

**U. T. ADMINISTRATION OF DAMAN & DIU
DEPARTMENT OF TOURISM
DAMAN & DIU**

Dated : February, 2014

SUO-MOTO PUBLICATION OF 17 MANUALS

MANUAL - 1

The Particulars of Its Organisation, Functions and Duties :

The Organization:

The Administrative head of the Department is the Administrator/Secretary (Tourism). The Director of Tourism Department Daman & Diu is Collector, Daman. The Tourism Department has main office at " PARYATAN BHAVAN " Nani Daman. The Tourism office at Diu is located at Bandar Chawk Diu. The Collector Diu is looking after Tourism Department at Diu.

The tourist information centers are located at Paryatan Bhavan, Nani Daman and Tourism Office at Diu.

The offices of the Deputy Director of Tourism, located at Paryatan Bhavan, Nani Daman and tourism office at Diu are primarily responsible for monitoring the registration of Hotels, Travel Agents etc. under the Tourist Trade Act, 1982.

Activities of the Department:

- * Policy Formulation.
- * Development of Infrastructure.
- * Implementation of Goa, Daman & Diu Registration of Tourist Trade Act, 1982 and the rules made therein.

The Notable place of interest in Daman are (1) Church of Bom Jesus (2) Our Lady of Sea Church (3) Fort of Moti Daman (4) Fort of Nani Daman (5) Jampore Beach (6) Devka Beach (7) Mirasol Lake Garden (8) Daman Ganga Lake Garden, Kachigam.

The Notable place of interest in Diu are (1) St. Paul's Church (2) Pani Kotha (3) Nagoa Beach (4) Chakrathirth Beach (5) Diu Museum. The Gir Forest and temples of Somnath and Dwarka in Gujarat are a short drive away from Diu.

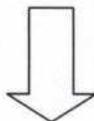
The Daman & Diu both districts having an Air strip which were constructed during Portuguese rule. At present Daman Air strip is under control of Indian Coast Guard where the Coast Guard has established an Air Station. The Diu Air strip is in operation and regular air services from Mumbai to Diu is available. A number of Hotels of wide choice of accommodation unit to suit every budget offers a comfortable and pleasant stay at Daman & Diu.

It is mandatory for all Hotels, Travel Agents, Tour Operators, Tourist Guides, Tourist Taxi Operators and Dealers of notified articles and other persons engaged in tourist activities to register themselves under the Act. Registration is to be annually renewed.

- * Marketing of Daman & Diu as tourist destination.

ORGANISATION CHART

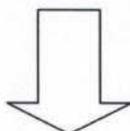
Secretary (Tourism)



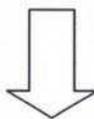
Director (Tourism)



Deputy Director (Tourism)



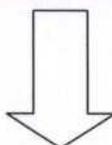
Tourist Officer



Information Assistant



L.D.C.



Proof Press Man

Work Allocation to Staff

The distribution of work among the staff of Tourism Department are made as under :-

Sr.No.	Name of Official & Designation	Work Allotted
01	Shri Hemant N. Rajput UDC/I/c. Information Asstt.	1.General Supervision of works of Tourism Department 2.Policy matters relating to Tourism Act/Rules and their Amendment. 3.New Hotels Registrations/Renewal of License of Hotels etc. 4.Preparation and supervision of Tourism Proposals/ Projects. 5.To attend various Travel & Tourism Fairs 6.Any other works as assigned by Addl. Director of Tourism from time to time.
02	Hemakshi S. Joshi L.D.C.	All Accounts Matters/including preparation of bills of all kinds of Contingency/Budget/Monthly/ Quarterly/Yearly Reports etc. Maintenance of all records of accounts section/office stores/Library/ Dead Stock/Payment of Salary/Wages/Casual Labours and maintenance of cash book. Reconciliation with Accounts Department, preparation of Budget Estimate, Purchase of stationary etc and attend the Tourism Fairs. Any other works as assigned from time to time.
03	Kum. Amiti R. Gupta Proof Pressman	1.Outward/Inward of Tapals & Files 2.Hindi Monthly/Quarterly report of Rajbhasa 3.Attending the tourists for information 4.Monthly Salary Bill 5.RTI Matters 6.Maintenance of Service books/EL/CL 7.All typing works Any other works as assigned to her by Superiors from time to time.

