

## **The details of the Schemes of this Department are as follows**

### **1. Direction & Administration:**

This scheme is basically aimed at meeting the expenditure on Administration such as salaries, travel expenses, office expenses, Rent Rates and Taxes, Advertisement and Publicity and other contingent expenditure. The Government has decided to strengthen its Department in order to cope up with growing IT trend in Government sector.

At present this Department is having staff strength of 61 employees. The technical staff has been given the job of monitoring, implementation, development of various ongoing as well as planned projects initiated by Department for the various Government offices. The staff strength of the Department also include the 30 staff recruited on contract basis (both Technical and Administrative) i.e. -Dy. Director (IT) (1 No), Software Engineers (10 Nos), Technical Assistants (13 Nos), Business Development Manager (1 No), Lower Division Clerks (4 Nos) and Peon (1 No). The Department is also in the process of creation of IT cadre under which, IT professionals will be placed in various Departments across the State of Goa to address the immediate requirement of IT. The department also proposes enhancement of Administrative manpower. In order to meet all this requirement and smooth functioning of the Department, a **provision of Rs. 393.00 lakhs is made in the financial year 2014-15.**

### **2. Special Component plan for Schedule Caste:**

A Scheme for SC is being implemented by this Department from the year 2010 - 2011 for empowerment of SC, through Info Tech Corporation of Goa Ltd. (a Govt. of Goa undertaking). Under this scheme, all the candidates belonging to Schedule Caste Community are eligible for taking up any approved course through IT Knowledge Centers operated by Info Tech Corporation of Goa Ltd across the state of Goa.

The Department Plans to make the Common Service Centers active for delivery of services to citizens and plans for a financial Support scheme for the

SC Community for setting up Common Service Centers, the target would be minimum 1-2 franchisee for the Year 2014-15.

The Department also plans to provide a Financial Support Scheme to the SC community by providing 50% of Infrastructure cost for setting up of Small Office Home Office (SOHO) in IT related field with minimum 5 employees which would generate employment. The target would be minimum 2-3 SOHO for the Year 2014-15.

**The Department has kept a target of imparting training to approximately 500 candidates in financial Year 2013-14 hence a provision of Rs. 30.00 lakhs is made in the financial year 2014-15 under these scheme.**

### **3. Tribal Sub Plan :**

A Scheme for ST is being implemented by this Department from the year 2010 - 2011 for empowerment of ST through Info Tech Corporation of Goa Ltd. (a Govt. of Goa undertaking). Under this scheme, all the candidates belonging to Schedule Tribe Community are eligible for taking up any approved course through IT Knowledge Centers operated by Info Tech Corporation of Goa Ltd across the state of Goa.

The Department aims to make the Common Service Centers active for delivery of services to citizens and plans for a financial Support scheme for the ST Community for setting up Common Service Centers, the target would be minimum 3-4 franchisee for the Year 2014-15.

The Department plans to provide a Financial Support Scheme to the ST community by providing 50% of Infrastructure cost for setting up of Small Office Home Office (SOHO) in IT related field with minimum 5 employees which would generate employment. The target would be minimum 5-6 SOHO for the Year 2014-15.

**The Department has kept a target of imparting training to approximately 1000 candidates in financial Year 2014-15 hence a provision of Rs. 40.00 lakhs is made in the financial year 2014-15 under this scheme.**

#### 4. IT Promotion:

This scheme is mainly to spread the awareness of ICT. To achieve the objective of Enabling & Empowering the people & citizens on ICT, the Department aims to do promotion by way of publishing advertisements related to Information Technology in newspaper /magazines, conducting Workshops, Seminars, Exhibition within the State as well as outside the State, providing training on creating awareness on ICT, online services etc. to citizens .

The Department aims at building the Capacity of the Staff by way of encouraging the staff to attend Seminars, present papers at National and International Journals /conferences. The department intends to participate in various National IT related events / Competitions. The Department in the years to come aims to take ICT at the door steps of the common people. **A budget provision of Rs. 10.00 Lakhs is made in the financial year 2014-15 to achieve the Goal.**

#### 5. Registration of IT Industry:

Department has created a Software Technology Park Authority of Goa (STPAG) in order to register the IT Industries (IT/ITES/BPO/ICT) & enable them to avail the facilities of IT Policy of Government of Goa.

