

## Goa Online Feedback Response

Department & Servicewise Feedback Summary 23 Jun2022	Rating					Total
	Excellent	Good	Average	Poor	Very Poor	
<b>Animal Husbandry &amp; Veterinary Services</b>	<b>28</b>	<b>30</b>	<b>3</b>			<b>61</b>
Animal Registration for Pashupalan scheme	10	4	1			15
Gramshakti-Supply of Low Input Technology Poultry Birds to Rural Farmers(2018)	8	14				22
Incentive to green fodder cultivation scheme	2					2
Issuance of Travel Pass			1			1
Kamdhenu / Infrastructure Scheme	8	11	1			20
Scheme for Tribal and Scheduled Caste Families-Dairy Kit		1				1
<b>Cooperative Societies</b>	<b>1</b>	<b>4</b>	<b>2</b>			<b>7</b>
Registration of Cooperative Societies	1	4	2			7
<b>Directorate of Health Services</b>	<b>9062</b>	<b>13524</b>	<b>3778</b>	<b>306</b>	<b>358</b>	<b>27028</b>
Deen Dayal Swasthya Seva Yojana (DDSSY) - New Enrollment	416	239	48	5	1	709
Home Isolation Permission(Covid Asymptomatic)	7337	12008	3178	264	307	23094
Licence for massage parlour/spa	1					1
NOC from Sanitation point of view for establishment of commercial/industrial and other establishment	132	83	22	4	3	244
NOC from Sanitation point of view for occupancy certificate	212	196	84	14	11	517
NOC from Sanitation point of view for proposed construction	446	379	202	16	30	1073
Order for water/electricity connection and Sanitary convenience	517	619	244	3	6	1389
Permit to operate ambulance van	1					1
<b>Directorate of Transport</b>	<b>2</b>	<b>5</b>				<b>7</b>
Goods Carriage Permit	2	5				7
<b>Electrical Inspectorate</b>	<b>5</b>	<b>2</b>				<b>7</b>
Inspection and certification of DG Set	5	2				7
<b>Factories &amp; Boilers</b>	<b>226</b>	<b>318</b>	<b>76</b>	<b>2</b>	<b>13</b>	<b>635</b>
Amendment of factory License	18	29	8			55
Approval of plans(New/Existing factories)	41	66	14		3	124
Registration & grant of factory license	13	17	5		1	36
Renewal of certificate of use of boiler	59	75	13	1	4	152
Renewal of factory license	95	131	36	1	5	268
<b>Fire &amp; Emergency</b>	<b>711</b>	<b>1286</b>	<b>215</b>	<b>18</b>	<b>18</b>	<b>2248</b>
Application for Final NOC	50	198	13	2	2	265
Application for Incident reporting	7	16	1	1		25
Application for Issue of Initial NOC	41	95	11	1	1	149
Application for Renewal of NOC	613	977	190	14	15	1809
<b>Forest</b>	<b>12</b>	<b>3</b>	<b>13</b>			<b>28</b>
Application for grant of permission for Trekking/ organizing nature camp/ other activities	6		1			7
Grant of permission for felling trees-(Form B)	2	2				4
Registration of commercial Tree plantation on private land	4	1	12			17
<b>Goa Housing Board</b>	<b>51</b>	<b>53</b>	<b>14</b>	<b>1</b>		<b>119</b>
Registration for allotment of residential plot/tenements(flats)	51	53	14	1		119
<b>Goa Industrial Development Corporation</b>	<b>210</b>	<b>182</b>	<b>51</b>	<b>1</b>	<b>5</b>	<b>449</b>
Allotment of Plot/Land in Industrial Area	83	64	12			159
Allotment of plot/land under special project category(IPB users)	4	4	1			9

