

The farmer prays for rain...
The traveler for good weather



The Challenge and Prospects of Tourism in Goa Today

Edited and compiled by
Ranjan Solomon

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November 2009

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preface

Tourism has long been a matter of concern for the church in Goa. Way back in the 1980s, when the first protests against tourism were launched, the church undertook studies and initiated actions to stem the negative impacts emanating from tourism. Since then, the efforts have continued but mostly in a sporadic sort of way. It was not a concerted effort - something that was much needed as tourism grew and flourished.

Discussions in various fora within the church insisted that the rapid growth of tourism was a matter of concern for the church especially because one was beginning to see some severely negative socio-economic-cultural impacts. Instead of being an industry which brought economic benefits to the local communities, Goa was being exploited by those who saw in tourism a source of immense profit. There were other dimensions which were brought forward as matters of concern. Questions about environmental degradation, the urbanization of coastal villages, issues of garbage, overcrowding of beaches, exploitation of workers, criminalization of tourist hot spots, abuse of women and children and the emergence of sex tourism and popularization of Goa as a sex tourism destination emerged.

It was felt that the church should not be a passive spectator in the face of these negative trends as these were eating into the very social fabric of Goan society. It was agreed that the church should act with urgency and with a comprehensive approach to the issues. Furthermore, the church would need to look at things from an ethical perspective and seek to ensure that the actions initiated tied in gospel values and teachings.

In the process which has accompanied the work of Caritas-Council for Social Justice and Peace (CSJP), we have set up the Centre for Responsible Tourism (CRT) alongside a large number of community groups along the coastline. We have also worked with sectoral groups - tourist taxi owners and drivers, shack owners, small and medium guest houses, vendors, panchayats, and other concerned people. This approach pre-supposed that unless people are engaged in the work, nothing can really go far enough.

Of course, the church does not exist in a vacuum. Goa is a multi-religious, multi-cultural society. So, any initiative would, of necessity need to include people of different faiths too so that what finally emerges as a 'peoples alternatives' to the kind of tourism which is being practiced. In this regard, we must make special mention and express appreciation for the multi-faceted support we received from EQUATIONS, Bangalore in many of our endeavors.

We hope this report- a compilation of the various activities and statements made in the process of work will inspire more people and parishes to take on aggressive and forward looking steps to humanize tourism and make it just and sustainable.

Fr. Valerian Vas
Director, Caritas-Goa
June 20, 2009

Fr. Maverick Fernandes
Executive Secretary, CSJP

introduction

This introduction seeks to set out the paradigm within which the Centre for Responsible Tourism has operated. Tackling the negative impacts was not just another programme initiative of the Archdiocese of Goa. It was an intervention that tried to find the right relations in the tourism equation. Caritas-Goa and the Council for Social Justice and Peace, the two bodies which initiated the programme saw their goal as affirming the idea that tourism is, in the final analysis, an encounter that belongs in the realm of human affairs and that concerns human beings. The enrichment that tourism can produce must not be simply economic or material. There has to be a spiritual dimension to it. Hence, it was important that the entire work be approached from the perspective of humanizing tourism. In other words, the effort would have to be established on ethical foundations with justice as the corner stone and clearly directed at protecting the human rights of host communities, workers, women, and children. It would also need to bring benefits to local communities.

At the Second Vatican Council the following pertinent observation was made: "Shorter working hours are becoming the general rule everywhere and provide greater opportunities for large numbers of people. This leisure time must be properly employed to refresh the spirit and improve the health of mind and body...by means of travel to broaden and enrich people's minds by learning from others."

Tourism can promote authentic human and social development thanks to the growing opportunity that it offers for a sharing of goods, for rich cultural exchanges, for approaching natural or artistic beauty, and for an understanding of different traditions. Especially in our time, tourism appeals to the person

who wants to grow in knowledge and to experience how men and women are the bearers of civilization. In order for this to be possible, a serious preparation is necessary, one that avoids improvisation and superficiality. It is important to develop a persuasive program of education for the values of tourism in relation to and in defense of the communities and natural and cultural goods of the hosts. Only then will the new marketplaces of tourism and leisure become resources for true human enrichment for all.

Rest constitutes one important reason why people try to have free time, and it is also the most common reason for engaging in tourism. A voyage and a more or less extended stay in a place different from one's usual place of residence predispose people to take a break from work and other obligations that are part of social responsibilities. Rest thus takes on the form of a parenthesis in normal life. There is a danger that rest may be considered a time for doing nothing. Certainly this conception does not correspond to the anthropological reality of rest. In fact, rest consists principally in regaining the full personal equilibrium that normal living conditions tend to destroy. Therefore, just stopping all activity is not enough; certain conditions must also be created in order to regain one's equilibrium.

Tourism can facilitate these conditions not only because it involves going away from one's residence or usual environment, but also because through many activities, it makes new experiences possible.

It was in 1969 that the World Council of Churches first convened a World Consultation on Tourism. That was a milestone in the tourism debate. And the tone of the debate about meaning of human existence in tourism was set when Professor James Glasse, a principal speaker at the meeting, raised issues of tourism and posed the challenge of evolving an 'ethics of leisure' and underlined how, it was pertinent to draw up the parameters of a 'leisure ethic just as much there is the demand for a work ethic'. Another dimension that emerged at the discussions was around the affirmation that all human energies exist to serve God and celebrate God's gifts of life to humankind. Leisure activities including tourism must similarly be subject to God's rules and ways.

Tourism is, above all, the quest for a form of spirituality that acquires the traits of a pilgrimage. A pilgrim goes off in search of God and in the pursuit of truth. God's truth cannot be found outside the ambit of justice and true community. In a world torn asunder by economic divisions, a traveler can make the choice, or be encouraged to chose, to go out in search for people-to-people encounters as part of which each discover the other, understand each other, share with each other what they can and have. This is a pilgrim pathway that can lead to mutuality, solidarity, and to the real discovery of human community. It will be the trail to cessation of abuses of the previous ways of exploitation rooted in greed. It will symbolize the abandonment of the search for profit alone and, instead,

instill stewardship values of God's world of people, the mountains, seas, islands, air, birds, trees- indeed all of God's precious creations.

There was an obvious lacuna in the way resistance to the forms of tourism in Goa was being organized. Perhaps, that explains why one found a sense of urgency and a quick preparedness of communities and of different sectors in Goa to the initiatives of the CRT. The work of the Centre for Responsible Tourism has just begun. Much more needs to be done. We have merely set up the foundations for the work. We must now enter a period of consolidation. A strategy to develop sustainability for the programme must also follow. This report will, hopefully, stimulate more parishes in the coastal areas to join the programme to create patterns of responsible tourism.

Ranjan Solomon

Consultant, Centre for Responsible Tourism

June 20, 2009

The farmer prays for rain: the traveler for good weather

This working paper outlines challenges of tourism in Goa. This paper served as the foundation on which the Archdiocese of Goa, Daman, and Diu developed its response to the question of tourism in Goa. It was first discussed by a Consultative Meeting of representatives of various coastal communities and others in June 2006. The paper draws from various sources - newspaper clippings, articles and papers written by people in Goa.

For the two million visitors who land on its shores each year, India's beach tourism capital of Goa is just a good holiday. Goa is a former Portuguese colony, a small region of 3,700 square kilometers with a population of just 1.4 million. But studies now show that the impact of mass tourism is pressuring Goa, where tourism first took root in the 1960s with disaffected Western youth fleeing the materialism of their own societies.

Indeed, mass tourism in Goa did not arise overnight; it was a slow process that began with the arrival of the hippies in the sixties. An observer had this to say as his narrative about tourism in Goa: 'Goa was a hippy paradise; the locals were friendly, the dope was cheap and the beaches were beautiful. Apart from bewildering the locals with their strange looks and behaviour, the hippies' impact in Goa was minimal. They were more or less able to adapt to the local way of life, eating local food and living in simple accommodation. They provided extra income to local communities and often made long-lasting friendships with local people'.

Charter Tourism Takes Root and Tourism Income Leaks Begin: It wasn't until the mid-eighties and the arrival of charter flights to Goa that changes really began to take place. The charter flights brought a new breed of tourist who had money and demanded western amenities. This quickly caught the attention of foreign investors and tour companies, who wasted no time in building hotels, swimming pools and even golf courses to meet the tourists' growing expectations and demands. The government, slightly fed up with hippies, celebrated the arrival of the high-spending tourists and the foreign exchange they would bring.

However, very little profit reached the local people. The majority of the money spent by package tourists went to foreign hotel owners or the European tour companies

who arrange the holidays. When the locals do succeed in profiting from tourism, it is normally privileged commercial groups that benefit, not the people who have to suffer the negative consequences.

Ecological Price- Who Pays? Accustomed to high standards of living in the West, tourists rarely consider the ecological price of their comforts. Swimming pools and golf courses use a huge amount of water, a resource that is very limited, especially during the dry season in April and May. While tourists swim in pools, locals often have to put up with water shortages and live in danger of the water table dropping, which could have fatal consequences on Goan agriculture. Besides water, hotels consume vast amounts of building materials and electricity and create a lot of waste. The absence of efficient public transport has increased the growth of motorbikes and cars substantially. This, in turn, has aggravated environmental pollution.

Problem of Garbage and Litter: Litter has become a major problem in Goa and there is no infrastructure to deal with it. It ends up in piles, either left to rot or to be burnt. One of the biggest problems is the use of plastic bottles used for mineral water. Most tourists drink several bottles a day and discard them, left for somebody else to deal with. More often than not they are burnt, adding toxic fumes into the atmosphere. Goa's economy is confronted, as an after effect of tourism, by a solid waste management problem and little effort has been made to address it.

Exceeding carrying capacities: Over 500,000 tourists visit the beaches and other coastal places of this district each year. Currently, tourism officials estimate a total of two million tourists visit Goa each year, of which nearly a 250,000 are foreigners. North Goa district is a major tourist destination and a hub of a variety of tourism-related activities. Its most scenic spots are being squeezed of water resources, choked by sewage, swamped by humans. Its skyline and vegetation are undergoing a drastic change, say a series of recently published studies on the subject.

Goa's tourism belt is getting overcrowded. Male in-migration into the tourism areas of Goa has reversed the earlier favorable-to-women sex ratio here. Candolim, a former fishing village now turned tourist destination immediately south of the overbuilt and once world famous Calangute beach, has a density of 1,021 persons per kilometer, as compared to Bardez Taluka's 624 persons per kilometer.

Unless something is done fast, the price to be paid could be enormous.

Environmental Denigration: Water resources are stretched by the influx of tourists. Low budget hotels need 573 of liters of water per room per day. Luxury hotels, by contrast, need 1,335 liters per room per day, as they have huge landscaped areas, swimming pools, and up to three restaurants.

The beaches of Goa were reported to be very clean with dense vegetation and magnificent dunes three decades ago. Overexploitation of the beaches for tourism related activities has severely degraded the sand dune habitats.

It is estimated that the groundwater in coastal Bardez is stressed due to tourism related activities. Groundwater quality has deteriorated due to indiscriminate disposal of human generated waste, including disposal from septic tanks and cesspools. The bacterial and nitrate concentrations are quite abnormal in almost all the coastal stretches of Bardez Taluka.

Urbanization along the coastal belt: With beaches providing attractive holiday possibilities, the rich and famous from major metropolises are beginning to invest in Goa with holiday homes/second homes. This, in turn, has sharply pushed up land prices, created overcrowding. Villages that once housed 85 families now have to contend with mega housing projects which contain a minimum of 550 flats in all. The consequences are serious and solutions far from being pursued. Local community resources are diverted to the new housing projects since those who occupy them carry the economic clout which get local and state government to put a premium on their demands rather than those of the local communities. Additionally, the new housing projects have not been accompanied by corresponding increase in infrastructure needs. Crowded streets, large numbers of street vendors, and footpath eat-outs, increased traffic in the form of cars, scooters, and tourist buses, electricity failures, water shortages, growing crime, and in-migration leading to social tensions. All in all, local communities have suddenly been thrust with a variety of social, economic, and cultural pressures that they are unable to manage.

Tourism is Fire Minus the Smoke! There are indicators which suggest how various sections of the population get incorporated in tourist businesses. Tourism is more attractive to those with houses close to the sea. Tourism also attracts the young given that tourism is a glamour activity, especially those with low levels of education and drop-outs. Others likely to become involved are people who own agricultural land in watersheds but do not cultivate it; those from the fishing community, as it provides them a social ladder for moving up; and those who belong to the low-income bracket, as tourism is associated with easy money.

Cultural Invasion: Since only a small proportion of the tourist's money normally makes its way to the locals, there can be fierce competition to reap the benefits. In many areas of Goa, tourists have come to be regarded simply as a source of economic gain, a commercial relationship based on making money, not authentic friendship. Some writers have associated this commercialization of human relationships with the disruption of personal relations, weakening the ability of the host society to cooperate with one another in day to day life.

A major concern in Goa is the effect of western culture on the youth in Goa. A growing number of young Goans are taking drugs, going to trance parties (raves) and losing interest in their own culture and society. Their way of life and culture is being abandoned and destroyed, likely to be replaced by a holiday culture that can be found in parts of Ibiza, Greece or Spain, but without the infrastructure or resources to sustain such growth for much longer.

Problem of Pedophiles: India's economic policy of liberalization has been encouraging the promotion of tourism, most often regardless of its consequences. Child sex tourism is threatening to become the darker side of life in Goa's tropical paradise - and there is evidence that the Indian authorities are turning their back on the problem. Goa is in danger of replacing Bangkok as Asia's prime sex resort. Several foreign men from Europe, North America and Australasia have been arrested, but most offenders escape prosecution. Bail is easy to obtain in such cases, and bribe-taking among police officers is common.

Child trafficking is an organized racket, about which there is little concern. Stricter laws and implementation/monitoring mechanisms are required to counter the growing problem before it reaches epidemic proportions.

Prostituted children are usually, but not exclusively, from the more vulnerable sectors of society. Poverty and illiteracy fuel the problem. Many children are lured away from their villages by vice rings, often with the connivance of poor parents. They end up in the beach resorts of Goa where drugs such as hashish and heroin are available cheaply - providing an added attraction to foreigners.

Trafficking: There are various ways that the sex offenders get access. Some approach the children directly on the beach, and offer them a drink or a meal before taking them back their hotel rooms. Others are approached by intermediaries, such as shack owners and motorcycle taxi drivers. Young men function as agents and quite openly offer tourists help to have fun with girls. 13-year-old girls are no problem to get according to agents, even though the age of consent is 18.

There is such demand in Goa for child sex workers that they are now being trafficked into the state on demand by criminal gangs operating from India. Traffickers in Mumbai contact the local traffickers and ask them how many girls they want, and then traffic the girls by buses. The local traffickers receive these girls from the bus stop and then supply them to the hotels and lodges. It is an organized network.

Criminalization of Tourism in Goa: Even as tourism becomes big business, doubtful and dubious people have staked their claims to a share of the profits. It is no secret that the coasts of Goa are being bought off by investors from overseas who operate virtual mafias. Consequently, the shacks, bars and restaurants, and the medium sized tourist residences have all become centers of mafia activity. Chief among the nationalities who operate these criminal operations include the Russians, Germans, and Israelis. There is suspicion that local politicians and the police are hand-in-glove with the mafia and/or have been bought off by them. The coasts have become the location of tourism that actually cover up things such as money laundering, drugs, prostitution, trafficking of women, children, and workers.

Tourism is seasonal and vulnerable: Tourism is highly seasonal in Goa. When a tourist season has ended, it also leaves many Goan residents concerned about their resources. Since the tourist concentration occurs in the non-monsoon months

of October to March, this causes some problems of its own. Goa has to scale up its infrastructure to be able to meet the demands of the peak season. So, facilities are underutilized in the off-season, and the tourist population outnumbers the local host population in season, placing additional stress on coastal resources.

Land is abandoned for speculation, as rural land prices rise. Traditional systems of cultivation are converted, and agriculture becomes a part-time activity by workers who have shifted to the service sector. Farmers in villages around coastal areas of North Goa which have stakes in tourism have not been cultivating their agricultural land. Researchers have found that as many as 57 percent of households in Assagao and 50 percent in Arpora and Marra have left their lands to lie without tending them.

Local communities do not benefit: Estimates show that approx 65% of rent-backs are owned by non-resident Goans, 20-25% by Goans from India's cities and 10-15% by natives residing in Goa. There is a feeling among local people, despite their involvement, that the gains from tourism are not substantial. There is a growing feeling that large hotels and external groups are cornering the economic benefits, while the local population has to bear the social and environmental burden."

Locals have been fighting to prevent major hotel projects, such as the proposed Japanese village at Morjim and the hotel extension programmes. At the same time locals view migrant groups with distrust, as they feel that their lack of a stake in the land within the tourist village. In the Baga-Nerul watershed on the North Goa coast, it was found that sewage is rarely treated. In 99% of low-budget, 100% of middle-budget, 89% of high-budget and 33% of luxury hotels, the sewage is being disposed of in soak-pits or tanks. Only 11% of the high-budget and 67% of the luxury hotels are able to treat their sewage in treatment plants.

The potential of profits from tourism are being siphoned off by neighboring states. Since Goa depends on Karnataka and Maharashtra for its food products, it is evident that there is a high leakage of the potential income that could have been generated, by local sourcing of food supply to the tourism industry.

Local protests: Discontentment of locals, rising inequality and poverty, and reduced "tolerance" of the outsider, are beginning to take their toll. Levels of crime and theft are rising, as is greed and corruption. Behind the smiles of local people, a sense of uneasiness is creeping in as the state becomes more corrupt. The police force and tourism department are becoming feared by everyone working in the tourist industry; bribes are often paid simply to stay out of trouble, whether or not there is any trouble.

The Way Forward - Challenges for the Church in Goa today

The Church has often spoken up against the evils of tourism and proposed alternatives to the patterns of mass tourism. This has been somewhat sporadic and ad-hoc. With the issues getting complex and the intensity of the problems worsening, now is a

defining moment- one in which the Church could well play a prophetic role in calling tourism just what it has degenerated into. The challenge of working towards justice in tourism is imperative and no more a choice to be undertaken. Tourism is leaving in its trail far too many victims and a track of suffering for children, women, coastal communities, workers, fisher folk, farmers, and other sections too. In addition, the burdens placed on the environment are potentially devastating and must be tackled with urgency if only to prevent large scale damage and the consequent phenomena of storms, cyclones, floods, etc. After all, coastal ecology is delicate and can easily be distressed by the onslaught of liquid waste, solid wastes, dropping water tables, elimination of sand dunes and mangroves. Rising sea levels are known to be one of the consequences of waste dumping on the coasts. Goa has not yet been violated to the extent that some other similar destinations have been violated. Yet, one does not need to await the worst before acting. Some of the steps which can be undertaken are of a short term nature- ameliorative in scope. Others are of a long term character with the potential to pre-empt problems. The following initial programmes suggested are in order of priority. They may need to be worked on in tandem.

Issues and Programme Areas

- **Information Centre:** This will be a location where concerned tourists can visit to be oriented upon their arrival to the facts and realities of Goan Tourism. It could include briefings about "Do's and Don'ts" for tourists. In a sense it is a way to sensitize the tourist to the need to be responsible and fair in their dealings with the local communities and their cultures, workers, women, children, and the environment. It also would ask for the tourists to cease viewing people and cultures as commodities and make their best effort to see that the benefits of their holiday percolate to the local communities. It could also be a place where issues in tourism are debated at the public level and in parishes as a way of conscientizing the public at large.
- **Tourism Watch:** This would be an effort for the CRT to monitor some of the impacts of tourism in all aspects described above and to be able to quickly mobilize local communities to organize and intervene where their interests are being affected. Towards this, local parishes and their leaders will need to be involved as the 'rallying points' for action and transformation.
- **Alternative Tours:** CRT could offer tourists alternative packages through which tourists can experience the real Goa - not the commoditized version of Goa. Such a package would introduce the tourist to authentic cultural encounters with the multiple cultures that make up Goa, understand the social realities of people- especially those who are marginalized, see the various heritage sites and understand their significance not merely from a 'photo album' requirement, nor as place to be visited, but to understand the place of heritage in the making of modern Goa- indeed, a social understanding of heritage. The multi-religious and multi-cultural context of Goa also serves to provide tourists a genuine 'spiritual

pilgrimage' through which they see how people of different faiths live together, and the various issues in contemporary politics that threaten to divide this wonderful and carefully constructed co-existence. In other words the alternative tour can have various dimensions as separate or continuous tourist experiences enveloping tours which include: Pro-poor Tourism, Solidarity Tourism, Cultural tourism, Spiritual tourism, Eco-tourism, Wildlife tourism, Coastal tourism etc. What will distinguish the alternative from the mass tour is that it will be more than just a passing glance and comment. It will seek to be a true encounter between the tourist and communities.

