Letter No. 44284/A15/A151/2023-4, Dated: 06.12.2023.

From
Thiru R.DEVARAJ, M.Com.,
Secretary,
TANGEDCO.

To
All Chief Engineers (w.e.)
All Superintending Engineers (w.e.)

Sir,

Sub: TANGEDCO – SB – Mudalvarin Mugavari Department – Launching new initiative "Makkaludan Mudhalvar" – Modification in the Departmental Portal intimation – Communicated for necessary action.

Ref: From the Special Officer/Chief Minster's Special Cell working instructions.

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I am to enclose a copy of the working instructions in the reference cited for taking necessary action.

I am also to inform that the online portal/online application page to capture the acknowledgement number generated during the Makkaludan Mudhalvar camp will be made in TANGEDCO's website by Chief Engineer/IT & A-PDRP.

Yours faithfully,

**SECTION OFFICER
for SECRETARY/TANGEDCO**

Copy to:

1. The Special Officer, (FAC)
   Mudalvarin Mugavari Department,
   Secretariat, Chennai – 600 009. (w.e.)

2. The Chief Engineer/IT & A-PDRP. (w.e.)

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MAKKALUDAN MUDHALVAR
Standard Operating Procedure

INTRODUCTION

The Government of Tamilnadu has taken notable strides to provide responsive, accountable and citizen friendly governance through prompt public service delivery system.Most of the basic services are being provided online without the need for citizens to visit Government offices and are being disposed effectively. However citizens encounter some challenges while availing Government services like lack of knowledge/information on eligibility and procedures to be followed, experiencing delays in case of services offered offline, difficulty in understanding the procedural aspects like uploading required documents, challenges in use of technology amongst others. Hence the Government of Tamilnadu, with an objective to improve the service delivery and taking them closer to the citizens, has launched the **'Makkaludan Mudhalvar'** initiative. After successful implementation of the 'Kala Aavil Mudhalamaichar', services which are most sought after by the people were identified and are taken up under Makkaludan Mudhalvar program. Such services will be offered to the public through conduct of camps at the grassroot level in rural and urban areas and the grievances will be redressed / delivered effectively within a fixed time frame in a phased manner.

OBJECTIVE

1. **Enhancing accessibility to services**:
   The foremost objective of the initiative is to facilitate equitable access to essential services for all citizens by taking the services closer to the people.

2. **Streamlining procedure associated with service delivery:**
   The scheme also aims to refine the existing procedural workflows, with a view of expediting the process, reducing bureaucratic delays, curtailing superfluous paperwork and thereby making the service delivery mechanism expeditious and efficient.

3. **Targeted Support for the vulnerable:**
   To proactively identify and address the unique challenges of the marginalized and vulnerable like the differently abled and the elderly while accessing Government services.

4. **Optimizing Efficiency and Timely Delivery of Services:**
   To optimize operational efficiency and expeditious disposal of services in strict adherence to established timelines while ensuring quality of disposal

5. **Attainment of Citizen Satisfaction:**
   To improve the public satisfaction and trust by aligning services with the expectations of citizens

List of Departments offering services under the scheme:

Below are the departments that will be offering related services for effective disposal during the specific period. Depts offering essential and basic services to citizens are selected under this scheme. These twelve depts. listed below will offer services at the community level.

DEPARTMENT	SERVICE
ENERGY	New Connections
	Tariff Changes
	Name Transfer
	Load Charges
MUNICIPAL ADMINISTRATION	Water Supply & Sewer Connections
	PM svanidhi
	Street vendor ID cards
	Vacant land tax
	Property Tax Assessment
	Property Tax Name Change
	Trade Licenses
	Building plan approval
	Birth & Death Certificate
	Solid Waste Management
REVENUE	Patta Transfer, Sub Division, Survey applications
	Online patta, Online name change
	Legal heirship, Community & Other Certificates
	Pension Schemes
RURAL DEVELOPMENT	House tax
	Water tap connection
	Building plan approval
	Loans from TNWDC
COOPERATIVES AND FOOD	Loans from cooperative societies
HOUSING & URBAN DEVELOPMENT	Plan approval
	Change of classification of land
	Housing tenements in TNUHDB
	Ownership Document from Housing Board / TNUHDB
HOME (POLICE)	Economic offence complaints
	Land grabbing, cheating complaint
	POCSO & Other complaints

