



**GOVERNMENT OF GOA**

# **CITIZEN'S CHARTER**



**DEPARTMENT OF TOURISM  
GOVERNMENT OF GOA  
PATTO – PANAJI  
GOA – 403 001**

Tel. No. **0832 2438750/1/2**

Fax: **0832 2438756**

Email: [goatourism@dataone.in](mailto:goatourism@dataone.in)

Website: [http:// www.goatourism.gov.in](http://www.goatourism.gov.in)

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## GOA

Goa, is a small State on the West coast of India with a 105 km. long stretch of palm fringed beaches, well known nationally as well as internationally as a perfect holiday tourist destination, because of its scenic beauty and unique cultural diversity with an area of 3702 sq. kms. and a population of about 13,43,998 (2001 census). Panaji a small picturesque town on the left bank of river Mandovi, is the capital city of Goa. Goa is accessible by Rail, Air, Road and sea, for that matter the Mormugao Port is often visited by foreign luxury liners.

The people of Goa are friendly, warm, hospitable and multilingual. The climate of Goa is tropical.

This tiny State which made its beginning with two lakh tourists in 1978 and has succeeded in galloping the tourist traffic for the State more than its population.

After Tourism was declared as an industry by Government of Goa on 1<sup>st</sup> April, 2000, the Government has offered facilities through reduction of taxes on power and water, etc. to the travel trade.

The opportunities available for investment in tourism sector are in the field of marina, watersports, beach management, ropeways, golf course, convention centres, health tourism, heritage tourism, adventure sports, amusement parks, sound and light, eco-tourism, etc.

## **AIMS AND OBJECTIVES**

Tourism is the backbone of Goan economy, about 40% of its population earn their livelihood, directly and indirectly from Tourism activities, this is due to active commitments of the Department of Tourism.

The Department of Tourism along with Travel Trade participates in various Tourism related Events in India and Abroad to promote Goa as a prime destination. Besides Department organizes Road shows and releases advertisements through print and electronic media to highlight Goa as a major World Tourist Destination. All possible measures are being undertaken to ensure and promote Goa as an ideal tourist destination.

The Department provides infrastructural facilities such as construction/improvement of roads in touristic circuits, access roads to touristic spots, provision of Sulabh Shauchalays, provision of lighting arrangements at different places of touristic importance. Maintenance and cleaning of all beaches, deployment of life guards equipped with life saving equipments, demarcation of areas of beaches for bathing, Water Sports & Adventure Sports.

Encourages development of new avenues of Tourism such as adventure Tourism, Heritage Tourism, Pilgrimage Tourism, Hinterland Tourism, Eco-Tourism, etc.

Disseminates touristic information through Tourist Information Counters set up at various touristic places of North and South Goa.

At present the Department, is in the process of finalization of scheme to assist in conservation of Heritage monuments and heritage houses to promote heritage Tourism.

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, behaviour, interaction, personal hygiene, etc.

Keep vigil on menace of touts/unlicensed touts, anti social elements at all touristic places through tourist police set up by the Department under Goa Registration of Tourist Trade Act, 1982.

Registration of Hotels and other tourism related activities with the 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 a Director who is also functioning as the Ex-Officio Joint Secretary to the Government. Besides, being involved in policy formulation, planning and development of basic infrastructure promotion, publicity and marketing Goa as an ideal round the year tourist destination, both within the country and abroad, the Director of Tourism also 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 two Dy. Directors and in turn they are assisted by four Assistant Directors, Junior Engineer, Head Clerk, Assistant Accounts Officer who are incharge of following sections:

1. **PLANNING SECTION:**

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

- Planning of Schemes / Projects pertaining to Tourism development in the State.
- Implementation, completion and commissioning of schemes / projects planned.
- Land Acquisition for Tourism Projects.

- Preparation of Annual Plan as well as 5-Year Plan Budget and the Performance Budget of the Department.
- Collection and dissemination of statistical details of tourist [domestic and foreign] arrivals in the State by publication of Statistical Booklet.
- Assessment of infrastructure required at places of tourist interest in coordination with N.G.Os, autonomous bodies and other offices.
- Implementation of Goa Heritage House Conservation [Tourism] Scheme 2008 for Preservation and Conservation of ancient mansions / houses.
- Preparation of Tourism Master Plan and Tourism Policy.
- Assistance from Central Finance, Ministry of Tourism for related Tourism projects.

