

Notifications /Orders issued under the provisions of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013)

Sr. No.	Notification /Order No. and date	Section /rule	Official Gazette reference
1	No. 3/9/2013-ARD dated 29-10-2013	Self-certification	-
2	1/22/2013-14/DPG/GPGRAMS/III/1(1) dated 4-2-2014	Section 1(3)	Official Gazette series I No.44 (Extraordinary) dated 5-2-2014
3	No. DPG/Committee/2014/1191 Dated 11-7-2014	Three Member Committee	Official Gazette series II No. 18 dated 31-7-2014
4	No. 1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 6th February, 2014.	Section 4(1) and (2)	Series II No.45 dated 6-2-2014
5	No. 1/22/2013-14/DPG/GPGRAMS/III/1(4) dated 8th October, 2014.	Section 4(1) and (2)	Series II No.32 dated 6-11-2014
6	No.1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 8-4-2015	Section 4(1) and (2)	Series II No. 3 dated 16-4-2015
7	No. 1/22/2013-14/DPG/GPGRAMS/III/1(2) 1168 dated 21st December, 2015.	Section 4(1) and (2)	Series II No. 39 dated 24-12-2015
8	No. 1/22/2013-14/DPG/GPGRAMS/III/1(5) dated 14-1-2016	Section 4(1) and (2)	Series II No. 11 dated 16-6-2016
9	No. 38-2006-RD dated 13/02/2007	Issue of Domicile Certificate	-
10	No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017	Section 4(2)(1)	Series II No. 30 (Extrparadinary-2) dated 30-10-2017
11	No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30th October, 2017.	Section 4(2)(1)	Series II No. 30 (Extrparadinary-2) dated 30-10-2017
12	14/59/2017-RD/761 dated 16-4-2018	Citizen Services Centre	Series I No. 4 dated 26-4-2018
13	No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)/109 dated 5-10-2018	Section 4(1) and (2)	Series II No. 28 dated 11-10-2018
14	No. 1/22/2013-14/DPG/GPGRAMS/108 dated 5-10-2018	Section 4(1) and (2)	Series II No. 28 dated 11-10-2018
15	No. 15/14/86-PER/Part-I dated 8-10-1996	Issue of certificates to O.B.C. communities and issue if income certificate regarding.	-
16	File No: 15/14/86-PER/Part-I dated:28/05/2015	Issue of Income Certificate – Regarding	-

17	No. DGP/COMMITTEE/2014-2015/635 dated 10-06-2015	Replacement of an Affidavit by a Self-Declaration	-
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GOVERNMENT OF GOA

Department of Public Grievances

Notification

1/22/2013-14/DPG/GPGRAMS/III/1(1)

In exercise of the powers conferred by sub-section (3) of section 1 of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the “said Act”), the Government of Goa hereby appoints the 5th day of February, 2014, as the date on which the provisions of the said Act, except sections 17 to 23, shall come into force in the whole of the State of Goa.

By order and in the name of the Governor of Goa.

Fransquinha Oliveira, Under Secretary (Public Grievances).

Porvorim, 4th February, 2014.

(Published in Official Gazette Series I No 44 (Extraordinary) dated 5-2-2014)

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Department of Public Grievances

Order

No. DPG/Committee/2014/1191

The Government of Goa is hereby pleased to constitute a three member committee, namely, “Committee on Simplification of Procedures for Effective Delivery of Public Services” under the Chairmanship of Shri N. D. Agarwal, a retired Goa Civil Service Officer, for the purpose of examining all public services coming within the purview of the Goa (Right to Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) and rules framed thereunder and to recommend suitable measures for simplification of the procedure for delivery of public services in the State of Goa, with immediate effect.

The Committee shall:

(i) examine the existing procedures followed by various authorities for delivery of public services in the State of Goa and suggest/recommend suitable measures to simplify the procedure by cutting down the number of points in the public service delivery system and dispense with unnecessary/irrelevant documentation. The Committee shall also suggest/recommend alternate documents for receiving public services;

(ii) submit it's monthly report to the Government in respect of the selected services.

The other two members of the Committee shall be appointed by the Government in consultation with the Chairman and the term of the Committee shall be one year commencing from the date of issue of this Order.

The terms and conditions of appointment of the Chairman and other members of the Committee, including remuneration, shall be determined as per the rules in force.

By order and in the name of the Governor of Goa.

P. Mathew Samuel, Secretary (Public Grievances).

Porvorim, 11th July, 2014.

(Published in the Official Gazette Series II No. 18 dated 31-7-2014)

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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)

In exercise of the powers conferred by sub-sections (1) and (2) of Section 4 of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the “said Act”), the Government of Goa hereby specifies the service specified in column (2) of the Schedule below to be a public service for the purposes of the said Act, which shall be provided by the designated officer as specified in corresponding entry in column (3) of the said Schedule and within the time limit as specified in column (4) of the said Schedule. The public services as specified in column (2) of the Schedule below shall be provided by the designated officer to the eligible persons with effect from the date as specified in corresponding entry in column (5) of the said Schedule.

SCHEDULE

Name of Department	Service	Designated Officer	Time Limit	Date of effect
1	2	3	4	5
A. Collectorates	1. Issue of Form I & XIV	Mamlatdars of Talukas	2 days	1-3-2014
	2. Residence Certificate	Mamlatdars of Talukas	10 days	1-6-2014
	3. Divergence Certificate	Mamlatdars of Talukas	10 days	1-6-2014
	4. Income Certificate	Mamlatdars of Talukas	10 days	1-6-2014
	5. Caste Certificate	Deputy Collector and SDO of Taluka	12 days	1-6-2014
	6. N.O.C. to transport a dead body to other States	Deputy Collector and SDO of Taluka	2 days	1-3-2014
	7. Transporting dead body outside India	Additional Collector and Additional District Magistrate	2 days	1-3-2014
B. Directorate of Panchayats	1. countersignature on Income Certificate issued by Village Panchayats of jurisdiction	B.D.O. of the Taluka	4 days	1-6-2014
	2. Income Certificate	Village Sarpanch/ Administrators	6 days	1-6-2014
	3. Residence Certificate	Village Sarpanch/ Administrators	10 days	1-6-2014
	4. Birth/Death Certificate	Village Panchayat Secretaries	2 days	1-3-2014
C. Department of Municipal Administration	1. Birth/Death Certificate	Registrar of Births and Deaths of the Municipality/ Corporation	2 days	1-6-2014
D. Department of Civil Supplies and Consumer Affairs	Issue of Surrender Certificate on transfer to other city or otherwise	Mamlatdar for Dharbandora Taluka, Joint Mamlatdar-I for all other Talukas	5 days	1-6-2014
	Issue of New Ration Card within the State	Mamlatdar for Dharbandora Taluka, Joint Mamlatdar-I for allother talukas	30 days	1-6-2014

The time-limits for the above public services will commence when the application is submitted complete with all required supporting documents, if any.

By order and in the name of the Governor of Goa.
Fransquinha Oliveira, Under Secretary (Public Grievances).

Porvorim, 6th February, 2014.

(Published in the Official Gazette Series II No. 45 dated 6-2-2014)

(This notification is superseded by vide Notification No. 1/22/2013-14/DP/GPGRAMS/III/1(2) dated 8-4-2015 published in the Official Gazette Series-II No. 3 dated 16-4-2015)

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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(4)

In exercise of the powers conferred by sub-sections (1) and (2) of Section 4 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013), read with Section 21 of the General Clauses Act, 1897 (Act 10 of 1897), the Government of Goa hereby amends the Government Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 6-2-2014, published in the Official Gazette, Series II No. 45 dated 6-2-2014 (hereinafter referred to as the “principal Notification”) as follows, namely:-

In the principal Notification, in the Schedule, in column (3), for the expressions “Mamlatdars of Talukas” and “Mamlatdar for Dharbandora Taluka, Joint Mamlatdar-I for all other Talukas”, wherever they occur, the expression “Mamlatdars including Joint Mamlatdar of Talukas” shall be substituted.

By order and in the name of the Governor of Goa.

Fransquinha Oliveira, Under Secretary (Public Grievances).

Porvorim, 8th October, 2014.

(Published in the Official Gazette Series II No. 32 dated 6-11-2014)

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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)

In exercise of the powers conferred by sub-sections (1) and (2) of section 4 and clause (b) of section 2 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the “said Act”) and in supersession of the Government Notification No.1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 06/02/2014, published in the Official Gazette, Series II No. 45 dated 06/02/2014, the Government of Goa hereby designates the officers mentioned in column (3) of the Schedule below as designated officers and specifies the services as mentioned in column (2) of the Schedule below to be public services for the purposes of the said Act and further specifies the time limits as mentioned in column (4) of the Schedule below, within which the public services as specified in column (2) of the Schedule below shall be provided by the respective designated officers as mentioned in the corresponding entries in column (3) of the Schedule below and also specifies the authorities mentioned in column (5) of the Schedule below as Appellate Authorities in respect of the public services specified in the corresponding entries in column (2) of the Schedule below.

SCHEDULE

Sr. No.	Public Service	Designated Officer	Time limit	Appellate Authority
(1)	(2)	(3)	(4)	(5)
A- Directorate of Accounts.				
1.	Submission of the service book a non -gazetted government employee, to the Director of Accounts for determining qualifying service.	Head of Office.	On the employee completing eighteen years of service or on his being left with five years of service before the date of retirement, whichever is earlier.	Head of the Department.
2.	Determining qualifying service of a gazetted government employee.	Dy. Director of Accounts (Gazetted Officers' Section)	On the employee completing eighteen years of service or on his being left with five years of service before the date of retirement, whichever is earlier.	Director of Accounts.

3.	Submission of the pension proposal to the Director of Accounts in case of retirement on superannuation of non gazetted employees.	Head of Office in which employee is working.	Six months prior to the date of retirement on Superannuation.	Head of the Department of his respective office.
4.	Submission of pension proposal to the Director of Accounts in case of retirement on superannuation of gazetted employees.	Dy. Director of Accounts (Gazetted Officers' Section.)	Six months prior to date of retirement on superannuation	Director of Accounts.
5.	Authorization/sanction of the pension, in case of retirement on superannuation of non –gazetted employees.	Dy. Director of Accounts (Pension Section.)	On the day of retirement on superannuation provided the proposal is submitted complete in all respects, by the Head of Office six months prior to retirement.	Director of Accounts.
6.	Authorization/sanction of the pension in case of retirement on superannuation of gazetted employees.	Dy. Director of Accounts (Pension Section.)	On the day of retirement on superannuation provided the proposal is submitted complete in all respects, by the Dy. Director (Gazetted Section) six months prior to retirement.	Director of Accounts.
7.	Submission of pension proposal to the Director of Accounts in case of retirement of "Invalid Pension" (Medical grounds or any other ground.)	Head of Office in which the employee is working.	One month from retirement.	Head of Department of the respective office.
8.	Authorization/sanction of the pension proposal to the Director of Accounts in case of retirement of "Invalid Pension" (On medical grounds or on any other ground.)	Dy. Director of Accounts.	Within a two month from the date of receipt of the complete and conclusive pension papers and a clear service record.	Director of Accounts.
9.	Submission of pension proposal to the Director of Accounts in case of death of employee (Family Pension).	Head of Office in which employees was working.	Within two months from the date of receipt of	Head of Department of the respective office.

			intimation along with death certificate in the said office.		
10.	Authorization /sanction of the Family Pension in case of death of the employee.		Dy. Director of Accounts (Pension Division).	Within a period of two months from the date of receipt of complete and conclusive pension papers.	Director of Accounts.
11.	Final withdrawal of balance in the employees General Provident Fund, in case of retirement on superannuation.		Dy. Director of Accounts (GPF Section).	One hundred and twenty days.	Director of Accounts.
12.	Final withdrawal of General Provident Fund in case of retirement on medical grounds or on any other ground.		Dy. Director of Accounts	One hundred and fifty days.	Director of Accounts.
13.	Final withdrawal of General Provident Fund in case of death of employee.		Dy. Director of Accounts.	One hundred and fifty days.	Director of Accounts.
B- Directorate of Agriculture.					
14.	Issue of Krishi card.		Zonal Agriculture Officer.	Thirty days.	Director of Agriculture.
15.	Support price/assured price of the following crops: Coconut Cashew Pulses Paddy Areca nut	Processing & disposal of the application.	Zonal Agriculture Officer.	One hundred and fifty days.	Director of Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture.
		Release of payment.	Dy. Director of Accounts (Directorate of Accounts).	Fifteen days from the receipt of the bill.	Director of Accounts.
16.	Assistance for fencing.	Processing and disposal of the application.	Zonal Agriculture Officer.	One hundred and fifty days.	Director of Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture.
		Release of payment.	Dy. Director of Accounts (Directorate of Accounts).	Fifteen days from the receipt of the bill.	Director of Accounts.
17.	Incentive for	Processing and	Zonal Agriculture	Fifteen days.	Director of

	mechanization up to three lakhs.	Disposing the application.	Office.		Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture
		Release of payment.	Dy. Director of Accounts (Directorate of Accounts).	Fifteen days from receipt of the bill.	Director of Accounts.
¹ [17A]	New License to sell/stock/exhibit seeds	Assistant Agriculture Officer		three days	Director of Agriculture.
		Zonal Agriculture Officer		three days	
		Agriculture Officer/Deputy Director of Agriculture		five days	
		Director of Agriculture		four days	
17B	Renewal of Licence to sell/stock /exhibit seeds	Assistant Agriculture Officer		three days	Director of Agriculture
		Zonal Agriculture Officer		three days	
		Agriculture Officer/Deputy Director of Agriculture		five days	
		Director of Agriculture		four days	
17C	New Licence to sell/stock/exhibit fertilizer by a Dealer	Agriculture Officer (fertilizer)		five days	Director of Agriculture
		Deputy Director of Agriculture		five days	
		Director of Agriculture		five days	
17D	Renewal of licence to sell/stock/exhibit fertilizer by a Dealer	Agriculture Officer (fertilizer)		five days	Director of Agriculture
		Deputy Director of Agriculture		five days	
		Director of Agriculture		five days	
17E	Certificate of New Registration for manufacturing physical/	Agriculture Officer (fertilizer)		five days	Director of Agriculture

¹ Serial No. 17-A to 17-J inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/108 dated 5-10-2018 published in the Official Gazette Series –II No. 28 dated 11-10-2018 and come into force from the date of publication in the official Gazette.

	granulated mixture of macro and micro nutrient fertilizers (chemical), Organic fertilizers and Bio fertilizers	Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17F	Renewal of Certificate for manufacturing physical/ granulated mixture of macro and micro nutrient Deputy Director of five days fertilizers (chemical), Agriculture Organic fertilizers and Director of Agriculture five days Bio fertilizers	Agriculture Officer (fertilizer)	five days	Director of Agriculture
17G	Licence to manufacture insecticides /pesticides	Agriculture Officer (Plant Protection)	five days	Director of Agriculture
		Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17H	Licence to sell/stock/exhibit insecticides/pesticides by a Dealer	Assistant Agriculture Officer	three days	Director of Agriculture
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17I	Licence to stock and use insecticide/pesticide for Pest Control Operations	Assistant Agriculture Officer	three days	Director of Agriculture
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17J	Renewal of Licence to stock and use insecticide/pesticide for Pest Control Operations	Assistant Agriculture Officer	three days	Director of Agriculture]
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	

C- Directorate of Animal Husbandry & Veterinary Services.					
18.	Kamdheni (Sudharit Scheme).		Dy. Director of Animal Husbandry & Veterinary Services.	Fifteen working days.	Director of Animal Husbandry & Veterinary Services.
D-Department of Civil Supplies and Consumer Affairs.					
19.	Issue of a surrender certificate on transfer to another city or otherwise.		Inspector of Civil Supplies.	Same day.	Mamlatdar for Dharbandora Taluka, Joint Mamlatdar-I for all other Talukas.
20.	Issue of a new ration card where cancellation certificate and proof of residence is provided.		Inspector of Civil Supplies.	Three days.	
21.	Issue of new ration card where Cancellation certificate and proof of residence is not provided.	Forwarding the application to the Talathi	Inspector of Civil Supplies.	One working day.	
		Report to be submitted to Civil Supplies branch.	Talathi of Saza.	Three working days from the day the application is received.	
		Decision on the application.	Inspector of Civil Supplies.	Three working days from the date of receipt of the Talathi's report.	
22.	Inclusion/deletion of the name from the ration card.		Inspector of Civil Supplies.	Same day.	
23.	Issue of a duplicate ration card.		Inspector of Civil Supplies.	Same day.	
24.	Change of address in the ration card or change of the Fair Price shop.		Inspector of Civil Supplies.	Same day.	
E- Department of Commercial Taxes.					
25.	Registration under Goa Value Added Tax Act, 2005 (Act 9 of 2005).		Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
26.	Renewal of registration under Goa Value Added Tax Act, 2005 (Act 9 of 2005).		Commercial Tax Officer in charge.	Three days after the certificate of clearance of outstanding dues is issued.	Asst. Commissioner of Commercial Taxes in charge.
27.	Registration under Central Sales Tax Act 1956.		Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
28.	Renewal of registration under Central Sales Tax Act 1956.		Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial

				Taxes in charge.
29.	Registration under Goa Tax on Luxuries Act, 1988 (Act No. 17 of 1988).	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
30.	Renewal of registration under Goa Tax on Luxuries Act, 1988 (Act No. 17 of 1988).	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
31.	Registration under The Goa Tax on Entry of Goods (Amendment) Act, 2013 (Goa Act 5 of 2013) [16-5-2013]	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
32.	Renewal of Registration under The Goa Entertainment Tax Act, 1964 (No. 2 of 1964)	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
33.	Registration under Tax Deducted at Source.	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
34.	Renewal of registration under Tax Deducted at Source.	Commercial Tax Officer in charge.	Three days.	Asst. Commissioner of Commercial Taxes in charge.
F-Education (School Education -Directorate of Education).				
35.	School Leaving Certificate.	Head Master.	Seven days.	Dy. Director of Education.
36.	Registration of coaching classes.	Dy. Director of Education.	Forty five days.	Director of Education.
37.	Renewal of registration of coaching classes.	Dy. Director of Education.	Fifteen days.	Director of Education.
38.	Permission to open a school.	Director of Education.	Forty five days.	Secretary (Education).
39.	Recognition of a school.	Director of Education.	Forty five days.	Secretary (Education).
G- Education (Goa Board of Secondary and Higher Secondary Education).				
40.	Re-evaluation of answer scripts.	Assistant Secretary.	Fifteen days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
41.	Verification of answer scripts.	Assistant Secretary.	Seven days from the last date for receipt of applications.	Secretary, Goa Board of Secondary and Higher Secondary

				Education.
42.	Issue of a photo copy of the answer scripts.	Assistant Secretary.	Three days from the last date for receipt of applications.	Secretary, Goa Board of Secondary and Higher Secondary Education.
43.	Issue of a duplicate Marks List.	Assistant Secretary.	Seven days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
44.	Issue of a duplicate Marks List (Tatkal).	Assistant Secretary.	Same day.	Secretary, Goa Board of Secondary and Higher Secondary Education.
45.	Issue of the Passing Certificate.	Assistant Secretary.	Seven days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
46.	Issue of Migration Certificate.	Assistant Secretary.	Three days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
47.	Issue of Migration Certificate (Tatkal).	Assistant Secretary.	Same day.	Secretary, Goa Board of Secondary and Higher Secondary Education.
48.	Verification of Mark Sheets.	Assistant Secretary.	Ten days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
49.	Transcripts.	Assistant Secretary.	Three days	Secretary, Goa Board of Secondary and Higher Secondary Education
50.	Rectification.	Assistant Secretary.	Seven days.	Secretary, Goa Board of Secondary and Higher

				Secondary Education.
51.	Recognition of subject.	Assistant Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
52.	Renewal of Recognition.	Assistant Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
53.	Additional subject recognition.	Assistant Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
54.	Change of school name and management.	Assistant Secretary.	Thirty days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
H- Education (Higher Education).				
55.	Authentication.	Under Secretary (Higher Education).	Fifteen working days.	Director of Technical Education (DTE)/Ex-Officio Joint Secretary.
I- Education (Technical Education).				
56.	Authentication.	Asst. Secretary.	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
57.	Issue of Mark sheets.	Systems Analyst.	Forty five working days from the date of declaration of results.	Chairman of the Board of Technical Education & Director of Technical Education.
58.	Issue of Diploma.	Secretary, Board of Technical Education.	Within three months after the completion of a six months period from	Chairman of the Board of Technical Education & Director of Technical Education.

			the date of declaration of result.	
59.	Issue of Migration and Provisional Passing Certificate.	Secretary, Board of Technical Education.	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
60.	Issue of duplicate documents.	Secretary Board of Technical Education.	Fifteen working days after receipt of application fees.	Chairman of the Board of Technical Education & Director of Technical Education.
61.	Verification of documents such as Diploma Certificates, Mark sheets.	Asst. Secretary (C.D.C)	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
62.	Verification of Marks.	Asst. Secretary (Post Exam).	Fifteen working days, from the last date for receipt of such applications.	Chairman of the Board of Technical Education & Director of Technical Education.
63.	Issue of Photocopies/verification in presence of answer books.	Asst. Secretary.	Fifteen working days, from the last date for receipt of such applications.	Chairman of the Board of Technical Education & Director of Technical Education.
64.	Revaluation of answer books.	Asst. Secretary.	Twenty five working days, from the last date for receipt of such applications.	Chairman of the Board of Technical Education & Director of Technical Education.
65.	Declaration of Board results on the website.	Systems Analyst.	Within one day of declaration of results.	Chairman of the Board of Technical Education & Director of Technical Education.
66.	Issue of Eligibility Certificate.	Asst. Secretary.	Five days from receipt of	Chairman of the Board of Technical

			Equivalency certificate from the Goa Board of Secondary and Higher Secondary Education.	Education & Director of Technical Education.	
J-Electricity Department.					
67.	Temporary / Permanent Service Connection for Domestic, Commercial, Agriculture.		Assistant Engineer.	Fifteen days.	Superintending Engineer.
² [67A]	Certification of Electrical Installation by Electrical Inspector Manufacturing/Service			15 days to month from the date of inspection or compliance to the observation into by the applicant and subsequent inspections to confirm compliance adhered to whichever is later]	
68.	Temporary / Permanent Service Connection for Industries.	Submission of proposal for load approval.	Executive Engineer.	Ten days.	Superintending Engineer.
		Decision on Load approval.	Chief Electrical Engineer.	Ten days.	Secretary (Power).
		Approval of Estimates.	Executive Engineer / Superintending Engineer / Chief Electrical Engineer.	Ten days.	Superintending Engineer.
		Releasing of connection after execution of work	Executive Engineer.	Ten days.	Superintending Engineer.
69.	Meter Testing	Removing of Meter and sending to MRT laboratory.	Assistant Engineer.	Five days.	Superintending Engineer.
		Testing of the Meter	Assistant Engineer-MRT.	Five days.	Superintending Engineer.
		Re- installing a meter.	Assistant Engineer.	Five days.	Superintending Engineer.
70.	Shifting of Electric poles.	Submission of the proposal to the	Executive Engineer.	Ten days.	Chief Electrical Engineer.

² Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

		Superintending Engineer for approval after inspection is done.			
		Decision on the submitted proposal.	Superintending Engineer.	Five days.	
		Conveying of intimation to deposit supervision charges.	Executive Engineer.	Three days.	
		Submission of proposal to the Superintending Engineer for approval after inspection is done.	Executive Engineer.	Ten days.	
K- Directorate of Food and Drugs Administration.					
71.	Grant of Drugs Retail Licence.	Dy. Director of Food and Drugs Administration.	Thirty days.	Director of Food and Drugs Administration.	
³ [71A]	Grant of Drugs Wholesale License	Dy. Director of Food and Drugs Administration	30 days	Director of Food and Drugs Administration]	
72.	Grant of Goods Manufacturing Practices Certificate.	Dy. Director of Food and Drugs Administration.	Seven days.	Director of Food and Drugs Administration.	
73.	Grant of No Conviction Certificate.	Dy. Director of Food and Drugs Administration..	Seven days.	Director of Food and Drugs Administration.	
74.	Grant of Free Sales Certificate.	Dy. Director of Food and Drugs Administration.	Seven days.	Director of Food and Drugs Administration.	
75.	Grant of Production & Sales Verification Certificate.	Dy. Director of Food and Drugs Administration.	Fourteen days.	Director of Food and Drugs Administration.	
76.	Food Licence involving inspection of Premises.	Designated Officer.	Sixty days.	Director of Food and Drugs Administration.	
77.	Food Licence not involving inspection premises.	Designated Officer.	Thirty days.	Director of Food and Drugs Administration.	
78.	Registration Certificate for food premises not involving inspection.	Regulatory Authority.	Seven days.	Director of Food and Drugs Administration.	
79.	Registration Certificate for food premises involving inspection.	Regulatory Authority.	Thirty days.	Director of Food and Drugs Administration.	
80.	Registration certificate for temporary premises.	Regulatory Authority.	Three days.	Director of Food and Drugs Administration.	

³ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

⁴ [80A]	Grants of Fresh Drugs/Cosmetics Manufacturing License with maximum five products	Dy. Director of Foods and Drugs Administration	30 days from the receipt of completed application	Director of Food and Drugs Administration
80B	Grants of Renewal of Drugs/Cosmetics Manufacturing License	Dy. Director of Foods and Drugs Administration	30 days from the receipt of completed application	Director of Food and Drugs Administration]
L-Labour & Employment.				
81.	Issue of Registration Certificate/License under the Contract Labour (R&A) Act, 1970 and the Rules there under.	Dy. Labour Commissioner.	Fifteen working days.	Labour Commissioner
82.	Issue of Registration Certificate/License under the Inter State Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1975 and the rules there under.	Dy. Labour Commissioner.	Fifteen working days.	Labour Commissioner
83.	Issue of Registration Certificate under Goa Daman and Diu Shops and Establishment Act, 1973 and the rules there under.	Labour Inspector.	Seven working days.	Labour Commissioner
84.	Issue of Registration Certificate/License under Motor Transport Workers Act, 1961 and the Rules there under.	Chief Inspector i.e. Commissioner of Labour.	Seven working days	Secretary (Labour)
85.	Registration for Employment.	Employment Officer.	On same day.	Labour Commissioner
86.	Renewal for Employment.	Employment Officer.	On same day.	Labour Commissioner
⁵ [86A]	Application for Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Deputy Labour Commissioner	Fifteen working days	Labour Commissioner
M- Institute of Nursing Education.				
87.	Providing Transcript to student.	Principal.	Fifteen days	Director of Health Services.
88.	Certificate of Training.	Principal.	The next day after the result.	Director of Health Services
N- Directorate of Panchayats.				
89.	Issue of construction licence, permission for repair, licence for hotel/shop/eating	Submission of application/file before the Panchayat Meeting.	Village Panchayat Secretary.	Fifteen days. Block Development Officer.
		Decision on the application.	Sarpanch	Fifteen days. Block Development Officer.

⁴ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

⁵ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

	house/trade/ factory, occupancy certificate, no objection certificate for bar/liquor shop.	Execution of the decision.	Village Panchayat Secretary.	Ten days.	Block Development Officer.
90.	Issue of Income Certificate.		Village Panchayat Secretary.	Three days.	Block Development Officer.
91.	Issue of No Dues Certificate.		Village Panchayat Secretary.	Three days.	Block Development Officer.
92.	Issue of Residence Certificate.		Village Panchayat Secretary.	Three days.	Block Development Officer.
O-Public Works Department.					
93.	Water connection.		Assistant Engineer.	Thirty days.	Executive Engineer.
6[93A]	Making of the application to the concerned Sub-Division and processing for ascertaining technical feasibility		Assistant Engineer	4 days	Executive Engineer
	Carrying out site inspection and preparations of feasibility report by Engineer-in-charge		Assistant Engineer	12 days	Executive Engineer
	Preparation of installation bill by Sub-Division		Assistant Engineer	4 days	Executive Engineer
	Payments of installation bill by consumers		Assistant Engineer	3 days	Executive Engineer
	Releasing of Water Supply Connection and providing water meter		Assistant Engineer	7 days	Executive Engineer]
			Total	30 days	
94.	Sewerage Connection.		Assistant Engineer	Thirty days.	Executive Engineer.
7[94A]	Site inspection by the Sub-Division Office		Assistant Engineer	0 to 15 days	Executive Engineer
	Inspection Report prepared by Sub-Division Office and submitted to Office Executive Engineer		Assistant Engineer	0 to 30 days	Executive Engineer
	Inspection Report to be verified by the Office of Executive Engineer		Executive Engineer	0 to 8 days	Superintending Engineer
	Applicant is granted Road Cutting Permission		Executive Engineer	0 to 45 days	Superintending Engineer]
P-Revenue Department.					
95.	Issue of Form I & XIV.		Mamlatdar.	Two days.	Dy. Collector & Sub Divisional Officer.
96.	Issue of Residence Certificate.		Mamlatdar of Taluka.	Five days.	Dy. Collector & Sub Divisional

⁶ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

⁷ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(A) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017.

					Officer.
97.	Issue of Divergence Certificate.		Mamlatdar of Taluka.	Five days.	Dy. Collector & Sub Divisional Officer.
98.	Issue of Income Certificate for Mediclaim.		Mamlatdar of Taluka.	One day.	Dy. Collector & Sub Divisional Officer.
99.	Issue of Caste Certificate.		Dy. Collector & Sub Divisional Officer.	Ten days.	Additional Collector –II.
100.	Issue of Notice for Mutation in form-X.		Mamlatdar of Taluka.	Fifteen days from the payment of fees.	Dy. Collector & Sub Divisional Officer.
101.	Mutation u/s 96 of the Land Revenue Code, in Land Records (where there is no objection).		Mamlatdar of Taluka.	Thirty days from the last day fixed for filling of objections.	Dy. Collector & Sub Divisional Officer.
102.	Mutation u/s 96 of Land Revenue Code, in Land Records (where there are objections).		Mamlatdar of Taluka.	Ninety days from the last day of filling of objections	Dy. Collector & Sub Divisional Officer.
103.	Partition u/s 62 of Land Revenue Code, in Land Records.	Issue of Notice and proclamation.	Dy. Collector & Sub Divisional Officer.	Fifteen days.	Additional Collector –II.
		Issue of order for survey (where there is no objection).	Dy. Collector & Sub Divisional Officer.	Within ten days after the period of thirty days of proclamation in form ‘B’ over.	Additional Collector –II.
		Survey of property.	Inspector of Survey and Land Records.	Thirty working days from the receipt of order.	Superintendent of Land Records.
		Passing the partition order (If there are no objections).	Dy. Collector & Sub Divisional Officer.	Fifteen days from the day the report is received.	Additional Collector –II
104.	Conversion of Land u/s 32 of the Land Revenue Code.	Scrutiny and forwarding the application to the Town Planning/ Forest/ Mamlatdar for report.	Collector/Dy. Collector & Sub Divisional Officer.	Five days.	Secretary (Revenue).
		Submission of report by the Mamlatdar.	Mamlatdar of Taluka.	Twenty days.	Dy. Collector.
		Submission of report by Town & Country Planning Department.	Town Planner.	Twenty days.	Senior Town Planner.

		Submission of report by Forest Department.	Dy. Conservator of Forests.	Twenty days.	Chief Conservator of Forests.
		Forwarding of papers to survey Department where part of survey number is to be converted.	Collector/Dy. Collector & Sub Divisional Officer.	Within five days of receipt of the report.	Secretary (Revenue).
		Submission of survey report by Land Survey Department.	Inspector of Land survey.	Twenty days from the date of receipt of the order.	Superintendent of Land Records.
		Decision on application.	Collector/Dy. Collector & Sub Divisional Officer.	Within ten days of receipt of the survey report.	Secretary (Revenue).
		Issue of Sanad.	Collector/Dy. Collector & Sub Divisional Officer.	Three days from date of payment.	Secretary (Revenue).
105.	Refund under the Court Fees Act.		Collector.	Ten days.	Secretary (Revenue).
106.	Refund under the Indian Stamps Act.		Collector.	Ten days.	Secretary (Revenue).
107.	Adjudication of Documents.		Additional District Magistrate.	Three days.	Additional Secretary (Home).
108.	Gratuitous relief under natural calamity.	Proposal to be forwarded to the Collector with recommendation.	Mamlatdar of Taluka.	Five days.	Collector.
		Decision.	Collector.	Five days.	Secretary (Revenue).
		Disbursement of relief, if approved.	Dy. Director of Accounts.	Five days.	Director of Accounts.
109.	Issue of Matriz Certificates.		Mamlatdar of Taluka.	Three days.	Collector.
110.	Issue of Dependents' Certificate.		Mamlatdar of Taluka.	Five days.	Collector.
111.	Issue of Solvency Certificate.	Up to Rs.1,00,000 (Rupees one lakh).	Mamlatdar of Taluka.	Ten days.	Collector.
		More than Rs. 1,00,000 (Rupees one lakh and less than Rs.5,00,000 (Rupees five lakhs).	Dy. Collector & Sub Divisional Officer.	Fifteen days.	Collector.
		More than Rs.5,00,000 (Rupees five lakhs).	Collector.	Fifteen days.	Secretary (Revenue).
112.	Issue of Domicile Certificate.		Collector.	Five days.	Secretary

					(Revenue).
113.	Issue of Sound permission.	Forwarding to the Police for report.	Sub Divisional Magistrate/ Additional District Magistrate.	Same day.	Collector.
		Report to the Sub Divisional Magistrate/ Additional District Magistrate.	Police Inspector.	Two days.	Superintendent of Police.
		Decision on the application.	Sub Divisional Magistrate/ Additional District Magistrate.	Two days.	Collector.
114.	Issue of certified copy of survey plan.		Draftsmen Grade-I.	Three days.	Director (Settlement & Land Records).
115.	Issue of New Arms License/ transfer of Arms License.	Forwarding the application to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to the District Magistrate.	Incharge of the Police Station.	Thirty days.	Superintendent of Police.
		Decision on the application.	District Magistrate.	Thirty days.	Secretary (Home).
116.	Renewal of Arms License.	Forwarding the application to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to District Magistrate.	In charge of the Police Station.	Thirty days.	Superintendent of Police.
		Decision on the application.	District Magistrate.	Fifteen days.	Secretary (Home).
117.	Character Verification.	Forwarding of papers to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to District Magistrate	Superintendent of Police (Crime).	Fifteen days.	Inspector General of Police.
		Decision of the District Magistrate.	District Magistrate.	Ten days.	Secretary (Home).
Q-Department of Rural Development.					
118.	Indira Awas Yojana.	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the day of Gram Sabha resolution.	Block Development Officer.
		Submission the proposal to the District Rural Development Agency of jurisdiction.	Block Development Officer.	Seven days.	Project Director of jurisdiction.
		Decision on the application.	Project Officer, District Rural Development	Seven days.	Project Director.

			Agency.		
119.	Indira Awas Yojana- 2 nd Installment	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Five days.	Block Development Officer.
		Submission the proposal to the District Rural Development Agency.	Block Development Officer.	Ten days.	Project Director.
		Releasing the 2 nd installment	Project Officer, District Rural Development Agency.	Seven days.	Project Director.
120.	National Family Benefit Scheme.	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the date of Gram Sabha resolution.	Block Development Officer.
		Decision on the application and disbursement of the amount.	Block Development Officer.	Seven days.	Project Director.
121.	Gas connection under GGUY	Submission of the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the date of Gram Sabha resolution.	Block Development Officer.
		Submission of the proposal to the District Rural Development Agency.	Block Development Officer.	Seven days.	Project Director, District Rural Development Agency.
		Decision on the application.	Project Officer, District Rural Development Agency.	Seven days. from receipt of confirmation of the Know Your Customer (KYC) details.	Project Director, District Rural Development Agency.
122.	Preparation of a Job Card under the Mahatma Gandhi National Rural Employment Guarantee Act	Submission the proposal to Block Development Officer.	Village Panchayat Secretary.	Four days.	Block Development Officer.
		Submission of the proposal to District Rural Development Agency.	Block Development Officer.	Two days.	Project Director
		Printing of the Job Card.	Project Officer.	Two days.	Project Director.
		Issue of the Job Card.	Block Development Officer.	Two days.	Project Director.

		Delivery of the Job Card to the beneficiary.	Village Panchayat Secretary.	Two days.	Block Development Officer.
R- Department of Social Welfare.					
123.	Pre-Metric Scholarship(S.C.)/ O.B.C.	Assistant Director (SC/OBC).	Ten days.	Director of Social Welfare.	
124.	Kanya Dhan (S.C.)	Assistant Director (SC/OBC).	Seven days.	Director of Social Welfare.	
125.	Grant of financial assistance for performance of funeral and religious ceremonies related to last rites of a person of the Dhangar Community under “Antya Sanskar Sahay Yojana”	Assistant Director (WDA).	Five days.	Director of Social Welfare.	
126.	Home Nursing (S.C.)	Assistant Director (SC/OBC).	Ten days.	Director of Social Welfare.	
127.	Settlement of claim for 50% subsidy to the disabled for diesel/petrol used for their motorized vehicles.	Assistant Director (WDA).	Seven days.	Director of Social Welfare.	
128.	Inter Caste Marriage Award.	Assistant Director (SC/OBC)	Seven days.	Director of Social Welfare.	
129.	Marriage with Disabled (Award).	Assistant Director (WDA)	Seven days.	Director of Social Welfare.	
130.	Merit Based Award (Dhangar).	Assistant Director (WDA)	Seven days.	Director of Social Welfare.	
131.	Post Metric Scholarships (S.C. / O.B.C.)	Director of Social Welfare.	Thirty days.	Secretary (Social Welfare).	
132.	Gagan Bharari Shiksha Yojana (Dhangar).	Director of Social Welfare.	Thirty days.	Secretary (Social Welfare).	
133.	Financial assistance to children of widows/ orphan child. (Dhangar).	Assistant Director (WDA).	Five days.	Director of Social Welfare.	
134.	Book Bank scheme (S.C. /O.B.C.)	Assistant Director of Social Welfare.	Ten days.	Director of Social Welfare.	
135.	Bachpan- Financial assistance to orphans.	Assistant Director (WDA).	Five days.	Director of Social Welfare.	
136.	Issue of identity cards to senior citizens.	Assistant Director (SD).	Ten days.	Director of Social Welfare	
137.	Issue of identity cards to the differently abled persons.	Assistant Director (WDA).	Ten days.	Director of Social Welfare	
138.	Issue of scholarships to disabled persons.	Assistant Director (WDA).	Ten days.	Director of Social Welfare.	
139.	Pre-Metric scholarships to children of those engaged in unclean occupations.	Assistant Director (SD).	Ten days.	Director of Social Welfare.	
140.	Financial assistance to self help groups.	Assistant Director (SD).	Fifteen days.	Director of Social Welfare.	
141.	Financial assistance to kiosks.	Assistant Director (SD).	Ten days.	Director of Social Welfare.	
142.	Rajiv Awaas Yojna.	Assistant Director (SD).	Ten days.	Director of Social Welfare.	
143.	Stipend to the disabled.	Assistant Director (WDA)	Ten days.	Director of Social Welfare.	
S-State Registrar & Notary Service.					

144.	Registration of a partnership firm under Indian Partnership Act 1932.		Civil Registrar /Registrar of Firms.	Seven days from the date of receipt of the application.	District Registrar.
145.	Returning of documents after registration under Indian Partnership Act 1932.		Civil Registrar/ Registrar of Firms.	Third day from the date of registration.	District Registrar.
146.	Copy of marriage record for the first time under Codigo de Registo Civil in case of civil marriage (definitive)		Civil Registrar.	On the day of final marriage registration.	District Registrar.
147.	Copy of marriage record on first time under Codigo de Registo Civil in case of provisional marriage.		Civil Registrar.	Next day after it becomes definitive.	District Registrar.
148.	Copy of marriage record on first time under Codigo de Registo Civil in case of canonical marriage.		Civil Registrar.	Next day after receipt of the church marriage records.	District Registrar.
149.	Endorsement of name (Change of name of a Hindu bride).		Civil Registrar.	Two days.	District Registrar.
150.	Correction of Marriage Record.	Submission of proposal to the District Registrar.	Civil Registrar.	Seven Days.	District Registrar.
		Submission of proposal to the State Registrar.	District Registrar.	Seven days.	State Registrar.
		Decision on the proposal.	State Registrar.	Fifteen days.	Inspector General of Registration/ Law Secretary.
151.	Registration of documents under the Indian Registration Act 1908.		Sub Registrar.	Same day.	District Registrar.
152.	Returning of documents after registration.	a). When the system is computerized.	Sub Registrar.	Three days.	District Registrar.
		b). When records are still being done manually. (Not computerized).	Sub Registrar.	Seven days.	District Registrar.
153.	Issue of certified copies of documents under Indian Registration Act 1908.	a). When the system is computerized.	Sub Registrar.	Three days.	District Registrar.
		b).When records are still being done manually. (Not computerized).	Sub Registrar.	Seven days.	District Registrar.
154.	Submission of intimation to the Mamlatdar of the Taluka under Rule 15 of the Goa Daman and Diu Land Revenue (Record of Rights and Register of Cultivators) Rules 1969 for documents registered in the		Civil Registrar.	By the seventh day of each month.	District Registrar.

	preceding month.				
155.	Change of name or surname under the Goa Change of Name and Surname Act 1990.		Civil Registrar.	One day after the notice period is over if there are no objections received.	District Registrar.
156.	Nil Encumbrance Certificate	Where records are computerized.	Sub Registrar.	Three days.	District Registrar.
		Where records are not computerized.	Sub Registrar.	Ten days.	District Registrar.
157.	Registration of a Society under the Societies Registration Act & issue of the registration certificate.		District Registrar/ Inspector General of Societies.	Seven days.	State Registrar.
158.	Issue of certified copies of registered documents other than as specified above.		Civil Registrar.	Seven days.	District Registrar.
159.	Registration of a will under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
160.	Registration of succession under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
161.	Registration of all other documents under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
T-Town and Country Planning Department					
162.	Recommendation on the application of conversion.		Town Planner in charge of the Taluka.	Twenty days.	Chief Town Planner.
163.	Technical clearances for Building/ Development Plan.		Town Planner in charge of the Taluka.	*Thirty days.	Chief Town Planner.
164.	Zoning Information.		Town Planner in charge of the Taluka/ Member Secretary of Planning Development Authority.	Ten days.	Chief Town Planner.
165.	Issue of Completion Certificate.		Town Planner in charge of the Taluka/ Member Secretary of the Planning and Development Authority.	Fifteen days.	Chief Town Planner.
166.	Development Permission under section 44 of the Town and Country Planning Act.		Member Secretary of Planning and Development Authority.	*Thirty days	Chief Town Planner

167.	⁸ [No objection certificate under Section 49(6) of the Goa, Daman and Diu Town and Country Planning Act, 1974 (Act 21 of 1975)]	Deputy Town Planner/Town Planner/Senior Town Planner in charge of the Taluka	fifteen days	Chief Town Planner. (Administration).]
168.	Permission under 17 –A	Town Planner in charge of the Taluka.	Thirty days.	Chief Town Planner.
U-Transport Department				
169.	Issue of learner's license.	Asstt. Director of Transport.	Same day.	Director of Transport.
170.	Issue of temporary registration certificate.	Asstt. Director of Transport.	Same day.	Director of Transport.
171.	Issue of fitness certificate.	Asstt. Director of Transport.	Two days.	Director of Transport.
172.	Renewal of fitness certificate.	Asstt. Director of Transport.	Same day.	Director of Transport.
173.	Issue of temporary permit.	Asstt. Director of Transport.	Same day.	Director of Transport.
174.	Grant of special permit	Asstt. Director of Transport.	Two days.	Director of Transport.
175.	Cancellation of hypothecation/endorsement of hypothecation of vehicle.	Asstt. Director of Transport.	Two days.	Director of Transport.
176.	Renewal of driving licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
177.	Addition to driving licence.	Asstt. Director of Transport.	Added and issued on the same day of passing the test.	Director of Transport.
178.	Renewal of conductor's licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
179.	Transfer of ownership	Asstt. Director of Transport.	Seven days	Director of Transport.
180.	Issue of the registration certificate.	Asstt. Director of Transport.	Seven days	Director of Transport.
181.	Grant of driving licence.	Asstt. Director of Transport.	On the same day of passing the test.	Director of Transport.
182.	Issue of a duplicate driving licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
183.	Issue of a duplicate conductor's licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
184.	Issue of duplicate Registration Certificate (R.C.) book.	Asstt. Director of Transport.	Same day.	Director of Transport.