- **Community-based Tourism (CBT):** In order to ensure that the benefits of tourism reach the local communities, CRT can help to develop various communities to be viable hosts who offer more than just lodging but an authentic Goan experience. CBT will also enable the local communities to develop their own packages, tour guides, transportation system, entrepreneurs and every other aspect of the tour package. Local communities may also develop their own guidelines and patterns of tourist behaviour, encourage family oriented tourism as opposed to the single tourist, and even develop/ popularize local settings (such as water falls, lakes, bird watching etc).

Perhaps what is needed in Goa is support for small-scale community based tourism in which profits are shared and genuine friendships are made. Wherever possible, tourism should be used as a way of conserving the environment, educating both hosts and guests about the sustainable use of resources and contributing funds towards sustainable development.

With Goan families, it is possible to provide the chance to live with a local family, experience Goan life and learn music, art and cooking. It is a place to recharge and experience the rich Goan culture in its simple context. We have tried a number of ways to involve more of the community, but this is no easy task, so we have kept the project small and cozy, we grow bananas, eat well and play music after supper.

- **Combating the Evils of Sex Tourism and Child Abuse in Tourism:** This is an urgent step to be undertaken in collaboration with the several other organizations/ groups which are working on issues of gender justice and child protection. This is not just a matter of intervening from a victim perspective. It is a way by which the patterns of sex tourism are being subtly dragged into Goan tourism alongside the criminalization of tourism. For the church, this could include:
 - o Protection to the victims of sex tourism and pedophiles
 - o Initiating pre-emptive actions by which vulnerable communities are provided development support that will prevent them from being compelled or tempted into prostitution.

- o Monitoring the pattern of trafficking of women and children into the sex trade from neighboring state and establishing networks with counterpart groups to act at preventive and ameliorative levels. This could include working with local groups to provide rehabilitation programmes to those who are drafted into sex tourism.

It is said that **'The farmer prays for rain at the same time when the traveler prays for good weather'**. The challenge for the church in Goa may be to reconcile these two contrasting and contradictory interests based on dignity and justice for the host communities and a bona fide and valid experience for the tourist. This is the essence of the challenge ahead.

Creating Patterns and Mechanisms for Responsible Tourism

*the emergence of the
Centre for Responsible Tourism*

The UNWTO (United Nations World Tourism Organization) has estimated 42 lakh tourists as being within Goa's tourist carrying capacity. Through a variety of multilateral institutions, and in line with the growing need of leisure tourism, these numbers will be thrust on the people of Goa regardless of the viability or otherwise of such a large tourist influx. That raises the moot question: Who did the UNWTO ask before it arrived at its conclusions? Have the people been consulted? Who are the most likely beneficiaries of this tourist bubble? Above all, will unregulated tourism development continue to devastate environments, degrade cultures and destroy traditional livelihoods in Goa? As one of the world's most popular destinations, Goa is not immune to the negative impacts of tourism. One is already witness to many of these trends and urgent, pre-emptive measures must be put in place before chaos takes control.

Centre for Responsible Tourism takes birth; Formulates a Plan of Action

Centre for Responsible Tourism (CRT) took formal birth in July 2007 when a group of some 40 + concerned Goans were convened by Caritas-Goa and the Council for Social Justice and Peace (CSJP) under the Archdiocese of Goa to examine how the church must respond to the fallouts of tourism and reverse the impacts in ways that would bring a human face to tourism and result in the benefits of tourism reaching local communities. CRT affirmed the need to study how tourism planning and management could be effectively brought under community stewardship and management. If the laws of the country were to take root, then tourism would rightfully belong to the local Panchayats. Governments and the industry are not willing to allow this to happen simply because they would rather skim of the profits for their benefits , to those sections of the industry to which they are beholden

and allow just the crumbs from the tourism profit machine to fall into community hands.

In developing its work, CRT studied the various issues and impacts so as to frame an adequate response. In adopting work priorities, it adopted the following as starting points and priorities to be addressed. (Needless to say, as the work proceeded, a number of other factors reshaped and broadened the scope and nature of its work):

Child sex tourism: When everything and anyone can be turned into a commodity, there is a greater chance for exploitation of vulnerable members of poor communities including children. More than one million children are sexually abused by tourists every year within the global child sex tourism industry. Although there are a number of organizations working on this issue, the numbers involved in child sex tourism are increasing. In Goa, statistics of child abuse are unreliable, but a child's services can be sold for as little as £3 with the trafficking of child sex workers becoming increasingly popular.

Exploitation of women: According to the International Labour Organization (ILO) women make up 70% of the labour force in tourism industry and half are under 25 years of age. Women often are the most undervalued and underpaid workers and amongst the most exploited within the tourism industry. They are often left out of decision-making and planning and they miss out on the benefits of tourism. Indeed, they have ended up as commodities sold by devious locals and bought by deceitful, lust-filled tourists as sex objects.

Cultural conflicts: Tourists are lucky enough to see and share experiences of different cultures, religions, dress, and ideas. However, behind the scenes those very cultures that help to make their holidays so special are being violated.

In Goa, traditional coastal communities suffer greatly due to tourism. Their cultures, beaches, sacred and religious sites, heritage, homes and livelihoods are wrecked in many instances by tourism. They often live in areas with unspoilt landscapes making them an ideal target for the tourism industry where it is often imposed on them without agreement or discussion - where little or no economic benefit is gained and where their lives are changed drastically.

Water abuse: The presence of tourists naturally means a much higher demand for water. This places an extra burden. Goans now bear the brunt of extraordinary water shortages. Showers, swimming pools and watering of lawns can destroy water reserves, and often tourists are ignorant of the fact that the local populations lack water for their personal use and for irrigation. Local communities normally do not benefit, and in most cases, are not allowed access to infrastructure built to ensure safe drinking water. The development of golf courses and hotel swimming pools are responsible for depleting and contaminating water sources for surrounding communities. An average 18-hole golf course soaks up at least 525,000 gallons of water a day - enough to supply the irrigation needs of 100 farmers.

Foreign office travel advisories: Travel advice by the foreign governments has often proven to have a devastating affect on many of the global tourism destinations it is imposed on. There are reports highlighting the inconsistencies between travel advisories on destinations and the devastating impacts these have had - impacts which are felt most by the working class in the communities. Israel has also made a habit of prompting unfounded fears about tourist safety in Goa and advising Israelis against "all non-essential travel". The effects of this are devastating for the industry especially for the smaller sectors who, in any case, must work overtime to make it! Tourist dropout numbers are growing every year under various pretexts and one also sees the veiled hand of competition behind these maneuvers. The tourism industry in Goa, with support from the government must demand a more open and fair travel advice aimed at reducing the impacts of travel advisories - whilst not putting the public at risk.

Displacement: Tourism development has caused many communities to be forcibly displaced - removed from their traditional lands – coastal communities and indigenous groups in Goa being particularly vulnerable. Governments and private companies have forced many people off their land in the name of conservation to make way for eco-tourism, tourism resorts and national parks. Families and communities are often evicted without warning. Mass tourism can seriously disrupt thriving local communities; small businesses are forced to compete with well-established multinational companies and local people are made to endure higher prices (from food to property) due to the presence of tourists.

Environmental damage: Environmental damage often results from rapid and uncontrolled development due to tourism - the environment plays second best to tourism profits. All too often in Goa, the government and private enterprises prefer to maintain their tourist economies rather than their ecosystems. As a result, tourism developments - often built in the most beautiful landscapes and places, threaten and destroy environment and exhaust limited natural resources - destroying these places for local peoples and future tourists.

Waste created by the tourism industry is difficult to remove from fragile areas and mountains of rubbish are appearing in the most beautiful landscapes on earth. Marine life is being wrecked by irresponsible and unregulated tourism by diving, water sports and coastal tourism. Golf tourism has created huge problems for local people using huge amounts of water and pesticides.

Empowering the sub-sectors of Goan Tourism: As a way of Goan self-assertion, CRT decided that it was a key role of the centre to work with three of tourism's main sectors - tourist taxi drivers, shack owners and the small and medium guest houses - and empower them so that they can lobby for and enforce policies on the state government which guarantee that the large chunk of the benefits of tourism reach them and not the externally controlled tour operators and hotels/resorts.

The above issues emerged as the core agenda around which CRT developed its work.

An overview and critique of the work carried out by Centre for Responsible Tourism

March 2007 – February 2009

The Archdiocese of Goa, Daman and Diu Programme on Tourism and its impacts on Coastal Communities has been working on issues of the negative impacts of tourism for many years. It is important to record here that the church had contested the claims about tourism made by the government and industry as far back as in the early eighties when it fought against the arrival of the 5-star hotels and golf courses. At that point in time, the struggle was to protect local resources. Since then the interventions in tourism were ad hoc in nature and in response to localized issues.

Hence, this report must be seen within the understanding that the responses of the Church to the negative impacts of tourism and the impulse to develop alternatives that can result in new patterns of tourism are not new. The church has protested against the negative impacts of tourism and campaigned to protect local livelihoods and culture since the eighties when big corporations and hotels entered the tourism arena.

Vision-Mission

In November 2006, there was a conscious decision to restart the initiative in a full fledged manner with a comprehensive programme that would engage people in the coastal villages to oppose the negative impacts of tourism and foster alternate patterns of leisure travel and recreation which are rooted in values of justice, peace, and development for all. This vision accords primacy to the notion of mutually beneficial encounters between visitors and hosts for a sharing of goods, for rich cultural exchanges, for approaching natural or artistic beauty, for a comparison between different mentalities, traditions and religions and ultimately for the enrichment of the human spirit.

The vision is based on the understanding that tourism is, above all, the quest for a form of spirituality that acquires the traits of a pilgrimage. A pilgrim goes off in search of God and in the pursuit of truth. God's truth cannot be found outside the ambit of justice and true community. Hence tourism must seek to instill stewardship values of God's world of people, mountains, seas, islands, air, birds, trees- indeed all of God's precious creation.

The intent was to build a just and sustainable tourism in Goa rooted in the Christian teachings of love and caring for all of God's peoples, and to demonstrate in the arena of tourism the spirit of caring and responsibility for human dignity. The CRT Mission Statement highlights how this intent impinges on the church to pursue pathways of tourism that include ideas and values where:

- Cultural identities of host communities are affirmed and protected.
- People centeredness counts (host community as the architects and proponents of tourism).
- Nature is seen as an essential part of God's creation and the obligation to protect and respect it from extinction or abuse is viewed as a vital precondition in tourism.
- Solidarity and advocacy- especially with and for those who become victims of the tourism industry's exploitative ways- is affirmed.
- Cultural integrity so that people can protect their cultures from being commoditized.
- Economic benefits of tourism accrue to local communities first and last.
- Women, children and workers are accorded their human rights as a matter of justice.
- Criminalization of tourism spaces is opposed and a climate of goodwill takes its place.
- Common spaces such as beaches, forests, wildlife habitats are treated as belonging to the commons and not privatized for the self aggrandizement of a few.
- Where heritage – wherever positive in orientation and scope- is viewed with pride and preserved for visitors as well as hosts.

Strategy

A core group of people from 23 coastal villages in Goa, then set out a vision statement through participatory processes and developed working objectives for community-based groups. The initiatives of each group varied according to the needs and priorities of each community group and their village context. In summary, the actions include:

- Opposing the urbanization of coastal villages
- Fighting pedophilia
- Protecting local livelihoods
- Environmental management - including garbage/waste management geared to coastal protection
- Promoting local entrepreneurships
- Studying alternative patterns of tourism – sites that are rarely visited but have grassroots significance
- Promoting nature tourism
- Advocating for preserving heritage as cultural affirmation as opposed to allowing traditions to be discarded in preference for modernity
- Affirming cultural identity as a solid base for mutuality between hosts and visitors

An important initiative within the scope of the work described above was to campaign and strategize for Responsible Tourism in and through which the local communities benefit from tourism and not external operators. In other words, the attempt to skim away profits (income leakages) is avoided. In line with the above, and in addition to organizing the 23 community groups, CRT has organized various sectors including the Taxi Drivers, Shack Owners, and Small and Medium Guest Houses.

Centre for Responsible Tourism: A Centre for Responsible Tourism has been established in Colva and is geared to being a resource centre for tourism activists in the state and an 'encounter space' for visitors and local groups. The centre houses magazines and information from around the world and it is hoped, that it will soon turn out to be a vibrant rallying point for training local activists and concerned tourists about how notions of 'responsible tourism' can be carried forward. It is, for the time being, just what it is called. Hopefully, it will grow into a 'Research-Information' Centre staffed by qualified personnel. The Centre itself has not achieved its potential, even partially, partly because of the lack of personnel and the failure to create a system of information-documentation at the level of CRT itself.

Community groups: Under CRT, 23 community (village) groups have been established all across the coast stretching from Mandrem and Morjim in the North to Palolem in the South. Each of these groups serves as 'Tourism Monitors' based on studies and analysis of the actual impacts of tourism on their coastal stretches. Selected leaders from their groups have been trained to identify and analyze various aspects of the negative impacts tourism. These impacts range from social, cultural, economic, and environmental. While recognizing the potential benefits of tourism, groups protest the negative and attempt to put in place alternatives that will enhance their own community lives and enhance the benefits of tourism for their people.

Combating child abuse: Most of the groups have been trained in identifying pedophiles and been motivated to combat the phenomena through citizen intervention initiatives in cooperation with child rights organizations. 1000 volunteers have been trained and motivated. Mass awareness campaigns in locations such as shacks, restaurants, shops, ferries, guest houses and hotels have been initiated. These have been carried out in cooperation with Jan Ugahi and Children's Rights in Goa (both child rights organizations)

Fighting the exploitation of women: A major public education seminar on the theme: "Do Women Really Benefit from Tourism - The Goan experience" was held in September 2007 in conjunction with World Tourism Day. Presentations and discussions highlighted how women are the most exploited in the tourism sector and end up being the most marginalized when it comes to its economic benefits. Panel presentations included:

- Trafficking of Women - Ms. Joanita Valadares
- Case studies on Child Abuse – Ms Bernardete D'Souza
- Globalization, Gender and Tourism Impacts - Ms Vidya Rangan
- Representation of Women in Tourism - Ms Judith Almeida
- Testimony on 'I am a mother.....' - Ms Cecilia Pereira

In a statement issued by the Archbishop of Goa on the occasion spelt out the position taken by CRT. The position took into account expressions of disagreement by tourism groups in the country, notably EQUATIONS & CRT's main partners. The Archbishop wrote:

"The World Tourism Organization (UN-WTO) had chosen as its theme for World Tourism Day, 2007: "Tourism opens doors for women". In choosing the theme of women and tourism for the year 2007, it has focused its attention on this issue for the first time since 1980. Tourism is a sector of the economy that not only employs significant numbers of women, but provides enormous opportunities for their advancement" states Secretary General Francesco Frangialli, in his customary message on World Tourism Day.

Tourism does indeed employ many women. But as experiences highlight, the odds against women benefiting are extremely high. The UNWTO must go beyond a position of approbation and look at tourism's record thus far, both in the empowerment of women and in the exploitation of women.

The advancement of women and the achievement of equality between women and men is a matter of human rights and a condition for social justice. In Goa, women in the organized sector in tourism are relegated to relatively low skill and low paying or stereotypical jobs like housekeeping, front-desk and reception, catering and laundry services. They face very high risks of sexual harassment and exploitation and

are discouraged from forming unions or associations to consolidate their strength and influence. The proportion of women's to men's wages is also less. The role of women in informal tourism settings such as running home-stay facilities, restaurants and shacks, crafts and handicrafts, handloom, small shops and street vending is significant. Yet, their contributions are taken for granted.

Tourism is increasingly seen to have a role in this entrenchment in its links to trafficking, prostitution and sex tourism. Instances of girls as young as 15 and 16 year olds being trapped in the sex industry having been attracted into it only by the lure of materialistic pursuits are much too frequent. We have probably never stopped to think that one of these young girls is a sister, daughter, or neighbor. Else, we might have behaved differently.

For us in Goa, we come face-to-face with these realities and often tend to bypass them with indifference and inaction. That is, perhaps, why the situation only worsens and those who perpetuate the oppression of women in tourism continue their crimes against women with impunity.

What can we do in concrete terms?

- **Firstly**, we can abandon our apathy and indifference by getting to know the facts and the reasons behind these facts.
- **Secondly**, we can form ourselves into small parish level groups especially in the coastal areas where the tourism industry has its direct reach to spread awareness about the situations of women in the industry.
- **Thirdly**, we can begin to identify the women who are victims of the tourism industry's wayward behaviour and develop concrete actions of solidarity with them in an attempt to first alleviate and then undo their victimization. This can be done and through parish level groups that unite men-in-solidarity-with-women- a potentially powerful instrument of mission.
- **Fourthly**, women who have been victimized could be assisted in programmes of rehabilitation and recovery so that they can put behind the painful memories and move on with their lives. This could include counseling, vocational guidance, educational assistance and alternative, all of which job assistance can be done through appropriate parish groups.
- **Fifthly**, 'Tourism Monitor' groups in parishes should function as alert and agile watch-dog groups who monitor trends in their particular communities and seek to pre-empt situations where women are made vulnerable because of the exploitative designs of misguided people.

On this day - the 27th of September 2007, I hope we can all strive to radically alter the conditions of the women whose fate it has been to bear the burdens of an industry which has been a boon to some and a bane to many young women who are its fortunate victims.

Given what we actually know about the patterns of tourism today, it is really hard to agree with the UNWTO's claim that 'tourism opens doors for women'. We, as Christians, are obliged to abandon indifference and apathy and instead, adopt a pattern of life which engages us with the sufferings of our sisters here in Goa, and everywhere else who are either misguided or ensnared into the oppressive ways of tourism.

*I wish to conclude this letter with the words of Elie Wiesel, author, teacher and 1986 Nobel Peace Prize winner who said: **The opposite of love is not hate, it is indifference.** I believe we will choose love- in short, action."*

A press release jointly issued by CRT, Alternatives, Caritas-Goa CSJP and EQUATIONS at the end of the event was widely distributed and received much public attention. Through the statement, women of Goa involved with and concerned about the ill effects of tourism demanded Equality, Equity and Empowerment from tourism in Goa. The statement pointed out to how: "Tourism development in Goa has not only been gender blind and insensitive but also contributed directly to the exploitation and marginalization of our women and children...we see more and more young women drawn into tourism as mere objects of pleasure."

"Goa is a holiday destination for the rich and famous and pockets of muck and mire for poor migrants who come to find work in the peak tourism season. And the "sun, sea, sand and sex" tag to Goa tourism has made it one of the countries prime trafficking destinations."

Another important issue discussed at the meeting was the under-representation of women in tourism spaces and decisions. Questioning the government on this, a community leader from Colva asked – "Why has the Goa government deliberately ignored women's voices and opinions in framing and implementing the overall tourism policy? Is it because our government and society is still largely male-chauvinistic and considers Indian women's work confined to cooking, needle work and child bearing?"

Commenting on the situation of women in the context of increasing globalization, the release spelt out how "despite the fact that women account for 45% of the organized and 90% of the unorganized global workforce in tourism, their rights and benefits leave much to be desired for. Most tourism activities exploit women through wage discrimination, unequal opportunities, inhuman working conditions, stereotypical and low-paying jobs, no social security and increased exposure to sexual and non-sexual abuse at work."

