

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

This section is headed by the Statistical Officer and is assisted by the Statistical Assistant with two Investigators. This section deals in the following matters:

1. Preparation of draft Material in respect of the Department :-
 - i) Annual Administrative Report.
 - ii) Governors Address
 - iii) Budget speech
 - iv) Economic Survey Report
 - v) Explanatory Memorandum
 - vi) Performance Budget
2. Compilation and submission of Quarterly/yearly reports on physical Achievements of plan Schemes.
3. Compilation and submission of monthly/quarterly/yearly reports on financial progress of plan schemes.
4. Provide information with reference to the registered Industrial units.

IV. Registration Section

This Directorate acknowledges the enterprise memorandum under Micro, Small and Medium Enterprises Development Act, 2006, based on investment in Plant and Machinery not exceeding ₹10.00 Crores, in manufacturing sector and ₹ 5.00 Crores in service sector.

The Ministry of Micro, Small and Medium Enterprises, New Delhi vide Notification dated 18.09.2015 supersedes the Notification Number

S.O.1643(E) dated 29.09.2006 and introduced Udyog Aadhaar Memorandum (UAM) in place of Entrepreneurs Memorandum Part-I and Entrepreneurs Memorandum Part-II.

1. Facilitation Counter for MSME's:-

Facilitation Counter set up by this Directorate provides facility to file online Udyog Aadhaar Memorandum(UAM) for Micro, Small and Medium Enterprises. It also helps in creating email id and other related assistance to file online UAM. The Facilitation Counter has so far facilitated 1099 number of entrepreneurs to file UAM online.

It provides information regarding Mudra Yojana, Start up India, Stand up India Schemes of Central Government. It also provides information as regards to various schemes implemented by this Directorate and also assists the entrepreneurs in filling the requisite forms.

The officials also provide the information pertaining to the procedure of acquiring the industrial plots in Industrial Estates of Goa Industrial Development Corporation (GIDC).

2. Goa Micro and Small Enterprises Facilitation Council (GMSEFC)

The Goa Micro and Small Enterprises Facilitation Council (GMSEFC) is established under MSMED Act, 2006 with Director of Industries as Chairperson, One office bearer or representative of associations of Micro or Small Industry or Enterprises in the State. One representative of banks and financial institutions lending to micro or small enterprises and One person having special knowledge in the field of industry, finance, law, trade or commerce as members.

The Council is set up to protect the interest of Micro and Small Enterprises in case of delayed payment beyond 45 days from buyer. Aggrieved entrepreneurs file appeal before the Council for release of outstanding amount along with accrued interest.

The Council hears the complaint and depending on merits of the case, conducts conciliation proceedings failing which matter is taken up for

arbitration. Awards are passed for release of payment along with accrued interest or otherwise.

V 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 Licenses for Sale of Lubricating Oil 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 handicraft 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) **The Goa Traditional Bakers (Poders) Subsidy Scheme**

The Goa Traditional Bakers (Poders) Subsidy scheme was introduced to provide support and financial assistance to the Traditional Bakers of Goa with a considered objective to give them boost so as to ensure that this traditional occupation and business is not only protected but grow in all respect being an essential food item in Goan lifestyle. This financial assistance scheme shall help the existing traditional Bakers (Poders) who have been carrying out the production of “Pao” “Undo” “Poie” and “Kankan”.

Subsidy will be provided for purchase of maida required for production of bread. The beneficiary must submit raw material purchase bills for maida for the previous 6 months procured by him/required by him, i.e. authenticated bills of purchase of maida. The bills must be produced from Government marketing federations or marketing co-operative societies such as Sahakar Bhandar/Bardez Bazar/Goa Bagayatdar etc as per list approved by GHRSSIDC.

ii) **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 ₹10Crores are eligible to enroll 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.

iii) **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.

iv) **Goa Youth Rozgar Yojana**

The earlier scheme, “Deendayal SwayamRojgarYojana” has been renamed as the “Goa Youth Rozgar Yojana” 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/Contributions 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 provides 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 basis and the Government of Goa has to bear the cost of establishment.

