

REVENUE DEPARTMENT

CITIZENS' CHARTER 2015

REVENUE DEPARTMENT

CITIZENS' CHARTER

- 1. My cordial Greetings to you. Welcome to the services of the Revenue Department.
- 2. The Revenue Department offers a variety of time bound services, some of which are:
 - (i) Indira Gandhi National Old Age Pension Scheme
 - (ii) Indira Gandhi National Widow Pension Scheme
 - (iii) Indira Gandhi National Disability Pension Scheme
 - (iv) Destitute Differently Abled Pension Scheme
 - (v) Destitute Widow Pension.
- (vi) Chief Minister Uzhavar Padukappu Thittam
 - (vii) Destitute Deserted Wives Pension
 - (viii) Unmarried Poor Women of age 50 years and above.
 - (ix) Distress Relief Scheme
 - (x) Accident Relief Scheme
 - (xi) Distribution of Priceless Electrical Fans, Mixie and Grinder / Induction Stoves to Women beneficiaries
 - (xii) Issuance of Certificates (through e-Governance)
 - a) Community
 - b) Nativity
 - c) Legal Heirship
 - d) Solvency

- e) Birth & Death in Village Panchayats
- f) Income
- g) Destitute Widow
- h) Intercaste Marriage
- i) Deserted Women
- j) Consolidated Certificate

(xiii) Issuance of

- a. Issuing NOC for cinema theatre
- b. Issue and Renewal of Pawn Broker's Licence
- c. Issue and Renewal of Licence under Arms Act
- d. Issue of Licence and NOC under Explosives Act
- 3. In times of Natural Calamities like Drought, Flood, Tsunami, Cyclone, Fire, Revenue Department rushes to your rescue with the following Services: -
 - (i) Evacuation to safe places
 - (ii) Providing Food and Shelter during the duration of the calamity
 - (iii) Assisting with financial help in reconstruction of damaged dwellings.

Thus, Revenue Department renders a host of services to you and to the community at large.

- 4. Revenue Department seeks your Co-operation to help you better. I call upon your kind attention to the following:
 - a) Application in time with all relevant supporting documents.
 - b) Meeting the official concerned directly for assistance.

- c) Refraining from approaching touts or middlemen for help
- d) Not offering bribe or any other incentive to any Government functionary
- e) Reporting to the higher officers when bribes are demanded.
- 5. The Tahsildar, Revenue Divisional Officer, District Revenue Officer or District Collector are generally available to meet on any day. However, all Mondays are exclusively set apart to hear public grievances. Hence, "Monday" is known as "Public Grievances Day". On that day, Public Grievances receive exclusive attention and overriding priority. Similarly, 2nd Wednesday in the month is earmarked for District Administration Authorities to go to interior villages and meet the public directly to address their needs on the spot to the extent possible. Another a novel Scheme, "Amma Thittam" (Assured maximum service to Marginal people in All Villages) is being implemented by the Revenue Department at Taluk level from 24.02.2013 by conducting camps at scheduled villages on every Friday and make the public aware of the various welfare schemes besides redressing their grievances on the spot.
- 6. Please remember that you have every right to demand our service. None of us is doing any favour in serving you. You are in fact giving us a great opportunity to serve the public.

HELP US TO SERVE YOU BETTER

R.B.UDHAYAKUMAR Minister for Revenue

		CITIZENS'	CHARTER 2015	1950		
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	oplication to Authority	
1	2	3	4	5	6	7
1) Indira Gandhi National Old Age Pension Scheme.	 Pension of Rs.1000/- per month per beneficiary. Priceless Saree / Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 	Belonging to below poverty line family.	 Copy of Family card / Aadhaar Card. ▶ Proof of age. 	 District Collector. Special Deputy Collector. (Social Security Scheme) 	> Special Tahsildar (Social Security Scheme)	 Special Deputy Collector. (Social Security Scheme) Sub Collector / Revenue Divisional Officer.
	2 kilogram of rice per month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice per month to those who are not taking Nutritious meal.		×	 Special Tahsildar (Social Security Scheme) 		> District Collector.

