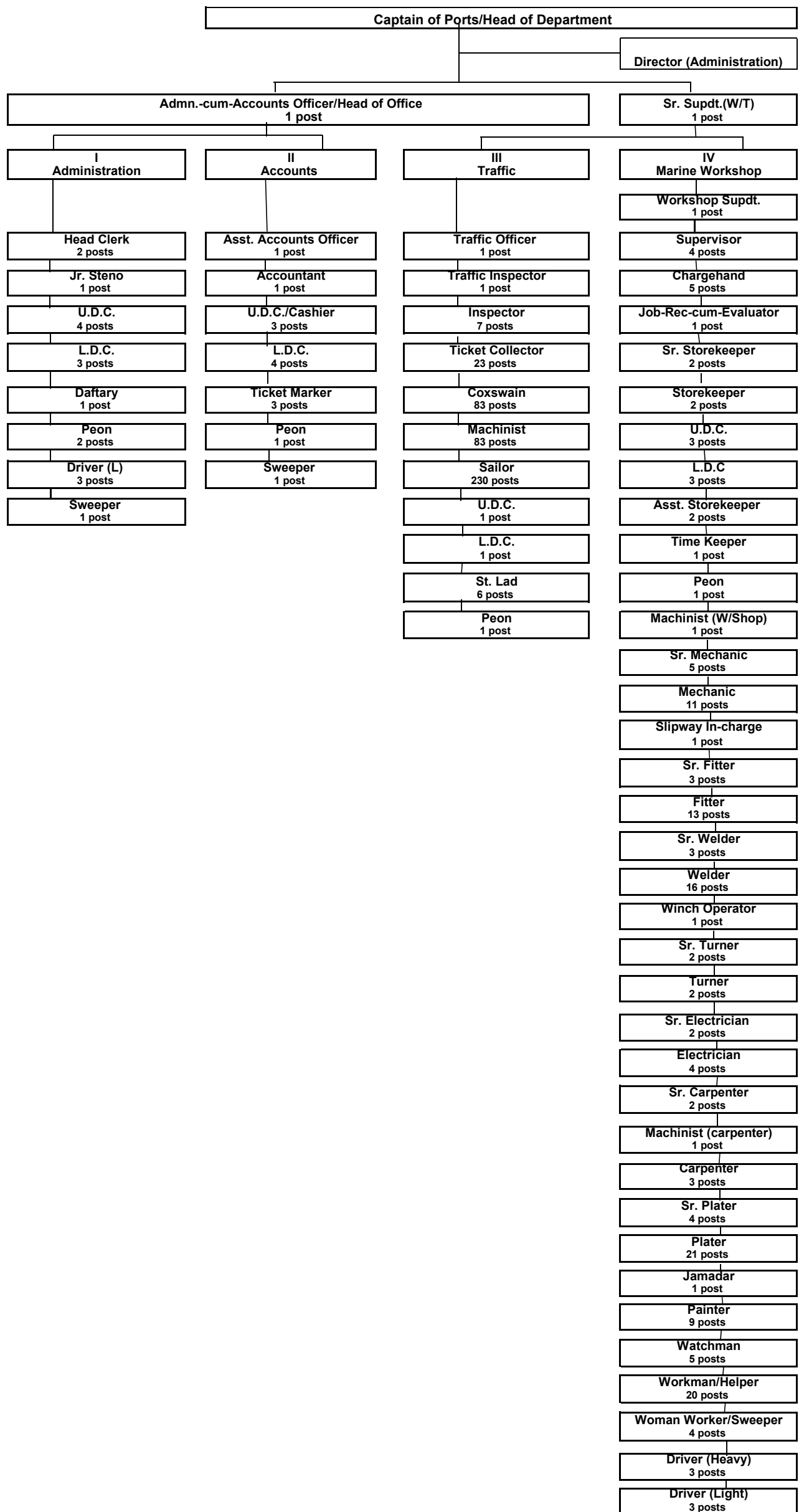


GOVERNMENT OF GOA



RIVER NAVIGATION DEPARTMENT

CITIZENS' CHARTER



**CHART SHOWING STAFF AND OFFICERS OF
RIVER NAVIGATION DEPARTMENT**

S.No	CATEGORY OF STAFF	Sanctioned Strength	Pay Scale
1	Director - RND	1	15600-39100
2	Admn-cum-Accounts Officer	1	9300-34800
3	Asst. Accounts Officer	1	9300-34800
4	Accountant	1	9300-34800
5	Head Clerk	2	9300-34800
6	Jr. Stenographer	1	5200-20200
7	U.D.C/Cashier	11	5200-20200
8	L.D.C.	11	5200-20200
9	Peons	5	5200-20200
10	Driver (L)	3	5200-20200
11	Sweeper	2	5200-20200
12	Daftary	1	5200-20200
13	Ticket Markers	3	5200-20200
Total		43	

FLOTILLA STAFF

14	Traffic Officer	1	9300-34800
15	Traffic Inspector	1	5200-20200
16	Inspectors	7	5200-20200
17	Coxswain	83	5200-20200
18	Machinist	83	5200-20200
19	Sailor	230	5200-20200
20	Ticket Collectors	23	5200-20200
21	St. Lad	6	5200-20200
Total		434	

MARINE WORKSHOP

1	Sr. Workshop Superintendent	1	15600-39100
2	Workshop Supdt.	1	9300-34800
3	Supervisor	4	9300-34800
4	Job-Rec-cum-Evaluator	1	5200-20200
5	Sr. Storekeeper	2	5200-20200
6	Storekeeper	2	5200-20200
7	Asst. Storekeeper	2	5200-20200
8	Chargehand	5	5200-20200
9	Time Keeper	1	5200-20200
10	Machinist (W/Shop)	1	5200-20200
11	Sr. Mechanic	5	5200-20200
12	Mechanic	11	5200-20200

13	Slipway In-charge	1	5200-20200
14	Sr. Fitter	3	5200-20200
15	Fitter	16	5200-20200
16	Sr. Welder	3	5200-20200
17	Welder	13	5200-20200
18	Winch Operator	1	5200-20200
19	Sr. Turner	2	5200-20200
20	Turner	2	5200-20200
21	Sr. Electrician	2	5200-20200
22	Electrician	4	5200-20200
23	Sr. Carpenter	2	5200-20200
24	Machinist (carpentry)	1	5200-20200
25	Carpenter	3	5200-20200
26	Sr. Plater	4	5200-20200
27	Plater	21	5200-20200
