

GOVERNMENT OF ANDHRAPRADESH

USER MANUAL FOR YSR VAHANA MITRA 2022

GVWV & VSWS DEPARTMENT Auto Nagar, Vijayawada

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1. Introduction:

<u>Please Note the following points:</u>

- 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 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 <u>https://gsws-nbm.ap.gov.in/NBM/#!/Login</u> 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
 - o YSR Vahana Mitra
- Reports Module
- User Manuals

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+ YSR Kapu Nestam				
+ VSR Vahana Mitra				
× Reports Module				
Secretariat Wise Beneficiaries List				
NBM Reports				
+ User Manuals				
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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:

SSWS - NBM	Ν
	Welcome to Navasakam Beneficiary Management Portal Please login to your account 10190084-DA Password Corgot 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 Honble Chief Minister of Andhra Pradesh	GSWS - NBM	Bonthala Mohanrao 🛛 马 Logout
A Home Page	Manage Profile (Change Password)	
Check Eligibility	New Password	
Apply Scheme >	Confirm Password	
Check Application Status	Submit	
Social Audit	Hint: "The "Password" must contain atleast 8 characters, including one upper case, one lower case, one number and one special characters	
Raise/Track Grievance		
Payment Status		
Previous Year Banaficiary Data		
© 2022 - 2023. All Rights Reserved by GSWS.		Designed & Developed by PwC.

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.

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Track Application Status	NBM / YSR Vahana Mitra / New Application Form			
Navasakam Grievance Module	Basic D	etails	YSR Vahana	a Mitra New Application Form
Navasakam Schemes Module	Aadhaar Number:*	First Name:*	Father/Husband Name:*	Gender:*
Reporte Modulo	X0000000000X Pre-Fill	NAGABABU MANEPALLI	RAMANA	Male ~
nepurts module.	Date of Birth:*	Caste:*	Religion:*	Qualification:*
User Manuals	08-07-1988	BC-B	♥ Hindu	• B.TECH •
	Marital Status:*	Mobile No:*	E-mail:	
	Married			
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	52-1-69/8	KAKINADA	✓ KAKINADA (U)	✓ NEWMUNSIFFJUNCTION-01 ✓
	Pin Code:*			
	533002			
	Present Address			
	Door No & Street Name:*	District:*	Mandal/Municipality:*	Village/Ward/Secretariat:*
	52-1-69/8	KAKINADA	Y KAKINADA (I.D.	NEWMUNSIEFIUNCTION-01

Click on the **Continue** button to proceed further.

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

NBM Navasakam Benefic Government of Andh	iary Management ra Pradesh							<u>Ş</u>	Sri Y.S.Ja Hon'ble Chie Government	gan Mohan Reddy ^{If Minister} of Andhra Pradesh	
lavasakam Grievance Module	NBM / YSR Vanana Mitra / New Applica	Ba	isic Details					YSR Vaha	na Mitra New A	pplication Form	
lavasakam Schemes Module						Family Deta	ails				
leports Module	Name of the Citizen	Gender	Date Of Birth	Caste	Hobile Number	Wet Land(Acres)	Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee(Y/N)	Income Tax(Y/N)
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	MANEPALLI VENKATA RAMANA	MALE	25-0ct-1960	BC	200	0	0	1637.400024	0	0	0
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	Bank Account Number		IFSC code				Name of U	ne Bank		Name of the branch	
	3351265789		SBIN0000850)		Search	STATE BA	NK OF INDIA		KAKINADA	

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

🐨 Navasakam Benefici 🧭 🖑	ಮ-ಪ್ರೌನಾವಿವ್ 🧊 NBM UAT 🌸	NBMM Prod 🐨 Grama-Ward Sachi	IV 🧒 NBM hor	ne page P 🐨 RTA Citizen APP	MeesevaWebServic	G Iry Google Input To
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MOTOR CAB	*	Choose File COP	P Telugu (1).odf			
		Upload only pdf forma	it			
		Driving Lice	nse details			
Aadhar No.:*	DL number:*	Office Name:*				
737188079227	DLFAP005193552009	RTA EAST GODAVARI-KAKINAC	A(AP005) ¥	Search		
		Enter Driving L	icense details			
DL Aadhaar number:*	DL number:*	Office Name:*		DL holder First Name:*		
737188079227	DLFAP005193552009	RTA EAST GODAVARI-KAKINAD	A(AP005) 👻			
DL holder Last Name:*	Father Name:	*	Class of Vehicle	S:*	DL Valid upto:*	
			Select	~	dd-mm-yyyy	

