

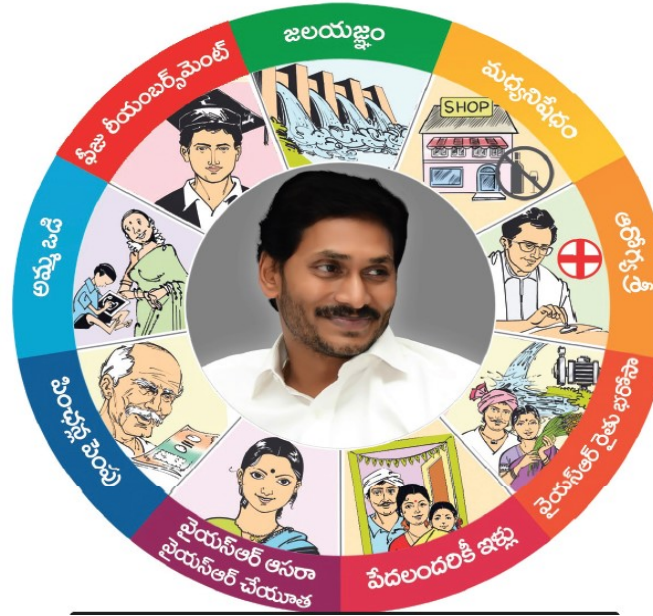


ROLES AND RESPONSIBILITIES OF VILLAGE&WARD SECRETARIAT EMPLOYEES JOB CHARTS OF PANCHAYT SECRETARY G-VI (DA) & WEA



**Grama Volunteers / Ward Volunteers &
Village Secretariats / Ward Secretariats Department**

Importance of Village and Ward Secretariats



Government intends to establish village secretariat system as a part of “NAVARATHNALU” and the commitment made by Government to citizens of the State to improve the living standards of people in the rural areas of the state. As per Article-243 of Constitution of India and Sec 4 of APPR Act 1994, the Gram Panchayat envisages the village level government. In this direction Government desires to provide 10-12 functional assistants of line departments to the office of Gram Panchayat and designate it as “Village Secretariat”. Same as in Urban and designate it as “Ward Secretariat”. And the Main Moto of Gram volunteer/ Ward Volunteer & Village Secretariat / Ward Secretariat Department is Services at Door Step.

Recent Observations by Government

Honourable CM sir, Established Village and Ward Secretariat System to Improve the Service Delivery to Citizens of AP. The Main Moto of System is Improve Living Standards of People. The Village and Ward Secretariats Should Assist all People equally to avail Government Benefits.

But In Recent Days, on Reviewing of People Grievance Portal SPANDANA, The Major Part of Grievances Occupied by Village and Ward Secretariats.

❖ In VIZIANAGARAM DIST From 01/04/2021 to 10/02/2022 – 2190 (1450 on Functionaries & 740 on Volunteers) Grievances Received on Gram Volunteer / Ward Volunteers And Village and Ward Secretariats.

❖ It is 21% of Overall Received

❖ Top 3 Mandals are Vizianagaram, Bobbili and Parvatipuram

General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

•The Village Secretariat shall function as...

1.An effective mechanism to deliver services at door step.

2.A strong & workable channel for implementation of NAVARATHNALU.

3.A mechanism for Transparency and accountability in delivery of government services to the citizens.

4.A unit of convergence among departments for providing services at village level.

The office of Gram Panchayat will be termed as “Village Secretariat”.

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General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

•All the Village Secretariat Functionaries are also the employees of the Local Government and are responsible to the Gram Panchayat.

•All the Village Secretariat Functionaries shall attend the office daily, duly following the specified office timings and they shall plan their day to day activities in a meticulous way to fulfill the administration needs as well as field work. If necessary, they shall plan the field visits in such a way (early morning/ late evening) keeping in view the importance of the responsibility/duty/task and also availability of the beneficiaries/ target group at household/ community level.