⁸ Substituted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/108 dated 5-10-2018 published in the Official Gazette Series –II No. 28 dated 11-10-2018 and come into force from the day of publication.

185.	Issue of a conductor's badge (L.P.S.A./P.S.V.A).	Asstt. Director of Transport.	Same day.	Director of Transport.
V- Tribal Welfare				
186.	Merit Based Award.	Director Tribal Welfare.	Ten days.	Secretary (Tribal).
187.	Home Nursing (S.T.)	Assistant Director Tribal Welfare.	Ten days.	Director Tribal Welfare.
188.	Pre-Metric Scholarship(S.T.)	Assistant Director Tribal Welfare.	Ten days.	Director Tribal Welfare.
189.	Atal Asra Yojana (S.T.)	Director Tribal Welfare.	Ten days.	Secretary (Tribal).
190.	Mundkarche Ghar (S.T.)	Director Tribal Welfare.	Ten days.	Secretary (Tribal).
191.	Kanya Dhan (S.T.)	Assistant Director Tribal Welfare.	Ten days.	Secretary (Tribal).
192.	Antya Sanskar Yojna	Assistant Director Tribal Welfare.	Ten days.	Director Tribal Welfare.
193.	Post Metric Scholar Ship(S.T.)	Director Tribal Welfare.	Thirty days.	Secretary (Tribal).
194.	Gagan Bharari Shiksha Yojana (S.T.)	Director Tribal Welfare.	Thirty days.	Secretary (Tribal).
195.	Financial Assistance to Children of Widow/ Orphan child (S.T.)	Assistant Director Tribal Welfare.	Thirty days.	Secretary (Tribal).
196.	Book Bank Scheme (S.T.)	Assistant Director Tribal Welfare.	Thirty days.	Secretary (Tribal).
197.	Merit Based Award	Director Tribal Welfare.	Ten days.	Secretary (Tribal).
W-Water Resources Department.				
198.	Permission for drawing water for irrigation from River/Nallah/Stream.	Executive Engineer	Fifteen days.	Chief Engineer.
199.	Permission for water for irrigation.	Executive Engineer.	Fifteen days.	Chief Engineer.
200.	Grant of permission to transport water.	Executive Engineer	Fifteen days.	Chief Engineer.
201.	Registration of existing wells.	Ground Water Officer/ Executive Engineer.	Ten days.	Chief Engineer.
202.	Sinking of a well.	Ground Water Officer/ Executive Engineer.	Twenty one days.	Chief Engineer.
203.	Subsidy for irrigation well scheme for agricultural crops / horticultural /plantation crops.	Chief Engineer.	Twenty one days.	Secretary (Water Resources Department).
204.	Subsidy under rain water harvesting scheme.	Chief Engineer.	Twenty one days.	Secretary (Water Resources Department).

Notes:

- (1) In case the application in respect of any public service specified in column (2) of the above schedule is referred to the Government for approval or to the concerned authority for legal

opinion/advice, the time consumed in such reference shall be excluded while reckoning the time limit specified in column (4) of the above Schedule.

- (2) Time limit as specified in column(4), in respect of the public service as specified in column (2),of the above schedule, shall commence from the date of submission of application thereof complete in all respects and with all the requisite supporting documents.

This notification shall come in to force with effect from 2nd April, 2015.

By Order and in the name of the Governor of Goa
(Fransquinha Oliveira) Under Secretary (Public Grievances)

Panaji, 8th April, 2015.

(Published in the Official Gazette Series II No. 3 dated 16-4-2015)

*(This notification suppressed vides Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(5)
Dated 14-1-2016 (Published in the Official Gazette Series II No. 11 dated 16-6-2016)*



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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)/1168

In addition to the Services notified vide Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 8th April, 2015 published in the Official Gazette Series II No. 3 dated 16th April, 2015, the Government of Goa in exercise of the powers conferred by sub-sections (1) and (2) of Section 4 of the Goa (Right of Citizens to Time-bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the "said Act"), hereby specifies the service specified in column (2) of the Schedule below to be a public service for the purposes of the said Act, which shall be provided by the designated officer as specified in corresponding entry in column (3) of the said Schedule and within the time limit as specified in column (4) of the said Schedule.

The authorities mentioned in column (5) are notified as appellate authority under Section 6 of the said Act. The public services as specified in column (1) of the Schedule below shall be provided by the designated officer to the eligible persons with effect from date of publication of this Notification in the Official Gazette.

SCHEDULE

Sr. No.	Service	Designated Officer	Time Limit in working days	1st appellate authority
(1)	(2)	(3)	(4)	(5)
A-Department of Agriculture				
1	Settlement of the claim of farmers of locally produced vegetables	Managing Director	Thirty days	Director of Agriculture.
B- Department of Co-operation				
Registrar of Co-operative Societies				
⁹ [2]	Registration of Society under section 8 of the Goa Co-operative Societies Act, 2001 (Goa Act 36 of 2001)	Registrar of Co-operative Societies	45 days	Secretary of the Department of Co-operation
3	Approval for amendment in the Bye-Laws of the Society under section 8 of the Goa Co-operative Societies Act, 2001 (Goa Act 36 of 2001)	Assistant Registrar of Co-operative Societies	45 days	Registrar of Co-operative Societies]
Goa State Agricultural Marketing Board				
4	Application for the different types of Licenses	Dy. Secretary, Goa State Agricultural Marketing Board	Thirty days	Jt. Secretary, Goa State Agricultural Marketing Board.

⁹ Substituted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017; The original expression read as follows:-

2	Registration of the Society u/s 8 of the Goa Co-operative Societies Act, 2001	Assistant Registrar of Co-operative Societies	Forty five days	Registrar of Co-operative Societies.
3	Approval of amendment in the Society Bye Laws u/s 11 of the Goa Co-operative Society Act, 2001	Assistant Registrar of Co-operative Societies	Forty five days	Registrar of Co-operative Societies.

5	Renewal of License subject to submission of annual return regularly		Dy. Secretary, Goa State Agricultural Marketing Board	Fifteen days	Jt. Secretary, Goa State Agricultural Marketing Board.
C-Department of Craftsmen Training					
6	Refund of caution money		Principal	Seven days	Director of Craftsmen Training.
7	Issue of bonafide certificate to outgoing trainees after completion of training		Principal	Seven days	Director of Craftsmen Training.
8	Return of all original certificates submitted by the trainees at the time of availing admissions		Principal	Fifteen days from the date of admission	Director of Craftsmen Training.
9	Issue of identity cards for the trainees		Principal	Forty Five days from the date of admission	Director of Craftsmen Training.
10	BPL Scholarships	Forwarding application to the Directorate	Principal	Fifteen days	Director of Craftsmen Training.
		Disposal of application	Asstt. Director (Training)	Fifteen days	Director of Craftsmen Training.
11	Merit Scholarships	Forwarding application to the Directorate	Principal	Fifteen days from the date of publication of merit list	Director of Craftsmen Training.
		Forwarding application to Government	Asstt. Director (Training)	Fifteen days	Director of Craftsmen Training.
12	Authentication of certificates		Assistant Controller of Examination	Seven days	Director of Craftsmen Training
13	Valuation of examination answer papers		Assistant Controller of Examination	Forty five days	Director of Craftsmen Training.
14	Verification of certificates		Assistant Controller of Examination	Fifteen days	Director of Craftsmen Training.
15	Correction of Provisional National Trade certificates		Assistant Controller of Examination	Fifteen days	Director of Craftsmen Training.
D-Department of Education, Art & Culture					
Directorate of Art & Culture					
16	Convey the decision of approval/rejection		Assistant Cultural Officer	Sixty days from the last day of application	Director of Art and Culture.
	If approved – (a) Issue sanction Order		Assistant Cultural Officer	Five days	Director of Art and Culture.
	(b) Release of fund to the Bank		Assistant Cultural Officer	Fifteen days from the date of sanction	Director of Art and Culture.
College of Architecture					

17	Issue of Provisional Passing Certificate	Submission of the list of the students who have any dues to the Academic Section	Incharge of a Respective Section	Two days prior to declaration of results	Principal.
		Issue of Provisional Passing Certificate of the students who do not have any dues of the college	Head Clerk	On the day of the receipt of the Provisional Certificate from the University	Principal.
18	Refund of Caution Money	Submission of the list of the students who have any dues to the Accounts Section	Incharge of a Respective Section	Two days prior to declaration of results	Principal.
		Refund of Caution Money by E.C.S. in the student account	Assistant Accounts Officer	Thirty days from the declaration of results	Principal.
19	Duplicate certificates/Mark sheets	Within 5 years	In charge of Examination	Ten days	Principal.
		Beyond 5 years	In charge of Examination	Thirty days	Principal.
20	Verification of marks		In charge of Examination	Ten days	Principal.
21	Revaluation and declaration of results		In charge of Examination	Forty Five days	Principal.
Archives and Archeology					
22	Issue of certified copies of available records of Births, Deaths, Marriage and Baptism		Archivist (General)	Seven days from date of payment	Director of Archives and Archeology.
23	Certified copy of Land Inscription/Description certificates/Notarial Deeds		Archivist (General)	Twelve days from date of payment	Director of Archives and Archeology.
24	Certified copy of Comunidade records		Archivist (General)	Twelve days from date of payment	Director of Archives and Archeology
25	Terotial Military Court (TMT files/ Inventory files). a. 1 – 20 documents		Archivist (General)	Twelve days from date of payment	Director of Archives and Archeology.
	b. More than 20 but less than 50		Archivist (General)	Twenty days from date of payment	Director of Archives and Archeology.
	c. More than 50 but less than 100		Archivist (General)	Thirty days from date of payment	Director of Archives and Archeology.
	d. More than 100		Archivist	Forty days	Director of

		(General)	from date of payment	Archives and Archeology	
26	Digital images of historical records on CDROMs a. Upto 500 digital images	Scientific Officer	Forty days from date of payment	Director of Archives and Archeology.	
	b. More than 500 digital images	Scientific Officer	Fifty days from date of payment	Director of Archive and Archeology.	
27	Issue of certified copies of following records to public at IPHB, Altinho.	Archivist (Management)	Seven days	Director of Archives and Archeology	
	a. Documentos Pera Vaigem				
	b. Captain of Ports				
	c. Extract of Birth/Death/Marriage Salcette1914-1970 (incomplete series)				
28	Issue of Xerox/Computer copies of documents/books to scholars/students/ public	Librarian	Ten days	Director of Archives and Archeology.	
E- Department of Election Chief Election Officer					
29	Registration of Electors	One copy of the application received under sub-rule (1) of Rule 26 together with a notice inviting objections to be posted as provided in sub-rule (3) of Rule 26	Assistant Electoral Registration Officer/Electoral Registration Officer	Three days	District Election Officer.
		Disposal of the applications when there are no objections	Assistant Electoral Registration Officer/ Electoral Registration Officer	Three days from the last day of filling of objections	District Election Officer.
		Disposal of application, where there are objections	Assistant Electoral Registration Officer/ Electoral Registration Officer	Fifteen days from the last day of filling of objections	District Election Officer.
30	Issue of new Election Photo Identity Card	Assistant Electoral Registration Officer/ Electoral Registration	Seven days from the date of authorization by the E.R.O. of	District Election Officer.	

		Officer	inclusion of the name in the Electoral Roll or after making correction in the Electoral Roll	
31	Issue of Duplicate Election Photo Identity Card	Assistant Electoral Registration Officer/ Electoral Registration Officer	Three days	District Election Officer.
F-Department of Environment Goa State Pollution Control Board				
32	Consent to establish or operate any establishment under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 Large – Red Category Establishment	Chairman	Ninety days	Secretary to Government.
33	Consent to establish or operate any establishment under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 Large (Hotels having more than 50 rooms) – Orange Category	Chairman	Sixty days	Secretary to Government.
34	Consent to establish or operate any establishment under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 Large – Green Category	Chairman	Forty Five days	Secretary to Government.
35	Consent to establish or operate any establishment under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 Micro and Small (Including Stone Quarries) – Red Category	Chairman	Ninety days	Secretary to Government.
36	Consent to establish or operate any establishment under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 Medium Scale Enterprise (Including Stone Quarries) – Red Category	Chairman	Ninety days	Secretary to Government.
37	Consent to establish or operate Beneficiation Plants (Dry Screening Plants, Washing Plants) – Red Category under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution)	Chairman	Ninety days	Secretary to Government

	Act, 1974				
38	Consent to establish or operate Micro and Small (Hotels having 50 or less rooms) – Orange category under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974		Chairman	Sixty days	Secretary to Government.
39	Consent to establish or operate Medium Enterprise – Orange Category under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974		Chairman	Sixty days	Secretary to Government.
40	Consent to establish or operate Micro and Small – Green Category under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974		Chairman	Forty five days	Secretary to Government.
41	Consent to establish or operate Medium Scale Enterprises including Applications for Establishment and Operation of Sewage Treatment Plant (STP) and Diesel Generator sets (DG set) – Green Category under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974		Chairman	Forty five days	Secretary to Government.
42	Renewal of consent to operate under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974 and Hazardous Acts—All category		Chairman	Forty five days	Secretary to Government.
43	Authorization under Hazardous Waste Rules : i) Red Category		Chairman	Ninety days	Secretary to Government.
	ii) Orange Category			Sixty days	
	iii) Green Category			Forty five days	
44	Authorization under Bio Medical Waste Rules Chairman Forty five days Secretary to Government.		Chairman	Forty five days	Secretary to Government.
45	Authorization under Municipal Solid Waste Rules				
46	Authorization under Batteries Waste Management Rules		Chairman	Forty five days	Secretary to Government.
47	Registration under Plastic Waste Rules		Chairman	Forty five days	Secretary to Government.
48	Authorization issued under E-waste (Management and Handling) Rules, 2010		Chairman	Forty five days	Secretary to Government.
G-Department of Finance Commissioner of Excise					
49	Grant of Liquor License/Shifting for Retail sale/Wholesale of IMFL, CL & FL in	Forwarding the Application to the respective Police	Excise Inspector	Five days	Commissioner of Excise

	packed				
	bottles under Rule 90 of the Excise Duty Act & Rules 1964	Station/Village Panchayat/Municipality			
		Submission of report to Excise Department	In-charge of Police Station	Seven days	Superintendent of Police.
		Submission of report to Excise Department	Secretary, Village Panchayat	Seven days	Block Development Officer.
		Submission of report to Excise Department	Chief Officer of Municipality/ Commissioner of City of Panaji Corporation	Seven days	Director of Municipal Administration.
		Submission of report to Excise Commissioner along with Police and Local Body Report	Excise Inspector	Ten days	Commissioner of Excise.
		Decision of the application	Commissioner	Fifteen days	Secretary (Finance).
50	Grant of Liquor License/Shifting for Retail sale/Wholesale of IMFL, CL & FL for consumption under Rule 90 of the Excise Duty Act & Rules, 1964	Forwarding the application to the respective Police Station/Village Panchayat/Municipality	Excise Inspector	Five days	Commissioner of Excise.
		Submission of report to Excise Department	In-charge of Police Station	Seven days	Superintendent of Police.
		Submission of report to Excise Department	Secretary, Village Panchayat	Seven days	Block Development Officer.
		Submission of report to Excise Department	Chief Officer of Municipality /Commissioner of City of Panaji Corporation	Seven days	Director of Municipal Administration.
		Submission of report to Excise Commissioner along with Police and Local Body Report	Excise Inspector	Ten days	Commissioner of Excise.
		Decision of the application	Commissioner of Excise	Fifteen days	Secretary (Finance).
51	Transfer of Ownership of License under Rule 104 of the Goa Excise Duty Act Rules, 1964	Forwarding the application to the respective Police Station	Excise Inspector	Five days	Commissioner of Excise.
		Submission of report to	In-charge of	Seven	Superintendent of

		Excise Department	Police Station	days	Police.
		Submission of report to Excise Commissioner along with Police Report	Excise Inspector	Ten days	Commissioner of Excise.
		Decision of the application	Commissioner of Excise	Fifteen days	Secretary (Finance)
52	Permission for the issue of (No. of permits) Export Permits	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Assistant Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Assistant Excise Commissioner	Two days	Commissioner of Excise.
53	Permission for the issue of Export NOCs (outside India)	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Excise Commissioner	Two days	Secretary (Finance).
54	Permission for the issue of duty paid Import Permit	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Assistant Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Assistant Excise Commissioner	two days	Commissioner of Excise.
55	Permission for the issue of Under Bond Import Permit	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Assistant Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Assistant Excise Commissioner	Two days	Commissioner of Excise.
56	Permission for the issue of NOC to procure ENA/RS/HBS/MS etc.	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Excise Commissioner	Two days	Secretary (Finance).
57	Permission for the issue	Forward the application to	Excise	Two days	Commissioner of

	of NOC to Import Foreign Liquor/Beer/Wine	the Excise Inspector (Station)	Inspector (Unit)		Excise.
		Forward the application to the Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Excise Commissioner	Two days	Secretary (Finance).
58	Permission for the issue of Import Permit to procure of ENA/RS/HBS/MS etc.	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.
		Forward the application to the Assistant Excise Commissioner	Excise Inspector (Station)	Two days	Commissioner of Excise.
		Decision of the application	Assistant Excise Commissioner	Two day	Commissioner of Excise.
59	Recording and renewal of Labels	Forward the application to Assistant Excise Commissioner	Excise Inspector of Station/Unit	Five days	Commissioner of Excise.
		Submission of application to the Commissioner with his view	Assistant Excise Commissioner	Five days	Commissioner of Excise.
		Decision of the application	Commissioner	Five days	Secretary (Finance).
H-Department of Fisheries					
¹⁰ [60]	Registration of Fishing Net		Dy. Director of Fisheries	Fifteen days	Director of Fisheries.
61	Transfer of Fishing Net		Dy. Director of Fisheries	Fifteen days	Director of Fisheries.
62	Allotment of registration number of the Non-motorized/Motorized fishing canoe	Forwarding the application to the Deputy Director of Fisheries	Assistant Superintendent of Fisheries/ Superintendent of Fisheries	Seven days	Director of Fisheries.
		Submission of file to the Director of Fisheries	Dy. Director of Fisheries	Three days	Director of Fisheries.
		Decision on the application	Director of Fisheries	Five days	Secretary of Fisheries
63	Issue of vessel Registration Certificate (for fishing canoe only to the cases where registration number is allotted to the fishing canoe (as per serial No.62)	Forwarding the application to the Deputy Director of Fisheries.	Assistant Superintendent of Fisheries/ Superintendent of Fisheries	Thirty Five days	Director of Fisheries.
		Submission of files to Director of Fisheries	Deputy Director of Fisheries	Five days	Director of Fisheries.
		Decision on the application	Director of Fisheries	Twenty days	Secretary of Fisheries

¹⁰ Entry 60 to 63 substituted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)/109 dated 5-10-2018 published in the Official Gazette Series-II No.28 dated 11-10-2018.

I-Department of Forest Principal Chief Conservator of Forests					
64	Permission for felling trees under the provisions of the Goa, Daman and Diu Preservation of Trees Act, 1984 and Rules made there under.		Sub-Divisional Forest Officer	Fifteen days	Deputy Conservator of Forest.
	a. For two trees				
	b. Upto ten trees		Tree Officer	Thirty days	Conservator of Forest (Conservation).
	c. More than 10 trees		Tree Officer	Sixty days	Conservator of Forest (Conservation).
65	Permission for removal of felling trees for which permission is granted by the Tree Officer		Sub-Divisional Forest Officer	Fifteen days	Deputy Conservator of Forest.
	a. For two trees				
	b. Upto ten trees		Tree Officer	Thirty days	Conservator of Forest (Conservation).
	c. More than 10 trees		Tree Officer	Sixty days	Conservator of Forest (Conservation).
66	Report on the applications received from the Collector/Dy. Collector under the provisions of Goa Land Revenue Code		Dy. Conservator of Forest	Twenty days	Conservator of Forest (Conservation).
67	Compensation of amount of loss of human life or permanent disability	Submission the report to the Damage Assessment Committee	Sub-Divisional Officer Forest	Thirty days	Conservator of Forest (Conservation).
		Decision of the compensation	Dy. Conservator Forest	Fifteen days	Conservator of Forest (Conservation).
		Payment of Assistance	Dy. Director of Account (Directorate of Account)	Seven days	Director of Account.
68	Compensation of amount of human injury or death/injury to cattle/domestic animal/house/other property	Submission the report to the Damage Assessment Committee	Sub-Divisional Officer Forest	Thirty days	Conservator of Forest (Conservation).
		Decision of the compensation	Dy. Conservator Forest	Thirty days	Conservator of Forest (Conservation).
		Payment of Assistance	Dy. Director of Accounts (Directorate of Accounts)	Seven days	Director of Accounts.

69	N. O. C. on the application for Arms License, within 10 km. of Wild Life Centauries/National Parks	Chief Wild life Warden	Twenty Five days	Principal Chief Conservator of Forest.
Forest Development Corporation				
70	Finalization of auction process of Cashew Plantation	General Manager of the Corporation	Fifteen working days from the last day of submission of application	Managing Director.
71	Allotment letter to the bidder	Manager Finance	Eight working days from the date of finalization of bid	General Manager.
	Submission of report by the Forest Officer about the plantation after the end of crop season	Range Forest Officer	30th June	General Manager.
72	Refund of Security Deposit	Manager Finance	Twenty one days from the report received from the R.F.O.	Managing Director.
J-Department of Home Director General of Police				
73	Submission of request to District Magistrate in the case of Armed license	In-charge of Police Station	Thirty days	Supdt. of Police.
74	Issue of copy of First Information Report (F.I.R.)	Station House Officer/Incharge of Police Station	Immediately after registration	In-charge of Police Station.
75	Report on request for sound system for traditional functions/marriage & other religious programme	In-charge of Police Station	Three days	Supdt. of Police.
76	Report on request for sound system related to the moving vehicle, public meeting	Dy. S.P.	Three days	Supdt. of Police.
77	Request of character certificate/service verification Individual application to be sent to respective Police Station	In-charge of Police Station	Seven days	Supdt. of Police.
78	N.O.C. for Petro pump, Gas agency, Hotel & Bar	In-charge of Police Station	Fifteen days	Supdt. of Police.
79	Issue of Certificate of Finger Print	Dy.S.P.	Fifteen days	Supdt. of Police.
80	Caste Verification Report to Scrutiny Committee	Superintendent of Police	Fifteen days	D. I. G.
Directorate of Fire and Emergency Services				
81	N.O.C. for Occupation of Building over 15 meter in height from the ground	Director of Fire and Emergency Services	Fifteen days	Additional/Special Secretary (Home).