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

Driving License details Aadhar No.** DL Number.** DE AP00319355200* RTA EAST GODAVARHAKKINADA/AP005 Enter Driving License details DL Aadhaar number.** DL Number.** DL Aadhaar number.** DL HAP005193552009 RTA EAST GODAVARHAKKINADA/AP005 Looder First Name.** DL Aadhaar number.** DL HAP005193552009 RTA EAST GODAVARHAKKINADA/AP005 NAGABABU DL Holder Last Name.** DL Holder First Name.** DL holder Last Name.** Father Name.** Class of Vehicles:** DL Valid upto:** NAGABABU RMAANA MCWG Intore.2022 Applicant Authentication Type* _dio Authentication Type* _dio AuthenticationMRS AuthenticationeAdehaar OTP	 🎲 Navasakam Benefici 💿 🖑	·మ-వార్తు సచివా 🧊 NBM UAT 🌍	NBMM Prod 🔮 Grama-Ward Sachiv 🛞 NBM ho	ome page P 👔 RTA Citizen APP	MeeSevaWebServic G Try Goog	le Input To
Aadhar No;* DL number;* Office Name;* 237188079227 DLFAP00319355200 RTA EXGT GODAVARI:KAKINADA(AP00) v send Teter Driving License details DL Aadhaar number;* DL number;* Office Name;* DL holder First Name;* 237188079227 DLFAP003193552009 RTA EXGT GODAVARI:KAKINADA(AP00) v NAGABABU DL holder Last Name;* DL FAUDOS193552009 RTA EXGT GODAVARI:KAKINADA(AP00) v NAGABABU DL holder Last Name;* DL Yalid upto:* NAGABABU Upload copy of DL: Chonce File COP TeluaLindf * Usload only pdf format Applicant Authentication Type* OBIO Authentication Type* OBIO Authentication ()RIS Authentication @Aadhaar OTP Authenticate Using Aadhaar OTP			Driving License details			
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Once OTP / biometric is captured, the systems askes. "Are you sure to Authenticate" as shown below.

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	Aadhar No.:*	DL nun	ок	Cancel					
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	737188079227	DLFAP005193552009	RTA EAST GODAVARI-KAKINADA(A	AP005) ¥	NAGABABU				
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After Successful authentication, the following message will pop-up

		Driving License details		
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		Enter Driving License details	5	
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DL holder Last Name:*	Father Name:*	Class of Vehicl	es:*	DL Valid upto:*
Upload copy of DL: * Upload on	of se file My paff	IP Sent Successfully		
Applicant Authentication Typ	be* US Authentication @Aadhaar OTP			
Enter OTP from Aadhaar Res	gistered Mobile No.*			

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

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	Aadhar No.:* 737188079227	DL number:* DLFAP005193552009	Office Name:* RTA EAST GODAVARI-KAKINADA(APD	05) Y Search	
	DL holder First Name		DL holder Last Name	Father Name	Vehicle Class
	nagababu		nagababu	ramena	MCWG
			(i)		
	DL Aadhaar numben:* 737198079227 DL holder Last Name.*	Applicatio	in ID : 152207011230329227 Submi Successfully	L holder First Name:* KAGABABU	DL Valid ucto.*
	odiminyyyy DL Aadhaar number:* 737188079227 DL holder Last Name:* NAGABABU	Applicatio	i) In ID : 152207011230329227 Submi Successfully OK Name: Cas NA M	tted L holder First Name:* AGABABU S 6Fvehicles	DL Valid upto:" * 31-07-2022

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

Enter Driving License details	
DL Aadhaar number:* DL number:* Office Name:* DL holder First Name:*	
737188079227 DLFAP005193552009 RTA EAST GODAVAR-KAKINADA(AP005) NAGABABU DL holder Last Name.* Father Name.* Class of Vehicles.* DL Valid upto.*	
NAGABABU RAMANA MCWG Y 31-07-2022	
OBio Authentication O/RIS Authentication @Aadhasr 0TP	
Authenticate Using Aadhaar OTP	
Submit Application	
7 Print Acknowledgement	

The following Acknowledgement is generated

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	వై ఎస్ ఆర్ నవశ	కం 2022-2023 నమోదు రసీదు	Pages	All	*		
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	Bolamo Kanu Applicant Romo Applied Daru	 VER Vahara Miller Madura Miller Madura Miller Madura Miller Marking Matura 	Margins	Default	¥		
		1 Taaduu Taadoolaan	Options	Headers and footers			
District Name				Background graphics	5		
Mandal/Municipality							
Secretariat Code							
Scheme Name							
Applied Date							
Application Numbe							
				Save	ancel		
		*					

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.

