



**Iconic Week of Azadi Ka Amrit Mahotsav  
National Conference on Localisation of SDGs**

**“Village with Good Governance”**

**Date:12.04.2022**

**Scope Convention Centre, Scope Complex ,New Delhi.**

**Panchayat Raj and Rural Development  
Government of Andhra Pradesh**



# Details of Local Bodies Amendments



**Article 243G** vests powers in the State Legislatures to endow Panchayats with such powers

As per the **73rd Amendment**, AP Government enacted AP Panchayat Raj Act 1994

Powers and functions contained in **Schedule XI** of the Constitution

Panchayats are responsible for preparation of **plans** and their **execution for economic development** and social justice related to **29 subjects**

The Act provides for the creation of **three tier system** of PRIs –

**01**

Gram panchayat at the village level

**02**

Mandal Parishad at the intermediate level

**03**

Zilla Parishad at the district level



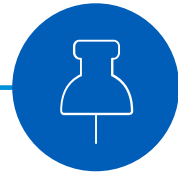
# A Quick Glance on Evolution of Grass root Administration



## 1st wave of decentralization

Division of Tehsils into Mandals

1983



1956 - 1983  
System of Tehsils and Blocks

1983 -2019  
Continuance of Mandal system

## 3rd wave of decentralization

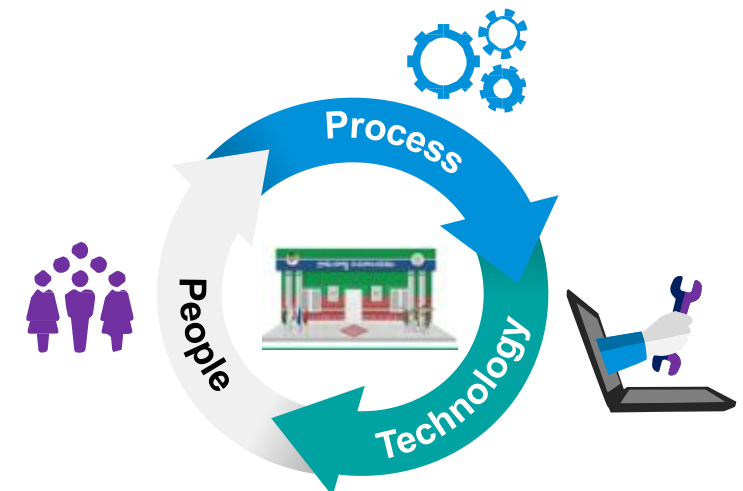
Establishment of Village/ Ward Secretariats

2019 onwards

**Strong Decentralized Citizen-centric Service Delivery model**

## 2nd wave of decentralization

73<sup>rd</sup> and 74<sup>th</sup> Amendment





# Objectives for Creating the Village Secretariat System



Under leadership of Hon'ble Chief Minister, Government has embarked on the journey of meeting objective of **Gram swaraj or Village Self-rule**, envisaged by Father of the Nation – Mahatma Gandhi. Striving towards meeting the objective he envisioned - **“Every Village Should be its Own Republic”**.

**Strengthened the 3<sup>rd</sup> tier of administration for providing end-to-end service delivery to citizens**

The Government of Andhra Pradesh aims to

1

Extend the benefits of **welfare schemes** to all eligible **beneficiaries** on a **saturation basis**

2

**Redress citizen grievances** at the secretariat level itself

3

**Ensure convergence** among departments

4

**Providing various Government and other services** at the doorsteps of Citizens through **single window system**

5

**Mapping the field level functionaries** with clearly specified roles

6

**Preparation and timely implementation** of village plans.



# Salient Features of Village Secretariat System – ANDHRA PRADESH



GVWV & VSWS envisions to become **“One Stop Solution”** to address citizens requirements and grievances



