

## **"Ungaludan Stalin"**

**Standard Operating Procedure issued under G.O.(Ms)No.390, Public  
(Mudhalvarin Mugavari) Dept. Dated: 19.06.2025**

### **Introduction:**

The Government of Tamil Nadu stands as a pioneer in delivering essential public services swiftly and efficiently by bringing them directly to the doorsteps of citizens. Most of the basic services are being provided online, eliminating the need for citizens to visit government offices in person.

While these services are functioning effectively, citizens still face certain challenges in availing them. These include delays in service delivery procedures, lack of adequate awareness, procedural difficulties in accessing in-person services, confusion in uploading necessary documents, and barriers in utilizing technology.

To further streamline the services rendered by government officials to the public who regularly interact with government departments, and to ensure faster and more convenient delivery of services, the "**Ungaludan Stalin**" initiative is launched as another milestone in administrative reform.

### **2) "Ungaludan Stalin" Initiative:**

Based on the feedback and experience from the "Makkaludan Mudhalvar" camps conducted in urban and rural areas, a total of 10,000 camps will be organized across all urban and rural areas of Tamil Nadu under the "Ungaludan Stalin" initiative. As part of this initiative, volunteers will visit every household to intimate residents about the date and location of the upcoming camps. They will also explain to them the various government schemes and services that will be offered at the camp, along with the eligibility criteria and the documents required to avail these services. Pamphlet containing list of services offered, documents required to avail these services and application form will be distributed during these household visits. In addition, women who are eligible, but were left out earlier under the Kalaignar Mahalir Urimai Thittam (KMUT) will also be informed to visit the camps and submit their applications on the day of the camp. Application for KMUT will be distributed on the day of the camp at the KMUT counter.

### **3) Objective:**

The objective of this initiative is to ensure that the most sought-after services and welfare schemes offered by government departments, accessed by citizens on a day-to-day basis, are delivered at their doorsteps, covering every citizen across Tamil Nadu.

#### **4) Proposed Number of Camps – 10,000:**

The camps to be conducted under the “Ungaludan Stalin” initiative will be organized across both urban and rural local bodies as outlined below:

<b>Local Body Type</b>	<b>Camp Allocation Criteria</b>	
Greater Chennai Corporation	2 camps per ward	Urban- 3,768
Other Municipal Corporations	Minimum 2 camps for every 3 wards	
Municipalities	Minimum 2 camps for every 5 wards	
Town Panchayats	Minimum 2 camps per town panchayat	
Village Panchayats	1 camp for every 10,000 population	Rural- 6,232
Peri-urban	Minimum 2 camps per village panchayat	
<b>Total Number of Camps</b>		<b>10,000</b>

#### **5) Schedule of Camps:**

<b>Sl. No.</b>	<b>Period</b>	<b>Nature of Work</b>
A	First Week of July 2025	Distribution of Application and Pamphlets to all Households
B	Second Week of July 2025	Inauguration of Camps in all districts
C	July 2025 to November 2025	Conduct of Camps
D	August 2025 to December 2025	Disposal of applications received in the Camps, within 45 days

#### **6) Departments and Services in “Ungaludan Stalin” Camps:**

The most sought-after schemes and services by the general public have been identified and will be offered under this initiative. These services, will be offered by the respective departments, at the “Ungaludan Stalin” camps to be conducted both in urban and rural areas. In **the camps in urban areas, 43 services of 13 departments and in rural areas, 46 services of 15 departments** will be offered respectively.

<b>Services to be offered in Camps</b>			
<b>Urban - Listed Services</b>			
<b>S. No.</b>	<b>Department Name</b>	<b>S. No.</b>	<b>Grievance Type</b>
1	Adi Dravidar and Tribal welfare	1	Livelihood Loans - TAHDCO
		2	e - patta
		3	Scholarship
		4	Cleanliness workers welfare Board

