



GOVERNMENT OF GOA

CITIZEN'S CHARTER

FOR

CAPTAIN OF PORTS

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CAPTAIN OF PORTS

OFFICE:

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P R E F A C E
I
CAPTAIN OF PORTS DEPARTMENT, PANAJI.

The state of Goa has about 555 kms. of inland waterways out of which only 255 kms are navigable through the rivers Mandovi, Zuari and their tributaries. Out of their total length, the better part is being used by the mining and export industry for transportation of Iron ore to the port of Mormugao from the loading points in the hinterlands. If these waterways are properly harnessed they will provide a quick and economical transportation facilities for both passengers and cargo traffic.

With this point in view, the Captain of Ports Department shoulders the responsibility of developmental works of Inland Waterways and Minor Ports of Goa by way of periodical hydrographic surveys, dredging of rivers, maintenance of lighthouses and beacons, providing necessary Navigational Aids to the Vessels, imparting training to the needy students who would like to build their career in Sea, providing landing facilities for both passenger boats and cargo vessels at jetties etc.

As such, for smooth functioning of all the activities in the Inland Waterways Transport Services this Department implements the Indian Ports Act, Inland Vessels Act, Goa Daman and Diu Barge/Goods Taxation Acts etc. Registering of Mechanised and Non-Mechanised Vessels such as Inland Cargo, Inland Fishing, Inland Passengers and Tourist Vessels is being under taken by this Department as Registering Authority at Panaji and Mormugao. The Department aims at ensuring the welfare of barge and allied industry and in keeping confidence of the people through transparency in its working, the required information pertaining to Inland Water Transport Services.

Department hopes that information presented in this 'CITIZENS CHARTER' will be useful for the public in general.

Place: Panaji.
Dated: - 25/01/2021.

Capt. James Braganza
Captain of Ports
Panaji.

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Sr. No.	Designation of the Posts	Pay Scale	Sanctioned Strength
1	2	3	4
<i>Non-Ministerial (Non-Lapsable) Posts</i>			
1	Captain of Ports, Group 'A' Gazetted	Level - 12 (PB-3 ₹ 15600-39100 + 7600 G.P.)	1
2	Dy. Captain of Ports, Group 'A' Gazetted	Level - 11 (PB-3 ₹ 15600-39100 + 6600 G.P.)	1
3	Marine Engineer & Ship Surveyor, Group 'A' Gazetted	Level - 11 (PB-3 ₹ 15600-39100 + 6600 G.P.)	1
4	Hydrographic Surveyor, Group 'A' Gazetted	Level - 11 (PB-3 ₹ 15600-39100 + 6600 G.P.)	1
5	Radio Officer, Group 'A' Gazetted	Level - 11 (PB-3 ₹ 15600-39100 + 6600 G.P.)	2
6	Dy. Hydrographic Surveyor, Group 'A' Gazetted	Level - 10 (PB 3 ₹ 15600-39100 + 5400 G.P.)	1
7	Superintendent (Aids to Marine Navigation), Group 'B' Gazetted	Level - 10 (PB 3 ₹ 15600-39100 + 5400 G.P.)	1
8	Technical Superintendent (Ports), Group 'B' Gazetted	Level - 9 (PB-2 ₹ 9300-34800 +5400 G.P.)	1
9	Principal, Group 'B' Gazetted	Level - 7 (PB-2 ₹ 9300-34800 +4600 G.P.)	1
10	Assistant Accounts Officer, Group 'B' Gazetted	Level - 6 (PB-2 ₹ 9300-34800 +4200 G.P.)	1
11	Incharge Marine Slipway, Group 'B' Non-Gazetted	Level - 6 (PB-2 ₹ 9300-34800 +4200 G.P.)	1
12	Accountant, Group 'C'	Level - 6 (PB-2 ₹ 9300-34800 +4200 G.P.)	1
<i>Ministerial (Lapsable) Posts</i>			
1	Head Clerk, Group 'C'	Level - 6 (PB-2 ₹ 9300-34800 +4200 G.P.)	2
2	Marine Inspector, Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	6
3	Supervisor, Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
4	Supervisor, Lighthouse keeping, Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
5	Senior Stenographer, Group 'C'	Level - 6 (PB-2 ₹ 9300-34800 +4200 G.P.)	1
6	Statistical Assistant, Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
7	Sr. Instructor (Deck), Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
8	Sr. Instructor (Engine room), Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
9	Jr. Instructor (Deck), Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
10	Jr. Instructor (Engine room), Group 'C'	Level - 5 (PB-1 ₹ 5200-20200 +2800 G.P.)	1
11	Master, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	6
12	Engine Driver, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	6