Dedicated Cadre of Joint Collector, VSW & D

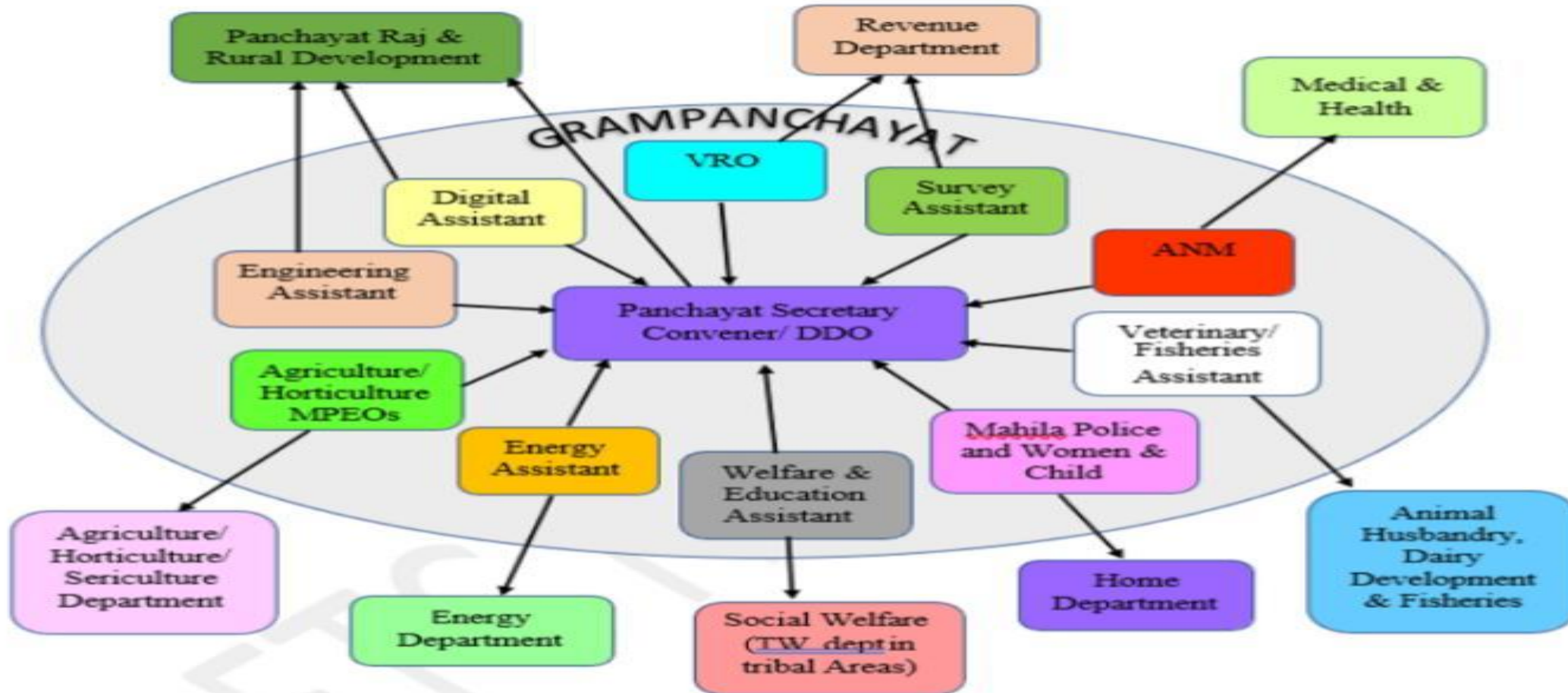
Divisional Development Officer [DLDO]

Attempting the largest service delivery transformation

Establishing impactful IT platform



# Functionaries :







# Infrastructure & Monitoring of Village Secretariats

## Transparency

- ▶ Details of all schemes and services in the form of posters in all Secretariats
- ▶ Display of beneficiary lists in the Secretariats for Social Audit
- ▶ Display of important phone numbers
- ▶ Display of Welfare Calendar
- ▶ eKYC of the beneficiary before and after the benefit of the scheme

## Monitoring

- ▶ JC (VSW&D)
- ▶ DLDO
- ▶ FOA

## Hardware & Infrastructure

- ▶ Desktops & UPS
- ▶ Printer cum Scanner
- ▶ Lamination machine
- ▶ Mobile Phones with 4G SIM cards
- ▶ Fingerprint Scanner, Iris Devices
- ▶ High Security Stationery
- ▶ Buildings, Furniture, Internet

- ▶ Each District magistrate & Collector ( 2 per week ), Joint Collectors, CEO ZPP, DPO, DLDO, MPDO ( 4 per week) has to inspect the village secretariats and to submit the feedback.



