No. M-12018/02/2019-RH (M&T) (e 368146)
Government of India
Ministry of Rural Development
Department of Rural Development
Rural Housing Division
*****

Krishi Bhawan, New Delhi
Dated: 27th December 2024

To,

The Additional Chief Secretary/ Principal Secretary/ Secretary,
Department of Rural Development & Panchayati Raj
(In-charge of Pradhan Mantri Awaas Yojana-Gramin (PMAY-G)),
All States Governments & UT Administrations (except Delhi, Chandigarh and Puducherry)

Subject: Standard Operating Procedure (SOP) for conducting Self Survey and Assisted Survey on the Awaas+ 2024 mobile application under Pradhan Mantri Awaas Yojana-Gramin – reg.

Sir/Madam,

        I am directed to inform you that the Ministry of Rural Development has been implementing the Pradhan Mantri Awaas Yojana – Gramin (PMAY-G) since 1st April 2016, with the objective of achieving the goal of "Housing for All". Under the scheme's mandate, the Ministry had been tasked with facilitating the construction of 4.95 crore houses by March 2029. Furthermore, the Union Cabinet while approving the target of additional 2 crore houses to be constructed during 2024-25, has also accorded approval for conducting an exercise for updating the list of beneficiaries for identifying additional eligible rural households as per the revised exclusion criteria for getting benefits under the PMAY-G. The list shall be updated after conducting fresh survey by the States/UTs.

2.   In this regard, to streamline the process of identifying and including additional eligible households for housing assistance, the Awaas+ mobile application was launched by the Hon'ble Prime Minister Shri Narendra Modi in Bhubaneswar on 17th September 2024. This application is aimed at identifying additional rural households eligible for benefits under the scheme based on the guidelines of PMAY-G.

3.   Moreover, the survey for identifying eligible beneficiaries through the Awaas+ app shall be conducted by pre-registered surveyors who are mapped to respective Gram Panchayats by the State/UTs. Additionally, to ensure comprehensive coverage and inclusion of all eligible beneficiaries, the application enables citizens to perform Aadhaar-based eKYC and self-survey.

4.   In this regard, a detailed Standard Operating Procedure (SoP) for smooth conduct of the **assisted survey and self-survey for updation of Awaas plus list through the Awaas + 2024** mobile application for the ready reference of States/UTs and relevant stakeholders is enclosed herewith. Any

future updation in the SoP, if required, will be communicated to States and UTs during the conduct of survey.

5.   In this regard, the States/UTs are requested to take necessary action to ensure the effective and efficient dissemination of SoP to officials involved in survey process and to targeted beneficiaries of scheme though official channel effective media /social media outreach and by involving relevant stakeholders.

<div align="right">Yours faithfully,</div>

Encl.: As above.

<div align="right">
Signed by Shakti Kant Singh
(Shakti Kant Singh)
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Copy to:

i. The Commissioner/Director/State Nodal Officers, RD & PR (PMAYG) of all States and UTs implementing the PMAY-G for information & necessary action.
ii. PSO to SRD, MoRD
iii. PS to DDG (RH), MoRD
iv. DIR/JD of the Rural Housing Division of MoRD
v. NIC unit, MoRD.

STANDARD OPERATING PROCEDURES FOR THE AWAAS+ 2024 SURVEY MOBILE APPLICATION

GOVERNMENT OF INDIA
MINISTRY OF RURAL DEVELOPMENT

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1. INTRODUCTION

The Awaas+ mobile app, developed under the Pradhan Mantri Awas Yojana – Gramin (PMAY-G), was launched by Hon'ble PM Shri Narendra Modi in Bhubaneshwar on 17th September 2024.

The application aims to simplify the identification and inclusion of additional deprived households for housing assistance. It is a cutting-edge initiative aimed at identifying eligible beneficiaries through a comprehensive AI-enabled face authentication technology-based app for household survey.

The app captures details of potentially eligible households, including geo-tagged photograph of the present dwelling and the proposed site for construction of PMAY-G house.The app ensures:
- Accurate data collection,
- Focus on transparency and
- Ease of use for both citizens and officials

The Key features of Awaas+ survey application are as follows:

1. Self-Survey
2. Assisted Survey
3. Housing Typology Selection
4. Face Authentication
5. Online & Offline Mode
6. Data Capturing of HHs
7. Time Stamped & geo-tagged photos.