Ravasakam Beneficiary Manager X +	~	-	٥	×
← → C 🔺 Not secure uat.gramawardsachivalayam.ap.gov.in/NBMtest/#1/Navigation	ß	☆		a :
NBM Sri Y.S.Jagan Mohan Redd Navasakam Beneficiary Management Sri Y.S.Jagan Mohan Redd Government of Andhra Pradesh Sri Y.S.Jagan Mohan Redd	у		Ş	
+ Track Application Status				
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X Navasakam Schemes Module				
+ YSR Kapu Nestam				
X YSR Vahana Mitra				
Verification				
+ YSR Netanna Nestam				
 ➡ Social Audit Remarks - Hold 				
+ Reports Module				
User Manuals				
- 35°C - Partiy sunny	බ් බ්	12	17 01/07/20	52 022 20

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

NBM Navasakam Bene Government of An	ficiary Management dhra Pradesh				J.	Sri Y.S.Jag Hon'ble Chief Government of	j an Mohan Reddy ^{Minister} of Andhra Pradesh		.
Track Application Status			SCHEME Applic	ation DA	ASHBOARD (WE	A)			
Navasakam Grievance odule									
Navasakam Schemes Aodule	TOTAL		PENDING 2			COMPLET	ED		
	-								
Reports Module	-)				
Reports Module User Manuals	-		Pending applica	ition to	take action (WE	(
Reports Module User Manuals			Pending applica	ition to	take action (WE	(
Reports Module User Manuals	Application ID	Pending Date	Pending applica	tion to DETAIL Gender	take action (WE S Aadhaar No.	A)	Scheme Type	Actio	ion
Reports Module User Manuals	Application ID 152206241259501496	Pending Date 24-JUN-2022	Pending applica Citizen Name GARLAPATI SURIBABU	DETAIL Gender MALE	take action (WE S Aadhaar No. XXXX-XXXX-1496	(A) Mobile No. 9666597742	Scheme Type YSR Vahana Mitra	Actio	ion

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

Navasakam Benefit Government of And	siary Management Ira Pradesh		Sri Y.S.Jagan Mohan Reddy Horthe Chel Monitori Government of Andres Pradech	••
Track Application Status		SCHEME Applica	ation VERIFICATION (WEA)	
dule	APPLIC	ANT DETAILS	Certificate View	
Navasakam Schemes				
aule	APPLICATION ID	152206241259501496		
Reports Module	APPLICANT NAME	GARLAPATI SURIBABU		
User Manuals	SCHEME	YSR Vahana Mitra		
	DATE OF APPLICATION	24-JUN-2022		
	GENDER	MALE		
	AADHAAR NUMBER	XXXX-XXXX-1496	Net	ĸt
	SECRETARIAT NAME	NARASIMARAOPALEM		
		APP	LICANTION DETAILS	
S#C Cloudy evasakam Beneficiary Manage: X > C A Not secure uat.gr	+ amawardsachivalayam.ap.gov.in/N	I D 🖬 D 🗃 🐂 🤤		17 01/07/20
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urc Joudy nasakam Bereficiary Manager X → C ▲ Not secure uatgr	+ amawardisachivalayam.ap.gov.in/N APPLICATION ID	IDMtest/#//NBMVerificationPage	● ●	17 01/07/21
arc Joudy waskam Beneficiary Manager X	+ amawardisachivalayam.ap.gov.in/N APPLICATION ID APPLICATI NAME EXTERD NAME	IBMtest/#//NBMVerificationPage	Control Contro Control Control Control Control Control Control Control Control Co	17 01/07/21 07
arc Joudy waskam Beneficary Manager X	+ amawardischivalayam.ap.gov.in/N APPLICATION ID APPLICATI NAME FATHER NAME SCHEME	ISMtest/#I/NBMVerificationPage	Comparison C	17 01/07/21
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erc loudy usskan Beeficary Manage: X C A Not secure ustger	Amwardsachivalayam.ap.gov.in/N AFPLICATION ID AFPLICATION ID AFPLICATION ID AFPLICATION OENDER DATE OF AFPLICATION OENDER MODELE NUMBER	IBMtest/#1/NBMVerificationPage		17
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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 <u>https://gsws-nbm.ap.gov.in/NBM/#!/Login</u> 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.

