USER MANUAL
FOR
YSR CHEYUTHA
2022-2023

GOVERNMENTOFANDHRAPRADESH
GVWV&VSWSDEPARTMENT
AutoNagar, Vijayawada
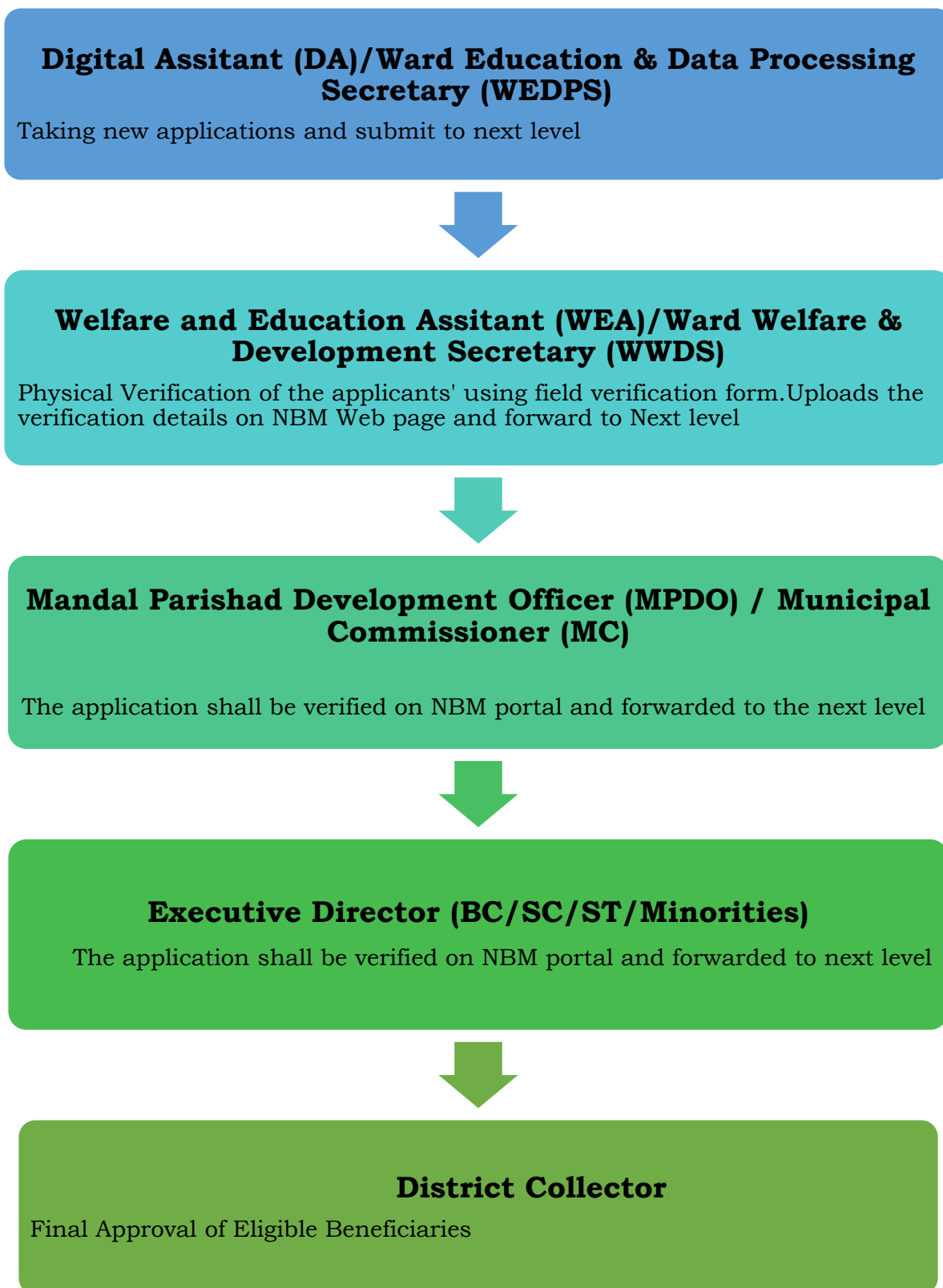
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Introduction:

Please Note the following points:

- The Cheyutha Scheme aims on Providing financial assistance of Rs.75,000/-per member to the women of BC, SC, ST & Minority communities who are in the age group of 45 to 60 years (except the women beneficiaries already covered under YSR Pension kanuka – old age pensions, Kapu Nestham and EBC Nestham).
- The beneficiary should born between 13.08.1962 to 12.08.1977.
- Previous year eligible beneficiaries are not required to apply again, those applications shall be validated and eligible beneficiaries list will pushed to EKYC in BOP App, Ineligible beneficiaries can raise the grievances
- If any previous year beneficiary name not found in social audit list (Provisional Eligible / Reverification list) they needs to file fresh application.
- The WEA/WWDS has to check all the previous beneficiaries social audit list and if any ineligible person found in the list they should use **hold option in NBM** and should be kept on hold.
- The following are the relevant timelines for rolling out YSR Cheyutha Scheme

S No	Task	Timeline
1	Starting of new Applications	22-08-2022
2	Starting of eKYC for Old beneficiaries	22-08-2022
3	Release of Provisional Eligible and Re-verification List for Old beneficiaries	26-08-2022
4	New Applications Closing date	05-09-2022
5	Last date for Verification of new applications by the WEA/WWDS, MPDOs/MCs & Eds of Corporations	08-09-2022

- Application form is enabled in NBM portal for new beneficiaries, and it will be open till 05-09-2022(User manual attached)

- eKYC for old beneficiaries shall be taken on BOP app (User Manual attached at the end)
- The Aadhaar update history document must be generated by the DA/WEDS for the applicant prior to making Application on the NBM portal.
- Aadhaar history update document can be downloaded from the UIDAI website https://resident.uidai.gov.in/aadhaar-updatehistory. Upon entering the Applicant UID, and entering the OTP received on Aadhaar linked mobile phone, the update history can be viewed and downloaded.
- Only the document that is downloaded by the DA/WEDs should be uploaded after verification and do not accept any document from the applicant.
- The WEA/WWDS must compulsorily visit the beneficiary household and shall upload the verification photo of WEA/WWDS along with beneficiary.
- All the Payments will be credited to the Aadhar linked Bank account of the beneficiary, the Beneficiary has to link his bank account with Aadhar number and the Bank account / NPCI mapping should be active

Workflow

Digital Assitant (DA)/Ward Education & Data Processing Secretary (WEDPS)

Taking new applications and submit to next level

↓

Welfare and Education Assitant (WEA)/Ward Welfare & Development Secretary (WWDS)

Physical Verification of the applicants' using field verification form.Uploads the verification details on NBM Web page and forward to Next level

↓

Mandal Parishad Development Officer (MPDO) / Municipal Commissioner (MC)

The application shall be verified on NBM portal and forwarded to the next level

↓

Executive Director (BC/SC/ST/Minorities)

The application shall be verified on NBM portal and forwarded to next level

↓

District Collector

Final Approval of Eligible Beneficiaries

Part I: Web Application

Login Page: NBM portal Login for DA/WEDS

Please click on the URL **https://gsws-nbm.ap.gov.in/NBM/#!/Login** to login into the NBM Portal. The following screen is displayed.
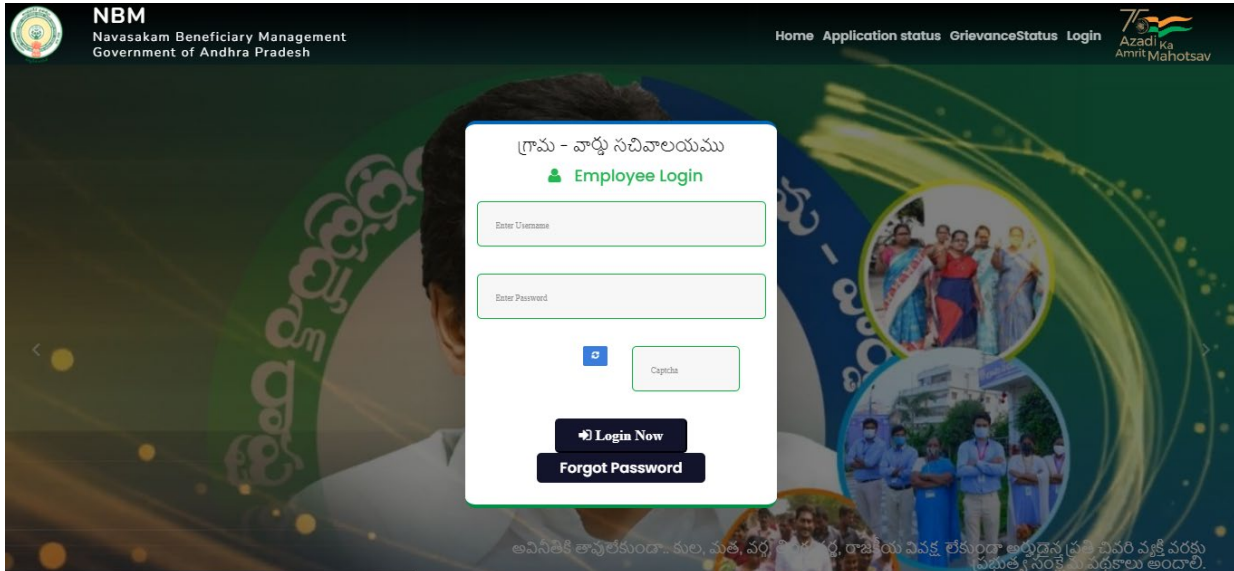

Enter the credentials to login to the NBM portal. The DA/WEDS can use the username (combination of secretariat code and designation).

- 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 password will be same as used for https://gramawardsachivalayam.ap.gov.in/
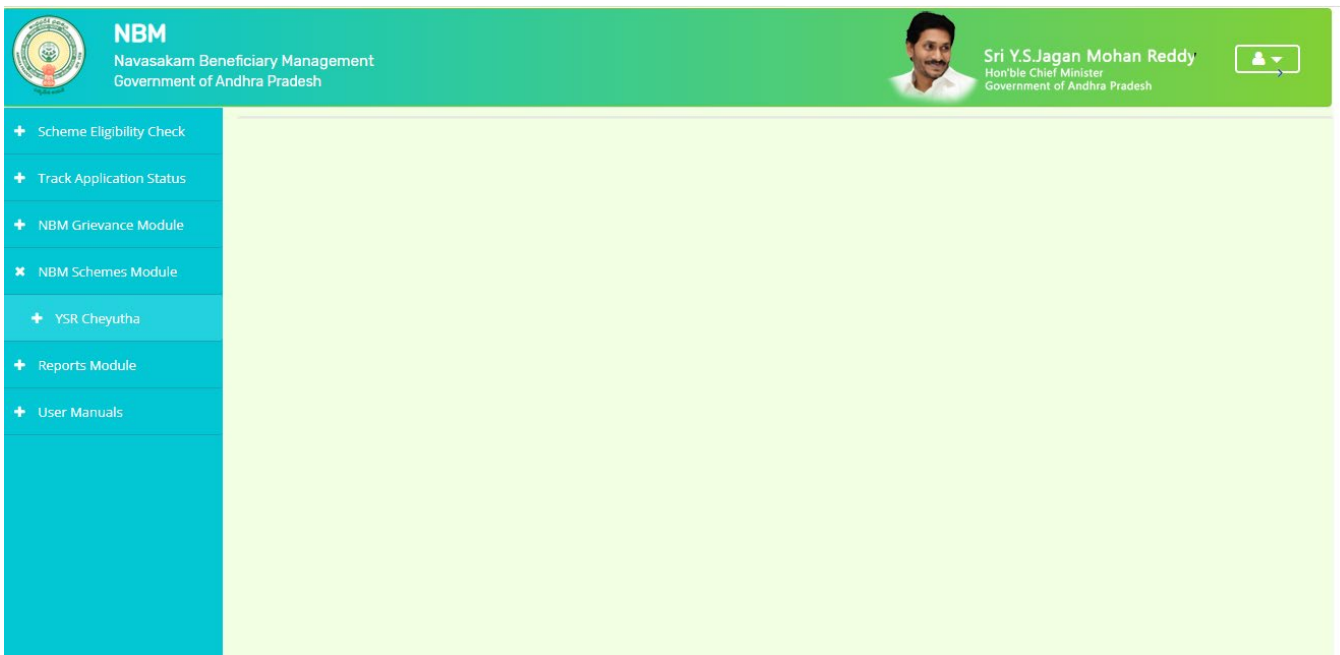
After logging in to the NBM portal, the left side menu bar displays the following options as shown in picture.

- Scheme Eligibility Check
- Track Application status
- NBM Grievance Module
- NBM Schemes Module
- Reports Module
- User Manuals
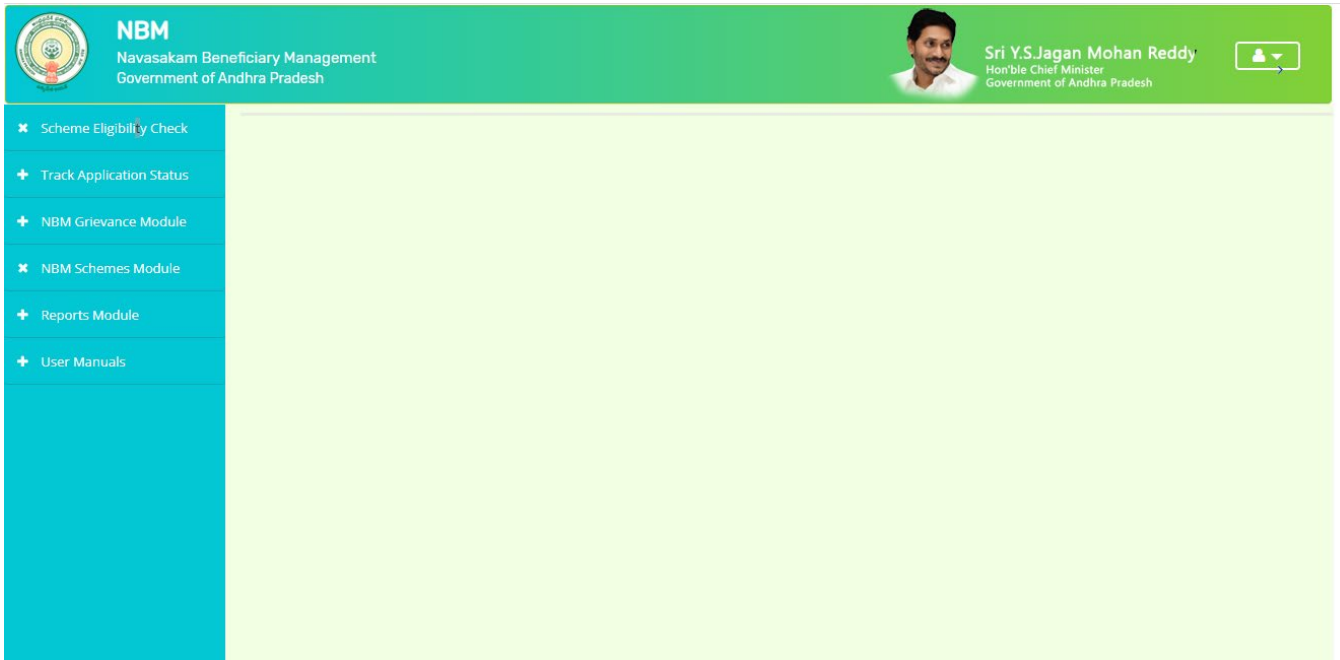
1. Applying for YSR Cheyutha 2022

After the DA/WEDs logs in to their respective login, the following screen is displayed

To apply for YSR Cheyutha Scheme follow as mentioned below.
Select the "NBM Scheme Module" and click on "YSR Cheyutha" from the left side bar. The following tabs will be displayed as shown in picture above.

- YSR Cheyutha
  - New Application Form

Click on the "New Application Form" in the left side bar then the application form is opened. Enter the Aadhaar Number in the Aadhaar text box and click on the prefill button and the

data which is available will be prefilled and the other data should be entered. All the mandatory fields marked with asterisk should be filled before proceeding further.

Click on the "Continue" button to proceed further.

Further the beneficiary bank details need to be entered as shown in the following picture.

The DA/WEDs should download the aadhaar update history by themselves personally and upload the same in the aadhaar update history under proof document. Based on the applicant's Aadhaar Update History downloaded from UIDAI website, under the Aadhaar Update History section, select the number of times the date of birth in Aadhaar has been updated.

