



**DIRECTORATE OF PANCHAYATS
GOVERNMENT OF GOA**

5th Floor, Myles High Corporate, Patto, Panaji- Goa

Phone No(0832) - 2438863, Fax: 2222863

e-mail: dir-panc.goa@nic.in Website: www.panchayatgoa.gov.in

No. 19/DP/W.P. No. 737 of 2023/HIC/23-24/658

Date:- 29/01/2023

CIRCULAR

The Government of Goa in order to provide speedy delivery services to the people within the stipulated time limit (liabilities of Government servants in case of default, administrative inefficiency) enacted the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 and The Goa (Right of Citizens to Time-Bound Delivery of Public Services) Rules, 2014, which specifies time period for delivery of services and also includes liabilities.

The Government of Goa, further, notified Designated Officers and Public Services and also specified the maximum time limit period for delivery of public services pertaining to Village Panchayats are as under:-

Sr. No.	Public Service	Designated Officer	Time limit	Appellate Authority	
(1)	(2)	(3)	(4)	(5)	
1	Issue of construction licence, permission for repair, licence for hotel/shop/eating House/ trade/factory, occupancy certificate, no objection certification for bar/liquor shop.	Submission of application/ file before the Panchayat Meeting Decision on the application	Village Panchayat Secretary Sarpanch	Fifteen days Fifteen days	Block Development Officer Block Development Officer

27/01/2023

		Execution of the decision	Village Panchayat Secretary	Ten days	Block Development Officer
2	Issue of Income Certificate		Village Panchayat Secretary	Three days	Block Development Officer
3	Issue of no dues certificate		Village Panchayat Secretary	Three days	Block Development Officer
4	Issue of Residence Certificate		Village Panchayat Secretary	Three days	Block Development Officer

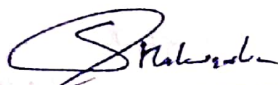
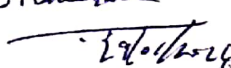
The relevant section of aforesaid Act provides as under:-

1. Section 3 of the said Act provides that subject to the provisions of the said Act, every eligible person residing in the State of Goa shall have a right to public services. This right shall include the right to have access to the public service; receive the public service within a specified time limit; receive the public service in a transparent manner; demand performance of duties and functions by the designated officer in accordance with the provisions of this Act; hold the concerned designated officer accountable for any service deficiency in the public service; and claim compensation from the concerned designated officer for his failure to provide, or delay in providing, public service provided.
2. Section 4 of the said Act provides for, the Government may, by a notification, from time to time, specify any service to be any public service for the purpose of the said Act and also specify by a notification, the time limit within which such services shall be provided by the designated officer

[Handwritten Signature]
2/10/2019

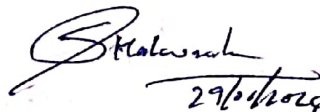
to the eligible persons. For providing such public services, the Government may, by notification designate different officers for different public services, who shall be responsible for providing each of such services to the eligible persons.

3. Section 5 of the said Act provides that it shall be mandatory on the part of the designated officer to provide public services to the eligible persons within the time limit as specified in the notification issued under Section 4 of the said Act. This section provides that the specified time limit shall start from the date when the eligible person submitted an application to the designated officer or to a person subordinate to him, authorised to receive the application for providing the public service. All applications received by the designated officer or the authorized person shall be duly acknowledged by putting an inward stamp specifying the inward number, date and time of receipt of such application, on the duplicate copy of such application. On receipt of an application, the designated officer shall within the specified time limit: either provide the public service or reject the application. Provided that in case of rejection of the application, the designated officer shall record the reasons therefore and intimate the same to the applicant.
4. Section 6 provides for an appeal by any person, whose application has been rejected under section 5, or who does not receive public service within the specified time limit, or where the public service received by him is deficient in any manner. Such appeal has to be preferred to the Appellate Authority, within a period of thirty days from the date of such rejection or expiry of the specified time limit or receipt of deficient service, as the case may be. The Appellate Authority is empowered to condone the delay if sufficient cause is shown. The Appellate Authority is also required to dispose of the appeal

