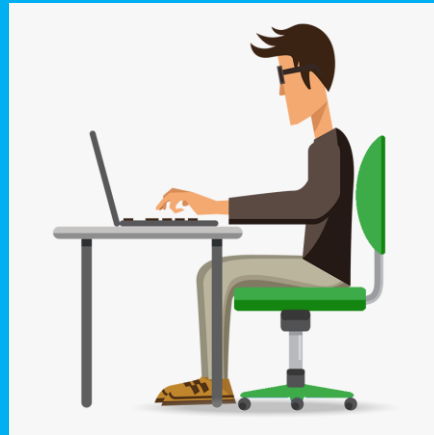


Standard Operating Manual

Ward Amenities Secretary (WAES)



BASIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Served:



Households Mapped:



Clusters Mapped:



Functionaries Mapped:



Volunteers Mapped:



Secretariat Vacancies:
Functionaries & Volunteers



Service Requests Raised:
Since Inception (26-01-2020)



Service Requests Closed
Till Date



Grievances Received:
1902/ Register



Grievances Resolved:



Registers Maintained at the Secretariat

1	Attendance Register	6	Certificates Issued Register
2	Movement Register	7	SPANDANA Grievances Register
3	Stock Register	8	Cash Box Register
4	Visitors Register	9	GSWS Services Register
5	MeeSeva Services Register	10	Remittance of Service Charges Register

DESIGNATION SPECIFIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:



Volunteers Attached
COP:



Service Requests Received:



Service Requests Closed
From: Till Date:



Grievances Raised:

From: Till date:



Grievances Resolved:



Registers Maintained by the Functionary

1	Public Grievances Register	5	Public Taps & Leak Material Stock Register
2	Field visit Register	6	Measurement Book
3	Water Sample / Quality Control Register	7	Street light register
4	Housing material Register	8	Bills Register

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

- Verify applications, conduct field verification, report to Asst. Engineer and facilitate **water tap connections**
- Verify, identify the **water/pipeline leakages** for repairs and intimate Water Supply Dept. for the rectification
- **Redress complaints** pertaining to water supply, storm water drains, sanitation, roads, manhole covers
- Monitor frequency, quality of water supply, new/repair of water supply lines & house service connections
- Desilting of Major drains, maintain burial grounds, community toilet complexes.
- Verify and report **unauthorized construction of structures, temples, bridges, houses, sheds** etc.
- Arrange for registration of eligible applicants in **Pradhan Mantri Awas Yojana [PMAY-MIS]** website
- Conduct **Participatory Rural Appraisal (PRA)** and explain the details of housing schemes to beneficiaries
- Give mark-out for houses and render all **technical assistance to beneficiary in construction of houses**
- **Geotag vacant site** & stage wise construction of houses in apps provided by Housing Department.
- **Inspect construction of houses**, report the progress and requirement of construction materials.

FUNCTIONAL ASPECTS

Responsibilities

Ward Amenities Secretary shall:

- Undertake outdoor work daily for a period of 1 hour in the forenoon to supervise the execution of all engineering works and maintenance of all urban services in his jurisdiction.
- Investigate and prepare designs and estimates of all engineering works and maintenance works.
- Bring notice to the Assistant Engineer any deviation from sanctioned estimates and designs.
- Be responsible for proper preparation and maintenance of records - timely recording of measurements, safe custody of measurement books and field books, preparation of estimates, bills, work-slips etc., property registers, Fortnightly Progress Reports (FNPRs) etc.
- Be responsible for maintenance of Parks, Traffic Islands, Bore wells, Hand bores & Community Toilet Complexes.
- Be responsible for preparation of all bills as per APPWD Code Rules and instructions of the Government issued on the subject from time to time.
- Be responsible for recording of measurements in MBs and checking and supervision of centre lines marking as per approved plans, levels, quality of materials and their quarries, quality of the work as per standard specifications and IS codes, sizes of materials etc.
- Execute all engineering works and maintenance works and recording measurements and preparation of bills including works pertains to housing, irrigation, school education and other line departments.

FUNCTIONAL ASPECTS

Responsibilities

Ward Amenities Secretary shall:

- Operate and maintain roads/buildings / water supply/ sewerage /drainage, electrical installations etc.
- Not allow any deviation from the approved plans and agreements without written instructions from higher authorities.
- Undertake any other duties entrusted by the higher authorities from time to time.

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. MS No: 650 I Dated: 03-10-2019 I Issued by: MAUD
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 Panchayat Secretary Calendar Activity
<https://gramawardsachivalayam.ap.gov.in/GSWS/downloads/UAT/WARD%20AMENITIES%20SECRETARY%20English%20Version.pdf>

FUNCTIONAL ASPECTS

Key Services Handled

- Sand booking
- Sand dumping
- Issue Water Tap Connections for requests:
 - New
 - Additional
 - Usage Change
 - Closure
 - Reconnection
- Report street light repairs to the street light wing in the Municipal office
- Execute Civil Works under Nadu-Nedu programme