28	Jamadar	1	5200-20200
29	Painter	9	5200-20200
30	Watchman	5	5200-20200
31	Workman/Helper	20	5200-20200
32	Woman Worker/Sweeper	4	5200-20200
33	Driver (Heavy)	3	5200-20200
34	Driver (Light)	3	5200-20200
Total		159	

1. PREAMBLE:

This charter is the commitment of the River Navigation Department, Government of Goa to:

- Provide/assure safe, dependable and affordable water transport facilities.
- Ensure/adequate passengers, amenities within the ferryboats and at the ramps side.
- Provide courteous and effective service by the staff on board.
- Maintains the ferries in good condition and safe for operation.
- Responsive and effective Grievances Redressal Machinery at the Head Office for ensuring time bound resolution of complaints and grievances as far as possible.

2. SERVICES OFFERED BY THE RIVER NAVIGATION DEPARTMENT:

The River Navigation Department operates round the clock regular ferry services on 21 routes in the state, out of which one is inter-State (Aronda-Kiranpani). The ferry service mainly caters to Islanders and places not connected by the bridges. Regular ferry service is provided for about 18 – 20 hours per day and for remaining period ferry is available 'on request'. Ferry staff is deputed on board the ferryboats for round the clock service.

The Department also runs ferry services on Agassaim/Cortalim route whenever the Zuari Bridge is closed for inspection.

Ferry service caters to the water Transport for passengers and vehicular traffic. Heavy vehicles (including goods vehicles) are also allowed to cross through the ferries with restriction on the load at different routes, depending upon the sizes of the ferry and the navigation channel.