If there is no modification in age in aadhar then select 0 times updated and **enter the enrolment date of Aadhar (the date on which aadhar applied), date of Birth and upload the Aadhar Update history document** downloaded from UIDAI website. (in case of zero update also aadhar update history document shall be downloaded).

If there is a modification in age **once or more than once then enter the "Previous date of**

birth", "Changed date of birth" and "Date of update" and upload the update aadhar update history document
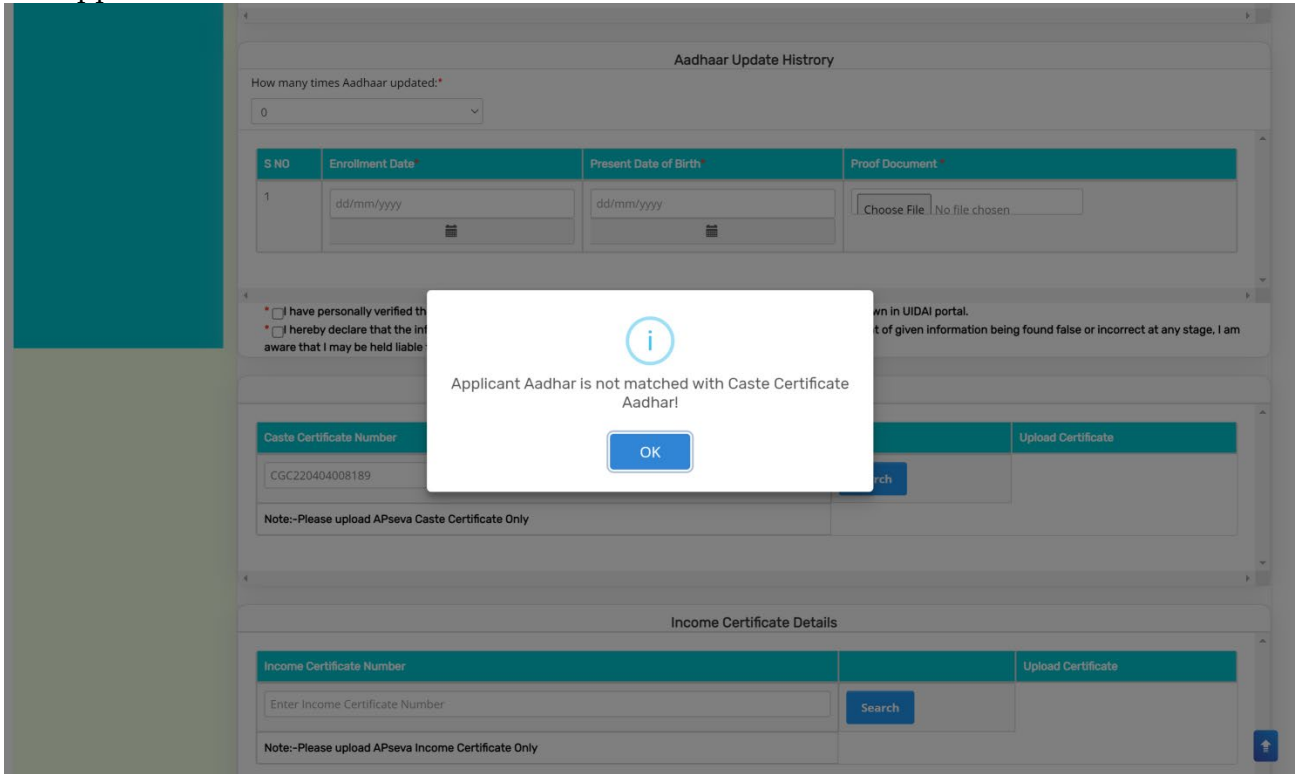

After uploading the Aadhar update history document check the two mandatory consent boxes.

Then, enter the Caste certificate Number and click "search". If Caste certificate does not match

the applicant Aadhaar then the screen is as below

After entering the caste certificate number, click on search. If the Caste certificate number and the applicant Aadhar is matched, the upload document option is enabled. The Caste certificate details of the Applicant are fetched. Upload relevant APSeva certified caste certificate.
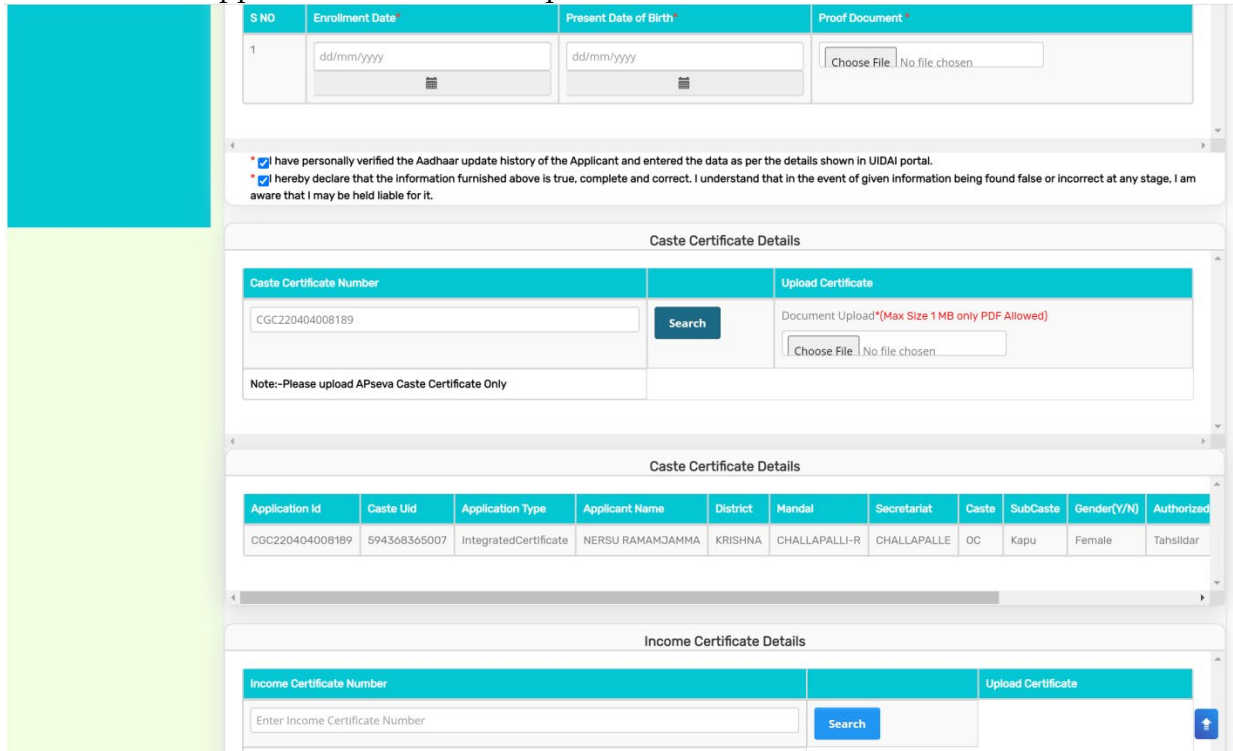
Now, enter income certificate number and click "search". If the Aadhaar and the Income certificate do not match, then "Applicant Aadhar is not matched with Income Certificate Aadhar" then it is shown as below.
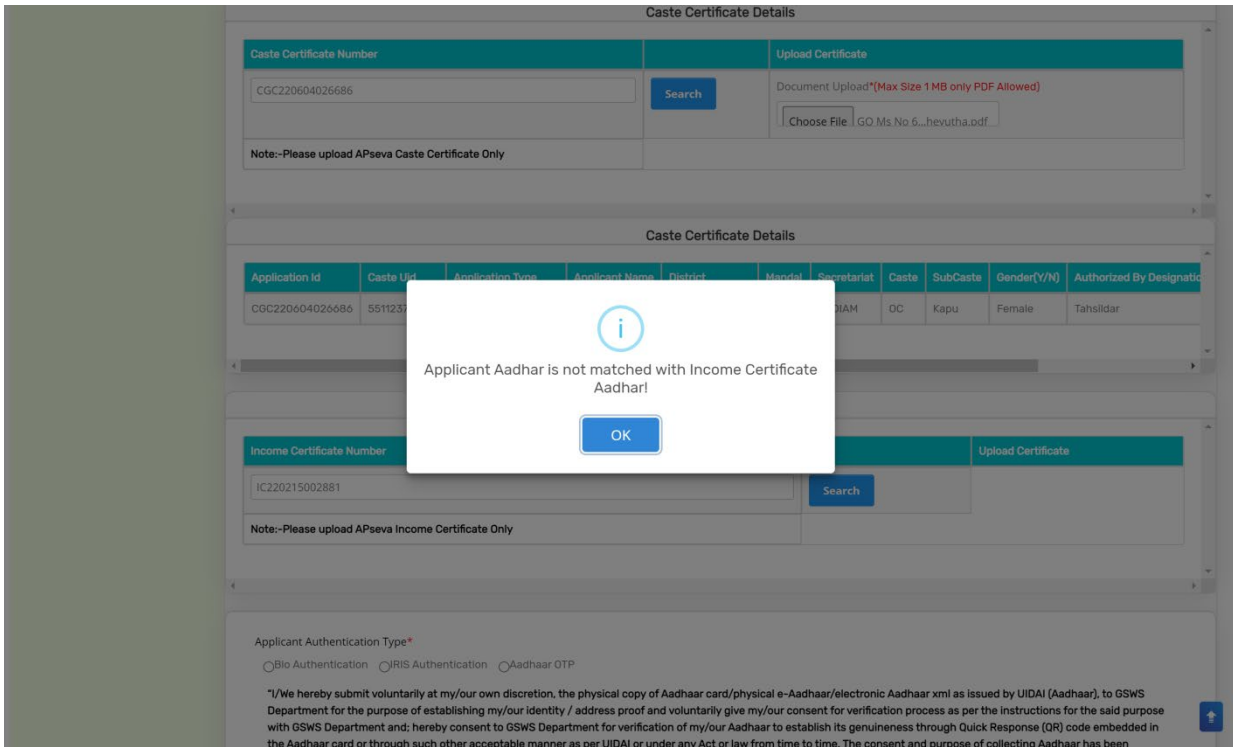
If the Applicant Aadhaar and income certificate is matched, the applicant's income data is shown. Then upload the relevant APseva income certificate.
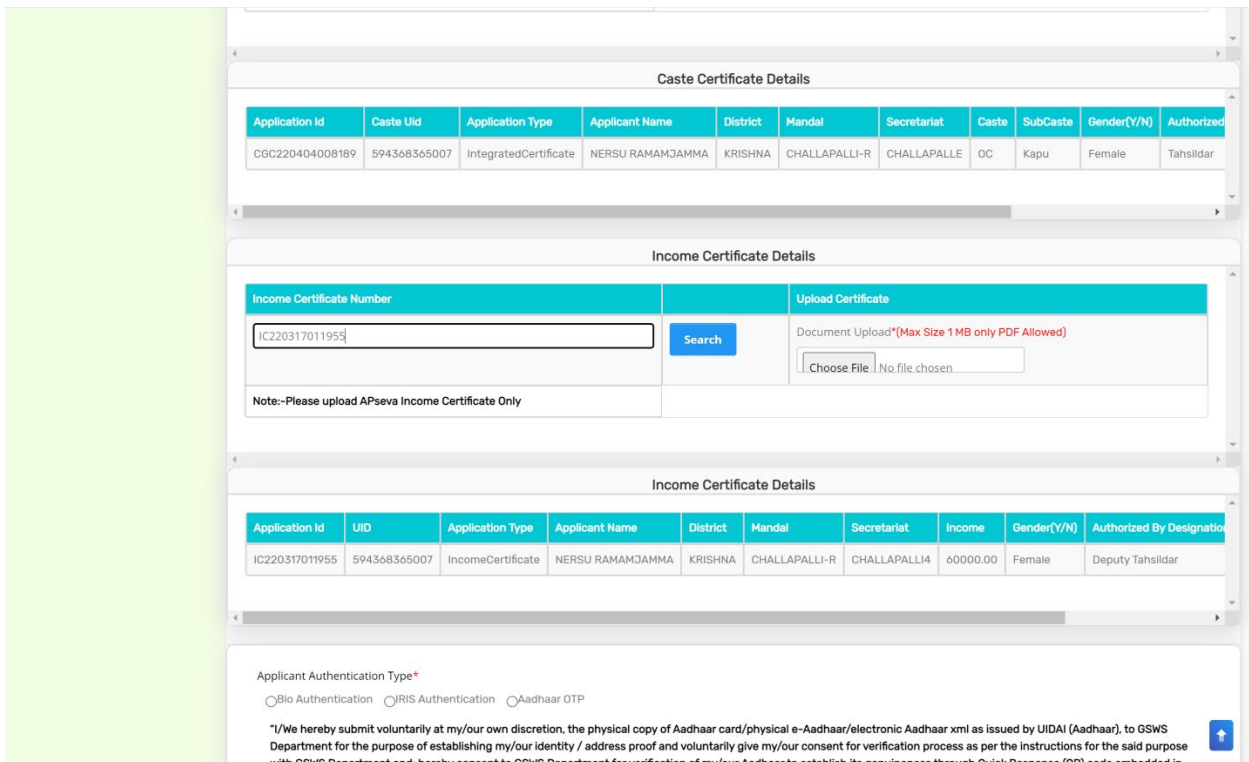
After the details are filled and documents uploaded, select anyone of the authentication modes and click on "Capture Biometric" button for eKYC authentication.

Once OTP / biometric is captured, the system asks "Are you sure to Authenticate" as shown below.

