



GOVERNMENT OF ANDHRAPRADESH

USER MANUAL FOR YSR VAHANA MITRA 2022

**GVVV & VSWS DEPARTMENT
Auto Nagar, Vijayawada**

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1. Introduction:

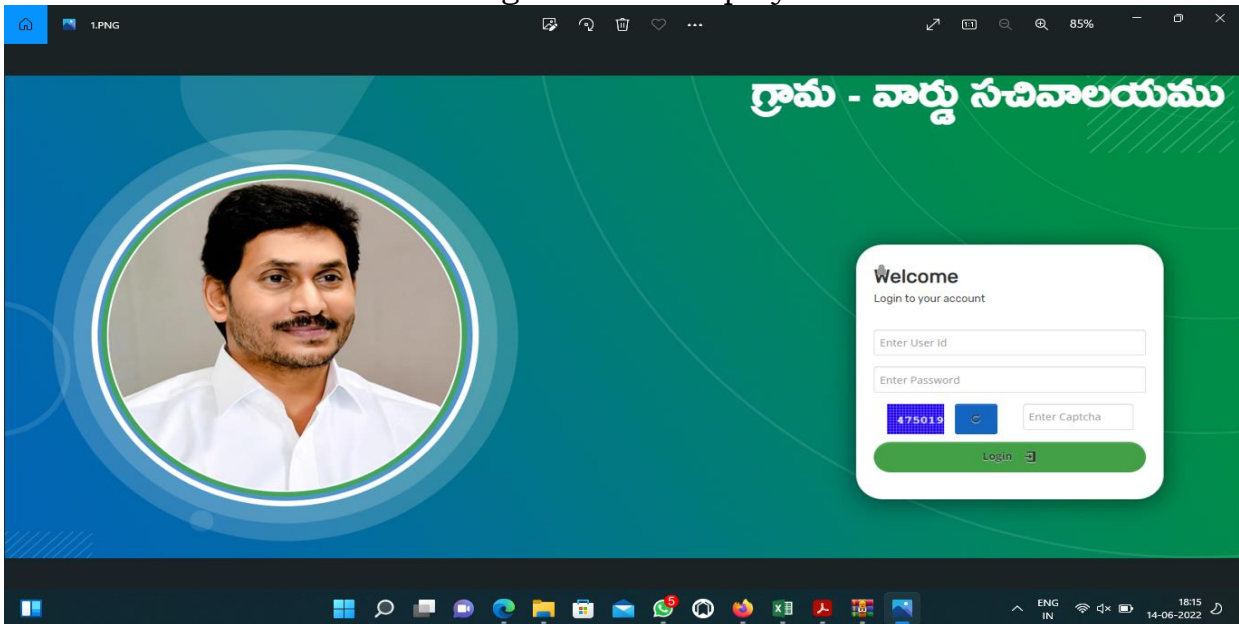
Please Note the following points:

- Validations: Validity of License, Validity of the Registration Certificate (RC) of Vehicle.
- 6 step validation is done for last year beneficiaries, New applications received in NBM portal till 26-06-2022 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 NBM portal for new beneficiaries and it will be open till 03-07-2022 (User manual attached)
- Hold option 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.

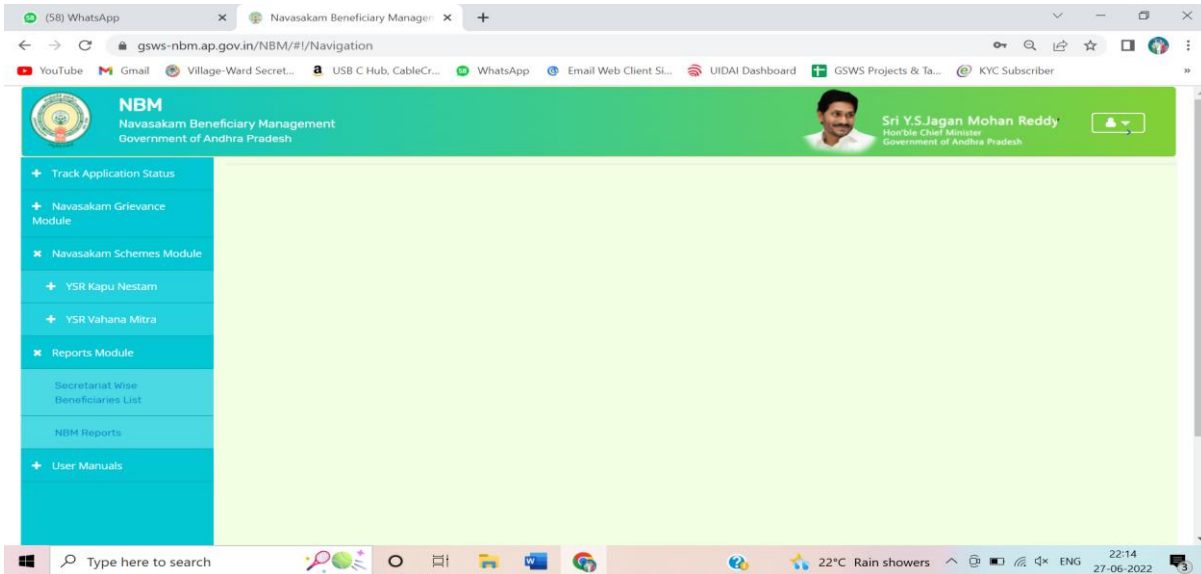


Enter the credentials to login to the NBM portal. The DA/WEDS and WEA/WWDS can use the username (combination of secretariat code and designation).

- 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:



Welcome to Navasakam Beneficiary Management Portal

Please login to your account

10190084-DA

Password

[Forgot Password ?](#)

Login

- 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.

Sri YS Jagan Mohan Reddy
Hon'ble Chief Minister of Andhra Pradesh

GSWS - NBM

Bonthala Mohanrao Logout

Home Page

Check Eligibility

Apply Scheme

Check Application Status

Social Audit

Raise/Track Grievance

Payment Status

Previous Year Beneficiary Data

Manage Profile (Change Password)

New Password

Confirm Password

Submit

Hint: The "Password" must contain atleast 8 characters, including one upper case, one lower case, one number and one special characters

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 Vahana Mitra 2022

To apply for Vahana Mitra Scheme follow as mentioned below. Select the scheme YSR Vahana Mitra from the left side bar. The following tabs will be displayed as shown in picture.

- YSR Vahana Mitra
 - 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.

The screenshot shows the 'Basic Details' section of the 'YSR Vahana Mitra New Application Form'. The form is titled 'NBM / YSR Vahana Mitra / New Application Form'. The header includes the NBM logo and the name of the Government of Andhra Pradesh, along with a profile picture of Sri Y.S. Jagan Mohan Reddy, Hon'ble Chief Minister.

The form fields are as follows:

- Aadhaar Number:** XXXXXXXXXX (with a 'Pre-Fill' button)
- First Name:** NAGABABU MANEPALLI
- Father/Husband Name:** RAMANA
- Gender:** Male
- Date of Birth:** 08-07-1988
- Caste:** BC-B
- Religion:** Hindu
- Qualification:** B.TECH
- Marital Status:** Married
- Mobile No:** [Redacted]
- E-mail:** [Empty]

Permanent Address:

- Door No & Street Name:** 52-1-69/B
- District:** KAKINADA
- Mandal/Municipality:** KAKINADA (U)
- Village/Ward/Secretariat:** NEWMUNSIFFUNCTION-01
- Pin Code:** 533002

Present Address:

- Same As Permanent Address
- Door No & Street Name:** 52-1-69/B
- District:** KAKINADA
- Mandal/Municipality:** KAKINADA (U)
- Village/Ward/Secretariat:** NEWMUNSIFFUNCTION-01

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

The screenshot shows the 'Family Details', 'Bank Details', and 'Vehicle Details' sections of the 'YSR Vahana Mitra New Application Form'. The header is the same as in the previous screenshot.

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)	P
NAGABABU MANEPALLI	MALE	08-Jul-1988	BC	[Redacted]	0	0	0	0	0	0	
MANEPALLI RAJESWARI	FEMALE	01-Jan-1971	BC	[Redacted]	0	0	0	0	0	0	
MANEPALLI VENKATA RAMANA	MALE	25-Oct-1960	BC	[Redacted]	0	0	1637.400024	0	0	0	

Bank Details:

Bank Account Number	IFSC code	Name of the Bank	Name of the branch
3351265789	5BIN0000850	STATE BANK OF INDIA	KAKINADA

Vehicle Details:

Vehicle number: *
Owner Name: *
Father Name: *

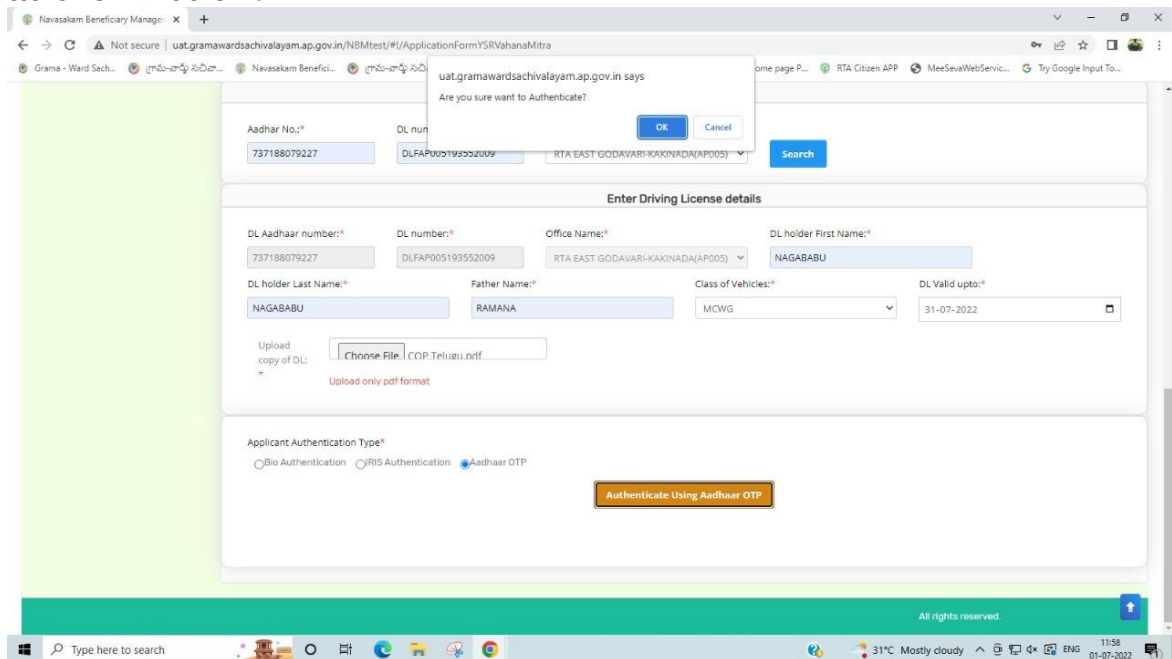
The vehicle details, driving license details should be filled if not pre filled as in the below screen.

The screenshot shows the 'Vehicle details' and 'Driving License details' sections of the application form. The 'Vehicle details' section includes fields for Vehicle number (AP39TJ3560), Owner Name (NAGABABU), Father Name (S/O SIVA REDDY), RC Valid upto (dd-mm-yyyy), and Vehicle class (MOTOR CAB). There is a 'Search' button and an 'Upload copy of RC' field with a 'Choose File' button and a note 'Upload only pdf format'. The 'Driving License details' section includes fields for Aadhar No. (737188079227), DL number (DLFAP005193552009), Office Name (RTA EAST GODAVARI-KAKINADA(AP005)), and a 'Search' button. Below this is the 'Enter Driving License details' section with fields for DL Aadhaar number (737188079227), DL number (DLFAP005193552009), Office Name (RTA EAST GODAVARI-KAKINADA(AP005)), DL holder First Name, DL holder Last Name (NAGABABU), Father Name (RAMANA), Class of Vehicles (MCWG), and DL Valid upto (31-07-2022). There is also an 'Upload copy of DL' field with a 'Choose File' button and a note 'Upload only pdf format'.

