



**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.

**Telephone** :- +91(832)2221505/2221509

**Fax** :- +91 (832)2411490

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

**Contact Person** :- Deputy Director (Administration), DoIT.

**PUBLIC GRIEVANCES**

**Name of the Public Grievances Officer:** - **Praveen R. Volvotkar, 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.** :- +91 9422058711

**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** :- **Praveen R. Volvotkar, Director (IT)**

**Public Information Officer :-**

- Dy. Director(Administration) for Administration Section

**Asst. Public Information Officer:-**

- Head Clerk for Administration 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. Department of IT 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:-

#### Technical Section:-

Sr. No.	Name of the Officer	Designation	Present Level
1.	Shri Praveen R. Volvotkar	Director (IT)	12
2.	Shri. Harshad V. Pawar	Dy. Director (IT)	11
3.	Shri. Nijanand V. Vasta	Dy. Director (IT)	11
4.	Shri. Akash S. Katak	Dy. Director (IT Infrastructure)	11
5.	Shri. Siddarth S. S. Borker	Dy. Director (IT Infrastructure)	10
6.	Shri. Gaurabh G. Sawal	Assistant Director(IT)	8

7.	Mrs. Tessy Thomas	Assistant Director (IT)	8
8.	Shri. Rajesh R. Pednekar	Assistant Director (IT)	8
9.	Shri. Hirendra S. Naik Parulekar	Assistant Director (IT)	8
10.	Mrs. Fiona D'Costa	Assistant Director (IT)	8
11.	Shri. Sagar G. Gurav	Assistant Director (IT)	8
12.	Mrs. Priyatama N. Patil	Assistant Director (IT)	8
13.	Mrs. Prashila S. Borkar	Assistant Director (IT)	8
14.	Shri. Pradeep B. Gaonkar	Assistant Director (IT)	8
15.	Mrs Eldrida B. Crasto	Assistant Director (IT)	7

**Administration Section:-**

1.	Shri. H.B. Khedekar	Dy. Director (Admn)	10
2.	Mrs. Manisha R. Phondekar	Head Clerk	6
3.	Mrs. Nita V. Sawal	UDC	4
4.	Mrs. Vinanti V. Naik	UDC	4
5.	Mrs. Pravita V. Tandel	UDC	4
6.	Shri. Gaurish G. Gaunkar	Driver	3
7.	Shri. Deepak Chopdekar	Driver	3
8.	Shri. Meghanand Agarwadekar	Driver	2
9.	Shri. Mukesh Pednekar	Driver	2
10.	Shri. Sandesh Khedekar	Peon	2
11.	Mrs. Ratna R. kolkar	Sweeper	2

**Account Section:-**

1.	Smt. Sunita Singh	Dy. Director Accounts	10
2.	Shri. Bablo Chandrakant Naik	Assistant Account Officer (Additional Charge)	8
3.	Shri. Swapnil Gawade	Accountant	6
4.	Ms. Anupa Shetye	LDC	2