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General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- The prime duty of the Village Secretariat Functionaries is to provide various Government / other services at the door steps of Citizens and ensure effective delivery of Navarathnalu in transparent and corruption free manner.**
- The Panchayat Secretary of each Village Secretariat shall function as the Secretary/convener to the Village Secretariat.**
- Functional assistants shall cross check and verify the sector wise needs/ beneficiaries/ problems of the households identified by the Village Volunteers and shall take appropriate remedial steps.**

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General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- The Panchayat Secretary & functional assistants shall aid & assist Gram Panchayat in performing its functions.
- The Functional Assistants of line departments will function as per the job chart provided by their respective line departments and also report to the Gram Panchayat.
- All the Village Secretariat Functionaries should maintain a diary of work done every day to be reviewed by various Authorities.
- The functional assistants of Village Secretariat shall participate in Gram Panchayat meetings and Gram Sabah's to enable convergence of their functioning at Gram Panchayat level.

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General Job Chart of Village Secretariat Functionaries

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- Village secretariats shall assist in preparation of Gram Panchayat Development plans on the subjects delegated to them from time to time, as per the prescribed procedure.**
- The functionaries of the village secretariat shall prepare integrated annual plans using the PRA (Participatory Rural Appraisal) techniques, duly capturing the felt needs & aspirations of the people, as per the prescribed procedure.**
- Village Secretariats shall Endeavour to provide services pertaining to the subjects delegated to them from time to time, as per well-defined citizen charter.**
- The Village Secretariat shall function according to prescribed business rules and office procedures**

Contd ...

General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

•All the Village Secretariat Functional Assistants in coordination and with convergence shall, inter alia, ensure the implementation of following enactments in the Local Government area:

•Protection of Government/ Gram Panchayat Properties

•Prevention of Food Adulteration Act, 1956

•Immoral Traffic (Prevention) Act, 1956

•Weights and Measures Act, 1976.

•Child Labor (Prohibition & Regulation) Act, 1986

•WALTA Act 2004

•Domestic Violence Act, 2005

•The Prohibition of Child Marriage Act 2006

•Liquor Policy of Andhra Pradesh

•AP Panchayat Raj Act 1994

•All the Village Secretariat Functionaries shall follow up action on the grievances received under 'Spandana' and otherwise at GP level.

Contd ...

General Job Chart of Village Secretariat Functionaries (G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- All the Village Secretariat Functionaries shall reside stay in the jurisdiction of the village secretariat in which they have been posted.
- The functionaries recruited initially will be on probation for a period of two years at a consolidated stipend of Rs. 15,000/- per month. There after the concerned Departments will take necessary action as per service rules in force for confirming the probation.
- The performance of the Functional Assistants shall be reviewed periodically by the Mandal/District level officers concerned and they will periodically submit the performance appraisal reports.

Contd ...

General Job Chart of Village Secretariat Functionaries

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- The Functional Assistants shall converge their functioning with Village Secretariats keeping proper linkages with other departments, to act as a single unit of administration. Organic links must be established among various Departments and institutions.**
- The Functional Assistants shall be responsible to their regular Supervisory Officers of the concerned line Departments in technical aspects.**
- Each Functional assistant shall maintain and be the custodians of the department specific records. They shall submit the records to the Gram Panchayat as well as to the respective departments for verification/ Inspection/ Audit on intimation or request.**
- All the Village Secretariat Functionaries shall accompany the higher authorities concerned during the field inspections.**
- All the Village Secretariat Functionaries shall attend any other work as entrusted by the competent authorities from time to time.**

**Job Chart of
Panchayat Secretary Grade – VI
Digital Assistant
(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)**



**Delivering
Smiles**



Grama Volunteers delivering Old-Age Pensions

**Job Chart of
Panchayat Secretary Grade – VI Digital Assistant**

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- **She/he is the Nodal officer for all IT related activities/ digitalization etc., at the Village Secretariat.**

- **She/he shall coordinate and work in convergence with all Village Secretariat functionaries**

- **She/he shall computerize the household data collected by all the village volunteers in the village secretariat area and sort out the needs/ beneficiaries/ problems sector wise and circulate the same to the Panchayat Secretary, who in turn will inform the concerned function assistant of Village Secretariat.**

- **She/he shall act as in-charge of the Front Office, i.e. CSC/ Mee – Seva/Spandana Counters.**

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Job Chart of
Panchayat Secretary Grade – VI Digital Assistant

