



GOVERNMENT OF ANDHRA PRADESH

SGSW DEPARTMENT

AutoNagar, Vijayawada

User manual - Thalliki Vandanam Grievance Module

Grievance Module Objective (1/2)

The objective of the grievance module is to enable citizens to raise a grievance under Thalliki Vandanam Scheme

Scheme Eligibility Criteria

S.No	Eligibility Criteria
1	Total household income should not exceed Rs.10,000/- per month in rural areas and Rs. 12,000/- per month in urban areas.
2	At least one person in the household should possess a rice card
3	The total land holding of the household should be less than 3 acres of wet land or less than 10 acres of dry land or less than 10 acres of both combined.
4	Anyone among the household members if owning a 4-wheeler (Taxi, Tractors, Autos are exempted) is not eligible.
5	The monthly Electricity utilization (own or rented house) be less than 300 units/month for the household (the average consumption of electricity of 12 months will be taken into consideration).
6	The household should not own any Municipal property which is 1000 sq. Ft and above.
7	Anyone among the household members employed in any Central/State Government service/PSU or getting Govt. pension (post-retirement) is not eligible (Sanitation workers and Anganwadi workers are exempted irrespective of their salary, and all employees getting less than Rs 10,000/- salary per month in rural areas and less than Rs 12,000/- per month in urban areas are exempted).

Grievance Module Objective (2/2)

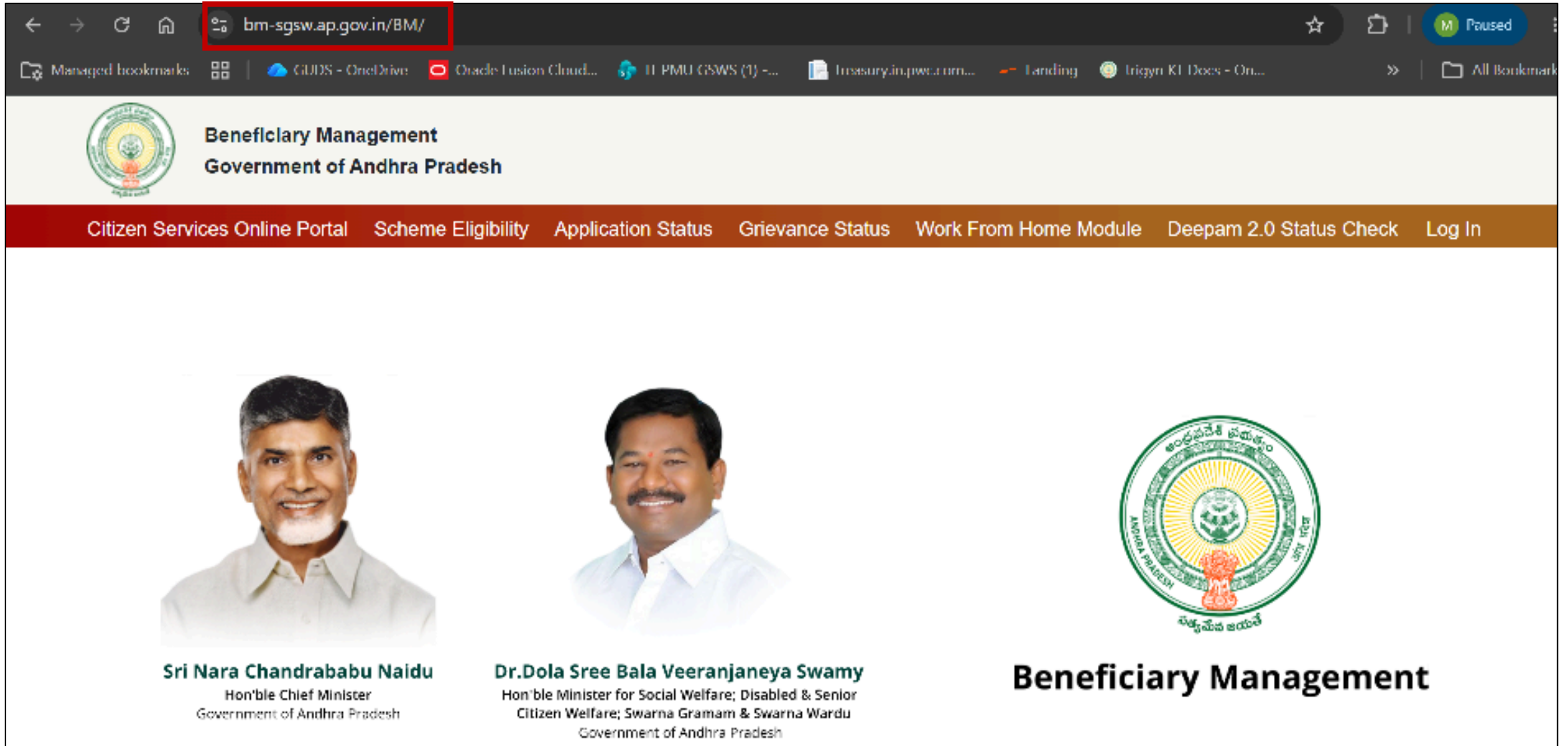
S.No	Eligibility Criteria
8	In case any member in a household is paying Income Tax, the household is not eligible
9	The beneficiary should have been included in the household database in the State of Andhra Pradesh. In case the beneficiary is not present in the household database but the child is present in the database, the SGSW Dept. is to conduct field verification to establish eligibility and map the beneficiary as per rules.
10	The Children of the beneficiary should be studying in Classes I to XII in Government/ Private Aided/ Private Un Aided Schools/ Junior Colleges recognized by the Government of Andhra Pradesh, including Residential Schools/Jr. Colleges. Students opting for ITI/Polytechnic/IIT (RGUKT) and other similar courses benefitted by fee reimbursement are not considered
11	Orphans and street children enrolled in schools through voluntary organizations will be eligible for this benefit, subject to confirmation with the relevant Department.
12	In addition, the NPCI status (Aadhaar seeding) of the mother's bank account must be verified to ensure Aadhaar linkage for DBT disbursement.
13	The additional enrollments in Classes I and XI will be considered for financial assistance after completion of the enrollment process upto 25.08.2026, for the A.Y 2026-27.

