

CITIZEN'S CHARTER

**DIRECTORATE OF
INDUSTRIES,
TRADE &
COMMERCE**

Citizen's Charter

The nomenclature of Directorate of Industries and Mines has been changed to the "Directorate of Industries, Trade and Commerce" (DITC) by the State Government vide notification No.23/1/87-GA & C dated 6th September, 2002. With the above change, the Mines wing has been separated and formed into a separate Directorate of Mines & Geology.

The Department of Industries, Trade and Commerce is concerned with the promotion and development of industries in the State of Goa. The State of Goa envisages catalyzing economic growth through accelerated industrial development. The mission is to create sustainable employment opportunities mainly to the people of Goa. It also includes

environment friendly industrial development ensuring balanced growth of regions, a facilitative regime that explores and unleashes the energies of the private sector to create an environment in which industry, both existing and new, can prosper.

The Director of Industries, Trade and Commerce is the Head of the Department and is assisted by the General Manager (DIC), Deputy Director (Administration) and Deputy Director (Industries), two Functional Managers, Planning Officer and two Industries Officers. The total sanctioned strength of this Directorate is 98.

The Directorate has the following sections :

I. Establishment Section

1. Administrative

This Section deals with the administrative and logistic matters. It is headed by the Deputy Director (Administration).

2. Public Grievances

The Deputy Director (Administration) is the Public Grievances Officer for this Directorate. Redressal of Public Grievances is carried out every Friday after 3.00 p.m.

II. Accounts Section

This Section deals with the accounts matters and is headed by the Assistant Accounts Officer with other supporting staff.

III. Planning and Statistics Section

The Statistical Section of this Directorate is headed by Statistical Officer and is assisted by the Statistical Assistant and two investigators. This section deals in preparation of report (i.e Annual Administrative Report, Budget Speech, Economic Survey Report etc.) It also compiles data on register units with the department and submits reports and provides information to interested parties and various government departments whenever necessary.

REGISTRATION SECTION

This section is headed by Deputy Director (Industries) with Functional Managers for North and South Goa Districts reporting to the Deputy Director.

Micro, Small and Medium Enterprises Development Act 2006

The Government of India has introduced MSME Act 2006 which has come into force from 2nd Oct. 2006. Under the said Act the Industrial units have been defined as Micro, Small and Medium Enterprises.

Udyam Registration

The Ministry of Micro, Small and Medium Enterprises, Government of India, New Delhi, implemented/introduced Udyam Registration issued vide Notification No. S.O. 2119(E) dated 26th June, 2020 with effect from 1st July 2020. This is online system to file Udyam Registration portal www.udyamregistration.gov.in. devised by Ministry of Micro, Small and Medium Enterprises for all States/UTs in the country.

An enterprise shall be classified as a Micro, Small or Medium enterprise. In Micro Enterprise, the investment in plant and machinery or equipment does not exceed one crore rupees and turnover does not exceed five crore rupees. In a Small Enterprise the investment in plant and machinery or equipment does not exceed ten crore rupees and turnover does not exceed fifty crore rupees and in a Medium Enterprise the investment in plant and machinery or equipment does not exceed fifty crore rupees and turnover does not exceed two hundred and fifty crore rupees.

Calculation of investment in plant and machinery or equipment

1. The calculation of investment in plant and machinery or equipment will be linked to the Income Tax Return (ITR) of the previous years filed under the Income Tax Act, 1961.

2. The expression “plant and machinery or equipment” of the enterprise, shall have the same meaning as assigned to the plant and machinery in the Income Tax Rules, 1962 framed under the Income Tax Act, 1961 and shall include all tangible assets (other than land and building, furniture and fittings).
3. The cost of certain items specified in the Explanation 1 to subsection (1) of section 7 of the Act shall be excluded from the calculation of the amount of investment in plant and machinery.

To become a Micro, Small or Medium Enterprise a person who intends to establish a Micro, Small or Medium Enterprise may file Udyam Registration online on Udyam Registration portal based on self declaration with no requirement of upload documents, papers, and certificate. On registration, an enterprise will be assigned a permanent identity number to be known as “Udyam Registration Number”. An e-certificate, namely, “Udyam Registration Certificate” shall be issued on completion of the registration process.

A composite criterion of investment and turnover shall apply for classification of an enterprise as micro, small and medium. If an enterprise crosses the ceiling limits specified for its present category in either of the two criteria of investment or turnover, it will cease to

exist in that category and be placed in the next higher category but no enterprise shall be placed in the lower category unless it goes below the ceiling limits specified for its present category in both the criteria of investment as well as turnover. All units with Goods and Services Tax Identification Number (GSTIN) listed against the same Permanent Account Number (PAN) shall be collectively treated as one enterprise and the turnover and investment figures for all of such entities shall be seen together and only the aggregate value will be considered for deciding the category as micro, small and medium enterprise.

All existing enterprises registered under EM-Part-II or UAM shall register again on the Udyam Registration portal on or after the 1st day of July, 2020. All enterprises registered till 30th June 2020 shall be re-classified in accordance with this notification. The existing enterprises registered prior to 30th June 2020, shall continue to be valid only for a period up to the 31st day March, 2021.

