

**GOVERNMENT OF GOA**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
**(CITIZEN'S CHARTER)**

**Name & Address:** - Department of Information Technology,  
"IT Hub", 2<sup>nd</sup> Floor,  
Altinho Panaji Goa 403001

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**Contact Person** : - Deputy Director (Administration)

**PUBLIC GRIEVANCES**

**Name of the Public Grievances Officer:** - **Ankita Anand (IAS), Director (IT)**

**Postal Address:** Department of Information Technology  
"IT Hub", 2<sup>nd</sup> floor,  
Altinho Panaji-Goa 403001

**Contact:** - (832)2221505/2221509

**Mobile No.:-** 9718957535

**Email :-** [dir-dit.goa@nic.in](mailto:dir-dit.goa@nic.in)

**Grievance Redressal Day:** - Every Tuesday (between 10 am to 1 pm)

**RIGHT TO INFORMATION ACT, 2005**

**First Appellate Authority:** - **Ankita Anand (IAS), Director (IT)**

**Public Information Officer:-**

- Dy. Director (IT)
- Dy. Director (Administration) for Administration Section
- Dy. Director (Accounts) for Accounts Section

**Asst. Public Information Officer:-**

- Assistant Director (IT)
- Head Clerk for Administration Section
- Accountant for Accounts Section

## GENERAL

The Department of Information Technology (DoIT) was created vide Notification No.23/1/87/GA&C(1) dated 03-05-1999, with the aim of Promoting and Developing IT Industry in a planned manner, in order to keep pace with rapidly growing IT Industry in the Country. The Department of Information Technology has been created for evolving suitable IT programs with the basic philosophy to realize the dream of taking the benefits of ICT to the masses of Goa, thus aiming towards creating a common IT platform for delivering Citizen Services electronically thereby, making Goa as an intelligent State of the decade.

In order to achieve the vision, DOIT has initiated various projects through the State Initiatives as well as through the National e-Governance Plan (NeGP) of Government of India which would benefit the citizens of Goa at large.

### MANPOWER OF THE DEPARTMENT:-

Sr.No	Name of the Officer	Designation	Present Level
1.	Ankita Anand, IAS,	Director(IT)	12
2.	Shri Praveen R. Volvotkar	Joint Director	12
3.	Shri. Harshad V. Pawar	Dy. Director (IT)	11
4.	Shri. Nijanand V. Vasta	Dy. Director (IT)	11
5.	Shri. Akash S. Kantak	Dy. Director (IT Infrastructure)	11
6.	Shri. Siddarth S. S. Borker	Dy. Director (IT Infrastructure)	10
7.	Smt. Asha Harmalkar	Dy. Director (Admn.)	10
8.	Smt. Sunita Singh	Dy. Director(Accounts)	10
9.	Shri. Siddesh Naik	Assistant Account Officer	8
10.	Shri. Gaurabh G. Sawal	Assistant Director (IT)	8
11.	Mrs. Tessy Thomas	Assistant Director (IT)	8
12.	Shri. Rajesh R. Pednekar	Assistant Director (IT)	8
13.	Shri. Hirendra S. Naik Parulekar	Assistant Director (IT)	8
14.	Mrs. Fiona D'Costa	Assistant Director (IT)	8
15.	Shri. Sagar G. Gurav	Assistant Director (IT)	8

16.	Mrs. Priyatama N. Patil	Assistant Director (IT)	8
17.	Mrs. Prashila S. Borkar	Assistant Director (IT)	8
18.	Shri. Pradeep B. Gaonkar	Assistant Director (IT)	8
19.	Mrs Eldrida B. Crasto	Assistant Director (IT)	7
20.	Mrs. Manisha R. Phondekar	Head Clerk	6
21.	Shri. Zuber Ahmed Sheikh	Accountant	6
22.	Mrs. Nita V. Sawal	UDC	4
23.	Mrs. Vinanti V. Naik	UDC	4
24.	Mrs. Pravita V. Tandel	UDC	4
25.	Ms. Anupa Shetye	LDC	2
26.	Shri. Gaurish G. Gaunkar	Driver	3
27.	Shri. Deepak Chopdekar	Driver	3
28.	Shri. Meghanand Agarwadekar	Driver	2
29.	Shri. Mukesh Pednekar	Driver	2
30.	Shri. Sandesh Khedekar	Peon	2
31.	Mrs. Ratna R. kolkar	Sweeper	2

