

17 Point RTI Manual as per Section 4(1)(b) of Right to Information Act, 2005:

The Department of Law & Judiciary (Legal Affairs Division), Government of Goa, published Notification vide No. 10/2/2005-LA dated 7th July 2005 which states "The Right to Information Act, 2005 (Central Act No. 22 of 2005), which has been passed by the Parliament and assented to by the President of India on 15-6-2005 and published in the Gazette of India, Extraordinary, Part II, Section 1, dated 21-6-2005".

(i) PARTICULARS OF ORGANIZATION, FUNCTIONS AND DUTIES :

(a) Brief History of establishment of the Public Authority :

Till 1984, the Fire Services in the U.T. of Goa, Daman and Diu functioned as part of the Police Department. There were only 4 Fire Stations under the supervision of a Station Fire Officer. The situation was reviewed and on 21st January 1984, a separate Department was created for Fire Service. It was later renamed as the Directorate of Fire & Emergency Services.

The Directorate of Fire and Emergency Services constituted under the Goa, Daman & Diu Fire Force Act 1986 is headed by the Director with its Headquarters and Logistic Centre at Panaji. Besides fulfilling the main objectives of fire prevention, fire protection, firefighting and rescue, the department generally attends people in distress. Over the years, it has attained a multi-dimensional role in saving and protecting life and property of the people with its activities in fire prevention, fire protection, fire suppression and training. The department is being developed to provide effective fire and emergency cover to the people and property in the State. The approved strength of the Goa Fire and Emergency Services is 1106 including Officers and administrative staff. It provides round the clock services with the set up of 14 Fire Stations located in the township of the respective local Bodies/Municipalities viz; Panaji, Vasco, Mapusa, Pernem, Pilerne, Ponda, Kundaim, Old-Goa, Bicholim, Valpoi, Margao, Verna, Curcholem and Canacona.

The Department has decentralized the administrative work into three Zones viz; South Zone, Central Zone and North Zone. The Deputy Director (Fire) and Divisional Officer has been declared as Head of Office and Drawing and Disbursing Officer for South Zone and Central Zone respectively. The operational control of South Zone, Central Zone and North Zone are under the control of Dy. Director (Fire), Divisional Officer and Asst. Divisional Officer respectively. The Fire Stations under the Jurisdiction of South Zone, Central Zone and North Zone are as below:-

Dy. Director (Fire), South Zone, Margao	Having jurisdiction over Fire Station Margao, Curcholem, Canacona and Verna
Divisional Officer, Central Zone, Ponda	Having jurisdiction over Fire Station Ponda, Valpoi, Bicholim, Kundaim and Old-Goa
Assistant Divisional Officer (Offg.), North Zone, Panaji	Having jurisdiction over Fire Station Pernem, Mapusa, Pilerne, Panaji and Vasco.

Each Fire Station is headed by one Station Fire Officer/Officer-In-charge. The Officer and Fire Personnel on duty at the respective Fire Station will be the first responder for all types of Fire/Emergencies which include Natural and Man-Made Disasters.

The Administrative and Accounts section of the department are supervised by the Dy. Director (Admn.)/Head of Office and Assistant Accounts Officer/Drawing and Disbursing Officer. The overall control of the Directorate of Fire and Emergency Services is vested with the Director, Directorate of Fire and Emergency Services.

(b) Objectives of the Department:

1. To prevent and suppress fires by rendering prompt and efficient services, so as to keep the loss of life and property to the minimum.
2. To conduct fire safety inspection in hazardous occupancies and to impart training in Fire Prevention, Fire Fighting and Fire Protection and advise managements so as to reduce risk by fire.
3. To implement fire safety regulatory measures under the Fire Force Act and Rules for Uses of Places and Trades for the purpose involving risk from fires.
4. To prevent loss of life and property from fire and non-fire emergencies like highway motor accidents, building collapse, landslides, still water rescue, Industrial, spillage interalia toxic release, and to render humanitarian services and special services during Natural and Manmade disasters.
5. To provide standby protection at large gatherings and important public and private functions.
6. As a Regional Training Centre of Government of India imparts training to Fire Professionals at national level.

(c) Vision/ Mission Statement of the Public Authority.

Vision:

To raise the level of Prevention and Preparedness so as to minimize loss of life and property in the State from fire and non-fire emergencies and to inculcate safety consciousness among the general public.

Mission:

Enhancing the capacity in terms of men and materials to be able to realize the Vision. Develop Fire and Emergency Service as a Service Provider for reaching help to the people in distress, for all hazard purpose. Ensuring community safety and to enrich the members of the profession through training and education for preventing and mitigating the Fire loss to facilitate improve public safety.

(d) Main activities/functions of the Public Authority :

1. Responsible to recommend fire preventive and fire protection measures in industrial and commercial premises which pose fire related and other safety hazards under the Goa State Fire Force Act and Rules.

2. The Directorate of Fire and Emergency Services is the Regional Training Centre approved by the Director General Civil Defence, Fire Cell, Ministry of Home Affairs, Government of India to conduct Sub-Officers Course. It also conducts various Course for Industrial Establishments, Government and Semi Government organizations.

