

Checklist — Tehsil / Revenue / Certificate Office

Pre-Visit Section

2A Institution-specific particulars [PRE]

- Tehsil listing reference (state revenue-department portal) — text
- Office type (from public listing): Tehsil / Taluka / Mandal / Sub-Divisional Magistrate office (state-variable)
- Number of villages under tehsil (from public listing) — integer
- Does tehsil also house BDO or similar (from public listing)? — Y/N
- Composite or stand-alone (from public listing): Stand-alone tehsil / Combined complex

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

- Citizen's Charter + mandated timelines per the applicable State Right to Public Services Act
- List of certificates issued (caste / income / residence / domicile / BPL / widow / pension etc.) + eligibility + document requirements
- e-District portal URL + the applicable state e-services portal references (e.g., mee-Seva, Bhoomi, land-record portals — state-specific)
- Stamp-paper / revenue-stamp fee notice
- Grievance + CPGRAMS + state portal

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

- Caste / income / residence / domicile certificates (issued under the applicable State Land Revenue Code and Right to Public Services Act)
- BPL / widow / pension certificate
- Land record mutation
- Stamp-paper sale (revenue function)
- e-District (state-variable e-services portal)
- Jansunwai / public hearing schedule

Section 1 — On-arrival logging

Standard.

Section 2 — Observation: Infrastructure

2.2 Institution-specific facilities [OBS]

- Reception / helpdesk? — Y/N [photo]
- Counters for different certificate types? — Y/N [photo]

- Number of counters — integer
 - Waiting area? — Y/N
 - Number of waiting-area seats — integer
 - Computers for e-District / online applications? — Y/N
 - Number of e-District computers — integer
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Section 3 — Observation: Documents displayed

3.2 Institution-specific displays [DOC]

- List of certificates issued + eligibility + document requirements displayed? — Y/N [photo]
 - e-District portal URL + state e-services portal references displayed? — Y/N [photo]
 - Stamp-paper / revenue-stamp fee notice displayed? — Y/N [photo]
 - Grievance + CPGRAMS + state portal displayed? — Y/N [photo]
 - Online status-check facility displayed? — Y/N
 - Are touts or agents visible at the gate? — Y/N + short description
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Section 4 — Interview: Admin

4.1 Identification — institution-specific dropdowns

- Designation of person met (dropdown): Tehsildar / Naib Tehsildar / SDM / Revenue Officer / Patwari / Certificate Clerk / Other
- Reporting line: District Collector + Divisional Commissioner + State Revenue Department

4.5 Institution-specific quantitative items [ADMIN]

- Number of certificate applications received in last 30 days — integer [not_known_allowed]
 - Number of certificates issued within mandated timeline last 30 days — integer [not_known_allowed]
 - Backlog: number of applications older than 30 days — integer [not_known_allowed]
 - Number of land record mutation applications in last 30 days — integer [not_known_allowed]
 - Number of revenue stamps / non-judicial stamp-paper sales in last 30 days — integer [not_known_allowed]
 - Jansunwai / public hearing days held? — Y/N + frequency (short text)
 - Average days for caste certificate (target per applicable State Right to Public Services Act) — integer days [not_known_allowed]
 - Average days for income certificate — integer days [not_known_allowed]
 - Average days for residence / domicile certificate — integer days [not_known_allowed]
 - e-District adoption rate (number of e-applications divided by total applications) — [type: decimal] [not_known_allowed]
 - Average days for land mutation — integer days [not_known_allowed]
 - Land mutation fee — integer ₹ [not_known_allowed]
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Section 5 — Interview: Beneficiary

5.1 Beneficiary type — institution-specific dropdown

- Beneficiary type: Certificate applicant / Mutation applicant / Revenue stamp purchaser / Other
- Certificate sought (short text)
- **Target:** interview 3 applicants at the counter.

5.5 Institution-specific beneficiary items [USER]

- Number of days since application submitted — integer
 - Number of visits for this application — integer
 - Official fee paid — integer ₹
 - Any unofficial fee paid — integer ₹
 - Did an agent / tout assist? — Y/N
 - Amount paid to agent if Yes — integer ₹
 - Documents demanded matched the displayed checklist? — Y/N
 - Certificate received today? — Y/N
 - Next step if not received (short text)
 - Helpfulness of office staff — Poor / Average / Good
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Section 6 — Closing

Standard. Add a photo of the Citizen's Charter timeline section.