		CITIZENS'	CHARTER 2015			
Name of the Scheme	Benefits Myo Bus up pould Document of upon Myest was widened Myest was widened Myest was widened	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
1	s 3 kilo3x32 of how ber	3	4	. 5	6	> Digitid
2) Indira Gandhi National Widow Pension Scheme.	 Pension of Rs.1000/- per month per beneficiary. Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 	 Destitute. Belonging to below poverty line family. 40 years and above. Should be a Widow. 	 Copy of Family card/ Aadhaar Card. Proof of age. Death Certificate of husband 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) 	Special Tahsildar (Social Security Scheme)	 Special Deputy Collector. (Social Security Scheme) Sub Collector / Revenue Divisional Officer.
	2 kilogram of rice per month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice per month to those who are not taking Nutritious meal.		submitted	Special Tahsildar (Social Security Scheme)	Authority (A	> District Collector.

		CITIZENS	CHARTER 2015	,		
Name of the Scheme	heme		Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
3) Indira Gandhi National Disability Pension Scheme	 Pension of Rs.1000/- per month per beneficiary. Priceless Saree / Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 2 kilogram of rice per month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice 	 Destitute. Belonging to below poverty line family. 18 years and above. Disability level 80% and above. 	 Copy of Family card / Aadhaar Card. Proof of age Certificate issued by District Rehabilitation officer. 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) Special Tahsildar 	Special Tahsildar (Social Security Scheme)	> Special Deputy Collector. (Social Security Scheme) > Sub Collector / Revenue Divisional Officer. > District Collector.
,	and 4 kilogram of rice per month to those who are not taking Nutritious meal.		•	Tahsildar (Social Security Scheme)		

		CITIZENS	CHARTER 2015			
Name of the Scheme	Benefits August Lucius (August August Augus	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
1	WOULD 210 GOODS AN	3	4	5	6	7
4) Destitute Differently Abled Pension Scheme	 Pension of Rs.1000/-per month per beneficiary. Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 2 kilogram of rice per month to those who 	 Destitute. 18 and above. Disability level 60% and above. 	 Copy of Family card / Aadhaar Card. Proof of age Certificate issued by District Rehabilitation officer. 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) 	> Special Tahsildar (Social Security Scheme)	➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer.
	are taking Nutritious Meal from Anganvadi	2		P		District Collector.
penene	and 4 kilogram of rice per month to those who are not taking Nutritious meal.		oe supumpe	Special Tahsildar (Social Security Scheme)		centercled for any delay or deficiency in service

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To whom Sometioning

				CITIZI	ENS'	CH	ARTER 2015				
Name of the Scheme		Benefits	Eligible persons		1	Documents to be submitted	To whom application to be sent	application to Authority		Authority to be contacted for any delay or deficiency in service	
1		2		3			4		5	6	7
5) Destitute Widow Pension	A	per month per beneficiary. Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals.	A A A		and	A A A	Copy of Family card / Aadhaar Card. Proof of age Death Certificate of husband.	A A	District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) Special Tahsildar (Social Security Scheme)	Special Tahsildar (Social Security Scheme)	> Special Deputy Collector. (Social Security Scheme). > Sub Collector / Revenue Divisional Officer. > District Collector.

		CITIZENS	CHARTER 2015			
Name of the Scheme	Benefits MULTIPLE BUTCH MUCH BUTCH BUTCH	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
	are taking Notation	3 3 0 0 0 5 10 1	4	5	6	7
6) Chief Minister Uzhavar Padukappu Thittam.	 Pension of Rs.1000/- per month per beneficiary. Priceless Saree / Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 	 Destitute. 60 years and above. Landless agricultural labourers. 	 Copy of Family card / Aadhaar Card. Proof of age Should have Membership card under CMUPT. 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) 	Special Tahsildar (Social Security Scheme)	 ➢ Special Deputy Collector. (Social Security Scheme) ➢ Sub Collector / Revenue Divisional Officer.
Marrier of the Softeine	2 kilogram of rice per month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice per month to those who are not taking Nutritious meal.	Eligible persons	Decuments to on submitted	Special Tahsildar (Social Security Scheme)	Authenty .	District Collector.