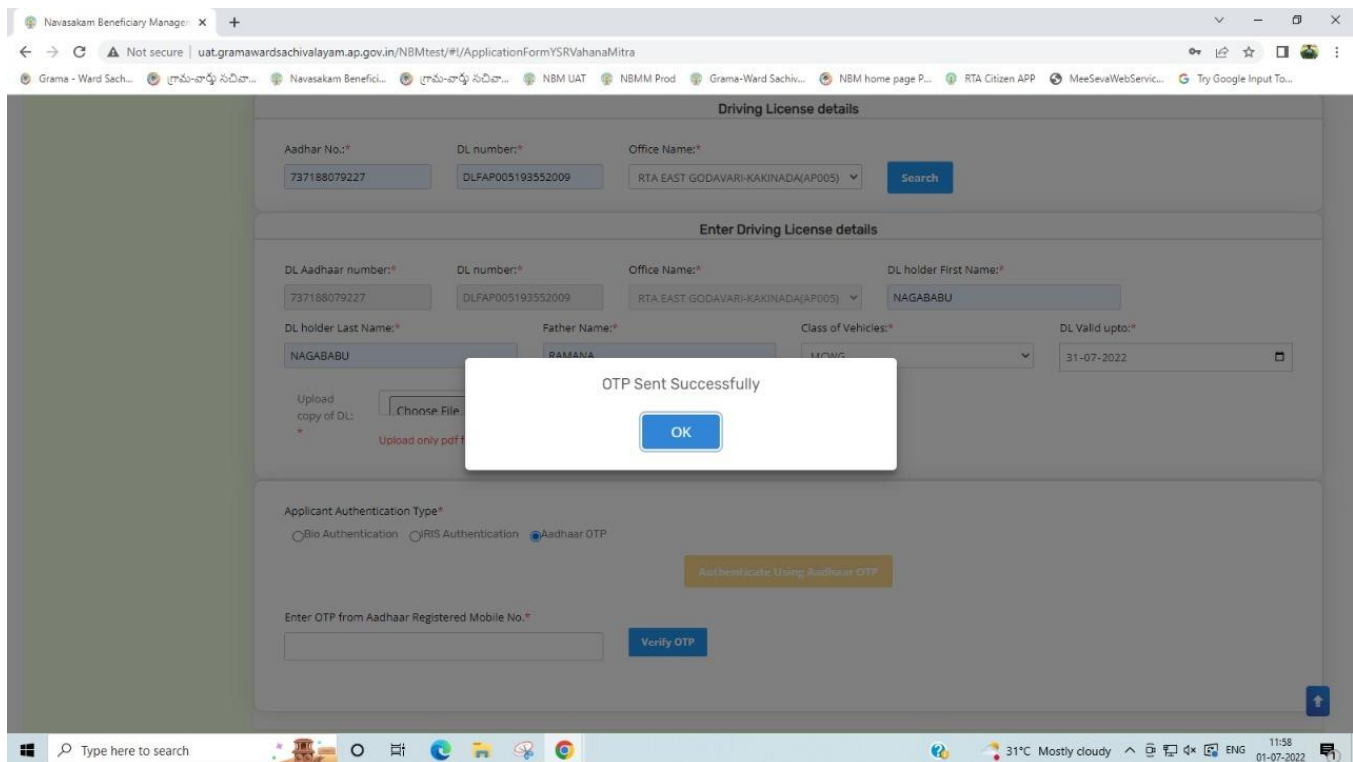
After the details are filled, select anyone of the authenticate mode and click on “**Capture Biometric**” button for eKYC authentication.

The screenshot shows the 'Driving License details' and 'Enter Driving License details' sections of the application form. The 'Driving License details' section includes fields for Aadhar No. (737188079227), DL number (DLFAP005193552009), Office Name (RTA EAST GODAVARI-KAKINADA(AP005)), and a 'Search' button. Below this is the 'Enter Driving License details' section with fields for DL Aadhaar number (737188079227), DL number (DLFAP005193552009), Office Name (RTA EAST GODAVARI-KAKINADA(AP005)), DL holder First Name (NAGABABU), DL holder Last Name (NAGABABU), Father Name (RAMANA), Class of Vehicles (MCWG), and DL Valid upto (31-07-2022). There is also an 'Upload copy of DL' field with a 'Choose File' button and a note 'Upload only pdf format'. Below this is the 'Applicant Authentication Type' section with radio buttons for Bio Authentication, IRIS Authentication, and Aadhaar OTP. The 'Aadhaar OTP' option is selected, and there is a button labeled 'Authenticate Using Aadhaar OTP'. At the bottom, there is a footer with 'All rights reserved.' and a blue arrow icon.

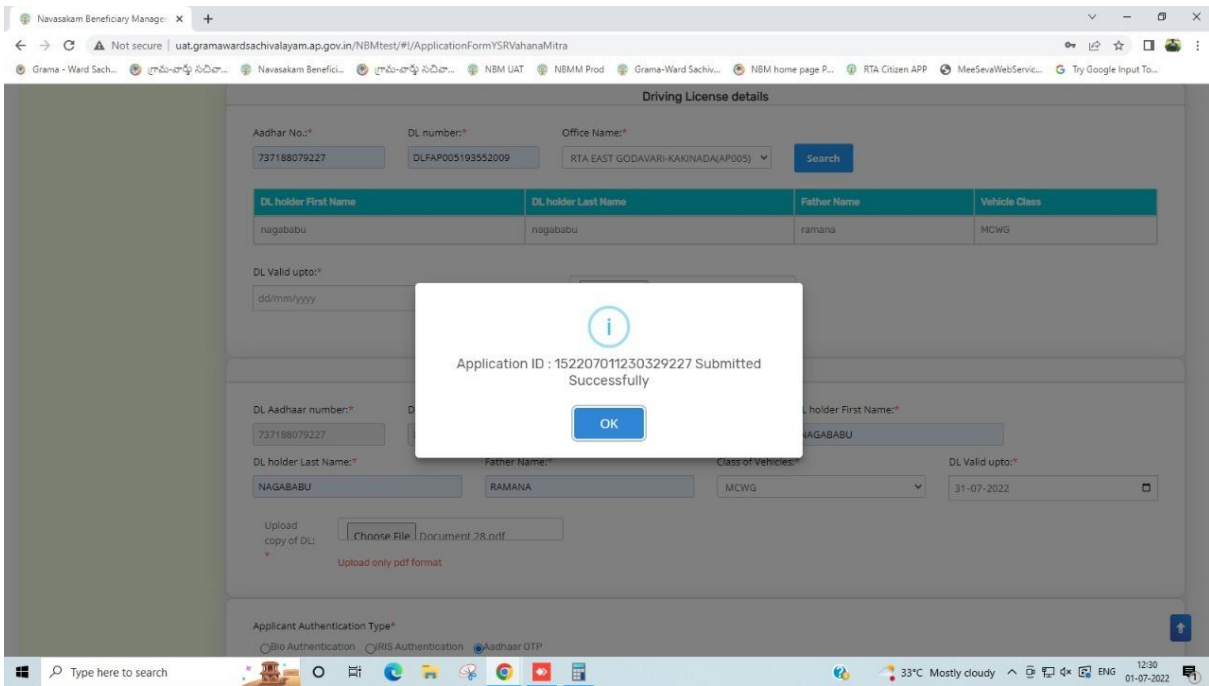
Once OTP / biometric is captured, the systems asks. "Are you sure to Authenticate" as shown below.



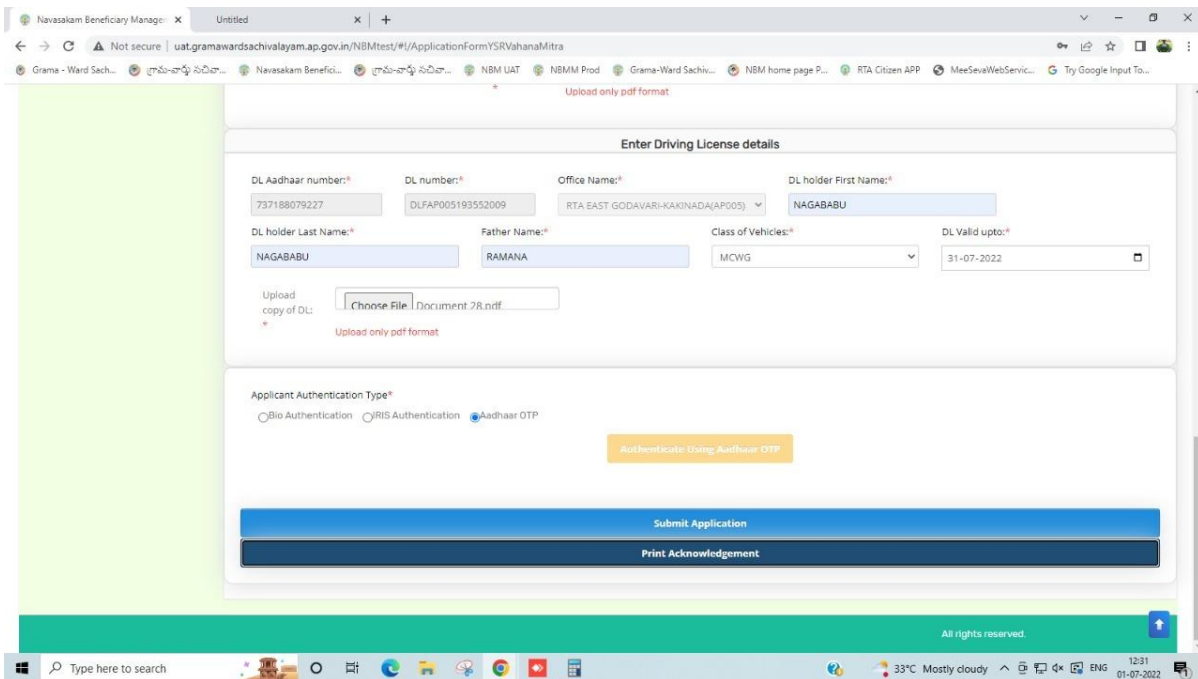
After Successful authentication, the following message will pop-up



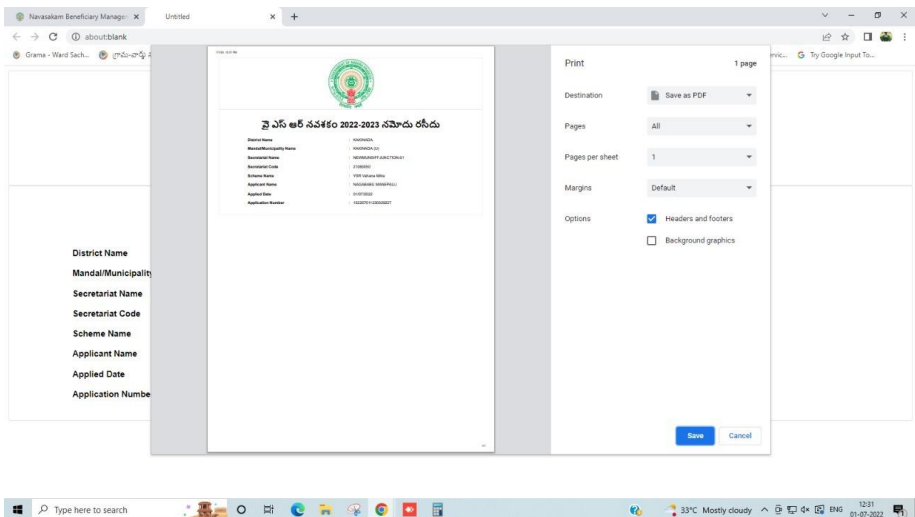
Then, Click on Submit Application button to complete the application process. After successful completion of the following screen is displayed



