User Manual

For

Fire and Emergency Services (Approval)
This Login is used by Issuing Authority to authorize applications for Approval of Initial NOC, Final NOC and Renewal of NOC under Fire and Emergency Services.

Step 1: Issuing Authority will Login in GoaServices Web Application by entering username and password and captcha code and click on login.

![Login Page of GoaServices](image)

**Fig 1**

After Login into GoaServices application Issuing Authority can view the dashboard as shown in **Fig 2**.
Step 2: To authorize the NOC, Issuing Authority can click on Pending counter in Issuance box as shown in Fig 3.
Fig 3

The application entries can be searched based on Ack no, Service or Year. On click of entry in the grid, the issuing Authority will be directed to document details page as shown in Fig 4. Here the Issuing Authority can view documents attached by clicking View as shown in Fig 4.

Fig 4

Here, Issuing Authority can also view inspection details and verification history.

In Inspection details section, Issuing Authority can view detailed report by clicking on view detailed report button.
Fig 5
Issuing Authority can also view verification history by clicking on “Verification History” tab.

Fig 6
Issuing Authority has to specify authorization status as Approve or Reject(Enter remark if status is reject) and click on Authorize button.
Fig 7
After successful authorization, NOC will be generated as shown in Fig 8.

Fig 8
Issuing Authority has to click on eSign button to sign the certificate.
Fig 9

OTP will be sent to Issuing Authority's registered mobile number.

Fig 10

Issuing Authority can download or print e-signed certificate.
User Manual
For
Fire and Emergency Services
(Form-U Verification Phase)
This Login is used by Issuing Authority to verify Form-U for Issuance of Initial Fire NOC.

Step 1: Issuing Authority will Log in into GoaServices Web Application by entering username and password and captcha code and click on login.

Fig 1

Step 2: After Log in into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance counter as shown in Fig2.

The Issuing Authority can also filter the application based on Type of the NOC as shown in Fig2.
In case of Form-U to be verified, the Issuing Authority will click on **Verification pending** counter in **Form U** box as shown in **Fig 3**.

The application entries can be searched based on Ack no, Service name and year as shown in **Fig 3**.
By clicking entry in the grid, the Issuing Authority will be directed to **Verification** page. Here the Issuing Authority can check application details by clicking on **Applicant Details** tab as shown in **Fig 4**.
By clicking on **Verification** tab, Issuing Authority will be directed to **Form U** verification page as shown in **Fig 5**.
Here,

1) Issuing Authority has to click on **verify** button if document is attached, then he/she will be directed to new window where attached document will be displayed.

Issuing Authority then has to select status for document as **correct** or **incorrect**. Specify remark for **incorrect** document and has to click on **save** button.

2) Issuing Authority can also Verify all documents by clicking on the Checkbox which allows him **Verify all Documents as Correct** as shown in above fig.
Issuing Authority then has to select status for document by checking as **correct** or **incorrect**. Specify remark for **incorrect** document. Then he/she has to select Verification status and click on **Verify FormU** button.

**Fig 6**

1. Complete: All application and documents have been found to be as per the prescribed notification and can be authorized.

2. Incomplete Documents: All applications are not processed as some documents/Information as per the prescribed notification is not attached or incorrect with the application.

3. Ineligible: All applications in this category are not processed as they are found to be ineligible as per the prescribed notification.
Issuing Authority will get notification after successful verification of Form-U.

Fig 8
User Manual
For
Fire & Emergency
(Inspection Phase)
This Login is used by Issuing Authority to conduct inspections for Initial NOC, Final NOC and Renewal of NOC for different types of purposes.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance counter as shown in Fig2.
In case of inspections are to be scheduled, the Issuing Authority will click on Pending Schedule counter in Inspection box as shown in Fig 3.
The application entries can be searched based on Ack no, service or year.

By clicking entry in the grid, the Issuing Authority will be directed to Schedule Inspection page as shown in Fig 4.

Fig 4

Here the Issuing Authority can fill the necessary details and schedule the inspection by clicking Schedule Inspection button.
After confirming the schedule, Issuing Authority will get a notification of scheduled inspection as shown in Fig 6.

Applicant will be notified through SMS about inspection schedule.

After scheduling inspection, Issuing Authority has to click on **Inspection Scheduled** counter on inspection box as shown in Fig 7.
After clicking on entry, Issuing Authority will be directed to inspection page as shown in Fig 8.

