



GOVERNMENT OF ANDHRA PRADESH
GVWV & VSWS Department

From, Sri. Ajay Jain, IAS, Principal Secretary to Government, Velagapudi, AMARAVATI	To, All the District Collectors in State
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Sir,

Sub :	GSWSD - Village and Ward Secretariats - Instructions on conduct of staff in functioning - Regarding
Ref:	1. Directions of Hon'ble Chief Minister 2. Feedback received through Inspections of Village and Ward Secretariats 3. G.O.Ms.No.156 dated: 21.12.2020, General Administration (Cabinet-2) Department.

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1. It is to inform that vide references cited, Government has created a separate department for effectively monitoring Service Delivery Mechanism happening through 15,004 Village and Ward Secretariats, which are administrative units created for every 2,000 population in State. Further, it is heartening to note that so far in excess of One Crore Services are registered by the Citizen and delivered by the department.
2. As a part of improving efficiency of the Village and Ward Secretariats functioning, instructions were issued for inspecting them, by all the High-Ranking officials like, Heads of the Departments, Secretaries/Pri Secretaries/Spl Chief Secretaries to Government, District Collectors and Joint Collectors etc., and the feedback is captured through APP.
3. The feedback received through inspections is reflecting the success of the thought process of the Government in creating Village and Ward Secretariat system and at the same time required some course corrections to be taken up for having effective way forward. The urgent requirement of measures to be adopted on priority for augmenting the

confidence in Citizen to access the requirement of Services through Village and Ward Secretariat system, in terms of functioning of Staff of Village and Ward Secretariats are,

- a. The Staff have to be made aware in no uncertain terms that they have to be courteous and polite in attending to the duties while meeting the people
 - b. The Staff have to understand that they have utilize the knowledge gained through trainings imparted thus far, and use them as learning template in their functioning.
 - c. The Staff should compulsorily have a sound thinking that they are functioning at Last Mile of Administration and have to be attentive mind and alertness in responding to their higher officials, both in-terms of communicating and conducting themselves
 - d. The Staff are to be vigilant always in understanding the instructions that are given to them in regard to their discharge of duties and in responding to the tasks that are assigned to them, as it will be having direct bearing on the increased efficiency in functioning of Village and Ward Secretariats in delivering the Services to Citizen.
 - e. It has been decided that the Staff of Village and Ward Secretariats will be assessed of their status of Trainings and Learning out of the training imparted periodically and the outcome of it shall be having a bearing on their Service Matters like declaration of probation etc., All the constituent departments of the Village and Ward Secretariats will be taking necessary action in this regard.
4. The Commissioner, GSWSD shall take necessary steps in preparing mechanism for assessment of the Village and Ward Secretariat staff with reference to the Service Delivery, Job Charts assigned by the respective departments and Trainings & Learnings given from time to time.
 5. Accordingly, all the District Collectors are requested to take necessary steps by implementing above instructions in the functioning of the Staff of Village and Ward Secretariats, which are given to improving the

Service Delivery Mechanism in the State, which is the aim of the Government in establishing the System.

Thanking you,

Yours faithfully,

(AJAY JAIN, IAS)
PRINCIPAL SECRETARY TO
GOVERNMENT,

Copy to,

1. The Chief Executive Officers, ZPP / District Panchayat Officers
2. The Joint Collectors (VSWS D)

Copy to

1. Heads of the Constituent Departments of Village and Ward Secretariats.
2. The Secretaries / Prl Secretaries / Spl Chief Secretaries of Constituent departments of Village and Ward Secretariats