## 2. **REVENUE SECTION:**

Assistant Director (Revenue) is in charge of this Section, who looks after Court matters pertaining to the Department, leases of Departmental properties as well as mutation of the properties of the Department. Section looks after maintenance of beaches, beach safety, allotment of temporary shacks, maintenance of infrastructure at touristic spots, issue of permission for Government as well as private shacks and deckbeds on identified beaches and other permissions on places of tourist importance. Beach Safety Management has been introduced whereby Drishti Special Response Service Pvt. Ltd., Mumbai has been appointed by the Government to undertake the 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 two sectors being as under:

- Sector I – Baga, Calangute, Candolim and Sinquerim  
Sector II – Velsao, Arrossim, Utorda, Majorda, betalbatim, Colva,  
Sernabatim and Benaulim

This Section also implements the Goa Tourist Places (Protection and Maintenance) Act, 2001.

**3. INFORMATION SECTION:**

Section is headed by Assistant Director (Information), who looks after promotion and marketing of Goa as a tourist destination, both within the country and overseas; Production of tourist publicity literature; promotion through print and electronic media; tourist counters within Goa and out of Goa is taken care of by this Section. Organization/participation in events within India and overseas.

**4. TRADE SECTION:**

Trade Section earlier known as Accommodation Section is headed by Assistant Director (Trade), who looks after Administration of Goa Registration of Tourist Trade Act, 1982, according to which each and every tourist activity such as Hotels, Paying guest accommodation, tourist taxis, water sports, travel agencies, tour operators, guides, dealers in certain notified goods like handicrafts, curios, etc. have to be registered with the Department of Tourism.

For the convenience of the hotel and Travel Trade activities, the Department has set up Zonal offices based at Mapusa and Margao. The Zonal officers attached to these offices are primarily responsible for monitoring the registration of the activities falling under the Goa Registration of Tourist Trade Act, 1982.