Postal Address

Directorate of Tourism

Tourism Department

Paryatan Bhavan

Nani Daman

PIN CODE – 396210

Phone No.0260 2250002

Fax No. : Tele fax

WORKING HOURS

Monday to Friday 9.30 AM to 1.30 PM

1.30 PM to 2.00 PM LULNCH BREAK

2.00 PM TO 6.00 PM

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THE POWER AND DUTIES OF ITS OFFICERS AND EMPOLYEES

1. The Administrator of Daman & Diu is Secretary (Tourism).
2. The Collector, Daman is the Director of Tourism.
3. The Deputy Collector, Daman is the Head of Office being designated as Deputy Director of Tourism. He look after all the works of the Department.
4. The Range Forest Officer is the Tourist Officer. He is the immediate Officer in the Tourism Department who is supervising the work of subordinate staff. All files/letters received by the office are being routed through him. He is also assist the Dy. Director (Tourism).
5. The Information Assistant deals with file correspondence work like new hotel registration/renewal of license and preparation of various project proposals.

Tourism Department functions in accordance with promotion of Daman & Diu as tourist destination. For this it participate in various tourist fairs such as Tourism Travel Trade Fair, International Tourism Travel Mart, World Travel Market-London, International Tourism Bureau - Berline India Tourism Travel Mart etc.

MANUAL - 3

The procedure followed in the decision making process, including channels supervision and accountability.

Availability of forms:

The forms for Registration of Hotels, Travel Agents etc. are available at the office of the Deputy Director of Tourism, Department of Tourism at Paryatan Bhavan, Nani Daman and Tourism Office at Diu. An application in prescribed form should be made to the Deputy Director of Tourism or Collector, Diu under which, the concerned agency operates.

Under the Act, Director and Collector, Daman is the Prescribed Authority to issue certificate of registration for Daman. The Collector, Diu is the Prescribed Authority for Diu.

Subject to submission of complete application in all respects, the registration shall be completed within a period of three months from the date of receipt of application unless registration is refused under Section 5 of the Act.

Failure to register will attract penalty as prescribed under the Act.

Renewal of registration:

The registration will be renewed annually by applying in the prescribed forms.

Other Incentives:

The Hotels set up and Registered with Tourism Department in the UT of Daman & Diu are not liable to pay luxury tax at present. The Sales Tax on "Cooked Food" is only 4%. The Electricity Charges of Hotels Registered with Tourism Department, Daman & Diu are charged on par with Industrial Category (i.e. LTP/Motive Power up to 99 HP and in HTC Category if having contact demand of 100 KVA and above) instead of being charged at commercial rates.

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The norms set by it for discharge of its function :

1. The Administrator of Daman & Diu is Secretary (Tourism).
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3. The Deputy Collector, Daman is the Head of Office being designated as Deputy Director of Tourism. He look after all the works of the Department.
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MANUAL – 5

**The rules, regulation, instructions, manuals and records held by it or
Under its control or used by its employees for discharging its functions**

- * Policy Formulation.
- * Development of Infrastructure.
- * Implementation of Goa, Daman & Diu Registration of Tourist Trade Act, 1982 and the rules made therein.

It is mandatory for all Hotels, Travel Agents, Tour Operators, Tourist Guides, Tourist Taxi Operators and Dealers of notified articles and other persons engaged in tourist activities to register themselves under the Act. Registration is to be annually renewed.

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A statement of the categories of documents that are held by it or under its control :

1. Hotel Registration
2. Renewal of License of Hotels
3. Registration of Hotel Keeper
4. Registration of Travel Agent
5. Registration as a Dealer
6. Personal files and Service Book of Staff of department
7. Cash Book
8. Pay Bill Register, Bill register
9. BCR Register
10. Dead Stock/Consumable Register
11. Cheque Register
12. Monthly/Quarterly/Yearly Report file
13. Pay Bill File
14. Contingency Bill File
15. Budget File

Tourism department functions in accordance with promotion of tourist spots in Daman & Diu.

MANUAL – 7

The particulars of any arrangement that exists for consultation with, or Representation by the members of the public in relation to the formulation of its policy or implementation thereof :

Tripartite Agreement executed with M/s. Jones Lang LaSalle Property Consultants (India) Pvt. Ltd., Mumbai as State Level Project Management Agency (SLPMA) for UT of Daman & Diu.