## Goa Online Feedback Response

Application for water connection in Industrial Area	12	18	5		1	36
Change in name, product, constitution of allottee	20	8	6		1	35
Issuance of NOC for power connection	1	1	2			4
Issuance of NOC for road cutting	1	5	1			7
Issuance of NOC for tree cutting	1	1	1			3
Issue of no due certificate	1					1
Issue of NOC for bank loan purpose	13	15	5		2	35
NOC for water connection in Industrial Area	2				1	3
Renewal/Extension of lease	15	12	5	1		33
Sublease of plot	14	26	7			47
Surrender of Plot	1		1			2
Transfer of plot	41	28	5			74
Water Bill Payment Service	1					1
<b>Home</b>	<b>48</b>	<b>46</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>113</b>
NOC to return to Goa from foreign countries	48	46	15	1	3	113
<b>Industries,Trade &amp; Commerce</b>	<b>9</b>	<b>13</b>	<b>6</b>			<b>28</b>
Employee Subsidy Scheme		5	1			6
Financial Incentives for Certification and Intellectual Property Rights Reimbursement Scheme	1		1			2
Registration under The Goa State Incentives To Encourage Investments Scheme-Umbrella Scheme	5	5	1			11
System for Incentive Schemes - Capital Subsidy Scheme	3	3	3			9
<b>Information Technology</b>	<b>47</b>	<b>51</b>	<b>38</b>	<b>3</b>	<b>2</b>	<b>141</b>
Co Working Space/Incubators/Accelerators Subsidy scheme	3	1	2			6
Internet Subsidy Scheme			2			2
IPR Reimbursement scheme		1				1
Land/Builtup Area Rebate Scheme		2				2
Lease Rental Subsidy Scheme			1			1
Patent Filing Reimbursement Scheme			1			1
Power Subsidy Scheme			1			1
Quality Certificate Reimbursement Scheme			1			1
Registration of Incubators	1					1
Registration of Startup	30	24	12		1	67
Registration under IT Policy	1	1	1	1		4
Salary Reimbursement scheme	2	9	15	2	1	29
Salary Subsidy Scheme		4				4
Seed Capital scheme	6	4	2			12
Startups Operating Expense Scheme	3	5				8
Trademark Scheme	1					1
<b>Investment Promotion Board</b>	<b>3</b>	<b>3</b>	<b>4</b>		<b>1</b>	<b>11</b>
Inprinciple Approval	3	3	4		1	11
<b>Labour &amp; Employment</b>	<b>48281</b>	<b>56297</b>	<b>16849</b>	<b>990</b>	<b>1179</b>	<b>123596</b>
Acknowledgement for Vacancy and Job Fair	18	28	6	1	7	60
Amendment for Establishment Employing Contract Labour	189	271	50	6	1	517
Amendment for Establishment Employing Migrant Labour	26	19	6	2	1	54
Amendment for Inter State Migrant Workmen	1	2	1			4
Amendment for License of Contract Labour	32	56	18		3	109

