



GOVERNMENT OF ANDHRA PRADESH

GVWV & VSWS DEPARTMENT

Auto Nagar, Vijayawada

Jagananna Suraksha
Standard Operating Procedures

July 2023

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1. About Program

The Government of Andhra Pradesh under the leadership of Hon'ble Chief Minister, Sri YS Jagan Mohan Reddy has undertaken numerous welfare programs covering nearly 90% of Households in the state. To further ensure that, no eligible citizen is left out, it has been felt that there is a need to identify and address all issues which citizens are facing with respect to any documents (or) certificates related to any schemes (or) any other purpose and resolved at the earliest thereby.

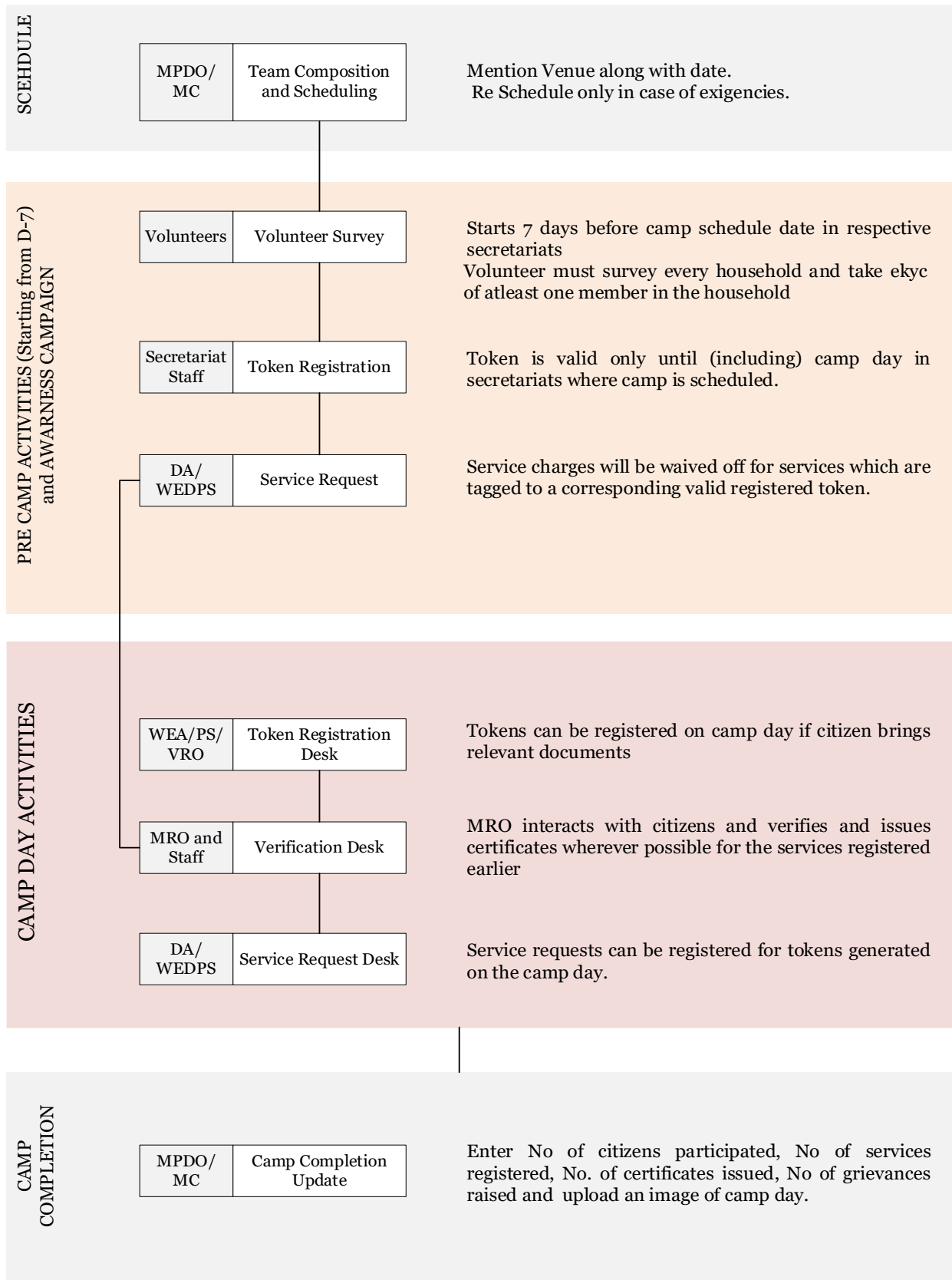
Hence, there is a need to undertake a public outreach program under the name of '**Jagananna Suraksha**'. This initiative is expected to cover each citizen and each house within a 4-week duration with the goal of enhancing administrative efficiency and facilitating the swift resolution of crucial document-related issues, this campaign aims to streamline processes and improve citizen satisfaction.

2. Program Objectives

- Cover each citizen and each house – No house to be left behind
- Interact with the citizens and identify issues related to certificates/documents/schemes eligibility household wise.
- Also, avail the opportunity to impress upon the citizens the programs undertaken by the government under the leadership of Hon'ble CM, YS Jagan Mohan Reddy, improve awareness among citizens regarding the citizen services/schemes available to them via the GSWS Secretariat system.
- By resolving these document-related issues, the campaign aims to improve transparency, build trust, and provide timely assistance to citizens in dealing with administrative matters.
- Focus primarily on the following documents (not limited to these):
 - a. Integrated Certificate
 - b. Income Certificate
 - c. Birth Certificate
 - d. Death Certificate
 - e. Marriage Certificate
 - f. Mutations for Transactions and Corrections
 - g. Family Member Certificate
 - h. Mobile number updation in Aadhaar Card
 - i. Crop Cultivator Rights Card (CCRC)
 - j. Household Split
 - k. Rice Card (New/ Splitting of Rice Card)

3. Program Details

3.1 Process flow and functionaries responsible



3.2 Awareness campaign schedule

Day	Action Item
D - 7	In person visits by Volunteers to Households. Distribution of pocket calendars by the Volunteer to households Loudspeaker announcement at every GS/WS
D - 6	Poster Installation across GS/WS Digital posters on all Government social media handles
D-5	
D-4	WhatsApp messages to citizens by volunteers
D - 3	
D - 2	
D - 1	SMS to citizens
D DAY	CAMP DAY

4. Team Composition

Required number of Teams shall be constituted for conduct of Jagananna Suraksha Program to visit all Secretariats within a period of 4 weeks and follow the following modalities while constituting teams.

In Rural Areas:

- At Mandal level, two teams shall be constituted to conduct the program at Grama /Ward Secretariat Level.
- In case of Mandals having more than 24 Grama Secretariats, an additional team can be constituted headed by any Mandal Level Officer.
- The MPDO can prepare the schedule accordingly and enter it online in the APSEVA portal.

Team 1	Team 2
MPDO	Tahsildar
Deputy Tahsildar	Extension Officer (PR & RD)
Concerned Officer from MRO/ MPDOs Office and other Mandal level Officers as required	Concerned Officer from MRO/ MPDOs Office and other Mandal level Officers as required

In Urban Areas:

- a. In urban areas which have large number of Ward Secretariats, clusters may be formed with up to 5 Ward Secretariats
- b. Teams may be constituted headed by the following Officials and their staff:
 - i. Municipal commissioners and Deputy Tahsildar with relevant staff (or)
 - ii. Additional/Zonal commissioner and Tahsildar/Deputy Tahsildar with relevant staff (or)
 - iii. Senior Officials from ULBs and Revenue Inspector (Revenue Department) with relevant staff
- c. A minimum of two teams shall be constituted and an additional team may also be constituted based on the number of clusters.
- d. The program can be conducted at Urban Cluster Level by the concerned teams, duly completing the program within the specified timeframe of 4 weeks.
- e. The Municipal Commissioner can prepare the schedule accordingly and enter it online in the APSEVA portal.

