GOVERNMENT OF ANDHRAPRADESH

USER MANUAL FOR AMMAVODI

GVWV&VSWS DEPARTMENT

Auto Nagar, Vijayawada

INDEX

1 INTRODUCTION:

Path to Navasakham Beneficiary Management (NBM) Portal – The one stop solution for all schemes

The Government of Andhra Pradesh have created a separate department named as the Gram Volunteers/ Ward Volunteers and Village Secretariats/ Ward Secretariats Department for effective monitoring of the service delivery mechanism and implementation of welfare schemes through the Village / Ward Secretariats. Accordingly, the GSWS Department shall implement all welfare DBT schemes of Government.

In view of this, the Grama-Ward Sachivalayams' NBM (Navasakam Beneficiary Management) initiative is aimed at universal and non-discriminatory delivery of all government schemes to the eligible citizens of all strata with improved efficiency, transparency, and accountability at the government-citizen interface at all levels of administration.

The Gram Volunteers/ Ward Volunteers and Village Secretariats/ Ward Secretariats Department [GSWSD], Government of Andhra Pradesh through the NBM Platform aims to implement a system driven rule-based engine to support the intake, registration, and determination of potential eligibility of citizens for one or more social schemes/programs run by the Government.

2 NBM portal Login for DA/WEDS/WEA/WWDS

Please click on the URL https://gsws-nbm.ap.gov.in to login into the NBM Portal. The following screen is displayed.
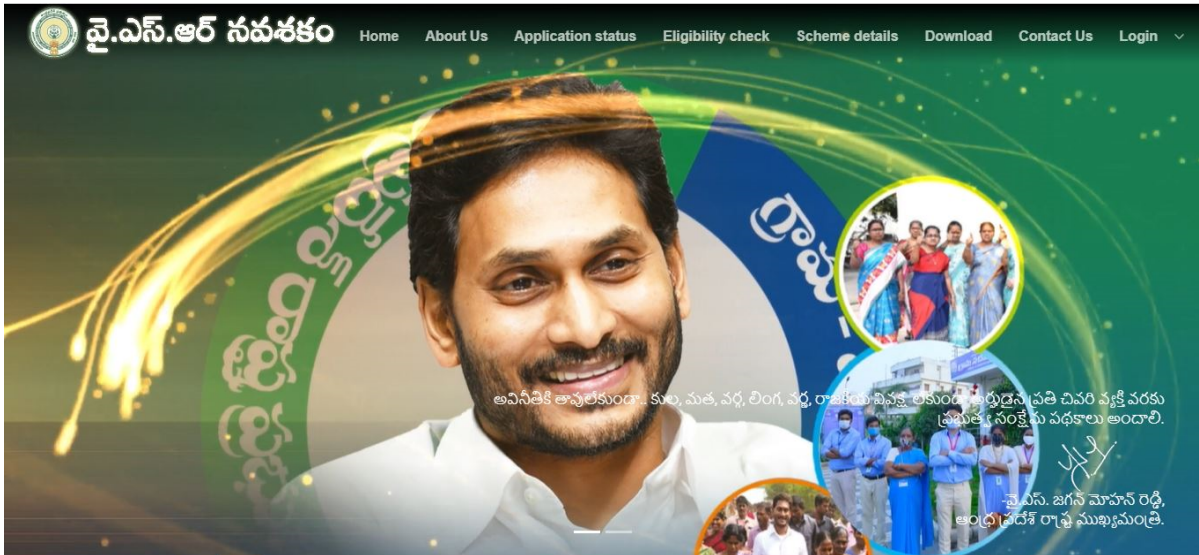
The DA/WEDS/WEA/WWDS shall login to the NBM portal by clicking on the 'Login' button on the right end of the screen and then selecting the "**Digital Assistant/Ward Educational Secretary**" or "**Welfare Assistant & Department User**" option (based on his/her role).
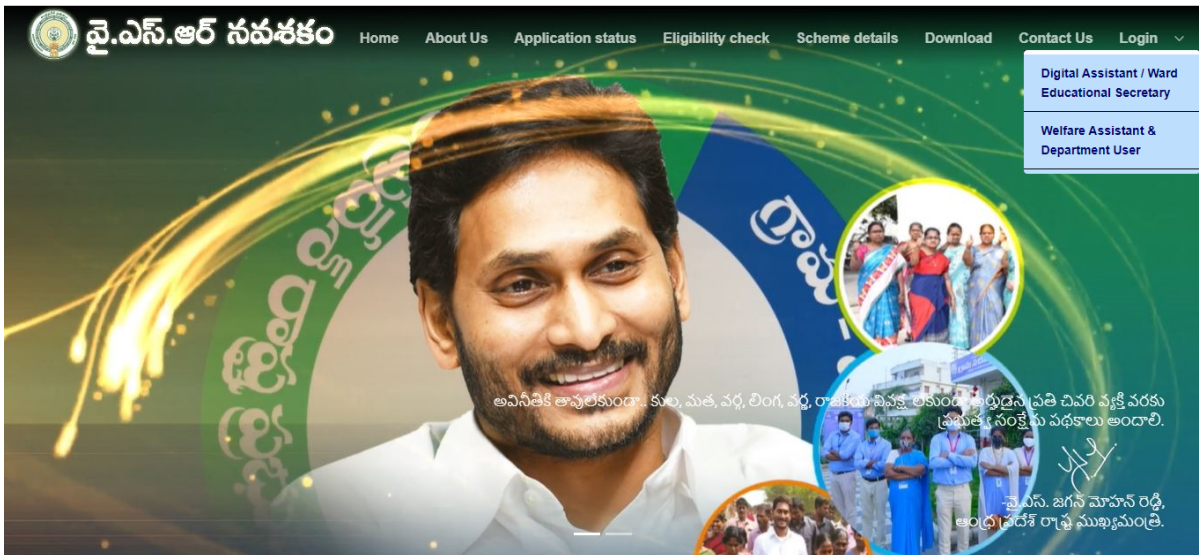
1. Enter the credentials to login to the NBM portal. The DA/WEDS and WEA/WWDS can use the username (combination of secretariat code and designation).
   - For example, if the secretariat code is 10190084 and the designation which is DA for a DA/WEDS, then the username would be

10190084-DA/10190084-WEDS. The user can use the default password (Gw@123) and click on login.

- In the case of WEA/WWDS, the username would be 10190084-WEA/10190084-WWDS. He/She can use the default password (Gw@123) and click on login.
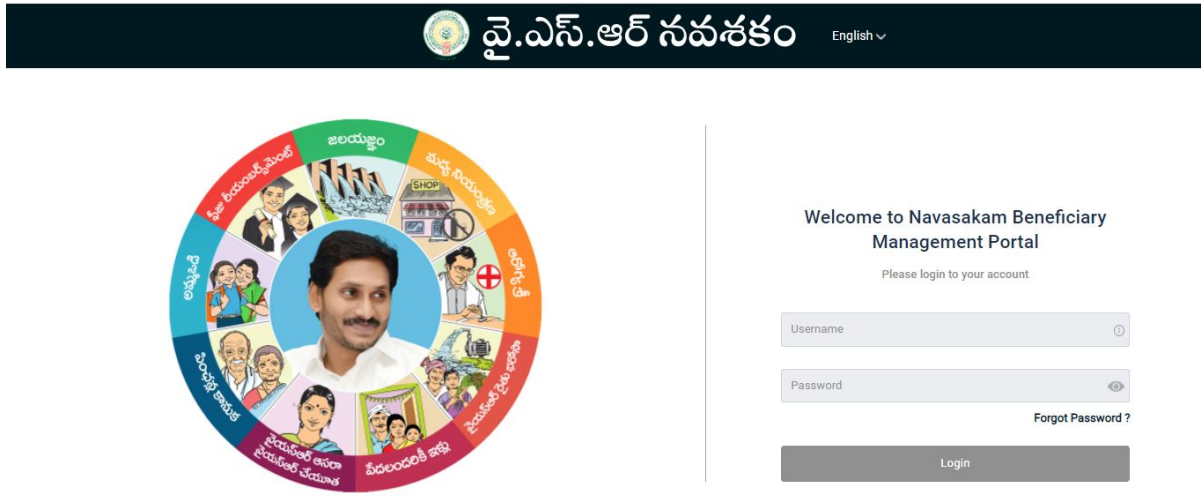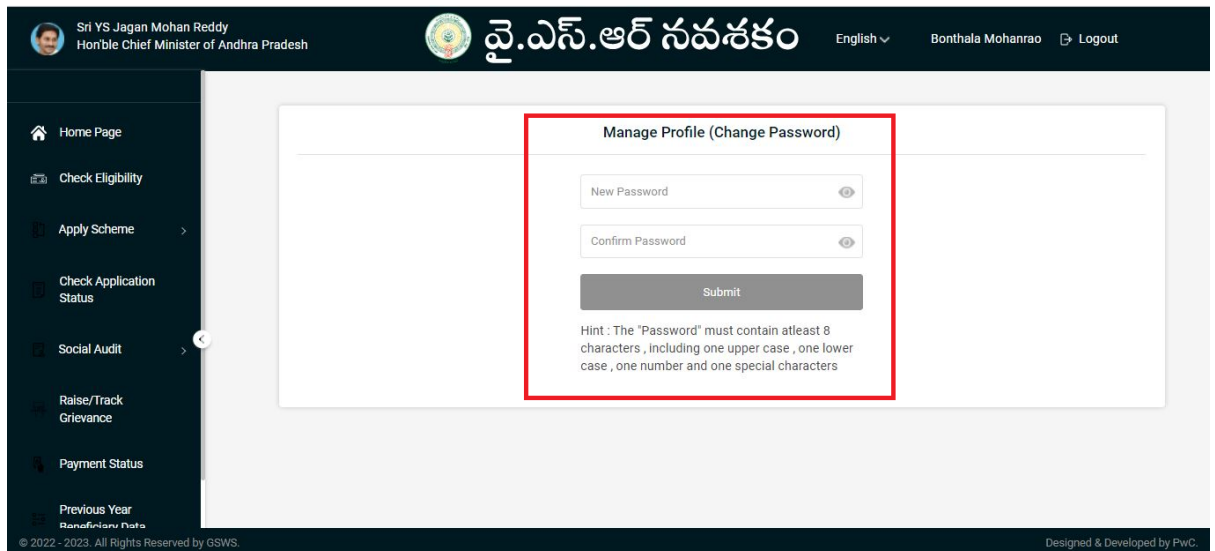