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- She/he shall manage and maintain (MIS) the data base of the Village Secretariat and update the information from time to time.
- She/he shall be the O&M manager for all the Mobile applications, Tabs, Computer systems and internet connectivity in the Village Secretariat
- She/he shall ensure digital services to the public effectively that are provided mandatorily by the Local Government like Birth & Death, Property Valuation, Tax Demand etc.,
- Management of data related to the Local Government in all the Panchayat Enterprise Suite (PES) Applications will be the responsibility of the Digital Assistant.
- She/he shall maintain the online accounts in the software's like PRIA Soft, PFMS and CFMS under the supervision of the Panchayat Secretary. Upload the approved GPDP in the Plan Plus software.

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Job Chart of
Panchayat Secretary Grade – VI Digital Assistant

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- **Track the Physical and Financial status of the works taken up from GPDP.**
- **In coordination with Panchayat Secretary, Village Surveyor and VRO, he/ she shall capture the details of the movable and immovable properties of the Government.**
- **She/he shall maintain the web page of the Local Government under the National Panchayat Portal and shall provide information to the public time to time.**
- **Manage routine office activities such as file maintenance disposal of official correspondence matters in a time bound manner etc.**
- **She/he shall create awareness to the public on Direct Beneficiary Transfers (DBT) and enable them to make cashless transactions and also on the ease and transparency of digital services**

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Job Chart of
Panchayat Secretary Grade – VI Digital Assistant

(G.O.MS.No. 150 Dt: 30-09-2019 by PR & RD Dept)

- **The Digital Assistant shall act as service provider at Village Secretariat, which shall work as a Common Service Center (CSC)/ Mee-seva/Spandana Center and shall manage it effectively.**

- **He/ She shall be in-charge of the front office in taking applications/ grievances from volunteers/ public and forward the same to the concerned functional assistant for redressal.**

- **The Digital Assistant shall attend any other work as entrusted by the competent authorities from time to time**

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)



Delivering Smiles



Grama Volunteers delivering Old-Age Pensions

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

For Tribal Welfare:

General Duties:

- A)Generating awareness among the public in the Village Secretariat jurisdiction about the schemes meant for the weaker sections of the society being implemented by all welfare departments and related welfare Corporations.**

- B)Ensuring identification of eligible persons for the above said welfare schemes.**

- C)Facilitating the eligible persons to apply for the said welfare schemes and get benefit from them without any administrative difficulty.**

- D)Providing feedback to higher authorities on the status of implementation of the said schemes.**

- E)Supervising over the work of all Village Volunteers working under the Village Secretariat as far as their welfare duties are concerned.**

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

For Tribal Welfare:

Specific Duties:

- Ensuring eligible school/college going children of the village are admitted in welfare hostels/welfare institutions/other institutions and continue in school/college till they complete at least Intermediate or equivalent course.
- Ensuring that all eligible students of weaker sections of the village get the scholarships and other educational development grants /subsidies/materials provided by government for this purpose.
- Ensuring that there is social harmony and respect for civil rights in the village and there is no practice of social discrimination in any form against the weaker sections in the village and report in case of any such instance to the Panchayat Secretary as well as higher authorities of Welfare departments.

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Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

For Tribal Welfare:

Specific Duties:

- Coordinating with the heads of the educational institutions in the area and motivate the students as well as parents of the students who are irregular in attendance or poor in studies to improve their performance. In case parents reside in another village, the data has to be transferred to the Village Secretariat concerned.
- Ensuring that the unemployed youth of the weaker sections make use of the existing schemes of the government to improve their livelihood opportunities.
- Coordinating with Banks for financial assistance to the eligible persons of the weaker sections of the society for setting up self-employment units to improve their livelihood opportunities.
- Verifying YSR Kalyana Kanuka / YSR Giriputhrika applications

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Job Chart in respect of activities of Society for Elimination of Rural Poverty (SERP)

Pensions:

**GOVERNMENT OF ANDHRA PRADESH
PANCHAYAT RAJ & RURAL DEVELOPMENT (RD.I) DEPARTMENT**

Memo.No.1071245/RD.I/A1/2020.

Dated: 27.01.2020.

Welfare and Education Assistant (WEA)/Ward Welfare Development Secretary (WWDS) will upload the new applications and get validate in the SSP portal.