Here, Issuing Authority has to specify if inspection is carried out. If it is carried out, then Issuing Authority has to upload inspection report.
Issuing Authority then has to select inspection outcome as pass or fail, enter remark and has to click on **proceed to save** button.
User Manual
For
Fire and Emergency Services
(Verification Phase)
This Login is used by Issuing Authority to verify documents for Issuance of Initial, Final and Renewal of Fire NOC.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance counter as shown in Fig2.

The Issuing Authority can also filter the application based on Type of the NOC as shown in Fig2.
In case of documents are to be verified, the Issuing Authority will click on **pending** counter in **verification** box as shown in Fig 3.

The application entries can be searched based on Ackno, Service name and year as shown in Fig 3.
Fig 3

By clicking entry in the grid, the Issuing Authority will be directed to **Verification** page. Here the Issuing Authority can check application details by clicking on **Applicant Details** tab as shown in **Fig 4**. Here the issuing Authority also can check Details like Block Details, floor wise details by clicking on **view** button as shown below.
By clicking on **Verification** tab, Issuing Authority will be directed to document verification page as shown in **Fig 5**.
Here,

1) Issuing Authority has to click on **verify** button if document is attached, then he/she will be directed to new window where attached document will be displayed.

Issuing Authority then has to select status for document as **correct** or **incorrect**. Specify remark for **incorrect** document and has to click on **save** button.
2) If document is not attached in application but applicant has submitted hard copy of document, then Issuing Authority has to click on checkbox, then, he/she will be directed to new window as shown in Fig 7.

Issuing Authority then has to select status for document by checking hard copy as **correct** or **incorrect**. Specify remark for **incorrect** document. Then he/she has to select Verification status and click on **Save and submit verification report** button.
1. Complete: All application and documents have been found to be as per the prescribed notification and can be authorized.

2. Incomplete Documents: All applications are not processed as some documents/Information as per the prescribed notification is not attached or incorrect with the application.

3. Ineligible: All applications in this category are not processed as they are found to be ineligible as per the prescribed notification.

Issuing Authority will get notification after successful verification of documents.

Fig 9
User Manual
For
Fire and Emergency Services (Approval)
This Login is used by Issuing Authority to authorize applications for Approval of Initial NOC, Final NOC and Renewal of NOC under Fire and Emergency Services.

Step 1: Issuing Authority will Login in GoaServices Web Application by entering username and password and captcha code and click on login.

After Login into GoaServices application Issuing Authority can view the dashboard as shown in **Fig 1**.

After Login into GoaServices application Issuing Authority can view the dashboard as shown in **Fig 2**.
Fig 2

Step 2: To authorize the NOC, Issuing Authority can click on Pending counter in Issuance box as shown in Fig 3.
Fig 3

The application entries can be searched based on Ack no, Service or Year. On click of entry in the grid, the issuing Authority will be directed to document details page as shown in Fig 4. Here the Issuing Authority can view documents attached by clicking View as shown in Fig 4.

![Figure 4 showing document details and inspection details](image)

**Fig 4**

Here, Issuing Authority can also view inspection details and verification history.

In Inspection details section, Issuing Authority can view detailed report by clicking on view detailed report button.
Issuing Authority can also view verification history by clicking on “Verification History” tab.

Issuing Authority has to specify authorization status as **Approve** or **Reject** (Enter remark if status is reject) and click on **Authorize** button.
Fig 7
After successful authorization, NOC will be generated as shown in Fig 8.

Fig 8
Issuing Authority has to click on eSign button to sign the certificate.
Fig 9

OTP will be sent to Issuing Authority's registered mobile number.

Fig 10

Issuing Authority can download or print e-signed certificate.
User Manual
For
Fire and Emergency Services
(Form-U Verification Phase)
This Login is used by Issuing Authority to verify Form-U for Issuance of Initial Fire NOC.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

![Fig 1](image)

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of **Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance** counter as shown in Fig2.

The Issuing Authority can also filter the application based on Type of the NOC as shown in Fig2.
In case of Form-U to be verified, the Issuing Authority will click on **Verification pending** counter in **Form U** box as shown in **Fig 3**.