After Successful authentication, the following message will pop-up
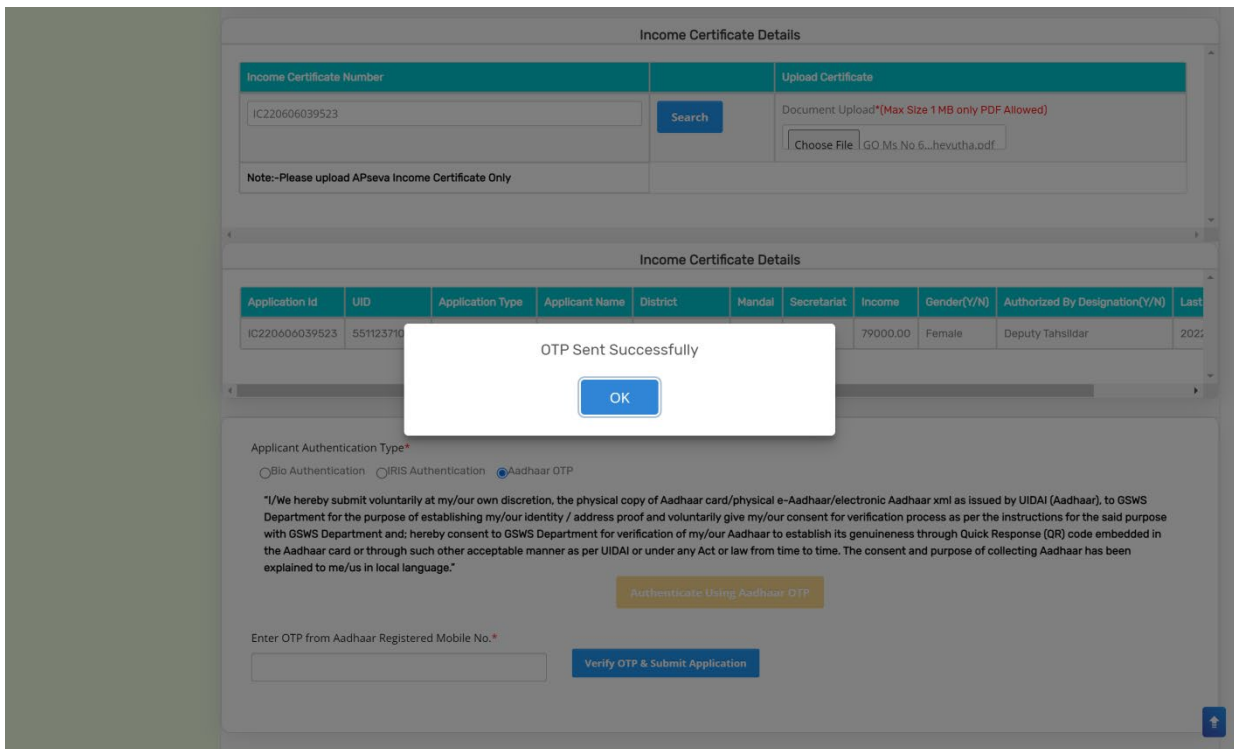
Enter the OTP and click on the "Verify OTP and Submit Application" button to complete the application process.
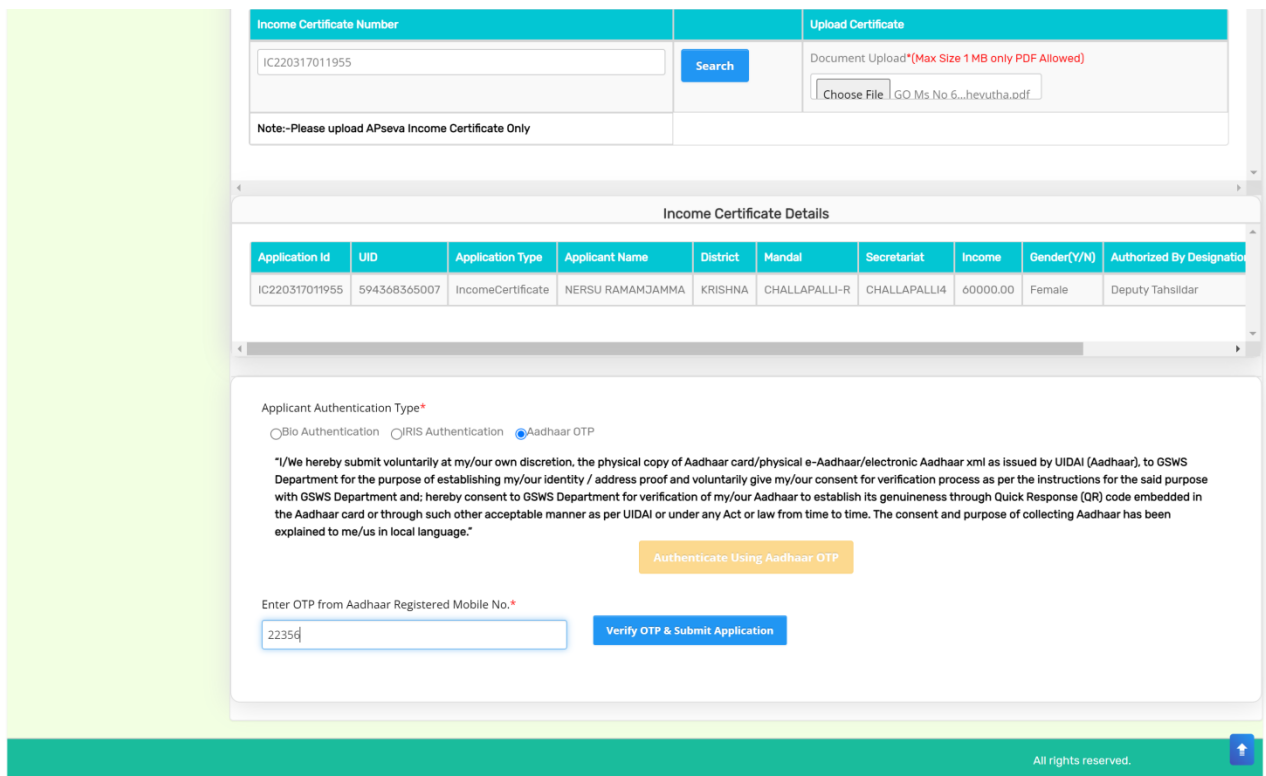
After successful completion of the following screen is displayed. Acknowledgment will pop-up as shown below and beneficiary will receive a SMS on registered mobile.
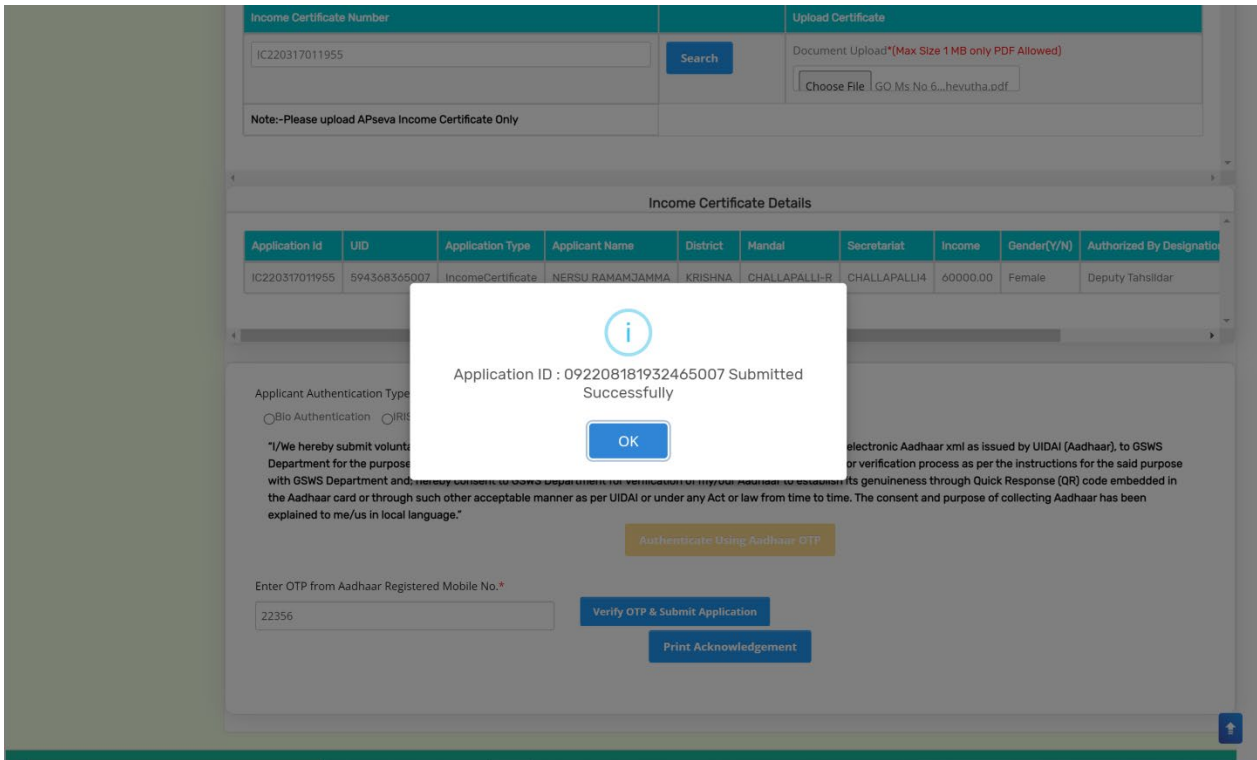
Click on "Print acknowledgement".
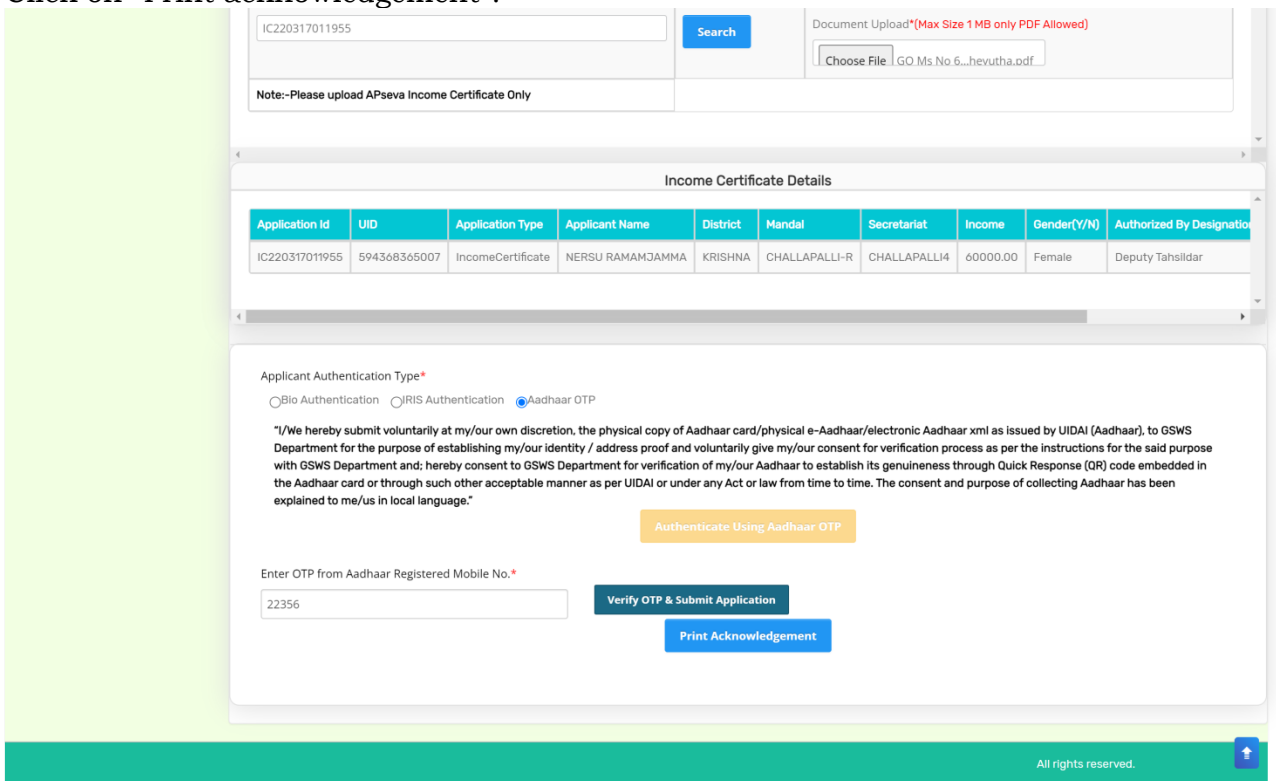
The following Acknowledgement is generated
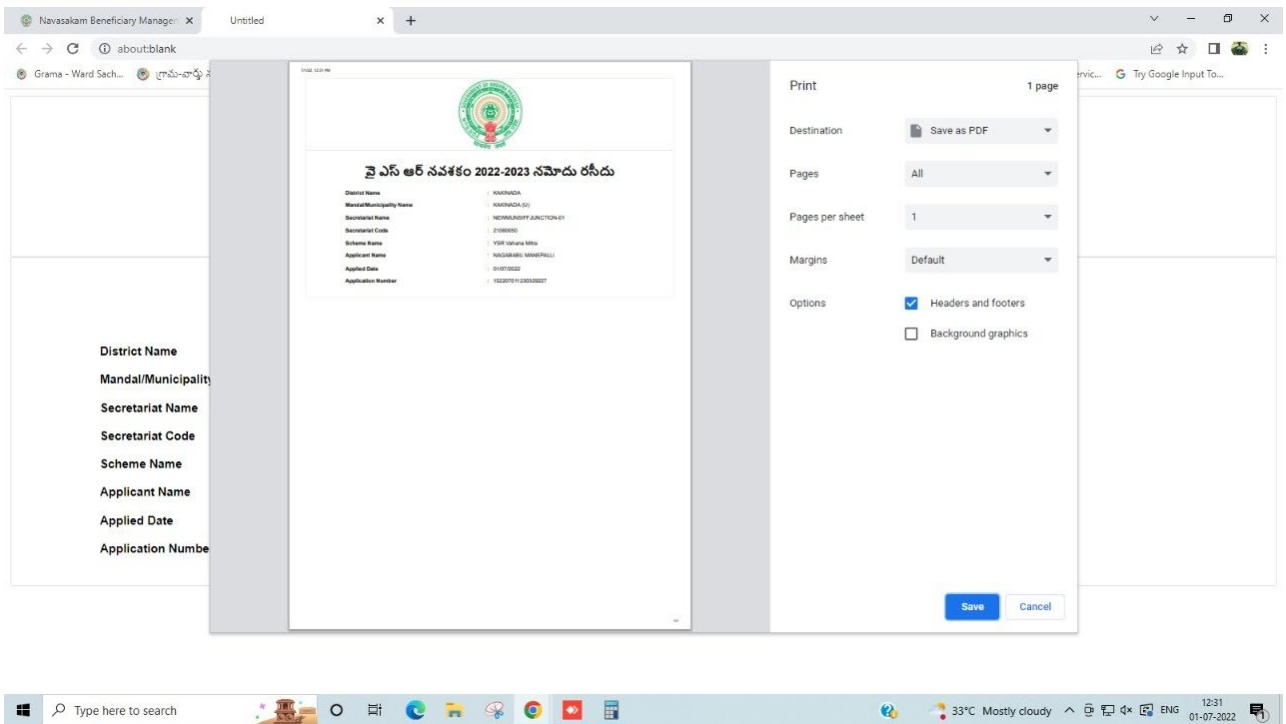
2. Verification of the Application:

2.1 Verification by WEA/WWDS

Login Page: NBM portal Login for WEA/WWDS

Please click on the URL **https://gsws-nbm.ap.gov.in/NBM/#!/Login** to login into the NBM Portal. Enter the credentials to login to the NBM portal.

The WEA/WWDS can use the username (combination of secretariat code and designation). After login to the NBM portal by WEA/WWDS, click on NBM Schemes Module, YSR Cheyutha button along with other schemes will be displayed. Click on **"YSR** Cheyutha" the following will be displayed

- Verification button
- Download field verification form

as seen below.
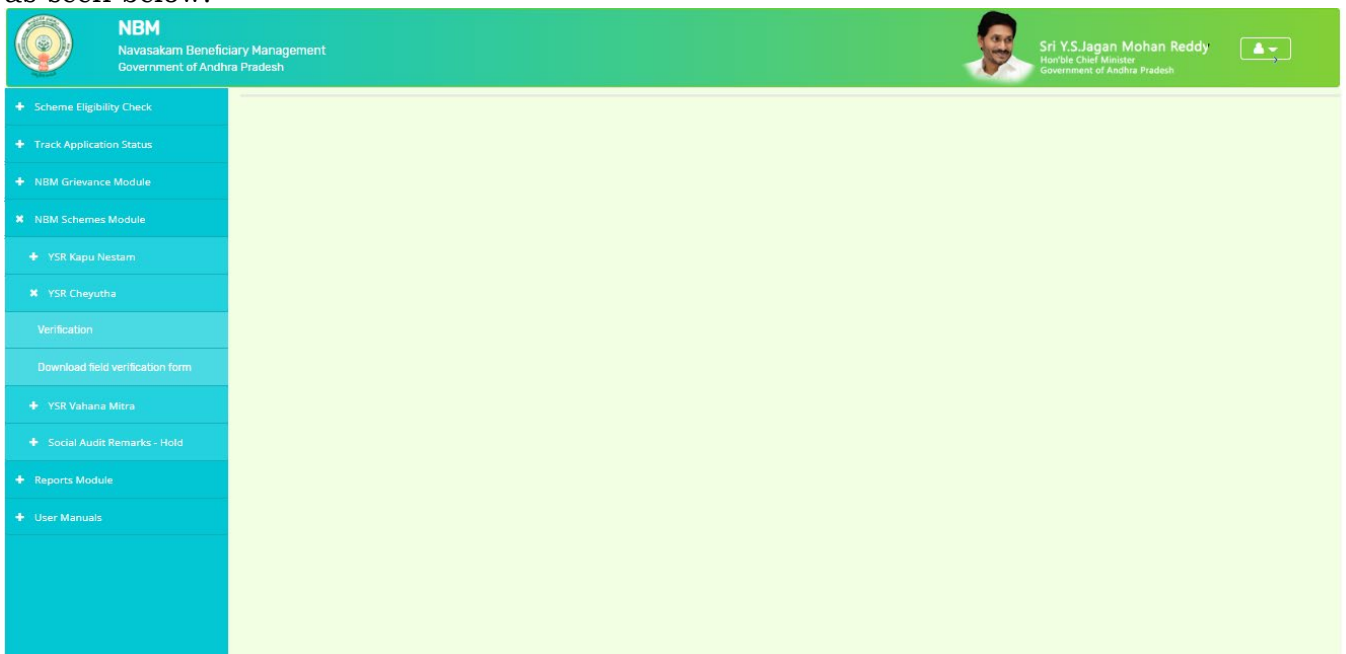
The WEA/WWDS shall Click on download field verification form which looks as follows:

 గ్రామ - వార్డు సచివాలయము
ఆంధ్రప్రదేశ్ ప్రభుత్వం

YSR CHEYUTHA 2022-23 WEA/WWDS FIELD VERIFICATION FORM

Secretariat Details

Secretariat Name		Volunteer Name	
Secretariat Code		Cluster ID	

Applicant Basic Details

Applicant ID			Aadhaar No	
Applicant Name			Spouse Name	
Date of Birth		Gender		Mobile No	

Caste Details

AP SEVA Caste Certificate No		Caste		Sub-Caste	

S. No	Category	As per System Validation	As Per Field Verification
1	Family Income for a month	Rs. per month	Rs. Per month
2	Dry Land holding of family	Acres	Acres
3	Wet Land holding of Family	Acres	Acres
4	Four-wheeler in Family	Yes/No ::	Yes/No ::
5	Any person in the Family working in Central Govt/State Govt/PSU/Private etc with income more than Rs. 12000/-	Yes/No :: If Yes Name of the Organization ::	Yes/No :: If Yes Name of the Organization ::
6	Electricity consumption	Units	Units
7	Property in Municipal/Plinth area	In S q Ft	In S q Ft
8	Income Tax payee in family	Yes/No ::	Yes/No ::
9	Any Other Person in the family availed EBC Nestham/Kapu Nestham	Yes/No :: If Yes Aadhaar number ::	Yes/No :: If Yes Aadhaar number ::

Field Verification Details

Name of the WEA/WWDS		Employee ID	
Time & Date of Inspection		Is applicant modified Age in Aadhaar	Yes/No
Verification status		Recommended/Not Recommended	
Remarks			

I Solemnly state that the above -mentioned particulars are true to the best of my knowledge and belief and that it conceals nothing and that no part of it is false. In case if found in future that the declaration given above is false, I am liable for prosecution.

