



GOVERNMENT OF ANDHRA PRADESH
GSWS DEPARTMENT
AutoNagar, Vijayawada

User Manual for Senior Citizen Card

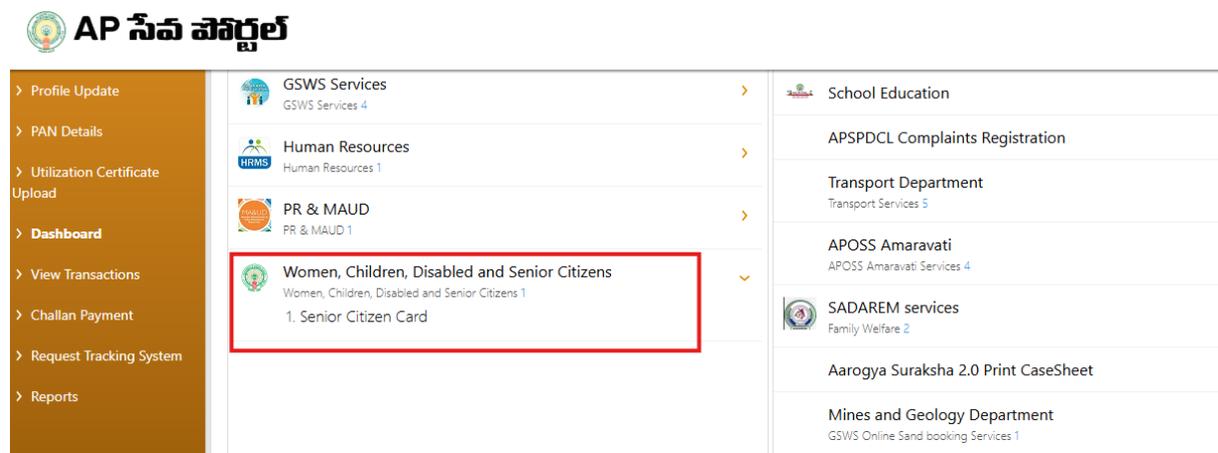
April 2025

Introduction

- This service is developed for Senior Citizens of Andhra Pradesh whose age is 60 years and above.
- As per the SoP, if Aadhaar Update History does not exist, cards will be issued under CAT-A.
- If Aadhaar Update History exists, cards will be issued under CAT-B. Applications workflow is Digital Assistant ->Assistant Director, Disabled Welfare.

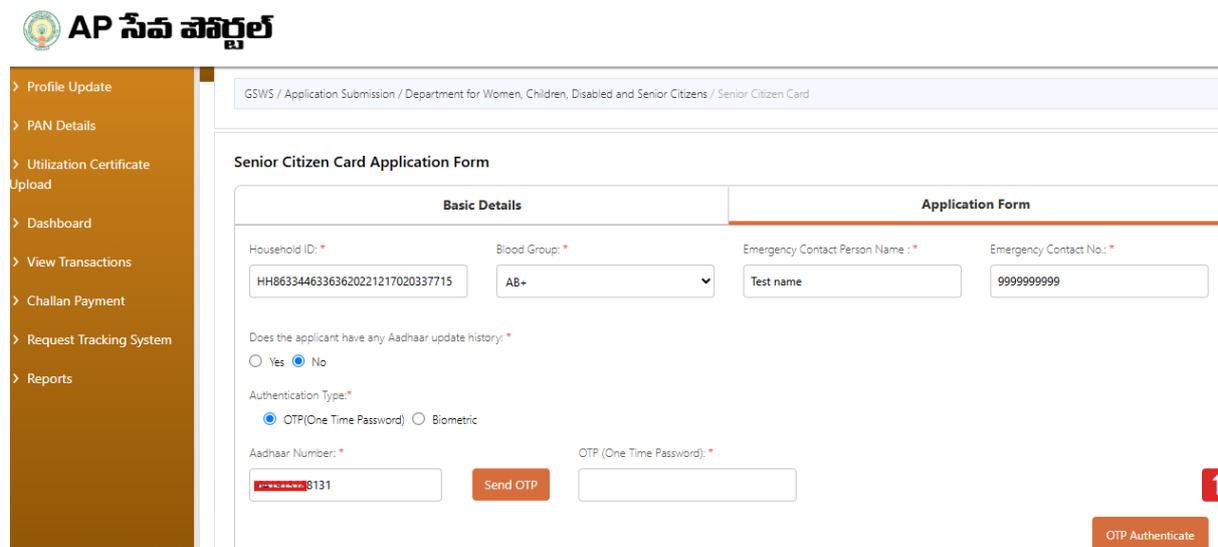
DA/WEDS Login:

- Login in to the APSEVA portal, Click on the **Senior Citizen Card** under **Women, Children, Disable and Senior Citizen** department.



