

CITIZEN'S CHARTER

This Charter is a declaration of our vision, goals, schemes and services being provided to the public.

INTRODUCTION

Founded by the Government of Goa in 2004, the Entertainment Society of Goa, known as ESG was the 1st Government Event and Entertainment Agency operating across the State. Entertainment Society of Goa was started with one focused, single idea in mind to bring the best of the events, film festivals and creative minds of vibrant entertainment industry from all over the globe at one place, on one platform and to make State of Goa the hub of this industry.

Our Mission, Spirit and Values are what separate us from other Societies; they are the strengths that underpin our entire approach to responsible, ethical business conduct.

SOCIETY'S HISTORY, WORK AND OBJECTIVES

- A. The prime objective of the Entertainment Society of Goa was to frame Entertainment Policy for the State of Goa and implement the same with the help of Various Agencies.
- B. To advise the Government of Goa on various policy issues related to promotion of entertainment industry in the State of Goa on a long term basis.
- C. To make the state of Goa the International Entertainment Hub and to give global visibility and recognition to the State of Goa.
- D. To leverage the International Film Festival as an anchor point to create permanent facilities that will enable the State of Goa to create a niche for itself in the realm of World Film Festivals and become known for its uniqueness and distinct character.
- E. To organize and host the International film festival in State of Goa, on par with the leading film festivals of the world and to hold and organise world class entertainment events, exhibitions and expositions etc.
- F. To earn revenue on a long term basis from ventures in film entertainment and leisure projects and also to suggest measures to increase revenue through direct and indirect taxes, levis and foreign exchange inflow and to bring about worldwide recognition to the State of Goa as an ultimate tourism and entertainment destination and maximize the State of Goa's potential in this regards.

- G. To develop infrastructure to meet the needs of International Film Festival and bring in global investment, to create an environment which will lead to increase employment opportunities for the locals like cameramen, T V Technicians, trolley operators, curators, musicians, singers, dancers, dramatics etc.
- H. To build multiplex, cinema halls, media-centres, screening rooms, auditoriums, comprehensive infrastructure facilities, maintain them and provide services for telecommunications, transportation, parking, banking, internet connectivity, power supply, water, sewerage, sanitation, etc. for holding other International Event / Festival and other similar type of events.
- I. To set up international film city, studios, auditoriums with suitable capacities and training centres or a film institute to provide training to the prospective film makers, artists, directors, technicians and other related trades and set up film market or bazaar.
- J. To renovate the existing building, houses and residential accommodation to meet the requirements of the film festival and to conceptualize and develop properties for the Government of Goa for the purpose of entertainment industry by bringing in best companies for facilitation of investment and land development programs and leisure development projects.
- K. To conduct publicity campaign through print media, internet, videos and film and other new medium of communication that integrates information and marketing of the global level.
- L. To involve in networking and relation building in the interest of Entertainment industry in the State of Goa and to adopt innovative ideas for improving the organization of the film festival every year
- M. To give awards, prizes and certificates to selected films and artists in various categories like director, producers, photographers, lyrics, musicians, acting artist etc.
- N. In general to do such things or undertake to do such other things from time to time as shall be deemed necessary for the promotion of the ideas and attainment of the objectives of the society to do all such acts and things, whether incidental to the power aforesaid or not, as may be required in order to further the objectives of the society.
- O. The income and property of the society shall be used for the promotion of the objective of the society.
- P. The society shall maintain a fund to which shall be credited
 - a. All moneys received from local and Central Government
 - b. All moneys received in any other manner or from any other sources
- R. To receive grants from the State and Central Government or any other institutes for maintenance and administrative set up of the Society, incur

expenditure for the overall development related to development of infrastructure connected with entertainment industry.

- S. To accept donations/ contributions from any sources and utilise them for achieving the objective of the society and to strengthen its financial position.

SOCIETY'S VISION

Our vision is to be the most trusted service provider organization of world class infrastructure and systems that will ensure that the customer has a fulfilling experience. As a group of like-minded enthusiasts, ESG will define the future of Entertainment industry and MICE (Meetings, Incentives, Conferences and Exhibitions) in the State.