13	Dredger Mechanic, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	1
14	Junior Stenographer, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	2
15	Upper Division Clerk, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	20 (five posts of UDC should be abolished on the vacancy of the post and in lieu of the abolished post of UDC five new posts of LDC are approved for creation as and when post of UDC are abolished)
16	Lighthouse Keeper, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	8
17	Draughtsman Gr. II, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	1
18	Storekeeper cum Tool Room Operator, Group 'C'	Level - 4 (PB-1 ₹ 5200-20200 +2400 G.P.)	1
19	Lower Division Clerk, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	15
20	Field Assistant, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	2
21	Oilman, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	6
22	Helmsman, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	6
23	Carpenter, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	1
24	Electrician, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	1
25	Sailor, Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	49
26	Ferro Printer, Group 'C'	Level - 1 (PB-1 ₹ 5200-20200 +1800 G.P.)	1
27	Peon, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	8 (to be re-designated as MTS)
28	Field Khalasi, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	2
29	Driver (Light Vehicle), Group 'C'	Level - 2 (PB-1 ₹ 5200-20200 +1900 G.P.)	7
Ministerial (Non Lapsable) posts			
30	Sweeper, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	2
31	Watchman, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	1
32	Watchman-cum-Mali, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	1
33	Gardener, Group 'D'	1S ₹ 4440-7440 + ₹ 1300	1
Total:			177

1. Radio Officer (on contract basis)- 01
2. Security Guards (on contract basis)- 08
3. Attendants (Utility)-02

GOVERNMENT OF GOA

**CITIZEN'S CHARTER FOR THE
CAPTAIN OF PORTS DEPARTMENT**

(A) STRUCTURE AND FUNCTION OF THE DEPARTMENT.

The Captain of Port Department is headed by the Captain of Ports with its Head Quarter at Panaji. The other Sub-Offices such as Dy. Captain of Ports situated at Mormugao, Maritime School at Britona, Slipway at Britona, Marine Secretaries Offices at Chapora, Betul and Talpona are under overall control of the Captain of Ports. The Captain of Ports is In charge of all activities of Inland Waterways of Goa, and also implements the following Acts and Rules:

- (1) The Inland Vessels Act, 1917.
- (2) The Goa Barge Tax Act, 1973.
- (3) The Goa Barge (Taxation of Goods) Act, 1985.
- (4) The Goa Ports Rules, 1983.
- (5) The Indian Ports Act, 1908.

(B) LIST OF SERVICES PROVIDED BY THE DEPARTMENT.

1. Registration of mechanized vessels plying in the Inland Waters of Goa under IV Act
2. Registration of mechanized vessels under section 19K of I.V. Act, 1917 (Transfer of Port of Registry)
3. Registration/Renewal of mechanized vessels plying in the Inland Waters of Goa under Goa Port rules Rules, 1983.
4. Registration/Renewal of non-mechanized vessels plying in the Inland Waters of Goa under Goa Port s Rules, 1983.
5. Issue/Renewal of NOC's to small boats (Passengers, Parasailing & Jetskis) to operate on beaches of Goa for water sports activities.
6. Endorsement of Certificates of Competency issued by the other States of India (one time)
7. Issue of Certificate of Competency for Serang, 2nd Class Master, 1st and 2nd Class Engine Driver.
8. Extension of Survey Certificates of vessels/barges.
9. NOC for Erection of new fishing stakes in the Inland waters of Goa.

10. Supply of Hydrographic Charts of Inland Waters of Goa as per the requirement of the public.

11. Issue of permission to use Government Riverine land.

12. Clearing of Inward/Outward of the Ships calling at Panaji Port outer harbour Anchorage under Goa port Rules, 1983

13. Cancellation of Registration of Craft & Transfer of Ownership of Craft.

14. Issue of NOC to vessels to sail out of Goa

15. Registering/Vacating of Lien of vessels/Barges

16. Transfer of Ownership of vessels/Barges

17. Issue of Authority letter to Serang, 2nd class Master, 1st Class Master, 1st & 2nd Class Engine Driver and Inland Engineer

18. Annual Survey of Vessels/Barges

19. Extension of certificate of Competency of certificate of Masters, Engine Drivers after 60 yrs. of age until the age of 70 yrs.

