

## **South Goa Collectorate Launched Two Citizen Services**

**Shri Subhash Faldessai, Hon'ble MLA, Sanguem & Chairman of ITG Ltd, Shri Nilesh Cabral, Hon'ble MLA, Curchorem & Chairman of GTDC,** launched Online Land Conversion and Citizen Toll Free Grievances Redressal Systems on 03.03.2016.

Other dignitaries present for the function were Shri Caitano Silva (MLA Benaulim), Shri Benzamin Silva (MLA Velim), Shri Aleixo R. Lourenco (MLA Curtorim), Dr. Babita Angle Prabhudessai (Chairperson, MMC), Shri Navnath Naik, Adhyaksha (ZP South) and Dr. Sachin Shinde, (Collector, South Goa).

**I. Citizen First Toll Free Grievances Redressal System** facilitates to register grievances, enquire for application status, application procedures, court cases status, certificate status and any other services provided by the South Goa Collectorate. A Toll Free No.18002330405 is setup to redress the grievances. Grievances are redressed with the help of File Flow Management System, Website, Certificate and Court cases databases.

**II. Online Land Conversion Cases System** has been developed to enable Collector South Goa and Deputy Collectors to conveniently process Land Conversion cases u/s of Goa Land Revenue Code. This system seamlessly integrates stake holder departments involved in the process such as Town & Country Planning, Mamlatdars, Forest Department and Inspector of Settlement & Land Records etc. It has been desired that there would be no Physical movement of documents between stakeholders to reduce the time lags and increase the performance efficiency at all levels. Configurable workflow, digitally signed letters, inspection reports and sanad, live ROR and ROR information is pulled from Dharani, integration with Goa State Treasury's eChallan service and SMS to inform progress of case are some of the key features in the system.

This system has been developed using Open Source Technologies such as WAMP (Windows, Apache, MySQL, PHP) with HTML5, Ajax, JQuery, Javascript have been used to build this application software. XADES & PDF Signatures are used for document authentication, integrity and non-repudiation.

This system is rolled out at for O/o Collector & Additional Collectors, and Deputy Collectors of South Goa.



From left: Dr. Babita Angle Prabhudessai lighting the lamp, Shri Subhash Faldessai, Shri Nilesh Cabral, Shri Caitano Silva, Dr. Sachin Shinde (IAS), Shri Aleixo R. Lourenco

**Press clippings**

**Admin failure at South Goa? Just call 1800 2330405!**

**THE GOAN NETWORK**

**MARGAO**  
**T**he next time you find yourself lost in the sea of governance or administration in the South Goa District Collector's office for days, if not months, just pick up your phone and dial the toll-free number, 1800 2330405, to air your grievance.

That's not all. If your application for land conversion has remained unattended for months, be rest assured that the online conversion module will keep the applicant informed at every stage through an SMS. If the South district administration is to be believed.

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Thanks to an initiative by South Goa District Collector, Dr Sachin Shinde, citizens from the district can now hopefully get ascertain the status of their complaints under a programme 'Citizens First' launched in the Collectorate on Thursday. Initially,

the toll-free number facility for grievance registration will be applicable only for the services offered by the Collector. The toll-free number facility will be extended to services provided by deputy collectors and mamlatdars within the next six months.

"My office normally receive around 35,965 complaints, which are marked to the respective offices and sub-offices. In such a situation, the citizen is lost in an ocean of governance. But we now have introduced a toll-free number which will help people obtaining the latest update regarding their complaints," Shinde explained.

The toll-free number for grievance registration will help the complainant know the status of their complaints and grievances. They just have to dial the toll-free

Curchorem MLA Nilesh Cabral inaugurates the toll-free 'Citizens First' facility at the District Collectorate on Thursday. Santosh Mirajkar

nicipal Council chairperson, Babita Angle Prabhudesai, South Goa ZP chairperson, Navnath Naik and others.

As far as the online conversion module is concerned, the Collector says the system will help in the enforcement of the Time Bound Services Act.

"We have applications for land conversion that are pending for over a year. Since the Time Bound Services Act has envisaged the time-frame for issuance of conversions, the online conversion module will aid in enforcing the Act. If punitive action is initiated, the staff will be taken to task under the Act," he said.

Under the system, applications for conversion will be processed electronically through a software by which deficiencies will be communicated to the applicant. The physical movement of the file will be done away under the new system, which will ensure better coordination

between various agencies, including the Collector, Deputy Collectors, Land Survey, Forest and the Town and Country Planning.

Replying to a question, Shinde told The Goan that the system will be gradually extended to services rendered by the Deputy Collectors and Mamlatdars.

"Maybe in the coming financial year, we will extend the toll-free number facility for grievance registration to the office of Deputy Collectors and Mamlatdars," he said.

In their address, the legislators complimented the district for the bold initiative, expressing hope that services rendered by the Collector's office will witness a sea-change.

"This is a new system. There are bound to be a few teething problems. However, the Collector's initiative certainly deserved kudos," stated Sanguem MLA Subhash Faldesai.

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