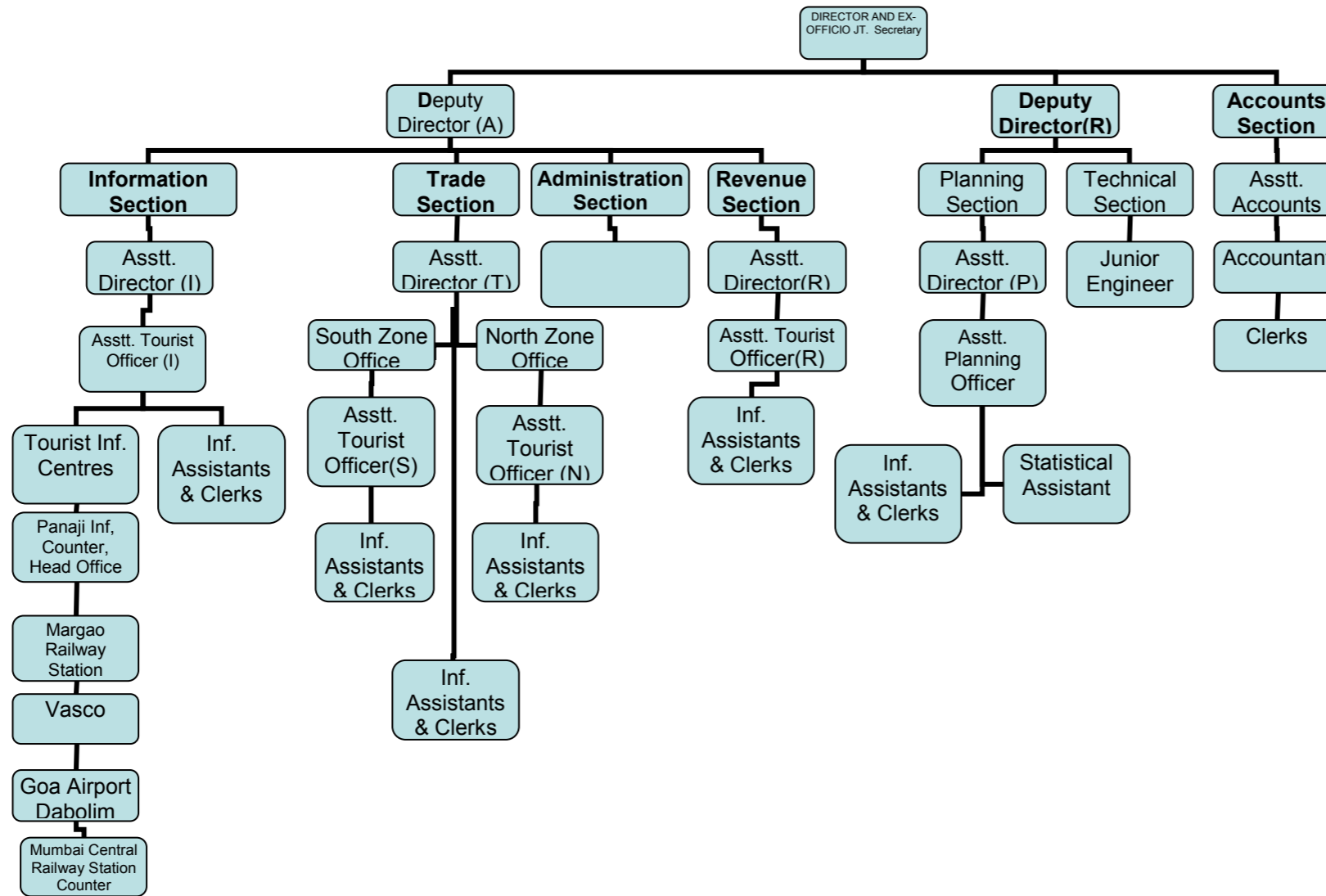
**5. ADMINISTRATION SECTION:**

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

**6. ACCOUNTS SECTION:**

Accounts is headed by Assistant Accounts Officer and is assisted by Accountant both deputed from the Accounts Department, 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.

## DEPARTMENT OF TOURISM ORGANIZATION CHART



## ACTIVITIES OF THE DEPARTMENT

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

## ACTIVITIES CONNECTED WITH THE PUBLIC DIRECTLY

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

Trionora Apartments,  
Dr. Alvares Costa Road,  
Panaji-Goa.  
Tel No. 2226515, 2224132, 2226728, 2436666.  
Call centre No.: 0832 2424001-3  
Grams: Goa Tourism:  
Fax: 0832 2423926, 2420779  
E-mail: [reservation@goa-tourism.com](mailto:reservation@goa-tourism.com)  
Website: [www.goa-tourism.com](http://www.goa-tourism.com)

which deals with:

1. **Sightseeing Tours** : Conducted sightseeing tours by comfortable AC and Non Ac coaches accompanied by Government approved Tourist Guides.
2. **River Cruises** : Organises an hour's River Cruise with live cultural programmes on board, every evening from around 6.00 p.m. in addition to other cruises.
3. **Accommodation** : Offers accommodation at reasonable prices for all categories in the 13 properties located at different places of tourist importance in Goa.
4. **Buses and Taxis** : Luxury, Semi Luxury, Coaches and Tourist Taxis can be hired from Goa Tourism Development Corporation.
5. **Halls**: The G.T.D.C. also has halls at Miramar, Mapusa, Vasco and Margao, which are available on rent for meetings, exhibitions, wedding reception, etc.

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

<b>Sr. No.</b>	<b>Description</b>	<b>Form No.</b>
1.	Application Form for Registration/ Renewal of Hotel Keeper	Form – II
2.	Application Form for Registration of Travel Agent	Form – III
3.	Application for Registration of Persons conducting Business under Rule (14) of the Goa Registration of Tourist Trade Act, 1982 and Rules, 1985	Form – XIV
4.	Application Form for Registration of Shack under Tourist Trade Act,	Form - XV
5.	Application Form for grant of license for putting up deckbeds/chairs and umbrellas on the beaches.	Form XVI
6.	Application Form for Putting up shacks on notified beaches.	Form

**APPLICATION FORM FOR REGISTRATION/RENEWAL OF A HOTEL KEEPER**  
**FORM-II**  
(See Rule 3)

To,  
(The Prescribed Authority)

Sir,

I/We request that I/We may be registered as Hotel Keeper and my/our hotel known as \_\_\_\_\_ at \_\_\_\_\_ may be registered under the Goa Registration of Tourist Trade Act, 1982. The other particulars of the hotel are as under:-

- (1) Name of the Hotel :
- (2) Name of the person with full address :  
intending to operate as hotel or is already.
- (3) Name of the tourist area where the hotel is :  
to be run or is being run.
- (4) Name of the proprietor(s). :
- (5) Name of the Manager with full permanent :  
address.
- (6) Name of the agent / agents / employee / :  
employees.
- (7) Whether the applicant is permanent resident  
of the State of Goa.
- (8) Any other business which the applicant is :  
carrying on in any tourist area in the State  
or outside State.
- (9) Whether the building wherein the hotel is :  
operated is owned by the applicant or is  
rented out or leased.
- (10) In Case of leased building the period of the :  
lease to be mentioned with specific date.
- (11) Number of Beds :
- (12) Number of Rooms :

