

## Material for Annual Administrative Report for the Year 2013-2014

### Introduction

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.

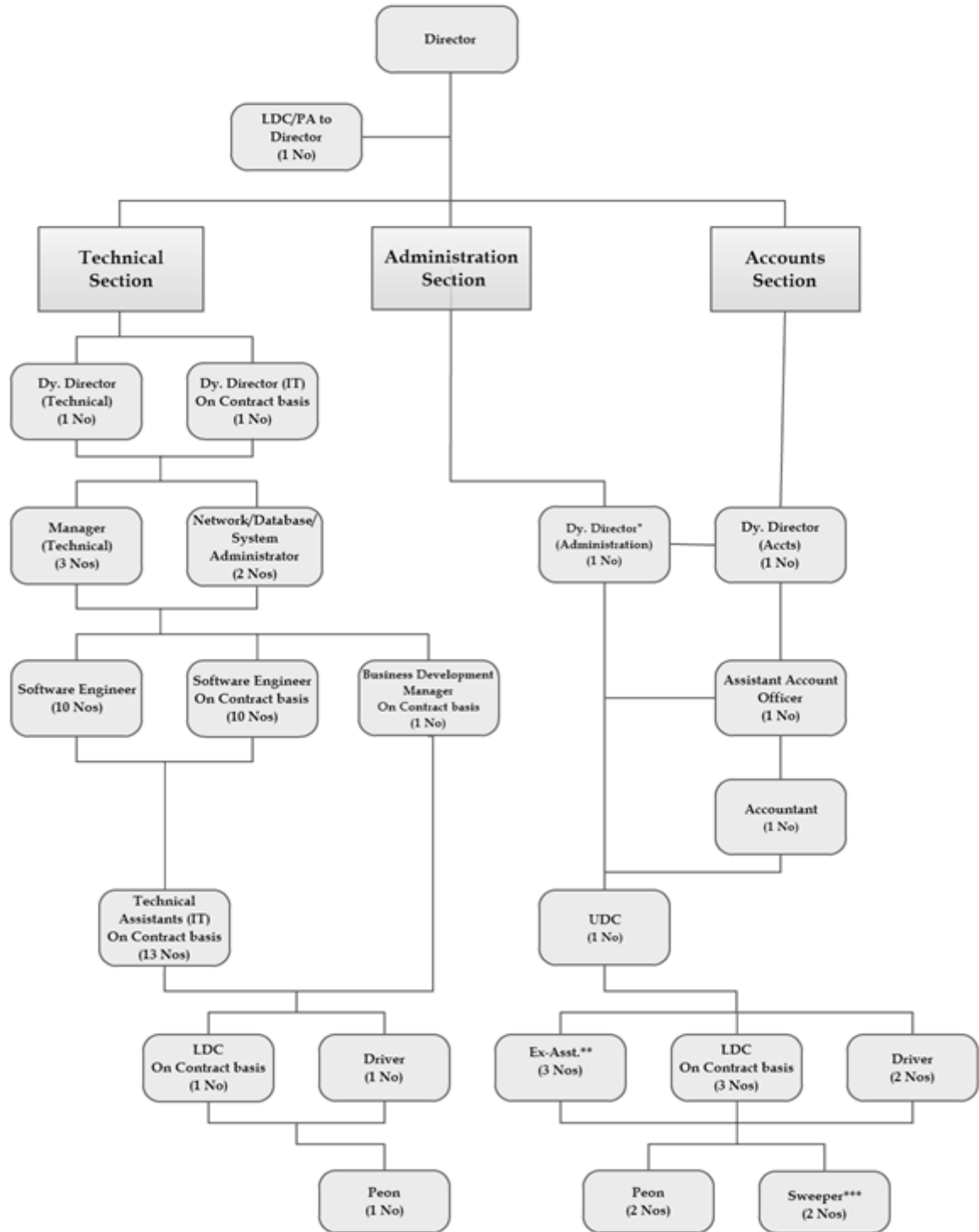
### Manpower of the Department

At present the Staff strength of the Department is as follows:

<b>Groups/Officials</b>	<b>No of Employees</b>	<b>Groups/Officials</b>	<b>No of Employees</b>
Group A	8	Group C	11
Group B	11	Group D	1
<b>Contract Staff (Technical)</b>	<b>No of Employees</b>	<b>Contract Staff (Administration)</b>	<b>No of Employees</b>
1) Dy. Director (IT).	1	1) Lower Division Clerk	4
2) Business Development Manager.	1	2) Peon	2
3) Software Engineer.	10	3) Sweeper (G.R.S)	1
4) Technical Assistant (IT)	13		

Services of Some of the technical staff are placed in other departments.

