Department of Information Technology
Government of Goa
'TT Hub', 2nd Floor,
Altinho, Panaji Goa-403001

No. 8(31)/DoIT/2019/MyGov Instance-Goa /F23
DATE: 09-09-2020

Circular

Subject: MyGov Goa - A Citizen Engagement Platform

1. **MyGov Goa** - a Citizen Engagement platform was launched by Hon’ble Chief Minister of Goa on 4th August 2020. MyGov Goa (https://goa.mygov.in) presents a unique opportunity for all government departments/organizations to benefit from sharing of ideas, thoughts and participation of the people through this platform.

2. Through this platform, the Government Departments/Institutions can create activity groups based on areas relevant to them and host various citizen engagement activities under different sections such as Tasks (online & on-ground), Discussions, Polls/survey, Talks and Blogs. Citizens can participate in these activities and share their suggestions and inputs on MyGov Goa platform.

3. In this regard, all HODs are requested that citizen engagement activities pertaining to their departments as well as organizations thereunder are conducted through MyGov Goa.

4. Since the activities conducted on MyGov Goa are shareable across social media, the links of such activities can be shared on concerned department’s social media handle as well as on their website for wider participation.

5. All departments are requested to adhere to enclosed SOP for MyGov Goa.

6. For any information/queries in this regards, departments may contact at Email goa.mygov@gov.in

(Ankitā Anand, IAS)
Director (IT)

*End as above*

Copy To:
1. O.S.D to all Ministers
2. P.S to Chief Secretary
3. P.S to all Secretaries
4. P.A to Addl. Secretary, GAD - With a request to forward it to all Departments under Secretariat-Porvorim.
5. All the Heads of the Departments
6. State Informatics Officer, NIC-Goa
7. O/C
To regulate the process of collating, hosting and managing the activities on MyGov Goa portal following Standard Operating Procedure (SOP) is being proposed:

1. Department of Information Technology (DoIT) is the Nodal department for coordinating activities on MyGov Goa instance for the State.

2. Each line department shall nominate one Nodal Officer (preferably non-transferable Group-A officer) who shall co-ordinate with DoIT to host their activity on MyGov Goa Portal. Name, designation, department name, email-id, mobile number should be shared with DoIT.

3. The department should ensure that necessary administrative approval is taken prior to hosting the Activity of the department or for updating any content of already hosted activity on MyGov Goa Portal.

4. Department can host following various activities on MyGov Goa:
   a. Task/Contest (Logo Design/Tagline/Essay/Photography/Short Films etc.)
   b. Discussion (Citizens ideas/feedback on various policies/schemes/topics)
   c. Poll/Survey
   d. Quiz (Shall be hosted on quiz.mygov.in and banner shall be placed on MyGov Goa portal).
   e. Blog (state information blog/winner announcement blog shall be hosted on blog.mygov.in and link shall be provided on MyGov Goa portal under blog section)
   f. Talks (state videos/interviews of important personnel)

5. If a department wishes to host activity on MyGov Goa Portal, they shall provide following content related to that particular activity to DoIT:
   a. Activity name, tagline/topic and description
   b. Home page banner (for the activity)[size: 1600 X 543]
   c. Thumbnails (for the activity) [size: 510 X 340]
   d. Detail content of the said activity i.e objective, start date & end date, any rules pertaining to said activity, questions & answers for quiz, article etc.

6. The concerned department shall be responsible for creation/updation of their respective activity content.

7. The concerned department should contact DoIT vide a letter to host the activity on MyGov Goa Portal and also mail at goa.mygov@gov.in all the necessary content (as mentioned in point no: 5).

8. The content should be mailed to DoIT atleast 7 days prior to Go-Live date of the activity. Before forwarding any activity content to DoIT, the concerned Nodal officer should ensure that necessary approval is taken by the department to host activity and its content on MyGov Goa Portal.
9. DoIT, on receiving the request from department, shall host approved activity content on MyGov Portal and nodal officer of the concerned department shall coordinate with Department of IT accordingly.

10. Once the activity is hosted, response from citizens for the activity shall be monitored by the nodal officer of the concerned department. In case of any issues faced, it shall be the responsibility of the department to report it to DoIT.

11. In case, the department desires to Delete/Remove any offensive comment from their activity, the concerned nodal officer shall take the screenshot of the same highlighting the offensive comment and forward it to DoIT with a request to delete the highlighted comment.

12. On receiving such requests, DoIT shall forward it to Central MyGov Team for further action.

13. After the last date of activity, the concerned nodal officer shall request DoIT for activity data i.e. the inputs received from citizens for the said activity.

14. On receiving request, DoIT shall download the data (citizen inputs) in excel format for the said activity and data shall be forwarded to concerned departments Nodal officers email id.

15. Respective department shall analyze the received data and accordingly shall take appropriate measures. Action taken report/outcome of the activity if any shall be shared (in word format) with DoIT to publish it on MyGov through blog.mygov.in.

16. Kindly note that MyGov Goa SOPs are work in progress i.e with development and updation of the MyGov platform, authorized changes shall be incorporated in the SOPs.