EASE OF LIVING
SOPs

BIRTH CERTIFICATE

1	**Name of Approval / NoC/ License/ Registration**	**Birth Certificate**
2	**Competent Authority**	Registrar of births and deaths, Municipal Corporation
3	**Applicability Criteria**	Anyone who wants to register birth or wants birth certificate
4	**Stage**	NA
5	**SLA/ Number of Days**	7 days
6	**Documents Required**	NA
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license**	- The citizen visits the APSEVA portal and clicks on Citizen Login. - By providing login credentials, the citizen will login and select the "Birth Certificate" service and fill the online application form. - The citizen will upload the relevant documents online and make the payment online to submit the application form. - The citizen may have to give an undertaking for the service. - Once submitted the Application is forwarded to the Registrar for verification. - Once verified, the Citizen will receive an SMS on mobile phone. The Approve/Reject status will be updated at the AP Seva portal. - The citizen can check the status of the Birth certificate by entering the application number. - The citizen can login and download the birth certificate.
9	**Fee & mode of payment**	60/-

DEATH CERTIFICATE

1	Name of Approval / NoC/ License/ Registration	Death Certificate
2	Competent Authority	Registrar of births & deaths, Municipal Corp
3	Applicability Criteria	Person who wants to register death of a relative
4	Stage	NA
5	SLA/ Number of Days	7 days
6	Documents Required	NA
7	Form Submission	**https://vswsonline.ap.gov.in/#/home**
8	Procedure for getting license	• The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Death Certificate" service and fill the online application form. • The Citizen will upload the relevant documents online, make the payment online, and submit the application form • The citizen may have to give an undertaking for the service. • Once submitted the Application is forwarded to the Registrar for verification. • Once verified, the Citizen will receive an SMS on mobile phone. The Approve/Reject status will be updated at the AP Seva portal. • The citizen can check the status of the Death certificate by entering the application number. • The citizen can login and download the death certificate.
9	Fee & mode of payment	60/-

INCOME CERTIFICATE

1	Name of Approval / NoC/ License/ Registration	Income Certificate
2	Competent Authority	Tahsildar/Deputy Tahsildar of Revenue Department
3	Applicability Criteria	Anyone who wants an Income Certificate
4	Stage	NA
5	SLA/ Number of Days	7 days
6	Documents Required	• Copy of IT Returns/Pay Slips (Any other documents for income proof) • Ration Card/EPIC Card/Aadhar Card
7	Form Submission	**https://vswsonline.ap.gov.in/#/home**
8	Procedure for getting license/certificate	For First time issuance of Income Certificate: • The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Income Certificate" service and fill the online application form. • The Citizen will upload the relevant documents online, make the payment online, and submit the application form. • The citizen may have to give an undertaking for the service. • Village Revenue Officer (VRO) verifies the application details and documents and conducts a field verification if necessary. • Revenue Inspector (RI) reverifies the recommendations made by the VRO • Tahsildar is the approving authority and approves the same after going through all the recommendations • The citizen can track the progress of his/her Income certificate by entering the application number. • Once the Income certificate is approved, the citizen can login and download or print it.
9	Fee & mode of payment	12/-

INTEGRATED CERTIFICATE

1	Name of Approval / NoC/ License/ Registration	Community, Nativity, and Date of Birth Certificate (Integrated Certificate)
2	Competent Authority	Tahsildar (MRO) or Revenue Divisional Officer (RDO) of Revenue Department
3	Applicability Criteria	Citizens of Andhra Pradesh belonging to communities of BC, SC, ST, and OC can apply for the purpose of availing scholarships, fee reimbursements and other welfare schemes
4	Stage	NA
5	SLA/ Number of Days	30 days
6	Documents Required	• SSC marks memo or Transfer Certificate or DOB extract from Municipality/Gram Panchayat • Previously issued Caste Certificate (Either applicant/his/her parents/his/her family members) [wherever applicable]
7	Form Submission	**https://vswsonline.ap.gov.in/#/home**
8	Procedure for getting license/certificate	For first time issuance of integrated certificate: • The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Integrated Certificate" service and fill the online application form. • The citizen will upload relevant documents online and submit the application form. • The citizen may have to give an undertaking for the service. • Village Revenue Officer (VRO) verifies the documents and details and conducts a field verification if necessary. • Revenue Inspector (RI) reverifies the recommendations made by the VRO and forwards application to Tahsildar. • For some castes, Tahsildar is the final approving authority and after reviewing the recommendations he/she approves/rejects the application. • Tahsildar reverifies and makes recommendations and forwards the application to Revenue Divisional Officer (RDO) if required. • RDO reverifies the application and recommendations. The RDO finally approves/rejects the Application. • The citizen can track the status of his application and see where it is pending in AP Seva portal. • Once approved, citizen can login and download or print the integrated certificate
9	Fee & mode of payment	12/-