		CITIZENS'	CHARTER 2015			
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
1 2		3	4	5	6	7
7) Destitute / Deserted Wives Pension	 Pension of Rs.1000/-per month per beneficiary. Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 2 kilogram of rice per month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice per month to those who are not taking Nutritious meal. 	 Destitute. 30 years and above Must be legally divorced or deserted for not less than 5 years (or) obtained legal separation certificate from a competent Court of law. 	 Copy of Family card / Aadhaar Card. Proof of age. Legal Separation Certificate. 	 ➢ District Collector/ Tahsildar ➢ Special Deputy Collector. (Social Security Scheme) ➢ Special Tahsildar (Social Security Scheme) 	> Special Tahsildar (Social Security Scheme)	 Special Deputy Collector. (Social Security Scheme) Sub Collector/ Revenue Divisional Officer. District Collector.

	r.	CITIZENS	CHARTER 2015			
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
1	2	3 L8	4	5	6	A DISTILL
8) Unmarried poor women of age 50 years and above	 Pension of Rs.1000/-per month per beneficiary. Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 2 kilogram of rice per 	 Destitute. Should have completed 50 years. Should be an unmarried woman. 	 Copy of Family card / Aadhaar Card. Proof of age. 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) 	Special Tahsildar (Social Security Scheme)	 Special Deputy Collector. (Social Security Scheme) Sub Collector / Revenue Divisional Officer.
scheme	month to those who are taking Nutritious Meal from Anganvadi and 4 kilogram of rice per month to those who are not taking Nutritious meal.	English persons	Documents to be submitted	Special Tahsildar (Social Security Scheme)	Sanchainna Sanchainna	District Collector.

		CITIZENS'	CHARTER 2015			
Name of the Scheme	Benefits 2	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
9) Distress Relief Scheme	A sum of Rs.10,000/- is paid to the households below poverty line on death of the primary bread winner.	the deceased Primary bread winner. In the case of families solely dependent on agricultural. Agricultural labourers. Small and marginal	 Copy of Family card / Aadhaar Card. Copy of Death Certificate 	 District Collector/ Tahsildar Special Deputy Collector. (Social Security Scheme) Special Tahsildar (Social Security 	> Special Tahsildar (Social Security Scheme)	 Special Deputy Collector. (Social Security Scheme) Sub Collector / Revenue Divisional Officer. District Collector.
		farmers. In case of others, annual income should not exceed Rs.24,000/-		Scheme)		

		CITIZENS'	CHARTER 2015			
Name of the Scheme Benefits 2		Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Authority to be contacted for any delay or deficiency in service
		3	4	5	6	7
10) Accident Relief Scheme Character Approximation Relief Scheme	Relief of Rs.15,000/- is given to the legal heirs of the household below poverty line on the death of the primary bread winner due to accident in respect of 44 occupational categories. Depending upon the nature of injury sustained and the degree of physical impairment, relief increased from Rs.5000/- Rs.15,000/	 Legal heirs of the deceased Primary bread winner of the family. The family members engaged in the 44 categories of notified employments. 	 Copy of Family card / Aadhaar Card. First Information Report. Death Certificate. Application should be sent within 6 months from the death. 	 District Collector/ Tahsildar Special Deputy Collector (Social Security Scheme). Special Tahsildar (Social Security Scheme) 	> Special Tahsildar (Social Security Scheme)	 Revenue Divisional Officer. Sub Collector / Revenue Divisional Officer. District Collector.