Welfare & Education Assistant / Ward Welfare & Development Secretary will generate endorsement for rejected applications and handover to applicants.

Contd ...

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Pensions:

GOVERNMENT OF ANDHRA PRADESH
PANCHAYAT RAJ & RURAL DEVELOPMENT (RD.I) DEPARTMENT

Memo.No.1071245/RD.I/A1/2020,

Dated: 27.01.2020.

E. Welfare & Education Assistant / Ward Welfare & Development Secretary:

- i) New applications will be accepted in all Village & Ward Secretariats.
- ii) Received applications will be process and get validate in the SSP portal.
- iii) The Welfare & Education Assistant / Ward Welfare & Development Secretary should ensure that every person, who is eligible for pension as per the pension guidelines shall be forwarded to MPDOs/MCs for sanction. They will be held responsible for forwarding ineligible proposals for sanction.
- iv) Generate endorsement for rejected applications and handover to applicants and validate data will be sent to MPDOs/MCs login for further process.
- v) Shall handover cash to Village/Ward Volunteers.
- vi) Shall ensure proper disbursement of pensions.

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**GOVERNMENT OF ANDHRA PRADESH
PANCHAYAT RAJ & RURAL DEVELOPMENT (RD.I) DEPARTMENT**

Memo.No.1071245/RD.I/A1/2020.

Dated: 27.01.2020.

- vii) Monitoring and Supervise the Village/Ward Volunteers on disbursement of pensions.
- viii) In case of failure of self authentications of pensioners, he/she will disburse pensions through PDO authentication.
- ix) He/she will disburse portability payment if any.
- x) Ensure that the Unspent Amount will collect from Village/Ward Volunteers and deposit in Village/Ward Secretariat Pension Account by 8th of every month.
- xi) Shall update the Disbursement details in their logins in SSP web portal.
- xii) The disbursement of pension shall be done completely from 1st to 5th of every month without any deviation.
- xiii) Shall rollback permanent migration pensions within 3 months on the request of the pensioners.
- xiv) Shall maintain the Cheque Issue Register, Cash Issue Register, Unspent Collection Register, Cash Book and cheque book and other pension related records etc.
- xv) Shall responsible for safeguard and properly accounted for public money.
- xvi) Any deviation in following these instructions will be viewed seriously by the Government and they will be held responsible for any lapse.

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Job Chart in respect of activities of Society for Elimination of Rural Poverty (SERP)

•Institution Building (IB):

I. Identifying left over poor women and coordinate with VOA for forming of new SHGs or joining of existing SHGs.

II. Attending SHG/VO meetings along with VOA.

III. Creating awareness on all Government welfare Schemes in SHG/VO meetings.

IV. Identifying eligible members of the Self-Help groups for government schemes like housing/pensions/bones, etc., and take resolutions from SHG/VO and coordinate with other welfare departments for their sanction.

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Job Chart in respect of activities of Society for Elimination of Rural Poverty (SERP)

•Improving Livelihoods of the SHGs:

I.YSR Aasara Scheme: Creation of awareness on YSR AASARA scheme and distribution of certificates along with Hon'ble CM's letter addressed to eligible Self-Help Groups.

II.YSR VLR Scheme: Creation of awareness on eligibility criteria to avail 100% Interest subvention under YSR Vaddi Leni Runalu to all Self-Help Groups who took loans from the banks/Sthreenidhi. Should sensitize the SHGs for making prompt repayments and to become eligible to get benefit under the scheme.

Coordination of the program for distribution of VLR reimbursement certificate along with Hon'ble CMs letter addressed to SHGs from time to time.

I.Stree Nidhi Scheme: Creation of awareness on Streenidhi Livelihood loans in the Village organization meeting.

1.Ensuring to avail 100% Credit limits of the Village Organization.

2.Educating the SHGs on Streenidhi deposit products.

3.After disbursement of Streenidhi Livelihood loans under (YSR - Vaddilenirunalu), it should be ensured that the scheme guidelines are followed by the loanees.

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Job Chart in respect of activities of Society for Elimination of Rural Poverty (SERP)

•YSR BIMA:

I.Creating awareness to enroll all un-organized workers in the GP through Volunteers.

