



Government of Goa

Department OF RURAL DEVELOPMENT

**CITIZEN'S CHARTER 2022
DISTRICT RURAL DEVELOPMENT AGENCY
(NORTH & SOUTH)**

NORTH GOA

**Spaces Building, 7th Floor,
Patto Plaza, Panaji-Goa.
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SOUTH GOA

**2nd Floor, Mathany Saldanha
Administrative Complex, Margao – Goa.
Phone No. 0832-2794234/35
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OUR VISION

The vision of the department is sustainable and inclusive growth of rural areas in the State through multipronged strategy for eradication of poverty increasing livelihood opportunities providing social safety net and developing infrastructure for growth.

OUR MISSION

- ✚ Providing livelihood opportunities to those in need including women and other vulnerable sections with focus on Below Poverty Line (BPL) households.
- ✚ Providing for the enhancement of livelihood security of households in rural areas by providing at least 100 days of guaranteed wage employment in every financial year to every household demanding it.
- ✚ Providing basic housing and homestead to families covered under Socio Economic Caste Census 2011 of rural areas.
- ✚ Providing social assistance to the elderly, widow and disabled persons.
- ✚ Providing urban amenities in rural areas for improvement of quality of rural life.
- ✚ Capacity development and training of rural development functionaries.
- ✚ Promoting involvement of voluntary agencies and individuals for rural development.

OBJECTIVES & FUNCTIONS

- ✚ To suggest various measures to the Government of India and the Govt. of Goa to uplift the living conditions in rural areas of the State especially that of the rural poor, backward and weaker sections thereby eradicating poverty.
- ✚ To implement and execute the various schemes of the Central Government and State Government for the economic upliftment of the rural poor backward and weaker sections in rural areas.
- ✚ To do everything necessary as it deemed fit with the aim of bringing about the overall development of the rural areas and rural people especially in economically backward areas and rural weaker sections.

STAKEHOLDERS

- ✚ Citizens
- ✚ Central/State Government Departments
- ✚ Village Panchayats
- ✚ Zilla Panchayats
- ✚ DRDA Staff