3. FERRY ROUTES:

The routes on which the Department regularly runs the ferry services are available at point no. 15. These services are available upto 2.00 a.m. (next day) on certain routes and all other routes upto 10.00 p.m.

After the regular Service hour, special ferry service is also available on payment of prescribed toll fees.

4. TOLL FEE :

- Department has appointed Ticket Collectors for the sale of tickets on board the ferries. They have been provided with white colour uniforms. In case the route is auctioned and handed over to Private Contractor, then Ticket Collector appointed by the contractor will collect the tickets.

- Government has exempted foot passengers and two wheelers, from the payment of ferry toll charges from 1-4-2000 and from 1/1/2006 respectively. Ferry toll charges are therefore payable only for four wheelers and cargo. The ferry toll is fixed by the Government from time to time. Existing ferry toll charges are prescribed vide notification No. RND/Accts/Rev./Fer/99-2000/1247 dt: 8.10.99 published in the official Gazette Sr. No. I No. 30 dated 21.10.99.
- Ticket less travel is an offence and penalized by imposing fines as prescribed under notification No. RND/Accts/ferry Act-Rules dated 30.12.1997.

5. PRIORITY:

Priorities for crossing ferry services are issued to the public for following purposes.

- 1) Wedding couple vehicles.
- 2) Sick patients/Ambulance.
- 3) Hearse Van.
- 4) Public Utility Vehicle
- 5) Election Staff
- 6) Any other

6. PASSENGER AMENITIES:

Basic facilities like passengers' shelter and car parking is available mostly at all the ferry points. On board of the ferryboats benches are provided for sitting purposes. Each ferryboat is provided with first aid facilities. Life saving Appliances and Fire Fighting equipments are also fitted on each ferryboat to take care of any eventuality.

7. SAFETY :

All the ferryboats are surveyed and registered as per the I.V Act, by the authority. All safety norms are checked by the surveying authority as per guidelines prescribed.

8. PUBLIC GRIEVANCES:

Normal complaints are regarding misbehavior of staff on duty, drunkardness of staff on duty, keeping the ferry at the ramp beyond the official timings of the departure, delay tactics of the crew to reach the ferry on the other side on time, non issue of tickets by the Ticket Collectors and overcharging of cargo etc.

Aforesaid complaints are verbally lodged at the Traffic Section of the River Navigation Department, which are solved on the spot. In case of serious complaints the passengers are requested to give in writing. After departmental inquiry, such cases are disposed off within a maximum period of 60 days.

- Traffic Section is open for 24 hours and for any complaint/grievance public are requested to contact :-
- Traffic Section
- River Navigation Department
- Telephone No. (0832) 2410801.

9. CO-OPERATION FROM PASSENGERS;

Co-operation of traveling public is sought by the River Navigation Department to provide a sure, dependable and efficient service to them. They should avoid ticketless travel, pay the correct fare and insist on ticket from the Ticket Collectors on board the ferryboats.

10. TRANSPORTATION OF BUSES AND OTHER HEAVY VEHICLES WITH OR WITHOUT GOODS AND ANIMALS:

Buses and heavy vehicles are not allowed ferry crossing on the following routes

- 1) Pomburpa – Chorao
 - 2) Panaji – Betim
 - 3) Cumbarjua – Gaundalim
 - 4) Sarmanas – Tonca
 - 5) Volvoi – Surla – Maina
 - 6) Vanxim – Amboi
 - 7) Cortalim – Marcaim
- To transport buses and other heavy vehicle with or without goods on the above routes, special permission is required from the Department of River Navigation. Maximum tonnage allowed is 10 tons depending on size of ferryboats.
 - No animals are allowed to be transported in ferry services during normal service along with public.
 - Animals (cows, buffaloes, oxen, sheeps, goats, pigs and horses) shall be transported by special trip on payment of special trip charges. Not more than 12 animals at a time are allowed.

