



Mandatory feedback rating of online services

The State of Goa has been proactively working to enhance its business ecosystem as part of its ongoing efforts to improve the ease of doing business. By implementing reforms that cater to the needs of both existing enterprises and new investors, the state aims to create a business-friendly environment across diverse sectors. These reforms reflect Goa's commitment to fostering economic growth, innovation, and investment opportunities.

One of the key initiatives introduced to strengthen this ecosystem is a mandatory feedback system for users availing of online government services. Recognizing that user experience plays a pivotal role in service delivery, the state has designed this system to collect valuable feedback from service users. This feedback mechanism has been integrated into the application submission process, making it a compulsory step. Applicants must provide their input on the quality of the service before they can proceed with submitting their applications. This ensures that user opinions are not only captured but actively utilized to identify strengths and areas needing improvement.

The feedback system is now live and operational for more than 150 Government-to-Business (G2B) services and sub-services available through the state's single-window portal. This portal serves as a one-stop platform for businesses to access various government services efficiently. By embedding the feedback mechanism into this system, the state ensures continuous evaluation and improvement of its service delivery.

This initiative underscores Goa's commitment to transparency, accountability, and responsiveness in governance. By making user feedback an integral part of its operations, the state seeks to build trust and confidence among businesses and investors. It also highlights the government's dedication to creating a seamless and user-centric experience, paving the way for a thriving business environment that benefits all stakeholders. Through these efforts, Goa continues to position itself as a preferred destination for investment and growth.