( Signature of the applicant)  
From

-----  
(Name in Capital Letters)

Address :- \_\_\_\_\_  
Dated :- \_\_\_\_\_  
Telephone No. \_\_\_\_\_

**Enclosures:-**

1. A copy of licence / NOC of the Gram Panchayat / Municipal Council to run the hotel/lodging/paying guest accommodation/copy of Trade Tax receipt.
2. A copy of the NOC from the owner of the premises.
3. Two copies of tariff card.
4. NOC from Fire Services
5. Submit statistics of guests stayed in hotel/paying guest accommodation every month regularly.
6. Submit information of number of rooms/beds both hotels & paying guest accommodation.

**APPLICATION FORM FOR REGISTRATION OF TRAVEL AGENT  
FORM – III  
(See Rule 3)**

To,  
The Prescribed Authority,

Sir,

I/We request that I/We may be registered as travel agent/excursion agent within the meaning of Goa Registration of Tourist Trade Act, 1982 for \_\_\_\_\_ area.

The Particulars required for the purpose are given here in below:-

- (1) Name of the firm and its registered address. :
- (2) Year when the firm was established. :
- (3) Whether the firm is a proprietary public limited concern. :
- (4) Month and date when the firm was registered. :
- (5) Capital standing in Bank. :
- (6) Name of Director/Directors/Partner(s), etc. :
- (7) Details of interest, if any, in other business of the Director(s), Partner(s), etc. :
- (8) Names of Bankers (attach reference from the Bank). :
- (9) Names of Auditors (a balance sheet and profit & loss statement pertaining to the travel business, as prescribed under the company law must be submitted by each applicant). :
- (10) Income Tax clearance certificate from the appropriate authorities. :
- (11) All other activities under taken by the firm, beside travel arrangements. :
- (12)
  - i) Volume of the tourist traffic handled upto the date of application showing foreign and internal tourist traffic separately. :
  - ii) Clientele, any special tourist parties their size frequency of visits, etc. :
  - iii) Amenities arranged for foreign tourists. :
  - iv) Steps taken to promote tourists traffic and details of the parties handled, if any. :
  - v) Promotion/publicity (with documentary proof). :

- (13) Branches of the firm in the country staff :  
employed at the Headquarters and branches.
- (14) Particulars of foreign firms if any, with the :  
details of tourist traffic business connections.
- (15) Name of the guide approved by Department of :  
Tourism, Government of Goa, Panaji-Goa.  
Having been employed with their address.
- (16) Registration number and date of Airline/carrier :  
(with certified copy attached.)

Yours faithfully,

Signature of the Director(s)/  
Partners (s), etc.

**APPLICATION FOR REGISTRATION OF PERSONS CONDUCTING BUSINESS UNDER RULE  
(14) OF GOA REGISTRATION OF TOURIST TRADE ACT, 1982 AND RULES, 1985.**

(FORM – XIV)  
(See Rule 14)

To,  
The Prescribed Authority.

I/We \_\_\_\_\_ request that I/We may be registered as a Tourist boat/Launch Owner/Tourist Taxi Operator/Tent equipment dealer/Camping agent/Porter within the meaning of the Goa Registration of Tourist Trade Act, 1982(Act 10 of 1982) for the year \_\_\_\_\_.

The other particulars of the trade are as under:-

- (1) Name of the person with full address intending to operate or is already operating as :
- (2) Name of the tourist area where the business is to be conducted. :
- (3) Name of the Proprietor. :
- (4) Whether the applicant is a permanent resident of Goa. :
- (5) Whether the applicant has necessary licence/permit to ply tourist taxi or tourist boat/launch. If so, documentary evidence be produced. :
- (6) Whether the applicant has life saving equipment (in case of motor-launches) :
- (7) Whether the applicant has undergone a Guide Training course conducted by the Government of India Tourist Office/Government of Goa Department of Tourism. If so documentary evidence and two passport size photographs be produced.