5. Planning and scheduling the meetings

- a. The entire Jagananna Suraksha Program campaign shall be completed in 4 weeks.
- b. The venue where the camp is going to be scheduled must also be entered online by MPDO/MC.
- c. Camps shall be planned by each team by alternate day wise only and ensure that the regular work shall not be hampered in any manner.
- d. On the day of the camp, each team shall visit the concerned Secretariat/ Urban Cluster as per schedule.
- e. In Rural Areas, the venue for the camp shall be the Grama Secretariat Office. In case there is no permanent Secretariat building, the meeting shall be conducted in any of the available Government building or premises in that Secretariat Jurisdiction.
- f. Reschedule of date of the camp shall be done only in case of emergencies/exigencies.
- g. In Urban areas, the venue shall be the Ward Secretariat Office/ Government building/any other available place in that Urban Cluster Jurisdiction.

6. Volunteer Survey

- a. Based on the camp schedule, 7 days before the day of the camp, the volunteers shall start visiting each household and through the survey collect information regarding services and scheme related issues.
- b. Volunteer shall share WhatsApp message to all citizen regarding the camp. If WhatsApp is not available, then SMS must be sent to the citizen.

7. Token Registration

- a. The volunteer should visit each household and conduct a survey to identify issues related to certificates and schemes.
- b. In case any of the citizens have any issues related to documents, they can visit the secretariat with the relevant documents to register for the service.
- c. To register a token, citizen must be member of the Household.
- d. Based on the Camp Schedule, the token registration module will be enabled **7 days** before the day of the camp in logins of DA/WEDS, WEA/WWDS, PS/WAS and VRO/WRS. Tokens can be registered and will be valid till the scheduled date of the camp in the respective secretariat (up to **midnight 12:00 am**).
- e. A different token number is generated for different services requested by the citizen. When the DA/WEDPS raises a service request, service charges shall be waived only for those service requests tagged to a valid token. (Only Token registered citizens will be exempted from service charges)
- f. For a token registered in a secretariat, the corresponding Service request shall also be raised in the same secretariat before the token expiry date.

8. Service Charges Exemption

- a. For all the services (except bill payments) user charges shall be exempted but statutory charges must be paid.
- b. User charges for services shall be waived only when valid Token registered is submitted.
- c. In case of Aadhaar Services the following services can be availed free of charge:
 - New Aadhaar enrollment
 - Mandatory Biometric Age Group 5 to 7 and 15-17 years (with or without demographic update)
 - Mobile number linking/update in Aadhaar

All other Aadhaar services shall be available at usual charges.

9. Organization of Camps

- a. Camp schedule date and venue details shall be arrived at Secretariat wise.
- b. Training & Capacity Building shall be conducted for the Volunteers, Secretariat staff and other team members involved in the camp before starting of the campaign.
- c. Training shall ensure that:
 - Citizen friendly and approachable demeanor is adopted by all the staff.
 - No citizen/household is left behind.

- The objectives of the program are made aware to all the stakeholders – This in turn should motivate them to work proactively towards the needs of the citizens.
- d. Awareness:
- Create awareness amongst citizens about the objectives of the camp, interact with them and identify issues pertaining to documents, certificates, Welfare Schemes eligibility etc.
 - Conduct awareness drives to inform citizens about the campaign, its objectives, and the importance of resolving Certificates / Document-related issues through Volunteers.
 - Utilize various communication channels including Electronic, Print & Social Media and community meetings to reach a wide audience.
 - Utilize any other suitable localized propagation mechanism (auto/rickshaw/tom tom) etc.,
- e. The citizen can check the camp schedule date through the “Know your Jagananna Suraksha Camp” module available to public on the APSEVA home page.
- f. Ensure that all the hardware equipment necessary on the day of the camp is arranged accordingly if the camp is being conducted outside the Secretariat.
- g. Ensure to arrange Aadhar Enrolment Kits on the day of camp to deliver Aadhar related services.
- h. The Team shall spend one full day in each Secretariat / Urban Cluster during the Camp period.

10. Conduct of Camps

- a. Camp shall be conducted in each Grama Secretariat/ Urban Cluster as per the designated schedule.
- b. Following the launch of the program by the hon’ble Chief minister (24th June 2023), the Volunteers and secretariat staff shall visit each household based on the camp schedule. They shall interact with the citizens and create awareness to household during the camps.
- c. Secretariat wise camps shall start from 1st July 2023.
- d. Citizens shall be guided through the document submission process.
- e. Citizens who have already raised a Service Request through Jagananna Suraksha Program shall be issued his/her Certificate /Document on the day of camp wherever feasible.
- f. Additionally, citizens can also raise Service Requests on the day of the camp also.

- g. The volunteers and secretariat staff during the awareness drive and interaction with citizens shall also perform the following tasks:
- In case a grievance raised in Jagananna Ku Chebudam has been redressed – the concerned secretariat staff shall visit the house and explain the way the grievance was redressed, and the effort made for the same. Any doubts the citizen has regarding the grievance redressal shall be patiently explained to the citizen.
 - In case a house has been sanctioned to the beneficiary under ‘Navaratnalu Pedalandariki Illu’ but not grounded – the secretariat staff shall motivate the beneficiaries for construction of houses.
- h. The process flow for token registration, document verification and service request registration on the day of the camp is as follows:
- i. Registration desk (VRO/WRS/PS/WAS)**
 1. For any of the requests/certificates, citizen can register their request if they have not availed the registration facility earlier during the visit of Volunteers at their residence.
 2. The VRO/WRS/PS/WAS will collect the mandatory documents for the requested Certificate / Document from the citizen.
 3. Only if all mandatory documents are present, Service Request will be registered and forwarded to the next level for documents verification.
 - ii. Verification Desk Shall be arranged and look after by MPDO/ MRO/MC/any other Team Head.**
 1. Officials will verify the documents as per the requests registered.
 2. If all the documents are valid, the application will be forwarded to DA/WEDPS to raise service request.
 3. In case of any invalid documents the MRO/MC/MPDO/ Team Head shall guide the citizen about the process to obtain the Certificate /Document.
 - iii. Service Request Desk**

Other Desk for registration of Service Request shall be arranged and handled by the DA/WEDPS or any other Secretariat Staff (if DA/WEDPS is on leave/ vacant). They shall raise the Service Request based on the recommendations of the MPDO / MC/MRO / Team Head in APSEVA portal accordingly.
- i. Ensure proper shelter, seating arrangements and drinking water and efficient management of queues and waiting areas to minimize waiting times.

- j. Maintain a dedicated NBM schemes related helpdesk to address queries and provide clarifications to citizens.

11. Camp Completion

Once the camp is completed, the MPDO/MC shall update the following details in the Schedule module provided in the APSEVA portal:

- a. No of citizens participated
- b. No of services registered
- c. No of certificates issued
- d. No of grievances raised
- e. Camp photos – Option to upload an image.

12. Stakeholders Roles & Responsibilities

Following are the Roles & Responsibilities of the various Stakeholders for effective conducting of Jagananna Suraksha Program

S.No	Designation	Pre-Camp	During Camp
1	Volunteer	<ul style="list-style-type: none"> • Shall interact with the citizens, visit every household in the cluster. • Through the Jagananna Suraksha module in the Volunteer mobile App identify any issues from the households regarding documents and schemes. • Based on the survey, the volunteer shall collect necessary documents from the citizens and register tokens and corresponding service requests at the secretariat. • Create awareness of the date of the camp among the citizens. 	<ul style="list-style-type: none"> • Shall accompany the citizen on the day of the camp and help them with the processes during the camp.

