

Manual 1  
Particulars of Organization, Functions and Duties  
(Section 4(1) (b) (i))

1. Aims and objectives of the Public Authority:

The aims and objectives of the Public Authority shall be to disseminate and advance knowledge by providing instructional, research and extension facilities in such branches of learning as it may deem fit and by the example of its corporate life and in particular:

- a) To pay special attention to the improvement of social and economic welfare of the people of the state of Goa by developing suitable programmes in community development and human relations;
- b) To promote interest in the life, literature, language and cultures of the people of the State;
- c) To establish schools of studies in disciplines relevant to the life, needs and aspirations of the people of the state and its geographical and industrial profile;
- d) To provide adequate facilities for the educational and professional advancement of socially and educationally backward and underprivileged community from rural areas;
- e) To create opportunity for appropriate academic and professional education for women;
- f) To promote interest in physical efficiency and excellence in sports and social service among the youth of the state; and
- g) To provide higher education, extension and research facilities in Latin Studies, Mining and Marine Sciences.

2. [Mission / Vision Statement](#) of the Public Authority:

3. Brief history and background of establishment of the public authority:

The Goa University was established on 30 June 1985. It is an affiliating University with postgraduate teaching and research carried out. There are now 26 teaching departments, 3 UGC Centres, an Academic Staff College for in service training teachers, 55 affiliated colleges inclusive of professional and non-professional colleges and 9 recognized institutions.

4. [Organization Chart](#)

5. Main activities / functions of the public authority:

The public authority is mainly concerned with students' activities. It imparts education at the Post Graduate level. It is also involved in the conduct of examination and award of Post Graduate degrees to all students enrolled in the departments of the public authority. It also regulates the administrative and academic functioning of all the colleges affiliated to it and located in the State of Goa.

6. List of services being provided by the public authority:

The public authority is involved in imparting education at the PG Level and research. This includes conduct of examination and issue of degrees. It is also involved in conduct of examination and issue of degrees at the undergraduate level i.e. to students enrolled in the colleges affiliated to Goa University.

7. Citizens interaction – Expectation of the public authority from the public for enhancing its effectiveness and efficiency:

Stakeholders of Goa University include its teaching and non-teaching staff, students, parents, members of the various bodies of the University, industry, affiliated institutions, the

State Government, as well as members of the general public. As an educational institution, the University has in place a series of processes related to delivery of education, conduct of examination, award of degrees, etc. The University encourages regular interface with the stakeholders with a view to understand their grievances, if any, which, in turn, will assist the University in taking measures that will enhance the effectiveness of its processes.

8. Postal address of the main office, attached / subordinate office / field units etc. :

Goa University, Taleigao Plateau, Goa 403 206. Post: Goa University

9. Working hours both for office and public:

9.30 am to 5.45 pm on all working days except Saturday, Sunday, Public Holidays  
(Lunch break 1.15 p.m. to 2.00 p.m.)

10. Grievance redressal mechanism:

Statutes SA-35:

- SA-35 (i) Any student or any employee of the University or affiliated College/Institution shall first approach the competent authority of the University/College/Institution, mentioned in the relevant provisions of the Act, Statutes, Ordinances, Regulations or the Rules, as the case may be, for redressal of any grievances that he or she may have. It is only when the competent authority has not been able to redress the grievance that an Appeal shall lie with the Vice Chancellor who shall take appropriate action in keeping with the provisions of the Act, Statutes, Ordinances, Rules and regulations of the University.
- SA-35 (ii) An Appeal against the decision of the Vice Chancellor shall lie with the Executive Council and the Executive Council shall take action as per the provisions of clause (12) of Statute SA-13 (vii) or sub-section 2 and 3 of section 28 or section 30 of the Goa University Act, 1984, as the case may be.
- SA-35 (iii) Request for redressal of grievance shall be made to the competent authority within two weeks of its occurrence. An Appeal against the decision of the competent authority may be made to the Vice Chancellor within two weeks from the communication of the decision of the competent authority. An Appeal against the decision may be made to the Executive Council within four weeks from the date of the communication of the decision of the Vice-Chancellor.
- SA-35 (iv) Grievances against the Vice Chancellor and/or the Executive Council shall be referred to the Visitor directly for further action as per the provisions of the Act.