

GOA STATE

On a progressive path to become the next IT Hub of India

NIC Goa State Centre is the leading solution provider of ICT services in the State. Aimed at better e-Governance, the initiatives by NIC Goa have earned several prestigious accolades to its credit. South Goa is a unique District in India where a complete Data Centre is provided by the District Magistrate.

Edited by
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mmensely popular as a bustling tourist destination, the smallest yet vibrant state of India, Goa, has a lot of recognition to its credit. Boasting of over 80 miles of coastline, natural beauty, magnificent heritage sites and churches, and much more, the State has strongly established itself in the hospitality sector. Currently ranked 19th in the country as far as Ease of Doing Business is concerned, Goa is now not only touted as a hottest travel destination in the country, but is also rapidly progressing to be an upcoming Information Technology Hub and Start-up haven. The same has got a boost after the relaunch of the IT Policy in July 2018. Goa was the first State to achieve 100% digitisation of Land Records way back in 2001. NIC Goa has been working with a firm commitment to make the State a technologically rich destination where citizens can avail ICT services to the maximum. Some of the important and large-sized ICT projects implemented by NIC Goa are as follows.

National Generic Document Registration System (NGDRS)

The State Registration Department, Government of Goa has marked their presence under Digital India Programme by launching National Generic Document Registration System (NGDRS) (<https://ngdrsgoa.gov.in>), which is a national initiative by NIC. It uses a powerful algorithm to determine property/ land valuation, automatic stamp duty and registration fee on the basis of market value. This project was inaugurated by Shri Nilesh Cabral, Hon'ble Minister of Power, Non-Conventional Energy, Law and Judiciary, Government of Goa, on 4th February 2019. All 12 talukas in both districts have completely switched over to NGDRS and are working seamlessly right from online registration, online payment, taking appointment for final registration

where finger print scanning and physical verification are mandatory. The project has been developed by Software Development Unit (SDU), NIC Pune as part of G2C and G2G services.

Impact

- The execution of deeds for registration is now done in a ten-minute time window.
- Online payment of registration fees is integrated with e-Challan Payment Gateway.
- Property registration is made simple and hassle free.
- Need to interact with SRO officials is eliminated. Citizens need to visit registrar's office only for the final stage of registration.
- Property registration process is simplified for citizens.



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My heartiest congratulations to NIC Goa on being an invaluable partner of the Government of Goa in the various e-Governance initiatives. With e-Challan Payment Gateway, about 75% of all the government receipts are now received through online mode. Directorate of Accounts makes approximately 98% of payments electronically. The recently launched NGDRS, State GST System and Excise System have made a good impact. This year, for the first time, Goa has had a fully digital Budget. Goa SPARROW System has made a high impact on moving towards the paperless office. All these measures are helping us achieve our dream of Digital India.

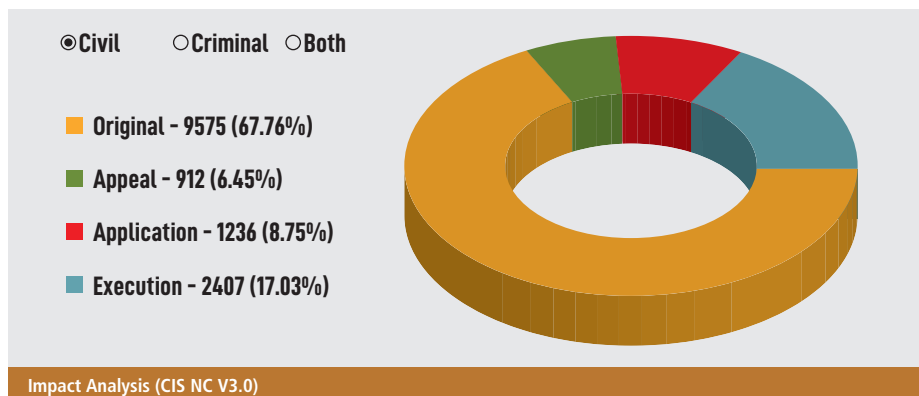
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Goa Assembly Budget

On 30th January 2019, Late Shri Manohar Parrikar, Hon'ble Chief Minister and Finance Minister of Goa, presented a 100% Paperless Budget – an initiative of Green Budget, for the first time ever in Goa History. All the Budget documents were made available to all Ministers and MLAs during the session on their Notebooks and Tablets. Later, the entire Budget was made available on the website, especially designed for the Budget.

A web-based software for preparing entire activities of the Budget till presentation at Legislative Assembly and a Mobile App were developed by NIC Goa. All the budget related documents of the current year and previous years are available at the website (<http://www.goabudget.gov.in>) and Mobile App (GoaBudget).