(e) **List of services being provided by the public authorities with brief write-up on them :**

Sl. No.	Services provided	Brief Write-Up
1.	Attending to Fire calls	Every Fire Station has at least two Fire Tenders ready to respond to Fire calls, round the clock. In case of need for specialized and sophisticated equipment these are dispatched from the logistics Centre at Fire Force Headquarters. An ambulance is also provided at each Fire Station.
2.	Attending to Emergency/Rescue calls	In routine emergencies like children or disabled persons accidentally locked up in homes or high rise buildings, the Fire Fighters at nearby Station respond to the calls. But in Natural or Man-made calamities, special teams with sophisticated equipment from Logistic Centre reinforce the local Station's efforts. In very special cases like Air crash, Fire at Oil Tank Farms, etc. the State Fire Force co-operate and supplement the work of special Fire Services of the concerned authorities.
3.	Issue of Fire Reports	After a Fire incident has been brought under control, the causes of the fire, extent of damage and loss of life if any, as well as obvious lapses in safety precaution are investigated and formal report prepared and submitted to the higher authorities.
4.	Issue of No Objection Certificates for High Rise buildings and Business Establishments	The Goa Fire Force Act 1986 and Rules made there under have specified that high rise buildings and business establishments carrying on hazardous occupations shall obtain prior No Objection Certificate from the Fire Department and comply with the safety precautions specified in the Rules and National Building Code.
5.	Pumping jobs	In special circumstances, the Citizens may request the services of the high power pumps from the Fire Force. These will be made available if spare from Fire Fighting duty and a service charge, prescribed under the Fire Force Rule will be charged.

6.	Providing fire equipments/appliances on Hire	Fire Fighting equipment and appliances may be hired by the public for occasions like film shootings, fairs, sales, etc. on payment of prescribed fees.
7.	Attending calls outside the State.	State Fire Force Authorities co-operate on mutual basis by deputing personnel and equipment on request from neighboring States. Costs are recovered as per prescribed rates. In the case of major calamities, the State Government may offer such services as its contribution also.
8.	Imparting Training to in-service personnel and candidates sponsored by private/Government institutions.	The Fire Force Headquarters has a Training Wing. All freshly recruited operational staff undergo a six month's induction training in Basic Fire Fighting, drill and respective functional skill. Periodical departmental examination evaluates the extent of learning. Passing these exams is mandatory for promotions, except when exempted under orders of the Government. Qualified hands are periodically deputed to the National Fire Service College, Nagpur for equipping them with competence for supervisory and management functions as well as specialized skills on the operational side. They are also deputed to other National level training centres in Civil Defence, Disaster Management, etc. The training wing conducts several other courses of long and short durations as per details given in "OTHER INFORMATION".

(f) **Rates to be charged for services of all types rendered beyond the limits of jurisdiction:**

Sl. No.	Description	Charges
1.	Copying charges of Fire Reports	Rs. 35/- if the loss suffered is below rupees five lakhs. Rs. 250/- if the loss suffered is rupees five lakhs and above.
2.	Pumping job	Fees for Pumping job appliances shall be Rs. 300/- per hour or part thereof and Rs. 10/- per km. for distance covered from station and back.
3.	Hiring fire fighting equipments/appliances.	Charges for hiring fire fighting equipment or appliances shall be Rs. 700/- per hour or part thereof and Rs. 30/- per km. for distance covered from station and back.

4.	Hiring turn table ladder/hydraulic platform	Charges for hiring turn table ladder/hydraulic platform shall be Rs. 2100/- per hour or part thereof and Rs. 30/- per km. for distance covered from station and back.
5.	Stand-by charges for appliances	Rs. 2000/- per day or part thereof and Rs. 40/- per km. for distance covered from station and back.
6.	Attending calls outside the State	(a) Rs. 1500/- per call per appliance and Rs. 50/- per km. of the distance travelled or part thereof. (b) Pumping fees shall be Rs 700/- per hour or part thereof.
7.	Charges for imparting training in basic Fire Fighting Course.	(a) Rs. 400/- per trainee per month for Government sponsored candidates. (b) Rs. 75,000/- per month for a batch of 30 candidates from private organization.
8.	No objection certificates for....	
	(a) Restaurant, bakeries or eating house where the seating capacity does not exceed 50 persons	Rs. 150/- per NOC, per year.
	(b) Storage of Fire Works less than 50 pounds, storage of wood in saw mills, storage of non-dangerous petroleum less than 5000 kgs. And storage of LPG/ING less than 100 kgs.	Rs. 150/- per occupancy.
	(c) i) Building over 14.2 meters in height.	Rs. 10/- per square meter built up area of the occupancy.
	ii) Factories and establishments where electric meter capacity exceeds 5HP and above.	Rs. 10/- per square meter built up area of the occupancy.
	iii) Shipyard and workshops	Rs. 10/- per square meter built up area of the occupancy.

	iv) Tank farms or petroleum products/ P.O.L. dispensing outlets.	Rs. 10/- per square meter built up area of the occupancy.
	v) Flammable gas godown/LPG gas godown	Rs. 10/- per square meter built up area of the occupancy.
	vi) Godowns and warehouses	Rs. 10/- per square meter built up area of the occupancy.
	vii) Public places like exhibition halls, entertainment places, dancing halls, theaters, assembly halls, seaport, airport, railway stations, bus stations, stadia, etc.	Rs. 10/- per square meter built up area of the occupancy.
	Viii) Educational and institutional places	Rs. 10/- per square meter built up area of the occupancy.
	ix) hotel, restaurant, where the seating/ lodging capacity exceeds 50 persons	Rs. 10/- per square meter built up area of the occupancy.
	x) Storage places of hazardous and flammable goods.	Rs. 10/- per square meter built up area of the occupancy.

(g) Citizens interaction –for enhancing the effectiveness and efficiency of Public Authority :

General public can extend co-operation to the department through:

- i. Voluntary compliance with Fire Safety Rules.
- ii. Reporting violations of the Rules by others.
- iii. Joining the Auxiliary Fire Force Volunteer teams.
- iv. Creating small teams of volunteers in every neighborhood who may maintain information about places and people vulnerable in emergencies and provide such information to the teams at incident sites.