DIFFERENTLY ABLED	Disability Identity Card (NIDC) / Unique Disability ID Card (UDID)
	Maintenance grant
	Aids & appliances
	Bank loans such as NHFDC, Self employment loan
SOCIAL WELFARE	Pudhumai Penn scheme
	Sponsorship scheme for orphans
	Girl Child Protection Scheme
ADI DRAVIDAR WELFARE	Scholarships for ADW student
	House site / Online patta
	THADCO LOAN
BACKWARD CLASS &MOST BACKWARD CLASS WELFARE	TAMCO , TABCEDCO
	Scholarships for BC & MBC student
MSME (DIC)	NEEDS, PMEGP, UYEGP, PMFME and all DIC Loans
LABOUR WELFARE BOARDS	Services offered through various welfare boards

Camp schedule

Schedule	Date	Camp Timings
Commencement of scheme	11th December 2023	10 AM - 3 PM
Processing of Applications	Within 30 days of receipt of petitions	
Distribution of benefits	January - February 2024	

DETAILED GUIDELINES

CAMP LOCATION & AMENITIES

Preparation of list of camp locations and making all arrangements to best suit the local needs shall be the responsibility of local bodies. The camp locations shall be easily accessible and withstand large crowd during the camp days.

1. Camps to be organised as follows:
   - Greater Chennai corporation - Camps to be organised in every ward of GCC.
   - Other corporation – one camp for every 2-3 wards.

- Municipalities- one camp for every 5-6 wards.
- Town panchayats— one or two camps per Town panchayat, based on the population.
- Peri urban areas — one camp per panchayat in 273 peri urban panchayats adjacent to corporations.

2. The camps may be organised in large buildings like community halls, schools/colleges and are to be identified by the Commissioner MC/Municipality/Executive officer/Zonal officer/BDO of the local body. The CMA/DTP/Commissioner GCC/DRD may finalise the list of locations and communicate the same to Mudhalvarin Mugavari department.

3. The local body shall ensure all the basic amenities at the camp sites like sufficient drinking water, separate toilets for men and women etc.

4. The camps shall be differently-abled friendly with ramps and other facilities as required.To the maximum extent, camps must be organised in the ground floor of the building identified.

5. Buildings must have separate entry, exit and must have sufficient parking space.

6. All necessary logistics are to be ensured by the concerned local bodies.

7. **Health dept** shall organise one medical camp for the benefit of visitors/citizens visiting the camp.

8. **Police** authorities shall ensure proper crowd management at the camp site.

9. Type designs for counters with specific dimensions shall be followed. Cleanliness, sanitation of the premises shall be ensured well in advance

The success of the camp lies in the way the citizens are received courteously at the camp and how petitions are received properly. Hence efforts must be taken to ensure a welcoming atmosphere and facilitate ambience for the citizens to receive their complaints and redress them satisfactorily.

Reception/Waiting area:

- Every camp must have a holding area large enough to seat atleast 100 visitors at a time. The local body shall deploy volunteers (5 nos.) at each camp site who shall help the differently abled, old age persons, guide the public on filling basic details about various services offered and the documents needed to avail services in the camp, directing them to the dept. counters etc.,
- It is preferable to depute VAOs, field staff of local bodies to guide the citizens on documents to be attached for the demanded services etc, even before they reach the registration counter. Tokens should be issued to the visitors with the name of department at the camp site to avoid commotion.

- DIPR shall arrange for audio visual display of govt schemes and display of IEC materials about government schemes. IEC materials of various programs shall be used by the depts. to engage public who are waiting in the reception area.
- Public address system shall be used to communicate important information on various programs by various depts.
- Televisions can be used to display videos on various govt programs
- If the crowd turnout is large, they can first be seated in the waiting area. Efficient crowd management must be in place in the composite to avoid stampede or chaotic situations.
- Citizens with common grievances unrelated to the services offered in the camp, are to be seated separately for easy registration on the MM portal.

