

2022

DRAFT JETTY POLICY



**Goa Tourism
Development Corporation
Limited**

3rd Floor, Paryatan Bhavan, Patto-
Panaji, Goa – 403 001



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1. Definitions

GoG or Government	:	State Government of Goa
Committee	:	Jetty Management Committee (JMC)
COP	:	Captain of Ports, Government of Goa
DoT	:	Department of Tourism, Government of Goa
GEL	:	Goa Electronics Limited
JMC	:	Jetty Management Committee
GTDC Board	:	Apex Committee of Goa Tourism Development Corporation Limited chaired by Chairman of GTDC and comprising of Director (Department of Tourism), Managing Director GTDC and other Board of Directors.
Jetty or Jetties	:	Existing or upcoming jetties proposed by any Government Department in Goa, to be utilized for tourism purposes. The Jetty policy is not applicable to any jetties owned by private person(s) / entities.
Jetty Operator	:	As appointed by Jetty Owner / TEC for the purpose of construction and maintenance of Jetty Terminal building(s) and provision of Minimum Services at Jetty.
Jetty Owner	:	The owner of the Jetty, who is authorized to collect any revenues from the Jetty users and is responsible for providing them with bare minimum amenities such as ticket counters, waiting lounge, food court / restaurant, etc.
Jetty Terminal Building	:	A dedicated space for undertaking cruise / boat operations providing bare minimum amenities such as ticket counters, waiting lounge, food court / restaurant, etc. to the customers.
Lessees / Members	:	Cruise / boat operators who entered into a Memorandum of Understanding with the Jetty owner and possess a valid operational licence from the Jetty owner and Captain of Ports for mooring their vessels at Panaji in Goa.
TEC	:	Tender Evaluation Committee formed vide order no: 3/1102/IDIHHT(2)/2009/DT/P.F/3203 dated 11.12.2019.
TEC Board	:	Apex committee formed for the purpose of evaluation of any tenders related to Jetty / Jetty Terminal Building in the State, which is chaired by Secretary (Tourism) and comprising of members namely, Under Secretary (Finance department, Exp.), Director (Department of Tourism, Government of Goa), Managing Director (GTDC) and Chief Engineer GTDC (SPV).
Touch and Go Vessel Operators	:	All Cruise / boat operators who do not possess a mooring licence and utilize any jetty in Goa for loading / unloading of tourists.
Vessels	:	Means the Inland Vessels as defined in "The Inland Vessels (Amendment) Act, 2007".

2. Objective

2.1. The key objectives of this Policy are:

- a) Regulating the introduction and operations of any passenger cruise vessel for tourism purposes in Goa with the view of conserving the environment, streamlining the service offerings and securing economies of various existing vessel operators.
- b) Specifying clear and practical terms and conditions and their enforcement, in relation to the use of Government owned Jetties utilised for tourism purposes, existing and new / proposed, for the respective vessel operators.
- c) Specify the requirements and procedures, which all stakeholders involved in jetty-related activities must comply with, if they wish to install, operate or use services on any Government owned jetty being utilised for tourism and leisure activities in Goa, existing and new / proposed.
- d) Regulate Passenger Cruise Operations in Goa by creating fair business opportunity for all vessel operators.
- e) Ensure minimum standard basic services, safety and security, specify the industry standards, ensuring fair competition among plyers, transparency in ticket pricing and adherence to taxation by all operators at all jetties in Goa and implementation of single window system for all jetty users.

2.2. The Policy is applicable for all passenger cruise vessel operators. However, it excludes casinos, Personal Boats, barges, ferries and other transport vessels which do not cater to tourism and leisure segments.

2.3. Jetty Management Committee (JMC) shall not be the owner of any jetty in Goa.

2.4. The licensing authority for jetties in Goa vests with Captain of Ports (COP).

3. Background

- 3.1. The State is blessed with 104 Km of vast coastline and 255 Km of inland waterways, which is currently being utilized for material movement and public transportation purposes. While there is extensive potential for utilization of Goan waters for tourism purposes, the State is yet to achieve its full potential mainly due to lack of a unified jetty policy, development of suitable infrastructure like jetties, floating pontoons, jetty terminal buildings and other ancillary tourism infrastructure.
- 3.2. The Mandovi stretch near Panaji has multiple points of interest such as the cusp of River Mandovi, Miramar beach, Atal Setu, Reis Magos Fort, etc. and is very famous among tourists for evening boat cruises especially as a sunset point. The Mandovi stretch has five jetties viz. Department of Tourism, Government of Goa is the owner of Santa Monica Jetty at Panaji (15.500142, 73.836082) and Captain of Ports is the owner of four jetties located at Mandovi river at Panaji (15.501619, 73.828849), Britona (15.506543, 73.842533) Jetty at Betim (15.505802, 73.825585) and Jetty at Old Goa (15.505904, 73.911961). While Santa Monica Jetty is exclusively used for tourism purposes, the other four jetties belonging to Captain of Ports are utilized for mix purposes viz. barges for transport of ore / materials and evening boat cruises (tourism operations). The Mandovi stretch, covering three jetties, attracts over 10,00,000 people per annum (approximately 3000 people per day) as of 2019, for evening boat cruises.
- 3.3. GTDC, in the year 2012, had developed a single window ticketing system and brought four cruise operators including GTDC under one banner of “Goa Boat Cruises” operating from Santa Monica Jetty, for provision of better facilities and entertainment to customers and to discourage the touting business. Currently, the berthing space has been provided to 6 (six) Lessees operating 10 (ten) vessels with carrying capacity of approximately 4,153 persons operating from the Santa Monica Jetty. The details are as listed in *Annexure-I*.
- 3.4. In addition, Captain of Ports has provided Touch and Go berthing facility to numerous vessel operators with majority of vessels having a carry capacity of not more than 150 PAX from Captain of Ports jetty – Panaji. The details are listed in *Annexure-II*.
- 3.5. Apart from the above, various other small vessels are also plying in Mandovi river offering boat cruises, dolphin tours etc. to the tourists. The details are listed in *Annexure-III*.
- 3.6. In the year 2016, Santa Monica Jetty usage guidelines were approved vide cabinet order no. 3/1102/IDIHHT(2)/2014-DT/P.F./2461 dated 16.12.2016, which provides guidelines for usage of Santa Monica Jetty by various vessels and for outlining various aspects like common ticketing system, tariff and method of deciding on incremental rates, discounts / commissions on bulk bookings, permit on number of boats operated through Santa Monica jetty, queue system for operations, etc.
- 3.7. As part of the policy, a Jetty Management Committee has been constituted vide order no. 3/1102/IDIHHT (2)/2014-DT/P.F./2460 dated 16.12.2016, which is headed by the Principal Secretary (Tourism) and has the following officials as members:
 - a) Director – Department of Tourism, Government of Goa
 - b) Managing Director, Goa Tourism Development Corporation Limited (GTDC)
 - c) Captain of Ports, Government of Goa
 - d) One member nominated by the GTDC Board
 - e) Representative of Goa Boat Cruises Association

Since its creation, the Jetty Management Committee (JMC) has been responsible for supervising activities including resolving any conflicts among the Jetty Operators related to the Santa Monica Jetty, Panaji.