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

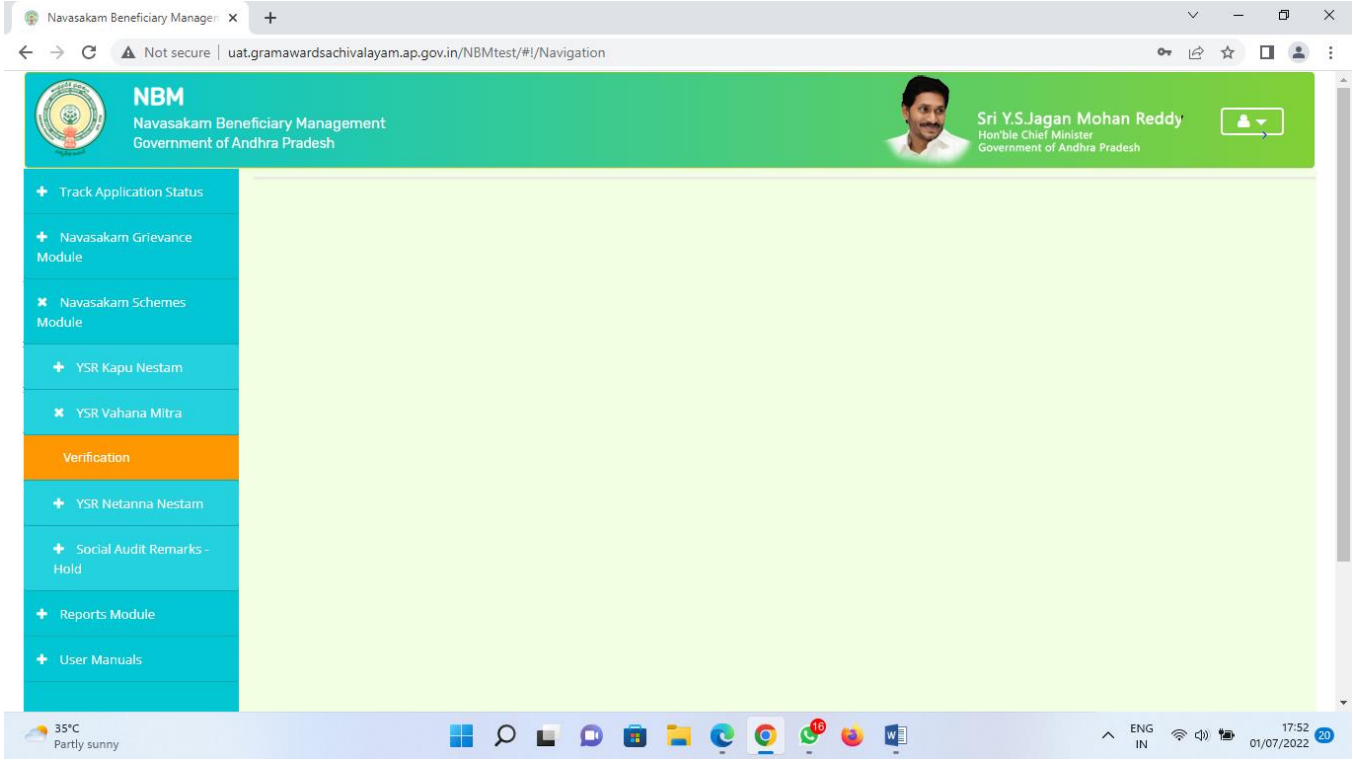


The following Acknowledgement is generated



4. Verification of the Application:

After login to the NBM portal by **WEA/WWDS**, click on **Navasakam Schemes Module YSR Vahana Mitra** button along with other schemes will be displayed. Click on YSR Vahana Mitra and Verification button will be seen as below.



Click on **Verification** button to open the applications received dash board as follows:

NBM
Navasakam Beneficiary Management
Government of Andhra Pradesh

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

SCHEME Application DASHBOARD (WEA)

TOTAL: 2 PENDING: 2 COMPLETED: 0

Pending application to take action (WEA)

DETAILS

Application ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Scheme Type	Action
152206241259501496	24-JUN-2022	GARLAPATI SURIBABU	MALE	XXXX-XXXX-1496	9666597742	YSR Vahana Mitra	Verify
152206241620574230	24-JUN-2022	VISSAMPALLI RAVI	MALE	XXXX-XXXX-4230	6305919585	YSR Vahana Mitra	Verify

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

NBM
Navasakam Beneficiary Management
Government of Andhra Pradesh

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

SCHEME Application VERIFICATION (WEA)

APPLICANT DETAILS

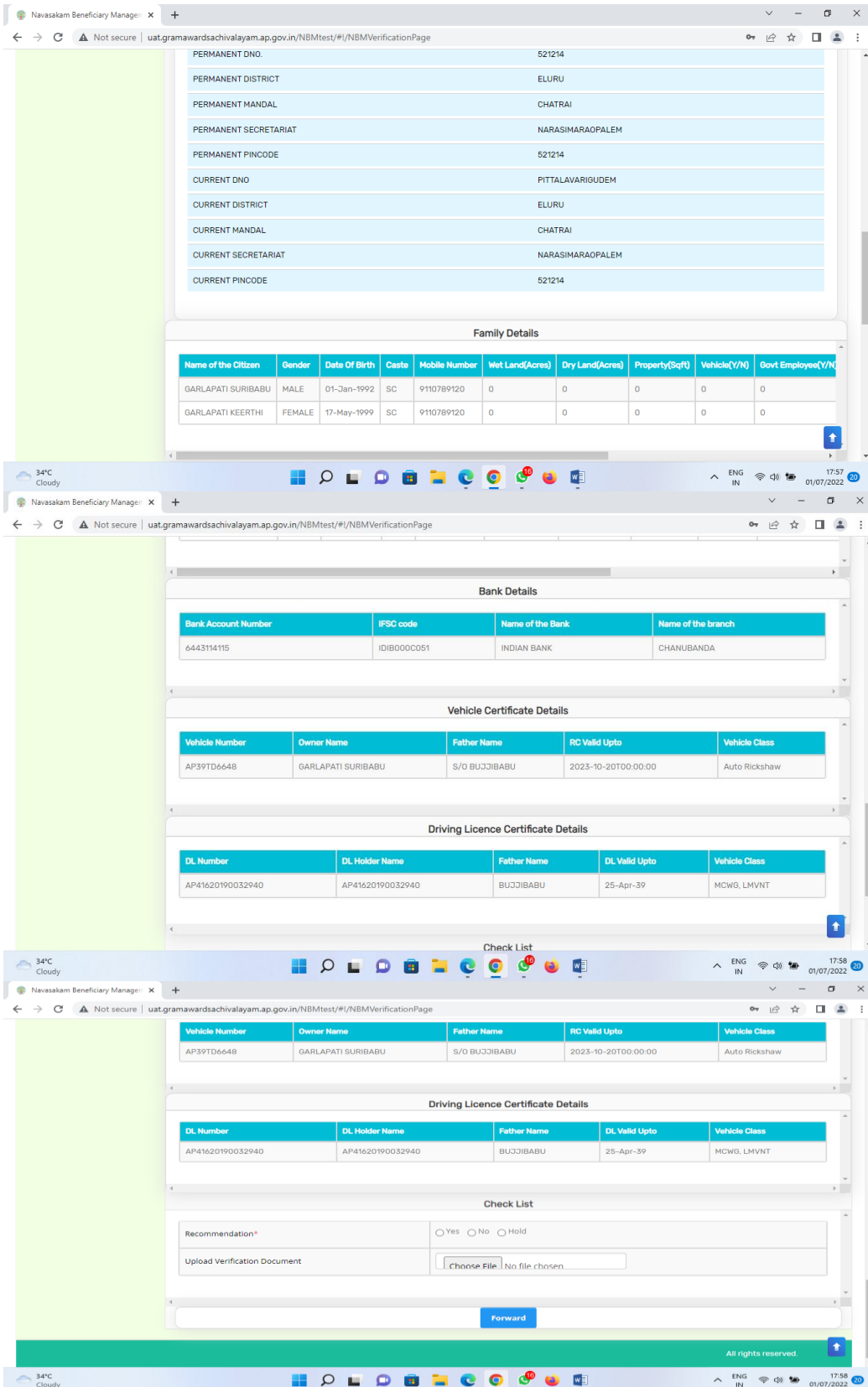
APPLICATION ID	152206241259501496
APPLICANT NAME	GARLAPATI SURIBABU
SCHEME	YSR Vahana Mitra
DATE OF APPLICATION	24-JUN-2022
GENDER	MALE
AADHAAR NUMBER	XXXX-XXXX-1496
SECRETARIAT NAME	NARASIMARAOPALEM

Certificate View

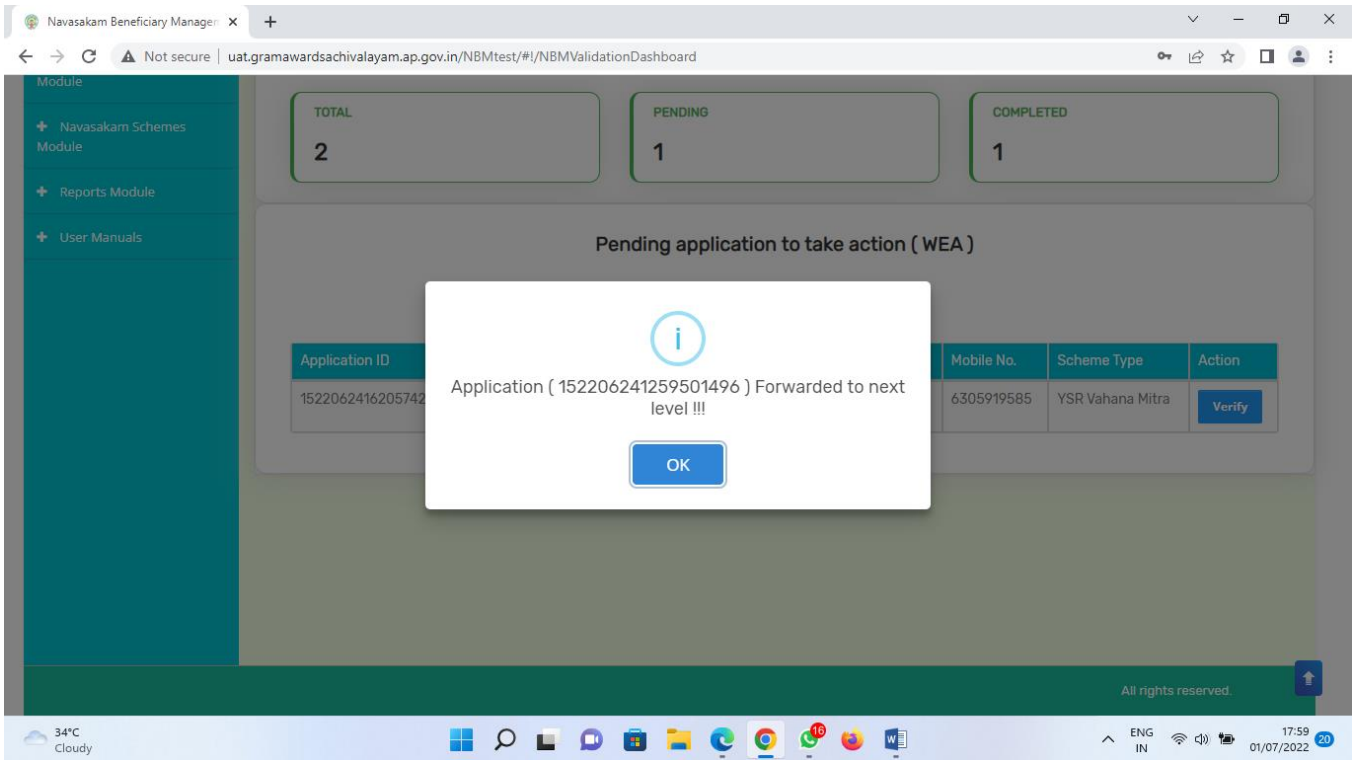
[Next](#)

APPLICANT DETAILS

APPLICATION ID	152206241259501496
APPLICANT NAME	GARLAPATI SURIBABU
FATHER NAME	BUJJIBABU
SCHEME	YSR Vahana Mitra
DATE OF APPLICATION	24-JUN-2022
GENDER	MALE
MOBILE NUMBER	9666597742
EMAIL	
AADHAAR NUMBER	XXXX-XXXX-1496
DOB	01-Jan-1992
CASTE	SC
RELIGION	Hindu
QUALIFICATION	OTHERS
MARITAL STATUS	Married
PERMANENT DNO.	521214
PERMANENT DISTRICT	



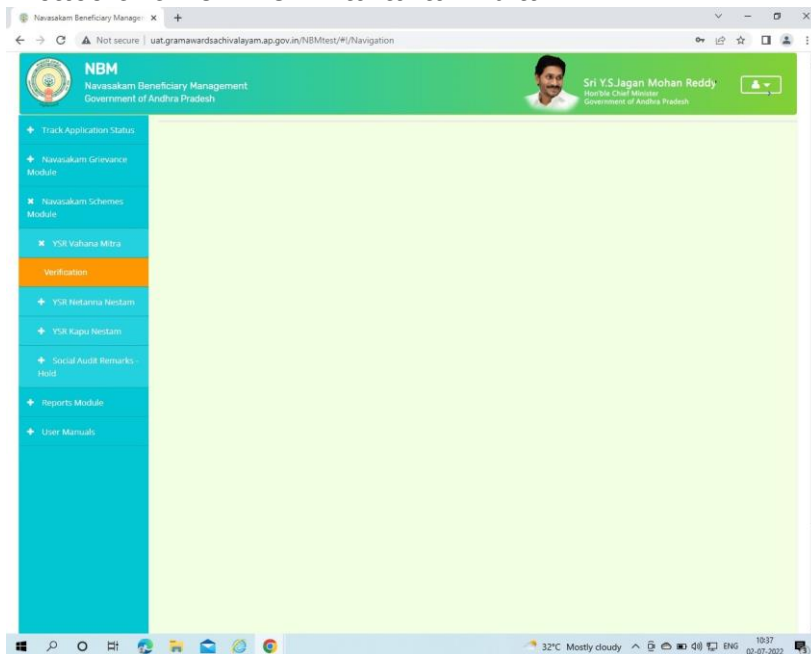
Based on the verification of the details, click on Forward button to complete the process. Then the application will be forwarded to MPDO/MC as shown below:



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 Vahana Mitra



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

NBM
Navasakam Beneficiary Management
Government of Andhra Pradesh

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

SCHEME Application DASHBOARD (MUCOM)

TOTAL: 201 PENDING: 201 COMPLETED: 0

Pending application to take action (MUCOM)

DETAILS

Application ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Scheme Type	Action
082206211649061715	21-JUN-2022	M SELVAM	MALE	XXXX-XXXX-1715	9182856514	YSR Vahana Mitra	Verify
082206201444371117	22-JUN-2022	P ALTHAF	MALE	XXXX-XXXX-1117	9441625042	YSR Vahana Mitra	Verify

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.