Case Information System National Core V.30 (CIS NC V3.0)

Considering the reliable and high bandwidth availability, first time in India, cloud-based CIS V3.0 has been imple-

mented in the District and Subordinate Courts of Goa. Developed by NIC, SDU, Pune as part of G2G and G2C services, this application (<http://ecourts.gov.in>) meets functional requirements of the registry of District and Subordinate Courts with respect to filing and registration of cases, preparation of cauelists, publishing of orders and judgments. CIS shares case status, roznamas, judgments, orders and cauelists through a website for the benefit of litigants and legal fraternity.

Touch screen based information kiosks have also been installed at the respective court complexes for lawyers and litigants to view judgments, daily orders, case status and cauelists. A Mobile App has been developed and hosted in Play Store to help lawyers and litigants get information about case statuses and cauelists. Digital display boards have been installed at various places outside court halls within respective court complexes to showcase proceedings in court halls.

Benefits

- Options to prepare decree of award, digital edition of judgments and final

orders are available.

- Database and application are migrated to NIC cloud services for uninterrupted services.
- The entire database is synced with National Judicial Data Grid. Case statuses, judgments, cauelists, daily proceedings (roznama) and daily orders are instantly available to litigants and lawyers.

On similar lines, Case Management and Information System (CMIS) and The CONFONET, which deal with quasi-judicial machinery, are implemented in Goa.

e-Challan Payment Gateway

A common platform for all Goa Government receipts, e-Challan Payment Gateway Portal (<https://egov.goa.nic.in/echallanpg>) is a G2C service that makes the operation of online payments possible through a single platform. Developed by NIC Goa, the system is integrated with the State Bank of India Multiple Option Payment System (SBI MOPS), and it provides Internet Banking, Credit Card and Debit Card options of over 60 banks.

Impact

- 75% online payments are made on an average.
- The success rate of online payments is 85% on an average.
- As of now, 23 departments are providing online payment services.
- There are more than 300 online services available to citizens, businesses and employees.
- The system is a green and paperless initiative of the Government of Goa. Bulky bank scrolls have been replaced by e-scrolls.



e-Challan Payment Gateway Team receiving the CSI-Nihilent Award in Kolkata



Smt. Mridula Sinha and Shri Govind Gaude launching Fair Price Shop Automation Project in Goa

Fair Price Shop Automation Project

Connected with ePoS devices at Fair Price Shops, the Fair Price Shop (FPS) Automation Project (<https://epos.haryanafood.gov.in/goa/>) was launched by Smt. Mridula Sinha, Hon'ble Governor of Goa and Shri Govind Gaude, Hon'ble Minister for Civil Supplies and Consumer Affairs, Government of Goa, on 11th December 2018. Developed by NIC Andhra Pradesh, the project has been undertaken as G2C and G2G service.

The Public Distribution System (PDS) functions through a network of FPSs. The sale of essential commodities as per the entitlement of ration card holders takes place at an FPS, as per the retail price fixed by the State Government. FPS automation is the last mile activity under the end-to-end computerisation of TPDS.

Features

- Biometric authentication of beneficiary using Aadhaar
- Capturing sales transactions data at FPS
- Capturing receipt of commodities at FPS
- Generation of various MIS reports

Impact

- Right beneficiaries of PDS get their dues.
- No pilferage of materials at the FPS

Goa Excise Management System (GEMS 2.0)

Goa Excise Management System (GEMS 2.0) (<https://egov.goa.nic.in/excise> - for public, <https://goaexcise.gov.in> - for department) was released recently. It provides over 55 online services to stakeholders like production module (raw material, blinding, bottling, warehouse, transport permit), recording/ renewal of labels, license/ renewal for production, warehouse, retails, import/ export and NOC, permit for import/ export of spirit/ alcohol/ liquor etc.

Features

- License (registration, issuance, renewal and withdrawal of excise license)
- Label (registration of new brands,

change in MRP etc.)

- No Objection Certificate (all kinds of NOC)
- Permit (new permits for imports within the country, abroad etc.)
- Manufacturing unit (complete workflow from raw material, bottling and warehouse entry to exit)
- Online web portal for public was launched on 28th March 2018. It helps browse excise department related information.
- GEMS Mobile App (available on Play Store and for official use only)

Impact

- Green office, elimination of paper
- Reduced application processing time from weeks to few hours
- An applicant can submit label images digitally as a part of Ease of Doing Business.
- Internationally recognised GSI Barcode helps identify genuineness of the permit.
- Linking of permits and endorsement details have helped avoid multiple truck entries against one permit.