( Signature of the applicant)

From:\_\_\_\_\_

(Name in Capital Letters)

Address :- \_\_\_\_\_

Date :- \_\_\_\_\_

**APPLICATION FORM FOR REGISTRATION OF SHACK UNDER TOURIST TRADE ACT  
FORM – XV**

(See Rule – 3 A)

To,  
( The Prescribed Authority)

Sir,

I/We request that I/we may be permitted to install beach shack, at .....  
Beach/private property named ..... Surveyed under Survey No. .... The other  
particulars of the beach shack are as under.

- (1) Name of the beach shack :
- (2) Size of the shack. :
- (3) Tourist season for which the shack to be :  
operated.
- (4) Name of the person with full address intending :  
to operate the shack
- (5) Name of the tourist area/beach where shack to :  
be operated (location).
- (6) Survey No. of the property (applicable only for :  
private shack)
- (7) Whether the applicant is a permanent resident :  
of the State of Goa
- (8) Whether applicant is employed/unemployed. :
- (9) Name of the Manager with full permanent :  
address (if appointed)
- (10) Any other business which applicant is carrying :  
on in any tourist area in the State or outside the  
State

( Signature of the applicant)

Name in Capital Letters:- \_\_\_\_\_

Address :- \_\_\_\_\_

Date :- \_\_\_\_\_

Enclosures:

- 1) Copy of Receipt of payment of registration fees
- 2) Copy of N.O.C. from concerned Village Panchayat/Municipality
- 3) Copy of Birth Certificate
- 4) Copy of Resident Certificate
- 5) Copy of Form I & XVI  
(Application for private shack only)
- 6) N.O.C. from Owner of Land  
(Application for private shack only)
- 7) Copy of Receipt of Prescribed Fees  
(Application for beach shack only)

**APPLICATION FORM FOR GRANT OF LICENSE FOR PUTTING UP DECKBEDS /  
CHAIRS AND UMBRELLAS ON THE BEACHES**

**FORM - XVI**  
(See Rule-3B) (2)

To,  
(The Prescribed Authority)

Sir,

I/We request that I/We may be granted license for putting up Deckbed/Chair and Umbrella at \_\_\_\_\_ under the provision of the Goa Registration of Tourist Trade Act, 1982 and the rules framed thereunder. The other particulars of the Deckbeds/Chairs and Umbrellas are as under:

- (1) Name of the person with full address intending :  
to operate Deckbeds/Chairs and Umbrellas
- (2) Name of the Tourist area where the :  
Deckbeds/Chairs and Umbrellas are placed.
- (3) Tourist Season for which the business to be :  
operated.
- (4) Number of Deckbeds/Chairs and Umbrellas :
- (5) Whether the applicant is a permanent resident :  
of the State of Goa.
- (6) Any other business which the applicant is :  
carrying on in any tourist area in the State or  
outside the State

( Signature of the applicant)

Name in Capital Letters:- \_\_\_\_\_

Address :- \_\_\_\_\_

Date :- \_\_\_\_\_

Enclosures:-

1. Copy of the Receipts of Payment of registration
2. A copy of licence / NOC of the Gram Panchayat / Municipal Council to operate Deckbeds/Chairs, Umbrellas, in case of private property.
3. A copy of NOC from the owner of the permission of private property.

Form No. : \_\_\_\_\_  
 Receipt No. : \_\_\_\_\_  
 & Date : \_\_\_\_\_

Government of Goa  
 Department of Tourism  
 Patto, Panaji, Goa

Affix a passport  
 size photograph  
 here

**APPLICATION FOR ERECTION OF A TEMPORARY SHACK AT THE BEACHES  
 OF GOA DURING THE TOURIST SEASON October ..... to May.....**

1. Name :  
(In Block Letters)
2. Name of the Shack :
3. (a) Address :
- (b) Telephone No. Res./Mobile :
4. Nationality :
5. Location for proposed temporary  
shack / name of the beach stretch :
6. Experience No. of years: :  
[Enclose all copies of permissions  
/ licences issued by the Dept. of  
Tourism in the past years, if any]  
[fee receipts shall not be  
considered]
7. Any other information, the :  
applicant desires to furnish  
ENCLOSURES
8. (a) Residence Certificate issued :  
by Village Panchayat / Municipality  
(b) Attested copy of ration card :  
(c) Recent coloured Passport size :  
photographs [ three copies] with  
the name written on the back  
**excluding** one attached to this  
application  
(d) Attested copy of birth :  
certificate / Passport copy / Pan  
card  
(e) Details of Demand Draft :  
towards permission fee.  
(f) Affidavit

### **DECLARATION**

I hereby declare that I have read the “**Terms & Conditions**” governing allotment of Temporary Shacks for the Season 1<sup>st</sup> October, 2008 to 31<sup>st</sup> May, 2009 and Beach Shack Policy 2008-09 approved by the Cabinet. I further state that I am aware of the directions of the Hon’ble High Court at Goa in the Writ Petition No. 167/2007 and all the other orders relating to erection of Shacks etc., and I agree to abide by the same. I further declare that no other members of my ‘family’ as defined in the Beach Shack Policy is employed or engaged in any other business. I also agree to assist the Tourism Department and Police Department as and when called upon to do so to prevent any crime and violation of any law along the Beach.