II.Enrolling unorganized workers through Volunteers.

III.Submitting data through website.

IV.Ensuring distribution of individual policy bonds/identity cards

V.Ensuring to give intimation to call center within one hour of death

VI.Following up with Volunteers for receipt of claim documents.

VII.Ensuring and collect Policy holder's children study certificates and data.

VIII.Ensuring distribution of scholarship through Volunteers.

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

•Job Chart relating to Education activities:

- Identifying dropout / never enrolled children in the age group of 5-15
- To make them aware, the opportunities like Residential Special Training Centre (RSTC), Non-Residential Special Training Center (NRSTC) surrounding / in the Village to join and mainstream in the age appropriate class. If necessary, to make them to join in such training centers. Providing academic guidance by visiting NRSTCs, RSTCs.
- Attending the SMC / Parent Teacher meetings in the schools concerned and to make a note on the status of the students learning outcomes.
- Attending the SMC / Parent Teacher meetings in the schools concerned and to make a note on the status of the students learning outcomes.
- Disseminating the academic standards of the students to their parents.
- Obtaining the list of low performed students from the HM/ Teacher concerned and to play a key role in providing remedial teaching to them.
- Guiding the SSC failed students in the village for completion of their SSC either mainstream or through APOSS if necessary.

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Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

•Job Chart relating to Education activities:

- If the candidates are not willing to complete their SSC, to guide them for the available skill development courses.
- Helping in converging the Anganwadi centers and primary school for 100% transition of 5+ aged children from AWCs in to Class I.
- As there is no door delivery services in School Education department, to ensure that all the students get all the benefits by the Govt. such as NT Books, Uniforms, Mid-Day Meal, sanitary napkins in case of adolescent girls, and bicycles.
- To play a key role in identifying and finalizing the beneficiary mothers for AMMA VODI programme

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

•Job Chart relating to Housing activities:

- A)Survey of households eligible for housing grant and their documentation
- B)Selection of eligible beneficiaries as per scheme rules
- C)PRA management with grant beneficiaries
- D)Encouraging home beneficiaries to build houses
- E)Encouraging beneficiaries to build personal toilets along with the home
- F)Providing housing beneficiaries with bank openings
- G)Submission of a report on the status of housing to the Village Secretariat for further action
- H)Coordinating the identification of housing beneficiaries, resolving complaints on grants and integration of other government schemes in housing construction.

Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Regulatory Roles in Scheduled Areas:

- Facilitating the applicants to file claims seeking recognition of individual or community forest rights under the Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act 2006, which is known as Forest Rights Act.
- Facilitating the aggrieved persons to file appeals under Forest Rights Act against the resolutions passed rejecting the claims either by Gram Sabha or Sub Divisional Level Committee to its next level higher body.
- Assisting the Scheduled Tribes whose rights have been recognized and vested under the Forest Rights Act, to secure economic benefits of the various schemes of the Government as part of post claim support.
- Facilitating the community to hold Gram Sabhas under the provisions of Andhra Pradesh Panchayats Extension to Scheduled Areas (PESA) Rules 2011 and also assist the Vice President and Secretaries of Gram Sabhas while discharging their functions.

