



# Citizens' Charter

Chief Commissioner of Land Administration,  
Government of Andhra Pradesh,  
Hyderabad

## Foreword

Dear Fellow Citizen,

My cordial greetings to you!!!

Through this charter, we make a commitment of providing to you, the stipulated services under the purview of Land Administration, in a manner that is transparent and accountable.

It is your entitlement to receive the departmental services from the officials of this office in an accurate, timely, courteous and responsive manner.

The charter outlines the various services provided by the Office of the Chief Commissioner of Land Administration, Hyderabad. In addition, certain essential information, such as, the steps involved in the application process, the documents required, time frame, contact details of officer responsible for the delivery of the service as also that of the grievance redressal officer have been provided.

Looking forward to serving you.

Yours truly,



Chief Commissioner of Land Administration

## **1. About the Office of Chief Commissioner of Land Administration**

The Chief Commissioner of Land Administration (CCLA) is the chief controlling authority for the revenue administration, consisting of Revenue, Survey, Settlement & Land Records and Urban Land Ceiling Departments. CCLA exercises statutory functions and general superintendence over all his subordinates. In the case of Survey, Settlement & Land Records and Urban Land Ceiling Departments, CCLA has a supervisory and statutory role. The concerned Commissioner and the Special Officer, under the overall supervision of the CCLA, oversee the implementation aspects of land administration.

The CCLA is the link between the Government and the district land administration. CCLA monitors and guides the District Collectors and advises the Government in all the policy and implementation -related aspects of revenue administration.

## **2. Vision**

Effective, citizen-centric, accurate, transparent and accountable land administration in the state of Andhra Pradesh.

## **3. Mission**

To provide a land-titles allotment and land-use regime, free from information-asymmetry and disputes and in a manner that merits the highest degree of public confidence in our integrity, efficiency and fairness.

## **4. Prologue:**

Revenue Dept. is one of the oldest department and has often been described as the backbone of the Government. The important and multifarious functions undertaken and executed by the department especially in the following listed areas, make the department as a highest public interface department.

- Revenue Administration
- Land Administration and Management
- Land Reforms and Survey and Settlement
- Magisterial, Welfare, Social development
- Disaster Management and Mitigation
- Law & Order Support and Calamity Relief etc.

As a responsible, responsive & a citizen centric department in the state, the Revenue Department has prepared for itself a charter of services which it promises to deliver to the citizens efficiently, transparently & in the prescribed time lines.

As on date the Revenue department is providing Electronic Service Delivery for most citizen centric Revenue Services through MeeSeva-Efficient, Electronic, Faster & Transparent application of service delivery.

Prajavani & Parishkaram are the two major mechanisms of Grievance redressal mechanism of the citizen.

#### **The administrative set up of the Revenue Department:**

- Principal Secretary => Government Level
- Chief Commissioner of Land Administration & Special Chief Secretary => HOD of Revenue Dept.
- District Collector=> District Level
- RDO => Divisional Level
- Tahsildar => Mandal Level
- VRO => Village Level

The effort is to provide Services in prescribed timeframe along with hosting a mechanism for escalation & appeal(s) to next higher level, in case of delay or failure in delivery.

Thus, the System is designed to fix the responsibility & accountability of the official(s) and hence the following strategies were adopted for implementing the Mee Seva Application.

- **Inter departmental coordination meetings** - Once Mee Seva was conceptualized, meetings were conducted with key Departments to describe the entire concept, its impact and take them on board at the very inception.

- **Categorization of services** - Those services that are high volume and high impact and most desired by the citizens have been prioritized to be delivered across the counter. These services are classified as Cat.A and are delivered across the counter by accessing the departmental databases. Cat. B are services that cannot be delivered across the counter as they involve workflow and physical verification.
- **Establishing delivery channels** - Delivery channels like eSeva centers, CSCs etc. have been established to cater to the citizens. More than 6000 Mee Seva counters are made available across the State, both in rural and urban areas with a uniform look and feel. All these counters are established as per certain specifications and guidelines issued by the State.
- **Development of web-based MeeSeva application** - Mee Seva is a web-based application and has been developed to offer the highest level of transparency in extending G2C services.
- **Improving/establishing connectivity** - Since many of the transactions require substantial flow of data, connectivity is provided or improved to all the Government departments as well as the kiosk. The Horizontal Connectivity scheme of the GOI is used for this purpose.
- **Digitization of records** - Records are digitized, wherever digital databases are not available.
- **Centralizing databases** - Databases, containing the information are purified and ported to the central departmental database server co-located at the State Data Center.
- **Establishing Backend hardware** - Backend hardware is procured, wherever required to support centralized databases and high transaction applications.
- **Creation of District e-Governance Society** - District e-Governance Societies are created and made the nodal agencies for the implementation of Mee Seva. All the operational and technical issues in the district are being taken by the DeGS. The Departmental user charges for the transactions are being sent to them.
- **Capacity building of various stakeholders** - Several training programs, workshops are conducted for various levels of people for effective implementation of project.
- **District Mee Seva Resource team** - A District Mee Seva Resource team is created to assist in capacity building and day-to-day implementation of this program.
- **Secured stationery** - Secured stationery with 8 security features is being used to deliver the certificates, to make duplication difficult. Online Verification, of course is possible by using the SECR.

