Standard Operating Procedure (SOP)
Of Awaas+ App Used for Self Survey of PMAY-G Beneficiary

Ministry of Rural
Development Government of India

Introduction

The Awaas+ mobile application is part of the government's digital initiative to streamline the implementation of the Pradhan Mantri Awaas Yojana (PMAY) – Gramin. This app assists in the efficient identification and management of eligible beneficiaries for the PMAY-G scheme using self survey.
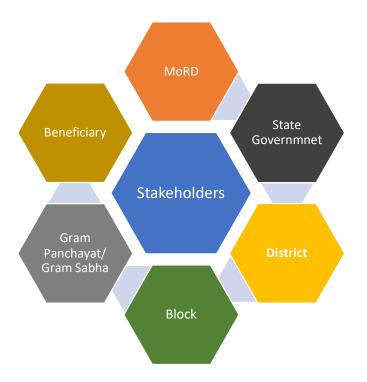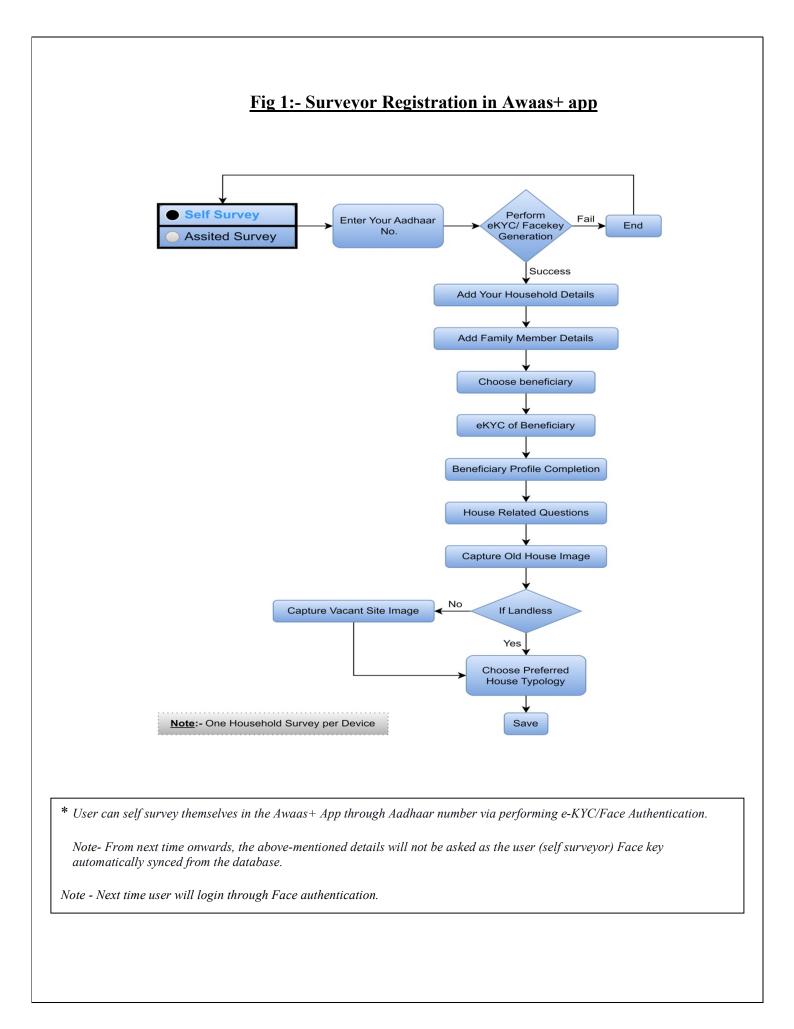
Objective

This Standard Operating Procedure document aims to provide a defined process for performing the survey of beneficiaries online and offline. It also features the proposed initiatives like e-KYC/Face key Generation of the beneficiary and the use of an AI/ML model for authentication of evidence collected which enable the department to identify the correct beneficiary to provide a pucca house under the scheme.

Features

- **Beneficiary Registration:** The app allows field officers to register new beneficiaries who were left out from the original survey and ensures that all eligible households receive the benefits of the PMAY-Gramin scheme.

- **Data Collection and Verification**: The app facilitates the collection and verification of data directly from the field. This includes capturing geo-tagged photos and other necessary documents to verify the beneficiary's eligibility.

- **Real-time Monitoring:** It provides real-time updates and monitoring of the progress of the housing scheme and also ensures transparency and accountability in the implementation.

- **User-Friendly Interface**: Designed to be user-friendly, the app is accessible to field officers and other stakeholders involved in the implementation of the scheme. It supports multiple languages to cater to diverse users across India.

- **Integration with Other Schemes**: It is integrated with other government schemes like MGNREGA to provide comprehensive support to beneficiaries, including financial assistance for building toilets and other amenities.