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- 3.8. As per the said usage guidelines, Santa Monica Jetty is supposed to act as a single entry and exit point for all tourist boats for Panaji area. However, the lack of unified jetty policy has created multiple pickup points in the stretch (like Captain of Ports, at Miramar and Near Forest Department) offering identical services related to tourism is creating chaos in the entire area leading to poaching of customers and increase in the culture of touts / commission agents. Moreover, there is duplication in efforts of various Vessel Operators for provision of similar types of basic amenities to their users leading to increase in their fixed operating expenses, thus making their business model unviable.
- 3.9. In lieu of the above situation, Jetty Management Committee during its 5th meeting held on 05.12.2019 recommended as follows:
- a) A unified jetty policy needs to be created covering operations of all the vessel operator using any jetty in Goa for tourism purposes.
 - b) The role of the Jetty Management Committee may be extended for supervising activities including resolving any conflicts among the Jetty owners and Vessel Operators related to tourism in Goa.
 - c) To avoid duplication of the operations by various vessel operators and for provision of better services to the customers, a Jetty Operator may be appointed for construction, operations and management of terminal building and provision of basic amenities to the Jetty users. The terminal building provides necessary common infrastructure such as ticket counters, waiting rooms / lounge, food courts / restaurant and other ancillary tourism activities.
 - d) The JMC envisages that the private participation will further enhance efficiency of jetty infrastructure, which in turn will enhance the tourism experience in the State. The approach endows the development of new jetties for tourism which shall not only benefit the tourism industry but also increase the connectivity by providing alternate means of travel. All jetties used for tourism to have the basic minimum services for the tourists as prescribed in the policy.

4. Jetty Management Committee and its Roles and Responsibilities

4.1. The scope and the mandate of the Jetty Policy and the JMC shall extend to all the jetties used for tourism purposes in the state of Goa. The Jetty Management Committee will be headed by Secretary Tourism and comprise of the following members:

- a) Director, Department of Tourism, Government of Goa - Member
- b) Managing Director, Goa Tourism Development Corporation Ltd. (GTDC) – Member Secretary
- c) Captain of Ports, Government of Goa - Member
- d) 2 (two) nominated active members from the Goa Boat Cruises Association - Member
- e) SP, Coastal Police – Member
- f) River Navigation Department (RND), Government of Goa - Member

4.2. In addition to the roles and responsibilities already handled by JMC, as specified in the approved Santa Monica Jetty usage guidelines vide government order no. 3/1102/IDIHHT(2)/2014-DT/P.F./2461 dated 16.12.2016 and as mentioned in clause 3.7 above, the extended role of the Jetty Management Committee will be as follows:

a) Existing Vessels or Jetties in Goa for Tourism Purposes

1. JMC will be responsible evolving a methodology and establishing procedures for identifying carrying capacity of any river in Goa thereby regulating the number of vessels including their capacities that may be allowed to operate from such location including freezing of capacities. No permission for construction of new passenger cruise vessel shall be accorded by Captain of Ports until a NOC has been issued by the JMC.
2. Mandatory Registration of all existing vessel operators that are using their vessels for tourism purposes with Captain of Ports, Department of Commercial Taxes for GST registration, Goa State Pollution Control Board (GSPCB) and Department of Tourism.
3. Recommendation on the tourism-centric upgradation of any existing jetty in Goa so as to provide standardized service offerings to tourists (at least basic services).
4. Standardization of operations of all vessels operating in Goa in the areas of ticketing, taxation, etc. by enforcing single window ticketing system.
5. Enforce the guidelines including safety standards (as prescribed by COP) across all vessels and jetties for tourism purposes.
6. To regulate pricing of tickets and enforcing deduction of relevant taxes payable to the Government for all the vessels conducting boat cruises in Goa through the single window ticket counter.
7. Organizing meetings and resolving conflicts between any stakeholders including enforcement of the present Jetty Policy guidelines by all concerned stakeholders and to decide suitable action on any violation committed by them.

b) New / proposed Vessels or Jetties in Goa for Tourism Purposes

1. The JMC will advise the State Government as regards need to construct additional jetties under Central / State Government schemes.
2. Recommendation on development of any new tourism-centric jetty in Goa along with ancillary tourism activities.

c) Ensuring provision of basic amenities at all Jetties utilized for Tourism Purposes

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1. Appointment of operator(s) for undertaking Operation and Maintenance of all jetties to be utilised for tourism and leisure activities in Goa.
 2. Ensuring that all the Jetty owners provide bare minimum facilities within their jetty premises such as ticket counters, waiting areas, café / food court / restaurant, etc. which will provide convenience to the users and enhance their overall experience.

d) Other roles and responsibilities

1. Recommendation of activities to the relevant authorities or undertaking through private parties, including dredging, creation of floating pontoons, floating concrete, etc. for the purpose of safety and convenience of tourists.
 2. To undertake independent activities like carrying capacity study, marketing strategy, IT implementation, etc. and enforce the results for improvement of overall tourism in the State
 3. Review of demand for water-based tourism activities across Goa and take suitable actions for improvement of the same.
 4. Recommending on any additions / modifications to the guidelines document to the State Government.
 5. Any other matter pertaining to the smooth functioning of water-based tourism activities in Goa.
- 4.3. The Jetty Management Committee shall meet at least four times in a year i.e. once in every quarter or more, in order to review and assess the smooth functioning of the Jetties. The gap between such meetings shall not exceed 90 days. The valid quorum for the meeting shall be 50% of the strength of the Committee.

5. Detailed Roles and Responsibilities of JMC

5.1. Carrying capacity of rivers

- 5.1.1. JMC will be responsible for identifying carrying capacity of any river in Goa thereby regulating the number of vessels including their capacities that may be allowed to operate from such location including freezing of capacities.
- 5.1.2. JMC will undertake critical review and recommendation for the carrying capacity of rivers by taking into consideration various technical and economic factors such as:
- existing numbers of vessel operators at specific location / river;
 - existing demand for such kind of tourism-centric services from customers in the region;
 - length of navigation channel and safe distance between two vessels;
 - quality of marine life and possible obstructions to the scenic beauty, etc.
 - beautification, segregation and allotment of different jetties to vessels based on passenger capacity, dimensions, and make of the vessels to avoid unfair competition.
- 5.1.3. While Captain of Ports will register the Vessels engaging in tourism activities, the permission for the construction of new vessels will be given only after JMC will provide its NOC to Captain of Ports for permitting any vessel to be used SPECIFICALLY for Tourism activities prior to the construction of any vessel, existing or new, to be utilized for tourism purposes across Goan waters based on their carrying capacities, designated permanent or Touch and Go jetty and area of operation, docking, etc.
- 5.1.4. JMC, if needed, may freeze the introduction of new vessels based on the measurement of the carrying capacity of any Goan River. During such freeze period of any specific Goan River(s), Captain of Ports shall;
- Halt registering any new vessels for tourism purpose including issuance of mooring licences, till JMC advises to lift the freezing of capacities.
 - NOT issue any mooring licence / permissions to any Vessels including new licences or re-issuance of existing mooring licences, as the case may be, to ply in such specific River(s).
- 5.1.5. Under this Policy, JMC shall not allow the following for any vessel with regard to tourism related activity / services:
- Transfer of Registration number of any old vessel which was never used for any tourism related activities for construction of a new vessel for tourism purpose.
 - Increase of passenger capacity, Modification and refurbishment of any vessel by changing its dimensions, passenger capacity, GA Plan EXCLUDING Machinery replacement or modification with regard to the safety of the passengers or to abide with any prevention of pollution norms.
 - Utilization of any vessel for tourism related activity which has been primarily constructed for a different purpose. Hence no barges, fishing trawlers, dredgers, etc. shall be allowed to operate for tourism related activity.
 - All feeder vessels in operation with Casinos or for transportation purpose.
 - Construction of new private yacht or vessel unless the owner has their own private jetty.