CHAMPIONS PORTAL

The Creation and Harmonious Application of Modern Process for Increasing the Output and National Strength Portal (www.champions.gov.in) has been launched by Ministry of Micro, Small and Medium Enterprises as the single window system for the MSMEs.

The three basic objectives of the Champions are:

1. To help the MSMEs in this difficult situation in terms of finance, raw materials, labour, permissions, etc.
2. To help the MSMEs capture new opportunities in manufacturing and services sectors.
3. To identify the sparks, i.e. the bright MSMEs who can withstand at present and become national and international champions.

Bureau of Indian Standard :-

Directorate of Industries, Trade and Commerce is Nodal Agency to look after the implementation Quality Control Orders of various products under Mandatory Certification notified by Bureau of Indian Standard as per the provision of Bureau of Indian Standard Act, 2016. BIS Quality Orders contains various products such as cement, household electrical goods, dry batteries, food and related products, oil pressure stove, automobile accessories, cylinders, valve and regulation, medical equipments.

Vide Order No. DCS/ADCS /BIS/APP.N.A/2015-16/369 dated 16th July, 2015, issued by Director of Civil supply and Consumer Affairs, Directorate of Industries, Trade and Commerce/General Manager (DIC) is notified as the Nodal Agency for the State of Goa for

monitoring the implementation of the Quality Control Order of the Government of India under Bureau of Indian Standards (BIS) Mandatory Certification.

Sr.No.	Product	BIS Orders	Appropriate authority
1 to 13	Cement	S.O No. 191(E) Dt.17 Feb 2003	General Manager (DIC)
14 to 28	Household Electrical Goods	S.O No. 189(E) Dt.17 Feb 2003	General Manager (DIC)
29	Multi-Purpose Dry Batteries	S.O No. 516(E) Dt. 25th May 1987	General Manager (DIC)
30 to 44	Food and Related Products	GSR 759(E) and GSR 760(E)	FSSAI
45 to 47	Oil Pressure Stoves	3	General Manager (DIC)
48 to 51	Automobile Accessories	S.O No. 2953(E) dated 19.11.2009	General Manager (DIC)
52 to 66	Cylinder, Valves and Regulation	GSR 1081(E) dt. 22.11.2016	PESO
67 to 69	Medical Equipment	GSR 843(E) dt. 9th Nov. 2001	Director, Legal Metrology
70 to 107	Steel Products	S.O No. 414(E) dated 12.03.2012	General Manager (DIC)
108 to 110	Stainless Steel Products	S.O No. 2061(E) Dt.10 June 2016	General Manager (DIC)
111	Electrical Transformers	S.O No.1221(E) dated 07.05.2015	General Manager (DIC)

112 to 115	Electrical Motors	S.O No.178(E) dated 18th January 2017	General Manager (DIC)
1 to 44	Electronics and IT goods	S.O No.2357(E) dated 07th September 2012	Department of Electronics and Information Technology
1 to 6	Solar Photovoltaics systems, devices and components	S.O No.2920(E) dated 30.08.2018	General Manager (DIC)

State Level Committee meeting is organized every year for discussing various issues related to Consumers welfare including implementation of Quality Control Orders issued by the Government.

The Bureau of Indian Standards is Statutory Body under Ministry of Consumer Affairs, Government of India.

Steel Scrap Recycling Policy

Steel Scrap Recycling Policy notified on 7th September, 2019 as the part of implementation of National Steel Policy (NSP) 2017. In the National Steel Policy 2017 (NPS 2017), the importance of scrap was realised. The Steel Scrap Policy only furthers the role envisaged in the NPS-2017 to ensure scrap segregation (quality-wise), collection, processing and recycling. The policy is to provide a framework for

carrying out the activities in a scientific manner to have assured and regular supply to processed scrap for the downstream industry. The present policy deals with automobile, household, structural, railway industrial, etc. Recycling of scrap helps in conservation of vital natural resources besides other numerous benefits. The policy noted that, the use of every ton of scrap shall save 1.1 ton of iron ore, 630 kg. of coking coal and 55 kg of limestone. There shall be considerable saving in specific energy consumption also. And when the production of steel rises to 250 MT, as is envisaged in the National Steel Policy, then the requirement of scrap shall rise to 70-80 MT. This shall require about 700 scrap processing centres, that is 700 shredders. These shall in turn be fed by 2800-3000 collections and dismantling centres spread all over the country.

Development-I Section

The Deputy Director (Industries) is incharge of development –I Section which deals with the following subjects:-

1. Issue of licenses for sale of lubricating oil and greases.
2. Grants/Contribution to Goa Handicraft Rural and Small Scale Industries Development Corporation(GHRSSIDC)
3. Grants/Contribution to Goa Khadi and Village Board. (GKVIB).

