

## Department of Public Grievances

Directorate 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)
<b>A-Directorate of Accounts</b>				
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.

(1)	(2)	(3)	(4)	(5)
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 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.

(1)	(2)	(3)	(4)	(5)	
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>B-Directorate of Agriculture</b>					
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 mechanization up to three lakhs	Processing and disposing the application	Zonal Agriculture Office	Fifteen 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.
<b>C-Directorate of Animal Husbandry &amp; Veterinary Services</b>					
18	Kamdhenu (Sudharit Scheme)	Dy. Director of Animal Husbandry & Veterinary Services	Fifteen working days	Director of Animal Husbandry & Veterinary Services.	

(1)	(2)	(3)	(4)	(5)	
<b>D-Department of Civil Supplies and Consumer Affairs</b>					
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		
<b>E-Department of Commercial Taxes</b>					
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.	

(1)	(2)	(3)	(4)	(5)
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.
<b>F-Education (School Education-Directorate of Education)</b>				
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).
<b>G-Education (Goa Board of Secondary and Higher Secondary Education)</b>				
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.

(1)	(2)	(3)	(4)	(5)
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 <sup>th</sup> September	Secretary, Goa Board of Secondary and Higher Secondary Education.
52	Renewal of Recognition	Assistant Secretary	By 30 <sup>th</sup> September	Secretary, Goa Board of Secondary and Higher Secondary Education.
53	Additional subject recognition	Assistant Secretary	By 30 <sup>th</sup> September	Secretary, Goa Board of Secondary and Higher Secondary Education.

(1)	(2)	(3)	(4)	(5)
54	Change of school name and management	Assistant Secretary	Thirty days	Secretary, Goa Board of Secondary and Higher Secondary Education.
<b>H-Education (Higher Education)</b>				
55	Authentication	Under Secretary (Higher Education)	Fifteen working days	Director of Technical Education (DTE)/Ex-Officio Joint Secretary.
<b>I-Education (Technical Education)</b>				
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 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 (CDC)	Fifteen working days	Chairman of the Board of Technical Education & Director of Technical Education.

(1)	(2)	(3)	(4)	(5)	
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 Equivalency certificate from the Goa Board of Secondary and Higher Secondary Education	Chairman of the Board of Technical Education & Director of Technical Education.	
<b>J–Electricity Department</b>					
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.



(1)	(2)	(3)	(4)	(5)	
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 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	
<b>K-Directorate of Food and Drugs Administration</b>					
71	Grant of Drugs Retail Licence	Dy. Director of Food and Drugs Administration	Thirty 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.	

(1)	(2)	(3)	(4)	(5)	
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.	
<b>L-Labour &amp; Employment</b>					
81	Issue of Registration Certificate/License under the Contract Labour (R & A) Act, 1970 and the Rules thereunder	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 thereunder	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 thereunder	Labour Inspector	Seven working days	Labour Commissioner	
84	Issue of Registration Certificate/License under Motor Transport Workers Act, 1961 and the Rules thereunder	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	
<b>M-Institute of Nursing Education</b>					
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	
<b>N-Directorate of Panchayats</b>					
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.

(1)	(2)	(3)	(4)	(5)	
	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.	
<b>O—Public Works Department</b>					
93	Water connection	Assistant Engineer	Thirty days	Executive Engineer.	
94	Sewerage connection	Assistant Engineer	Thirty days	Executive Engineer.	
<b>P—Revenue Department</b>					
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 Officer.	
97	Issue of Divergence Certificate	Mamlatdar of Taluka	Five days	Dy. Collector & Sub-Divisional Officer.	
98	Issue of Income Certificate for Mediclaime	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.	

(1)	(2)	(3)	(4)	(5)	
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)

(1)	(2)		(3)	(4)	(5)
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 Matríz 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.

(1)	(2)	(3)	(4)	(5)	
	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).
<b>Q-Department of Rural Development</b>					
118	Indira Awas Yojana	Submission of the proposal to the Block Development Officer	Village Panchayat Secretary	Seven days from the day of Gram Sabha resolution	Block Development Officer.
		Submission of 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.
119	Indira Awas Yojana- 2 <sup>nd</sup> Installment	Submission of the proposal to the Block Development Officer	Village Panchayat Secretary	Five days	Block Development Officer.

(1)	(2)	(3)	(4)	(5)	
		Submission of the proposal to the District Rural Development Agency	Block Development Officer	Ten days	Project Director.
		Releasing the 2 <sup>nd</sup> installment	Project Officer, District Rural Development Agency	Seven days	Project Director.
120	National Family Benefit Scheme	Submission of 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 of 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.

