



**G O A**

**CITIZEN'S CHARTER**



**DEPARTMENT OF TOURISM  
GOVERNMENT OF GOA  
PARYATAN BHAVAN**

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## GOA

Goa has emerged as the most favoured tourist destination in the country, both for domestic as well as foreign tourists. Goa is a tiny State on the Western Coast of India amply bestowed with natural beauty, lovely beaches along with its 105 Kilometers coast line segregated into various beach stretches, eco friendly atmosphere, lush green hills, world heritage monuments, churches, temples and above all friendly hospitable people.

Tourism is a major activity in Goa having direct and indirect impact on all other sectors of the economy. Tourism has contributed substantially to the economic development of the State by way of foreign exchange earnings, employment generation, infra-sectoral competition and it has also improved the living standard of people.

Besides domestic flights, number of Charter Flights land in Goa from U.K and other European countries. The E-Tourist Visa facility launched by the central government in December 2014 has proven to be a big boon for Goa and Goa is reaching out to foreign nationals from all the enlisted countries to avail of this facility and get direct and easy access to the state.

Tourism in Goa has been essentially recognized as Beach Tourism destination in view of its long beautiful sun drenched beaches. The average stay of a domestic tourist in Goa is around five days while that of a foreign tourist is two weeks. Keeping in view the opportunities available the Department has taken various initiatives to diversify and develop new tourism avenues. These products include Eco Tourism, Adventure Tourism, Pilgrim Tourism, Rural Tourism, Cruise Tourism, Heritage Tourism, Medical Tourism, etc.

As part of diversification of tourism products, interconnecting circuits have been identified covering Churches, Temples, Spice Plantation, birds and wild life sanctuaries, lakes, heritage houses, gardens, springs, monuments and waterfalls. However, in order to achieve above goals in the coming years, the infrastructural facilities in

the form of access to the identified locations by road, inland water ways, cable cars/rope ways need to be substantially improved and provided wherever necessary.

Also Goa have been made a permanent venue for International Film Festival, which has enhanced boost in the Tourism Industry to a large extent.

Apart from the leisure tourism which is the backbone of Tourism in Goa, it is felt that Goa has sufficient potentials and it is possible to divert tourists to hinterland areas. Further, to diversify along with existing tourist attractions the Department is in the process of giving more emphasis on Adventure Sports like Inland Water Rafting, Yatching and Snorkeling, Scuba Diving, Wind Surfing, Para Sailing, etc. Further, tracking in the forest areas of Western Ghats, Museum and Art Galleries to serve as an important tourist attraction.

Goa has also emerged favorite beach wedding destination. Most of the foreigners/ NRI's/Indians prefer to celebrate their weddings in Goa considering its infrastructure and natural beauty.

### **AIMS AND OBJECTIVES**

Tourism as an Industry plays a vital role in generating employment. Tourism has also been recognized as a major thrust area to derive economic growth and employment generation in India and Goa has the potential to achieve higher sustainable trend growth rates going forward. It also caters services of refreshments, food and drink facilities to the visiting tourists and beach goers. This facility provides in creating job opportunities to the locals and service to the tourists. Water Sports is also carried out in the coastal areas of Goa.

The Department of Tourism along with Goa Tourism Development Corporation and Travel Trade participates in various Tourism related Events/Road shows in India and abroad to promote Goa as a prime and an ideal tourist destination and releases advertisements through print

and electronic media to highlight Goa as a major World Tourist Destination.

The Department provides infrastructural facilities such as construction/improvement of roads in touristic circuits, access roads to touristic spots, provision of Sulabh Shauchalays, provision of lighting arrangements at different places of touristic importance. Maintenance and cleaning of all beaches, deployment of life guards equipped with life saving equipments, demarcation of areas of beaches for bathing, Water Sports & Adventure Sports, etc. Encourages development of new avenues of Tourism such as Adventure Tourism, Heritage Tourism, Pilgrimage Tourism, Hinterland Tourism, Wellness Tourism, Wedding Tourism, Health Tourism, Eco-Tourism, etc.

The tourists especially foreigners enjoy swimming and sunbathing. Cleanliness of beaches is the major task before the Department as such this Department is working relentlessly in order to ensure that beaches are kept clean and free from encroachments.

This Department has engaged the services a contractors for cleaning, sweeping, collection/lifting and disposal of garbage including litters, plastic bottles/bags, waste and also garbage generated by shacks of including from the dune/vegetation area, parking areas/approach roads/access to the beaches etc. This ensures safety and security for the tourists and beach goers.