5.2. Minimum Services at Jetty



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- 5.2.1. Every Jetty owner should ensure that the following minimum services are provided within their Jetty premises:
- a) Provision of Ticket Counters. The said counter should use the single window ticketing system with online tax deduction and will be manned by GEL.
 - b) Frisking of all passengers and luggage.
 - c) Provide access control system and surveillance systems.
 - d) Berthing facility to be provided for the vessels that permanently operate from the respective jetty. The said berthing facilities ideally should not obstruct the operational areas of the Jetty, which will be utilized by all the vessels, including touch and go vessels .
 - e) A well designated waiting area and sitting area for the users with a capacity equivalent to the carry capacity of the vessels berthed at the Jetty and separate waiting areas for VIPs and guests for private parties and boat charters. (Optional for floating jetties or pontoons)
 - f) Food and Beverage Services at the jetty for the users. (Optional for floating jetties or pontoons)
 - g) Availability of clean drinking water free of cost to the users of the jetty (Optional for floating jetties or pontoons)
 - h) Public Conveniences such as clean and well-maintained toilets, well - equipped first aid room, etc. (Optional for floating jetties or pontoons)
 - i) Mandatory safety norms as prescribed by Captain of Ports and enforced from time to time by JMC.
 - j) Ensure sufficient shore lighting facility with a shore connection box whereby all vessels with permanent valid berthing licence docking at the jetty at the same given time during idle hours (when vessels are not plying) can be given minimum 50% of the total load in each vessel or a total of 400 kVa at any given time.
 - k) Must ensure that the Jetty is well illuminated at all times.
 - l) Must ensure that the boundaries of the Jetty are provided with railings to ensure safety of all passengers.
 - m) Must ensure adequate arrangement for embarking and disembarking of passengers to different vessels from the jetty during different tides.
 - n) Storage room and office space for the staff of vessel operators that permanently operate from the respective jetty
 - o) Must ensure firefighting and lifesaving equipment at the jetty.
 - p) Must ensure piping for safe movement of water and fuel for vessel operators.
 - q) Must ensure garbage collection facilities with segregation so that the segregated waste can be handed to the respective municipality / corporation / panchayat presiding at the jetty location.
- 5.2.2. Depending on scale of operations and footfalls on any Jetty, the Jetty owner may choose to design and construct a terminal building, either by themselves or through a competent third party, which conforms to the extant Coastal Regulation Zone (CRZ) norms and building bylaws of State Government and as approved by JMC. The said terminal building can be constructed using any building material that is permitted under the CRZ norms, while considering the load factor on the Jetty.
- 5.2.3. The Jetty owner may engage an operator for operations and maintenance of the developed Jetty and the minimum services mentioned in clause 5.2.

5.3. Fixing of Tariff for 1-hour Boat Cruises

5.3.1. Sale of tickets only through Single window ticketing system

- a) Goa Electronic Limited has introduced a “Single-window ticketing system”, a computerized system, for sale of any tickets for tourism-centric activities, that are currently offered or that may be proposed at a later date by various Vessel Operators.
 - To ensure uniform ticketing system, GEL has already completed the development of the system for sale of tickets for 1-hour Boat Cruises.
 - GEL will increase the horizon of the said software to include any kind of theme-based tours, existing or proposed, of various Vessel operators too.
- b) The Vessel Operators need to mandatorily and exclusively sell their tickets, for any tourism-centric activities, through this system only. The procedure will discourage touts / Commission agents business, provide level-playing field for all vessel operators providing similar services, and enhance transparency in the system.
- c) Apart from Annual Maintenance of the Software, GEL will also manage the ticket counters at various Jetties being utilised for tourism and leisure activities, existing and proposed, which will ensure proper enforcement of tax regulation and induce the practice of disclosing the actual ticket sales by all vessel operators across all the jetties.
- d) JMC will have the authority to approve the tariff of any tourism-centric activities, as provided / proposed by the Vessel Operators:
 1. **For 1-hour Boat Cruises:**
 - The current tariff for 1-hour boat cruises operating from Santa Monica Jetty is INR 500 (Rupees Five Hundred only) per person, which is inclusive of GST. Any Vessel Operator offering similar boat cruises from any Goan waters will also offer their services at same rate.
 - JMC may also determine the tariff of such boat cruises from time to time, depending on various factors such as demand for such service from customers and extant average operating expenditure for provisioning of the services.
 - The rate / tariff fixed by JMC will be binding on all the Vessel Operators.
 2. **For theme-based tours:**
 - The Vessel Operators are encouraged to organize theme-based tours that promotes tourism and elevates the image of Goa as a destination for offering water-based tourism activities.
 - The itinerary / services offered cannot be similar to the ones offered by the 1-hour Boat Cruises.
 - The duration of such themed based cruise should be minimum of 2 hours.
 - The Vessel Operators will be free to determine the price of such theme-based tours, however, they would need to obtain a prior approval from JMC for such tariff.

5.3.2. Bulk bookings through Commission agents

- a) JMC is strictly against the practice of involvement of any unregistered commission agents / touts for sale of tickets for tourism-centric activities by any Vessel operators.
- b) Although vessel operators are encouraged not to depend on commission agents / touts,

intermediaries such as hotel, OTAs / booking portals, travel agencies, etc. may be allowed to purchase tickets on a bulk basis, at retail price.

- c) All agents, marketing and sales agents, etc. will have to be registered with the Department of Tourism and enlisted on GEL software prior to engaging in sale of tickets.
 - 1. In order to keep a track on the commissions offered by various Vessel Operators to the agents, it is mandatory for all the commission agents to register with the GEL software, as part of single window ticketing system.
 - 2. The commission agents shall only include institutional clients and all the agents should register at the respective jetty, so as to receive the earned commission via GEL software (Single window ticketing system), which shall be mandatorily opted by all the Jetty owners. Any vessel operator found to be violating the terms will face suitable disciplinary action taken by Jetty Management Committee.
 - 3. All institutions / intermediaries should be registered with the single window ticketing system by providing their KYC documents such as GST registration, PAN card, Certificate of Incorporation, etc. Such bulk booking transactions also should occur exclusively through the single window system, for efficient tracking of the same
- d) Permissible Commissions / Discounts shall not exceed more than 15% of the tickets for walk-in customers and 20% for bulk booking above 50 tickets.
- e) All vessel operators will have the freedom to grant 50 complimentary tickets per month provided that the GST and any other tax or fee related to the tickets will have to be paid to the government and shall be borne by the vessel operator.

