

# **DEPARTMENT OF TOURISM**

## **DRAFT MATERIAL FOR ANNUAL ADMINISTRATION REPORT FOR THE YEAR 2018-19**

### **1. INTRODUCTION**

The Administrative head of the Department is Secretary (Tourism), Government of Goa. The Department of Tourism is headed by Director, who also functions as an Ex-Officio Joint Secretary to the Government. The Department involves in policy formulation, undertakes planning and development of basic infrastructure, promotion, publicity and marketing to promote the State of Goa as an ideal tourist destination throughout the year, both within the country and abroad. The Director of Tourism exercises statutory powers of the “**Prescribed Authority**”, under the Goa Registration of Tourist Trade Act, 1982 and as “**Competent Authority**” under the Goa Tourist Places (Protection and Maintenance) Act, 2001.

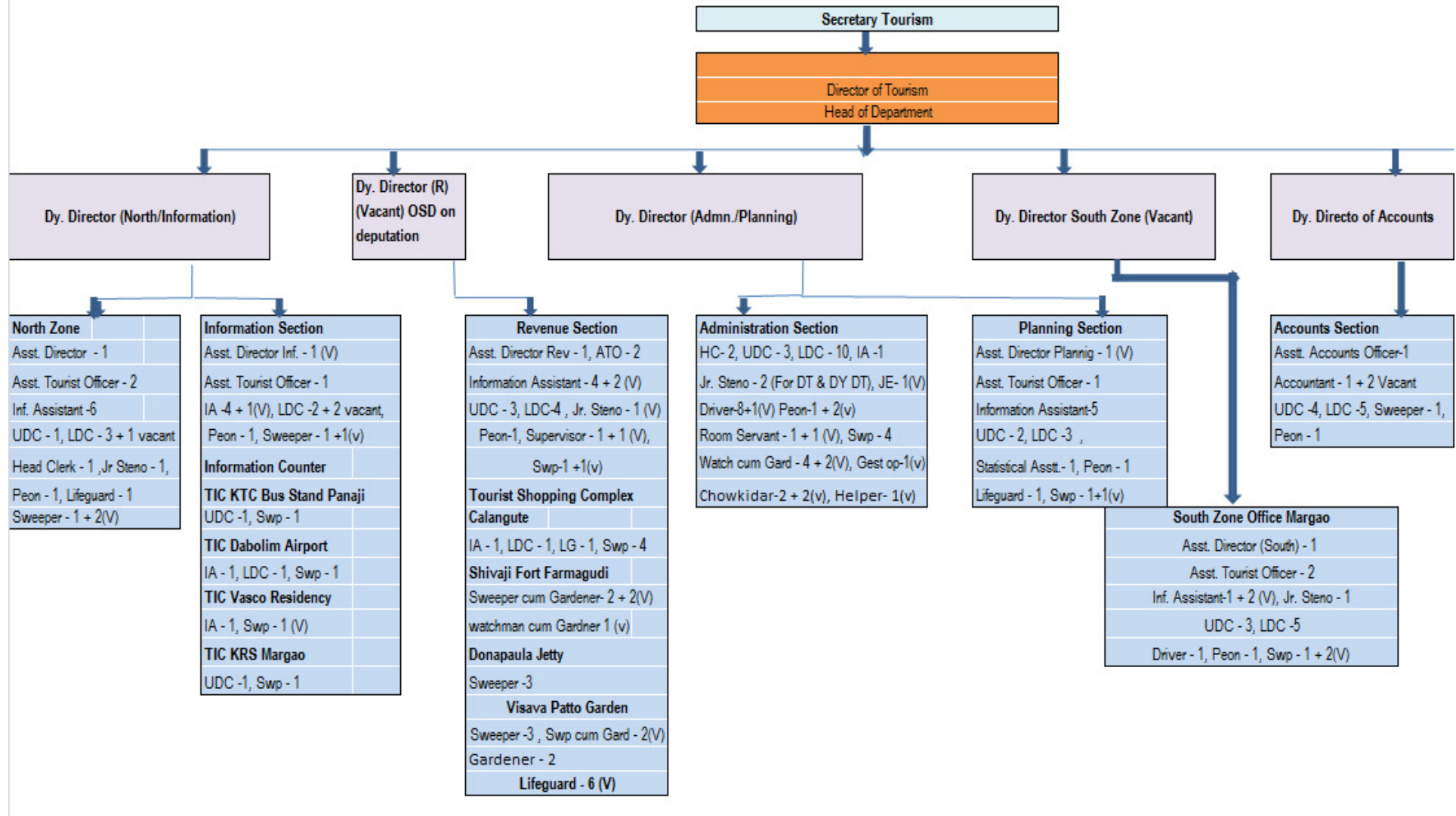
### **2. ORGANIZATIONAL CHART OF THE DEPARTMENT:**

The Director heads the Department of Tourism. He is assisted by 4 Deputy Directors, one Officer on Special Duty, 5 Assistant Directors, One Deputy Director of Accounts, One Assistant Accounts Officer, 09 Asst. Tourist Officer, 26 Information Assistance, 17 UDCs and 32 LDCs. The Department of Tourism has 2 Zonal Offices one is at North Goa and other is at South Goa. Both zonal offices are headed by Deputy Director of Tourism who is also act as a Prescribed Authority under Registration of Tourists Trade Act. The total strength of the Department is 201.

As per the guidelines of Ministry of Tourism this Department had to formulate Tourists Security Force for the safety and security of Tourists and set up a tourist friendly and sensitive organization to deal with cases of harassment with the tourists under the Administrative control of Department of Tourism. Currently, the total strength of TSF personnel are as under:-

1. Taluka Level Supervisor – 2 no.
2. Tourist Wardens – 49 nos.
3. L.D.C. – 5 nos.

STRUCTURAL ORGANIZATIONAL CHART OF THE OFFICE OF DEPARTMENT OF TOURISM 2018-19



**3. Functions and duties carried out by various section of this Department are listed below:**

**A. ADMINISTRATION SECTION:**

Administration Section is headed by Deputy Director (Administration) with the assistance of two Head Clerks.

