

***** CITIZEN CHARTER *****

INFO TECH CORPORATION OF GOA LIMITED (ITG)

COMPANY PROFILE

Info Tech Corporation of Goa Limited (ITG) formerly known as the Electronics Corporation of Goa Ltd. (ECGL) has been set up by the Government of Goa to promote overall growth of the state's economy through the use of Information Technology. From 1990 to 1996, the company did not carry out any activities and was therefore defunct. In 1996, Government decided to entrust the work of development of infrastructure for IT Industry to this Corporation and initiated its activities in 1997.

Info Tech Corporation of Goa Limited (ITGL) (erstwhile Electronics Corporation of Goa Limited) was incorporated on 18th April, 1990 with EDC Ltd., GIDC and GHRSSIDC as shareholders. From 14.03.2006 the Company became a Government company with Government of Goa holding major shares (80.47 percent) represented by Department of Information Technology.

Authorised Shares Capital of the Company 31st March 2010 is Rs. 17.50 Crores divided into 1,75,00,000 shares of Rs. 10/- each. The issued subscribed and paid up capital is Rs. 16.33 Crore. The shares are held in the following pattern:

Sr. No	Name of Department and undertakings	Amount (Rs.)
1.	Govt. of Goa, Department of Information Technology	13,14,56,400.00

2.	EDC Limited	1,56,90,440.00
3.	GIDC	1,57,00,000.00
4.	GHRSSIDC	5,00,000.00
	Total	16,33,46,840.00

The company is under the Administrative control of Department of Information Technology. All powers of the affairs of the company are vested with Board of Directors nominated by Government. Being a Government Corporation, ITG follows the Circulars/guidelines issued by Central & State Government from time to time and as applicable to State Government PSU.

OFFICE PREMISES

Corporate & Administrative Office:

Info Tech Corporation of Goa Limited

Above Alcon Hyundai Showroom,
3rd Floor, NH-17,
Porvorim – Goa 403 501
Phone nos. 0832 – 2416024, 2415192
Fax. No. 0832 - 2412855

Registered Office:

Info Tech Corporation of Goa Limited

Capital House, 2nd Floor,
Near Assembly Complex,
Porvorim – Goa 403 521

OBJECTIVES

The objectives include:

- Creation of IT Infrastructure for promotion of IT Industry in the state of Goa by establishing IT / Cyber Cities, IT Parks, Townships at places selected by the Government.
- To support and assist the Government in development of e-Governance applications required to be developed to serve citizens and business.
 - ❖ To undertake software development projects selected by the Government.
 - ❖ To undertake the activities of providing required hardware to various Government departments as directed by the Government.
 - ❖ To undertake the activities of local area network and electrical cabling work required to connect IT hardware and UPS etc. in various Government departments as directed by the Government.
- Help and promote IT and IT Enabled Service Industries in the state of Goa.

WHY INVEST IN GOA

Goa – The Software Paradise

Goa has all the pre-requisites to emerge as a software paradise. Some of the advantages of Goa include:

- ✧ **Cost effective:** Goa offers an immense cost advantages in IT software development, IT manufacture and IT Enabled services. Goa has a relatively high standard of living and at the same time is extremely cost effective. As per the survey findings, the cost of setting up a software unit in Goa amongst the major 10 Indian software cities was one of the lowest – thereby making Goa the preferred choice.

- ✧ **Manpower:** Goa has one of the highest literacy rates in the country and a very large percentage of the population is conversant in English thus making Goa a front-runner in setting up call centers and other IT Enabled services operations. Populated by a well-traveled people, Goa is familiar with Western ethos and culture.

- ✧ **Data communications:** A Software Technology Park has already been set up at Verna Goa, which has the facilities of state-of-the-art data communication facilities provided by Videsh Sanchar Nigam Limited. Large network of fibre optic is an extra advantage to make a super corridor in Goa.

- * **Recreational activities and infrastructure:** Goa is a tourist destination, with wide expanse of beaches and host of recreational activities. Both as a residence for software professionals as well as a tourist place for visiting clients, it offers an ideal opportunity to mix business with relaxation.