Signature of the Applicant   Signature of the WEA/WWDS

The WEA/WWDS should take the form and visit the concerned **applicants' house hold personally for verification** and fill the form. Also, the WEA/WWDS shall take a **photo of the verification process along with applicant**. (Please ensure that time stamp, latitude and longitude are present on the photo). The WEA/WWDS has to upload the Field verification form and field verification photo (both in PDF format) in his login. The photo may be taken in the **note cam app** to capture all the mentioned above details.

Click on "Verification" button to open the scheme applications dash board as follows:

"Verify" button is present against each application as shown above. Once the verify button is clicked upon the following screens are seen.

PERMANENT DNO.	123456
PERMANENT DISTRICT	WEST GODAVARI
PERMANENT MANDAL	PENUMANTRA
PERMANENT SECRETARIAT	MAMUDURU
PERMANENT PINCODE	123456
CURRENT DNO	123
CURRENT DISTRICT	WEST GODAVARI
CURRENT MANDAL	PENUMANTRA
CURRENT SECRETARIAT	MAMUDURU
CURRENT PINCODE	123456

Family Details

Name of the Citizen	Gender	Date Of Birth	Caste	Mobile Number	Wet Land(Acres)	Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee(Y/N)	Income
BOKKA PURNACHANDRARAO	MALE	01-Jan-1954	BC	9010148597	0	0	0	0	0	0
BOKKA KONDAMMA	FEMALE	01-Jan-1961	BC	9010148597	0	0	0	0	0	0

Aadhar Update History

Type Of Update	Previous Date Of Birth	Changed Date Of Birth	Date Of Update
Age	01-08-2022	02-08-2022	03-08-2022
Age	04-08-2022	05-08-2022	06-08-2022

Cast Certificate Details

Application Id	Application Type	Applicant Name	District	Mandal	Secretariat	Caste	SubCaste	Gender(Y/N)	Authorized By Designation(Y/N)	Last Modi
CGC220315037259	IntegratedCertificate	GUDISE GANGA BHAVANI	EAST GODAVARI	KADIAM-R	VEMAGIRI	BC-B	Kapu	Female	Tahsildar	2022-03-

Income Certificate Details

Application Id	Application Type	Applicant Name	District	Mandal	Secretariat	Income	Gender(Y/N)	Authorized By Designation(Y/N)	Last Modified
IC220315037417	IncomeCertificate	GUDISE GANGA BHAVANI	EAST GODAVARI	KADIAM-R	VEMAGIRI1	72000.00	Female	Deputy Tahsildar	2022-03-15 16:42:12

Check List

Recommendation*	○ Yes ○ No
Upload Field Verification Report Of WEA/WWDS*	Choose File No file chosen
Upload Photo Of Field Verification By WEA/WWDS (PDF Only)*	Choose File No file chosen

Forward

WEA/WWDS has to check the all certificates (Integrated, Income and Aadhar update history) in certificate view before approving/rejecting the application.

Based on the verification of the details, click on yes/no in the recommend section as shown above. Also upload the relevant document and then click on "Forward" button to complete the process. Then the application will be forwarded to MPDO/MC as shown below
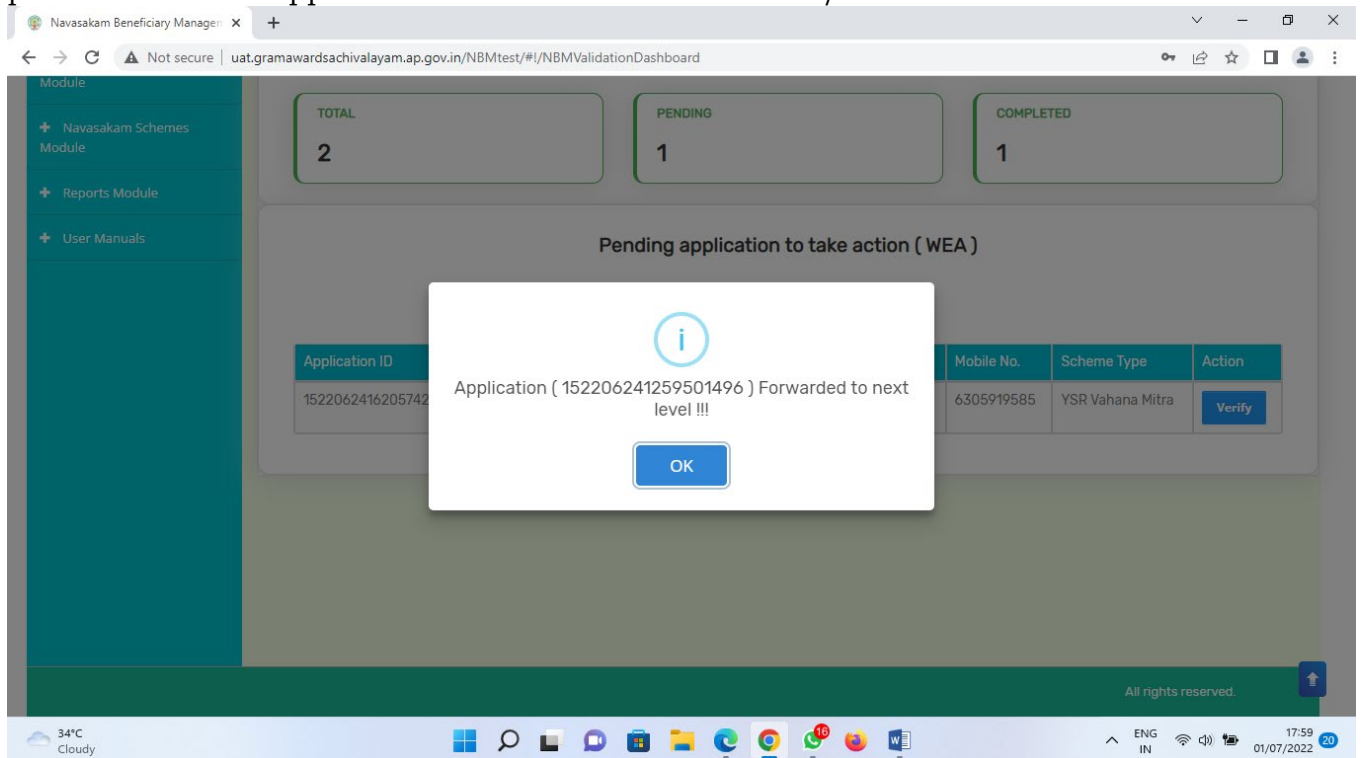
2.2 Verification by MPDO/MC

Login Page: NBM portal Login for MPDO/MC

Please click on the URL **https://gsws-nbm.ap.gov.in/NBM/#!/Login** to login into the NBM Portal. Enter the credentials to login to the NBM portal.
The MPDO/MC can use the username (combination of secretariat code and designation).
After login to the NBM portal by MPDO/MC, click on NBM Schemes Module, YSR Cheyutha button along with other schemes will be displayed. Click on **"YSR** Cheyutha" the following will be displayed
• Verification button
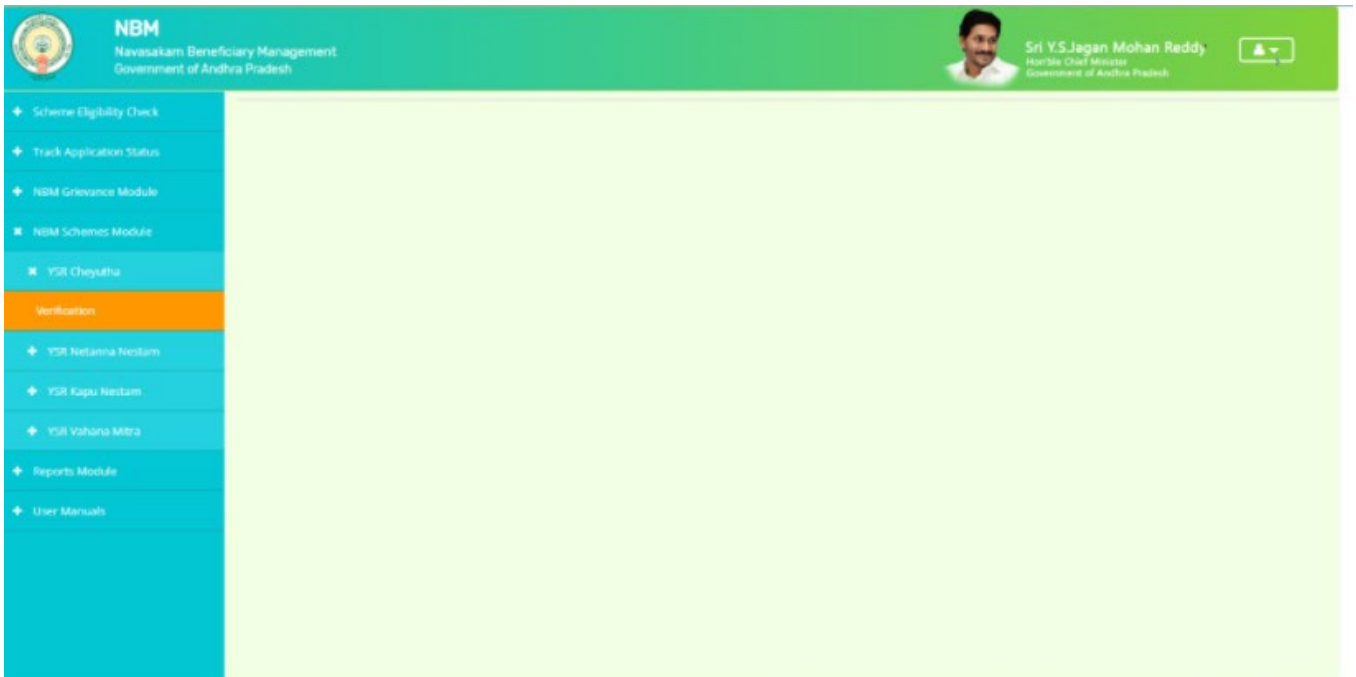
Click on "Verification" button to open the scheme applications dash board as follows:
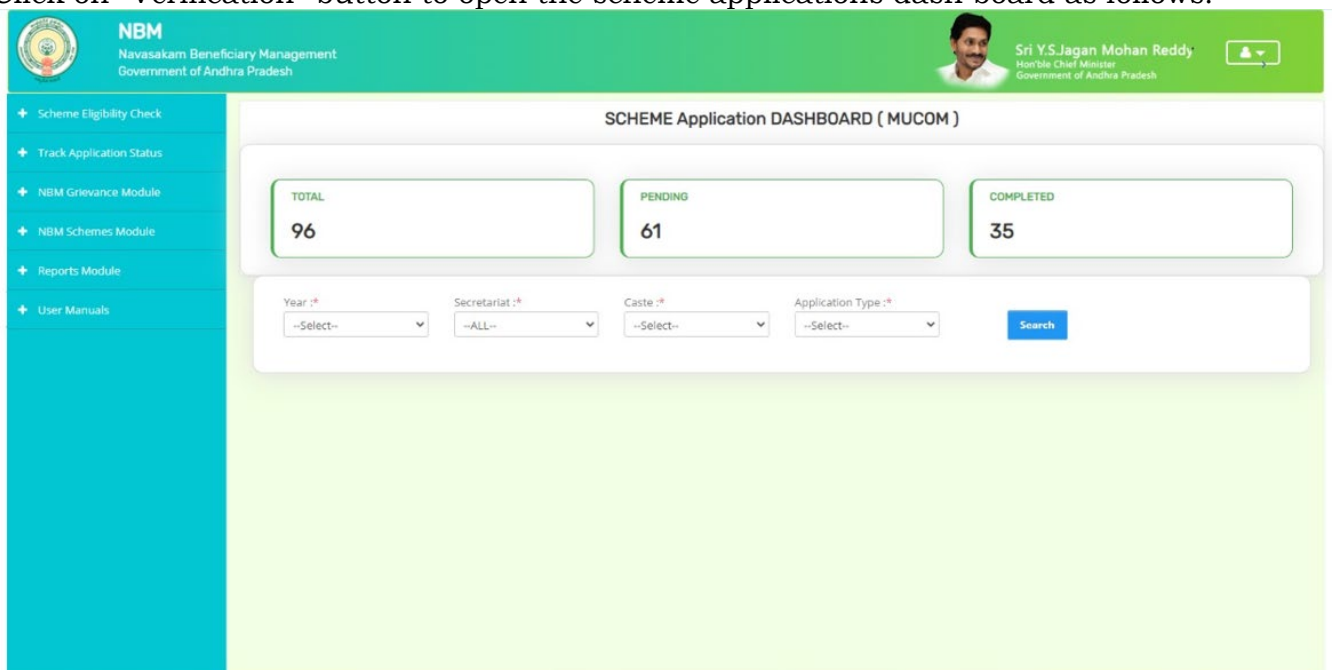
Drop down will be displayed for Year of the scheme, secretariat, caste and application type. If the current financial year is selected we get the current year applicants and by selecting the last year (2021-22) we get the old beneficiary data. Similarly, for the secretariat dropdown we can select an individual secretariat or we can select ALL at once. Also, for caste we can select caste wise or in common ALL. The application type shall be Recommended or not Recommended. After making the selections click on Search button. Once the search button is clicked the following screen is displayed.

The MPDO/MC has the facility to verify applications individually or in a bulk mode.

For bulk approvals, the MPDO/MC can select the selection box against each application in bulk and click on forward and the following screen is displayed.

For individual verification, the MPDO/MC shall click on the verify button as shown below

"Verify" button is present against each application as shown above. Once the verify button is clicked upon the following screens are seen.

