

Goa's Common Portal for e-Services of Urban Local Bodies

Ensuring Effective & Better Citizen Centric Services

Common Portal for e-Services of Urban Local Bodies is an initiative of the Department of Municipal Administration, Government of Goa and National Informatics Centre, Goa-State Centre. This portal enable the citizens to avail citizen services online in a simplified way, thus eliminating the inconvenience of travelling to various offices and waiting in long queues.



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With an objective of ensuring effective and enhanced citizen centric services, the need for reaching out to the citizens through a common portal for all Urban Local Bodies (ULB) in the State of Goa was envisaged. This has been a step towards taking the ULBs in the State towards the 'Digital India' goal of our Hon'ble Prime Minister.

The portal, hosted at the URL <https://goaulbservice.gov.in> provides a one stop solution in which the citizens staying within the jurisdiction of the Municipal Corporation/ Council of Goa can make online payment of taxes such as House tax, Trade & Signboard tax and Rental payments, Apply online for new Trade and Signboard licence. One can search and view Birth/ Death certificate, Apply online for correction in Birth/ Death certificate, Submit grievance and view the status of the same. A number of other services and information has also been provided.

The Department of Municipal Administration and National Informatics Centre, Goa State Centre jointly implemented the project in order to empower the citizens and avail the services simply being at home with mere click of a button. This has eliminated the difficulties of citizens to wait in long queues to avail the services.

OBJECTIVE

The aim of the portal is to provide the facility for citizens to make online payments of taxes and submit online forms for the services identified by the Department of Municipal Administration to be delivered online and through Lok Seva Kendras (LSK).

HIGHLIGHTS

The common services delivery portal

provides 17 services for the citizens:

- Online payment of House Tax
- Online payment of Trade & Signboard licence fees
- Online payment of shop rent
- Register a complaint
- Transfer of House Tax
- Submit online application for Trade & Signboard licence
- Search and view Birth certificates
- Correction in Birth certificates
- Search and view Death certificates
- Correction in Death certificates
- Search and view Birth certificates registered at Village Panchayats
- Search and view Death certificates registered at Village Panchayats
- NOC for water/ electricity connection
- Booking of Municipal Halls
- Booking of Night Soil tanker
- Booking of Hearse Van
- Submit application for Income certificate

The portal provides Municipal Council/ Corporation specific information such as the list of elected representatives, important contact details of staff, tax defaulters, active tenders & notifications, council meetings & events and many more. These features can be managed independently by the designated official of the respective council using the content management software module provided in the backend 'Municipal Administration Software' (MAS) application.

BENEFITS TO CITIZENS

- One can make payments of various taxes from the comfort of his/ her home.
- Multiple visits to the Municipal office are avoided.
- Easy access to birth/ death records
- Online correction of birth/ death data



Hon'ble Chief Minister of Goa, Shri Manohar Parrikar, Urban Development Minister, Shri Francis D'Souza, Secretary, Urban Development, Shri Sudhir Mahajan, Director, Municipal Administration, Smt. R. Menaka, ASIO-Goa, Shri K.P. Pariselvan and Shri Alex Kurian, Tech. Director during launch of the portal.

possible

- Can register grievances online
- The Portuguese consulate in Goa and Portugal are now able to check the genuineness of applications received for issuance of Portuguese passports to Goans

BENEFITS TO COUNCILS

- Each council/ corporation can manage

the contents of the portal independently

- Handling of cash reduced to a large extent due to online payment facility
- Higher officials are able to monitor the online applications received using dashboard application
- Fewer queues at the office premise for tax payments
- Improved Government- Citizen Interface

TECHNOLOGY USED

- Front end forms are developed using ASP.Net with C# as the scripting language using framework 4.0
- Backend database is Oracle10g

SUMMARY

Over the years, there has been a steady increase in the revenue collection because of the various payment options available in the portal. Due to the transparency and accountability, response of the citizens towards the portal has been very encouraging. Various department officials have applauded the efforts went in. Further, prompt and effective decisions are also being taken by the administration for improvement in the efficient services through this portal.



Home page of the Common Services Delivery portal

For further information, please contact:

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