 MUMBAI PORT AUTHORITY	Department	MECHANICAL & ELECTRICAL ENGINEERING DEPARTMENT	Title Sr.No.	4
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	Date	03.02.2020		

ISO 9001:2015 QMS


QUALITY POLICY OF THE MUMBAI PORT

WE, AT THE MUMBAI PORT TRUST, PROVIDE INTEGRATED SEA-PORT FACILITIES FOR SAFE HANDLING, STORAGE AND DELIVERY OF CARGO / CONTAINER TO THE REQUIREMENTS OF OUR CUSTOMERS.

WITH AN AIM OF IMPROVING STAKEHOLDER SATISFACTION, WE ARE COMMITTED TO:

- STRIVE FOR EXCELLENCE IN PORT OPERATIONS
- CONTINUALLY IMPROVE THE SERVICE PROCESSES AND QUALITY SYSTEMS
- THE COMPLIANCE OBLIGATIONS WHILE DELIVERING ITS SERVICES
- ACHIEVE OBJECTIVES FOR PROVIDING EFFICIENT AND TRANSPARENT SERVICES TO THE PORT USERS;

THIS WILL BE ACHIEVED BY IMPROVING INFRASTRUCTURE FACILITIES; INTER-DEPARTMENTAL TEAMWORK, TRAINING AND EFFECTIVE DATA BASED REVIEW SYSTEM.

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MBPA CORPORATE QUALITY OBJECTIVES

1. To Improve Turn Around Time for all cargo vessels by 1% year on year basis.
2. To maintain average Ship Berth day Output for General cargo 2650 tonnes (excluding Automobile and Project cargo).
3. Imparting training and arranging skill development programs for 30% of staff below age of 55 yrs. will be imparted training every year at PMTC.
4. To maintain average ship day throughput for Liquid cargo to 17000 tonnes.
5. To render vessel related bills for midstream discharge within 8 working days of sailing of vessels.
6. To ensure 75% of harbour tugs and 66% of dock tugs are available every month at Indira Dock for operations.
7. To maintain 'Incident Rate' of occupational accidents occurred to Dock workers of operational Departments of MbPA and Port Users, below 0.5 in every month.
8. To attend 100% cargo handling related civil maintenance works (minor nature) within 8 working days after receipt of requisition.
9. Preparation of Tender Scrutiny Report for Technical Cover within 30 calendar days from date of opening of technical bids. - Target is 80%
10. Preparation of Tender Scrutiny Report for Financial Cover within 15 calendar days from date of opening of price bids. - Target is 80%
11. Maintain the minimum required illumination level for safe working condition inside the Residential area and Cargo handling Area/ operational dock area by 25 Lux, in the offices 150 Lux and the outside area 10 Lux.
12. Availability of lights in the streets and MbPA owned places: 90% of the street lights and lighting at MbPA owned places will be maintained.

13. Audit clearance of 100% of ad-hoc/estimated bills within 5 working days, measured bills within 10 working days and final bills within 20 working days from the date of receipt of bills complete in all respect in finance department.
14. Advice to bank for payment of bills through NEFT/RTGS will be issued within two working days from the date of receipt of voucher complete in all respect in Treasury Branch of Finance Department.