### Staff on Contract Basis:-

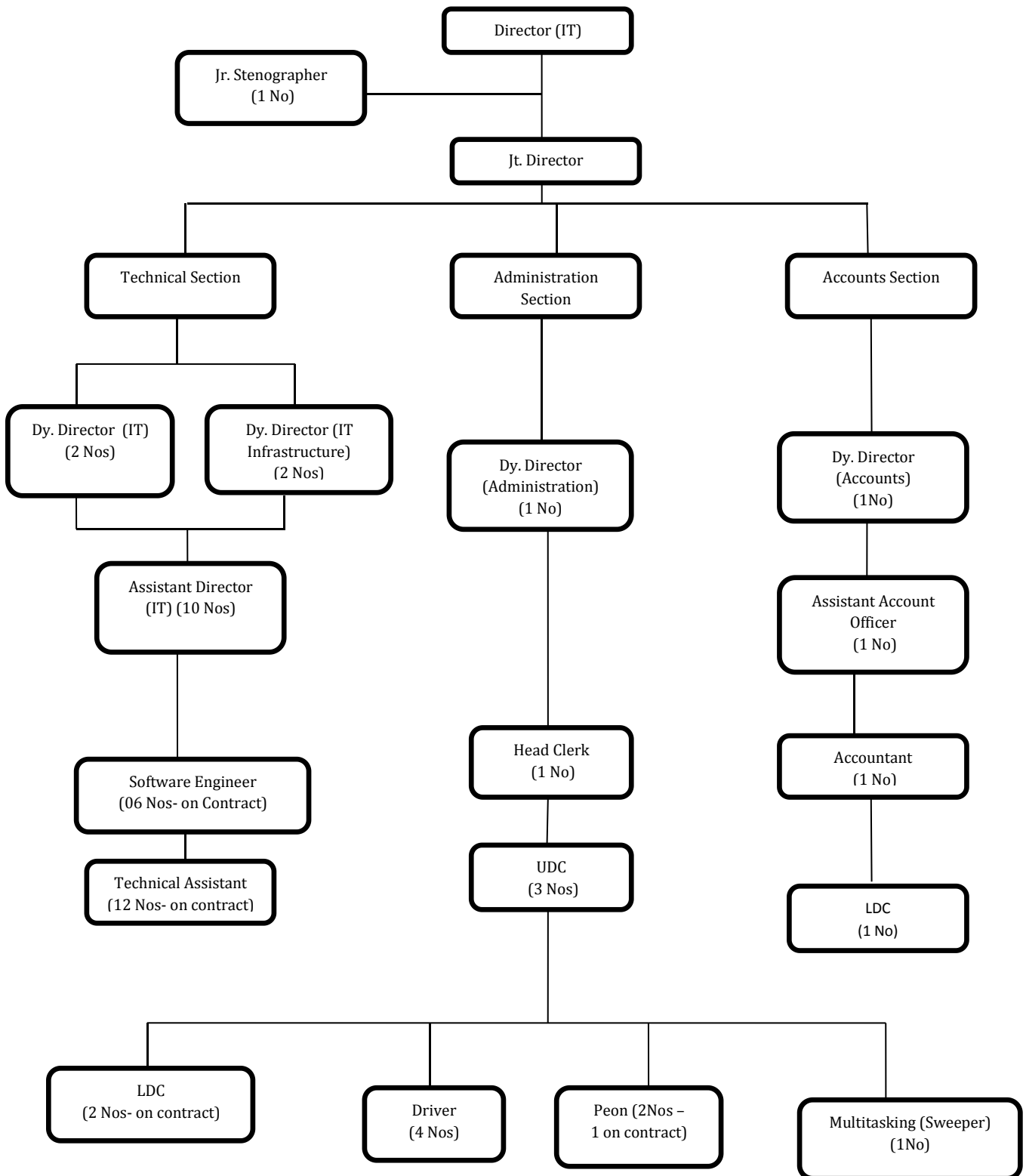
Sr. No.	Name of the Official	Designation	Monthly Remuneration (in Rs.)	contract Period of Extension
1	2	3	4	5
1	Mrs. Priya K. Bandekar	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020
2	Shri Mayur D. Morajkar	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020
3	Ms. Minita G. Sawant Dessai	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020
4	Ms. Shonet Dias	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020

5	Shri Deepak K. Raikar	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020
6	Ms. Priyanka P. Salkar	Software Engineer (on Contract basis)	33,600/-	01/11/2019 to 30/04/2020

Sr. No.	Name of the Official	Designation	Monthly Remuneration (in Rs.)	Period of Extension
1	2	3	4	5
1	Shri Vivian J. Desouza	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
2	Shri Siddhesh S. Naik	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
3	Shri Chetan D. Usapkar	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
4	Shri Balaji Das Naik	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
5	Shri Akshay S. Sinai Kapdi	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
6	Shri Rukmesh R. Fadte Dessai	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
7	Mrs. Nimisha N. Halarnkar	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
8	Ms. Mugdha M. Prabhu Dessai	Technical Assistant on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
9	Shri Shivanand N. Naik	Technical Assistant on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
10	Shri Amol M. Naik	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
11	Shri Vinesh D. Pednekar	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020
12	Shri Mayur V. Naik	Technical Assistant (on Contract basis)	19,300/-	01/11/2019 to 30/04/2020

13	Ms. Sraddha R. Shet Marathe	Lower Division Clerk (on Contract basis)	17,100/-	01/11/2019 to 30/04/2020
14	Ms. Krupa R. Dessai	Lower Division Clerk (on Contract basis)	17,100/-	01/11/2019 to 30/04/2020
15	Shri Rupesh Ambre	Peon (on Contract basis)	13,800/-	01/11/2019 to 30/04/2020

## Organization Chart:-



## **Important achievement /projects completed / partly completed during 2018-19 (in brief)**

### **1. SETTING UP OF ELECTRONIC CITY AT TUEM VILLAGE, PERNEM TALUKA:**

The Government of Goa has identified and approved the setting up of Electronics Manufacturing Cluster under the Electronics Manufacturing Clusters (EMC) Scheme of the Ministry of Electronics & Information Technology (MeitY), Government of India in Tuem village of Pernem Taluka in an area admeasuring 5,97,125 square meters. The Ministry of Electronics & Information Technology (MeitY), Government of India has given the approval for the said project with necessary funding support under the scheme.

The EMC Park at Tuem will provide the necessary stimulus for better infrastructure facilities in the region and would provide world class infrastructure for attracting investments in the IT Electronics System Design and Manufacturing (ESDM) Sector. The Park has been designed with a capability to generate around 2,000 to 3,000 employees for a period of 3 to 5 years.

