



G O A

CITIZEN'S CHARTER



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

Patto
PANAJI GOA – 403 001

Ph: 0832 – 2494200

Fax: 0832 – 2494227

E-mail : dir-tour.goa@nic.in / deptgoatourism@gmail.com

Website: <http://www.goatourism.gov.in>

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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 prominent 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 of 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, Water sports, Adventure Sports, 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 Additional 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, 4 Nos. Head Clerk, Dy. Director of Accounts, Assistant Accounts Officer, 2 Accountants, Statistical Officer, Statistical Assistant, etc., who are incharge of following sections:

1. ADMINISTRATION SECTION:

Administration Section is headed by Deputy Director (Admin), 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, New recruitment of staff, transfers, training of staff, vigilance cases, settlement of pension cases, pay fixation etc. also look after the matter like Right to Information act 2005, Public Grievances, swachh bharat abhiyan, Road Safety, sexual harassment, Implementation of Apprentices act 1961, Appointment of Nodal officer etc. maintenance of air conditioners, copier/cyclostyling machines, intercom system,

computer etc., Renovation of office premises, maintenance of vehicles, procurement and distribution of office stationery, furniture and weeding of files 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 2 Accountant all 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:

Dy. Director (Planning) is in charge of Planning Section. The section looks after implementation of tourism infrastructure & Developmental projects and formulation of various schemes/policies for betterment of tourist and locals.

Details of various initiatives currently being dealt by Planning Section are as below:-

- Planning of Schemes/ Projects, development of various properties owned by the Department.
- Implementation, completion and commissioning of schemes/projects planned.
- Issues connected with lands acquired by the Department.
- Removal of encroachments in Government acquired property.
- Implementation of Tourism Master Plan and Tourism Policy which have been prepared in the year 2020.
- Seeking Central Financial Assistance from the 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. Dy. 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 Deck-beds/Umbrellas for restaurant, Pvt. Shacks, Guest House & Hoteliers.
 - 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.
 - All matters relating to the Goa Tourist Places (Protection & Maintenance) Act, 2001.
- Services through GEL**
- Permission/Licenses for Shacks/Deck-beds on the Government Property on the identified beaches of North and South Goa as per the Policy.
 - Permission of Major Event through Single Window System
 - Permission for Minor Events through Single Window System (through online system).

5. INFORMATION SECTION:

Deputy 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, and the Tourist Map.
- Purchases other publicity material such as Books on Goa, 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 and Manohar International Airport Goa, Mopa.
- All advertisement / souvenir appeals, sponsorship proposals for administrative and financial concurrence of the Government are processed by Information Section.
- Celebrates State Festivals / Goa's traditional festivals namely Carnival Festival, Shigmo Festival. Besides, State Festivals Food and Cultural festival, Spirit of Goa, etc. are organized by this section through Empanelled Event Management Agencies.
- Welcome programmes are organized for the 1st charter flight arrival at Dabolim and Manohar International Airport Goa 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 27th September through this section.
- Also gives financial support to celebrate local Traditional Festivals like Sao Joao, Bonderem, Sangod, Narkasur etc.
- It also looks after work related to membership of PATA, TTAG etc.
- **State Festivals:**
 - 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.
 - 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 4th Saturday of August at Diwar Island.
- **Other Festivals:**
 - Food and Cultural festival is organized by Department of Tourism in the month of April / May.

6. NORTH ZONE OFFICE

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, 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. SOUTH ZONE OFFICE

For the convenience of the hotel and Travel Trade activities, the Department has set up Zonal office at Margao in South Goa which 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.

