GOVERNMENT OF ANDHRAPRADESH

USER MANUAL FOR YSR KAPU NESTHAM 2022

GVWV&VSWS DEPARTMENT
Auto Nagar, Vijayawada

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Contents

1. **Introduction:**

Please Note the following points:
- Validations: Caste, Age, Gender, Common 6 step parameters, Other Govt Schemes (EBC Nestham, YSR Cheyutha and Old age pension)
- step validation is done for last year beneficiaries, New applications received in Mobile App as well as in NBM portal till 23-06-22 after noon and published provisional eligible and reverification list. All Beneficiaries list present in provisional eligible list sent for eKYC through mobile app. (User manual attached)
- Application form is enabled in both NBM portal and Mobile app for new beneficiaries and it will be open till 30-06-2022 (User manual attached)
- Final eligible and ineligible list will be published on 07-07-2022
- Hold option will be provided in NBM to hold ineligible beneficiaries present in provisional eligible list based on field verification

Part I: Web Application

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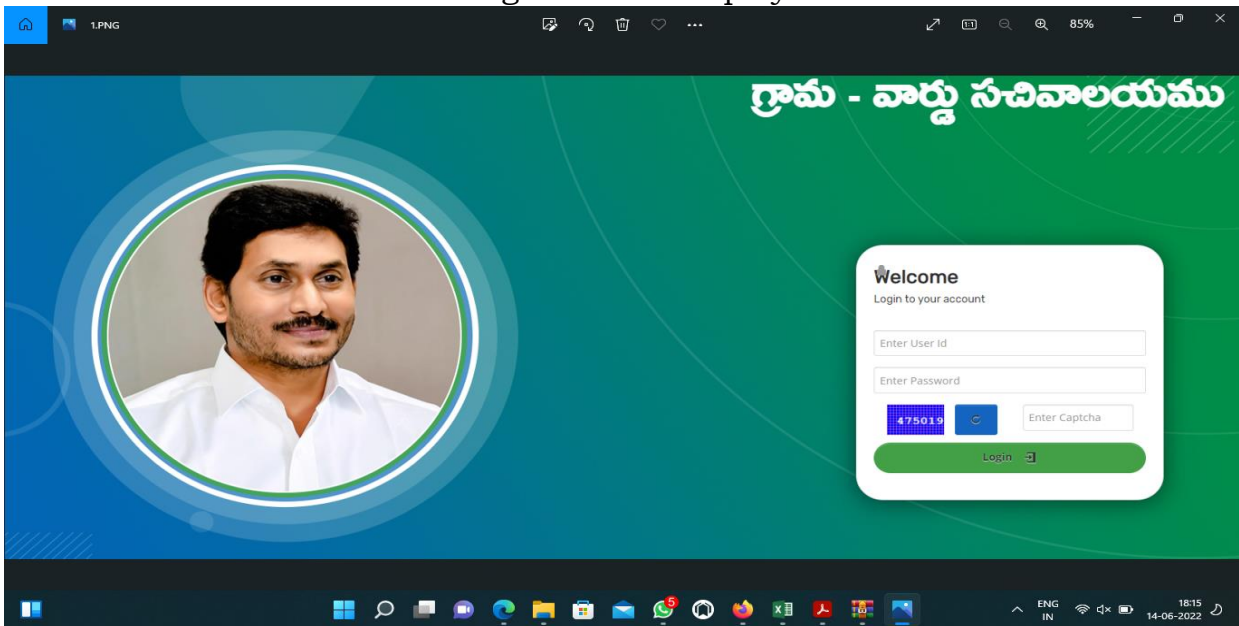

Enter the credentials to login to the NBM portal. The DA/WEDS and WEA/WWDS can use the username (combination of secretariat code and designation).
- For example, if the secretariat code is 10190084 and the designation which is DA for a DA/WEDS, then the username would be 10190084-DA/10190084-WEDS. The password will be same as used for https://gramawardsachivalayam.ap.gov.in/
- In case of WEA/WWDS, the username would be 10190084-WEA/10190084-WWDS. The password will be same as used for https://gramawardsachivalayam.ap.gov.in/

After login to the NBM portal, the left side menu bar displays the following options as shown in picture.

- Track Application status
- Navasakam Grievance Module
- Navasakam Schemes Module
  - YSR Kapu Nestham
  - YSR Vahana Mitra
- Reports Module
- User Manuals
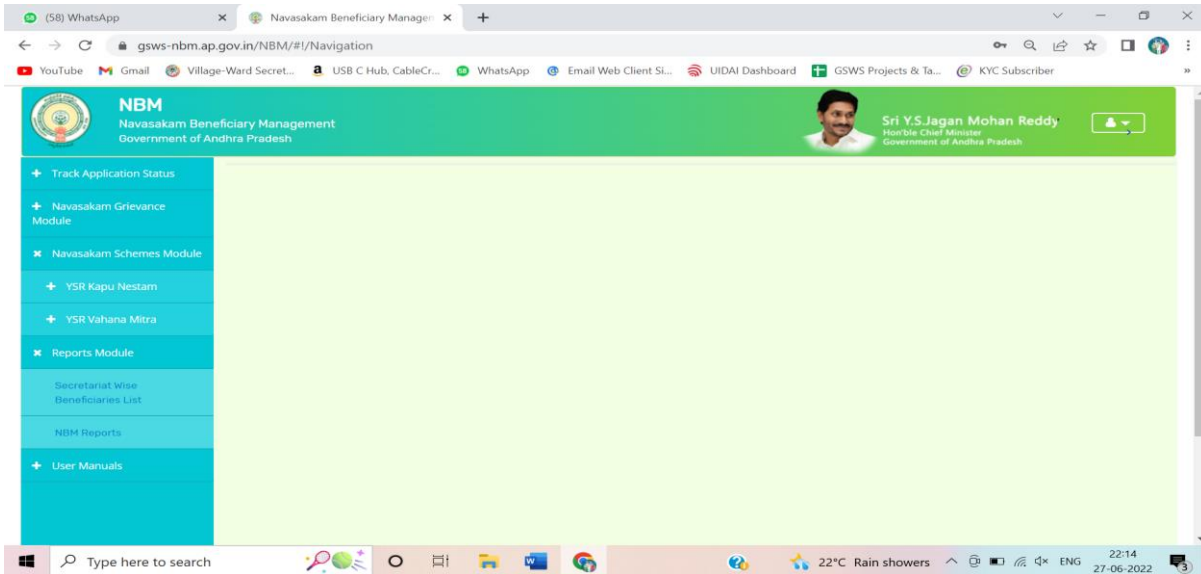
2. **Forgot password:**