It was of utmost importance to reduce the deaths due to drowning by instituting a more professional system which would focus on prevention aspects and rescue operations. The Government was committed to provide the state of art infrastructure for safety of tourists and its people. As such, Beach Safety Management has been

introduced whereby work of development, deployment, managerial and operation of water safety patrol with state of Art facilities in the coastal waters of state of Goa for all major beaches of Goa done through private contractors. The main aim of the Government is to bring down the drowning deaths to zero.

Government has also deployed Indian Reserve Battalion Personnel for safety and security of tourists/ visitors on the beaches of Goa and also in order to keep away the illegalities and unwanted elements from the beaches of the state. The major concern of the Department was safety and security of the Tourists on the beaches. Also there are Tourist Security Force comprising of Ex-serviceman in order to promote additional protection and guidance to the tourists visiting the state.

Department has imparted training to tourist guides on topics which are relevant to a Guide and to Tourist Taxi Drivers on various topics of interest to them such as good manners, behavior, interaction, personal hygiene, etc.

All the Hotels, Travel Agencies, Tour Operators, Tourists Taxis, etc. who are doing Tourism related activities has to register with Department under the Goa Registration of Tourist Trade Act 1982.

### **ORGANISATION**

The Administrative head of the Department is the Secretary (Tourism). The Department of Tourism is headed by Director who is also functioning as the Ex-Officio Joint Secretary to the Government. Besides, being involved in policy formulation, planning and development of basic infrastructure promotion, publicity and

marketing Goa as an ideal round the year tourist destination, both within the country and abroad.

The Dy. Director of Tourism, North & South, exercises the statutory powers of the “Prescribed Authority, under the Goa Registration of Tourist Trade Act, 1982 and as the “Competent Authority” under the Goa Tourist Places (Protection and Maintenance) Act, 2001.

The Director is assisted by three Dy. Directors and in turn they are assisted by five Assistant Directors, Junior Engineer, Head Clerk, Dy. Director of Accounts, Assistant Accounts Officer who are incharge of following sections:

**1. ADMINISTRATION SECTION:**

Administration Section is headed by Head Clerk, who looks after maintenance, cleanliness and upkeep of the entire office premises, maintaining details of each and every staff member, their personal files, leave records, muster roll, movement registers, confidential reports, promotions of staff, recruitment of staff, transfers, etc. maintenance of staff quarters at Britona Complex , maintenance of air conditioners, copier/cyclostyling machines, typewriters, intercom system, computer etc., Renovation of office premises, maintenance of vehicles, procurement and distribution of office stationery, furniture, etc. Inward – Outward registers of all the office correspondence, Recreational and Conference Hall, etc.

Section also control Tourist Security Force deployed at various beaches in Goa and supply the required materials for IRB Personnel during patrolling at North and South Goa Beaches.

**2. ACCOUNTS SECTION:**

Accounts Section is headed by Dy. Director of Accounts, Assistant Accounts Officer and is assisted by Accountant both deputed from the Directorate of Accounts, who looks after financial matters pertaining to the Tourism Department. They in turn are assisted by U.D.C., Cashier and LDCs from this Department.

### **3. PLANNING SECTION:**

Assistant Director (Planning) is incharge of this Section. Section looks after Planning and implementation of tourism infrastructure & Developmental projects undertaken by the Department. In addition, one Statistical Assistant from Department of Planning, Statistics & Evaluation is deputed in this Section to look after all the Statistical as well as Planning matters of the Department.

- Planning of Schemes / Projects pertaining to Tourism development in the State.
- Implementation, completion and commissioning of schemes / projects planned.
- Land Acquisition for Tourism Projects & mutation of properties belongs to the Department.
- Removal of encroachment in Government property.
- Preparation of Annual Plan as well as 5-Year Plan Budget and the Performance Budget of the Department.
- Collection and dissemination of statistical details of tourist [domestic and foreign] arrivals in the State by publication of Statistical Booklet.
- Assessment of infrastructure required at places of tourist interest in coordination with N.G.Os, autonomous bodies and other offices.
- Preparation of Tourism Master Plan and Tourism Policy.
- Central Financial Assistance from Ministry of Tourism, Government of India for Tourism related projects.

