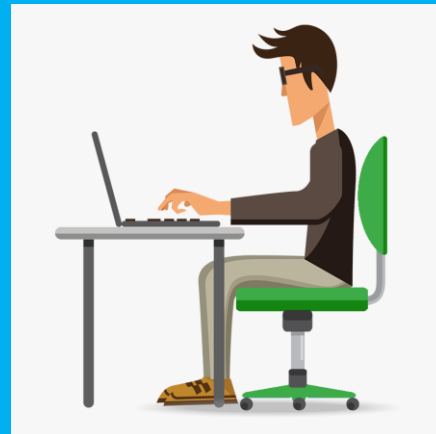


# Standard Operating Manual

Ward Administrative Secretary (WAS)



# BASIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:




Households Mapped:




Clusters Mapped:




Functionaries Mapped




Volunteers Mapped:




Secretariat Vacancies

Functionaries & Volunteers




Service Requests Received

Since Inception ( 26-01-2020)




Service Requests Closed

Till Date




Grievances Raised




Grievances Resolved:




## Registers Maintained at the Secretariat

1	Attendance Register	6	Stock Register
2	Movement Register	7	Cash Balance Register
3	Casual Leaves Register	8	GSWS Services Register
4	Tappal Register	9	Meeseva Register
5	SPANDANA Grievances Register	10	Visitors Register

## DESIGNATION SPECIFIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:




Volunteers Attached:




Service Requests Raised




Service Requests Closed:  
From                      Till Date




Grievances Raised  
From                      Till date




Grievances Resolved:




### Registers Maintained by the Functionary

1	Attendance Register	8	Visitors Register
2	Movement Register	9	Title Transfer Register
3	Casual Leaves Register	10	Demand Register of Property Tax
4	Outward Register	11	Demand Register for water charges
5	Inward Register	12	Cash book register
6	Right to Information (RTI) Register	13	Assets Register
7	Spandana Register	14	Demand Register for Vacant Land Tax

# COMPULSORY ADMINISTRATIVE PROTOCOL



Bio-metric Attendance:  
Thrice A Day: **10.30 AM** |  
**3.00 PM** | **5.00 PM**



Update Movement  
Register before & after  
Field Visits



Always Wear Uniforms  
at Work



Remain at Secretariat  
for SPANDANA From:  
3:00 PM to 5:00 PM



Always display posters  
of Schemes, non  
schemes, list of eligible  
& ineligible beneficiaries



Use HRMS for all Leave  
Applications, on field  
duty regularization by  
approval authority



Always wear your Badge  
at Work



Always display  
Volunteers contact  
details & the cluster  
number attached to

# FUNCTIONAL ASPECTS

## Key Responsibilities

- **In-charge of entire Ward Secretariat**, supervise secretariat functionaries.
- Conduct **field visit 2 hours** each day for **collecting taxes** & to identify **unassessed property & under assessed properties**
- Identify Vacant Lands, measure and Report observations to Revenue Inspection and collect Vacant Land Tax (VLT)
- Collect 100% **Property Tax, Water Charges, Sewerage charges, Shop room rents, mutation fee, Display Devices fee**
- Issue **occupier notices** to tenants or occupants of the property, if the owner is not paying property tax.
- **Monitoring biometric Attendance of Secretaries and Volunteers.**
- Supervise ward functionaries & work in convergence with Line departments.
- Verify the **stock Account of Books and forms**, stationery, and registers.
- **Conduct Spandana** every working day
- Submit all Reports periodically to higher authorities in time.
- All the other Functional aspects as instructed by the respective higher authorities in any mode of communication.
- All the functionaries who are working at concern secretariat are responsible to report to Ward Administrative Secretary.
- Any Periodical Reports/Registers of Concern Functionaries should be verified by him.

