GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Sustainable Development Goals (SDGs) - Making the Village and Ward Secretariat as the focal point for implementation of Sustainable Development Goals (SDGs) – Orders – Issued.

GENERAL ADMINISTRATION (SC.A) DEPARTMENT

***

G.O. Ms. No. 132 dated 04-11-2022

Read the following:-

1) G.O. Ms. No. 110, Panchayat Raj & Rural Development (MDL.I) Department, dated 19.07.2019.
2) Note from the Special Chief Secretary to Chief Minister, No. 88, dated 01.11.2022.

***

ORDER:

In order to provide various Government / other services at the door steps of Citizens through Single Window system, to enhance transparency & accountability in delivery of Government services to the Citizens and ensure seamless delivery of Navaratnalu, Government have established Village and Ward Secretariats (VWS) in the State, vide G.O. first read above. Now the Secretariat system has become a backbone for implementing all flagship programmes of the Government.

2. The results of Government programmes/schemes come out in the form of indicators of the Sustainable Development Goals (SDGs).. The Village and Ward Secretariats are the focal points that translate Global SDGs into local actionable tasks at the grassroot level. In order to ensure that all SDGs are effectively implemented at the local level by the VWS, the following instructions are issued –

(a) The Mandal level supervisory officers of functionaries at Village Secretariat and Municipal Commissioners in case of Ward Secretariat shall monitor the programmes that pave the path for achievement of Sustainable Development Goals. The Global Sustainable Development Goals should be translated into local actionable tasks. The details of the Mandal level supervisory officers is given in Annexure 1.

(b) Data updation has to be done regularly and it should be reviewed on monthly basis by the Secretaries/Heads of Department /Collectors. For data updation, the information in the SDG Portal maintained by the Planning Department and the data from Consistent Rhythms would be synchronized to avoid multiple sources of information coming from the grassroots. The Planning Department would ensure that this is done forthwith and used to prepare presentations for review of Hon'ble Chief Minister.

(c) While monitoring the SDGs, with regard to the eight initial set of indicators consisting of improving the Enrollment ratio and attending to anemic mothers or malnourished children, etc., the reports should also cover the individuals/households not covered by the system like mothers not coming to anganwadis, children not enrolled in school, and so on. For getting the baseline data, quick survey of house holds should be done by Village/Ward Volunteers and this data needs to be updated from time to time. This would be supervised by the Panchayat Secretaries/Data Entry Secretaries in the Village & Ward Secretariat working under the technical control of the Mandal Statistical Officer. In general, the DES shall provide technical support at every administrative unit level to the V&WS Department. The monthly Survey has to be completed by 10th of every month beginning with November 2022.

(d) All Secretaries, Principal Secretaries, Special Chief Secretaries and Heads of Departments shall inspect at least one Village & Ward Secretariat every fortnight and share their feedback and observation to Special Chief Secretary to Government, Village & Ward Secretariat Department and Secretary to Government, Planning Department. They will consolidate and make presentations to Chief Secretary during 3-5 p.m. on every second and fourth Wednesday of every month. The standard presentation format for the Chief Secretary to Government / Chief Minister Office shall be based on the formats given in Annexure-3 and prepared by the Special Chief Secretary to Government, Village & Ward Secretariats/Secretary to Government, Planning Department and communicated to the Chief Secretary/Chief Minister's Office as well as shared with all Secretaries and Heads of Department by 7 Nov 2022.

(e) In order to avoid duplication of visits by senior officers, allocation of secretariats will be done by Village & Ward Secretariat Department. The Village & Ward Secretariats Department would prepare the schedule for all upto 31 March 2023 for all Secretaries/HoDs and communicate to all by 7 Nov 2022 in the format given in Annexure-2. The Special Chief Secretary to Government, Village & Ward Secretariats in consultation with the Secretary to Government, Planning Department shall also prepare a standard inspection format in digital/paper form by 7 Nov 2022 and communicate to all Secretaries/HoDs in the State. The inspection would focus on the eight indicators, gradually expanding to 20 by April 2023.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

DR. SAMEER SHARMA
CHIEF SECRETARY TO GOVERNMENT

To
All the Special Chief Secretaries, Principal Secretaries and Secretaries to Government.

