

**GOVERNMENT OF ANDHRA PRADESH**  
**GVWV & VSWS DEPARTMENT**  
**STANDARD OPERATIONAL PROCEDURE (SOP) FOR CONSIDERING THE**  
**GRIEVANCES OF BENEFICIARIES WHO ARE RENDERED INELIGIBLE**  
**FOR VARIOUS WELFARE SCHEMES DUE TO 6 POINT VALIDATION BUT**  
**ARE OTHERWISE ELIGIBLE.**

**INTRODUCTION:**

The Government is committed to revamp the Welfare Schemes benefits delivery system in the state with an aim to improve the living standards of the people through the concept of **NAVARATHNALU** as core theme of the governance. The aim of the Government is to deliver the benefits to all eligible persons on saturation basis irrespective of Caste/Creed/Religion/Region/Gender and Political Affiliation but some persons are rendered ineligible even though they are otherwise eligible due to following reasons:

- a. Not updating the timely mutation of titles relating to Vehicles/Land
- b. Wrong entries in the records
- c. Ignorance
- d. Once an Income Tax assessee but not now He / She is not income tax assessee
- e. Combined electric meter for so many households
- f. No valid Documents at the time of identification of beneficiaries’  
Other persons misused their names without beneficiaries’ knowledge etc.,

In such cases, Proper verification has be conducted because some eligible persons do not get the benefit of welfare schemes missed without their fault even though they are eligible,duly following the procedures and time limits in the following **Standard Operational Procedures (SOP):**

<b>Sl.No.</b>	<b>Details</b>	<b>Activities</b>	<b>Authority Responsible</b>
1.	Registration of Grievance Directly in VSWS/ SPANDANA/ 1902.	Forward the Grievance to the concerned Welfare Assistant / Ward Welfare & Development Secretary within 1 working day.	Digital Assistant/Ward Education & Data Processing Secretary.
2.	Primary Field	Primary Field Verification	Welfare

	Verification	and furnish the report to the Panchayath Secretary/ Ward Administrative Secretary within 3 working days.	Assistant / Ward Welfare & Development Secretary
3.	Secondary Field Verification	Secondary Field Verification and submit the report to the MPDO/Municipal Commissioner within 3 working days.	Panchayat Secretary/Ward Administrative Secretary
4.	Recommendation to the Joint Collectors (VWS&D)	Verify the reports submitted by the Panchayath Secretary / Ward Administrative Secretary and submit report with recommendation to the Joint Collectors (VWS&D) within 3 days.	MPDOs/Municipal Commissioners
5.	Final Authority	Based on the reports Joint Collectors (VWS&D) shall pass the orders within 4 working days.	Joint Collectors (VWS&D)
6.	<p>Mismatch of Reports</p> <p><b>I. Scenario:</b> Where the findings of Welfare Assistants/Ward Welfare &amp; Development Secretary and the Panchayath Secretary/Ward Administrative Secretary is <b>same</b>.</p> <p>II. Where the findings of Welfare Assistants /Ward Welfare &amp; Development Secretary and the Panchayat Secretary/Ward Administrative Secretary do not match.</p>	<p>Verify the reports and recommend to the Joint Collector (VWS&amp;D).</p> <ul style="list-style-type: none"> <li>• Verify the reports along with other documents</li> <li>• May visit personally or depute some officer and submit the report to the Joint Collector (VWS&amp;D).</li> </ul>	<p>MPDOs/Municipal Commissioners</p> <p>MPDOs/Municipal Commissioners</p>

7.	Random Verification	<ul style="list-style-type: none"> <li>• Random Verification of <b>10%</b> of the reports where in findings by Welfare Assistants/Ward Welfare &amp; Development Secretary and the Panchayath Secretary/Ward Administrative Secretary is same.</li> <li>• Random Verification of <b>1%</b> of the reports submitted by MPDOs/Municipal Commissioners.</li> </ul>	<p>MPDOs/Municipal Commissioners</p> <p>Joint Collectors (VWS&amp;D)</p>
8.	Changes in the database	If the person is found eligible and the final orders are passed by JC(VWS&D), the Concerned Department shall change in their database within 3 working days.	Concerned Head of the Department.
9.	Intimation to the Applicant.	The Joint Collectors decision will be informed to the concerned Applicant.	Digital Assistant/Ward Education & Data Processing Secretary.

10.	New eligible persons may apply again.	After updating in the respective Departments data base, the eligible persons may apply again and get benefits.	Welfare Assistant / Ward Welfare & Development Secretary
11.	Pending Applications as on date	Will be examined and decided duly following above verification procedure.	Welfare Assistants/Ward Welfare & Development Secretary and the Panchayath Secretary/Ward Administrative Secretary
12.	Closed Grievances	The Applicants can re-apply to avail the benefits.	Digital Assistant/Ward Education & Data Processing Secretary
13.	Report on updation of database	The Concerned Departments shall furnish weekly reports to the Principal Secretary to Government, GVWV&VSWS Department in the beginning. After 6 months shall furnish reports every month on or before 5 <sup>th</sup> .	Respective Head of the Departments.
14.	Monthly Progress Reports	The Joint Collectors (VWS&D) shall submit Progress reports on or before 5 <sup>th</sup> of every month to the Commissioner & Director, GVWV & VSWS Department.	Joint Collectors (VWS&D)