

**GOVERNMENT OF GOA**  
**DIRECTORATE OF FIRE & EMERGENCY SERVICES**

**CITIZEN'S CHARTER**

This Charter seeks to provide a framework which enables the people to know:

What services are available in this Department, the quality of services they are entitled to and the means through which complaints regarding denial or poor quality of service will be redressed.

**PREAMBLE**

Fire has been viewed as a force both beneficent and destructive. The destructive potential of Fire poses a threat to our life, property and resources and it has been a major reason for the destruction of life as much as it has been a vital means and source of sustenance for mankind. The role of public fire protection service is to save life and property from fire and allied incidents and to minimize the outbreak of fires and its consequential loss within the jurisdiction of its responsibilities. With this end in view, the Directorate of Fire Services was established in 1984 to provide an efficient and effective fire and emergency services to aid the people in distress and to protect the gains accrued through our sustained efforts in the State of Goa. Some of the major measures taken by the Government for development of Fire Services are:

1. Enactment of Goa, Daman and Diu Fire Force Act - 1986
2. Goa State Fire Force Subordinate Service (Discipline and Appeal) Rules - 1989
3. Goa State Fire Force Rules - 1997
4. Scheme for grant of Award/Rewards to Fire Service Personnel - 1997
5. The Goa Chief Minister's Fire Service Medal Rules - 2000
6. Grant of ex-gratia lumpsum amount in the case of disability in service to Fire & Emergency Services Personnel Scheme 2014. - 2014
7. Goa State Fire Force Subordinate Service (Discipline and Appeal) (First Amendment) Rules, 2015 - 2015

The department generally attends emergency calls, which are not directly connected with fire, in order to help the people in distress. Over the years, it has attained a multi-dimensional role in saving and protecting life and property of the people with its activities in Fire Prevention, Fire Suppression and Training.

Directorate of Fire and Emergency Services has always handled challenges posed to it with dexterity and in the process upholding its cherished Motto "We Serve to Save" and living up to its reputation as a dependable Civil Emergency Force of the State.

I am sure the information given in the Charter will be useful and provide an insight to the public about the command structure and working of the Fire Force.

## **MISSION/VISION STATEMENT OF THE DEPARTMENT**

### **VISION :**

To raise the level of Prevention and Preparedness to minimize loss of life and property in the State from fire and non-fire emergencies and to inculcate safety consciousness among the public.

### **MISSION :**

Enhancing the capacity in terms of men and materials to be able to realize the Vision;

Developing Fire and Emergency Service as a Service Provider for reaching help to the people in distress, for all the hazard purposes;

Ensuring community safety and enriching the members of the profession through training and education for preventing and mitigating the Fire loss to facilitate improved public safety.

## **OBJECTIVES OF THE DEPARTMENT**

1. To prevent and suppress fires by rendering prompt and efficient services, so as to keep the loss of life and property to the minimum.
2. To conduct fire safety inspection in hazardous occupancies and to impart training in Fire Prevention, Fire Fighting and Fire Protection and advise managements so as to reduce risk by fire.
3. To implement fire safety regulatory measures under the Fire Force Act and Rules for Uses of Places and Trades for the purpose involving risk from fires.
4. To prevent loss of life and property from fire and non-fire emergencies like highway motor accidents, building collapse, landslides, still water rescue, Industrial, spillage interalia toxic release, and to render humanitarian services and special services during Natural and Manmade disasters.
5. To provide standby protection at large gatherings and important public and private functions.
6. As a Regional Training Centre of Government of India imparts training to Fire Professionals at national level.

## **GENERAL INFORMATION**

The Goa State Fire and Emergency Services constituted under the Goa State Fire Force Act 1986 is headed by the Director with its Headquarters and Logistic Centre at Panaji. Besides fulfilling the main objectives of fire prevention, fire protection, fire fighting and rescue, the department generally attends people in distress. Over the years, it has attained a multi-dimensional role in saving and protecting life and property of the people with its activities in fire prevention, fire protection, fire suppression and training. The department is being developed to provide effective fire and emergency cover to the people and property in the State. The approved strength of the Goa Fire and Emergency Services is **1106** including Officers and administrative staff. It provides round the clock services with the setup of 17 Fire Stations located in the township of the respective local Bodies/Municipalities viz; Headquarters, Panaji, Vasco, Mapusa, Pernem, Pilerne, Porvorim, Ponda, Kundaim, Old-Goa, Bicholim, Valpoi, Margao, Verna, Curchorem, Cuncolim and Canacona.