1. Issue of License/renewal for sale of lubricating oils and greases

Application for license/renewal for sale of lubricating oils and greases should be accompanied by the following documents:-

- i) Original receipt of payment of fees.
- ii) NOC from Directorate of Fire and Emergency Services.
- iii) NOC from, Oil Company.
- iv) NOC from Goa State Pollution Control Board, in case of processing of lubricating oil.

2. Grants/Contribution to Goa Handicraft Rural and Small Scale Industries Development Corporation

The GHRSSIDC is set up to promote, assist and develop handicrafts, Medium Micro and Small as well as cottage industries by undertaking supply of raw materials, arranging for marketing their products, organizing handicrafts exhibitions and providing guidance, training etc. The Corporation runs sale counters and handicrafts emporia for sale of handicrafts products. The Corporation also organizes and participates in handicrafts exhibition and fairs in the State and outside the States, outside country. The Corporation is helping the Medium, Micro and Small entrepreneurs in procuring Scarce raw materials such as iron and steel, polymers, etc. The Government provides financial assistance in the form of share capital contribution to the Corporation. The schemes Implemented through Goa Handicrafts Rural and Small Scale Industries Development Corporation (GHRSSIDC) are as under:-

i) Preferential Purchase Scheme

Government of Goa has centralized its purchase for all the departments/Corporations, etc. and GHRSSIDC is appointed as Nodal Agency

for procurement of Goods intended by the Department. The Micro and Small Enterprises having turnover upto 10 Crores are eligible to enrol themselves as vendors with GHRSSIDC on fulfilling the requirements under the scheme. The scheme supports Micro and Small Industries in marketing of their products thus encouraging new entrepreneurs to venture in to the Self Employment Projects.

ii) **Subsidy for Clay Idol makers**

Pottery and clay idol making has been a traditional Goan Cottage industry since times immemorial. These idols are used in important Goan festivals like Ganesh Chaturthi, Christmas etc. Under this scheme, subsidy is given to those idols which are produced in Goa by local artisans registered with the Corporation and sold to the public. The subsidy given under this scheme is to the extent of 100/- per idol of not less than one foot in height.

iii) **Goa Youth Rozgar Yozana**

The earlier scheme, “Deendayal Swayam Rojgar Yojana” has been renamed as the “Goa Rozgar” vide Govt. order dated 14-08-2006. The scheme envisages providing loan/assistance to unemployed youth for taking up self employment activities such as information kiosks, cyber cafes, vending kiosks for selling vegetables, fruits, flowers, newspapers/magazines, etc. Preference is given to those who have passed 12th Standard in Vocational Stream or have done an ITI course.

3. **Grants/contribution to Goa Khadi and village Industries**

Board(GKVIB)

The scheme envisages creating employment opportunities by promoting Khadi and Village Industries in the State through the Khadi and Village Industries Board. The Board is a statutory organization, which provided financial assistance in the form of loan and grants to entrepreneurs. So far, the

Board is implementing the schemes formulated by the Khadi and Village Industries Commission on all India bases and the Government of Goa has to bear the cost of establishment.

4. Goa-Industrial Development Corporation

Development Corporation (GDDIDC) was established by the Government of Goa, Daman & diu in February 1966 under the provisions of Goa, Daman & Diu Industrial Development Act, 1965 with the aims and objectives of securing and assisting in the rapid and orderly establishment of industries in Industrial Areas and and Industrial Estates in Goa.

One of the important activities of the corporation is setting up of Industrial Estates and offer developed plots to industrial units.

In pursuance of the above objectives, the GDDIDC (Now renamed Goa-IDC) has so far established twenty Industrial Estates in Goa, Daman & diu, viz Corlim, Margao, Sancoale, Mapusa, Tivim, Bicholim, Kakoda, Honda, Bethora, Cancona, Kundaim, Tuem, Verna, Cuncolim, Pilerne, Marcaim, Pissurlem and Colvale.

5.. Cluster Development Programme

The Ministry of Micro, Small and Medium Enterprise, Government of India, has adopted the Cluster Development Programme as a Key strategy for enhancing the productivity and competitiveness as well as capacity building of Micro and Small Enterprises. To ensure effective implementation of cluster Development Program it is proposed to constitute a State Level Project Steering Committee and Project Coordination Committee for formulation of the (1) **Goa Gold Jewellery Clusters**, (2) **Konkan Maritime Cluster** under cluster Development Programme of Ministry of Micro and Small and Medium

Enterprises-Development Institute(MSME-DI), Govt. of India, under the Chairmanship of Secretary (Industries) to guide, approve, monitor and review the cluster projects in the State and Directorate of Industries, Trade and Commerce (DITC) can be implementing and fund receiving agency on behalf of State Government of Goa.

In view of above, a proposal is forwarded to the Government to constitute a State Level Project Steering Committee for formulation of the Goa Gold Jewellery Clusters **& Konkani Maritime Cluster** under cluster Development Programme of Ministry of Micro and Small and Medium Enterprises-Development Institute (MSME-DI), Government of India, which is under process.

V. Development-II Section

The information pertaining to the various Schemes of Directorate of Industries, Trade & Commerce, UdyogBhavan, Panaji, Goa as assigned to the Development-II Section.

