

**GOVERNMENT OF ANDHRA PRADESH**  
**SOCIETY FOR ELIMINATION OF RURAL POVERTY**  
**(Dept. of Rural Development)**

(Regd.No.1311 of 2000 CC No.67/2014)

NTR - Administrative Block, PNBS, Vijayawada - 520001

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**Memo No. 2934094 /NTRBPS/SERP, Dated 12-08-2025**

Sub: SERP - NTR Bharosa Pensions - Whatsapp Governance - Mana Mitra - Pension Grievance Module incorporated - redressal of grievances in social security pensions portal - certain instructions - issued.

Ref:- Request from RTGS,Amaravati.

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It is inform that Pension Grievance module has been incorporated in Mana Mitra Whatsapp Governance(95523 00009). Public can file pension grievances in ManaMitra Whatsapp and upload their documents. The uploaded documents will be transferred to social security pension portal and enable in PDs login. The grievances shall be redressed on the same lines of PGRS grievances and upload the documents for confirmation of redressal of grievances. The uploaded documents will again enable in applicants whatsapp for download. The public can also view the status of grievances.

The Government will review the status of grievances on regularly, so all the Project Directors are requested to attend the grievances on priority basis.

V KARUNA IAS  
CHIEF EXECUTIVE OFFICER

To  
All the PD,DRDAs in the state.