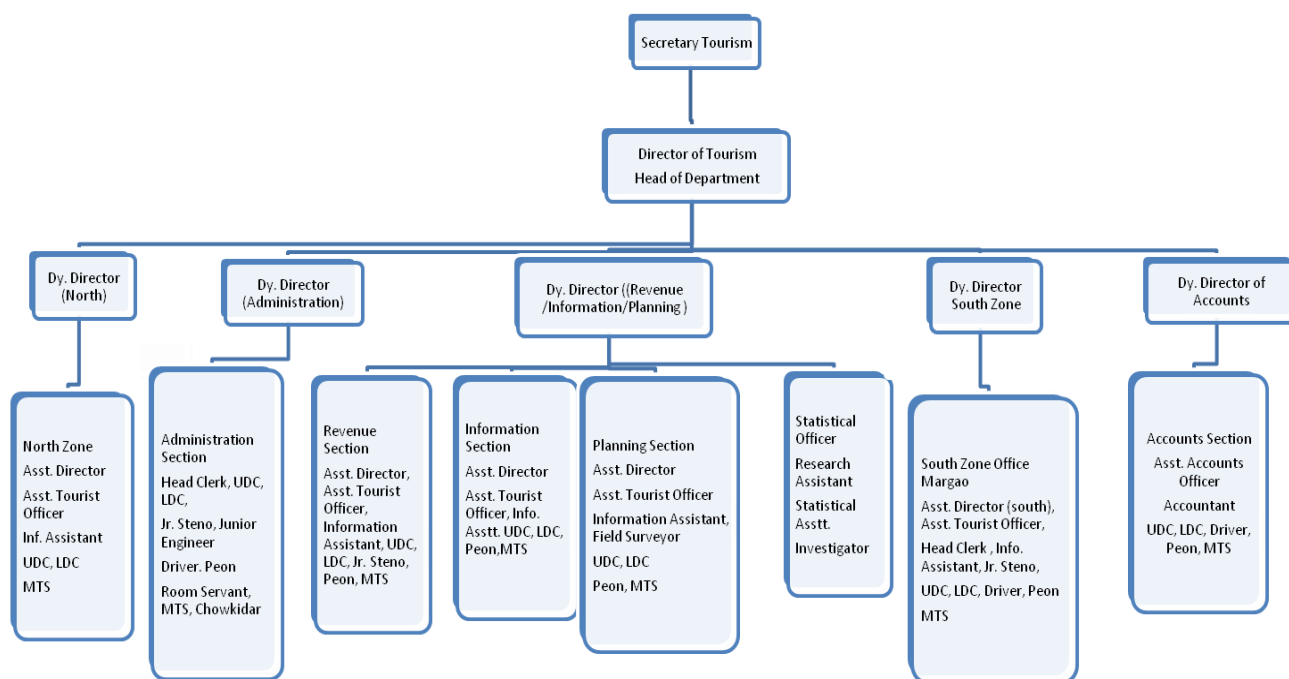
7. STATISCAL CELL:

The Statistical Officer is in charge of this Cell. The Statistical cell comprising of one Statistical Officer, one Research Assistant and two Investigator from the Directorate of Planning, Statistics & Evaluation deputed in this Department. The cell deals with the following statistical activities of the Department:

- Collection, scrutinisation, compilation and validation data of Domestic and Foreign Tourist visiting Goa through different modes and maintaining of DTVs and FTVs data taluka wise, District wise, Nationality wise etc. Dealt with publication of detailed Tourist Statistic data for the period of 5 years. Maintaining of data such as year wise, month wise, mode wise tourist arrivals in Goa.
- Collection, dissemination, processing, analysis of data and compilation related to Sustainable Development Goals (SDGs) – 2030.
- Preparation of achievement of the Department for submission to the Government of Goa, Government of India, Secretaries, Media, Website and Directorate of Planning, Statistics and Evaluation (DPSE) or any other Department.
- Preparation and submission of Monthly Expenditure of the department both for state schemes and central schemes. Dealt with monitoring of Central/ Centrally sponsored schemes and submission of Utilization certificate to DPSE, Porvorim for further necessary action.
- Monitoring of Newly proposed 18 projects under Nation First Policy and submission of monthly milestones of the same.