2. SOP FOR SELF-SURVEY USING AWAAS+ 2024 APPLICATION

2.1 DOWNLOADING THE AWAASPLUS APP

2.1.1 Download the AwaasPlus App via https://pmayg.nic.in.
2.1.2 The application is supported for Android Phones only.
2.1.3 Any citizen with a valid Aadhaar number can login into AwaasPlus using self-survey feature. Only one self-survey can be done from one device.

2.2 AUTHENTICATION AND ACCESS

2.2.1 The self-survey can be conducted by either a member of the beneficiary household or an authorized representative. Access to the application will require Aadhaar-based e-KYC verification.
2.2.2 Face authentication-based e-KYC using Aadhaar is the sole method of authentication for accessing the application.

2.3 SURVEY PROCESS

2.3.1 After logging into the application, options to add a new survey, edit an existing one, or upload a completed survey will be displayed.
2.3.2 While conducting survey, location of the household up to village level is required. Only LGD compliant Districts, Blocks, GPs and villages are available for selection.
2.3.3 State name will automatically be fixed based on the address fetched from Aadhaar. Self-survey to be done in the village where beneficiary is residing.

2.4 SURVEY DETAILS

2.4.1 The first part of the survey requires gathering essential personal information for all household members including their Aadhaar numbers, mobile numbers, and other socio-economic details.
2.4.2 After providing the required information, one family member must be selected as the potential beneficiary based on the following considerations:
- If the family includes female members, the female family member must be selected as the beneficiary.
- If the family has no female members, any family member can be chosen as the beneficiary.

2.5   BENEFICIARY E-KYC

Face authentication-based e-KYC of the chosen potential beneficiary is mandatory, however:

2.5.1   If e-KYC of beneficiary cannot be performed due to issues such as no internet connectivity, unavailability of Aadhaar, non-updation of biometric data in Aadhaar, etc., the app will allow the beneficiary's face to be captured and stored, so that eKYC can be conducted later.

2.5.2   The reason for the failure of e-KYC is also captured automatically.

2.6   BANK ACCOUNT DETAILS

2.6.1   The option to enter the potential beneficiary's bank account details will become available in the next step. However, it is not mandatory as any benefits will be disbursed later through the Aadhaar Payment Bridge (APB).

2.7   HOUSE TYPE QUESTIONNAIRE AND PHOTOS

2.7.1   In the next part of the survey, responses to a questionnaire about the type of house will be recorded. All questions are objective in nature, and this part of the survey must be carried out with due diligence.

2.7.2   Photos of the family's existing house and the proposed site (if they are found eligible and receive benefits under PMAY-G) should be captured in the next stage.

2.7.3   These photos are geo-tagged and timestamped to record their exact location and time are recorded. These photos will then be analysed using AI models to assess eligibility.

2.7.4   If the household is found eligible and receives benefits under PMAY-G, the proposed site will serve as the reference point for setting up a geo-fence.

2.8   HOUSING DESIGN PREFERENCES

2.8.1   In the final phase of the survey application, users will be presented with options for housing designs and mason training programs. While the users can select any housing design, the chosen design will be considered as preference only.

2.9   SURVEY CONFIRMATION

2.9.1   After completing the survey application, a preview of the submitted information will be displayed. User must then provide a declaration confirming the accuracy and truthfulness of the details provided.

2.9.2   **If any information is found to be incorrect later at the time of scrutiny, household may be held responsible and will be liable for necessary administrative action.**

2.9.3   The survey will save automatically after each screen, allowing users to access or edit it any time before submission. Once the survey is finalized and uploaded to the server, no further modifications can be made.

2.10   INCOMPLETE SURVEY

2.10.1   Any survey conducted without completing the beneficiary's e-KYC will be considered incomplete.

2.10.2   The incomplete surveys identified in the previous step will be accessible to the self-surveyor, who will have the option to reopen and complete the e-KYC process later. Completing e-KYC is mandatory for finalizing the self-survey. For self-surveys, beneficiary is responsible for updating the Aadhaar details and completing the e-KYC process on the App.

2.11   SURVEY REPORTS

2.11.1   All self-survey cases will be stored separately, and their reports on the portal will be maintained separately from assisted survey cases.

2.12   SURVEY CORROBORATION

2.12.1   All Self-Survey cases must be corroborated by a designated surveyor of the Gram Panchayat. Once uploaded, the self-survey cases will be made available in assisted survey login for corroboration by the surveyor.