**Organizational Chart of the Department**



\*The Post of Dy. Director (Administration) is being proposed for creation under the Civil Service Cadre and is currently posted under the Civil Service Cadre by the Personnel Department.

\*\*Proposal is moved for re-designation of the Ex-Assistant to LDC.

\*\*\*One employed through the Goa Recruitment and Employment Society.

**Functions and duties carried out by the Department:**

The Department of IT has been created with following objectives:

- a) To Create world Class IT Infrastructure and connectivity for e-Governance in the State of Goa
- b) To serve as the Enabler for Promotion of Information Technology Industry in Goa.
- c) Promotion of e- Governance, e-Education and streamlining of IT in Goa as a way of life.
- d) Infrastructure Development and Capacity Building for promotion of IT.
- e) Establishing Goa's USP as the Intelligent State through promotion of Information Technology in Trade, Commerce and Infotainment.
- f) To conceptualize the concept of "Enabling and empowering the people," for the spread of ICT to masses based on the e-Governance Roadmap prepared by this Department.

**Presently, the Department is carrying out the following functions:**

- a) Finalization of Specifications, Procurement procedure and other Policy decisions related to Hardware/Software for various Government Departments /Institutions / Autonomous Bodies /Corporations, etc.
- b) Facilitation by way of providing consultancy services and technical inputs to various Government Departments /Institutions / Autonomous Bodies /Corporations, etc.
- c) Build common IT infrastructure which includes Hardware/Software, connectivity which would help all the Government Departments/Institutions / Autonomous Bodies /Corporations, etc.
- d) Promote IT industries in the State of Goa.
- e) Actively participate in setting up of IT Parks in the State.
- f) Create a common framework and IT implementation in Government
- g) Act as Administrative Departments for ITG and GITDC.
- h) Other special specific assignments assigned by the State Government from time to time.

- i) Automation of offices across all Government Departments/Institutions / Autonomous Bodies /Corporations, etc.

**The Department of Information Technology along with the agencies - Info Tech Corporation of Goa Ltd. (ITG) / Goa Electronics Ltd. (GEL) and National Informatics Centre (NIC) focus on carrying out computerization of various Departments.**

**Department of IT has implemented the various Central as well as State Acts:**

1. **IT ACT 2000** which is being adopted by the State Government as per the Central Government norms. Through this Act, the Digital Signatures Policy, Security Policy, Cyber Crime Rules and Regulations have been adopted by the State.
2. **RTI ACT** has been implemented as per the Central Act. The Department has already appointed APIO, PIO and Appellate Authorities which address various RTI issues.
3. **GITDC ACT:** Goa Information Technology Development Act 2007 (Goa Act 10 of 2007) was passed by the Legislature Assembly of Goa on 25.01.2007 and published on 6<sup>th</sup> August, 2007.

This Department is Administrative Department for the Info Tech Corporation of Goa Ltd and Goa Information Technology Development Corporation.

**Physical achievements of the Department:**

As a part of physical achievements, the Department has taken various projects in the Financial Year 2012-13:

**1) Goa Broadband Network (GBBN):**

The GBBN project has been designed to build a converged Wide Area Network that connects the State Headquarters, District Headquarters with all 12 Talukas, Village Panchayats, Households and institutions across the State. The Connectivity of 10 Gbps has already been provided between all the 12 Talukas

and 1 Gbps to all the 189 Village Panchayats including 225 building /locations under the GBBN Project and is used for both Intranet and Internet along with video conferencing by the Stake holders. The project is monitored by Third Party Audit Agency (TPA). Further, as per the GBBN agreement the GBBN partner shall share 12% revenue of its private connectivity and value added services to the Government of Goa after 5<sup>th</sup> year of contract (August 2014) for the next 5 years. The department also plans to enhance the Internet Bandwidth in view of the growing bandwidth requirement.

## **2) GAP Project:**

The Government of Goa (GoG) through the Gap Infrastructure Project, Phase-I extended, GBBN connectivity from 225 building /locations to various other departments which were within 500 Mts range, thus covering nearly 800 offices and are availing the services of both Intranet and Internet. The network infrastructure under this project is currently undertaken for AMC by the ITG along with the network infrastructure setup by ITG under e-Governance for various departments. Under the Gap Infrastructure Phase-II project, the department through ITG has connected around 512 Govt. / Aided Educational Institutes / schools and around 208 Govt. sub offices.

