

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

User Manual for long pending grievance capture

Table of Contents

1.	Introduction3
2.	Grievance registration screen4

1.0 Introduction

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

Long pending grievances can be classified as follows:

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

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

Scope of the Document

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

2.0 Grievance capture Screen

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



Step 2: - Enter User ID and Password to login

<u> </u>		
Sign in		
Email, phone, or Skyp	e	
Can't access your account	t?	
	Back	Next

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

D View Request	🗙 📔 Sign in to your account 🛛 🗙 🔥 gsws - Search	🗙 🛛 🍪 గ్రామ-వార్తు సచివాలయము 🗙 👩 Grama - Ward Sachival	ayam x 🕻 Grama-Ward Sachivalayam x \mid + $-$ Ø X
\leftarrow \rightarrow O $$ https://	//vswsonline.ap.gov.in/#/home		오 A 🏠 🖷 🗘 🎓 庙 Not syncing 👲 …
🌀 AP సేప చె	ងក្លួម		Sri YS Jagan Mohan Reddy Horible Chief Minister of Andrra Pradesh
 View Transactions Challan Payment 	Related 235 Requests	Resided In the Same Secretariat 5 Requests	Requests
 Request Tracking System Reports 	4 O Total Service Requests Open Within :	SLA Boyond SLA	0 1 Closed Beyond SLA
	Secretariat Ranking		
	Ш.		
	At District Level		At Mandal Level
	Services	Search Service	Name
	Consumer Affairs, Food and Civil Supplies Civil Supplies 6	> Geo Municipal Administration and Urban Development MAUD 25	,
	GSWS Services GSWS Services 1	> E-Seva Services	Search By Feature
	Panchayat Raj and Rural Development Rural Development 3		Search by Transaction ID Transaction Id Search
	Revenue Revenue 31	,	
C 39°C Mostly sunny	📕 Q 📕	🖸 🙋 🖿 🕿 💿 🔗 👜 👰 🦞	∧ ENG ☐ ⊄× 15:05 IN ☐ ⊄× 20-04-2022 0

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

Ģ) Grama-Ward	Sachivalayam		Sri.Y.S Jagan Moh Hon'ble Chief Minister Of An	an Reddy	٥)	
port An Clusto ue Mapp	er To HH Service	Grievance Navasakam Beneficiary Manageme Capture New	nt Edit Employee/Volunteer Details	Employee Job Corner	Downloads	English	් Logout
Welcome: 1234 Assistant))	45678-DA (Panel 🤉	rievance Capture	20 April 2022 WED 03:09:32 PM				
SPA		Search Service Name	Q				
Registered Red	ressed Pending O O	MEESEVA SERVICE	Agricult	culture and Marketing			
Service Requests Registered	Services Delivered	Animal Husbandry, Dairy Development and	Fisheries 🛞 Back	ward Classes Welfare			
194	■ 1/4	> Fisheries (26) > BC Welfare (22)					
Pending for Approval	Response Received	 Environment, Forest, Science and Technolo Forest (PCCF) (1) 	Environment, Forest, Science and Technology GSWS Department GSWS Services (3)				
20	194	Gsws Internal	Healt	th, Medical & Family Welfa	re		
		> Gsws (1)	> Family W	lelfare (14)			
			> Dublic II	ealth (1)			

<u>Step 5: -</u> Enter the fields required fields

	Yiew Request 🛛 🗙 🚦 Sign in to your account	x b gsws - Search x @ Grama ward Sachivalay	🗙 🛛 🛞 Grama - Ward Sachivala 🗴 🛛 🌚 Grama-Ward Sachiva	lay x 😨 Grama-Ward Sachivalay x 🕂 — 🔿 X
\leftarrow	C https://gramawardsachivalayam.ap	.gov.in/GSWS/#!/GrievanceCapture		A 🔓 🖷 🕄 🎓 🕼 (Not syncing 💇) …
		🔘 గ్రామ - వార్డు సచి	စားစုတားဆား ကိုက်ကိုက်ကိုက်ကိုက်ကိုက်ကိုက်ကိုက်ကိုက	శ్రీ పై ఎస్.జగన్ షూహన్ రెడ్డి గారు గా ముఖ్యమంత్రపర్కర త్రంత్రం
				් Logout
		Grievance C	Capture Screen	
	District*	Mandal*	Secretariat*	Secretariat Code*
	Select	▼ Select	Select 🗸	
	Name Of Applicant*	Aadhaar Number*	* Mobile Number	Scheme*
	Please Enter Applicant Name	Please Enter Aadhaar Number	10 Digits Only	Select 🗸
	Reason For Ineligible*	Remarks*	Document Upload*(Max Size 1 MB only JPG, JPEG, PNG, PD)F Allowed)
	Select	✓ Remarks	Choose File No file chosen	
		SUBMIT		
		📕 🔉 🖬 🗘 📒	🖻 📀 🤣 🏪 🖉 💆	∧ ENG 및 d× 15:14 IN 및 d× 20-04-2022 ①

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

	Grievance Details					
*	Grievance Id	Grievance Type	Grievance Date	Greivance Status	Scheme	
RN	2203151622373844	Income Tax	15-03- 2022	FORWARD	YSR Pension Kanuka	
x) ks	Above Grievance N Have Resolved ?	/es:O	No:O			Э,
ark	5		Choose	File No file chos	en	

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

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

Grievance will be registered as shown below

🗖 🗅 View	w Request 🗙 🛛 🚼 Sign in to your account 🗙 🗍	🛞 Grama - Ward Sachivala 🗙 🛛	🔋 Grama-Ward Sachivalay 🗙 🌸 G	rama-Ward Sachivalay 🗙 🚺 (1) WhatsApp	× 😁 Gra	nmarly	$\times +$	-	o ×
	C 🗄 https://gramawardsachivalayam.ap.gov.i	n/GSWS/#!/GrievanceCapture				A* 10	s (ć= @	Not syncing	🧕
	(🔵 గ్రామ - న	వార్డు సచివాల	တားဆာ			్రీ.వై.ఎస్ .జి గా.ముఖ్యమంత్ర	1న్ మోహన్ _{వర్మలు అంధ్రప్ర}	రెడ్డి గారు ^{దేశ్ ప్రభుత్వం}	Q
									ڻ ا	Logout
			Long Pending Iss	ues						
Dist Nan	trict*	Mandai" Select Aadhaar Numbe Grieva Please Enter	ince ID-GRV123456782204 Successfully	201615 Submitted		Secretariat C Scheme*	ode*		~	
Rea	ason For Ineligible*	Remarks*	ОК		G,JPEG,PNG,PDF	Allowed)				
			SUBMIT							
C 39*C Mostly sur	DDV.	_ ۹ ۹	0 0 1 0	6 🖸 🖾	1			A ENG	다. 20-0	16:16 4-2022 1