The application entries can be searched based on Ack no, Service name and year as shown in **Fig 3**.
By clicking entry in the grid, the Issuing Authority will be directed to Verification page. Here the Issuing Authority can check application details by clicking on Applicant Details tab as shown in Fig 4.
By clicking on **Verification** tab, Issuing Authority will be directed to **Form U** verification page as shown in **Fig 5**.
Fig 5

Here,

1) Issuing Authority has to click on verify button if document is attached, then he/she will be directed to new window where attached document will be displayed.

Issuing Authority then has to select status for document as correct or incorrect. Specify remark for incorrect document and has to click on save button.

2) Issuing Authority can also Verify all documents by clicking on the Checkbox which allows him Verify all Documents as Correct as shown in above fig.
Issuing Authority then has to select status for document by checking as **correct** or **incorrect**. Specify remark for **incorrect** document. Then he/she has to select Verification status and click on **Verify FormU** button.

**Fig 7**

1. Complete: All application and documents have been found to be as per the prescribed notification and can be authorized.

2. Incomplete Documents: All applications are not processed as some documents/Information as per the prescribed notification is not attached or incorrect with the application.

3. Ineligible: All applications in this category are not processed as they are found to be ineligible as per the prescribed notification.
Issuing Authority will get notification after successful verification of Form-U.
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User Manual
For
Fire & Emergency (Inspection Phase)
This Login is used by Issuing Authority to conduct inspections for Initial NOC, Final NOC and Renewal of NOC for different types of purposes.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance counter as shown in Fig2.
In case of inspections are to be scheduled, the Issuing Authority will click on **Pending Schedule** counter in **Inspection** box as shown in **Fig 3**.
The application entries can be searched based on Ack no, service or year.

By clicking entry in the grid, the Issuing Authority will be directed to Schedule Inspection page as shown in Fig 4.

![Application for Renewal of N.O.C. for Factories and Establishments, where electrical motor capacity exceeds 5 H.P. and above](image)

**Fig 4**

Here the Issuing Authority can fill the necessary details and schedule the inspection by clicking Schedule Inspection button.
After confirming the schedule, Issuing Authority will get a notification of scheduled inspection as shown in Fig 6.

Applicant will be notified through SMS about inspection schedule.

After scheduling inspection, Issuing Authority has to click on **Inspection Scheduled** counter on inspection box as shown in Fig7.
After clicking on entry, Issuing Authority will be directed to inspection page as shown in Fig 8.

Here, Issuing Authority has to specify if inspection is carried out. If it is carried out, then Issuing Authority has to upload inspection report.
Issuing Authority then has to select inspection outcome as pass or fail, enter remark and has to click on **proceed to save** button.
User Manual
For
Fire and Emergency (Payment Phase)
This Login is used by issuing authority to accept payment for Issuance Of Initial Fire NOC, Final Fire NOC and Renwal of Fire NOC under Fire And Emergency Services.

Step 1: issuing authority will Login in GoaServices Web Application by entering username and password and captcha code and click on login.

Fig 1

Step 2: After logging into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form-U, Payment, Issuance, Pending Clearance counter as shown in Fig 2.
In case of payment, the Issuing Authority will click on **Pending** counter in **Payment** box as shown in **Fig 3**.
The application entries can be searched based on Acknowledgment Number, Service name and year.

On click of entry in the grid, the Issuing Authority will be directed to the Payment Entry page.

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**Fig 4**

Here the Issuing Authority can view the details like Ack no, name and address of applicant and the service for which applicant has applied as shown in **Fig 4**.

Issuing Authority can also select payment mode by which applicant wants to pay as shown in **Fig 5**.
After selecting payment mode, Issuing Authority has to click on **Save & Print** button.

Here, Issuing Authority gets notification of successful payment entry as shown in **Fig 6**.
User Manual
For
Fire and Emergency Services
(Verification Phase)
This Login is used by Issuing Authority to verify documents for Issuance of Initial, Final and Renewal of Fire NOC.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of **Inward**, **Verification**, **Inspection**, **Form U**, **Payment**, **Issuance**, **Pending Clearance**, **Rejected** and **Compliance** counter as shown in Fig2.

The Issuing Authority can also filter the application based on Type of the NOC as shown in Fig2.
In case of documents are to be verified, the Issuing Authority will click on **pending** counter in **verification** box as shown in **Fig 3**.