1. The Goa State Incentives to Encourage Investments Scheme 2017, 'Umbrella Scheme'.

The Government has notified the Goa State Incentives to Encourage Investments Scheme, 2017 to be called as the 'Umbrella Scheme' which provides for financial assistance to the enterprises in the State of Goa. The said Scheme was notified vide Notification No.3/10/2017-IND dated 28th March, 2018 and came into force w.e.f.01.10.2017.

Under the 'Umbrella Scheme' separate Target Schemes have also been notified for specific incentives; the details of which are given hereunder:

2. INTEREST SUBSIDY SCHEME

All micro, small, medium manufacturing units; hinterland eco-tourism projects in lesser developed talukas who have commenced commercial production after 1.10.2017 and employing minimum 60% Goan employees are eligible.

The benefits are reimbursement of 30% of interest paid on eligible Term loan *and/or* reimbursement of 30% of interest paid or 1.5% of turnover (whichever is less) on eligible working capital loan.

The ceiling limit is restricted to up to Rs. 25.00 lakh per annum.

3. EMPLOYMENT SUBSIDY SCHEME

All micro, small, medium, large manufacturing units; hinterland eco-tourism projects in lesser developed talukas and which are employing minimum 60% Goan employees, being paid minimum salary of Rs.8000/- per month are eligible.

The benefits are reimbursement of **50%** of salaries paid to Goan eligible employees pertaining to micro, small, medium units and reimbursement of **25%** of salaries paid to Goan eligible employees for Large units as per proportion specified in the Scheme.

For Micro, Small, Medium, Eco Tourism units - the benefit is restricted to Rs 25 lakh per annum; and for Large unit- UptoRs 50 Lakh per annum.

However, the benefit shall be restricted to Rs.7000/- per person per month.

4. INCENTIVES FOR CERTIFICATION AND IPR REIMBURSEMENT SCHEME

All micro, small, medium, large manufacturing units, hospitals and educational institutions obtaining any standard certification and/or intellectual property rights (IPR) except statutory certificates are eligible.

The benefits are reimbursement of 100% of cost of obtaining certificates (excluding hotel/travel charges etc).

Reimbursement of 50% of cost of registering (IPR) and fees paid to the registry for registration of IPR.

The ceiling on benefit for certification is Rs.8.00 lakh and for IPR is Rs.15.00 Lakh.

5. INCENTIVES TO TRAINING PROSPECTIVE EMPLOYEES

All micro, small, medium, large manufacturing units are eligible for reimbursement of 60% of cost of training to the unit. The incentive is to be claimed yearly on filing of application. The benefit will be given as Rs.60,000/- per employee and Rs.7,20,000/- per unit per year, as the case may be. The training must be conducted by approved Skill Training Provider as per the Scheme.

6. INCENTIVE TO ENCOURAGE PURCHASES FROM LOCAL SUPPLIERS SCHEME

All micro, small, medium, manufacturing units are eligible provided the purchase of minimum 50% (in value) of raw material/ component/ tools etc (input requirement for production) are purchased from local sources/ manufacturers.

The benefit under the scheme is reimbursement of 2% of the cost of local purchases The maximum subsidy is Rs.5 lakh per unit per year; for 5 consecutive years from the date of first application.

7. INCENTIVES TO GREEN INVESTMENTS SCHEME

All micro, small, medium, large manufacturing units Conducting water & energy audit and/ or purchased power saving equipment are eligible.

Benefits under the scheme include:

The reimbursement of 25% of cost of water & energy audit with a ceiling of 1 lakh per unit.

Reimbursement of 40% of cost of power conservation equipment with a ceiling of Rs.10.00 lakh per unit.

8. CAPITAL SUBSIDY SCHEME

All Micro and Small Scale manufacturing units who have Commenced commercial production after 1.10.2017 are eligible. Further, the units which carry out substantial expansion after 1.10.2017 as defined in the Umbrella Scheme are also eligible.

The benefits include a capital subsidy of 30% of the cost of capital provided the subsidy on building/office is restricted to Rs 5 lakh; (for micro units)

A capital subsidy of 30% of the cost of capital provided the subsidy on building/office is restricted to Rs 10 lakh (for small units).

For the purpose of this scheme, the cost of capital shall include the cost of:

- (i) All plant and machinery installed in the unit;*
- (ii) Information and communication technology (ict) equipment required to operate the machinery;*
- (iii) Office and factory premises.*

9. GOA TRIBAL'S EMPLOYMENT GENERATION PROGRAMME SCHEME, 2017.

The main objective of the Scheme is towards Self Employment and Generation of Employment within the Tribal communities and creating of funds so as to target tribal families.

The members of the Tribal Community as notified by the Government of Goa, should possess education qualification of at least 4thStd and above and should be in the age group of 18 to 45 years, to avail incentives under the scheme.

The eligible member can venture into the following sectors:

- i. Micro and Small Manufacturing Enterprises.
- ii. Service Enterprises.
- iii. Trade Enterprises.

