

Request Tracking Tool



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Request Tracking Tool (RTS)

Background

The Government of Andhra Pradesh (GoAP) launched the Village and Ward Secretariat system to decentralize the public administration and service delivery to the grassroots. The Volunteer System along with Village Secretariats / Ward Secretariats system endeavours to provide last mile services in village and ward levels. The village and ward volunteers and secretariats become the first and the most important point of contact between the government and public.

The Department has 15,000 Grama-Ward Secretariats with 1.34 Lakh functionaries for administration and to deliver various services to the citizens at the grassroot level. The Grama-Ward Sachivalams initiative is aimed at universal and non-discriminatory delivery of all government schemes and services to citizens of all strata with improved efficiency, transparency, and accountability at the government-citizen interface at all levels of administration.

To accomplish the vision of a universal and non-discriminatory delivery of all government schemes and services to citizens of all strata, the GSWS department in coordination with eGOV & CPR has undertaken the project “GSWS 2.0” which re-defines and reengineers the whole concept of Governance. The attempt is to provide the most efficient and corruption free service on two fronts:

1. Provide citizens with a seamless access to benefits under various GoAP schemes
2. Provide citizens a hassle-free, interactive, and accessible Govt-to-Citizen services

Citizen Service delivery platform (CSP)

The CSP is a unified solution for all the services provided by the Government of Andhra Pradesh to its citizens. The GSWS department aims to digitize all the G2C services and provide a one stop solution to the citizens through the unified service delivery platform and its 15000+ sachivalams. The aim is to develop a platform which will include the following modules:

1. Raise a service request (application) by a citizen
2. Develop a process flow depending on the nature of service request as per the acts/rules
3. Access to each Govt functionary to view & process the applications
4. Track the status of the application by citizen/Govt functionary
5. Determine a definitive service level agreement (SLA) period for each service and Sub-SLA(SSLA) period for each functionary who should process that service request
6. A standard protocol to reject any application based on well-defined rules and reasons
7. Acknowledgment to the citizen on Application/Rejection of a service request
8. Payment mechanism for the service requests raised by Citizens
9. Develop analytics and insights to assess the effectiveness of the system and performance of the functionaries

At present the G2C services are provided through MeeSeva and specific departmental portals. 4-5 portals are in vogue to deliver around 565 G2C services which are being accessed from 15000+ GSWS Secretariats and 2000+ MeeSeva Kiosks across the state. Most of these services are partly processed “online” and partly “offline”. What GSWS is trying to achieve is to truly digitize all the steps of the service request right from application at DA level, processing by VRO, RI, Tahsildar etc. Digitization of services will help the Government track and measure the performance of all the departments and the functionaries involved. This encourages the functionaries to be accountable and adhere to timelines. GSWS plans to digitize all the 560+ govt to citizen services and create a unified G2C service delivery platform. A ticket can be raised for any technical and functional issue with the delivery platform on **Request Tracking Tool(RTS)**.