82	N.O.C. for Factories and Establishments where electrical motor capacity exceeds 5 H.P. and above	Director of Fire and Emergency Services	Fifteen days	Additional/ Special Secretary (Home).
83	N.O.C. for shipyards and workshops	Director of Fire and Emergency Services	Fifteen days	Additional/Special Secretary (Home).
84	N.O.C. for tank farms of petroleum products	Director of Fire and Emergency Services	Fifteen days	Additional/ Special Secretary (Home).
85	N.O.C. for P.O.L. dispensing outlet	Dy. Director of Fire and Emergency Services	Fifteen days	Director Fire Services.
86	N.O.C. for flammable gas godown/L.P.G. gas godowns;	Director of Fire and Emergency Services	Fifteen days	Additional/Special Secretary (Home).
87	N.O.C. for non-dangerous petroleum upto 8,000 ltrs. and LPG/LNG upto 200 kgs. for commercial activities	Divisional Officer	Fifteen days	Dy. Director Fire Services.
88	N.O.C. for non-dangerous petroleum upto 5,000 ltrs. and LPG/LNG upto 100 kgs. for commercial activities	Assistant Divisional Officer	Fifteen days	Divisional Officer.
89	N.O.C. for storage and use of LPG upto 50 kgs. for commercial activities	Station Fire Officer	Five days	Assistant Divisional Officer.
90	N.O.C. for Shops and Establishment falling under jurisdiction of Village Panchayat	Station Fire Officer	Five days	Assistant Divisional Officer.
91	N.O.C. for Shops and Establishment not covered under jurisdiction of Village Panchayat	Assistant Divisional Officer	Five days	Divisional Officer.
92	N.O.C. for godowns and warehouses (High Hazard)	Director of Fire and Emergency Services	Fifteen days	Additional/ Special Secretary (Home).
93	N.O.C. for godowns and warehouses (Moderate Hazard)	Dy. Director of Fire and Emergency Services	Fifteen days	Director of Fire and Emergency Services.
94	N.O.C. for godowns and warehouses (Low Hazard)	Divisional Officer	Fifteen days	Dy. Director of Fire and Emergency Services.
95	N.O.C. for public place like exhibition halls, entertainment places, dancing halls, theatres, assembly halls, seaport, airport, railway station, bus stations, stadium, etc.	Director of Fire and Emergency Services	Fifteen days	Additional/ Special Secretary (Home).
96	N.O.C. for Video Cinema Houses	Assistant Divisional Officer	Fifteen days	Divisional Officer.
97	N.O.C. for educational and institutional places	Dy. Director of Fire and Emergency Services	Fifteen days	Director of Fire and Emergency Services.

98	N.O.C. for restaurants and bakeries, eating house where the seating capacity does not exceed 100 persons	Divisional Officer	Ten days	Dy. Director of Fire and Emergency Services.
99	N.O.C. for Lodging Houses and Hotels under non-classified category less than fifteen mtrs. in height having up to 25 rooms	Divisional Officer	Ten days	Dy. Director of Fire and Emergency Services.
100	N.O.C. for restaurants and bakeries, eating house where the seating capacity does not exceed 50 persons	Assistant Divisional Officer	Ten days	Divisional Officer.
101	N.O.C. for restaurants and eating house where the seating capacity does not exceed 20 persons	Fire Officer	Ten days	Assistant Divisional Officer.
102	N.O.C. for Lodging Houses and Hotels under non-classified category less than fifteen mtrs. in height having up to fifteen rooms	Assistant Divisional Officer	Ten days	Divisional Officer.
103	N.O.C. for temporary shacks under Tourist Trade Act	Assistant Divisional Officer	Ten days	Divisional Officer.
104	N.O.C. for Scrap Yards under Goa Waste (Scrap) Recycling Unit Scheme, 2010	Divisional Officer	Ten days	Dy. Director of Fire and Emergency Services.
105	N. O. C. for Printing, Composing, Binding etc. where Linotype or other allied machines are used such as Monotype wherein the process of meeting and casting is involved or using above 10 horse power of motor	Assistant Divisional Officer	Ten days	Divisional Officer.
106	N.O.C. for storing, dumping, curing, cleansing etc. of cycle tyres and tubes above 500	Assistant Divisional Officer	ten days	Divisional Officer.
107	N.O.C. for steam engines and boilers to construct or establish any factory workshop or work place in which it is proposed to employ steam power, water power or other mechanical power or electrical power	Assistant Divisional Officer	ten days	Divisional Officer.
108	N.O.C. for storage places of flammable and hazardous goods	Director of Fire and Emergency Services	Fifteen days	Additional Secretary (Home).
109	N.O.C. for hotel under 3 & 4 starred category as per National Building Code of India, 2005, Part 4 (Fire and Life Safety)	Dy. Director (Fire)	Ten days	Director Fire Services.
110	N.O.C. for Storing and/or Selling of Fire Works more than 25 Kgs. and up to 50 Kgs. under Explosive Act, 1884 and Rules, 1983	Divisional Officer	Ten days	Dy. Director Fire Services.

111	N.O.C. for Storing and/or Selling of Fire Works upto 25 Kgs. under Explosive Act, 1884 and Rules, 1983	Assistant Divisional Officer	Ten days	Divisional Officer.
112	Issue of fire report in cases where loss of property assessed more than Rs. 20.00 lakhs	Director of Fire and Emergency Services	Ten days	Additional/ Special Secretary (Home).
113	Issue of fire report in cases where loss of property assessed more than Rs. 10.00 lakhs but less than 20 lakhs	Dy. Director of Fire	Ten days	Director, Fire Services.
114	Issue of fire report in cases where loss of property assessed more than Rs. 5.00 lakhs but less than 10 lakhs	Divisional Officer	Ten days	Dy. Director Fire Services.
115	Issue of fire report in cases where loss of property assessed more than Rs. 1.00 lakh but less than 5 lakhs	Assistant Divisional Officer	Ten days	Divisional Officer.
116	Issue of fire report in cases where loss of property assessed more than 1 lakh.	Station Fire Officer	Ten days	Assistant Divisional Officer
<p style="text-align: center;">K-Department of Industries Goa Industrial Development Corporation a. Allotment of Plots and Galas:</p>				
117	Fixing of meeting of Screening Committee Within from the last date of application	Chief General Manager of IDC	Thirty days	Managing Director of Goa Industrial Development Corporation.
118	Communication of the decision about the offer of allotment of plot when the area is less than 1200 sq. mts. and galas 100 sq. mts.	Managing Director	Fifteen days from the date of receipt of report of Screening Committee	Managing Director of Goa Industrial Development Corporation.
119	Communication of the decision to the applicant about the offer of allotment of plot when the area is more than 1200 sq. mts. and galas 200. sq. mts.	Managing Director	Fifteen days from the date for approval granted by the Board (Date of confirmed Minutes of Meeting is received)	Secretary (Industries).
120	Confirmation/Allotment order to the Party	Managing Director	Fifteen days from the date of applicant's deposited payment	Secretary (Industries).
121	Physical possession	Field Manager	Thirty days from the date of allotment of order issued by the M.D.	Managing Director of Goa Industrial Development Corporation.

122	Issue of Draft of Lease Deed	Chief General Manager	Thirty days from the date of allotment of order issued by M.D.	Managing Director of Goa Industrial Development Corporation.
b. Plot transfer/Sub-lease/Change in name/Trade/Use/Addition of Products/Permitting more than one Industrial unit/Change in Shareholding structure and Change in Constitution of an unit:				
123	Letter to Field Manager for site report	Chief General Manager	Within Ten days of date of application received	Managing Director.
124	Submission of Field Report	Field Manager	Within Ten days	Managing Director.
125	Decision and communication of Provisional Permission	Managing Director	Thirty days from the approval received from Screening Committee	Secretary (Industries).
126	Confirmation order	Managing Director	Fifteen days from the payment received from applicant	Secretary (Industries).
127	Issue of Draft of Lease Deed	Chief General Manager	Thirty days from the date of approval of order issued by M.D.	Managing Director.
c. Surrender of Plots & Galas:				
128	Letter to submit the report from the following Officers 1. Account Section 2. Finance Manager 3. Financial Institute (if any)	Chief General Manager	Five days from the date of application received	Managing Director.
129	No dues about IDC with reference to service mentioned at Sr. No.128	Chief Accounts Officer	Fifteen days	Managing Director.
130	Field Report with reference to service mentioned at Sr. No.128	Field Manager	Fifteen days	Managing Director.
131	Surrender/acceptance letter	Managing Director	Ten days from the compliance of Field Report	Secretary (Industries).

			observation and Board approval received		
132	Refund of amount	Chief Accounts Officer	Fifteen days	Managing Director.	
¹¹ [132A]	The Goa State Incentives to Encourage Investments Schemes, 2017	Incentives to industries for Certification and Patenting Scheme	Director of Industries, Trade & Commerce—Sanction limit amount upto Rs. 10 Lakh per disbursement per scheme	Sanctioning 30 days if designated officer agrees with recommendation of the Task Force Committee	Secretary of Industries if sanction amount is upto Rs. 10 Lakh per disbursement per scheme.
		Employment Subsidy Scheme, 2017 and Employment Subsidy Scheme, 2008			
		The State Mission for Food Processing Scheme (SMFP), 2017	Secretary of Department of Industries—Sanction Limit amount above Rs. 10 Lakh and upto Rs. 20 Lakh per disbursement per scheme	Sanctioning 45 days if designated officer agrees with recommendation of Task Force Committee	Chief Secretary if sanction amount is above Rs. 10 Lakh upto Rs. 20 Lakh per disbursement per scheme.]
		Training Linked Incentives Scheme		Disbursal 15 days after receiving sanction order	
		Incentives to order Consumption of Local Raw Material Scheme			
		Incentive to Green Investments Scheme (Audit Component and Capital)			
		Interest Subsidy Scheme, 2017 Interest Subsidy Scheme, 2008			
d. Mortgage of 1st , 2nd or Pari Passu charge over the lease hold rights of Plots & Galas:					
133	Letter to submit the Report from the following Officers 1. Account Section 2. Finance Manager 3. Financial Institute (if any)	Chief General Manager	Five days from the date of application received	Managing Director.	
134	No dues about IDC with reference to service mentioned at Sr. No.133	Chief Accounts Officer	Fifteen days	Managing Director.	

¹¹ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017;

135	Field Report with reference to service mentioned at Sr. No.133	Field Manager	Fifteen days	Managing Director.
136	No objection letter for mortgage Managing	Director	Ten days from the date of receipt of N.O.C from the Financial Institution if applicable	Secretary (Industries).
¹² [136A]	Building Plan sanction including Plinth inspection	Field Manager/ Area Manager of concerned Industrial Estate	7 days	Managing Director
		Regional Manager/Deputy General Manager	7 days	Managing Director
		General Manager	16 days	Managing Director
		Total	30 days from complete submission of documents and payment of fees	
	Occupancy Certificate	Field Manager/Area Manager of concerned Industrial Estate	3 days	Managing Director
		Regional Manager/ Deputy General Manager	2 days	Managing Director
		General Manager	3 days	Managing Director
		Total	8 days	
	Issue of site plans/layout plans	General Manager (Engineering Section)	5 days	Managing Director
	Release of water connection to Industrial units 1 and above	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	3 days	Managing Director
		General Manager (Engineering)/Regional Manager (Head Office)	5 days	Managing Director

¹² Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017;Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017;

		Regional Manager/Deputy General Manager	3 days	Managing Director
		Total	14 days	
	Release of water connection to Industrial units $\frac{1}{2}$ and $\frac{3}{4}$	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	3 days	Managing Director
		Total	6 days	
	NOC for electric connection	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	2 days	Managing Director
		General Manager (Engineering)/ Regional Manager (Head Office)	3 days	Managing Director
		Total	8 days]	
Goa Handicraft Small Scale Industries Development Corporation				
a. Scheme for providing subsidy for clay idol makers:				
137	Registration of Artisans	Marketing Manager	Fifteen days	Managing Director.
138	Submission of proposal to the appraisal committee	General Manager	Thirty days from the last date of submission of application for subsidy*	Managing Director.
139	Submission of proposal to the Director, Industries, Trade and Commerce for Release of subsidy amount after the appraisal and approval of the committee	Managing Director	Ten days from the date of approval	Secretary Industries.
140	Disbursal of subsidy after receiving the funds from DITC	Manager Accounts	Fifteen days from the date of receiving of funds	Managing Director.
b. Financial assistance to the Traditional Bakers of Goa:				
141	Registration of Artisans	Marketing Manager	Fifteen days	Managing Director.
142	Submission of proposal to the appraisal committee	Accounts Supervisor	Thirty days from the last date of	Managing Director.

			application	
143	Submission of proposal to the Director, Industries, Trade and Commerce for release of subsidy amount after the appraisal committee approve the proposal	General Manager	Seven days from the date of approval	Managing Director.
144	Disbursal of subsidy after receiving the funds from Director, Industries, Trade and Commerce Manager Accounts		Fifteen days from the date of receiving of funds	Managing Director.
c. Deendayal Swayam Rojgar Yojana (Goa Youth Rozgar Yojana Scheme)				
145	Submission of proposal to the appraisal committee	G. M. Accounts	Fifteen days from the last date of application	Managing Director.
146	Disbursal of subsidy after approval by the appraisal Committee	Manager Accounts	Fifteen days from the date of receiving of funds Khadi and Village Industries Board	Managing Director.
147	Scrutiny of the application for financial assistance and placing before the Conveyor (i.e. Collector of the District) Task Force Committee	District Officer (KVIB)	Ten days	Chief Executive Officer (KVIB).
148	Calling of the meeting of Task Force Committee	Collector	Forty days	Secretary (Revenue).
149	Submission of approved proposal to the financial institution	Chief Executive Officer (KVIB)	Ten days	Director (Industries).
150	Disposal of proposal by the financial institution	Branch Manager of Financial Institution	Twenty one days	Lead Bank Officer.
L. Department of Inland Waterways Captain of Ports				
151	Extension of Survey Certificates	Captain of Ports	Eight days	Secretary (Ports).
152	Erection of new fishing stakes	Deputy Hydrographic Surveyor/ Hydrographic Surveyor	Ten days	Captain of Ports.
153	Supply of Hydrographic Charts as per the requirement of the public	Hydrographic Surveyor	Seven days	Captain of Ports.
154	Extension of certificate of Competency of certificate of Masters, Engine Drivers after 60 yrs. of age until the age of 70 yrs.	Dy. Captain of Ports/Marine Engineer & Ship Surveyor	Two days after medical fitness report	Captain of Ports.

155	Annual renewals of Jetties/ Workshops/ Dry-Docks/ Shipyards		Captain of Ports	Fifteen days	Secretary (Ports).
River Navigation					
156	Restoration of ferry services when Ferry Boat fail/Out of order	Where Single ferry boat operating	Senior Superintendent (Workshop and Traffic)	Four working hours	Captain of Ports.
		Where more than one ferry boat operating	Senior Superintendent (Workshop and Traffic)	One day	
157	Resolving the complaint about Ferry boat operation not as per time schedule		Senior Superintendent (Workshop and Traffic)	One day	Captain of Ports.
158	Resolving the grievances against the behavior of the Operational Staff		Senior Superintendent (Workshop and Traffic)	One day	Captain of Ports.
159	Resolving the complaint about facility on the ramp		Senior Superintendent (Workshop and Traffic)	Seven days	Captain of Ports.
M. Department of Labour Commissioner, Labour and Employment Chief Inspector of Factories and Boilers					
¹³ [160]	Approval of Factory Plans		Chief Inspector of Factories & Boilers	90 days	Secretary (Factories & Boilers)
161	Registration & Grant of Factories License		Chief Inspector of Factories & Boilers	21 days	In accordance with section 19 (1) prescribed under the Goa (Right of Citizens to Time Bound Delivery of Public Services) Act, 2013
162	Renewal of Factory License		Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)
163	Amendment of Factory License		Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)
164	Transfer of Factory License		Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)

¹³ Substituted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017;

165	Approval of Notice of Period of Work for Adult Workers	Inspector of Factories	21 days	Chief Inspector of Factories & Boilers
166	Issue of Certificate of Fitness to Young Person	Medical Inspector of Factories/ Certifying Surgeon	21 days	Chief Inspector of Factories & Boilers
167	Confirmation of appointment for conducting Medical Examination of Workers	Medical Inspector of Factories/ Certifying Surgeon	05 days	Chief Inspector of Factories & Boilers
168	Confirmation of appointment for conducting Industrial Hygiene Survey	Chemist	05 days	Chief Inspector of Factories & Boilers
168 A	Confirmation of dates of training programme to be organised	Training Assistant	05 days	Chief Inspector of Factories & Boilers
168 B	Issue of Provisional Order in Form-V after registration inspection	Inspector of Boilers	02 days	Chief Inspector of Factories & Boilers
168 C	Assigning of registration No. for boilers having heating surface area of less than 1000 Sq. meters	Inspector of Boilers	30 days	Chief Inspector of Factories & Boilers
168 D	Issue of Certificate for use of Boiler having heating surface are of more than 1000 Sq. meters	Chief Inspector of Factories & Boilers	30 days	Secretary (Factories & Boilers)
168 E	Steam Test of Boiler	Inspector of Boilers	30 days	Chief Inspector of Factories & Boilers
168	Issue of Certificate for use of Boiler	Inspector of Boilers	02 days	Chief Inspector of Factories & Boilers
168 F	Permission to carry out repairs/ alterations to Boilers	Chief Inspector of Factories & Boilers	02 days	Secretary (Factories & Boilers)
168 G	Inspection of material as per Indian Boiler Regulations, 1950	Inspector of Boilers	21 days	Chief Inspector of Factories & Boilers
168 H	Approval of drawings related to steam pipeline	Inspector of Boilers	21 days	Chief Inspector of Factories & Boilers
168 I	Recognition of Boiler & steam pipeline repairers	Chief Inspector of Factories & Boilers	30 days	Secretary (Factories & Boilers)
168 J	Issue of certificate for manufacture and test	Chief Inspector of Factories & Boilers	(i) 03 days for Boiler component (ii) 07 days for Boiler	Secretary (Factories & Boilers)]
N. Department of Law				

169	Where the final arguments are heard in a matter, judgment should be pronounced	Presiding Officer of Courts constituted under Revenue/ Labour Industrial/Consumer or any other Local Act	Three months from the date of conclusion of the arguments	Appellate authority of the said Court.
170	In Misc. Application and/or all other matters order	Presiding Officer of Courts constituted under Revenue/Labour/ Industrial/Consumer or any other Local Act	Two months from the date of conclusions of arguments, subject to any statutory provisions, if any provided less period	Appellate authority of the said Court.
171	Certified copy of judgment/order pronounced/delivered Seven days (Ordinary) Appellate authority of the said Court.	Presiding Officer of Courts constituted under Revenue/Labour/ Industrial/Consumer or any other Local Act		
172	Certified copy of judgment/order pronounced/delivered	Presiding Officer of Courts constituted under Revenue/Labour/ Industrial/Consumer or any other Local Act	One day (urgent)	Appellate authority of the said Court.
<p align="center">O. Department of Legal Metrology <i>Directorate of Legal Metrology</i></p>				
173	Registration of Manufacturer of Weights and measures, Registration of repairers of weights and measures and Registration of Dealers and Registration of manufacturers, Packers and Importers of Package commodities	Controller	Five day	Secretary (Weights and Measures).
174	Receiving the application for registration, verification of the documents and Submission of the report after site inspection	Assistant Controller (incharge of the zone)	Six days	Controller.
175	Decision of the application	Controller	Four days	Secretary (Weights and Measures).
176	Renewal of Licenses Manufacturer/ Dealers and repairs of weights and measures	Assistant Controller (Head Quarter)	Thirty days	Controller.

177	Verification of petrol and diesel pump (dispensing pumps) and weigh bridges		Assistant Controller (incharge of the zone)	Two days	Controller.
178	Verification of other weights or measures		Inspector	Two days	Controller.
P. Department of Mines and Geology <i>Directorate of Mines & Geology</i>					
179	Grant of application under Rule-5 for mining lease	Forwarding the application after scrutiny to Survey Officer	Director	Five days	Secretary (Mines).
		Verification of plan	Surveying Officer	Five days	Director (Mines).
		Inspection and report	Assistant Geologist	Fifteen days	Director (Mines).
		Decision	Director of Mines	Ten days	Secretary (Mines).
180	Refund of application fee under Rule 10 in case application rejected		Assistant Account Officer	Seven days	Director (Mines).
181	Letter to Deposit Security Deposit and other charges		Director	Five days from the date of order	Secretary (Mines).
182	Demarcation of approved plan		Surveying Officer	Eight days	Director (Mines).
183	Execution of Lease Agreement		Director	Fifteen days	Secretary (Mines).
184	Renewal of Lease under Rule 19	Forwarding the application after scrutiny to Assistant Geologist	Director	Five days	Secretary (Mines).
		Inspection, assessment and report	Assistant Geologist	Twenty days	Director (Mines).
		Decision	Director	Ten days	Secretary (Mines).
185	Transfer of quarrying lease Rule-20	Forwarding the application after scrutiny to Assistant Geologist	Director	Five days	Secretary (Mines).
		Inspection, assessment and report	Assistant Geologist	Twenty days	Director (Mines).