MARRIAGE CERTIFICATE (Registration)

1	Name of Approval / NoC/ License/ Registration	**Hindu Marriage Certificate**
2	**Competent Authority**	Sub Registrar Office (SRO) – Department of Registration and Stamps
3	**Applicability Criteria**	Hindu married couples who want a Hindu Marriage Certificate.
4	**Stage**	NA
5	**SLA/ Number of Days**	7 days for first time 15 min for subsequent times
6	**Documents Required**	• Wedding Card • Date of Birth Proof, SSC Marks Memo, • Passport, Birth certificate issued by Local Bodies, Notary affidavit or any other proof (Both Husband and Wife) • Marriage Photo • Residence Proof (Both Husband and Wife)
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license/certificate**	• The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Marriage Certificate" service and fill the online application form. • The Citizen will upload the relevant documents online and submit the application form • The citizen may have to give an undertaking for the service. • After Application is submitted a receipt is generated. • Sub Registrar Officer (SRO) is the final approving authority and based on verification can either Approve or Reject the Application • Once SRO approves, the applicant can login and download or print the Marriage Certificate.
9	**Fee & mode of payment**	212/ - for Same caste 12/- for Inter caste

ELECTRICITY CONNECTION

1	Name of Approval / NoC/ License/ Registration	**Electricity Connection**
2	**Competent Authority**	ADEs, Andhra Pradesh DISCOMs
3	**Applicability Criteria**	Any citizen who needs an electric connection
4	**Stage**	NA
5	**SLA/ Number of Days**	Connections up to 150KVA, including those requiring CEIG Approval - 7 days (if RoW is not required) and 15 days (if RoW is required)
6	**Documents Required**	- ID Proof – Ration card, PAN Card, Aadhaar Card, Passport, Driving License. - Caste Certificate (Mandatory if SC & ST) - Proof of Ownership – 1) Sale Deed 2) Allotment, Possession letter 3) Municipal Tax receipt 4) Gift deed 5) Will deed or any other valid document
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license/certificate**	- The citizen visits the APSEVA portal and clicks on Citizen Login. - By providing login credentials, the citizen will login and select the "New Electricity Connection" service and fill the online application form. - The Citizen will upload the relevant documents and submits the application form online - The citizen may have to give an undertaking for the service. - The Service charges to be paid will be based on the department connection being applied for. - After Application is submitted online, the Application is forwarded to respective Departments for verification - Once the verification is completed and the request is approved by the ADE of respective departments the citizen is notified through message on phone. - The citizen can login and download approval acknowledgement for new electricity connection.
9	**Fee & mode of payment**	50/- User charges Service charges may change based on Department connection applied for.

WATER CONNECTION

1	Name of Approval / NoC/ License/ Registration	New Water Connection
2	Competent Authority	Commissioner - CDMA
3	Applicability Criteria	Any citizen who needs a water connection for their property
4	Stage	NA
5	SLA/ Number of Days	15 Days
6	Documents Required	• Site Plan indicating the distribution line and point of water connection. • Latest Property Tax Receipt • Copies of total units/flat (Applicable to multistoried buildings) • No Objection letter from all the units/flat owners (Application only to multistoried buildings) • Copy of Rice card (Applicable for BPL connections) • Copy of Income certificate (Applicable for BPL connections)
7	Form Submission	**https://vswsonline.ap.gov.in/#/home**
8	Procedure for getting license/certificate	• The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "New Water Connection" service and fill the online application form. • The Citizen will upload the relevant documents and submit the application form online. • The citizen may have to give an undertaking for the service. • Once submitted the application is forwarded to the Ward Amenities secretary for verification. • After Ward Amenities Secretary verifies it is forwarded to the Assistant Engineer, who verifies and forwards to the next level. • The Deputy Executive Engineer reverifies and makes his/her recommendations and forwards to next level • Commissioner is the approval authority and verifies and approves or rejects the Application. • Once the verification is completed and the request is approved by the Commissioner the citizen is notified through message on phone. • The citizen can login and download approval acknowledgement for new water connection.
9	Fee & mode of payment	50/- User charges. (Service charges may change based on Department connection applied for.)