2. After logging in, the first-time user will be prompted to change his/her default password as displayed below. The DA/WEDS/WEA/WWDS can change his/her password by entering the new password and click on submit button.

3. Once he changes the password and clicks on submit, the DA/WEDS/WEA/WWDS will be redirected back to the landing page as displayed in Step 1. The user now can click on the "**Digital Assistant/Ward Educational Secretary" or "Welfare Assistant & Department User"** option (based on his/her role) again and login using his/her new password.
4. If the DA/WEDS/WEA/WWDS forgets his/her password, he/she can click on the 'Forgot Password' option as shown in the screen below:
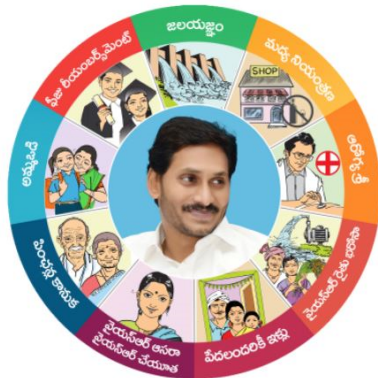
5. After clicking on the 'Forgot Password' option, the DA/WEDS/WEA/WWDS is redirected to a page where he/she is supposed to enter his/her username and click on 'Request OTP' button.
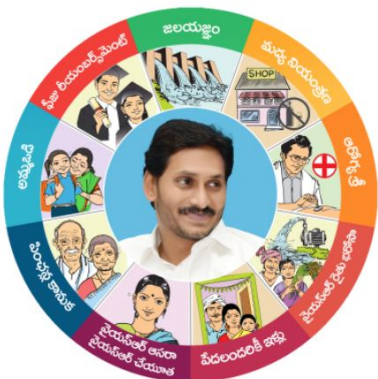
6. The DA/WEDS/WEA/WWDS is redirected to the page where he can enter the OTP sent to his/her registered mobile number. After entering the OTP, he/she can click on 'Login' button.
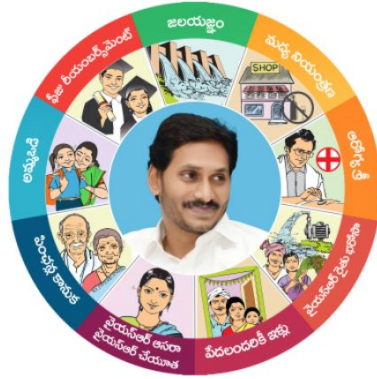
7. After login to the NBM portal, the left side menu bar displays the following options:
   - Home Page
   - Check Eligibility
   - Apply Scheme
   - Check Application Status
   - Social Audit
   - Raise/Track Grievance
   - Payment Status
   - Previous Year Beneficiary Data
   - User Manual
   - Manage Profile