All the Heads of Department.
The Special Chief Secretary to Government, Village & Ward Secretariats Department.
The Secretary to Government, Planning Department.
The Secretary to Government, ITE&C Department.
All the Collectors & District Magistrate.
Copy to :
All the Departments of Secretariat.
The Spl C.S / Secretaries/ Addl Secretary/ Joint Secretary to C.M
The P.S to Chief Secretary to Governent.
The P.S to Principal Secretary to Government (Poll)

//forwarded: by order//

ASST. SECRETARY TO GOVERNMENT (PERS.)

ANNEXURES TO G.O. Ms. No. 132 General Administration (SC.A) Department, dated 04-11-2022

**Annexure - 1**

| S.No | Name of the functionary | Department | Supervisory authority | | |
|---|---|---|---|---|---|
| | | | **Mandal level** | **Divisional level** | **District level** |
| 1. | Panchayat secretary | PR&RD | Extension Officer, PR | Divisional Panchayat Officer | District Panchayat Officer |
| 2. | Digital Assistant | | Extension Officer, PR *(Administrative Control)* | Divisional Panchayat Officer *(Administrative Control)* | District Panchayat Officer *(Administrative Control)* |
| | | | Assistant Statistical Officer *(Technical control)* | Deputy Statistical Officer *(Technical control)* | District Economics & Statistical Officer *(Technical control)* |
| 3. | Engineering Assistant | | Assistant Executive Engineer *(Administrative Control)* | Deputy Engineer *(Administrative Control)* | Executive Engineer *(Administrative Control)* |
| | | | In case of execution of works of other departments, they will be under technical control of that respective departments | In case of execution of works of other departments, they will be under technical control of that respective departments | In case of execution of works of other departments, they will be under technical control of that respective departments |
| 4. | Village Revenue Officer | Revenue | Mandal Revenue Officer | Revenue Divisional Officer | Joint Collector/DRO |
| 5. | Village Surveyor Assistant | Survey & Settlements | Deputy/ Mandal Surveyor | Deputy Inspector of Survey | District Survey Land Officer |
| 6. | Anganwadi | WCD | Supervisor | Child Development Project | Project Director |

| S.No | Name of the functionary | Department | Supervisory authority | | |
|---|---|---|---|---|---|
| | | | **Mandal level** | **Divisional level** | **District level** |
| | | | | Officer | |
| 7. | Energy Assistant | Energy | Section Officer | Deputy Engineer | Executive Engineer |
| 8. | Welfare & Education Assistant | Welfare departments | Mandal Development Officer | Divisional Level Development Officer (DLDO) | District Panchayat Officer (DPO)/Chief Executive Officer, Z.P. |
| 9. | Welfare & Education Assistant | Education | Mandal Development Officer *(Administrative Control)* | Divisional Level Development Officer (DLDO) *(Administrative Control)* | District Panchayat Officer (DPO)/Chief Executive Officer, Z.P. *(Administrative Control)* |
| | | | APM, Education *(Technical Control)* | Deputy Educational Officer *(Technical Control)* | District Educational Officer *(Technical Control)* |
| 10. | Mahila Police | Home | Station House Officer | Sub Divisional Police Officer (SDPO) | Superintendent of Police (SP) |
| 11. | Agriculture/Horticulture/Sericulture Assistant | Agriculture | Mandal Agriculture Officer | Assistant Director | Deputy Director/Joint Director |
| 12. | Fisheries Assistant | Fisheries | Assistant Fisheries Inspector | Fisheries Development Officer | Assistant Director/Joint Director |

ANNEXURES TO G.O. Ms. No. 132 General Administration (SC.A) Department, dated 04-11-2022

**Annexure 2: VWS Visit Programme for Secretaries/HoDs**

| | Name of Secretary/HoD | VWS to visit | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Nov-22 | | Dec-22 | | Jan-23 | | Feb-23 | | Ma |
| | | 1 Fortnight | 2 Fortnight | 1 Fortnight | 2 Fortnight | 1 Fortnight | 2 Fortnight | 1 Fortnight | 2 Fortnight | 1 Fortnight |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

ANNEXURES TO G.O. Ms. No. 132 General Administration (SC.A) Department, dated 04-11-2022