Functionality the Tool

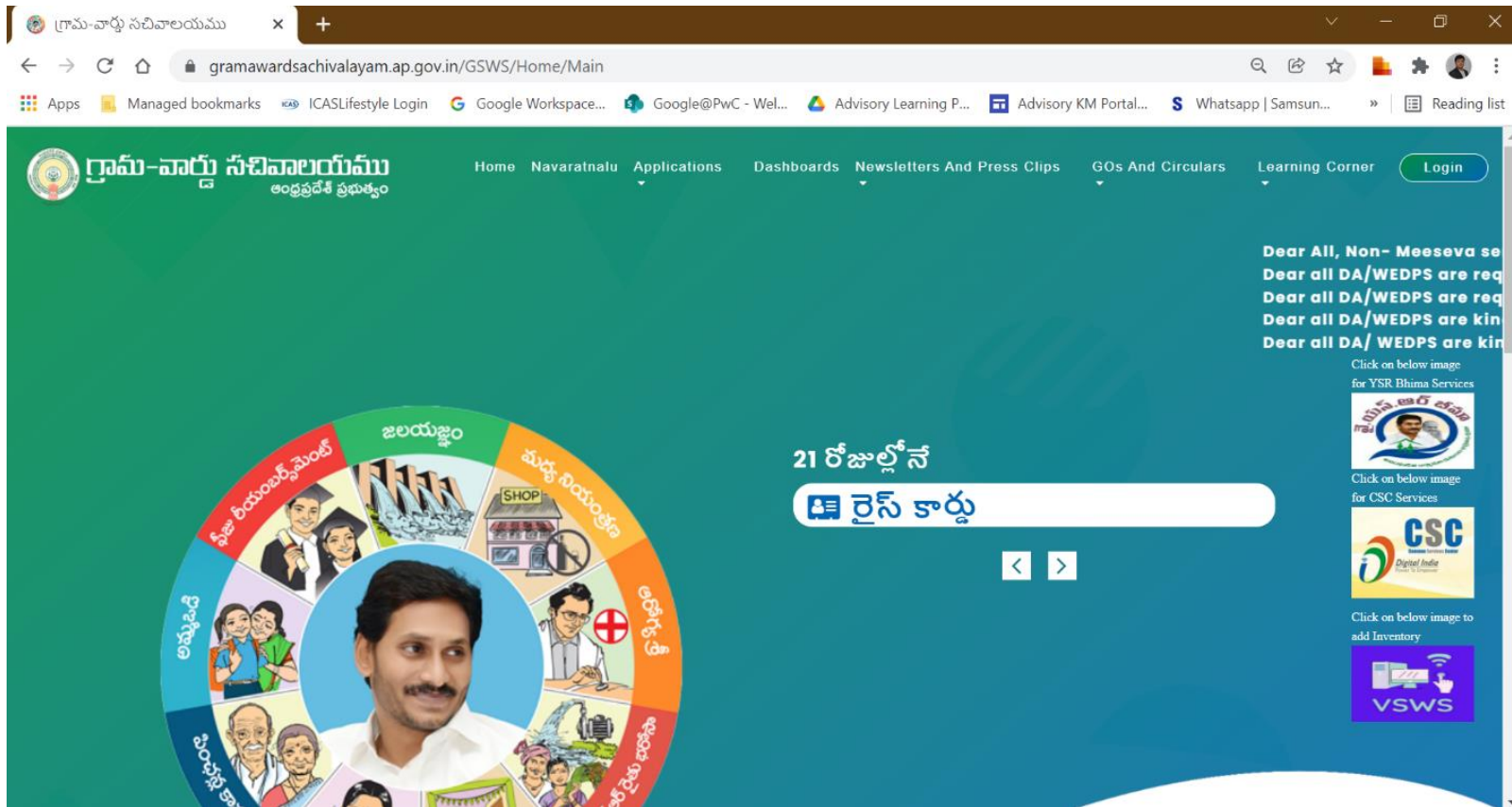
RTS has 5 different levels and logins for various authorities.

- **Digital Assistant(DA):** He is the field functionary and can raise any technical and functional Issue in his login and send it to District Co-ordinator for resolution. Any supporting documents or screenshots can be shared. All levels above him can resolve the issue and send it back to DA Login but only DA can close the issue that he has raised after he is satisfied with the resolution provided.
- **District Coordinator(DC):** He receives Issues from DA and has three options. He can provide resolution for the issue/send it back to DA for additional documents/forward it to State Coordinator for providing resolution. He can also raise a new in the same way as DA raises a issue and send it to SC for resolution.
- **State Coordinator(SC):** He receives Issues from DC and has three options. He can provide resolution for the issue/send it back to DC for additional documents/forward it to State Coordinator for providing resolution. He can forward the issue both to TCS/Department coordinator depending on the category of the issue.
- **Department Coordinator:** He receives Issues from SC and has three options. He can provide resolution for the issue/send it back to SC for additional documents/forward it to TCS for providing resolution.
- **TCS:** Any Technical resolution will be provided by TCS and sent back for closure.