20. Issue of Official Log Book to Barges

21. Registration/NOC for construction of jetties/Workshops/Dry-Docks/ Shipyards in the inland waters of Goa

22. Annual renewals of license of jetties/ Workshops/ Dry-Docks/ Shipyards

23. Matters connected with illegal occupation of Government Riverine Land.

24. Issue of permission to use Government Jetties for vessels and in turn collects revenue by way of wharfage dues, tonnage, mooring charges etc.

(For details such as Procedures, Documentation, Fees, Forms etc. may please refer to Departmental website www.ports.goa.gov.in.)

**LIST OF SERVICES OF THE DEPARTMENT INCLUDED IN
THE GOA RIGHT OF CITIZEN TIME BOUND DELIVERY OF
PUBLIC SERVICES ACT 2013.**

Sr No	Notified public service	Documents to be annexed along with the application	Specified time limit	Designation and address of the Appellate Authority	Stipulated time limit for disposal of appeal
1	Extension of Survey Certificates	<ol style="list-style-type: none"> 1. Original Survey Certificates in triplicate. 2. Copy of certificate of Inland Master and Engine Driver. 3. Copy of valid insurance policy of the vessel. 4. Necessary fees paid challan. 	Eight days	Secretary (Ports)	Within a period of forty-five days from the date of presentation of appeal.
2	Erection of new fishing stakes	<ol style="list-style-type: none"> 1. Formal application forwarded by Fisheries Department. 2. Site/location plan. 3. Cadastral Survey Plan of the adjacent land. 4. Form I & XIV of the adjacent land. 5. Inspection Report of the fisheries Department. 	Ten days	Captain of Ports	-do-
3	Supply of Hydrographic Charts as per the requirement of the public	Nil	Seven days	Captain of Ports	-do-
4	Extension of certificate of Competency of Master, Engine Driver after 60 yrs. Of age until the age of 70 yrs.	Original licence/Certificate of Competency of applicant.	Two days after medical fitness report	Captain of Ports	-do-
5	Annual renewals of Jetties/Workshops/Dry-Docks/Ship yards	<ol style="list-style-type: none"> 1. Application should be one month in advance for renewal of NOC. 2. Annual payment in advance. 	Fifteen days	Secretary (Ports)	-do-

(C) PROCEDURE TO MAKE APPLICATIONS.

The procedure required to be followed by the public to avail the above referred facilities are described item wise as below:

1. (I) Registration of Mechanised Vessels:

- (a) Before construction of a vessel under Inland Vessels Act 1917 the applicant has to inform this Department indicating the intention to construct the vessel and the details of the vessels such as height, breadth, length and depth.
- (b) The applicant has to submit the drawings of the vessels for approval.
- (c) The applicant has to submit declaration of ownership duly notarized.
- (d) After examining the request the applicant will be issued forms for Registration of vessels viz. Form No.1, Form No. II and Survey Form No.1.
- (e) The applicant has to pay (i) Registration fees, (ii) Survey fees and (iii) Approval of drawings fees through challan.
- (f) Then the applicant will be allowed to construct the vessel and during the construction, stagewise inspection/survey will be carried out by this Department and if found suitable N.O.C. to ply the vessel will be issued.
- (g) After construction of the vessel the owner has to pay (i) Annual licence fees, (ii) Port dues, (iii) Barge tax and (iv) Annual survey fees by challan in respect of (i) and (ii) and in the prescribed forms in respect of (iii) & (iv). Barge Tax can be paid yearly or quarterly. On quarterly payment 10% more tax has to be paid. If the Barge is not in operation during a particular quarter then the owner has to submit a declaration of non use Form 'F' to void payment of Barge Tax for that quarter.

II. Registration of Non-Mechanised Vessels.

- (a) The applicant has to make 'application for Licence' to this Department
- (b) The vessel will be inspected and licence will be issued on payment of licence fees. The Licence fees can be paid (i) for life-time i.e. for 15 years or (ii) Yearly.