Based on the verification of the details, click on yes/no in the recommend section as shown above. Also upload the relevant document and then click on "Forward" button to complete the process. Then the application will be forwarded to ED(BC/SC/ST/Minorities) as shown below
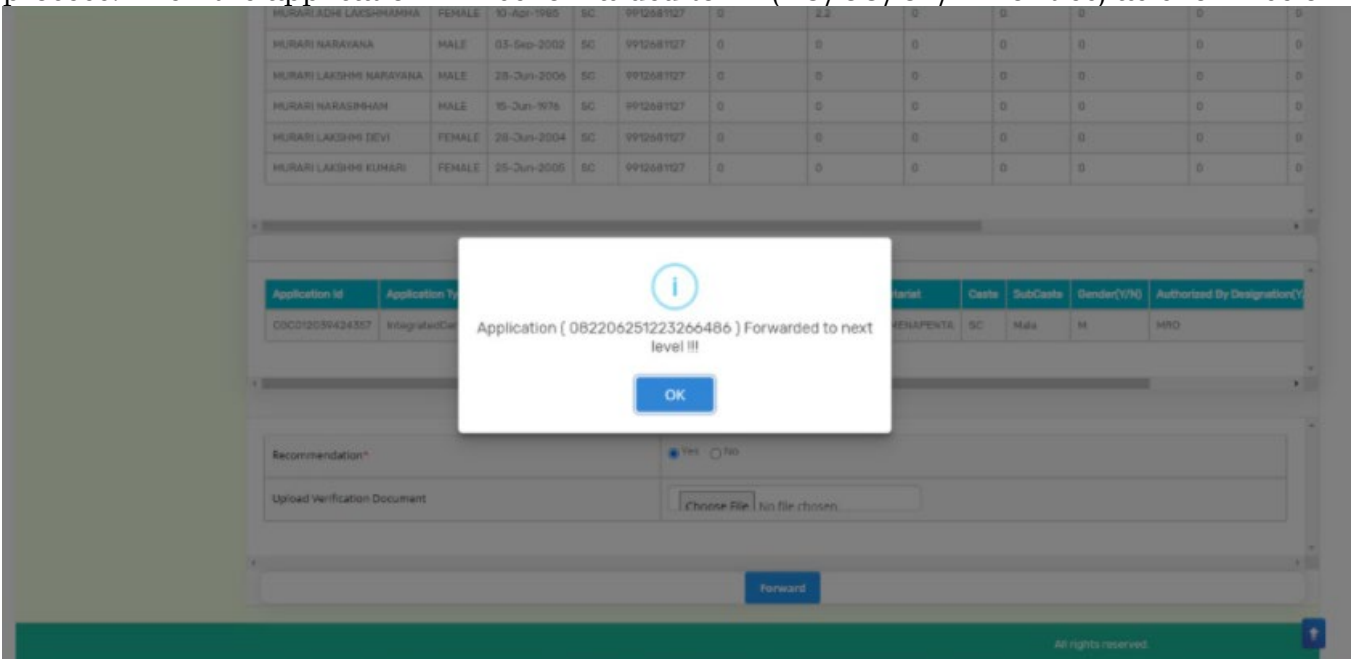
3. Application Status Report Dashboard:

1. After logging in to the NBM portal, the DA/WEDS can find the reports module in the left side menu bar. Upon clicking on the Reports module link, the following are displayed.
   - Previous Years' Beneficiaries List
   - NBM reports.
2. Upon clicking on NBM reports the following screen is displayed
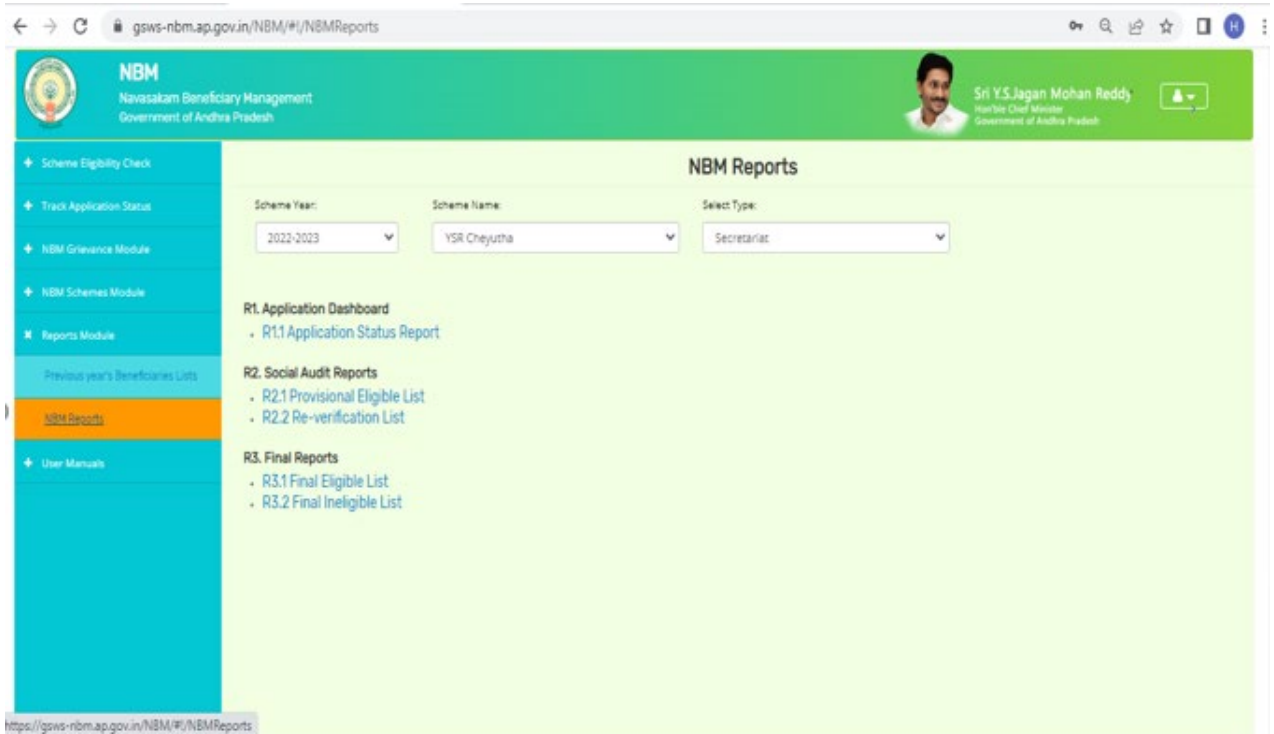
- The screen has "scheme year" drop down select the year, select the YSR cheyutha from the scheme name drop down and the relevant type and click on the R1.1 Application status report. This report shows the number of applications received and their status as below:

🖨 Print

గ్రామ – వార్డు సచివాలయము
Government of Andhra Pradesh

Application Status Report – YSR Cheyutha

Excel Download

S.No	District	No of New Applications Received	Pending WEA/WWDS	Pending at MPDO/MC	Pending at District HOD Level				District Collector			No of Applications on Hold
					ED-BC	ED-SC	ED-ST	ED Minorities	Pending	Approved	Rejected	
1	KRISHNA	238	195	43	0	0	0	0	0	0	0	1
2	ANNAMAYYA	301	244	57	0	0	0	0	0	0	0	1
3	GUNTUR	316	265	51	0	0	0	0	0	0	0	3
4	SRI SATHYA SAI	370	337	33	0	0	0	0	0	0	0	2
5	TIRUPATI	328	265	63	0	0	0	0	0	0	0	1
6	KURNOOL	229	178	51	0	0	0	0	0	0	0	1
7	VISAKHAPATNAM	111	88	23	0	0	0	0	0	0	0	1
8	SRIKAKULAM	298	252	46	0	0	0	0	0	0	0	1
9	NANDYAL	210	171	39	0	0	0	0	0	0	0	1

This report can be printed or downloaded. The status can be drilled down from District to Secretariat level.

4.   Downloading the Lists and Social Audit

1. After logging in to the NBM portal, the DA/WEDS can find the reports module in the left side menu bar. Upon clicking on the Reports module link, the following are displayed.
   - Previous Years' Beneficiaries List
   - NBM reports.
2. Upon clicking on NBM reports the following screen is displayed
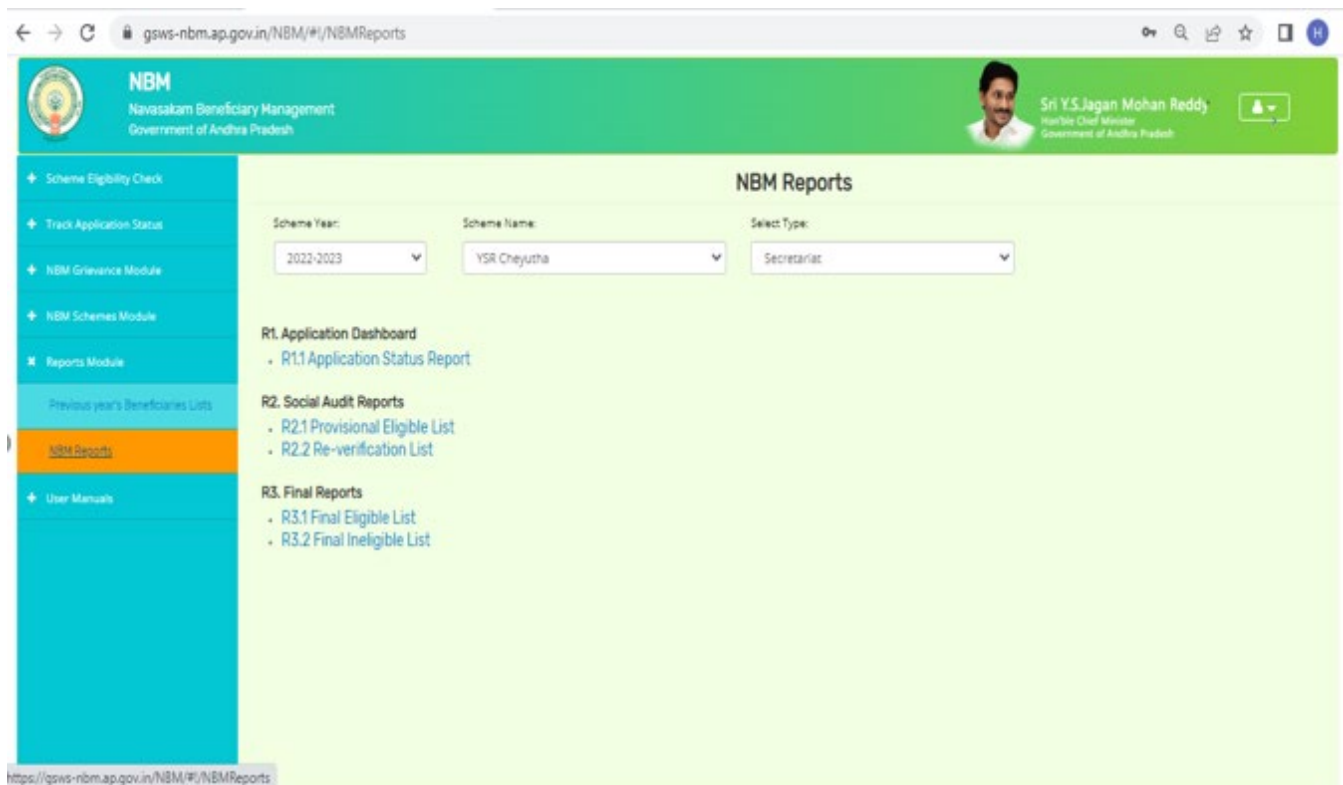
The DA/WEDs can select the Year, Scheme and type and based on the choice of selection the following list are generated and the DA/WEDs can take the printouts

- **Application Dashboard**
  o Application Status Report

- **Social Audit Reports**
  o Provisional Eligible List
  o Reverification List
- **Final Reports**
  o Final Eligible list
  o Final Ineligible List

For downloading/printing the social audit list of old beneficiaries, the DA/WEA shall select the year 2021-22 and for social audit list of new beneficiaries select the year 2022-23.

5. Social Audit Remarks

In the Social Audit Remarks, the Hold/Un-hold option is enabled to the Welfare Assistant login. Once the Welfare Assistant logs into the NBM Portal, the WA needs to click on Social Audit Remarks-Hold module as follows:

- Social Audit Remarks – Hold
- Social Audit Remarks – Unhold

5.1 Social Audit Remarks – Hold
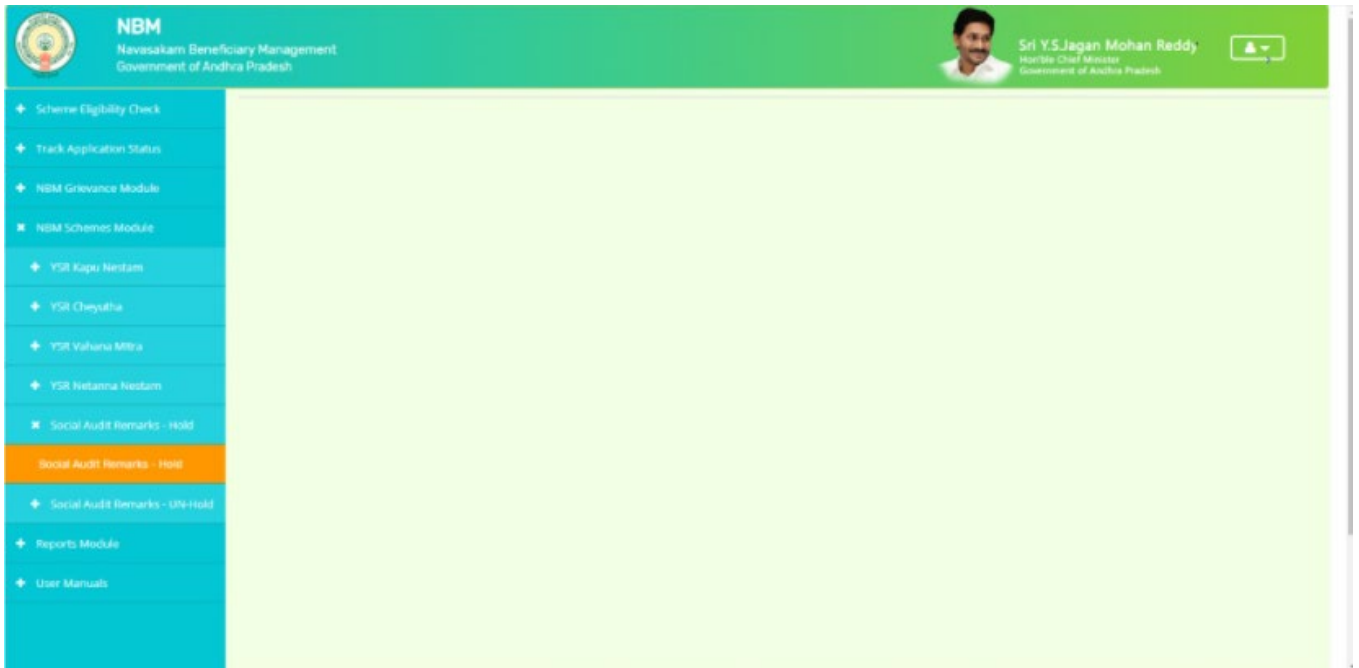
Once the Social Audit Remarks – Hold Option is clicked upon, the following screen is displayed:
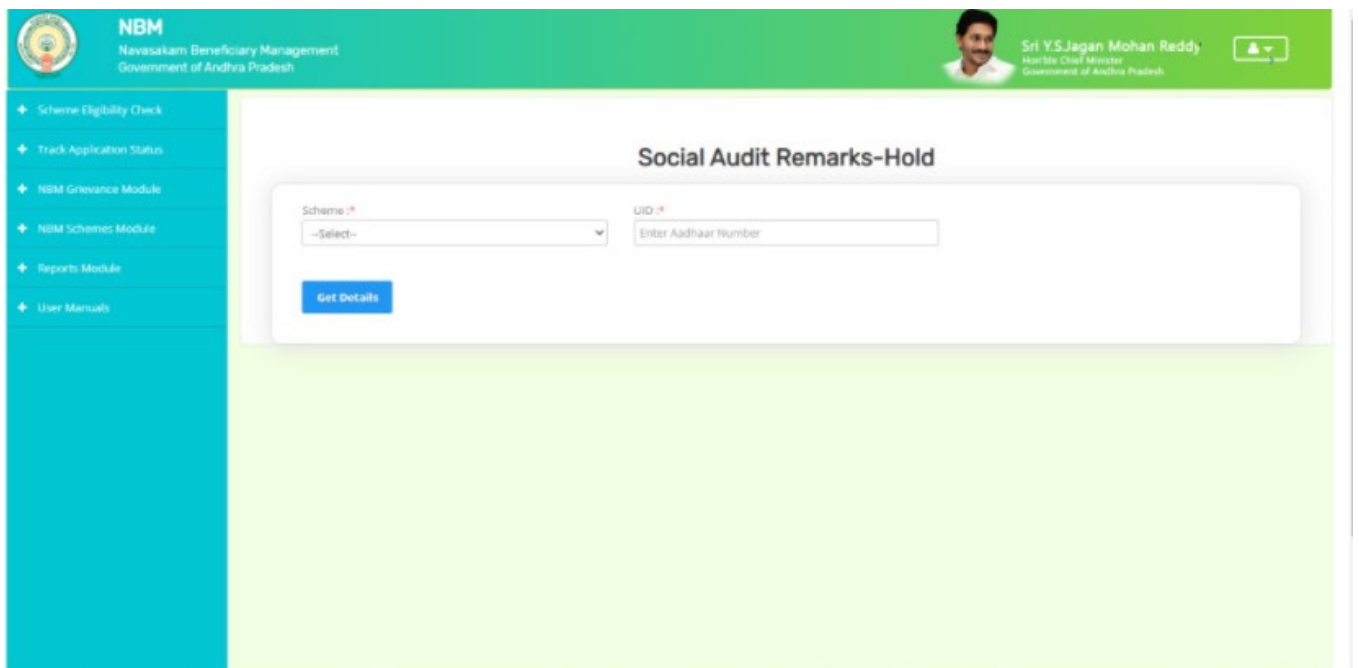
The WA shall select the scheme from the dropdown list and enter the UID of the beneficiary and click on "**Get details**" button as below.
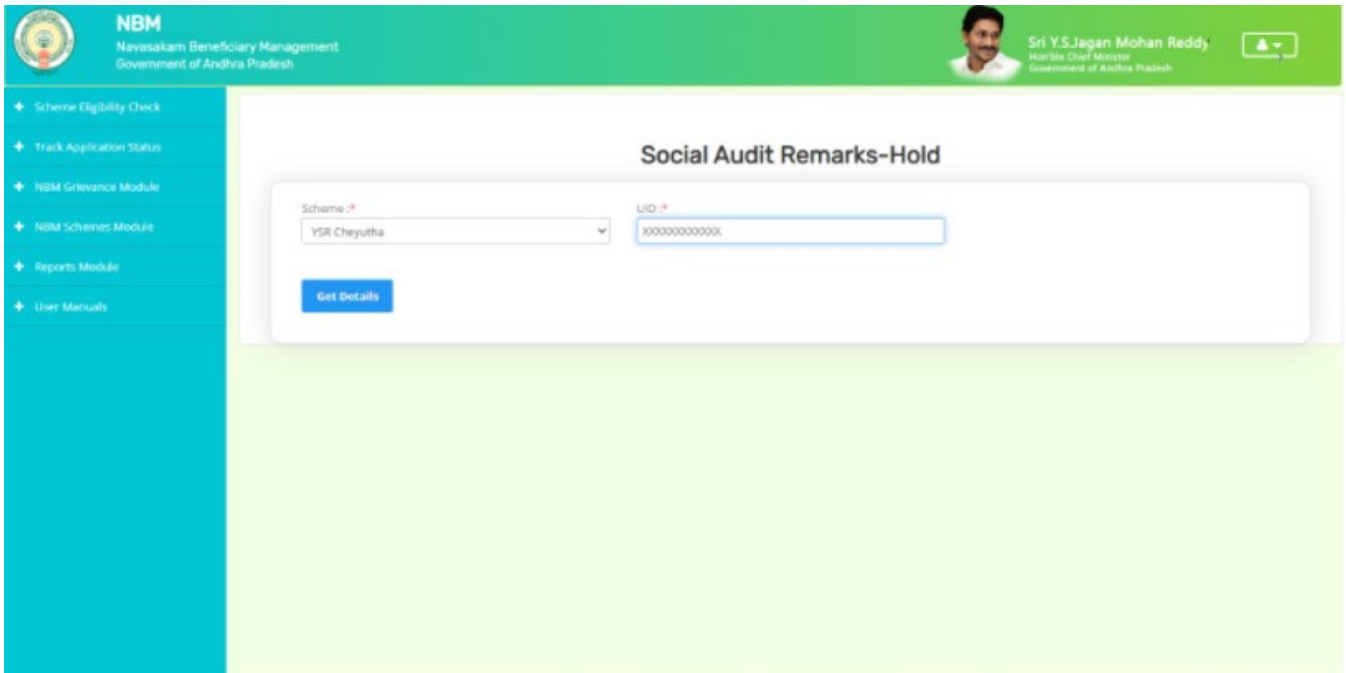
Then the Hold option is displayed as shown below against the application and the WA can click on the "**Hold**" button if the beneficiary is found to be ineligible present in provisional eligible list based on field verification
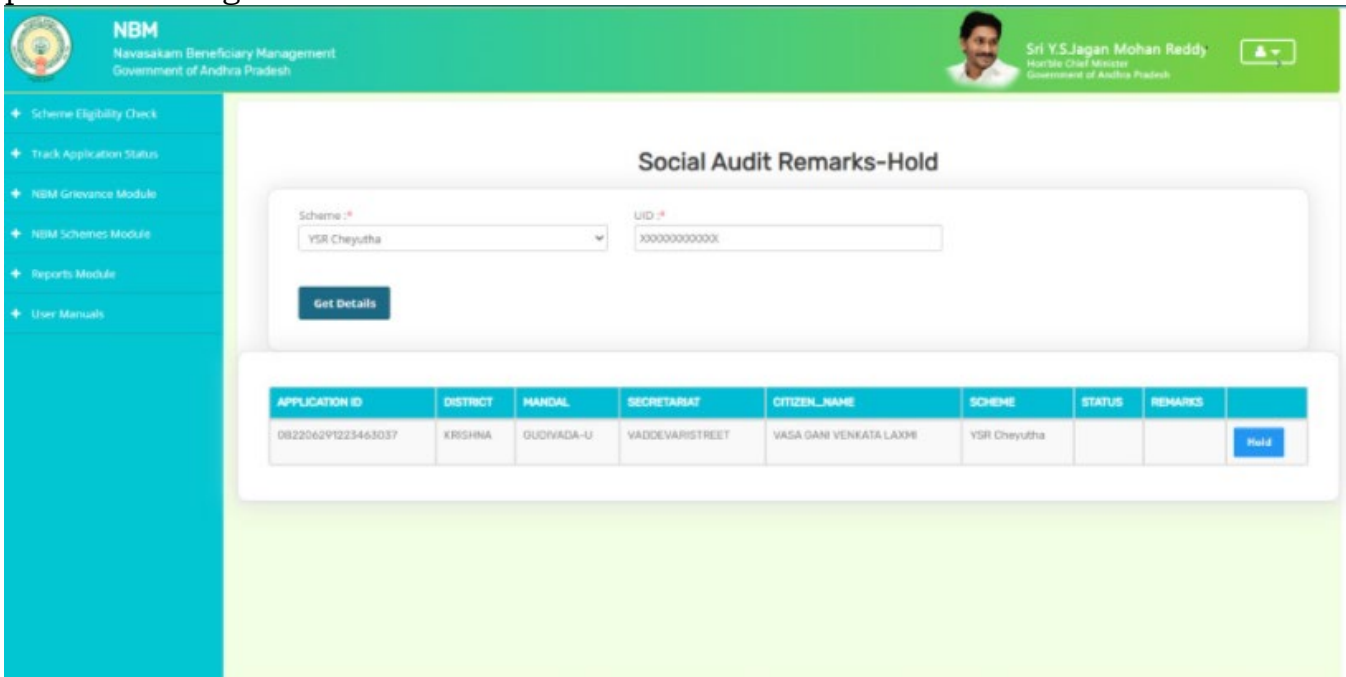
Upon clicking on the Hold option the reason for hold option is displayed and the WEA shall Select the valid reason from the drop down as shown below:
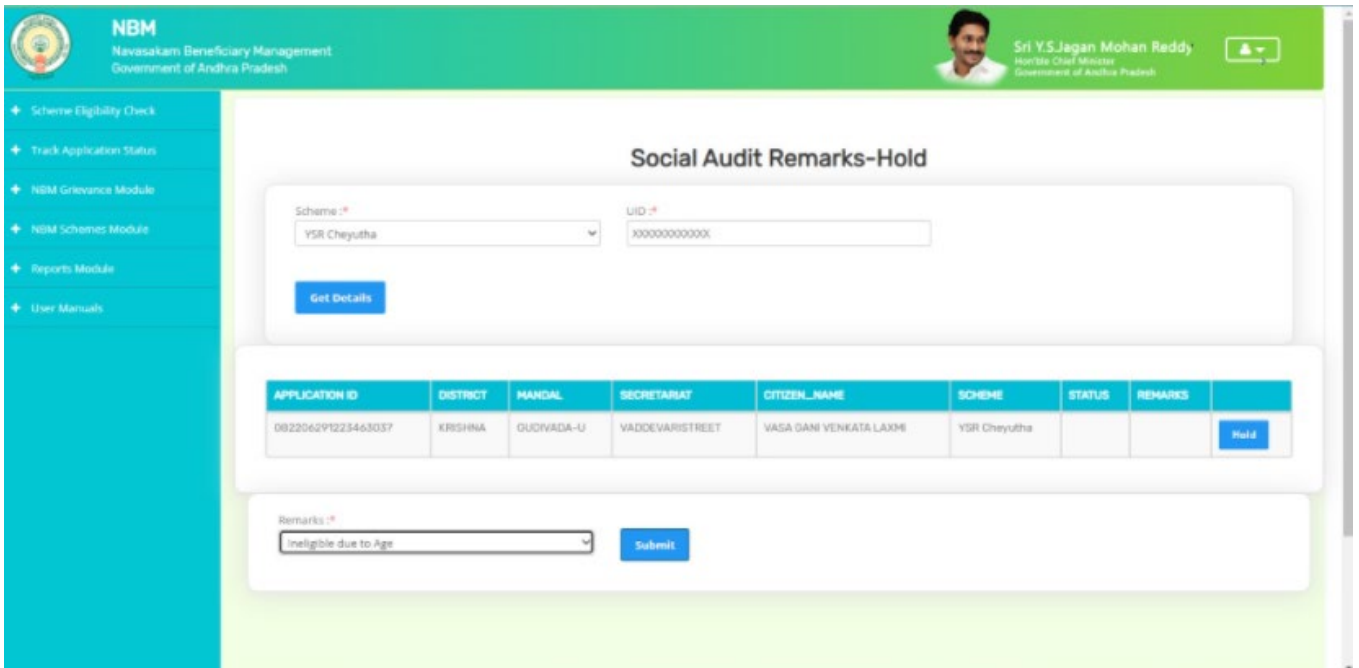
Now the application is put on hold and the pop is shown saying that "APPLICATION IS PUT ON HOLD"