-----  
[ signature of the Applicant ]

### **NOTE:**

- (i) The application for putting up a Temporary Shack shall be received from the applicant **in person only**.
- (ii) The Forms received incomplete in any respect such as improper documents, permission fees other than by “Demand Draft” are liable to be rejected.
- (iii) Separate Affidavit if applicant is for Morjim beach.

Form No. : \_\_\_\_\_  
 Receipt No. : \_\_\_\_\_  
 & Date : \_\_\_\_\_

Government of Goa  
 Department of Tourism  
 Patto, Panaji, Goa



**APPLICATION FOR PUTTING UP SHACK DURING THE TOURIST SEASON  
 OCTOBER \_\_\_\_\_ TO 31<sup>ST</sup> MAY \_\_\_\_\_**

1. Name :  
(In Block Letters)
2. (b) Address :  
(c) Telephone / Cell Phone No:
3. (a) Age (b) Marital Status :
4. Nationality :
5. Whether employed/unemployed :
6. Present Occupation :
7. Qualification :
8. Experience :
9. Location for Proposed Shack :  
(a) Village  
(b) Ward (wherever applicable)  
(c) No. of persons that will be engaged
10. Whether any member of the family :  
has applied for installation of  
shack for the current season; if so,  
give details.
11. Documents to be attached :  
(a) Residence certificate issued  
by \_\_\_\_\_ Village  
Panchayat/Municipality.  
(b) Attested true copy of ration  
card :

- (c) Recent Passport size photographs (two copies) with the name written on the back, excluding one attached to this application.
  - (d) Attested xerox copy of birth certificate.
  - (e) Demand Draft / Pay Order / Deposit at Call towards prescribed fee.
12. Are there any criminal proceedings pending against the applicant?
13. Has the applicant been convicted by a Court of Law at any time? If so, give details.

### **DECLARATION**

I hereby declare, that I have read the terms and conditions governing allotment of shacks on the beaches and I agree to abide by the same. I also declare that I am not self employed or employed, directly or indirectly, in any trade, business, occupation or profession, and affidavit to this effect is enclosed.

**(Signature of the Applicant)**

**NOTE :**

- (I) The application for putting up shack shall be submitted in person only.
- (II) Forms received incomplete and without prescribed fees and documents will be rejected.

## TOURIST INFORMATION CENTRES

Government of Goa  
 Department of Tourism, Patto, Panaji.  
 Tel. 2438750/51/52  
 Fax: 2438756  
 E-mail: [goatourism@dataone.in](mailto:goatourism@dataone.in)  
 Website: <http://www.goatourism.gov.in>

- (a) Branch Office-North Tourist Shopping Complex, Mapusa.  
Tel: 2262390
- (b) Branch Office – South, Margao Residency, Margao. Tel. 2715204
- (c) Tourist Information Counter, Vasco Residency, Vasco-da-Gama.  
Tel. 2512673
- (d) Tourist Information Counter, Goa Airport, Dabolim  
Tel. 2541644 / 2542476
- (e) Tourist Information Counter, Mumbai Central Railway Station,  
Mumbai 400 008. Tel. 23086288. Grams: Goa Yatra, Mumbai.
- (f) Tourist Information Counter, Railway Station, Margao.  
Tel: 2702298.