The release recorded the narrative of a child rights activist who stated how young girls are being sought, abused and raped for the pleasure of tourists. "The worst part is that the abuser sees himself as a tourist consumer who believes that he has the right to every kind of pleasure and can use anyone to secure it". Despite the fact that the state government has enacted a Children's Act meant to protect and promote the rights of children, the child is still totally unsafe in this tourist paradise.

In a powerful deposition, a mother spoke of how she was “pained and scared as a mother to see how tourism has affected our values, culture and tradition in Goa. I dream of a day when our daughters will be seen as sisters and not the object of brute sexual desires.”

In pursuance of these observations, mass awareness campaigns on how Goa can avoid the stereotypes that women are a mere commodity in the tourism industry, are being carried out. There are awareness initiatives seeking to highlight the dangers of becoming a ‘permissive’ society within the existing parameters of the tourism industry. Community groups are seeking avenues to prevent the absorption of young girls and women being trafficked.

In conclusion, the statement underlined how: “although tourism does have the capacity to empower women – economically, socially and culturally, it has not yet been able to fulfill this role effectively. International and national policies merely pay lip service to women’s empowerment in tourism without providing specifics of how it will be achieved. Developing gender-sensitive policies, providing greater space for women in decision-making roles and changing the dominant patriarchal social outlook to demand gender sensitivity and justice are the first steps towards true empowerment of women. The condition of women in tourism in Goa is appalling and needs urgent and radical reversal of the situation.”

De-commodifying culture: Through the various village/community groups, people are being made aware that Goan culture is distinct and it must not be compromised within the tourism arena. The need to market in an effective way is being highlighted through the various people, guest houses, shacks, and young people who can take the message of Goa’s distinct cultural heritage. Street theatre and other art forms are being popularized through artists.

Water abuse: This issue is being fought in courts alongside opposition to hotels who are in violation of environmental standards. Specifically, community/village groups are taking up this matter with local and state authorities arguing that water is a basic right and not a commodity that can be sold for pleasure when it does not serve the basic needs of people. Groups are filing RTIs around which they hope to put together campaigns against the abuse of their essential water resources for sheer pleasures.

Contesting negative foreign travel advisories: Only marginal attention has been paid to this, but in the years to come CRT intends to aggressively address the question of negative media publicity particularly during the Christmas time. In the wake of the so-called ‘Mumbai attacks on November 26th, 2008 several countries restrained their citizens from travelling to Goa. Other countries demanded ridiculous levels of security precautions for tourists from their countries which left the coastline looking more like an army barrack. There is suspicion that the travel advisories issued at the peak of the tourist season (December 15th to January 10th each year) are largely geared to getting popular destinations buying security contracts - many of which come for

certain countries. The travel advisory is usually based on knee jerk reactions and/or irrational analysis of situations as well as with intent to make profits from security arrangements.

Tourism Impact Assessment studies (TIAs): CRT has completed a TIA in Benaulim and hopes to complete such studies in all the villages that it is working in by the end of the next tourism season. The study is geared to:

- Assessing and analyzing how tourism in Goa impacts the coast and the communities who live in the area
- Identifying issues that have a negative impact on the coastal ecology and communities as a consequence of unbridled tourism
- Formulating strategies for a new tourism that will bring benefits to local communities from tourism and protecting and enhancing the livelihoods of local entrepreneurs
- Ensure that proper environmental standards are defined and maintained – including matters such as overcrowding, keeping up coastal vegetation, garbage disposal, noise pollution, excess traffic, waste management, etc
- Guaranteeing that hosts and visitors advance patterns of responsible tourism
- Ensuring that Goan culture and identity is preserved and enhanced in the tourism equation

A special training for about 35 community leaders was held in March 2008 in Margao. Resource Persons were from EQUATIONS. CRT has been unable to complete more studies on the coast line of Goa and should find ways and means of completing such studies with institutions such as TISS, Nirmala's School of Social Work and Don Bosco School of Social Work whose students are interested in doing such studies as part of their field studies.

Protests against proposed casinos in Goa: Our community groups actively joined wider protests against the Government's plans to license operation of floating casinos along the coast of Goa. In a letter to the Chief Minister, they pointed out how they felt betrayed and conveyed in no uncertain terms that they do not trust in the CM's promises of clean governance. They asserted that "as groups concerned about and involved in fighting the negative impacts of gambling on our society, we support all the organizations that oppose the licensing of floating casinos in the state of Goa. They emphatically stated that they vehemently oppose the establishments of floating casinos anywhere in Goa. Casinos, they stated, have already created social havoc; and there is fear that they will draw youth and local people to squander their meager earnings on gambling. This they argued would severely endanger the social fabric of Goa.

Campaigns for environmental protection have taken the form of public rallies against the perceived attempt by big corporations to 'buy' off the Goa Coast. 'Our Coast is Not for Sale' has been a rallying slogan. CRT has also carried out 17 awareness

events attracting people in large numbers to create awareness and opposition to the Ministry of Environment and Forests' (MoEF) plans to impose a Coastal Management Zone regime on the coastal states which would be against the interests of the people and in effect, violate many of their fundamental rights. In this connection, several special Gram Sabhas were convened and resolutions opposing the CMZ approved. This has been a mass and state wide campaign. A mass rally and public meeting brought together close to 1000 people from the coastal villages all across Goa in September, 2007.

Coastal Sarpanch Coalition: CRT has formed a Coastal Sarpanch Coalition and has held several meetings to forge common approaches that effect people across the coastal areas especially owing to tourism. CRT supported (& continues to support) the Panchayats in contesting the High Court Directive on 26th September 2007 on CRZ matters. Our attempts have resulted in a stay and postponement of all these issues until further study has been done. Meanwhile, with the community groups, a sense of alertness prevails about potential government actions. The Sarpanchs of many of Goa's coastal villages view the CRT as a useful rallying point and information sharing.

Protecting local livelihoods: Guaranteeing that local communities are the first beneficiaries of tourism was a matter of high priority for CRT. In one village, the community group organized the local vendors to oppose licensing of outsiders seeing that the latter practice was depriving the original settlers of the coasts' livelihoods. Working with the local Panchayat, a resolution was adopted to protect their livelihood rights. In addition, the women of the village were also formed into a self-help group. The first attempt of this group was to initiate a savings cooperative.

Involving Panchayats/Gram Sabhas in contesting negative tourism impacts: The Cansaulim community group organized the Gram Sabha members to pass a resolution aimed at fighting the growth of big hotels and protection of local resources. It must be noted that the big hotels more often than not operate with detrimental effects to local communities. The resolution taken up by the Gram Sabha read as follows:

“Goa is increasingly witnessing the growth of 5-star hotels and big resorts on its coastline. All of these hotels and resorts arrive in Goa with promises of providing employment to local people and helping to advance the economy of Goa. After over 20 years of seeing the operations of these hotels, Goans have concluded that:

- Only a marginal number of locals are employed by these hotels.
- The jobs provided to the locals are at the lower rung of the job categories.
- Outsiders are given preferential treatment in respect of appointments even when there are equally qualified Goans for the job.
- People with traditional occupations have been displaced especially the fisher folk and toddy tappers.

Moreover, these hotels violate other norms and traditions:

- Almost without exception they violate CRZ regulations with impunity.
- Most, if not all, dump garbage and sewage into the local agricultural fields and even channel them into the sea, especially during the rainy season thus causing irreversible environmental havoc and consequent health hazards and economic losses.
- They use up water resources which should, as a matter of priority, be given to use for local community uses - water is a basic need and when it is used wastefully for lush lawns, water sports, swimming pools and golf courses, it is a violation of community rights.
- The above also applies to electricity. While local people must put up with power shut downs with great frequency, the hotels and resorts use electricity wastefully with total disregard for local consumption.

In view of the above, the Gram Sabha of Cansaulim resolves to:

- Immediately stop the licensing of any new hotels and expansion of 5-star hotels and big resorts in our area.
- Encourage local entrepreneurship by urging the government to provide subsidies and incentives for Goans to become hosts of tourists through small and medium guesthouses and hotels owned and operated by local people.
- Immediately stop the licensing of any mega housing projects that often function as rent backs and illegal housing for tourists.
- Guarantee the licensing of locals from the coastal belt as vendors and shack owners on the coasts as a means of providing self employment to disadvantaged Goans. (By providing such occupations to local people, the tourism industry will be able to maintain standards that reflect Goan identity and particularity.)"

**Resolution of the Gram Sabha for the Protection of the
Right to Livelihood of Vendors in Cavelossim**
(through the Sarpanch of Cavelossim Panchayat)

CRT also enabled its community groups to work at protecting local livelihoods. After a sustained campaign, mobilization and dialogue with the Panchayat and the local church (a influential institution in Goa), the villagers went to the Gram Sabha with a resolution which found unanimous approval.

"WHEREAS the Gram Sabha of the Cavelossim Panchayat recognizes that the coastal areas of local inhabitants having fixed habitation in the coastal zone for many generations having adapted the trades of fishing and toddy tapping for which natural resources of this coastal zone have been responsibly utilized.

AND whereas owing to the industrialization arrival and pre-eminence of tourism on this coastline the local inhabitants of Goan ancestry were deprived by their traditional livelihood.

AND whereas the locals inhabitants of this coastal belt were forced to depend on tourism related activities as a source of livelihood.

AND whereas tourism is the backbone of this coastal zone and a source of livelihood for the business relating to vending products have increased tremendously.

AND whereas the possibilities for vending products that tourist need are not large in number and it is being observed that persistent and forceful marketing of these products is carried out by vendors through sales agents and that the tourists feel harassed by the presence of an overwhelming number of vendors.

AND whereas the protection of local livelihoods should remain the prior responsibility and concern of the Panchayat and other bodies responsible for the economic, social and cultural advancement and protection of the people who are constituents of the village of Cavelossim, namely the original inhabitants of the coast who are fisher folk, toddy tappers and other such traditional occupations.

The Gram Sabha of the Cavelossim Panchayat resolves that:

- In matters of granting licenses to vendors on the beach that first preference is given to traditional and longstanding occupants of the coastline of Cavelossim since they have had to often give up other occupations in order to cater to tourists.
- The number of licenses granted to vendors on the beach should not at any time exceed thirty (30) persons so as to ensure that there is no excessive competition among vendors and the resultant social tensions and potential conflict.
- The policy of restricting vendors will also assist in avoidance of overcrowding of the beach with the tourists who normally seek a quiet and relaxed holiday atmosphere.
- A zero-tolerance policy of sub-leasing of vending licenses will be imposed. Anyone violating the conditions of licensing with regard to sub-leasing will have their licenses revoked with immediate effect and be prohibited from re-applying for such license for the coming three years.
- Vending products will be strictly restricted to the shops for which licenses are issued and no sale of products through sales agents will be allowed nor will independent sales persons be permitted to operate on the beaches.
- Any violation of item 5 will result in immediate and unconditional revocation of their shop license and the said shop will be closed with immediate effect.
- New licensees for the closed shops will be sought through accepted Panchayat procedures.

- The Panchayat will assist local vendors by liaising with the Small and Medium Industries and other relevant Departments of the Government of Goa to assist in the training of seasonal vendors with off-season tradable skills.
- The Panchayat will ensure strict adherence to the above by appointing local security personnel drawn from among young unemployed people in the village who will assist police in preventing undue increase of the coastlines carrying capacity.”

Cansaulim, Arrossim and Cuelim community groups mobilize citizens to oppose Heritage Resorts Club expansion in the area.

In their fight against the imposition of big hotels and resorts in their area, citizens of three villages persistently protested their licensing. They lobbied through awareness campaigns, at the Panchayat level, and through their elected representatives. In the specific case of the Heritage Village Club, they carried out a signature campaign and hundreds of villagers signed up on a letter which said:

“We the undersigned citizens of Cansaulim, Arrossim and Cuelim areas strongly protest and oppose the proposed expansion of the Heritage Village Club.

The following are the reasons for opposing the said expansion

- The resort is located within 200 to 500 m from the High Tide Line (HTL) which is demarcated as No Development Zone according to the CRZ Notification
- The quantity of water used for a month by the population of village Panchayat of Cansaulim – Arossim - Cuelim is 19440 cum. Heritage Resorts Club consumed 5012.70 cum. In a water stressed area such huge demand of water is bound to create inequity in access to water.
- The resort has been discharging untreated solid wastes and effluents directly into the sea.
- Expansion does not support the traditional rights and customary uses of local communities.
- The access road left by the resort is less than the prescribed 10 mts.
- Our beaches are common property resources and are being usurped by this hotel.
- Encroachment by the hotel will severely affect traditional fishing operations because of extensive tourism activities. This attack on livelihoods is unacceptable.
- The distinct likelihood of water sports would affect the water quality by the discharge of oil and grease.

Citizens did not simply protest. They used the Right to Information Act to compile information and built up sound documentation around which they found valid arguments with which to convince co-citizens and the authorities. The statistics below pertaining to water and electricity consumption by hotels irked many a citizen and galvanized the struggle - a successful one at the end of the day.

Water

The quantity of water used month by the population of village Panchayat of Cansaulim - Arrossim-Cuelim is 19440 cum. Hotel Heritage consumed 5012.70 cum of water while Hotel Park Hyatt consumed 36217 cum of water, which is almost double the requirement of the three villages.

Electricity

Average Electricity per month by the population of village Panchayat of Cansaulim - Arrossim-Cuelim is 193832. Street light consumption per month average is 18653. Hotel Heritage uses an average 135717 and Hotel Park Hyatt average consumption is 588530

Select Group of Hotels withdraws request for extension of expansion of a Heritage Village Club in Arrossim: The Select Group of Hotels which the citizens fought withdrew their petition against the Panchayat of Cansaulim seeking permission for an extension to the Heritage Village Club on the Arrossim Beach.

Since September 2007, the Cansaulim, Arrossim and Velsao Peoples Front for the Protection of Environment had been agitating over the expansion of the Heritage Village Club within an area notified as CRZ III under the CRZ Notification, 1991 issued by MoEF. After much mobilization and mass awareness campaigns, the citizens had decided to approach the High Court to gain some relief. Through their petition, the citizens were seeking an order or direction in the nature of Certiorari quashing the clearance granted by MoEF dated 15.08.2006 and the no objection granted by the Goa Coastal Zone Management Authority.

The petitioners represented by Mr. Alfred Pereira De Andrade claimed a deep interest in protecting coastal ecology and livelihoods of the coastal communities. Their petition also sought to protect the cultural integrity of Goa and the green environment along the coasts and within the villages. Citizen concerns were centered on environmental issues especially those related to the protection of the coastal areas from haphazard construction and which threaten to destroy the fragile coastline of Goa.

The citizens were represented by two well known lawyers, Mr. Mihir Desai, an eminent lawyer with the High Court of Mumbai and Mr. Aagney Sail, a Supreme Court Advocate specializing on environmental and labour laws. Both advocates are associated to the Human Rights Law Network (HRLN)—a national network of lawyers and social activists concerned about and involved in issues of justice and human rights. They argued that Select Holiday Resorts Pvt. Ltd. had claimed to have obtained all requisite permission from the competent authorities for the expansion of the resort in Survey No 113/3, 114/1 and 115/1 in Village Arrossim, Mormugao Taluka. However, the Panchayat of Village Arrossim, Cuelim and Cansaulim had declined to grant a license for the resort in view of the letter sent by the Goa Coastal Zone Management Authority (GCZMA). The High Court had ordered on 13-10-2006 that till the survey and inquiry of all the dwelling units in CRZ-III areas is complete, no new structure of whatsoever nature shall be allowed to be constructed in CRZ III Zone except repairs and renovations.

In filing the writ petition the advocates also brought to the attention of the High Court the blatant violations of the provisions of the CRZ Notification as well as false and baseless averments made by the respondents while justifying their ecologically and socially damaging expansion plans.

The citizens had earlier commissioned two specialist organizations to study the extent of the adverse social and environmental impacts due to the violation of the CRZ Notification - the rampant illegal construction, encroachment, pollution and overall ecological changes as well as denial of access to the local communities to the beaches and sea. The studies carried out by the Sudarshan Rodrigues of ATREE (Asoka Trust for Research in Environment and Ecology) and EQUATIONS revealed that encroachments of the beach by the Resort will affect the livelihood of the fishermen. The space required by them for drying their nets, spreading fish for drying and selling, parking their fishing boats and related activities gets seriously affected.

The studies on Heritage Village Club also showed that:

- That the resort is located within 200 to 500 m from the High Tide Line (HTL) which is demarcated as “No Development Zone” according to the CRZ Notification dated 19.02.1991.
- The said resort had constructed permanent construction beyond and within the 200m from the HTL in violation of the CRZ III (ii) of the Notification;
- The construction is beyond and against the ambit of traditional rights and customary uses which is in violation of CRZ III (iii) of the Notification.
- The resort had not left enough space for access to the beaches as prescribed in Annexure II 7 (ix) of the CRZ Notification. Contrary to the prescribed 20 m, the space left for public access to the beach is less than 10m.
- The resort had employed security guards to prevent local people from accessing the beach area. The free movement of the local communities gets restricted thereby affecting livelihood of the coastal communities who are predominantly dependent on the coast for their living.
- The resort had put up barbed wire fences without any vegetative cover.
- The resort had also been discharging untreated solid wastes and effluents directly into the sea. Moreover, dressing, altering and flattening of sand dunes had been carried out for construction and fencing.

It is important to note that Goa is rich in the diversity of turtles and construction of a holiday resort would disturb the fauna of the seashores. The report “Towards an Integrated and Collaborative Sea Turtle Conservation Programme in India” reveals that the status of sea turtle populations on the Maharashtra and Goa coasts of India lists and classifies Arossim as a medium nesting potential area. Medium nesting potential sites are less populated areas with sparse tourist activity.

There were other matters of serious social and environmental concern. It was noted that Hotel Heritage already consumed 5012.70 cum of water while Hotel Park Hyatt consumed 36217 cum of water, which is almost double the requirement of the three villages in the area. Such a situation was bound to create inequity in access to water which is recognized as a Fundamental Right under Article 21 of the Constitution and a denial of the same is also a violation of Article 14 of the Constitution.

While Heritage Village Club claimed that all the proposed constructions are located beyond 200 meters on the landward side from the High Tide Line (HTL), demarcated by the National Institute of Oceanography (NIO), as per EQUATIONS report, permanent structures had been constructed beyond and within 200 m of the HTL and permission was being sought to extend the construction within the 200 m towards the seaward side. Thus contrary to what the Goa Coastal Zone Management Authority was arguing, construction was being planned on the seaward side and not landward side. It is stated that 'the plot area comprises of level land, devoid of sand dunes'. However, the report mentions clearly that 'dressing, altering and flattening of sand dunes' had been carried out for construction and fencing.

Heritage Village Club had also claimed that the Public Works Department (PWD) had agreed to provide the required water supply to the project. However, a perusal of the report of the PWD in May 2006 only provided for conditional clearance and also mentions of an overall scarcity of water in the entire Mormugao Taluka. The statement that the Electricity Department has certified the availability of power supply to the project was also misrepresentation of facts. The letter from the Executive Engineer, clearly stated that power supply shall be made available 'only on' commissioning of the transformer at Verna Sub-Station and that work of commissioning of the power transformer was under progress.

Public at large is the beneficiary of the seashore, running waters, air, forests and ecologically fragile lands. The State as a trustee is under a legal duty to protect the natural resources. These resources meant for public use cannot be concentrated into private ownership.

Although, Heritage Village Club have reserved the right to appeal the decision of the Panchayat to deny them permission to construct an extension to the resort higher levels, the citizens of Cansaulim, Arrossim, and Velsao hope that they will respect the rights and wishes of citizens in the area and thus show their concern for the integrity of their cultural identities as well as respect for local livelihoods and safeguarding the environment.