Goa GST System

A tab based Intranet Application for Goods and Services Tax for the Department of Commercial Taxes, Government of Goa, Goa GST System (<http://go-agst.gov.in>) was made operational on 1st July 2017, with the concept, "work from anywhere". Developed by NIC Goa, this G2G and G2B system has been designed in accordance with GST Acts/ Rules and is in sync with the Central GST System. This suite offers services like registration,

returns filing, tax collection, ward offices and tax payer units, ledgers, assessment of tax payers based on returns and tax payments, refund processing etc.

The GST Mobile App has been made available on Google Play Store with complete workflow and acts as an alternative to the existing application system hosted on the web.

Impact

- Completely paperless, anywhere and "on the go" operation
- E-sign and digital signatures are incorporated.
- Easy tracking of non-filers of returns

Goa Road Transport Department

NIC Goa has successfully implemented the following eTransport services.

Vahan 4

Developed by NIC New Delhi, Vahan 4 (<https://vahan.parivahan.gov.in>) is a G2C service, designed to manage new vehicles' registrations for the Regional Transport Offices (RTOs).

Impact

- Nearly 80% of registration data is digitised and made available through National Register.
- Introduction of POS has reduced manpower requirement to handle cash.

Sarathi 4

Developed by NIC Andhra Pradesh, Sarathi 4 (<https://sarathi.parivahan.gov.in/sarathiservicecov>) is a G2C service, designed to manage driving licenses at RTO offices.



Shri Parimal Rai, IAS, Chief Secretary, Government of Goa, inaugurating GEMS 2.0



Shri Govind Gaude, Hon'ble Minister for Art and Culture, Goa, inaugurating the workshop on e-Granthalaya

download certificates on the payment of required fee.

- The system provides a contactless, cashless and faceless process.

Goa Land Records Project (DHARANI)

Developed by NIC Goa as part of G2C and G2G services, DHARANI (<https://egov.goa.nic.in/dslr>) is a complete integrated textual Land Records Management System implemented in the State of Goa.

Features

- Record of Rights (Form I & XIV - Rural) and (Form D – Urban)
- Mutation is done digitally.
- Integrated with the Property Registration System, which facilitates automated initiation of mutations once the property is registered.
- Used for crop survey during Kharif and Rabi seasons
- Web-enabled touch screen kiosk interface is available to public.
- Citizen Service Centres provide copy of ROR to public.

Impact

- 5,10,000+ RORs issued so far through DHARANI Rural
- 2,00,000+ mutations processed till date using DHARANI Rural/Urban
- Online payments have made it simple for citizens.

Immigration, Visa, Foreigners Registration & Tracking (IVFRT)

Undertaken by the Ministry of Home Affairs, IVFRT (<https://www.boi.gov.in>) is a Mission Mode Project, based around the core values of security, facilitation, enablement and streamlining of procedures for foreign visitors. Various modules implemented in the State of Goa are Immigration Control System (ICS), eVisa, eLanding Card (eLC), eFRRO, C-Form, S-Form, Prior Reference Check (PRC), Nationality Status Verification (NSV), Online Indian Citizenship and Unique Case File (UCF). The project has been developed by NIC New Delhi as part of G2C services.

Impact

- Nearly 90% data of driving licenses have been digitised. Details are made available through National Register.
- Licenses can be processed across 28 states in India without NOC.

eTransGoa/ Goa Transport Portal/ Checkpost Goa

eTransGoa is a workflow-based system related to RTA & STA permits. Goa Transport Portal (<https://www.goatransport.gov.in>) provides general information about the Transport Department and Checkpost Goa is meant to monitor vehicle checkpost related activities. Developed by NIC Goa as part of G2G, G2B and G2C services, all the three systems have been operational since the mid of 2018.

Impact

- Online payment feature has helped reduce public movement to RTO offices and thus, malpractices in the department.
- At check posts, daily tax collection from nearly 125 vehicles entering the state has gone up to Rs. 1.5 lakh.

Infogram

Infogram is an integrated solution implemented to efficiently manage functions in a village panchayat with respect to the registration of births & deaths, house tax & light tax collection, lease rent collection, issuance of construction licenses, trade licenses, and issuance of various certificates like residence certificate, income certificate, character certificate, caste certificate etc., and also the

issuance of NOC for water and electricity connection. This system has been developed by NIC Goa as part of G2C services.

Impact

- Transparency, efficiency and accountability in Panchayat Administration has been achieved.
- Citizen records are maintained online and up-to-date.