### Goa Tourism Development Corporation Ltd. :

Trionora Apartments, Dr. Alvares Costa Road, Panaji.  
 Tel. 2226515, 2436666, 2224132, 2226728. Grams: Goa Tourism;  
 Telex: 194-334 TDC IN; Fax: 0832 2423926,2420779  
 E-mail: [reservations@goa-tourism.com](mailto:reservations@goa-tourism.com)  
 Website : [www.goa-tourism.com](http://www.goa-tourism.com)  
 Call Centre: 0832 2424001-3

### Goa Tourism Dev. Corpn. Ltd. Facilitation counters:

Goa Airport, Dabolim	Tel: 2540031, 2540829
Margao Railway station	Tel: 2715851
Karmali Railway station	Tel: 2284090
Santa Monica jetty	Tel: 2438754, 3437496
KTC Bus stand, Panaji	Tel: 2438329

### Government of India Tourist Office :

Comunidade Building, Church Square, Panaji. Tel. 2223412/5641653  
 Fax: 2420529

### Karnataka Tourism Development Corporation :

Velho & Filhos Building, 2<sup>nd</sup> Floor, Municipal Garden Square, Panaji.  
 Tel. 2224110

### Government of Tamil Nadu:

**Tourist Office, 7, Rayu Chambers, Dr. A.B. Road, Panaji. Tel. 2226390 Timings:  
10.00 to 17.45 hrs. Closed on Sat., Sun and Govt. Holidays.**

**Governeemnt of Kerala :**

**Tourist Information Centre, K.T.C. Terminus, Panaji. Tel. 2437797 / 9923963093**

**Government of Andhra Pradesh :**

**Tourist Information Centre, Flamingo Bldg., Ground Floor, next to Sona Hotel,  
Rua de Ourem, Panaji. Tel No.2420392**

**Maharashtra Tourism Development Corporation:**

**Panaji Residency, Shop No. 5, Panaji. Tel. 2423572. 2425687**

**FOREIGN MISSIONS & OTHER IMPORTANT OFFICES IN GOA**

1. **Austria** : Austrian Consulate in Goa, Salgoankar House, Dr. F. L. Gomes Road, 3<sup>rd</sup> Floor, Vasco- Da-Gama, Goa. Tel. 2513811/2513816. Fax: 2510112
2. **U.K.:** British Tourist Assistance Office, S-13/14, Dempo Towers, Patto, Panaji-Goa. Tel: 2438734/2438897 Fax: 5641297.
3. **Federal Republic of Germany** : Mrs. Cecilia Menezes, Honorary Consul, C/o Cosme Matias Menezes Group, Rua de Ourem, Panaji. Tel: 2420628/2235526 Fax: 2223441
4. **Portugal:** Smt. Parvathi House No. 38 & 39, Fr. Agnelo Road, Altinho, Panaji, Goa. Tel. 2421525, 2424524, 2424526 Fax: 2421522
5. **Foreigners Registration Office:** Police Headquarters, near Azad Maidan, Panaji-Goa. Tel No. 2426545/2234338
6. **Reserve Bank of India** : Sesa Ghor, EDC Plaza, Patto, Panaji-Goa. Tel No.2438656/58/59/60. Fax: 2438657.
7. **Passport Office** : Near Kadamba Bus Terminus, EDC Plaza, Patto, Panaji-Goa. Tel No. 2437601 Fax: 2437603

**IMPORTANT TELEPHONE NUMBERS**

1	<b>Police</b>	<b>100 / 2226482 / 2223400</b>
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2	<b>Fire</b>	<b>101 / 2225500 /01, 2425101</b>
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3	<b>Ambulance</b>	<b>102/2458718</b>
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4	<b>Hospitals :</b>	
	a. Casualty (G.M.C.)	2458725
	b. G.M.C. Bambolim	2458700/08
	c. Asilo, Mapusa	2262372/2265119
	d. Hospicio, Margao	2705664 / 2705754
	e. Ponda	2312115/14/16
	f. Vasco	2512307

5	<b>Railway Enquiry</b>	
	a. Panaji	2438254
	b. Margao	2712790
	c. Vasco	2512337
	d. Karmali	2285798
	e. Thivim	2298682
	f. Pernem	2201283
	g. Canacona	2643644

6	<b>Road Transport Enquiry:</b>	
	a. Kadamba Transport Corpn.(Goa)	2438034-35
	b. Maharashtra S.R.T.C.	2438343
	c. Karnataka S.R.T.C	2438256

7	<b>Airlines Enquiry :</b>	<b>Office</b>	<b>Airport</b>
	a. Air India	2225172 2431100	
	b. Indian Airlines	2428181 2428282	2542445/47
	c. Jet Airways	2438792/96	2542025/26
	d. Sahara Airline	2237346 2230237	2540020/43 2541211

8	<b>Director of Transport</b>	<b>2225724/225606</b>
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9	<b>Postal Enquiry Panaji</b>	<b>2223706</b>
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10	<b>Helpline</b>	<b>2412121</b>
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11	<b>Indian Coast Guard Toll Free No.</b>	<b>1718</b>
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NOTE: For change in telephone number please dial 195.