			CITIZEN	S' CHARTER 2	015		
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
11) Distribution of Electrical Fans/ Induction stoves, Mixies and Grinders to women beneficiaries	Daily usage to reduce work burden of women	Who are having ration card with eligibility to draw rice	Xerox copy of family card	No .	District Collector and Deputy collector (Special Scheme Implementation)	no fixed time limit	District Collector and Deputy collector (Special Scheme Implementation)

		CITIZ	ENS' CHARTER 20	15			
Name of the Scheme 	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
12) Relief to	(1) for fully damaged huts	Owner of the	Application on	Tahsildar	Tahsildar	24	RDO
damaged huts due to natural Calamities like cyclone,flood and	Rs.5,000/- 10 Kg Rice	damaged hut	white paper			hours	
fire (G.O.(Ms) No.678, Revenue Department, dated	for Partly damaged huts Rs.2500/-		Sover smart				
29.11.2008) , [G.O.(Ms)No.342, Revenue	(with 10 Kg of rice)		from Government doctor or doctor from a panel				conscion
Department, dated	that the same and the) domacorei	Comficers obtained	Loughcan	Turnata 3	A REAM	Dintrict
09.11.2011]	5	3	47		0.00	3	8 .
13) Relief to Loss of human lives	(1) In case of death Rs.1,50,000/-	Legal heirs of the deceased	Petition in white paper Postmortem	1) Tahsildar	1) Tahsildar	24 hours	District Collector
ike flood, cyclone and fire G.O.(Ms)No.380, Revenue	(2) Relief under Chief Minister's Public Relief Fund Rs.1,00,000/- (in the case of announcement by Hon'ble Chief Minister)	DELECTION	Certificate 3)Death Certificate 4) FIR 5)Bank account / postal account of the legal heirs	Proposals forwarded by Collector	2) Government in Revenue Department will issue orders as per announcement	nte linu Tor anctori	2) Not applicable
Department, dated 25.10.2012]	Tion ble Offici (willister)	CLUXE	6) Legal heirship certificate		of Hon'ble Chief Minister.		

Name of the	T = 5						
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
14) Relief for loss of limb or eyes due to natural calamities like flood, cyclone and fire [G.O.(Ms)No.630, Revenue[NC3(2)] Department, dated 29.10.07]	i) 40% to 75% disability Rs. 35,000/- (ii) Disability more than 75% Rs.50,000/-	Individual	Certificate obtained from Government doctor or doctor from a panel approved by the Government	Tahsildar	Tahsildar	24 hours	District Collector

Name of the Scheme	Benefits sa angy-	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
15) Relief to loss	2	3	4	5	6	7	8
of cattle due to natural calamities ike flood, cyclone and fire G.O.(Ms)No.630, Revenue Department, dated 9.10.2007 and G.O.(Ms) No.342, Revenue Department, dated 9.11.2011	Milch Animal(i) Cow / Buffalow @ Rs.20,000/-ii) Sheep /Goat @ Rs.2,000/- Camel/horse/bullock – Rs.10000/- Calf/Donkey /Pony Rs.5000/- The assistance may be restricted for the actual loss of economically productive animals and will be subject to a ceiling of 1 large milch animal or 4 small milch animals or 1 large draught animal or 2 small draught animals per household	Owner of the cattle	1) Petition in plain paper 2) Certificate from the Director, Animal Husbandry	Tahsildar	Tahsildar	24 hours	District Collector
	irrespective of the number of animals lost. Poultry-Poultry @ 100/- per bird subject to a ceiling of assistance of Rs.300/- per beneficiary household. The death of the poultry birds should be on account of the notified natural calamity.	persons 3	Ducumanis is a submitted	in whom application to be sent	Avathority -	20000000 P	to be to be contact for act delay a callocat an serving

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Name of the Scheme	Benefits	Eligible Dersons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
16) Relief to loss of crops due to natural calamities during monsoon season [G.O.(Ms)No.7, Revenue Department, dated 09.01.2013], [G.O.(Ms)No.123, Revenue Department, dated 25.04.2013]	When crop loss is 50% or above. Crop Rate per Acre (in Rs.) Paddy Rs. 5000/– Assured Irrigation Other crops (other than paddy, perennial and mulberry) Rainfed Other crops (other than paddy, perennial and mulberry) Rainfed Other crops Rs.3000/– (other than paddy, perennial and mulberry) Mulberry Rs.3000/– Perennial Rs.4000/– Crop	Affected Farmer	Petition	Tahsildar	Revenue Department	After receipt of Government Orders	District Collector