(h) **Postal address of Directorate of Fire & Emergency Services and Fire Stations over the State :**

1.	Head Office	Directorate of Fire & Emergency Services, St.Inez, Panaji, Goa. Pin Code-403 001.
2.	Fire Station Panaji	Fire Force Headquarters, St. Inez, Panaji, Goa. Pin Code- 403 001.
3.	Fire Station Mapusa	Opp. Police Station, Mapusa, Bardez, Goa. Pin Code- 403 507.
4.	Fire Station Pilerne	Pilerne Industrial Estate, Pilerne, Bardez- Goa. Pin Code-403 114.
5.	Fire Station Pernem	Government Offices Complex, Pernem, Goa. Pin Code- 403 512.
6.	Fire Station Vasco	Near Kadamba Bus Stand, Mundvel, Vasco-da-Gama, Goa. Pin Code- 403 802.
7.	Fire Station Ponda	Near Almeida High School, Varkhande, Ponda, Goa. Pin Code-403 401.
8.	Fire Station Valpoi	Mamlatdar Complex, Valpoi, Goa. Pin Code- 403 506.
9.	Fire Station Bicholim	Multipurpose Building, Bicholim, Goa. Pin Code- 403 504.
10.	Fire Station Kundaim	Kundaim Industrial Estate, Kundaim, Goa. Pin Code- 403 115.
11.	Fire Station Old-Goa	Near Old-Goa Residency, Old-Goa. Pin Code- 403 001.
12.	Fire Station Margao	Aquem , Margao, Goa. Pin Code- 403 601.
13.	Fire Station Canacona	Opp. Police Station, Canacona, Goa. Pin Code- 403 702.
14.	Fire Station Curchorem	Near Market,Curchorem, Goa. Pin Code- 403 706.
15.	Fire Station Verna	G.I.D.C. Complex, Verna Industrial Estate, Verna, Goa. Pin Code- 403 722.

(i) **Working hours both for Office and Public :**

The Office functions on 5 days in a week from Monday to Friday from 09.30 a.m to 05.45 p.m. with a lunch break of 45 minutes from 01.15 p.m. to 02.00 p.m. The Fire Stations functions round the clock.

(j) **Grievances Redressal Mechanism :**

In order to redress the grievances of the public, the Department has designated the following Public Grievance Officers:

Sl. No.	Public Grievance Officer	Role/Responsibility
1.	Deputy Director (Fire), South Zone, Margao	Public Grievances relating to South Zone having jurisdiction over Margao, Verna, Curcholem and Canacona Fire Stations.
2.	Divisional Officer, Central Zone, Ponda	Public Grievances relating to Central Zone having jurisdiction over Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations.
3.	Assistant Divisional Officer(Offg.), North Zone, Panaji	Public Grievances relating to North Zone having jurisdiction over Panaji, Mapusa, Pernem, Vasco and Pilerne Fire Stations.

(ii) **POWERS AND DUTIES OF OFFICERS AND EMPLOYEES**

1. DIRECTOR

- (a) The Director of Fire and Emergency Services shall be the Head of the Department as per Goa Delegation of Financial Rules 2008 and Goa, Daman & Diu Fire Force Act 1986 and Goa State Fire Force Rules 1997. He shall control and maintain the Fire Force Organisation in the State. He shall be responsible to the Government for the efficient functioning of the Fire and Emergency Services of the State.
- (b) He shall be empowered to take all such necessary steps, as he may think fit under the power's given under the Goa, Daman & Diu Fire Force Act 1986 and Goa State Fire Force Rules 1997. for the protection of life and property from fire and to minimise the effects.
- (c) He shall personally supervise serious outbreaks of fires when the Deputy Director (Fire), Divisional Officer and the Assistant Divisional Officer consider his presence necessary. When the Deputy Director (Fire), Divisional Officer or the Assistant Divisional Officer is in attendance at a fire, he shall be in supreme control not only of the Fire Force, but also of all other forces and essential services including Volunteers from the public engaged in putting out fires.

2. DEPUTY DIRECTOR (FIRE)

- (a) He shall be the Head of office for South Zone and Central Zone and shall be responsible for carrying out administrative work pertaining to both the Zones as per Goa Delegation of Financial Power Rules 2008.

- (b) He shall be the controlling officer of Fire Stations under the Jurisdiction of South Zone.
- (c) He shall carry out periodical inspections of Fire Stations under the Jurisdiction of South Zone as per the plan to be approved by the Director, Fire and Emergency Services and Review of parades, upkeep of Fire Fighting Equipments and ensuring operational fitness of the Department.
- (d) He shall carry out Fire Prevention Inspections of the premises, under the Jurisdiction of South Zone as delegated under the Standing order No. 18. and shall be responsible for enforcing the various Acts, Rules and Fire Prevention measures under the Jurisdiction of South Zone.
- (e) Authority to impose minor penalties in respect of Station Fire Officer, Sub-Officers and other employees of Group 'C' employees under the Jurisdiction of South Zone.
- (f) Assist the Director in examining and finalizing references from the Government or other Departments with regarding to technical matters pertaining to Fire Prevention, Fire Safety Control and Education.
- (g) Periodical inspection of Fire Stations and review of Parades, upkeep of Fire Fighting Equipments and ensuring operational fitness of the Department.
- (h) To serve as Inquiry Officer in respect of matters refereed to him by the Director, Fire and Emergency Services.
- (i) To keep track of Technical advances in the profession and to suggest appropriate training, re-training and acquisition of advance equipment where justified.
- (j) Any other matter assigned by the Director, Fire and Emergency Services from time to time.

3. DIVISIONAL OFFICER

- (a) He shall be the Drawing and Disbursing officer for South Zone and Central Zone as per Goa Delegations of Financial Powers Rules 2008.
- (b) He shall be the Controlling Officer of Fire Stations under the Jurisdiction of Central Zone.
- (c) He shall carry out Fire Prevention Inspection of the premises under the Jurisdiction of Central Zone as delegated under the Standing Order No. 18 and shall be responsible for enforcing the various Acts, Rules and Fire Prevention Measures in his Jurisdiction.
- (d) Authority to impose Minor Penalties in respect of Station Fire Officer, Sub-Officers, Leading Fire Fighter, Watch Room Operator, Driver Operator and other employees from Group 'C' under the Jurisdiction of Central Zone.