User Guide

Common Login for all Functionaries

Step 1: Enter the following link in web Browser: <https://gramawardsachivalayam.ap.gov.in/>



Step 2: Click on Request Tracking tool form the Applications Dropdown

The screenshot shows the website gramawardsachivalayam.ap.gov.in/GSWS/Home/Main. The navigation bar includes 'Home', 'Navaratnalu', 'Applications', 'Dashboards', 'Newsletters And Press Clips', 'GOs And Circulars', and 'Learning Corner'. The 'Applications' dropdown menu is open, listing various services. The 'Request Tracking Tool' option is circled in red. Below the navigation bar, there are several announcements in Telugu. At the bottom, there is a circular graphic with various icons and a central portrait of a man. The URL <https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#> is visible at the bottom left.

గ్రామ-వార్డు సచివాలయము
ఆంధ్రప్రదేశ్ ప్రభుత్వం

Home Navaratnalu Applications Dashboards Newsletters And Press Clips GOs And Circulars Learning Corner Login

Cluster-Volunteer Mapping
EBC Nestam
Volunteer Recruitment
Human Resource Management
Request Tracking Tool
Know Your Volunteer
Know Your Details
Mandal/Municipal/JC Login
Application & Transaction Status
PMU Application
GOs Upload Screen
NAVASAKAM Grievance Search
Mobile Applications

Dear All, Non- Meeseva service charges been incorporated for the charges levied.
Dear all DA/WEDPS are requested to do the CSC services in
Dear all DA/WEDPS are requested to see CSC Services Train
Dear all DA/WEDPS are kindly requested to enter your SEC
Dear all DA/ WEDPS are kindly requested to enter the deta

Generation SOP are available in Employee Corner.
while the time of (Adding & Reverting) money to your wallet in D
unteer hardware in the Inventory Management Portal as early as

Click on below image for YSR Bhuma Services
Click on below image for CSC Services
Click on below image to add Inventory

VSWS

అమ్మఒడి
వీజీ రియంబర్స్ మెంట్
జలయజ్ఞం
మధ్య నియంత్రణ
అధికారి
సేవలు
సేవలు

శ్రీ కార్డు

<https://gramawardsachivalayam.ap.gov.in/GSWS/Home/Main#>

Step 3: Request Tracking Home Page will open, Enter Username and Password

gramawardsachivalayam.ap.gov.in/GSWSRSTS/UI/Login

Grama-Ward Sachivalayam

Sri.Y.S Jagan Mohan Reddy
Hon'ble Chief Minister Of Andhra Pradesh

Pending Requests Report

**Welcome to
Grama-Ward Sachivalayam**

GSWS RTS Login

Enter Username

Enter Password




Keep Me Logged In

[Forgot Password](#)

SUBMIT

Digital Assistant (DA) Login Page

After logging into DA page, DA can view the already raised requests, view and edit the request status or raise a new Issue.

**Grama-Ward Sachivalayam****Sri.Y.S Jagan Mohan Reddy**
Hon'ble Chief Minister Of Andhra Pradesh
Request Tracking System - Digital Assistant[View Issue](#) [New Issue](#) Secretariat : *Testing1* [LOGOUT](#)
Welcome: *Kiran(12345678-DA)*

View Issue

Issue ID	District	Department	Type of Service	Category
<input type="text"/>	-ALL- <input type="button" value="v"/>	-ALL- <input type="button" value="v"/>	-ALL- <input type="button" value="v"/>	-ALL- <input type="button" value="v"/>
From Date	To Date	Pending At	Status	<input type="button" value="SUBMIT"/>
30/11/2021 <input type="button" value="c"/>	15/12/2021 <input type="button" value="c"/>	-ALL- <input type="button" value="v"/>	-ALL- <input type="button" value="v"/>	