Name of the Schem	ne Benefits	First					
	Belletits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	mu Misc 3	4	5	6	7	8
	1) BC Community Certificates issued for admission in educational institutions and for appointment	Persons belong to the Community mentioned in 1)G.O.(Ms) No. 28, BC, MBC &MW Dept., Dt 19.7.1994 2)G.O.(Ms) No.100, BC,	a) Application in Plain paper b) Other evidence if any	Zonal Deputy Tahsildar G.O.(Ms) No. 921, Rev Dept, dated 15.6.1991	Zonal Deputy Tahsildar G.O.(Ms) No. 921, Rev Dept, dated 15.6.1991	7 4496	G.O (Ms) No. 235, Rev [RA3(2)]
o of the Schedic	Banefila	MBC &MW Dept., dated 24.11.97 SI.No.1-143 of list of BCs in G.O.(Ms) No. 28, BC, MBC &MW	ertpungsac lists		ngrough ig	anction	Dept, dated 26.06.2015

		CITIZENS'	CHARTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	3	4	5	6	7	8
Issue of Certificates - Community Certificates contd	2) MBC Community Certificates issued for admission in educational institutions and for appointment	Persons belong to the Community mentioned in 1) G.O.(Ms) No. 100, BC, MBC &MW Dept., Dt 24.11.1997 SI.No.144-184 of list of BC and MBC in2)GO.(Ms) No.28, BC, MBC &MW Dept., dated 19.7.1994	a) Application in Plain paper b) Other evidence if any	Zonal Deputy Tahsildar G.O.(Ms) No. 921, Rev. Dept, dated 15.6.1991	Zonal Deputy Tahsildar G.O.(Ms) No. 921, Rev. Dept, dated 15.6.1991	7 days	Tahsildar/ District Collector G.O. (Ms) No. 235, Rev [RA3(2)] Dept, dated 26.06.2015

Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	216 (314)	4	5	6	7	8
Issue of Certificates - Community Certificates contd	3) DNC Community Certificates issued for admission in educational institutions and for appointment	Persons belong to the Community mentioned in 1)G.O.(Ms) .No. 100, BC , MBC &MW Dept., dated. 24.11.1997 SI.No.185-	a) Application in Plain paper b) Other evidence if any	Zonal Deputy Tahsildar G.O.(Ms) No. 921, Rev.Dept, dated 15.6.1991	Zonal Deputy Tahsildar G.O. (Ms)No. 921, Rev.Dept, dated 15.6.1991	7 days	Tahsildar/ District Collector G.O. (Ms) No. 235, Rev [RA3(2)] Dept, dated 26.06.2015
		252 of list of DNCs in and		(0.00.1614		sendion	
Manna of the Sohern	a Branchita	MBC in 2)GO.(Ms) .No.28, BC, MBC &MW Dept., dated 19.7.1994	CHARTER 20 Bogumanis 1 aubmiliae	5 To whom application	Sanctioning (Turner Turner	

		CITIZENS'	CHARTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	3	4	5	6	7	8
Issue of Certificates - Community Certificates contd	4) SC Community Certificates issued for admission in educational institutions and for appointment	Persons belong to the Community mentioned in 1)G.O.(Ms) .No 1773, Dt 23.6.1981 2)G.O.(Ms) No.1597, ADTW Dept, dt 27.09.1990	a) Application in Plain paper b) Other evidence if any	Tahsildar G.O.(Ms) No. 581, Rev.Dept, dated 3.04.1987	Tahsildar G.O. (Ms) No. 581, Rev.Dept, dated 3.04.1987	2 days (Govt D.O.Letter No.H/AD W-2/ 2001 -7 dt 14.2.2002	Revenue Divisional Officer/ District Collector & Chariman DVC G.O (Ms) No. 235, Rev. [RA3(2)] Dept, dated 26.06.2015