- **Publicity** - Participation by Public representatives during the inaugurations have attracted wide media publicity. Wide publicity has also been given via electronic and print media, so that people know of the changed mechanism and do not revert to the old system.
- **Call centre for receiving feedback/grievances/complaints** - 24X7 Call center is active to get feedback from the citizen.
- **Customized SMS** - Customized SMS for different level of administrative officers in their own area of jurisdiction are sent daily to make them aware of the transactions taking place in their jurisdiction and their pendency within and beyond SLA.
- **Automatic Payment Gateway** - The payment collected from the applicant at the kiosk is distributed online automatically to the various stakeholders in real-time. This solves the problem of reconciliations, late-payments, embezzlements and audit paras.
- **Reward/Penalty for non-delivery** - A system of awarding positive marks for good performance and *vice versa* has been evolved.

## 5. Objectives

Main Objectives of the department include

- **Land Administration:** Supervision, protection, Assignment, Allocation of Govt. Lands for the welfare of the public.
- **Land Management:** Effective utilization of the scarce govt. land resources for transparent and justifiable land allotment for maximum benefit of the public and govt.
- **Land Reforms:** Development of land and making it cultivatable
- **Citizen Support:** To provide succor to citizens in distress in times of calamities and disaster management.
- **Executive Magistracy:** Maintain Law and order in the state.
- **PDS:** Distribution of essential commodities through the public distribution system.
- **Monitoring:** Seasonal conditions, rainfall, cropping, agricultural management and price control mechanism for agricultural produce.

- **Empowerment & Welfare Management:** Implementation, execution and monitoring of welfare schemes of the Government.

- Sarva Shiksha Abhiyan
- Aarogyasree
- Mid day Meals scheme
- Anganwaadi
- Housing & Self Help Groups
- Post Metric Scholarships Scheme
- Pensions to old, destitute and handicapped persons; other welfare schemes etc.

- **Conduct Elections for:**

- Panchayat
- Local Bodies
- Cooperatives
- Legislative Assembly / Legislative Council
- Parliament.

The Other important objectives of the department include :

- Preparing reports on Adverse Seasonal Conditions
- Relief and Rehabilitation support to the public in the time of calamities
- Collection of Water cess and non-agricultural cess and other levies of Govt.
- Holistic improvement in citizen interface through judicious utilization of cutting edge technology and e-governance platforms; and
- Re-inventing procedures to align with the changing socio-economic needs of the common man.

## 6. List of services (Delivered through Meeseva centres)

The following is the list of services

### Revenue Citizen Charter - Mandal Level Services

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
1	Demarcation of boundaries (Hyd)	It is a service where the citizen can request for Demarcate his/her land. The surveyor will re-fix boundaries of lands with reference to measurements recorded in F.M.B. Since all these boundaries are validated, it gives Finality for disputed lands about correctness of boundaries and also reduces civil litigations.	B	1. Application form 2. Affidavit/Notary stating that the applicant is owner of the land	Tahsildar	30 Days	RDO	30 Days	35/-	1250/-	1285/-
2	Localization of Properties (Hyd)	<ul style="list-style-type: none"> <li>▪ It is a service requested by Citizen to locate and identify the measurements of the property.</li> <li>▪ Citizen would provide Survey number/s for which localization is required and Mandal Surveyor would provide those details after the Survey.</li> </ul>	B	1. Application form 2. Affidavit/Notary stating that the applicant is owner of the land	Tahsildar	30 Days			35/-	1250/-	1285/-
3	Extract of Current Adangal / Pahani	Adangal/Pahani is a very important revenue record document issued by Tahsildar, as it contains details of, <ul style="list-style-type: none"> <li>▪ Survey Number and Hissa Number of Land.</li> <li>▪ Total Land under the Pahani.</li> </ul>	A	Nil	Tahsildar	15 Minutes	RDO	7 Days	25/-	Nil	25/-



Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
		<ul style="list-style-type: none"> <li>▪ Land Revenue details.</li> <li>▪ Land Owner's name with Extents and Khatha Number.</li> <li>▪ The way land is acquired by the owner.</li> <li>▪ Government/Public rights on the Land.</li> <li>▪ Liabilities of the Owners on the Land.</li> <li>▪ Classification of the Soil and cropping details.</li> </ul>									
4	Extract of ROR 1B	<ul style="list-style-type: none"> <li>▪ The Record of Rights register is maintained by MRO for every village separately.</li> <li>▪ It contains 14 columns and includes the name of the khatadar /father name of the khatadar, khata number, survey number, classification of land, extent held by khatadar Land Revenue.</li> </ul>	A	Nil	Tahsildar	15 Minutes	RDO	7 Days	25/-	Nil	25/-
5	Copy of FMB / Tippon	<ul style="list-style-type: none"> <li>▪ FMB is the Field measurement Book, which will have the field measurement sketches of all individual lands.</li> <li>▪ Basing on these measurements, the survey numbers are demarcated and disputes settled maps are drawn and areas calculated mathematically only on the measurements recorded in this book.</li> </ul>	A	Nil	Tahsildar	15 Minutes	RDO	7 Days	25/-	50/- Sheet	25/- + 50/- Per Sheet