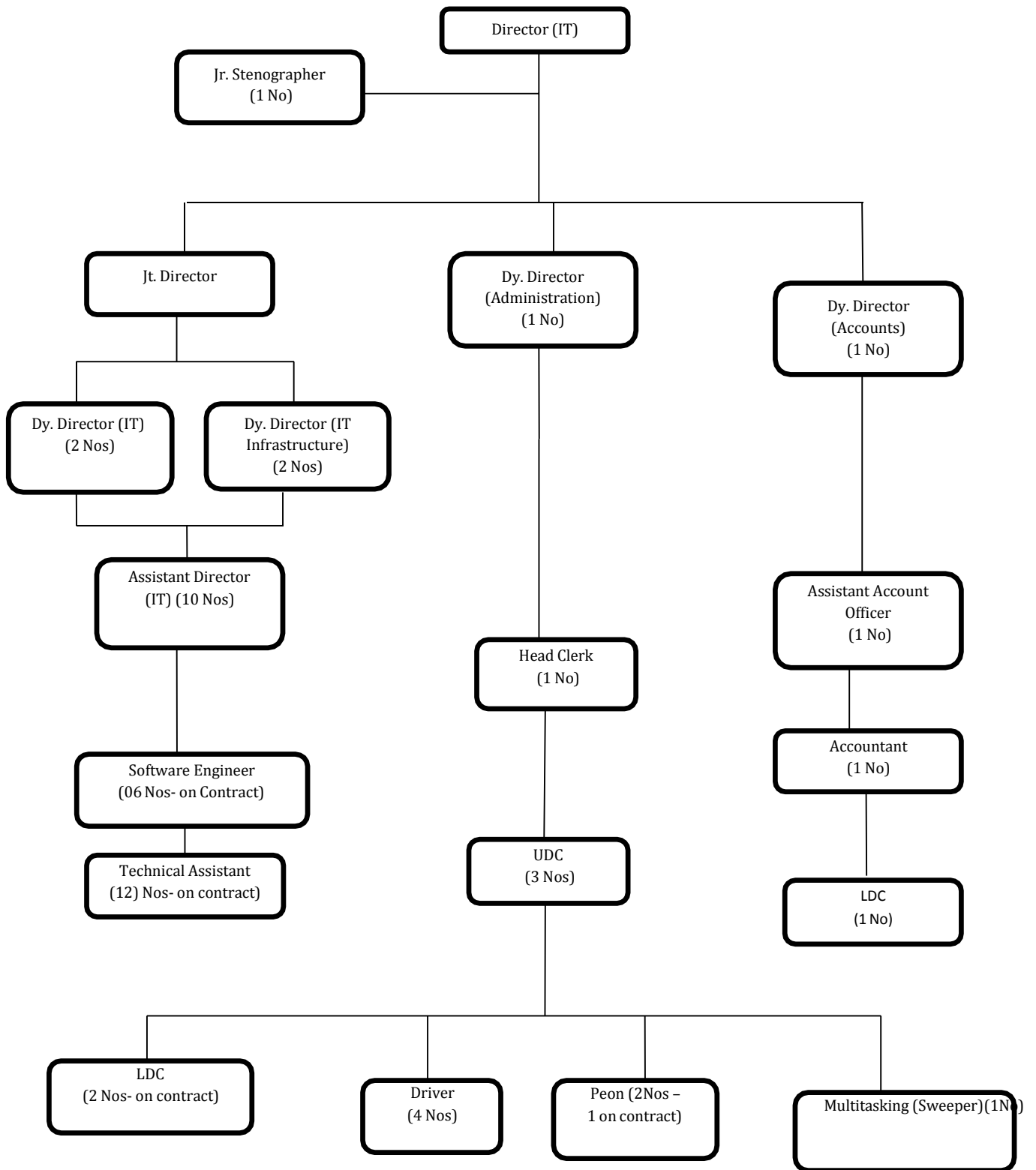
**Staff on Contract Basis:-**

<b>Sr. No.</b>	<b>Name of the Official</b>	<b>Designation</b>	<b>Monthly Remunerati on (in Rs.)</b>	<b>contract Period of Extension</b>
1	2	3	4	5
1	Mrs. Priya K.Bandekar	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022
2	Shri Mayur D. Morajkar	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022
3	Ms. Minita G. Sawant Dessai	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022
4	Ms. Shonet Dias	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022
5	Shri Deepak K. Raikar	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022
6	Ms. Priyanka P. Salkar	Software Engineer (on Contract basis)	36,600/-	01/11/2021 to 31/10/2022

<b>Sr. No.</b>	<b>Name of the Official</b>	<b>Designation</b>	<b>Monthly Remuner ation (in Rs.)</b>	<b>Period of Extension</b>
1	2	3	4	5
1	Shri Vivian J. Desouza	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
2	Shri Siddhesh S. Naik	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
3	Shri Chetan D. Usapkar	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022

4	Shri Rukmesh R. Fadte Dessai	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
5	Mrs. Nimisha N. Halarnkar	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
6	Ms. Mugdha M. Prabhu Dessai	Technical Assistanton Contract basis)	21,100/-	01/11/2021 to 31/10/2022
7	Shri Amol M. Naik	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
8	Shri Vinesh D. Pednekar	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
9	Shri Mayur V. Naik	Technical Assistant(on Contract basis)	21,100/-	01/11/2021 to 31/10/2022
10	Ms. Sraddha R. Shet Marathe	Lower Division Clerk(on Contract basis)	18,700/-	01/11/2021 to 31/10/2022
11	Ms. Krupa R. Dessai	Lower Division Clerk(on Contract basis)	18,700/-	01/11/2021 to 31/10/2022
12	Shri Rupesh Ambre	Peon (on Contract basis)	15,100/-	01/11/2021 to 31/10/2022

## Organization Chart:-



**Important achievement/projects completed/partly completed during 2019-2020 (inbrief)**

**1. e-District(Goa online):-**

The Goa Online portal acts as a single dedicated service delivery platform of Government of Goa, wherein 163 + services of more than 26 Departments are live under e-district/goaonline.gov.in, including NOCs, Licenses, Certificates, Utility Payment, etc.