Navasakam Beneficiary Management | uat.gramawardsachivalayam.ap.gov.in/NBMtest/#/NBMVerificationPage

NBM
Navasakam Beneficiary Management
Government of Andhra Pradesh

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

- Track Application Status
- Navasakam Grievance Module
- Navasakam Schemes Module
- Reports Module
- User Manuals

SCHEME Application VERIFICATION (MUCOM)

APPLICANT DETAILS

APPLICATION ID	152207011230329227
APPLICANT NAME	NAGABABU MANEPALLI
SCHEME	YSR Vahana Mitra
DATE OF APPLICATION	02-JUL-2022
GENDER	MALE
AADHAAR NUMBER	XXXX-XXXX-9227
SECRETARIAT NAME	NEWMUNSIFJUNCTION-01
WEA/wwDS RECOMMENDATION	Yes

Certificate View

WEA/wwDS PRIMARY FIELD VERIFICATION REPORT

ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION
RTC House, Pandit Nehru Bus Station, Vijayawada - 520006, Andhra Pradesh, India.

Telephone No. : 08662570005
e-Mail : online.support@aprtcsonline.in
Web : www.aprtcsonline.in
GSTIN : 37AAGFA3527J2ZF

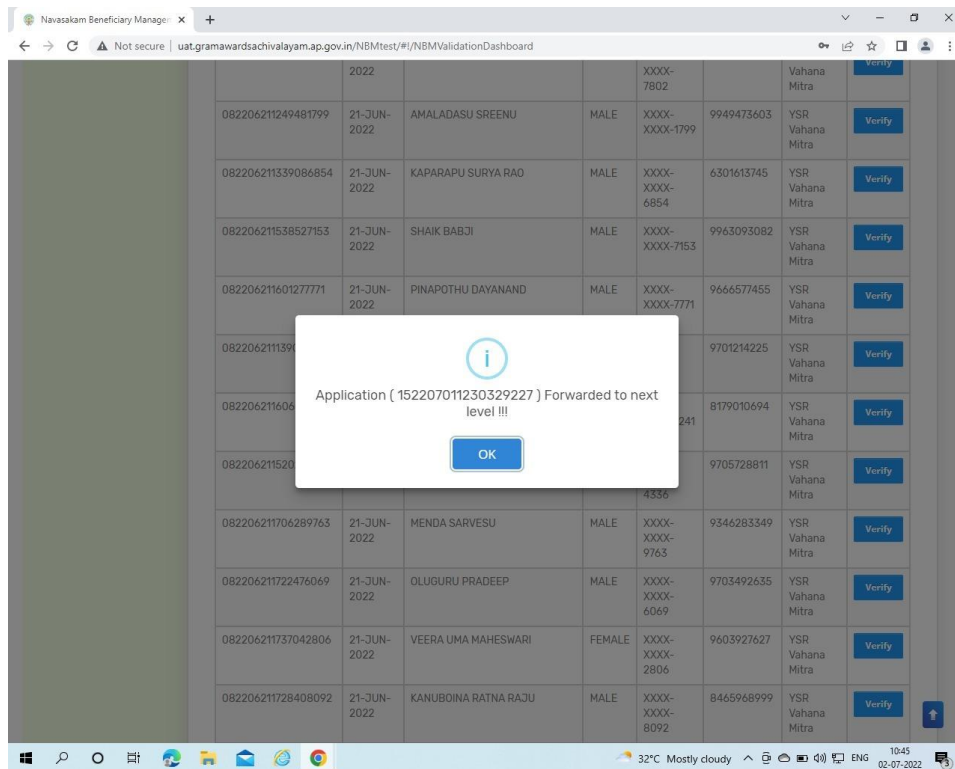
Onward Journey Ticket Details

[Next](#)

APPLICATION DETAILS

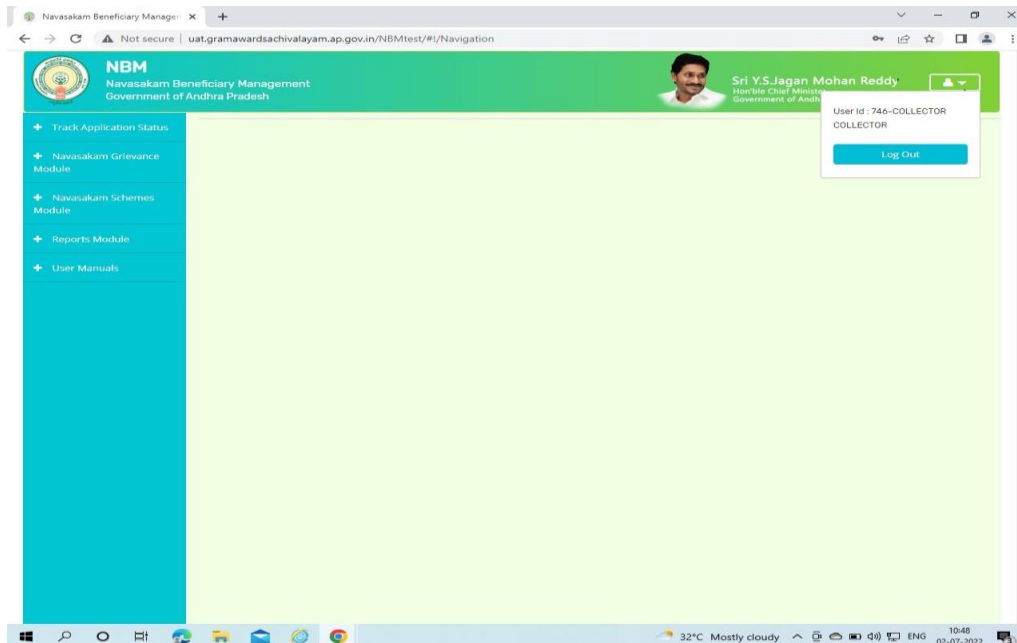
APPLICATION ID	152207011230329227
APPLICANT NAME	NAGABABU MANEPALLI
FATHER NAME	ramana
SCHEME	YSR Vahana Mitra
DATE OF APPLICATION	02-JUL-2022

Based on the verification of the details, select the **Recommendation** button and click on **Forward** button to complete the process. Application is forward to District level.



5.2 District collector

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 Vahana Mitra then click on **Verification** button.



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

NBM
Navasakam Beneficiary Management
Government of Andhra Pradesh

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

SCHEME Application DASHBOARD (COLLECTOR)

TOTAL: 1686 PENDING: 1686 COMPLETED: 0

Previous Designation Recommendation*
 Recommended Not Recommended

Pending application to take action (COLLECTOR)

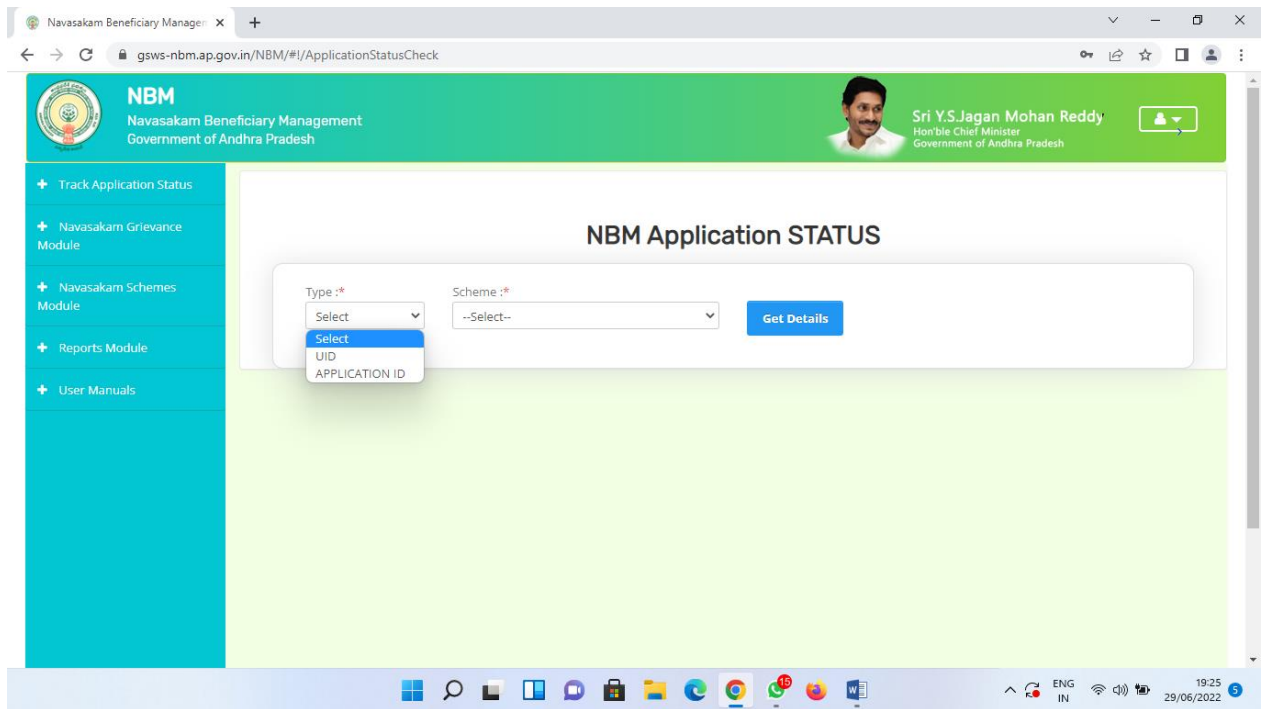
DETAILS

Application ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Scheme Type
082206201418169574	21-JUN-2022	SATYANARAYANA	MALE	XXXX-XXXX-9574	9849759515	YSR Vahana Mitra
082206201559167139	21-JUN-2022	PULUGU SRINU	MALE	XXXX-XXXX-7139	6300584038	YSR Vahana Mitra
082206201630432538	21-JUN-2022	ALLADA RAJU	MALE	XXXX-XXXX-2538	9642710159	YSR Vahana Mitra
082206211225052052	21-JUN-2022	JALLURI RAMANA	MALE	XXXX-XXXX-2052	7993838334	YSR Vahana Mitra
082206201622256983	21-JUN-2022	MANDHAPALLI SEKHAR	MALE	XXXX-XXXX-6007	7893338233	YSR Vahana Mitra

Further the Collector approves or rejects the list based on the recommendations

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 asks 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:

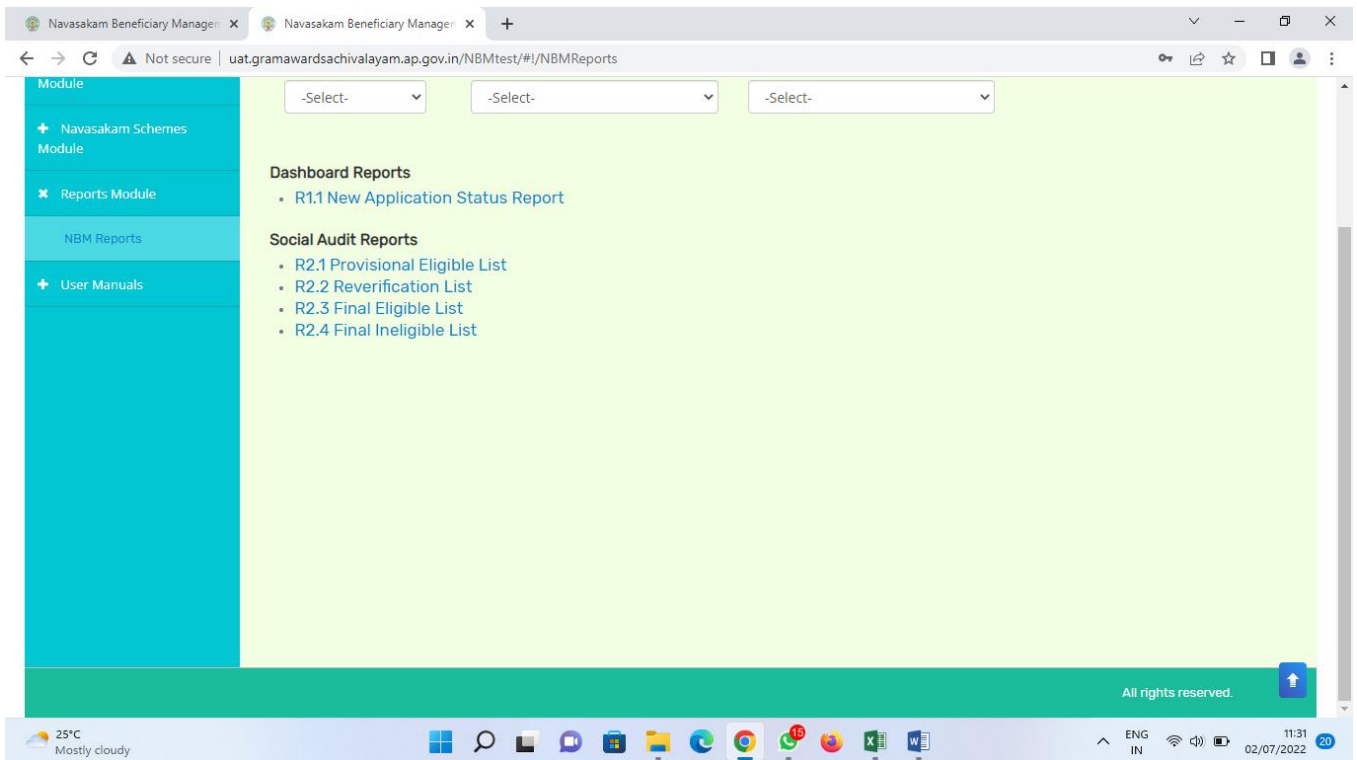
Applications screen shot

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

- 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

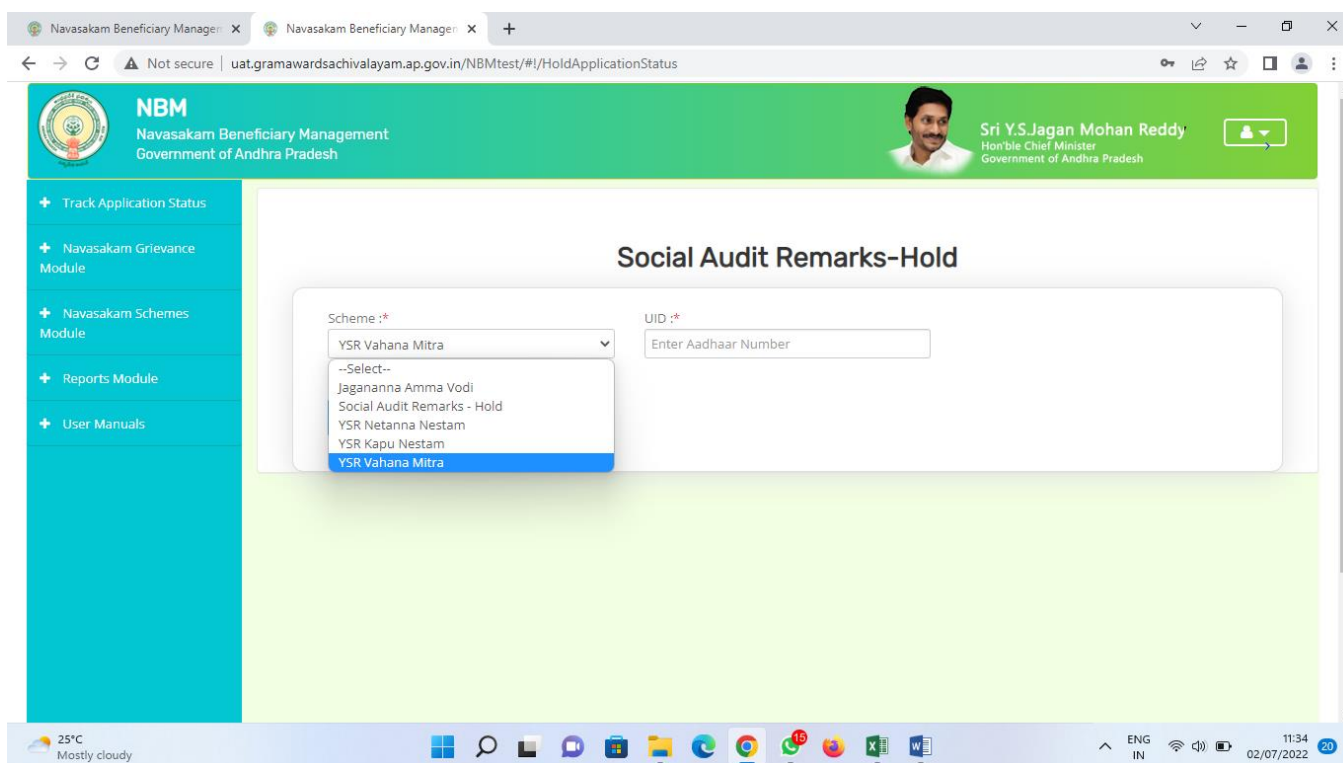
- **Dashboard Reports**
 - New Application Status Report
- **Social Audit Reports**
 - Provisional Eligible List
 - Reverification List
 - Final Eligible list
 - Final Ineligible List

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, then the following options will be displayed:

- Various schemes
- 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

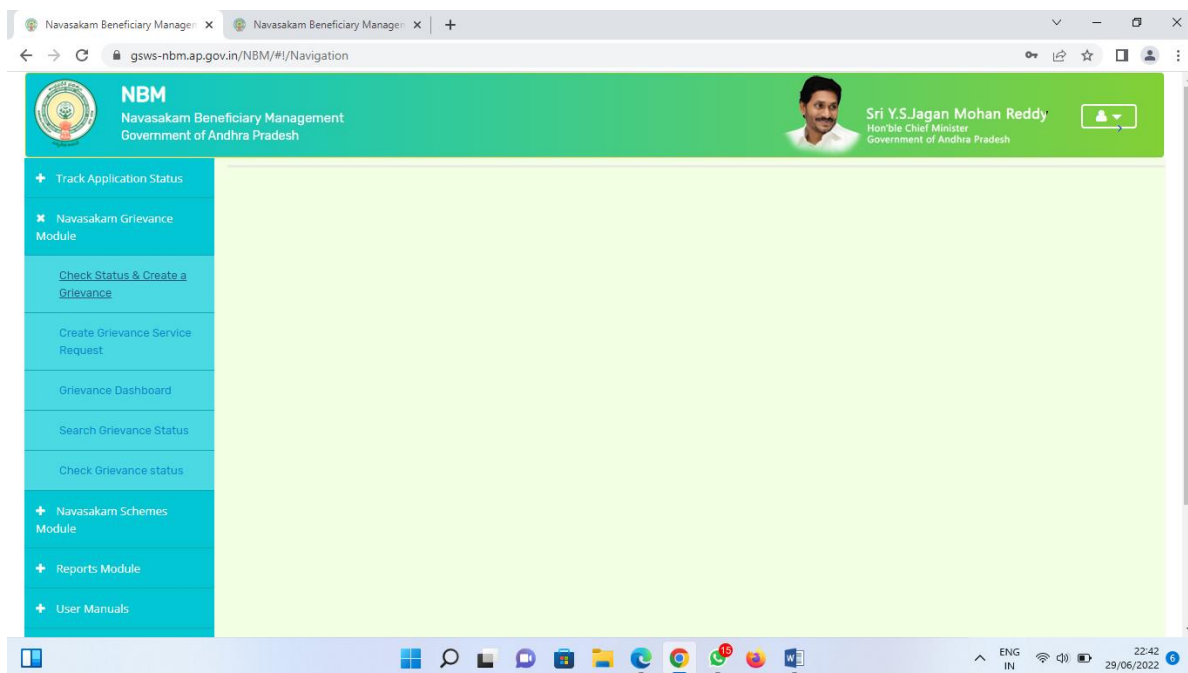
2.	Property in municipal area	Family in municipal areas who owns house in less than 1000 sq. ft. site area	MAUD
3.	Electricity Consumption	Monthly electricity consumption of a family dwelling unit (own/rent) should be less than 300 units per month	Energy
4.	Four-wheeler	Family should not own a motorized 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	<ul style="list-style-type: none"> ▪ 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 disbursements, 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)	<p>a. Claim documents submitted but amount not received</p> <p>b. Formation/Registration issues</p>	GSWS Department

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

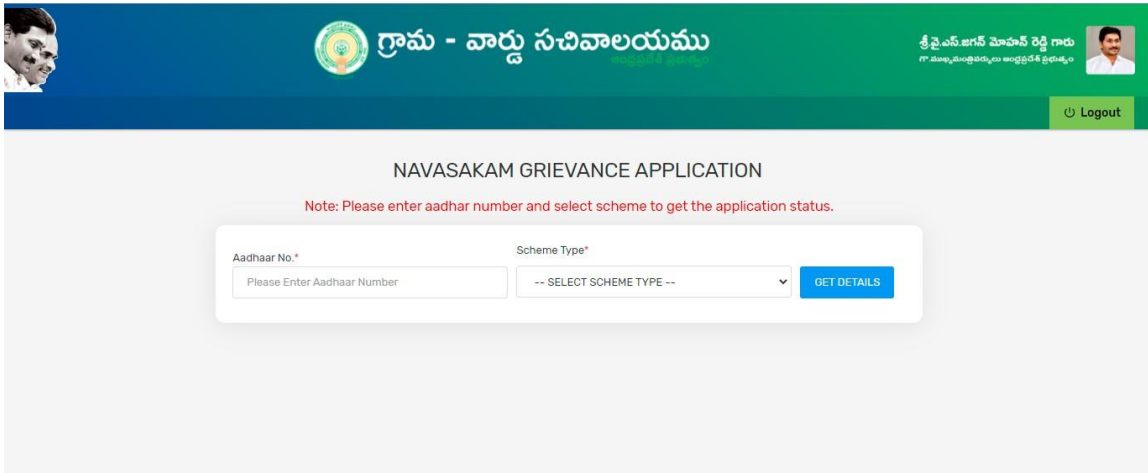
Besides the above listed parameters, some schemes may require specific documents for eligibility for e.g., Affiliation / Registration with Handloom Association under Netanna Nestam, Registration with Fisheries Department under Matsyakara Bharosa, Fitness Certificate / Driving License under Vahana Mitra.

