



GOVERNMENT OF GOA

CITIZEN'S CHARTER

FOR

Department of Civil Aviation

DECEMBER 2021

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P R E F A C E

The Department of Civil Aviation was created vide Cabinet decision dated 18th November 2013. As per the Business of the Government of Goa (Allocation) (Twenty-eighth Amendment) Rules, 2013, the Department is responsible for all the matters pertaining to Mopa Airport, all the matters pertaining to Dabolim Airport, matters pertaining to Civil Aviation and Co-ordination with Government of India pertaining to Dabolim Airport and Mopa Airport

Development of Greenfield International Airport at Mopa in Pernem taluka on PPP basis is the major task before the Department. In this regard, the Department has successfully completed the tender process for selection of a Concessionaire for the Development of Mopa Airport on PPP basis in August 2016. The GMR Airports Limited has won the bid with a highest revenue share of 36.99% to the Government of Goa. The Concession Agreement between Government of Goa and GMR International Airports Limited (GGIAL) was signed on 8th November 2016. The foundation stone of project was laid by Hon'ble Prime Minister of India on 13th November 2016.

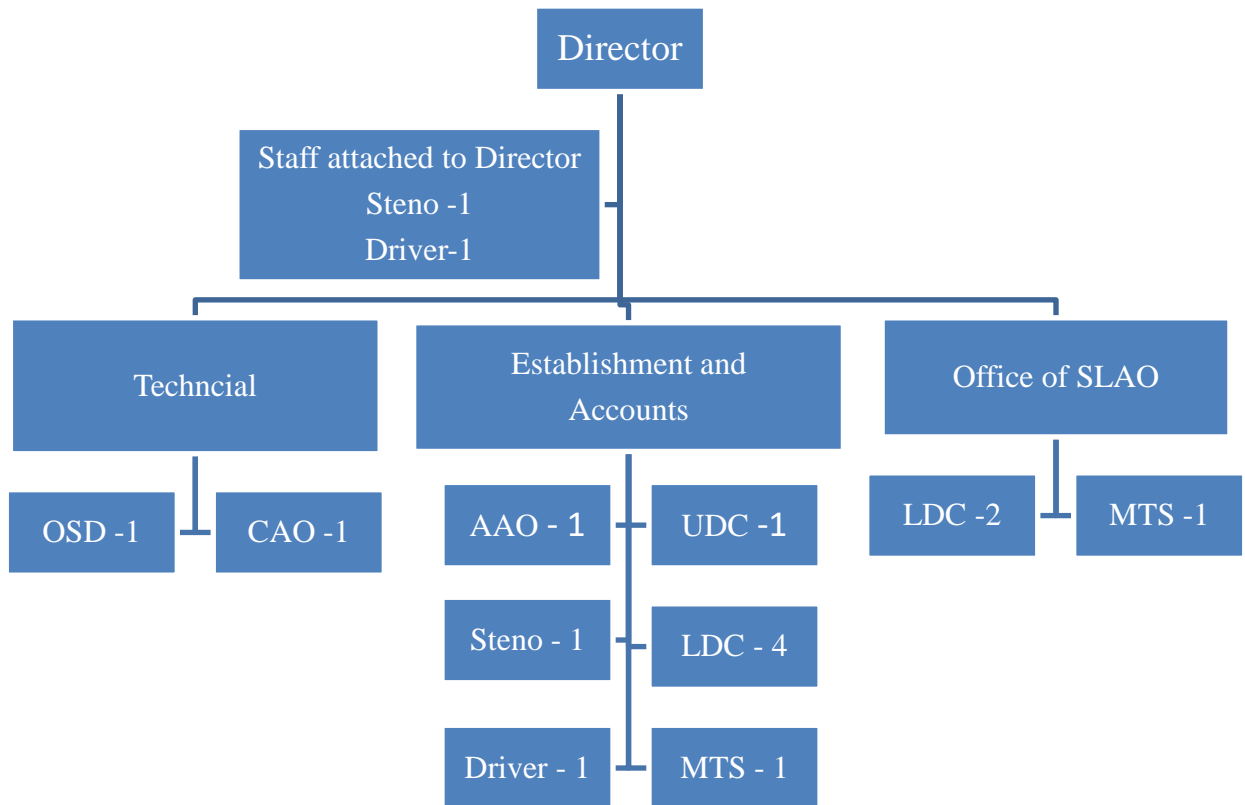
The project is being implemented in four phases with annual passenger capacity of 4.4 million, 5.8 million, 9.4 million and 13.1 million respectively. The airport has an ultimate capacity over 30 million passengers per annum with a provision for dedicated cargo and MRO facility. The original estimated cost of the project was Rs. 1900 crore. The project has faced cost and time overrun due to restraint by various courts and impact of covid-19 pandemic. The first phase of the project is expected to be commissioned in August 2022.

