Name of Department	Land Revenue Department

Standard Operating Procedure and Checklist for MITRAM

1. Standard Operating Procedure for Applicant

Application for	Resolution of Grievances
Mandatory supporting documents required	**None**
Process description	**If the application is complete, a file will be opened on the concerned subject and treated to closure. If incomplete, the application is sent back to the applicant. If the subject relates to a different office, the application will be routed to the concerned office.**
Procedure for Fees payment	**Nil**
List of Reference Documents	**Any supporting document on which the complaint is based.**
Timeline for completing the process	**NA. Since the nature of complaints are never uniform**
Checking of Application Status	**Status of the Application shows inside the petitioner login**
Key Contact Person from department	**Nodal Officer from District Collectorate.**

2. Standard Operating Procedure for Approver

Application for	**Complaints in connection with various revenue matters**
Mandatory supporting documents required	**Any document on which the complaint is based**
List of Reference Documents	**NA**
Timeline for completing the process	**NA. Since the nature of complaints are never uniform.**
Departmental Workflow	*Front Office/Tapal-Section Clerk-JS/SS-Approving Authority of the Office*

3. Verification/Inspection Procedure: *As per the complaint*

4. Checklist of Documents   : None