ANNEXURE

| | Name of the Public Service Present Procedure (flow chart) | Documents required | Minimum time taken for delivery | | Copy of the Order/Notification/ Section reference of the Act or Rules or Court order if any | Work load of particular Service per day | Whether the facility is available and in operation that Citizen can view status of application while using Inward No. As provided in the above Act. | Whether citizen can applied on line for such service |
|---|---|---|---|---|---|---|---|--|
| _ | 1 2 | 3 | 3 | 4 | 5 | 6 | 7 | 8 |
| | 1. Registration of mechanized vessels | s. | | | | | | |
| | mechanized vessels plying in the Inland Waters of Goa and collection of registration fees as per Rules C. (H. 2. A. c. d. le | ubmitted by the owner egarding construction of new ressel with details of owners, builders, yard, barge limension, tonnage, usage of ressel etc. which is cknowledged by COP/DCOP and than routed to Dealing Clerk (DH) via Head Clerk HC). – 1 day. After verification the oncerned DH prepares the etter asking owner to submit ll relevant documents such | List of documents and Irawings. 1. Form No. 1. 2. Form No. 15. 3. Survey Form No. 2. 4. Form No. IV. List of Drawings for registration of Barge 1. General Arrangement 2. Transverse Section 3. Fuel oil and exhaustern | 15 days. Ba the docume submitted b owner | ents B- | les/12- ated | ximately 10 N.A. Attions per day | A. N.A. |

| | | | | |
|---|---|--------------------------------|------|--|
| | drawings, payments etc. | 4. Shell expansion | | |
| | Letter after approval & | 5. Steel and profile deck plan | | |
| | signature of COP is | | | |
| | dispatched to the owner 2 | 6. Sanitary water supply | | |
| 3 | days . After submission of all | system | | |
| | relevant documents by the | 7. Safety plan | | |
| | owner, DH verifies the | 8. Transverse water tight | | |
| | registration forms, | | | |
| | documents, and fees. The | bulkheads | | |
| | plans/drawings are submitted | 9. Engine seating | | |
| | to COP for verification and | 10. Stern gear arrangement, | | |
| | approval of plans 2 days . After approval of plans, DH | 10. Stern gear arrangement, | | |
| | prepares the letter asking | bracket and shifting | | |
| | owner to collect the approved | 11. Wheel house and | | |
| | plans and take appointment of | accommodation | | |
| | COP for inspection of vessel | | | |
| | at various stages of | 12. Electrical cable layout | | |
| | construction. Letter is routed for signature of COP through | 13. Propeller / Rudder /Deck / | | |
| | HC and then dispatched to | arms quadrant and other | | |
| | owner 2 days | | | |
| 5 | . One set of plan submitted by | details | | |
| | owner in Dy. COP Office and | 14. Remote control / Stering | | |
| | apply in Survey form no.1 for | system and safety plans. | | |
| | allocation of surveyor 2 | | | |
| | days | 15. Hydrographic Curves | | |
| 6 | 6. Appointment of Surveyor & | 16. Bilge and ballast lines. | | |
| | issue of Certificate of Survey the process is done by Dy. | 17. Trim and Stability booklet | | |
| | COP Office, MRH 2 days | · | | |
| 7 | . DH process the Form-15 | 18. Inclining experiment | | |
| | (Notice to name proposed for | 19. Carrying capacity | | |
| | a vessel) for approval of name | computation | | |
| | and allotment of number. | Computation | | |
| | (File is Routed to COP | | | |

Page **3** of **38**

| | through head Clerk)1 day. | 20. Dead weight displacement | | | | |
|---------------------------|----------------------------------|------------------------------|-------------------|------------------|----------------------|-----------|
| | 8. After approval done by COP | | | | | |
| | on Freeboard Calculation and | plan | | | | |
| | Form-15, DH prepares letters | 21. Sheer force and bending | | | | |
| | Freeboard and Maximum | | | | | |
| | Mean Draft and approval of | movement curves | | | | |
| | name and allotment of | 22. G.R.T. and N.R.T. as per | | | | |
| | number. Letter is routed for | | | | | |
| | signature of COP through | I.V. Rules and I.M.S. | | | | |
| | HC 1 day | Rules. | | | | |
| | 9. Owner pay inspection fee and | 23. Freeboard and loaded | | | | |
| | take appointment of COP for | 23. Freeboard and loaded | | | | |
| | stage wise inspection which is | Draught | | | | |
| | entirely depends on the yard | 24. Weighment certificate | | | | |
| | construction progress 1 day | 24. Weighment certificate | | | | |
| | 10. After the commissioning of | | | | | |
| | the vessel and only after all | | | | | |
| | the relevant genuine | | | | | |
| | documents are submitted to | | | | | |
| | this office and pre-plying | | | | | |
| | survey completed by COP, | | | | | |
| | "Pass" is issued in lieu of | | | | | |
| | Certificate of Registration and | | | | | |
| | NOC is issued in lieu of | | | | | |
| | Certificate of Survey is | | | | | |
| | issued. Final Certificate of | | | | | |
| | Registration & Certificate of | | | | | |
| | Survey is issued prior expiry | | | | | |
| | of above Pass & NOC 3 | | | | | |
| | days | | | | | |
| (b) Registration of | | List of documents and | 15 days. Based on | Notification No. | Approximately 10 | N.A. N.A. |
| mechanized vessels under | • | 0 | the documents | B- | applications per day | |
| section 19K of I.V. Act, | regarding the vessel intended | 1. Original Registration | submitted by | 11039/Rules/12- | | |
| 1917 (Transfer of Port of | for transfer of port of registry | Certificate. | owner | 13/2821 dated | | |
| Registry) | with details such as vessel | | | 02/07/2014 | | |
| | | 2. Valid Survey Certificate. | | | | |
| | documents such as original | | | | | |