The benefits include:

Micro and Small Manufacturing Enterprise – Maximum loan of Rs.25.00 lakh and 40% subsidy.

Service Enterprise – Maximum loan of Rs.15.00 lakh and 40% subsidy.

Trade Enterprise – Maximum loan of Rs.15.00 lakhs and 40% subsidy.

The rate of interest towards disbursed and outstanding loan amount shall be 2%. Further, the subsidy is given at the time of releasing the loan itself.

The applicant has to undergo Entrepreneur Development Programme Training (EDP) within six months from the date of sanction of loan.

10. SHARE CAPITAL TO LOCAL ENTREPRENEURS AND SELF-EMPLOYED

SCHEME 2015.

The Government of Goa has introduced the Share Capital to Local Entrepreneurs and Self Employed Scheme 2015.

The main objective of the scheme is to encourage local youth to start income generating activities and to encourage local youths to start income generating activities and to encourage self-employment. The capital given under this Scheme is interest free. The Scheme is implemented through EDC Ltd., to the beneficiaries under the Chief Minister RojgarYojana.

The Eligibility under this scheme is as under:

1. Individuals or groups of individuals can avail this facility.
2. Individuals who are born and residents for 15 years in Goa and have passed graduation or XII or X or schooling from the State of Goa.
3. Applicant shall be below 42 years of age (relaxation of 5 years for SC, ST, OBC, Women, Disabled).
4. Applicants shall be minimum VIIth passed.
5. The income of the applicant alongwith spouse shall not exceed Rs.3.00 lakh per annum.

The benefits under this schemes; 50% of capital contribution is made by this Directorate to the applicants under Chief Minister's RojgarYojana (CMRY) Scheme implemented by EDC Ltd., (80% in case of SC/ST applicants and 75% in case of Self Help Groups).

11. 'Goa State 25% Subsidy for Self Employed Scheme 2015'

The Government of Goa has introduced 'Goa State 25% Subsidy for Self Employed Scheme 2015' to boost employment in the State and to encourage beneficiaries under the self-employed schemes to repay their loan regularly and the same is implemented through EDC Ltd.

The Scheme provides 25% subsidy on fixed capital investment for all activities related to industrial and other self-employment opportunities which are covered under the Chief Minister's RojgarYojana.

12. Prime Minister's Employment Generation Programme (PMEGP) (Central Scheme)

The Prime Minister's Employment Generation Programme (PMEGP) is a credit linked subsidy programme to generate employment in rural as well as urban areas.

Any individual above 18 years of age having educational qualifications of minimum VIIIth pass are eligible.

Maximum project size is Rs.25 lakh for manufacturing and Rs.10 lakh for service sector, with a subsidy ranging from 15% to 35% as per eligibility criteria.

13. Preferential Purchase Incentives for Micro & Small Enterprises Scheme

To give boost to micro and small enterprises, also Micro & Small Enterprises registered with the Directorate of Industries, Trade & Commerce are given special treatment in any tender floated by Government Departments, under the Schemes. Micro & Small Enterprises shall be allowed to match to lowest tender price floated by non-small scale units provided its quoted price is within 15% of lowest quoted price floated by non-micro & small enterprises.

VII. Goa Investment Promotion and Facilitation Board (Goa-IPB)

Introduction :

The Government of Goa has constituted the Goa Investment Promotion and Facilitation Board (Goa-IPB) so as to introduce a mechanism with the prime objective of promoting and facilitating the investment in the State of Goa.

1.Composition of the Board

The Board comprises of the following:

- i) Chief Minister of Goa - **Chairperson, Ex-Officio**
- ii) Minister for Information - Vice-Chairperson, Ex-Officio
& Technology
- iii) Minister for Tourism - Vice-Chairperson, Ex-Officio
- iv) Minister for Industries - Vice-Chairperson, Ex-Officio
- v) Secretary (Industries) - Member

- vi) Secretary (Tourism) - Member
- vii) President, CII, Goa Council - Member
- viii) President, Goa Chamber of
Commerce & Industry - Member
- ix) Mr. Atul Pai Kane - Member
- x) Mr. Shekhar Sardesai - Member
- xi) Mr. Nitin Kuncolienkar - Member
- xii) Chief Executive Officer - Member Secretary

2. Functions and duties carried out by the Board:

The powers, duties and functions of the Goa-IPB are specified in section 5 of the Goa Investment Promotion Act, 2014 which includes:-

- i) Notwithstanding anything contained in any other State law for the time being in force, the Board shall, for the purpose of promoting and facilitating investments, exercise the powers of any statutory authority, Board or agency under the Government.
- ii) Subject to the provisions of this Act, the board shall, on receipt of an in-principle approval by an investor:
 - (a) Provide and/or facilitate obtaining approvals from the Government and its statutory and other bodies.