- If the DA/WEDS/WEA/WWDS forgets his/her login password, he/ she can change his/her password by entering the new password in the old portal "https://gramawardsachivalayam.ap.gov.in/". The DA/ WEDS/ WEA/ WWDS can click on the 'Forgot Password' option as shown in the screen below:
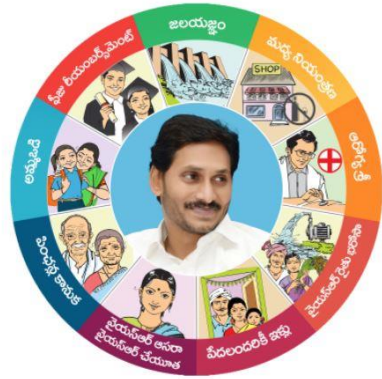
- After clicking on the 'Forgot Password' option, the DA/WEDS/WEA/WWDS is redirected to a page where he/she is supposed to enter his/her username and click on 'Request OTP' button.
- The DA/WEDS/WEA/WWDS is redirected to the page where he can enter the OTP sent to his/her registered mobile number. After entering the OTP, he/she can click on 'Login' button.
- The DA/WEDS/WEA/WWDS can login to the Portal again with the new Password.

The reset password will be reflected in the NBM portal. The DA/WEDS/WEA/WWDS can use the same password for logging into the NBM portal.

3. **Applying for Kapu Nestham 2022**

To apply for Kapu Nestham Scheme follow as mentioned below.
Select the scheme YSR Kapu Nestham from the left side bar. The following tabs will be displayed as shown in picture.
- YSR Kapu Nestham
  o New Application Form

Click on the New application form link 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.

Then, the scheme related form will be opened and fill the scheme related required information and submit with Aadhaar Authentication as shown below screens.

"**Please note that Income certificate is not mandatory**". Select anyone of the authenticate mode and click on "**Capture Biometric**" button for eKYC authentication.
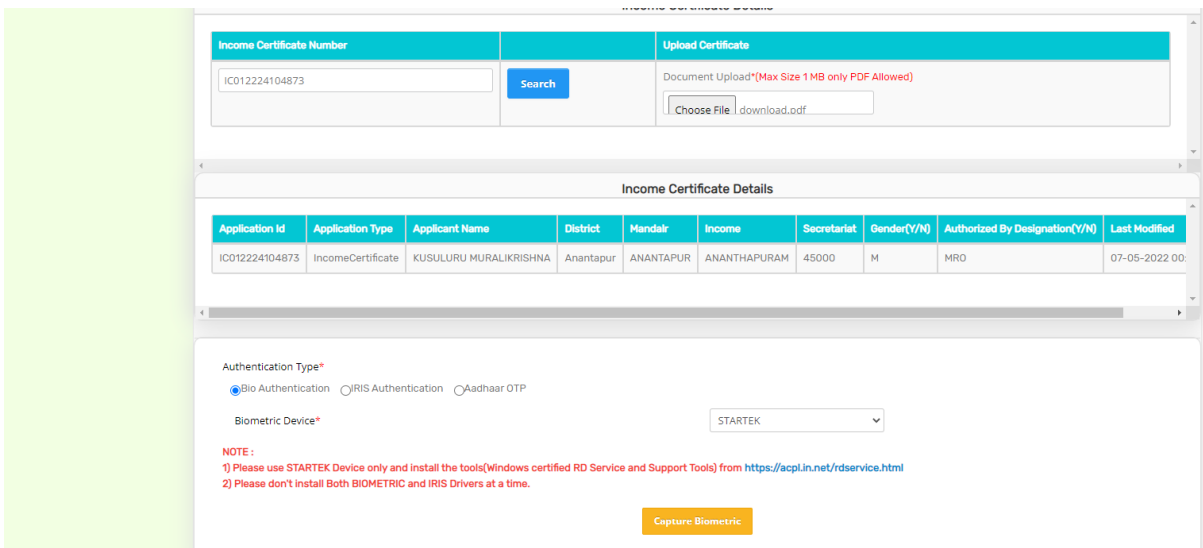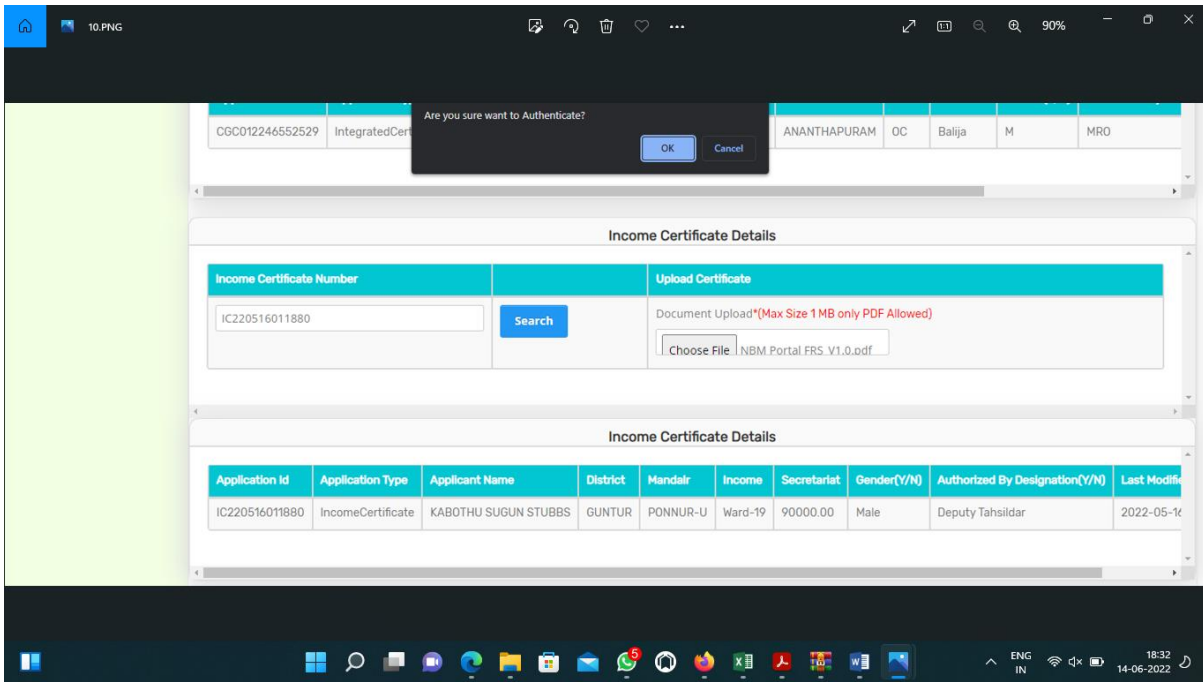
After Successful authentication, the following message will pop-up
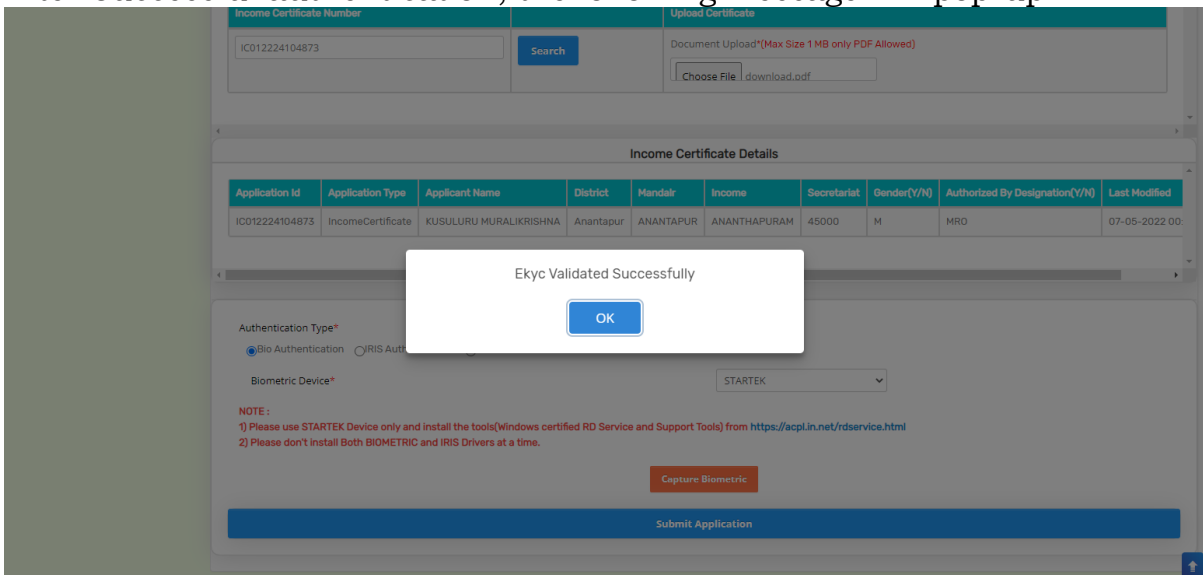
Then, Click on Submit Application button to complete the application process.