S.No	Designation	Pre-Camp	During Camp
		<ul style="list-style-type: none"> • Volunteer shall send WhatsApp messages to the citizens regarding the camp date and venue 4 days prior to the day of the camp. 	
2	Secretariat Staff (DA/WEDPS, VRO/WRS, WEA/WWDS, PS/WAS)	<ul style="list-style-type: none"> • Ensure that service requests are raised for all the issues raised during the door-to-door visit. A unique token number shall also be generated and provided to the citizen. Based on the services for which token have been raised, generate service request, and make the acknowledgement copy available to the citizen. • Ensure that all the necessary enquiries are conducted and completed by the day of the camp. • Ensure that all the hardware/equipment required on the day of the camp is in place. • Ensure that stationery is adequately placed for the issue of certificates/documents to the beneficiaries. 	<ul style="list-style-type: none"> • Participate in interaction with the citizens on the day of the camp. • Ensure all the necessary facilities are maintained at the venue. • Arrive punctually as per the schedule of the camp location. • Ensure that all desks are adequately staffed and verify and monitor the presence of all officials on-site. • Shall register tokens on the day of the camp • Hear out any other queries that the citizens raise on the day of the camp.
3	MPDO/MC	<ul style="list-style-type: none"> • Conduct training and capacity-building programs for all the secretariat staff and volunteers 	<ul style="list-style-type: none"> • Periodically ensure that awareness is sufficiently generated about this program and camps among the public

S.No	Designation	Pre-Camp	During Camp
		<ul style="list-style-type: none"> • Decide the team composition, prepare schedule for the visit of secretariats and enter it online. • Monitor the receipt of applications (or) requests prior to the camp itself and ensure that they are ready for disposal wherever possible by the day of camp. 	<ul style="list-style-type: none"> • Monitor the tokens registered and service requests raised in the Mandal/ULBs. • Shall clear certificates & resolve issues, as far as possible on the day of the camp. • Wherever could not be resolved, a specific date may be indicated to the beneficiaries by which time the issue would be resolved/addressed. • Wherever YSR Bhima claim uploading is pending due to lack of documents, guide the citizens/ secretariat staff and ensure that required documents are issued expeditiously.
4	Mandal/ Municipality Team	<ul style="list-style-type: none"> • Provide comprehensive training to the Sachivalayam staff regarding the objectives and processes of the Jagananna Suraksha program. • Ensure the preparation of the camp kit and its deployment to the designated camp location. 	<ul style="list-style-type: none"> • Verify any physical documents brought on camp day. In case of any invalid documents, guide the citizen about obtaining correct documents.

S.No	Designation	Pre-Camp	During Camp
		<ul style="list-style-type: none"> • Shall make sure that the majority of the documents are disbursed on the camp day. • Overlooking the preparation of the document printouts that have to be rolled out on the day of the camp. 	<ul style="list-style-type: none"> • Arrive punctually at the scheduled camp location. • Ensure efficient and prompt disbursement of documents to the citizens during the camp. • Hear out any other queries the citizens have to raise. Wherever YSR Bhima claim uploading is pending due to lack of documents, guide the citizens/ secretariat staff and ensure that required documents are issued expeditiously.
5	District Collector	<ul style="list-style-type: none"> • Ensure proper training is provided to all Mandal officers and Sachivalayam staff regarding the Jagananna Suraksha program, its objectives, and the processes involved. • Conduct training sessions to familiarize the officials with the process of the camp. • Verify the availability of necessary infrastructure, resources, and facilities at the designated camp locations. 	<ul style="list-style-type: none"> • Visit the camps randomly and ensure that the objectives of the scheme are met. • Periodically review the clearance of grievances/certificate requests • Conduct periodic review meetings with relevant officials to ensure smooth functioning.

S.No	Designation	Pre-Camp	During Camp
		<ul style="list-style-type: none"> • Appoint dedicated task forces to conduct surprise visits to the camps during the camp period. • Conduct periodic review meetings with relevant officials to ensure smooth functioning. • Review the progress of the program, address any challenges or bottlenecks, and provide necessary guidance and support to overcome them. 	<ul style="list-style-type: none"> • Review the progress of the program, address any challenges or bottlenecks, and provide necessary guidance and support to overcome them.
6	Constituency special officers	<ul style="list-style-type: none"> • Appointed by District Collector for this purpose. Participate in all the pre-camp trainings, awareness sessions, etc. 	<ul style="list-style-type: none"> • Visit the camps randomly and give feedback regularly to the District Collectors.

13. Annexure

13.1 Major list of services – Documents and Process flow

S No.	Service	Documents	Verification workflow
1	Integrated Certificate (Caste and Residence Certificate)	<ul style="list-style-type: none"> • SSC marks memo or Transfer Certificate or DOB extract from Municipality/Gram Panchayat • Previously issued Caste Certificate (Either applicant/his/her parents/his/her family members) [wherever applicable] 	DA/WEDPS → VRO → RI → Tahsildar → RDO (Specific Castes)

S No.	Service	Documents	Verification workflow
2	Income Certificate	<ul style="list-style-type: none"> • Copy of IT Returns/Pay Slips (Any other documents for income proof) • Ration Card/EPIC Card/Aadhar Card 	DA/WEDPS → VRO → RI → Deputy Tahsildar
3	Birth Certificate	<ul style="list-style-type: none"> • As per hospital records / Field Verification • UBD Portal – for births after 2015. 	PS/WAS
4	Death Certificate	<ul style="list-style-type: none"> • Field verification/ • FIR/Postmortem copy 	PS/WAS
5	Marriage Certificate (less than 90 days) - AP compulsory marriage act	<ul style="list-style-type: none"> • Aadhar card • Marriage invitation card • Marriage photo • Passport size photos of witnesses • Proof of age – Aadhar card • Proof of residence – rice card/telephone bill/electricity bill/Aadhar card/voter ID /passport /driving license/MGNREGS job card 	DA/WEDPS → PS/MC
6	Mutation for Transactions	<ul style="list-style-type: none"> • Registered Documents • Aadhar Card /Other id and Address Proof • Passport Photograph of the applicant 	DA →Tahsildar → VRO→ Tahsildar
	Mutation for Corrections	<ul style="list-style-type: none"> • Old Pattadar Passbook /ROR 1B /Adangal Copies • Signature of Applicant • Link documents. 	
7	Family Member Certificate	<ul style="list-style-type: none"> • A notarized affidavit containing Name, Age and Relationship with deceased. • Document (Ration Card/Voter Id/Passport/Passbook, Aadhaar etc.) indication the relationship of the applicant with the deceased. • Death Certificate/FIR. 	DA/WEDPS → VRO → RI → Tahsildar
8	Aadhaar mobile Linking	<ul style="list-style-type: none"> • Aadhaar Card 	

S No.	Service	Documents	Verification workflow
10	Household Split	<p>Marriage Split</p> <ul style="list-style-type: none"> • Marriage Certificate • Rice Card • Aarogyasri Card • Family Member Certificate • Passport • Aadhaar Card indicating W/O <p>Divorce Split:</p> <ul style="list-style-type: none"> • Divorce Certificate <p>Single old age person above 60 years:</p> <ul style="list-style-type: none"> • Pension • Aadhaar Card 	DA/WEDPS → WEA/WWDS → PS/WAS → MPDO/MC
11	Rice Card Member Addition	<ul style="list-style-type: none"> • Birth certificate • Marriage Certificate 	DA/WEDPS → VRO and Ekyc → Tahsildar
	Splitting of Rice Card	<ul style="list-style-type: none"> • For Widow/Widower split – Spouse Death Certificate • Divorcee Split (with children) – Divorce Certificate • Single Member Split – if widow/widower then upload spouse death certificate Unmarried above 50 years – upload photo along with Tahsildar. 	DA/WEDPS → eKYC → VRO → Tahsildar

13.2 Major Schemes – Eligibility Criterion

Six step eligibility criteria which are common for all schemes.