(1)	(2)	(3)	(4)	(5)
<b>R-Department of Social Welfare</b>				
123	Pre-Metric Scholarship (SC)/OBC	Assistant Director (SC/OBC)	Ten days	Director of Social Welfare.
124	Kanya Dhan (SC)	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 (SC)	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 (SC/OBC)	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 (SC/OBC)	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.



(1)	(2)		(3)	(4)	(5)
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.
<b>S-State Registrar &amp; Notary Service</b>					
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.

(1)	(2)		(3)	(4)	(5)
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 preceding month		Civil Registrar	By the seventh day of each month	District Registrar.
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.
<b>T-Town and Country Planning Department</b>					
162	Recommendation on the application of conversion		Town Planner in charge of the Taluka	Twenty days	Chief Town Planner.

(1)	(2)	(3)	(4)	(5)
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	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.
168	Permission under 17 –A	Town Planner in charge of the Taluka	Thirty days	Chief Town Planner.
<b>U–Transport Department</b>				
169	Issue of learner's license	Asst. Director of Transport	Same day	Director of Transport.
170	Issue of temporary registration certificate	Asst. Director of Transport	Same day	Director of Transport.
171	Issue of fitness certificate	Asst. Director of Transport	Two days	Director of Transport.
172	Renewal of fitness certificate	Asst. Director of Transport	Same day	Director of Transport.
173	Issue of temporary permit	Asst. Director of Transport	Same day	Director of Transport.
174	Grant of special permit	Asst. Director of Transport	Two days	Director of Transport.
175	Cancellation of hypothecation/endorsement of hypothecation of vehicle	Asst. Director of Transport	Two days	Director of Transport.
176	Renewal of driving licence	Asst. Director of Transport	Same day	Director of Transport.

(1)	(2)	(3)	(4)	(5)
177	Addition to driving licence	Asst. Director of Transport	Added and issued on the same day of passing the test	Director of Transport.
178	Renewal of conductor's licence	Asst. Director of Transport	Same day	Director of Transport.
179	Transfer of ownership	Asst. Director of Transport	Seven days	Director of Transport.
180	Issue of the registration certificate	Asst. Director of Transport	Seven days	Director of Transport.
181	Grant of driving licence	Asst. Director of Transport	On the same day of passing the test	Director of Transport.
182	Issue of a duplicate driving licence	Asst. Director of Transport	Same day	Director of Transport.
183	Issue of a duplicate conductor's licence	Asst. Director of Transport	Same day	Director of Transport.
184	Issue of duplicate Registration Certificate (RC) book	Asst. Director of Transport	Same day	Director of Transport.
185	Issue of a conductor's badge (LPSA/PSVA)	Asst. Director of Transport	Same day	Director of Transport.
<b>V-Tribal Welfare</b>				
186	Merit Based Award	Director Tribal Welfare	Ten days	Secretary (Tribal).
187	Home Nursing (ST)	Assistant Director Tribal Welfare	Ten days	Director Tribal Welfare.
188	Pre-Metric Scholarship(ST)	Assistant Director Tribal Welfare	Ten days	Director Tribal Welfare.
189	Atal Asra Yojana (ST)	Director Tribal Welfare	Ten days	Secretary (Tribal).
190	Mundkarche Ghar (ST)	Director Tribal Welfare	Ten days	Secretary (Tribal).
191	Kanya Dhan (ST)	Assistant Director Tribal Welfare	Ten days	Secretary (Tribal).
192	Antya Sanskar Yojna	Assistant Director Tribal Welfare	Ten days	Director Tribal Welfare.
193	Post Metric Scholarship (ST)	Director Tribal Welfare	Thirty days	Secretary (Tribal).
194	Gagan Bharari Shiksha Yojana (ST)	Director Tribal Welfare	Thirty days	Secretary (Tribal).
195	Financial Assistance to Children of Widow/Orphan Child (ST)	Assistant Director Tribal Welfare	Thirty days	Secretary (Tribal).
196	Book Bank Scheme (ST)	Assistant Director Tribal Welfare	Thirty days	Secretary (Tribal).

(1)	(2)	(3)	(4)	(5)
197	Merit Based Award	Director Tribal Welfare	Ten days	Secretary (Tribal).
<b>W-Water Resources Department</b>				
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 2<sup>nd</sup> April, 2015.

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

*Fransquinha Oliveira*, Under Secretary (Public Grievances).

Panaji, 8th April, 2015.

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