

INTERNSHIP REPORT

GOA TOURISM DEVELOPMENT CORPORATION LIMITED



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF

**MASTER OF BUSINESS ADMINISTRATION (INTEGRATED: HOSPITALITY, TRAVEL AND
TOURISM)**

BY

(RYAN MICHAEL PEREIRA)

(1823)

AUGUST 2023



OFFER LETTER

No.1-2/8/95-GT(ADM)/ 5122

Dated: 11.01.2023.

OFFICE ORDER

Shri Ryan Michael Pereira, who is pursuing integrated MBA in the Goa Business School at Goa University, Taleigao Plateau, Goa, is directed to attend the internship training in Goa Tourism Development Corporation.

Shri Ryan Michael Pereira, has to follow SOP of COVID-19, while attending internship Training.


(Laxmikant S. Vaigankar)
General Manager (Admn.).

To:
Shri Ryan Michael Pereira
H. No.1544, Pequeno Chinvar
Anjuna, Bardez-Goa.

Copy to:
P.A. to M.D.

Goa Tourism Development Corporation Ltd.

(A Government of Goa Undertaking)

3rd floor, Paryatan Bhavan, Patto, Panaji, Goa, INDIA 403 001. CIN : U55101GA1982SGC000480
T: +91 832 2437 132, 2437 728, 2438 515. fax: +91 832 2437 433 W: www.goa-tourism.com  officialgoatourism

INTERNSHIP (COMPLETION) CERTIFICATE



No.1-2/8/95/GT(ADM)/ *1958*

Dated: 12.07.2023.

CERTIFICATE

This is to certify that Mr. Ryan Michael Pereira, who is pursuing integrated MBA in the Goa Business School at Goa University, Taleigao Plateau, Goa, has successfully completed his internship training from 12.01.2023 to 12.07.2023 at Goa Tourism Development Corporation Ltd.

During the above period Mr. Ryan Michael Pereira got acquainted with various activities and services provided by the Corporation.



 (Laxmikant Vaigankar)
 General Manager (Admn.).

To:
 Shri Ryan Michael Pereira
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ACKNOWLEDGMENT

I would like to take this opportunity to express my heartfelt gratitude and appreciation to all staff members of Goa Tourism Development Corporation (GTDC) as well the other individuals also that I have crossed paths with who have contributed significantly to an overall successful internship at this prestigious organization. Their invaluable time, support, guidance and expertise that they have passed on to me will further help to shape me in such a way which would spearhead my growth overall as a professional and as well as a human which will play a major role in my professional career.

I would like to thank the Managing Director of GTDC Shri Brijesh Manerkar for making me feel as a valuable member to the organization.

I would like to thank sir Laxmikant Vaigankar General Manager (Admn) for giving me this valuable opportunity to carry out my internship at GTDC, also guiding me through the entire internship phase thus passing on valuable knowledge which will play a major role in my future endeavors.

I would also like to express my sincere gratitude to Sir Gavin Dais General Manager (Hotels, Mktg & Cruises), for giving me all the possible exposure required to learn the duties of all the managerial level work, his experience and guidance really helped my a lot to deliver the required results and smash all boundaries.

I would also like to thank all the staff member of GTDC right from the Managing director, General Managers, Senior Managers, Managers, Clerks and other staff for making me feel home right from the time I very set foot into the organization thus making it easy for me to settle in and quickly get ready to deliver positive results which helped the organization immensely.

I would also like to thank the Managers and Staff of the Residencies, Admin, Marketing, Travel, Reservation sections for helping me learn, understand the functioning of each section. They had set high expectations for me since the beginning which further pushed me to strive not for completion of tasks but for perfection. I would also like to specially mention Sir Pravin, Sir Prasad, Sir Harish of the marketing section of exposing me to big projects which made me encounter to tier businessmen with whom I had good interactions with and thus helping me widen my network.

I am immensely grateful to Dr. K.G. Shankaranarayanan (Program Director) for giving me the opportunity to undergo my internship at Goa Tourism Development Corporation Limited. Dr Albino Thomson (Assistant Professor), Mr Kevin D'souza (Assistant Professor), Dr Poonam Sadekar (Assistant Professor), Ms Sujal Naik (Assistant Professor), Mr Sadanand Gaonkar (Assistant Professor) and Dr Paresh Lingadkar (Assistant Professor) for imparting me with their knowledge and guidance during classes which helped immensely during my internship.

Lastly, I would like to extend my deep gratitude towards my family and friends for their unwavering support, guidance, motivation and push throughout my college and training period. Their belief in me played a major part in undergoing a successful internship which has resulted me in coming out as a completely changed man.

My internship experience at Goa Tourism Development Corporation has truly been a wonderful learning experience, which has further shaped me capable enough to withstand and overcome the challenges in the future.

I am grateful for knowledge, skill, and relationship gained during this period.

EXECUTIVE SUMMARY

This summary provides an overview of my internship experience at Goa Tourism Development Corporation, Paryatan Bhavan Panaji-Goa. The reports main aim is to outline the key learnings, exposure obtained, skills obtained and contributions made during my time at the esteemed organization.

I had the opportunity to work at Goa Tourism Development Corporation, well known for their excellence in the field of tourism. Located in the capital city of Goa it is well known for:-

- Development and upgradation of tourism infrastructure, including but not limited to, hotels, convention centres, tourism hubs, commercial places, tourist facilities decided by the GTB.
- Operations and management (O&M) of tourism infrastructure through GTDC or third party service providers.
- Monitoring of service quality, hygiene, safety standards and other obligations under O&M contracts.
- Conduct of marketing and promotional activities as directed by GTB.
- Provide support for development of upcoming tourism products and tourism locations.
- Attracting private investment into tourism sector.
- Development of new tourism products like Adventure, Heritage & cultural tourism.
- Procurement of works and consultants, as required and providing tourism consultancy related services to the tourism sector.

The main goal of my internship was to gain all round knowledge and experience of the functioning of tourism as a whole. As a result I underwent training in the major departments of the establishment.

The first department I began my internship in was the Administrative department which is the backbone/ mother of the entire organization as it takes care not only of the department works but also the staff. Since the reception (admin section) is the first point of contact which creates a lasting impression of you/ organization to the clients it is very important to be at your best. I learned how to in-ward and segregate documents according to their respective sections, handle customer queries, manage files, draft letters, put up files, put up bills for reimbursement, update leaves and salary slips and answer LAQ's.

I was then sent to four residencies ie Panjim, Miramar, Calangute and Mapusa residency where I got full exposure of the receptionist duties such that I used to handle the counter alone. Apart from regular reception work such as check-in and check-outs, an added bonus was learning the software RENZO which made it easy for me to carry out customer profiling each guest.

The next section was the Marketing section where I got the best exposure, I could ever dream of right from learning how to create, draft and upload tenders to scrutinizing the same and selecting the preferred bidder based on various criteria, further updating the superiors and the legal department of the same thereby negotiating the contract with the respective bidder. I also got to handle multiple big projects and perform site inspection of the same thereby preparing their report to check whether they are functioning according to the terms and condition of the contracts. I also got an opportunity to be apart of the G20 event and handle

delegates right from their arrival to their departures. I also helped in the promotions of Goa Tourism related product and services.

I next learned about the functioning of the travel division. In this section I got to handle the entire transport needs of either very important officials, business partners and tourists within the state. During my time here I learned how to anticipate and effectively allot vehicles with their drivers for different clients based on their needs in order to prevent any bad taste among our clients thus ruin our relationship with them.

During my time at the reservations, I got a knack of being a good listener as you need to sit down and listen to the client, understand what are their needs and provide recommendations and suggestions which will best serve their interests. Upselling has become another major asset learned in this section as you always want to try and push for more in order to make it more worth for the clients as well as the company.

My internship at Goa Tourism Development Corporation provided me with an invaluable learning experience, gaining practical knowledge of the functioning of the various department which has further widened my skills, making me bold and ruthless in my decision making for the overall betterment of the organization.

I also did encounter few challenges which made me learn on how to deal with them and what are the different ways to go about it. One of the major challenge was to keep track of all illegal activities taking place at various destination. For example; illegal scuba diving taking place at rates which are much cheaper than the legalised operator thus causing a big problem to the official operators who are actually paying licence fee to the organization for the same. To deal with such problems special raids must be organised to stop such practices from taking place.

Overcoming these challenges not only improved my abilities but also taught me the importance of adaptability and resilience required in a professional setting.

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ORGANIZATION/COMPANY

1.1 Birds Eye View

Goa Tourism Development Corporation Limited (GTDC) was set up on 30th March, 1982 to look after the commercial activities of the Government in the service industry of tourism in the state. The liabilities of the Government in the form of accommodation (hotels), vehicles, tours, boats and other properties were transferred to Goa Tourism Development Corporation Ltd to run and to manage the same with a view to promoting, developing in the state and to carry out business and to manage the welfare of the employees transferred along with the assets of the Government. Goa Tourism Development Corporation Ltd has come a long way and completed 25 years of successful operation in tourism sector and is one of the most successful corporations in the service industry in the State of Goa.

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

Mission Statement

“At GTDC we strive to provide the finest Tourism related services to our guests. We vow never to sacrifice our professional integrity and to produce the highest quality work possible and pledge to stay true to it. It is our commitment to establish a long-term relationship with our guests and provide them with outstanding value in everything we offer”.

Vision Statement

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

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

The Goa Tourism Development Corporation Limited(GTDC) is appointed as “Special Purpose Vehicle” with the main object of implementation of tourism infrastructure projects in the state of Goa. Since its appointment as SPV, GTDC has successfully completed many projects under Swadesh Darshan Scheme. The projects include construction/ setting up of toilet blocks, Tourist Information Centre, wayside amenities like parking etc., changing rooms, Wi-Fi facility, drinking water station, souvenir shops, open mini amphi-theatres, seating pavilion, jetty for water sports activities, illumination and beautification of tourist places like Temples/ churches/ beaches etc.

NEW INITIATIVES PROPOSED BY THE DEPARTMENT / GTDC (SPV) TO IMPROVE THE SERVICES TO THE PEOPLE:- Department is participated in National and International events for promotion of tourism at various markets. So also, marketing and promotion of the Tourism is being carried out by various means of 4 advertisement through Print and Electronic media and to reach to varied facet of the tourists. In joint efforts with private parties, the State

Corporation has initiated New Tourism Activities namely battery operated bi-cycles, Hot-Air Balloon, Scuba diving, Bunjee jumping, Hop on Hop off bus service, White-water Rafting, Raj Bhavan Darshan, Motorised Paragliding and GoaMiles taxi app. The New Tourism activities which shall be shortly launched in the state of Goa are 5D Entertainment services, 3D Entertainment services, Heritage Boat Cruise, Sea Breacher, Sky diving, Ropeway project, All Terrain Vehicle, Giant wheel, Helicopter rides and House boats. GTDC has taken foray in the pilgrimage tourism also. While collaborating with Sea Bird Travel from Bangalore, GTDC started Tirupathi Darshan Tour from Goa to Tirupathi. This tour is of great success, many goans started availing this facility. From November 2019, GTDC started "Ashtavinayak Darshan" Tour Goa. In this tour pilgrims are taken to 8 religious places in state of Maharashtra related to Lord "Ganesh."

Government of India, Ministry of Tourism vide its letter No.5(01)/2016- SD dated 01-06-2016 sanctioned Rs.9998.87 lakhs for development of Coastal Circuit I (Sinkerim-Baga, Anjuna-Vagator, Morjim-Keri, Aguada Fort and Aguada Jail) in Goa under Swadesh Darshan Scheme. So far state Government has received Rs.7999.10 lakhs. Government of India, Ministry of Tourism vide its letter No.5(07)/2017- SD dated 28-06-2017 sanctioned Rs.9935.41 lakhs for development of Coastal Circuit II (Rua De Orem Creek – Dona Paula – Colva, Benaulim) in Goa under Swadesh Darshan Scheme. So far state Government has received Rs.4967.70 lakhs and funds are being utilized for projects.

With the objective of providing new tourism attractions with a rich historical background to the tourists, Goa Tourism intends to commence a sound and light show on Goa's freedom struggle, showcase its numerous museum's etc, GTDC has moved a proposal to Government to transfer the possession of Fort Aguada to GTDC. In many places all over the World,

abandoned jails are being converted into tourist attractions such as museums, with facilities like cafeteria, tourist amenities, handicrafts emporia, sound and light shows etc. GTDC desires to undertake planned renovation and redevelopment of the area by obtaining financial assistance from Ministry of Tourism, Govt of India. The activities are:

- a. Light and Sound Show in Aguada jail
- b. Paving and Pathways
- c. Development of Public Conveniences including Toilet and Drinking Water.
- d. Illumination of the Jail
- e. Security & Surveillance by setting up of CCTV Cameras.

GTDC has introduced new tourism services like white water rafting over river Mhadei in Sattari Taluka and hot air balloon. Similarly, Bungee jumping was also inaugurated recently. Facilities such as parking, public amenities, lighting, boating and children's play area, amphitheatre are created at Mayem Lake in Bicholim taluka to restore its past glory and to promote tourism in the area at a cost of Rs. 12 crores. GTDC has decided to develop the existing property by creating facilities such as Convention Centres, Theme Parks, etc. to bring Goa on par with rest of the world. Commercial development involves massive capital investment running into several 100 crores. It is not possible for the Govt. to invest such large amounts of money in creating and maintaining this infrastructure. The Government has decided to promote hinterland tourism in a major way in the state. Project Management Consultants have been appointed for identification of sites and development of tourism infrastructure in the hinterland talukas of Goa, such as Sattari, Bicholim, Dharbandora, Quepem, Sanguem, Ponda and Canacona. GTDC has started trekking activities to the hinterland areas of Goa in order to

showcase the verdant and beautiful interiors of the state to the tourists and the same has received very good response.

LIST OF WORKS COMPLETED BY GTDC

1	Converting existing electrical HT/ LT overhead network to Underground Cable System for Beautification of Ambedkar & Shivaji Chowk Circle at Cacora Curchorem
2	Improvement to Road Connectivity from Siolim Bridge to Chopdem junction for Tourism Destination for Morjim and Hermal Beaches in Pernem Circuit and providing illumination and general improvements.
3	Development of Play Ground at Survey No. 104/1,3,4,5,7,8 (part) 9 (part), and 10 (part) at within the jurisdiction of Village Panchayat Pilerne – MarraBardez Goa.
6	Illumination of Tourist destination in Reis Magos, Guirim Karapur, Menkure and Malwara in North Goa District
7	Connecting 11KV HT Power Supply to MLCP building at Patto, Panaji
8	Illumination of tourist location in Sangolda and Nerul in North Goa District
11	Beautification and Illumination surrounding near Shree Maharudra Amrekarnath Devasthan Trust, Savlem and illumination of Audit Bhavan road, Pilerne in Saligao Constituency
12	Construction of Road side pathway and illumination from NH-17 junction at Porvorim
13	Beautification of Road from Guirim to Parra by providing Footpaths and Illumination
15	Construction of Footpath and Illumination from Hermal Tito in Hermal Village to Bhumika Middle School at Palve along MDR -18
16	Beautification of Municipal Garden at Pernem, Pernem Taluka, Goa under the Integrated Coastal Circuit Development in Pernem Taluka
17	Illumination of Tourist locations in Pernem, Siolim, Mayem, Curchorem and other places in Goa.
18	Beautification of Road from Guirim Cross to Pokurle Lake by Providing Footpath & Illumination
19	Beautification of approach road to Nerul Bridge by Constructing Retaining Wall, Footpath and Illumination in V. P. Nerul of Saligao Constituency of Bardez Taluka
24	Upgradation and Beautification of Tourist Places in Sanguem Taluka: Beautification of Budbud Lake, Netorlim, Sanguem Goa
25	Integrated Development of Infrastructure for Heritage and Hinterland Tourism in Goa.Reg: Interior and Furnishing for Project Cell and India Tourism Office in Paryatan Goa."
26	Upgradation / Beautification of tourist places in Bicholim Taluka. Development of Infrastructure facilities at Chamundeshwari Temple at Bicholim Taluka.
27	Development of hinterland in Pernem Taluka.Reg Development & Improvement of tourist destination of the road leading to Mopa airport by providing basic facilities, Pathways, Illumination, Signages etc at Shnatadurga Temple, Ozari Mahakhazan Varkhand, Pernem.
28	Integrated Coastal Circuit Development in Pernem Taluka Regd: Development of Morjim Khind, Morjim Goa.-Phase-II
29	Beautification & Illumination of Shri Dev Maruti Temple, Pirna Bardez Goa.