### **2. SETTING UP OF IT HUB AT CHIMBEL VILLAGE, TISWADI TALUKA:-**

The Government of Goa is in the process of setting up an Information Technology (IT) / Information Technology enabled Services (ITeS) Park in Chimbel Village of Tiswadi Taluka. This park would be developed in an area of approximately 12 acres. The current proposal is to construct two buildings i.e. IT Hub and Start-Up Hub which would be multi tenanted shall be allotted to start-ups and companies for setting up their offices/development Centers. The product mix for development of the IT/ITeS Park at Chimbel would include the following key project components:-

- 1) Built Premises
- 2) Multi Tenanted IT/ITeS Premises
- 3) Company Campus
- 4) Support Amenities

Park has been designed with a capability to generate around 5000 to 7000 jobs over a period of 8 to 10 years.

### **3. SETTING UP OF HYBRID IT PARK AT PENHA-DE-FRANCA VILLAGE, BARDEZ TALUKA:-**

The Government of Goa is in the process of setting up of Hybrid IT Park at Porvorim in Bardez Taluka. The Park would be developed in an area measuring 12,455 sq. mts.

The proposed Hybrid IT Cluster Project shall have a modern iconic structure incorporating Green building, Barrier-free and energy efficient standards and having a modern built-up facilities with parking requirement of two times the standard (preferably at the basement level) and exclusive space for street vendors and explore the possibility of working out the model to utilize the spaces in a suitable ratio for the amenities for the following such as Foods, Beverages, Retail, Research and Development/ Skill Development programme, etc.. Provisions of the above amenities could further be bifurcated not disturbing the individual essence however, showcasing a unique modern iconic building, to make the amenities attractive and suitable for investors.

### **4. GOA START-UP POLICY, 2017:-**

Government of Goa had notified the Goa Start-up Policy 2017 on 28 September 2017 with a vision to make Goa one of the most preferred start-up destinations of India, and make it feature in the top 25 start-up destinations in Asia by 2025. This policy is designed for promoting Start-ups and creating a robust Start-up ecosystem in the State of Goa. Under the Goa Start-up Policy 2017, various incentives have been outlined and in order to make these incentives available to the Start-up Industries, 14 Schemes have been formulated. The benefits of these schemes are as follows:

#### **a. Intellectual Property Rights (IPR) Reimbursement Scheme:-**

- (i) Start-ups registering national and international IP, the Start-up Promotion Cell will reimburse up to 50% of the cost incurred by the start-up in fees and all other costs associated with IP application, if the IP is registered successfully, subject to a cap of INR 2 lakhs for national IP and INR 5 lakhs for international IP.
- (ii) This benefit can be availed by maximum 200 startups each year.



**b. Matching Grant Scheme:-**

- (i) Start-ups that raise funds from a registered/recognized funding source prior to the product launch phase will be provided 25% of the matching funds or a maximum benefit of INR 25 lakhs, at proportionate ownership of stock, subsequent to due diligence by the Start-up Promotion Cell (SPC).
- (ii) This benefit can be availed by 20 start-ups each year which shall be selected by the SPC as per its due diligence and guidelines.

**c. R&D Reimbursement Scheme:-**

- (i) In order to promote innovations amongst the Goans and local start-ups, 50% of R&D expenses, including salaries of PhD holders employed by start-ups will be reimbursed for a period of two years, subject to a cap of INR 5 lakhs per annum but salary component must not be in excess of INR 2 lakhs under this scheme.
- (ii) This benefit can be availed by maximum 100 startups each year.

**d. Skill Development Promotion Scheme:-**

- (i) Retail educational institutes that impart programming and technical skills will be encouraged to establish learning centres in Goa. Institutes listed by the start-up promotion cell and providing courses at pre-fixed rates, will be provided following benefits:
  - Internet subsidy (up to INR 5 lakhs per year) for two years
  - Power subsidy (up to INR 1 lakh per year) for two years
  - 25% capital investments reimbursement up to INR 5.0 lakhs (on all capital procurement for a period of two years)
  - 10% salary cost subsidy up to INR 3 lakhs for a period of two years
- (ii) The maximum benefits aggregating all the benefits in this scheme should not exceed INR 10 lakhs per year.

- (iii) The benefits to this scheme can only be availed by up to 10 institutes per year offering courses under the following areas.
- Internet of things
  - Artificial intelligence
  - Machine Learning
  - Interaction Design
  - Big Data Analytics
  - Robotics
  - 3-D Printing
  - Data Science
  - Drones
  - Virtual Reality/ Augmented Reality/ Merged Reality
  - Others (subject to approval from SPC)
- (iv) The eligibility and disbursement of incentives shall be reviewed at the end of each year based on the performance of the institute.

**e. Trademark Reimbursement Scheme:-**

- (i) For start-ups which have successfully entered the production/service delivery phase, and want to trademark their company name and logo, 50% of the cost of trade-mark registration of their company name and logo will be reimbursed up to INR 25,000/-.
- (ii) The benefits of this scheme can be availed by up to 200 applicants per year which shall be selected by the SPC as per its guidelines.

**f. Reimbursement of Expenses for Startups Operating from Leased/Private Owned Premises Scheme:-**

- (i) For start-ups that operate from privately owned premises-
- The cost towards internet connectivity, software license fees, and cloud services fee, will be reimbursed subject to an upper limit of INR 1 lakh

per quarter for a period of one year. This benefit can be availed by 20 start-ups each year which shall be selected by the SPC as per its guidelines.

