

THE GOA (RIGHT OF CITIZEN TO TIME BOUND DELIVERY OF PUBLIC SERVICES) ACT 2013

| Sr. No. | Public Service | Designated Officer | Time limit | Appellate Authority | |
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| 1. | Issue of Form I & XIV | Mamlatdar of Taluka | Two days | Dy. Collector & Sub-Divisional Officer | |
| 2. | Issue of Residence Certificate | Mamlatdar of Taluka | Five days | Dy. Collector & Sub-Divisional Officer | |
| 3. | Issue of Divergence Certificate | Mamlatdar of Taluka | Five days | Dy. Collector & Sub-Divisional Officer | |
| 4. | Issue of Income Certificate for Mediclaim | Mamlatdar of Taluka | One day | Dy. Collector & Sub-Divisional Officer | |
| 5. | Issue of Caste Certificate | Dy. Collector & Sub-Divisional Officer | Ten days | Additional Collector – II | |
| 6. | Issue of Notice for Mutation in Form- X | Mamlatdar of Taluka | Fifteen days from the payment of fees | Dy. Collector & Sub-Divisional Officer | |
| 7. | Mutation u/s 96 of the Land Revenue Code in Land Records (where there is no objection) | Mamlatdar of Taluka | Thirty days from the last day fixed for filing of objections | Dy. Collector & Sub-Divisional Officer | |
| 8. | Mutation u/s 96 of Land Revenue Code in Land Records (where there are objections) | Mamlatdar of Taluka | Ninety days from the last day of filling of objections | Dy. Collector & Sub-Divisional Officer | |
| 9. | Partition u/s 62 of Land Revenue Code, in Land Records | Issue of notice and proclamation | Dy. Collector & Sub-Divisional Officer | Fifteen days | Additional Collector – II |
| | | Issue of order for survey (where there is no objection) | Dy. Collector & Sub-Divisional Officer | Within ten days after the period of thirty days of proclamation in Form 'B' over | Additional Collector – II |
| | | Survey of property | Inspector of Survey and Land Records | Thirty working days from the receipt of order | Superintendent of Land Records |
| | | Passing the partition order (if there are no objections) | Dy. Collector & Sub-Divisional Officer | Fifteen days from the day the report is received | Additional Collector – II |

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| 10. | Conversion of Land u/s 32 of the Land Revenue Code | Scrutiny and forwarding the application to the Town Planning/ Forest/ Mamlatdar for report | Collector/Dy. Collector & SubDivisional Officer | Five days | Secretary (Revenue). |
| | | Submission of report by the Mamlatdar | Mamlatdar of Taluka | Twenty days | Dy. Collector |
| | | Submission of report by Town & Country Planning Department | Town Planner | Twenty days | Senior Town Planner |
| | | Submission of report by Forest Department | Dy. Conservator of Forests | Twenty days | Chief Conservator of Forests |
| | | Forwarding of papers to Survey Department where part of survey number is to be converted | Collector/Dy. Collector & SubDivisional Officer | Within five days of receipt of the report | Secretary (Revenue) |
| | | Submission of survey report by Land Survey Department | Inspector of Land Survey | Twenty days from the date of receipt of the order | Superintendent of Land Records |
| | | Decision on application | Collector/Dy. Collector & SubDivisional Officer | Within ten days of receipt of the survey report | Secretary (Revenue) |
| | | Issue of Sanad | Collector/Dy. Collector & SubDivisional Officer | Three days from date of payment | Secretary (Revenue) |
| 11. | Refund under the Court Fees Act | Collector | Ten days | Secretary (Revenue) | |
| 12. | Refund under the Indian Stamps Act | Collector | Ten days | Secretary (Revenue) | |
| 13. | Adjudication of Documents | Additional District Magistrate | Three days | Additional Secretary (Home) | |

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| 14. | Gratuitous relief under natural calamity | Proposal to be forwarded to the Collector with recommendation | Mamlatdar of Taluka | Five days | Collector |
| | | Decision | Collector | Five days | Secretary (Revenue) |
| | | Disbursement of relief, if approved | Dy. Director of Accounts | Five days | Director of Accounts |
| 15. | Issue of Matriz Certificates | | Mamlatdar of Taluka | Three days | Collector |
| 16. | Issue of Dependent Certificates | | Mamlatdar of Taluka | Five days | Collector |
| 17. | Issue of Solvency | Certificate Up to Rs. 1,00,000 (Rupees one lakh) | Mamlatdar of Taluka | Ten days | Collector |
| | | More than Rs. 1,00,000 (Rupees one lakh) and less than Rs. 5,00,000 (Rupees five lakhs) | Dy. Collector & Sub-Divisional Officer | Fifteen days | Collector |
| | | More than Rs. 5,00,000 (Rupees five lakhs) | Collector | Fifteen days | Secretary (Revenue) |
| 18. | Issue of Domicile Certificate | | Collector | Five days | Secretary (Revenue) |
| 19. | Issue of Sound permission | Forwarding to the Police for report | Sub-Divisional Magistrate/ Additional District Magistrate | Same day | Collector |
| | | Report to the Sub-Divisional Magistrate/ Additional District Magistrate | Police Inspector | Two days | Superintendent of Police |
| | | Decision on the application | Sub-Divisional Magistrate/ Additional District Magistrate | Two days | Collector |
| 20. | Issue of certified copy of survey plan | | Draftsmen Grade-I | Three days | Director (Settlement & Land Records) |

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| 21. | Issue of New Arms License/ Transfer of Arms License | Forwarding the application to the Police | District Magistrate | Three days | Secretary (Home) |
| | | Report to the District Magistrate | Incharge of the Police Station | Thirty days | Superintendent of Police |
| | | Decision on the application | District Magistrate | Thirty days | Secretary (Home) |
| 22. | Renewal of Arms License | Forwarding the application to the Police | District Magistrate | Three days | Secretary (Home) |
| | | Report to District Magistrate | In charge of the Police Station | Thirty days | Superintendent of Police |
| | | Decision on the application | District Magistrate | Fifteen days | Secretary (Home) |
| 23. | Character Verification | Forwarding of papers to the Police | District Magistrate | Three days | Secretary (Home) |
| | | Report to District Magistrate | Superintendent of Police (Crime) | Fifteen days | Inspector General of Police |
| | | Decision of the District Magistrate | District Magistrate | Ten days | Secretary (Home) |

Derived from: <http://goaprintingpress.gov.in/downloads/1516/1516-3-SII-OG-0.pdf>