Internet bandwidth of 51.97 Mbps had been terminated at NIC data center and internet connections have been released to all the Government offices /schools / colleges /Corporations/Autonomous bodies. Video-conferencing has been setup at all the Mamlatdar Offices and the Chief Election commissioner's office. IP telephones and IP video phones have been installed in Secretariat and Other Govt offices including a few panchayats for which GBBN bandwidth is utilized. The department has also initiated to provide GBBN connectivity to a few remaining Government offices and middle schools to make the GBBN coverage 100 %.

## **3) Migration of IPv4 to IPv6 Protocol:**

Based on the national road map policy issued by Government of India for IPv6 deployment in the Country, Government of Goa through Department of Information Technology has setup the test laboratory at GBBN State Headquarters at Altinho. Subsequently, IPv6 is successfully implemented & tested till Village

Panchayat Level & at 225 GBBN POP Locations. The same is executed by the GBBN Partner (M/s UTL) without any cost to the Government of Goa. GBBN is probably the first among all the other State Wide Area network (SWAN) in the Country which is IPv6 complied till the Village Pachayat level. With this the goal set by Ministry of Communication & IT, Department of Telecommunication, Govt. of India for the implementation of IPv6 in dual stack by December 2017 is achieved by the State of Goa in early 2014. There is a need to cover all the extended connectivity locations from the GBBN POP's for IPv6 compliance. Also Goa is the First State where GBBN Training Center with IPv6 lab is available.

**4) State Data Centre (SDC):**

The State Data Centre (SDC) is envisioned as the 'Shared, Reliable and Secure Infrastructure Services Centre for hosting and managing the e-Governance Applications of Government of Goa and its constituent Departments. The Goa State Data Centre has been setup and operational since March 2008 and is hosted with 47 e-Governance Applications, 75 Web based Applications, 135 e-Services Applications along with other Government Applications such as State Service Delivery Gateway (SSDG), Mobile Service Delivery Platform (MSDP), SMS Gateway (e-SMS) etc. The project is monitored by a Third Party Audit Agency (TPA). The Department has successfully completed the task of web server configuration, installation and implementation for hosting websites of the Government Department. In view of the expiry of the contract with the Implementing Agency for the SDC, the Department has taken up the work of up gradation, operation & maintenance the necessary infrastructure of SDC along with the requirement for the Third Party Audit (TPA) Agency. The department has also initiated the project of building a new State Data Centre (SDC) at Altinho under the NeGP.

**5) Unified Architectural Framework (UAF):**

Government has launched various e-Services / e-Forms through different websites / portals etc. Hence it was creating confusion and hindrances to apply for such e-Services. Further, the Portals / Websites were also not standardized and were hosted on different Data Centres / Servers. To address this issue the Department of Information Technology has finalized an UAF under which, at the

first instance all Payment Gateway Services shall be integrated with UAF. Subsequently, all new initiatives shall also strictly adhere to UAF.

**6) SSDG (State Service Delivery Gateway), e-Form and State Portal:**

The National e-Governance Plan (NeGP) of the Govt. of India aims to make Government services accessible to the common man locally through common service delivery outlets and ensure efficiency, transparency & reliability of service at affordable costs. The Department has already launched 45 e-Forms of 12 Departments and State Portal ([www.goa.gov.in](http://www.goa.gov.in)) under Centrally funded project, State Service Delivery Gateway (SSDG) and e-Form project which provides single window access to information and online services for the citizens and other stakeholders. The Service Delivery Gateway is built on a common set of specifications and acts as a hub for all interaction between service seekers (citizens, businesses) and service providers (Government Departments). This gateway is linked to the National Service Delivery Gateway (NSDG) to ensure a single window of service for all Government services/interaction across the country. Departments are provided training from time to time to use the SSDG framework. The helpdesk within the scope of the Project is also functional and the same can be accessed on the toll free number. 1800-233-5060.

By positioning the Payment Gateway/Digital Signature middleware in the architectural landscape of the various e-Governance applications, the integrated service delivery via single windows such as SSDG would become a reality. In this regards, the Department with the approval of the Government has initiated the process and shortly, number of e-payment services such as Payment of water bill, Electricity bills and various other challans/services are planned for delivery through portal.

The State Portal is kept up to date and the contents are now made available in Konkani as part of localization with the help of the Implementing Agency (IA) and the Content Service Provider (CSP).