III. Issue of NOC's to small Boats (Passengers, Parasailing & Jetskiis) to operate on beaches of Goa for watersports activities.

(A) Documents required for applying NOC's to ply Boats/Jetskis on beaches:

1. Application for issue of NOC in Form No. 1 duly filled in all respect.
2. Form No. 15 duly filled in.
3. Builders certificate.

4. Engine invoice.
5. Custom clearance /transport details if vessel/engine brought from outside.
6. Memorandum and articles of association & certificate of incorporation if applying on company's name.
7. Details of shareholders i.e. passport, visa etc.
8. Plans/specifications of the vessel.
9. Valid operator's certificate.
10. Valid insurance policies of Hull, machinery, passengers & crew.
11. Payment of inspection fees /issue of NOC fees.

(B) Renewal of NOC's:

1. Applications alongwith original NOC issued during the previous season.
2. Payment of inspection fee by challan.
3. Take the appointment of Captain of Ports/Dy. Captain of Ports/Marine Engineer and Ship Surveyor for inspection of boat/jetskii.
4. After inspection submit valid insurance policies of Hull, Machinery, Passengers and Crew.
5. Submit valid operator's Certificate.
6. Payment of issue of NOC fees.

2. Endorsement of Certificate of Competency issued by other States of India:

The Candidate has to submit the following:

- (a) Certificate of Competency issued by the other States.
- (b) Birth Certificate.
- (c) Sea time Service of Inland Waters of Goa.
- (d) Maritime School Course Certificate
- (e) The candidate is being examined on the formal application of the candidate or the concerned company. The candidate has to pay Rs.500/- as examination fees and then the endorsement of Certificate is issued.

3. Issue of Certificate of Competency for Serang, 2nd Class & 1st Class Master, 1st and 2nd Class Engine Driver:

The essential requirements to issue the Certificate of Competency are as follows:

- (a) Sea time Service in Inland Waterways of Goa.

- (b) The testimonial of service are to be submitted by the candidates based on live records as per the service rendered by him on BHP (British Horse Power).
- (c) The candidate has to fill the prescribed application Form No. 1 for Inland Service of Competency Certificate.
- (d) The candidate has to pay examination fee of Rs.500/- through challan.
- (e) The candidate has to produce Maritime School Certificate.
- (f) Birth Certificate so as to ascertain age for the following different categories of Certificate:
 - 1. Serang: The candidate should not be less than 25 years of age.
 - 2. 2nd Class Master: The candidate should not be less than 27 years of age and should not be more than 55 years of age.
 - 3. 1st Class Master: The candidate should not be less than 29 years of age.
 - 4. 2nd Class Engine Driver: The candidate should not be less than 25 years and not more than 55 years of age.
 - 5. 1st Class Engine Driver: The candidate should not be less than 27 years of age.
- (g) The candidate is then sent to the Medical Board for (i) Physical fitness and (ii) sight test especially for colour vision.

4. Extension of Survey Certificate.

- (1) The Vessel Owner has to submit the formal application for extension of Survey Certificate by paying the necessary fees through challan.

5. Extension of No Objection letters for fishing stakes:

This Certificate is issued to the Directorate of Fisheries based on their application received, from the navigational safety point of view

6. Supply of Hydrographic Charts:

- (1) The applicant has to submit the formal application stating the purpose and the chart required. The cost of each chart is Rs.100/-.

7. Matter connected with illegal occupation of Government Riverine Land:

If the Government Riverine Land is found occupied illegally the person concerned is served with notice and then the legal proceeding starts.

8. Issue of permission to use Government Jetties:

The vessel owner has to inform the department for use of Jetties by paying the necessary fees such as (a) Port dues according to the tonnage of the vessel/cargo loaded, (b) mooring charges etc. by challan.

9. Clearing of Inward/outward of ships at Panaji Outer Harbour Port.

The vessel owner has to fill the Entry/Outward Forms which are available in the Department and pay the dues for the cargo according to the tonnage of cargo/vessel. All the connected dues are required to be paid in the S.B.I. through Government challans.

10. International Ship and Port Facility Security (ISPS) Code means the International Code for the Security of Ships and Ports Facilities.

Having come into force in 2004, it prescribes responsibilities to governments, shipping companies, shipboard personnel, and port/facility personnel to detect security threats and take preventative measures against security incidents affecting ships or port facilities used in international trade.