**Annexure 3: Formats for Review by HCM**

1. **Anaemia:**

i. **Adolescent females aged 10-19 years who are anemic (Target – 9%) (separately for Anganwadis, Schools, Hostels).**

| S.No | District name | Total No of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | Less than 9% | 9-20% | 21-30% | 31-40% | 41-50% | 51-60% | More than 60% |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

ii. **Pregnant Women aged 15-49 who are anemic (Target – 23%) (Anganwadis)**

| S.No | District name | Total No of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | |
|---|---|---|---|---|---|---|---|
| | | | Less than 23% | 23-30% | 31-40% | 41-54% | More than 54% |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

2. **Malnourishment:**

i. **Percentage of stunted children who are under five years (Target – 20%) (Anganwadis)**

| S.No | District name | Total No of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | |
|---|---|---|---|---|---|---|---|
| | | | Less than 20% | 20-25% | 26-30% | 31-35% | More than 35% |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

ii. **Percentage of underweight children who are under five years (Target – 19%)**

| S.No | District name | Total No of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | |
|---|---|---|---|---|---|---|
| | | | Less than 20% | 20-25% | 26-30% | More than 30% |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

**Dropouts and basic school infrastructure (UDISE)**

**i. Children dropout in Higher Secondary level (class 11 – 12) during academic year 2022-23 (Target – 100%)**

| S.No | District name | Total no of schools ÷ Total no of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | less than 55% | 55-70% | 71-80% | 81-90% | 91-99% | 100% |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

**ii. Children dropout in elementary Education (class 1 – 8) during academic year 2022-23 (Target – 100%)**

| S.No | District name | Total no of schools ÷ Total no of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | |
|---|---|---|---|---|---|
| | | | Less than 90% | 90-99% | 100% |
| | | | | | |
| | | | | | |
| | | | | | |

**iii. Percentage of schools with access to basic infrastructure (Target – 100%)**

| S.No | District name | Total no of schools ÷ Total no of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | |
|---|---|---|---|---|---|---|---|
| | | | less than 85% | 85-90% | 91-95% | 96-99% | 100% |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

[**Note**- Basic Infrastructure – Class Rooms, Furniture, Functional Electricity, Safe Drinking Water, Separate functional Toilets for Boys & Girls]

**iv. Percentage of schools with functional Girls Toilets (Target – 100%)**

| S.No | District name | Total no of girl toilets ÷ Total no of VWS | Number of VWS in categories this fortnight/starting number in Oct 2022 | | | | |
|---|---|---|---|---|---|---|---|
| | | | less than 75% | 75-80% | 81-90% | 91-100% | 100% |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

27

**Government of Andhra Pradesh**
**Planning Department**

From:
Sri Vijay Kumar G Srkr, IAS
E.O Secretary to Govt.,
Planning Department
A.P. Secretariat
Velagapudi, Guntur Dist.

To:
Sri S. Shan Mohan, IAS
Director, VWS
VWS department

Directorate of Economics & Statistics PESHI 04 JAN 2023 GOVT OF A.P.

**Letter No: 1928910/Plg X/2022, Dated: 03-01-2023**

**Sir,**

**Sub:-** SDGs- Ensuring data flow on 8 Priority Indicators from VWS level – Reg.

***

It is informed that the Government is giving highest priority to Sustainable Development Goals(SDGs) and in particular to the 8 Priority Indicators. The Chief Secretary and the Chief Executive to Hon'ble CM are conducting reviews on a regular basis and the progress is being appraised to Hon'ble Chief Minister.

JD(SDA) 04/01

2. As integration/digitalization of data on these 8 indicators pertaining to the departments of Health, Women Development and Education is in progress and development of an integrated APP by the VSWS department is likely to take some time (about 10-15 days), the data flow in the prescribed formats will continue to be manual and should originate from the Village/ Ward Secretariat level.

3. As suggested by the Chief Executive to Hon'ble CM, the ASO(stationed at Mandal level) shall ensure that data on all these 8 indicators is obtained once in a Fortnight through the Digital Assistants in the VWSs concerned to the Mandal. Since the Chief Executive to Hon'ble CM has scheduled his next meeting with us on the 12th of this month, it is essential that the data flow (manual) from the VWSs should start immediately so that the Assistant Statistical Officer (ASO) can in turn compile the mandal abstract and forward it to the Chief Planning Officer through the Divisional Dy. Statistical Officer, stationed in every Revenue Division.