30	Development of Mayem Lake Boating Side, Bicholim Goa. -Providing and Installing Additional Equipments
31	Development /Beautification work within the area of Shri Devi Sapteshwar Bhagwati Pramukh Panchayatan Devasthan , Mandrem -Goa.
32	"Development and Beautification of Shree Mandalgiro Khogiro Devasthan, Thane, Sattari- Goa.
33	Beautification and Development of the open space and the path leading from MLCP to Santa Monica Jetty including illumination, information centre and safety barriers.
34	Construction of Multipurpose Building Complex Ground plus two for Village Panchayat Siolim Marna on Survey No. 59/18, Siolim Village Bardez Goa
35	Demolition and Reconstruction of Panchayat Ghar of Village Panchayat Anjuna Caisua BardezTaulka on Survey No 592/6 of Anjuna Village
36	Development of Public Utility area in Survey. No. 281/2 in Pernem. Construction of crematorium

1.2 PRODUCTS/SERVICES OF THE ORGANIZATION/COMPANY

Business activities carried out by GTDC are in the form of:-

1.2.a Providing Accommodation:-

Goa Tourism Development Corporation. Ltd is having chain of 12 hotels (Hotel Residencies) and providing accommodation for the visiting tourists to the State. These hotel residencies are situated on prime Goan beaches, important cities, port town, and interior hinterlands and close to World Heritage sites. Goa Tourism Development Corporation. Ltd caters to domestic and international tourists. All these residencies are having restaurant service, besides some are having conference halls, shopping centers, running variety of business activities in the residencies. The details of accommodation are as follows:

1.City			
	No. of Rooms	Type of Rooms	Hall
a) Panaji Residency	45	AC Room, AC Dlx	
b) Margao Residency	70	Double Room, AC Room, Suite Room	Mini AC (40)
c) Mapusa Residency	48	Double Room, AC Room, Suite Room	Main Non AC (500), Mini AC (60)

d) Vasco Residency	64	Double Room, AC Room	Main Non AC (500), Mini AC (40)
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2. Beach			
	No. of Rooms	Type of Rooms	Hall
a) Calangute Residency	58	Double Room, AC Room, AC Suite/DLX	
b) Miramar Residency	60	Double Room, AC Room, AC Suite/DLX	Main AC (200), Mini AC (40)
c) Colva Residency	48	Double Room, AC Room	

3.Eco			
	No. of Rooms	Type of Rooms	Hall
a) Farmagudi Residency	39	Double Room, AC Room , AC suite	
b) Old Goa Residency	43	Double Room, AC Room, AC Dlx	Main Non AC (500)
c)) Mayem Lake View	17	Double Room, AC Room , AC Dlx, Suite Room, Dormitory (8 beds)	

1.2.b Packaging of Sightseeing Tours & Tour Guides:-

Ticket	Quantity	Price
South Goa Tour from Panjim Tour will cover Colva, Big Foot, Santadurga Temple, Mangeshi Temple and Old Goa Church. Tourists will feel the hinterland along with beautiful temples, churches and museum of Goa. Book now for South Goa Tour from Panjim.	27 / Event	INR 350 Per Unit
Tour will be held on all Days. For bookings visit nearest GTDC Residency.		

Ticket	Quantity	Price
North Goa Tour from Panjim Tour will cover Coco Beach, Fort Aguada, Mayem lake, Anjuna Beach, Vagator Beach and Calangute Beach. Tourists will feel the hinterland along with beautiful beaches and fort of Goa. Halt for lunch would be made at Mayem Lake. Book now for North Goa Tour from Panjim. Tour will be held on all Days. For bookings visit nearest GTDC Residency.	27 / Event	INR 350 Per Unit

Ticket	Quantity	Price
Mayem Special Tour Tour will cover Mayem lake, Rudreshwar Temple, Waterfall & Pandava Caves at Harwalem, Vithal Temple Sankhali, Saptakoteshwar Temple Narve and Dr Salim Ali Wild Life Sanctuary, Choroa. Tourists will feel the hinterland of Goa along with the some beautiful temples of Goa. Tourist can also avail Boating and Bungee Jumping activities at Mayem Lake during the Tour. Tour Entitles : Bus Fare / Professional Guide Tour Exclusions: Lunch / Entry to Salim ali Bird Sanctuary / Boating and Bungy Jumping Reporting Time : 8.45 am at Mapusa Residency Reporting Time : 9.15 am at Panaji Divaja Circle	27 / Event	INR 500 Per Unit

Ticket	Quantity	Price
TALYAR CARANZOL FALLS Registration fee is Rs 1200/- per head which is inclusive of lunch, transportation and guidance. Delicious veg and non-veg lunch will be provided.	60 / Event	INR 1200 Per Unit

Ticket	Quantity	Price
Canacona Tour Tour will cover Mallikarjun Temple, Parshuram Temple, Cotigao Wildlife Sanctuary, Rajbagh Beach. Tourists will feel the hinterland of Goa along with some beautiful temples of Goa. Book now for Canacona Special Tour. TOUR Entitles : Bus Fare, Lunch, Boat Ride and Professional Guide TOUR Exclusions: Entry fees and Adventure activities Reporting Time: 7.45 am at Paryatan Bhavan, Patto Panaji. Reporting Time: 8.45 am at Margao Residency, Margao	27 / Event	INR 950 Per Unit

1.2.c. Conducting Cruises

Goa Tourism Development Corporation Ltd is having 3 luxury cruise vessels i.e Santa Monica, Shantadurga, Poseidon which operates cruises. The cruises which are being operated on these vessels are as follows:

Sr. No	Cruise	Day	Timings
1	Sunset Cruise	Daily	Daily Dep 6.00 pm (1 hr duration)
2	Sundown Cruise	Daily	Dep 7.15 pm (1 hr duration)

There is lots of entertainment on board with young Goan boys and girls dancing Goa's famous folk dances of dekhni and fugdi. There is live music or DJ music for all to sing and dance and have a jolly good time, while the boat sails down the river.

1.2.d. Organising Events:-

Core Events

I) The Grape Escapade - February

The wine and haute cuisine festival brands, Goa as a life style destination. By highlighting our multi- cultural influences and artistic passions. It is an effort to bring together international wine makers and local patrons, hoteliers, restaurants and professionals from the entertainment, fashion and art milieu in a true blending of the east with the west.

II) Carnival Bash- February

Dine & Dance in Carnival style celebrated on board Santa Monica with “King Momo” taking there and ordering his people to eat, drink and make merry.

III) Shigmo-March

Celebrated by taking the cruise to spice plantation at Savoi and having local dances associated with the Sigo festival as well as creating a riot of colours as Sugrismak epitomizes – Rainbow.

IV) Sao João Fest- June

Celebrated on board Santa Monica Luxury Launch every year on 24th June, the feast day of St. John Baptist to commensurate the leap of joy the saint gave in his Mother Elizabeths womb when Mother of Christ came to greet her. This festival coincides Monsoon promotional

Campaign and is attended by tourists both from within the country and abroad as well as Goans who just love the Saint.

V) Bonderam Fest –Divar- August

GTDC organizes cruises with dinner on board by taking tourists and locals to witness the festivals of flags “Bonderam” at the Island of Divar. The festival depicts the facets of Goa with colourful cultural floats.

VI) Ganesh Utsav –Special Cruise / Tour- August

Ganesh Utsav Special Cruise/Tour is organized during Ganesh Chaturthi celebrations. Guests have been taken to witness specially decorated and created Ganesh Idol in Ponda Taluka.

VII) World Tourism Day/ Week Celebration- September

GTDC in association with Department of Tourism organizes World Tourism Day/Week. The Programmes/Events are organized on the theme of the World Tourism Day every year.

VIII) Ya Ya Mayem Ya- October

This is a festival held at Mayem Lake which is surrounded by lush green hills. This festival focuses on hinterland tourism and has gained popularity and to some extent succeeded to release the pressure from on-shore tourism to off-shore tourism i.e. Hinterland Tourism.

IX) Christmas Tree Celebration -December

GTDC in association with its Staff Welfare Association organizes Christmas Tree celebration for kids every year in Christmas week by inviting children of employees, organising games and giving away refreshments to the kids.

X) Christmas Dine & Dance (Santa Monica)- December

GTDC organizes Christmas Dine & Dance on board Santa Monica every Christmas with live Band entertainment and "SantaClaus" generously giving away prizes, presents and sweets to kids, the young and the young at heart.

XI) New Year Eve Celebration-December

Is celebrated in great pomp and gaiety by organising Dine & Dance on board Santa Monica with live band performance, cultural show, selecting the Queen and King and the burning of the "oldMan" which is enjoyed tremendously by tourists and locals as well.

Assisted Events:

I) Carnival Celebrations- February

GTDC in association with Department of Tourism organizes Carnival in 4 main cities of Goa by forming State Level Carnival Celebration Committee.

II) Tripurary Purnima (Boat Show)- November

GTDC extends assistance in organising Tripurary Purnima / Boat Show in the holy river of Valvanti at Vithal Temple premises at Sanquelim every year in the month of November. Government of Goa has declared this festival as a state festival. This festival receives tremendous response from tourists and local people. GTDC float special package for tourist to witness this spectacular Boat Festival under full moon glitter.

GTDC Event Calendar

January 2023

1st – New Year
6th – Feast of the Three Kings

February 2023

18th – Carnival Festival
19th – Food and Cultural Festival

March 2023

8th – 21st – Shigmotsav

April 2023

21th – Spirit of Goa
24th – Shirgao Jatra
28th – Heritage Festival

June 2023

21st – World Yoga Day
24th – Sao Joao
28th – 30th – Chikhal Kalo

July 2023

30th – Touxeachem Fest

August 2023

15th – Independence Day
26th – Bonderam

September 2023

8th – Onam
19th – 20th Ganesh Ganesh Chaturthi
27th – World Tourism Day

October 2023

24th – Dussehra

November 2023

12th – Diwali
27th – Tripurari Purnima Boat Festival

December 2023

3rd – Feast of St. Francis Xavier
19th – Goa Liberation Day
25th – Christmas

1.2.e. Promoting tourism in hinterland

“Any form of tourism that showcases rural life, art, culture and heritage at rural locations, thereby benefiting the local community economically and socially as well as enabling

interaction between the tourists and the locals for a more enriching tourism experience, can be termed as hinterland tourism. Few of such tours are listed below:-

I) Eco-tourism Exploring Rivona

Exploring Rivona's Ancient Heritage A drive to Goa's hinterland is always a pleasing trip. Far away from the city: you are led through busy streets, tiny hamlets, lush landscapes to enjoy a Goa only locals know. Sanguem is home to some of the State's ancient traditions and oldest heritage structures.

II) Visit the Remote Ancient Shiva Temple in Tambdi Surla

Goa is steeped in history, culture and exciting folklore that has been a result of the intermingling of influences from North to South, East to West. One of the earliest. historical and architectural gems is tucked away deep inside the Bhagwan Mahavir Wildlife Sanctuary.

1.2.f. Hiring out of Vehicles

GTDC arranges all types of vehicles for tours /excursions /pickups /drops /arrivals /departures from Railway Stations, Airport, Bus Terminus to the respective GTDC Residencies or any other location within Goa and outside Goa rates as given below. Kilometer readings are calculated from Garage to Garage basis. Panaji is considered as Garage Station for all vehicle bookings. Passenger tax of respective State is applicable for vehicle hired for trips outside.

1.2.g. Appointment of Travel Agents

GTDC has dedicated travel agents who are registered with the Corporation all across India.

1. Ahmedabad	2. Amravati
3. Bangalore	4. Chennai
5. Chandigarh	6. Delhi
7. Goa	8. Hyderabad
9. Indore	10. Jaipur
11. Kolkata	12. Mysore
13. Mumbai	14. Nagpur
15. Nasik	16. Pune
17. Thane	18. Solapur
19. Ratnagiri	20. Karad

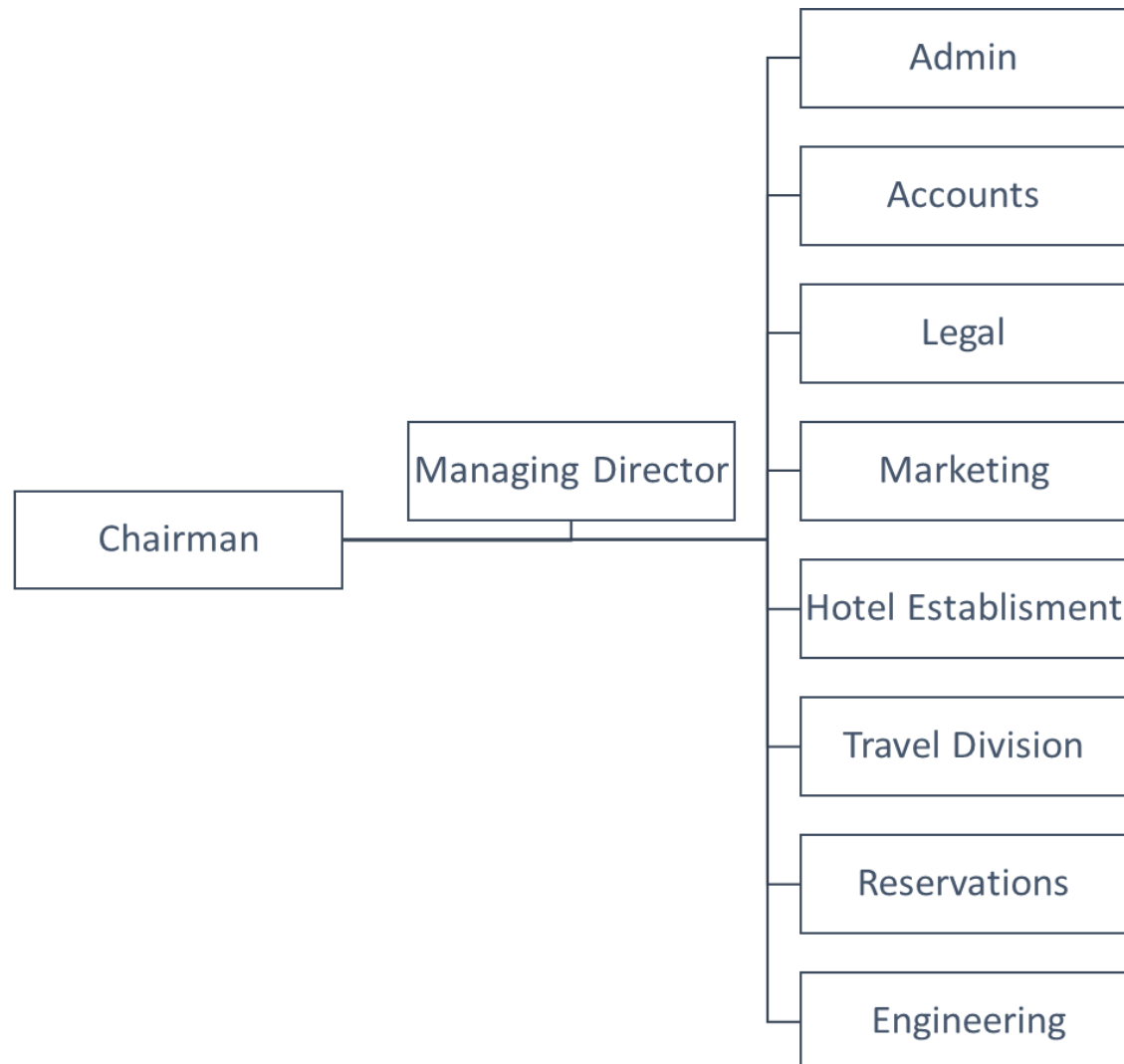
1.2.h. List of New Tourism Services by GTDC

Sr.No	Name of the Service	Date of commencement	Current status	Time of operation	Timeline of stoppage of service
1	Hot Air Ballooning	Jan-16	Operational from Assolda ground	October to April depending on wind condition	May to September
2	Snorkeling and Scuba diving	Feb-17	Operational at Calangute Residency	November to May	June to October

3	5D entertainment Box	Jan-22	Operational at Baga parking	Throuyghout the year	-
4	Bungee jumping	Sep-19	Operational at Mayem Lake	Sept- May, depending on monsoon	June to August
5	Motorized paragliding	Mar-19	Operational from Paliyem hill and Ashwem beach.	November to May depending on wind condition.	June to October
6	White Water rafting	Jun-17	Operational from Mhadei river Valpoi, Ustem.	June to Sept, during monsoon season.	October to May
7	Battery operated Bicycle Tours	Nov-18	Operational from Old Goa, Panaji, Chandor and Divar island.	Throughout the year.	-----
8	App based taxi (Goa Miles)	Aug-18	Operational in Goa	Throughout the year.	-----

9	Appointment of an operator for conceptualizing and Operating Nautical Tours in Goa	May-22	Operational from Santa Monica Jetty.	Throughout the year.	-----
10	Introduction of Multimodal Experiential tours through offbeat Tourist Transport Services in Goa. (Hop-on-Hop-off buses)	Jun-23	All round the year operational on Panaji-Vagator route via Calangute-Baga. To be soon opened using the Dona Paula-Mangueshi route	Throughout the year.	-----
11	Flotel Cum Houseboat	Mar-22	Operational from Santa Monica Jetty.	Sept-to May	June to August.
12	Heritage Boat Cruise	Feb-21	Operational from Santa Monica Jetty.	Sept-to May	June to August.


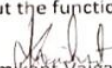
1.3 SECTIONS WITHIN THE ORGANIZATION



2. TASKS HANDLED

I have been fortunate enough to get exposed to the major working that takes place in the organization. Working in most of the departments within GTDC and also with other departments such as the Department of Tourism and PROJECT CELL SPECIAL PURPOSE VEHICLE (GTDC, Ltd) has helped me immensely gain valuable experience that will shape me to provide excellent results for the organization.

Sections worked for are as follow with an office hours working shift ie 9.45am to 5.45 pm

 GOA TOURISM DEVELOPMENT CORPORATION LTD. PANAJI.								
No.1-12/8/95-GT(Admn)/ <i>5195</i>					Dated: 13.01.2023.			
<u>OFFICE ORDER</u>								
<p>The student of Goa University, Taleigao Plateau, Goa, has been granted permission to undertake internship in this Corporation from 12.01.2023 to 12.07.2023 as per schedule attached herewith:</p>								
Sr. No.	Name of the student	Panaji Residency	Miramar Residency	Calangute Residency	Mapusa Residency	Marketing Section	Travel Div.	Admn. Section
1.	Ryan Michael Pereira	16.01.2023 to 15.02.2023	16.02.2023 to 15.03.2023	16.03.2023 to 13.04.2023	17.04.2023 to 15.05.2023	16.05.2023 to 15.06.2023	16.6.2023 to 28.6.2023	12.01.2023 to 13.01.2023 & 30.06.2023 to 12.07.2023
<p>He will report to the Manager of Residencies/Sectional Heads on the dates indicated in the above schedule. The Sectional Heads are requested to extend full co-operation to the above student and brief him about the functioning.</p> <p style="text-align: right;">  (Laxmikant Vaigankar) General Manager (Admn.). </p> <p>To:</p> <p>Shri Ryan Michael Pereira H. No.1544, Pequeno Chinvar Anjuna, Bardez-Goa.</p> <p>Copy to:-</p> <ol style="list-style-type: none"> 1. The General Manager (Hotels.). 2. The Dy. General Managers 3. The Sr.Manager, Miramar/Panaji/Calangute Residency. 4. The Manager, Mapusa Residency. 5. The Sectional Heads. 6. PA to M.D./Chairman. 								