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🗶 YSR Vahana Mitra								
Verification			Pending applicatio	n to take actio	n (MUCOM)			
				DETAILS				
+ Reports Module								
Reports Module User Manuals	Application ID	Pending Date	Citizen Name	Gender	Aadhaar No.	Mobile No.	Scheme Type	Action
Reports Module User Manuals	Application ID 082206211649061715	Pending Date 21-JUN- 2022	Citizen Name M SELVAM	Gender	Aadhaar No. XXXX-XXXX- 1715	Mobile No. 9182856514	Scheme Type YSR Vahana Mitra	Action 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.

Avasakam Beneficiary Manage: X	+ amawardsachivalayam.ap.gov.i ary Management a Pradesh	n/NBMtest/#!/NBMVerificationPa	ge ← È ☆ □ ▲ Sri Y.S.Jagan Mohan Reddy ▲ Hon/ble Chief Minister Government of Andhra Pradesh
 Track Application Status Navasakam Grievance Module 	APPLICA	SCHEME Appli	cation VERIFICATION (MUCOM)
 Navasakam Schemes Module 	APPLICATION ID	152207011230329227	WEA/WWDS PRIMERY FIELD VERIFICATION REPORT
Reports Module User Manuals	APPLICANT NAME SCHEME DATE OF APPLICATION GENDER AADHAAR NUMBER SECRETARIAT NAME WEA/WWDS RECOMMENDATION	NAGABABU MANEPALLI YSR Vahana Mitra 02-JUL-2022 MALE XXXX-XXXX-9227 NEWMUNSIFFJUNCTION- 01 Yes	ADHRA PEADESH STATE ROAD TANESPORT CORPORATION RTC Visco, Program RTC Visco, Program Name existe Support (Name) Name existe support (Name) Onward Journey Ticket Details Kret
L L L			APPLICANTION DETAILS
	APPLICATION ID		152207011230329227
	APPLICANT NAME		NAGABABU MANEPALLI
	FATHER NAME SCHEME		ramana 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.

	2022			XXXX-		Vahana	Venily
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082206211	249481799 21-JUN- 2022	AMALADASU SREENU	MALE	XXXX- XXXX-1799	9949473603	YSR Vahana Mitra	Verif
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0822062117	37042806 21-JUN- 2022	VEERA UMA MAHESWARI	FEMALE	XXXX- XXXX- 2806	9603927627	YSR Vahana Mitra	Verif
082206211	28408092 21-JUN- 2022	KANUBOINA RATNA RAJU	MALE	XXXX- XXXX- 8092	8465968999	YSR Vahana Mitra	Verif

5.2 District collector

Please click on the URL <u>https://gsws-nbm.ap.gov.in/NBM/#!/Login</u> 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.

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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

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+ Track Application Status							
 Navasakam Grievance Module 			NBM Applic	ation STATUS			
 Navasakam Schemes Module 	Type :*	Scheme :*	~	Get Details			
+ Reports Module	Select UID						
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- 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:

Applications screen shot

7. Downloading the Lists and Social Audit

1.After logging in to the NBM portal, the DA/WEDS can find the ReportsModule. Upon clicking on the module, the following will be displayedNBM 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

 \circ New Application Status Report

- Social Audit Reports
 - Provisional Eligible List
 - Reverification List
 - 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, 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 i n 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 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 afterthe Payment disbursals, Citizen can raise a grievance under this Parameter	GSWS Department
12	Ineligible i nField 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 receivedb. 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'

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			ம் Logout
NAVAS	AKAM GRIEVANCE APPLICATIO	ON	
Note: Please enter aadha	ar number and select scheme to get the app	lication status.	
Aadhaar No.*	Scheme Type*		
Please Enter Aadhaar Number	SELECT SCHEME TYPE	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