The screenshot shows the AP SEVA portal dashboard. The left sidebar contains navigation options: Profile Update, PAN Details, Utilization Certificate Upload, Dashboard, View Transactions, Challan Payment, Request Tracking System, and Reports. The main content area is divided into two columns. The left column lists services: GSWS Services (4), Human Resources (1), PR & MAUD (1), and 'Women, Children, Disabled and Senior Citizens' (1). The 'Women, Children, Disabled and Senior Citizens' service is highlighted with a red box and shows '1. Senior Citizen Card'. The right column lists other departments: School Education, APSPDCL Complaints Registration, Transport Department (5), APOSS Amaravati (4), SADAREM services (2), Aarogya Suraksha 2.0 Print CaseSheet, and Mines and Geology Department (1).

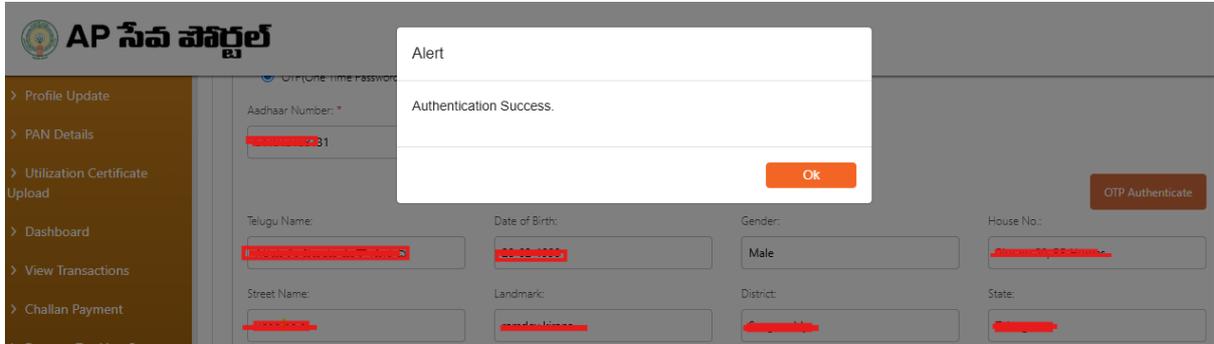
- After clicking on Senior Citizen Card, under Basic details enter Citizen's Aadhar and click on Pre- fill button. Enter all the basic details.
- Enter all the details in Basic form and click on the Continue button.
- In the Application form, the DA needs to fill-in all the required details.



