

## 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 8<sup>th</sup> April, 2015 published in the Official Gazette Series II No. 3 dated 16<sup>th</sup> 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	1 <sup>st</sup> appellate authority
(1)	(2)	(3)	(4)	(5)
<b>A-Department of Agriculture</b>				
<i>Goa State Horticulture Corporation Limited</i>				
1	Settlement of the claim of farmers of locally produced vegetables	Managing Director	Thirty days	Director of Agriculture.
<b>B- Department of Co-operation</b>				
<i>Registrar of Co-operative Societies</i>				
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.
<i>Goa State Agricultural Marketing Board</i>				
4	Application for the different types of Licenses	Dy. Secretary, Goa State Agricultural Marketing Board	Thirty days	Jt. Secretary, Goa State Agricultural Marketing Board.
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.
<b>C-Department of Craftsmen Training</b>				
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.

(1)	(2)		(3)	(4)	(5)
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.
<b>D-Department of Education, Art &amp; Culture</b>					
<i>Directorate of Art &amp; Culture</i>					
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.
<i>College of Architecture</i>					
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.

(1)	(2)		(3)	(4)	(5)
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.
<b>Archives and Archeology</b>					
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).		Archivist (General)	Twelve days from date of payment	Director of Archives and Archeology.
	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 (General)	Forty days from date of payment	Director of Archives and Archeology.
26	Digital images of historical records on CD-ROMs		Scientific Officer	Forty days from date of payment	Director of Archives and Archeology.
	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 Salcette 1914-1970 (incomplete series)				
28	Issue of Xerox/Computer copies of documents/books to scholars/students/ public		Librarian	Ten days	Director of Archives and Archeology.
<b>E- Department of Election</b>					
<i>Chief Election Officer</i>					
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.

(1)	(2)	(3)	(4)	(5)
	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 Officer	Seven days from the date of authorization by the E.R.O. of inclusion of the name in the Electoral Roll or after making correction in the Electoral Roll	District Election Officer.
31	Issue of Duplicate Election Photo Identity Card	Assistant Electoral Registration Officer/ Electoral Registration Officer	Three days	District Election Officer.
<b>F-Department of Environment</b>				
<i>Goa State Pollution Control Board</i>				
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 <b>Large – Red Category Establishment</b>	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 <b>Large (Hotels having more than 50 rooms) – Orange Category</b>	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 <b>Large – Green Category</b>	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 <b>Micro and Small (Including Stone Quarries) – Red Category</b>	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 <b>Medium Scale Enterprise (Including Stone Quarries) – Red Category</b>	Chairman	Ninety days	Secretary to Government.

(1)	(2)	(3)	(4)	(5)	
37	Consent to establish or operate <b>Beneficiation Plants (Dry Screening Plants, Washing Plants) – Red Category</b> under the provisions of the Air (Prevention and Control of Pollution) Act, 1981 and The Water (Prevention and Control of Pollution) Act, 1974	Chairman	Ninety days	Secretary to Government.	
38	Consent to establish or operate <b>Micro and Small (Hotels having 50 or less rooms) – Orange category</b> 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 <b>Medium Enterprise – Orange Category</b> 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 <b>Micro and Small – Green Category</b> 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 <b>Medium Scale Enterprises including Applications for Establishment and Operation of Sewage Treatment Plant (STP) and Diesel Generator sets (DG set) – Green Category</b> 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 :	Chairman	Ninety days	Secretary to Government.	
	i) Red Category		Sixty days		
	ii) Orange Category		Forty five days		
	iii) Green Category				
44	Authorization under Bio Medical Waste Rules	Chairman	Forty five days	Secretary to Government.	
45	Authorization under Municipal Solid Waste Rules	Chairman	Forty five days	Secretary to Government.	
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.	
<b>G-Department of Finance</b>					
<i>Commissioner of Excise</i>					
49	Grant of Liquor License/ Shifting for Retail sale/Wholesale of IMFL, CL & FL in packed	Forwarding the Application to the respective Police	Excise Inspector	Five days	Commissioner of Excise.