| Registration Certificate & | 3. Valid Insurance Policy |
|---|--------------------------------|
| Valid Survey Certificate, | 4. Certificate of Local Master |
| Valid Insurance Policy etc. | |
| which is acknowledged by | and Driver. |
| COP/DCOP and than routed | 5. Form No. 1. |
| to Dealing Clerk (DH) via | |
| Head Clerk (HC) 1 day | 6. Form No. 15. |
| 2. After verification the | 7. Survey Form No. 2. |
| concerned DH prepares the | |
| letter asking initial registering | 8. Form No. IV. |
| authority to issue a NOC in | List of Drawings for |
| order to process for transfer | registration of Barge |
| of port of registry. Letter after | |
| approval & signature of COP | 1. General Arrangement |
| is dispatched to the initial | |
| registering authority 2 days | 2. Transverse Section |
| 3. Only on receipt of above | 3. Fuel oil and exhaust system |
| NOC from initial registrar and | |
| after submission of all | 4. Shell expansion |
| relevant documents by the | 5. Steel and profile deck plan |
| owner, DH verifies the | 6 Sonitory yyotor cumply |
| registration forms, drawings, documents and fees. The | 6. Sanitary water supply |
| plans/drawings are submitted | system |
| to COP for verification and | |
| approval of plans 2 days | 7. Safety plan |
| 4. After approval of plans, DH | 8. Transverse water tight |
| prepares the letter asking | bulkheads |
| owner to collect the approved | |
| plans and take appointment of | 9. Engine seating |
| COP for inspection of the | 10. Stern gear arrangement, |
| vessel. Letter is routed for | |
| signature of COP through HC | bracket and shifting |
| and then dispatched to | 11. Wheel house and |
| owner 2 days | |
| 5. One set of plan submitted by | accommodation |
| owner in Dy. COP Office and | |

| | | apply in Survey form no.1 for | 12. Electrical cable layout | | | | | |
|--------------------------------|----|---|------------------------------------|---------------------|-----------------|--------------------|------|------|
| | | allocation of surveyor. – 2 days | 13. Propeller / Rudder /Deck / | | | | | |
| | 6. | Appointment of Surveyor & | arms quadrant and other | | | | | |
| | | issue of Certificate of Survey the process is done by Dy. | details | | | | | |
| | | COP Office, MRH 2 days | 14. Remote control / Stering | | | | | |
| | 7. | DH process the Form-15 | | | | | | |
| | | (Notice to name proposed for | system and safety plans. | | | | | |
| | | a vessel) for approval of name | 15. Hydrographic Curves | | | | | |
| | | and allotment of number. (File is Routed to COP | 16. Bilge and ballast lines. | | | | | |
| | | through head Clerk) 1 day | 17. Trim and Stability booklet | | | | | |
| | 8. | After approval done by COP on Freeboard Calculation and | 18. Inclining experiment | | | | | |
| | | Form-15, DH prepares letters | 19. Carrying capacity | | | | | |
| | | Freeboard and Maximum Mean Draft and approval of | computation | | | | | |
| | | name and allotment of | 20. Dead weight displacement | | | | | |
| | | number. Letter is routed for signature of COP through | plan | | | | | |
| | | HC 1 day | 21. Sheer force and bending | | | | | |
| | 9. | Only after all the relevant | | | | | | |
| | | genuine documents are | movement curves | | | | | |
| | | submitted to this office and | 22. G.R.T. and N.R.T. as per | | | | | |
| | | survey of the vessel is completed by COP, "Pass" is | I.V. Rules and I.M.S. Rules. | | | | | |
| | | issued in lieu of Certificate of | 23. Freeboard and loaded | | | | | |
| | | Registration. Final Certificate of Registration is issued prior | Draught | | | | | |
| | | expiry of above Pass 3 days | 24. Weighment certificate | | | | | |
| 2. Registration of non- | 1. | Application with documents | Affidavit, documents of vessel, | 03 to 05 days for | Goa Port Rules, | Depends on the | N.A. | N.A. |
| mechanized vessels plying | | accepted at entry counter of | viz; builder certificate, Purchase | issue of licence to | 1983 | correspondence for | | |
| in the Inland Waters of Goa | | the office of the Captain of | bill/Invoice | ply the vessel. It | | that particularly. | | |
| and collects registration fees | | Ports by entry clerk; | | depends on | | | | |
| as per Rules. | 2. | Application put up for perusal | | applicants follow | | | | |

| | of the Captain of Ports at | up. | | | | |
|---------------------------------|---|---|-------------------|----------------------|-----|-------------|
| | entry stage; | | | | | |
| | 3. Captain of Ports after perusal | | | | | |
| | send back to Head Clerk; | | | | | |
| | 4. Head Clerk send to Dispatch | | | | | |
| | clerk for distribution to the | | | | | |
| | concerned dealing hand; | | | | | |
| | 5. Dispatch clerk distribute to | | | | | |
| | the concerned dealing hand; | | | | | |
| | 6. Receives application on Form | | | | | |
| | No. 1 with all supported | | | | | |
| | documents | | | | | |
| | 7. Dealing hand examines the | | | | | |
| | application and if all | | | | | |
| | documents are found in order, | | | | | |
| | puts up a Note for COP's | | | | | |
| | approval | | | | | |
| | 8. After approval, inspect the | | | | | |
| | vessel for seaworthy | | | | | |
| | conditions. Dimensions are | | | | | |
| | measured to work out tonnage | | | | | |
| | of the vessel | | | | | |
| | 9. Inspection report put up in the | | | | | |
| | file for COP's approval | | | | | |
| | 10. After approval of inspection | | | | | |
| | report, registration fees | | | | | |
| | accepted and issue licence on | | | | | |
| | Form No. II | | | | | |
| 3. (a) Issue of NOC's to | 1. Application with prescribed | 1. Application for issue of 3 days on | Directorate | Registration depends | Yes | No. But |
| small boats (Passengers, | 1 1 | NOC in Form No.1 duly payment of | General of | upon government | | the same is |
| Parasailing & Jetskies) to | * | filled in all respect and duly required fees. | Shipping | approval. | | under |
| operate on beaches of Goa | * | signed by Notary. | guidelines issued | 11 | | process |
| for water sports activities. | 2. The Entry Clerk (EC) routes | | vide circular no. | | | through |
| r | the application to the Captain | | SS/Misc(37)/2003 | | | proposed |
| | of Ports (COP) through the | Certificate/Certificate of | dated 28-9-2004. | | | e- |
| | Head Clerk (HC). | origin from the | | | | governance |
| | 3. The COP initials the | manufacturer. | | | | scheme. |
| | 1 2 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 | * * * | 1 | | | |