**7) E-District Mission Mode Project (MMP):**

The e-District is a Mission Mode Project (MMP) under the National e-Governance Program (NeGP), with the Department of Electronics & Information

Technology (DeitY), Government of India (GoI) as the Nodal Department, to be implemented by the State Government through their designated agencies.

For implementation of e-District project in the State of Goa, the Department of Information Technology (DoIT) is the nodal department and Info Tech Corporation of Goa Ltd (ITG) is appointed as the State Designated Agency (SDA). Initially, 26 services from 12 departments have been identified for state-wide roll out including 2 generic services. The 26 services under the e-District project are expected to go live by November, 2014. M/s ITG the SDA for the project is in the process of finalization of the System Integrator for the project.

**8) Human Resource Management System (HRMS):**

HRMS would help the Government of Goa in building a database of Employees and Pensioners which would keep track of the personal details of employees including calculation of salary and pensions payable, filing of returns, keeping track of attendance & other leaves, Service Books, insurance, health benefits and integration of the above database with the existing pension software of Directorate of Accounts developed by NIC. The expected benefits of the system are: Streamlining the manual process, Centralization of employee records, easy data retrieval, integration with other departments, secure and user friendly system, Holistic view of all GoG employees. The work of development and implementation of the H.R.M.S. Project under the 13 th Finance Commission has already started through ITG and the work of Digitization of the first 10 Government departments is initiated.

**9) e-Office**

The Department of Information Technology has achieved a major milestone this year by successfully implementing a pilot e-Governance application as a step towards a paperless office. The pilot implementation maintains a paper trail to facilitate staggered adoption of the system; however the same will soon be phased out after providing digital signatures to all the departmental staff. The system is developed in-house using Open Source technologies and has been successfully running in the Department for about an year. The department proposes to roll out this application in various other Departments. e-Office will include the use of Digital Signatures and Digital



documents in place of physical movement of paper files. The pilot project has been a complete success and is extensively used within the Department of Information Technology.

**10) Goa valuation and e-Registration (GAURI) Software:**

The GAURI Software is designed to computerize the Department of Registration and all its functions. The major thrust has been on automating the functions of the Sub Registrar's office while adding more efficiency and transparency. Checks and balances have been introduced in the system to ensure timely return of the registered document and achieve a turnaround time of 30 minutes. After the successful implementation of GAURI software in the Sub Registrar Offices at Bardez, Tiswadi and Salcete, the same is also rolled out and commissioned successfully in the Sub Registrar Office at Sanguem, Quepem, Mormugao & Pernem in the month of July 2013. The software is being used on day to day basis at these offices of Department of Registration.

**11) e-Tendering/ e-Procurement:**

The e-Tendering/e-Procurement solution has been hosted on [www.etender.goa.gov.in](http://www.etender.goa.gov.in) which also includes self learning cum training presentations and User/Vendor manuals for facilitating the users to use e-Procurement solution in an efficient manner. Presently the solution has been implemented across Departments, Institutions, Corporations and Autonomous Bodies.

Now, with the introduction of e-Payments, the bidders / contractors shall be facilitated to Pay EMD and other Fees through net-banking, credit card, debit card etc. The bidders can now apply for any e-Tender at their convenience. Bidders will be relieved from standing in long queues to collect DD's and Banker Cheques from the Banks. Thus adding a new Channel in G2B service delivery.

**12) Online NOC Application Software:**

No Objection Certificate (NOC) for procurement of hardware / software is a G2G service. The 'Online NOC Application Software' is intended for various Government Departments to apply for NOC online, which allows secure information exchange from the department, besides providing real time status updates regarding the actions taken over an application. The software developed

in-house is functional since 2009. The software was further added with Website module, which enables Departments to submit their monthly website reports. This Department is now in the process of upgrading the software to add more functionality.

**13) ICT Hardware to Town and Country Planning Department:**

The Department of Town & Country Planning (TCP) Government of Goa is planning to deploy a Web Based Automated Plan Screening and Approval System to support their decision making processes and issue digitally signed certificates and approvals online. The Department of Information Technology has extended all required support to enable TCP in achieving their goal of automation. After conducting an analysis of the IT requirement within TCP, DOIT has provided the necessary ICT hardware, spanning all the offices they intend to automate.

The Department of IT is working with the TCP to deploy a Web Based Automated Plan Screening and Approval System to support their decision making processes and issue digitally signed certificates and approvals online.