- (e) He should be able to formulate and organize training activities for subordinate service staff.
- (f) He should be able to form standards for appliances and equipments required for the Fire Service Department for its functioning.
- (g) He should be able to assist the Dy. Director (Fire) as and when required in his operational and administrative duties interalia technical matters for developing and maintaining the Fire Service Organization.
- (h) Any other matter assigned by the Director, Fire and Emergency Services from time to time.

4. ASST. DIVISIONAL OFFICER

- (a) He shall be the Controlling Officer for Fire Stations/Sections under the Jurisdiction of North Zone.
- (b) Authority to impose Minor Penalties in respect of Station Fire Officer, Sub-Officers, Leading Fire Fighter, Watch Room Operator, Driver Operator and other employees from Group 'C' under the Jurisdiction of North Zone.
- (c) He shall carry out Fire Prevention Inspection of the premises under the Jurisdiction of North Zone as delegated under the Standing Order No. 18 and shall be responsible for enforcing the various Acts, Rules and Fire Prevention Measures in his Jurisdiction.
- (d) He shall attend to the Departments executive and administrative duties including Fire Prevention and training activities.
- (e) Departmental Training Programmes for new recruits, Periodical Refresher Courses for the Operational staff of all ranks (Non-Gazetted), Planning of Career Progression and appropriate training inputs for the Officer cadre of the Department.
- (f) Any other matter assigned by the Director, Fire and Emergency Services from time to time.

5. STATION FIRE OFFICER/OFFICER IN CHARGE :

- (a) To be available and to hold himself in readiness for any duties at any time he may be called upon by his superiors to perform and, to keep his superiors acquainted with all matters coming to his knowledge, affecting either his own station or general business of the Fire Service Department.
- (b) To obey implicitly all orders of his superiors and exact the strictest obedience and civility from those serving under him; to devote the whole of his time and attention to the Fire Service Department; to set an example to his men by sobriety, cleanliness, promptitude, civility and general attention to his duties.

- (c) To take charge of and be responsible for all appliances, stores, equipments, etc. issued to his Fire Station and submit a report to his superior as to the correctness or otherwise of such articles taken charge of. He should submit a requisition to his superiors of the requirements of his station as necessary.
- (d) To see that all appliances and equipments are kept clean and in thorough working order, stowing them properly for immediate use at fires and other emergencies without loss of time.
- (e) To instruct and drill all men under his charge in the use and maintenance of fire appliances and equipments.
- (f) To hold a muster parade for the inspection of uniforms, clothing, books and equipments at least once a month to see that the men keep themselves and their clothing in a clean and good condition and to report shortages, if any, to his superiors. The inspection of uniforms and equipments should be carried out periodically.
- (g) To ensure that the roll is called at such times as he considers most suitable.
- (h) To ensure prompt attendance of fire appliances and men. He should carry out surprise turn outs at odd hours at least once a month.
- (i) To ensure that his station time clock is checked with time clock or time signal at least twice a day at proper intervals.
- (j) To see that the men placed on Fire Station duty are properly dressed and are acquainted with their duties.
- (k) To see that the communication system is in proper working order and to send an immediate report to appropriate authority when it is not so.
- (l) To keep himself and men at all times in readiness, to receive any Superior Officer and to give if required an accurate account of all matters connected with the Fire Station under his charge.
- (m) To see that the fire pumps under his charge have water passed through their pumps at least once every week. This only refers to cases where a fire pump has not otherwise worked during the above period.
- (n) To report at once to his Superior Officer-in-charge of his section and/or the Police, any damage or casualty that may have occurred as a result of accident.

- (o) To keep himself and his staff acquainted with the water supply within the area under his charge. In cases where fire hydrants are provided, it shall be his duty to see that he and his staff examine all the hydrants falling within his jurisdiction periodically as may be fixed from time to time.
- (p) To make himself and his staff acquainted with the network of communication system as may be existing in the service.
- (q) To make himself and his staff acquainted as far as possible with the topography of his and adjoining areas, as well as fire risks in such areas.
- (r) To maintain all registers, log books, occurrence books, attendance rolls, etc. up-to-date and to submit all returns and statements including pay rolls of his staff to his superiors every month. All Fire and Special Services reports shall be submitted by him within 48 hours of the occurrence, Sundays and Holidays being exempted.

Note : In case of a Fire Station having Station Fire Officer/Officer-In-Charge and a Sub-Officer, the former shall be in charge of the Station and the latter shall assist him in carrying out the above mentioned duties. In the absence of the Station Fire Officer/Officer-In-Charge, Sub-Officer shall be in charge of the Fire Station.

6. LEADING FIRE FIGHTER:

- (a) To be available at the Fire Station to which he is posted, while on duty.
- (b) To obey implicitly all orders of his superiors and exact the strict obedience and civility from those serving under him.
- (c) To see that the men placed under him on duty are properly dressed and are assigned duties pertaining to the Fire Station, and fire appliances, and such other duties that may be incidental to the efficient working of the Fire Station. He shall also be responsible for maintaining the Fire Station premises clean and tidy and appliances and equipments in neat and efficient working condition and ready for immediate use.
- (d) To see that all equipments, gears, etc. are properly accounted for and be responsible for the same when in charge of fire appliances or equipments. In case of any loss or damage of articles or equipments, uniform clothing, etc. he shall immediately report to his next senior officer about the same.
- (e) To keep his superiors acquainted with all matters coming to his knowledge affecting the Fire Station staff or the general business of the Fire & Emergency Service Department.

Note: Any duties as may be asked by a Station Fire Officer/Officer-In-Charge and/or Sub-Officer, in addition to those specified above, shall be carried out by him.