4. This calls for specific instruction/direction from the VWS department to all the functionaries in the VWS across the State. It is therefore requested to suitably direct the Digital Assistants in all the VWSs to obtain/compile required information(including the information on Secretaries/HoDs visit to VWS) at the VWS level and make it available to the ASO concerned so that we would be ready with the complete information(District-wise) in the prescribed formats.

Yours faithfully,
for Secretary to Government

Copy to:
The Director, Economics & Statistics, Gollapudi
OSD to Chief Executive to Hon'ble CM for information.

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

PR&RD Department- Establishment of Village Secretariat System in the State - General - Job Chart of Village Functionaries - Job Chart of Panchayat Secretary - Orders - Issued.
==========

PANCHAYAT RAJ & RURAL DEVELOPMENT (MDL-I) DEPARTMENT

G.O.Ms.No.2 Dated:25.01.2023.
Read the following: -

G.O.MS.No.149, PR&RD (MDL-I) Dept., Dated: 30-09-2019

ORDER: -

Whereas the Government of Andhra Pradesh has introduced the concept of NAVARATNALU as the core theme of governance in order to revamp the delivery systems of Government services with an aim to improve the living standards of the people. To achieve this objective in the Village Secretariat system, Government has taken up various Welfare Schemes, Services and Development programmes on an unprecedented scale. The Village & Ward Secretariats are the focal points that translate the Global Sustainable Development Goals (SDGs) into local actionable tasks at the grass-root level and Government has provided a framework towards the objective of achieving Sustainable Development Goals (SDGs). In the given context, it has become imperative that the Job charts are appropriately revised and the activities performed by the Village Secretariat functionary should be monitored on real time basis by the inspecting/ supervisory officers who will review their activities regularly and evaluate their performance periodically. In light of these circumstances, the revised Job chart, Key Performance Indicators (KPIs), Inspection Format and Evaluation Format by Mandal Supervisory Officers (MPDO) in case of Panchayat Secretary have been taken into consideration.

## Section - I

Job chart of Panchayat Secretary, specifically includes all the following functions in Addition to the Job chart issued vide G.O.Ms.No.149 ,PR & RD(Mdl.I) Department, Dt.30.09.2019.

**Administrative Functions**

- Panchayat Secretary shall act as Head of the Village Secretariat.
- Panchayat Secretary shall coordinate the Functionaries and Gram Volunteers in the Village Secretariat and maintain demographic profile and schemes information.
- Panchayat Secretary shall act as a Single Point of Contact for the Village Secretariat.
- Panchayat Secretary shall act as a Liaison Officer between the Village Secretariat and other offices.
- Panchayat Secretary shall ensure filling up of the vacancies of the Gram Volunteers duly coordinating with the MPDO.
- Panchayat Secretary shall assign the tasks / jobs to the Gram Volunteers as entrusted by the Government.
- Panchayat Secretary shall ensure that the Biometric / Facial recognition Attendance is duly marked by all the functionaries in the Village Secretariat.
- Panchayat Secretary shall approve the Casual Leaves / Optional Holidays of All the functionaries in the Village Secretariat including Panchayat Secretary (Grade VI) (Digital Assistant), Engineering Assistant, Welfare & Education Assistant, Survey Assistant, Agriculture / Horticulture / Sericulture Assistant, Veterinary / Fisheries Assistant, Grama Mahila Police, Energy Assistant, ANM and Village Revenue Officer.
- Panchayat Secretary shall forward all the leaves other than Casual Leaves and Optional Holidays of the Village Secretariat Functionaries to their respective Mandal / District Heads of the Department as per the existing Rules.