### **4. REVENUE SECTION:**

Revenue Section plays a vital role in generating revenue to the State Government through issue of permissions/licenses for various activities on the beaches and other tourist places. Asst. Director (Revenue) is incharge of the Section.

The Section looks after following Activities of the Department:-

- Maintenance and Cleanliness of the beaches of North and South Goa.
- Lifeguarding and water safety services whereby, M/s. Drishti Life Saving Services Pvt. Ltd. has been awarded the work of rendering/providing lifeguarding and water safety services at the inland water bodies to prevent the drowning



of Tourist and Swimmers and Night Beach Safety Patrol Services at the coastal beaches of Goa. M/s. Drishti Life Saving Services Pvt. Ltd. has deployed 600 nos. lifeguards and 111 nos. Beach Safety patrol monitoring the beach stretches across the State of Goa.

- Permission/Licenses for Shacks/Deck-beds on the Government Property on the identified beaches of North and South Goa as per the Policy.
- Permission/Licenses for Deck-beds/Umbrellas for Un-employed Youths and Hoteliers as per the provisions of the Policy.
- Permission to Major and Minor Events through Single Window System (through online system).
- 105 nos. I.R.B. Police are posted on the beaches of North and South Goa for daily monitoring, safety and security of Tourists visiting Goa and to stop any illegal activities on the beaches of Goa.
- Court Matters, Arbitration Matters, High Court Matters, NGT Matters, Recovery cases.
- Leases of Departmental properties.
- River Princess and all other matters relating to the Goa Tourist Places (Protection & Maintenance) Act, 2001.

## **5. INFORMATION SECTION:**

Assistant Director (Information) is incharge of this Section. The section looks after:

- Vital role of the Information Section is marketing and promotion of Goa. This Department participates in various international / domestic events / Roadshows / Exhibitions / Fairs. During these exhibitions, there are B2B interactions with travel trade visitors, media, journalists, etc.
- Compiling and disseminating accurate and updated tourism related information for tourists visiting Goa. This section compiles publicity material for the Tourist Directory, Accommodation Directory and the Tourist Map.
- Purchases other publicity material such as Books on Goa, CD's, Bags etc.

- In addition to this, the information section is also responsible for obtaining approvals and NOCs from the Central and State governments for Domestic and International events.
- Information section is also entrusted with the task of maintaining all Tourist Information Centres located in Panaji, Margao, Vasco and the counter at the Goa Airport, Dabolim.
- All advertisement / souvenir appeals, sponsorship proposals for administrative and financial concurrence of the Government are processed by Information Section.
- All processes involving the Constitution of the State Level Marketing and Promotion Committee and renewal of the same are carried out by Information section.
- Celebrates State Festivals / Goa's traditional festivals namely Carnival Festival, Shigmo Festival. Besides, State Festivals Food and Cultural festival, Grape Escaped festival, Spirit of Goa, etc. are celebrated by this section.
- Welcome programmes are organized for the 1<sup>st</sup> charter flight arrival at Dabolim Airport and also for cruise liners arrivals at MPT
- Maintenance / update of Website is monitored by this section
- Work connected with Public Relations Agency are looked after by the Information Section.
- The annual celebration of World Tourism Day on 27<sup>th</sup> September is also a major responsibility of this section.
- Also gives financial support to celebrate local Traditional Festivals like Sao Joao, Bonderem, Sangod, Narkasur etc.
- It also looks after issues related to membership of PATA, TTAG etc.

