

PRIVACY POLICY FOR ‘COMPLAINT REGISTRATION’ MOBILE APP

The “Complaint Registration” Mobile App :

The “**Complaint Registration**” app provides a facility to the citizen to submit text or media complaints against the Bus, Yellow / Black / Taxi, Auto Rickshaw / Motorcycle, Tourist Taxi, etc for violation of Motor Vehicles Rules to the Directorate of Transport, Government of Goa. The Department shall investigate the case and update the complainant / citizen with the necessary action taken.

Data Collected & Access Permission Required by the App :

The Department only collects the name, mobile number, email and any complaint related information submitted by the complainant such as images, videos, documents etc to take necessary action to resolve the complaint. The email/username, password, mobile number and other details of the complainant shall not be disclosed to any third party by the department. Authorized Department officials and dealing hands shall be allowed only to view the details in the complaint those are necessary to process and resolve the same.

Registering of Account in the App is mandatory in order to submit a complaint. The user is registered in the app using unique email-id and the password is stored in the database via encryption. Registration of account & login/submission complaint by user is carried out using secure encryption/hashing methods. The database and the backend software "Complaint Registration System" used for complaint resolution is hosted on a secure server in the NIC/State Data Center with no access provided to any unauthorized third party for accessing the software portal or the database.

The user should provide the correct contact details. The department shall contact the complainant on the email/mobile number registered by him/her on the App for verification/enquiry purposes or to update status of the complaint through SMS. The department shall not be responsible or liable for any incorrect details provided by the user.

The mobile app requests user permissions (e.g. camera, microphone, file access, location etc) which shall be required to submit complaint or complaint media file attachments through the app.

In case of forgetting of login/password of the account or app related issues, the user should contact on official email ID dir-tran.goa@nic.in through registered e-mail ID and after proper verification of the user the department shall take necessary action .