

Perceptions of the tribal population on grama Sachivalayam (Village secretariat) concept and its services in the tribal areas of Visakhapatnam: An empirical study

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Abstract: The Government of Andhra Pradesh historically brought a new administrative system in Andhra Pradesh on the occasion of the 150th birth anniversary of Mahatma Gandhi on 02-10-2029. The name of the system is grama sachivalayam in villages and ward sachivalayam in urban areas. A total of 11,158 village secretariats and 3,786 ward secretariats have been established across the state of Andhra Pradesh, India. The government of Andhra Pradesh recruited 1.26 lakhs various staff members and 2.8 lakh ward/village volunteers in Andhra Pradesh to run the ward/gram secretariat system. The main aim of the Grama/Ward Sachivalayam is to deliver the Navaratnalu and other state and central government welfare programmes/schemes to the poor and needy population of Andhra Pradesh. It is a new system established four years back. This is a descriptive study. The study applied a multistage sampling method and collected data from 136 tribal households through the structured interview schedule. The study found that the village secretariat system reached the grassroots levels, and agency areas and helped many tribal people living the below poverty line. The people in the tribal areas are fully satisfied with this village secretariat concept and village volunteer concept. They easily access the government welfare and development schemes at their doorsteps with the help of village volunteers. There is a lot of scope for professional social workers to develop a bridge between the government and villagers. Dealing the political pressure is a challenge to the sachivalayam staff in the selection and implementation of schemes.

Keywords: Grama sachivalayam, Jagananna, Panchayat raj administration, PVTGs, Social work, Tribal development, Tribal population, Village secretariat, Ward sachivalayam, Welfare and development.

1. Introduction

Grama Swarajyam was the centerpiece of Gandhiji's vision for the development and empowerment of the rural population in India. The concept is a real tribute to Mahatma Gandhi (Jagan & Mohan, 2019). The Government of Andhra Pradesh launched an ambitious village/ward secretariat to the memory of the 150th birth anniversary of Mahatma Gandhi. It is a new government system in India that was introduced in the state of Andhra Pradesh. Sri.Y.S. Jagan Mohan Reddy, Chief Minister of Andhra Pradesh launched this scheme at Karapa village in East Godavari district on 2nd October 2019. Another/local name for the village/ward secretariat is Sachivalayam which was a dream of Mahatma Gandhi. This relates well to Gandhiji's concept of Grama Swaraj, which aims to decentralize democracy and give more power to villages (Sakshi, 2019).

Andhra Pradesh Grama Sachivalayam is the brainchild of Chief Minister Sri. Jagan Mohan Reddy. During his record Praja Sankalpa Yatra (padayatra) 3,648 km across Andhra Pradesh state ahead of the state elections, people complained about the difficulties they faced in getting pensions, ration and caste, income and other certificates. Jagan Mohan Reddy set up village/ward secretariats as a one-stop solution where village and ward volunteers strengthen the public delivery system of welfare schemes. A

total of 11,158 village secretariats and 3,786 ward secretariats have been established in the state. Each grama sachivalayam serves 2,000 households and each ward Sachivalayam serves 4,000 households (Deccan Chronicle, 2019). Each village/ward Sachivalayam has 10-12 employees in different cadres and 11-12 volunteers. Each volunteer is responsible for 50 households in villages (including tribal areas) and 100 households in urban areas in a municipal division. These village/ward volunteers promote welfare and development schemes of the state government and central government for every family in the state (Krishna, 2019).

The Andhra Pradesh government has recruited 1,26,728 new posts – 95,088 in rural areas and 31,640 in urban areas – under the recently launched grama Sachivalayam and ward sachivalayam (Yunus, 2019). The government also appointed nearly 2.8 million village and ward volunteers. And 50 per cent of the volunteers are women. Each volunteer receives INR 5,000/- per month. Volunteers identify candidates, learn about their difficulties and then provide an overview of the government's welfare schemes. Volunteers are aged 18-35 years; educational qualification is 10th class in tribal areas and intermediate in semi-urban and urban areas. Volunteers in the village must be local. "Village volunteers are dedicated people who work voluntarily with a motive of service and are not a sanctioning body but are only part of the working mechanism of government welfare systems (Krishna, 2019). The system can face the oppressed and make villages self-sufficient. The state government is expected to invest about 1,200 million rupees annually (Mohammad, Amzad, Kareemulla, & Naidu, 2021).