2.1 Admin Section

2.1.a. Reception duty at GTDC Head Office

- Greeting and dealing with client, their queries and providing them with necessary solutions.
- In-warding all the letters, bills and important files which are sent to the office.
- Segregating the same and putting them in their respective files to which section they belong to and sending them to the concerned authority.
- Receiving calls from various officials, clients and guest and providing them with suitable responses.

2.1.b Admin Section at GTDC.

- Maintaining the staff attendance register and ensuring proper decorum of the same.
- Updating and monitoring leaves or absences of the staff on the register as well as on the system ie sick leave, casual leave, earned leave or half day leave.
- Updating the salaries of the staff/ salary slips on the software taking into consideration all the necessary deductions.
- Maintaining and putting up files for reimbursement of the expenses incurred by the GTDC staff with their GST bills. (Which include various benefits provided to the staff like travel allowance, telephone allowance, child's tuition fee etc.)
- Putting up requisition of the required stationary materials and maintaining files for the same purchase.
- Helping out with both starred and un-starred Legislative Assembly Questions (LAQ'S)

- Maintaining and updating an outward register and allotting the letter or document with an outward number which is later sent to the concerned authorities or to the person to whom the letter is marked.

2.2 Residency

I am extremely lucky to have also got the experience to work as a receptionist at not one but four different residencies which not a lot of interns get. After proving that I was capable of handling situations at the counter i was allowed to handle the counter by my self.

- Attending the briefing before every shift.
- Relieving and taking a proper handover from the receptionist who's shift is about to end and making sure that the cash handover register, bills, receipts and cash in the cash box tally.
- Communicating with the housekeeping staff about the departures and arrivals of the guests and preparing a proper room cleaning schedule for them to follow to ensure smooth check-ins.
- Proper checking in of guests by confirming their booking names, entering their details on the register of GTDC as well as on the computer software ie RENZO , scanning their guest id's and allotting their rooms according to their room bookings. Filling of C-Form is done in case of a foreign guest.
- Updating the same guest details on the Goa Online portal.

- Preparing rooms key cards.
- Preparing customer bills and receipts which has to be settled and also maintaining a file for the same.
- Maintaining of GST register as well as night occupancy register to ensure ease of sending these data to the head office.
- Presenting and settling of the bills before the check-out.
- Preparing a requisition list for all the necessary room supplies as well as office supplies required by the residency.
- Keeping a track of the television recharge dates and ensuring that no problem is faced by the guest.
- Maintaining an Imprest fund file for all the expenditure incurred in purchasing the necessary items.
- Handling guest complains, queries and providing them with helpful information to various questions related to Goa and its tourism.
- Maintaining and inward and outward register for all the letters or documents that come in and move out.
- Drafting of show cause notices or memorandums.
- Helping with closing of the financial year.

2.3 Marketing Section.

Tasks Handled:-

- Meeting visitors/ guest visiting office with their proposals/ queries and providing them necessary assistance.
- Putting up (processing) proposals pertaining to GTDC/Goa Tourism marketing section.
- Scrutiny of bills and processing the bills/ invoices pertaining to the section in consultation with Dy. GM Marketing and GM Marketing.
- Preparing Agendas in consultation with Dy. GM Marketing and GM Marketing pertaining to the section to place before GTDC Board of Directors.
- Handling and managing the files in consultation with Dy. GM Marketing and GM Marketing pertaining to the GTDC Marketing E-tenders along with the E-tender's events organized by GTDC on behalf of various Departments of Government of Goa.
- Preparation of draft tender documents/ tender terms and conditions in consultation with Dy. GM Marketing and GM Marketing pertaining to GTDC Marketing section tenders as well as tenders pertaining to various Government Departments which are handled through GTDC Marketing Section.
- Scrutiny of reports after the completion of event/work and processing the invoices.
- Active involvement in various GTDC events along with other state government events as and when needed.
- Drafting responses to various RTI's pertaining to the section.
- Drafting responses to various LAQ's pertaining to the section during state assembly sessions.

- Government of Goa and disseminating information pertaining to GTDC products and new tourism services among the visitors visiting Goa Tourism Pavilion.
- Assisting and ensuring that the delegates assigned for the G20 meet have a good life-lasting experience and memorable experience here in Goa.
- Promoting Hinterland and New tourism Services.
- Replying to guest grievances.

2.4 Operations and Maintenance

- Handling and managing below mentioned files pertaining to Operations and maintenance –
- Development, Operations and Maintenance of Public Conveniences Across Beaches in Goa.
- Operations and Maintenance -of Tourist Information Centers at Various Location in Goa
- Operation & Maintenance of Toilet Block at Calangute.
- Operations& Maintenance of The Developed Parking Lot at Anjuna Beach, Bardez -Goa
- Conducting timely Inspections of above projects across Goa
- Preparing Agendas in consultation with Dy. GM O&M and GM O&M pertaining to the above mentioned O&M files to place before GTDC BOD. Coordinating with GTDC SPV Cell as and when needed for the above mentioned files and Coordinating with respective operators and timely communicating/ updating and coordinating with them for smooth functioning of the projects.

2.5 Travel Division

Tasks Handles

- Providing taxi or bus services for respective clients/ organizations.
- Providing bus services for sightseeing ie North Goa - South Goa tours.
- Preparing the bills /tax invoice for the same
- Providing residencies with water tankers.
- Handling customer calls, queries and complaints.
- Preparing monthly reports of each driver.
- Putting up tenders in order to get the best taxi services at best prices when there is a shortage of taxi's and the scrutinizing each bidder and selecting the best bid with the Dy.GM and GM.

2.6 Reservations

- Receiving calls from clients and providing them with the necessary and appropriate information.
- Booking accommodation for the guests at various residencies, booking tours and trips for the guest.
- Preparing monthly GST report.
- Preparing monthly reports of the travel agents and commission to be paid to them.
- Handling guest grievances.

Taking the status of the guest at the residency whether he has checked in or not.

2.7. Major tasks handled

Although I mentioned the hands-on experience I got above in the tasks handled, I would like to mention on the major cases or tasks which were assigned to me after proving that I was capable of handling the assigned tasks.

- Akatva infrastructure PVT inspection and creating report.
- Flotel Cum Houseboat case.
- Motorized Paragliding case.
- Entire process of leasing out restaurant services in the residencies.
- Handling of G20 delegates.
- Handling grievances of the customers.

2.8 Relationship of the task with the course you studied in the classroom

Although you may gain knowledge from your classes but when you step into the practical setup which is the actual role you play for the organization, you tend to realise you know only the tip of the iceberg rather than knowing the entire iceberg. Not matter how much you learn from your classes you will never have better experience until you gain experience by handling such tasks.

There were certain number of tasks which I was aware on how to go about the duty before stepping into work due to the knowledge imparted to me by my faculty members and various other individuals who had crossed paths with me. But most of the major work one of which was handling of big projects right from creating the tender, scrutinizing it and the process of shortlisting preferred bidders was completely new to me. I also had to learn about various ways in which the same bids could come in such as an individual or a consortium/ partnership, the legal side of these projects in order to keep track of the overall healthy running of the business ensuring that there are violations or breach of contract. I gained a better understanding on how businessmen think and carry out their business by interacting with them something which could begin in college as an initiative to create young entrepreneurs that would help benefit the country on a massive scale.

The best part of work or life in general is if you think you know about everything you know nothing. You only learn new things by going out of your comfort zone and trying to learn something new. Whether you learn in college or at work, learning never stops.

3. Learnings.

“Learning without thought is labour lost; thought without learning is perilous”.

The main purpose of my internship and life in general is to keep learning, growing and be better than who you were before. And in order to do so you got to select the right people or organization which will push you towards attaining your goals. In order to learn and get all round exposure and knowledge in the field of tourism, is there a better place than Goa tourism Development corporation? No! its simply the best place to grasp as much as knowledge and experience while you can.

3.1 Admin Section:-

During my time at the admin section first and for most I learned why the admin section is one of the most important section of any company or organization. The first point of contact from the client in the organization comes at the reception which constitutes the admin section.

Being always punctual I didn't face any time related problems here in fact I learned how to manage, multitask and deliver results in a much more efficient way. Being the first point of contact I learned first impression you make will be enough for the person to make their judgement on you and hence as a result it is very important to be groomed and dressed well.

I learned how to handle and maintain each and every detail of all the staff present at the organization, to which each staff has their on staff profile/file. The procedure it takes to grant/sanction leaves to the staff which has to be first taken down in writing , purpose for the same, it has to be then in-warded which is then sent to the general manager of the admin section, he then decides and the same is either approved or rejected. If approved it has to be then

updated on the software which is another plus point as I learned to how to update the various leaves of the staff be it earned leaves, casual leave, sick leave, half day.

I also learned how to track and update the salaries of the staff (Salary slips) through the Directorate of Accounts, Government of Goa, (E- Challan) which includes their salary and proper breakdown of all their deductions.

I also got an insight on how to answer both starred and un-starred LAQ's ie Legislative Assemble Questions for the assembly. What made a difference is me getting one of the best mentor who thought me where to focus and what exactly is required, his guidance and my skills helped us draft all the answers for the same in the best possible way.

I also learned how to scrutinize and raise bills be it for reimbursements or various other purposes which I feel now is a game changer.

3.2 Residencies

During my time at the residencies the most important virtue I learned is how to work under pressure as one knows how busy it gets at the reception during the peak hours ie is check-ins and check-outs especially when you are alone handling about 50 to 60 rooms.

Big bonus of working here is I got to learn the software called RENZO which provides innovative hotel operating system for hotels of all sizes, making it easy for teams to manage the hotel operations and keep their guests happy.

Have you ever gone into a store where you were offered a more expensive version of a product you were about to purchase? This practice is called upselling. While this selling technique is fairly widespread in the sales and retail industries, it is also used in the hotel industry through

the hotel front office to persuade guests to upgrade to a fancier suite or services in exchange for a better leisure experience as a result it helped me upgrade my skills.

Empathy in the front office and customer service is very important. It's like putting yourself in the shoes of your customers to fully understand their concerns and come up with the best possible solution. Learning to be more empathic has pushed me further in understanding the guest better. By becoming more attentive to their needs and preferences and being a good listener, I was able to build meaningful, lasting relationships with with few of the guests.

I learned and mastered the skill on how to estimate the exact amount of supplies required for that particular period and place an order for the same thereby never falling short of supplies not but supplies which would later get spoiled.

I learned the art of multitasking ie checking in the guests while at the same time preparing their bills while also communicating the same to the housekeeping staff and while also explaining to the guest about the various perks and amenities of the place as well as Goa and its tourism as a whole.

3.3 Marketing Section

The best time of my training was here in this section where my manager helped me a lot and exposed me to as many situations as he could thereby helping me develop a broad view about any particular topic.

I learned a lot as I was directly dealing with a lot of businessmen involved with GTDC be it through various services which they were running in association with GTDC or for GTDC. I was also well briefed about how to deal with them what are the topics to be discussed, what are the various steps they need to take and the different documents required by them say if they want to set up their business with GTDC.

I learned how to prepare agenda for the Board of Directors meeting, what should be the flow of the same from my superiors.

I learned the entire process on how to create and upload E-tenders on Government of Goa E-procurement portal. To which there are three keys which are required to create, upload or modify/ corrigendum of a tender. A tender comprises of three main notices first is a brief tender notice, second is the detailed document of the tender notice and finally is the complete tender notice. After they are created a certain time period is set in order to get bids. After the bids come in the summary reports is downloaded and the entire documents along with their bid goes through scrutiny. Which is shown below.

Description	Company Registration Certificate	GST Certificate	Pan Card	ESI & PF	Experience of repair & refurbishment 100 kld for 3 years	Experience of O&M 150 kld STP for 3 years	Certificate of Ongoing cumulative capacity 150 kld work	CA certificate of past three years	Office Address in Goa	Cost of Tender Doc	Processing Fee	EMD
Aquatech Engineering	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted
Idéal Systems & Services	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Not Submitted	Submitted	Submitted	Submitted
Innovativa waste Aid & Management Pvt. Ltd.	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted	Submitted

After scrutinizing the same the preferred bidder is selected along with a second favourite bidder which is later put forth to the superiors to decide. Later the bidder is then called to decide and negotiate with the terms and conditions of the contract.

I learned how to answer both starred and un-starred LAQ's ie Legislative Assemble Questions for the assembly. What made a difference is me getting one of the best mentor who thought me where to focus and what exactly is required, his guidance and my skills helped us draft all the answers for the same in the best possible way.

Learned also how to draft responses to various RTI's pertaining to the section.

I also learned about contracts how they work, what they actually mean with regards to the projects or business. Like the lock in period which is a Period commencing from the Appointed Date and ending on expiry of first Five (5) years from date of Commercial launch of Service shall be the lock-in period (hereinafter referred to as "Lock-in-Period") during which neither Party shall have the right to terminate this Tenure Agreement, unless on account of violation of any terms and conditions of the agreement. Touch and go services is another term learned which does not grant any person exclusivity, he may or may not get it. I learned lot from these contracts which were negotiated with the business partners which mainly cannot be disclosed due to Non disclosure agreements.

I was also lucky to experience inspections taking place at various locations. Inspections were carried out based on the terms of the contract. The main motive was to ensure the smooth functioning of the operation and also to ensure that there is no breach of contract / illegalities taking place at that location. In case of a breach that operator was issued a show cause notice failing to justify the same would result in termination of the contract.

3.4 Travel Division

This section handles the entire transport needs of either very important officials, business partners and tourists within the state. During my time here I learned how to anticipate and

effectively allot vehicles with their drivers for different clients based on their needs in order to prevent any bad taste among our clients thus ruin our relationship with them.

I also learned how to tabulate the tax invoice for the service provided on the software ie “Tally” which was of great use as I had the responsibility of tabulating loads of tax invoices for the same daily. Based of the category of vehicles hired there were different price ranges which needed to be known in order to carry on in creating these tax invoices. For example an Ertiga, the minimum charge of hire for 8hrs/100kms per day was Rs.3200/- with separate charges for extra kms which was Rs.35/- , for extra hours was Rs.100/-, followed with driver outstation charges of Rs.500/-. Tax was also included which was 6% of CGST and 6% of SGST.

I also learned how to distribute vehicles required taking into consideration the length of the hire as GTDC provides both short term as well as long term hire. It is very important to take into consideration the upcoming events of the state followed by the number of officials who may be involved for the same from past experiences. The type of vehicles which would be best suited for them was also needed to be anticipated.

I also learned how to host tours be it North/South Goa tours or be it Dudhsagar or Canacona tours. Special coaches were arranged for these tours based on the number of bookings for the tours. A price of Rs.350/- was charged for the North/South Goa tour in which the people could see the beauty of Goa through various beaches, churches, temples, forts, museums, architecture and other world famous sites.

3.5 Reservations

One of the most stressful but yet enjoyable section of the organization as you need to be very careful which dealing with clients in order to avoid any further complications.

During my time at the reservations I got a knack of being a good listener as you need to sit down and listen to the client, understand what are their needs and provide recommendations and suggestions which will best serve their interests. Upselling has become another major asset learned in this section as you always want to try and push for more in order to make it more worth for the clients as well as the company.

I learned the detail procedure and order required to go ahead while dealing with a customer to avoid any fumbles, lapse and mistake which could make a deal backfire. I mastered the software “RENZO” the software which was used for reservations and became one of the fastest in carrying our bookings for the clients. Being in the reservation section you are always flooded with emails regarding queries, reservations, special request any many more such that emails tend to get lost, I learned how to segregate the same emails based on their importance and needs by pre drafting the a list of probable questions which the customer would potentially ask thereby not only saving my time but also the time of the other staff, who still thank me for the drafts.

I sharpened my skills in preparing/ readying booking statements of various travel agents and the commission to be paid for their services.

3.6 Relationship of the task with the course you studied in the classroom

Although you may gain knowledge from your classes but when you step into the practical setup which is the actual role you play for the organization, you tend to realise you know only

the tip of the iceberg rather than knowing the entire iceberg. Not matter how much you learn from your classes you will never have better experience until you gain experience by handling such tasks.

There were certain number of tasks which I was aware on how to go about the duty before stepping into work due to the knowledge imparted to me by my faculty members and various other individuals who had crossed paths with me. But most of the major work one of which was handling of big projects right from creating the tender, scrutinizing it and the process of shortlisting preferred bidders was completely new to me. I also had to learn about various ways in which the same bids could come in such as an individual or a consortium/ partnership, the legal side of these projects in order to keep track of the overall healthy running of the business ensuring that there are violations or breach of contract. I gained a better understanding on how businessmen think and carry out their business by interacting with them something which could begin in college as an initiative to create young entrepreneurs that would help benefit the country on a massive scale.