7. DRIVER OPERATOR:

- (a) To be available at the Fire Station to which he is posted, while on duty.
- (b) To obey implicitly all orders of his superiors and exact the strictest obedience and civility from those serving under him, if any.
- (c) To be responsible for the proper upkeep and mechanical condition, maintenance and movements of the vehicles and pumps under his charge. He shall also be jointly responsible with the Leading Fire Fighter for the proper maintenance and stowing of equipments and gears that are carried on the fire appliances or kept at the Fire Station.
- (d) To test at least twice a day, the fire appliances in his charge to make sure that the same are in serviceable condition and to record the same with the man on Fire Station duty. To report any defects immediately that he may come across to the Leading Fire Fighter in charge and to the man on Fire Station duty.
- (e) To keep an inventory of all articles and equipments under his charge and to maintain record of time at work, mileage, petrol and oil consumption, etc.

Note : Any other connected duties relating to the maintenance, mobility and operation of fire appliances, motor vehicles, pumps or other fire fighting and rescue gears as may be asked by his superior officer or the Leading Fire Fighter, in addition to those specified above, shall be carried out by him.

8. FIRE FIGHTER

- (a) To be available at the Fire Station to which he is posted, while on duty.
- (b) To obey implicitly all orders of his superiors and hold himself in readiness to carry out all duties as may be assigned to him by his superiors obediently, smartly and efficiently.
- (c) To keep himself and his quarters, if provided, neat and clean.
- (d) To devote whole of his time and attention to the Fire & Emergency Service Department while on duty.
- (e) To set example to others by sobriety, cleanliness, promptitude, civility and general attention to his duty.

- (f) To be responsible for keeping the Fire Station premises, such as appliance room, offices, drill yard, watch room, workshop, dormitory, drill tower, hose drying tower neat and clean by washing when necessary and appliances, equipments, gears, etc. clean and tidy.
- (g) To keep himself alert to attend to fires, special services, fire drills, etc. in the shortest possible time on the alarm being sounded.
- (h) To keep himself acquainted as far as possible with the topography of his own and adjoining areas, as well as fire risks in such areas.
- (i) To carry out duties that may be assigned to him from time to time, and be responsible jointly and severally to the Leading Fire Fighter of the Fire Units for the care, appearance, scrupulous cleanliness of the unit and all equipments therewith, correct upkeep, storage and maintenance thereof.
- (j) To assist Driver Operator in the proper maintenance of equipments and gears of the vehicles, perform guard duties, workshop duties, control room and watch room duties, duties of office orderlies and fire aides, dispatch messengers, etc.
- (k) To thoroughly inspect the fire appliance to which he is posted and to report to the Leading Fire Fighter of having verified the same. The Fire Fighters are jointly and severally responsible to the Leading Fire Fighter of the Unit for the appearance, scrupulous cleanliness of the unit and various equipment therewith, correct upkeep, maintenance and storage of equipments allotted. This shall include cleaning of vehicles and polishing the several equipments on the vehicle and in the stores, scrubbing and washing of the hoses, garages, drill towers, smoke chamber, maintenance of garden, etc.
Fire Fighters and other ranks accommodated in barracks or dormitory shall be solely responsible for the proper cleanliness, orderly arrangement of their personal belongings, etc. They will also be held responsible for the safety of the various fixtures, sanitary and electrical fittings in such premises.
- (l) Fire Fighter when posted as guard or sentry by turns, or by other method as deemed fit by the Officer-in-Charge of the Fire Station, shall not leave his post until he is properly relieved. He shall be in full uniform prescribed for him for the season. While on guard duty, the Fire Fighter shall be responsible for ;
 - (i) To guard all properties, fixtures, fittings and other effects, both in the Fire Station premises and Fire Station surroundings.
 - (ii) To see that all persons entering upon the Fire Station premises are directed to the Officer-in-charge and to see that they leave the premises immediately after their business is finished.

- (iii) To be aware and remain alert at all times.
- (iv) To control the movements of incoming and outgoing vehicles to avoid accidents.
- (v) To watch the garden and plants in station grounds.
- (m) In addition to the above, a Fire Fighter shall perform any legal duty, in the interest of the Fire & Emergency Service, when ordered by appropriate authority.

9. WATCH ROOM OPERATOR:

- (a) To be available at the Fire Station to which he is posted, while on duty.
- (b) To obey implicitly orders of his superiors and exact the strictest obedience and civility from those serving under him.
- (c) While taking over charge, which should be at least 10 minutes before the schedule for change over, he shall be responsible to acquaint himself with all matters current and pending of operational and administrative importance. He shall also be responsible to check the Fire Station clock and the telephone connections with other Fire Stations.
- (d) It shall be his duty to maintain the Fire Station occurrence book up-to-date at all times in the prescribed form as may be laid down.
- (e) He shall be prompt in receipt and transmission of calls of fires, other emergencies, etc., reporting the same to the officers and men by the alarm system installed at the Fire Station and to the area control room as well as to other Fire Stations or Essential Services, as the case may be. In such cases, he shall keep record of movement of vehicles, officers and men regarding messages thereof, etc. in the occurrence book.
- (f) He shall remain alert throughout watch period and shall not leave the place of duty for any purpose whatsoever on any account, however brief the absence may be, without first obtaining a suitable relief. He shall, in such cases, make an entry in the occurrence book of his being relieved for that period.
- (g) He shall not allow any unauthorized person to enter the watch room.
- (h) He shall be in proper uniform.
- (i) He shall be responsible for the maintenance of record of movements of staff, appliances and equipments and be responsible for maintaining a disposition board of appliances and men.
- (j) He shall execute such other duties as may be entrusted to him from time to time by his superiors for the efficient administration of the Fire Station such as maintenance of records and registers.

General duty:

All the Operational staff shall be a part for fitness, alertness and suppleness of action and shall undergo squads, physical and fire drills, etc.