2.12.2   All such corroborations will require face authentication of the surveyors.

2.12.3   While corroborating any self-survey case, the surveyor must submit digital evidence and an undertaking.

2.12.4   The outcome of this corroboration process will be communicated to self-survey applicants via SMS, and will also be visible in their self-survey login on the App.

2.12.5   After the surveyor completes the corroboration process, higher authorities will verify the cases based on the recommendations provided. **The surveyors have no authority to delete/reject any of the self-survey cases.**

2.13 VERIFICATION

2.13.1 In the self-survey cases where corroboration evidence aligns with the captured survey details, a designated checker, who must be a government employee from any relevant department, must randomly verify 10% of the cases. Further, the Block Development Officer (BDO) or equivalent officer must verify 5% of such cases, and a District-level officer must verify 2% of such cases.

2.13.2 For self-survey cases where corroboration evidence deviates from the captured survey information, a designated checker of that GP must verify 100% of cases, the Block Development Officer (BDO) or equivalent must verify a minimum of 10% of cases, and a district level authority must verify 2% of such cases.

2.13.3 Similarly, If any deviation is found by the checker during the verification process, all such cases are to be verified on the lines of para 2.13.2. **The checker has no authority to delete/reject any of the self-survey cases.**

2.13.4 Multiple block or district-level officers can be authorized to perform this verification.

2.13.5 The above survey verifications are to be performed using the AwaasPlus 2024 App only. Accordingly, the app will have a separate module to verify survey cases.

2.14 JOB CARD VALIDATION

2.14.1 Before sending the list to the Gram Sabha for verification, it is essential to verify that the job card details of the surveyed household are correct. Validation and deduplication of the MGNREGA job card will be done via NREGASoft, and the result of this exercise will be available on the App.

2.15 APPROVAL

2.15.1 After verification by the Gram Sabha, the list will be reviewed by the appellate committee. The final approval of the list will only be granted after it has been vetted by the appellate committee.

3. SOP FOR ASSISTED-SURVEY USING AWAAS+ 2024 APPLICATION

3.1 PRE-REQUISITES TO ACCESS ASSISTED SURVEY MODULE IN AWAAS+ 2024

3.1.1   Surveyor to Gram Panchayat Mapping.

3.1.2   Aadhaar based Demographic authentication of all surveyors and approval by Districts.

3.1.3   Consent by Districts/State on completion of mapping exercise.

3.1.4   Verification for number of Gram Panchayats and Villages to Gram Panchayats mapping by Blocks/Districts.

3.2 DOWNLOADING AWAAS+ 2024 APP

3.2.1   Download the AwaasPlus App via https://pmayg.nic.in.

3.2.2   The application is supported for Android Phones only.

3.2.3   Only registered and approved surveyors can login into AwaasPlus using assisted-survey feature.

3.3 SURVEYOR AUTHENTICATION

3.3.1   For the instances where the surveyor's initial e-KYC hasn't been completed on this device

3.3.2   Face authentication-based e-KYC must be performed. This step requires an active internet connection.

3.3.3   Upon successful completion of e-KYC, a device-specific PIN must be created.

3.3.4   Face authentication-based e-KYC using Aadhaar is the sole method of authentication for accessing the application.

3.3.5   If the surveyor has already completed the initial e-KYC on this device, the app can be accessed using the device-specific PIN created as outlined in point above step.

3.4 SURVEY PROCESS

3.4.1   After logging into the application, options to add a new survey, edit an existing one, or upload a completed survey will be displayed.

3.4.2   When starting a new survey, the user will only be able to select Gram Panchayats and villages that are specifically mapped to them.

3.5   FACE AUTHENTICATION

3.5.1   The surveyor is required to perform his/her face authentication every time a new household survey is to be added.

3.5.2   If internet connectivity is unavailable, the app will allow the surveyor's face to be captured, stored and move ahead with the process. This face authentication will be processed later, either in offline mode or when the data is uploaded.

3.5.3   The reason for failure of face authentication is also captured automatically.

3.6   SURVEY DETAILS

3.6.1   The first part of the survey requires gathering essential personal information for all household members including their Aadhaar numbers, mobile numbers, and other socio-economic details.

3.6.2   After providing the required information, one family member must be selected as the potential beneficiary based on the following considerations.