- * **Quality of life:** Software professionals tend to prefer a city with a satisfactory quality of life. Goa offers them a congenial atmosphere.

- * **Attitude of state Government:** The state Government is very keen to make Goa an IT paradise. This enthusiasm translates into friendly policies, easy functioning and incentives for IT industry.

- * **Quality consciousness:** The general public is very quality conscious, an attribute which is very essential for software development.

- * **Connectivity:** With possibilities of expanding air links, Goa has all the pre-requisites of becoming an IT paradise.

**IT PARKS/SOFTWARE TECHNOLOGY PARKS/CYBER CITIES
DEVELOPED BY ITG AND OTHER IT INFRASTRUCTURE
PROJECTS UNDERTAKEN BY ITG.**

A. IT PARKS/SOFTWARE TECHNOLOGY PARKS/CYBER CITIES

1. SOFTWARE TECHNOLOGY PARK COMPLEX

ITG has set up a Software Technology Park Complex at a prestigious site at Verna industrial Estate at Verna. The STP is planned as a modern, state-of-the-art and high quality Technology Park and service units with all necessary infrastructure of roads, services and landscaping. The built-up space has been allotted for setting up of IT & IT enabled services in the STP Complex. The STP complex is located in a Eco Friendly Industrial Estate in the company of Multinational Companies. The Verna industrial estate is centrally located from all the major towns & centres of Goa and is close to the airport.

ITG constructed five buildings having total area of about 12,463.01m². All these buildings i.e. STP-I, STP-II, STP-III, STP-IV (Administrative Building) & STP V buildings have been sold to the parties as under:

<u>Building</u>	<u>Party</u>
STP - I	M/s. Persistent Systems Limited
STP - II	M/s. Goldshield Services Pvt. Ltd.
STP - III	M/s. Condor Polymeric Limited
STP – IV	M/s. Peninsular Engineering & Project Consultants Pvt. Ltd.
STP – V	M/s. Atrysis Software Technologies Pvt. Ltd.

- Annual generation of funds by way of Lease rent in respect of above STP Complex at Verna – Goa.

2. RAJIV GANDHI IT HABITAT, DONA PAULA

The Rajiv Gandhi IT Habitat has been established over an area of approximately 70 acres of land, which is strategically located at Dona Paula. This is one of the most prestigious locations in Goa. It is situated just around 30kms from Goa Airport. This site is close to Goa University campus and 3 kms from the capital city of Panaji. The purpose of the Rajiv Gandhi IT Habitat is to provide state-of-the-art Hi-Tech facilities to promote software and IT enabled service units. The Rajiv Gandhi IT Habitat is set up to attract investment in the State of Goa, provide additional employment and create modern facilities.

Highlights & Features:

- **Plots of various sizes ranging from 1 to 4 acres.**
- **Ready built up space.**
- **State-of-art infrastructure for setting up of IT/ITES industries.**
- **Dedicated high voltage Sub-Station.**
- **Power Corridor along the internal roads.**
- **Pre-fabricated sewage treatment plant system.**
- **Evenly distributed green breathing space, car parking etc to provide the best design for the IT Habitat.**
- **Gigabit Ethernet / ATM fiber optic back bone network for high speed internet access.**

Plot Allocation:

The plots at the IT Habitat were allotted under the following categories:

- **Allotment directly to the IT Firm.**
- **Allotment to firm who desires to take a plot & create a built up space for offering to IT Software / ITES industries.**

The total area of the park is about 2,61,003 m² comprising of total 18 plots of different areas. Out of which, presently total 16 plots have been leased out to the parties at the rate of Rs. 4,600/- per square meters given below:

No. of plots	Total Area	Revenue (in Lakhs)	Annual Lease rent (in Lakhs)
18	203,756.55	9372.80	126.33

Subsequently Government allotted additional land for putting up supporting facilities like residential accommodation for IT employees, commercial complex (mall) for the guest of IT industry, food courts, restaurants, banks etc., IT Habitat Building for putting up IT incubation centre, space for ITG's office etc. for the use of IT employees, Service Apartments primarily for customers, employees etc. of IT Companies set up in the Park. The area allotted for support facilities is as below:-