The best part of work or life in general is if you think you know about everything you know nothing. You only learn new things by going out of your comfort zone and trying to learn something new. Whether you learn in college or at work, learning never stops.

4. Challenges

First of all Tourism being a service related industry you are bound to take the heat some time or the other either from your fellow partners, superiors or the clients/ customer itself. How you react to such setback plays a major role in shaping yourself which is to be better than the yesterday or the best in the business.

4.1 Admin Section

Since it involves all administrative work it requires a lot of patience, experience and knowledge which at the beginning of my internship I didn't possess, it took me a day or two to get used to the entire office setup of who is who, in charge of what, where are the required things kept, and how to go on about with my work. Once I gained access to all this information I began to deliver the assigned work to me robustly, efficiently and to perfection.

There is a lot of stress involved here as you are handling the entire organization work right from your own employees to all the details of the clients/customers, hence all these details must be ensured that it is done thoroughly to perfection and kept in order.

Another challenge is mainly answering the questions for the Legislative Assembly ie the LAQ's as most of the questions are related with not one department but with multiple departments, hence getting it answered is one of the challenges I enjoyed most as I got to meet and interact various superiors with vast knowledge and experience helping not only in providing me with the data/ answering the questions but also in growing my network and helping me stay calm under pressure especially if the questions arrive late due to various reasons.

4.2 Residency.

Cumbersome and time-consuming processes:- Waiting in line, handing over ID, and waiting for approval all take precious time. And that is without any hitches in the system, customers often tend to get restless and lose their patience resulting in bad mouthing which results in bad experience for the guest at the first point itself thus leaving a bad taste to the customer as well as staff.

Solution:- The visitor registration system automates and streamlines the entire registration process. Hosts can easily register and add guests in a few simple steps. When guests arrive at the venue, they can instantly check in via their smartphone and the meeting organizer will automatically be notified via email or SMS. Automatic pass printing system at the front desk for guests.

Lack of communication:- Step away from your desk for just a moment and you might never know a guest has arrived. In the meantime, your visitors are left waiting at the front desk until someone has the time to track you down, this specially takes place during lunch breaks if you are working at the reception all alone.

Solution:- Team bonding activities must be held in order to build good relationship among the staff of an organization which will directly have an impact on the overall stay of the guest in a positive manner.

Since visitors are not allowed to enter the guest room due to various privacy issues it becomes a major challenge to convey the same to the customers who aren't willing to listen. Rather than arguing with them the best way I learned to deal with such clients were to provide alternative solutions like they could use the lobby or coffee shop etc.

4.3 Marketing Section

Major challenges in this section was to keep track of all illegal activities taking place at various destination. For example illegal scuba diving taking place at rates which are much cheaper than the legalised operator thus causing a big problem to the official operators who are actually paying licence fee to the organization for the same. To deal with such problems special raids must be organised to stop such practices from taking place.

While deciding the preferred bidder to run a particular operation, the documents which are sent by them are always not in proper order as per the documents stated in the tender uploaded. In fact they send a huge document with un-necessary data thus making it very difficult to find what's required and thereby consuming a lot of time while scrutinizing each bid.

Non cooperation of the operator while running the business is a major challenge which requires complete stronghold to raise the concern regarding the operator not functioning according to the terms of the contract. In case of complete non negligence shown by the said operator the superiors have to be briefed about the same and clauses in the contract. A show cause notice must then be sent demanding explanation for the non-compliance of the same, if the situation gets worse a hefty fine or termination of the contract is issued bases on the severity of the breach in contracts.

Keeping a track of all operations ie the smooth functioning of the same according to what was discussed while negotiating the terms of the contract at public places such as Toilet blocks across all the beaches in the state and Travel Information Centres as well is very draining as you got to inspect all the blocks with proper eye for detail to catch infringements and malpractices and it often takes a toll especially during the scorching heat of the summers.

4.4 Travel Division

Here the major challenge is keeping your focus while preparing the tax invoices as you are preparing more than hundred of them during the day. It should be done with utmost concentration and any lapse would result in major mistakes in preparing the same.

Suppling of vehicles is not as difficult as finding drivers for the vehicles. It is a major challenge needed to be handled since most of the drivers prefer to work privately and earn their living rather than working as a daily wagger earning not as much as they would make in private.

Assigning vehicles for short term and long term hire requires proper study of all up coming events, as there is an obligation towards certain officials. Hence based on their importance vehicles are assigned for the same. In case of a major shortage vehicles are hired privately by floating a tender and getting the best possible deals but these are under extreme conditions.

4.5 Reservation section:-

In this section you spend your entire day attending guest calls, emails and booking which ultimately is not as fun as going for inspections although not being as easy sitting in office answering guests complaints and queries.

'Appendix I'Samples of the work doneMajor tasks handledInspection Report conducted of Public Convenience Sites / Toilet Blocks across Goa

As per the directions of superiors, conducted a site visit / inspection of the various toilet blocks across Goa to ensure that there is no breach in contract and to ensure proper running of the same in order to avoid discomfort to the public

The details are as under: -

Palolem Beach toilet (Permanent Toilet)

1.	Number of Staff	Male :2, Female :1 Total : 3 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Soak Pit
8.	RO plant	✓
9.	Trade license	Applied but not received

10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Not yet received

- Crack which was developed to the soak pit of the toilet block and due to which sewerage water was getting dripped into the gutter was found to be repaired by the operator.
- The store room which was found locked during the last inspection was found to be operational this time. Operator has put the RO Machin in the store room and the same can be used by the customers from the front side of the toilet block.
- The water storage tank behind the toilet block which had a leakage was found to be repaired.
- All the lockers were found in working state.
- CCTV cameras which were not functional last time was found functional.





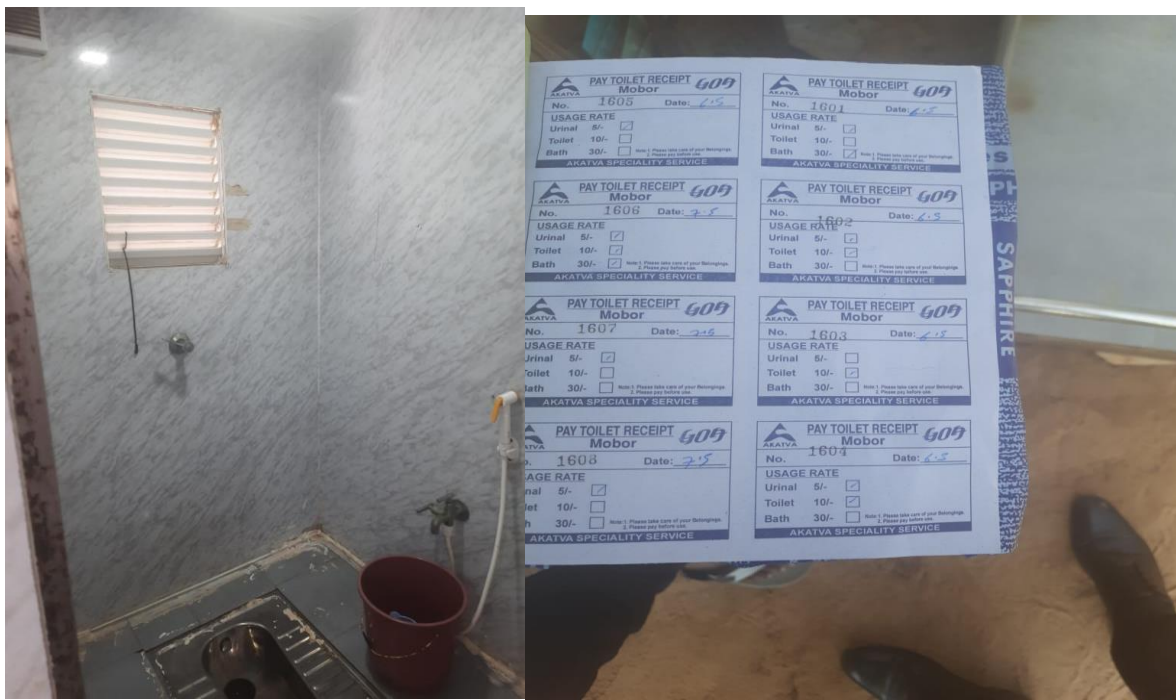


Mobor Beach mobile toilet (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through tankers
8.	RO plant	X (Not Applicable)
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

- Drainage pipe of one basin in the male toilet block was found missing. However overall toilet was found clean.





Cavelossim Toilet Block

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through tankers
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

- Disable toilet block was found locked during the last visit due to and installation of the high mask work by the panchayat. The same was found to be open and operational.



Varca Beach (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through tankers
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

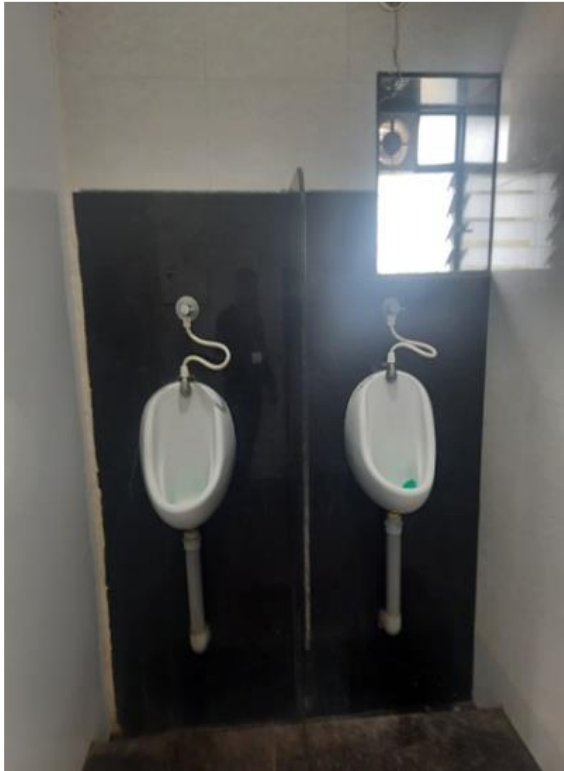


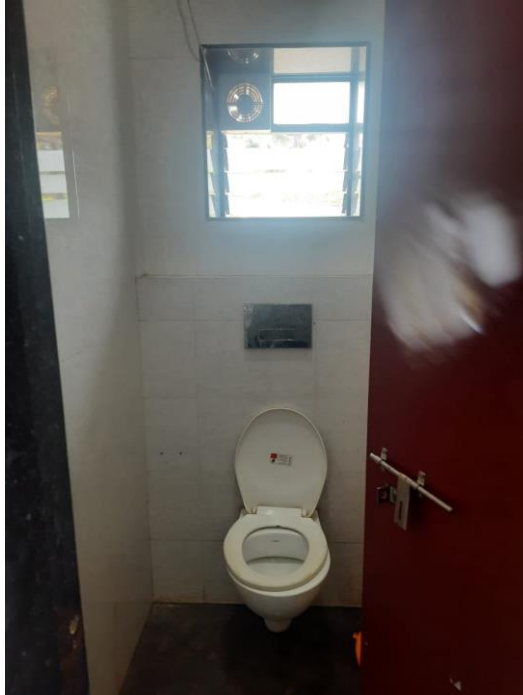


Benaulim Beach toilet (Permanent)

1.	Number of Staff	Female : 1 , Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Soak Pit
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not yet received

- Overall cleanliness maintained was satisfactory.
- The water storage tank behind the toilet block was found to be in bad state, open and to avoid any undue incident operator has been recommendation to cover the same.





Sernabatim beach (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through tankers
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

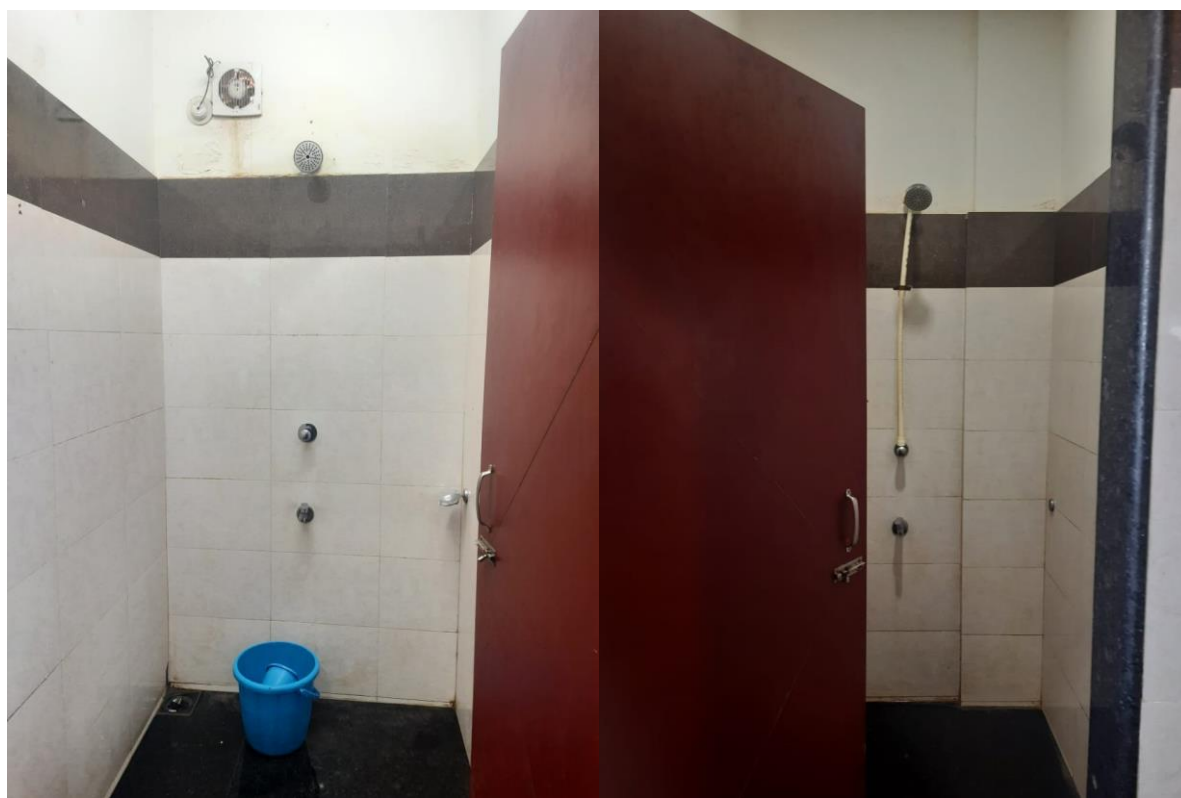
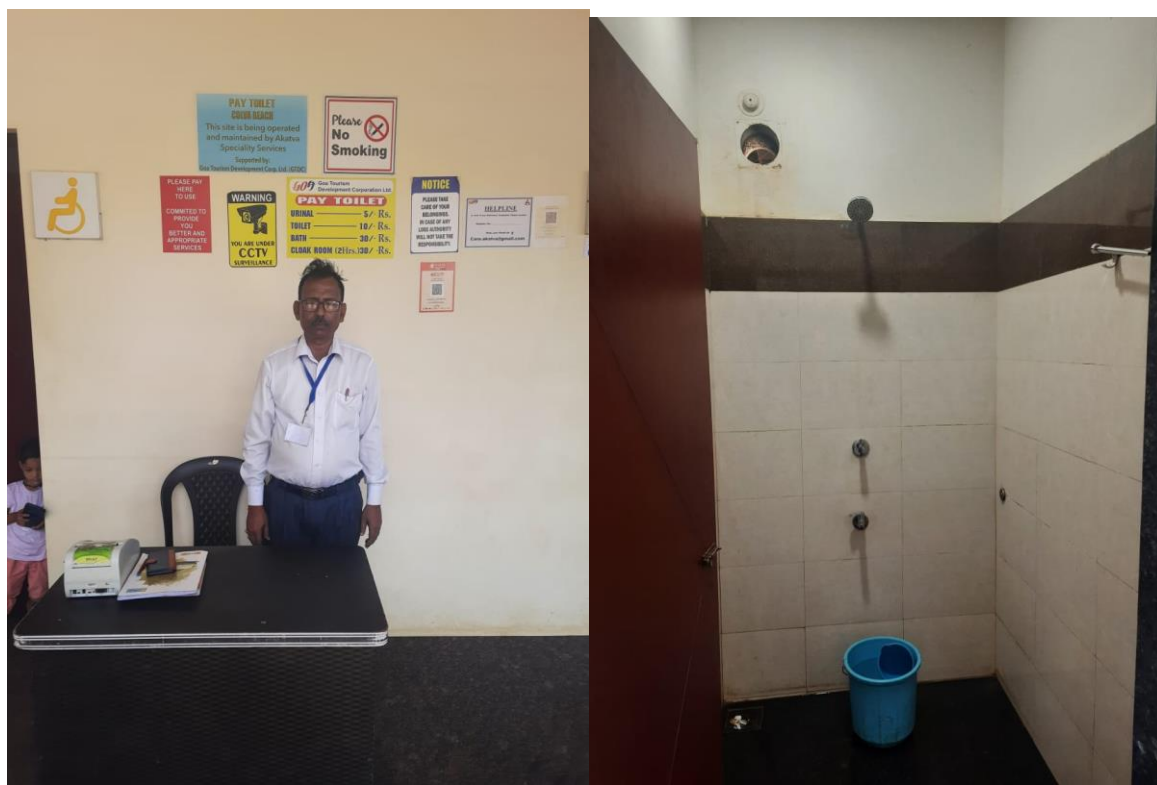




Colva beach toilet (Permanent)

1.	Number of Staff	Male:02 Female : 1 , Total : 3 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Not yet received







Colva Parking toilet (Permanent)

1.	Number of Staff	Male: 1, Female : 1 , Total : 2 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Received





Fatrade beach (Temporary)

1.	Number of Staff	Not Operational as of yet . However Agency took over the site on 10/04/2023. Also informed GTDC that they will start the operations within 45 days of take over due to repair and maintenance work
2.	Water Supply	
3.	Electricity Supply	
4.	Waste Disposal	
5.	Watch and Ward	
6.	Regular Maintenance	
7.	Sewerage Disposal	
8.	RO plant	
9.	Trade license	
10.	Utility Records : Machine / Receipt Book	
11.	Occupancy Certificate	





Margao KTC Bus Stand (Temporary Structures, 2 Units)

1.	Number of Staff	Not Operational as of yet . However Agency took over the site on 10/04/2023. Also informed GTDC that they will start the operations within 45 days of take over due to repair and maintenance work
2.	Water Supply	
3.	Electricity Supply	
4.	Waste Disposal	
5.	Watch and Ward	
6.	Regular Maintenance	
7.	Sewerage Disposal	
8.	RO plant	
9.	Trade license	
10.	Utility Records : Machine / Receipt Book	
11.	Occupancy Certificate	

Note: concessionaire has been informed by the PWD officials that KTCL has requested them not to issue water connection for Margao KTCL toilet Blocks.