3.6.3   If the family includes female members, the female family member must be selected as the beneficiary.

3.6.4   If the family has no female members, any family member can be chosen as the beneficiary.

3.7   BENEFICIARY E-KYC

3.7.1   Face authentication-based e-KYC of the chosen potential beneficiary is mandatory, however:

3.7.2   If e-KYC of beneficiary cannot be performed due to issues such as no internet connectivity, unavailability of Aadhaar, non-updation of biometric data in Aadhaar, etc., the app will allow the beneficiary's face to be captured and stored, so that eKYC can be conducted later.

3.7.3   The reason for the failure of e-KYC is also captured automatically.

3.8   BANK DETAILS

3.8.1   The option to enter the potential beneficiary's bank account details will become available in the next step. However, it is not mandatory as any benefits will be disbursed later through the Aadhaar Payment Bridge (APB).

3.9   HOUSING DETAILS AND TYPE

3.9.1   In the next part of the survey, responses to a questionnaire about the type of house will be recorded. All questions are objective in nature, and this part of the survey must be carried out with due diligence.

3.9.2   Photos of the family's existing house and the proposed site (if they are found eligible and receive benefits under PMAY-G) should be captured in the next stage.

3.9.3 These photos are geo-tagged and timestamped to record their exact location and time are recorded. These photos will then be analysed using AI models to assess eligibility.

3.9.4 If the household is found eligible and receives benefits under PMAY-G, the proposed site will serve as the reference point for setting up a geo-fence.

3.10 HOUSING DESIGN PREFERENCES

3.10.1 In the final phase of the survey application, users will be presented with options for housing designs and mason training programs. While the users can select any housing design, the chosen design will be considered as preference only.

3.11 SURVEY CONFIRMATION

3.11.1 After completing the survey application, a preview of the submitted information will be displayed. User must then provide a declaration confirming the accuracy and truthfulness of the details provided.

3.11.2 If any information is found to be incorrect later at the time of scrutiny, surveyors shall be accountable and administrative action may be taken by the competent authority.

3.11.3 The survey will save automatically after each screen, allowing users to access or edit it any time before submission. Once the survey is finalized and uploaded to the server, no further modifications can be made.

3.12 INCOMPLETE SURVEYS

3.12.1 App will also work in offline mode, Surveyor can do multiple surveys before uploading them. However, before each survey the surveyor is required to perform his/her face authentication as mentioned previously.

3.12.2 Any survey conducted without completing the beneficiary's e-KYC will be considered incomplete. The department will issue a separate Standard Operating Procedure (SOP) to guide the completion of e-KYC for such cases.

3.12.3 During the survey, if issues such as problems with face identification, or incomplete e-KYC arise, these cases will be categorized as "incomplete surveys." These cases will then be reviewed by a higher authority, who will initiate necessary actions, including:

3.12.4 Assisting in Creation/Update of beneficiary's Aadhaar and then capturing the data again.

3.12.5 Completing e-KYC through various methods such as camp mode, beneficiary visits to the office, using banking services.

3.12.6 The incomplete surveys identified in the previous step will be accessible to the surveyors, who will have the option to reopen these surveys and complete the e-KYC process.

3.13 VERIFICATION AND CORROBORATION

3.13.1 For a Gram Panchayat to be marked as "completed the survey activity" the following verification criteria must be met through randomly selected cases. AwaasPlus 2024 will have the separate module for verification of the survey cases.

3.13.2 A designated checker (who must be a government employee from any relevant department) must verify 10% of the cases.

3.13.3 5% of the cases must be verified by the Block Development Officer (BDO) or any other equivalent officer.

3.13.4 A district-level official must verify at least 2% of the cases.

3.13.5 Multiple officers at the block or district level can be authorized to perform this verification.

3.13.6 Above survey verifications are to be performed using AwaasPlus 2024 App only. Accordingly, the app will have a separate module for verification of survey cases.

3.14 JOB CARD VALIDATION ANDAPPROVAL

3.14.1 Before sending the list to the Gram Sabha for verification, it is essential to verify that the job card details of the surveyed household are correct. Validation and deduplication of the MGNREGA job card will be done via NREGASoft, and the result of this exercise will be available on the App.

3.14.2 After verification by the Gram Sabha, the appellate committee will review the list. The final approval of the list will only be granted after the appellate committee has vetted it.

4. ACCOUNTABILITY OF OFFICIALS INVOLVED IN SURVEY PROCESS

4.1.1. If any information is found to be incorrect later at the time of scrutiny, the concerned official (s) involved in the survey process, shall be held accountable and the competent authorityshall takenecessary administrative action against the erring officials.

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