| ı | |
|---|--|
| | application and routes back 4. Engine Invoice/Boat |
| | the application to the Dealing Invoice. |
| | Hand (DH) through HC and 5. Plans/specifications of the |
| | EC. vessel. |
| | 4. The EC distributes the 6. Valid operator's certificate. |
| | application to the DH. 7. Custom clearance/transport |
| | 5. The DH scrutinises the details if vessel/engine |
| | application and if in order imported from other |
| | puts up the application to the country/state. |
| | COP through HC, for 8. Memorandum and Articles |
| | |
| | |
| | along with intimation letter to of Incorporation if applying |
| | the application regarding the on company's name along |
| | no. for COP's signature. with details of shareholders |
| | 6. The HC counterchecks the i.e. passport, visa etc. |
| | application and on 9. Valid insurance policies of |
| | verification forwards the same Hull, machinery, passengers |
| | to the COP for approval and & crew. |
| | signature. 10. Inspection fees paid challan |
| | 7. The COP on approval and copy. |
| | signature sends the same to 11. NOC fees paid copy. |
| | the Despatch Clerk (DC) for |
| | issuing or dispatching to the |
| | applicant. |
| | 8. The applicant then produces |
| | his vessel for inspection after |
| | paying the required challan |
| | fees, before the departmental |
| | |
| | surveyors. |
| | 9. After the inspections, the |
| | marine Engineer and Ship |
| | Surveyor (MESS) puts up his |
| | report for approval of COP. |
| | 10. The COP on approval of the |
| | report sends the same to the |
| | DH through HC. |
| | 11. The DH hand instructs the |

| | applicant to pay the NOC fees and on payment confirmation prepares the NOC and forwards the same to COP through HC. 12. HC counter checks the NOC and sends for approval and signature of COP. 13. On signing the NOC, COP sends the same to the DC for issue or despatch. Note-The registration process requires the approval of the government which the applicants themselves get personally or is processed on official communication from the Secretariat. | | | |
|-----------------------|--|---|-------------------------|--|
| (b) Renewal of NOC's. | of Ports office, on payment of inspection fees through challan. 2. The Entry Clerk (EC) routes the application to the Captain | Original NOC Valid insurance policies of Hull, machinery, passengers & crew. Valid operator's license. Undertaking for queue system. Inspection fees paid challan copy. payment required fees. Shipping guidelines issued vide circular no. SS/Misc(37)/2003 dated 28-9-2004. | day for renewal of NOC. | No. But the same is under process through proposed e- governance scheme. |

| | application and if in order instructs the applicants to take appointment of the departmental surveyors for inspection of the vessel (COP for North Goa and MESS for South Goa). 6. On inspection the surveyors direct the DH to process for renewal of NOC. 7. The DH hand instructs the applicant to pay the NOC renewal fees and on payment confirmation endorses the NOC and forwards the same to COP through HC. 8. HC counter checks the documents and sends for approval and signature of COP. 9. On signing the NOC, COP sends the same to the DC for issue or despatch. | | | | | | |
|---|---|--|---------|------------------------------|---------------------------|------|------|
| 4. Endorsement of Certificates of Competency issued by the other States of India. | Application with document accepted at entry counter of Captain of Ports is sent for COP's acknowledgment. COP then marks to the concerned dealing hand via Head Clerk – 1 day Dispatch Clerk distributes to the concerned dealing hand and the dealing hand puts up to COP for the date to be given for oral exam through Head Clerk 2 days | Copy of Certificate of Competency. Sea time Service. Copy of Advance Refresher Course from Maritime School, Britona. Medical fitness Certificate. Affidavit. | 5 days. | As per Govt. Notification | Depends on correspondence | N.A. | N.A. |

| | 3. After oral exam the Captain of Ports puts remarks as granted / rejected. If the candidate have pass the oral exam then endorsement certificate is typed by the dealing hand and put up for COP signature and issue – 2 days. | | |
|--|---|--|--|
| 5. Issue of Certificate of Competency for Serang, 2 nd Class Master, 1 st and 2 nd Class Engine Driver. | Dy. Captain of Ports office issues Authority letter to the candidates after passing the examination of Certificate of Competency. Based on the authority letter applicant approaches to Captain of Ports Department for issue of Certificate of Competency (Hard cover). Candidate surrenders the Authority letter and hard cover is issued to the candidate. | 1) Original Authority letter issued by the Dy. Captain of Ports office. 2) 3 copies of passport size photos. Based on document submitted by the applicant | Approximately 2 to 3 applications per day. |
| 6. Extension of Survey Certificates. | Application with document accepted at entry counter of Captain of Ports Office by entry clerk; Application put up for perusal of the Captain of Port at entry stage; Captain of Port after perusal send back to Head clerk to mark to concerned dealing hand; Head clerk send to Dispatch | I. Survey certificate of the vessel in Triplicate.(Original) II. Master and Engine Driver's valid license copies. III. Valid insurance copy of the vessel. IV. Copy of paid challan. Survey certificate of documents submitted by the applicant B- 11039/Rules/12- 13/2822 dated 02/07/2014 Original Authority letter issued by the Dy. Captain of Ports office. | Approximately 2 to 3 applications per day. |

| | clerk; 5. Dispatch clerk distributes to the concerned dealing assistant. 6. Dealing hand examines the application and verifies the documents submitted. 7. Dealing hand forwards the request of the applicant to COP routed through head clerk. 8. Captain of Ports surveys the vessel. 9. Applicant pays the survey fees based on the GRT of the vessel and also the Surveyors fees. 10. Dealing hand forwards the survey certificates to COP for extending the validity of the survey certificate. | | | | | | |
|------------------------------------|--|--|---------------------------|--------------------------|--|-----|-----|
| 7. Erection of new fishing stakes. | Application with the document accepted by the entry clerk, which was forwarded by directorate of fisheries. Application is put up for perusal of the Captain of Ports at the entry stage. Captain of Ports after perusal send back to Head Clerk for distribution to concerned dealing hand. Entry clerk distributes to the section Heads. Dealing hand examines the | Formal application along with Cadastral Survey Plan, Form I & XIV of the adjacent land and site/location plan. | Within 07 working days | Indian Port Act, 1908 | Depending upon the number of application received. | No. | Yes |

