

Particulars of Organization, Functions and Duties

Section 4 (1) (b) (i)

Goa Tourism Development Corporation Limited Citizen Charter

Goa Tourism Development Corporation Limited (GTDC) was set up on 30th March, 1982 to look after the commercial activities of the Government in the service industry of tourism in the state. The liabilities of the Government in the form of accommodation (hotels), vehicles, tours and other properties were transferred to Goa Tourism Development Corporation Ltd to run and to manage the same with a view to promoting, developing in the state and to carry out business and to manage/ tourism and the welfare of the employees transferred along with the assets of the Government. Goa Tourism Development Corporation. Ltd has come a long way and completed 41 years of successful operation in tourism sector and is one of the successful Corporations in the service industry in the State of Goa.

The company is governed by the Board of Directors appointed by the Government. The Board of Directors consists of 12 members. The shareholders consist of 7 members, all of whom are Government nominees. All the shares are held by the Governor of Goa, except 7 shares which are held by its nominees. The Managing Director is the Executive Head of Goa Tourism Development Corporation Ltd

Quality Policy

We at GTDC are committed:

- To provide our service to our customers to their complete satisfaction.
- To give value for money spent by our guest.
- To optimally utilize available infrastructure and human resources. To create & project a customer friendly & professional image.
- To comply with quality management systems.
- To periodically review established quality objectives.
- To continually improve and enhance effectiveness of quality management systems.