3 Downloading the Lists and Social Audit

1. The fifth option in the list is "**Social Audit**". By clicking on this option, the DA/WEDS has 3 sub options to select. "**Download Eligible/Reverification list**", "**Download NPCI Inactive List**" and "**Download Final list**" are enabled for the user to select and perform the action.
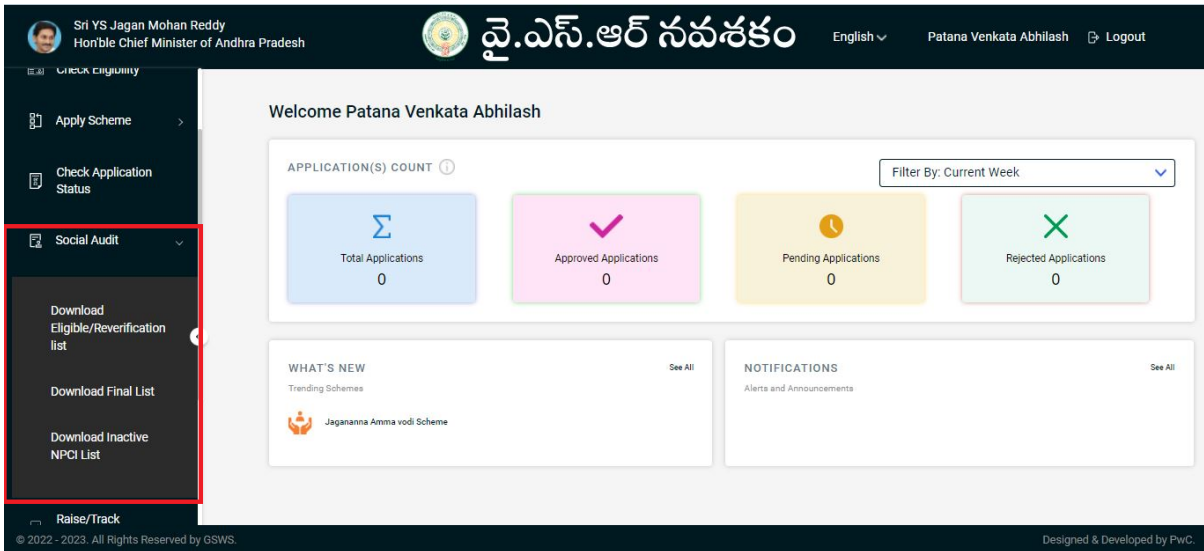
The WEA/WWDS has 4 sub options to select. "**Download Eligible/Reverification list**", "**Social Audit Remarks - WEA**", "**Download Final list**" and "**Download NPCI Inactive List**" are enabled for the user to select and perform the action.
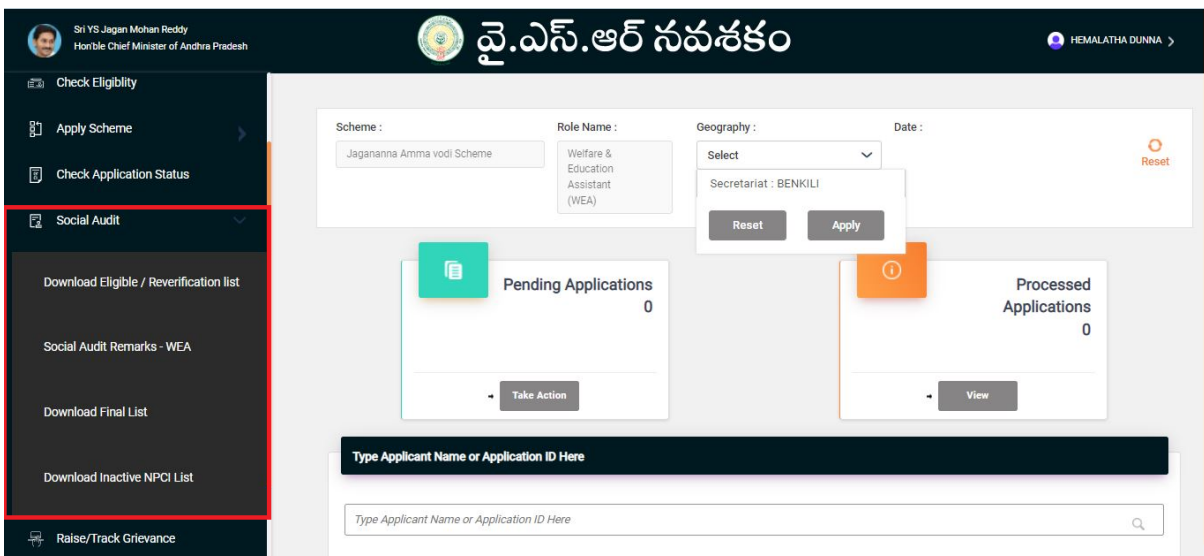
- When the "**Download Eligible/Reverification list**" option selected, the following screen is displayed.
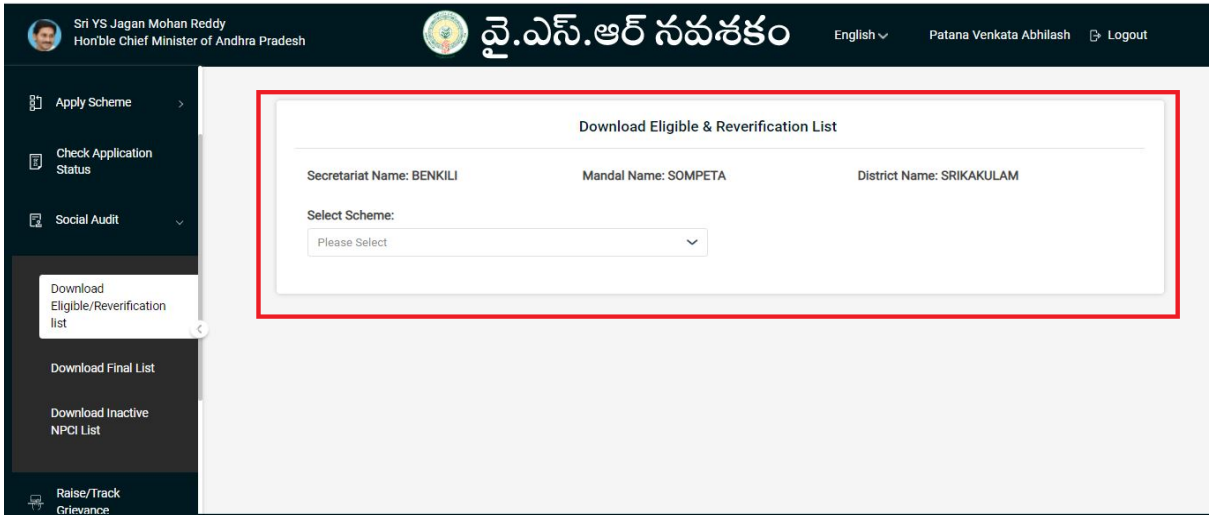
2. Please select the scheme name from the dropdown list and choose the option to download the lists "**Secretariat wise**".
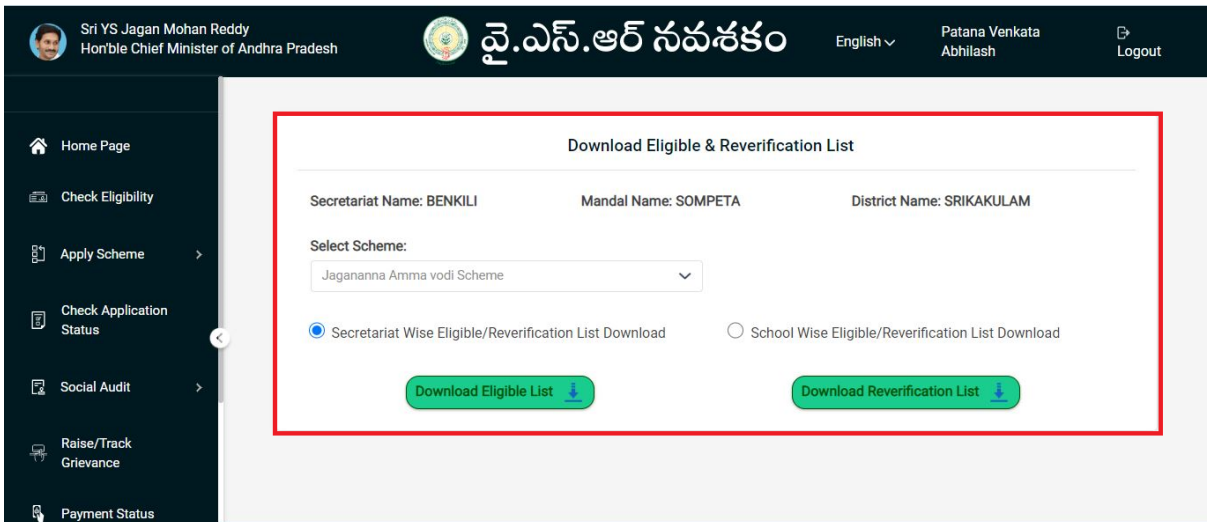
3. Please select the scheme name from the dropdown list and choose the option to download the lists "**School wise**". Select the Mandal Name and School Name from the respective dropdown lists and click on "Download Eligible List" and "Download Ineligible List".
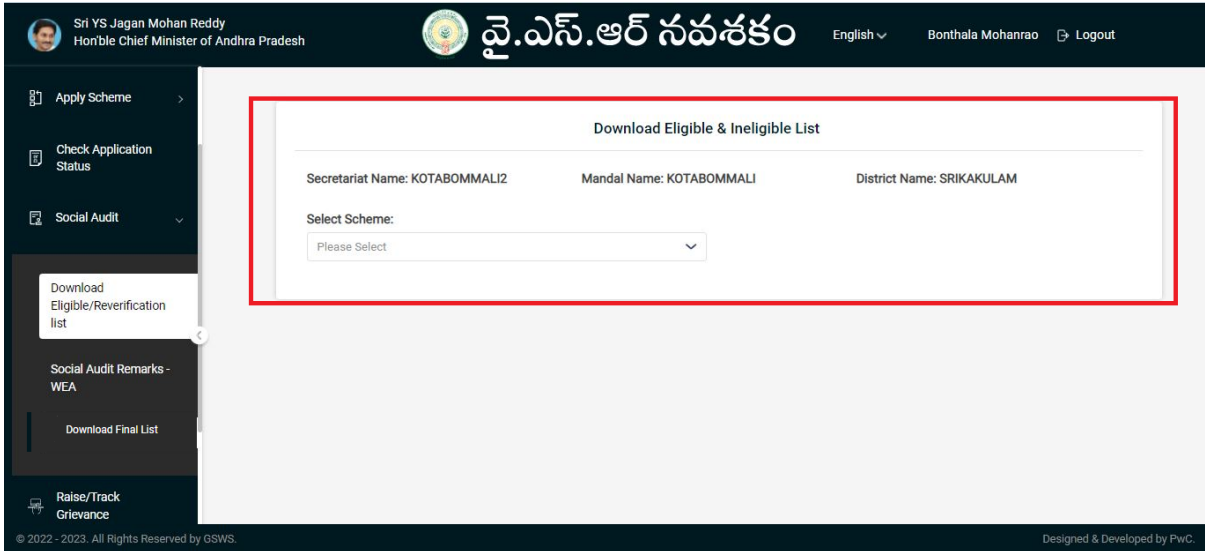
- When the "**Download Final List**" option is selected, the final Eligible and Ineligible lists can be downloaded after completing of social audit.
- When the "**Download Inactive NPCI List**" option is selected, the following screen is displayed:
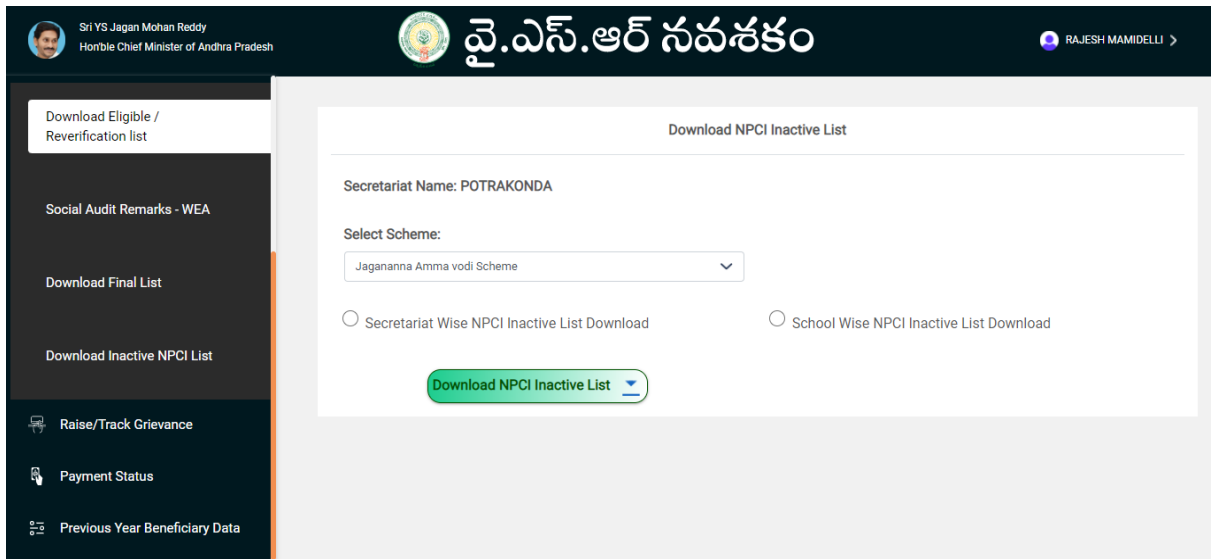
- For WEA/WWDS, when the "**Social Audit Remarks**" option is selected, the following screen is displayed:

- The WEA/WWDS can select the scheme name, identification type from the "Select Scheme", "Identification type" dropdowns and enter the identification number.
- When clicked on "Search" button, the record is shown and the WEA/WWDS can select the remarks from the dropdown and click on "Hold" button.

4. The sixth option in the list is "Raise/Track Grievance". By clicking on this
   option, the DA/WEDS/WEA/WWDS is redirected to the URL
   https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#!.
   The DA/WEDS/WEA/WWDS shall login to the GSWS portal using their
   user id and password after clicking on Login.

4 Grievance Handling

4.1 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.

4.2 Household Database

Household Database is the basis for implementation of all the Welfare schemes by the Government of Andhra Pradesh. Hence in case of any discrepancies in the database or if a Household's data is not present in the database, following services can be availed by the Citizens

4.2.1 Existing Services for Household Database

4.2.1.1 Creation of New Household

If the Data of a Family is not present in the Database, then a new Household ID can be created adding all the members of a family to the Household. It is possible only when none of the members of the family are present in the Database. If there is only one person in a family, then a Household ID with a single Household member can be created.

This service can be availed in the Volunteer app with the eKYC of all the members of the family.

4.2.1.2 Addition of a member to Household

If a Citizen finds out that his/her data is not present in the database but data of family members is present, then he/she may ask the concerned volunteer to add his/her details to the Household.

Volunteer may add the details to the existing Household ID of his/her family members with the eKYC of Head of Family and the Citizen to be added.

4.2.1.3 Household Migration on Marriage grounds

Household migration on Marriage grounds refers to the migration of women after Marriage from Parents Household to In-laws Household in Household database. All the Schemes are based on the Economic condition of a Household. So, after Marriage Wife will be migrated to the Household of In-laws so that Schemes can be availed as per the economic condition and location of In-laws Household.

If a Citizen visits the Secretariat to avail this service, the DA/WEDS may apply for the service with the residential proof of wife and husband. The service request shall be forwarded to PS/WAS and then to MPDO/MC. Once the request has been accepted, Household split will be done by migrating Wife from Household of Father to Household of Father in Law

4.2.1.4 Merging of Households

It has been observed that there are cases where Citizens belonging to the same family are mapped in different Household IDs because of which they could not receive scheme benefits.
Ex: - In a family, if Mother and father have one household ID, Children have another Household ID or Mother and Child have one Household ID and Father have another Household ID. If Mother and Child belong to different household ID's then the Child cannot receive benefits of Ammavodi Scheme. Such families can avail this service.

If a Citizen visits the Secretariat to avail this service, the DA/WEDS may apply for the service with Rice card as a proof. The Service request will be forwarded to PS/WAS and if accepted, one of the Household IDs will be deleted and the ID of members belonging to that Household will be changed to the new one

4.2.2 Services not available in Household Database

As per instructions from the Government, following services are not available to the Household Database

1. It is not possible to delete/removal member from a Household ID
2. Splitting of a Household ID and formation of two Households from a single Household ID is not possible.

4.3 Updated Workflow for Grievance Redressal

Any person who is in the 'Ineligible Beneficiary List' may raise a grievance at village / ward secretariat.

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

4.3.1 Parameters for Scheme Grievances

#	Parameter	Grievance under the Parameter[1]	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	Energy
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	Finance
9.	Government Employee / Government Pensioner	▪ 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

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

#	Parameter	Grievance under the Parameter[1]	Name of Department
11.	Payment failure	If Beneficiaries did not receive Payment after the Payment disbursals, Citizen can raise a grievance under this Parameter	GSWS Department
12.	Ineligible in Field verification	If Citizens became ineligible during field verification can raise a grievance	GSWS Department
13.	Scheme based grievances (YSR Bima)	a. Claim documents submitted but amount not received b. Formation/Registration issues	GSWS Department

Besides the above listed 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.

4.3.2 Creating Grievance and service request

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

- After clicking on 'Create Grievance' the DA / WEDS shall enter the Aadhaar Number and Scheme Type for the Ineligible Beneficiary and click on 'Get Details'

- 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

- Based on the ineligibility reason / criteria shown in the screen above, the DA / WEDS 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 / WEDS shall submit the grievance.
- 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

- In case the citizen is not satisfied with the nature of grievance, the DA / WEDS 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.
- The DA / WEDS 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.

- The DA / WEDS shall raise a grievance service request by clicking on "Navasakam Beneficiary Management" tab and selecting "Create Grievance Service Request"