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
6	Income Certificate	<ul style="list-style-type: none"> <li>▪ The certificate contains the details of annual Income of a person/Family from all kind of resources.</li> <li>▪ It can be furnished for general purpose of citizen or a student for Fee reimbursement.</li> <li>▪ The certificate contains the details of annual Income of a person/Family from all kind of resources.</li> </ul>	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Ration Card/EPIC Card / Aadhaar Card</li> <li>3. Copy of IT Returns/Pay Slips (Govt/ Pvt employees)</li> </ol>	Tahsildar	7 Days	RDO	15 Days	35/-	Nil	35/-
7	Residence Certificate - General	<ul style="list-style-type: none"> <li>▪ Residence certificate is a proof of permanent residence of a citizen in a village or town or ward.</li> <li>▪ It is issued on the basis of length of citizen's stay at a place or permanent employment.</li> </ul>	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Ration Card/EPIC Card/ Aadhaar Card</li> <li>3. House Tax Receipt/Telephone Bill /Electricity Bill</li> <li>4. Scanned Passport Size Photo</li> </ol>	Tahsildar	7 Days	RDO	15 Days	35/-	Nil	35/-
8	Residence Certificate - Passport	<ul style="list-style-type: none"> <li>▪ Residence certificate is a proof of permanent residence of a citizen in a village or town or ward.</li> <li>▪ It is issued on the basis of length of citizen's stay at a place or permanent employment.</li> </ul>	B	<ol style="list-style-type: none"> <li>5. Application Form</li> <li>6. Ration Card/EPIC Card/ Aadhaar Card</li> <li>7. House Tax Receipt/Telephone Bill /Electricity Bill</li> <li>8. Scanned Passport Size Photo</li> </ol>	Tahsildar	7 Days	RDO	15 Days	35/-	Nil	35/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
9	Integrated Certificate (Caste-Nativity-Date of Birth)	<ul style="list-style-type: none"> <li>▪ Integrated certificates (Caste-Nativity-Date of Birth) are issued to the SC, ST, BC and OC castes.</li> <li>▪ This certificate is used for education and employment etc.</li> </ul>	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Caste Certificate Issued to the Family members</li> <li>3. SSC Marks memo or DOB Extract or Transfer Certificate</li> <li>4. 1 to 10th study Certificates or DOB certificates issued by Municipality/ Gram Panchayath</li> <li>5. Ration Card/EPIC Card/ Aadhaar Card</li> <li>6. Schedule I to IV forms</li> </ol>	Tahsildar	30 Days	RDO	30 Days	35/-	Nil	35/-
10	F-Line Petitions	This Service is mainly used for measuring boundaries of field by Surveyor when any disputes between two parties the Sub Division Service is mainly used for sub-division of citizen's land by Mandal Surveyor.	B	Application Form	Tahsildar	30 Days	RDO	30 Days	35/-	As Stipulated	35/- + Statutory Charges
11	Sub-division of lands	This Service is mainly used for measuring boundaries of field by Surveyor. Sub Division Service is mainly used for sub-division of citizen's land by Mandal Surveyor.	B	Application Form	Tahsildar	30 Days	RDO	30 Days	35/-	As Stipulated	35/- + Statutory Charges