The Govt. is working on the Investment policy for the state of Goa which will involve investment in the IT Sector. The Department has also initiated the work of restarting the IT Habitat at Dona Paula to attract the IT Investment and enable the IT Industry to avail facilities under the Investment Policy of Govt. of Goa and to carry out the functions of STPAG a provision of Rs.3.00 Lakhs is made in the financial year 2014-15.

#### 6. I.T Council :

In order to utilize the substantial potential which has been created by the Government under IT sector on e-Governance and to provide a hassle free, quality, cheaper, transparent, efficient and prompt delivery of services to the

common man, a 'Task Force' is setup on ICT and e-Governance. This Task Force will be advising the Government on ICT from time to time.

The Government intends to implement various policies for the ICT and e-Governance with the help of this IT Council.

**A provision of Rs. 6.5 lakh is made in the financial year 2014-15.**

## **7. Infrastructure Development:**

This scheme is aimed at creating / development of IT Infrastructure for the State of Goa. The Department has ongoing projects like GBBN, i-3 project (SDC), IT Knowledge Center, Last mile Connectivity through Gap infrastructure Project (Gap-II) etc., under this Scheme. The Government has already initiated the development of IT Habitat at Dona Paula through ITG and intends to take up development of other IT parks and other projects like Geographical Information System (GIS), State Wide Surveillance, Migration from IPv4 to IPv6, WiFi to Institutes /Schools, GBBN Connectivity for the remaining Government Offices / Locations, M-Governance, Integrated Plaza, etc. in the coming years. The Department intends to take up some of the projects through central funding and the expenditure of the above ongoing projects like GBBN, Voice/Video Communication over GBBN, SDC, ITKC and Last mile Connectivity (Phase-II) Gap Infrastructure project etc. through Infrastructure Development.

### **Following are the Components of Infrastructure Development**

#### **(i). Goa Broad Band Network (GBBN) Project**

The GBBN project has been designed to build a converged Wide Area Network that connects the State Headquarters, District Headquarters with all 12 Talukas, Village Panchayats, Households and institutions across the State. The Connectivity of 10 Gbps has already been provided between the all 12 Talukas and 1 Gbps to all the 189 Village Panchayats including 255 building /locations under Phase -I and Phase -II of GBBN Project. The Integration of GBBN with NICNET has also been completed. Video conferencing is also being conducted on this network. Through this network

both Intranet bandwidth and Internet bandwidth is being provided to all the stake holders. The project is monitored by Third Party Audit Agency (TPA). There is a recurring cost involved for the project which is being paid in the form of Quarterly Guaranteed Return to the GBBN Partner based on the services rendered and the TPA Agency for the Audit services.

Further, as per the GBBN agreement the GBBN partner shall share 12% revenue of its private connectivity and value added services to Government of Goa after completion of 5<sup>th</sup> year of contract for next 5 years. GBBN project shall complete its 5 years in August 2014 and hence revenue sharing shall start thereafter. The department also plans to enhance the Internet Bandwidth in view of the growing bandwidth requirement.

**(ii). State Data Centre (SDC):**

The State Data Centre (SDC) is envisioned as the 'Shared, Reliable and Secure Infrastructure Services Centre for hosting and managing the e-Governance Applications of Government of Goa and its constituent Departments. The Goa State Data Centre has been setup and operational since March 2008 and is hosted with 47 e-Governance Applications, 75 Web based Applications, 135 e-Services Applications along with other Government Applications such as State Service Delivery Gateway (SSDG), Mobile Service Delivery Platform (MSDP), SMS Gateway (e SMS) etc. The project is maintained & operated by external agency (Data Centre Operator) who looks after the entire Data Centre Operations. The contract with the Agency is ending in March 2014 and after this new Agency would be required for upgradation, maintenance & operations of existing Data Centre for a period of two years. This Department wishes to upgrade & maintain the necessary infrastructure of SDC so that more components in terms of servers, racks etc. can be accommodated. At the moment, some of the hardware infrastructure of SDC such as network infrastructure, some of the managed servers etc., which are maintaining necessary uptime and technology are nearing 5 year of age and require maintenance for further period of 2 years. Also since the Data Centre is running for past so many

years, the technology has become old and requires up gradation in terms of latest trend available in the market.