Key points to be noted

- Under Thalliki Vandanam – Grievance Submission, users shall enter either the “Child School Enrolment ID” or “Aadhaar Number”
- For eligible children, the grievance cannot be raised.
- For ineligible children, users can raise a grievance only for the grievance type of ineligible parameters flagged against the family members.
 - If a citizen is ineligible due to multiple parameters, grievances shall be raised for all applicable parameters displayed.
- In case the child details not found, user shall enter all the child details and submit the grievance.

Login to Portal (DA/WEDS)

- To begin, log in to the <https://bm-sgsw.ap.gov.in/BM/> portal using your DA/WEDS Login credentials.



The screenshot shows a web browser window with the address bar displaying bm-sgsw.ap.gov.in/BM/. The page header includes the Government of Andhra Pradesh logo and the text "Beneficiary Management Government of Andhra Pradesh". Below the header is a navigation bar with links: "Citizen Services Online Portal", "Scheme Eligibility", "Application Status", "Grievance Status", "Work From Home Module", "Deepam 2.0 Status Check", and "Log In". The main content area features two portraits of ministers: Sri Nara Chandrababu Naidu, Hon'ble Chief Minister, and Dr. Dola Sree Bala Veeranjaneya Swamy, Hon'ble Minister for Social Welfare; Disabled & Senior Citizen Welfare; Swarna Gramam & Swarna Wardu. To the right of the portraits is the official seal of the Government of Andhra Pradesh. At the bottom right, the text "Beneficiary Management" is displayed.