| | application and put up for joint site inspection approval to the Captain of Ports through section head. 6. On approval for site inspection the representative of Fisheries Dept. along with the applicant called for joint site inspection. 7. Site inspection report is submitted to the Captain of Ports, for approval. 8. On approval NOC is issued for erection of new fishing stake as per the normal terms and conditions. | | Will: 07 : 10 | | | V |
|--|--|--|------------------------------|--|----|-----|
| 8. Supply of Hydrographic Charts as per the requirement of the public. | Application accepted at entry counter of Captain of Ports Department by Entry Clerk. Application is put up for perusal of the Captain of Ports at entry stage; Captain of Ports after perusal send back to Head Clerk for distribution to concerned Dealing Hand. Entry clerk distributes to the Section Heads. Section Heads mark to the Concerned Dealing Hands of the concerned section. Dealing Hand examines the application and put up approval to the Captain of Ports through Section Head. | the Captain of Ports with a request to supply Hydrographic | Within 07 to 10 working days | Depending the number of application received | No | Yes |

| 9. Matters connected with illegal occupation of Government Riverine Land. | Section Head marks to concern Dealing Hand to print the charts. 9. After printing the chart, applicant is requested to pay the amount to cashier and obtain receipt. After payments, the charts are handover to the applicant by obtaining the receipt with signature and date. 1. On receiving complaints office note is put up for COPs permission to inspect the site of encroachment. 2. On inspection a brief Inspection Report is put up to COP. 3. If encroachment found to be occurred a show cause notice is served on the encroachment /vacate the Govt. riverine land. | Complaint letter | 10 days Ba | se on complaint ter | Depend on the correspondence for that particularly | N.A. | N.A. |
|--|--|------------------|------------|-------------------------|--|------|------|
| 10. Issue of permission to use Government Jetties for vessels and in turn collects revenue by way of wharfage dues, tonnage, mooring charges, etc. | On receiving application office note is put up for Captain of Ports permission to inspect the jetty. After inspection the jetty, a brief inspection report is put up to COP along with office note stating NOC can be issued for use of jetty Draft NOC is put up for Captain of Ports approval | Complaint letter | 10 days Ba | ase on complaint ter | Depend on the correspondence for that particularly | N.A. | N.A. |

| | and after approval of the NOC fair copies are put-up for COP for signature for issue of NOC for use of jetty. 4. Port dues/ Rental charges are accepted in advance for 12 months. 5. NOC renewed every 12 months. | | | | | |
|--|---|---|----------------|--|--|-----------|
| of the Ships calling at Panaji Port outer harbour anchorage and collects relevant dues from the ships in-charge as per the Rules in force. | accepted at entry counter of Captain of Ports Office by entry clerk; 2. Application put up for perusal of the Captain of Port at entry stage; 3. Captain of Port after perusal send back to Head clerk to mark to concerned dealing hand; 4. Head clerk send to Dispatch clerk; 5. Dispatch clerk distribute to the concerned dealing assistant; 6. Dealing hand examines the application and put up to the COP routed through Head Clerk (a) All documents are correct we may forward the application to the Head clerk, Accountant, A.A.O, R.O. and Captain of Ports | Merchant Shipping Act(Coastal) 1) Registration certificate. 2)Crew List 3)survey certificate 4)Insurance 5)Class certificate 6)Form A(IRS SURVEY) 7)Master / Inland Master certificate 8)Driver /Chief Engineer certificate. B. Register Under Merchant Shipping Act(Foreign Flag) 1) Registration certificate. 2) Cargo Ship Safety Construction certificate. 3) Cargo Ship Safety Radio certificate and Form R. 4) Cargo Ship Safety Equipment Certificate & Form | Within one day | Notification No. D-12018/6/2287 dated 23/04/2010 | Depending the number of application received | N.A. N.A, |

| | provide the copy of asked clarification; | 8) Safety management Certificate. 9) Ballast Water Form. 10) International Tonnage Certificate. 11) International Ship Security certificate. 12) Last 10 Ports of Call list. | | | |
|--|---|---|------|---|-------|
| | | 13) Minimum Safe Manning Certificate. 14) Insurance 15) Port Clearance 16)Crew List 17)Custom Clearance 18) Health 19) Immigration 20) Ship Particulars. | | | |
| (a) Issue of permissions to purchase movable/Immovable properties, NOC's to acquire passport, for undergoing further | Application requesting for NOC by the departmental staff is accepted at entry counter. Application is put up for perusal of Captain of Ports. Application after perusal is sent to the head clerk who after putting her initials and marking the same to the concerned send it to the | Forms for giving prior intimation or seeking previous sanction for purchase of movable or immovable properties. Particulars as per the guidelines to be furnished by the employee for issue of NOC for passport Formal | N.A. | Depend on the correspondence on the particular day. | No No |

| | dispatch clerk for distribution. 4. Application received through dispatch clerk. 5. Application for request for NOC is put up to Captain of Ports through head clerk. 6. In case of application of the departmental staff requesting to grant various types of permissions/NOC an office note along with the necessary DFA is first put up for approval of the Captain of Ports. 7. Fair copies of the approved NOC are than put up for signature of Captain of Ports and for issue of the same to the concerned staff through the dispatch clerk. | | | | | |
|------------------------------------|--|---|---|--|----|-----|
| (b) Right to Information Act, 2005 | Application accepted at entry counter of Captain of Ports Department by Entry Clerk. Application is put up for perusal of the Public Information Officer at entry stage; The Public Information Officer raises an Office Note invoking Section 5 under the Right to Information Act, 2005. Entry counter put up for perusal of the Captain of Ports. Captain of Ports after perusal | the Public Information Officer with a request to supply of documents/inspection of files as | Within 30 days, as it is stipulated in the R.T.I. Act, 2005 | Depending upon the number of applications received | No | Yes |