Organizing the people to oppose attempted clearing of coastal villages of traditional coastal communities

(Initiative carried out in cooperation with HRLN-Goa and Sudarshan Rodrigues, ATREE)

The coastal stretch of Goa is made up of diverse ecosystems – sand dunes, beaches, wetlands, mangroves, estuaries, backwater lagoons and coral reefs. Settlements of traditional people who inhabit these areas depend on coastal resources and seas for their survival. They are increasingly being displaced or migrate into the hinterlands or out of the State for survival.

Furthermore, several activities such as unregulated tourism, polluting industries, infrastructure, aquaculture, sand mining and rapid urbanization pose serious threats to the health of these ecosystems and to the lives and livelihoods of coastal communities.

- Such projects need to be frozen with immediate effect. Tourism development has taken a huge toll on Goa's coastal environment with violations mounting by the day. The 'carrying capacity' of the coasts has far been exceeded due to tourism and other related activities. Coastal ecosystems which are, inherently, fragile will suffer irreversible and grave damage.
- At the same time, traditional communities are being blamed for all the chaos while the reality is that the big hotels and resorts, and other commercial activities are the real cause of the violations. While the rich and powerful- the real violators of the coastal ecology will go scot free, there is an attempt, in the name of coastal regulation, to displace and disadvantage traditional coastal communities who owe their ancestry back to many hundred years. The bureaucracy and the politician has targeted the traditional occupants of the coasts ignoring the fact that some of what are termed illegalities by them do little or nothing to harm the ecosystems.

- A few years ago the state government identified over 1280 constructions that defied the ban on construction within 200 meters of the high tide line. A number of blatant violations of the CRZ Notification on the coast were meant to face the axe. Hundreds of illegalities have escaped being demolished in the past with the connivance of politicians. Obviously, they represent the interests of the political class and the rich.

CRT decided to intervene on the side of the people on the understanding that the CRZ Notification was introduced with three main principles that CRT would pursue in its everyday work:

- The need to arrive at a balance between development needs and protection of natural resources.
- Activities that are harmful for coastal communities and their environment should be either prohibited or appropriately regulated.
- Coastal ecosystems are to be managed in a sustainable manner, so that the livelihoods of millions will be protected and their survival guaranteed.

CRT argues that CRZ Notification, 1991 should be retained because it protects the environment by setting high standards for its protection while recognizing that island and coastal ecologies are fragile and requires close caring and attention; the notification also guaranteed the livelihoods and rights of long standing coastal communities. We do not need another notification which is as weak as what the CRZ Notification has now become. What is needed is a solid law, driven by a totally different approach – whether that should result in reverting to a better version of the CRZ Notification, 1991 or in a completely new legislation for land use on coasts. CRT campaigns for this new law and works at creating awareness on this with its various components.

In the context of the above, the question needs to be discussed as to why the High Court of Bombay has given various directions with regard to compliance with CRZ regulations. CRT studied the problems emanating from the Court directive, the subsequent show cause notices that the Panchayats had to issue and the options that lay before the people. Examining the High Court order as a necessary first step, a meeting of CRT officials with Sarpanchs of Coastal Panchayats noted the following.

- On 26th September 2007 the High Court of Bombay in Goa based on suo moto Writ Petition No 2 of 2006 gave various directions with regard to compliance of CRZ Regulations. In summary, these included:
 - o Identifying structures existing on 19/2/1991 based on survey maps prepared by Directorate of Settlement and Land Records. This may also be done by reference to existing survey plans under the Land Revenue Code and on the basis of permissions/ licenses issued by the respective Panchayats / Municipalities

- o In respect of structures not identified as existing prior to 1991 notices were to be issued to owners and occupants to show cause why the said structure should not be demolished as having been constructed in the No Development Zone (NDZ).
 - o Panchayats and Municipalities were authorized to take a decision based on written replies or personal hearings within 90 days of serving notice.
 - o If a said structure was not ascertained as pre-1991 and no stay was sought with a higher authority then the structure would be liable for demolition within 60 days from the date of the serving of final decision on the owner or occupants. Furthermore if Panchayats/ Municipalities observe structures that have been validly constructed or repaired with permission of CRZ authorities the above directions will not apply.
 - o The Panchayats were also directed to monitor that no new structures should come up in the NDZ and if any new construction was detected then the Panchayat/ Municipality had to take immediate action in accordance with law.
- Panchayats and Municipalities were expected to file affidavits in the High Court by the 11th July 2008 indicating:
 - o Total number of structures in the 200 meters zone as per Maps provided
 - o Number of structures found to be existing as of 19/02/1991
 - o Number of structures to whom notices have been issued

Issues

- In view of the fact that the maps provided to the Panchayats were survey maps prepared by the Director of Settlement and Land Records and were completed in 1974, the maps did not provide a basis for ascertaining whether the structures in the 0-200 meters NDZ were there before 1991.
- The National Institute of Oceanography (NIO) who were requested to supply satellite maps overlaying cadastral maps as of 1990 informed that their maps were on a scale of 1:50,000. This was seen as an absurdly impossible resolution from which to identify structures.
- Requests made to GCZMA for satellite maps overlaying cadastral maps of 1990 were turned down on the ground that “this office does not have satellite maps overlaying cadastral maps for the year 1990.... However, satellite data pertaining to the year 1991 up to 2006 overlaid on cadastral map (one copy) was available for reference”.

The absence of adequate records and maps with the appropriate authorities made it difficult- even impossible- to meet the requirements of the High Court directive sent to coastal inhabitants through the various Panchayats.

Options explored on the basis of legal advice:

- The Sarpanch of each village which had been issued the directive from the High Court was encouraged to argue that they had no way of reasonably checking out the facts and claims of individuals unless they had the aerial maps of 1990 with a reasonable resolution- unlike the one which the NIO is able to offer them. (The GCZMA has the responsibility to provide such maps to the Panchayats and this was to be insisted on).
- Since tax records e.g. house tax, boat tax, distillery tax, are not always – and no longer- available in the Panchayat offices, it should be necessary to assist people who do not have valid documents to prove their bona fides through reasonable affidavits and methods of certifying that their houses were in existence.
- People on the coast had often added extensions to their homes for reasons of common sense but without applying for legal licenses and/or permissions. In view of the fact that many, if not most, of these extensions do not violate eco-systems, they should be allowed to stand, with proviso only to pay a penalty and regularize the said illegality.

Application of extension of time for submission of requisite documents

- Additionally, the Court should be requested for an extension of three months so that Panchayats can examine records, give occupants an opportunity for personal hearings, and verify from various sources the authenticity of structures said to be in existence before 1991.
- The Court should provide the requested extension to allow Panchayats to also allow a CRZ specialist from a reputed organization in the independent social sector to study each case of 'illegality' and make recommendations for the Panchayat to support its arguments and decisions.
- The Panchayats may hasten the collection of available records so that the new deadline being requested can be met.
- A **uniform draft reply** was prepared taking into account:
 - o The papers already submitted by any Panchayat to the Court or any other government authority.
 - o The ongoing debate and deliberations at Central government level on the CRZ-CMZ question.
 - o Constitutional obligations and provisions which are protective of coastal livelihoods and traditional rights.

Constitutional bases for the reply to the directive were identified and Sarpanchs were made aware of these bases so that they could brief their own lawyers. These provisions, it was felt, would make their case strong.

The supremacy of Self-governance

Panchayat bodies are local bodies enjoying the powers specified under Article 243 of the Constitution of India, Article 243-G(b) – provides the powers, authority and responsibilities of Panchayat pertaining to the implementation of schemes for economic development and social justice as may be entrusted to them including those on relation to the matters listed in the 11th Schedule.

Under Provisions of Article 243-G the legislature of the State may by law endow the Panchayat with such powers and authority as may be necessary to enable them to function as institutions of self-government and these laws are not specified to be laid down by the legislature.

As provided in the 11th Schedule a whole range of subjects are included which can provide development and social justice to village communities. For example, serial no 5 Fisheries and serial no.10 Rural Housing – these are areas wherein the livelihood of the local community associated with fisheries and their dwelling abodes are protected. In both these cases — as in the case of a multiple range of welfare and development activities, the Panchayat body has powers to implement schemes that protect local livelihoods and rights. In substance, it can be argued that the Panchayats are empowered with powers to obtain social justice under the 11th schedule.

Serial No.29 also empowers the Panchayats to the maintenance of community assets such as water, lakes, coast etc. which ought to be enforced and maintained without restricting local rights of housing. Housing is an integral part of life and livelihood. Just as a pavement dweller is entitled to protection, more so are the age-old traditional communities which form an integral part of the environment. The coast is not merely a geographical space. It has as its occupant's people and nature and they have lived in perfect harmony until recent patterns of industrial development and the arrival of tourism.

Article 21 – provides for protection of life and personal liberty. Article 21 also comprehends right to shelter.

Article 39 – provides for equal distribution the resources of the community best to serve the common good.

Article 48-A - Provides for the protection and improvement of environment and safeguard of forests and wildlife and a duty is cast upon the state to endeavor to protect and improve the environment and to safeguard the forests and wildlife of the county.

Article 51A (g) - provides that the fundamental duty of every citizen of India is to protect and improve the natural environment including forests, lakes, rivers and wildlife and to have compassion for living creatures.

The issues of CRZ-CZM are beginning to assume complex dimensions with the central government assuming even more aggressive postures on tourism. In a recent announcement, the central government has stated its intention to open up 'beach tourism' to visitors to India in a big way. Currently, CRT is working with HRLN in a litigation process which seeks to protect 108 individuals who have been served demolition notices to their houses in coastal villages and is also actively supporting 5 Panchayats in their attempt to protect their people from the High Court Orders that can leave nearly 12,000 people or more disadvantaged. Hearings are in process and with government help it is highly possible that we will win the sympathy of the High Court and establish the need to rethink their orders.

Opposing the MoEF's draft CMZ notification

CRT also worked with seven Panchayats through mass awareness campaigns on the draft CMZ notification. CRT was successful in getting all the Panchayats to adopt resolutions rejecting the MOEF's proposals for a CMZ regime. CRT also lobbied with the State government and was instrumental in getting the Goa Assembly to unanimously oppose the CMZ proposals of the Central government. HRLN is also representing several Panchayats which have decided to challenge High Court rulings on the understanding that entire community rights are at stake. These are all village panchayats with which CRT has been working.

Identical resolutions were approved by Special Gram Sabhas convened to deal with the issue of the draft CMZ notification following village-level mass awareness campaigns by CRT in Calangute, Agonda, Cavelossim, Cansaulim and Anjuna during September, 2008.

The resolutions stated:

"We the people of (_____) resolve to oppose the DRAFT CMZ Notification, 2008 for the following reasons:

- The CMZ Notification 2008 offers no real protection to the coasts. It has ignored many judicial orders and needs comprehensive review based on a consultative process at the level of coastal communities.
- Where as the earlier CRZ Notification, 1991 provided a clear regulation the CMZ notification provided an 'ICZMP' which has no deadline for completion. All clear restrictions are now replaced by broad and obscure guidelines incomprehensible to the common man making it more difficult for coastal and fisher people - largest

stakeholders and custodians of our coastal resources to intervene or play a role here.

- Livelihoods are not really safeguarded by this notification. The notification ushers in new players on the coast and in light of the newly proposed Resettlement and Rehabilitation Act and the new Land Acquisition Act; this has disastrous consequences for fishers, many of whom do not possess any land records even. Coastal Panchayats with more than 400 persons per sq km will now be declared as CMZ II areas. This means that many of the earlier CRZ III categories would now become CMZ II which doesn't have a No Development Zone of 200m. This NDZ was created in the original CRZ Notification to ensure that only appropriate forms of development take place in these regions. By putting these areas under CMZ II, the precautionary principle and livelihood protection measures that were applicable to CRZ III areas (to restrict urbanization pressures and ensure livelihood security, rights and access of coastal communities) have been done away with.
- The MoEF has shown its inability to resist development pressure in the preamble of this notification which modified in the so-called 'amendment' that allows 'green field' airports and the expansion and modernization of existing airports in coastal areas. Airports are not critical from a livelihood point of view and are known to have large impacts for environments particularly coastal environment.
- The activities in this notification will be determined by setbacks which are based on human vulnerability. In densely populated areas, the precautionary principle needs to be demonstrably strong. No development projects should be allowed unless proven to be beneficial to the local people or proven to be environmentally benign. The current notification is regressive when compared to the CRZ, 1991 version as it allows large scale development in all the zones.
- The setback line is preferentially used in the cases of housing and settlements of coastal communities but not for other activities such as tourism and recreation facilities which have the same vulnerability as housing and settlements. There is no mechanism of transparency, accountability and participation when drawing up the setback line. This line is supposed to be based on the concept of vulnerability including both natural and manmade hazards.
- The objectives of this notification refer to "sustainable development" through "sustainable coastal zone management practices", based on "sound scientific principles" and "sustainable livelihoods security" and "conservation of ecologically and culturally significant coastal resources", but the subsequent clauses contain no indication whatsoever of how these objectives will be achieved.
- The notification allocates responsibilities to a range of agencies – the local authorities - Village Panchayats, Urban Local Bodies or Other Authorities, National and State Coastal Zone Management Authorities, State Governments, National Board for Sustainable Coastal Zone Management, Scientific Institutions and the

Central Government itself. There is also no mention of an appellate system for disputes related to decisions taken by these authorities.

- The proposed CZM Notification is different from the CRZ Notification, 1991 in that it contains absolutely no monitoring mechanism, except for stating that the SCZMAs are responsible for monitoring the ICZMPs but without any indication of how. Also, there are absolutely no procedures laid out for the clearance of projects mentioned in the notification. The proposed notification does not ensure any of its objectives of sustainable development or livelihoods or conservation.
- Though the new notification has expanded the list of ecological sensitive areas from those in the CRZ Notification, there is no protection and conservation of CMZ I areas as they are no longer 'no development zones'. The CRZ I areas under the CRZ Notification were initially defined as areas where no activities would be permitted. The proposed CMZ Notification builds on this regressive trend and establishes that various activities will be allowed in these sensitive ecosystems as long as they are recorded in the 'Integrated Coastal Zone Management Plans' (ICZMP). The definition, criteria, guidelines, methodology and scope of such ICZMPs are not elaborated in the notification and neither are there any rules or parameters for who should prepare ICZMPs.

Our demand

The demand of the people of our village through the Panchayat is to bring in a process for coastal law-making through which a law is made that should result in a completely new legislation for land use on coasts in consultation with local self government, local communities and which protects the rights of local communities, their dwellings, and their livelihoods.

Coastal Clean-up Towards a People-Centered Beach Cleaning Programme in Goa

In collaboration with the Tourism department, CRT is implementing a Beach Cleaning Programme covering three areas in the North (the stretch Baga-Calangute-Candolim stretch) and the stretch from Arrosim to Colva (a total of nearly 15 kms of coastline). The project commenced in January 2009 and will carry on for the entire year. Originally, the Tourism department asked CRT to take up the work as a mere 'beach cleaning' project without any of the environmental dimensions being looked into. Following dialogue, CRT insisted that it could undertake the exercise only on the condition that the project itself has wider dimensions including environmental awareness and based on community involvement.

At the moment, the project involves some 40 workers (all coastal inhabitants) for whom the work provides much needed additional income. It has also attracted volunteers and tourist support. Hopefully, it will grow into a programme of greater depth and increased dimensions in the next year.

With over 22 lakh tourists visiting Goa every year, Goa's beaches face the challenge of having to cope with various sorts of garbage that are strewn all over the coastal areas. The impact of excess garbage is negative and has many hazardous effects for Goa – its coastal communities and the coastal ecology. It is argued that solid and liquid wastes have the potential to create rising sea levels. That, in turn, can easily set off storms and waves that can cause damage to properties and take lives.

Additionally, the high quantum of waste creates health risks. The presence of a large number of stray dogs on beaches is a serious problem. Moreover, the accumulation of waste on the coasts raises a stench that discourages people from moving around freely and this can have an adverse effect on the number of visitors who might drop Goa as a preferred destination.

Garbage on the beach is a situation extremely dangerous to the health of the entire population as well as to visitors. If it continues, Goa will find itself in the position of Surat when in 1994 it was struck with a plague epidemic - a disease from the Dark Ages. The vector is usually rat fleas, and as we all know, where there is garbage, there are rats. Other diseases also occur under such conditions, particularly when water sources are contaminated, none of them pleasant. In addition, numerous other problems have collected on the once beautiful beaches of Goa. They are deemed as toxic and of a nature that can cause serious health damage.

Creating employment for the unemployed: A beach cleaning programme for Goa can well provide employment for young unemployed men and especially for women. By working for two hours in the early hours of the morning, an hour at mid day during high season and two hours towards late evening, a quick round up of the garbage can easily be managed.

By providing hygienic hand gloves and masks, persons who are thus employed are secured from health risks and not only gain much needed supplementary income for their families, but also engage in an activity of great environmental importance.

Coastal Clean up Day: The plan seeks to engage students/NSS volunteers Scouts and Guides in a massive one-week exercise to maintain our shoreline and our status as the 'Pearl of the Orient'. The Coastal Cleanup Day should seek to bring out thousands of students with the focus being on coastal protection and might also include planting vegetation that can enhance the coast. Youth involvement has the potential for lasting consciousness in young minds and sustainable beach management policies.

The Coastal Cleanup Day can be a hands-on interactive environmental experience, which is as enjoyable as it enhances beachside communities by promoting personal initiative, civic pride and environmental awareness. Through competition and awards, the program provides recognition to people who care for their community and coastal environment.

Management of waste materials: The beaches of Goa will be installed with waste disposal bins on the sand, which permit four types of selective waste collection – bio-degradable and non degradable waste. The four types of selective garbage collection will include paper, glass, containers and organic waste. The containers are to be kept in attractive and prominent colours such as yellow, green, brown and blue (coastal colours) and be well covered.

At information points, beach users may be given plastic ashtrays to dispose of cigarette butts, as well as dried fruit shells, chewing gum and other small waste products. Each shack should be mandated to maintain hygienic disposal bins and use their recyclable waste to vegetate the coastline.

Public Awareness: Large sign boards in prominent places at the entrance to the beach, and in shacks, as well as using boards using bamboo and wood on the beach

with creative slogans to draw attention to the need for preserving the cleanliness of the beach.

Measuring Standards

- The scientific community in Goa – institutions like the National Institute of Oceanography, and relevant departments of the University- would be involved in testing and analyzing quality of the sand and water.
- Concessions should be granted in respect of shacks based on sustainable criteria such as: the use of reusable glasses, the consumption of loose products, energy efficiency, in conjunction with credible environmental awareness campaigns for such things as the reuse of dirty water and the training of the bar staff in good environmental practice.

Noise Control/Pollution: Shacks would be installed with a noise control device, in order to make the music compatible with the public who do not want noise, and to respect neighbours. Noise levels should be adjusted for different times of the day and should be in consonance with the law. Shacks situated at less than 100 m from residential dwellings will be disallowed from loud music.

Coastal waters: Every day, an ocean cleaning vessel, would collect floating solid litter up to the distance that users tend to swim and play in.

Citizen audits: Each summer, the beaches of Goa would receive visits from - environmentalists and concerned citizens/community leaders, who carry out environmental informative and awareness tasks among users and perform visual inspections/audit of the services, with the aim of detecting any possible problems and to ensure rapid reversal of the problems. It is one thing to be able to predict when beach pollution levels are going to be high, but the better thing would be able to know what the source of the problem is so that can be fixed at that stage itself.

This plan is not quite implemented as conceived because the Department of Tourism has failed to make good its share of commitment - financial - and to the content orientation. CRT continues its work despite the failed promises seeing how crucial the work itself is.

Code of Ethics for Responsible Tourism

Tourism is too often seen merely as an arena where the rich meet their hedonistic pleasures. Self-indulgence is what often defines the tourist behaviour and practice. In a similar vein, the host of the tourist is blinded by the prospect of profit and goes all out to satisfy the every whim and fancy of the tourist. In the bargain, there are huge and lasting impacts - largely negative - that can affect the host community, their environment, the workers, the cultures, and the self-esteem of the visited.

