



Department of Information Technology

Government of Goa

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Economic Survey 2013 - 2014

I. Policy Decisions / Guidelines / taken (Administrative & Development) during 2013-14.

- 1) **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.

In this regard, Department has issued Instructions to all Department vide circular No.7 (243)/2009/DOIT/Apex Committee/Part File/1893 dated 09/10/2013 with the approval of the Government to all Departments/Corporations to adhere to the UAF.

- 2) **e-Tendering / e-Procurement:** Currently Contractors / bidders are paying EMD and other fees through the DD's and Banker Cheques for participating in e-Tendering / e-Procurement. The process requires scanning / uploading of documents. Now, with the introduction of e-Payments from 01/04/2014, 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 making the life of Contractors / bidders hassle-free and also a new Channel in G2B service delivery.

In this regard, Department has issued Instructions to all Department vide Circular No.7(314)/2009/DOIT/e-Tendering/e-Procurement/2740 dated 10/02/2014 with the approval of the Government.

II. Steps taken and follow-up action, on the proposals, schemes and announcements made in the Budget Speech 2013-14.

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 IT Knowledge Centers operated by Info Tech Corporation of Goa Ltd across the state of Goa. 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 Department of IT had proposed for extension of the above schemes. 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.

III. Measures taken to implement policies / decisions of the Government

The Department of Information Technology (DoIT) act as a nodal Department for ICT (Information and Communication Technology) activities for the state of Goa.

The brief objectives of the Department are as under:

1. To Create world Class IT Infrastructure and connectivity for e-Governance in the State of Goa
2. To serve as the Enabler for Promotion of Information Technology Industry in Goa.
3. Promotion of e- Governance, e-Education and streamlining of IT in Goa as a way of life.
4. Infrastructure Development and Capacity Building for promotion of IT.
5. Establishing Goa's USP as the Intelligent State through promotion of Information Technology in Trade, Commerce and Infotainment.
6. 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.

In order to assist/facilitate the State Government Departments/Corporations and other entities falling within the jurisdiction of Government of Goa, the Department of Information Technology has the following initiatives:

- (i) Implementation, management and monitoring of the centralized ICT infrastructure like Goa Broadband Network (GBBN), Extended GBBN connectivity, State Data Centre (SDC), State Service Delivery Gateway (SSDG), etc.
- (ii) Coordination and Standardization of Service delivery mechanisms to the Citizens, Payment Gateway, Digital Signature, etc.
- (iii) Standardization Activities of Portal/Websites, Content Manager, Guidelines pertaining to updation of State Portal, Departmental Websites and RTI portal.
- (iv) Empanelment of OEM's and Initiation & Finalization of Rate Contract.
- (v) Evaluation and grant of NOC for the ICT requirements of various Departments / Autonomous Bodies etc.
- (vi) Guidelines for AMC of the ICT / Networking infrastructure
Condemnation Activity & Policy, Guidelines for Hardware usage & e-

- Waste of various Departments / Autonomous Bodies / Corporations etc.
- (vii) Mobile Service Delivery Gateway under GoI and e-SMS Gateway of GoG.
 - (viii) Empanelment of the agencies for design, development and implementation of websites for various Departments / Autonomous Bodies / Corporations etc.
 - (ix) Empanelment of the agencies for Data Entry Works for various Departments / Autonomous Bodies / Corporations etc.
 - (x) Empanelment of the agencies for providing IT support to various e-Governance Applications in the State of Goa.
 - (xi) Guidelines for hosting e-Governance Applications / ICT Infrastructure of various Departments at the State Data Centre (SDC)
 - (xii) 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, Crisis Management Activities.
 - (xiii) Project coordination & Monitoring of the Daman & Diu & Dadra & Nagar Haveli Projects executed under MoU.
 - (xiv) Software Technology Park Authority of Goa (STPAG) activities such as Registration, Inspection etc.
 - (xv) Management and Coordination of activities of Capacity Building under NeGP and Coordination of Events/Conferences/Trainings/Workshops etc. for the Concern Stake Holders.
 - (xvi) Project Coordination and monitoring of various Mission Mode Projects (MMP's) under the National e-Governance Plan (NeGP) of GoI.