The ISPS Code applies to ships on international voyages (including passenger ships, cargo ships of 300 GT and upwards, and mobile offshore drilling units) and the port facilities serving such ships.

The main objectives of the ISPS Code are:

1. To detect security threats and implement security measures
2. To establish roles and responsibilities concerning maritime security for governments, local administrations, Ship and port industries at the national and international level.
3. To collate and promulgate security related information
4. To provide a methodology for security assessments so as to have in place plans and procedures to react to changing security levels.

The Panaji Port was made ISPS Compliant in the year 2005 and has a dedicated ISPS cell which is equipped with Radio Communication Equipment, Radar tracking and Automatic Identification system and internet and International Communication facilities. This Communication Cell is manned presently by 2 Radio Officers and headed by the Deputy Port Facility Security Officer who is of the rank of Master Mariner or 1st Class Marine Engineer.

The ISPS Cell is responsible for implementing the Panaji Port Facility Security Plan which has the following objectives.

1. Ensuring the performance of all Port Facility Security Duties;
2. Controlling access to the port facility;
3. Monitoring of the port facility, including anchoring;
4. Monitoring restricted areas to ensure that only authorized persons have access;
5. Supervising the handling of 'cargo';
6. Monitoring the movement of barges;
7. Supervising the handling of ship's stores; and
8. Ensuring that security and commercial related communication is readily available;
9. Providing assistance as necessary and agreed upon, to ships; encountering difficulty in compliance of various provisions of the Chapter XI-2 of the SOLAS 74;
10. Strengthening the ISPS Port Committee;
11. Meeting standards of training for all personnel associated with security duties;
12. Carrying out drills and exercised as prescribed in the ISPS Code;
13. Promoting effective security measures that, maintain or enhance operational efficiencies, and minimize impact on trade.

The ISPS Cell is manned during working hours on all days including Sundays and holidays.

Email and Fax facilities are available on 24 x 7 basis.

SUB-OFFICE OF THE DY. CAPTAIN OF PORTS, MORMUGAO.

Services: -

- (1) Registration and Taxation for Inland Mechanised and Non-mechanised vessels which are plying in the Inland waters of Goa. In addition, he is appointed as Examiners for Certificate of Competency (Deck), Examiner for certificates of Competency (Engine). An Engineer and Ship Surveyor is appointed, under the control of the Dy. Captain of Ports.
- (2) As Registering Authority, the Dy. Captain of Ports has to do the work of registration of new vessels, Transfer of ownership of vessel and cancellation of Registration of certificates etc.

(3) As Taxation Authority, the Dy. Captain of Ports has to look after the implementation of the following Acts and rules and collection of taxes accordingly.

- 1) The Goa, Daman and Diu Barge Tax Act, 1973.
- 2) The Goa, Daman and Diu (Taxation on Goods) Act, 1978.
- 3) The Inland Vessels Act, 1917.
- 4) The Goa, Daman and Diu Port Rules, 1983.

SUB-OFFICES OF THE MARINE SECRETARIES.

The other Sub-Offices known as Marine Secretaries Offices are situated at the Minor Ports of (1) Chapora, (2) Betul and (3) Talpona.

Each Marine Secretary is In charge of the concerned Minor Ports who is assisted by a sailor and they are responsible for controlling all the activities of Inland Waterways in respect of their areas. The vessels operators are required to approach the Marine secretary for any assistance/guidance pertaining to vessels in their area. They are responsible to collect the Port Dues, taxes of Mechanised/Non-mechanised vessels.

MARITIME SCHOOL, BRITONA.

The Captain of Ports Department has a Maritime school unique of its kind at Britona Bardez – Goa, which imparts seamanship and Marine Engineering training to the personnel seeking employment/working on Inland water and other category of transport mechanized vessels.

The Institute conducts mainly two types of courses in a year. They are

- (A) New Entrants Training Course – Deck & Engine Room.
- (B) Advance Refresher Training Course – Deck & Engine Room.

The details of ‘A’ and ‘B’ are as follows:

(A) NEW ENTRANTS TRAINING COURSE - Deck and Engine-Room.

This is a four months duration course essential for candidates to venture onboard Inland Vessels, intending to enroll in Deck and Engine department.