This trend needs to be reversed and a paradigm shift in the patterns of tourism must be brought about to ensure that there is a mutuality about tourism. The questions uppermost in the minds of tourism planners and policy makers must be: Who benefits from tourism? What impacts does tourism have on local cultures and the environment? Do the benefits of tourism get equitably distributed? Do the smaller sectors get justice in the economic relationships or are the gains cornered by the powerful entrepreneurs from within and outside?

In response to these questions and issues, CRT proposed a Model Code of Conduct to local groups to be enforced in some concrete and measurable form so as to avoid the negative pitfalls from tourism.

The following were suggested codes as they apply to different sectors.

Code of Ethics for the Industry:

- Sustainable Tourism
- Commit to excellence in the quality of tourism and hospitality experiences provided to our clients through a motivated and caring staff

- Encourage an appreciation of and respect for, our natural, cultural and aesthetic heritage among our clients, staff, and stakeholders and within our communities
- Respect the values and aspirations of our host communities and strive to provide services and facilities in a manner which contributes to community identity, pride, aesthetics and the quality of life of residents
- Strive to achieve tourism development in a manner which harmonises economic objectives with the protection and enhancement of our natural, cultural and aesthetic heritage
- Be efficient in the use of all natural resources, manage waste in an environmentally responsible manner, and strive to eliminate or minimise pollution in all its forms
- Lobby for the tourism industry and other industries, towards the goal of sustainable development and an improved quality of life for all
- Support tourists in their quest for a greater understanding and appreciation of nature and their neighbours in the global village

Responsible Tourism in Destinations

- Shaping sustainable spaces into better places
- Minimize negative economic, environmental, and social impacts
- Generate greater economic benefits for local people and enhance the well-being of host communities, improve working conditions and access to the industry
- Involve local people in decisions that affect their lives and life chances
- Make positive contributions to the conservation of natural and cultural heritage, to the maintenance of the world's diversity
- Provide more enjoyable experiences for tourists through more meaningful connections with local people and a greater understanding of local cultural, social and environmental issues
- Provide access for physically challenged people
- Culturally sensitivity engenders respect between tourists and hosts, and builds local pride and confidence

Ethical Code for Tourists

- Urge tourists to discover their destination – get them to read about the cultural, social and political background of the place and people they are visiting
- Compel them to pay fair prices – When they haggle for the lowest price their bargain is at someone else's expense
- Encourage them to be sensitive to local culture - dress and act in a way that respects local beliefs and customs, particularly at religious sites

- Insist that they ask permission before taking photographs of individuals of people's homes - and remind them that they may be expected to pay for the privilege
- Remind them to 'Open their mind to other cultures and traditions' – It will transform their experience, earn respect and be more readily welcomed by local people. Ensure they are tolerant and respect diversity – observe social and cultural traditions and practices
- Combat the sexual exploitation of human beings, particularly the exploitation of children

Guiding Principles for Social Responsibility

- Actively involve the local community in planning and decision-making and provide capacity building to make this a reality.
- Assess social impacts throughout the life cycle of the operation – including the planning and design phases of projects - in order to minimize negative impacts and maximize positive ones.
- Endeavor to make tourism an inclusive social experience and to ensure that there is access for all, in particular vulnerable and disadvantaged communities and individuals.

Sectoral approaches

Our work has also brought us in working contact with various sectors such as the shack owners, taxi associations, vendors, small and medium guest houses and hotels, and various other sub-sectors of tourism. These are the people who are the real engines of the tourism industry. Our intent is to work in solidarity with them to strengthen their capacities to be determinants and practitioners of responsible hospitality to the tourist. At the same time, it is our hope that we can pursue policies and practices through which the economic benefits of tourism accrue to local communities first and last. These initiatives are described in detail later in this report.

Shack Owners Welfare Society- Goa (SOWS-Goa) and CRT

*(This policy was accepted by the government with some revisions.
SOWS intends pursuing a more complete acceptance of the
policy for the 2009-2010 season)*

Up on the invitation of the Shack Owners Welfare Society- Goa (SOWS-Goa), CRT worked with their representatives and the Economics Advisory Group of CRT to develop a just and comprehensive Beach Shack policy for the licensing of shacks under the Department of Tourism, Government of Goa.

Shack owners made the suggestions contained in their policy based on the understanding and claim that “in accordance with our ancestral rights to the coast and our constitutional right to livelihood, and in order to stimulate the local economy and promote safe and environmentally conscious tourism related practices for the general welfare of the coastal community of the State of Goa.

Shack as source of self-employment/small entrepreneurship

As a matter of introduction to the policy, SOWS and CRT underlined how “the shack business started in the 1960’s in Goa and how traditional fisher folk were the pioneers of this business; selling soft drinks and food to the tourists on the beach.” They underlined that “in more ways than one, shacks became the corner stone and a unique aspect of the tourism industry in Goa.” They pointed out that “the inherent hospitality instincts of the coastal communities made Goa a very attractive destination for tourists from all over the world.”

Calling for action and positive responses from the government as a matter of justice, SOWS-CRT argued that “with tourism altering livelihood patterns on the coast, fisher folk, toddy tappers and others who lost their traditional livelihoods to tourism found an alternate means of making a living from tourism through the shack business. The shack not only typified the best aspects of Goan hospitality; it also provided the

tourist a space where they could encounter Goan culture through authentic food and music.”

Today, there are around 370 traditional shack owners who are totally dependent on the shack business for their livelihoods. In view of prudent coastal management (ensuring that the carrying capacity of the coast is not exceeded by overcrowding) and in accordance with CRZ regulations, the government has restricted the number of shacks.

Staking their claims to maintaining the shack business exclusively for coastal communities, the policy emphasizes that traditional shack owners by nature tend to protect the coast being its inhabitants; hence they use sustainable environmental practices such as recycling of materials used for the shacks, use of local materials and resources and adopting generally environmentally friendly practices. Also, because traditional shack owners are familiar with the coast and the economic resources available they are able to provide authentic food at moderate prices which is an attraction to the tourist.

What follows are highlights of the policy which, as earlier pointed out, have been met by and large by the government with the hope that the coming year will see much improvement.

1. Licensing policy

a) Licenses for 90% of Beach Shacks will be allocated to traditional shack owners exclusively and will be valid for a period of five years, with priority given to those holding licenses for the longest number of years. In such cases, automatic renewal of licenses should be accorded provided the licensee has not violated provisions of the law and other regulations that are drawn up from time to time.

A seniority based licensing system will provide a degree of permanence and security and thereby be conducive to promoting better shack management, regulation and environmental compliance. A senior shack owner who can rely on being granted a license will invest in higher quality durable technology to manage utilities and waste, and will take greater care of both tourists and the cleanliness of the beach in order to sustain his/her livelihood. The current lottery based allocation system creates undue hardship on experienced shack owners who are faced with the uncertainty of not being able to earn a livelihood.

b) Each year, 10% of shack licenses will be granted to new applicants based on a lottery system. However, in keeping with the notion of coastal communities as hosts of the coastal areas, the licensees will be given to coastal inhabitants.

2. Ban on sub-leasing

The Department of Tourism will strictly enforce section 9 of the licensing agreement, which prohibits the subletting of shacks. The Department of Tourism will also

incorporate into the licensing agreement a regulation prohibiting the sale or assignment of a Beach Shack License. The enforcement of these regulations will prevent corrupt practices and the ownership of beach shacks by non-residents who may not have the natural instincts to maintain the coast and hence not the best interests of the coast in mind.

3. Ban on foreigners working on or running shacks

A total ban on foreigners running or operating shacks as workers should be imposed.

4. Rejection of licenses

If a license is denied, the applicant will be given just cause as to why his/her application has been rejected. The Department of Tourism will establish a non-biased appeal committee with oversight of the licensing committee. The committee will include senior members of the Tourism Department not associated with the licensing board. An applicant will be given an opportunity to appeal the decision of the licensing authority by petitioning the appeal committee. The appeal committee will weigh the petition against the recommendation of the licensing board in the presence of the petitioner in a committee meeting open to the public. If the applicant loses his or her appeal, the applicant will be refunded the application fee within 15 days from the date of unsuccessful bid.

5. Dual sources of employment

Neither the applicant's employment status nor the employment status of any member of the applicant's family will preclude an applicant from obtaining a license. The increased involvement in the economy by more members of the public fosters local economic growth.

6. Cost of application forms

The cost of the application forms, which has increased from Rs.10 to Rs. 5000 over the last ten years, will be reduced to Rs. 500, a rate that reflects the normal inflation rate of the economy of Goa over the corresponding period.

7. Site Plan

The Department of Tourism will maintain a concrete site plan for shacks and transparently allocate shack locations based on the site plan. The site plan will include locations on the boundaries of private resorts. The establishment of a site plan will stimulate the local economy and aid in management of site maintenance, environmental compliance, waste, and utilities to include water and power resources.

8. Procedure for applications and licensing including time lines

The government will formulate a draft policy based on the proposals contained in this representation. The following time line and procedures are suggested in this regard.

- Draft policy of government should be made available to Shack Owners Welfare Society by July 15th, 2008
- Suggestions to the draft policy shall be solicited and responses must be submitted by the 31st July, 2008
- The “Working Group on Shack Policy” (See point 13 below) will then review the suggestions received and a final policy will be announced before 10th August, 2008
- Applications for licenses will then be advertised by the 15th August 2008
- Last date for receiving applications will be 25th August, 2008
- The Working Group will then meet to finalize allotments by the 5th September, 2008 and successful applicants will be informed within 5 days. (Early allocation will provide maximum earning potential for shack owners while allowing all government agencies sufficient time to ensure shack owners are complying with licensing agreements and environmental regulations).

9. Beach beds as a source of additional self-employment

The Department of Tourism, in association with environmentalists and NGOs, will assess the carrying capacity of tourists of coastal villages. Based on this assessment, the number of Deck/Beach Beds will be limited to a reasonable amount for shack owners. Hoteliers and private property owners will be prohibited from providing Deck/Beach Beds.

10. Cooking on the beaches/shacks

Shack owners will be allowed to provide full restaurant services within their facilities to include food preparation and cooking. In order to protect the health and safety of shack owners, their employees and guests, the shack owner will maintain kitchen facilities for cooking and food preparation in compliance with all current health and safety codes. All facilities will be inspected and certified by the Department of Public Health prior to operation and periodically throughout the term of the license. Appropriate licenses will also be obtained from the Directorate of Food and Drug administration and the Department of Fire services.

All reasonable regulations stipulated by the above mentioned government departments will be strictly adhered to.

11. Licenses for alcoholic beverages

All shacks wishing to serve alcoholic beverages will require applying for and obtaining necessary licenses from the Department of Excise as per the provision of the Excise Laws.

12. Utilities

The Government will provide the shack owners with easy and ready access to water and electricity and adequate and timely procedures for obtaining the same. Equipment for waste removal shall be provided by the relevant government department.

13. Working Group on Shack Policy

In order to democratize the procedure of licensing of shacks, towards a participatory process of tourism management through shacks, to increase the level of responsibility of shack owners for viable and sound coastal management and responsible tourism, we propose that the Department of Tourism establish a Working Group on Shack Policy which will work on a Public-Private partnership model for greater accountability on both sides for the common good of tourists and local communities who serve the tourists. The working group could comprise of:

- Three senior officials from the Department of Tourism
- One official of the Ministry of Food and Drug Administration.
- Two representatives of organizations involved with responsible tourism.
- President and three other representatives of the SOWS; one each from among shack owners in the North, South and Central area and Minister of Tourism or his representative will be the Chairperson of the group

Proposals for Responsible Shack Management and Operation

The members of the SOWS as residents of the coastal community and as coastal business owners have a commitment to the health and safety of their guests and employees and in the maintenance of the coastal ecosystem. In line with this assertion, it is proposed that shack owners will also undertake responsibilities in tourism as follows:

1. Waste management

Shack owners, in coordination with the Department of Tourism and the Village Panchayats will maintain adequate facilities for the disposal of sewage, waste water, and both non-bio-degradable and bio-degradable refuse. The SOWS in cooperation with CRT and under Government supervision will provide training to all shack owners regarding the responsibilities listed above.

2. Environmental standards

Shack owners will promote and comply with all environmental regulations including matters such as noise pollution.

3. Hygiene and Health Standards

The SOWS undertakes to prepare a booklet containing guidelines and instructions to be followed scrupulously by all shack owners so as to maintain hygiene and health standards.

4. Provision of changing rooms for tourists

The SOWS will provide changing facilities for bathers at their collective costs.

5. Life guard stations at Shack Owners costs

The SOWS will manage all lifeguard stations on the coast. Shack owners will share the responsibility for staffing each station with government trained lifeguards from dawn until dusk for the duration of the season. Lifeguards will be treated as the employees of the SOWS and costs for the purchase of government approved rescue equipment will be borne by the Department of Tourism.

6. Crime Monitoring with Police cooperation

All members of the SOWS will aid the police in combating crime with the particular focus of preventing the sale and use of illegal drugs and narcotics and protecting children from pedophilia, and the abuse and exploitation of women in the tourism arena. The failure of a shack owner to notify the police of any witnessed illegal activity within their shack premises and on the coastline will result in the levying of heavy fines on the offending shack owner.

7. Self regulation

The SOWS will create a "Self-regulation Committee" which shall monitor activities of the shacks and ensure compliance of the Responsible Shack Management policy. This forum will include SOWS office bearers and representatives of the CRT.

As an attempt to self-enforce environmental standards, SOWS planned a training on waste management for owners and workers of all licensed shack owners in Goa in collaboration with CRT. It was agreed that in the interests of Responsible Tourism and a clean-green environment, every licensed shack owner of Goa's tourist industry also needs to be responsible hosts. This programme assumed added importance because the Department of Tourism had earlier launched a 'Beach Cleaning' initiative with CRT. That programme was based on the recognition that the spillage of solid and

liquid wastes on the coastline can have severe long term impacts on the coastal ecosystems.

Unfortunately, for various reasons, the plan was not implemented and many people living alongside the coast complain that the shacks are a source of much garbage and noise pollution in some of the more crowded areas. This is a lacuna that needs to be addressed right in the licensing regime. Community groups recommend that violators of environmental standards should be denied licenses at least for a certain number of years as a deterrent to others. Additionally, it is felt that the government and panchayats are unable to manage monitoring either because of inadequate personnel or owing to corrupt practices. Only a citizen-based monitoring mechanism and self-regulation can produce the needed results.

Compensation to Shack Owners for the season 2008-2009

In the context of a poor season marred by the so-called Mumbai 'terror attack', SOWS and CRT visited the Chief Minister as a delegation to ask for compensation to shack owners for the season 2008-2009 for financial losses incurred by them. In a letter submitted to the Chief Minister, Shri Digambar Kamat, on December 28, 2008, they wrote: "As you are fully aware, the tourist season for this year (2008-2009) has been very lean. There has been a drop of almost 50% tourists so far. The consequence has been that we, shack owners have met with very heavy losses.

Shack business is our only livelihood and if we cannot earn during the season, we have no other ways of feeding ourselves and our families and educating our children.

The peak of Christmas and New Year period is almost over- the time when we make the bulk of our earnings. The opportunity is lost and we cannot hope to compensate our losses no matter what we do. What we have lost is huge and we fear for our security during the non-season. Besides, we have to live with the stringent condition that we cannot hold other jobs or businesses and if we do that our licenses are not issued.

You are aware as to the reasons for our losses. They are beyond our control. This is why we come to you in appeal to provide us appropriate relief in the form of compensation for the losses we have had to bear.

At an average, we would have earned at least 1-1.5 lakhs in the high season. The minimum we expect by way of compensation is a reimbursement of the application fee of Rs 30,000 plus an ad hoc amount of Rs 25,000 to each licensed shack owner.

If we had a normal season, we would have paid in taxes to the government and that amount alone would exceed 90 lakhs. We hope the government will support us in our bad times and help us with the requested compensation.

At this time, we also wish to thank the government for its prompt security actions which have kept us - the local people and the tourists safe. We are sure that the next season will once again be thriving.

We urge your swift action which will send a message to the people that you are truly a CM of the 'aam aadmi'.

SOWS and CRT expect a compensation to be effected when the fee structure for the next season (2009-2010) is determined. Hopefully, a waiver of fee for 2009-2010 will be the decision they will get.

Federation of Associations of Tourist Taxi Owners and Drivers (FATTOD)

CRT organized the Associations of Tourist Taxi Owners and Drivers in South and North Goa and worked with them to develop a proposed Operational Policy for them. FATTOD was created as an independent association free of any political affiliation. It was recognized that previous unions of tourist taxi operators had failed because of political interference and affiliations on the part of the unions. Hence, the view that an independent federation of existing associations (related to stands at hotels) gained ground.

The process started with meeting with leaders of various associations mostly in South Goa. Having gained their inputs and commitment, CRT then convened meetings of larger groups of taxi driver associations in South Goa and through dialogue and discussion came up with the elements for a new policy proposal for tourist taxi drivers and owners. The Economics Advisory Group of CRT once again worked on a series of drafts which were reviewed by Association leaders. Multiple meetings were held and when consensus was achieved among the associations in the South, the North of Goa was also mobilized. Support from the taxi drivers from all across Goa was positive. A large representative gathering of some 700 taxi owners and drivers from the various associations met in Pillar to adopt their policy and develop a strategy for its implementation. In addition, office bearers and an Executive Committee was elected and duly met for training on 'Managing FATTOD'.

The policy that FATTOD submitted to the government met with "on principle" approval from the government. But there remains a difficult & tough tussle between tour operators and the taxi association. Tour Operators are refusing to yield grounds to the taxi drivers as the principle means of moving tourists around.

Tourist taxi owners & taxi drivers argue that they, who constitute a significant part of the local population employed in tourism and provide an essential, dedicated and preferred transport service, should be given an equitable and fair share of the benefits from tourism.

CRT and FATTOD are in a dialogue with the government and the tourism industry, to help resolve these long pending issues of significant social and economic importance. The process is slow and frustrating for the taxi drivers because the industry wants to garner the benefits for itself, while the government is content with paying lip service to the needs of the taxi drivers without really bringing any change in their situation. Taxi drivers increasingly feel that unless they adopt militant stances, there will be no yielding of power to the taxi owners and drivers.

Extracts from the policy

It is important to highlight the rationale and background of the policy proposals as well as the main proposals.

In the mid seventies, the State Government realized the tremendous potential of developing the tourism Sector. With the backing of the Centre and the support of the Tourism Barons and other promoters, tourism was promoted as a zero pollution, high income generating industry.

After the 80's, the tourism industry flourished as is evident in the increase in the number of hotels, flights and tourists over the years. The backpackers and chartered tourists rushed to Goa, which was promoted as the "most sought after tourist destination". Table No.1 traces the growth of Tourist inflow into Goa. It can be seen that in 1970-71 the figure for total tourists visiting Goa stood at 1,11,040, of which foreign tourist were merely 5,960 and domestic tourist were 1,05,080. There has been a continuous growth of tourist inflow since then. In 2007-08 the same figure stood at 25,97,443. The number of domestic tourists were 22,08,986 and foreign tourist stood at 3,88,457. Most of the tourist flow is concentrated in the months from October to May, with a peak during December and January.

A significant growth in the number of hotels in Goa has also been seen. Their number has increased from 508 in 1989 to 1,933 in 2003 (p) to 2,444 in 2008. The room capacity has increased from 6,660 in 1989 to 17,342 in 2003 (p) to 21,869 in 2008 and the bed capacity has increased from 10,369 to 33,139 to 41,031 over the same period.

Today, there is a significant growth in charter flights also. Their number increased from 24 flights per annum in 1985-86 transporting about 3,568 tourists, to 690 flights and 1,58,993 tourists in 2004-05 and 720 flights and 1,69,836 tourists in 2006-07. Most of the chartered flights and foreign tourist arrivals are concentrated between November and March.