(PTO)

- Panchayat Secretary shall make in-charge arrangements whenever a particular Functionary is on leave for a short period for receiving service requests / grievances.
- Panchayat Secretary shall ensure seamless delivery of services from Village Secretariats and make sure the remittance of service charges by the Digital Assistant in the Bank Account assigned.
- Panchayat Secretary shall be responsible for maintenance of Movement Register, duly ensuring that All the Functionaries in the Village Secretariat shall record their movements.
- The Panchayat Secretary shall be responsible to implement Disciplinary proceedings on any of the Village Secretariat Functionaries taken by concerned line departments.
- The Functionaries in the Village Secretariat shall give prior intimation to the Panchayat Secretary while attending the Mandal level / other meetings convened by the higher authorities of respective line Departments.
- Panchayat Secretary shall ensure wearing of uniform by the all the Village Secretariat Functionaries.
- Panchayat Secretary shall assist the Higher Authorities during their inspections to the Village Secretariat by providing required information to them.
- Panchayat Secretary shall act as the coordinator for activities related to service delivery and Government schemes.
- Panchayat Secretary shall ensure physical presence of all the Functionaries including Panchayat Secretary (Grade VI) (Digital Assistant), Engineering Assistant, Welfare & Education Assistant, Survey Assistant, Agriculture / Horticulture / Sericulture / Veterinary/Fisheries Assistant, Grama Mahila Police, Energy Assistant, ANM, Village Revenue Officer during Spandana hours at Village Secretariat on working days from 3.00 PM to 5:00 PM.
- Panchayat Secretary shall monitor Spandana grievances and ensure redressal duly pursuing with the concerned Functionaries in the Village Secretariat.
- Panchayat Secretary shall ensure that all the required registers are being maintained in the Village Secretariat.
- Panchayat Secretary shall ensure safe custody and workable condition of all the hardware & furniture, shall keep updated records of the same and maintain the stock register.
- Panchayat Secretary shall be the custodian of the mobile phone supplied to the Village Secretariat, ensure that the same is used only for official purpose (Biometric / Facial recognition attendance) and shall publicize the mobile number among the citizens.
- Panchayat Secretary shall ensure proper display of all posters and beneficiary lists including the ineligible applicant list as per the protocol prescribed by the GVWV & VSWS Department.

**Functions under Community Welfare and Development (Sustainable Development Goals)**

1. Panchayat Secretary shall prepare the Gram Panchayat Development Plan duly including the own resources, Grant-in-aid and other resources under various development and Welfare Schemes.
2. Gram Panchayat Development Plan shall be prepared in such a way to achieve the following Sustainable Development Goals before 2030.

   i. SDG 1-No Poverty
   ii. SDG 2-Zero Hunger
   iii. SDG 3- Good Health and Well-Being
   iv. SDG 4- Quality Education
   v. SDG 5-Gender Equality
   vi. SDG 6- Clean Water and Sanitation
   vii. SDG 7- Affordable and Clean Energy

(Contd.,)

viii. SDG 8- Decent Work and Economic Growth
ix. SDG I5- Life on Land
x. SDG 16- Peace, Justice and Strong Institutions
xi. SDG 17- Partnerships for the Goals

3. Panchasyat Secretary shall include the measures, ways and means in the Gram Panchayat Development Plan to achieve the above Sustainable Development Goals in coordination with concerned Departments.

4. He / She shall conduct Gram Sabhas, meetings of Health, Sanitation Committees and small group meetings and to take all necessary steps to create awareness on sustainable Development goals.

## Section – II

**Key Performance Indicators (KPIs)**

1. Tax Collection
2. Providing Safe Drinking Water
3. Sanitation
4. Streetlights
5. Financial Accountability
6. Removal of Encroachments
7. Spandana Redressal
8. Achievement of SDGs through GPDP
9. Service Delivery
10. Monitoring Village Secretariat Functionaries

## Section - III

| S.No | Designation of Functionary | Mandal Supervisory Officer |
|---|---|---|
| 1 | Panchayat Secretary | Extension Officer (PR&RD) |

The Extension Officer (PR&RD) shall visit the concerned Secretariat periodically to monitor the Performance of Panchayat Secretary on the above-mentioned Key Performance Indicators (KPIs) and shall monitor certain parameters through online and few points mentioned below.