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
12	Mutation and Pattadar Passbook	Mutation is a process through which Owner's name or particulars like liabilities get changed because of some type of transactions.	B	1. Application Form 2. Registration- Document Copies 3. Old Pattadar Passbook/Title deed/ (Seller Pattadar Pass Book/Title Deed) 4. Tax Receipts if any 5. Recent Passport Size photos (5 No.)	Tahsildar	60Days	RDO	60 Days	35/-	100	135/-
13	No Earning Member Certificate	<ul style="list-style-type: none"> <li>▪ This service is useful to receive the dues, if any from Government due to the death of her/his husband/ father/ mother</li> <li>▪ Further it is to certify that there are no earning members in the family of the deceased and they have no properties in anywhere.</li> </ul>	B	1. Application Form 2. Ration card/EPIC Card/ Aadhaar Card 3. Death Certificate 4. Copy of Family Member Certificate	Tahsildar	7 Days	RDO	30 Days	35/-	Nil	35/-
14	Family Member Certificate (Social security schemes & govt. employees / pensioners)	This certificate can be used for pension benefits, GPF, PF, Gratuity, etc. This is given to the children and wife of a diseased person. This particular certificate is for benefitting from Apathbhandu Scheme/ Chief Minister Relief Fund / Housing /Prime Minister Relief Fund/Ex-gratia.	B	1. Application Form 2. Ration Card/EPIC Card/ Aadhaar Card 3. Death Certificate	Tahsildar	30 Days	RDO	30 Days	35/-	Nil	35/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
15	OBC certificate	Other Backward Classes have 27% of the vacancies in Civil Posts and Services in the Govt. of India to be filled up through direct recruitment, subject to the exclusion of the socially advanced persons / sections known as the "Creamy Layer" Candidates belonging to the OBCs be adjusted against the reservation quota.	B	1. Application Form 2. Ration Card/EPIC Card/ Aadhaar Card 3. Applicant Father/Mother property particulars 4. Applicant Father/Mother Employment particulars/ Income Tax returns (for professionals)	Tahsildar	30 Days	RDO	30 Days	35/-	Nil	35/-
16	EBC certificate	Economically Backward Classes Certificate called as EBC Certificate is useful for the EBC Students of Government Degree Colleges for Claiming Scholarship	B	1. Application Form 2. Ration Card/EPIC Card/ Aadhaar Card	Tahsildar	7 Days	RDO	30 Days	35/-	Nil	35/-
17	Agricultural Income Certificate	It is a service useful to acquire Bank loan using Agriculture Income Certificate as a Proof.	B	1. Application Form 2. Ration Card/EPIC Card/ Aadhaar Card	Tahsildar	7 Days	RDO	30 Days	35/-	Nil	35/-
18	Copy of village Map	Village maps will have details of all the survey numbers of the village both agricultural, non-agricultural including, topographical details.	B	Application Form	Tahsildar	15 Days	RDO	30 Days	35/-	200/- Per sheet	35/- + 200/- Per Sheet

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
19	Money Lending License	<ul style="list-style-type: none"> <li>▪ The service Money lending is a process of offering an amount as loan to the needy at certain rate of interest.</li> <li>▪ The money lender has to have license from the Government for carrying out the lending money business</li> </ul>	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. National Saving certificate for Rs 10000/- in the name of Applicant/firm</li> <li>3. Address Proof</li> <li>4. Pan Card</li> <li>5. Copy of Attested Property Documents</li> <li>6. Bank A/C Statement of above 6 months with min Balance of Rs 100000/-</li> <li>7. Affidavit</li> <li>8. Scanned copy of passport size photo</li> <li>9. Copy of firm registration</li> <li>10. Copy of lease/Rental document.</li> </ol>	Collector in Hyderabad and Tahsildar in other Districts	Fresh - 45 Days; Renewal - 30 Days	RDO	45 days	35/-	Fresh - 1000/- , Renewal - 750/-	Fresh - 1035/- Renewal - 785/-
20	Duplicate Copy of Certificate- Income	In this service the duplicates of the certificates issued by MRO earlier are retrieved from data base and delivered across counter	A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-
21	Duplicate Copy of Certificate- Integrated	In this service the duplicates of the certificates issued by MRO earlier are retrieved from data base and delivered across counter	A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
22	Duplicate Copy of Certificate-Residence	In this service the duplicates of the certificates issued by MRO earlier are retrieved from data base and delivered across counter	A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-
23	ISES- Income Certificate For Fee Reimbursement	<ul style="list-style-type: none"> <li>▪ Government of AP has uploaded the student data by collecting through schools.</li> <li>▪ This data is available for providing different certificates like Income, Integrated and Residence</li> </ul>	A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-
24	ISES-Income Certificate	Government of AP has uploaded the student's data collecting through schools. This data is available for providing different certificates like Integrated Certificate Residence Certificate and Income Certificate.	A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-
25	ISES-Residence Certificate		A	Nil	Tahsildar	15 Minutes			25/-	Nil	25/-
26	ISES-Integrated Certificate		B	Nil	Tahsildar	30 Days			25/-	Nil	25/-
27	Adangal /Pahani Corrections	It is for corrections of Owner's name or his particulars like liabilities - get changed because of some type of transactions/Mistakes	B	Application Form	Tahsildar	15 Days	RDO	30 Days	35/-	Nil	35/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
28	e-Passbook- Replacement	Replacement of Pattadar Passbook Service is useful to acquire Pattadar Passbook. In Mutilated case we use Replacement of Pattadar passbook service	B	1. Application Form 2. Registration Document (copies) if any 3. Recent Passport Size Photo 4. Signature	Tahsildar	60 Days	RDO	60 Days	35/-	100/-	135/-
29	e-Passbook- Duplicate	Duplicate of Pattadar Passbook Service is useful to acquire Pattadar Passbook. In lost case we Use Duplicate Pattadar Passbook Service	B	1. Application Form 5. Registration Document (copies) if any 2. Recent Passport Size Photo 3. Signature 4. Scanned copy of FIR 5. NOC Certificate from the bank in the respective jurisdiction.	Tahsildar	60 Days	RDO	60 Days	35/-	100/-	135/-
30	Extract of Old Adangal / Pahani details	Adangal/Pahani is a very important revenue record, as it contains details of land such as owner's details, area, assessment, water rate, soil type, nature of possession of the Land, Liabilities, Tenancy and Crops grown, etc. It is required for various purposes such as: 1. To know the genuineness of seller (owner) when land is being purchased. 2. It is required at Sub-Registrar's office when sale	B	Application form	Tahsildar	7 Days	RDO	30 Days	35/-	Nil	35/-



Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
		transaction is being done 3. To raise the farm credit / loan from the Bank. 4. Court needs Pahani in case of civil litigation. Etc.									
31	Possession Certificate (for House Site Purpose)	Possession certificate is issued only for the purpose of obtaining subsidy and loan from APSHCL for housing scheme implemented by them and not valid for any other purpose. The possession certificate shall remain with APSHCL till loan is repaid with the interest when only it will be recovered. During the period of mortgage, no transactions on the house-site.	B	1. Application Form 2. Income Certificate/ Ration Card 3. Scanned Passport size Photo	Tahsildar	7 Days	RDO	30 Days	35/-	Nil	35/-
32	Loan Eligibility Card (LEC)	<ul style="list-style-type: none"> <li>▪ The service facilitates the citizen to get the Loan Eligibility Card based upon the Land Details.</li> <li>▪ The service useful only for the Tenant of the Land who is yielding the land</li> </ul>	B	1. Application Form 2. Passport Size Photo	Designated Revenue Officer (usually Dy. Tahsildar)	15 Days	Tahsildar	30 Days	35/- +Postal Charges	0	35/- +Postal Charges
33	Extract of House site Patta	It is for providing Extract of House Patta after verifying House site Registers	B	Application form	Deputy Tahsildar	7 Days	Tahsildar	15 Days	35/- +Postal Charges	0	35/- +Postal Charges
34	Extract of D form Patta	It is for providing Extract of D.Form Patta after verifying D.Registers	B	Application form	Deputy Tahsildar	7 Days	Tahsildar	15 Days	35/- +Postal Charges	0	35/- +Postal Charges

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
35	Certified Copies of Khasra Pahani (1954-55)	It is a very important revenue record, as it contains details of land.	B	Application Form.	Deputy Tahsildar	15 Days	Tahsildar	30 Days	35/- +Postal Charges	0	35/- +Postal Charges
36	Certified Copies of Chesala Pahani (1955-58)	It is a very important revenue record, as it contains details of land.	B	Application Form	Deputy Tahsildar	15 Days	Tahsildar	30 Days	35/- +Postal Charges	0	35/- +Postal Charges
37	Certified Copies of Sethwar/RSR	It is a very important revenue record, as it contains details of land.	B	Application Form	DD-Hyderabad ,AD-Other Telangana Region,Dy Tahsildar-Other than Telangana Region	15 Days			35/- +Postal Charges	0	35/- +Postal Charges
38	Certified Copies of Wasool Baqi	It is a very important revenue record, as it contains details of land.	B	Application Form	DD-Hyderabad ,AD-Other Telangana Region	15 Days			35/- +Postal Charges	0	35/- +Postal Charges
39	Certified Copies of Faisal patti	It is a very important revenue record, as it contains details of land.	B	Application Form	Deputy Tahsildar	15 Days	Tahsildar	30 Days	35/- +Postal Charges	0	35/- +Postal Charges

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
40	Certified Copies of Panchanama	On completion of demarcation the applicant may get copy of the Panchanama.	B	Application form	Based on Office selection (RDO/ Tahsildar/ AD)	15 Days	Based on Office selection (JC/ RDO)	30 Days	35/- +Postal Charges	0	35/- +Postal Charges
41	Certified Copies of Protected Tenant	Protected Tenant Certificate will be given to a person who is in possession not less than 6 years being a period wholly included in the Fasli years 1342 to 1352 (1932 to 1942)(both years inclusive)	B	Application form	Deputy Tahsildar	7 Days	Tahsildar	15 days	35/- +Postal Charges	0	35/- +Postal Charges
42	e-Passbook- New	The entries in the passbook shall be treated as sufficient evidence to grant loans without insisting on the production of copies of village revenue records, Namely: Adangal / Pahani	B		Tahsildar	60 Days	RDO	60 Days	35/-	100/-	135/-
43	Change of Name Certificate	1. Women changing their surname after marriage. 2. Ex service persons 3. People who are staying abroad. 4. Students whose names are printed wrong in their certificates apply for change of Name certificate.	B	1. Application Form 2. Recent Passport Size Photograph 3. Citizenship Certificate issued by Gazetted Officer 4. Affidavit stating exact reason for change of his/her name. 5. Certificates from class 1 to 10 <sup>th</sup> attested by Gazetted Officer.	Tahsildar	15 Days			35/- + Postal Charges.	Nil	35/- + Postal Charges.