Plot No	Project	Area in Sq Mts	Revenue /Consideration	Annual Lease rent (in Lakhs)
P1	IT Habitat Building	10,592.18	Built up 2730 m ² + Cash 1.15 Crores	6.57
P2	Mall	20,637.27	45.54 Crores	12.80
P3	Residential Apartments	23,681.98	Built up space 7450 m ²	13.50
P4	Club House & Service Apartments	10,001.13	4.70 Crores	6.20
	Total	64,912.56		39.07

3. IT PARK AT SOCORRO/SALVADOR-DO-MUNDO

Located on the picturesque plateau overseeing the river Mondovi and surrounded by greenery on the other side. The Park is well connected by Rail / Road & Air.

The Park is located at a distance of Appx 8 Kms from the Capital of Goa.

Village	Survey No.	Area (in sq. mts.)
Socorro	271	17,600.00
	273	93,425.00
	274	119000.00
	275	200500.00
	277	165650.00
	Total Area	596175.00
Salvador -do-Mundo	297	53675.00
	268	145000.00
	271	55875.00
	267	14250.00
	237	8500.00
	Total Area:	277300.00

Highlights & Features:

- **Ready built up space.**
- **State-of-art infrastructure for setting up of IT/ITES industries.**
- **Dedicated high voltage Sub-Station.**
- **Power Corridor along the internal roads.**
- **Pre-fabricated sewage treatment plant system.**
- **Evenly distributed green breathing space, car parking etc to provide the best design for the IT Habitat.**
- **Special provision for establishing institutions in additional area as an annexure to IT Park.**

Present status → The land is under acquisition

B. OTHER IT INFRASTRUCTURE PROJECTS

1. Computerization of Village Panchayats:

Computerization of village Panchayats in the state of Goa under the “Infogram Scheme”

2. Computerization of Health Care Services:

ITG has been assisting computerization of “Goa Medical College”.

3. Computerization of Government Departments:

ITG has been assisting in e-governance projects of Goa. As per directives, ITG has taken up 11 departments *under Phase I*, 12 departments *under Phase II*, 10 departments *under Phase III*, 3 departments *under Phase IV*, 12 departments *under Phase V*.

IT Software implementation

Name of the Departments	Name of the Departments
Administrative Tribunal	Directorate of Archives and Archaeology
Directorate of Agriculture	Directorate of Animal Husbandry
Directorate of Art & Culture	Directorate of Civil Supplies & Consumer Affairs
Directorate of Education	Electricity Department
Directorate of Food & Drugs Administration	Forest Department
Directorate of Fire & Emergency	Directorate of Fisheries
Goa Housing Board	Goa Public Service Commission
Goa Dental College & Hospital	Directorate of Health Services
Directorate of Higher Education	Institute of Public Assistance (Providoria)
Inspectorate of Factories & Boilers	Institute of Psychiatry & Human Behavior
Department of Information & Publicity	Directorate of Industries, Trade & Commerce
Legal Metrology Department	Department of Law
Directorate of Municipal Administration	Directorate of Navigation
Office of Labour Commissioner	Department of Port Administration
Directorate of Planning, Statistics & Evaluation	Directorate of Panchayats
Department of Printing & Stationery	Directorate of Prosecution
Registrar of Co-operative Societies	Sainik Welfare Board
Directorate of Social Welfare	Directorate of Sports
Department of Town & Country	Directorate of Technical Education

Planning	
Department of Tourism	Directorate of Women & Child development
Directorate of Vigilance	Water Resources Department
Zilla Panchayat (North/South)	Common module for personnel, payroll and accounts (PPA)
Spot billing for Electricity Department	

IT Infrastructure (Hardware)

ITG has executed the project of Supply & Commissioning of computer hardware, System Software, Computer Networking and Electrical wiring for the following Government Departments listed below & Institutions in the state of Goa under E-Governance project