Request Details

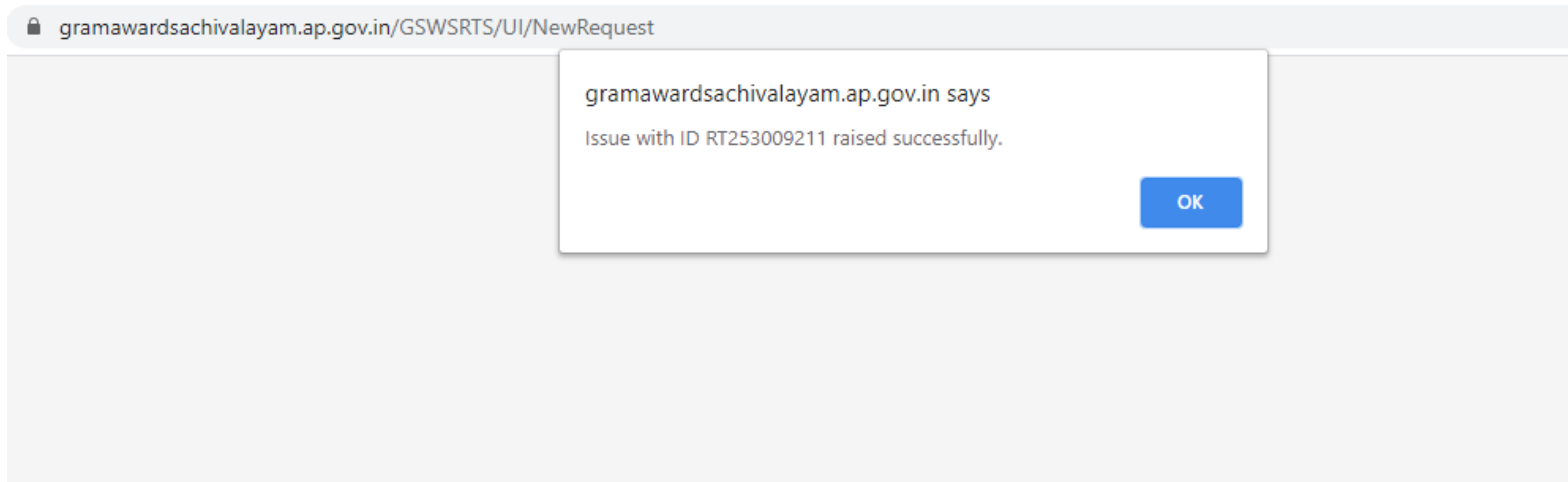
Request ID	District	Secretariat	Department	Type Of Service	Request Title	Status	Raised Date	Raised By	Pending At	Remarks	<input type="button" value="VIEW"/>	<input type="button" value="EDIT"/>
RT111012212	EAST GODAVARI	DANAIPETA1	Agriculture and Marketing	Ap seeds bank deposit form	paid amount but showing as failed	Referred Back	10-DEC-2021	12345678-DA	GSWS User	Please check and send the details		

Raising a New Issue : To raise a New Request, Click on New Issue and Fill the form with the required details and documents