# Delivery of Services - Grievances

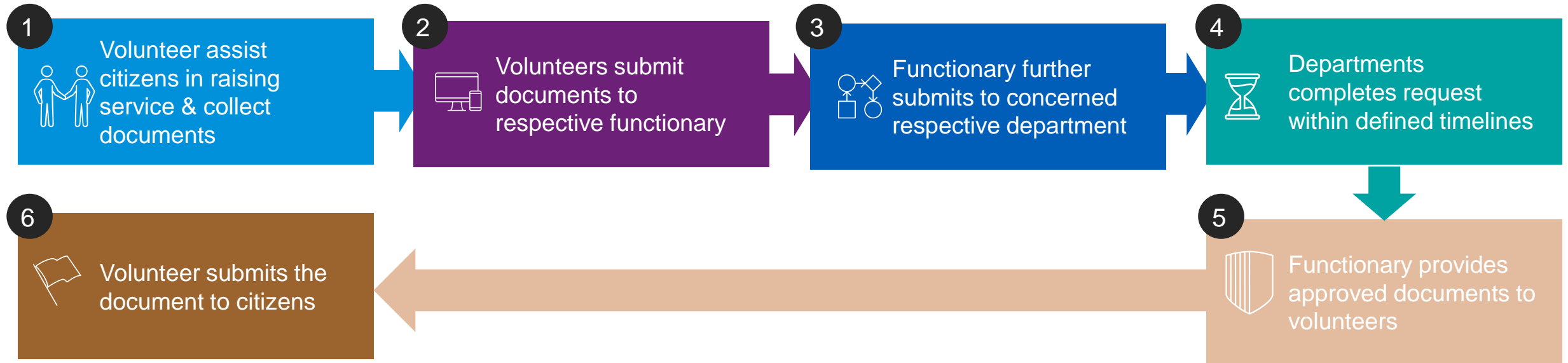


- 540+ services.
- 34 DBT welfare schemes
- Delivery of Pensions to the Beneficiary at door Steps.
- Ration and other relevant Services are delivered at the Door step.
- Single Platform Web portal for all Services and integrated with other departments.
- Single point of contact for applying all the Government Scheme applications.
- Grievance redressal mechanism (**SPANDANA**) – Daily 3 pm to 5 pm.
- SLA for each Service and Sub SLA for 4 flagship Programmes
- Dedicated Call centre and toll free number services available for 24/7.





# High Level Business Flow [AS – Is]



1 Volunteers collect documents have required APPs to identify the household and assist in raising a request

2 Volunteers submits the documents relating to a request to the functionary in secretariat

3 Functionary (Digital Assistant [DA] or Education and Data processing [E&DP] officers submits request to respective department through GSWS login & department website

4 Based on the type of service request, Department works within a defined SLA and completes the request and the status is updated in DA/ E&DP login

6 Documents are delivered at the doorsteps of the citizen by the volunteers

5 Necessary documentation is provided by the DA/ E&DP or other functionaries to the volunteers



# Extension to Village Secretariats in Andhra Pradesh



## Rythu Barosa (PMKSY)

Kendra – Seeds, Fertilizers, Pesticides, Fodder ( Started)

**Village Health Clinics()** ( Infra & Recruitment is going on)

**Milk Procuring Centers** – through SHG -In association with AMUL ( started in 8/13 districts)

**Digital Libraries** – to facilitate work from Home ( will start in 4000 secretariats in 2022)

**English Medium Schools** ( Revamping infra is under process, will be done in 3 phases)

**Village Markets** ( will start in August (2022)

**Multi Purpose Facility Centers** ( Dry & Cold Storage, Drying platforms, Godowns, Agri Implements)



# Way Forward



**Common Service Centers (CSC)**  
**252 services ( launched from Nov 21)**

**Property Document Registration Service also available in Village Secretariat**

**Delegation of more subjects is under the process, committee headed by the Chief Secretary**

**Aadhaar Seva Kendras (ASK) with 5 services delivered through Village Secretariat**

**Sub Service level Agreement(SLA) for all the 542 Services. ( 100 Services completed, which consist of 95% of the services) (launch on 26-01-22)**



# Example: Nidamanuru Village Secretariat, Krishna district.



## Village Secretariat Building



VS Building constructed with MGNREGS Funds  
with Rs. 40 Lakhs

## Preparation of GPDP Action Plan .



Meeting with all Line Department Officials





# Nidamanuru Village Secretariate Staff and their Function

State Govt. supplied Uniform to all Village Secretariat Staff



Service delivered at Door Step





# Nidamanuru Village Secretariat :Services Delivery



## Overall Service Delivery

- Total No of Village Secretariats: 03
- Total No of Village Secretariat Staff: 24
- Total No of Village Volunteers : 75
- Total Service Requests raised – **4,419**
- Total Services Delivered – **4,395**
- Services Closed within Service Level Agreement(SLA) – **3,982** (90.10%)





Thank you