**Online Monitoring**

- Maintenance of Bio-Matric Attendance of all functionaries.
- Spandana Grievances Redressal
- Uploading and updating GPDP in the portal
- Swamitva Survey (Applicable to few GPs at present)
- Sanitation through JSS APP
- Updation of expenditure in e-Gram Swaraj

**Physical Verification.**

- Maintenance of Records pertaining to Financial Accountability such as DCB, Cash Book , Daily Cash Book, Receipts Register of Village Secretariat etc.,
- Remittance of Cash and taxes collected in the treasury time to time
- Infrastructure and maintenance of Village Secretariat.
- Service Delivery systems and effectiveness in Service Delivery.
- Village Cleanliness
- Maintenance of Streetlights.
- Arrangements made for receipt of applications/ grievances etc.

**(PTO)**

## Section - IV

| S. NO | Key performance Indicator (KPI) | Formula | Weightage for Performance Score (100%) |
|---|---|---|---|
| 1 | Tax Collection | Tax Collected-cumulative / Total Demand of Tax *100 | 30% |
| 2 | Providing Safe Drinking Water. | Number of HHs providing safe Drinking Water / Total HHs in the GP *100 | 5% |
| | Periodical testing of water quality | No.of times water quality tested / Target given by RWS*100 | 5% |
| 3 | Maintenance of Street Lights | Number of Street lights working/ Total Number of Streetlights erected*100 | 5% |
| 4 (A) | Sanitation – Door to Door Collection | No.of HHs from which is being collected daily / Total Number of HHs in the GP*100 | 5% |
| 4 (B) | Functioning of SWPC Shed | Operation of End to End Process of Solid Waste Management | 5% |
| 4 (C) | Maintenance of Drains and other liquid waste management | Length of Drains cleaned during the month/ Total length of Drains in the GP *100 | 5% |
| 4 (D) | Identification and clearing of Garbage in legacy dumps and hotspots | Number cleared / Number identified * 100 | 5% |
| 5 | Financial Accountability | Tax and Fees remitted in Treasury / Total Tax and Fees Collected during the month *100 | 5% |
| | | Proper maintenance of Records pertaining to Financial Matters | 5% |
| 6 | Spandana Redressal | No. of grievances redressed / Total Number of Grievances Received*100 | 10% |
| 7 | Achievement of SDGs | No.of meetings conducted on SDGs/ Target fixed*100 | 5% |
| | | Preparation of Action plan on SDGS and inclusion of SDGs in GPDP | 5% |
| 8 | Effective Service Delivery | Applications/ Requests addressed / Applications received under various Schemes *100 | 5% |

- The Ranking for Panchayat Secretaries shall be given monthly as per the Scores on Key Performance Indicators (KPIs) mentioned above.

2. The Commissioner of Panchayat Raj and Rural Development, Tadepalli, Guntur District shall take necessary further action accordingly.

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)**

**GOPAL KRISHNA DWIVEDI**
**PRINCIPAL SECRETARY TO GOVERNMENT**

To
The Commissioner of Panchayat Raj & Rural Development, A.P, Tadepalli, Guntur District.
The Department of Gram Volunteers / Ward Volunteers & Village Secretariats / Ward Secretariats.
All the District Collectors.
All the Chief Executive Officers, Zilla Parishads.
All the District Panchayat Officers.

(Contd.,)

All the Mandal Parishad Development Officers (MPDOs).
Copy to:
The Principal Secretary to Hon'ble Chief Minister.
The O.S.D. Chief Secretary to Govt., A.P. Secretariat, Velagapudi.
P.S. to Minister for Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
P.S. to Principal Secretary to Government, Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
SF/SC.

//FORWARDED::BY::ORDER//

SECTION OFFICER

**GOVERNMENT OF ANDHRA PRADESH**
**ABSTRACT**

PR&RD Department- Establishment of Village Secretariat System in the State –General - Job Chart of Village Functionaries – Job Chart of Panchayat Secretary Grade- VI (Digital Assistant) - Orders-Issued.