				Aadhaar No.* X000000000000		Sche	me Type* SR Cheyutha	~	GET DETAILS
		Applicatio	on Status				Eligibility Calculator		
2EN NAME					Parameter Fields	As Per Records	Scheme Elinibility (Calculator	Validation Status
					Name	Pothina Saikumar	NA		
HER INAME					Age	27	45-80 Years		Unsatisfied
					Gender	MALE	FEMALE		Unsatisfied
DER					Income Tax	NO	NO		Satisfied
ERENCE ID					Government Employee	NO	NO		Satisfied
EME NAME					Dry Land	0	Less than or equal to 10 Acres		Satisfied
LICATION STATUS					Wet Land	0	Less than or equal to 3 Acres		Satisfied
					Enegry	0	Less than or equal to 300 Units (6 Months Aw	erage)	Satisfied
					Transport	NO	NO		Satisfied
					Urban Property	0	Less than or equal to 1000 sq of built-up area		Satisfied
				Fa	amily Details				
Name of the Citizen	Gender	Date Of Birth Cast	Mobile Number Wet Land(Acres)	Dry Land(Acres) Prop	erty(Sqft) Vehicle(Y/N) Govt Empl	oyee(Y/N) Income Tax(Y/N) P	ower(Units) District Mandal	Secretariat	
Pothina Parimala	FEMALE	01-01-1979	9912433718				KRISHNA VIJAYAWADA RURAL	GOLLAPUDI4	
Pothina Shlakshmi	FEMALE	24-08-1996	9912433718				KRISHNA VIJAYAWADA RURAL	GOLLAPUDI4	
Pothina Srinivasa Rao	MALE	27-02-1973	9912433718				KRISHNA VIJAYAWADA RURAL	GOLLAPUDI4	
Pothina Harini	FEMALE	21-09-2003	9676954298				KRISHNA VIJAYAWADA RURAL	GOLLAPUDI4	
Pothina Saikumar	MALE	30-01-1994	9912433718				KRISHNA VIJAYAMADA RURAL	GOLLAPUDI4	
		Grievance Ty	pe"		Benef	ficiary Satisfied" 〇 Yes O No			
		SELEC	F GRIEVANCE TYPE		~				
						20		Activat	te Windows

- $\circ~$ 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

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5		() Logou
	NAVASAKAM GRIEVANCE SERVICE REQUEST APPLICATION	
	Note: Please select the service request related to the Navasakam Grievance.	
Energy		
P Energy (4)		
IT & EC		
IT & EC (1)		
Revenue		
> Revenue (4)		
Transport		
Transport (8)		Activate Windows

• 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

	🌔 గ్రామ - వార్డు సచివాలయవ	හා ද්ද වෙද සංස්ථානය කරන්න ක
	Mobile verification (APCPDCL - LT - Title Transfer)	U Legout
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	Enter Beneficiary Name	
	Enter Beneficiary Mobile Number*	
~ Energy (4)	Enter Mobile Number	
	Enter Beneficiary Aarlbaar Number	
	Enter Aadhaar Number	
	Satisf Passingar (Satisf	
	Enter Grievance ID	ивит
> IT& EC (1)		
		Activate Windows
		Go to Settings to activate Windows

• 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:

- o Buyer has land within limits yet system shows no land ispresent
- 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 by the 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 thefollowing, 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 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.
- 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 theData 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 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 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 theData 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

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 theData 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 / 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 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 he 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 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 and request 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 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.

			Ê	☆	
vvet Land (Acres)	<u>.∠</u>	Less than 3 Acres	Satistied		
Energy (Units)	<u>0</u>	Less than 300 Units (6 Months Average)	Satisfied		
Urban Property (Sq.ft)	<u>0</u>	Less than 1000 sq of built-up area	Satisfied		
GSTN	<u>No one in the family is</u> paying <u>GST</u>	No Person in the family should pay GST	Satisfied		
You are provisiona	ally Eligible for the scheme	e and you can apply for the scheme when	application of	pens	
iary Satisfied* O Yes O No	, Be	eneficiary Mobile No.*			
	P	lease Enter Mobile number			
Submit Grievance	e				
	Energy (Units) Urban Property (Sq.ft) GSTN You are provision	Energy (Units) 0 Urban Property 0 (Sq.ft) GSTN No one in the family is. paying GST You are provisionally Eligible for the scheme	Energy (Units) ① Less than 300 Units (6 Months Average) Urban Property ① Less than 1000 sq of built-up area (Sq.ft) GSTN No one in the family is paying GST No Person in the family should pay gST You are provisionally Eligible for the scheme and you can apply for the scheme when iary Satisfied* (Yes (No)) No Beneficiary Mobile No.* Please Enter Mobile number	Energy (Units) ① Less than 300 Units (6 Months Satisfied Urban Property ① Less than 1000 sq of built-up area Satisfied (Sq.ft) ① Less than 1000 sq of built-up area Satisfied GSTN No one in the family is paying GST No Person in the family should pay Satisfied You are provisionally Eligible for the scheme and you can apply for the scheme when application of iary Satisfied* Yes No	Energy (Units) ① Less than 300 Units (6 Months Satisfied Urban Property ① Less than 1000 sq of built-up area Satisfied (Sq.ft) ① Less than 1000 sq of built-up area Satisfied GSTN No one in the family is paying GST No Person in the family should pay Satisfied Vou are provisionally Eligible for the scheme and you can apply for the scheme when application opens iary Satisfied* (Yes) No Beneficiary Mobile No.* Please Enter Mobile number

