



GIPARD

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Goa Institute of Public Administration
& Rural Development



VOL- 3

BEST PRACTICES IN GOA'S VILLAGE PANCHAYATS

*Initiative Towards Achievements of
Localisation of Sustainable
Development Goals (LSDGs)*

VILLAGE PANCHAYAT COLLEM-SIGAO



VILLAGE PANCHAYAT HARVALEM



VILLAGE PANCHAYAT CALANGUTE



SUCCESS STORY OF VILLAGE PANCHAYAT COLLEM–SIGAO: FROM COLLAPSE TO REVIVAL



The Village Panchayat of Collem–Sigao, located in the Dharbandora Taluka of Kushavati District, consists of 9 wards and approximately 1,500 households. Within its jurisdiction lies the famous Dudhsagar Waterfalls, one of Goa's most spectacular natural attractions. Cascading from a height of over 300 meters, the waterfall appears milky white due to its foamy flow—hence the name “Dudhsagar,” meaning “sea of milk.” It is especially breath taking during the monsoon season when the water volume increases significantly.



Traditionally, mining and tourism related to Dudhsagar Waterfalls have been major sources of income for the panchayat and the residents of Collem. However, the 2012 mining ban triggered a sudden financial and livelihood crisis in the village so also tourism declined due to repeated drowning incidents at Dudhsagar.

Birth of a New Revenue Model introduced by Village Panchayat

- Mandatory life jackets introduced for all tourists visiting Dudhsagar.
- Panchayat took charge of supplying jackets.
- Life jacket rental started in 2013 at Rs. 30 per tourist.
- Drowning incidents reduced to zero, restoring tourist confidence.
- Generated Rs. 7.88 crore Own Source Revenue (2013–2025).
- Introduced sanitization and drying system for better safety and hygiene.



Employment & Tourism Revival

With Dudhsagar Waterfalls restored as a safe destination, tourism surged again.



- Over 240 local jeeps engaged in transporting tourists providing steady income to many families previously dependent on mining.
- The pay-parking business flourished, with villagers earning lakhs of rupees annually from organized parking services.
- The Panchayat created jobs by employing 20 workers for life jacket management and 10 for garbage handling.



Village-wide Development Works Enabled by OSR

Development resumed as below across all 9 wards with enhanced revenue.

- Roads, drain works, anganwadis, and schools were upgraded; Visarjan sheds built.
- First in the taluka to implement systematic household wet and dry waste collection.
- Public toilet auction generates ₹2 to ₹5 lakh annually.
- Major projects: market complex, Panchayat Ghar, upgraded playground, and new health centre.
- Child-friendly libraries established in Collem and Sigao.

A Model of What Own Source Revenue Can Achieve

Collem–Sigao is a leading example of strong Own Source Revenue in Goa. Transformed from crisis to a stable, tourism-driven and employment-generating Panchayat.

This transformation is reflected not only in its financial records but also in the daily lives of its people.

This journey proves that with vision, persistence, and community participation, even the most challenging situations can be overcome, making Collem–Sigao a model for Panchayats across Goa and India

BEST PRACTICES OF VILLAGE PANCHAYAT HARVALEM, BICHOLIM TALUKA, NORTH GOA



The Village Panchayat of Harvalem, situated in the Bicholim Block of North Goa, is among the youngest Panchayats in the state, having been established during the period 2013–2014. Despite its relatively recent formation, it has, within just over a decade, distinguished itself as a well administered, clean, and progressive local governing body.

QR Code–Based Dry Garbage Collection System

- The panchayat introduced a QR code–based waste collection system to track household-level service, improving accountability and transparency.
- Signed an MoU with a private agency to manage the MRF shed at no cost to the Panchayat.
- Panchayat collects wet and dry waste; the agency handles segregation and disposal.
- Wet waste is converted into manure, while dry waste is recycled responsibly.
- Manure is sold to local farmers, generating additional revenue for the Panchayat.





The Panchayat has undertaken a commendable initiative to reduce garbage black spots by installing CCTV cameras, which help monitor and prevent illegal dumping activities. Individuals found violating the rules are penalised through the imposition of fines.

Mahila Gram Sabha (Women's Participation in Governance)

A separate Gram Sabha exclusively for women was conducted to ensure women can freely discuss issues related to health, sanitation, safety, and development.



Village Health and Safety Activities

- Conducts free health check-ups, fire safety trainings, and AYUSH Homoeopathic camps for residents.
- Works to create a healthier, inclusive, and empowered community.
- Despite being one of the youngest Panchayat in Goa, Harvalem Village is declared an Open Defecation Free (ODF) Model Panchayat under Swachh Bharat Mission (Grameen).



ISO Certification

The Panchayat has been awarded ISO 9001- 2015 for assured quality service to the citizen of Village Panchayat Harvalem.