(b) Provide assistance in obtaining clearances from the Central Government or its statutory and other bodies.

iii) In particular and without prejudice to the generality of the foregoing functions, the Board may perform all or any of the following functions, namely:-

- a. Approval, rejection or review of all investment proposals meeting the criteria specified in sub-section (3) of section 3;*
- b. Appoint sub-committee for evaluation and clearance of investment proposals which fall under sub-section (4) of section 3;*
- c. Appoint an Investment Officer for all projects approved by the Board;*
- d. Draft annual process, guidelines and standard operating procedure for new investments, Reviewing and modifying these processes on an ongoing basis;*
- e. Appoint and manage the consultants;*
- f. Facilitate obtaining of approvals to the investors to set up their units in the State;*
- g. Identify and recommend areas to be notified under the Act;*

- h. Promote the State as an investment destination nationally and internationally;*
- i. Provide feedback and give suggestions to the Government on investment climate and policy and environment protection on an ongoing basis;*
- j. Identify infrastructure gaps hindering investment growth in the State on an ongoing basis and suggesting short, medium and long-term rolling plans to the Government to bridge the gaps;*
- k. Seek membership of national and international investment promotion agencies to enable the Board to promote the State as an investment destination amongst the national and international trade community;*
- l. Take all necessary measures to boost and promote agricultural industries, cottage industries, dairy farming and eco-tourism; and*
- m. Provide dispute and grievance redressal mechanism for investors.*

iv) In performance of its functions, duties and powers under this Act, the Board shall further the policies laid down by the

Government as also all statutory notifications, including Regional Plan, Outline Development Plan, Development Plan, Land Use Maps and all other regulations made under various Acts wherever applicable except in notified areas as provided under this Act.

v) The Board shall be bound by all laws made by the State Legislature, rules framed under thereof including any special directions, notification issued by the Government from time to time.

vi) Subject to the provisions of this Act and the directions issued by the Government in this behalf, the Board shall have all the powers including incidental and ancillary powers to perform, carry out, undertake any functions so as to promote and facilitate investment opportunity in the State.

vii) Acts and Rules implemented by the Board

The Goa Investment Promotion Act, 2014 is implemented by the Goa Investment Promotion & Facilitation Board.

Geographical Indication

Geographical Indication scheme is notified vide no. 3/5/2018-IND/219 dated 30/04/2020. Under this Scheme, the Department of Science & Technology, Govt of Goa has identified the Goa State Council for Science &

Technology, which is registered society under the Department of Science & Technology for filling the GI Applications. This Directorate will provide financial assistance to the Goa State Council for Science & Technology in the following manner:-

- 1) A subvention not exceeding RS. 63,000/- per registration of GI shall be provided.
- 2) In addition to 1), a fixed annual subvention no exceeding Rs. 6,45,000/- shall be provided,
- 3) The financial implication of the Scheme is Rs. 15,000 lakhs per financial year.

Ease of Doing Business

Ease of Doing business Section deals with more than 30 Department/Board/Corporations across Goa State to bring their various services online so that the applicant should not be required to get in touch with any authorities physically.

To promote Goa as an investment hub among other initiatives, the Government has focussed in improving transparency in the system by enhancing EoDB. The State has witnessed significant improvement in the EoDB paradigm with the jump in score of 18% in the year 2016 to 57% in the year 2017. Currently, as per DPITT evaluation portal, the compliance percentage of the State is around 90% under Business Reform Action Plan (BRAP) 2019.

Government of Goa has already developed the Goa single Window Online Portal wherein many Government to Business (G2B) services can be availed online.

Approximately 50 services of various departments such as Labour & Employment, Inspectorate of Factories & Boilers, Legal Metrology, Directorate of Industries, Trade & Commerce, Public Works Department, Fire & Emergency Services etc. as per Business Reform Action Plan are currently live and integrated under Goa-Single Window System. Additionally 23 (approximately) services of various Departments related to EoDB are online.

Export Promotion Cell : The Directorate of Industries, Trade & Commerce has created an Export Oriented Cell in the Directorate in the interest to take forward the measures/issues identified by the District Export Promotion Committees (DEPCs) of Developing the Districts as an Export Hub in the State. The Cell comprises of the following Officers/Officials:

1. Deputy Director (Industries) as the Head of Cell
2. Functional Manager I
3. Functional Manager II
4. Economic Investigator
5. UDC
6. LDC

‘Export Strategy of Goa’;

The Government of Goa has taken measures to formulate of Export Strategy for the State of Goa for development of industrialization by promotion of exports of manufactured goods and agricultural produce including agro processed products and to improve the service sector of the State. The Federation of India Exports Organisation (FIEO) an agency under the Government of India, has formulated the ‘Export Strategy of Goa’.

- ❖ The Strategy overall aims towards facilitating exports in the State through various measures which could related to policy, infrastructure, common facility, ease of doing business, promotion etc.

Besides, a State Level Committee under the Chairmanship of Chief Secretary, Government of Goa has been constituted to review all trade related issues of the State. The Government of Goa in the process of notifying the ‘Export Strategy of Goa’.

‘Development of Districts as export Hub’;

The vision of the Hon’ble Prime Minister of India is to convert each district in India into an Export Hub. Accordingly, the Ministry of Commerce

& Industry, Government of India, has instructed the State Government to take initiative forward.