Beneficiary Management
Government of Andhra Pradesh

Citizen Services Online Portal | Scheme Eligibility | Application Status | Grievance Status | Work From Home Module | Deepam 2.0 Status Check | Log In

Sri Nara Chandrababu Naidu
Hon'ble Chief Minister
Government of Andhra Pradesh

Dr. Dola Sree Bala Veeranjaneya Swamy
Hon'ble Minister for Social Welfare; Disabled & Senior
Citizen Welfare; Swarna Gramam & Swarna Wardu
Government of Andhra Pradesh

Beneficiary Management

Create Grievance

- After successful login, click on Grievance module and then select create Grievance
- Enter Aadhaar Number and Select Scheme Type as “Thalliki Vandanam” and Select Year as “2026-27” and click on “Get Details”

The screenshot displays the 'Beneficiary Management Portal' interface. The header includes the portal name, user role 'PANCHAYAT SECRETARY GRADUATE VIGILANT ASSISTANT', the current date and time '10 Jul 2026 04:05 PM', and the user's name 'VAMSI TULE Panchayat Secretary Gm'. A sidebar on the left contains navigation links: Home, Scheme Eligibility Check, NPCI Module, Track Application Status, Grievance Module (highlighted with a red box), Create Grievance Service Request, InSource Grievance Dashboard, Track Grievance Status, Schemes Module, Service Request Application List, Migration Module, and Reports. The 'Grievance Module' is expanded, showing a 'Create a Grievance' button (also highlighted with a red box). The main content area shows the 'Create a Grievance' form with the following fields: 'Aadhaar Number' (text input with placeholder 'Enter 12 digit Aadhaar'), 'Scheme Type' (dropdown menu with placeholder '— Select Scheme —'), and 'Select Year' (dropdown menu with placeholder '— Select Year —'). A 'Get Details' button is located to the right of these fields. A note below the fields states: 'Note: Please enter Aadhaar number and select scheme and year to get the details.'

- Under Thalliki Vandanam – Grievance Submission, Enter “Child’s School Enrolment ID” or “Child Aadhaar Number” and click on “Get Student details”.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADUATE VIGILANT ASSISTANT...
Create a Grievance

20 Jul 2026
08:39 PM

**VAMSI TULE**
Panchayat Secretary Gm



Home

Scheme Eligibility Check

NPCI Module

Track Application Status

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Create a Grievance

Create Grievance Service Request

InSource Grievance Dashboard

Track Grievance Status

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Migration Module

Reports

Home / Grievance Module / Create a Grievance

Talliki Vandanam – Grievance Submission

☒ Enrollment ID ☐ Child Aadhaar Number

Child's School Enrolment ID

✓

Only numeric digits • Exactly 10 digits required

Get Student Details

Student Details

ENROLLMENT ID	CHILD NAME	CLASS
	MOHAMMED FAIZAN	10
GENDER	SCHOOL NAME	CHILD AADHAAR
MALE	SRI KRISHNA GRAMMAR SCHOOL (SECONDARY)	XXXX XXXX 5407
MOTHER NAME		
Zenna Parvin		

Eligibility Status : **Eligible**

Select Grievance Type

Select Grievance Type

Grievance Types

- Below are the grievance types
 - Data Wrong
 - Details not found
 - Electricity
 - Four Wheeler
 - Government Employee
 - Income Tax
 - Land
 - Not having rice card
 - Urban Property

Grievance Type – Data Wrong

- The user shall select the grievance type “data wrong” as displayed and select the “Mother Aadhaar or Guardian Aadhaar
- Upon selection, enter Student Aadhaar and Mother or Guardian Aadhaar, click on Validate and Submit the grievance.

