# USER MANUAL FOR YSR CHEYUTHA 2022-2023



GOVERNMENTOFANDHRAPRADESH GVWV&VSWSDEPARTMENT AutoNagar, Vijayawada

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## Introduction:

Please Note the following points:

- The Cheyutha Scheme aims on Providing financial assistance of Rs.75,000/-per member to the women of BC, SC, ST & Minority communities who are in the age group of 45 to 60 years (except the women beneficiaries already covered under YSR Pension kanuka old age pensions, Kapu Nestham and EBC Nestham).
- The beneficiary should born between 13.08.1962 to 12.08.1977.
- Previous year eligible beneficiaries are not required to apply again, those applications shall be validated and eligible beneficiaries list will pushed to EKYC in BOP App, Ineligible beneficiaries can raise the grievances
- If any previous year beneficiary name not found in social audit list (Provisional Eligible / Reverification list) they needs to file fresh application.
- The WEA/WWDS has to check all the previous beneficiaries social audit list and if any ineligible person found in the list they should use **hold option in NBM** and should be kept on hold.

S No	Task	Timeline
1	Starting of new Applications	22-08-2022
2	Starting of eKYC for Old beneficiaries	22-08-2022
3	Release of Provisional Eligible and Re-verification List for	26-08-2022
	Old beneficiaries	
4	New Applications Closing date	05-09-2022
5	Last date for Verification of new applications by the WEA/WWDS, MPDOs/MCs & Eds of Corporations	08-09-2022

• The following are the relevant timelines for rolling out YSR Cheyutha Scheme

- Application form is enabled in NBM portal for new beneficiaries, and it will be open till 05-09-2022(User manual attached)
- eKYC for old beneficiaries shall be taken on BOP app (User Manual attached at the end)
- The Aadhaar update history document must be generated by the DA/WEDS for the applicant prior to making Application on the NBM portal.
- Aadhaar history update document can be downloaded from the UIDAI website <u>https://resident.uidai.gov.in/aadhaar-updatehistory</u>. Upon entering the Applicant UID, and entering the OTP received on Aadhaar linked mobile phone, the update history can be viewed and downloaded.
- Only the document that is downloaded by the DA/WEDs should be uploaded after verification and do not accept any document from the applicant.
- The WEA/WWDS must compulsorily visit the beneficiary household and shall upload the verification photo of WEA/WWDS along with beneficiary.
- All the Payments will be credited to the Aadhar linked Bank account of the beneficiary, the Beneficiary has to link his bank account with Aadhar number and the Bank account / NPCI mapping should be active

#### Workflow

# Digital Assitant (DA)/Ward Education & Data Processing Secretary (WEDPS)

Taking new applications and submit to next level



## Welfare and Education Assitant (WEA)/Ward Welfare & Development Secretary (WWDS)

Physical Verification of the applicants' using field verification form.Uploads the verification details on NBM Web page and forward to Next level



# Mandal Parishad Development Officer (MPDO) / Municipal Commissioner (MC)

The application shall be verified on NBM portal and forwarded to the next level



# **Executive Director (BC/SC/ST/Minorities)**

The application shall be verified on NBM portal and forwarded to next level



# **District Collector**

Final Approval of Eligible Beneficiaries

#### **Part I: Web Application**

#### Login Page: NBM portal Login for DA/WEDS

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 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/

After logging in to the NBM portal, the left side menu bar displays the following options as shown in picture.

- Scheme Eligibility Check
- Track Application status
- NBM Grievance Module
- NBM Schemes Module
- Reports Module
- User Manuals



# 1. Applying for YSR Cheyutha 2022

After the DA/WEDs logs in to their respective login, the following screen is displayed

NBM Navasakam Beneficiary Management Government of Andhra Pradesh	Sri Y.S.Jagan Mohan Reddy Honble Chief Minister Government of Andhra Pradesh
Scheme Eligibility Check	
+ Track Application Status	
NBM Grievance Module	
× NBM Schemes Module	
+ YSR Cheyutha	
+ Reports Module	
+ User Manuals	

To apply for YSR Cheyutha Scheme follow as mentioned below.

Select the "NBM Scheme Module" and click on "YSR Cheyutha" from the left side bar. The following tabs will be displayed as shown in picture above.

- YSR Cheyutha
  - $\circ$  New Application Form

Click on the "New Application Form" in the left side bar then the application form is opened. Enter the Aadhaar Number in the Aadhaar text box and click on the prefill button and the data which is available will be prefilled and the other data should be entered. All the mandatory fields marked with asterisk should be filled before proceeding further. Click on the "Continue" button to proceed further.

NBM Navasakam Beneficiary Government of Andhra Pr	Management radesh		Ş	Sri Y.S.Jagan Mohan Reddy Horde Clad Melster Government Andelse Pradesh
Scheme Eligibility Check	NBM / YSR Cheyutha / New Application Form			
Track Application Status	Basic De	talis	YSR Cheyutha Ne	w Application Form
	Aadhaar Number:* X0000000000X	First Name:*	Father/Husband Name:*	Gender:*
* NBM Schemes Module	Pre-Fill	NERSU RAMAMJAMMA	PARASURAM	Female 🗸
	Date of Birth:*	Caste:*	Religion:*	Qualification:*
	02-05-1968	BC-A 🗸	Animist 🗸 🗸	OTHERS V
New Application Form	Marital Status:*	Mobile Not*	E-mail:	
Reports Module	Divorced 👻	9493713240		
	Permanent Address			
	Door No & Street Name:*	District :*	Mandal/Municipality:*	Village/Ward/Secretariat: *
	22	KRISHNA 🗸	CHALLAPALLI (R)	CHALLAPALLI4
	Pin Code:*			
	520032			
	Present Address Same As Permanent Address Door No & Street Name.*	District."	Mandal/Municipality;**	Village/Ward/Secretariat:*
	22	KRISHNA	CHALLAPALLI (R)	CHALLAPALLI4
	Pin Code:*			
	520032			
	Clear	Continue		

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

NBM Navasakam Benefi Government of Andl									g	Sri Y.S.Jagan Hon'ble Chief Min Government of An	Mohan Reddy <sup>ister</sup> dhra Pradesh	<b>\$</b>	
	NBM / YSR Cheyutha / New A	pplication For	m										
	[		Basic Det	ails					YSR Ch	eyutha New Applicatio	n Form		
						F	amily Details						
	Name of the Citizen	Gender	Date Of Birth	Caste	Mobile Number	Wet Land(Acres)	Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee(Y/N)	Income Tax(Y/N)	Power(Units)	Dis
	NERSU NAGESWARARA	D MALE	01-Jan-1956	OC	9493713240	.615	0	0	0	0	0	82	KRI
	NERSU RAMAMJAMMA	FEMALE	02-May-1968	OC	9493713240	0	0	0	0	0	0	0	KRI
													-
							Bank Details						
	Bank Account Number		IFSC o	ode				Name of the Ban	k	Name o	f the branch		Î
	1234567890		SBIN	01223E		Sei	irch	SBI		VIJAYA	WADA	1	
	<u>+</u>												>
						Aadha	ar Update Histro	ory					

**The DA/WEDs should download the aadhaar update history by themselves personally and upload** the same in the aadhaar update history under proof document. Based on the applicant's Aadhaar Update History downloaded from UIDAI website, under the Aadhaar Update History section, select the number of times the date of birth in Aadhaar has been updated.

If there is no modification in age in aadhar then select 0 times updated and **enter the enrolment date of Aadhar ( the date on which aadhar applied), date of Birth and upload the Aadhar Update history document** downloaded from UIDAI website. ( in case of zero update also aadhar update history document shall be downloaded).

If there is a modification in age once or more than once then enter the "Previous date of

birth", "Changed date of birth" and "Date of update" and upload the update aadhar update history document

	19 C		k Details	1411
Bell Account Number	FRC code		Name of the Back	Name of the bro
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		Aedhear U	Ipdata Histrory	
too many times 408 updated."				
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After uploading the Aadhar update history document check the two mandatory consent boxes.