Explanation of the same is in the notice below which was put up for the board to decide.

Placed opposite in the file is a letter no. KTC/AE (C)/toilet-Margao/23-24/155 dated 12/05/2023 received from Kadamba Tansport Corporation Limited informing GTDC that the toilet blocks placed at Margao KTC bus stand is serving as a hotspot to anti-social elements and might lead to untoward incidents.

Further, they have written that, considering the exigency of situation and in the better interest of general public/commuters utilizing the bus stand premises, GTDC is given a time frame of 02 days to remove the prefabricated structures and handover vacant possession of area to KTCL.

They have also mentioned, that non-compliance of the above directives will compel them to confiscate the material/items belonging to GTDC and expenses thereof will be recovered from GTDC. KTCL will not entertain any claims to return back the said items.

In view of above, we may inform KTCL that the above matter was taken up strictly by the GTDC and show cause notice was issued to the operator for not taking up the toilet blocks at Margao KTC bus stand. GTDC appointed Operator, M/S Akatva Speciality Pvt. Ltd. has conveyed GTDC that they have taken over the toilet blocks on as is where is basis on 10/04/2023 and they are ready to commence operations. They have also assured GTDC that they will commence the operations of the said toilet blocks immediately and they are in process of obtaining water connection and power supply.

Draft letter to KTCL is placed in the file for approval.

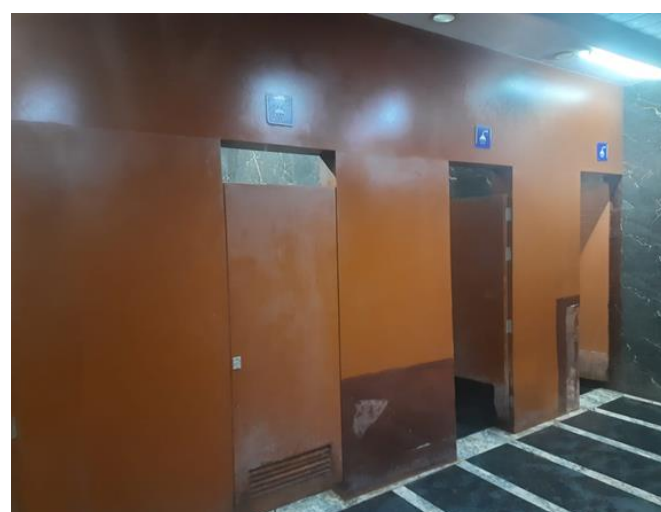
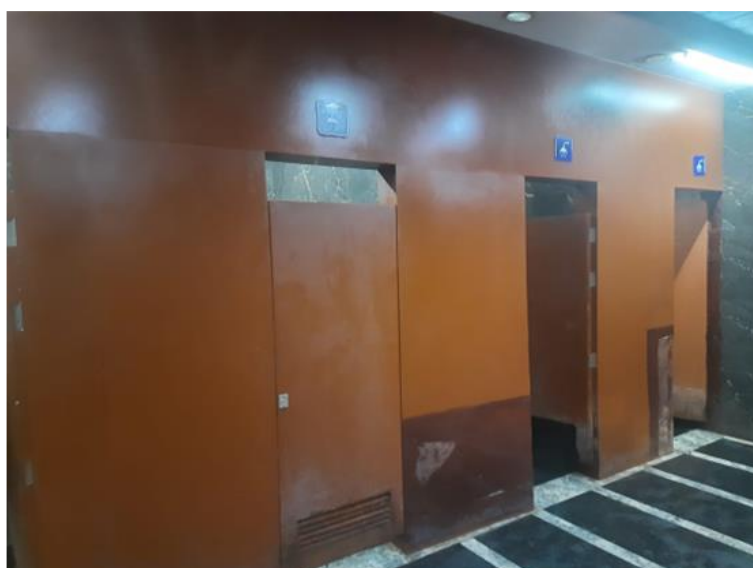
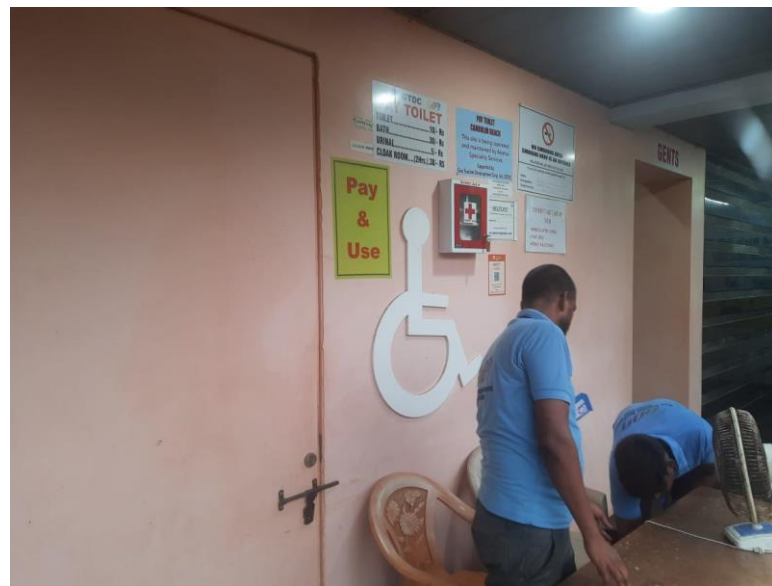
Submitted for information.



Candolim(Permanent Toilet Block)

1.	Number of Staff	Male : 3, Female : 1, Total : 4 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Received

- RO Machin / water ATM was found to be non-operational. Operator has informed that the same will be operational by 30th May 2023.
- STP which was found un operational during the las visit is repaired by the operator and was found functional presently.





Calangute Toilet Block (Temporary)

1.	Number of Staff	Male : 2, Total : 2 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through Tanker
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

- Overall cleanliness of the toilet block was unsatisfactory
- Operator has been recommended to install rallying at both the sides of the ramp of the specially disabled washroom.

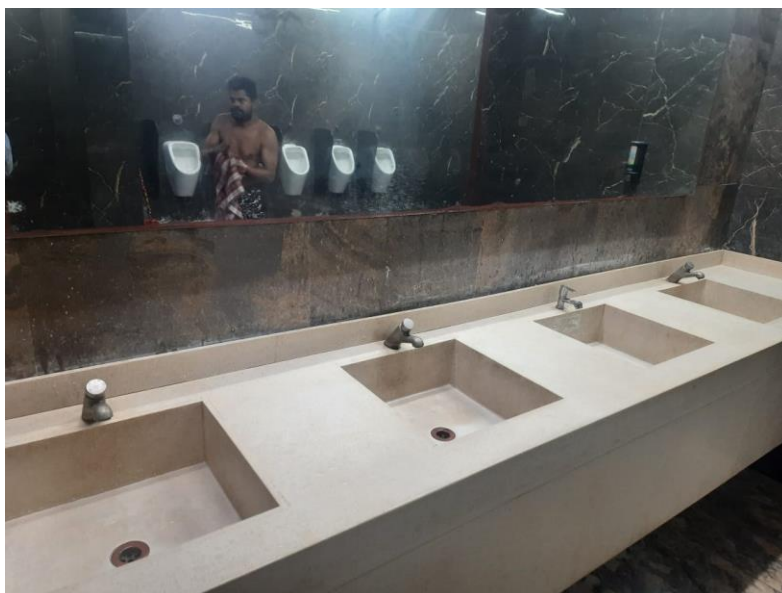


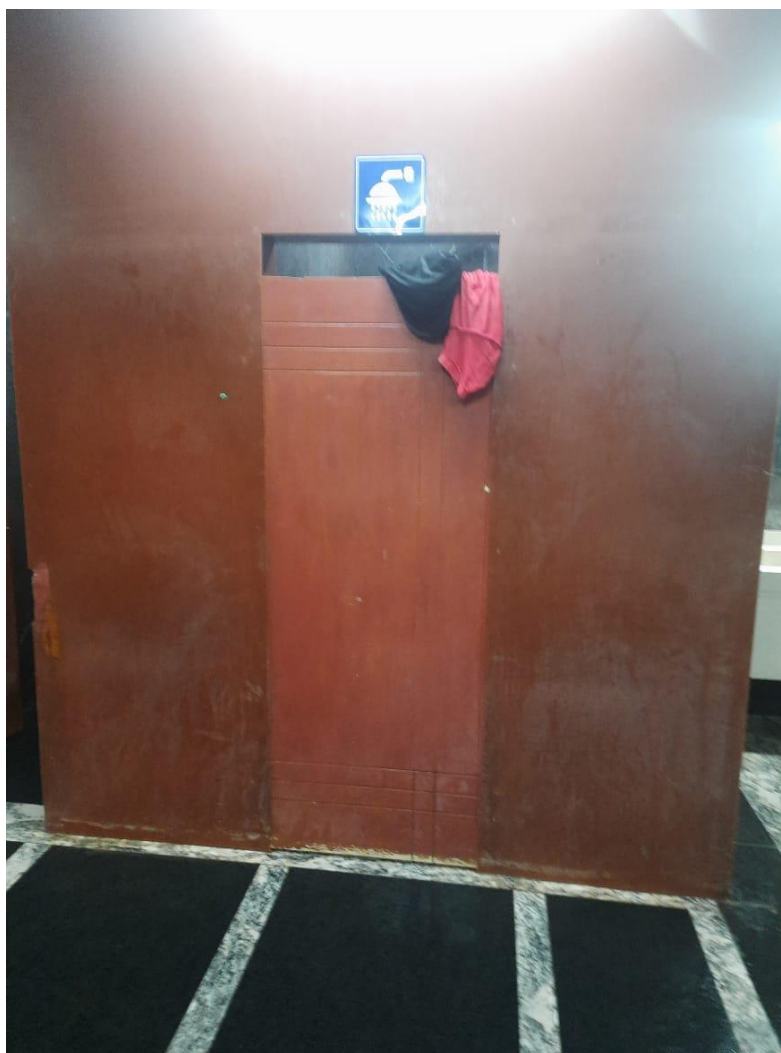


BagaTitos Toilet Block (Permanent Toilet)

1.	Number of Staff	Male : 4, Female : 1, Total : 5 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Not yet received

- RO Machin / water ATM was found to be operational.
- STP was not operational, However operator informed that the repair work is in process and almost to the completion . the actual commissioning of the STP plant will be completed by 15th June 2023.







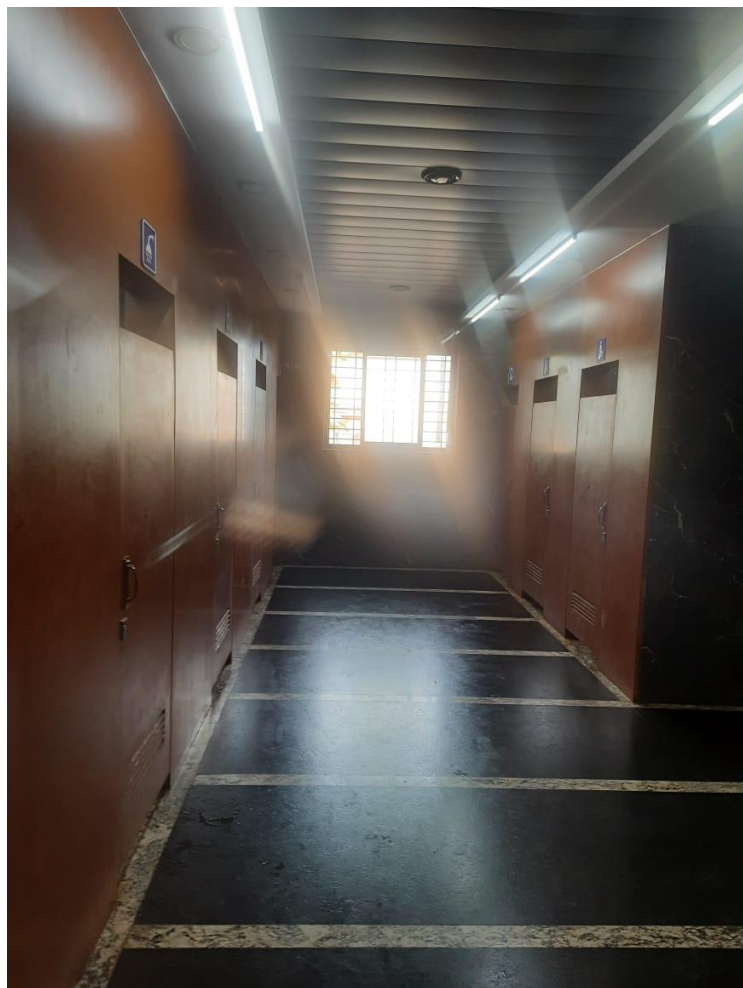
Baga Parking Toilet Block (Permanent Toilet)

1.	Number of Staff	Male : 4, Female : 1, Total : 5 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Machin
11.	Occupancy Certificate	Received

- RO Machin / water ATM was found to be operational.
- STP which was found un operational during the las visit is repaired by the operator and was found functional presently