MANUAL – 8

A statement of the boards, councils, committees and other bodies consisting two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.

- **State/UT Level Monitoring Committee**

- | | | |
|--|---|------------------|
| 1. Development Commissioner, Daman & Diu | - | Chairman |
| 2. Finance Secretary, Daman & Diu | - | Member |
| 3. Managing Director, OI DC, Daman | - | Member |
| 4. Collector/Director of Tourism, Daman | - | Member |
| 5. Collector, Diu | - | Member |
| 6. President, District Panchayat, Daman & Diu | - | Member |
| 7. President, Municipal Council, Daman & Diu | - | Member |
| 8. President, Municipal Council, Diu | - | Member |
| 9. Additional/Joint Director of Tourism, Daman | - | Member Secretary |

• **Inspection Committee for renewal/reclassification and registration of hotels, travel agents & dealers**

- | | | |
|--|---|----------|
| 1. The Joint Director of Tourism, Daman | - | Chairman |
| 2. The Chief Officer, DMN, Daman | - | Member |
| 3. The Mamlatdar, Daman | - | Member |
| 4. The Technical Officer, District Panchayat
Daman/ME, DMC, Daman | - | Member |
| 5. The ATP, Daman | - | Member |
| 6. The Station Fire Officer, Daman | - | Member |
| 7. The President, Daman Hoteliers Association | - | Member |

Public Grievance Machinery:

The following officers in the Department of Tourism Daman & Diu may be contacted for seeking additional details regarding the schemes and programmes of the department and public grievances, if any:

- (1) Shri Ramesh Verma, IAS,
Director of Tourism,
Collectorate,
Moti Daman – 396 220.
Tele : 0260 – 2230698, 0260 - 2230689
- (2) Shri Vinod P. Kavle,
Collector,
Diu.
Tele : 02875 – 252111, 02875- 252444.
- (3) Shri Gaurav Singh Rajawat,
Deputy Director of Tourism,
Paryatan Bhavan,
Nani Daman- 396 210.
Tele: 0260- 2255104, Web-site : www.damantourism.com
- (4) Shri D. S. Saroha
Deputy Collector,
Collectorate,
Diu – 396 520.
Tele : 2875 – 252444, Web-site : www.diutourism.com

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A directory of its officers and employees

The directory of its officer and employees of the Department of Tourism, Daman.

Sr.NO.	Designation	Nos.
1	Deputy Director of Tourism	1
2	Tourist Officer	1
3	Information Assistant	1
4	L.D.C.	1
5	Driver	1
6	Peon	1

The telephone NO. and Fax No. of Office is as under :-

(a) Telephone No.0260-2250002 (b) Fax No. Telefax

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The monthly remuneration received by each of its officers and employees including the system of compensation as provided in its regulations :

Sr.No.	Name	Designation	Amount	Month & Year
1.	Shri Gaurav Singh Rajawat	Deputy Director of Tourism	Rs.42332/-	January-2014
2.	Smt. Kalpana H. Tandel	Information Assistant	Rs.33880/-	January-2014
3.	Hemakshi S. Joshi	L.D.C.	Rs.24520/-	January-2014
4.	Shri Manoj S. Patel	Driver	Rs.18275/-	January-2014
5.	Smt. Savita B. Patel	Peon	Rs.21595/-	January-2014

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The budget allocated to each of its agency, including the particulars of all plans, proposed expenditures and reports on disbursements made;

Budget Allocation for the Financial Year 2013-2014

<u>Budget Head</u>		<u>Rs. In thousands</u>	
3452	Major Head	Plan	Non – Plan
	Tourism		
01	Tourism Infrastructure		
103	Tourist Transport Services		
02	Establishment		
02.00.01	Salaries	100	2600
02.00.02	Wages	5000	300
02.00.06	Medical Treatment	0	30
02.00.11	Domestic Travel Expenses	0	205
02.00.13	Office Expenses	5000	475
02.00.20	Other Administrative Expenses	0	90
02.00.26	Advertising and Publicity	500	100
800	Other Expenditure		
04	Maintenance of Tourist Infrastructure		
04.00.21	Supplies and Materials	1000	0
04.00.27	Minor Works	800	0
5452	Major Head		
	Capital Outlay Tourism		
01	Tourist Infrastructure		
103	Tourist Transport		
01	Daman and Diu		
01.00.52	Machinery and Equipment	2000	0
01.00.53	Major Works	71800	0