The application entries can be searched based on Ackno, Service name and year as shown in **Fig 3**.
Fig 3

By clicking entry in the grid, the Issuing Authority will be directed to Verification page. Here the Issuing Authority can check application details by clicking on Applicant Details tab as shown in Fig 4. Here the issuing Authority also can check Details like Block Details, floor wise details by clicking on view button as shown below.
By clicking on **Verification** tab, Issuing Authority will be directed to document verification page as shown in Fig 5.
Here,

1) Issuing Authority has to click on **verify** button if document is attached, then he/she will be directed to new window where attached document will be displayed.

Issuing Authority then has to select status for document as **correct** or **incorrect**. Specify remark for **incorrect** document and has to click on **save** button.
2) If document is not attached in application but applicant has submitted hard copy of document, then Issuing Authority has to click on checkbox, then, he/she will be directed to new window as shown in **Fig 7**.

Issuing Authority then has to select status for document by checking hard copy as **correct** or **incorrect**. Specify remark for **incorrect** document. Then he/she has to select Verification status and click on **Save and submit verification report** button.
1. Complete: All application and documents have been found to be as per the prescribed notification and can be authorized.

2. Incomplete Documents: All applications are not processed as some documents/Information as per the prescribed notification is not attached or incorrect with the application.

3. Ineligible: All applications in this category are not processed as they are found to be ineligible as per the prescribed notification.

Issuing Authority will get notification after successful verification of documents.

Fig 9
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User Manual

For

Incident Reporting

(Approval)
This Login is used by Issuing Authority to authorize applications for Approval of Incident Reporting under Fire and Emergency Services.

Step 1: Issuing Authority will Login in GoaServices Web Application by entering username and password and captcha code and click on login.

Fig 1

After Login into GoaServices application Issuing Authority can view the dashboard as shown in Fig 2.
Fig 2

Step 2: To authorize Incident Report, Issuance Authority can click on Pending counter in Issuance box as shown in Fig 3.
Fig 3

The application entries can be searched based on Ack no, Service or Year.

On click of entry in the grid, the Issuing Authority will be directed to document details page as shown in Fig 4. Here the Issuing Authority can view documents attached by clicking View as shown in Fig 4.

Fig 4

Here, Issuing Authority can also view Incident Details and verification history.
Issuing Authority can also view verification history by clicking on “Verification History” tab.

Fig 6

Issuing Authority has to specify authorization status as **Approve** or **Reject** (Enter remark if status is reject) and click on **Authorize** button.
After successful authorization, NOC will be generated as shown in **Fig 10**.

Issuing Authority has to click on eSign button to sign the certificate.
Fig 9

OTP will be sent to Issuing Authority's registered mobile number.

Fig 10

Issuing Authority can download or print e-signed certificate.
User Manual
For
Incident Report
(I-Call)
This Login is used by Issuing Authority to save the details of the incident Report under Fire and Emergency Services.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Fig 1

In case of saving of the Incident details, the Issuing Authority will click on **I-call** counter in the menu Grid which is in Menu grid of the dashboard as shown in **Fig 3**.
By clicking on I-call in the menu grid, the Issuing Authority will be directed to **I-call** pagepage as shown in **Fig 3**. Here the Issuing Authority can fill the necessary details and save the incident details by clicking **Save** button.
After confirming the details of the incident report, Issuing Authority will get a notification of saved incident report as shown in Fig 4.
User Manual
For
Incident Report
(Fire Report)
This Login is used by Issuing Authority to save the details of the incident Report under Fire and Emergency Services.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

In case of saving of the Incident details, the Issuing Authority will click on **Incident Report** counter in the menu Grid which is in Menu grid of the dashboard as shown in **Fig 3**.
By clicking on I-call in the menu grid, the Issuing Authority will be directed to **Incident Report** page as shown in **Fig 3**. Here the Issuing Authority can fill the necessary details and add the incident details by clicking **Add** button as shown in **Fig 3**.
Further the issuing Authority will enter person escaped and Rescues details and click on the Add button to add the details as shown in Fig 4.
III-PERSON ESCAPED AND RESCUED

Name of last officer to leave fire spot*
Choose officer

Total time employed*
hr  min

Details

Escaped without assistance of fire service appliances
Male  Female  Other
Without assistance  Without assistance  Without assistance