		Decision	Director	Five days	Secretary (Mines).
186	Transit Pass Rule 38-39		Assistant Geologist	Ten days	Director (Mines).
187	Change of name and address		Director	Seven days	Director (Mines).
188	Quarrying permit Rule 68	Forwarding the application after scrutiny to Surveying Officer	Director	Five days	Secretary (Mines).
		Verification of plan	Surveying Officer	Five days	Director (Mines).
		Inspection and report	Assistant Geologist	Fifteen days	Director (Mines).
		Decision	Director	Five days	Secretary (Mines).
Q. Department of Non-Conventional Sources of Energy <i>Goa Energy Development Agency (GEDA)</i>					
189	Releasing of subsidy under Fuel Efficient Pressure Cooker under IREP		Member Secretary	Thirty days	Director of Science and Technology.
190	Release of subsidy under various other schemes		Member Secretary	Thirty days	Director of Science and Technology.
R. Department of Panchayati Raj and Community Development <i>Directorate of Panchayat</i>					
191	Issue of construction licence, permission for repair, licence for hotel/shop/ eating house/factory/trade, occupancy certificate, N.O.C. for Bar/Liquor Shop	Submission of application/file before the Panchayat meeting	V.P. Secretary	Fifteen days	B.D.O.
		Decision on the application	Sarpanch	Fifteen days	B.D.O.
192	Decision on the application of issue of construction licence, permission for repair, Licence under Section 66(2)		Dy. Director of Panchayats	Thirty days	Director of Panchayats.
	Decision on the application of issue of Licence for Hotel/shop/ eating House/Factory/Trade, Occupancy Certificate, N.O.C. for Bar/Liquor Shop		Block Development Officer	Thirty days	Director of Panchayat.
194	Issue of Income Certificate		V.P. Secretary	Three days	B.D.O.
195	Residence Certificate		V.P. Secretary	Three days	B.D.O.

S. Department of Planning <i>Directorate of Planning, Statistics and Evaluation/Office of Chief Registrar of Births and Deaths</i>				
196	Registration of Birth/Death	Registrar/Sub-Registrar	On the day intimation is received under Sections 8 or 9 of the Registration of Births and Deaths Act, 1969	Collector and District Registrar.
197	Issue of Birth/Death Certificate under section 12 (Free of Cost)	Registrar/Sub-Registrar	Soon after the Registration	Collector and District Registrar.
198	Issue of Birth/Death Certificate under section 17 (On payment of fees) if Birth Registered 1971 on wards	Registrar/Sub-Registrar	same day (if Computerized) in case not computerized two days	Collector and District Registrar.
199	Issue of Birth/Death Certificate under section 17 (On payment of fees) if Birth registered prior to 1971	Registrar / Sub Registrar	Seven days	Collector and District Registrar.
200	Non availability certificate (up to 7 years)	Registrar/Sub Registrar	Three days	Collector and District Registrar.
201	Non availability certificate (more than 7 years)	Registrar/Sub Registrar	Seven days	Collector and District Registrar.
202	Permission for Late Birth Registration within a year	Additional District Registrar	Five days	Collector and District Registrar.
203	Correction of Birth/Death record where counter signature is required	Registrar/Sub Registrar	Ten days	Chief Registrar of Births & Deaths.
T. Department of Power <i>Chief Electrical Engineer</i>				
204	Rectification of fuse blown out or MCB tripped	Junior Engineer of concerned Section	Within four working hours for Urban areas from receipt of complaint	Executive Engineer.
		Junior Engineer of concerned Section	Within eight working hours for Rural areas from receipt of complaint	
205	Rectification of broken service line/service line snapped from the pole	Junior Engineer of concerned Section	Within six working hours for Urban areas from receipt of complaint	Executive Engineer.
		Junior Engineer of concerned Section	Within twelve working hours for	

			Rural areas from receipt of complaint	
206	Rectification of fault in distribution line/ system	Junior Engineer of concerned Section	1. Temporary supply to be restored within 4 working hours from alternate source, wherever feasible. 2. Rectification of fault and thereafter restoration of normal power supply within twelve working hours.	Executive Engineer.
207	Repair/ replacement of mistake of Distribution of transformer/burnt	Assistant Engineer of concerned Sub-Division	(1) Temporary restoration of supply through mobile transformer or another backup source within eight working hours, wherever feasible. (2) Normal power supply within twenty four working hours in urban areas, within forty eight working hours in rural areas.	Superintending Engineer.
208	Restoration of HT mains failed	Assistant Engineer of concerned Sub-Division	(1) Temporary restoration of power supply within four working hours, wherever feasible. (2) Rectification of fault within twelve working hours.	Superintending Engineer.
209	Rectification of supply problem in grid (33 KV or 66 KV) sub-station.	Assistant Engineer of concerned Sub-Division	(1) Restoration of supply from alternate source, within six working hours, wherever feasible. (2) Repair and restoration of supply within forty eight working hours.	Superintending Engineer.

210	Rectification of Power Transformer Failure	Assistant Engineer of concerned Sub-Division	Restoration of supply from alternate source within six working hours, wherever feasible	Superintending Engineer.
211	Rectification of voltage variation problem	Junior Engineer	Within four working hours	Executive Engineer.
212	Tapping of Transformer	Junior Engineer	Within three days	Executive Engineer.
213	Installation & Up-gradation of HT/ LT system	Executive Engineer	One hundred and eighty days	Superintending Engineer.
214	Rectification of complaint lodged for burnt meter	Junior Engineer of the concerned Section	Restore supply within six working hours and new meter shall be provided within three days from the receipt of complaint	Executive Engineer.
215	Change of consumer's name due to change in ownership/occupancy for property	Assistant Engineer (Com) of concerned Sub- Division	Urban area-Sixty days Rural area-One hundred and twenty days	Superintending Engineer.
216	Transfer of consumer's name to legal heir	Assistant Engineer (Com)	Fifteen days	Superintending Engineer.
217	Change of category	Assistant Engineer (Com) of concerned Sub- Division	Ten days	Superintending Engineer.
218	Shifting of meter/service line etc.	Assistant Engineer of concerned Sub-Division	Thirty days	Superintending Engineer.
219	Resolving of complaints on billing	Assistant Engineer (Com) of concerned Sub- Division	Fifteen days	Superintending Engineer.
220	Request for Reconnection L.T Consumer	Assistant Engineer (Com)	Within two days of payment of past dues and reconnection charges	Superintending Engineer.
221	Request for Reconnection H.T .Consumer	Assistant Engineer (Com)	Within two days of payment of past dues and reconnection charges	Superintending Engineer.
222	Providing up to date bill to Consumer on request	L.T .Consumer – Assistant Engineer (Com)	Seven days	Superintending Engineer.

223	Providing up to date bill to Consumer on request	H.T. Consumer – Executive Engineer of concerned Division	Seven days	Superintending Engineer.
U. Department of Printing and Stationery <i>Directorate of Printing and Stationery</i>				
224	Publication of private notices in the official Gazette	Dy. Director (Tec)	Fifteen days	Director.
225	Publication of private tender/notice in Vacancy and Tender Bulletin	Dy. Director (Tec)	Seven days	Director.
226	Sale of ancient photographs	Dy. Director	Seven days	Director.
227	Providing the certified copy of the Gazette up to 20 pages	In charge of sale counter	Immediately	Director.
228	Updating the amendment in the Acts on the Printing Press Website	In charge of the publication division	Thirty days from the date of publication in the Gazette	Director.
229	Available of new publication	Dy. Director (Tec)	Thirty days from the date of publication in the Gazette	Director.
230	Updating the amendment in the online publication	Incharge of publication division	Fifteen days from the date of publication in the Gazette	Director.
231	Submission of overtime bills of the employees to the Director of Accounts from the date of receiving in Accounts section	Accounts Officer	Fifteen days from the date of receipt	Director.
V. Department of Public Health <i>Directorate of Health Services</i>				
232	Registration of “SPA” massage parlour	Director	Forty five days	Secretary (Health).
233	Permission to release water/ Electric/Sewerage connection under section 94-A of Public Health Act	Health Officer	Thirty days	Director of Health Services
234	Permission for Construction of House and other premises u/s 29 of the Public Health Act	Health Officer	Thirty days	Director of Health Services.
235	Occupancy of House and other premises u/s 29 of the Public Health Act	Health Officer	Thirty days	Director of Health Services.
236	Permission to start any establishment u/s 29 of the Public Health Act	Health Officer	Thirty days	Director of Health Services.

237	Permission to Operate Ambulance van u/s 50-A of Public Health Act	Director of Health Services	Fifteen days	Secretary (Health).
238	Registration of Medical Practitioner under section 5, 6 of Goa Medical Practitioners Act, 2004 & Rules, 2011	Director of Health Services	Forty five days	Secretary (Health).
239	Renewal of Licence under section 10 of Goa Medical Practitioners Act, 2004 & Rules, 2011	Director of Health Services	Forty five days	Secretary (Health).
240	Assistance under Janani Suraksha Yojana.	Medical Officer/ Incharge of Hospital	Seven days	Director of Health Services.
241	Medicclaim	Director of Health Services	two days	Secretary (Health).
242	Disability Certificate	Medical Officer/ Medical Board	Same day	Director of Health Services
243	Fitness Certificate for the purpose of Employment	Medical Officer/ Medical Board	Two days	Director of Health Services.
W. Department of Sports and Youth Affairs <i>Directorate of Sports</i>				
244	Providing Sports Persons Certificate	Director of Sports	Three days	Secretary (Sports).
245	Recommendations to the Government to provide Financial Assistance to "Indigent Circumstances to Sportspersons	Director of Sports	Thirty days	Secretary (Sports).
246	Recommendations to the Government the grant in aid	Director of Sports	Thirty days	Secretary (Sports).
<i>Sports Authority of Goa</i>				
247	Application for Sportsperson Certificate	Executive Director, SAG	Three days	Secretary (Sports).
248	Membership for availing Sports Facilities	Executive Director, SAG	Three days	Secretary (Sports).
249	Tribal Sports Scholarship	Executive Director, SAG	Fifteen days	Secretary (Sports).
X. Department of Tourism <i>Directorate of Tourism</i>				
250	Registration of Dealers (Sec. 3)	Deputy Director	Three days	Director.
251	Registration of Hotels (Sec. 7)	Deputy Director	Thirty days	Director.
252	Classification of Hotels (Sec. 11)	Deputy Director	Same day	Director.

253	Licensing of Beach shacks (Sec. 13 A)	Deputy Director	Ten days	Director.
254	Licenses for Deck Beds, Umbrellas and chairs (Sec. 13B)	Deputy Director	Ten days	Director.
255	Registration for Travel Agent (Sec. 14)	Deputy Director	Three days	Director.
256	Registration of Tour operators, water sports and adventure Sports operators, etc. (Sec. 19A)	Deputy Director	Three days	Director.
257	Renewal of certificate of registration (Sec. 19 – C)	Deputy Director	Same day	Director.
258	Duplicate Certificate (Sec. 33)	Deputy Director	Same day	Director.
259	Classification of Travel Agents (Rule – 9)	Deputy Director	Same day	Director.
260	Reservation and allotment of mooring sites (Rule 13)	Deputy Director	Three days	Director.
261	Registration of persons carrying on business of plying boats, etc. (Rule 14)	Deputy Director	Same day	Director.

Y. Department of Urban Development

Directorate of Municipal Administration

¹⁴ [262]	Building Plan sanction/New Construction License	Examination, site inspection and submission of the papers to Chief Officer	Municipal Engineer	Twelve days	Chief Officer.
		Decision on the application	Chief Officer/Commissioner	Three days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Two days	Chief Officer/Commissioner
		Issue of license	Chief Officer/Commissioner	Two days from the date of deposit of license fees	D.M.A.]
	Renewal of Construction License	Decision	Chief Officer/Commissioner	Five days	Chief Officer.

¹⁴ Substituted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017; Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017;

¹⁵ [262A]	Plinth Inspection Certificate/Alignment Certificate	Inspection and issue of Certificate	Municipal Engineer	Seven days	Chief Officer/Commissioner]
263	Occupancy Certificate	Inspection & Report	Municipal Engineer	Ten days	Chief Officer/Commissioner
		Decision on the application	Chief Officer/Commissioner	Five days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Two days	Chief Officer/Commissioner.
		Issue of license	Chief Officer/Commissioner	Two days from the date of deposit of fees	D.M.A.
264	Miner repair	Inspection & Report	Municipal Engineer	Ten days	Chief Officer/Commissioner.
		Decision on the application	Chief Officer/Commissioner	Three days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Two days	Chief Officer/Commissioner.
		Issue of license	Commissioner	Two days from the date of deposit of fees	D.M.A.
265	NOC for Electric and Water Connection	Inspection & Report	Municipal Engineer	Eight days	Chief Officer/Commissioner
		Decision on the application	Chief Officer / Commissioner	Two days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Two days	Chief Officer/Commissioner
		Issue of license	Chief Officer / Commissioner	Two days	D.M.A.
266	Transfer of house/property tax		Chief Officer / Commissioner	Thirty days	D.M.A.
267	Income Certificate		I/C of Taxation Division	Three days	Chief Officer/Commissioner

¹⁵ Inserted vide Notification No. 1/22/2013-14/DPG/GPGRAMS/206(B) dated 30-10-2017;Published in the Official Gazette Series II No. 30 (Extraordinary-) dated 30-10-2017;

268	Advertisement Permission For Sign Board & Hoarding	Examination of Papers and report	I/C of Taxation Division	Three days	Chief Officer/ Commissioner
		Decision	Chief Officer / Commissioner	Three days	D.M.A.
269	Forwarding the proposal of transfer of Lease		Chief Officer / Commissioner	Ten days after the Council meeting	D.M.A.
270	Trade License/Renewal		Chief Officer / Commissioner	Seven Days	D.M.A.
271	Public Service (Garbage complaint)		Municipal Engineer	Two day	Chief Officer/ Commissioner.
Goa State Urban Development Agency National Urban Livelihoods Mission					
272	Sanction of funds for formation of SHG		M.S.	Four days	Secretary (U.D).
273	Sanction of Revolving Funds		M.S.	Four days	Secretary (U.D).
274	Release of Grant for Training		M.S.	Four days	Secretary (U.D).
Goa University					
275	Duplicate certificates/Mark sheets	I) Assistant Registrar Examinations (Professional) II)Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Ten days	Registrar.	
276	Correction in name and such other documents	I) Assistant Registrar Examinations (Professional) II)Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Fifteen days	Registrar.	

277	Authentication/Verification of documents	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG)	Ten days	Registrar.
		II) Assistant Registrar Examinations (UG)		
278	Provisional degree certificate	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Ten days	Registrar.
279	Attestation of documents	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Ten days	Registrar.
280	Refund of examination fees	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Twenty days	Registrar.
281	Verification of marks	I) Assistant Registrar	Twenty days	Registrar.

		Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)		
282	Revaluation and declaration of results	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Sixty days	Registrar.
283	Convocation/degree certificate (eligible candidates who have been conferred degrees)	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Twenty days	Registrar.
284	Passing Certificate	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Seven days	Registrar.
285	Payment of remuneration to paper setters and the examiners	I) Assistant Registrar Examinations (Professional)	Forty five days after declaration of result	Registrar.

		II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)			
286	Issue of provisional eligibility certificate	Assistant Registrar	Five days from the date of receipt of application	Registrar.	
		Academic (Colleges)			
287	Issue of migration certificate	Assistant Registrar	Ten days from the date of receipt of application	Registrar.	
		Academic (Colleges)			
288	Scholarship disbursement	Assistant Registrar Academic (P.G.)	Sixty days from the receipt of the application	Registrar.	
289	Refund of deposits	Assistant Registrar Academic (P.G.)	Fifteen days from the date of the receipt of complete documents from respective department	Registrar.	
Z. Department of Women and Child Development					
290	Registration of institution under Rule 71 of The Goa Juvenile Justice (Care and Protection of Children) Rules, 2013	Submission of application to Director of Women and Child	Child and Development Project Officer of the Block	Three days	Director of Women and Child.
		Forwarding the application to the S. P, Collector and Calling the report from the Project Officer	Probation Officer	Two days	Director of Women and Child.

		Submission of Report to Director of Women and Child	S. P. of the District	Fifteen days	Inspector General of Police.
		Submission of Report to Director of Women and Child	Additional Collector of the District	Fifteen days	Collector of the District.
		Submission of Report to Director of Women and Child	Probation Officer	Fifteen days	Director of Women and Child.
		Submission of proposal to the Government	Director of Women and Child	Seven days	Secretary of Women and Child.
291	Completion of Enquiry by J. J. B.		Chairman J.J.B.	Four months (as provided under Section 14 of Juvenile Justice (Care and Protection of Children) Act, 2000	Secretary of Women and Child.
292	Completion of Enquiry by Child Welfare Committee		Chairman C. W. C. committee	Four months (as provided under Section 33 of Juvenile Justice (Care and Protection of Children) Act, 2000	Secretary of Women and Child.
293	Submission of charge sheet against the Juvenile		Investigation officer of the respective Police Station	Three months*	S. P. of the District.

By order and in the name of Governor of Goa.
Neela S. Dharwadkar, Under Secretary (Public Grievances).

Porvorim, 21st December, 2015.

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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(5)

In exercise of the powers conferred by sub-sections (1) and (2) of section 4 and clause (b) of section 2 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013) (hereinafter referred to as the “said Act”) and in supersession of the Government Notification No 1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 08-04-2015, published in the Official Gazette, Series II No.3, dated 16-04-2015, the Government of Goa hereby designates the officers mentioned in column(3) of the Schedule below as designated officers and specifies the services as mentioned in column (2) of the Schedule below to be public services for the purposes of the said Act and further specifies the time limits as mentioned in column (4) of the Schedule below, within which the public services as specified in column (2) of the Schedule below shall be provided by the respective designated officers as mentioned in the corresponding entries in column (3) of the Schedule below and also specifies the authorities mentioned in column (5) of the Schedule below as Appellate Authorities in respect of the public services specified in the corresponding entries in column (2) of the Schedule below.

SCHEDULE

Sr. No.	Public Service	Designated Officer	Time limit	Appellate Authority
(1)	(2)	(3)	(4)	(5)
A- Directorate of Accounts.				
1.	Submission of the service book a non –gazetted government employee, to the Director of Accounts for determining qualifying service.	Head of Office.	On the employee completing Eighteen years of service or on his being left with five years of service before the date of retirement, whichever is earlier.	Head of the Department.
2.	Determining qualifying service of a gazetted government employee.	Dy. Director of Accounts (Gazetted Officers’ Section)	On the employee completing eighteen years of service or on his being left with five years of service before the date of retirement,	Director of Accounts.

			whichever is earlier.	
3.	Submission of the pension proposal to the Director of Accounts in case of retirement on superannuation of non gazetted employees.	Head of Office in which employee is working.	Six months prior to the date of retirement on Superannuation	Head of the Department of his respective office.
4.	Submission of pension proposal to the Director of Accounts in case of retirement on superannuation of gazetted employees.	Dy. Director of Accounts (Gazetted Officers' Section.)	Six months prior to date of retirement on superannuation	Director of Accounts.
5.	Authorization/ sanction of the pension, in case of retirement on superannuation of non –gazetted employees.	Dy. Director of Accounts (Pension Section)	On the day of retirement on superannuation provided the proposal is submitted complete in all respects, by the Head of Office six months prior to retirement.	Director of Accounts.
6.	Authorization/ sanction of the pension in case of retirement on superannuation of gazetted employees.	Dy. Director of Accounts (Pension Section.)	On the day of retirement on superannuation provided the proposal is submitted complete in all respects, by the Dy. Director (Gazetted Section) six months prior to retirement.	Director of Accounts.
7.	Submission of pension proposal to the Director of Accounts in case of retirement of “Invalid Pension” (Medical grounds or any other ground.)	Head of Office in which the employee is working.	One month from retirement.	Head of Department of the respective office.
8.	Authorization/sanction of the pension proposal to the Director of Accounts in case of retirement of “Invalid Pension” (On medical	Dy. Director of Accounts.	Within a two month from the date of receipt of the complete and	Director of Accounts.

	grounds or on any other ground.)			conclusive pension papers and a clear service record.	
9.	Submission of pension proposal to the Director of Accounts in case of death of employee (Family Pension).		Head of Office in which employees was working.	Within two months from the date of receipt of intimation along with death certificate, in the said office.	Head of Department of the respective office.
10.	Authorization /sanction of the Family Pension in case of death of the employee.		Dy. Director of Accounts (Pension Division).	Within a period of two months from the date of receipt of complete and conclusive pension papers.	Director of Accounts.
11.	Final withdrawal of balance in the employees General Provident Fund, in case of retirement on superannuation.		Dy. Director of Accounts (GPF Section).	One hundred and twenty days.	Director of Accounts.
12.	Final withdrawal of General Provident Fund in case of retirement on medical grounds or on any other ground.		Dy. Director of Accounts	One hundred and fifty days.	Director of Accounts.
13.	Final withdrawal of General Provident Fund in case of death of employee.		Dy. Director of Accounts.	One hundred and fifty days.	Director of Accounts.
B- Directorate of Agriculture.					
14.	Issue of Krishi card.		Zonal Agriculture Officer.	Thirty days.	Director of Agriculture.
15.	Support price/assured price of the following crops: Coconut Cashew	Processing & disposal of the application.	Zonal Agriculture Officer.	Thirty days.	Director of Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture.