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
				6. Police Certificate stating the he/she has not come to any adverse records during last 5 years. 7. Others(Aadhaar/Ration card/Voter ID for Illiterates)							
44	No Property Certificate	No Property Certificate issued for Compassionate appointments.	B	1. Application Form 2. Ration Card/Aadhaar/ Electoral card 3. Death Certificate 4. Duplicate copy of Family member Certificate	Tahsildar	60 Days			35/- + Postal Charges.	Nil	35/- + Postal Charges.
45	Agricultural Land Value Certificate	For getting other than crop loans i.e enhancement of credit limit / visa purpose / for enrolling as a contractor / surety purpose.	B	1. Application Form 2. Registration Documents 3. Pattadar passbooks 4. Title Deed 5. Encumbrance certificate as on date issued by the Sub Registrar concerned	Tahsildar	30 Days			35/- + Postal Charges.	Nil	35/- + Postal Charges.
46	Small/Marginal farmer Certificate	For input subsidy, for crop insurance and for bank loan purpose	B	1. Application Form 2. Photo copy of Pattadar Passbook/Title Deed/!B Extract/Registered	Tahsildar	7 Days			35/- + Postal Charges.	Nil	35/- + Postal Charges.

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
				sale deeds of lands 3. Self declaration by the farmer for the lands owned by him/her.							
47	Permission for Digging a Agricultural well/Drinking water well digging using WALTA Act.	Permission for Digging a Agricultural well/Drinking water well digging using WALTA Act	B	1. Application Form 2. Photo copy of Pattadar Passbook/Title Deed/!B Extract/Registered sale deeds of lands 3. Small and marginal farmer Certificate for fee concession	Tahsildar	15 Days	District Collectors	30 Days	35/- + Postal Charges.	1100/-For Big Farmers, 600/- For Small/Marginal Farmers	1135/- + Postal Charges For Big Farmers, 635/- + Postal Charges For Small/Marginal Farmers

## Revenue Citizen Charter - Divisional Level Services

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
1	Appeals On Demarcation	<ul style="list-style-type: none"> <li>Citizens who have doubts on measurements done by Surveyor can appeal on demarcation to Asst Director of Survey / Inspector of Survey, and the Deputy Inspector of Surveyor / Inspector of Survey will re-fix boundaries of lands with reference to measurements recorded in F.M.B.</li> </ul>	B	<ol style="list-style-type: none"> <li>Application form</li> <li>Affidavit/Notary stating that the applicant is owner of the land</li> <li>Panchanama copy of lower cadre</li> </ol>	RDO/ Asst. Director of Survey	45 Days	Dy. Director (Survey)	45 Days	35/-	As stipulated	Stipulated charge plus Rs. 35/-
2	Pawn Broker License	<ul style="list-style-type: none"> <li>Pawnbrokers need a license from the Government for carrying out the lending money business</li> </ul>	B	<ol style="list-style-type: none"> <li>Application Form</li> <li>National Saving certificate for Rs 10000/- in the name of Applicant/firm</li> <li>Address Proof</li> <li>Pan Card</li> <li>Copy of Attested Property Documents</li> <li>Bank A/C Statement above 6 months with min. balance of Rs 100000/-</li> <li>Affidavit</li> <li>Scanned copy of passport size photo</li> <li>Copy of firm's registration</li> <li>Copy of lease/Rental Document</li> </ol>	Collector Competent in Municipal Corporations & RDO's in other areas.	Fresh - 45 Days; Renewal - 30 Days	Collector	45 Days	35/-	Fresh - 1000/- Renewal - 750/-	Fresh - 1035/-, Renewal - 785/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
3	Land Conversion Certificate	It is for Conversion of agriculture lands into Non Agriculture Lands by collecting Conversion Fee	B	1. Application in prescribed format 2. Registration documents/copies of Pattadar Pass books /Title Deeds 3. Basic Value certificate from Sub-Registrar 4. Ration card/Aadhaar No./ EPIC card	RDO	60 Days	Collector	90 Days	35/-	5% of basic value of land for GHMC, GVMC and VMC limits; for other areas, 9%;	Rs. 35/- plus 5% of basic value of land for GHMC, GVMC and VMC limits; for other areas, 9%;
4	Late Registration of Birth	To register a birth, whose registration was not done within one year of the date of birth of a person;	B	1. Application Form 2. Non Availability certificate issued by the GP or Municipal Commissioner 3. Ration Card Copy 4. SSC Marks memo (Birth) 5. Self Affidavit	RDO	60 Days	Collector	90 Days	35/-	As stipulated	Stipulated charge plus Rs. 35/-
5	Late Registration of Death	To register a death, whose registration was not done within one year of the date of death of the person;	B	1. Application Form 2. Non Availability certificate issued by the GP or Municipal Commissioner 3. Ration Card Copy 4. SSC Marks memo (Birth) 5. Self Affidavit	RDO	60 Days	Collector	90 Days	35/-	As stipulated	Stipulated charge plus Rs. 35/-
6	Certified copies of Certificates issued by RDO	Important Certified Copies issued by RDO (Tenancy, ROR Court cases, Survey Panchanama reports and Inam ORC Certificates)	B	Application Form	DAO	15 Days	RDO	45 Days	35/-	Nil	35/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
7	Renewal of Cinema Licence	Renewal of Cinema Licence	B	1.Application Form 2.Copy of B-Form License Certificate 3.Certificate Issued by Dy.Electrical Inspector 4.Filem Division Certificate 5.Structural certificate issued by the EE R&D 6.Certificate issued by the Divisional Fire Officer 7.Certificate issued by DMHO	RDO	15 Days	Joint Collector	30 days	35/- +Postal Charges	1 year Rs 1000/  2 years Rs 2000/	1035/- +Postal Charges (for1 year)  2035/- +Postal Charges (for 2 years)
8	Extract of ORC (Occupancy Rights Certificate)	To give ownership rights on the Inam lands and to change the land classification from Inam category to riotwari.	B	1.Application Form 2.Copy of ORC	Divisional Administrative Officer	15 Days			45/- +Postal Charges	Nil	45/- +Postal Charges