Parameter (Household as a unit)	Condition
Land	a. Less than: Wet 3 acres
	b. Less than: Dry 10 acres
	c. Less than: 10 acres wet and dry combined
Energy	Less than: 300 units (Last 12 months average)
Transport	Should not own 4-wheeler. (Taxi, Auto, Tractors are exempted)
Income	Total family income
	i. Rural: 10000 per month
	ii. Urban: 12000 per month
MAUD	Less than: 1000 sft
GSTN	Should not have a GST turnover of more than 12,00,000/-
Income Tax	No family member should pay income tax
Government Functionary	Direct Beneficiary Should not be a Govt Employee
	Direct Beneficiary Should not be a Govt Pensioner
	Direct Beneficiary Should not be an Energy dept employee
	Direct Beneficiary Should not be a Home guard
	Direct Beneficiary Should not be an Outsourced Employee
	Direct Beneficiary Should not be an Anganwadi/Asha worker
Govt Employee in Household (Families of Sanitary workers)	Household shouldn't have Govt Employee
	Household shouldn't have Govt Pensioner
	Household shouldn't have Energy dept employee

Parameter (Household as a unit)	Condition
are exempted for some specific schemes)	Household shouldn't have Home guard
	Household shouldn't have Anganwadi/Asha worker income more than 12000
	Household shouldn't have Outsourced Employee-Income more than 12000

Scheme Specific eligibility criterion

S No	Scheme	Scheme specific Eligibility Criterion
1	Jagananna Ammavodi	<ul style="list-style-type: none"> • Child shall be enrolled from Class I to XII. • Child's attendance should be above 75% to be considered for the scheme. • Although the mother/Guardian has multiple children/wards enrolled in classes I to XII, only one child will be able to receive the benefit. • Asha workers and Sanitary workers are also eligible
2	YSR Kapu Nestham	<ul style="list-style-type: none"> • Must be Female • Age shall be between 45 to 60 years as on the cut-off date • Should belong to OC – Kapu, Balija, Ontari and Telaga communities • Should not be a beneficiary of OAP pensions or EBC Nestham and YSR Cheyutha (Direct or any other member of the same Household availed) • Families of Sanitary workers are eligible
3	YSR EBC Nestham	<ul style="list-style-type: none"> • Must be Female • Age shall be between 45 to 60 years as on the cut-off date • Other than BC, SC, ST and Minority communities • Should not be a beneficiary of OAP pensions • Should not be a beneficiary of YSR Cheyutha & YSR Kapu Nestham (Direct or any other member of same Household availed)

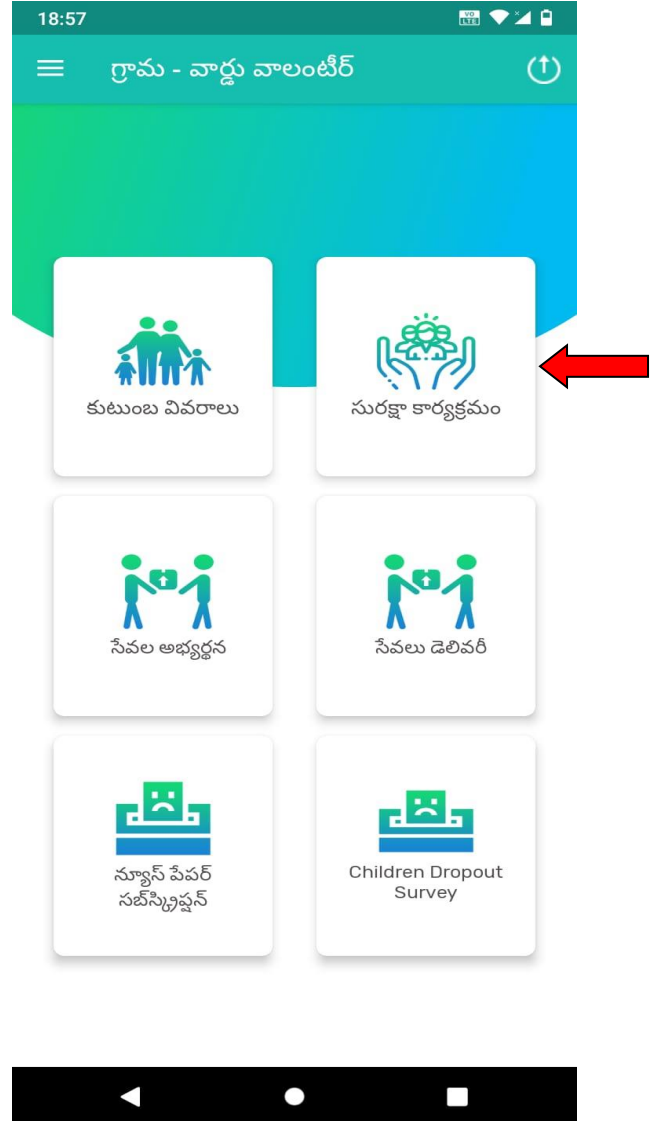
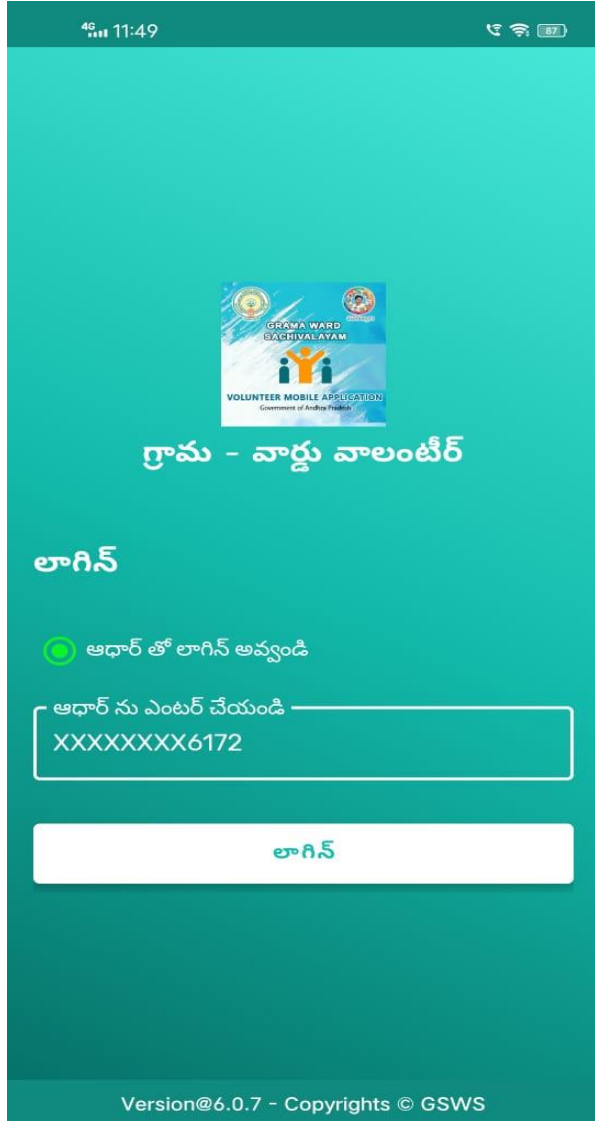
S No	Scheme	Scheme specific Eligibility Criterion
		<ul style="list-style-type: none"> Families of Sanitary workers are eligible
4	YSR Cheyutha	<ul style="list-style-type: none"> Must be Female Age shall be between 45 to 60 years as on the cut-off date Should be BC, SC, ST and Minority communities Should not be a beneficiary of OAP pensions (Except ST community who are below the age of 60 years), EBC Nestham & Kapu Nestham. (Direct or any other member of same Household availed) Families of Sanitary workers are eligible
5	YSR Vahanamitra	<ul style="list-style-type: none"> A member in the Household should own the Taxi/auto/maxi and have valid Registration Certificate. The Vehicle should be seeded to a member in the Household. A member in the Household should have a valid Driving License. Families of Sanitary workers are eligible
6	YSR Kalyanamsthu/ Shaadi Thofass	<ul style="list-style-type: none"> The application should be submitted within 30 days from Marriage Date Only 1st marriage for both groom and bride is eligible. 2nd marriage is allowed only when the bride is a widow. <p>Widow Proof: Husband Death Certificate /Widow Pension/Affidavit, if the above two are unavailable.</p> <ul style="list-style-type: none"> Bride must be above 18 years and Groom must be above 21 years (calculate from Date of Birth to Date of Marriage) Both bride and the groom should have passed Class X. Marriage certificate should be tagged to Bride and Groom's Aadhaar. Bride and groom must be BC, SC, ST and Minorities. Bride and groom can be of any caste and must have SADAREM Certificate for differently Abled category For BOCWWB category, bride or bride's parent must be BOCWWB Member.