Acknowledgment will pop-up as shown below and beneficiary will receive a SMS on registered mobile.

4. Verification of the Application:

After login to the NBM portal by WEA/WWDS, click on YSR kapu Nestham and then click on **Verification** button. The scheme related dashboard and list of applications received is displayed as shown below.

Click on Verify button to open the application form with details. View option for attached documents is provided on the right side of the screen.

Based on the verification of the details, select the Recommendation button and click on Forward button to complete the process.

Application is forward to MPDO level.
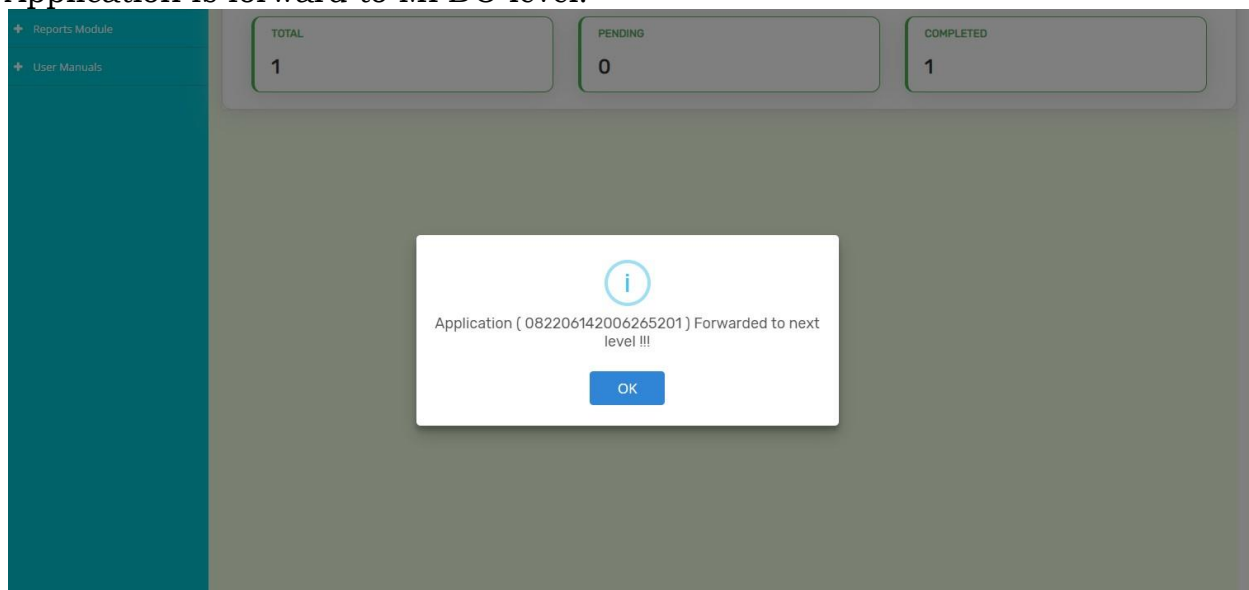
5. NBM portal logins

5.1 MPDO/MC and verification

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 password will be same as used for https://gramawardsachivalayam.ap.gov.in/

Please click on YSR kapu Nestham then click on **Verification** button

The scheme related dashboard and list of applications received is displayed as shown below.

Click on **Verify** button to open the application form with details. **View** option for attached documents is provided on the right side of the screen.

Based on the verification of the details, select the **Recommendation** button and click on **Forward** button to complete the process.

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Application is forward to ED, BC Corporation level.

5.2 ED BC Corporation and verification

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. Please click on YSR kapu Nestham then click on **Verification** button

The scheme related dashboard and list of applications received is displayed as shown below.

Click on **Verify** button to open the application form with details. **View** option for attached documents is provided on the right side of the screen.

Based on the verification of the details, select the **Recommendation** button and click on **Forward** button to complete the process.