11. RATES OF TOLL/TICKET RATES AT VARIOUS FERRY STATIONS:

Government has exempted foot passengers, two wheelers, and three wheelers from toll fee charges. Other charges are as follows,

Routes	Items	Rate in Rs.
A) Old –Goa-Piedade Pomburpa-Chorao Calvim-Carona Narao-Diwar Cavelossim-Assolna Volvoi-Surla-Maina Camurlim-Tuem Cumbarjua-Gaundalim	Car/jeep/3 wheeler	7.00
	4 wheeler light commercial vehicle e.g. tempo, Pick-up, Matador.	15.00
	6 wheeler medium commercial vehicle e.g. – DCM, TATA709 etc.	20.00
	6 wheeler heavy vehicle e.g. Bus, Truck, tractor etc. (with total weight upto 10 tonnes)	23.00
	Special trip.	55.00
B) Kerim-Tiracol St. Pedro-Diwar Panaji-Betim Ribandar-Chorao Tonca-Sarmanas Kiranpani- Aronda Vanxim-Amboi Rai-Shiroda Volvoi-Surla-Maina	Car/jeep/3 wheeler	10.00
	4 wheeler light commercial vehicle e.g. tempo, Pick-up, Matador.	20.00
	6 wheeler medium commercial vehicle e.g. – DCM, TATA709 etc.	22.00
	6 wheeler heavy vehicle e.g. Bus, Truck, tractor etc. (with total weight upto 10 tonnes)	30.00
	Special trip.	55.00
C) Rassai - Dhurbhat Rassai-Adpai	Car/jeep/3 wheeler	14.00
	4 wheeler light commercial vehicle e.g. tempo, Pick-up, Matador.	20.00
	6 wheeler medium commercial vehicle e.g. – DCM, TATA709 etc.	33.00
	6 wheeler heavy vehicle e.g. Bus, Truck, tractor etc. (with total weight upto 10 tonnes)	38.00
	Special trip.	55.00
D) Madkai-Cortalim	Car/jeep/3 wheeler	27.00
	4 wheeler light commercial vehicle e.g. tempo, Pick-up, Matador.	43.00
	6 wheeler medium commercial vehicle e.g. – DCM, TATA709 etc. 6 wheeler heavy vehicle e.g. Bus, Truck, tractor etc. (with total weight less than 10 tonnes)	} Not allowed
	Special trip.	
E) All routes	Loaded vehicles including Car/Jeep/3 wheeler/light and medium 4/6 wheelers/tractor	Rs. 2/- per quintal or part thereof.

12. PASSES:

The monthly/quarterly passes can be availed by the regular traveling passengers with four wheelers at the counter of the River Navigation Department, (Traffic Section) 10.30 a.m. to 12.30 p.m. and 02.30 p.m. to 04.30 p.m. on all working days except Holidays and Sundays. Two wheelers are exempted from payment of toll fee.

The monthly/quarterly passes can also be availed by students/physically disabled persons, with four wheelers.

➤ PROCEDURE FOR AVAILING SEASONAL PASSES AND CONDITIONS:

- 1) Commuters desirous of obtaining monthly/quarterly passes shall apply in the prescribed form and hand over the same to the official attending the counter of River Navigation Department, Traffic Section, Betim-Goa and pass should be collected on the spot.
- 2) After compliance of the above requirements, a monthly/quarterly pass shall be issued on payment of prescribed fees.
- 3) The pass issued is not transferable.
- 4) The pass shall have to be signed by the person to whom it is issued. Unsigned pass shall be considered invalid.
- 5) The pass shall be valid upto the date shown on it. The said pass may be renewed from the next date from the date of expiry provided the same is presented for renewal on next day.

The Rules governing the issue of passes are prescribed under Notification No.7/18/90.I.W.T.dated 28.4.97, published in the official Gazette Series I No. 9, dated 29.5.97.

PASSENGER AMENITIES:-

- Q. The Ticket Collector does not give me a ticket for the money paid. What should I do?
- Lodge a written complaint with the River Navigation Department (Head Quarters) indicating the name of the ferryboat, time and two witnesses with their full residential addresses.
- Q I am traveling with a sick patient in a private car. Will the car get priority when other vehicles are in the queue?
- Yes, contact the ticket Collector or the coxswain on board the ferryboat concerned.

