

**GOA INVESTMENT PROMOTION AND FACILITATION BOARD  
(GOA-IPB)**

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No: 15/2020/Goa-IPB/EoDB/370

Dated: 28/10/2022.

**MEMORANDUM**

In furtherance of the notification No. 3/02/2015-ND/64 dated 25/01/2021 issued by the Department of Industries, Government of Goa, the Goa Investment Promotion and Facilitation Board (Goa-IPB), State's implementation agency for Ease of Doing Business, hereby issues the following mandates as outlined below:

- 1) The State single window system is fully integrated with the National Single Window system. All the services listed under Goa online can now be accessed through National Single Window system using the single sign on method. The following things are ensured through this integration:
  - a) With the Integration of information wizard of the state with the National Single Window system an investor can obtain information regarding all Central and State approvals/ Clearances/ NOCs applicable for establishing (pre-establishment) & starting operations (pre operations) based on inputs such as type of industry, number of employees, location etc.
  - b) The output of the information wizard based the inputs provided furnishes the following information service wise:
    - i) Name of the service
    - ii) Responsible Ministry/ Department
    - iii) Stage (Pre-establishment /Pre-operation/ Operation)
    - iv) Procedure details
    - v) Stipulated Time (days)
    - vi) Fees (INR)
    - vii) List of documents
    - viii) Link to apply for the service
  - c) The integration of state single window system and national single window system facilitates one stop delivery of services with the following features:
    - i) End to end online application and submission.
    - ii) Online payment and document submission

- iii) Online status tracking
  - iv) Online certificate issuance and download
  - v) SMS/Email updates to the applicant
  - vi) Facility for online verification of certificates/ licenses/ permits by third parties
- 2) Further, this memorandum amends the clause 4 of the notification No.3/02/2015-ND/64 dated 25/01/2021 to the following:

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 first response is provided within 15 days. All state departments shall take necessary steps to ensure time-bound resolution of such grievances in accordance with their acts/ rules.

- 3) Lastly, all queries are sought at once within 7 days of receiving the application from the investor in the IPB single window system.

  
(Swetika Sachan, IAS)  
Chief Executive Officer,  
Goa Investment Promotion &  
Facilitation Board

To,

- 1) All HODs of Government Departments.
- 2) The State Coordinator, National Informatics Centre, Goa State Centre, Parasio De Goa, H-Block, Provorum, Goa.
- 3) The Chief Executive Officer, Goa Electronics Limited, Ground Floor, Shram Shakti Bhawan, Patto, Panjim, Goa.

Copy to:

- 1) PA to Industries Minister, Minister Block, Secretariat, Porvorim-Goa.
- 2) PA to Chief Secretary, Secretariat, Porvorim-Goa.
- 3) PA to Secretary (Industries), Secretariat, Porvorim-Goa).