

Sl no	Grievance Type	Action to be taken
1	Student not having Student ID	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
2	Student ID available but student name incorrect	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
3	Student ID available but no Aadhar Available for Student	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
4	Student ID and Student Aadhar available but mismatch	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
5	Student ID and Student Aadhar Available but Mother's name & Mother's Aadhar unavailable	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
6	Student ID and Aadhar available, mother's name available but wrong mother name	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
7	Student ID and Aadhar available mother name is correct name but no Aadhar of the mother	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
8	Student ID and Aadhar available mother name is correct and Aadhar is also available but Mother's Aadhar is a mismatch	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
9	Both Student and Mother Aadhar Invalid/Mismatch	NBM-Grievance Module--> Select Grievance Type- Invalid Child/Mother/Guardian Aadhar
10	Mother dead/not available and Father is the beneficiary - Option to add father as the beneficiary	NBM-Grievance Module--> Select Grievance Type-->Mother Guardian death
11	Family getting double benefit - identified in field verification	New NBM portal--> WEA login-->Social Audit-- Social Audit Remarks-WEA-->Hold finctionality. Select Remark-"Two children having same mother"
12	Student not eligible for Ammavodi as he is not studying/not studying in AP Schools	New NBM portal--> WEA login-->Social Audit-- Social Audit Remarks-WEA-->Hold finctionality. Select Remark-"Student not studying/Not residing in AP/Student discontinued"
13	Family identified as ineligible in field verification but present in Eligible list	New NBM portal--> WEA login-->Social Audit-- Social Audit Remarks-WEA-->Hold finctionality. Select Remarks based on the field verification.
14	Family identified as eligible in field verification but present in In-Eligible list	NBM-Grievance Module--> Select Grievance Type based on the field verification
15	Family identified as eligible in field verification but not present in both the lists	NBM-Grievance Module--> Select Grievance Type- "Child is Eligible but details not found in Eligible and Ineligible list"

16	Family is eligible but present in in-eligible list due to No Rice Card	NBM-Grievance Module--> Select Grievance Type- "Children/Mother were not having Rice card"
17	Beneficiary eKYC not possible due to bio-metric failures	NBM-Grievance Module--> Select Grievance Type- "Unable to do Aadhar authentication of Mother/Guardian"
18	Beneficiary eKYC not possible due to mothers staying abroad	NBM-Grievance Module--> Select Grievance Type- "Mother/Guardian is not available(Working outside)"
19	Attendance Rejection is Incorrect	NBM-Grievance Module--> Select Grievance Type- "Rejected due to insufficient Attendance"
20	NPCI active but list showing Inactive	For inactive adhar status, branch manager has to de-link and link again, as there may have been Aadhar profile updation after linking. Inform citizen to contact their respective bank.
21	Is any bank account seeded to Aadhaar is acceptable or not	YES
22	Aadhaar Based payment is mandatory	YES

Note:

Item	Source URL	Module
eKYC app link	https://apgsws-my.sharepoint.com/:u:/g/personal/venkatareddy_gsws_ap_gov_in/Edpn3cjVEGxIhHb9KyhjPoBIgpmCcXlHl2GXu7X5wxmg	Download the mobile APP apk
Grievance module	https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main	DA login
Social Audit list Available	https://gsws-nbm.ap.gov.in/dsc/	DA/WEA login- Under Social Audit module
In active NPCI list	https://gsws-nbm.ap.gov.in/dsc/	DA/WEA login- Under Social Audit module
Hold option	https://gsws-nbm.ap.gov.in/dsc/	WEA login- Under Social Audit module
FAQs	https://gsws-nbm.ap.gov.in/dsc/downloads	Select Jagananna Ammavodi scheme
User manual	https://gsws-nbm.ap.gov.in/dsc/downloads	Select Jagananna Ammavodi scheme
NPCI Seeding process- User manual	https://gsws-nbm.ap.gov.in/dsc/downloads	Select Jagananna Ammavodi scheme
Application Status	https://gsws-nbm.ap.gov.in/dsc/track-application	Select Jagananna Ammavodi scheme