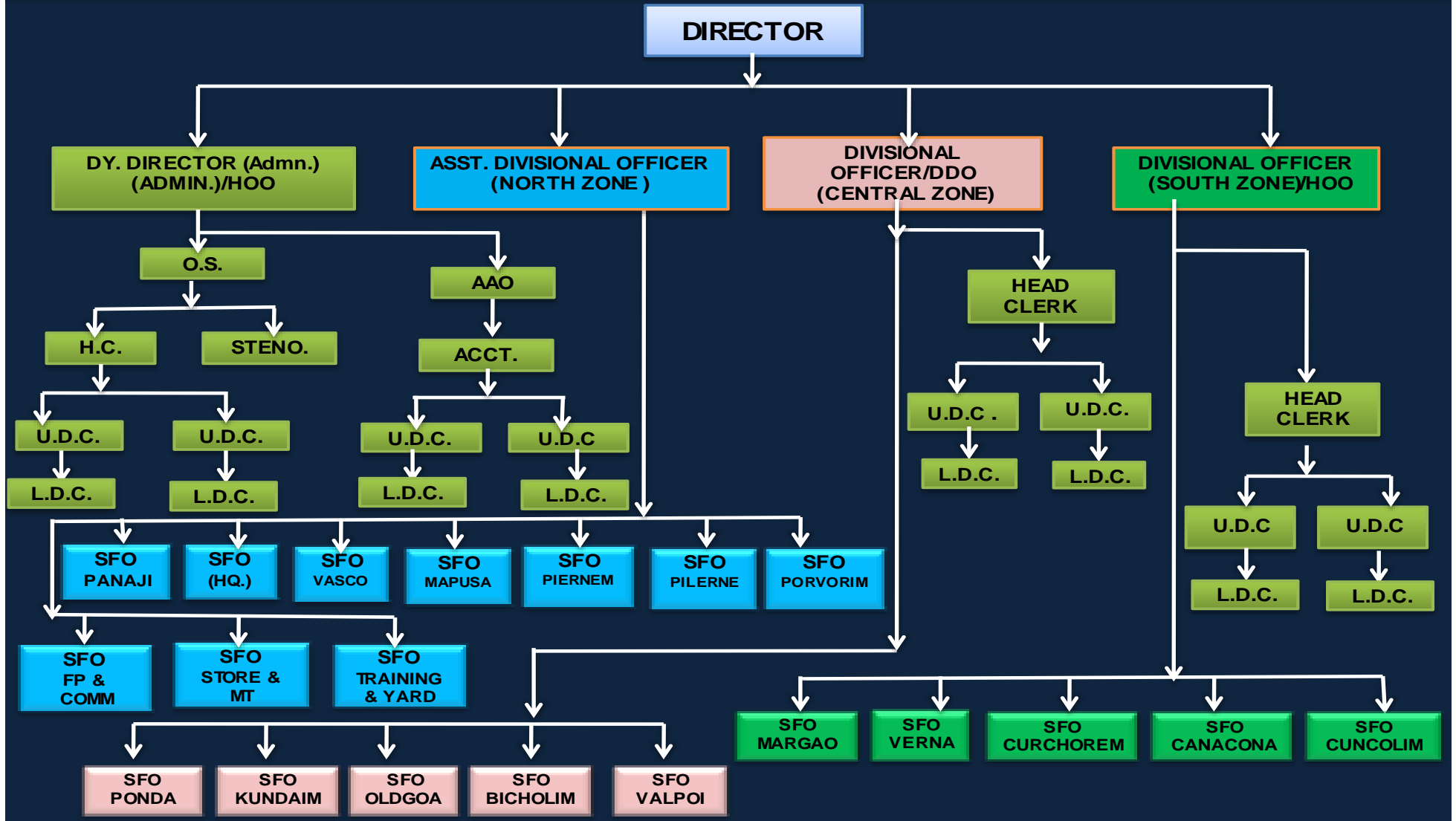
The Department has decentralized the administrative work into three Zones viz; South Zone, Central Zone and North Zone. The Divisional Officer has been declared as Head of Office and Drawing & Disbursing Officer for South Zone and Central Zone. The operational control of South Zone, Central Zone and North Zone are under the control of Divisional Officer and Asst. Divisional Officer respectively. The Fire Stations under the Jurisdiction of South Zone, Central Zone and North Zone are as below: -

Divisional Officer, South Zone	Under jurisdiction of Fire Station Margao, Curchorem, Cuncolim, Canacona and Verna
Divisional Officer, Central Zone	Under jurisdiction of Fire Station Ponda, Valpoi, Bicholim, Kundaim and Old-Goa
Assistant Divisional Officer, North Zone	Under jurisdiction of Fire Station Pernem, Mapusa, Pilerne, Porvorim, Panaji and Vasco.

Each Fire Station is headed by one Station Fire Officer/Officer-In-charge. The Officer and Fire Personnel on duty at the respective Fire Station will be the first responder for all types of Fire/Emergencies which include natural and man-made disasters.

The Administrative and Accounts section of the department are supervised by the Dy. Director (Admn.)/Head of Office and Assistant Accounts Officer/Drawing and Disbursing Officer. The overall control of the Directorate of Fire and Emergency Services is vested with the Director, Directorate of Fire and Emergency Services.

# ORGANISATIONAL CHART



## **FIRE PREVENTION AND TRAINING**

The Fire Prevention Cell renders technical advise in fire safety management to Industries and also responsible for fire safety inspections in occupancies as required under statutory requirements to prevent the outbreak of fires and minimize its consequential loss. While we give preponderance in prevention of fires by raising awareness among people through public relation cell with the help of audio-visual aids, regular training is imparted to industrial and in-service personnel in Fire Safety Management. We have established a training centre at Panaji, where tailored training courses for various categories of staff are being conducted on regular basis. Presently **52,354** candidates from different parts of the country have attended various types of courses ranging from 1 day training to 6 months strenuous General Fire Prevention and Fire Fighting Course at the Fire Force Training Centre, located at St.Inez, Panaji. Government of India has also identified the Goa State Fire Force Training Centre as a Regional Training Centre for conducting Junior Officers course of the National Fire Service College, Government of India, Ministry of Home Affairs, Nagpur.