6. Tracking of application:

1. After logging in to the NBM portal, the DA/WEDS can find the Track application Status for tracking the status of the application. Upon clicking the link, the following screen is displayed
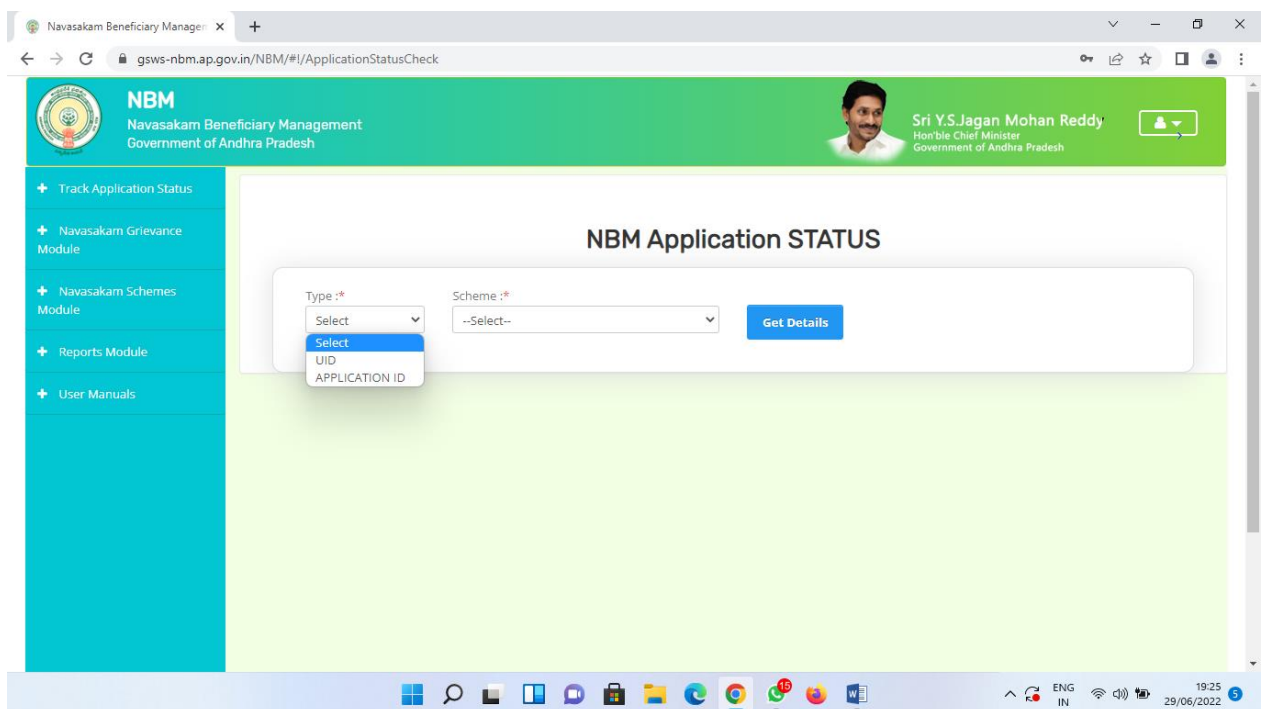
2. The screen has "Type "drop down which askes for "**UID**" or "**Application ID**". If UID is selected, the following fields will be enabled.
   - Scheme to be selected from drop down list
   - UID Number to be entered

Then click on "**Get Details".** The status of the application will be shown on the screen as follows:
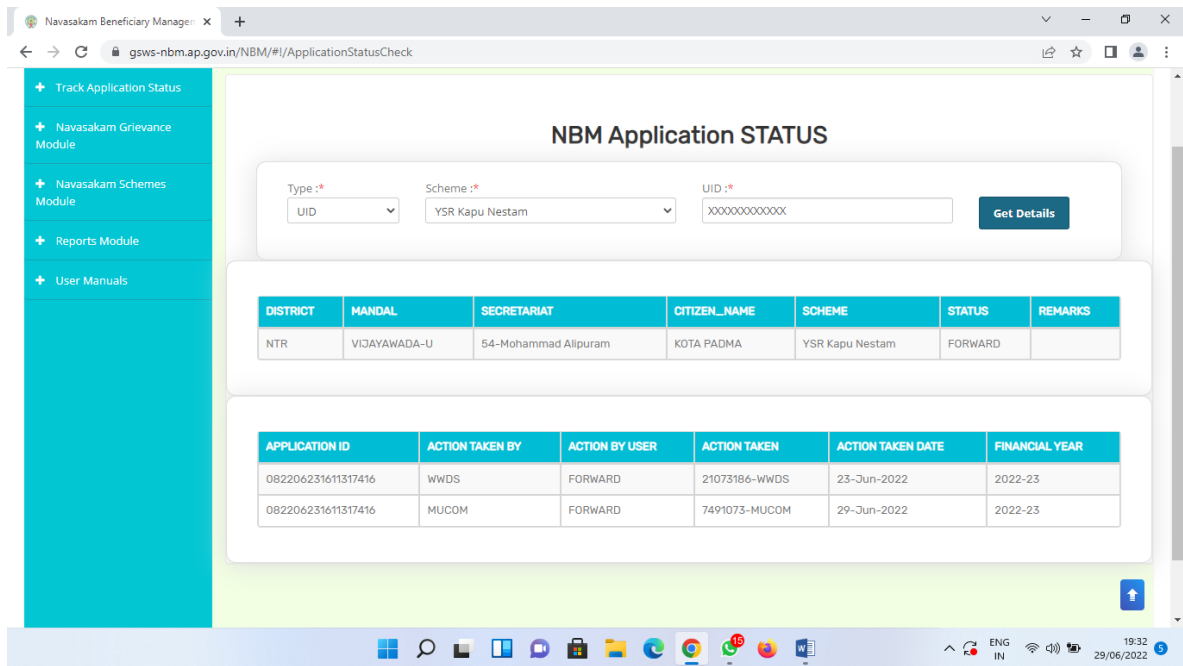
7. Downloading the Lists and Social Audit

1.After logging in to the NBM portal, the DA/WEDS can find the Reports Module. Upon clicking on the module, the following will be displayed
- Secretariat wise Beneficiaries list
- NBM reports