Before the initiation of this system, the people of Andhra Pradesh struggled a lot due to huge corruption in the revenue department since post-independence. Many people became victims due to corruption in the departments. The staff members in the revenue departments are very less and only one Village Revenue Officer will look after all the services. The political influence is very high on that person and the services may not reach the poor and needy. Some of the revenue department officers collect money to access certificates like Caste certificate, Ration card, Electrical connection, Birth certificate, Death Certificate and land survey document. Every service they charge some money by saying that they have to give the higher officials. Sometimes they walk to the houses of the local political leaders for recommendation and they have to give some money or bear the expenditure of the local political leaders to get help. The people of Andhra Pradesh felt burdened by all these activities and many people stopped accessing the government programmes from the government. Now the entire picture was changed.

These village/ward secretariats will render nearly 500 services at the doorsteps of people in all the villages and urban areas across the state (Pradeepreddy, 2021). The establishment of a Grama Sachivalayam and Ward Sachivalayam is a historical thing and, in my expectation, very soon all the state governments of India will adopt this system for effective administration and smooth delivery of the welfare schemes. Grama/ward sachivalayams are bringing a maximum number of services to the doorsteps of poor people and many of these services are free of cost. These services include pensions (old age, widow, disabled people), Arogyasri card, Raithu Barosa, Crop insurance, Seeds, fertilizers, crop loans and several Govt schemes including public health centers clinics roads and many with much ease. The public distribution system to the people under below poverty line, vaccination services, housing, etc. In the process of providing these services these sachivalayams are coordinating with Anganwadi workers, Accredited Social Health Activist (ASHA) workers and other government servants. These sachivalayams play a vital role in the passage of information not only from the government to people but also from people to government. These are the best modes of the democratic decentralization process.

All these are very helpful to poor people. This system is more useful to deliver the promised programmes given by the government before elections. This system is helpful to carry forward the welfare schemes kept in the manifesto to people's doorsteps. It eradicates the corruption at gross root level and reduce the intervention of officials in the delivery mechanism of services to the public. This system also reduces the involvement of politicians and local leaders to access the government schemes. This arrangement aimed at removing inequalities in income distribution where the schemes would ensure corruption-free delivery of government schemes (Mohammad et al., 2021). Unexpectedly,

grama/ward sachivalayams helped a lot during the COVID-19 pandemic. A total of 2.8 lakh volunteers visited door-door to create awareness and to help the COVID-19 victims. They helped a lot to Auxiliary Nurse Midwife (ANM) and ASHA Workers. They worked as a bridge between the people and health workers. They mobilized local resources and helped the poor and needy during the pandemic. They conducted a door-to-door fever survey for six rounds to curb the spread of COVID-19. They provided social welfare pensions to the aged, disabled, widowed and other beneficiaries during COVID-19. This system also helped to deliver fast COVID19 vaccination at sachivalayam. The volunteers motivated and sent people to the vaccination. The Chief Minister and the citizens of Andhra Pradesh appreciated the services of Grama/Ward volunteers by giving long claps at 7:00 pm on 02.10.2020 (Prasad, 2020; Varsha, 2020).

1.1. Employees in Sachivalayam

1. Panchayat Secretary (Grade-V &VI).
2. Village Revenue Officer (VRO) Grade-II.
3. ANM (Grade-III).
4. Animal Husbandry Assistant.
5. Village Fisheries Assistant.
6. Village Horticulture Assistant.
7. Village Agriculture Assistant (Grade-II).
8. Village Sericulture Assistant.
9. Mahila Police and Women & Child Welfare Assistant.
10. Engineering Assistant (Grade-II).
11. Digital Assistant.
12. Village Surveyor (Grade-III).
13. Welfare and Education Assistant.
14. Ward Administrative Secretary.
15. Ward Amenities Secretary (Grade-II).
16. Ward Sanitation & Environment Secretary (Grade-II).
17. Ward Education & Data Processing Secretary.
18. Ward Planning & Regulation Secretary (Grade-II).
19. Ward Welfare & Development Secretary (Grade-II).

It is observed that there are 10 staff members who work in ward sachivalayam and 11 staff members who work in Grama Sachivalayam. Based on the geographical area a few posts will be allotted like village agricultural assistant, village horticulture assistant, village fisheries assistant and village sericulture assistant. The Government of Andhra Pradesh recruited these staff members on a contract basis and consolidated pay. Government of Andhra Pradesh promised the staff members that they are likely to be regularized after the completion of four years of their services. The Government of Andhra Pradesh is taking more care of this system and recruiting vacant positions once a year.