5.4. Expenditure Chart to Vessel Operators

A. Applicable to all Vessel Operators with valid Permanent Berthing/Mooring Licence in Goa

5.4.1. Statutory charges to COP

- a) For introduction of any Vessel for tourism-centric operations, any Vessel Operator needs to register their Vessel(s) with Captain of Ports, Government of Goa.
- b) Captain of Ports will determine and collect the statutory charges for registration of the Vessel (based on its type, GRT and capacity) including any subsequent renewals.
- c) In addition, Captain of Ports will collect tonnage fee (on-time charges) and port dues (paid on annual basis) which is determined based on GRT of the vessel.

5.4.2. Mooring Licence Fee

- a) Captain of Ports is responsible for awarding the mooring licence (also referred as Annual Licence Fee by COP) to various Vessel Operators for plying and mooring of the Vessel in Goan waters, as per utilization and GRT of the Vessel and after certifying the Vessel's fitment by following the necessary Standard Operating Procedures (SOPs) including their renewal.
- b) All statutory charges related to issuance of mooring licence and its renewal charges will be collected by Captain of Ports.

5.4.3. Berthing Charges

- a) Berthing licence of Vessels, intended for utilizing it for tourism purposes, on any Jetty in Goa will be granted to vessel operators by the Jetty Owner, through auctioning of berthing licences, which shall be allowed to berth or double bank free of charge. The Jetty Owner is required to invite

bids from the open market through Government bidding process for allotment of berthing licence. JMC will decide on the legitimacy of vessel operators and will accord permanent membership to only those vessel operators / owners who have won the berthing licence through bidding process. First preference of berthing space will be given to vessel owners who have won the berthing space through an auction or bidding process. Auction or bidding for permanent berthing licence for any berthing slot designated for vessel operating for a TOURISM RELATED SERVICE shall go through GTDC and bidding for permanent berthing licence for any berthing slot designated for vessel operating for an ACTIVITY / SERVICE OTHER THAN TOURISM shall go through Captain of Ports.

- b) Berthing fee are to be paid to the Jetty owner on monthly basis as per the terms of the auction or tender. The fee is to be paid as per revenue sharing or fixed committed revenue whichever is higher or as per the terms and conditions in the Auction/tender. The following applicable rates for all vessels given a permanent berthing licence without any specific revenue sharing or fixed committed revenue model (The rates will be halved for vessels berthing for 30 mins or less and full rates will be applicable for vessels occupying the jetty for more than 30 mins):

Vessel Carrying Capacity	Hourly Charges (in Rs.)
Up to 200 Pax	Rs. 1,000 per hour
201-400 Pax	Rs. 2,000 per hour
Above 400 Pax	Rs. 3,000 per hour

5.4.4. Vessel replacement

- a) The Vessel operators shall be permitted to replace their existing vessel(s) with a new vessel(s), subject to the following terms:
- **Vessel(s) whose existing capacity is below 100 PAX:** The dimensions (width and length) and capacity (number of PAX) of the new vessel shall not be more than that of the existing vessel.
 - **Vessels whose existing capacity is over 100 PAX:** The width and length of the vessel shall not be more than 15 m. and 45 m. respectively, and capacity of the vessel shall not be more than 600 PAX.

5.4.5. Transfer fee

- a) Berthing licence applies to a specific vessel operator only and is not transferrable unless permitted by the Jetty Management Committee. If any vessel operator intends to transfer its berthing licence to a new owner, the same needs a written permission from the Committee. For information regarding the transfer of a berthing licence, please contact the Jetty Management Committee, Panaji, Goa - 403001.
- b) In the case of replacement of any vessel with a valid berthing licence at any specific jetty, each vessel operator will have to pay to the Jetty owner, a transfer fee of INR 20,00,000/- (Rupees Twenty Lakh only) as and when a registered vessel is replaced with a new approved vessel. The fee is utilized for re-registration of the new vessel at the allotted slot.
- c) JMC may review the said transfer fee from time to time, and the same will be binding on all the Vessel Operators and the Jetty owners. JMC will have the discretion of revising or waiving off of the said transfer fee, on case to case basis, after hearing the case from the concerned Vessel Operator and the Jetty owner.

5.4.6. Summary of charges for Vessel Operators with valid berthing licence

S.NO.	Type of Fees	Receiver of the Fees	Fees Details	Reason for Charge of the Fees
1	Statutory Fees to COP	Captain of Ports	Registration fee, port dues, Tonnage fees (determined as per the GRT of vessel)	Registration fee and tonnage fee are one-time statutory fees. Port dues are payable on annual basis
2	Mooring Licence Fees	Captain of Ports	As per utilization and GRT of the Vessel	Statutory fees paid annually towards licence for plying and mooring of the vessel in Goan waters
3	Berthing Licence Fees	Owner of the respective jetties	Revenue sharing or fixed committed revenue between jetty owner and vessel operator (As per clause 5.4.3).	Annual fees paid towards securing berthing facility for a Vessel(s) at any specific Jetty
4	Transfer Fees	Owner of the respective jetties	INR 20 Lakh	One-time fees paid towards replacement of an old vessel, with a valid berthing licence, with a new vessel.

B. Applicable to all Touch & Go vessel operators utilizing the jetty

5.4.7. Jetty Usage Charges (also referred as Wharfage charges)

- a) Jetties and floating pontoons shall be used for the purpose of “touch and go” for all vessels, besides vessels possessing a valid berthing licence (existing or won through auction or bidding process).
- All vessels without berthing licence at any specific Jetty will be treated as “touch and go” vessel specific to such Jetty, existing or proposed.
 - Any Vessel operating out of floating pontoons also will be considered as “touch and go” vessels.
 - Such touch and go vessels will spend, not more than 30 (thirty) minutes per vessel for undertaking activities such as loading and unloading of passengers and a maximum of another 30 (thirty) minutes for any basic running maintenance required for operations i.e. total permissible time for every vessel is 60 (sixty) minutes.
- b) The fee to be paid is as per the following applicable rates (the rates will be halved for vessels berthing for less than 30 minutes and full rates will be applicable for vessels occupying the jetty for 30 – 60 mins):

Vessel Carrying Capacity	Hourly Charges (in Rs.)
Up to 200 Pax	Rs. 1,000 per hour
201-400 Pax	Rs. 2,000 per hour
Above 400 Pax	Rs. 3,000 per hour

- c) JMC may revise the said usage charges depending on type of facilities (apart from mandatory services) provided by the Jetty owner on any Jetty from time to time and the date of applicability of the charges will be determined by the JMC.
- d) If any Vessel, other than the vessels possessing valid berthing licence at any specific jetty, spends more than 60 (sixty) minutes time at the Jetty, the vessel needs to pay the following additional docking charges (apart from usage charges as specified above) to the respective Jetty owner:

Vessel Carrying Capacity	Hourly Charges (in Rs.)
Up to 200 Pax	Rs. 1,000 per hour
201-400 Pax	Rs. 2,000 per hour
Above 400 Pax	Rs. 3,000 per hour

C. Applicable to all vessel operators utilizing the jetty

5.4.8. Charges paid to the Jetty Operator

- a) JMC allows a fixed commission of 5% of ticket price to the jetty owner or jetty operator, as the case may be, (over and above the jetty usage charges) from all the vessel operators operating from the jetty and all touch and go operators the use the jetty for the purpose of consolidating and providing various services such as:
1. Minimum Services to be provided at Jetty as specified at clause 5.2.1.
 2. Operate and Maintain the Jetty Terminal Building including managing the ticket counters, and undertaking commercial activities, either by itself or through competent third parties.
 3. Provision of mandatory facilities like waiting area for passengers in Jetty Terminal Building, provision of public conveniences, dust bins (in and around the terminal building), solid waste management, ample street lighting near terminal building, seating arrangement in landscaped areas, and first-aid facilities.
 4. Management and monitoring of CCTV cameras of entire area for effective surveillance
 5. To professionally operate various permissible activities within Terminal Building by itself or through a third-party by sub-letting the Terminal Building premises.
 6. The Jetty Operator may utilize the high visibility areas for the purpose of advertising. The Jetty Operator is required to reserve 15% of total advertising area to JMC or any' Government Department or Jetty owner for advertising purposes.
 7. Any other services as mutual agreement the Jetty owner or as prescribed by JMC from time to time
- b) The said fixed commission amount shall be escalated at the rate of 10%, once in every 3 years.
OR

JMC may revise the commission amount from time to time, depending on various factors such as level of provision of services by Jetty Operator and its impact on overall footfalls to the Jetty.



5.4.9. GEL charges

- a) It is mandatory for all the vessel operators and touch and go vessels to sell their tickets, including bulk sales, through the single window ticketing system developed by the GEL. The software shall be constantly upgraded or new software / technologies might be introduced as per the recommendations of JMC.
- b) All the Vessel Operators and the touch and go vessels should pay 2% of ticket price to GEL for providing their services and thus enabling technology and ensuring smooth operations as per the roles and responsibilities specified in clause 7.

5.4.10. Commissions paid to Registered Agents

- a) Please refer to clause 5.3.2.

5.4.11. Other Charges to Government

- a) Each vessel operator shall operate independently and shall be assessed for and pay the statutory taxes and duties like GST, Captain of Ports dues, Income Tax and all other liabilities, etc. separately on their own as an independent access / identity.
- b) Tax evasion by any Vessel Operator, by wrongly portraying their actual sales in whatsoever manner, will be a serious offence and JMC will take strict action against such Vessel Operators, including touch and go vessels.

5.4.12. Summary of charges for conducting tourism-centric Operations by Vessel Operators

S.No.	Type of Fees	Receiver of the Fees	Fees Details	Reason for Charge of the Fees
1	Jetty Usage charges / wharfage charges (incl. operators with permanent berthing licences)	Owners of the respective Jetties	<p>Rates applicable for vessels occupying the jetty for 30 – 60 mins:</p> <ul style="list-style-type: none"> • Up to 200 Pax Rs. 1,000 per hour • 201-400 Pax Rs. 2,000 per hour • Above 400 Pax Rs. 3,000 per hour <p>Additional charges applicable for vessels occupying the jetty for more than 60 mins:</p> <ul style="list-style-type: none"> • Up to 200 Pax Rs. 1,000 per 	For conducting business operations



			hour • 201-400 Pax Rs. 2,000 per hour • Above 400 Pax Rs. 3,000 per hour	
2	Jetty Operator Charges	Jetty Operator	5% of the ticket price	Providing common services at the jetty as per the policy guidelines
3	GEL Charges	GEL	2% of the ticket price	For providing software, technology support and managing ticket counters at the jetty
4	Commissions to registered agents	Registered Agents	As per clause 5.3.2	For bulk bookings only
5	Government Charges	Government	As per extant Government rates	Statutory charges like GST, Income tax etc. paid to the Government.



6. Roles and responsibilities of Captain of Ports (COP)

6.1. Registration of vessels

- a) Captain of Ports will act as a statutory authority for registration of any vessel in Goa including but not limited to Vessels of all types and purposes, barges, yachts, container ships, transport vessels, etc.
- b) It also needs to ensure that the deployment of the vessel for tourism and leisure purposes in Goan waters is approved by Jetty Management Committee or else the registration cannot be completed.
- c) COP is to co-ordinate with the Jetty Management Committee to decide on the temporary freezing of any new registration of vessels.
- d) The registration of any vessel to be utilised for tourism and leisure activities requires NOC from Jetty Management Committee. Therefore, for a new vessel the said NOC should be taken by the vessel operator prior to the commencement of its construction.

6.2. Award of Mooring licence

- a) Captain of Ports is responsible for awarding the mooring licence to various Vessel Operators for plying in Goan waters for tourism and leisure activities, after certifying the Vessel's fitment by following the necessary Standard Operating Procedures (SOPs).
- b) In addition, Captain of Ports is responsible for renewal of mooring licence of various registered Vessels after conducting necessary audits.
- c) COP is to co-ordinate with the Jetty Management Committee to decide on the temporary freezing of issuance / renewal of any mooring licences.

6.3. Prescribing Safety Standards

- a) Captain of Ports shall enlist safety guidelines to be complied by all the Jetties / Jetty owners / Jetty Operators, Vessel Operators and Touch and Go vessels in Goa, which shall be enforced by the Jetty Management Committee. Any revision in the guidelines shall be made by Captain of Ports from time to time.

6.4. Tracking of vessels

- a) All Vessels, existing and new / proposed, shall be equipped with suitable tracking technologies to ensure their tracking by the Captain of Ports and to facilitate smooth and efficient operations of Boat Cruises.

6.5. Imposition of Fines

- a) Captain of Ports, being a statutory authority, can impose fines on the Vessel Operators for any non-compliance to any of the guidelines and policies applicable to them. COP will list down the structure and amount of fine and its applicability and COP also has the right to amend the structure and amount of the fines applicable to the vessel operators from time to time.



7. Roles and responsibilities of Goa Electronics Limited (GEL)

7.1. Software Development

- a) The GEL is required to develop the software for conducting operations at all the jetties and thereby its operations and maintenance and renewal of all the licenced software as required.
- b) The software shall cover sale of tickets for any tourism-centric activities undertaken by the Vessel Operators through single window ticketing system. The software shall also include commission management system for bulk bookings (clause 5.3.2), deduction of GST (clause 6.4.11) as mentioned on each ticket and deduction of charges as mentioned in clause 5.4.6 and 5.4.12.
- c) All the online and on the spot tickets shall be purchased via this software only.
- d) The software shall be constantly upgraded or new technologies may be introduced as per the recommendations of JMC.