2. If clicked on "NBM reports" the following screen is displayed:
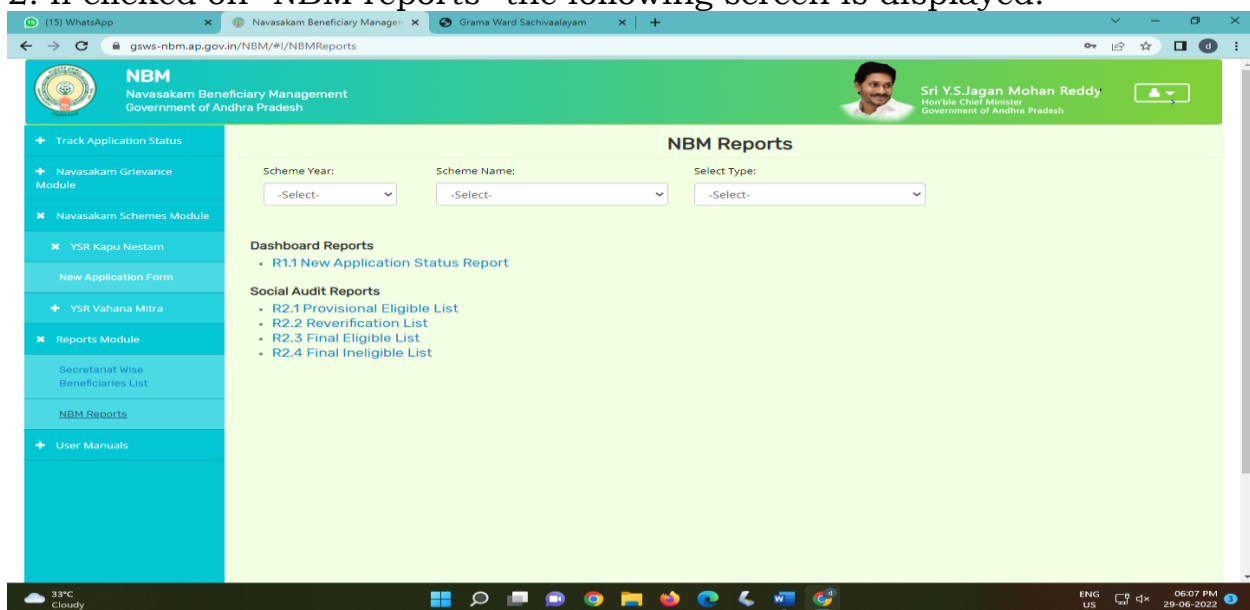
The DA/WEDs can select the Year, Scheme and type and based on the choice of selection the following list are generated and the DA/WEDs can take the printouts

- **Dashboard Reports**
  o New Application Status Report

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

8. Social Audit Remarks - Hold Option:

The Hold option is enabled to the Welfare Assistant login. Once the Welfare Assistant logs into the NBM Portal, the WA needs to click on the Navasakham Schemes module and click on the Kapu Nestham Scheme, then the following options will be displayed:

- Verification
- 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. Then the Hold option is displayed as shown above 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

9. Grievance Handling

Any person who is in the 'Ineligible Beneficiary 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

9.1 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 housein less than 1000 sq. ft. site area	MAUD
3.	Electricity Consumption	Monthly electricity consumption of a familydwelling unit (own/rent) should be less than 300 units per month	Energy
4.	Four-wheeler	Family should not own a motorizedfour-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 TaxPayee 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	Finance

		i.e., Rs.1.44 lakh per year from all sources of income	
10	GSTN	As per the respective scheme guidelines	Commercial Tax
11	Payment failure	If Beneficiaries did not receive Payment afterthe Payment disbursals, Citizen can raise a grievance under this Parameter	GSWS Department
12	Ineligible inField 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 amountnot received b. Formation/Registration issues	GSWS Department

[1] These are indicative parameters, however, for scheme wise details of the eligibility parameters kindly refer to Annexure 5.2

Besides the above listed parameters, some schemes may require specific documents for eligibility for e.g., Affiliation / Registration with Handloom Association under Netanna Nestam, Registration with Fisheries Department under Matsyakara Bharosa, Fitness Certificate / Driving License under Vahana Mitra.

9.1.1 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.
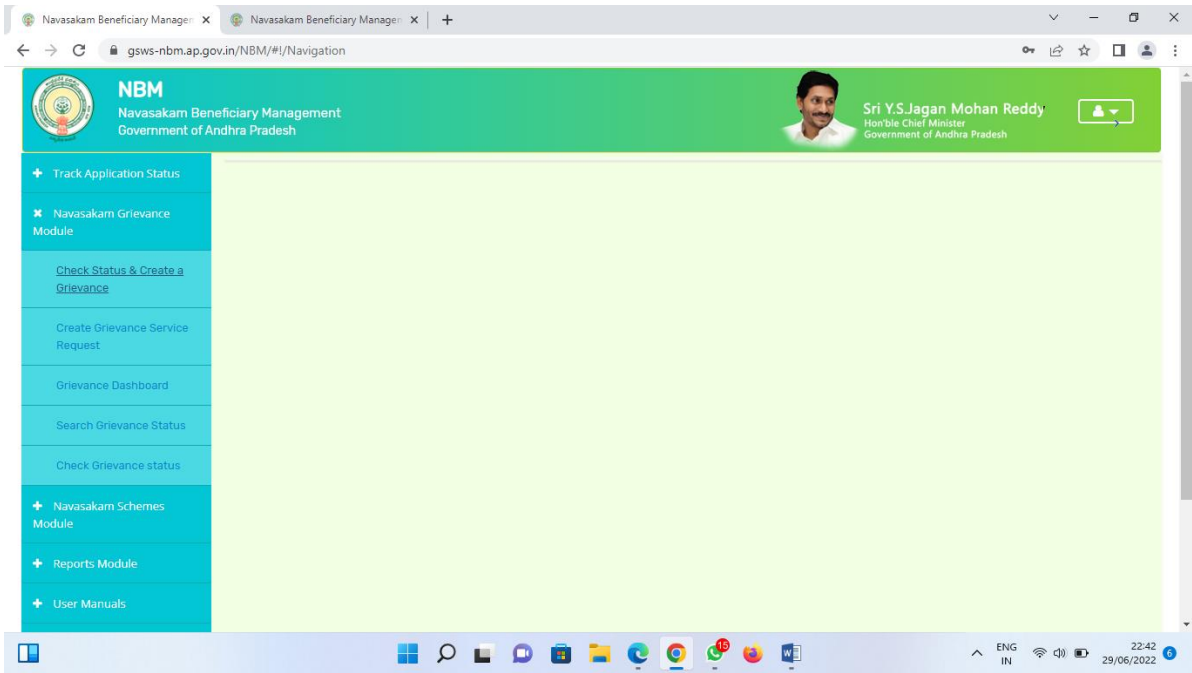
- After clicking on 'Create Grievance' the DA / WEDS shall enter the Aadhaar Number and Scheme Type for the Ineligible Beneficiary and click on **'Get Details'**

- 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

NAVASAKAM GRIEVANCE APPLICATION

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

Aadhaar No.* : XXXXXXXXXXXX   Scheme Type* : YSR Cheyutha   GET DETAILS

Application Status

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	Pothina Saikumar	NA	
Age	27	45-60 Years	Unsatisfied
Gender	MALE	FEMALE	Unsatisfied
Income Tax	NO	NO	Satisfied
Government Employee	NO	NO	Satisfied
Dry Land	0	Less than or equal to 10 Acres	Satisfied
Wet Land	0	Less than or equal to 3 Acres	Satisfied
Enegry	0	Less than or equal to 300 Units (6 Months Average)	Satisfied
Transport	NO	NO	Satisfied
Urban Property	0	Less than or equal to 1000 sq of built-up area	Satisfied