Municipal Services on UMANG App

An initiative of the Ministry of Electronics and Information Technology (MeitY) and National e-Governance Division (NeGD), Unified Mobile Application for New-age Governance (UMANG) (<https://web.umang.gov.in>) provides a single platform to all the Indian citizens to access government services. Developed by NIC Delhi and Goa as part of G2C services, this system also includes services linked to Urban Local Government Bodies. Locally developed web services were exposed to be consumed by UMANG App. Users can search and view birth and death certificates after submitting the mandatory fields.

Benefits

- Citizens have an easy access to birth and death certificates registered at any of the 15 registering authorities in the State.
- Citizens can verify the correctness of certificates.
- Once the process of digital signing of legacy data is completed, citizens can



Shri Prashant Thete, SIO, NIC Goa, speaking during the launch of OCMMS

Benefits

- A secure and integrated service delivery framework that facilitates legitimate travellers while strengthening security
- Electronic Tourist Visa/ Electronic Landing Card for foreigners from select countries
- Generation of UCF by consolidating the complete travel history information of foreigners/ Indian nationals travelling to and from India, thereby enabling better risk profiling by security agencies

Impact

- Efficient and effective tracking of foreigners in India
- Immigration clearance has been facilitated by issuing eLanding Card by setting up mobile counters for foreigners/ tourists visiting India on short-term visit.

On similar lines, **e-Sanad**, an online system for Attestation and Apostille of Documents, has been developed for using documents abroad. **Arms License Issuance System (ALIS)** and **Inter-operable Criminal Justice System (ICJS)**, used for digitising and interlinking the data exchange among the Courts, Police, Prosecution, Forensic, Prison, Juvenile Justice and Finger Print are implemented in Goa.

e-Granthalaya

Developed by NIC New Delhi as part of G2C services, e-Granthalaya (<https://egranthalaya.nic.in/>) is useful for the automation of in-house activities of libraries and to provide various online member services. The software provides built-in Web OPAC interface to publish library catalogue over the internet. The

software is UNICODE Compliant and thus, supports data entry in local languages. As on date, 224 libraries in Goa are using e-Granthalaya application. To extend this application to the grassroots level institutes, a two-day workshop was organised and inaugurated by the Chief Guest, Shri Govind Gaude, Minister for Art and Culture, Government of Goa.

The latest version of e-Granthalaya i.e., Version 4.0 is a 'Cloud Ready Application' and provides a web-based data entry solution in enterprise mode with a centralised database for a cluster of libraries. Considering the good connectivity in the entire State of Goa, this centralised application will be hosted at State Data Centre (SDC) so that each institute can be provided with a unique instance.

Online Consent Management & Monitoring System (OCMMS)

NIC has developed OCMMS application (<https://goaocmms.nic.in/>) for Goa State Pollution Control Board, under the Ministry of Environment, Forest and Climate Change, and it was inaugurated on 10th October 2018. Nearly 16 services have been taken onboard, thereby facilitating the industry to apply for these services online through this portal. The Application has been developed by NIC New Delhi as part of G2B services.

Some of the services offered by this application are Consent for Establishment, Common Consent Application, Lab Analysis Report, Inspection Report, Closure Direction for Industries, Online Consent Fees, Lab Fees, water cess and other fees, Online Filing of Annual Reports Form – IV and Form – V, and

online submission of water cess.

CM Dashboard

NIC Goa has provided 17 services under various projects on DARPAN portal (<http://ga.cmdashboard.nic.in>), which has been developed by NIC UP as part of G2B services. Some notable services are e-Challan receipt, revenue collection, excise permits, daily GST collection, Vahan and Sarathi, mother and child tracking, PDS, municipal administration etc.

Accolades

- SKOCH Award of Merit for e-Challan Payment Gateway in New Delhi, September 2015
- CSI-Nihilent Award in Project Category for e-Challan Payment Gateway in Kolkata, January 2018
- Express Computer Award for Enterprise Apps for e-Challan Payment Gateway in Indore, February 2018
- SKOCH Order of Merit for GEMS in New Delhi, September 2015
- Technology Sabha Award in August 2018, initiated by the Indian Express Group
- CSI Nihilent E-Governance “Award of Excellence” under best Department Category for 2009-2010 for Goa Land Records Project (DHARANI)

Summary

NIC Goa is making rapid strides in ICT projects. From mainframe based GPF and High Tension Electricity Billing to the online payments of today, Information Technology in Goa has gone through the entire gamut of development. It is noteworthy that citizen-centric services can now be availed from the comfort of one's home, thus reducing the overall carbon footprints of modernisation. With the implementation of major projects highlighted above, NIC Goa State Centre is well-tuned with the national vision of Digital India. ■

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