				Bank Details		
Bank A	ccount Number	IFSC code			Name of the Bank	Name of the branch
ENTER	R ACCOUNT NUMBER	ENTER IFSC CODE		Search	ENTER BANK NAME	ENTER BRANCH NAM
			Aa	dhaar Update Hi	strory	
	y times Aadhaar updated:*					
0						
S NO	Enrollment Date		Present Date of Birt	h*	Proof Document	•
1	dd/mm/yyyy		dd/mm/yyyy		Choose File	No file chosen
	1	i		i		
* ⊂l ha	ive personally verified the Aa	dhaar update history of t	he Applicant and ente	red the data as per t	he details shown in UIDAI r	portal.
• 🗍 he		ation furnished above is				oortal. formation being found false or incorrect
• 🗍 he		ation furnished above is	true, complete and co	rrect. I understand t	hat in the event of given in	
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• I he aware t	reby declare that the inform that I may be held liable for it	ation furnished above is	true, complete and co	rrect. I understand t	hat in the event of given in	formation being found false or incorrect

Then, enter the Caste certificate Number and click "search". If Caste certificate does not match **7** 

		Aadhaar Update Histrory			•
How many	times Aadhaar updated:*				
SNO	Enrollment Date	Present Date of Birth	Proof Document *		
3	dd/mm/yyyy	dd/mm/yyyy	Choose File No file chosen		
Caste Ce	e personally verified th aby declare that the initiat i may be held liable Applicant Aadhar rttficate Number 3404008189 ease upload APseva Caste Certificate Only	is not matched with Caste Certificat Aadhar!		g found false or incorrect at any stage, I at Upload Certificate	* n *
		Income Certificate Details			
	Certificate Number		Search	Upload Certificate	
Note:-Ple	ease upload APseva Income Certificate Only				

#### the applicant Aadhaar then the screen is as below

After entering the caste certificate number, click on search. If the Caste certificate number and the applicant Aadhar is matched, the upload document option is enabled. The Caste certificate details of the Applicant are fetched. Upload relevant APSeva certified caste certificate.

				resent Date of			Proof Doc					
1	dd/mm/	יאיזע		dd/mm/yyyy			Choose	File No file cho	sen			
		<b></b>			<b></b>							
4												
			r update history of the furnished above is true						being fou	nd false or in	ncorrect at any s	stage, I a
aware th	at I may be h	eld liable for it.										
					Caste Certi	ificate De	etails					
		20.05										
Caste Ce	rtificate Num	iber					Upload Certificat					
CGC220	404008189				Search		Document Uploa	d*(Max Size 1 MB	only PDF	Allowed)		
							Choose File	lo file chosen				
Note:-Ple	ease upload A	APseva Caste Certi	ficate Only									
					Caste Certi	ificate De	etails					
Applicati	on Id	Caste Uid	Application Type	Applicant Na		ificate De District	etails Mandal	Secretariat	Caste	SubCaste	Gender(Y/N)	Autho
	<mark>on ld</mark> 404008189	Caste Uid 594368365007	Application Type	Applicant Na	ame I			Secretariat CHALLAPALLE		SubCaste Kapu	Gender(Y/N) Female	
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CGC2204	404008189 Dertificate Nu	594368365007		NERSU RAM	ame I	District KRISHNA	Mandal CHALLAPALLI-R	CHALLAPALLE	OC	Кари	Female	

Now, enter income certificate number and click "search". If the Aadhaar and the Income certificate do not match, then "Applicant Aadhar is not matched with Income Certificate Aadhar" then it is shown as below.

		Caste Certificate D	etails					
	Caste Certificate Number		Upload Certificate					
	CGC220604026686	Search	Document Upload*(	Max Size	1 MB only PD	F Allowed)		
			Choose File GO	Ms No 6	.hevutha.odf			
	Note:-Please upload APseva Caste Certificate Only							
								*
		Caste Certificate D	etails					
	Application Id Caste Uid Application Type Applicant Nat	me District	Mandal Secretariat	Caste	SubCaste	Gender(Y/N)	Authorized By Design	atic
	CGC220604026686 5511237		MAK	OC	Кари	Female	Tahsildar	
		)						
<u>×</u>	Applicant Aadhar is not matche Aadha		rtificate					3
	Income Certificate Number				U	pload Certificate	()	
	1C220215002881		Search					
	Note:-Please upload APseva income Certificate Only							
4								×.
	Applicant Authentication Type*							
	OBio Authentication OIRIS Authentication OAadhaar OTP							
	"I/We hereby submit voluntarily at my/our own discretion, the physical cop Department for the purpose of establishing my/our identity / address proo							-
	with GSWS Department and; hereby consent to GSWS Department for verif the Aadhaar card or through such other acceptable manner as per UIDAI o	ication of my/our Aadhaa	ar to establish its genui	neness th	rough Quick	Response (QR)	code embedded in	

If the Applicant Aadhaar and income certificate is matched, the applicant's income data is shown. Then upload the relevant APseva income certificate.

			Caste	Certificate	Details					
Application Id	Caste Uid	Application Type	Applicant Name	District	Mandal	Secretaria	Caste	SubCaste	Gender(Y/N)	Authoriz
CGC220404008189	59436836500	7 IntegratedCertificat	e NERSU RAMAMJAN	MA KRISHNA	CHALLAPALL	-R CHALLAPA	LLE OC	Кари	Female	Tahsilda
<u>e</u> [										
			Incom	e Certificate	Details					
Income Certificate N	lumber				Upload Cert	ificate				
	Turribut			-		Jpload*(Max Size	1 MR only R	DE Allowed)		
IC220317011955			[	earch				DF Allowed)		
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Note:-Please upload	APseva Income C	Certificate Only								
			Incom	e Certificate	Details					
Application Id	UID	Application Type Ap	plicant Name	District Mai	ndal S	ecretariat	Income	Gender(Y/N)	Authorized B	y Design
	594368365007	IncomeCertificate NE	RSU RAMAMJAMMA	RISHNA CH.	ALLAPALLI-R C	HALLAPALLI4	60000.00	Female	Deputy Tahsl	

After the details are filled and documents uploaded, select anyone of the authentication modes and click on "Capture Biometric" button for eKYC authentication.

Income Certificate Number       Upload Certificate         Ic220317011955       Search       Document Upload*(Max Size 1 MB only PDF Allowed)         Nte:-Please upload APseva Income Certificate Only       Income Certificate Details         Application Id       No file chosen       Income Certificate Details         Income Certificate Details       Income Certificate Details       Income Certificate Details         Application Id       Note:-Please upload APseva Income Certificate       NERSU RAMANJAMMA       RRISHNA       CHALLAPALLER       CHALLAPALLE4       0000.00       Female       Deputy Tahsildar         Application Type*				Inco	ome Certifio	cate Details				
Startering       Startering         Note:-Please upload APseva Income Certificate Only    Income Certificate Details          Application Id       UID       Application Type       Applicant Name       District       Mandal       Secretariat       Income       Gender(Y/N)       Authorized By Design    (C220317011955          5943.083.05007       IncomeCertificate       NERSU RAMAMJAMMA       KRISHNA       CHALLAPALLI-R       CHALLAPALLI4       0000.00       Female       Deputy Tahsildar    Applicant Authentication Type*:          Glo Authentication Type*       Glo Authentication Type*       Startering my/our identify / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with OSWS Department for the purpose of establishing my/our identify / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with OSWS Department and: hereby consent to SWS Department for verification or my/our identify / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with OSWS Department for the purpose of establishing my/our identify / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with OSWS Department for verification or my/our adamatry core and wolunkarily give my/our consent for verification process as per the instructions for the said purpose of establishing my/our identify / address proof and voluntarily give my/our consent for verification process as p	Income Certificate	Number				Upload C	ertificate			
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Application Id         UD         Application Type         Applicant Name         District         Mandal         Secretariat         Income         Gender(Y/N)         Authorized By Design           IC220317011955         594368365007         IncomeCertificate         NERSU RAMAMJAMMA         KRISHNA         CHALLAPALLI-R         CHALLAPALLI-I         60000.00         Female         Deputy Tahsildar           Applicant Authentication Type*										
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Applicant Authentication Type* Glio Authentication O/RiS Authentication @Aadhaar OTP "/We hareby submit voluntarily at my/our own discretion, the physical copy of Aadhaar card/physical e-Aadhaar/electronic Aadhaar xml as issued by UIDAI (Aadhaar), to GSWS Department for the purpose of establishing my/our identity / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with GSWS Department and: hereby consent to GSWS Department for verification of my/our Aadhaar to establish its genuineness through Quick Response (QR) code embedded in the Aadhaar card or through such other acceptable manner as per UIDAI or under any Act or law from time to time. The consent and purpose of collecting Aadhaar has been explained to me/us in local language."	Application Id	UID	Application Type	Applicant Name	District	Mandal	Secretariat	Income	Gender(Y/N)	Authorized By Desig
OBIO Authentication ORIS Authenticatio ORIS Authentication ORIS Authentication ORIS Authentication ORIS A	IC220317011955	594368365007	IncomeCertificate	NERSU RAMAMJAMMA	KRISHNA	CHALLAPALLI-R	CHALLAPALLI4	60000.00	Female	Deputy Tahsildar