- Q The staff on board the ferry boat are refusing to allow any vehicles loaded with cargo.
- If the laden cargo vehicle weights more than 10 tons, it is not allowed to cross the ferry. Similarly loaded cargo vehicles are not allowed during rush hours. Approach the Traffic section for special permission in such cases.

- Q Whom do I contact if I have any complaint?
- Any one of the following Officers may be contacted:

(a) The Sr. Superintendent (Workshop & Traffic), Marine Workshop, River Navigation Department, Betim-Goa.

OR

(b) The Administrative-cum-Accounts Officer, designated as the Public Grievances Officer, River Navigation Department, Betim-Goa.

OR

(c) The Director (Admn), River Navigation Department, Betim-Goa.

OR

(d) The Captain of Ports, Panaji-Goa.

OR

(e) The Traffic Officer, River Navigation Department, Betim-Goa

- Q. What kind of complaints can be addressed to Vigilance Organization?
- Any complaints dealing with non-issue of tickets after collecting money or giving less value tickets instead of actual paid value or pilferage of diesel from the ferryboat or overloading of the ferryboat or improper crew on board etc.
 - Any other wrong doings/misdoing by the crew on board the ferryboat.

- Q. What particulars do I need to furnish in such complaints?
- A descriptive information of the complaint – indicating the kind of complaint, date/time of occurrence and the staff involved.

- Q. What I should do if I want the vessel/ferryboat on hire?
- Contact the Head Office (Traffic Section) with your application giving details of the time and date and the purpose for which the ferry is required or contact Traffic Officer on telephone (Ph. 2410801) for more information.

- Q. How do I get ferry timings?
- Ferry timings are displayed at each ferry point or the same can be availed from Traffic Section. (Ph. No. 2410801 at any given time (i.e. 24 hrs a day).

13. DO'S AND DON'T:

DO'S	DON'T
1. Pay correct fare.	1. Don't travel without valid ticket.
2. Insist on ticket.	2. Don't jump in the ferry as it leave the ramp.
3. Retain ticket till journey is over	3. Don't sit on the deck border of the ferry.
4. Avail pass facility.	4. Don't stand on the gang-plank.
5. Park your vehicle in the ferry properly.	5 Don't rush forward when the ferry reaches the ramp.

14. OFFICERS:

Phone No.

1. Capt. James Braganza - Captain of Ports/Additional Charges Director (Admn) - (0832)2225070
2. Shri. Jagannath Sawant - Administrative-cum-Accounts Officer- Public Grievances Officer. -(0832) 2410790
3. Shri Vikramsinh RajeBhosle – Sr. Suptd. (Workshop & Traffic) - (0832)2415280/ 9420689809
4. Shri Arjun Talawnekar - Assistant Accounts Officer. – (0832)2410790/ 9764576715
5. Shri. Dinesh Bhohe - Workshop Superintendent - (0832)2417710/ 9423055660
6. Shri Sohan Shirodkar - Traffic Officer - (0832)2410801/ 9822170052

15. TIME TABLE

Sr.No.	Ferry Route	No. of Ferries deployed.	Timings	Remarks
1	2	3	4	5
1	Kerim-Tiracol	1	6.00 to 22.15 hrs.	After normal operating hours, ferries are also available with special charges.
2	Kiranpani-Aronda	1	6.00 to 23.30 hrs.	-do-
3	Camurlim-Tuem	1	6.40 to 21.00 hrs.	-do-
4	Tolto-Dhauji	1	5.50 to 23.15 hrs.	-do-
5	Calvim-Carona	1	6.15 to 00.15 hrs.	-do-
6	Pomburpa-Chorao	1	6.00 to 00.10 hrs.	-do-
7	Panaji-Betim	2	6.00 to 22.00 hrs	-do-
8	Ribandar-Chorao	4	6.00 to 02.00 hrs. (next day)	-do-
9	St. Pedro-Diwar	2	6.30 to 00.45 hrs.	-do-
10	Old Goa-Piedade	2	6.00 to 02.15 hrs.	-do-
11	Vanxim-Amboi	1	6.00 to 23.35 hrs.	-do-
12	Narao-Diwar	1	6.00 to 24.00 hrs.	-do-
13	Cumbarjua-Gaundalim	1	6.00 to 23.30 hrs.	-do-
14	Tonca-Sarmanas	2	5.50 to 22.00 hrs.	-do-
15	Volvoi-Surla	1	5.45 to 23.30 hrs.	-do-
16	Rai-Shiroda	2	6.15 to 21.15 hrs.	-do-
17	Cavelossim-Assolna	1	6.15 to 20.45 hrs.	-do-
18	Rassaim – Adpai	1	6.15 to 20.30 hrs	-do-
19	Madkaim-Cortalim	2	6.00 to 21.10 hrs.	No special trips
20	Rassaim-Durbhat	2	6.15 to 20.30 hrs.	-do-
21	Volvoi – Maina	1	6.00 to 22.30 hrs	- do -