9.1.1 Creating Grievance and service request

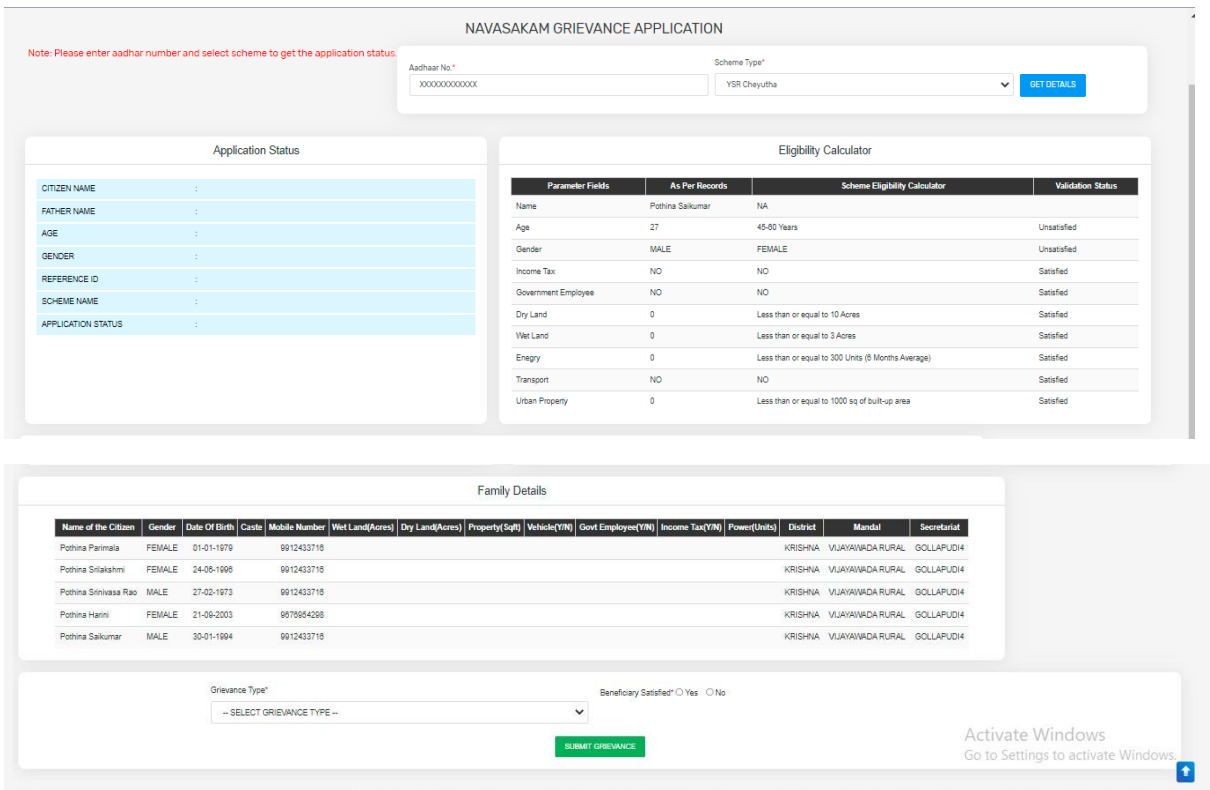
After the DA / WEDS logs in to the NBM portal the following screen is displayed where under 'Navasakam Grievance Module" tab shall get an option to raise a 'Create a Grievance' or raise a 'Create Grievance Service Request' as shown in below screen.



- 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'**



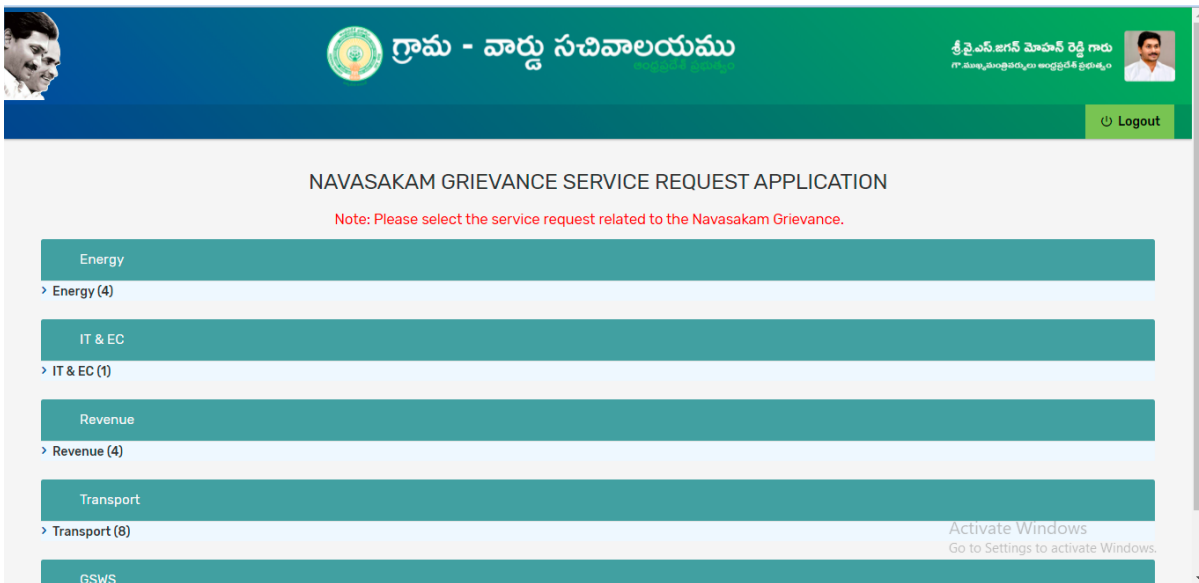
- The system shall display 'Application Status' with eligibility/ineligibility remarks, Eligibility Calculator for the selected scheme and Family Details with respect to the eligibility criteria



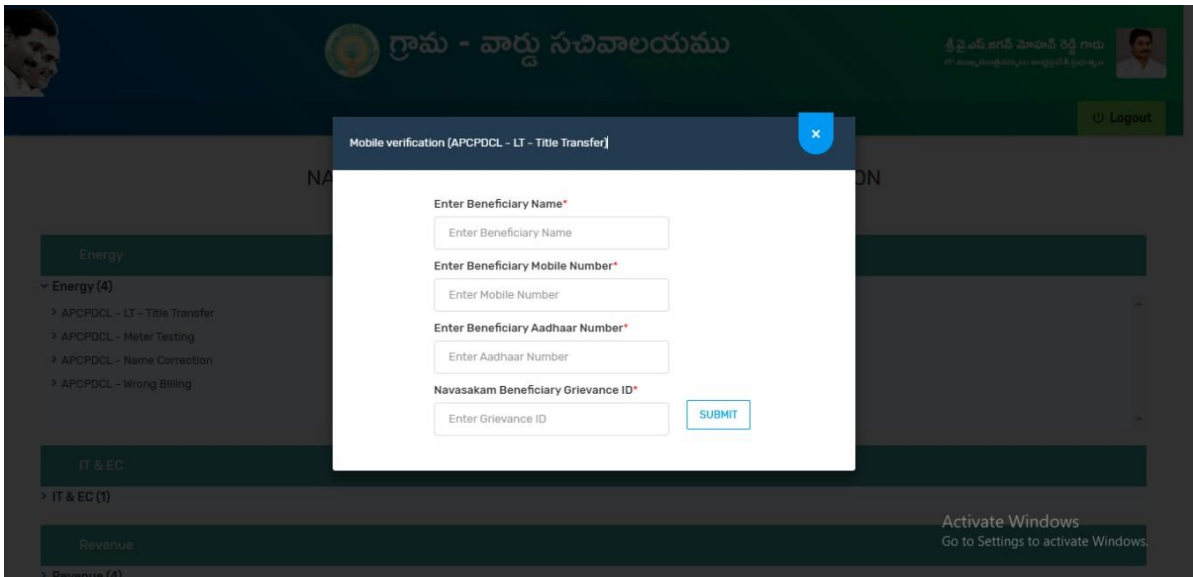
- Based on the ineligibility reason / criteria shown in the screen above, the
- DA / WEDS shall identify the nature of the grievance and the relevant 'Grievance Type' and further explain the same to the citizen to know whether they are satisfied or not and accordingly the DA / WEDS shall submit the grievance.
- 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.

- 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.
- 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 their name, 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 be taken 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 with raising 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 by the Tenants
- b. He/she has sold the property and Electric meter should be transferred 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 a request for this Service shall be raised.

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

1. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary 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 District will be displayed.

*It is necessary to 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 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 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
7. Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

9.1.2.1.5 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 / updates shall 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 shall be taken for consideration under this category.

Income Tax

1. If a Citizen was found to be ineligible due to system incorrectly reflecting as 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 to the 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 applicant and 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 Database will 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 the applicant and recommends to the JOINT COLLECTOR.
6. JOINT COLLECTOR shall verify the recommendation made by RDO and request APCFSS to verify the applicant's status.
7. The service request once addressed by the APCFSS shall be closed. In case of any changes, GSWS Database will be updated.

GSTN

1. If a Citizen was found to be ineligible due to system incorrectly reflecting GST 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 the central 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 of GST 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 as per 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 is due 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 during Field 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 Vahana Mitra Scheme specific Grievances:

The possible scheme specific grievances for Vahana Mitra will be

- Rejected due to not valid RC.
- Rejected due to not valid Driving license.
- Vehicle change

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

APPLICATION STATUS :

Wet Land (Acres)	Less than 3 Acres	Satisfied
Energy (Units)	Less than 300 Units (6 Months Average)	Satisfied
Urban Property (Sq.ft)	Less than 1000 sq of built-up area	Satisfied
GSTN	No Person in the family should pay GST	Satisfied

You are provisionally Eligible for the scheme and you can apply for the scheme when application opens

Grievance Type*
-- SELECT GRIEVANCE TYPE --
Age
Caste
Gender
Four Wheeler
Urban Property
Electricity
Land
Income Tax
Government Employee
GST
Not having rice card
In-valid Vehicle Registration
Invalid Licence
Vehicle Change

Beneficiary Satisfied* Yes No

Beneficiary Mobile No.*
Please Enter Mobile number

Submit 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	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 other premises	a. Signed Application, b. ID Proof, c. Current Bill,
8.	Energy	APEPDCL - Application for 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 Customer Services	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 Transactions	for 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	a. MeeSeva Application Form b. Caste Certificate issued to the family members

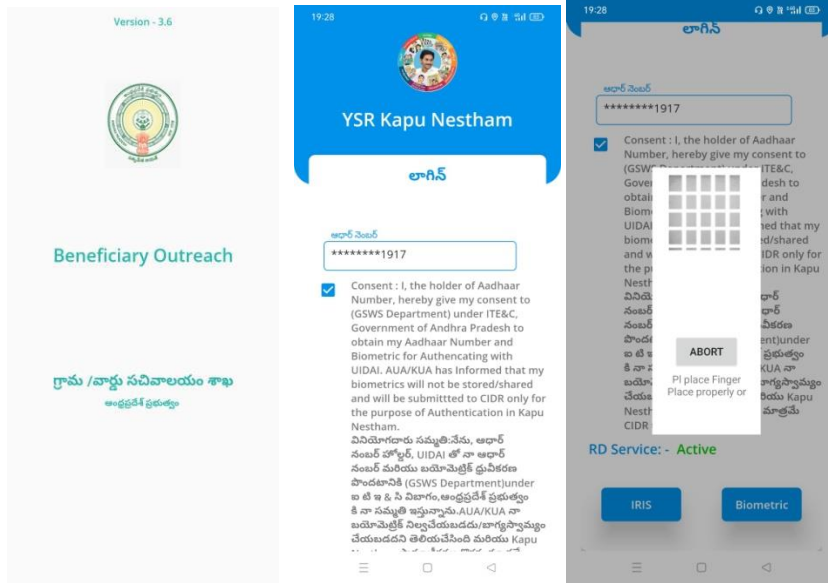
					may be used to update the caste of the citizen	<ul style="list-style-type: none"> c. SSC marks memo or DOB extract or Transfer certificate d. 1 TO 10th study certificates or DOB certificates issued by Municipality/Gram e. Panchayat f. Ration Card/EPIC Card /AADHAR CARD g. Schedule I to IV
17.	Revenue	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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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 ownership	of 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 Vehicle	- of 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: BoP app for eKYC of Beneficiaries - Mobile APP user manual

అప్ లాగిన్ అవ్వడం:

a) Secretariat Employee/Volunteer మీ యొక్క ఆధార్ నెంబర్ Authentication ద్వారా YSR Vahana Mitra App లో Login అవ్వాలి