**6. NORTH ZONE & SOUTH ZONE OFFICE**

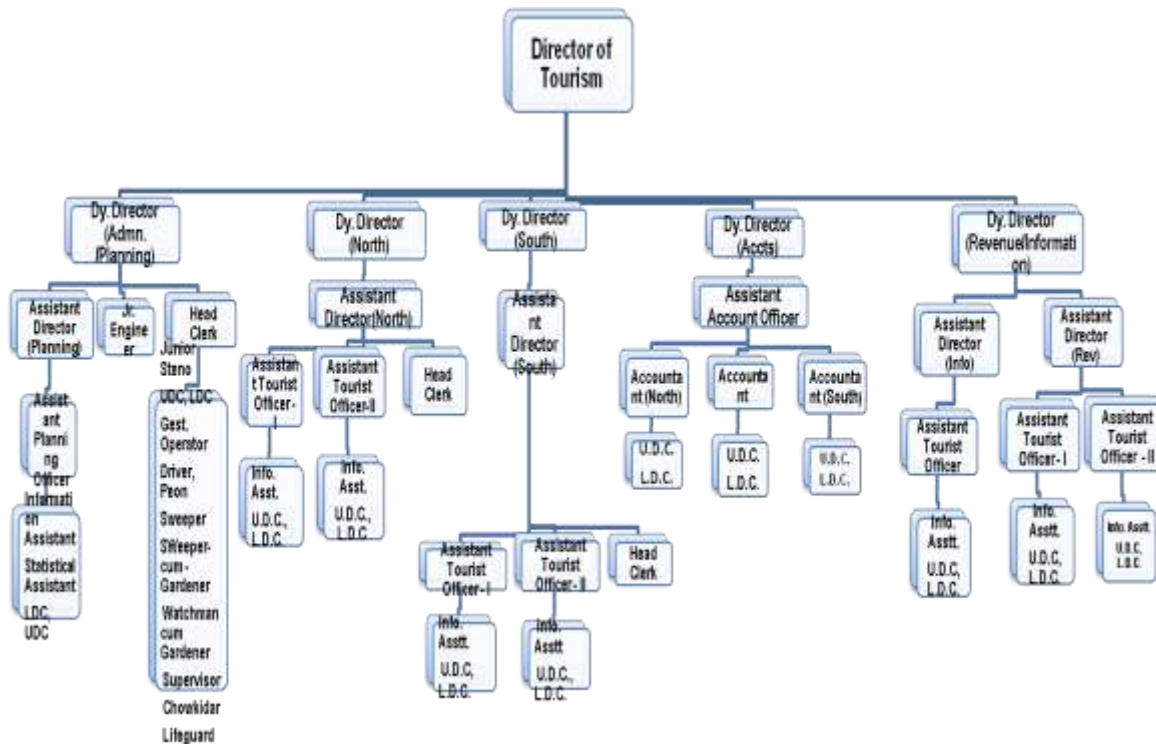
North Zone Office is headed by Dy. Director. For the convenience of the hotel and Travel Trade activities, the Department has set up Zonal office at Margao in South Goa is headed by Dy. Director of Tourism(South) and Prescribed Authority and he is assisted by the Assistant Director, Asst. Tourist Officer and Supporting staff.

North Zone and the South Zone offices looks after Administration of Goa Registration of Tourist Trade Act, 1982, according to which each and every tourist activity such as Hotels, Paying guest accommodation, tourist taxis, water sports, travel agencies, tour operators, guides, dealers in certain notified goods like handicrafts, curios etc. have to be registered with the Department of Tourism under Goa Registration of Tourists Trade Act, 1982. The Sections also issues N.O.C for shacks/temporary huts/tents in private property.

**7. SPECIAL LAND ACQUISITION SECTION:**

Also the office of SLAO has been created under Department of Tourism to deal with the Land Acquisition matter under the Land Acquisition Act.

## ORGANIZATIONAL CHART



## ACTIVITIES OF THE DEPARTMENT

1. Policy Formulation
2. Development of infrastructure
3. Administration regulation of Goa Registration of Tourist Trade Act, 1982 and Rules 1985.  
It is mandatory for all Hotels, Travel Agents, Tour Operators, Tourist Guides, Tourist Taxi Operators, water sports operators and Dealers of Notified articles and other persons engaged in tourist activities to register themselves under the Act. Registration is to be renewed annually.
4. The Goa Tourist Places (Protection and Maintenance ) Act, 2001  
To protect and maintain the tourist places from deterioration and preserve their tourism potential.
5. Acquisition of Land for various tourism related projects of the Department.

6. Allotment of temporary shacks, deck beds on identified beaches of Goa. Also, allotment of private shacks/ huts in private properties.
7. Levy of fines for violation under Goa Registration of Tourists Trade Act, 1892.
8. E-Tendering of different works of the Department to create transparency in administration.
9. All the tourist related activities are registered / renewed under Goa Registration of Tourist Trade Act through the Registration Facilitation Counter managed by Goa Electronics Limited within the timeframe of 12 days from the inward entry to the issuance of the certificate.