There is a recurring cost involved for the operations and maintenance by the present Data Centre Operator and the Third Party Audit Agency (TPA) which is being paid in the form of Quarterly Guaranteed Return to the i-3 Partner based on the services rendered and the TPA agency for audit. There is also a projected cost for the upgradation, operation & maintenance of SDC and the Third Party Audit Agency to be selected for the project for another period of two years.

***(iii). Gap Infrastructure Project:***

The Government of Goa (GoG) through the Gap Infrastructure Project, Phase-I extended GBBN connectivity from 225 building /locations to various other departments which were within 500 Mts range, thus covering nearly 800 offices and are availing the services of both Intranet and Internet. There is a recurring cost for the maintenance of this project. Further, the department has connected around 512 Govt. / Aided Educational Institutes / schools and around 208 Govt. sub offices under the last mile connectivity (Gap-II) Project. The project has been completed and there is a balance payment to be made to the Implementing Agency towards this project. The department also intends to provide GBBN connectivity to the remaining Government offices and middle schools which were not covered in the earlier phases.

***(iv). Wi-Fi Connectivity and Surveillance solution to schools***

The Department has planned for implementing Wi-Fi Connectivity & Surveillance solution in the schools/educational institutes /colleges provided by the Education Department. The Wi-Fi connectivity is to be provided in view of the "Cyberstudent Scheme" wherein the Government of Goa has provided e-Tablets to the students of std VI & VII along with subject-wise e-Contents for std V to VIII. Wi-Fi connectivity is required in the schools so that the students along with teachers can access the data from the server and upgrade the e-Content on their tablets along with access to information in the educational domain. Surveillance solution shall help in

monitoring the school premises thereby increasing the security of the school.

***(v). IT Knowledge Centers:***

Info Tech Corporation of Goa Limited (ITG) with the help of Government of Goa has established 40 IT Knowledge Centres across 36 census Towns and 4 major Towns. The vision of the project is to give computer training to at least one member of every family till the village level on ICT which will help the Citizens to be IT literate. This training would cater them to get jobs in IT Software's/IT Enabled Services including BPOs. Till date, training for around 12380 students has been completed from these training centers. The Department aims at modernizing and removal of the obsolescence of the ICT equipments in the ITKC's in the state to keep pace with the recent trends and technologies.

***(vi). Migration of IPv4 to IPv6 Protocol***

IPv6 is the successor to Internet Protocol Version 4 (IPv4). It is designed as an evolutionary upgrade to the Internet Protocol and will allow the Internet to grow steadily, both in terms of the number of hosts connected and the total amount of data traffic transmitted. Few key benefits are Simplified, more efficient routing, True quality of service (Quos), also called "flow labeling", Built-in authentication and privacy support, Flexible options and extensions, Easier administration. As a first step, as per the roadmap for this migration, GBBN IPv6 Assessment Study and setup of IPv6 Lab at GBBN SHQ the department with the help of the GBBN partner has completed this activity enabling the GBBN backbone network till all the 189 Village Panchayats for IPv6 Compliance. Testing of this compliance is in process. Also there is a need to cover all the extended connectivity locations from the GBBN POP's for IPv6 compliance

***(vii). Surveillance Project:***

A major responsibility of the Government is to provide safety and security for its citizens and its assets. With increased security and terrorism threats in the country, building a comprehensive surveillance system is critical for

enhancing safety and security of citizens and assets. The department plans to introduce a common framework for surveillance systems in the state.

The project envisages implementation of a state-wide comprehensive surveillance system to facilitate 24x7 scanning and monitoring of vehicular traffic, human movement etc. The project would ensure setting up of unmanned surveillance cameras throughout the state at all the major roads and junctions, Public places and Places of strategic importance. The data will be stored, monitored and analyzed at the centralized control room which will be setup for the project. The project shall be under the aegis of the Department of IT, Government of Goa, with close coordination and support from the Home Department (Police department).