The main aim of the Grama / Ward Sachivalayam is to deliver the Navaratnalu and other state and central government welfare programmes to the poor and needy population of Andhra Pradesh with more transference and no corruption. During the Praja Sankakalpa Yatra Shri. Jagan Mohan Reddy designed the Navaratnalu for the welfare and development of the people (Mutluri & Sarvasiddi, 2022).

The Navaratnalu (Nine welfare and development schemes) are:

1. Raithu Bharosa: Financial support to farmers every year.
2. Fee reimbursement: Financial support to all the students who are under below poverty line.
3. Arogyasri: Free treatment will be provided in corporate, private and multispecialty hospitals to the poor and needy.
4. YSR Jalayagnam: Water management systems for drinking water and cultivation water.
5. Ban on Alcohol: Stepwise banning of alcohol's sale in Andhra Pradesh State.

6. Amma Vodi: Every year financial support to the mothers who are sending their children to schools (1-12 classes).
7. YSR Cheyuta: Promotion of entrepreneurship by providing financial support to the women between the ages of 45-60 years.
8. Housing for all poor: Free housing programme to the homeless population.
9. Pensions Enhancement: Monthly pension to the aged, widowed, differently abled, transgenders, AIDS patients etc.

All these schemes are more useful to the poor and needy population. The PVTG people who are living in the remote areas and tribal areas are also accessing these schemes without any discrimination because of gram sachivalayam. The majority of the people are satisfied with the implementation of Navaratnalu in the state of Andhra Pradesh.

This system was appreciated by many politicians and social scientists. The government of Kerala is interested in adopting this ward/volunteer system to implement in Kerala (Pavan, 2020). The Hon'ble Prime Minister Sri Narendra Modi also congratulated for initiation of the Grama Sachivalayam to deliver the services. During a virtual conference on the pandemic with the chief ministers, Prime Minister Narendra Modi reportedly appreciated the village-ward secretariat and volunteer system and opined that other states could emulate the model (Prasad, 2020). These institutions would showcase government programmes and make pictorial representations of government schools and hospitals under the caption 'then and now' to show how reforms have changed their functioning (Vyas, 2019).

1.2. Scope of the Study

The Government of Andhra Pradesh historically brought a new administrative system in Andhra Pradesh on the 150th Birth Anniversary of Mahatma Gandhi in 2019. The name of the system is Grama/ward secretariats. A total of 11,158 village secretariats and 3,786 ward secretariats have been established across the state. The Government of Andhra Pradesh recruited 1.26 lakhs of various staff in secretariats and 2.8 lakhs ward/village volunteers in Andhra Pradesh. The main aim of the Grama / Ward Sachivalayam is to deliver the Navaratnalu and welfare programmes of the state and central government to the poor and needy population of Andhra Pradesh with more transference and no corruption. It is a new system established four years back. Many people appreciate this system due to their committed services. This system is also functioning in the remote agency areas of Andhra Pradesh. No study has been conducted on this system. The aim of the present study is to understand the perceptions of the tribal people on Grama Sachivalayam and also present how this concept helps the tribal people live in the remote forest areas.

1.3. Objectives of the Study

1. To study the socio-economic demographic profile of the respondents.
2. To elicit the perceptions of the respondents on Grama Sachivalayam.
3. To understand the perceptions of the respondents on grama volunteer concept.
4. To know how the grama sachivalayam concept help the tribal population.
5. To study the challenges in implementation of the grama sachivalayam.
6. To provide the appropriate suggestions for effective implementation of grama sachivalayam and grama volunteer system.

2. Methodology

This study is conducted with a mixed-method research approach (integrated research approach). An exploratory research design was formulated to explore the perceptions of the tribal population on Grama Sachivalayam. This study also explores the problems in the implementation of the Grama Sachivalayam and Grama volunteer concept in the agency areas of the Visakhapatnam district. The study adopted a multistage sampling method for the identification of the respondents. In the first stage, the study selected one high-populated and one low-populated mandal i.e., Araku and Anantagiri from

Visakhapatnam District. Then, in the second stage, the study selected three high-populated villages and four low-populated villages from selected mandals. Later, the researcher collected the data from all the beneficiaries (Particularly Vulnerable Tribal Groups only) living in the seven villages. The sample size of the present study is 136 households from 7 villages.

