

## **Launching of Goa Excise Management System (GEMS)**

Goa Excise Management System(GEMS)( <https://egov.goa.nic.in/excise>) is a web based workflow driven e-Gov application initiated by the Department of Excise, Government of Goa and GEMS portal designed and developed by NIC, Goa State Centre. The portal was launched on 20<sup>th</sup> February 2015 by Honorable Chief Minister of Goa Shri. Laxmikant Parsekar in the presence of Chief Secretary Shri. Kewal Kumar Sharma, Additional Secretary (Finance) Shri. Michael D'Souza, Director of Accounts Shri. Gokuldas Kanekar, Commissioner of Excise Shri. Menino D'Souza and others at Secretariat Conference Hall.

### **OBJECTIVES**

- To develop a complete work flow based system to carry out the functions of the Goa Excise Department.
- System generated Issuance of NOC, Permits and Licences.
- To monitor online revenue collection.
- To minimize the interaction between the business community and the Department officials.
- To use Digital Signatures to the maximum extent possible so as to promote Green Office.
- To integrate e-Payment gateway
- Facilitates the dealer "Anywhere, Anytime Services".

### **MAJOR BENEFITS**

- ▶ System generated application forms for the dealer, based on the input with GSI barcode. Thus eliminates manual written application. Using GS1 barcode standards to identify the document type, validity and issuing authority etc. across the Globe.
- ▶ The dealer can scan and upload the all the reference documents and the department official can view these documents digitally at any stage. This will drastically support in quick decision making. Completely eliminated the physical files being carried to the department. Thus saves Manpower, Transport, Energy and Paper.
- ▶ Fee calculator to calculate the excise duty and auto generation of e-Challan.
- ▶ Linking of Permit and Endorsement details to avoid multiple truck entries against one permit.
- ▶ Payment Gateway.
- ▶ Saving papers result in reduction of cutting of trees and save the environment.
- ▶ GEMS is a complete workflow end to end solution application.



**GEMS Portal**



The portal launched by Honorable Chief Minister of Goa Shri. Laxmikant Parsekar



State Informatics Officer Shri. JJR Anand addressing the audience



Shri. K.P. Pariselvan, Technical Director & ASIO receiving award of appreciation from Honorable Chief Minister of Goa Shri. Laxmikant Parsekar



Smt. Anju.T.S, Scientific/Technical Assistant -B' receiving award of appreciation from Honorable Chief Minister of Goa Shri. Laxmikant Parsekar

# Parsekar swears by better service to people at all times

## Launches Goa Excise Management System and E-Challan and Payment Gateway; E-Challan payment would reduce frequent visits by people to govt offices and banks

### TEAM HERALD

**PORVORIM:** Reiterating that public administration holds a place of significance in the lives of citizens, Chief Minister Laxmikant Parsekar has asked heads of administrative sections to ensure transparent, efficient and better service to the people at all times.

Parsekar was speaking after launching the Goa Excise Management System and E-Challan and Payment Gateway at the Secretariat at Porvorim in the presence of Chief Secretary Keval Sharma and other dignitaries.

"For almost all their needs, the citizens depend on public administration. In view of this, the administration of the State government needs to be transparent and efficient and people at the helm of affairs of administration should endeavour to provide better services

to the people at all the times," stated Parsekar.

Parsekar said the two applications launched will save considerable time of the people and reduce paperwork substantially. "The government staff should generate a feeling in the minds of the people that whenever they approach any government de-

partment for any work, their work will be done swiftly and honestly," he said.

### PEOPLE-CENTRIC PORTAL SERVICE

partment for any work, their work will be done swiftly and honestly," he said.

"E-governance is the only solution to provide transparent and efficient administration to the people," added Parsekar.

Chief Secretary Keval Sharma said the State government is in the process of strengthening information

technology to provide better services to the people and to reduce paperwork. "My office is monitoring these activities constantly. Goa was the first state to achieve the target of Jan Dhana Yojana," said Sharma.

Michael D'Souza, additional secretary (Finance), said the E-Challan payment gateway application would reduce frequent visits by people to government offices and banks, as citizens would be able to make payments from home.

"This portal is integrated with the State Bank of India payment gateway to offer multiple payment options like internet banking, debit card, credit card payments. The government will also get the information in regard to revenue collected daily," D'Souza said.

OHeraldo dated on 21/02/2015

# Excise department's online efforts reduce pendency

TIMES NEWS NETWORK

**Panaji:** With the Goa excise department going online with its customized software called GEMS (Goa excise management software), the department has reduced manual paperwork drastically, reduced pendency and enhanced service delivery to its stakeholders which include about 64 manufacturers, 50 distributors and almost 11,000 retail sellers in Goa.

Pursuing the state government's agenda of promoting e-governance, the excise department initially started GEMS on a trial basis in late 2014, but the system was fully commissioned on February 20 this year.

Said excise commissioner Menino D'Souza, "We have registered all manufacturers and distributors who now apply online. They have been given

unique registration numbers. Excise inspectors verify applications online. Dealers have the option of making payments online. The entire process is online; you apply for permit in the morning and the permit is ready in the evening. Should there be any pendency, it is immediately reflected in the system."

All retail sellers have also been given registration numbers. If they wish, they can be given login ids and passwords so that they can apply for renewals and other services, and even make online payments from their homes. Quite a few have already begun using this facility.

Explaining the benefit of the online system, D'Souza said, "Delay in processing of applications causes cor-

ruption. In the manual processing of applications, clients were at the mercy of excise inspectors. Now tracking of an application and its exact status can be found out. Clients get SMS messages when NOCs are ready."

Earlier, clients had to go physically to banks to make payments, now they make payments online. Carrying of files from table to table is eliminated and excise inspectors who were bogged down with files are now freer and can devote more time to enforcement. Manufacturers and distributors are very happy with GEMS,

D'Souza said.

GEMS has been written by the government-run National Informatics centre (NIC). D'Souza said that there was a proposal earlier to start a simi-

lar system through another private company but they had quoted a sum of ₹2 crore. D'Souza dumped the proposal and approached the NIC, which quoted ₹50 lakh for a period of two years. Thus was born GEMS.

The excise department capitalized on several other e-governance initiatives of the Goa government. For example, it used the high-speed Goa Broadband network connectivity for its system. It also gained by incorporating the online payment gateway initiated by the state accounts department.

Thirdly the excise department incorporated bar coding through GSI, which is an agency appointed by the Ministry of commerce for prescribing bar coding standards.

Every permit issued by the excise department is now bar coded. The ben-

efit is that by scanning every permit, authorities can verify its authenticity as it has back-end support from software. So forgeries are almost eliminated. No one can generate permits outside the system.

The department has set up a helpline where distributors and manufacturers can phone in or email their grievances. Even label registration is computerized.

Meanwhile, the revenue of the Excise department has been growing every year. 2012-13, it was ₹213.11 crore; 2013-14 it was ₹233.59 crore (target was ₹253 crore) and in 2014-15, it is expected to touch ₹250 crore to ₹260 crore (target was ₹280 crore). The target for 2015-16 is ₹300 crore. With the new tax slabs in the recent Budget, D'Souza hopes the department may surpass that target.



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