S No	Scheme	Scheme specific Eligibility Criterion
8	YSR Nethanna Nestham	<ul style="list-style-type: none"> • A member in the Household should own the loom. • If the Applicant is an Individual Weaver, then proof documents are Yard bills from a G.S.T registered vendor for the last 6 months. • If the Applicant is a Weaver working under a Master Weaver, then proof documents are Yarn, wages and Production book records signed by Master Weaver and Undertaking by Master Weaver/Accountant of PHWCS that they are providing work to weave
9	Jagananna Chedodu	<ul style="list-style-type: none"> • Rajakas/Dhobis (Washermen) of the state • Nayee Brahmin (Barbers) that have their own establishment • Tailors belonging to all communities. • Valid Establishment Certificate
10	YSR Matsyakara Bharosa	<ul style="list-style-type: none"> • Mechanized boats with OAL above 18 Mtrs- 10 crew members maximum (Excluding boat owner). Mechanized boats with OAL below 18 Mtrs- 8 crew members max (Excluding boat owner). Motorized boat - 6 crew members maximum (Including boat owner). Non-Motorized - 3 crew members maximum (Including boat owner) • Mechanized boats - Should utilize High Speed Diesel (HSD) oil minimum 1000 litres. Motorized boats - Should utilize High Speed Diesel (HSD) oil minimum 100 litres • Fishing boats which are imposed penalty under APMFR Act during the previous financial year are not eligible for payment of ban relief. • The beneficiary should not have benefitted any other profession-based schemes

13.3 Volunteer App

NOTE: The survey will be open **only 7 days** before the scheduled date.

- The volunteer needs to log in with his/her Aadhar number. After login click on the Suraksha Button.



- b. After clicking on the button, the volunteer can find the household details under his/her cluster. The volunteer needs to click on the household id and can view the family members of that household.

11:50

Brahma Nadidu
Vishnumolakala
XXXXXXXX6172
మొత్తం కుటుంబాలు :51

Search with Name

పేరు : Boddu Sivakavyanjali
గృహ ఐడి : HH51407791617220200215
034943430
Address : 25-88
Status : Pending

పేరు : Posa Venkata Durga
గృహ ఐడి : HH51407791617220200215
040445490
Address : 25-90
Status : Pending

పేరు : Pinjala Susila
గృహ ఐడి : HH51407791617220200215
041418873
Address : 16-136
Status : Pending

18:20

HouseHold Members

HH51407791617220200215034943430

Boddu Karuna Kumari

Samba

Boddu Sivakavyanjali

Proceed

- c. The volunteer can verify the six-step validation and the volunteer needs to give awareness about the various schemes offered by the Government to the citizens.

18:22

← HouseHold Members

HH51407791617220200215034943430

Six Step Details:

I. Wet Land (Acres) : 0

II. Dry Land (Acres) : 0

III. Four Wheeler Vehicle : NO

IV. Government Employee : NO

V. 12 months Average Consumption of Electricity(Units) : 199

VI. Urban Property(Sqft) : 0

1. రైతులు, వారి కుటుంబాల సంక్షేమం కోసం జగనన్న ప్రారంభించిన పథకాలు ఏంటో తెలుసా? (పౌరుడు తన సమాధానం చెప్పక కింద ఉన్న అన్ని ఆప్షన్స్ ని చదవండి)

I. వైఎస్ఆర్ రైతు భరోసా

II. సున్నా వడ్డి పంట రుణాలు

III. వైఎస్ఆర్ ఉచిత పంటల బీమా పథకం

IV. వైఎస్ఆర్ పెన్షన్ కానుక

అవగాహన లేనివారికి తెలియజేయండి.

2. మహిళల జీవనోపాధి కోసం జగనన్న ప్రారంభించిన పథకాలు ఏంటో తెలుసా? (పౌరుడు తన సమాధానం చెప్పక కింద ఉన్న అన్ని ఆప్షన్స్ ని చదవండి)

I. వైఎస్ఆర్ రైతు భరోసా

II. సున్నా వడ్డి పంట రుణాలు

III. వైఎస్ఆర్ ఉచిత పంటల బీమా పథకం

IV. వైఎస్ఆర్ పెన్షన్ కానుక

అవగాహన లేనివారికి తెలియజేయండి.

సబ్మిట్

18:46

← HouseHold Members

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2. మహిళల జీవనోపాధి కోసం జగనన్న ప్రారంభించిన పథకాలు ఏంటో తెలుసా? (పౌరుడు తన సమాధానం చెప్పక కింద ఉన్న అన్ని ఆప్షన్స్ ని చదవండి)

I. వైఎస్ఆర్ ఆసరా

II. వైఎస్ఆర్ చేయూత

III. అమ్మ బడి

IV. వైఎస్ఆర్ పెన్షన్ కానుక

అవగాహన లేనివారికి తెలియజేయండి.

3. మన పిల్లల భవిష్యత్తు కోసం జగనన్న అందిస్తున్న పథకాలు ఏంటో తెలుసా? (పౌరుడు తన సమాధానం చెప్పక కింద ఉన్న అన్ని ఆప్షన్స్ ని చదవండి)

I. జగనన్న విద్యా దీవెన/జగనన్న వసతి దీవెన

II. జగనన్న గోరుముద్దా

III. జగనన్న విద్యా కానుక

IV. మన బడి నాడు - నేడు

అవగాహన లేని వారికి తెలియజేయండి.

4. మీరు ప్రస్తుతం ఏదైనా ప్రభుత్వ పథకం ద్వారా లబ్ధి పొందుతున్నారా?*

అవును కాదు

5. జగనన్న ప్రారంభించిన ప్రభుత్వ పథకాలు మీకు, మీ కుటుంబానికి ఉపయోగపడ్డాయని భావిస్తున్నారా?*

అవును కాదు

సబ్మిట్

d. The volunteer needs to fill out the questionnaire about the “Jagananna Suraksha” as shown. If the citizen wants to avail of any services, please check the scheduled date and inform the citizen to visit the camp.

18:48

← HouseHold Members

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6. గత ప్రభుత్వం కంటే జగనన్న ప్రభుత్వంలో మీకు ఎక్కువ మేలు జరుగుతోందని మీరు నమ్ముతున్నారా? : అవును కాదు

*
మన ప్రయత్నము ముఖ్యమంత్రి వర్యులు “జగనన్న సురక్షా” అనే కొత్త కార్యక్రమాన్ని ప్రారంభించారు. ప్రభుత్వానికి చెందిన పీనియర్ అధికారులు మీ సచివాలయంలో ఒక రోజు గడిపి, సంక్షేమ పథకాలు, ధృవీకరణ పత్రాలకు సంబంధించి మీకు ఏవైనా సమస్యలుంటే పరిష్కరిస్తారు. 29-06-2023 తేదీన జగనన్న సురక్షా శిబిరం మన సచివాలయంలో నిర్వహిస్తారు. ప్రభుత్వ పథకాలు, ధృవీకరణ పత్రాలకు సంబంధించిన సమస్యలకు అక్కడిక్కడే పరిష్కారం పొందవచ్చు.