- (ii) For start-ups that operate from rented premises,
- The cost towards internet connectivity, software license fees, and cloud services fee, will be reimbursed subject to an upper limit of INR 1 lakh per quarter for a period of one year. This benefit can be availed by 20 start-ups each year which shall be selected by the SPC as per its guidelines.
  - For local start-ups which operate out of rented premises, a lease rental subsidy of up to INR 20/- per square foot per month will be reimbursed quarterly for a period of up to two years. This incentive is subject to a cap of INR 3 lakhs per annum and can be availed by 25 start-ups each year which shall be selected by the SPC as per its guidelines.
- (iii) A start-up can only avail the benefits either as per clause (i) or clause (ii) at any given time.

**g. Grant for Incubation Centers within Educational Institutes Scheme :-**

- (i) All educational institutes in Goa, affiliated to a recognized public university, can avail a one- time grant of up to INR 10 lakhs towards capital expenses, for setting up of an incubator within their institute campuses. The educational institutes with existing incubation facilities can also avail the grant for capital expenses for further expansion of incubation facilities. Maximum number of institutes to avail this benefit cannot exceed 15 per year. The institutes claiming the benefits under this scheme cannot restrict the incubation facilities only to the students of their institute.

- (ii) The educational institutes with existing incubation facilities will also be provided a grant of up to INR 3 lakhs per year, for a period of three years, towards operational expenses. The preference will be given to well performing applicants.

**h. Interest Subsidy Reimbursement Scheme:-**

- (i) Up to 3 projects which show immense promise and potential, as recommended by the Startup Promotion Cell, will be eligible for grant of 30% of loan interest amount, for the purpose of repayment of the interest component of a loan availed, up to INR 5 lakhs per annum, for an initial period of two years only.
- (ii) Other Start-ups shall be eligible for an interest repayment grant of 10% of the interest amount of a loan availed, up to INR 2 lakhs per year, for a period of two years. This benefit can be availed by 40 start-ups each year which shall be selected by the SPC as per its guidelines.
- (iii) This amount will be in addition to any other interest subsidy or loan provided under Chief Minister Rojgar Yojana (CMRY).

**i. Seed Capital Scheme:-**

- (i) Start-ups with a promising idea can get a one-time grant of up-to INR 10 lakhs, as determined by the Start-up Promotion Cell (SPC).
- (ii) This incentive can be availed by 100 start-ups each year which will be selected by the SPC as per its due diligence and guidelines.

**j. Skill Development Fee Reimbursement Scheme:-**

- (i) Startup Promotion Cell (SPC) will reimburse 50% of the fees up to INR 50,000/- (Fifty Thousand Only) to the students who have successfully completed SPC approved technical skill training program in any of the

domains mentioned below and attended in a Goan educational institute.

- Internet of things
  - Artificial intelligence
  - Machine Learning
  - Interaction Design
  - Big Data Analytics
  - Robotics
  - 3-D Printing
  - Data Science
  - Drones
  - Virtual Reality/Augmented Reality/Merged Reality
  - Others (subject to approval from SPC)
- (ii) The benefits of this scheme can be availed by up to 1000 students per year. However, this cap can be reviewed and revised based on the need in future.
- (iii) A student can avail the benefits of this scheme for any two courses in a year.

**k. Stamp Duty Reimbursement Scheme:-**

- (i) In case of land/developed area purchased/leased by Start-ups/incubators/accelerators, the stamp duty for land area lease/sale transaction for start-ups/incubators/accelerators will not exceed INR 100/- and the excess amount paid to the authorities concerned will be reimbursed.
- (ii) A start-up is eligible only once to avail the benefits of this scheme.
- (iii) In case of incubator/accelerator, this amount shall be paid after a period of three years of successful operation. This can be relaxed in case of a company that is in the business of making incubators.
- (iv) Up to 100 start-ups can avail the benefits of this scheme per year. These start-ups will be selected by the SPC as per its guidelines.

**1. Salary Reimbursement Scheme:-**

- (i) For start-ups hiring local talent, 50% of the salary of fresher will be reimbursed, subject to a cap of INR 10,000 per month per recruit. A start-up can claim salary of maximum 25 people per month for a period of 3 years. This benefit can be availed by 100 start-ups each year which shall be selected by the SPC as per its guidelines.
- (ii) For start-ups whose work force comprises of 60% of locals, up to 25% of salary of the local workforce subject to cap of INR 25 lakhs per year will be reimbursed for 3 years. A start-up can claim salary of maximum 25 peoples. This benefit can be availed by 100 start-ups each year which shall be selected by the SPC as per its guidelines.

**m. Co-Working Space/ Incubators/Accelerators Subsidy Scheme:-**

- (i) Start-ups will be reimbursed a fixed amount for the seats occupied by them at co-working spaces/incubators/accelerators listed by the SPC. The benefits at the co-working spaces can be availed maximum for a period of two years per startup, at incubators can be availed maximum for a period of 1 year per startup and at accelerators will be for a period of 3 months per startup.
- (ii) The startup will be reimbursed 50% per seat cost offered by the co-working spaces listed by the SPC or a maximum benefit of INR 3000 per seat and can claim this benefit for a maximum cap of 8 seats only.
- (iii) The startup will be reimbursed 50% per seat cost offered by the incubators listed by the SPC or a maximum benefit of INR 5000 per seat and can claim this benefit for a maximum cap of 8 seats only.
- (iv) The startup will be reimbursed 50% per seat cost offered by accelerators listed by the SPC or a maximum benefit of INR 6000 per seat and can claim this benefit for a maximum cap of 8 seats only.