		CITIZENS' CH	HARTER 201	5			
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	3	4	5	6	7	8
Issue of Certificates Community Certificates - Contd	5) ST Community Certificates issued for admission in educational institutions and for appointment	Persons belong to the Community mentioned in 1) G.O.Ms.No 1773, dt 23.6.1981 and Letter No.8098/ ADW- 11/2003-4, dt 16.2.04	a)Application in Plain paper b) Other evidence if any	Revenue Divisional Officer / District Adi — Dravidar Welfare Officer. G.O.(Ms)No. 31, AD & TW, Dept dated 4.3.99	Revenue Divisional Officer / District Adi — Dravidar Welfare Officer. G.O(.Ms) No. 31, AD & TW Dept., dated 4.3.99	7 days 15 days for detailed enquiry (Govt. D.O Letter No H/AW D- 2 / 2001 -7	District Collector/ District Collector & Chairman DVC G.O (Ms) No.235, Rev [RA3(2)] Dept, dated 26.06.2015
1	5	3	4	2	9	dt 14.2.02	8
Nome of the Schema	Banonie	Eligicie priscre	be subruit	to To whole d amplicable to be sen	Semetronin Authority	Time finit to sanction	

		CITIZENS' CH	ARTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	6) Nativity Certificate issued for admission in educational institutions and for employment	All Citizens who reside in the taluk for more than five years. (D.Dis (q) 45455/88, dt 19.8.88	1) Application in plain Paper 2) Copy of electrol roll 3) School Certificate 4) Other evidence in respect of residence. 5) Free for the persons who belong to below poverty line and for others Rs.10/-to be paid in taluk office G.O.(Ms.)No. 95, Rev.,dt 2.3.2003	Zonal Deputy Tahsildar G.O.(Ms.) No.921, Rev.Dept, dt 15.6.1991	Zonal Deputy Tahsildar G.O.(Ms.) No. 921, Rev.Dept, dt 15.6.1991	7 days D.Dis. (Q) 45455/88, dated 19.8.88	District Collector

		CITIZENS' CI	HARTER 2015					
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellatte Authority/ Redressal of Grievances	
Issue of Certificates –	2 7) Posidones 2 45	3	4	5	6	7	8	
Contd	7) Residence Certificate issued for admission in educational institutions and for employment	All Citizens who reside in the taluk for more than five years.	reside in plain Paper taluk for than five ears. 3) Other evidence in respect of residence.		eputy Deputy hsildar Tahsildar D.(Ms.) G.O.(Ms.) 0.921, No. 921, v.Dept, Rev.Dept, dt dt		District Collector	
e of Cartificates - E	Income Curblicate isound r Claiming Scimbarship and fo investor in institutions	School / College Studente	4) Telephone connection receipt.	15.6.1991		THE I	Collec	
	2	3 -	5) Gas Connection receipt	5	1 6 outy 1 Zora	1 기준 이 스	8 Blate	
ama of the Schame	Bprofiles	Eligible peradra	6)Free for the persons who belong to below poverty line and for others Rs.10/- to be paid in taluk office G.O.(Ms.)No.95 Rev.dt 2.3.2003	Dig St Pit	to: Authori	A great	e futhori	

		Ett-dele	Desuments to be	To whom	Canationing	Time	Authority
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	application to be sent	Sanctioning Authority	limit for sanction	to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	8) Income Certificate issued for Claiming Scholarship and for admission in institutions	School / College Students	1) Application in plain Paper 2) Salary / Income certificate of the applicant's Parent / Guardian 3) Other evidence for Income. 4) Free for the persons below poverty line and for others Rs.10/- to be paid in taluk office (G.O.Ms.No.95 Rev., dt 2.3.2003)	Zonal Deputy Tahsildar G.O.(Ms.) No.921, Rev.Dept, dt 15.6.1991	Zonal Deputy Tahsildar G.O.(Ms.) No.921 ^s , Rev.Dept, dt 15.6.1991	15 days	District Collector

introduced vide G.O.(Ms) Standard students and vide Standard Students. According obtained from the student sent to the Tahsildars comprepared after due enquiry schools and the Headman students.	ide G.O.(Ms)No. ordingly, complete ts by the Headmann oncerned with the by the Revenue	184, Revenue applications asters of the Soir attestation. officials and diand over the	, dated 05.00 s for these concerning the certificates to the spatched to the concerning the certificates and the certificates are the certificates and the certificates are concerning to the certificates are concerned to the certificates are c	6.2012 for 6 th ertificates are erned and are ates are then the concerned		Collegion
Certificates of Destifute for admission of Orphagase.	Concerned	n) Application or plain Baper. 2) Develo contribute of Father / Mather.	Tabelidar	18 X89031L	7 02/9	Collector -
						for stay for stay dulay or , deflotency , ist nervice ,