#### **ACTIVITIES CONNECTED WITH THE PUBLIC DIRECTLY**

**Goa Tourism Development Corporation Ltd.** is the commercial wing of the Department of Tourism housed at:

2<sup>nd</sup> floor, Paryatan Bhavan,  
Patto, Panaji, Goa 403 001  
Tel: 0832 2437132/2437728/2438515/2494500  
Fax: 0832 2437433  
E: [reservations@goa-tourism.com](mailto:reservations@goa-tourism.com)  
W: [www.goa-tourism.com](http://www.goa-tourism.com)

Goa Tourism Development Corporation Organizes/Provides the following facilities:

1. **Sightseeing Tours** : Conducts sightseeing tours by comfortable AC and Non Ac coaches accompanied by Government approved Tourist Guides.

2. **River Cruises** : Organises an hour's River Cruise with live cultural programmes on board, every evening from around 6.00 p.m. in addition to other cruises.
3. **Accommodation** : Offers accommodation at reasonable rates for all categories in the 12 properties located at different places of tourist importance in Goa.
4. **Buses and Taxis** : Luxury, Semi Luxury, Coaches and Tourist Taxis can be hired from Goa Tourism Development Corporation.
5. **Halls:** The G.T.D.C. also has halls at Miramar, Mapusa, Vasco and Margao, which are available on rent for meetings, exhibitions, wedding reception, etc.

### **State Festivals:**

- 1) **Carnival:** is a 4 day festival of colour, fun and frolic providing a healthy entertainment for all young and old. It is celebrated in February / March. Decorated floats led by King Momo, lead the float parade through the main roads of major cities.
- 2) **Shigmo:** Like Carnival, Shigmo is the spring festival celebrated in Goa in Feb/March. It is the feast of folk dances and music in all places of Goa.

Besides above, Department of Tourism also supports financially Tripurari Poornima at Vithal Mandir at Sanquelim. Bonderam festival is also celebrated on 4<sup>th</sup> Saturday of August at Diwar Island.

### **Other Festivals:**

a) **Food and Cultural festival** is organized by Department of Tourism in the month of April / May.

b) **Grape Escaped festival** Is organized in the month of January.

Department of Tourism through GTDC financially supports following festivals:

i. **Coconut and Cashew festival** is celebrated in the month of May.

ii. **Sao Joao festival** is celebrated in the month of June.

**FORMS FOR VARIOUS REGISTRATIONS UNDER GOA REGISTRATION OF TOURIST TRADE ACT.**

<b>Sr. No.</b>	<b>Description</b>	<b>Form No.</b>
1.	APPLICATION FORM FOR THE GRANT OF PERFORMANCE LICENSE FOR TOURISM EVENTS IN GOA.	
2.	APPLICATION FOR REGISTRATION OF NEW HOTEL OR GUEST HOUSE / RENEWAL OF EXISTING HOTEL OR GUEST HOUSE	Form - II
3.	APPLICATION FOR REGISTRATION OF NEW TRAVEL AGENCY AND TOUR OPERATOR / RENEWAL OF EXISTING TRAVEL AGENCY AND TOUR OPERATOR	FORM - III
4.	APPLICATION FOR REGISTRATION/RENEWAL OF TOURIST TAXI OF PERSONS CONDUCTING BUSINESS UNDER RULE (14) OF THE GOA REGISTRATION OF TOURIST TRADE ACT,1982 AND RULES, 1985	FORM -XIV
5.	APPLICATION FOR REGISTRATION OF NEW WATER SPORTS ACTIVITIES / RENEWAL OF EXISTING WATER SPORTS ACTIVITIES	FORM - XIV

6.	APPLICATION FORM FOR REGISTRATION / RENEWAL AS A DEALER	Form - I
7.	APPLICATION FORM FOR REGISTRATION OF TOURIST GUIDE UNDER RULE (XIV) OF THE GOA REGISTRATION OF TOURIST TRADE ACT, 1982	FORM -XIV
8.	APPLICATION FOR ISSUE OF PERMISSION/N.O.C. AND IDENTITY CARDS TO PHOTOGRAPHY TAKING PICTURES OF TOURISTS ON THE BEACHES AND OTHER TOURIST PLACES AND SELLING THE PRINTS TO THEM	
9.	APPLICATION FOR GRANT OF LICENSE FOR ERECTION OF TEMPORARY SHACK IN THE PRIVATE PROPERTY OF GOA DURING THE TOURIST SEASON _____ (upto 31/05/- _____)	
10.	APPLICATION FORM FOR GRANT OF LICENSE FOR PUTTING UP DECKBEDS AND UMBRELLAS ON THE BEACHES.	FORM -XVII
11.	APPLICATION FOR REGISTRATION OF TEMPORARY SHACK ON THE BEACHES OF GOA DURING THE TOURIST SEASON _____ [UPTO 31/5/_____]	