Registration counter:

- To ensure smooth registration, the computers at the counters particularly the ones at registration desk used must be efficient and fast.
- Ideally, desktop Computers with Intel I5 processor and above with a minimum of 3 GHz speed , installed with more than 8 GB RAM and a High-Speed SSD Hard drive can be used .
- Adequate internet connectivity for supporting 7 Desktop Computers is a must. In case of further increase in the number of computers, the bandwidth must be increased accordingly. The local body must ensure **separate**, robust connectivity at the camp site particularly at the registration, e-sevai and department counters.
- As good internet connectivity is crucial for the camp, the local body must arrange for a backup internet connection to be used in the event of failure of existing connectivity. Uninterrupted Power supply & network connectivity must also be ensured by the concerned local body.
- Minimum of seven computers and 3-4 office printers and sufficient toners shall be provided at the **registration counter** by the District Administration. Two web pages have been created to register requests. Makkaludan Mudhalvar webpage covers the services specified under this initiative, while Mudhalvarin Mugavari can be used to register petiitons not covered under the listed services of Makkaludan Mudhalvar.
- Atleast five assistants/data entry operators trained by the SDC SSS will be deputed at the registration counter to register all applications on the Makkaludan Mudhalvar portal. In addition, 2 staffs must be deputed to register applications on the Mudhalvarin Mugavari portal.9
- Every application from the citizens shall be registered online on the Makkaludan mudhalvar portal. Requests unrelated to the targeted services must be registered on the Mudhalvarin Mugavari portal.

- After registration, a printed receipt containing the Makkaludan Mudhalvar reference number shall be generated and handed over to the petitioner. This number will also be generated as an SMS and sent to the phone number given by the applicant. Thereafter, he/she shall be directed to visit the dept counter

NOTE: *Under circumstances like unexpected turnout of large crowds or failure of power supply, physical registration form shall be collected at the registration desk and the petitioner shall be directed to the dept counter and registered later*

Department counters:

The following departments shall set up counters in the camp:

Counter 1	Revenue
Counter 2	Energy , Housing & Urban development
Counter 3	MAWS , Rural Development
Counter 4	Home, Labour & Employment,
Counter 5	Adi dravidar welfare, Social welfare, BC & MBC dept
Counter 6	Livelihood loans – DIC, TN Co-operative Banks (RCS), TAHDCO, TAMCO, TABCEDCO, TNCDW, LDM
Counter 7	e sevai
Counter 8	Differently abled welfare (must be easily accessible to the differently abled)

- Concerned departments will provide suitable guidance and assistance to citizens for the listed services. In case of online services, necessary arrangements shall be made to register the application on the spot.
- The departments shall also provide list of persons to be deployed in each of these facilities shall be communicated with their contact details well in advance.
- The staffs deputed in this counter must be trained well on the dept services and the documents needed to avail the service. It is the duty of HODs concerned to ensure that trained staffs are deputed in the respective counters.
- Arrangements for systems and scanners required at the dept counters shall be made by the departments concerned
- The District Collectors should bring in inter departmental coordination and arrange training on various camp activities for the staffs manning the counters
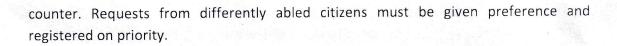
The departments shall ensure that officials deputed to the camp are not below the rank of:

Department	Officer to be present in the camp not below the rank of
Adi Dravidar and Tribal Welfare	Special Tahsildar/ Superintendent/Asst
BC MBC and Minorities Welfare	Superintendent/Asst
MSME (DIC)	Superintendent/ICO
Social welfare	CDPO
Energy Department (TANGEDCO)	Assistant Engineer
Revenue	Deputy Tahsildar/Surveyor/RI
Municipal administration and water supply	Assistant Engineer/Zonal officer
Housing and urban development (TNHB/TNUHDB)	Assistant Engineer
Home (Police)	Sub Inspector of Police
Cooperatives and food	CSR/Deputy registrar
Rural development	BDO/Block officer (NULM)
Labour & Employment	Junior employment officer Labour welfare board superintendent/ assistant
Differently abled Welfare	Superintendent/Assistant

- After registration, once the applicant reaches the dept counter, officials shall receive the printed form and handover the acknowledgment to the petitioner.
- If the department processes applications for the listed services online, necessary arrangements shall be made to register the application on the spot and provide acknowledgment to the citizens in the camp. The applications shall be received either offline or online and shall be processed on merits thereafter.

E sevai:

- To enable citizens to apply for online services, e-sevai centres shall be put up at each camp site by TNeGA
- Registration of services offered in e-sevai portal like community certificate, patta transfer, pension shall be done in this counter. Petitioners approaching the camp with requests that mandate online application through e-sevai may be directed to this

counter. Requests from differently abled citizens must be given preference and registered on priority.