2	BC,MBC, Minorities Welfare	5	TAMCO loans	
		6	TABCEDCO loans	
		7	Scholarship	
3	Cooperation, Food And Consumer Protection	8	Address change in Ration Card	
		9	Cooperative Societies / Bank Loan	
4	Energy Department	10	EB-Name Transfer	
		11	EB-Tariff Change	
		12	EB New Connection	
		13	Load Charges	
5	Health & Family Welfare	14	CMCHIS	
6	Information Technology & Digital Services	15	Aadhaar Services	
7	Housing and Urban Development	16	Plan approval	
8	Labour Welfare and Skill Development	17	Unorganized Workers Welfare Board	Registration
		18		Renewal
		19		Scheme benefits
9	Micro Small and Medium Enterprises Department	20	NEEDS	
		21	PMEGP	
		22	UYEGP	
		23	Annal Ambedkar Business Champions Scheme	
10	Municipal Administration and Water Supply	24	Taxes, Licenses and Permissions	
		25	Drinking Water Connection	
		26	Sewerage Connection	
		27	Maintenance of Basic amenities	
		28	Birth and Death Certificate	
		29	Property / Vacant Land Tax	
		30	Street Vendor ID Cards	
		31	Property Tax Name change	
		32	Building plan approval	
11	Revenue and	33	Patta Transfer	

	Disaster Management	34	Name and Area Correction in Patta
		35	Certificate and Licences
		36	SSS-Pension
		37	Delayed Birth and Death Registration
12	Social Welfare and Women Empowerment	38	Girl Child Protection Scheme
		39	Sponsorship scheme for orphans
13	Welfare of Differently Abled Persons	40	Disability Identity Card (NIDC) / Unique Disability ID Card (UDID)
		41	Aids & Appliances
		42	Maintenance Grant
		43	Livelihood loans for Differently abled

\*\* 'May I Help You booth' to be setup in each Camp by Police Department

<b>Rural - Listed Services</b>				
<b>S. No</b>	<b>Department Name</b>	<b>S. No</b>	<b>Listed Service</b>	
1	Adi Dravidar and Tribal Welfare	1	Livelihood Loans – TAHDCO	
		2	e – patta	
		3	Scholarship	
		4	Cleanliness Workers Welfare Board	
2	Agriculture and Farmers welfares Department	5	Agricultural Inputs	
		6	Agricultural Schemes	Micro Irrigation
		7		Agricultural Mechanisation, E-Vaadagai
3	Animal Husbandry, Dairying, Fisheries and Fishermen	8	Establishment of Small Scale Native Chicken Poultry Units	
		9	Supply of mineral mixture to full term pregnant cows	
		10	Power driven chop cutters to marginal farmers @ 50 % subsidy	
		11	Fisheries Welfare Schemes	
4	BC,MBC, Minority Welfare	12	TAMCO loan	
		13	TABCEDCO loan	
		14	Scholarship	
5	Cooperation, Food And	15	Address Change in Ration Card	

	Consumer Protection	16	Cooperative Societies / Bank Loan
6	Energy Department	17	EB-Name Transfer
		18	EB-Tariff Change
		19	EB New Connection
		20	Load Charges
7	Health & Family Welfare	21	CMCHIS
8	Information Technology and Digital Services	22	Aadhaar Services
9	Housing and Urban Development	23	Plan approval
10	Labour Welfare and Skill Development Department	24	Unorganized Workers Welfare Board
		25	Registration
		26	Renewal Scheme benefits
11	Micro Small and Medium Enterprises Department	27	NEEDS
		28	PMEGP
		29	UYEGP
		30	Annal Ambedkar Business Champion Scheme
12	Revenue and Disaster Management	31	Patta Transfer
		32	Name and Area Correction in Patta
		33	Certificate and Licences
		34	SSS-Pension
		35	Delayed Birth and Death Registration
13	Rural Development and Panchayat Raj	36	New House Tax/ House Tax Name transfer
		37	Water Tap Connection
		38	Building Plan Approval – RDPR
		39	Loans from TNWDC
		40	MGNREGA Job Card
14	Social Welfare and Women Empowerment Department	41	Girl Child Protection Scheme
		42	Sponsorship scheme for orphans
15	Welfare of Differently Abled Persons	43	Disability Identity Card (NIDC) / Unique Disability ID Card (UDID)
		44	Aids & Appliances
		45	Maintenance Grant
		46	Livelihood loans for Differently abled