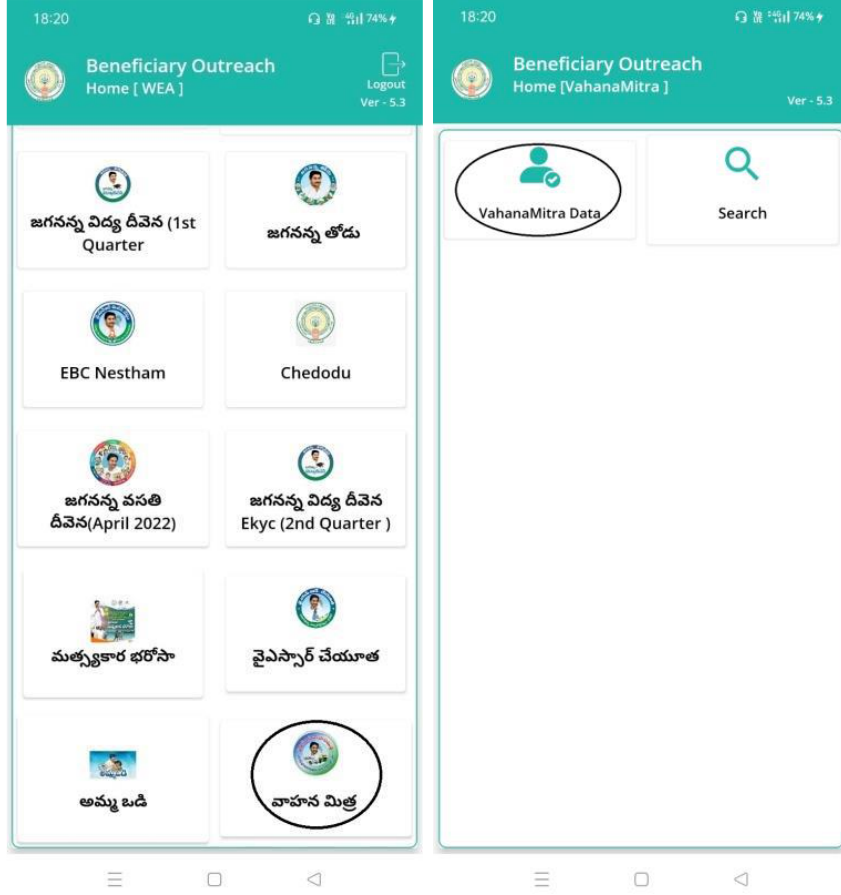


b) YSR Vahana Mitra App Login అయిన తర్వాత మీకు ఈ క్రింది విధంగా Home Screen కనిపిస్తుంది



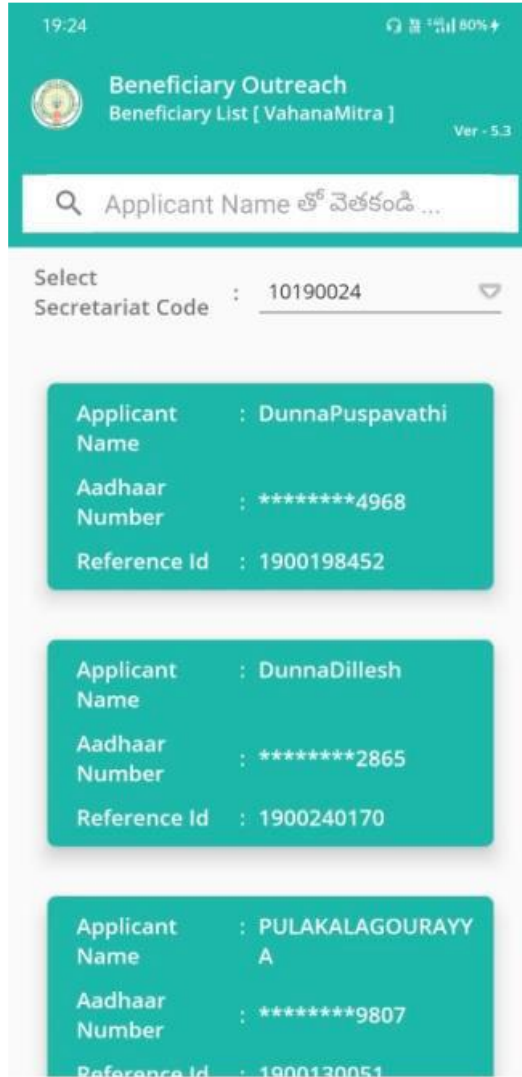
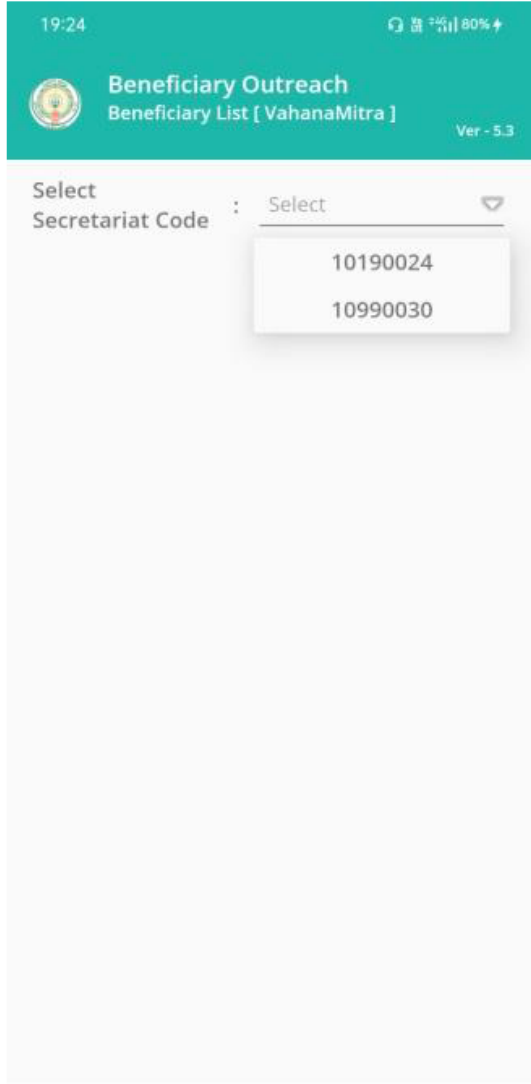
: Home Screen

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



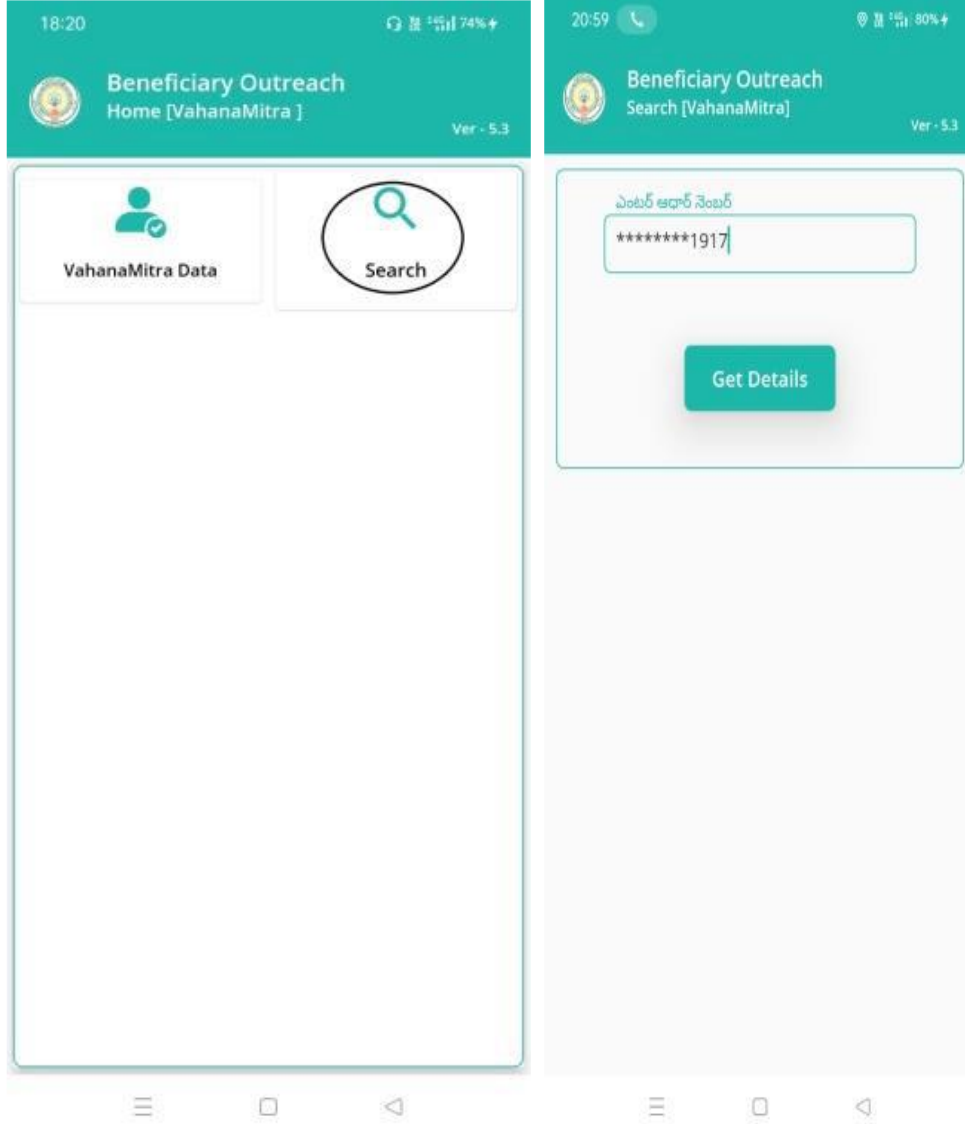
వాహన మిత్ర :

- a) మీరు VahanaMitra Data మీద కోక్ చేస్తూత మీకు ఈ క్రెండ్లి విధముగా స్క్రీన్ క్లిప్ పిస్తాండ్లి.
- b) మీరు మీ యొక్క Secretariat code ని స్కాల్ కోక్ చేస్యైంట్లీ List వస్తాండ్లి.
- c) List లో మీకు Applicant Number, Aadhaar Number, Reference Id వన్ ాతయి.



d) మీరు List ని కోక్ చేసిన తరువాత మీకు Beneficiary Details(Beneficiary Ekyc) స్క్రీన్ క్లిప్పిస్తాం.

e) Secretariat Employee (Search) మీద కోక్ చేస్తే మీకు ఈ క్రెంట్ విధముగా స్క్రీన్ క్లిప్పిస్తాం.



f) **Vahana Mitra(Search)** లో Beneficiary Aadhaar Number ని ఎంటర్ చేసి **Get Details** మీద క్లిక్ చేస్తూతత మీకు **Beneficiary Details(Beneficiary Ekyc)** స్క్రీన్ క్లిప్పిస్తాండ్.

g) **Beneficiary Details(Beneficiary Ekyc)** స్క్రీన్ లో Applicant Name, Gender, Aadhaar Number, Reference Id, Vehicle Number, Household Id, Vehicle Owner Name, Driving License Number, Select Beneficiary Status వసూతయి.

h) **Select Beneficiary Status** లో Live, Death ఆప్షన్లో క్లిక్.

20:36

Beneficiary Outreach
Beneficiary Details [Beneficiary Ekyc]
Ver - 5.3

Applicant Name : PULAKALAGOURAYYA

Gender : Male

Aadhaar Number : *****1917

Reference Id : 1900130051

Vehicle Number : AP30TB1264

Household Id : HH9872470169382020
0228023138598

Vehicle Owner Name : PulakalaGurrayya

Driving Licence Number : AP13000317692018

Select Beneficiary Status : Live

ఆధార్ నెంబర్
*****1917

Consent : I, the holder of Aadhaar Number, hereby give my consent to (GWS Department) under ITE&C, Government of Andhra Pradesh to

20:36

Beneficiary Outreach
Beneficiary Details [Beneficiary Ekyc]
Ver - 5.3

*****1917

Consent : I, the holder of Aadhaar Number, hereby give my consent to (GWS Department) under ITE&C, Government of Andhra Pradesh to obtain my Aadhaar Number and Biometric for Authenticating with UIDAI. AUA/KUA has informed that my biometrics will not be stored/shared and will be submitted to CIDR only.

ABORT

Pl place Finger
Place properly or

RD Service

Biometric IRIS

21:19

Beneficiary Outreach
Beneficiary Details [Beneficiary Ekyc]
Ver - 5.3

*****1917

Consent : I, the holder of Aadhaar Number, hereby give my consent to (GWS Department) under ITE&C, Government of Andhra Pradesh to obtain my Aadhaar Number and Biometric for Authenticating with UIDAI. AUA/KUA has informed that my biometrics will not be stored/shared and will be submitted to CIDR only.