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

Application Id       UID       Application Type       Applicant Name       District       Mandal       Secretariat       Income       Gender(Y/N)       Authorized By Designation         L220317011955       594368365007       IncomeCertificate       NERSU RAMAMJAMMA       KRISHNA       CHALLAPALLI-R       CHALLAPALLI4       60000.00       Female       Deputy Tahsildar         Applicant Authentication Type*       OBIO Authentication       ORIS Authentication       ORIS Authentication       Address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with GSMS Department and; hereby consent for verification of my/our adahaar to establish its genuinenees through Ulick Response (DR) code embedded in the Aadhaar card or through such other acceptable manner as per UIDAI or under any Act or law from time to time. The consent and purpose of collecting Aadhaar has been explained to me/us in local language.         Muthenticate Using Aadhaar OTP       Cuthenticate Using Aadhaar OTP	Income Certificate Number	Are you sure want	achivalayam.ap.gov.in sa to Authenticate?	Nys OK Search	Cancel	ertificate nt Upload*(Max Siz e File GO Ms No			
IC220317011955       594368365007       IncomeCertificate       NERSU RAMAMJAMMA       KRISHNA       CHALLAPALLI-R       CHALLAPALLI4       60000.00       Female       Deputy Tahsildar			Inco	me Certific	cate Details				
Applicant Authentication Type* OBIo Authentication OIRIS Authentication Addhaar OTP "//We hereby submit voluntarily at my/our own discretion, the physical copy of Aadhaar card/physical e-Aadhaar/electronic Aadhaar xml as issued by UIDAI (Aadhaar), to GSWS Department for the purpose of establishing my/our identity / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with GSWS Department and; hereby consent to GSWS Department for verification of my/our Aadhaar to establish its genuineness through Quick Response (QR) code embedded in the Aadhaar card or through such other acceptable manner as per UIDAI or under any Act or law from time to time. The consent and purpose of collecting Aadhaar has been explained to me/us in local language."	Application Id UID	Application Type	Applicant Name	District	Mandal	Secretariat	Income	Gender(Y/N)	Authorized By Designati
Bio Authentication ORIS Authentication Adhaar OTP "/We hereby submit voluntarily at my/our own discretion, the physical copy of Aadhaar card/physical e-Aadhaar/electronic Aadhaar xml as issued by UIDAI (Aadhaar), to GSWS Department for the purpose of establishing my/our identity / address proof and voluntarily give my/our consent for verification process as per the instructions for the said purpose with GSWS Department and; hereby consent to GSWS Department for verification of my/our Aadhaar to establish its genuineness through Quick Response (QR) code embedded in the Aadhaar card or through such other acceptable manner as per UIDAI or under any Act or law from time to time. The consent and purpose of collecting Aadhaar has been explained to me/us in local language."									1
	OBIO Authentication OIRIS Aut "I/We hereby submit voluntarily Department for the purpose of e with GSWS Department and; here the Aadhaar card or through suc	at my/our own discre istablishing my/our id reby consent to GSWS ch other acceptable m	tion, the physical copy of A entity / address proof and Department for verificatio anner as per UIDAI or und	voluntarily g n of my/our / er any Act or	ive my/our consent Aadhaar to establis law from time to tin	t for verification pro	ocess as per through Quic	the instructions k Response (QR)	for the said purpose code embedded in

After Successful authentication, the following message will pop-up

				Income Certifi	icate Detai	ls				
Income Cer	tificate Number				U	pload Certific	ate:			
	39523			Search				ze 1 MB only PD 6hevutha.odf		
Note:-Pleas	e upload APseva Incom	e Certificate Only								
				Income Certifi	icate Detai	ls				* 1
Application	Id UID	Application Type	Applicant Name	District	Mandai	Secretariat	Income	Gender(Y/N)	Authorized By Designation(Y/N)	Last
IC22060603	39523 551123710		OTP Sent Suc	cessfully			79000.00	Female	Deputy Tahsildar	202;
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Enter the OTP and click on the "Verify OTP and Submit Application" button to complete the application process.

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After successful completion of the following screen is displayed. Acknowledgment will pop-up as shown below and beneficiary will receive a SMS on registered mobile.

	Income Certificat	e Number					Upload Certificate			
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	Note:-Please uple	ad APseva Income	e Certificate Only							
4										*
				In	come Certif	cate Det	tails			
	Application Id	UID	Application Type	Applicant Name	District	Mandal	Secretariat	Income	Gender(Y/N)	Authorized By Designation
	IC220317011955	594368365007	IncomeCertificate	NERSU RAMAMJAMM	IA KRISHNA	CHALLA	APALLI-R CHALLAPALLI4	60000.00	Female	Deputy Tahsildar
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	Enter OTP from	Aadhaar Registere	d Mobile No.*							
	22356			Verify OTP &	Submit Applica	tion				
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# Click on "Print acknowledgement".

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								All rights rese	rved.	1

The following Acknowledgement is generated

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## 2. Verification of the Application:

## 2.1 Verification by WEA/WWDS

#### Login Page: NBM portal Login for WEA/WWDS

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 WEA/WWDS can use the username (combination of secretariat code and designation). After login to the NBM portal by WEA/WWDS, click on NBM Schemes Module, YSR Cheyutha button along with other schemes will be displayed. Click on **"YSR** Cheyutha" the following will be displayed

- Verification button
- Download field verification form

as seen below.



The WEA/WWDS shall Click on download field verification form which looks as follows:

Secretar	riat Name							
Applica	riat Code				Volunteer Name			
					Cluster ID			
	ant Basic Det	ails						
	nt ID nt Name				Aadhaar No Spouse Name			
Date of I			Gend		spouse name	Mobile	No	
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Certifica	ite No							
<b>S</b> .	Cate	gory		A	s per		As Per	
No					Validation	-	ield Verification	
	Family Income			Rs.	per month	Rs	Per month	
2	Dry Land hold	ing of family			Ac	TEX		Act
3	Wet Land hold	ing of Family			Ac	100		Act
4	Four-wheeler i	in Family		Yes/No ::		Yes/	ko :::	
		the Family working in		Yes/No ::		Yes/)	io :::	
		state Govt/PSU/Private e more than Rs.		fYes		fYe		
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6	Electricity con			Organization		Orga uits	sization ::	Uni
		nicipal/Plinth area			In Se			In Sg F
	Income Tax pa			Yes/No ::	m 34	Yes/	lo :::	maqr
_		son in the family		Yes/No ::		Yes/	in	
		estham/Kapu Nesthan						
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lime & I				Aadhaar	nded/Not Recom		Yes/No	
of Inspec	ction tion status							

The WEA/WWDS should take the form and visit the concerned **applicants' house hold personally for verification** and fill the form. Also, the WEA/WWDS shall take a **photo of the verification process along with applicant**. (Please ensure that time stamp, latitude and longitude are present on the photo). The WEA/WWDS has to upload the Field verification form and field verification photo (both in PDF format) in his login. The photo may be taken in the **note cam app** to capture all the mentioned above details.

			SCHEME	Application [	DASHBOARD	(WEA)				
TOTAL			PENDING				COMPLETED			
3			1				2			
			Pending	application to	take action	(WEA)				
				DETAI	LS					
Application ID +	Pending Date ÷	Citizen Name	+ Gender+	Aadhaar No.	• Mobile No. •	Scheme Type	Financial Year	• Mandal <sup>+</sup>	Secretariat	

Click on "Verification" button to open the scheme applications dash board as follows:

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

NBM Navasakam Beneficia Government of Andhra			Sri Y.S.Jagan Mohan Reddy
Scheme Eligibility Check     Track Application Status		SCHEM	E Application VERIFICATION ( WEA )
NBM Grievance Module	APP	LICANT DETAILS	Certificate View
+ NBM Schemes Module	APPLICATION ID	092208201050440873	AADHAAR UPDATE DOCUMENT
+ Reports Module	APPLICANT NAME	BORUSU MANI	·
+ User Manuals	SCHEME	YSR Cheyutha	GOVERNMENT OF ALBERTAPHADESH RANDALONS AND TEXTILES DEPARTMENT
	DATE OF APPLICATION	23-AUG-2022	
	GENDER	FEMALE	Br. Bo.3b.109/2022 C. 4t. 26.07.2022
	AADHAAR NUMBER	XXXX-XXXX-0873	Next
	SECRETARIAT NAME	KADIAPULANKA2	
			APPLICATION DETAILS
	APPLICATION ID		092208201050440873
	APPLICANT NAME		BORUSU MANI
	FATHER NAME		ramaa
	SCHEME		YSR Cheyutha

PERMANENT DNO.					12	3456				
PERMANENT DISTRICT					W	EST GODAVARI				
PERMANENT MANDAL					P	ENUMANTRA				
PERMANENT SECRETARIAT					м	AMUDURU				
PERMANENT PINCODE					12	3456				
CURRENT DNO					12	3				
CURRENT DISTRICT					W	EST GODAVARI				
CURRENT MANDAL					P	ENUMANTRA				
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					Comily Dotoilo					
					Family Details					
Name of the Citizen	Gender	Date Of Birth	Caste	Mobile Number	Family Details Wet Land(Acres)	Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N)	Govt Employee(Y/N)	
Name of the Citizen BOKKA PURNACHANDRARAO	Gender MALE	Date Of Birth 01-Jan-1954	Caste BC			Dry Land(Acres)	Property(Sqft)	Vehicle(Y/N) 0	Govt Employee(Y/N)	
		01-Jan-1954		Mobile Number	Wet Land(Acres)					(
BOKKA PURNACHANDRARAO	MALE	01-Jan-1954	BC	Mobile Number 9010148597	Wet Land(Acres)	0	0	0	0	
BOKKA PURNACHANDRARAO	MALE	01-Jan-1954	BC	Mobile Number 9010148597 9010148597	Wet Land(Acres)	0	0	0	0	1
BOKKA PURNACHANDRARAO	MALE	01-Jan-1954	BC	Mobile Number 9010148597 9010148597	Wet Land(Acres)	0	0	0	0	(
BOKKA PURNACHANDRARAO	MALE	01-Jan-1954	BC BC	Mobile Number 9010148597 9010148597	Wet Land(Acres)	0	0	0	0	(
BOKKA PURNACHANDRARAO	MALE FEMALE	01-Jan-1954 01-Jan-1961	BC BC	Mobile Number 9010148597 9010148597	Wet Land(Acres)	0 0 cory	0	0	0 0	(

