



Citizen's Charter

Directorate of Art and Culture (DA&C) Government of Goa

Sanskriti Bhavan, Patto, Panaji – Goa Telephone:
0832-2404600, Email: dir-dac.goa@nic.in
Website: www.artandculture.goa.gov.in

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Our Vision

DA&C is committed to preserve, promote and develop the cultural heritage of Goa by supporting various forms of artistic expressions and cultural creativity.

Our Mission

- To promote the diversity of cultural expressions by providing support and creating a conducive environment.
- To provide maximum access to the arts and cultural activities
- To facilitate and coordinate community participation in all identified programmes
- To disseminate the creative expression of our artists through exhibitions, performances, publications and by supporting institutions and individuals engaged in the furtherance of these activities.
- To develop and monitor the implementation of policy, legislation and strategic direction for the identification, conservation and promotion of cultural heritage.

Stakeholders Consulted

- Citizens
- State Government Departments
- State Cultural Organizations
- Educational Institutions
- All categories of Artists
- Departmental Staff

1: Financial Assistance schemes

Sno	Scheme	Service Standard	Service indicator	Units
1.1	Financial assistance to Eminent Artists in indigent circumstances under Kala Sanman	<p>Receipt of application – Within 45 days* from the date of advertisement in Newspaper**</p> <p>Release of financial assistance – Within 4 months from the last date of receipt of complete application</p>	Time	Days
1.2	Special financial assistance for organizing cultural event/programme	<p>Receipt of application – Before 30 days from the date of event/programme</p> <p>Release of funds - Within 60 days from the date of receipt of complete application</p>	Time	Days
1.3	Scholarship to students for higher studies in the field of Art & Culture outside Goa	<p>Receipt of application – Within 120 days from the date of advertisement in Newspaper</p> <p>Release of first installment – Within 60 days from the last date of submission of complete application</p> <p>Release of second installment in March every year - Subject to submission of required documents</p>	Time	Days
1.4	Financial assistance to artists under Kalakar Kritadnyata Nidhi	<p>Release of funds in case of Medical Aid – Within 45 days from the date of receipt of complete application</p> <p>Release of funds in other cases – Within 60 days from the date of receipt of complete application</p>	Time	Days
1.5	Financial assistance to scholars under D.D. Kosambi Research Fellowship	<p>Receipt of application – Within 30 days from the date of advertisement in Newspaper</p> <p>Release of first instalment – Within 3 months from the last date of submission of complete application</p> <p>Release of subsequent installments on submission of required documents</p>	Time	Days

1.6	Financial assistance to Publishers for publishing books of Goan authors	<p>Receipt of application – Within 30 days from the date of advertisement in Newspaper</p> <p>Intimation about approval of manuscript – Within 6 months from that last date of submission of complete application</p> <p>Release of funds and payment of bills – Within 45 days from the date of submission of final bills/documents from selected authors and publishers</p>	Time	Days
1.7	Maintenance/Regular grants to existing/new cultural organizations	Release of grants - Within 6 months from date of receipt of complete request	Time	Days
1.8	100 % Grants to the institution set up by Govt. of Goa	<p>Release of first instalment - Within 2 months from the date of receipt of complete request</p> <p>Release of second instalment on submission of required documents</p>	Time	Days

* Days refer to working days

** Due notice and information will be provided on release of advertisement

2: Presentation of Awards

S.no	Awards	Service Standard	Service indicator	Units
2.1	Presentation of Goa state cultural awards for Institutions/Individuals	Receipt of application – Within 30 days* from the date of advertisement in Newspaper** Announcement of list of awardees – Within 6 months from the last date of submission of complete application Presentation of award – On or before April 30	Time	Days
2.2	Presentation of Kala Gaurav Puraskar	Receipt of application – Within 30 days from the date of advertisement in Newspaper Announcement of list of awardees – Within 6 months from the last date of submission of complete application Presentation of award – May 30 annually	Time	Days
2.3	Presentation of Yuva Srujan Puraskar (Navsarjan Chetana Puraskar)	Receipt of application – Within 30 days from the date of advertisement in Newspaper Announcement of list of awardees – Within 6 months from the last date of submission of complete application Presentation of award – On or before April 30	Time	Days