(iii) **PROCEDURE FOLLOWED IN THE DECISION MAKING PROCESS INCLUDING CHANNELS OF SUPERVISION AND ACCOUNTABILITY:**

The procedure followed in decision making is as per the standard norms of the Government. All our proposals are sent to the Home Department, who in turn submit to the Chief Secretary for the approval of the Home Minister and Chief Minister. Major policy decisions are made by the Cabinet in accordance with the Rules of Business.

(iv) **NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS:**

All our activities are disposed of as per Rules of Business of the Government of Goa.

(v) **RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY IT OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS:**

Sl. No.	Name of the Act, rules, regulations, etc.	Brief gist of the contents	Reference No. if any	Remarks
1.	The Goa Daman and Diu Fire Force Act, 1986	Maintenance of Fire Force, Appointment of Members of Fire Force, Issue of Certificates to Members of Fire Force, Powers of Government/ Director at the site of fire, Acquisition of Fire Fighting Property, imposing Penalties, etc.	Notification No.7-26-86/LA dated 21.10.1986 published in the Official Gazette Series I No. 31 dated 30.10.1986.	Notifications /Acts available on department Website www.dfes.goa.gov.in
2.	The Goa State Fire Force Subordinate Service (Discipline and Appeal) Rules, 1989	Minor and Major penalties, Procedure to be followed for imposing penalties, Procedure for Appeal and Appellate Authorities and procedure to be followed for implementation of penalties.	Notification No.3/7/85-HD(G) dated 28.03.1989, published in the Official Gazette, (Extraordinary) Series 1 No. 29 dated 20.10.1989	

3.	The Goa State Fire Force Rules, 1997	Constitution, Appointments and Training, Method of appointment, Appointing Authority, Powers and duties, Articles of clothing and equipment, Badges of ranks, Recruitment Rules, List of places and trades for which no objection certificate from the Fire Service is necessary, Rates to be charged for services of all types beyond the limits of jurisdiction, etc.	Notification No. 3/7/85-HD(G) dated 14.4.1997, published in the Official Gazette, Series I dated 21.07.1997. Goa State Fire Force (Amendment) Rules, 2009.	
4.	Order NO. 3/6/90-HD(G) dated 28.05.1997	Scheme for grant of Awards/ Rewards to Fire Service Personnel	Published in the Official Gazette Series I No. 14 dated 03.07.1997.	
5.	Notification No. 3/3/98-HD(G) dated 28.03.2000	Grant of Chief Minister's Fire Service Medal on the occasion of Goa Liberation Day	Published in Official Gazette, Series I No. 53 dated 31.03.2000 (Extraordinary No. 4)	
6.	Notification No. 3/5/97-HD(G) Part/3934; dated 17.12.2014	Fire preventive measures to be adopted in the Buildings/Premises and Establishments like Commercial, Industrial and High rise building	Published in Official Gazette, Series I No. 39 dated 26.12.2014	
7.	Notification No. 3/4/2014-HD(G) /291 dated 27.01.2015	Grant of ex-gratia lump sum amount in the case of disability in service to Fire and Emergency Services Personnel Scheme 2014.	Published in Official Gazette, Series I No. 45 dated 05.02.2015	
8.	Notification No. 3/7/85-HD (G)/3072 dated 08.10.2015	The Goa State Fire Force Subordinate Service (Discipline and Appeal) (First Amendment) Rules, 2015	Published in Official Gazette, Series I No. 29 dated 15.10.2015 delegating powers to the Dy. Director (Fire),DO, ADO for imposing minor penalties to Group "C" employees.	

9.	Notification No. 3/5/97-HD(G)/Part/1485 dated; 17.05.2018. Notification No. 3/5/97-HD(G)/Part/1934 dated; 28.06.2018.	Amendment to Notification No. 3/5/97-HD(G) Part/3934 dated; 17.12.2014 under Sub-Section (1) of Section 13 of the Goa, Daman and Diu Fire Force Act, 1986.	Published in Official Gazette, Series I No. 8 dated; 24.05.2018. Published in Official Gazette, Series I No. 13 dated; 29.06.2018.	
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(vi) **A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL:**

Fire Reports prepared after Fire incidents are investigated and issued at various levels in the department depending upon gravity of the case. Copies of these reports are retained in the respective office.

(vii) **THE PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH, OR REPRESENTATION BY, THE MEMBER OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF :**

Not Applicable

(viii) **A STATEMENT OF THE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES CONSISTING OF TWO OR MORE PERSONS CONSTITUTED AS ITS PART OR FOR THE PURPOSE OF ITS ADVISE, AND AS TO WHETHER MEETING OF THOSE BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES ARE OPEN TO THE PUBLIC, OR THE MINUTES OF SUCH MEETINGS ARE ACCESSIBLE FOR PUBLIC :**

Not Applicable

(ix) **A DIRECTORY OF OFFICERS AND EMPLOYEES:**

Name	Designation	Office Tel/ Mobile No.	Fax No	E-mail Address
Shri. Ashok Menon	Director	2227616, 2225500 2423101, 2425101 9763717044	2226100	dir-fire.goa@nic.in
Shri. Nitin V. Raikar	Deputy Director (Fire) South Zone, Margao	2714600, 2715825 9763717052	2422958	ddf-fire.goa@nic.in
Shri Alexio Vaz	Deputy Director (Admn.)	2225500, 2425101 2423101	2422958	adm- fire.goa@nic.in
Shri. Rajendra A. Haldankar	Divisional Officer, Central Zone, Ponda	2312044, 2315863 9763717051	2714600	do-fire.goa@nic.in