IV. Steps taken towards mobilization of resources.

The Mobilization of resource is done from the State as well as Central funds in terms of financial aspects. As far as the physical aspects are

concerned, the resources are used from the IT Department, Info Tech Corporation of Goa Ltd (ITG) as well as Goa Electronics Ltd (GEL) and National Informatics Centre(NIC), Goa in order to implement the e-Governance projects in the state.

V. **Any new initiatives proposed by the Department to improve the services to the people.**

- a) **WiFi Connectivity & Surveillance to School/Institutes:** The Department of Information Technology plans to take up a WiFi connectivity & Surveillance project to the schools and institutes on pilot basis. This will enable efficient usage of Laptop, e-Tablets given to student under Cyberage / Cyberstudent schemes and also to improve quality of education by upgrading skills of teaching staff by using Wi-Fi connectivity. The Department has constituted a team with the officials from education department & ITG for conducting the feasibility study of the project. Surveillance solution shall help in monitoring the school premises thereby increasing the security of the students in the school.
- b) **Common Service Centre (CSC):** Common Service Centre(CSCs) are envisioned as a Single Window Service Delivery Channels for Government to Citizen(G2C) & Government to Business(B2B) Services for ensuring accessibility, convenience, transparency and timeliness in Service Delivery. In this direction, State is planning to roll-out 58 Village CSCs and 4 Urban CSCs under the NeGP of Government of India. The CSC Scheme will be having three tier Operation Mechanism i.e. State Designated Agency (SDA), Service Centre Agency (SCA) and Village Level Entrepreneurs (VLE). CSCs are proposed to be implemented on Build Operate & Transfer (BOT) model, where the revenues are envisaged to the SCA through transaction costs received through Government services.
- c) **Payment Gateway and Digital Signature:** 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) 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 acting as 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. 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. To provide end-to-end service to the door step of the citizen it is necessary to have Payment Gateway and Digital Signature Infrastructure in place. 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 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.

- d) Surveillance Project:** A major responsibility of the Government is to provide safety and security for its citizens and its assets. With increased security and terrorism threats in the country, building a comprehensive surveillance system is critical for enhancing safety and security of citizens and assets. The department plans to introduce a common framework for surveillance systems in the state. The project envisages implementation of a state-wide comprehensive surveillance system to facilitate 24x7 scanning and monitoring of vehicular traffic, human movement etc. The project would ensure setting up of unmanned surveillance cameras throughout the state at all the major roads and junctions, Public places

and Places of strategic importance. The data will be stored, monitored and analyzed at the centralized control room / rooms which will be setup for the project. The project shall be under the aegis of the Department of IT, Government of Goa, with close coordination and support from the Home Department (Police department).

- e) **e-Procurement/e-Tendering:** e-Procurement/e-Tendering has been implemented in order to improve the transparency and expediency in the Tendering process for all the Departments and Corporations. In this regards, the Government has decided to float all the tenders costing above Rs 5.00 Lakhs by using e-Procurement/ e-Tendering solution which is being implemented by M/s Info Tech Corporation Limited (ITG). The e-Tendering/e-Procurement solution has been hosted on 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 efficient manner. Presently the solution has been implemented across Departments, Corporations and Autonomous Bodies. Further, the facility will be provided to various agencies to pay the fees through online payment Gateway.
- f) **e-District Mission Mode Project:** 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.

The list of activities that have been completed so far includes:

- 1) Submission of Detailed Project Report (DPR) by the SDA.

- 2) Selection of the State Project Management Unit (SPMU).
 - 3) Formation of District e-Governance Society (DeGS) in North & South Goa districts.
 - 4) Selection of District Project Managers for both the districts by the respective DeGS.
 - 5) Completion of 'As-Is' study for all the identified services.
 - 6) Floating of the 'Request For Proposal' (RFP) by SDA for selection of System Integrator (SI) for implementation of the project.
 - 7) Preparation of the draft 'To-Be process' report by SPMU for the identified services to be reviewed by the e-District nodal officers of the concerned departments for necessary approval.
 - 8) Prerequisites for site preparation and data digitization are also simultaneously being evaluated by the District Managers after visiting the concerned departments.
- g) 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 has already started through ITG and the work of Digitization of the first 10 Government departments will be initiated next.
- h) Online Application System for the Goa Public Service Commission:** In an effort to simplify and streamline the direct recruitment process for the Goa Public Service Commission (GPSC), the Department of Information Technology under the SSDG project has developed an Online Application Form to be used by the applicants to apply for various posts of GPSC.