9.1 Annexures

	9.1.2 Updated Workflow for Grievance Redressal									
	Departmen			SLA						
#	t Name	Service Name	Category	(Days)	Description Service	Documents required				
1.	Energy	APCPDCL - LT - Title Transfer	Non-MeeSeva	3	This Service is used for citizen who wants to transfer the meter from father (only if expired) to son	a. Signed Application,b. Property Documents,c. ID Proof,d. Current Bill				
2.	Energy	APCPDCL - Meter Testing	Non-MeeSeva	7	This Service is used to know the Meter Working Status	a. Signed Application,b. ID Proof,c. Current Bill				
3.	Energy	APCPDCL - Name Correction	Non-MeeSeva	7	This Service is used for citizen who wants to change his name or make corrections to it	a. Signed Application,b. Property Documents,c. ID Proof,d. Current Bill,				
4.	Energy	APCPDCL - Wrong Billing	Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	a. Signed Application,b. ID Proof,c. Current Bill				
5.	Energy	APEPDCL - Meter Running Fast/Creeping	Non-MeeSeva	15	This Service is used to complain related to meter running fast	a. Signed Application,b. ID Proof,c. Current Bill,				
6.	Energy	APEPDCL - Name Change	Non-MeeSeva / MeeSeva	7	This Service is used for citizen who wants to change his name	a. Signed Application,b. ID Proof,c. Current Bill,				

#	Departmen requiredt N	Service Name ame	Category	SLA	Description Service (Days)	Documents
						d. Address Proof
7.	Energy	APEPDCL - Shifting of Service Different Premises	Non- MeeSeva	7	This Service is used for citizen who wants to shift electrical line which is premises of house to otherpremises	a. Signed Application,b. ID Proof,c. Current Bill,
8.	Energy	APEPDCL - Application fo r Consumer Complaints- Wrong Billing	MeeSeva	7	ThisServiceisconsisting of 3 typesofcomplaints:1.1.Billing RelatedComplaints2.Meter RelatedComplaints3.Other CustomerServices	a. Signed Application,b. ID Proof,c. Current Bill,d. Request Letter
9.	Energy	APSPDCL - Category Change	Non- MeeSeva	3	This Service is used for citizen who wants to change meter category from 2 to 1.	a. Signed Application,b. ID Proof,c. Current Bill.
10.	Energy	APSPDCL - Meter Testing	Non- MeeSeva	7	This Service is used to know the Meter Working Status	a. Signed Application,b. ID Proof,c. Current Bill.

11.	Energy	APSPDCL - Name Correction	Non- MeeSeva	7	This Service is used for citizen who wants to change/ correction of his name	a. Signed Application,b. ID Proof,c. Current Bill,d. Address Proof
12.	Energy	APSPDCL - Wrong Billing	;Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	a. Signed Application,b. ID Proof,c. Current Bill,d. Request Letter
13.	Energy	APSPDCL - Shifting of Service	Non-MeeSeva	15	This Service is used for citizen who wants to shift his meter to other premises	a. Signed Application,b. ID Proof,c. Current Bill,d. Request Letter,e. Address Proof
14.	MAUD	Property Tax - Transfer of Title	Non-MeeSeva	15	If there are transfer of ownership of the title, thenthis service is used	
15.	Revenue	Mutation for Transactions	Non-MeeSeva	30	Mutation means change oftitle from one person to another person in case of Purchase, Will, Gift and Partition. AgricultureLands mutation will be applied	 a. Application form b. Registered Documents c. Aadhar card/Other id andAddress Proofs d. Passport photograph of theapplicant e. Pattadar Passbook / ROR 1B copy / Adangal copies f. Signature of the applicant
16.	Revenue	Integrated Caste Certificate	MeeSeva	15	If the Caste / Sub-caste of a Citizen is wrongly mapped because of which they are not able to avail benefits of a particular scheme, then this service	 a. MeeSeva Application Form b. Caste Certificate issued to the family members

					may be used to update the caste of the citizen	 c. S e: d. 1 D M e. P f. R /. g. S 	SC marks memo or DOB xtract or Transfer certificate TO 10th study certificates or DOB certificates issued by Aunicipality/Gram Panchayat Ration Card/EPIC Card AADHAR CARD 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. <i>A</i> b. <i>A</i> c. 1 1	Application form Aadhar card/Other id andAddress Proofs Pattadar Passbook / ROR 1B copy / Adangal copies
19.	Transport	Licence Aadhar Seeding	Non- MeeSeva	3	Yes. Aadhar integration is required for any transaction.	a. 1 b. /	Driving license copy 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. I b. I c. A	NOC copy of the vehicle RC copy of the vehicle Aadhar card copy