<ul style="list-style-type: none"> • Directorate of Fisheries • Department of Law • Directorate of Agriculture • Directorate of Animal Husbandry • Directorate of Social Welfare • Directorate of Municipal Administration • Directorate of Women & Child development • Directorate of Sports • Directorate of Navigation • Directorate of Prosecution • Directorate of Food & Drugs Administration • Directorate of Health Services 	<ul style="list-style-type: none"> • Department of Printing and Stationery • Department of Information & Publicity • Department of Tourism • Directorate of Industries, Trade & Commerce • Electricity Department • Forest Department • Goa Housing Board • Goa Public Service Commission • Goa Dental College & Hospital • Inspectorate of Factories &
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<ul style="list-style-type: none"> • Directorate of Civil Supplies & Consumer Affairs • Department of Town & Country Planning • Directorate of Art & Culture • Directorate of Fire & Emergency • Department of Port Administration • Directorate of Panchayats • Directorate of State Lotteries • Government Polytechnics • Goa College of Engineering 	<p>Boilers</p> <ul style="list-style-type: none"> • Institute of Psychiatry & Human Behavior • Legal Metrology Department • Police Department • Public Works Department • Office of Labour Commissioner • Registrar of Co-operative Societies • Sainik Welfare Board • Spot billing for Electricity Department • Water Resources Department • Zilla Panchayat (North/South)
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4. IT Knowledge Centers

- *40 IT Knowledge centers are already set up in Goa.*
- *Provides IT education to students, house wives, citizens at their convenient time*

Objectives of the project

- 1) To set up of 40 IT Knowledge Centers across Goa
- 2) To provide basic computer skills to the local youth, housewives and other citizens
- 3) To provide various job oriented IT training courses including training for the BPO operations / call center executives
- 4) To provide structured training programmes depending on the need
- 5) To make at least one person in each of families in the state IT literate.

Through achieving the above, the state envisions

- 1) To bridge the gap between the 'Information Poor and the Information Rich'
- 2) For Creation of a society which is ready for capitalizing on Knowledge for economic and social development
- 3) IT Knowledge Centers to work as social and economic catalysts for the overall development of the society
- 4) To Empower individuals and communities through enhanced access to information, education and communication facilities

Outcomes/ Impact of the Project

- 1) The usage of computer / IT enabled services will increase even in the remote villages.
- 2) Internet will become the medium for communication (through email and chat) with the vast expatriate community in the village.
- 3) Provision of additional employment opportunities for citizens of the state
- 4) Enabling youth for employment in IT and BPO industry.

BOARD OF DIRECTORS/COMMITTEES

Name	Board of Directors of the Info Tech Corporation of Goa Limited
Constituted vide order no.	The Government of Goa by Notification No. 1(90)/DOIT/ITG-DIR/2009/1954 dated 27/02/2009 has reconstituted the Board of ITG.
Date Constituted	27/02/2009
Members	<ol style="list-style-type: none">1. Shri Subhash Shirodkar, Chairman2. Shri Isidore A. Fernandes, Vice Chairman3. Shri. Rajeev Verma, IAS, Secretary (IT)4. Shri. Anand Sherkhane, Jt. Secretary (Budget)5. Shri P. R. Chandekar, Director (IT)6. Shri. A.D. Naik, Managing Director, GIDC7. Shri. Milind Kshirsagar8. Shri Pravin Kukalekar9. Shri P. R. Chandekar, Managing Director (Additional Charge)

TECHNICAL ADVISORY COMMITTEE (TAC):

1	Shri J. Rego, Chief Engineer, PWD	:	Member
2	Chief Manager (P)	:	Member Secretary

DEPARTMENTWISE EVALUATION COMMITTEE of ITG.

IT Division

1	Shri Umakant Naik, Manager (IT)	:	Chairman
2	Shri Vishwesh Naik, Dy. Mgr. (Accts & Adm)	:	Member
3	System Analyst	:	Member
4	Shri Sanesh Varghese, Asst. Manager (C/H)	:	Member

Administration and Accounts

1	Shri Vishwesh Naik, Dy. Mgr. (Accts & Adm)	:	Chairman
2	Shri Umakant Naik, Manager (IT)	:	Member
4	Shri Sanesh Varghese, Asst. Manager (C/H)	:	Member

Departmental Promotion Committee /Departmental Selection Committee for CLASS "A & B"

1	Chairman, ITG	:	Chairman
2	Managing Director	:	Member
3	Senior Officer/Head of the concerned department of the corporation	:	Member
4	An expert member nominated by Managing Director if required	:	Member