Monitoring

The district administration shall appoint nodal officers at district and camp level to oversee the preparation & organisation of camps. Nodal officers shall be appointed for each district and for each camp as required and communicate to the Mudhalvarin Mugavari department.

Information and Publicity

1. Sufficient publicity about the camp sites, list of services, documents to be produced to avail services at the camp shall be given well in advance by the concerned local bodies in consultation with district administration.
2. Efforts should be made to publicize the program during pre-camp/activities during the camps through different Print/Electronic/social media platforms.
   A. Emphasis shall be given during publicity on generating awareness regarding eligibility/documents which shall be needed for availing of different services at the camp
   B. The camp schedule and locations for entire district shall be communicated through social media, FM radio, print and electronic media
   C. Details of camps, locations, dates and services that are to be provided shall be put up in all offices of local bodies in all wards.
   D. Pamphlets containing information regarding these camps are to be distributed at the grass roots level through the local body machinery

Processing of applications received in the camp:

- Departments may receive applications both offline and online. All applications shall be processed within a maximum period of 30 days. Benefits shall be distributed in the first week of February 2024.
- Applications shall be processed based on merits after due field verification as per the department's norms. All applications shall be disposed conclusively after due enquiry and field verification.
- Once these are processed internally by the departments either online or offline, the **final reply** shall be uploaded on the Mudhalvarin Mugavari portal. The departments shall avoid giving interim replies for the petitions.

- The reply shall be accompanied by a copy of certificate/license /proceedings of approval/field inspection report and a speaking order in case of rejection. Such orders shall be communicated to the petitioner by post. The replies given by the responsible officer shall be randomly assigned to superior officers for scrutiny and final acceptance. All rejected petitions shall be re verified by designated senior officers.

- Replies that are not approved will be sent back to the responsible officer for better disposal. The CM Cell team at the state level, will ensure 100% scrutiny of all replies on the portal. The CM Helpline call centre shall make outbound calls to the petitioners to analyse if the grievances were redressed completely and obtain their feedback on the same. Replies that are not satisfactory will be reopened for re enquiry until it is properly redressed.

Every petition shall be given utmost importance and shall be redressed promptly on merits and due importance shall be given to the quality of disposal of petitions.

S.No	District	Wards in municipal corp	Wards in municipalities	No. of Town panchayats	Peri Urban (approx.)	Total camps per district
	CAMP SITES PLAN					
1	Ariyalur		8	2		10
2	Chengalpattu	20	22	6	22	70
3	Chennai	197	0	0		197
4	Coimbatore	68	50	32	10	160
5	Cuddalore	11	36	14	17	78
6	Dharmapuri	0	7	10		17
7	Dindigul	10	27	23	9	69
8	Erode	28	14	42	10	94
9	Kallakurichi	0	9	5	0	14
10	Kanchipuram	8	4	3	16	31
11	Kanyakumari	13	7	51	8	79
12	Karur	16	10	8	5	39
13	Krishnagiri	23	7	6	9	45
14	Madurai	80	39	9	24	152
15	Mayiladuthurai	0	12	4	0	16
16	Nagapattinam	0	11	3	0	14
17	Namakkal	0	19	18	0	37
18	Nilgiris	0	19	11	0	30
19	Perambalur	0	4	4	0	8
20	Pudukkottai	0	17	8	2	27
21	Ramanathapuram	0	21	7	0	28
22	Ranipet	0	32	8	1	41
23	Salem	60	33	31	18	142
24	Sivagangai	0	22	10	0	32
25	Tenkasi	0	36	17	0	53
	Thanjavur	31	20	20	23	94
27	Theni	0	32	22	0	54
28	Thirupathur	0	22	3	0	25
29	Thiruvannamalai	0	24	10	0	34
30	Thoothukudi	39	15	18	1	73
31	Tirunelveli	32	16	17	5	70
32	Tiruppur	20	21	15	15	71
33	Tiruvallur	16	28	8	19	71
34	Tiruvarur	0	19	7	0	26
35	Trichy	19	22	13	26	80
36	Vellore	15	9	3	18	45
37	Villupuram	0	17	6	0	23
38	Virudhunagar	16	34	9	10	69
	Total	**722**	**745**	**483**	**268**	**2218**