As a part of raising the Fire Safety Awareness in the Primary School in the State of Goa, the Directorate of Fire & Emergency Services, Directorate of Education (State Council of Educational Research and Training (SCERT) and Underwriter Laboratories (India) launched a campaign “**Safer School Safer India**” on 14<sup>th</sup> April 2015.

This intensive campaign is for enhancing the awareness level of Primary School Children and through them their families on Safety Culture. The Training module is designed to create interest in children at primary level (I<sup>st</sup> to IV<sup>th</sup>) and involve them in activities which will lead to Fire Prevention and Fire Safety learning. The programme commenced in November 2015 and till date **780** Primary Teachers from **535** Schools have been trained in “**Training of Trainers**” Programme who in turn have trained **33,027** numbers of Primary School Students in their respective Schools.

The following courses are conducted at the Goa State Fire Force Training Centre:

<b>Sr. No.</b>	<b>Name of Course</b>	<b>Duration</b>	<b>Capacity / Strength</b>
1	External Sub-Officers Course of National Fire Service College, Ministry of Home Affairs, Nagpur	6 Months	30
2	Practical Attachment Sponsored by National Fire Service College, Nagpur (Private Trainees).	30 Days	30
3	Elementary Course in General Fire Fighting for Recruit Sub-Officer / Fire Fighter / Driver Operator and Watch Room Operator ( <i>Government Sponsored</i> )	6 Months	30
4	Firemanship Training Course for Private Candidates	6 Months	30
5	Refresher Course in General Fire Fighting for Leading Fire Fighters / Senior Fire Fighters	1 Month	30
6	Orientation Course in General Fire Prevention and Fire Fighting.	30 Days	30
7	Special Course in General Fire Prevention and Fire Fighting for Hotel Employees	15 Days	30
8	Basic Fire Fighting Course for Volunteers and Private Organisations	5 Days	30
9	Familiarization Course in General Fire Fighting	1 Day	30
10	Basic Fire Safety and Evacuation Drill Procedure ( <i>Government sponsored and Private candidates</i> ).	1 Day	30
11	"Training of Trainers" in Basic Fire Safety and Evacuation Drill Procedure for Educational Institutions	1 Day	30
12	Urban Search & Rescue and Medical First Responder Course for State Fire Service / SDRF / Home Guards & Civil Defence.	20 Days	30
13	Elementary Course in General Fire Fighting for Volunteers ( <i>Home Guards &amp; Civil Defence</i> )	15 Days	30
14	Familiarization Course in Breathing Apparatus Handling	3 Days	15
15	Safe Transportation of Hazardous goods for Driver as per CMV Rules 1993	3 Days	15



For further details of Training Courses contact:

1. The Director,  
Directorate of Fire & Emergency Services,  
St.Inez, Panaji Goa.  
Tel. No. (0832) 2227616/2225500  
Fax:- (0832) 2226100  
Mobile: 9763717052  
Email :[dir-fire.goa@nic.in](mailto:dir-fire.goa@nic.in)
2. The Assistant Divisional Officer,  
North Zone, St. Inez, Panaji.  
Tel. No. (0832) 2225500, 2425101, 2423101.  
Mobile:9763717053  
Email :[adonz-fire.goa@gov.in](mailto:adonz-fire.goa@gov.in)

### **APPLIANCES/EQUIPMENTS**

Every Fire Station is provided with one or two Fire Engines of the appropriate category and an Ambulance. Various types of articulated appliances are available with the department viz., Water Tender, Emergency Tender, Rescue Tender, Aerial Ladder Platform, Turn Table Ladder, Foam Tender and Multi-Purpose High Pressure Tender, Quick Response Fire Tender with Water Mist Technology, Motorcycle First Response with Water Mist Technology besides life saving equipments and hydraulic cutting and breaking tools and height gaining gadgets for conducting rescue from heights and for highway motor accidents. Ambulances form part of the turn-out appliances and provide on-site medical first aid to the casualties and transport them to the nearest Medical Centre.

## **KEY PERSONNEL CHART**

In case of fire/emergencies, public may contact on the Telephone numbers given against the respective fire stations:

Name	Designation	Office Tel/ Mobile No.	Fax No	E-mail Address
Shri Nitin V. Raiker	Director	2227616, 2225500 2423101, 2425101 9763717052	2226100	dir-fire.goa@nic.in
---	Deputy Director (Fire) South Zone, Margao	2714600, 2715825	2422958	ddf-fire.goa@nic.in
Shri Alexio Vaz	Deputy Director (Admn.)	2225500, 2425101 2423101	2422958	adm-fire.goa@nic.in
Shri Rajendra A. Haldankar	Divisional Officer, Central Zone, Ponda	2312044, 2315863 9763717051	2714600	do-fire.goa@nic.in
Shri. John Veracruz	Asst. Accounts Officer	2225500, 2423101	2422958	aao-fire.goa@nic.in
Shri Ajit K. Kamat	Asstt. Divisional Officer (Offg.) North Zone, Panaji	2225500, 2425101 9763717053	2422958	adonz- fire.goa@gov.in
Shri Dilip Gawas	Station Fire Officer/ Officer- in-charge Fire Force HQs.	2225500, 2423101 8308846750	2422958	hq-fire.goa@nic.in
Shri Dilip Gawas	Station Fire Officer/ Officer-in-charge, Panaji Fire Station	2225500, 2423101 8308846750	2422958	pnj-fire.goa@nic.in
Shri Bosco Ferrao	Station Fire Officer/ Officer-in-Charge Mapusa Fire Station	2262900, 2263354 9763717054	2262900	map-fire.goa@nic.in
Shri. Francisco Mendis	Station Fire Officer/ Officer-in-charge, Fire Station Vasco.	2513840, 2519068 9763717056	2513840	vas-fire.goa@nic.in
Shri Shrikrishna Parrikar	Station Fire Officer/ Officer-in-charge, Fire Station Pilerne	2407100, 2407101 8308846757	2407101	pil-fire.goa@nic.in
Shri Namdev Parwar	Station Fire Officer/ Officer-in-charge, Fire Station Pernem	2201201, 2201393 8308846751	2201201	per-fire.goa@nic.in

Shri Gil Souza	Station Fire Officer/ Officer-in-charge, Fire Station Margao	2714600, 2715825 9763717057	2714600	mrg-fire.goa@gov.in
Shri Damodar Zambaulikar	Station Fire Officer/ Officer-in-charge, Fire Station Curchorem	2650306, 2650301 9763717049	2650306	cur-fire.goa@nic.in
Shri Sushil Moraskar	Station Fire Officer/ Officer-in-charge, Fire Station Ponda	2312044, 2315863 8308846759	2312044	pnd-fire.goa@gov.in
Shri Santosh Gawas	Station Fire Officer/ Officer-in-charge, Fire Station Valpoi	2374444, 8308846753	2374444	vap-fire.goa@nic.in
Shri Shailesh Gawade	Station Fire Officer/ Officer-in-charge, Fire Station Bicholim	2362100, 2361397 8308846749	2362100	bic-fire.goa@nic.in
Shri Ganesh Govekar	Station Fire Officer/ Officer-in-charge, Fire Station Old Goa	2285344 9763717059	2285344	olg-fire.goa@nic.in
Shri Ganesh Govekar	Station Fire Officer/ Officer-in-charge, Fire Station Kundaim	2395455/ 9763717059	2395455	kfs-fire.goa@nic.in
Shri Shripad Gawas	Station Fire Officer (Fire Prevention-I)	2225500, 2423101 9763717062	2422958	fp-fire.goa@nic.in
Shri Neelesh Fernandes	Station Fire Officer (Fire Prevention-II & Communication )	2225500, 2423101 9763717055	2422958	fp-fire.goa@nic.in cnt-fire.goa@nic.in
Shri Ravi H. Naik	Station Fire Officer (Training)	2225500, 8308846740	2422958	<a href="mailto:trg-fire.goa@nic.in">trg-fire.goa@nic.in</a>
Shri Shrikrishna Parrikar	Station Fire Officer (Stores)& MT	2423101/ 8308846757	2422958	<a href="mailto:str-fire.goa@nic.in">str-fire.goa@nic.in</a> <a href="mailto:mt-fire.goa@nic.in">mt-fire.goa@nic.in</a>
Shri Ravindranath Pednekar	Station Fire Officer/ Officer-in-charge, Fire Station Canacona	2633500, 2633311 8308846746	2633311	can-fire.goa@nic.in
Shri Dilip Bicholkar	Station Fire Officer Officer-in-charge, Fire Station Verna	2887721, 8308846758	2887085	<a href="mailto:vrn-fire.goa@nic.in">vrn-fire.goa@nic.in</a>
Shri Dilesh Gaonkar	Station Fire Officer Officer-in-charge, Fire Station Cuncolim	2764744, 8308846762	2764744	<a href="mailto:cun-fire.goa@gov.in">cun-fire.goa@gov.in</a>
Shri Bosco Ferrao	Station Fire Officer Officer-in-charge, Fire Station Porvorim	2411122 9763717054	2411122	<a href="mailto:por-fire.goa@gov.in">por-fire.goa@gov.in</a>

## **COMPLAINTS AND GRIEVANCES**

Fire and Emergency Services provide round the clock service throughout the year, however, there may be occasions when you find our services lacking in areas of your expectations. Please do not hesitate to register your complaint. It will only help us to serve you better. There is a complaint box installed in every fire station for your convenience. You may also contact our Asst. Divisional Officer/Divisional Officer/Deputy Director (Fire)/Director to redress your grievances. We would be glad to settle your genuine problems within quickest possible time of its receipt.

In order to redress the grievances of the public, we have designated Public Grievance Officers as follows :

<b>Sl. No.</b>	<b>Public Grievance Officer</b>	<b>Role/Responsibility</b>
1.	<b>Divisional Officer,</b> Central Zone, Ponda	Public Grievances related to jurisdiction of Central Zone having Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations.
2.	<b>Assistant Divisional Officer,</b> North Zone, Panaji	Public Grievances related to jurisdiction of North Zone having Panaji, Mapusa, Pernem, Vasco, Pilerne and Porvorim Fire Stations.
3.	<b>Station Fire Officer/Officer-in-Charge,</b> Fire Station, Margao	Public Grievances related to jurisdiction of South Zone having Margao, Verna, Curchorem, Canacona and Cuncolim Fire Stations.