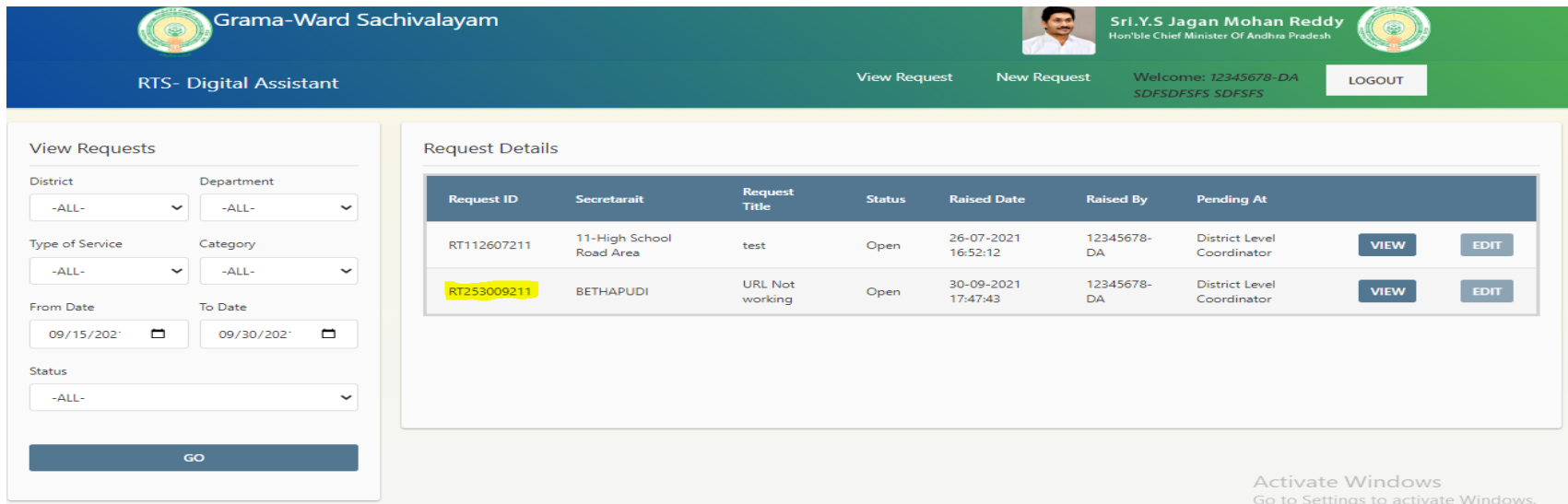
New Issue

Project	Issue Type
<input type="text" value="GSWS"/>	<input type="text" value="Issue"/>
Department *	Type of Service *
<input type="text" value="-Select-"/>	<input type="text" value="-Select-"/>
Category *	Raised Date *
<input type="text" value="-Select-"/>	<input type="text" value="dd/mm/yyyy"/>
Enter Secretariat code *	Secretariat Name
<input type="text" value="Search with Secretariat Code"/>	<input type="text"/>
SEARCH	
Issue Title *	
<input type="text"/>	
Issue Description *	
<input type="text"/>	
User ID	Issue Raised By *
<input type="text" value="12345678-DA"/>	<input type="text"/>
Contact Number *	Status
<input type="text"/>	<input type="text" value="-Select-"/>
Send to *	Attach File *
<input type="text" value="-Select-"/>	<input type="button" value="Choose File"/> No file chosen
RAISE REQUEST	

After Clicking on Raise Request, New Ticket will be raised With ID Number



All raised tickets will be displayed in Home Page



Click on View (In request Details in previous screen) to check the ticket Status. The screen will open this way.


The screenshot shows a 'Request Details' modal window with a blue header and a white body. The modal contains several rows of information, each with a label on the left and a value on the right. The fields are: Project (GSWS), Request Type (Issue), Department (Information Technology, Electronics and Communications), Type of Service (Meeseva-AADHAAR E-KYC), Category (Url redirection), Secretariat (BETHAPUDI), Request Title (URL Not working), Request Details (It is throwing 500 Error page response), Request Date (30-09-2021 17:47:43), Raised By (12345678-DA), Person to Contact (ABC), Contact No (9992233312), Status (Open), and Send To (District Level Coordinator). There is also an 'Attached File' field with the value 'IssueDoc_12345678-DA_21093017474309.pdf'. A 'CLOSE' button is located at the bottom right of the modal.

Request Details	
Project	GSWS
Request Type	Issue
Department	Information Technology, Electronics and Communications
Type of Service	Meeseva-AADHAAR E-KYC
Category	Url redirection
Secretariat	BETHAPUDI
Challana Details	
Request Title	URL Not working
Request Details	It is throwing 500 Error page response
Request Date	30-09-2021 17:47:43
Raised By	12345678-DA
Person to Contact	ABC
Contact No	9992233312
Status	Open
Send To	District Level Coordinator
Attached File	IssueDoc_12345678-DA_21093017474309.pdf


CLOSE

District Coordinator (DC) Login

DC can view the requests raised by DA as shown below in the Home page or raise a new issue from the Requests Tab



Grama-Ward Sachivalayam
Request Tracking Tool - District Coordinator



Sri.Y.S Jagan Mohan Reddy
Hon'ble Chief Minister Of Andhra Pradesh

HOME REQUESTS LOGOUT

Secretariat :
Welcome: *Nitya(510-RTS)*

View Issue

Issue ID:

District:

Department:

Type of Service:

Category:

From Date:

To Date:

Pending At:

Status:

Request Details

S.NO	Request ID	District	Secretariat	Department	Type Of Service	Request Title	Status	Raised Date	Raised By	Pending At	Remarks
1	RT411612212	GUNTUR	BETHAPUDI	GSWS Department	Data Related	Data sync	Open	16-DEC-2021	12345678-DA	District Level Coordinator	<input type="button" value="VIEW"/> <input type="button" value="EDIT"/>
					Meeseva-AMENDMENT						

Scenario 1: In case DC cannot resolve the issue and Forward it to State Coordinator Hit Edit and Select “ In Progress” in Status and provide Remarks and update the Request

Update Request

Request ID	Project	
RT180107211	GSWS	
Request Type	Department	
Issue	Consumer Affairs, Food and Civil Supplies	
Type of Service	Category	
Correction in Rice Card	Others	
Raised Date	Raised Date	Challana Details
01-07-2021 10:33:43	REDDYPALEM-10	
Request Title		
Change of gender and name correction in Rice card		
Request Description		
The applicant is requesting to do changes in rice card. The applicant having rice card number: 2821237540, her name has to be changed from perika rani to kondepogu rani as per aadhaa		
Request Raised By	Person to Contact	
21021206-WRS	9492088892	
Contact Number	Status	
9492088892	Referred Back	
Send to	Attached File Download	
GSWS User		
Remarks		
Issue forwarded to User level		

UPDATE REQUEST

Scenario 2: In case DC wants further documents and wants to send it back to DA, Hit Edit and Select “ Referred Back” in Status and provide Remarks and update the Request

Update Request

Request ID	Project	
<input type="text" value="RT180107211"/>	<input type="text" value="GSWS"/>	
Request Type	Department	
<input type="text" value="Issue"/>	<input type="text" value="Consumer Affairs, Food and Civil Supplies"/>	
Type of Service	Category	
<input type="text" value="Correction in Rice Card"/>	<input type="text" value="Others"/>	
Raised Date	Raised Date	Challana Details
<input type="text" value="01-07-2021 10:33:43"/>	<input type="text" value="REDDYPALEM-10"/>	<input type="text"/>
Request Title	<input type="text" value="Change of gender and name correction in Rice card"/>	
Request Description	<input type="text" value="The applicant is requesting to do changes in rice card. The applicant having rice card number: 2821237540, her name has to be changed from perika rani to kondepogu rani as per aadhaa"/>	
Request Raised By	Person to Contact	
<input type="text" value="21021206-WRS"/>	<input type="text" value="9492088892"/>	
Contact Number	Status	
<input type="text" value="9492088892"/>	<input type="text" value="Referred Back"/>	
Send to	Attached File Download	
<input type="text" value="GSWS User"/>		
Remarks	<input type="text" value="Issue Closed"/>	

UPDATE REQUEST

Activate Windows

Scenario 3: In case DC can resolve the issue, Hit Edit and Select “Resolved” in Status and provide Remarks and update the Request

Update Request

Request ID	Project	
<input type="text" value="RT180107211"/>	<input type="text" value="GSWS"/>	
Request Type	Department	
<input type="text" value="Issue"/>	<input type="text" value="Consumer Affairs, Food and Civil Supplies"/>	
Type of Service	Category	
<input type="text" value="Correction in Rice Card"/>	<input type="text" value="Others"/>	
Raised Date	Raised Date	Challana Details
<input type="text" value="01-07-2021 10:33:43"/>	<input type="text" value="REDDYPALEM-10"/>	<input type="text"/>
Request Title		
<input type="text" value="Change of gender and name correction in Rice card"/>		
Request Description		
<input type="text" value="The applicant is requesting to do changes in rice card. The applicant having rice card number: 2821237540, her name has to be changed from perika rani to kondepogu rani as per aadhaa"/>		
Request Raised By	Person to Contact	
<input type="text" value="21021206-WRS"/>	<input type="text" value="9492088892"/>	
Contact Number	Status	
<input type="text" value="9492088892"/>	<input type="text" value="Closed"/>	
Send to	Attached File Download	
<input type="text" value="GSWS User"/>		
Remarks		
<input type="text" value="Issue Resolved"/>		

UPDATE REQUEST

Amit Kumar 14/07/2021

State Coordinator Login

SC can view the requests raised by DC as shown below in the Home page or raise a new issue from the Requests Tab

The screenshot shows the web application interface for the State Coordinator. The header includes the Grama-Ward Sachivalayam logo and name, the user's name (Sri.Y.S Jagan Mohan Reddy), and the role (Hon'ble Chief Minister Of Andhra Pradesh). The user is logged in as AP-APRTS K VIJAY KUMAR. The main content area is divided into two sections: 'View Requests' and 'Request Details'.