PROPOSED SCHEMES FOR 2014-2015

(Rs. In Lakhs)

Sr. No.	Name of Scheme	Daman			Diu			Total
		Rev	Cap	Total	Rev	Cap	Total	
1	Purchase of Tourist Bus for Diu District	0	0	0	0	50	50	50
2	Construction of Tourist Hostel in Daman District	0	100	100	0	0	0	100
3	Proposal for Tourist Police in Daman & Diu	0	10	10	0	0	0	10
4	Construction of Protection wall along seaside of Jampore Beach and other beaches/seashores of Daman	0	100	100	0	0	0	100
5	Light and Sound show at the Ruins of Dominican Monastery in arrangement at various tourist spots.	100	0	100	0	0	0	100
6	Providing of Fibre Reinforced Plastic (FRP) Bus stops at various places	0	0	0	0	10	10	10
7	Purchase of Cruise Luxury Tourist Ferry Service Boat for Adventure Tourism	0	0	0	0	100	100	100
	TOTAL (A)	100	210	310	0	160	160	470

(B) - CONTINUING SCHEMES								
Sr. No	Name of Scheme	Daman			Diu			Total
		Rev	Cap	Total	Rev	Cap	Total	
1	Construction of Rope way from Gangeshwar Fudam to Pothiadada Temple at Kevdi and ropeway between Nani Daman Fort and Moti Daman	0	50	50	0	50	50	100
2	Proper & effective publicity of Daman & Diu Tourism	1000	0	1000	0	100	100	1100
3	Development of Land near the New Light House, Moti Daman & Maintenance of garden/parks/ponds/ beaches & other tourist spots/facilities /beautification and promotion of Tourism in Daman	0	150	150	0	0	0	150
4	Development of Land near the New Light House, Moti Daman & Maintenance of garden/parks/ ponds/ beaches & other tourist spots/facilities /beautification and promotion of Tourism in Daman and Diu	121	129	250	82	130.94	212.94	462.94
5	Illumination of Tourist spots/buildings/monuments & providing of High Mast at various places and conservation and protection of historical monuments in Daman & Diu	0	10	10	0	150	150	160
6	Development of river front of Damanganga River near New bridge in Daman	0	100	100	0	0	0	100
7	Development of water sports activities	0	10	10	0	10	10	20
8	Strengthening of Tourism Department in Daman & Diu	0	0	0	0	0	0	0
	TOTAL (B).....	1121	449	1570	82	440.94	522.94	2092.94
	GRAND TOTAL (A+B).....	1221	659	1880	82	600.94	682.94	2562.94

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The manner of execution of subsidy programmes, including the amounts

Allocated and the details of beneficiaries of such programmes

1. This department has not executed any subsidy programmes.
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Particulars of recipients of concessions, permits or authorizations granted by it

1. There are no such concessions, permits granted by this department.
-

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Details in respect of the information, available to or held by it, reduced in an electronic form

This department has informative web site www.damantourism.com &
www.diutourism.com

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The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use ;

There is no library or reading room facilities available in the department, however it provides printed informative materials such as brochures, destination map, single page leaflets, VIP shells, tourist guide book etc.

The tourist information is as under :

Dos and don'ts for the tourists:

- While driving follow traffic rules. Carry on your person legal documents like license and passport. Traffic circulation is on the left. Do not use air horns or multi toned horns. Do not drive vehicle after consuming alcohol.
- Exchange your money only through Banks/Authorised money changers/hotels and insist on a receipt.
- In case you want to extend your visa, contact the Foreigners Regional Registration Office located, in Police Headquarters at Daman & Diu.
- Check power voltage before using electrical appliances for safety purpose.
- Keep your valuables in hotel lockers/ bank safe deposit vault.
- Contact Govt. approved Travel agents/Tour operators for local sightseeing and excursion tours. Do not purchase rail/air/bus tickets through stranger or unauthorized agents.
- Tourists carrying cameras/video cameras should check whether photography/video filming is permitted at the places they visit.
- Contact nearest Govt. of India/State Govt. Tourist Office/Counter/Police/Tourist Assistance Booth for any tourist information / assistance.
- Loss of any documents should be reported to Police Station.
- While visiting religious places, please have respect for local tradition/customs.
- Observe decency and decorum in dress. Nudity on beaches and public places is forbidden and punishable under the law.