3. Data Collection and Analysis

The researcher visited the respondents' villages and households and collected primary data through personal interviews through a well-structured, pre-tested interview schedule. And 4 focus group discussions were conducted to get qualitative data and interacted with the village elders, youth, Self Help Group (SHG) leaders, ASHA workers, Anganwadi workers of the villages and Government staff to know their perceptions on the newly initiated concept of Grama Sachivalayam and Grama Volunteer in Andhra Pradesh. The data was collected between the months of September - November 2021. The interview schedule was pre-coded. Data collected through interview schedules were edited for any omissions or errors. Quantitative data were then analyzed using Statistical Package for the Social Sciences (SPSS) version 17 software and generated tables. Data were analyzed both vertically and horizontally to account for variation both within and between parameters. Based on the data, the chi-square test, cross tables and frequency tables were presented. Statistical analysis was performed on the data keeping in mind the objectives of the study.

4. Findings and Discussions

The data were collected from 136 households and presented the results. All respondents are from Particularly Vulnerable Tribal Group (PVTG) communities. Majority of the respondents are male and heads of the family. The study conducted in seven villages of Araku and Anantagiri mandals. The following [Table 1](#) presents the village of the respondents

Table 1.
Distribution of the respondents by their village.

| Village | Frequency | Percent |
|-----------------|-----------|---------|
| Boribori valasa | 20 | 14.7 |
| Chityala garuvu | 22 | 16.2 |
| Jakara valasa | 46 | 33.8 |
| Kotturu | 18 | 13.2 |
| Puttachinta | 4 | 2.9 |
| Singarba | 26 | 19.1 |
| Total | 136 | 100.0 |

The data in the [Table 1](#) revealed that 33.8 percent of respondents are from Jakara Valasa, 19.1 percent of respondents are from Singarbha, 16.2 percent of respondents are from Chityala Garuvu, 14.7 percent of respondents are from Boriborivalasa and 13.2 percent of respondents are from Kotturu. The following [Table 2](#) shows the information about the gender of the respondents.

Table 2.
Distribution of the respondents by their gender.

| Gender | Frequency | Percent |
|--------|-----------|---------|
| Male | 124 | 91.2 |
| Female | 12 | 8.8 |
| Total | 136 | 100.0 |

The data in the [Table 2](#) revealed that 91.2 per cent of the respondents are Male, followed by 8.8 per cent of the respondents are female.

Table 3.
Distribution of the respondents by their age.

| Age | Frequency | Percent |
|--------------|-----------|---------|
| 18-27 | 19 | 14.0 |
| 28-37 | 29 | 21.3 |
| 38-47 | 50 | 36.8 |
| 48-57 | 26 | 19.1 |
| 58 and above | 12 | 8.8 |
| Total | 136 | 100.0 |

Mean: 40.4
Median: 40.0
Mode: 40.0

The information in the [Table 3](#) present that 36.8 percent of the respondents has 38-47 years age group, 21.3 percent of the respondents has a place with 28-37 years age group, 19.1 percent of the respondents has a place with 48-57 years age group, 14.0 percent of the respondents has a place with 18-27 years age group and just 8.8 percent of the respondents has a place with 58 years or more age group. The accompanying [Table 4](#) presents the data on schooling of the respondents.

Table 4.
Distribution of the respondents by their education.

| Education | Frequency | Percent |
|------------------------|-----------|---------|
| Illiterate | 68 | 50.0 |
| 5 th class | 19 | 14.0 |
| 7 th class | 21 | 15.4 |
| 10 th class | 16 | 11.8 |
| Intermediate and above | 12 | 8.8 |
| Total | 136 | 100.0 |

The data in the [Table 4](#) show that half (50%) of the respondents are illiterate, 15.4 per cent of the respondents completed 7th class, 14 per cent of the respondents completed 5th class. It is observed that only 11.8 per cent of the respondents completed their 10th class and 8.8 per cent of the respondents completed their intermediate. The following [Table 5](#) presents the sub-caste of the respondents.