5.2 Social Audit Remarks – Unhold

Once the Social Audit Remarks – unHold Option is clicked upon, the following screen is displayed:
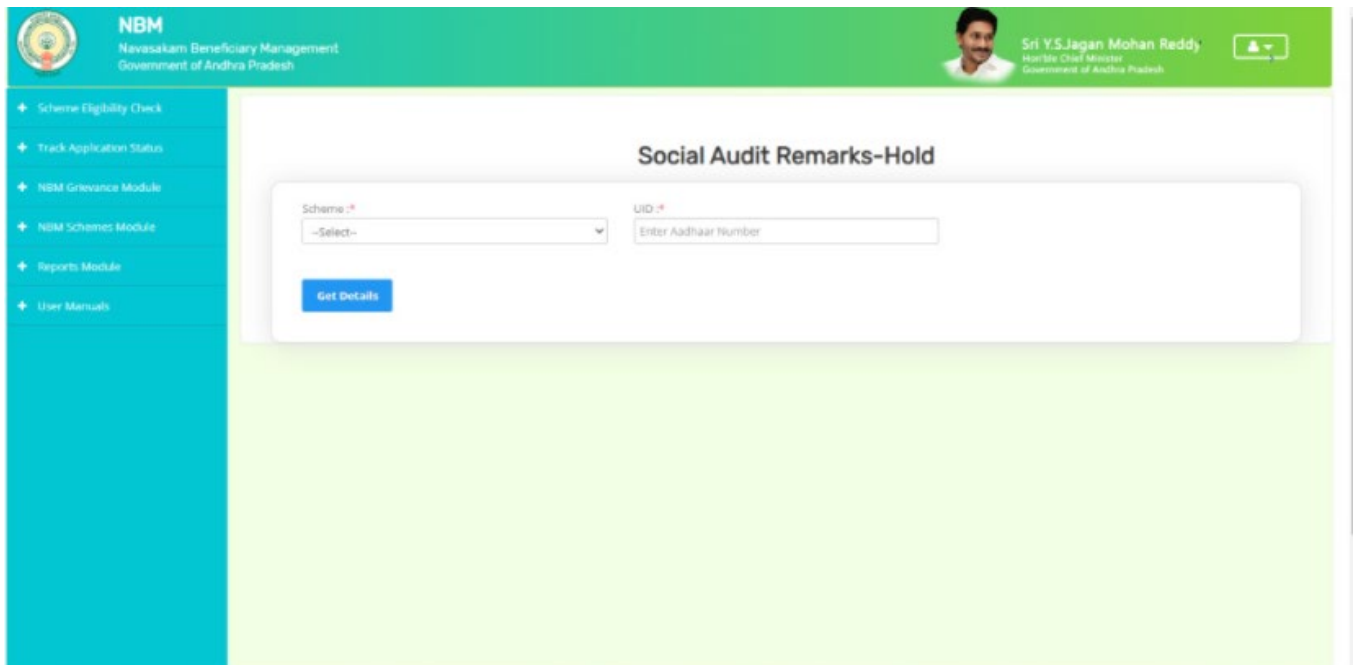
The WEA/WWDS shall select the scheme from the dropdown list and enter the UID of the beneficiary and click on "**Get details**" button as below.
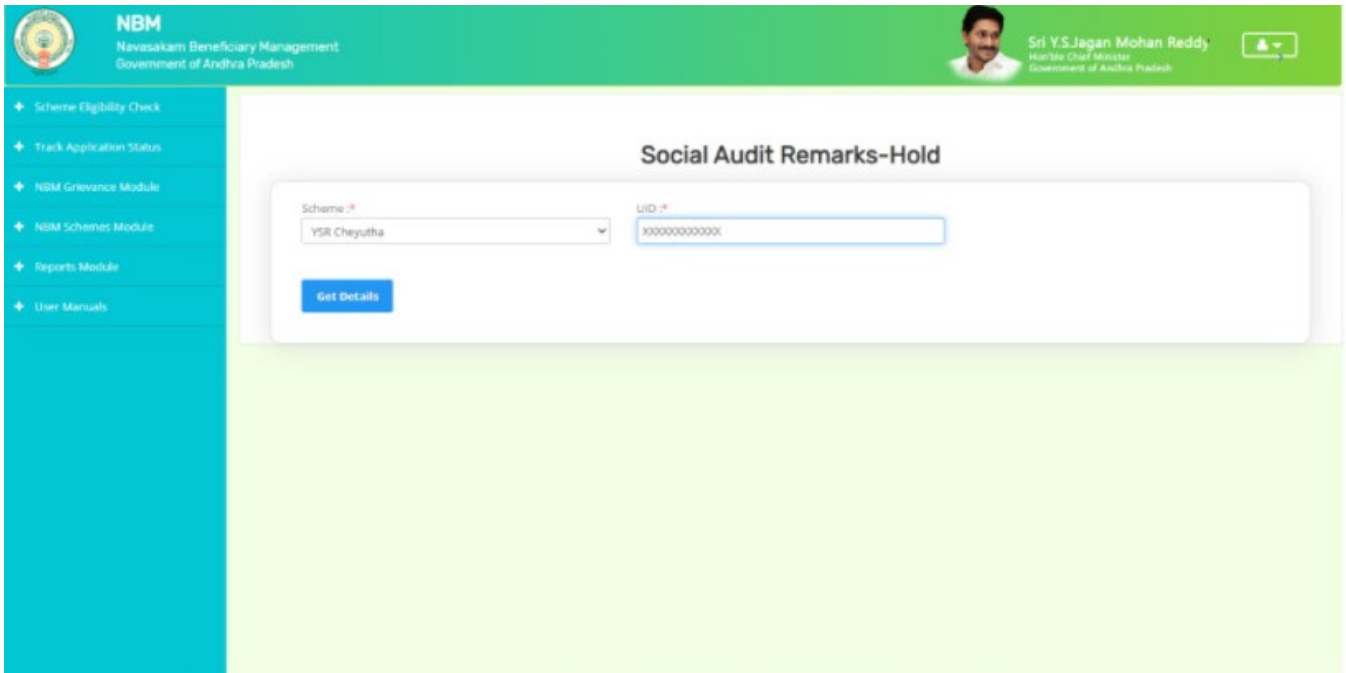
If the beneficiary is kept in Hold by mistake, Un-Hold option is displayed as shown below against the application and the WEA can click on the "**Un-Hold**" button and the the beneficiary can be kept in Un-Hold
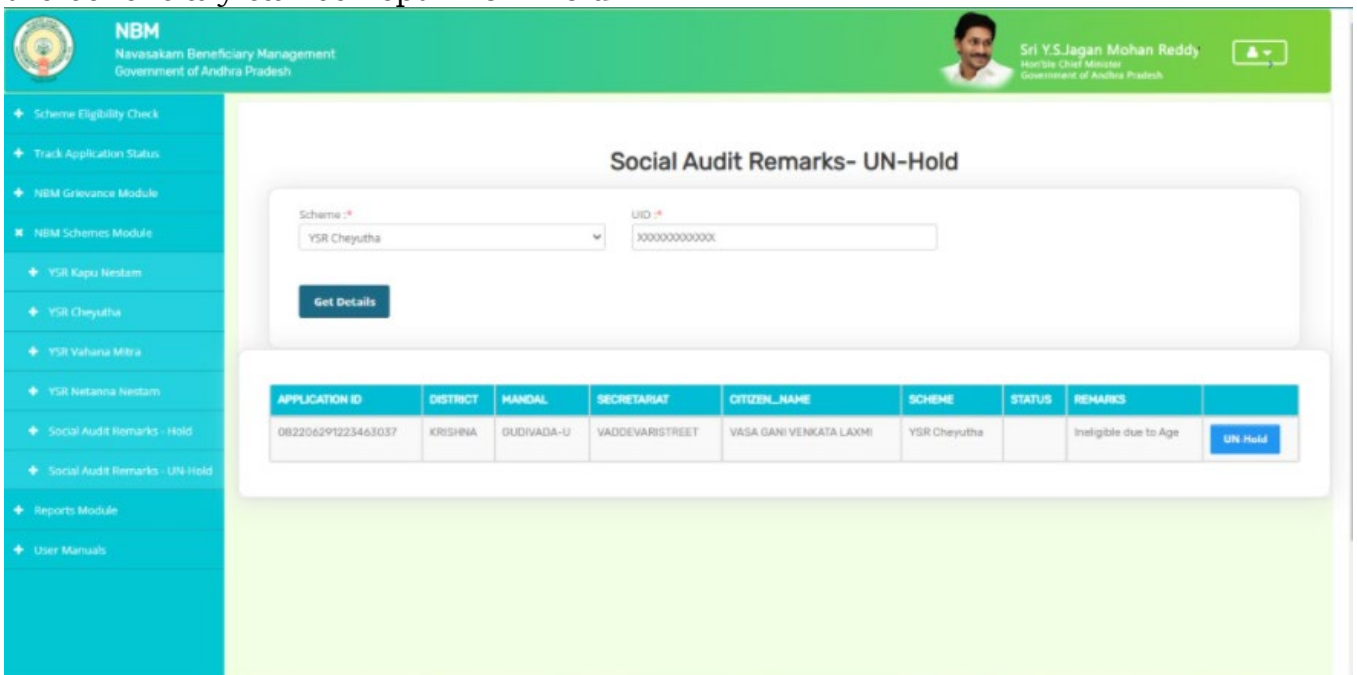
Upon clicking on the Un-Hold option the reason for un-hold is displayed and the WEA shall Select the valid reason from the drop down as shown below:
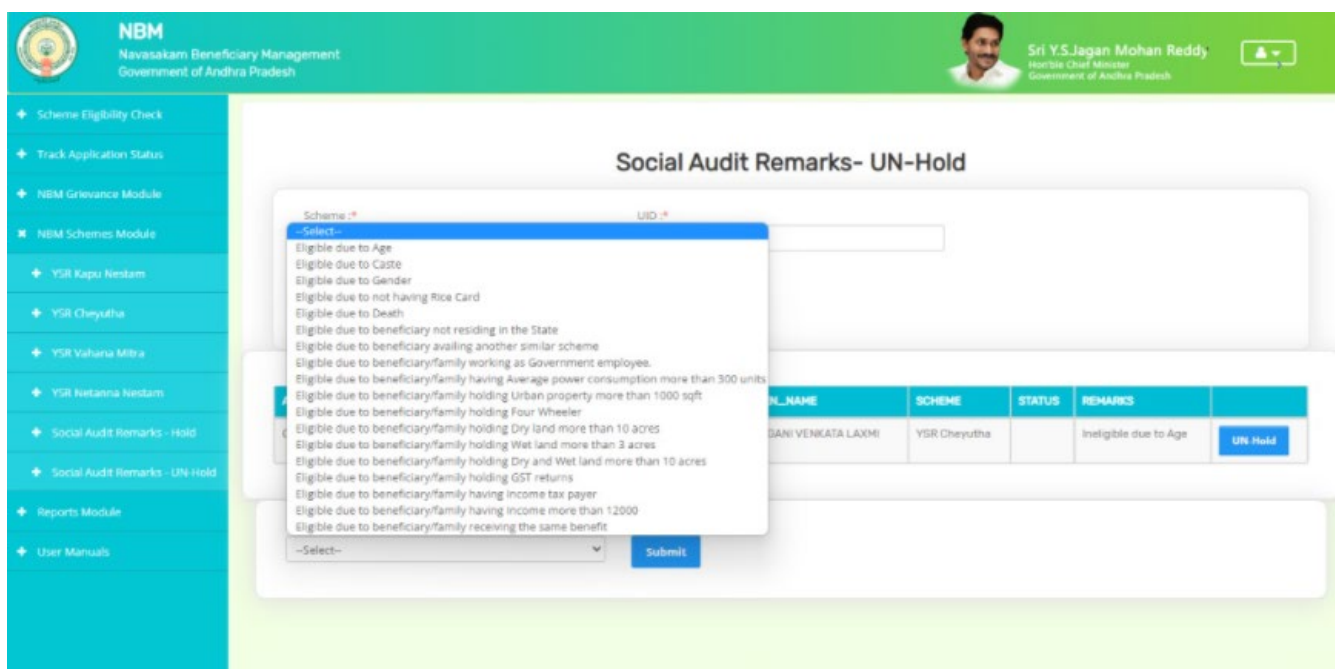
Now the application is put on hold and the pop is shown saying that "APPLICATION IS UN HOLDED"
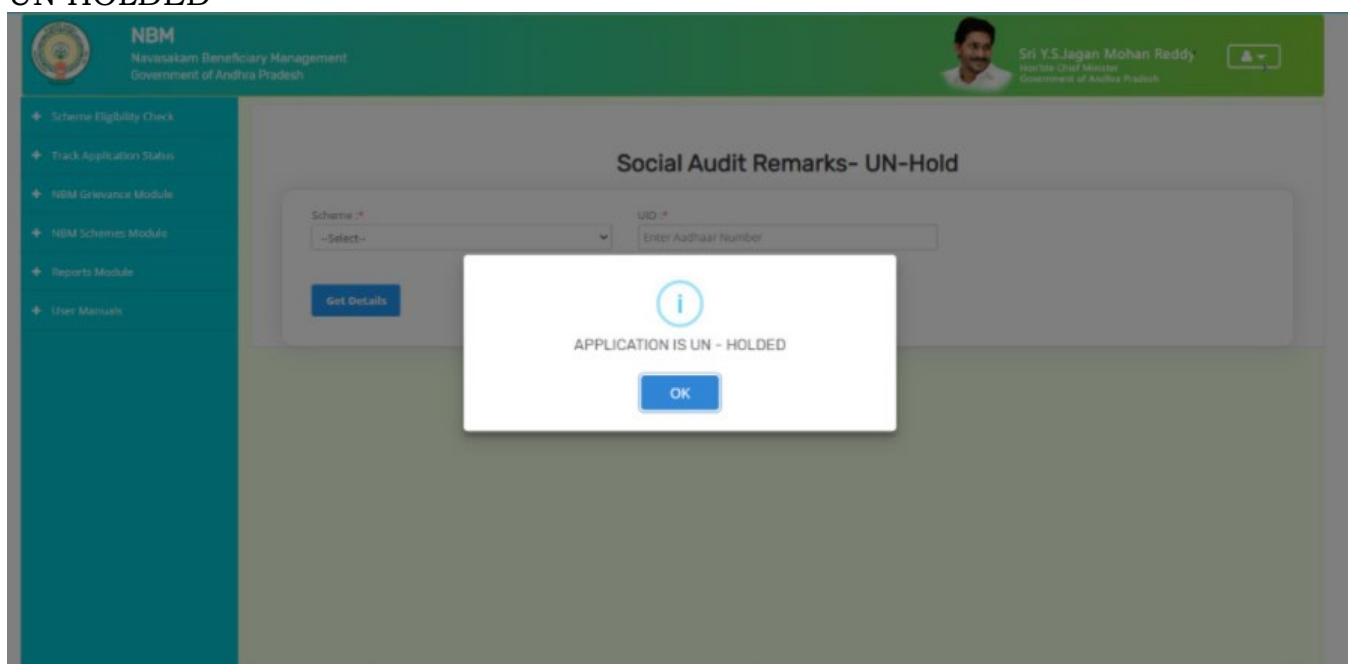
6. Grievance Handling

Any eligible person who is in the Reverification / final ineligible 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

6.1 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
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

6.1.1 Creating Grievance and service request

After the DA / WEDS logins to the NBM portal the following screen is displayed where under 'Navasakam Grievance Module" tab shall get an option to raise a 'Create a Grievance' or raise a 'Create Grievance Service Request' as shown in below screen.
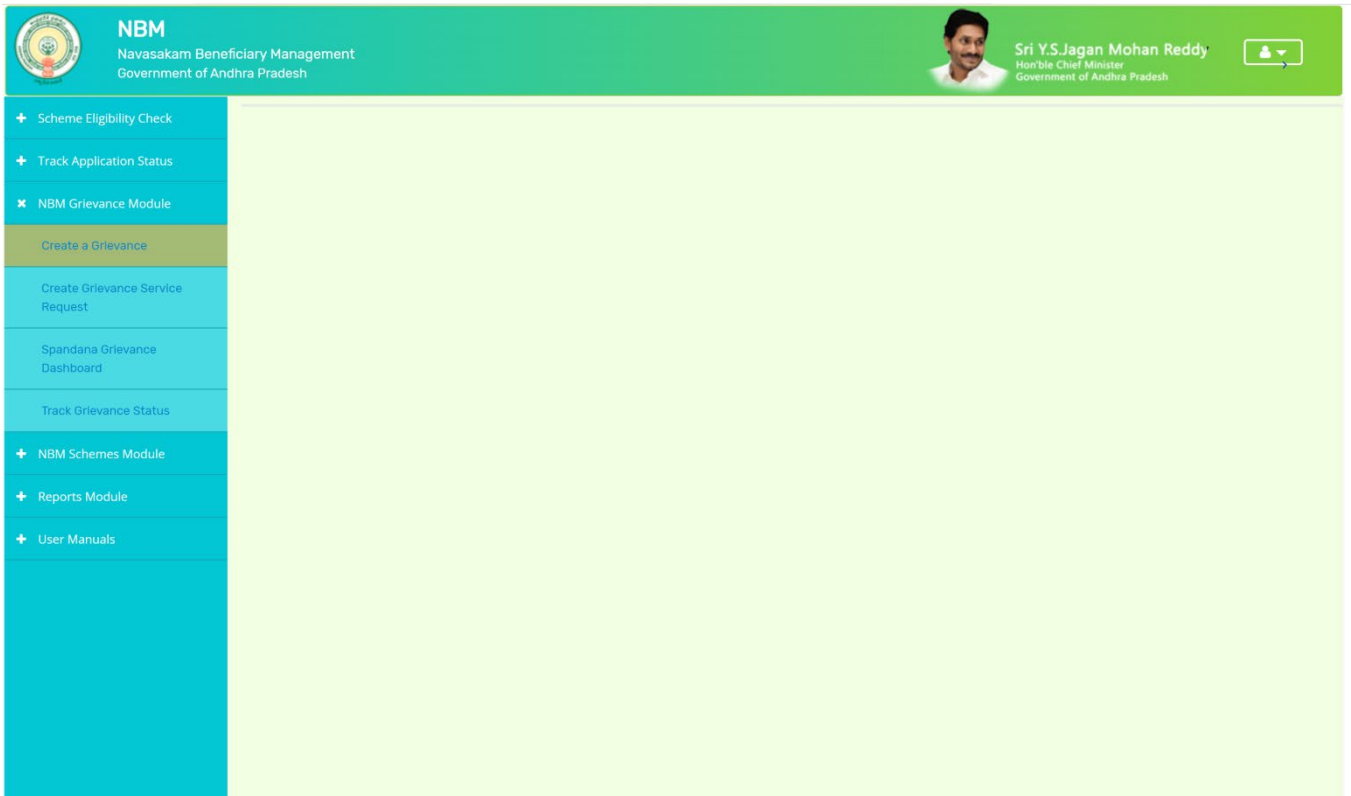
After clicking on 'Create Grievance' the DA / WEDS shall enter the Aadhaar Number and Scheme Type for the Ineligible Beneficiary and click on '**Get Details'**

- 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

NBM GRIEVANCE APPLICATION

Note: Please enter aadhar number and select scheme to get the application status.

Aadhaar No.*	Scheme Type*	Select Year *	
XXXXXXXXXXX	Jagananna Amma Vodi	2022-23	Get Details

Citizen Details

CITIZEN NAME	: Akula Subhasini	CITIZEN AADHAR	: xxxxxxxx6748	CITIZEN MOBILE	: XXXXXX8613
DISTRICT NAME	: TIRUPATI	MANDAL NAME	: BALAYAPALLI	SECRETARIAT	: ALIMILI(10990132)
CLUSTER NAME	: C8	VOLUNTEER NAME	: TEJASREE ALLAM	VOLUNTEER MOBILE	: 9492867834

Family Details

Name of the Citizen	Gender	Date Of Birth	Caste	Mobile Number	Wet Land(Acres)	Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee(Y/N)	Income Tax(Y/N)	TurnOver(Y/N)	Power(Units)	D
AKULA BRAHMAIAH	MALE	02-05-1971	OC	9492868613	1.4	3.51	0	NO	NO	NO	NO	80	TI
AKULA SUBHASINI	FEMALE	01-01-1976	OC	9492868613	0	0	0	NO	NO	NO	NO	0	TI
AKULA KAVYA	FEMALE	23-12-1999	OC	9492868613	0	0	0	NO	NO	NO	NO	0	TI

Schemes Information received by the Family members from 2019

UID	Citizen Name	Scheme Name	Year	Disbursed Amount	Date of Payment	SB Account Number	Bank Name	Bank IFSC	Digital Acknowledgment Date
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2019	13500	2019	NA			
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2020	13500	2020	NA			
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2021	13500	2021	NA			
XXXX XXXX 6748	Akula Subhasini	Aasara	2019	0	2019	NA			
XXXX XXXX 6748	Akula Subhasini	Aasara	2020	7282	2020	NA			

Application Status

Note: Not applied for the selected scheme

CITIZEN NAME	:
FATHER NAME	:
AGE	:
GENDER	:
REFERENCE ID	:
SCHEME NAME	:
APPLICATION STATUS	:

Eligibility Calculator

Parameter Fields	As Per Records	Scheme Eligibility Calculator	Validation Status
Name	AKULA SUBHASINI	NA	
Age	46	0-100 Years	Satisfied
Gender	FEMALE	FEMALE	Satisfied
Caste	OC	OC ,BC ,ST ,SC	Satisfied
Income Tax	No one in the family is paying income tax	No Person in the family should pay income tax	Satisfied
Government Employee	No one in the family is a Government Employee	No Person in the family should be government employee	Satisfied
Dry Land (Acres)	3.51	Less than 10 Acres	Satisfied
Wet Land (Acres)	1.4	Less than 3 Acres	Satisfied
Energy (Units)	80	Less than 300 Units (6 Months Average)	Satisfied
Transport	No one in the family is having Four wheeler	No Person in the famiy should have four wheeler	Satisfied
Urban Property (Sq ft)	0	Less than 1000 sq of built-up area	Satisfied

| Urban Property (Sq.ft) | 0 | Less than 1000 sq of built-up area | Satisfied |
| GSTN | No one in the family is paying GST | No Person in the family should pay GST | Satisfied |

Grievance Type*

-- SELECT GRIEVANCE TYPE --

Beneficiary Satisfied* ○ Yes ○ No

Beneficiary Mobile No.*

Please Enter Mobile number

Benificiary Aadhar Number*

Please Enter Benificiary Aadhar number

Submit Grievance

- o Based on the ineligibility reason / criteria shown in the screen above, the
  - o 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.
  - o A Grievance ID will be generated, and an acknowledgement will begiven to the citizen. The Citizen shall duly note the grievance ID for future reference.
  - o 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.
  - o 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 theirname, 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 an action against the grievance service request raised by the citizen.
- .

6.1.2 Types of Grievances and their Workflows

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:

6.1.2.1 Department Related Grievances

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

Request can be raised for the services mentioned as below:

6.1.2.1.1 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:

  - Buyer has land within limits yet system shows no land is present
  - System is showing more land than what beneficiary

possess. Some other land also tagged with his/her Aadhar

o 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

- **Mutation for transactions/Mutation for Corrections:**

  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 "NavasakamBeneficiary Management "against the Land as the Grievance Typeand submit the Grievance. A grievance ID will be generated.
2. After raising a grievance, DA/WEDS should apply for the Service "Mutation for transactions/Mutation for Corrections" against that grievance ID under "Create Grievance Service Request" with the relevant documents. This service is directly available in GSWS portal.