3: Conducting Competitions

Sr. No.	Competitions	Service Standard	Service indicator	Units
3.1	Matoli competition	<p>Receipt of application – Within 30 days* from the date of advertisement in Newspaper**</p> <p>Intimation of judging schedule – 2 weeks before Ganesh Chaturthi</p> <p>Judging on 3rd to 5th day of Ganesh Chaturthi</p> <p>Announcement of result – Within 1 week from the last day of judging</p> <p>Distribution of prizes – Within 3 months from date of announcement of winners or nearest function of DAC whichever is earlier.</p>	Time	Days
3.2	Dekhava competition	<p>Receipt of application – Within 30 days from the date of advertisement in Newspaper</p> <p>Intimation of judging schedule – 2 weeks before Ganesh Chaturthi</p> <p>Judging on 6th to 9th day of Ganesh Chaturthi</p> <p>Announcement of result – Within 1 day from the last day of judging</p> <p>Distribution of prizes – Within 3 months from date of announcement of winners or nearest function of DAC whichever is earlier.</p>	Time	Days
3.3	Crib competition	<p>Receipt of application – Within 30 days from the date of advertisement in Newspaper</p> <p>Intimation of judging schedule – 2 weeks before Christmas</p> <p>Judging on December 26 to December 30</p> <p>Announcement of result – Within 1 week from last day of judging</p> <p>Distribution of prizes – Within 3 months from date of announcement of winners or nearest function of DAC whichever is earlier.</p>	Time	Days

3.4	Cultural Talent search competition	<p>Submission of nominations for various categories by schools – Within 30 days from the date of receiving the notification</p> <p>Competition – Taluka level – Within 30 days from the last date of receipt of nominations</p> <p>Announcement of dates for State Level competition – Within 20 days from the last day of Taluka level competition</p> <p>Announcement of results (Taluka and State Level) – For performing arts – Within 2 days from the last day of competition For poetry/essay/drawing – Within 20 days from the last day of the competition</p> <p>Distribution of prizes – On or before March 1 or nearest function of DAC after announcement of results whichever is earlier.</p>	Time	Days
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4: Other Services

S.no	Service/Transection	Service Standard	Service indicator	Units
4.1	Announcement of Events/Programmes in the field of Art and Culture	Minimum 7 days before the date of the Event/Programme	Time	Days
4.2	Announcement of Workshops	Announcement of Workshop – 30 days before the date of workshop	Time	Days
4.3	Publication of Press note/advertisement for inviting nominations for competitions	30 days before the date of competition	Time	Days

Expectation from Service Recipients

Service	Expectations from Service Recipients
Financial assistance schemes	<ul style="list-style-type: none">• Submit duly complete application form as per the guidelines mentioned on the form. Please refer to 'Service Guideline document' for further details• Timely submission of documents for release of recurring/next instalment as per scheme guideline. Please refer to 'Service Guideline document' for further details
Presentation of Awards	<ul style="list-style-type: none">• Submit duly complete application form as per the guidelines mentioned on the form. Please refer to 'Service Guideline document' for further details• Timely submission of recommendations as per advertised last date• Willingness of the person being recommended for awards to be submitted with the application form
Conducting Competitions	<ul style="list-style-type: none">• Timely submission of nominations/applications as per publicized last date• Judges of Matoli, Dekhava, and Crib competitions to be received by the participant as per the intimated schedule
General	For any queries regarding the status of your application please contact the Helpdesk at departments Information and Facilitation Centre Telephone#: 0832-2404711

Complaint Handling Mechanism (CHM)

Where to lodge a complaint	<ul style="list-style-type: none">• In person or post at the DA&C office in Panaji• Tel: 0832-2404711• Email – pgo-dac.goa@nic.in• Every Tuesday from 10:00 to 13:00 hrs Director and PGO will be available to receive and hear the public grievances
Acknowledgement of complaints	<ul style="list-style-type: none">• Complaints received in person/telephone will be acknowledged instantly (with inward no)• Complaints received through email will be acknowledged within 1 day• Complaints received through post will be acknowledged within 5 days
Time for resolution of complaint	Within 30 days from the date of receipt of complaint
Escalation of complaints	In case the complaint is not resolved in 30 days time or the resolution is not to the satisfaction of the complainant, the same can be escalated to Director DA&C for review
Time for resolution complaint after escalation	Within 15 days from the date of escalation
Contact Details of Director and Public Grievance Officer (PGO)	PGO Designation: Deputy Director Art & Culture Tel: 0832-2404711 Email: pgo-dac.goa@nic.in Director DA&C Tel: 0832-2404600 Email: dir-dac.goa@nic.in
Details of Ombudsmen appointed by Government of Goa for Directorate of Art & Culture	Shri. Mathew Samuel, Director General Goa Institute of Public Administration & Rural Development Ela, Old Goa. Tel : 8380070034