| | sends back to the Entry Clerk | | | | | |
|----------------------|---|-----------------------------------|--------|------------------|-----|-----|
| | for distribution to concerned | | | | | |
| | Dealing Hand. | | | | | |
| | 6. Dealing Hand examines and | | | | | |
| | put up within the time frame | | | | | |
| | to the P.I.O. duly vetted by | | | | | |
| | the Captain of Ports. | | | | | |
| | 7. Captain of Ports examines on | | | | | |
| | vetting and forwards to the | | | | | |
| | P.I.O. | | | | | |
| | 8. The Public Information | | | | | |
| | Officer sends an intimation | | | | | |
| | letter to the applicant collect | | | | | |
| | the information, accordingly. | | | | | |
| | 9. Applicant collects the | | | | | |
| | information from the Public | | | | | |
| | Information Officer, having | | | | | |
| | effected the payments as is | | | | | |
| | stipulated under the said Act. | | | | | |
| (c) Issue of Service | | Correct name with designation | 5 days | Depends on the | No. | No. |
| Certificate to the | accepted at entry counter of | mentioned on the application (if | | correspondence | | |
| pensioners family. | Captain of Ports Office by | the name is found not to be | | received on that | | |
| | entry clerk; | correct then the applicant has to | | particular day | | |
| | 2. Application put up for perusal | produce the Birth Certificate. | | | | |
| | of the Captain of Ports at | | | | | |
| | entry stage; | | | | | |
| | 3. Captain of Ports after perusal | | | | | |
| | send back to Head Clerk to | | | | | |
| | mark to concerned dealing | | | | | |
| | hand; | | | | | |
| | 4. Head Clerk send to Dispatch | | | | | |
| | clerk; | | | | | |
| | 5. Dispatch clerk distributes to | | | | | |
| | the concerned dealing | | | | | |
| | assistant; | | | | | |
| | | | | | | |
| | 6. Dealing hand examines the application and put's up the | | | | | |

| (d) Compassionate | note to the Captain of Ports through Head clerk (service certificates) routed through Head clerk to Captain of Ports (incase the personal file is not in the Captain of Ports Bldg., we have to search it at Maritime School Bldg., at Britona and then process the application); 7. Captain of Ports takes decision and if found in order then approves the note. 8. Then D.F.A. of the letter is put up for Captain of Ports through Head Clerk. 9. Fair copies of the letter are typed and put up for Captain of Ports signature. 10. Finally dispatch clerk dispatches the letter. | Application form duly | 7 days. | O.M. NO. | Depend on the | No No |
|-------------------------|--|--|---|--|---------------------------------------|-------|
| Appointment Application | concerned dealing hand via Head clerk – 1 day 2. Dealing hand examines the | applicant Death Certificate of the deceased Income Certificate from the concerned Dy. Collector Residence Certificate of the applicant Employment Registration Card, if any. Attested copy of Ration card | Depending upon the required documents submitted by the applicant & report of income certificate from the Dy. Collector. | 10/1/86-PER (Part File) dated 11/02/2013 | correspondence on the particular day. | |

| | - 1 day | . Marriage Certificate if | |
|---|------------------------------------|---------------------------------|--|
| | 3. In case of (b) the applicant is | s required | |
| | called over phone or by letter | | |
| | and asked to produce the | | |
| | documents. | 1. An affidavit from the | |
| 4 | 4. After obtaining the valid | d applicant stating that he/she | |
| | documents from the | | |
| | applicant the file is | | |
| | submitted to C.O.P. for | | |
| | perusal and then to the | | |
| | Accounts section to check | | |
| | whether the assets given are | | |
| | as per office records. – 1 day | | |
| 5 | 5. If the above is in order then | n 2. NOC's from the family | |
| | draft letter for obtaining the | e members of the applicant | |
| | income certificate from the | e stating that they have no | |
| | concerned Dy. Collector is | s objection if the job on | |
| | put up for C.O.P.s approval | d compassionate appointment | |
| | through Head Clerk Fair | r is given to him/her. | |
| | copies are sent for COPs | s | |
| | signature and issued - 1 day | | |
| | 6. After receiving the Income | | |
| | Certificate again process | | |
| | mentioned at Sr. No. 1 to 4 is | s | |
| | repeated 1 day | | |
| | 7. The report from the Dy. | | |
| | Collector is placed on file | | |
| | and accordingly the | | |
| | Annexure-I & the Check list | | |
| | is prepared and put up for | | |
| | C.O.P.s approval through | | |
| | Head Clerk, Accounts | S S | |
| | Section & AAO. – 1 day | | |
| 8 | 8. If the same is approved then | | |
| | draft letter forwarding the | | |
| | proposal to the Personal | | |
| | Department is put up for | | |

| | C.O.P.s approval. 1 dayFair copies of the letter are put up for signature and issued – 1 day. | | | | | | |
|---|---|---|--|--|---|------|------|
| (e) Registration of Non-mechanized (Canoe). | Application with documents accepted at entry of Marine Secretary, Chapora office by entry clerk and thereafter sent for acknowledgment of Marine Secretary at entry stage 1 day Marine Secretary examine the documents and direct the applicant to deposit inspection & measurement fees through receipt. After payment a date will be fixed for inspection – 1 day. After conducting inspection by Marine Secretary, report will be filed. – 1 day Marine Secretary issue Registration Number for Canoe to display – 1 day Marine Secretary issues Registration Licence to the applicant – 1 day | Builder Certificate Builder payment receipt. Affidavit. | Within One Week | Official Gazette Sr. I, No. 6 dated 6 th May, 2010. | Depends upon correspondence. | N.A. | N.A. |
| (f) Cancellation of Registration of Craft & Transfer of Ownership of Craft | - do - | Affidavit, Purchase receipt. | Within One Week | | Depends upon applications received | No. | No. |
| (g) Applications received for considering in filling up of Posts which has been advertised by the | Application with relevant documents received at entry counter of the office is put up for acknowledgement of the | Birth Certificate Educational qualification certificate Computer course | 20 days. Depends upon the number of applications | As per the guidelines issued by the Government | Depends upon the works allotted vide Office Order No. CP/70/2014-15 | No. | No. |

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| Department.(eg. LDC) | Captain of Ports and the same | certificate | received for the | from time to | dated 22/7/2014. | |
|----------------------|-----------------------------------|---------------------|------------------|--------------|------------------|----------|
| | is marked to the Head Clerk | 4. Valid Residence | post, the time | time. | | |
| | who in turn marks to the | certificate | taken by other | | | |
| | concerned dealing hand and | 5. Valid Employment | authorities for | | | |
| | send it to the dispatch clerk | Registration card | Computer | | | |
| | for distribution; - 1 day | | Literacy test, | | | |
| | 2. Dealing hand scrutinizes the | | written | | | |
| | documents; - (approximately | | examination. | | | |
| | 1 week based on the number | | | | | |
| | of applications received. | | | | | |
| | 3. Dealing hand puts up a note | | | | | |
| | to COP. | | | | | |
| | 4. Captain of Ports takes | | | | | |
| | decision and after fixing the | | | | | |
| | date with the Authorities | | | | | |
| | concerned, direct to send call | | | | | |
| | letters for the eligible | | | | | |
| | applicants for written test for | | | | | |
| | short listing; – 1day | | | | | |
| | 5. After receiving the written | | | | | |
| | test report, process mentioned | | | | | |
| | at Sr. No. 1 is repeated; - 1 day | | | | | |
| | 6. Dealing hand puts up a note | | | | | |
| | to COP for sending the | | | | | |
| | candidates for Computer | | | | | |
| | literacy test; - 1 day | | | | | |
| | 7. After receiving the Computer | | | | | |
| | literacy test report, process | | | | | |
| | mentioned at Sr. No. 1 is | | | | | |
| | repeated; - 1 day | | | | | |
| | 8. The dealing hand examines | | | | | |
| | and puts up the file to the | | | | | |
| | Captain of Ports for perusal | | | | | |
| | and to fix the date for oral test | | | | | |
| | for the eligible candidates; 1 | | | | | |
| | day | | | | | |
| | <u> </u> | | | | 1 | <u> </u> |