**14) Capacity Building ( NeGP ):**

The scheme is mainly for providing technical and professional support to State level policy and decision making bodies and to develop specialized skills for e-Governance which also includes Establishment of Institutional framework for State level strategic decision-making including setting up of State e-Mission Teams (SeMT), Imparting of specialized trainings and orientation programs for SeMTs & decision makers, knowledge sharing & bringing in international best practices, and Strengthening of Administrative Training institutions and other Government Institution at the National and State level. The Department organized Specialized training and orientation programs for SeMTs, Technical Staff of DOIT, GEL, ITG, NIC and Heads of the Department, I.T Nodal Officers of the various Departments, Cyber Crime Training Programme for officers of Prosecution, Law, Police, DOIT, GEL, ITG, NIC. Other training programmes conducted include: Citizen Centric e-Government - e-Governance, e-Governance Project Management, Government Process Re-engineering, Information Security Management, Cyber Crime Investigations, Business Models and Public Private

Partnership. These programmes were conducted through the Capacity Building funds under NeGP placed with GEL.

**15) Infrastructure developments for IT Parks:**

The Government has already initiated the development of IT Habitat at Dona Paula through ITG and also intends to take up development of other IT parks. The department plans to take up the balance infrastructure work at the IT habitat, Donapaula and also development of other IT parks, Electronics Systems Design and Manufacturing (ESDM) Sector that may come up in future.

**16) Schemes under the SC/ Tribal Sub plan**

Schemes for SC and ST are being implemented by this Department from the year 2010 - 2011 under the Special Component plan for Schedule Caste and Tribal Sub Plan for empowerment of SC and ST through the Info Tech Corporation of Goa Ltd. (a Govt. of Goa undertaking). Under these schemes, all the candidates belonging to the Schedule Caste Community and Schedule Tribe Community are eligible for taking up any approved course through the IT Knowledge Centers operated by Info Tech Corporation of Goa Ltd across the state of Goa free of cost. The Objectives of these schemes are: To provide basic computer skills to the local youth, house wives and other citizens, to provide various job oriented IT training courses including training for the BPO operations/call center executives, to Provide structured training programmes depending on the needs and to make at least one person in each families in the state as an IT literate. Till date, training for around 12380 students has been completed from these training centers. The validity of the schemes being 3 years from 2010-11, the scheme was valid till March 2013. Also there were applications of interested candidates for undergoing training through the schemes with ITG. In consideration to the same, the schemes are now extended for the benefit of the SC/ST communities for a further period of three years with the approval of the Cabinet.

**17) Proposals under World Bank**

**The project proposal for “Mobile based Services for the Department of Tourism”** under the world Bank “India: e-Delivery of Public Services Development Policy Loan” of the Department of Electronics and Information

Technology (Govt. of India) Through ITG is approved and the proposal for a Geographical Information System (GIS) and Digitization of Historic Data for the Archives Department is under the consideration of DeitY (GOI)

**18) Other Initiatives.**

- a) Implementation of WiFi Connectivity /Surveillance in Schools/Institutes.
- b) Implementation of Smart Classrooms in Educational Institutes.
- c) Implementation of State wide surveillance system to facilitate 24x7 scanning and monitoring of vehicular traffic, human movement etc.
- d) Implementation of a State wide rollout of e-Health project with a robust integrated solution covering the entire health sector of Goa including all the public healthcare institutions with Information Management system automation in all the Government hospitals.
- a) The Department is working on a Data Collection Policy with an objective to reduce the burden upon the citizen to repetitively enter their information for various services and to enable cooperation between Government departments to reuse the information that has already been collected by the Government.
- e) Finalization of the Data Digitization policy for the benefit of the Departments.
- f) There is a proposal to utilize the Panchayats as an Extended Service Outlets (ESO) to provide various G2C and G2B services.
- g) Modernization and removal of the obsolescence of the ICT equipments in the IT Knowledge Centres (ITKC's) in the state to keep pace with the recent trends and technologies.
- h) Completion of the construction of the IT-Hub building comprising of the DOIT office, ITG office, State Data Centre (SDC) under NeGP, Goa Broadband Network Operation Centre (GBBN NOC) and Integrated Data Centre (IDC).
- i) Financial Support Scheme to the SC / ST community by providing 50% of Infrastructure cost for setting up of Small Office Home Office (SOHO) in IT related field with minimum 5 employees which would generate employment. The target would be minimum 2-3 SOHO for SC Category and minimum 5-6 SOHO for ST category for the Year 2014-15.