View Requests

District: -ALL- Department: -ALL-
Type of Service: -ALL- Category: -ALL-
From Date: 09/15/2021 To Date: 09/30/2021
Status: InProgress
GO

Request Details

Request ID	Secretariat	Request Title	Status	Raised Date	Raised By	Pending At	VIEW	EDIT
RT333006211	DURGASAMUDRAM	biometric authentication not succesful	InProgress	30-06-2021 07:50:12	11090031-DA	State Level Coordinator	VIEW	EDIT
RT310207213	MADHURANAGAR-01	Provide New Pension Application Entry in Ward Welfare and Development Secretary's Login	InProgress	02-07-2021 19:44:52	21012010-WEDS	State Level Coordinator	VIEW	EDIT
RT310607211		Please provide New Pension Application Entry in Ward Welfare and Development Secretary's Login	InProgress	06-07-2021 17:26:09	21012020-WEDS	State Level Coordinator	VIEW	EDIT
RT310207214	PATNOOLSTREET-01	Please enable new pension application in ward welfare and development secretary	InProgress	02-07-2021 20:50:47	21012073-WEDS	State Level Coordinator	VIEW	EDIT
RT310307211	MRPALLI-02	Enabling new pension application in WWDS login vis-a-vis line department to concerned	InProgress	03-07-2021 10:57:50	21012041-WEDS	State Level Coordinator	VIEW	EDIT

Scenario 1: In case SC cannot resolve the issue and want to Forward it to Department Coordinator, Hit Edit and Select “ In Progress” in Status and provide Remarks and update the Request

Update Request

Request ID	Project	
<input type="text" value="RT333006211"/>	<input type="text" value="GSWS"/>	
Request Type	Department	
<input type="text" value="Issue"/>	<input type="text" value="Revenue"/>	
Type of Service	Category	
<input type="text" value="Meeseva-PATTADHAAR MOBILE NO SEEDING IN LAND RECORDS"/>	<input type="text" value="Others"/>	
Raised Date	Raised Date	Challana Details
<input type="text" value="30-06-2021 07:50:12"/>	<input type="text" value="DURGASAMUDRAM"/>	<input type="text"/>
Request Title	<input type="text" value="biometric authentication not succsesful"/>	
Request Description	<input type="text" value="biometric authentication not succsesful"/>	
Request Raised By	Person to Contact	
<input type="text" value="11090031-DA"/>	<input type="text" value="digital asst"/>	
Contact Number	Status	
<input type="text" value="9703111084"/>	<input type="text" value="InProgress"/>	
Send to	Attached File Download	
<input type="text" value="Department Coordinator"/>		
Remarks	<input type="text"/>	

[UPDATE REQUEST](#)

Activate

Scenario 2: In case DC wants further documents and wants to send it back , Hit Edit and Select “ Referred Back” in Status and provide Remarks and update the Request

Contact Number: 9703111084

Status: Referred Back

Send to: District Coordinator

Attached File [Download](#)

Remarks:

[UPDATE REQUEST](#)

Activate Windows
Go to Settings to activate

Scenario 3: In case DC can resolve the issue, Hit Edit and Select “Resolved” in Status and provide Remarks and update the Request

Contact Number: 9703111084

Status: Closed

Send to: State Coordinator

Attached File [Download](#)

Remarks: Issue Resolved

[UPDATE REQUEST](#)

Activate Windows
Go to Settings to activate

Department Coordinator Login

Department Coordinator can view the requests raised by SC as shown below in the Home page or raise a new issue from the Requests Tab

The screenshot shows the web application interface for the Department Coordinator. The header includes the Grama-Ward Sachivalayam logo, the name of the Hon'ble Chief Minister of Andhra Pradesh, and navigation links for 'View Request', 'New Request', and 'LOGOUT'. The user is logged in as 'RTS- Department Coordinator'.