\*\* 'May I Help You booth' to be setup in each Camp by Police Department

## 7) Detailed Guidelines:

### A. Door-to-Door Campaign:

- i. As a part of the "Ungaludan Stalin" initiative, volunteers shall visit individual households to raise awareness about the objectives of the camps, inform citizens of the date, time, and venue of the camps and provide details about the various government department schemes/services to be offered in the camp. They will explain the eligibility criteria, documents required to avail the services and handover the pamphlets and application forms to every household. They will also convey to the woman in the household that if they are eligible for Kalaignar Mahalir Urimai Thittam (KMUT) but left out earlier, may visit the camp and apply at the Special KMUT counter.
- ii. After handing over the pamphlets to the family member, signature must be obtained on the acknowledgement form.
- iii. To coordinate and monitor the door-to-door campaign, a nodal officer should be appointed for each local body/village panchayat.
- iv. The nodal officer must select and appoint volunteers from within the local area, who is familiar with the local community and capable of clearly articulating government schemes/services to be offered at the camps to the public.
- v. Suitable individuals such as Community Resource Persons (CRPs), ITK volunteers, Self-Help Group(SHG)/PLF members, Field Workers of urban local bodies should be identified and appointed as volunteers in each local body or ward.
- vi. District-level Master Trainers will be appointed by the District Collector, to impart training to the volunteers on schemes/services offered at the camps, distribution of application forms and pamphlets, and the procedure to be followed during the door-to-door campaign.
- vii. Based on the total number of households and geographical spread of houses in each local body, the number of households to be covered by volunteers on a daily basis must be arrived at and assigned accordingly.
- viii. Each volunteer must visit at least 60 households per day.
- ix. Pamphlet and application distribution for all households in a ward/panchayat should be completed within 5-6 days based on the total HHs in that Panchayat/ ward.
- x. The distribution of application forms and pamphlets must be completed at least two days prior to the camp date.
- xi. Volunteers will be paid a honorarium of ₹300 per day.

### B. Application Forms and Pamphlets:

- The district requirement (Urban and Rural), must be assessed and with the approval of the District Collector, request proposal for

application forms and pamphlets to be sent to Mudhalvarin Mugavari Department.

- Application forms and pamphlets will be printed at the State level by the Stationery and Printing Department and distributed to all districts.
- The Special Deputy Collectors (Social Security Scheme) shall handover the required nos. to the nodal officers of the respective local bodies with receipt of acknowledgment.
- The nodal officers shall then distribute the applications and pamphlets to the volunteers based on the number of households assigned to them.
- The Volunteer wise count and serial number for each day should be maintained by the local body and supervisor for that area.

## **C.Roles and Responsibilities:**

### **I) Role of the District Collector:**

1. The District Collector shall act as the **Chief Coordinator** at the district level.
2. The District Collector must appoint Nodal Officers for each Block, Municipal Corporation, Municipality, and Town Panchayat to organize the camps and to oversee the door-to-door awareness campaign.
3. The Collector must oversee the preparation of district-level action plan based on the number of volunteers required and the number of days required to conduct door-to-door awareness campaign in all village panchayats and wards.
4. The following officers must be appointed as the District-Level Master Trainers (DLMTs):
  - Special Deputy Collector (Social Security Schemes)
  - Assistant Project Officer (P&C), Mahalir Thittam
  - e-District Manager (eDM)
5. It is the responsibility of the District Collector to ensure the proper execution / conduct of:
  - Preparation of the camp schedule
  - Door-to-door awareness campaign
  - Training of officers and volunteers
  - Effective conduct of camps
  - Coordination meetings with all concerned departments
  - Review and monitor the quality and timely disposal of Petitions
6. Guide the line departments to mobilize maximum public participation in the camps.
7. The Collector must also ensure that videos, press notes, banners, and advertisements related to Government services and schemes offered at the camps are disseminated through the Department of Information and Public Relations (DIPR).

## **II. Role of the Special Deputy Collector (Social Security Schemes):**

The Special Deputy Collector (SSS) shall serve as the District Nodal Officer.

1. Must draw the overall camp schedule for the district.
2. Must organize training for volunteers involved in door-to-door campaigns (block-wise/urban local body-wise).
3. In coordination with nodal Officers of local bodies, the SDC must identify training venues and draw the training schedule.
4. Trainers must be identified block-wise/urban local body-wise to conduct the training sessions for volunteers.
5. In coordination with the local body Nodal Officers, the SDC must plan and implement the door-to-door awareness campaign, ensuring that the campaign is completed at least two days before the actual camp date.
6. Must ensure that the number of volunteers deputed is sufficient to complete the door-to-door campaign in the ward/village panchayat within 5/6 days.
7. Supervisors shall also be appointed to oversee the Door-to-Door campaign by volunteers.
8. The SDC must coordinate and monitor the campaign activities, and submit a daily progress report to the Mudhalvarin Mugavari Department.
9. Must receive pamphlets and application forms from the Mudhalvarin Mugavari Department and handover to the Nodal Officers of the local bodies as per their requirement.
10. Must impart training to the officers deputed at the department counters at the camps and to the data entry operators at the registration desk.
11. Must work in coordination with the local body Nodal Officers for effective planning and smooth execution of the camps.