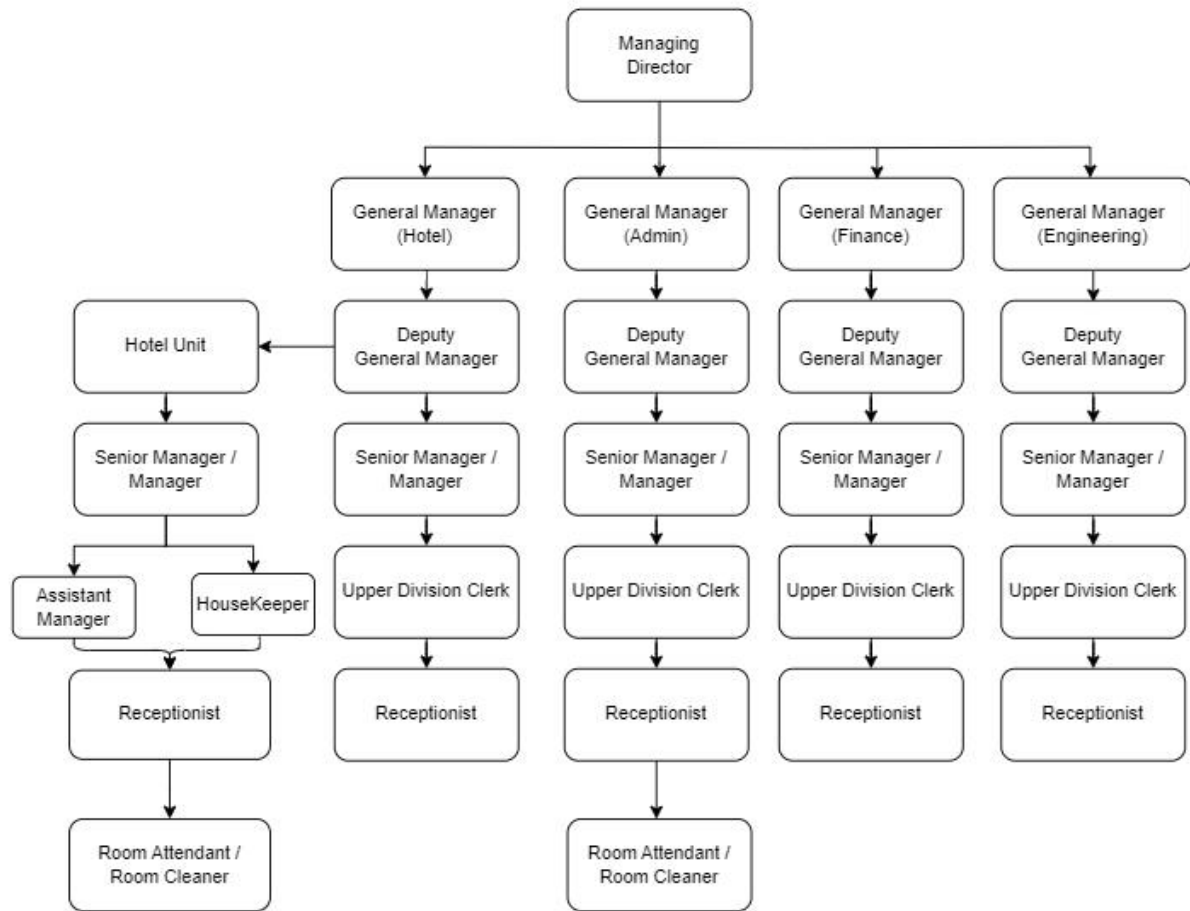
Mission Statement

“At GTDC we strive to provide the finest Tourism related services to our guests. We vow never to sacrifice our professional integrity and to produce the highest quality work possible and pledge to stay true to it. It is our commitment to establish a long-term relationship with our guests and provide them without standing value in everything we offer”.

Vision Statement

To be a trusted guide to visitors in Goa for all their travel needs, and be a perfect exponent of Goa's well-known hospitality.

ORGAINISATION STRUCTURE:



Manpower training for the tourism industry

Annual training programs are conducted for staff of GTDC at all levels to enhance their professional and personal development.

Grievance Redressal Mechanism:

Grievances to be addressed to the Executive Head i.e. Managing Director of Goa Tourism Development Corporation Ltd, who exercises all the powers conferred upon him under the Act.

WORKING HOURS:

1. Corporate Office:

09.30 a.m. to 05.45 p.m. (5 days a week) (Lunch break: 1.15 p.m. to 2.00 p.m.)

2. Reservation Desk:

09.30 a.m. to 05.45 p.m.(6 days a week)

Hotel Residencies: Hotel operations are open for 24 hours in rotation.

SERVICES:

Business activities carried out by GTDC are in the form of

- Providing Accommodation
- Sightseeing Tours & Tour Guides
- Organizing Events
- Promoting tourism in hinterland / Eco-tourism
- Hiring out of Vehicles
- Appointment of Travel Agents
- Housing of Shops, Shopping Complex & Restaurants
- Promotional Campaigns

ACCOMODATION

Goa Tourism Development Corporation. Ltd is having chain of 10 hotels (Hotel Residencies) and providing accommodation for the visiting tourists to the State. These hotel residencies are situated on prime Goan beaches, important cities, port town, and interior hinterlands and closeto World Heritage sites. Goa Tourism Development Corporation. Ltd caters to domestic and international tourists. Some of these residencies are having restaurant service, besides some are having conference halls, shopping centers, running variety of business activities in the residencies. The details of accommodation are asfollows:

1. City			
Residency	No. Of Rooms	Type of Rooms	Hall
a) Panaji Residency	45	AC Standard Room AC Deluxe	
b) Margao Residency	71	Double Room – Standard AC Standard Room AC Suite	Mini AC (40)
c) Mapusa Residency	48	Double Room – Standard AC Standard Room AC Suite 4 Bedded Room	Main Non AC (500), Mini AC (60)
d) Vasco Residency	45	Double Room – Standard AC Standard Room	Mini AC (60)

2. Beach				
Residency	No. of Room	Type of Rooms	Hall	Lawns
a) Calangute Residency	52	Deluxe Sea front view AC Suite AC Deluxe Side View AC Deluxe Cottages		
b) Miramar Residency	60	AC Standard Room AC Deluxe AC Suite	Main AC (200),	
c) Colva Residency	47	Double Room – Standard AC Standard Room (Front) / (Rear))

3. Eco				
	No. of Room	Type of Rooms	Hall	Lawns
a) Farmagudi Residency	39	Non AC Room AC Suite Standard Room Double Standard Room (AC) 4 Bedded Room 12 Bedded		Farmagudi Greens
b) Old Goa Residency	45	Double Room - Standard AC Standard Room AC Deluxe	Main Non AC (500)	
c) Mayem Residency	17	AC Deluxe AC Cottage AC Suite Dormitory (8 beds) AC Standard Room		

Tours

Goa Tourism Development Corporation. Ltd is having 11 fleet of buses, besides tourist cars that operate different tours / packages within and outside the State. The tours are as follows:

Sr. No	Tour	Day / Days
	Regular Tours	
1	North Goa Tour (Ex- Panaji)	Daily
2	South Goa Tour (Ex- Panaji)	Daily
3	Mayem Special Tour	Saturdays

4	Canacona Special Tour	Sundays
5	RajBhavan Darshan	Saturdays
6	Tirupati Tour	Every Day

New Tourism Services

Go Tourism Development Corporation has introduced various Season and Off-Season New Tourism Services for the tourists.