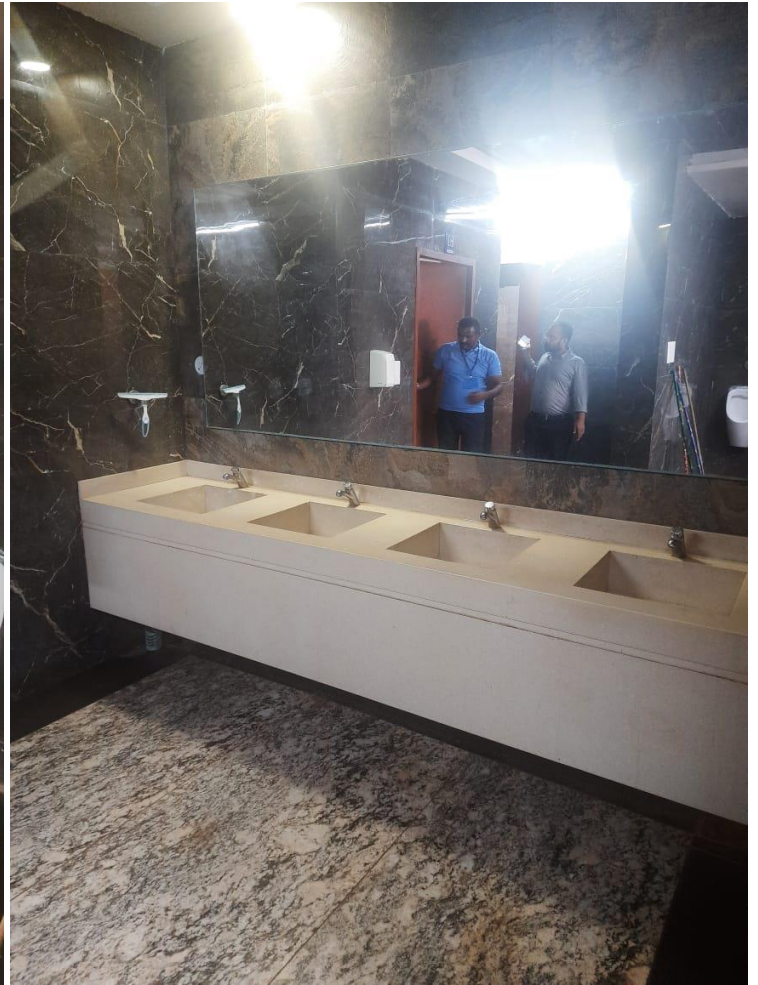


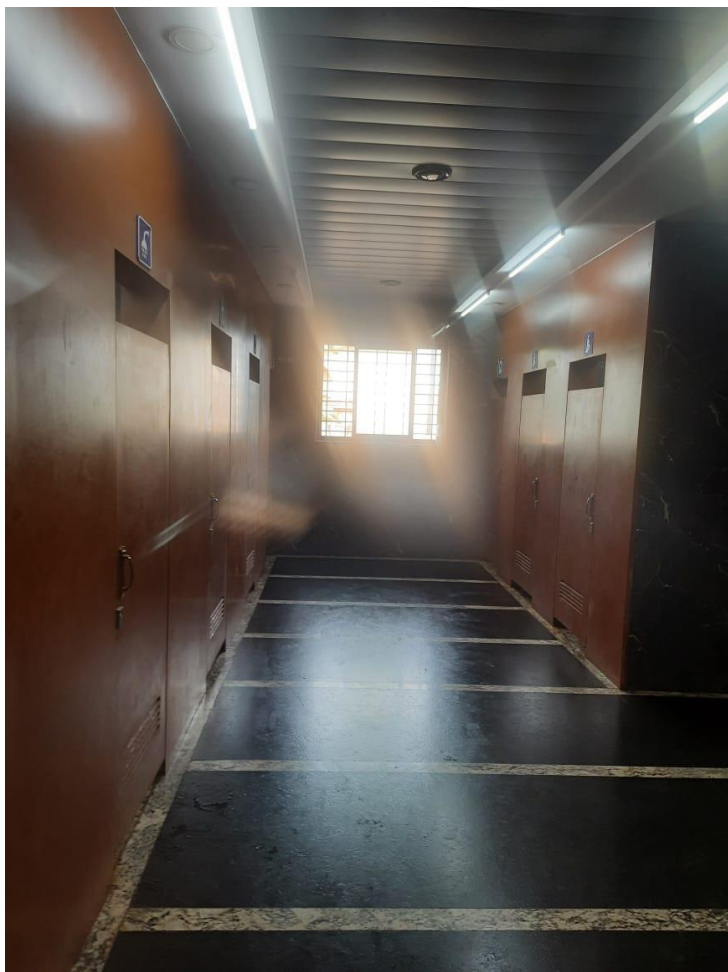


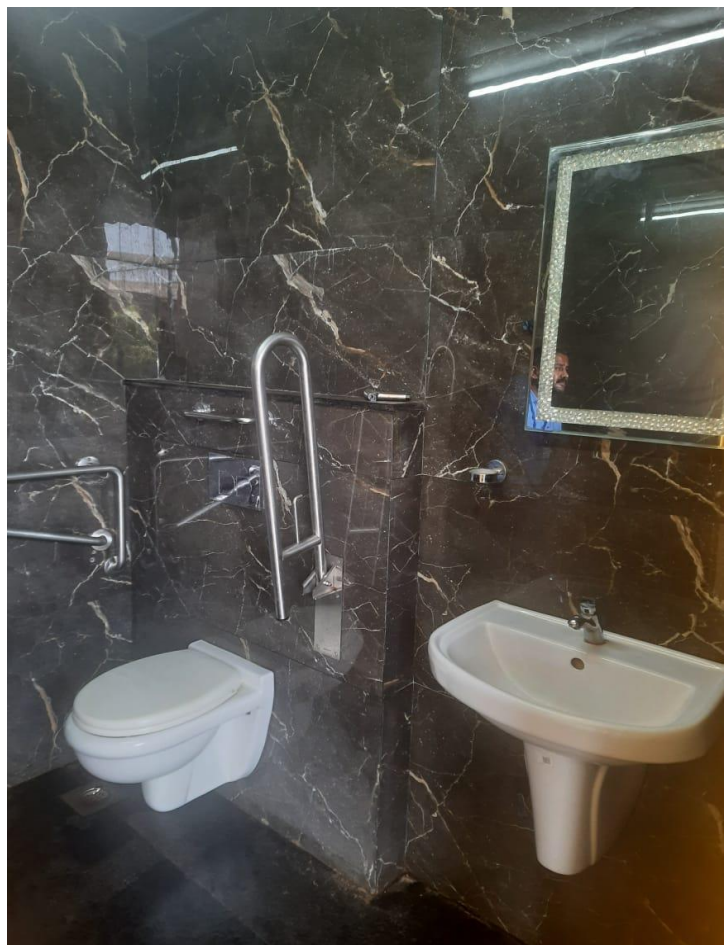
Anjuna Toilet Block (Permanent Toilet)

1.	Number of Staff	Male : 2, Total : 2 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	✓
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not yet received

- RO Machin / water ATM was found to be operational.
- STP was not operational, However operator informed that the repair work is in process and almost to the completion . the actual commissioning of the STP plant will be completed by 10th June 2023.





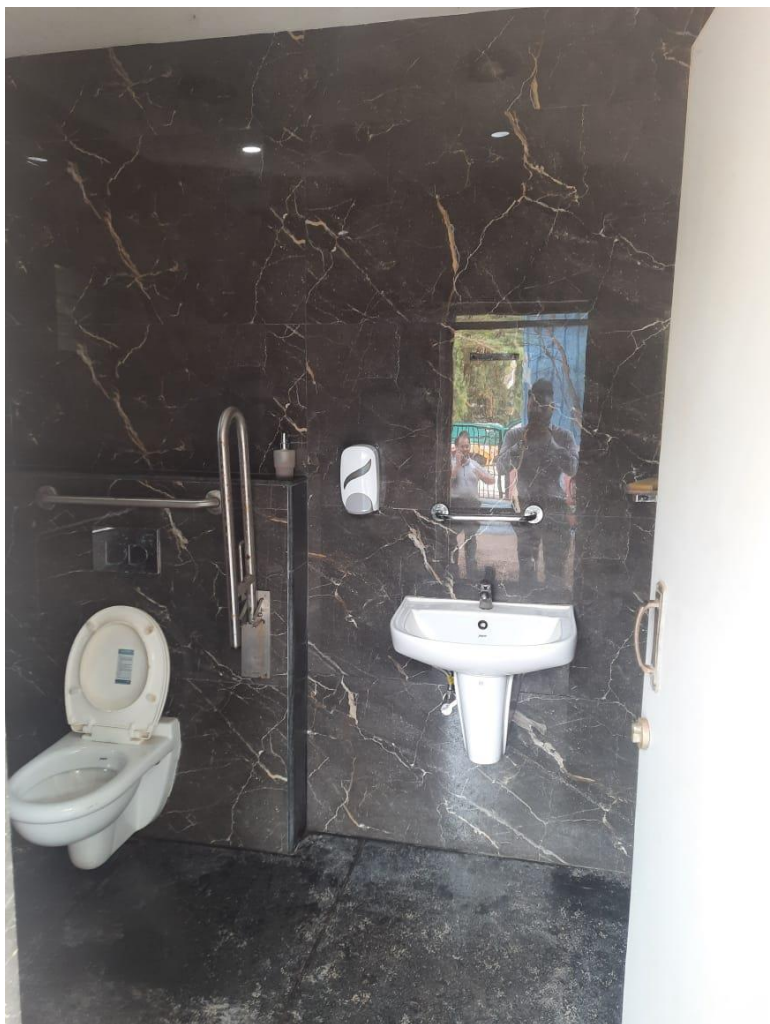


Ashwem Toilet Block (Permanent Toilet)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	STP Plant
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not yet received

- CCTV cameras were found operational
- During the inspection it was observed that the side pathway area towards the creek was found damaged, bent and settling down. Further if it is not repaired then there is a chance of getting it washed away during the monsoon.







Morjim Toilet Block (Temporary)

1.	Number of Staff	Female : 1, Total : 1 nos.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	✓
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Through Tanker
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable

- Three toilet blocks which was moved from Pernem KTC bus stand which was found non-operational during the last visit was repaired by the operator and same was in operational state.
- Ramp of specially disabled toilet Block which was repaired and found operational however the same is converted to store room as there is already provision for a dedicated specially disabled toilet Block



Panaji KTCO pp Mapusa Bus Stand (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Connected to city sewage line
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable





Panaji KTC Bust Stand next to the Canteen (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Connected to city sewage line
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable







Panaji KTC Inter State Bus Stand (Temporary)

1.	Number of Staff	Male : 1, Total : 1 no.
2.	Water Supply	✓
3.	Electricity Supply	✓
4.	Waste Disposal	✓
5.	Watch and Ward	CCTV cameras are not installed
6.	Regular Maintenance	✓
7.	Sewerage Disposal	Connected to city sewage line
8.	RO plant	X
9.	Trade license	Applied but not received
10.	Utility Records : Machine / Receipt Book	Receipt Book
11.	Occupancy Certificate	Not Applicable







Preparing the Minutes of the meeting

Minutes of the weekly GM & DGM meeting held on 16/05/23 at 11 am in the Board Room, 3rd Floor, Paryatan Bhavan, Patto-Plaza, Panaji-Goa

Managing Director called a meeting with the GMs and DGMs of GTDC on 16/05/23 to discuss various works/ activities/ pertaining to GTDC.

The following officials were present for the meeting: -

1. General Manager (Marketing/ Hotels)
2. General Manager (Transport /Admin)
3. General Manager (Finance, Properties)
4. Dy. General Manager (Marketing, Hotels)
5. Dy. General Manager (Engineering)
6. Dy. General Manager (Aguada Jail Museum)

Transport:-

- Managing Director directed GM(Transport) to check the status of Sweeping Machines procured by GTDC.
- Vehicles contract to be terminated if they are reluctant to provide service to GTDC and new tender may be issued.
- Bus requirement if any may be henceforth may be forwarded to KTC.

Marketing:-

- MD directed D.GM (Mktg) to place standees/ posters of Canacona tour, Mayem tour at all GTDC Residencies. QR code to be printed on standees and posters for easy bookings of the tours by the guests. Also Tours to be promoted on social media handles and websites.
- MD asked details of the online travel agents and informed the booking procedure of Booking.com to be reviewed.
- Travel agents to be given log in id and password through GEL.
- GEL team to be called for sorting out travel agents booking issues and OTS room cancellation charges.
- MD reviewed all NTS services and directed to obtain their collaterals/ Promo material to be placed at GTDC Residencies.
- MD directed Marketing section to expedite Experiential Tours in view of complying requirements under One Nation One Policy. Space to be provided to SHG in GTDC Residencies as per rates and terms and conditions discussed.

Administration:-

- MD directed Administration section to finalize Recruitment Rules. Seniority List and MLCP List to be prepared and submitted to MD.
- MD also asked for list of Staff to be retired, retired staff, contract staff and details.

- MD directed GM admin to make provision for the sitting arrangement for the new staff of SPV to be finalised.

Hotels:-

- MD directed hotel section to sensitize all the managers and staff of the hotels to clean and maintain their premises specially entrances of the hotels, garden area.
- Old Goa Residency hall requires to be painted and the old carpet needs to be replaced by a new one. The floor inside and outside the hall needs to be cleaned.

Cruises:-

- MD directed Cruise section to give the status of the new cruise boat to be procured by GTDC

Engineering:-

- MD directed Engineering section to check the AMC of generator, lifts at the residencies and to provide him contract period, renewal dates etc.
- MD directed Dy. General Manager engineering to give him details about electricity payment details of Destination one and Calangute Residency.
- MD directed Dy General Manager engineering to give him details about electricity payment shares by Sohan Juwarkar and Jumping heights and if any by GTDC.

IT section:-

- MD directed IT section to empanel vendors for supplying printer cartridges and other accessories.

Drafting letter to the concerned authorities.

GTDC/2023/Properties/

Date:- 24/05/2023

To,

Dy. Director of Tourism,
Department of Tourism,
2nd floor, Paryatan Bhavan,
Patto, Panaji – Goa.

Sub:- Renovation of Tourist Hostel at Vasco (Vasco Residency).

Ref No: 1/53(23)/PG-Goa/2023-24/DT/411

Sir,

Further to your letter referred above, this is to inform you that the matter regarding the renovation of Vasco residency has already been taken up by the Goa Tourism Development Corporation (GTDC). The file for the said project has been sent for administrative approval. Post which, GTDC will float the tender for selection of the bidder for the project “Development, Operation and Maintenance of Vasco residency on private investment mode”.

Kind regards,

General Manager, Properties

CC:

- 1) PA to Chairman, GTDC
- 2) PA to MD, GTDC

3) Shri Krishna Salkar Hon'ble MLA

GTDC had received a letter from Dy. Director, Department of Tourism, attaching a request letter received from Hon'ble MLA of Vasco Residency, Shri. Krishna Salkar requesting

Ref No: 1/53(23)/PG-Goa/2023-24/DT/411

Sir,

Further to your letter referred above, this is to inform you that the matter regarding the renovation of Vasco residency has already been taken up by the Goa Tourism Development Corporation (GTDC). The file for the said project has been sent for administrative approval. Post which, GTDC will float the tender for selection of the bidder for the project "Development, Operation and Maintenance of Vasco residency on private investment mode".

Flotel Cum House Boat

The main motive of me working on the case was to find out certain minute details in the contract that would certainly guarantee us about the rights of the preferred bidder.

A tender was floated by GTDC inviting bids for the same towards which three companies applied for the same out of which two decided to make their bids.

The following bids were then scrutinized and the preferred bidder was the selected.

Technical bid for the floatel cum house boat										
Description	Company	GST	Pan	ESI	Experience	CA	Office	Cost	Processing	EMD
	Registration certificate	Certificate	Card	&PF	in running ships or hotels	certificate of the past three years	address	of tender	fee	

Preferred Bidder :- Gomantak Cruise Liners (GCL)

Performance Security Deposit :- 15 Lakh Rupees (DD dated 15/12/2016)

Date of Commencement :- April 2021

Place of operation :- Anywhere in Goa (Place to be identified)

Payment :- Confidential + GST

Tenure :- 35 Years, with the first 5 years as a Lock in Period.

Year one licence fee 2021-2022 :- Paid

Year two licence fee 2022-2023 :- Paid

As per the terms of the contract operations were supposed to commence from within 24 months of signing the contract. However this was not the case. GCL drafted a letter to GTDC informing the reasons of the delay in their operations which is mentioned below:-

The Floatel cum Houseboat which was getting constructed at Aquarius Shipyard Private Limited Divar, Goa from the year 2018, the work on the vessel got halted due to covid 19 lockdown and other reasons as mentioned below which were beyond their control. After the lockdown ended, Aquarius Shipyard expressed their inability to continue the construction work on the vessel/hull due to leakages and damages to their drydock. They had to wait for few more months to allow Aquarius Shipyard to get their drydock repaired but they could not get the repair work done on the drydock due the vessel being docked inside. Aquarius Shipyard expressed their inability to further continue with the construction of vessel/hull due to damaged dry dock and inadequate technical manpower and requested GCL to shift the vessel for further construction to some other shipyard. Considering their situation they discussed the matter with Dempo Shipyard and Engineering Private Limited Goa to do the construction of the vessel for which they expressed their Willingness and ability to construct the vessel at their shipyard at Old Goa. The shifting of the same was done smoothly.

Following which they also stated as per the contract they had they could identify any place in Goa to operate to which they wanted to operate at Santa Monica Jetty for which the berthing space was not available. They also stated operating at other locations would result in heavy loses for them.

Special Conditions Floatel cum house boat:

Floatel cum house boat- The GTDC intends to introduce a floatel cum house boat with minimum 5 rooms and should accommodate minimum 30 people for events/weddings to be anchored within Goa coastal limits.

The GCL PVT LTD can deploy adequate number of floatels cum houseboats with minimum 5 rooms/ cabins as deemed fit after obtaining necessary permissions and depending on the demand, however minimum two vessels shall have to be deployed within 24 months. GCL PVT LTD Shall be provided touch and go facility at St. Monica Jetty. In addition necessary charges as applicable shall have to be borne by the GCL PVT LTD for availing lounge, touch and go, parking and other facilities at the Jetty. GCL PVT LTD shall be provided with ONE berthing space at St. Monica Jetty for vessel not exceeding 45 meters in length.

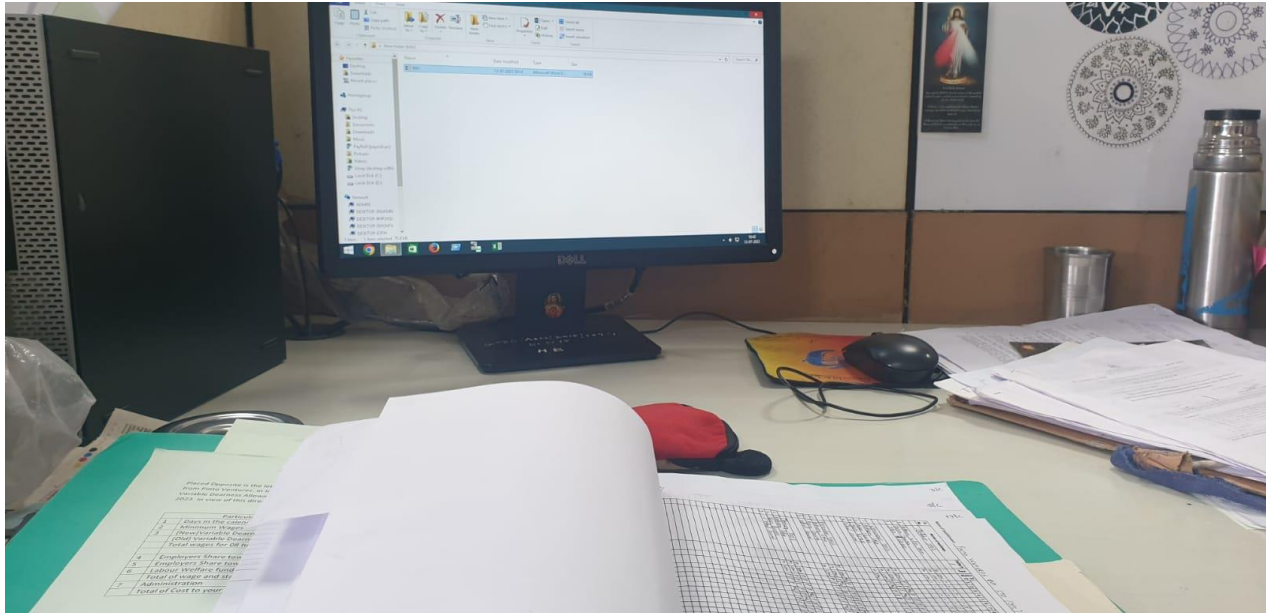
All applicable fees towards licenses/ permissions shall have to be borne by the Operator. TDS as applicable may be deducted by selected operator before making payments to GTDC. Full-fledged operations must begin within 24 months of issue of letter of award and subject to obtaining of all clearances and permissions.