## **III. Role of the Local Body Nodal Officer:**

1. Must plan the door-to-door awareness campaign in such a way that it is completed at least two days prior to the camp date.
2. Based on the number of households in each Village Panchayat/Ward, the officer must arrive at the number of volunteers required, so as to cover the households in the ward/village panchayat within 5/6 days, identify suitable individuals, and appoint them as volunteers.
3. Must collect the Application forms and pamphlets from the Special Deputy Collector (Social Security Schemes) and handover to the volunteers.
4. In accordance with the Standard Operating Procedure (SOP), proper training must be imparted to all volunteers appointed within their jurisdiction.

5. Must ensure that volunteers involved in door-to-door campaign achieve their assigned daily targets.
6. Must ensure that supervisors are deployed in the field to guide/monitor the volunteers during the door-to-door awareness campaign.
7. Must coordinate and monitor the awareness campaign, and submit a daily progress report to the Mudhalvarin Mugavari Department through the Special Deputy Collector (SSS).
8. Identify suitable locations for conduct of camps.
9. Ensure all preparatory arrangements are completed on the day prior to the camp.
10. Ensure necessary arrangements for basic amenities such as drinking water, shaded waiting areas, and easily accessible toilets.
11. Department counters must be set up within the venue.
12. An e-Sevai (e-Services) centre must be established for digital support.
13. A separate section with at least four counters must be arranged specifically for receiving applications under the Kalaignar Mahalir Urimai Thittam (KMUT) scheme.
14. Adequate space must be allocated for conducting health camps at the venue

#### **IV. Role of District-Level Master Trainers:**

- The following officers shall be appointed as the District-Level Master Trainers (DLMTs):
  - Special Deputy Collector (Social Security Schemes)
  - Assistant Project Officer (P&C), Mahalir Thittam
  - District e-Governance Manager (eDM)
- These District-Level Master Trainers, appointed by the District Collector, will receive training through video conferencing (VC) from the Mudhalvarin Mugavari department.
- In coordination with the Project Director, Tamil Nadu State Rural Livelihood Mission (TNSRLM) and the Nodal Officers of Urban Local Bodies, the DLMTs must identify appropriate volunteers for each Village Panchayat/ Ward in ULB.
- The DLMTs must impart training to the Nodal Officers of the local bodies, who in turn will be responsible for training the volunteers under their jurisdiction.
- The Mudhalvarin Mugavari department will provide training manuals and instructional videos to support the volunteer training.

#### **V. Role of Volunteers:**

- Volunteers must visit the households allocated daily to create awareness about the Ungaludan Stalin camps.
- They should intimate the household members about the date and time of the camp.

- Using the pamphlet, they must inform the HH member about the various schemes/services that will be offered at the camps, along with the eligibility criteria and required documents.
- Volunteers should hand over the application form and pamphlet to the household member and briefly indicate the procedure for filling the application form.
- The volunteers must ask and find out the scheme/service required by the citizen and encourage them to attend the camp with the filled application form and necessary documents.

#### **VI. Role of Other District-Level Officers in Conduct of Camps:**

Officer	Role
<b>Commissioner of Police / Superintendent of Police</b>	<ul style="list-style-type: none"> <li>• "May I Help You" Booth must be set up at all camps.</li> </ul>
<b>Project Director, DRDA</b>	<ul style="list-style-type: none"> <li>• Must oversee overall camp arrangements one day prior to the camp.           <ul style="list-style-type: none"> <li>• Must appoint trained personnel to manage <b>the</b> Rural Development Department counter.</li> <li>• Should ensure awareness is created about the camps through elected representatives and field staff.</li> </ul> </li> </ul>
<b>Revenue Divisional Officer (RDO)</b>	<ul style="list-style-type: none"> <li>• Must monitor the door-to-door awareness activities within their division and ensure the smooth conduct of camps.</li> </ul>
<b>District Health Officer</b>	<ul style="list-style-type: none"> <li>• Must make arrangements for medical camps at all "Ungaludan Stalin" camps.</li> </ul>
<b>Tahsildar</b>	<ul style="list-style-type: none"> <li>• Must appoint field staff to monitor the smooth implementation of door-to-door awareness campaigns.</li> <li>• Should appoint trained personnel to manage the Revenue Department counter.</li> <li>• Banners with camp locations and services offered should be displayed at the Taluk office.</li> </ul>
<b>Commissioner (Corporation), Municipal Commissioner / Executive Officer (Town Panchayat) / Block Development Officer</b>	<ul style="list-style-type: none"> <li>• Must function as the Nodal Officer for organizing door-to-door awareness campaigns.</li> <li>• Must identify and train volunteers for the campaign.</li> <li>• Must ensure that basic amenities such as drinking water, waiting areas, and accessible toilets are arranged at the camps.</li> <li>• Must ensure all camp arrangements are completed a day prior to the camp.</li> </ul>