(1)	(2)	(3)	(4)	(5)	
	bottles under Rule 90 of the Excise Duty Act & Rules 1964	Station/Village Panchayat/Municipality			
		Submission of report to Excise Department	Incharge 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	Incharge 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 Excise Department	Incharge of Police Station	Seven days	Superintendent of 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).

(1)	(2)	(3)	(4)	(5)	
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 of NOC to Import Foreign Liquor/Beer/Wine	Forward the application to the Excise Inspector (Station)	Excise Inspector (Unit)	Two days	Commissioner of Excise.

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

60	Registration of Fishing Net		Superintendent of Fisheries	Fifteen days	Director of Fisheries.
61	Transfer of Fishing Net		Superintendent of Fisheries	Fifteen days	Director of Fisheries.
62	Registration to the Non-motorized/Motorized fishing canoe and fishing vessels (Allotment of Number)	Submission of the report to the Fisheries Officer	Fisheries Surveyor	Five days	Director of Fisheries.
		Submission of the proposal to the Supdt. of Fisheries	Fisheries Officer	Five days	Director of Fisheries.
		Decision on the application	Supdt. of Fisheries	Five days	Director of Fisheries.
63	Registration to the Non-motorized/Motorized fishing canoe and fishing Vessels (Issue of Vessel Certificate)	Submission of the report to the Fisheries Officer	Fisheries Surveyor	Five days	Director of Fisheries.
		Submission of the proposal to the Supdt. of Fisheries	Fisheries Officer	Five days	Director of Fisheries.
		Decision on the application	Supdt. of Fisheries	Five days	Director of Fisheries.



(1)	(2)	(3)	(4)	(5)	
<b>I-Department of Forest</b>					
<i>Principal Chief Conservator of Forests</i>					
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 Warden	Twenty Five days	Principal Chief Conservator of Forest.	
<i>Forest Development Corporation</i>					
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.	

(1)	(2)	(3)	(4)	(5)
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	30 <sup>th</sup> June	General Manager.
72	Refund of Security Deposit	Manager Finance	Twenty one days from the report received from the R.F.O.	Managing Director.
<b>J-Department of Home</b>				
<i>Director General of Police</i>				
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.
<i>Directorate of Fire and Emergency Services</i>				
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.

(1)	(2)	(3)	(4)	(5)
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 Mono-type wherein the process of meeting and casting is involved or using above 10 horse power of motor	Assistant Divisional Officer	Ten days	Divisional Officer.

(1)	(2)	(3)	(4)	(5)
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.
<b>K-Department of Industries</b>				
<i>Goa Industrial Development Corporation</i>				
a. Allotment of Plots and Galas:				
117	Fixing of meeting of Screening Committee	Chief General Manager of IDC	Within Thirty days from the last date of application	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).

(1)	(2)	(3)	(4)	(5)
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 observation and Board approval received	Secretary (Industries).
132	Refund of amount	Chief Accounts Officer	Fifteen days	Managing Director.
d. Mortgage of 1 <sup>st</sup> , 2 <sup>nd</sup> 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.

(1)	(2)	(3)	(4)	(5)
134	No dues about IDC with reference to service mentioned at Sr. No.133	Chief Accounts Officer	Fifteen days	Managing Director.
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).
<i>Goa Handicraft Small Scale Industries Development Corporation</i>				
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 application	Managing Director.
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	Managing Director.
<i>Khadi and Village Industries Board</i>				
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.

(1)	(2)	(3)	(4)	(5)	
<b>L. Department of Inland Waterways</b>					
<i>Captain of Ports</i>					
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).	
<i>River Navigation</i>					
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.	
<b>M. Department of Labour</b>					
<i>Commissioner, Labour and Employment</i>					
<i>Chief Inspector of Factories and Boilers</i>					
160	Approval of notice of period of work for adult workers	Inspector	Fifteen days	Chief Inspector of Factories and Boilers.	
161	Issue of certificate of Fitness to Young Person	Medical Inspector/ Certified Surgeon	Twenty one days	Chief Inspector of Factories and Boilers.	
162	Inspector for Steam Test of Boiler	Inspector of Boiler	Twenty one days	Chief Inspector of Factories and Boilers.	
163	Renewal of Boiler License	Inspector of Boiler	Twenty one days	Chief Inspector of Factories and Boilers.	
164	Inspection of material as per Indian Boiler Regulations, 1950	Inspector of Boiler	Twenty one days	Chief Inspector of Factories and Boilers.	
165	Approval of drawings related to Boiler pipeline	Inspector of Boiler	Twenty one days	Chief Inspector of Factories and Boilers.	
166	Confirmation of appointment for conducting Medical Examination of Workers	Medical Inspector of Factories	Five days	Chief Inspector of Factories and Boilers.	
167	Confirmation of appointment for conducting Industrial Hygiene Survey	Chemist	Five days	Chief Inspector of Factories and Boilers.	