## Revenue Citizen Charter - District Level Services

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
1	Prajavani	Citizen Grievance system	B	Application Form	Collector	15 Days		90 Days	35/-	Nil	35/-
2	Apathbandhu Application	<ul style="list-style-type: none"> <li>▪ Apathbandhu is a Scheme to implement accident insurance for the below poverty line families in Andhra Pradesh to provide insurance coverage in case of accidental deaths in the policy year.</li> <li>▪ The insurance coverage is for the adults in the age group of 18 to 69 years.</li> </ul>	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. FIR</li> <li>3. Death Certificate</li> <li>4. Affidavit on Rs 10/- Bond paper</li> <li>5. Report of post mortem/ panchanama</li> </ol>	Collector	As stipulated		35/-	Nil	35/-	
3	National Family Benefit Scheme Application	The objective of the NFBS is to provide financial assistance to the households below the poverty line on the death of the Primary bread winner (male or female)	B	<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Income Certificate (Family Income less than Rs 6000/- per month)</li> <li>3. Family Member certificate</li> <li>4. Residence Certificate</li> <li>5. White Ration Card</li> <li>6. Death Certificate</li> </ol>	Collector	As stipulated		35/-	Nil	35/-	

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
				of primary bread winner							
4	NOC for Construction of New/Existing House in a village or town(HYD)	<ul style="list-style-type: none"> <li>This service provides features for recording petitions receipt, and issuing Permission for Construction on that particular Land. Citizen of India holding land is eligible to avail the service. District is the concerned authority providing the service</li> </ul>	B	<ol style="list-style-type: none"> <li>Application Form</li> <li>Ration card /EPIC Card/AADHAR Card</li> <li>Death Certificate</li> </ol>	Joint Collector	30 Days			35/-	2000/-	2035/-
5	Certified Copies of Record of Measurement	<ul style="list-style-type: none"> <li>Certified copies of ROM is a service where Citizen can request for certified copies of his/her property for various reasons.</li> <li>Certified copy is provided based on the measurement reports submitted by Surveyor.</li> </ul>	B	Application Form	Deputy Director, SS&LR in Hyderabad and Municipal Commissioner in other districts.	15 Days			35/-	1300/-	1335/-
6	Certified Copies of TSLR	Town Survey Land Register is being issued to the private parties and other organisations on requisition.	B	<ol style="list-style-type: none"> <li>Application form</li> <li>Fee Receipt</li> </ol>	Deputy Director SS&LR in Hyd. Municipal Commissioner in other districts	7 Days	Joint Collector	15 Days	35/-	Nil	35/-

Sl. No	Name of the Services	Description	CAT	Document Required	Competent Authority	SLA I	Appellate Authority	SLA II	Service Charge	Statutory Charges	Total (Rs)
7	Certified copies of NOC under explosive Act	1. For Storage of crushing, blasting material, magazine permission 2. For potassium, sodium, potassium permanganates , fire crackers etc.,	B	1. Application form 2. Copy of NOC	District Revenue Officer	15 Days			45/- + Postal Charges	Nil	45/- + Postal Charges
8	Certified copies of NOC under Petroleum Act	For Storage of Petroleum products i.e. diesel, kerosene etc.,	B	1. Application form 2. Copy of NOC	District Revenue Officer	15 Days			45/- + Postal Charges	Nil	45/- + Postal Charges

## 7. Grievance Redressal Mechanism

The department has 2 avenues for redressing public grievance – Parishkaram and Prajavani. They are discussed below:

### *7.1. Parishkaram - an ICT enabled Grievance Redressal System in Andhra Pradesh connects citizens to the administrative services through a phone call (Help Line No.: 8008 321 666)*

Parishkaram – meaning “Solutions” has been first developed in Medak District, Andhra Pradesh to improve the efficiency of the grievance redressal cell. By its efficiency in addressing the public grievances, now is made available to the citizens of Guntur District also. As an ICT tool, it uses a combination of mobile, blue tooth, web space and SMS technology to create a responsive and efficient district administration in solving people’s grievances. By design, it is inclusionary and allows for paper less trail of the progress of each complaint that is lodged as a voice complaint with the grievance cell. It also facilitates the District Collector/Magistrate to track the progress using real time analysis across various departments and at sub- district level. Supportive software being available as open source, Parishkaram can be easily replicated in other districts across the state.