4. 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 Goa Gold Jewellery Clusters 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 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 Development II section is headed by the Deputy Director (Administration), and is assisted by Planning Officer. The following activities and functions are undertaken by this section:-

1. Prime Minister's Employment Generation Programme (PMEGP)

Scheme:-The self employment loan scheme of Prime Minister's Rozgar Yojana, which was under implementation up to 31st March, 2008 has been integrated with the Rural Employment Generation Programme (REGP). This has resulted in a new self employment scheme namely Prime Minister's Employment Generation Programme (PMEGP) which came into force with effect from April 2008 with the aim to promote Micro, Small Industrial and Service Enterprises and is implemented by:

- i) The District Industries Centre of this Directorate. (DIC)
- ii) The Khadi and Village Industries Commission (KVIC)
- iii) The Khadi Village Industries Board. (KVIB)

The Nationalized Banks provides finance for the beneficiaries.

2. Payment of Compensations to the Village Panchayats and Municipal Councils for the Notified area.

The taxes and fees are collected by Goa Industrial Development Corporation (GIDC) from the Industrial houses located in the jurisdiction of the notified Industrial areas. The Panchayats and Municipal Councils of these areas are paid compensation against the receipts.

3. Rehabilitation of Sick Industries.

The scheme of rehabilitation was notified on 17th November, 2016, under the Goa State Financial Scheme for Sick Industrial Unit 2016. The units which are permanently registered with the Directorate of Industries, Trade & Commerce, having a minimum of 10 years in operation in manufacturing activity, are eligible to get relief under this scheme. The aim of this scheme is to assist these units to come out of the state of sickness and protect the employment that has already been generated by the unit.

4. State Mission on Food Processing (SMFP)

The scheme envisages extending the financial assistance/incentives for establishment of new food processing units as well as technology up gradation of expansion of existing food processing units which can help in creating sustainable local employment in the State. The scheme provides incentives to food processing units in the form of financial assistance to the extent of 25% of the cost of plant & machinery and technical civil works, subject to a maximum of ₹ 30 Lakh.

5. Industrial Policy Scheme

The Government of Goa under the Goa Industrial Policy, 2008, has formulated various new schemes for the benefit of industrial units in the State of Goa which are as follows:-

i) Capital Contribution Scheme

The scheme envisages providing capital contribution to the existing functional units to venture out and expand. The scheme is designed to support local entrepreneurs, promote industrial units which venture out and develop special products, based on locally developed technology.

This is an interest free loan scheme and objective is to provide interest free financial assistance to local entrepreneurs to promote industrial units to expand and to develop special product based on locally developed technology. Clusters of units/industrial units, partnership firms and private limited concerns having Udyog Aadhaar registration shall be eligible for assistance under the scheme. The maximum Capital Contribution will be ₹ 1.00 crore repayable over a period of 5 years. Contribution of the promoter should be equal or more than the capital contribution by the Government.

ii) Preferential Purchase Incentives for Small Scale Industries Scheme.

Under this scheme Units shall be given special treatment in any tender floated by Government Department/Autonomous Bodies/Corporations/Semi Government Departments or any purchases made by them. No other security deposit is required.

iii) Goa State Financial Incentives to Industries for Certification and Patenting Scheme 2008.

The scheme envisages encouraging the industrial units and other institutes to obtain ISO certification and/or patent right on products and/or processes. Such units provide benchmark of

excellence and serve as a model for others to emulate. Under the Scheme, a maximum subsidy of ₹2 lakh per unit, once in a lifetime is given.

iv) Incentives to encourage Consumption of Local Raw Material Scheme.