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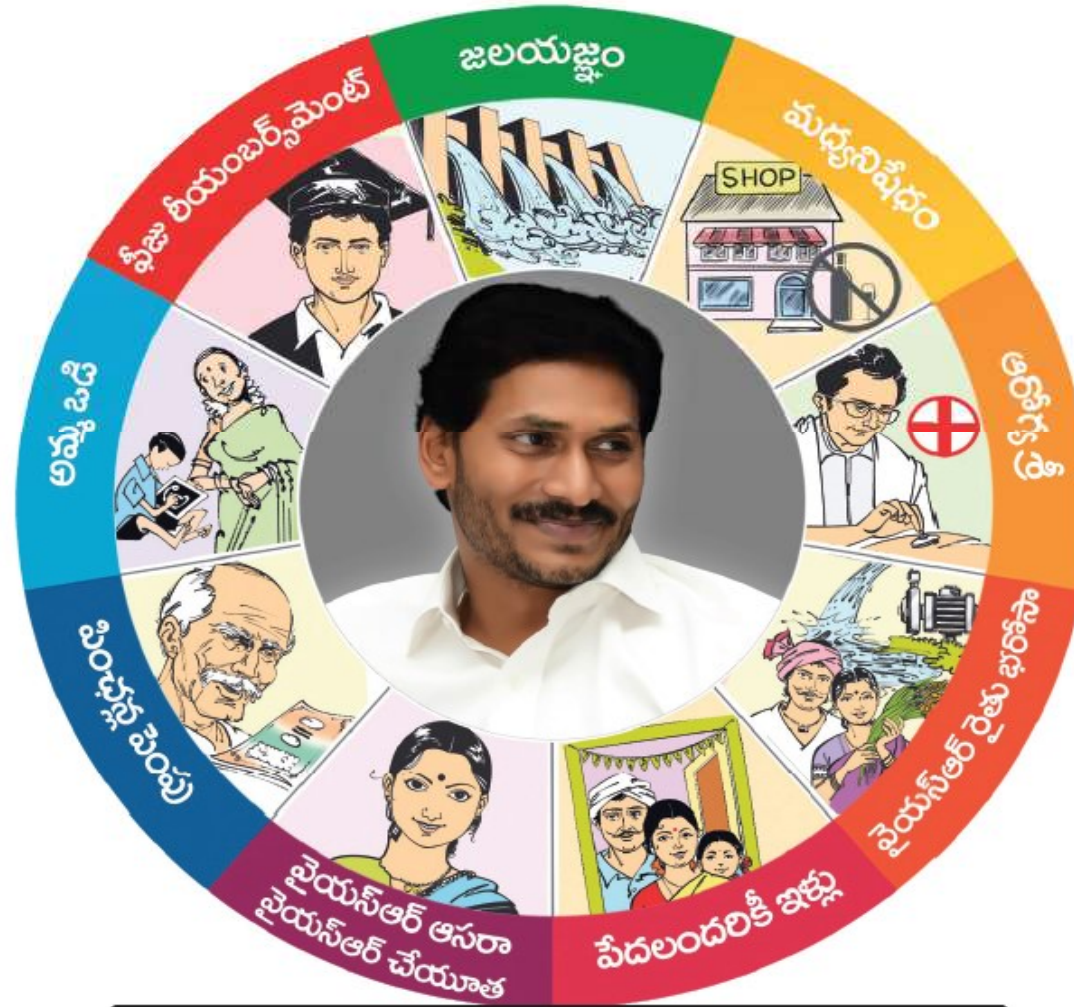
Job Chart of Welfare and Education Assistant

(G.O.Ms.No.109 SW (TW.SER) Dept., Dated.23.10.2019)

Regulatory Roles in Scheduled Areas:

- Following up of the resolutions passed by PESA -Gram Sabhas for its implementation with the concerned Village Secretariats or the concerned departments.
- Playing a bridge role between the Tribal Welfare /Other Departments and PESA-Gram Sabhas in placing the proposals for the consideration of Gram Sabhas or its approval as mandated under the PESA Rules 2011.
- Identifying the illegal land occupations of non tribals and bring such occupations to the notice of Special Deputy Collector(Tribal Welfare) or the Sub Collector or PESA-Gram Sabhas for necessary action under AP Scheduled Area Land Transfer Regulations 1 of 59, as amended by 1 of 70.
- Helping the tribals to file petitions for prevention of alienation of lands or restoration of any unlawfully alienated land of Scheduled Tribes in the Scheduled Areas.
- Identifying the money lenders or private money lending agencies that are carrying out business illegally in the Scheduled Areas and bring to the notice of the concerned Sub Collector/Revenue Divisional Officer or Tahsildars or Gram Sabhas for necessary action against them under AP (Scheduled Areas) Money Lenders Rules 1960.

Importance of Front Office & Office etiquettes



Front Office Duties

- The Front Office shall function as a people-friendly enquiry counter and single window service delivery point.
- This system shall be for ensuring delivery of service on the principle of “first cum first serve” without any third-party agency ship.
- The applications received shall be subjected to preliminary scrutiny with the help of a prescribed checklist by the Digital Assistant.
- The Digital Assistant shall be personally responsible for receipt of faultless applications with respect to prescribed format, authentication, affixing Court fee stamp, availability of necessary documents, remittance of required application fee etc. to avoid hurdles in service delivery.
- A bound copy of the Check list on service delivery as approved by Government shall be kept in Front Office and all staff personnel deputed to duty in Front Office shall be well versed with the contents of the check list and it shall be referred on accepting applications in Front Office.

