



Department of Information Technology, Electronics and Communications
Government of Goa
2nd Floor, IT Hub, Altinho,
Panaji, Goa - 403001

No. 2(42)/DOIT/2021/Startup-Miscellaneous/Part File II/2211

Date: 14 / 02 / 2025

To,
The CEO,
Goa Investment Promotion and Facilitation Board
1st Floor, Spaces Building
Patto, Panaji - 403001

Subject: Timeline and Escalation Matrix for Grievance Mechanism

Sir,

With reference to the reform points pertaining to the Startups under the BRAP 2024; as per point 345, the department had to define the working procedures and an escalation matrix including service timelines and procedures for reverting to businesses among others for handling startup related grievances.

In this regards, it is to inform that the Dy. Director Admin being Public Grievance Officer will be the first point of contact for addressing the grievance; which would then be forwarded to the CEO (SITPC) who handles the grievance and hence the escalation matrix for grievance related to startups would be as follows:

- | | | |
|-----------------------------|---|----------------------------|
| i. Director | - | HOD |
| ii. Joint Director | - | 3 rd Escalation |
| iii. Dy. Director (IT) | - | 2 nd Escalation |
| iv. Assistant Director (IT) | - | 1 st Escalation |
| v. CEO (SITPC) | - | Entry Level |

Further, it is to inform that the timeframe for addressing the any grievance related to startups would be 14 working days.

Yours faithfully,


(Prasanna Acharya, IAS)
Director (ITE&C)

Copy To: 1) PS to the Chief Secretary, Secretariat Porvorim Goa.