- While at the beach please read sign boards before entering the water and please follow the instructions contained on the signboards.
- Consuming alcohol in public place, garden, beaches is not permitted.
- Swim in safe areas only.
- Deposit all waste matter at the nearest dustbin available.
- In case you have to visit the hospital please insist on sterilised / disposable syringes and make sure that the blood is tested before transfusion.
- In case you see any drug peddler, please inform nearest Police Station. Information given will be kept confidential. Trafficking and possession of drugs and narcotics is a very serious offence.
- Use Sulabh Shouchalays (Public Pay Toilets) available at most places of importance.
- Do not encourage beggars.
- Do not accept food / drink from strangers.
- Do not be coerced into shopping by touts/guides/taxi drivers or strangers.
- Do not buy articles made from rare/endangered species of animals as such articles are banned under law.
- Do not leave your belongings unattended.
- Do not smoke in public places/vehicles. Smoking and spitting is banned at all places of public use.
- Do not indulge in drugs, as drug offences are punishable under law with penalty of 10 years rigorous imprisonment and fine of Rs. 1,00,000/-.
- Do not throw waste matter in the open. Use dustbins.
- Do not indulge in permissive sex as you run risk of being afflicted by disease of AIDS. This disease has no cure.
- While at the beach do not swim without consulting the Lifeguard.

- Do not swim after consuming liquor.
- Do not swim in the monsoon.
- Do not drive any vehicle on the beach. It is prohibited.

The places of tourist interest:

DAMAN

1). Devka Beach and Devka Garden :- The Devka Beach and Devka Garden situated at Village Devka, Nani Daman. The long shoreline at Devka has always fascinated the tourist. The beautiful and well-tented amusement park with musical fountain and kid's corner has become very popular among the tourist. The entry fees parking charges at Devka garden are as under:

Entry Fees.

Per Adult	Rs. 5/-
Per Child	Rs. 2/- (Age 3 to 12 years)

Parking Charges

Per Heavy Vehicle	Rs. 15/-	Photography	Rs. 10/-
Per Light Vehicle	Rs. 10/-	Videography	Rs. 20/-
Per Scooter / Rickshaw	Rs. 5/-		

2) Daman Ganga Tourist Complex, Kachigam :- The Daman Ganga Tourist Complex situated at Village Kachigam, Nani Daman. An unique lake garden integrated with a cafeteria, cottages (under construction), conference hall, health club (under construction), amphi theater, walking path, water fall, boating, island gardens, fountains provides the tourist all facilities. Presently the said spot is under legal disputes and hence the matter is in court. It also requires renovation.

3) Mirasol Lake Garden (Kadaiya) :- The Mirasol lake garden situated at near Village Kadaiya, Nani Daman. The lake garden is wholly man-made wonder with a variety of cuisines, the restaurant excels in the panoramic view it has to offer. There is a lake surrounding the two islands connected by a bridge. Fountains and beautiful boats add to the remarkable greenery, which meets the eye in every direction.

Entry fees and parking charges at Kadaiya Lake Garden are as under :

Entry Fees.

Per Adult Rs. 10/-
Per Child Rs. 5/- (Age 3 to 12 years)

Parking Charges

Per Heavy Vehicle	Rs. 15/-	Photography	Rs. 20/-
Per Light Vehicle	Rs. 10/-	Videography	Rs. 50/-
Per Scooter / Rickshaw	Rs. 5/-		

4) Jampore Beach:- Towards south, at Moti Daman side Jampore Beach leads on to the border of Gujarat. It is a pleasant spot, where one communes with nature in sublime solitude. This beach is most suited to swimming as it is danger-free. During low-tide, one can walk on the soft wet sand right into the sea. Don't miss a picnic with your family in the shade of Casurina plantation on the sea-shore.

5) Church of Bom Jesus, Moti Daman :- The church of Bom Jesus situated in fort area Moti Daman was completed in its present form in 1603 AD. The richly carved doorway and the highly decorated interiors together with the lofty ceiling and burnishing alter invite aesthetic attention. In the early days of the Portuguese rule Bom Jesus was a parish church.

