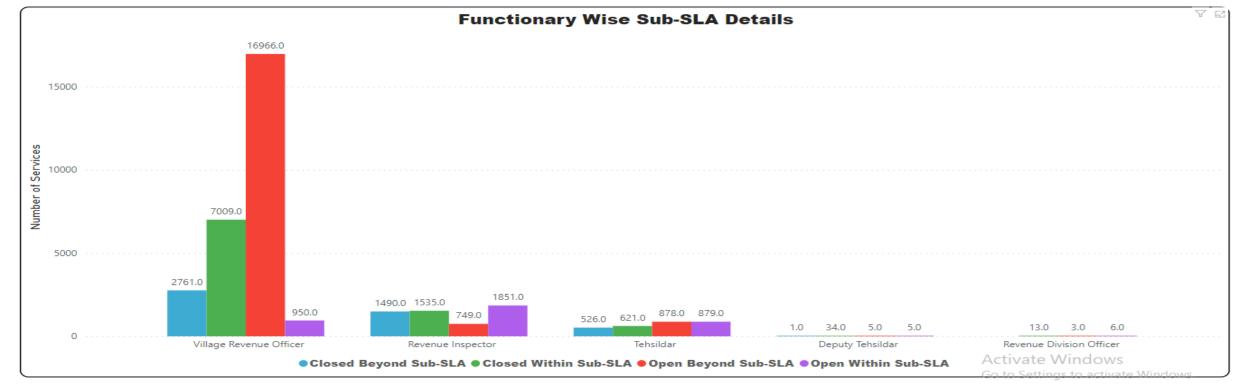








Service
All



# Thank You