

Minutes of the meeting held by Hon'ble CM to review the functioning of GVWV and VSWS Department on 11.6.2020 at 3.30 pm in his camp office, Tadepalli.

Present:

1. Sri Ajay Jain, Prl. Secy., GVWV&VSWS
2. Sri M.T. Krishna Babu, Prl. Secy., T.R &B
3. Sri Gopala Krishna Dwivedi, Prl. Secy., PR& RD
4. Smt.V.Usha Rani, Prl. Secy., Revenue
5. Sri Solomon Arokia Raj, Secy to CM
6. Sri K.V.V. Satyanarayana, Spl. Secy., Finance
7. Sri G.S.R.K.R.Vijay Kumar, Commr & Director, Municipal Administration,
8. Sri G.S. Naveen Kumar, Commr& Director, GVWV&VSWS Dept.
9. Sri Chakradhar, JMD, APTRANSCO
10. Sri Harendra Prasad, CEO, APCFSS
11. Sri Vidyasagar Reddy, Adviser IT & CEO, RTGS
12. Sri Srinath Reddy, Adviser, IT
13. Sri Lokeshwar Reddy, Adviser, IT Tech.Projects
14. Sri Harshavardhan Reddy, CIO, E-Pragati
15. Sri Hari krishna, Adviser, SPANDANA

A detailed presentation was made by Prl. Secy., GVWV/VSWS on the activities and the performance of the Department since establishment in December, 2019. After detailed discussions, following decisions were taken:

1. Hon'ble CM directed that the following 4 activities shall be displayed in each and every Village and Ward Secretariats:
 - i) List of beneficiaries in each scheme (Navaratnalu and new welfare schemes) being launched by the Government like Vahanamitra, Nethanna Nestam, etc. along with eligibility criteria for each scheme and the procedure for application by the citizen. This shall also include the phone number of the Call Center so as to enable the beneficiary to report if he has a grievance regarding the scheme.
 - ii) Important phone numbers of the Government in the format already communicated (example: Disha and Sand, etc)

- iii) List of services (543+) being offered by Village and Ward Secretariats to the citizens along with the SLAs.
- iv) Display of Welfare Calendar for the next one year till 2021.

Further, the above list is dynamic and necessary changes shall be made every time on a regular basis. Hon'ble CM directed that the above 4 shall be compulsorily displayed in each and every Village and Ward Secretariats and the activities shall be completed before 30th June along with proof of a display by way of geo-tagging. Further, third party verification shall also be done by Social Audit teams. (Action: Commr.& Director, GVWVVSWS).

2. Hon'ble CM directed that all Village and Ward Secretariats shall be provided with permanent Government buildings. 109 Village Secretariat buildings shall be sanctioned by PR&RD Department and 1577 Ward Secretariat buildings to be sanctioned by MA&UD Department. The buildings shall be completed by 31st March, 2021. MA&UD Dept. shall tie-up necessary funds with the help of Finance Department and ensure that sanctions are given for all the buildings by July and completed by March, 2021. (Action: Prl. Secy., PR&RD, Secy., MA&UD, Commr. PR & CDMA).
3. The hardware supplied in each Secretariat was reviewed. Hon'ble CM directed that the entire hardware shall be in position in all the Village and Ward Secretariats by 15th July positively and directed the Department and MD, APTS to ensure that the above timeline is strictly adhered. Further, he instructed Spl. Secy., Finance to clear all the pending bills within two days and also clear future bills without any delay under green channel PD account. (Action: Spl. Secy., Fin., Commr.& Dir. GVWVVSWS & MD, APTS).
4. The recruitment of functionaries in Village and Ward Secretariats was reviewed. It was informed that PR&RD and MA&UD have notified 13295 and 3802 vacancies respectively. Hon'ble CM wanted that the date of examination shall be finalized by 15th June, examination conducted before July end and functionaries positioned in the first week of August. (Action: Prl. Secy., PR and Secy., MA&UD).