21	Transport	Registration-Change of Address	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.
22	Transport	Registration- Transfer of Non-MeeSeva ownership	3	If Transfer of ownership is done, then vehicle will be transferred from existing owner to a new owner. So, a. RC copy of the vehicle the vehicle should be removed from old owner Aadhar and mapped to new owner Aadhaar in RTGS.
23	Transport	Registration Aadhaar Non-MeeSeva Seeding	3	Yes. Aadhar integration is required for any a. RC copy of the vehicle transaction b. Aadhar card copy
24	Transport	Registration-Hire Purchase Non-MeeSeva Termination	3	
25	Transport	Registration - Reassignment of Non-MeeSeva Vehicle	3	In case of Reassignment, ownership will not change. But if Non-transport vehicle (4 -wheeler) is a. RC copy of the vehicle reassigned as transport b. Aadhar card copy vehicle (Taxi), then he will get eligibilities to get benefit.
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 సెంబర్ 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) హెచ్ స్టీస్ న్ లో Old Beneficiaries verification & ekyc, New Application ఉంటాయి.

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💽 జగనన్న విద్య దీవెన (1st Quarter	() జగనన్న తోడు	VahanaMitra Data	Q Search
EBC Nestham	Chedodu		
ల్లు జగనన్న వసతి దీవెన(April 2022)	ట్ర్ జగనన్న విద్య దీవెన Ekyc (2nd Quarter)		
ప్రీత్రా మత్స్యకార భరోసా	🕥 వైఎస్సార్ చేయూత		
ాష్ట్రహే అమ్మ ఒడి	్రాహన మిత్ర		
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వాహన మిత్ర :

- a) మీరుVahanaMitra Dataమీద కిిక్ చేస్కతత మీక్ు ఈ క్రెంద్ి విధముగా స్క్రీస్ క్సిపిస్తెంద్ి.
- b) మీరు మీ యొక్క Secretariat code ని స్కెలెక్్ చేస్క్ుెంటే List వస్తెంద్ి.
- c) List లో మీక్ు Applicant Number, Aadhaar Number, Reference Id వస్ాతయి.



d) మీరు List ని కోిక్ చేస్కిన తరుప్ాత మీక్ు Beneficiary Details(Beneficiary Ekyc) స్ర్రీన్ క్నిపిస్తెంద్రి.

e) Secretariat Employee (**Search)** మీద కరిక్ చేస్కతత మీక్ు ఈ క్రెంద్ి విధముగా స్ర్రీస్ క్నిపిస్తెంద్రి.



f) Vahana Mitra(Search) లో Beneficiary Aadhaar Number ని పెంటర్ చేస్కి Get Details మీద కిిక్ చేస్కతత మీక్ు Beneficiary Details(Beneficiary Ekyc) స్ర్రీన్ క్నిపిస్తెంద్ి.

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

h) **Select Beneficiary Status** లో Live, Death ఆప్షన్్ క్లవు.

		20:36		0 ii *11 (
Beneficiar Beneficiary I	y Outreach Details [Beneficiary Ekyc] _{Ver - 5.3}	Be Be	eneficiary Outreach neficiary Details [Benefic	iary Ekyc] _{Ver}
Applicant Name	: PULAKALAGOURAYYA	*****	**1917	
Gender	: Male		onsent : I, the holder of a umber, hereby give my o	Aadhaar consent to
ladhaar lumber	: *******1917	G	overnment of Andhra Pr otain	r ffE&C, adesh to and
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Consent : I, Number, he (GSWS Dep	the holder of Aadhaar ereby give my consent to artment) under ITE&C, to of Andbra Pradech to			
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DR



i) Select **Beneficiary Status (Live)** పెంచ్క్ ుననటలి అయితే Beneficiary యొక్క ఆధార్ న ెంబర్ తో Beneficiary Authentication చేయాలి.

j) Beneficiary Authentication చేస్కిన తరాాత Data Saved Successfully అని మెస్కతజ్ వస్తెంద్ి.

k) Select Beneficiary Status (Death) పెంచ్క్ ుననటలి అయితే మీక్ు ఈ క్రెంద్ి

విధెంగా Screen క్నిపిస్తెంద్ి.

