



Government of Goa  
Department of Archives  
Rua de Ourém, Mala, Panaji Goa-403001

# **Citizen's Charter 2023**

## **Department of Archives**

### **Mandate of the Department of Archives**

As per the Notification of General Administration Department 23/1/87-GA&C (Vol.II)/444 dated 6<sup>th</sup> January, 2019 the Business of the Government of Goa (Allocation) Rules, 1987 Twenty-Ninth Amendment of 2018, following is the mandate of the Department of Archives:

- (a) Acquisition of records of historical importance.
- (b) Scrutinizing public records and documents of historical significance and enduring value for acquisition.
- (c) Publications on historical, archaeological records, transcribing old Portuguese and Modi documents, preparation of finding aids and reference media.
- (d) Preservation of records by using scientific and digital methods.
- (e) Servicing and issue of historical and public records.

### **Historical Development of the Archives Department**

The Department of Archives is one of the oldest Archives in the country. Established on 25<sup>th</sup> February 1595 by the Portuguese official Diogo do Couto, who was also its first record keeper, the Archive was named as '*Torre do Tombo do Estado da India*'. Ever since its establishment, Goa Archives has undergone various changes in its location and nomenclature. Originally, the Archives were attached to the office of Portuguese Viceroy. But once the Viceroy's office shifted from Old Goa to Panelim in 1695 and thence to the erstwhile Palace of Adil Shah at Panaji in 1795, the Archives also followed the administrative setup and later formed part of its building. In 1930, the name of the Archives was changed to '*Arquivo Geral e Historico da India*' and a few years later in 1937 its name was again changed as '*Cartorio do Governo Geral do Estado da India*'. In 1953, a separate Directorate of Historical Archives was developed by the painstaking long efforts of the late Dr. Pandurang S. Shenvi Pissurlenkar, a close friend

of the celebrated historian, Sir Jadunath Sarkar. Two years later in 1955, a separate building of Archives situated at Mala in Panaji (at the present location) was inaugurated and renamed as '*Arquivo Historico do Estado da India*'.

After the liberation of Goa, the nomenclature of Archives was changed to Historical Archives of Goa. In 1963, for the reorganization of Archives based on the modern archival principles, a Committee was appointed by the Government of India. The Committee's recommendations were instrumental in creating three sections- Management, Preservation and Publication within Archives Department. A year later, the National Archives of India took over the Historical Archives of Goa under its control and it was in 1969 that the local Government retook it once again. In 1974 two more wings namely, Archaeology and Museum were added to Archives, causing the change in the name of the Department as Directorate of Archives, Archaeology & Museums, since the bifurcation and creation of new Directorate of Museums in 1999, this Department until recently was known as Directorate of Archives & Archaeology. Consequent upon the further bifurcation and creation of separate Department of Archaeology, presently it is known as the Department of Archives.

### **Records at the Archives Department**

The Department of Archives contains source material relating to the history of European expansion in Asia and Africa especially the rise, fall and decay of the Portuguese sea borne empire of India (1510-1961) and the attempts made by the Asian and African powers to oust the Europeans from Asia and Africa. Besides, there are records pertaining to Village Communities, a good collection of files pertaining to the freedom struggle of Goa, land records, registers of Baptism, Birth, Death, Deeds and Wills as well as some very useful records from churches in Goa. Most of the records are in Portuguese and Marathi (Modi) though quite a few documents are also in Sanskrit, Persian, English, French and Vietnamese. There are some Canarese records in the Goykanadi script, though the language is Marathi. There are also Swahili letters penned

almost 300 years ago which comprise the oldest corpus of Swahili prose so far discovered.

## **Functioning of the Archives Department**

After the liberation of Goa, Dr. Pandurang S. Shenvi Pissurenkar continued to lead the department until his retirement. He was succeeded by Gajanan Sinai Ghantkar for a short tenure, until the appointment of Dr. V.T. Gune, who became the Director of Archives till 1980. During his tenure and on the recommendation of the Committee of the Central Government three internal sections were created namely- Management, Preservation and publication.

### **MANAGEMENT A UNIT**

The unit, which is headed by the Archivist (General), issues records / volumes / files required by the public / scholars in the research room / reading hall. Application forms are available for use. References aids such as General Inventory “Roteiro” (Guide of Archives), Guide to Archives by Dr. V. T. Gune and various other lists are available for reference to scholars / public. New lists are being added to the existing ones so as to facilitate quick retrieval of records. Necessary arrangements are made for photo duplication of records / files etc. requisitioned by the public / scholars through the Preservation unit.