**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  
Tel: + 91 832 2438755  
Fax: 91 832 2438756  
Email: [goatourism@dataone.in](mailto:goatourism@dataone.in)  
Website: [http:// www.goatourism.org](http://www.goatourism.org)
2. Mrs. Pamela Mascarenhas,  
Dy. Director Tourism (Administration)  
Tel +91 832 2438757/2438750-2
3. Mr. H. K. Parsekar,  
Dy. Director Tourism (Planning)  
Tel: +91 832 2438758/2438750-2
4. Mr. J.N. Sangodkar,  
Asst. Director Tourism (Trade)  
Tel: + 91 832 2438750-52
5. Assistant Director Tourism (Revenue)  
Tel: + 91 832 2438750-52
5. Mr. V. G. S. Navelkar,  
Assistant Director Tourism (Information)  
Tel: +91 832 2438753/2438750-25
6. Mr. Narendra Shirodkar,  
Assistant Tourist Officer,  
North Zone Office of Department of Tourism,  
Tourist Shopping Complex, Mapusa  
Tel: 91 832 2262390
7. Mr. J. R. Gracias Flor,  
Assistant Tourist Officer,  
South Zone Office of the Department of Tourism,  
Margao Residency,  
Tel: + 91 832 2715204

**Advice / Instruction to tourists :**

- While driving follow traffic rules. Carry on your person legal documents like licence and passport. Traffic circulation is on the left. Do not use air-horns or multi-toned horns.
- Exchange your money only through Banks/Authorised money changers/hotels and insist on a receipt.
- In case you want to extend your visa, contact the Foreigners Regional Registration Office located in the Police Headquarters at Panaji.
- Shop at Government emporia/handicraft centres for quality products at reasonable prices.
- Check power voltage before using electrical appliances for safety purpose (voltage in Goa is 220-240 volts, A.C. 50 cycles ).
- Keep your valuables in hotel lockers/ bank's safe deposit vaults.
- Contact Govt. approved Travel agents/Tour operators for local sightseeing and excursion tours.
- In case you need a Guide hire one approved by Government. For verification you may ask for identity card.
- Tourists carrying cameras/video cameras should check whether photography/video filming is permitted at the tourist spots.
- Contact nearest Govt. of India/State Govt. Tourist Office/Counter/Tourist Police/Tourist Assistance Booth for any tourist information/assistance.
- In case of loss of any documents, contact nearest Police Station.
- While visiting religious places, please have respect for local tradition/customs.
- Observe decency and decorum in dress. Nudity on beaches and public places is forbidden and punishable under the law.
- **Do not** purchase rail / air / bus tickets through strangers or unauthorised agents.
- Purchase rail/ air/bus tickets from authorised Agents/counters only.
- While at the beach please read sign boards before entering the water and please follow the instructions contained in the sign boards.
- Use Sulabh Shouchalayas (Public Pay Toilets), available at most of the important places.
- **Do not** throw waste matter in the open, even on the beaches.
- Deposit all waste matter at the nearest dust bin available.
- Consult Lifeguard before entering the waters.
- Swim in safe areas only.
- While at the beach **do not** swim without consulting the Lifeguard.
- **Do not** swim in unsafe areas.
- **Do not** swim after consuming liquor.

- **Do not** swim in the monsoon.
- **Do not** drive any vehicle on the beach. It is prohibited.
- In case you have to visit the hospital please insist on sterilised/disposable syringes and make sure that the blood is tested before transfusion.
- In case you see any drug peddler, please inform nearest Police Station. Information given will be kept confidential. Trafficking and possession of drugs and narcotics is a very serious offence.
- **Do not** indulge in drug as drug offences are punishable under law with penalty of 10 years rigorous imprisonment and fine of Rs. 1,00,000/-.
- **Do not** indulge in permissive sex as you run risk of being afflicted by disease of AIDS. This disease has no cure.
- **Children** are our treasure. Treat them with respect. Paedophilia is an offence punishable under the law in Goa. **Do not** indulge in paedophilia
- **Do not** encourage beggars.
- **Do not** accept food/drink from strangers.
- **Do not** be coerced into shopping by touts/guides/taxi drivers or strangers.
- **Do not** buy articles made from rare/endangered species of animals as such articles are banned under law.
- **Do not** leave your belongings unattended.
- **Do not** smoke in public places/vehicles. Smoking & spitting is banned at places of public use.