

## User Manual of VRO login for “eKYC status updation”

### VRO Login: -

Step 1: Go the website <https://vswsonline.ap.gov.in/#/home>

- Click on Login button
- Enter Username & Password then Click on Sign in Now (as GSWS login credentials)
- After successful login in VRO, click on “**House Sites eKYC Status Updation**”, as shown in the below screen

S.No	Request ID	Service Name	Service Category	Department Name	Citizen Name	Applied Date	Status
1	CGC220817047846	IntegratedCertificate	RV	RV		17/08/2022	Pending
2	CGC220817050102	IntegratedCertificate	RV	RV		17/08/2022	Pending
3	CGC220817052084	IntegratedCertificate	RV	RV		17/08/2022	Pending
4	17080817023007	IntegratedCertificate	RV	RV		17/08/2022	Pending

The page will be redirected to NPI website.

### Important Note:

- In the VRO/WRS login a new module of eSign was introduced for signing the uploaded file (Report/Panchanama)
- Each and every record have to save & Submit then only eSign & Forward to Tah./MC button will be enabled.
- After click on the **eSign & Forward to Tah. / MC** button, it will be redirected to eSign authentication web application.

I Agree

I Agree Cancel

- Select I Agree **Check box** and Click on **I Agree** Button.
- The VROWRS have to give the Aadhaar No., then select aadhaar OTP Option. Then click on Send OTP. An **OTP** will be sent to the **registered Mobile No.** and the OTP have to enter and click on eSign. Then the Uploaded file will be digitally signed and forward to the next level officer. (i.e., Tahsildar/ Municipal Commissioner)

Step 2: The redirected page of NPI (Navaratnalu Pedalandariki Illu) VRO login is as below

The screenshot displays the VRO login dashboard for Grama/Ward Secretariat, Government of Andhra Pradesh. The dashboard is divided into two main sections: Rural Monitoring Tool and Urban Monitoring Tool. Each section shows Total Beneficiaries and Total Land (in acrs) for Available and Required categories. A sidebar menu on the left includes options like Dashboard, Reports, Processing, H5 Applications Filled Under GSWS Portal, H5-Under 90 Days Scheme, and eKYC Status Update. The VRO user profile is visible in the top right corner.

Monitoring Tool	Total Beneficiaries	Total Land (in acrs)
Rural Monitoring Tool	House Sites: Available, Regularization: Required	Available, Required
Urban Monitoring Tool	House Sites: Available, Regularization: Required	Available, Required

Step 3: In the Right Side menu, Please select “eKYC Status Updation” the below screen will be shown

Panchayat Name	Total Eligible	EKYC		Patta Given Possession Shown	Death			Patta Given Possession not Shown			Patta not Given Possession not Shown		
		Completed	Pending		Total	Updated	To be Updated	Total	Updated	To be Updated	Total	Updated	To be Updated
Kandukur	194	177	17	118	2	0	2	1	0	1	56	0	56
<b>Total</b>	<b>194</b>	<b>177</b>	<b>17</b>	<b>118</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>56</b>	<b>0</b>	<b>56</b>

There are 4 types of cases

- A. Patta given Possession Shown
- B. Death
- C. Patta given Possession Not shown
- D. Patta Not given Possession Not shown
- E. eKYC Not Done

**Step 4:**

A. **Patta Given Possession Shown** : Patta Distributed and possession shown beneficiaries list & details will be shown (no modifications can be done)

**B. Death:**

- i. Click on to be updated count hyper link in Death Case.

Panchayat Name	Total Eligible	EKYC		Patta Given Possession Shown	Death			Patta Given Possession not Shown			Patta not Given Possession not Shown		
		Completed	Pending		Total	Updated	To be Updated	Total	Updated	To be Updated	Total	Updated	To be Updated
Kandukur	194	177	17	118	2	0	2	1	0	1	56	0	56
<b>Total</b>	<b>194</b>	<b>177</b>	<b>17</b>	<b>118</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>56</b>	<b>0</b>	<b>56</b>

ii. After selecting the link the details of the beneficiaries will be shown as below.

The screenshot shows the VRO portal interface. The header includes 'GRAMA/WARD SECRETARIAT - GOVERNMENT OF ANDHRA PRADESH' and 'VRO'. The main content area is titled 'Ekyc Status Updation' and contains a 'Death Case Details' table. The table has six columns: S.No, Application No, Beneficiary Name, Relation Name, Aadhaar No., and Mobile No. There are two rows of data. Below the table is a 'Back' button.

