GOVERNMENT OF ANDHRA PRADESH
GVWV & VSWS DEPARTMENT

From,
Sri Ajay Jain, IAS
Special Chief
Secretary
GVWV&VSWS
Department
Velagapudi,
Amaravati

To,
The Special Chief Secretary, Revenue Department,
The Special Chief Secretary, Agriculture, Animal
Husbandry, Sericulture & Fisheries
The Special Chief Secretary, MA& UD,
The Principal Secretary, PR & RD,
The Principal Secretary, Home Department,
The Principal Secretary, Health &Family Welfare,
The Principal Secretary, Social Welfare,
The Principal Secretary, Social Welfare,
The Secretary, Energy Department.

Circular. No 56/D/2021: Dated 16/07/2021

Sub:	GVWV& VSWS Department –Declaration of Probation-Training to Village/Ward Secretariat functionaries- Credit Based Assessment System – Communication of syllabus for the Subjects 1. Service Rules, 2. Digital Literacy and 3. Communication/ soft Skills and Training Schedule- Minimum attendance in Trainings - Communicated -Reg.
Ref:	1. Letter addressed by the Special Chief secretary, GVWV&VSWS Department to all Departments vide Rc.No: 16/B/2021Dated:09.02.2021 2. Minutes of the Chief Secretary Meeting held on 17.03.2021. 3. Rc.No: 16/B/2021 Dated: 16/04/2021 of Special Chief Secretary to Government, GVWV&VSWS Department. 4. Minutes of the Chief Secretary Meeting held on 13.07.2021.

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The Government has established 15004 Village/Ward Secretariats to improve delivery of services at the doorstep of citizens in a transparent and corruption free manner. Accordingly, 1.34 Lakhs Village/Ward level Secretariat functionaries were recruited and posted and are functioning at various Village/Ward Secretariats. More than 543 services of various departments are delivered from these secretariats. There is a need to guide, monitor and streamline the activities of newly established administrative setup, with targeted focus towards strengthening of Secretariats for effective implementation of welfare programmes.

Through the feedback from various sources, it was observed that, the functional Assistants do not have sufficient knowledge of their basic

roles &responsibilities, the services & schemes implemented by their respective departments, service rules and basics of computers etc. Further, the Hon'ble Chief Minister during the various review meetings has directed that, along with other requirements, all Secretariat functionaries must undergo training and their performance should be assessed. As per the appointment orders issued by the respective Departments the functionaries during the probation shall undergo Induction Training and also to undertake such other training courses and pass departmental tests as the Government may prescribe from time to time.

In this regard to strengthen the capacities and knowledge of the Functionaries the GVWV&VSWS Department has decided to conduct trainings on various subjects. Further the GVWV&VSWS Department has developed online Learning Management System for imparting trainings to the Village/Ward Secretariat Functionaries.

As part of Capacity Building, a Credit Based Assessment System (CBAS) is proposed and communicated to the line Departments in the reference 1st & 3^{rd}cited above. Further all the Departments are agreed in principle to incorporate in their Service Rules in the reference 2nd cited. The details of the Credit Based Assessment system are given below:

Subject	No. of Credits
a. Department related subjects	50
b. Govt Schemes and services of their department	15
c. Subordinate Service Rules/APCCA Rules /Leave Rules/Fundamental Rules etc.,	15
d. Digital Services/ Digital Literacy	10
e. Communication/soft/leadership Skills	10

For subjects a & b mentioned in Credit Based Assessment system the respective departments must Train and Assess the functionaries and for subjects c, d & e mentioned in Credit Based Assessment System the GVWV&VSWS Department will train and assess the functionaries and will send the marks scored by functionaries to concerned department. The candidates who have **not less than 75% of attendance in trainings** explained above are only eligible to attend the examinations prescribed under Credit Based Assessment System. The Departments shall consider the candidates for declaration their probation who score not less than 40% of marks for the subjects mentioned under Credit Based Assessment System.

The GVWV&VSWS Department has prepared and finalized the syllabus for the subjects.

1. Subordinate Service Rules/APCCA Rules /Leave Rules/Fundamental Rules etc., 2. Digital Services/ Digital Literacy 3. Communication/ Soft /Leadership Skills and enclosed as Annexure to this letter.

Further the GVWV&VSWS Department has proposed to conduct trainings for the Subjects c, d & e mentioned in CBAS through online Learning Management System and will be deployed in GVWV&VSWS Department portal. The detailed SOP and launching of the course will be intimated to all the concerned in due course and the training schedule is as follows.

Course Name	Duration of Training
Digital Services/ Digital Literacy	19-07-2021 to 31-07-2021
Subordinate Service Rules / APCCA Rules, Leave Rules/ Fundamental Rules etc…	01-08-2021 to 15-08-2021
Communication/Soft/Leadership Skills	01-08-2021 to 15-08-2021

Hence all the Line Departments are requested to communicate the syllabus and training schedule to the respective Functionaries with a direction to follow the above guidelines scrupulously.