**All the above forms are to be inserted here as per the list from Sr. No. 1 to 11.**

#### TOURIST INFORMATION CENTRES

Government of Goa  
Department of Tourism

Paryatan Bhavan, Patto, Panaji.  
Tel. 0832-2494200  
Fax: 0832-2494227  
E-mail: [deptgoatourism@gmail.com](mailto:deptgoatourism@gmail.com)  
Website: <http://www.goatourism.gov.in>

1. South Zone Office – Block No.43, Ground flor, Mathany Saldanha Administrative complex. Tel. 2715204



Email:deptgoatourismsouthzone@gmail.com

2. Tourist Information Counter, Vasco Residency, Vasco-da-Gama. Tel. 2512673
3. Tourist Information Counter, Goa Airport, Dabolim  
Tel. 2541644, 2542476
4. Tourist Information Counter, Railway Station, Margao.  
Tel: 2702298.
5. Tourist Information Counter, Shop No. 5, KTC Bus  
Stand, Panaji - Goa. Tel 2437430

Goa Tourism Dev. Corpn. Ltd. Facilitation counters:

<b>Goa Airport, Dabolim</b>	<b>Tel: 2541644, 2542476</b>
<b>Margao Railway station</b>	<b>Tel: 2715851</b>
<b>Karmali Railway station</b>	<b>Tel: 2284090</b>
<b>Tourism jetty, Panaji</b>	<b>Tel: 2438754, 2437496</b>

Government of India Tourist Office	<b>1<sup>ST</sup> Floor, Paryatan Bhavan, Department of Tourism, Patto, Panaji, Goa. Tel. 2438812 Fax/tel: 2438529 Email: <a href="mailto:info-indiatourism.goa@nic.in">info-indiatourism.goa@nic.in</a> Website: <a href="http://incredibleindia.org">incredibleindia.org</a></b>
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Karnataka Tourism Development Corporation	<b>1<sup>st</sup> floor, Smrithi Bldg. behind Head Post Office, Panaji. Tel. 2224110</b>
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Government of Kerala	<b>Tourist Information Centre, K.T.C. Terminus, Panaji. Tel. 2437797</b>
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Government of Andhra Pradesh	<b>Tourist Information Centre, Flamingo Bldg., Ground Floor , Next to Sona Hotel, Rua de Ourem, Panaji, Tel: 2420392</b>
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Maharashtra Tourism Development Corporation	<b>Panaji Residency, Panaji, Goa.</b>
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### **Public Grievance Machinery:**

The following officers in the Department of Tourism may be contacted for seeking any additional details, information and public grievances, if any:

1. Shri. Menino D'Souza  
Director of Tourism,  
Department of Tourism,  
Patto, Panaji – Goa.  
Tel: + 91 832 2494204 Fax: 91 832 2494227  
Email: [dir-tour.goa@nic.in](mailto:dir-tour.goa@nic.in) / [deptgoatourism@gmail.com](mailto:deptgoatourism@gmail.com)  
Website: [http:// www.goatourism.org](http://www.goatourism.org)
  
2. Shri. Rajesh Kale  
Dy. Director Tourism (South) & Prescribed Authority,  
Department of Tourism,  
Mathany Saldanha Administrative Complex, Margao.  
Tel: +91 832 2794635  
Email: [deptgoatourismsouthzone@gmail.com](mailto:deptgoatourismsouthzone@gmail.com)
  
3. Shri. Rajesh Kale,  
Dy. Director Tourism (North) & Prescribed Authority,  
Department of Tourism,  
Tel: +91 832 2494208 Email: [deptgoatourism@gmail.com](mailto:deptgoatourism@gmail.com)
  
4. Shri. Arvind Khutkar  
O.S.D. to the Department of Tourism,  
Tel +91 832 2494206 Email: [deptgoatourism@gmail.com](mailto:deptgoatourism@gmail.com)
  
5. Shri. Brijesh Manerkar  
Dy. Director Tourism (Admn-II) & SLAO  
First Appellate Authority & Public Grievance officer  
Department of Tourism,  
Tel +91 832 2494223 Email: [deptgoatourism@gmail.com](mailto:deptgoatourism@gmail.com)