**2. Citizen Service Centers and Common Service Centers (Managed by Goa Electronic Ltd).**

The Department has setup Seven Citizen Centers which are managed by Goa Electronic Limited to provide various Citizen Centre services to the citizens without visiting any Government offices. Apart from the Department own CSC, the Department has also roped in the services of 246 Common Service Centers which has been setup under GOI scheme and went live on 15<sup>th</sup> August 2020, delivering 51 Goa Online services to citizens.

**3. DIGILOCKER:-**

In order to align with the vision of paperless Governance in the State, the State has taken a resolution in the Council of Ministers meeting to adopt DigiLocker System in the State of Goa. With the adoption of DigiLocker, all Government Departments and their agencies shall provide access to authentic digital documents to citizens through DigiLocker as envisaged in Information Technology (Preservation and Retention of Information by Intermediaries Providing Digital Locker Facilities) Rules, 2016 and as amended and notified on 8<sup>th</sup> February, 2017). The State has already on-boarded more than 50+ services on DigiLocker. Till date with more services are being on-boarded. Further, Educational Institutes i.e Goa University, Goa Board and Directorate of Technical Education has been successfully integrated with the platform, enabling access to academic records through Digilocker.

**4. UMANG (Unified Mobile Application for New-age Governance) :-**

UMANG is a common, unified platform developed by the Ministry of Electronics and Information Technology (MeitY) & National e-Governance Division (NeGD) to drive Mobile Governance in India. It facilitates a single point of access to multiple Government services offered by Central and State Government Departments through a mobile app.



Further, it is envisaged to make Goa Online services accessible through UMANG. Accordingly, the Department is currently working towards integrating high volume G2C services of Goa Online with the UMANG platform.

#### **5. MyGov Goa:**

MyGov is an innovative citizen engagement platform to build a partnership between Citizens and Government with the help of technology for growth and development of the Nation & State. Through various quizzes, discussions, blogs citizens can engage with various initiatives of the Government.

#### **6. Goa Broadband Network (GBBN)/ Annual Maintenance Contract (AMC) of Extended GBBN Connectivity**

The Goa Board Band project implemented on PPP model through implementing partner M/S UTL has been servicing as the backbone of connectivity to all the Government institution across the State including the Village Panchayat Office, Education Institutes etc. Although the project was implemented in 2009 presently it is under extension period till July 2022. Apart from providing connectivity to Government Institution, the project also caters to public, industries, hotels etc under the brand name Gwave from which 12 % revenue is shared with the Government of Goa. The project is being audited by SPIT M/s Software Technology Park of India (STPI) as Third Party Auditor (TPA).

This Department has put in place the agency M/S Comnet Solution to carry out the maintenance over 1500+ location. Department has also set up a Helpdesk with 2 helpline numbers (1) 08767833497, (2) 09390200100 to facilitate day to day recording of the network related issues faced by department users.

#### **7. WiFi- Secretariat Complex and Ministerial Block and Villages:-**

The Department has provided seamless WIFI connectivity at Secretariat Complex and Ministerial Block which is fully functional as on date. The help desk team is stationed at Secretariat Complex (24 X7).The internet bandwidth of 100 Mbps (1:1, uncompressed, unshared) is provided for the WIFI project at Secretariat Complex and Ministerial Block.

The Government of Goa has set up public Wi-Fi by installing Wi-Fi access points in 6 villages across Goa as a pilot project. Through Wi-Fi, the Government provided free Wi-Fi to 6 Villagers. i.e. Village Panchayat-Sancordem, Dharbandora, Village Panchayat-Morpirla, Quepem, Village Panchayat-Cotigao, Canacona, Village Panchayat-Neturlim, Sanguem, Village Panchayat-Savardem, Sattari, Village Panchayat-Tamboxem Mopa Ugavem, Pernem. The system is being used by students for online accessing of e-content and for attending the online classes.