Ajay

Jain I A S

Special Chief Secretary

Copy to,
All HoDs ofthe Line Departments
All District Collectors & Magistrates,
All Joint Collectors (VWS & D),
All Municipal Commissioners,
All Divisional Development Officers,
All Mandal Parishad Development Officers,

Annexure:

SYLLABUS FOR THE FOLLOWING THREE SUBJECTS

Subject 1.

Subordinate Service Rules /APCCA Rules /Leave Rules/ Fundamental Rules etc.

1. A.P. State And Subordinate Service Rules
2. Fundamental Rules And Subsidiary Rules Of A.P. Government
3. A.P. Civil Services (Conduct) Rules 1964
4. Andhra Pradesh Civil Services (Classification, Control And Appeal) Rules 1991
5. Andhra Pradesh Leave Rules
6. Pension Rules
7. Ap Financial Code
8. AP Treasury Code
9. AP Accounts Code
10. District Office Manual.

Subject 2.

Digital Services/ Digital Literacy

TOPIC 1: INTERNET AND ONLINE SERVICES

A. Introduction to Internet

Introduction of Internet, The World Wide Web, Uses of Internet, Internet Facilities, Search Engine, Basic Services of Internet, Network Hardware, Connectivity Devices, Bridges, Hub, Switches, What is Router, Routing Process, Downloading and Uploading file from the Internet, What is download, Downloadable File Types, Steps to download a file from Internet, Different download Icons, Steps to Uploading files on Internet, Internet & Internet Speed, Fundamentals of Internet & Internet Speed, History of Internet, Why do people want to get connected to Internet, Introduction of an Internet Address (URL components), Different types of internet connections, Internet Speed, Setting up Internet/ How to connect to the internet-Smartphone, Types of Browser and Tabs, Components of Web Page, Download a File in Smartphone, Using Google search-Smartphone

B. How to use Internet in Smartphone
Setting up Internet/ How to connect to the internet-Smartphone, Types of Browser and Tabs, Components of Web Page, Download a File in Smartphone, Using Google search-Smartphone

C. How to use Internet in Computer
How to connect internet in Computers, Different types of Web Browsers, Components of a Web Browser, Download and find a file in Computer

D. Mail account setup
setting up a gmail account

E. How to use Whatsapp and Telegram
Introduction to Whatsapp, How to create WhatsApp account, How to create WhatsApp Group, Additional features of WhatsApp, Introduction of Telegram, Why Switch to Telegram, How to install the Telegram App in PC

F. Introduction to Cyber Security and Cloud Storage
Introduction to Cyber Security, Why Cyber security is important?, Objectives of Cyber Security, Cyberspace as a battleground, Cyber Attack and Major Security problems, Virus and Worms and its solution, Hackers and their types, How to prevent hacking?, Malware and its Solution, Trojan Horses and how to avoid Trojans, Password Cracking & how to secure password, Insider & External Attacks, Malicious and accidental Damage, Latest Trends-Information Security Threats, Key Techniques Used for Cyber Crime, Most common security need to remember, Cyber security is Everyone's Responsibility, Cyber Crime status in India, Cloud Storage, How does Cloud Storage work, Business Benefits-Cloud Storage, Advantages & Disadvantages of Cloud Storage

G. Introduction to Programming languages and Software
System Software, Types of System Software, Web Applications, Types of Web Applications, HTML Form, Form Elements & Attributes, DIGILocker, How DIGILOCKER works, DigiLocker Ecosystem, How to Register or Sign in to DigiLocker, How to upload documents on DigiLocker, Introduction to JavaScript, What is JavaScript used for?, Features of Java, What is OOP?, Java System Overview, Java Program Development Phases, Advantages & Disadvantages of Java, How does JavaScript works on a Site?, How do you add JavaScript to a Site?, How to learn JavaScript?

H. Introduction to Social Media
Introduction to YouTube, Marketing with YouTube, Introduction to facebook, How to create Facebook Account, How to do post on Facebook?, Facebook Page, Facebook Group, Online Selling on Facebook, Introduction to Twitter, Post on Twitter, Usage of Hashtag, Introduction to Instagram, Instagram Account, Post on Instagram, How to follow other accounts?, Safety and Security on Social Media- Do's & Don'ts

I. Introduction to Govt Orders, Acts and Applications
Right to Information Act 2005(RTI), Objectives of RTI, Salient Features of