RICE CARDS

1	Name of Approval / NoC/ License/ Registration	New Rice Card
2	Competent Authority	VRO and MRO of Revenue Department
3	Applicability Criteria	Any citizen or family that needs a rice card and belongs to BPL
4	Stage	NA
5	SLA/ Number of Days	180 days
6	Documents Required	Rice Cards with two or more members • Aadhaar Card Numbers of all members • Address Proof • Income Certificate • Age Proof (if woman applying, she must be more than 18 years and if man is applying, he must be more than 21 years) Rice Card for Single Member must submit the same documents as above and additionally • If Widower/ Widow provide death certificate of Spouse.
7	Form Submission	**https://vswsonline.ap.gov.in/#/home**
8	Procedure for getting license/certificate	• The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Rice Card" service and fill the online application form. • The Citizen will upload the relevant documents, make the payment, and submit the application form online. The application is forwarded to next level. • The citizen may have to give an undertaking for the service. • The Village Revenue Officer (VRO) will review the form and documents and either Recommend or Not Recommend the application and give a consent for the Social Audit. • For New Rice card application, the VRO must tag the fair price shop to the application • The verification authority is notified through a pop-up window once the application is verified and submitted • If the VRO recommends the application it is sent to the Rice Card Portal (NIC) for further processing e.g., generation of rice card no, deletion/addition etc. • Once the department process is completed the Rice card is sent to the Mandal Revenue Officer (MRO) for a digital sign. The MRO digitally signs the Rice card and forwards it to the VRO / DA login. • The citizen can login and download or print a copy of the Rice card.
9	Fee & mode of payment	24/-

STATE HEALTH CARDS/AROGYASRI CARD

1	Name of Approval / NoC/ License/ Registration	**ArogyaSri/ State Health card**
2	**Competent Authority**	District Arogya Sri Coordinator of Health Medical and Family Welfare Department
3	**Applicability Criteria**	Any BPL citizen/family
4	**Stage**	NA
5	**SLA/ Number of Days**	20 days
6	**Documents Required**	• Aadhaar Cards • Ration Card • Family Photo
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license/certificate**	• The citizen visits the APSEVA portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Arogyasri Card" service and fill the online application form. • The citizen may have to give an undertaking for the service. • The Citizen will upload the relevant documents, make the payment online and submit the application form. • System validation will be run, and successful applications will move to the next level. • The district Arogya Sri Coordinator will verify the family photo. • Once approved the UHID is autogenerated. • Once the health card is approved, the citizen can login to download a copy of it.
9	**Fee & mode of payment**	70/-

ENCUMBRANCE CERTIFICATE

1	Name of Approval / NoC/ License/ Registration	**Encumbrance certificate**
2	**Competent Authority**	Sub registrar office (SRO)
3	**Applicability Criteria**	Person who needs to know the history of sale & purchase of a property will require encumbrance certificate.
4	**Stage**	NA
5	**SLA/ Number of Days**	Same day if applied before 2pm or 3 days
6	**Documents Required**	NA
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license**	- The citizen visits the AP Seva portal and clicks on Citizen Login. - By providing login credentials, the citizen will login and select the "Encumbrance Certificate" service and fill the online application form. - The citizen may have to give an undertaking for the service. - The Citizen will enter the application form details and the land details with the history of the land from the Registration department will be shown. - The citizen can download/print the encumbrance certificate.
9	**Fee & mode of payment**	210/-

DRIVING LICENSE

1	**Name of Approval / NoC/ License/ Registration**	**Driving License**
2	**Competent Authority**	Transport department
3	**Applicability Criteria**	Any citizen who needs a driving license and is above 18 years
4	**Stage**	NA
5	**SLA/ Number of Days**	30
6	**Documents Required**	• ID Proof – Ration card, PAN Card, Aadhaar Card, Passport
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license**	• The citizen visits the AP Seva portal and clicks on Citizen Login. • By providing login credentials, the citizen will login and select the "Driving License" service and fill the online application form. • The citizen may have to give an undertaking for the service. • After making the payment online, the Application is submitted. The submitted application is forwarded to transport department for verification. • The applicant will take the driving test on the selected date in front of the assessor and will receive the license if he/she passes the test. • The citizen can login and download/print a copy of the Driving License.
9	**Fee & mode of payment**	1260/-

JOB SEEKER REGISTRATION

1	**Name of Approval / NoC/ License/ Registration**	**Job Seeker registration**
2	**Competent Authority**	Directorate of employment exchange
3	**Applicability Criteria**	Any citizen who wants to apply for a job
4	**Stage**	NA
5	**SLA/ Number of Days**	Spot registration
6	**Documents Required**	• ID Proof –PAN Card, Aadhaar Card, Passport
7	**Form Submission**	**https://vswsonline.ap.gov.in/#/home**
8	**Procedure for getting license**	- The citizen visits the AP Seva portal and clicks on Citizen Login. - By providing login credentials, the citizen will login and select the "Job seeker registration" service and fill the details. - The citizen may have to give an undertaking for the service. - The citizen enters email ID, password, and 10-digit mobile number. - The citizen selects the unique ID as Aadhar which will be authenticated using UIDAI service. - The citizen enters 5-6 skills in the application. - The citizen clicks submit button at the end and an OTP will be sent to the mobile number which was entered for verification. - The account is created successfully, and the citizen can check the available jobs based on his/her profile. - Note: The applicant needs to login in to their active account after every three (3) months to ensure renewal of registration.
9	**Fee & mode of payment**	No fee required