The Scheme envisages encouraging consumption of locally produced raw materials by offering incentives, which is in the form of subsidy in power and water bills and reimbursement of sales tax paid upto 90%. The maximum limit of subsidy on sales tax paid is ₹10 lakhs and subsidy given in the electricity and water bill is 25%.

v) The Goa State Export Market Development Scheme

In order to encourage Goan industry to improve its export market, financial assistance in the form of interest free loan up to ₹ 5 lakh, repayable over 5 years, is granted, provided the unit has been in operation for at least five years, has Import/Export Code and its turnover does not exceed ₹10 crore during preceding 3 years.

vi) Interest Subsidy Scheme 2008.

The scheme envisages providing subsidy to new and tiny units in manufacturing sector on interest payable on the loans raised from financial institutes and banks. The main objective of the scheme is to provide incentives to small investors for making their enterprises viable financially. The Incentive is to the extent of 1½% of the total turnover or 30% of the interest paid by the unit whichever is less subject to a ceiling of ₹ 5 lakhs per annum. The claim for subsidy should be filed annually before 31st May every year.

vii) Incentives to Women Entrepreneurs Scheme, 2008.

The objective of this scheme is to encourage women entrepreneurship and motivate women to start industry for self-

employment. 5% additional benefit under the Local Employment Subsidy Scheme which is over and above the eligibility of the principal scheme is given under this scheme.

Also, under the Interest Subsidy Scheme, prescribed limit of 1.5% of turnover will be increased to 2% and the 30% of the interest paid will be increased to 35% - subject to the overall ceiling of ₹ 8 lakhs.

viii) The Goa State Employment Subsidy Scheme for the Industries, 2008.

The main objective of the Scheme is to promote industrial growth in the State of Goa, to provide employment to local youths and create manpower suitable to the needs of the Industry. The scheme envisages a subsidy ranging from 15% to 35% on salaries paid to the employees if minimum 80% of the employees are Goans. Actual limit of the subsidy amount for micro and small Industrial units shall be ₹ 5.00 lakhs for each half yearly return.

ix) Share Capital to Local Entrepreneurs and Self Employed Scheme 2008.

The main objective of this scheme is to encourage local youth, preferably of Goan origin, to start income generating activities encouraging self-employment. Under this scheme, 50 percent interest free share capital contribution is provided to the beneficiaries of Chief Minister Rozgar Yojana, which is being implemented by the Economic Development Corporation for local youths to take up activities related to the industrial and self-employment opportunities, except, those which are falling under Red Category under the Industrial Policy and related to tobacco and liquor. The department also gives 25% subsidy on the said loan.

6. Schemes under Tribal Sub-Plan

i) Goa Tribal Employment Generation Programme (GTEGP).

To generate self employment as well as employment for others thereby overall improvement of living conditions and upliftment of the schedule tribe population in the state, the Government has notified a scheme called Goa Tribal Employment Generation Programme. Any individual belonging to a tribal community notified by the Government of Goa, and who has studied upto a minimum of 4th standard and has completed 18 years of age but not above the age of 45 years, is eligible to avail benefit under this scheme.

Under this scheme a maximum loan of ₹ 25 lakhs in case of manufacturing enterprises and maximum of ₹ 15 lakhs in case of service and trading enterprises is granted. Subsidy upto 40 % is given to the applicants.

7) The Scheduled Tribes Development Schemes under Tribal Area Sub-Plan.

The section also implements 8 schemes under the tribal area sub plan notified on 11th August, 2011.

The schemes of this plan is as under:-

i) Subvention to the apex body of notified scheduled Tribal at the District & State level for administrative & nodal purposes.

To facilitate setting up of an independent office to ensure dissemination of information of schemes among tribal communities and collection of applications, assistance to the extent of ₹ 12.00 lakh can be given as one time grant to establish an office to District/State level apex tribal body. A District level/State level apex tribal body duly registered before the Registrar of Cooperative Societies are eligible.

ii) Entrepreneurship Development Programme & Entrepreneurship Development Institute for ST.