RTI, Public authorities & Obligations, Exemptions from disclosure, Central Information Commission, Consumer Protection Act, 1986 "JAGO GRAHAK JAGO", Rights & Duties of Consumer, Objectives of Consumer Protection Act, Consumer Helpline Number, Introduction to GST, Benefits of GST, Rates Suggested by GST Council, Grievance Registration, National Scholarship Portal, NSP an Initiative of PMO, Benefits of National Scholarship Portal, Services available in National Scholarship Portal, Ministry of Human Resource & Development, Payment flow for NMMSS/NSIGS, National Scholarship Portal Live Demonstration, Student Registration for NMMS Scheme, How to Register on National Scholarship Portal?, Application Verification, PFMS, National Scholarship Portal Helpdesk, BHARAT BILLPAY, Bharat Bill Payment System, Salient Features of Bharat Bill Pay, How BBPS is Organized, Bill Category & Current Status, Physical & Digital Transaction Flow, Key Parameters of Bill Fetch API, Introduction E-gyankosh, Benefits and Use, How to download IGNOU Study Material from IGNOU eGyankosh?, How to Book ticket in IRCTC, Introduction to PAN Card, Who can apply for PAN?, How to apply for PAN?, Documents need to apply for PAN, Introduction of Ration Card, Various types of Ration Card, Necessary Documents, Passport, Types of Passport, Eligibility to apply for Passport, How to apply for Fresh Passport, What is AADHAR Card?, How to Register an Aadhar Card?, How to apply for Duplicate Aadhar card?, Introduction to Voter ID Card, Is a Voter ID Card essential for voting?, Application form for Voter ID Card, Security features to prevent Electoral fraud, Advantages & Disadvantages of Voter ID Card, Introduction to UMANG APP, Benefits of Government & Citizens, Challenges for m-Governance in India, Importance of Umang App, How to use Umang App, My Gov, Objectives of MyGov

TOPIC 2: SMARTPHONE LITERACY
    A. Smart phone: Setting up a smart phone.
    B. Mobile Photography:Tutorial on Mobile Photography
TOPIC 3: COMPUTER LITERACY

    A. Introduction to Computers

Introduction to Computer, Components of Computer, Different Input & Output Devices, Screen Resolution, How to use Printer and Scanner, Different types of Connection Cables, Introduction to Different Storage Hardware, System Windows & Application Windows, Types of Operating Systems, Operating System Functions, OS-Memory Storage & Management, GUI Based Operating System, Parts of Desktop, Parts of a Window, Application Window, Introduction to Software, Different Types of Software, Introduction to Device Drivers, Functions in Device Drivers, Types of Device Drivers, Device Driver Protocol, Advantages of Using Computer, Types of Computer, Starting-Up a Computer, User Authentication &User Credentials, Cyber Attacks, Password Credentials & Rules, Designing Password Verifiers, Beyond Passwords:2 Factor Authentication, Common Considerations, Two Factor Authenticator or Two Authenticators, System Modes, Windows Desktop, Using the Start Button, Shutting Down the Computer, Restarting the Computer, Using Taskbar,

Overview of a Typical Window

B. Introduction to File management in Computers

Opening File Explorer, File Management & Folder, Operating System, File Names and Extensions, Sample of Disk Partition, File Management, Save & Delete Commands and Short keys, Cut, Copy and Paste Features, File Transfer: Mobile to System and System to Mobile, Application Installation, File System, Minimum System Requirements for Windows 7, How to install & Set-Up Windows 7 Operating System, Basic Applications to be install, Auto Message, Extension and types of Images and Documents, File Compression, File Compression Impacts on Internet, Classification of Compression, Process of Compress File, Ratio Between the Original Size & Compressed Size, Advantages & Disadvantages of File Compression, Introduction to WinRar, Introduction to ISO, Features of ISO:9000 Series, Areas Covered by ISO Standards, Benefits & Drawbacks of ISO, Concept of Quality Control, Total Quality Management, Re-Sizing of Image in Dimension and Quality, Tools to Re-Size Image

C. Introduction to Microsoft Word and Docs

Opening New & Existing Document in MS Word, Introduction to MS Word, Navigation within a Document, Editing and Formatting Text, Table and Pictures, Using Language Tool, Language Tools Thesaururs, Page Layout Settings, PDF to WORD, WORD to PDF, Remington and Unicode, Remington, Types of Hindi Keyboard, Unicode, Benefits of Allowing Multiple Keyboard

D. Introduction to Excel and Spreadsheet

Introduction to Spreadsheet, Microsoft Excel, Overview of Spreadsheet Programs, Working in a Spreadsheet, Adding & Deleting Rows & Columns, Editing & Saving Spreadsheets, Inserting Charts, Performing Mathematical Tasks, Formulas & Functions

Subject 3.

Communication/ Soft /Leadership Skills

1. Behavioral etiquettes
a. with higher officials,
b. with public,
c. with community leaders and colleagues etc.
2. Office etiquettes:
a. Respecting co-workers,
b. Dress and appearances,
c. Behavior and body language

d. Reaching office on time and punctuality etc.
3. Working under a common roof and working towards a common goal
4. Leadership, teamwork, and communication skills
a. Communication with rural people and with illiterate
b. Communication with superiors
c. Communication with colleagues
d. Disseminating the information to public and colleagues
5. Imbibing an attitude of social service
6. Moral and ethical values, Empathy, and compassion
7. Handling pressure
a. Political
b. Public
c. Community and
d. Work related.
8. Controlling Emotions and emotional intelligence
9. Media and public management
10. Accountability, transparency, Integrity, and incorruptibility
11.Loving the Job, they are doing and devotion towards duty.
12.Loyal servant To Govt, Political Neutrality
13.Time management & Grievance Management
14.Creative Thinking and Listening
15.Gender Discrimination & equality

Ajay Jain I A S

Special Chief Secretary

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