***(viii). Geographic Information System (GIS)***

A Geographic Information System (GIS) is a tool used to visualize spatial data to make better decisions. The GIS system is meant to provide a common platform for all departments to store and share their spatial data. This will lead to better joint decisions, greater transparency, and the ability to effectively monitor large projects. A few of the reform areas are as follows: Improve inter departmental collaboration, effectively monitor large projects, provide transparency in the scope and impact of projects, ability to effectively manage our growing cities and the changing needs of our citizens.

The Government of Goa will create a single GIS portal that will allow departments to create overlays detailing their department specific data. A detailed project report has already been submitted to the Government of India under the World Bank funding scheme. .

***(ix). m-Governance***

Delivering timely and accurate information to citizens and an established system of two-way communication between the Government and people is one of the key benefits of m-Governance. By utilizing wireless & mobile technology the state has taken a step forward from e-Governance

to m-Governance in a big way in improving the delivery of Government information and services thus benefitting the citizens.

m-Governance in Goa is a comprehensive Mobile Governance project aimed at m-enabling the 48+ Government Departments and m-powering the people. The vision is to build/showcase solutions and applications which will benchmark in m-Governance services across the world by using latest technologies (Voice Applications, Applications using signaling channel and data service based Applications)

**(x). *Integrated Border Check-Posts Management.(Integrated Plaza):***

The objective is to provide a single window for collecting Taxes, Information and monitoring on behalf of from various Departments like Excise, Police, and Commercial taxes, Tourism, Forest and Transport. The project will be started on pilot basis to determine the gaps in the requirement. The final requirement will be determine in consultation with the various department after seeking feedback on the pilots system. The first phase will include consultation with various departments to determine their data and access requirements. The project component will comprise of Centralized Application Service and database; additionally a set of cameras will be deployed as part of this phase. The second phase will consist of maintenance & monitoring.

**(xi). *Infrastructure developments for IT Parks.***

The Government has already initiated the development of IT Habitat at Dona Paula through ITG and also intends to take up development of other IT parks. The department plans to take up the balance infrastructure work at the IT habitat, Donapaula and also development of other IT parks, Electronics Systems Design and Manufacturing (ESDM) Sector that may come up in future.

**In order to do the smooth implementation of these above schemes a provision of Rs 4000.00 lakhs is made in the financial year 2014-15.**

## 8. e-Governance:

Through this Scheme, the Department provides hardware and software support to various departments. This includes development of e-Governance application softwares and e-services. The Department has already taken up the projects like e-District, Human Resource Management System (HRMS) for Employees & Pensioners, etc through central funding, which are ongoing. The Department intends to rollout e-Office to the various Departments /Institutions / Autonomous Bodies / Corporations in the State, take up a more e-Governance projects in the State.

### **Following are the Components of e-Governance:**

- (i). *e-Office*: The Department of Information Technology has achieved a major milestone this year by successfully implementing an e-Governance application to make the departmental procedure paperless. The pilot implementation maintains a paper trail to facilitate staggered adoption of the system; however the same will soon be phased out after providing digital signatures to all the departmental staff. The system is developed in-house using Open Source technologies and has been successfully running in the Department for over six months. The department proposes to roll out this application in various Departments /Institutions / Autonomous Bodies / Corporations in the State. e-Office will include the use of Digital Signatures and Digital documents in place of physical movement of paper files. The pilot project has been a complete success and is extensively used by the Department of Information Technology.
- (ii). *e-District Mission Mode Project*: The e-District Mission Mode Project of GoI, is the means through which the Government services can be delivered across the counter and citizens do not have to visit Government offices multiple times. This project is one of the key components in achieving the NeGP vision. The project is funded by Department of Electronics and Information Technology (DietY), GOI and is being implemented through the Info Tech Corporation of Goa Ltd.