### **MANAGEMENT ‘B’ UNIT**

The Unit is headed by Archivist (Management). The Unit surveys non-current records lying in various Government departments or record creating agencies, which are to be transferred to the Archives. The Unit receives records as per properly authenticated Transfer List and checks the received records as per Transfer List and discrepancies noted are pointed out in the Check List. Inspection of records in different departments, courts etc as per Archival norms are being carried out from time to time. The Unit issues records to the Management ‘A’ Unit on requests of the public/scholars. The

computerization of archival records is already commenced. Travel documents (1954-1961) and Captain of Ports (1916-1965) records are computerized and computer copies of these documents are being issued to the public at Archives Annexe office, Altinho.

### **RESEARCH & PUBLICATION UNIT**

The Unit is headed by the Archivist (Publication) and is mainly engaged with the research work of selecting documents, transcribing Old Portuguese and Modi (Marathi) documents, finding aids and reference media. Two issues of the research journal 'Purabhilekh – Puratatva' are published every year. It covers research articles on Indo – Portuguese history, historical churches and temples of Goa, archaeological topics, historical records (Portuguese & Modi). It also touches upon Portuguese, British, French and Dutch colonialism. The copies are available for sale at the Department of Archives. A Week is organized every year by holding an exhibition of old Portuguese and Modi documents, throwing light on various aspects of history – politics, social life etc. An annual local history seminar is jointly organized by the Department of Archives and the Department of History, Goa University.

### **PRESERVATION UNIT**

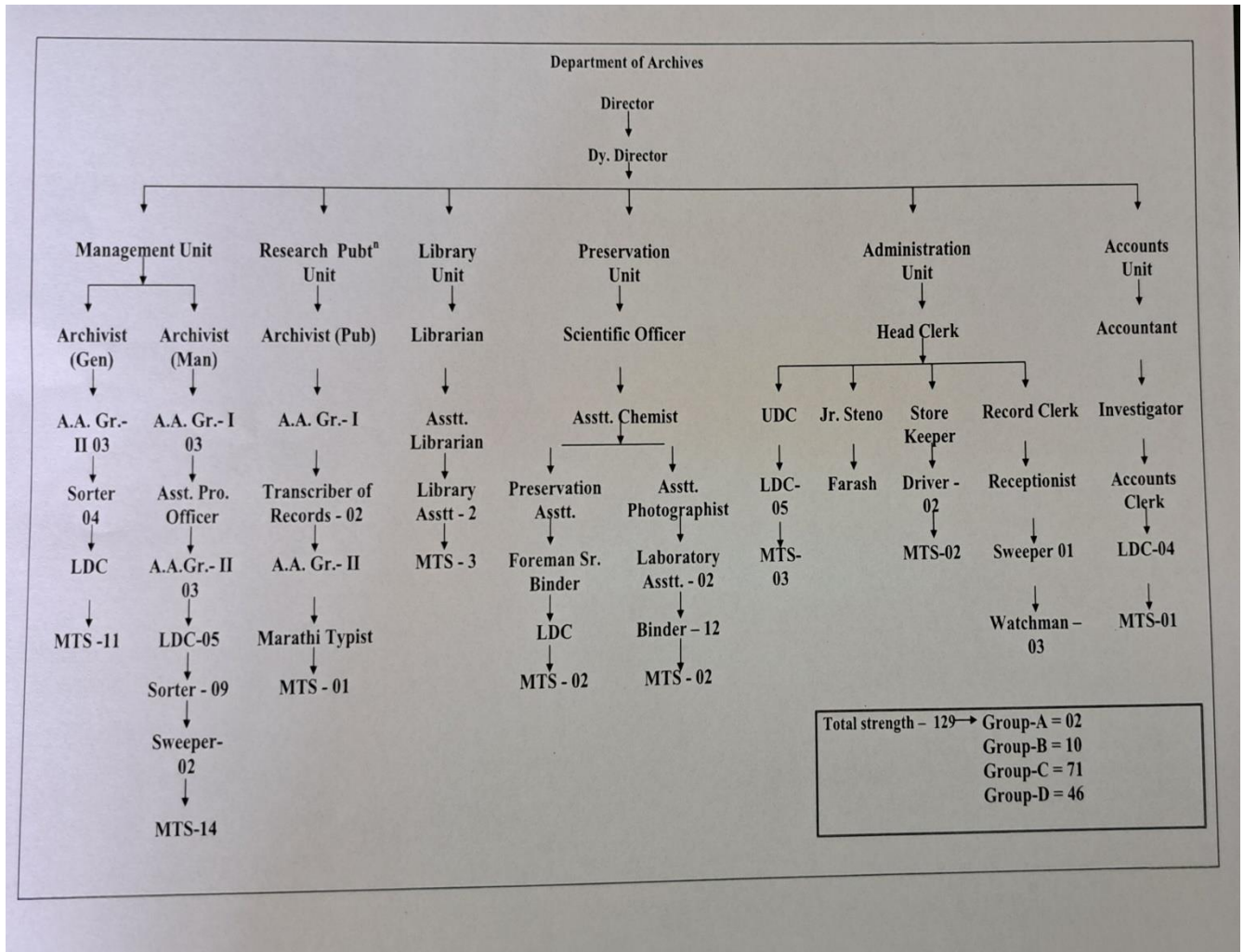
The Unit, which is headed by the Scientific Officer, the Preservation Unit of the Department is engaged in Preventive and curative conservation by scientific treatment, repair and rehabilitation of old, brittle documents, with a view of safeguarding the archival heritage for posterity. The Unit also offers services on preservation, maintenance of records to other Government agencies, Institutions, public etc. on requests. The unit offers the following services to the public / research scholars on the request of the Management "A" Unit.