- Preparation of Governor's Monthly Progress Reports, Performance Budget, Administrative Report, Explanatory Memorandum, Economic Survey, Monthly Expenditure, Statistical Handbook, Socio Economic Indicator, Goa at Glance Material for Budget Speech, State assessment frame work etc. of the Department.

ORGANIZATIONAL CHART



ACTIVITIES OF THE DEPARTMENT

1. Policy Formulation
2. Development of infrastructure through GTDC / SPV
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, Adventure sports 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, 1982.
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.

10. **Goa Tourism Board**

As envisaged in the Tourism Policy 2020, Government has constituted a Goa Tourism Board (GTB) consisting of equal representation from Government and Tourism Industry Sector as an apex body for planning, policy making, strategizing, and overseeing the implementation of various tourism programs and initiatives in the State.

The GTB is chaired by Hon. Chief Minister, Goa with a Chief Executive Officer (CEO) as Member Secretary who shall manage the routine administration of GTB. The Department of Tourism and Goa Tourism Development Corporation (GTDC) will act as the implementing agencies for execution of policies and plans as decided by the Goa Tourism Board. The GTB is further assisted by 04 Empowered Committees consisted under it for undertaking specific functions such as infrastructure, marketing & PR, Regulation & Legislation and New Tourism Services.

The composition of Goa Tourism Board is as under:

Sr. No.	Name of the Officer/ Stakeholders	Designation
1.	Hon. Chief Minister	Chairman
2.	Hon. Tourism Minister	Co- Chairman

3.	Industry Nominee	Vice – Chairman
4.	Chairman - GTDC	Member
5.	Chief Secretary	Member
6.	Secretary (Tourism)	Member
7.	Director of Tourism	Member
8.	Managing Director, GTDC	Member
9.	Assistant Director, Union Ministry of Tourism- Goa Office	Member
10.	Shri Sujeet Kumar Dongre, Environmental Expert	Member
11.	Shri Jack Sukhija, President, TTAG	Member
12.	Shri Ralph D'Souza, Representative - GCCI	Member
13.	Shri Brajesh Kumar Upadhyay, Chairman - CII	Member
14.	Shri Sujit Bannerjee, Secretary General - WTTCII	Member
15.	Shri Ernest Dias, Subject Matter Expert (Tour, Travel and Charters)	Member
16.	Shri Parag Ajit Rangnekar, Subject Matter Expert (ECO – Tourism & Wildlife)	Member
17.	Shri Sanjeev Sardesai, Subject Matter Expert (Heritage & Culture)	Member
18.	Shri Mark Anthony Mendes, Subject Matter Expert (Cruise Liners & Marketing)	Member
19.	Chief Executive Officer	Member Secretary

The composition of 04 Empowered Committees is as under:

Empowered Committee for Land & Infrastructure

Sr. No.	Name of the Officer / Stakeholder	Designation
1.	Hon'ble Tourism Minister	Chairman
2.	IAS Secretary	Member
3.	Director of Tourism	Member
4.	, Managing Director, GTDC	Member
5.	Shri Gaurish M. Dhond (TTAG Member/ Hotelier & Entrepreneur)	Member
6.	Shri Ralph De Souza (GCCI Member)	Member
7.	Chief Executive Officer, GTB	Member Secretary

Empowered Committee for Marketing & Public Relations

Sr. No.	Name of the Officer / Stakeholder	Designation
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1.	Hon'ble Tourism Minister	Chairman
2.	Secretary(Tourism)	Member
3.	Director of Tourism	Member
4.	Managing Director, GTDC	Member
5.	Shri Sujit Banerjee, Secretary General, WTTCII	Member
6.	Shri Mahendra Jocelino Araujo Alvares Culture Expert	Member
7.	Shri Ernest Dias Tour & Travel Operations and Charters Expert	Member
8.	CEO of GMR Goa Aviation Expert	Member
9.	Shri V. Shanta kumar Industry Expert	Member
10.	Chief Executive Officer, GTB	Member Secretary