7. ప్రభుత్వ పథకాలకు సంబంధించి ఏవైనా సమస్యలు ఎదుర్కొంటున్నారా? : అవును కాదు

8. పై ప్రశ్నకు మీ సమధానం 'అవును' అయితే అది ఏ పథకానికి సంబంధించినది?*

వైఎస్ఆర్ రైతు భరోసా

వైఎస్ఆర్ సున్నా వడ్డీ (ఎన్.పి.ఎ.జిలు)

జగనన్న అమ్మబడి

వైఎస్ఆర్ ఆసరా

వైఎస్ఆర్ పెన్షన్ కానుక

వైఎస్ఆర్ షాదీ తోఫా/వైఎస్ఆర్ కళ్యాణమస్తు

సబ్మిట్

18:49

← HouseHold Members

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9. మీరు ఎదుర్కొంటున్న సమస్య ఏ రకమైనది?*

దరఖాస్తు చేసుకోలేకపోతున్నారని

పేమెంట్ (Payment) కి సంబంధించిన సమస్య

దరఖాస్తు చేయడానికి ధృవీకరణ పత్రాలు లేవు

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -నాలుగు చక్రాల వాహనం

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -విద్యుత్ వినియోగం

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -మెట్ట భూమి

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -సాగు భూమి

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -ప్రభుత్వ ఉద్యోగి

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -ఇంటి నందు సెంట్రల్/పబ్లిక్ సెక్టార్/ప్రైవేట్ ఉద్యోగులు

6 దశల ధృవీకరణకు సంబంధించిన సమస్య -పట్టణ ప్రాంతంలో 1000 చదరపు అడుగుల

ఇతరములు

10. అర్హత ఉండి మీ కుటుంబం లో ఎవరైనా పెన్షన్ పొందలేకపోతున్నారా? : అవును కాదు

*
 సబ్మిట్

e. Volunteers needs to provide awareness to the citizens about the services shown.

18:50

← Household Members

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10.1 పిన్ కోడ్ రాకపోవడానికి కారణం ఏమిటని అనుకుంటున్నారు? * : ఇంట్లో మరొకరి..

10.1.2 ఇంట్లో రెండవ వ్యక్తి ఈ క్రింది వాటిలో ఏ పింఛనుకు అర్హులు?*

వృద్ధాప్య పింఛను

ఒంటరి మహిళ

వితంతు పింఛను

వికలాంగుల పింఛను

చేనేత పింఛను

కట్టు గీత కార్మికుల పింఛను

మత్స్యకార పింఛను

డప్పు కళాకారుల పింఛను

సాంప్రదాయ చెప్పులు కుట్టేవారి పింఛను

ట్రాన్స్ జెండర్ పింఛను

11 . మీకు లేక మీ కుటుంబ సభ్యులు ఏదైనా ప్రభుత్వ ధృవీకరణ పత్రం పొందడంలో సమస్య ఉందా?*

అవును కాదు

సబ్మిట్

18:51

← Household Members

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12. మీ కోసం నేను కొన్ని ధృవీకరణ పత్రాలు చదువుతాను, వీటిలో దేనినైనా పొందేందుకు దయచేసి మీకు లేదా మీ కుటుంబ సభ్యులు ఎవరికైనా సమస్య ఉంటే తెలియజేయండి. *

కుల ధృవీకరణ పత్రం (ఇంటిగ్రేటిడ్ నివాసం మరియు కులం)

ఆదాయ ధృవీకరణ పత్రం

జనన ధృవీకరణ పత్రం

మరణ ధృవీకరణ పత్రం

లావాదేవి కొరకు మ్యూటీషన్/సవరణల కొరకు మ్యూటీషన్

ఫ్యామిలీ మెంబర్ సర్టిఫికేట్ (FMC)

అధార్ నెంబరుకు మొబైల్ నెంబరు అనుసంధానం చేయడం

సి.సి.ఆర్.సి కార్డు

House Hold Split (కుటుంబ సభ్యుల మార్పు చేర్పులు)

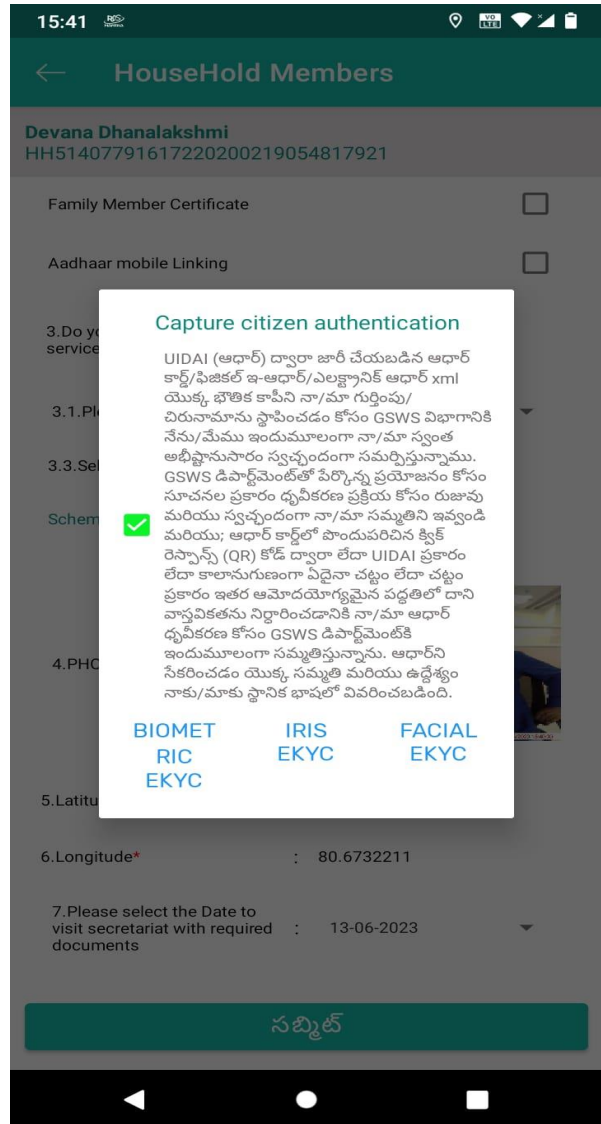
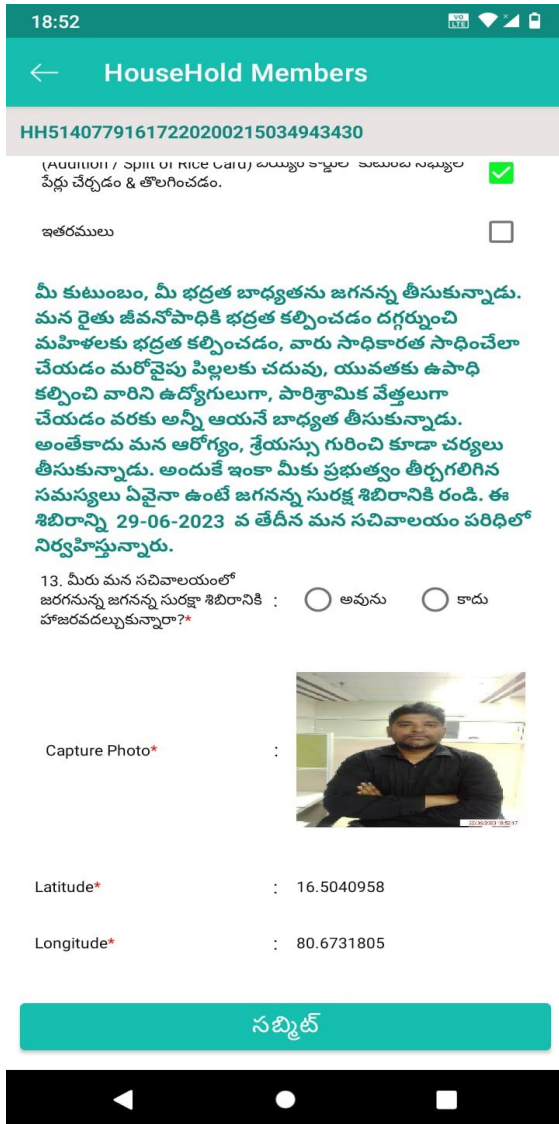
(Addition / Split of Rice Card) బియ్యం కార్డులో కుటుంబ సభ్యుల పేర్లు చేర్చడం & తొలగించడం.

