

IMPORTANT DECISIONS TAKEN IN THE MEETING HELD BY HON'BLE CM TO
REVIEW THE FUNCTIONING OF GVWVVSWS ON 21.01.2021.

1. The Volunteers vacancies shall be filled up immediately.
2. There are 348 Volunteers against whom complaints have been received regarding their not functioning properly and not responding to the citizens. Action shall be taken to remove such Volunteers immediately.
3. Orientation programme to be organized for the newly recruited Volunteers on a regular basis.
4. It is observed that in Secretariats posters for all the schemes, around 30 in number, along with eligible beneficiaries list have not been displayed. Posters have been displayed for only 14 schemes. VSWS Department shall take action for printing the posters with the help of the concerned Departments and ensure that they are supplied to the Secretariats and displayed properly.
5. In case of space constraints in the Secretariats, proper display boards shall be supplied to Secretariats to ensure that all the 29-30 posters are displayed.
6. The salaries of the staff of the Secretariats shall be linked to their biometric attendance from 1st April, 2021 onwards. A circular shall be issued by the Department immediately to all the Secretariats staff and should be prominently displayed in the Secretariats.
7. It is observed that the important 4 services, i.e. Rice Cards, House Sites, Pensions and Arogyasri Cards, are not being delivered within the SLA as fixed by the Government. The Department should hold regular meetings with the concerned officers at the State and District level and ensure 100% compliance within the SLA.
8. It is observed that the 6 point validation has been made operational. But, however, after the orders are issued by the JC, the changes are not being made by the concerned Departments. This has to be ensured by the Department immediately.
9. In every Secretariat all Secretariat staff shall be available between 3 pm and 5 pm every day to attend to the grievances from the public. The Department shall issue instructions and ensure that it is done immediately and also the staff shall punch the biometric attendance of that day before leaving the Secretariat.

10. Regarding training of the staff, it was decided that the Departments shall tie-up with the State Universities for imparting training to the staff as given below:

- i) Agriculture Univ. - for training Agr. Assistants
- ii) Veterinary Univ. - for training Veterinary Assistants
- iii) JNTU - for training Engg. Assistants
- iv) Andhra Univ. - for training Welfare Assistants, etc.

This should be done in coordination with the concerned Departments and Universities will conduct test for the Secretariat staff and only upon passing the test their probation shall be confirmed.

11. Hon'ble CM will be reviewing the inspection of VSWS by the District officers and also delivery of services within the SLA in the next SPANDANA VC. This should be informed to all the district officials so that they can complete pending inspections and dispose of all the applications.
12. All the Volunteers shall be provided ID Cards along with a badge consisting of 'Navaratnalu' Logo. The Department shall get the badge approved by the CMO and ensure the supply to all the 2.6 lakh Volunteers within next 15 days.
13. Regarding display of beneficiary list in the Secretariats, it was decided that the same shall be printed Volunteer-wise (Cluster-wise) so that the beneficiaries can see the list of benefits available Volunteer-wise.
14. The entire integrated dash-board of the Department with SLA and Sub-SLA of all the services shall be made operational from April onwards. The Department shall work in this regard.

Hon'ble CM further instructed that he would be taking this kind of review meetings in the second week of every month. The Department is requested to take immediate action on all the issues raised above.

Aion
2/11/2021
Prl. Secy., VSWS

Commissioner (VSWS).
All JCs (VSWS).
All concerned.