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)	Power(Units)	District	Mandal	Secretariat
Pothina Parimala	FEMALE	01-01-1979		9912433716								KRISHNA	VIJAYAWADA RURAL	GOLLAPUDI4
Pothina Srilakshmi	FEMALE	24-06-1995		9912433716								KRISHNA	VIJAYAWADA RURAL	GOLLAPUDI4
Pothina Srinivasa Rao	MALE	27-02-1973		9912433716								KRISHNA	VIJAYAWADA RURAL	GOLLAPUDI4
Pothina Harini	FEMALE	21-09-2003		9876954298								KRISHNA	VIJAYAWADA RURAL	GOLLAPUDI4
Pothina Saikumar	MALE	30-01-1994		9912433716								KRISHNA	VIJAYAWADA RURAL	GOLLAPUDI4

Grievance Type* : -- SELECT GRIEVANCE TYPE --   Beneficiary Satisfied* : ○ Yes ○ No

SUBMIT GRIEVANCE

Activate Windows
Go to Settings to activate Windows.

- 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 be given 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
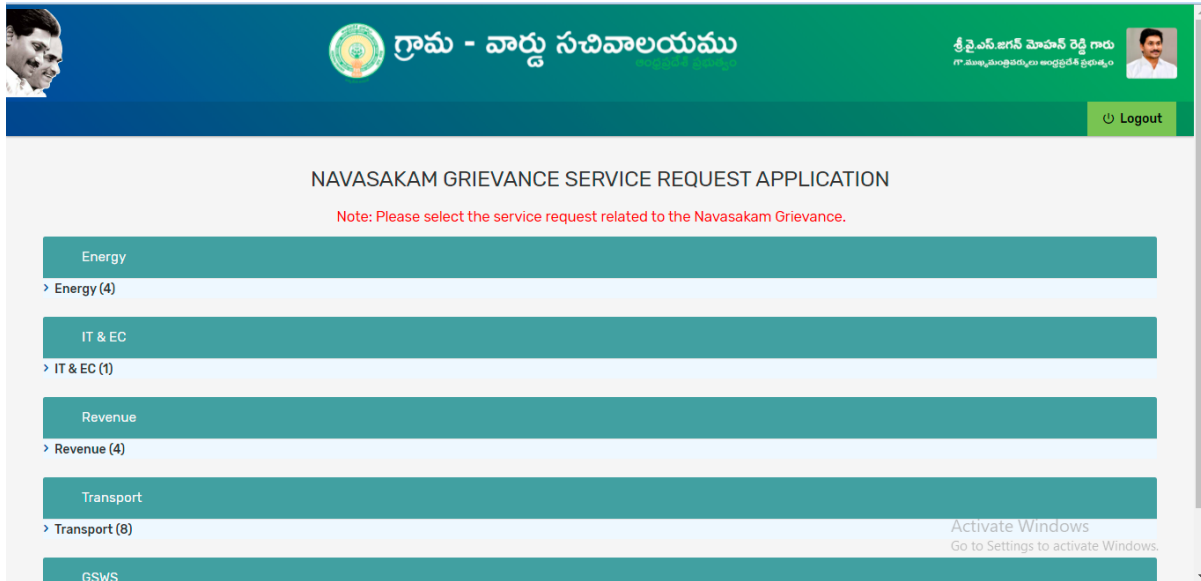
- The DA/WEDS shall mandatorily enter the grievance ID already generated and printed on acknowledgement receipt given to the citizen, along with theirname, Aadhaar and mobile number and take further actions as per the screens to follow
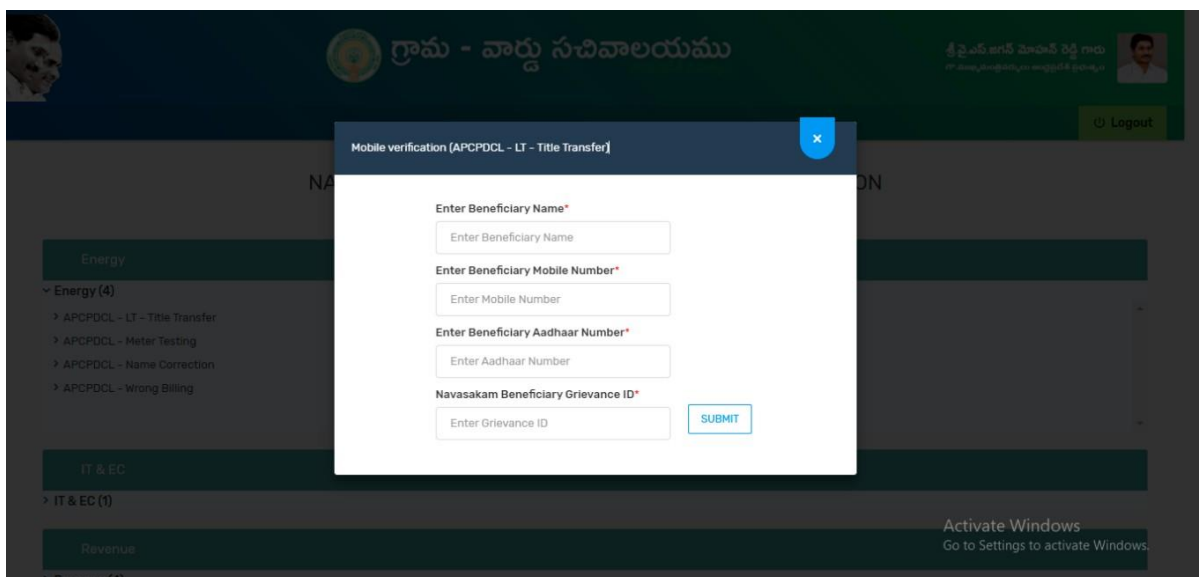
- In case of WEA/WWDS login, he/she shall click on 'Grievance Approval' under 'Navasakam Beneficiary Management' tab in GSWS portal to take an action against the grievance service request raised by the citizen.