Under this scheme, ₹ 6.00 lakhs per Entrepreneurship Development Programme will be given to provide training under Entrepreneurship Development Programme to traditional artisans, primary middle and high school educated unemployed persons, prospective entrepreneurs with preference to women to encourage them to produce better quality agriculture equipments, handicrafts and other products. Financial Assistance to the extent of 50 % of the Project cost to the extent ₹150.00 lakhs is available under the scheme from Govt. of India for Establishment of Entrepreneurship Development Institute for Scheduled Tribes.

iii) Marketing assistance for Scheduled Tribe Handicraft Artisans.

This scheme is to assist the Schedule Tribe Artisans and Entrepreneurs to produce in their houses, common production centres and industrial houses, and to sell these items through market outlets in towns and cities, showrooms of hotels and through the emporia of the State Handicraft Corporations. Travelling charges, Transport & Packing of goods, DA, Insurance & Awards will be refunds under this Schemes.

iv) Subvention to Industrial and Handicraft Multipurpose (non-farm sector) Co-operative societies.

This Scheme is to provide Grant-in-Aid for the Industrial and Handicraft Multipurpose Co-operative Societies to promote non-farm sector activities among scheduled Tribe people. The District Level/State Level Co-operative Societies are eligible to avail benefits under this Scheme Subvention upto ₹ 40.00 lakh will be provided to Industrial & Handicraft multipurpose (Non Farm Sector) Co-operative Societies.

v) Machineries 50% subsidy to ST artisans and entrepreneurs.

To encourage artisans and entrepreneurs to start handicraft and industrial production activity in their house, common

production centres under co-operatives or in the industrial sheds of the Industrial Estate. Traditional craftsmen and matriculates, those who have studied in ITI's, Polytechnics or any other technical institutions or have undergone Entrepreneurship Development Programme are eligible. The applicant must be member of a Taluka or District Level Association or Self Help Groups or the Tribal Co-operative Society. Upto 50% value of machinery purchased by the applicant will be given as subsidy, subject to maximum of ₹5.00 lakh. The balance amount of 50 % can be contributed as interest free loan to the entrepreneur.

vi) Organising Technical workshop to upgrade the product profile of Goan Handicraft done by ST.

A grant of ₹ 12.00 lakh once in a year will be given to eligible ST bodies & Registered artisans for providing extensive guidance and training on new products, prototypes, goods in demand in the market, creating excellent products for high value customers, channelizing the products to the markets and marketing strategies and to suggest strategies for implementation of handicraft schemes, co-ordination and improve co-operation and also to conduct technical workshops.

vii) Industrial Plots to ST entrepreneurs at 20% subsidy & 75% Loan without interest.

Industrial Plots to ST entrepreneurs at 20% subsidy & 75% interest free loan will be given to facilitate employment to Scheduled Tribe unemployed youth. Applicant should be a member of the Tribal Society and should have undergone Entrepreneurship Development Training.

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 & Technology - Vice-Chairperson, Ex-Officio
- 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.