5. The positioning of Volunteers in the Village and Ward Secretariats was reviewed. It was directed by Hon'ble CM that the vacant posts of 2603 volunteers shall be filled up immediately. Further, he directed that the attendance and performance of Volunteers need to be monitored on a regular basis as follows:
 - a) The attendance of the volunteers in the Village and Ward Secretariats shall be monitored through a biometric device. In case any Volunteer is absent for three days in a row an alarm should be generated by the system to the concerned head, i.e. MDO or Municipal Commissioner, regarding non-attendance by a Volunteer for 3 continuous days and then the MDO/Municipal Commissioner shall do a check on the fourth day as to whether the absence of the Volunteer was because of any genuine reason or not. In case it is not due to a genuine reason, the Volunteer shall be terminated on the 6th day and the vacancy shall be notified by 7th day and filled up by 14th day.
 - b) Hon'ble CM further directed that the Volunteer shall be selected from the same village/Ward, keeping in view his attitude and also rule of reservation shall be kept in mind while filling up the vacancy. Further, it was decided that henceforth the Jt. Collector (VSWS) would be given the powers to notify the vacancies and fill up regularly following the above procedure. (Action: Commr.& Dir. VSWS, Commr. PR, CDMA and JC, VSWS)
6. It was decided that training to some of the staff and newly recruited Volunteers is yet to be completed. Hon'ble CM directed that training through Videos and Online learning Management system shall be conducted immediately by the Department and it should be a continuous process. Further, he also directed the Department to devise ways to take the feedback from the participants about the training conducted and also the assessment of the participant about the training. The Department shall conduct impact assessment and training need assessment to finalize the future deliverables on training. (Action: Commr.& Dir., GVWVSWS)
7. The service delivery by Village and Ward Secretariats was also reviewed by Hon'ble CM critically. He directed that all the services shall be delivered as per the SLAs fixed. However, a flag system shall be introduced and if a particular functionary does not deliver services within the stipulated time, an alert should

be sent to his higher authority immediately and in case the higher authority also does not respond, it shall be escalated right upto CMO level after crossing various stages. Hon'ble CM emphasized that accountability and responsibility needs to be fixed on every functionary. , He directed Sri Solomon Arokia Raj to have the Revenue Intelligence Division conduct surprise checks on the delivery of services through VSWS Dept.

8. He further directed all the Departments Secretaries to review the delivery of services through the VSWS Department on a regular basis. Prl. Secy., GVWVVSWS to have an orientation workshop with all the Departments to explain them about the Dash Board and the various facilities available there so as to enable the Departments Secretaries to review the delivery of services pertaining to their departments. He further directed that a meeting with the concerned Secretaries may be organized at his level once in a month to review this aspect. (Action: Prl. Secy., GVWVVSWS, Commr& Dir., GVWVVSWS and all the Dept. Secretaries).
9. Adviser, IT and CIO, E-Pragati made a detailed presentation on the activities being taken up by E-Pragati to integrate delivery of services through VSWS Portal. Hon'ble CM directed E-Pragati to engage best of the resources and the personnel and ensure that entire workflow is integrated and completed positively by October in a phased manner. Further, he directed Spl. Secy., Finance to clear all the pending bills of e-Pragati relating to GVWVVSWS Dept. immediately within two days and in future also through green channel so that the vendors selected will deliver the services without any delay. He further directed the IT Adviser to personally review this item and brief him every month in the Departmental review meeting of GVWVVSWS.
10. Hon'ble CM emphasized the need for the GVWVVSWS Department to become self-sufficient over a period of time. For this, the Department may collect necessary charges for the services delivered through VSWS as per Meeseva charges and Rs.15 for non-Meeseva services.
11. Hon'ble CM further directed the Department to coordinate with CFMS to ensure that money collected is remitted in the green channel PD account of the Department. He further directed that total transparency and accountability shall be maintained and a receipt shall be given to every citizen regarding the amount

collected for delivery of service. He further directed that the amount which was available in Meeseva (approximately Rs.100 crore) which has been collected over the years shall be transferred to the Department of VSWS so as to enable the Department to pay the recurring expenses in Village and Ward Secretariats till the time the Department becomes self-reliant.

12. He further directed the Department that District level VSWS units may be formed as proposed without creation of any new posts and proposals to be submitted to the Government.
13. He further directed that Aadhar centers may be established in Village and Ward Secretariats and also Registration of properties will have to be done in Village and Ward Secretariats. He directed the Department to coordinate with IT Department and Govt. of India for establishment of Aadhar Centers and Stamps and Registration Department for establishment of Registration Centers in Village and Ward Secretariats. (Action: Commr.& Dir., GVWVVSWS, Prl. Secy., IT, Commr. Stamps and Regns.
14. Hon'ble CM directed the Department to take action on all the points raised above.

Prl. Secy., GVWVVSWS