We will-

- Conduct ourselves with integrity and live our Organizations Values
- Deliver superior performance
- Foster an internal environment of innovation, collaboration, and trust

OUR MISSION

ESG's Roadmap starts with our mission, which is enduring. It declares our purpose as a Society and serves as the standard against which we weigh our actions and decisions.

- To create a safe and easy one stop platform for customer
- To inspire moments of optimism and contentment
- To create value and make a difference by our innovative ideas and solutions

SOCIETY'S VALUES

We, the women and men of Entertainment Society of Goa, are guided by the same set of high values which describe our Society as we want it to be. We want our decisions and actions to demonstrate these Values. We believe that putting our Values into practice creates long-term benefits for customers, employees, partners and the communities we serve.

- We take responsibility for QUALITY by providing "best in class" Service and solutions
- We deliver CUSTOMER satisfaction by understanding our customers' needs
- We provide LEADERSHIP as a Society and as individuals through our talented employees, advance technology and innovative ideas

- We act with INTEGRITY in all we do through honesty and fairness in all aspects of our work
- We value Entertainment Society of Goa's PEOPLE by providing the education and development needed to help our people grow and by giving importance and value to their ideas
- We regard our PARTNERS as essential team members by giving them the same type of respect that we show to our customers.

SOCIETY'S OVERALL GOALS

Our Goals serves as the framework for our Roadmap and guides every aspect of our business by describing what we need to accomplish in order to continue achieving sustainable, quality growth.

People: Be a great place to work where people are inspired to be the best they can be.

Portfolio: Bring to the world a portfolio of quality Service and solutions that anticipate and satisfy peoples desires and needs.

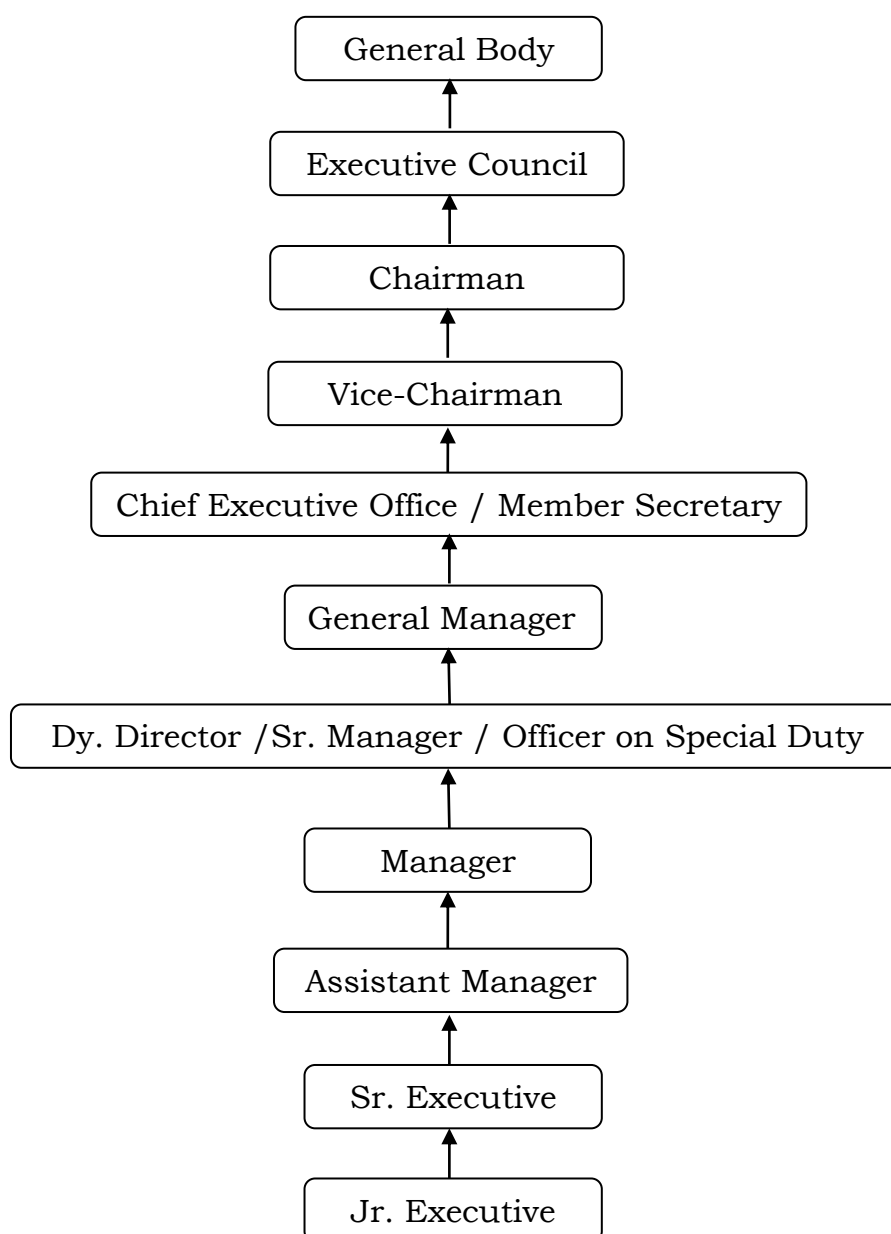
Partners: Nurture a winning network of customers and partners, together we create mutual, enduring value.