					Cast Certific				_			
Application Mame       District       Mandal       Secretariat       Income       Gender(Y/N)       Authorized By Designation(Y/N)       Lest Modified         IC220315037417       IncomeCertificate       GUDISE 0AN0A BHAVANI       EAST GODAVARI       KADIAM-R       VEMAGIRI1       72000.00       Female       Deputy Tahsildar       2022-03-15 16.42         Check List         Check List         Qender(Y/N)       Authorized By Designation(Y/N)       Lest Modified         U2020315037417       IncomeCertificate       GUDISE 0AN0A BHAVANI       EAST GODAVARI       KADIAM-R       VEMAGIRI1       72000.00       Female       Deputy Tahsildar       2022-03-15 16.42         Check List         Check List         Check Second Point of WEA/WWDS*         Checksen         Checksen	Application Id	Application Type	Applicant Name	District	Mandai	Secret	ariat Caste	SubCaste	Gender(Y/N)	Authorized By [	Designation(Y/N)	Last Mo
Income Certificate Details         Application Id       Application Type       Applicant Name       District       Mandal       Secretariat       Income       Gender(V/A)       Authorized By Designation(V/A)       Last Modified         IC220315037470       IncomeCertificate       GUDISE 0ANGA BHAVANI       EAST GODAVARI       KADIAH-R       VEMAGIRI       7200000       Female       Deputy Tahsilder       2022-03-15 16-42         CHOCKEY         Secretariation Secretariation         OPUS OF OF WEAVWWDS*         OPUS OF OF WEAVWWDS*         OPUS OF OF WEAVWWDS*	CGC220315037259	IntegratedCertifi	cate GUDISE GANGA BHA	VANI EAST GODA	ARI KADIAI	I-R VEMAG	IRI BC-B	Kapu	Female	Tahsildar		2022-0
Income Certificate Details         Application Id       Application Type       Applicant Name       District       Mandal       Secretaria       Income       Gender(V/A)       Authorized By Designation(V/A)       Last Modified         IC220315037471       Income Certificate       GUDISE QANGA BHAVANI       EAST GODAVARI       VEHAGIRA       7200000       Female       Deputy Tahsildar       2022-03-15 16-42         Certificate         Certification         Second model Second												
Application Id         Application Type         Applicant Name         District         Mandal         Secretariat         Income         Gender(Y/N)         Authorized By Designation(Y/N)         Last Modified           IC220315037417         Income@ertificate         GUDISE QANGA BHAVANI         EAST GODAVARI         KADIAM-R         VEMAGIRIT         7200000         Pemale         Deputy Tahsildar         2022-03-15 16.42           Check           Secretariat         7200000         Pemale         Deputy Tahsildar         2022-03-15 16.42           Check         List				In	come Certi	ficato Dota	ile				1	
IC220315037417         IncomeCertificate         GUDISE GANGA BHAVANI         EAST GODAVARI         KADIAM-R         VEMAGIRI         72000.00         Female         Deputy Tahsildar         2022-03-15 16-42           Check List           Check List           O Yes O No           Upload Field Verification Report Of WEA/WWDS*					icome ceru	icate Deta	115		_			
Check List Recommendation* Upload Field Verification Report Of WEA/WWDS* Choose File. No file chosen	Application Id	Application Type	Applicant Name	District	Mandal	Secretariat	Income	Gender(Y/N)	Authorized B	ey Designation(Y/)	N) Last Modifier	
Recommendation*     O Yes     No       Upload Field Verification Report Of WEA/WWDS*     Chonse File. No file chosen											-	
	1C220315037417	IncomeCertificate	GUDISE GANGA BHAVANI	EAST GODAVARI			72000.00	Female	Deputy Tahsi	ildar	2022-03-15	16:42:12
		IncomeCertificate	GUDISE GANGA BHAVANI	EAST GODAVARI		k List		Female	Deputy Tahsi	ildar	2022-03-15	16:42:12
Upload Photo Of Field Verification By WEA/WWDS (PDF Only)* Choose File No file chosen		IncomeCertificate	GUDISE GANGA BHAVANI	EAST GODAVARI		k List		Female	Deputy Tahsi	ildər	2022-03-15	16:42:12
	Recommendation*			EAST GODAVARI		k List	Yes O No			ildər	2022-03-15	16:42:12
	Recommendation* Upload Field Verifica	ation Report Of WE	A/WWDS*	EAST GODAVARI		k List	Yes ONo Choose File	No file cho	sen.	ildar	2022-03-15	16:42:12
	Recommendation* Upload Field Verifica	ation Report Of WE	A/WWDS*	EAST GODAVARI		k List	Yes ONo Choose File	No file cho	sen.	ildar	2022-03-15	16:42:15
Forward	Recommendation* Upload Field Verifica	ation Report Of WE	A/WWDS*	EAST GODAVARI		k List	Yes ONo Choose File	No file cho	sen.	ildar	2022-03-15	16-42-12

WEA/WWDS has to check the all certificates (Integrated, Income and Aadhar update history) in certificate view before approving/rejecting the application.

Based on the verification of the details, click on yes/no in the recommend section as shown above. Also upload the relevant document and then click on "Forward" button to complete the process. Then the application will be forwarded to MPDO/MC as shown below

	+ t.gramawardsachivalayam.ap.go	v.in/NBMtest/#!/NBMValidatior	Dashboard			07	~ - ⊮ ☆		> •
	TOTAL 2		PENDING 1		COMPLE 1	TED			
			(						
		Per	ding application	n to take action ( V	VEA)				
	Application ID		(i)		Mobile No.	Scheme Type	Action		
	1522062416205742	Application (1522062	41259501496 ) Fo	prwarded to next	6305919585	YSR Vahana Mitra	Verify		
			ОК						
						All rights re	eserved.		1
Cloudy		I 2 I 0 I	• <b>•</b> • •	) 🧶 🍯 🐚		∧ <sup>ENG</sup> (⊽	ୁ (b) 🍅	17: 01/07/20	59 22

# 2.2 Verification by MPDO/MC

## Login Page: NBM portal Login for MPDO/MC

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 (combination of secretariat code and designation). After login to the NBM portal by MPDO/MC, click on NBM Schemes Module, YSR Cheyutha button along with other schemes will be displayed. Click on **"YSR** Cheyutha" the following will be displayed

• Verification button



Click on "Verification" button to open the scheme applications dash board as follows:

			SCHEME Application	DASHBOARD ( MUCOM )		
<ul> <li>Track Application Status</li> </ul>						
	TOTAL		PENDING		COMPLETED	
NBM Schemes Module	96		61		35	
User Manuals	Year :*	Secretariat :*	Caste :*	Application Type :*	Search	
	Select	-ALL	select	Select	Search	

Drop down will be displayed for Year of the scheme, secretariat, caste and application type. If the current financial year is selected we get the current year applicants and by selecting the last year (2021-22) we get the old beneficiary data. Similarly, for the secretariat dropdown we can select an individual secretariat or we can select ALL at once. Also, for caste we can select caste wise or in common ALL. The application type shall be Recommended or not Recommended. After making the selections click on Search button. Once the search button is clicked the following screen is displayed.

ication Status												
unce Module	TOTAL			PENDING				00	MPLETED			
mes Module	96				61				35			
ocule												
als 🖉	fear 🕫	Secretaria	4.1 <sup>4</sup>	Caste :*		Application	Type :*		_			
	2022-2023 ¥	VADDEN	ARISTREET V			Recomme		÷				
				st	1.1	to take acti TAILS		DM )	Search			
					oplication t	to take acti	ion ( MUC					
	¢ Application IΩ	Pending Cote			plication t	to take acti		DM ) Financial Year	Mandal	Secretariat <sup>e</sup>	Action	
	¢ Application (D	Pending =	Pe	nding ap	oplication t DET	to take acti TAILS	ion ( MUC	Financial		Secretariat <sup>©</sup> VADDEVARISTREET	Action	

The MPDO/MC has the facility to verify applications individually or in a bulk mode.

For bulk approvals, the MPDO/MC can select the selection box against each application in bulk and click on forward and the following screen is displayed.

uat.gramawardsachivalayam.ap.gov.in says FORWARDED SUCCESSFULLY	
2	

For individual verification, the MPDO/MC shall click on the verify button as shown below

	TOTAL.			PENDINO					MPLETED			
	96			59				37	7			
-												
	ar 🕈 2022-2023 🛛 👻	Secretariat		SC	÷	Application 1 Recommen		)	Search			
			Per	nding app		to take actio	on ( MUCO	IM )				
					1000	AILS						
-	Application ID	Pending Date	Citizen Name	• Gender*	Aachaar e No.	Mobile No. *	Scheme Type	Financial Year	Mandal *	Secretariat *		
		21-JUL-	MURAR	-							_	
0	082206251223266486	2022	NARASIMHAM	MALE	XXXX- XXXX- 6486	9010995141	YSR Cheyutha	2022	GUDIVADA	VADDEVARISTREET	Vurily	
0	082206281225286486			FEMALE	XXXX-	9010995141 9063557566		2022	GUDIVADA	VADDEVARISTREET	Verily	
	082206281512451078	2022 08-JUL-	NARASIMHAM		X00XX- 6486 X00X- X00X-		Cheyutha YSR				_	

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

Scheme Eligibility Check				
Track Application Status		SCHEME Ap	pplication VERIFICATION ( MUCOM )	
+ NBM Grievance Module		APPLICANT DETAILS	Certificate View	
NBM Schemes Module	APPLICATION ID	082206251223266486	WEA/WWOS PRIMERY FIELD VERIFICATION REPORT	
+ Reports Module	APPLICANT NAME	MURARI NARASIMHAM		- 12
User Manuals	SCHEME	YSR Cheyutha		н.
	DATE OF APPLICATION	21-306-2022	() (Main - and in-association ()	н.
	GENDER	MALE	VSR Rappmestam Field Vertilization Form	
	AADHAAR NUMBER	X00X-X00X-6486		Next
	SECRETARIAT NAME	VADDEVARISTREET		
	WEA/WWDIS REMARKS	BY MISTAKE VAHANA MITRA APPLICATION SUBMITTED UPLOADING KAPUNESTAM CAST CERTIFICATE BUT HE WAS INELIDIBLE SIR		
	WEA/WWDIS RECOMMENDATION	No		
			APPLICATION DETAILS	
	APPLICATION ID		082206251223266486	
	APPLICANT NAME		MURARI NARASIMHAM	
				-