Department of Rural Development, Panaji - Goa

Sr. No.	Name of Scheme	Objective of Scheme	Benefits of the Scheme	Eligibility Criteria	Documents Required to Avail the Scheme	Mode or Procedure to avail Scheme	Normal Time for Sanction	Name of Officer to be Contacted																		
1	2	3	4	5	6	7	8	9																		
1	Pradhan Mantri Awas Yojana - Grameen (PMAY-G)	To provide basic housing and homestead to families covered under Socio Economic Caste Census 2011 of rural areas.	Assistance to the tune of Rs.1,20,000/- for construction of a house.	The Beneficiaries have been selected using housing deprivation parameters in the Socio Economic and Caste Census 2011 data.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">1</td><td>Prescribed application form along with photograph.</td></tr> <tr><td style="text-align: center;">2</td><td>Copy of the Adhar Card.</td></tr> <tr><td style="text-align: center;">3</td><td>Copy of the Bank Pass Book.</td></tr> <tr><td style="text-align: center;">4</td><td>Copy of the Gram Sabha Resolution.</td></tr> <tr><td style="text-align: center;">5</td><td>Social Economic Caste Censes (SECC) Serial No.</td></tr> <tr><td style="text-align: center;">6</td><td>Job card of MGNREGA.</td></tr> <tr><td style="text-align: center;">7</td><td>Consent form.</td></tr> <tr><td style="text-align: center;">8</td><td>I & XIV form and NOC from the owner of the property.</td></tr> <tr><td style="text-align: center;">9</td><td>Inspection Report of the B.D.O.</td></tr> </table>	1	Prescribed application form along with photograph.	2	Copy of the Adhar Card.	3	Copy of the Bank Pass Book.	4	Copy of the Gram Sabha Resolution.	5	Social Economic Caste Censes (SECC) Serial No.	6	Job card of MGNREGA.	7	Consent form.	8	I & XIV form and NOC from the owner of the property.	9	Inspection Report of the B.D.O.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 30 days	Technical Assistant/Block Development Officer (BDO) of respective Taluka.
1	Prescribed application form along with photograph.																									
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2	Goa Grameen Urja Yojana (GGUY)	To provide all Below Poverty Line (BPL) families installation of Domestic LPG connection to minimize the use of firewood thus decreasing the pressure on forest and at the same time helping in maintaining pollution free environment.	LPG Connection comprising of one gas stove with two burners and two cylinders for a total cost of Rs.6087/- .	BPL Household/ Families who do not possess LPG connection.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">1</td><td>Prescribed application form along with photograph.</td></tr> <tr><td style="text-align: center;">2</td><td>Copy of the Ration Card.</td></tr> <tr><td style="text-align: center;">3</td><td>Copy of Adhaar Card.</td></tr> <tr><td style="text-align: center;">4</td><td>KYC form with Photograph.</td></tr> <tr><td style="text-align: center;">5</td><td>Affidavit Stating that No Gas.</td></tr> <tr><td style="text-align: center;">6</td><td>Copy of the Bank Pass Book.</td></tr> <tr><td style="text-align: center;">7</td><td>Gram Sabha Resolution.</td></tr> </table>	1	Prescribed application form along with photograph.	2	Copy of the Ration Card.	3	Copy of Adhaar Card.	4	KYC form with Photograph.	5	Affidavit Stating that No Gas.	6	Copy of the Bank Pass Book.	7	Gram Sabha Resolution.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 45 days	Technical Assistant/Block Development Officer (BDO) of respective Talukas.				
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7	Gram Sabha Resolution.																									
3	Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)	To provide at least 100 days of guaranteed wage employment in a financial year to every rural household whose adult members volunteer to do unskilled manual work and to create durable assets.	100 days of guaranteed wage employment in a financial year to every household @ Rs.315/- per day .	Job Card Holder	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">1</td><td>Prescribed application form along with photograph.</td></tr> <tr><td style="text-align: center;">2</td><td>Residence Proof: Epic Card/ Adhaar Card, etc.</td></tr> <tr><td style="text-align: center;">3</td><td>Gram Sabha Resolution.</td></tr> </table>	1	Prescribed application form along with photograph.	2	Residence Proof: Epic Card/ Adhaar Card, etc.	3	Gram Sabha Resolution.	Prescribed application to be submitted in the respective Village Panchayat.	Within 15-20 days	Gram Rozgar Sahayak (GRS) of respective Village Panchayats.												
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Sr. No.	Name of Scheme	Objective of Scheme	Benefits of the Scheme	Eligibility Criteria	Documents Required to Avail the Scheme	Mode or Procedure to avail Scheme	Normal Time for Sanction	Name of Officer to be Contacted														
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4	Goa Gram Samrudhi Yojana (GGSY)	To create durable community, social and economic assets and infrastructural development in rural areas.	Creation of Infrastructure assets in rural area like Panchayat Ghar, Community Hall, Crematoriums, Retaining Wall, Pavers (Beautification), etc.	Community of Rural Areas / Village Panchayat (Proposal should resolve in the Panchayat meeting)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td>Village Panchayat Resolution.</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Land documents of property in which project proposed to be taken up and NOC notaries.</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Form I & XIV.</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Survey Plan.</td> </tr> <tr> <td style="text-align: center;">5</td> <td>Undertaking from the Panchayat stating that the work has not been proposed earlier and any other parallel scheme.</td> </tr> <tr> <td style="text-align: center;">6</td> <td>Local body permission.</td> </tr> <tr> <td style="text-align: center;">7</td> <td>TCP clearance if necessary.</td> </tr> </table>	1	Village Panchayat Resolution.	2	Land documents of property in which project proposed to be taken up and NOC notaries.	3	Form I & XIV.	4	Survey Plan.	5	Undertaking from the Panchayat stating that the work has not been proposed earlier and any other parallel scheme.	6	Local body permission.	7	TCP clearance if necessary.	Prescribed proposal of the work to be submitted in the O/o the District Rural Development Agency - North/South through respective Village Panchayats.	Within 30-45 days after approval in the GGSY Committee Meeting	Executive Engineer, DRDA-North/South, Margao/Panaji