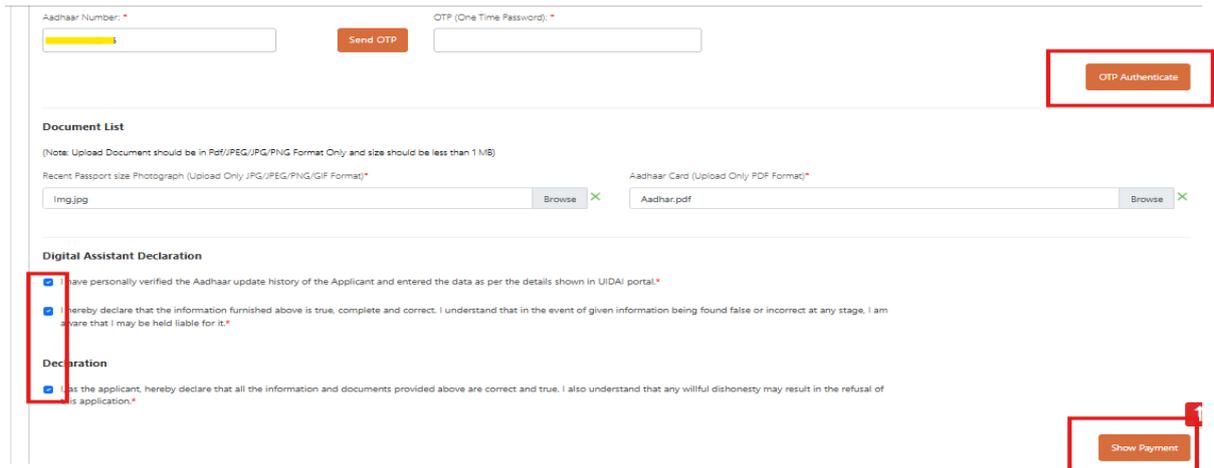
The screenshot shows the 'Senior Citizen Card Application Form' on the AP SEVA portal. The breadcrumb trail is: GSWS / Application Submission / Department for Women, Children, Disabled and Senior Citizens / Senior Citizen Card. The form is divided into two sections: 'Basic Details' and 'Application Form'. The 'Basic Details' section includes: Household ID (HH06334463363620221217020337715), Blood Group (AB+), Emergency Contact Person Name (Test name), and Emergency Contact No. (999999999). There is a question: 'Does the applicant have any Aadhaar update history?' with radio buttons for Yes and No (selected). The 'Authentication Type' section has radio buttons for OTP (One Time Password) (selected) and Biometric. The 'Aadhaar Number' field contains 8131, and there is a 'Send OTP' button. The 'OTP (One Time Password)' field is empty. The 'Application Form' section is currently empty. A red 'OTP Authenticate' button is visible at the bottom right.

- **Note:** Check the Aadhaar History of the citizen and Select 'Yes' if the applicant has Aadhaar update history. Then the application will be routed to Cat-B.
- If Citizen has no Aadhaar History select 'NO', Then the application will be routed to Cat-A.

- Citizen's eKyc need to be taken and click on OTP Authenticate button.



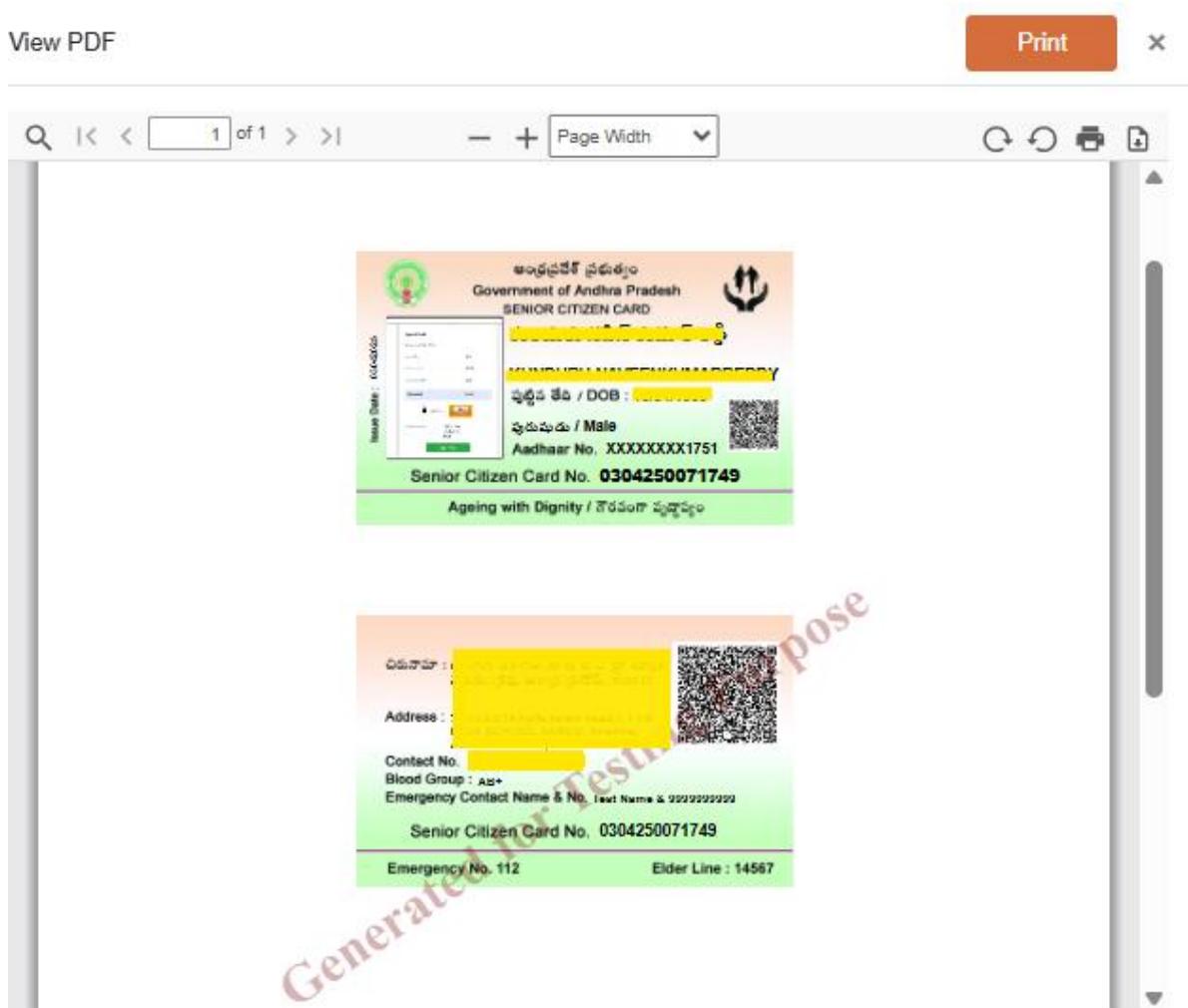
- As shown below, employee eKyc also to be given and then click on the show payment button.