Table 5.
Distribution of the respondents by their sub-caste.

| Sub caste | Frequency | Percent |
|-----------|-----------|---------|
| Kodhu | 44 | 32.4 |
| Porja | 92 | 67.6 |
| Total | 136 | 100.0 |

The data in the [Table 5](#) revealed that 67.6 per cent of the respondents belong to Porja community, while 32.4 per cent of the respondents belong to Kodhu community. The following [Table 6](#) presents the distance of Sachivalayam from the respondents' village.

Table 6.
Distribution of the respondents by the distance of Sachivalayam.

| Distance of Sachivalayam | Frequency | Percent |
|--------------------------|-----------|---------|
| Below 1 Km | 68 | 50.0 |
| Below 1-2 KM | 24 | 17.6 |
| Below 2-3 KM | 44 | 32.4 |
| Total | 136 | 100.0 |

The data in the [Table 6](#) revealed that 50 per cent of the respondents stated that the Sachivalayam is below 1 kilometer from their living place, while 32.4 per cent of the respondents stated that the distance is below 3 kilometers from their living place and 17.6 per cent of the respondents stated that the Sachivalayam is between 1-2 kilometers from their living place. It may be reason that the tribal villages are very small and scattered. The Sachivalayam is located in major Grama panchayat. In may be a reason that it has distance of 2-3 kilometers. In urban areas, most of Sachivalayams are below 1 kilometer.

The aim of the Grama Sachivalayam is to deliver the Navaratnalu and other welfare schemes and services to the door steps of the people. Every house is covered under a village volunteer and he/she ready to help the family. Grama Sachivalayam provides 500 types of services to the households. The following [Table 7](#) presents the information whether the respondents benefited from Sachivalayam.

Table 7.
Distribution of the respondents whether they benefited by Sachivalayam.

| Benefited by Sachivalayam | Frequency | Percent |
|---------------------------|-----------|---------|
| Yes | 126 | 92.6 |
| No | 10 | 7.4 |
| Total | 136 | 100.0 |

The data in the [Table 7](#) revealed that 92.6 per cent of the respondents benefited with Sachivalayam, while 7.4 per cent of the respondents not received any benefit till now. The following [Figure 1](#) presents the type of benefits received by the respondents in Sachivalayam.

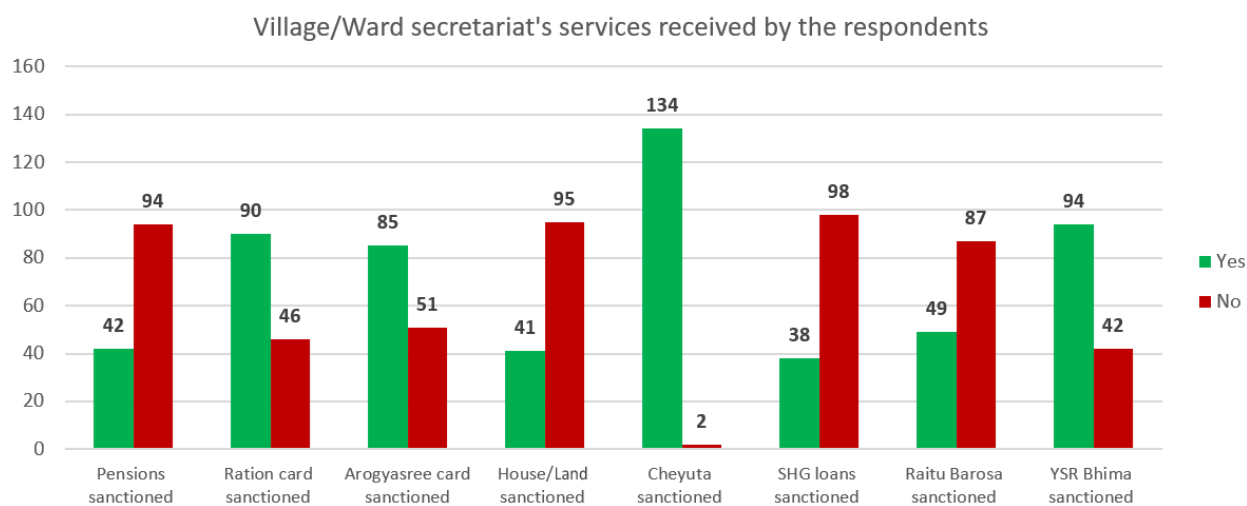


Figure 1.
Distribution of the respondents by receiving the different types of services (field data).