1. Digital images of records to research scholars on CD ROMs.
2. Digital prints of records on Inkjet papers.

## LIBRARY UNIT

The Unit is headed by the Librarian and has a full – fledged Library. There are 67,000 books in total including Government Gazettes from 1846 onwards and good collection of rare books- 55,000 books in Portuguese and 10,008 books in English and Marathi. The library has rich collection of various rare Portuguese books and also has Kundaikar Collection which contains rare Sanskrit manuscripts and Indic knowledge texts. The library is open to the research scholars and to the general public for reference.

### Organizational Chart



## Services of the Department

### 1) Servicing of Records to Public and Research Scholars

- Department provides Birth, Death, Baptism, Marriage, travel documents to the general public and to the research scholar (Please see Annexure 'A').
- Department also holds Land records, Inventory files and Notarial records (Please see Annexure 'B').
- Apart from the above mentioned documents, there are Judicial records, Tribunal Military Territorial files, a collection of Modi Marathi documents are available for the general public and to the research scholars.
- To make it simpler there is 'Roteiro dos Arquivos da India Portuguesa' by Dr. Pandurang S.S. Pissurlekar – a catalogue of archival documents and a guide to the collections of records from Goa Archives by Dr. V. T. Gune

Following are the charges for the acquiring the documents from the Archives:

Sr. No.	Type of Services	Minimum Charges for Public records & Rate per page	Minimum Charges for Research Scholars & Rate per Image	
			Indian	Foreign
1.	Digitally Processed Images on CD-ROMs	-NA-	Rs. 25/-	Rs. 40/-
2.	Digital Prints on Inkjet Paper, A4 size	Rs. 50/-	-NA-	-NA-
3.	Photocopies (facility only available in the library)	-NA-	Rs. 3/-	Rs. 6/-

### 2) Portuguese Translation Service

The Department of Archives offers translation service to the public in order to get their Portuguese documents translated into English. The Department has empanelled below mentioned Portuguese Translators to provide Translation

Services vide Notification No. 5/138/Empanelment/2021-22/DAA-1294  
dated. 27<sup>th</sup> September 2021

No	Name	Address & Contact Number
01/2021	Roque Orlando Costa	Near Babu Naik Bldg. Opp Hayat Restaurant Aquem Alto-Margao 403601 Contact: 9818542579
03/2021	Saadia Helena De S.A. Dias Furtado	H.No. 759, Dandevaddo Chinchinim, Salcete, Goa -403715 Contact: 9420165901
04/2021	Adv. Joaquim Jawaharlal Vivekananda Pinheiro	R-11, Marigold CHS Ltd. Chabdravaddo, Fatorda Margao Goa-403602 Contact: 9404470294
05/2021	Ruy Mascarenhas	Lotus Florists Pelican building opp. Lohia Maidan Margao Contact: 7517688026
07/2021	Adv. Mussa Aga	Plot No. 38, Sagar Co-op Housing Society Pvt. Ltd. University road, Dona Paula Tiswadi- 403004 Contact: 9890606221
08/2021	Adv. Alexandre J.P. Fernandes	H.No. E-220 Vaddy Mercedes, Santa Cruz Tiswadi Contact: 9405220354
09/2021	Adv. Maria Helena Clotildes Fernandes	St. Agostinho, Marod, Lane 3, St. Cruz, Ilhas Goa Contact: 9881404813
10/2021	Maria Antonieta da Cruz Fernandes	H.No. 160, Near St Sebastian Chapel Fontainhas, Panaji Goa- 403001 Contact: 9823132582
12/2021	Adv. Rui A.E. Ferreira	E-1 Near Panaji Church, Panaji Tiswadi 403001 Contact:9890057020
13/2021	Mathias Xavier Vaz	H.No.1023 First Ward P.O. Santa Cruz Tiswadi Goa
14/2021	Ulhas K. Prabhudessai	H.No. 572/A, Taki- Xeldem- Quepem, Goa 403705 Contact: 9420594677/9545554677
15/2021	Adv. Tolentino Antonio Colaco	H.No. 221, Avedem- Quineabhath, Quepem Goa Contact: 9822389711
16/2021	Adv. Ainoddin Aga	H.No. 197, Opp. Court Valpoi Goa-403506 Contact: 7304852077/9767349122
18/2021	Aurobindo Jose Xavier Couto	H.No. 326, Edlen, Goncoi, Aldona, Bardez Goa -403508 Contact: 8999454597
19/2021	Adv. Audrey E. Vaz	Villa Viola 137/B, Holy Cross- Colony, Chicalim, Goa 403711 Contact: 9823092542/8552884485