BEST PRACTICES OF VILLAGE PANCHAYAT CALANGUTE, BARDEZ TALUKA, NORTH GOA



The Calangute Village Panchayat is one of the most prominent local governing bodies in North Goa, known for managing civic administration in a major tourist hub. Calangute, often referred to as the “Queen of Beaches” experiences a unique blend of residential life and heavy tourist activity, which makes the Panchayat's role especially important in maintaining infrastructure, sanitation, and public services. For administrative purposes, the Panchayat is divided into eleven wards.

Cleanliness and Solid Waste Management

- Calangute generates a large amount of waste due to heavy tourist and commercial activity.
- The Panchayat has set up an effective collection system, with garbage segregated at the Material Recovery Facility (MRF) shed.
- Segregated waste is transported to the Saligao Solid Waste Management Facility (SWMF) for proper processing. These measures help maintain cleanliness, hygiene, and a healthy environment in the Panchayat area.



Record Management

- Adopted secure and efficient record management for quick service delivery
- Restricted access to record rooms and in-house photocopying to protect originals
- Systematic, digitally indexed record organization
- Infrastructure for quick retrieval across multiple rooms
- Adequate fire safety arrangements
- Serves as a model for effective record management

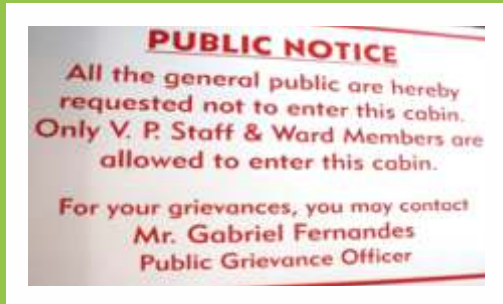
Assistance to Villagers for Timely Cleaning of Septic Tanks

- Panchayat provides night-soil tankers for regular cleaning of septic tanks.
- Tankers are available to residents at nominal charges.
- Initiative ensures proper sanitation and helps to keep the village clean.



REVISED RATES OF NIGHT SOIL TANKER	
WIDE RESOLUTION NO. IX J (111) Dtd. 15/12/22	
FOR CALANGUTE RESIDENTIAL	Rs. 2100/-
FOR CALANGUTE COMMERCIAL	Rs. 3100/-
FOR OUTSIDE CALANGUTE	Rs. 4100/-

APPLICABLE FROM 01/10/2022



Grievance Officer

- The Calangute Village Panchayat appointed a dedicated Public Grievance Officer to ensure consistent grievance redressal.
- This has improved efficiency, as elected representatives may not always be available during office hours.

Senior Citizen and Persons with Disabilities Friendly Panchayat

- Ensured a barrier-free Panchayat office for senior citizens and persons with disabilities
- Easy access to service counters and key offices (Secretary & Sarpanch)
- Wheelchairs and staff assistance provided for visitors with mobility challenges
- Dedicated walkway developed for safe physical activity of senior citizens
- Constructed a Senior Citizen Ghar for comfort, basic amenities, and social interaction



Other Infrastructure Facilities

- Developed key community infrastructure for public benefit
- Air-conditioned Community Hall (200 capacity) for social, cultural, and industrial events
- Public Library to promote reading and intellectual growth
- Village Development Platform for discussions and participatory decision-making



Bal Gram Sabha

- The Village Panchayat Calangute organizes Bal Gram Sabha to encourage children's participation in governance and address their concerns.
- When children raised traffic safety issues after school hours, the Panchayat coordinated with Traffic Police, which significantly improved traffic regulation and ensured safer movement for schoolchildren.

Seven Goas Village Panchayats Achieved 9001-2015 ISO Certification for Assured Quality Service to Citizens

The State of Goa marked a significant milestone in strengthening grassroots governance as seven Village Panchayats were awarded ISO certification for adopting professional, citizen-centric, and transparent administrative practices. The ISO certificates were awarded by the Hon'ble Minister for Panchayati Raj, Shri. Mauvin Godinho, to seven Village Panchayats: **Volvoi, Sarzora, Sao Matias, Menkurem-Dhumase, Querim-Tiracol, Harvalem** and **Chicalim** at a programme organised by the Goa Institute of Public Administration & Rural Development in collaboration with the Directorate of Panchayat, Government of Goa, held at the Secretariat in Porvorim on 23rd January 2026.



Village Panchayat Sarzora, Salcete, South Goa



Village Panchayat Querim-Tiracol, Pernem, North Goa



Village Panchayat Menkurem-Dhumase, Bicholim, North Goa



Village Panchayat Volvoi, Ponda, South Goa



Village Panchayat Sao Matias, Tiswadi, North Goa



Village Panchayat Chicalim, Mormugao, South Goa



Village Panchayat Harvalem, Bicholim, North Goa

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