Eligibility for the course:

- (a) Age: 18 years and above
- (b) Education: Passed VII Std. And above.
- (c) Essential: Should know swimming and to comply with maximum physical standards.
- (d) Fees: Rs. 900/-

On successfully completing this course the trainee can work as a sailor or Oilman in Deck and Engine Room stream respectively. With prescribed qualification attained trainee is eligible to appear lowest grade of Certificate of Competency Examination such as Inland Serang in Deck Section and IInd class Inland Engine Driver in Engine Section, of motor vessels.

(B) ADVANCE REFRESHER TRAINING COURSE: - Deck and Engine –Room

This is a 45 days duration course for Inland Vessel rating certified crew conducted on “15 DAYS ON AND 15 DAYS OFF” basis for enrolling in Deck and Engine-room Department.

Eligibility for the course:

- (a) Age: - 18 years and above
- (b) Education: - desirable in interest of the candidate.
- (c) Certificate of competency issued by MM.D. /Captain of Ports.
- (d) Service Certificate onboard a vessel from a bonafide employer.
- (e) Training fees: -
 - i) IInd class Inland Master/1 Class Engine Driver – Rs. 1800/-
 - ii) 1st class Inland Master/Inland Engineer – Rs. 2250/-

On successfully completing this course the trainee with prescribed qualification attained is eligible to appear for higher grade of Certificate of Competency Examinations, such as IInd class Inland Master, 1st class Inland Master in Deck Section and Ist class Inland Engine Driver, Inland Engineer in Engine Section, of motor vessels.

The School starts the above two courses after due advertisement in the local newspapers at least a fortnight in advance of commencement of courses.

Course completion Certificates are awarded to the successful trainees examined at the end of training period.

Hostel facilities are provided during the course to the students on payment of Rs. 200/- per month per student, Reference Books are available to the students during the course period.

Processing of different application and time frame is given below:

SCHEDULE FOR PROCESSING OF VARIOUS APPLICATIONS:

<u>Type of application</u>	<u>Time frame</u>
1. Entry and Outward of ships	Within one hour
2. Renewal of craft licences	On the spot
3. Application for extension of survey of vessels	Within a day
4. Endorsement/Dispensation for Engine Driver/ Master etc.	Within two to three days
5. Registration of Mechanised Vessels	Within 15 to 20 days
6. Registration of non-mechanised Vessels	Within 3 to 5 days
7. Proposals for Fishing Stakes	Within 15 to 20 days
8. Hydrographic Survey Charts	Within 3 to 4 days
9. Miscellaneous and all other items pertaining to this Department.	Within 3 to 5 days

Redressal of Public Grievances

Any grievances from the Public are being attended very promptly, so that no inconvenience is caused to the public. In the event of any clarification or difficulties any of the Officers listed below may be contacted.

<u>Name and Designation of the Officer</u>	<u>Telephone No.</u>
1. Capt. James Braganza, Captain of Ports, Captain of Ports Department, Panaji – Goa.	2225070/2426109
2. Shri Premlal Sirsaiker, Dy. Captain of Ports, Captain of Ports Department, Panaji – Goa	2225070/2426109
3. Shri. Octavio Anthony Rodrigues, Marine Engineer & Ship Surveyor, Office of the Dy. Captain of Ports, Behind Dempo Building, Mormugao – Harbour, Goa.	2521652/2521653
4. Shri Ram Asare M.Gupta Hydrographic Surveyor, Captain of Ports Department, Panaji – Goa.	2225070
5. Mr. Constantino D'sa, Radio Officer, ISPS Cell, Captain of Ports Department, Panaji – Goa.	9225905929

6. Smt. Vishwari V. Chari,
Asstt. Accounts Officer,
Captain of Ports Department,
Panaji – Goa. 2426109
7. Principal,
Maritime School,
Britona, Bardez – Goa. 2417310
8. Marine Secretary,
Office of the Marine Secretary,
Chapora, Bardez – Goa. 2273736
9. Marine Secretary,
Office of the Marine Secretary,
Bapsoro, Betul,
Salcete – Goa. 2768172
10. Marine Secretary,
Office of the Marine Secretary,
Talpona, Canacona – Goa. 2642529
11. Marine Slipway,
Britona, Bardez – Goa. 2415991