- (iii). **HRMS:** Human Resource Management System (HRMS) would help the Government of Goa in building a database of Employees and Pensioners which would keep track of the personal details of employees including calculation of salary and pensions payable, filing of returns, keeping track of attendance & other leaves, Service Books, insurance, health benefits and integration of the above database with the existing pension software of Directorate of Accounts developed by NIC. The expected benefits of the system are: Streamlining the manual process, Centralization of employee records, easy data retrieval, integration with other departments, secure and user friendly system, Holistic view of all GoG employees. The work of development and implementation of the H.R.M.S. Project has already started and the work of Digitization of the first 10 Government departments will be initiated next.
- (iv). **Data Collection Project:** Citizens seeking services from the Government have to repeatedly provide certain documents, and information. This information is collected by Government agencies in a haphazard manner without scope for reuse. The Data Collection Policy is intended to provide a Data Architecture to store Citizen Information and reuse the same across Government services and departments. This way the citizen only needs to provide information on one occasion and the same can be utilized to avail various services using his/her Aadhar number as a key. The department has initiated to understand the Citizen Centric Data available with the various departments. This data will be compiled to decide upon the ideal roadmap for the project.
- (v). **Document Digitization:** The process of digitizing Government documents needs to be coordinated through a set of common guidelines that will allow all the information to be indexed and searched by a centralized system. The Document Digitization Policy provides common guidelines to ensure that all Government of Goa documents follow a consistent digitization methodology.

- (vi). *e-Health Project*: The main objective is to have a Universal healthcare system for the State of Goa using a robust IT enabled management and monitoring system with focus on Healthcare MIS. The envisaged e-health project is an integrated solution covering the entire health sector of Goa including all the public healthcare institutions. The data collected at all levels of interaction with the system to be captured and linked together to form the State Health Information System database in the State Data Centre.
- (vii). *Auto-DCR & BPAMS for Town & country Planning Department*: Department of Town & Country Planning (TCP) Government of Goa is planning to deploy a Web Based Automated Plan Screening and Approval System to support their decision making processes and issue digitally signed certificates and approvals online. The Department of Information Technology has extended all required support to enable TCP in achieving their goal of automation. After conducting an analysis of the IT requirement within TCP, DOIT has provided the necessary ICT hardware, spanning all the offices they intend to automate. DOIT is also working on a RFP for the Auto-DCR and BPAMS system.
- (viii). *Extended Service Outlets in Village Panchayat (ESO)*: It is unique initiative through which Government with the help of Information and Communication Technology shall establish Citizen Service Centre in Village Panchayats. ESO shall deliver various G2C and G2B services by associating Staff of Village Panchayat. Citizens shall be benefited by getting Government services in their vicinity by paying the nominal transaction/service charges. The department has already initiated the ESO project for rollout in 30 Village Panchayats.

**In order to do the smooth implementation of these above schemes a provision of Rs. 850.00 lakhs is made in the financial year 2014-15.**

#### **9. Subsidy as per IT Policy:**

Government of Goa has notified IT Policy in the year 2005, in order to encourage growth of IT Industries in Goa. Through this IT Policy, the IT/ITES/BPO/ICT Companies will be given the Subsidies. However, in order to encourage & accelerate the growth of the Small, Medium as well as Large

IT/ITES Entrepreneurs, the Government has drafted an Investment policy which will help attract more investment in IT Sector. Hence the Department is in process of formation of new Incentives for IT/ITES units with the help of Task Force Committee

In order to cater the requirements considering the IT/Investment Policy a **provision of Rs. 150.00 lakhs is made in the financial year 2014-15.**

#### **10. Capacity Building ( NeGP ):**

The scheme is mainly for providing technical and professional support to State level policy and decision making bodies and to develop specialized skills for e-governance which also includes Establishment of Institutional framework for State level strategic decision-making including setting up of SeMT, Imparting of specialized trainings and orientation programs for SeMTs & decision makers (Ministers & Senior officers), knowledge sharing & bringing in international best practices, and Strengthening of Administrative Training institutions and other Government Institutional at the level of National & States.

The department plans to organize more training programmes to build capacities of the staff in e-Governance. Some programmes planned for the near future include e-GLC and GPR, Change Management and Capacity Building, Communications, Assertiveness and Presentation Skills, Information Security Management, e-Governance Project Lifecycle. The department also plans to provide training on the recent technologies to the technical staff of DOIT, NIC, ITG and GEL through the Capacity Building Fund.