Planet: Be a responsible citizen that makes a difference by helping build and support sustainable communities.

Profit: Maximise long-term return to our customers and partners while being mindful of our overall responsibilities.

Productivity: Be a highly effective, lean and fast-moving organisation.

ENTERTAINMENT SOCIETY OF GOA'S ORGANISATIONAL STRUCTURE



ESG also has Consultants to guide the Administrative teams in the administration such as Legal Advisor, Internal Auditor, External Auditor Etc.

SERVICES AND SCHEMES

Sr. No.	Service/ Scheme	Description
1.	Film Shooting Permission	Shooting for a film, television, advertisement, commercial, marketing, still photography etc is the most important aspect of film, Media and Entertainment

		<p>industry. The Entertainment Society of Goa (ESG) is a Nodal Agency to issue film shooting permissions in the State of Goa. All the shooting permissions in the State of Goa are routed through the Goan Line Producers registered with the ESG. Only Goan Production Houses or Goan Producers can apply for shooting permissions directly.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • A request for film shooting in the State of Goa is received at the office of the ESG from the registered Line Producers of ESG or Goan Producers/Production houses, either through e-mails or letters in the prescribed forms. • The requests are processed by the ESG by notifying or seeking permissions from various concerned departments/agencies applicable. After carrying out due procedures, the NOC is issued to the applicant for shooting in Goa. • The ESG charges an amount of Rs. 10,000/- from the applicant as processing fees and concerned Panchayats has a revenue share of Rs. 3000/- in the said amount. The other agencies/departments wherever applicable also charge a fee for shooting locations under their jurisdiction. (Note: Application form is available and could be downloaded from https://esg.co.in)
2.	Event Management	<p>ESG organizes events as a nodal agency/event management agency for various departments of the Government of Goa and other State Governments.</p> <p>Procedure:</p> <ul style="list-style-type: none"> • A detailed request/proposal may be submitted to the office of ESG for processing. • The ESG charges 5% – 10% towards execution fee on overall expenditure of the event.
3.	Venue Booking	<p>The premises of ESG are well equipped with auditoriums, press rooms, art gallery,</p>

		<p>multiplex courtyard, office space, parking space, etc. ESG invites interested parties/individuals to book the said venues for programs and activities.</p> <p>Procedure:</p> <ul style="list-style-type: none">• A booking request may be submitted to the office of ESG for processing.• Detailed list of venues available with ESG with the corresponding rates is enclosed as Annexure-I. <p>(Note: Photographs of all the venues are available on https://esg.co.in)</p>
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