Property in	DHI LAKSHMAMM	FEMALE	10-Apr-1985	SC	9912681127	0	2.2	0		0	0	0	0
HURARI N	ARAYANA	HALE	03-Sep-2002	SC	9912681127	0	0	0	1	0	0	0	0
MURARI L	AKSHMI NARAYAN	A MALE	28-Jun-2006	sc	9912681127	0	0	0	1	0	0	0	0
MURARI N	ARASIMHAM	MALE	15-Jun-1976	sc	9912681127	0	٥	0	1	0	0	0	0
MURARIL	AKSHMI DEVI	FEMALE	28-3un-2004	50	9912681127	0	0	a	1	0	0	0	0
MURARI L	AKSHMI KUMARI	FEMALE	25-Jun-2005	SC	9912681127	0	0	0	-	0	0	0	0
_				-		Cast Certif	icate Details						,
Applicatio	n Id Applic	etion Type	Applicant Na	ime	District		Handal	Secretariat	Ceste	SubCeste	Gender(Y/N)	Authorized Dy De	ignation(Y
00001203	99424357 Integr	atedCertificat	MARARI NAR	LASIMHAM	Sri Potti Srie	amutu Netlore	Kondapuram	GARIMENAPENTA	sc	Mala	м	MRO	
						Che	:k List			-		l	•
Recomme	ndation*				Ves	Che O No	sk List						
	ndation* rification Docume	nt											
Recomme Upload Ve		nt				O No				_			
Recomme		nt				O No							•

Based on the verification of the details, click on yes/no in the recommend section as shown above. Also upload the relevant document and then click on "Forward" button to complete the process. Then the application will be forwarded to ED(BC/SC/ST/Minorities) as shown below

MURARI NARAYANA	MALE	03-5ep-2002		9912681127							
NURARI LAKIHINI NARAYANA	MALE	28-3un-2006	50	9912681127							
MURARI NARASINHAM	MALE	15-Jun-1978	50	#912681127							
HURARI LAKENINI DEVI	FEMALE	28-3un-2004									
HURARI LAKSHHI KUHARI	FEMALE			9912681127							
				0							
				(1)				-			
	dices Ty										
Application Id Application		oplication (	08220	06251223266	486 ) Forward	ied to next	IENAPENTA		Bender(V/N)	Authorized	t Dy Designati
		pplication (	06220	06251223266 level !!!	486 ) Forwan	ied to next					I Dy Designet
COC012039424357 Integr		pplication (	08220	level !!!	486 ) Forwar	ied to next					i Dy Designati
CSCD12039424357 Million		pplication (	08220		486 ) Forwar	led to next					i Dy Designati
C5C012037434357 Wikey 1		pplication (	08220	level III OK		led to next					i Dy Designati
COC012039424357 Integr		pplication (	08220	level III OK	486 ) Forwar	led to next					f Dy Dealgrad
CSCD12039434387 kitegr	Nutifier A	pplication (	06220	level III OK	One						f Dy Designet
COCC120594343857 Maga	Nutifier A	pplication (	08220	level III OK							f Dy Designati
CDCD120394343877 Wrages	Nutifier A	pplication (	08220	level III OK	One						f Dy Designet
C0C010059436387 Wrager	Nutifier A	pplication (	08220	level III OK	O <sup>two</sup>	moren					f fly Dusignet
Cocordostivadestor integra	Nutifier A	pplication (	08220	level III OK	One	moren					

#### **3. Application Status Report Dashboard:**

- 1. After logging in to the NBM portal, the DA/WEDS can find the reports module in the left side menu bar. Upon clicking on the Reports module link, the following are displayed.
  - Previous Years' Beneficiaries List
  - NBM reports.
- 2. Upon clicking on NBM reports the following screen is displayed



• The screen has "scheme year" drop down select the year, select the YSR cheyutha from the scheme name drop down and the relevant type and click on the R1.1 Application status report. This report shows the number of applications received and their status as below:

🖨 Print

# [గ్రామ - వార్డు సచివాలయము <sub>Government of Andhra Pradesh</sub> Application Status Report - YSR Cheyutha

					Per	ding at	District	HOD Level	D	istrict Collec	tor	
S.No	District	No of New Applications Received	Pending WEA/WWDS	Pending at MPDO/MC	ED- BC	ED- SC	ED- ST	ED Minorities	Pending	Approved	Rejected	No of Applications on Hold
1	KRISHNA	238	195	43	0	0	0	0	0	0	0	1
2	ANNAMAYYA	301	244	57	0	0	0	0	0	0	0	1
3	GUNTUR	316	265	51	0	0	0	0	0	0	0	3
4	SRI SATHYA SAI	370	337	33	0	0	0	0	0	0	0	2
5	TIRUPATI	328	265	63	0	0	0	0	0	0	0	1
6	KURNOOL	229	178	51	0	0	0	0	0	0	0	1
7	VISAKHAPATNAM	111	88	23	0	0	0	0	0	0	0	1
8	SRIKAKULAM	298	252	46	0	0	0	0	0	0	0	1
9	ΝΑΝΟΥΑΙ	210	171	39	0	0	0	0	0	0	0	1

This report can be printed or downloaded. The status can be drilled down from District to Secretariat level.

#### 4. Downloading the Lists and Social Audit

- **1.** After logging in to the NBM portal, the DA/WEDS can find the reports module in the left side menu bar. Upon clicking on the Reports module link, the following are displayed.
  - Previous Years' Beneficiaries List
  - NBM reports.
- 2. Upon clicking 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

# • Application Dashboard

Application Status Report

- Social Audit Reports
  - Provisional Eligible List
  - Reverification List
- Final Reports
  - o Final Eligible list
  - o Final Ineligible List

For downloading/printing the social audit list of old beneficiaries, the DA/WEA shall select the year 2021-22 and for social audit list of new beneficiaries select the year 2022-23.

# 5. Social Audit Remarks

In the Social Audit Remarks, the Hold/Un-hold option is enabled to the Welfare Assistant login. Once the Welfare Assistant logs into the NBM Portal, the WA needs to click on Social Audit Remarks-Hold module as follows:

- Social Audit Remarks Hold
- Social Audit Remarks Unhold

# 5.1 Social Audit Remarks - Hold



Once the Social Audit Remarks – Hold Option is clicked upon, the following screen is displayed:

	NBM Navasakam Beneficiary Government of Andhra P	y Management Vradesh			Sri Y.S.Jagan Mohan Reddy Haritte Chef Minister Goernment of Anthra Pasterk	<b>A:</b>
+ Scheme Eligibi	By Check					
	on Status			Social Audit Remarks-Hold		
	e Module	Scheme :*		UID #		
+ NBM Schemes	Module	-Select-	~	Enter Aadhaar Number		
+ Reports Modul						
+ User Manuals		Get Details				

The WA shall select the scheme from the dropdown list and enter the UID of the beneficiary and click on "**Get details**" button as below.

NBM Navasakam Beneficiar Government of Andhra f	y Management Yadesh		Sri YSJ Hantie O Governme	agan Mohan Reddy
+ Scheme Eligibility Check				
+ Track Application Status		Social Audit R	Remarks-Hold	
NBM Grievance Module	Scherne :*			
NBM Schemes Module	YSR Cheyutha	viiD :* ▼ \$000000000000000000000000000000000000		
Reports Module				
User Manuals	Get Details			

Then the Hold option is displayed as shown below against the application 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

			Social Aud	lit Remarks-Hold				
Scheme :*			UD *					
YSR Cheyutha		÷	x00000000000					
Get Details								
APPLICATION ID	DISTRICT	MANDAL	SECRETARIAT	CITIZEN_NAME	SCHEME	STATUS	REMARKS	
082206291223463037	KRISHNA	GUDWADA-U	VADDEVARISTREET	VASA GANEVENKATA LAXME	YSR Cheyutha			Hold

Upon clicking on the Hold option the reason for hold option is displayed and the WEA shall Select the valid reason from the drop down as shown below:

0	NBM Navasakam Beneficiary Government of Andhra Pr						Sri V.S. Horita	Jagan Mo Charl Minister Writ of Andhus I	han Reddy <sup>hadesh</sup>	<b>A</b> .
	silty Oseck									
	dian Status				Social Aud	lit Remarks-Hold				
NBM Grievans	ce Module	(			Vine in					
	s Module	Scheme :* YSR Cheyutha		v						
	de la									
		Get Details								
		APPLICATION ID	DISTRICT	MANDAL	SECRETARIAT	CITIZEN_NAME	SCHEHE	STATUS	REMARKS	
			And the second second	and the second second second						
		082206291225463037	KRISHNA	GUDIVADA-U	VADDEVARISTREET	VASA GANI VENKATA LAXMI	YSR Cheyutha			Hold
		082206291223463037	KRISHNA	GUDIVADA-U	VADDEVARISTREET	VASA GANI VENKATA LAXMI	YSR Cheyutha			Hold
			KRISHINA	GUDIVADA-U	VADDEWARISTREET	VASA GANI VENKATA LAXMI	YSR Cheyutha			Hold
		082206291223463037 Remarks :* Ineligible due to Age	KRESHNA	OUDIVADA-U	VADOEVARISTREET	YASA GANI YENKATA LAXMI	YSR Cheyutha			Hold
		Remarks :*	KREFINA			VASA DANI VENKATA LAXMI	YSR Cheyutha			Pold
		Remarks :*	KRSHNA	GUDIVADA-U		VASA DANI VENKATA LAXMI	YSR Cheyutha			Huld