==========

**PANCHAYAT RAJ & RURAL DEVELOPMENT (MDL-I) DEPARTMENT**

**G.O.Ms.No.3** **Dated:25.01.2023**

**Read the following : -**

| | |
|---|---|
| Ref 1 | G.O.Ms.No. 150, PR&RD (MDL-I) Dept., Dated: 30-09-2019 |
| Ref 2 | Letter from Spl C.S. GSWS Department., Dated: 15-12-2022 |

**ORDER:-**

Whereas the Government of Andhra Pradesh has introduced the concept of NAVARATNALU as the core theme of governance in order to revamp the delivery systems of Government services with an aim to improve the living standards of the people. To achieve this objective in the Village Secretariat system, Government has taken up various Welfare Schemes, Services and Development programmes on an unprecedented scale. The Village & Ward Secretariats are the focal points that translate the Global Sustainable Development Goals (SDGs) into local actionable tasks at the grass-root level and Government has provided a framework towards the objective of achieving Sustainable Development Goals (SDGs). In the given context, it has become imperative that the Job charts are appropriately revised and the activities performed by the Village Secretariat functionary should be monitored on real time basis by the inspecting/ supervisory officers who will review their activities regularly and evaluate their performance periodically. In light of these circumstances, the additional Job chart, Key Performance Indicators (KPIs) and Evaluation Format by Mandal Supervisory Officers (MPDO) in case of Panchayat Secretary Grade VI (Digital Assistant) are herewith provided .

## Section - I

Job chart of Panchayat Secretary Gr-VI (Digital Assistant) specifically includes all the following functions in addition to the Job Chart issued vide GO Ms No 150, PR&RD (MDL-I) Dept, Dt:30.09.2019.

1. He/She shall serve as the Nodal Officer for all IT-related activities, digitization related to E-Services etc of the Village Secretariat.
2. He/She shall be in-charge of E-Services under the all the GSWS web portals like AP Seva, Aadhaar Services, and CSC Services E-Shram and PM Disha Etc.
3. He/She shall be responsible to collect service charges and remit the amount at GSWS designated account on daily basis.
4. He/She shall be responsible for handling Spandana grievances from citizens regarding line department services which are not handled by the other functional assistants in the village Secretariat.
5. He/She shall be in-charge of receipt of applications from citizens, Thappals, and cash/cheque/DD, Delivery of service/documents benefits to the beneficiaries.
6. He/She shall act as Operations & Maintenance Manager for all the IT hardware devices, Software and internet connectivity, mobile apps, tabs, computer systems at the village secretariat.

(PTO)

## Section – II

**Key Performance Indicators (KPIs)**

1. Attendance.
2. Proper Maintenance of Registers.
3. Knowledge on Job Chart & Commitment towards the work.
4. Address the citizens in Decent Manner.
5. Personal Attire (Uniform, Badge, ID Cards etc).
6. Full Additional Charges (FAC) to any other Secretariat Post
7. Spandana Grievances related to Secretariat Services
8. AP Seva & Aadhaar Service Delivery
9. Amount Collected through Services and Remitted in Bank.
10. Proper maintenance of Hardware/Software and troubleshooting mobile apps and MIS.

## Section – III

| SNo | Designation of Functionary | Mandal Supervisory Officer |
|---|---|---|
| 1 | Panchayat Secretary Grade – VI (Digital Assistant) | Mandal Parishad Development Officer (MPDO) |

The Mandal Parishad Development Officer (MPDO) shall visit Village Secretariats periodically to monitor the Performance of Panchayat Secretary Grade – VI (Digital Assistant) on the above-mentioned Key Performance Indicators (KPIs).

## Section – IV

| S. NO | Key performance Indicator (KPI) | Formula | Weightage Score |
|---|---|---|---|
| **General Administration – Parameters** | | | |
| 1 | **Attendance** | (No of Days attendance marked (3 times a Day) / Total working days)*100<br>If Attendance Range:<br>>98 Score 10<br>> 85 to 95 Score 8<br>>=50 to 75 Score 6<br>< 50 Score 0 | **10** |
| 2 | **Proper Maintenance of Registers.** | Whether all the registers related to service delivery are maintained and updated regularly.<br>(If Yes Score 10, If No Score 0) | **10** |
| 3 | **Knowledge on Job Chart & Commitment towards the work** | Must have expertise on his/her roles & responsibilities.<br>Aware and performing well, Score 5<br>Lack of knowledge/Non Commitment towards the work, Score 0) | **05** |
| | | Finishing work/assignments within the given time frame.<br>If Done on given time frame, Score 5<br>If No, Score 0 | **05** |
| 4 | **Address the citizens in Decent Manner.** | Evaluate the behavioural skills with citizens, Check for any negative feedback/instances with citizens. (Randomly Selected households from Nearest Secretariat).<br>Also Get the feedback on his/her work style, decency and decorum while addressing the Citizens issues/problems.<br><br>(If there is no complaints on his/her work | **05** |

