

## **SERVICE DESK IN GOA-IPB FOR QUERY HANDLING AND GRIEVANCE REDRESSAL**

**Panaji, August 28, 2024**

To facilitate Ease of Doing Business (EODB), Government has introduced a number of reforms across all the departments. The current BRAP 2024 (Business Reforms Action Plan) mandates for creation of an Investor Facilitation Cell (or) Investment Promotion Agency in the State and define working procedures (including service timelines, assignment of relationship managers, reverting to investors, in-built sectoral expertise etc) for Investment Promotion agency with regards to Query Handling and Grievance Handling.

The Goa Investment Promotion and Facilitation Board constituted under the Goa Investment Promotion and Facilitation of Single Window Clearance Act, 2021 (Goa Act No. 19 of 2021) is tasked with the investment promotion and facilitation of industries in the State. Goa-IPB will be the sole point of contact for investments in the state and facilitate economic growth, investment climate, regulatory reforms, and competitiveness in Goa.

The Goa-IPB has been mandated with functions of investment promotion and project facilitation in the state to facilitate investments in the state by being the one-stop shop and a single point interface for all investors seeking opportunities in Goa and act as a dynamic interface between the external world of investors and the Government Agencies and Departments.

The Government has notified the following steps for investment promotion in the State:

Recognizing the importance of providing hand-holding support to investors- especially at the early stages of setting-up business, the Investment Officers (IO) are appointed to provide services to investors. The following information will be given to the entrepreneurs for setting up of Industries in the State:

1. Provide information regarding Industrial Plots Availability, activity specific approvals required with applicable fees. Guiding entrepreneurs in filing online application for G2B services of various departments of the State.
2. Providing information on availability of local resources, human resources, list of existing anchor units, Mega/Large industries which will be useful for ancillary units to come up.
3. Follow up prospective investors, especially first-generation entrepreneurs to pro-actively offer solutions to various establishment issues faced by the investors.
4. Inform the investor about Online Single Window System (Goa-online) and provide information regarding activity specific approvals required and applicable fees. Provide escort services till the unit is grounded.
5. Receive Foreign investors, inform them about available industrial lands, arrange meetings with Government wherever necessary and provide escort services till unit is grounded.
6. Preparation of publicity material for supporting to market Goa State as an attractive and investment friendly state. Arranging road shows in other states and countries as required.

7. Inform the Policies of State and Central Governments to the prospective investors. Suggest and keep inform the Government about investment promotion initiatives followed by other states.
8. Conducting entrepreneur development programmes in association with DITC, GIDC, Tourism, IT & ITES departments etc., and to create awareness among the educated youth for taking up self-ventures.
9. Organizing industrial seminars / workshops / road shows / trade fairs in association with local chamber of commerce and industrial associations.
10. Promotion of Micro, Small and Medium Enterprises in the state.
11. Elaborate on Project ideas. Feasibility guidance/ study to investors.
12. Offer helpline services for investors such as handling queries/grievance regarding the application and approval process, query recording and ticketing and resolving the issues within 3 days. Offer helpline services over phone.

The primary objective of establishing a Service Desk in Goa-IPB for Query Handling and Grievance Redressal is to enhance the investor experience by providing timely, efficient, and expert assistance. This aims to personalize the support provided to the investors, effectively address their queries, and efficiently resolve any grievances. This further ensures that the investors receive informed and accurate advice, promoting investor confidence.

As part of the Query Handling Mechanism, the Goa-IPB will be to record and respond to queries from various current and prospective Investors in the State. The complete process for Query recording and handling is described below:

Query Recording: An Investor may choose to submit queries to the Investor Facilitation Cell through any of the following methods:

1. Through Goa-online portal using the Query Submission under All Services Tab.
2. Through email. Email to: [ipb.goa@gmail.com](mailto:ipb.goa@gmail.com)

The Investor will use any of the methods stated above and submit the query to Goa-IPB. The investor while submitting the query must submit or state the following details through the online/email:

- Name, Mobile Number, Email, Previous Query Reference (if any), Name of Department, Name of the Service and Query Description.

The submitted query through the Goa-online portal, will be directed to the Goa-IPB homepage under the Goa-online services portal. For queries submitted through e-mails, the e-mail will be received by designated officers of Goa-IPB, who must in turn ask and enter the required details into the Goa-online portal. A notification should go to the investor on mobiles & email informing about query registration.

The timeline for disposal of query has been changed to 7 days from receipt of query in the State Single Window System (Goa-online). The timeline for query redressal will be 7 days.

The following procedure shall be followed for query handling:

- Once the details are entered into the system, they will appear as open query under the login id of the designated officer of Goa-IPB. The submitted query will be shown as a pending query on the login Dashboard of the Goa-IPB.
- The designated officer must respond to the query within 7 days of the submission of complete query. In case details are incomplete, a notification should be sent & a email will be made enquiring further details.
- For queries through call, the response must be provided immediately by the designated officer over the phone itself. However, if they are not able to provide the response, the query must be entered into the portal and the officer must respond to the query within 7 days through call or email.
- For queries submitted through Goa-online portal the officer must respond to the query through their dashboard. The officer shall reply and close the query or shall escalate the query to CEO-IPB.
- If the query response is not provided within 7 days of submission of complete query, the same must be escalated to the CEO-IPB and appropriate action will be taken against the delay.

Business Grievance Redressal Mechanism: The applicant has the right to ask for approval or seek explanation for the delay in approvals, if they are not issued within time limit as prescribed in the PSDG Act 2013 and where clearances are not pending with agencies other than state government. This procedure is applicable to business grievances (G2B) applied through Goa-online.

The timeline for disposal of grievance shall be given within 15 days from receipt of query in the State Single Window System (Goa-online). The timeline for grievance redressal will be 7 days.

The following steps will be taken for Grievance Redressal:

- The investor seeking information on the reasons for delay in approvals shall raise a grievance through the Goa-online portal using the user-id and password.
- The investor shall select the Grievance category as “Time Bound Delivery of Service” and then select the respective department and the service applied for.
- The investor shall provide the application reference number and grievance. Attach supporting documents if any. Submit the online form.
- The grievance will be shown in the login of the respective department. The Goa-IPB shall seek a report from the concerned department within 5 working days.
- The nodal officer of the department shall either process immediately or furnish proper reason for delay within the next 10 working days from the date of receipt of the notice.
- The final response to the Grievance shall be communicated to the investor within 15 days of submission of the grievance.

The designated officials for query handling / grievance redressal are as given below:

Shri Tulasidas Pai, OSD to Goa-IPB (Contact Number +91 97306 46666),  
Shri Anand Pandit, Administration officer (Contact Number +91 97676 44159) and  
Shri Krishna Narvekar, Industries Inspector, (Contact Number +91 86684 83872).  
Email id is [ipb.goa@gmail.com](mailto:ipb.goa@gmail.com)

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