Beneficiary Management Portal
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI/DIGITAL ASSISTANT
Create a Grievance

20 Jul 2025
08:41 PM

VAMSI TULE
Panchayat Secretary Gm

Home / Grievance Module / Create a Grievance

Eligibility Status : **Eligible**

Select Grievance Type *

Data Wrong

Does the above details are correct or not? *

☐ MOTHER AADHAAR ☐ GAURDIAN AADHAAR

STUDENT AADHAAR *

Enter 12-digit STUDENT AADHAAR

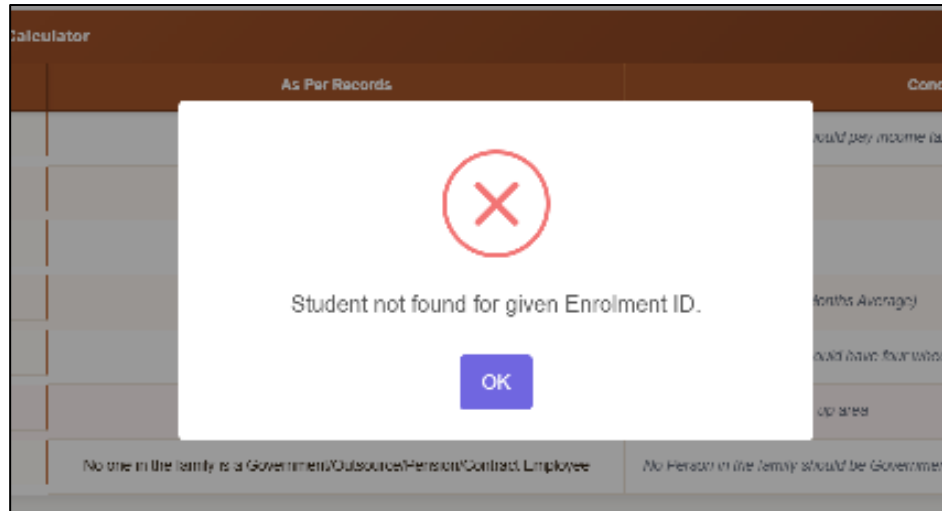
PARENT AADHAAR *

Enter 12 digit PARENT AADHAAR

Note: Validate to raise a grievance if you are in the same HH

Grievance Type – Details not found

- The user shall enter the enrolment ID or Aadhaar Number, then Student not found for given enrolment ID will be displayed.
- The user shall select the grievance type “details not found” as displayed
- Enter Student Details and Submit the grievance.



A screenshot of a web application interface showing a form titled "Enter Student Details". The form is enclosed in a red border. At the top, there is a dropdown menu labeled "Select Grievance Type" with "Details not found" selected. Below this, the form is divided into several sections with input fields and dropdown menus. The sections include: "Child Enrolment ID" (10-digit), "Child Name", "Child Aadhaar" (12-digit), "Mother Name", "Mother Aadhaar" (12-digit), "Father Name", "Father Aadhaar" (12-digit), "Contact Number" (10-digit), "Gender" (dropdown), "Class" (e.g. 5 or 5A), "School Name", "Guardian Name", "Guardian Aadhaar" (12-digit optional), "District" (dropdown), "Mandal" (dropdown), "Secretariat" (dropdown), and a "Submit Grievance" button at the bottom.

Grievance Type – Electricity

- The user shall select the grievance type “Electricity” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance against the service number and make sure the citizen deseed the electricity meter from nearest electricity office.
- Enter the contact number and submit grievance.

Beneficiary Management Portal
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI(DIGITAL) ASSISTANT
Create a Grievance

10 Jul 2028 00:37 PM VAMSI TULE Panchayat Secretary Gra...

Home / Grievance Module / Create a Grievance

Select Grievance Type *

Electricity

Select Person from Household To raise Grievance Against:

Person Name *

Mohammed Shafi

Select the Record to raise Grievance Against:

S.No		Person Name	Service Number	Aadhar	Provider
1	☐	Mohammed Shah		XXXX XXXX 2754	EPDCL
2	☐	Mohammed Shafi		XXXX-XXXX-2754	EPDCL
3	☐	Mohammed Shah		XXXX XXXX 2754	EPDCL