## **8. Geographical Informatics System(GIS):-**

Department of Information Technology, Government of Goa, has envisaged providing a robust and reliable GIS based decision support system to State Departments, Local bodies, Corporations, Boards and Citizens under its jurisdiction by integrating the GIS data and e-Governance System. M/s Goa Electronics Ltd is identified as the implementing agency for the said project and is in the process of requirement gathering.

## **9. State Data Centre (SDC) Project- Website migration to NIC Cloud:-**

The Department is currently in process of migration of websites/applications from the current State Date Center, Altinho, Panjim to NIC mini cloud/ Meghraj cloud to provide enhanced security features thus saving Rs 1.4 Crore per annum.

## **10. Electronics Manufacturing Cluster (EMC) at Tuem, Pernem- funded by MeITY**

The EMC at Tuem Village of Pernem Taluka is being developed in an area admeasuring 5,97,125 square meters and has been taken under the Government of India's Scheme for Greenfield projects.

The project will cater mainly to the IT Electronic system Design and Manufacturing Industries and has been designed with a capability to generate around 5,000 to 6,000 employees for a period of 3 to 5 years.

## **11. Goa Telecom Infra Policy:-**

The Department prepared the Goa Telecom Infrastructure Policy which was notified in August 2020. This policy aims to encourage the extension of telecommunication, establishment of modern telecommunication infrastructure and ensuring good quality Internet networks across Goa, especially remote and hilly areas. This has resulted in single window clearance for installation of mobile towers with Public works Department as nodal Agency in issuing the license for installation of mobile towers.

## **12. IT KNOWLEGDE CENTRE (ITKC) :**

The Department of Information Technology (DoIT), Government of Goa, through M/s Info Tech Corporation of Goa (ITG), has setup various IT Knowledge Centres (ITKCs) across the State. These ITKCs impart Information and communications technology (ICT) training to the citizens, right from Basic Computer Course to Diploma Courses, thus helping the citizens, acquire the desirable IT skills.

M/s ITG has currently empanelled four training institutes, namely M/s Agate System Pvt. Ltd, M/s Comtech Computer Academy, M/s Gyan Tech, M/s Infotech

Training Academy LLP, who have set up ITKCs at 7 locations across Goa, in Panjim, Sanguem, Canacona, Ponda, Cuncolim, Curchorem and Margao.

The Department has also formulated a scheme “Empower ST/SC Communities uses ICT Tools” through IT Knowledge Centre (ITKC) under the Tribal Sub Plan (TSP) and Schedule Caste Sub Plan (SCSP). Through this scheme, citizens belonging to the Schedule Tribe (ST)/Schedule Caste (SC) communities can avail courses available at the ITKCs free of cost, as the cost towards the same is borne by the Department.

Since 2011 a total of 10918 citizens [Gen : 5157 ; ST : 9294 ; SC : 1624] have been trained by these ITKCs.

### **13. Pradhan Mantri Gramin Digital Saksharta Abhiyaan (PMGDISHA):-**

This Central Government Scheme has been availed by the State through the Department of IT and aims to digitally literate 40,000 Citizens of the State from rural areas, targeting SC/ST communities, minorities, below poverty line, women and differently abled persons. Till February, 2022, **3078** beneficiaries have availed the benefits.

### **14. Computer Based Examination System (CBES)**

Department of Information Technology has implemented the Computer Based Examination System for carrying out the departmental recruitment processes for Government Departments/Corporations and the same is hosted at <https://cbes.goa.gov.in> with effect from 07/01/2021. The System has been designed to provide a 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.

### **15. My GoV:-**

MyGov is an innovative platform. The Portal was launched in August.2020. In a short span of time the goa.mygov.in is emerging as a popular initiative and is currently having 9.91k users.

### **16. E- Office:**

The Government of Goa has proposed to implement application eOffice Lite - Goa SPARROW and eOffice Lite - eFile application; components of the eOffice Product Suit of NIC to all Government Departments in a phased manner. Implementation of the same will be carried out by NIC - Goa, Department of Personnel in coordination with Department of Information Technology.