# FUNCTIONAL ASPECTS

## Responsibilities

Ward Administrative Secretary shall:

- Identify the public representatives as per protocol. All other responsibilities entrusted by the higher authorities time to time and perform any responsibility delegated by the Commissioner
- Ensure convergence to provide all line departments services at Ward level.
- Keep the Ward Secretariat office clean and tidy.
- Be responsible to maintain attendance register, movement register, office orders, letters received from Municipality etc.
- Undertake regular verification of personal registers and other registers related to Right To Information Act (RTI) & Citizen Charter and ensure prompt disposal of cases received in Ward Secretariat office.
- Act as a Public Information Officer under Right to Information Act, 2005.
- Be responsible for preparation of Administration Report.
- Assist the Commissioner in conducting the elections to the council.
- Be responsible for submission of all periodical reports to the higher authorities in time.
- Verify the stock account of books and forms, stationery and issue wherever necessary.
- Check Dispatch Register, Stamp Account, Distribution Register and fair copy register every day.

# FUNCTIONAL ASPECTS

## Responsibilities

Ward Administrative Secretary shall:

- Monitor legal matters relating to statutory bodies viz, SC, ST Commission, Lokayukta, Human Rights Commission etc.
- Attend outdoor work daily for a minimum period of 1 hour in the forenoon, among others, for assessment and collection of taxes and non-taxes.
- Be responsible for getting the under-assessments and assessments booked as per the Assessment of taxation rules.
- Be responsible for proper service of bills for collection of taxes and non-taxes within the stipulated time.
- Be responsible for collection of 100% property tax and water charges by visiting door to door and maintaining a record of such visits
- Make spot entry in the memoranda immediately after collection from the taxpayer.
- Make entries of the daily collections in the daily collection book (handbook) as per the memoranda, make necessary entries in the challan register and remit it to the municipal treasury on that day itself, after due verification by the concerned assistant, Revenue Inspector and Revenue Officer.
- Report new constructions, additions to the existing buildings, usage changes etc. to Revenue Inspector every month by submitting monthly lists.
- Issue special notices within 7 days from the date of receipt & obtain acknowledgement from the parties.

# FUNCTIONAL ASPECTS

## Responsibilities

Ward Administrative Secretary shall:

- Attend the office of Municipal Standing Counsel (MSC) for obtaining the information regarding the suits filed against the municipality and report to the Revenue Inspector.
- Attend the criminal / civil courts on behalf of the municipality in connection with the prosecutions and suits filed by and against the municipality.
- Be responsible for submission of lists of arrears every month relating to all taxes pertaining to his ward
- Maintain a register showing the addresses of taxpayers residing outside the municipality.
- Undertake all other responsibilities entrusted by the higher authorities from time to time
- Perform responsibility delegated by the Commissioner regarding Identification of Vacant Lands and collection of VLT

**Note: Shall also be responsible for:**

- All the other Functional Aspects as Instructed by the Respective Higher Authorities in any mode of communication.
- All the other functions described with the reference to GO.RT No: 650, Dated 03-10-2019 Issued by : MAUD  
[https://gramawardsachivalayam.ap.gov.in/GSWS/AdsandGos/assets/go/18\\_GO\\_Rt.650-MAandUD\\_Ward\\_Secretariats\\_Job\\_Chart.pdf](https://gramawardsachivalayam.ap.gov.in/GSWS/AdsandGos/assets/go/18_GO_Rt.650-MAandUD_Ward_Secretariats_Job_Chart.pdf)
- Also Refer GSWS Employee Corner for Ward Administrative Secretary Calendar Activity  
<https://gramawardsachivalayam.ap.gov.in/GSWS/downloads/UAT/WARD%20ADMINISTRATIVE%20SECRETARY%20English%20Version.pdf>



# FUNCTIONAL ASPECTS

## Key Services Handled

- Collection of Taxes and Charges
- Property New Assessment
- Transfer of Title
- Revision Petition /General Revision Petition
- Vacancy Remission
- Addition/Alteration of Property
- Valuation Certificate
- Exemption Request
- Amalgamation of Property
- Vacant Land New Assessment
- Sub-Division of a property
- Conversion of House tax to Vacant Land Tax (VLT) & Conversion of VLT to House Tax