The floatels must have in house sewage treatment plant as approved by the Goa Pollution Control Board and must comply to all sewage disposal guidelines laid down by the Board from time to time.

The same will now be decided by the Board of Directors.

'Appendix II: '

Samples of the work done



My work table



GTDC reception.

Admin section

INWARD REGISTER				CORPORATION LTD., PANAJI		
No.	Date	Name and No. of Communication	Date of Communication	Place where received	Summary of the contents	Signature
4098	11/7/23	Secretary, Tax Services	11/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4099	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4100	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4101	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4102	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4103	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4104	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4105	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4106	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4107	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4108	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4109	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)
4110	11/7/23	Gm (Map. Res. off)	10/7/23	Mapusa Resident	Enclosed bill no. 211, dt. 21/6/23, Rs. 21100/- from Shree Yashdev Sonchekar month of June 2023	Gm (C)

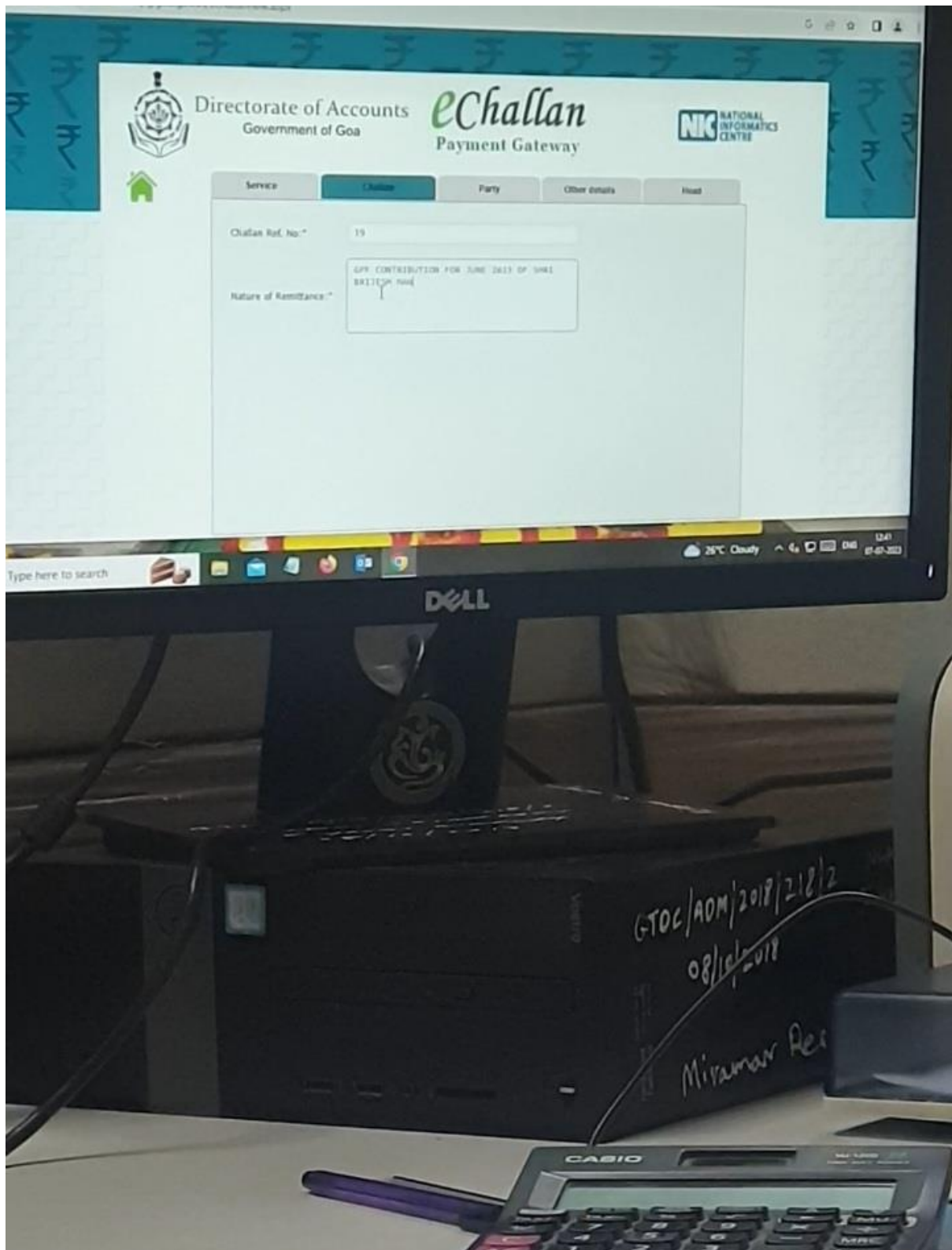
In-warding letters/ documents which come in.

OUTWARD REGISTER				CORPORATION LTD., PANAJI			
Month	Serial No.	Full Name & Address	PLACE	DESCRIPTION	Stamp Received Rs. P.	Stamp Affixed Rs. P.	Balance Rs.
Jan 23	1	To: Shree Mohammad S. Mahomed Chimbel Panaji Goa		Quotation/Tender			
		To: Shree Mubarek A. Mulla					
		To: - do -					
Jan 23	5133	Full GTC/MT/2023/Mapusa Town To DOT		Appointment of an operator for cleaning & operating Mapusa Town Park			
23	5134	Full GTC/MT/2023/Mapusa Town To		Appointment of an operator for cleaning & operating Mapusa Town Park			

Giving an outward number and posting the letters to the respective people.

[illegible]

Putting Up of bills for reimbursement.



Creating salary slips for the staff.

LIST OF STARRED LAQ JULY, 2023 — DOT

Sr. No.	Starred LAQ No.	Title	Question By	Answer By	Submission Date	Sitting Date	Answer to be submitted by	Remark
1.	001A	Harassment of Tourism Stakeholders	Shri Vijai Sardesai Shri Carlos Ferreira	Min. of Tourism		21.07.2023	DOT	
2.	001B	Properties owned by the Tourism Department	Shri Vijai Sardesai Shri Carlos Ferreira	Min. of Tourism		21.07.2023	GM(Properties)/ GM(O&M)	give kapil check
3.	002B	Helipads in the State	Shri Aleixo Reginaldo Lourenco	Min. of Tourism		21.07.2023	GM(O&M)/DOT	
4.	003C	Beach Cleaning	Shri Digambar Kamat	Min. of Tourism		21.07.2023	DOT/SPV	DOT
5.	004C	Public utilities and convenience in Goa.	Shri Yuri Alemiao	Min. of Tourism		21.07.2023	GM(O&M)/SPV	Lib send after copy
6.	006A	Sale of Liquor inside the Fort Aguada Premises	Shri Cruz Silva	Min. of Tourism		21.07.2023	GM(Properties)	Lib send
7.	013B	Tourism Infrastructure at Kevdevelim Beach in Saligao	Shri Kedar Naik	Min. of Tourism		21.07.2023	SPV/DOT	Send
8.	015B	Redevelopment of Tourist Hotel at Vasco	Shri Krishna Salkar	Min. of Tourism		21.07.2023	KPMG/ SPV/ GM (Properties)/ GM (Hotels)	
9.	016B	Refund to sealed beach shack	Shri Micheal Lobo	Min for Tourism		21.07.2023	DOT	

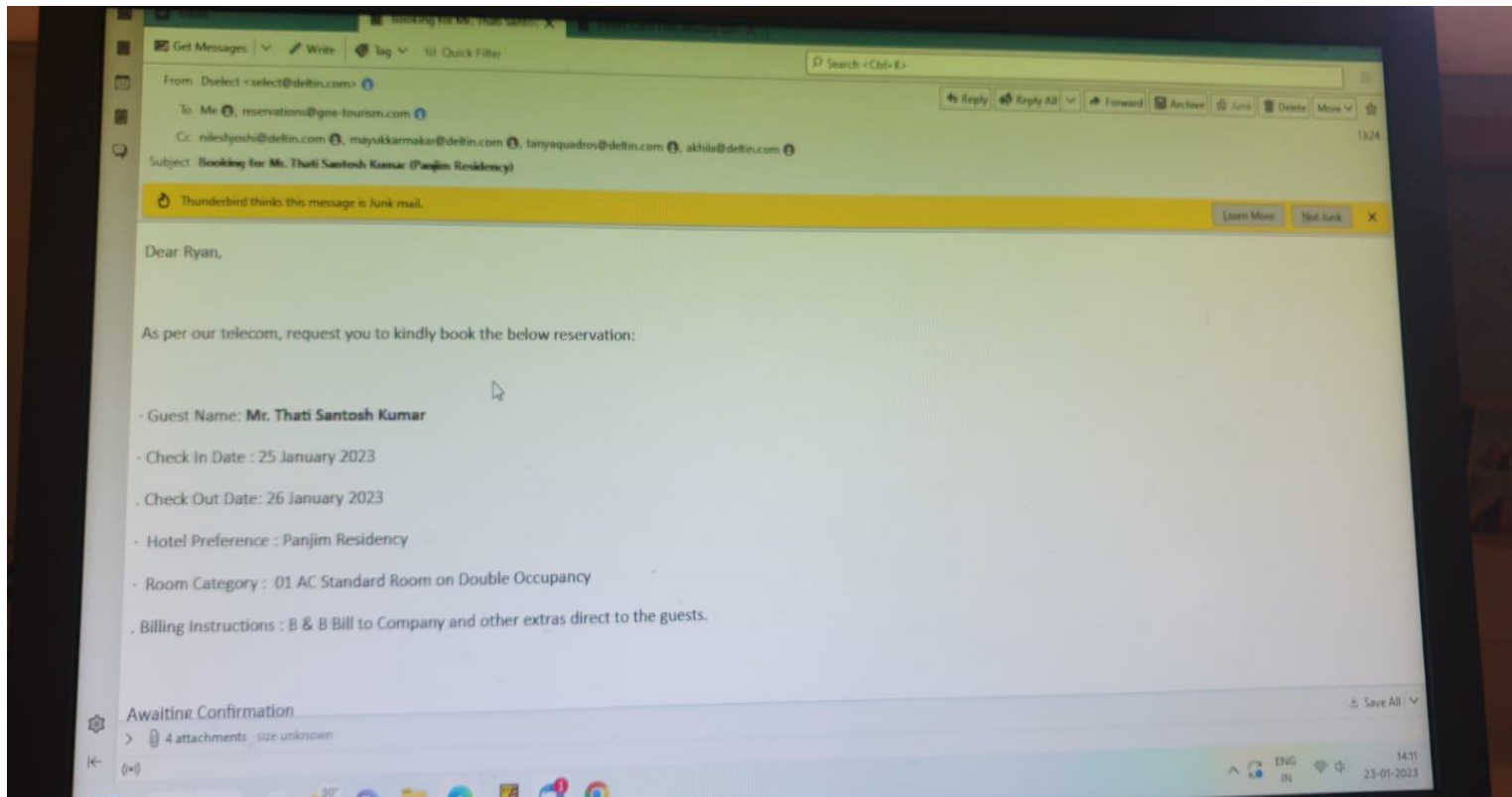
Preparing LAQ answers for the assembly.

APPLICATION FORM FOR EARNED LEAVE

1. Name of Applicant : [REDACTED]
2. Post held : [REDACTED]
3. Department, Office and Section : GOA TOURISM DEVELOPMENT CORPORATION LTD.
4. Pay : LEVEL-6 of 7CPC. (36500/-)
5. House rent and other compensatory allowances drawn in the present post :
6. Nature and period of leave applied for and date EARNED LEAVE (13 days)
from which required : From: 13/04/2023 TO 03/03/2023
7. Sundays and holidays, if any, proposed to be prefixed / suffixed to leave :
PREFIXED - 11/02/2023 & 12/02/2023
SUFFIXED - 04/03/2023 & 05/03/2023
8. Grounds on which leave is applied for : SELF WEDDING
9. Date and / or return from last leave and the nature and period of that leave :
10. I propose / do not propose to avail myself of leave travel concession for the block year during the ensuring leave :
11. Address during the leave period : [REDACTED]
12. In the event of my resignation or voluntary retirement from service, I undertake to refund :
13. (1) the difference between, the leave salary drawn during 'Commutated Leave' and that admissible during half-pay leave, which would not have been admissible had sub-rule (1) of rule 30 : not have been applied.
14. Date :
Score out whatever be not applicable.
- Sig [REDACTED] Applicant
(with date)
15. Remarks and / or recommendation of the Controlling Officer.
- Signature (with date)
Designation

Handling all kinds of leave of the staff.

Residency:-



Handling reservations of corporate clients.

DAILY OCCUPANCY CHART										DATED: 17/01/2023									
ROOM NO.	NAME OF THE GUEST	NAT	ARR	DEP	M	F	BED	EXT	REMARK	ROOM NO.	NAME OF THE GUEST	NAT	ARR	DEP	M	F	BED	EXT	REMARK
AC / DELUXE ROOMS										AC / STANDARD ROOMS									
201E	D.M. KAUSHIK	IN	17/1	18/1	2	-	2		SELECT	205O	MAHARAJAN / SANKAR	IN	16/1	18/1	2	-	2		JACK
R202	P. VENKATA SURESH KUMAR	IN	17/1	18/1	1	-	1		VIP	V206	ANATH KUMAR H	IN	17/1	18/1	2	-	2		W.I.
203O	SAYED FARI UDIN	IN	16/1	18/1	1	-	1		POKER	V207									
R204V										208B	ASHISH KUMAR	IN	16/1	18/1	1	-	1		POKER
301E	MAHMOUD FARIL IRFAN	IN	14/1	18/1	2	-	2		SELECT	209E	PRASHANT PRADIP SONI	IN	16/1	18/1	2	-	2		W.I.
302O	ATUL JASWANI	IN	17/1	18/1	1	-	1		FLUSH	R305W	TEJASW RASHTERKA	IN	17/1	18/1	2	-	2		W.I.
R303V										V306	SANTOSH C	IN	17/1	18/1	2	-	2		W.I.
502E	V. RAJESH KUMAR	IN	17/1	20/1	2	-	2		POKER	R307V	SANTOSH KUMAR M	IN	17/1	18/1	2	-	2		W.I.
401O	KRUNAL PATEL	IN	16/1	19/1	1	-	1		B.COM	308V	SANJAY KUMAR	IN	17/1	18/1	1	-	1		GOBISO
402O	SUDHIR GUPTA	IN	14/1	18/1	1	-	1		VIP	R309V	ATUL VAIDYA	IN	17/1	18/1	1	-	1		GOBISO
403O	KRUNAL PATEL	IN	16/1	19/1	1	-	1		R.COM	405V									
404E	AJO JOHN	IN	14/1	18/1	1	-	1		SELECT	406	RAJESH N	IN	17/1	18/1	2	-	2		GOBISO
501O	VIRAJ KHARKHAR	IN	14/1	18/1	2	-	2		FLUSH	407									
R502V	R. Ravindar	IN	16/1	18/1	2	-	2		W.I.	408									
503V										409E	SYRAJ BASVA	IN	17/1	18/1	1	-	1		W.I.
504O	LIGOR D'SOUZA	IN	16/1	18/1	2	-	2		W.I.	505E	ASHISH KUMAR	IN	17/1	18/1	1	-	1		W.I.
R601V	RAJAGURU S	IN	17/1	18/1	2	-	2		W.I.	506O	RAJENDRA MANDAVYA	IN	17/1	18/1	1	-	1		W.I.
602O	GOLI PURA PRASHO	IN	17/1	18/1	1	-	1		W.I.	V507									
R603V	ALOK SHARMA	IN	17/1	18/1	1	-	1		JACK	508E	BRIDESH	IN	16/1	18/1	2	-	2		JACK
604O	SULHINDER SINGH	IN	15/1	20/1	1	-	1		JACK	509	ANAND MEHRA	IN	17/1	18/1	1	-	1		JACK
										505	ASHWIN KUMAR	IN	17/1	18/1	1	-	1		JACK
										506	SHEKHAR BHADWAT	IN	17/1	18/1	1	-	1		JACK
										R607V	RAGHAVENDRA PARSAD KENKAR	IN	17/1	18/1	2	-	2		W.I.
										R608V									
										609V	P.K. Kargish	IN	17/1	18/1	2	-	2		SELECT

Allotting rooms for guests.

Royal

Daily Account Of Occupancy Of

NAME OF THE RESIDENCY:

Sl No	Name of the Guest	Nat.	Room No. Occupied	No. of Guest	Room Rent Per Day	Arrival Date & Time	Departure Date & Time
	- 12/05/2022 -						
1.	ANIL CHAWLA		605	02	3700/-	12/5	11/5
2.	SALIM CHAKRABARTY		508	02	3700/-	11/5	12/5
3.	P. SARAH KUMAR		602	04	4000/-	11/5	12/5
4.	ABHINAV RAY		508	04	3700/-	11/5	12/5
5.	S. SOHAN KUMAR		604	04	6000/-	11/5	12/5
6.	ABDUL RAHEEM		509	02	3700/-	11/5	12/5
7.	SHAMBER BARN H.		507	02	3700/-	12/5	13/5
8.	ABDUL RAHEEM		309	02	2700/-	12/5	13/5
9.	GOLI BUREA TRIPATHI		509	01	3700/-	10/5	11/5
10.	GOLI BUREA TRIPATHI		505	01	3700/-	11/5	12/5
11.	GOLI BUREA TRIPATHI		505	01	3700/-	9/5	10/5
12.	GOLI BUREA TRIPATHI		505	01	3700/-	8/5	9/5
13.	RAKESH CHAKRABARTY		502	01	4000/-	11/5	12/5
14.	KHURRAM ANSARI		502	01	4000/-	12/5	13/5
	- 14/05/2022 -						
01.	Mr. Rakesh Kumar M. Choudhary	Ind	506	02	3700/-	13/5	14/5
02.	Sudhakar Kumar	Ind	504	04	4476/-	13/5	13/5
03.	Gadham Srinivas Rao	Ind	505	02	4625/-	13/5	14/5
04.	Aranya Pandey	Ind	508	02	4079/-	13/5	13/5
05.	Grigori Williams	Ind	406	02	3263/-	13/5	13/5
06.	Mr. Goli Durga Prasad	Ind	504	01	4000/-	10/5	11/5
07.	do	Ind	504	01	4000/-	13/5	14/5

15/5/2022

1.
2.
3.
4.