*It is necessary to a Service Request along with raising a Grievancefor 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 MRO who approves/rejects based on the recommendations.
4. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

6.1.2.1.2 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:

- Sold the property to another person
- Never owned any property in urban area
- 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. The MAUD's **Deseeding services** for the wrongly seeded property is available in the Municipal Commissioner's login of the ERP portal of MAUD department. The service is available in the "Other services" link in GSWS portal.
   *It is necessary for the Citizen to apply for relevant service along withraising a grievance ID

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

6.1.2.1.3 Energy

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 bythe Tenants
b. He/she has sold the property and Electric meter should betransferred to someone else

Aadhaar seeding and deseeding:

When a Citizen visits the Secretariat complaining about the

following, then DA/WEDS may raise a request under this service

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

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.

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

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

1. The DA/WEDS should first raise a grievance in "NavasakamBeneficiary 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 Districtwill be displayed.

*It is necessary to a Service Request along with raising aGrievance 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

6.1.2.1.4 Transport

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

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

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

4. 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.
5. 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

6. 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

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

6.1.2.1.5 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 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.
5. 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.
6. RDO/ Tahsildar approves/rejects based on the recommendations from Tahsildar and RI
7. a grievance in "Navasakam Beneficiary Management "against the Caste as the Grievance Type and submit the Grievance along with caste certificate. A grievance ID will be generated.
8. After raising a grievance, DA/WEDS should
9. Once the Service Request is closed, the status of the grievance will be updated

All grievances pertaining to Aadhaar based modification / updateshall 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.

6.1.2.3 Income Related Grievances

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

Income Tax

1. If a Citizen was found to be ineligible due to system incorrectly reflectingas 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 tothe 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 applicantand 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 Databasewill be updated.

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 theapplicant and recommends to the JOINT COLLECTOR.
6. JOINT COLLECTOR shall verify the recommendation made by RDO andrequest APCFSS to verify the applicant's status.
7. The service request once addressed by the APCFSS shall be closed. Incase of any changes, GSWS Database will be updated.

GSTN

1. If a Citizen was found to be ineligible due to system incorrectly reflectingGST 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 thecentral 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 ofGST 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 asper recommendation of the JOINT COLLECTOR.

6.1.2.4 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 isdue 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.

6.1.2.5 Ineligible in Field Verification

All grievances pertaining to beneficiaries who became ineligible duringField 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.

6.1.2.6 YSR Cheyutha Scheme specific Grievances:

The possible scheme specific grievances for YSR Cheyutha will be

- Rejected due to availed other government schemes like EBC Nestham, Old Age Pensions, Kapu Nestham.

For all the above type of issues, the DA/WEDS has to login in NBM grievance module and has to submit the grievance.

6.1Annexures
6.1.2 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,

| #	Departmen required t Name	Service Name	Category	SLA	Description Service (Days)	Documents
						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 otherpremises	a. Signed Application, b. ID Proof, c. Current Bill,
8.	Energy	APEPDCL - Application fo r 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 CustomerServices	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
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, thenthis service is used	
15.	Revenue	Mutation for Transactions	Non-MeeSeva	30	Mutation means change oftitle from one person to another person in case of Purchase, Will, Gift and Partition. AgricultureLands mutation will be applied	a. Application form b. Registered Documents c. Aadhar card/Other id andAddress Proofs d. Passport photograph of theapplicant 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 benefits of a particular scheme, then this service may be used to update the	a. MeeSeva Application Form b. Caste Certificate issued to the family members c. SSC marks memo or DOB extract or Transfer certificate

					caste of the citizen	d. 1 TO 10th study certificates or DOB certificates issued by Municipality/Gram e. Panchayat f. Ration Card/EPIC Card /AADHAR CARD g. Schedule I to IV
17.	Revenue	Pattadars Mobile No Seeding in LandRecords	MeeSeva	3		
18.	Revenue	Mutation for corrections	Non-MeeSeva	30	For clerical level corrections in lands records, this service must be used.	a. Application form b. Aadhar card/Other id andAddress 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 - Issueof NOC	Non-MeeSeva	3	If NOC is issued for any vehicle, then that particular vehicle will no longer exist in Andhra Pradesh rolls. So, this vehicle cannot be considered as owned by the applicant.	a. NOC copy of the vehicle b. RC copy of the vehicle c. Aadhar card copy
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 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		
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		

Part II - BENEFICIARY OUT REACH APP

a) Secretariat Employee/Volunteer యొక్కఆధార్నెంబర్Authentication ద్వారా Beneficiary Out Reach App Login అవ్వాలి.
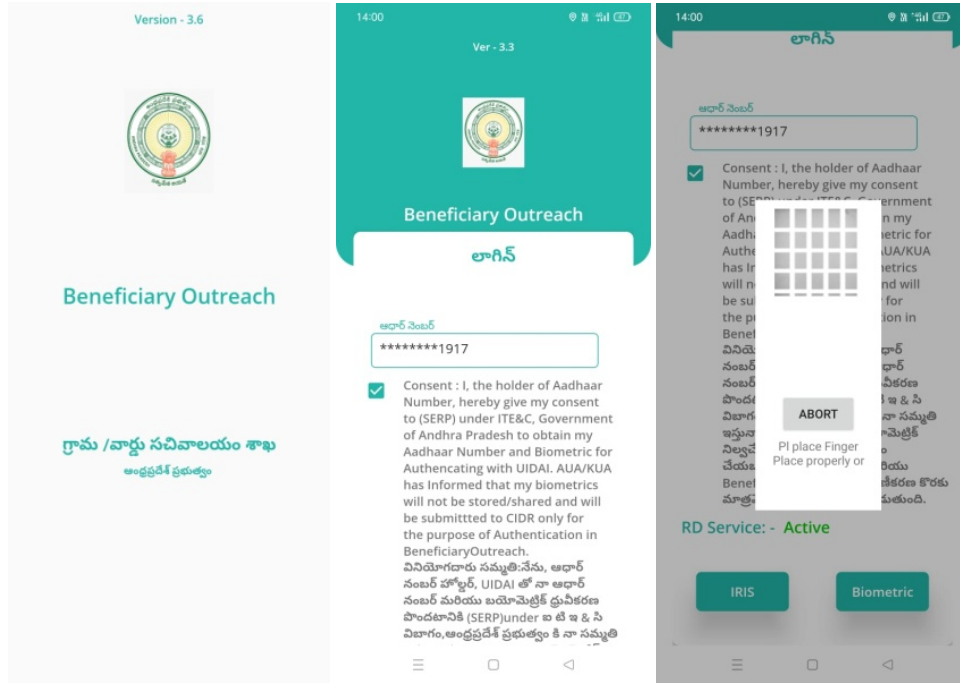
b) Secretariat Employee /Volunteer Beneficiary OutReach App లాగిన్ అయిన తరువాత మీకు ఈ క్రింది విధంగా స్క్రీన్లుకనిపిస్తుంది.

1. Home Screen :

2. వైఎస్ఆర్చేయూత eKYC:

a) మీరువైఎస్ఆర్చేయూతమీదక్లిక్చేస్తేమీకుఈక్రిందివిధముగాస్క్రీన్కనిపిస్తుంది.

b) ఇక్కడమీకురెండుఆప్షన్స్ఉంటాయి

    a. YSR Cheyutha data(2022-23)

        i. ఇక్కడమీరుమీయొక్కSecretariat codeమరియుCluster Id నిసెలెక్ట్చేసుకుంటే List వస్తుంది.

        ii. Listలో మీకుసిటిజెన్పేరు, సిటిజన్ Aadhaar వస్తాయి.

49
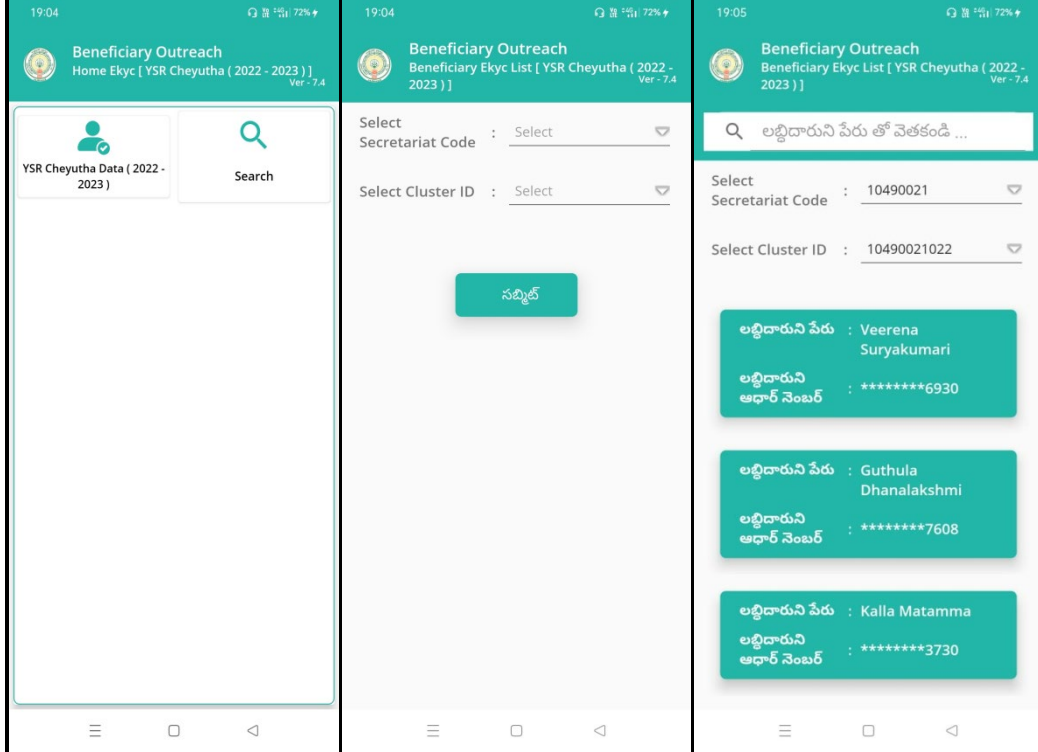
iii. మీరు List నిక్లిక్ఛేసినతరువాతమీకుచేయుూతలబ్ధిదారునివివరాలుఉంటాయి ,
అక్కడఅతనియొక్కస్టేటస్లో live లేదా death ఎంచుకోవాలి.

iv. Live
ఎంచుకొన్నతరువాతలబ్ధిదారునితోపాటువాలంటీర్/సెక్రటేరియట్ఎంప్లాయ్యేస్ల్ఫీతిసుకొనిలబ్ధిదారు
ని eKYC చేసి data సబ్మిట్ఛేయాలి.

v. ఒకవేళ Death
ఆప్షన్ఎంచుకొన్నట్లతెవాలంటీర్/సెక్రటెరియట్ఎంప్లాయ్authenticationతోడేటాసబ్మిట్ఛేయా
లి.

b. Search ఆప్షన్ :

i. మీకులబ్ధిదారునిఆధార్నెంబర్లిస్టులోలేనట్లతెఇక్కడ search చేయవచ్చు.

ii. లబ్ధిదారునివివరాలుఎంచుకొన్నతర్వాతపైవిధముగా- a(iii) నుండి v
వరకుచెప్పినట్లుగాపూర్తిచేయాలి.

50
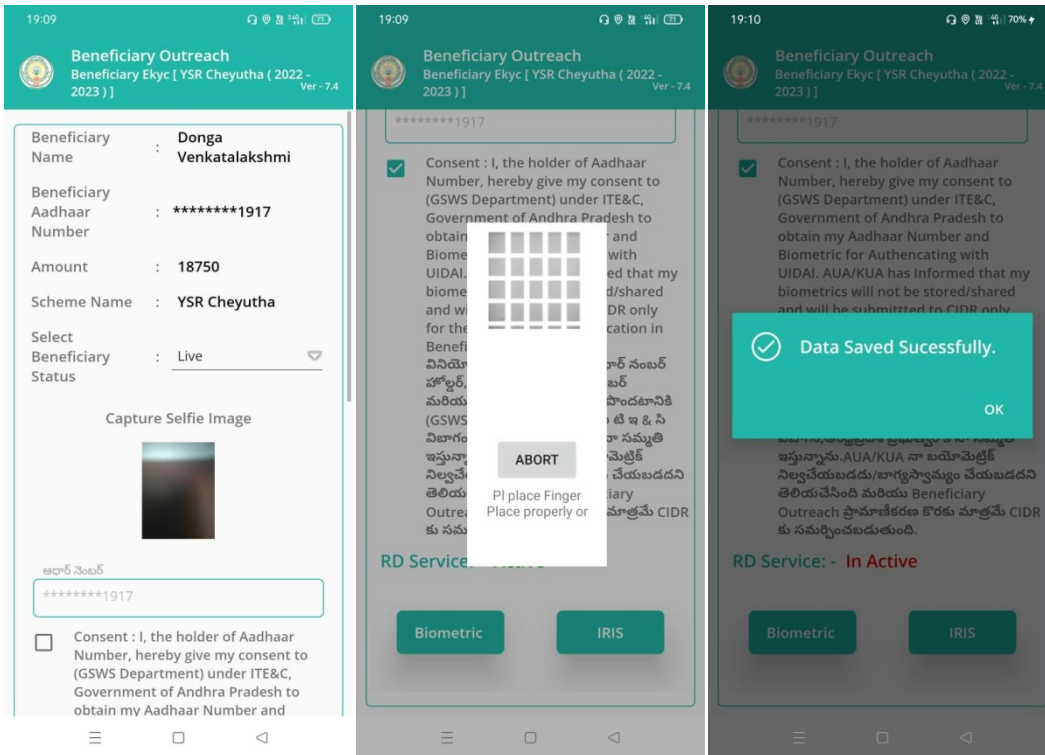
తరువాత Data saved Successfully అనివస్తుంది.

MIS Report:

Open the url https://egsws.ap.gov.in/ and click on

37. YSR Cheyutha (2022-23) eKYC dashboard to view the status of the completion.

Frequently Asked Questions

S.No	FAQ	CLARIFICATION
1	ఆశ వర్కర్స్/అంగన్వాడీ టీచర్స్/శానిటేషన్ వర్కర్స్/హోం గార్డ్స్/VRAs/RTC RETIRED FAMILYs వారు YSR చేయూత పథకం కు అర్హుల లేదా అనర్హుల SIR	Not Eligible.. (families of sanitary workers are eligible. in case of other than sanitary workers, family members are eligible subject to condition that the income should not cross the stipulated limit as per the YSR cheyutha GO.)
2	EKYC లేని వాళ్ళు అందరికీ కొత్తగా APPLY చేయల SIR, మళ్ళీ పేర్లు ఏమైనా ADD అవుతాయి నా SIR (SOME OLD ELIGIBLE BENEFICIARYS MISSING SIR)	If any Beneficiary name not found in provisional eligible list / Reverification list, they need to apply fresh

3	O.C లో ముస్లింలు ఉన్నారు SIR,వారికి ఏ విధంగా proceed అవ్వాలి sir వాళ్లకు cast certificate OC MUSLIM అని ఇస్తారు (but minorties sir)	All OC Minorities are eligible for YSR Cheyutha 2022-23 scheme
4	Cheyutha 2022-23 పథకానికి సంబంధించి Appicant యొక్క Eligible DOB గురించి తెలియజేయగలరు?	The Applicant should born between 13.08.1962 to 12.08.1977
5	YSR pension kanuka పథకం ద్వారా pension తీసుకుంటున్న వారు చేయూత పథకానికి Eligible / Ineligible? Eligible అయితే ST వారిలో కొంతమంది కి 50 Yrs కి OAP pension వస్తోంది? వీరు కూడా అర్హులు అవుతారా?	As per the Instructions from SERP, OAP pension holders are not eligible
6	లబ్దిదారుల కుటుంబం నందు already చేదోడు / YSR నేతన్న నేస్తం / వాహన మిత్ర.. etc పథకాల నందు లబ్ది పొందుతున్నారు. ఇటువంటి వారు చేయూత పథకానికి Eligible అవుతారా?	Eligible
7	EKYC కి enable అయిన / Provisional Eligible list నందు కొంతమంది Ineligible వారు వున్నారు? అటువంటి వారిని ఏ విధంగా Ineligible చెయ్యాలి?	Hold option is available for such cases in WEA/WWDS logins
8	Is field verification form to be downloaded for only new applicants or for even old beneficiaries	Field verification form is for both new and old beneficiaries. During field verification if old beneficiaries are found to be ineligible by the WEA/WWDS, they may be put on Hold.