- The DA / WEDS shall identify the service request to be raised based on the nature of the grievance and click on the service to raise a request
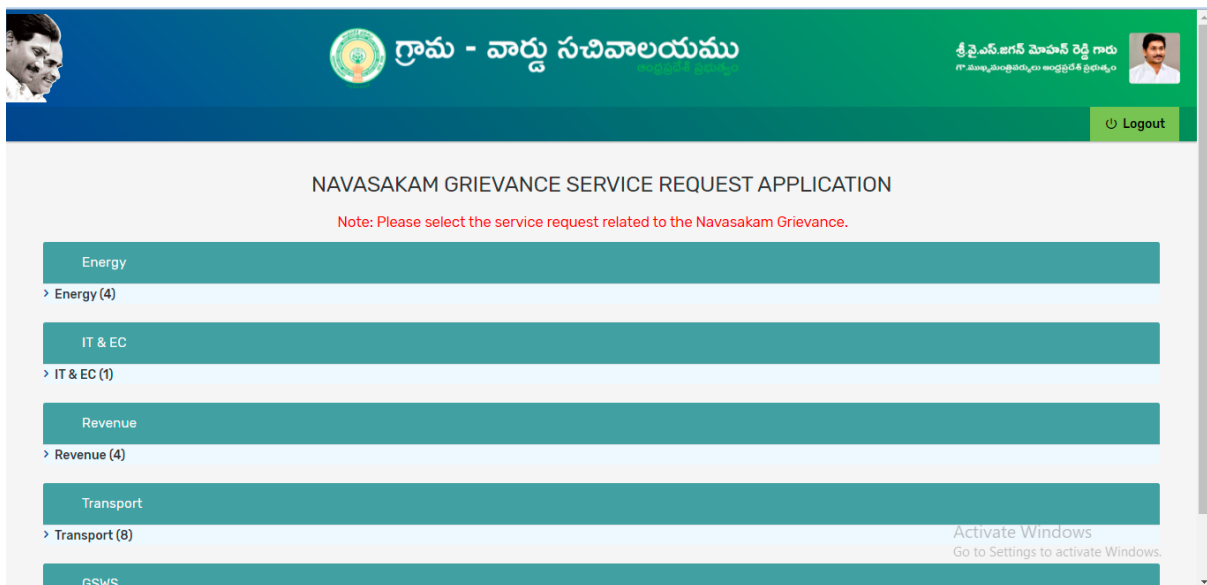
- The DA/WEDS shall **mandatorily enter the grievance ID** already generated and printed on acknowledgement receipt given to the citizen, along with their name, Aadhaar and mobile number and take further actions as per the screens to follow
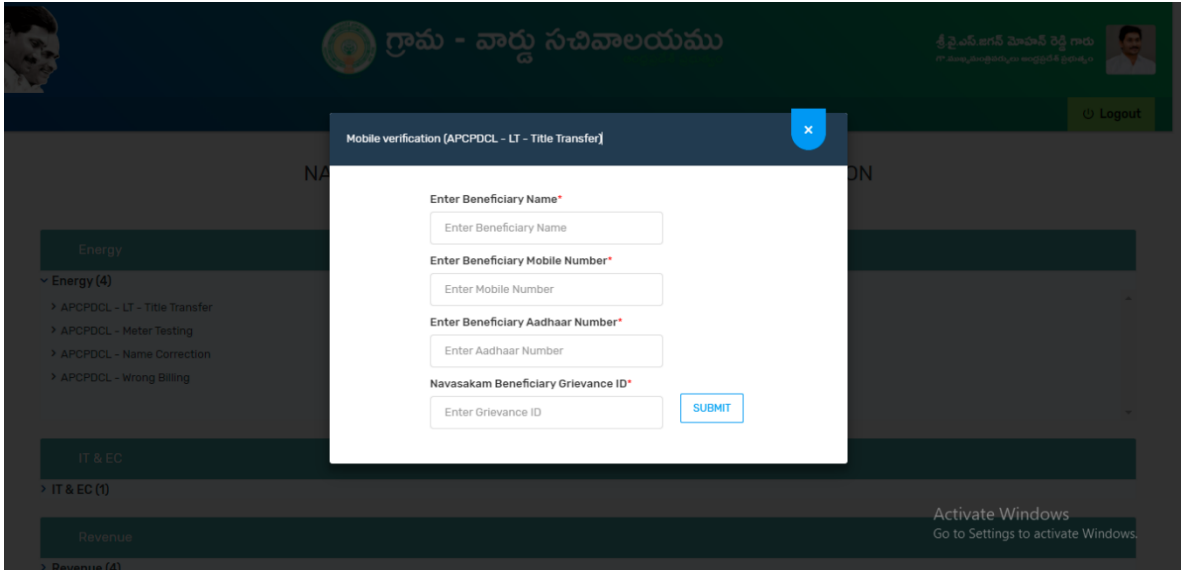
- In case of WEA/WWDS login, he/she shall click on 'Grievance Approval' under 'Navasakam Beneficiary Management' tab in GSWS portal to take action against the grievance service request raised by the citizen.

4.3.3 Types of Grievances and their Work flows

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:

4.3.3.1 Department Related Grievances

All grievances pertaining to a department specific service shall be taken for consideration under this category.

Request can be raised for the services mentioned as below:

I.   Land Records

Mobile number and pattadhar Aadhar number seeding:

When a Citizen is found to be ineligible due to the system incorrectly reflecting land records mapped to his/her Aadhar like in the following cases:

a. Buyer has land within limits yet system shows no land is present
b. System is showing more land than what beneficiary possess. Some other land also tagged with his/her Aadhar
c. Beneficiary sold land and even after the buyer did mutation, system shows it in beneficiary name

In the above cases,

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Land as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. After raising a grievance, DA/WEDS should apply for the Service **"Mobile number and pattadhar Aadhar number seeding"** against that grievance ID under "Create Grievance Service Request" with the relevant documents. This service is directly available in the NBM portal.

   *It is necessary to a Service Request along with raising a Grievance for the Data to be updated and to be eligible for the Scheme

3. Once DA/WEDS fills the application form and applies for the service, it is forwarded to the VRO's Webland Login and then to the Tahsildar Webland Login.
4. Tahsildar approves/rejects based on the recommendations from VRO
5. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

2. **Mutation and title deed cum pattadhar passbook:**

When a Citizen is found to be ineligible due to the system incorrectly reflecting land records mapped to his/her Aadhar like in the following cases:

    a. Beneficiary has already sold the land to another person and still not updated in the database

In the above case,

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Land as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. After raising a grievance, DA/WEDS should apply for the Service **"Mutation and title deed cum pattadhar passbook"** against that grievance ID under "Create Grievance Service Request" with the relevant documents. This service is directly available in the NBM portal.

   *It is necessary to a Service Request along with raising a Grievance for the Data to be updated and to be eligible for the Scheme

3. Once DA/WEDS fills the application form and applies for the service, it is forwarded to the VRO's Webland Login, then to the RI and then to Deputy Tahsildar (DT).
4. From DT, the application will be forwarded to the Tahsildar who approves/rejects based on the recommendations
5. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

3. **Rectifications of entries in record of rights:**

When a Citizen is found to be ineligible due to the system incorrectly reflecting land records mapped to his/her Aadhar like in the following cases:

   a. System wrongly showing wet land and dry land differentiation
   b. System is showing more land than what beneficiary possess i.e, in actual there is no such land as per the web land records

In the above cases,

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Land as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. After raising a grievance, DA/WEDS should apply for the Service **"Rectifications of entries in record of rights"** against that grievance ID under "Create Grievance Service Request" with the relevant documents. This service is directly available in the NBM portal.
   *It is necessary to a Service Request along with raising a Grievance for the Data to be updated and to be eligible for the Scheme

3. Once DA fills the application form and applies for the service, it is forwarded to the VRO's Webland Login, then to the RI and then to Deputy Tahsildar (DT).
4. From DT, the application will be forwarded to the Tahsildar who approves/rejects based on the recommendations
5. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

II. Urban Property (MAUD)

When a Citizen is found to be ineligible due to the system incorrectly reflecting Urban Property mapped to his/her Aadhar like in the following cases:

   a. Sold the property to another person
   b. Never owned any property in urban area
   c. Showing excess property than what is owned by the person

In the above cases,

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Urban Property as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. MAUD services are not directly available in the NBM portal. Hence the DA/WEDS shall ask the Citizen to visit the respective ULB Municipal Office and apply for relevant service to get it corrected in the Database

*It is necessary for the Citizen to apply for relevant service along with raising a grievance ID

2. Once the Service Request is addressed by the MAUD Department, database will be reflected with the updated details

III. Energy

1. **Title Transfer:** When a Citizen visits the Secretariat complaining about the following, then DA/WEDS may raise a request under this service.

   a. Electric meter mapped to his/her Aadhar is being used by the Tenants
   b. He/she has sold the property and Electric meter should be transferred to someone else

2. **Aadhaar seeding and deseeding:**

   When a Citizen visits the Secretariat complaining about the following, then DA/WEDS may raise a request under this service

   a. Beneficiary possess no electric meter yet system has electric meter tagged to him/her.
   b. Beneficiary Aadhar no. mapped to different meter

3. **Name correction:** When a Citizen visits the Secretariat complaining that the Name displayed in the system is incorrect for the Meter mapped to his/her Aadhar, then DA/WEDS may raise a request under this service.

4. **Wrong Billing:** When a Citizen visit the Secretariat complaining that he/she has consumed less units than reflecting in system, then a request for this Service shall be raised.

   All the above service for Energy Department will have the same flow as below:

   1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Energy as the Grievance Type and submit the Grievance. A grievance ID will be generated.

   2. After raising a grievance, DA/WEDS should apply for the Service against that grievance ID with the relevant documents. This service is directly available in the NBM portal wherein the DA/WEDS shall select the District under Energy Department services and all the services available for that particular District will be displayed.

*It is necessary to a Service Request along with raising a Grievance for the Data to be updated

3. Once DA fills the application form and applies for the service, it is forwarded to the AE Energy Department Login who verifies the details and approves/rejects

4. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

IV. Transport

1. Registration - Transfer of ownership

When a Citizen is found to be ineligible due to the system incorrectly reflecting Vehicle mapped to his/her Aadhar like in the following cases:

b. Beneficiary has sold vehicle yet reflecting in system
c. Beneficiary converted his/her vehicle as taxi yet reflecting in system

In the above cases:

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Transport as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. Transport services are directly available in the NBM portal. DA/WEDsS should apply for the Service "**Registration - Transfer of ownership"** against that grievance ID under "Create Grievance Service Request" with the relevant documents.