Rooms and Collection Of Tax

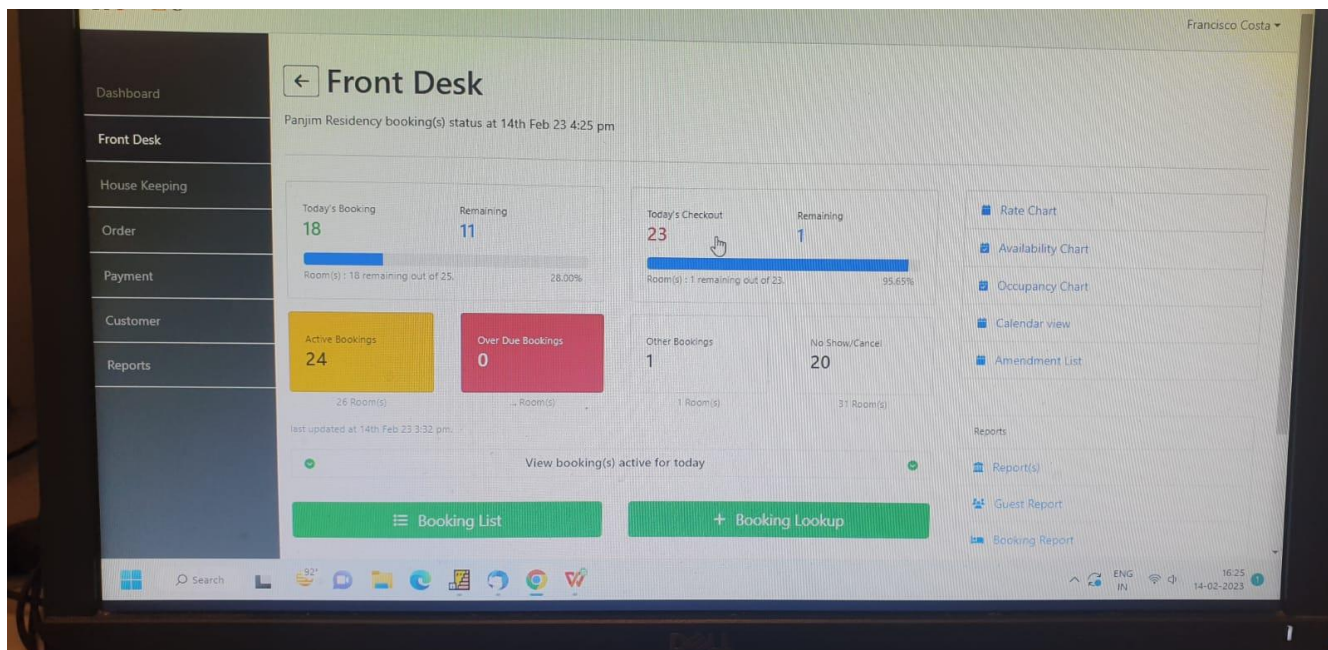
GSTR: 30AAACG722K1ZD

(N.B. - Separate entry should be made in respect of each person.)

Period of stay	Bill No. & Date		Total Bill Amount	Taxable Amount	Amount of GST Collected			Remarks
	Bill No	Date			%12%	%18%	%28%	
01	3751	11/5/22	3522.40	3145/-	377.40			
02	3753	8/5/22	7210.00	6526.00	743.12			
03	3754	11/5/22	14376/-	12800/-	1536/-			
02	3757	11/5/22	16596/-	14800/-	1736/-			
01	3758	11/5/22	13144/-	12000/-	1440/-			
01	3759	"	3522.40	3145/-	377.40			
01	3761	"	3655/-	3263.00	391.60			
01	3763	12/5/22	3522.40	3145/-	377.40			
01	3764	10/5/22	3522.40	3145/-	377.40			
01	3765	11/5/22	3522.40	3145/-	377.40			
01	3766	9/5/22	3522.40	3145/-	377.40			
01	3767	8/5/22	3522.40	3145/-	377.40			
01	3768	11/5/22	3808/-	3400/-	408/-			
01	3769	12/5/22	4032/-	3600/-	432/-			
			83932	8298705	94040			
01	3773	13/5/22	4144/-	3700/-	444/-			
01	3775	09/5/22	16877/-	15230/-	1857/-			
01	3776	13/5/22	4662/-	4168/-	500/-			
01	3777	12/5/22	4569/-	4079/-	490/-			
01	3781	13/5/22	3655/-	3263/-	392/-			
01	3784	12/5/22	3208/-	3400/-	408/-			
01	3787	13/5/22	3808/-	3400/-	408/-			
			39463	35235	4273			

Updating the GST register.

(RENZO)Software used by all residencies.

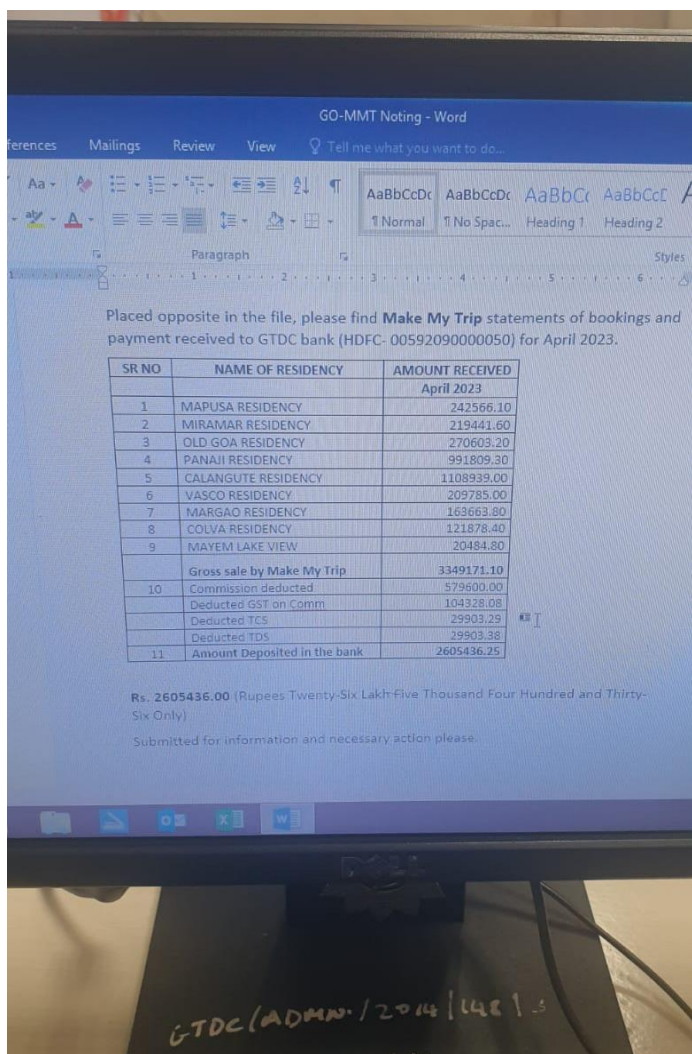
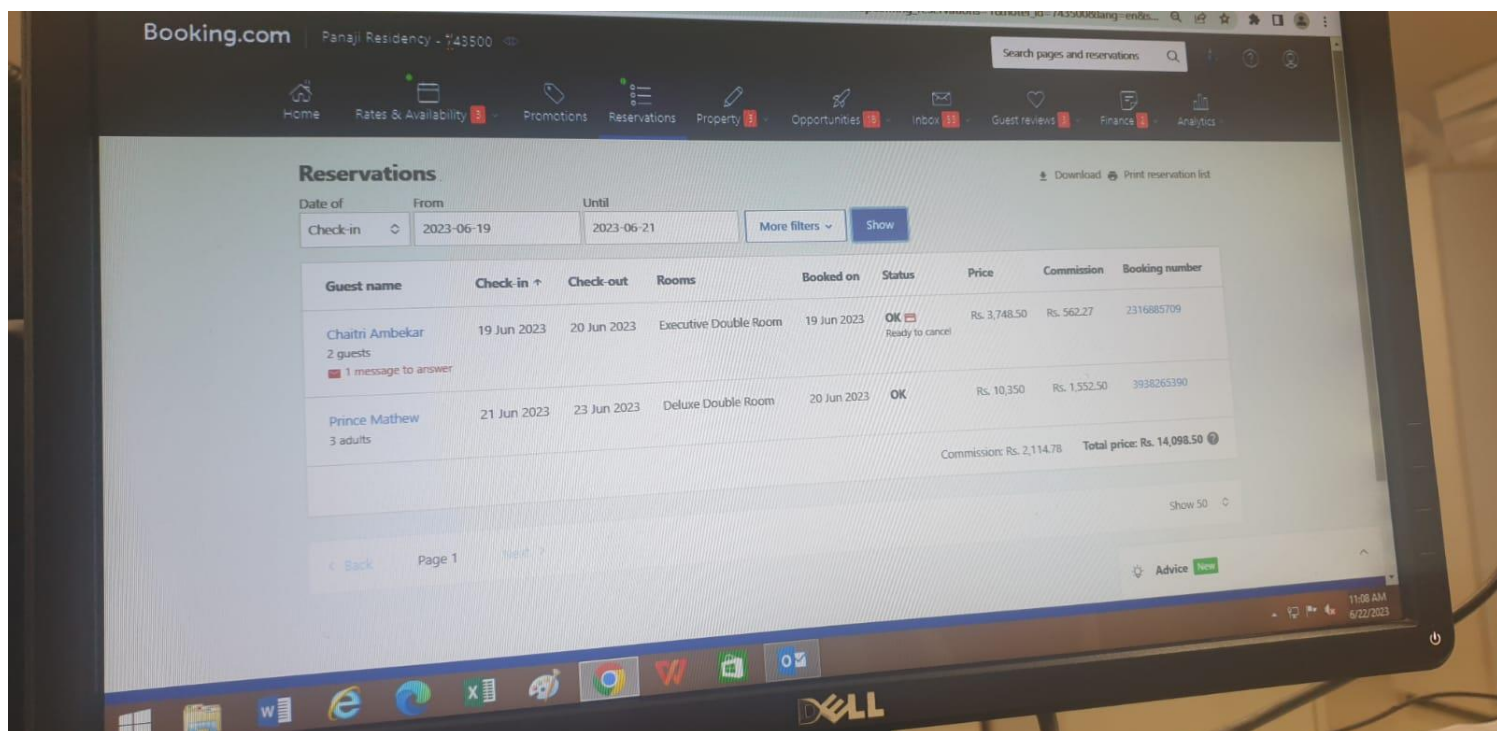


The screenshot displays the 'Booking List' module of the RENZO software. The table below shows the details of bookings for Panjim Residency as of 14-02-2023.

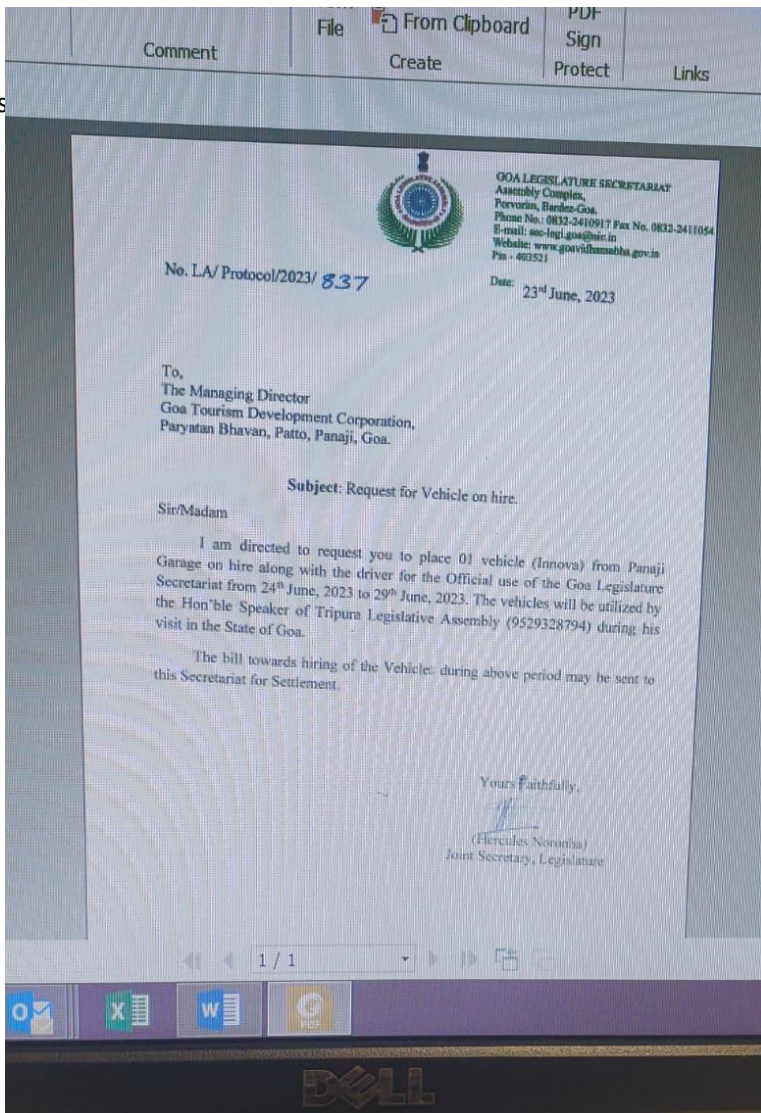
Reference No/ID	Check in	Check out	Guest	Room(s)	Status	Source	Actions
Checkin's							
B20221222116195 ID : PAN-8-2022-12253	18th Feb 2023	20th Feb 2023	SONI DEVASSY +919447200780 sdevas.911765@guest.booking.com	4	Confirmed Upcoming	Channel Manager (Booking.com)	Booking
B20230118122779 ID : PAN-8-2023-12766	18th Feb 2023	21st Feb 2023	Charanjeet Mehta +919650594333 mehtac2003@yahoo.com	2	Confirmed Upcoming	Channel Manager (Travel Guru)	Booking
B20230120123143 ID : PAN-8-2023-12785	18th Feb 2023	19th Feb 2023	Permanand Jha +91965	1	Confirmed Upcoming	Corporate	Booking
B20230120123163 ID : PAN-8-2023-12793	18th Feb 2023	20th Feb 2023	MR JOBY CO RAJESH +918547884396	1	Confirmed Upcoming	Walk In	Booking
B20230211128832 ID : PAN-8-2023-13373	18th Feb 2023	19th Feb 2023	Yashwardhan Joshi +919971360427 yashwardhan.joshi1@outlook.com	1	Confirmed Upcoming	Channel Manager (Travel Guru)	Booking
Checkout's							
B20230130128510 ID : PAN-8-2023-13030	13th Feb 2023	18th Feb 2023	Mr GOLI DURGA PRASAD +918040524388	1	Confirmed Active	Walk In	Booking
Active Bookings							

The bottom status bar shows the user 'Francisco Costa' and the date '14-02-2023'.

Updating of the guest details on the software.



Preparing monthly statements of travel agents.



TAX INVOICE
 Goa Tourism Development Corporation Ltd.
 3rd Floor, Paryatan Bhavan, Patto, Panaji - Goa
 Ph No : 0832-2494500
 GSTIN/UIN : 30AAACG7220K120

Invoice No. : ST/23-24/4144 Invoice Date : 20-6-2023

To,
 Goa State Council of Science & Technology
 Saligao Bardez Goa

GSTIN :

From Dtd	To Dtd	Particulars	Vehicle No	Type	Kms/Hrs	Rate	Amount
24-May-23		Minimum Hire Charges 8hrs/100kms	GA 07 T 0077	Ertiga	1 Dys	3,200.00	3,200.00
		Additional Kms			90,000 kms	35.00	3,150.00
		Additional Hrs			3.50 Hrs	100.00	350.00
		Driver Oustation Charges					500.00
		Parking/Toll/Entry Fees					900.00
Sub Total:							8,100.00
Handling Charges							486.00
6% CGST Output							486.00
6% SGST Output							
9% CGST Output							
9% SGST Output							
Round Off							
Total:							9,072.00

Indian Rupees Nine Thousand Seventy Two Only

HSN/SAC	Taxable Value	Central Tax Rate	Central Tax Amount	State Tax Rate	State Tax Amount	Total Tax Amount	Company's Bank Details
996601	8,100.00	6%	486.00	6%	486.00	972.00	A/c Holder's Name : Goa Tourism Development Corporation Ltd
9964		9%		9%			Bank Name : Union Bank of India
							A/c No. : 324901010017885
							Branch & IFS Code : Rua De Ourem, Panaji -Goa & UBIN0532495
Total	8,100.00		486.00		486.00	972.00	

Note
 Company's PAN : AAACG7220K

For
 Authorised Signatory

Creating invoices for the service rendered.

The End