#### **D) Pre-Camp activities:**

##### **i. Selection of Camp location:**

The selection of camp location and making necessary arrangements as per local requirements shall be the responsibility of the respective local bodies. The selected venues must be easily accessible to the public and must be capable of accommodating large gathering during the camp days.

1. Camps must be conducted in large buildings such as community halls, schools, or colleges. Suitable Locations must be identified by the Corporation/Municipality Commissioners, Executive Officers of Town Panchayats, Block Development Officers, and Zonal Officers of Greater Chennai Corporation. The finalized list of venues must be compiled through the respective department heads and furnished to the Mudhalvarin Mugavari department.
2. The local bodies must ensure basic amenities such as adequate drinking water and accessible toilets at the camp sites.
3. These camps must be conducted on the ground floor of the identified buildings and differently abled friendly, equipped with ramps and necessary facilities for persons with disabilities.
4. Separate entry and exit must be arranged for the general public with sufficient parking facilities at the camp site.
5. Furniture and equipments required for the camp must be arranged by the concerned local bodies.
6. A health camp must be organized by the Health Department at every camp for the benefit of the public attending the camps.
7. The Police Department must ensure proper bandobust arrangements, crowd control, security arrangements, and maintenance of law and order at the camp venues.
8. The local bodies must setup department counters as approved in the camp layout. The camp layout is enclosed with this document. Cleanliness and public hygiene at the venue must be ensured in advance.

Ultimately, the success of the camp lies in cordially welcoming the public, treating them with respect, and proper receipt and acknowledgement of their petitions. Therefore, all efforts must be made to create a conducive environment to ensure the proper registration and timely redressal of public grievances.

## **ii. Information and Publicity:**

1. Adequate publicity regarding the locations of camps, list of services offered, and documents required to avail specific services must be displayed in respective local bodies and shared in social media groups.
2. Publicity campaigns must be carried out both before and on the day of the camp, using print, electronic, and social media platforms to ensure widespread awareness among the public.
3. The schedule and location details of all camps conducted across the district must be disseminated through social media, radio, television, newspapers, digital platforms, local cable channels and through Auto announcements.
4. Details about the location, date, and services offered at the camps must be displayed prominently at all local body and public offices

and in key public locations across panchayats surrounding the camp venue.

5. Awareness must be created through volunteers, NGOs, and field workers to encourage participation of vulnerable and marginalized groups, including persons with disabilities, transgender individuals, unorganized sector workers, and sanitation workers.

## **E) On the Day of Camp:**

### **i. Reception / Waiting Area:**

- Each camp must have a designated reception/waiting area with seating arrangements for at least 100 people at a time.
- Local bodies must deploy adequate number of volunteers at each camp site. These volunteers should assist/guide persons with disabilities, senior citizens, and members of the public to reach the appropriate department counters.
- The Volunteers already engaged in Door-to-Door campaign can be asked to attend the camps to assist the applicants/ petitioners. If required additional two volunteers may be appointed per camp to assist petitioners in writing/filing up their applications. A honorarium of ₹350 per volunteer has been sanctioned for this purpose. A maximum of 4/5 volunteers can be appointed for this purpose based on the crowd.
- A separate registration counter and seating arrangement must be setup at the entrance for citizens who arrive with unlisted grievances, and their petitions should be directly entered on the Mudhalvarin Mugavari portal.
- Village Administrative Officers (VAOs) and field staff of the local bodies must guide petitioners regarding the documents required for their requests before they approach the departmental counters. To avoid confusion, token numbers labelled with department names should be issued to the public.
- The Department of Information and Public Relations must put up audio-visual displays about government schemes in the waiting area. Banners must be displayed in a manner that draws public attention to the government schemes, services offered at camp.
- Officials of the concerned departments must put up standees and showcase information about their respective schemes at the camp site.
- In case of large gathering, the public should first be seated in the waiting area.
- Crowds to be regulated and properly guided by volunteers and proper announcements through the public address system.
- A separate trained Officer to be in charge of announcements through Public address system to clearly communicate and direct the public towards the specific department counter to avail the services/ schemes