**NAME & DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS UNDER RIGHT TO INFORMATION ACT :**

Sl. No.	Designation of the Officer designated as PIO	Postal address	Telephone No.	E-Mail address	Role/Responsibility
1.	Deputy Director (Admn.)	Directorate of Fire and Emergency Services, St. Inez, Panaji, Goa.	2425101/ 2225500	adm- fire.goa@nic.in	State Public Information Officer (for all offices of Administration, Establishment and Accounts under the Directorate of Fire and Emergency Services)
2.	Divisional Officer	Directorate of Fire and Emergency Services, Central Zone, Near Almeida High School, Varkhande, Ponda, Goa.	2312044 2315863	do- fire.goa@nic.in	State Public Information Officer (for jurisdiction of Central Zone having Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations).
3.	Assistant Divisional Officer	Directorate of Fire and Emergency Services, North Zone, St. Inez, Panaji, Goa.	2425101/ 2225500	<a href="mailto:adonz-fire.goa@gov.in">adonz- fire.goa@gov.in</a>	State Public Information Officer (for jurisdiction of North Zone having Panaji, Mapusa, Pernem, Vasco, Pilerne and Povorim Fire Stations).
4.	Divisional Officer	Directorate of Fire and Emergency Services, South Zone, Aquem, Margao, Goa	2714600 2715825	<a href="mailto:mrg-fire.goa@gov.in">mrg- fire.goa@gov.in</a>	State Public Information Officer (for the jurisdiction of South Zone having Margao, Verna, Curchorem, Canacona and Cuncolim Fire Stations).

**List of Assistant Public Information Officers:**

Sl. No.	Designation of the Officer designated as APIO	Postal address	Telephone No.	E-Mail address	Role/Responsibility
1.	Office Superintendent, State Assistant Public Information Officer	Directorate of Fire and Emergency Services, St. Inez, Panaji, Goa.	2425101/ 2225500	est- fire.goa@ nic.in	For Administration/ Establishment and Accounts Section under the Directorate of Fire and Emergency Services, St. Inez, Panaji.
2.	Station Fire Officer/Officer-In-Charge, Fire Station Margao, State Assistant Public Information Officer	Directorate of Fire and Emergency Services, South Zone, Aquem, Margao, Goa.	2714600 2715825	mrg- fire.goa@ nic.in	For jurisdiction of South Zone having Margao, Verna, Curchorem, Cuncolim & Canacona Fire Stations.
3.	Station Fire Officer/Officer-In-Charge, Fire Station Ponda, State Assistant Public Information Officer.	Directorate of Fire and Emergency Services, Central Zone, Near Almeida High School, Varkhande, Ponda, Goa.	2312044 2315863	pnd- fire.goa@ gov.in	For jurisdiction of Central Zone having Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations
4.	Station Fire Officer/Officer-In-Charge, Fire Force Headquarters, State Assistant Public Information Officer.	Directorate of Fire and Emergency Services, Fire Force HQs, St. Inez, Panaji, Goa.	2425101/ 2225500	hq- fire.goa@ nic.in	For Panaji, Mapusa, Pernem, Vasco, Porvorim & Pilerne Fire Station jurisdiction.

**First Appellate Authority within the Department:**

S. No.	Designation of the officer designated as First Appellate Authority	Postal address	Telephone No.	E-Mail address
1.	Director, Fire & Emergency Services	Directorate of Fire & Emergency Services, St. Inez, Panaji, Goa	2227616 2225500	dir-fire.goa@nic.in

**DEPARTMENT OF HOME**  
**GENERAL DIVISION**  
**NOTIFICATION**  
**3/5/97-HD(G) Part/3934**

In exercise of the powers conferred by sub-section (1) of section 13 of the Goa, Daman and Diu Fire Force Act, 1986 (Act 9 of 1986) and in supersession of the Government Notification No. 3/5/97-HD(G) dated 11<sup>th</sup> June, 1998, the Government of Goa, being of the opinion that the Commercial/Industrial Units and High Rise buildings as specified in Annexure-I hereto are likely to cause risk of fire, hereby requires the owners/occupiers of said commercial/industrial units and high rise buildings specified in said Annexure-I, to take such precautions as are specified in Annexure-II hereto.

This Notification shall come into force from the date of its publication in the Official Gazette.

By order and in the name of the Governor of Goa

**Sd/-**

Harish N. Adconkar, Under Secretary (Home)

Panaji, 17<sup>th</sup>December'2014.

## ANNEXURE – I

- i) High Rise Building more than 15metres in height from the ground;
- ii) Industrial Building of Low Hazard, Moderate Hazard and High Hazard classes as provided under Part 4-Fire and Life Safety of the National Building Code of India;
- iii) Shipyards and Workshops;
- iv) Tank farms of petroleum products/POL dispensing outlets;
- v) Flammable gas godown/L.P.G. gas godowns;
- vi) Godowns and Warehouses;
- vii) Public places like exhibition halls, entertainment places, dancing halls, theatres, assembly halls, seaport, airport, railway stations, bus stations, stadia including temporary structures, tented enclosures etc.;
- viii) Educational and Institutional places;
- ix) Hotels, restaurants and bakeries;
- x) Storage places of flammable and hazardous goods, including Scrapyards;
- xi) Establishments registered under the Goa, Daman and Diu Shops and Establishments Act, 1973 (Act 13 of 1974) other than the shop [as defined under the Goa, Daman and Diu Shops and Establishments Act, 1973 (13 of 1974)] falling within the jurisdiction of Village Panchayats.



