

**OFFICE OF THE COLLECTOR OF SOUTH GOA,
SOUTH GOA DISTRICT
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No.12/12/EST/2017 /12574

Dated: 30/10/2020

To,
The Director ,
Directorate of Planning , Statistics &
Evaluation,
Pundalik Nagar, Alto-Porvorim, Goa.

Sub: Submission of Vision document

Sir,

With reference to DPSE/III/VISION 2020-25/160/2020/Vol.-I/1076 dated 22/10/2020, on the subject cited above submitting herewith the vision document as under in respect of Collectorate South:

1. **VISION:** This department has initiated efforts towards simplification of procedure and fast delivery of services to the citizens to seek various services through the offices of Collector, Dy. Collectors and Mamlatdars. These offices handles a number of services and we strive to improve each one of them. Almost all types of certificates are issued online and are covered under Time Bound Delivery of Services.
2. **OBJECTIVES:** The department aims at delivering of all services and all certificates, licences online without public interference., collection of revenue, issuance of certificates and licenses, land matters, disposal of cases under Forest Rights Act. launched mobile apps for effective monitoring of pendency of certificates and for public to know the status of their court cases, Inspection of Child Care Institutions, conducting awareness programmes on disaster preparedness, mock drills conducted in order to sensitise all line departments to improve response time. This department has taken all steps to recover revenues. Public grievances are attended in time bound manner by giving utmost priority. Conduct of free and fair elections. Processing the works under MPLAD Scheme. Processing of land acquisition proposals awards under Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013.
3. **Short Term Goals to be achieved by 2021:** a) e-Office implementation, e-Office is a Mission Mode Project(MMP) under the National e-Governance Programme of the Government. It aims to usher in more efficient, effective and transparent inter-government and intra-government transaction and processes. The product is built as single reusable system by bringing together independent functions and systems under a single framework to enhance transparency, increase accountability and transform the government work culture and ethics. It has e-File Management System which is totally user friendly access and best tool for work from home culture.

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b) e-Courts Quasi Judicial System:

NIC has developed e-Courts software to digitize court cases of revenue courts. It has been planned to switch over to new system by migrating existing court cases databases to new system. It has citizen interface to view the case status, daily case list. Also Goa State will have single application over the internet for Court Cases

c) Short Term land administration goals:

1. Preparation of land Bank: Details of all Government Vacant land.
2. Implementation of Land Conversion System in District and Sub Divisional offices.
3. Design new web site of South Goa District and hosted with latest contents under SWAAS platform.
4. Aadhar Based biometric attendance system

4. **Medium Term Goals to be achieved by 2023:** a) Modernisation of Land Records. The Collector South is in process of Modernisation of Land Records in line with the guidelines of Government of India. We try to achieve complete modernization of land records and availability of online record, like Form I & XIV, Survey Plan etc. in connection of all the offices of Mamlatdar's and Talathi's for online delivery of all services pertaining to land records and other services. b) South Goa Collectorate has planned following Services to provide through the offline/online interfaces.

1. Character Verification
2. Refund under Court fees Act.
3. Refund under Indian Stamp Act.
4. Adjudication of documents.
5. Online payments of various services /fees
6. Services covered under District Administrative Reforms

- k) **Long Term Goals to be achieved by 2025: DIGITISATION OF ALL SERVICE RECORDS:** All the below mentioned service records/land records/court files are to be computerised/scanned in electronic forms so that the records can be made available easily i.e. service books, Personal files, Details of the officers/officials, Leave account of all types of leave, ACPS/MACPS drawn, Annual Increments, Seniority of the staff, Roster, Vacancy Register, Old files, Court files, Land Records etc.

5. **Strategic Planning:** This office is aiming to increase the use of latest technology to capitalise for service delivery. Also to minimise physical interaction and need for the public to visit the offices physically instead the service are being made online so that public can access it at their convenience. It will also help us make these services more transparent and efficient.

High quality work force for prerequisite services for a better service delivery. To achieve this goal recruitment process has to be made fair and transparent. Conduct of short term courses/refreshing courses for giving good and time bound delivery of services to the public specially in the fields of revenue matters, disaster management and elections.

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6. Action Plan: Preparing estimates for digitisation of records. Also regular monitoring and review of work being done by subordinate offices of Dy. Collector and Mamlatdars. Any feedback coming from Public Redressal will be taken up on priority basis. Inorder to achieve the goals and objectives, assistance of NIC South Goa will be taken to develop software by providing technical manpower. Services of Goa Electrocnic Limited (GEL) can also be hired for developing the software to achieve the goal.

Yours faithfully,


(**Ajit Roy, IAS**)

Collector

South Goa District, Margao.