(1)	(2)	(3)	(4)	(5)	
168	Confirmation of dates of training programme to be organized	Training Assistant	Five days	Chief Inspector of Factories and Boilers.	
<b>N. Department of Law</b>					
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	Presiding Officer of Courts constituted under Revenue/ Labour/Industrial/ /Consumer or any other Local Act	Seven days (Ordinary)	Appellate authority of the said Court.	
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.	
<b>O. Department of Legal Metrology</b>					
<i>Directorate of Legal Metrology</i>					
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.	
<b>P. Department of Mines and Geology</b>					
<i>Directorate of Mines &amp; 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).



(1)	(2)		(3)	(4)	(5)
		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).
<b>Q. Department of Non-Conventional Sources of Energy</b>					
<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.
<b>R. Department of Panchayati Raj and Community Development</b>					
<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.

(1)	(2)	(3)	(4)	(5)
193	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.
<b>S. Department of Planning</b>				
<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.
<b>T. Department of Power</b>				
<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	

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

(1)	(2)	(3)	(4)	(5)
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.
<b>U. Department of Printing and Stationery</b>				
<i>Directorate of Printing and Stationery</i>				
224	Publication of private notices in the Official Gazette	Dy. Director (Tec)	Fifteen days	Director.

(1)	(2)	(3)	(4)	(5)
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.
<b>V. Department of Public Health</b>				
<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.
<b>W. Department of Sports and Youth Affairs</b>				
<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).

(1)	(2)	(3)	(4)	(5)	
<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).	
<b>X. Department of Tourism</b>					
<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.	
<b>Y. Department of Urban Development</b>					
<i>Directorate of Municipal Administration</i>					
262	New Construction License	Examination, site inspection and submission of the papers to Chief Officer	Municipal Engineer	Twenty days	Chief Officer.
		Decision on the application	Chief Officer/ Commissioner	Seven days	D.M.A.
		Convey the decision to applicant	Municipal Engineer	Three days	Chief Officer/ Commissioner.
		Issue of license	Chief Officer/ Commissioner	Three days from the date of deposit of license fees	D.M.A.
	Renewal of Construction License	Decision	Chief Officer/ Commissioner	Five days	Chief Officer.
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.

(1)	(2)	(3)	(4)	(5)	
		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.
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.
<i>Goa State Urban Development Agency</i>					
<i>National Urban Livelihoods Mission</i>					
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).
<i>Goa University</i>					
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.

(1)	(2)	(3)	(4)	(5)
		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 Examinations(Professional) II)Assistant Registrar Examinations(PG) II) Assistant Registrar Examinations(UG)	Twenty days	Registrar.
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)	Seven days	Registrar.



(1)	(2)	(3)	(4)	(5)	
		II) Assistant Registrar Examinations(PG) II) Assistant Registrar Examinations(UG)			
285	Payment of remuneration to paper setters and the examiners	I) Assistant Registrar Examinations (Professional) II) Assistant Registrar Examinations (PG) II) Assistant Registrar Examinations (UG)	Forty five days after declaration of result	Registrar.	
286	Issue of provisional eligibility certificate	Assistant Registrar-Academic (Colleges)	Five days from the date of receipt of application	Registrar.	
287	Issue of migration certificate	Assistant Registrar-Academic (Colleges)	Ten days from the date of receipt of application	Registrar.	
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.	
<b>Z. Department of Women and Child Development</b>					
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.