S.No	Application No	Beneficiary Name	Relation Name	Aadhaar No.	Mobile No
1	ANA00003164	Kathe Subbamma	Venkataiah	212172799589	9347813196
2	ANA00003236	Anke Peddakka	Lakshmana	907333288907	9347813196

iii. Select Application for update the status of the record. After selecting the application No. the below screen will be appear

The screenshot shows the 'Death Case Details' form in the VRO portal. The form contains various fields for beneficiary information, including Application No, Aadhaar No, Beneficiary Name, Age, Gender, Relative Name, Mobile Number, Ration Card No, Door No, Street, District, Mandal, and Panchayat. A red box highlights the 'Status' dropdown menu, which is currently set to 'Select'. The dropdown options are: 'Send back for eKYC', 'Having Eligible Successor', and 'Not having Eligible Successor'. A red arrow points to the 'Status' dropdown menu.

4. All the beneficiary details are in freezed, the VRO have to select only the Status of the below any one of the option

- i. Send back for eKYC
- ii. Having Eligible Legal heir
- iii. Not having Eligible Legal heir

5. If selected "Send back for eKYC" (if the Volunteer has selected as incorrect) and give the remarks and upload the relevant document(s) as shown in the below screen.

Death Case Details		
<b>Application No*</b>	<b>Aadhaar No.*</b>	<b>Beneficiary Name*</b>
ANA00003164	212172799589	Kathe Subbamma
<b>Age*</b>	<b>Gender*</b>	<b>Relative Name*</b>
43	Female	Venkataiah
<b>Mobile Number</b>	<b>Ration Card No*</b>	<b>Door No*</b>
9347813196	Ration Card No	1-1
<b>Street*</b>	<b>District*</b>	<b>Mandal*</b>
kandukur	Anantapur	Anantapur
<b>Panchayat*</b>		
Kandukur		
<b>Reasons*</b>	<b>Status*</b>	<b>Remarks*</b>
1.Death	Send back for eKYC	
Upload(PDF file only,Size should not Exceed 500kb)* <input type="button" value="Browse..."/> No file selected.		
<input type="button" value="Save &amp; Submit"/> <input type="button" value="Send back for Ekyc"/> <input type="button" value="Back"/>		

- Then select send back for eKYC button. Then the application. Then the record will go to **Citizen outreach app** for ekyc of the Beneficiary
- If selected other reasons **“having Eligible Legal heir”** or **Not having Eligible Legal heir”** the below screen will appear and give remarks. Upload Death Certificate & Panchanama copy and save & Submit the record. After save & Submit the “eSign & forward to Tah./MC” option will be enabled for forward to the Tahsildar / Municipal Commissioner (In Villages/Panchayat it will be sent to Tahsildar and for Wards it will be sent to Municipal Commissioner login)

Death Case Details		
<b>Application No*</b>	<b>Aadhaar No.*</b>	<b>Beneficiary Name*</b>
ANA00003164	212172799589	Kathe Subbamma
<b>Age*</b>	<b>Gender*</b>	<b>Relative Name*</b>
43	Female	Venkataiah
<b>Mobile Number</b>	<b>Ration Card No*</b>	<b>Door No*</b>
9347813196	Ration Card No	1-1
<b>Street*</b>	<b>District*</b>	<b>Mandal*</b>
kandukur	Anantapur	Anantapur
<b>Panchayat*</b>		
Kandukur		
<b>Reasons*</b>	<b>Status*</b>	<b>Remarks*</b>
1.Death	Having Eligible Successor	test data test data
Upload(PDF file only,Size should not Exceed 500kb)* <input type="button" value="Browse..."/> No file selected.		
<input type="button" value="Save &amp; Submit"/> <input type="button" value="eSign &amp; Forward to Tah./MC"/> <input type="button" value="Back"/>		

## C. Patta Given Possession Not Shown:

1. Select to be updated column records hyperlink

Phase-I Patta and Possession Details Status Abstract as on 18/08/2022 4:29 PM

Panchayat Name	Patta Given Possession Shown	Death			Patta Given Possession not Shown			Patta not Given Possession not Shown		
		Total	Updated	To be Updated	Total	Updated	To be Updated	Total	Updated	To be Updated
Kandukur	3	2	0		3	1	2	4	0	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>0</b>		<b>3</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>

2. Then the list will be populated. Click on the application No. as shown below

Patta Given Possession not Shown

S.No	Application No	Beneficiary Name	Relation Name	Aadhaar No.	Mobile No
1	ANAD0003372	Boya Bharathi	Ramana	262250365509	8106221724
2	ANAD0003526	Anke Gangamma	Sriramulu	569642965192	9701412577

Back

- After selecting the application, the below screen will be appearing for updation. If selected **Death** option the screens will be remains same as **Step 4.B** given as above

- If Select **“Permeant Migration”** Remarks to be given and upload the Panchanama report as shown above and Save & Submit the record. Then send to Tahsildar/MC

- If selected **“Ineligible”** the below screen will be appeared with reasons

- If selected **“Ineligible”**, have to select the relevant Reasons for making Ineligible as shown above. Then give remarks and upload the Panchanama report. Then Click on Save & Submit then after enable the eSign & Forward to Tah./MC button.