- (v) The reimbursement in this scheme can be claimed on any of the plans offered by the co- working spaces/ incubators/ accelerators listed by the SPC.
- (vi) A total of 100 seats in co-working, 50 seats each in incubator and accelerator will be subsidized under this scheme each year.
- (vii) For certain deserving startups determined through the internal guidelines of the SPC, the SPC may choose to reimburse up to 100% of the amount paid to co-working/incubator/accelerator by the startups.

**n. Technology Fellowship and Patent Promotion Scheme:-**

- (i) The Start-up Promotion Cell (SPC) shall run a technology fellowship program to identify technology educators in technical educational institutes in Goa who are keen to further their expertise in the following areas:
  - Internet of things
  - Artificial intelligence
  - Machine Learning
  - Interaction Design
  - Big Data Analytics
  - Robotics
  - 3-D Printing
  - Data Science
  - Drones
  - Virtual Reality/Augmented Reality/Merged Reality
  - Others (subject to approval from SPC)
- (ii) The selected educators/fellows would be sent to Centres of Excellence within the country and abroad to undertake summer school and short term training programs to further their learning in their area of specialization.
- (iii) For the purpose of this fellowship, the SPC shall identify and enlist institutes/universities and their programs/courses.
- (iv) The Department of IT will endeavor to set-up Centres of Excellence/

Advanced Maker Labs, in the technologies outlined above, in select technical educational institutes. Such selected educators/fellows will be required to function as Master Trainers/Principal Mentors to students and student start-ups that would be incubated in such facilities.

- (v) Such selected educators/fellows will submit a work plan to execute the statement of purpose.
- (vi) The educators/fellows upon selection would receive an educational grant of INR 10 lakhs per year, for a period of five years.
- (vii) The benefit of this scheme can be availed by up to ten educators/ fellows per year with one person in each focus area, who will be selected by the SPC as per its guidelines.
- (viii) In case such educators/fellows generate and get any business and value driven patents registered, in her/his area of specialization, either through individual research or in collaboration with students, such fellows shall be eligible to receive a patent specific grant of up to INR 15 lakhs, subject to certification by the Start-up Promotion Cell (SPC).

#### 5. GOA IT POLICY, 2018:-

Government of Goa had notified the Goa Information Technology (IT) Policy on 18 July, 2018 with a vision to create and nurture a globally competitive Information Technology ecosystem that powers the state's economic growth, and firmly establishes Goa as a preferred destination for investment in high-end software products and service capabilities. The policy initiatives are classified into the following four key areas, for which the State will provide support:

- Infrastructure Development
- Fiscal Incentives
- Governance
- Human Resource Development



There are 18 schemes that have been formulated as per the incentives proposed in the IT Policy – 2018. The benefits of the schemes are as follows:

**a. Land / Built up Area Rebate Scheme:-**

(i) Purchase of Land for creating IT Office Space

A one-time rebate @ INR 40,000 per male employee (@ INR 50,000 per female employee) will be provided up to 60% of the cost of the land as determined by the Consideration Amount (value as defined in the Stamp Registration/ Sale Deed).

(ii) Purchase of Built Up office space for IT operations

A one-time rebate will be provided up to 20% of the cost of the space as determined by the Consideration Amount (value as defined in the Stamp Registration/ Sale Deed).

**b. Lease Rental Subsidy Scheme:-**

All New & Existing Units can avail a rental/lease reimbursement on the built up office space lease/rent, up to 50% of the Annual Lease Rentals (60% in cases where 30% or more of the employees are women) for a period of 2 years.

**c. Capital Investment Subsidy Scheme:-**

(i) All **New Units** developing office spaces will be eligible for a capital investment subsidy up to 20% on the capital investments made during the tenure of the Scheme.

(ii) An additional 10% subsidy on the capital investments made will be provided in case of establishment of Mega Business Units.

(iii) All Existing Units, which qualify as Mega Units are also eligible for capital investment subsidy up to 20% of the capital investment incurred in the last 3 years prior to the date of notification of this policy.

(iv) An additional 10% subsidy on the capital investments will be provided

(v) for the establishment of office spaces for the industries identified as key focus areas for the Government.

**d. Registration & Stamp Duty Subsidy Scheme:-**

All New and Existing Units shall be eligible for reimbursement of the stamp duty, such that the registration and stamp duty charges will not exceed INR 100/- and the excess amount paid to the authorities concerned will be reimbursed.

**e. Power Subsidy Scheme:-**

All Units operating in Goa will be provided 20% subsidy on power bills (on the power charges, excluding any duty and taxes, but not on the total bill) subject to a maximum of INR 5 lakhs per annum per Unit whichever is lower.

**f. Solar Power Subsidy Scheme:-**

All Units operating in Goa running on 100% solar energy will be eligible for a reimbursement of 10% of their capital cost of the installation of Solar Power Generation Unit subject to a maximum subsidy of INR 50 lakhs.

**g. Internet Subsidy Scheme :-**

All New & Existing units can avail a 25% reimbursement on high speed bandwidth, subject to a maximum of INR 5 lakhs per annum whichever is lower.

**h. Salary Subsidy Scheme :-**

All New and Existing Units can avail a salary subsidy for Fresher's recruited during the operation period of the Policy. The subsidy would be provided as a matching grant to salary paid to Fresher's up to INR 10,000 per Fresher per month (INR 12,500 for female Fresher) for a period of 2 continuous years of operation post the notification of this policy.

**i. Campus Recruitment Assistance Scheme :-**

A recruitment assistance of INR 10,000 per Fresher will be provided to the

Existing and New units that recruit through Campus recruitment from the educational institutes located in Goa.