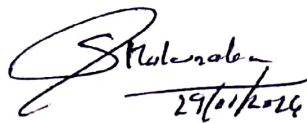
within a period of forty-five days. The Appellate Authority can direct the designated officer to provide the public service within such time as it may specify but not more than the time specified in the notification or to remove the deficiency in public service provided to the Appellant or to pass such other order, including rejection of the appeal, as it may deem fit. The Appellate Authority is required to provide an opportunity of hearing to the Appellant as well as to the designated officer. Section 7 enlists the powers of the Appellate Authority.

5. Section 8 of the said Act requires details of the designated officers, public services and the specified time limit thereof to be displayed on the local notice board in every authority and notified in the Official Gazette and Citizens Charter, and also on the website of the concerned authority for the information of the general public. Section 9 makes provisions for monitoring the status of the application. Section 10 provides that the Government shall endeavour and encourage all the Authorities required under the said Act, to provide the public services, to enter by mutual understanding, to deliver to the eligible persons, the public services within the specified time limit, as a part of e- Governance.
6. Section 11 of the said Act provides a penalty for non-compliance of orders. Section 12 provides a penalty for not providing public service. Section 13 provides a penalty for not deciding the appeal within the specified time. Section 14 provides for payment of compensation to the Appellant. Section 15 of the said Act provides that in addition to the imposition of fines under sections 11, 12 or 13, the Government, may if it is satisfied that the designated officer or the Appellate Authority, as the case may be, has failed to discharge the duties assigned to him/her under the said Act without


29/11/2024

sufficient or reasonable cause, contemplate or commence disciplinary action against him/her under the Service Rules applicable to him/her.

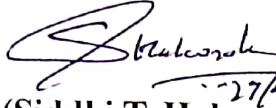
7. Section 16 clarifies that the rights under the said Act shall be available only to eligible persons. The expression "eligible person" is defined under Section 2(e) to mean a citizen of India residing in the State. Section 16 also clarifies that the compensation awarded and/or fine imposed under the said Act shall be paid by, and recovered from the officer/s/persons responsible for such lapse and not out of the exchequer of the Government.
8. Section 17 of the said Act is concerned with the disposal of files by every officer and employee of the Government and the Authority working in the State Administration or the Authority. Such officers and employees are expected to endeavor to dispose of business and files put up to them or received by them or forwarded or remitted to them preferably on the same day and in any event, within a time-bound period as specified in the Schedule. Section 18 provides punishment for non-disposal of official business. Section 19 empowered authorities to grant or reject permissions and must do so within a period specified in the relevant Statutes and where no such period is specified, within period of twenty-one days from the date of receipt of such application/request and not any longer. Section 19(2) of the said Act provides for any failure on the part of any authority to deal with and dispose of the applications/request shall be construed to be a serious default in the discharge of its duty and violation of the right of the citizens under the said Act and shall be punishable in accordance with the provisions of the said Act.


29/01/2024

9. Section 21 deals with the administration of Government property. Section 22 deals with cognizance and trial of offences under the said Act. Section 23 deals with the duty of authority to protect etc.

All the Block Development Officers and Village Panchayats Secretaries are directed to go through the provision as laid down under the Goa (Right of Citizens to Time-Bound Delivery of Public Services) Act, 2013 and The Goa (Right of Citizens to Time-Bound Delivery of Public Services) Rules, 2014 and strictly act in accordance with the provision of the above said Act. The Block Development Offices are further directed to ensure that Designated Officers comply with the provisions.

This circular is issued as per the direction issued vide order dated 31/10/2023 by the Hon'ble High Court of Bombay at Goa in W. P. No.737 of 2023.


(Siddhi T. Halarnakar)
Director of Panchayats
Panaji - Goa

To
All the Block Development Officers

To,
All Village Panchayats (through Concerned Block Development Officer)