## ANNEXURE – II

### **Fire Prevention measures to be adopted in the Buildings/Premises and Establishments specified in Annexure I.**

The minimum standard measures for fire prevention and fire safety for buildings/premises shall be as provided in the National Building Code, 2005 Part 4 Fire and Life Safety and Code of Practices for fire safety stipulated by the Bureau of Indian Standards and the Goa Land Development and Building Construction Regulations, 2010, as amended from time to time thereafter, relating to the following matters:

- i) Means of access and exit requirements;
- ii) Underground/overhead water static tank;
- iii) Fire Service standard inlet connections;
- iv) First and hose reel;
- v) Automatic Sprinkler system;
- vi) Fire extinguishers of ISI certification mark;
- vii) Compartmentation;
- viii) Automatic fire detection and fire alarm system/manually operated fire alarm system;
- ix) Illuminated exit way marking signs;
- x) Fire check doors and fire resistance doors;
- xi) Public Address System;
- xii) Alternate source of electric supply;
- xiii) Fire lift with fireman switch;
- xiv) Wet riser-cum-down-comer system;
- xv) Explosion suppression/venting system;
- xvi) Passive fire protection;
- xvii) Lightning protection of building;
- xviii) Barrier free access.

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**DEPARTMENT OF HOME  
NOTIFICATION  
No. 3/7/85-HD (G) Vol.II**

In exercise of the power conferred by section 35 of the Goa, Daman and Diu Fire Force Act, 1986 (Act No. 9 of 1986), the Government of Goa hereby makes the following rules so as to amend the Goa State Fire Force Rules 1997 as follows, namely:

1. Short title and commencement: -

- (1) These rules may be called the Goa State Fire Force (Amendment) Rules, 2009.
- (2) They shall come into force at once.

2. Amendment of Appendix VII – For Appendix VII appended to the Goa State Fire Force Rules 1997, the following Appendix shall be substituted, namely: -

**APPENDIX – VII**

Rates to be charged for services of all types beyond the limits of jurisdiction.

<b>Sl.No.</b>	<b>Description</b>	<b>Charges</b>
1.	Copying charges of Fire Reports	Rs.35/- if the loss suffered is below rupees five lakhs. Rs.250/- if the loss suffered is rupees five lakhs or above.
2.	Pumping job	Fees for pumping job appliances shall be Rs.300/- per hour or part thereof and Rs.10/- per km. for distance covered from station and back.
3.	Hiring Fire Fighting Equipments/ Appliances.	Charges for hiring firefighting equipment or appliances shall be Rs.700/- per hour or part thereof and Rs.30/- per km. for distance covered from station and back.
4.	Hiring turn table ladder/ Hydraulic Platform	Charges for hiring turn table ladder/hydraulic platform shall be Rs.2,100/- per hour or part thereof and Rs.30/- per km. for distance covered from station and back.

5.	Stand-by charges for appliances	Rs.2000/- per day or part thereof and Rs.40/- per km. for distance covered from station and back.
6.	Attending calls outside the State	a) Rs.1500/- per call per appliance and Rs.50/- per km of the distance travelled or part thereof.  b) Pumping fees shall be Rs.700/- per hour or part thereof.
7.	Charges for imparting training in basic Fire Fighting Course	a) Rs.400/- per trainee per month for Government sponsored candidates.  b) Rs.75,000/- per month for a batch of 30 candidates from private organizations.
8.	No Objection Certificate for: -  a) Restaurants, Bakeries or Eating Houses where seating capacity does not exceed 50 persons.  b) Storage of Fireworks less than 50 pounds, Storage of wood in sawmills, storage of non-dangerous petroleum less than 5000 kgs. & Storage of LPG/ING less than 100 kgs.  (i) Buildings over 14.2 m in height.  (ii) Factories and establishments where electric motor capacity exceeds 5 HP and above.  (iii) Shipyards & workshops.  (iv) Tank Farms of Petroleum products/ P.O.L. dispensing outlets	Rs.150/- per NOC per year.  Rs.150/- per occupancy.  Rs.10/- per square metre built-up area of the occupancy.  -do-  -do-  -do-

(v)	Flammable Gas Godown /LPG gas Godown.	-do-
(vi)	Godown & Warehouses.	-do-
(vii)	Public places like Exhibition halls, Entertainment places, Dancing halls, Theatres, Assembly halls, Seaport, Airport, Railway Stations, Bus Stations, Stadium, etc.	Rs.10/- per square metre built-up area of the occupancy.
(viii)	Educational and Institutional places.	-do-
(ix)	Hotels, Restaurants, where seating/lodging capacity exceeds 50 persons.	-do-
(x)	Storage places of hazardous and flammable goods.	-do-

By order and in the name of the Governor of Goa

Sd/-  
(Rajendra Gawandalkar)  
Under Secretary (Home-I)

Dated: 18<sup>th</sup> May'2010.