9.1.2 Types of Grievances and their Work flows

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:

9.1.2.1 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:

9.1.2.1.1 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
    - 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

9.1.2.1.2 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

9.1.2.1.3 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

9.1.2.1.4 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 insystem

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 theGrievance. A grievance ID will be generated.
2. Transport services are directly available in the NBM portal. DA/WEDsS shouldapply 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 theData to be updated

3. Once DA fills the application form and applies for the service, it is forwarded tothe RTO Department Login who verifies the details and approves/rejects

4. Once the Service Request is closed, then the status of the grievance will beupdated 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 reflectingVehicle 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 theGrievance. 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 theData to be updated

3. Once DA fills the application form and applies for the service, it is forwarded tothe RTO Department Login who verifies the details and approves/rejects

3. Once the Service Request is closed, then the status of the grievance will beupdated 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 theGrievance. A grievance ID will be generated.
5. This service is directly available in the NBM portal. DA/WEDS should apply forthe 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 theData to be updated

6. Once DA fills the application form and applies for the service, it is forwarded tothe RTO Department Login who verifies the details and approves/rejects
7. Once the Service Request is closed, then the status of the grievance will beupdated and the database will be updated

9.1.2.1.5 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

9.1.2.2 Aadhaar Related Grievances

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.

9.1.2.3 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.

9.1.2.4 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.

9.1.2.5 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.

9.1.2.6 Kapu Nestham Scheme specific Grievances:

The possible scheme specific grievances for Kapu Nestham will be

- Rejected due to availed other government schcemes like EBC Nestham,

Old Age Pensions, YSR Cheyutha.

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

9.1 Annexures

9.1.2 *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,

#	Department required Name	Service Name	Category	SLA (Days)	Description Service	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, then this service is used	
15.	Revenue	Mutation for Transactions	Non-MeeSeva	30	Mutation means change of title from one person to another person in case of Purchase, Will, Gift and Partition. Agriculture Lands mutation will be applied	a. Application form b. Registered Documents c. Aadhar card/Other id and Address Proofs d. Passport photograph of the applicant 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: YSR Kapu Nestham- Mobile APP user manual

అప్ లాగిన్ అవ్వడం:

a) Secretariat Employee/Volunteer మీ యొక్క ఆధార్ నెంబర్ Authentication ద్వారా
   YSR Kapu Nestham App లో Login అవ్వాలి.
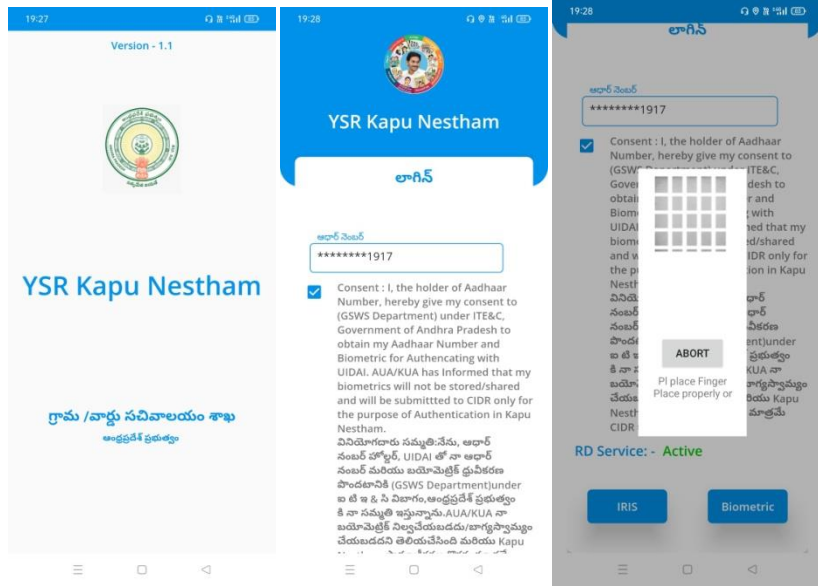
b) YSR Kapu Nestham App Login అయిన తర్వాత మీకు ఈ క్రింది విధంగా Home Screen
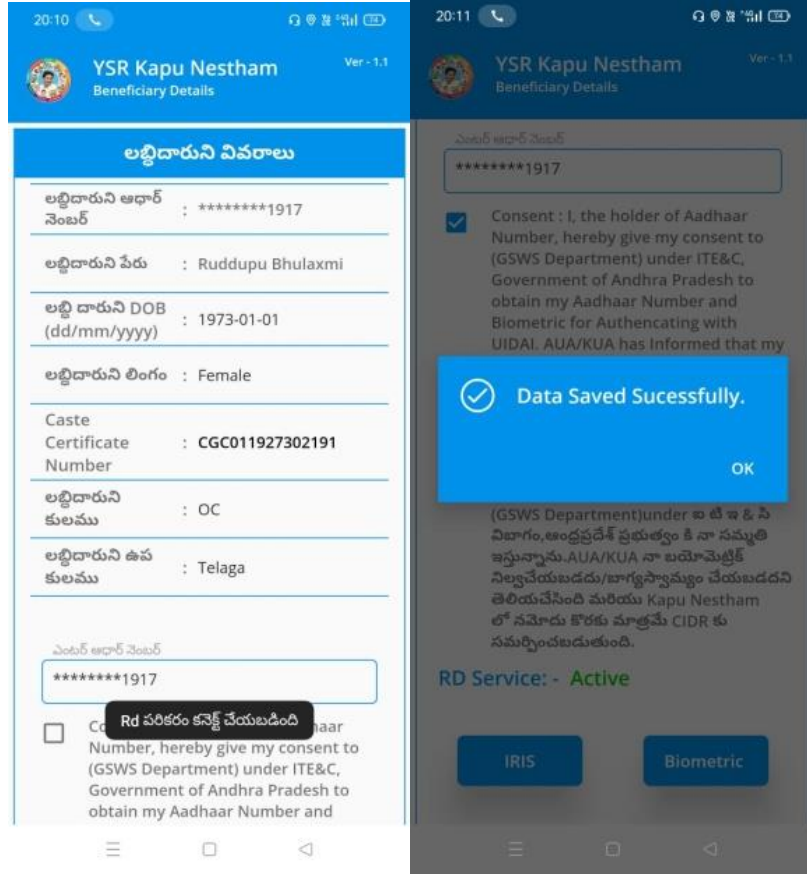   కనిపిస్తుంది.

Home Screen :

a) హోమ్ స్క్రీన్ లో Old Beneficiaries verification & ekyc, New Application ఉంటాయి.