6) Fort of Moti Daman :- The Fort of Moti Daman situated near Moti Daman Jetty. The massive fort that runs round the settlement like a girdle, dates back to 1559 AD. The colossal structure in the present form encompasses about 30,000sq. mts. with 10 bastions and two gateways. The fort is protected by moat on the land side and also connects the river to the sea.

7) Fort of Nani Daman :- The small fort situated at Nani Daman Jetty, with high stone walls encloses an area of 12,250 sq. mts. It has three bastions and two gateways. The most conspicuous part of the Fort is the giant gateway facing the river with a large statue of St. Jerome and side of the gateway. The imposing church of our Lady of the Sea is the principal building within the Fort.

DIU

- 1) Nagoa Beach :-** It is located in the Nagoa hamlet of the village of Bucharwada. The Beach is exceptionally beautiful and quiet. In this beautiful horse-shoe (semi-circular) shaped beach, various water sports facilities are available. It is safe for swimming. Plenty of branching palm Hoka trees whisper and sway in the intoxicating sea breeze all day long. The virginity of the beach and serenity of the surroundings give you peace and pleasure beyond expression.
- 2) St. Paul Church, Diu :-** It is located in centre of Diu. St. Paul's Church is dedicated to our Lady of Immaculate Conception. The construction of the Church was started in 1601 and was completed in the year 1610. The main façade of the church, perhaps the most elaborate of all Portuguese churches in India, is adorned with curiously treated volutes and shell-like motifs, and immediately attracts visitors. The façade has been illuminated by flood lights adding to the evening city glow.
- 3) Chakratirath Beach :-** Chakratirath Beach is centrally located and contiguous to the town at Diu. This beach serves the locals as well as domestic and international tourists, providing them with an opportunity to have a worthwhile break. The hill and the surrounding areas and landscape has been beautiful illuminated.
- 4) Diu Museum :-** The old St. Thomas Church situated near St. Paul Church Diu has been converted into a museum which houses the antique statues, various stone inscriptions of the earlier rulers. Wooden carvings, idols, shadow-clocks and other important artifacts have been collected from various sites and displayed.
- 5) Gangeshwar Temple :-** This is situated 3 km. away from Diu in Fudam Village. A Shivlinga, known as Gangeshwar, is in the midst of the rocks on the seashore, and is washed by the tidal waves of the sea.

6) Fort of Diu :- The fort commands a magnificent view of sea. It was constructed between 1535 and 1541 AD after a defence alliance, concluded by the Bahadurshah, Sultan of Gujarat, and the Portuguese when the former was attacked by Humayun, the Mughal Emperor.

7) Fortress of Panikota :- The Fortress of Panikota is a magnificent stone structure in the sea, built right at the mouth of the creek. It can be reached only by a canoe or a motor launch. Approximately one nautical mile from the Diu Jetty, it also has a light house and a small chapel dedicated to Our Lady of the sea. Located in the middle of the Sea, the fortress make for a beautiful view whether seen from the jetty, from the Fort, from the village of Ghoghla or from Diu proper.

8) Ghoghla Beach:- The Ghoghla Beach situated at village Ghoghala is among the six beautiful beaches in Diu District. A tourist complex built here provides all basic amenities to tourists.

The tourist visiting Daman and Diu can get the tourism literature / brochures / map and further information from the offices mentioned as under:

- 1) **Tourist Information Centre**
Office of the Assistant Director of Tourism,
Paryatan Bhavan,
Near Bus Depot,
Nani Daman – 396 210.
Tele No. 0260 – 2255104.
Web-site :- www.damantourism.com
- 2) **Tourist Information Centre**
Tourism Office,
Bander Chowk,
Diu – 396 520.
Tele No. 02875 – 252653.
Web-site :- www.diutourism.com

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The names, designations and other particulars of the Public Information Officer ;

1. Shri K. S. Gaikwad, Tourist Officer is Public Information Officer, in the Department of Tourism, Daman.
 2. Shri Gaurav S. Rajawat, Deputy Director of Tourism is the first Appellate Authority for Department of Tourism, Daman.
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Such other information as may be prescribed; and thereafter update these publications every year ;

1. There are no such other information which are to be updated every year.