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



**Department of Social Welfare**  
Directorate of Social Welfare

**Notification**

No. 13/19/89-SWD/5590

Read: Notification No. 13/19/89-SWD/921 dated 17-06-2005.

In supersession of the Government Notification referred to above, the Government of Goa is pleased to reconstitute the Scrutiny Committee for verification of the Social Status Certificate issued by the Competent Authority i.e. Dy. Collector & SDOs of the persons belonging to Other Backward Classes as per the directives of the Supreme Court as under:-

1. Secretary (Social Welfare) — Chairman.
2. Director of Social Welfare — Member.  
and ex officio Joint Secretary
3. Shri Jayant Tari — Expert  
Member  
from OBC  
Community.

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

*Meena H. Naik Goltekar*, Director & ex officio Joint Secretary (Social Welfare).

Panaji, 15th December, 2015.

**Department of Tribal Welfare**  
Directorate of Tribal Welfare

**Notification**

No. DTW/STAT/NGO/2015-16/1/4432

Government of Goa is pleased to constitute of Multidisciplinary State Committee of the State of Goa as per clause 5(a) of the Scheme of Grant-in-Aid to Voluntary Organisations working for the welfare of Scheduled Tribes of Government of India, Ministry of Tribal Welfare Affairs to examine the project proposals of VOs/NGOs in accordance with the procedure/guidelines as laid down by the Ministry from time to time on the basis of inspection reports and performance reports furnished by the field functionaries.

The Multidisciplinary State Committee consists of the following members:-

1. The Secretary, Tribal Welfare — Chairperson.  
Department
2. The Secretary, State Rural — Member.  
Development Department or  
his representative
3. The Secretary, State — Member.  
Agriculture Department or  
his representative

- |  |                     |   |                    |
|--|---------------------|---|--------------------|
| 4. The Secretary, State Health Department or his representative. | — Member.           | 2. The Director, Directorate of Information & Publicity, Panaji-Goa                                     | Ex officio Member. |
| 5. Shri Tukaram Mono Velip R/o Karvem Gaondongriem Canacona-Goa. | — Member.           | 3. Shri Avit Bagli, Reporter/Journalist Gomantak, Panaji-Goa.   | Member.            |
| 6. Shri Upasso Gaonkar R/o Paroda, Salcete-Goa                   | — Member.           | 4. Shri Anil Laad, Stringer, Aaj Tak, Electronic Media Journalist Association                           | Member.            |
| 7. Shri. Suresh Kepekar R/o Rivona, Sanguem-Goa                  | — Member.           | 5. Chairperson, Goa State Commission for Protection of Child Rights, Sakhardande Apartments, Panaji-Goa | Ex officio Member. |
| 8. The Director, Tribal Welfare Department                       | — Member Secretary. | 6. The Deputy Superintendent of Police, Panaji-Goa  | Ex officio Member. |
|  |                     | 7. Director (Women & Child Development)   | Member Secretary.  |

This order is issued with the approval of Government.

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

*Sandhya Kamat*, Director (Tribal Welfare).

Panaji, 9th December, 2015.



### Department of Women & Child Development

Directorate of Women & Child Development

#### Notification

No. 2-401-2014/DW&CD/8673

The Government of Goa is pleased to constitute "State Council for Mass Media" under sub-rule (1) of Rule 9 of the Goa Children (Child Labour, Vigilance Officer, Task Force, Victim Assistance Unit and Other Authorities Rules, 2004 notified vide Notification No. 2-61(1)-97/ICDS dated 07-07-2004 as under:

- |   |                         |
|---|-------------------------|
| 1. Secretary (Women & Child Dev.), Department of Women & Child Development, Secretariat, Porvorim-Goa | Ex officio Chairperson. |
|---|-------------------------|

The Council shall prepare guideline for the protection of children from the information and material injurious to their well being as well as harmful exposure in the mass media and also suggest ways to protect children from the harmful influences of the internet and mass media within the State of Goa.

The non-official members of the Committee shall be paid honorarium per sitting/meeting as per the Government norms.

The above Committee shall be in force until further orders.

*Deepali D. Naik*, Director & ex officio Jt. Secretary (Women & Child Development).

Panaji, 14th December, 2015.

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