Efforts are being taken by Government of Goa to implement the vision of Hon'ble Prime Minister. The District Export Promotion Committees (DEPCs) for North Goa and South Goa Districts have been constituted under the Chairperson of District Magistrate/Collector(North) and District Magistrate/Collector(South) with the level officers of the State Government as Members of Committee and it will prepare the District Export Plan specific to each District for a sustainable of export.

Council Structure

The Micro, Small & Medium Enterprise Development (MSMED) Act 2006 contains specific provisions under section 15 to 23 to deal with Delayed Payment cases where the buyer of goods and services from MSEs does not make payment to the supplier for his supplies of goods or services within 45 days of the day of acceptance of the goods/service. In such cases, the Micro and Small Enterprises (MSE) can be approached to Micro and Small Enterprises Facilitation Council for conciliation and arbitration. If the MSE supplier gets decree in his/her favour the buyer is liable to pay compound interest with monthly rests to the supplier on the payable amount at three times of the bank rate notified by the RBI.

The Goa Micro and Small Enterprises Facilitation Council (Council) is established as per the norms of MSMED Act,2006 with DITC as Chairperson and Other members, office bearers i.e. representatives of Associations of micro and small industry or enterprise in the state, banks and financial

institutions lending to micro or small enterprise, persons having special knowledge in the field of industry, finance, law trade or commerce

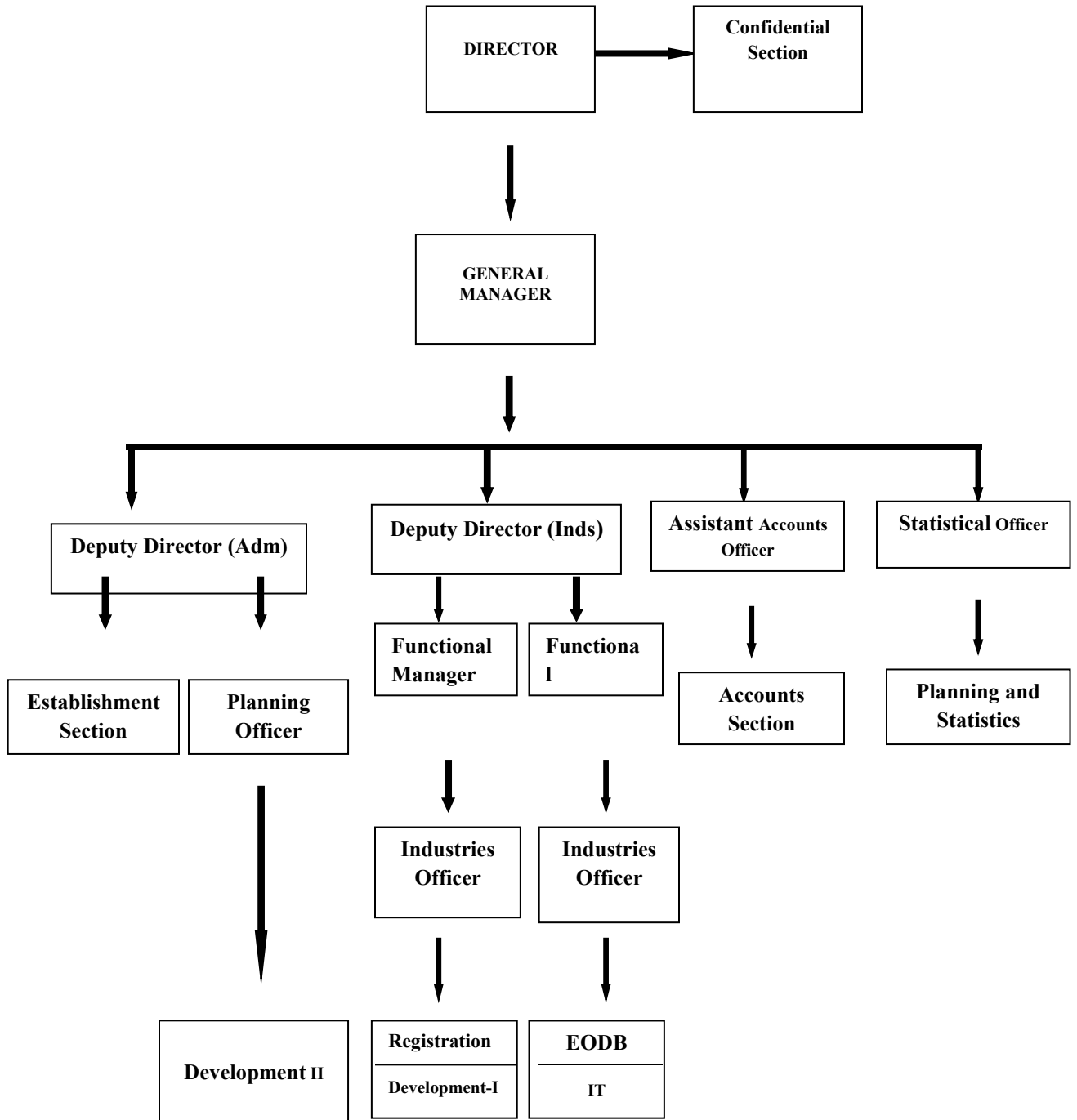
The MSEs can approach to MSEFC for resolution of delayed payment cases.