Applicant Name		PULAKALAGOURAYYA			
Gender	÷	Male			
Aadhaar Number		*******1917			
Reference Id	÷	1900130051			
Vehicle Number	1	AP30TB1264			
Household Id	:	HH9872470169382020 0228023138598			
Vehicle Owner Name	:	PulakalaGurrayya			
Driving Licence Number	:	AP13000317692018			
Select Beneficiary Status	:	Death 🗢			

l) Select **Beneficiary** Status ని పెంచ్క్ర్ ుననతరాాత Secretariat Employee Authentication చేయవలిస్కి ఉెంటలెంద్ి.

21:23	Q ◎ # "新 团	21:23		<u>(</u> 6) © # "%i @)
٢	Beneficiary Outreach Authentication [VahanaMitra] Ver -	53 🔘 Be	eneficiary Ou Ithentication [V	t reach ahanaMitra	
© (**** ■ RD Sc	ార వెంటర్ ****1917 Consent : I, the holder of Aadhaar Number, hereby give my consent to (GS) Department) under ITE&C, Government of Andhra Pradesh to obtain my Aadhaa Number and Biometric for Authencating with UIDAI. AUA/KUA has Informed that my biometrics will not be stored/shared and will be submittted to CIDR only for to purpose of BeneficiaryOutreach. వినియోగదారు సమ్మతి:నేను, ఆధార్ నంబర్ హోల్డర్, UIDAI తో నా ఆధార్ నంబర్ మరియు బయోమెట్రిక్ ధ్రువీకరణ పొందటానికి (GSWS Department)under ఐ టి ఇ & సి విబాగం,ఆంధ్రప్రదేశ్ ప్రభుత్వం కి నా సమ్మతి ఇస్తున్నాను.AUA/KUA నా బయోమెట్రిక్ నిల్వచేయబడదు/బాగ్యస్వామ్యం చేయబడదని తెలియచేసింది మరియు BeneficiaryOutreac కొరకు మాత్రమే CIDR కు సమర్పించబడుతుంది. ervice: - Active	మీ ఆధార్ ******* WS Cor Nui Dep of A Nui with my and pur వినో వర్ వర్ వర్ దS విజ ఇస్త నిల్ల RD Servi Bior	సంబర్ *1917 hsent : i, the ho mber, hereby g partr Andh mbei h Ult bion d will bion d will bion d will pose g న్ u రయం WS I కాగం, e సన్నా? AB g వేయ Place pr ice:	orr orr orr orr operly or	Ver-33 Ihaar sent to (GSWS overnment my Aadhaar ithencating ormed that red/shared R only for the ich. ర్ ందరూనికి టి ఇ & సి · సమ్మతి టట్రిక్ కేయకుడదని nryOutreach నటుడుతుంది.
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m) ఇక్కడ ఇచ్చిన షరతులు ని accept చేస్కి Secretariat Employee Authentication చేయాలి.

n) Secretariat Employee Authentication చేస్కిన తరాాత Data Saved Successfully అని మెస్కతజ్ వస్తెంద్ి.

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 లబ్దిదారులలో కొంతమందికి Vehicle Registration Certificate (RC), Driving Licence (DL), Vehicle Insurance అన్ని కూడా expire అయ్యాయి. Documents అన్నింటికి 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 చచ్చిన గత సంవత్సరం లబ్ధిదారులలో కొంతచుంది వారి యొక్క పాత వెహికల్ కి అమ్మేసి కొత్త వెహికల్ తీసుకున్నారు. కొత్త వెహికిల్ డీటెయిల్స్ ఏ విధంగా update చెయ్యాలి? ఇటువంటి వారితో eKYC తీసుకోచచ్చా?)

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 లబ్ధిదారులలో కొంతమంది 60 సంవత్సరాల పైన వయస్సు గల వారు ఉన్నారు.

ఇటువంటి వారితో eKYC తీసుకోవచ్చా? వాహన మిత్ర పథకానికి సంబందించి 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?

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(గత సంవత్సరం లబ్దిదారులలో అన్ని 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 చేయ్యాలా ?)
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Reply: If they are not available in verification list or reverification list they have to apply for new application.

5. Are female applcants 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 లబ్దిదారులలో 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 లబ్దిదారులలో కొంతమంది వెహికల్ Registration (RC) వేరే ఇతర రాష్ట్రాలలో కలిగి ఉన్నారు? ఇటువంటి వారు eligible అవుతారా?)

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