GOVERNMENT OF GOA

CITIZEN'S CHARTER

FOR

DIRECTORATE OF CIVIL AVIATION

UG-4, 5 & 10, Building B, New Market Complex
Porvorim Goa

Contact No:- 0832-2913540/41
Email- dir-civilavia.goa@nic.in / patodir-doca.goa@gov.in

Website:- https://dca.goa.gov.in



PREFACE

DIRECTORATE OF CIVIL AVIATION

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 will be 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 of 28 million passengers per annum with a provision for dedicated cargo and MRO facility.

The airport was completed and inaugurated on 11 December 2022 and operations started on 5 January 2023 and International Operations in 21st July 2023

Manohar International Airport at Mopa is expected to multiplier effect in the economy of the State creating immense employment potential contributing to the GDP of the State. Government of India has given in writing that civilian enclave names as Goa International Airport at Dabolim will continue to function even after commissioning of Mopa Airport. Therefore, Goa will become a unique State in the country to have two international airports conducting civilian operations in close proximity.

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

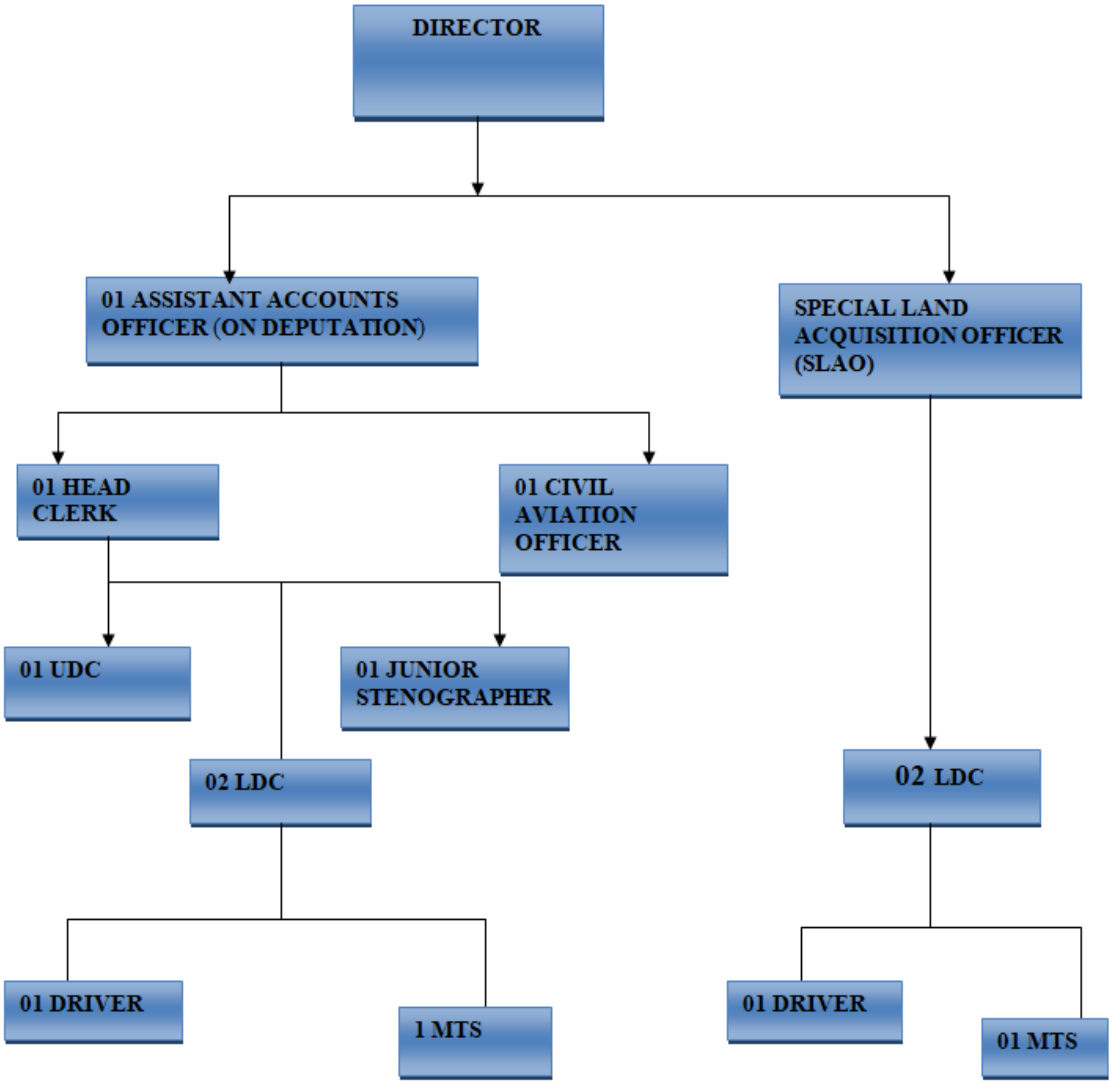
Place: Porvorim

Shri Dipak M. Bandekar
Director

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STRUCTURE OF THE DIRECTORATE



A State Civil Aviation Department (or Directorate of Civil Aviation) manages state-owned aviation infrastructure, fleet, and regional connectivity initiatives under the overarching regulatory oversight of national bodies like the Directorate General of Civil Aviation (DGCA).

Roles and Responsibilities

Monitor and ensure the operators maintain, and upgrade state-government-owned airstrips, helipads, and local airports emergency evacuation, and disaster response.

Aviation skill development centre Training and skills my of local youths with courses related to airport operations

* Regional Connectivity Coordination: Act as the state nodal agency for schemes like UDE / UDAN (Ude Desh ka Aam Nagrik) to coordinate land acquisition, security, and viability gap funding with the Ministry of Civil Aviation.
* Policy & Advisory: Advise the state cabinet and Chief Secretary on Civil Aviation matters, heliport expansion, and aerospace industry promotion.
* Inter-Agency Liaison: Coordinate with the Airports Authority of India (AAI), Indian Air Force (IAF), police, and disaster management authorities during state-level air operations or emergencies.

Standard Operating Procedures (SOPs) Framework

State Civil Aviation Departments do not make independent National Air Laws, as Safety and Airspace rules are governed by the DGCA and the Bharatiya Vayuyan Adhiniyam, 2024.

However, state departments establish local technical and operational SOPs for state aerodromes and fleet movements:

- Aerodrome Operations & bird/animal hazard mitigation.
- Monitoring of ARFF units and Manohar International airport at Mopa as Goa International Airport at Dabolim is maintained and operated by Indian Navy.
- Coordination with various departments under Airport aerodrome management comittee etc

2. Right to Information Act, 2005

Role	Name & Designation	Address	Contact No
1. First Appellate Authority	Mr. Dipak M. Bandekar Director	Directorate of Civil Aviation, UG-4, New Market Complex, Porvorim, Goa-403 521	0832-2913540/41
2. Public Information Officer	Shri.Vaibhav Vaze Civil Aviation Officer	Directorate of Civil Aviation, UG-4, New Market Complex, Porvorim, Goa-403 521	0832-2913540/41
3. Assistant Public Information Officer	Smt.Antara Khedekar Head Clerk	Directorate of Civil Aviation, UG-4, New Market Complex, Porvorim, Goa-403 521	0832-2913540/41

Name and Designation of the Officer

Mr. Dipak M. Bandekar,
Director,
0832 2913540/41
Directorate of Civil Aviation,
Porvorim – Goa

Email- dir-civilavia.goa@nic.in / patodir-doca.goa@gov.in

Website:- https://dca.goa.gov.in