The purpose of this online application is to ease the application process for various interested candidates at the front end and also to help GPSC in scrutiny of applications at the back end. This form will facilitate the candidates to enter various details like educational qualifications, experience, personal details, CGPA/Percentage of marks etc. and also the Online Payment option for paying fees. Presently this form is being reviewed & tested for 'go-live' by March 2014.

- i) **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.
- j) **Geographic Information System (GIS):** A Geographic Information System (GIS) is a tool used to visualize spatial data to make better decisions. The GIS system is meant to provide a common platform for all departments to store and share their spatial data. This will lead to better joint decisions, greater transparency, and the ability to effectively monitor large projects. A few of the reform areas are as follows: Improve inter departmental collaboration, effectively monitor large projects, provide transparency in the scope and impact of projects, ability to effectively manage our growing cities and the changing needs of our citizens. The Government of Goa will create a single GIS portal that will allow departments to create overlays detailing their department specific data. A detailed project report has already been submitted to the Government of India under the World Bank funding scheme.

- k) 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.
- l) Data Collection Project:** Citizens seeking services from the Government have to repeatedly provide certain documents, and information. This information is collected by Government agencies in a haphazard manner without scope for reuse. The Data Collection Policy is intended to provide a Data Architecture to store Citizen Information and reuse the same across Government services and departments. This way the citizen only needs to provide information on one occasion and the same can be utilized to avail various services using his/her Aadhar number as a key. The department has initiated to understand the Citizen Centric Data available with the various departments. This data will be compiled to decide upon the ideal roadmap for the project.
- m) Document Digitization:** The process of digitizing Government documents needs to be coordinated through a set of common guidelines that will allow all the information to be indexed and searched by a centralized system. The Document Digitization Policy provides common guidelines to ensure that all Government of Goa documents follow a consistent digitization methodology.

VI. Major achievements of different schemes during 2013-14 (Administrative & development) upto February, 2014 and likely achievements upto March, 2014 supported by statistical data.

- a) **Goa Broad Band Network (GBBN) Project** 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 the all 12

Talukas and 1 Gbps to all the 189 Village Panchayats including 255 building /locations under Phase -I and Phase -II of GBBN Project. The Video conferencing is also being conducted on this network. Through this network both Intranet bandwidth and Internet bandwidth is being provided to all 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 Government of Goa after completion of 5th year of contract for next 5 years. GBBN project shall complete its 5 years in August 2014 and hence revenue sharing shall start thereafter. The department also plans to enhance the Internet Bandwidth in view of the growing bandwidth requirement.

- b) **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. 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 locations /Election commissioner office which requires 2 mbps of bandwidth for video-conferencing. 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 %.
- c) **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. The contract for SDC with the Implementing Agency is ending in March 2014. In view of the same 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.

- d) **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.
- e) **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 over six months. 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 by the Department of Information Technology.

- f) **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 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 Institutional at the level of National & States. The Department organised 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 - eGovernance, 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 placed with GEL.

VII. Any specific success stories of 2013-14 indicating outstanding achievements supported by photographs, case studies etc.

- a) Based on the reports of recently conducted survey of Dataquest-Cyber Media Research e-Readiness Assessment of Indian States 2013, State of Goa emerged as winner in following categories

Silver Award: Dataquest CMR e-Readiness Award (Overall)

Gold Award: Dataquest CMR e-Readiness Award for Small States

Platinum Award: Per Capita Public IT Spending Small States

Platinum Award: Highest SSDG Implementation

Gold Award: State IT Policies & Industry Incentives

- b) The content of the State Portal was available only in English language. Under an initiative of Department of Information Technology, the content has been translated to Konkani with due vetting of the content by the Directorate of Official language. The Government has now launched the Konkani State Portal. As a way forward, all the Departments, Corporations and Autonomous Bodies have been requested to submit the information such as day to day issued Orders issued, Circulars, Amendments, Corrigendum, Press Release, Announcements etc in Konkani language to keep the portal updated in English as well as in Konkani.

VIII. Any other important information Department may like to highlight

NIL

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.”