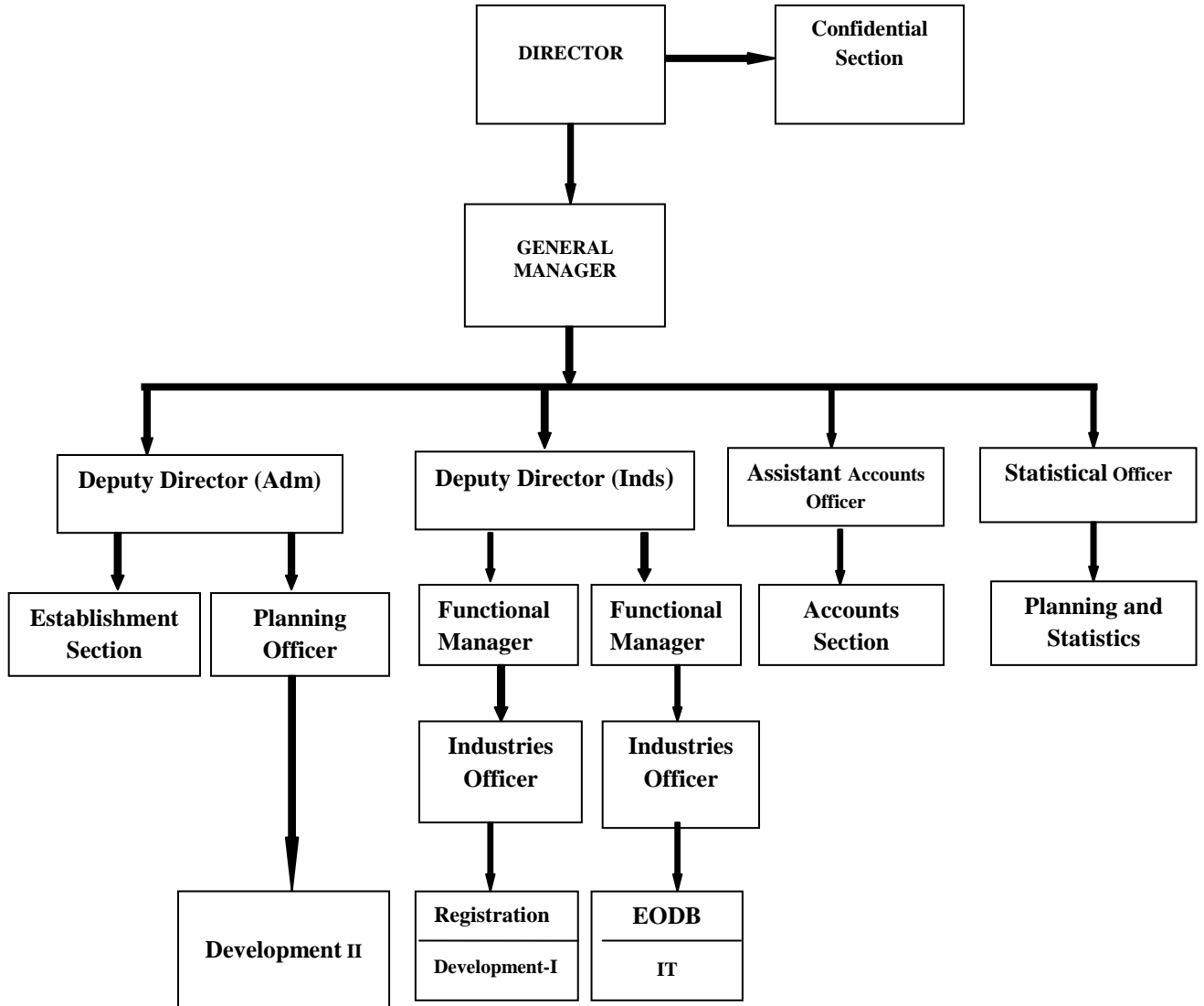
vi) Subject to the provisions of this Act and the directions issued by the Government in this behalf, the Board shall have all the powers including incidental and ancillary powers to perform, carry out, undertake any functions so as to promote and facilitate investment opportunity in the State.

vii) Acts and Rules implemented by the Board

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

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

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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:

Sr. No.	Name of Organization/Institute	Office telephone Number
1	Confederation of Indian Industry (CII)	2422790-6
2	Customs and Central Excise	2437057
3	Directorate of Food and Drugs Administration	2224639
4	Directorate of Health Services	2225561
5	Directorate of Mines & Geology	2426431
6	Directorate of Panchayats	2432826
7	Economic Development Corporation	2224938
8	Electricity Department	2224680
9	Excise Department	2420045
10	Forest Department	2224747
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. Director of Industries, Trade & Commerce ... First Appellate Authority
2. General Manager (DIC) Public Information Officer
3. Functional Manager (II) ... Assistant Public Information Officer

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DIRECTORATE OF INDUSTRIES, TRADE AND COMMERCE

