



Department of Information Technology, Electronics and Communications  
Government of Goa  
2<sup>nd</sup> Floor, IT Hub, Altinho,  
Panaji Goa - 403 001, India

File No. 8(129)/DITEC/2024/AI Miscellaneous/ 469

Date 26/05/2026

CIRCULAR

*Subject: AI-Based Chatbot Initiative of Government of Goa*

The Government of Goa, through the Department of Information Technology, Electronics & Communications (DITE&C), has undertaken an initiative for implementation of an AI-Based Chatbot Platform to enhance citizen engagement, improve service delivery, and enable efficient dissemination of government information through digital channels.

The AI-based chatbot solution is envisioned to provide automated responses to citizen queries, facilitate access to departmental services and information, and support multi-channel interaction, including web portals and messaging platforms.

In the first phase, the AI-based chatbot has been initiated in the Tourism, Agriculture and Goa Online sector. The Department further proposes to extend the rollout of the AI-Based Chatbot Platform to other Government Departments in a phased manner.

Accordingly, all Departments are requested to convey their willingness to onboard the AI-based chatbot solution for their respective services and citizen interaction requirements.

Departments willing to participate in this initiative may kindly furnish the following details to this Department:

- a) Name of the Department
- b) Confirmation of willingness to onboard the AI-Based Chatbot
- c) Name and Designation of the Nodal Officer
- d) Contact details of the Nodal Officer (Mobile Number and Email ID)

The above details may be communicated to this Department within 15 days from the date of issue of this Circular, with a copy to M/s Goa Electronics Limited (GEL) - Project Management Unit (PMU) at [info@goelectronics.co.in](mailto:info@goelectronics.co.in), [sinasha@goelectronics.co.in](mailto:sinasha@goelectronics.co.in)

This initiative is expected to significantly improve citizen interaction, reduce response time, and enhance digital service delivery across Government Departments.

All Heads of Departments are requested to extend their cooperation and nominate suitable Nodal Officers for effective coordination and implementation of the initiative.



(Kabir K. Shirgaonkar)  
Director (ITE&C)

**To:**

1. All the Heads of Departments

**Copy to:**

1. The Under Secretary to Hon'ble Chief Minister, Minister Block, Porvorim - Goa
2. The Under Secretary to Hon'ble Minister (ITE&C), Minister Block, Porvorim - Goa.
3. The P.S. to all Secretaries, Secretariat, Porvorim - Goa.
4. The State portal team, DITE&C..... with a request for uploading on State Portal.