Escaped with assistance of fire service appliances
With assistance  With assistance  With assistance

Assisted out by Fire Rescued by fire service without aid of
Using Appliances  Using Appliances  Using Appliances

IV-CASUALTIES

Lives Lost
Type*  Person details*  ADD
Choose  Person details

Injured
Type*  Person details*  ADD
Choose  Person details

V-ATTENDANCE AT OCCURRENCE

Name of the Fire station*
Choose Fire station

Turn-out time*
Turn-out Time

Trip mileage*
Trip mileage  Km

Type of appliance*
Choose type appliance

Arrival at incident time*
Arrival Time

Pumping Time*
hr  min

Vehicle Registration number*
REGISTRATION NUMBER

Returned back time*
Returned back

ADD

Fig 4
After Filling the Fire Station Personnel in Attendance details the issuing Authority can click on the Save button as shown in **Fig 5** to save the Incident Details.

**Fig 5**

After confirming the details of the incident report, Issuing Authority will get a notification of saved incident report as shown in **Fig 6**.

**Fig 6**
User Manual
For
Fire and Emergency
(Payment Phase)
This Login is used by issuing authority to accept payment for Incident Reporting under Fire and Emergency Services.

Step 1: issuing authority will Login in GoaServices Web Application by entering username and password and captcha code and click on login.

![Login Screen](image)

Fig 1

Step 2: After Loging into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Payment and Issuance counter as shown in Fig 2.
In case of payment, the Issuing Authority will click on **Pending** counter in **Payment** box as shown in **Fig 3**.
The application entries can be searched based on Acknowledgment Number, Service name and year.

On click of entry in the grid, the Issuing Authority will be directed to Payment Entry page. Here the Issuing Authority can view the details like ACK no, name and address of applicant and the service for which applicant has applied as shown in Fig 4.
Issuing Authority can also select payment mode by which applicant wants to pay as shown in **Fig 5**.

![Fig 5](image)

After selecting payment mode, Issuing Authority has to click on **Save & Print** button.

Here, Issuing Authority gets notification of successful payment entry as shown in **Fig 6**.

![Fig 6](image)
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Shramashakti Bhavan, Patto Panaji-Goa Tel: 0832-2435019/2437248
www.goaelectronics.co.in
User Manual
For
Fire and Emergency Services
(Verification Phase)
This Login is used by Issuing Authority to verify documents for Incident Reporting.

Step 1: Issuing Authority will Login into GoaServices Web Application by entering username and password and captcha code and click on login.

Step 2: After Login into the GoaServices Web Application, the Issuing Authority can see the Dashboard consisting of Inward, Verification, Inspection, Form U, Payment, Issuance, Pending Clearance, Rejected and Compliance counter as shown in Fig2.

The Issuing Authority can also filter the application based on whether it is NOC or Incident Report as shown in Fig2.
In case of documents are to be verified, the Issuing Authority will click on **pending** counter in **verification** box as shown in **Fig 3**.

The application entries can be searched based on Ackno,Service name and year as shown in **Fig 3**.
By clicking entry in the grid, the Issuing Authority will be directed to Verification page. Here the Issuing Authority can check application details by clicking on Applicant Details tab as shown in Fig 4.
By clicking on **Verification** tab, Issuing Authority will be directed to document verification page as shown in **Fig 5**. Here Issuing Authority can verify all the documents as Correct by clicking checkbox on top left Corner as shown in **Fig 5**.
Here,

1) Issuing Authority has to click on **verify** button if document is attached, then he/she will be directed to new window where attached document will be displayed.

Issuing Authority then has to select status for document as **correct** or **incorrect**. Specify remark for **incorrect** document and has to click on **save** button.
2) If document is not attached in application but applicant has submitted hardcopy of document, then Issuing Authority has to click on checkbox, then, he/she will be directed to new window as shown in Fig 7.

Issuing Authority then has to select status for document by checking hardcopy as correct or incorrect. Specify remark for incorrect document. Then he/she has to select Verification status and click on Save and submit verification report button.
1. Complete: All application and documents have been found to be as per the prescribed notification and can be authorized.

2. Incomplete Documents: All applications are not processed as some documents/Information as per the prescribed notification is not attached or incorrect with the application.

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Issuing Authority will get notification after successful verification of documents.

Fig 9