



# BASIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:




Households Mapped:




Clusters Mapped:




Functionaries Mapped




Volunteers Mapped:




Secretariat Vacancies  
Functionaries & Volunteers




Service Requests Raised  
Since Inception From




Service Requests Fulfilled  
Till Date




Grievances Raised




Grievances Resolved:




## Registers Maintained at the Secretariat

1	Attendance Register	5	SPANDANA Grievances Register
2	Movement Register	6	Leaves Register
3	Stock Register	7	Tappal Register
4	Visitors Register	8	Meeting Register

## DESIGNATION SPECIFIC INFORMATION

Secretariat Name:

Secretariat Code:

Population Serviced:



Volunteers Attached  
COP



Service Requests Raised



Service Requests Resolved  
Till Date:



Grievances Received:



Grievances Resolved:



### Registers Maintained by the Functionary

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

# COMPULSORY ADMINISTRATIVE PROTOCOL



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



Remain Present in Office  
during Working hours



Always Wear Uniforms  
at Work



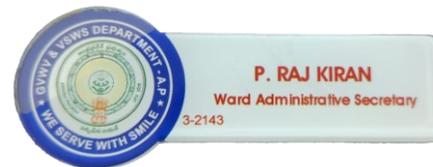
Remain at Secretariat  
for SPANDANA From:  
3:00 PM To 5:00 PM



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



Compulsory participate  
in Gram Sabha meeting  
every 3 months

# FUNCTIONAL ASPECTS

## Key Responsibilities

- Act as **service & information provider, front office in-charge**, to the public at village secretariat.
- Operate as **people friendly** single window service delivery point & follow “**first-come, first-serve**” basis
- **Attend duties of other Functional Assistants** as and when required
- **Act as Operations & Maintenance manager** for all the IT hardware devices, Software and internet connectivity
- **Ensure receipt of fault free applications, authentication**, affixing court fee stamp, **availability of necessary documents**
- **Attend to Spandana and grievance redressal**
- Maintain and follow prescribed checklist of accepting applications
- Record Tappal, Communications, Applications, cheques, DDs in the Inward Register and place it before Panchayat Secretary for initials and distribution
- **Submit Daily Reports** to Panchayat Secretary
- Undertake applications/ grievances from volunteers/ public and forward the same to the concerned functional assistant for redressal.

# FUNCTIONAL ASPECTS

## Responsibilities

Digital Assistant shall:

- Coordinate and work in convergence with all Village Secretariat functionaries.
- Computerize the household data collected by all the village volunteers, sort out needs and problems of the beneficiary sector wise and circulate it to the Panchayat Secretary, who will inform the concerned functional assistant.
- Conduct preliminary scrutiny with the help of a prescribed checklist for the applications received.
- Be personally responsible for receipt of remittance of required application fee etc. to avoid hurdles in service delivery.
- Keep a bound copy of the check list on service delivery as approved by Government which 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.
- Ensure fulfilment of duties given by Panchayat Secretary through Office Order and assign staff on duty in the Front Office on a daily rotation /term basis.
- 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 behavior.

# FUNCTIONAL ASPECTS

## Responsibilities

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.
- Manage, maintain and update MIS containing the database of the Village Secretariat.
- Ensure digital services to the public effectively that are provided mandatorily by the Local Government like Birth & Death, Property Valuation, Tax Demand etc.
- Manage the data related to the Local Government in all the Panchayat Enterprise Suite (PES) Applications.
- Maintain the online accounts in the software's like Panchayati Raj Institutions Accounting Software (PRIA), Public Financial Management System (PFMS) and Comprehensive Financial Management System (CFMS) under the supervision of the Panchayat Secretary.
- Upload the approved Plan in Gram Panchayat Development Plan (GPDP) in the Plan Plus software.
- Track the Physical and Financial status of the works taken up from GPDP.
- Capture the details of the movable and immovable properties of the Government in coordination with Panchayat Secretary, Village Surveyor and VRO.
- Act as the Nodal officer for all IT related activities/ digitalization.

# FUNCTIONAL ASPECTS

## Responsibilities

Digital Assistant shall:

- Ensure to arrange the Front Office counter in front of the Village Secretariat office, approachable to all the public conveniently.
- Create awareness on Direct Beneficiary Transfers (DBT) and enable them to make cashless transactions and on the ease and transparency of digital services.
- Manage routine office activities such as file maintenance disposal of official correspondence matters in a time bound manner etc.

### **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: 150, Dated : 30-09-2019, Issued by : MAUD  
[https://gramawardsachivalayam.ap.gov.in/GSWS/AdsandGos/assets/go/8\\_GO\\_Ms.\\_150-PRandRD-Digital\\_Asst\\_Jobchart.pdf](https://gramawardsachivalayam.ap.gov.in/GSWS/AdsandGos/assets/go/8_GO_Ms._150-PRandRD-Digital_Asst_Jobchart.pdf)
- Also Refer to GSWS Employee Corner for Digital Assistant Activity  
<https://gramawardsachivalayam.ap.gov.in/GSWS/downloads/UAT/DIGITAL%20ASSISTANT%20English%20Version.pdf>

# FUNCTIONAL ASPECTS

## Key Services Handled

- Fill Service Application Forms on behalf of citizens/ volunteers for all services
- Provide information to citizens on enquiry of application formats, form filling procedure, enclosures required, fees to be remitted
- Collect services charges and statutory charges and generate payment receipts for transactions
- Remit collected amounts in the respective accounts
- Delivery of service /documents, certificates, cards to citizens / beneficiaries
- Data entry and updating of records for beneficiaries and any other data given by any functionaries
- Receive the grievances from Citizen, volunteers and forward to the respective functionaries for redressal
- Maintain and update MIS Reports
- Undertake routine office activities including maintenance of Office files and registers