The data in the [Figure 1](#) presents that more respondents (134 out of 136) benefited with Cheyutha scheme because it is a new scheme initiated by the present Government of Andhra Pradesh. The beneficiaries are women belong to SC, ST, BC and minorities between the age of 45 -60 years. Under this scheme, the Government of Andhra Pradesh directly deposit Rs. 18750/- to the beneficiary bank account every year ([Reena, 2022](#)). The second benefit received by the respondents is civil supply ration card sanctioned for 90 respondents. It may be reason that, the Grama Sachivalayam and ward volunteer is available to the respondents. So that all the new families have applied and received ration cards. Arogya Sri cards sanctioned to 85 respondents and Yeduguri Sandinti Rajasekharareddy (YSR) Bhima cards sanctioned to 94 respondents. The data in the above graph revealed that 95 respondents stated

that they have not received the housing scheme, 98 respondents reported that SHG loans not sanctioned. It is observed that a few respondents have already taken the old age pension cards, raitu barosa cards and other cards in the Panchayat office in the previous years before initiation of this gram a sachivalayam. So that they are not eligible to take the new cards, but they are accessing the services with their old cards. Sachivalayam is more useful to implement the new schemes for new generations.

4.1. Grama Sabha in Tribal Areas

The following [Table 8](#) presents participation of Sachivalayam staff in Grama Sabha.

Table 8.
Distribution of the respondents by the participation of Sachivalayam staff in Grama Sabha.

| Staff participation in Grama Sabha | Frequency | Percent |
|------------------------------------|-----------|---------|
| Yes | 121 | 89.0 |
| No | 15 | 11.0 |

The data in the [Table 8](#) presents that 89.0 per cent of the respondents stated that the staff of Sachivalayam participates in Grama Sabha while 11 per cent of the respondents stated that the Sachivalayam staff not participate in the Grama Sabha Meeting. The following [Table 9](#) presents the bribe demand from Sachivalayam staff.

Table 9.
Distribution of the respondents by their opinion on Sachivalayam staff takes bribe.

| Bribe | Frequency | Percent |
|-------|-----------|---------|
| Yes | 2 | 1.5 |
| No | 134 | 98.5 |
| Total | 136 | 100.0 |

The data in [Table 9](#) shows that 98.5% of the respondents said that no Sachivalayam employee asked for bribes for their work, while 1.5% of the respondents said that Sachivalayam employees asked for bribes for their work. This study is in line with the study of [Mohammad et al. \(2021\)](#) who reported that the corruption in the Government Services has been reduced after implementation of volunteer system in the state. It has restricted the corrupt practices which were existing in the earlier regime; it will pave the way for new model of Governance which has never experienced before in the country. The following [Table 10](#) presents is the Sachivalayam staff informing about the services.

Table 10.
Is your Grama volunteer informing the timely services.

| Bribe | Frequency | Percent |
|-------|-----------|---------|
| Yes | 124 | 91.2 |
| No | 12 | 8.8 |
| Total | 136 | 100.0 |

The data in the [Table 10](#) revealed that 91.2 per cent of the respondents stated that the grama volunteer is informing the timely services, while 8.8 per cent of the respondents stated that the grama volunteers not providing the proper information to the respondents. The following [Table 11](#) presents the opinion of the respondents on is the volunteer respondents when they are a requirement

The data in the [Table 11](#) revealed that 80.9 per cent of the respondents stated that the volunteers positively respondent when they have a work, while 19.1 per cent of the respondents stated that the volunteers are not responded when they have the work. In tribal area, each volunteer got 2-3 villages for their work and implementation. Because these villages are scattered and far from each village. Here the volunteer duty is difficult that rural and urban areas.

Table 11.
Is your volunteer respond when you have a need.

| Bribe | Frequency | Percent |
|--------------|------------------|----------------|
| Yes | 110 | 80.9 |
| No | 26 | 19.1 |
| Total | 136 | 100.0 |

Table 12.
Do you feel that the Sachivalayam brings the welfare schemes in front of your house.

| Bribe | Frequency | Percent |
|--------------|------------------|----------------|
| Yes | 127 | 93.4 |
| No | 9 | 6.6 |
| Total | 136 | 100.0 |

The data in the [Table 12](#) revealed that 93.4 per cent of the respondents stated that sachivalayam brought the welfare schemes in front of your house, while 6.6 per cent of the respondents not accepted that the sachivalayam brings the welfare schemes in front of your house. The following [Table 13](#) presents satisfaction levels of the respondents on sachivalayam.

