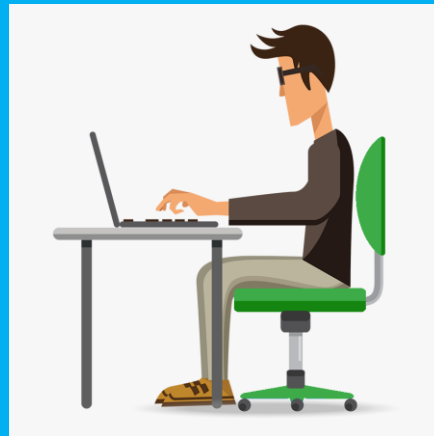


Standard Operating Manual

Ward Welfare and Development Secretary (WWDS)



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	Pension Register
2	Welfare Schemes Register
3	Volunteers meeting Register
4	YSR Bima Register
5	YSR Pelli Kanuka 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

- **Assist urban poor** to access Bank Linkage, Self-Employment Programs, Skill Development Programs
- Report **status of construction** of houses to Ward secretariat
- Implement various **welfare schemes** pertaining to SC, ST, BC, Minority & report to Municipal commissioner
- Identify right persons for skill training programs
- Maintain **social harmony** and respect for civil rights
- Supervise work of Volunteers, guide and assist in surveys and need assessment
- Create **awareness on schemes** and encourage transgender to undergo department's vocational training
- Collect Masjid Bank Accounts Details, Imam and Mouzzain Aadhar Card and Bank Account Details.
- Organize community in poor settlements to develop social contact, to access health institutions and enhance community participation in health initiatives
- Provide support for **urban street vendors**
- Assist SHGs in availing Government benefits like YSR Aasara, YSR Vaddi Leni Runalu VLR etc.

FUNCTIONAL ASPECTS

Responsibilities

Ward Welfare and Development Secretary shall:

- Be available in the office for a maximum period of 2 hours and rest of the time shall be spent in field work I.e., SHG (NHG), SLF (NHC) and TLF formation and strengthening etc.
- Assist the Government agencies in identification of eligible beneficiaries for housing programs.
- Support urban poor to access the existing health institutions and enhance the community participation in all health initiatives.
- Assist the SHGs in preparation of Micro Credit Plan, documentation and bank linkage processing.
- Develop community level comprehensive data base on infrastructure, assets and social aspects, and update the data base periodically, at least once a year.
- Assist the SHGs in preparation of Micro Credit Plan, documentation and bank linkage processing.
- Support and strengthen SHGs and their federations including the SHGs of disabled persons in accessing convergent services.
- Facilitate and promote voluntarism.
- Mobilize communities and ensure their full participation in development activities – planning, implementation and monitoring.

FUNCTIONAL ASPECTS

Responsibilities

Ward Welfare and Development Secretary shall:

- Support implementation of development works like community contracts, O & M of community assets etc.
- Identify local resources – human, financial and material and ensure optimum utilization.
- Help CBOs in proper identification of beneficiaries under different development programmes and Establish liaison with CBOs including NGOs and Government Departments for convergence.
- Ensure the CBOs organize regular meetings and discuss common issues.
- Organize periodic orientation to the members of CBOs on their role and responsibilities and development.
- Document the working of CBOs and good practices, disseminate and discuss the good practices from outside.
- Undertake all other responsibilities 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 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
- Also Refer GSWS Employee Corner for Ward Welfare and Development Secretary Calendar Activity
<https://gramawardsachivalayam.ap.gov.in/GSWS/downloads/UAT/WARD%20WELFARE%20AND%20DEVELOPMENT%20SECRETARY.pdf>

FUNCTIONAL ASPECTS

Key Services Handled

YSR Pension Kanuka:

- Draw cash and issue to the Volunteers every month.
- Monitor disbursement of pension on behalf of SERP.
- Collect unspent pension amount from Volunteers and credit to Pension account.
- Monitor physical verification of new & live pensions through volunteers.

YSR Bima:

- Follow up with volunteers for receipt of claim documents.
- Ensure distribution of all the benefits as per the scheme through volunteers.

YSR Aasara:

- Create awareness of YSR Aasara scheme, facilitate distribution of certificates & CM's letter to eligible SHGs.

YSR Vaddi Leni Runalu (VLR):

- Create awareness on eligibility criteria to avail 100% interest subvention under YSR Vaddi Leni Runalu [VLR] to all Self-Help Groups who took loans from the banks.
- Sensitize SHGs for making prompt repayments & become eligible for scheme benefits.
- Coordinate programs for distribution of VLR reimbursement certificate & CMs letter to SHGs.