**DEPARTMENT OF HOME**  
**NOTIFICATION**  
**No. 3/7/85-HD (G) Vol.II**

**NOTIFICATION**

In exercise of the powers conferred by section 35 of the Goa, Daman and Diu Fire Force Act, 1986 (Act No. 9 of 1986), the Government of Goa hereby makes the following rules so as to further amend the Goa State Fire Force Subordinate Service (Discipline and Appeal) Rules, 1989, namely: -

1. Short title and commencement: -
  - (1) These rules may be called the Goa State Fire Force Subordinate Service (Discipline and Appeal) (First Amendment) Rules, 2015.
  - (2) They shall come into force at once.
2. Substitution of Schedule: -

For the Schedule as appended to the Goa State Fire Force Subordinate Service (Discipline and Appeal) Rules 1989, the following Schedule shall be substituted, namely.

**SCHEDULE**

Sl. No	Description of posts	Appointing Authority	Authority competent to impose Minor Penalties	Authority competent to impose Major Penalties	Appellate Authority for Minor Penalties	Appellate Authority for Major Penalties
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1.	Station Fire Officer and Sub-Officer	Director, Fire and Emergency Services	Deputy Director (Fire Services)/Divisional Officer	Director, Fire and Emergency Services.	Director, Fire and Emergency Services.	Chief Secretary
2.	Leading Fire Fighter, Watch Room Operator, Driver Operator		Divisional Officer/ Assistant Divisional Officer	Director, Fire and Emergency Services.	Deputy Director (Fire Services)/Director, Fire and Emergency Services.	Chief Secretary
3.	All other Group "C" employees		Deputy Director (Fire Services)/Divisional Officer	Director, Fire and Emergency Services.	Director, Fire and Emergency Services.	Chief Secretary

By Order and in the name of  
the Governor of Goa.

Sd/-  
Harish N. Adconkar,  
Under Secretary (Home)

Dated :8<sup>th</sup> October'2015.

**DEPARTMENT OF HOME  
NOTIFICATION  
No.3/5/97-HD(G) Part/1485**

**NOTIFICATION**

In exercise of the powers conferred by sub-section (1) of section 13 of the Goa, Daman and Diu Fire Force Act, 1986 (Act No. 9 of 1986), read with section 21 of the General Clauses Act, 1897 (10 of 1897), the Government of Goa hereby amends the Government Notification No.3/5/97-HD(G) Part/3934 dated 17/12/2014, published in the Official Gazette, Series I No. 39, dated 26/12/2014 (hereinafter referred to as the “principal Notification”), as follows:-

In the principal Notification: -

- (i) For the words “specified in Annexure II hereto”, the words “specified in Annexure II hereto and the premises as specified in Annexure III hereto shall take such precautions as specified therein” shall be substituted;
- (ii) In Annexure I, in clause (xi), the expression “other than the shop as defined under the Goa, Daman and Diu Shops and Establishments Act, 1973 (13 of 1974) falling within the jurisdiction of village Panchayats” shall be omitted;
- (iii) After Annexure II, the following Annexure shall be inserted, namely:-

“Annexure III”

1. The Shops and Establishment/Guest Houses/Temporary Structures/Beach Shacks up to 50 m<sup>2</sup> shall provide One portable Fire Extinguisher of ABC Dry Powder (Stored Pressure Type) of 4 kg/ 6 kg capacity or One 4.5 kg capacity Carbon dioxide Fire Extinguisher conforming to Bureau of Indian Standard-2190.
2. The Shops and Establishment/Guest Houses/Temporary Structures/Beach Shacks above 50 m<sup>2</sup> and up to 100 m<sup>2</sup> shall provide 2 Portable Fire Extinguisher of ABC Dry Powder (Stored Pressure Type) of 4 kg/ 6 kg capacity or Two 4.5 kg capacity Carbon di-oxide Extinguisher conforming to Bureau of Indian Standard-2190.
3. The Shops and Establishment/Guest Houses/Temporary Structures/Beach Shacks which use LPG commercial cylinder up to 50 kg in an area of 50 m<sup>2</sup> shall have an additional portable Fire Extinguisher of ABC Dry Powder (Stored Pressure Type)

- of 4 kg/ 6 kg capacity or One 4.5 kg capacity Carbon di-oxide Extinguisher conforming to Bureau of Indian Standard-2190.
4. The Shops and Establishment which use LPG commercial Cylinder beyond 50 kg shall be as per Bureau of Indian Standard-6044 (Part 1) for Storage and Use of LPG cylinder. In such cases prior No Objection Certificate from the department shall be mandatory.
  5. The Fire Safety required for category (1), (2) and (3) above will be abided by the respective owner/occupant and a “**Self-Declaration**” to the effect on Rs. 100 Non-Judicial Stamp Paper, shall accompany his application to the respective Licensing Authority.

**SELF DECLARATION.**

I Shri/Smt. .... S/o / D/o / w/o of Shri/Smt. ....  
Owner/Occupier of Shop No..... located in ..... hereby declare that my Commercial establishment is having an area of ..... m<sup>2</sup> and have accordingly installed One/Two Portable Fire Extinguisher in my premises.

I have made myself familiar with the safe use of the Portable Fire Extinguisher.