Shri.John Veracruz	Asst. Accounts Officer	2225500, 2423101	2422958	aao-fire.goa@nic.in
Shri Ajit K. Kamat	Asstt. Divisional Officer (Offg.) North Zone, Panaji	2225500, 2425101 9763717053	2422958	adonz-fire.goa@nic.in
Shri Shrikrishna. R. Parrikar	Station Fire Officer/ Officer- in-charge (Motor Transport) and Store-I& II.	2225500, 2423101 8308846757	2422958	mt-fire.goa@nic.in
Shri Namdev Parwar	Station Fire Officer/ Officer- in-charge Fire Station Pernem	2201201, 2201393 8308846751	2201201	per-fire.goa@nic.in
Shri Herculano Gil Souza	Station Fire Officer/ Officer-in-charge, Panaji Fire Station	2225500, 2423101 9763717057	2422958	pnj-fire.goa@nic.in
Shri Bosco Ferrao	Station Fire Officer/ Officer-in-Charge Mapusa Fire Station	2262900, 2263354 9763717054	2262900	map-fire.goa@nic.in
Shri Francisco Mendes	Station Fire Officer/ Officer-in-charge, Fire Station Vasco.	2513840, 2519068 9763717056	2513840	vas-fire.goa@nic.in
Shri Andrew R. Lobo	Station Fire Officer/ Officer-in-charge, Fire Station Pilerne	2407100, 2407101 9763717061	2407101	pil-fire.goa@nic.in
Shri Deelip Gawas	Station Fire Officer/ Officer-in-charge, (Fire Force Headquarters)	2225500, 2423101 8308846750	2422958	hq-fire.goa@nic.in
Shri Shailesh Gawade	Station Fire Officer/ Officer-in-charge, Fire Station Margao	2714600, 2715825 8308846749	2714600	mrg-fire.goa@nic.in
Shri Rahul Dessai	Station Fire Officer/ Officer-in-charge, Fire Station Curchorem	2650306, 2650301 8308846752	2650306	cur-fire.goa@nic.in
Shri Ravindranath Pednekar	Sub-Officer/ Officer-in-charge, Fire Station Canacona	2633500, 2633311 8308846746	2633311	can-fire.goa@nic.in
Shri Damodar Zambaulikar	Sub-Officer/ Officer-in-charge, Fire Station Verna	2887721, 9763717049	2887085	vrn-fire.goa@nic.in
Shri Sushil Moraskar	Station Fire Officer/ Officer-in-charge, Fire Station Ponda	2312044, 2315863 8308846759	2312044	pnd-fire.goa@nic.in
Shri Santosh S. Gawas	Station Fire Officer/ Officer-in-charge, Fire Station Valpoi	2374444, 8308846753	2374444	vap-fire.goa@nic.in
Shri Shripad Gawas	Station Fire Officer/ Officer-in-charge, Fire Station Bicholim	2362100, 2361397 9763717047	2362100	bic-fire.goa@nic.in
Shri Namdev Dhargalkar	Station Fire Officer/ Officer-in-charge, Fire Station Old Goa	2285344 8308846744	2285344	olg-fire.goa@nic.in

Shri Rupesh Sawant	Station Fire Officer/ Fire Station Kundaim	2395455/ 8308846747	2395455	kfs-fire.goa@nic.in
Shri Neelesh Fernandes	Station Fire Officer (Fire Prevention & Communication)	2225500, 2423101 9763717055	2422958	fp-fire.goa@nic.in cnt-fire.goa@nic.in
Shri Ravi Naik	Station Fire Officer (Training)	2225500, 2423101 8308846740	2422958	trg-fire.goa@nic.in
Shri Ravi Naik	Station Fire Officer (Yard)	2225500, 2423101 8308846740	2422958	Yard-fire.goa@nic.in

(x) **THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN ITS REGULATIONS : (link)**

(xi) **THE BUDGET ALLOCATED TO EACH OF ITS AGENCY, INDICATING THE PARTICULARS OF ALL PLANS, PROPOSED EXPENDITURE AND REPORTS ON THE DISBURSEMENT MADE:**

NON-PLAN BUDGET

(Rs. In Lakhs)

Major head	Sanctioned Budget 2020-21	Budget estimate 2019-2020	Revised Estimate 2019-20	Expenditure for the last year 2019-20
Other Administrative Services (2070)	2560.50	2276.50	2125.50	1885.94

PLAN BUDGET

(Rs. In Lakhs)

Major head	Sanctioned Budget 2020-21	Budget estimate 2019-2020	Revised Estimate 2019-2020	Expenditure for the last year 2019-2020
Other Administrative Services (2070)	2427.60	2145.00	2582.00	2430.17
Capital Outlay on Public Works (4059) 01-Construction of Fire Stations	3000.00	2940.93	3340.93	172.31
Capital Outlay on Other Administrative Services (4070)	1050.00	600.00	675.00	459.60

(xii) **THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES, INCLUDING THE AMOUNTS ALLOCATED AND THE DETAILS OF BENEFICIARIES OF SUCH PROGRAMMES :**

Not Applicable

(xiii) **PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUHTHORIZATIONS GRANTED BY IT :**

Not Applicable

(xiv) **DETAILS IN RESPECT OF THE INFORMATION, AVAILABLE TO OR HELD BY IT, REDUCED IN AN ELECTRONIC FORM :**

Not Applicable

(xv) **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 :**

Facilities available for obtaining information

Sl. No.	Facility available	Nature of information	Working hours
Information counter	Nil	----	----
Web-site	Yes. www.dfes.goa.gov.in	----	----
Library	No	----	----
Notice Board	Notices displayed	Tender Notices, vacancies to direct recruitment and any information for general public	Throughout office hours

(xvi) **THE NAMES, DESIGNATIONS AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS :**

S. No.	Designation of the Officer designated as PIO	Postal address	Telephone No.	E-Mail address	Demarcation of area/activities, if more than one PIO is there
1.	Deputy Director (Admn.)	Directorate of Fire and Emergency Services, St.	2425101/ 2225500	adm- fire.goa@nic.in	State Public Information Officer (for all offices of Administration/,

