

**MUMBAI PORT AUTHORITY
TRAFFIC DEPARTMENT – CRUISE CELL**

Standard Operating Procedure (SOP) for inspection of Cruise Facility at Mumbai Port by Cruise Liners

With a view to facilitate Cruise Liners in providing information / understanding of available state of Infrastructure, Policies, Systems and Facilities for Cruise operations at Mumbai Port, a Standard Operating Procedure (SOP) is framed as under:

2. Cruise liners interested in calling / home porting cruise vessel generally seek the information related to Technical, Operational and Service parameters, For providing complete required information, it is necessary that officials relating to the facilities are available during visit / inspection and interaction with Cruise Liners. Information generally sought and Department / Section related is as under. A committee of Officers of respective Department / Division of Mumbai Port Authority (MbPA) will be formed.

Sr. No.	Information Sought	Concerned Department /Division
1	Information about Channel, Anchorages, Berth Length, Drafts, Distance from anchorage to berth, Waste disposal at anchorages, Disaster Management related information, etc.	Marine Department
2	Bollard Strength, Wharf Strength, Cleanliness, Proposed facilities at MICT.	Civil Engineering Department
3	Illumination, Air Conditioning etc	Mechanical & Electrical Engineering Department
4	Existing Terminal Facilities, Accessibility for Passengers / Tour Operators / Shuttles / Cars, Gangway, Facility for queuing of Immigration / Customs / PHO work at Terminal, Brochure, Charges, Brief on status of Cruise Tourism (short film / PPT)	Cruise Vertical
5	Security aspects for Vessel, at Terminal and at Gate, Operations at entry / exit Gate	CISF
6	Facilitation outside Green Gate for passengers / Tour Operators	Security Division

Sr. No.	Information Sought	Concerned Department /Division
7	Destination / Excursions and Shuttles	Tour Operator nominated by Vessel Agent of Cruise Liner
8	IT facilities like Wi-fi, Scanners, immigration connectivity etc	EDP Division
9	Health related information and pandemic protocol to be followed.	Medical Department

3. Nodal Officer from each Department / Division of MbPA and CISF will be nominated
4. Cruise Vertical will collect information from each Department / Division and create a template containing information including City related information and will post on MbPA website. Template will be updated every month and updated on website.
5. Cruise Liner interested to inspect Cruise Facility will contact Mumbai Port Authority Cruise Vertical at mbptcruise@mumbaiport.gov.in (Tel.:- 022 66564417 / 4419 / 4416)
6. Upon receipt of e-mail from Cruise Liner, Cruise Vertical will fix the date and time of interaction followed by site visit / inspection and communicate to the Cruise Liner within period of 7 days and all MbPA members will be notified to attend the same.
7. Cruise Liner will be provided information, Brochure, Template, Publicity material etc during interaction.
8. Site Inspection / Visit will be made by Cruise Liners and all members. Queries raised will be noted for examination and suitably replied within 15 days.
9. Further queries, if any, can be raised at Cruise Vertical E-mail. Respective Department / Division member will provide information to Cruise Vertical, who will communicate to Cruise Liner within 15 days.
10. If the Cruise Liner is not satisfied with the information provided under this SOP or any other action of concerned officials, may communicate with Traffic Manager, Mumbai Port Authority at tm@mumbaiport.gov.in (Tel: - 022 66564429 / 4430). This SOP will be posted on MbPA website for information of all concerned.