- Complete payment by choosing any of the available payment modes.
- After successful payment, a payment receipt will be generated. Click on Print Certificate button to download the Senior Citizen Card in case of CAT- A service.
- If application is routed As CAT – B Service, it will be forwarded to the Assistant Director, Disabled Welfare for verification.



- Below is the sample Senior citizen Card. It can be downloaded, printed on A4 Paper and handover to the citizen.



CAT- B:

In case the Aadhar update history of the Citizen is selected as 'yes', the application then will be moved to AD for further processing.

AD Login:

- In case the Aadhar update history of the Citizen is selected as 'yes', the application then will be moved to AD for further processing.
- AD has to login in to APSEVA portal and after login choose the required application as shown below.

The screenshot shows the AP Seva Portal dashboard for an Assistant Director. The top navigation bar includes links for Home, Redirect to Meeva, Request Tracking System, House Sites eKYC Status Update, Reports, Profile, and Revenue Sadassu Grievance Report. The dashboard features five summary cards: Total Service Requests (7), Open Within SLA (2), Open Beyond SLA (0), Closed Within SLA (5), and Closed Beyond SLA (0). Below these is a 'Request List - Total Requests' table with a search bar and a table containing two rows of request data.

S.No	Request ID	Service Name	Service Category	Department Name	Citizen Name	Applied Date	Status
1	SCC250402158003	SeniorCitizenCard-B	WCDS	WCDS	REVALLA VENKATA AVINASH	02/04/2025	Pending
2	SCC250402158006	SeniorCitizenCard-B	WCDS	WCDS	THOUDAY LAANIYA	02/04/2025	Pending

- AD can view the Application details, After verifying the details AD needs to select the checkbox and click on the Approve or Reject button as per the situation.
- After clicking on Approve AD need to give Digital Signature

The screenshot shows the AP Seva Portal interface with a digital signature pop-up window. The background shows a form for entering citizen details like District, House No, State, Landmark, etc. The pop-up window has fields for Tokens, Certificates, and Password, along with a 'Sign and Approve' button. Below the pop-up, there is a 'Verification Document' section with a 'Browse' button and a 'Remarks' dropdown menu set to 'Recommended'. At the bottom, there is a declaration statement and an 'Approve' button.

- After completing Digital Signature, a pop-up success message will be populated.
- DA/WEDS can download the Senior Citizen Card as approved by the AD.