Additional Details:

Contact Number *

Enter Contact Number

Submit Grievance

Grievance Type – Four Wheeler

- The user shall select the grievance type “Four Wheeler” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance.
- Enter the contact number, upload RC and submit grievance.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI(DIGITAL ASSISTANT)
Create a Grievance

10 Jul 2025
9:52 PM

**VAMSI TULE**
Panchayat Secretary Or

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Home

Scheme Eligibility Check

NPCI Module

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Home / Grievance Module / Create a Grievance

Select Grievance Type *

Four Wheeler

Select Person from Household To raise Grievance Against:

Person Name *

Amar Muralidhar Boddepalli

Select the Record to raise Grievance Against:

S.No		Person Name	Registrationno	Registrationdate	Chassisno	Modeldesc	Adharno
1	☐	H A MURALIDHAR	APR1AM2282	2005-03-23	MAI AA51HRGM801464	SANTRO XI RSIII	XXXX-XXXX-4696
2	☐	H A MURALIDHAR	APR1AM2282	3/23/2006	MAI AA51HRGM801464	SANTRO XI RSIII	XXXX-XXXX-4696

Additional Details:

Phone Number *

Enter 10 digit Phone Number

Upload the rc *

Choose File No file chosen

PDF only - Max 5 MB

Submit Grievance

Grievance Type – Government Employee

- The user shall select the grievance type “Government Employee” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance against the CFMS ID.
- Enter the contact number, upload the supported documents and submit grievance.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI(DIGITAL ASSISTANT)
Create a Grievance

10 Jul 2028
05:45 PM

**VAMSI TULE**
Panchayat Secretary Gra...



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Home / Grievance Module / Create a Grievance

Select Grievance Type *

Government Employee

Select Person from Household To raise Grievance Against:

Person Name *

Pandhanki Gowrunaidu

Select the Record to raise Grievance Against:

S.No	Person Name	Cfmsid	Aadhar No
1	Pandhanki Gowrunaidu		XXXX-XXXX-451J

Additional Details:

Phone Number *

Enter 10-digit Phone Number

Upload the supported documents *

Choose File No file chosen

PDF only • Max 5 MB

Submit Grievance

Grievance Type – Income Tax

- The user shall select the grievance type “Income Tax” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance.
- Enter the contact number, upload the supported documents and submit grievance.

Beneficiary Management Portal
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI/DIGITAL ASSISTANT
Create a Grievance

10 Jul 2026
06:11 PM

VAMSI TULE
Panchayat Secretary Cr

Home / Grievance Module / Create a Grievance

Select Grievance Type *

Income Tax

Select Person from Household To raise Grievance Against:

Person Name *

Somagani Veera Venkata Salyanarayana

Select the Record to raise Grievance Against:

S.No		Person Name	Aadhar Number
1	☐	Somagani Veera Venkata Salyanarayana	XXXX XXXX 9377
2	☐	Somagani Veera Venkata Salyanarayana	XXXX - XXXX - 8377

Additional Details:

Phone Number *

Enter 10-digit Phone Number

Upload the ca certificate *

Choose File No file chosen

PDF only • Max 5 MB

✓ Submit Grievance

Grievance Type – Land

- The user shall select the grievance type “Land” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance.
- Enter the contact number and submit grievance.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE VI DIGITAL ASSISTANT
Create a Grievance

30 Jul 2024
05:44 PM

**VAMSI TULE**
Panchayat Secretary Login



Home

Scheme Eligibility Check

MPCI Module

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Create a Grievance

Create Grievance Service Request

Initiate Grievance Dashboard

Track Grievance Status

Schemes Module

Service Request Application End

Migration Module

Reports

My Profile

Home / Grievance Module / Create a Grievance

Select Grievance Type *

Land

Select Person from Household To raise Grievance Against:

Person Name *

Indra Dhanamma

Select the Record to raise Grievance Against:

S.No		Person Name	Khata No	Survey No	Classification type	Occupant / shed	Village Name	Mandal Name	District Name	Aadhar Number
1	☐	Indra Dhanamma	1	123	Dry	0 2000	DONDURU	PUDILI	MARKAPURAM	XXXX XXXX 4085
2	☐	Indra Dhanamma	1	500	Dry	0 9210	SALAKANUTHALA	PUDILI	MARKAPURAM	XXXX XXXX 4085
3	☐	Indra Dhanamma	1	511	Dry	2 2590	SALAKANUTHALA	PUDILI	MARKAPURAM	XXXX-XXXX-1085
4	☐	Indra Dhanamma	1	511	Dry	2 2590	SALAKANUTHALA	PUDILI	MARKAPURAM	XXXX XXXX 4085
5	☐	Indra Dhanamma	1	470	Dry	0 9200	DONDURU	PUDILI	MARKAPURAM	XXXX XXXX 4085
6	☐	Indra Dhanamma	1	474	Dry	0 8600	DONDURU	PUDILI	MARKAPURAM	XXXX-XXXX-1085

Additional Details:

Phone Number *

Enter 10-digit Phone Number

Submit Grievance

Grievance Type – Urban Property

- The user shall select the grievance type “Urban Property” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance.
- Enter the contact number and submit grievance.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADE DIGITAL ASSISTANT...
Create a Grievance

10 Jul 2025
10:17 PM

VAMSI TULE
Panchayat Secretary Gra...

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Scheme Eligibility Check

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InSource Grievance Dashboard

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My Profile

Home / Grievance Module / Create a Grievance

Student Details in Family

S.No	Enrollment ID	Student Name	Child Aadhaar	School Name	Class	Mother Aadhaar	Mother Name	Father Aadhaar	Father Name
1		MOHAMMED FAIZAAN	XXXX-XXXX-5487	SRI KRISHNA GRAMMA	9	XXXX-XXXX-1888	Zainab Parvin	XXXX-XXXX-2754	Muhammed Shah

Select Grievance Type *

Urban Property

Select Person from Household To raise Grievance Against:

Person Name *

Mohammed Shah

Select the Record to raise Grievance Against:

S.No		Person Name	Assessment Number	Property Type	Property Usage	Locality Name	Property Area Sqft	Plot/Unit Name	Aadhaar Number
1	☐	MD SHAIK		Private	RESIDENTIAL	ARILUWA		VISAKHAPATNAM	XXXX XXXX 2754
2	☐	MOHAMMED SHAIK		Private	RESIDENTIAL	CHINA WALIAB		VISAKHAPATNAM	XXXX XXXX 2754

Additional Details:

Phone Number *

Enter 10 digit Phone Number

Submit Grievance

Grievance Type – Not having Rice Card

- The user shall select the grievance type “Urban Property” as displayed
- Select the person from household to raise the grievance against and select the record to raise the grievance.
- Enter the contact number and submit grievance.

**Beneficiary Management Portal**
Government of Andhra Pradesh

PANCHAYAT SECRETARY GRADUATE (DIGITAL ASSISTANT) ...
Create a Grievance

10 Jul 2025
08:55 PM

**VAMSI TULE**
Panchayat Secretary Gra

[→]

Home / Grievance Module / Create a Grievance

FATHER NAME
Mohammed Shah

FATHER AADHAAR
XXXX-XXXX-2754

Student Details in Family

S.No	Enrolment ID	Student Name	Child Aadhaar	School Name	Class	Mother Aadhaar	Mother Name	Father Aadhaar	Father Name
1		MOHAMMED I AIZA...	XXXX XXXX 5467	SRI KRISHNA GRA...	9	XXXX XXXX 5668	Zenna Parvin	XXXX XXXX 2754	Mohammed Sh

Select Grievance Type *

Not having rice card

Rice Card number *

Enter Rice Card number

Note: Validate to raise a grievance if you are in the same IIII

Validate

Submit Grievance