		Inez, Panaji, Goa.			Establishment and Accounts Section under the Directorate of Fire and Emergency Services)
2.	Deputy Director (Fire)	Directorate of Fire and Emergency Services, South Zone, Aquem, Margao, Goa	2714600 2715825	ddf- fire.goa@nic.in	State Public Information Officer (for the South Zone having jurisdiction over Margao, Verna, Curchorem and Canacona Fire Stations).
3.	Divisional Officer	Directorate of Fire and Emergency Services, Central Zone, Near Almeida High School, Varkhande, Ponda, Goa.	2312044 2315863	do- fire.goa@nic.in	State Public Information Officer (for the Central Zone having jurisdiction over Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations).
4.	Assistant Divisional Officer (Offg.)	Directorate of Fire and Emergency Services, North Zone, St. Inez, Panaji, Goa.	2425101/ 2225500	adonz- fire.goa@nic.in	State Public Information Officer (for North Zone having jurisdiction over Panaji, Mapusa, Pernem, Vasco and Pilerne Fire Stations).

List of Assistant Public Information Officers

S. No.	Designation of the Officer designated as APIO	Postal address	Telephone No.	E-Mail address	Demarcation of area/activities, if more than one PIO is there
1.	Office Superintendent, State Assistant Public Information Officer	Directorate of Fire and Emergency Services, St. Inez, Panaji, Goa.	2425101/ 2225500	Nil	For Administration/Establishment and Accounts Section under the Directorate of Fire and Emergency Services, St. Inez, Panaji.

2.	Station Fire Officer/Officer-In-Charge, Fire Station Margao, State Assistant Public Information Officer	Directorate of Fire and Emergency Services, South Zone, Aquem, Margao, Goa	2714600 2715825	dfsm- fire.gov@nic.in	For South Zone having jurisdiction over Margao, Verna, Curchorem and Canacona Fire Stations.
3.	Station Fire Officer/Officer-In-Charge, Fire Station Ponda State Assistant Public Information Officer.	Directorate of Fire and Emergency Services, Central Zone, Near Almeida High School, Varkhande, Ponda, Goa.	2312044 2315863	cfsp- fire.gov@nic.in	For Central Zone having jurisdiction over Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations
4.	Station Fire Officer/Officer-In-Charge, Fire Force Headquarters, State Assistant Public Information Officer.	Directorate of Fire and Emergency Services, Fire Force HQs, St. Inez, Panaji, Goa.	2425101/ 2225500	hq- fire.gov@nic.in	For North Zone having Jurisdiction over Panaji, Mapusa, Pernem ,Vasco and Pilerne Fire Station jurisdiction.

First Appellate Authority within the Department

S. No.	Designation of the officer designated as First Appellate Authority	Postal address	Telephone No.	E-Mail address
1.	Director, Fire and Emergency Services	Directorate of Fire & Emergency Services, St. Inez, Panaji, Goa	2227616 2225500	dir-fire.goa@nic.in

(xvii) SUCH OTHER INFORMATION MAY BE PRESCRIBED :

1. The following officials of this Directorate are designated as Public Grievances Officers :

Sl. No.	Public Grievance Officer	Role/Responsibility
1.	Deputy Director (Fire), South Zone, Margao	Public Grievances relating to South Zone having jurisdiction over Margao, Verna, Curchorem and Canacona Fire Stations.

2.	Divisional Officer, Central Zone, Ponda	Public Grievances relating to Central Zone having jurisdiction over Ponda, Bicholim, Old-Goa, Kundaim and Valpoi Fire Stations.
3.	Assistant Divisional Officer (Offg.), North Zone, Panaji	Public Grievances relating to North Zone having jurisdiction over Panaji, Mapusa, Pernem, Vasco and Pilerne Fire Stations.

2. Human Resource Development :

We regularly depute eligible Fire Service personnel for Sub-Officers Course/Station Fire Officers and Instructors course/Divisional Officers Course at the National Fire Service College, Ministry of Home Affairs, Nagpur. The following Trainings are also conducted at the Goa State Fire Force Training Centre.

Sr. No.	Name of Course	Duration	Capacity/ Strength
1.	External Sub-Officers Course of National Fire Service College, Ministry of Home Affairs, Nagpur	6 Months	30
2.	Practical Attachment Sponsored by National Fire Service College, Nagpur (Private Trainees).	30 Days	30
3.	Elementary Course in General Fire Fighting for Recruit Sub-Officer /Fire Fighter /Driver Operator and Watch Room Operator(<i>Government Sponsored</i>)	6 Months	30
4.	Firemanship Training Course for Private Candidates	6 Months	30
5.	Refresher Course in General Fire Fighting for Leading Fire Fighters /Senior Fire Fighters	1 Month	30
6.	Orientation Course in General Fire Prevention and Fire Fighting.	30 Days	30
7.	Special Course in General Fire Prevention and Fire Fighting for Hotel Employees	15 Days	30
8.	Basic Fire Fighting Course for Volunteers and Private Organizations	5 Days	30
9.	Familiarization Course in General Fire Fighting	1 Day	30
10.	Basic Fire Safety and Evacuation Drill Procedure (<i>Government sponsored and Private candidates</i>).	1 Day	30
11.	"Training of Trainers" in Basic Fire Safety and Evacuation Drill Procedure for Educational Institutions	1 Day	30

12.	Urban Search & Rescue and Medical First Responder Course for State Fire Service /SDRF/ Home Guards & Civil Defence.	20 Days	30
13.	Elementary Course in General Fire Fighting for Volunteers(<i>Home Guards & Civil Defence</i>)	15 Days	30
14.	Familiarization Course in Breathing Apparatus Handling	3 Days	15
15.	Safe Transportation of Hazardous goods for Driver as per CMV Rules1993	3 Days	15

(ASHOK MENON)
DIRECTOR
FIRE & EMERGENCY SERVICES