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Front Office Duties

- The Panchayat Secretary, through Office Order shall entrust staff on duty in the Front Office on a daily rotation /term basis. They shall include Digital Assistant also.
- The Front Office counter shall be arranged in front of the VS office, approachable to all the public conveniently.
- The Front Office Staff shall address the citizen in decent manner during the course of interaction and shall be polite and courteous.
- To ensure effective functioning of Front Office, the in-charge shall be put in Front Office only after giving them training on checklists, communication skills and etiquette on polite behaviour.
- The Digital Assistant shall provide information to the citizens on enquiry on application formats, how they are filled up, enclosures required, fees to be remitted and office procedures.

Soft Skills for Village and Ward Secretariat Employees

6.1 What are soft skills?

“Soft skills are non-technical skills, abilities, traits and attitude required to function” in a specific employment environment to:

- Deliver information or service to citizen and co-workers;
- Work efficiently as a team member of a team;
- Learn or acquire the technical skills necessary to perform task;
- Inspire the confidence of the supervisors and management;
- Understand and adapt to cultural norms of the work place.

6.2 Important Soft Skills

Figure - 3



Soft Skills for Village and Ward Secretariat Employees

6.2.1 Clear Communication

Clear Communication is most important ability in development sector. It is a sign for confidence on self and subject. Communication comes in many forms:

- verbal (sounds, language, and tone of voice)
- aural (listening and hearing)
- non-verbal (facial expressions, body language, and posture)
- written (journals, emails, blogs, and text messages)

Oral communication skill includes both abilities to listen well and communicate well, embracing the ability to give and understand instructions and to communicate in ways appropriate to the situation and the audience.

Enunciating, speaking loudly enough, and employing an upbeat tone will help you communicate clearly and positively with your clients. These skills are essential in phone communication as well. If you write or email with applicants/public, be sure to use proper grammar and spelling and choose words and phrases that convey a similarly upbeat attitude.

- Positivity
- Emotional Intelligence

Soft Skills for Village and Ward Secretariat Employees

Why you need it: Both written and verbal communication skills are of utmost importance in the workplace because they set the tone for how people perceive you. They also improve your chances of building relationships with co-workers. Communication skills boost your performance because they help you to extract clear expectations from public, so that you can deliver excellent work.

Soft Skills for Village and Ward Secretariat Employees

6.2.2. Listening Skills

Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

“Listening is Not the Same as Hearing” - Hearing refers to the sounds that enter your ears. It is a physical process that, provided you do not have any hearing problems, happens automatically.

Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages. Listening is not a passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker.

Soft Skills for Village and Ward Secretariat Employees

The phrase '*active listening*' is used to describe this process of being fully involved.

An important aspect of public service is simply making the person feel heard. When you're talking on the phone, don't interrupt customers, and carefully respond to all of their questions.

- Nonverbal Communication
- Open-mindedness
- Courtesy
- Insightful Questions



Soft Skills for Village and Ward Secretariat Employees

6.2.3 Self Control

Self-control, an aspect of inhibitory control, is the ability to regulate one's emotions, thoughts, and behavior in the face of temptations and impulses. As an executive function, self-control is a cognitive process that is necessary for regulating one's behavior in order to achieve specific goals.

Patience and self-control will keep you from getting upset and saying something inappropriate. Remember to try not to take it personally when the customer is

upset. When the customer is angry, it's even more important to stay calm and try to tone down the conversation.

- Problem Sensitivity
- Bearing
- Patience
- Stress Tolerance
- Focus



Soft Skills for Village and Ward Secretariat Employees

6.2.4 Positive Attitude

A positive attitude is a mindset that helps you to see and recognize various opportunities. Positive attitude means positive thinking. It is optimism and maintaining a positive mindset. It is a mental attitude that focuses on the bright side of life. It is a mindset that uses the words, “I can”, and “it is possible”. A positive attitude goes a long way in public service.