SR No	Name of Service	Name of Service Provider	Area of Operation	Season of Operation	Contact No	Email
1	Hot Air Ballooning	Camping Retreats India Pvt Ltd	Assolda Football Ground, Chandor, South Goa, Goa	Oct to May	9999742000	tigerballoonsafaris@gmail.com
2	Scuba Diving and Snorkelling	Flying Fish Diving India Pvt. Ltd	GTDC Calangute Residency, Calangute, Goa-403516	Oct to May	9810110189 / 9811018181	dive@flyingfish.in
3	Bungee Jumping	Jumpin Adventires Pvt Ltd	Survey No. 161/1, Mayem, GTDC, North Goa – 403504 (India)	Aug - May	9689807907	sagar@jumpinheights.com
4	Motorised Paragliding	Flying Safari Pvt. Ltd	Paliyem Hilltop, North Goa	Oct to May	0.998698923	paraglidingrhine@gmail.com
5	White Water Rafting	Southern Rivers Adventures Pvt. Ltd	The Cashew House In Nagargao, Near Valpoi, Goa.	Jun to Oct	9545305734 / 9353395022	goarafting@gmail.com
6	Battery Operated Bicycle Tours	Arcis Tours Pvt. Ltd	Blive Cycling Hub Panaji – Opposite Santa Monica Jetty, Multi Level Car Park, Panaji– 403001 Blive Cycling Hub Old Goa – Old Goa Residency, Old Goa, - 403402	All months of the year	8047190022	info@blive.co.in

7	App based Taxi (Goa Miles)	Fortamiles Pvt. Ltd	All across Goa	All months of the year	9607198989	support@goamiles.com
8	Konkan Explorer	Konkan Nautic Pvt Ltd	Point 1 – Old Jetty, Chopdem. Address – Chopdem, Morjim, Goa, Goa 403512 Santa Monica Tourism Jetty. Address – Alto Porvorim, Panaji, Goa 403101	All months of the year	9689313506	connect@konkanexplorers.com
9	Floatel cum Houseboat	Gomantak Cruise Liner Pvt. Ltd	Tourist Jetty, Below Mandovi Bridge, Panaji Goa	Oct to May	8512891212/ 9953100010	info@sangriacruise.com / reservation@sangriacruise.com
10	Heritage Boat Cruise	Mhadei Luxury Cruise LLP	Tourist Jetty, Below Mandovi Bridge, Panaji Goa	Oct to May	9356617129 /	mhadeiluxurycruises@gmail.com
11	9D Entertainment Box	Racecon Entertainment Pvt Ltd	Opp Baga beach parking area, Saunta Vaddo, Baga, Goa 403516 Behind Shri Mahadev Taleshwar temple, Baga beach.	All months of the year	9823744577 / 8830662977	

Tour Guides

GTDC uses the skilled services of Government recognized tour guides who have been trained extensively and intensively in the culture, tradition and history of Goa.

Housing of Shops & Shopping Complex/Restaurants

GTDC residencies house various shops and restaurants. These shops and restaurants have been allotted on leave & license to private enterprises.

Place	Shops	Restaurant /Spa
Residencies		
a) Panaji Residency	2	1 Restaurant 1 Spa
b) Margao Residency	4	1 Restaurant
c) Mapusa Residency	7	1 Restaurant
d) Vasco Residency	24	1 Restaurant
e) Calangute Residency	5	1 Restaurant
f) Calangute Residency Annexe	Full Complex on lease	1 Restaurant
g) Miramar Residency	3	1 Restaurant
h) Colva Residency		1 Restaurant
i) Farmagudi Residency	1 (Panda Bus St.) 2 Godowns	1 Restaurant
j) Old Goa Residency	-	1 Restaurant
k) Mayem Lake View	Under Lease O & M	1 Restaurant
Shopping Complex		
a) Calangute Residency	5	3 Restaurants
b) Mapusa Residency	5	