*It is necessary to raise a Service Request along with raising a Grievance for the Data to be updated

3. Once DA fills the application form and applies for the service, it is forwarded to the RTO Department Login who verifies the details and approves/rejects

4. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

2. Slot Booking for Registration – Alteration of Vehicle

When a Citizen found to be ineligible due to the system incorrectly reflecting Vehicle and Citizen wants to convert his/her vehicle to a Taxi, then

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Transport as the Grievance Type and submit the Grievance. A grievance ID will be generated.

2. This service is directly available in the NBM portal. DA/WEDS should apply for the Service "**Registration -Alteration of Vehicle"** against that grievance ID with the relevant documents.

*It is necessary to raise a Service Request along with raising a Grievance for the Data to be updated

3. Once DA fills the application form and applies for the service, it is forwarded to the RTO Department Login who verifies the details and approves/rejects

3. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

3. **Registration – Vehicle stoppage revocation**

When a Citizen found to be ineligible due to the Vehicle and Citizen's vehicle got condensed but system is incorrectly reflecting the Vehicle on his/her Aadhar, then

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Transport as the Grievance Type and submit the Grievance. A grievance ID will be generated.
2. This service is directly available in the NBM portal. DA/WEDS should apply for the Service "**Registration – Vehicle stoppage revocation"** against that grievance ID with the relevant documents.

*It is necessary to raise a Service Request along with raising a Grievance for the Data to be updated

3. Once DA fills the application form and applies for the service, it is forwarded to the RTO Department Login who verifies the details and approves/rejects
4. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

I. Caste

Integrated Caste certificate:

When a Citizen was found to be ineligible due to Caste and is not satisfied with the Caste reflected in the System, then

4. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Caste as the Grievance Type and submit the Grievance. A grievance ID will be generated.
5. After raising a grievance, DA/WEDS should apply for the Service "Integrated Caste Certificate" against that grievance ID under "Create Grievance Service Request" with the relevant documents. This service is directly available in the NBM

6. Once DA fills the application form and applies for the service, it is forwarded to the VRO, then to the RI, then to the Tahsildar who is the final approving authority except in case of notified and de notified tribes where the application will further be forwarded to RDO who is the final approving authority.
7. RDO/ Tahsildar approves/rejects based on the recommendations from Tahsildar and RI
8. Once the Service Request is closed, the status of the grievance will be updated

4.3.3.2 Aadhaar Related Grievances

All grievances pertaining to Aadhaar based modification / update shall be taken for consideration under this category.
   i.   Age
   ii.   Gender

If a Citizen was found to be ineligible due to Age/Gender data discrepancies,
1. The DA / WEDS shall raise a Grievance Request and generate a Grievance ID for the applicant.
2. The DA / WEDS shall request the applicant to apply for necessary changes at the Aadhaar service center.
3. 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.

4.3.3.3 Income Related Grievances

All grievances pertaining to Income based modification / update shall be taken for consideration under this category.

I.   Income Tax

1. If a Citizen was found to be ineligible due to system incorrectly reflecting as paying Income Tax, he/she may visit the Secretariat to raise a grievance.
2. The DA / WEDS shall raise a Grievance Request and generate a Grievance ID for the applicant.
3. The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to VRO.
4. The VRO shall do a physical verification and send recommendation to the concerned MRO.
5. The MRO shall do a verification based on the recommendation given by VRO.

6. The RDO shall confirm / reject the Income Tax status of the applicant and recommends to the JOINT COLLECTOR.
7. The JOINT COLLECTOR shall verify the RDOs' recommendation and approves the same. The service request once addressed by the JOINT COLLECTOR shall be closed. In case of any changes, GSWS Database will be updated.

II. Government Employee / Government Pensioner

1. If a Citizen was found to be ineligible due to system incorrectly reflecting as a Government Employee, he/she may visit the Secretariat to raise a grievance.
2. The DA / WEDS shall raise a Grievance Request and generate a Grievance ID for the applicant.
3. The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to VRO. The VRO shall do a physical verification and send recommendation to the concerned MRO.
4. The MRO shall do a verification based on the recommendation given by VRO.
5. The RDO shall confirm / reject the Government Employee status of the applicant and recommends to the JOINT COLLECTOR.
6. JOINT COLLECTOR shall verify the recommendation made by RDO and request APCFSS to verify the applicant's status.
7. The service request once addressed by the APCFSS shall be closed. In case of any changes, GSWS Database will be updated.

III. GSTN

1. If a Citizen was found to be ineligible due to system incorrectly reflecting GST payee, he/she may visit the Secretariat to raise a grievance.
2. The DA /WEDS 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).
3. The DA / WEDS shall raise a request against the reason for rejection. The service request will be sent to the WEA / WWDS, who shall do an initial verification before forwarding the application to MPDO.
4. MPDO shall verify the application forwarded by WEA / WWDS and forward with recommendation to JOINT COLLECTOR.
5. JOINT COLLECTOR shall verify the recommendation made by MPDO and request DC (Commercial Tax) to verify the applicant's status. DC (Commercial Tax) shall verify the application in the internal portal of GST and shall confirm the same.
6. JOINT COLLECTOR shall approve the recommendation made by DC (Commercial Tax). The recommendations are further sent to CFMS from GVWV&VSWS Department where the applicant details are updated as per recommendation of the JOINT COLLECTOR

4.3.3.4 Payment Related Grievances

All grievances pertaining to payment failure shall be taken for consideration under this category.

After a Scheme has been launched, a citizen under eligible beneficiary list but did not receive Payment may visit the village / ward secretariat and raise a request for grievance. The DA / WEDS shall verify the Payment status in the link provided and find out the reason(s) for not receiving the Payment. If it is due to the NPCI Inactive/dormant status of the Bank Account of the Beneficiary, then the same should be informed to the Citizen to update the Bank details. If it is because of any other reasons, the grievance shall be recorded with the Head Office and Payment will be released as per the guidelines from the Government.

4.3.3.5 Ineligible in Field Verification

All grievances pertaining to beneficiaries who became ineligible during Field verification by the officers shall be taken for consideration under this category.
A citizen under ineligible beneficiary list found ineligible due to field verification, may visit the village / ward secretariat and raise a request for grievance to the DA / WEDS. The service request will be forwarded to the JOINT COLLECTOR. JC may approve or reject based on verification. If the Service request is rejected, Citizen will not receive any benefits. If the Service request is approved, Citizen will receive benefits during Bi-annual sanctions.

4.3.3.6 Amma Vodi Scheme specific Grievances:

The possible scheme specific grievances for Amma Vodi will be

- Children / Mother does not have Rice Card
- Children / Mother / Guardian having same UID
- Invalid Child / Mother / Guarding Aadhaar Number
- Rejected due to insufficient attendance
- Student already availed JVD
- Student details not found

For all above type of issues the DA/WEDS has to login in NBM and have to select the type of grievance, the Aadhaar no of Student / Mother / Guardian, Rice card no, school ID should be filled and has to submit the grievance.

4.4 Annexures

4.4.1 Updated Workflow for Grievance Redressal

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
1.	Energy	APCPDCL - LT - Title Transfer	Non-MeeSeva	3	This Service is used for citizen who wants to transfer the meter from father (only if expired) to son	a. Signed Application, b. Property Documents, c. ID Proof, d. Current Bill
2.	Energy	APCPDCL - Meter Testing	Non-MeeSeva	7	This Service is used to know the Meter Working Status	a. Signed Application, b. ID Proof, c. Current Bill
3.	Energy	APCPDCL - Name Correction	Non-MeeSeva	7	This Service is used for citizen who wants to change his name or make corrections to it	a. Signed Application, b. Property Documents, c. ID Proof, d. Current Bill,
4.	Energy	APCPDCL - Wrong Billing	Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	a. Signed Application, b. ID Proof, c. Current Bill
5.	Energy	APEPDCL - Meter Running Fast/Creeping	Non-MeeSeva	15	This Service is used to complain related to meter running fast	a. Signed Application, b. ID Proof, c. Current Bill,
6.	Energy	APEPDCL - Name Change	Non-MeeSeva / MeeSeva	7	This Service is used for citizen who wants to change his name	a. Signed Application, b. ID Proof, c. Current Bill,