Table 1: Tourist Flow into Goa

Tourist Arrivals in Goa

Year	Domestic	Foreign	Total	Share of Foreign Tourist
1974-75	1,71,239	10,400	1,81,639	5.7
1979-80	3,24,814	30,778	3,55,592	8.7
1984-85	6,07,727	62,265	6,69,992	9.3
1989-90	7,71,013	91,430	8,62,443	10.6
1994-95	8,49,404	2,10,191	10,59,595	19.8
1999-00	9,60,114	2,84,298	12,44,412	22.8
2000-01	9,76,804	2,91,709	12,68,513	23.0
2001-02	11,20,242	2,60,071	13,80,313	18.8
2002-03	13,25,296	2,71,645	15,96,941	17.0
2003-04	17,38,330	2,91,408	20,29,738	14.4
2004-05	20,85,729	3,62,230	24,47,959	14.8
2005-06	19,65,343	3,36,803	23,02,146	14.6
2006-07	20,98,654	3,80,414	24,79,068	15.3
2007-08	22,08,986	3,88,457	25,97,443	15.0

Background of the Transport Services for Tourism

At the nascent stage, tourism in Goa was serviced by local buses, black-and-yellow taxis and a few motorcycle pilots on select routes. Gradually, as a result of the rise in numbers of tourists, the existing modes were found inadequate to meet the demand. In addition, the typical foreign tourist had changed from being a 'hippy', to a conventional holiday maker, who now demanded better transport services. Hence, in the early 80s, a new form of taxi called the tourist taxi was successfully introduced. The tourist taxis have remained the mainstay of the transport services for tourists in Goa ever since, in spite of the various difficulties faced by this predominantly local group of stakeholders.

The advent of tourist taxis was not only a boon for the tourists, but also the only avenue for self-employment for a number of local youth, who were left without their traditional means of livelihood, as a result of tourism. Many locals ventured into the tourist taxi sector successfully and whole-heartedly. Today this sector employs more than 1000 persons directly, thereby securing the lives of an equal number of families.

In the early 90s, Goa witnessed laissez-faire, free for all, uncontrolled growth of a new mode of transport, supposedly to improve transport services to the tourist – namely, tour and travel coaches. Over the years the number of tourist coaches has increased substantially, primarily as the buses also carry out local tours and other services traditionally provided by the tourist taxis. The tourist taxis have to face restrictive and unfair practices, thereby severely diminishing the earning opportunities promised to the self-employed, local, tourist taxi owners and drivers. Thus, the benefits of tourism are being denied to the local community, in whose name the tourism was advocated in Goa in the early 80s. This also goes completely against the policy of the Department of Tourism, expressed as *Involvement of local people to the maximum extent possible in the tourism related development activities.*¹ Equally importantly, the misuse of buses to maximize corporate gains has considerably lowered the quality of transport services to the tourist, while charging double the rates offered by the tourist taxis, thereby damaging the image of Goa as a tourist destination.

The tourist taxi owners and drivers face a number of other hurdles which, are also substantially addressed in the operational policy proposed below.

Objectives of the Operational Policy submitted to the Government

The objectives that guided the preparation of this proposal are:

- To promote harmonious relations among the various stakeholders involved in the tourism sector
- To safeguard equal opportunity and other constitutional rights, and to promote just and equitable state policies, especially with regard to tourism
- To safeguard the livelihoods of the self-employed locals employed in the tourist taxi sector and to create further self-employment opportunities for the locals
- To have wider diffusion of gains amongst the local community
- To create social security and recognition for the lower placed participants in tourism industry in general, and for tourist taxi owners/ drivers in particular
- To promote sustainable and responsible tourism based on local culture, ethics and moral values

The Proposed Operational Policy

1. Equal treatment by Hotels

After the recent growth of charter tours and tour operators, hotels have started creating unfair conditions favoring the tour operators, thereby adversely affecting the interests of the tourist taxi drivers. Instead of recognizing the tremendous service

¹ 'Tourism Master Plan : Goa – 2011' of the Tourism Dept, Goa Govt, Ch. 17, Sheet 13, Sec 17.5.9 (i)

given by the tourist taxi drivers over the years, the hotels are now subjecting them to unequal and unfair practices. For example,

- “Reps” (foreigners carrying out travel related business in Goa, see 2 below) are allowed full access to the Hotel lobbies, where they freely carry out deals and negotiations, completely excluding the taxi drivers.
- The hotels encourage counters for the tour operators, while the taxi drivers are denied equal opportunity. The Leela Hotel, Majorda Beach Resort and Cidade de Goa have even removed taxi counters that were existing earlier.
- Tourists are denied access to taxis. Only the offers of tour operators are exhibited within the hotel lobbies. It is essential that prices and offers of both taxi drivers and tour operators are displayed at the same place within the lobby in order to end the ongoing discrimination against taxi drivers.
- Sometimes hotels go to the extent of warning tourists not to travel by taxis. For example, tourists have been told in the past that they would lose insurance cover if they travel by taxis.

As a result of the discrimination by the Hotels, not only are the local, self-employed tourist taxi drivers denied their legitimate interests in the tourism industry, but the tourists are also denied their legitimate rights as consumers. This has reduced the quality of local travel services, which is so important to the success of the tourism industry.

The hotels shall start treating the taxi drivers equally vis-à-vis tour operators, especially with regards to counter space, exhibition of prices and opportunity.

2. Illegal business by foreigners

Tour operators are generally companies that offer package tours to a particular destination. As a result of the rapid growth of charter tourism, many foreign-based tour operators have opened offices in Goa.

The “Reps” is a recent creation of this charter tourism, which has badly hit the legitimate interests of locals, especially the tourist taxi owners and drivers. Reps are persons, usually of foreign origin, such as Russians and Britons, who carry out the business of local guides and holiday managers within Goan territory. These Reps are promoted by the tour operators and monopolize large chunks of the local travel-and guide business. Legally speaking, the Reps do not have work permits and hence are not entitled to carry out business, trade or profession within India. The large number of local, self-employed taxi owners and drivers are being deprived of their legitimate means of sustenance due to Government inaction, which is also aiding the siphoning of substantial local revenue to foreign countries. As this illegal siphoning is adversely affecting the state revenues, it is imperative that immediate measures are taken to stop this illegal business.

It is also pointed out that Reps charge exorbitant rates and dupe the tourists. They never use tourist taxis from the taxi stands at the hotels, as the taxi-drivers would satisfy the needs of the tourists without charging excessive rates. Instead, they employ coaches or other taxis, or private vehicles operating without necessary licenses. The presence of the Reps allows the vehicle to pick up other foreigners from any hotel, which is otherwise not allowed. In addition, the Reps exploit the private car/ non-tourist taxi drivers by paying meager amounts, thereby further starving the local economy of its rightful income.

On the other hand the tourist taxi drivers, being locals, are far better equipped than the Reps to guide the tourists. The tourist taxi rates are much cheaper and end up being about half of what is charged by the Reps. While the local taxi driver has always been and shall always be honest, the Reps does not have the same sense of belonging and ownership. The taxi driver invariably assumes the role of a tour guide and gives the tourist the advantage of his local knowledge, leaving him feeling truly satisfied.

Stop the illegal business carried out by foreign Reps within Goan territory by strictly enforcing the existing provisions of law. No such activities shall be allowed in the forthcoming season, especially in view of the siphoning of State and National revenue to foreign countries. Hotels and tour operators must take necessary measures to stop the tourism-related business activities of unlicensed foreigners.

3. Financial assistance

A need for new and luxury taxis is being felt by the tourism industry today. This financial demand has been directly placed on local, unemployed youth, who depend upon financial institutions for finance in order to enter the tourist taxi trade. Banks are generally reluctant to finance an applicant in the absence of adequate security, thereby forcing the prospective taxi owner to approach finance companies instead. These institutions charge exorbitant rates of interest, sometimes in the range of 15-16%, and the taxi owner is also subjected to additional hidden costs. This adversely affects the tourist taxi owners' ability to succeed in his endeavour. Further, failure to pay often leads to 'lifting of the vehicle'. As a result of this, the tourist taxi owners are always under financial stress, leading to the following problems:

- Distress sale by helpless taxi owners
- Encourages unethical means of earning
- Discourages genuine prospective tourist taxi owners, and thereby increases unemployment in the coastal areas, creating other social problems, such as alcoholism, illegal trade, drug peddling and prostitution

The subsidy currently given by the Government for the purchase of tourist taxis is about 5% only. The procedure for availing of this subsidy requires the taxi owner to

pay the entire amount first, after which he has to file an affidavit and follow other procedures, which take another three months or so before the subsidy benefits can be availed.

In line with the current Government policies, we propose that the following financial assistance package² be provided to the taxi owners:

- **30% subsidy for upgrading taxis and taxi services**
- **Subsidy benefits to be available at the time of the purchase**
- **6 months repayment holiday for finance received towards upgrading taxis**
- **Interest rates to be 3% lower than normal bank rates**

This financial package shall be made available only for owner-driven taxis. The badge issued by the Directorate of Transport shall also be mandatory for getting the benefits of the financial package.

4. Equal opportunity for taxis

Since the 1980s, the tourist taxi industry has always been show-cased as a successful avenue for the local youth, who have been economically displaced by tourism, for self-employment. However, the reality today is that the policies are not implemented. Due to the uncontrolled growth of the number of coaches, their operators have started the practice of herding assorted tourists from 5-star hotels and resorts together for local tours. As a result, both the quality of high-end tourism and the income of the local youth employed in the taxi industry have dropped steadily. Today, the use of coaches by illegal foreigners, also called as Reps, and who are actively promoted by tour operators, is resulting in low quality, high priced services being forced upon unwitting tourists, while denying equal opportunity to the local taxi industry. Every coach that collects 15 to 30 honeymoon couples and takes them on a day tour, denies 15 to 30 local self-employed youth their livelihoods as promised under the Tourism Policy. Further, each tourist ends up paying double the fare in spite of the lower quality of service.

Large-sized tour operators and some hotels carry out a variety of tourism-related services to supplement their main activities, often competing with local interests, such as tourist taxi owners and drivers. The local communities, who have already lost their traditional means of livelihood to the tourism industry, are now again losing their legitimate rights, only due to corporate greed. Further, taxis are a much superior mode of transport than coaches, offering flexibility, privacy and independence. In order to change the 'cheap' image of Goa generated by the tours conducted by tourist buses, so that quality tourists come to Goa in the future, taxis must be allowed

² It is suggested that EDC be selected as the agency to provide the financial package.

and encouraged to provide these specific services, without unequal competition from the coaches.

In order to maintain and improve the quality of transport service to the tourists and to safeguard the legitimate interests of the tourist taxi drivers and owners, it is necessary that the use of coaches be confined to airport departures and arrivals and for engagements by single groups of tourists only.

5. Social Security

The tourism industry employs a large number of lowly paid workers in various sectors such as hotels, restaurants and transport, who form the backbone of this industry. These workers are often employed only for the tourist season and therefore left unemployed for more than half the year. These workers have no guarantee of work the next year and are also not provided with any of the mandatory benefits or safeguards against exploitation guaranteed under the Constitution of India and by the United Nations Charter. Taxi drivers come under the class of tourism industry workers and must be included as beneficiaries of a social security system to be implemented in order to benefit all such workers in the tourism industry.

It is therefore urged that the taxi drivers, who are providing yeoman services to the cause of the tourism industry of Goa, be provided with Social Security in general, and, pension (similar to the Dayanand Social Security scheme, health benefits such as ESI and insurance including Mediclaim or similar medical cover).

6. Facilities and amenities at taxi stands

Taxi stands are mostly situated outside hotels and resorts. The taxi drivers wait at the stands for the entire day, except when engaged.

The relevant authorities, or the relevant hotel/ resort, must provide reasonable basic provisions such as toilets, wash rooms, rest room and parking spaces at tourist taxi stands with which they are concerned, before the beginning of the coming season. New hotels must be required by law to provide for these basic needs from inception.

7. The Transport Department's requirement for affidavits

The transport department has an unusual requirement that a prospective tourist taxi driver must make an affidavit stating that the taxi shall be operated from his residence only. This requirement is obviously arbitrary, causing unnecessary harassment to the taxi owners.

The requirement for the said affidavit shall be removed by amending/ revoking any legislation or order in force providing for such a requirement or by issuing orders to the relevant authorities, or by taking any other steps, as necessary.

8. Badges

The prerequisites to be fulfilled by an applicant for the grant of a tourist taxi driver badge shall be three years experience after obtaining driving license, good character and a residence certificate.

9. Grant of No Objection Certificate (NOC)

Presently the concerned hotel is required to give a NOC to prospective taxi drivers in order for him to apply for a permit. This places undue discretion in the hands of the hotels, who may use it to exact revenge on persons who have asserted their rights, or to force the taxi drivers to support the hotel's private interests in social, economic and environmental issues. It is necessary that this discretion in the hands of hotels is replaced by the consensual wisdom of the concerned association, guided by clearly understood principles based on equality and justice.

The NOC for the use of a taxi stand by a taxi driver, which is required to be submitted for obtaining a tourist taxi permit, shall be issued by the taxi association responsible for that particular stand.

10. Airport Operations

The parking fee at the Dabolim airport starts from Rs. 60/- for three hours. This is many times more than the national standards, as the fees at Delhi, Bengaluru and Mumbai airports for the same time duration are Rs. 10/-, Rs. 5/- and Rs. 5/- respectively(2008 rates) . The parking facility is inadequate and below average standards, and therefore does not justify such a steep amount.

A second problem with the Airport operations is that the existing taxi counter within the terminal building is not managed by any local taxi association.

- **Airport parking fees shall be reduced to Rs. 10/- per 3 hours for a normal tourist taxi and shall be proportionately reduced for larger taxis.**
- **The Airport Arrivals taxi counter shall be handed over to the black and yellow taxis association, in view of their traditional rights.**

11. Harassment by Traffic Police

The taxi drivers, when carrying passengers, are sometimes harassed by the traffic police. The helpless taxi driver is then forced to oblige the demand for a bribe, as he is faced with the policeman's threat to hold back the taxi and delay the tourist, thereby ruining the driver's business and reputation.

Harassment by the traffic police must stop, and must be replaced by trust

arising from the recognition of the discipline and dedication generally associated with tourist taxi drivers.

12. Regulation of coaches, private car and other operators

Though the tourist taxis which have all legal permissions are strictly regulated by the Regional Transport Office (RTO), private cars which illegally carry tourists, coaches and other operators fail to be prevented, or adequately regulated. Even though instances of illegal tourist taxi business is being carried out by private cars and has been brought to the notice of the authorities in the past, no action has been taken. The failure to regulate these other modes of transport for tourists has led to the proliferation of some legally and morally questionable alternatives, at the cost of the genuine interests of the taxi drivers.

The alternate transport services for tourists as provided by private cars, coaches and others shall also be strictly regulated by the RTO and other relevant authorities.

13. Tourism tax

The present procedure for collection of the tax is unnecessary and inconvenient, as it requires payments at regular intervals.

Tourism tax shall be collected every ten years.

14. Uniforms

A change from the present full white uniform is demanded, which shall better suit the local weather and the ubiquitous red mud.

The present taxi uniform shall be replaced by a new uniform, which shall be a white shirt and a black trouser.

Social Obligations

This is not only a declaration of the commitment of the tourist taxi owners and drivers to continue upholding high standards of ethics and responsibility towards tourists and the society, but also a testimony of their resolve to attain new standards of customer service, mutual co-operation, fraternity-towards-all and self-respect within the tourism industry. This dawn heralds a fresh beginning, where hope, diligence and creativity promise to bring new vigour into the lives and livelihoods of these local, self-employed, responsible entrepreneurs.

It is a fact that all the associations of tourist taxi owners and drivers maintain disciplinary and ethical rules for themselves, which are strictly enforced, thereby resulting in the uniformity of standards currently maintained by the tourist taxis. In addition to

these rules and regulations, the following social obligations have been agreed to be accepted and honored by all the associations and their members. This declaration of substantive and procedural provisions, which shall be implemented through the existing associations and supportive institutions and mechanisms, reflects the current need for heightened awareness of new challenges and duties that are incidental to the tourism industry and its future growth.

1. Helpline: It is agreed that in order to meet international standards of customer service, to achieve a greater sense of security in the minds of the tourists and the others and to provide a speedy response to complaints, queries and feedback, all the tourist taxis shall clearly display the helpline telephone number. This telephone number shall be attended to by trained operators on a 24x7 basis and once operational, shall provide an easily accessible, accountable and independent contact point for registering specific complaints and suggestions.

2. Self-regulation and Discipline: This policy document declares the decision of the taxi owners and drivers to constitute a mechanism for self-regulation. Every association shall adopt and implement the social obligations listed in this policy as amendments to their current rules and regulations. Further tiers of the self-regulatory mechanism shall be provided through bodies created by FATTOD, with the help of the CRT and the Tourism Department.

All internal disputes, as well as other disputes concerning tourist taxi operations, shall be resolved by the concerned Association. FATTOD shall be called upon for mediation, if necessary. Further, the above described regulatory bodies shall be called upon for arbitration or for redressal by alternate means, as far as possible.

3. Fare Rates: Approved fare rates will be displayed/ made available on request in each taxi. Uniform rates shall be levied across all Associations for similar services.

4. Zero incidents of drinking-and-driving: It is solemnly resolved that all the taxi associations shall adopt and strictly implement stringent rules related to drinking on duty, and ensure that not only are offences related to drunken driving completely eliminated, but that necessary thought, beliefs and customs are encouraged within the fraternity.

5. Pedophilia: The taxi drivers shall keep an active watch for pedophiles and report any suspicious behaviour immediately to the helpline number, which shall call 1098 for the necessary intervention. NGOs such as Child Rights Goa (CRG) and Jan Ugahi shall provide necessary assistance and training.

6. No drugs and narcotics: No taxi drivers shall allow his taxi to be used for drugs/ narcotics dealings and shall inform the authorities in all such cases. Awareness programs shall be held for all tourist taxi drivers as necessary.

7. No to Sex Tourism: In order to help the authorities control and regulate the threat of growing prostitution-tourism nexus, all tourist taxi associations shall ensure that no drivers are involved in, or actively abet or aid prostitution.

8. Training and awareness: FATTOD and all the Associations, with the help of CRT and the Tourism Department, shall arrange training for language and other skills, as necessary. Awareness programs shall also be arranged to ensure the successful implementation of the policy.

Policy Implementation

It was proposed that FATTOD and CRT work with Government to form a working group which will facilitate and supervise the implementation of the policy framework proposed by FATTOD. It is suggested that the working group consists of five representatives of the tourist taxi owners and drivers, two representatives of Caritas, Goa and CSJP and five representatives of the Government and its relevant agencies. It was suggested that the Director of Tourism be the ex-officio Convener of this working group.

This has been a non-starter in view of the failure of government and tour operators to yield ground to the taxi driver's just claims.

Protest by Tourism Taxi Owners and Drivers of Goa

Following an ultimatum issued to the Chief Minister by the Federation of Tourist Taxi Owners and Drivers (FATTOD) in November, 2008, FATTOD went on an indefinite strike at the onset of the tourist season. In a letter to the Chief Minister, CRT and FATTOD said: "Our protest will be peaceful and is geared to bringing the government to the table for negotiations.....We are pained and sorry to begin such a protest at a time when the tourist season itself is a lean one. However, the absence of any indication from the government as to our submission has compelled us to take this decision. Our hope is that our protest will bring an amicable and acceptable solution to the problems we have highlighted in our memorandum of demands, a copy of which has been attached for your kind reference. The strike led to some dialogue but, until now, there has been no resolution on some of the key demands of the FATTOD".

In order to create public awareness and sympathy for the claims of taxi drivers, a press conference was called. The public and media have never fully understood the claims of the taxi drivers and hence the PR exercise was needed. In their letter to the press, FATTOD leaders pointed out that "FATTOD wishes to use the occasion to highlight the precarious plight of the Tourist Taxi Drivers and Owners – a plight long ignored by the government. This year the problems have been compounded by a hugely lean season categorized by a massive fall in the number of tourists who have come to Goa. Things have been further worsened by the entry of an array of illegal operators and Reps whose work only serves to further destabilize the local taxi

operators, and threaten their livelihoods. FATTOD called upon the “media to take up this important issue”.