**j. Patent Filing Reimbursement Scheme:-**

All New and Existing Units located within Goa shall be eligible for a total reimbursement of up to INR 25 lakhs per unit for the expenses incurred towards filing of patents during the policy period. This incentive shall be provided in the form of reimbursement of up to INR 2.5 lakhs for every successful domestic patent, and up to INR 5 lakhs for every successful international patent.

**k. Quality Certification Reimbursement Scheme:-**

All New and Existing Units shall be eligible for a reimbursement of the cost of industry standard quality certification. This incentive may be claimed only once for any number of certifications acquired during the policy period. The maximum amount that may be availed under this reimbursement is capped at INR 5 lakhs per unit.

**l. Market Support Scheme for Smaller Business Units:-**

A reimbursement of 50% of the exhibition rental cost for will be provided for participating in national/ international exhibitions, limited to 9 square metres of space, subject to approval by the Government.

**m. Performance Linked Grant Scheme for Smaller Business Units :-**

Smaller Business Units that record a growth of 15% y-o-y turnover for a period of any three consecutive years during the operation of the policy will be provided a performance grant of 5% of the reported net income subject to a total cap of INR 25 lakhs.

**n. Interest Subsidy Scheme for Smaller Business Units:-**

For Smaller Business Units, interest subsidy on working capital loan will be

provided, subject to a maximum of INR 5 lakhs per annum, for a period of 3 years.

**o. Lease Rental Rebate Scheme for Goan Diaspora:-**

A 100% reimbursement of the lease rentals will be provided for a period of first 6 months of operations. Further, a reimbursement of INR 35 per sq. ft. or 80% of the total lease rentals; whichever is lower; will be provided up to a maximum period of 2 years.

**p. Capital Investment Subsidy Scheme for Goan Diaspora:-**

- (i) All New Units developing office spaces will be eligible for a capital investment subsidy up to 20% on the capital investments made during the tenure of the Scheme.
- (ii) An additional 10% subsidy on the capital investments made will be provided in case of establishment of Mega Business Units.
- (iii) All Existing Units, which qualify as Mega Units are also eligible for capital investment subsidy up to 20% of the capital investment incurred in the last 3 years prior to the date of notification of this policy.
- (iv) An additional 10% subsidy on the capital investments will be provided for the establishment of office spaces for the industries identified as key focus areas for the Government.
- (v) Additional 10% investment subsidies on the capital investments shall be provided in case of units are owned by the **Goan Diaspora**.

**q. Special Incentive Allowance Scheme:-**

New and Existing Units would be provided with the following special incentive allowance once at the end of every three year period

1. Smaller Business Units: INR 50 lakhs
2. Other Business Units: INR 1 crore
3. Mega Business Units: INR 2 crores

r. **Certification Program for Goan IT Professionals:-**

- i. Goan IT Professionals can avail reimbursement up to 50% of the expenditure incurred for obtaining certifications for improving their employability.
- ii. These Certifications should be by vendors or by Authorized Training Partners of the Vendors. Department of IT would come up with the list of courses/ certifications (which would be updated from time to time) which can be considered for reimbursement under this scheme.

6. **e-District (MMP):** The e-District is one of the Mission Mode Projects (MMP) under National e-Governance Plan (NeGP), Government of India (GoI). The Department of Electronics and Information Technology (DeitY), Government of India is the Nodal Department with mandate to roll out the project. The project aims at electronic delivery of identified high volume citizen-centric services, at district and sub-district level. In the initial phase, only those high volume citizen-centric services were to be taken up for implementation, which have high priority for the State. New services would be added to the portfolio as and when the service is available. The projects aim at providing end to end service delivery with features such as e-Sign, Payment Gateway, DigiLocker Integration, Workflow etc.

The Project was launched on 17<sup>th</sup> May 2017 through an online Portal, <https://www.goaonline.gov.in>. Currently 108 end to end services are various under Departments are live under purview of the Project.

The e-District portal envisages integrated and seamless delivery of citizen services by District Administration/State Administration through automation of workflow, back end computerization, data digitization and e-Payments across participating Departments. Thus, achieving the objective of Cashless, Faceless and Paper Less Governance.

e-District project is designed to be scalable to onboard of all the G2C and G2B services including services indentified under Ease of Doing Business (EODB).

7. **Geographic Information System (GIS):-** A geographic information system (GIS) is a tool used to visualize spatial data to make better decisions. GIS is among one such initiatives envisaged by DoIT, GoG in implementing its vision for having centralized single window access mechanism for all the spatial data acquired by various agencies in Government of Goa using State's resources primarily to support planning activities of the Panchayati Raj Institutions (PRIs), district/state line departments, Urban Local Bodies (ULBs) and civil society organizations in the State. Proposed system shall be an Internet based GIS Directory for the state that eventually shall be extended for the use of the society in exploring the information related to state geography, demography, socio economy, and infrastructure facilities.

The individual departments and DoIT, GoG would be able to add and update the state geospatial data sets thereby providing the up-to-date spatial data dictionary and map directory for the state and facilitate decision support system and help in local level planning. It would provide scientific approach to the decision makers, planners and administrators to benefit the common man by maximum utilization of valuable Geo-spatial data.

All the data shared through the proposed system shall conform to Open GIS Consortium (OGC) standards.

A geo-enabled e-Governance would facilitate location based information as per requirement. Thus, implementation of GIS based Decision Support Systems (DSS) is essential for ushering 'Good Governance' as it facilitates transparency, responsiveness, efficiency, effectiveness, accountability and participation across Government.

The benefits of a state-wide GIS platform would be:

- Providing better access to location details for decision-making.
- Improving communication and cooperation between departments.
- Increasing efficiency in current ULB operations.
- Providing analytical mapping capabilities not currently available to most of the Departments.
- Automating and standardizing records management for map and MIS data related to the Public Assets managed by the State Government.