## **ii. Registration Counter:**

- A minimum of seven computers must be set up by the district administration at the registration counter clearly earmarked for the Mudhalvarin Mugavari Department so as ensure that petitions are entered quickly and correctly into the Mudhalvarin Mugavari portal.
- The Special Deputy Collector (Social Security Schemes) must appoint at least five trained staff for registering petitions under "Ungaludan Stalin" source and two staff members for registering petitions under the Mudhalvarin Mugavari source.
- All applications received at the camp site must be registered online.
- If the petitioner brings a pre-filled application form (previously distributed by the volunteers), it should be registered at the counter and the application ID generated must be written on the application form.
- If the application issued through the Volunteer during Door-to-Door campaign is not brought to the camp site, the application must be registered online and printed application form generated must be handed over to the petitioner.
- The petition number will also be sent via SMS to the petitioner's phone number.
- The petitioner must then be guided to the appropriate department counter.

## **iii. Line Department Counters:**

- Officials/staff deployed at the counters must have thorough knowledge of the services offered by their department, including the required supporting documents. It is the responsibility of the respective department heads to ensure that only trained personnel are deployed at their counters.
- The staff handling department portal must be adequately trained.
- Each department must share the name list and contact details of staff to be deployed at their counters on the day of camp with Camp Nodal officer and SDC (SSS).
- Each department must also ensure the availability of computers and scanners at their counters as per requirement.
- If the service requires filing of an online application, the request must be uploaded with verified documents on the department online portal, and an acknowledgment with official seal must be provided to the petitioner by the department staff.
- For requests that do not require filing an online application, necessary documents must be received at the department counter and processed based on eligibility.
- For online services, a mechanism must be put in place to track and resolve applications within 45 days on the department online portal.

**Designation of Officers to Be Deployed at the Camp by Each Department:**

The respective departments must ensure that the officers deployed at the camp are not below the ranks specified hereunder:

<b>Name of the Department</b>	<b>Officer of a rank not lower than the following to be present at the camp</b>
Adi Dravidar and Tribal Welfare Department	Special Tahsildar / Superintendent/ Assistant
Backward Classes, Most Backward Classes, and Minorities Welfare Department	Superintendent/ Assistant
Micro, Small and Medium Enterprises Department (District Industries Centre)	Superintendent/ DIC Assistant
Social Welfare and Women Empowerment Department	CDPO / Superintendent
Energy Department (TANGEDCO)	Assistant Engineer / Junior Engineer
Revenue and Disaster Management Department	Deputy Tahsildar / Surveyor / Revenue Inspector
Housing and Urban Development Department (TNHB / TNUHDB)	Assistant Engineer/ Assistant
Cooperation, Food and Consumer Protection Department	Cooperative Sub-Registrar / Deputy Registrar / Zonal Deputy Registrar / Taluk Supply Officer / Assistant
Rural Development and Panchayat Raj Department	Block Development Officer / Deputy BDO/ AE/ JE
Municipal Administration and Water Supply Department	Assistant Engineer / Junior Engineer / Sanitary Inspector / Zonal Engineer
Labour Welfare and Skill Development Department	Junior Employment Officer / Board Superintendent/ Assistant Inspector of labour
Welfare of the Differently Abled Persons Department	Rehabilitation Professionals / Assistant
Health and Family Welfare Department	MO / Block Nodal officer Chief Minister's Comprehensive Health Insurance Scheme
Animal Husbandry, Dairying, and Fisheries Welfare Department	Assistant Director (Animal Husbandry) / Assistant Director (Fisheries) / Superintendent
Agriculture and Farmers Welfare Department	Agricultural Officer / Assistant Agricultural Officer / Assistant Director (Agriculture) / Assistant Engineer / Assistant Horticultural Officer
Kalaignar Mahalir Urimai Thittam (KMUT)	Tahsildar (Social Security Scheme) / Deputy Tahsildar / Assistant

**iv. Power Supply and Internet Connectivity:**

- E- District Manager is the Nodal person for ensuring Connectivity and hardware for the camps in coordination with ELCOT.