**Ekyc Status Updation**

**Patta Given Possession not Shown Details**

Application No\* ANA00003526 Aadhaar No.\* 569642965192 Beneficiary Name\* Anke Gangamma

Age\* 33 Gender\* Female Relative Name\* Sriramulu

Mobile Number 9701412577 Ration Card No\* Ration Card No Door No\* 1-1

Street\* kandukur District\* Anantapur Mandal\* Anantapur

Panchayat\* Kandukur

Reasons\* 4.Not Willing Remarks\* Characters Remaining

Upload(PDF file only,Size should not Exceed 500kb)\*  
Browse... No file selected.

Save & Submit eSign & Forward to Tah./MC Back

- If selected **Not Willing**, the beneficiary have to give Not Willing letter and the Patta should be taken over. Then give remarks and upload the enquiry report of VRO and **“Not Willing letter”** given by the beneficiary
- If selected **Court Case (letter issued)** the Court Case number in our data base will be populated for selection, then select the court case number then give remarks. Then click on Save & submit then after enable click on eSign & Forward to Tah./MC button the application will be sent to concerned official.
- If selected **“Land Not available”** give remarks and upload the Panchanama report and consent of the beneficiary. Then click on Save & submit then after enable click on eSign & Forward to Tah./MC button the application will be sent to concerned official.

#### D. Patta Not given Possession Not shown:

- Select to be updated column records hyperlink

VRO GRAMA/WARD SECRETARIAT - GOVERNMENT OF ANDHRA PRADESH VRO

Search...

Dashboard Services Reports Processing HS Applications Filed Under GSWS Portal Account

**Ekyc Status Updation Details**

1 of 1 Find | Next

**NPI Patta Distribution and Possession Handled over Details Abstract as on 24/08/2022 5:48 PM**

Panchayat Name	Total Eligible	EKYC		Patta Given Possession Shown	Death			Patta Given Possession not Shown			Patta not Given Possession not Shown		
		Completed	Pending		Total	Updated	To be Updated	Total	Updated	To be Updated	Total	Updated	To be Updated
Kandukur	194	177	17	118	2	0	2	1	0	56	0	56	
<b>Total</b>	<b>194</b>	<b>177</b>	<b>17</b>	<b>118</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>56</b>	<b>0</b>	<b>56</b>	



9. Then the details will be populated as shown below

Ekyc Status Updation Dashboard - HS Requests-VSWS

**Patta not Given Possession not Shown**

S.No	Application No	Beneficiary Name	Relation Name	Aadhaar No.	Mobile No
1	ANA00003042	Sake Yerrakka	Sreeramulu	563387616721	7032295730
2	ANA00003066	Sake Sannakka	Gurumurthy	334810058336	9675509047
3	ANA00003124	Saake Priyanka	Venkataiah	681501261159	6303444134
4	ANA00003136	A Pullamma	Venkaiah	534090370939	

[Back](#)

10. Select Application for update the status of the record. After selecting the application No. the below screen will be appear

navaratnalu-uat.ap.gov.in/GSVPortal/Process/HSValidateBeneficiaryDetails.aspx?enc=mKRpMBunuGey59CDQ...

**Patta not Given Possession not Shown Details**

<b>Application No*</b> ANA00003042	<b>Aadhaar No.*</b> 563387616721	<b>Beneficiary Name *</b> Sake Yerrakka
<b>Age*</b> 38	<b>Gender*</b> Female	<b>Relative Name*</b> Sreeramulu
<b>Mobile Number</b> 7032295730	<b>Ration Card No*</b> Ration Card No	<b>Door No*</b> 1-1
<b>Street*</b> kandukur	<b>District*</b> Anantapur	<b>Mandal*</b> Anantapur
<b>Panchayat*</b> Kandukur		
<b>Reasons*</b> Select	<b>Remarks *</b> <input type="text"/>	Characters Remaining

Upload(PDF file only,Size should not Exceed 500kb)\*  
 No file selected.

[Save & Submit](#) [eSign & Forward to Tah./MC](#) [Back](#)

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### E. eKYC Not Done :

Click on hyper link, the the list will be displayed and select relevant option for the record and the ekyc of the Beneficiary have to take before submitting the application.