- j) Financial Support scheme for the SC / ST Community for setting up Common Service Centers, the target would be minimum 1-2 franchisee for SC Category and minimum 3-4 franchisee for ST category for the Year 2014-15.
- k) Implementation of Online examinations for short listing of candidates for employment (GPSC, depts.) and other competitive exams.

**19) Other Activities**

- b) Software Technology Park Authority of Goa (STPAG) activities such as Registration, Inspection etc.
- c) Project Coordination and monitoring of various Mission Mode Projects (MMP's) under the National e-Governance Plan (NeGP) of GoI.
- d) Project coordination & Monitoring of the Daman & Diu & Dadra & Nagar Haveli Projects executed under the MoU.
- e) Coordination and Standardization of Service delivery mechanisms to the Citizens, Payment Gateway, Digital Signature, etc.
- f) Standardization Activities of Portal/Websites, Content Manager, Guidelines pertaining to updation of State Portal, Departmental Websites, Public Grievances Portal and RTI Portal.
- g) Empanelment of OEM's and Initiation & Finalization of Rate Contract.
- h) Evaluation and grant of NOC for the ICT requirements of various Departments / Autonomous Bodies etc.
- i) Guidelines for AMC of the ICT / Networking infrastructure Condemnation Activity & Policy, Guidelines for Hardware usage & e-Waste of various Departments / Autonomous Bodies / Corporations etc.
- j) Mobile Service Delivery Gateway under GoI and e-SMS Gateway of GoG.
- k) Empanelment of the agencies for design, development and implementation of websites for various Departments / Autonomous Bodies / Corporations etc.
- l) Empanelment of the agencies for Data Entry Works for various Departments / Autonomous Bodies / Corporations etc.
- m) Guidelines for hosting e-Governance Applications / ICT Infrastructure of various Departments at the State Data Centre (SDC)
- n) Matters pertaining to rule under section 69A under the information Technology Act 2000 (21 of 2000) read with rule 4 of Information Technology

(procedure and safeguard for blocking of access of information by public) Rules, 2009. Management and Coordination of Cyber Crime, Cyber Security, Cyber Appellate and Crisis Management Activities.

**Financial aspects of plan and non-plan schemes:**

**BUDGET EXPENDITURE 2013-2014**

**DEMAND NO.82**

Department of Information Technology					(Rs. In lakhs)		
Major Head	Name of the Scheme	Plan			Non Plan		
		BE	RE	Actual Exp	BE	RE	Actual Exp
<b>TOTAL DEMAND 82</b>	<b>2852 Industries 07 Telecommunication and Electronic Industries</b>	<b>6800.00</b>	<b>6800.00</b>	<b>4781.62</b>	<b>NIL</b>		
	001 Direction and Administration	390.00	390.00	<b>297.55</b>			
	789 Special Component plan for Scheduled Castes	35.00	35.00	35.00			
	796 Tribal Area Sub Plan	55.00	55.00	55.00			
	<b>800 Other Expenditure</b>	<b>5320.00</b>	<b>5320.00</b>	3901.81			
	01 I.T Promotion (Plqn)	10.00	10.00	<b>9.91</b>			
	02 Registration of I.t Industry (Plan)	3.00	3.00	0.00			
	03 I.T Council (Plan)	6.50	6.50	0.00			
	04 Infrastructure Development (Plan)	4000.00	4000.00	2938.88			
	05 E- Governance (Plan)	1000.00	1000.00	953.01			
	09 Subsidy as per Information technology Policy (Plan)	200.00	200.00	0.00			
	10 Capacity Building (NEGAP)	0.10	0.10	0.00			
	11 Strengthening of GITDC	0.10	0.10	0.00			
	12 State Data Center NeGP	0.10	0.10	0.00			
	13 Statewide Area Network NeGP	0.20	0.20	0.00			
	14 SSDG Portal e-Form App NeGP	100.00	100.00	0.00			
	4851 Capital Outlay on Village and Small Industries	1000.00	1000.00	500.00			
	<b>TOTAL</b>	<b>6800.00</b>	<b>6800.00</b>	<b>4781.62</b>			

- **This Department does not have any Scheme under Non Plan**

**Vision for future:**

*"The Department of Information Technology, Government of Goa aims to make the State, the leader in e-Governance, by making best possible use of information & communication technologies, to bring the Government services to the door steps of Citizens, Businesses & other Stakeholders."*