



REVENUE DEPARTMENT

CITIZENS' CHARTER 2015

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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

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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
1) Indira Gandhi National Old Age Pension Scheme.	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ Belonging to below poverty line family. ➤ 60 years and above. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age. 	<ul style="list-style-type: none"> ➤ District Collector. ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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1	2	3	4	5	6	7
2) Indira Gandhi National Widow Pension Scheme.	<ul style="list-style-type: none"> ➤ Pension of Rs.1000/- per month per beneficiary. ➤ Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ Belonging to below poverty line family. ➤ 40 years and above. ➤ Should be a Widow. 	<ul style="list-style-type: none"> ➤ Copy of Family card/ Aadhaar Card. ➤ Proof of age. ➤ Death Certificate of husband 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer.
	<ul style="list-style-type: none"> ➤ 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)		<ul style="list-style-type: none"> ➤ District Collector.

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3) Indira Gandhi National Disability Pension Scheme	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ Belonging to below poverty line family. ➤ 18 years and above. ➤ Disability level 80% and above. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age ➤ Certificate issued by District Rehabilitation officer. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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4) Destitute Differently Abled Pension Scheme	<ul style="list-style-type: none"> ➤ Pension of Rs.1000/- per month per beneficiary. ➤ Priceless Saree/ Dhothi per pensioner twice a year during Pongal and Deepavali Festivals. <p>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.</p>	<ul style="list-style-type: none"> ➤ Destitute. ➤ 18 and above. ➤ Disability level and 60% and above. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age ➤ Certificate issued by District Rehabilitation officer. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) <p align="center">Special Tahsildar (Social Security Scheme)</p>	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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5) Destitute Widow Pension	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ 18 years and above. ➤ Should be widow 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age ➤ Death Certificate of husband. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme). ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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6) Chief Minister Uzhavar Padukappu Thittam.	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ 60 years and above. ➤ Landless agricultural labourers. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age ➤ Should have Membership card under CMUPT. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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1	2	3	4	5	6	7
7) Destitute / Deserted Wives Pension	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age. ➤ Legal Separation Certificate. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector/ Revenue Divisional Officer. ➤ District Collector.

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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
8) Unmarried poor women of age 50 years and above	<ul style="list-style-type: none"> ➤ 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. 	<ul style="list-style-type: none"> ➤ Destitute. ➤ Should have completed 50 years. ➤ Should be an unmarried woman. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ Proof of age. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector. (Social Security Scheme) ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Deputy Collector. (Social Security Scheme) ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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1	2	3	4	5	6	7
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.	➤ Legal heirs of the deceased Primary bread winner. ➤ In the case of families solely dependent on agricultural. ➤ Agricultural labourers. ➤ Small and marginal farmers. In case of others, annual income should not exceed Rs.24,000/-	➤ Copy of Family card / Aadhaar Card. ➤ Copy of Death 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.

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1	2	3	4	5	6	7
10) Accident Relief Scheme	<ul style="list-style-type: none"> ➤ 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/- to Rs.15,000/-. 	<ul style="list-style-type: none"> ➤ Legal heirs of the deceased Primary bread winner of the family. ➤ The family members engaged in the 44 categories of notified employments. 	<ul style="list-style-type: none"> ➤ Copy of Family card / Aadhaar Card. ➤ First Information Report. ➤ Death Certificate. ➤ Application should be sent within 6 months from the death. 	<ul style="list-style-type: none"> ➤ District Collector/ Tahsildar ➤ Special Deputy Collector (Social Security Scheme). ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Special Tahsildar (Social Security Scheme) 	<ul style="list-style-type: none"> ➤ Revenue Divisional Officer. ➤ Sub Collector / Revenue Divisional Officer. ➤ District Collector.

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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)

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1	2	3	4	5	6	7	8
12) Relief to damaged huts due to natural Calamities like cyclone, flood and fire (G.O.(Ms) No.678, Revenue Department, dated 29.11.2008) , [G.O.(Ms)No.342, Revenue Department, dated 09.11.2011]	(1) for fully damaged huts Rs.5,000/- 10 Kg Rice	Owner of the damaged hut	Application on white paper	Tahsildar	Tahsildar	24 hours	RDO
	for Partly damaged huts Rs.2500/- (with 10 Kg of rice)						
13) Relief to Loss of human lives occurred due to natural calamities like flood, cyclone and fire [G.O.(Ms)No.380, Revenue Department, dated 25.10.2012]	(1) In case of death Rs.1,50,000/-	Legal heirs of the deceased	1) Petition in white paper 2) Postmortem Certificate 3)Death Certificate 4) FIR 5)Bank account / postal account of the legal heirs 6) Legal heirship certificate	1) Tahsildar	1) Tahsildar	24 hours	1) District Collector
	(2) Relief under Chief Minister's Public Relief Fund Rs.1,00,000/- (in the case of announcement by Hon'ble Chief Minister)			2) Proposals forwarded by Collector	2) Government in Revenue Department will issue orders as per announcement of Hon'ble Chief Minister.	2) Not applicable	

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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

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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
15) Relief to loss of cattle due to natural calamities like flood, cyclone and fire [G.O.(Ms)No.630, Revenue Department, dated 29.10.2007 and G.O.(Ms) No.342, Revenue Department, dated 09.11. 2011]	<p>Milch Animal(i) Cow / Buffalow @ Rs.20,000/-ii) Sheep /Goat @ Rs.2,000/-</p> <p>Camel/horse/bullock – Rs.10000/- Calf/Donkey /Pony Rs.5000/-</p> <p>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 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.</p>	Owner of the cattle	<p>1) Petition in plain paper</p> <p>2) Certificate from the Director, Animal Husbandry</p>	Tahsildar	Tahsildar	24 hours	District Collector