7.2. Operations of the developed software and management of bookings

- a) GEL is required to provide adequate operations and annual maintenance services of the developed software.
- b) GEL should deploy adequate staff at various ticket counters for managing the bookings and accounting the actual number of sales made by every Vessel Operator, including touch and go vessels. In this regard, GEL in coordination with Jetty owner or the jetty operator or both, as the case may be, shall develop and deploy access control systems to cap the number of tickets sold as per capacity of the Vessel
- c) GEL should enable online booking of the services, Search Engine Optimization (SEO) services, website management, developing any new-age tools like mobile applications, call center support etc. to ensure that the services reach to world-wide users and bookings can be completely made online.
- d) Apart from vessel crew members and passengers boarding the vessels, any person intending to enter the Jetty premises will have to buy a Jetty ticket of Rs. 30 per hour to maintain order and facilitate smooth Jetty and Boat operations. GEL should make provision for selling such jetty tickets too.
- e) GEL is required to provide printing of ticket counterfoils.
- f) Crew members and entertainment staff of all Vessels will be issued 3 monthly renewable gate-pass with a punching mechanism, as developed by GEL, for entering and exiting the Jetty premises.
- g) Staff of catering, event company who are coming for special boat charters to be issued special 2 day passes by GEL for the specific dates, for the purposes of entering and exiting the jetty premises.

7.3. Service Dashboard and Automated Notifications

- a) GEL should prepare a dashboard for various stakeholders like Vessel Operators, Jetty Owners / Jetty Operator, COP and JMC related to carrying capacity of rivers, existing vessels, new registrations, tourist footfalls, actual sales, upcoming renewal of mooring licences, expiry of any licences / registration, violations etc.
- a) GEL shall register the commission agents for transparent calculation of actual sales, commissions paid etc. to be paid by the vessel operators. The software is to provide essential updates such as validity of licence, as notifications to the registered users.



7.4. Procedure for Revenue Realization

- a) GEL shall ensure that revenue realization and settlement between various parties, as stated in clause 5.4.6. and 5.4.12., is done online through single window ticketing system and in seamless manner.

8. Roles and responsibilities of Jetty Owners / Jetty Operators

8.1. Provision of Bare Minimum Facilities

- a) All Jetty owners / jetty operators are required to provide bare minimum facilities for convenience of users as specified in the clause 5.2., either by themselves or through competent private parties.

8.2. Maintenance of Jetty, Vessel operational areas and Berthing spaces

- a) The Jetty Owner / Jetty Operator is required to ensure proper maintenance of the Jetty including its repairs at all times, either by itself or through Jetty operator or competent third parties.
- b) The Jetty Owner / Jetty Operator is advised to maintain a Jetty Management Fund, which can be utilized for undertaking regular repair / maintenance works and major civil works, in the future. While no extra contribution will be made by tenants or any Vessel Operators for such Jetty Management Fund, the Jetty owner / Jetty Operator may build the said corpus through its own sources including regular revenue streams such as Berthing Licence Fees, Jetty Usage charges, and Transfer Fees as explained in clauses 5.4.3, 5.4.4. and 5.4.7.
- c) The Jetty Owner / Jetty Operator will be responsible for payment of necessary taxes to statutory authorities in the capacity of owner of the Jetty, including its insurance and depreciation.

8.3. Ensuring Strict adherence to the policy guidelines and safety norms

- a) All Jetty owners / Jetty Operator need to ensure that their tenants (Vessel Operators with valid berthing licence) and touch and go vessels from their Jetty adheres to these Jetty policy guidelines and safety norms prescribed by COP at all times.
- b) If the Jetty owner / Jetty Operator observes any violation in the policy guidelines or safety norms by any party within the Jetty premises, the same needs to be brought to the notice of JMC or COP, as the case may be, within 7 days in writing. JMC or COP will take necessary action against such violators.

8.4. Maintenance Obligations

- a) Jetty Owner / Jetty Operator, as the case may be, should ensure the following:
 - Must keep the berthing spaces and the concerned jetty(s) clean and tidy and in good order by undertaking proper repairs and maintenance, as required.
 - Is responsible for structural maintenance, replacement or repair of the jetty (unless damage has been caused by the Vessel Operator).
 - Must notify the JMC of any maintenance issues or damage.
 - Must not make additions to, or conduct works on, the concerned jetty without the consent of JMC and other relevant authorities such as Captain of Ports.
 - Responsible for the installation, maintenance, repair and removal of any additions to the concerned jetty.
 - Responsible for maintaining water depth and draft necessary for berthing of a Vessel. The Jetty owner or Jetty Operator must obtain JMC's prior written approval before dredging beneath the existing berthing spaces or for creation of new berthing spaces including floating pontoons.
 - Must take out liability insurance for the concerned jetty and berthing spaces.
 - Must ensure sufficient shore lighting facility with a shore connection box whereby all vessels



with permanent valid berthing licence docking at the jetty at the same given time during idle hours (when vessels are not plying) can be given minimum 50% of the total load in each vessel or a total of 400 kVa at any given time.

- Must ensure that the jetty is well illuminated at all times.
- Must ensure that the boundaries of the jetty is provided with railings to ensure safety of all passengers.
- Must ensure adequate arrangement for embarking and disembarking of passengers to different vessels from the jetty during different tides.
- Storage room and office space for the staff of vessel operators that permanently operate from the respective jetty
- Must ensure fire fighting and life saving equipment at the jetty.
- Must ensure piping for safe movement of water and fuel for vessel operators.
- Must ensure garbage collection facilities with segregation so that the segregated waste can be handed to the respective municipality / corporation / panchayat presiding at the jetty location.

8.5. Jetty access

- a) The Jetty owner / Jetty operator, Vessel Operators and Touch and Go vessel operators should comply with all requirements specified by JMC from time to time and must not:
- Do anything that is, or may be, dangerous or offensive or that may interfere with Jetty owner / Jetty operator or Vessel Operator's or Touch and Go vessel operators operations;
 - Obstruct the Jetty access at any time;
 - Use the Jetty access for any purpose other than access for the 'permitted purpose' without written approval of JMC;
 - Permit the Jetty access to become contaminated or polluted;
 - Place any activity near the Jetty access without written approval of JMC.
 - Apart from vessel crew members, entertainment staff and passengers boarding the vessels, any person intending to enter the Jetty premises will have to buy a Jetty ticket of Rs. 30 per hour to maintain order and facilitate smooth Jetty and Boat operations.
 - Crew members and entertainment staff of all Vessels will be issued 3 monthly renewable gate-pass with a punching mechanism for entering and exiting the Jetty premises. All passengers and personnel including crew, agents, officials (Government and non – Government) will be frisked thoroughly and will follow the PSC guidelines and the ISPS code including security levels as informed by the Government based on threat levels.
 - Staff of catering, event company who are coming for special boat charters to be issued special 2 day passes by GEL for the specific dates, for the purposes of entering and exiting the jetty premises.

9. Roles and responsibilities of Vessel Operators

9.1. Offering Tourism-Centric Services

- a) The Vessel Operators, including touch and go vessels, are encouraged to bring innovation in their



service offerings apart from evening boat cruises, which promotes tourism and elevates the image of Goa as a well-known destination for water-based tourism activities.

