

# South Goa District

## Sun, Sand and Seamless Systems

Edited by **SUSHMA MISHRA**

Goa attained statehood on May 30, 1987, when it was included as twenty-fifth state of India. The State of Goa has two districts namely North Goa, which is headquartered at Panaji and South Goa, which is headquartered at Margao. South Goa District covers the entire southern part of Goa state. South Goa District is famous for its natural beaches, temples, water falls, hill spots, paddy fields and coconut groves. It is flanked by the Arabian Sea on the west, North Goa district to the North and Uttar Kannada district of Karnataka in the East and South.

NIC South Goa District Centre was established in 1989 and since then, it has been instrumental in fostering an ICT culture throughout the district. It has implemented a number of e-Governance projects and helped the District Administration to provide better service to citizens.

### ICT Initiatives in the District

#### District Website

(<https://southgoa.nic.in>)

The district website of South Goa is built on the S3WaaS platform. The website is designed for dissemination of information regarding citizen services, tourist places, public utilities, etc. based on inputs from district administration and is regularly updated. The website has become a one stop destination for all information about the District and administration.



NIC South Goa District Office has been supporting the District Administration with various ICT initiatives since its inception by in house development and implementation of systems such as FRC Information System, Manual Form I & XIV Information System, Matriz Information System, Integrated Public Distribution System, ICT solution for Urban Local Bodies, Online issuance of Birth & Death certificates, etc. NIC South Goa has also been providing all possible technical assistance and training for various Central and State e-Governance project their for successful implementation.



#### Forests Rights Claim (FRC) Information System

(<https://sgeservices.goa.gov.in/frcsanad>)

Forests Rights Claim (FRC) Information System has been implemented in South Goa District of Goa to digitize the manually issued Forests Rights Claim Sanad documents. The Sanad document issues forest land rights to citizens. The portal was launched by the Hon'ble Chief Minister Dr. Pramod Sawant on 24/09/2022. Two web applications are developed, one for data entry and another one is a public interface for searching records. The data entry is done at the Collectorate and the scanned document is uploaded on to the system with related details. Using the public interface citizens can search the Sanad document.

#### Manual Form I & XIV Web Application

(<https://sgeservices.goa.gov.in/form>)

The Manual Form I & XIV Information System has been implemented in South Goa District of Goa to digitize the manual Form I & XIV Documents. Before the computerization of Land records, manual registers were maintained by Government of Goa to record land details. After computerization of Land records, digitization of old registers was required and hence this system is developed. Two web applications are developed, one for data entry and another one is a public interface for searching records. The data entry is done at the taluka level and the scanned document is uploaded to the system with related details. Using the public interface citizens can search for the document.

#### Matriz Records

(<https://matrizsg.goa.gov.in/matriz>)

Matriz Records Search System has been implemented in South Goa District of Goa to digitize the manual Matriz Registers. During the Portuguese era, land records were maintained in Matriz Books, these records required to be digitized hence this web application is developed. Two web applications are developed, one for data entry and another one is a public interface for searching records. The data entry is done at taluka level and the scanned document is uploaded to the system with related details. Using the public interface, citizens can search the document.

#### Elections

(<https://esmsgg.goa.gov.in/sg>)

NIC South Goa District Centre provides extensive support to the District Administration towards the conduct of Parliament and Assembly elections. The web based application developed by the NIC South Goa District Centre is used for collecting data of officials employed in the various Central/State Govt. offices, banks, PSUs etc. and is used for the randomization of Polling Officials, Micro Observers and Counting Officials. NIC District Centre provides technical support during various stages of the election process. Support for randomization of police personnel is also provided on request.



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## Monthly Reports Web Application

This application is developed for the feeding count of pending revenue cases under different sections and acts under Collectorate and its sub offices in every talukas every month and for generating reports for higher officials for monitoring pendency cases.

## Control Room Complaints Application

This application registers complaints coming to the Control Room of South Goa Collectorate and Taluka offices. An operator in the control room feeds the basic details and complaints into the system and marks its status on resolution. Higher authorities can track pending complaints. This application was developed to streamline the disaster management efforts.

## Other Key Initiatives in the District

### eOffice

The District Centre has successfully provided all the support for implementing eOffice in South Goa Collectorate in the year 2023. All the necessary coordination for creating email id, preparing master files and training were given.

### ICT Support for PMO during the Hon'ble PMs Visit

During the Visit of Hon'ble Prime Minister of India during the year 2022-2024 to the South Goa district for various functions, NIC District Centre has provided all possible ICT support to the PMO.

### Viksit Bharat Sankalp Yatra

The Viksit Bharat Sankalp Yatra (VBSY) in all Panchayats within the district is a concerted effort to promote government programs. The District Centre has provided all the necessary technical support for creating user credentials, helping in mapping routes and troubleshooting issues to ensure their success.

- ▼ Fig 6.1 : Former Hon'ble Chief Minister of Goa, Shri Manohar Panikar, Urban Development Minister, Shri Francis D'Souza, Secretary, Urban Development, Shri Sudhir Mahajan, Director, Municipal Administration, Smt. R. Menaka, and other officials during the launch of Urban Local Bodies



## Video Conferencing (VC) Services

The District Centre provides VC Support for District Administration and other departments through the VC Studio.

### NDAL/ALIS

Arms License online is a web based application, which is developed to facilitate arms license related services to the general public, where applicants can apply for Fresh arms license and subsequent allied services for different categories like manufacturer, individual etc.

### ICT Solution for Urban Local Bodies in the State of Goa

Citizens living in urban areas have access to a suite of about 20 services which are made available on the Urban Local Bodies portal <https://go-aulbservice.gov.in>. The portal also disseminates ULB specific information such as list of elected representatives, important contact details of staff, tax defaulters, active tenders & notifications, council meetings & events and many more.

### Integrated Management of Public Distribution System (IMPDS)

Under IMPDS scheme, the eligible ration card beneficiaries covered under National Food Security Act (NFSA) can lift their entitled foodgrains from any Fair Price Shop (FPS) of their choice anywhere in the country, by using their biometric or Aadhaar authentication on electronic Point of Sale (ePoS) device at the FPS. IMPDS has been implemented in the State of Goa and on an average, around 10000 ration card holders per month from other states have been able to avail this scheme under the banner of 'One Nation, One Ration Card' (ONORC).

### Online issuance of Birth and Death Certificates

The Department of Planning, Statistics & Eval-

District Administration, South Goa extends its sincere appreciation to the National Informatics Centre (NIC) team for their excellent work in modernizing our district's administrative infrastructure. The team's dedication to implementing all the network systems has been promoting transparency and efficiency of our day-to-day operations. The seamless integration of this system has not only streamlined our processes but also enhanced accountability, ensuring that our services are delivered promptly and effectively to the citizens we serve.

Your efforts have provided our community with a user-friendly platform for accessing information and engaging with the local government, fostering transparency and trust.

Thank you for your unwavering commitment to excellence and for your invaluable contributions to our district's progress and development.



**Asvin Chandru A. IAS**  
District Magistrate & Collector  
South Goa District

uation (DPSE) functions as the Office of the Chief Registrar of Births & Deaths for Registration of Births & Deaths Act 1969. Presently, the registration of Birth and Death instances are being recorded using the Municipal Administration Software (MAS) at all the Urban Local Bodies and InfoGram Software Application at all Village Panchayats. Also, digitally signed birth and death certificates can be downloaded from the <https://rbd.goa.gov.in>, portal.

## Way Forward

Keeping up with the latest technological advancements, NIC South Goa aims to introduce and implement innovative e-Governance solutions to facilitate good governance and efficient service delivery.

Contact for more details

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