



GOVERNMENT OF ANDHRA PRADESH

GSWS DEPARTMENT

AutoNagar, Vijayawada

Caste Survey Grievance Registration Module

User Manual

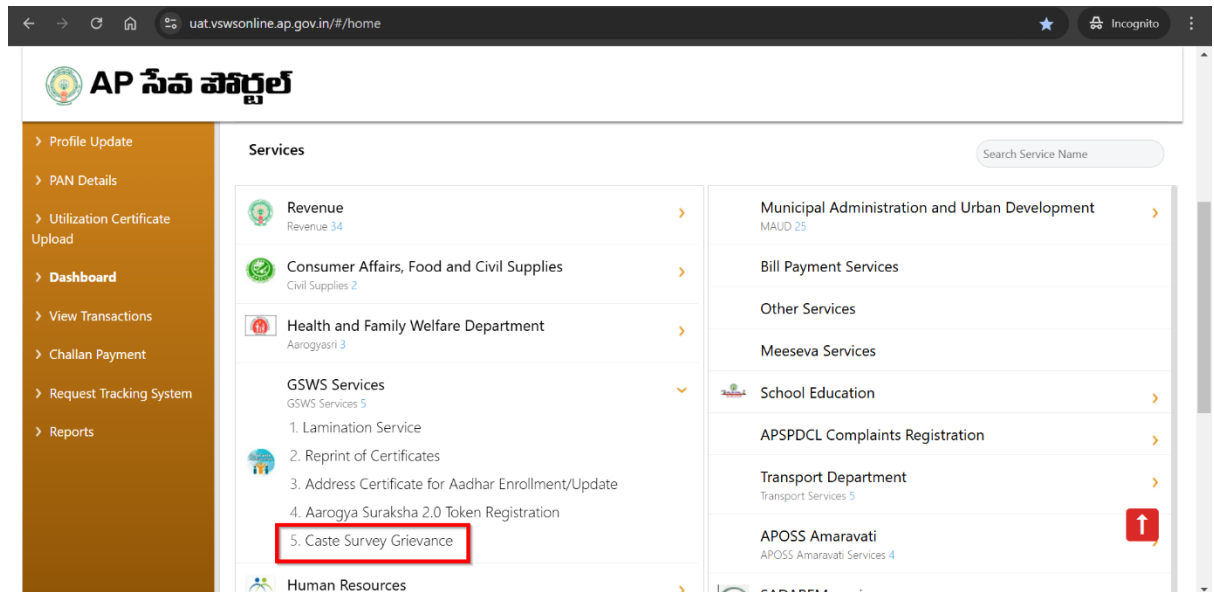
December 2024

Service Overview

- The government has proposed to conduct social audit of caste surveys in respect of scheduled castes across the state.
- These lists contain information regarding Social, Economic, Education details of the scheduled castes.
- Self/Third party can raise grievance at DA/WEDS.
- Grievances are categorized into two types 1. Caste 2. Other Grievances
- Applicants allowed to raise grievances only once ie., if some Grievance type is in pending and that same Grievance type should not be allowed to raise again.
- The workflow for this is as follows:
 - i) For Caste and Sub Caste Grievance: Work flow is same as Integrated application i.e VRO→RI→Tehsildar
 - ii) For Other grievance
 - a. **Rural:** Panchayat Secretary Grade VI (DA) -> VRO
 - b. **Urban:** WEDS -> WRS

DA/WEDS Login:

- a) Log in to the AP Seva portal using your credentials and select Grievance application under the GSWS department.



- b) Enter applicant's Aadhaar Number and click on Pre-Fill.

The screenshot shows the 'Caste Survey Grievance Application Form' on the AP Seva portal. The user is logged in as 'Hello, DIVYA', Panchayat Secretary Grade-VI (DA). The page header shows the time as 09:52:11 PM on 25 December 2024 WED. The breadcrumb trail is 'GSWS / Application Submission / Caste Survey Grievance'. The form is divided into two main sections: 'Basic Details' and 'Application Form'. The 'Basic Details' section includes fields for Aadhaar Number (with a 'Pre-Fill' button), Citizen Name (PEF), Date of Birth (13/10), Caste (SC), Marital Status (Married), and Mobile No. (9866). The 'Application Form' section includes fields for Father/Husband Name, Gender (Female), Religion (Hindu), Qualification (B.TECH), and a checkbox for 'Is the Mobile Number same as Whatsapp Number?' (Yes/No). The 'Aadhaar Number' field is highlighted with a red box, and the 'Pre-Fill' button is also highlighted.

e) After selecting, click on the submit button.

AP సేవ పోర్టల్

SL No	Name of the Citizen	Citizen Aadhar (Masked)	Gender	Date of Birth & Age	Marital Status	Caste	Sub-Caste	Religion	Type of House	Access To Toilet Facility	Access To Clean Drinking Water,	Access To Cooking Gas	Educational Qualification	Profession	Age
1	Perla Marvi	XXXX-XXXX-9194	FEMALE	13-10-2014 / 10	Unmarried	SC	MALA	Hindu	RCChouse	Individual Sanitary Latrine	MUNICIPAL_PANCHAYAT_TAP	LPG_GAS	1- 9th class	Student	Zen

Grievance Raised By: * **Self**

Grievance Type: * **Caste / Sub caste**

Grievance copy:

I (Applicant), agree that the information/documents submitted is with my consent and can be verified. *

I (Verify Authority), hereby, declare that the particulars given above are correct and complete. I will be responsible for any misrepresentation of facts and will be liable for punitive action. *

Submit

f) If selected Others as shown below, DA can able to select multiple Grievances.