| 9. The Captain of Ports takes |
|-------------------------------------|
| decision and after fixing a |
| suitable date, directs to send |
| interview call letter to the |
| candidates; 1 day |
| 10. The file is put up to the |
| Captain of Ports with the draft |
| material to be placed for the |
| DSC meeting, through Head |
| Clerk; 1 day |
| 11. After the DSC meeting, |
| Minutes of the meeting are |
| prepared and put up for |
| signature of the Departmental |
| Selection Committee |
| members; 1 day |
| 12. Draft appointment letter is put |
| up for Captain of Ports' |
| approval through Head Clerk, |
| A.A.O.; 1 day |
| 13. Fair copies signed by COP |
| are sent to the dispatch clerk |
| for issue; - 1 day |
| 14. Upon receiving the |
| acceptance letter, process |
| mentioned at Sr. No. is |
| repeated; |
| 15. Dealing hand examines and |
| puts up to COP stating that all |
| documents are correct we |
| may consider/ not furnished |
| required documents and |
| hence we may inform the |
| candidate to submit |
| accordingly; 1- day |
| 16. In case the candidate is |
| required to submit necessary |
| required to submit necessary |

| | documents, letter is put up for COP' signature; 1 day 17. Candidate submits the required documents. Process mentioned at Sr. No. 1 repeated; 1 day 18. Dealing hand puts up the file to C.O.P. to send the candidate for medical test /Verification of character and antecedents; 1 day 19. C.O.P. approves and accordingly letters are put up for C.O.P. approval and signature; 1 day 20. After receiving the Medical test report /verification of Character and antecedents; Process mentioned at Sr. No. 1 is repeated; 1 day 21. Dealing hand examines and confirms that everything in order and accordingly Appointment Order is put up for approval/signature of COP; 1 day 22. Upon receiving the appointment Order, candidate reports for duties along with the joining report. | | | | | |
|--|--|-------------------------|--|---|--|----------|
| (h) Collection of Port Dues /Wharfage Dues/ Annual Licencse Fees | 1. Applicant submits application requesting for issue of no dues certificate and the same is put up for acknowledgement of the | Copies of Paid challans | 02 days subject to submission of essential documents by the applicant. | 1) Annual License Fees/Port dues/ Tonnage | Approximately 05 to 07 applications to process a day | N.A. No. |

| | Captain of Ports at entry stage. 2. Captain of Ports marks the letter back to the Head Clerk for distribution to the concerned dealing hand and the Dispatch Clerk distributes the same to the concerned dealing hand. 3. Dealing hand examines the application and updates/checks the outstanding dues from the registers. If the dues are paid / cleared, than the dealing hand prepares NO Dues Certificate and forwards the request to the head clerk and AAO for issuance of no dues certificate. | | | Dues/Moorin g Charges:- Dues are collected as per the Official Gazette SERIES I NO. 6 dated 06/05/2010. 2) Wharfage Dues:- Dues are collected as per the Official Gazette SERIES I NO. 2 dated 08/04/2010. | | | |
|---|--|---|--|---|--|------|-----|
| (i) Processing of license of craft under Port Rules | Applicant submits an application along with plans of the craft. Rules and the same is put up for acknowledgement of the Captain of Ports at entry stage. Captain of Ports marks the letter back to the Head Clerk for distribution to the concerned dealing hand and the Dispatch Clerk distributes the same to the concerned dealing hand. Dealing hand forwards the plan for COP's approval | Duly filled in Form no. 1 Plan of the Craft. Valid Insurance of the craft. Copy of the license of the tindel or Serang. Builders Certificate. | 03 days subject to submission of essential documents by the applicant. | | Approximately 05 to 07 applications to process a day | N.A. | No. |

| | routed through Head Clerk. 4. Once the plan is approved by COP, the applicant is allowed to commence construction of the craft. 5. Upon the completion of the craft, registration number is allotted to the craft and Captain of Ports inspects the craft. 6. The craft is issued license under Port Rules. 7. Applicant is asked to pay the surveyors fees. | | |
|--|---|-----------------------------------|--|
| (j) Issue of NOC to vessels to sail out of Goa | Applicant submits application along with necessary documents while requesting for permission to sail the vessel out of Goa and the same is put up for acknowledgment of the Captain of Ports at entry stage. Captain of Ports marks the letter back to the Head Clerk for distribution to the concerned dealing hand and Dispatch clerk distributes the same to the concerned dealing hand. Dealing hand examines the application and verifies the documents submitted. Dealing hand forwards the request to the Captain of Ports routed through head | Permission). submission of 07 app | oximately 05 to plications to ss a day |

| | is granted for the vessel. | 11) Copy of Certificate of Competency (Inland Engine Driver). 12) Copy of Certificate of Competency Master Sea Going. 13) Copy of Certificate of Competency as Engine Driver of a Sea Going. 14) Copy of Certificate of Competency navigational Watchkeeping Officer. 15) Crew List. | | |
|----------------------------------|--|--|--|----------|
| (k) Registering/Vacating of Lien | Applicant submits application along with necessary documents for Registering / Vacating of Lien and the same is put up for acknowledgment of the Captain of Ports at entry stage. Captain of Ports marks the letter back to the Head Clerk for distribution to the concerned dealing hand and Dispatch clerk distributes the same to the concerned dealing hand. Dealing hand examines the application and verifies the documents submitted. Dealing hand forwards the request of the applicant to the Captain of Ports routed through head clerk taking an | 1) Bank letter requesting to mark/vacate the lien. 2) Owner's letter requesting to mark/vacate the lien. 3) Registration Certificate applicant. 01 day subject to submission of essential documents by the applicant. | Approximately 05 to 07 applications to process a day | N.A. No. |