The 'View Requests' section on the left allows filtering requests by District, Department, Type of Service, Category, From Date, To Date, and Status. A 'GO' button is provided to execute the search.

The 'Request Details' section on the right displays a table of requests with columns for Request ID, Secretariat, Request Title, Status, Raised Date, Raised By, and Pending At. Each row includes 'VIEW' and 'EDIT' buttons.

Request ID	Secretariat	Request Title	Status	Raised Date	Raised By	Pending At	VIEW	EDIT
RT112906211	RAJAGOPALAPURAM	URL Issue	Open	29-06-2021 12:37:15	21153003-WEDS	District Level Coordinator	VIEW	EDIT
RT112007211	KAMARAJUGADDANORTH	in gsws top 10 services yrs rythu bharosa request is not working	Open	20-07-2021 14:47:02	10790092-DA	District Level Coordinator	VIEW	EDIT
RT112207211	KOLIMIGUNDLA1	Leave letter	Open	22-07-2021 19:16:49	11390141-MPEO	District Level Coordinator	VIEW	EDIT
RT112607211	11-High School Road Area	test	Open	26-07-2021 16:52:12	12345678-DA	District Level Coordinator	VIEW	EDIT

Scenario 1: In case Department Coordinator cannot resolve the issue and want to Forward it to TCS, Hit Edit and Select “ In Progress” in Status and provide Remarks and update the Request

Request Raised By: 502-RTS

Person to Contact: Praneeth

Contact Number: 999999999

Status: InProgress

Send to: TCS

Remarks:

[Attached File Download](#)

[UPDATE REQUEST](#)

Activate Windows
Go to Settings to activate Windows.

Scenario 2: In case Department Coordinator wants further documents or information and wants to send it back , Hit Edit and Select “ Referred Back” in Status and provide Remarks and update the Request

Request Raised By: 502-RTS

Person to Contact: Praneeth

Contact Number: 999999999

Status: Referred Back

Send to: State Coordinator

Remarks:

[Attached File Download](#)

[UPDATE REQUEST](#)

Activate Windows
Go to Settings to activate Windows.




Scenario 3: In case Department Coordinator can resolve the issue, Hit Edit and Select “Resolved” in Status and provide Remarks and update the Request

Request Raised By	Person to Contact
502-RTS	Praneeth
Contact Number	Status
9999999999	Closed
Send to	Attached File Download
Department Coordinator	
Remarks	
Issue Resolved	
UPDATE REQUEST	

Activate Windows
Go to Settings to activate Windows.

TCS Login

Any Issues raised from Department Coordinator or State Coordinator will be resolved by TCS and sent back. In case further information is required, the Issue will be referred back by TCS.

Grama-Ward SachivalayamSri.Y.S Jagan Mohan Reddy
Hon'ble Chief Minister Of Andhra PradeshRTS- TCSView RequestNew RequestWelcome: 1298712-TCSsrikanthLOGOUT

View Requests

District:

Department:

Type of Service:

Category:

From Date:

To Date:

Status:

Request Details

Request ID	Secretarait	Request Title	Status	Raised Date	Raised By	Pending At		
RT111309211	VONI	URL redirection not working	Closed	13-09-2021 12:55:19	502-RTS	TCS	<input type="button" value="VIEW"/>	<input type="button" value="EDIT"/>
RT111309212	VONI	Request to resolve the issue in the application	Referred Back	13-09-2021 13:07:11	502-RTS	Department Level Coordinator	<input type="button" value="VIEW"/>	<input type="button" value="EDIT"/>
RT412309211	DOPPALAPUDI	request to reset the password	Open	23-09-2021 13:58:48	506-RTS1	State Level Coordinator	<input type="button" value="VIEW"/>	<input type="button" value="EDIT"/>
RT412309212	VENGALREDDYNAGAR	NAVASAKAM PASSWORD ISSUE	Open	23-09-2021 15:41:10	21027014-WEDS	District Level Coordinator	<input type="button" value="VIEW"/>	<input type="button" value="EDIT"/>