Old Beneficiaries Verification & Ekyc :

a) Old Beneficiaries verification ని క్లిక్ చేస్తే మీకు Renewal list వస్తుంది.

b) Renewal list లో మీకు **లబ్దిదారుని ఆధార్ నెంబర్, లబ్దిదారుని పేరు** , Cluster ID వస్తాయి.

c) Renewal list ని క్లిక్ చేసిన తరువాత మీకు Beneficiary Details Screen కనిపిస్తుంది.
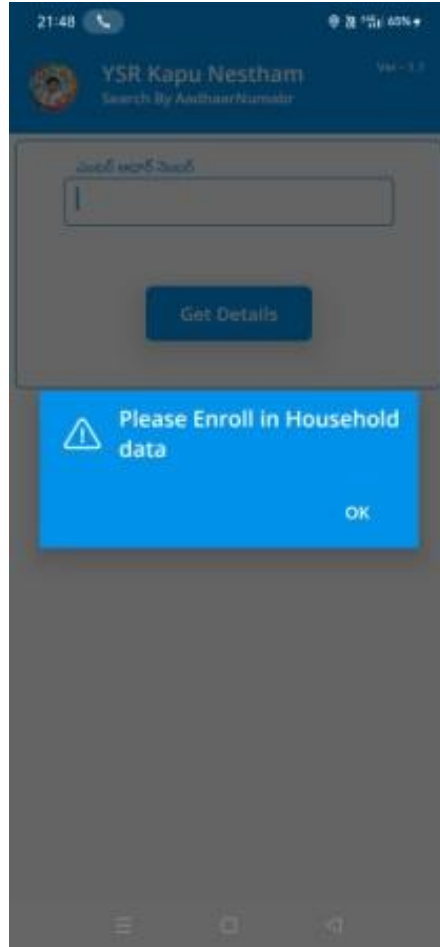
d) Beneficiary Details screen లో లబ్ధిదారుని ఆధార్ నెంబర్, లబ్ధిదారుని పేరు , లబ్ధిదారుని DOB, లబ్ధిదారుని వయస్సు, లబ్ధిదారుని లింగం, Caste Certificate Number , లబ్ధిదారుని కులం, ఉపకులం కనిపిస్తాయి.

e) లబ్ధిదారుని ఆధార్ నెంబర్ తో Authentication చేసిన తర్వాత Data saved sucessfully అని మెసేజ్ వస్తుంది.

New Application :

a) New Application ని క్లిక్ చేస్తే మీకు ఈ క్రింది విధంగా స్క్రీన్ కనిపిస్తుంది.

b) మీరు మీ యొక్క ఆధార్ నెంబర్ ని ఎంటర్ చేసి get Details బటన్ మీద క్లిక్ చేస్తే మీ యొక్క ఆదార్ నెంబర్ House Hold data లో లేకపోతే ఈ క్రింది విధముగా స్క్రీన్ కనిపిస్తుంది.

c) మీరు మీ యొక్క ఆధార్ నెంబర్ ని ఎంటర్ చేసి get Details బటన్ మీద క్లిక్ చేస్తే మీ యొక్క ఆధార్ నెంబర్ House Hold data లో ఉంటె Beneficiary Ekyc చేయాలి.

d) Beneficiary Ekyc చేసిన తర్వాత Beneficiary Details screen కనిపిస్తుంది.

e) Beneficiary Details screen లో లబ్ధిదారుని ఆధార్ నెంబర్, లబ్ధిదారుని పేరు , లబ్ధిదారుని DOB, లబ్ధిదారుని వయస్సు, లబ్ధిదారుని లింగం, లబ్ధిదారుని మొబైల్ నెంబర్,Enter Caste Certificate Number ని ఎంటర్ చేయాలి.
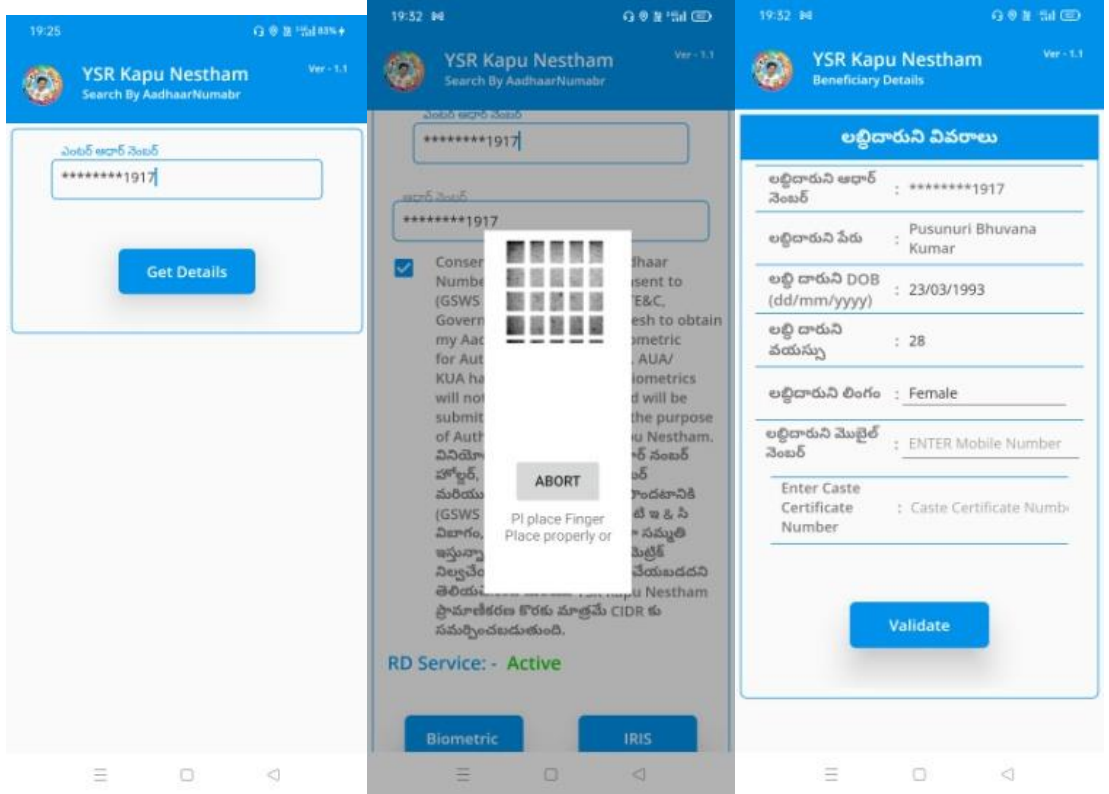
f) Caste Certificate Number ని ఎంటర్ చేసి Validate బటన్ క్లిక్ చేసిన తర్వాత మీకు ఈ క్రింది విధంగా screen కనిపిస్తుంది.

g) ఇక్కడ మీకు లబ్ధిదారుడు పేరు, లబ్ధిదారుని కులము, ఉపకులం కనిపిస్తాయి.

h) Details అన్ని ఎంటర్ చేసి Data saved successfully అని మెసేజ్ వస్తుంది.