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
						d. Address Proof
7.	Energy	APEPDCL - Shifting of Service Different Premises	Non-MeeSeva	7	This Service is used for citizen who wants to shift electrical line which is premises of house to other premises	a. Signed Application, b. ID Proof, c. Current Bill,
8.	Energy	APEPDCL - Application for Consumer Complaints-Wrong Billing	MeeSeva	7	This Service is consisting of 3 types of complaints: 1. Billing Related Complaints 2. Meter Related Complaints 3. Other Customer Services	a. Signed Application, b. ID Proof, c. Current Bill, d. Request Letter
9.	Energy	APSPDCL - Category Change	Non-MeeSeva	3	This Service is used for citizen who wants to change meter category from 2 to 1.	a. Signed Application, b. ID Proof, c. Current Bill.
10.	Energy	APSPDCL - Meter Testing	Non-MeeSeva	7	This Service is used to know the Meter Working Status	a. Signed Application, b. ID Proof, c. Current Bill.
11.	Energy	APSPDCL - Name Correction	Non-MeeSeva	7	This Service is used for citizen who wants to change/ correction of his name	a. Signed Application, b. ID Proof, c. Current Bill, d. Address Proof

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
12.	Energy	APSPDCL - Wrong Billing	Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	a. Signed Application, b. ID Proof, c. Current Bill, d. Request Letter
13.	Energy	APSPDCL - Shifting of Service	Non-MeeSeva	15	This Service is used for citizen who wants to shift his meter to other premises	a. Signed Application, b. ID Proof, c. Current Bill, d. Request Letter, e. Address Proof
14.	MAUD	Property Tax - Transfer of Title	Non-MeeSeva	15	If there are transfer of ownership of the title, then this service is used	
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	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	a. MeeSeva Application Form b. Caste Certificate issued to the family members

| #	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
					benefits of a particular scheme, then this service may be used to update the caste of the citizen	c. SSC marks memo or DOB extract or Transfer certificate d. 1 TO 10th study certificates or DOB certificates issued by Municipality/Gram e. Panchayat f. Ration Card/EPIC Card /AADHAR CARD g. 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.	a. Application form b. Aadhar card/Other id and Address Proofs c. Pattadar Passbook / ROR 1B copy / Adangal copies
19.	Transport	Licence Aadhar Seeding	Non-MeeSeva	3	Yes. Aadhar integration is required for any transaction.	a. Driving license copy b. Aadhar card copy
20.	Transport	Registration -Issue of NOC	Non-MeeSeva	3	If NOC is issued for any vehicle, then that particular vehicle will no longer exist in Andhra	a. NOC copy of the vehicle b. RC copy of the vehicle c. Aadhar card copy

#	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
					Pradesh rolls. So, this vehicle cannot be considered as owned by the applicant.	
21.	Transport	Registration-Change of Address	Non-MeeSeva	3	Though change of address done for the vehicle, vehicle stand registered in the name of the applicant. It shall be treated as the applicant is the owner of the vehicle.	a. RC copy of the vehicle b. Aadhar card copy
22.	Transport	Registration-Transfer of ownership	Non-MeeSeva	3	If Transfer of ownership is done, then vehicle will be transferred from existing owner to a new owner. So, the vehicle should be removed from old owner Aadhar and mapped to new owner Aadhaar in RTGS.	a. RC copy of the vehicle b. Aadhar card copy
23.	Transport	Registration Aadhaar Seeding	Non-MeeSeva	3	Yes. Aadhar integration is required for any transaction	a. RC copy of the vehicle b. Aadhar card copy
24.	Transport	Registration-Hire Purchase Termination	Non-MeeSeva	3		

| #	Department Name	Service Name	Category	SLA (Days)	Description Service	Documents required
25.	Transport	Registration -Reassignment of Vehicle	Non-MeeSeva	3	In case of Reassignment, ownership will not change. But if Non-transport vehicle (4 -wheeler) is reassigned as transport vehicle (Taxi), then he will get eligibilities to get benefit.	a. RC copy of the vehicle b. Aadhar card copy
26.	Transport	Registration-vehicle stoppage Revocation	Non-MeeSeva	11		

5   E-KYC Beneficiary Outreach App

1. <u>అప్ లాగిన్ అవ్వడం:</u>

a)   Secretariat Employee యొక్క ఆధార్ సెంటర్ Authentication ద్వారా Beneficiary OutReach App Login అవ్వాలి.
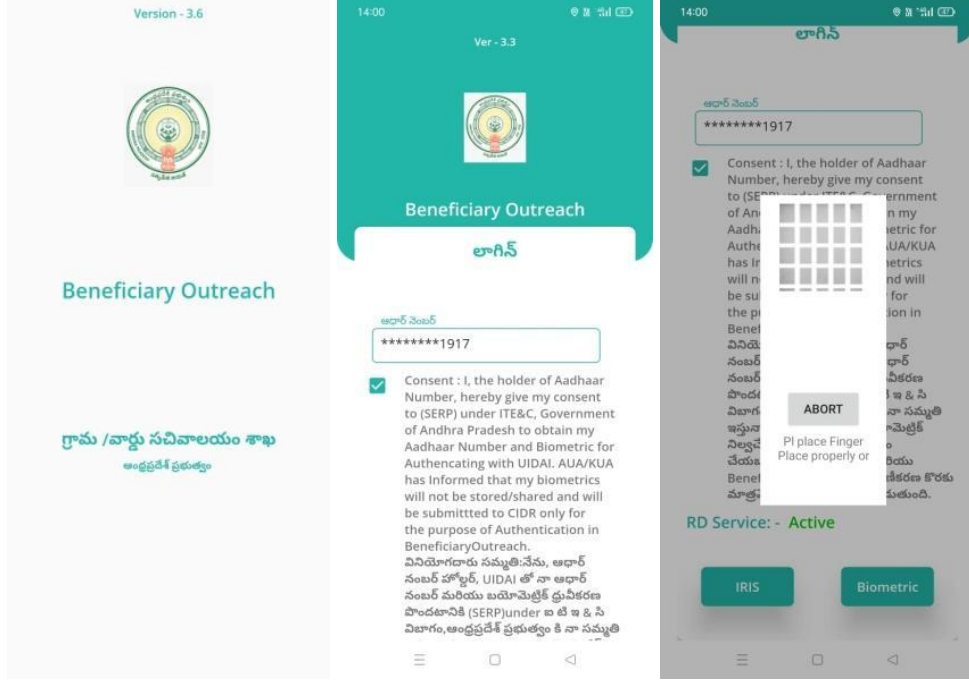
b)   Secretariat Employee Beneficiary OutReach App లాగిన్ అయిన తరువాత మీకు ఈ క్రింది విధంగా స్క్రీన్ కనిపిస్తుంది.
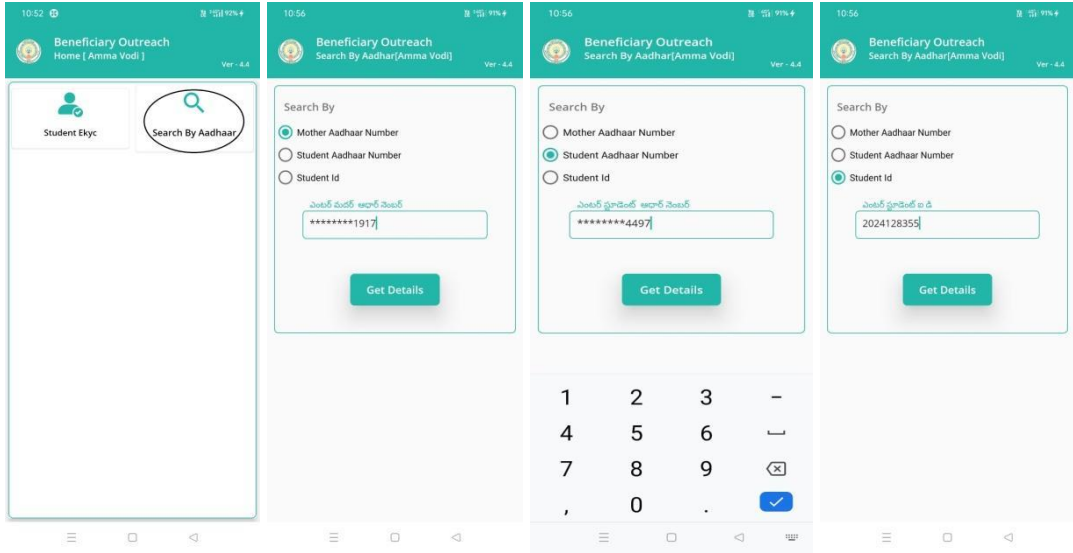
2. <u>Home Screen :</u>
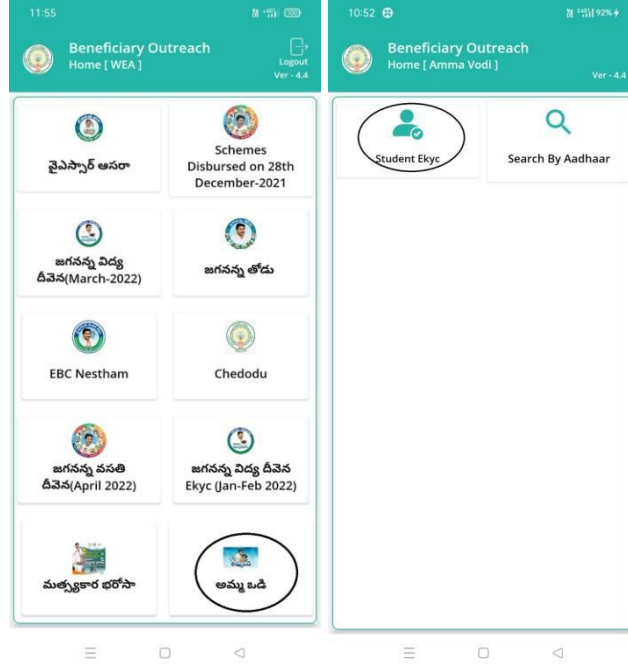
3. అమ్మ ఒడి(Student Ekyc):