By order and in the name  
of the Governor of Goa

Sd/-

NeetalAmonkar  
Under Secretary (Home)

Dated:17 May 2018

**DEPARTMENT OF HOME  
NOTIFICATION  
No.3/5/97-HD(G) Part/1934**

- Read:** 1) Government Notification No. 3/5/97-11D (G) Part/1485 dated 17/05/2018 published in the Official Gazette Series 1 No.8, dated 24/5/2018
- 2) Government Notification No. 3/5/97-HID (G) Part /3934 dated 17/12/2014 published in the Official Gazette Series I No.39, dated 26/12/2014

**NOTIFICATION**

In exercise of the powers conferred by sub-section (1) of section 13 of the Goa, Daman and Diu Fire Force Act, 1986 (Act No. 9 of 1986), read with section 21 of the General Clauses Act, 1897 (10 of 1897), the Government of Goa hereby amends the Government Notification No. 3/5/97-HD(G) Part/3934 dated 17/12/2014, published in the Official Gazette, Series 1 No. 39, dated 26/12/2014 (hereinafter referred to as the principal Notification), as follows:

In the principal Notification, in Annexure III for item 1, the following shall be substituted, namely:-

"1. The Guest Houses/Temporary Structures upto 50m<sup>2</sup> shall provide one portable Fire Extinguisher of ABC Dry Powder (Stored Pressure Type) of 4 kg /6 kg capacity or one 4.5 kg capacity Carbon dioxide Fire Extinguisher conforming to Bureau of Indian Standard - 2190"

By order and in the name  
of the Governor of Goa

Sd/-

Neetal Amonkar  
Under Secretary (Home)

Dated: 28 June 2018



**List of services being provided by the public authorities with brief write-up on them:**

Sl. No.	Services provided	Brief Write-Up
1.	Attending to Fire calls	Every Fire Station has at least two Fire Tenders ready to respond to Fire calls, round the clock. In case of need for specialized and sophisticated equipment these are dispatched from the logistics Centre at Fire Force Headquarters. An ambulance is also provided at each Fire Station.
2.	Attending to Emergency/ Rescue calls	In routine emergencies like children or disabled persons accidentally locked up in homes or high-rise buildings, the Fire Fighters at nearby Station respond to the calls. But in Natural or Man-made calamities, special teams with sophisticated equipment from Logistic Centre reinforce the local Station's efforts. In very special cases like Air crash, Fire at Oil Tank Farms, etc. the State Fire Force co-operate and supplement the work of special Fire Services of the concerned authorities.
3.	Issue of Fire Reports	After a Fire incident has been brought under control, the causes of the fire, extent of damage and loss of life if any, as well as obvious lapses in safety precaution are investigated and formal report prepared and submitted to the higher authorities.
4.	Issue of No Objection Certificates for High Rise buildings and Business Establishments	The Goa Fire Force Act 1986 and Rules made there under have specified that high rise buildings and business establishments carrying on hazardous occupations shall obtain prior No Objection Certificate from the Fire Department and comply with the safety precautions specified in the Rules and National Building Code.
5.	Pumping jobs	In special circumstances, the Citizens may request the services of the high-power pumps from the Fire Force. These will be made available if spare from Fire Fighting duty and

		a service charge, prescribed under the Fire Force Rule will be charged.
6.	Providing fire equipment's/ appliances on Hire	Fire Fighting equipment and appliances may be hired by the public for occasions like film shootings, fairs, sales, etc. on payment of prescribed fees.
7.	Attending calls outside the State.	State Fire Force Authorities co-operate on mutual basis by deputing personnel and equipment on request from neighboring States. Costs are recovered as per prescribed rates. In the case of major calamities, the State Government may offer such services as its contribution also.
8.	Imparting Training to in-service personnel and candidates sponsored by private/Government institutions.	The Fire Force Headquarters has a Training Wing. All freshly recruited operational staff undergo a six month's induction training in Basic Fire Fighting, drill and respective functional skill. Periodical departmental examination evaluates the extent of learning. Passing these exams is mandatory for promotions, except when exempted under orders of the Government. Qualified hands are periodically deputed to the National Fire Service College, Nagpur for equipping them with competence for supervisory and management functions as well as specialized skills on the operational side. They are also deputed to other National level training centres in Civil Defence, Disaster Management, etc. The training wing conducts several other courses of long and short durations as per details given in "OTHER INFORMATION".

## E- GOVERNANCE

1. The e-Services facility of the Directorate of Fire and Emergency Services are available online on the web address [[www.goaonline.gov.in](http://www.goaonline.gov.in)] under e-District Mission Mode Project, where in the citizen's can apply online from anywhere and anytime (24x7) using internet.
  
2. The e-services includes:
  - i. Application for Initial NOC.**
  - ii. Application for Final NOC.**
  - iii. Application for Renewal of NOC and**
  - iv. Application for Fire/Incident Report.**
  
3. The Website of Directorate of Fire and Emergency Services [[www.dfes.goa.gov.in](http://www.dfes.goa.gov.in)] is equipped with the features such as Safety tips for the Citizens, fire Station Navigation Road maps, Citizen Charter, Disaster Management Response Plan, Upcoming Events, Training Programs, Daily Situation Report etc. which is being updated regularly.

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