The goal of Parishkaram has been to enhance the capacity and efficiency of the district redressal mechanism by increasing the coverage to include all basic services along with gaps in the implementation of major programmes and improving the reach by enabling ‘easy to use- low cost’ access to the district administration to the marginalized communities.

#### **7.1.1. Process Flow**

1. Citizens call the telephone number: 8008 321 666; the call centre executive takes the name, mobile number and details of the citizens’ grievance
2. Call centre executive assigns a unique number to the complaint; s/he passes this information to O/o. CCLA or its offices in the District/Mandal as the case may be through SMS; an acknowledgement is sent to the citizen through SMS in which the due date by which the grievance is expected to be redressed is mentioned;
3. If the department needs more information about the grievance, the call centre executive calls up the citizen, elicits the same and passes it on to the department;
3. Maximum period stipulated for redressal of grievance is 15 days;
4. Citizen can call the aforesaid number to find out the status of the grievance redressal on the due date;

## 7.2. PRAJAVANI - An governance initiative for People's voice through Local Language in Andhra Pradesh

Address: <http://prajavani.ap.nic.in/>

Prajavani is an e-governance initiative by the combined efforts of District Administration and National Informatics Centre in Ranga Reddy District (AP, India). Prajavani is a unique public private partnership program, which gives citizens an opportunity to interact with the Government without coming to any government office.

Instead of coming to the Collectorate, citizens can voice their grievances at the Division, Mandal, and village level itself. Prajavani can be accessed at <http://prajavani.ap.nic.in/> It not only gives citizens an avenue to track the progress on their grievance in their own local language, but also provides the Collector an effective tool to monitor the performance of officers of various departments.

Kiosk Operators are spread in whole district ie. Division Level, Mandal Level and village Level etc (eg. existing RSDP, Mee Seva / Rural E-Seva Centres can act as Prajavani Kiosk Centres).

They enter the petition into the Prajavani and generate the receipt to the petitioners, assists the petitioners to know the status of their petitions. Prajavani Operators work under supervision of Petition Monitoring Section at Collectorate. They play a major role in timely disposal of complaints. They check daily unmarked petitions and they send to concerned officer and also make time frame for disposal. Prajavani operators feed the disposals in the computer and complaints get disposed off. Login ID and Password has been allotted to officers like MROs, MDOs who enter the action taken reports on complaints directly in Prajavani site using officer's logins.

### 7.2.1. Process Flow

- Citizen submits a grievance/petition by filling in an application form at the nearest kiosk (Mee Seva) and gets acknowledgement; he/she is given a time frame of 15 days, within which the grievance is expected to be redressed; he/she can track status of his petition at any kiosk;
- Kiosk operator feeds into the Prajavani software application, the details of the petition;
- The departmental official accesses the Prajavani website to take stock of new petitions referred to his department; he/she posts on the same website, the appropriate response to the grievance, which can be accessed by the citizen at the Mee Seva Kiosk, at the target date indicated in the acknowledgement;
- If petitioner is not satisfied with the response from the government, he/she can resubmit the petition for review Kiosk Operator; this is routed back to the department, which further considers the grievance and posts its response on Prajavani; this cycle continues until the grievance is fully redressed.
- Updates the Prajavani portal with interim or final replies

### **Implementation Status:**

Except Chittoor, Nellore, East Godavari, Khammam, Prakasam districts, the remaining 18 Districts have successfully implemented. It is also integrated with MeeSeva for all the districts.

In Anantapur, Kadapa, Visakhapatnam districts, Prajavani has been augmented with an SMS application, through which the citizen can know the status of the grievances by sending an SMS.

### **8. Stakeholders/ Clients of the department**

The following are the key stakeholders for the Revenue Department:

- i. Farmers, urban dwellers, landless poor, land owners, land lessees.
- ii. Population displaced on account of a rehabilitation-exercise (example: during construction of dams).
- iii. Tribals and other sections of population dependent having stakes in village commons.
- iv. Institutions/Organizations - In respect of their dealing with purchase of land, allotment of public lands etc. , wherein the departmental services to them is relevant.
- v. The political leaders, public representatives, watchdog institutions (formal and informal), having stakes in safeguarding public, community lands.
- vi. Village Secretaries, who are in charge of village administration.

### **9. Indicative expectations from service recipients**

- a. Furnishing bonafide documents which are required for the specific service
- b. Payment of stipulated fee for the specific service
- c. Not giving in to illegitimate requests for bribes, quid pro quo measures etc.

### **10. Month and Year for the next review of the Charter**

This Citizen's Charter was prepared on **30-11-2013**. Will be reviewed on **01-06-2014**