This will lead to better joint decisions, greater transparency, and the ability to effectively monitor large projects.

Currently process for selection of System Integrator (SI) for Development, Implementation and Maintenance of Geographical Information System (GIS) based e-Governance Portal for Goa is in progress. As per the RFP, it would take 18 months for the project to go live post the System Integrator is on board.

8. **Computer Based Examination Test:** - Department of Information Technology has implemented the Computer Based Examination System for Goa Public Service Commission (GPSC) for carrying out their recruitment process. The System has been designed to provide comprehensive end-to-end solution that integrates & automates the entire processes involved in recruitment, thus facilitating online registration, online application, online payment, application scrutiny, online hall ticket, computer-based testing & computer-based assessment. The system offers greater Accuracy, Efficiency, Transparency, Reliability, Flexibility, Scalability, Efficient Administration, Minimum effort, Instant Results, Time Saving, Cost Saving etc.

GPSC is the first organization in the State to successfully adopt the Computer Based Examination System; as such the computer based recruitment tests are being regularly conducted by GPSC for various posts in an efficient & transparent manner, thus simplifying & streamlining its direct recruitment process.

Also Department of Information Technology (DoIT) has developed online application for recruitment of **Group "C"** posts by various Government Departments/ Undertakings /Agencies / Institutions / Bodies /Corporations /PSUs. The **Group "C"** application facilitates online registration, online application and comprehensive MIS reporting, thus simplifying and streamlining the recruitment process. This application has been designed through the implementing agency on similar grounds as the Computer Based Examination System.

9. **Digital Literacy Leveraging Massive Online Open Course (MOOC):-**

Furthering the endeavor on leveraging the Massive Open Online Course (MOOC) towards the ICT skilling of the Citizens of Goa. The project has been detailed and structured to benefit the Government Servants, Students, differently abled, Housewife, Senior Citizens & IT professionals which is categorized into **6 Tracks**.

The Department with the aid of the consultants had done a detailed feasibility study and formulated a robust and a purpose driven framework, on how MOOC platforms can be leveraged as a multi-tiered system of learning in order to map it with the state level skilling programs.

The Department intends to implement the Track 1 initially, and a gap assessment has also been performed by organizing Digital Literacy awareness sessions as well conducting surveys in multiple Departments to sample out the needs of ICT training in individual Government Departments based on its current DL index.



10. **BOOT CAMP:-** The Department of Information Technology organized Entrepreneurship Boot camps to create the awareness about the Goa Startup Policy and State initiatives on startups and innovation; where in, half day boot camp program were conducted for students and faculties in various institutes across the State of Goa. This initiative is being supported by Directorate of Higher Education and Directorate of Technical Education. Department of Information Technology through this boot camp is trying to help students to be aware of the opportunities to build a successful Start-Up and acquire skills to convert those opportunities into reality. This camp intended to imbibe positive energy among students.

These boot-camps mainly focused on the schemes under the start up policy of Goa Government and how young entrepreneurs can be benefitted from the incentives. Few of schemes which were discussed at length are:

- Skill development Fee reimbursement scheme
- Establishing skill development centers scheme
- Incubators in educational institutes support
- Seed capital scheme
- Salary reimbursement scheme
- Co-working space /Incubators/Accelerators Subsidy scheme
- Matching Grant Scheme
- R and D reimbursement scheme

As of date, DOIT conducted boot-camps in 21 colleges across the State of Goa, benefitting approximately 4500 student.

11. **e-Tendering/e-Auctioning:-** Department of Information Technology through its State Designated Agency, M/s ITG has taken steps to have an enhanced Electronic platform for electronic tendering and electronic auction (forward and reverse) with the objective of automating entire procurement process for the Government of Goa. The key objective of this Project are to achieve process efficiency, reduce processing time, achieve greater transparency, reduced cost, consistent and sustainable vendor customer development etc. In this reference, the Request for the Proposal (RFP) for the Project with enhanced scope has been prepared, floated, scrutiny has been completed and M/s C1 India Private Limited has been selected as the Implementation Agency for the Project. As a

part of Implementation state wide training of the bidders as well as the Departmental users have been completed and system is live @ [www.goaenivida.gov.in](http://www.goaenivida.gov.in)

- 12. Citizen Service Centre:-** Even though there are online services Delivery Platforms like [www.goaonline.gov.in](http://www.goaonline.gov.in), only IT Savy people can make use of these facilities. By considering this fact Government has extended the facility of Citizen Service Centers(CSC), wherein citizen can visit nearest CSC outlets and avail various Government to Citizens and Government to Business services.CSC is playing an important role in bridging the Gap between Government and Citizens by utilizing IT/ICT. In order to accomplish this, State has appointed M/s Goa Electronics Limited (GEL) and M/s InfoTech Corporation of Goa Limited (ITG) for setting up of CSCs across the State.

Currently 6 CSC outlets are operational across the State i.e in Salcete, Quepem, Sattari, Ponda, Sanguem and Canacona Taluka and 6 more CSCs in the remaining 6 talukas will be commissioned end of this financial year.

- 13. State Portal Project with Content Management and Helpdesk Support:-**The State Portal website <https://www.goa.gov.in/a> acts as a face of the Government of Goa. The Portal is Mobile compliant and Disability compliant. It hosts the important information pertaining to Government setup, Administrative setup, information pertaining to various Department/Corporations/Autonomous Bodies, orders and circulars issued by various Departments/Corporations/ Autonomous Bodies etc. Presently, the portal is being maintained by M/s Goa Electronics Limited along with the Content Management and helpdesk support to the Citizens.