Mopa Airport project is expected to multiplier effect in the economy of the State creating immense employment potential contributing to the GDP of the State. The civilian enclave at Dabolim Airport will continue to function even after commissioning of Mopa Airport.

Place: Porvorim

Dr.S. Shanbhogue
Director &
Ex-officio Joint Secretary

2. ORGANIZATIONAL STRUCTURE



3. STATUS OF MOPA AIRPORT

Government of Goa signed concession agreement with GMR Goa International Airports Limited for development of Greenfield International Airport at Mopa in Goa on PPP basis on 8th November 2016. The project is being developed in four phases viz. 4.4 million passengers per annum (mppa) in phase I followed 5.8 mppa, 9.4 mppa and 13.1 mppa in phase II, phase III and phase IV respectively. The project has ultimate of potential of over 30 mppa. The construction of Phase I has commenced from 4th September 2017 with 3 years completion period. However, the construction work delayed due to restraint by the courts and covid 19 pandemic. The original estimated cost of the project is Rs.1900 crore and the same is revised to Rs.2615 crore due to time overrun. Presently, the project work is in progress with cumulative physical achievement up to 30th November 2021 being 47.86%% and expenditure incurred being Rs. 1326 crore. The first phase of the project is expected to be commissioned by August 2022.

For more details on the Mopa Airport project may refer website of the Department viz <https://dca.goa.gov.in>

4. EMPLOYMENT OPPORTUNITIES

1. The concession agreement signed between Government of Goa and GMR Goa International Airports Limited has following provision with relating to employment of people of Goa and Displaced family.

Article 5.9: Obligations relating to employment of people of Goa and Displaced Family

The Concessionaire agrees and undertakes to:

- (a) give preference to bonafide Goans for all the jobs in the Airport; and*
- (b) advertise all the job vacancies in the Airport in atleast 3 (three) dailies having wide circulation in Goa.*

Notwithstanding anything to the contrary contained in this Agreement, the Concessionaire shall give employment to 1 (one) person from each Displaced Family in accordance with Applicable Law. For the avoidance of doubt, in the event enough applications are not received from the Displaced Families or bonafide Goans, the Concessionaire shall not be restricted from hiring any other person.

2. Further, as per Article 2.1 (d) and Article 28.10 of the concession agreement, GGIAL shall establish an Aviation Skill Development Centre (ASDC) to various conduct courses and impart training to the local unemployed youth to avail various types of job opportunities as the Airport becomes operational. The courses to be conducted at the ASDC shall have accreditation of appropriate State authority or accreditation of the National Skills Qualification Framework under the National Skill Development Agency. In this regard, GGIAL has already constructed the ASDC building at the Mopa Airport and the same has been inaugurated virtually by the Hon'ble Prime Minister of India on 19th December 2021.
3. A brochure giving the details of ASDC including various types of courses proposed to be conducted is available on the website of the Department viz. <https://dca.goa.gov.in>

5. RIGHT TO INFORMATION ACT, 2005

Role	Name & Designation	Address	Contact No
1. First Appellate Authority	Dr.Suresh Shanbhogue Director	Directorate of Civil Aviation, Room No19, Secretariat, Porvorim, Goa-403 521	0832-2419542/543
2. Public Information Officer	Shri.Vaibhav Vaze Civil Aviation Officer	Directorate of Civil Aviation, Room No19, Secretariat, Porvorim, Goa-403 521	0832-2419542/543
3. Assistant Public Information Officer	Smt.Antara Khedekar UDC	Directorate of Civil Aviation, Room No19, Secretariat, Porvorim, Goa-403 521	0832-2419542/543

6. CONTACT DETAILS

**Directorate of Civil Aviation
Room No 19, Secretariat, Porvorim
Goa -403521**

Phone No.: (0832)2419542/543

Website: <https://dca.goa.gov.n>

Email dir-civilavia.goa@nic.in

patodir-doca.goa@nic.in