	Pulses Paddy Areca nut	Release of payment.	Dy .Director of Accounts (Directorate of Accounts).	Fifteen days from the receipt of the bill.	Director of Accounts.
16.	Assistance for fencing.	Processing and disposal of the application.	Zonal Agriculture Officer.	One hundred and fifty days.	Director of Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture.
		Release of payment.	Dy .Director of Accounts (Directorate of Accounts).	Fifteen days from the receipt of the bill.	Director of Accounts.
17.	Incentive for mechanization up to three lakhs.	Processing and Disposing the application.	Zonal Agriculture Office.	Thirty days.	Director of Agriculture.
		Sanctioned application and submission of the bill to the Director of Accounts.	Dy. Director of Agriculture.	Fifteen days.	Director of Agriculture
		Release of payment.	Dy .Director of Accounts (Directorate of Accounts).	Fifteen days from receipt of the bill.	Director of Accounts.
C- Directorate of Animal Husbandry & Veterinary Services.					
18.	Kamdhenu (Sudharit Scheme).		Dy. Director of Animal Husbandry & Veterinary Services.	Fifteen working days.	Director of Animal Husbandry & Veterinary Services.
D-Department of Civil Supplies and Consumer Affairs.					
19.	Issue of a surrender certificate on transfer to another city or otherwise.		Inspector of Civil Supplies.	Same day.	Mamlatdar for Dharbandora Taluka, Joint Mamlatdar-I for all other Talukas.
20.	Issue of a new ration card where cancellation certificate and proof of residence is provided.		Inspector of Civil Supplies.	Three days.	
21.	Issue of new ration card where Cancellation	Forwarding the application to the Talathi	Inspector of Civil Supplies.	One working day.	
		Report to be submitted to Civil Supplies	Talathi of Saza.	Three working days from the day the	

	on certificate and proof of residence is not provided.	branch. Decision on the application.	Inspector of Civil Supplies.	application is received. Three working days from the date of receipt of the Talathi's report.	
22.	Inclusion/deletion of the name from the ration card.		Inspector of Civil Supplies.	Same day.	
23.	Issue of a duplicate ration card.		Inspector of Civil Supplies.	Same day.	
24.	Change of address in the ration card or change of the Fair Price shop.		Inspector of Civil Supplies.	Same day.	
E- Department of Commercial Taxes.					
25.	Registration under Goa Value Added Tax Act, 2005) (Act 9 of 2005)	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.	
26.	Renewal of registration under Goa Value Added Tax Act, 2005) (Act 9 of 2005)	Commercial Tax Officer in charge.	Three days after the certificate of clearance of outstanding dues is issued.	Asst Commissioner of Commercial Taxes in charge.	
27.	Registration under Central Sales Tax Act 1956	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.	
28.	Renewal of registration under Central Sales Tax Act 1956	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.	
29.	Registration under Goa Tax on Luxuries Act, 1988 (Act No. 17 of 1988)	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.	
30.	Renewal of registration under Goa Tax on Luxuries Act, 1988 (Act No. 17 of 1988)	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.	
31.	Registration under The Goa Tax on Entry of Goods	Commercial Tax Officer in	Three days.	Asst Commissioner	

	(Amendment) Act, 2013 (Goa Act 5 of 2013) [16-5-2013]	charge.		of Commercial Taxes in charge.
32.	Renewal of Registration under The Goa Entertainment Tax Act, 1964 (No. 2 of 1964)	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.
33.	Registration under Tax Deducted at Source.	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.
34.	Renewal of registration under Tax Deducted at Source.	Commercial Tax Officer in charge.	Three days.	Asst Commissioner of Commercial Taxes in charge.
F-Education (School Education -Directorate of Education).				
35.	School Leaving Certificate.	Head Master.	Seven days.	Dy. Director of Education.
36.	Registration of coaching classes.	Dy. Director of Education.	Forty five days.	Director of Education.
37.	Renewal of registration of coaching classes.	Dy. Director of Education.	Fifteen days.	Director of Education.
38.	Permission to open a school.	Director of Education.	Forty five days.	Secretary (Education).
39.	Recognition of a school.	Director of Education.	Forty five days.	Secretary (Education).
G- Education (Goa Board of Secondary and Higher Secondary Education).				
40.	Re-evaluation of answer scripts.	Assistant Secretary.	Twenty two working days	Secretary, Goa Board of Secondary and Higher Secondary Education.
41.	Verification of answer scripts.	Assistant Secretary.	Thirty working days	Secretary, Goa Board of Secondary and Higher Secondary Education.
42.	Issue of a photo copy of the answer scripts.	Assistant Secretary.	Thirty five working days.	Secretary, Goa Board of Secondary and Higher Secondary Education.

43.	Issue of a duplicate Marks List.	Assistant Secretary.	Seven working days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
44.	Issue of a duplicate Marks List (Tatkal).	Assistant Secretary.	Same day. *Tatka facility is not available from March to June	Secretary, Goa Board of Secondary and Higher Secondary Education.
45.	Issue of the Passing Certificate.	Assistant Secretary.	Seven working days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
46.	Issue of Migration Certificate.	Assistant Secretary.	Six to eight working days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
47.	Issue of Migration Certificate (Tatkal).	Assistant Secretary.	Same day. Tatkal facility is extended depending upon the availability of the Secretary of the Board	Secretary, Goa Board of Secondary and Higher Secondary Education.
48.	Verification of Mark Sheets.	Assistant Secretary.	Eight-Ten days.	Secretary, Goa Board of Secondary and Higher Secondary Education.
49.	Transcripts.	Assistant Secretary.	Seven-eight working days	Secretary, Goa Board of Secondary and Higher Secondary Education
50.	Rectification.	Assistant Secretary.	Seven-eight working days	Secretary, Goa Board of Secondary and Higher Secondary Education.

51.	Recognition of subject.	Joint Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
52.	Renewal of Recognition.	Joint Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
53.	Additional subject recognition.	Joint Secretary.	By 30 th September.	Secretary, Goa Board of Secondary and Higher Secondary Education.
54.	Change of school name and management.	Joint Secretary.	By 30 th Sept.	Secretary, Goa Board of Secondary and Higher Secondary Education.
H- Education (Higher Education).				
55.	Authentication.	Under Secretary (Higher Education).	Fifteen working days.	Director of Technical Education (DTE)/Ex-Officio Joint Secretary.
I- Education (Technical Education).				
56.	Authentication.	Asst. Secretary (Curriculum Development Cell)	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
57.	Issue of Mark sheets.	Systems Analyst.	Forty five working days from the date of declaration	Chairman of the Board of Technical Education &

			of results.	Director of Technical Education.
58.	Issue of Diploma.	Secretary, Board of Technical Education.	Within three months after the completion of a six months period from the date of declaration of result.	Chairman of the Board of Technical Education & Director of Technical Education.
59.	Issue of Migration and Provisional Passing Certificate.	Secretary Board of Technical Education.	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
60.	Issue of duplicate documents.	Secretary Board of Technical Education.	Fifteen working days after receipt of application fees.	Chairman of the Board of Technical Education & Director of Technical Education.
61.	Verification of documents such as Diploma Certificates, Mark sheets.	Asst. Secretary (C.D.C)	Fifteen working days.	Chairman of the Board of Technical Education & Director of Technical Education.
62.	Verification of Marks.	Asst. Secretary (Post Exam).	Fifteen working days, from the last date for receipt of such applications.	Chairman of the Board of Technical Education & Director of Technical Education.
63.	Issue of Photocopies/verification in presence of answer books.	Asst. Secretary (Post Exam)	Fifteen working days, from the last date for receipt of such applications.	Chairman of the Board of Technical Education & Director of Technical Education.
64.	Revaluation of answer books.	Asst. Secretary. (Post Exam)	Twenty five working days, from the last	Chairman of the Board of Technical

			date for receipt of such applications.	Education & Director of Technical Education.	
65.	Declaration of Board results on the website.	Systems Analyst.	Within one day of declaration of results.	Chairman of the Board of Technical Education & Director of Technical Education.	
66.	Issue of Eligibility Certificate.	Asst. Secretary. (Pre- Exam)	Five days from receipt of Equivalency certificate from the Goa Board of Secondary and Higher Secondary Education.	Chairman of the Board of Technical Education & Director of Technical Education.	
J-Electricity Department.					
67.	Temporary / Permanent Service Connection for Domestic, Commercial, Agriculture.	Assistant Engineer.	Fifteen days.	Superintending Engineer.	
68.	Temporary / Permanent Service Connection for Industries .	Submission of proposal for load approval.	Executive Engineer.	Ten days.	Superintending Engineer.
		Decision on Load approval.	Chief Electrical Engineer.	Ten days.	Secretary (Power).
		Approval of Estimates.	Executive Engineer. / Superintending Engineer / Chief Electrical Engineer.	Ten days.	Superintending Engineer.
		Releasing of connection after execution of work	Executive Engineer.	Ten days.	Superintending Engineer.
69.	Meter Testing	Removing of Meter and sending to MRT laboratory.	Assistant Engineer.	Five days.	Superintending Engineer.
		Testing of the Meter	Assistant Engineer-MRT.	Five days.	Superintending Engineer.
		Re- installing a	Assistant	Five days.	Superintending

		meter.	Engineer.		Engineer.
70.	Shifting of Electric poles.	Submission of the proposal to the Superintending Engineer for approval after inspection is done.	Executive Engineer.	Ten days.	Chief Electrical Engineer.
		Decision on the submitted proposal.	Superintending Engineer.	Five days.	
		Conveying of intimation to deposit supervision charges.	Executive Engineer.	Three days.	
		Submission of proposal to the Superintending Engineer for approval after inspection is done.	Executive Engineer.	Ten days.	

K- Directorate of Food and Drugs Administration.

71.	Grant of Drugs Retail Licence.	Dy. Director of Food and Drugs Administration.	Thirty days.	Director of Food and Drugs Administration.
71.	Grant of Goods Manufacturing Practices Certificate.	Dy. Director of Food and Drugs Administration.	Seven days.	Director of Food and Drugs Administration.
72.	Grant of No Conviction Certificate.	Dy. Director of Food and Drugs Administration.	Seven days.	Director of Food and Drugs Administration.
73.	Grant of Free Sales Certificate.	Dy. Director of Food and Drugs Administration.	Seven days.	Director of Food and Drugs Administration.
74.	Grant of Production & Sales Verification Certificate.	Dy. Director of Food and Drugs Administration.	Fourteen days.	Director of Food and Drugs Administration.
75.	Food Licence involving inspection of Premises.	Designated Officer.	Sixty days.	Director of Food and Drugs Administration.
76.	Food Licence not involving inspection premises.	Designated Officer.	Thirty days.	Director of Food and Drugs

				Administration.	
77.	Registration Certificate for food premises not involving inspection.	Regulatory Authority.	Seven days.	Director of Food and Drugs Administration.	
78.	Registration Certificate for food premises involving inspection.	Regulatory Authority.	Thirty days.	Director of Food and Drugs Administration.	
79.	Registration certificate for temporary premises.	Regulatory Authority.	Three days.	Director of Food and Drugs Administration.	
L-Labour & Employment.					
80.	Issue of Registration Certificate/License under the Contract Labour (R&A) Act, 1970 and the Rules there under.	Dy. Labour Commissioner.	Fifteen working days.	Labour Commissioner	
81.	Issue of Registration Certificate/License under the Inter State Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1975 and the rules there under.	Dy. Labour Commissioner.	Fifteen working days.	Labour Commissioner	
82.	Issue of Registration Certificate under Goa Daman and Diu Shops and Establishment Act, 1973 and the rules there under.	Labour Inspector.	Seven working days.	Labour Commissioner	
83.	Issue of Registration Certificate/License under Motor Transport Workers Act, 1961 and the Rules there under.	Chief Inspector i.e. Commissioner of Labour.	Seven working days	Secretary (Labour)	
84.	Registration for Employment.	Employment Officer.	On same day.	Labour Commissioner	
85.	Renewal for Employment.	Employment Officer.	On same day.	Labour Commissioner	
M- Institute of Nursing Education.					
86.	Providing Transcript to student.	Principal.	Fifteen days	Director of Health Services.	
87.	Certificate of Training.	Principal.	The next day after the result.	Director of Health Services	
N- Directorate of Panchayats.					
88.	Issue of construction licence, permission	Submission of application/file before the Panchayat Meeting.	Village Panchayat Secretary.	Fifteen days.	Block Development Officer.

	on for repair, licence for hotel/shop/ eating house/trade/ factory, occupancy certificate, no objection certificate for bar/liquor shop.	Decision on the application.	Sarpanch	Fifteen days.	Block Development Officer.
		Execution of the decision.	Village Panchayat Secretary.	Ten days.	Block Development Officer.
89.	Issue of Income Certificate.	Village Panchayat Secretary.	Three days.	Block Development Officer.	
90.	Issue of No Dues Certificate.	Village Panchayat Secretary.	Three days.	Block Development Officer.	
91.	Issue of Residence Certificate.	Village Panchayat Secretary.	Three days.	Block Development Officer.	
O-Public Works Department.					
92.	Water connection.	Assistant Engineer.	Thirty days.	Executive Engineer.	
93.	Sewerage Connection.	Assistant Engineer	Thirty days.	Executive Engineer.	
P-Revenue Department.					
94.	Issue of Form I & XIV.	Mamlatdar.	Two days.	Dy. Collector & Sub Divisional Officer.	
95.	Issue of Residence Certificate.	Mamlatdar of Taluka.	Five days.	Dy. Collector & Sub Divisional Officer.	
96.	Issue of Divergence Certificate.	Mamlatdar of Taluka.	Five days.	Dy. Collector & Sub Divisional Officer.	
97.	Issue of Income Certificate for Mediclaim.	Mamlatdar of Taluka.	One day.	Dy. Collector & Sub Divisional Officer.	
98.	Issue of Caste Certificate.	Dy. Collector & Sub Divisional Officer.	Ten days.	Additional Collector –II.	
99.	Issue of Notice for Mutation	Mamlatdar of	Fifteen days	Dy. Collector &	

	in form- X.		Taluka.	from the payment of fees.	Sub Divisional Officer.
100.	Mutation u/s 96 of the Land Revenue Code, in Land Records (where there is no objection).		Mamlatdar of Taluka.	Thirty days from the last day fixed for filling of objections.	Dy. Collector & Sub Divisional Officer.
101.	Mutation u/s 96 of Land Revenue Code, in Land Records (where there are objections).		Mamlatdar of Taluka.	Ninety days from the last day of filling of objections	Dy. Collector & Sub Divisional Officer.
102.	Partition u/s 62 of Land Revenue Code, in Land Records.	Issue of Notice and proclamation.	Dy. Collector & Sub Divisional Officer.	Fifteen days.	Additional Collector –II.
		Issue of order for survey (where there is no objection).	Dy. Collector & Sub Divisional Officer.	Within ten days after the period of thirty days of proclamation in form ‘B’ over.	Additional Collector –II.
		Survey of property.	Inspector of Survey and Land Records.	Thirty working days from the receipt of order.	Superintendent of Land Records.
		Passing the partition order (If there are no objections).	Dy. Collector & Sub Divisional Officer.	Fifteen days from the day the report is received.	Additional Collector –II
103.	Conversion of Land u/s 32 of the Land Revenue Code.	Scrutiny and forwarding the application to the Town Planning/ Forest/ Mamlatdar for report.	Collector/Dy. Collector & Sub Divisional Officer.	Five days.	Secretary (Revenue).
		Submission of report by the Mamlatdar.	Mamlatdar of Taluka.	Twenty days.	Dy. Collector.
		Submission of report by Town & Country Planning Department.	Town Planner.	Twenty days.	Senior Town Planner.
		Submission of report by Forest	Dy. Conservator of	Twenty days.	Chief Conservator of

		Department.	Forests.		Forests.
		Forwarding of papers to survey Department where part of survey number is to be converted.	Collector/Dy. Collector & Sub Divisional Officer.	Within five days of receipt of the report.	Secretary (Revenue).
		Submission of survey report by Land Survey Department.	Inspector of Land survey.	Twenty days from the date of receipt of the order.	Superintendent of Land Records.
		Decision on application.	Collector/Dy. Collector & Sub Divisional Officer.	Within ten days of receipt of the survey report.	Secretary (Revenue).
		Issue of Sanad.	Collector/Dy. Collector & Sub Divisional Officer.	Three days from date of payment.	Secretary (Revenue).
104.	Refund under the Court Fees Act.		Collector.	Ten days.	Secretary (Revenue).
105.	Refund under the Indian Stamps Act.		Collector.	Ten days.	Secretary (Revenue).
106.	Adjudication of Documents.		Additional District Magistrate.	Three days.	Additional Secretary (Home).
107.	Gratuitous relief under natural calamity.	Proposal to be forwarded to the Collector with recommendation	Mamlatdar of Taluka.	Five days.	Collector.
		Decision.	Collector.	Five days.	Secretary (Revenue).
		Disbursement of relief, if approved.	Dy. Director of Accounts.	Five days.	Director of Accounts.
108.	Issue of Matriz Certificates.		Mamlatdar of Taluka.	Three days.	Collector.
109.	Issue of Dependents' Certificate.		Mamlatdar of Taluka.	Five days.	Collector.
110.	Issue of Solvency Certificate .	Up to Rs.1,00,000 (Rupees one lakh).	Mamlatdar of Taluka.	Ten days.	Collector.
		More than Rs. 1, 00,000 (Rupees one lakh and less than Rs.5,00,000	Dy. Collector & Sub Divisional Officer.	Fifteen days.	Collector.

		(Rupees five lakhs).			
		More than Rs.5,00,000 (Rupees five lakhs).	Collector.	Fifteen days.	Secretary (Revenue).
111.	Issue of Domicile Certificate.		Collector.	Five days.	Secretary (Revenue).
112.	Issue of Sound permission.	Forwarding to the Police for report.	Sub Divisional Magistrate/ Additional District Magistrate.	Same day.	Collector.
		Report to the Sub Divisional Magistrate/ Additional District Magistrate.	Police Inspector.	Two days.	Superintendent of Police.
		Decision on the application.	Sub Divisional Magistrate/ Additional District Magistrate.	Two days.	Collector.
113.	Issue of certified copy of survey plan.		Draftsmen Grade-I.	Three days.	Director (Settlement & Land Records).
114.	Issue of New Arms License/ transfer of Arms License.	Forwarding the application to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to the District Magistrate.	Incharge of the Police Station.	Thirty days.	Superintendent of Police.
		Decision on the application.	District Magistrate.	Thirty days.	Secretary (Home).
115.	Renewal of Arms License.	Forwarding the application to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to District Magistrate.	In charge of the Police Station.	Thirty days.	Superintendent of Police.
		Decision on the application.	District Magistrate.	Fifteen days.	Secretary (Home).
116.	Character Verification.	Forwarding of papers to the Police.	District Magistrate.	Three days.	Secretary (Home).
		Report to District Magistrate	Superintendent of Police (Crime).	Fifteen days.	Inspector General of Police.
		Decision of the District	District Magistrate.	Ten days.	Secretary (Home).

		Magistrate.			
Q-Department of Rural Development.					
117.	Indira Awas Yojana.	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the day of Gram Sabha resolution.	Block Development Officer.
		Submission the proposal to the District Rural Development Agency of jurisdiction.	Block Development Officer.	Seven days.	Project Director of jurisdiction.
		Decision on the application.	Project Officer, District Rural Development Agency.	Seven days.	Project Director.
118.	Indira Awas Yojana-2 nd Installment	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Five days.	Block Development Officer.
		Submission the proposal to the District Rural Development Agency.	Block Development Officer.	Ten days.	Project Director.
		Releasing the 2 nd installment	Project Officer, District Rural Development Agency.	Seven days.	Project Director.
119.	National Family Benefit Scheme.	Submission the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the date of Gram Sabha resolution.	Block Development Officer.
		Decision on the application and disbursement of the amount.	Block Development Officer.	Seven days.	Project Director.
120.	Gas connection under GGUY	Submission of the proposal to the Block Development Officer.	Village Panchayat Secretary.	Seven days from the date of Gram Sabha resolution.	Block Development Officer.
		Submission of the proposal to the District Rural Development	Block Development Officer.	Seven days.	Project Director, District Rural Development

		Agency.			Agency.
		Decision on the application.	Project Officer, District Rural Development Agency.	Seven days. from receipt of confirmation of the Know Your Customer (KYC) details.	Project Director, District Rural Development Agency.
121.	Preparation of a Job Card under the Mahatma Gandhi National Rural Employment Guarantee Act	Submission the proposal to Block Development Officer.	Village Panchayat Secretary.	Four days.	Block Development Officer.
		Submission of the proposal to District Rural Development Agency.	Block Development Officer.	Two days.	Project Director
		Printing of the Job Card.	Project Officer.	Two days.	Project Director.
		Issue of the Job Card.	Block Development Officer.	Two days.	Project Director.
		Delivery of the Job Card to the beneficiary.	Village Panchayat Secretary.	Two days.	Block Development Officer.
R- Department of Social Welfare.					
122.	Pre-Metric Scholarship(S.C.)/ O.B.C.		Assistant Director (SC/OBC).	Ten days.	Director of Social Welfare.
123.	Kanya Dhan (S.C.)		Assistant Director (SC/OBC).	Seven days.	Director of Social Welfare.
124.	Grant of financial assistance for performance of funeral and religious ceremonies related to last rites of a person of the Dhargar Community under “Antya Sanskar Sahay Yojana”		Assistant Director (WDA).	Five days.	Director of Social Welfare.
125.	Home Nursing (S.C.)		Assistant Director (SC/OBC).	Ten days.	Director of Social Welfare.
126.	Settlement of claim for 50% subsidy to the disabled for diesel/petrol used for their motorized vehicles.		Assistant Director (WDA).	Seven days.	Director of Social Welfare.

127.	Inter Caste Marriage Award.	Assistant Director (SC/OBC)	Seven days.	Director of Social Welfare
128.	Marriage with Disabled (Award).	Assistant Director (WDA)	Seven days.	Director of Social Welfare.
129.	Merit Based Award (Dhangar).	Assistant Director (WDA)	Seven days.	Director of Social Welfare.
130.	Post Metric Scholarships (S.C. / O.B.C.)	Director of Social Welfare.	Thirty days.	Secretary (Social Welfare).
131.	Gagan Bharari Shiksha Yojana (Dhangar).	Director of Social Welfare.	Thirty days.	Secretary (Social Welfare).
132.	Financial assistance to children of widows/ orphan child. (Dhangar).	Assistant Director (WDA).	Five days.	Director of Social Welfare.
133.	Book Bank scheme (S.C. /O.B.C.)	Assistant Director of Social Welfare.	Ten days.	Director of Social Welfare.
134.	Bachpan- Financial assistance to orphans.	Assistant Director (WDA).	Five days.	Director of Social Welfare.
135.	Issue of identity cards to senior citizens.	Assistant Director (SD).	Ten days.	Director of Social Welfare
136.	Issue of identity cards to the differently abled persons.	Assistant Director (WDA).	Ten days.	Director of Social Welfare
137.	Issue of scholarships to disabled persons.	Assistant Director (WDA).	Ten days.	Director of Social Welfare.
138.	Pre-Metric scholarships to children of those engaged in unclean occupations.	Assistant Director (SD).	Ten days.	Director of Social Welfare.
139.	Financial assistance to self help groups.	Assistant Director (SD).	Fifteen days.	Director of Social Welfare.
140.	Financial assistance to kiosks.	Assistant Director (SD).	Ten days.	Director of Social Welfare.
141.	Rajiv Awaas Yojna.	Assistant Director (SD).	Ten days.	Director of Social Welfare.
142.	Stipend to the disabled.	Assistant Director (WDA)	Ten days.	Director of Social Welfare.
S-State Registrar & Notary Service.				
143.	Registration of a partnership firm under Indian Partnership Act 1932.	Civil Registrar /Registrar of Firms.	Seven days from the date of receipt of the application.	District Registrar.