Now the application is put on hold and the pop is shown saying that "APPLICATION IS PUT ON HOLD"

# 5.2 Social Audit Remarks – Unhold

Once the Social Audit Remarks – unHold Option is clicked upon, the following screen is displayed:

٢	NBM Navasakam Benefici Government of Andhe	ary Management a Pradesh			Sri Y.S.J Hartite D	agan Mohan Reddy
	ilty Check					
	ion Status			Social Audit Reman	ks-Hold	
	e Module	Scheme :*				
	Module	Select	ÿ	Enter Aadhaar Number		
	44	-				
		Get Details				

The WEA/WWDS shall select the scheme from the dropdown list and enter the UID of the beneficiary and click on "**Get details**" button as below.

NBM Navasakam Beneficiary N Government of Andhra Pra	fanagement idesh			Sri Y.S.Jagan Mohan Reddy Horbit Chaf Minister Generatient of Anthra Pradesk	<b>.</b>
ty Check					
in Status			Social Audit Remarks-Hold		
Module	(				
Module	Scheme :* VSR Cheyutha	v	UID :* x0000000000X	)	
	Get Details				

If the beneficiary is kept in Hold by mistake, Un-Hold option is displayed as shown below against the application and the WEA can click on the "**Un-Hold**" button and the the beneficiary can be kept in Un-Hold

Scheme Eligibility Check									
Track Application Status				Social Au	dit Remarks- UN	I-Hold			
NEM Grievance Module	Scheme :*			UID *					
NBM Schemes Module	YSR Cheyutha			✓ 1000000000000000000000000000000000000	c .				
+ YSR Kapu Nestam									
YSR Cheytalta	Get Details								
+ YSR Vahana Mitra									
YSR Netaona Nestam	APPLICATION ID	DISTRICT	MANDAL	SECRETARIAT	CITIZEN_NAME	SCHEME	STATUS	REMARKS	
Social Audit Remarks - Hold	082206291223463037	KRISHNA	GUDIVADA-U	VADDEVARISTREET	VASA GANI VENKATA LAXMI	YSR Cheyutha		Ineligible due to Age	UN Hold
Social Audit Remarks - UN-Hold									-
Reports Module									

Upon clicking on the Un-Hold option the reason for un-hold is displayed and the WEA shall Select the valid reason from the drop down as shown below:

YSR Netanna Netam     Eligible due to beneficiary/family holding Ur     Eligible due to beneficiary/family holding Ur     Eligible due to beneficiary/family holding Dr     Eligible due to beneficiary/family holding Ur     Eligible due to beneficiary/family holding Ur     Eligible due to beneficiary/family holding Ur	similar scheme	Remarks- U	N-Hold			
NEM Grievance Module     Schemes /*     Schemes Module     Schemes /*     Schemes Module     Schemes /*     Schemes /*	UID :* te State similar scheme	Remarks- U	N-Hold			
<ul> <li>NBM Schemes Module</li> <li>YSR Kapu Nestam</li> <li>YSR Cheyudha</li> <li>YSR Cheyudha</li> <li>YSR Cheyudha</li> <li>YSR Vahana Mitra</li> <li>YSR Vahana Mitra</li> <li>YSR Netanna Nestam</li> <li>Social Audit Remarks - Hold</li> <li>Social Audit Remarks - Hold</li> </ul>	te State similar scheme					
<ul> <li>NBM Schemes Module</li> <li>Splect-</li> <li>VSR Kapu Nestam</li> <li>Higble due to Age</li> <li>Higble due to Caste</li> <li>Higble due to Caste</li> <li>Higble due to Death</li> <li>Higbl</li></ul>	te State similar scheme					
YSR Kapu Nestam     Eligible due to Caste     Eligible due to ant having Rice Card     Eligible due to ant having Rice Card     Eligible due to beneficiary not residing in the     Eligible due to beneficiary availing another is     Eligible due to beneficiary/family working as     Eligible due to beneficiary/family working as     Eligible due to beneficiary/family bioling for     Eligible due to benefici	similar scheme					
YSR Oreysehe     YSR Valaria Mitza     Social Audt Bomarks - Hold     Social Audt Bomarks - Hold	similar scheme					
VSR Vahana Mitra     Eligible due to beneficiary availing another s     Eligible due to beneficiary/family working as     Sighte due to beneficiary/family holding for     Eligible due to     Eligible due to     Eligible due to     Eligible due to     Eligi	similar scheme					
YSR Netanna Nestam     Eligible due to beneficiary/family having Ave     Eligible due to beneficiary/family holding for	s wovernmens employee.					
Social Audit Remarks - Hold     Eligible due to beneficiary/family holding Dr     Eligible due to beneficiary/family holding We	erage power consumption more than 300 un Irban property more than 1000 sqft		SCHEME	STATUS	REMARKS	
	ry land more than 10 acres	BANI VENKATA LAXMI	YSR Cheyutha		Ineligible due to Age	UN Hold
Social Audit Remarks - UN Hold     Eligible due to beneficiary/family holding Br Eligible due to beneficiary/family holding GS	ry and Wet land more than 10 acres ST returns					
Reports Mödule Eligible due to beneficiary/family having inco Eligible due to beneficiary/family having inco Eligible due to beneficiary/family receiving th	come more than 12000					
User Manuals -Select-	♥ Submit					

Now the application is put on hold and the pop is shown saying that "APPLICATION IS UN HOLDED"

NBM Navesakam Benefi Government of And		Sri Y.S. Jagan Mohan Reddy
Scheme Eligibility Check     Track Application Status     NEM Grievance Module		Social Audit Remarks- UN-Hold
NBM Schemes Module     Reports Module	Scheme :* Select-	UID #
Uher Marsah	Cet Details	i APPLICATION IS UN - HOLDED OK

#### 6. Grievance Handling

Any eligible person who is in the Reverification / final ineligible 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

# 6.1 Parameters for Scheme Grievances

#	Parameter	Grievance under the Parameter <sup>1</sup>	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 nmunicipal area	Family in municipal areas who owns house in less than 1000 sq. ft. site area	MAUD
3.	Electricity Consumption	Monthly electricity consumption of a family dwelling unit (own/rent) should be less than 300 units per month	Energy
4.	Four-wheeler	Family should not own a motorized four-wheeler (Taxi, Tractors, Autos are exempted)	Transport
5.	Caste	As per the respective scheme guidelines	Revenue
6.	Age	As per the respective scheme guidelines	UIDAI (Aadhaar)
7.	Gender	As per the respective scheme guidelines	UIDAI (Aadhaar)
8.	Income Tax	No family member should be an Income Tax Payee Or Annual Income less than Rs 5,00,000 for Dr. YSR Aarogyasri Card	Finance
9.	Government Employee / Government Pensioner	<ul> <li>No family member should be a Government employee or Government Pensioner</li> <li>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</li> </ul>	Finance
10	GSTN	As per the respective scheme guidelines	Commercial Tax
11	Payment failure	If Beneficiaries did not receive Payment after the Payment disbursals, Citizen can raise a grievance under this Parameter	
12	Ineligible i nField verification	If Citizens became ineligible during field verification can raise a grievance	GSWS Department
13		<ul><li>a. Claim documents submitted but amount not received</li><li>b. Formation/Registration issues</li></ul>	GSWS Department

6.1.1 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'** 

6	గ్రామ - వార్డు సచివాలర	రుము		శ్రీ పై ఎస్.జగన్ మోహన్ రెడ్డి గారు గా ముఖ్యమంత్రిపర్ములు అంద్రప్రరేశ ప్రభాత్యం	
					ථ Logout
	NBM GRIEVANCE	Ξ ΔΡΡΙ	ICATION		
Note:	Please enter aadhar number and sele				
Aadhaar No.*	Scheme Type*	Select	Year *		
Please Enter Aadhaar Number	SELECT SCHEME TYPE	~	SELECT YEAR	↔ 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

				GRIEVA		יו וסס				
		Not	INDI¶ e: Please enter aa					status.		
	Aadhaar No.*		Scheme Type <sup>*</sup>			Select Yea	ar *			
	X00000000000		Jagananna	Amma Vodi		~ 2022-2	23	Set Det	ails	
					Citizen Details					
					Citizen Details					
CITIZEN NAME	: Ak	ula Subhasini	CITIZEN AAE	HAR	: xxxxxxx6748		CITIZEN MOBILE		: XXXXXX8613	
DISTRICT NAME	: TH	RUPATI	MANDAL NA	ИE	: BALAYAPALLI		SECRETARIAT		: ALIMILI(10990132)	
CLUSTER NAME	: C8	3	VOLUNTEEF	NAME	: TEJASREE ALL	AM	VOLUNTEER MOBI	LE	: 9492867834	
					Family Details					
	Citizen Gender	Date Of Birth	Caste Mobile Number W	et Land(Acres) Dry La	and(Acres) Proper	ty(Sqft) Vehicl	e(Y/N) Govt Employee(Y/	N) Income Tax(Y/N)	TurnOver(Y/N) Powe	er(Units) D
Name of the	Grazen Gender									
Name of the		02-05-1971	OC 9492868613	1.4	3.51	0	NO N	O NO	NO	80 TI