**e-Office Goa Sparrow:-**The eOffice Goa Sparrow application will be customized by NIC and ownership of the application will be with DoP being the custodian of the application. The format for APAR for all the Group A & B officers of the State Government Departments shall be as that of the AIS officers, which will mandate the changes to be made to the existing APAR format for all Group A & B officers of the State Government Departments along with the Goa Civil Service officers

## 17. E-Tendering

The State has migrated to the new e-Tendering portal of NIC with effect from 25-08-2021 and is hosted at <https://eprocure.goa.gov.in>. The new solution offers tendering cum auctioning (forward and reverse) with the objective of automating the entire Tendering and Auctioning process for the Government of Goa. A total of 2939 tenders have been floated by 46 departments on the GePNIC portal till February 2022.

A total of 3947 tenders have been floated by 180 departments on the GePNIC portal till May 2022

## 18. START-UP PROMOTION CELL :-

Start-Up Policy 2021 was notified on 20/10/2021. The eligibility criteria are aligned to the startup definition of the Department for Promotion of Industry and Internal Trade Government of India. Additional benefits for Women entrepreneurs and Establishment of Fund of Fund have been incorporated in the policy document.

There are 12 scheme under the policy which can be availed by Start-ups incubation etc. The Department of IT/Startup Promotion cell have been conducting various events for promoting the Startup ecosystem in the State. Ex. Anth perna, Virtual Start-UP Conference & Exhibition etc.

NAME OF THE DEPARTMENT:-Department of Information Technology.

MAJOR HEAD: 2852-Industries

(Rs. in lakhs)

Sub-Major Head, Minor Head and Detailed Heads		Budget for 2022-23	Expenditure up to May 2022
1			
2071	<b>Pensions and Other Retirements Benefits</b>	<b>10.00</b>	8.42
01	Civil		
117	<b>Government Contribution for Defined Contribution Scheme</b>		
01	Defined Contribution Pension Schemes		
01	Salaries	10.00	8.42
2852	<b>Industries</b>	<b>8724.00</b>	90.26
07	<b>Telecommunication and Electronic Industries</b>	<b>8724.00</b>	90.26
001	<b>Direction and Administration</b>	847.00	90.26
01	<b>Direction (Plan)</b>	847.00	90.26
01	Salaries.	<b>480.00</b>	78.03
02	Wages	2.00	0.00
03	Overtime Allowances.	0.00	0.00
11	Domestic Travel Expenses.	2.00	0.21
12	Foreign Travel Expenses.	2.00	0
13	Office Expenses.	250.00	1.79
14	Rent, Rates and Taxes.	0.00	0.00
16	Publications.	0.00	0.00
20	Other Administration Expenses.	1.00	0.00
21	Supplies & Materials.	0.50	0.00
26	Advertisement and Publicity.	7.50	0.95
27	Minor Works.	1.00	0.00
28	Professional Services.	1.00	0.00
50	Other Charges	100.00	9.28
789	<b>Special Component plan for Scheduled Castes</b>	30.00	0.00
01	<b>Scheduled Castes Development Scheme</b>		
31	Grants in Aid.	30.00	0.00
796	<b>Tribal Area Sub Plan</b>	100.00	0.00
01	Scheduled Tribe Development Plan		
31	Grants in Aid.	100.00	0.00
800	<b>Other Expenditure</b>	<b>7797.00</b>	<b>1.79</b>

<b>01</b>	<b>I.T Promotion</b>	<b>25.00</b>	0.00
26	Advertising and Publicity.	10.00	0.00
31	Grants in Aid.	10.00	0.00
50	Other Charges.	5.00	0.00
<b>02</b>	<b>Registration of I.t Industry</b>	<b>0.00</b>	0.00
50	Other Charges.	0.00	0.00
<b>03</b>	<b>I.T. Council</b>	<b>10.00</b>	0.00
50	Other Charges.	10.00	0.00
<b>04</b>	<b>Infrastructure Development GBBN</b>	<b>3505.00</b>	0.00
31	Grants in Aid.	5.00	0.00
50	Other Charges.	3500.00	0.00
			0.00
<b>05</b>	<b>e- Governance (Plan)</b>	<b>602.00</b>	0.00
13	Office Expenses.	1.00	0.00
21	Supplies & Materials.	0.00	0.00
27	Minor Works.	1.00	0.00
31	Grants in Aid.	100.00	0.00
50	Other Charges.	500.00	1.63
<b>10</b>	<b>Capacity Building (NEGAP)</b>	<b>25.00</b>	0.00
50	Other charges.	25.00	0.00
<b>11</b>	<b>Strengthening of GITDC</b>	<b>50.00</b>	0.00
31	Grants in Aid.	50.00	0.00
50	Other Charges.	0.00	0.00
<b>12</b>	<b>State Data Center NeGP</b>	<b>950.0</b>	0.00
31	Grants in Aid.	800.0	0.00
50	Other Charges.	150.0	0.00
<b>13</b>	<b>Statewide Area Network NeGP</b>	<b>0.00</b>	0.00
31	Grants in Aid.	0.00	0.00
50	Other Charges.	0.00	0.00
<b>14</b>	<b>SSDG Portal &amp; e-Form Application (NEGAP)</b>	<b>100.00</b>	0.00
31	Grants in Aid.	0.00	0.00
50	Other Charges.	100.00	0.16
<b>15</b>	<b>e-District.</b>	<b>250.00</b>	0.00
31	Grants in Aid.	250.00	0.00
50	Other Charges.	0.00	0.00
<b>16</b>	<b>Citizen Service Centre.</b>	<b>10.00</b>	0.00
31	Grants in Aid.	10.00	0.00
50	Other Charges.	0.00	0.00
<b>17</b>	<b>World Bank Assistance.</b>	<b>0.00</b>	0.00