144.	Returning of documents after registration under Indian Partnership Act 1932.		Civil Registrar/ Registrar of Firms.	Third day from the date of registration.	District Registrar.
145.	Copy of marriage record for the first time under Codigo de Registo Civil in case of civil marriage (definitive)		Civil Registrar.	On the day of final marriage registration.	District Registrar.
146.	Copy of marriage record on first time under Codigo de Registo Civil in case of provisional marriage.		Civil Registrar.	Next day after it becomes definitive.	District Registrar.
147.	Copy of marriage record on first time under Codigo de Registo Civil in case of canonical marriage.		Civil Registrar.	Next day after receipt of the church marriage records.	District Registrar.
148.	Endorsement of name (Change of name of a Hindu bride).		Civil Registrar.	Two days.	District Registrar.
149.	Correctio n of Marriage Record.	Submission of proposal to the District Registrar.	Civil Registrar.	Seven Days.	District Registrar.
		Submission of proposal to the State Registrar.	District Registrar.	Seven days.	State Registrar.
		Decision on the proposal.	State Registrar.	Fifteen days.	Inspector General of Registration/ Law Secretary.
150.	Registration of documents under the Indian Registration Act 1908.		Sub Registrar.	Same day.	District Registrar.
151.	Returnin g of documen ts after registrati on.	a). When the system is computerized.	Sub Registrar.	Three days.	District Registrar.
		b). When records are still being done manually. (Not computerized).	Sub Registrar.	Seven days.	District Registrar.
152.	Issue of certified copies of documents under Indian Registrati on Act 1908.	a). When the system is computerized.	Sub Registrar.	Three days.	District Registrar.
		b).When records are still being done manually. (Not computerized).	Sub Registrar.	Seven days.	District Registrar.
153.	Submission of intimation to		Civil Registrar.	By the seventh	District

	the Mamlatdar of the Taluka under Rule 15 of the Goa Daman and Diu Land Revenue (Record of Rights and Register of Cultivators) Rules 1969 for documents registered in the preceding month.			day of each month.	Registrar.
154.	Change of name or surname under the Goa Change of Name and Surname Act 1990.		Civil Registrar.	One day after the notice period is over if there are no objections received.	District Registrar.
155.	Nil Encumbrance Certificate	Where records are computerized.	Sub -Registrar.	Three days.	District Registrar.
		Where records are not computerized.	Sub- Registrar.	Ten days.	District Registrar.
156.	Registration of a Society under the Societies Registration Act & issue of the registration certificate.		District Registrar/ Inspector General of Societies.	Seven days.	State Registrar.
157.	Issue of certified copies of registered documents other than as specified above.		Civil Registrar.	Seven days.	District Registrar.
158.	Registration of a will under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
159.	Registration of succession under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
160.	Registration of all other documents under the Notarial Act Decree No. 8373 of Notaries Laws.		Civil Registrar/ Notary Ex-Officio.	Seven days.	District Registrar.
T-Town and Country Planning Department					
161.	Recommendation on the application of conversion.		Town Planner in charge of the Taluka.	Twenty days.	Chief Town Planner.
162.	Technical clearances for Building/ Development Plan.		Town Planner in charge of the Taluka.	*Thirty days.	Chief Town Planner.
163.	Zoning Information.		Town Planner in charge of the Taluka/ Member Secretary of Planning	Ten days.	Chief Town Planner.

		Development Authority.		
164.	Issue of Completion Certificate.	Town Planner in charge of the Taluka/ Member Secretary of the Planning and Development Authority.	Fifteen days.	Chief Town Planner.
165.	Development Permission under section 44 of the Town and Country Planning Act.	Member Secretary of Planning and Development Authority.	*Thirty days	Chief Town Planner
166.	No Objection Certificate under Section 49 (6) of the Town and Country Planning Act.	Member Secretary of The Planning and Development Authority.	Twenty days.	Chief Town Planner.
167.	Permission under 17 –A	Town Planner in charge of the Taluka.	Thirty days.	Chief Town Planner.
U-Transport Department				
168.	Issue of learner's license.	Asstt. Director of Transport.	Same day.	Director of Transport.
169.	Issue of temporary registration certificate.	Asstt. Director of Transport.	Same day.	Director of Transport.
170.	Issue of fitness certificate.	Asstt. Director of Transport.	Two days.	Director of Transport.
171.	Renewal of fitness certificate.	Asstt. Director of Transport.	Same day.	Director of Transport.
172.	Issue of temporary permit.	Asstt. Director of Transport.	Same day.	Director of Transport.
173.	Grant of special permit	Asstt. Director of Transport.	Two days.	Director of Transport.
174.	Cancellation of hypothecation/endorsement of hypothecation of vehicle.	Asstt. Director of Transport.	Two days.	Director of Transport.
175.	Renewal of driving licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
176.	Addition to driving licence.	Asstt. Director of Transport.	Added and issued on the same day of passing the test.	Director of Transport.
177.	Renewal of conductor's licence.	Asstt. Director of Transport.	Same day.	Director of Transport.

178.	Transfer of ownership	Asstt. Director of Transport.	Seven days.	Director of Transport.
179.	Issue of the registration certificate.	Asstt. Director of Transport.	Seven days	Director of Transport.
180.	Grant of driving licence.	Asstt. Director of Transport.	On the same day of passing the test.	Director of Transport.
181.	Issue of a duplicate driving licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
182.	Issue of a duplicate conductor's licence.	Asstt. Director of Transport.	Same day.	Director of Transport.
183.	Issue of duplicate Registration Certificate (R.C.) book.	Asstt. Director of Transport.	Same day.	Director of Transport.
184.	Issue of a conductor's badge (L.P.S.A./P.S.V.A).	Asstt. Director of Transport.	Same day.	Director of Transport.
V- Tribal Welfare				
185.	Merit Based Award.	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
186.	Home Nursing (S.T.)	Assistant Director Tribal Welfare.	Ten days.	Director Tribal Welfare.
187.	Pre-Metric Scholarship(S.T.)	Assistant Director Tribal Welfare.	Ninety days.	Director Tribal Welfare.
188.	Atal Asra Yojana (S.T.)	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
189.	Mundkarche Ghar (S.T.)	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
190.	Kanya Dhan (S.T.)	Assistant Director Tribal Welfare.	Thirty days.	Secretary (Tribal).
191.	Antya Sanskar Yojna	Assistant Director Tribal Welfare.	Ten days.	Director Tribal Welfare.
192.	Post Metric Scholar Ship(S.T.)	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
193.	Gagan Bharari Shiksha Yojana (S.T.)	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
194.	Financial Assistance to Children of Widow/ Orphan child (S.T.)	Assistant Director Tribal Welfare.	Ten days.	Secretary (Tribal).
195.	Book Bank Scheme (S.T.)	Assistant Director Tribal Welfare.	Ten days.	Secretary (Tribal).
196.	Merit Based Award	Director Tribal Welfare.	Ninety days.	Secretary (Tribal).
W-Water Resources Department.				

197.	Permission for drawing water for irrigation from River/Nallah/Stream.	Executive Engineer	Fifteen days.	Chief Engineer.
198.	Permission for water for irrigation.	Executive Engineer.	Fifteen days.	Chief Engineer.
199.	Grant of permission to transport water.	Executive Engineer	Fifteen days.	Chief Engineer.
200.	Registration of existing wells.	Ground Water Officer/ Executive Engineer.	Ten days.	Chief Engineer.
201.	Sinking of a well.	Ground Water Officer/ Executive Engineer.	Twenty one days.	Chief Engineer.
202.	Subsidy for irrigation well scheme for agricultural crops / horticultural /plantation crops.	Chief Engineer.	Twenty one days.	Secretary (Water Resources Department).
203.	Subsidy under rain water harvesting scheme.	Chief Engineer.	Twenty one days.	Secretary (Water Resources Department).

Notes:

- (3) In case the application in respect of any public service specified in column (2) of the above schedule is referred to the Government for approval or to the concerned authority for legal opinion/advice, the time consumed in such reference shall be excluded while reckoning the time limit specified in column (4) of the above Schedule.
- (4) Time limit as specified in column(4), in respect of the public service as specified in column (2),of the above schedule, shall commence from the date of submission of application thereof complete in all respects and with all the requisite supporting documents.

This notification shall come in to force with effect.

By Order and in the name of
the Governor of Goa

Shaila Bhosle, Under Secretary (Public Grievances)

Panaji, 14th January, 2016.

(Published in the Official Gazette Series II No. 11 dated 16-6-2016)

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No. 38-1-2006-RD
Government of Goa,
Revenue Department,
Secretariat, Alto Porvorim.

Dated:- 13-02-2007.

CIRCULAR

Sub:- Procedure for issue of Domicile Certificate and period of validity

In order to further simplify the procedure for issue of Domicile Certificate and also to clarify on the validity period of such Certificate, the Government hereby issues following instructions.

1. Whenever an applicant applies for a Domicile Certificate he is required to furnish proof of residence for 15 years. However, whenever the applicant applies for a Domicile Certificate for second time he/she is once again required to produce proof of residence for the entire 15 years period and also an inquiry is conducted again of entire period including the period covered by the earlier certificate.

In such cases wherein the Domicile Certificate is applied for second or subsequent time and incase the applicant produces the copy of earlier Domicile Certificate then the issuing authority need not verify the domicile period covered under that Certificate but proceed to only verify further period after issue of such Certificate upto the present application and accordingly issue a fresh Domicile Certificate covering the entire period.

2. At present various Government departments are treating the validity of Domicile Certificate as six months. This too short period of time creates lot of inconvenience to applicants to apply fresh as well as incases the work load of issuing authority, In view of this, Government has decided that once a Domicile Certificate is issued it shall remain **valid upto the end of next calendar year excluding the year in which it is issued.**

3. It is observed that tat times the issuances of such Certificate is delayed thereby the applicant is made to suffer for admission/employment etc. In view of this, it is desired by Government that applicant for Domicile Certificate should be disposed off **within a maximum period of 3 days.**

By order and in the name of the Governor of Goa

V.S.N. Gaunekar

Under Secretary (Revenue-I)

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GOVERNMENT OF GOA
Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/206(A)

In exercise of the powers conferred by sub-sections (1) and (2) of section 4 and clause (b) of section 2 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013), read with section 21 of the General Clauses Act, 1897 (Central Act 10 of 1897), the Government of Goa hereby amends the Government Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(2) dated 08-04-2015, published in the Official Gazette, Series II No. 3, dated 16-4-2015 (hereinafter referred to as the “principal Notification”) as follows, namely:—

In the Schedule to the principal Notification,—

(i) after the existing entry at serial No. 67, the following entry shall be inserted, namely:—

67 A	Certification of Electrical Installation by Electrical Inspector Manufacturing/Service	15 days to month from the date of inspection or compliance to the observation into by the applicant and subsequent inspections to confirm compliance adhered to whichever is later	
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(ii) after the existing entry at serial No. 71, the following entry shall be inserted, namely:—

71A	Grant of Drugs Wholesale License	Dy. Director of Food and Drugs Administration	30 days	Director of Food and Drugs Administration
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(iii) after the existing entry at serial No. 80, the following entries shall be inserted, namely:—

80 A	Grants of Fresh Drugs/Cosmetics Manufacturing License with maximum five products	Dy. Director of Foods and Drugs Administration	30 days from the receipt of completed application	Director of Food and Drugs Administration
80 B	Grants of Renewal of Drugs/Cosmetics Manufacturing License	Dy. Director of Foods and Drugs Administration	30 days from the receipt of completed application	Director of Food and Drugs Administration

(iv) after the existing entry at serial No. 86, the following entries shall be inserted, namely:—

86 A	Application for Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Deputy Labour Commissioner	Fifteen working days	Labour Commissioner
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(v) after the existing entry at serial No. 93, the following entries shall be inserted, namely:—

93 A	Making of the application to the concerned Sub-Division and processing for ascertaining technical feasibility	Assistant Engineer	4 days	Executive Engineer
	Carrying out site inspection and preparations of feasibility report by Engineer-in-charge	Assistant Engineer	12 days	Executive Engineer
	Preparation of installation bill by Sub-Division	Assistant Engineer	4 days	Executive Engineer
	Payments of installation bill by consumers	Assistant Engineer	3 days	Executive Engineer
	Releasing of Water Supply Connection and providing water meter	Assistant Engineer	7 days	Executive Engineer
		Total	30 days	

(vi) after the existing entry at serial No. 94, the following entry shall be inserted, namely:-

94 A	Site inspection by the Sub-Division Office	Assistant Engineer	0 to 15 days	Executive Engineer
	Inspection Report prepared by Sub-Division Office and submitted to Office Executive Engineer	Assistant Engineer	0 to 30 days	Executive Engineer
	Inspection Report to be verified by the Office of Executive Engineer	Executive Engineer	0 to 8 days	Superintending Engineer
	Applicant is granted Road Cutting Permission	Executive Engineer	0 to 45 days	Superintending Engineer

This Notification shall come into force from the date of its publication in the Official Gazette.

By order and in the name of the Governor of Goa.

Shaila Bhosle, Under Secretary (Public Grievances).

Porvorim, 30th October, 2017.

(Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017)

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Notification

No. 1/22/2013-14/DPG/GPGRAMS/206(B)

In exercise of the powers conferred by sub-sections (1) and (2) of section 4 and clause (b) of section 2 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013), read with section 21 of the General Clauses Act, 1897 (Central Act 10 of 1897), the Government of Goa hereby amends the Government Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)/1168 dated 21-12-2015, published in the Official Gazette, Series II No. 39 dated 24-12-2015 (hereinafter referred to as the “principal Notification”) as follows, namely:—

In the Schedule to the principal Notification,—

(i) for the existing entries at serial Nos. 2 and 3, the following entries shall be substituted, namely:—

2	Registration of Society under section 8 of the Goa Co-operative Societies Act, 2001 (Goa Act 36 of 2001)	Registrar of Co-operative Societies	45 days	Secretary of the Department of Co-operation
3	Approval for amendment in the Bye-Laws of the Society under section 8 of the Goa Co-operative Societies Act, 2001 (Goa Act 36 of 2001)	Assistant Registrar of Co-operative Societies	45 days	Registrar of Co-operative Societies

(ii) (a) after entry at serial No. 132, the following entry shall be inserted, namely:—

132 A	The Goa State Incentives to Encourage Investments Schemes, 2017	Incentives to industries for Certification and Patenting Scheme	Director of Industries, Trade & Commerce—Sanction	Sanctioning 30 days if designated officer agrees with recommendation of the Task Force Committee	Secretary of Industries if sanction amount is upto Rs. 10 Lakh per disbursement per scheme.
		Employment Subsidy Scheme, 2017 and Employment Subsidy Scheme, 2008	Limit amount upto Rs. 10 Lakh per disbursement per scheme		
		The State Mission for Food Processing Scheme (SMFP), 2017	Secretary of Department of Industries—Sanction Limit amount above Rs. 10 Lakh and upto Rs. 20 Lakh per disbursement per scheme	Sanctioning 45 days if designated officer agrees with recommendation of Task Force Committee	Chief Secretary if sanction amount is above Rs. 10 Lakh upto Rs. 20 Lakh per disbursement per scheme.
		Training Linked Incentives Scheme		Disbursal 15 days after receiving sanction order	
		Incentives to order Consumption of Local Raw Material Scheme			
		Incentive to Green			

		Investments Scheme (Audit Component and Capital)			
		Interest Subsidy Scheme, 2017 Interest Subsidy Scheme, 2008			

(b) after entry at serial No. 136, the following entry shall be inserted, namely:—

136A	Building Plan sanction including Plinth inspection	Field Manager/ Area Manager of concerned Industrial Estate	7 days	Managing Director
		Regional Manager/Deputy General Manager	7 days	Managing Director
		General Manager	16 days	Managing Director
		Total	30 days from complete submission of documents and payment of fees	
	Occupancy Certificate	Field Manager/Area Manager of concerned Industrial Estate	3 days	Managing Director
		Regional Manager/ Deputy General Manager	2 days	Managing Director
		General Manager	3 days	Managing Director
		Total	8 days	
	Issue of site plans/layout plans	General Manager (Engineering Section)	5 days	Managing Director
	Release of water connection to Industrial units 1 and above	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	3 days	Managing Director
		General Manager (Engineering)/Regional Manager (Head Office)	5 days	Managing Director
		Regional Manager/Deputy	3 days	Managing Director

		General Manager		
		Total	14 days	
	Release of water connection to Industrial units $\frac{1}{2}$ and $\frac{3}{4}$	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	3 days	Managing Director
		Total	6 days	
	NOC for electric connection	Field Manager/ Area Manager	3 days	Managing Director
		Regional Manager/Deputy General Manager	2 days	Managing Director
		General Manager (Engineering)/ Regional Manager (Head Office)	3 days	Managing Director
		Total	8 days	

(iii) for the existing entries at serial Nos. 160 to 168, the following entries shall be substituted, namely:—

160	Approval of Factory Plans	Chief Inspector of Factories & Boilers	90 days	Secretary (Factories & Boilers)
161	Registration & Grant of Factories License	Chief Inspector of Factories & Boilers	21 days	In accordance with section 19 (1) prescribed under the Goa (Right of Citizens to Time Bound Delivery of Public Services) Act, 2013
162	Renewal of Factory License	Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)
163	Amendment of Factory License	Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)
164	Transfer of Factory License	Chief Inspector of Factories & Boilers	21 days	Secretary (Factories & Boilers)
165	Approval of Notice of Period of Work for Adult Workers	Inspector of Factories	21 days	Chief Inspector of Factories & Boilers
166	Issue of Certificate of Fitness to Young Person	Medical Inspector of Factories/ Certifying Surgeon	21 days	Chief Inspector of Factories & Boilers
167	Confirmation of	Medical Inspector of	05 days	Chief Inspector of Factories

	appointment for conducting Medical Examination of Workers	Factories/Certifying Surgeon		& Boilers
168	Confirmation of appointment for conducting Industrial Hygiene Survey	Chemist	05 days	Chief Inspector of Factories & Boilers
168 A	Confirmation of dates of training programme to be organised	Training Assistant	05 days	Chief Inspector of Factories & Boilers
168 B	Issue of Provisional Order in Form-V after registration inspection	Inspector of Boilers	02 days	Chief Inspector of Factories & Boilers
168 C	Assigning of registration No. for boilers having heating surface area of less than 1000 Sq. meters	Inspector of Boilers	30 days	Chief Inspector of Factories & Boilers
168 D	Issue of Certificate for use of Boiler having heating surface are of more than 1000 Sq. meters	Chief Inspector of Factories & Boilers	30 days	Secretary (Factories & Boilers)
168 E	Steam Test of Boiler	Inspector of Boilers	30 days	Chief Inspector of Factories & Boilers
168	Issue of Certificate for use of Boiler	Inspector of Boilers	02 days	Chief Inspector of Factories & Boilers
168 F	Permission to carry out repairs/ alterations to Boilers	Chief Inspector of Factories & Boilers	02 days	Secretary (Factories & Boilers)
168 G	Inspection of material as per Indian Boiler Regulations, 1950	Inspector of Boilers	21 days	Chief Inspector of Factories & Boilers
168 H	Approval of drawings related to steam pipeline	Inspector of Boilers	21 days	Chief Inspector of Factories & Boilers
168 I	Recognition of Boiler & steam pipeline repairers	Chief Inspector of Factories & Boilers	30 days	Secretary (Factories & Boilers)
168 J	Issue of certificate for manufacture and test	Chief Inspector of Factories & Boilers	(i) 03 days for Boiler component (ii) 07 days for Boiler	Secretary (Factories & Boilers)

(iv) (a) for the existing entry at serial No. 262, the following entry shall be substituted, namely:—

262	Building Plan sanction / New Construction License	Examination Site and Inspection submission of the papers to Chief Officer	Municipal Engineer	Twelve days	Chief Officer
		Decision on the Application	Chief Officer/Commissioner	Three days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Two days	Chief Officer/Commissioner
		Issue of License	Chief Officer/Commissioner	Two days from the date of deposit of license fees	D.M.A.
	Renewal of Construction License	Decision	Chief Officer/Commissioner	Five days	Chief Officer

(b) after entry at serial No. 262, the following entry shall be inserted, namely:—

262 A	Plinth Inspection Certificate/Alignment Certificate	Inspection and issue of Certificate	Municipal Engineer	Seven days	Chief Officer/Commissioner
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This Notification shall come into force from the date of its publication in the Official Gazette.

By order and in the name of the Governor of Goa.

Shaila Bhosle, Under Secretary (Public Grievances).

Porvorim, 30th October, 2017.

(Published in the Official Gazette Series II No. 30 (Extraordinary-2) dated 30-10-2017)

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Department of Revenue

Order

14/59/2017-RD/761

Government of Goa has approved the proposal of setting up the Citizen Services Centre (CSC) to deliver the various Citizen Centric Services of various Government Departments to the Citizens, CSC's will be the front end delivery channel for all Government services.

Initially the Citizen Services Centre (CSC) will be set up at Ground Floor, Mathany Saldhana Administrative Complex, Margao, in Salcete Taluka.

All the people availing services delivered by office of Collector of North and South and subordinate Offices and Directorate of Settlement and Land Records will be delivered exclusively through the above mentioned Citizen Services Centre (CSC).

The applicant/people availing this service from Salcete Taluka should therefore avail this service through Citizen Services Centre (CSC) only.

The details of services provided through CSC with the prescribed rate are as under:—

Sr. No.	Services	Fees
(1)	Every certified computerized copy of a serial number or entry in the record of rights, register of mutations and from the registers, accounts and records, other than maps, maintained by a Talathi under section 8 of the Code	Rs. 45/- for the first page and @ Rs. 15/- for every additional page.
(2)	Every certified copy of an entry in the register of property maintained by the City Survey Officer (Form D)	Rs. 60/-
(3)	Every certified copy of a map of a survey number or of a sub-division of a survey number or of any (uncoloured) map of any immovable property prepared under clause (a) of section 101 of the Code	Rs. 150/- per Survey Number/Sub-Division Number.
(4)	Every certified copy of a map of a survey number or of a sub-division of a survey number or of an ordinary (uncoloured) map or plan of any immovable property prepared under section 56 of the Code	Rs. 150/- per Survey Number/Sub-Division Number.
(5)	Every certified computerized copy of a map of a survey number or of a sub-division of a survey number or of map or plan of any immovable property prepared under section 56 of the Code	Rs. 180/- per Survey Number/Sub-Division Number.
(6)	Every certified copy of computerized map of a survey number or of a sub-division of a survey number or of map or plan of any immovable property prepared under section 56 of the Code with details of Form I appended to the Goa, Daman and Diu Land Revenue (Records of Rights and Register of Cultivators) Rules, 1969	Rs. 180/- per Survey Number/Sub-Division Number.