a) మీరు **అమ్మ ఒడి(Student Ekyc)** మీద క్లిక్ చేస్తే మీకు ఈ క్రింది విధముగా స్క్రీన్ కనిపిస్తుంది.

b) మీరు మీ యొక్క Secretariat code మరియు Cluster ID ని సెలెక్ట్ చేసుకుంటే List వస్తుంది.

c) List లో మీకు Mother Name, Student Name, School ID, Class వస్తాయి.
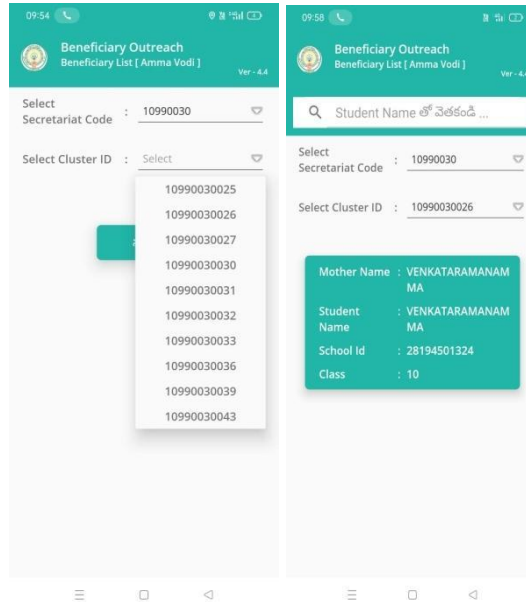
d) మీరు List ని క్లిక్ చేసిన తరువాత మీకు **Student Details(Mother Ekyc)** స్క్రీన్ కనిపిస్తుంది.

e) Secretariat Employee **అమ్మ ఒడి (Search By Aadhaar)** మీద క్లిక్ చేస్తే మీకు ఈ క్రింది విధముగా స్క్రీన్ కనిపిస్తుంది.

f) <u>అమ్మ ఒడి (Search By Aadhaar)</u> లో Student Aadhaar Number లేదా Mother Aadhaar Number , Student Id ని ఎంటర్ చేసి **Get Details** మీద క్లిక్ చేస్తే మీకు **Student Details(Mother Ekyc)** స్క్రీన్ కనిపిస్తుంది.

g) **Student Details(Mother Ekyc)** స్క్రీన్ లోStudent Name, Student Id, Student Aadhaar Number, School Id, Class, Mother Name, Scheme Name, Select Beneficiary Status వస్తాయి.

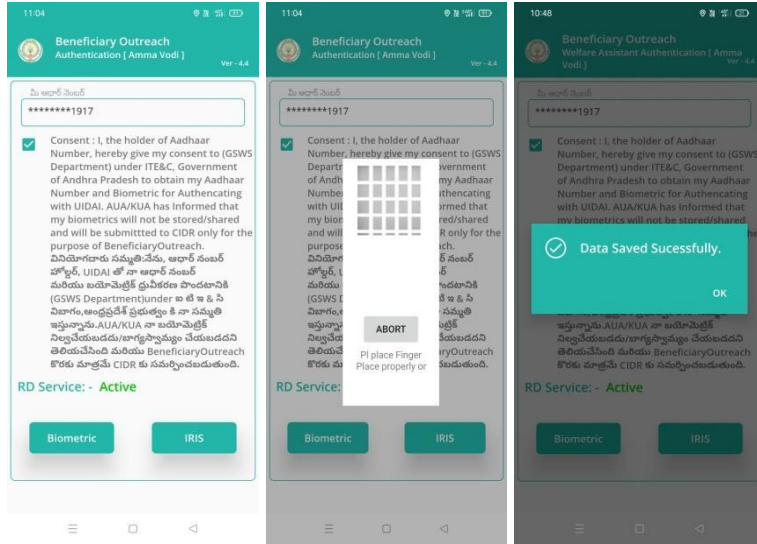h) **Select Beneficiary Status** లో Live, Death ఆప్షన్స్ కలవు.
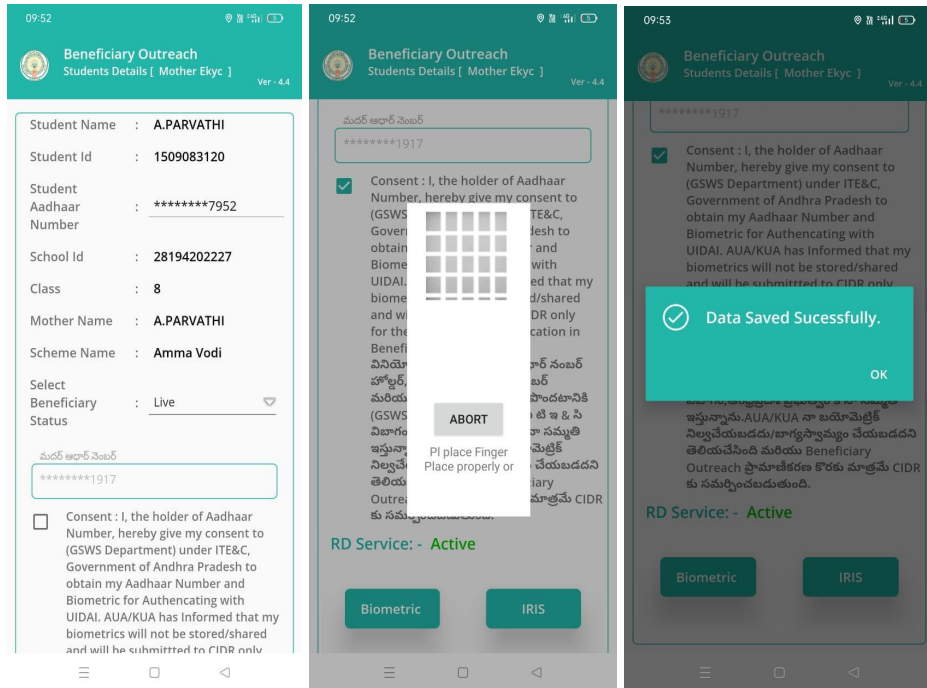
i) <u>Select Beneficiary Status (Live)</u> ఎంచుకున్నట్లు అయితే Mother యొక్క ఆధార్ నెంబర్ తో Mother Ekyc చేయాలి.

j) Mother Ekyc చేసిన తర్వాత Data Saved Successfully అని మెసేజ్ వస్తుంది.

k) **Select Beneficiary Status (Death)** ఎంచుకున్నట్లు అయితే మీకు ఈ క్రింది విధంగా Screen కనిపిస్తుంది.
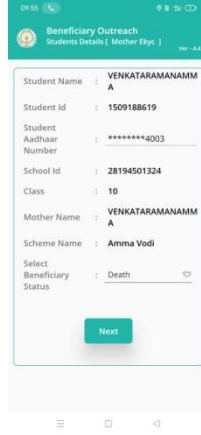
l) Select **Beneficiary** Status ని ఎంచుకున్నతర్వాత Secretariat Employee Authentication చేయవలిసి ఉంటుంది.

m) ఇక్కడ ఇచ్చిన షరతులు ని accept చేసి Secretariat Employee Authentication చేయాలి.

n) Secretariat Employee Authentication చేసిన తర్వాత Data Saved Successfully అని మెసేజ్ వస్తుంది.