

GOA-IPB  
BOARD NO. 315  
27/1/21



Department of Industries  
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### NOTIFICATION

The Goa Investment Promotion and Facilitation Board (IPB) is tasked with the implementation of the Ease of Doing Business (EODB) reforms in the state of Goa to promote investments and create a business-friendly ecosystem in the State.

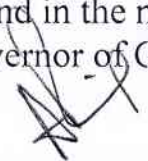
In the furtherance of the above objective, IPB has taken the following initiatives to enhance information availability and transparency in the existing system:

1. For new businesses seeking to start their operations in Goa, the online wizard or Know Your Approvals was launched in the Goa Single Window System on the website of IPB (<https://www.goaipb.goa.gov.in/single-window/>). The wizard includes an exhaustive list of pre-establishment and pre-operation clearances required to start commercial activity in the state of Goa. Therefore, in order to provide the latest and most accurate information to the users, all state departments shall notify IPB about the addition and/or elimination of any pre-establishment and pre-operation licenses/permissions/ clearances so that IPB may keep the wizard up-to-date. In case of changes, the wizard will be updated accordingly within a period of 30 days from the receipt of such notice by the IPB.
2. Furthermore, to enhance the transparency in online service delivery process, dashboard for disposal of all single window G2B (government to business) services shall be maintained on the Single Window website indicated in point 1. The dashboard shows the count of applications received and disposed of, updated on a weekly basis.

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3. The online Single Window also has a section for Public Consultation by which various state departments may publish their draft regulations online to seek public objections/ comments. All state departments shall follow their respective regulatory process to facilitate the use of the said system. Only registered users of Single Window system shall be able to participate in the feedback gathering exercise.
  4. Lastly, the online Single Window also has modules to submit online queries and file grievances. Queries are reviewed by IPB and action taken within 15 days from the receipt of such query. Grievances are directly submitted to the concerned departments for further action and resolution. All state departments shall take necessary steps to ensure time-bound resolution of such grievances in accordance with their acts/ rules.

Users are hereby encouraged to avail these and other online services through the Goa state Single Window system on the IPB website.

By Order and in the name of  
the Governor of Goa.

  
**(Amalia O. F. Pinto)**  
Under Secretary (Industries)

Copy to:-

1. The Director, Printing and Stationery, Government Printing Press, Panaji-Goa with a request to publish the same in the next Official Gazette.
- ✓ 2. The Chief Executive Officer, Goa Investment Promotion and Facilitation Board, Panaji Goa.
3. The Director of Industries, Trade and Commerce, Panaji-Goa.
4. Guard file.
5. Office copy.

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