Table 13.
Are you satisfied with the services of Grama Sachivalayam.

| Bribe | Frequency | Percent |
|--------------|------------------|----------------|
| Yes | 118 | 86.8 |
| No | 18 | 13.2 |
| Total | 136 | 100.0 |

The data in the [Table 13](#) revealed that 86.8 per cent of the respondents stated that they satisfied with the sachivalayam concept, while 13.2 per cent of the respondents stated they are not satisfied with sachivalayam concept.

4.2. Relation between the Sachivalayam System vs. Panchayat Raj System and Municipal Corporation

4.2.1. Grama Sachivalayam concept initiated on 2nd October 2019

1. Grama/ ward sachivalayams are very helpful for people. They are delivering services which are the services of municipal corporations and Panchayat raj system. The association of these three systems are very important for transparent services.
2. In urban areas Municipal Corporation system organize the ward Sachivalayam and it is answerable to Municipal Corporation where as in rural and tribal areas it is associated with the Panchayat raj system and revenue system.
3. If there are any complex problems arrive in these sachivalayams the admins can seek the help of municipal commissioner in case of urban, if it is in case rural or tribal, they can seek the help of Panchayati office. These sachivalayams are accountable to municipalities and panchayats.
4. The grama sachivalayam is an integral part of panchayat system. Every year the panchayet committee along with some of the people prepare a budget and they get the funds from the panchayat raj system i.e., from central government through state finance committee. They work for the people, the sarpanch, VRO, welfare assistant, Secretary, ward members strive to benefit the panchayat. U/r 73rd amendment.
5. Grama Sachivalayam makes work easy for panchayat Raj in distribution of things or awareness of schemes to the people. They can also know the people problems in an effective way.
6. Certainly, ward sachivalalayam is nearer to the slum dwellers. So definitely they can solve their problems by own with the help of sachivalalayam staff.

7. In panchayat raj system there are some political issues some schemes not reached to the eligible persons and whereas in grama ward sachivalayam all services are processing in online.

4.3. Challenges / Problems face by the Sachivalayam Staff for implementation of Welfare and Development Schemes'

1. Political factors: They are influenced with political leaders on who to choose in beneficiary list.
2. Technical factors: They have problems with network when they are working which causes some data analysis errors.
3. Corruption: Some employees & volunteers are influenced with leaders and community members to do illegal things in name listing & distribution of resources. E.g., ration cards.
4. The Village and Ward Secretariats must function as a link between people and government welfare schemes and the employees working in these secretariats must act as bridges in ensuring proper implementation. The volunteers and ward/village secretariat employees must work in tandem to provide all services to the people at their door-step and ensure no eligible person was left out from the government welfare schemes. There are some drawbacks for Secretariat staff, like finding correct people for schemes, identifies ineligible people etc.
5. Previously the volunteers are not having the knowledge about the schemes and operation of cell phone. Now they provided capacity building towards the schemes and operation mobile phone.
6. There is no proper internet connection in the tribal villages and server issues in the Government site leads to delay in the distribution.
7. The problems where the implementation of schemes stuck is that with less availability of financial resource and also few drawbacks in in planning and coordination and main challenge can be corruption.

5. Suggestions and Recommendations

1. Reduce the family count to the volunteers in the tribal areas, because the villages are scattered in the tribal areas. Volunteers have to walk long distance in tribal areas from villages to villages to deliver the social welfare pensions and other welfare schemes. Need to increase the honorarium to the volunteers working in the tribal areas.
2. The government of Andhra Pradesh established new buildings for Sachivalayam. The government should bring the legislation to implement these schemes and concepts in the future government also. In some places, the sachvalayam established in the government building. There is a requirement for permanent buildings for this sachivalayam.
3. This concept should be replicated to the entire nation and implement in all over India for effective implementation of the welfare programmes at the doorsteps of the poor and needy.
4. The Government sanctioned the houses for the 35,00,000 people in Andhra Pradesh, but not constructed. The Government should attach this work to sachivalayam staff to monitor the activities.
5. The staff of Grama sachivalayam and village volunteers should feel more responsible when they are sanctioning the cards to the people. The people always try to access the government schemes at free of cost. But these services are related to the financial services and it increases the burden on the government.
6. Improve the speed of internet in the tribal areas to give transparency and accountability in delivery of government services.
7. The ward volunteers and the Sachivalayam staff should require more capacity building on social problems by expertise social workers.
8. Grama/ ward sachivalayams are working successfully for the people services. Government should arrange CC cameras in Grama Sachivalayams for more transparency. Implement telecommunication system for updates and providing information to people for the various government schemes and services.