| | approval for registering/vacating the lien of the vessels. | | | | | | | |
|---|---|-------------|--|--|--|---------------------------|------|------|
| (l) Acceptance of cash and drawing challans | a. Dealing Hand send written directives to accept cash or draw challans b. Cash is accepted by way of receipts and challans are draw for payment in the bank by the customer. | | Written directives from the concerned Dealing hand to accept cash payment or draw challans | On the Spot | Under various Acts and Rules as dealt by the Dealing hands. Hence copies not applicable to be given. | Not Specific | N.A. | No. |
| (m)Transfer of Ownership | Application with document accepted at entry counter of Captain of Ports office by entry clerk is sent for COP's acknowledgment. COP marks the concerned dealing hand via Head Clerk and sends back -1 day Dealing hand examines the application and puts up to the Captain of Ports through Head Clerk - 1 day If the person is residing in another State / outside Country then Govt. approval is obtained If the person is residing within the State the Captain of Ports gives approval - 1 day After approval endorsement is recorded on RC book & Reg. Certificate and is put up for | 2. 3. 4. 5. | Form VI & IX (duly filled & Notarized). Original Registration Certificate. Valid Survey Certificate. Valid Insurance Policy. Deed of Partnership/Memorandum and Article of Association (buyer & seller) Power of Attorney given by the owner to sign Form VI & IX. Board Resolution. No dues certificate from Dy. COP, Mormugao Harbour. | One Week. Depends upon the time taken for receiving Govt. approval if the person is residing outside State of Goa. | Notification vide Official Gazette | Depends on correspondence | N.A. | N.A. |

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| | the Captain of Ports Signature through Head Clerk – 1 day. | | | | | | |
|--|--|--|-----------|---|---|-----|-----|
| (m)Issue of Authority letter to Serang, 2 nd class Master,1 st Class Master, 1 st & 2 nd Class Engine Driver and Inland Engineer | 1. Prescribed Application is issued to the candidate. The candidate fills up the application, pays the | Application in prescribed form. Birth certificate, (Original/ Certified). School leaving Certificate Sea time Service from Register owner of the vessel. Maritime school certificate 2 photos | Two Weeks | Notification No. 1/87/80-IWT/COP dated 06/11/1997 | A particular service per day 30 minutes | Nil | No. |

| | same day. 6. Once the candidate passes the examination, the file is returned to the dealing hand who prepared the authority letter and the same is handed over to the candidate only after the approval and signature of DCOP/MESS. – 2 days 7. The file is then sent to COP Department for issue of Certificate of Competency (Hard Cover). | | |
|--|--|---|---|
| (n) Settlement of General Provident Fund Final Payment of retired Staff. | Application of request accepted at entry counter of Captain of Ports Office by entry clerk; Application put up for perusal of the Captain of Ports at entry stage; Captain of Ports after perusal send back to Head Clerk to mark to concerned dealing hand; Head Clerk send to Dispatch clerk; Dispatch clerk distributes to the concerned dealing assistant; Dealing hand examines the application and adding the required necessary details and put up the note to the Captain of Ports along with a forwarding letter addressed to Directorate of Accounts, | 1. GPF Slip for that financial year along with GPF Application form and Form C (those who expired in service) Depends on Order issued by Directorate of Accounts, Panaji-Goa. Rule 31 & 33 of GPF rules | Depends on the correspondence received on the particular day. |

| | Panaji Goa routed through Accountant, Assistant Accounts Officer to Captain of Ports, for issue of GPF Final payment withdrawal order which takes 2-3 months. 7. On receipt of GPF final payment order necessary bill is prepared (Form T.TR.58-a, Treasury Rule 606(1)) & after being signed by Accountant, AAO & Captain of Ports. 8. The payment is released in favour of the claimant through ECS mode by the Directorate of Accounts, Panaji-Goa. | | | | | | |
|---|--|--|-----|------------|---|-----|-----|
| (o) Saving and Insurance of retired Staff /expired in service under the Goa State Government Employees Group Insurance Scheme 1996. | Application of request accepted at entry counter of Captain of Ports Office by entry clerk; Application put up for perusal of the Captain of Ports at entry stage; Captain of Ports after perusal sends back to Head Clerk to mark to concerned dealing hand; Head Clerk send to Dispatch clerk; Dispatch clerk distributes to the concerned dealing assistant; | Application by the retired staff along with service details. | 1 1 | Government | Depends on the correspondence received on the particular day. | Nil | Nil |

| | 6. Dealing hand examines the application. 7. This process can be started only on receipt of the service book from the Administration Section. Necessary entry of the payment is made in the service book and counter signature of H.O.D is obtained before the bill is prepared. 8. On receipt of Service Book necessary sanction order & bill is prepared under ANNEXURE 'C' & after being signed by Accountant, AAO & Captain of Ports. 9. The payment is released in favour of the claimant through ECS mode by the Directorate of Accounts, |
|---|---|
| | Panaji-Goa. |
| (p) Application for Annual Survey of Vessel | 1. Application with documents accepted at entry counter of Dy. COP office by entry clerk with Form No. 1 on payment of fees. 2. Application put up for perusal of the Dy COP/ MESS at entry stage. 3. Usurvey Form No. 1 2. Survey Certificate. 3. Valid Insurance Policy. 4. Certificate of Mater/Driver & Crew list. 5. List of LSA & FFA. 6. Fees to Paid. 7. Certificate of Class (for class vessels). |