		Sch	nemes In	formation received	l by the Family m	embers from 2019			
UID	Citizen Name	Scheme Name	Year	Disbursed Amount	Date of Payment	SB Account Number	Bank Name	Bank IFSC	Digital Acknowledgment Date
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2019	13500	2019	NA			
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2020	13500	2020	NA			
XXXX XXXX 1132	Akula Brahmaiah	Ryuthu Bharosa	2021	13500	2021	NA			
XXXX XXXX 6748	Akula Subhasini	Aasara	2019	0	2019	NA			
XXXX XXXX 6748	Akula Subhasini	Aasara	2020	7282	2020	NA			

	Application Status	Eligibility Calculator					
Note: Not applied for the sel	ected scheme	Parameter Fields	As Per Records	Scheme Eligibility Calculator	Validation Statu		
CITIZEN NAME	:	Name	AKULA SUBHASINI	NA			
FATHER NAME	:	Age	46	0-100 Years	Satisfied		
AGE	:	Gender	FEMALE	FEMALE	Satisfied		
GENDER		Caste	OC	OC ,BC ,ST ,SC	Satisfied		
REFERENCE ID	:	Income Tax	No one in the family is paying income tax	No Person in the family should pay income tax	Satisfied		
SCHEME NAME		Government Employee	No one in the family is a Government Employee	No Person in the family should be government employee	Satisfied		
APPLICATION STATUS	:	Dry Land (Acres)	<u>3.51</u>	Less than 10 Acres	Satisfied		
		Wet Land (Acres)	1.4	Less than 3 Acres	Satisfied		
		Energy (Units)	<u>80</u>	Less than 300 Units (6 Months Average)	Satisfied		
		Transport	No one in the family is having Four wheeler	No Person in the famiy should have four wheeler	Satisfied		
		Urban Property (So.ft)	<u>0</u>	Less than 1000 sq of built-up area	Satisfied		

Urban Property (Sq.ft)	٥	Less than 1000 sq of built-up area	Satisfie
GSTN	No one in the family is paying GST	No Person in the family should pay GST	Satisfie
Beneficiary Satisfied* 〇 Yes  〇 No	Benefici	ary Mobile No.*	
	Please	e Enter Mobile number	
	ce		
	(Sq.ft) GSTN	(Sq.ft)     Q       GSTN     No one in the family is raying GST       Beneficiary Satisfied* O Yes     No   Beneficiary Satisfied* O Yes	(Sq.ft)     Q     Less than 1000 sq of built-up area       GSTN     No one in the family is paying GST     No Person in the family should pay GST       Beneficiary Satisfied* O Yes     O No     Beneficiary Mobile No.*

- $\circ$  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 begiven 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

	🔘 గ్రామ - వార్డు సచివాలయము	శ్రీ పై ఎస్.జగన్ మోహన్ రెడ్డి గారు
		් Logout
	NAVASAKAM GRIEVANCE SERVICE REQUEST APPLICATION	
	Note: Please select the service request related to the Navasakam Grievance.	
Energy		
> Energy (4)		
IT & EC		
> IT & EC (1)		
Revenue		
> Revenue (4)		
Transport		
> Transport (8)		Activate Windows Go to Settings to activate Windows.
GSWS		Go to bettings to 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 సచివాలం	රාකා	శ్రీ పై ఎస్ జగన్ మోపాన్ రెడ్డి గారు
	Mobile verification (APCPDCL - LT - Title Transfer)	×	
	NA Enter Beneficiary Name*	p	N
	Enter Beneficiary Name		
	Enter Beneficiary Mobile Number*		
~ Energy (4)	Enter Mobile Number		
	Entre Dan Entre Anthread New Lot		
	Enter Beneficiary Aadhaar Number*		
	Enter Aadhaar Number		
	Navasakam Beneficiary Grievance ID*		
	Enter Grievance ID	SUBMIT	
> 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.
- •

## 6.1.2 Types of Grievances and their Workflows

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:

#### 6.1.2.1 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:

#### 6.1.2.1.1 Land Records

• Mobile number and pattadhar Aadhar number seeding:

When a Citizen is found to be ineligible due to the system incorrectly reflecting land records mapped to his/her Aadhar like in the following cases:

- Buyer has land within limits yet system shows no land is present
  - o 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

#### 6.1.2.1.2 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

#### 6.1.2.1.3 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:
following, then DA/WEDS may raise a request under this service

- c. Beneficiary possess no electric meter yet system has electric meter tagged to him/her.
- d. Beneficiary Aadhar no. mapped to different meter

#### Name correction:

When a Citizen visits the Secretariat complaining that the Name displayed in the system is incorrect for the Meter mapped to his/her Aadhar, then DA/WEDS may raise a request under this service.

## Wrong Billing:

When a Citizen visit the Secretariat complaining that he/she has consumed less units than reflecting in system, then 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

## **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 insystem

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 beupdated 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 beupdated and the database will be updated

#### **Registration – Vehicle stoppage revocation**

When a Citizen found to be ineligible due to the Vehicle and Citizen's vehicle got condensed but system is incorrectly reflecting the Vehicle on his/her Aadhar, then

- 4. The DA/WEDS should first raise a grievance in "Navasakam Beneficiary Management "against the Transport as the Grievance Type and submit the Grievance. A grievance ID will be generated.
- 5. This service is directly available in the NBM portal. DA/WEDS should apply for the Service "**Registration Vehicle stoppage revocation**" against that grievance ID with the relevant documents.

\*It is necessary to raise a Service Request along with raising a Grievance for 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

Once the Service Request is closed, then the status of the grievance will be updated and the database will be updated

#### 6.1.2.1.5 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

## 6.1.2.2 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.

#### 6.1.2.3 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.

- 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 of GST and shall confirm the same.
- 6. JOINT COLLECTOR shall approve the recommendation made by DC (Commercial Tax). The recommendations are further sent to CFMS from GVWV&VSWS Department where the applicant details are updated asper recommendation of the JOINT COLLECTOR.

# 6.1.2.4 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.

# 6.1.2.5 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.

## 6.1.2.6 YSR Cheyutha Scheme specific Grievances:

The possible scheme specific grievances for YSR Cheyutha will be

• Rejected due to availed other government schemes like EBC Nestham, Old Age Pensions, Kapu Nestham.

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

	E	Energy (Un <mark>i</mark> ts)	<u>6</u>	Less than 300 Units (6 Months Average)	Satisfied	
SELECT GRIEVANCE TYPE Age		Transport	No one in the family is having Four wheeler	No Person in the famiy should have four wheeler	Satisfied	
Caste Gender Four Wheeler		Jrban Property (Sq.ft)	<u>0</u>	Less than 1000 sq of built-up area	Satisfied	
Urban Property Electricity Land		GSTN	No one in the family is paying GST	No Person in the family should pay GST	Satisfied	
Income Tax Government Employee GST Payment Availed any other Govt Schemes Not having rice card	Beneficiary Satisfic		e for the scheme because of the scheme becau	of Age parameter(s) neficiary Mobile No.*		
SELECT GRIEVANCE TYPE	~	0 0		lease Enter Mobile number		
Benificiary Aadhar Number* Please Enter Benificiary Aadhar number						

# 6.1Annexures

6.1.2 Updated Workflow for Grievance Redressal

	Departmen	ryiow for anecance.		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	<ul><li>a. Signed Application,</li><li>b. Property Documents,</li><li>c. ID Proof,</li><li>d. Current Bill</li></ul>
2.	Energy	APCPDCL - Meter Testing	Non-MeeSeva	7	This Service is used to know the Meter Working Status	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill</li></ul>
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	<ul><li>a. Signed Application,</li><li>b. Property Documents,</li><li>c. ID Proof,</li><li>d. Current Bill,</li></ul>
4.	Energy	APCPDCL - Wrong Billing	Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill</li></ul>
5.	Energy	APEPDCL - Meter Running Fast/Creeping	Non-MeeSeva	15	This Service is used to complain related to meter running fast	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li></ul>
6.	Energy	APEPDCL - Name Change	Non-MeeSeva / MeeSeva	7	This Service is used for citizen who wants to change his name	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li></ul>

#	Departmen requiredt N	Service Name ame	Category	SLA	Description Service (Days)	Documents
7.	Energy	APEPDCL - Shifting of Service Different Premises		7	This Service is used for citizen who wants to shift electrical line which is premises of house to otherpremises	b. ID Proof,
8.	Energy	APEPDCL - Application fo r Consumer Complaints- Wrong Billing	MeeSeva	7	ThisServiceisconsisting of 3 typesofcomplaints:11.Billing RelatedComplaints22.Meter RelatedComplaints3.Other CustomerServices	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li><li>d. Request Letter</li></ul>
9.	Energy	APSPDCL - Category Change	Non- MeeSeva	3	This Service is used for citizen who wants to change meter category from 2 to 1.	b. ID Proof,
10.	Energy	APSPDCL - Meter Testing	Non- MeeSeva	7	This Service is used to know the Meter Working Status	