31	Grants in Aid.	0.00	0.00
50	Other Charges.	0.00	0.00
<b>18</b>	<b>Electronic System Design Manufacturing</b>	<b>0.00</b>	<b>0.00</b>
31	Grants in Aid.	0.00	0.00
50	Other Charges	0.00	0.00
<b>20</b>	<b>Information Technology and Start up Policy</b>	<b>1000.00</b>	<b>0.00</b>
31	Grant-in-aid	1000.00	0.00
<b>21</b>	<b>IT Park</b>	<b>20.00</b>	<b>0.00</b>
31	Grants in Aid.	10.00	0.00
50	Other Charges.	10.00	0.00
<b>22</b>	<b>e office</b>	<b>250.00</b>	<b>0.00</b>
50	other charges	250.00	0.00
23	Refund of EMD to ITG	<b>1000.00</b>	<b>0.00</b>
	<b>50 Other charges</b>	1000.00	0.00
	<b>TOTAL</b>	<b>8774.00</b>	
<b>4059</b>	<b>Capital Outlay on Public Works</b>		
<b>01</b>	<b>Office Buildings</b>	0.00	
<b>051</b>	<b>Construction</b>	0.00	
<b>01</b>	<b>Construction of Office Building</b>	0.00	
53	Major works.	0.00	
<b>02</b>	<b>Contribution to ITCG</b>	0.00	
60	Other Capital Expenditure.	0.00	
<b>03</b>	<b>Electronic City/IT Park</b>	<b>5500.00</b>	<b>0.00</b>
60	Other Capital Expenditure.	5500.00	
<b>4</b>	<b>Bharat Net</b>	<b>100.00</b>	<b>0.00</b>
60	Other Capital Expenditure	100.00	
	<b>Total 4059</b>	<b>5600.00</b>	
	<b>Grand Total (2071+2852+4059)</b>	<b>14384.00</b>	<b>100.47</b>

2852-07-800-12	State Data Centre (NeGP)	950.00	450.13
2852-07-800-13	State Wide Area Network (NeGP)	0.20	-
2852-07-800-14	SSDG Portal & Eform application (NeGP)	180.00	31.59
2852-07-800-15	e-District	300.01	-
2852-07-800-16	Citizen Service Centre	200.01	-
2852-07-800-17	World Bank Assistance	0.02	-
2852-07-800-18	Electronic System Design Manufact. (ESDM)	0.02	-
2852-07-800-20	Information Technology and Start up Policy	1000.00	-
2852-07-800-21	IT Park	750.00	-
2852-07-800-22	e-office	150.00	-
	<b>TOTAL REVENUE (A)</b>	<b>12416.56</b>	<b>1048.64</b>

<b>Capital Expenditure</b>			
4059-01-051-01	Office Building	500.00	0.00
4059-01-051-02	Contribution to ITG (EDC Loan)	180.00	0.00
4059-01-051-03	EMC/IT Park	10000.00	2901.83
	<b>TOTAL CAPITAL (B)</b>	<b>10680.00</b>	<b>2901.83</b>
	<b>GRAND TOTAL (A+B)</b>	<b>23096.56</b>	<b>3950.47</b>