Empowered Committee for Regulation/Legislation/Licensing & Standards

Sr. No.	Name of the Officer/Stakeholders	Designation
1.	Secretary (Tourism)	Chairman
2.	Director of Tourism	Member
3.	Managing Director, GTDC	Member
4.	Shri Jack Sukhija (President - TTAG)	Member
5.	Shri Francisco Braganza (Legal/Industry Expert)	Member
6.	Shri Santosh Divkar, (President-Small & Medium Hotels Associations;	Member
7.	Shri Aakash Madgavkar (Boat Cruise & Hotels).	Member
8.	Chief Executive Officer, GTB	Member Secretary

Empowered Committee for New Tourism Services

Sr. No.	Name of the Officer/Stakeholders	Designation
1.	Hon'ble Tourism Minister	Chairman
2.	Secretary (Tourism)	Member
3.	Director of Tourism	Member
4.	Managing Director, GTDC	Member
5.	Shri Hemant Arondekar (Nautical Tourism)	Member
6.	Shri Atul Jadhav (CII Member)	Member
7.	Shri Vinay Albuquerque (Wellness Expert)	Member
8.	Shri Carlos De Sousa (CII Member)	Member
9.	Chief Executive Officer, GTB	Member Secretary

11. **Homestay and Bed & Breakfast Policy:** Department of Tourism, Govt. of Goa had notified the “Homestay and Bed and Breakfast Policy” on 14/12/2023 to standardize services to the tourists through homestays and Bed & Breakfast (B&Bs) and also to supplement the availability of accommodation options of the State. The policy is valid for 5 years.

The first 100 homestays and first 100 B&B establishments which are registered with the Department of Tourism, will be eligible for financial incentives. The primary focus of the policy is to promote tourism in the hinterlands of the State, hence, currently the fiscal incentives are applicable to Homestays and B&B's in Sattari, Dharbandora, Sanguem, Bicholim, Ponda, Quepem and Canacona Talukas only. The non-fiscal benefits are also specified in the policy for the homestay.

12. **Caravan Tourism Policy:** Department of Tourism, Govt. of Goa had formulated and notified Caravan Tourism Policy on 09/11/2023 to promote new tourism products. The primarily aims of the policy is to introduce, promote, and regulate caravan tourism in Goa which

is expected to provide flexibility in itineraries and adds a new dimension to tourism in Goa. The policy is aimed to promote tourism in remote areas of Goa, where there is shortage of decent and affordable accommodations or where a permanent construction may neither be permissible nor feasible. To encourage and promote caravan tourism in the State of Goa, financial incentives and other benefits are specifically in the policy to the 50 Caravan tour operators. The policy is valid for 3 years.

13. **Regenerative Tourism** : We launched Goa as a model of Regenerative Tourism with the Ekadasha Teertha campaign. This campaign positions Goa as the first and only state in India to launch Regenerative Tourism. Ekadasha Teertha brings together spirituality, culture, nationalism, indigeneity, and conscious tourism by connecting eleven spiritual centres of Goa.

Regenerative tourism in Goa aims to transform the tourism industry by implementing sustainable practices that not only minimize environmental impact but also contribute to the regeneration of natural and cultural resources.

The major goal of regenerative tourism are as under:

- To protect natural ecosystems
- To promote cultural heritage
- To foster socio- economic development
- To educate on sustainability
- To encourage collaboration
- To drive continuous research and innovation

14. **Helpline cum Call Centre:** The key objective of State Level Multilingual Tourism Information System (24x7 Helpline cum Call Centre) is to respond to the grievance of Tourists in case of emergencies for lodging of complaints or seeking information. The Helpline No. 1364 has been launched with an aim to provide uniformity across the nation and unrestricted accessibility to the Tourists for the purpose of registration of complaints and dissemination of information. It is operational in languages such as English, Konkani, Hindi and Marathi and involves the key

departments of Goa Police, Medical Emergencies, Fire and Emergency etc.