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5	National Rural Livelihood Mission (NRLM)	To reduce poverty through building strong grassroots institution of the poor. These institutions enable the poor households to access gainful self employment and skilled wage employment opportunities resulting in appreciable increase in their incomes on a sustainable basis.	<p>a) Revolving Fund of Rs.15,000/- after forming of SHG.</p> <p>b) Loan upto Rs.5.00 lakhs on average of 7% interest rate to SHG plus Marketing Support.</p>	All needy and identified vulnerable and poor households (women) are eligible to form their Self Help Groups.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td>Profile of Individual Members.</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Adhar Card of all Members.</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Resolution by SHGs.</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Bank A/c of Individual & Group.</td> </tr> </table>	1	Profile of Individual Members.	2	Adhar Card of all Members.	3	Resolution by SHGs.	4	Bank A/c of Individual & Group.	Required Documents to be submitted in the respective O/o the Block Development Officer by the SHG Members.	Within 15 days	Technical Assistant / Block Development Officer (BDO) of respective Talukas.						
1	Profile of Individual Members.																					
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4	Bank A/c of Individual & Group.																					
6	National Social Assistance Programme (NSAP)																					
a)	Indira Gandhi National Old Age Pension Scheme (IGNOAPS)	To Provide basic level of financial support.	Pension of Rs.200/- per month is provided to the person between 60-80 years and above the pension is Rs.500/- per month.	Applicant should be Old Age from BPL Household / Family age of 60 years and above.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td>Prescribed application form.</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Aadhaar Card.</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Gram Sabha resolution.</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Income Certificate/Proof.</td> </tr> <tr> <td style="text-align: center;">5</td> <td>Proof of Age/ Birth Certificate.</td> </tr> <tr> <td style="text-align: center;">6</td> <td>Copy of Bank Passbook.</td> </tr> </table>	1	Prescribed application form.	2	Aadhaar Card.	3	Gram Sabha resolution.	4	Income Certificate/Proof.	5	Proof of Age/ Birth Certificate.	6	Copy of Bank Passbook.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 30 days	Technical Assistant / Block Development Officer (BDO) of respective Talukas.		
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b)	Indira Gandhi National Widow Pension Scheme (IGNWPS)	To Provide basic level of financial support.	Pension of Rs.300/- per month is provided to widow of 40 years of age and Rs.500/- per month after attaining the age of 80 years.	Applicant should be Widow from BPL Household / Family age of 40 years and above.	<table border="1"> <tr><td>1</td><td>Prescribed application form.</td></tr> <tr><td>2</td><td>Proof of age/Birth Certificate or affidavit, marriage certificate.</td></tr> <tr><td>3</td><td>Gram Sabha resolution.</td></tr> <tr><td>4</td><td>Income Certificate/Proof.</td></tr> <tr><td>5</td><td>Aadhaar Card.</td></tr> <tr><td>6</td><td>Death Certificate of Husband.</td></tr> <tr><td>7</td><td>Copy of Bank Passbook.</td></tr> </table>	1	Prescribed application form.	2	Proof of age/Birth Certificate or affidavit, marriage certificate.	3	Gram Sabha resolution.	4	Income Certificate/Proof.	5	Aadhaar Card.	6	Death Certificate of Husband.	7	Copy of Bank Passbook.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 30 days	Technical Assistant / Block Development Officer (BDO) of respective Talukas.
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c)	Indira Gandhi National Disability Pension Scheme (IGNDPS)	To Provide basic level of financial support.	Pension of Rs.300/- per month is provided to disabled person of 18 years of age and Rs.500/- per month after attaining the age of 80 years.	Applicant should be Physically Disabled from BPL Household / Family age of 18 years and above.	<table border="1"> <tr><td>1</td><td>Prescribed application form.</td></tr> <tr><td>2</td><td>Proof of age/Birth Certificate.</td></tr> <tr><td>3</td><td>Gram Sabha resolution.</td></tr> <tr><td>4</td><td>Income Certificate/Proof.</td></tr> <tr><td>5</td><td>Aadhaar Card.</td></tr> <tr><td>6</td><td>Disability Certificate.</td></tr> <tr><td>7</td><td>Copy of Bank Passbook.</td></tr> </table>	1	Prescribed application form.	2	Proof of age/Birth Certificate.	3	Gram Sabha resolution.	4	Income Certificate/Proof.	5	Aadhaar Card.	6	Disability Certificate.	7	Copy of Bank Passbook.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 30 days	Technical Assistant / Block Development Officer (BDO) of respective Talukas.
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d)	National Family Benefit Scheme (NFBS)	To assist the family on death of its primary breadwinner.	Rs.20,000/-	Applicant should be from BPL Household / Family whose primary bread winner is expired.	<table border="1"> <tr><td>1</td><td>Prescribed application form.</td></tr> <tr><td>2</td><td>Gram Sabha Resolution/ or V.P.</td></tr> <tr><td>3</td><td>Birth & Death Certificate of deceased.</td></tr> <tr><td>4</td><td>Marriage Registration Certificate.</td></tr> <tr><td>5</td><td>Bread winner certificate issued by Village Panchayat.</td></tr> <tr><td>6</td><td>Copy of Ration Card.</td></tr> <tr><td>7</td><td>Copy of the Bank Pass book.</td></tr> </table>	1	Prescribed application form.	2	Gram Sabha Resolution/ or V.P.	3	Birth & Death Certificate of deceased.	4	Marriage Registration Certificate.	5	Bread winner certificate issued by Village Panchayat.	6	Copy of Ration Card.	7	Copy of the Bank Pass book.	Prescribed application to be submitted in the respective O/o the Block Development Officer through the Village Panchayat.	Within 10-15 days	Technical Assistant / Block Development Officer (BDO) of respective Talukas.
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7	Shyama Prasad Mukherji Rurban Mission Scheme.	To stimulate local economic development, enhance basic services, and create well planned Rurban clusters.	Creation of Infrastructure assets and other facilities in rural area similar to that which are in urban areas.	Presently Xeldem-Barcem-Morpirla in Quepem & Saligao in Bardez are identified as Cluster under the Scheme.	Various works of different line departments approved in the Integrated Cluster Action Plan (ICAP) & Detailed Project Report (DPR) by the Ministry of Rural Development.	Works identified as per Detailed Project Report (DPR) of Xeldem-Barcem-Morpirla in Quepem & Saligao in Bardez Cluster.	Within 30-45 days after approval of Detailed Project Report (DPR)	Nodal Officer/ Assistant Project Officer, DRDA-North/ South, Margao/Panaji														