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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																
<p>16) Relief to loss of crops due to natural calamities during monsoon season</p> <p>[G.O.(Ms)No.7, Revenue Department, dated 09.01.2013],</p> <p>[G.O.(Ms)No.123, Revenue Department, dated 25.04.2013]</p>	<p>When crop loss is 50% or above.</p> <table border="1" data-bbox="495 672 827 1333"> <thead> <tr> <th>Crop</th> <th>Rate per Acre (in Rs.)</th> </tr> </thead> <tbody> <tr> <td>Paddy</td> <td>Rs. 5000/-</td> </tr> <tr> <td align="center" colspan="2">Assured Irrigation</td> </tr> <tr> <td>Other crops (other than paddy, perennial and mulberry)</td> <td>Rs.4000/-</td> </tr> <tr> <td align="center" colspan="2">Rainfed</td> </tr> <tr> <td>Other crops (other than paddy, perennial and mulberry)</td> <td>Rs.3000/-</td> </tr> <tr> <td>Mulberry</td> <td>Rs.3000/-</td> </tr> <tr> <td>Perennial Crop</td> <td>Rs.4000/-</td> </tr> </tbody> </table>	Crop	Rate per Acre (in Rs.)	Paddy	Rs. 5000/-	Assured Irrigation		Other crops (other than paddy, perennial and mulberry)	Rs.4000/-	Rainfed		Other crops (other than paddy, perennial and mulberry)	Rs.3000/-	Mulberry	Rs.3000/-	Perennial Crop	Rs.4000/-	Affected Farmer	Petition	Tahsildar	Revenue Department	After receipt of Government Orders	District Collector
Crop	Rate per Acre (in Rs.)																						
Paddy	Rs. 5000/-																						
Assured Irrigation																							
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1	2	3	4	5	6	7	8
17) Issue of Certificates- Community Certificates	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, MBC &MW Dept., dated 24.11.97 SI.No.1-143 of list of BCs in G.O.(Ms) No. 28, BC, MBC &MW Dept., Dt 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

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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 Sl.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

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1	2	3	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 Sl.No.185-252 of list of DNCs in and MBC in 2)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

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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

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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 dt 14.2.02	District Collector/ District Collector & Chairman DVC G.O (Ms) No.235, Rev [RA3(2)] Dept, dated 26.06.2015

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Name of the Scheme	Benefits	Eligible persons	Documents to be submitted	To whom application to be sent	Sanctioning Authority	Time limit for sanction	Appellate 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' 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	Appellate Authority/ Redressal of Grievances
1	2	3	4	5	6	7	8
Issue of Certificates – 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.	1) Application in plain Paper 2) School Certificate 3) Other evidence in respect of residence. 4) Telephone connection receipt. 5) Gas Connection receipt 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	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

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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	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, Rev.Dept, dt 15.6.1991	15 days	District Collector

	<p>With a view to avoid delay and hardships in obtaining certificates by the Students in the Taluk Office, a new system of issue of certificates through Schools has been introduced vide G.O.(Ms)No. 165, Revenue, dated 01.04.1999 for 10th and 12th Standard students and vide G.O.(Ms)No. 184, Revenue, dated 05.06.2012 for 6th Standard Students. Accordingly, completed applications for these certificates are obtained from the students by the Headmasters of the Schools concerned and are sent to the Tahsildars concerned with their attestation. The certificates are then prepared after due enquiry by the Revenue officials and dispatched to the concerned schools and the Headmasters in turn hand over the certificates to the school students.</p>		
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Sl. No.	Name of the Candidate	Father's Name	Date of Birth	Date of Admission	Date of Issuance	Remarks	Signature
1	2	3	4	5	6	7	8

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	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' 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	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	11) Legal heirship Certificate for claiming rights on property and for changing name in Govt records 1) Electricity connection 2) House Tax 3) Telephone Connection 4) Patta Transfer 5) Bank Account 6) To get Job on compassionate grounds in case of deceased Government servant.	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 family members.	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

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	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

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	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	14) Consolidated Certificate for compassionate ground appointment	Eligible legal heirs of the Government servant who expired while in service	1) Application in plain Paper 2) Death Certificate 3) Legal heirs Certificate 4) Ration Card.	Tahsildar	Tahsildar	15 days	District Collector

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	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	1) Application in Plain Paper 2) FIR Copy from police Station	Tahsildar	Tahsildar	15 days	District Collector

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	Authority to be contacted for any delay or deficiency in service
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 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)	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

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	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
	20) No house site certificate for getting assignment / allotment of house site.	House site less person	1) Application in plain paper 2) 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	15 days	District Collector
	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

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	Authority to be contacted for any delay or deficiency in service
1	2	3	4	5	6	7	8
Issue of Certificates – Contd	23) No dues Certificate for loan purpose	Individual	1) Application in plain Paper 2) Certificate from the employer	Tahsildar	Tahsildar	15 days	District Collector
	24) Unmarried Certificate for getting Govt. assistance for marriage	Individual	Application in plain Paper	Tahsildar	Tahsildar	15 days	District Collector

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	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
<u>e-Governance</u>							
In the Revenue Department, many e-governance initiatives have been taken up to improve delivery of services. e-District project has been rolled out through out the State and the Community Certificates, Nativity Certificates, Income Certificates, First Generation Graduate Certificates and Deserted Women Certificates are being issued digitally on receipt of applications through Common Service Centres.							