- b) Refer to clause 5.3.1.d) related to pricing of such services.
- c) The Vessel Operators are required to comply with the safety norms prescribed by Captain of Ports thereby ensuring zero accidents and highest level of customer satisfaction.
- d) The following additional rules will apply for Vessels with valid berthing licence at a specific jetty, offering 1-hour Boat Cruises:

9.1.1. Queue System

- a) All the existing Vessel Operators shall operate through a queue system whose access control and ticketing are handled by GEL.
- b) The Vessel Operators are encouraged to organize all-day boat tours rather than evening boat cruises only, as the same will ease out the load on jetty at specific times and avoiding unnecessary competition at peak times (evening time).
- c) JMC from time to time may designate any appropriate queuing methods to avoid disparity, discrepancy and also to uphold, corroborate and give credence to fair competition. Few suggested methods of queuing systems for the vessels include:
 - 1. Separate queues for all vessels with capacities under 200 Pax and above 200 Pax.
 - 2. All vessels will not carry more than 50% of respective capacity on a single trip for the 1-hour Boat Cruises.
 - 3. Specific time, on recurring basis, allotted to every Vessel, including touch and go vessels, for promoting all-day boat cruises.
 - 4. JMC will review the afore-prescribed upper limits on carrying capacity per vessel from time to time and suggest on suitable measures.
 - 5. The Vessel Operators may choose to opt out of queue system, in case of offering value-added services or bulk bookings or chartered trips. However, they need to disclose, at least 24 hours prior to opting out of queue system, to GEL. GEL shall compile the status of queue system and periodically provide the information to JMC for further action.
 - 6. Rotation to be followed applicably between all vessel operators.

9.1.2. Chartered Trips

- a) In case of any vessel utilized for evening cruise being chartered for any purposes such as private parties after 4:00 PM, the concerned vessel operator shall inform the same to the other vessel operators, at least 6 hours in advance, and the said vessel cannot run any evening cruise for that day. Any such charter of Vessel shall be for a minimum of two or more hours.
- b) Vessels chartered for private cruises in the morning session (till 4:00 PM) shall however be eligible to run evening cruises.

9.1.3. Entertainment Programs by Vessel Operators and Touch and Go Vessel Operators

- a) JMC permits entertainment programs during boat tours such as dances, live performance and other music programs. The same is intended to promote Goan heritage and culture and also acts as an unique experience proposition for tourists visiting boat tours. The Vessel Operators are encouraged to bring innovation in such programs rather than making them monotonous to the customers.

-
- b) All vessel operators, who intend to provide such entertainment programs should ensure that over 50% of such programs should have content directly related to Goan culture and folklore. If JMC finds display of violence, obscene / vulgar language, abusive content or content which endorses or threatens or promotes any type of hate-mongering (i.e., racial, political, ethnic, religious, gender, sexual orientation, etc.), illegal, false or deceptive investment advice and money-making opportunities etc., JMC will immediately stop such programs and ask for replacement of such content. In such instances, JMC may also initiate necessary disciplinary action against the concerned vessel operator.

9.1.4. Noise

- a) Sound travels long distances over water and vessel operators must keep noise levels to a reasonable level as prescribed by Noise Pollution Committee appointed by Hon'ble High Court, Panaji, Goa and guidelines issued by Pollution Control Board from time to time. Unreasonable noise levels may result in action being taken by the Authority or Goa Police Department by enforcing Noise Pollution (Regulation and Control) Rules, 2000.

9.1.5. Mystery audit

- a) GEL should reserve 15 (fifteen) complimentary tickets for each vessel operator per month for guests from State Government or JMC for the purpose of mystery audit of service levels and adherence to policy guidelines by the Vessel Operator.

9.2. Garbage management during the trips

- a) The Vessel Operator, including touch and go vessel operator, is solely responsible for garbage management during the course of offering the services to their customers.
- b) The Vessel Operator is not allowed to dispose any sewage in the waterways. They should dispose the Sewage as per the norms prescribed by Pollution Control Board.
- c) All Vessel Operators must not discharge waste into the waterways and must ensure waste is removed from vessels to avoid spills. Waste must not be stored on jetties, which will be disposed by Jetty Operators or Jetty owners, as the case may be, as per the norms prescribed by Pollution Control Board and they are encouraged to consider the environment when disposing of waste and to use recycling bins wherever possible.
- d) All Vessel Operators must ensure proper maintenance of their vessels to avoid any oil leakage or discharge in the water, especially near the Jetty. Any such oil discharge / leakage should be immediately attended to, and action should be taken as prescribed by the Pollution Control Board.
- e) JMC may take suitable action against any Vessel Operators if it observes any negligence leading to improper handling and disposal of waste and oil discharges.

9.3. Tracking of vessels

- a) All Vessels, existing and new / proposed, shall be equipped with suitable tracking technologies to ensure their tracking by the Captain of Ports and to facilitate smooth and efficient operations of Boat Cruises.

9.4. Sale of Tickets through single window ticketing system

- a) All vessel operators involved in the tourism activities have to register with GEL and sell their tickets only through single window ticketing system as per clauses 5.3.2., 5.4.8. and 5.4.9.

9.5. Boating regulations

- a) Vessel operators must comply with notifications, laws, rules and regulations pertaining to inland

waterways and boating in Goa issued by Captain of Ports or any other competent authority. In addition, improve safety and reduce potential damage from excessive vessel wash. Illegal behavior can be reported to the Authority or Goa Police Department.

- b) Safety of all Jetty users and Vessel Operators and any other relevant stakeholders is paramount, and all the Vessel Operators must comply with all laws and requirements of Captain of Ports and any other all relevant authorities in relation to safety.

9.6. Refueling of Vessels

- a) Vessel operators are allowed to refuel or dispose sewage of the vessels to sewage tankers at the Jetties during morning hours between 0900hrs to 1300 hrs (subject to tidal chart) only, without creating any obstruction to the operations of any other Vessel Operators at any Jetty.

9.7. Third Party Insurance

- a) The Vessel operators shall, at their cost and expense, purchase and maintain by due reinstatement or otherwise, at all times all insurances in respect of operating vessels for conducting boat tours in accordance with the Good Industry Practices such as:
- Comprehensive third-party liability insurance including injury or death to Persons visiting boat tours;
 - Employees' compensation insurance;
 - Any other insurance that may be necessary to protect the vessel operator, its employees and its assets against loss, damage, destruction, business interruption or loss of profit including insurance against all Force Majeure Events that are insurable.

9.8. Equipment

- a) Vessel operators must ensure all equipment used near the jetties or vessel is safe, 'fit for purpose' and complies with all applicable laws, inland waterways act as governed by COP.

