Issue on Pensions - Resolution/Action Items

Sl.No.	Issue on Pensions	Resolution/Action Items	Remarks
1	While applying new pensions below error occurred "RESPONSE FROM PENSION DEPT: The Underlying connection was closed: An unexpected error occurred on a receive."	Application to be verified to find the reasons for such errors. TCS & SERP	New Port has been enabeld for the GSWS API and issue has been resolved-SERP
2	While applying YSR New Pension the below error occurred, error: Response from the pension department: pensioner volunteer mobile details not updated in GSWS portal of given Aadhar number already volunteer details are mapped in GSWS portal.	GSWS pushing the Volunteers data through API. If Volunteer tagging is not available, then it will be unable to show the volunteer details in the application form.	If all the details available in API. New application will be allowed to enter as new application. All the fields are mandatory for enabling the login in Mobile app for Disbursments.-SERP
3	While applying New pension it shows "date of birth gender details not updated in GSWS service for given Aadhar card number"	Aadhaar E-KYC to be verified by TCS to find the reasons for such errors	eKYC updating regularly - verified with user, APTOnline/ Pension Team were using RTGS API for six step validation -TCS
4	While Applying new pension Above Error Occurred " No response from pension department token service, please try after some time.	Application to be verified to find the reasons for such errors. TCS & SERP	Token Generation issue resolved-SERP
5	Gender Issues	E-KYC issues to be sorted by TCS	eKYC updating regularly - verified with user, APTOnline/ Pension Team were using RTGS API for six step validation -TCS

6	Negative endorsement due to husband death but rice card continues to have husbands Aadhar name as family member	To avail the Widow pension, Husband Aadhaar should be mapped as death.	This validation has been done once as per the instructions of CMO. Such cases can be re applied using Unfreeze Module. As per the process if person is dead it should be marked in Rice card also-SERP
7	Unable to re-apply for negative endorsement cases.	Decision has been made to allow the applicant to submit the applications as many times he wants.	Changes has been done accordingly and WEA/WDS can use Unfreeze module to unfreeze HOLD application and apply as new Pension application-SERP
8	Age shown as '0' because of E-KYC issue	E- KYC reapply. TCS to fix and check the issue in GSWS	eKYC updating regularly - verified with user, APTOnline/ Pension Team were using RTGS API for six step validation -TCS
9	Aadhar number validation - no data found	E- KYC reapply. TCS to fix and check the issue in GSWS	eKYC updating regularly - verified with user, APTOnline/ Pension Team were using RTGS API for six step validation -TCS
10	Errors in WA login regarding date of birth and caste	Details to populated as per the DB by TCS/ SERP	Three APIs shared to department for reverification-TCS
11	New pensions to be given for those who are delinked from health pensions	New application have to be submitted	Currently the provision is available - SERP

12	**Application for new pensions: Even if Sadaram certificate is showing permanent disability, error is shown as temporary disability**	**New Sadaram service will be built by 1st March 2022. Present issues shall be solved in the backend.**	**There is no issue in Applying diabled category. If applicant rejected with temperory certificate and want to re apply with permenent certificate, WEA/WDS need to unfreeze and apply for new Pension application- SERP**
13	**Special Reasons to enter household: Panchayat secretary authorization / endorsement**	**Authorization will be given to Panchayat secretary.**	**Screen already provided in PS Login for entering the age above 60 years- TCS**
14	**Unable to Apply Non Aadhar Citizens (No Hands / No Eyes)**	**Pension sanction in case of those without fingerprint or iris, can get Panchayat Secretary authentication/endorsement. Highlight in the flag that its Panchayat Secretary endorsed/ signed. Highlight the documents to be uploaded.**	**Such citizens are requested to visit the nearby adhaar enrollment centers. UIDAI will issue the UID with the help of Aadhaar enrollment supervisor.**
15	**Single women pension, dappu artists etc.,**	**Digital certificates will be issued from March 2022, untill current system will remains.**	**Services are under development-TCS**
16	**Eligibility parameters for checking last six months electricity bill (in case of wrong additional meters) to be verified.**	**RTGS shall change the logic. .**	**Department need to check wih RTGS data- PM-IT**
17	**Pension transfer option for RBIS issue**	**Mode of authentication while disbursement will be same as previous, even pension transferred.**	**Option enabled for all the cases that are being distributed by WEA/WDS and Volunteers in WEA/WDS login in YSR Pension Kanuka Mobile app-SERP**

18	**Pension Card Printing**	**Open for printing for all new and old, so that backlog can be cleared**	**Service enabled by Pension Team-SERP**
19	**Unmapped Pensions -**	**API to check if that person exists in that cluster or not**	**Three APIs shared to department for reverification-TCS**
20	**Health Issues / Deaf and dumb (Schools) / Give Provision to Parents/Guardian (<= 18 Yrs)**	**Different options were discussed. Arrears provision and disbursement directly to parent was not accepted. Giving Provision in Mpdo Login for Disbursement when kid<=18 Yrs accepts to handover pension to Parents)**	**As per the discussion with CEO SERP, Such cases are being transferred to the Secratariat at which the pensioners are staying. We have received 144 pensioners list from Anantapur DRDA this month for transfer-SERP**
21	**Secretariat Pension Accounts Banks Change for access to money in nearby banks**	**Proposal was accepted by the Director, GSWS. Circular would be given from SERP .**	**This is being followed. If any change in account number of secratariat, IWEA/WDS need to communicate to MPDO and MPDO will send authorization letter to PD DRDA and will be sent to SERP for further changes in CFMS.** **Such changes needs to be communicated to SERP on or before 17th of Every month as there is a process involved in creation/Updation of CFMS details- SERP**