

Checklist — District Collectorate / District Administration

Pre-Visit Section

2A Institution-specific particulars [PRE]

- Collectorate listing reference (state revenue / general administration portal) — text
- Office type (from public listing): Collectorate / DM office / DC office (state-variable)
- Does the district have a separate CDO post (from public listing)? — Y/N
- Composite or stand-alone (from public listing): Stand-alone Collectorate / Combined complex housing multiple line departments

2B Public displays expected at this institution [PRE — informational]

- Public information board listing all district officers (name / designation / room)
- PIO name + RTI process
- CPGRAMS + state grievance portal
- DISHA last-meeting date + minutes summary
- District Skill Committee last-meeting date
- Jansunwai schedule (day / time)
- e-District portal URL for this district
- Land records / revenue services information (DILRMP / SVAMITVA / mutations)
- Arms licence (firearms) application process
- District Disaster Management Plan (DDMP) summary or contact
- District Election Officer / election-related information

2C Pre-loaded scheme list [PRE — informational, no Kobo field]

- VB-G RAM G — Viksit Bharat — Guarantee for Rozgar and Aajeevika Mission (Gramin)
- PMAY-G — Pradhan Mantri Awas Yojana (Gramin)
- PMJDY — Pradhan Mantri Jan Dhan Yojana
- PMKVY — Pradhan Mantri Kaushal Vikas Yojana
- DISHA — District Development Coordination and Monitoring Committee
- DILRMP — Digital India Land Records Modernisation Programme
- SVAMITVA — Survey of Villages and Mapping with Improved Technology in Village Areas
- e-District / mee-Seva / Bhoomi (state-variable e-services)
- DDMP — District Disaster Management Plan
- Jansunwai grievance redressal

Section 1 — On-arrival logging

Standard.

Section 2 — Observation: Infrastructure

2.2 Institution-specific facilities [OBS]

- Public information board listing all district officers? — Y/N [photo]
 - Reception / helpdesk? — Y/N [photo]
 - Waiting area with seating? — Y/N [photo]
 - Number of seats in waiting area — integer
 - Jansunwai cell with designated space? — Y/N [photo]
 - Accessible and labelled offices (room numbers visible)? — Y/N
 - Visible photo of signage for the Collector's office? — Y/N [photo]
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Section 3 — Observation: Documents displayed

3.2 Institution-specific displays [DOC]

- PIO name + RTI process displayed? — Y/N [photo]
 - CPGRAMS + state grievance portal displayed? — Y/N [photo]
 - DISHA last-meeting date + minutes summary displayed? — Y/N [photo]
 - District Skill Committee last-meeting date displayed? — Y/N [photo]
 - Jansunwai schedule (day / time) displayed? — Y/N [photo]
 - e-District portal URL for this district displayed? — Y/N [photo]
 - Land records / revenue services information displayed? — Y/N [photo]
 - Arms licence application process displayed? — Y/N [photo]
 - District Disaster Management Plan (DDMP) summary or contact displayed? — Y/N [photo]
 - District Election Officer / election-related information displayed? — Y/N [photo]
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Section 4 — Interview: Admin

4.1 Identification — institution-specific dropdowns

- Designation of person met (dropdown): District Collector / DM / DC / ADM / CDO / Protocol Officer / PIO / Jansunwai Officer / SDM / Other
- Reporting line: Divisional Commissioner + State Government

4.5 Institution-specific quantitative items [ADMIN]

- Number of line-department district offices — integer [not_known_allowed]
- Sample line-departments present (multi-select): DSWO / BDO / DEO / DIO / Labour Officer / Other
- Number of Sub-Divisional Magistrates (SDMs) in the district — integer [not_known_allowed]
- Number of Jansunwai days held in last 30 days — integer [not_known_allowed]
- Number of Jansunwai petitions received in last 30 days — integer [not_known_allowed]

- Number of Jansunwai petitions resolved in last 30 days — integer [not_known_allowed]
- Number of CPGRAMS grievances received in last 30 days — integer [not_known_allowed]
- Number of CPGRAMS grievances resolved in last 30 days — integer [not_known_allowed]
- Number of CPGRAMS grievances pending — integer [not_known_allowed]
- Number of e-District applications processed in last 30 days — integer [not_known_allowed]
- Number of RTI applications received in last 30 days — integer [not_known_allowed]
- Number of RTI applications answered in last 30 days — integer [not_known_allowed]
- Revenue administration functions (DILRMP / SVAMITVA / mutations / land acquisition) — short text on status / key achievements last year
- Is District Disaster Management Plan (DDMP) prepared and updated? — Y/N
- Recent DDMP coordination activities (short text)
- Acting as District Election Officer — election-related duties / preparations in last 12 months (short text)
- Arms Act licensing — short text on applications processed / granted last year
- Number of district officer vacancies currently — integer [not_known_allowed]
- Walk-in test — can a fellow independently find the right office without personal connection? — Y/N + short text on why if No
- DISHA reviews scheme implementation regularly? — Y/N + last topic (short text)
- Citizen's Charter services delivered within stipulated timelines? — Y/N + examples (short text)
- VB-G RAM G currently active in district? — Y/N
- PMAY currently active in district? — Y/N
- PMJDY currently active in district? — Y/N
- PMKVY currently active in district? — Y/N
- Scholarship schemes currently active in district? — Y/N

Section 5 — Interview: Beneficiary

5.1 Beneficiary type — institution-specific dropdown

- Beneficiary type: Jansunwai petitioner / Certificate-seeker / RTI applicant / Scheme enquirer / Complaint-filer / Other
- **Target:** interview 3 — ideally at Jansunwai.

5.5 Institution-specific beneficiary items [USER]

- Purpose of visit (dropdown): Jansunwai petition / Certificate / RTI / Scheme enquiry / Complaint / Land revenue / Mutation / SVAMITVA / Arms licence / Election-related / Protest / Other
- First-time visitor? — Y/N
- Was your matter resolved today? — Y/N
- Next step advised if not resolved (short text)
- Number of times visited for same matter — integer
- Helpfulness of Collectorate staff — Poor / Average / Good
- Any experience with revenue / disaster / election services at the Collectorate? — Y/N + details

Section 6 — Closing

Standard. Add a photo of the public information board listing all district officers (most useful single artefact of the visit).