It would be inappropriate not to recognize some of the demands that were met by the government that are contained in the policy proposals. There have been several success stories too and the government has yielded grounds on several of the demands. The frustration among FATTOD members stems from the fact that on the core demands there has been little or no real movement.

One of the more innovative schemes introduced for FATTOD in a cooperative venture between the Tourism Department, CRT and FATTOD. 800 taxi drivers from all across Goa underwent a training - Tourism on Wheels designed to enable taxi drivers to equip them as tour guides and as informed, responsible hosts.

Federation of Small and Medium Guest Houses in Goa (FOSAM)

One of the priority sectors identified by CRT was the Small and Medium Enterprises (SMEs) in tourism. A major mobilization process was taken up and meetings were held in different parts of Goa together with owners of small and medium guesthouses in their own locations. Having established the urgent imperative need for an association - a rallying point for these enterprises to act in unison - an organization was created and called the "Federation of Small and Medium Guest Houses" (FOSAM).

Organizationally speaking FOSAM has defined itself as follows:

Vision and Mission

The vision of FOSAM is to create an atmosphere wherein tourism in Goa becomes a meaningful and enjoyable experience and encounter for the visitor with the Goan culture, traditions, and the natural beauty of Goa. In line with this vision, FOSAM seeks to enhance the experience of travellers to Goa by offering quality services and a distinct Goan experience to the visitor - be they tourists or business travelers visiting Goa.

Organizational Intent

FOSAM believes that its core organizational intent is to advance the interests of Small and Medium Hotels and Guest Houses in Goa as a way of creating self-employment to a wide range of people and thus serve the State of Goa in the tourism arena

FOSAM's objectives

- Be a recognized body that speaks on behalf of its members and the Small and Medium accommodation sector who account for 95% of the accommodations provided to visitors to Goa.
- Create methods and avenues through which SMEs can gain access to incentives, subsidies, and government policies/packages which can enhance their financial earnings.
- Develop relevant tourism policies and paradigms that serve to bring greater benefits to Goans and the Goan economy.
- Undertake initiatives that guarantee that the SMEs in tourism are seen as a socially responsible industry.
- Cooperate and work together with other small sectors of the economy such as dairy, poultry, agriculture, transportation, food services etc so that an integrated development is possible.
- Work to lobby for policies and programmes which advance the interests of the all Small and Medium sectors in tourism so as to ensure that the benefits of tourism are not expatriated.
- Access relevant schemes and programmes available in the government - State and Central- which can be channeled to SMEs and, thus, further, advance their well being.
- Propose measures through which various departments of government at State and Central level can provide subsidies and incentives to SMEs by which they can increase their service and earning capacities.
- Develop a Code of Ethics for all members to be strictly adhered to.
- Create 'Certification Schemes'/Labels for FOSAM members in cooperation with Centre CRT under such subjects as 'Responsible Host', 'Code of Ethics', 'Green Host', 'Committed to child protection' etc.

Emerging issues

- Need for the Department of Tourism and Goa Tourism Development Corporation (GTDC) to deem FOSAM as a consultative body and channel policy making through FOSAM for purposes of cooperation and smooth implementation. Also, that FOSAM will represent Goa in International Trade Fairs where tourism is show cased e.g. the ITB in Berlin each year.
- Need for a 'single window' clearance with a long-term Certificate of Registration and Trade License issued for five years; a waiver of registration fees to guest-houses with five or less rooms; a strict adherence to the three-month time-line for clearances.

- Special incentives to “Nature Tourism Resorts” under the banner of eco-tourism.
- Special concessions to convert power supplies from normal pattern into solar energy sources.

Plan of Action

1. Charter Tours

Analyze the social and economic implications of charter tours for Goa and Goan entrepreneurship; Develop a minimum standard rate that SMEs can charge the charter tour companies and better regulation of rates by the government based on market value; Government needs to be partner and advocate on behalf of local SMEs vis-à-vis foreign charter companies.

2. Infrastructure

Stake claims towards the following:

- Allocation of 25% of the annual tourism budget to ensure quality infrastructure at the local village/city level including proper roads with adequate lighting at night
- 24-hour electricity especially during the monsoon, 24-hour clean water supply
- A well planned public sewerage system and treatment plants, especially in highly concentrated coastal villages
- Regular garbage collection segregated at source from residences and businesses as well as public bins which are emptied on a daily basis, and beaches free from litter.

3. Subsidies/Incentives

Obtain capital investment subsidy for locals; interest-free loans for upgrading existing facilities and an employment subsidy for hiring local staff throughout the year with a partial salary during the off-season.

4. Tourism Tribunal

Establish a tourism tribunal to address grievances from service providers in the industry as well as complaints from civil society, and where necessary, provide a temporary resolution within 24-hours.

5. Environmentally Sustainable Rural Tourism

- Promote eco-tourism among existing SMEs in collaboration and facilitate experiential training sessions and technical advice exchange within the entire accommodation sector.
- Claim incentives and subsidies to SMEs to adopt environmental-friendly practices such as alternative energy sources in the operation of their facilities
- Claim rebates on water, electricity, and sewage charges
- Claim rewards/incentives for SMEs which have put into place these systems and save the government on water and power consumption and sewage collection efforts

6. Taxes

Lobby to have new luxury tax of up to Rs. 800/- per room abandoned; and revert back to the old cut-off categories

7. Campaigns

Seasonal Certificate to small paying guest accommodation so as to support small entrepreneurs

8. Enhancement of the marketing capabilities of guesthouses

Claim support for separate brochures/booklets/website with special mention of paying guest accommodation throughout the Department's promotional channels, e.g. visibility and free telephone service at the airport accommodation

FOSAM's Code of Conduct

Members of FOSAM developed a pledge to abide by. The following was adopted as a code of conduct in four key categories:

Legal Obligations

- Act in good faith in all dealings with the government and its representatives, i.e. no bribery, abide by building regulations.
- Pay all taxes and registration fees with the understanding that these contribute to our state's revenues.

Civic Responsibilities

- Be a good neighbor by applying highest standards of integrity, fairness and ethical conduct in neighborhood and participate actively in community fora to address broader social problems.
- Treat all visitors with honesty and courtesy and make sure that they are aware of the local customs and laws.
- Provide decent employment/provisions for staff during the off season.

Protection of Human Dignity

- Shall not display tolerance of any activity that violates the human dignity of anyone else, e.g. pedophilia, prostitution, sale and abuse of drugs, human trafficking, in premises or surrounding areas.
- Shall not engage child workers.

Green Tourism

- Shall be committed to environmental protection because this is not just in our business interests, but also because an environmentally friendly business is in the interest of our own health & well-being and that of our families and communities.
- Shall segregate waste on-site and participate in a community system of garbage collection and disposal.
- Shall demonstrate respect for nature and wildlife.

Creation of Strategy Groups as follows:

- Environmental and Pollution issues
- Taxation/Rates and Tariffs/Infrastructure issues
- Eco-Tourism and Nature tourism issues
- Charter Tours/Rent Back issues
- Government relations/Travel and Tourism Association of Goa (TTAG)
- Media and publicity
- SME linkages to other sectors

In the ultimate analysis

FOSAM is, in the ultimate analysis, an organization and programme to:

- Bring the benefits of tourism to Goans

- Give the visitor to Goa an authentic Goan experience
- To establish that Goa is a destination that offers a safe and ideal environment for people to holiday and experience something distinct, be it cultural, spiritual, environmental, or just a relaxing time away from home!

Some achievements

A major initiative undertaken by the FOSAM was a dialogue with Member-Secretary of the Goa Pollution Control Board, representatives of FOSAM, CRT and Director, Tourism. Following the dialogue, a few important steps were noted and agreed on.

- New requirements of the Goa Pollution Control Board pertaining to Small Guest Houses in 'Category D' would not be applicable for the current tourism season.
- FOSAM to help design an anti-pollution regulatory system for the tourism industry that is based on the size of the guest house and the corresponding degree of pollution that can be potentially generated. This will be submitted to the Goa Pollution Control Board for their consideration. FOSAM members will have the opportunity to present their proposals and viewpoints. The Pollution Control Board requested a letter signed by members of FOSAM which as done by a large group of SMEs. The letter said:

"We, the undersigned, have come together as Small and Medium Hotels / Guest Houses in Goa, henceforth shortened to small and medium-size enterprises or SMEs, to review a matter of grave concern to us. We are united under the banner of the 'Centre for Responsible Tourism' which is an initiative of the Caritas-Goa and Council for Social Justice and Peace.

We recognize the need for anti-pollution legislation in Goa and as responsible citizens and would like to play our part in keeping Goa clean. However we are deeply troubled by some fundamental flaws in the approach to pollution control that we are being subjected to. Below, we list the problems as we see them and our recommendations.

Problems	We recommend
The new system of pollution control seems be arbitrary and not based on actual emissions of enterprises in different industries, particularly of SMEs in the hospitality industry.	Design an anti-pollution regulatory system for the tourism industry that is based on the size of the guest house and the corresponding degree of pollution that can be potentially generated.
The proposed sewerage system contradicts to the existing anti-pollution mechanisms that have been put into place by SMEs at great costs in accordance to the licensing and regulatory requirements.	Inspect the existing systems in place at SMEs and review the need for a new sewerage system.

The new forms are based on the operation of large hotels and manufacturing industries. They are, therefore, inappropriate and impractical for SMEs.	Formulate a reporting form that is relevant to the size, type and services offered by guest houses.
The high pollution control fees which have been levied by the Board does not address the problem of pollution.	Instead, offer a friendly administrative system which can provide guidance on reporting the levels of potential pollution and technical advice on how this can be controlled and reduced.
SMEs that operate in the coastal areas are unduly penalised by a year-round fees and tax system.	Any pollution control mechanisms that are put in place need to reflect the seasonality of the tourism industry in general and SMEs in particular.
Enterprises that rely on generators/ alternative energy sources are made to pay high fees in addition to the fees already charged for anticipated pollution.	The use of back-up sources of energy should be incorporated in the existing fee structure.
The new 'renewal of registration' fee structure does not take into account the varying degrees of pollution within the industry.	It needs to reflect the size of the enterprise, i.e. the number of rooms rather than broad categories as outlined in the new registration criteria.
The retrospective character of the fee structure is unfair	It needs to be revised.

In general, there needs to be adequate justification for including tourism SMEs having 35 rooms or less under the purview of the Goa Pollution Control Board.

Due to the highly controversial nature of the present system, we demand that the licenses of small and medium hotels and guesthouses be renewed by the Department of Tourism without further hardships, until there has been sufficient time to review and revise the anti-pollution legislation in light of discussions of its implications with those affected by it.

We earnestly request you to consider the proposal we make to you and which has been signed a large numbers of Small and Medium Hotels / Guest House from North, South, and Central Goa. We are willing to come and meet you to discuss this proposal and find consultative solutions to the problems. Our attitude is one of cooperation and partnership with your department. We hope you will reciprocate in the same spirit".

Change in tax policy

FOSAM/CRT is also lobbying for a rescission of the current policy and a **tax on room rates** of Rs 800/- and above.

The letter to the Minister of Finance was a request to reconsider the announcement of new luxury taxes and pointed out the following:

“On April 14th, 2008 your department issued an announcement in the Gazette requiring all guesthouses to pay a luxury tax on room rates of Rs 250/- and above. Prior to this year, the luxury tax applied only to room rates of Rs 500/- and above. This new policy results in an arbitrary and oppressive increase in taxes for small and medium guesthouses. As a result of this increase, guesthouses will have to increase their rates, prospectively losing business to the detriment of the Goan economy. Furthermore, the sudden increase in the tax will create a significant loss of revenue to guesthouses locked in long term contracts with charter tour companies.

It must also be noted that while your announcement was issued on the 14th April, it was back dated as 2nd April, 2008 and it came into force from April 1, 2008. The net result was that it disadvantaged a large number of guesthouses and hotels because they were unaware of the announcement and having, not collected any taxes from customers; now have to pay this from their own pockets.

We propose a rescission of the current policy and the institution of a tax on room rates of Rs 800/- and above. After all, most of us are self employed individuals, not large industrial conglomerates to whom this concession will mean a lot. A tax at this rate will free guesthouses to charge more competitive prices, increasing business to the benefit of the Goan economy.

We earnestly request you to consider this proposal we make to you and which has been signed by large numbers of Small and Medium Hotels/Guest House from North, South, and Central Goa. We are willing to come and meet you to discuss this proposal and find consultative solution to the problem. Our attitude is one of cooperation and partnership with your department. We hope you will reciprocate in the same spirit”.

White paper on SMEs

FOSAM and CRT worked together to produce a research-based, policy-oriented paper that benefits small and medium-size tourist accommodation facilities, and the Goan community more broadly. Titled ‘Small is Goan’, the ground breaking study, carried out by Dr. Anibel Ferus-Comelo who served as Consultant to FOSAM -could impact other Third World destinations too where, like in Goa, the benefits of tourism do not always accrue to the local communities. The report argues that, since 97% of the tourist accommodation sector is made up of SMEs, a substantial majority of which are owned and operated by Goan families catering to a vast diversity of tourist budgets, SMEs deserve to be formally consulted in tourism planning. Additional reasons why entrepreneurship in the SME segment needs to be financially and institutionally supported by the government are also presented. Finally, the report suggests that Goa needs sustainable, responsible tourism development with an emphasis on small and medium enterprises for the benefit of our communities. Once this has been put

into place, tourists in large numbers will continue to be drawn to the state for its natural beauty, cultural heritage and harmonious social environment.

Although tourism is considered the backbone of Goan economy, there is a disturbing lack of a policy framework which ensures that the gains of tourism-related activities benefits local people, local communities and local entrepreneurs. The policy paper is a path-breaking attempt of small and medium enterprise (henceforth SME) owners in the tourist accommodation sector to highlight the problems they face, to propose policy solutions, and to articulate their social and ethical responsibilities toward an alternative tourism.

The research for this paper covered a representative sample of the SMEs owners from around the state. The study was conducted through multiple forms of data collection, including a total of 219 surveys collected from SMEs representing over 1,600 rooms available in coastal villages from Pernem to Canacona. Four principles framed the study, namely, an equitable redistribution of the economic benefits through tourism; preservation of human dignity and meaning in tourism-related activity; the protection of nature and the environment; and democratic decision-making along with all stakeholders including local communities which are profoundly impacted by tourism.

The White Paper comes in the wake of a Central Planning Commission report on the need for additional hotel accommodation around the country, especially in the coastal regulation zone (CRZ) areas of India. The report also proposes the establishment of casinos, hinterland tourism, and the formation of 'tourism clusters' around major cities. It may pave the path toward Special Tourism Zones (STZ), which are currently under consideration at the central level. This does not bode well for Goa. In direct contrast, our White Paper presents research-based arguments in favour of small-scale, equitable tourism development rather than mass-based luxury tourism.

It argues that, since 97% of the tourist accommodation sector is made up of SMEs, a substantial majority of which are owned and operated by Goan families catering to a vast diversity of tourist budgets, SMEs deserve to be formally consulted in tourism planning. Additional reasons why entrepreneurship in the SME segment needs to be financially and institutionally supported by the government are also presented. Primary among these is that SMEs support livelihoods and are a channel through which the benefits of tourism are widely distributed in the community. Some of the SME demands are:

- An annual budgetary allocation to ensure basic infrastructure such as steady 24-hour electricity and water supply,
- A well-planned sewage system, proper roads and a proper garbage collection and disposal system;
- A single window clearance for a long-term trade License;

- Reinvestment of luxury tax into the struggling agro-dairy-poultry-bakery industries in Goa;
- Support for Goan entrepreneurship;
- Immediate repeal of the Goa Town and Country Planning (Amendment) Act, 2008 (which excludes government projects from due process);
- A Tourism Tribunal; and
- Genuine environmentally sustainable rural tourism

FOSAM submitted this interim report to the government as an initial step toward a transparent and participatory approach to decision-making about the future of tourism in our state.

CRT and the Independent Peoples Tribunal on the World Bank

Under the leadership of EQUATIONS and ALTERNATIVES, CRT sent representatives from Goa to depose before the Independent Peoples Tribunal on the World Bank. The team from the tourism sector included Geraldine Fernandes, John Rego and Ranjan Solomon - who also served as convener for the deliberations on tourism at the tribunal.

John Rego, a trade union leader speaking for the workers underlined that without the worker the tourism industry itself will be totally disabled. We are its backbone. But we are the worst treated and our rights are constantly violated. Not just that. Increasingly, our working conditions are being degraded and inhuman working conditions are imposed upon us. The hotel establishments have managed to manipulate everything in such a way that unions are becoming marginal and workers are even afraid to join the unions and stand up for their rights. Job protection has become everything and as a result workers are divided by a colonial-type regime in the hotels.

Geraldine Fernandes, highlighted the situation of "Tourism and opportunities for small entrepreneurs". In a passionate story telling approach, she told her audience how she arrived in Benaulim in 1993. Being a creative and independent person by nature, and also having had the experience of running a pharmacy and restaurant as a young woman - as part of the family business - that it would be useful for her to be self-employed and set about working towards starting a guesthouse in Benaulim.

"I looked around the area in Benaulim where my husband had inherited land gifted to him by his father. After a detailed market survey and assessing the prospects, I consulted friends and family- all of whom encouraged launching as a tourism entrepreneur. I was further encouraged by the thought and assurance that commercial

banks were under obligation to support small scale entrepreneurs especially women. It was only later that I realized and learned that much of this was mere rhetoric.

When I decided to launch my small tourism business – a guest house with 8 rooms and 3 penthouses - modest but comfortable, clean, spacious, and built around tourism ethics- I was deceived by what I saw around me. Firstly, I saw how huge the concessions were to the 5-star hotels- whether of Indian or foreign origin. They were not only given land on rates massively less than the normal market rates, they were also given easy access to credit and at comfortable terms. Not just that. Access roads, electricity, water supplies, waste management/ garbage disposal, etc were all made easy for them. The government invested in their needs and demands. On the contrary, we the small entrepreneurs had to cope with virtually impossible travails if we started out on a business.

When I finally got a loan, it was from a cooperative bank- The Madgaum Urban Cooperative Bank. It was an unwilling Board of Directors who grilled me for hours before one of the Directors decided to guarantee me seeing logic in my claims and plans. How can I conclude? I have to highlight how seriously the effects of globalization play out on us Goans.

Globalization has produced more wealth for fewer people in the world? The rich have more money than they can spend on themselves. They now holiday in exotic destinations and Goa is one of them. The MNCs, who are the engines of globalization- supported by the machinations of the World Bank and other global financial institutions, make sure that the wealth generated by the MNCs stays within their fold. Hence, they make sure that the leisure industry rakes in profits from tourism and thus, guarantee that economic privileges grow, but are confined to, the same classes which gain from globalization. That is why, despite all the big talk about making things work for the 'little folk', the tourism industry works for the rich and powerful, for big business, excludes and marginalizes the small entrepreneur. In fact, we as small enterprises can only function when we agree to be subservient or subsidiary to the big hotels and resorts and related ventures. If the World Bank thinks tourism must be promoted, that the sector must be liberalized, then it must also have the essential common sense to democratize tourism and make it beneficial to communities. Community-based tourism is first and last about getting communities to be hosts of the visitor - not the abstract hotel that turns up in the form of a 5-star or 7-star hotel. They are not hosts. They are profit making set-ups who violate our coasts by rank indifference to our cultures, coasts, children, women and workers. They do not represent us - the Goans. They represent profit and capital; in short, greed. We are its victims simply because the entire global financial system - so well represented by the World Bank and its collaborating institutions and governments - has no place for us, the small entrepreneur."