| 4. Entry clerk distribute to | ne | | | |
|-------------------------------|------|--|--|--|
| concerned dealing. | | | | |
| 5. Dealing hand examine the | | | | |
| application and ask to pa | 1 | | | |
| Survey fees through chair | an. | | | |
| 6. Dy. COP/MESS take a | | | | |
| decision and direct to pu | up | | | |
| the allocation | | | | |
| 7. Dealing hand put up drai | | | | |
| letter for approval. | | | | |
| 8. Dy. COP/MESS approve | S | | | |
| the draft letter. | | | | |
| 9. Dealing hand put up | | | | |
| Allocation for signature | | | | |
| 10. File goes to the dispatch | | | | |
| section for outwards the | | | | |
| letter/s. | | | | |
| 11. Dealing hand provides | | | | |
| memo book and form no | . 6 | | | |
| for survey to applicant. | | | | |
| 12. Surveyor issue date for | | | | |
| inspection | | | | |
| 13. Surveyor inspects the | | | | |
| vessel on given date and | | | | |
| writes on memo book ab | out | | | |
| the survey. | | | | |
| 14. Applicant pays fees | | | | |
| Surveyor fees. | | | | |
| 15. Applicant submits | | | | |
| Application to issue a No | OC | | | |
| to ply vessel with docum | | | | |
| including memo book, I | | | | |
| No. 6 Mater, Driver, val | | | | |
| insurance, No dues | | | | |
| certificate from COP, at | er | | | |
| entry counter of Dy COI | | | | |
| 16. Dy COP/MESS after per | ısal | | | |

| | sends back to entry clerk for distribution to concerned dealing hand. 17. Entry clerk distributes application to concerned dealing hand. 18. Dealing hand Examines the paper and issues plying NOC to the vessel. 19. Dealing hand prepares the survey certificate based on data available on Form No.6. 20. Survey certificate forwards to COP office for signature of COP. 21. After COP's signature Survey Certificate in Form no. 10 comes back to Dy COP office.(repeat 1-4) 22. Dealing hand then hand | | | | | | |
|--|---|---|--|--|---|------|-----|
| (q) Extension of certificate of Competency of certificate of Masters, Engine Drivers after 70 yrs. of age. | over the Survey Certificate to the applicant. 1. Application with document accepted at entry counter of Captain of Ports office by entry clerk. 2. Application put up for perusal of the Captain of Ports at entry stage. 3. Captain of Ports after perusal send back to Head Clerk. 4. Head Clerk mark to concerned dealing hand and send to dispatch clerk. 5. Dispatch Clerk distribute | Original Certificate of Competency (Hard Cover). Sea Time Service certificate. | Based on the documents submitted by the applicant. | Notification No. B- 11039/Rules/12- 13/2822 dated 02/07/2014 | Approximately 2 to 3 applications per day | N.A. | No. |

| | to the concerned dealing assistant. 6. Dealing assistant examines the application and issues letter for the candidate for Medical examination. 7. The candidate submits the medical report and if declared fit for duty by the medical examiner, the candidate is called for the oral exam. 8. Captain of Ports takes the oral exam of the candidates. If the candidate passes the oral exam COP grants further extends Certificate of Competency. | | | | | |
|-----------------------------------|---|-------------------|--|---|------|-----|
| (r) Issue of Official Log Book | Application with document accepted at entry counter of Captain of Ports Office by entry clerk; Application put up for perusal of the Captain of Port at entry stage; Captain of Port after perusal send back to Head clerk to mark to concerned dealing hand; Head clerk send to Dispatch clerk; Dispatch clerk distribute to the concerned dealing assistant; | Official Log Book | Based on the documents submitted by the applicant. | Approximately 2 to 3 applications per day | N.A. | No. |

| | 6. Dealing hand examines the application and forward the request along with the log book for signature of head clerk.7. Official Log issued to the applicant. | | | | | | |
|--|--|--|--|---|---|-----|-----|
| 13. (a) Registration / NOC for construction of jetties | renewal of NOC with I Demand Draft in I | NOC from V.P., CRZ, GSPCB, Form I & XIV, Technical Drawing, Cadastral Plan, Ownership of Land. | One week or depend upon type of correspondence | 1. Notification No. D-12018/6/2287 dated 02/11/2010 | Minimum one hour or depend on the correspondence for that particularly. | Nil | Yes |

| the application and |
|------------------------------|
| mark to cashier to |
| deposit the D/D in |
| Government treasury. |
| 7. Call letter is put up for |
| fixing a suitable date |
| for site inspection. |
| 8. After inspecting the |
| site, an inspection |
| report is put up for the |
| Captain of Ports |
| whether the jetties can |
| be put in the riverine |
| land or in position |
| along with the office |
| note. |
| 9. An office note is put up |
| for Captain of Ports, |
| stating the details of the |
| jetty to be built and the |
| documents enclosed and |
| if COP agrees, NOC for |
| construction of the jetty |
| is drafted. |
| 10. Draft letter for NOC is |
| put up for COP's |
| perusal and approval. |
| 11. After draft is approved |
| fair copies of the draft |
| are put up for COP for |
| issue of NOC. |
| 12. Advance payment of |
| Ports dues for one year |
| are taken by the office |
| for the riverine land to |
| be used for the |
| construction of the |
| |

| | jetty. 13. Document to be taken obtained as applicable such as:- a. Adjacent property document, Sale Deed/Agreements/F orm I & XIV. b. Cadastral Survey Plan of the property. c. Village Panchayat NOC. d. NOC from Goa Coastal Zone Management Authority, Goa Pollution Control Board, as applicable. 14. NOC for construction of jetty is issued within 30 days if the documents are in order. | | | | | |
|---|--|--|--|---|---|---------|
| (b) Annual renewals of jetties/ Workshops/ Dry-Docks/ Shipyards | Application for renewal of jetties/workshop/dock, Ship yard are accepted at Captain of Ports by entry clerk. Application put up for perusal of the Captain of Ports. Captain of Ports after signing the application send to Head Clerk for marking the application to concerned dealing | NOC from V.P., CRZ, GSPCB, Form I & XIV, Technical Drawing, Cadastral Plan, Ownership of Land. | One week or depend upon type of correspondence | 1. Notification No. D-12018/6/2287 dated 02/11/2010 | Minimum one hour or depend on the correspondence for that particularly. | Nil Yes |

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| hand. |
|---------------------------------|
| 4. Head Clerk after |
| marking the application |
| to the concerned |
| dealing clerk & send it |
| to entry clerk for |
| distribution. |
| 5. Entry clerk distribute |
| the application to the |
| |
| concerned dealing hand and take |
| |
| acknowledgement of |
| the application on the |
| mail register. |
| 6. Dealing hand put up |
| the note for renewal. |
| 7. Call letter is put up for |
| fixing a suitable date |
| for site inspection. |
| 8. Then carry out the site |
| inspection. |
| 9. Site inspection note put |
| up for COPs perusal . |
| 10. NOC extended for |
| further period if |
| payment made in |
| advance. |
| |