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SL No	Name of the Citizen	Citizen Aadhar (Masked)	Gender	Date of Birth & Age	Marital Status	Caste	Sub-Caste	Religion	Type of House	Access To Toilet Facility	Access To Clean Drinking Water,	Access To Cooking Gas	Educational Qualification	Profession	Age
1	Perla Marvi	XXXX-XXXX-9194	FEMALE	13-10-2014 / 10	Unmarried	SC	MALA	Hindu	RCChouse	Individual Sanitary Latrine	MUNICIPAL_PANCHAYAT_TAP	LPG_GAS	1- 9th class	Student	Zen

Grievance Raised By: * **Self**

Grievance Type: * **Others**

Grievance Sub Type: * **Agricultural land owned x Educational Qualification x**

Search:

- Access to Toilet facility
- Access to clean drinking water
- Access to cooking gas
- Agricultural land owned
- Educational Qualification

Submit

g) After submission a receipt will be generated.

AP సేవ పోర్టల్

- > Profile Update
- > PAN Details
- > Utilization Certificate Upload
- > Dashboard
- > Reports
- > View Transaction
- > Challan Payment
- > Request Tracking System

List Of Services

- Application Submission
- Revenue
- Consumer Affairs, Food and Civil

Payment Receipt Date : .56:41 PM

Secretariat Name : Kondamudi Secretariat ID : U10790152-DA@appgsws.onmicrosoft.com

Application Number : 447 Transaction ID: TGRO241225157447

Service Name : Grievance Others Department Name: Revenue Department

Applicant Name : Perla Marvi Father/Husband Name :

District : Guntur Mandal: Ponnur-r

Amount Paid : 0 /- Amount In Words : Zero Rupees Only

VRO Login:

a) VRO needs to login by giving credentials, after login a dashboard page will be displayed as shown below. Click on the service name as shown below.

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Hello, Village Revenue Officer 10:00:43 PM 25 December 2024 WED Log Out

Home Redirect to Meeseva Request Tracking System Hosue Sites eKYC Status Updation Reports Profile Revenue Sadassulu Grievance Report

Suo Moto Integrated Certificate Verification

1257 Total Service Requests 27 Open Within SLA 326 Open Beyond SLA 831 Closed Within SLA 73 Closed Beyond SLA

Request List - Total Requests Search Transaction

S.No	Request ID	Service Name	Service Category	Department Name	Citizen Name	Applied Date	Status
311	GRO241225	GrievanceOthers	RV	RV	PAR YELU	25/12/2024	Pending
312	GRC241	GrievanceCaste	RV	RV	PAR IYELU	25/12/2024	Pending

b) VRO can see the details which are submitted by the DA, VRO need to update the required details.

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Urban / Rural: Rural District Name: GUNTUR Mandal Name: PONNUR
 Secretariat Code: 10790152 Secretariat Name: KONDAMUDI

SL No	Name of the Citizen	Citizen Aadhar (Masked)	Gender	Date of Birth & Age	Marital Status	Caste	Sub-Caste	Religion	Type of House	Access To Toilet Facility	Access To Clean Drinking Water,	Access To Cooking Gas	Educational Qualification	Profession	Agricultural Land Owned	Residential Land Owned
DA Data	Perla Manvi	XXXX-XXXX-9194	FEMALE	13-10-2014 / 10	Unmarried	SC	MALA	Hindu	RCHouse	Individual Sanitary Latrine	MUNICIPAL_PANCHAYAT_TAP	LPG_GAS	1-9th class	Student	Zero Cents	0 to 5 cents
VRO Data	Perla Manvi	194	FEMALE	13-10-2014 / 10	Unmarried	SC	MALA	Hindu	RCHouse	Individual Sanitary Latrine	MUNICIPAL_PANCHAYAT_TAP	LPG_GAS	Select	Student	Select	0 to 5 cents

Grievance Raised By: self Others Grievance:
 Grievance Type: others (1) Agricultural land owned (2) Educational Qualification

I, hereby, declare that the particulars given above are correct and complete. I will be responsible for any misrepresentation of facts and will be liable for punitive action.

c) After Updating required details, select the checkbox and click on the “Approve” button.

AP సేవ పోర్టల్

Grievance Raised By: self Others Grievance:
 Grievance Type: others (1) Agricultural land owned (2) Educational Qualification

Document upload by VRO:
 Verification Document: No File Chosen Browse
 Remarks*: Recommended

I, hereby, declare that the particulars given above are correct and complete. I will be responsible for any misrepresentation of facts and will be liable for punitive action.

Note: For Caste/Sub Caste type Grievance, the work flow will be the same as Integrated Application.