Data Saved Sucessfully.

OK

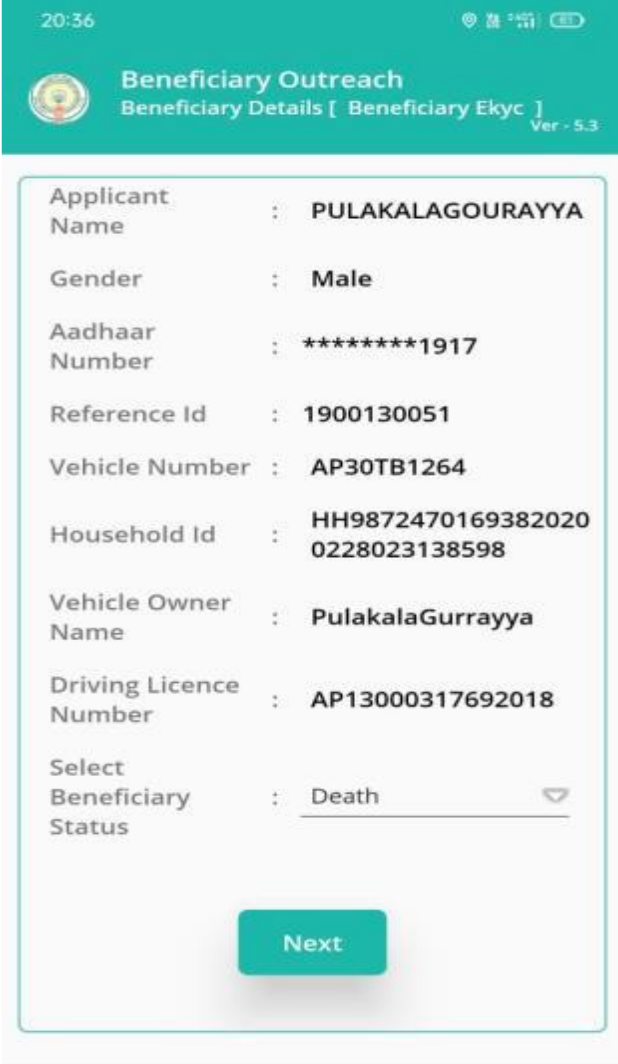
RD Service: - Active

Biometric IRIS

i) Select **Beneficiary Status (Live)** వెంచ్నననటలి అయితే Beneficiary యొక్క ఆధార్ నంబర్ తో Beneficiary Authentication చేయాలి.

j) Beneficiary Authentication చేసిన తర్వాత Data Saved Successfully అని మెస్సేజ్ వస్తోంది.

k) Select **Beneficiary Status (Death)** వెంచ్నననటలి అయితే మీకు ఈ క్రెండ్లి విధంగా Screen క్లిప్వస్తోంది.

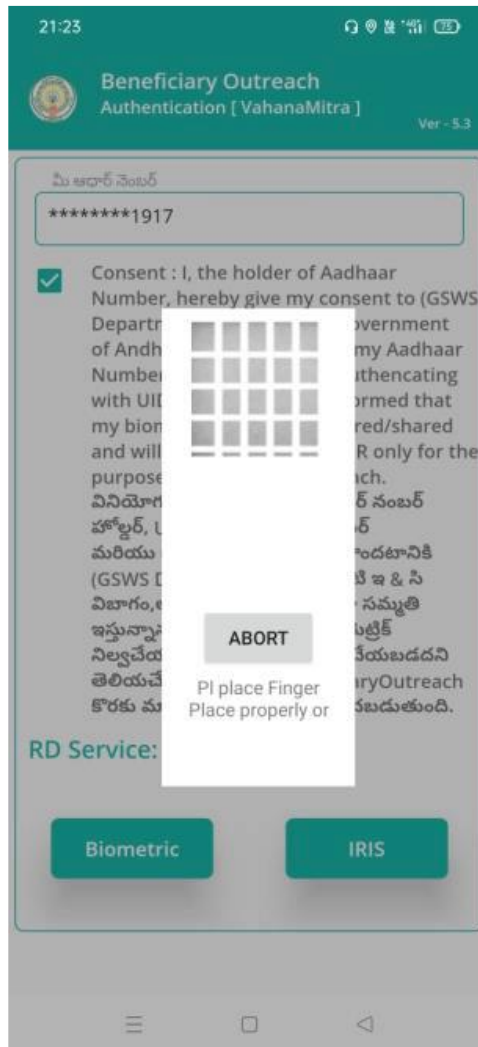
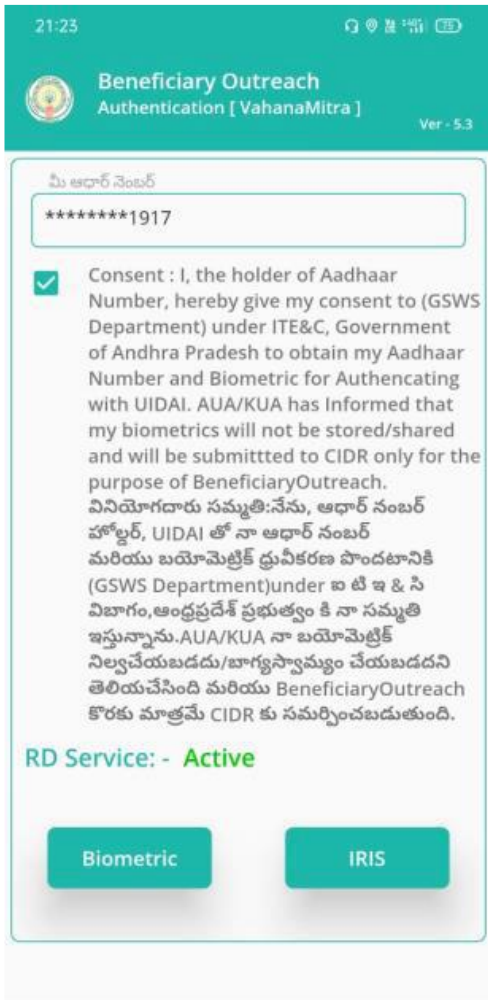


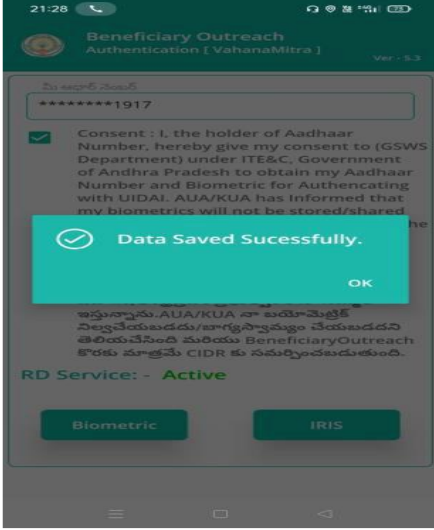
The screenshot shows the 'Beneficiary Outreach' app interface. The title bar is green and contains the text 'Beneficiary Outreach' and 'Beneficiary Details [Beneficiary Ekyc] Ver - 5.3'. Below the title bar, there is a list of beneficiary details:

Applicant Name	: PULAKALAGOURAYYA
Gender	: Male
Aadhaar Number	: *****1917
Reference Id	: 1900130051
Vehicle Number	: AP30TB1264
Household Id	: HH9872470169382020 0228023138598
Vehicle Owner Name	: PulakalaGurrayya
Driving Licence Number	: AP13000317692018
Select Beneficiary Status	: <u>Death</u> ▼

At the bottom of the form, there is a green button labeled 'Next'.

1) Select **Beneficiary Status** ని ఎంప్లాయిననతరారాత Secretariat Employee Authentication చేయవలిస్సి డిటెయిల్స్.





m) ఇక్కడ ఇచ్చిన షరతులు ని accept చేసి Secretariat Employee Authentication చేయాలి.

n) Secretariat Employee Authentication చేసిన తర్వాత Data Saved Successfully అని మెస్సేజ్ వస్తుంది.

FAQ's on Vahana Mitra 2022

(వాహన మిత్ర 2022-23 సందేహాలు మరియు సమస్యలు)

1. Some of the beneficiary names which came for eKYC, have expired Vehicle Registration Certificate (RC), Driving License (DL), Vehicle Insurance documents. Should eKYC be done for such cases?

(eKYC కి names వచ్చిన లభిదారులలో కొంతమందికి Vehicle Registration Certificate (RC), Driving Licence (DL), Vehicle Insurance అన్నీ కూడా expire అయ్యాయి. Documents అన్నింటికీ కూడా validity అయిపోయాయి? ఇటువంటి వారు వాహన మిత్ర పథకానికి అర్హులు అవుతారా? వీరితో eKYC తీసుకోవచ్చా?)

Reply: If validity of Driving license is not there put such cases on hold. If other documents like Vehicle RC and Insurance are not in validity eKYC can be taken

2. Few of the last year beneficiaries which came for eKYC, have sold their old vehicle and purchased a new vehicle. How to update the new vehicle details. Should we take eKYC from such applicants?

(EKYC కి names వచ్చిన గత సంవత్సరం లభిదారులలో కొంతమంది వారి యొక్క పాత వెహికల్ కి అమ్మేసి కొత్త వెహికల్ తీసుకున్నారు. కొత్త వెహికల్ డిటయిల్స్ ఏ విధంగా update చెయ్యాలి? ఇటువంటి వారితో eKYC తీసుకోవచ్చా?)

Reply: Grievance to be raised in NBM grievance module under vehicle option

3. Few of the beneficiaries who have come in eKYC are above 60 years. Should eKYC be taken from such beneficiaries? Please mention the minimum and Maximum age limit for Vahana Mitra scheme

(eKYC కి వచ్చిన లభిదారులలో కొంతమంది 60 సంవత్సరాల పైన వయస్సు గల వారు ఉన్నారు. ఇటువంటి వారితో eKYC తీసుకోవచ్చా? వాహన మిత్ర పథకానికి సంబంధించి Applicant యొక్క వయస్సు Minimum age, maximum age ఎంత కలిగి ఉండాలి?)

Reply: No age limit.

4. Few beneficiaries who availed Vahana Mitra scheme in the last year are not listed in the current year eKYC beneficiary verification lists even though they are eligible for the scheme. Should they apply newly or will they be available for reverification with reasons and then raise grievance?

(గత సంవత్సరం లభిదారులలో అన్నీ అర్హతలు కలిగి ఉన్నప్పటికీ కూడా కొంతమంది పేర్లు eKYC వెరిఫికేషన్ కి రాలేదు? వీరికి కొత్తగా apply చెయ్యాలా? లేదా Re-verification list provide చేసిన అందులో ఉన్న కారణం మీద Grievance raise చెయ్యాలా ?)

Reply: If they are not available in verification list or reverification list they have to apply for new application.

5. Are female applicants available for Vahana Mitra?

(వాహన మిత్ర పథకానికి Females applicants కూడా eligible అవుతారా?)

Reply: Vehicle should be on the name of the applicant (it can be male or female) and the applicant them selves or family member can be the License holder.

6. By what date should be the vehicle be registered for applying for Vahana Mitra 2022-23 to apply newly?

(వాహన మిత్ర పథకం 2022-23 క్రింద కొత్తగా apply చేసుకోవాలి అంటే వెహికల్ ఏ తేదీ లోపు Registration చేసుకొని ఉండాలి.?)

Reply: The vehicle should be registered by 03.06.2022

7. Some applicants who are applying newly have driving license from other states. Will they be eligible for the scheme?

(కొత్తగా apply చేసుకొనే లభిదారులలో కొంతమంది వేరే ఇతర రాష్ట్రాలలో Driving License కలిగి ఉన్నారు? ఇటువంటి వారు eligible అవుతారా?)

Reply: Such applicants needs to change their address with the transport

department to become eligible

8. Some applicants who are applying newly have Registration (RC) from other states. Will they be eligible for the scheme?

(కొత్తగా apply చేసుకొనే లభిదారులలో కొంతమంది వెహికల్ Registration (RC) వేరే ఇతర రాష్ట్రాలలో కలిగి ఉన్నారు? ఇటువంటి వారు eligible అవుతారా?)

Reply: Only vehicles having AP registration are eligible for the scheme