Tourism Impact Assessment Workshop for Rachol Seminarians

In cooperation with the Rachol Seminary, EQUATIONS, Alternatives and CRT organized a "Tourism Impact Assessment Workshop" for 35 seminarians in October 2007. It proved to be a ground breaking event and one which participants appreciated deeply. Perhaps, the best way to sum up the utility of the workshop is to take in what one of the seminarians had to say at the conclusion: "One day or the other, each of us will serve coastal parishes. I hope that we will use the knowledge and motivation we gained here to mobilize our parishes to critique tourism and offer alternative paradigms wherein tourism will be a true encounter between the visitor and the visited, and where there is justice and dignity for all those involved.

Participants of the workshop also did a field study on the pattern of Israeli tourism in the Palolem area in South Goa - an enclave frequented by Israeli tourists. Their observations are well recorded in the accompanying collective statement. The statement is preceded by a pertinent question: Is Goa "the Rome of the East or Israel in the East"?

"Goa was known for its scenic beauty, crystal clean water, heaven-like climate, sky-reaching architecture, hospitable people, and mind-blowing folklores....magnetizes people from different parts of the world. Goan art, specially the culinary art has spawned preparation that was designed to tease gourmet's pallets all over the world. But today, Goa is reduced to a holiday spot. Tourists come to Goa with the latent intention of making business. This place is considered as a Gulf-estate by many of them. We can clearly see the gradual rise in the plans to plunder and loot Goa.

The world is fully aware of the political and social drama between the two rival nations: Israel and Palestine. Like any other foreign nations the citizens have to

undergo military training to serve their country. The disciplined and strict environment, the encounters, the shootouts somehow distorts their psyche and thus becomes a burden to treat. So these people are sent on holidays to different destinations in order to recover themselves and Goa is one of the destinations. By understanding and studying the above situation we would like to make a special study on Israeli tourist in Goa.

Questions Screaming for Solutions....

Do the Israeli tourists own any private properties in Goa and do they operate any businesses of their own. If they are running a business, do they run them in partnerships? Do the Israeli tourists violate the laws of the land in Goa? Do they possess a valid visa? Why do the Israeli tourists choose Goa as destination for relaxation? These questions demand answers.

In addition, drug mafias are making hay in the sunshine. Drugs, sex, prostitution, pedophilia are showing a steep increase in the graph-line of Goan tourism. In the name of tourism, men, women and children are abused by many of the tourists. Crimes, bribes, smuggling, trafficking have polluted the tourism sector. Today, it looks like Goa is noted for theft, money laundering, sexual abuse and so on. In a way, drugs have destabilized progress in Goa.

Field Study of Palolem Beach

- **Economic impact of tourism**

Tourism industry is the largest industry in the world and provides highest revenue to the government. Approximately 22 lakh tourists visit the small state of Goa from different part of the world annually. To accommodate the inflow of tourist, buildings and huts are set up on the coastal area even violating CRZ regulations. The land is also sold to outsiders in order to set up huts and shacks on the coastal area in order to cater to the needs of the tourist.

To set up a shack or hut on the coastal area, many government formalities are carried out, like license to setup a shack or hut, license to sell liquor, N.O.C. etc are often obtained illegally by paying huge sums of money. On the coastal area shacks and huts are mostly owned and run by Nepalis, Bengalis and even foreigners. Rentals of rooms and a hut vary according to facilities available. Price also depends on the situation of the room or the huts. There is an increase in price during the peak season. The cost of a hut or room is between Rs. 500-800 per day.

In the shack the waiters are paid between Rs. 1500-2000 per month, and sometimes their tips are higher than the actual salary. The kitchen staff, mostly comprises of non-Goans, who are paid according to their experience and the type of work they perform. Their salary is between Rs. 5000-9000 per month. The menus' in the shacks are prepared in foreign languages for the convenience of the foreign tourists.

Due to tourism, price inflation occurs, which common people find very difficult to adjust with. Some foreigners are stingy and so they bargain for everything and whatever they purchase. Some local fishermen supplement their income by taking tourists on dolphin trips, flea markets, etc. They charge them around Rs.250 per head.

Local people, mostly are involved in renting vehicles to the tourist for Rs. 150-250 per day. Some local enhance their income by selling fruits, vegetables, snacks, soft drinks, etc. Shack owners too patronize these general stores, in order to buy fruits, vegetables and other necessities.

'Lamannies'¹ who are mostly from Karnataka, Kerala, and so on too earn their living by selling clothes, chains, bracelets, posters, etc. Some of them are involved in this business for more than 10 years. In order to carry out their business smoothly, police are paid Rs.50, on a daily basis and if not, they are beaten up. Night parties do take place, mostly during Christmas and New Year's Eve, with the help of police and local politicians, who are paid heavily.

Apart for tourism business, some people engage themselves in fishing, agriculture during the off-seasons.

- **Environmental impact of tourism**

On the commencement of tourism season shack and huts owners are engaged in construction of shacks and huts which are less than 50 meters from the high tide line (HTL). Sand is used from the shore for construction of huts as a result sand dunes are flattened. Some of the structures are temporarily erected on top, coated with plastic which contrasts the beauty of the beach. Whole stretch is covered with coconut trees but at some places bushes, shrubs and so on have given way to the structures. Fishing boats are visible along the shore indicating the fishing activity. Fishermen reveal that during the monsoons, fishing is profitable business but later the catch is scanty. They also affirm that the catch has declined in the past years. There is no water sport, but still tourism has created difficulties for the fishermen.

Garbage disposal is another problem encountered on the beach. Garbage bins are merged with the ground and no garbage bins are visible, as a result garbage such as plastic bottles and cans are scattered on the shore. These are collected regularly by Cancona Municipal Council (C.M.C.) workers and negligently burnt at the extreme end leaving behind a heap of ashes. Land grabbing around the vicinity of the sea is a constant phenomenon. Even the island which is imbued with greenery is acquired for constructing hotels but locals opined that it is a distant reality and they will strongly oppose the move. As far as water and power supply is concerned, people have no problem. Well water is also not contaminated. There is also noise pollution during Christmas season due to parties.

¹ Lamannies are people coming from neighbouring states and have their particular way of living based on nomadic and gypsy traditions.

- **Socio-cultural impact of tourism:**

Goa is a beautiful land of different cultures and varied heritage. And this culture is moving on its way to become like just a dream. Tourism has played a drastic role in transforming a rich culture and giving it a face of western culture.

Moving along the coast of Palolem we have tried our best to encounter cases of impact of tourism on social and cultural aspect. Tourism industry is increasing so rapidly that the Goan people are pulled towards this way of life. The families which had their traditional occupations such as toddy tapping, farming have left them and moved towards tourism.

People have expressed their views about the dress code saying that approximately 10 years back the tourists had a decent way of dressing but today they are not even ashamed to be open or semi dressed and this has affected today's generation's way of looking at them. Much of the local youth just come to watch them.

Speaking about children of these coastal areas they are losing their interest in education and are getting more interested and fascinated with tourism. When we questioned some of the children they said that they are more happy doing these activities on the beaches rather than studying. Yes, tourism has made an effect on our social and cultural life, but to where is this tourism heading our society and culture? Does it enhance and have a positive effect or is it leading Goa to worse in the name of tourism?

- **Institutional aspect of tourism**

Tourism industry has made an impact on the economic, environmental, social and cultural aspects. Amidst this institutions have a role to play in tourism.

1. Municipality

Municipality does the work of issuing licenses to build shacks, tents, huts and to destroy the illegal constructions which violates the laws. These shacks, huts, tents and temporary restaurants are being charged Rs.2000 and 900 respectively and the money is used for the development of the locality such as road repairs, garbage maintenance and so on. Whenever a new project arrives the people are asked to send their representatives with suggestions or ideas to the council meeting. The further discussion is left up to the chairman. Hardly are there problems reported about the labourers and tourist. But the problem of Goans selling their property to foreigners is not in the hands of the municipality. It's the choice made by the people. Municipality says Goan employed shack owners prefer outsiders.

2. Religious Institutions

The views shared by Parish Priest of Canacona and a nun of Nirmala convent were somewhat similar on tourism. Tourism has its positive and negative effects. Tourism has affected our flowering youth. Our youth is getting pulled towards the problems of drugs, alcohol, HIV+, aids and so forth. They are slowly losing the values and moving towards immoral way of life. The institutions are working hard to make the families and specially the youth aware of the problems and consequences of tourism, by means of organizing social act forum, putting up street plays, seminars and making pastoral visits, thus building an authentic and organized society and better way of living.

Conclusion

We have a great barrier to overcome and we have to be vigilant to track down negative impacts of tourism. The people need to be mobilized to defend themselves whenever atrocities arise so that in the near future we might not find ourselves in a foreign land called 'GOA'.

Theological reflections

It is crucial to highlight the theological reflections of the group that underwent the training in impact assessment. Their reflections point to a possible direction for the church to take and to use as a theological/ ideological basis.

“Tourism is the ideal occasion for man to realize that he is a pilgrim in time and space”. When we say that man is a pilgrim in time and space, it would be our duty to help these pilgrims as pastors, as guides and as laity to reach their final destination. The main purpose of the pastoral care of tourism is to encourage the optimal conditions that will aid Christians in living the reality of tourism as a moment of grace and salvation, as this tourism would bring about a new way of evangelization.

We can say that the parish is the proper place wherein the pastoral care for tourism can be developed. This local community, parish, is responsible for making bonds of cooperation to promote the human and spiritual values among the tourist because it is these people who are in constant contact with the tourists more than the pastors.

How can we live tourism in a Christian way?

Every one should recognize that the effort to live one's free time as a Christian must necessarily be sustained by deep Christian vision of tourism. Every Christian should make the tourist feel at home and must abstain not only from any behavior contrary to their vocation, but also from words, gestures, attitudes that can offend the sensitivity of others.

Family tourism can be proposed as an effective means for strengthening and rebuilding family bonds. Pastoral care of tourism should promote initiatives so that the Christian tour operators and workers in tourist sector will know the Church's social doctrine.

To respond to the "moral problem" that the ecological crises represents for today's world, it is necessary to promote initiatives to respect the environment and to safeguard the priorities of the local community, even at the cost of limiting tourist activity if necessary to the spiritual good of the tourist.

The pastoral care of tourism must set up and encourage, cooperation with the public administrations and with the professional organizations and associations working in tourism so that the Christian vision of tourism can be spread and develop "the implicit possibility of a new humanism".

"He will feed His flock like a shepherd; He will gather the lambs in his arms, and carry them in his bosom and gently lead the mother sheep", says, Prophet Isaiah (Is. 40:11).

In order that these words of Prophet Isaiah come true the following recommendations for the pastoral care of tourism will be useful to examine:

- There is a great need to keep track of the arrival of tourist in our state and study their religious needs. This will surely help in the growth and maturity of their faith even during their vocation.
- Today's seminarians are future Priests, and they are the ones who have to face the greater challenges with respect to the pastoral care of the tourists. Keeping this in mind seminaries and formation houses need to make some provisions geared towards the pastoral care of tourism in their academic syllabus.
- Tour guides or escorts should be properly trained especially those accompanying tourist to the places of religious significance. They should be so trained that they not only explain the significance of the religious place but also inform them about the religious services.
- Ecclesial authorities should also keep in touch with the Government bodies and NGOs working towards balanced and healthy tourism activities. Care should be taken that while providing best possible services to the tourist, the primary need of our community are not hampered.
- In places where the arrival of tourist is in abundance and there is scarcity of priests and religious to look after their religious needs, pastoral workers should be trained, so that they can look after certain pastoral needs in their locality.
- Priests who are working in tourism related areas should ensure that the religious needs of the tourists are met. For this appropriate measures should be taken so

that visitors can participate in the Eucharistic celebration in their own language or with other expressions of their culture, always with respect to the liturgical dispositions in force.

- Just as we have Catechetical Centre, Centre for Lay Apostolate, Council for Social Justice and Peace at the Diocesan level, it would have been ideal to establish a special Diocesan Centre for the Pastoral Care of Tourism, that will co-ordinate and aid the pastoral care of this sector.
- In places frequented by tourists, the local parish community should not only be involved in welcoming visitors, rather it should also prepare its own faithful to practice tourism in a Christian way and support those who act and work in tourism.
- There is a need to form a group of lay persons to study and propose pastoral actions to be undertaken in the field of tourism. The same could also take the charge of co-coordinating various religious services for the sake of tourist.
- On account of employment opportunities provided by tourism industry many people who are employed in tourism industry are not in a position even to fulfill their Sunday obligation because of the work load and odd working hours especially during peak season. Therefore there is a great need to create specific services for the sake of those working in tourism and hotel industry, according to the working hours.
- It is not enough that the church works for the religious welfare of the tourist community, for there is a great need to monitor all the antisocial activities like drug marketing, pedophilia, sex tourism, etc, taking place in the parish community.
- Parishes, especially those in the places of tourist's importance, should keep the information regarding parish services updated and has to ensure that this information is readily available at hotels, guest houses, information point or even a sign board outside the church could be a great help.

Theologizing that is responsive to the challenges of the context must take the concern of the people seriously. Abuses of the natural resources, growing disrespect to women and children, and erosion of values on account of tourism, challenge the theologians and the Church in Goa, to commit themselves to visualize the shape of the Church that is relevant to the context and situation of the people. The Church has to make her faith more alive, dynamic and challenging by encountering the reality of tourism, while at the same time remaining faithful to her living tradition and mission. Theologizing is the mystical experience and praxis-oriented prophetic commitment to reveal God's presence in our daily situation. Thus, in the context of tourism, our seas, coast, fields, rich cultural heritage, and hills act as a place for a relevant theology of tourism. The Church cannot remain silent or neutral in the face of dehumanizing impacts; rather she should prophetically challenge the situation.

Studying the impact of the Israeli Tourist in Goa

Following the workshop, separate sessions were held for a select group of 12 seminarians who made a commitment to give up a Christmas vacation to study the patterns of Israeli tourist in Goa. A separate report on that study is being published.

Conclusion

The temptation to look at the long list of activities and success stories must be accompanied by a note of caution. Much done, and a long, long way to go is how one can describe the tasks and challenge ahead. We have barely touched the tip of the iceberg, as it were. More mobilization and awareness must be the basic approach. For, what is at stake is the integrity of the Goan people. That is under threat from various angles- economic, social, cultural, and environmental. CRT must continue to be a watchdog in the tourism amphitheater, as it were. Equally, it must create the alternatives around which local spaces and cultures are respected, enhanced, and allowed to face the encounter between the visitor and the visited.

A critical appraisal

The report that precedes this appraisal is a narrative account of the intent and purposes of CRT and the actions which accompanied the declaration of CRT's vision and mission.

The list of achievements and processes carried forward are long and impressive. Yet, it is not time to celebrate. The stage we have reached is one where we have declared lofty intentions and plans and have just about gone a bit past the foundational stages. By no means can we claim that we have achieved what we set out to accomplish. The way ahead is hard and long. It will entail risks and involve taking on the unfamiliar.

The time has come to **stabilize and consolidate** some of our work. The stage has also arrived when we need to assume more aggressive postures in some arenas especially in terms of establishing policy guidelines at the government level with respect to the various sectoral groups.

There is also the question of **human resources** - both volunteer and professional services. We shall need both in good measures. It would be risky to over-professionalize our work with a large staff structure because that would take away the community dimension of our work. The leadership for this work must, of necessity, emerge from the people themselves. Staff roles must be supportive and enabling at best. Therefore, there is a need for capacity building in various fields for the community level leaders.

This is also a juncture when an honest **appraisal** is required and a SWOT analysis done. Some kind of regrouping needs to be done and some of the earlier intensity that has somewhat faded be retrieved. Or else, the hard work of the last two years

can be wasted and when such a programme is revived, it will have to be ground up once again.

Tourism is growing - never mind what those who predict doom for Goan tourism are saying. Tourism in Goa is here to stay and one must ignore the media and those who pretend that the future is bleak.

One must also **guard against the manipulations of the industry** - the big sectors (the sharks of the tourism industry) that are battling to corner all the benefits and render what they refer to as the 'sub sectors', mainly the tourist taxi drivers, shack owners, and small and medium guest houses, irrelevant and out of business. We must be warned that the **government has not formally approved any of our policy proposals** and claims and, continues to accommodate the powerful lobbies of the big players in the industry. It is important to recognize that the powerful are not going to part with their influence and riches voluntarily. Their concern for the 'small fish' in the tourism sector is nil.

Up until today, the government which boasts of Goa's tourism being a huge income earner conveniently ignores the fact that the rich and external interests are the main beneficiaries of tourism. We have to keep raising the question: **'Who benefits from tourism'?** Not just as a question but as a challenge to ourselves and to the government and industry to expose the poverty of the government's claims that the people of Goa gain from tourism. **The wealth from tourism merely trickles down** to the people and by the time it reaches the bottom rung, there are mere crumbs to be had.

Our ultimatums to government, strikes, and dialogue have yielded far less than we had hoped for. Our insistence should be multiplied by large mobilization and thus, the amplifying of voices for a just and humane tourism. This is not a call for aggression or violent methods; rather it is a call to militant resistance that is peaceful but persistent, and based on methods which compel the government to dialogue and create results that do justice.

There is also the imperative to come up with a new architecture for tourism. Goa is not just a coastline and beaches for people to come and use and despoil. It is not a product that can be bought and sold as in a super market. It is much more. Goa is about people and cultures, wildlife and forests, blue seas, white sands and a green coast. It is not an abstract 'paradise' that tourists come to, convert into 'enclaves', each according to nationality. For Goan tourism to be really what tourism is destined to be, it should assume characteristics that promote an authentic human and social development that offers spaces for sharing of goods, for rich cultural exchanges, for approaching natural or artistic beauty, for an understanding of different traditions in a just and equitable manner. Towards this, we must be resolute that the government dialogue with CRT around a new tourism policy which is built on the real aspirations of the people, which humanizes tourism and assures that it emerge us an industry which creates authentic and equitable encounters between the visitors and visited.

Alongside, CRT's credibility will lie in being to point to concrete alternatives-in-tourism and develop community based mechanisms to make these alternatives workable.

The choice between reclaiming for the local communities the stakes of tourism in Goa, and permitting the status quo, in which we may one day lose control by a profit-led tourism industry, is ours to make. Not at some later date, but now. The power of that choice is ours to adopt as a counterbalance to the force of apathy which has led us to accept things as they are. If the question before us is: Will we accept the challenges before us and move forward with commitment and courage? Our answer will have to be: 'We shall. We must.'

Annexure 1:

Organisations

ALTERNATIVES-BADAYL

Alternatives-Badayl is an International Consultancy based in Goa, India and Palestine. It seeks to support NGOs and civil society groups that wish to effect authentic and insightful changes in global society. Based on the conviction that alert and agile NGOs and civil society can be the harbinger of change, Alternatives seeks to support organizational Transformation Processes which, in turn, enable and equip the Independent Social Sector Organizations to effectively analyze the root causes of factors that shape our world and formulate relevant and viable responses to these factors.

CARITAS - GOA

Caritas - Goa was established in 1962 with a mission 'to love and serve the needy in action'. Through the various projects and programs it expresses in action the love and care of God towards the needy, oppressed and the victims of natural calamities and man made disasters securing them freedom for integral development. Caritas - Goa is a dynamic expression of the Church's option for the poor, the destitute, the ailing and the marginalized. It works to alleviate human sufferings and uplift those challenged in any way, especially women and children whether physically, mentally or economically.

COUNCIL FOR SOCIAL JUSTICE AND PEACE

Council for Social Justice and Peace was re-established in its present form in 2005. CSJP functions with a vision to establish a society rooted in Gospel values where all people of good will work in solidarity and live in harmony with nature and human kind, where equality, justice, freedom prevail and peace reigns. CSJP accompanies people in all their struggles to care for the earth, protect and promote the rights and Human dignity and empower all especially the poor and the marginalised.

EQUATIONS

EQUATIONS is a research, advocacy and campaigning organisation working since 1985 on the impacts of tourism particularly in terms of rights and benefits to local communities. We envision tourism that is non-exploitative, gender just & sustainable where decision making is democratised and access to and benefits of tourism are equitably distributed.