- **Reporting and Analytics:** This app offers various reporting and analytics features to help administrators track the progress of the scheme and make data-driven decisions.
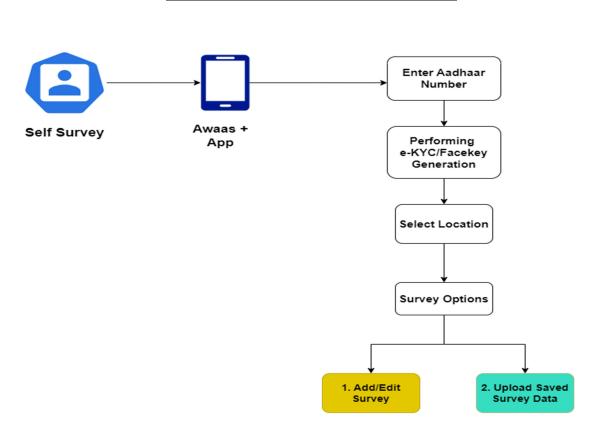
Stakeholders Involved

Fig 1:- Surveyor Registration in Awaas+ app

* *User can self survey themselves in the Awaas+ App through Aadhaar number via performing e-KYC/Face Authentication.*

  Note- From next time onwards, the above-mentioned details will not be asked as the user (self surveyor) Face key automatically synced from the database.

Note - Next time user will login through Face authentication.

Detailed Steps/Process Involved in Self Survey in Awaas+ App.

i. When the user opens the app the first time, they have to permit accessing the camera and location of the device.

ii. After that for Self Survey in the Awaas+ app, the user must enter their Aadhaar Number and click on the proceed.

iii. After that, a screen for e-KYC/Face authentication will appear.

iv. Do the steps as asked by the e-KYC/Face authentication and complete the self survey process.

v. After that select the location (state, district, block and panchayat) and then click on proceed.

vi. After that, a screen for Face authentication will appear to login into app.

Fig 2:- Survey options in Awaas+ app

Add/Edit Survey: - This section contains a detailed questionnaire prepared for the identification of actual beneficiaries based on the guidelines of the PMAY-G scheme. It has also the facility of checking the eligibility criteria of the beneficiary as per the parameters of the AwaasPlus survey.

Upload Saved Survey Data: - This tab is being used to upload the saved survey record which was stored during the survey of beneficiaries.
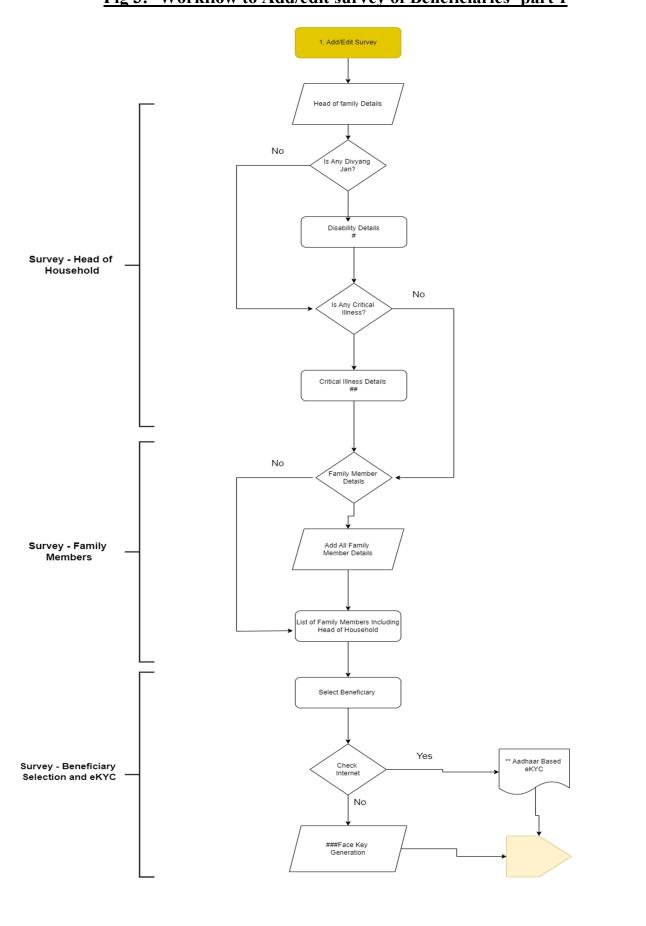
Fig 3:- Workflow to Add/edit survey of Beneficiaries- part 1

Details pertaining to disability of family members will be sought during registration of beneficiary.

Details pertaining to critical illness (type of illness) of family member will be sought during registration of beneficiary.

* After adding all family members, a list of all members including the head of the family will appear. The beneficiary will be selected from the list.

** After the selection of a beneficiary, the application will perform the Aadhaar based e-KYC of the beneficiary, if the internet is available in that location.