11.	Energy	APSPDCL Name Correction	Non- MeeSeva	7	This Service is used for citizen who wants to change/ correction of his name	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li><li>d. Address Proof</li></ul>
12.	Energy	APSPDCL - Wrong Billing	Non-MeeSeva	7	This Service is used to complain related to billing which was wrongly generated.	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li><li>d. Request Letter</li></ul>
13.	Energy	APSPDCL - Shifting of Service	Non-MeeSeva	15	This Service is used for citizen who wants to shift his meter to other premises	<ul><li>a. Signed Application,</li><li>b. ID Proof,</li><li>c. Current Bill,</li><li>d. Request Letter,</li><li>e. Address Proof</li></ul>
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	<ul> <li>a. Application form</li> <li>b. Registered Documents</li> <li>c. Aadhar card/Other id andAddress Proofs</li> <li>d. Passport photograph of theapplicant</li> <li>e. Pattadar Passbook / ROR 1B copy / Adangal copies</li> <li>f. Signature of the applicant</li> </ul>
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 may be used to update the	<ul><li>a. MeeSeva Application Form</li><li>b. Caste Certificate issued to the family members</li></ul>

						<ul> <li>d. 1 TO 10th study certificates or DOB certificates issued by Municipality/Gram</li> <li>e. Panchayat</li> <li>f. Ration Card/EPIC Card /AADHAR CARD</li> <li>g. Schedule I to IV</li> </ul>
17.	Revenue	Pattadars Mobile No Seeding in LandRecords	MeeSeva	3		
18.	Revenue	Mutation for corrections	Non- MeeSeva	30	For clerical level corrections in lands records, this service must be used.	<ul> <li>a. Application form</li> <li>b. Aadhar card/Other id andAddress Proofs</li> <li>c. Pattadar Passbook / ROR 1B copy / Adangal copies</li> </ul>
19.	Transport	Licence Aadhar Seeding	Non- MeeSeva	3	Yes. Aadhar integration is required for any transaction.	J 10
20.	Transport	Registration - Issueof NOC	Non- MeeSeva	3	If NOC is issued for any vehicle, then that particular vehicle will no longer exist in Andhra Pradesh rolls. So, this vehicle cannot be considered as owned by the applicant.	<ul><li>a. NOC copy of the vehicle</li><li>b. RC copy of the vehicle</li><li>c. Aadhar card copy</li></ul>
21	Transport	Registration-Change of Address	Non-MeeSeva	3	Though change of address done for the vehicle, vehicle stand registered in the name of the applicant. It shall be treated as the applicant is the owner of the vehicle.	a. RC copy of the vehicle Aadhar card copy

22	Transport	Registration- Transfer 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 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 ofNon-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	11	

#### Part II - BENEFICIARY OUT REACH APP

a) Secretariat Employee/Volunteer యొక్కఆధార్నెంబర్Authentication ద్వారా Beneficiary Out Reach App Login అవ్వాలి.



b) Secretariat Employee /Volunteer Beneficiary OutReach App లాగిన్ అయిన తరువాత మీకు ఈ క్రింది విధంగా స్క్రీన్మనిపిస్తుంది. 1. Home Screen :



- 2. పైఎస్ఆర్చేయూతeKYC:
- a) మీరువైఎస్ఆర్చేయూతమీదక్లిక్చేస్తేమీకుఈక్రిందివిధముగాస్క్రీన్ననిపిస్తుంది.
- b) ఇక్కడమికురెండుఆప్షన్స్ఉంటాయి
  - a. YSR Cheyutha data(2022-23)
    - i. ఇక్కడమీరుమీయొక్కSecretariat codeమరియుCluster Id నిసెలెక్ట్రేసుకుంటి List వస్తుంది.
    - ii. Listలో మీకుసిటిజెన్ఫేరు, సిటిజెన్ Aadhaar వస్తాయి.

19:04	G 涨 <sup>24</sup> 위 72% <del>/</del>	19:04	19:05 日 道 "给1 72% +
Beneficiary Ou Home Ekyc [ YSR (	utreach Cheyutha ( 2022 - 2023 ) ] <sub>Ver - 7.4</sub>	Beneficiary Outreach Beneficiary Ekyc List [ YSR Cheyutha ( 2022 - 2023 ) ]	Beneficiary Outreach Beneficiary Ekyc List [ YSR Cheyutha ( 2022 - 2023 ) ]
-	٩	Select Secretariat Code : Select 🗢	<b>Q</b> లబ్దిదారుని పేరు తో వెతకండి
YSR Cheyutha Data ( 2022 - 2023 )	Search	Select Cluster ID : Select 🗢	Select Secretariat Code : 10490021 🗢
			Select Cluster ID : 10490021022 😎
		సబ్మిట్	లబ్జిదారుని పేరు : Veerena Suryakumari లబ్రిదారుని
			ల్యదారున : *******6930 ఆధార్ నెంబర్
			లబ్ధిదారుని పేరు : Guthula Dhanalakshmi
			లల్జిదారుని : *******7608 ఆధార్ నెంబర్
			లబ్ధిదారుని పేరు : Kalla Matamma
			లఫ్జిదారుని : ******3730 ఆధార్ నెంబర్ :
≡ (			

- iii. మీరు List నిక్లిక్చేసినతరువాతమీకుచేయూతలబ్దిదారునివివరాలుఉంటాయి,
   అక్కడఅతనియొక్కస్టేటస్లో live లేదా death ఎంచుకోవాలి.
- iv. Live

ఎంచుకొన్న తరువాతలబ్దిదారునితోపాటువాలంటిర్/సెక్రటిరియట్ఎంప్లాయ్సేల్ఫీతీసుకొనిలబ్దిదారు ని eKYC చేసి data సబ్మిట్ఛేయాలి.

v. ಒಕವೆಳ Death

ఆప్షన్ఎంచుకొన్నట్లైతేవాలంటీర్/సెక్రటేరియట్ఎంప్లాయ్authenticationలోడేటాసబ్మిట్చేయా లి.

- b. Search ఆప్షన్ :
  - i. మీకులబ్ధిదారునిఆధార్నెంబర్లిస్టులోలేనట్లైతేఇక్కడ search చేయవచ్చు.
  - ii. లబ్దిదారునివివరాలుఎంచుకొన్న తర్వాతపైవిధముగా- a(iii) నుండి v
     వరకుచెప్పినట్లుగాపూర్తిచేయాలి.



తరువాత Data saved Successfully అనివస్తుంది.

# **MIS Report:**

Open the url <u>https://egsws.ap.gov.in/</u> and click on

37. YSR Cheyutha (2022-23) eKYC dashboard to view the status of the completion.

S.No	FAQ	CLARIFICATION
1	ఆశ వర్కర్స్/అంగన్వాడీ టీచర్స్/శానిటేషన్ వర్కర్స్/హోం గార్డ్స్/VRAs/RTC RETIRED FAMILYs వారు YSR చేయూత పథకం కు అర్హుల లేదా అనర్హుల SIR	Not Eligible (families of sanitary workers are eligible. in case of other than sanitary workers, family members are eligible subject to condition that the income should not cross the stipulated limit as per the YSR cheyutha GO.)
2	EKYC లేని వాళ్ళు అందరికీ కొత్తగా APPLY చేయల SIR, మళ్ళీ పేర్లు ఏమైనా ADD అవుతాయి నా SIR (SOME OLD ELIGIBLE BENEFICIARYS MISSING SIR)	If any Beneficiary name not found in provisional eligible list / Reverification list, they need to apply fresh

	O.C లో ముస్లింలు ఉన్నారు SIR,వారికి ఏ	
3	విధంగా proceed అవ్వాలి sir వాళ్లకు cast	
5	certificate OC MUSLIM అనీ ఇస్తారు (but	All OC Minorities are eligible for YSR
	minorties sir)	Cheyutha 2022-23 scheme
	Cheyutha 2022-23 పథకానికి సంబందించి	2
4	Appicant యొక్క Eligible DOB గురించి	
	తెలియజేయగలరు?	The Applicant should born between 13.08.1962 to 12.08.1977
	YSR pension kanuka పథకం ద్వారా	
	pension తీసుకుంటున్న వారు చేయూత	
	పథకానికి Eligible / Ineligible? Eligible	
5	అయితే ST వారిలో కొంతమంది కి 50 Yrs కి	
	OAP pension వస్తోంది? వీరు కూడా అర్హులు	
	అవుతారా?	As per the Instructions from SERP, OAP pension holders are not eligible
	లబ్ధిదారుల కుటుంబం నందు already చేదోడు /	pension noiders are not engible
	ం YSR నేతన్న నేస్తం / వాహన మిత్ర etc పథకాల	
6	నందు లబ్ది పొందుతున్నారు. ఇటువంటి వారు	
	చేయూత పథకానికి Eligible అవుతారా?	
		Eligible
	EKYC కి enable అయిన / Provisional	
-	Eligible list నందు కొంతమంది Ineligible	
7	వారు వున్నారు? అటువంటి వారిని ఏ విధంగా	
	Ineligible చెయ్యాలి?	Hold option is available for such cases in WEA/WWDS logins
8	Is field verification form to be downloaded for only new applicants or for even old beneficiaries	Field verification form is for both new and old beneficiaries. During field verification if old beneficiaries are found to be ineligible by the WEA/WWDS, they may be put on Hold.