		CITIZENS' CHAI	RTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	9) Certificates of Destitute for admission in Orphanages.	Concerned Person	1) Application in plain Paper 2) Death certificate of Father / Mother 3) Income Certificate	Tahsildar	Tahsildar	7 days	District Collector
	10) Destitute Widow Certificate for preference in appointment	Widow whose total monthly income from all sources is not more than Rs.1000/- G.O.(Ms) No.395 P &AR (Ser-S) Dept., dated 4.11.98	1) Application in plain Paper 2) Death certificate of husband 3) Income Certificate	Revenue Divisional Officer	Revenue Divisional Officer	30 Days	District Collector

		CITIZENS' CHA	RTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
ssue of Certificates – Contd	 11) Legal heirship Certificate for claiming rights on property and for changing name in Govt records 1) Electircity connection 2) House Tax 3) Telephone Connection 4) Patta Transfer 	Direct legal heirs of deceased. (Government Letter (Ms.) No.1534, Rev.Dept, dated 28.11.91	1) Application in plain Paper 2) Death certificate of Property Owner 3) Document evidence related to the	Tahsildar G.O.(Ms.) No.581, Rev.Dept, dated 3.4.87	Tahsildar G.O.(Ms.) No.581, Rev.Dept, dated 3.4.87	15 Days	District Collector
	5) Bank Account 6) To get Job on compassionate grounds in case of deceased Government servant.	laza majora European	family members.	pa mi veru who pempan	eastern -	Salta garan	

		CITIZENS' CHA	ARTER 2015			***************************************	
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	12) Death Certificate	Legal heirs	1) Application in plain Paper 2) Certificate issued by the hospital/ Municipality / Corporation 3) Application fee Rs.2/-	Deputy Tahsildar	Deputy Tahsildar	15 days	District Collector
	13) Birth Certificate for School admission	Parents / Guardian of the child	1) Application in plain Paper 2) Certificate issued by the hospital/ Municipality / Corporation 3) Application fee Rs.2/-	Deputy Tahsildar	Deputy Tahsildar	15 days	District Collector

	records C	ITIZENS' CHA	RTER 2015				
Name of the Scheme	Benefits License Benefits	Eligible	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for	Authority to be
	b) Operated Women Certificate for gothing peterson in Govf, employment	Donerlad Women	Application in	Tanslid	30300	sanction	for any delay or deficiency
4			Husband / wife				in service
	2	3	4	5	6	7	8
Contd	14) Consolidated Certificate for compassionate ground appointment	Eligible legal heirs of the Government servant who expired while in service	Application in plain Paper Death Certificate Legal heirs	Tahsildar	Tahsildar	15 days	District Collector
4	2		Certificate		0		
			4) Ration Card.		- 1		in sect
		bargora	be submitted	pe saut	a Malbarity	REUGIG	n contracti for set

	C	ITIZENS' CHAR	TER 2015				8
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd .	15) Inter caste marriage Certificate for getting Govt.concession in appointment and admission to Educational institutions.	Husband / Wife	1) Application in plain Paper 2) Marriage Certificate 3) Document evidence to prove the Community of Husband / wife	Tahsildar	Tahsildar	15 days	District Collector
, ,	16) Deserted Women Certificate for getting preference in Govt. employment	Deserted Women	Application in Plain Paper	Tahsildar	Tahsildar	15 days	District Collector
	17) Certificate for loss of school records for getting duplicate copies of school records	The Concerned students of School or College	Application in Plain Paper Plain Paper FIR Copy from police Station	Tahsildar	Tahsildar	15 days	District Collector