16. EXISTING FLEET OF VESSELS, BELONGING TO R.N.D. INCLUDE,

Sr. No.	Name of the vessel	Year of Mfg.	Registration No.
1	F/B Pomburpa	1961	PNJ - 536
2	F/B Tiswadi	1986	PNJ - 471
3	F/B Quepem	1986	PNJ - 465
4	F/B Adpai	Feb 2012	PNJ - 620
5	F/B Sanguem	1986	PNJ - 617
6	F/B Canacona	1987	PNJ - 461
7	F/B Chandor	1988	PNJ - 464
8	F/B Shiroda	1994	PNJ -
9	F/B Vagator	1988	PNJ - 535
10	F/B Bogmalo	1988	PNJ - 603
11	F/B Miramar	1988	PNJ - 548
12	F/B Britona I	1988	PNJ - 585
13	F/B Dudsagar	1990	PNJ - 473
14	F/B Harvalem	1991	PNJ - 472
15	F/B Penha de France	1990	PNJ - 516
16	F/B Aguada	1991	PNJ - 624
17	F/B Chodan	1996	PNJ - 469
18	F/B VASHI	Feb 2012	PNJ - 618
19	F/B Curchorem	1997	PNJ - 498
20	F/B Zuari	1997	PNJ - 463
21	F/B Mandovi	1997	PNJ -
22	F/B Zorint	1997	PNJ - 462
23	F/B Betul	1997	PNJ - 605
24	F/B Cumbarjua	1997	PNJ - 460
25	F/B Sal	1997	PNJ - 600
26	F/B Kerim	1997	PNJ - 448
27	F/B Dona Paula	1997	PNJ - 500
28	F/B Curtorim	1997	PNJ - 586
29	F/B Wadi	April 2012	PNJ - 625
30	F/B Savoi - Verem	Aug 2012	PNJ - 628
31	F/B Colva	1999	PNJ - 482
32	F/B Diwar	1999	PNJ - 563
33	F/B Betim	Dec 2009	PNJ - 496
34	F/B Madgaon	Dec 2009	PNJ - 495
35	F/B Bandora	Dec 2009	PNJ - 493
36	F/B Madkai	Dec 2009	PNJ - 492
37	F/B Piedade	Dec 2009	PNJ - 494
38	F/B Durbhat	Jan 2010	PNJ - 491
39	F/B Mormugao	1986	PNJ - 606

17. REVENUE EARNED FOR THE YEAR 2011-2012

The revenue earned for the year 2011 – 2012 - Rs. 178.51 lakhs

18. PLANS FOR YEAR 2012-2013

- a) Development of inland waterways as alternative to road transport.
- b) Replace existing deteriorated launch with new one.
- c) Start ferry service at Agassaim - Cortalim route for heavy vehicular traffic like containers, tanker, trucks etc. on 'Build and Operate' basis.
- d) Start fueling and fresh water facility at Marine Workshop for port vessels like barges, tourist vessels etc on commercial basis in order to generate the revenue for the department.
- e) Study the physibility of starting launch service from Panaji to Vasco and other viable routes through Inland Water ways.
- f) Upgradation and modernization of repair facilities at Marine Workshop.
- g) Increase the departmental revenue.