ఇతరములు

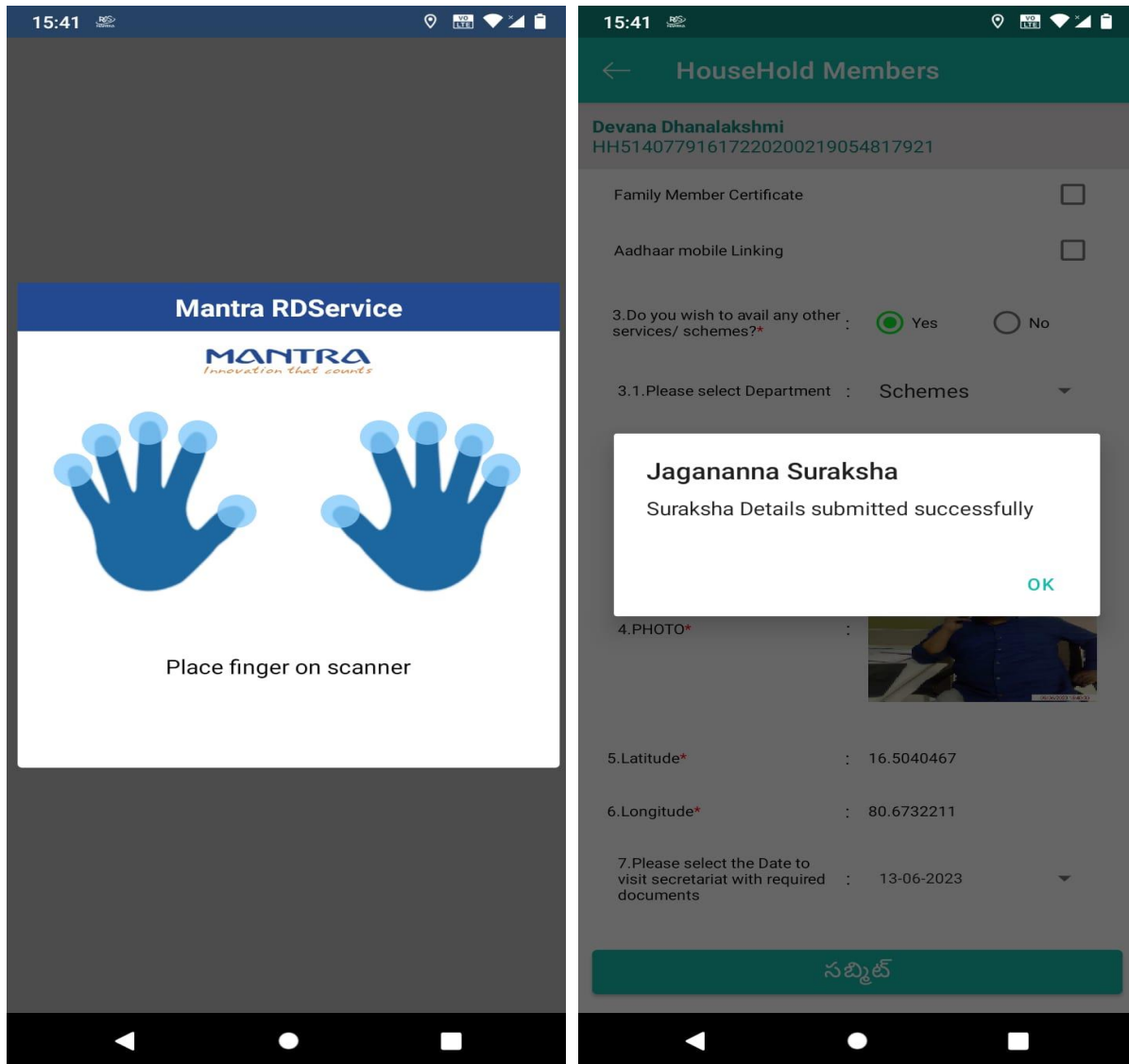
మీ కుటుంబం, మీ భద్రత బాధ్యతను జగనన్న తీసుకున్నాడు. మన రైతు జీవనోపాధికి భద్రత కల్పించడం దగ్గర్నుంచి

సబ్మిట్

f. The volunteer needs to capture the image of the citizen as shown, then the system will capture the latitude and longitude of the household.



- g. The citizen in the household needs to complete the EKYC by selecting any one of the following options such as 1) Biometric 2) IRIS 3) Facial.

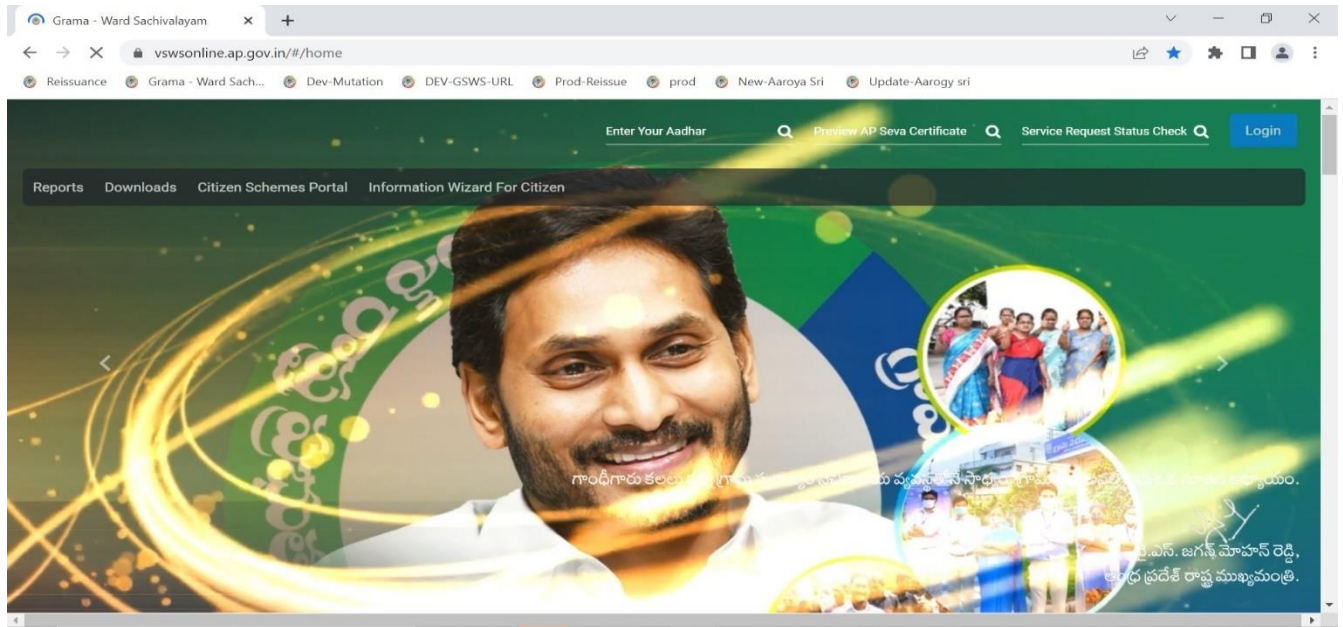


- h. After completion of EKYC, the message will appear as “Suraksha details Submitted successfully.”