Functions:

- i. Maintenance, cleanliness, AC, Vehicles etc. and upkeep of the entire office premises.
- ii. Maintaining personal files, creation of posts, attendance, movement register, leave records, confidential Report, Promotions etc of all staff.
- iii. House Building Advance, Government accommodation.
- iv. Dealing with Public grievances, Vigilances, Departmental enquires, RTI etc.

**B. PLANNING SECTION:**

Planning Section deals with following:

- i. Tourism Policy (Master Plan & Tourism Policy).
- ii. Preparation of Budget
- iii. Implementation of tourism infrastructure development projects through state and central funds
- iv. All matters such as mutation, partition, demolition, removal of encroachment in department's acquired properties.
- v. Tourism related projects under tribal welfare scheme
- vi. Compilation of tourist statistics data.

**C. REVENUE SECTION:**

Revenue section looks after maintenance & cleanliness of beaches, Beach safety service and Lifeguarding on nominated beaches and water bodies, issues permissions for setting up of temporary shacks, deckbeds, grants of permissions to hold tourism events (major/minor), issues NOC for film shooting, handles court matters, leases of Departmental properties and implementation of the Goa Tourist Places (Protection & Maintenance) Act, 2001.

#### **D. INFORMATION SECTION:**

- i. Constitution of SLMPC
- ii. International Events: Road Shows / Travels Marts / Fairs / Exhibitions
- iii. Domestic events: Exhibitions / Fairs
- iv. State Festivals
- v. Media Campaign
- vi. Tourist Information Counter
- vii. Maintenance of Department's website
- viii. Appointment of PR Agency

#### **E. ACCOUNTS SECTION:**

The Section is headed by a Dy. Director of Accounts deputed by the Directorate of Accounts and is assisted by an Assistant Accounts Officer & Accountant who are also deputed from the Directorate of Accounts. This section looks after the financial matters pertaining to the Department.

#### **F. NORTH ZONE OFFICE, PANAJI & SOUTH ZONE OFFICE, MARGAO:**

The North and South Zone offices look after the implementation and administration of the Goa Registration of Tourist Trade Act, 1982, with the Dy. Director of Tourism (North) being the Prescribed Authority (North) and Dy. Director of Tourism (South) being Prescribed Authority (South) in their respective jurisdiction.

#### **4. ACTS AND RULES ENACTED & IMPLEMENTED BY THE DEPARTMENT:**

- ❖ **The Goa Tourist places (Protection and Maintenance) Act, 2001:** To protect and maintain the tourist places from deterioration and erosion and preserve their tourism potential.
- ❖ **Goa Registration of Tourist Trade Act, 1982:** To provide for registration / renewal of various activities as stipulated in the Act and fees for registration of various activities are register under Goa Registration of Tourist Trade Act, 1982.

## 5. MAJOR PHYSICAL ACHIEVEMENTS OF THE DEPARTMENT DURING 2018-19.

**Beach Cleaning:** The State of Goa is bestowed a beautiful coastline towards western side which is sprawled from North to South Goa and therefore the State is famous for its beaches. The Department of Tourism maintains all the major beaches cross the state. Currently, the Department is in the process of appointment of suitable agency to undertake comprehensive cleanness of the beaches. In the meantime, as a stop gap arrangements, the work of beach cleaning has been outsourced to a private agency M/s Drishti Lifesaving Pvt. Ltd.

**Beach Shacks:** With a view to create employment / business opportunities to the locals to earn their livelihood, Department has formulated the Tourism Policy for erection of temporary beach Shacks, Huts and other activities for the period of 2016-19 for 03 years and have issued 343 permissions for erection of temporary shacks on the government property.

**Beach Safety & Lifeguarding:** At present, the work of life guarding and water safety services is outsourced to M/s Drishti life Services Pvt. Ltd. for period of 5 years which is effluxing on 30/06/2019. The Government has further extended a period of work for another period of 3 years, over 600 lifeguards and 111 beach safety patrolmen with necessary equipments are patrolling the nominated 43 beaches stretched and two inland water bodies namely, Dudhsagar Waterfall and Mayem Lake.

- **ACCOMMODATION CAPACITY:** Till 31.01.2019, 4399 accommodation units (hotels) have been registered. The room capacity has increased to 51250 and the bed capacity to 90413.
- **CHARTER FLIGHTS:** During the tourist season 2018-19 (upto January 2019), 503 Charter flights has brought in 133532 foreign tourists.

**6. Financial aspects of Plan and Non-Plan scheme for the year 2018-19 (upto February 2019):**

*(Rs. In lakhs)*

<b>Major Head</b>	<b>Sub-Major Head/Scheme</b>	<b>B.E.</b>	<b>R.E.</b>	<b>Actual Expenditure</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
3452	Tourism	9177.13	9177.13	5405.24
5452	Capital Outlay on Tourism	12746.00	12746.00	7195.47
7452	Loans for Tourism	30.00	30.00	0.00
<b>Grand Total</b>		<b>21953.13</b>	<b>21953.13</b>	<b>12600.71</b>

**7. Vision for future:**

- New Tourism Services to be launched in 2019.
  - (i) 5D Entertainment Box at Baga
  - (ii) Personal Transportation devices
  - (iii) Giant Wheel
  - (iv) Fly Boarding
  - (v) Merchandise Partner
  - (vi) Floatel cum Houseboats
  - (vii) Interstate bus service
  - (viii) Heli Tourism

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