9. Maintenance of sufficient staff makes them to provide faster services. Coordinating the Staff of sachivalayms with local self-bodies enable them more effective in problem solving. Collecting of feedbacks from people as well as from staff makes easier to sort out the problems and drawbacks.
10. Government should also increase salaries of the volunteers so many people will consider the volunteer job.
11. For the better implementation of the system there should eradication of corruption, and have to make sure that each and every person should be benefited equally no person should be left out, and services should ne fare enough which makes the people satisfied this leads to further progress of system.

5.1. Social Work Implications

Social work is a developing profession started in 1936 in India which helps the individuals, families and communities to enhance their well-being. It aims to help individuals and develop their competence and ability to use their resources to resolve problems (Abraham, 2022). Social work is a practice-based profession. Every year many social work graduates come out from the universities and colleges to practice the social work. The social workers help the poor and needy to solve their problems by themselves. Social work profession works with individuals, groups and communities who are looking for a help (Mutluri, 2021). There is a position in grama sachivalayam titled 'ward/village welfare administrative officer' look after the welfare programmes. The qualification for this position is graduation in social work and sociology. The social work profession helps in the following areas in Sachivalayam.

1. Social workers help in identifying vulnerable and needy which are supposed to be on schemes. Social workers receive the complaints from beneficiaries and solve them by providing referral services and counselling. Social workers may interact with clients and builds the rapport and easily mingle with clients to solve their problems.
2. The social workers learn to work with groups during their education. It will be more useful in Sachivalayam to work with different professionals recruited. The social workers coordinate with other professionals to reach the objectives of Sachivalayam.
3. The social workers learn community organisation skills and strategies during their education. The learned skills are useful for community development and community organisation.
4. The social workers have studied the various state and central government welfare schemes available in India during their education. This knowledge will be helpful to the social workers to help the beneficiaries to provide appropriate information related to the welfare programmes to the poor and needy
5. Social workers practice welfare provisions, advocacy, capacity building and empowerment of vulnerable populations and play other useful roles in Grama/Ward Sachivalayam.
6. Social work is a profession concerned with helping individuals, families, groups and communities to enhance their individual and collective well-being. It aims to help people develop their skills and their ability to use their resources and those of the community to resolve problems.
7. The social workers play an active role in rural and tribal areas where more awareness is required. Social workers create awareness and encourage people to access the government schemes.
8. Social workers support people to come out from their emotional, financial, or social difficulties. The social workers mobilize the local resources and helps the individuals.
9. Social work professionals are asset to the Sachivalayam to sensitize the beneficiaries and the staff to reach the goals of Sachivalayam.

6. Limitations

This study conducted in the seven tribal villages of Anantagiri mandal. All the respondents are particularly vulnerable tribal groups. The data collected in September-October in 2021 after initiation of grama sachivalayam scheme. The results of the study are pertaining to that period only.

7. Conclusions

Government of Andhra Pradesh historically brought a new administrative system in Andhra Pradesh on the 150th Birth Anniversary of Mahatma Gandhi named as Grama/ward secretariats. A total of 11,158 village secretariats and 3,786 ward secretariats have been established across the state. And recruited 1.26 lakhs various staff and 2.8 lakhs ward/village volunteers to work in Sachivalayams. This scheme reached the grassroots levels particularly tribal areas and helped many people living in the below poverty line. The people in the tribal areas are satisfied with this concept and they are accessing the government welfare and development schemes easily. The village volunteers are timely providing the information about welfare and development programmes and helping the needy to make application and access the scheme. The gram sachivalayam concept is more useful to the poor and needy and it is better to replicate the scheme to all over India.

Funding:

This study received no specific financial support.

Institutional Review Board Statement:

The Ethical Committee of the Andhra University, India has granted approval for this study.

Transparency:

The author confirms that the manuscript is an honest, accurate, and transparent account of the study; that no vital features of the study have been omitted; and that any discrepancies from the study as planned have been explained. This study followed all ethical practices during writing.

Competing Interests:

The author declares that there are no conflicts of interests regarding the publication of this paper.

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