**The said scheme is a Central Scheme and only token provision of Rs 0.10 Lakhs is made in financial year 2014-15.**

#### **11. Strengthening of Goa Information Technology Development Corporation :-**

This scheme has been opened in order to support the newly formed Corporation of the department for under taking the various projects of the Department.

**A token provision of Rs 0.10. Lakhs is is made in financial year 2014-15.**

## **12. State Data Centre (NeGP):**

State Data Centre (SDC) has been identified as one of the important element of the core infrastructure for supporting e-Governance initiatives of NeGP. Under NeGP, it is proposed to create State Data Centres for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services to the citizens with greater reliability, availability and serviceability in this Project The GoI releases funds directly to the State Designated Agency as a GIA and remaining funds on release as Additional Central Assistant directly to State budget.

This scheme is centrally sponsored scheme, hence only **a token provision of Rs 0.10 lakh is made in the financial year 2014-15.**

## **13. State Wide Area Network ( NeGP ):**

State Wide Area Network (SWAN) has been identified as an element of the core infrastructure for supporting these e-Governance initiatives of NeGP. Under this project it is proposed to extend connectivity to the block level through NICNET/ State Wide Area Networks (SWANs) where in Govt. of India support for the establishment of such infrastructure up to the block level is provided.

This is centrally sponsored schemes hence **a token provision of Rs. 0.20 lakh is made in the financial year 2014-15.**

## **14. SSDG, Portal & e-Form Application ( NeGP ) :**

State Service Delivery Gateway (SSDG) is a project under NeGP. The State Portal (SP) along with State Service Delivery Gateway (SSDG) provides the citizens with the services under a single interface mechanism in the form of the Portal.

This is a centrally funded Project. The state portal (<https://www.goa.gov.in>) acts as an electronic mode for delivery of information as well as transactional services of Government of Goa thereby providing comprehensive information about the Government setup and a single window interface for all the transactional Government services for citizens and businesses along with an

helpdesk support. It delivers around 177 Services online of various state Government Departments. The Portal is kept up to date and the content is now made available in Konkani as part of localization with the help of the Implementing Agency (IA) and the Content Service Provider (CSP). The department has also finalized a Unified Architecture for roll-out of Services to citizens through State Portal and the payment Gateway integration with the State Portal.

The present contract with the Implementation Agency (IA) is ending in July 2013 and that of the Content service Provider in March 2014. The department proposes for providing post implementation support for 3 Years on IT Infrastructure deployed for e- forms, portal and SSDG. This support will involve computing and networking infrastructure deployed in the state data center and in the various field offices across the states. The post implementation plan is based on the entire support activities to run the operations smoothly for achievement of business goals and also involve a Help Desk Services Supported by Application Service Desk, Data Center Service Desk and Field Support Service Desk. With Mobile being a strong medium of delivery, the department proposes to deliver the 45 services on mobile 3G enabled Phone. The department also plans for: Migration of the SSDG and State Portal Infrastructure to the new State Data Center (under NeGP) by following the Data Migration Plan, Integration of the SSDG with the Other Mission Mode Project (MMPs), release of new version of the e-Forms for the services under the scope of SSDG, Enhancement to the State Portal with additional features and utilities, integrate seamlessly with other gateways such as payment, mobile or any other gateway

This is centrally sponsored schemes hence **a provision of Rs. 100.00 lakh is made in the financial year 2014-15.**

#### **15. Capital outlay on village and small industries:**

**Major Works :-** The scheme is for the Construction of the IT-Hub comprising of the DOIT office, ITG office, SDC under NeGP, GBBN NOC through GSIDC.

**Contribution to Info Tech Corporation of Goa (ITG) :-** The Govt. of Goa had approved the loan of Info Tech Corporation of Goa Ltd amounting to Rs 125 crores from EDC Ltd in the year 2013. The necessary Budget provision for repayment of loan along with the interest thereon is to be provided by the Department of Information Technology.

Under Major works, the department proposes for a provision of Rs 1200.00 Lakhs towards the construction of the IT-Hub (for the balance work).

Under Contribution to Info Tech Corporation of Goa (ITG), the department proposes for a provision of Rs 1000.00 Lakhs towards the repayment of loan along with the interest thereon by ITG to EDC.