| | | | |
|---|---|---|---|
| | | style/Maintains Good behaviour with citizens in Decent Manner.) Score 5<br><br>(If any complaints received on his/her work style & inappropriate behaviour with the Citizens.) Score 0 | |
| 5 | **Personal Attire (Uniform, Badge, ID Cards etc)** | If yes (Check for dress code with uniform, badge & ID card while they are wearing on daily basis.) Score 5<br><br>If No (Uniform, ID & Badge provided but Not Wearing) Score 0 | **05** |
| 6 | **Full Additional Charges (FAC) to any other Secretariat Post** | Discharging duties entrusted by higher authorities by holding FAC to any other Secretariat Post.<br>(If Yes Score 3)<br>(If No Score 0) | **03** |
| 7 | **Spandana Grievances related to Secretariat Services** | No. Spandana Grievances resolved/Total No. of Spandana Grievances Registered*100<br><br>Range:<br>>90 Score 07<br>>75 to 90 Score 05<br>>=50 to 65 Score 03<br><50 Score 0 | **07** |
| **Functional Administration - Parameters** | | | |
| 8 | **AP Seva & Aadhaar Service Delivery** | A) (No. of Service Requests registered in the month/ Total No. of Households in the Secretariat)*100<br>Range:<br>>95 Score 20<br>>75 to 90 Score 10<br>>=50 to 75 Score 05<br><50 Score 0 | **20** |
| 9 | **Amount Collected through Services and Remitted in Bank** | Pending Amount to be remitted in the Bank<br>Range<br><1000 Score 10<br><1000 to 10000 Score 5<br>> 10000 Score 0 | **10** |
| 10 | **Proper maintenance of Hardwar/Software and troubleshooting mobile apps and MIS** | 1. Regular Testing of IT Hardware Equipment (Computers, Inverters, FP Scanners, IRIS, Office Issued Mobile Devises, Internet Connection Etc).<br><br>If Maintains the IT Hardware Properly Score 05, If No Score 0 | **05** |
| | | 2. Regular troubleshooting of Softwares.<br>If Maintains the troubleshooting of Softwares properly.<br>Score 05, If No Score 0 | **05** |
| | | 3. Software licenses expiry checking renewal etc.,<br>If He/she Maintains properly Score 05, If No Score 0 | **05** |
| | | 4. MIS (Secretariat Profiles & Telecom Information & Reports, Software Logins, and Maintenance).<br>If Maintains MIS properly Score 05, If No Score 0 | **05** |

(PTO)

The Performance is graded as follows.

| Performance Grade | Score |
|---|---|
| Excellent | >90 Marks |
| Good | >75 to 90 Marks |
| Fair | >=50 to 75 Marks |
| Poor | <50 Marks |

The Performance report of Panchayat Secretaries Grade – VI (Digital Assistants) shall be given monthly as per the Scores on Key Performance Indicators (KPIs) mentioned above.

2. The Commissioner of Panchayat Raj and Rural Development, Tadepalli, Guntur District shall take necessary further action accordingly.

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)**

**GOPAL KRISHNA DWIVEDI**
**PRINCIPAL SECRETARY TO GOVERNMENT**

To
The Commissioner of Panchayat Raj & Rural Development, A.P, Tadepalli, Guntur District.
The Department of Gram Volunteers / Ward Volunteers & Village Secretariats / Ward Secretariats, A.P. Secretariat, Velagapudi.
All the District Collectors.
All the Chief Executive Ofcers, Zilla Parishads.
All the District Panchayat Ofcers.
All the Mandal Parishad Development Ofcers sMPDOsO.
Copy to:
The Principal Secretary to Hon'ble Chief Minister.
The O.S.D. Chief Secretary to Govt., A.P. Secretariat, Velagapudi.
P.S. to Minister for Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
P.S. to Principal Secretary to Government, Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
SF/SC

//FORWARDED::BY::ORDER//

**SECTION OFFICER**