		CITIZENS' CHA	ARTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
	CELEBRATE TO PORTE	2 Post	Plain Pape				[[[[]]]]
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	18) Solvency Certificate for getting Bank Loan, standing surety and for getting Govt. Contract	Owner of the solvent property	1) Application in plain Paper 2) Document Copy 3) Property tax receipt 4) Chitta / adangal Copy 5) For the value of Rs.50,000/- for which solvency certificate is required a sum of	Tahsildar G.O.Ms. No. 581, Rev.Dept, Dated 3.4.1987	Tahsildar G.O. Ms. No.581, Rev.Dept, Dated 3.4.1987	15 days	District Collector
	Taking at	Equipment of the second	Rs.100/- and for the value of every additional Rs.50,000/- a sum of Rs.200/- should be remitted in the Treasury (G.O.Ms.No.95 Rev.Dated 2.3.2003)	To whom application application applications applications are applications and applications are applications are applications and applications are applications are applications are applications are applications are applications are applications and applications are applications	ermouph i	hrd to	

		CITIZENS' CHA	RTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	19) Aliveness Certificate for pension purpose	Pensioners	1) Application in plain Paper 2) Personal appearance and verification	Tahsildar	Tahsildar	2 days	District Collector
a	20) No house site certificate for getting assignment / allotment of house site.	House site less person	Application in plain paper Rent Receipt	Tahsildar	Tahsildar	7 days	District Collector
	21) Non graduate Certificate for getting preference in admission in Government School etc.	Concerned student	1) Application in Plain Paper 2) Transfer Certificate of the family member	Tahsildar	Tahsildar	7 days	District Collector
A	22) Ownership Certificate for loan purpose	Owner of the Property	1) Application in Plain Paper 2) Document copy 3) Chitta / adangal copy	Tahsildar	Tahsildar	15 days	District Collector

Benefits 2 No dues Certificate for purpose	rates, focome Gent	lesies, First Gi	To whom application to be sent	Sanctioning Authority 6 Tahsildar		Authority to be contacted for any delay or deficiency in service 8 District Collector
2 No dues Certificate for	regov e 3 pvemano act has been rolle rakes, Income Cern	4 1) Application in plain Paper 2) Certificate from the	a heat along the Star maration Granding	6	e ds Venn omroeiky catas and Common	for any delay or deficiency in service
2 No dues Certificate for	regov e 3 pvemano act has been rolle rakes, Income Cern	4 1) Application in plain Paper 2) Certificate from the	out the Sta	6	e de J vang ommorriby estas and	deficiency in service 8
2 No dues Certificate for	reany a 3 averages	4 1) Application in plain Paper 2) Certificate from the	5	6 480 (96 (ommonth	in service 8 District
No dues Certificate for		1) Application in plain Paper 2) Certificate from the				District
	Individual	in plain Paper 2) Certificate from the	Tahsildar	Tahsildar	15 days	
		from the				
		chey 3) Adamgal I	Collecter	Collector		
nmarried Certificate tting Govt. assistance arriage	Individual	Application in plain Paper	Tahsildar	Tahsildar	15 days	District Collector
3	3	4	2	6	- 1	
			vo pie secu		220.101.014	
Benafits	Eldysia desente	Decuments to he entimited	To whom	Samolonis	Brott for	Authority to be
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		CITIZENS' CHAF	RTER 2015				
Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	25) Location Certificate for claiming industrial concession	Entrepreneur	1) Application in plain Paper 2) Document copy 3) Adangal / Chitta Copy 4) Field map	Revenue Divisional Officer / Sub Collector	Revenue Divisional Officer / Sub Collector	1 Month	District Collector
		e-C	Governance				
*	In the Revenue Department of services. e-District projectificates, Nativity Certificates Deserted Women Certificates Service Centres.	ect has been rolled ates, Income Certifi	out through c cates, First Ge	out the State neration Gra	e and the Co duate Certific	ommunity cates and	Э