

Scheme Eligibility Parameters

S.No	Department	Type	Parameter
1	DISCOMS	Consumption of Electricity	The monthly Electricity utilization (own or rented house) be less than 200 units/month for the household (the average consumption of electricity of 12 months will be taken into consideration)
2	Civil Supplies	Rice Card	Atleast one person in the household should possess a Rice Card
3		Total Household Income	Should not exceed 10,000 per month in rural areas and 12,000 Per month in urban areas
4	Revenue	Total Land Holding of Household	Should be less than 3 acres of wet land or less than 10 acres of dry land or less than 10 acres of both combined together.
5	Transport	Four-Wheeler	Anyone among the household members if owing a 4-wheeler (Taxi, Tractors, Autos are exempted) is not eligible.
6	MUAD	Municipal Property	The household should not own any municipal property which is 1000 sq.ft and above.
7	Finance	Government Employee/Pensioner	Any one among the household members employed in any Central/State Government Service/PSU or getting Govt.Pension (Post Retirement) are not eligible (Sanitation Workers are exempted and all employees getting less than Rs 10,000/- salary per month in Rural and less than Rs 12000/- per month in urban areas are exempted)
8	Finance	Income Tax paying	In case, any member in a household is paying Income Tax, the household is not eligible.

Grievance handling Mechanism- Work flow:

S No	Parameter	Work Flow
1	Land	DA/WEA → VRO → RI → MRO → Approval → Data update in Web land & GSWS
2	Urban Property	DA/WEA → MC → Approval → Data update in MAUD & GSWS
3	Electricity Consumption	DA/WEA → AE Discom → Approval → Data update in Discom & GSWS
4	Four-Wheeler	DA/WEA → RTO → Approval → Data update in Transport Dept & GSWS
5	Income Tax	DA/WEA → MRO → RDO → Joint Collector → Data update in GSWS
6	Rice card	DA/WEA → VRO → MRO → Approval → Data update in Civil Supplies & GSWS
7	Government Employee	DA/WEA → Validation with CFMS → Approval → Data update in GSWS

Land

Citizen Information to be Collected:

- Aadhaar Number
- Citizen Mobile Number.
- **Relevant documents to raise the service request.**

Probable Grievance Scenarios		Solution / Redressal Procedure
1	Citizen has no land, yet the system is showing Land. Someone else's land is wrongly seeded to the citizen.	<ul style="list-style-type: none">• In the "Create a Grievance" page, select "Land" in Grievance Type and submit the grievance.• Digital Assistant (DA) to raise a grievance service request for "Mobile Number and Pattadhar Aadhaar Number Seeding" in APSEVA portal.
2	The system is showing more land than what beneficiaries possess. Some other land is also tagged with his/her Aadhar	<ul style="list-style-type: none">• In the "Create a Grievance" page, select "Land" in Grievance Type and submit the grievance.• Digital Assistant (DA) to raise a grievance service request for "Mobile Number and Pattadhar Aadhaar Number Seeding" in APSEVA portal.• Depending on the issue, the DA may also raise a grievance service request for the "Rectification of Entries in Record of Rights" in APSEVA portal.
3	Beneficiary has sold the land, but it is still showing in the Eligibility Calculator	<ul style="list-style-type: none">• In the "Create a Grievance" page, select "Land" in Grievance Type and submit the grievance.• Digital Assistant (DA) to raise a grievance service request for the "Mobile Number and Pattadhar Aadhaar Number Seeding" service or for the "Mutation and Title deed cum Pattadar Passbook" service in APSEVA.

Four-Wheeler

Department based Grievance

Citizen Information to be Collected:

- Aadhaar Number
- Citizen Mobile Number.

Probable Grievance Scenarios		Solution / Redressal Procedure
1	The beneficiary has sold the vehicle but still showing in Ownership	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Four-Wheeler” in Grievance Type and submit the grievance.• Data will be pushed to the RTO’s/DTC of Transport department to verify in the Vahan portal and for necessary approval/Rejection.
2	The vehicle has been converted to a Taxi but it is still showing as private vehicle	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Four-Wheeler” in Grievance Type and submit the grievance.• Data will be pushed to the RTO’s/DTC of Transport department to verify in the Vahan portal and for necessary approval/Rejection.

Electricity

Department based Grievance

Citizen Information to be Collected:

- Aadhaar Number
- Citizen Mobile Number.

Probable Grievance Scenarios		Solution / Redressal Procedure
1	Beneficiary Aadhaar number mapped to a different meter. Therefore, electricity consumption is showing more than actual.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Electricity” in Grievance Type and submit the grievance• Digital Assistant (DA) to raise a grievance service request for “Aadhaar Seeding and Deseeding with electric meter” service in APSEVA portal .
2	Electricity consumption data is showing more than actual.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Electricity” in Grievance Type and submit the grievance.• Digital Assistant (DA) to raise a grievance service request for “Application for Consumer Complaints-Wrong Billing” service” in APSEVA portal/MEESEVA.

Urban Property

Department based Grievance

Citizen Information to be Collected:

- Aadhaar Number
- Citizen Mobile Number.

Probable Grievance Scenarios		Solution / Redressal Procedure
1	The beneficiary does not own any Urban property but is showing in showing in Eligibility Calculator.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Urban Property” in Grievance Type and submit the grievance• Digital Assistant (DA) to raise a grievance service request for “Title Transfer” or “De-seeding of Aadhaar” of MAUD service in APSEVA portal .
2	The beneficiary has deseeded urban property, but it is still not reflecting in the GSWS.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Data not updated in GSWS” in Grievance Type and select the parameter as “Urban Property”.• Data will be checked with MUAD department for confirmation.

Income Tax, Rice Card & Government Employee

Citizen Information to be Collected:

- Aadhaar Number
- Citizen Mobile Number.

Probable Grievance Scenarios		Solution / Redressal Procedure
1	The beneficiary is not paying Income Tax but is showing as Income Tax Payee in Eligibility Calculator.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Income Tax” in Grievance Type submit the grievance• Digital Assistant (DA) to raise a grievance service request for “Income Tax”.
2	The beneficiary does not have a Rice card.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Not having Rice card” in Grievance Type.• Submit the details of Rice card.• Data will be checked with Civil supplies department for confirmation.
3	The beneficiary is not a Government employee but is still showing in Eligibility Calculator.	<ul style="list-style-type: none">• In the “Create a Grievance” page, select “Government Employee” in Grievance Type submit the grievance• Data will be checked with Finance department for confirmation.

Grievance Redressal Monitoring

- Dashboard has be designed to review/track the status of grievances
- Access has been provided to All the District Collector/HoD's to review the progress with concerned officers

Beneficiary Grievance Report

District: R/U Flag: Mandals / ULB: Scheme: Grievance Type: Service: From Date: To Date:

Scheme Level Dashboard

S No	Scheme name	Department Name	No.of Grievances registered	No.of Grievances Pending	No.of Grievance s Closed	Pending with VRO	Pending with MRO	Pending with JC
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