## Goa Online Feedback Response

Amendment for Shop & Establishment	107	96	26	5	7	241
Contractor Registration (Contract Labour)	76	70	24	3	3	176
Contractor Registration (Migrant Labour)	12	14	5		2	33
Contractor Renewal (Contract Labour)	292	436	216	12	7	963
Contractor Renewal (Migrant Labour)	39	68	28	2	3	140
Establishment Employing Building Workers	22	26	2		7	57
Establishment Employing Contract Labour	30	34	11	1	1	77
Establishment Employing Migrant Labour	15	9	3			27
Labour and Employment card	42684	48963	14313	766	905	107631
Motor Transport Renewal	18	25	10	2	2	57
Notification of Vacancies	362	659	156	6	24	1207
Online ER-I Returns	213	268	35	3		519
Shop and Establishment Renewal	3612	4583	1718	157	185	10255
Shops and Establishment Registration	533	670	221	24	21	1469
<b>Legal Metrology</b>	<b>58</b>	<b>89</b>	<b>22</b>	<b>7</b>		<b>176</b>
License as Dealers in Weights or Measures	1	3				4
License as Manufacturer of Weights or Measures	1	1				2
License as Repairers of Weights or Measures	1	1	1			3
Registration of Manufacturers/Packer/Importer of packaged commodities	22	29	7			58
Renewal as Dealers in Weights or Measures	18	25	9	3		55
Renewal as Manufacturer of Weights or Measures		10		1		11
Renewal as Repairers of Weights or Measures	15	20	5	3		43
<b>Public Grievances</b>	<b>21</b>	<b>18</b>	<b>16</b>	<b>3</b>	<b>12</b>	<b>70</b>
Grievance registration	21	18	16	3	12	70
<b>Public Works</b>	<b>167</b>	<b>166</b>	<b>58</b>	<b>4</b>	<b>4</b>	<b>399</b>
Application for New Sewerage Connection	3					3
Goa Telecom Infrastructure Policy,2020	2	9	2			13
NOC for Road Cutting	9	16	2	1		28
Registration of Contractors for works and services	1					1
Request for Water Connection	152	139	54	3	4	352
Water bill payment		2				2
<b>Rajbhavan, Goa</b>	<b>291</b>	<b>365</b>	<b>55</b>	<b>6</b>	<b>8</b>	<b>725</b>
Application for vacancies	291	365	55	6	8	725
<b>Revenue</b>	<b>78322</b>	<b>77994</b>	<b>23166</b>	<b>1447</b>	<b>1945</b>	<b>182874</b>
Application for issuance of digitally signed survey plan	4332	4504	1540	241	277	10894
Caste Certificate	8401	9004	2824	125	163	20517
Conversion of Land			1			1
Divergence Certificate	2161	2087	687	36	37	5008
Domicile Certificate	293	244	87	8	7	639
Ex-gratia assistance for deceased by COVID	7	6		2		15
Form D	106	79	49	5	17	256
Form I and XIV	6741	6124	1995	187	261	15308
Income Certificate	1250	1332	386	21	37	3026
Matriz Certificate	283	268	45	8	5	609
Natural Calamity Application		1				1

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Partition of land		1				1
Property Register	163	112	31	4	4	314
Registration for Goans Returning from other States of India	84	125	35	6	6	256
Residence Certificate	49793	50386	14612	744	1026	116561
Self Declaration to travel to Goa	3691	2664	527	30	65	6977
Sound Permission	15	11	7			33
Temporary Pass	589	605	220	23	25	1462
Travel Permit	413	441	120	7	15	996
<b>State Registrar</b>	<b>13</b>	<b>15</b>	<b>2</b>	<b>2</b>		<b>32</b>
Nil-Encumbrance Certificate	13	15	2	2		32
<b>Technical Education</b>	<b>25</b>	<b>21</b>	<b>4</b>			<b>50</b>
Migration Certificate	25	21	4			50
<b>Tourism</b>	<b>1320</b>	<b>1204</b>	<b>232</b>	<b>47</b>	<b>47</b>	<b>2850</b>
Application for Commencement of Hospitality Business	632	461	71	12	7	1183
Application for Registration of Event	11	8	1			20
Application for Registration of Hotel/GuestHouse/Homestay	633	686	150	34	37	1540
Application for Registration of Private Shack	1	4	2			7
Application for Registration/ Renewal of Adventure Sports	3					3
Application for Registration/ Renewal of Online Tourist Service Provider	4	5	1		1	11
Application for Registration/ Renewal of Spice Plantation	5	2	1			8
Application for Registration/Renewal for Travel Agent	10	20	3	1	2	36
Application for Registration/Renewal of Dealers	3	1				4
Application for Registration/Renewal of Photographers	1	4	1			6
Application for Registration/Renewal of Tourist Guides	1	2	1			4
Application for Registration/Renewal of Watersports Activities	5					5
Application for Safe Travels Stamp	11	11	1			23
<b>Town &amp; Country Planning</b>	<b>5</b>	<b>8</b>	<b>1</b>			<b>14</b>
Certificate of Land Use	5	8	1			14
<b>Women And Child Dev.</b>	<b>68</b>	<b>64</b>	<b>13</b>	<b>2</b>	<b>3</b>	<b>150</b>
Financial Incentives to Mothers who deliver a Girl Child (MAMTA) Scheme	49	47	7		2	105
Internship Scheme for students	14	16	6	2	1	39
Master Trainers Registration -Swawlamban Scheme	5	1				6
<b>Grand Total</b>	<b>138986</b>	<b>151761</b>	<b>44633</b>	<b>2840</b>	<b>3598</b>	<b>341818</b>