(7)	Every certified copy of a map or plan of a non-agricultural survey number or a sub-division of such a survey number or of an extract of city survey prepared under section 65 of the Code	Rs. 150/- per Survey Number/Sub-Division Number.
(8)	Every certified computerized copy of a map or plan of a non-agricultural survey number or a sub-division of such a survey number	Rs. 180/- for Survey Number/Sub-Division Number.
(9)	Every certified computerized copy of full size copy of P. T. Sheet	Rs. 180/- for a Survey Number/Sub-Division Number and Rs. 80/- for remaining each Survey Number/Sub-Division Number.
(10)	Every certified copy of following map or plan or certified computerized copy of a map or a plan or of any portion of map or plan (coloured copies with all details)	
	(a) Detail Village map (As per the available scale)	Rs. 450/- for a copy upto 10 P.T. Sheets and Rs. 100/- for each additional PT Sheet with all details.
	(b) Taluka map with village Boundary details(As per the available scale)	Rs. 1000/-
	(c) District map with Taluka Boundary (As per the available scale)	Rs. 2000/-
	(d) Map of State of Goa (As per the available scale)	Rs. 2500/-
(11)	Every certified copy of Form XV/Resurvey map under section 65-A of the Code	Rs. 220/- per Survey Number/Sub-Division Number.
(12)	Every digitally signed copy of a map of survey number or of a Sub-Division of a survey number or plan of any immovable property prepared under section 56 of the Code with the details of Form I appended to the Goa, Daman and Diu Land Revenue (Record of Rights and Register of Cultivators) Rules, 1969	Minimum of Rs. 220/- per Survey Number/Sub-Division Number
(13)	Every digitally signed copy of a map or plan of survey number or a sub-division of a survey number prepared in Form J appended to the Goa, Daman and Diu Land Revenue (City Survey) Rules, 1969 (Integrated Land Record)	Rs. 250/- per Survey Number/Sub-Division Number.
(14)	Every digitally signed copy of a map of a Minimum of survey number or of a sub-division of a survey number or of a map or plan of any immovable property prepared under section 56 of the Code	Rs. 200/- per Survey Number/Sub-Division Number.

Certificates

Sr. No.	Name of the e-Services	Fees
1.	Residence Certificate	50/-
2.	Domicile Certificate	50/-
3.	Mediclaime Certificate	50/-
4.	Divergence Certificate	50/-
5.	Caste Certificate	50/-
6.	Sound Permission	50/-

No fees will be charged for online applications filed by applicant requesting for Certificates.

It is further informed that no services in the form of Certificate or the services which are processed through e-district module will be issued from office of concerned Mamlatdar, Dy. Collector and Collector & DSLR in respect of Salcete Taluka.

Sagun R. Velip,

Under Secretary (Revenue-I).

Porvorim, 16th April, 2018.

(Published in the Official Gazette Series I No. 4 dated 26-4-2018)

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Department of Public Grievances

Notification

No. 1/22/2013-14/DPG/GPGRAMS/III/1(2)/109

In exercise of the powers conferred by sub-sections (1) and (2) of Section 4 and Clause (b) of Section 2 of the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013), read with Section 21 of the General Clauses Act, 1897 (Central Act 10 of 1897), the Government of Goa hereby further amends the Government [Notification No.1/22/2013-14/DPG/GPGRAMS/III/1\(2\)/1168 dated 21-12-2015, published in the Official Gazette, Series II No. 39 dated 24-12-2015](#) (hereinafter referred to as the “principal Notification”), as follows, namely:-

In the Schedule to the principal Notification, for the existing entries against serial Nos. 60 to 63, the following entries shall be substituted, namely:-

60.	Registration of Fishing Net	Deputy Director of Fisheries.	fifteen days	Director of Fisheries
61.	Transfer of Fishing Net	Deputy Director of Fisheries.	fifteen days	Director of Fisheries
62.	Allotment of registration number of the non motorized/ motorised fishing canoe	Forwarding the application to the Deputy Director of Fisheries	seven days	Director of Fisheries.
		Submission of files to the Director of Fisheries	three days	Director of Fisheries.
		Decision on the application	five days	Secretary of Fisheries.
63.	Issue of vessel Registration Certificate (for fishing canoe only to the cases where registration number is allotted to the fishing canoe (as per serial No. 62)	Forwarding the application to the Deputy Director of Fisheries	thirty five days	Director of Fisheries.
		Submission of files to Director of Fisheries	five days	Director of Fisheries.
		Decision on the application	twenty days	Secretary of Fisheries.

This Notification shall come into force on the date of it's publication in the Official Gazette.

By order and in the name of the Governor of Goa.
Shaila Bhosle, Under Secretary (Public Grievances).

Porvorim, 5th October, 2018.

(Published in the Official Gazette Series II No. 28 dated 11-10-2018)

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Notification

No. 1/22/2013-14/DPG/GPGRAMS/108

In exercise of the powers conferred by sub-sections (1) and (2) of Section 4 and Clause (b) of Section 2 of the Goa (Right of citizens to Time-Bound Delivery of Public Services) Act, 2013 (Goa Act 19 of 2013), read with Section 21 of the General Clauses Act, 1897 (Central Act 10 of 1897), the Government of Goa hereby further amends the Government [Notification No. 1/22/2013-14/DPG/GPGRAMS/III/1\(2\) dated 08-04-2015, published in the Official Gazette, Series II No. 3 dated 16-04-2015](#) (hereinafter referred to as the “principal Notification”), as follows, namely:-

In the Schedule to the principal Notification,—

(i) after the existing entry at serial No. 17, the following entries shall be inserted, namely:-

17A	New License to sell/stock/exhibit seeds	Assistant Agriculture Officer	three days	Director of Agriculture.
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17B	Renewal of Licence to sell/stock/exhibit seeds	Assistant Agriculture Officer	three days	Director of Agriculture.
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17C	New Licence to sell/stock/exhibit fertilizer by a Dealer	Agriculture Officer (fertilizer)	five days	Director of Agriculture.
		Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17D	Renewal of licence to sell/stock/exhibit fertilizer by a Dealer	Agriculture Officer (fertilizer)	five days	Director of Agriculture.
		Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17E	Certificate of New Registration for manufacturing physical/granulated mixture of macro and micro nutrient fertilizers (chemical), Organic fertilizers and Bio fertilizers	Agriculture Officer (fertilizer)	five days	Director of Agriculture.
		Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17F	Renewal of Certificate for manufacturing physical/granulated mixture of macro and micro nutrient Deputy Director of five days fertilizers (chemical), Agriculture Organic fertilizers and Director of Agriculture five days Bio fertilizers	Agriculture Officer (fertilizer)	five days	Director of Agriculture.

17G	Licence to manufacture insecticides/pesticides	Agriculture Officer (Plant Protection)	five days	Director of Agriculture.
		Deputy Director of Agriculture	five days	
		Director of Agriculture	five days	
17H	Licence to sell/stock/exhibit insecticides/pesticides by a Dealer	Assistant Agriculture Officer	three days	Director of Agriculture.
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17I	Licence to stock and use insecticide/pesticide for Pest Control Operations	Assistant Agriculture Officer	three days	Director of Agriculture.
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
17J	Renewal of Licence to stock and use insecticide/pesticide for Pest Control Operations	Assistant Agriculture Officer	three days	Director of Agriculture.
		Zonal Agriculture Officer	three days	
		Agriculture Officer/Deputy Director of Agriculture	five days	
		Director of Agriculture	four days	
(ii) for the entry against serial No. 167, the following entry shall be substituted namely:-				
167	No objection certificate under Section 49(6) of the Goa, Daman and Diu Town and Country Planning Act, 1974 (Act 21 of 1975)	Deputy Town Planner/Town Planner/Senior Town Planner in charge of the Taluka	fifteen days	Chief Town Planner (Administration).

This Notification shall come into force from the date of its publication in the Official Gazette.

By order and in the name of the Governor of Goa.

Shaila Bhosle, Under Secretary (Public Grievances).

Porvorim, 5th October, 2018.

(Published in the Official Gazette Series II No. 28 dated 11-10-2018)

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No. 3/9/2013-ARD
Government of Goa,
Administrative Reforms Department,
Secretariat- Porvorim.
Dated: - 29th October, 2013

Ref: - Circular letter No. 3/9/2013-ARD dated 4th July, 2013 along with Office Memorandum No. K-11020/67/2012-AR dated 10th May, 2013.

OFFICE MEMORANDUM

In pursuance of the Office Memorandum dated 10th May, 2013 cited above of the Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances, New Delhi with regard to the recommendations made by the Second Administrative Reforms Commission in its 12th Report titled “Citizen Centric Administration – The Heart of Governance” Government is pleased to adopt the recommendation of self-certification provision for simplifying procedures.

The self-certification means “the True Copy of the original certificate”. The self-certification shall apply to personal documents only to be attested by a person himself/herself” by endorsing the following words on the copy:-

“The certificate is True Copy of the original”

It has, therefore, been decided that henceforth the provision of self-certification by the applicants/stakeholders be adopted instead of asking for an attested copy of documents by a Gazetted Officer or Magistrate, otherwise specifically required under the Statute/Law/Rules. The original documents are required to be produced and verified by the authorities concerned at the final stage i.e. at the time of actual grant of any benefit/facilities or grant of benefits under the scheme or appointment in Government/Semi Government/State Public Sector Undertaking/ Local Bodies, etc. or at the time of Admission in respect of students.

All Heads of Departments are, therefore, directed to review the existing procedure of requirements of attested copies of documents or affidavit at the time of application, wherever possible.

(Sharmila Zuzarte)

Under Secretary (Admn. Reforms)

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No. 15/14/86-PER/Part-I
Government of Goa,
Department of Personnel,
Secretariat, Panaji.
Dated:- 08/10/1996

Read:- Government Circular No. 15/14/86-PER/Part dated 15-3-1995.

Sub:- Issue of certificates to O.B.C. communities and issue of income certificate regarding.

CIRCULAR

Government vide circular read above, had laid down instructions for issue of various certificates alongwith specimen form of applications and certificates including the issue of certificates to O.B.C. communities.

2. The matter has been examined further and it has been decided by the Government that the certificate to be issued to O.B.C. communities be issued by the respective Mamlatdars after carrying out the necessary inquiries by whatever method deemed fit and there would be no prerequisite of obtaining recommendatory letter from the Headman (Patel)/ Association. The Mamlatdar will carry out the detailed inquiry through Talathi/Circle Inspector etc. and satisfy himself before issue of such O. B.C certificate. The concerned Mamlatdar will be fully responsible for issue of such certificate to O.B.C. communities.

3. The matter regarding issue of income certificate for residents of municipal area and issue of income certificate for residents of Panchayat area was also under consideration of Government. It has been decided by the Government that the Chief Officer of the respective Municipal Council shall issue income certificate to the residents under his respective municipal council area. While doing so, the chief officer shall utilise his own machinery for assessing the income of the applicant.

4. As regards to issue of income certificate to the residents of Panchayat area, the income certificate shall be issued by the concerned Village Panchayat Secretary under his respective Panchayat area duly attested by the Sarpanch of the concerned Village Panchayat and countersigned by the concerned Block Development Officer. The V.P. Secretary/Block Development Officer shall utilise their own machinery for assessing the income of the applicant in their own jurisdiction.

5. The format for issue of income certificate alongwith format of application and guideline for issue of certificate by the Chief Officer of the Municipal Councils in the Municipal area and V.P. Secretaries in Panchayat area are enclosed.

6. This issue in suppression/modification of instructions issued in the past on above subject.

(S. S. Keshkamat)

Joint Secretary (Personnel)

**INSTRUCTIONS/GUIDELINES FOR ISSUE OF INCOME CERTIFICATE IN PANCHAYAT
AREA BY THE V.P. SECRETARY**

Income Certificate for residents of Panchayat area:-

Applicant has to submit an application in the prescribed format alongwith proof of income and an affidavit on a Judicial stamp paper taking oath of his income from all sources. The facts are to be verified by the V. P. Secretary of the concerned Village Panchayat by utilising his own machinery. The specimen application form and certificate form are enclosed.

**FORM OF APPLICATION FOR ISSUE OF CERTIFICATE OF INCOME IN PANCHAYAT
AREA**

1. Name and address of the applicant:-
2. Date and Place of birth:-
3. Profession/Occupation:-
4. a) Are you married? If so, wife's/ Husband's name:-
b) His /Her profession/occupation
c) Number of earning members in the family.
d) Please give their monthly income separately:-
e) How many children do you have?
f) What are they doing?
5. Do you, your wife/husband have any immovable property?
If so, give description and value and income derived from the same.
6. Do you have any other family member having any income from other sources such as interest on bank deposits etc.
If so, indicate the same.
7. a) Purpose for which the certificate of income required?
b) Did you apply for a certificate of income earlier?
If so, when

Signature of the Applicant

Place:-

Date:-

N. B. This application has to be accompanied by proof of income and an affidavit on a judicial stamp paper taking oath of his/her income from all sources.

FORM

CERTIFICATE OF INCOME (in Panchayat Area)

This is to certify that the annual income of Shri/Kum./Smt.....
Son/daughter/wife/husband.....resident of.....is
Rs..... (Rupees.....) only for the year

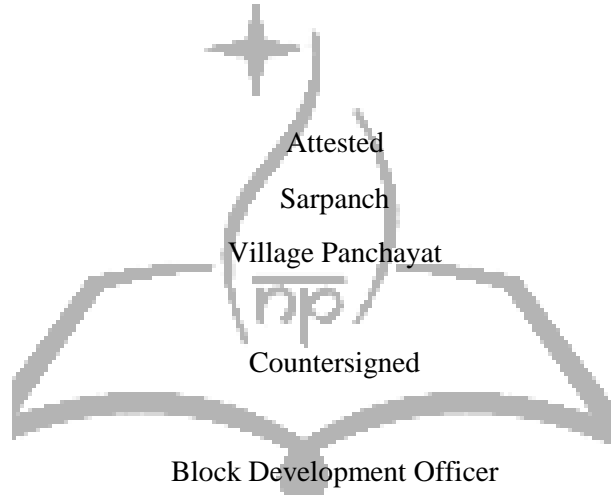
This certificate is issued at the request of Shri/Smt..... for being produced in (name of the
office/department)..... For the purpose of

The undersigned is personally satisfied about the correctness of the certificate, which has been issued
after making an inquiry through..... Of this Village Panchayat and
on the basis of the report number.....dated.....

V. P. Secretary

Place:-

Date:-



**INSTRUCTIONS/GUIDELINES FOR ISSUE OF INCOME CERTIFICATE IN MUNICIPAL
AREA BY THE CHIEF OFFICER**

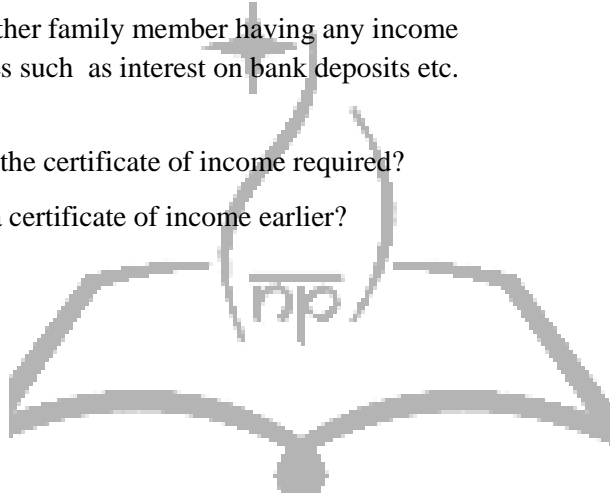
Income certificate for residents of Municipal area:-

Applicant has to submit an application in the prescribed format alongwith proof of income and an affidavit on a judicial stamp paper taking oath of his income from all sources. The facts are to be verified by the Chief Officer of the concerned Municipal Council by utilising his own machinery. The specimen application form and certificate form area enclosed.

FORM OF APPLICATION FOR ISSUE OF CERTIFICATE OF INCOME

IN MUNICIPAL AREA

1. Name and address of the applicant:-
2. Date and Place of birth:-
3. Profession/Occupation:-
4. a) Are you married? If so wife's/husband's name:-
b) His /Her profession/occupation?
c) Number of earning members in the family?
d) Please give their monthly income separately:-
e) How many children do you have?
f) what are they doing?
5. Do you, your wife/husband have any immovable property?
If so, give description and value and income derived from the same.
6. Do you have any other family member having any income from other sources such as interest on bank deposits etc.
7. a) Purpose for which the certificate of income required?
b) Did you apply for a certificate of income earlier?
If so, when



Signature of the Applicant.

Place:

Date:

N.B. This application has to be accompanied by proof of income and an affidavit on a judicial stamp paper taking oath of his/her income from all sources.

FORM
CERTIFICATE OF INCOME (in Municipal Area)

This is to certify that the annual income of Shr/Kum./Smt.
.....Son/daughter/wife/husband.....
.....resident of is Rs.....
(Rupees.....only for the year.....

This certificate is issued at the request of Shri/Smt..... for being produced in (name of the
Office/Department)..... For the purpose of

The undersigned is personally satisfied about the correctness of the certificate, which has been issued
after making an inquiry through..... of this Municipal Council and on the basis of the
report number..... and dated

Place:-

Date:-

Chief Officer



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GOVERNMENT OF GOA
DEPARTMENT OF HOME (GENERAL)
Secretariat
Porvorim- Goa

File No: 15/14/86-PER/Part-I

Dated:28/05/2015

Read: Government Circular No. 15/14/86-PER/Part-I dated 08/10/1996.

Sub:- Issue of Income Certificate –Regarding

CIRCULAR

1. Government vide circular read above, had laid down instructions for issue of Income Certificate alongwith specimen form of applications.
2. The Chief Officer of the respective Municipal Council shall issue Income Certificate to the residents under his respective Municipal Council area. While doing so, the Chief Officer shall utilize his own machinery for assessing the Income of the applicant.
3. As regards to the issue of the Income Certificate to the resident of Panchayat area, the Income Certificate shall be issued by the concerned Village Panchayat Secretary under his respective Panchayat area duly under his respective Panchayat area duly attested by the Sarpanch of the concerned Village Panchayat. The V.P. Secretary shall utilize his/her own machinery for assessing the Income of the applicant in their own jurisdiction.
4. The format for issue of Income Certificate along with format of application for issue of Certificate by the Chief Officer of the Municipal Council in the Municipal area and V.P. Secretaries in Panchayat area are enclosed.
5. This issues in supersession/ Modification of instructions issued in the past on above subject.

Yetindra M. Maralkar

Additional Secretary (Personnel)

**FORM OF APPLICATION FOR THE ISSUE OF CERTIFICATE OF INCOME IN
PANCHAYAT AREA**

1. Name and address of the application:-
2. Date and Place of Birth:-
3. Profession/Occupation:-
4. a) Are you married? If so, Wife's/Husband's Name:-
b) His /Her profession/occupation:-
c) Number of earning members in the family:-
d) Please give their monthly income separately:-
e) How many children do you have:-
f) What are they doing:-
5. Do you, your wife/Husband have any immovable property? If so, give description and value and Income derived from the same.
6. Do you have any other family member having any income from other sources such as interest on bank deposits etc. If so, indicate the same.
7. a) Purpose for which the certificate of Income required?
b) did you apply for a certificate of income earlier?
If so, when?

Signature of the Applicant

Place:-

Date:-

N.B.:- Self declaration for getting Certificate from Local Bodies to be added at the end of the application.

SELF- DECLARATION

I, Shri/Smt. _____ son/daughter of
Shri _____ age _____ resident of _____
Distric _____ hereby declare that the information given below above and in the
enclosed documents is true to the best of my knowledge and belief and nothing has been
concealed therein. I am well aware of the fact that if the information given by me is proved
false/not true, I will have to face the punishment as per the law. Also, all the benefits availed by
me shall be summarily withdrawn.

Name and Signature of the Applicant with
Photo Identity card No.

Date :-

Place:-

FORM

CERTIFICATE OF INCOME (In Panchayat Area)

This is to certify that the annual income of Shri/Kum./Smt.

Son/daughter/wife/husband Resident of
..... is Rs. (Rupees.....
Only) for the year.....

This certificate is issued at the equest of shri/Smt. for being
produced in (name of the office/ department)..... For the purpose of
.....

The undersigned is personally satisfied about the correctness of the certificate, which has been issued
after making an inquiry through..... Of this village Panchayat and on the
basis of the report No. Dated.....

V.P Secretary

Place:-

Date:-

Attested

Sarpanch

Village Panchayat,.....

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No. DGP/COMMITTEE/2014-2015/635
Government of Goa,
Department of Public Grievance,
Secretariat, Porvorim- Goa.
Dated:- 10-06-2015.

OFFICE MEMORANDUM

Sub: Replacement of an Affidavit by a Self-Declaration.

1. The Government of Goa has examined the Interim Report submitted by the Committee on Simplification of Procedures for Effective Delivery of Public Services and concluded that the existing system of submitting an Affidavit by applicants or their Legal Guardians to get various certificates and entitlements such as Residence Certificates, Income Certificate, Ration Card, Construction License, etc. creates unavoidable burden. Hence, there is a need for replacing an Affidavit by a Self-declaration as there are enough provisions under the law for stern action against wrong declaration including that under sections 177,199 and 200 of the Indian Penal Code, 1860.
2. Now, therefore, the Government of Goa hereby directs that no Government Departments/Organizations (Including Municipalities and Panchayats) shall ask for Affidavits from the applicants or their legal guardians, except in those cases where Affidavits are explicitly mandated under the law or court order. An Affidavit shall instead be replaced by a self-declaration which would also carry a signed photo of the applicant or his/ her legal guardian.
3. This system shall be implemented with effect from (1st day of July, 2015). The Government further directs that the Self-declaration forms shall be made available at all sub-ordinate offices of the concerned departments or organization before the date of coming into force of this system.
4. All the Government departments or Organization shall intimate the details about the said changed system to the Department of Public Grievances, Government of Goa Secretariat, and Porvorim-Goa. They shall also inform the Department of Public Grievances about all the cases in which Affidavits are mandatorily required to be continued due to an existing law or Court Order in force. This will enable the Government to bring in suitable amendments, if so felt necessary to simplify the process.
5. The process shall be completed by (31st August, 2015).

R.K. Srivastava

Chief Secretary

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