The Face key of the beneficiary will be generated if the internet is not available in the location.
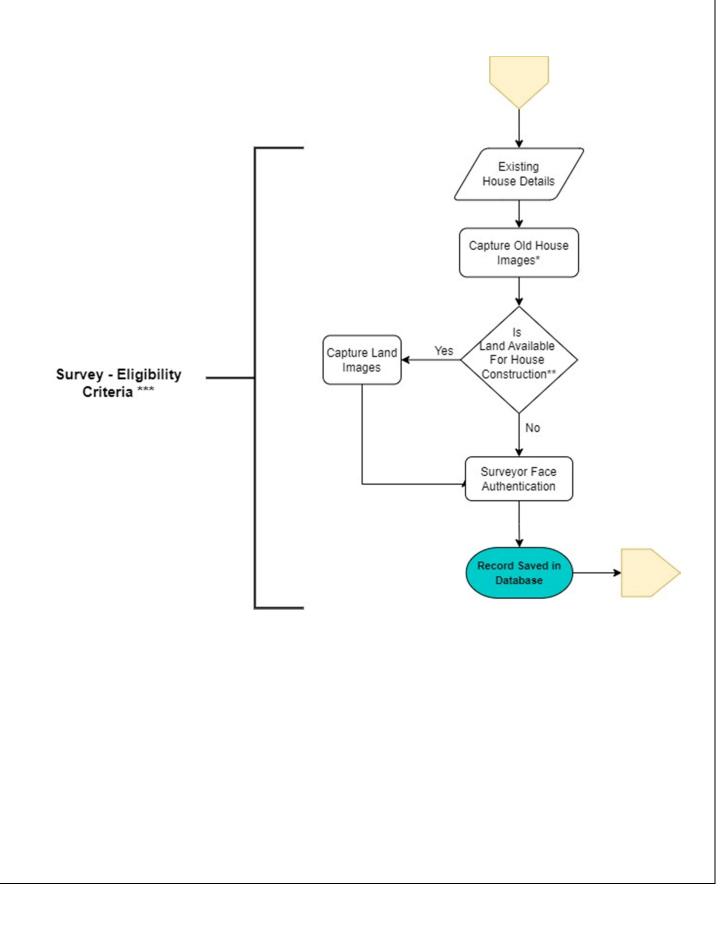
Detailed Steps/Process Involved in "Add/Edit Survey of Beneficiary -part 1".

A. Head of Household Survey

i.   Enter Households basic details such as Name, Aadhaar no, Gender, Category occupation etc.
ii. Enter the details of Divyang Jan, if any.
iii. Enter the details of Critical illness, if any.

B. Family Member's Survey

i.   Capture the basic details of family members like Name, Aadhaar number, Gender, relationship with Head of household etc.
ii. Add all details of family member.
iii. A list of beneficiaries along with the Head of the household will be appeared.
iv. Select beneficiary.
v.   Check the internet, and if available do the process of e-KYC of the beneficiary else if internet is not available then it will be directed to Face key Generation.
vi. After e-KYC of the beneficiary, Face key Generation will be performed.

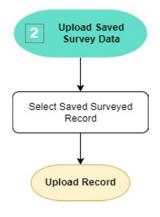# Fig 4:- Workflow to Add/edit survey of Beneficiaries- part 2

* After capturing the old house image, the surveyor must provide their remarks pertaining to an existing house in the given "Add Remark" input section.

** Select the check box, if the land is available with the beneficiary for the construction of the house and capture the image of the land. The surveyor must enter their remarks related to land in the given "Add Remark" box.

*** Section defines the eligibility of beneficiary for PMAY-G through a questionnaire prepared like owning a pucca house, Availability of two/three/four-wheeler, Income more than Rs. 15,000 per month, income/professional tax etc.

Eligibility Criteria Survey

i.   Enter details of the existing house like the condition of the wall/roof, ownership of the house, number of rooms etc.
ii. Capture the image of the existing house and add remarks in the given section.
iii. Sought details on eligibility parameters defined in SECC survey such as source of household income, availability of two/three/four-wheeler, Family member earning more than 15,000 per month, Income/professional tax etc.
iv. Record and store all the details in the Awaas+ application.
v.   Enter the details of land available with Household for construction of house under PMAY scheme, if any. Capture the image of the land and add a remark in the given box.

Fig 6: - Workflow to "Upload Saved survey Data"

Detailed Steps/Process Involved in "Upload Saved Survey Data"

   i.   Select the record saved during survey of beneficiary.
   ii. Upload the same on PMAY-G server.

Process Maps

The mapping of processes provides comprehensive information on all the primary activities. It provides the information on purpose and scope of a particular activity, inputs required and outcomes of the activity, along with the process charts to give a holistic view of the activity.

Process Map Keys	
⬭	Start / Stop of the process flow diagram
▭	Process performed
◇	Decision Box
▱	Input/output
⬓	Document /Reports
⬠	Off page connector