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

Sr. No.	Description	Form No.
1.	APPLICATION FORM FOR THE GRANT OF PERFORMANCE LICENSE FOR TOURISM EVENTS IN GOA.	
2.	APPLICATION FOR REGISTRATION OF TEMPORARY SHACK ON THE BEACHES OF GOA DURING THE TOURIST SEASON _____ [UPTO 31/5/_____]	
3.	APPLICATION FOR REGISTRATION OF NEW HOTEL OR OTHER ACCOMMODATIONS / RENEWAL OF EXISTING HOTEL OR OTHER ACCOMMODATIONS	Form – II
4.	APPLICATION FOR REGISTRATION OF NEW TRAVEL AGENCY AND TOUR OPERATOR / RENEWAL OF EXISTING TRAVEL AGENCY AND TOUR OPERATOR	FORM - III
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 -XXI
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	FORM XXII
9.	APPLICATION FOR GRANT OF LICENSE FOR ERECTION OF TEMPORARY HUTS/SHACK IN THE PRIVATE PROPERTY OF GOA DURING THE TOURIST SEASON _____ (upto 31/05/-_____)	FORM XVIII

10.	APPLICATION FOR REGISTRATION OF ONLINE TOURIST SERVICE PROVIDER/RENEWAL OF EXISTING ONLINE TOURIST SERVICE PROVIDER	FORM XVII
11.	APPLICATION FORM FOR REGISTRATION OF SPICE PLANTATION	FORM XX
12.	APPLICATION FOR REGISTRATION OF NEW HOMESTAY/RENEWAL OF EXISTING HOMESTAY/BED & BREAKFAST	FORM XXIII
13.	APPLICATION FOR REGISTRATION OF NEW ADVENTURE SPORTS ACTIVITIES/RENEWAL OF EXISTING ADVENTURE SPORTS ACTIVITIES	FORM XIX

TOURIST INFORMATION CENTRES

Government of Goa
Department of Tourism

2nd Floor, Paryatan Bhavan, Patto, Panaji.
Tel. 0832-2494200
Fax: 0832-2494227
E-mail: deptgoatourism@gmail.com / dir-tour.goa@nic.in
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, Goa Airport, Dabolim Tel. 2541644, 2542476**
- 3. Tourist Information Counter, Railway Station, Margao. Tel: 2702298.**
- 4. Tourist Information Counter, Shop No. 5, KTC Bus Stand, Panaji - Goa. Tel 2437430**
- 5. Tourist Infomration Counter, Manohar International Airport Goa, Mopa. Tel: 2499999**

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. Director of Tourism,
Department of Tourism,
Patto, Panaji – Goa.
Tel: + 91 832 2494204 Fax: 91 832 2494227
Email: dir-tour.goa@nic.in / deptgoatourism@gmail.com
Website: [http:// www.goatourism.org](http://www.goatourism.org)

2. Dy. Director Tourism (North) & Prescribed Authority,
Department of Tourism,
Tel: +91 832 2494208 Email: deptgoatourism@gmail.com
3. Dy. Director Tourism (South) & Prescribed Authority,
Department of Tourism,
Mathany Saldanha Administrative Complex, Margao.
Tel: +91 832 2794635
Email: deptgoatourismsouthzone@gmail.com

Right to Information Act, 2005

Sr. No.	Designation	Exercise under RTI Act, 2005
1.	Dy, Director of Tourism (Admin) Head Office, Panaji	First Appellate Authority, Department of Tourism
2.	Assistant Director of Tourism (Revenue)	Public Information Officer (North), Head Office
3.	Assistant Director of Tourism (South)	Public Information Officer (South), South Zone Office
4.	Assistant Tourist Officer (Information)	Assistant Public Information Officer (North)
5.	Assistant Tourist Officer (South) (Senior)	Assistant Public Information Officer (South)