Departmental Promotion Committee /Departmental Selection Committee for CLASS "C & D"

1	Managing Director	:	Chairman
2	Senior Officer/Head of the concerned department of the corporation	:	Member
3	Any member nominated by Managing Director	:	Member

DECISION MAKING PROCESS

Projects Division:

Juniors/ Subordinate Staff like Technical Assistants, Junior Engineer.	The proposal is put up narrating the facts to their higher authorities.
Assistant Engineer (Projects)	The proposal is looked / examined for facts confirmation and further recommends for approval/rejection.
Executive Engineer (Projects)	Takes decision as per powers enjoyed in line with PWD, Government of Goa.
Chief Manager (Projects)	The Board has delegated powers and he takes decisions or submits to Managing Director for further decision in the matter.
Managing Director	Managing Director is the authority. He approves or rejects the proposal within the delegation of powers vested on him by the Board.
Board of Directors	Any important policy decisions to be taken, the matters are placed before the Board of Directors for decision.

IT Division

Juniors/ Subordinate Staff - Programmers	The proposal is put up narrating the facts to their higher authorities.
System Analyst / Assistant Manager	The proposal is looked / examined for facts confirmation and further recommends for approval/rejection.
Manager (IT)	After evaluation of the recommendation submits for approval of Managing Director.
Managing Director	Managing Director is the authority. He approves or rejects the proposal within the delegation of powers vested on him by the Board.

Accounts & Administration Division:

Juniors/ Subordinate Staff like Accounts Assistants, Clerks etc.	The proposal is put up narrating the facts to their higher authorities.
Administrative Officer / Asst. Accounts Officer	The proposal is looked / examined for facts confirmation and further recommends for approval/rejection.
Dy. Manager (Accts & Admn.)	After evaluation of the recommendation submits for approval of Managing Director.
Managing Director	Managing Director is the authority. He approves or rejects the proposal within the delegation of powers vested on him by the Board.
Board of Directors	Any important policy decisions to be taken, the matters are placed before the Board of Directors for decision.

PUBLIC GRIEVANCE OFFICER

The name, designation, postal address and other contact numbers/e-mail ids of Nodal Public Grievance Officer of ITG is as under:

Name of the P.G.Officer	Shri. Pravin R. Chandekar
Designation	Managing Director, ITG
Postal Address	Above Alcon Hyundai Showroom, 3 rd Floor, NH-17, Porvorim – Goa 403 501
Contact numbers	0832 – 2416024, 2415192, 2414391
Fax No	0832 – 2412855
Mobile No	9657711880
E-mail	info@infotechgoa.com md@infotechgoa.com pravin.chandekar@nic.in www.infotechgoa.com

PUBLIC RELATION OFFICER

The name, designation, postal address and other contact numbers/e-mail ids of Public Relation Officer of ITG is as under:

Name of the PRO	Shri. Vishwesh V. Naik
Designation	Dy. Manager (Accts & Admn)
Postal Address	Above Alcon Hyundai Showroom, 3 rd Floor, NH-17, Porvorim – Goa 403 501
Contact numbers	0832 – 2416024, 2415192, 2414391
Fax No	0832 – 2412855
Mobile No	9881740602
E-mail	info@infotechgoa.com vishwesh.naik@nic.in www.infotechgoa.com

It shall be the responsibility of the PRO to liase with the Information and Publicity Department on a regular basis and if the need arises, issue press statements and clarifications on various press reports pertaining to ITG.

PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

Name of facility	Official Website (www.infotechgoa.com)
Incharge	Managing Director
Working hours	24 X 7
Address	Above Alcon Hyundai Showroom, 3 rd Floor, NH-17, Porvorim – Goa 403 501
Location / City	Porvorim - Goa
Telephone (Off)	0832 – 2416024 0832 – 2415192 0832 – 2414391
Fax No	0832 – 2412855
E-mail	md@infotechgoa.com www.infotechgoa.com

WORKING HOURS

Monday to Friday (excluding public holidays, Saturdays and Sunday) between 9.30 a.m. to 5.45 p.m.