The Ministry has developed an online portal on 30-10-2017 “MSME Samadhaan-Delayed Payment Monitoring System” in order to facilitate filing of references on the said portal. To settle the issues related to delayed payments before they actually come to MSEFC. The portal is available in the public domain and can be accessed at

<http://samadhaan.msme.gov.in>

ORGANISATION CHART

DIRECTORATE OF INDUSTRIES, TRADE AND COMMERCE



List of Officers and their telephone numbers.

Sr. No.	Name of Officers and Designation	Telephone numbers Office
1.	Director of Industries, Trade and Commerce	2222241
2.	General Manager (DIC)	2226377, 2420787
3.	Deputy Director (Administration)	2420787
4.	Deputy Director, (Industries)	2420787
5.	Assistant Accounts Officer.	2420787
6.	Statistical Officer Planning and Statistic Section	2420787

7.	Planning Officer	2420787
8.	Functional Manager (North)	2420787
9.	Functional Manager (South)	2420787

Directorate of Industries, Trade & Commerce,

Government of Goa,

Udyog Bhavan, Panaji, Goa – 403 001.

Phone: (0832) -2222241, 2420787,2226377, 2422268

Fax : 2224116

E-mail: dir-indu.goa@nic.in

www.goaditc.gov.in

OTHER IMPORATANT INFORMATION

Infrastructural facilities:-

1. Ready Built sheds and plots

There are 22 Industrial Estates set up in the State of Goa. Major infrastructural facilities such as ready built sheds, plots on long lease basis, are provided in above Industrial Estates by Goa Industrial Development Corporation (GIDC), located at GIDC Building Patto, Panaji-Goa.

2. Purchase of Raw Material

Facilities for purchase of raw material are available with Goa Handicrafts Rural & Small Scale Industries Development Corporation (GHRSSIDC), located at Neuginagar Complex, Panaji-Goa.

3. Supply of Machines on Hire-Purchases Basis.

Industrial Finance by way of supply of machines on hire purchase basis to the Micro, Small and Medium Enterprises is available at National Small Industries Corporation (NSIC), located at Shirji Complex, near Manoshanti Hotel, Vth Floor, St. Inez, Panaji, Goa.

Other important telephone numbers:

<i>Sr. No.</i>	<i>Name of Organization/Institute</i>	<i>Office telephone Number</i>
1	<i>Confederation of Indian Industry (CII)</i>	<i>2422790-6</i>
2	<i>Customs and Central Excise</i>	<i>2437057</i>
3	<i>Directorate of Food and Drugs Administration</i>	<i>2224639</i>
4	<i>Directorate of Health Services</i>	<i>2225561</i>
5	<i>Directorate of Mines & Geology</i>	<i>2426431</i>
6	<i>Directorate of Panchayats</i>	<i>2432826</i>
7	<i>Economic Development Corporation</i>	<i>2224938</i>
8	<i>Electricity Department</i>	<i>2224680</i>
9	<i>Excise Department</i>	<i>2420045</i>
10	<i>Forest Department</i>	<i>2224747</i>

11	Goa Khadi & Village Industries Board	2221452
12	Goa Industrial Development Corporation,	2437470-3
13	Goa Chamber of Commerce & Industry	2424252
14	Goa Handicrafts Rural & Small Scale Industries Development Corporation	2228157
15	Goa Small Industries Association	2438395
16	Goa State Pollution Control Board	2438567
17	Inspectorate of Factories and Boilers	2226181
18	Labour Department	2437081
19	National Small Industries Corporation	2220540
20	Public Works Department	2226407
21	Sales Tax Department	2422757
22	Small Industries Service Institute	2705092-3
23	Town and Country Planning Department	2221925

COMPLAINTS AND GRIEVANCES

For any complaint, public grievance, the following officers may be contacted:

1. Director of Industries, Trade and Commerce

2. General Manager (DIC)
3. Deputy Director (Administration)
Public Grievance Officer

The Headquarter of the Directorate of Industries, Trade and Commerce and the offices of the Director, General Manager (DIC) and others officers are on the first floor of Udyog Bhavan, Near Azad Maidan, Panaji Goa.

For details and any enquiry about the schemes and various incentives provided, the Deputy Director (Industries), Functional Managers, Planning Officer and Industries Inspectors at the Facilitation Counter which is situated at the entrance of the Udyog Bhavan premises may be contacted.

Under Right to Information Act, 2005, the following officers are appointed as:-

- | | |
|--|-------------------------------|
| 1.General Manager (DIC) | ... First Appellate Authority |
| 2.Deputy Director(ADM)
Officer (I) | ...Public Information |
| 3. Deputy Director (IND)
Officer (II) | ...Public Information |