13.4 Token registration module

Note: To register a token, citizen must be member of the Household.

- a) Enter the URL <https://vswsonline.ap.gov.in/#/home> and log in to the portal using DA/WEDS or VRO/WRS or PS/WAS or WEA/WWDS credentials.



- b) Click on the **Jagananna Suraksha token registration** service on the homepage and the below screen will be shown.

Basic Details		Application Form	
Aadhaar Number: *	Citizen Name: *	Father/Husband Name: *	Gender: *
606829482351 <input type="button" value="Pre-Fill"/>	KADIYAM THAMMAYYA	John cena	Male
Date of Birth: *	Caste: *	Religion: *	Qualification: *
01/01/1966 <input type="button" value="Calendar"/>	OC	Hindu	MA
Marital Status: *	Mobile No: *	Is the Mobile Number same as Whatsapp Number?*	Email:
Married	9618789412	<input type="radio"/> Yes <input checked="" type="radio"/> No	

c) Enter all the basic details fields and click on continue.

AP సేవ పోర్టల్

Sri YS Jagan Mohan Reddy
Honble Chief Minister of Andhra Pradesh

21 June 2023 WED | Log Out

Panchayat Secretary Grade-VI (DA)

GSWS / Application Submission / Jagananna Suraksha Token Registration

Jagananna Suraksha Token Registration

Basic Details		Application Form	
Aadhaar Number: *	Citizen Name: *	Father/Husband Name: *	Gender: *
606829482351 <input type="button" value="Pre-Fill"/>	KADIYAM THAMMAYYA	John cena	Male
Date of Birth: *	Caste: *	Religion: *	Qualification: *
01/01/1966	OC	Hindu	MA

Permanent Address

Door No & Street Name: *	District: *	Mandal/Municipality: *	Village/Ward/Secretariat: *
10190077	GUNTUR	PONNUR-U	KONDAMUDI
Pin Code: *	Postal Office:	Postal Village:	
532291	Select	Select	

Present Address is same as Permanent Address

Present Address (Mailing Address)

Door No & Street Name: *	District: *	Mandal/Municipality: *	Village/Ward/Secretariat: *
10190077	GUNTUR	PONNUR-U	KONDAMUDI
Pin Code: *	Postal Office:	Postal Village:	
532291	Select	Select	

d) The screen will be redirected to the application form as shown below.

e) Select the Department & Service in the dropdowns and click on add service as shown below. Repeat this step to add multiple services to the list. Click on the radio button on the left and click on **Delete Services**, if any services need to be deleted.

<input checked="" type="checkbox"/> All	Sl.No.	Department	Service	Has citizen furnished all the mandatory documents?
<input type="checkbox"/>	1	Civil Supplies	Change Of Address In RiceCard	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	2	Health,Medical & Family Welfare	New Y.S.R.Aarogyasri card	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	3	Human Resources	Job Seeker Registration	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	4	Labour Department	Application For Integrated Registration Of Establishment Under Labour Laws	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	5	Municipal Administration And Urban Development	Corrections In Birth Certificate	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	6	Registration And Stamps	Marriage Certificate RURAL	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	7	Revenue	Income Certificate	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	8	Rural Development	Pansions Single Women	<input type="radio"/> Yes <input type="radio"/> No

Note: Service token will be generated for only those services for which citizen has furnished all the mandatory documents.

- f) Check if the citizen has furnished all the required documents to avail the service. If the documents are correct click on **Yes** under the section **“Has citizen furnished all the mandatory documents?”**. If all the documents are not furnished, then click on **No**.

Jagananna Suraksha Token Registration

Basic Details

Department:

Service:

Application Form

Services:

<input type="checkbox"/> All	SLNo.	Department	Service	Has citizen furnished all the mandatory documents?
<input type="checkbox"/>	1	Civil Supplies	Change Of Address In RiceCard	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	2	Health,Medical & Family Welfare	New Y.S.R Aarogyasri card	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	3	Human Resources	Job Seeker Registration	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	4	Labour Department	Application For Integrated Registration Of Establishment Under Labour Laws	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	5	Municipal Administration And Urban Development	Corrections In Birth Certificate	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	6	Registration And Stamps	Marriage Certificate RURAL	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	7	Revenue	Income Certificate	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	8	Rural Development	Pensions Single Women	<input checked="" type="radio"/> Yes <input type="radio"/> No

Note: Service token will be generated for only those services for which citizen has furnished all the mandatory documents.

- g) Click on the declaration at the bottom of the page as shown below and click on **Submit**.

Services:

<input type="checkbox"/> All	SLNo.	Department	Service	Has citizen furnished all the mandatory documents?
<input type="checkbox"/>	1	Civil Supplies	Change Of Address In RiceCard	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	2	Health,Medical & Family Welfare	New Y.S.R Aarogyasri card	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	3	Human Resources	Job Seeker Registration	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	4	Labour Department	Application For Integrated Registration Of Establishment Under Labour Laws	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	5	Municipal Administration And Urban Development	Corrections In Birth Certificate	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	6	Registration And Stamps	Marriage Certificate RURAL	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	7	Revenue	Income Certificate	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	8	Rural Development	Pensions Single Women	<input checked="" type="radio"/> Yes <input type="radio"/> No

Note: Service token will be generated for only those services for which citizen has furnished all the mandatory documents.

Declaration

The above information is true to the best of my knowledge. I agree to share my Aadhaar details of self and family with Government of Andhra Pradesh. I am aware that declaration of wrong information will entail any disciplinary action against me.*

- h) The page will be redirected to the Acknowledge Receipt page as shown below. Print the receipt and provide it to the citizen.

Note: A single token is generated for a person for a particular service. One token is unique for one service in token registration.



Acknowledgement Receipt

Date : 21/06/2023 7:06:53 PM

Secretariat Name : Kondamudi Secretariat ID : U10790152-DA@aagsws.onmicrosoft.com
Application Number : JSTR230621152051 Transaction ID: TJSTR230621152051
Service Name : Jagannanna Suraksha Token Registration Department Name: GSWS Department
Applicant Name : Kadiyam Thammayya Father/Husband Name : John Cena
District : Guntur Mandal: Ponnuru

Services :	Sl.No.	Department Name	Service Name	Service Token
	1	Civil Supplies	Change Of Address In RiceCard	JST223062100000401
	2	Human Resources	Job Seeker Registration	JSNCS23062100000402
	3	Labour Department	Application For Integrated Registration Of Establishment Under Labour Laws	JSIRE23062100000403
	4	Registraion And Stamps	Marriage Certificate RURAL	JSMC23062100000404
	5	Revenue	Income Certificate	JSIC23062100000405
	6	Rural Development	Pensions Single Women	JSPNS23062100000406

- Note :
- 1. To Know the Application status, Please visit <https://vswsonline.ap.gov.in>
 - 2. For any query call us on : 1902

Asking Bribe? - Call ACB Toll-free number 14400 / ఎవరైనా లంచం అడిగినా, అవినీతికి పాల్పడిన ACB టోల్-ఫ్రీ నెంబర్ 14400 కు ఫిర్యాదు చేయండి.

[Print Receipt](#)