9.9. Basic Accessories

- a) Vessel operators with a valid berthing licence are permitted to use basic accessories on the jetties (such as fenders tied to the jetty with ropes), provided those basic accessories are not fixed to the jetties. If approved by the Committee and Captain of Ports in accordance with these guidelines, a vessel operator may install a ladder, mooring cleat, fixed fender or disability access lifting device on a jetty on temporary basis. The Committee does not permit bait boxes to be fixed to jetties, or additional mooring poles within the waterways. Basic accessories must be within the Vessel operator's mooring allocation only and the vessel operator must comply with the berthing licence at all times in relation to those accessories (for example, by ensuring that the accessories do not damage the jetty and do not interfere with other vessel operators).
- b) The Committee will not permit any accessory for any other vessel operators, other than Government vessels or vessels with valid berthing licence.

9.10. Cooperation with other vessel operators

- a) Jetties may be shared among a number of vessel operators and the Committee expects all vessel operators to cooperate with each other and treat each other with respect. Vessel operators must not do anything which may be dangerous or offensive or may interfere with other users of the jetty or the surrounding area. This obligation applies to all activities in connection with jetty, berthing spaces, and use of vessels.

9.11. Non-interference with Jetty operator's operations



- a) All vehicle operators are expected to maintain discipline and décor so as to guarantee high standards for the overall tourist cruise experience. While the vessel operators are responsible for the operations and proper maintenance of their vessels, none of the vessel operators are permitted to interfere or duplicate the operations of the Jetty operator's operations including but not limited to parking, VIP lounges / waiting area, signages, security, housekeeping of terminal building, managing independent café / restaurant / commercial spaces within jetty premises etc.

9.12.Pets

- a) Pets on a leash are permitted on jetties, provided the vessel operators keep jetties and surrounding areas clean and tidy at all times.



10. Other terms and conditions

10.1. Penalties

- a) Any noncompliance towards the Jetty management policy shall be considered as an offence and JMC shall further decide on imposing restrictions in operations on the vessels as per the following criteria:
- 1st offence - JMC will recommend Captain of Ports for immediate suspension of their mooring licence for a period of at least 1. month from the date _of suspension of the licence apart from paying a fine of Rs. 10,000 (Rupees Ten Thousand only). During this period, the Vessel Operator will be barred from operations.
 - 2nd offence - JMC will recommend Captain of Ports for immediate suspension of their mooring licence for a period of at least 3 month(s) from the date of suspension of the licence apart from paying a fine of Rs. 50,000 (Rupees Fifty Thousand only). During this period, the Vessel Operator will be barred from operations.
 - 3rd offence - If the Vessel Operator commits repeated offence, JMC may take suitable disciplinary action on such Vessel Operator, which may include recommendation to Captain of Ports for termination of mooring licence, blacking listing of the Vessel Operator and imposing fines for grave offences.

10.2. Emergency Procedures

- a) In the case of any fire or explosion, Jetty owner / Jetty operator / Vessel Operators must immediately notify Directorate of Fire and Emergency Services. In the case of fuel spillage or a collision resulting in damage to a jetty complex or surrounding areas it is the responsibility of the relevant Vessel Operators to immediately notify the JMC's Maintenance Coordinator or alternatively report the incident to the Goa Police Department.
- b) This regulation is applicable for both Jetty owner / Jetty operator and vessel operators.

10.3. Disputes

- a) Any disputes among vessel operators or other relevant stakeholders such as Government Departments, jetty operator, jetty owner etc. will be discussed and resolved by Jetty Management Committee. JMC will not be responsible for any grievance / dispute among vessel operators and passengers / jetty users or nearby residents, and the vessel operators are suggested to amicably solve all such dispute. However, if such grievance was reported in writing to the Committee by the passengers / jetty users or nearby residences, the Jetty Management Committee will examine such cases and will undertake necessary measures.
- b) All ticketing related disputes to be handled by GEL.

10.4. Enforcement

- a) Failure to comply with these guidelines (including any requirements set by the Committee in accordance with these guidelines) is considered as a breach, which can have very serious consequences such as termination of mooring licence, indefinite stalling of the operations, and blacklisting of the vessel operators from participating in any Vessel related tourism activities in the State. The Committee may enforce these guidelines in its absolute and unfettered discretion.
- b) While the Jetty Management Committee is committed to address the issues listed in this policy, it may or may not be appropriate or possible for the Jetty Management Committee to enforce compliance with all aspects of these policy guidelines. A failure by the Jetty Management



Committee to exercise, or a delay in exercising, any right, power or remedy under these guidelines does not operate as a waiver. A waiver is not valid or binding on the Committee unless made in writing.

11. ANNEXURE - I

S.No.	Vessel Name	PAX	Vessel Owner
1	M.V. Santa Monica	600	GTDC
2	M.V. Shantadurga (Under Replacement)**	600	GTDC
3	M.V. Paradise1	441	Paradise Ventures
4	M.V. Paradise 2	600	Paradise Ventures
5	M.V. Princesa	444	Priyadarshani River Cruise
6	M.V. Kapil	326	Priyadarshani River Cruise
7	M.V. Coral Queen	340	Aqua World
8	M.V. Carnival*	600	Aqua World
9	M.V. Noah's Ark	192	Mhadei Luxury Cruises
10	M.V. Barco De Festa	55	Gomantak Houseboat

*Transfer Fee for the vessel is pending to be paid to Goa Tourism Development Corporation Limited (GTDC)

** M.V. Shanta Durga is under replacement thereby the PAX of new vessel has been considered



12. ANNEXURE - II

S.No.	Vessel Name	Vessel Registration No
1	M.V. Vihaan	PNJ-767
2	M.V. KAY-KAT	PNJ-734
3	M.V.DRISHTI THREE	PNJ-870
4	M.V DRISHTI FIVE	PNJ-867
5	M.L SOLITA	PNJ-249
6	M.L. Veronica II	PNJ 417
7	M.L. Veronica III	PNJ 602
8	M.V. Veronica IV	PNJ 711
9	M.V.LEXICON	PNJ-637
10	M.V. Noah's Pride	PNJ-798
11	M.V. ST.MICHEAL	PNJ-765
12	M.V. ST. JOSEPH	PNJ-831
13	M.V. Om Sai	PNJ-779
14	M.V. KAPITOL CRUISES	PNJ-747
15	M.V. AARVI	PNJ-811
16	M.V. ABC Stella	PNJ-826
17	M.V.TANGO-16	PNJ-813
18	M.V. Samrat	PNJ - 839
19	M.V. Jamboree	PNJ-762



13. ANNEXURE - III

S.No.	Vessel Name	Vessel Registration No
1	M.V. Black Arrow Cruise	PNJ - 669
2	M.V. Joey's Enterprise	PNJ - 672
3	M.V. Nikhil's cruising	PNJ - 683
4	M.V. Black Arrow-I	PNJ - 695
5	M.V. Nikhil's Cruising-II	PNJ - 699
6	M.V. Vaz Ferns	PNJ - 700
7	M.V. Dolphin Adventures-I	PNJ - 706
8	M.V. Dolphin Adventures-II	PNJ - 707
9	M.V. Shane's Aqua Holic	PNJ - 708
10	M.V. Mako	-



Any queries may be directed to:
Jetty Management Committee,
3rd floor, Paryatan Bhavan,
Patto Plaza, Panaji, Goa.

Ph: 0832-2437132 | 2437728 | 2438515 | 2438866
F: +91 832 2437433