- Uninterrupted power supply and reliable internet connectivity at the venue should be ensured by the local body officials.
- The computers—especially those used at the registration counter—must be robust and in good working condition.
- A minimum system configuration of Intel i5 processor (3 GHz or higher), 8 GB RAM, and high-speed SSD storage is recommended.
- Local bodies must ensure dedicated and stable internet connectivity at the registration and e-Sevai counters.
- If additional computers are placed, the bandwidth must be proportionally increased.
- As seamless internet access is critical, backup internet connection must be arranged by local bodies in case of primary connection failure.

Note: In cases of unexpected large crowds or power outages, a contingency plan must be in place to collect all application forms manually and forward them for registration.

#### **v. e-Sevai / Aadhaar Services:**

- In order to assist citizens applying for online e-sevai services, Tamil Nadu e-Governance Agency must set up e-Sevai centres at every camp as per the local requirement.
- Services offered through the e-Sevai platform, such as Community Certificate, Patta Transfer, and Pensions, must be facilitated through the designated e-Sevai counters at the camps.
- Applicants seeking online services must be guided to the e-Sevai counter to register their applications. Priority must be given to persons with disabilities and ensure their applications are processed first.
- TACTV / ELCOT must set up a dedicated Aadhaar counter at every camp.

#### **F. Medical Camps in 'Ungaludan Stalin' Camps:**

- The Government has proposed to include health camps in all the 10,000 Ungaludan Stalin Camps.
- During these camps, the public will be screened for Diabetes, Hypertension etc., and a few basic tests will be done
- Treatment will be provided for all minor illness that require immediate attention.
- Essential medicines will be made available at this camp.
- For individuals who need further treatment, comprehensive tests, medical consultations, etc., will be referred to the "**Nalam Kaakum Stalin**" mega health camps to be conducted by Health Department.
- A health card with Provision for entering basic details, vital parameters along with space for recording specific tests or referral treatment to be made available in all camps.

**G. Kalaignar Mahalir Urimai Thittam (KMUT) – Dedicated enclosure with four Counters:**

- Four dedicated counters to be setup in each camp for collection and registration of KMUT applications.
- KMUT applications to be printed by the SSS department and sent to Districts.
- KMUT applications will be distributed only at the camp counter.
- ITK volunteers have to identified and trained on KMUT App
- Application received and acknowledgment given to applicant. Later registered on the KMUT mobile app by ITK volunteers on same day.

**H. Coordination and Monitoring of the Camps:**

- A nodal officer in the rank of Deputy Collector must be appointed by the district administration for each camp. He/ She will be responsible for coordination with all the departments involved in the camps and to ensure the smooth conduct of the camps.
- He will liaise with the Nodal officers of the Departments and Nodal officers of the Local bodies.

**I. Processing of Petitions Received at the Camps:**

- All listed services applications must be disposed within a maximum of 45 days.
- The petitions received must be processed in accordance with existing departmental rules, based on field verification and on merits.
- After scrutiny, responses to petitions must be uploaded by the concerned departmental officers on the Mudhalvarin Mugavari Portal. Interim replies must strictly be avoided.
- Along with the final response, relevant documents such as certificates, entitlements, approvals, or copies of field inspection reports must be uploaded.
- If a petition is rejected, the **reason for** rejection must be specified, and the rejection order must be uploaded. Such orders must also be communicated to the petitioner by post.
- Selected petitions from the categories of approved, waitlisted, and rejected will be reviewed by senior officials. Inappropriate responses will be returned to the concerned officer for re-evaluation.
- At the State level, officials from the Mudhalvarin Mugavari department will scrutinize 100% of the responses submitted through the portal.
- To evaluate whether the grievances have been fully resolved and to collect feedback, the Chief Minister's Helpline Team will contact the petitioners by telephone. If the petitioner is not satisfied with the resolution, the case will be reopened and forwarded to the concerned department for re-enquiry. Follow-up inquiries will continue until all possibilities for resolution are fully explored.

- Every petition must be treated with high importance and resolved promptly based on merit. Sufficient care must be taken to ensure the quality of disposal of every case.

P. A. N

19/6/25  
AOB/Special Officer (FAC)  
MUTHALVARIN MUGAVARI DEPT.  
Chennai-600 009.

## Makkaludan Mudhalvar Phase IV Camp Layout