- Bearing
- Emotional Intelligence
- Vocal Tone
- Encouragement
- Adaptability
- Proactive



Soft Skills for Village and Ward Secretariat Employees

6.2.5 Assertiveness

Assertiveness is a skill regularly referred to in social and communication skills training. Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive, or passively accepting 'wrong'. By speaking in a strong, steady voice, asking direct

questions, and keeping track of what you need to do, you will convey confidence without being aggressive.

- Confidence
- Bearing
- Versatility
- Quick Thinking
- Articulate



Being
Assertive

Soft Skills for Village and Ward Secretariat Employees

6.2.6 Conflict Resolution

Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement among them. The disagreement may be personal, financial, political, or emotional. When a dispute arises, often the best course of action is negotiation to resolve the disagreement.

Conflict resolution skill includes:

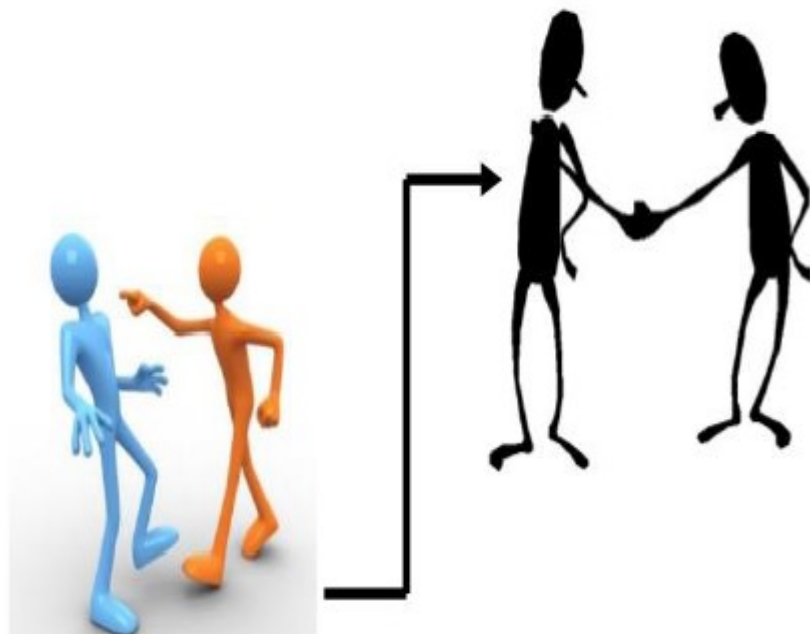
- Mediation
- Facilitation
- Accountability
- Negotiation
- Diplomacy
- Emotional Intelligence



Soft Skills for Village and Ward Secretariat Employees

6.2.7 Empathy

Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place



oneself in another's position. Definitions of empathy encompass a broad range of emotional states. Empathy facilitates prosocial or helping behaviors that come from within, rather than being forced, so that people behave in a more compassionate manner.

Soft Skills for Village and Ward Secretariat Employees

6.2.8 Depersonalization

People want to feel understood and appreciated. A simple “I understand” or “I know how you feel” can make the person feel understood and appreciated. Public want you to focus on helping them.

- Stress Tolerance
- Bearing
- Leadership
- Identity
- Emotional Stability



Soft Skills for Village and Ward Secretariat Employees

6.2.9 Taking Responsibility

This is a big part of working in public service, and that includes being able to say, “I’m sorry,” whether it’s for a late response or the poor quality of a service. You have to be able to sincerely apologize to an applicant on behalf of your organization even when the problem was not your fault. Hearing an apology almost always make another feel better.



- Humility
- Active Listening
- Repeating the Words Back to Them
- Empathy
- Integrity
- Approachability

Soft Skills for Village and Ward Secretariat Employees

6.2.10. A Sense of Humour

This can make a potentially stressful public service interaction more enjoyable. If any person cracks a silly joke, she/ he will appreciate it if you chuckle along with her/ him. However, make sure you are never laughing at the public, such as when they make a mistake or have trouble with something. Instead, laugh along with the public.

- Problem Sensitivity
- Social Skills
- Imagination
- Stress Tolerance





Thank you

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