### Rate for the Translation Service

The rate of the translation as approved by the Government & Concurred by the Finance Department vide their FMS no. 1400074760 dated 31/10/2020 is ₹ 1.75 (One Rupee and Seventy Five Paisa) per word from the source text for the handwritten document and ₹ 1.25 (One Rupee and Twenty Five Paisa) per word from the source text for the typed document upto the ceiling of ₹350 per page.



## **Expectation from Service Recipients**

- To use the Goa Archives the scholars/ Public should first enter their name in the visitor's book and should deposit their belongings at the reception counter.
- After depositing their belonging at the reception, the scholars/ Public should contact Archivist (General) for search/research of records, the librarian if they desire to use the library for reference.
- Mobile phones should be switched off before entering the reading room.
- While referring the records, documents must be handled with great care.
- Public/ Scholars should maintain silence in the reading room.
- Scholars/ Public wishing to purchase publications of the Department may please contact Archivist (Publication)
- In case of any difficulty the scholars/ public can contact the Director.

## **Complaint Handling Mechanism**

There will be occasions when our services will not be up to your expectations, please do not hesitate to register your complaints. It will only help us to serve you better.

### **Where to lodge a complaint:**

- ✚ In person or post at the Department of Archives, Ourem Road, Mala, Panaji - 403001
- ✚ Complaints received in person/telephone will be acknowledged instantly
- ✚ Complaints received through email will be acknowledged within one day
- ✚ Complaints received through post will be acknowledged within five days

Within 30 working days from the date of receipt complaint will be resolved.

In case the complaint is not resolved in 30 working days time or the resolution is not to the satisfaction of the complainant, the same can be escalated to Director of Archives for review. It will be resolved within 15 days from the date of escalation.

## List of Officials

**Shri Rohit Kadam(Goa Civil Service)**  
Director-Department of Archives  
Contact- 0832 2435321

**Group A Gazetted**

**Smt. Blossom S.A.P. Medeira**  
Archivist (General)  
Contact- 2226692

**Group B Gazetted**  
(Head of Office)

**Shri Balaji Shenvy**  
Archivist (Publication)  
Contact-2226692

**Group B Gazetted**  
(Drawing and Disbursing Officer)

**Smt. Gayatri Ghatwal**  
Scientific Officer  
Contact- 2226692

**Group B Gazetted**  
(Public Grievances Officer)

**Shri. Iris Joao Antao Philomeno Pereira**  
Assistant Archivist Grade I  
Contact- 2226692

**Group B Gazetted**

**Shri. Shradhanand Valvaikar**  
Assistant Archivist Grade I  
Contact- 2226692

**Group B Gazetted**

**Smt. Kruttika K. Sawant**  
Assistant Archivist Grade I  
Contact- 2226692

**Group B Gazetted**

**Kum. Saili G. Bhonsle**  
Assistant Chemist  
Contact- 2226692

**Group B Gazetted**

**Kum. Dolvyn Saviona Braganza**  
Assistant Archivist Grade I  
Contact- 2226692

**Group B Gazetted**  
(Public Relation Officer)

## **Public Information Officers**

In pursuance to Clause 5 of the Right to Information Act, 2005, Shri Rajiv P. Kudke, Assistant Programming Officer and Smt Vidhya Gaude LDC are appointed as Public Information Officer and Assistant Public Information Officer respectively regarding matters related to Department of Archives in his respective jurisdiction for the Department of Archives to deal with the applications received from the Public under the Right to Information Act, 2005.

**Shri Rohit Kadam (Goa Civil Service)**  
Director- Department of Archives  
Contact- 0832 2435321

**First Appellate Authority**

**Shri Rajiv Kudke**  
Assistant Programming Officer  
Contact-2226692

**Public Information Officer**

**Smt. Vidhya Gaude**  
LDC  
Contact-2226692

**Assistant Public Information Officer**