- 14. Goa Broad Band Network (GBBN) Project:-** The Department of IT has been managing the converged Wide Area Network that connects the State Headquarters, District Headquarters with all 12 Talukas, Village Panchayats, Households and institutions across the State. This Connectivity includes 10 Gbps links between all the 12 Talukas and 1 Gbps to all the 189 Village Panchayats and 225 building/locations under the GBBN Project. The network further connects various other departments (around 1000 offices/ Sub-offices and 512 Governments/Aided Educational Institutes). The services availed over GBBN network are Intranet for e-Governance, Internet, video

conferencing, IP telephony etc. The GBBN State Head Quarter (SHQ) is ISO 27001: 2013 certified.

The GBBN also offers Premium Internet to Homes, Industry and Enterprise, WiFi in the Panchayat areas, Goa Tourism Residencies, etc as Value Added Services (VAS) in the brand name GWave.

15. **AMC for Extended GBBN Connectivity:-** Department of Information Technology, Government of Goa has appointed M/s Nupur Technology Private Limited for carrying out the work of On-site Comprehensive Annual Maintenance Contract (AMC) for the management and maintenance of Extended GBBN Fiber Connectivity, Local Area Network (LAN)/UPS Electrical Cabling, including Networking Equipment's, carried out through the GAP-I Infrastructure project of DOIT and other offices connected under various e-Governance Projects. AMC is of comprehensive nature which includes maintenance /repair/replacement of the networking components.
16. **Network Monitoring System (NMS) and Helpdesk Solution (HDS) for managing 2000+ extended GBBN Nodes:-** The Department of Information Technology has appointed Medhassu E Solution, hydrabad for procurement of Network Monitoring System (NMS) and helpdesk Solution (HDS) for managing 2000+ extended GBBN Nodes through tendering process. This shall help in day to day monitoring of the Extended GBBN nodes and also help in calculating the Service level Agreement (SLA) i.e. uptime and downtime of the Extended GBBN nodes. The Users /Government Departments using GBBN can also use the helpdesk solution with respect to GBBN connected issues.
17. **WIFI Connectivity (Internet) at Secretariat Complex & Ministerial Block:-** The Department of Information Technology had floated tender for implementation of Wifi Services (Internet) at Secretariat Complex & Ministerial block. After tendering process M/s Sanghvi InfoTech Pvt. Ltd is appointed as L1 bidder in the tender. The work order was issued to M/s Sanghvi InfoTech Pvt. Ltd. The agency has already carried out work of installation of wifi routers, access points, cabling work & other infrastructure at Secretariat Complex & Ministerial block. The project was inaugurated in the hands of Hon'ble Chief Minister along with Hon'ble IT Minister on 3<sup>rd</sup> August 2018.

The Department of Information Technology has implemented the Wifi project, the first of its kind wherein 100mbps bandwidth is provided for use of official, Ministers, Secretaries and Guest Users.

### Vision for future

The Department of Information Technology, Government of Goa aims to make the State, the leader in e-Governance, by making best possible use of information & communication technologies, to bring the Government services to the door steps of Citizens, Businesses & other stakeholders

<b>Major, Sub-Major &amp; Minor Head wise Expenditure as on 30/09/2019</b>			
<b>Demand No:- 82</b>			<b>(Rs. in lakhs)</b>
<b>Demand, Major, Sub-Major &amp; Minor Heads</b>		<b>B.E. 2019-20</b>	<b>Expenditure till 30/09/2019</b>
<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>
<b>Demand No.:82</b>	<b>REVENUE EXPENDITURE</b>		
2852-07-001-01	Direction & Administration	972.70	221.20
2852-07-789-01	Special Component Plan for Schedule Caste	10.00	0.00
2852-07-796-01	Tribal Area Sub Plan	60.00	0.00
2852-07-800-01	IT Promotion	1225.00	0.00
2852-07-800-02	Registration of Industries	1.00	0.00
2852-07-800-03	IT Council	80.00	0.00
2852-07-800-04	Infrastructure Development	4200.00	842.66
2852-07-800-05	E-Governance	2528.00	0.00
2852-07-800-10	Capacity Building	250.00	0.00
2852-07-800-11	Strengthening of GITDC	300.10	0.00
2852-07-800-12	State Data Center (NeGP)	950.00	334.01
2852-07-800-13	State Wide Area Network (NeGP)	0.02	0.00
2852-07-800-14	SSDG Portal & Eform application (NeGP)	230.00	0.00
2852-07-800-15	e-District	350.01	0.00
2852-07-800-16	Citizen Service Centre	400.00	0.00
2852-07-800-17	World Bank Assistance	0.01	0.00
2852-07-800-18	Electronic System Design Manufact. (ESDM)	900.00	0.00
2852-07-800-20	Information Technology and Start up Policy	3500.00	0.00
2852-07-800-21	IT Park	1000.00	0.00
	<b>TOTAL REVENUE (A)</b>	<b>16956.84</b>	<b>1397.87</b>

<b>Capital Expenditure</b>			
4059-01-051-01	Office Building	500.00	0.00
4059-01-051-02	Contribution to ITG (EDC Loan)	2000.00	2000.00
4059-01-051-03	EMC/IT Park	20000.00	0.00
	<b>TOTAL CAPITAL (B)</b>	<b>22500.00</b>	<b>2000.00</b>
	<b>GRAND TOTAL (A+B)</b>	<b>39456.84</b>	<b>3397.87</b>